

Istraživanje upotrebe informacionih i komunikacionih tehnologija u Crnoj Gori

Izdavač: Agencija za elektronske komunikacije i poštansku djelatnost

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Štampa: *FOTOGRAFIKA*

Tiraž: 250

Mjesto i datum: Podgorica, april 2011. godine





**AGENCIJA ZA ELEKTRONSKE KOMUNIKACIJE
I POŠTANSKU DJELATNOST**



DEFACTO
CONSULTING

**ISTRAŽIVANJE O UPOTREBI
INFORMACIONIH I KOMUNIKACIONIH
TEHNOLOGIJA U CRNOJ GORI**

**SURVEY OF USE OF INFORMATION
AND COMMUNICATION
TECHNOLOGIES IN MONTENEGRO**

METODOLOGIJA

Cilj istraživanja

Istraživanje upotrebe informacionih i komunikacionih tehnologija u Crnoj Gori sprovedeno je u periodu od 1. do 28. februara 2011. godine. Istraživanje je sproveo stručni tim DeFacto Consultancy-a, a za potrebe Agencije za elektronske komunikacije. Metodologija istraživanja je prilagođena propisanoj metodologiji koju koristi EUROSTAT¹, nakon izmjena koje su učinjene 2008. godine. Na ovaj način je obezbijedeno da podaci koji su prikupljeni budu:

- validan podatak o razvoju i upotrebi informaciono komunikacionih tehnologija u Crnoj Gori koji je istovremeno i pouzdan i zasnovan na prihvaćenoj međunarodnoj i evropskoj metodologiji;
- uporedivi sa ostalim državama Evrope (EU i donekle ne-EU) po navedenim indikatorima;
- prilagođeni godišnjem repliciranju istraživanja čime se može obezbijediti praćenje trendova razvoja ICT-a u Crnoj Gori.

Da bi Crna Gora mogla na adekvatan način odgovoriti zahtjevu EUROSTAT-a i drugih međunarodnih, posebno evropskih institucija i organizacija, za dostavljanje podataka u oblasti ICT-a, podaci su prikupljeni na način koji je od strane EUROSTAT-a propisan za tu namjenu. Samo tako prikupljeni podaci mogu biti uporedivi sa drugim državama i na taj način upotrebljivi EUROSTAT-u, Evropskoj komisiji i drugim institucijama, a u krajnjoj liniji u ovoj fazi pridruživanja Evropskoj uniji i Crnoj Gori.

Izveštaj se sastoji od tri osnovna dijela:

- Prvi dio je izvještaj o istraživanju domaćinstava o upotrebi informaciono-komunikacionih tehnologija koje je zasnovano na standardizovanom EUROSTAT-ovom upitniku;
- Drugi dio je izvještaj o istraživanju domaćinstava o zadovoljstvu uslugama koje pružaju telekomunikacioni operatori koje je zasnovano

¹ EUROSTAT je evropski statistički zavod koji prikuplja podatke ne samo o zemljama članicama već i o drugim zemljama koje su značajne za EU. Sjedište Eurostata je u Luksemburgu.

METHODOLOGY

Goal of the research

Survey of usage of information and communication technologies in Montenegro was conducted in the period between 1st and 28th February 2011. It was conducted by DeFacto research team for the purposes of the Agency for electronic communication and postal services. Methodology was adjusted to the methodology used by EUROSTAT¹, after changes made in 2008. This way several important conditions were met:

- That the valid data on development and usage of information and communication technologies in Montenegro are at the same time reliable and based on accepted international and European methodology;
- That the data is comparable to the other states in the Europe (EU and several non EU countries) according to identified indicators;
- That the data is suitable for yearly replication of the research which can provide identifying trends of development of ICT in Montenegro.

In order to enable that Montenegro can adequately reply to the EUROSTAT's or other international agencies' requests for data about ICT use, the data in question is collected strictly according to the rules provided by EUROSTAT. Only if these rules are followed the data can be comparable to the other states and therefore usable to EUROSTAT, European Commission and other international organizations and institutions and mostly to Montenegro.

This report consists of three parts:

- The first part is report on Household survey about ICT use which is based on standardized EUROSTAT's questionnaire;
- The second part is report on individual satisfaction with the services provided by telecommunication operators. This part is based on the needs for specific information by the Agency for electronic communication and postal services;

¹ EUROSTAT is European statistical office that gathers data not only about member states of EU, but about all the countries that are important to the EU. EUROSTAT's headquarters are in Luxembourg.

na potrebama Agencije za elektronske komunikacije i poštansku djelatnost;

- Treći dio je izvještaj o istraživanju preduzeća o upotrebi informaciono-komunikacionih tehnologija koje je zasnovano na standardizovanom EUROSTAT-ovom upitniku.

Za prvi i treći dio koji su organizovani i sprovedeni po metodologiji EUROSTAT-a dati su prvo podaci o odgovorima ispitanika u Crnoj Gori, a nakon toga grafikoni koji Crnu Goru predstavljaju u uporednom kontekstu. U tom dijelu su, pored podataka za Crnu Goru, navedeni i podaci za sve zemlje članice EU pojedinačno, za Evropsku uniju kao cjelinu, za 15 zemalja članica EU prije proširenja, za Norvešku, te za Tursku i Hrvatsku. Odabir zemalja je uslovljen podacima koje posjeduje EUROSTAT za 2010. godinu.

Treba napomenuti da je način računanja procenata odgovora drugačiji na nacionalnom, a drugačiji na uporednom nivou. Naime, EUROSTAT-ova metodologija podrazumijeva da se koriste tzv. filter pitanja na način da se ukoliko ispitanik odgovorni negativno na prvo (filter) pitanje, tom ispitaniku naredni set vezanih pitanja ne postavlja. Na primjer, ukoliko je filter pitanje bilo „da li koristite računar“, a naredno pitanje „koliko često koristite računar“, onda se onima koji su odgovorili negativno na prvo pitanje, drugo pitanje i ne postavlja. To dalje za posljedicu ima da se procenat odgovora na drugo pitanje obračunava samo u odnosu na one koji su na prvo pitanje odgovorili da koriste računar kada je nacionalni nivo podataka u pitanju.

Kada je uporedna analiza u pitanju, pak, prema EUROSTAT-ovoj metodologiji zahtijeva se poređenje između država u odnosu na ukupnu populaciju date države pa se odgovori obračunavaju u odnosu na sve ispitanike u anketima bez obzira na njihov odgovor na filter pitanja tj. u ovom slučaju njih 1503. Iz ovog razloga odgovori u uporednim tabelama obično predstavljaju niži procenat iako je riječ o istom pitanju.

Na kraju izvještaja su date tabele kontingencije koje su urađene u onim situacijama u kojima imaju određenu distinktivnu vrijednost. Ukoliko je odgovor na pitanje dalo premalo ispitanika da bi ukršteni podaci bili interpretativni, tabela kontingencije je izostavljena.

- The third part is report on Business survey of use of information and communication technologies which is as well based on standardized EUROSTAT questionnaire.

The structure of the report is the following: for the first and the third part of the report the data is first provided about Montenegro, and afterwards, the data is presented comparatively. The comparative part contains data not only for Montenegro but for every EU member state, for EU as whole, for 15 oldest members of EU jointly and for Norway, Turkey and Croatia. The selection of the countries is determined by the availability of the data by EUROSTAT in 2010.

There is an important note that the calculation of the percentages differs on national and on comparative level. Namely, construction of the EUROSTAT's questionnaire includes so called filter questions. This means that if a respondent answers negatively to the first (filter) question, he/she is not asked for the following set of connected questions. For example, if the filter question was "whether you use computer" and the following "how often do you use computer", the respondents that answered that they do not use the computer on the first question were not asked the latter. The consequence to this fact is that the total used for calculation of the percentages in the second question equals the number of people that replied positively to the first (that they do use computer). This is the case for the data on the national level.

On the other hand, the calculation of percentages in the case of comparative data, according to EUROSTAT's methodology is always based on the total of population (in this case 1503). This is the reason why the percentages of responds in comparative charts are for the same questions very often somewhat lower.

At the end of the report, contingency tables are provided for all the cases where they have any distinctive value. If the question is answered by too few respondents in order to have a valid cross tabulation, the contingency table is omitted.

Anketa domaćinstava

Podaci o korišćenju ICT-a od strane pojedinaca i domaćinstava su prikupljeni kroz reprezentativan uzorak od 1503 ispitanika. Osnovna karakteristika uzorka je izbor na osnovu multilevel random sampling procedure koja je omogućila da standardna statistička greška bude +/- 2.53% sa intervalom povjerenja od 95% za distribuciju od 50%.

Prema metodologiji EUROSTATa, anketom su obuhvaćeni:

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Prema metodologiji EUROSTATa, anketom su obuhvaćeni:

- Pojedinci od 16 do 74 godine (godisšte ispitanika je za potrebe poređenja grupisano shodno EUROSTAT klasifikaciji u tri kategorije: 16 do 24, 25 do 55, preko 55)

- Domaćinstva u kojima bar jedan član ima između 16 i 74 godine.

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Household survey

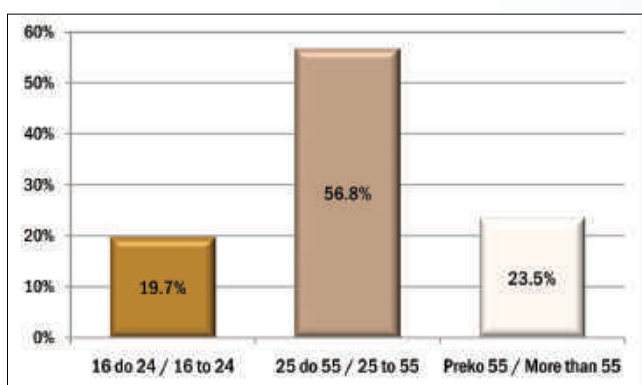
Data about individual and household use of ICT are collected through representative sample including 1503 respondents. The primary characteristic of the sample is multilevel random sampling procedure which enables that standard statistical error is between +/- 2.53% with confidence interval of 95% for 50% distribution.

According to EUROSTAT methodology the survey included:

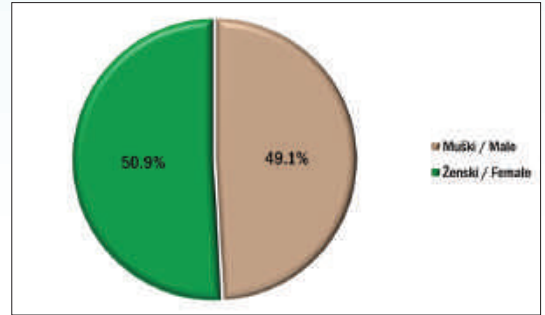
- Individuals between 16 and 74 years old (respondents were for comparison purposes then grouped according to EUROSTAT's classification into three categories: 16 to 24, 25 to 55 and over 55 years)

- Households in which at least one member has between 16 and 74 years.

Grafik 1 / Graph 1
Starosna struktura ispitanika
Age structure of the respondents



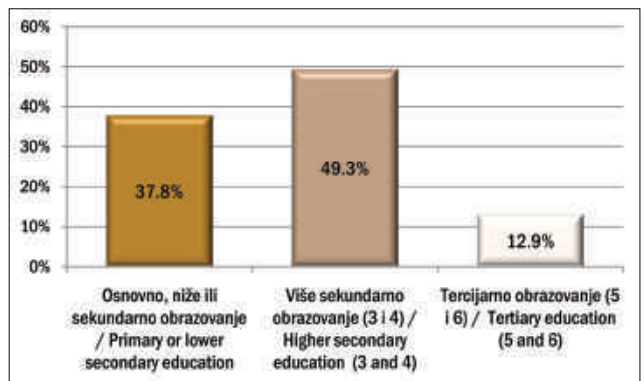
Grafik 2 / Graph 2
 Pol/rod ispitanika
 Sex/gender of the respondents



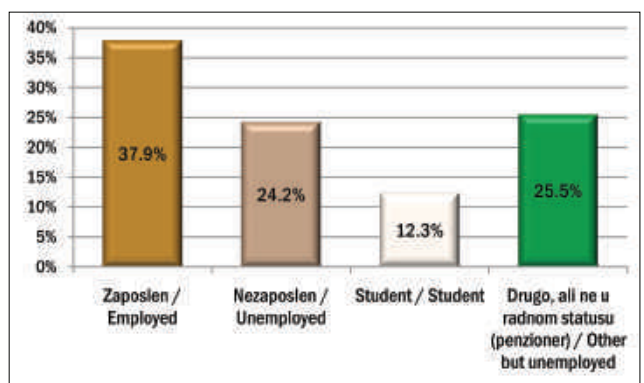
Obrazovanje ispitanika je prikazano kroz EUROSTAT klasifikaciju, odnosno ISCED nivoe obrazovanja gdje je: 0-2 osnovno, niže ili sekundarno obrazovanje (predškolsko obrazovanje; osnovno obrazovanje ili prva faza osnovnog obrazovanja – prvi do petog razreda; niže srednje obrazovanje – šesti do devetog razreda); 3-4 više sekundarno obrazovanje (srednje obrazovanje; višesrednje obrazovanje – prvi do četvrtog razreda; Obrazovanje post sekundarno ne terciarno – studije prvog stepena); 5-6 terciarno obrazovanje (više obrazovanje; Master studije; doktorske studije).

Educational level of the respondent is classified by using EUROSTAT classification through ISCED levels. This classification is the following: 0-2 basic, lower secondary education (preschool education; primary education or first phase of the primary education – first to fifth grade; lower high education – 6th to 9th grade); 3-4 higher secondary education (high school; – 1st to 4th grade; post secondary but not tertiary education – first degree studies); 5-6 tertiary education (higher education, Master studies and PhD studies).

Grafik 3 / Graph 3
 Obrazovna struktura ispitanika
 Educational structure of the respondents



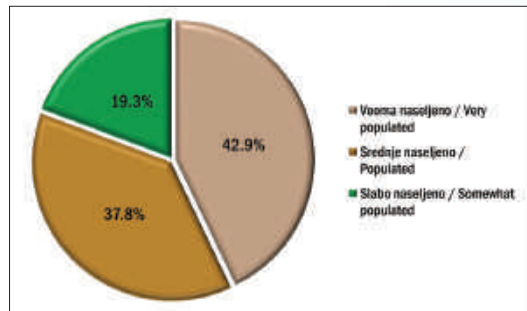
Grafik 4 / Graph 4
 Zaposlenje ispitanika
 Respondent's employment status



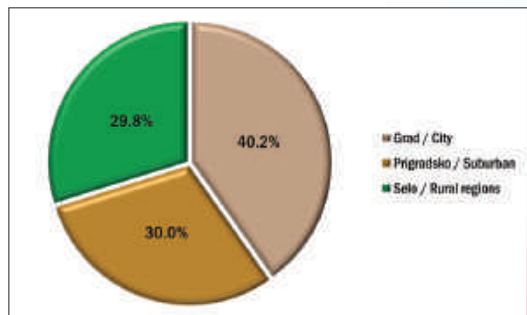
EUROSTAT klasifikacija razlikuje s jedne strane mjesto stanovanja s obzirom na veličinu, odnosno broj stanovnika istog, i sa druge strane tip mjesta stanovanja. Zbog veličine Crne Gore, klasifikacija prema tipu mjesta stanovanja je prihvatljivija.

EUROSTAT classification makes difference between places of residence according to the size, meaning number of inhabitants and according to the type of the residence. Since the number of Montenegrin inhabitants is in total rather low, the more suitable classification is the latter.

Grafik 5 / Graph 5
Mjesto stanovanja
Type of place of residence



Grafik 6 / Graph 6
Mjesto stanovanja
Place of residence



U cilju lakše obrade podataka u odnosu na geografsku ravan, svi gradovi iz uzorka su podijeljeni u tri regije: 1) sjevernu koju čine - Bijelo Polje, Berane, Pljevlja, Rožaje, Plav, Andrijevica, Žabljak, Plužine, 2) centralnu koju čine - Podgorica, Nikšić, Cetinje i Danilovgrad i 3) južnu koju čine - Herceg Novi, Ulcinj, Bar, Budva, Tivat i Kotor.

In order to more easily use the data according to geographic distribution, all the towns are divided into three regions: 1) northern which consists of - Bijelo Polje, Berane, Pljevlja, Rožaje, Plav, Andrijevica, Žabljak, Plužine, 2) central that consists of - Podgorica, Nikšić, Cetinje and Danilovgrad and 3) southern which consists of - Herceg Novi, Ulcinj, Bar, Budva, Tivat and Kotor.

Tabela 1
Presjek ispitanika po gradovima
Number and percentage of respondents per town

Grad / Town	N	%
Bijelo Polje	142	9.5
Berane	85	5.7
Pljevlja	141	9.4
Podgorica	341	22.7
Nikšić	102	6.8
Cetinje	36	2.4
Herceg Novi	60	4.0
Ulcinj	17	1.1
Bar	65	4.4
Budva	69	4.6
Tivat	91	6.0
Kotor	48	3.2
Rožaje	119	7.9
Plav	46	3.1
Andrijevica	34	2.2
Žabljak	15	1.0
Danilovgrad	76	5.1
Plužine	15	1.0

Tabela 2
Presjek ispitanika po regijama
Distribution of respondents according to the regions

Regija / Region	N	%
Sjever / Northern	597	39.7
Centar / Central	555	36.9
Jug / Southern	350	23.3

Tabela 3
Broj članova domaćinstva
Number of members of Household

	N	%
1	82	5.5
2	236	15.8
3	277	18.5
4	409	27.4
5	295	19.7
6	122	8.2
7	50	3.3
8	15	1.0
9	6	.4
10	3	.2

Tabela 4
Broj članova domaćinstva ispod 16 godina
Number of members of Household that is younger than 16

	N	%
0	860	57.8
1	355	23.8
2	207	13.9
3	52	3.5
4	12	.8
5	1	.0
6	2	.2

Tabela 5
Okvirni prihodi domaćinstva na mjesečnom nivou
Total Household income monthly

	N	%
Nemamo nikakvih prihoda / No incomes	18	1.4
Manje od 50 / Less than 50	4	.3
Od 51-100 / 51-100	17	1.4
Od 101 -150 / 101-150	71	5.6
Od 151-200 / 151-200	96	7.6
Od 201 – 250 / 201-250	92	7.2
Od 251-300 / 251-300	129	10.1
Od 301-350 / 301-350	80	6.2
Od 351-400 / 351-400	96	7.5
Od 401-500 / 401-500	158	12.4
Od 501- 600 / 501-600	128	10.0
Od 601-700 / 601-700	102	8.0
Od 701-800 / 701-800	89	7.0
Od 801- 1000 / 801-1000	111	8.7
Od 1001-1500 / 1001-1500	52	4.1
Preko 1500 / over 1500	31	2.5

Anketa preduzeća

(Business survey)

Za potrebe anketiranja preduzeća je napravljen uzorak od 500 preduzeća, a osnov za kreiranje uzorka su podaci Unije poslodavaca i privredni registar preduzeća. Uzorak će biti četvorostruko stratifikovan sa slučajnim izborom preduzeća u okviru definisanih stratuma. Kriterijumi stratifikacije su – veličina, broj zaposlenih, tip svojine i regionalna distribucija.

Za odabir preduzeća je pored uzorkovanja korišćena NACE klasifikacija ekonomskih aktivnosti koja je propisana od strane Evropske unije. Tako su, prema EUROSTAT-ovim uputstvima, targetirana preduzeća sa sljedećim djelatnostima:

- Proizvodnja
- Izgradnja
- Prodaja
- Hoteli i druga preduzeća koja pružaju usluge smještaja
- Transport, skladištenje i komunikacija
- Bankarstvo, finansijske i usluge osiguranja
- Prodaja nekretnina, iznajmljivanje i slične djelatnosti
- Proizvodnja filma i video materijala, radio i televizijske djelatnosti

Uzorkom je anketirano 500 preduzeća.

Metodologija EUROSTAT-a podrazumijeva anketiranje preduzeća koja imaju preko 10 zaposlenih isključivo. Projektni tim se s obzirom na to da bi takva struktura uzorka znatno odstupila od strukture biznis sektora u Crnoj Gori odlučio da u uzorak uključi predstavnike i manjih preduzeća. Tako se podaci na nacionalnom nivou odnose na ukupan biznis sektor u Crnoj Gori, dok su u presjecima koji predstavljaju upoređenja sa ostalim zemljama, iz analize isključena preduzeća sa manje od 10 zaposlenih radi praćenja metodologije EUROSTAT-a.

Business survey

In order to conduct business survey the sample consisting of 500 businesses was created. The register that was used as the ground was provided by Montenegrin Employers Federation. The sample was four times stratified and included random selection of business enterprises within defined stratum. Criteria of stratification were – size, number of employees, type of property and regional distribution.

In order to sample business NACE classification of economic activities defined by EU was used. Therefore, according to EUROSTAT's instructions the following activities were targeted:

- Production
- Construction
- Sale
- Hotels, other companies providing accommodation
- Transportation, storage and communication
- Banking, financial and insurance services
- Real estate and similar
- Movie and video production, radio and TV

The sample included 500 companies.

EUROSTAT methodology included survey of only those companies that have more than 10 employees. Project team, however, decided to include smaller companies in order to present the real structure of Montenegrin business sector. Therefore national level data corresponds to total business sector in Montenegro, while in the comparative analysis companies with less than 10 employees are excluded according to EUROSTAT methodology.

Tabela 6 Preduzeća po gradovima Enterprises by towns		
Towns	N	%
Bijelo Polje	30	5.3
Berane	19	3.4
Pljevlja	20	3.6
Podgorica	265	47.1
Nikšić	31	5.5
Cetinje	3	.5
Herceg Novi	21	3.7
Ulcinj	17	3.0
Bar	53	9.4
Mojkovac	4	.7
Rožaje	1	.2
Kolašin	7	1.2
Danilovgrad	13	2.3
Budva	31	5.5
Tivat	18	3.2
Kotor	28	5.0
Žabljak	1	.2
Igalo	1	.2

Tabela 7 Presjek preduzeća po regijama Distribution of enterprises according to region		
Regija / Region	N	%
Sjeverne opštine / Northern region	82	14.6
Centralne opštine / Central region	312	55.4
Južne opštine / Southern region	169	30.0

Tabela 8 Ekonomska djelatnost preduzeća Economic activities of enterprises		
Djelatnost/Activity	N	%
Proizvodnja/Production	109	19.4
Izgradnja/Construction	36	6.4
Prodaja/Sale	308	54.7
Hotelijerstvo/Hotels	60	10.7
Transport i komunikacije/ Transport and communication	18	3.2
Bankarstvo i finansije/ Banking and finances	14	2.5

Nekretnine i propratne usluge/Real estate	8	1.4
Proizvodnja filma, radio i TV/Film, TV and radio production	8	1.4
Nepoznato/Unknown	2	0.4

Tabela 9 Prosječan broj zaposlenih u preduzeću u 2010. godini? Average number of employees in 2010		
Djelatnost/Activity	N	%
prvih 25% po broju zaposlenih/ first 25% according to number of employees	149	26.5
između 25 i 50% po broju zaposlenih/ between 25 and 50% according to number of employees	135	24.0
između 50 i 75% po broju zaposlenih/ between 50 and 75% according to number of employees	144	25.6
over 75% according to number of employees	135	24.0
Total	563	100.0

2 Postoji više načina da se klasifikuju preduzeća prema broju zaposlenih. Jedan od njih bi, na primjer, bio da se kategorije odrede proizvoljno, npr. preduzeća do 10 zaposlenih, preduzeća između 10 i 30 zaposlenih i sl. Međutim, na ovaj način formirane kategorije ne bi na pravi način predstavile strukturu crnogorske privrede. U ovoj analizi smo se koristili drugom tehnikom podjele preduzeća pa smo sva preduzeća obuhvaćena istraživanjem prvo razvrstali po broju zaposlenih od najmanjih do najvećih, a onda podijelili u 4 jednake kategorije (po 25%). Na taj način četiri kategorije imaju približan broj preduzeća koja su u njih uključena. Procenat nije u svim slučajevima uvijek 25% jer se dešavalo da na se na granicama kategorija nađu preduzeća sa istim brojem zaposlenih, pa su ona priključivana prethodnoj kategoriji. Podatak se tumači na sljedeći način: 1. kategorija „prvih 25%“ – 25% preduzeća sa najmanjim brojem zaposlenih (do 8 zaposlenih), 2. kategorija „od 25% do 50%“ – drugih 25% preduzeća po broju zaposlenih (od 9 do 16 zaposlenih), 3. kategorija „od 50% do 75%“ – treća četvrtina preduzeća po broju zaposlenih (od 17 do 50 zaposlenih) i 4. kategorija „preko 75%“ – 25% preduzeća sa najvećim brojem zaposlenih u Crnoj Gori (preko 50 zaposlenih). Na ovaj način podijeljena preduzeća najvjernije odslikavaju strukturu crnogorske privrede i najbolje služe kao objašnjenje za određene podatke kada je u pitanju korišćenje naprednih kompjuterskih tehnologija. / There are several methods for classification of enterprises. For example, one can arbitrarily decide to create categories. However, this kind of structure wouldn't be representative for Montenegrin business. In this analysis the enterprises were first sorted from the smallest to the largest, and then equally cut into 4 categories (25% each). This way four categories include similar number of enterprises. The percentage is not always 25% since in some cases the border enterprises had equal number of employees so they were put in to the same category. The data provided in the table 9 should be interpreted this way: 1st category "first 25%" – 25% in Montenegro that have the smallest number of employees (up to 8), 2nd category "between 25% and 50%" – the following 25% of enterprises according to the number of employees (9 to 16), 3rd category "between 50% and 75%" – third quarter of the enterprises according to the number of employees (17 to 50) and 4th category "over 75%" – 25% of enterprises in Montenegro with the highest number of employees (over 50). This way classified, the Montenegrin business sector is reliably depicted.



**DOMAĆINSTVA
HOUSEHOLDS**

DIO A:

Pristup informacionim i komunikacionim tehnologijama

Prvi set pitanja EUROSTAT-ovog upitnika odnosi se na pristup domaćinstava u Crnoj Gori kompjuteru i internetu. Podaci koji su dati u grafiku 7 pokazuju da 66.5% crnogorskih domaćinstava ima pristup kompjuteru i 59.3% internetu. Međutim, ovi podaci dobijaju dobijaju vrijednost ukoliko se pogledaju u uporednoj perspektivi.

Naime, iz uporednog grafika 1 vidimo da najveći procenat domaćinstava ima pristup kompjuteru u Norveškoj (čak 92%), a najmanji u Bugarskoj (35%). Nama je posebno interesantan evropski prosjek koji iznosi 74% za Evropsku uniju kakva je sada i 77% za Evropsku uniju prije proširenja. Taj procenat je veći od crnogorskog, ali mnoge države koje su članice Unije imaju prosjek niži od crnogorskog, kao npr. Mađarska, Italija, Češka, Letonija. Nijedna od zemalja kandidata za ulazak u EU koje su obuhvaćene ovim prikazom, Hrvatska, Turska i Makedonija, nema veći procenat domaćinstava koje imaju pristup kompjuteru od Crne Gore. Ovaj procenat za Tursku iznosi svega 44%, za Makedoniju 54%, a za Hrvatsku 60%.

Kada je u pitanju pristup internetu u domaćinstvu, iako je procenat još niži od evropskog prosjeka kada je Crna Gora u pitanju, on je i dalje viši u odnosu na većinu država kandidata za ulazak u EU. Naime, u Crnoj Gori taj procenat iznosi 57%, a u Makedoniji 46% i u Turskoj 42%. Hrvatska ima isti prosjek kao i Crna Gora.

Kada su u pitanju načini pristupa internetu iz domaćinstva, situacija je nešto drugačija. Internet se preko desktop računara koristi u 40% crnogorskih domaćinstava, što je za 8% manje nego prosječno na nivou EU (48%). Manji procenat stanovnika Crne Gore pristupa internetu kod kuće preko mobilnog telefona u odnosu na stanovnike EU (prosjek EU 15%, a u Crnoj Gori 12%). Od zemalja kandidata na nivou prosjeka EU je Turska (15%), dok ostale zemlje kandidati imaju prosjek manji od Crne Gore

PART A:

Access to information and communication technologies

The first part of the questions from EUROSTAT's questionnaire relates to the access of the households in Montenegro to computers and internet. Data provided in graph 7 present that 66.5% of Montenegrin households have access to computer and 59.3% to the internet. However, this data gains its true value when shown in comparative perspective.

Namely, from comparison chart 1 we can see that the highest percentage of households that have access to computer exists in Norway (92%), and that the lowest is in Bulgaria (35%). Especially interested for us is European percentage which equals 74% for EU today and 77% for EU before enlargement. This percentage is higher than Montenegrin, but we can as well see that many state members individually have lower percentage than Montenegro, e.g. Hungary, Italy, Check Republic, Latvia. All candidate states included in this analysis (Croatia, Turkey and Macedonia) have smaller percentage than Montenegro as well. The percentage of households with computer access in Turkey is only 44%, in Macedonia 54%, and in Croatia 60%.

Although the percentage of households with internet access is lower in Montenegro than in EU, it is still higher compared to candidate states. In Montenegro, this percentage is 57%, in Macedonia 46% and in Turkey 42%. Croatia has the same percentage as Montenegro.

When it comes to the ways of internet access from the households, the situation is somewhat different. Internet is accesses via desktop computer in 40% of Montenegrin households, which is 8% lower than in EU (48%). Lower percentage of Montenegrins access internet in the household via mobile phone compared to EU inhabitants as well (EU - 15%, Montenegro - 12%). Out of candidate states Turkey is at the EU level (15%), while other candidate states have lower percentage than Montenegro (Croatia 8%,

(Hrvatska 8%, a Makedonija 3%).

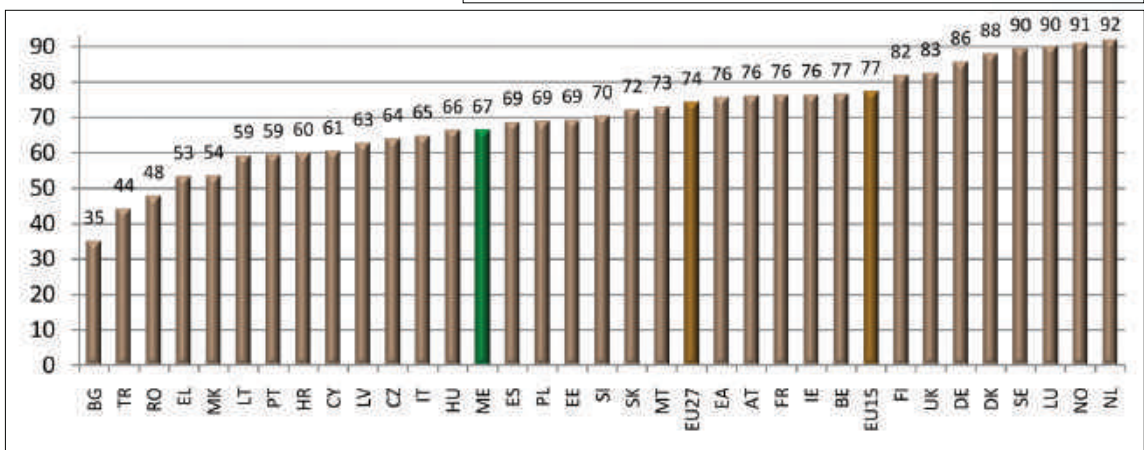
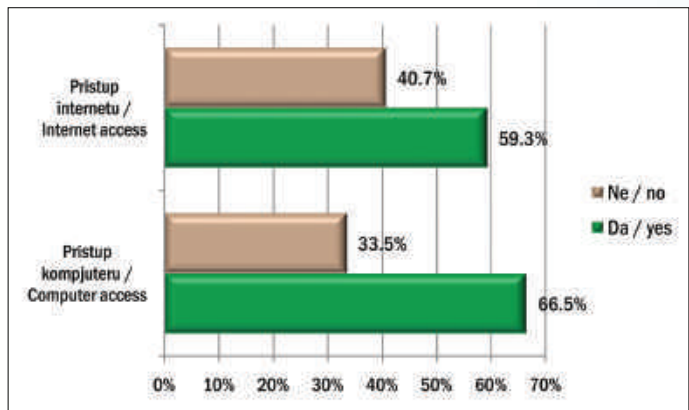
Gotovo duplo manji procenat domaćinstava u Crnoj Gori koristi internet preko lap topa nego u Evropskoj uniji (prosjek EU 42%, a CG 24%). Od zemalja kandidata veći prosjek ima Hrvatska (26%), a manji Turska i Makedonija (13%).

Napomena: Podaci na nacionalnom nivou su dati u odnosu na broj ispitanika koji su odgovorili na postavljena pitanja, dok su podaci u uporednoj tabeli dati u odnosu na ukupan broj ispitanika, tj. računaju kao total i one koji nisu odgovorili na pitanje. Zbog toga su procenti u uporednim graficima nešto niži nego u graficima koji su dati na nacionalnom nivou.

Od ukupnog broja ispitanika, njih 1503, 66.5% je pozitivno odgovorilo da oni lično ili njihov član domaćinstva ima pristup kompjuteru u kući. Na istom grafikonu se vidi da je ovaj broj približno sličan, iako manji, kada je u pitanju pristup internetu – njih 59.3% ima pristup internetu, bez obzira da li ga koristi ili ne.

Grafik 7 / Graph 7

Da li Vi ili bilo ko u Vašem domaćinstvu ima pristup kompjuteru u kući?
Do you personally or anyone from your household have internet access at home?

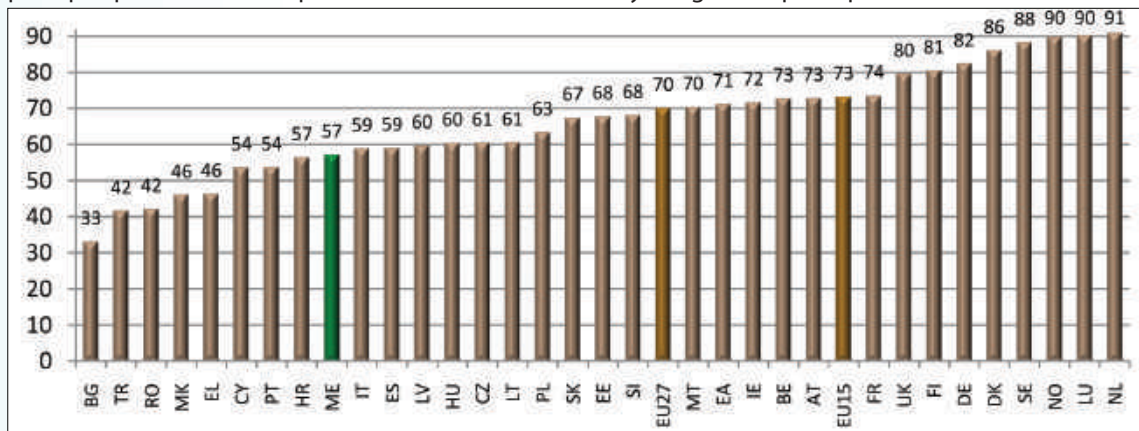


Uporedni grafik 1 / Comparison chart 1

Pristup kompjuteru kod kuće / Access to computer at home

Ispitanici su dalje pitani da navedu koje uređaje koriste za pristup internetu dok su kući. Među njih 859, koliko ima pristup internetu, dominantno su zastupljena tri tipa uređaja: desktop računar, laptop i mobilni telefon koji podržava mogućnost korišćenja interneta (GPRS, UMTS). Ostale mogućnosti su zanemarljive. Kako se vidi i sa istog grafika, najveći broj građana Crne Gore internetu pristupa upotrebom desktop računara.

The next question posed to the respondents was about the way they access internet at home. Most of 859 of respondents that do have access to internet at home use following devices for accessing it: desktop computer, laptop and mobile phone with internet support (GPRS, UMTS). Other options are so small that can be neglected. As one can see from the same chart, most Montenegrins access internet by using desktop computer.

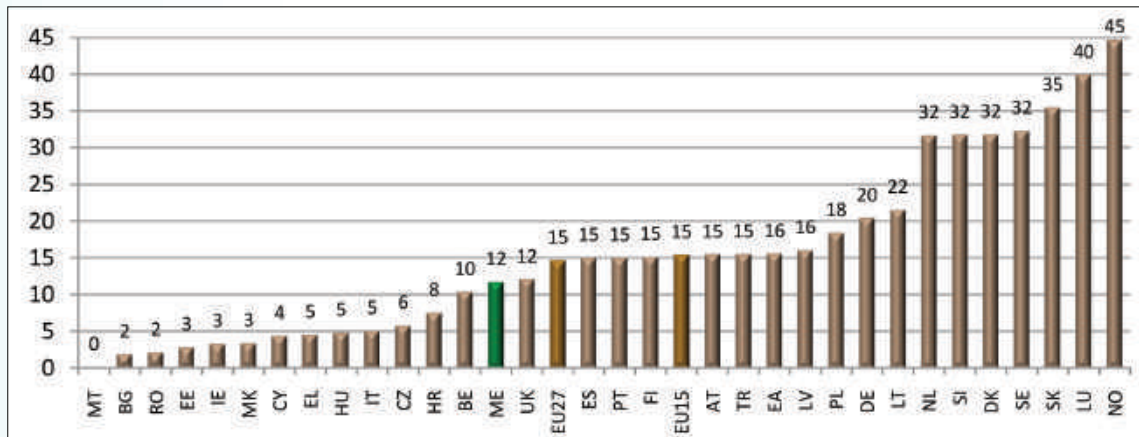
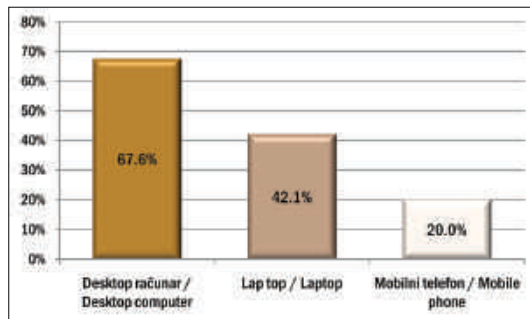


Uporedni grafik 2 / Comparison chart 2

Pristup internetu kod kuće / Access to internet at home

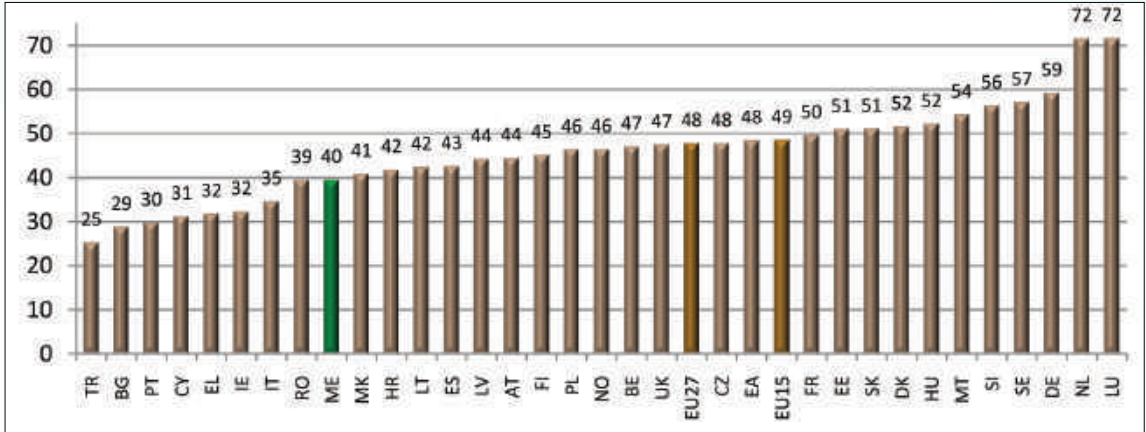
Grafik 8 / Graph 8

Koje od navedenih uređaja koristite za pristup internet, dok ste kući?
Which of the following devices do you use to access internet at home?



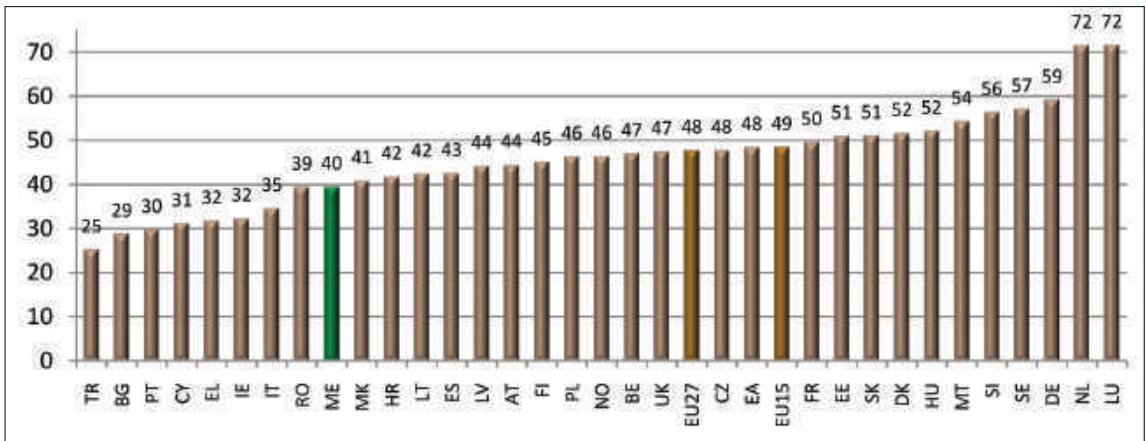
Uporedni grafik 3 / Comparison chart 3

Korišćenje interneta preko mobilnog telefona kod kuće / Using internet via mobile phone at home



Uporedni grafik 4 / Comparison chart 4

Korišćenje interneta preko lap topa kod kuće / Using internet via lap top at home



Uporedni grafik 5 / Comparison chart 5

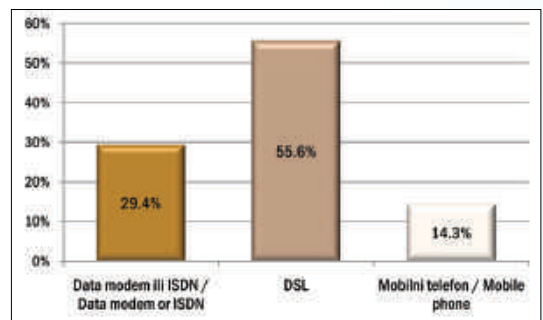
Korišćenje interneta preko desktop računara kod kuće / Using internet via desktop computer at home

Kada je u pitanju internet konekcija, dominantno su zastupljene tri: DSL konekcija, normalna linija ili ISDN te mobilni telefon (GPRS).

When talking about internet connection, people dominantly use: DSL connection, ordinary landline or ISDN and mobile phone (GPRS).

Grafik 9 / Graph 9

Koji tip internet konekcije koristite?
Which type of internet connection do you use?

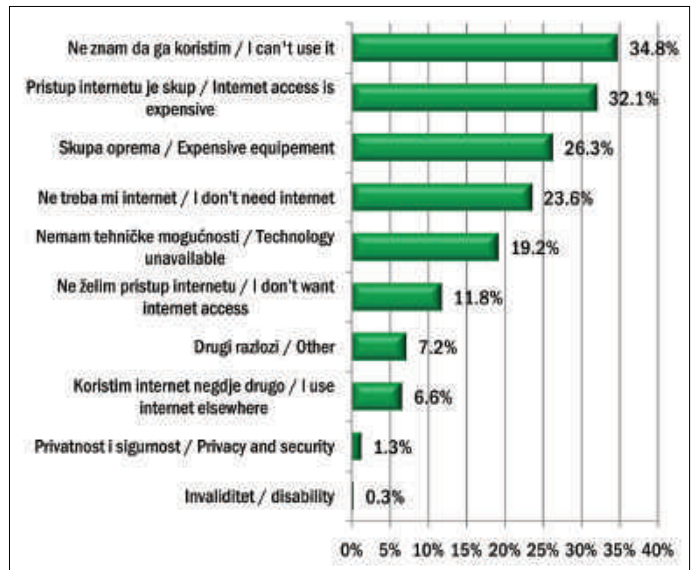


Kako je 590 ispitanika navelo da ne posjeduje internet konekciju, najveći broj među njima razlog nalazi u tome da je pristup internetu jako skup (32.1%) ili da je neophodna oprema za internet jako skupa (26.3%), dok 34.8% navodi da ne zna da koristi internet. Primjetna je razrušenost u razlozima nemanja interneta.

Since 590 stated that they do not have internet connection, we asked them for the reasons. Most of them said that the internet access is rather expensive (32.1%) or that equipment that is necessary for internet access is rather expensive (26.3%), while 34.8% said that they do not know how to use internet. One can notice diversity in the responses about the reasons for not having internet at home.

Grafik 10 / Graph 10

Koji su razlozi nemanja interneta kod kuće?
Reasons for not having internet at home?



DIO B: Upotreba kompjutera

Drugi set pitanja koji je postavljen ispitanicima u domaćinstvima odnosio se na upotrebu kompjutera, tj. koliko često je konkretan ispitanik koristio kompjuter. Date su sljedeće opcije: 1) nikada nije koristio kompjuter, 2) koristio je kompjuter prije više od godinu dana, 3) koristio je kompjuter prije između tri mjeseca i jedne godine i 4) koristio je kompjuter u posljednja tri mjeseca.

Podatak da je 56.9% ispitanika (od onih koji koriste kompjuter) koristilo kompjuter u posljednja 3 mjeseca govori o relativno visokom stepenu korišćenju kompjutera u opštoj crnogorskoj populaciji.

Međutim, kada ovaj podatak pogledamo u uporednoj perspektivi u odnosu na prosjek

PART B: Computer use

The other set of questions posed to the respondents was related to the use of computers, meaning how often the respondent actually uses it. The following options were possible: 1) he/she never used a computer, 2) he/she used computer more than one year ago, 3) he/she used computer before between three months and one year and 4) he/she used computer within last three months.

The data that 56.9% of respondents (out of the number of those that used computer at all) used the computer within 3 months speaks about relatively high usage of computers in Montenegro.

However, when this data is looked at from comparative perspective related to the EU

Evropske unije i to na način da podijelimo ukupnu populaciju na tri starosne kategorije – od 16 do 24 godine, od 25 do 54 godine i od 55 do 74 godine, dobijamo veoma važan podatak. Naime, što je starosna kategorija niža, dakle što se radi o mlađim ljudima to je razlika manja, tj. gotovo i da ne postoji. Naime, među populacijom od 16 do 24 godine gotovo i da nema razlike 92% mladih u Crnoj Gori je koristilo kompjuter u posljednja tri mjeseca, dok to učinilo 94% mladih u Evropskoj uniji.

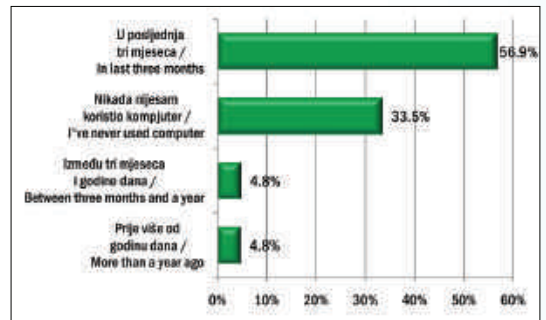
Najveća razlika postoji u kategoriji najstarije populacije (preko 55 godina) gdje je procenat korisnika u Crnoj Gori 13%, a u EU 44%.

Od onih koji su koristili kompjuter u posljednja tri mjeseca, najveći broj kompjuter koristi svakog dana (71.5%) i to kod kuće (90.7%). Najveći broj ispitanika koji su u posljednja tri mjeseca koristili kompjuter nikada nije imalo obuku za korišćenje računara (49.1%).

Iako je od ukupnog broja ispitanika koji su odgovorili na ovo pitanje (1493) najveći broj onih koji su kompjuter koristili u posljednja tri mjeseca – 56.9%, trećina ispitanika (33.5%) nikada nije koristila kompjuter. Nepunih 10% ispitanika se odnosi na one koji su kompjuter koristili posljednji put prije tri mjeseca ili više.

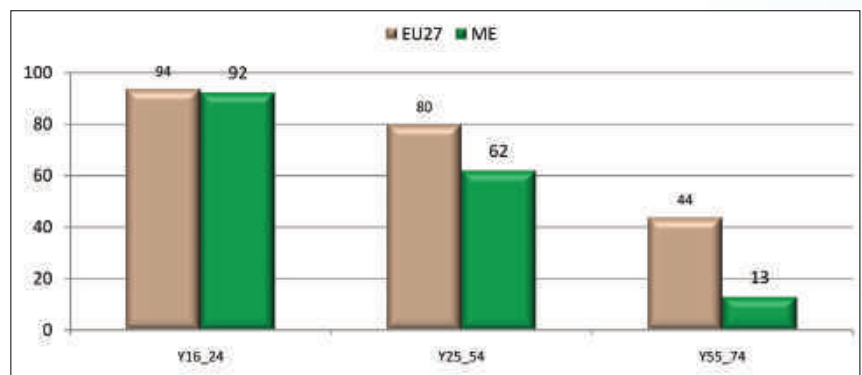
Grafik 11 / Graph 11

Kada ste posljednji put koristili kompjuter?
When did you use computer for the last time?



Usporedni grafik 6 / Comparison chart 6

Poređenje EU i Crne Gore u korišćenju kompjutera u posljednja tri mjeseca po starosnim grupama / Comparison between EU and MNE in using computer within last 3 months divided by age groups



average when we split the total population into three age cohorts – from 16 to 24, from 25 to 54 and from 55 to 74 years, we get very important information. Namely, the lower age group is the difference is lower. When it comes to the population between 16 and 24 years, there is almost no difference, 92% of young people in Montenegro used computer within last three months, while 94% of young people in EU did the same.

The biggest difference exists in the oldest respondents' category (over 55) where the percentage for Montenegro is 13%, while in EU it is 44%.

The most people that used the computer within last three months, uses it every day (71.5%) and at home (90.7%). The highest number of respondents that used computer within last three months never received any computer usage training (49.1%).

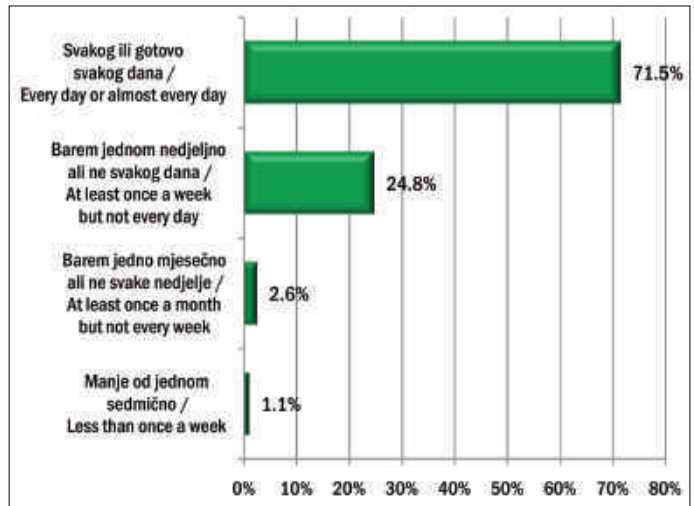
Even though, out of the total number of people that replied to this question (1493) most of them used computer within last three months – 56.9%, the third of the respondents never used computer (33.5%). Less than 10% of respondents are those who used the computer before more than three months.

Među onima koji koriste kompjuter (847), najviše je onih koji ga koriste svakog dana ili gotovo svakog dana – 71.5%.

Among those that use computer (847), most of them use it every or almost every day – 71.5%.

Grafik 12 / Graph 12

U prosjeku koliko često ste koristili kompjuter u posljednja tri mjeseca?
On average, how often did you use computer within last three months?

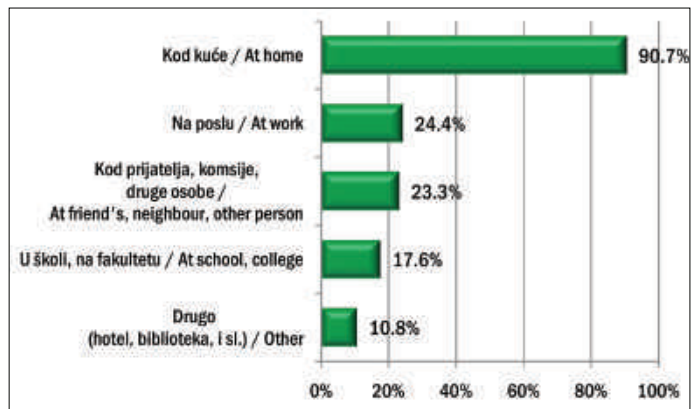


Najveći broj ispitanika je kompjuter u posljednja tri mjeseca koristio kući – njih 90.7% (od 850). Kako su ispitanici mogli da daju više odgovora, ostale ponuđene opcije o korišćenju kompjutera ukazuju da ispitanici koriste kompjuter i van kuće, ali u znatno manjoj mjeri.

Most of the respondents used computer within last three months at home 90.7% (out of 850). Since respondents could choose more answers, the other options show that they use computer also out of home, though less frequently.

Grafik 13 / Graph 13

Gdje ste u posljednja tri mjeseca koristili kompjuter?
Where did you use computer in the last three months?

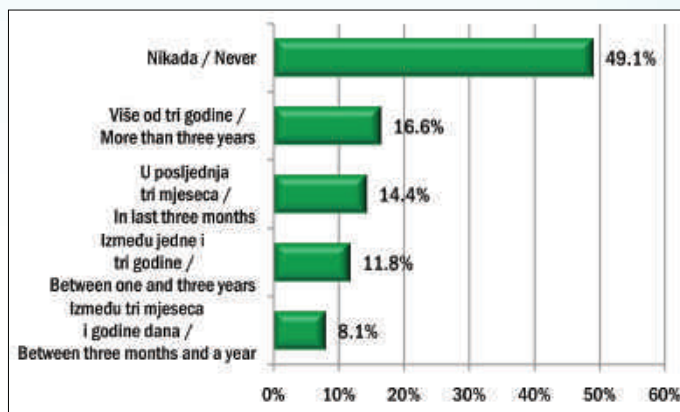


Među ispitanicima (911) gotovo je identičan broj onih koji jesu ili nisu imali obuku u vezi sa bilo kojim aspektom korišćenja računara, a da je ista trajala najmanje tri sata. Tako njih 49.1% nikada nije imalo obuku, a među onima koji jesu imali obuku 14.3% ju je imalo u posljednja tri mjeseca. U kategoriji ispitanika koji jesu imali obuku, 28.4% je obuku imalo, a da je to bilo prije više od godinu dana.

Among respondents (911) there is almost equal number of those that have never received any computer training that lasted at three hours. In total 49.1% never received any training and among those that did, 14.3% received it within last three months. In category of respondents that did receive any computer training, 28.4% did that before more than one year ago.

Grafik 14 / Graph 14

Kada ste imali obuku u vezi sa bilo kojim aspektom korišćenja računara, a da je trajala najmanje 3h?
When did you receive any computer training that lasted more than 3h?



DIO C: Upotreba interneta

U narednom setu pitanja, ispitanicima su postavljena pitanja o tome koliko često koriste internet. Od onih koji koriste internet 54% njih je to činilo u posljednja tri mjeseca, a od tih 72% onih koji to čine svakog dana. Ovaj podatak nam pokazuje da više od polovinu crnogorske populacije koristi internet relativno često. Međutim, kao i kada se radi o upotrebi kompjutera podaci dobijaju svoju punu vrijednost kada podatke uporedimo sa drugim državama i prosjekom na nivou Evropske unije. Iz uporednih grafika vidimo da je procenat korišćenja interneta manji od prosjeka u Evropskoj uniji, kada je u pitanju korišćenje interneta svakodnevno u posljednja tri mjeseca. Na nivou Evropske unije ovaj procenat iznosi 53%, dok je u Crnoj Gori 41%. To je opet viši procenat od zemalja kandidata, Hrvatske (40%), Makedonije (39%) i Turske (22%).

Kada se ispitanici podijele u tri starosne kategorije kao što smo to učinili kod pitanja koja su se odnosila na korišćenje kompjutera, dobija se sličan zaključak – među mlađom populacijom u Crnoj Gori i na nivou Evropske unije postoji neznatna razlika kada je u pitanju korišćenje interneta (78% mladih na nivou EU koristi internet svakodnevno, dok to čini 74% mladih u Crnoj Gori), a razlika raste kada su u pitanju starije kategorije stanovnika. Tako u najstarijoj kategoriji od 55 do 74 godine 28% stanovnika

PART C: Internet use

In the following set of questions, the respondents were asked about how often they use internet. In the group of those that do use internet 54% used it within last three months. Within this group 72% use internet every day. This data shows that more than half of the Montenegrin population uses internet relatively frequently. However, when compared to the other states, this information gains additional value.

From comparative charts we can see that the percentage of everyday internet use within last three months is lower than EU average. While this percentage on the level of EU is 53%, in Montenegro it is 41%. Still, this percentage is higher than in candidate countries, Croatia (40%), Macedonia (39%) and Turkey (22%).

When the respondents are divided into three age groups as we did in the case of computer usage, we can get a very similar conclusion – among younger population in Montenegro and in EU the difference is almost neglectable (78% EU and 74% in MNE) while it grows when it comes to older groups. In the oldest category of respondents between 55 and 74 years 28% of EU inhabitants uses internet every day, while 7% of MNE inhabitants does the same.

It is very interesting to see how many internet users downloaded information from public administration web sites. That number is significantly below European average (ME –

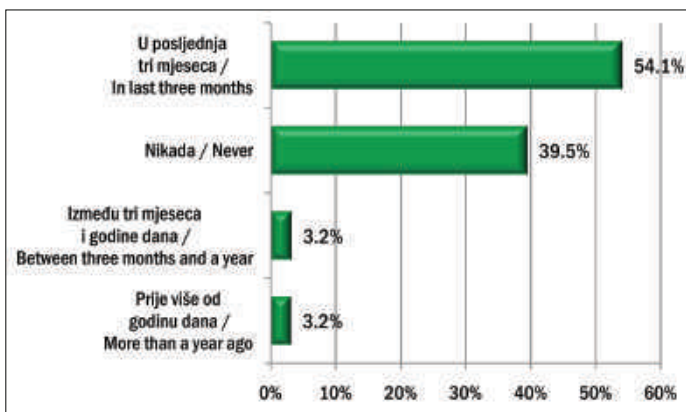
EU koristi internet svakodnevno, dok to čini 7% stanovnika koji pripadaju ovoj kategoriji u Crnoj Gori.

Veoma je zanimljivo vidjeti u uporednoj perspektivi koliko procenata internet korisnika je putem interneta preuzimalo informacije sa internet prezentacija organa javne uprave. Taj procenat je znatno niži od evropskog prosjeka (ME – 18%, EU – 31%), ali je viši od procenta koji je zabilježen u drugim državama kandidatima – Hrvatskoj (13%), Makedoniji (10%) i Turskoj (9%). Od Crne Gore niži procenat korisnika sajtova javne uprave imaju sljedeće države članice EU: Italija, Češka, Bugarska, Grčka i Rumunija.

Od 1486 ispitanika, koliko je odgovorilo na pitanje o korišćenju interneta, njih 54% internet je koristilo u posljednja tri mjeseca. Kao i kod korišćenja kompjutera, tako je i ovdje veliki procenat onih koji nikada nijesu koristili internet – 40%.

Grafik 15 / Graph 15

Kada ste posljednji put koristili internet?
When did you use internet the last time?



Od ispitanika koji su internet koristili u posljednja tri mjeseca (804), najveći broj je onih koji internet koriste svakog dana ili gotovo svakog dana – 72%. Dalje, njih 24% koristi internet barem jednom nedjeljno, ali ne svakog dana.

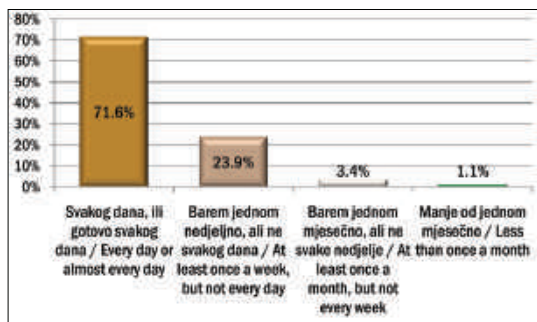
18%, EU – 31%), but is higher than in other candidate members such as Croatia (13%), Macedonia (10%) and Turkey (9%). Percentage which is lower than in Montenegro exists as well in some EU member states such as: Italy, Check republic, Bulgaria, Greece and Romania.

Out of 1486 respondents that answered to the question related to internet use, 54% used internet within last three months. Similar to computer use, there is a large percent of those that have never used internet as well – 40%.

In the group of respondents that used internet within last three months (804), most use it every or almost every day – 72%. Moreover, 24% of respondents uses internet at least once a week but not every day.

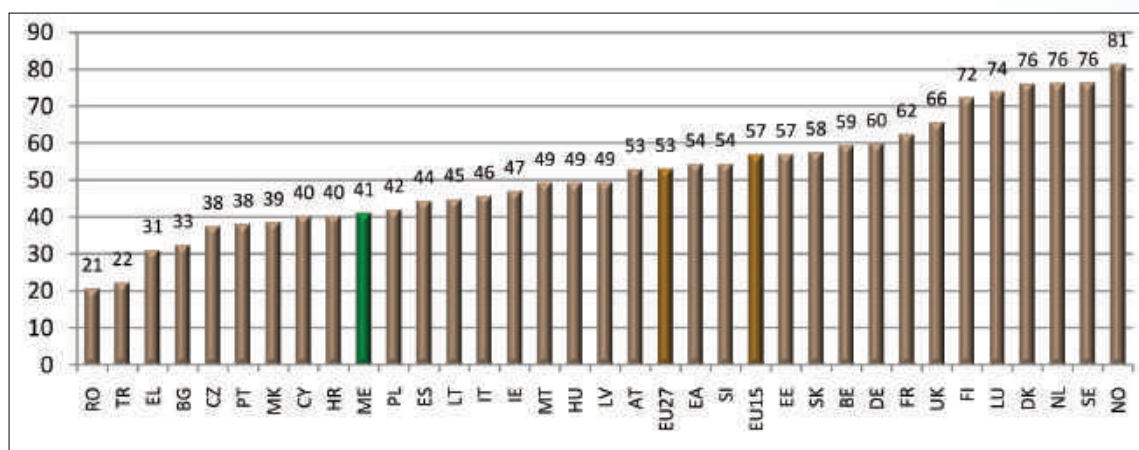
Grafik 16 / Graph 16

U prosjeku, koliko ste često koristili internet posljednja tri mjeseca?
On average, how often have you used internet within last three months?



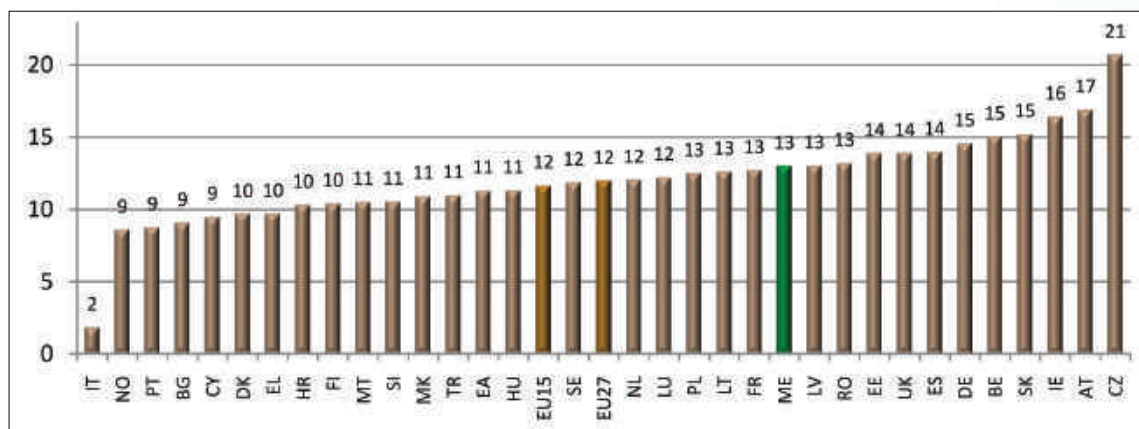
Kao što je u metodologiji već napomenuto, procenti koji su dati na nacionalnom nivou se razlikuju od procenata koji su dati u uporednim tabelama. Razlog za to je metodologija EUROSTAT-a koja u dizajnu upitnika nalaže da se procenat odgovora računa u odnosu na one koji su dali odgovor, a ne na ukupan broj ispitanika na nacionalnom nivou. Ovo znači da se u statističku obradu ne uključuju ispitanici koji nisu odgovorili ili nisu mogli da odgovore na dato pitanje. Preciznije objašnjenje razlika u metodu obračuna su date u poglavlju o metodologiji.

As it was already noted in methodology section, percentages that are shown on national level are somewhat different than those in comparison charts. The reason is EUROSTAT methodology which requires within questionnaire design that the total is calculated within the group that replied on the national level. This means that the respondents that did not reply or could not reply are excluded. More precise explanation is provided in the methodology section.



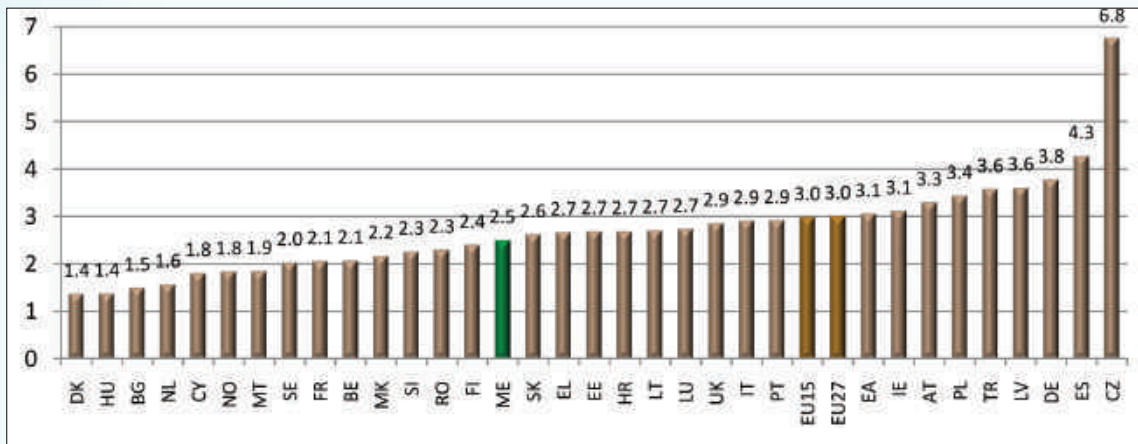
Uporedni grafik 7 / Comparison chart 7

Procenat onih koji su koristili internet svakodnevno u posljednja tri mjeseca / Percentage of those that used internet daily within last three months



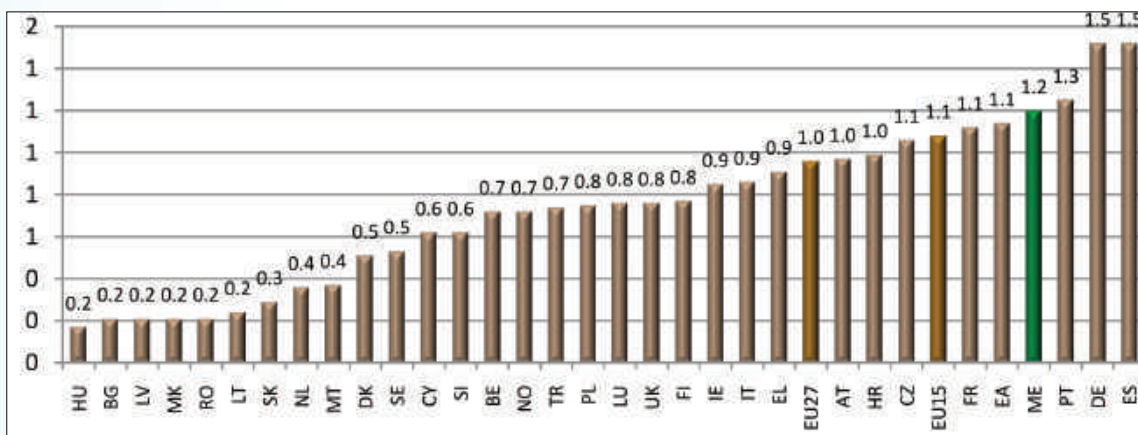
Uporedni grafik 8 / Comparison chart 8

Procenat onih koji su koristili internet barem jednom nedeljno, ali ne svakog dana / Percentage of those that used internet at least once a week but not every day, within last three months



Uporedni grafik 9 / Comparison chart 9

Procenat onih koji su koristili internet barem jednom mjesečno, ali ne svake nedelje / Percentage of those that used internet at least once a month, but not every week

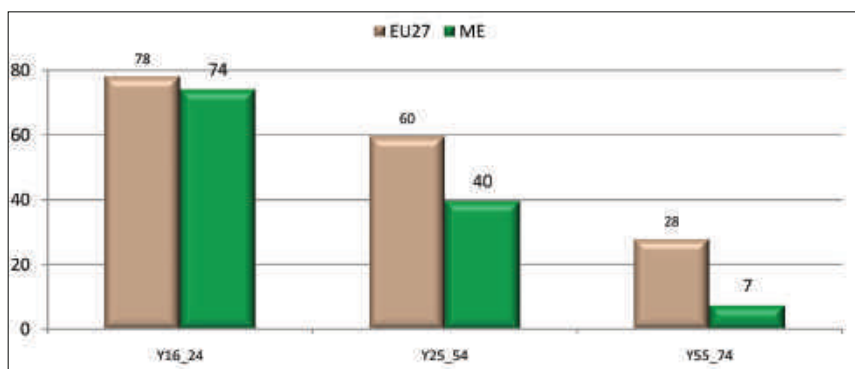


Uporedni grafik 10 / Comparison chart 10

Procenat onih koji su koristili internet manje nego jednom mjesečno / Percentage of those that used internet less than once per month

Uporedni grafik 11 / Comparison chart 11

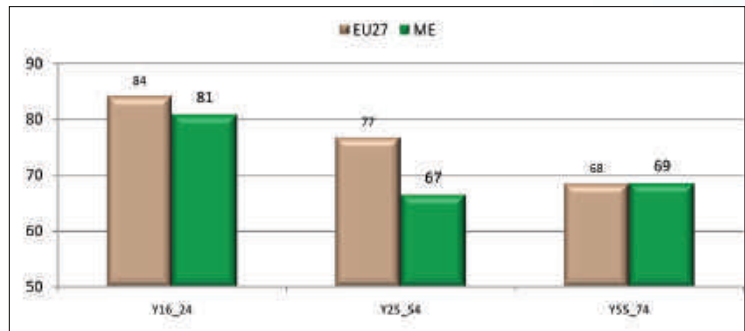
Poređenje EU i CG svakodnevno korišćenje interneta po starosnim kategorijama u odnosu na cjelokupnu populaciju
Comparison between daily use of internet within age groups in EU and MNE



This chart is somewhat different since it represents percentage of respondents that uses internet daily related to those that used internet within last three months. This means that the total number of respondents is lower than in the previous graph where the whole population is represented. Here we can observe that differences in percentage of older population when using internet are rather low. This can be explained by the fact that previous filter question "did you use internet in last three months" affects the more than usual percentage of intensive internet users in this age category.

Uporedni grafik 12 / Comparison chart 12

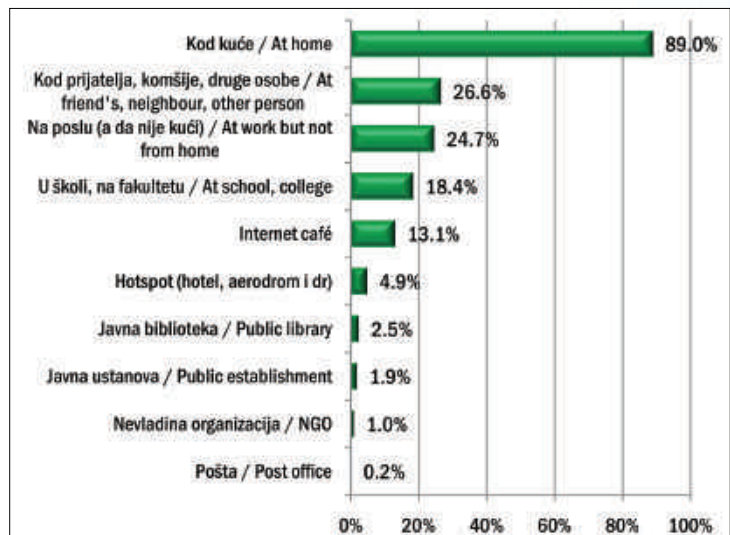
Poređenje EU i CG u svakodnevnom korišćenju interneta po starosnim kategorijama u odnosu na one koji su koristili internet u posljednja 3 mjeseca
Comparison between use of internet within age groups in EU and MNE within last three months



Slično, kao i kod upotrebe kompjutera, najveći broj ispitanika (od 804), internet najviše koristi kući. Upotreba interneta van kuće je znatno veća u poređenju sa upotrebom kompjutera van kuće. Tako ispitanici pored kuće, internet koriste i u kući prijatelja/komšije/druge osobe – 26.6%, na poslu – 24.7%, u školi/na fakultetu – 18.4%... Upotreba interneta je zastupljena i na javnim mjestima, bilo da se radi o internet café-u ili hotspotovima.

Grafik 17 / Graph 17

U posljednja tri mjeseca, gdje ste sve koristili internet, bilo preko kompjutera ili nekog drugog uređaja?
In last three months, where did you use internet, either via computer or other device?



This chart is somewhat different since it represents percentage of respondents that uses internet daily related to those that used internet within last three months. This means that the total number of respondents is lower than in the previous graph where the whole population is represented. Here we can observe that differences in percentage of older population when using internet are rather low. This can be explained by the fact that previous filter question "did you use internet in last three months" affects the more than usual percentage of intensive internet users in this age category.

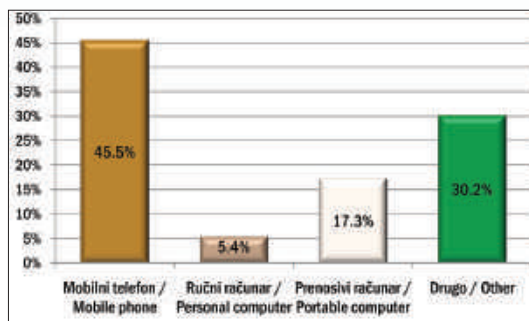
Similarly to the computer use, the most respondents (out of 804) uses internet at home. Use of internet outside home is higher than using computer outside the house. Most of the respondents use internet in friends/neighbors/other persons' houses etc. – 26.6%, at work – 24.7%, in school/at university – 18.4%... Internet is used in public places, internet cafés or hotspots.

Mobilni telefon je najčešće korišćeni prenosivi uređaj među ispitanicima kada je u pitanju pristup internetu. Od njih 804, 45.5% koristi mobilni telefon da bi pristupilo internetu, dok 22.7% koristi neki oblik računara

Mobile phone is most used mobile device among respondents for accessing internet. Out of 804, 45.5% used mobile phone to access internet while 22.7% used some type of computer.

Grafik 18 / Graph 18

Koristite li neki od navedenih uređaja za pristup internetu?
Do you use any of the following devices for internet access?



U posljednja 3 mjeseca, za ličnu upotrebu, internet je najčešće korišćen za slanje/primanje e-mailova, a zatim za čitanje ili download on line vijesti/novena/magazina. Upotreba interneta u dijelu komunikacija je jako zastupljena među ispitanicima: telefoniranje preko interneta/video pozivi (preko web-kamere) i postovanje poruka na chat stranama, socijalnim mrežama, blogovima, newsgroup stranama i forumima, upotreba instant messaging-a. Dodatno, igranje ili download igrice, slika, filmova ili muzike, ali i korišćenje interneta za potrebe učenja je zastupljeno među ispitanicima

Internet was most used within last three months for receiving and sending e mails, reading and downloading on line news/journals/magazines. Use of internet for communication purposes is very frequent: making telephone calls using internet/video calls (over web camera) and posting in chat rooms, social networks, blogs, newsgroup pages and forums as well as using instant messaging. Additionally, playing and download games, pictures, films or music is rather frequent among respondents as well.

Tabela 1

Za što od navedenog ste koristili internet u posljednja 3 mjeseca – lična upotreba? / For which of following purpose did you use internet within last three months (personal use)
N=804

	Da / Yes
Slanje/primanje e-mailova / Sending/receiving mail	67.6%
Telefoniranje preko interneta/ video pozivi (preko web-kamere) / Making phone calls over internet / video calls (via web camera)	41.3%
Postovanje poruka na chat stranama, socijalnim mrežama, blogovima, newsgroup stranama i forumima, upotreba instant messaging-a / posting on chat pages, social networks, blogs, newsgroup pages, forums, instant messages	49.5%
Nalaženje informacija o robi i servisima / Finding information on goods and services	35.3%
Korišćenje servisa vezanih za putovanja i smještaj / Using services connected to travel and accommodation	14.9%
Slušanje web radija ili gledanje web TV-a / Listening to web radio or watching web TV	18.4%
Up-load različitih sadržaja koje ste sami kreirali (text, slike, video, muzika itd) na stranama predviđenim za to / upload of different contents	16.7%
Download software-a (a da nijesu igrice) / software download	16.5%
Igranje ili download igrice, slika, filmova ili muzike / playing or download of games, pictures, movies or music	38.7%

Čitanje ili download on line vijesti/novina/magazine / reading or downloading of online news/journals/magazines	51.9%
Da li ste se prijavili na redovno dobijanje informacija o novim vijestima i/ili servisima / have you subscribed for regular receiving of the news or services	14.4%
Traženje posla ili slanje prijave za posao / looking for a job or sending job application	11.6%
Traženje zdravstvenih informacija (povrede, bolesti, ishrana, ...) / searching health related information	21.8%
Internet bankarstvo / internet banking	5.7%
Prodaja robe i servisa / selling of goods and services	5.2%
Pretraživanje informacija o edukacijama, treninzima i kursovima / searching information on educations, trainings and courses	15%
Učešće na on-line kursu (bilo koja tema) / participation in online competition	5.5%
Korišćenje interneta za potrebe učenja / using internet for studying.	35.9%

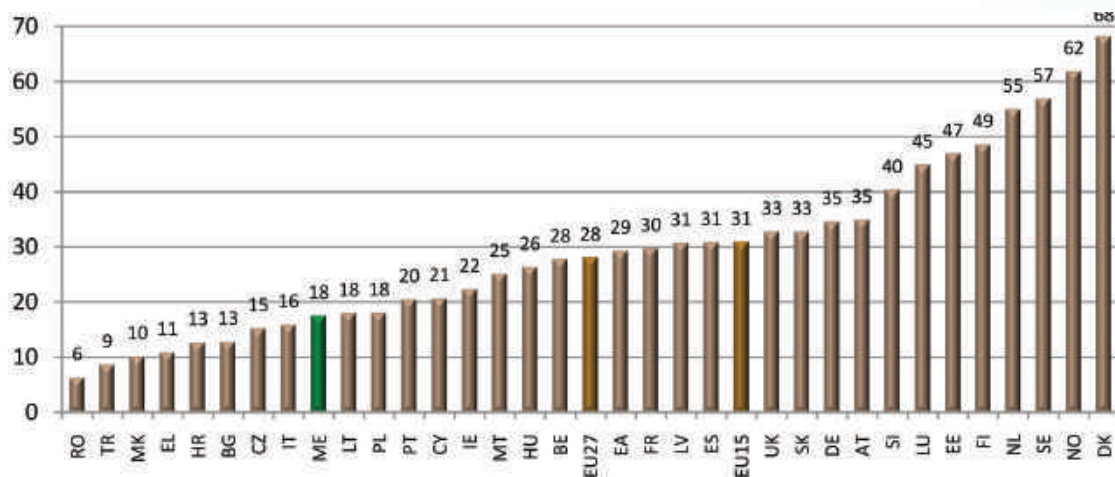
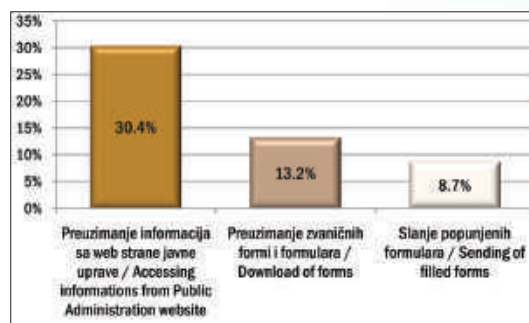
Upotreba internet u vezi sa javnom administracijom je malo zastupljena među ispitanicima. Tako, od njih 852, najveći broj internet koristi za preuzimanje informacija sa web strane javne uprave – 30.4%

Grafik 19 / Graph 19

Za koju od navedenih stavki, a tiču se javne administracije, ste koristili internet, i u kom vremenu?

For which of the following purposes related to public administration have you used internet and when?

Internet use for communication with public administration is not much present among respondents. Among them, most use internet for downloading information from public administration web sites – 30.4%



Uporedni grafik 13 / Comparison chart 13

Preuzimanje informacija sa web strane javne uprave / Downloading information from public administration web pages

DIO D: Upotreba naprednih servisa

Dio D Eurostatovog upitnika odnosio se na pitanje koliko pojedinci koriste određene napredne servise putem interneta, kao što je naručivanje proizvoda.

U ovom dijelu je za očekivati bio nešto niži prosjek korisnika naprednih servisa u Crnoj Gori u odnosu na evropski prosjek iz prostog razloga što mlađe kategorije stanovništva koje se javljaju kao češći korisnici nemaju pristup većini ovih servisa. Oni na primjer teško mogu kupovati robu preko interneta iz prostog razloga što većina njih nema kreditne kartice preko kojih bi to mogla učiniti. Dodatno, određeni servisi zaštite korisnika nisu dostupni u Crnoj Gori još uvijek (npr. Paypal) tako da su korisnici vrlo često obeshrabreni da se upuste u online shopping.

Podatak da od onih koji koriste internet, svega je 16.8% ikada naručilo određeni proizvod preko interneta najbolje ilustruje prethodni podatak.

Kada pogledamo Crnu Goru u uporednoj perspektivi vidimo da je od ukupne populacije svega 4% stanovnika naručilo neku robu preko interneta u posljednja tri mjeseca što je daleko ispod evropskog prosjeka (31%). Od Crne Gore niži prosjek imaju samo Turska, Bugarska, Makedonija i Rumunija.

Iako s obzirom na to da je veoma mali broj ispitanika dao potvrđan odgovor na ovo pitanje procenite treba uzeti s velikim oprezom, iz grafika 21 možemo vidjeti da najveći broj ispitanika smatra da je preko interneta naručilo filmove i muziku. To dodatno govori o tome da ispitanici imaju vrlo malo razumijevanja u ovom pogledu i da vjerovatno download filmova i muzike smatraju naručivanjem preko interneta. Više od 80% ispitanika uprkos korišćenju interneta nije kupovalo ili naručivalo robu/ usluge za privatne potrebe preko interneta.

PART D: Use of advanced services

Part D of EUROSTAT's questionnaire aimed to check in to which degree individuals use certain advanced services via internet, such as product ordering.

In this part, we expected to gain somewhat lower average percentages in Montenegro compared to EU since younger categories that are more frequent internet users do not have access to many of these services. For example, they cannot easily shop via internet since many of them does not possess necessary credit cards. Additionally certain services for user protections (e.g. PayPal) are not available yet in Montenegro and potential users are often discouraged to online shop.

The best illustration of this conclusion is the fact that only 16.8% of people that use internet ever made an online order.

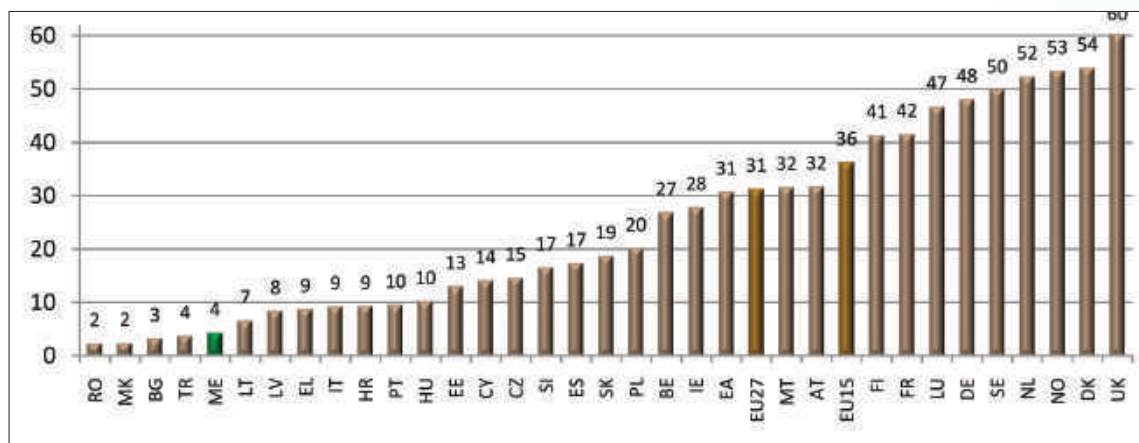
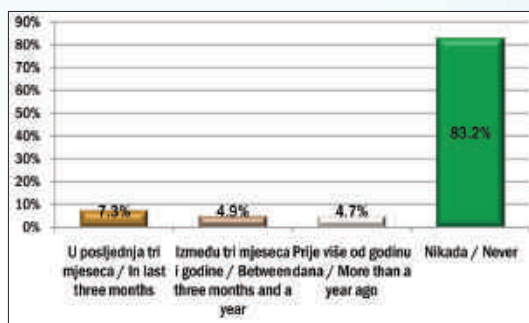
If we look into comparative position of Montenegro, we can see that out of the total population, only 4% of inhabitants ordered something via internet in the last three months and this is much lower than EU average (31%). Lower percentage that Montenegro has Turkey, Bulgaria, Macedonia and Romania.

Although we should be very careful when interpreting percentages in this case, in graph 21 we can see that many respondents believe that they ordered movies or music via internet. This additionally depicts the fact that the respondents have minimal understanding of online ordering and confuse it with internet downloading.

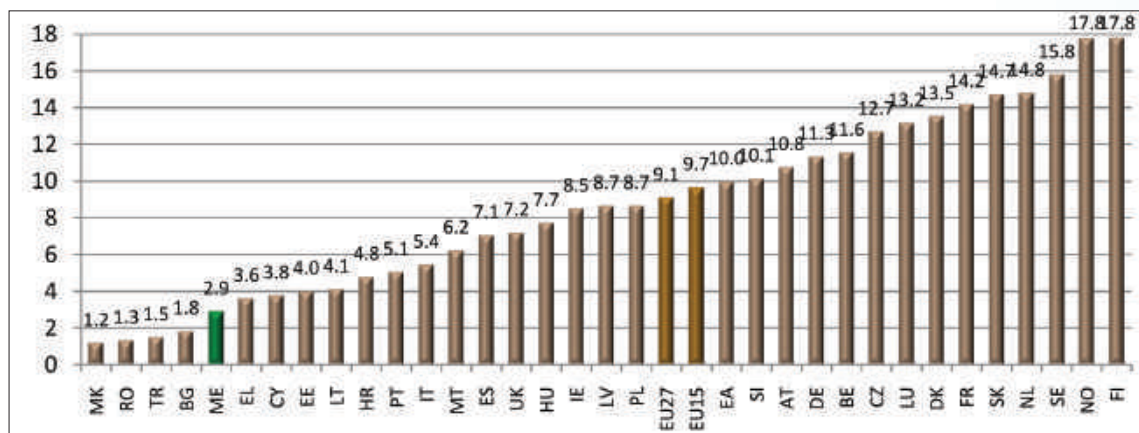
More than 80% of respondents never ordered or bought goods or serviced for personal use via internet.

Grafik 20 / Graph 20

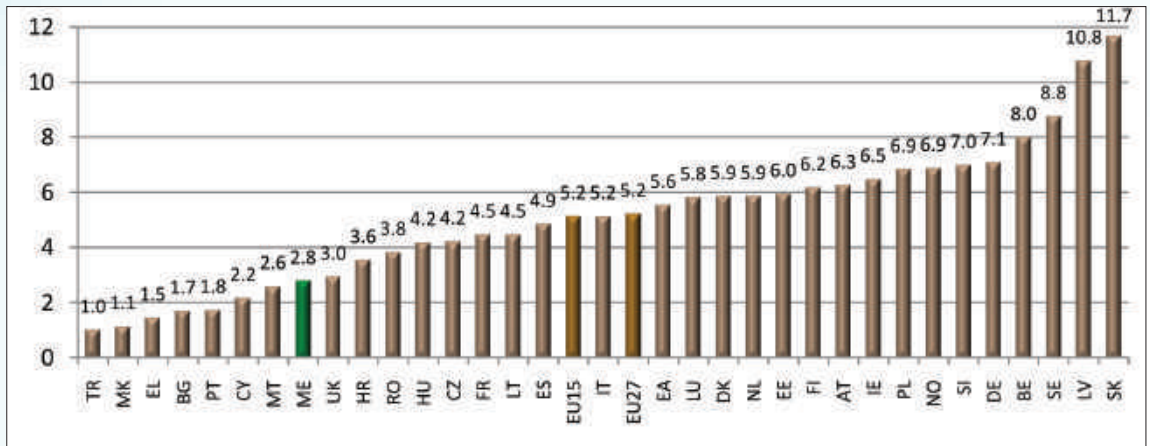
Kada ste posljednji put kupili ili naručili robu i/ili usluge za privatne potrebe preko interneta (ne preko e maila)?
When did you buy or ordered goods or services via internet for private purpose (not by e mail)

**Uporedni grafik 14 / Comparison chart 14**

Procenat onih koji su naručivali nešto preko interneta u posljednja 3 mjeseca / Percentage of those that ordered something via internet in the last 3 months

**Uporedni grafik 15 / Comparison chart 15**

Procenat onih koji su naručivali nešto preko interneta u periodu između 3 mjeseca i godinu dana / Percentage of people that ordered something via internet before between 3 months and one year ago



Uporedni grafik 16 / Comparison chart 16

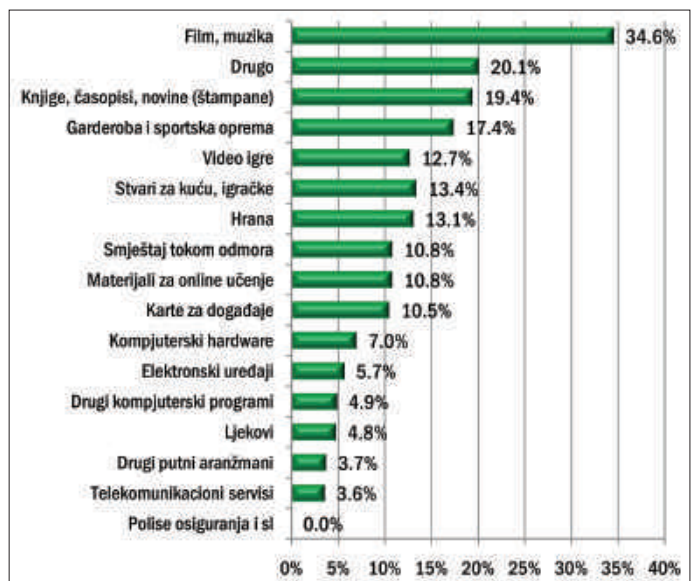
Procenat onih koju su naručivali nešto preko interneta prije više od godinu dana / Percentage of those that ordered something via internet more than one year ago

Ispitanici (N=107) su putem internet kupovali ili naručivali najviše filmove i muziku – 34.6%, zatim knjige/časopise/novine – 19.4%, te garderobu ili sportsku opremu – 17.4%.

Respondents (N=107) purchased or ordered mostly movies or music via internet – 34.6%, then books /magazines/journals – 19.4%, and wardrobe and sport equipment – 17.4%.

Grafik 21 / Graph 21

Koje od navedenih roba/usluga ste kupili ili poručili putem internet za privatne potrebe u posljednjih 12 mjeseci?

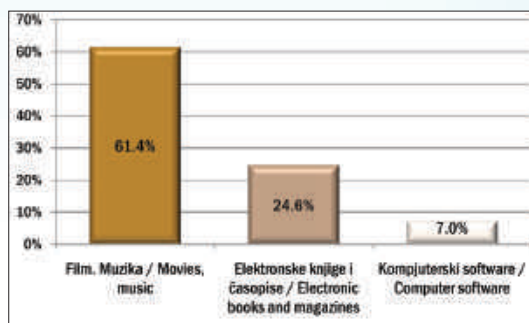


Kada je u pitanju samo pregled video/audio materijala ili pristup istim putem Interneta, ispitanici (N=57) se najviše odlučuju da filmove/ muziku samo pregledaju, a ne naručuju za dostavu, odnosno u fizičkoj formi na nekom od medija (CD, DVD, USB flash, ploča, kasetna, itd) – 61.4%.

Respondent mostly decide to only review video or audio materials via internet (N=57) and are usually not ordering delivery – 61.4%.

Grafik 22 / Graph 22

Jeste li neke od navedenih proizvoda kupili ili naručili samo za pregled ili pristup preko Interneta, nego za dostavu na adresu? / Have you ordered the following items only for review?

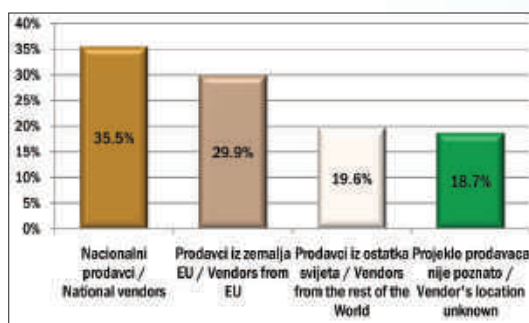


Najveći broj ispitanika (N=107) kupuje/naručuje proizvode/servise kod nacionalnih prodavaca – 35.5%.

Grafik 23 / Graph 23

Od koga ste kupili ili naručili proizvode i servise za privatnu upotrebu u posljednjih 12 mjeseci? Who did you buy or order goods and services for personal use within last 12 months from?

The highest percentage of people (N=107) decided to buy online from national seller – 35.5%.

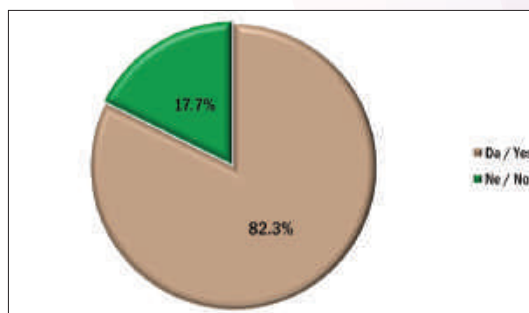


Značajno veći broj ispitanika se u posljednjih 12 mjeseci kladilo/kockalo putem Interneta – čak njih 82.3%, od 107 koliko je odgovorilo na pitanje.

Grafik 24 / Graph 24

Da li ste se kladili (npr: sportska prognoza) ili se kockali, igrali lutriju preko Interneta u posljednjih 12 mjeseci? Did you make bets (npr. sport prognosis) or gambled via internet in the last 12 months?

Significantly higher number of respondents gambled via internet in the last 12 months –82.3% out of 107 people that answered this question.



DIO E: Internet sigurnost

U dijelu koji se odnosi na internet sigurnost mjerena je percepcija opasnosti na internet od strane građana. Generalno, građani nisu previše zabrinuti zbog opasnosti koje dolaze putem interneta. Najviše su zabrinuti zbog mogućnosti da im se kompjuter zarazi virusom ili da dođe do zloupotrebe njihovih ličnih podataka koje su učinili dostupnim putem interneta.

Najviše građana prijavljuje da je u prošlosti imalo problem sa virusima ili dobijanjem spam mailova, dok su ostali navedeni problemi gotovo neznatno primijećeni. Iz ovih podataka vidimo da internet sigurnost nije jedan od prioriteta ispitanika.

Ovaj zaključak se dodatno može pojačati odgovorima koji su dobijeni na pitanja koja se odnose na praksu građana da se zaštite od virusa. Tako svega 63% koristi neku od alatki zaštite (što su najčešće antivirusni programi), a svega 38% redovno update-uje zaštitu. Vrlo je zanimljivo da čak 47% onih koji to ne čine redovno kao razlog navode to što ne znaju kako, 12.2% ne smatra da su pod rizikom, a 8.5% smatra da je antivirus i druga slična zaštita preskupa.

Kada je u pitanju back up dokumenata situacija nije mnogo bolja, svega 44% ispitanika to čini redovno, a dodatnih 18% ponekad.

Na pitanje o zabrinutosti vezano za pojedine porbleme u vezi sa upotrebom internet je odgovorilo 852 ispitanika. Najveći broj ispitanika ne izražava zabrinutost kada su u pitanju moguće zloupotrebe ili problem. Najveću zabrinutost pak iskazuju kada su u pitanju virus i zloupotrebe ličnih podataka, dok je najmaja vezana za finansijske gubitke.

PART E: Internet security

In the part related to internet security we intended to measure perception of danger that comes from the internet among respondents. In general, respondents were not much concerned with internet security. Mostly they are worried that their computer could be infected by virus or that their personal information that are shared on internet can be misused.

Most citizens stated that they had difficulties with viruses or spam mails in the past, while other problems are almost not noticed. We can conclude that internet security is not one of the priorities of citizens at the moment.

This conclusion can be furthermore emphasized by responds that are related to the practice that citizens have when it comes to virus protection. Only 63% uses some of the protection tools (most commonly antivirus programs), but only 38% regularly updates this protection. It is very interesting that 47% says that the reason for this is the fact that they do not know how to do it, 12.2% doesn't believe that they are under any risk and 8.5% believes that antivirus and other similar protection tools are too expensive.

When it comes to file backup, the situation is not much better. Only 44% of the respondents backups files regularly, and additionally 18% occasionally.

Question related to the concern about internet use was answered by 852 respondents. Most of them is not concerned because possible misuses or problems. People are most concerned by viruses or misuse of personal data, while the least concern with financial losses.

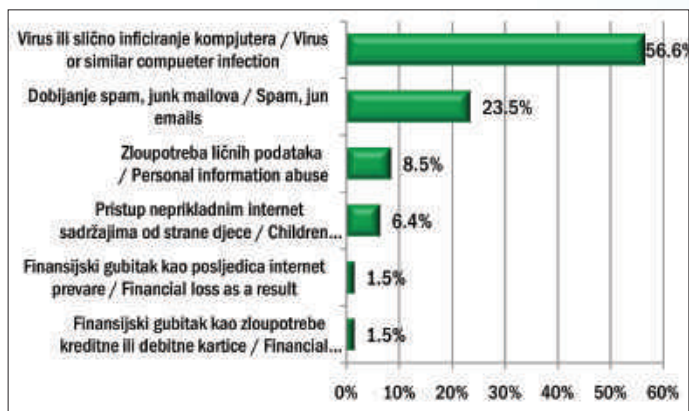
Tabela 2 Koliko ste zabrinuti vezano za sljedeće moguće probleme koji su vezani za upotrebu interneta za privatne potrebe? / How concerned are you with the following problems related to use of internet for private purposes?	Veoma/ Very	Malo / Somewhat	Nimalo/ Not at all
Virus ili slično inficiranje kompjutera (worm, trojan, ...) koji će dovesti do gubljenja podataka ili vremena / Virus or similar computer infection (worm, trojan) that might lead to loss of data or time	39.9%	44%	16%
Dobijanje spam/junk mailova / receiving spam/junk mails	16.2%	52%	31.8%
Zloupotreba ličnih podataka poslanih preko interneta i/ili druga kršenja privatnosti (npr: zloupotreba fotografija, videa, ličnih informacija postovanih na različitim društvenim mrežama i stranama) / misuse of personal data sent over internet and/or other violation of privacy (e.g. misuse of photographs, video, personal information posted on different social networks or pages)	32.1%	37.6%	30.3%
Finansijski gubitak kao posljedica "phishing"-a (prevarantske poruke) ili redirekcije na lažne web strane koje traže lične podatke ("pharming") / financial loss as the consequence of "phishing" (deceiving message) or redirection to fake web pages that seek personal information ("pharming")	14.8%	35.4%	49.7%
Finansijski gubitak kao posljedica podvale i zloupotrebe kreditne ili debitne kartice / financial loss as a result of misuses of credit or debit card	17.2%	29.3%	53.4%
Pristup neprikladnim web stranama od strane djece, kao i potencijalno opasnim osobama koje imaju računar u kući / access to inappropriate web content by children or potentially dangerous people that have computer access	24%	34.4%	41.5%

Problemi koje su ispitanici (N=852) iskusili kada je u pitanju upotreba Interneta se u najvećem broju slučajeva odnose na viruse ili slično inficiranje kompjutera – 56.6%, te dobijanje spam/junk mailova – 23.5%.

The problems that the respondents (N=852) have experienced regarding internet use is in most cases related to viruses or similar computer infection – 56.6%, or receiving spam/junk mails – 23.5%.

Grafik 25 / Graph 25

Jeste li imali neki od sigurnosnih problema u posljednjih 12 mjeseci tokom korišćenja interneta za privatne potrebe? / Have you experiences any of the following security problems when using internet in the previous 12 months?



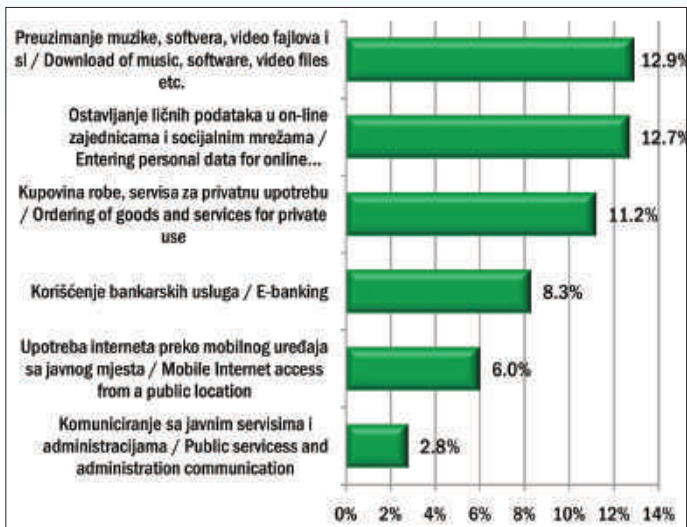
Mogući sigurnosni problem nису značajno uticali na odustajanje od neke od aktivnosti za lične potrebe na internetu posljednjih 12 mjeseci. Tako je od ukupnog broja ispitanika, njih 852, tek nešto više od 10% odustajalo od naručivanja ili kupovine robe/servisa, ostavljanja ličnih podataka u on line zajednicama in a profesionalnim socijalnim mrežama ili download-a muzike/software-a/video i foto file-ova.

Possible security problems did not significantly discouraged respondents to give up some risky activities in the last 12 months. So, out of the total number 852, only 10 gave up ordering or purchasing goods or services or giving personal data in on line communities or download of music, software, video or photo files.

Grafik 26 / Graph 26

Jeste li zbog mogućih sigurnosnih problema odustali od neke od aktivnosti za lične potrebe na internetu posljednjih 12 mjeseci?

Have you given up any of the following activities because of security concerns in the previous 12 months?



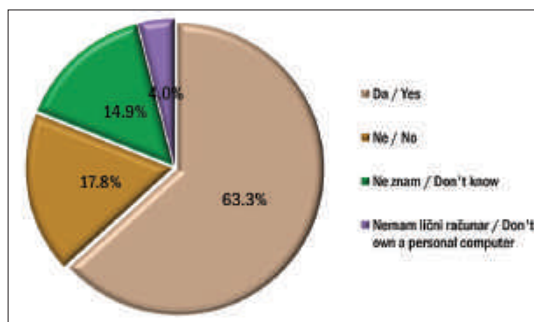
Dok 4% ispitanika (od 852), nema lični kompjuter, gotovo trećina nema ili ne zna da li ima neku od IT sigurnosnih softwear-a ili alatki. Njih 63% posjeduje određeni vid zaštite ličnog kompjutera i podataka.

Out of 852 respondents that answered the following question, 4% doesn't have personal computer, and almost the third doesn't have or doesn't know whether have any IT security software or tool. 63% of respondents possess some kind of protection of personal computer and data.

Grafik 27 / Graph 27

Imate li neku od IT sigurnosnih software/a ili alatki (anti-virus, anti-spam, firewall, itd) kako bi zaštitili svoj lični kompjuter i podatke?

Do you have any of IT security software or tools?

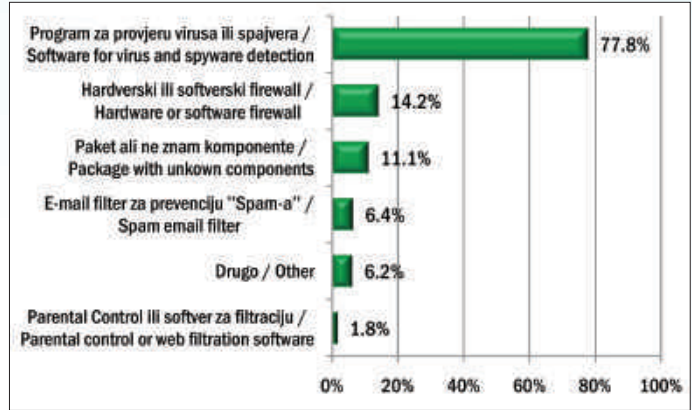


Program za provjeru i/ili anti-spyware program koristi 77.8% ispitanika, dok se se hardware-skim ili softwear-skim firewall-om koristi 14.2% ispitanika. Od 523 ispitanika, koliko ih je odgovorilo na ovo pitanje, njih 11.1% koristi određeni paket, ali ne zna koji.

Program for checking and/or anti-spyware program is used by 77.8% respondents, while hardware or software firewall uses 14.2% of the respondents. Out of 523 respondents that answered this question 11.1% uses some sort of program, but is not sure which one.

Grafik 28 / Graph 28

IT sigurnosni software ili alatku koristite?
Which IT security software or tool do you use?

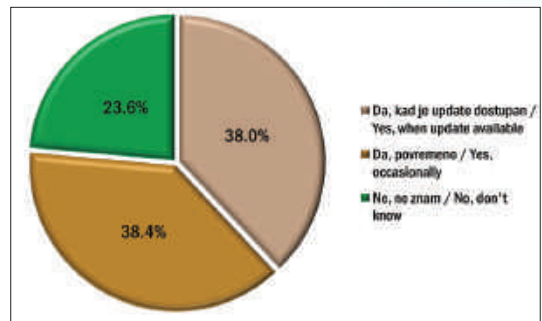


Dok 24% ispitanika (N=523) ne zna da li update-uje svoje sigurnosne proizvode, izjednačen je broj onih koji čine svaki put kad je up-date dostupan ili povremeno.

While 24% of respondents (N=523) is not sure whether they update their internet security tools, the percentage is equal of those that do this whenever the update is available or occasionally.

Grafik 29 / Graph 29

Update-ujete li jedan ili više sigurnosnih proizvoda (program za provjeru virusa, spyware program, itd)?
Do you update one or more security products?

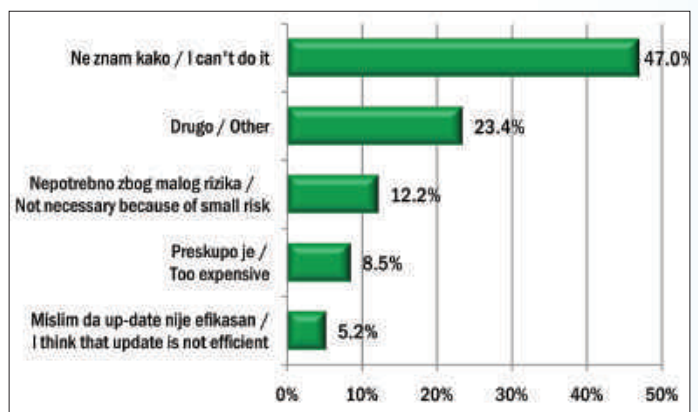


Među ispitanicima koji ne update-uju svoje sigurnosne proizvode (N=119), najveći je broj onih koji ne znaju kako to da urade – 47%.

Among respondents that do not update their security products (N=119), most of them doesn't know how to do it – 47%.

Grafik 30 / Graph 30

Zašto ne update-ujete vaše sigurnosne proizvode (program za provjeru virusa, spyware program, itd)?
Why don't you update your security tools?

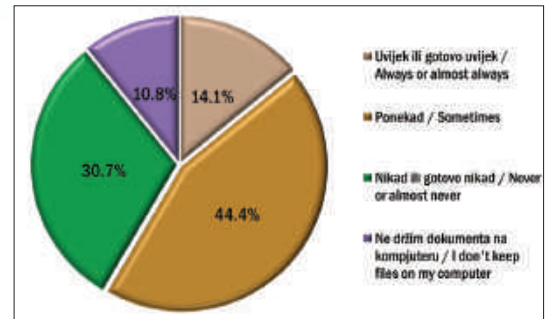


Kada je u pitanju back-up privatnih dokumenata, najveći broj ispitanika njih 44% to čini ponekad, a nikad ili gotovo nika 31%. Na kompjuteru dokumenta ne drži 11% ispitanika od 852 koliko je odgovorilo na ovo pitanje.

Grafik 31 / Graph 31

Koliko često vršite back-up privatnih file-ova (dokumenta, slike, video, itd) sa Vašeg računara na eksterni uređaj (CD, DVD, eksterni hard disc, USB memorija, itd) ili na internet back-up prostoru?
How often do you create back up of your private files from your computer to some external device or internet back up space?

When it comes to back up of the private documents, most respondents does it occasionally 44% while never or almost never 31%. There are 11% of respondents (out of 852) that doesn't keep files on the computer.



DIO F: E-vještine

U petom dijelu upitnika postavljana su pitanja koja se odnose na provjeru kojim vještinama kada je upotreba informacionih tehnologija, ispitanici raspolažu. Tako da su oni pitani da li su u proteklom periodu koristili neku od sljedećih alatki ili obavili neku od sljedećih aktivnosti: 1) korišćenje pretraživača za nalaženje informacija, 2) slanje maila sa attachmentom, 3) postovanje u chat sobe ili forume, 4) upotrebljavanje interneta za telefoniranje, 5) korišćenje peer to peer programa razmjene, 6) kreiranje web strane.

Najviše ispitanika je koristilo internet pretraživače, nešto manje slalo mailove sa attachmentom, još manje koristilo chat ili forum sobe i aplikacije. Najmanje je upotrebljavalo internet za telefoniranje ili peer to peer programe za razmjenu filmova i muzika, te kreiralo sopstvenu web stranu.

Kada se ovi podaci pogledaju u uporednoj perspektivi, vidi se da je pozicija Crne Gore vrlo niska. Procenat ukupne populacije koja je koristila internet pretraživače je tako manja samo u Rumuniji i Turskoj, internet se za telefoniranje manje koristi u Finskoj, Hrvatskoj, Irskoj, Holandiji, Španiji, Grčkoj, Rumuniji i Turskoj. Peer to peer programe manje koriste u Austriji,

PART F: E-skills

In the fifth part of the questionnaire respondents were asked about skills that they possess in the field of information technologies. They were asked if they used some of the following tools or conducted some of the following activities in the previous period: 1) using internet search engines for obtaining information, 2) sending mails with attachments, 3) posting in chat rooms or forums, 4) using internet for phone calls, 5) using peer to peer exchange programs and 6) creating web pages.

Most respondents used search engines, and somewhat less sent e mails with attachments. Less than that used chat or forum rooms and applications and the least used internet for phone calls or peer to peer exchange and own web page creation.

When these data is viewed in comparative perspective, one can see that Montenegrin position is rather low. Percentage of total population that uses search engines is lower only in Romania and Turkey; internet is less used for phone calls in Finland, Croatia, Ireland, Netherlands, Spain, Greece, Romania and Turkey. Peer to peer programs are less used in Austria, Greece and Romania, and there is less chatting and posting in Bulgaria, Greece,

Grčkoj i Rumuniji, a manje chatuju i postuju u Bugarskoj, Grčkoj, Makedoniji, Turskoj, Rumuniji, Holandiji i Finskoj. Manje ljudi je postavilo web prezentaciju u Irskoj, Grčkoj, Bugarskoj, na Kipru, Turskoj i u Rumuniji, a mailove sa attachmentima manje šalju u Rumuniji i Turskoj.

U vezi sa e-vještinama, najveći broj ispitanika (N=899) je odgovorio da koristi pretraživače za nalaženje informacija – 75.1%, slanja e-maila sa attachmentom – 53.6%, ali i postovanje poruka u chat sobe, on line forume i sobe za diskusiju – 35.9%.

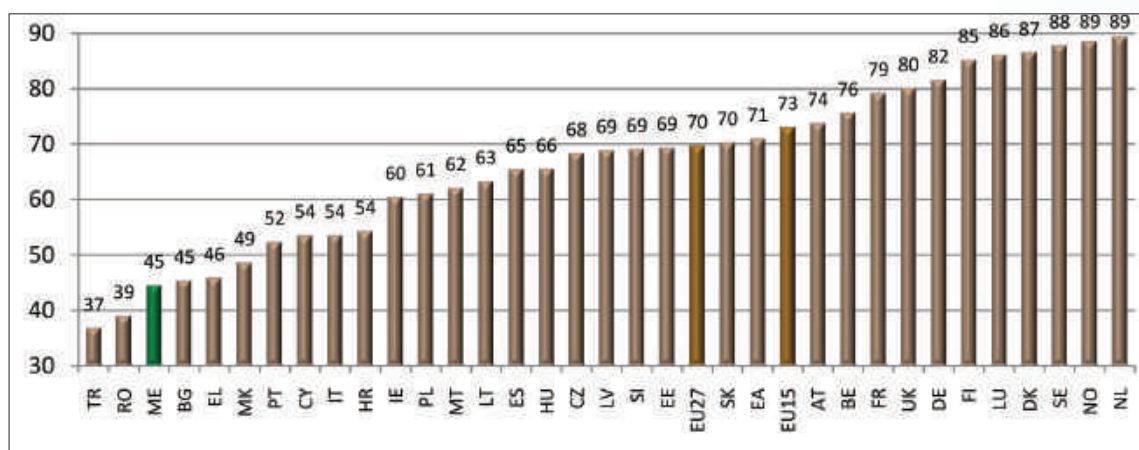
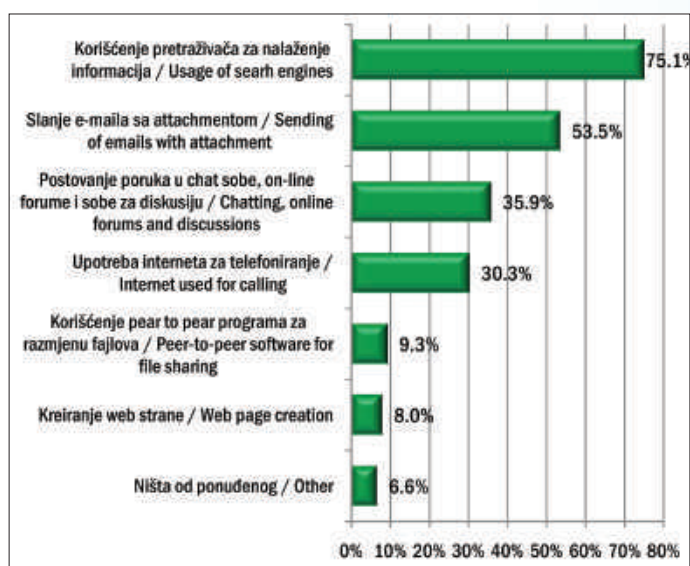
Macedonia, Turkey, Romania, Netherlands and Finland. Less people created their web pages in Ireland, Greece, Bulgaria, Cyprus, Turkey and Romania, and mails with attachments are less sent in Romania and Turkey.

To the question related to e skills most respondents answered (N=899) that they use search engines for finding information – 75.1%, that they send e-mails with attachment – 53.6%, and that they post in chat or forum rooms – 35.9%.

Grafik 32 / Graph 32

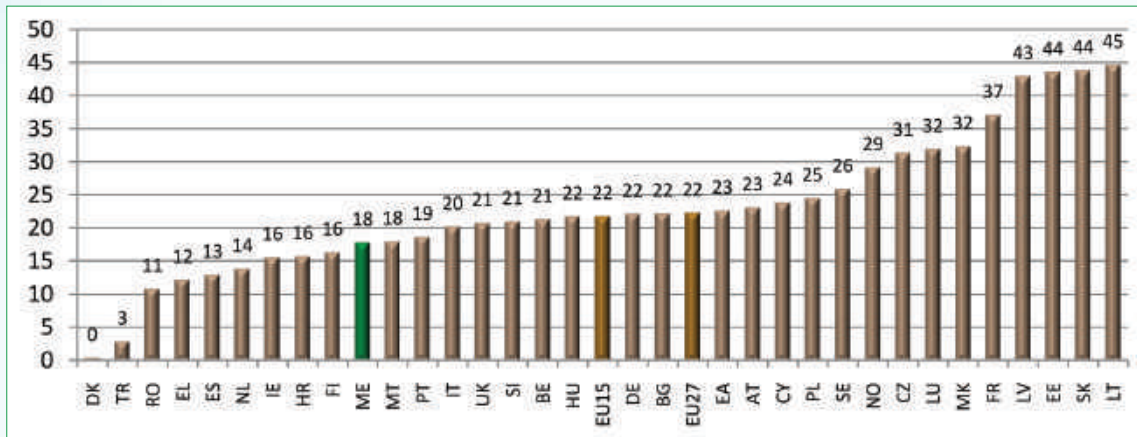
Koje od navedenih Internet aktivnosti ste realizovali?

Which of the following internet activities have you conducted?



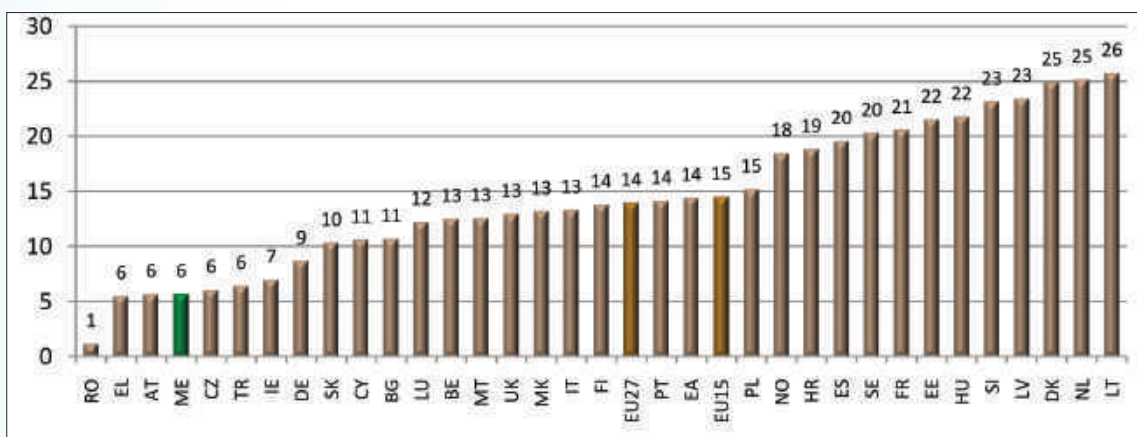
Uporedni grafik 17 / Comparison chart 17

Korišćenje pretraživača za nalaženje informacija / Using search engines for finding information



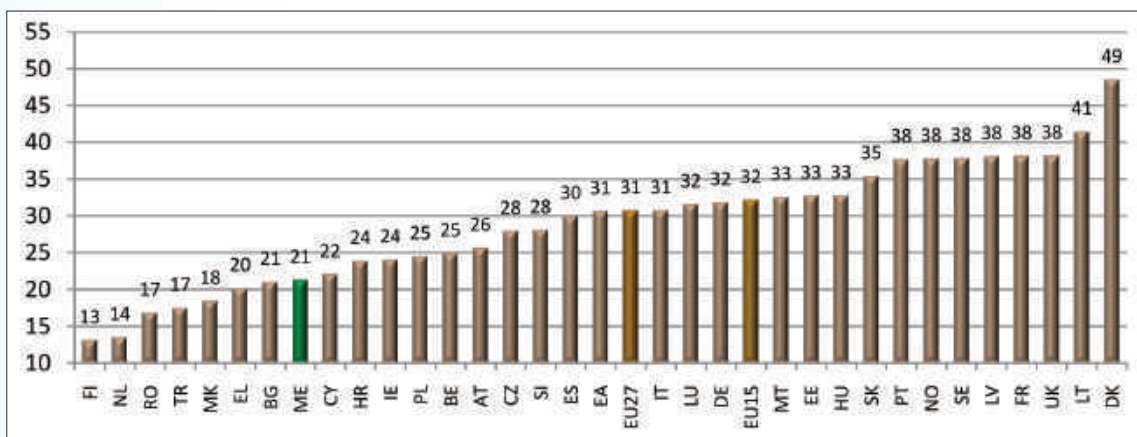
Uporedni grafik 18 / Comparison chart 18

Upotreba interneta za telefoniranje / Use of internet for phone calls



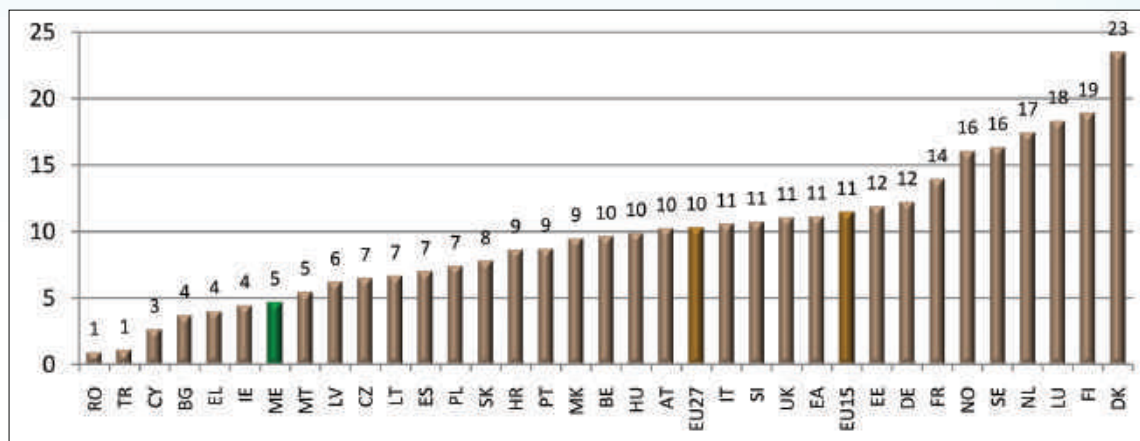
Uporedni grafik 19 / Comparison chart 19

Korišćenje peer to peer programa za razmjenu filmova, muzike... / Using peer to peer programs for exchanging movies, music...



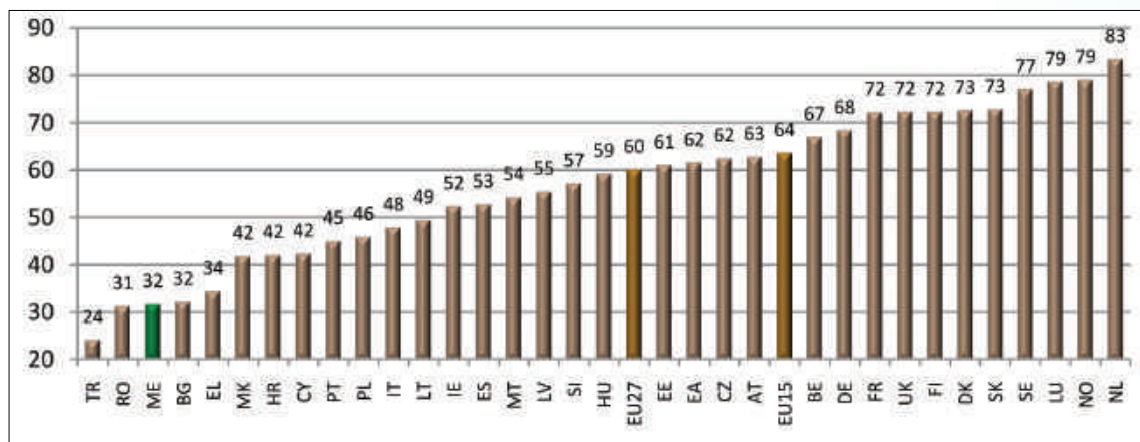
Uporedni grafik 20 / Comparison chart 20

Postovanje poruka u chat sobe / Posting messages in chat rooms



Uporedni grafik 21 / Comparison chart 21

Postavljanje web strane / Creating web page



Uporedni grafik 22 / Comparison chart 22

Slanje mailova sa attachmentima / Sending e mails with attachments

DIO G1: Fiksna telefonija

Narednih šest cjelina koji se odnose na korišćenje fiksne i mobilne telefonije, tv i internet servisa, zaštitu potrošača i poznavanje rada Agencije za telekomunikacije i poštansku djelatnost dodato je na originalni Eurostatov upitnik kako bi se za potrebe Crne Gore upodobila određena pitanja koja se odnose na telekomunikacione i internet tehnologije. Zbog toga za ova pitanja nisu dostupni uporedni podaci.

Prva cjelina odnosila se na nivo korišćenja fiksne telefonije i zadovoljstvo korisnika uslugama u ovom pogledu.

Osnovni nalazi u ovom dijelu su da građani u Crnoj Gori i dalje veoma često koriste i posjeduju fiksni telefon (72%), a od onih koji ga ne posjeduju kao najčešći razlog se pominje korišćenje mobilnog telefona, tehničke nemogućnosti uvođenja fiksnog telefona i previsoke cijene poziva.

Dominantan provajder fiksne telefonije je T-com koji zauzima 95% tržišta, dok M-tel koristi oko 5% ispitanika.

Korisnici su uglavnom zadovoljni kvalitetom usluga fiksne telefonije (85.5%), te cijenama njenih servisa (63.5%). Preko pola ispitanika ne bi promijenilo provajdera fiksne telefonije čak i ako bi mogli zadržati isti broj (52%), a 33.9% bi razmislilo o tome.

Kada je u pitanju servis za podršku, svega 39.4% ispitanika ga je koristilo, a od njih je preko pola (56.3%) zadovoljno uslugom koji su dobili.

Od ukupnog broja ispitanika, njih 1503, 72.2% posjeduje fiksnu telefonsku liniju. Od onih koji ne posjeduju fiksnu telefonsku liniju, njih 416, najveći broj koristi mobilni telefon umjesto fiksnog telefona.

PART G1: Landline telephone services

The following six parts are added to the original EUROSTAT's questionnaire in order to measure citizens' satisfaction with landline and mobile phone services, TV and internet services, and measure their knowledge about customer protection mechanisms and functioning of the Agency for electronic communication and postal services. Since the questionnaire in this part is tailored for Montenegro only, this section does not contain comparative data.

The first set of the question regards the level of use and satisfaction with landline telephone services.

The main conclusion is that citizens still very frequently use landline telephone (72%), and in the group of those that do not own a landline phone, the most commonly mentioned reasons were the fact that they use mobile phones instead, that there is a technical obstacle for installation or that the prices are too high.

Dominant provider of landline phone service is Crnogorski Telekom (T-com) which holds 95% market share, while M-tel uses approximately 5% of population.

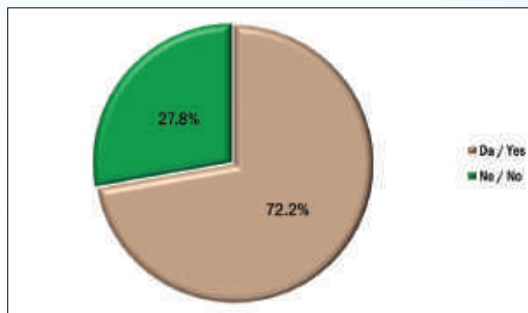
Users are mostly satisfied with the quality of service that is provided (85.3%) and the prices (63.5%). More than half of the respondents would not change the service provider, even if they could keep the same number (52%), while 33.9% would think about it.

When it comes to customer support service, only 39.4% respondents used it, and half of them were satisfied with the service they received (56.3%).

In total, out of 1503 respondents 72.2% owns landline telephone. Out of those that do not, most people use mobile phone instead of land phone.

Grafik 33 / Graph 33

Da li u svom domaćinstvu imate fiksnu telefonsku liniju?
Do you use landline phone in your household?

**Tabela 3**

Koji je glavni razlog što ne posjedujete fiksni telefon u svom domaćinstvu? / What is the main reason that you do not have landline phone in your household?

N

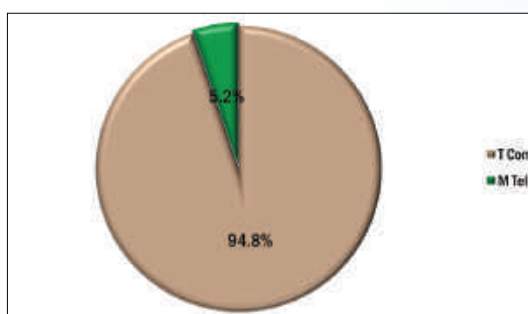
Umjesto fiksno koristim mobilni telefon / use of mobile phone instead	313
Previsoke su cijene poziva sa fiksno telefona / prices of landline phone service are too high	80
Planiram da nabavim fiksni telefon / I intend to install landline phone	25
Još uvijek čekam da mi instaliraju fiksni telefon / I am still waiting for installation of landline phone	11
Imam pristup fiksno telefonu van kuće (npr. na poslu) / I access phone elsewhere (at work, e.g.)	9
Koristim VoIP uslugu / I use VoIP service	3
Ne postojanje tehničkih mogućnosti / there are physical obstacles that prevent me from installing it	82
Drugo / other	11

Među korisnicima fiksne telefonije, najveći je broj onih koji koriste T Com - 95%, dok M Tel koristi 5% ispitanika od njih 1093.

Among landline phone users, most are T com customers - 95%, while M Tel uses approximately 5% of 1093 respondents that answered this question.

Grafik 34 / Graph 34

Kojeg provajdera fiksne telefonije koristite?
Which landline phone service provider do you use?



Provajdera fiksne telefonije je promijenilo svega 5,1% ispitanih, od 1503. Kao razloge promjene, najveći broj od onih koji su mijenjali provajdera, njih 60, navodi nezadovoljstvo cijenama, bolju uslugu koju je ponudio novi provajder te bolju ponudu novog provajdera.

5.1% of the respondents would change service provider and the main reasons that were mentioned were dissatisfaction with the prices, better services that could be offered by a new provider. Among those that changed provider, 20 returned to the previous one, stating mainly that the reason was the fact they did not saved enough by the transfer.

Grafik 35 / Graph 35

Da li ste ikada promijenili provajdera fiksne telefonije?
Have you ever changed provider of landline phone service?

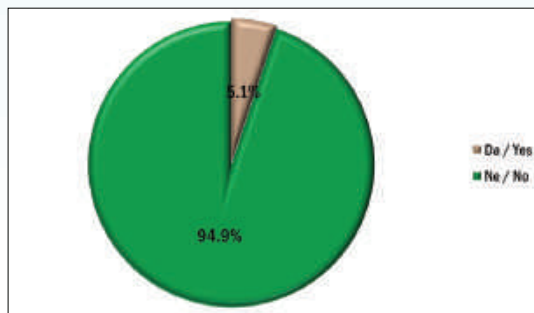


Tabela 4 Zbog čega? / Why	N
Nisam bio zadovoljan cijenama / I wasn't satisfied with the prices	24
Novi provajder me je kontaktirao sa boljom ponudom / The new provider contacted me with the better offer	10
Lošiji kvalitet usluge starog provajdera / worse quality of services by previous provider	8
Bolju uslugu korisnicima nudi novi provajder / better service provided by the new provider	13
Kvalitet poziva je bolji kod novog provajdera / quality of calls is better in the new provider's service	5

Tabela 5 Ukoliko ste mijenjali provajdera fiksne telefonije da li ste se vratili poslije toga na prethodnog? / If you have changed the provider, did you return to the previous one?	N
Da / yes	20
Ne / no	37

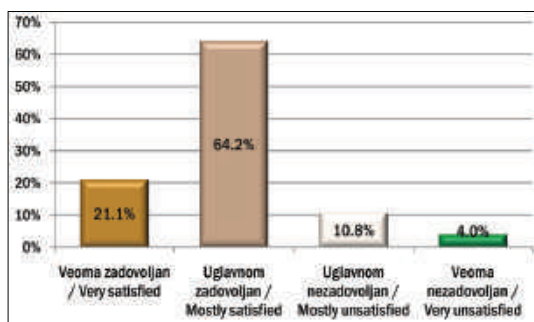
Tabela 6 Zbog čega? / Why?	N
Nisam bio zadovoljan uštedom kod novog provajdera / I wasn't satisfied with the saving	11
Prethodni provajder me je kontaktirao sa boljom ponudom / the first provider contacted me with a better offer	0
Lošiji kvalitet usluge novog provajdera / worst quality of the new provider	1
Bolju uslugu korisnicima nudi prethodni provajder / better services by the previous provider	5
Kvalitet poziva je bolji kod prethodnog provajdera / quality of calls was better with the previous provider	2

Ispitanici su dalje generalno veoma zadovoljni kvalitetom usluga fiksne telefonije, što tvrdi njih 85.5%. Sumarno, zadovoljstvo ispitanika, njih 1087, je znatno veće od nezadovoljstva.

The respondents are in general quite satisfied with the landline phone services (85.3%). In total they are more satisfied than unsatisfied.

Grafik 36 / Graph 36

Kada je u pitanju fiksna telefonija, generalno govoreći, da li ste zadovoljni kvalitetom usluga?
Are you satisfied with the quality of services?



Kada su u pitanju pojedine usluge fiksne telefonije, ispitanici (N=1503) su i pojedinačnim uslugama više zadovoljni nego nezadovoljni. Najveće zadovoljstvo iskazuju u vezi sa lokalnim pozivima, a najveće nezadovoljstvo sa servisima sa dodatom vrijednošću.

When we ask about specific services, citizens are more satisfied in general. They are most satisfied with local calls (90.8 %) and most unsatisfied with added value services (48,2 %).

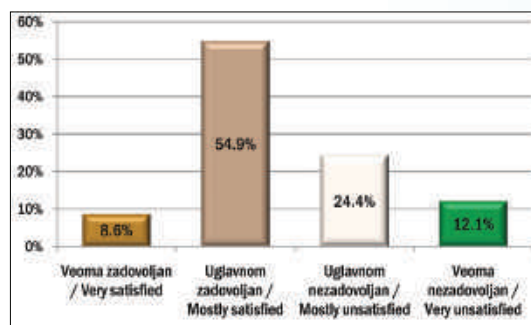
Tabela 7 Ocjenite u kojoj mjeri ste zadovoljni pojedinim uslugama... / How satisfied are you with...	Veoma zadovoljan / very satisfied	Uglavnom zadovoljan / mostly satisfied	Uglavnom nezadovoljan / mostly unsatisfied	Veoma nezadovoljan / very unsatisfied
Lokalni pozivi / local phone calls	38%	52.8%	6%	3.1%
Međugradski pozivi / intercity calls	26.4%	58.9%	10%	4.7%
Međunarodni pozivi / international calls	15.7%	50.6%	21.8%	11.9%
Prema mobilnim mrežama / calls to mobile networks	16.2%	42.1%	25.4%	16.3%
Dial-up pristup internetu / Dial up access to internet	15.3%	46.2%	23%	15.5%
Servisi sa dodatom vrijednošću (Hotline, Tip dana, Horoskop, itd) / Added value services	11.6%	40.2%	21.4%	26.8%
Neka druga usluga / other	19.7%	41.1%	15.9%	23.3%

Pored zadovoljstva uslugom, ispitanici su iskazali i veliko zadovoljstvo cijenama servisa fiksne telefonije, iako je nezadovoljstvo znatno veće kada su cijene u pitanju. Od 1503 ispitanika, srednje vrijednosti uglavnom zadovoljan – 54.9% i uglavnom nezadovoljan - 24.3%, najviše su zastupljene.

Apart from being generally satisfied with the services, respondents are quite satisfied with the prices. Most – 54.9% of respondents is mostly satisfied.

Grafik 37 / Graph 37

Da li ste zadovoljni cijenom servisa fiksne telefonije?
Are you satisfied with the prices of landline phone services?

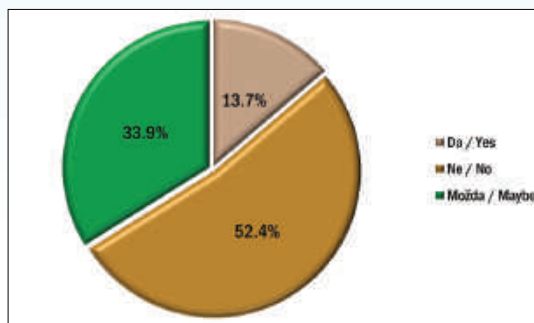


Fiksnog operatora, odnosno provajdera fiksne telefonije, ukoliko bi mogli da zadrže postojeći broj bi promijenilo svega 13.7% ispitanika (od 1267). Isto bi možda učinilo 33.9% ispitanika.

Most respondents wouldn't change their landline provider even if they could keep the same number. Out of 1267 respondents that answered this question, 13.7% would change the provider, and 33.9% would think about it.

Grafik 38 / Graph 38

Da li biste promijenili fiksnog operatera ako bi mogli zadržati postojeći broj?
Would you change your landline phone provider if you could keep your current phone number?

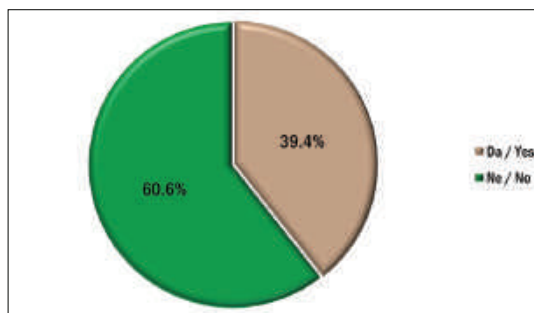


Podršku za korisnike svog provajdera fiksne telefonije je kontaktiralo 39.4% ispitanika (N=1236). Od njih, gotovo 80% je zadovoljno uslugom ovog servisa. Kada su u pitanju i pojedinačne usluge ovoga servisa, ispitanici, njih 407 koliko je odgovaralo na pitanja o zadovoljstvu uslugom servisa i pojedinačnim aspektima, iskazuje veće zadovoljstvo nego li.

Customer support was contacted by 39.4% of respondents (N=1236). Among them almost 80% is satisfied with the service provided. When it comes to individual services of this support 407 respondents that answered this question were mostly satisfied.

Grafik 39 / Graph 39

Da li ste ikada kontaktirali podršku za korisnike (call center) svog provajdera fiksne telefonije?
Have you ever contacted call center of your landline phone service provider?



Grafik 40 / Graph 40

Kako ste zadovoljni uslugom servisa podrške za korisnike (call center)?
Are you satisfied with the quality of the supported provided by call center?

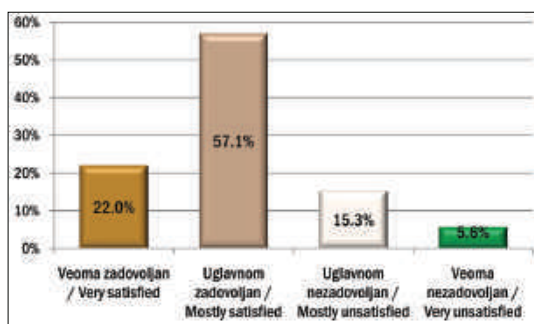


Tabela 8 Ocijenite pojedine aspekte usluge servisa podrške (Call center) / Please grade the following services provided by call center	Veoma zadovoljan / Very satisfied	Uglavnom zadovoljan / Quite satisfied	Uglavnom nezadovoljan / Quite unsatisfied	Veoma nezadovoljan / Very unsatisfied
Cijena poziva / price of the call	32.4%	50.6%	12%	5.1%
Vrijeme čekanja na odgovor / reply waiting period	23.6%	47.6%	20.4%	8.4%
Kvalitet odgovora / quality of service	26.3%	49.9%	17.1%	6.7%
Kultura ophođenja / culture of communication	35.2%	43.1%	13.1%	8.6%

DIO G2: Mobilna telefonija

U Crnoj Gori najvedi broj stanovnika posjeduje mobilni telefon (94.6%), a od toga 52% ima jedan, 26.7% dva, a 15.9% tri.

Najvedi broj korisnika usluga među ispitanicima ima kompanija Telenor (38.2% - prepaid, 15.5% postpaid), zatim T Mobile (32% - prepaid, 15.3% - postpaid), a onda M Tel (27% - prepaid, 9% - postpaid).

Korisnici/ispitanici najzadovoljniji su kvalitetom usluga razgovora (92,3%) i SMS/MMS usluga (93,8%)

U narednim graficima su detaljno predstavljeni odgovori na sva pitanja u ovom sektoru, a koja se odnose na zadovoljstvo korisnika pojedinim aspektima usluga mobilne telefonije.

Trenutno aktivan jedan broj mobilnog telefona ima najveći broj ispitanika (N=1503) – 52%, dok nijedan broj nema 5.4%, od ukupno 1498.

Grafik 41 / Graph 41

Koliko imate aktivnih brojeva mobilnih telefona?
How many active mobile phone numbers do you have?

PART G2: Mobile telephone services

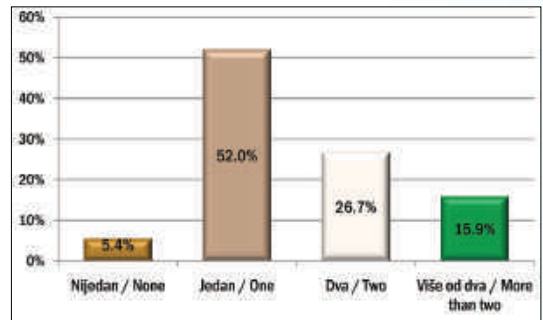
According to the survey, 94.6% of Montenegrin inhabitants owns a mobile phone and among them 52% owns one, 26.7% owns two and 15.9% three.

Most users of mobile phone services has Telenor (38.2% - prepaid, 15.5% postpaid), than T Mobile (32% - prepaid, 15.3% - postpaid), and then M Tel (27% - prepaid, 9% - postpaid).

Users and respondents are most satisfied with the quality of phone calls (92,3%) and SMS/MMS services (93,8%).

In the following graphs, answers to the specific questions regarding specific aspects of users' satisfaction are represented.

At the moment most respondents (out of 1503) owns one mobile phone – 52%, while 5.4% does not possess any (out of 1498).

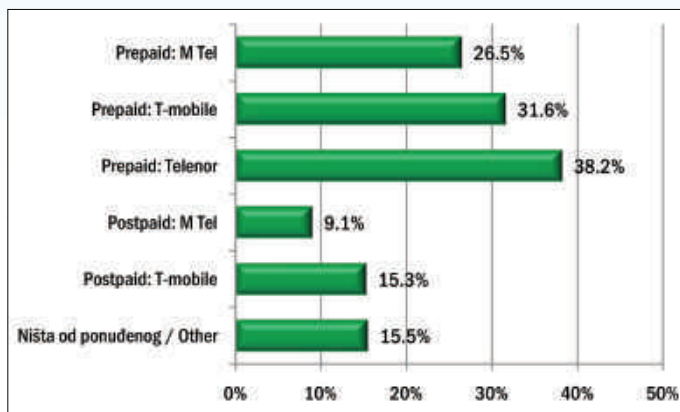


Najveći broj korisnika usluga među ispitanicima (N=1503) ima kompanija Telenor (38.2% - prepaid, 15.5% postpaid), zatim T Mobile (32% - prepaid, 15.3% - postpaid), a onda M Tel (27% - prepaid, 9% - postpaid). Pojedinačno gledano u odnosu na broj prepaid ili postpaid korisnika, kompanija Telenor ima najveći broj istih.

Most respondents (N=1503) uses Telenor services (38.2% - prepaid, 15.5% postpaid), and then T Mobile (32% - prepaid, 15.3% - postpaid), and then M Tel (27% - prepaid, 9% - postpaid). Individually, Telenor has most prepaid and postpaid clients.

Grafik 42 / Graph 42

Koji tip i kojeg mobilnog operatera ste korisnik?
What type of service do you use and from which provider?

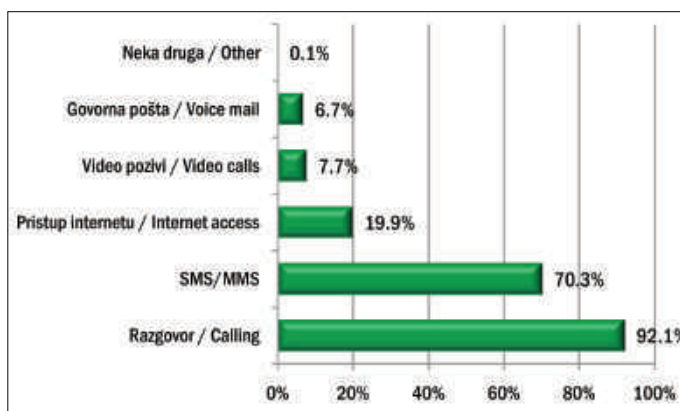


Kada su u pitanju servisi, ispitanici (N=1503) najviše koriste usluge/servise razgovora – 92.4%, zatim SMS/MMS – 70.4%, te prenos podataka/pristup internetu – 20%.

When it comes to specific services, respondents mostly use (N=1503) phone calls – 92.4%, SMS/MMS – 70.4%, and data transfer and internet access – 20%.

Grafik 43 / Graph 43

Koje servise mobilne telefonije koristite?
Which mobile phone services do you use?



Dok je govorna pošta mobilni servis kojim su korisnici/ispitanici (N=1503) najmanje zadovoljni, najzadovoljniji su uslugama razgovora i SMS/MMS uslugama.

While voice mail is one service that respondents are least satisfied with, they are most satisfied with phone calls and (92,3 %) SMS/MMS services (93,8%).

Tabela 9

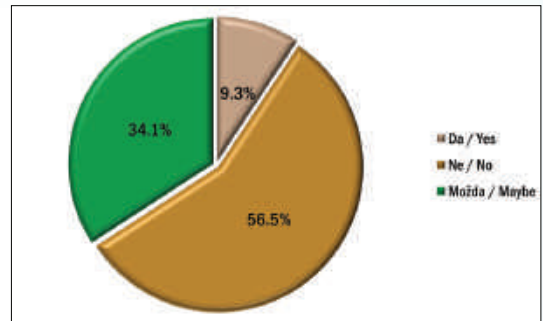
Da li ste zadovoljni kvalitetom mobilnih servisa? / Are you satisfied with the quality of mobile phone services

Pojedinačni aspekti/područja / Specific area	Veoma zadovoljan/ very satisfied	Uglavnom zadovoljan / mostly satisfied	Uglavnom nezadovoljan / mostly unsatisfied	Veoma nezadovoljan / very unsatisfied
Razgovori / phone calls	44.3%	48%	6.3%	1.4%
SMS-MMS	46.8%	47%	5.1%	1.1%
Prenos podataka/pristup internetu / data transfer and internet access	22.2%	51%	20.7%	6.1%
Video pozivi 3G / Video calls 3G	13.7%	46%	33.1%	7.2%
Govorna pošta / Voice mail	13.7%	46.5%	27.8%	12%

Znatno manji broj ispitanika (N=1435) bi promijenio mobilnog operatera nego fiksnog, čak i kada bi mogli da zadrže isti broj. Na ovo pitanje, svega 9.3% ispitanika je odgovorilo da bi promijenilo mobilnog operatera, a 34.1% da bi možda to učinilo.

Grafik 44 / Graph 44

Da li biste promijenili mobilnog operatera ako biste mogli zadržati postojeći broj?
Would you change your mobile phone operator if you could keep the number?

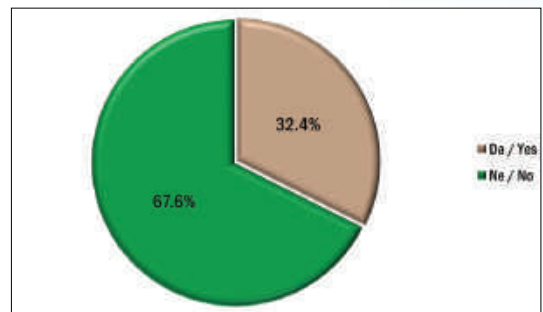


Significantly less respondents (N=1435) would change their mobile phone operator even if they could keep the same number. This question was answered positively by 9.3% respondents, while 34.1% claimed that they might think about it.

Provajdera mobilne telefonije je promijenio 32.4% ispitanika, od 1429. Najveći broj ispitanika je mobilnog operatera promijenio zbog nezadovoljstva cijenama – 20.7% i jer novi provajder nudi bolju uslugu korisnicima – 10.2%.

Grafik 45 / Graph 45

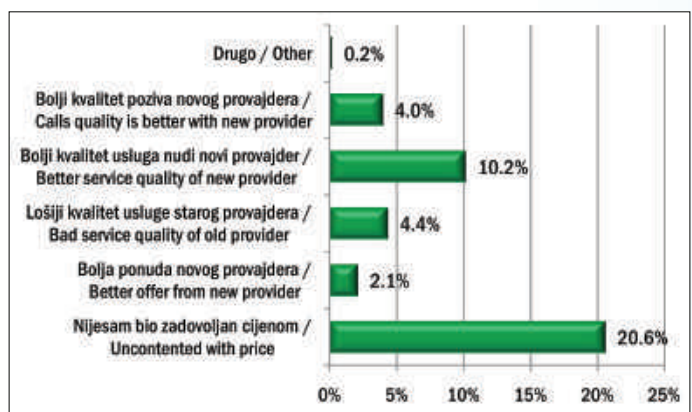
Da li ste ikada promijenili provajdera mobilne telefonije?
Have you ever changed mobile phone service provider?



Mobile phone provider changed 32.4% of respondents, out of 1429. The reason for most of them was dissatisfaction with the prices – 20.7% and better service offered by a new provider – 10.2%.

Grafik 46 / Graph 46

Zbog čega ste promijenili provajdera mobilne telefonije?
Why did you change mobile phone provider?

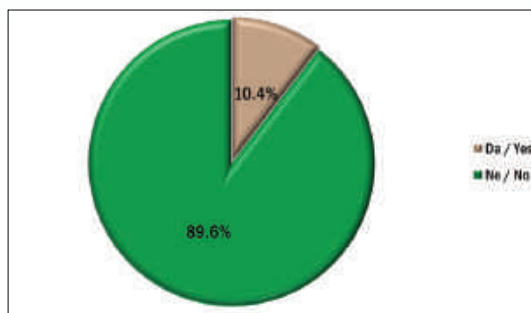


Starom provajderu se vratilo 10.4% ispitanika, od 1503. Glavni razlog za povratak starom provajderu za najveći broj ispitanika (N=835) je nezadovoljstvo uštedom kod novog provajdera.

To the previous provider returned 10.4% respondents out of 1503. The main reason for return for most respondents was dissatisfaction with the savings they made at the new provider.

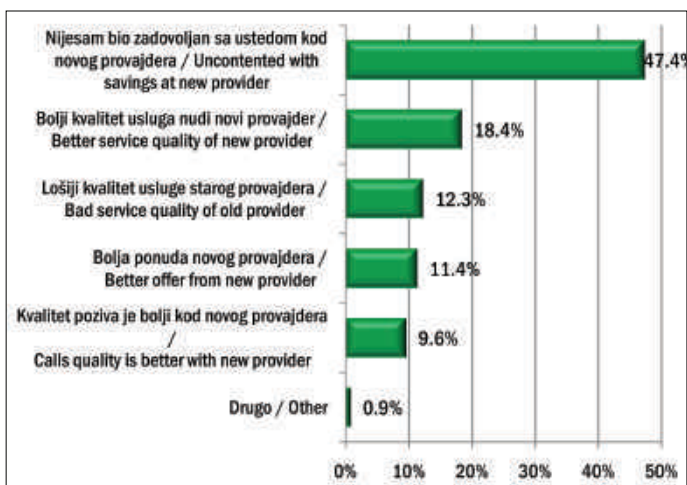
Grafik 47 / Graph 47

Ako ste mijenjali provajdera, da li ste se nakon toga vratili starom?
If you have changed the provider did you return to the previous one afterwards?



Grafik 48 / Graph 48

Zbog čega ste se vratili (za one koji jesu) /
The reasons for return (for those that did so)



Više od 90% ispitanika (N=1377) je zadovoljno uslugom servisa podrške za korisnike mobilnog operatera koji koriste.

More than 90% of respondents (N=1377) is satisfied with the customer support service of the mobile phone operator that they use.

Grafik 49 / Graph 49

Koliko ste zadovoljni servisom podrške za korisnike Vašeg mobilnog operatera (call centar)?
How much are you satisfied with customer support service of your provider (call center)?

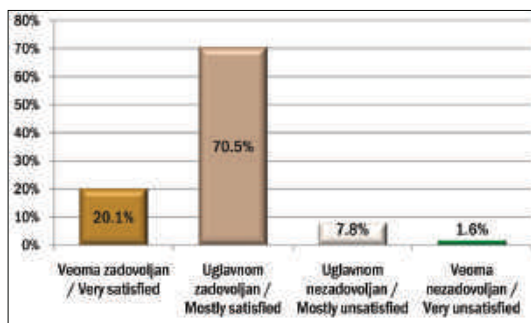


Tabela 10

Koliko ste zadovoljni pojedinim aspektima servisa podrške za korisnike Vašeg mobilnog operatera (call centar)? / How satisfied are you with the following aspects of call center service

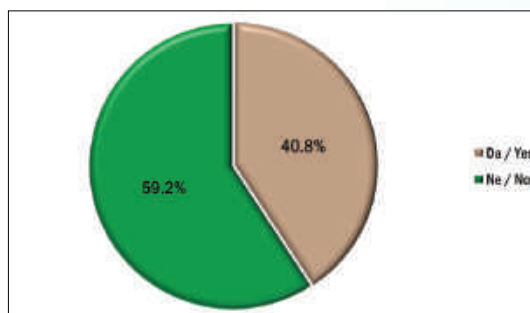
Pojedinačni aspekti/ područja / Specific area	Veoma zadovoljan/ very satisfied	Uglavnom zadovoljan / mostly satisfied	Uglavnom nezadovoljan / mostly unsatisfied	Veoma nezadovoljan / very unsatisfied
Cijena poziva / price of call	31.1%	51.7%	12.7%	4.6%
Vrijeme čekanjana odgovor / reply waiting time	24.6%	53.4%	15.5%	6.5%
Kvalitetom odgovora / quality of response	33.8%	54.4%	9.3%	2.5%
Kulturom ophođenja / culture of communication	43.7%	48.2%	5.4%	2.7%

Usluge rominge koristi 40.8% (N=1433). Svega 11.4% ispitanika u romingu koristi usluge interenta, dok je broj onih koji to čine rijetko 28.5% (N=1110).

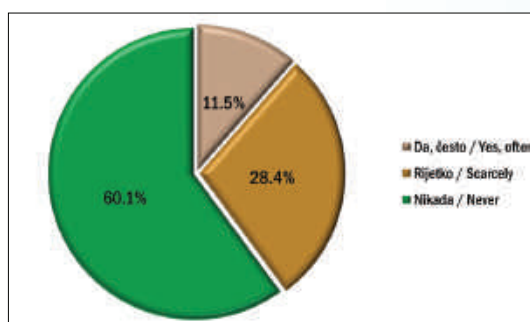
Roaming services were used by 40.8% of respondents (N=1433) and only 11.4% uses often internet while in roaming. These services are rarely used by 28.5% (N=1110) respondents.

Grafik 50 / Graph 50

Da li koristite usluge roaminga?
Do you use roaming services?

**Grafik 51 / Graph 51**

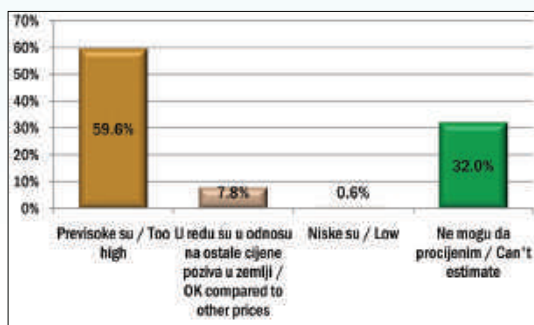
Da li ste koristili uslugu pristupa internetu dok ste bili u romingu?
Did you use internet access while in roaming?



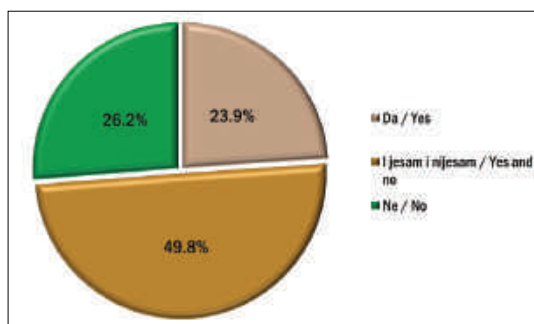
Dok su cijene rominga za većinu ispitanika, njih 59.6%, previsoke, 32% ispitanika ne može da procijeni (N=1190). Roming uslugama operatera koje koriste, ispitanici i jesu i nijesu zadovoljni što se vidi iz podijeljenosti odgovora (N=919). Glavni razlog nezadovoljstva jesu previsoke cijene, čak za njih 46.9%, dok je blizu 10% prijavilo problem sa pozivima i/ili porukama.

Prices of roaming are too high for 59.6% of respondents while 32% cannot estimate (N=1190). Respondents are divided when it comes to satisfaction with the roaming (N=919). The main reason for dissatisfaction is high prices, for 46.9% of respondents while 10% claims they had difficulties with phone calls and or messages.

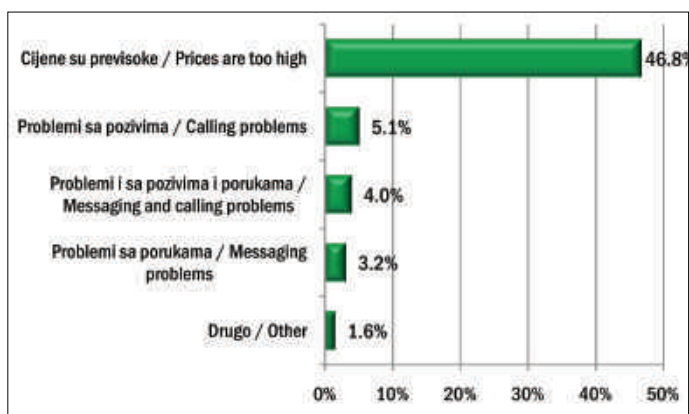
Grafik 52 / Graph 52
 Šta mislite o cijenama roaminga?
 What do you think about roaming prices?



Grafik 53 / Graph 53
 Jeste li zadovoljni uslugama roaminga Vašeg operatera?
 Are you satisfied with the roaming service of your mobile provider?



Grafik 54 / Graph 54
 Ukoliko niste zadovoljni, šta je razlog?
 If not, what is the main reason?



DIO G3: Televizija

U narednom segmentu, postavljena su pitanja koja se odnose na praksu korišćenja TV servisa od strane korisnika i njihovo zadovoljstvo pruženim uslugama.

Iz podataka se vidi da najveći broj domaćinstava ne koristi radio difuzni način prijema TV programa (58,9%), te da je od provajdera usluge distribucije TV programa najzastupljenija Extra TV sa 46.8% korisnika.

Najveći broj korisnika je zadovoljan uslugama (77.2%) i cijenama (80.9%) svog provajdera usluge distribucije TV signala.

Preko sobne, kućne antene, ili preko provajdera kablovske TV program prati najveći broj ispitanika, i to više od 80% ukupno. Među njih 1489, 17.4% program prati preko satelitske.

Grafik 55 / Graph 55

Na koji način pratite TV program u svojoj kući?
How do you watch TV program at your house?

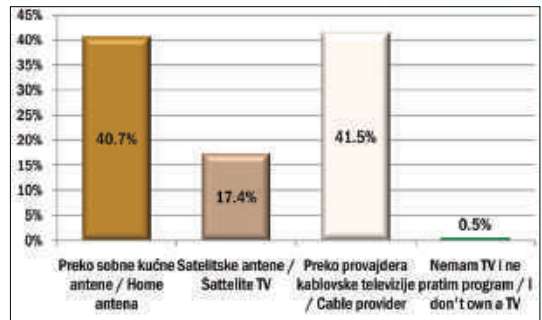
PART G3: Television

The following segment contains questions about use of TV services and customers' satisfaction with them.

Data depicts that most households does not use radio room antenna for watching TV (58,9%), and that among cable providers the most used are services provided by Extra TV - 46.8%.

Most users are satisfied with the services (77.2%) and prices (80.9%) offered by their provider.

Room antenna is used by 40,7% of respondents for watching TV. On the other hand, via satellite or cable provider, TV is watched by 58,9% households.

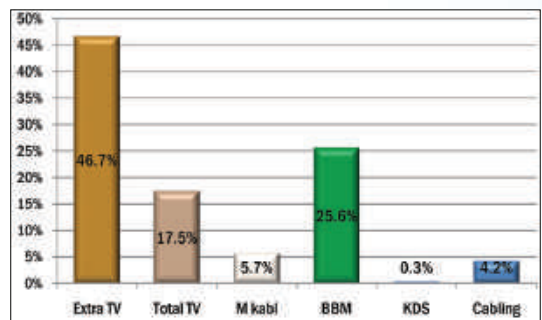


Među onima koji koriste usluge distributera TV programa, najveći broj korisnika ima EXTRA TV – 46.8%, a zatim BBM – 25.7% pa Total TV – 17.4%.

Grafik 56 / Graph 56

Provajder kablovske TV preko kojeg prate program...
Which provider do you use for watching TV?

Most users of private cable TV distributors are subscribed to EXTRA TV – 46.8%, and then BBM – 25.7% and Total TV – 17.4%.



Provajdera TV programa je mijenjalo 15.1% ispitanika, od njih 1198. Među njima, najviše njih je najprije imalo sobnu, kućnu antenu pa je prešlo na nekog distributera TV programa.

15.1% of respondents changed their provider out of 1198. Among them, most previously used room antenna and then they subscribed to some of the TV program distributors.

Grafik 57 / Graph 57

Da li ste mijenjali provajdera TV programa?
Have you changed you TV service provider?

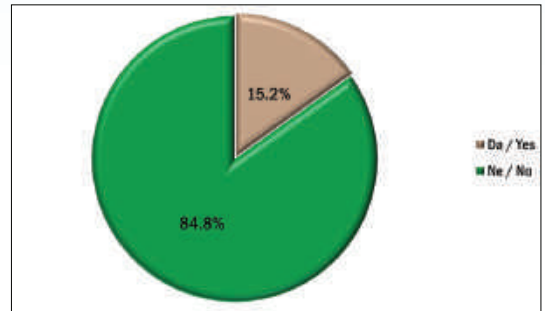


Tabela 11 Ako jeste, koji je bio vaš prethodni provajder? / If so, who was your previous provider	N
Nisam imao provajdera već sam pratio program preko sobne, kućne antene ili satelitske antene / I used room or satellite antenna	149
Bio je ... / It was	
Extra TV	6
Total TV	15
M Kabl	2
BBM	32
Cabling	9

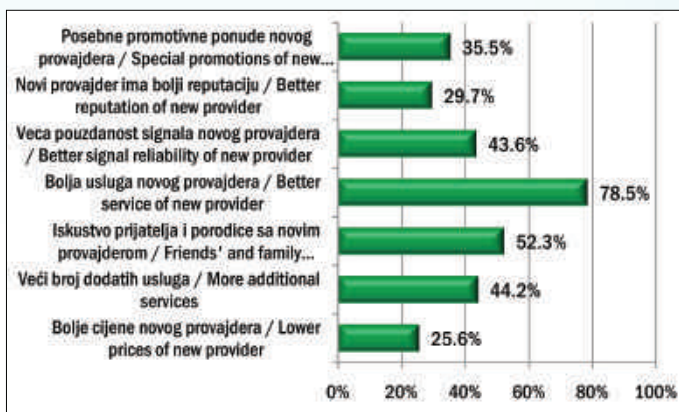
Tabela 12 Na kog provajdera ste prešli? / Who is your new provider?	N
Vratio sam se na kućnu, sobnu antenu / I returned to using antenna	38
To je ... / It is...	
Extra TV	87
Total TV	33
M Kabl	2
BBM	38
Cabling	8

Dok je bolja usluga novog provajdera najčešći razlog za promjenu provajdera, zadovoljstvo trenutnim provajderom je dominantan razlog ne mijenjanje provajdera.

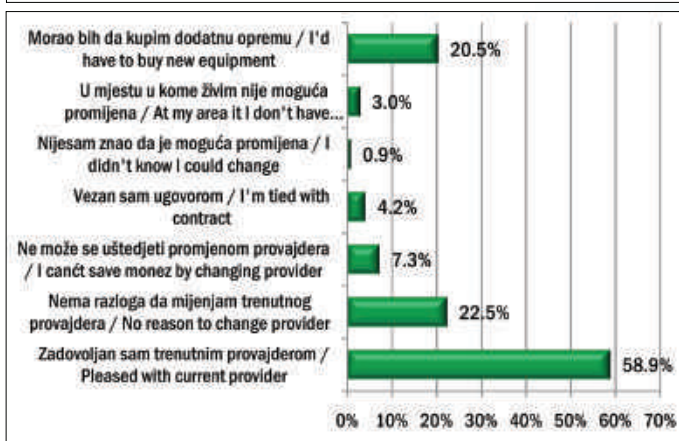
While better service is the most common reason for transfer, satisfaction with the services is the most common reason for not changing the provider.

Grafik 58 / Graph 58

Šta je razlog za promjenu? /
What was the reason for the change?

**Grafik 59 / Graph 59**

Ukoliko niste mijenjali
provajdera, šta je razlog?
If you haven't changed the
provider what was the main reason?

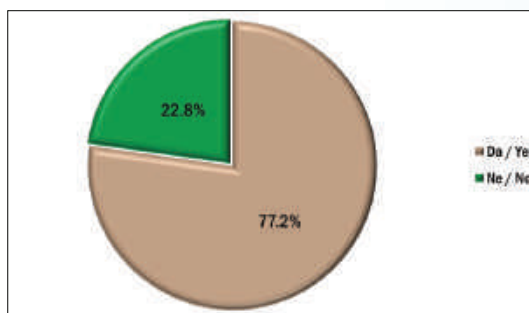


Ponudom programa preko svog provajdera je zadovoljno 77.2% ispitanika (N=1325). Dok je od 1278 ispitanika, čak 80.9% njih zadovoljno cijenom usluga koje provajder nudi.

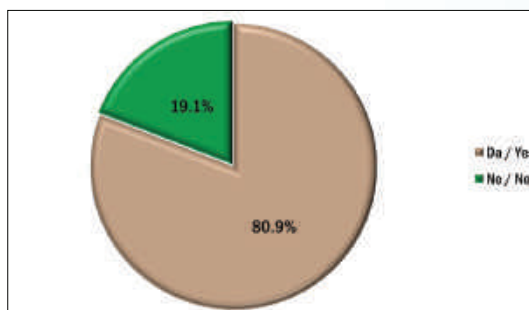
77.2% respondents (N=1325) is satisfied with TV program offer by their provider, while out of 1278 respondents 80.9% is satisfied with the prices set by their provider.

Grafik 60 / Graph 60

Da li ste zadovoljni ponudom
programa preko svog provajdera?
Are you satisfied with the TV program
offer given by your provider?

**Grafik 61 / Graph 61**

Da li ste zadovoljni cijenom ponuđenih
programa svog provajdera?
Are you satisfied with the process
offered by your provider?



DIO G4: Upotreba interneta

Iako je najvedi broj pitanja o korišdenju interneta obrađen u dijelu Eurostatovog upitnika, ispitanicima su postavljena i nekolicina pitanja koja se odnose na zadovoljstvo korišdenjem internet servisa.

Nešto više od 86% korisnika je zadovoljno kvalitetom usluga internet servisa, dok je 69,3% zadovoljno cijenama usluga internet provajdera.

Najveći broj korisnika nikada nije kontaktirao službu za korisnike svog internet provajdera (64.2%), a od onih koji jesu 59.1% je zadovoljno pruženom uslugom.

Kvalitetom internet servisa ispitanici (N=887) su veoma/uglavnom zadovoljni u najvećem broju – više od 86% njih. Među ispitanicima (N=874) je prisutno i zadovoljstvo cijenom istih, iako ne u istoj mjeri - nepunih 70% ispitanika je veoma/uglavnom zadovoljno cijenama internet servisa.

Grafik 62 / Graph 62

Koliko ste zadovoljni kvalitetom internet servisa? /
Are you satisfied with the quality of internet services?

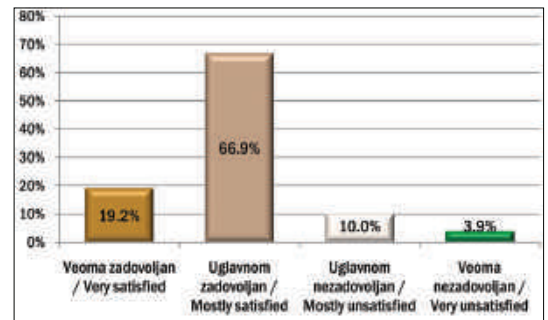
PART G4: Internet use

Though most questions related to internet use is already covered by EUROSTAT's questionnaire, in this section the respondents are asked specifically about their satisfaction with internet services.

More than 86% of users are satisfied with the quality of internet services, while 69,3% is satisfied with the prices offered by their internet provider.

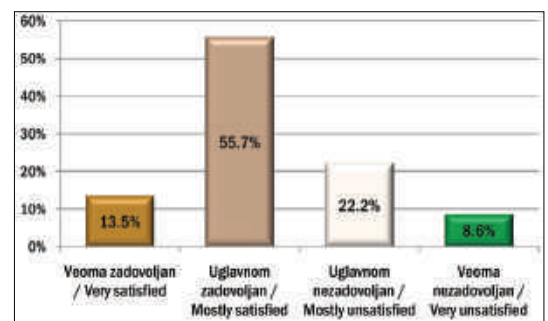
Most users have never contacted call center for customer support (64.2%), and among those that did 59.1% is satisfied with the assistance that was provided.

Most respondents (N=887) are very or mostly satisfied with the quality of internet service 86%. Among them (N=874) most are satisfied with the prices of this service as well 70%.



Grafik 63 / Graph 63

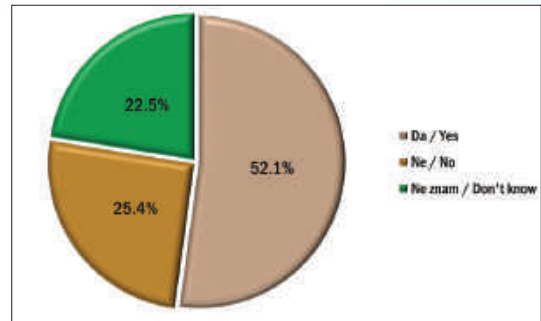
Da li ste zadovoljni cijenom internet servisa?
Are you satisfied with the prices of the internet service?



Uprkos zadovoljstvu uslugama i cijenama usluga internet servisa, više od 50% ispitanika (N=1099) smatra da bi bilo korisno da postoji još internet provajdera. Među drugom polovinom, gotovo pola njih ne zna da li bi ili ne bi trebalo da u Crnoj Gori postoji još provajdera.

Grafik 64 / Graph 64

Da li smatrate da bi bilo korisno da ima još internet provajdera?
Do you believe that it would be useful to have more internet providers?

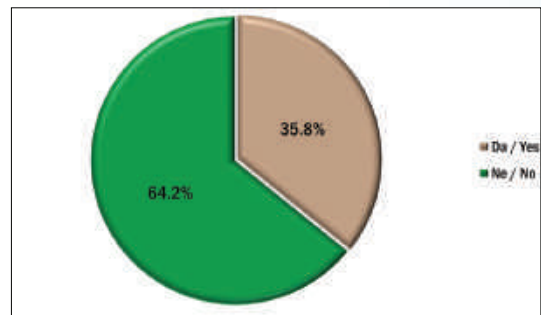


Od 1087 ispitanika, njih 35.8% je nekada kontaktiralo podršku za korisnike (call centar) svog internet provajdera).

Grafik 65 / Graph 65

Da li ste ikada kontaktirali podršku za korisnike (call centar) svog internet provajdera?
Have you ever contacted customer support (call center) of your provider?

Out of 1087 respondents, 35.8% contacted internet service call center in the past.



Korisnici interneta koji su kontaktirali servis podrške za korisnike (call centar), njih 449, su uglavnom zadovoljni uslugom koju kroz isti dobijaju. Među njima, je značajno manji broj onih koji su veoma nezadovoljni. Pregledom pojedinačnih aspekata, uviđamo da su ispitanici najnezadovoljniji kada je u pitanju vrijeme čekanja na odgovor – 11.9%, a najzadovoljniji kulturom ophođenja – 36.9%.

Grafik 66 / Graph 66

Kako ste zadovoljni uslugom servisa podrške za korisnike (call centar)?
How much are you satisfied with internet service call center?

The internet users that have contacted call center in the past (N=449) are mostly satisfied with the assistance provided. Among them there are only few that are very unsatisfied. When asked to grade specific aspects of the support, the respondents were the least satisfied with response waiting period – 11.9%, and most satisfied with communication culture – 36.9%.

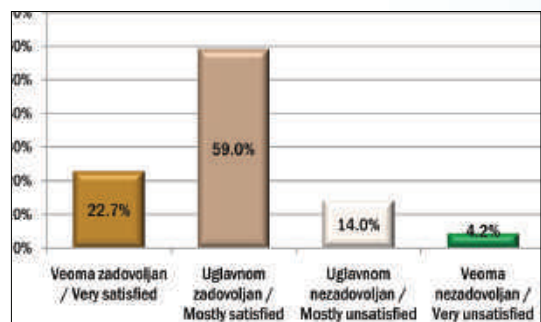


Tabela 13

Koliko ste zadovoljni pojedinim aspektima servisa podrške za korisnike Vašeg internet provajdera (call center)? / How satisfied are you with the following aspects of call center services?

Pojedinačni aspekti/područja / Specific area	Veoma zadovoljan / very satisfied	Uglavnom zadovoljan / mostly satisfied	Uglavnom nezadovoljan / mostly unsatisfied	Veoma nezadovoljan / very unsatisfied
Cijena poziva / price of call	24.6%	59.2%	7.9%	8.3%
Vrijeme čekanjana odgovor / response waiting period	17.1%	56.5%	14.5%	11.9%
Kvalitetom odgovora / quality of response	26.6%	55.4%	10.7%	7.3%
Kulturom ophođenja / culture of communication	36.9%	50.4%	7.9%	4.8%

DIO G5: Agencija za elektronske komunikacije i poštansku djelatnost

U pretposljednem segmentu su postavljena pitanja o prepoznatljivosti Agencije za elektronske komunikacije i poštansku djelatnost u javnosti. Od ukupnog broja ispitanika 61% je čulo za Agenciju za elektronske komunikacije i poštansku djelatnost, a 38% ne samo da je čulo već zna čime se Agencija bavi.

Od svih ispitanika 27% je procijenilo da je Agencija učinila mnogo ili veoma mnogo za razvoj telekomunikacija u Crnoj Gori, dok 49.6% nije imalo stav. Ispitanici se najčešće informišu o radu Agencije preko televizije 41.6%, a nakon toga putem novina 20% ili od strane kolega i prijatelja 17.6%.

Od 1503 ispitanika koliko je obuhvaćeno ovim istraživanjem, 61% je čulo za Agenciju za telekomunikacije i poštansku djelatnost, a 23% zna i čime se Agencija bavi. Dalje su ispitanici pitani o značaju i uticaju koji je Agencija imala za razvoj telekomunikacionog tržišta Crne Gore, gdje je najveći broj onih koji nemaju odgovor na ovo pitanje, a među ostalim ispitanicima (N=912) je odnos gotovo ujednačen.

PART G5: Agency for electronic communication and postal services

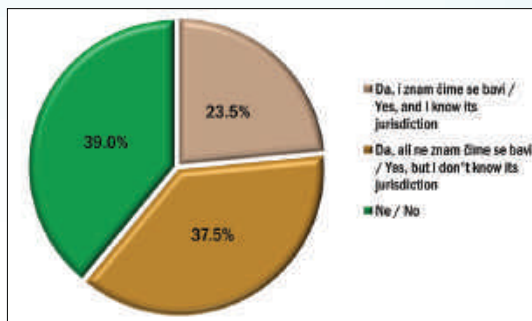
In the fifth part of this questionnaire, the questions about Agency for electronic communication and postal services were asked. The goal was to measure how recognized and perceived is its work in public. Out of the total number of respondents 61% have heard of the Agency and among them 38% is familiar with its work.

Out of all respondents 27% estimated that the Agency contributed significantly to the development of the electronic communication in Montenegro, while 49.6% did not have an answer to this question. Mostly, respondents gain their information about Agencies' work via TV 41.6%, and afterwards via newspaper 20% or by their colleagues and friends 17.6%.

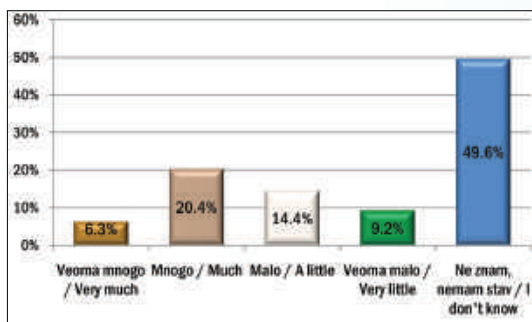
Out of 1503 that was interviewed, 61% have heard of the Agency for electronic communications and postal services and 23% knows what this Agency does. Then the respondents were asked how they estimate the influence that Agency had on development of electronic communication market in Montenegro. Most respondents could not answer this question (N=912) while others were divided in their answers.

Grafik 67 / Graph 67

Da li ste čuli za Agenciju za telekomunikacije i poštansku djelatnost?
Have you heard of Agency for electronic communications and postal services?

**Grafik 68 / Graph 68**

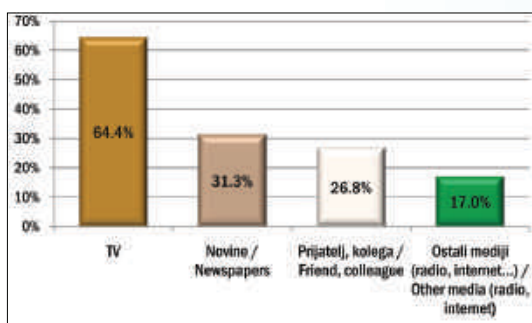
Koliko je Agencija učinila za razvoj telekomunikacionog tržišta?
How much did its work influence the development of electronic communication market?



Najveći broj ispitanika (N=912) je za Agenciju čuo preko TV-a.

Grafik 69 / Graph 69

Preko koga ste čuli za Agenciju?
How did you hear about the Agency?



Most respondents heard about the Agency via TV (N=912).

DIO G6: Zaštita prava i interesa korisnika

Najveći broj ispitanika nije upoznat sa pravima korisnika telekomunikacionih usluga (65.4%). Sa mogućnošću zabrane biranja određenih brojeva nije upoznat 53.7% korisnika, a sa procedurom zaštite prava 70.4% korisnika.

Kada je u pitanju poznavanje prava korisnika elektronskih komunikacionih usluga, više od 65% ispitanika nije upoznato sa istima.

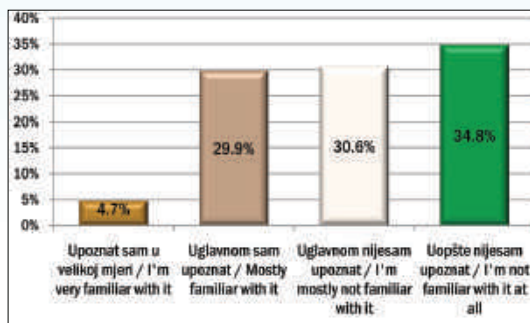
PART G6: Protection of rights and interests of users

Most respondents are not familiar with rights of electronic communication users (65.4%). Of the possibility to prohibit dial access to certain number is aware 53.7% of users, and of rights protection procedure 70.4% users.

When it comes to knowing the rights of the users of electronic communication services, more than 65% of respondents are not familiar with any.

Grafik 70 / Graph 70

Da li ste upoznati sa pravima korisnika elektronskih komunikacionih usluga?
Are you familiar with the rights of electronic communication services?

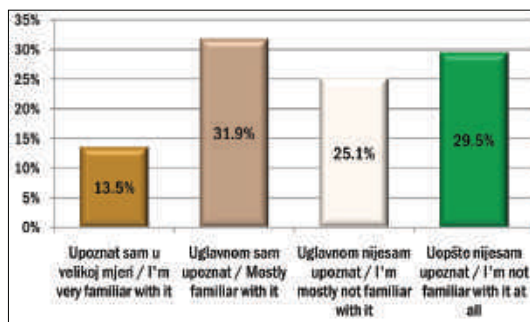


Da je iznos računa moguće ograničiti zna gotovo pola ispitanika – 45.4%. Nešto malo veći broj ispitanika je upoznat sa mogućnošću zabrane biranja određenih brojeva – 46.3%.

That the bill can be limited is aware almost half of the respondents – 45.4%. A bit more is familiar with the possibility to prohibit access to certain phone numbers – 46.3%.

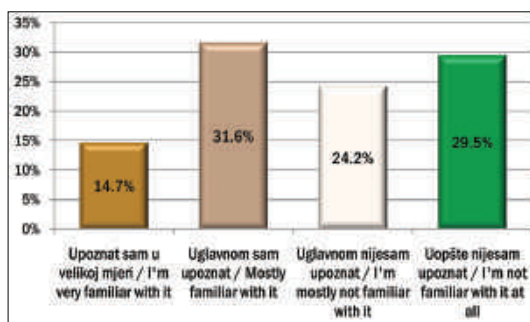
Grafik 71 / Graph 71

Da li ste upoznati sa mogućnošću ograničenja iznosa računa?
Are you familiar with the possibility to limit your bill?



Grafik 72 / Graph 72

Da li ste upoznati sa mogućnošću zabrane biranja određenih brojeva?
Are you familiar with the possibility to prohibit dialing certain phone numbers?

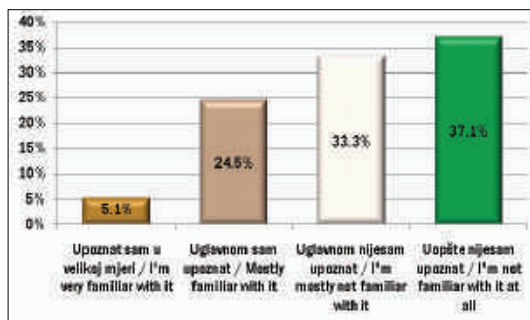


Sa procedurom zaštite svojih prava upoznato je 29,6% ispitanika.

With the protection procedure is familiar 29,6% of respondents.

Grafik 73 / Graph 73

Da li ste upoznati sa procedurom zaštite svojih prava?
Are you familiar with their rights protection procedure?

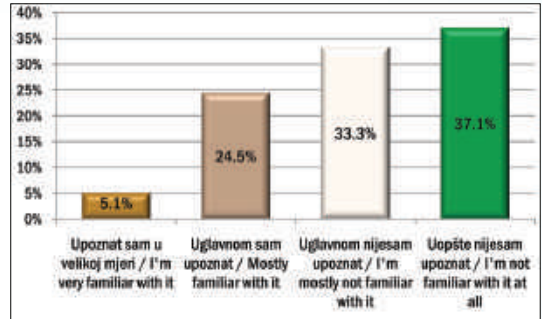


Kada su u pitanju uslovi kao što su minimum trajanja ugovora, raskida ugovora i sl. koje ispitanici potpisuju prilikom kupovine usluga od provajdera, više od polovine ispitanika nije upoznato sa njima.

Grafik 74 / Graph 74

Da li ste upoznati sa uslovima kao što su minimum trajanja ugovora, raskida ugovora i sl. koje potpisujete prilikom kupovine usluga od provajdera?

Are you familiar with the terms such as minimum contract length when you purchase the product from your provider?

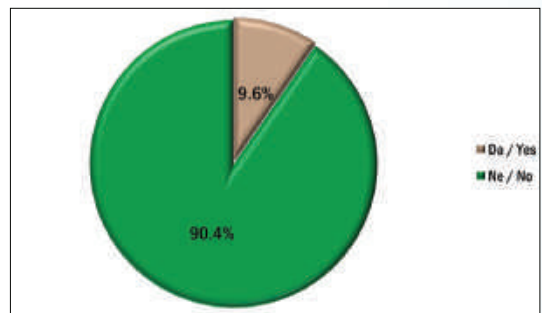


Žalbu operateru, Agenciji ili Ministarstvu podnijelo je 9.6% ispitanika. Ažurnošću ovih ustanova ispitanici nijesu ni zadovoljni ni nezadovoljni, pa je procentualno zadovoljstvo podijeljno gotovo na pola.

Grafik 75 / Graph 75

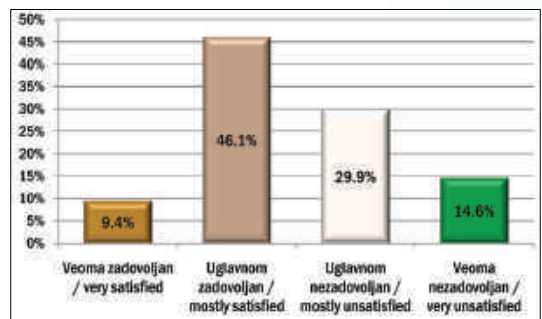
Da li ste nekada podnijeli žalbu operateru, Agenciji ili Ministarstvu?

Have you ever appealed to the operator, Agency or the Ministry?



Grafik 76 / Graph 76

Da li ste zadovoljni njihovom ažurnošću? Are you satisfied with their efficiency?







**PREDUZEĆA
ENTERPRISES**

DIO A:

Upotreba kompjutera i kompjuterskih mreža

Upitnik za preduzeća sastojao se od šest djelova: 1) upotreba kompjutera i kompjuterskih mreža, 2) pristup i upotreba interneta, 3) automatizovana razmjena informacija, 4) elektronska razmjena informacija o upravljanju lancem nabavke, 5) automatska razmjena informacija unutar preduzeća i 6) e-trgovina.

Upitnik su u potpunosti činila originalna pitanja iz upitnika koji koristi EUROSTAT, što je omogućilo uporedivost podataka koji su dobijeni istraživanjem. Ipak, zbog strukture crnogorske privrede u istraživanje preduzeća uključena su sva preduzeća bez obzira na broj zaposlenih, dok EUROSTAT svoje podatke obračunava samo u odnosu na preduzeća koja imaju više od 10 zaposlenih.

Da bi se omogućila uporedivost, podaci koji su dati u uporednim tabelama odnose se isključivo na preduzeća sa preko 10 zaposlenih. Sa druge strane, smatrajući da se izuzimanjem manjih preduzeća bitno odstupa od stvarne strukture preduzeća u Crnoj Gori, nacionalni podaci su dati u odnosu na ukupan broj anketiranih preduzeća među kojima ima i određeni broj onih sa manje od 10 zaposlenih. Struktura uzorka preduzeća je predstavljena u uvodnom dijelu izvještaja.

Prvi dio pitanja odnosio se na upotrebu kompjutera i kompjuterskih mreža u preduzećima u Crnoj Gori. Kao što se vidi iz grafika od ukupnog broja ispitanih preduzeća, 96,3% redovno koristi računar u svom poslovanju, dok 3,7% to ne čini. Ovaj podatak, pak, ne znači da svi zaposleni u preduzeću imaju pristup računaru. Iz narednog grafika može se vidjeti da oko polovina zaposlenih u preduzećima obuhvaćenim uzorkom koristi računar na poslu.

PART A:

Use of computer and computer networks

Questionnaire for the company consisted of six parts: 1) use of computers and computer networks, 2) access to and use of the Internet, 3) Automatic exchange of information, 4) Electronic exchange of information on supply chain management, 5) Automatic exchange of information within the company and 6) E-commerce. The questionnaire contained all the original questions from the EUROSTAT questionnaire.

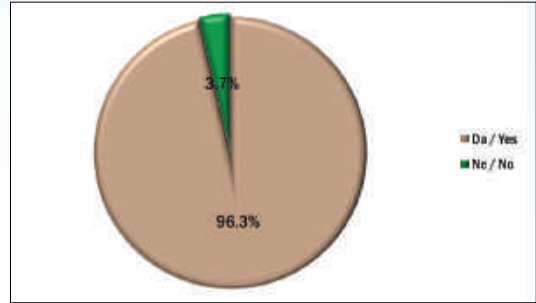
This allowed comparison of data obtained by the survey. However, due to the structure of the Montenegrin economy, the research among enterprises includes all companies, regardless of the number of employees, while EUROSTAT calculates its data only on the basis of enterprises with more than 10 employees.

To enable comparability, the data presented in comparative tables apply only to companies with over 10 employees. On the other hand, considering that the exclusion of smaller firms significantly differ from the actual structure of the company in Montenegro, national data are given in relation to the total number of surveyed enterprises, among which there are a number of those with fewer than 10 employees. The structure of the sample companies is presented in the introductory section of the report.

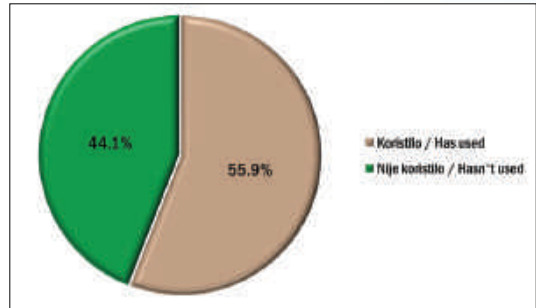
The first part of the questionnaire referred to the use of computers and computer networks in companies in Montenegro. As can be seen from the Figures of total enterprises surveyed, 96.3% regularly use computers in their business, while 3.7% does not. This figure, however, does not mean that all employees of the company have access to a computer. From the following graphics can be seen that about half of the employees in the companies in this sample use a computer at work.

Grafik 77 / Graph 77

Da li se u vašem preduzeću koristio kompjuter u januaru 2011. godine?
Did the enterprise use the computer in January 2011?

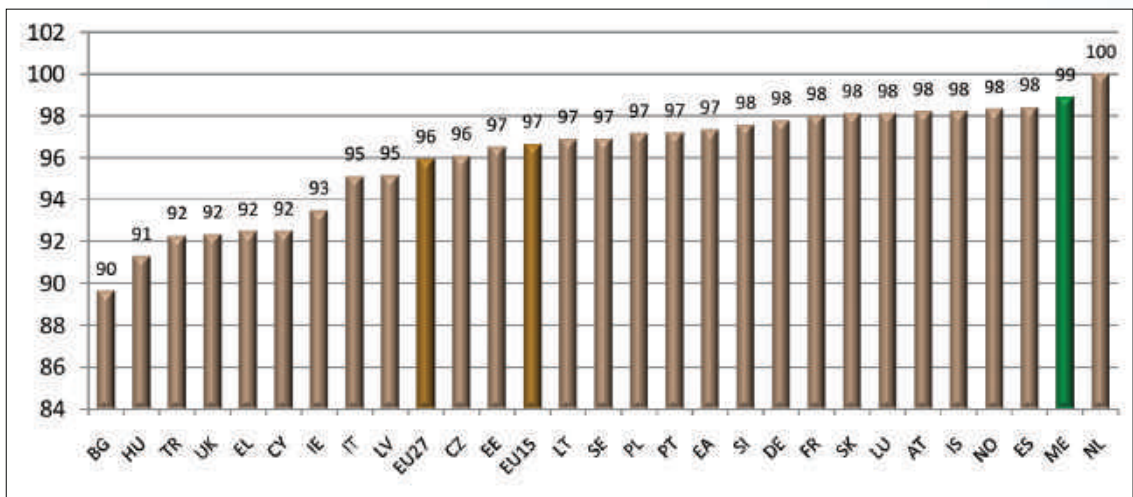
**Grafik 78 / Graph 78**

Koliko zaposlenih je koristilo kompjuter bar jednom nedeljno u januaru 2011. godine?
How many employees have used computer at least once per wee in January 2011?



Naredni grafik nam daje prikaz korišćenja kompjutera u uporednoj perspektivi, gdje možemo vidjeti da kada se računaju, prema EUROSTAT-ovoj metodologiji samo preduzeća sa preko 10 zaposlenih, Crna Gora zauzima veoma visoko mjesto. Ipak, ovaj podatak treba uzeti sa izuzetnom rezervom. Naime, da bi podaci bili uporedivi, iz uzorka su eliminisana preduzeća sa ispod 10 zaposlenih, a ona čine značajan dio crnogorskog biznis sektora.

The next graph gives us an account of using computers in comparative perspective, where we can see that when we count only enterprises with 10 or more employees, according to EUROSTAT methodology, Montenegro is very high. However, this fact should be taken with extreme caution. Namely, to make the data comparable, we have eliminated from the sample enterprises with fewer than 10 employees, and they form an important part of Montenegro's business sector.

**Uporedni grafik 23 / Comparison chart 23**

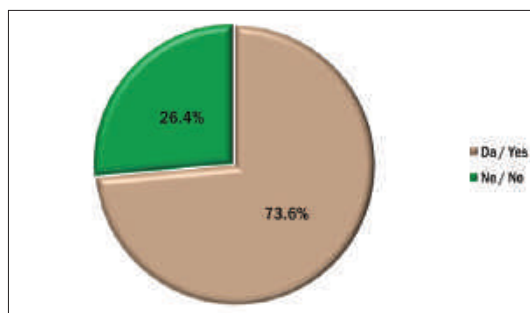
Upotreba kompjutera / Usage of computer

Većina preduzeća, tačnije 73,6%, ima više od jednog računara koji su međusobno povezani, najčešće zbog razmjene datoteka (fajlova), pristupa centralizovanoj bazi podataka, internetu i dr. LAN je mnogo ustaljeniji vid povezanosti računara u okviru preduzeća od bežičnog vida konekcije: 73,6% naspram 55,0%.

Grafik 79 / Graph 79

Da li je vaše preduzeće koristilo internu kompjutersku mrežu (npr. LAN/lokalnu kompjutersku mrežu) kojom su povezana najmanje dva računara u januaru 2011. godine?
Did your enterprise use internal computer network (LAN) that had at least two computers connected, in January 2011?

Most of the enterprises, to be precise 73.6% of them, have more than one computer connected in a local area network, mainly for the purpose of exchanging files, accessing centralized database, or something else. Local area network (LAN) is much more common way of connecting computers than wireless network: 73.6% as opposed to 55.0%.

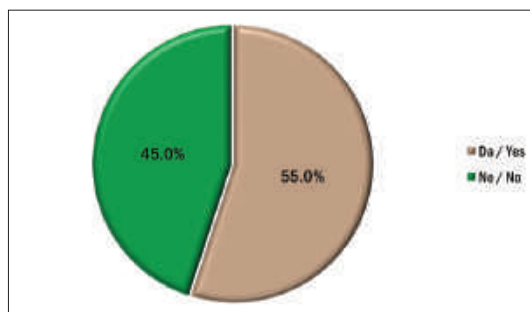


Veći broj preduzeća, njih 55%, u svakodnevnom poslovanju koristi bežični pristup mreži. Ovo se najviše odnosi na prenosive uređaje kao što su prenosivi računari (laptop), mobilni telefoni sa mogućnosti bežičnog pristupa, tablet računari i dr. Kao i kod LAN konekcije, ovaj vid omogućava pristup svi datotekama, ali i pristup internetu.

Majority of enterprises, 55% of them, use wireless network access in their daily business. This applies in particular to portable devices such as portable computers (laptops), mobile phones with the wireless access, tablet PCs and others. As with a LAN connection, this form allows access to shared files, and Internet access.

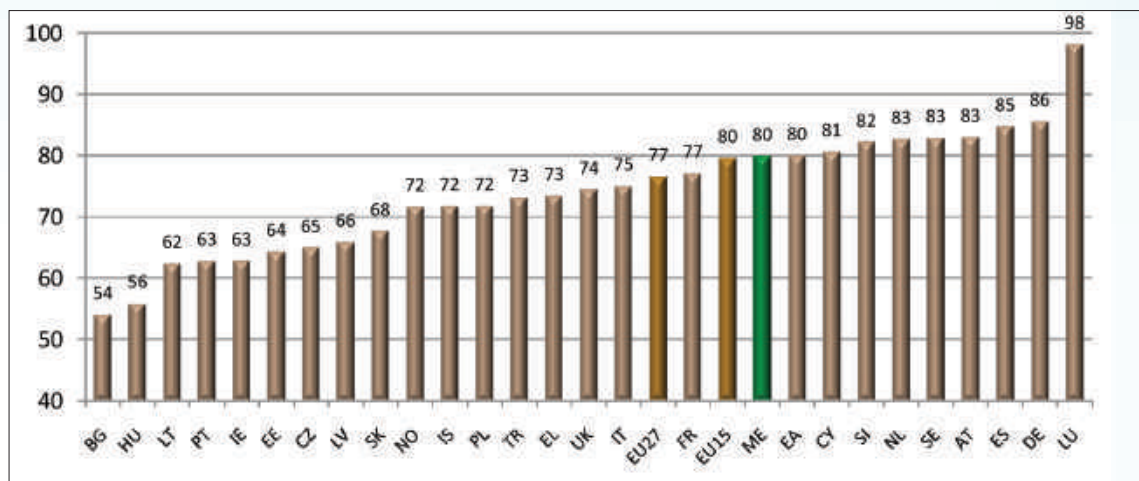
Grafik 80 / Graph 80

Da li je vaše preduzeće koristilo bežični pristup u okviru svoje interne kompjuterske mreže (npr. wireless LAN) u januaru 2011. godine?
Did your enterprise use wireless access within your local area network in January 2011?



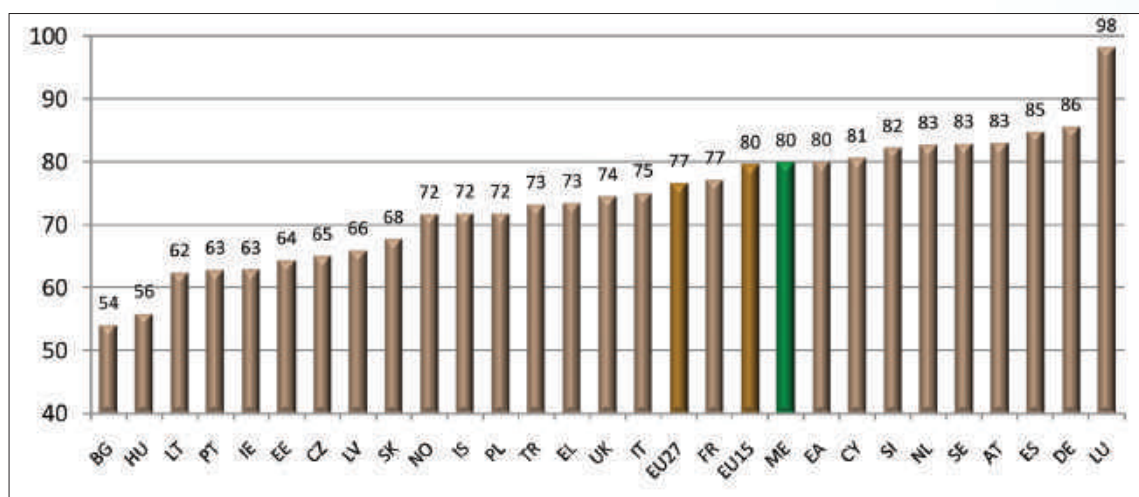
Ako pogledamo uporedne podatke, veća crnogorska preduzeća sa preko 10 zaposlenih su iznad evropskog prosjeka i kada je u pitanju LAN i wireless LAN konekcija. Razlika u podatku između ukupnog uzorka preduzeća koji predstavljaju crnogorski biznis i onih preko 10 zaposlenih dobro ilustruje prethodno iznesene argumente.

Looking at the comparative data, we can see that larger Montenegrin enterprises, the ones with 10 or more employees are above the European average when it comes to LAN and wireless LAN connection. The difference in percentage of enterprises using LAN and wireless network between the total sample of Montenegrin enterprises and those with over 10 employees is a good illustration of the previously presented arguments.



Uporedni grafik 24 / Comparison chart 24

Korišćenje interne kompjuterske mreže koja povezuje bar 2 kompjutera / Usage of local area network



Uporedni grafik 25 / Comparison chart 25

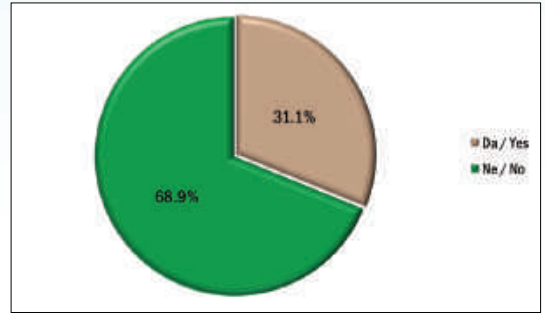
Korišćenje bežične mreže / Usage of wireless network

Od svih ispitanih, 31,1% preduzeća ima razvijenu internu komunikaciju među radnim stanicama i centralizovan pristup podacima neophodnim za poslovanje preduzeća. Ovakav način umnogome ubrzava pristup, unos i izmjenu raspoloživih informacija sa bilo kojeg povezanog računara u preduzeću.

Of all the surveyed enterprises, 31.1% of them have developed internal communication among the workstations and centralized access to data needed for company business. This method greatly speeds up access, entering and editing information available from any connected computer in the company.

Grafik 81 / Graph 81

Da li je vaše preduzeće koristilo internu zajedničku stranu (home page) kao npr. intranet u januaru 2011. godine?
Did your enterprise use internal web page (home page) for example intranet, in January 2011?

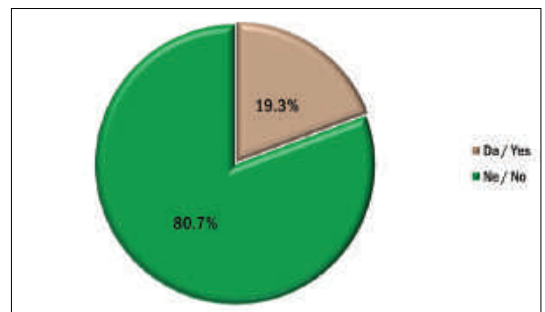


Samo 19,3% preduzeća ima razvijenu komunikaciju kroz informacione tehnologije sa svojim poslovnim partnerima. Ovo može biti posljedica nedovoljnog poznavanja prednosti elektronske komunikacije, nedovoljno stručnog kadra da radi na takvom vidu komunikacije, previše skup inicijalni ulog (u smislu izgradnje kompletnog softvera, ili kupovinu istog), nedostatak povjerenja u sigurnost internih podataka preduzeća i njihovu zaštićenost i dr.

Only 19.3% of the enterprises have developed a communication with their business partners using ICT. This may be due to insufficient knowledge of the advantages of electronic communication, lack of skilled staff to work on this type of communication, too expensive initial stake (in terms of building a complete software, or purchase thereof), lack of confidence in the security and protection of internal data, and others.

Grafik 82 / Graph 82

Dalije u januaru 2011. godine vaše preduzeće koristilo extranet (web prezentaciju ili dodatak na intranet sa pristupom koji je ograničen samo na određene poslovne partnere)?
Did your enterprise use extranet (web site, or addition to intranet with limited access only for selected business partners) in January 2011?



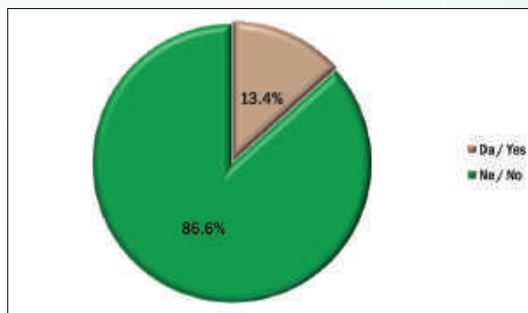
Veoma mali broj preduzeća, i to svega 13,4%, redovno koristi open source operativne sisteme i to najviše zbog činjenice da se ti operativni sistemi u nekom dijelu razlikuju od onog koji trenutno koriste pa bi prelazak na takve sisteme zahtijevao dodatna ulaganja u obuku kadra za korišćenje istih. Takođe, razlog je nedovoljna upućenosti u postojanje takvih sistema. Najveći dio onih koji koriste open source operativne sisteme u preduzećima, koriste ih za posebne namjene, i to za servere i skladištenje podataka.

Very few enterprises, only 13.4% of them, regularly used the open source operating systems, mostly due to the fact that these operating systems in some part are different from the one currently in use, so the transition to such systems requires additional investments in training staff to use them. Also, the reason is lack of knowledge of the existence of such systems. The largest portion of enterprises that use open source operating systems, are using them for specific purposes, namely for servers and storage.

Grafik 83 / Graph 83

Da li je vaše preduzeće u januaru 2011. godine koristilo besplatne ili tzv. open source operativne sisteme kakav je na primjer Linux (npr. sa besplatnim kodom za pristup, ili bez autorskih prava i sa mogućnošću da se modifikuje i dalje distribuira)?

Did your enterprise use open source operating systems, such as Linux in January 2011?



DIO B: Pristup i upotreba interneta

Drugi dio upitnika se odnosio na pristup i upotrebu interneta u crnogorskim preduzećima. Kao što se može vidjeti iz grafika 84, čak skoro 95% anketirani preduzeća je imalo pristup internetu u mjesecu u kojem je istraživanje realizovano. Kada te podatke sagledamo u kontekstu ostalih evropskih zemalja, onda vidimo da Crna Gora spada u grupu zemalja čije firme imaju visok pristup internetu. Naime, kada se podaci prilagode metodologiji EUROSTAT-a, u Crnoj Gori 96% preduzeća je imalo pristup internetu. Svega 8 od ukupno 29 država je imalo veći procenat, i to je kod njih 5 on bio 97%, dok je u tri države 98% preduzeća imalo pristup internetu. Prosjek u Evropskoj uniji iznosi 94%, dok je prosjek u 15 država koje su činili EU prije proširenja od 2004. 95%.

Kada je u pitanju broj zaposlenih koji je koristio internet, i tu je procenat dosta visok. Tako je čak 54,5% zaposlenih u preduzeću koristilo kompjuter koji ima pristup internetu barem jednom nedjeljno. Gledajući vrstu konekcije, najveći broj preduzeća koja imaju pristup internet to ostvaruju putem digitalne pretplatničke linije (XDSL), dok manji procenat preduzeća i dalje koristi tradicionalni model (dial-up konekciju) ili ISDN vezu. Kada su u pitanju napredniji sistemi komunikacije, tu je procenat preduzeća mali, što se može objasniti visokim cijenama, ali i činjenicom da najveći broj preduzeća nema potrebu za ovim vidovima komunikacije.

PART B: Access and usage of internet

The second part of the questionnaire related to the access and use of the Internet in Montenegrin companies. As can be seen from the Figures 84, almost 95% of enterprises surveyed had Internet access in the month in which this research was conducted. When we look at the data in the context of other European countries, then we see that Montenegro belongs to the group of countries whose companies have very high Internet access. Namely, when data is adjusted to EUROSTAT methodology, 96% of Montenegrin companies had Internet access. Only 8 out of 29 states had higher percentage, with five of those eight being only 1 percentage point above Montenegro (97%) while in other three countries 98% of companies had Internet access. The average in the European Union is 94%, while the average in the 15 states that constituted EU before enlargement in 2004 (EU15) is 95%.

When we look at the number of employees who have used the internet, the percentage is still very high. Thus, some 54.5% of employees in the company used a computer that has Internet access at least once a week. Looking at the type of connection, most of the enterprises which have Internet access, achieve it through the digital subscriber line (xDSL), while a smaller percentage of companies still uses traditional modem (dial-up connection) or ISDN connection. When it comes to more advanced communications systems, only small percentage of enterprises uses them, which can

Drugi dio ovog dijela upitnika je posvećen upotrebi interneta u svakodnevnom poslovanju. Tako vidimo da je 60% preduzeća koristilo internet za obavljanje bankarskih ili finansijskih transakcija, što i nije tako veliki procenat ako imamo u vidu da je 19 od 20 anketiranih preduzeća imalo pristup internetu u mjesecu kada je anketa sprovedena. Takođe, ako ovaj procenat uporedimo sa Evropskom unijom, odnosno državama članicama, vidjećemo da je Crna Gora na pretposljednem mjestu. Naime, procenat preduzeća sa preko 10 zaposlenih koji koristi internet u ove svrhe je manji jedino u Bugarskoj, gdje iznosi 58% (u poređenju sa naših 64%). Ovdje takođe treba imati u vidu da je kod svega 7 država ovaj procenat manji od 80%, te da je evropski prosjek 82% (za 27 država Evropske unije), što ukazuje da smo u ovom segmentu daleko i od evropskog prosjeka, ali i od pojedinačnih država.

Kada je u pitanju komunikacija sa javnim vlastima, upotreba interneta u crnogorskim preduzećima u te svrhe je značajno niža u odnosu na evropske prosjeke. Istraživanjem smo razlikovali komunikaciju radi dobijanja informacija (38,7% preduzeća), radi dobijanja obrazaca (34,8% preduzeća), radi podnošenja popunjenih obrazaca (28,1% preduzeća), radi sprovođenja administrativne procedure (19,9% preduzeća) i radi popunjavanja i podnošenja prijave u javnom tenderu (10,2% preduzeća). Kada neke od ovih kategorija uporedimo sa evropskim prosjekom i pojedinim državama, vidimo da je Crna Gora na ubjedljivom posljednjem mjestu sa procentima značajno nižim od ostalih zemalja. Tako je, kada je u pitanju komunikacija sa vlastima radi dobijanja informacija procenat 43%, dok je druga najlošije kotirana zemlja Bugarska sa 61%. Inače, evropski prosjek iznosi 73%, i tu postaje vidljivo naše zaostajanje. Slično je i kada govorimo o komunikaciji sa vlastima radi dobijanja obrazaca: u Crnoj Gori procenat je 39% dok je druga najgora opet Bugarska sa 57% preduzeća. Evropski prosjek iznosi 68%.

Procenat preduzeća koja imaju internet prezentaciju iznosi 40% (43% od preduzeća sa preko 10 zaposlenih), što nas svrstava na pretposljednje mjesto, odmah poslije bugarskih preduzeća - 37%. Takođe, Crna Gora je jedna od 3 zemlje kod kojih je ovaj procenat manji od 50%, dok je evropski prosjek čak 69%.

be explained by high prices on one side, but also the fact that most companies have no need for these forms of communication on other.

The second part of this section of the questionnaire was dedicated to the use of the Internet in daily business. Thus we see that 60% of enterprises use the Internet for banking or financial transactions, which is not a large percentage, if we consider that 19 out of 20 surveyed companies had Internet access in the month when the survey was conducted. Also, if we compare this percentage with the European Union, and member states, we see that Montenegro is in the penultimate place. Specifically, the percentage of companies with over 10 employees who use the Internet for this purpose is smaller only in Bulgaria, which is 58% (compared to our 64%). There should also be noted that in only 7 countries this percentage is less than 80%, and that the European average is 82% (for 27 European Union), which indicates that we are in this area far from individual states, but also from EU average.

When it comes to communication with public authorities, the use of internet in Montenegrin enterprises for such purposes is significantly lower than the European average. This survey differentiated communication for information (38.7% of companies), to obtain the forms (34.8%), for submitting completed forms (28.1%), to implement administrative procedures (19.9%) and to fill the application to the public tender (10.2%). When some of these categories are compared with the European average and individual countries, we see that Montenegro is in last place, with the percentage of enterprises which use internet for communication with public authorities significantly lower than other countries. Thus, when it comes to communication with the authorities in order to obtain information Montenegrin percentage is 43%, while the second worst country is Bulgaria with 61%. Furthermore, the European average is 73%, and this becomes evident our backwardness. It is similar when it comes to communicating with the authorities in order to obtain forms: the CG percentage was 39% while the second worst is again Bulgaria with 57% of the company. The European average is 68%.

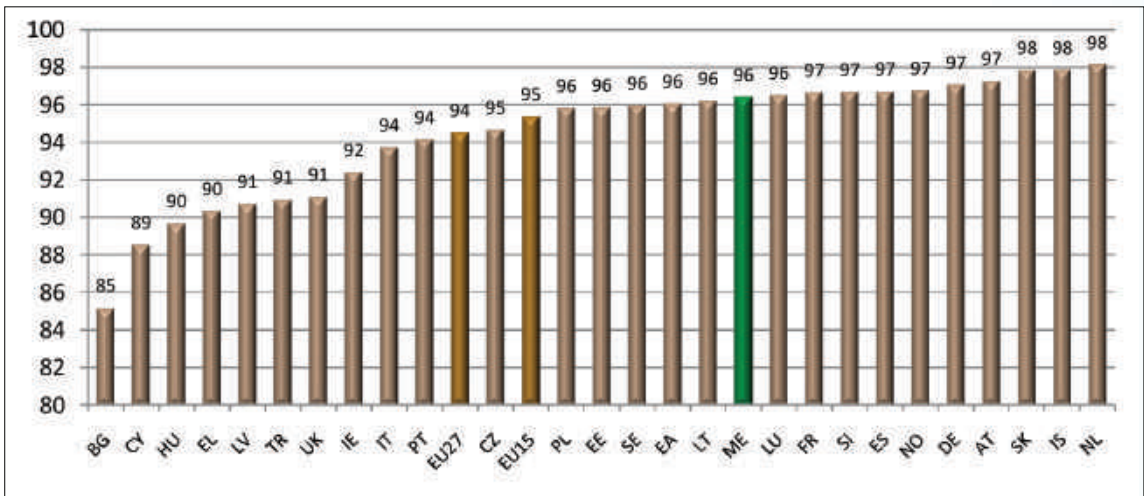
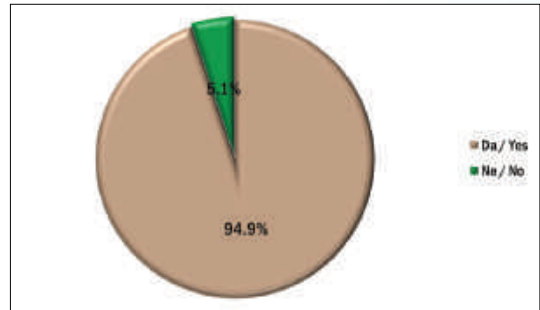
Percentage of companies that have a web site is 40% (43% of companies with over 10

Drugi dio upitnika za preduzeća odnosio se na upotrebu interneta od strane preduzeća. Od ukupnog broja ispitanih preduzeća, 94,9% ima redovan pristup internetu.

employees), which puts us on the penultimate place, immediately after the Bulgarian 37%. In addition, Montenegro is one of the three countries where this percentage is less than 50%, while the European average is 69%. The second part of the questionnaire for companies related to Internet use by enterprises. Of the total number of surveyed enterprises, 94.9% had regular access to the Internet.

Grafik 84 / Graph 84

Da li je vaše preduzeće imalo pristup internetu u januaru 2011. godine?
Did your enterprise have access to Internet in January 2011?



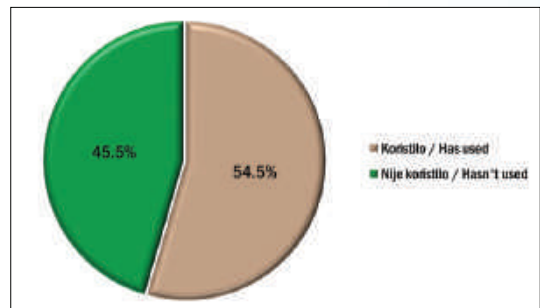
Uporedni grafik 26 / Comparison chart 26

Korišćenje interneta / Usage of Internet

Grafik 85 / Graph 85

Koliko zaposlenih je koristilo kompjuter koji je imao pristup internetu (WWW) bar jednom nedeljno u januaru 2011. godine?

How many employees used computer that had access to internet at least once per week in January 2011?



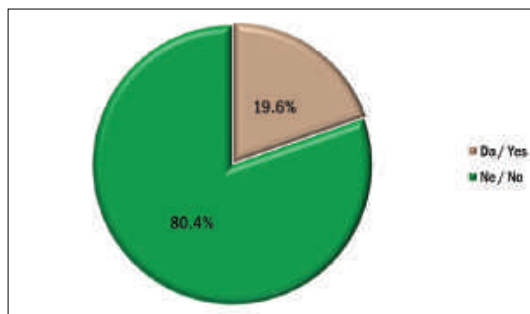
Jedan dio ispitanih preduzeća, njih 19,6%, koristi sporije oblike pristupa internetu, i to najčešće zbog nedostupnosti novijih internet tehnologija na njihovoj lokaciji, ali i zbog nepristupačne cijene novijih tehnologija. Jedan dio preduzeća koristi ovaj vid pristupa samo kada novije internet tehnologije nisu trenutno dostupne (trenutni kvar ili druga vrsta problema), tj samo kao rezervnu varijantu pristupa.

Grafik 86 / Graph 86

Da li je vaše preduzeće koristilo neki od sljedećih eksternih oblika konekcije u januaru 2011. Godine: Tradicionalni modem (dial up pristup preko obične telefonske linije) ili ISDN konekciju?

Did your enterprise use any of the following external connections in January 2011: traditional modem (dial-up connection)?

Almost 20% of surveyed enterprises use slower forms of Internet access, mostly due to unavailability of broadband internet technologies to their location and because of the relatively higher cost of faster internet. Also, some of these 20% use this type of access only when the broadband internet connection is unavailable (the actual fault or other problem), namely as a backup internet access.



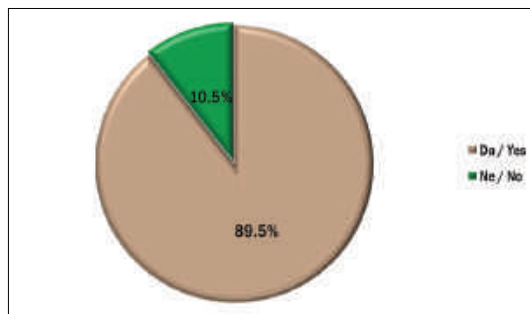
Najveći broj preduzeća, njih 89,5%, koristi nove tehnologije za brzi pristup internetu. Od ukupnog broj ispitanih preduzeća koja imaju redovan pristup internetu, njih 94% koristi nove tehnologije pristupa.

Grafik 87 / Graph 87

Da li je vaše preduzeće koristilo neki od sljedećih eksternih oblika konekcije u januaru 2011. godine: DSL (xDSL, ADSL, SDSL, itd.) konekcija?

Did your enterprise use any of the following external connections in January 2011: DSL (xDSL, ADSL, SDSL, etc) connection?

Vast majority of the enterprises, 89.5% of them, are using new technology for high speed internet access. Furthermore, of all the enterprises that use internet, 94% of the use high speed internet.



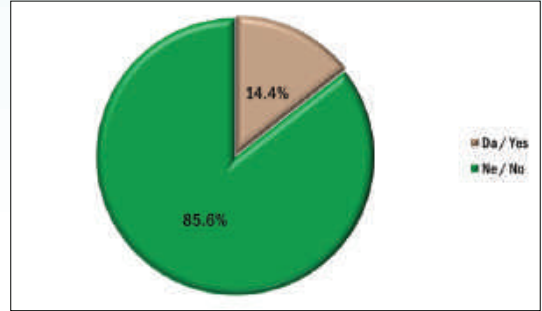
Ovi vidovi konekcije najčešće se koriste kod preduzeća koja imaju razvijen IT sektor i izuzetno im je bitan nesmetan pristup drugim lokacijama (najčešće svojim kancelarijama ili partnerima), ili je priroda poslovanja takva da u svakom trenutku moraju imati stabilnu internet vezu i brzu podršku u slučaju nastanka problema. Ovakvih preduzeća nema mnogo, svega 14,4% ispitanih, i to su najčešće finansijske institucije kao što su brokerske kuće, banke, berze, razne kreditne institucije, i dr.

These types of connections are commonly used by enterprises that have developed IT sector, and need to have easy access and good connection between multiple locations (usually their offices or partners), or the nature of the business is such that at any moment they must have a stable internet connection and prompt assistance in case of problems. There aren't many of these enterprises, only 14.4% of total surveyed, and these are mostly financial institutions such as brokerage houses, banks, stock exchanges, various credit institutions, and others.

Grafik 88 / Graph 88

Da li je vaše preduzeće koristilo neki od sljedećih eksternih oblika konekcije u januaru 2011. Godine: Neki drugi vid fiksne internet konekcije (npr. kablovska, iznajmljena linija (npr. E1 ili E3 na nivou 1 i ATM na nivou 2), okviri relej, metro-ethernet, PLC – powerline communication i dr. te fiksirane wireless konekcije?

Did your enterprise use any of the following external connections in January 2011: Other type of fixed internet connection (cable, leased line, etc)?



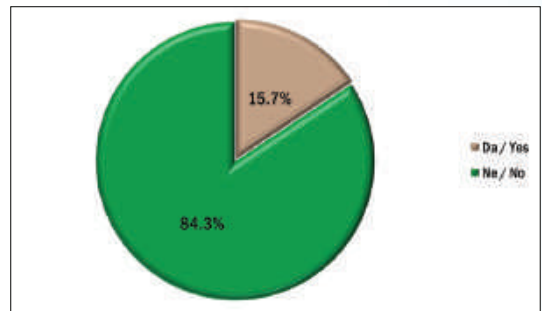
Ovaj vid internet pristupa postaje sve popularniji pa 15,7% preduzeća ga redovno koriste za pristup internetu. Sa razvojem tehnologija, pristup internetu se značajno ubrzao pa sada pruža dovoljno velike brzine pristupa internetu i za najzahtjevnije korisnike. Najveća prednost ovakvog vida pristupa je mobilnost, jer je pristup internetu moguć na više lokacija. Mana ovakvog pristupa je cijena pristupa, pa se preduzeća odlučuju za isti samo u nedostatku pristupačnijih brzih tehnologija, ili u slučaju da internet koriste samo za najosnovnije potrebe. Svega 16,5% preduzeća koja imaju pristup internetu koriste ovaj vid pristupa.

This form of internet access becomes more and more popular, and 15.7% of enterprises regularly use it for internet access. With the development of technology, the speed of internet access has been greatly increased, and now provides enough high-speed Internet access and for the most demanding users. The biggest advantage of this type of internet access is the mobility, since Internet access is available in several locations. A shortcoming of this type is the cost of access, so the company chooses it only in the absence of affordable high-speed technology, or if they use the Internet for basic needs. Of all the enterprises that use internet, only 16.5% use this kind of access.

Grafik 89 / Graph 89

Da li je vaše preduzeće koristilo neki od sljedećih eksternih oblika konekcije u januaru 2011. Godine: Mobilnu broadband konekciju (preko 3G modema ili 3G priključka), koristeći npr. UMTS, CDMA2000 1xEVDO, HSDPA?

Did your enterprise use any of the following external connections in January 2011: Mobile broadband connection (using 3G modem) using for example UMTS, CDMA2000, 2xEVDO, HSDPA?



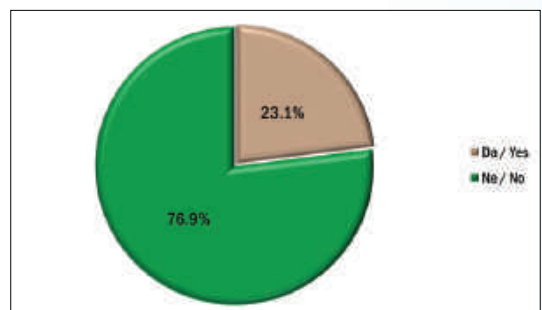
Sve veći broj preduzeća se svakodnevno oslanja na pristup internetu, pa čak i u pokretu, pa tako 23,1% ispitanih preduzeća koristi internet na svojim prenosivim računarima.

An increasing number of companies rely on internet access on a daily basis, even on the go. Therefore 23.1% of surveyed enterprises use the Internet on their laptops.

Grafik 90/ Graph 90

Da li je vaše preduzeće koristilo neki od sljedećih eksternih oblika konekcije u januaru 2011. Godine: Mobilnu broadband konekciju preko prenosivog kompjutera koristeći 3G modem, npr. laptop, notebook, nettop sa 3G modemom koristeći npr. UMTS, CDMA2000 1xEVDO, HSDPA?

Did your enterprise use any of the following external connections in January 2011: Mobile broadband connection using portable computer and 3G modem, for example laptop, notebook, nettop with 3G modem, etc?



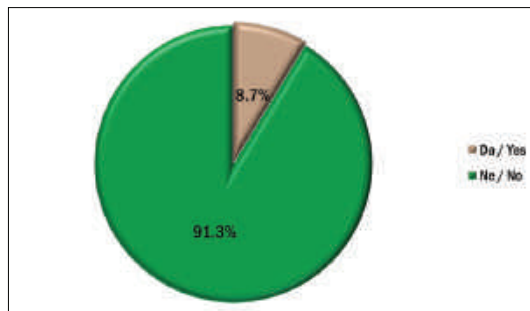
Pojavom novih telefona osjetljivih na dodir naglo je poraslo i korišćenje interneta na samim mobilnim telefonima. Multimedijalni sadržaji danas su svakodnevnica na novim telefonima. Da bi se u potpunosti iskoristio potencijal takvih uređaja potrebna je stalna povezanost na brz internet i 8,7% ispitanih preduzeća u Crnoj Gori koristi brz internet na svojim mobilnim uređajima.

Grafik 91/ Graph 91

Da li je vaše preduzeće koristilo neki od sljedećih eksternih oblika konekcije u januaru 2011. godine: Mobilnu broadband konekciju preko 3G handseta, npr. smartphone-a koristeći npr. UMTS, CDMA2000 1xEVDO, HSDPA?

Did your enterprise use any of the following external connections in January 2011: Mobile broadband connection using 3G handset, e.g. smatrphone, using UMTS, CDMA2000, 1xEVDO, HSDPA?

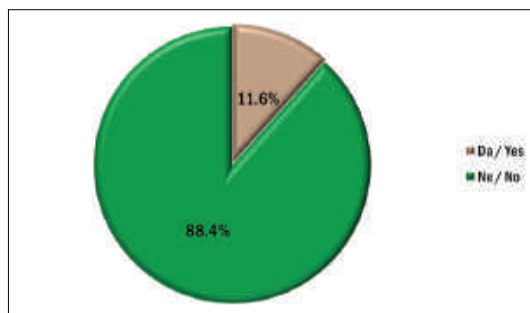
With the advent of new touch-sensitive phones, the use of the Internet on mobile phones escalated. Multimedia content are now common on new phones. In order to fully exploit the potential of such devices a constant and fast internet connection is necessary. Hence 8.7% of the surveyed enterprises in Montenegro use fast Internet on their mobile devices.



Grafik 92/ Graph 92

Da li je vaše preduzeće koristilo neki od sljedećih eksternih oblika konekcije u januaru 2011. godine: Drugu mobilnu konekciju, koristeći npr. analogni telefon, GSM, GPRS, EDGE?

Did your enterprise use any of the following external connections in January 2011: Other mobile connection, using for example analog phone, GSM, GPRS, EDGE?



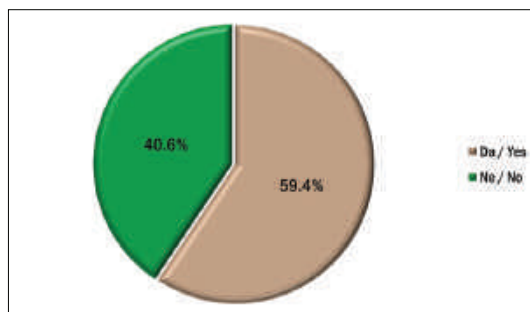
Raste i upotreba interneta u svrhu sprovođenja bankarskih ili finansijskih transakcija. Naredni grafik prikazuje stanje na nacionalnom nivou, tj. da skoro 60% preduzeća obavlja bankarske ili druge finansijske transakcije putem interneta. Kada pogledamo uporedne podatke, iako je među grupom preduzeća sa preko 10 zaposlenih veći procenat onih koji koriste ovu mogućnost (64%), najveći broj zemalja se nalazi ispred Crne Gore u ovom pogledu.

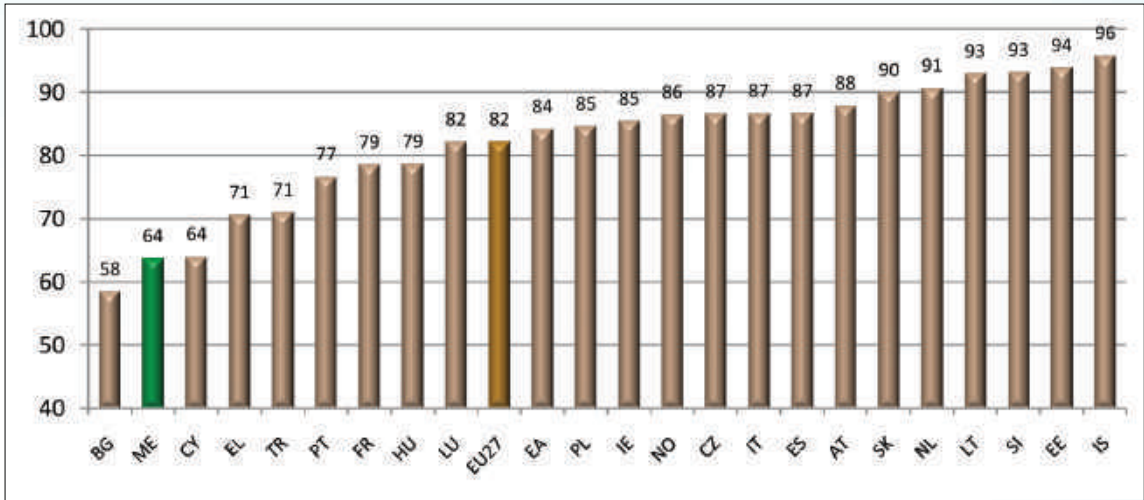
Use of internet for the purpose of conducting banking or financial transactions is growing. The following graph (Figure 93) shows the situation at the national level, that is that almost 60% of the enterprises carry out banking or other financial transactions over the Internet. When calculated on the sample of enterprises with over 10 employees, 64% of them use internet for banking and financial transactions, which is still lower than most of European countries, and EU average.

Grafik 93 / Graph 93

Da li je vaše preduzeće koristilo internet za neku od sljedećih namjena u januaru 2011. godine: Bankarske ili finansijske transakcije?

Did your enterprise use Internet for any of the following purposes: Banking and financial transactions?





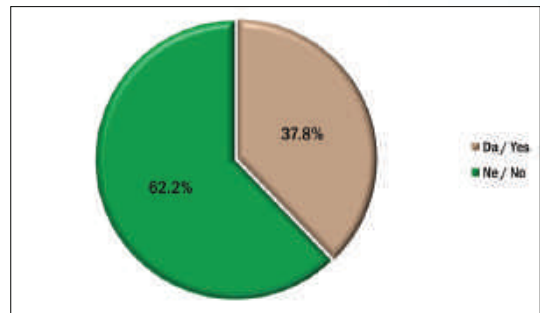
Uporedni grafik 27 / Comparison chart 27

Korišćenje interneta za bankarske ili finansijske transakcije / Usage of internet for banking and financial transactions

Grafik 94/ Graph 94

Da li je vaše preduzeće koristilo internet za neku od sljedećih namjena u januaru 2011. godine: Trening i edukacija?

Did your enterprise use Internet for any of the following purposes: Training and education?



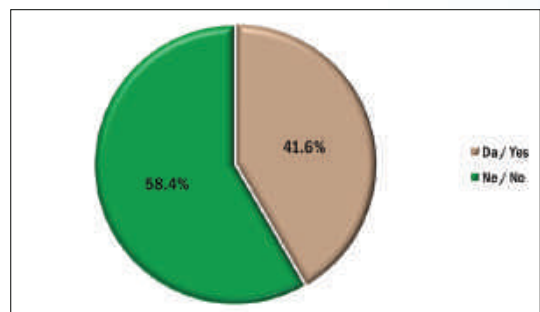
Na nivou Crne Gore, preko 41% preduzeća je putem interneta komuniciralo sa organima javne uprave, dok je taj procenat u uporednoj perspektivi 43%¹ i iskazuje da preduzeća u zemljama EU i ostalim zemljama koje su obuhvaćene EUROSTAT-ovim istraživanjima mnogo više koriste ovaj kanal za komuniciranje sa javnom vlašću. To je dijelom posljedica i toga da su organi javne uprave tek u posljednjih par godina intenzivirali rad na omogućavanju ovakvog vida kontaktiranja od strane građana i preduzeća.

At the national level 41% of enterprises communicated with public administration via Internet, while the percentage is 43% if we take into account only enterprises with 10 or more employees. Still this is considerably lower than EU average and member states. This is partly due to the fact that the public institutions have only recently intensified the work on enabling this sort of contact from citizens and businesses.

Grafik 95 / Graph95

Da li je vaše preduzeće koristilo internet za komunikaciju sa javnim vlastima tokom 2010. godine?

Did your enterprise use internet for communication with public authorities in 2010?

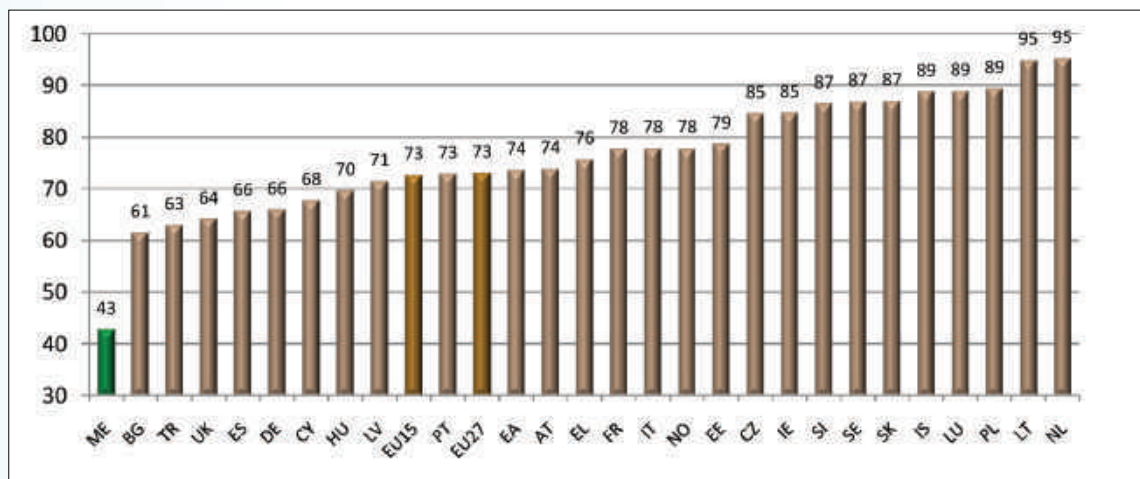
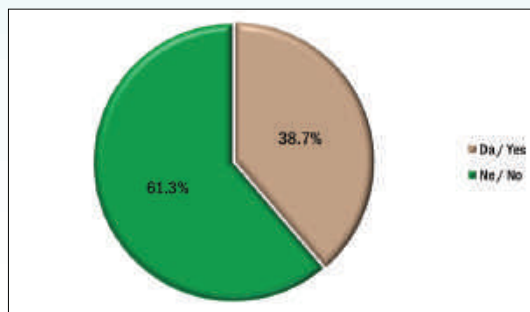


³ Objasnjenje razlike u metodologiji obračuna podataka na nacionalnom nivou i u uporednoj perspektivi treba potražiti u metodologiji.

Grafik 96/ Graph 96

Da li je vaše preduzeće koristilo internet za komunikaciju sa javnim vlastima tokom 2010 godine u sljedeće svrhe: Radi dobijanja određenih informacija?

Did your enterprise use internet for communication with public authorities in 2010, for the following purposes: For obtaining information?



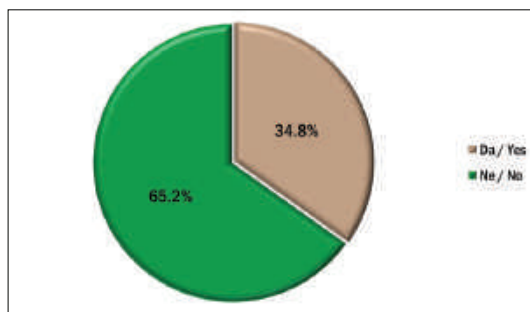
Uporedni grafik 28 / Comparison chart 28

Komunikacija sa javnim vlastima putem interneta u svrhu dobijanja određenih informacija / Communication with public authorities via Internet for the purpose of obtaining certain information

Grafik 97 / Graph 97

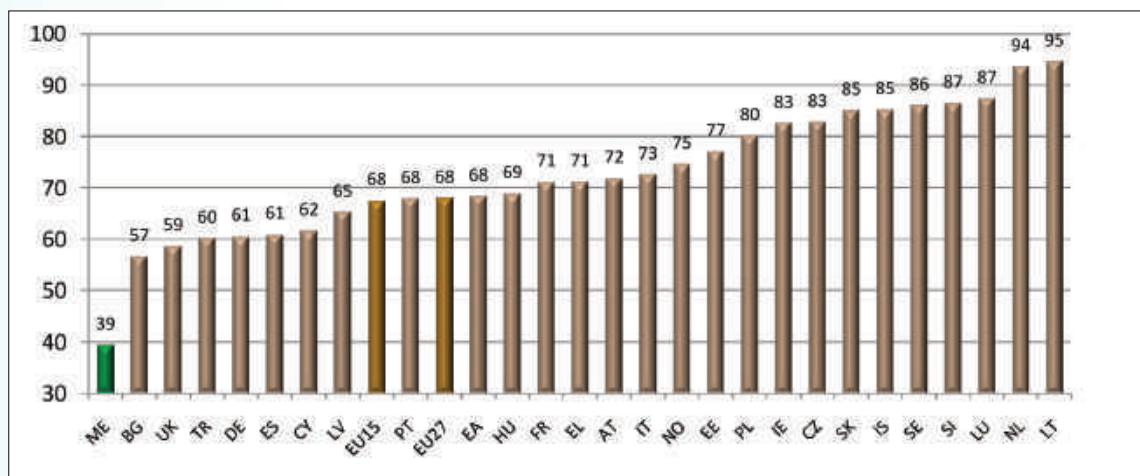
Da li je vaše preduzeće koristilo internet za komunikaciju sa javnim vlastima tokom 2010 godine u sljedeće svrhe: Radi dobijanja određenih obrazaca (npr. poreskih obrazaca)?

Did your enterprise use internet for communication with public authorities in 2010, for the following purposes: For obtaining certain forms?



Uporedni grafik 29 / Comparison chart 29

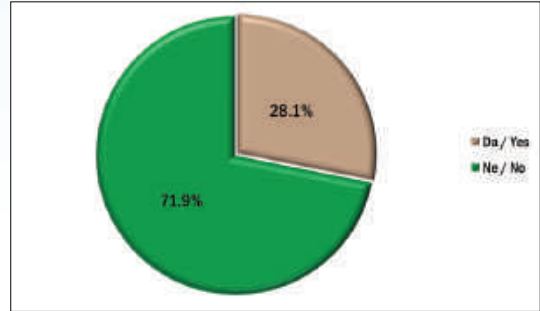
Komunikacija sa javnim vlastima putem interneta u svrhu dobijanja obrazaca / Communication with public authorities via Internet for the purpose of obtaining certain forms



Grafik 98/ Graph 98

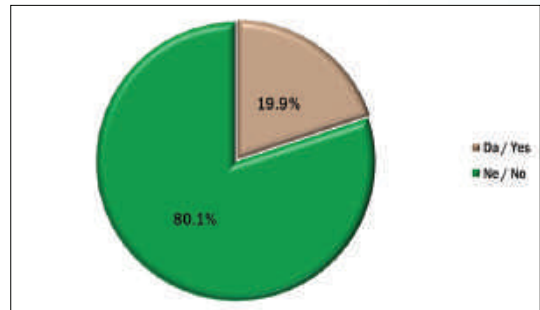
Da li je vaše preduzeće koristilo internet za komunikaciju sa javnim vlastima tokom 2010 godine u sljedeće svrhe: Za podnošenje popunjenih obrazaca (npr. statistički obrasci)?

Did your enterprise use internet for communication with public authorities in 2010, for the following purposes: For submitting filled forms?

**Grafik 99/ Graph 99**

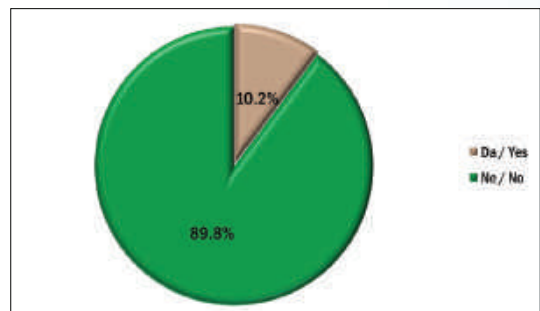
Da li je vaše preduzeće koristilo internet za komunikaciju sa javnim vlastima tokom 2010 godine u sljedeće svrhe: Za sprovođenje određene administrativne procedure (npr. registracija, autorizacija i sl.) u potpunosti elektronskim putem bez dodatnih papira (uključujući plaćanje ako je bilo dio procedure)?

Did your enterprise use internet for communication with public authorities in 2010, for the following purposes: For completing certain administrative procedure (i.e. registration, authorization, etc) completely electronically without additional documents (including payment if it was part of procedure)?

**Grafik 100/ Graph100**

Da li je vaše preduzeće koristilo internet za komunikaciju sa javnim vlastima tokom 2010 godine u sljedeće svrhe: Za popunjavanje i podnošenje prijave u javnom tenderskom procesu (u samom za tu namjenu podešenom sistemu, ne putem e-maila)?

Did your enterprise use internet for communication with public authorities in 2010, for the following purposes: For filling and submitting application in public procurement proces (in form specifically designed for that purpose, not by email)?



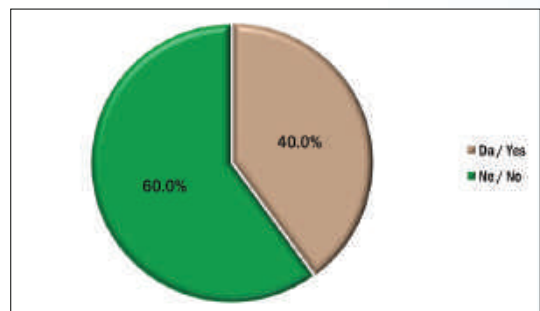
Iz narednog grafika je moguće vidjeti da svega 40% preduzeća u Crnoj Gori posjeduje svoju internet prezentaciju. Iako ovaj procenat raste na 43% kada su u pitanju veća preduzeća koja su uključena u uporedni pregled, u odnosu na ostale zemlje taj procenat je relativno mali.

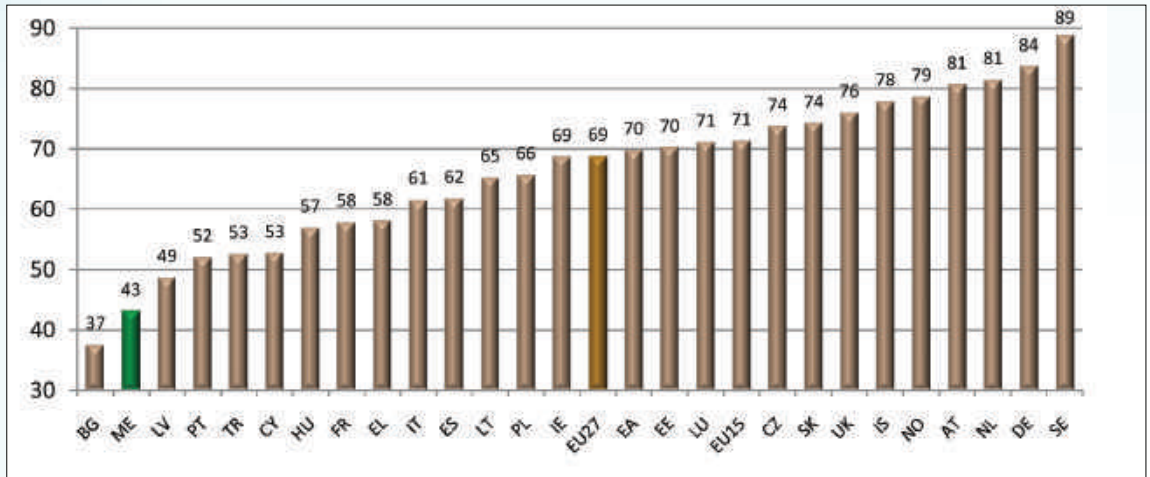
Grafik 101/ Graph 101

Da li je u januaru 2011. godine preduzeće imalo svoju internet prezentaciju?

Did your enterprise have its web site in January 2011?

The following graph illustrates that only 40% of enterprises in Montenegro have their own web site. Although this percentage rises to 43% when it comes to larger (10+ employees) companies that are included in the comparative review, in comparison to other countries, the percentage is relatively small.





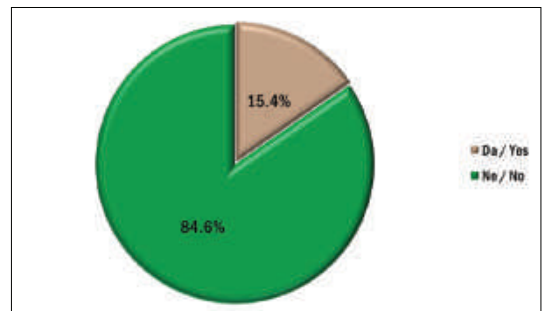
Uporedni grafik 30 / Comparison chart 30

Procenat preduzeća koja posjeduju internet prezentaciju / Percentage of enterprises that had their web site

Grafik 102/ Graph 102

Da li je internet prezentacija vašeg preduzeća u januaru 2011. godine imala sljedeće elemente: Izjava o politici zaštite privatnosti podataka, certifikat zaštite privatnosti ili drugi certifikat povezan sa internet bezbjednošću?

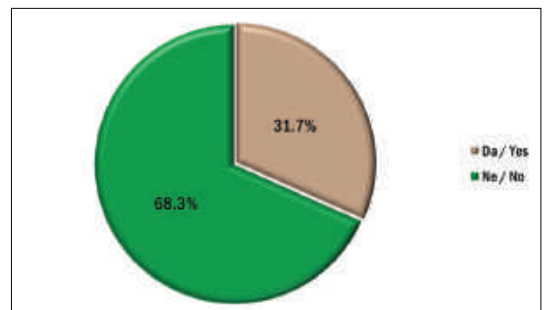
Did web site of your enterprise have following elements in January 2011: Declaration on the Protection of data privacy, privacy protection certificate or other certificate connected to internet safety?



Grafik 103/ Graph 103

Da li je internet prezentacija vašeg preduzeća u januaru 2011. godine imala sljedeće elemente: Kataloge proizvoda i cjenovike?

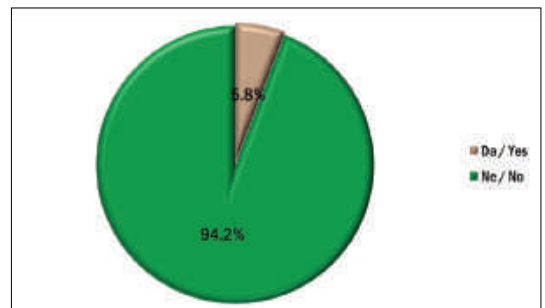
Did web site of your enterprise have following elements in January 2011: Product catalogue and price lists?



Grafik 104/ Graph 104

Da li je internet prezentacija vašeg preduzeća u januaru 2011. godine imala sljedeće elemente: Mogućnost za posjetioci sajta da dizajniraju ili sebi prilagođavaju vaš proizvod?

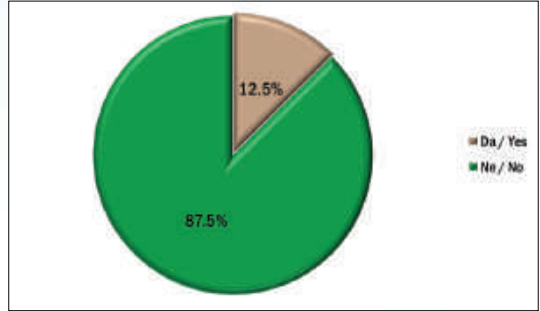
Did web site of your enterprise have following elements in January 2011: Possibility for visitors of your site to design, or adapt your product



Grafik 105/ Graph 105

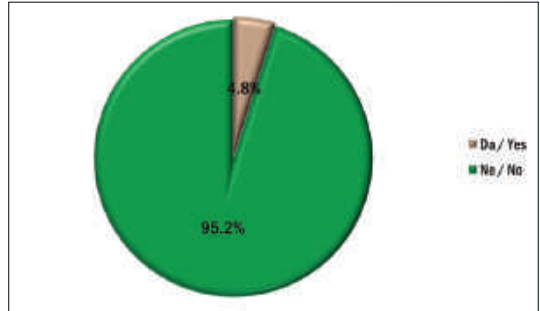
Da li je internet prezentacija vašeg preduzeća u januaru 2011. godine imala sljedeće elemente: Sistem online poručivanja ili rezervacije, npr. shopping cart?

Did web site of your enterprise have following elements in January 2011: The system of online ordering or reservations, for example shopping cart?

**Grafik 106/ Graph 106**

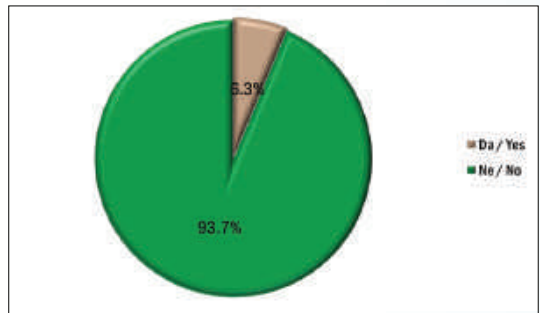
Da li je internet prezentacija vašeg preduzeća u januaru 2011. godine imala sljedeće elemente: On line praćenje isporuke porudžbine?

Did web site of your enterprise have following elements in January 2011: Online tracking of orders delivery?

**Grafik 107/ Graph 107**

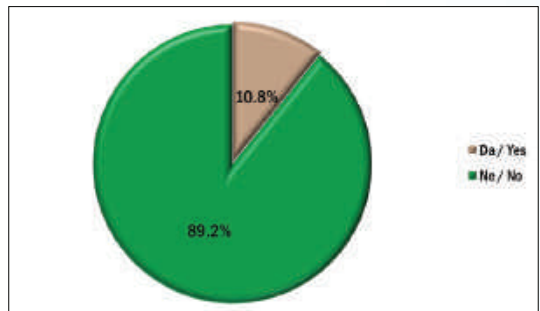
Da li je internet prezentacija vašeg preduzeća u januaru 2011. godine imala sljedeće elemente: Personalizovani sadržaj stranice za stalne posjetioce?

Did web site of your enterprise have following elements in January 2011: Personalized page content for permanent visitors?

**Grafik 108/ Graph 108**

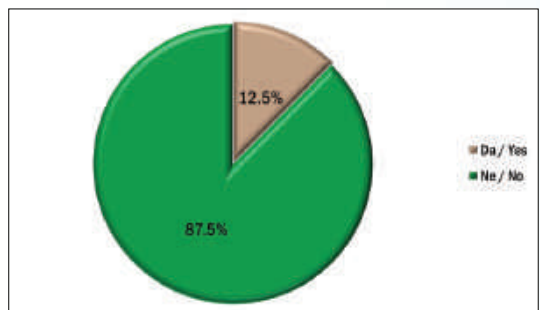
Da li je internet prezentacija vašeg preduzeća u januaru 2011. godine imala sljedeće elemente: Oglase o otvorenim radnim pozicijama i online poslovnim aplikacijama?

Did web site of your enterprise have following elements in January 2011: Ads on the open job positions and online job applications?

**Grafik 109/ Graph 109**

Da li je vaše preduzeće u januaru 2011. godine koristilo digitalni potpis u ijednoj poslatoj poruci, npr. korišćenje metoda enkripcije radi zaštite integriteta poruke i njene autentičnosti (jedinstveno povezan i sa mogućnošću identifikacije pošiljaoca ili praćenja bilo kakvih naknadnih izmjena poruke)?

Did your enterprise use digital signature in any sent message in January 2011, for example using the method of encryption to protect message integrity and its authenticity (associated with a unique ability to identify the sender or follow any subsequent modifications of the message)?



DIO C: Automatizovana razmjena informacija

U trećem dijelu upitnika preduzeća su odgovarala na pitanja koja se tiču automatizovane razmjene informacija između preduzeća sa jedne strane i njihovih partnera sa druge strane (finansijskih institucija, dobavljača, kupaca, javnih vlasti).

Ovdje vidimo da je čak 45% preduzeća slalo ili primalo elektronski podatke koji omogućavaju automatsko procesuiranje. Kada je u pitanju svrha u koju su podaci elektronski poslani ili primljeni najviše njih je to radilo u svrhu slanja, odnosno primanja informacija o proizvodima, odnosno slanja narudžbi snabdjevačima: u oba slučaja to je činilo 35,7% preduzeća, primanje elektronskih računa (e-invoic) je koristilo 32,1% preduzeća, primane narudžbi je bio slučaj kod 31,9% preduzeća, elektronsko slanje računa je koristilo 31,7% preduzeća, slanje uputstava za plaćanje je koristilo 28,3% preduzeća, 24,5% je slalo ili primalo transportna dokumenta, dok je svega 17,8% preduzeća koristilo automatizovani sistem razmjene radi slanja ili primanja podataka od/ka javnim vlastima.

Grafik 110/ Graph 110

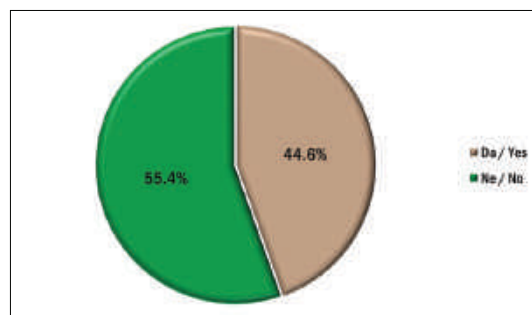
Da li je vaše preduzeće slalo ili primalo elektronski takve informacije od ili ka drugim preduzećima u formatu koji omogućava automatsko procesuiranje u januaru 2011. godine?

Did your enterprise send or receive electronically information suitable for automatic processing in January 2011?

PART C: Automated exchange of information

In the third part of the survey enterprises were responding to issues related to automated information exchange between companies on one side and their counterparts on the other side (financial institutions, suppliers, customers, public authorities).

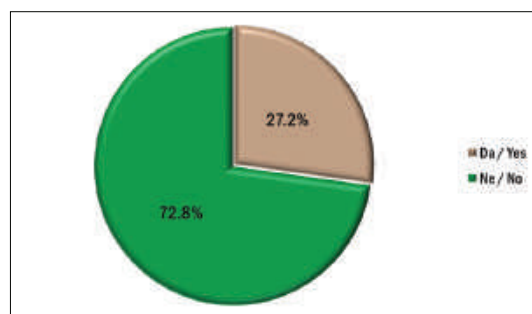
Here we see that as much as 45% of companies sent or received electronic data that enable automatic processing. When it comes to the purpose for which the data is electronically sent or received for most of them it was the purpose of sending or receiving information about products or making orders to suppliers: 35.7% of the enterprises used it for both purposes, 32.1% of enterprises used it to receive electronic bills (e-invoice), 31.9% of enterprises uses it to received orders, 31.7% used it for electronic billing, 28.3% used it for sending payment instructions, 24.5% were sending or receiving shipping documents, while only 17.8% of enterprises used an automated exchange system for sending or receiving data to/from public authorities.



Grafik 111/ Graph 111

Da li je automatizovani sistem razmjene podataka korišten za sljedeće svrhe: Slanje instrukcija za plaćanje finansijskim institucijama?

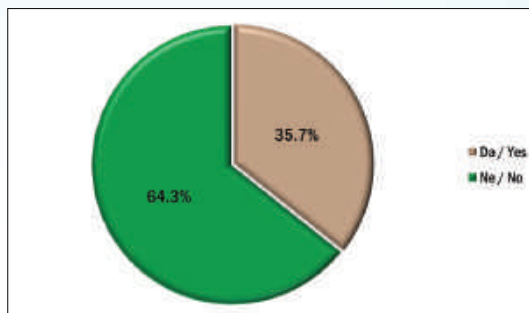
Did your enterprise use automated information exchange system for following purposes: Sending payment instructions to financial institutions?



Grafik 112/ Graph 112

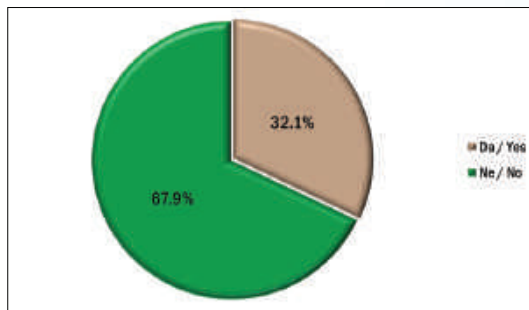
Da li je automatizovani sistem razmjene podataka korišten za sljedeće svrhe: Slanje narudžbi snabdjevačima?

Did your enterprise use automated information exchange system for following purposes: Sending orders to suppliers?

**Grafik 113/ Graph 113**

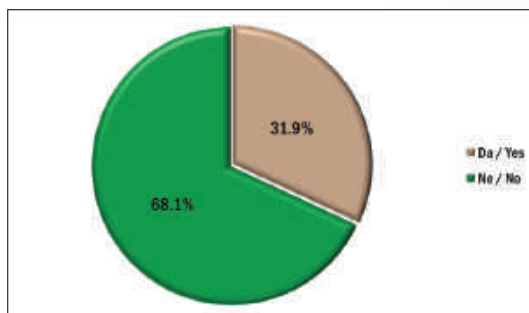
Da li je automatizovani sistem razmjene podataka korišten za sljedeće svrhe: Primanje e-invoice-a?

Did your enterprise use automated information exchange system for following purposes: Receiving e-invoice?

**Grafik 114/ Graph 114**

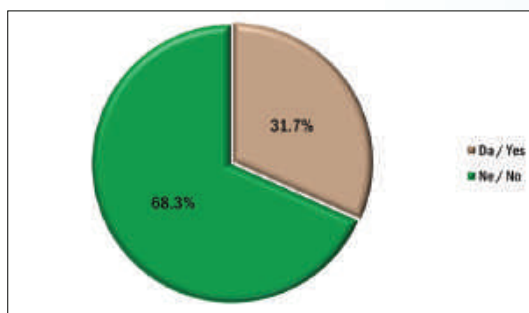
Da li je automatizovani sistem razmjene podataka korišten za sljedeće svrhe: Primanje narudžbi od mušterija?

Did your enterprise use automated information exchange system for following purposes: Receiving orders from buyers?

**Grafik 115/ Graph 115**

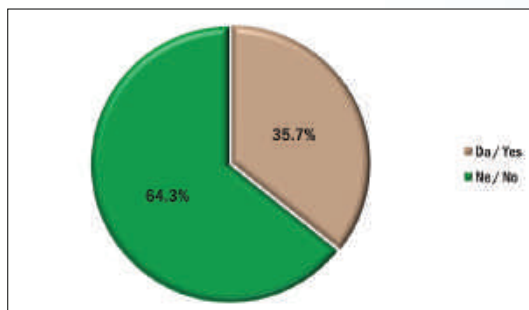
Da li je automatizovani sistem razmjene podataka korišten za sljedeće svrhe: Slanje e-invoice-a?

Did your enterprise use automated information exchange system for following purposes: Sending e-invoice?

**Grafik 116/ Graph 116**

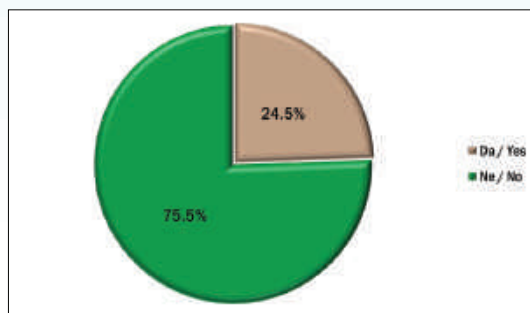
Da li je automatizovani sistem razmjene podataka korišten za sljedeće svrhe: Slanje ili primanje informacija o proizvodima (npr. kataloga, cjenovnika i sl.)?

Did your enterprise use automated information exchange system for following purposes: Sending or receiving information about products (i.e. catalogues, pricelists)?



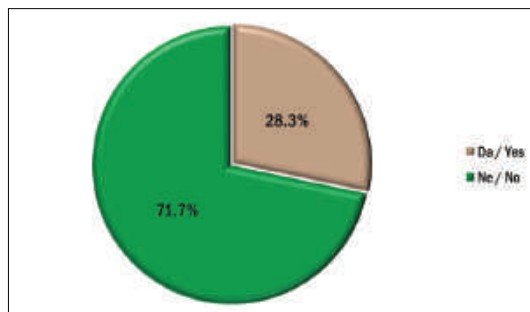
Grafik 117/ Graph 117

Da li je automatizovani sistem razmjene podataka korišten za sljedeće svrhe: Slanje ili primanje transportne dokumentacije?
Did your enterprise use automated information exchange system for following purposes: Send or receive transport documents?



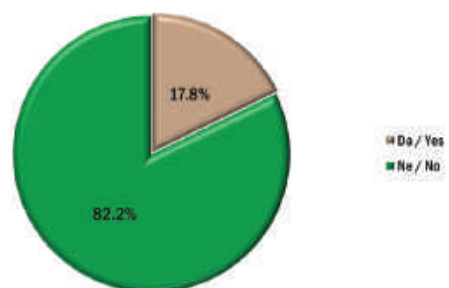
Grafik 118/ Graph 118

Da li je automatizovani sistem razmjene podataka korišten za sljedeće svrhe: Slanje uputstava za plaćanje finansijskim institucijama?
Did your enterprise use automated information exchange system for following purposes: Sending payment applications to financial institutions?



Grafik 119/ Graph 119

Da li je automatizovani sistem razmjene podataka korišten za sljedeće svrhe: Slanje i primanje podataka od-ka javnim vlastima (poreskih prijava, statističkih listića, deklaracija o izvozu ili uvozu i sl.)
Did your enterprise use automated information exchange system for following purposes: Sending or receiving information to/from public authorities (tax returns, statistical papers, declaration of exports or imports, etc.)?



DIO D: Elektronska razmjena informacija o upravljanju lancem nabavke

Četvrti dio upitnika je posvećen elektronskoj razmjeni podataka u upravljanju lancem nabavke, tj. ispitivao je koji dio anketiranih preduzeća koristi elektronsku komunikaciju sa kupcima i dobavljačima, kao i koji su najčešće korišćeni metodi komunikacije.

Tako vidimo da je čak 46,5% preduzeća komuniciralo na ovaj način sa kupcima odnosno dobavljačima. Kada je u pitanju razmjena informacija o inventaru, planu proizvodnje, procjeni tražnje odnosno procjeni isporuke

PART D: Electronic information exchange on supply chain management

The fourth part of the questionnaire was devoted to electronic data exchange on supply chain management, hence this part revealed the percentage of the surveyed enterprises that use electronic communication with customers and suppliers, as well as which are the most used methods of communication.

Thus we see that as much as 46.5% of companies communicate this way with customers and suppliers. When it comes to sharing information on inventory, production plan, demand

37,7% preduzeća je o ovome komuniciralo sa dobavljačima, dok je taj procenat nešto manji kada su u pitanju kupci i iznosi 33%.

Kada je u pitanju mediji koje su preduzeća koristila za razmjenu, njih 26,6% je to činilo koristeći web-site, bilo svoj - bilo partnerov, dok je 13,2% preduzeća koristilo neki automatizovani sistem razmjene.

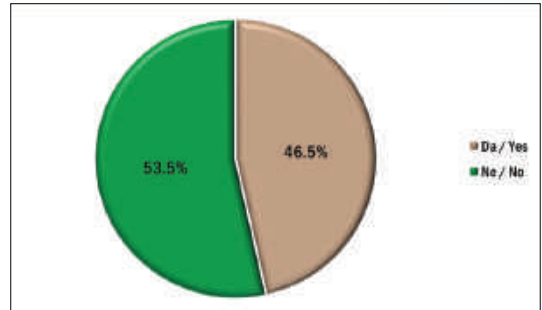
assessment and delivery 37.7% of enterprises communicate about this with suppliers, while the percentage is slightly lower when it comes to customers and it is 33%.

When it comes to mediums enterprises used communication, 26.6% of them were using web site, weather theirs or their partner's, while 13.2% of enterprises used some automated exchange system.

Grafik 120/ Graph 120

Da li je vaše preduzeće u januaru 2011. godine redovno razmjenjivalo informacije elektronskim putem o lancu nabavke sa snabdjevačima i mušterijama?

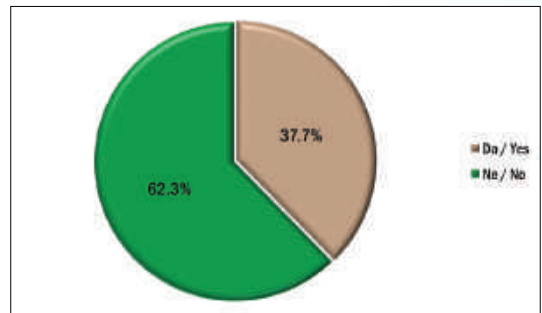
Did your enterprise in January 2011. on a regular basis exchange information electronically about supply chain with your suppliers and customers?



Grafik 121/ Graph 121

Da li je vaše preduzeće u januaru 2011. godine redovno razmjenjivalo informacije elektronskim putem o sljedećim temama sa dobavljačima: o inventaru, planu proizvodnje, procjeni tražnje, procjeni isporuke i sl. (na primjer distribuciji sirovina ili gotovih proizvoda)?

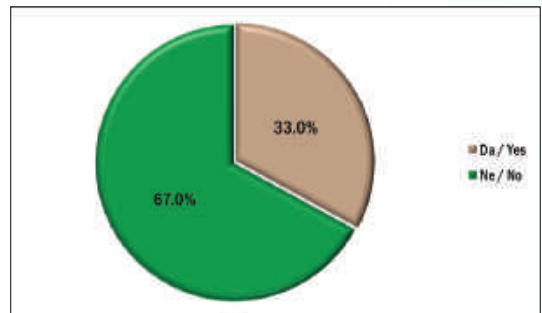
Did your enterprise regularly exchange information electronically with your suppliers in January 2011. about: inventory, production plan, demand estimation, delivery estimation etc. (eg distribution of raw materials or finished products)?



Grafik 122/ Graph 122

Da li je vaše preduzeće u januaru 2011. godine redovno razmjenjivalo informacije elektronskim putem o sljedećim temama sa kupcima: o inventaru, planu proizvodnje, procjeni tražnje, procjeni isporuke i sl. (na primjer distribuciji sirovina ili gotovih proizvoda)?

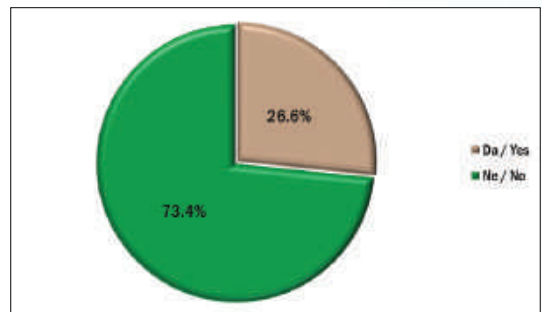
Did your enterprise regularly exchange information electronically with your buyers in January 2011. about: inventory, production plan, demand estimation, delivery estimation etc. (eg distribution of raw materials or finished products)?



Grafik 123/ Graph 123

Da li su sljedeći metodi korišteni za ovu razmjenu u januaru 2011. godine: Web prezentacija (vašeg ili preduzeća vaših partnera)?

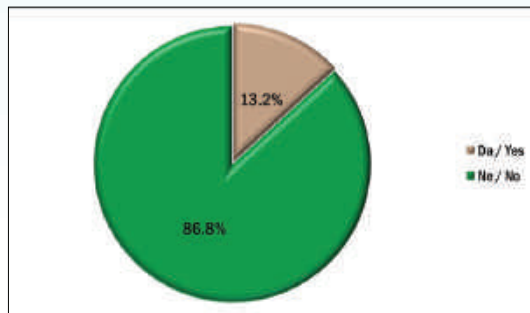
Has following method been used for this exchange in January 2011: Web site (of your enterprise or the one of your partner)?



Grafik 124/ Graph 124

Da li su sljedeći metodi korišteni za ovu razmjenu u januaru 2011. godine: Automatizovani sistemi razmjene (npr. EDI sistem, XML, EDIFACT i sl.)? /

Has following method been used for this exchange in January 2011: Automated exchange system (eg. EDI system, XML, EDIFACT etc)?



DIO E: Automatska razmjena informacija unutar preduzeća

Peti dio upitnika, definisan kao automatska razmjena informacija unutar preduzeća, ispituje koliki procenat preduzeća koristi razne softverske aplikacije/pakete radi internet komunikacije, odnosno razmjene informacija između zaposlenih. S tim u vezi, najveći dio je posvećen načinu razmjene informacija između zaposlenih u vezi sa primljenim porudžbinama, tj. softveru koji je tom prilikom korišćen. Najveći procenat preduzeća, njih 46,9%, je koristio softver kreiran za računovodstvo, 39,6% je koristilo softver za menadžment distribucije roba i usluga, 35,3% je koristilo softver namijenjen proizvodnji ili menadžmentu usluga, dok je najmanji procenat, 32,8% preduzeća, koristio softver namijenjen menadžmentu stanja inventara.

Kada je u pitanju slanje porudžbina, i interna komunikacija u vezi sa tim, 41,6% preduzeća je koristilo softver namijenjen računovodstvu, dok je 32,3% koristilo softver namijenjen menadžmentu stanja inventara.

Dalje vidimo da je svega 13,3% preduzeća koristilo ERP softversko rješenje, tj softver radi razmjene informacija između različitih funkcionalnih cjelina; 20,6% preduzeća je koristilo softversku aplikaciju namijenjenu menadžmentu informacija o klijentima koja omogućava prikupljanja, čuvanje i činjenje dostupnim informacija o klijentima drugim svojim funkcionalnim cjelinama, dok je 20% koristilo softversku aplikaciju takođe namijenjenu menadžmentu informacija o klijentima koja omogućava analizu informacija o klijentima za marketinške svrhe.

PART E: Automated information exchange within the enterprise

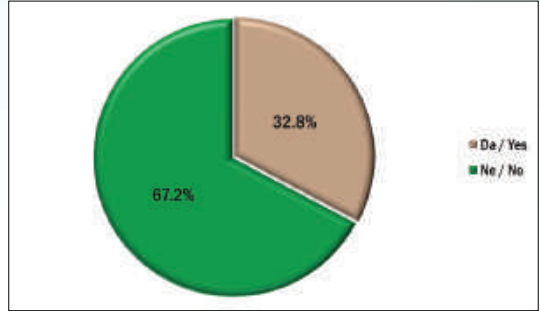
The fifth part of the questionnaire, defined as the automatic exchange of information within the enterprise, examines what percentage of companies uses different software applications / packages for internal communication and exchange of information between employees. In this regard, most of this part is devoted to how information are exchanged between employees in relation to orders received, i.e. software that is used for that purpose. The largest percentage of companies, 46,9% of them were using software created for accounting purposes, 39,6% used the software for the management of distribution of goods and services, 35,3% used software intended for production or management of services, while the lowest percentage, 32,8% of companies used software designed for management of inventory. When it comes to sending orders, and internal communication with respect to that, 41,6% of companies have used software designed for accounting, while 32,3% used software designed for management of inventory.

Further we see that only 13,3% of enterprises used ERP software solution, that is software designed to enable communication between employees of different functional units when planning enterprises' resources; 20,6% of enterprises were using a software application designed for management of customer information that allows for collecting, storing and making available information about clients to other functional units, while 20% used software application also designed for the management of customer information that allows analysis of customer information for marketing purposes.

Grafik 125/ Graph 125

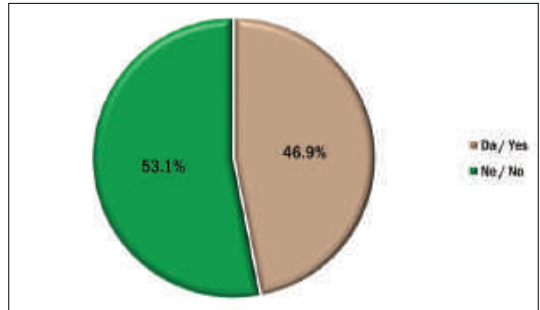
Tokom januara 2011. godine da li su u situacijama kada je Vaše preduzeće primalo porudžbine (bilo elektronskim putem ili ne) relevantne informacije o njima razmjenjivane softverima kreiranim za sljedeće namjene: Vaš menadžment stanja inventara?

During January 2011, were relevant information about orders exchanged using specialized software for: Management of inventory?

**Grafik 126/ Graph 126**

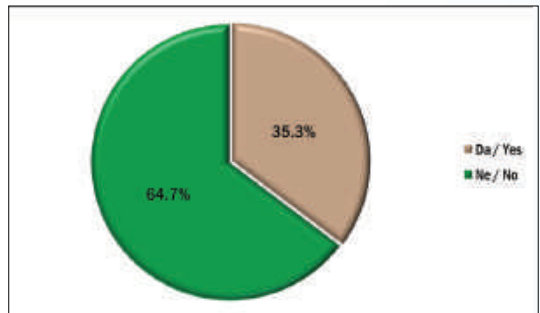
Tokom januara 2011. godine da li su u situacijama kada je Vaše preduzeće primalo porudžbine (bilo elektronskim putem ili ne) relevantne informacije o njima razmjenjivane softverima kreiranim za sljedeće namjene: Vaše računovodstvo?

During January 2011, were relevant information about orders exchanged using specialized software for: Your accounting?

**Grafik 127/ Graph 127**

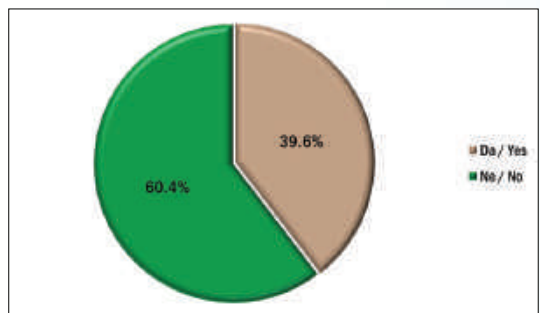
Tokom januara 2011. godine da li su u situacijama kada je Vaše preduzeće primalo porudžbine (bilo elektronskim putem ili ne) relevantne informacije o njima razmjenjivane softverima kreiranim za sljedeće namjene: Vašoj proizvodnji ili menadžmentu usluga?

During January 2011, were relevant information about orders exchanged using specialized software for: Production or services management?

**Grafik 128/ Graph 128**

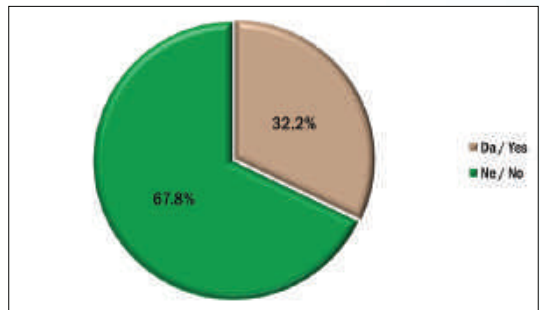
Tokom januara 2011. godine da li su u situacijama kada je Vaše preduzeće primalo porudžbine (bilo elektronskim putem ili ne) relevantne informacije o njima razmjenjivane softverima kreiranim za sljedeće namjene: Menadžment Vaše distribucije roba ili usluga?

During January 2011, were relevant information about orders exchanged using specialized software for: Distribution, goods and services management?

**Grafik 129/ Graph 129**

Tokom januara 2011. godine da li su u situacijama kada je Vaše preduzeće slalo porudžbine (bilo elektronskim putem ili ne) relevantne informacije o njima razmjenjivane softverima kreiranim za sljedeće namjene: Vaš menadžment stanja inventara?

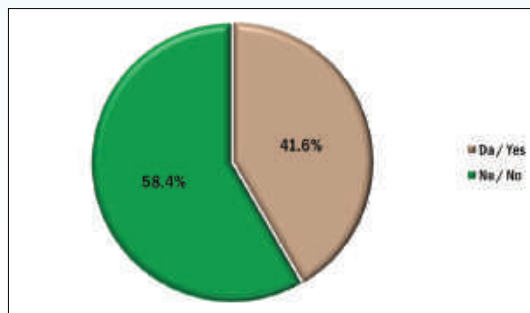
During January 2011, were relevant information about purchases exchanged using specialized software for: Management of inventory?



Grafik 130/Graph 130

Tokom januara 2011. godine da li su u situacijama kada je Vaše preduzeće slalo porudžbine (bilo elektronskim putem ili ne) relevantne informacije o njima razmjenjivane softverima kreiranim za sljedeće namjene: Vaše računovodstvo?

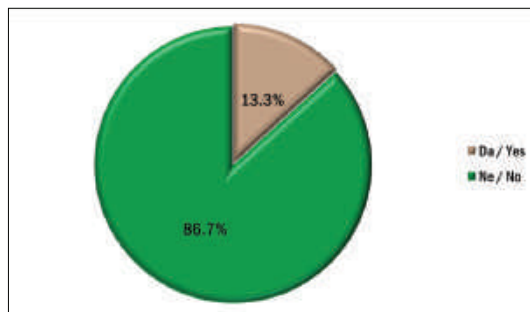
During January 2011, were relevant information about purchases exchanged using specialized software for: Your accounting?



Grafik 131/ Graph 131

Da li je vaše preduzeće u januaru 2011. koristilo ERP softverski paket (enterprise resource planning – planiranje resursa preduzeća) da bi razmjenjivalo informacije između različitih svojih funkcionalnih cjelina (npr. računovodstvo, planiranje, proizvodnja, marketing)?

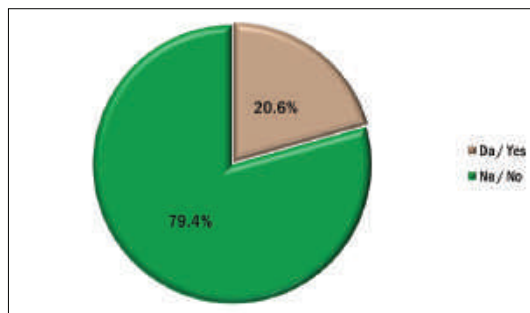
During January 2011, did your enterprise use ERP software package to share information on sales/purchases with other internal functional areas?



Grafik 132/Graph 132

Tokom januara 2011. godine da li je Vaše preduzeće koristilo bilo kakvu softversku aplikaciju za menadžment informacijama o klijentima (tzv. Customer Relation Management – CRM softver – Menadžment odnosa sa mušterijama) koji omogućava: Prikupljanje, čuvanje ili činjenje dostupnim informacija o klijentima drugim svojim funkcionalnim cjelinama?

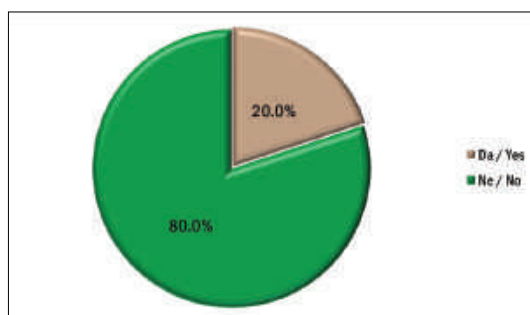
During January 2011, did your enterprise use CRM (software for managing information about clients) to: Capture, store and make available to other business functions the information about its clients?



Grafik 133/ Graph 133

Tokom januara 2011. godine da li je Vaše preduzeće koristilo bilo kakvu softversku aplikaciju za menadžment informacijama o klijentima (tzv. Customer Relation Management – CRM softver – Menadžment odnosa sa mušterijama) koji omogućava: Analiza informacija o klijentima za marketinške svrhe (postavljanje cijena, promocija, izbor kanala distribucije i sl)?

During January 2011, did your enterprise use CRM (software for managing information about clients) to: Analyze clients for marketing purposes?



DIO F: E-trgovina

Šesti dio upitnika je dizajniran tako da mjeri procenat preduzeća koja koriste ICT radi kupovine, odnosno prodaje roba i usluga, kao i da izmjeri procenat ukupnih kupovina / prodaja obavljenih ovim putem.

Tako vidimo da je 30,8% anketiranih preduzeća primalo, odnosno 31,8% anketiranih preduzeća slalo narudžbe za robe, odnosno usluge, putem kompjuterskih mreža (ovo ne uključuje ručno kucane e-mail poruke). Kada je u pitanju sigurnost e-trgovine, svega 15,5% preduzeća je koristilo SLL i TSL sigurnosne protokole prilikom primanja narudžbi putem interneta.

Na grafiku 138 vidimo da je procenat kupovina (u odnosu na ukupne kupovine) koje su rezultat narudžbi učinjenih elektronskim putem u najvećem broju preduzeća manji od $\frac{1}{4}$ (kod 46,6% preduzeća). Kod 34,5% preduzeća na ovaj način je nastalo između $\frac{1}{4}$ i polovine svih kupovina, kod 6,9% preduzeća je na ovaj način učinjeno između polovine i $\frac{3}{4}$ svih kupovina, dok je kod 12,1% preduzeća ovako realizovano više od $\frac{3}{4}$ svih kupovina.

Grafik 134/ Graph 134

Da li je tokom 2010. godine vaše preduzeće primalo narudžbe za robe ili usluge putem kompjuterskih mreža (preko web sajtova, EDI sistema ili drugih načina elektronskog prenosa podataka, izuzimajući ručno kucane e mail poruke)?

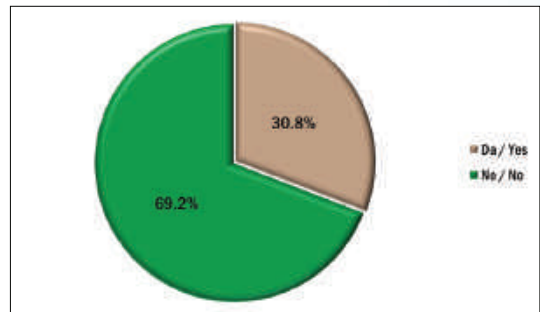
Did your enterprise receive orders for goods and services over computer networks in January 2011 (over website, EDI systems etc)?

PART F: E-trade

The sixth part of the questionnaire is designed to calculate percentage of enterprises that use ICT for the purchase or sale of goods and services, as well as to measure what percentage of total purchases / sales made by enterprise is carried out this way.

Thus we see that 30.8% of surveyed enterprises received and 31.8% of the company sent an order for goods or services via computer networks (this does not include hand typed e-mail). When it comes to the security of e-commerce, only 15.5% of companies were using SSL and TSL security protocols when receiving orders over the Internet.

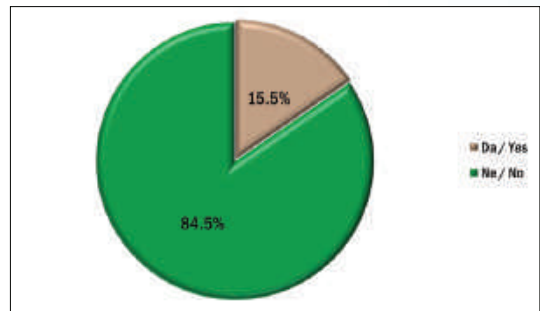
The graph 138 shows that the percentage of purchases (in terms of total purchases) that resulted from orders made electronically in most enterprises is less than $\frac{1}{4}$ (46.6% of companies). In 34.5% of enterprises between $\frac{1}{4}$ and half of all purchases were carried out this way, 6.9% of the enterprises done between half and $\frac{3}{4}$ of all purchases this way, while 12.1% of enterprises conducted more than $\frac{3}{4}$ of all purchases electronically.



Grafik 135/ Graph 135

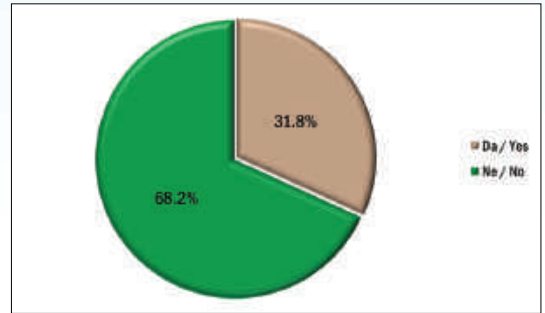
Da li je vaše preduzeće koristilo sigurnosne protokole kao što su SSL i TLS, za prijem narudžbi putem interneta u januaru 2011. godine?

Has your enterprise used security protocols such as SSL and TLS for reception of orders via Internet in January 2011?



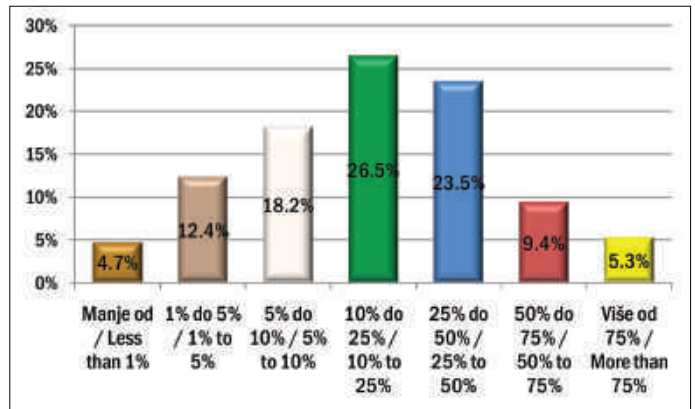
Grafik 136/ Graph 136

Da li je tokom 2010. godine vaše preduzeće slalo narudžbe za robe ili usluge putem kompjuterskih mreža (preko web sajtova, EDI sistema ili drugih načina elektronskog prenosa podataka, izuzimajući ručno kucane e mail poruke)?
Has your enterprise made orders for goods and services using computer networks?



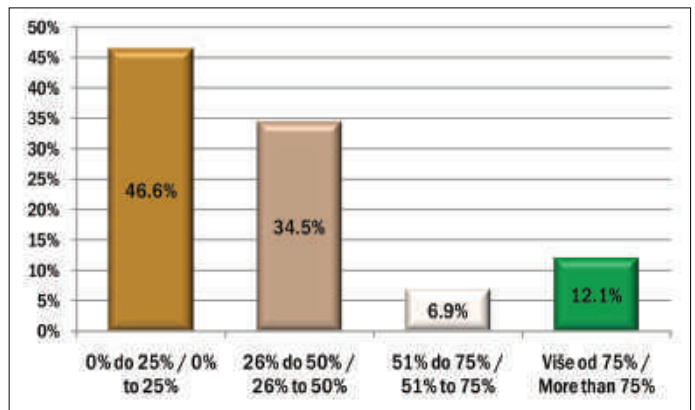
Grafik 137/ Graph 137

U kom procentu je tokom 2010. godine vaše preduzeće slalo narudžbe putem kompjuterskih mreža u odnosu na totalnu vrijednost izvršenih kupovina? (bez poreza)
In 2010, what percent did orders using computer network make out of total orders made for the year? (tax excluded)



Grafik 138/ Graph 138

Molim Vas procijenite procenat kupovine koja je rezultat narudžbi koje su učinjene elektronskim putem u 2010. godini u odnosu na svu obavljenu kupovinu.
Please estimate percentage of purchases made electronically out of total purchases for year 2010.



DIO G: ICT bezbjednost

Posljednji dio ankete posvećen je sigurnosti i zaštiti u crnogorskim preduzećima kada je u pitanju ICT. S tim u vezi, 25,5% preduzeća je kazalo da ima formalno definisanu ICT bezbjedonosnu politiku sa planom redovnih kontrola. U evropskom okviru, ovo svrstava Crnu Goru na sredinu skale, ujednačenu sa prosjekom 27 država Evropske unije (27% preduzeća sa više od 10 zaposlenih ima definisanu bezbjedonosnu politiku). Kod čak 13 država ovaj procenat je manji, i kreće se od 7% u Bugarskoj, 10% u Mađarskoj i 11% u Estoniji i Poljskoj. Na drugoj strani skale se nalaze Švedska i Norveška sa 46%, Grčka i Kipar sa 39% i Slovačka sa 36%.

Kada su u pitanju rizici koji su obuhvaćeni ICT politikom, najveći procenat preduzeća je obuhvatio rizik uništavanja ili kvarenja kvaliteta podataka kao rezultat neočekivanih incidenata - njih 20,5%, rizik otkrivanja povjerljivih podataka zbog upada i sličnih incidenata - 17,2% preduzeća i rizik nedostupnosti ICT usluga zbog napada spolja - 16,1% preduzeća.

Preduzeća najčešće informišu zaposlene o njihovim obavezama kada je u pitanju ICT bezbjednost putem dobrovoljnih treninga ili opšte dostupnih informacija - 33,1%, dalje, ugovorima između radnika i zaposlenih - 29%, i na kraju obavezanim treninzima i prezentacijama - svega 19,1% preduzeća.

Poseban dio upitnika je dizajniran tako da izmjeri procenat preduzeća koja su tokom prethodne, 2010, godine imala razne tipove incidenata vezanih za bezbjednost ICT-a. S tim u vezi najveći procenat preduzeća je imao bezbjednosni incident vezan za ICT koji je rezultirao uništavanjem ili oštećenjem podataka, a kao posljedica virusa ili neovlašćenog pristupa - 29,4% preduzeća. Sljedeći najčešći incident u vezi sa bezbjednošću ICT-a jeste nedostupnost ICT servisa, uništenje ili oštećenje podataka kao posljedica hardverske ili softverske greške - kod 23% preduzeća. Nedostupnost ICT servisa zbog napada spolja je tokom prethodne godine iskusilo 7,7% preduzeća, otkrivanje povjerljivih podataka kao posljedica hakerskih upada je bio slučaj kod 4,8% preduzeća, dok je kod 4,4% preduzeća došlo do otkrivanja povjerljivih podataka od strane zaposlenih, bilo nenamjerno ili namjerno.

PART G: ICT security

The last part of the survey was devoted to the safety and protection of the Montenegrin enterprises when it comes to ICT. In this regard, 25.5% of the enterprises said that they have formally defined ICT Security Policy with plan for regular audits. In the European framework, this puts Montenegro in the middle of the scale, corresponding to the European Union average (27% of companies with more than 10 employees has a defined security policy). As many as 13 countries have this percentage lower, ranging from 7% in Bulgaria, 10% in Hungary and 11% in Estonia and Poland. On the other side of the scale are Sweden and Norway, with 46%, Greece and Cyprus with 39% and Slovakia with 36%.

When it comes to risks that are involved in ICT policy, the largest percentage of companies covered the risk of destruction or corruption of data quality as a result of unexpected incidents, 20.5% of enterprises, the risk of disclosure of confidential data due to intrusion and similar incidents, 17.2% of enterprises, and the risk of unavailability of ICT services because of an attack from outside, 16.1% of enterprises.

Companies usually inform employees about their obligations when it comes to ICT security through voluntary training and generally available information - 33.1%, through contract between employee and employer - 29%, while through compulsory training and presentations - only 19.1% of companies.

A special section of the questionnaire was designed to measure the percentage of companies that have had various types of ICT related security incidents throughout the year 2010. In this regard, the greatest percentage of companies had an ICT related security incident, which resulted in the destruction or corruption of data due to infection or malicious software or unauthorized access - 29.4% of enterprises. The next most common ICT related security incident is the unavailability of ICT services, destruction or corruption of data due to hardware or software failures - in 23% of enterprises. Unavailability of ICT services due to the attacks from outside during the previous year was experienced by 7.7% of enterprises, disclosure of confidential information as a result of intrusions, phishing or phishing attacks was the case in 4.8% of enterprises, while 4.4% of enterprises had ICT related security incident that resulted in disclosure of confidential

U posljednjem dijelu smo mjerili koji procenat preduzeća koristi razna sredstva odnosno procedure, a koja imaju za cilj da povećaju bezbjednost ili smanje broj incidenata vezanih za ICT. S tim u vezi najveći procenat preduzeća koristi back-up podataka, njih 40,9%. Snažnu autentifikaciju putem lozinke koristi 40,1% preduzeća. Preduzeća nešto rjeđe koriste identifikaciju korisnika i autentifikaciju kroz kodove ili smart kartice – 20,2%, logovanje za analizu bezbjednosnih incidenata – 18,4%, odnosno identifikaciju korisnika biometrijskim sredstvima – 4,6%.

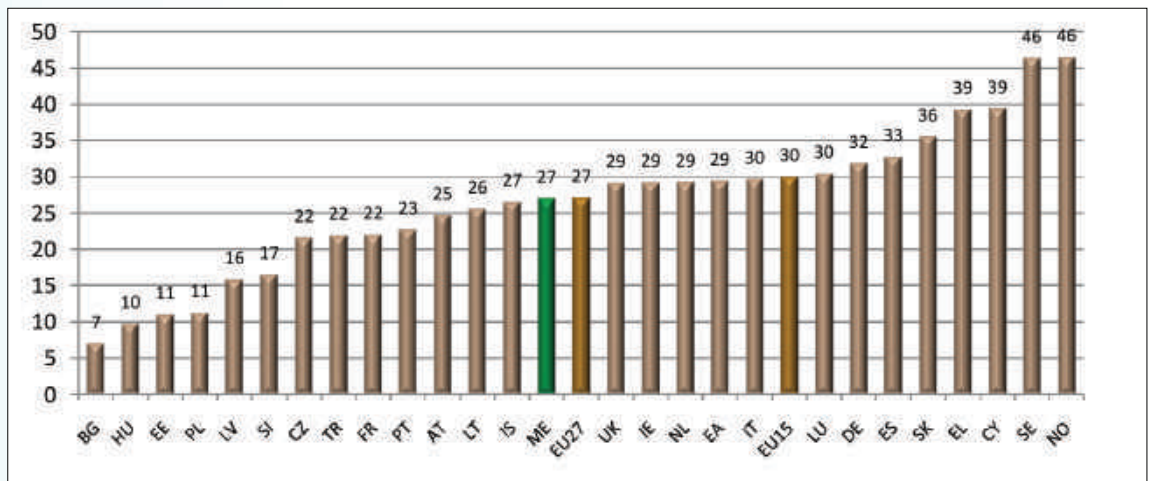
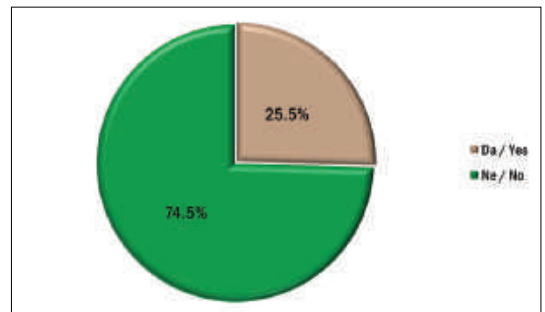
data in electronic form, by employee, either inadvertently or intentionally.

In the last section, we measured the percentage of companies using various instruments and procedures which aim to improve safety or reduce the number of ICT related security incidents. In this regard, the greatest percentage of companies backs-up data, 40.9% of them. Strong password authentication is used by 40.1% of enterprises. Somewhat less often enterprises use user identification and authentication via hardware tokens, e.g. smart cards - 20.2%, log analysis of security incidents - 18.4%, and biometric user identification means - 4.6%.

Grafik 139/ Graph 139

Tokom januara 2011 godine da li je Vaše preduzeće imalo formalno definisanu ICT bezbjednosnu politiku sa planom redovnih kontrola?

During January 2011, did your enterprise have formal ICT security policu with plans for regular control?



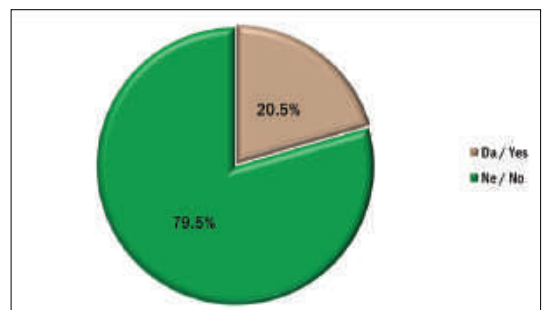
Uporedni grafik 31 / Comparison chart 31

Da li Vaše preduzeće ima formalno definisanu ICT bezbjednosnu politiku? / Did your enterprise have formal ICT security policy?

Grafik 140/ Graph 140

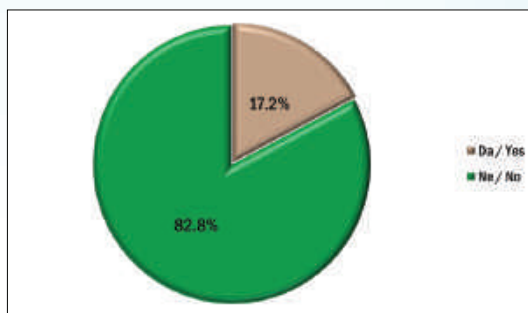
Da li su sljedeći rizici obuhvaćeni ICT politikom: Uništavanje ili kvarenje kvaliteta podataka kao rezultat neočekivanih incidenata?

Were following risks included in your ICT policy: Destruction or breakdown of data as a result of unexpected incidents?

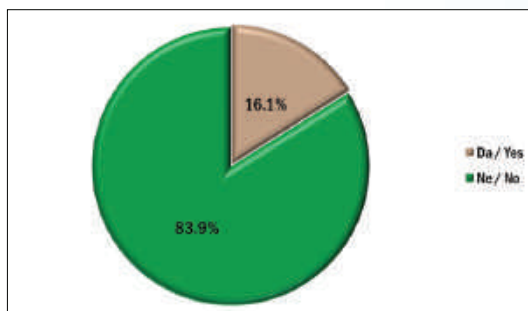


Grafik 141/ Graph 141

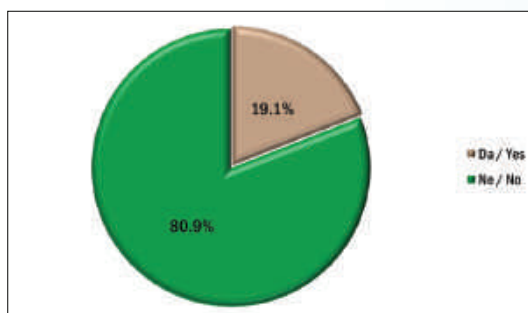
Da li su sljedeći rizici obuhvaćeni ICT politikom: Otkrivanje povjerljivih podataka zbog upada ili sličnih incidenata?
Were following risks included in your ICT policy: Hacking of confidential data?

**Grafik 142/ Graph 142**

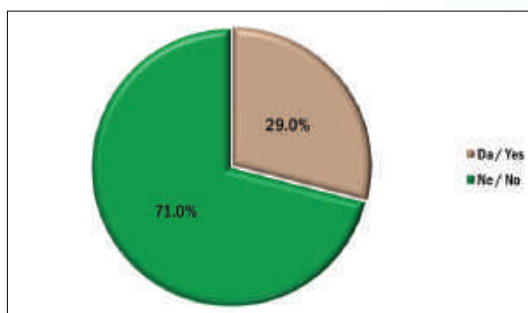
Da li su sljedeći rizici obuhvaćeni ICT politikom: Nedostupnost ICT usluga zbog napada spolja (npr. napad koji rezultira odbijanjima pružanja usluga)?
Were following risks included in your ICT policy: Unavailability of ICT services because of intrusion?

**Grafik 143/ Graph 143**

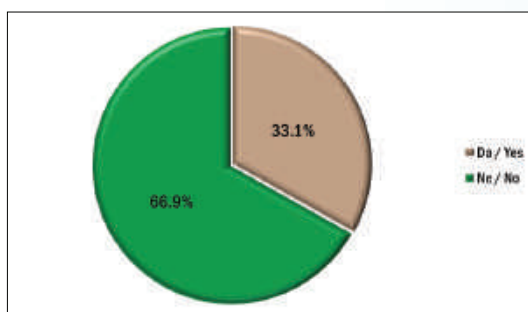
Tokom januara 2011 godine na koji način ste informisali zaposlene o njihovim obavezama kada je u pitanju ICT bezbjednost: Obavezni treninzi i prezentacije?
During January 2011 in what way did you inform your employees about their duties regarding ICT security: Mandatory trainings and presentations?

**Grafik 144/ Graph 144**

Tokom januara 2011 godine na koji način ste informisali zaposlene o njihovim obavezama kada je u pitanju ICT bezbjednost: Ugovorom, npr.ugovorom o radu?
During January 2011 in what way did you inform your employees about their duties regarding ICT security: Through contract?

**Grafik 145/ Graph 145**

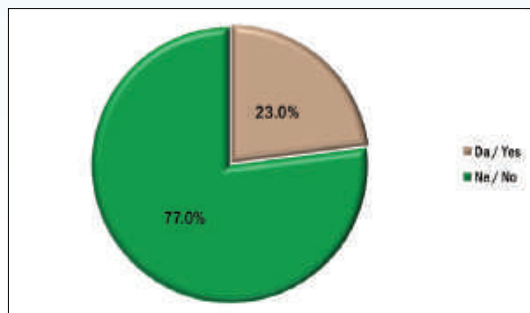
Tokom januara 2011 godine na koji način ste informisali zaposlene o njihovim obavezama kada je u pitanju ICT bezbjednost: Dobrovoljni treninzi ili opšte dostupne informacije (npr. na intranetu, preko newsletter-a ili papirne dokumentacije)?
During January 2011 in what way did you inform your employees about their duties regarding ICT security: Voluntary trainings or general information available?



Grafik 146/ Graph 146

Tokom 2010. godine preduzeće je imalo bezbjednosni incident, vezan za ICT, koji je rezultirao nedostupnošću ICT servisa, uništavanjem i oštećenjem podataka, a kao posljedica hardverskih ili softverskih kvarova?

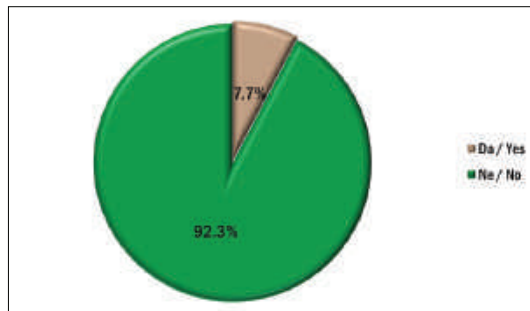
Did your enterprise have any ICT security incident resulting in unavailability of ICT services as a result of hardware or software breakdown?



Grafik 147/ Graph 147

Tokom 2010. godine preduzeće je imalo bezbjednosni incident, vezan za ICT, koji je rezultirao nedostupnošću ICT servisa, a kao posljedica napada spolja?

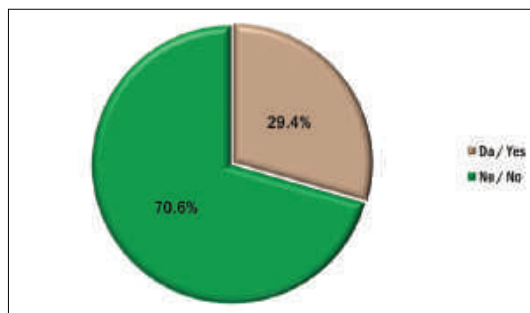
Did your enterprise have any ICT security incident resulting in unavailability of ICT services as a result of intrusion from outside of enterprise?



Grafik 148/ Graph 148

Tokom 2010. godine preduzeće je imalo bezbjednosni incident, vezan za ICT, koji je rezultirao uništavanjem i oštećenjem podataka, a kao posljedica virusa ili neovlašćenog pristupa?

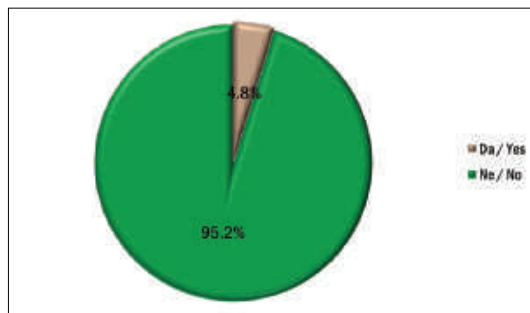
Did your enterprise have any ICT security incident resulting in unavailability of ICT services as a result of virus or unauthorized access?



Grafik 149/ Graph 149

Tokom 2010. godine bilo je incidenata koji su vezani za ICT bezbjednost a uticali su na Vaš ICT sistem rezultirajući sljedećim posljedicama: Otkrivanje povjerljivih podataka zbog hakerskih i sličnih upada?

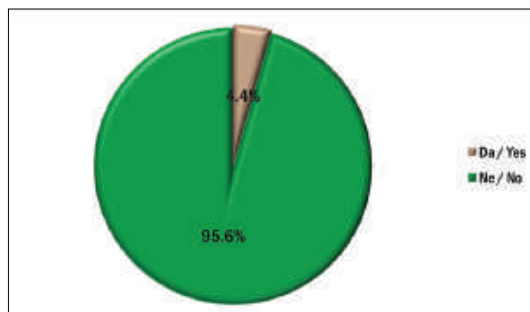
Did your enterprise have any ICT security incident that resulted in exposing confidential data because of hacking intrusion?



Grafik 150/ Graph 150

Tokom 2010. godine preduzeće je imalo bezbjednosni incident, vezan za ICT, koji je rezultirao otkrivanjem povjerljivih podataka od strane zaposlenih, bilo nenamjerno ili namjerno?

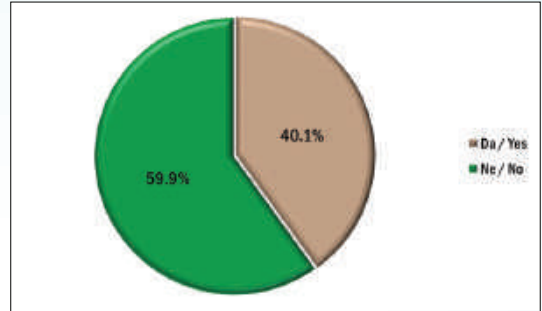
Did your enterprise have any ICT security incident that resulted in exposing confidential data by one or more employees?



Grafik 151/ Graph 151

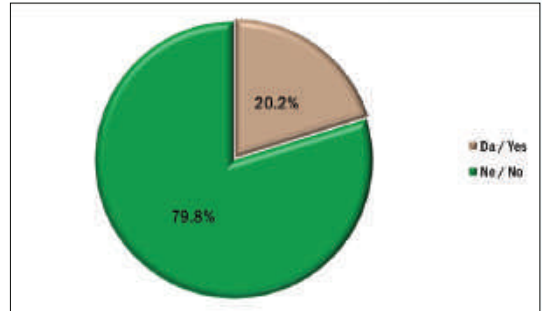
Da li je tokom januara 2011 godine Vaše preduzeće koristilo neki od sljedećih unutrašnjih sredstava ili procedura: Snažnu autentifikaciju putem lozinke (npr. minimum 8 karaktera dužine, ili maksimalno korišćenu 6 mjeseci, enkriptovani prenos i čuvanje)?

During January 2011 did your enterprise use: Strong authentication using password?

**Grafik 152/ Graph 152**

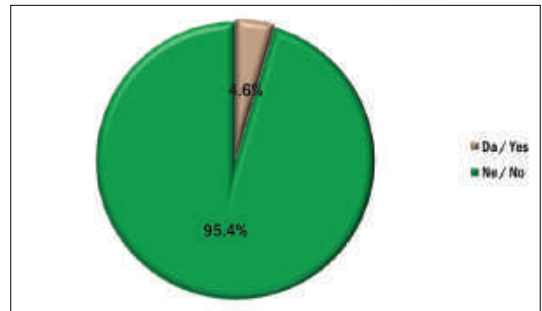
Da li je tokom januara 2011 godine Vaše preduzeće koristilo neki od sljedećih unutrašnjih sredstava ili procedura: Identifikacija korisnika i autentifikacija kroz kodove ili smart kartice?

During January 2011 did your enterprise use: User identification and authentication using codes and smart cards?

**Grafik 153/ Graph 153**

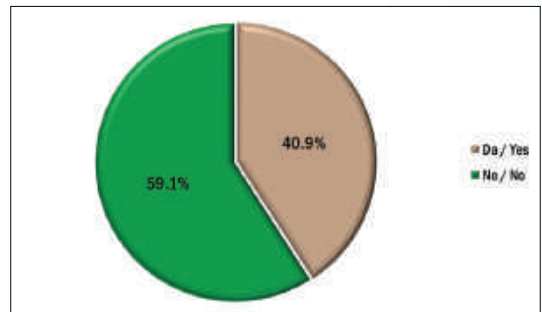
Da li je tokom januara 2011 godine Vaše preduzeće koristilo neki od sljedećih unutrašnjih sredstava ili procedura: Identifikacija korisnika biometrijskim sredstvima?

During January 2011 did your enterprise use: Used identification using biometric equipment?

**Grafik 154/ Graph 154**

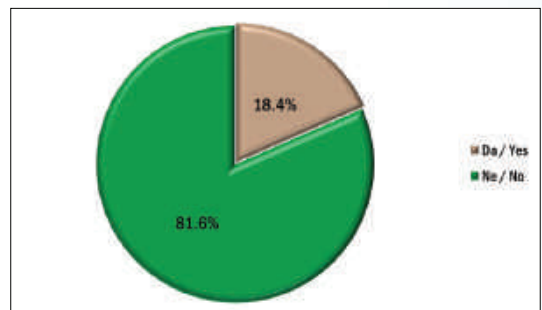
Da li je tokom januara 2011 godine Vaše preduzeće koristilo neki od sljedećih unutrašnjih sredstava ili procedura: Back up podataka?

During January 2011 did your enterprise use: Data backup?

**Grafik 155/ Graph 155**

Da li je tokom januara 2011 godine Vaše preduzeće koristilo neki od sljedećih unutrašnjih sredstava ili procedura: Logovanje za analizu bezbjednosnih incidenata?

During January 2011 did your enterprise use: Login for analysis of security incidents?







ANNEX 1

Da li Vi ili bilo ko u Vašem domaćinstvu ima pristup kompjuteru u kući? Do you personally or anyone from your household have internet access at home?		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	472	264	736
		64.1%	35.9%	100.0%
POL / SEX	Ženski / Female	524	239	763
		68.7%	31.3%	100.0%
GODINE / AGE	16 - 24 godina / years	279	19	298
		93.6%	6.4%	100.0%
	25 - 55 godina / years	613	237	850
72.1%		27.9%	100.0%	
GODINE / AGE	Preko 55 godina / Over 55 years	106	246	352
		30.1%	69.9%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	252	313	565
		44.6%	55.4%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	561	175	736
76.2%		23.8%	100.0%	
OBRAZOVANJE / EDUCATION	Tercijarno obrazovanje (5 i 6) / Tertiary education	178	15	193
		92.2%	7.8%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	458	109	567
		80.8%	19.2%	100.0%
	Nezaposlen / Unemployed	206	156	362
		56.9%	43.1%	100.0%
ZAPOSLENJE / EMPLOYMENT	Student / Student	179	5	184
		97.3%	2.7%	100.0%
ZAPOSLENJE / EMPLOYMENT	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	149	233	382
		39.0%	61.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	170	257	427
		39.8%	60.2%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	209	125	334
		62.6%	37.4%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji od 50% do 75% prihoda / Third quarter of income	187	42	229
		81.7%	18.3%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji preko 75% prihoda / Fourth quarter of income	261	23	284
		91.9%	8.1%	100.0%
REGION	Sjeverne opštine / Northern municipalities	297	300	597
		49.7%	50.3%	100.0%
	REGION	Centralne opštine / Central municipalities	433	122
78.0%			22.0%	100.0%
REGION	Južne opštine / Southern municipalities	269	81	350
		76.9%	23.1%	100.0%
TOTAL		999	503	1502
TOTAL		66.5%	33.5%	100.0%

Da li Vi ili bilo ko u Vašem domaćinstvu ima pristup internetu u kući, bez obzira na to da li ga koristite ili ne? / Do you personally or anyone from your household have internet access at home?

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	413 58.5%	293 41.5%	706 100.0%
	Ženski / Female	443 59.9%	297 40.1%	740 100.0%
GODINE / AGE	16 - 24 godina / years	256 86.5%	40 13.5%	296 100.0%
	25 - 55 godina / years	521 63.0%	306 37.0%	827 100.0%
	Preko 55 godina / Over 55 years	82 25.5%	240 74.5%	322 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	196 36.1%	347 63.9%	543 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	494 70.0%	212 30.0%	706 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	161 84.7%	29 15.3%	190 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	405 74.3%	140 25.7%	545 100.0%
	Nezaposlen / Unemployed	164 46.2%	191 53.8%	355 100.0%
	Student / Student	159 86.9%	24 13.1%	183 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	124 34.7%	233 65.3%	357 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	118 28.6%	294 71.4%	412 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	171 54.6%	142 45.4%	313 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	163 75.1%	54 24.9%	217 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	247 87.9%	34 12.1%	281 100.0%
REGION	Sjeverne opštine / Northern municipalities	231 39.9%	348 60.1%	579 100.0%
	Centralne opštine / Central municipalities	389 72.4%	148 27.6%	537 100.0%
	Južne opštine / Southern municipalities	239 72.0%	93 28.0%	332 100.0%
TOTAL		859 59.3%	589 40.7%	1448 100.0%

Koji od navedenih uređaja koristite za pristup internetu, dok ste kući: Desktop kompjuter / Which of the following devices do you use to access internet when you are at home: Desktop computer				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	286	127	413
		69.2%	30.8%	100.0%
POL / SEX	Ženski / Female	293	150	443
		66.1%	33.9%	100.0%
GODINE / AGE	16 - 24 godina / years	179	77	256
		69.9%	30.1%	100.0%
	25 - 55 godina / years	351	169	520
67.5%		32.5%	100.0%	
GODINE / AGE	Preko 55 godina / Over 55 years	51	31	82
		62.2%	37.8%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	139	58	197
		70.6%	29.4%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	327	167	494
66.2%		33.8%	100.0%	
OBRAZOVANJE / EDUCATION	Tercijarno obrazovanje (5 i 6) / Tertiary education	112	50	162
		69.1%	30.9%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	273	132	405
		67.4%	32.6%	100.0%
	Nezaposlen / Unemployed	109	55	164
		66.5%	33.5%	100.0%
ZAPOSLENJE / EMPLOYMENT	Student / Student	113	46	159
		71.1%	28.9%	100.0%
ZAPOSLENJE / EMPLOYMENT	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	83	41	124
		66.9%	33.1%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	69	49	118
		58.5%	41.5%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	121	50	171
		70.8%	29.2%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji od 50% do 75% prihoda / Third quarter of income	120	44	164
		73.2%	26.8%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji preko 75% prihoda / Fourth quarter of income	167	80	247
		67.6%	32.4%	100.0%
REGION	Sjeverne opštine / Northern municipalities	138	92	230
		60.0%	40.0%	100.0%
	REGION	Centralne opštine / Central municipalities	264	125
67.9%			32.1%	100.0%
REGION	Južne opštine / Southern municipalities	179	60	239
		74.9%	25.1%	100.0%
TOTAL		581	277	858
TOTAL		67.7%	32.3%	100.0%

Koji od navedenih uređaja koristite za pristup internetu, dok ste kući: Prenosivi računar Lap top / Which of the following devices do you use to access internet when you are at home: Portable computer, laptop				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	169	244	413
		40.9%	59.1%	100.0%
GODINE / AGE	16 - 24 godina / years	105	151	256
		41.0%	59.0%	100.0%
GODINE / AGE	25 - 55 godina / years	228	292	520
		43.8%	56.2%	100.0%
GODINE / AGE	Preko 55 godina / Over 55 years	27	54	81
		33.3%	66.7%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	74	122	196
		37.8%	62.2%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	189	305	494
	38.3%	61.7%	100.0%	
OBRAZOVANJE / EDUCATION	Tercijarno obrazovanje (5 i 6) / Tertiary education	94	67	161
		58.4%	41.6%	100.0%
ZAPOSLJENJE / EMPLOYMENT	Zaposlen / Employed	182	223	405
		44.9%	55.1%	100.0%
	Nezaposlen / Unemployed	64	100	164
		39.0%	61.0%	100.0%
ZAPOSLJENJE / EMPLOYMENT	Student / Student	74	86	160
		46.3%	53.8%	100.0%
ZAPOSLJENJE / EMPLOYMENT	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	38	86	124
		30.6%	69.4%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	44	74	118
		37.3%	62.7%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	52	119	171
		30.4%	69.6%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji od 50% do 75% prihoda / Third quarter of income	67	96	163
		41.1%	58.9%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji preko 75% prihoda / Fourth quarter of income	127	120	247
		51.4%	48.6%	100.0%
REGION	Sjeverne opštine / Northern municipalities	90	141	231
		39.0%	61.0%	100.0%
	Centralne opštine / Central municipalities	165	225	390
	42.3%	57.7%	100.0%	
REGION	Južne opštine / Southern municipalities	107	132	239
		44.8%	55.2%	100.0%
TOTAL		362	498	860
		42.1%	57.9%	100.0%

Koji od navedenih uređaja koristite za pristup internetu, dok ste kući: Preko mobilnih telefona koji podržavaju mogućnost korišćenja interneta(GPRS ,UMTS) / Which of the following devices do you use to access internet when you are at home: Internet enabled mobile phone

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	72	341	413
		17.4%	82.6%	100.0%
	Ženski / Female	100	343	443
		22.6%	77.4%	100.0%
GODINE / AGE	16 - 24 godina / years	74	182	256
		28.9%	71.1%	100.0%
	25 - 55 godina / years	91	430	521
		17.5%	82.5%	100.0%
	Preko 55 godina / Over 55 years	7	74	81
		8.6%	91.4%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	36	160	196
		18.4%	81.6%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	93	401	494
		18.8%	81.2%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	41	120	161
		25.5%	74.5%	100.0%
ZAPOSLIENJE / EMPLOYMENT	Zaposlen / Employed	75	331	406
		18.5%	81.5%	100.0%
	Nezaposlen / Unemployed	21	143	164
		12.8%	87.2%	100.0%
Student / Student	46	114	160	
	28.8%	71.3%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	29	95	124
		23.4%	76.6%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	26	92	118
		22.0%	78.0%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	31	140	171
		18.1%	81.9%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	29	134	163	
	17.8%	82.2%	100.0%	
U kategoriji preko 75% prihoda / Fourth quarter of income	44	203	247	
	17.8%	82.2%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	52	179	231
		22.5%	77.5%	100.0%
	Centralne opštine / Central municipalities	81	308	389
20.8%		79.2%	100.0%	
Južne opštine / Southern municipalities	39	200	239	
	16.3%	83.7%	100.0%	
TOTAL		172	687	859
		20.0%	80.0%	100.0%

Koји od navedenih uređaja koristite za pristup internetu, dok ste kući: Preko ručnog kompjutera (PDA,PALMTOP) / Which of the following devices do you use to access internet when you are at home: Handheld computer				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	14	399	413
		3.4%	96.6%	100.0%
	Ženski / Female	14	429	443
		3.2%	96.8%	100.0%
GODINE / AGE	16 - 24 godina / years	12	244	256
		4.7%	95.3%	100.0%
	25 - 55 godina / years	16	505	521
3.1%		96.9%	100.0%	
	Preko 55 godina / Over 55 years	1	81	82
		1.2%	98.8%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	7	189	196
		3.6%	96.4%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	14	480	494
2.8%		97.2%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	5	156	161
		3.1%	96.9%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	10	396	406
		2.5%	97.5%	100.0%
	Nezaposlen / Unemployed	6	158	164
		3.7%	96.3%	100.0%
Student / Student	7	152	159	
	4.4%	95.6%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	3	121	124
		2.4%	97.6%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	4	114	118
		3.4%	96.6%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	5	166	171
		2.9%	97.1%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	3	160	163	
	1.8%	98.2%	100.0%	
U kategoriji preko 75% prihoda / Fourth quarter of income	8	239	247	
	3.2%	96.8%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	7	224	231
		3.0%	97.0%	100.0%
	Centralne opštine / Central municipalities	12	377	389
3.1%		96.9%	100.0%	
Južne opštine / Southern municipalities	10	229	239	
	4.2%	95.8%	100.0%	
TOTAL		29	830	859
		3.4%	96.6%	100.0%

Koji od navedenih uređaja koristite za pristup internetu, dok ste kući: TV sa posebnim internet mogućnostima / Which of the following devices do you use to access internet when you are at home: TV with internet capability

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	5	408	413
		1.2%	98.8%	100.0%
POL / SEX	Ženski / Female	4	439	443
		0.9%	99.1%	100.0%
GODINE / AGE	16 - 24 godina / years	1	255	256
		0.4%	99.6%	100.0%
	25 - 55 godina / years	5	515	520
GODINE / AGE	Preko 55 godina / Over 55 years	1.0%	99.0%	100.0%
		2	79	81
GODINE / AGE		2.5%	97.5%	100.0%
		OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	0
0.0%	100.0%			100.0%
OBRAZOVANJE / EDUCATION	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)		6	488
		1.2%	98.8%	100.0%
OBRAZOVANJE / EDUCATION	Tercijarno obrazovanje (5 i 6) / Tertiary education	3	158	161
		1.9%	98.1%	100.0%
ZAPOSLJENJE / EMPLOYMENT	Zaposlen / Employed	5	400	405
		1.2%	98.8%	100.0%
	Nezaposlen / Unemployed	1	163	164
		0.6%	99.4%	100.0%
ZAPOSLJENJE / EMPLOYMENT	Student / Student	1	158	159
		0.6%	99.4%	100.0%
ZAPOSLJENJE / EMPLOYMENT	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	1	122	123
		0.8%	99.2%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	1	118	119
		0.8%	99.2%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	1	170	171
		0.6%	99.4%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji od 50% do 75% prihoda / Third quarter of income	5	159	164
		3.0%	97.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji preko 75% prihoda / Fourth quarter of income	3	244	247
		1.2%	98.8%	100.0%
REGION	Sjeverne opštine / Northern municipalities	4	227	231
		1.7%	98.3%	100.0%
	REGION	Centralne opštine / Central municipalities	3	386
0.8%			99.2%	100.0%
REGION	Južne opštine / Southern municipalities	2	236	238
		0.8%	99.2%	100.0%
TOTAL		9	849	858
		1.0%	99.0%	100.0%

Koji od navedenih uređaja koristite za pristup internetu, dok ste kući: Igračka konzola / Which of the following devices do you use to access internet when you are at home: Gaming console

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	4	409	413
		1.0%	99.0%	100.0%
POL / SEX	Ženski / Female	2	442	444
		0.5%	99.5%	100.0%
GODINE / AGE	16 - 24 godina / years	4	252	256
		1.6%	98.4%	100.0%
	25 - 55 godina / years	1	519	520
GODINE / AGE	Preko 55 godina / Over 55 years	0	82	82
		0.0%	100.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	2	194	196
		1.0%	99.0%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	2	491	493
OBRAZOVANJE / EDUCATION	Tercijarno obrazovanje (5 i 6) / Tertiary education	0.4%	99.6%	100.0%
		1	160	161
OBRAZOVANJE / EDUCATION		0.6%	99.4%	100.0%
		Zaposlen / Employed	0	405
ZAPOSLENJE / EMPLOYMENT	Nezaposlen / Unemployed	0.0%	100.0%	100.0%
		3	161	164
ZAPOSLENJE / EMPLOYMENT	Student / Student	1.8%	98.2%	100.0%
		1	158	159
ZAPOSLENJE / EMPLOYMENT	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	0.6%	99.4%	100.0%
		1	123	124
ZAPOSLENJE / EMPLOYMENT		0.8%	99.2%	100.0%
		U prvih 25% prihoda / First quarter of income	1	118
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji od 25% do 50% prihoda / Second quarter of income	0.8%	99.2%	100.0%
		1	170	171
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji od 50% do 75% prihoda / Third quarter of income	0.6%	99.4%	100.0%
		1	163	164
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji preko 75% prihoda / Fourth quarter of income	0.6%	99.4%	100.0%
		1	245	246
REGION	Sjeverne opštine / Northern municipalities	0.4%	99.6%	100.0%
		2	229	231
REGION	Centralne opštine / Central municipalities	0.9%	99.1%	100.0%
		3	386	389
REGION	Južne opštine / Southern municipalities	0.8%	99.2%	100.0%
		0	239	239
TOTAL		0.0%	100.0%	100.0%
		5	854	859
TOTAL		0.6%	99.4%	100.0%

Tip internet konekcije: Modem dial up (Normalna linija ili ISDN) / Type of internet connection: Dial up modem (normal line or ISDN)				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	114 27.7%	297 72.3%	411 100.0%
	Ženski / Female	137 30.9%	307 69.1%	444 100.0%
GODINE / AGE	16 - 24 godina / years	75 29.3%	181 70.7%	256 100.0%
	25 - 55 godina / years	156 30.0%	364 70.0%	520 100.0%
	Preko 55 godina / Over 55 years	20 25.0%	60 75.0%	80 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	61 31.4%	133 68.6%	194 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	146 29.6%	348 70.4%	494 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	43 26.7%	118 73.3%	161 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	110 27.1%	296 72.9%	406 100.0%
	Nezaposlen / Unemployed	55 33.5%	109 66.5%	164 100.0%
	Student / Student	50 31.4%	109 68.6%	159 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	35 28.7%	87 71.3%	122 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	38 32.2%	80 67.8%	118 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	50 29.2%	121 70.8%	171 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	56 34.8%	105 65.2%	161 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	71 28.7%	176 71.3%	247 100.0%
REGION	Sjeverne opštine / Northern municipalities	100 43.3%	131 56.7%	231 100.0%
	Centralne opštine / Central municipalities	109 28.1%	279 71.9%	388 100.0%
	Južne opštine / Southern municipalities	43 18.0%	196 82.0%	239 100.0%
TOTAL		252 29.4%	606 70.6%	858 100.0%

Tip internet konekcije: DSL (ADSL,SHDL) / Type of internet connection: DSL (ADSL, SHDL)				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	243	168	411
		59.1%	40.9%	100.0%
	Ženski / Female	232	211	443
		52.4%	47.6%	100.0%
GODINE / AGE	16 - 24 godina / years	146	110	256
		57.0%	43.0%	100.0%
	25 - 55 godina / years	294	227	521
		56.4%	43.6%	100.0%
	Preko 55 godina / Over 55 years	37	43	80
		46.3%	53.8%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	115	79	194
		59.3%	40.7%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	253	241	494
		51.2%	48.8%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	105	56	161
		65.2%	34.8%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	235	170	405
		58.0%	42.0%	100.0%
	Nezaposlen / Unemployed	78	87	165
		47.3%	52.7%	100.0%
Student / Student	98	61	159	
	61.6%	38.4%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	62	60	122
		50.8%	49.2%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	53	66	119
		44.5%	55.5%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	84	87	171
		49.1%	50.9%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	92	70	162	
	56.8%	43.2%	100.0%	
U kategoriji preko 75% prihoda / Fourth quarter of income	147	100	247	
	59.5%	40.5%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	95	136	231
		41.1%	58.9%	100.0%
	Centralne opštine / Central municipalities	212	175	387
		54.8%	45.2%	100.0%
Južne opštine / Southern municipalities	169	70	239	
	70.7%	29.3%	100.0%	
TOTAL		476	381	857
		55.5%	44.5%	100.0%

Tip internet konekcije: Mrežni fiksni (cable, fiber , ethernet ,PLC) / Type of internet connection: Cable (fiber, ethernet, PLC)				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	16	395	411
		3.9%	96.1%	100.0%
	Ženski / Female	22	421	443
		5.0%	95.0%	100.0%
GODINE / AGE	16 - 24 godina / years	8	248	256
		3.1%	96.9%	100.0%
	25 - 55 godina / years	22	499	521
	4.2%	95.8%	100.0%	
	Preko 55 godina / Over 55 years	8	71	79
		10.1%	89.9%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	9	185	194
		4.6%	95.4%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	22	472	494
	4.5%	95.5%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	5	156	161
		3.1%	96.9%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	21	385	406
		5.2%	94.8%	100.0%
	Nezaposlen / Unemployed	6	158	164
		3.7%	96.3%	100.0%
	Student / Student	5	154	159
		3.1%	96.9%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	6	116	122
		4.9%	95.1%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	6	112	118
		5.1%	94.9%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	12	159	171
		7.0%	93.0%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	6	155	161
		3.7%	96.3%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	10	237	247
		4.0%	96.0%	100.0%
REGION	Sjeverne opštine / Northern municipalities	6	224	230
		2.6%	97.4%	100.0%
	Centralne opštine / Central municipalities	17	370	387
	4.4%	95.6%	100.0%	
	Južne opštine / Southern municipalities	14	225	239
		5.9%	94.1%	100.0%
TOTAL		37	819	856
		4.3%	95.7%	100.0%

Tip internet konekcije: Fiksni wireless (Satellite, Wifi, WiMax) / Type of internet connection: Fixed wireless (satellite, WiFi, WiMax)				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	38	373	411
		9.2%	90.8%	100.0%
POL / SEX	Ženski / Female	48	395	443
		10.8%	89.2%	100.0%
GODINE / AGE	16 - 24 godina / years	29	227	256
		11.3%	88.7%	100.0%
	25 - 55 godina / years	49	471	520
		9.4%	90.6%	100.0%
	Preko 55 godina / Over 55 years	8	72	80
		10.0%	90.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	16	178	194
		8.2%	91.8%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	50	444	494
		10.1%	89.9%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	18	143	161
		11.2%	88.8%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	40	366	406
		9.9%	90.1%	100.0%
	Nezaposlen / Unemployed	16	148	164
		9.8%	90.2%	100.0%
	Student / Student	19	140	159
		11.9%	88.1%	100.0%
Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	11	111	122	
	9.0%	91.0%	100.0%	
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	9	109	118
		7.6%	92.4%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	16	155	171
		9.4%	90.6%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	13	149	162
		8.0%	92.0%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	31	216	247
		12.6%	87.4%	100.0%
REGION	Sjeverne opštine / Northern municipalities	11	220	231
		4.8%	95.2%	100.0%
	Centralne opštine / Central municipalities	49	339	388
		12.6%	87.4%	100.0%
	Južne opštine / Southern municipalities	27	212	239
		11.3%	88.7%	100.0%
TOTAL		87	771	858
		10.1%	89.9%	100.0%

Tip internet konekcije: Mobilna wireless konekcija / Type of internet connection: Mobile wireless connection				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	20 4.9%	391 95.1%	411 100.0%
	Ženski / Female	28 6.3%	416 93.7%	444 100.0%
GODINE / AGE	16 - 24 godina / years	18 7.0%	238 93.0%	256 100.0%
	25 - 55 godina / years	28 5.4%	493 94.6%	521 100.0%
	Preko 55 godina / Over 55 years	1 1.3%	78 98.7%	79 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	5 2.6%	189 97.4%	194 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	27 5.5%	466 94.5%	493 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	14 8.7%	147 91.3%	161 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	23 5.7%	383 94.3%	406 100.0%
	Nezaposlen / Unemployed	7 4.3%	157 95.7%	164 100.0%
	Student / Student	14 8.8%	146 91.3%	160 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	4 3.3%	118 96.7%	122 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	6 5.0%	113 95.0%	119 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	12 7.0%	159 93.0%	171 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	9 5.6%	152 94.4%	161 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	12 4.9%	235 95.1%	247 100.0%
REGION	Sjeverne opštine / Northern municipalities	11 4.8%	220 95.2%	231 100.0%
	Centralne opštine / Central municipalities	26 6.7%	361 93.3%	387 100.0%
	Južne opštine / Southern municipalities	10 4.2%	229 95.8%	239 100.0%
TOTAL		47 5.5%	810 94.5%	857 100.0%

Tip internet konekcije: Mobilna wireless konekcija preko 3G telefona (UMTS,WiMax) / Type of internet connection: Mobile wireless connection using 3G phone				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	2	409	411
		0.5%	99.5%	100.0%
	Ženski / Female	4	439	443
		0.9%	99.1%	100.0%
GODINE / AGE	16 - 24 godina / years	4	252	256
		1.6%	98.4%	100.0%
	25 - 55 godina / years	2	519	521
		0.4%	99.6%	100.0%
	Preko 55 godina / Over 55 years	0	80	80
		0.0%	100.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	2	193	195
		1.0%	99.0%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	3	491	494
		0.6%	99.4%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	1	160	161
		0.6%	99.4%	100.0%
ZAPOSLJENJE / EMPLOYMENT	Zaposlen / Employed	2	403	405
		0.5%	99.5%	100.0%
	Nezaposlen / Unemployed	0	164	164
		0.0%	100.0%	100.0%
Student / Student	3	157	160	
	1.9%	98.1%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	1	121	122
		0.8%	99.2%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	0	118	118
		0.0%	100.0%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	3	168	171
		1.8%	98.2%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	1	160	161	
	0.6%	99.4%	100.0%	
U kategoriji preko 75% prihoda / Fourth quarter of income	0	247	247	
	0.0%	100.0%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	2	229	231
		0.9%	99.1%	100.0%
	Centralne opštine / Central municipalities	4	383	387
1.0%		99.0%	100.0%	
	Južne opštine / Southern municipalities	0	239	239
		0.0%	100.0%	100.0%
TOTAL		6	851	857
		0.7%	99.3%	100.0%

Tip internet konekcije: Mobilna wireless konekcija preko 3G modema (UMTS,WiMax) / Type of internet connection: Mobile wireless connection using 3G modem				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	3 0.7%	408 99.3%	411 100.0%
	Ženski / Female	6 1.4%	437 98.6%	443 100.0%
GODINE / AGE	16 - 24 godina / years	3 1.2%	253 98.8%	256 100.0%
	25 - 55 godina / years	6 1.2%	515 98.8%	521 100.0%
	Preko 55 godina / Over 55 years	0 0.0%	80 100.0%	80 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	2 1.0%	193 99.0%	195 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	7 1.4%	487 98.6%	494 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	1 0.6%	160 99.4%	161 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	4 1.0%	401 99.0%	405 100.0%
	Nezaposlen / Unemployed	2 1.2%	162 98.8%	164 100.0%
	Student / Student	3 1.9%	157 98.1%	160 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	1 0.8%	121 99.2%	122 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	0 0.0%	118 100.0%	118 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	3 1.8%	168 98.2%	171 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	0 0.0%	161 100.0%	161 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	6 2.4%	241 97.6%	247 100.0%
REGION	Sjeverne opštine / Northern municipalities	0 0.0%	231 100.0%	231 100.0%
	Centralne opštine / Central municipalities	5 1.3%	382 98.7%	387 100.0%
	Južne opštine / Southern municipalities	4 1.7%	235 98.3%	239 100.0%
TOTAL		9 1.1%	848 98.9%	857 100.0%

Tip internet konekcije: Mobilni telefon (GPRS) / Type of internet connection: Mobile phone (GPRS)				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	49	361	410
		12.0%	88.0%	100.0%
	Ženski / Female	73	370	443
		16.5%	83.5%	100.0%
GODINE / AGE	16 - 24 godina / years	52	204	256
		20.3%	79.7%	100.0%
	25 - 55 godina / years	63	457	520
12.1%		87.9%	100.0%	
	Preko 55 godina / Over 55 years	7	72	79
		8.9%	91.1%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	29	166	195
		14.9%	85.1%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	65	429	494
13.2%		86.8%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	28	133	161
		17.4%	82.6%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	49	356	405
		12.1%	87.9%	100.0%
	Nezaposlen / Unemployed	23	141	164
		14.0%	86.0%	100.0%
Student / Student	30	129	159	
	18.9%	81.1%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	20	102	122
		16.4%	83.6%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	22	97	119
		18.5%	81.5%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	26	145	171
		15.2%	84.8%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	18	143	161	
	11.2%	88.8%	100.0%	
	U kategoriji preko 75% prihoda / Fourth quarter of income	28	218	246
		11.4%	88.6%	100.0%
REGION	Sjeverne opštine / Northern municipalities	54	177	231
		23.4%	76.6%	100.0%
	Centralne opštine / Central municipalities	46	342	388
11.9%		88.1%	100.0%	
	Južne opštine / Southern municipalities	23	216	239
		9.6%	90.4%	100.0%
TOTAL		123	735	858
		14.3%	85.7%	100.0%

Koji su razlozi nemanja interneta: Koristim se internetom negdje drugo / What are the reasons that you don't have internet: I use internet elsewhere				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	20	273	293
		6.8%	93.2%	100.0%
	Ženski / Female	19	278	297
		6.4%	93.6%	100.0%
GODINE / AGE	16 - 24 godina / years	13	28	41
		31.7%	68.3%	100.0%
	25 - 55 godina / years	21	285	306
	6.9%	93.1%	100.0%	
	Preko 55 godina / Over 55 years	2	238	240
		0.8%	99.2%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	11	337	348
		3.2%	96.8%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	19	193	212
	9.0%	91.0%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	9	20	29
		31.0%	69.0%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	19	121	140
		13.6%	86.4%	100.0%
	Nezaposlen / Unemployed	6	185	191
		3.1%	96.9%	100.0%
	Student / Student	10	15	25
		40.0%	60.0%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	3	229	232
		1.3%	98.7%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	7	287	294
		2.4%	97.6%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	10	132	142
		7.0%	93.0%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	5	49	54
		9.3%	90.7%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	9	25	34
		26.5%	73.5%	100.0%
REGION	Sjeverne opštine / Northern municipalities	8	340	348
		2.3%	97.7%	100.0%
	Centralne opštine / Central municipalities	18	131	149
	12.1%	87.9%	100.0%	
	Južne opštine / Southern municipalities	14	80	94
		14.9%	85.1%	100.0%
TOTAL		40	551	591
		6.8%	93.2%	100.0%

Koji su razlozi nemanja interneta: Ne želim pristup internetu / What are the reasons that you don't have internet: I don't what internet access				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	40 13.7%	253 86.3%	293 100.0%
	Ženski / Female	29 9.8%	267 90.2%	296 100.0%
GODINE / AGE	16 - 24 godina / years	2 5.0%	38 95.0%	40 100.0%
	25 - 55 godina / years	38 12.4%	268 87.6%	306 100.0%
	Preko 55 godina / Over 55 years	29 12.0%	212 88.0%	241 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	32 9.2%	315 90.8%	347 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	37 17.4%	176 82.6%	213 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	1 3.4%	28 96.6%	29 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	17 12.1%	123 87.9%	140 100.0%
	Nezaposlen / Unemployed	19 9.9%	172 90.1%	191 100.0%
	Student / Student	1 4.0%	24 96.0%	25 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	31 13.4%	201 86.6%	232 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	41 13.9%	253 86.1%	294 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	15 10.5%	128 89.5%	143 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	2 3.7%	52 96.3%	54 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	5 14.7%	29 85.3%	34 100.0%
REGION	Sjeverne opštine / Northern municipalities	34 9.8%	314 90.2%	348 100.0%
	Centralne opštine / Central municipalities	22 14.9%	126 85.1%	148 100.0%
	Južne opštine / Southern municipalities	14 14.9%	80 85.1%	94 100.0%
TOTAL		70 11.9%	520 88.1%	590 100.0%

Koји su razlozi nemanja interneta: Ne treba mi internet (nije zabavan, koristan) / What are the reasons that you don't have internet: I don't need internet				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	73 24.9%	220 75.1%	293 100.0%
	Ženski / Female	66 22.2%	231 77.8%	297 100.0%
GODINE / AGE	16 - 24 godina / years	2 5.0%	38 95.0%	40 100.0%
	25 - 55 godina / years	61 19.9%	246 80.1%	307 100.0%
	Preko 55 godina / Over 55 years	76 31.5%	165 68.5%	241 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	88 25.4%	259 74.6%	347 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	45 21.1%	168 78.9%	213 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	6 20.7%	23 79.3%	29 100.0%
ZAPOSLIENJE / EMPLOYMENT	Zaposlen / Employed	19 13.6%	121 86.4%	140 100.0%
	Nezaposlen / Unemployed	56 29.3%	135 70.7%	191 100.0%
	Student / Student	0 0.0%	24 100.0%	24 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	64 27.6%	168 72.4%	232 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	85 28.9%	209 71.1%	294 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	27 19.0%	115 81.0%	142 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	7 13.0%	47 87.0%	54 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	5 14.7%	29 85.3%	34 100.0%
REGION	Sjeverne opštine / Northern municipalities	77 22.1%	271 77.9%	348 100.0%
	Centralne opštine / Central municipalities	38 25.5%	111 74.5%	149 100.0%
	Južne opštine / Southern municipalities	24 25.8%	69 74.2%	93 100.0%
TOTAL		139 23.6%	451 76.4%	590 100.0%

Koji su razlozi nemanja interneta: Neophodna oprema za internet je skupa / What are the reasons that you don't have internet: Equipment for internet is expensive

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	79	215	294
		26.9%	73.1%	100.0%
GODINE / AGE	16 - 24 godina / years	11	30	41
		26.8%	73.2%	100.0%
GODINE / AGE	25 - 55 godina / years	83	224	307
		27.0%	73.0%	100.0%
GODINE / AGE	Preko 55 godina / Over 55 years	62	179	241
		25.7%	74.3%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	95	252	347
		27.4%	72.6%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	52	160	212
	24.5%	75.5%	100.0%	
OBRAZOVANJE / EDUCATION	Tercijarno obrazovanje (5 i 6) / Tertiary education	7	22	29
		24.1%	75.9%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	32	108	140
		22.9%	77.1%	100.0%
	Nezaposlen / Unemployed	58	133	191
		30.4%	69.6%	100.0%
ZAPOSLENJE / EMPLOYMENT	Student / Student	7	17	24
		29.2%	70.8%	100.0%
ZAPOSLENJE / EMPLOYMENT	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	58	175	233
		24.9%	75.1%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	91	203	294
		31.0%	69.0%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	32	111	143
		22.4%	77.6%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji od 50% do 75% prihoda / Third quarter of income	11	43	54
		20.4%	79.6%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji preko 75% prihoda / Fourth quarter of income	5	29	34
		14.7%	85.3%	100.0%
REGION	Sjeverne opštine / Northern municipalities	99	249	348
		28.4%	71.6%	100.0%
	Centralne opštine / Central municipalities	34	114	148
	23.0%	77.0%	100.0%	
REGION	Južne opštine / Southern municipalities	22	71	93
		23.7%	76.3%	100.0%
TOTAL		155	434	589
		26.3%	73.7%	100.0%

Koји su razlozi nemanja interneta: Pristup internetu je jako skup (telefonska linija, pretplata) / What are the reasons that you don't have internet: Internet access is very expensive		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	96 32.8%	197 67.2%	293 100.0%
	Ženski / Female	93 31.4%	203 68.6%	296 100.0%
GODINE / AGE	16 - 24 godina / years	16 40.0%	24 60.0%	40 100.0%
	25 - 55 godina / years	118 38.6%	188 61.4%	306 100.0%
	Preko 55 godina / Over 55 years	55 22.8%	186 77.2%	241 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	103 29.6%	245 70.4%	348 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	75 35.2%	138 64.8%	213 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	12 41.4%	17 58.6%	29 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	50 35.7%	90 64.3%	140 100.0%
	Nezaposlen / Unemployed	79 41.4%	112 58.6%	191 100.0%
	Student / Student	7 29.2%	17 70.8%	24 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	52 22.3%	181 77.7%	233 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	99 33.7%	195 66.3%	294 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	51 35.9%	91 64.1%	142 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	18 33.3%	36 66.7%	54 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	7 20.6%	27 79.4%	34 100.0%
REGION	Sjeverne opštine / Northern municipalities	123 35.3%	225 64.7%	348 100.0%
	Centralne opštine / Central municipalities	45 30.4%	103 69.6%	148 100.0%
	Južne opštine / Southern municipalities	21 22.6%	72 77.4%	93 100.0%
TOTAL		189 32.1%	400 67.9%	589 100.0%

Koji su razlozi nemanja interneta: Ne znam da ga koristim / What are the reasons that you don't have internet: I don't know how to use it				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	94	200	294
		32.0%	68.0%	100.0%
POL / SEX	Ženski / Female	112	185	297
		37.7%	62.3%	100.0%
GODINE / AGE	16 - 24 godina / years	3	37	40
		7.5%	92.5%	100.0%
	25 - 55 godina / years	77	230	307
	25.1%	74.9%	100.0%	
GODINE / AGE	Preko 55 godina / Over 55 years	125	115	240
		52.1%	47.9%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	139	209	348
		39.9%	60.1%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	62	150	212
	29.2%	70.8%	100.0%	
OBRAZOVANJE / EDUCATION	Tercijarno obrazovanje (5 i 6) / Tertiary education	5	24	29
		17.2%	82.8%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	33	108	141
		23.4%	76.6%	100.0%
	Nezaposlen / Unemployed	68	123	191
		35.6%	64.4%	100.0%
ZAPOSLENJE / EMPLOYMENT	Student / Student	2	23	25
		8.0%	92.0%	100.0%
ZAPOSLENJE / EMPLOYMENT	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	103	130	233
		44.2%	55.8%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	108	186	294
		36.7%	63.3%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	59	83	142
		41.5%	58.5%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji od 50% do 75% prihoda / Third quarter of income	19	35	54
		35.2%	64.8%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji preko 75% prihoda / Fourth quarter of income	6	28	34
		17.6%	82.4%	100.0%
REGION	Sjeverne opštine / Northern municipalities	130	218	348
		37.4%	62.6%	100.0%
	Centralne opštine / Central municipalities	50	98	148
	33.8%	66.2%	100.0%	
REGION	Južne opštine / Southern municipalities	26	68	94
		27.7%	72.3%	100.0%
TOTAL		206	384	590
		34.9%	65.1%	100.0%

Koji su razlozi nemanja interneta: Zabrinut sam zbog privatnosti i sigurnosti / What are the reasons that you don't have internet: I am concerned with privacy, safety issues		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	3	290	293
		1.0%	99.0%	100.0%
	Ženski / Female	4	292	296
		1.4%	98.6%	100.0%
GODINE / AGE	16 - 24 godina / years	1	40	41
		2.4%	97.6%	100.0%
	25 - 55 godina / years	5	302	307
	1.6%	98.4%	100.0%	
	Preko 55 godina / Over 55 years	2	239	241
		0.8%	99.2%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	2	346	348
		0.6%	99.4%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	5	208	213
	2.3%	97.7%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	1	28	29
		3.4%	96.6%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	1	139	140
		0.7%	99.3%	100.0%
	Nezaposlen / Unemployed	2	189	191
		1.0%	99.0%	100.0%
	Student / Student	1	24	25
		4.0%	96.0%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	3	230	233
		1.3%	98.7%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	4	290	294
		1.4%	98.6%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	1	142	143
		0.7%	99.3%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	0	54	54
		0.0%	100.0%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	1	33	34
		2.9%	97.1%	100.0%
REGION	Sjeverne opštine / Northern municipalities	4	344	348
		1.1%	98.9%	100.0%
	Centralne opštine / Central municipalities	3	146	149
	2.0%	98.0%	100.0%	
	Južne opštine / Southern municipalities	1	93	94
		1.1%	98.9%	100.0%
TOTAL		8	583	591
		1.4%	98.6%	100.0%

Koji su razlozi nemanja interneta: Ne koristim zbog invaliditeta / What are the reasons that you don't have internet: I don't use it because of dissability

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	1	292	293
		0.3%	99.7%	100.0%
POL / SEX	Ženski / Female	1	296	297
		0.3%	99.7%	100.0%
GODINE / AGE	16 - 24 godina / years	0	40	40
		0.0%	100.0%	100.0%
	25 - 55 godina / years	2	305	307
	0.7%	99.3%	100.0%	
GODINE / AGE	Preko 55 godina / Over 55 years	0	240	240
		0.0%	100.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	0	347	347
		0.0%	100.0%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	2	211	213
	0.9%	99.1%	100.0%	
OBRAZOVANJE / EDUCATION	Tercijarno obrazovanje (5 i 6) / Tertiary education	0	29	29
		0.0%	100.0%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	0	140	140
		0.0%	100.0%	100.0%
	Nezaposlen / Unemployed	0	191	191
		0.0%	100.0%	100.0%
ZAPOSLENJE / EMPLOYMENT	Student / Student	0	24	24
		0.0%	100.0%	100.0%
ZAPOSLENJE / EMPLOYMENT	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	2	231	233
		0.9%	99.1%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	2	292	294
		0.7%	99.3%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	0	142	142
		0.0%	100.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji od 50% do 75% prihoda / Third quarter of income	0	54	54
		0.0%	100.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji preko 75% prihoda / Fourth quarter of income	0	34	34
		0.0%	100.0%	100.0%
REGION	Sjeverne opštine / Northern municipalities	2	347	349
		0.6%	99.4%	100.0%
	Centralne opštine / Central municipalities	0	148	148
	0.0%	100.0%	100.0%	
REGION	Južne opštine / Southern municipalities	0	93	93
		0.0%	100.0%	100.0%
TOTAL		2	588	590
		0.3%	99.7%	100.0%

Koji su razlozi nemanja interneta: Nemam tehničkih mogućnosti / What are the reasons that you don't have internet: I don't have technical possibilities		Da / Yes	Ne / No	Total	
POL / SEX	Muški / Male	57	236	293	
		19.5%	80.5%	100.0%	
POL / SEX	Ženski / Female	56	240	296	
		18.9%	81.1%	100.0%	
GODINE / AGE	16 - 24 godina / years	10	31	41	
		24.4%	75.6%	100.0%	
	25 - 55 godina / years	71	235	306	
		23.2%	76.8%	100.0%	
GODINE / AGE	Preko 55 godina / Over 55 years	33	208	241	
			13.7%	86.3%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	79	268	347	
			22.8%	77.2%	100.0%
OBRAZOVANJE / EDUCATION	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	32	181	213	
			15.0%	85.0%	100.0%
OBRAZOVANJE / EDUCATION	Tercijarno obrazovanje (5 i 6) / Tertiary education	3	26	29	
			10.3%	89.7%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	22	118	140	
			15.7%	84.3%	100.0%
	Nezaposlen / Unemployed	51	140	191	
			26.7%	73.3%	100.0%
ZAPOSLENJE / EMPLOYMENT	Student / Student	7	18	25	
			28.0%	72.0%	100.0%
ZAPOSLENJE / EMPLOYMENT	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	34	199	233	
			14.6%	85.4%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	68	226	294	
			23.1%	76.9%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	21	122	143	
			14.7%	85.3%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji od 50% do 75% prihoda / Third quarter of income	7	48	55	
			12.7%	87.3%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji preko 75% prihoda / Fourth quarter of income	2	32	34	
			5.9%	94.1%	100.0%
REGION	Sjeverne opštine / Northern municipalities	90	258	348	
			25.9%	74.1%	100.0%
	REGION	Centralne opštine / Central municipalities	11	137	148
			7.4%	92.6%	100.0%
REGION	Južne opštine / Southern municipalities	12	81	93	
			12.9%	87.1%	100.0%
TOTAL		113	476	589	
TOTAL		19.2%	80.8%	100.0%	

Kada ste posljednji put koristili kompjuter? / When was the last time that you used Internet?						
		U posljednja 3 mjeseca / In the last 3 months	Između 3 mjeseca i godine dana / Between 3 months and a year	Prije god ili više godina / Before more than a year	Nikad nisam koristio kompjuter / I have never used a computer	Total
POL / SEX	Muški / Male	401	29	43	258	731
		54.9%	4.0%	5.9%	35.3%	100.0%
	Ženski / Female	446	42	28	243	759
		58.8%	5.5%	3.7%	32.0%	100.0%
GODINE / AGE	16 - 24 godina / years	275	4	6	9	294
		93.5%	1.4%	2.0%	3.1%	100.0%
	25 - 55 godina / years	527	61	42	218	848
		62.1%	7.2%	5.0%	25.7%	100.0%
	Preko 55 godina / Over 55 years	45	7	23	274	349
		12.9%	2.0%	6.6%	78.5%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	182	34	27	319	562
		32.4%	6.0%	4.8%	56.8%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	489	31	40	173	733
		66.7%	4.2%	5.5%	23.6%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	174	4	4	9	191
		91.1%	2.1%	2.1%	4.7%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	401	30	38	96	565
		71.0%	5.3%	6.7%	17.0%	100.0%
	Nezaposlen / Unemployed	168	20	17	157	362
		46.4%	5.5%	4.7%	43.4%	100.0%
	Student / Student	176	3	2	0	181
		97.2%	1.7%	1.1%	0.0%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	98	19	14	248	379
		25.9%	5.0%	3.7%	65.4%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	123	21	20	262	426
		28.9%	4.9%	4.7%	61.5%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	169	16	20	124	329
		51.4%	4.9%	6.1%	37.7%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	159	11	12	44	226
		70.4%	4.9%	5.3%	19.5%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	242	8	11	22	283
		85.5%	2.8%	3.9%	7.8%	100.0%
REGION	Sjeverne opštine / Northern municipalities	227	40	30	299	596
		38.1%	6.7%	5.0%	50.2%	100.0%
	Centralne opštine / Central municipalities	386	12	16	135	549
		70.3%	2.2%	2.9%	24.6%	100.0%
	Južne opštine / Southern municipalities	237	20	25	66	348
		68.1%	5.7%	7.2%	19.0%	100.0%
TOTAL		850	72	71	500	1493
		56.9%	4.8%	4.8%	33.5%	100.0%

U prosjeku koliko često ste koristili kompjuter u posljednja 3 mjeseca / On average how often have you used computer in the last three months		Svakog dana ili gotovo svakog dana / Every day, or almost every day	Barem jednom nedjeljno ili svakog dana / At least once a week, but not every day	Barem jedno mjesечно ili ne svake nedjelje / At least once a month, but not every week	Manje od jednom mjesечно / Less than once a month	Total
POL / SEX	Muški / Male	294	91	13	4	402
		73.1%	22.6%	3.2%	1.0%	100.0%
	Ženski / Female	311	119	10	4	444
		70.0%	26.8%	2.3%	0.9%	100.0%
GODINE / AGE	16 - 24 godina / years	224	45	2	2	273
		82.1%	16.5%	0.7%	0.7%	100.0%
	25 - 55 godina / years	351	151	18	5	525
		66.9%	28.8%	3.4%	1.0%	100.0%
	Preko 55 godina / Over 55 years	28	14	2	1	45
		62.2%	31.1%	4.4%	2.2%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	119	56	4	2	181
		65.7%	30.9%	2.2%	1.1%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	341	125	17	4	487
		70.0%	25.7%	3.5%	0.8%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	141	29	1	3	174
		81.0%	16.7%	0.6%	1.7%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	280	105	14	2	401
		69.8%	26.2%	3.5%	0.5%	100.0%
	Nezaposlen / Unemployed	106	50	7	3	166
		63.9%	30.1%	4.2%	1.8%	100.0%
Student / Student	151	21	1	2	175	
	86.3%	12.0%	0.6%	1.1%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	65	32	0	1	98
		66.3%	32.7%	0.0%	1.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	73	43	3	3	122
		59.8%	35.2%	2.5%	2.5%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	118	44	6	1	169
		69.8%	26.0%	3.6%	0.6%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	117	39	3	0	159	
	73.6%	24.5%	1.9%	0.0%	100.0%	
U kategoriji preko 75% prihoda / Fourth quarter of income	186	46	5	3	240	
	77.5%	19.2%	2.1%	1.3%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	138	75	8	5	226
		61.1%	33.2%	3.5%	2.2%	100.0%
	Centralne opštine / Central municipalities	302	74	3	4	383
78.9%		19.3%	0.8%	1.0%	100.0%	
Južne opštine / Southern municipalities	166	61	11	0	238	
	69.7%	25.6%	4.6%	0.0%	100.0%	
TOTAL		606	210	22	9	847
		71.5%	24.8%	2.6%	1.1%	100.0%

U posljednja tri mjeseca, gdje ste sve koristili kompjuter: Kući / In the last three months, where did you use computer: At home

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	367	34	401
		91.5%	8.5%	100.0%
	Ženski / Female	401	45	446
		89.9%	10.1%	100.0%
GODINE / AGE	16 - 24 godina / years	250	25	275
		90.9%	9.1%	100.0%
	25 - 55 godina / years	480	47	527
91.1%		8.9%	100.0%	
	Preko 55 godina / Over 55 years	38	7	45
		84.4%	15.6%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	167	14	181
		92.3%	7.7%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	441	48	489
90.2%		9.8%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	158	17	175
		90.3%	9.7%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	360	41	401
		89.8%	10.2%	100.0%
	Nezaposlen / Unemployed	155	13	168
		92.3%	7.7%	100.0%
Student / Student	159	17	176	
	90.3%	9.7%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	92	7	99
		92.9%	7.1%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	107	16	123
		87.0%	13.0%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	149	20	169
		88.2%	11.8%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	149	10	159	
	93.7%	6.3%	100.0%	
U kategoriji preko 75% prihoda / Fourth quarter of income	221	21	242	
	91.3%	8.7%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	202	24	226
		89.4%	10.6%	100.0%
	Centralne opštine / Central municipalities	347	39	386
89.9%		10.1%	100.0%	
Južne opštine / Southern municipalities	222	16	238	
	93.3%	6.7%	100.0%	
TOTAL		771	79	850
		90.7%	9.3%	100.0%

U posljednja tri mjeseca, gdje ste sve koristili kompjuter: Na poslu / In the last three months, where did you use computer: At work		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	91 22.7%	310 77.3%	401 100.0%
	Ženski / Female	114 25.6%	332 74.4%	446 100.0%
GODINE / AGE	16 - 24 godina / years	22 8.0%	253 92.0%	275 100.0%
	25 - 55 godina / years	167 31.7%	360 68.3%	527 100.0%
	Preko 55 godina / Over 55 years	17 37.8%	28 62.2%	45 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	25 13.7%	157 86.3%	182 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	101 20.7%	388 79.3%	489 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	79 45.4%	95 54.6%	174 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	167 41.6%	234 58.4%	401 100.0%
	Nezaposlen / Unemployed	12 7.1%	157 92.9%	169 100.0%
	Student / Student	14 8.0%	162 92.0%	176 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	11 11.2%	87 88.8%	98 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	13 10.6%	110 89.4%	123 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	36 21.2%	134 78.8%	170 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	43 27.0%	116 73.0%	159 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	85 35.1%	157 64.9%	242 100.0%
REGION	Sjeverne opštine / Northern municipalities	36 15.9%	190 84.1%	226 100.0%
	Centralne opštine / Central municipalities	118 30.6%	268 69.4%	386 100.0%
	Južne opštine / Southern municipalities	53 22.3%	185 77.7%	238 100.0%
TOTAL		207 24.4%	643 75.6%	850 100.0%

U posljednja tri mjeseca, gdje ste sve koristili kompjuter: U školi, na fakultetu / In the last three months, where did you use computer: At school, at university				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	74	327	401
		18.5%	81.5%	100.0%
	Ženski / Female	76	370	446
		17.0%	83.0%	100.0%
GODINE / AGE	16 - 24 godina / years	119	156	275
		43.3%	56.7%	100.0%
	25 - 55 godina / years	31	495	526
		5.9%	94.1%	100.0%
	Preko 55 godina / Over 55 years	0	45	45
		0.0%	100.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	31	151	182
		17.0%	83.0%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	79	410	489
		16.2%	83.8%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	40	135	175
		22.9%	77.1%	100.0%
ZAPOSLJENJE / EMPLOYMENT	Zaposlen / Employed	26	375	401
		6.5%	93.5%	100.0%
	Nezaposlen / Unemployed	16	153	169
		9.5%	90.5%	100.0%
Student / Student	86	90	176	
	48.9%	51.1%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	19	80	99
		19.2%	80.8%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	23	100	123
		18.7%	81.3%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	29	141	170
		17.1%	82.9%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	30	129	159	
	18.9%	81.1%	100.0%	
U kategoriji preko 75% prihoda / Fourth quarter of income	44	198	242	
	18.2%	81.8%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	47	180	227
		20.7%	79.3%	100.0%
	Centralne opštine / Central municipalities	67	319	386
17.4%		82.6%	100.0%	
Južne opštine / Southern municipalities	36	201	237	
	15.2%	84.8%	100.0%	
TOTAL		150	700	850
		17.6%	82.4%	100.0%

U posljednja tri mjeseca, gdje ste sve koristili kompjuter: Kod prijatelja-komšije, druge osobe / In the last three months, where did you use computer: At my friend's, neighbour's house				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	99	302	401
		24.7%	75.3%	100.0%
GODINE / AGE	16 - 24 godina / years	99	346	445
		22.2%	77.8%	100.0%
GODINE / AGE	25 - 55 godina / years	109	166	275
		39.6%	60.4%	100.0%
	Preko 55 godina / Over 55 years	86	441	527
	16.3%	83.7%	100.0%	
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	1	44	45
		2.2%	97.8%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	47	135	182
	25.8%	74.2%	100.0%	
OBRAZOVANJE / EDUCATION	Tercijarno obrazovanje (5 i 6) / Tertiary education	104	385	489
		21.3%	78.7%	100.0%
ZAPOSLJENJE / EMPLOYMENT	Zaposlen / Employed	47	127	174
		27.0%	73.0%	100.0%
	Nezaposlen / Unemployed	61	340	401
		15.2%	84.8%	100.0%
ZAPOSLJENJE / EMPLOYMENT	Student / Student	41	127	168
		24.4%	75.6%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	73	103	176
	41.5%	58.5%	100.0%	
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	22	76	98
		22.4%	77.6%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	32	91	123
		26.0%	74.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji od 50% do 75% prihoda / Third quarter of income	33	136	169
		19.5%	80.5%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji preko 75% prihoda / Fourth quarter of income	37	122	159
		23.3%	76.7%	100.0%
REGION	Sjeverne opštine / Northern municipalities	62	180	242
		25.6%	74.4%	100.0%
	Centralne opštine / Central municipalities	50	177	227
	22.0%	78.0%	100.0%	
REGION	Južne opštine / Southern municipalities	95	290	385
		24.7%	75.3%	100.0%
TOTAL		53	184	237
		22.4%	77.6%	100.0%
TOTAL		198	651	849
		23.3%	76.7%	100.0%

U posljednja tri mjeseca, gdje ste sve koristili kompjuter: Drugo (hotel, biblioteka ..internet caffe) / In the last three months, where did you use computer: Other (library, hotel)

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	50 12.5%	351 87.5%	401 100.0%
	Ženski / Female	43 9.6%	403 90.4%	446 100.0%
GODINE / AGE	16 - 24 godina / years	47 17.1%	228 82.9%	275 100.0%
	25 - 55 godina / years	43 8.2%	484 91.8%	527 100.0%
	Preko 55 godina / Over 55 years	1 2.2%	44 97.8%	45 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	25 13.7%	157 86.3%	182 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	45 9.2%	444 90.8%	489 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	22 12.6%	152 87.4%	174 100.0%
ZAPOSLJENJE / EMPLOYMENT	Zaposlen / Employed	37 9.2%	364 90.8%	401 100.0%
	Nezaposlen / Unemployed	13 7.7%	156 92.3%	169 100.0%
	Student / Student	31 17.6%	145 82.4%	176 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	12 12.2%	86 87.8%	98 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	11 8.9%	112 91.1%	123 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	10 5.9%	160 94.1%	170 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	18 11.3%	141 88.7%	159 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	33 13.6%	209 86.4%	242 100.0%
REGION	Sjeverne opštine / Northern municipalities	26 11.5%	201 88.5%	227 100.0%
	Centralne opštine / Central municipalities	33 8.5%	353 91.5%	386 100.0%
	Južne opštine / Southern municipalities	34 14.3%	203 85.7%	237 100.0%
TOTAL		93 10.9%	757 89.1%	850 100.0%

Kada ste imali obuku u vezi sa bilo kojim aspektom računara a da je trajala 3h / When did you have training about any aspect of computers, which lasted for at least 3 hours

		U posljednja 3 mjeseca / In the last 3 months	Između 3 mjeseca i godišnjica / Between 3 months and a year	Između jedne i tri godine / Between 1 and 3 years	Više od 3 godine / More than 3 years	Total
POL / SEX	Muški / Male	69 15.9%	32 7.4%	49 11.3%	67 15.5%	216 49.9%
	Ženski / Female	61 12.8%	42 8.8%	59 12.4%	84 17.6%	230 48.3%
GODINE / AGE	16 - 24 godina / years	57 21.8%	27 10.3%	27 10.3%	33 12.6%	118 45.0%
	25 - 55 godina / years	67 11.6%	42 7.3%	76 13.2%	98 17.0%	293 50.9%
	Preko 55 godina / Over 55 years	6 8.7%	2 2.9%	5 7.2%	20 29.0%	36 52.2%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	31 14.4%	18 8.3%	25 11.6%	20 9.3%	122 56.5%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	76 14.6%	46 8.8%	58 11.1%	92 17.7%	249 47.8%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	24 14.5%	11 6.6%	24 14.5%	38 22.9%	69 41.6%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	46 10.8%	31 7.3%	54 12.7%	78 18.3%	217 50.9%
	Nezaposlen / Unemployed	29 15.0%	15 7.8%	30 15.5%	29 15.0%	90 46.6%
	Student / Student	36 22.2%	16 9.9%	19 11.7%	22 13.6%	69 42.6%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	20 16.0%	13 10.4%	5 4.0%	21 16.8%	66 52.8%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	26 16.8%	13 8.4%	21 13.5%	21 13.5%	74 47.7%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	19 10.1%	18 9.6%	24 12.8%	32 17.0%	95 50.5%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	24 14.0%	10 5.8%	21 12.3%	28 16.4%	88 51.5%
	U kategoriji preko 75% prihoda / Fourth quarter of income	33 14.9%	20 9.0%	24 10.8%	46 20.7%	99 44.6%
REGION	Sjeverne opštine / Northern municipalities	54 18.6%	26 8.9%	41 14.1%	35 12.0%	135 46.4%
	Centralne opštine / Central municipalities	36 9.5%	32 8.4%	49 12.9%	72 18.9%	191 50.3%
	Južne opštine / Southern municipalities	40 16.7%	16 6.7%	18 7.5%	44 18.3%	122 50.8%
TOTAL		130 14.3%	74 8.1%	108 11.9%	151 16.6%	448 49.2%

Kada ste posljednji put koristili internet / When was the last time you used Internet		U posljednja 3 mjeseca / In the last 3 months	Između 3 mjeseca i godine dana / Between 3 months and a year	Prije više od godinu dana / Before more than a year	Nikad nije sam koristio internet / I have never used internet	Total
POL / SEX	Muški / Male	387	25	28	289	729
		53.1%	3.4%	3.8%	39.6%	100.0%
	Ženski / Female	414	23	20	298	755
		54.8%	3.0%	2.6%	39.5%	100.0%
GODINE / AGE	16 - 24 godina / years	269	10	2	12	293
		91.8%	3.4%	0.7%	4.1%	100.0%
	25 - 55 godina / years	497	35	36	274	842
		59.0%	4.2%	4.3%	32.5%	100.0%
	Preko 55 godina / Over 55 years	35	2	10	301	348
		10.1%	0.6%	2.9%	86.5%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	166	13	16	364	559
		29.7%	2.3%	2.9%	65.1%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	466	28	27	212	733
		63.6%	3.8%	3.7%	28.9%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	168	4	5	12	189
		88.9%	2.1%	2.6%	6.3%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	382	22	32	127	563
		67.9%	3.9%	5.7%	22.6%	100.0%
	Nezaposlen / Unemployed	154	16	12	176	358
		43.0%	4.5%	3.4%	49.2%	100.0%
	Student / Student	174	6	1	0	181
		96.1%	3.3%	0.6%	0.0%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	87	3	3	284	377
		23.1%	0.8%	0.8%	75.3%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	113	11	7	293	424
		26.7%	2.6%	1.7%	69.1%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	154	12	11	151	328
		47.0%	3.7%	3.4%	46.0%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	156	9	10	52	227
		68.7%	4.0%	4.4%	22.9%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	231	6	13	30	280
		82.5%	2.1%	4.6%	10.7%	100.0%
REGION	Sjeverne opštine / Northern municipalities	214	13	13	355	595
		36.0%	2.2%	2.2%	59.7%	100.0%
	Centralne opštine / Central municipalities	368	16	12	145	541
		68.0%	3.0%	2.2%	26.8%	100.0%
	Južne opštine / Southern municipalities	222	18	22	88	350
		63.4%	5.1%	6.3%	25.1%	100.0%
TOTAL		804	47	47	588	1486
		54.1%	3.2%	3.2%	39.6%	100.0%

U prosjeku koliko često ste koristili internet u posljednja 3 mjeseca.... / On average how often have you used Internet in the last 3 months...

		Svakog dana ili gotovo svakog dana / Every day, or almost every day	Bar jednom svakog dana / At least once a week, not every day	Bar jednom mjesečno ili svake tri tjedne / At least once a month, but not every week	Manje od jednom mjesečno / Less than once a month	Total
POL / SEX	Muški / Male	293 75.9%	77 19.9%	15 3.9%	1 0.3%	386 100.0%
	Ženski / Female	278 67.6%	113 27.5%	12 2.9%	8 1.9%	411 100.0%
GODINE / AGE	16 - 24 godina / years	216 81.8%	43 16.3%	3 1.1%	2 0.8%	264 100.0%
	25 - 55 godina / years	331 66.6%	137 27.6%	22 4.4%	7 1.4%	497 100.0%
	Preko 55 godina / Over 55 years	24 68.6%	9 25.7%	2 5.7%	0 0.0%	35 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	104 63.4%	49 29.9%	7 4.3%	4 2.4%	164 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	326 70.4%	113 24.4%	20 4.3%	4 0.9%	463 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	137 81.5%	30 17.9%	0 0.0%	1 0.6%	168 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	264 69.5%	102 26.8%	13 3.4%	1 0.3%	380 100.0%
	Nezaposlen / Unemployed	93 60.4%	44 28.6%	12 7.8%	5 3.2%	154 100.0%
	Student / Student	149 86.6%	21 12.2%	0 0.0%	2 1.2%	172 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	60 69.0%	24 27.6%	3 3.4%	0 0.0%	87 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	64 58.2%	34 30.9%	8 7.3%	4 3.6%	110 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	106 69.3%	41 26.8%	5 3.3%	1 0.7%	153 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	111 71.6%	37 23.9%	6 3.9%	1 0.6%	155 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	176 76.5%	49 21.3%	4 1.7%	1 0.4%	230 100.0%
REGION	Sjeverne opštine / Northern municipalities	132 62.6%	65 30.8%	10 4.7%	4 1.9%	211 100.0%
	Centralne opštine / Central municipalities	278 75.5%	79 21.5%	6 1.6%	5 1.4%	368 100.0%
	Južne opštine / Southern municipalities	162 73.3%	47 21.3%	12 5.4%	0 0.0%	221 100.0%
TOTAL		572 71.5%	191 23.9%	28 3.5%	9 1.1%	800 100.0%

U posljednja tri mjeseca gdje ste sve koristili internet: Kući / In the last three months, where have you used Internet: At home				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	343	42	385
		89.1%	10.9%	100.0%
	Ženski / Female	368	46	414
		88.9%	11.1%	100.0%
GODINE / AGE	16 - 24 godina / years	242	25	267
		90.6%	9.4%	100.0%
	25 - 55 godina / years	444	54	498
	89.2%	10.8%	100.0%	
	Preko 55 godina / Over 55 years	27	8	35
		77.1%	22.9%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	140	23	163
		85.9%	14.1%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	421	45	466
	90.3%	9.7%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	148	20	168
		88.1%	11.9%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	340	42	382
		89.0%	11.0%	100.0%
	Nezaposlen / Unemployed	135	19	154
		87.7%	12.3%	100.0%
	Student / Student	154	20	174
		88.5%	11.5%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	81	5	86
		94.2%	5.8%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	92	21	113
		81.4%	18.6%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	132	21	153
		86.3%	13.7%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	142	14	156
		91.0%	9.0%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	213	18	231
		92.2%	7.8%	100.0%
REGION	Sjeverne opštine / Northern municipalities	190	23	213
		89.2%	10.8%	100.0%
	Centralne opštine / Central municipalities	320	47	367
	87.2%	12.8%	100.0%	
	Južne opštine / Southern municipalities	204	18	222
		91.9%	8.1%	100.0%
TOTAL		714	88	802
		89.0%	11.0%	100.0%

U posljednja tri mjeseca gdje ste sve koristili internet: Na poslu a da nije kući / In the last three months, where have you used Internet: At work		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	90 23.4%	295 76.6%	385 100.0%
	Ženski / Female	106 25.7%	307 74.3%	413 100.0%
GODINE / AGE	16 - 24 godina / years	23 8.6%	244 91.4%	267 100.0%
	25 - 55 godina / years	160 32.2%	337 67.8%	497 100.0%
	Preko 55 godina / Over 55 years	15 42.9%	20 57.1%	35 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	31 18.9%	133 81.1%	164 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	90 19.3%	376 80.7%	466 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	77 45.8%	91 54.2%	168 100.0%
ZAPOSLJENJE / EMPLOYMENT	Zaposlen / Employed	168 44.0%	214 56.0%	382 100.0%
	Nezaposlen / Unemployed	6 3.9%	148 96.1%	154 100.0%
	Student / Student	11 6.3%	164 93.7%	175 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	10 11.6%	76 88.4%	86 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	21 18.6%	92 81.4%	113 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	26 17.1%	126 82.9%	152 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	45 29.0%	110 71.0%	155 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	76 32.8%	156 67.2%	232 100.0%
REGION	Sjeverne opštine / Northern municipalities	40 18.8%	173 81.2%	213 100.0%
	Centralne opštine / Central municipalities	106 28.8%	262 71.2%	368 100.0%
	Južne opštine / Southern municipalities	52 23.4%	170 76.6%	222 100.0%
TOTAL		198 24.7%	605 75.3%	803 100.0%

U posljednja tri mjeseca gdje ste sve koristili internet: U školi - na fakultetu / In the last three months, where have you used Internet: At school or at university

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	77	309	386
		19.9%	80.1%	100.0%
POL / SEX	Ženski / Female	70	343	413
		16.9%	83.1%	100.0%
GODINE / AGE	16 - 24 godina / years	118	150	268
		44.0%	56.0%	100.0%
	25 - 55 godina / years	30	468	498
	6.0%	94.0%	100.0%	
GODINE / AGE	Preko 55 godina / Over 55 years	0	35	35
		0.0%	100.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	31	133	164
		18.9%	81.1%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	81	384	465
	17.4%	82.6%	100.0%	
OBRAZOVANJE / EDUCATION	Tercijarno obrazovanje (5 i 6) / Tertiary education	34	133	167
		20.4%	79.6%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	25	356	381
		6.6%	93.4%	100.0%
	Nezaposlen / Unemployed	18	137	155
		11.6%	88.4%	100.0%
ZAPOSLENJE / EMPLOYMENT	Student / Student	83	91	174
		47.7%	52.3%	100.0%
ZAPOSLENJE / EMPLOYMENT	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	20	67	87
		23.0%	77.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	23	90	113
		20.4%	79.6%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	28	125	153
		18.3%	81.7%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji od 50% do 75% prihoda / Third quarter of income	27	129	156
		17.3%	82.7%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji preko 75% prihoda / Fourth quarter of income	42	189	231
		18.2%	81.8%	100.0%
REGION	Sjeverne opštine / Northern municipalities	44	169	213
		20.7%	79.3%	100.0%
	Centralne opštine / Central municipalities	65	302	367
	17.7%	82.3%	100.0%	
REGION	Južne opštine / Southern municipalities	38	184	222
		17.1%	82.9%	100.0%
TOTAL		147	655	802
		18.3%	81.7%	100.0%

U posljednja tri mjeseca gdje ste sve koristili internet: Kod prijatelja, komšije, druge osobe / In the last three months, where have you used Internet: At a friend's, neighbour's house

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	106	279	385
		27.5%	72.5%	100.0%
	Ženski / Female	107	307	414
		25.8%	74.2%	100.0%
GODINE / AGE	16 - 24 godina / years	116	151	267
		43.4%	56.6%	100.0%
	25 - 55 godina / years	96	401	497
	19.3%	80.7%	100.0%	
	Preko 55 godina / Over 55 years	0	35	35
		0.0%	100.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	45	119	164
		27.4%	72.6%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	120	345	465
	25.8%	74.2%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	48	119	167
		28.7%	71.3%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	69	313	382
		18.1%	81.9%	100.0%
	Nezaposlen / Unemployed	43	111	154
		27.9%	72.1%	100.0%
	Student / Student	77	97	174
		44.3%	55.7%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	24	63	87
		27.6%	72.4%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	35	78	113
		31.0%	69.0%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	38	115	153
		24.8%	75.2%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	41	115	156
		26.3%	73.7%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	61	170	231
		26.4%	73.6%	100.0%
REGION	Sjeverne opštine / Northern municipalities	51	162	213
		23.9%	76.1%	100.0%
	Centralne opštine / Central municipalities	98	269	367
	26.7%	73.3%	100.0%	
	Južne opštine / Southern municipalities	65	157	222
		29.3%	70.7%	100.0%
TOTAL		214	588	802
		26.7%	73.3%	100.0%

U posljednja tri mjeseca gdje ste sve koristili internet: Javna biblioteka / In the last three months, where have you used Internet: Public library

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	15 3.9%	370 96.1%	385 100.0%
	Ženski / Female	5 1.2%	408 98.8%	413 100.0%
GODINE / AGE	16 - 24 godina / years	8 3.0%	259 97.0%	267 100.0%
	25 - 55 godina / years	11 2.2%	486 97.8%	497 100.0%
	Preko 55 godina / Over 55 years	2 5.7%	33 94.3%	35 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	7 4.3%	157 95.7%	164 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	7 1.5%	459 98.5%	466 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	7 4.2%	161 95.8%	168 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	10 2.6%	372 97.4%	382 100.0%
	Nezaposlen / Unemployed	3 1.9%	151 98.1%	154 100.0%
	Student / Student	7 4.0%	167 96.0%	174 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	0 0.0%	87 100.0%	87 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	6 5.3%	107 94.7%	113 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	0 0.0%	153 100.0%	153 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	2 1.3%	153 98.7%	155 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	9 3.9%	223 96.1%	232 100.0%
REGION	Sjeverne opštine / Northern municipalities	5 2.4%	207 97.6%	212 100.0%
	Centralne opštine / Central municipalities	9 2.4%	359 97.6%	368 100.0%
	Južne opštine / Southern municipalities	6 2.7%	216 97.3%	222 100.0%
TOTAL		20 2.5%	782 97.5%	802 100.0%

U posljednja tri mjeseca gdje ste sve koristili internet: Pošta / In the last three months, where have you used Internet: Post office

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	1	385	386
		0.3%	99.7%	100.0%
	Ženski / Female	1	413	414
		0.2%	99.8%	100.0%
GODINE / AGE	16 - 24 godina / years	2	266	268
		0.7%	99.3%	100.0%
	25 - 55 godina / years	0	497	497
		0.0%	100.0%	100.0%
	Preko 55 godina / Over 55 years	0	35	35
		0.0%	100.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	0	164	164
		0.0%	100.0%	100.0%
		Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	2	464
		0.4%	99.6%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	0	168	168
		0.0%	100.0%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	0	382	382
		0.0%	100.0%	100.0%
	Nezaposlen / Unemployed	0	154	154
		0.0%	100.0%	100.0%
Student / Student	2	173	175	
	1.1%	98.9%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	0	87	87
		0.0%	100.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	0	113	113
		0.0%	100.0%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	1	152	153
		0.7%	99.3%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	0	156	156	
	0.0%	100.0%	100.0%	
	U kategoriji preko 75% prihoda / Fourth quarter of income	1	230	231
		0.4%	99.6%	100.0%
REGION	Sjeverne opštine / Northern municipalities	0	212	212
		0.0%	100.0%	100.0%
	Centralne opštine / Central municipalities	1	367	368
0.3%		99.7%	100.0%	
Južne opštine / Southern municipalities	1	221	222	
	0.5%	99.5%	100.0%	
TOTAL		2	800	802
		0.2%	99.8%	100.0%

U posljednja tri mjeseca gdje ste sve koristili internet: Javna ustanova / In the last three months, where have you used Internet: Public institution

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	9	377	386
		2.3%	97.7%	100.0%
	Ženski / Female	7	407	414
		1.7%	98.3%	100.0%
GODINE / AGE	16 - 24 godina / years	4	263	267
		1.5%	98.5%	100.0%
	25 - 55 godina / years	10	487	497
		2.0%	98.0%	100.0%
	Preko 55 godina / Over 55 years	1	33	34
		2.9%	97.1%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	0	164	164
		0.0%	100.0%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	6	460	466
		1.3%	98.7%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	9	159	168
		5.4%	94.6%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	9	373	382
		2.4%	97.6%	100.0%
	Nezaposlen / Unemployed	3	151	154
		1.9%	98.1%	100.0%
	Student / Student	2	172	174
		1.1%	98.9%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	1	86	87
		1.1%	98.9%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	1	111	112
		0.9%	99.1%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	3	150	153
		2.0%	98.0%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	1	154	155
		0.6%	99.4%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	6	225	231
		2.6%	97.4%	100.0%
REGION	Sjeverne opštine / Northern municipalities	7	206	213
		3.3%	96.7%	100.0%
	Centralne opštine / Central municipalities	4	363	367
		1.1%	98.9%	100.0%
	Južne opštine / Southern municipalities	4	218	222
		1.8%	98.2%	100.0%
TOTAL		15	787	802
		1.9%	98.1%	100.0%

U posljednja tri mjeseca gdje ste sve koristili internet: Nevladina organizacija / In the last three months, where have you used Internet: Nongovernmental organization		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	6	380	386
		1.6%	98.4%	100.0%
	Ženski / Female	2	411	413
		0.5%	99.5%	100.0%
GODINE / AGE	16 - 24 godina / years	2	265	267
		0.7%	99.3%	100.0%
	25 - 55 godina / years	6	492	498
		1.2%	98.8%	100.0%
	Preko 55 godina / Over 55 years	0	35	35
		0.0%	100.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	2	162	164
		1.2%	98.8%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	3	462	465
		0.6%	99.4%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	2	166	168
		1.2%	98.8%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	2	379	381
		0.5%	99.5%	100.0%
	Nezaposlen / Unemployed	3	151	154
		1.9%	98.1%	100.0%
Student / Student	1	173	174	
	0.6%	99.4%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	1	86	87
		1.1%	98.9%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	2	111	113
		1.8%	98.2%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	1	152	153
		0.7%	99.3%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	1	155	156	
	0.6%	99.4%	100.0%	
U kategoriji preko 75% prihoda / Fourth quarter of income	2	230	232	
	0.9%	99.1%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	0	212	212
		0.0%	100.0%	100.0%
	Centralne opštine / Central municipalities	5	362	367
		1.4%	98.6%	100.0%
Južne opštine / Southern municipalities	3	219	222	
	1.4%	98.6%	100.0%	
TOTAL		8	793	801
		1.0%	99.0%	100.0%

U posljednja tri mjeseca gdje ste sve koristili internet: Internet kafe / In the last three months, where have you used Internet: Internet café

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	57 14.8%	328 85.2%	385 100.0%
	Ženski / Female	48 11.6%	366 88.4%	414 100.0%
GODINE / AGE	16 - 24 godina / years	63 23.6%	204 76.4%	267 100.0%
	25 - 55 godina / years	40 8.0%	457 92.0%	497 100.0%
	Preko 55 godina / Over 55 years	0 0.0%	35 100.0%	35 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	25 15.2%	139 84.8%	164 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	59 12.7%	407 87.3%	466 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	20 11.9%	148 88.1%	168 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	31 8.1%	351 91.9%	382 100.0%
	Nezaposlen / Unemployed	15 9.7%	139 90.3%	154 100.0%
	Student / Student	44 25.1%	131 74.9%	175 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	16 18.4%	71 81.6%	87 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	9 8.0%	104 92.0%	113 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	15 9.8%	138 90.2%	153 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	24 15.4%	132 84.6%	156 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	24 10.4%	207 89.6%	231 100.0%
REGION	Sjeverne opštine / Northern municipalities	27 12.7%	185 87.3%	212 100.0%
	Centralne opštine / Central municipalities	28 7.6%	339 92.4%	367 100.0%
	Južne opštine / Southern municipalities	50 22.5%	172 77.5%	222 100.0%
TOTAL		105 13.1%	696 86.9%	801 100.0%

U posljednja tri mjeseca gdje ste sve koristili internet: hotspot(hotel,aerodrom,ulica) .. / In the last three months, where have you used Internet: Hotspot (hotel, aeroport...)		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	22	363	385
		5.7%	94.3%	100.0%
	Ženski / Female	17	397	414
		4.1%	95.9%	100.0%
GODINE / AGE	16 - 24 godina / years	19	248	267
		7.1%	92.9%	100.0%
	25 - 55 godina / years	20	477	497
	4.0%	96.0%	100.0%	
	Preko 55 godina / Over 55 years	0	35	35
		0.0%	100.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	5	158	163
		3.1%	96.9%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	18	447	465
	3.9%	96.1%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	16	152	168
		9.5%	90.5%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	17	365	382
		4.5%	95.5%	100.0%
	Nezaposlen / Unemployed	3	151	154
		1.9%	98.1%	100.0%
	Student / Student	16	159	175
		9.1%	90.9%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	3	83	86
		3.5%	96.5%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	7	106	113
		6.2%	93.8%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	3	149	152
		2.0%	98.0%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	8	148	156
		5.1%	94.9%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	13	218	231
		5.6%	94.4%	100.0%
REGION	Sjeverne opštine / Northern municipalities	11	202	213
		5.2%	94.8%	100.0%
	Centralne opštine / Central municipalities	14	353	367
	3.8%	96.2%	100.0%	
	Južne opštine / Southern municipalities	15	208	223
		6.7%	93.3%	100.0%
TOTAL		40	763	803
		5.0%	95.0%	100.0%

Koristite li neki od navedenih uređaja za pristup internetu : Mobilni telefon ili smart phone preko GPRS / Do you use any of these devices to access internet: Mobile phone or smart phone using GPRS

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	180 46.8%	205 53.2%	385 100.0%
	Ženski / Female	185 44.7%	229 55.3%	414 100.0%
GODINE / AGE	16 - 24 godina / years	164 61.4%	103 38.6%	267 100.0%
	25 - 55 godina / years	191 38.4%	306 61.6%	497 100.0%
	Preko 55 godina / Over 55 years	9 25.7%	26 74.3%	35 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	74 45.1%	90 54.9%	164 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	213 45.8%	252 54.2%	465 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	76 45.2%	92 54.8%	168 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	151 39.5%	231 60.5%	382 100.0%
	Nezaposlen / Unemployed	64 41.6%	90 58.4%	154 100.0%
	Student / Student	106 60.9%	68 39.1%	174 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	41 47.1%	46 52.9%	87 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	49 43.8%	63 56.3%	112 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	71 46.7%	81 53.3%	152 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	67 43.2%	88 56.8%	155 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	93 40.3%	138 59.7%	231 100.0%
REGION	Sjeverne opštine / Northern municipalities	100 47.2%	112 52.8%	212 100.0%
	Centralne opštine / Central municipalities	156 42.5%	211 57.5%	367 100.0%
	Južne opštine / Southern municipalities	109 48.9%	114 51.1%	223 100.0%
TOTAL		365 45.5%	437 54.5%	802 100.0%

Koristite li neki od navedenih uređaja za pristup internetu: Mobilni telefon ili smartphone preko UMTS, HSDPA, 3G... / Do you use any of these devices to access internet: Mobile phone or smart phone using UMTS, HSDPA, 3G...

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	23 6.0%	362 94.0%	385 100.0%
	Ženski / Female	18 4.3%	396 95.7%	414 100.0%
GODINE / AGE	16 - 24 godina / years	22 8.2%	246 91.8%	268 100.0%
	25 - 55 godina / years	19 3.8%	478 96.2%	497 100.0%
	Preko 55 godina / Over 55 years	1 2.9%	34 97.1%	35 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	9 5.5%	155 94.5%	164 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	20 4.3%	446 95.7%	466 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	13 7.7%	155 92.3%	168 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	14 3.7%	367 96.3%	381 100.0%
	Nezaposlen / Unemployed	4 2.6%	151 97.4%	155 100.0%
	Student / Student	16 9.2%	158 90.8%	174 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	7 8.0%	80 92.0%	87 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	6 5.3%	107 94.7%	113 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	2 1.3%	150 98.7%	152 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	10 6.5%	145 93.5%	155 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	13 5.6%	218 94.4%	231 100.0%
REGION	Sjeverne opštine / Northern municipalities	9 4.2%	203 95.8%	212 100.0%
	Centralne opštine / Central municipalities	20 5.4%	348 94.6%	368 100.0%
	Južne opštine / Southern municipalities	12 5.4%	210 94.6%	222 100.0%
TOTAL		41 5.1%	761 94.9%	802 100.0%

Koristite li neki od navedenih uređaja za pristup internetu: Ručni kompjuter PDA Palmtop / Do you use any of these devices to access internet: Handheld computer PDA Palmtop

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	21 5.4%	365 94.6%	386 100.0%
	Ženski / Female	22 5.3%	392 94.7%	414 100.0%
GODINE / AGE	16 - 24 godina / years	17 6.4%	250 93.6%	267 100.0%
	25 - 55 godina / years	25 5.0%	472 95.0%	497 100.0%
	Preko 55 godina / Over 55 years	1 2.9%	34 97.1%	35 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	7 4.3%	157 95.7%	164 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	28 6.0%	437 94.0%	465 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	7 4.2%	161 95.8%	168 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	17 4.5%	365 95.5%	382 100.0%
	Nezaposlen / Unemployed	11 7.1%	143 92.9%	154 100.0%
	Student / Student	8 4.6%	166 95.4%	174 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	5 5.8%	81 94.2%	86 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	12 10.6%	101 89.4%	113 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	5 3.3%	148 96.7%	153 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	9 5.8%	147 94.2%	156 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	10 4.3%	221 95.7%	231 100.0%
REGION	Sjeverne opštine / Northern municipalities	7 3.3%	205 96.7%	212 100.0%
	Centralne opštine / Central municipalities	25 6.8%	343 93.2%	368 100.0%
	Južne opštine / Southern municipalities	11 4.9%	212 95.1%	223 100.0%
TOTAL		43 5.4%	760 94.6%	803 100.0%

Koristite li neki od navedenih uređaja za pristup internetu: Prenosivi kompjuter LAP TOP preko wireless konekcije, a da nije na poslu ili kući / Do you use any of these devices to access internet: Portable computer, laptop, using wireless connection not at work or home

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	67	318	385
		17.4%	82.6%	100.0%
	Ženski / Female	71	342	413
		17.2%	82.8%	100.0%
GODINE / AGE	16 - 24 godina / years	52	215	267
		19.5%	80.5%	100.0%
	25 - 55 godina / years	82	416	498
	16.5%	83.5%	100.0%	
	Preko 55 godina / Over 55 years	5	30	35
		14.3%	85.7%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	22	142	164
		13.4%	86.6%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	78	388	466
	16.7%	83.3%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	39	129	168
		23.2%	76.8%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	75	306	381
		19.7%	80.3%	100.0%
	Nezaposlen / Unemployed	15	139	154
		9.7%	90.3%	100.0%
	Student / Student	39	135	174
		22.4%	77.6%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	9	78	87
		10.3%	89.7%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	16	97	113
		14.2%	85.8%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	21	132	153
		13.7%	86.3%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	31	124	155
		20.0%	80.0%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	46	185	231
		19.9%	80.1%	100.0%
REGION	Sjeverne opštine / Northern municipalities	29	184	213
		13.6%	86.4%	100.0%
	Centralne opštine / Central municipalities	61	306	367
	16.6%	83.4%	100.0%	
	Južne opštine / Southern municipalities	49	174	223
		22.0%	78.0%	100.0%
TOTAL		139	664	803
		17.3%	82.7%	100.0%

Upotreba interneta u protekla 3 mjeseca: Slanje primanje e mail ova / For which of the following activities did you use the Internet in the last 3 months for private purpose: Sending, receiving emails

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	265 68.8%	120 31.2%	385 100.0%
	Ženski / Female	274 66.3%	139 33.7%	413 100.0%
GODINE / AGE	16 - 24 godina / years	178 66.7%	89 33.3%	267 100.0%
	25 - 55 godina / years	343 69.0%	154 31.0%	497 100.0%
	Preko 55 godina / Over 55 years	20 57.1%	15 42.9%	35 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	99 60.4%	65 39.6%	164 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	300 64.4%	166 35.6%	466 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	142 84.5%	26 15.5%	168 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	274 71.9%	107 28.1%	381 100.0%
	Nezaposlen / Unemployed	90 58.4%	64 41.6%	154 100.0%
	Student / Student	129 73.7%	46 26.3%	175 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	46 53.5%	40 46.5%	86 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	59 52.2%	54 47.8%	113 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	92 60.5%	60 39.5%	152 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	110 70.5%	46 29.5%	156 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	182 78.8%	49 21.2%	231 100.0%
REGION	Sjeverne opštine / Northern municipalities	129 60.8%	83 39.2%	212 100.0%
	Centralne opštine / Central municipalities	246 67.0%	121 33.0%	367 100.0%
	Južne opštine / Southern municipalities	167 75.2%	55 24.8%	222 100.0%
TOTAL		542 67.7%	259 32.3%	801 100.0%

Upotreba interneta u protekla 3 mjeseca: Telefoniranje preko interneta / For which of the following activities did you use the Internet in the last 3 months for private purpose: Phone calls over the Internet

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	151 39.2%	234 60.8%	385 100.0%
	Ženski / Female	179 43.2%	235 56.8%	414 100.0%
GODINE / AGE	16 - 24 godina / years	110 41.2%	157 58.8%	267 100.0%
	25 - 55 godina / years	208 41.9%	289 58.1%	497 100.0%
	Preko 55 godina / Over 55 years	13 37.1%	22 62.9%	35 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	74 45.1%	90 54.9%	164 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	175 37.6%	291 62.4%	466 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	79 47.3%	88 52.7%	167 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	157 41.1%	225 58.9%	382 100.0%
	Nezaposlen / Unemployed	67 43.5%	87 56.5%	154 100.0%
	Student / Student	76 43.7%	98 56.3%	174 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	29 33.3%	58 66.7%	87 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	39 34.5%	74 65.5%	113 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	60 39.2%	93 60.8%	153 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	75 48.4%	80 51.6%	155 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	102 44.0%	130 56.0%	232 100.0%
REGION	Sjeverne opštine / Northern municipalities	88 41.3%	125 58.7%	213 100.0%
	Centralne opštine / Central municipalities	127 34.5%	241 65.5%	368 100.0%
	Južne opštine / Southern municipalities	117 52.7%	105 47.3%	222 100.0%
TOTAL		332 41.3%	471 58.7%	803 100.0%

Upotreba interneta u protekla 3 mjeseca: Postovanje poruka na chat stranama, socijalni mrezama blogovima ... / For which of the following activities did you use the Internet in the last 3 months for private purpose: Posting messages on chat pages, social networks, blogs...

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	196	189	385
		50.9%	49.1%	100.0%
	Ženski / Female	200	213	413
		48.4%	51.6%	100.0%
GODINE / AGE	16 - 24 godina / years	178	89	267
		66.7%	33.3%	100.0%
	25 - 55 godina / years	214	283	497
	43.1%	56.9%	100.0%	
	Preko 55 godina / Over 55 years	3	32	35
		8.6%	91.4%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	92	72	164
		56.1%	43.9%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	218	247	465
	46.9%	53.1%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	85	82	167
		50.9%	49.1%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	168	214	382
		44.0%	56.0%	100.0%
	Nezaposlen / Unemployed	70	84	154
		45.5%	54.5%	100.0%
	Student / Student	119	55	174
		68.4%	31.6%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	41	46	87
		47.1%	52.9%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	46	67	113
		40.7%	59.3%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	69	84	153
		45.1%	54.9%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	87	69	156
		55.8%	44.2%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	116	115	231
		50.2%	49.8%	100.0%
REGION	Sjeverne opštine / Northern municipalities	97	116	213
		45.5%	54.5%	100.0%
	Centralne opštine / Central municipalities	159	209	368
	43.2%	56.8%	100.0%	
	Južne opštine / Southern municipalities	142	81	223
		63.7%	36.3%	100.0%
TOTAL		398	406	804
		49.5%	50.5%	100.0%

Upotreba interneta u protekla 3 mjeseca: Nalaženje informacija o robi i servisima / For which of the following activities did you use the Internet in the last 3 months for private purpose: Finding information about goods or services				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	145 37.7%	240 62.3%	385 100.0%
	Ženski / Female	136 32.9%	277 67.1%	413 100.0%
GODINE / AGE	16 - 24 godina / years	85 31.8%	182 68.2%	267 100.0%
	25 - 55 godina / years	185 37.2%	312 62.8%	497 100.0%
	Preko 55 godina / Over 55 years	10 28.6%	25 71.4%	35 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	47 28.7%	117 71.3%	164 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	153 32.8%	313 67.2%	466 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	82 49.1%	85 50.9%	167 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	159 41.6%	223 58.4%	382 100.0%
	Nezaposlen / Unemployed	39 25.3%	115 74.7%	154 100.0%
	Student / Student	59 33.9%	115 66.1%	174 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	24 27.9%	62 72.1%	86 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	24 21.4%	88 78.6%	112 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	43 28.1%	110 71.9%	153 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	66 42.6%	89 57.4%	155 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	105 45.5%	126 54.5%	231 100.0%
REGION	Sjeverne opštine / Northern municipalities	61 28.8%	151 71.2%	212 100.0%
	Centralne opštine / Central municipalities	121 32.9%	247 67.1%	368 100.0%
	Južne opštine / Southern municipalities	101 45.5%	121 54.5%	222 100.0%
TOTAL		283 35.3%	519 64.7%	802 100.0%

Upotreba interneta u protekla 3 mjeseca: Korišćenje servisa vezanih za putovanja i smještaj / For which of the following activities did you use the Internet in the last 3 months for private purpose: Using travel and accomodation services

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	52 13.5%	333 86.5%	385 100.0%
	Ženski / Female	65 15.7%	348 84.3%	413 100.0%
GODINE / AGE	16 - 24 godina / years	35 13.1%	232 86.9%	267 100.0%
	25 - 55 godina / years	78 15.7%	419 84.3%	497 100.0%
	Preko 55 godina / Over 55 years	6 17.1%	29 82.9%	35 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	22 13.4%	142 86.6%	164 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	58 12.4%	408 87.6%	466 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	40 23.8%	128 76.2%	168 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	70 18.3%	312 81.7%	382 100.0%
	Nezaposlen / Unemployed	21 13.6%	133 86.4%	154 100.0%
	Student / Student	18 10.3%	156 89.7%	174 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	9 10.3%	78 89.7%	87 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	9 8.0%	104 92.0%	113 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	19 12.4%	134 87.6%	153 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	28 17.9%	128 82.1%	156 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	42 18.2%	189 81.8%	231 100.0%
REGION	Sjeverne opštine / Northern municipalities	29 13.6%	184 86.4%	213 100.0%
	Centralne opštine / Central municipalities	53 14.4%	315 85.6%	368 100.0%
	Južne opštine / Southern municipalities	38 17.1%	184 82.9%	222 100.0%
TOTAL		120 14.9%	683 85.1%	803 100.0%

Upotreba interneta u protekla 3 mjeseca: Slušanje web radija ili gledanje web tv-a / For which of the following activities did you use the Internet in the last 3 months for private purpose: Listening to web radio, watching web tv				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	80	306	386
		20.7%	79.3%	100.0%
	Ženski / Female	68	346	414
		16.4%	83.6%	100.0%
GODINE / AGE	16 - 24 godina / years	55	213	268
		20.5%	79.5%	100.0%
	25 - 55 godina / years	90	407	497
	18.1%	81.9%	100.0%	
	Preko 55 godina / Over 55 years	2	32	34
		5.9%	94.1%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	23	140	163
		14.1%	85.9%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	88	378	466
	18.9%	81.1%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	35	133	168
		20.8%	79.2%	100.0%
ZAPOSLIENJE / EMPLOYMENT	Zaposlen / Employed	81	301	382
		21.2%	78.8%	100.0%
	Nezaposlen / Unemployed	21	133	154
		13.6%	86.4%	100.0%
	Student / Student	33	141	174
		19.0%	81.0%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	12	74	86
		14.0%	86.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	14	99	113
		12.4%	87.6%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	32	121	153
		20.9%	79.1%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	33	123	156
		21.2%	78.8%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	51	180	231
		22.1%	77.9%	100.0%
REGION	Sjeverne opštine / Northern municipalities	25	188	213
		11.7%	88.3%	100.0%
	Centralne opštine / Central municipalities	71	296	367
	19.3%	80.7%	100.0%	
	Južne opštine / Southern municipalities	51	171	222
		23.0%	77.0%	100.0%
TOTAL		147	655	802
		18.3%	81.7%	100.0%

Upotreba interneta u protekla 3 mjeseca: Upload različitih sadržaja koje ste sami kreirali (text, slike, video muzika) na stranama predviđenim za to / For which of the following activities did you use the Internet in the last 3 months for private purpose: Uploading self-created content

		Da / Yes	Ne / No	Total	
POL / SEX	Muški / Male	66	319	385	
		17.1%	82.9%	100.0%	
POL / SEX	Ženski / Female	68	346	414	
		16.4%	83.6%	100.0%	
GODINE / AGE	16 - 24 godina / years	60	207	267	
		22.5%	77.5%	100.0%	
	25 - 55 godina / years	72	426	498	
GODINE / AGE		14.5%	85.5%	100.0%	
	Preko 55 godina / Over 55 years	1	34	35	
		2.9%	97.1%	100.0%	
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	25	139	164	
		15.2%	84.8%	100.0%	
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	74	392	466	
OBRAZOVANJE / EDUCATION		15.9%	84.1%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	35	133	168	
		20.8%	79.2%	100.0%	
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	60	321	381	
		15.7%	84.3%	100.0%	
	Nezaposlen / Unemployed	24	130	154	
		15.6%	84.4%	100.0%	
ZAPOSLENJE / EMPLOYMENT	Student / Student	34	140	174	
		19.5%	80.5%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	15	71	86	
		17.4%	82.6%	100.0%	
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	9	104	113	
		8.0%	92.0%	100.0%	
	U kategoriji od 25% do 50% prihoda / Second quarter of income	24	129	153	
		15.7%	84.3%	100.0%	
	U kategoriji od 50% do 75% prihoda / Third quarter of income	29	127	156	
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME		18.6%	81.4%	100.0%	
	U kategoriji preko 75% prihoda / Fourth quarter of income	41	190	231	
		17.7%	82.3%	100.0%	
	REGION	Sjeverne opštine / Northern municipalities	34	178	212
			16.0%	84.0%	100.0%
Centralne opštine / Central municipalities		54	314	368	
REGION		14.7%	85.3%	100.0%	
	Južne opštine / Southern municipalities	46	176	222	
		20.7%	79.3%	100.0%	
TOTAL		134	668	802	
		16.7%	83.3%	100.0%	

Upotreba interneta u protekla 3 mjeseca: Download softwera a da nijesu igrice / For which of the following activities did you use the Internet in the last 3 months for private purpose: Downloading software other than games

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	82	303	385
		21.3%	78.7%	100.0%
	Ženski / Female	49	364	413
		11.9%	88.1%	100.0%
GODINE / AGE	16 - 24 godina / years	61	206	267
		22.8%	77.2%	100.0%
	25 - 55 godina / years	67	430	497
	13.5%	86.5%	100.0%	
	Preko 55 godina / Over 55 years	3	32	35
		8.6%	91.4%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	20	144	164
		12.2%	87.8%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	61	404	465
	13.1%	86.9%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	51	117	168
		30.4%	69.6%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	57	325	382
		14.9%	85.1%	100.0%
	Nezaposlen / Unemployed	12	143	155
		7.7%	92.3%	100.0%
	Student / Student	41	134	175
		23.4%	76.6%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	23	64	87
		26.4%	73.6%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	13	100	113
		11.5%	88.5%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	14	139	153
		9.2%	90.8%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	28	127	155
		18.1%	81.9%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	51	180	231
		22.1%	77.9%	100.0%
REGION	Sjeverne opštine / Northern municipalities	18	195	213
		8.5%	91.5%	100.0%
	Centralne opštine / Central municipalities	80	287	367
	21.8%	78.2%	100.0%	
	Južne opštine / Southern municipalities	34	188	222
		15.3%	84.7%	100.0%
TOTAL		132	670	802
		16.5%	83.5%	100.0%

Upotreba interneta u protekla 3 mjeseca: Igranje ili download igrica, slika filmova muzike.. / For which of the following activities did you use the Internet in the last 3 months for private purpose: Playing or downloading games, images, films, music

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	151	234	385
		39.2%	60.8%	100.0%
POL / SEX	Ženski / Female	159	255	414
		38.4%	61.6%	100.0%
GODINE / AGE	16 - 24 godina / years	125	142	267
		46.8%	53.2%	100.0%
	25 - 55 godina / years	178	319	497
	35.8%	64.2%	100.0%	
GODINE / AGE	Preko 55 godina / Over 55 years	5	30	35
		14.3%	85.7%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	77	86	163
		47.2%	52.8%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	162	304	466
	34.8%	65.2%	100.0%	
OBRAZOVANJE / EDUCATION	Tercijarno obrazovanje (5 i 6) / Tertiary education	70	98	168
		41.7%	58.3%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	142	240	382
		37.2%	62.8%	100.0%
	Nezaposlen / Unemployed	47	107	154
		30.5%	69.5%	100.0%
ZAPOSLENJE / EMPLOYMENT	Student / Student	81	93	174
		46.6%	53.4%	100.0%
ZAPOSLENJE / EMPLOYMENT	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	38	48	86
		44.2%	55.8%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	33	79	112
		29.5%	70.5%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	51	102	153
		33.3%	66.7%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji od 50% do 75% prihoda / Third quarter of income	62	94	156
		39.7%	60.3%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji preko 75% prihoda / Fourth quarter of income	96	135	231
		41.6%	58.4%	100.0%
REGION	Sjeverne opštine / Northern municipalities	59	153	212
		27.8%	72.2%	100.0%
	Centralne opštine / Central municipalities	132	235	367
	36.0%	64.0%	100.0%	
REGION	Južne opštine / Southern municipalities	118	104	222
		53.2%	46.8%	100.0%
TOTAL		309	492	801
		38.6%	61.4%	100.0%

Upotreba interneta u protekla 3 mjeseca: Čitanje ili download vijesti-novina-magazina / For which of the following activities did you use the Internet in the last 3 months for private purpose: Reading or downloading news, newspaper, magazines

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	217	169	386
		56.2%	43.8%	100.0%
POL / SEX	Ženski / Female	199	215	414
		48.1%	51.9%	100.0%
GODINE / AGE	16 - 24 godina / years	120	147	267
		44.9%	55.1%	100.0%
	25 - 55 godina / years	279	219	498
	56.0%	44.0%	100.0%	
GODINE / AGE	Preko 55 godina / Over 55 years	17	18	35
		48.6%	51.4%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	63	101	164
		38.4%	61.6%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	240	226	466
	51.5%	48.5%	100.0%	
OBRAZOVANJE / EDUCATION	Tercijarno obrazovanje (5 i 6) / Tertiary education	112	56	168
		66.7%	33.3%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	212	170	382
		55.5%	44.5%	100.0%
	Nezaposlen / Unemployed	79	76	155
		51.0%	49.0%	100.0%
ZAPOSLENJE / EMPLOYMENT	Student / Student	88	86	174
		50.6%	49.4%	100.0%
ZAPOSLENJE / EMPLOYMENT	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	36	51	87
		41.4%	58.6%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	51	61	112
		45.5%	54.5%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	73	80	153
		47.7%	52.3%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji od 50% do 75% prihoda / Third quarter of income	88	67	155
		56.8%	43.2%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji preko 75% prihoda / Fourth quarter of income	130	101	231
		56.3%	43.7%	100.0%
REGION	Sjeverne opštine / Northern municipalities	133	79	212
		62.7%	37.3%	100.0%
	Centralne opštine / Central municipalities	171	196	367
	46.6%	53.4%	100.0%	
REGION	Južne opštine / Southern municipalities	112	110	222
		50.5%	49.5%	100.0%
TOTAL		416	385	801
		51.9%	48.1%	100.0%

Da li ste se prijavili na redovno dobijanje informacija o novim vijestima ili servisima... / Have you subscribed to receive regularly news and services information

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	49	278	327
		15.0%	85.0%	100.0%
	Ženski / Female	45	285	330
		13.6%	86.4%	100.0%
GODINE / AGE	16 - 24 godina / years	32	182	214
		15.0%	85.0%	100.0%
	25 - 55 godina / years	57	357	414
	13.8%	86.2%	100.0%	
	Preko 55 godina / Over 55 years	6	23	29
		20.7%	79.3%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	16	106	122
		13.1%	86.9%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	52	336	388
	13.4%	86.6%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	24	120	144
		16.7%	83.3%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	45	269	314
		14.3%	85.7%	100.0%
	Nezaposlen / Unemployed	17	102	119
		14.3%	85.7%	100.0%
	Student / Student	19	131	150
		12.7%	87.3%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	13	60	73
		17.8%	82.2%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	11	76	87
		12.6%	87.4%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	12	110	122
		9.8%	90.2%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	20	110	130
		15.4%	84.6%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	28	163	191
		14.7%	85.3%	100.0%
REGION	Sjeverne opštine / Northern municipalities	14	154	168
		8.3%	91.7%	100.0%
	Centralne opštine / Central municipalities	58	237	295
	19.7%	80.3%	100.0%	
	Južne opštine / Southern municipalities	23	174	197
		11.7%	88.3%	100.0%
TOTAL		95	565	660
		14.4%	85.6%	100.0%

Upotreba interneta u protekla 3 mjeseca: Traženje posla ili slanje prijave za posao ... / For which of the following activities did you use the Internet in the last 3 months for private purpose: Looking for job or sending job application

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	39	346	385
		10.1%	89.9%	100.0%
	Ženski / Female	53	361	414
		12.8%	87.2%	100.0%
GODINE / AGE	16 - 24 godina / years	24	244	268
		9.0%	91.0%	100.0%
	25 - 55 godina / years	66	431	497
	13.3%	86.7%	100.0%	
	Preko 55 godina / Over 55 years	3	32	35
		8.6%	91.4%	100.0%
	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	18	146	164
	11.0%	89.0%	100.0%	
OBRAZOVANJE / EDUCATION	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	48	417	465
		10.3%	89.7%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	26	142	168
	15.5%	84.5%	100.0%	
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	40	341	381
		10.5%	89.5%	100.0%
	Nezaposlen / Unemployed	33	121	154
		21.4%	78.6%	100.0%
	Student / Student	13	161	174
		7.5%	92.5%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	6	81	87
		6.9%	93.1%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	6	106	112
		5.4%	94.6%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	17	136	153
		11.1%	88.9%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	27	129	156
		17.3%	82.7%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	30	201	231
		13.0%	87.0%	100.0%
REGION	Sjeverne opštine / Northern municipalities	26	187	213
		12.2%	87.8%	100.0%
	Centralne opštine / Central municipalities	43	325	368
	11.7%	88.3%	100.0%	
	Južne opštine / Southern municipalities	24	198	222
		10.8%	89.2%	100.0%
TOTAL		93	710	803
		11.6%	88.4%	100.0%

Upotreba interneta u protekla 3 mjeseca: Traženje zdravstvenih informacija / For which of the following activities did you use the Internet in the last 3 months for private purpose: Looking for health related information

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	71	315	386
		18.4%	81.6%	100.0%
	Ženski / Female	104	309	413
		25.2%	74.8%	100.0%
GODINE / AGE	16 - 24 godina / years	44	223	267
		16.5%	83.5%	100.0%
	25 - 55 godina / years	121	376	497
	24.3%	75.7%	100.0%	
	Preko 55 godina / Over 55 years	10	25	35
		28.6%	71.4%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	31	133	164
		18.9%	81.1%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	99	367	466
	21.2%	78.8%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	46	122	168
		27.4%	72.6%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	95	287	382
		24.9%	75.1%	100.0%
	Nezaposlen / Unemployed	35	119	154
		22.7%	77.3%	100.0%
	Student / Student	25	149	174
		14.4%	85.6%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	19	67	86
		22.1%	77.9%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	21	92	113
		18.6%	81.4%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	27	125	152
		17.8%	82.2%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	38	118	156
		24.4%	75.6%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	59	172	231
		25.5%	74.5%	100.0%
REGION	Sjeverne opštine / Northern municipalities	60	152	212
		28.3%	71.7%	100.0%
	Centralne opštine / Central municipalities	67	301	368
	18.2%	81.8%	100.0%	
	Južne opštine / Southern municipalities	48	174	222
		21.6%	78.4%	100.0%
TOTAL		175	627	802
		21.8%	78.2%	100.0%

Upotreba interneta u protekla 3 mjeseca: Internet bankarstvo / For which of the following activities did you use the Internet in the last 3 months for private purpose: Internet banking

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	21	365	386
		5.4%	94.6%	100.0%
	Ženski / Female	25	389	414
		6.0%	94.0%	100.0%
GODINE / AGE	16 - 24 godina / years	16	252	268
		6.0%	94.0%	100.0%
	25 - 55 godina / years	29	468	497
	5.8%	94.2%	100.0%	
	Preko 55 godina / Over 55 years	1	34	35
		2.9%	97.1%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	7	157	164
		4.3%	95.7%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	22	444	466
	4.7%	95.3%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	16	152	168
		9.5%	90.5%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	23	359	382
		6.0%	94.0%	100.0%
	Nezaposlen / Unemployed	12	143	155
		7.7%	92.3%	100.0%
	Student / Student	9	166	175
		5.1%	94.9%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	2	84	86
		2.3%	97.7%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	3	109	112
		2.7%	97.3%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	8	144	152
		5.3%	94.7%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	11	144	155
		7.1%	92.9%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	16	215	231
		6.9%	93.1%	100.0%
REGION	Sjeverne opštine / Northern municipalities	6	206	212
		2.8%	97.2%	100.0%
	Centralne opštine / Central municipalities	21	347	368
	5.7%	94.3%	100.0%	
	Južne opštine / Southern municipalities	18	204	222
		8.1%	91.9%	100.0%
TOTAL		45	757	802
		5.6%	94.4%	100.0%

Upotreba interneta u protekla 3 mjeseca: Prodaja roba i servisa / For which of the following activities did you use the Internet in the last 3 months for private purpose: Selling goods or services

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	24	362	386
		6.2%	93.8%	100.0%
	Ženski / Female	18	396	414
		4.3%	95.7%	100.0%
GODINE / AGE	16 - 24 godina / years	14	253	267
		5.2%	94.8%	100.0%
	25 - 55 godina / years	27	471	498
	5.4%	94.6%	100.0%	
	Preko 55 godina / Over 55 years	1	34	35
		2.9%	97.1%	100.0%
	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	4	160	164
	2.4%	97.6%	100.0%	
OBRAZOVANJE / EDUCATION	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	29	437	466
		6.2%	93.8%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	9	158	167
	5.4%	94.6%	100.0%	
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	22	359	381
		5.8%	94.2%	100.0%
	Nezaposlen / Unemployed	5	149	154
		3.2%	96.8%	100.0%
	Student / Student	10	164	174
		5.7%	94.3%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	4	83	87
		4.6%	95.4%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	4	109	113
		3.5%	96.5%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	7	146	153
		4.6%	95.4%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	13	143	156
		8.3%	91.7%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	16	215	231
		6.9%	93.1%	100.0%
REGION	Sjeverne opštine / Northern municipalities	12	201	213
		5.6%	94.4%	100.0%
	Centralne opštine / Central municipalities	19	349	368
	5.2%	94.8%	100.0%	
	Južne opštine / Southern municipalities	11	211	222
		5.0%	95.0%	100.0%
TOTAL		42	761	803
		5.2%	94.8%	100.0%

Upotreba interneta u protekla 3 mjeseca: Pretraživanje informacija o edukacijama, treninzima i kursevima
/ For which of the following activities did you use the Internet in the last 3 months for private purpose:
Looking for information about education, training...

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	64	321	385
		16.6%	83.4%	100.0%
	Ženski / Female	56	357	413
		13.6%	86.4%	100.0%
GODINE / AGE	16 - 24 godina / years	39	228	267
		14.6%	85.4%	100.0%
	25 - 55 godina / years	77	420	497
	15.5%	84.5%	100.0%	
	Preko 55 godina / Over 55 years	3	32	35
		8.6%	91.4%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	23	140	163
		14.1%	85.9%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	59	407	466
	12.7%	87.3%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	37	131	168
		22.0%	78.0%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	65	317	382
		17.0%	83.0%	100.0%
	Nezaposlen / Unemployed	25	129	154
		16.2%	83.8%	100.0%
	Student / Student	23	151	174
		13.2%	86.8%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	8	79	87
		9.2%	90.8%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	12	101	113
		10.6%	89.4%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	19	133	152
		12.5%	87.5%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	31	125	156
		19.9%	80.1%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	37	194	231
		16.0%	84.0%	100.0%
REGION	Sjeverne opštine / Northern municipalities	42	171	213
		19.7%	80.3%	100.0%
	Centralne opštine / Central municipalities	39	328	367
	10.6%	89.4%	100.0%	
	Južne opštine / Southern municipalities	39	183	222
		17.6%	82.4%	100.0%
TOTAL		120	682	802
		15.0%	85.0%	100.0%

Upotreba interneta u protekla 3 mjeseca: Učešće na on line kursu / For which of the following activities did you use the Internet in the last 3 months for private purpose: Taking an online course

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	25	360	385
		6.5%	93.5%	100.0%
	Ženski / Female	19	395	414
		4.6%	95.4%	100.0%
GODINE / AGE	16 - 24 godina / years	16	251	267
		6.0%	94.0%	100.0%
	25 - 55 godina / years	28	469	497
		5.6%	94.4%	100.0%
	Preko 55 godina / Over 55 years	1	34	35
		2.9%	97.1%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	11	153	164
		6.7%	93.3%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	22	443	465
		4.7%	95.3%	100.0%
Tercijarno obrazovanje (5 i 6) / Tertiary education	11	156	167	
	6.6%	93.4%	100.0%	
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	24	358	382
		6.3%	93.7%	100.0%
	Nezaposlen / Unemployed	9	145	154
		5.8%	94.2%	100.0%
	Student / Student	7	167	174
		4.0%	96.0%	100.0%
Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	4	82	86	
	4.7%	95.3%	100.0%	
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	4	109	113
		3.5%	96.5%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	7	146	153
		4.6%	95.4%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	11	145	156
		7.1%	92.9%	100.0%
U kategoriji preko 75% prihoda / Fourth quarter of income	12	219	231	
	5.2%	94.8%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	9	203	212
		4.2%	95.8%	100.0%
	Centralne opštine / Central municipalities	19	349	368
		5.2%	94.8%	100.0%
	Južne opštine / Southern municipalities	16	206	222
		7.2%	92.8%	100.0%
TOTAL		44	758	802
		5.5%	94.5%	100.0%

Upotreba interneta u protekla 3 mjeseca: Korišćenje interneta za potrebe učenja / For which of the following activities did you use the Internet in the last 3 months for private purpose: Consulting the internet for learning purposes

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	139 36.1%	246 63.9%	385 100.0%
	Ženski / Female	148 35.7%	266 64.3%	414 100.0%
GODINE / AGE	16 - 24 godina / years	132 49.4%	135 50.6%	267 100.0%
	25 - 55 godina / years	149 30.0%	348 70.0%	497 100.0%
	Preko 55 godina / Over 55 years	7 20.0%	28 80.0%	35 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	56 34.1%	108 65.9%	164 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	159 34.2%	306 65.8%	465 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	71 42.3%	97 57.7%	168 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	113 29.7%	268 70.3%	381 100.0%
	Nezaposlen / Unemployed	46 29.9%	108 70.1%	154 100.0%
	Student / Student	85 48.6%	90 51.4%	175 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	42 48.3%	45 51.7%	87 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	37 33.0%	75 67.0%	112 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	52 34.0%	101 66.0%	153 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	53 34.0%	103 66.0%	156 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	86 37.1%	146 62.9%	232 100.0%
REGION	Sjeverne opštine / Northern municipalities	100 46.9%	113 53.1%	213 100.0%
	Centralne opštine / Central municipalities	123 33.5%	244 66.5%	367 100.0%
	Južne opštine / Southern municipalities	65 29.3%	157 70.7%	222 100.0%
TOTAL		288 35.9%	514 64.1%	802 100.0%

Javna administracija, korišćenje interneta : preuzimanje informacija sa web strana javne uprave / Public administration and using the internet: Obtaining information from public authorities' web site

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	120	289	409
		29.3%	70.7%	100.0%
	Ženski / Female	137	299	436
		31.4%	68.6%	100.0%
GODINE / AGE	16 - 24 godina / years	98	179	277
		35.4%	64.6%	100.0%
	25 - 55 godina / years	145	385	530
		27.4%	72.6%	100.0%
	Preko 55 godina / Over 55 years	14	23	37
		37.8%	62.2%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	41	133	174
		23.6%	76.4%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	141	353	494
		28.5%	71.5%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	73	99	172
		42.4%	57.6%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	123	281	404
		30.4%	69.6%	100.0%
	Nezaposlen / Unemployed	38	130	168
		22.6%	77.4%	100.0%
	Student / Student	52	128	180
		28.9%	71.1%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	43	47	90
	47.8%	52.2%	100.0%	
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	24	100	124
		19.4%	80.6%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	51	115	166
		30.7%	69.3%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	48	117	165
		29.1%	70.9%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	76	161	237
		32.1%	67.9%	100.0%
REGION	Sjeverne opštine / Northern municipalities	55	170	225
		24.4%	75.6%	100.0%
	Centralne opštine / Central municipalities	131	252	383
		34.2%	65.8%	100.0%
	Južne opštine / Southern municipalities	72	167	239
		30.1%	69.9%	100.0%
TOTAL		258	589	847
		30.5%	69.5%	100.0%

Javna administracija, korišćenje interneta : Download zvaničnih formi i formulara / Public administration and using the internet: Downloading official forms		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	60 14.7%	349 85.3%	409 100.0%
	Ženski / Female	52 11.9%	384 88.1%	436 100.0%
GODINE / AGE	16 - 24 godina / years	34 12.3%	243 87.7%	277 100.0%
	25 - 55 godina / years	73 13.7%	458 86.3%	531 100.0%
	Preko 55 godina / Over 55 years	5 13.5%	32 86.5%	37 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	11 6.3%	164 93.7%	175 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	62 12.6%	432 87.4%	494 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	38 22.1%	134 77.9%	172 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	64 15.8%	340 84.2%	404 100.0%
	Nezaposlen / Unemployed	15 8.9%	154 91.1%	169 100.0%
	Student / Student	23 12.7%	158 87.3%	181 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	10 11.1%	80 88.9%	90 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	9 7.3%	115 92.7%	124 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	23 13.9%	142 86.1%	165 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	24 14.5%	141 85.5%	165 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	39 16.5%	198 83.5%	237 100.0%
REGION	Sjeverne opštine / Northern municipalities	30 13.3%	196 86.7%	226 100.0%
	Centralne opštine / Central municipalities	54 14.1%	330 85.9%	384 100.0%
	Južne opštine / Southern municipalities	28 11.7%	211 88.3%	239 100.0%
TOTAL		112 13.2%	737 86.8%	849 100.0%

Javna administracija, korišćenje interneta: Slanje popunjenih formulara / Public administration and using the internet: Sending filled in forms

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	35	374	409
		8.6%	91.4%	100.0%
	Ženski / Female	39	397	436
		8.9%	91.1%	100.0%
GODINE / AGE	16 - 24 godina / years	21	256	277
		7.6%	92.4%	100.0%
	25 - 55 godina / years	48	482	530
	9.1%	90.9%	100.0%	
	Preko 55 godina / Over 55 years	4	33	37
		10.8%	89.2%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	13	162	175
		7.4%	92.6%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	32	462	494
	6.5%	93.5%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	29	143	172
		16.9%	83.1%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	45	359	404
		11.1%	88.9%	100.0%
	Nezaposlen / Unemployed	5	163	168
		3.0%	97.0%	100.0%
	Student / Student	19	161	180
		10.6%	89.4%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	3	87	90
		3.3%	96.7%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	8	116	124
		6.5%	93.5%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	13	152	165
		7.9%	92.1%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	19	146	165
		11.5%	88.5%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	22	216	238
		9.2%	90.8%	100.0%
REGION	Sjeverne opštine / Northern municipalities	26	199	225
		11.6%	88.4%	100.0%
	Centralne opštine / Central municipalities	27	357	384
	7.0%	93.0%	100.0%	
	Južne opštine / Southern municipalities	21	218	239
		8.8%	91.2%	100.0%
TOTAL		74	774	848
		8.7%	91.3%	100.0%

Kada ste posljednji put kupili ili narucili robu za privatne potrebe preko interneta (ne preko e maila) / When was the last time you bought or ordered goods via internet, for private purposes						
		U posljednja 3 mjeseca / In the last 3 months	Između 3 mjeseca i godinacina / Between 3 months and a year	Prije više od godinacina / Before more than a year	Nikada / Never	Total
POL / SEX	Muški / Male	35	22	25	352	434
		8.1%	5.1%	5.8%	81.1%	100.0%
POL / SEX	Ženski / Female	29	21	16	381	447
		6.5%	4.7%	3.6%	85.2%	100.0%
GODINE / AGE	16 - 24 godina / years	27	17	15	216	275
		9.8%	6.2%	5.5%	78.5%	100.0%
	25 - 55 godina / years	34	23	25	476	558
6.1%		4.1%	4.5%	85.3%	100.0%	
GODINE / AGE	Preko 55 godina / Over 55 years	3	3	1	39	46
		6.5%	6.5%	2.2%	84.8%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	11	11	5	162	189
		5.8%	5.8%	2.6%	85.7%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	37	22	22	432	513
7.2%		4.3%	4.3%	84.2%	100.0%	
OBRAZOVANJE / EDUCATION	Tercijarno obrazovanje (5 i 6) / Tertiary education	14	11	13	136	174
		8.0%	6.3%	7.5%	78.2%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	27	26	20	355	428
		6.3%	6.1%	4.7%	82.9%	100.0%
	Nezaposlen / Unemployed	15	5	7	153	180
		8.3%	2.8%	3.9%	85.0%	100.0%
ZAPOSLENJE / EMPLOYMENT	Student / Student	14	6	13	143	176
		8.0%	3.4%	7.4%	81.3%	100.0%
ZAPOSLENJE / EMPLOYMENT	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	5	6	2	80	93
		5.4%	6.5%	2.2%	86.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	6	7	8	104	125
		4.8%	5.6%	6.4%	83.2%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	12	5	7	151	175
		6.9%	2.9%	4.0%	86.3%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji od 50% do 75% prihoda / Third quarter of income	13	9	10	141	173
		7.5%	5.2%	5.8%	81.5%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji preko 75% prihoda / Fourth quarter of income	19	9	10	209	247
		7.7%	3.6%	4.0%	84.6%	100.0%
REGION	Sjeverne opštine / Northern municipalities	10	5	10	210	235
		4.3%	2.1%	4.3%	89.4%	100.0%
	REGION	Centralne opštine / Central municipalities	34	20	21	312
8.8%			5.2%	5.4%	80.6%	100.0%
REGION	Južne opštine / Southern municipalities	21	18	10	212	261
		8.0%	6.9%	3.8%	81.2%	100.0%
TOTAL		65	43	41	734	883
TOTAL		7.4%	4.9%	4.6%	83.1%	100.0%

Kupovina, naručivanje roba i usluga preko neta: Hrana / Buying, ordering goods over internet: Food				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	9	48	57
		15.8%	84.2%	100.0%
	Ženski / Female	5	45	50
		10.0%	90.0%	100.0%
GODINE / AGE	16 - 24 godina / years	7	37	44
		15.9%	84.1%	100.0%
	25 - 55 godina / years	6	51	57
10.5%		89.5%	100.0%	
	Preko 55 godina / Over 55 years	1	6	7
		14.3%	85.7%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	4	18	22
		18.2%	81.8%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	7	51	58
12.1%		87.9%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	2	22	24
		8.3%	91.7%	100.0%
ZAPOSLJENJE / EMPLOYMENT	Zaposlen / Employed	5	48	53
		9.4%	90.6%	100.0%
	Nezaposlen / Unemployed	3	16	19
		15.8%	84.2%	100.0%
Student / Student	1	20	21	
	4.8%	95.2%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	4	8	12
		33.3%	66.7%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	1	13	14
		7.1%	92.9%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	1	16	17
		5.9%	94.1%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	2	20	22	
	9.1%	90.9%	100.0%	
U kategoriji preko 75% prihoda / Fourth quarter of income	5	23	28	
	17.9%	82.1%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	2	13	15
		13.3%	86.7%	100.0%
	Centralne opštine / Central municipalities	4	49	53
7.5%		92.5%	100.0%	
Južne opštine / Southern municipalities	8	31	39	
	20.5%	79.5%	100.0%	
TOTAL		14	93	107
		13.1%	86.9%	100.0%

Kupovina, naručivanje roba i usluga preko neta: Stvari za kuću namještaj, igračke / Buying, ordering goods over internet: Household goods

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	6	51	57
		10.5%	89.5%	100.0%
	Ženski / Female	8	42	50
		16.0%	84.0%	100.0%
GODINE / AGE	16 - 24 godina / years	9	35	44
		20.5%	79.5%	100.0%
	25 - 55 godina / years	5	52	57
8.8%		91.2%	100.0%	
	Preko 55 godina / Over 55 years	0	7	7
		0.0%	100.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	4	18	22
		18.2%	81.8%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	6	52	58
10.3%		89.7%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	4	20	24
		16.7%	83.3%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	4	49	53
		7.5%	92.5%	100.0%
	Nezaposlen / Unemployed	2	17	19
		10.5%	89.5%	100.0%
Student / Student	5	16	21	
	23.8%	76.2%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	3	9	12
		25.0%	75.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	0	14	14
		0.0%	100.0%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	1	16	17
		5.9%	94.1%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	4	18	22	
	18.2%	81.8%	100.0%	
	U kategoriji preko 75% prihoda / Fourth quarter of income	6	22	28
		21.4%	78.6%	100.0%
REGION	Sjeverne opštine / Northern municipalities	3	12	15
		20.0%	80.0%	100.0%
	Centralne opštine / Central municipalities	5	48	53
9.4%		90.6%	100.0%	
	Južne opštine / Southern municipalities	6	32	38
		15.8%	84.2%	100.0%
TOTAL		14	92	106
		13.2%	86.8%	100.0%

Kupovina, naručivanje roba i usluga preko neta: Ljekovi / Buying, ordering goods over internet: Medicines				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	3	54	57
		5.3%	94.7%	100.0%
	Ženski / Female	2	48	50
		4.0%	96.0%	100.0%
GODINE / AGE	16 - 24 godina / years	3	41	44
		6.8%	93.2%	100.0%
	25 - 55 godina / years	2	55	57
3.5%		96.5%	100.0%	
	Preko 55 godina / Over 55 years	0	7	7
		0.0%	100.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	2	20	22
		9.1%	90.9%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	2	56	58
3.4%		96.6%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	1	24	25
		4.0%	96.0%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	1	52	53
		1.9%	98.1%	100.0%
	Nezaposlen / Unemployed	1	18	19
		5.3%	94.7%	100.0%
Student / Student	0	21	21	
	0.0%	100.0%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	2	10	12
		16.7%	83.3%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	1	13	14
		7.1%	92.9%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	0	17	17
		0.0%	100.0%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	0	22	22	
	0.0%	100.0%	100.0%	
U kategoriji preko 75% prihoda / Fourth quarter of income	2	26	28	
	7.1%	92.9%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	1	14	15
		6.7%	93.3%	100.0%
	Centralne opštine / Central municipalities	0	54	54
0.0%		100.0%	100.0%	
Južne opštine / Southern municipalities	4	34	38	
	10.5%	89.5%	100.0%	
TOTAL		5	102	107
		4.7%	95.3%	100.0%

Kupovina, naručivanje roba i usluga preko neta: Film, muzika / Buying, ordering goods over internet: Movies, music		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	25	33	58
		43.1%	56.9%	100.0%
	Ženski / Female	12	38	50
		24.0%	76.0%	100.0%
GODINE / AGE	16 - 24 godina / years	19	25	44
		43.2%	56.8%	100.0%
	25 - 55 godina / years	17	40	57
29.8%		70.2%	100.0%	
	Preko 55 godina / Over 55 years	1	5	6
		16.7%	83.3%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	9	13	22
		40.9%	59.1%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	22	36	58
		37.9%	62.1%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	5	20	25
		20.0%	80.0%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	18	35	53
		34.0%	66.0%	100.0%
	Nezaposlen / Unemployed	3	16	19
		15.8%	84.2%	100.0%
Student / Student	7	13	20	
	35.0%	65.0%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	5	6	11
		45.5%	54.5%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	2	12	14
		14.3%	85.7%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	6	11	17
		35.3%	64.7%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	10	12	22	
	45.5%	54.5%	100.0%	
	U kategoriji preko 75% prihoda / Fourth quarter of income	11	17	28
		39.3%	60.7%	100.0%
REGION	Sjeverne opštine / Northern municipalities	4	11	15
		26.7%	73.3%	100.0%
	Centralne opštine / Central municipalities	15	38	53
28.3%		71.7%	100.0%	
	Južne opštine / Southern municipalities	17	21	38
		44.7%	55.3%	100.0%
TOTAL		36	70	106
		34.0%	66.0%	100.0%

Kupovina, naručivanje roba i usluga preko neta: Knjige časopisi novine, ali ne elektronska izdanja / Buying, ordering goods over internet: Books, magazines, newspapers

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	15	42	57
		26.3%	73.7%	100.0%
	Ženski / Female	6	44	50
		12.0%	88.0%	100.0%
GODINE / AGE	16 - 24 godina / years	8	36	44
		18.2%	81.8%	100.0%
	25 - 55 godina / years	11	46	57
19.3%		80.7%	100.0%	
	Preko 55 godina / Over 55 years	1	5	6
		16.7%	83.3%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	9	13	22
		40.9%	59.1%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	7	51	58
12.1%		87.9%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	3	21	24
		12.5%	87.5%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	12	41	53
		22.6%	77.4%	100.0%
	Nezaposlen / Unemployed	1	18	19
		5.3%	94.7%	100.0%
Student / Student	2	19	21	
	9.5%	90.5%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	4	7	11
		36.4%	63.6%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	2	11	13
		15.4%	84.6%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	4	13	17
		23.5%	76.5%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	5	17	22	
	22.7%	77.3%	100.0%	
U kategoriji preko 75% prihoda / Fourth quarter of income	5	23	28	
	17.9%	82.1%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	5	10	15
		33.3%	66.7%	100.0%
	Centralne opštine / Central municipalities	6	47	53
11.3%		88.7%	100.0%	
Južne opštine / Southern municipalities	10	29	39	
	25.6%	74.4%	100.0%	
TOTAL		21	86	107
		19.6%	80.4%	100.0%

Kupovina, naručivanje roba i usluga preko neta: Materijali za učenje on line / Buying, ordering goods over internet: e-learning materials		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	7	50	57
		12.3%	87.7%	100.0%
	Ženski / Female	4	45	49
		8.2%	91.8%	100.0%
GODINE / AGE	16 - 24 godina / years	5	38	43
		11.6%	88.4%	100.0%
	25 - 55 godina / years	6	50	56
10.7%		89.3%	100.0%	
	Preko 55 godina / Over 55 years	0	7	7
		0.0%	100.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	4	18	22
		18.2%	81.8%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	5	53	58
8.6%		91.4%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	2	22	24
		8.3%	91.7%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	6	47	53
		11.3%	88.7%	100.0%
	Nezaposlen / Unemployed	1	19	20
		5.0%	95.0%	100.0%
Student / Student	2	19	21	
	9.5%	90.5%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	2	10	12
		16.7%	83.3%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	1	13	14
		7.1%	92.9%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	0	17	17
		0.0%	100.0%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	5	17	22	
	22.7%	77.3%	100.0%	
	U kategoriji preko 75% prihoda / Fourth quarter of income	4	24	28
		14.3%	85.7%	100.0%
REGION	Sjeverne opštine / Northern municipalities	1	14	15
		6.7%	93.3%	100.0%
	Centralne opštine / Central municipalities	3	51	54
5.6%		94.4%	100.0%	
	Južne opštine / Southern municipalities	8	31	39
		20.5%	79.5%	100.0%
TOTAL		12	96	108
		11.1%	88.9%	100.0%

Kupovina, naručivanje roba i usluga preko neta: Garderoba sportska oprema / Buying, ordering goods over internet: Clothes, sports equipment

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	9	49	58
		15.5%	84.5%	100.0%
	Ženski / Female	10	40	50
		20.0%	80.0%	100.0%
GODINE / AGE	16 - 24 godina / years	11	32	43
		25.6%	74.4%	100.0%
	25 - 55 godina / years	7	49	56
12.5%		87.5%	100.0%	
	Preko 55 godina / Over 55 years	0	7	7
		0.0%	100.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	5	16	21
		23.8%	76.2%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	8	50	58
13.8%		86.2%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	4	20	24
		16.7%	83.3%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	3	50	53
		5.7%	94.3%	100.0%
	Nezaposlen / Unemployed	4	15	19
		21.1%	78.9%	100.0%
Student / Student	4	17	21	
	19.0%	81.0%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	6	5	11
		54.5%	45.5%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	2	11	13
		15.4%	84.6%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	1	16	17
		5.9%	94.1%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	1	21	22	
	4.5%	95.5%	100.0%	
U kategoriji preko 75% prihoda / Fourth quarter of income	6	22	28	
	21.4%	78.6%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	3	12	15
		20.0%	80.0%	100.0%
	Centralne opštine / Central municipalities	7	46	53
13.2%		86.8%	100.0%	
Južne opštine / Southern municipalities	8	31	39	
	20.5%	79.5%	100.0%	
TOTAL		18	89	107
		16.8%	83.2%	100.0%

Kupovina, naručivanje roba i usluga preko neta: Video igrice / Buying, ordering goods over internet: Video games software		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	9	49	58
		15.5%	84.5%	100.0%
POL / SEX	Ženski / Female	5	45	50
		10.0%	90.0%	100.0%
GODINE / AGE	16 - 24 godina / years	7	36	43
		16.3%	83.7%	100.0%
	25 - 55 godina / years	6	50	56
10.7%		89.3%	100.0%	
GODINE / AGE	Preko 55 godina / Over 55 years	0	7	7
		0.0%	100.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	2	20	22
		9.1%	90.9%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	9	49	58
15.5%		84.5%	100.0%	
OBRAZOVANJE / EDUCATION	Tercijarno obrazovanje (5 i 6) / Tertiary education	3	22	25
		12.0%	88.0%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	6	47	53
		11.3%	88.7%	100.0%
	Nezaposlen / Unemployed	3	16	19
		15.8%	84.2%	100.0%
ZAPOSLENJE / EMPLOYMENT	Student / Student	4	17	21
		19.0%	81.0%	100.0%
ZAPOSLENJE / EMPLOYMENT	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	1	11	12
		8.3%	91.7%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	1	12	13
		7.7%	92.3%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	2	15	17
		11.8%	88.2%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji od 50% do 75% prihoda / Third quarter of income	4	18	22
		18.2%	81.8%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji preko 75% prihoda / Fourth quarter of income	5	23	28
		17.9%	82.1%	100.0%
REGION	Sjeverne opštine / Northern municipalities	3	12	15
		20.0%	80.0%	100.0%
	Centralne opštine / Central municipalities	7	47	54
13.0%		87.0%	100.0%	
REGION	Južne opštine / Southern municipalities	4	34	38
		10.5%	89.5%	100.0%
TOTAL		14	93	107
		13.1%	86.9%	100.0%

Kupovina, naručivanje roba i usluga preko neta: Drugi kompjuterski softwear i up grade / Buying, ordering goods over internet: Other computer software and upgrade

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	3	54	57
		5.3%	94.7%	100.0%
	Ženski / Female	2	47	49
		4.1%	95.9%	100.0%
GODINE / AGE	16 - 24 godina / years	2	42	44
		4.5%	95.5%	100.0%
	25 - 55 godina / years	4	53	57
7.0%		93.0%	100.0%	
	Preko 55 godina / Over 55 years	0	7	7
		0.0%	100.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	0	22	22
		0.0%	100.0%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	3	55	58
5.2%		94.8%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	2	22	24
		8.3%	91.7%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	2	51	53
		3.8%	96.2%	100.0%
	Nezaposlen / Unemployed	1	18	19
		5.3%	94.7%	100.0%
Student / Student	2	19	21	
	9.5%	90.5%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	0	11	11
		0.0%	100.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	0	14	14
		0.0%	100.0%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	1	16	17
		5.9%	94.1%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	1	21	22	
	4.5%	95.5%	100.0%	
	U kategoriji preko 75% prihoda / Fourth quarter of income	3	25	28
		10.7%	89.3%	100.0%
REGION	Sjeverne opštine / Northern municipalities	1	14	15
		6.7%	93.3%	100.0%
	Centralne opštine / Central municipalities	2	51	53
		3.8%	96.2%	100.0%
Južne opštine / Southern municipalities	1	37	38	
	2.6%	97.4%	100.0%	
TOTAL		4	102	106
		3.8%	96.2%	100.0%

Kupovina, naručivanje roba i usluga preko neta: Kompjuterski hardware / Buying, ordering goods over internet: Computer hardware		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	4	53	57
		7.0%	93.0%	100.0%
	Ženski / Female	3	47	50
		6.0%	94.0%	100.0%
GODINE / AGE	16 - 24 godina / years	5	39	44
		11.4%	88.6%	100.0%
	25 - 55 godina / years	3	54	57
	5.3%	94.7%	100.0%	
	Preko 55 godina / Over 55 years	0	7	7
		0.0%	100.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	0	22	22
		0.0%	100.0%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	4	54	58
	6.9%	93.1%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	3	21	24
		12.5%	87.5%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	2	51	53
		3.8%	96.2%	100.0%
	Nezaposlen / Unemployed	2	17	19
		10.5%	89.5%	100.0%
	Student / Student	3	18	21
	14.3%	85.7%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	0	11	11
		0.0%	100.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	1	13	14
		7.1%	92.9%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	1	16	17
		5.9%	94.1%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	2	20	22
	9.1%	90.9%	100.0%	
	U kategoriji preko 75% prihoda / Fourth quarter of income	2	26	28
		7.1%	92.9%	100.0%
REGION	Sjeverne opštine / Northern municipalities	3	12	15
		20.0%	80.0%	100.0%
	Centralne opštine / Central municipalities	4	50	54
	7.4%	92.6%	100.0%	
	Južne opštine / Southern municipalities	1	38	39
		2.6%	97.4%	100.0%
TOTAL		8	100	108
		7.4%	92.6%	100.0%

Kupovina, naručivanje roba i usluga preko neta: Elektronski uređaji npr. kamera / Buying, ordering goods over internet: Electronic equipment

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	3 5.3%	54 94.7%	57 100.0%
	Ženski / Female	3 6.0%	47 94.0%	50 100.0%
GODINE / AGE	16 - 24 godina / years	2 4.7%	41 95.3%	43 100.0%
	25 - 55 godina / years	4 7.0%	53 93.0%	57 100.0%
	Preko 55 godina / Over 55 years	0 0.0%	7 100.0%	7 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	0 0.0%	22 100.0%	22 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	4 6.9%	54 93.1%	58 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	2 8.3%	22 91.7%	24 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	3 5.7%	50 94.3%	53 100.0%
	Nezaposlen / Unemployed	1 5.3%	18 94.7%	19 100.0%
	Student / Student	1 5.0%	19 95.0%	20 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	0 0.0%	11 100.0%	11 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	0 0.0%	14 100.0%	14 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	2 11.8%	15 88.2%	17 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	2 9.1%	20 90.9%	22 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	1 3.6%	27 96.4%	28 100.0%
REGION	Sjeverne opštine / Northern municipalities	1 6.7%	14 93.3%	15 100.0%
	Centralne opštine / Central municipalities	3 5.7%	50 94.3%	53 100.0%
	Južne opštine / Southern municipalities	2 5.1%	37 94.9%	39 100.0%
TOTAL		6 5.6%	101 94.4%	107 100.0%

Kupovina, naručivanje roba i usluga preko neta: Telekomunikacioni servisi , npr. tv pretplata, pretplata za fiksnu liniju itd .. / Buying, ordering goods over internet: Telecommunication services e.g.		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	1	56	57
		1.8%	98.2%	100.0%
	Ženski / Female	2	47	49
		4.1%	95.9%	100.0%
GODINE / AGE	16 - 24 godina / years	1	43	44
		2.3%	97.7%	100.0%
	25 - 55 godina / years	3	54	57
5.3%		94.7%	100.0%	
	Preko 55 godina / Over 55 years	0	7	7
		0.0%	100.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	0	22	22
		0.0%	100.0%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	2	56	58
3.4%		96.6%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	1	23	24
		4.2%	95.8%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	1	52	53
		1.9%	98.1%	100.0%
	Nezaposlen / Unemployed	1	18	19
		5.3%	94.7%	100.0%
Student / Student	1	20	21	
	4.8%	95.2%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	0	11	11
		0.0%	100.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	0	14	14
		0.0%	100.0%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	2	15	17
		11.8%	88.2%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	0	22	22	
	0.0%	100.0%	100.0%	
	U kategoriji preko 75% prihoda / Fourth quarter of income	2	26	28
		7.1%	92.9%	100.0%
REGION	Sjeverne opštine / Northern municipalities	1	14	15
		6.7%	93.3%	100.0%
	Centralne opštine / Central municipalities	2	51	53
3.8%		96.2%	100.0%	
	Južne opštine / Southern municipalities	0	38	38
		0.0%	100.0%	100.0%
TOTAL		3	103	106
		2.8%	97.2%	100.0%

Kupovina, naručivanje roba i usluga preko neta: Smještaj preko odmora / Buying, ordering goods over internet: Holiday accomodation

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	6	51	57
		10.5%	89.5%	100.0%
POL / SEX	Ženski / Female	5	45	50
		10.0%	90.0%	100.0%
GODINE / AGE	16 - 24 godina / years	4	39	43
		9.3%	90.7%	100.0%
	25 - 55 godina / years	5	52	57
8.8%		91.2%	100.0%	
GODINE / AGE	Preko 55 godina / Over 55 years	2	4	6
		33.3%	66.7%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	4	18	22
		18.2%	81.8%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	3	55	58
5.2%		94.8%	100.0%	
OBRAZOVANJE / EDUCATION	Tercijarno obrazovanje (5 i 6) / Tertiary education	5	20	25
		20.0%	80.0%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	8	45	53
		15.1%	84.9%	100.0%
	Nezaposlen / Unemployed	0	19	19
		0.0%	100.0%	100.0%
ZAPOSLENJE / EMPLOYMENT	Student / Student	3	17	20
		15.0%	85.0%	100.0%
ZAPOSLENJE / EMPLOYMENT	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	0	11	11
		0.0%	100.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	2	11	13
		15.4%	84.6%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	0	17	17
		0.0%	100.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji od 50% do 75% prihoda / Third quarter of income	1	21	22
		4.5%	95.5%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji preko 75% prihoda / Fourth quarter of income	5	23	28
		17.9%	82.1%	100.0%
REGION	Sjeverne opštine / Northern municipalities	1	14	15
		6.7%	93.3%	100.0%
	REGION	Centralne opštine / Central municipalities	7	47
13.0%			87.0%	100.0%
REGION	Južne opštine / Southern municipalities	3	36	39
		7.7%	92.3%	100.0%
TOTAL		11	97	108
TOTAL		10.2%	89.8%	100.0%

Kupovina, naručivanje roba i usluga preko neta: Drugi putni aranžmani / Buying, ordering goods over internet: Other travel arrangements		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	3	54	57
		5.3%	94.7%	100.0%
	Ženski / Female	1	48	49
		2.0%	98.0%	100.0%
GODINE / AGE	16 - 24 godina / years	0	44	44
		0.0%	100.0%	100.0%
	25 - 55 godina / years	4	53	57
7.0%		93.0%	100.0%	
	Preko 55 godina / Over 55 years	1	6	7
		14.3%	85.7%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	0	22	22
		0.0%	100.0%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	2	56	58
3.4%		96.6%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	2	22	24
		8.3%	91.7%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	4	49	53
		7.5%	92.5%	100.0%
	Nezaposlen / Unemployed	0	19	19
		0.0%	100.0%	100.0%
Student / Student	0	21	21	
	0.0%	100.0%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	0	11	11
		0.0%	100.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	0	14	14
		0.0%	100.0%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	2	15	17
		11.8%	88.2%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	1	21	22	
	4.5%	95.5%	100.0%	
	U kategoriji preko 75% prihoda / Fourth quarter of income	1	27	28
		3.6%	96.4%	100.0%
REGION	Sjeverne opštine / Northern municipalities	0	15	15
		0.0%	100.0%	100.0%
	Centralne opštine / Central municipalities	2	51	53
		3.8%	96.2%	100.0%
Južne opštine / Southern municipalities	2	36	38	
	5.3%	94.7%	100.0%	
TOTAL		4	102	106
		3.8%	96.2%	100.0%

Kupovina, naručivanje roba i usluga preko neta: Karte za događaje / Buying, ordering goods over internet: Tickets for events

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	3	54	57
		5.3%	94.7%	100.0%
	Ženski / Female	8	42	50
		16.0%	84.0%	100.0%
GODINE / AGE	16 - 24 godina / years	6	37	43
		14.0%	86.0%	100.0%
	25 - 55 godina / years	5	52	57
8.8%		91.2%	100.0%	
	Preko 55 godina / Over 55 years	0	7	7
		0.0%	100.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	2	20	22
		9.1%	90.9%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	4	54	58
6.9%		93.1%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	5	19	24
		20.8%	79.2%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	6	47	53
		11.3%	88.7%	100.0%
	Nezaposlen / Unemployed	1	19	20
		5.0%	95.0%	100.0%
Student / Student	2	19	21	
	9.5%	90.5%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	2	10	12
		16.7%	83.3%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	0	14	14
		0.0%	100.0%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	0	17	17
		0.0%	100.0%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	2	20	22	
	9.1%	90.9%	100.0%	
	U kategoriji preko 75% prihoda / Fourth quarter of income	3	25	28
		10.7%	89.3%	100.0%
REGION	Sjeverne opštine / Northern municipalities	1	14	15
		6.7%	93.3%	100.0%
	Centralne opštine / Central municipalities	8	46	54
14.8%		85.2%	100.0%	
	Južne opštine / Southern municipalities	2	36	38
		5.3%	94.7%	100.0%
TOTAL		11	96	107
		10.3%	89.7%	100.0%

Jeste li neke od navedenih proizvoda radije kupili-naručili za pregled preko interneta nego li za dostavu na adresu: Film muzika / Were any of the following products that you bought or ordered over the Internet downloaded or accessed from websites rather than delivered by post: Movies, music

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	23 63.9%	13 36.1%	36 100.0%
	Ženski / Female	12 54.5%	10 45.5%	22 100.0%
GODINE / AGE	16 - 24 godina / years	18 72.0%	7 28.0%	25 100.0%
	25 - 55 godina / years	14 48.3%	15 51.7%	29 100.0%
	Preko 55 godina / Over 55 years	2 100.0%	0 0.0%	2 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	7 50.0%	7 50.0%	14 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	22 73.3%	8 26.7%	30 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	4 36.4%	7 63.6%	11 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	15 53.6%	13 46.4%	28 100.0%
	Nezaposlen / Unemployed	4 50.0%	4 50.0%	8 100.0%
	Student / Student	7 58.3%	5 41.7%	12 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	7 77.8%	2 22.2%	9 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	3 60.0%	2 40.0%	5 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	6 60.0%	4 40.0%	10 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	10 76.9%	3 23.1%	13 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	7 46.7%	8 53.3%	15 100.0%
REGION	Sjeverne opštine / Northern municipalities	5 50.0%	5 50.0%	10 100.0%
	Centralne opštine / Central municipalities	12 50.0%	12 50.0%	24 100.0%
	Južne opštine / Southern municipalities	17 73.9%	6 26.1%	23 100.0%
TOTAL		34 59.6%	23 40.4%	57 100.0%

Jeste li neke od navedenih proizvoda radije kupili-naručili za pregled preko interneta nego li za dostavu na adresu: Elektronske knjige casopise... / Were any of the following products that you bought or ordered over the Internet downloaded or accessed from websites rather than delivered by post: Electronic books

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	9	27	36
		25.0%	75.0%	100.0%
	Ženski / Female	5	16	21
		23.8%	76.2%	100.0%
GODINE / AGE	16 - 24 godina / years	3	22	25
		12.0%	88.0%	100.0%
	25 - 55 godina / years	10	19	29
	34.5%	65.5%	100.0%	
	Preko 55 godina / Over 55 years	1	2	3
		33.3%	66.7%	100.0%
	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	2	13	15
	13.3%	86.7%	100.0%	
OBRAZOVANJE / EDUCATION	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	8	22	30
		26.7%	73.3%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	4	7	11
	36.4%	63.6%	100.0%	
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	8	19	27
		29.6%	70.4%	100.0%
	Nezaposlen / Unemployed	1	6	7
		14.3%	85.7%	100.0%
	Student / Student	5	7	12
		41.7%	58.3%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	0	9	9
		0.0%	100.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	1	4	5
		20.0%	80.0%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	2	9	11
		18.2%	81.8%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	4	9	13
		30.8%	69.2%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	6	9	15
		40.0%	60.0%	100.0%
REGION	Sjeverne opštine / Northern municipalities	4	6	10
		40.0%	60.0%	100.0%
	Centralne opštine / Central municipalities	7	17	24
	29.2%	70.8%	100.0%	
	Južne opštine / Southern municipalities	2	21	23
		8.7%	91.3%	100.0%
TOTAL		13	44	57
		22.8%	77.2%	100.0%

Jeste li neke od navedenih proizvoda radije kupili-naručili za pregled preko interneta nego li za dostavu na adresu: Kompjuterski softwear , kompjuterski i video up grade / Were any of the following products that you bought or ordered over the Internet downloaded or accessed from websites rather than delivered by post: Computer software

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	2	34	36
		5.6%	94.4%	100.0%
	Ženski / Female	1	20	21
		4.8%	95.2%	100.0%
GODINE / AGE	16 - 24 godina / years	1	24	25
		4.0%	96.0%	100.0%
	25 - 55 godina / years	2	27	29
	6.9%	93.1%	100.0%	
	Preko 55 godina / Over 55 years	0	2	2
		0.0%	100.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	0	14	14
		0.0%	100.0%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	2	29	31
	6.5%	93.5%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	2	9	11
		18.2%	81.8%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	1	26	27
		3.7%	96.3%	100.0%
	Nezaposlen / Unemployed	1	6	7
		14.3%	85.7%	100.0%
	Student / Student	1	10	11
		9.1%	90.9%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	0	9	9
		0.0%	100.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	0	6	6
		0.0%	100.0%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	0	10	10
		0.0%	100.0%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	1	11	12
		8.3%	91.7%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	1	14	15
		6.7%	93.3%	100.0%
REGION	Sjeverne opštine / Northern municipalities	1	9	10
		10.0%	90.0%	100.0%
	Centralne opštine / Central municipalities	1	23	24
	4.2%	95.8%	100.0%	
	Južne opštine / Southern municipalities	1	21	22
		4.5%	95.5%	100.0%
TOTAL		3	53	56
		5.4%	94.6%	100.0%

**Od koga ste kupili, naručili proizvode-servise za privatnu upotrebu u posljednjih 12 mjeseci:
Nacionalni prodavci / From whom did you buy or order goods or services for private purpose over
the Internet in the last 12 months: National sellers**

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	21	36	57
		36.8%	63.2%	100.0%
POL / SEX	Ženski / Female	17	33	50
		34.0%	66.0%	100.0%
GODINE / AGE	16 - 24 godina / years	14	29	43
		32.6%	67.4%	100.0%
	25 - 55 godina / years	21	35	56
	37.5%	62.5%	100.0%	
GODINE / AGE	Preko 55 godina / Over 55 years	2	4	6
		33.3%	66.7%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	9	13	22
		40.9%	59.1%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	18	40	58
	31.0%	69.0%	100.0%	
OBRAZOVANJE / EDUCATION	Tercijarno obrazovanje (5 i 6) / Tertiary education	10	15	25
		40.0%	60.0%	100.0%
ZAPOSLIENJE / EMPLOYMENT	Zaposlen / Employed	22	31	53
		41.5%	58.5%	100.0%
	Nezaposlen / Unemployed	5	15	20
		25.0%	75.0%	100.0%
ZAPOSLIENJE / EMPLOYMENT	Student / Student	7	14	21
		33.3%	66.7%	100.0%
ZAPOSLIENJE / EMPLOYMENT	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	4	8	12
		33.3%	66.7%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	5	8	13
		38.5%	61.5%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	3	14	17
		17.6%	82.4%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji od 50% do 75% prihoda / Third quarter of income	8	14	22
		36.4%	63.6%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji preko 75% prihoda / Fourth quarter of income	12	16	28
		42.9%	57.1%	100.0%
REGION	Sjeverne opštine / Northern municipalities	7	8	15
		46.7%	53.3%	100.0%
	Centralne opštine / Central municipalities	18	36	54
	33.3%	66.7%	100.0%	
REGION	Južne opštine / Southern municipalities	14	25	39
		35.9%	64.1%	100.0%
TOTAL		39	69	108
		36.1%	63.9%	100.0%

Od koga ste kupili, naručili proizvode-servise za privatnu upotrebu u posljednjih 12 mjeseci: Prodavci iz neke od zemalja EU / From whom did you buy or order goods or services for private purpose over the Internet in the last 12 months: Sellers from EU countries

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	18 31.6%	39 68.4%	57 100.0%
	Ženski / Female	14 28.0%	36 72.0%	50 100.0%
GODINE / AGE	16 - 24 godina / years	6 13.6%	38 86.4%	44 100.0%
	25 - 55 godina / years	24 42.1%	33 57.9%	57 100.0%
	Preko 55 godina / Over 55 years	3 42.9%	4 57.1%	7 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	5 23.8%	16 76.2%	21 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	16 27.6%	42 72.4%	58 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	10 40.0%	15 60.0%	25 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	23 43.4%	30 56.6%	53 100.0%
	Nezaposlen / Unemployed	4 21.1%	15 78.9%	19 100.0%
	Student / Student	4 19.0%	17 81.0%	21 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	1 8.3%	11 91.7%	12 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	3 21.4%	11 78.6%	14 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	5 29.4%	12 70.6%	17 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	6 27.3%	16 72.7%	22 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	10 35.7%	18 64.3%	28 100.0%
REGION	Sjeverne opštine / Northern municipalities	5 33.3%	10 66.7%	15 100.0%
	Centralne opštine / Central municipalities	15 27.8%	39 72.2%	54 100.0%
	Južne opštine / Southern municipalities	12 30.8%	27 69.2%	39 100.0%
TOTAL		32 29.6%	76 70.4%	108 100.0%

**Od koga ste kupili, naručili proizvode-servise za privatnu upotrebu u posljednjih 12 mjeseci:
Prodavaci iz ostatka svijeta / From whom did you buy or order goods or services for private purpose
over the Internet in the last 12 months: Sellers from the rest of the world**

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	11	47	58
		19.0%	81.0%	100.0%
GODINE / AGE	16 - 24 godina / years	10	40	50
		20.0%	80.0%	100.0%
GODINE / AGE	25 - 55 godina / years	8	49	57
		14.0%	86.0%	100.0%
GODINE / AGE	Preko 55 godina / Over 55 years	1	6	7
		14.3%	85.7%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	7	14	21
		33.3%	66.7%	100.0%
OBRAZOVANJE / EDUCATION	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	9	49	58
		15.5%	84.5%	100.0%
OBRAZOVANJE / EDUCATION	Tercijarno obrazovanje (5 i 6) / Tertiary education	5	20	25
		20.0%	80.0%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	8	45	53
		15.1%	84.9%	100.0%
ZAPOSLENJE / EMPLOYMENT	Nezaposlen / Unemployed	4	15	19
		21.1%	78.9%	100.0%
ZAPOSLENJE / EMPLOYMENT	Student / Student	6	15	21
		28.6%	71.4%	100.0%
ZAPOSLENJE / EMPLOYMENT	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	3	9	12
		25.0%	75.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	3	10	13
		23.1%	76.9%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji od 25% do 50% prihoda / Second quarter of income	3	14	17
		17.6%	82.4%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji od 50% do 75% prihoda / Third quarter of income	7	15	22
		31.8%	68.2%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji preko 75% prihoda / Fourth quarter of income	3	25	28
		10.7%	89.3%	100.0%
REGION	Sjeverne opštine / Northern municipalities	4	11	15
		26.7%	73.3%	100.0%
REGION	Centralne opštine / Central municipalities	7	47	54
		13.0%	87.0%	100.0%
REGION	Južne opštine / Southern municipalities	10	29	39
		25.6%	74.4%	100.0%
TOTAL		21	87	108
		19.4%	80.6%	100.0%

**Od koga ste kupili, naručili proizvode-servise za privatnu upotrebu u posljednjih 12 mjeseci:
Porijeklo prodavca nije poznato / From whom did you buy or order goods or services for private
purpose over the Internet in the last 12 months: Country of origin of seller is not known**

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	11	46	57
		19.3%	80.7%	100.0%
GODINE / AGE	Ženski / Female	8	42	50
		16.0%	84.0%	100.0%
GODINE / AGE	16 - 24 godina / years	11	33	44
		25.0%	75.0%	100.0%
	25 - 55 godina / years	9	48	57
	15.8%	84.2%	100.0%	
GODINE / AGE	Preko 55 godina / Over 55 years	0	7	7
		0.0%	100.0%	100.0%
	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	0	22	22
	0.0%	100.0%	100.0%	
OBRAZOVANJE / EDUCATION	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	17	42	59
		28.8%	71.2%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	2	22	24
	8.3%	91.7%	100.0%	
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	4	49	53
		7.5%	92.5%	100.0%
	Nezaposlen / Unemployed	7	13	20
		35.0%	65.0%	100.0%
ZAPOSLENJE / EMPLOYMENT	Student / Student	6	14	20
		30.0%	70.0%	100.0%
ZAPOSLENJE / EMPLOYMENT	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	2	10	12
		16.7%	83.3%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	2	12	14
		14.3%	85.7%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	6	11	17
		35.3%	64.7%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji od 50% do 75% prihoda / Third quarter of income	5	17	22
		22.7%	77.3%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji preko 75% prihoda / Fourth quarter of income	6	22	28
		21.4%	78.6%	100.0%
REGION	Sjeverne opštine / Northern municipalities	3	12	15
		20.0%	80.0%	100.0%
	Centralne opštine / Central municipalities	11	42	53
	20.8%	79.2%	100.0%	
REGION	Južne opštine / Southern municipalities	5	34	39
		12.8%	87.2%	100.0%
TOTAL		19	88	107
		17.8%	82.2%	100.0%

Da li ste se kladili ili se kockali, igrali lutriju preko neta u posljednjih 12 mjeseci / Did you place a bet or play gambling or lotto over the Internet in the last 12 months				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	40 9.2%	393 90.8%	433 100.0%
	Ženski / Female	22 4.9%	430 95.1%	452 100.0%
GODINE / AGE	16 - 24 godina / years	22 8.0%	254 92.0%	276 100.0%
	25 - 55 godina / years	39 6.9%	523 93.1%	562 100.0%
	Preko 55 godina / Over 55 years	2 4.3%	44 95.7%	46 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	11 5.7%	182 94.3%	193 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	38 7.4%	477 92.6%	515 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	13 7.6%	158 92.4%	171 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	32 7.4%	400 92.6%	432 100.0%
	Nezaposlen / Unemployed	11 6.1%	168 93.9%	179 100.0%
	Student / Student	14 7.8%	165 92.2%	179 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	4 4.3%	88 95.7%	92 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	6 4.6%	124 95.4%	130 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	10 5.7%	165 94.3%	175 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	13 7.6%	159 92.4%	172 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	19 7.8%	226 92.2%	245 100.0%
REGION	Sjeverne opštine / Northern municipalities	17 7.1%	221 92.9%	238 100.0%
	Centralne opštine / Central municipalities	36 9.3%	353 90.7%	389 100.0%
	Južne opštine / Southern municipalities	9 3.4%	252 96.6%	261 100.0%
TOTAL		62 7.0%	826 93.0%	888 100.0%

Zabrinutost vezano za moguće probleme: Virusi i inficiranje kompjutera / Concern regarding possible problems related to: Viruses and computer infections					
		Veo / Very much	Malo / A little	Nimalo / Not at all	Total
POL / SEX	Muški / Male	158	166	81	405
		39.0%	41.0%	20.0%	100.0%
	Ženski / Female	176	202	60	438
		40.2%	46.1%	13.7%	100.0%
GODINE / AGE	16 - 24 godina / years	107	123	46	276
		38.8%	44.6%	16.7%	100.0%
	25 - 55 godina / years	210	234	84	528
	39.8%	44.3%	15.9%	100.0%	
	Preko 55 godina / Over 55 years	16	10	11	37
		43.2%	27.0%	29.7%	100.0%
	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	74	70	31	175
	42.3%	40.0%	17.7%	100.0%	
OBRAZOVANJE / EDUCATION	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	193	214	85	492
		39.2%	43.5%	17.3%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	66	84	22	172
		38.4%	48.8%	12.8%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	164	176	60	400
		41.0%	44.0%	15.0%	100.0%
	Nezaposlen / Unemployed	74	62	34	170
		43.5%	36.5%	20.0%	100.0%
	Student / Student	62	88	29	179
		34.6%	49.2%	16.2%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	32	41	17	90
		35.6%	45.6%	18.9%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	39	44	32	115
		33.9%	38.3%	27.8%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	66	79	22	167
		39.5%	47.3%	13.2%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	70	79	16	165
		42.4%	47.9%	9.7%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	91	104	44	239
		38.1%	43.5%	18.4%	100.0%
REGION	Sjeverne opštine / Northern municipalities	83	90	48	221
		37.6%	40.7%	21.7%	100.0%
	Centralne opštine / Central municipalities	151	169	64	384
	39.3%	44.0%	16.7%	100.0%	
	Južne opštine / Southern municipalities	100	112	29	241
		41.5%	46.5%	12.0%	100.0%
TOTAL		334	371	141	846
		39.5%	43.9%	16.7%	100.0%

Zabrinutost vezano za moguće probleme: Dobijanje spum-junk mejlova / Concern regarding possible problems related to: Spam

		Već / Very much	Malo / A little	Nimalo / Not at all	Total
POL / SEX	Muški / Male	63	204	130	397
		15.9%	51.4%	32.7%	100.0%
	Ženski / Female	70	217	134	421
		16.6%	51.5%	31.8%	100.0%
GODINE / AGE	16 - 24 godina / years	43	136	91	270
		15.9%	50.4%	33.7%	100.0%
	25 - 55 godina / years	81	268	161	510
15.9%		52.5%	31.6%	100.0%	
	Preko 55 godina / Over 55 years	9	16	12	37
		24.3%	43.2%	32.4%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	32	83	56	171
		18.7%	48.5%	32.7%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	67	249	156	472
14.2%		52.8%	33.1%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	33	84	51	168
		19.6%	50.0%	30.4%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	68	209	109	386
		17.6%	54.1%	28.2%	100.0%
	Nezaposlen / Unemployed	26	75	64	165
		15.8%	45.5%	38.8%	100.0%
Student / Student	26	93	56	175	
	14.9%	53.1%	32.0%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	13	41	34	88
		14.8%	46.6%	38.6%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	12	55	46	113
		10.6%	48.7%	40.7%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	26	85	50	161
		16.1%	52.8%	31.1%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	31	95	36	162	
	19.1%	58.6%	22.2%	100.0%	
	U kategoriji preko 75% prihoda / Fourth quarter of income	44	111	75	230
		19.1%	48.3%	32.6%	100.0%
REGION	Sjeverne opštine / Northern municipalities	35	99	82	216
		16.2%	45.8%	38.0%	100.0%
	Centralne opštine / Central municipalities	60	180	126	366
16.4%		49.2%	34.4%	100.0%	
	Južne opštine / Southern municipalities	39	143	57	239
		16.3%	59.8%	23.8%	100.0%
TOTAL		134	422	265	821
		16.3%	51.4%	32.3%	100.0%

Zabrinutost vezano za moguće probleme: Zloupotreba ličnih podataka poslatih preko interneta ili druga kršenja privatnosti / Concern regarding possible problems related to: Abuse of personal information

		Vilo / Very much	Malo / A little	Nimalo / Not at all	Total
POL / SEX	Muški / Male	102 25.6%	163 40.9%	134 33.6%	399 100.0%
	Ženski / Female	159 37.4%	143 33.6%	123 28.9%	425 100.0%
GODINE / AGE	16 - 24 godina / years	93 33.9%	102 37.2%	79 28.8%	274 100.0%
	25 - 55 godina / years	154 30.0%	195 37.9%	165 32.1%	514 100.0%
	Preko 55 godina / Over 55 years	14 37.8%	9 24.3%	14 37.8%	37 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	54 31.2%	63 36.4%	56 32.4%	173 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	153 32.0%	175 36.6%	150 31.4%	478 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	53 31.2%	67 39.4%	50 29.4%	170 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	130 33.4%	150 38.6%	109 28.0%	389 100.0%
	Nezaposlen / Unemployed	46 27.9%	58 35.2%	61 37.0%	165 100.0%
	Student / Student	58 32.4%	66 36.9%	55 30.7%	179 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	25 28.1%	32 36.0%	32 36.0%	89 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	31 27.4%	40 35.4%	42 37.2%	113 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	42 25.9%	66 40.7%	54 33.3%	162 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	59 36.2%	58 35.6%	46 28.2%	163 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	81 34.6%	86 36.8%	67 28.6%	234 100.0%
REGION	Sjeverne opštine / Northern municipalities	59 26.9%	74 33.8%	86 39.3%	219 100.0%
	Centralne opštine / Central municipalities	127 34.2%	135 36.4%	109 29.4%	371 100.0%
	Južne opštine / Southern municipalities	76 31.8%	99 41.4%	64 26.8%	239 100.0%
TOTAL		262 31.6%	308 37.2%	259 31.2%	829 100.0%

Zabrinutost vezano za moguće probleme: Finansijski gubitak kao posljedica phishinga / Concern regarding possible problems related to: Financial loss as a result of phishing

		Vrlo / Very much	Malo / A little	Nimalo / Not at all	Total
POL / SEX	Muški / Male	72 18.1%	132 33.2%	193 48.6%	397 100.0%
	Ženski / Female	50 11.9%	155 37.0%	214 51.1%	419 100.0%
GODINE / AGE	16 - 24 godina / years	29 10.7%	97 35.8%	145 53.5%	271 100.0%
	25 - 55 godina / years	82 16.2%	178 35.1%	247 48.7%	507 100.0%
	Preko 55 godina / Over 55 years	9 24.3%	12 32.4%	16 43.2%	37 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	31 18.1%	52 30.4%	88 51.5%	171 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	63 13.3%	168 35.6%	241 51.1%	472 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	26 15.6%	65 38.9%	76 45.5%	167 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	68 17.7%	142 37.0%	174 45.3%	384 100.0%
	Nezaposlen / Unemployed	23 14.0%	58 35.4%	83 50.6%	164 100.0%
	Student / Student	14 7.9%	63 35.6%	100 56.5%	177 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	13 15.1%	25 29.1%	48 55.8%	86 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	14 12.6%	36 32.4%	61 55.0%	111 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	19 11.7%	57 35.2%	86 53.1%	162 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	25 15.3%	60 36.8%	78 47.9%	163 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	44 19.0%	81 35.1%	106 45.9%	231 100.0%
REGION	Sjeverne opštine / Northern municipalities	26 12.0%	67 30.9%	124 57.1%	217 100.0%
	Centralne opštine / Central municipalities	56 15.3%	133 36.4%	176 48.2%	365 100.0%
	Južne opštine / Southern municipalities	39 16.5%	88 37.3%	109 46.2%	236 100.0%
TOTAL		121 14.8%	288 35.2%	409 50.0%	818 100.0%

Zabrinutost vezano za moguće probleme: Finansijski gubitak kao posljedica podvale i zloupotrebe kreditne ili debitne kartice / Concern regarding possible problems related to: Financial loss due to fraudulent payment

		Vrlo / Very much	Malo / A little	Nimalo / Not at all	Total
POL / SEX	Muški / Male	75	110	212	397
		18.9%	27.7%	53.4%	100.0%
	Ženski / Female	67	127	223	417
		16.1%	30.5%	53.5%	100.0%
GODINE / AGE	16 - 24 godina / years	37	71	161	269
		13.8%	26.4%	59.9%	100.0%
	25 - 55 godina / years	95	154	258	507
	18.7%	30.4%	50.9%	100.0%	
	Preko 55 godina / Over 55 years	9	10	17	36
		25.0%	27.8%	47.2%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	32	40	95	167
		19.2%	24.0%	56.9%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	70	150	252	472
	14.8%	31.8%	53.4%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	38	46	84	168
		22.6%	27.4%	50.0%	100.0%
ZAPOSLJENJE / EMPLOYMENT	Zaposlen / Employed	82	122	181	385
		21.3%	31.7%	47.0%	100.0%
	Nezaposlen / Unemployed	23	50	89	162
		14.2%	30.9%	54.9%	100.0%
	Student / Student	23	49	104	176
		13.1%	27.8%	59.1%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	12	16	58	86
		14.0%	18.6%	67.4%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	14	33	63	110
		12.7%	30.0%	57.3%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	21	52	89	162
		13.0%	32.1%	54.9%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	23	55	83	161
		14.3%	34.2%	51.6%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	50	63	116	229
		21.8%	27.5%	50.7%	100.0%
REGION	Sjeverne opštine / Northern municipalities	31	53	130	214
		14.5%	24.8%	60.7%	100.0%
	Centralne opštine / Central municipalities	63	108	194	365
	17.3%	29.6%	53.2%	100.0%	
	Južne opštine / Southern municipalities	47	77	112	236
		19.9%	32.6%	47.5%	100.0%
TOTAL		141	238	436	815
		17.3%	29.2%	53.5%	100.0%

Zabrinutost vezano za moguće probleme: Pristup neprikladnim web stranim od strane djece kao i potencijalno opasnim osobama koje imaju računar u kući / Concern regarding possible problems related to: Children accessing inappropriate web-sites

		Vrlo / Very much	Malo / A little	Nimalo / Not at all	Total
POL / SEX	Muški / Male	94 23.7%	135 34.0%	168 42.3%	397 100.0%
	Ženski / Female	107 25.7%	141 33.8%	169 40.5%	417 100.0%
GODINE / AGE	16 - 24 godina / years	48 17.9%	97 36.2%	123 45.9%	268 100.0%
	25 - 55 godina / years	138 27.3%	170 33.6%	198 39.1%	506 100.0%
	Preko 55 godina / Over 55 years	13 35.1%	8 21.6%	16 43.2%	37 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	43 25.7%	54 32.3%	70 41.9%	167 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	115 24.3%	160 33.8%	198 41.9%	473 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	42 25.0%	60 35.7%	66 39.3%	168 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	116 30.3%	128 33.4%	139 36.3%	383 100.0%
	Nezaposlen / Unemployed	39 23.8%	57 34.8%	68 41.5%	164 100.0%
	Student / Student	30 17.3%	60 34.7%	83 48.0%	173 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	14 15.7%	30 33.7%	45 50.6%	89 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	22 20.0%	36 32.7%	52 47.3%	110 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	32 19.9%	56 34.8%	73 45.3%	161 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	42 26.8%	61 38.9%	54 34.4%	157 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	66 28.6%	75 32.5%	90 39.0%	231 100.0%
REGION	Sjeverne opštine / Northern municipalities	46 21.3%	65 30.1%	105 48.6%	216 100.0%
	Centralne opštine / Central municipalities	87 23.6%	128 34.8%	153 41.6%	368 100.0%
	Južne opštine / Southern municipalities	67 29.0%	85 36.8%	79 34.2%	231 100.0%
TOTAL		200 24.5%	278 34.1%	337 41.3%	815 100.0%

Jeste li imali neki od sigurnosnih problema u posljednjih 12 mjeseci : Virusi ili inficiranje kompjutera / Have you experiences any of the following security related problems in the last 12 months: Viruse or computer infection

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	235	198	433
		54.3%	45.7%	100.0%
GODINE / AGE	Ženski / Female	257	199	456
		56.4%	43.6%	100.0%
GODINE / AGE	16 - 24 godina / years	183	98	281
		65.1%	34.9%	100.0%
	25 - 55 godina / years	288	278	566
	50.9%	49.1%	100.0%	
GODINE / AGE	Preko 55 godina / Over 55 years	21	21	42
		50.0%	50.0%	100.0%
	OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	99	92
		51.8%	48.2%	100.0%
Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)		288	230	518
	55.6%	44.4%	100.0%	
OBRAZOVANJE / EDUCATION	Tercijarno obrazovanje (5 i 6) / Tertiary education	101	75	176
		57.4%	42.6%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	234	196	430
		54.4%	45.6%	100.0%
	Nezaposlen / Unemployed	91	91	182
		50.0%	50.0%	100.0%
ZAPOSLENJE / EMPLOYMENT	Student / Student	115	65	180
		63.9%	36.1%	100.0%
ZAPOSLENJE / EMPLOYMENT	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	48	45	93
		51.6%	48.4%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	50	80	130
		38.5%	61.5%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	94	82	176
		53.4%	46.6%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji od 50% do 75% prihoda / Third quarter of income	109	64	173
		63.0%	37.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji preko 75% prihoda / Fourth quarter of income	148	100	248
		59.7%	40.3%	100.0%
REGION	Sjeverne opštine / Northern municipalities	115	125	240
		47.9%	52.1%	100.0%
	Centralne opštine / Central municipalities	209	185	394
	53.0%	47.0%	100.0%	
REGION	Južne opštine / Southern municipalities	168	89	257
		65.4%	34.6%	100.0%
TOTAL		492	399	891
		55.2%	44.8%	100.0%

Jeste li imali neki od sigurnosnih problema u posljednjih 12 mjeseci: Dobijanje spum junk mejlova / Have you experiences any of the following security related problems in the last 12 months: Spam

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	106	328	434
		24.4%	75.6%	100.0%
	Ženski / Female	97	359	456
		21.3%	78.7%	100.0%
GODINE / AGE	16 - 24 godina / years	73	207	280
		26.1%	73.9%	100.0%
	25 - 55 godina / years	125	441	566
		22.1%	77.9%	100.0%
	Preko 55 godina / Over 55 years	4	38	42
		9.5%	90.5%	100.0%
	OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	43	148
		22.5%	77.5%	100.0%
Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)		99	420	519
		19.1%	80.9%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	61	115	176
		34.7%	65.3%	100.0%
	ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	105	326
		24.4%	75.6%	100.0%
Nezaposlen / Unemployed		31	151	182
		17.0%	83.0%	100.0%
	Student / Student	52	128	180
		28.9%	71.1%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	14	79	93
		15.1%	84.9%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	13	117	130
		10.0%	90.0%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	32	144	176
		18.2%	81.8%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	45	129	174
		25.9%	74.1%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	77	172	249
		30.9%	69.1%	100.0%
REGION	Sjeverne opštine / Northern municipalities	30	211	241
		12.4%	87.6%	100.0%
	Centralne opštine / Central municipalities	90	305	395
		22.8%	77.2%	100.0%
	Južne opštine / Southern municipalities	83	174	257
		32.3%	67.7%	100.0%
	TOTAL		203	690
		22.7%	77.3%	100.0%

Jeste li imali neki od sigurnosnih problema u posljednjih 12 mjeseci: Zloupotreba ličnih podataka poslanih preko interneta ili druga kršenja privatnosti / Have you experiences any of the following security related problems in the last 12 months: Abuse of personal information

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	28	406	434
		6.5%	93.5%	100.0%
	Ženski / Female	45	412	457
		9.8%	90.2%	100.0%
GODINE / AGE	16 - 24 godina / years	25	256	281
		8.9%	91.1%	100.0%
	25 - 55 godina / years	46	520	566
	8.1%	91.9%	100.0%	
	Preko 55 godina / Over 55 years	1	42	43
		2.3%	97.7%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	14	176	190
		7.4%	92.6%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	44	475	519
	8.5%	91.5%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	12	164	176
		6.8%	93.2%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	35	395	430
		8.1%	91.9%	100.0%
	Nezaposlen / Unemployed	14	168	182
		7.7%	92.3%	100.0%
	Student / Student	17	164	181
		9.4%	90.6%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	7	86	93
		7.5%	92.5%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	11	119	130
		8.5%	91.5%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	15	160	175
		8.6%	91.4%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	18	156	174
		10.3%	89.7%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	12	237	249
		4.8%	95.2%	100.0%
REGION	Sjeverne opštine / Northern municipalities	20	221	241
		8.3%	91.7%	100.0%
	Centralne opštine / Central municipalities	23	372	395
	5.8%	94.2%	100.0%	
	Južne opštine / Southern municipalities	29	228	257
		11.3%	88.7%	100.0%
TOTAL		72	821	893
		8.1%	91.9%	100.0%

Jeste li imali neki od sigurnosnih problema u posljednjih 12 mjeseci: Finansijski gubitak kao posljedica phishinga / Have you experiences any of the following security related problems in the last 12 months: Financial loss due to phishing

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	13	421	434
		3.0%	97.0%	100.0%
POL / SEX	Ženski / Female	3	453	456
		0.7%	99.3%	100.0%
GODINE / AGE	16 - 24 godina / years	4	277	281
		1.4%	98.6%	100.0%
	25 - 55 godina / years	12	554	566
2.1%		97.9%	100.0%	
GODINE / AGE	Preko 55 godina / Over 55 years	0	42	42
		0.0%	100.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	5	185	190
		2.6%	97.4%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	5	514	519
1.0%		99.0%	100.0%	
OBRAZOVANJE / EDUCATION	Tercijarno obrazovanje (5 i 6) / Tertiary education	5	170	175
		2.9%	97.1%	100.0%
ZAPOSLJENJE / EMPLOYMENT	Zaposlen / Employed	12	419	431
		2.8%	97.2%	100.0%
	Nezaposlen / Unemployed	1	180	181
		0.6%	99.4%	100.0%
Student / Student	2	178	180	
	1.1%	98.9%	100.0%	
ZAPOSLJENJE / EMPLOYMENT	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	0	93	93
		0.0%	100.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	1	129	130
		0.8%	99.2%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	1	174	175
		0.6%	99.4%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	4	169	173	
	2.3%	97.7%	100.0%	
U kategoriji preko 75% prihoda / Fourth quarter of income	8	241	249	
	3.2%	96.8%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	2	238	240
		0.8%	99.2%	100.0%
	Centralne opštine / Central municipalities	4	391	395
1.0%		99.0%	100.0%	
REGION	Južne opštine / Southern municipalities	9	248	257
		3.5%	96.5%	100.0%
TOTAL		15	877	892
TOTAL		1.7%	98.3%	100.0%

Jeste li imali neki od sigurnosnih problema u posljednjih 12 mjeseci: Finansijski gubitak kao posljedica podvale i zloupotrebe kreditne ili debitne kartice / Have you experiences any of the following security related problems in the last 12 months: Financial loss due to fraudulent payment

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	7 1.6%	427 98.4%	434 100.0%
	Ženski / Female	6 1.3%	450 98.7%	456 100.0%
GODINE / AGE	16 - 24 godina / years	4 1.4%	277 98.6%	281 100.0%
	25 - 55 godina / years	9 1.6%	557 98.4%	566 100.0%
	Preko 55 godina / Over 55 years	0 0.0%	42 100.0%	42 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	5 2.6%	185 97.4%	190 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	3 0.6%	515 99.4%	518 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	4 2.3%	172 97.7%	176 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	7 1.6%	424 98.4%	431 100.0%
	Nezaposlen / Unemployed	3 1.6%	179 98.4%	182 100.0%
	Student / Student	2 1.1%	178 98.9%	180 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	0 0.0%	93 100.0%	93 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	0 0.0%	130 100.0%	130 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	1 0.6%	175 99.4%	176 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	5 2.9%	168 97.1%	173 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	5 2.0%	244 98.0%	249 100.0%
REGION	Sjeverne opštine / Northern municipalities	2 0.8%	238 99.2%	240 100.0%
	Centralne opštine / Central municipalities	2 0.5%	394 99.5%	396 100.0%
	Južne opštine / Southern municipalities	9 3.5%	248 96.5%	257 100.0%
TOTAL		13 1.5%	880 98.5%	893 100.0%

Jeste li imali neki od sigurnosnih problema u posljednjih 12 mjeseci: Pristup neprikladnim web stranama od strane djece kao i potencijalno opasnim osobama / Have you experiences any of the following security related problems in the last 12 months: Children accessing inappropriate web-sites

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	22	412	434
		5.1%	94.9%	100.0%
	Ženski / Female	34	422	456
		7.5%	92.5%	100.0%
GODINE / AGE	16 - 24 godina / years	13	268	281
		4.6%	95.4%	100.0%
	25 - 55 godina / years	43	523	566
	7.6%	92.4%	100.0%	
	Preko 55 godina / Over 55 years	0	42	42
		0.0%	100.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	7	184	191
		3.7%	96.3%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	37	481	518
	7.1%	92.9%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	11	165	176
		6.3%	93.8%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	37	394	431
		8.6%	91.4%	100.0%
	Nezaposlen / Unemployed	13	169	182
		7.1%	92.9%	100.0%
	Student / Student	4	176	180
		2.2%	97.8%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	2	91	93
		2.2%	97.8%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	6	123	129
		4.7%	95.3%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	8	167	175
		4.6%	95.4%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	12	162	174
		6.9%	93.1%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	20	229	249
		8.0%	92.0%	100.0%
REGION	Sjeverne opštine / Northern municipalities	9	231	240
		3.8%	96.3%	100.0%
	Centralne opštine / Central municipalities	20	376	396
		5.1%	94.9%	100.0%
	Južne opštine / Southern municipalities	27	230	257
		10.5%	89.5%	100.0%
TOTAL		56	837	893
		6.3%	93.7%	100.0%

Jeste li zbog mogućih sigurnosnih problema odustali od: Naručivanje ili kupovine robe - servisa za privatnu upotrebu / Have security concerns kept you from doing the following activities: Order or buy goods or services for private use

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	45	389	434
		10.4%	89.6%	100.0%
POL / SEX	Ženski / Female	50	406	456
		11.0%	89.0%	100.0%
GODINE / AGE	16 - 24 godina / years	30	251	281
		10.7%	89.3%	100.0%
	25 - 55 godina / years	58	508	566
	10.2%	89.8%	100.0%	
GODINE / AGE	Preko 55 godina / Over 55 years	7	36	43
		16.3%	83.7%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	22	169	191
		11.5%	88.5%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	49	470	519
	9.4%	90.6%	100.0%	
OBRAZOVANJE / EDUCATION	Tercijarno obrazovanje (5 i 6) / Tertiary education	22	153	175
		12.6%	87.4%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	49	381	430
		11.4%	88.6%	100.0%
	Nezaposlen / Unemployed	15	166	181
		8.3%	91.7%	100.0%
ZAPOSLENJE / EMPLOYMENT	Student / Student	18	162	180
		10.0%	90.0%	100.0%
ZAPOSLENJE / EMPLOYMENT	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	12	81	93
		12.9%	87.1%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	9	121	130
		6.9%	93.1%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	10	165	175
		5.7%	94.3%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji od 50% do 75% prihoda / Third quarter of income	20	154	174
		11.5%	88.5%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji preko 75% prihoda / Fourth quarter of income	34	215	249
		13.7%	86.3%	100.0%
REGION	Sjeverne opštine / Northern municipalities	11	229	240
		4.6%	95.4%	100.0%
	Centralne opštine / Central municipalities	38	358	396
	9.6%	90.4%	100.0%	
REGION	Južne opštine / Southern municipalities	46	211	257
		17.9%	82.1%	100.0%
TOTAL		95	798	893
		10.6%	89.4%	100.0%

Jeste li zbog mogućih sigurnosnih problema odustali od: Korišćenje bankarskih usluga / Have security concerns kept you from doing the following activities: Carrying out banking activities

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	38	396	434
		8.8%	91.2%	100.0%
	Ženski / Female	33	423	456
		7.2%	92.8%	100.0%
GODINE / AGE	16 - 24 godina / years	18	263	281
		6.4%	93.6%	100.0%
	25 - 55 godina / years	51	515	566
	9.0%	91.0%	100.0%	
	Preko 55 godina / Over 55 years	1	41	42
		2.4%	97.6%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	9	182	191
		4.7%	95.3%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	44	475	519
	8.5%	91.5%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	17	158	175
		9.7%	90.3%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	46	385	431
		10.7%	89.3%	100.0%
	Nezaposlen / Unemployed	8	174	182
		4.4%	95.6%	100.0%
	Student / Student	9	171	180
		5.0%	95.0%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	6	87	93
		6.5%	93.5%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	2	128	130
		1.5%	98.5%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	13	163	176
		7.4%	92.6%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	13	160	173
		7.5%	92.5%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	35	214	249
		14.1%	85.9%	100.0%
REGION	Sjeverne opštine / Northern municipalities	6	234	240
		2.5%	97.5%	100.0%
	Centralne opštine / Central municipalities	25	371	396
	6.3%	93.7%	100.0%	
	Južne opštine / Southern municipalities	40	217	257
		15.6%	84.4%	100.0%
TOTAL		71	822	893
		8.0%	92.0%	100.0%

Jeste li zbog mogućih sigurnosnih problema odustali od: Ostavljanje ličnih podataka u on line zajednicama / Have security concerns kept you from doing the following activities: Providing personal information to online communities

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	55 12.7%	379 87.3%	434 100.0%
	Ženski / Female	58 12.7%	398 87.3%	456 100.0%
GODINE / AGE	16 - 24 godina / years	39 13.9%	242 86.1%	281 100.0%
	25 - 55 godina / years	69 12.2%	497 87.8%	566 100.0%
	Preko 55 godina / Over 55 years	5 11.6%	38 88.4%	43 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	14 7.4%	176 92.6%	190 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	75 14.5%	444 85.5%	519 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	24 13.6%	152 86.4%	176 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	60 14.0%	370 86.0%	430 100.0%
	Nezaposlen / Unemployed	18 9.9%	163 90.1%	181 100.0%
	Student / Student	22 12.2%	158 87.8%	180 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	11 11.8%	82 88.2%	93 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	9 6.9%	121 93.1%	130 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	20 11.4%	156 88.6%	176 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	19 11.0%	154 89.0%	173 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	37 14.9%	212 85.1%	249 100.0%
REGION	Sjeverne opštine / Northern municipalities	21 8.7%	220 91.3%	241 100.0%
	Centralne opštine / Central municipalities	45 11.4%	350 88.6%	395 100.0%
	Južne opštine / Southern municipalities	47 18.2%	211 81.8%	258 100.0%
TOTAL		113 12.6%	781 87.4%	894 100.0%

Jeste li zbog mogućih sigurnosnih problema odustali od: Komuniciranje sa javnim servisima i administracijama / Have security concerns kept you from doing the following activities: Communicating with public services

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	13 3.0%	421 97.0%	434 100.0%
	Ženski / Female	11 2.4%	445 97.6%	456 100.0%
GODINE / AGE	16 - 24 godina / years	5 1.8%	276 98.2%	281 100.0%
	25 - 55 godina / years	19 3.4%	547 96.6%	566 100.0%
	Preko 55 godina / Over 55 years	0 0.0%	42 100.0%	42 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	2 1.0%	189 99.0%	191 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	17 3.3%	501 96.7%	518 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	5 2.8%	171 97.2%	176 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	15 3.5%	416 96.5%	431 100.0%
	Nezaposlen / Unemployed	3 1.6%	179 98.4%	182 100.0%
	Student / Student	5 2.8%	176 97.2%	181 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	1 1.1%	92 98.9%	93 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	1 0.8%	129 99.2%	130 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	5 2.8%	171 97.2%	176 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	6 3.5%	167 96.5%	173 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	8 3.2%	241 96.8%	249 100.0%
REGION	Sjeverne opštine / Northern municipalities	5 2.1%	235 97.9%	240 100.0%
	Centralne opštine / Central municipalities	8 2.0%	388 98.0%	396 100.0%
	Južne opštine / Southern municipalities	11 4.3%	247 95.7%	258 100.0%
TOTAL		24 2.7%	870 97.3%	894 100.0%

Jeste li zbog mogućih sigurnosnih problema odustali od: Download muzike , softwarea , video fajlova i sl.... / Have security concerns kept you from doing the following activities: Downloading software, music, video...

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	54 12.4%	380 87.6%	434 100.0%
	Ženski / Female	56 12.3%	400 87.7%	456 100.0%
GODINE / AGE	16 - 24 godina / years	43 15.3%	238 84.7%	281 100.0%
	25 - 55 godina / years	61 10.8%	505 89.2%	566 100.0%
	Preko 55 godina / Over 55 years	6 14.0%	37 86.0%	43 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	16 8.4%	175 91.6%	191 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	71 13.7%	447 86.3%	518 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	22 12.6%	153 87.4%	175 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	49 11.4%	381 88.6%	430 100.0%
	Nezaposlen / Unemployed	15 8.2%	167 91.8%	182 100.0%
	Student / Student	32 17.8%	148 82.2%	180 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	13 14.0%	80 86.0%	93 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	9 6.9%	121 93.1%	130 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	24 13.6%	152 86.4%	176 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	24 13.9%	149 86.1%	173 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	34 13.7%	215 86.3%	249 100.0%
REGION	Sjeverne opštine / Northern municipalities	18 7.5%	222 92.5%	240 100.0%
	Centralne opštine / Central municipalities	46 11.6%	349 88.4%	395 100.0%
	Južne opštine / Southern municipalities	45 17.5%	212 82.5%	257 100.0%
TOTAL		109 12.2%	783 87.8%	892 100.0%

Jeste li zbog mogućih sigurnosnih problema odustali od: Upotreba interneta preko mobilnog uređaja npr. lap topa preko wireless konekcija sa javnog mjesta umjesto iz kuće / Have security concerns kept you from doing the following activities: Using internet over mobile device from places other than home

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	24	410	434
		5.5%	94.5%	100.0%
	Ženski / Female	29	427	456
		6.4%	93.6%	100.0%
GODINE / AGE	16 - 24 godina / years	22	259	281
		7.8%	92.2%	100.0%
	25 - 55 godina / years	30	536	566
		5.3%	94.7%	100.0%
	Preko 55 godina / Over 55 years	1	42	43
		2.3%	97.7%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	9	182	191
		4.7%	95.3%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	36	483	519
		6.9%	93.1%	100.0%
Tercijarno obrazovanje (5 i 6) / Tertiary education	6	170	176	
	3.4%	96.6%	100.0%	
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	25	406	431
		5.8%	94.2%	100.0%
	Nezaposlen / Unemployed	11	171	182
		6.0%	94.0%	100.0%
	Student / Student	10	171	181
		5.5%	94.5%	100.0%
Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	6	87	93	
	6.5%	93.5%	100.0%	
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	4	126	130
		3.1%	96.9%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	11	165	176
		6.3%	93.8%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	13	161	174
		7.5%	92.5%	100.0%
U kategoriji preko 75% prihoda / Fourth quarter of income	13	236	249	
	5.2%	94.8%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	7	234	241
		2.9%	97.1%	100.0%
	Centralne opštine / Central municipalities	23	373	396
		5.8%	94.2%	100.0%
	Južne opštine / Southern municipalities	23	234	257
		8.9%	91.1%	100.0%
TOTAL		53	841	894
		5.9%	94.1%	100.0%

Imate li neku od IT sigurnosnih software ili alatki kako bi zaštitili svoj lični kompjuter / Do you use any IT security software or tool in order to protect your private computer and data						
		Da / Yes	Ne/ No	Neznam/Dont know	Nemamliči Kompjuter/Dont havePC	Total
POL / SEX	Muški / Male	255	73	56	23	407
		62.7%	17.9%	13.8%	5.7%	100.0%
	Ženski / Female	271	84	73	13	441
		61.5%	19.0%	16.6%	2.9%	100.0%
GODINE / AGE	16 - 24 godina / years	195	46	29	9	279
		69.9%	16.5%	10.4%	3.2%	100.0%
	25 - 55 godina / years	313	100	90	26	529
		59.2%	18.9%	17.0%	4.9%	100.0%
	Preko 55 godina / Over 55 years	19	11	8	1	39
		48.7%	28.2%	20.5%	2.6%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	95	52	20	9	176
		54.0%	29.5%	11.4%	5.1%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	303	83	88	21	495
		61.2%	16.8%	17.8%	4.2%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	127	18	22	4	171
		74.3%	10.5%	12.9%	2.3%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	251	64	67	22	404
		62.1%	15.8%	16.6%	5.4%	100.0%
	Nezaposlen / Unemployed	88	47	25	8	168
		52.4%	28.0%	14.9%	4.8%	100.0%
	Student / Student	127	24	26	3	180
		70.6%	13.3%	14.4%	1.7%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	58	20	11	3	92
		63.0%	21.7%	12.0%	3.3%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	47	41	20	7	115
		40.9%	35.7%	17.4%	6.1%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	85	44	28	11	168
		50.6%	26.2%	16.7%	6.5%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	106	26	28	5	165
		64.2%	15.8%	17.0%	3.0%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	175	25	37	4	241
		72.6%	10.4%	15.4%	1.7%	100.0%
REGION	Sjeverne opštine / Northern municipalities	105	72	33	12	222
		47.3%	32.4%	14.9%	5.4%	100.0%
	Centralne opštine / Central municipalities	239	61	70	16	386
		61.9%	15.8%	18.1%	4.1%	100.0%
	Južne opštine / Southern municipalities	183	23	26	8	240
		76.3%	9.6%	10.8%	3.3%	100.0%
TOTAL		527	156	129	36	848
		62.1%	18.4%	15.2%	4.2%	100.0%

Koji IT sigurnosni software koristite: Program za provjeru virusa ili spyware program / Which IT security software or tool do you use: A viruse checking program and/or anti-spyware program		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	202	53	255
		79.2%	20.8%	100.0%
	Ženski / Female	208	63	271
		76.8%	23.2%	100.0%
GODINE / AGE	16 - 24 godina / years	163	31	194
		84.0%	16.0%	100.0%
	25 - 55 godina / years	234	79	313
	74.8%	25.2%	100.0%	
	Preko 55 godina / Over 55 years	11	8	19
		57.9%	42.1%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	74	22	96
		77.1%	22.9%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	230	73	303
	75.9%	24.1%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	104	23	127
		81.9%	18.1%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	191	60	251
		76.1%	23.9%	100.0%
	Nezaposlen / Unemployed	65	24	89
		73.0%	27.0%	100.0%
	Student / Student	110	17	127
		86.6%	13.4%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	41	17	58
		70.7%	29.3%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	38	9	47
		80.9%	19.1%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	69	16	85
		81.2%	18.8%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	93	14	107
		86.9%	13.1%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	126	49	175
		72.0%	28.0%	100.0%
REGION	Sjeverne opštine / Northern municipalities	92	13	105
		87.6%	12.4%	100.0%
	Centralne opštine / Central municipalities	169	71	240
		70.4%	29.6%	100.0%
	Južne opštine / Southern municipalities	149	34	183
		81.4%	18.6%	100.0%
TOTAL		410	118	528
		77.7%	22.3%	100.0%

Koji IT sigurnosni software koristite: Hardware ili software ski firewall / Which IT security software or tool do you use: hardware or software firewall		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	48	207	255
		18.8%	81.2%	100.0%
	Ženski / Female	26	245	271
		9.6%	90.4%	100.0%
GODINE / AGE	16 - 24 godina / years	30	165	195
		15.4%	84.6%	100.0%
	25 - 55 godina / years	42	270	312
13.5%		86.5%	100.0%	
	Preko 55 godina / Over 55 years	2	17	19
		10.5%	89.5%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	18	77	95
		18.9%	81.1%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	32	271	303
10.6%		89.4%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	24	104	128
		18.8%	81.3%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	32	220	252
		12.7%	87.3%	100.0%
	Nezaposlen / Unemployed	9	79	88
		10.2%	89.8%	100.0%
Student / Student	23	104	127	
	18.1%	81.9%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	10	48	58
		17.2%	82.8%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	3	44	47
		6.4%	93.6%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	7	78	85
		8.2%	91.8%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	14	92	106	
	13.2%	86.8%	100.0%	
	U kategoriji preko 75% prihoda / Fourth quarter of income	27	148	175
		15.4%	84.6%	100.0%
REGION	Sjeverne opštine / Northern municipalities	10	96	106
		9.4%	90.6%	100.0%
	Centralne opštine / Central municipalities	26	213	239
10.9%		89.1%	100.0%	
	Južne opštine / Southern municipalities	38	145	183
		20.8%	79.2%	100.0%
TOTAL		74	454	528
		14.0%	86.0%	100.0%

Koji IT sigurnosni software koristite: E mail filter za prevenciju Spam-a / Which IT security software or tool do you use: email filter to prevent spam

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	20 7.8%	235 92.2%	255 100.0%
	Ženski / Female	14 5.1%	258 94.9%	272 100.0%
GODINE / AGE	16 - 24 godina / years	11 5.7%	183 94.3%	194 100.0%
	25 - 55 godina / years	22 7.1%	290 92.9%	312 100.0%
	Preko 55 godina / Over 55 years	0 0.0%	19 100.0%	19 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	2 2.1%	94 97.9%	96 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	13 4.3%	290 95.7%	303 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	18 14.2%	109 85.8%	127 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	19 7.6%	232 92.4%	251 100.0%
	Nezaposlen / Unemployed	3 3.4%	85 96.6%	88 100.0%
	Student / Student	10 7.9%	117 92.1%	127 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	2 3.4%	56 96.6%	58 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	1 2.1%	46 97.9%	47 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	4 4.7%	81 95.3%	85 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	7 6.6%	99 93.4%	106 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	14 8.0%	160 92.0%	174 100.0%
REGION	Sjeverne opštine / Northern municipalities	5 4.7%	101 95.3%	106 100.0%
	Centralne opštine / Central municipalities	17 7.1%	222 92.9%	239 100.0%
	Južne opštine / Southern municipalities	12 6.6%	171 93.4%	183 100.0%
TOTAL		34 6.4%	494 93.6%	528 100.0%

Koji IT sigurnosni software koristite: Parental control ili web softwer za filtraciju / Which IT security software or tool do you use: Parental control or a web filtering software

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	6 2.4%	249 97.6%	255 100.0%
	Ženski / Female	3 1.1%	268 98.9%	271 100.0%
GODINE / AGE	16 - 24 godina / years	3 1.5%	191 98.5%	194 100.0%
	25 - 55 godina / years	6 1.9%	306 98.1%	312 100.0%
	Preko 55 godina / Over 55 years	0 0.0%	19 100.0%	19 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	0 0.0%	95 100.0%	95 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	7 2.3%	295 97.7%	302 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	2 1.6%	125 98.4%	127 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	3 1.2%	248 98.8%	251 100.0%
	Nezaposlen / Unemployed	2 2.3%	86 97.7%	88 100.0%
	Student / Student	2 1.6%	125 98.4%	127 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	2 3.4%	56 96.6%	58 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	1 2.1%	46 97.9%	47 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	0 0.0%	85 100.0%	85 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	2 1.9%	104 98.1%	106 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	3 1.7%	172 98.3%	175 100.0%
REGION	Sjeverne opštine / Northern municipalities	1 1.0%	104 99.0%	105 100.0%
	Centralne opštine / Central municipalities	5 2.1%	235 97.9%	240 100.0%
	Južne opštine / Southern municipalities	3 1.6%	180 98.4%	183 100.0%
TOTAL		9 1.7%	519 98.3%	528 100.0%

Koji IT sigurnosni software koristite: drugo / Which IT security software or tool do you use: Other				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	19	236	255
		7.5%	92.5%	100.0%
	Ženski / Female	13	258	271
		4.8%	95.2%	100.0%
GODINE / AGE	16 - 24 godina / years	13	182	195
		6.7%	93.3%	100.0%
	25 - 55 godina / years	17	295	312
5.4%		94.6%	100.0%	
	Preko 55 godina / Over 55 years	2	16	18
		11.1%	88.9%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	5	90	95
		5.3%	94.7%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	20	283	303
6.6%		93.4%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	7	120	127
		5.5%	94.5%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	14	237	251
		5.6%	94.4%	100.0%
	Nezaposlen / Unemployed	6	83	89
		6.7%	93.3%	100.0%
Student / Student	8	119	127	
	6.3%	93.7%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	4	54	58
		6.9%	93.1%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	3	44	47
		6.4%	93.6%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	4	82	86
		4.7%	95.3%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	4	103	107	
	3.7%	96.3%	100.0%	
	U kategoriji preko 75% prihoda / Fourth quarter of income	16	159	175
		9.1%	90.9%	100.0%
REGION	Sjeverne opštine / Northern municipalities	4	101	105
		3.8%	96.2%	100.0%
	Centralne opštine / Central municipalities	22	217	239
9.2%		90.8%	100.0%	
	Južne opštine / Southern municipalities	6	177	183
		3.3%	96.7%	100.0%
TOTAL		32	495	527
		6.1%	93.9%	100.0%

Koji IT sigurnosni software koristite: Paket ali ne znam komponente / Which IT security software or tool do you use: Package but I don't know the components		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	19	236	255
		7.5%	92.5%	100.0%
POL / SEX	Ženski / Female	40	231	271
		14.8%	85.2%	100.0%
GODINE / AGE	16 - 24 godina / years	11	184	195
		5.6%	94.4%	100.0%
	25 - 55 godina / years	46	267	313
14.7%		85.3%	100.0%	
GODINE / AGE	Preko 55 godina / Over 55 years	3	16	19
		15.8%	84.2%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	13	83	96
		13.5%	86.5%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	37	266	303
12.2%		87.8%	100.0%	
OBRAZOVANJE / EDUCATION	Tercijarno obrazovanje (5 i 6) / Tertiary education	10	117	127
		7.9%	92.1%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	32	219	251
		12.7%	87.3%	100.0%
	Nezaposlen / Unemployed	15	73	88
		17.0%	83.0%	100.0%
ZAPOSLENJE / EMPLOYMENT	Student / Student	4	123	127
		3.1%	96.9%	100.0%
ZAPOSLENJE / EMPLOYMENT	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	9	49	58
		15.5%	84.5%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	6	41	47
		12.8%	87.2%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	7	78	85
		8.2%	91.8%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji od 50% do 75% prihoda / Third quarter of income	6	101	107
		5.6%	94.4%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji preko 75% prihoda / Fourth quarter of income	25	150	175
		14.3%	85.7%	100.0%
REGION	Sjeverne opštine / Northern municipalities	8	98	106
		7.5%	92.5%	100.0%
	REGION	Centralne opštine / Central municipalities	34	205
14.2%			85.8%	100.0%
REGION	Južne opštine / Southern municipalities	18	165	183
		9.8%	90.2%	100.0%
TOTAL		60	468	528
TOTAL		11.4%	88.6%	100.0%

Update - užete li jedan ili više sigurnosnih proizvoda / Do you update one or more of your security products

		Da svaki put kada je update dostupan / Yes every time when updates is available	Da povremeno ili kad se sjetim / Yes occasionally or when I remember	Ne znam / No I don't know	Total	Total
POL / SEX	Muški / Male	105	93	46	244	407
		43.0%	38.1%	18.9%	100.0%	100.0%
	Ženski / Female	87	102	76	265	441
		32.8%	38.5%	28.7%	100.0%	100.0%
GODINE / AGE	16 - 24 godina / years	65	78	46	189	279
		34.4%	41.3%	24.3%	100.0%	100.0%
	25 - 55 godina / years	120	112	68	300	529
		40.0%	37.3%	22.7%	100.0%	100.0%
	Preko 55 godina / Over 55 years	7	5	6	18	39
		38.9%	27.8%	33.3%	100.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	32	34	25	91	176
		35.2%	37.4%	27.5%	100.0%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	100	113	80	293	495
		34.1%	38.6%	27.3%	100.0%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	59	47	17	123	171
		48.0%	38.2%	13.8%	100.0%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	97	94	48	239	404
		40.6%	39.3%	20.1%	100.0%	100.0%
	Nezaposlen / Unemployed	25	34	29	88	168
		28.4%	38.6%	33.0%	100.0%	100.0%
	Student / Student	48	45	28	121	180
		39.7%	37.2%	23.1%	100.0%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	21	21	16	58	92
		36.2%	36.2%	27.6%	100.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	16	18	11	45	115
		35.6%	40.0%	24.4%	100.0%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	24	33	25	82	168
		29.3%	40.2%	30.5%	100.0%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	41	41	22	104	165
		39.4%	39.4%	21.2%	100.0%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	66	62	42	170	241
		38.8%	36.5%	24.7%	100.0%	100.0%
REGION	Sjeverne opštine / Northern municipalities	28	41	33	102	222
		27.5%	40.2%	32.4%	100.0%	100.0%
	Centralne opštine / Central municipalities	85	87	56	228	386
		37.3%	38.2%	24.6%	100.0%	100.0%
	Južne opštine / Southern municipalities	79	67	33	179	240
		44.1%	37.4%	18.4%	100.0%	100.0%
TOTAL		192	195	122	509	848
		37.7%	38.3%	24.0%	100.0%	100.0%

Zašto ne update-ujete svoje sigurnosne proizvode: Nepotrebno je jer smatram da sam pod malim rizikom / Why you do not update your security products: it is unnecessary as I believe the risk is too low		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	7	38	45
		15.6%	84.4%	100.0%
POL / SEX	Ženski / Female	7	68	75
		9.3%	90.7%	100.0%
GODINE / AGE	16 - 24 godina / years	4	42	46
		8.7%	91.3%	100.0%
	25 - 55 godina / years	9	59	68
13.2%		86.8%	100.0%	
GODINE / AGE	Preko 55 godina / Over 55 years	1	5	6
		16.7%	83.3%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	0	25	25
		0.0%	100.0%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	12	67	79
15.2%		84.8%	100.0%	
OBRAZOVANJE / EDUCATION	Tercijarno obrazovanje (5 i 6) / Tertiary education	2	15	17
		11.8%	88.2%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	8	40	48
		16.7%	83.3%	100.0%
	Nezaposlen / Unemployed	3	26	29
		10.3%	89.7%	100.0%
Student / Student	3	24	27	
	11.1%	88.9%	100.0%	
ZAPOSLENJE / EMPLOYMENT	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	0	16	16
		0.0%	100.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	1	10	11
		9.1%	90.9%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	3	21	24
		12.5%	87.5%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	1	21	22	
	4.5%	95.5%	100.0%	
U kategoriji preko 75% prihoda / Fourth quarter of income	5	36	41	
	12.2%	87.8%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	2	31	33
		6.1%	93.9%	100.0%
	Centralne opštine / Central municipalities	6	50	56
10.7%		89.3%	100.0%	
REGION	Južne opštine / Southern municipalities	6	27	33
		18.2%	81.8%	100.0%
TOTAL		14	108	122
TOTAL		11.5%	88.5%	100.0%

Zašto ne update-ujete svoje sigurnosne proizvode: Ne znam kako / Why you do not update your security products: I don't know how

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	22 47.8%	24 52.2%	46 100.0%
	Ženski / Female	37 48.7%	39 51.3%	76 100.0%
GODINE / AGE	16 - 24 godina / years	19 41.3%	27 58.7%	46 100.0%
	25 - 55 godina / years	39 57.4%	29 42.6%	68 100.0%
	Preko 55 godina / Over 55 years	1 20.0%	4 80.0%	5 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	11 44.0%	14 56.0%	25 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	42 53.2%	37 46.8%	79 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	6 35.3%	11 64.7%	17 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	27 56.3%	21 43.8%	48 100.0%
	Nezaposlen / Unemployed	16 55.2%	13 44.8%	29 100.0%
	Student / Student	10 35.7%	18 64.3%	28 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	7 43.8%	9 56.3%	16 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	6 60.0%	4 40.0%	10 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	14 58.3%	10 41.7%	24 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	13 59.1%	9 40.9%	22 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	18 43.9%	23 56.1%	41 100.0%
REGION	Sjeverne opštine / Northern municipalities	16 48.5%	17 51.5%	33 100.0%
	Centralne opštine / Central municipalities	26 47.3%	29 52.7%	55 100.0%
	Južne opštine / Southern municipalities	17 51.5%	16 48.5%	33 100.0%
TOTAL		59 48.8%	62 51.2%	121 100.0%

Zašto ne update-ujete svoje sigurnosne proizvode: Mislim da update nije efikasan / Why you do not update your security products: I don't think the update is effective

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	3	43	46
		6.5%	93.5%	100.0%
	Ženski / Female	3	72	75
		4.0%	96.0%	100.0%
GODINE / AGE	16 - 24 godina / years	3	43	46
		6.5%	93.5%	100.0%
	25 - 55 godina / years	2	67	69
		2.9%	97.1%	100.0%
	Preko 55 godina / Over 55 years	1	4	5
		20.0%	80.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	0	25	25
		0.0%	100.0%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	4	76	80
		5.0%	95.0%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	2	15	17
		11.8%	88.2%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	1	46	47
		2.1%	97.9%	100.0%
	Nezaposlen / Unemployed	1	28	29
		3.4%	96.6%	100.0%
Student / Student	3	25	28	
	10.7%	89.3%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	1	15	16
		6.3%	93.8%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	0	11	11
		0.0%	100.0%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	0	25	25
		0.0%	100.0%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	2	20	22	
	9.1%	90.9%	100.0%	
	U kategoriji preko 75% prihoda / Fourth quarter of income	3	39	42
		7.1%	92.9%	100.0%
REGION	Sjeverne opštine / Northern municipalities	2	31	33
		6.1%	93.9%	100.0%
	Centralne opštine / Central municipalities	3	53	56
5.4%		94.6%	100.0%	
	Južne opštine / Southern municipalities	1	32	33
		3.0%	97.0%	100.0%
TOTAL		6	116	122
		4.9%	95.1%	100.0%

Zašto ne update-ujete svoje sigurnosne proizvode: Preskupo je / Why you do not update your security products: It is too expensive

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	3	42	45
		6.7%	93.3%	100.0%
	Ženski / Female	7	69	76
		9.2%	90.8%	100.0%
GODINE / AGE	16 - 24 godina / years	4	42	46
		8.7%	91.3%	100.0%
	25 - 55 godina / years	6	62	68
8.8%		91.2%	100.0%	
	Preko 55 godina / Over 55 years	0	6	6
		0.0%	100.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	5	20	25
		20.0%	80.0%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	3	76	79
3.8%		96.2%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	1	16	17
		5.9%	94.1%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	4	44	48
		8.3%	91.7%	100.0%
	Nezaposlen / Unemployed	2	26	28
		7.1%	92.9%	100.0%
Student / Student	1	26	27	
	3.7%	96.3%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	0	16	16
		0.0%	100.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	1	10	11
		9.1%	90.9%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	3	21	24
		12.5%	87.5%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	2	20	22	
	9.1%	90.9%	100.0%	
	U kategoriji preko 75% prihoda / Fourth quarter of income	1	40	41
		2.4%	97.6%	100.0%
REGION	Sjeverne opštine / Northern municipalities	6	27	33
		18.2%	81.8%	100.0%
	Centralne opštine / Central municipalities	3	53	56
		5.4%	94.6%	100.0%
Južne opštine / Southern municipalities	1	33	34	
	2.9%	97.1%	100.0%	
TOTAL		10	113	123
		8.1%	91.9%	100.0%

Koliko često vršite back up privatnih file-ova , dokumenata, slika, video zapisa itd... / How often do you perform back up of your private files, documents, pictures, videos...

		Uvijek ili gotovo uvijek / Always or almost always	Ponekad / Sometimes	Nikad ili gotovo nikad / Never or almost never	Nicadim dokumenta kompjuterno / don't keep documents on computer	Total
POL / SEX	Muški / Male	55 13.9%	179 45.1%	117 29.5%	46 11.6%	397 100.0%
	Ženski / Female	61 14.2%	182 42.3%	139 32.3%	48 11.2%	430 100.0%
GODINE / AGE	16 - 24 godina / years	36 13.1%	144 52.4%	77 28.0%	18 6.5%	275 100.0%
	25 - 55 godina / years	73 14.2%	206 40.1%	164 31.9%	71 13.8%	514 100.0%
	Preko 55 godina / Over 55 years	7 19.4%	11 30.6%	13 36.1%	5 13.9%	36 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	20 11.8%	68 40.2%	59 34.9%	22 13.0%	169 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	58 12.1%	207 43.0%	154 32.0%	62 12.9%	481 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	38 22.5%	84 49.7%	38 22.5%	9 5.3%	169 100.0%
ZAPOSLJENJE / EMPLOYMENT	Zaposlen / Employed	63 16.1%	159 40.6%	122 31.1%	48 12.2%	392 100.0%
	Nezaposlen / Unemployed	22 13.4%	63 38.4%	54 32.9%	25 15.2%	164 100.0%
	Student / Student	18 10.1%	101 56.7%	48 27.0%	11 6.2%	178 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	13 14.6%	36 40.4%	30 33.7%	10 11.2%	89 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	11 10.1%	50 45.9%	38 34.9%	10 9.2%	109 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	23 14.0%	70 42.7%	46 28.0%	25 15.2%	164 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	19 11.8%	75 46.6%	48 29.8%	19 11.8%	161 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	41 17.2%	102 42.9%	70 29.4%	25 10.5%	238 100.0%
REGION	Sjeverne opštine / Northern municipalities	18 8.4%	100 46.7%	72 33.6%	24 11.2%	214 100.0%
	Centralne opštine / Central municipalities	63 16.6%	167 44.1%	108 28.5%	41 10.8%	379 100.0%
	Južne opštine / Southern municipalities	35 14.8%	96 40.7%	76 32.2%	29 12.3%	236 100.0%
TOTAL		116 14.0%	363 43.8%	256 30.9%	94 11.3%	829 100.0%

Koju od navedenih aktivnosti ste realizovali: Korišćenje pretraživača za nalaženje informacija / Which of the following Internet activities have you carried out: Using a search engine to find information

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	326	102	428
		76.2%	23.8%	100.0%
GODINE / AGE	Ženski / Female	333	116	449
		74.2%	25.8%	100.0%
GODINE / AGE	16 - 24 godina / years	217	60	277
		78.3%	21.7%	100.0%
	25 - 55 godina / years	407	149	556
	73.2%	26.8%	100.0%	
OBRAZOVANJE / EDUCATION	Preko 55 godina / Over 55 years	33	9	42
		78.6%	21.4%	100.0%
	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	137	49	186
	73.7%	26.3%	100.0%	
OBRAZOVANJE / EDUCATION	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	373	139	512
		72.9%	27.1%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	147	28	175
	84.0%	16.0%	100.0%	
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	323	98	421
		76.7%	23.3%	100.0%
	Nezaposlen / Unemployed	117	64	181
		64.6%	35.4%	100.0%
ZAPOSLENJE / EMPLOYMENT	Student / Student	145	33	178
		81.5%	18.5%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	70	23	93
	75.3%	24.7%	100.0%	
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	78	52	130
		60.0%	40.0%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	128	46	174
		73.6%	26.4%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji od 50% do 75% prihoda / Third quarter of income	133	35	168
		79.2%	20.8%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	201	42	243
	82.7%	17.3%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	179	62	241
		74.3%	25.7%	100.0%
	Centralne opštine / Central municipalities	283	113	396
	71.5%	28.5%	100.0%	
REGION	Južne opštine / Southern municipalities	199	44	243
		81.9%	18.1%	100.0%
TOTAL		661	219	880
		75.1%	24.9%	100.0%

Koju od navedenih aktivnosti ste realizovali: Slanje e mail-ova sa attachmentom / Which of the following Internet activities have you carried out: Sending emails with attached files

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	226	202	428
		52.8%	47.2%	100.0%
	Ženski / Female	244	205	449
		54.3%	45.7%	100.0%
GODINE / AGE	16 - 24 godina / years	163	115	278
		58.6%	41.4%	100.0%
	25 - 55 godina / years	292	264	556
	52.5%	47.5%	100.0%	
	Preko 55 godina / Over 55 years	15	27	42
		35.7%	64.3%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	90	95	185
		48.6%	51.4%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	251	261	512
	49.0%	51.0%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	127	48	175
		72.6%	27.4%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	228	193	421
		54.2%	45.8%	100.0%
	Nezaposlen / Unemployed	86	95	181
		47.5%	52.5%	100.0%
	Student / Student	110	68	178
		61.8%	38.2%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	46	47	93
		49.5%	50.5%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	46	83	129
		35.7%	64.3%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	77	97	174
		44.3%	55.7%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	93	75	168
		55.4%	44.6%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	168	75	243
		69.1%	30.9%	100.0%
REGION	Sjeverne opštine / Northern municipalities	112	129	241
		46.5%	53.5%	100.0%
	Centralne opštine / Central municipalities	222	174	396
	56.1%	43.9%	100.0%	
	Južne opštine / Southern municipalities	137	106	243
		56.4%	43.6%	100.0%
TOTAL		471	409	880
		53.5%	46.5%	100.0%

Koju od navedenih aktivnosti ste realizovali: Postovanje poruka u chat sobe on line forume i sobe za diskusiju /
Which of the following Internet activities have you carried out: Posting messages to chatrooms, newsgroups...

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	166	262	428
		38.8%	61.2%	100.0%
POL / SEX	Ženski / Female	149	300	449
		33.2%	66.8%	100.0%
GODINE / AGE	16 - 24 godina / years	138	139	277
		49.8%	50.2%	100.0%
	25 - 55 godina / years	170	386	556
	30.6%	69.4%	100.0%	
GODINE / AGE	Preko 55 godina / Over 55 years	6	37	43
		14.0%	86.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	76	110	186
		40.9%	59.1%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	169	343	512
	33.0%	67.0%	100.0%	
OBRAZOVANJE / EDUCATION	Tercijarno obrazovanje (5 i 6) / Tertiary education	70	104	174
		40.2%	59.8%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	131	290	421
		31.1%	68.9%	100.0%
	Nezaposlen / Unemployed	61	120	181
		33.7%	66.3%	100.0%
ZAPOSLENJE / EMPLOYMENT	Student / Student	94	84	178
		52.8%	47.2%	100.0%
ZAPOSLENJE / EMPLOYMENT	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	29	64	93
		31.2%	68.8%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	36	94	130
		27.7%	72.3%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	58	116	174
		33.3%	66.7%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji od 50% do 75% prihoda / Third quarter of income	68	99	167
		40.7%	59.3%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji preko 75% prihoda / Fourth quarter of income	96	147	243
		39.5%	60.5%	100.0%
REGION	Sjeverne opštine / Northern municipalities	80	161	241
		33.2%	66.8%	100.0%
	Centralne opštine / Central municipalities	111	285	396
	28.0%	72.0%	100.0%	
REGION	Južne opštine / Southern municipalities	125	118	243
		51.4%	48.6%	100.0%
TOTAL		316	564	880
		35.9%	64.1%	100.0%

Koju od navedenih aktivnosti ste realizovali: Upotreba interneta za telefoniranje / Which of the following Internet activities have you carried out: Using the internet to make telephone calls				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	133 31.1%	295 68.9%	428 100.0%
	Ženski / Female	133 29.7%	315 70.3%	448 100.0%
GODINE / AGE	16 - 24 godina / years	94 33.8%	184 66.2%	278 100.0%
	25 - 55 godina / years	169 30.4%	387 69.6%	556 100.0%
	Preko 55 godina / Over 55 years	4 9.5%	38 90.5%	42 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	56 30.1%	130 69.9%	186 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	141 27.5%	371 72.5%	512 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	69 39.7%	105 60.3%	174 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	121 28.8%	299 71.2%	420 100.0%
	Nezaposlen / Unemployed	54 29.8%	127 70.2%	181 100.0%
	Student / Student	67 37.4%	112 62.6%	179 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	21 22.6%	72 77.4%	93 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	31 23.8%	99 76.2%	130 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	47 26.9%	128 73.1%	175 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	56 33.3%	112 66.7%	168 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	84 34.6%	159 65.4%	243 100.0%
REGION	Sjeverne opštine / Northern municipalities	91 37.9%	149 62.1%	240 100.0%
	Centralne opštine / Central municipalities	90 22.7%	306 77.3%	396 100.0%
	Južne opštine / Southern municipalities	86 35.4%	157 64.6%	243 100.0%
TOTAL		267 30.4%	612 69.6%	879 100.0%

Koju od navedenih aktivnosti ste realizovali: Koršćenje peer to peer programa za razmjenu file ova... / Which of the following Internet activities have you carried out: Using peer-to-peer file sharing...

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	43	386	429
		10.0%	90.0%	100.0%
POL / SEX	Ženski / Female	38	410	448
		8.5%	91.5%	100.0%
GODINE / AGE	16 - 24 godina / years	36	242	278
		12.9%	87.1%	100.0%
	25 - 55 godina / years	44	512	556
	7.9%	92.1%	100.0%	
GODINE / AGE	Preko 55 godina / Over 55 years	2	41	43
		4.7%	95.3%	100.0%
	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	16	169	185
	8.6%	91.4%	100.0%	
OBRAZOVANJE / EDUCATION	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	40	472	512
		7.8%	92.2%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	26	148	174
	14.9%	85.1%	100.0%	
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	31	390	421
		7.4%	92.6%	100.0%
	Nezaposlen / Unemployed	10	171	181
		5.5%	94.5%	100.0%
ZAPOSLENJE / EMPLOYMENT	Student / Student	34	145	179
		19.0%	81.0%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	6	87	93
		6.5%	93.5%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	6	123	129
		4.7%	95.3%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	11	163	174
		6.3%	93.7%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	22	146	168
	13.1%	86.9%	100.0%	
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji preko 75% prihoda / Fourth quarter of income	28	215	243
		11.5%	88.5%	100.0%
REGION	Sjeverne opštine / Northern municipalities	20	221	241
		8.3%	91.7%	100.0%
	Centralne opštine / Central municipalities	34	363	397
		8.6%	91.4%	100.0%
REGION	Južne opštine / Southern municipalities	29	215	244
		11.9%	88.1%	100.0%
TOTAL		83	799	882
		9.4%	90.6%	100.0%

Koju od navedenih aktivnosti ste realizovali: Kreiranje web strane / Which of the following Internet activities have you carried out: Creating web page

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	45	384	429
		10.5%	89.5%	100.0%
	Ženski / Female	26	423	449
		5.8%	94.2%	100.0%
GODINE / AGE	16 - 24 godina / years	29	249	278
		10.4%	89.6%	100.0%
	25 - 55 godina / years	39	517	556
	7.0%	93.0%	100.0%	
	Preko 55 godina / Over 55 years	3	40	43
		7.0%	93.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	14	171	185
		7.6%	92.4%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	38	474	512
	7.4%	92.6%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	18	156	174
		10.3%	89.7%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	34	387	421
		8.1%	91.9%	100.0%
	Nezaposlen / Unemployed	10	171	181
		5.5%	94.5%	100.0%
	Student / Student	20	159	179
		11.2%	88.8%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	6	87	93
		6.5%	93.5%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	6	123	129
		4.7%	95.3%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	11	163	174
		6.3%	93.7%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	18	149	167
		10.8%	89.2%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	17	226	243
		7.0%	93.0%	100.0%
REGION	Sjeverne opštine / Northern municipalities	19	221	240
		7.9%	92.1%	100.0%
	Centralne opštine / Central municipalities	27	369	396
		6.8%	93.2%	100.0%
	Južne opštine / Southern municipalities	24	219	243
		9.9%	90.1%	100.0%
TOTAL		70	809	879
		8.0%	92.0%	100.0%

Da li u svom domaćinstvu imate fiksnu telefonsku liniju / Does your household have land line telephone				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	538	197	735
		73.2%	26.8%	100.0%
	Ženski / Female	539	219	758
		71.1%	28.9%	100.0%
GODINE / AGE	16 - 24 godina / years	232	64	296
		78.4%	21.6%	100.0%
	25 - 55 godina / years	610	234	844
72.3%		27.7%	100.0%	
	Preko 55 godina / Over 55 years	237	115	352
		67.3%	32.7%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	346	220	566
		61.1%	38.9%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	559	172	731
76.5%		23.5%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	170	21	191
		89.0%	11.0%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	438	126	564
		77.7%	22.3%	100.0%
	Nezaposlen / Unemployed	226	135	361
		62.6%	37.4%	100.0%
Student / Student	155	28	183	
	84.7%	15.3%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	258	124	382
		67.5%	32.5%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	252	173	425
		59.3%	40.7%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	236	96	332
		71.1%	28.9%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	177	52	229	
	77.3%	22.7%	100.0%	
	U kategoriji preko 75% prihoda / Fourth quarter of income	253	30	283
		89.4%	10.6%	100.0%
REGION	Sjeverne opštine / Northern municipalities	342	255	597
		57.3%	42.7%	100.0%
	Centralne opštine / Central municipalities	457	92	549
83.2%		16.8%	100.0%	
	Južne opštine / Southern municipalities	281	69	350
		80.3%	19.7%	100.0%
TOTAL		1080	416	1496
		72.2%	27.8%	100.0%

Koji je glavni razlog što nemate fiksnu telefonsku liniju u svom domaćinstvu: Umjesto fiksnog koristim mobilni / What is the main reason you don't have land line telephone: I use mobile phone instead		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	150	46	196
		76.5%	23.5%	100.0%
	Ženski / Female	162	57	219
		74.0%	26.0%	100.0%
GODINE / AGE	16 - 24 godina / years	48	16	64
		75.0%	25.0%	100.0%
	25 - 55 godina / years	181	53	234
	77.4%	22.6%	100.0%	
	Preko 55 godina / Over 55 years	83	33	116
		71.6%	28.4%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	166	54	220
		75.5%	24.5%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	126	46	172
	73.3%	26.7%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	18	3	21
		85.7%	14.3%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	97	28	125
		77.6%	22.4%	100.0%
	Nezaposlen / Unemployed	98	37	135
		72.6%	27.4%	100.0%
	Student / Student	20	8	28
		71.4%	28.6%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	94	30	124
		75.8%	24.2%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	127	47	174
		73.0%	27.0%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	77	19	96
		80.2%	19.8%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	41	10	51
		80.4%	19.6%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	21	9	30
		70.0%	30.0%	100.0%
REGION	Sjeverne opštine / Northern municipalities	194	61	255
		76.1%	23.9%	100.0%
	Centralne opštine / Central municipalities	60	31	91
		65.9%	34.1%	100.0%
	Južne opštine / Southern municipalities	58	11	69
		84.1%	15.9%	100.0%
TOTAL		312	103	415
		75.2%	24.8%	100.0%

Koji je glavni razlog što nemate fiksnu telefonsku liniju u svom domaćinstvu: Previsoke su cijene fiksnog telefona / What is the main reason you don't have land line telephone: Prices are too high

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	43	154	197
		21.8%	78.2%	100.0%
	Ženski / Female	37	182	219
		16.9%	83.1%	100.0%
GODINE / AGE	16 - 24 godina / years	8	56	64
		12.5%	87.5%	100.0%
	25 - 55 godina / years	46	189	235
	19.6%	80.4%	100.0%	
	Preko 55 godina / Over 55 years	25	90	115
		21.7%	78.3%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	50	169	219
		22.8%	77.2%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	29	143	172
	16.9%	83.1%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	1	20	21
		4.8%	95.2%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	16	109	125
		12.8%	87.2%	100.0%
	Nezaposlen / Unemployed	32	103	135
		23.7%	76.3%	100.0%
	Student / Student	5	23	28
		17.9%	82.1%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	27	97	124
		21.8%	78.2%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	42	131	173
		24.3%	75.7%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	10	86	96
		10.4%	89.6%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	7	45	52
		13.5%	86.5%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	4	26	30
		13.3%	86.7%	100.0%
REGION	Sjeverne opštine / Northern municipalities	55	200	255
		21.6%	78.4%	100.0%
	Centralne opštine / Central municipalities	15	76	91
	16.5%	83.5%	100.0%	
	Južne opštine / Southern municipalities	9	60	69
		13.0%	87.0%	100.0%
TOTAL		79	336	415
		19.0%	81.0%	100.0%

Koji je glavni razlog što nemate fiksnu telefonsku liniju u svom domaćinstvu: Planiram da nabavim fiksni telefon / What is the main reason you don't have land line telephone: I plan to get land line phone				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	13	183	196
		6.6%	93.4%	100.0%
	Ženski / Female	12	207	219
		5.5%	94.5%	100.0%
GODINE / AGE	16 - 24 godina / years	5	59	64
		7.8%	92.2%	100.0%
	25 - 55 godina / years	19	215	234
	8.1%	91.9%	100.0%	
	Preko 55 godina / Over 55 years	1	115	116
		0.9%	99.1%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	9	211	220
		4.1%	95.9%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	14	158	172
	8.1%	91.9%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	2	19	21
		9.5%	90.5%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	9	117	126
		7.1%	92.9%	100.0%
	Nezaposlen / Unemployed	9	126	135
		6.7%	93.3%	100.0%
	Student / Student	2	25	27
	7.4%	92.6%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	4	119	123
		3.3%	96.7%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	7	166	173
		4.0%	96.0%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	7	89	96
		7.3%	92.7%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	2	49	51
		3.9%	96.1%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	1	29	30
		3.3%	96.7%	100.0%
REGION	Sjeverne opštine / Northern municipalities	14	241	255
		5.5%	94.5%	100.0%
	Centralne opštine / Central municipalities	6	86	92
	6.5%	93.5%	100.0%	
	Južne opštine / Southern municipalities	6	63	69
		8.7%	91.3%	100.0%
TOTAL		26	390	416
		6.3%	93.8%	100.0%

Koji je glavni razlog što nemate fiksnu telefonsku liniju u svom domaćinstvu: Jos uvijek čekam da instaliraju telefon / What is the main reason you don't have land line telephone: I am still waiting for the installation

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	7 3.6%	190 96.4%	197 100.0%
	Ženski / Female	4 1.8%	215 98.2%	219 100.0%
GODINE / AGE	16 - 24 godina / years	3 4.7%	61 95.3%	64 100.0%
	25 - 55 godina / years	5 2.1%	229 97.9%	234 100.0%
	Preko 55 godina / Over 55 years	3 2.6%	113 97.4%	116 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	4 1.8%	216 98.2%	220 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	7 4.1%	164 95.9%	171 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	0 0.0%	21 100.0%	21 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	5 4.0%	120 96.0%	125 100.0%
	Nezaposlen / Unemployed	1 0.7%	134 99.3%	135 100.0%
	Student / Student	2 7.1%	26 92.9%	28 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	3 2.4%	120 97.6%	123 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	3 1.7%	170 98.3%	173 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	1 1.0%	95 99.0%	96 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	3 5.9%	48 94.1%	51 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	1 3.3%	29 96.7%	30 100.0%
REGION	Sjeverne opštine / Northern municipalities	4 1.6%	251 98.4%	255 100.0%
	Centralne opštine / Central municipalities	5 5.5%	86 94.5%	91 100.0%
	Južne opštine / Southern municipalities	2 2.9%	67 97.1%	69 100.0%
TOTAL		11 2.7%	404 97.3%	415 100.0%

Koji je glavni razlog što nemate fiksnu telefonsku liniju u svom domaćinstvu: Imam pristup fiksnom telefonu van kuće / What is the main reason you don't have land line telephone: I have access to land line phone outside of home

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	3	193	196
		1.5%	98.5%	100.0%
	Ženski / Female	5	214	219
		2.3%	97.7%	100.0%
GODINE / AGE	16 - 24 godina / years	2	62	64
		3.1%	96.9%	100.0%
	25 - 55 godina / years	5	229	234
	2.1%	97.9%	100.0%	
	Preko 55 godina / Over 55 years	2	114	116
		1.7%	98.3%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	5	214	219
		2.3%	97.7%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	2	169	171
	1.2%	98.8%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	1	20	21
		4.8%	95.2%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	3	122	125
		2.4%	97.6%	100.0%
	Nezaposlen / Unemployed	3	132	135
		2.2%	97.8%	100.0%
	Student / Student	0	28	28
		0.0%	100.0%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	3	121	124
		2.4%	97.6%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	2	171	173
		1.2%	98.8%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	4	92	96
		4.2%	95.8%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	2	50	52
		3.8%	96.2%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	0	30	30
		0.0%	100.0%	100.0%
REGION	Sjeverne opštine / Northern municipalities	3	252	255
		1.2%	98.8%	100.0%
	Centralne opštine / Central municipalities	1	91	92
	1.1%	98.9%	100.0%	
	Južne opštine / Southern municipalities	5	64	69
		7.2%	92.8%	100.0%
TOTAL		9	407	416
		2.2%	97.8%	100.0%

Koji je glavni razlog što nemate fiksnu telefonsku liniju u svom domaćinstvu: Koristim VOIP / What is the main reason you don't have land line telephone: I use VOIP

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	1 0.5%	196 99.5%	197 100.0%
	Ženski / Female	2 0.9%	217 99.1%	219 100.0%
GODINE / AGE	16 - 24 godina / years	0 0.0%	64 100.0%	64 100.0%
	25 - 55 godina / years	3 1.3%	232 98.7%	235 100.0%
	Preko 55 godina / Over 55 years	0 0.0%	115 100.0%	115 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	2 0.9%	218 99.1%	220 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	1 0.6%	171 99.4%	172 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	0 0.0%	21 100.0%	21 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	3 2.4%	123 97.6%	126 100.0%
	Nezaposlen / Unemployed	0 0.0%	135 100.0%	135 100.0%
	Student / Student	0 0.0%	28 100.0%	28 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	0 0.0%	124 100.0%	124 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	2 1.2%	171 98.8%	173 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	0 0.0%	96 100.0%	96 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	1 1.9%	51 98.1%	52 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	0 0.0%	30 100.0%	30 100.0%
REGION	Sjeverne opštine / Northern municipalities	0 0.0%	255 100.0%	255 100.0%
	Centralne opštine / Central municipalities	0 0.0%	92 100.0%	92 100.0%
	Južne opštine / Southern municipalities	3 4.3%	66 95.7%	69 100.0%
TOTAL		3 0.7%	413 99.3%	416 100.0%

Koji je glavni razlog što nemate fiksnu telefonsku liniju u svom domaćinstvu: Nepostojanje tehničkih mogućnosti / What is the main reason you don't have land line telephone: There are no technical possibilities

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	45 22.8%	152 77.2%	197 100.0%
	Ženski / Female	38 17.4%	181 82.6%	219 100.0%
GODINE / AGE	16 - 24 godina / years	8 12.5%	56 87.5%	64 100.0%
	25 - 55 godina / years	38 16.2%	197 83.8%	235 100.0%
	Preko 55 godina / Over 55 years	36 31.3%	79 68.7%	115 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	45 20.5%	175 79.5%	220 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	34 19.8%	138 80.2%	172 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	3 14.3%	18 85.7%	21 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	21 16.7%	105 83.3%	126 100.0%
	Nezaposlen / Unemployed	31 23.0%	104 77.0%	135 100.0%
	Student / Student	6 21.4%	22 78.6%	28 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	25 20.2%	99 79.8%	124 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	38 22.0%	135 78.0%	173 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	20 20.8%	76 79.2%	96 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	6 11.8%	45 88.2%	51 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	6 20.7%	23 79.3%	29 100.0%
REGION	Sjeverne opštine / Northern municipalities	64 25.1%	191 74.9%	255 100.0%
	Centralne opštine / Central municipalities	13 14.1%	79 85.9%	92 100.0%
	Južne opštine / Southern municipalities	6 8.7%	63 91.3%	69 100.0%
TOTAL		83 20.0%	333 80.0%	416 100.0%

Kog provajdera fiksne telefonije koristite / Which land line provider do you use				
		T COM	M TEL	Total
POL / SEX	Muški / Male	511	25	536
		95.3%	4.7%	100.0%
	Ženski / Female	507	30	537
		94.4%	5.6%	100.0%
GODINE / AGE	16 - 24 godina / years	216	15	231
		93.5%	6.5%	100.0%
	25 - 55 godina / years	576	31	607
		94.9%	5.1%	100.0%
	Preko 55 godina / Over 55 years	228	9	237
		96.2%	3.8%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	331	14	345
		95.9%	4.1%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	523	32	555
		94.2%	5.8%	100.0%
Tercijarno obrazovanje (5 i 6) / Tertiary education	163	6	169	
	96.4%	3.6%	100.0%	
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	412	23	435
		94.7%	5.3%	100.0%
	Nezaposlen / Unemployed	211	13	224
		94.2%	5.8%	100.0%
	Student / Student	150	6	156
		96.2%	3.8%	100.0%
Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	246	12	258	
	95.3%	4.7%	100.0%	
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	243	9	252
		96.4%	3.6%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	221	14	235
		94.0%	6.0%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	170	7	177
		96.0%	4.0%	100.0%
U kategoriji preko 75% prihoda / Fourth quarter of income	233	18	251	
	92.8%	7.2%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	337	4	341
		98.8%	1.2%	100.0%
	Centralne opštine / Central municipalities	420	34	454
		92.5%	7.5%	100.0%
	Južne opštine / Southern municipalities	264	17	281
		94.0%	6.0%	100.0%
TOTAL		1021	55	1076
		94.9%	5.1%	100.0%

Da li ste ikada promijenili provajdera fiksne telefonije / Have you ever changed land line phone provider		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	28 5.3%	504 94.7%	532 100.0%
	Ženski / Female	34 6.4%	497 93.6%	531 100.0%
GODINE / AGE	16 - 24 godina / years	18 7.8%	212 92.2%	230 100.0%
	25 - 55 godina / years	39 6.5%	563 93.5%	602 100.0%
	Preko 55 godina / Over 55 years	4 1.7%	227 98.3%	231 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	25 7.3%	319 92.7%	344 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	30 5.5%	520 94.5%	550 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	7 4.2%	160 95.8%	167 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	27 6.3%	400 93.7%	427 100.0%
	Nezaposlen / Unemployed	15 6.7%	208 93.3%	223 100.0%
	Student / Student	6 3.9%	149 96.1%	155 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	13 5.0%	245 95.0%	258 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	11 4.4%	238 95.6%	249 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	9 3.8%	226 96.2%	235 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	15 8.6%	160 91.4%	175 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	17 7.0%	227 93.0%	244 100.0%
REGION	Sjeverne opštine / Northern municipalities	7 2.1%	331 97.9%	338 100.0%
	Centralne opštine / Central municipalities	44 9.9%	402 90.1%	446 100.0%
	Južne opštine / Southern municipalities	11 3.9%	271 96.1%	282 100.0%
TOTAL		62 5.8%	1004 94.2%	1066 100.0%

Zbog čega: Nisam bio zadovoljan cijenama / Why: I was not satisfied with the prices

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	12 42.9%	16 57.1%	28 100.0%
	Ženski / Female	11 32.4%	23 67.6%	34 100.0%
GODINE / AGE	16 - 24 godina / years	6 33.3%	12 66.7%	18 100.0%
	25 - 55 godina / years	17 43.6%	22 56.4%	39 100.0%
	Preko 55 godina / Over 55 years	0 0.0%	4 100.0%	4 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	9 36.0%	16 64.0%	25 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	10 33.3%	20 66.7%	30 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	4 57.1%	3 42.9%	7 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	9 34.6%	17 65.4%	26 100.0%
	Nezaposlen / Unemployed	9 60.0%	6 40.0%	15 100.0%
	Student / Student	0 0.0%	6 100.0%	6 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	4 30.8%	9 69.2%	13 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	7 63.6%	4 36.4%	11 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	2 22.2%	7 77.8%	9 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	4 26.7%	11 73.3%	15 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	6 35.3%	11 64.7%	17 100.0%
REGION	Sjeverne opštine / Northern municipalities	1 14.3%	6 85.7%	7 100.0%
	Centralne opštine / Central municipalities	20 45.5%	24 54.5%	44 100.0%
	Južne opštine / Southern municipalities	2 20.0%	8 80.0%	10 100.0%
TOTAL		23 37.7%	38 62.3%	61 100.0%

Zbog čega: Novi provajder me je kontaktirao sa boljom ponudom / Why: New provider contacted me with better prices				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	3 10.7%	25 89.3%	28 100.0%
	Ženski / Female	6 17.6%	28 82.4%	34 100.0%
GODINE / AGE	16 - 24 godina / years	2 11.1%	16 88.9%	18 100.0%
	25 - 55 godina / years	5 12.8%	34 87.2%	39 100.0%
	Preko 55 godina / Over 55 years	3 60.0%	2 40.0%	5 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	4 15.4%	22 84.6%	26 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	5 16.7%	25 83.3%	30 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	1 14.3%	6 85.7%	7 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	6 22.2%	21 77.8%	27 100.0%
	Nezaposlen / Unemployed	1 6.7%	14 93.3%	15 100.0%
	Student / Student	0 0.0%	6 100.0%	6 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	3 21.4%	11 78.6%	14 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	2 16.7%	10 83.3%	12 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	1 11.1%	8 88.9%	9 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	6 40.0%	9 60.0%	15 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	0 0.0%	17 100.0%	17 100.0%
REGION	Sjeverne opštine / Northern municipalities	3 42.9%	4 57.1%	7 100.0%
	Centralne opštine / Central municipalities	1 2.2%	44 97.8%	45 100.0%
	Južne opštine / Southern municipalities	6 54.5%	5 45.5%	11 100.0%
TOTAL		10 15.9%	53 84.1%	63 100.0%

Zbog čega: Lošiji kvalitet usluge starog provajdera / Why: Old provider offered worse service				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	3	25	28
		10.7%	89.3%	100.0%
	Ženski / Female	5	29	34
		14.7%	85.3%	100.0%
GODINE / AGE	16 - 24 godina / years	3	15	18
		16.7%	83.3%	100.0%
	25 - 55 godina / years	4	35	39
10.3%		89.7%	100.0%	
	Preko 55 godina / Over 55 years	0	4	4
		0.0%	100.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	4	22	26
		15.4%	84.6%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	4	26	30
13.3%		86.7%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	0	7	7
		0.0%	100.0%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	1	26	27
		3.7%	96.3%	100.0%
	Nezaposlen / Unemployed	3	12	15
		20.0%	80.0%	100.0%
Student / Student	3	3	6	
	50.0%	50.0%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	1	12	13
		7.7%	92.3%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	2	10	12
		16.7%	83.3%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	2	7	9
		22.2%	77.8%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	0	15	15	
	0.0%	100.0%	100.0%	
U kategoriji preko 75% prihoda / Fourth quarter of income	4	13	17	
	23.5%	76.5%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	3	4	7
		42.9%	57.1%	100.0%
	Centralne opštine / Central municipalities	5	39	44
11.4%		88.6%	100.0%	
Južne opštine / Southern municipalities	0	11	11	
	0.0%	100.0%	100.0%	
TOTAL		8	54	62
		12.9%	87.1%	100.0%

Zbog čega: Bolju uslugu korisnicima nudi novi provajder / Why: New provider provides better service		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	7 25.9%	20 74.1%	27 100.0%
	Ženski / Female	6 17.6%	28 82.4%	34 100.0%
GODINE / AGE	16 - 24 godina / years	5 27.8%	13 72.2%	18 100.0%
	25 - 55 godina / years	8 20.5%	31 79.5%	39 100.0%
	Preko 55 godina / Over 55 years	0 0.0%	4 100.0%	4 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	4 15.4%	22 84.6%	26 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	7 24.1%	22 75.9%	29 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	2 28.6%	5 71.4%	7 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	6 23.1%	20 76.9%	26 100.0%
	Nezaposlen / Unemployed	1 6.7%	14 93.3%	15 100.0%
	Student / Student	2 40.0%	3 60.0%	5 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	3 23.1%	10 76.9%	13 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	0 0.0%	11 100.0%	11 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	3 33.3%	6 66.7%	9 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	1 7.1%	13 92.9%	14 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	4 23.5%	13 76.5%	17 100.0%
REGION	Sjeverne opštine / Northern municipalities	1 14.3%	6 85.7%	7 100.0%
	Centralne opštine / Central municipalities	11 24.4%	34 75.6%	45 100.0%
	Južne opštine / Southern municipalities	1 10.0%	9 90.0%	10 100.0%
TOTAL		13 21.0%	49 79.0%	62 100.0%

Zbog čega: Kvalitet poziva je bolji kod novog provajdera / Why: Quality of calls is better with new provider

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	1 3.6%	27 96.4%	28 100.0%
	Ženski / Female	4 11.8%	30 88.2%	34 100.0%
GODINE / AGE	16 - 24 godina / years	2 11.1%	16 88.9%	18 100.0%
	25 - 55 godina / years	3 7.7%	36 92.3%	39 100.0%
	Preko 55 godina / Over 55 years	0 0.0%	4 100.0%	4 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	4 15.4%	22 84.6%	26 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	2 6.7%	28 93.3%	30 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	0 0.0%	7 100.0%	7 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	1 3.7%	26 96.3%	27 100.0%
	Nezaposlen / Unemployed	2 13.3%	13 86.7%	15 100.0%
	Student / Student	0 0.0%	6 100.0%	6 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	3 21.4%	11 78.6%	14 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	0 0.0%	11 100.0%	11 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	0 0.0%	9 100.0%	9 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	1 6.7%	14 93.3%	15 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	4 22.2%	14 77.8%	18 100.0%
REGION	Sjeverne opštine / Northern municipalities	0 0.0%	7 100.0%	7 100.0%
	Centralne opštine / Central municipalities	4 8.9%	41 91.1%	45 100.0%
	Južne opštine / Southern municipalities	2 18.2%	9 81.8%	11 100.0%
TOTAL		6 9.5%	57 90.5%	63 100.0%

Ukoliko ste mjenjali provajdera fiksne telefonije da li ste se poslije toga vratili na prethodnog / If you have changed provider, did you afterwards return to the original provider		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	11 40.7%	16 59.3%	27 100.0%
	Ženski / Female	9 31.0%	20 69.0%	29 100.0%
GODINE / AGE	16 - 24 godina / years	5 29.4%	12 70.6%	17 100.0%
	25 - 55 godina / years	15 40.5%	22 59.5%	37 100.0%
	Preko 55 godina / Over 55 years	0 0.0%	3 100.0%	3 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	7 30.4%	16 69.6%	23 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	12 44.4%	15 55.6%	27 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	1 16.7%	5 83.3%	6 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	10 40.0%	15 60.0%	25 100.0%
	Nezaposlen / Unemployed	5 35.7%	9 64.3%	14 100.0%
	Student / Student	2 40.0%	3 60.0%	5 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	3 27.3%	8 72.7%	11 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	5 50.0%	5 50.0%	10 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	2 25.0%	6 75.0%	8 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	6 50.0%	6 50.0%	12 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	3 18.8%	13 81.3%	16 100.0%
REGION	Sjeverne opštine / Northern municipalities	1 14.3%	6 85.7%	7 100.0%
	Centralne opštine / Central municipalities	16 40.0%	24 60.0%	40 100.0%
	Južne opštine / Southern municipalities	4 36.4%	7 63.6%	11 100.0%
TOTAL		21 36.2%	37 63.8%	58 100.0%

Zbog čega: Nisam bio zadovoljan cijenama / Why: I was not satisfied with the prices				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	7	4	11
		63.6%	36.4%	100.0%
	Ženski / Female	4	5	9
		44.4%	55.6%	100.0%
GODINE / AGE	16 - 24 godina / years	2	3	5
		40.0%	60.0%	100.0%
	25 - 55 godina / years	9	7	16
56.3%		43.8%	100.0%	
	Preko 55 godina / Over 55 years	0	4	4
		0.0%	100.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	4	4	8
		50.0%	50.0%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	7	5	12
58.3%		41.7%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	0	1	1
		0.0%	100.0%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	5	5	10
		50.0%	50.0%	100.0%
	Nezaposlen / Unemployed	2	3	5
		40.0%	60.0%	100.0%
Student / Student	2	0	2	
	100.0%	0.0%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	3	1	4
		75.0%	25.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	3	3	6
		50.0%	50.0%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	1	1	2
		50.0%	50.0%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	2	3	5	
	40.0%	60.0%	100.0%	
	U kategoriji preko 75% prihoda / Fourth quarter of income	3	1	4
		75.0%	25.0%	100.0%
REGION	Sjeverne opštine / Northern municipalities	1	0	1
		100.0%	0.0%	100.0%
	Centralne opštine / Central municipalities	9	7	16
56.3%		43.8%	100.0%	
	Južne opštine / Southern municipalities	2	2	4
		50.0%	50.0%	100.0%
TOTAL		12	9	21
		57.1%	42.9%	100.0%

Zbog čega: Lošiji kvalitet usluge novog provajdera / Why: New provider had worse service quality		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	0	11	11
		0.0%	100.0%	100.0%
	Ženski / Female	1	8	9
		11.1%	88.9%	100.0%
GODINE / AGE	16 - 24 godina / years	0	5	5
		0.0%	100.0%	100.0%
	25 - 55 godina / years	1	14	15
6.7%		93.3%	100.0%	
	Preko 55 godina / Over 55 years	0	0	0
		0.0%	0.0%	0.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	0	7	7
		0.0%	100.0%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	1	12	13
7.7%		92.3%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	1	0	1
		100.0%	0.0%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	1	9	10
		10.0%	90.0%	100.0%
	Nezaposlen / Unemployed	1	4	5
		20.0%	80.0%	100.0%
Student / Student	0	2	2	
	0.0%	100.0%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	0	3	3
		0.0%	100.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	1	4	5
		20.0%	80.0%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	0	2	2
		0.0%	100.0%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	0	6	6	
	0.0%	100.0%	100.0%	
	U kategoriji preko 75% prihoda / Fourth quarter of income	0	3	3
		0.0%	100.0%	100.0%
REGION	Sjeverne opštine / Northern municipalities	0	1	1
		0.0%	100.0%	100.0%
	Centralne opštine / Central municipalities	1	15	16
6.3%		93.8%	100.0%	
	Južne opštine / Southern municipalities	1	3	4
		25.0%	75.0%	100.0%
TOTAL		2	19	21
		9.5%	90.5%	100.0%

Zbog čega: Bolju uslugu korisnicima nudi prethodni provajder / Why: Original provider offers beter service

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	3 27.3%	8 72.7%	11 100.0%
	Ženski / Female	3 30.0%	7 70.0%	10 100.0%
GODINE / AGE	16 - 24 godina / years	2 40.0%	3 60.0%	5 100.0%
	25 - 55 godina / years	3 20.0%	12 80.0%	15 100.0%
	Preko 55 godina / Over 55 years	0 0.0%	0 0.0%	0 0.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	4 50.0%	4 50.0%	8 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	2 15.4%	11 84.6%	13 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	0 0.0%	1 100.0%	1 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	3 27.3%	8 72.7%	11 100.0%
	Nezaposlen / Unemployed	2 40.0%	3 60.0%	5 100.0%
	Student / Student	0 0.0%	2 100.0%	2 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	1 25.0%	3 75.0%	4 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	2 40.0%	3 60.0%	5 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	0 0.0%	2 100.0%	2 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	3 50.0%	3 50.0%	6 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	0 0.0%	3 100.0%	3 100.0%
REGION	Sjeverne opštine / Northern municipalities	0 0.0%	1 100.0%	1 100.0%
	Centralne opštine / Central municipalities	4 26.7%	11 73.3%	15 100.0%
	Južne opštine / Southern municipalities	1 25.0%	3 75.0%	4 100.0%
TOTAL		5 25.0%	15 75.0%	20 100.0%

Zbog čega: Kvalitet poziva je bolji kod prethodnog provajdera / Why: Quality of calls is better with the original provider		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	1	10	11
		9.1%	90.9%	100.0%
	Ženski / Female	1	8	9
		11.1%	88.9%	100.0%
GODINE / AGE	16 - 24 godina / years	1	4	5
		20.0%	80.0%	100.0%
	25 - 55 godina / years	1	14	15
6.7%		93.3%	100.0%	
	Preko 55 godina / Over 55 years	0	0	0
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	0	7	7
		0.0%	100.0%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	2	11	13
15.4%		84.6%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	0	1	1
		0.0%	100.0%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	1	9	10
		10.0%	90.0%	100.0%
	Nezaposlen / Unemployed	1	4	5
		20.0%	80.0%	100.0%
Student / Student	0	2	2	
	0.0%	100.0%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	0	3	3
		0.0%	100.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	0	5	5
		0.0%	100.0%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	0	2	2
		0.0%	100.0%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	1	5	6	
	16.7%	83.3%	100.0%	
	U kategoriji preko 75% prihoda / Fourth quarter of income	1	3	4
		25.0%	75.0%	100.0%
REGION	Sjeverne opštine / Northern municipalities	0	1	1
		0.0%	100.0%	100.0%
	Centralne opštine / Central municipalities	1	15	16
6.3%		93.8%	100.0%	
	Južne opštine / Southern municipalities	1	3	4
		25.0%	75.0%	100.0%
TOTAL		2	19	21
		9.5%	90.5%	100.0%

Kada je u pitanju fiksna telefonija, generalno govoreći da li ste zadovoljni kvalitetom usluga / Speaking of land line telephone, generally are you satisfied with the quality of service

		Veoma zadovoljan / Very satisfied	Uglavnom zadovoljan / Mostly satisfied	Uglavnom nezadovoljan / Mostly unsatisfied	Veoma nezadovoljan / Very unsatisfied	Total
POL / SEX	Muški / Male	103	329	68	27	527
		19.5%	62.4%	12.9%	5.1%	100.0%
	Ženski / Female	121	348	46	12	527
		23.0%	66.0%	8.7%	2.3%	100.0%
GODINE / AGE	16 - 24 godina / years	52	148	20	8	228
		22.8%	64.9%	8.8%	3.5%	100.0%
	25 - 55 godina / years	101	398	73	23	595
	Preko 55 godina / Over 55 years	73	131	21	8	233
		31.3%	56.2%	9.0%	3.4%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	86	203	32	13	334
		25.7%	60.8%	9.6%	3.9%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	112	354	61	21	548
	Tercijarno obrazovanje (5 i 6) / Tertiary education	26	117	20	6	169
		15.4%	69.2%	11.8%	3.6%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	75	283	49	19	426
		17.6%	66.4%	11.5%	4.5%	100.0%
	Nezaposlen / Unemployed	45	142	23	8	218
		20.6%	65.1%	10.6%	3.7%	100.0%
Student / Student	21	111	17	4	153	
	13.7%	72.5%	11.1%	2.6%	100.0%	
	Drugo, ali ne u radnom statusu, pensioner / Other, but not working, pensioner	84	140	24	8	256
		32.8%	54.7%	9.4%	3.1%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	60	135	31	15	241
		24.9%	56.0%	12.9%	6.2%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	54	137	34	8	233
		23.2%	58.8%	14.6%	3.4%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	31	121	17	5	174	
	17.8%	69.5%	9.8%	2.9%	100.0%	
U kategoriji preko 75% prihoda / Fourth quarter of income	47	170	25	5	247	
	19.0%	68.8%	10.1%	2.0%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	77	190	44	22	333
		23.1%	57.1%	13.2%	6.6%	100.0%
	Centralne opštine / Central municipalities	95	291	45	14	445
21.3%		65.4%	10.1%	3.1%	100.0%	
Južne opštine / Southern municipalities	53	198	24	3	278	
	19.1%	71.2%	8.6%	1.1%	100.0%	
TOTAL		225	679	113	39	1056
		21.3%	64.3%	10.7%	3.7%	100.0%

Ocijenite u kojoj mjeri ste zadovoljni: međugradski pozivi / To what extent are you satisfied with: inter city calls						
		Veoma zadovoljan / Very satisfied	Uglavnom zadovoljan / Mostly satisfied	Uglavnom nezadovoljan / Mostly unsatisfied	Veoma nezadovoljan / Very unsatisfied	Total
POL / SEX	Muški / Male	134 25.5%	299 57.0%	59 11.2%	33 6.3%	525 100.0%
	Ženski / Female	148 28.3%	316 60.4%	45 8.6%	14 2.7%	523 100.0%
GODINE / AGE	16 - 24 godina / years	54 24.2%	138 61.9%	20 9.0%	11 4.9%	223 100.0%
	25 - 55 godina / years	147 24.7%	359 60.2%	63 10.6%	27 4.5%	596 100.0%
	Preko 55 godina / Over 55 years	82 35.7%	118 51.3%	21 9.1%	9 3.9%	230 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	90 26.7%	202 59.9%	31 9.2%	14 4.2%	337 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	143 26.3%	314 57.8%	59 10.9%	27 5.0%	543 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	51 30.5%	96 57.5%	15 9.0%	5 3.0%	167 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	112 26.4%	244 57.4%	49 11.5%	20 4.7%	425 100.0%
	Nezaposlen / Unemployed	48 22.0%	142 65.1%	15 6.9%	13 6.0%	218 100.0%
	Student / Student	28 18.3%	102 66.7%	17 11.1%	6 3.9%	153 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	95 37.5%	127 50.2%	23 9.1%	8 3.2%	253 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	65 27.1%	132 55.0%	23 9.6%	20 8.3%	240 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	63 27.4%	128 55.7%	28 12.2%	11 4.8%	230 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	48 27.4%	99 56.6%	23 13.1%	5 2.9%	175 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	70 28.0%	154 61.6%	20 8.0%	6 2.4%	250 100.0%
REGION	Sjeverne opštine / Northern municipalities	85 25.7%	190 57.4%	32 9.7%	24 7.3%	331 100.0%
	Centralne opštine / Central municipalities	120 27.2%	249 56.5%	51 11.6%	21 4.8%	441 100.0%
	Južne opštine / Southern municipalities	79 28.2%	177 63.2%	22 7.9%	2 0.7%	280 100.0%
TOTAL		284 27.0%	616 58.6%	105 10.0%	47 4.5%	1052 100.0%

Ocijenite u kojoj mjeri ste zadovoljni: međunarodni pozivi / To what extent are you satisfied with: international calls

		Veoma zadovoljan / Very satisfied	Uglavnom zadovoljan / Mostly satisfied	Uglavnom nezadovoljan / Mostly unsatisfied	Veoma nezadovoljan / Very unsatisfied	Total
POL / SEX	Muški / Male	73	234	111	64	482
		15.1%	48.5%	23.0%	13.3%	100.0%
	Ženski / Female	83	253	99	50	485
		17.1%	52.2%	20.4%	10.3%	100.0%
GODINE / AGE	16 - 24 godina / years	34	114	39	28	215
		15.8%	53.0%	18.1%	13.0%	100.0%
	25 - 55 godina / years	78	268	137	65	548
14.2%		48.9%	25.0%	11.9%	100.0%	
	Preko 55 godina / Over 55 years	44	105	33	21	203
		21.7%	51.7%	16.3%	10.3%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	45	157	52	40	294
		15.3%	53.4%	17.7%	13.6%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	82	243	121	60	506
16.2%		48.0%	23.9%	11.9%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	29	86	36	13	164
		17.7%	52.4%	22.0%	7.9%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	68	200	91	45	404
		16.8%	49.5%	22.5%	11.1%	100.0%
	Nezaposlen / Unemployed	27	96	43	30	196
		13.8%	49.0%	21.9%	15.3%	100.0%
Student / Student	17	78	34	19	148	
	11.5%	52.7%	23.0%	12.8%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	45	112	43	20	220
		20.5%	50.9%	19.5%	9.1%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	28	100	36	37	201
		13.9%	49.8%	17.9%	18.4%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	36	92	59	24	211
		17.1%	43.6%	28.0%	11.4%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	27	79	45	20	171	
	15.8%	46.2%	26.3%	11.7%	100.0%	
	U kategoriji preko 75% prihoda / Fourth quarter of income	46	131	45	20	242
		19.0%	54.1%	18.6%	8.3%	100.0%
REGION	Sjeverne opštine / Northern municipalities	36	124	70	47	277
		13.0%	44.8%	25.3%	17.0%	100.0%
	Centralne opštine / Central municipalities	68	206	93	56	423
16.1%		48.7%	22.0%	13.2%	100.0%	
	Južne opštine / Southern municipalities	53	159	46	11	269
		19.7%	59.1%	17.1%	4.1%	100.0%
TOTAL		157	489	209	114	969
		16.2%	50.5%	21.6%	11.8%	100.0%

Ocijenite u kojoj mjeri ste zadovoljni: pozivi prema mobilnim mrežama / To what extent are you satisfied with: calls to mobile networks						
		Veoma zadovoljan / Very satisfied	Uglavnom zadovoljan / Mostly satisfied	Uglavnom nezadovoljan / Mostly unsatisfied	Veoma nezadovoljan / Very unsatisfied	Total
POL / SEX	Muški / Male	72 14.7%	200 40.9%	134 27.4%	83 17.0%	489 100.0%
	Ženski / Female	87 18.1%	206 42.9%	116 24.2%	71 14.8%	480 100.0%
GODINE / AGE	16 - 24 godina / years	38 17.4%	92 42.0%	51 23.3%	38 17.4%	219 100.0%
	25 - 55 godina / years	80 14.7%	230 42.1%	152 27.8%	84 15.4%	546 100.0%
	Preko 55 godina / Over 55 years	42 20.6%	83 40.7%	46 22.5%	33 16.2%	204 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	41 14.0%	133 45.4%	72 24.6%	47 16.0%	293 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	90 17.7%	198 38.9%	131 25.7%	90 17.7%	509 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	28 17.2%	73 44.8%	45 27.6%	17 10.4%	163 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	65 16.0%	170 42.0%	115 28.4%	55 13.6%	405 100.0%
	Nezaposlen / Unemployed	29 14.7%	89 45.2%	39 19.8%	40 20.3%	197 100.0%
	Student / Student	22 14.8%	66 44.3%	40 26.8%	21 14.1%	149 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	43 20.0%	80 37.2%	55 25.6%	37 17.2%	215 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	26 13.1%	78 39.4%	44 22.2%	50 25.3%	198 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	38 17.7%	86 40.0%	55 25.6%	36 16.7%	215 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	25 14.8%	69 40.8%	51 30.2%	24 14.2%	169 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	50 20.7%	105 43.4%	63 26.0%	24 9.9%	242 100.0%
REGION	Sjeverne opštine / Northern municipalities	36 13.4%	105 39.2%	74 27.6%	53 19.8%	268 100.0%
	Centralne opštine / Central municipalities	69 16.1%	163 38.0%	117 27.3%	80 18.6%	429 100.0%
	Južne opštine / Southern municipalities	54 19.9%	139 51.1%	57 21.0%	22 8.1%	272 100.0%
TOTAL		159 16.4%	407 42.0%	248 25.6%	155 16.0%	969 100.0%

Ocijenite u kojoj mjeri ste zadovoljni: Dial up pristup internetu / To what extent are you satisfied with: dial up internet access

		Veoma zadovoljan / Very satisfied	Uglavnom zadovoljan / Mostly satisfied	Uglavnom nezadovoljan / Mostly unsatisfied	Veoma nezadovoljan / Very unsatisfied	Total
POL / SEX	Muški / Male	45 14.2%	133 42.1%	77 24.4%	61 19.3%	316 100.0%
	Ženski / Female	53 16.8%	156 49.4%	70 22.2%	37 11.7%	316 100.0%
GODINE / AGE	16 - 24 godina / years	35 19.6%	87 48.6%	36 20.1%	21 11.7%	179 100.0%
	25 - 55 godina / years	58 15.5%	166 44.3%	90 24.0%	61 16.3%	375 100.0%
	Preko 55 godina / Over 55 years	5 6.4%	36 46.2%	21 26.9%	16 20.5%	78 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	20 13.8%	61 42.1%	41 28.3%	23 15.9%	145 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	59 16.3%	173 47.9%	75 20.8%	54 15.0%	361 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	18 14.6%	54 43.9%	30 24.4%	21 17.1%	123 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	44 14.9%	137 46.3%	72 24.3%	43 14.5%	296 100.0%
	Nezaposlen / Unemployed	22 18.3%	51 42.5%	21 17.5%	26 21.7%	120 100.0%
	Student / Student	17 14.3%	62 52.1%	27 22.7%	13 10.9%	119 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	16 16.3%	39 39.8%	26 26.5%	17 17.3%	98 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	7 8.3%	35 41.7%	20 23.8%	22 26.2%	84 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	13 9.9%	60 45.8%	36 27.5%	22 16.8%	131 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	15 12.4%	61 50.4%	27 22.3%	18 14.9%	121 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	38 19.9%	85 44.5%	45 23.6%	23 12.0%	191 100.0%
REGION	Sjeverne opštine / Northern municipalities	19 15.3%	53 42.7%	25 20.2%	27 21.8%	124 100.0%
	Centralne opštine / Central municipalities	59 17.4%	144 42.5%	87 25.7%	49 14.5%	339 100.0%
	Južne opštine / Southern municipalities	21 12.2%	94 54.7%	35 20.3%	22 12.8%	172 100.0%
TOTAL		99 15.6%	291 45.8%	147 23.1%	98 15.4%	635 100.0%

Ocijenite u kojoj mjeri ste zadovoljni: Servisi sa dodatom vrijednošću (Hotline, TIP, Prognoza itd....) /
To what extent are you satisfied with: added value services

		Veoma zadovoljan / Very satisfied	Uglavnom zadovoljan / Mostly satisfied	Uglavnom nezadovoljan / Mostly unsatisfied	Veoma nezadovoljan / Very unsatisfied	Total
POL / SEX	Muški / Male	29 11.7%	88 35.6%	61 24.7%	69 27.9%	247 100.0%
	Ženski / Female	29 11.9%	108 44.4%	44 18.1%	62 25.5%	243 100.0%
GODINE / AGE	16 - 24 godina / years	19 12.9%	61 41.5%	22 15.0%	45 30.6%	147 100.0%
	25 - 55 godina / years	33 12.0%	106 38.7%	66 24.1%	69 25.2%	274 100.0%
	Preko 55 godina / Over 55 years	5 7.4%	29 42.6%	17 25.0%	17 25.0%	68 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	11 9.0%	54 44.3%	23 18.9%	34 27.9%	122 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	35 12.8%	107 39.1%	54 19.7%	78 28.5%	274 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	12 13.0%	35 38.0%	27 29.3%	18 19.6%	92 100.0%
ZAPOSLJENJE / EMPLOYMENT	Zaposlen / Employed	27 12.6%	84 39.1%	57 26.5%	47 21.9%	215 100.0%
	Nezaposlen / Unemployed	14 15.9%	36 40.9%	9 10.2%	29 33.0%	88 100.0%
	Student / Student	9 9.1%	42 42.4%	22 22.2%	26 26.3%	99 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	8 9.0%	35 39.3%	17 19.1%	29 32.6%	89 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	6 8.6%	24 34.3%	14 20.0%	26 37.1%	70 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	7 6.7%	43 41.3%	23 22.1%	31 29.8%	104 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	8 8.7%	32 34.8%	23 25.0%	29 31.5%	92 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	25 16.3%	68 44.4%	33 21.6%	27 17.6%	153 100.0%
REGION	Sjeverne opštine / Northern municipalities	12 13.6%	27 30.7%	16 18.2%	33 37.5%	88 100.0%
	Centralne opštine / Central municipalities	32 11.3%	108 38.2%	73 25.8%	70 24.7%	283 100.0%
	Južne opštine / Southern municipalities	14 11.6%	63 52.1%	16 13.2%	28 23.1%	121 100.0%
TOTAL		58 11.8%	198 40.2%	105 21.3%	131 26.6%	492 100.0%

Da li ste zadovoljni cijenom servisa fiksne telefonije / Are you satisfied with prices of land line telephony

		Veoma zadovoljan / Very satisfied	Uglavnom zadovoljan / Mostly satisfied	Uglavnom nezadovoljan / Mostly unsatisfied	Veoma nezadovoljan / Very unsatisfied	Total
POL / SEX	Muški / Male	48	261	143	72	524
		9.2%	49.8%	27.3%	13.7%	100.0%
	Ženski / Female	44	315	116	56	531
		8.3%	59.3%	21.8%	10.5%	100.0%
GODINE / AGE	16 - 24 godina / years	18	135	43	27	223
		8.1%	60.5%	19.3%	12.1%	100.0%
	25 - 55 godina / years	48	316	163	75	602
		8.0%	52.5%	27.1%	12.5%	100.0%
	Preko 55 godina / Over 55 years	27	126	54	26	233
		11.6%	54.1%	23.2%	11.2%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	29	178	79	49	335
		8.7%	53.1%	23.6%	14.6%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	49	302	141	57	549
		8.9%	55.0%	25.7%	10.4%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	14	95	38	21	168
		8.3%	56.5%	22.6%	12.5%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	34	239	106	52	431
		7.9%	55.5%	24.6%	12.1%	100.0%
	Nezaposlen / Unemployed	24	109	59	27	219
		11.0%	49.8%	26.9%	12.3%	100.0%
Student / Student	8	97	31	13	149	
	5.4%	65.1%	20.8%	8.7%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	26	131	64	35	256
		10.2%	51.2%	25.0%	13.7%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	20	108	67	49	244
		8.2%	44.3%	27.5%	20.1%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	29	126	60	20	235
		12.3%	53.6%	25.5%	8.5%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	12	111	36	14	173	
	6.9%	64.2%	20.8%	8.1%	100.0%	
U kategoriji preko 75% prihoda / Fourth quarter of income	25	142	54	25	246	
	10.2%	57.7%	22.0%	10.2%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	23	148	104	55	330
		7.0%	44.8%	31.5%	16.7%	100.0%
	Centralne opštine / Central municipalities	46	249	100	56	451
10.2%		55.2%	22.2%	12.4%	100.0%	
Južne opštine / Southern municipalities	23	181	56	17	277	
	8.3%	65.3%	20.2%	6.1%	100.0%	
TOTAL		92	578	260	128	1058
		8.7%	54.6%	24.6%	12.1%	100.0%

Da li biste promijenili fiksnog operatora ako bi ste mogli zadržati postojeći broj / Would you change youland line phone operator if you had the possibility to keep your number

		Da / Yes	Ne / No	Mozda / Maybe	Total
POL / SEX	Muški / Male	107 20.3%	220 41.7%	201 38.1%	528 100.0%
	Ženski / Female	58 10.9%	265 49.9%	208 39.2%	531 100.0%
GODINE / AGE	16 - 24 godina / years	28 12.3%	99 43.4%	101 44.3%	228 100.0%
	25 - 55 godina / years	109 18.2%	261 43.6%	229 38.2%	599 100.0%
	Preko 55 godina / Over 55 years	28 12.0%	126 54.1%	79 33.9%	233 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	45 13.4%	175 51.9%	117 34.7%	337 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	95 17.2%	229 41.6%	227 41.2%	551 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	24 14.2%	83 49.1%	62 36.7%	169 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	74 17.2%	184 42.9%	171 39.9%	429 100.0%
	Nezaposlen / Unemployed	39 17.9%	90 41.3%	89 40.8%	218 100.0%
	Student / Student	23 14.8%	68 43.9%	64 41.3%	155 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	29 11.3%	144 56.0%	84 32.7%	257 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	41 16.8%	121 49.6%	82 33.6%	244 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	40 17.1%	110 47.0%	84 35.9%	234 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	22 12.5%	82 46.6%	72 40.9%	176 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	44 17.7%	95 38.3%	109 44.0%	248 100.0%
REGION	Sjeverne opštine / Northern municipalities	76 22.6%	148 44.0%	112 33.3%	336 100.0%
	Centralne opštine / Central municipalities	61 13.6%	198 44.2%	189 42.2%	448 100.0%
	Južne opštine / Southern municipalities	28 10.0%	141 50.5%	110 39.4%	279 100.0%
TOTAL		165 15.5%	487 45.8%	411 38.7%	1063 100.0%

Da li ste ikada kontaktirali podršku za korisnike (call centar) svog provajdera fiksne telefonije / Have you ever contactde customer support of your landline phone operator				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	231	294	525
		44.0%	56.0%	100.0%
	Ženski / Female	240	291	531
		45.2%	54.8%	100.0%
GODINE / AGE	16 - 24 godina / years	110	118	228
		48.2%	51.8%	100.0%
	25 - 55 godina / years	282	315	597
	47.2%	52.8%	100.0%	
	Preko 55 godina / Over 55 years	80	151	231
		34.6%	65.4%	100.0%
	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	104	236	340
	30.6%	69.4%	100.0%	
OBRAZOVANJE / EDUCATION	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	266	280	546
		48.7%	51.3%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	97	69	166
	58.4%	41.6%	100.0%	
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	217	210	427
		50.8%	49.2%	100.0%
	Nezaposlen / Unemployed	96	124	220
		43.6%	56.4%	100.0%
	Student / Student	73	78	151
		48.3%	51.7%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	84	174	258
		32.6%	67.4%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	71	170	241
		29.5%	70.5%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	106	129	235
		45.1%	54.9%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	99	74	173
		57.2%	42.8%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	128	120	248
		51.6%	48.4%	100.0%
REGION	Sjeverne opštine / Northern municipalities	113	220	333
		33.9%	66.1%	100.0%
	Centralne opštine / Central municipalities	204	240	444
	45.9%	54.1%	100.0%	
	Južne opštine / Southern municipalities	155	126	281
		55.2%	44.8%	100.0%
TOTAL		472	586	1058
		44.6%	55.4%	100.0%

Kako ste zadovoljni uslugom servisa podrške za korisnike (call cent-a) / How satisfied would you say you are with you land line phone operator customer service

		Veoma zadovoljan / Very satisfied	Uglavnom zadovoljan / Mostly satisfied	Uglavnom nezadovoljan / Mostly unsatisfied	Veoma nezadovoljan / Very unsatisfied	Total
POL / SEX	Muški / Male	51 22.4%	120 52.6%	41 18.0%	16 7.0%	228 100.0%
	Ženski / Female	56 23.5%	144 60.5%	30 12.6%	8 3.4%	238 100.0%
GODINE / AGE	16 - 24 godina / years	35 32.4%	58 53.7%	12 11.1%	3 2.8%	108 100.0%
	25 - 55 godina / years	49 17.6%	161 57.7%	50 17.9%	19 6.8%	279 100.0%
	Preko 55 godina / Over 55 years	24 30.0%	45 56.3%	10 12.5%	1 1.3%	80 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	27 26.5%	54 52.9%	14 13.7%	7 6.9%	102 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	57 21.6%	153 58.0%	44 16.7%	10 3.8%	264 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	23 23.7%	53 54.6%	14 14.4%	7 7.2%	97 100.0%
ZAPOSLJENJE / EMPLOYMENT	Zaposlen / Employed	39 18.3%	126 59.2%	36 16.9%	12 5.6%	213 100.0%
	Nezaposlen / Unemployed	26 27.4%	50 52.6%	12 12.6%	7 7.4%	95 100.0%
	Student / Student	17 23.3%	41 56.2%	12 16.4%	3 4.1%	73 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	25 29.8%	45 53.6%	12 14.3%	2 2.4%	84 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	19 26.8%	36 50.7%	11 15.5%	5 7.0%	71 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	25 23.8%	60 57.1%	20 19.0%	0 0.0%	105 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	19 19.6%	62 63.9%	12 12.4%	4 4.1%	97 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	33 25.6%	71 55.0%	16 12.4%	9 7.0%	129 100.0%
REGION	Sjeverne opštine / Northern municipalities	28 25.0%	59 52.7%	15 13.4%	10 8.9%	112 100.0%
	Centralne opštine / Central municipalities	51 25.5%	103 51.5%	36 18.0%	10 5.0%	200 100.0%
	Južne opštine / Southern municipalities	28 18.2%	102 66.2%	21 13.6%	3 1.9%	154 100.0%
TOTAL		107 23.0%	264 56.7%	72 15.5%	23 4.9%	466 100.0%

Ocijenite pojedine aspekte usluge servisa podrške za korisnike (call centra): Cijena poziva / How would you rate certain aspects of your landline phone operator customer support: call price						
		Veoma zadovoljan / Very satisfied	Uglavnom zadovoljan / Mostly satisfied	Uglavnom nezadovoljan / Mostly unsatisfied	Veoma nezadovoljan / Very unsatisfied	Total
POL / SEX	Muški / Male	75	108	33	14	230
		32.6%	47.0%	14.3%	6.1%	100.0%
	Ženski / Female	78	128	24	9	239
		32.6%	53.6%	10.0%	3.8%	100.0%
GODINE / AGE	16 - 24 godina / years	40	55	9	5	109
		36.7%	50.5%	8.3%	4.6%	100.0%
	25 - 55 godina / years	82	141	42	16	281
29.2%		50.2%	14.9%	5.7%	100.0%	
	Preko 55 godina / Over 55 years	31	40	6	1	78
		39.7%	51.3%	7.7%	1.3%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	29	58	13	5	105
		27.6%	55.2%	12.4%	4.8%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	90	126	36	12	264
34.1%		47.7%	13.6%	4.5%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	34	50	8	4	96
		35.4%	52.1%	8.3%	4.2%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	67	108	30	10	215
		31.2%	50.2%	14.0%	4.7%	100.0%
	Nezaposlen / Unemployed	31	44	11	9	95
		32.6%	46.3%	11.6%	9.5%	100.0%
Student / Student	22	40	8	2	72	
	30.6%	55.6%	11.1%	2.8%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	32	42	8	2	84
		38.1%	50.0%	9.5%	2.4%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	24	32	8	7	71
		33.8%	45.1%	11.3%	9.9%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	31	62	11	1	105
		29.5%	59.0%	10.5%	1.0%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	34	50	12	4	100	
	34.0%	50.0%	12.0%	4.0%	100.0%	
U kategoriji preko 75% prihoda / Fourth quarter of income	50	59	13	6	128	
	39.1%	46.1%	10.2%	4.7%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	39	46	17	10	112
		34.8%	41.1%	15.2%	8.9%	100.0%
	Centralne opštine / Central municipalities	68	108	17	10	203
33.5%		53.2%	8.4%	4.9%	100.0%	
Južne opštine / Southern municipalities	46	82	23	3	154	
	29.9%	53.2%	14.9%	1.9%	100.0%	
TOTAL		153	236	57	23	469
		32.6%	50.3%	12.2%	4.9%	100.0%

Ocijenite pojedine aspekte usluge servisa podrške za korisnike (call centra): Vrijeme čekanja na odgovor / How would you rate certain aspects of your landline phone operator customer support: waiting time

		Veoma zadovoljan / Very satisfied	Uglavnom zadovoljan / Mostly satisfied	Uglavnom nezadovoljan / Mostly unsatisfied	Veoma nezadovoljan / Very unsatisfied	Total
POL / SEX	Muški / Male	51 22.3%	101 44.1%	55 24.0%	22 9.6%	229 100.0%
	Ženski / Female	57 23.8%	123 51.5%	43 18.0%	16 6.7%	239 100.0%
GODINE / AGE	16 - 24 godina / years	26 24.1%	59 54.6%	16 14.8%	7 6.5%	108 100.0%
	25 - 55 godina / years	62 22.0%	128 45.4%	64 22.7%	28 9.9%	282 100.0%
	Preko 55 godina / Over 55 years	22 27.5%	37 46.3%	18 22.5%	3 3.8%	80 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	22 21.0%	47 44.8%	27 25.7%	9 8.6%	105 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	61 23.1%	130 49.2%	51 19.3%	22 8.3%	264 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	27 27.8%	45 46.4%	18 18.6%	7 7.2%	97 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	47 21.8%	103 47.7%	45 20.8%	21 9.7%	216 100.0%
	Nezaposlen / Unemployed	24 25.5%	42 44.7%	20 21.3%	8 8.5%	94 100.0%
	Student / Student	14 19.4%	39 54.2%	13 18.1%	6 8.3%	72 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	23 27.7%	38 45.8%	20 24.1%	2 2.4%	83 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	16 22.5%	27 38.0%	21 29.6%	7 9.9%	71 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	30 28.6%	54 51.4%	17 16.2%	4 3.8%	105 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	20 20.2%	44 44.4%	27 27.3%	8 8.1%	99 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	32 24.8%	65 50.4%	20 15.5%	12 9.3%	129 100.0%
REGION	Sjeverne opštine / Northern municipalities	30 26.5%	44 38.9%	27 23.9%	12 10.6%	113 100.0%
	Centralne opštine / Central municipalities	48 23.8%	102 50.5%	35 17.3%	17 8.4%	202 100.0%
	Južne opštine / Southern municipalities	32 20.8%	78 50.6%	36 23.4%	8 5.2%	154 100.0%
TOTAL		110 23.5%	224 47.8%	98 20.9%	37 7.9%	469 100.0%

Ocijenite pojedine aspekte usluge servisa podrške za korisnike (call centra): Kvalitet odgovora / How would you rate certain aspects of your landline phone operator customer support: response quality

		Veoma zadovoljan / Very satisfied	Uglavnom zadovoljan / Mostly satisfied	Uglavnom nezadovoljan / Mostly unsatisfied	Veoma nezadovoljan / Very unsatisfied	Total
POL / SEX	Muški / Male	55	110	46	19	230
		23.9%	47.8%	20.0%	8.3%	100.0%
	Ženski / Female	68	123	35	11	237
		28.7%	51.9%	14.8%	4.6%	100.0%
GODINE / AGE	16 - 24 godina / years	29	58	18	4	109
		26.6%	53.2%	16.5%	3.7%	100.0%
	25 - 55 godina / years	69	137	51	24	281
	Preko 55 godina / Over 55 years	25	40	13	2	80
		31.3%	50.0%	16.3%	2.5%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	22	54	22	7	105
		21.0%	51.4%	21.0%	6.7%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	71	133	44	17	265
	Tercijarno obrazovanje (5 i 6) / Tertiary education	31	44	15	7	97
		32.0%	45.4%	15.5%	7.2%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	51	115	34	15	215
		23.7%	53.5%	15.8%	7.0%	100.0%
	Nezaposlen / Unemployed	31	38	16	10	95
		32.6%	40.0%	16.8%	10.5%	100.0%
Student / Student	15	41	15	2	73	
	20.5%	56.2%	20.5%	2.7%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	25	40	16	2	83
		30.1%	48.2%	19.3%	2.4%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	23	30	12	7	72
		31.9%	41.7%	16.7%	9.7%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	24	61	16	4	105
		22.9%	58.1%	15.2%	3.8%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	23	48	23	5	99	
	23.2%	48.5%	23.2%	5.1%	100.0%	
U kategoriji preko 75% prihoda / Fourth quarter of income	38	62	18	9	127	
	29.9%	48.8%	14.2%	7.1%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	33	51	16	12	112
		29.5%	45.5%	14.3%	10.7%	100.0%
	Centralne opštine / Central municipalities	51	101	36	14	202
25.2%		50.0%	17.8%	6.9%	100.0%	
Južne opštine / Southern municipalities	40	82	29	4	155	
	25.8%	52.9%	18.7%	2.6%	100.0%	
TOTAL		124	234	81	30	469
		26.4%	49.9%	17.3%	6.4%	100.0%

**Ocijenite pojedine aspekte usluge servisa podrške za korisnike (call centra): Kulturom ophođenja /
How would you rate certain aspects of your landline phone operator customer support: manner of
dealing with a customer**

		Veoma zadovoljan / Very satisfied	Uglavnom zadovoljan / Mostly satisfied	Uglavnom nezadovoljan / Mostly unsatisfied	Veoma nezadovoljan / Very unsatisfied	Total
POL / SEX	Muški / Male	73 31.9%	101 44.1%	33 14.4%	22 9.6%	229 100.0%
	Ženski / Female	90 37.8%	102 42.9%	30 12.6%	16 6.7%	238 100.0%
GODINE / AGE	16 - 24 godina / years	43 39.8%	47 43.5%	13 12.0%	5 4.6%	108 100.0%
	25 - 55 godina / years	88 31.4%	121 43.2%	40 14.3%	31 11.1%	280 100.0%
	Preko 55 godina / Over 55 years	32 40.0%	35 43.8%	11 13.8%	2 2.5%	80 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	34 32.7%	52 50.0%	11 10.6%	7 6.7%	104 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	95 36.0%	108 40.9%	38 14.4%	23 8.7%	264 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	34 35.1%	41 42.3%	13 13.4%	9 9.3%	97 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	67 31.2%	100 46.5%	28 13.0%	20 9.3%	215 100.0%
	Nezaposlen / Unemployed	36 37.5%	35 36.5%	13 13.5%	12 12.5%	96 100.0%
	Student / Student	25 34.2%	32 43.8%	11 15.1%	5 6.8%	73 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	36 42.9%	35 41.7%	11 13.1%	2 2.4%	84 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	31 43.7%	24 33.8%	7 9.9%	9 12.7%	71 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	35 33.3%	51 48.6%	15 14.3%	4 3.8%	105 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	33 33.3%	43 43.4%	14 14.1%	9 9.1%	99 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	45 35.4%	55 43.3%	16 12.6%	11 8.7%	127 100.0%
REGION	Sjeverne opštine / Northern municipalities	47 41.6%	41 36.3%	13 11.5%	12 10.6%	113 100.0%
	Centralne opštine / Central municipalities	65 32.2%	95 47.0%	26 12.9%	16 7.9%	202 100.0%
	Južne opštine / Southern municipalities	52 33.8%	67 43.5%	24 15.6%	11 7.1%	154 100.0%
TOTAL		164 35.0%	203 43.3%	63 13.4%	39 8.3%	469 100.0%

Koliko imate aktivnih brojeva mobilnih telefona / How many active mobile phone numbers do you have		Nijedan / None	Jedan / One	Dva / Two	Višedina / More than two	Total
POL / SEX	Muški / Male	41	375	206	113	735
		5.6%	51.0%	28.0%	15.4%	100.0%
POL / SEX	Ženski / Female	41	403	194	124	762
		5.4%	52.9%	25.5%	16.3%	100.0%
GODINE / AGE	16 - 24 godina / years	2	133	96	66	297
		0.7%	44.8%	32.3%	22.2%	100.0%
	25 - 55 godina / years	19	426	257	144	846
2.2%		50.4%	30.4%	17.0%	100.0%	
GODINE / AGE	Preko 55 godina / Over 55 years	61	218	46	28	353
		17.3%	61.8%	13.0%	7.9%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	56	324	117	67	564
		9.9%	57.4%	20.7%	11.9%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	24	368	212	129	733
3.3%		50.2%	28.9%	17.6%	100.0%	
OBRAZOVANJE / EDUCATION	Tercijarno obrazovanje (5 i 6) / Tertiary education	1	82	70	40	193
		0.5%	42.5%	36.3%	20.7%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	8	253	198	105	564
		1.4%	44.9%	35.1%	18.6%	100.0%
	Nezaposlen / Unemployed	16	197	93	56	362
		4.4%	54.4%	25.7%	15.5%	100.0%
Student / Student	0	87	60	37	184	
	0.0%	47.3%	32.6%	20.1%	100.0%	
ZAPOSLENJE / EMPLOYMENT	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	56	238	49	38	381
		14.7%	62.5%	12.9%	10.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	53	262	85	25	425
		12.5%	61.6%	20.0%	5.9%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	16	181	84	52	333
		4.8%	54.4%	25.2%	15.6%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	2	104	73	49	228	
	0.9%	45.6%	32.0%	21.5%	100.0%	
U kategoriji preko 75% prihoda / Fourth quarter of income	2	109	97	74	282	
	0.7%	38.7%	34.4%	26.2%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	34	314	144	103	595
		5.7%	52.8%	24.2%	17.3%	100.0%
	Centralne opštine / Central municipalities	33	279	145	96	553
6.0%		50.5%	26.2%	17.4%	100.0%	
Južne opštine / Southern municipalities	15	185	111	39	350	
	4.3%	52.9%	31.7%	11.1%	100.0%	
TOTAL		82	778	400	238	1498
TOTAL		5.5%	51.9%	26.7%	15.9%	100.0%

Postpaid korisnik: Telenor / Postpaid user: Telenor				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	113	623	736
		15.4%	84.6%	100.0%
	Ženski / Female	119	643	762
		15.6%	84.4%	100.0%
GODINE / AGE	16 - 24 godina / years	47	250	297
		15.8%	84.2%	100.0%
	25 - 55 godina / years	143	705	848
	16.9%	83.1%	100.0%	
	Preko 55 godina / Over 55 years	42	310	352
		11.9%	88.1%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	52	513	565
		9.2%	90.8%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	126	608	734
	17.2%	82.8%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	50	143	193
		25.9%	74.1%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	122	445	567
		21.5%	78.5%	100.0%
	Nezaposlen / Unemployed	40	321	361
		11.1%	88.9%	100.0%
	Student / Student	28	156	184
		15.2%	84.8%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	40	341	381
		10.5%	89.5%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	36	391	427
		8.4%	91.6%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	39	294	333
		11.7%	88.3%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	38	190	228
		16.7%	83.3%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	77	206	283
		27.2%	72.8%	100.0%
REGION	Sjeverne opštine / Northern municipalities	62	534	596
		10.4%	89.6%	100.0%
	Centralne opštine / Central municipalities	114	441	555
	20.5%	79.5%	100.0%	
	Južne opštine / Southern municipalities	56	294	350
		16.0%	84.0%	100.0%
TOTAL		232	1269	1501
		15.5%	84.5%	100.0%

Postpaid korisnik: T Mobile / Postpaid user: T-mobile				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	116	621	737
		15.7%	84.3%	100.0%
POL / SEX	Ženski / Female	113	649	762
		14.8%	85.2%	100.0%
GODINE / AGE	16 - 24 godina / years	46	252	298
		15.4%	84.6%	100.0%
	25 - 55 godina / years	155	694	849
GODINE / AGE		18.3%	81.7%	100.0%
	Preko 55 godina / Over 55 years	28	324	352
GODINE / AGE		8.0%	92.0%	100.0%
	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	47	518	565
OBRAZOVANJE / EDUCATION		8.3%	91.7%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	131	603	734
OBRAZOVANJE / EDUCATION		17.8%	82.2%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	51	141	192
OBRAZOVANJE / EDUCATION		26.6%	73.4%	100.0%
	Zaposlen / Employed	128	439	567
ZAPOSLENJE / EMPLOYMENT		22.6%	77.4%	100.0%
	Nezaposlen / Unemployed	40	321	361
ZAPOSLENJE / EMPLOYMENT		11.1%	88.9%	100.0%
	Student / Student	22	163	185
ZAPOSLENJE / EMPLOYMENT		11.9%	88.1%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	41	341	382
ZAPOSLENJE / EMPLOYMENT		10.7%	89.3%	100.0%
	U prvih 25% prihoda / First quarter of income	37	390	427
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME		8.7%	91.3%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	52	282	334
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME		15.6%	84.4%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	40	189	229
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME		17.5%	82.5%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	69	214	283
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME		24.4%	75.6%	100.0%
	Sjeverne opštine / Northern municipalities	66	530	596
REGION		11.1%	88.9%	100.0%
	Centralne opštine / Central municipalities	118	437	555
REGION		21.3%	78.7%	100.0%
	Južne opštine / Southern municipalities	46	304	350
REGION		13.1%	86.9%	100.0%
	TOTAL	230	1271	1501
		15.3%	84.7%	100.0%

Postpaid korisnik: M-Tel / Postpaid user: M-Tel				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	67	669	736
		9.1%	90.9%	100.0%
	Ženski / Female	68	694	762
		8.9%	91.1%	100.0%
GODINE / AGE	16 - 24 godina / years	36	262	298
		12.1%	87.9%	100.0%
	25 - 55 godina / years	90	759	849
	10.6%	89.4%	100.0%	
	Preko 55 godina / Over 55 years	9	343	352
		2.6%	97.4%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	31	535	566
		5.5%	94.5%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	79	656	735
	10.7%	89.3%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	23	170	193
		11.9%	88.1%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	75	491	566
		13.3%	86.7%	100.0%
	Nezaposlen / Unemployed	31	330	361
		8.6%	91.4%	100.0%
	Student / Student	14	171	185
		7.6%	92.4%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	14	367	381
		3.7%	96.3%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	20	407	427
		4.7%	95.3%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	28	306	334
		8.4%	91.6%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	30	198	228
		13.2%	86.8%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	36	248	284
		12.7%	87.3%	100.0%
REGION	Sjeverne opštine / Northern municipalities	48	549	597
		8.0%	92.0%	100.0%
	Centralne opštine / Central municipalities	52	502	554
		9.4%	90.6%	100.0%
	Južne opštine / Southern municipalities	35	315	350
		10.0%	90.0%	100.0%
TOTAL		135	1366	1501
		9.0%	91.0%	100.0%

Prepaid korisnik: Telenor / Prepaid user: Telenor				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	298	438	736
		40.5%	59.5%	100.0%
POL / SEX	Ženski / Female	276	486	762
		36.2%	63.8%	100.0%
GODINE / AGE	16 - 24 godina / years	124	173	297
		41.8%	58.2%	100.0%
	25 - 55 godina / years	331	518	849
GODINE / AGE	Preko 55 godina / Over 55 years	39.0%	61.0%	100.0%
		117	235	352
	33.2%	66.8%	100.0%	
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	214	351	565
		37.9%	62.1%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	284	451	735
OBRAZOVANJE / EDUCATION	Tercijarno obrazovanje (5 i 6) / Tertiary education	38.6%	61.4%	100.0%
		74	119	193
	38.3%	61.7%	100.0%	
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	204	363	567
		36.0%	64.0%	100.0%
	Nezaposlen / Unemployed	156	205	361
		43.2%	56.8%	100.0%
Student / Student	90	94	184	
	48.9%	51.1%	100.0%	
Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	123	259	382	
	32.2%	67.8%	100.0%	
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	158	270	428
		36.9%	63.1%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	133	200	333
		39.9%	60.1%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	91	138	229	
	39.7%	60.3%	100.0%	
U kategoriji preko 75% prihoda / Fourth quarter of income	104	179	283	
	36.7%	63.3%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	238	359	597
		39.9%	60.1%	100.0%
	Centralne opštine / Central municipalities	192	363	555
34.6%		65.4%	100.0%	
Južne opštine / Southern municipalities	145	206	351	
	41.3%	58.7%	100.0%	
TOTAL		575	928	1503
TOTAL		38.3%	61.7%	100.0%

Prepaid korisnik: T Mobile / Prepaid user: T Mobile				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	229	507	736
		31.1%	68.9%	100.0%
	Ženski / Female	243	519	762
		31.9%	68.1%	100.0%
GODINE / AGE	16 - 24 godina / years	98	200	298
		32.9%	67.1%	100.0%
	25 - 55 godina / years	281	568	849
		33.1%	66.9%	100.0%
	Preko 55 godina / Over 55 years	97	256	353
		27.5%	72.5%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	166	400	566
		29.3%	70.7%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	246	489	735
		33.5%	66.5%	100.0%
Tercijarno obrazovanje (5 i 6) / Tertiary education	63	130	193	
	32.6%	67.4%	100.0%	
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	179	388	567
		31.6%	68.4%	100.0%
	Nezaposlen / Unemployed	126	235	361
		34.9%	65.1%	100.0%
	Student / Student	67	117	184
		36.4%	63.6%	100.0%
Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	99	283	382	
	25.9%	74.1%	100.0%	
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	116	311	427
		27.2%	72.8%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	111	223	334
		33.2%	66.8%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	78	151	229
34.1%		65.9%	100.0%	
U kategoriji preko 75% prihoda / Fourth quarter of income	96	188	284	
	33.8%	66.2%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	199	397	596
		33.4%	66.6%	100.0%
	Centralne opštine / Central municipalities	180	375	555
		32.4%	67.6%	100.0%
	Južne opštine / Southern municipalities	96	254	350
		27.4%	72.6%	100.0%
TOTAL		475	1026	1501
		31.6%	68.4%	100.0%

Prepaid korisnik: M-Tel / Prepaid user: M-Tel

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	186	551	737
		25.2%	74.8%	100.0%
	Ženski / Female	211	551	762
		27.7%	72.3%	100.0%
GODINE / AGE	16 - 24 godina / years	130	168	298
		43.6%	56.4%	100.0%
	25 - 55 godina / years	218	630	848
	25.7%	74.3%	100.0%	
	Preko 55 godina / Over 55 years	50	302	352
		14.2%	85.8%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	144	421	565
		25.5%	74.5%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	200	535	735
	27.2%	72.8%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	50	143	193
		25.9%	74.1%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	155	411	566
		27.4%	72.6%	100.0%
	Nezaposlen / Unemployed	96	265	361
		26.6%	73.4%	100.0%
	Student / Student	71	114	185
		38.4%	61.6%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	74	308	382
		19.4%	80.6%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	103	324	427
		24.1%	75.9%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	76	257	333
		22.8%	77.2%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	75	154	229
		32.8%	67.2%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	83	201	284
		29.2%	70.8%	100.0%
REGION	Sjeverne opštine / Northern municipalities	175	421	596
		29.4%	70.6%	100.0%
	Centralne opštine / Central municipalities	117	438	555
	21.1%	78.9%	100.0%	
	Južne opštine / Southern municipalities	105	245	350
		30.0%	70.0%	100.0%
TOTAL		397	1104	1501
		26.4%	73.6%	100.0%

Koje servise mobilne telefonije koristite: Govori (razgovori) / Which mobile phone services do you use: voice calls		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	681	55	736
		92.5%	7.5%	100.0%
	Ženski / Female	702	59	761
		92.2%	7.8%	100.0%
GODINE / AGE	16 - 24 godina / years	288	10	298
		96.6%	3.4%	100.0%
	25 - 55 godina / years	807	40	847
95.3%		4.7%	100.0%	
	Preko 55 godina / Over 55 years	287	65	352
		81.5%	18.5%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	495	68	563
		87.9%	12.1%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	693	42	735
94.3%		5.7%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	188	5	193
		97.4%	2.6%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	541	23	564
		95.9%	4.1%	100.0%
	Nezaposlen / Unemployed	338	23	361
		93.6%	6.4%	100.0%
Student / Student	181	4	185	
	97.8%	2.2%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	317	64	381
		83.2%	16.8%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	368	59	427
		86.2%	13.8%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	310	22	332
		93.4%	6.6%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	223	6	229	
	97.4%	2.6%	100.0%	
	U kategoriji preko 75% prihoda / Fourth quarter of income	269	14	283
		95.1%	4.9%	100.0%
REGION	Sjeverne opštine / Northern municipalities	558	38	596
		93.6%	6.4%	100.0%
	Centralne opštine / Central municipalities	496	59	555
89.4%		10.6%	100.0%	
	Južne opštine / Southern municipalities	331	17	348
		95.1%	4.9%	100.0%
TOTAL		1385	114	1499
		92.4%	7.6%	100.0%

**Koje servise mobilne telefonije koristite: SMS-MMS / Which mobile phone services do you use:
SMS - MMS**

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	513	224	737
		69.6%	30.4%	100.0%
	Ženski / Female	541	219	760
		71.2%	28.8%	100.0%
GODINE / AGE	16 - 24 godina / years	283	14	297
		95.3%	4.7%	100.0%
	25 - 55 godina / years	677	169	846
	80.0%	20.0%	100.0%	
	Preko 55 godina / Over 55 years	91	261	352
		25.9%	74.1%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	306	257	563
		54.4%	45.6%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	573	162	735
	78.0%	22.0%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	171	22	193
		88.6%	11.4%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	475	89	564
		84.2%	15.8%	100.0%
	Nezaposlen / Unemployed	251	110	361
		69.5%	30.5%	100.0%
	Student / Student	179	5	184
		97.3%	2.7%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	143	239	382
		37.4%	62.6%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	215	212	427
		50.4%	49.6%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	227	105	332
		68.4%	31.6%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	194	34	228
		85.1%	14.9%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	248	35	283
		87.6%	12.4%	100.0%
REGION	Sjeverne opštine / Northern municipalities	390	206	596
		65.4%	34.6%	100.0%
	Centralne opštine / Central municipalities	378	177	555
	68.1%	31.9%	100.0%	
	Južne opštine / Southern municipalities	287	61	348
		82.5%	17.5%	100.0%
TOTAL		1055	444	1499
		70.4%	29.6%	100.0%

Koje servise mobilne telefonije koristite: Prenos podataka, pristup internetu / Which mobile phone services do you use: Data, internet access

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	154	583	737
		20.9%	79.1%	100.0%
	Ženski / Female	145	613	758
		19.1%	80.9%	100.0%
GODINE / AGE	16 - 24 godina / years	128	169	297
		43.1%	56.9%	100.0%
	25 - 55 godina / years	165	680	845
	19.5%	80.5%	100.0%	
	Preko 55 godina / Over 55 years	5	347	352
		1.4%	98.6%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	47	515	562
		8.4%	91.6%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	180	554	734
	24.5%	75.5%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	72	121	193
		37.3%	62.7%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	124	441	565
		21.9%	78.1%	100.0%
	Nezaposlen / Unemployed	52	307	359
		14.5%	85.5%	100.0%
	Student / Student	89	96	185
		48.1%	51.9%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	33	348	381
		8.7%	91.3%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	48	379	427
		11.2%	88.8%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	51	281	332
		15.4%	84.6%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	47	180	227
		20.7%	79.3%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	83	200	283
		29.3%	70.7%	100.0%
REGION	Sjeverne opštine / Northern municipalities	117	477	594
		19.7%	80.3%	100.0%
	Centralne opštine / Central municipalities	98	457	555
	17.7%	82.3%	100.0%	
	Južne opštine / Southern municipalities	84	265	349
		24.1%	75.9%	100.0%
TOTAL		299	1199	1498
		20.0%	80.0%	100.0%

Koje servise mobilne telefonije koristite: Video pozivi 3G / Which mobile phone services do you use: Video calls 3G

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	61	674	735
		8.3%	91.7%	100.0%
POL / SEX	Ženski / Female	54	705	759
		7.1%	92.9%	100.0%
GODINE / AGE	16 - 24 godina / years	59	237	296
		19.9%	80.1%	100.0%
	25 - 55 godina / years	52	793	845
	6.2%	93.8%	100.0%	
GODINE / AGE	Preko 55 godina / Over 55 years	4	348	352
		1.1%	98.9%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	22	542	564
		3.9%	96.1%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	69	663	732
	9.4%	90.6%	100.0%	
OBRAZOVANJE / EDUCATION	Tercijarno obrazovanje (5 i 6) / Tertiary education	24	168	192
		12.5%	87.5%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	44	520	564
		7.8%	92.2%	100.0%
	Nezaposlen / Unemployed	20	339	359
		5.6%	94.4%	100.0%
ZAPOSLENJE / EMPLOYMENT	Student / Student	31	152	183
		16.9%	83.1%	100.0%
ZAPOSLENJE / EMPLOYMENT	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	17	365	382
		4.5%	95.5%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	19	408	427
		4.4%	95.6%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	21	310	331
		6.3%	93.7%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji od 50% do 75% prihoda / Third quarter of income	21	207	228
		9.2%	90.8%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji preko 75% prihoda / Fourth quarter of income	33	250	283
		11.7%	88.3%	100.0%
REGION	Sjeverne opštine / Northern municipalities	59	536	595
		9.9%	90.1%	100.0%
	Centralne opštine / Central municipalities	42	511	553
	7.6%	92.4%	100.0%	
REGION	Južne opštine / Southern municipalities	14	334	348
		4.0%	96.0%	100.0%
TOTAL		115	1381	1496
		7.7%	92.3%	100.0%

Koje servise mobilne telefonije koristite : Govorna pošta / Which mobile phone services do you use: Voicemail				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	49	686	735
		6.7%	93.3%	100.0%
	Ženski / Female	52	705	757
		6.9%	93.1%	100.0%
GODINE / AGE	16 - 24 godina / years	40	256	296
		13.5%	86.5%	100.0%
	25 - 55 godina / years	46	798	844
5.5%		94.5%	100.0%	
	Preko 55 godina / Over 55 years	15	337	352
		4.3%	95.7%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	23	538	561
		4.1%	95.9%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	57	675	732
7.8%		92.2%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	20	172	192
		10.4%	89.6%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	46	518	564
		8.2%	91.8%	100.0%
	Nezaposlen / Unemployed	16	342	358
		4.5%	95.5%	100.0%
Student / Student	22	162	184	
	12.0%	88.0%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	18	364	382
		4.7%	95.3%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	23	405	428
		5.4%	94.6%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	16	315	331
		4.8%	95.2%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	18	208	226	
	8.0%	92.0%	100.0%	
	U kategoriji preko 75% prihoda / Fourth quarter of income	30	253	283
		10.6%	89.4%	100.0%
REGION	Sjeverne opštine / Northern municipalities	45	548	593
		7.6%	92.4%	100.0%
	Centralne opštine / Central municipalities	43	510	553
7.8%		92.2%	100.0%	
	Južne opštine / Southern municipalities	12	336	348
		3.4%	96.6%	100.0%
TOTAL		100	1394	1494
		6.7%	93.3%	100.0%

Da li ste zadovoljni kvalitetom mobilnih servisa: Govor, razgovori / How satisfied are you with mobile phone services quality: voice calls

		Veoma zadovoljan / Very satisfied	Uglavnom zadovoljan / Mostly satisfied	Uglavnom nezadovoljan / Mostly unsatisfied	Veoma nezadovoljan / Very unsatisfied	Total
POL / SEX	Muški / Male	298	343	42	12	695
		42.9%	49.4%	6.0%	1.7%	100.0%
	Ženski / Female	324	333	47	8	712
		45.5%	46.8%	6.6%	1.1%	100.0%
GODINE / AGE	16 - 24 godina / years	120	144	23	7	294
		40.8%	49.0%	7.8%	2.4%	100.0%
	25 - 55 godina / years	362	402	50	12	826
		43.8%	48.7%	6.1%	1.5%	100.0%
	Preko 55 godina / Over 55 years	139	130	15	2	286
		48.6%	45.5%	5.2%	0.7%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	234	234	25	7	500
		46.8%	46.8%	5.0%	1.4%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	305	344	53	8	710
		43.0%	48.5%	7.5%	1.1%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	81	98	7	5	191
		42.4%	51.3%	3.7%	2.6%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	236	271	41	6	554
		42.6%	48.9%	7.4%	1.1%	100.0%
	Nezaposlen / Unemployed	149	172	19	5	345
		43.2%	49.9%	5.5%	1.4%	100.0%
Student / Student	76	94	11	2	183	
	41.5%	51.4%	6.0%	1.1%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	161	136	17	7	321
		50.2%	42.4%	5.3%	2.2%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	158	182	28	5	373
		42.4%	48.8%	7.5%	1.3%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	129	156	23	4	312
		41.3%	50.0%	7.4%	1.3%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	93	119	11	3	226	
	41.2%	52.7%	4.9%	1.3%	100.0%	
U kategoriji preko 75% prihoda / Fourth quarter of income	140	122	16	2	280	
	50.0%	43.6%	5.7%	0.7%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	220	293	38	9	560
		39.3%	52.3%	6.8%	1.6%	100.0%
	Centralne opštine / Central municipalities	243	224	40	10	517
47.0%		43.3%	7.7%	1.9%	100.0%	
Južne opštine / Southern municipalities	161	160	10	1	332	
	48.5%	48.2%	3.0%	0.3%	100.0%	
TOTAL		624	677	88	20	1409
		44.3%	48.0%	6.2%	1.4%	100.0%

Da li ste zadovoljni kvalitetom mobilnih servisa: SMS-MMS / How satisfied are you with mobile phone services quality: SMS - MMS						
		Veoma zadovoljan / Very satisfied	Uglavnom zadovoljan / Mostly satisfied	Uglavnom nezadovoljan / Mostly unsatisfied	Veoma nezadovoljan / Very unsatisfied	Total
POL / SEX	Muški / Male	250 45.6%	261 47.6%	27 4.9%	10 1.8%	548 100.0%
	Ženski / Female	281 48.0%	271 46.2%	31 5.3%	3 0.5%	586 100.0%
GODINE / AGE	16 - 24 godina / years	159 54.8%	122 42.1%	8 2.8%	1 0.3%	290 100.0%
	25 - 55 godina / years	333 46.1%	348 48.1%	34 4.7%	8 1.1%	723 100.0%
	Preko 55 godina / Over 55 years	37 30.8%	63 52.5%	16 13.3%	4 3.3%	120 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	151 45.6%	151 45.6%	25 7.6%	4 1.2%	331 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	293 47.7%	286 46.6%	29 4.7%	6 1.0%	614 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	84 45.9%	94 51.4%	2 1.1%	3 1.6%	183 100.0%
ZAPOSLJENJE / EMPLOYMENT	Zaposlen / Employed	224 44.4%	255 50.6%	21 4.2%	4 0.8%	504 100.0%
	Nezaposlen / Unemployed	126 46.2%	132 48.4%	12 4.4%	3 1.1%	273 100.0%
	Student / Student	98 53.8%	78 42.9%	5 2.7%	1 0.5%	182 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	80 47.6%	65 38.7%	19 11.3%	4 2.4%	168 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	97 41.5%	114 48.7%	22 9.4%	1 0.4%	234 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	108 43.7%	117 47.4%	16 6.5%	6 2.4%	247 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	90 44.1%	108 52.9%	5 2.5%	1 0.5%	204 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	143 54.6%	109 41.6%	7 2.7%	3 1.1%	262 100.0%
REGION	Sjeverne opštine / Northern municipalities	187 46.5%	192 47.8%	19 4.7%	4 1.0%	402 100.0%
	Centralne opštine / Central municipalities	209 48.2%	189 43.5%	30 6.9%	6 1.4%	434 100.0%
	Južne opštine / Southern municipalities	135 45.0%	153 51.0%	9 3.0%	3 1.0%	300 100.0%
TOTAL		531 46.7%	534 47.0%	58 5.1%	13 1.1%	1136 100.0%

Da li ste zadovoljni kvalitetom mobilnih servisa: Prenos podataka pristupa internetu / How satisfied are you with mobile phone services quality: Data transfer, internet access

		Veoma zadovoljan / Very satisfied	Uglavnom zadovoljan / Mostly satisfied	Uglavnom nezadovoljan / Mostly unsatisfied	Veoma nezadovoljan / Very unsatisfied	Total
POL / SEX	Muški / Male	61	146	62	23	292
		20.9%	50.0%	21.2%	7.9%	100.0%
	Ženski / Female	69	154	59	12	294
		23.5%	52.4%	20.1%	4.1%	100.0%
GODINE / AGE	16 - 24 godina / years	55	111	40	10	216
		25.5%	51.4%	18.5%	4.6%	100.0%
	25 - 55 godina / years	72	170	65	22	329
		21.9%	51.7%	19.8%	6.7%	100.0%
	Preko 55 godina / Over 55 years	2	19	16	4	41
		4.9%	46.3%	39.0%	9.8%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	18	61	38	7	124
		14.5%	49.2%	30.6%	5.6%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	78	164	66	20	328
		23.8%	50.0%	20.1%	6.1%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	32	73	17	9	131
		24.4%	55.7%	13.0%	6.9%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	55	145	46	10	256
		21.5%	56.6%	18.0%	3.9%	100.0%
	Nezaposlen / Unemployed	19	48	23	11	101
		18.8%	47.5%	22.8%	10.9%	100.0%
	Student / Student	39	70	20	10	139
		28.1%	50.4%	14.4%	7.2%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	17	36	32	5	90
		18.9%	40.0%	35.6%	5.6%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	11	49	20	8	88
		12.5%	55.7%	22.7%	9.1%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	27	56	31	9	123
		22.0%	45.5%	25.2%	7.3%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	20	56	15	8	99
		20.2%	56.6%	15.2%	8.1%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	46	84	25	3	158
		29.1%	53.2%	15.8%	1.9%	100.0%
REGION	Sjeverne opštine / Northern municipalities	28	69	29	11	137
		20.4%	50.4%	21.2%	8.0%	100.0%
	Centralne opštine / Central municipalities	68	159	61	16	304
		22.4%	52.3%	20.1%	5.3%	100.0%
	Južne opštine / Southern municipalities	34	72	32	9	147
		23.1%	49.0%	21.8%	6.1%	100.0%
TOTAL		130	300	122	36	588
		22.1%	51.0%	20.7%	6.1%	100.0%

Da li ste zadovoljni kvalitetom mobilnih servisa: Video pozivi 3 G / How satisfied are you with mobile phone services quality: Video calls 3G

		Veoma zadovoljan / Very satisfied	Uglavnom zadovoljan / Mostly satisfied	Uglavnom nezadovoljan / Mostly unsatisfied	Veoma nezadovoljan / Very unsatisfied	Total
POL / SEX	Muški / Male	26 12.5%	99 47.6%	68 32.7%	15 7.2%	208 100.0%
	Ženski / Female	32 15.2%	94 44.5%	70 33.2%	15 7.1%	211 100.0%
GODINE / AGE	16 - 24 godina / years	26 17.0%	74 48.4%	43 28.1%	10 6.5%	153 100.0%
	25 - 55 godina / years	29 12.8%	102 45.1%	80 35.4%	15 6.6%	226 100.0%
	Preko 55 godina / Over 55 years	2 5.0%	17 42.5%	16 40.0%	5 12.5%	40 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	4 3.9%	41 40.2%	50 49.0%	7 6.9%	102 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	37 16.0%	113 48.9%	63 27.3%	18 7.8%	231 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	15 18.3%	38 46.3%	24 29.3%	5 6.1%	82 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	22 12.4%	86 48.3%	61 34.3%	9 5.1%	178 100.0%
	Nezaposlen / Unemployed	14 18.2%	38 49.4%	20 26.0%	5 6.5%	77 100.0%
	Student / Student	15 16.7%	38 42.2%	27 30.0%	10 11.1%	90 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	6 8.7%	27 39.1%	31 44.9%	5 7.2%	69 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	8 12.7%	32 50.8%	21 33.3%	2 3.2%	63 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	12 13.5%	41 46.1%	28 31.5%	8 9.0%	89 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	6 7.4%	40 49.4%	26 32.1%	9 11.1%	81 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	24 22.2%	42 38.9%	37 34.3%	5 4.6%	108 100.0%
REGION	Sjeverne opštine / Northern municipalities	12 13.6%	49 55.7%	22 25.0%	5 5.7%	88 100.0%
	Centralne opštine / Central municipalities	40 15.9%	112 44.6%	81 32.3%	18 7.2%	251 100.0%
	Južne opštine / Southern municipalities	6 7.3%	33 40.2%	36 43.9%	7 8.5%	82 100.0%
TOTAL		58 13.8%	194 46.1%	139 33.0%	30 7.1%	421 100.0%

Da li ste zadovoljni kvalitetom mobilnih servisa: Govorna pošta / How satisfied are you with mobile phone services quality: Voicemail

		Veoma zadovoljan / Very satisfied	Uglavnom zadovoljan / Mostly satisfied	Uglavnom nezadovoljan / Mostly unsatisfied	Veoma nezadovoljan / Very unsatisfied	Total
POL / SEX	Muški / Male	27 13.7%	93 47.2%	51 25.9%	26 13.2%	197 100.0%
	Ženski / Female	29 13.8%	97 46.2%	62 29.5%	22 10.5%	210 100.0%
GODINE / AGE	16 - 24 godina / years	20 14.3%	71 50.7%	25 17.9%	24 17.1%	140 100.0%
	25 - 55 godina / years	33 15.3%	97 44.9%	68 31.5%	18 8.3%	216 100.0%
	Preko 55 godina / Over 55 years	2 4.0%	21 42.0%	20 40.0%	7 14.0%	50 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	5 5.4%	45 48.4%	32 34.4%	11 11.8%	93 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	38 16.7%	104 45.6%	59 25.9%	27 11.8%	228 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	11 13.4%	39 47.6%	21 25.6%	11 13.4%	82 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	23 13.1%	81 46.0%	58 33.0%	14 8.0%	176 100.0%
	Nezaposlen / Unemployed	9 12.7%	36 50.7%	15 21.1%	11 15.5%	71 100.0%
	Student / Student	15 17.4%	37 43.0%	19 22.1%	15 17.4%	86 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	8 11.0%	34 46.6%	21 28.8%	10 13.7%	73 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	6 10.3%	32 55.2%	16 27.6%	4 6.9%	58 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	12 13.5%	40 44.9%	23 25.8%	14 15.7%	89 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	8 10.4%	38 49.4%	21 27.3%	10 13.0%	77 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	23 21.1%	47 43.1%	29 26.6%	10 9.2%	109 100.0%
REGION	Sjeverne opštine / Northern municipalities	6 9.1%	38 57.6%	13 19.7%	9 13.6%	66 100.0%
	Centralne opštine / Central municipalities	43 16.4%	123 46.9%	68 26.0%	28 10.7%	262 100.0%
	Južne opštine / Southern municipalities	7 8.9%	29 36.7%	32 40.5%	11 13.9%	79 100.0%
TOTAL		56 13.8%	190 46.7%	113 27.8%	48 11.8%	407 100.0%

Da li biste promijenili operatora mobilne telefonije ako biste mogli zadržati isti broj telefona / Would you change your mobile phone operator if you could keep your phone number

		Da / Yes	Ne / No	Možda / Maybe	Total
POL / SEX	Muški / Male	84 12.0%	362 51.6%	255 36.4%	701 100.0%
	Ženski / Female	50 6.8%	448 61.2%	234 32.0%	732 100.0%
GODINE / AGE	16 - 24 godina / years	30 10.1%	175 59.1%	91 30.7%	296 100.0%
	25 - 55 godina / years	79 9.6%	447 54.2%	298 36.2%	824 100.0%
	Preko 55 godina / Over 55 years	25 8.0%	187 60.1%	99 31.8%	311 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	47 9.0%	299 57.3%	176 33.7%	522 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	65 9.1%	388 54.3%	261 36.6%	714 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	20 10.5%	119 62.6%	51 26.8%	190 100.0%
ZAPOSLJENJE / EMPLOYMENT	Zaposlen / Employed	50 9.0%	294 53.2%	209 37.8%	553 100.0%
	Nezaposlen / Unemployed	39 11.2%	182 52.4%	126 36.3%	347 100.0%
	Student / Student	20 10.9%	111 60.3%	53 28.8%	184 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	22 6.4%	220 64.1%	101 29.4%	343 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	30 7.8%	240 62.3%	115 29.9%	385 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	30 9.3%	184 57.0%	109 33.7%	323 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	25 11.0%	125 54.8%	78 34.2%	228 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	33 11.7%	131 46.6%	117 41.6%	281 100.0%
REGION	Sjeverne opštine / Northern municipalities	66 11.7%	328 58.1%	171 30.3%	565 100.0%
	Centralne opštine / Central municipalities	45 8.7%	287 55.2%	188 36.2%	520 100.0%
	Južne opštine / Southern municipalities	23 6.6%	196 56.2%	130 37.2%	349 100.0%
TOTAL		134 9.3%	811 56.6%	489 34.1%	1434 100.0%

Da li ste ikada promijenili provajdera mobilne telefonije / Have you ever changed your mobile phone operator

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	242 34.5%	459 65.5%	701 100.0%
	Ženski / Female	220 30.3%	505 69.7%	725 100.0%
GODINE / AGE	16 - 24 godina / years	121 41.4%	171 58.6%	292 100.0%
	25 - 55 godina / years	283 34.4%	539 65.6%	822 100.0%
	Preko 55 godina / Over 55 years	57 18.3%	254 81.7%	311 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	146 28.1%	373 71.9%	519 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	244 34.4%	466 65.6%	710 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	69 35.9%	123 64.1%	192 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	211 38.2%	342 61.8%	553 100.0%
	Nezaposlen / Unemployed	105 30.3%	241 69.7%	346 100.0%
	Student / Student	71 39.2%	110 60.8%	181 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	73 21.3%	269 78.7%	342 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	90 23.6%	292 76.4%	382 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	107 33.0%	217 67.0%	324 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	82 36.1%	145 63.9%	227 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	111 40.1%	166 59.9%	277 100.0%
REGION	Sjeverne opštine / Northern municipalities	194 34.3%	372 65.7%	566 100.0%
	Centralne opštine / Central municipalities	154 30.0%	360 70.0%	514 100.0%
	Južne opštine / Southern municipalities	115 33.0%	234 67.0%	349 100.0%
TOTAL		463 32.4%	966 67.6%	1429 100.0%

Ukoliko jeste zbog čega: Nijesam bio zadovoljan cijenom / If yes, why: I wasn't satisfied with the price		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	160	82	242
		66.1%	33.9%	100.0%
	Ženski / Female	144	76	220
		65.5%	34.5%	100.0%
GODINE / AGE	16 - 24 godina / years	66	55	121
		54.5%	45.5%	100.0%
	25 - 55 godina / years	198	84	282
	70.2%	29.8%	100.0%	
	Preko 55 godina / Over 55 years	39	18	57
		68.4%	31.6%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	110	36	146
		75.3%	24.7%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	154	90	244
	63.1%	36.9%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	39	30	69
		56.5%	43.5%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	141	71	212
		66.5%	33.5%	100.0%
	Nezaposlen / Unemployed	74	30	104
		71.2%	28.8%	100.0%
	Student / Student	42	29	71
		59.2%	40.8%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	46	27	73
		63.0%	37.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	67	23	90
		74.4%	25.6%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	77	30	107
		72.0%	28.0%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	54	27	81
		66.7%	33.3%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	64	47	111
		57.7%	42.3%	100.0%
REGION	Sjeverne opštine / Northern municipalities	153	40	193
		79.3%	20.7%	100.0%
	Centralne opštine / Central municipalities	84	70	154
		54.5%	45.5%	100.0%
	Južne opštine / Southern municipalities	66	49	115
		57.4%	42.6%	100.0%
TOTAL		303	159	462
		65.6%	34.4%	100.0%

Ukoliko jeste zbog čega: Novi provajder me je kontaktirao sa boljom ponudom / If yes, why: New provider contacted me with better offer

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	17 7.0%	225 93.0%	242 100.0%
	Ženski / Female	15 6.8%	205 93.2%	220 100.0%
GODINE / AGE	16 - 24 godina / years	10 8.3%	111 91.7%	121 100.0%
	25 - 55 godina / years	21 7.4%	262 92.6%	283 100.0%
	Preko 55 godina / Over 55 years	1 1.7%	57 98.3%	58 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	7 4.8%	139 95.2%	146 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	17 7.0%	227 93.0%	244 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	7 10.1%	62 89.9%	69 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	20 9.4%	192 90.6%	212 100.0%
	Nezaposlen / Unemployed	5 4.8%	100 95.2%	105 100.0%
	Student / Student	5 7.0%	66 93.0%	71 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	3 4.1%	70 95.9%	73 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	3 3.3%	87 96.7%	90 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	6 5.6%	102 94.4%	108 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	4 4.9%	78 95.1%	82 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	13 11.7%	98 88.3%	111 100.0%
REGION	Sjeverne opštine / Northern municipalities	11 5.7%	183 94.3%	194 100.0%
	Centralne opštine / Central municipalities	13 8.4%	141 91.6%	154 100.0%
	Južne opštine / Southern municipalities	8 7.0%	107 93.0%	115 100.0%
TOTAL		32 6.9%	431 93.1%	463 100.0%

Ukoliko jeste zbog čega: Lošiji kvalitet usluge starog provajdera / If yes, why: Old provider had worse quality

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	42	200	242
		17.4%	82.6%	100.0%
	Ženski / Female	21	199	220
		9.5%	90.5%	100.0%
GODINE / AGE	16 - 24 godina / years	23	98	121
		19.0%	81.0%	100.0%
	25 - 55 godina / years	35	248	283
	12.4%	87.6%	100.0%	
	Preko 55 godina / Over 55 years	6	52	58
		10.3%	89.7%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	20	126	146
		13.7%	86.3%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	30	214	244
	12.3%	87.7%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	13	57	70
		18.6%	81.4%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	28	184	212
		13.2%	86.8%	100.0%
	Nezaposlen / Unemployed	16	88	104
		15.4%	84.6%	100.0%
	Student / Student	13	58	71
		18.3%	81.7%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	7	66	73
		9.6%	90.4%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	13	77	90
		14.4%	85.6%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	15	93	108
		13.9%	86.1%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	14	68	82
		17.1%	82.9%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	13	98	111
		11.7%	88.3%	100.0%
REGION	Sjeverne opštine / Northern municipalities	25	169	194
		12.9%	87.1%	100.0%
	Centralne opštine / Central municipalities	23	132	155
	14.8%	85.2%	100.0%	
	Južne opštine / Southern municipalities	17	98	115
		14.8%	85.2%	100.0%
TOTAL		65	399	464
		14.0%	86.0%	100.0%

Ukoliko jeste zbog čega: Bolji kvalitet usluga nudi novi provajder / If yes, why: New provider offers better quality of service

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	77 31.8%	165 68.2%	242 100.0%
	Ženski / Female	76 34.4%	145 65.6%	221 100.0%
GODINE / AGE	16 - 24 godina / years	50 41.3%	71 58.7%	121 100.0%
	25 - 55 godina / years	87 30.9%	195 69.1%	282 100.0%
	Preko 55 godina / Over 55 years	13 22.8%	44 77.2%	57 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	49 33.6%	97 66.4%	146 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	80 32.8%	164 67.2%	244 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	24 34.8%	45 65.2%	69 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	66 31.1%	146 68.9%	212 100.0%
	Nezaposlen / Unemployed	33 31.4%	72 68.6%	105 100.0%
	Student / Student	29 40.8%	42 59.2%	71 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	24 32.9%	49 67.1%	73 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	22 24.4%	68 75.6%	90 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	31 28.7%	77 71.3%	108 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	24 29.3%	58 70.7%	82 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	45 40.5%	66 59.5%	111 100.0%
REGION	Sjeverne opštine / Northern municipalities	62 32.0%	132 68.0%	194 100.0%
	Centralne opštine / Central municipalities	41 26.5%	114 73.5%	155 100.0%
	Južne opštine / Southern municipalities	50 43.5%	65 56.5%	115 100.0%
TOTAL		153 33.0%	311 67.0%	464 100.0%

Ukoliko jeste zbog čega: Kvalitet poziva je bolji kod novog provajdera / If yes, why: call quality is better with new provider		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	29	213	242
		12.0%	88.0%	100.0%
	Ženski / Female	31	190	221
		14.0%	86.0%	100.0%
GODINE / AGE	16 - 24 godina / years	21	100	121
		17.4%	82.6%	100.0%
	25 - 55 godina / years	26	256	282
	9.2%	90.8%	100.0%	
	Preko 55 godina / Over 55 years	13	45	58
		22.4%	77.6%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	18	128	146
		12.3%	87.7%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	34	210	244
	13.9%	86.1%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	7	63	70
		10.0%	90.0%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	19	192	211
		9.0%	91.0%	100.0%
	Nezaposlen / Unemployed	16	89	105
		15.2%	84.8%	100.0%
	Student / Student	14	57	71
		19.7%	80.3%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	9	64	73
		12.3%	87.7%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	16	74	90
		17.8%	82.2%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	18	90	108
		16.7%	83.3%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	8	74	82
		9.8%	90.2%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	11	100	111
		9.9%	90.1%	100.0%
REGION	Sjeverne opštine / Northern municipalities	30	164	194
		15.5%	84.5%	100.0%
	Centralne opštine / Central municipalities	18	136	154
		11.7%	88.3%	100.0%
	Južne opštine / Southern municipalities	12	103	115
		10.4%	89.6%	100.0%
TOTAL		60	403	463
		13.0%	87.0%	100.0%

Ukoliko ste mijenjali provajdera mobilne telefonije da li ste se, poslije toga vratili na prethodnog / If you have changed mobile phone operator, did you return to original operator afterwards				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	47	190	237
		19.8%	80.2%	100.0%
	Ženski / Female	38	181	219
		17.4%	82.6%	100.0%
GODINE / AGE	16 - 24 godina / years	35	85	120
		29.2%	70.8%	100.0%
	25 - 55 godina / years	48	230	278
	17.3%	82.7%	100.0%	
	Preko 55 godina / Over 55 years	3	54	57
		5.3%	94.7%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	16	128	144
		11.1%	88.9%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	56	187	243
	23.0%	77.0%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	14	53	67
		20.9%	79.1%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	39	169	208
		18.8%	81.3%	100.0%
	Nezaposlen / Unemployed	18	86	104
		17.3%	82.7%	100.0%
	Student / Student	20	50	70
		28.6%	71.4%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	7	63	70
		10.0%	90.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	8	82	90
		8.9%	91.1%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	16	90	106
		15.1%	84.9%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	24	58	82
		29.3%	70.7%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	19	89	108
		17.6%	82.4%	100.0%
REGION	Sjeverne opštine / Northern municipalities	15	178	193
		7.8%	92.2%	100.0%
	Centralne opštine / Central municipalities	41	109	150
		27.3%	72.7%	100.0%
	Južne opštine / Southern municipalities	29	84	113
		25.7%	74.3%	100.0%
TOTAL		85	371	456
		18.6%	81.4%	100.0%

Ukoliko jeste zbog čega: Nijesam bio zadovoljan sa uštedom kod novog provajdera / If yes, why: I wasn't satisfied with savings with new provider		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	27	20	47
		57.4%	42.6%	100.0%
POL / SEX	Ženski / Female	23	15	38
		60.5%	39.5%	100.0%
GODINE / AGE	16 - 24 godina / years	19	16	35
		54.3%	45.7%	100.0%
	25 - 55 godina / years	30	17	47
63.8%		36.2%	100.0%	
GODINE / AGE	Preko 55 godina / Over 55 years	1	1	2
		50.0%	50.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	13	4	17
		76.5%	23.5%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	31	25	56
55.4%		44.6%	100.0%	
OBRAZOVANJE / EDUCATION	Tercijarno obrazovanje (5 i 6) / Tertiary education	7	7	14
		50.0%	50.0%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	27	12	39
		69.2%	30.8%	100.0%
	Nezaposlen / Unemployed	11	7	18
		61.1%	38.9%	100.0%
ZAPOSLENJE / EMPLOYMENT	Student / Student	8	12	20
		40.0%	60.0%	100.0%
ZAPOSLENJE / EMPLOYMENT	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	3	4	7
		42.9%	57.1%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	5	2	7
		71.4%	28.6%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	13	4	17
		76.5%	23.5%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji od 50% do 75% prihoda / Third quarter of income	11	13	24
		45.8%	54.2%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji preko 75% prihoda / Fourth quarter of income	13	5	18
		72.2%	27.8%	100.0%
REGION	Sjeverne opštine / Northern municipalities	10	5	15
		66.7%	33.3%	100.0%
	Centralne opštine / Central municipalities	26	16	42
61.9%		38.1%	100.0%	
REGION	Južne opštine / Southern municipalities	15	14	29
		51.7%	48.3%	100.0%
TOTAL		51	35	86
TOTAL		59.3%	40.7%	100.0%

**Ukoliko jeste zbog čega: Prethodni provajder me je kontaktirao sa boljom ponudom / If yes, why:
original provider contacted me with better offer**

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	10	37	47
		21.3%	78.7%	100.0%
	Ženski / Female	3	35	38
		7.9%	92.1%	100.0%
GODINE / AGE	16 - 24 godina / years	6	29	35
		17.1%	82.9%	100.0%
	25 - 55 godina / years	7	40	47
14.9%		85.1%	100.0%	
	Preko 55 godina / Over 55 years	0	3	3
		0.0%	100.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	0	16	16
		0.0%	100.0%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	9	46	55
16.4%		83.6%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	4	10	14
		28.6%	71.4%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	6	33	39
		15.4%	84.6%	100.0%
	Nezaposlen / Unemployed	2	16	18
		11.1%	88.9%	100.0%
Student / Student	3	17	20	
	15.0%	85.0%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	2	6	8
		25.0%	75.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	1	7	8
		12.5%	87.5%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	1	15	16
		6.3%	93.8%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	4	20	24	
	16.7%	83.3%	100.0%	
	U kategoriji preko 75% prihoda / Fourth quarter of income	5	14	19
		26.3%	73.7%	100.0%
REGION	Sjeverne opštine / Northern municipalities	2	13	15
		13.3%	86.7%	100.0%
	Centralne opštine / Central municipalities	6	35	41
14.6%		85.4%	100.0%	
	Južne opštine / Southern municipalities	4	25	29
		13.8%	86.2%	100.0%
TOTAL		12	73	85
		14.1%	85.9%	100.0%

Ukoliko jeste zbog čega: Lošiji kvalitet usluge novog provajdera / If yes, why: new provide had worse service quality

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	9 18.8%	39 81.3%	48 100.0%
	Ženski / Female	5 13.2%	33 86.8%	38 100.0%
GODINE / AGE	16 - 24 godina / years	4 11.4%	31 88.6%	35 100.0%
	25 - 55 godina / years	8 17.0%	39 83.0%	47 100.0%
	Preko 55 godina / Over 55 years	1 50.0%	1 50.0%	2 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	0 0.0%	16 100.0%	16 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	12 21.4%	44 78.6%	56 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	2 14.3%	12 85.7%	14 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	6 15.4%	33 84.6%	39 100.0%
	Nezaposlen / Unemployed	2 10.5%	17 89.5%	19 100.0%
	Student / Student	4 20.0%	16 80.0%	20 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	2 25.0%	6 75.0%	8 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	1 12.5%	7 87.5%	8 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	0 0.0%	16 100.0%	16 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	6 25.0%	18 75.0%	24 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	1 5.3%	18 94.7%	19 100.0%
REGION	Sjeverne opštine / Northern municipalities	1 6.7%	14 93.3%	15 100.0%
	Centralne opštine / Central municipalities	6 14.3%	36 85.7%	42 100.0%
	Južne opštine / Southern municipalities	6 20.7%	23 79.3%	29 100.0%
TOTAL		13 15.1%	73 84.9%	86 100.0%

Ukoliko jeste zbog čega: Bolju uslugu korisnicima nudi prethodni provajder / If yes, why: original provider offers better quality of services				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	9	39	48
		18.8%	81.3%	100.0%
	Ženski / Female	7	30	37
		18.9%	81.1%	100.0%
GODINE / AGE	16 - 24 godina / years	7	28	35
		20.0%	80.0%	100.0%
	25 - 55 godina / years	9	39	48
18.8%		81.3%	100.0%	
	Preko 55 godina / Over 55 years	1	2	3
		33.3%	66.7%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	4	13	17
		23.5%	76.5%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	9	46	55
16.4%		83.6%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	3	11	14
		21.4%	78.6%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	7	32	39
		17.9%	82.1%	100.0%
	Nezaposlen / Unemployed	4	14	18
		22.2%	77.8%	100.0%
Student / Student	5	15	20	
	25.0%	75.0%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	0	7	7
		0.0%	100.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	0	8	8
		0.0%	100.0%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	2	14	16
		12.5%	87.5%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	5	19	24	
	20.8%	79.2%	100.0%	
U kategoriji preko 75% prihoda / Fourth quarter of income	1	17	18	
	5.6%	94.4%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	1	14	15
		6.7%	93.3%	100.0%
	Centralne opštine / Central municipalities	6	35	41
14.6%		85.4%	100.0%	
Južne opštine / Southern municipalities	8	21	29	
	27.6%	72.4%	100.0%	
TOTAL		15	70	85
		17.6%	82.4%	100.0%

Ukoliko jeste zbog čega: Kvalitet poziva je bolji kod prethodnog provajdera / If yes, why: call quality is better with the original provider		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	4	43	47
		8.5%	91.5%	100.0%
	Ženski / Female	4	33	37
		10.8%	89.2%	100.0%
GODINE / AGE	16 - 24 godina / years	4	31	35
		11.4%	88.6%	100.0%
	25 - 55 godina / years	3	44	47
	6.4%	93.6%	100.0%	
	Preko 55 godina / Over 55 years	1	2	3
		33.3%	66.7%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	2	14	16
		12.5%	87.5%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	6	50	56
	10.7%	89.3%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	1	13	14
		7.1%	92.9%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	3	36	39
		7.7%	92.3%	100.0%
	Nezaposlen / Unemployed	2	17	19
		10.5%	89.5%	100.0%
	Student / Student	3	17	20
		15.0%	85.0%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	0	7	7
		0.0%	100.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	2	6	8
		25.0%	75.0%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	2	14	16
		12.5%	87.5%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	1	22	23
		4.3%	95.7%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	0	19	19
		0.0%	100.0%	100.0%
REGION	Sjeverne opštine / Northern municipalities	2	13	15
		13.3%	86.7%	100.0%
	Centralne opštine / Central municipalities	2	40	42
	4.8%	95.2%	100.0%	
	Južne opštine / Southern municipalities	4	25	29
		13.8%	86.2%	100.0%
TOTAL		8	78	86
		9.3%	90.7%	100.0%

Kako ste zadovoljni servisom za podršku, call centra Vašeg mobilnog operatora / How satisfied are you with customer support service of your provider

		Veoma zadovoljan / Very satisfied	Uglavnom zadovoljan / Mostly satisfied	Uglavnom nezadovoljan / Mostly unsatisfied	Veoma nezadovoljan / Very unsatisfied	Total
POL / SEX	Muški / Male	135	469	62	13	679
		19.9%	69.1%	9.1%	1.9%	100.0%
	Ženski / Female	141	502	44	9	696
		20.3%	72.1%	6.3%	1.3%	100.0%
GODINE / AGE	16 - 24 godina / years	76	183	26	6	291
		26.1%	62.9%	8.9%	2.1%	100.0%
	25 - 55 godina / years	137	599	64	14	814
16.8%		73.6%	7.9%	1.7%	100.0%	
	Preko 55 godina / Over 55 years	64	186	16	2	268
		23.9%	69.4%	6.0%	0.7%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	94	351	36	4	485
		19.4%	72.4%	7.4%	0.8%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	147	483	56	11	697
21.1%		69.3%	8.0%	1.6%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	34	135	13	7	189
		18.0%	71.4%	6.9%	3.7%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	93	397	51	6	547
		17.0%	72.6%	9.3%	1.1%	100.0%
	Nezaposlen / Unemployed	62	250	19	10	341
		18.2%	73.3%	5.6%	2.9%	100.0%
Student / Student	38	117	21	3	179	
	21.2%	65.4%	11.7%	1.7%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	80	204	16	2	302
		26.5%	67.5%	5.3%	0.7%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	85	241	29	3	358
		23.7%	67.3%	8.1%	0.8%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	58	227	17	7	309
		18.8%	73.5%	5.5%	2.3%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	44	161	14	2	221	
	19.9%	72.9%	6.3%	0.9%	100.0%	
U kategoriji preko 75% prihoda / Fourth quarter of income	62	181	27	6	276	
	22.5%	65.6%	9.8%	2.2%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	112	391	43	5	551
		20.3%	71.0%	7.8%	0.9%	100.0%
	Centralne opštine / Central municipalities	118	349	34	11	512
23.0%		68.2%	6.6%	2.1%	100.0%	
Južne opštine / Southern municipalities	46	231	31	5	313	
	14.7%	73.8%	9.9%	1.6%	100.0%	
TOTAL		276	971	108	21	1376
		20.1%	70.6%	7.8%	1.5%	100.0%

**Koliko ste zadovoljni pojedinim aspektima: servisa podrške za korisnike (mobilnog operatera):
Cijena poziva / How satisfied are you with certain aspects of your mobile phone provider customer
support: Call price**

		Veoma zadovoljan / Very satisfied	Uglavnom zadovoljan / Mostly satisfied	Uglavnom nezadovoljan / Mostly unsatisfied	Veoma nezadovoljan / Very unsatisfied	Total
POL / SEX	Muški / Male	227	335	91	29	682
		33.3%	49.1%	13.3%	4.3%	100.0%
	Ženski / Female	202	378	84	34	698
		28.9%	54.2%	12.0%	4.9%	100.0%
GODINE / AGE	16 - 24 godina / years	93	151	33	15	292
		31.8%	51.7%	11.3%	5.1%	100.0%
	25 - 55 godina / years	250	420	109	37	816
		30.6%	51.5%	13.4%	4.5%	100.0%
	Preko 55 godina / Over 55 years	86	141	33	10	270
		31.9%	52.2%	12.2%	3.7%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	140	261	68	14	483
		29.0%	54.0%	14.1%	2.9%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	227	344	95	34	700
		32.4%	49.1%	13.6%	4.9%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	60	105	11	15	191
		31.4%	55.0%	5.8%	7.9%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	154	290	78	26	548
		28.1%	52.9%	14.2%	4.7%	100.0%
	Nezaposlen / Unemployed	116	171	41	14	342
		33.9%	50.0%	12.0%	4.1%	100.0%
	Student / Student	51	101	20	9	181
		28.2%	55.8%	11.0%	5.0%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	106	150	35	13	304
		34.9%	49.3%	11.5%	4.3%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	123	174	38	21	356
		34.6%	48.9%	10.7%	5.9%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	90	164	47	9	310
		29.0%	52.9%	15.2%	2.9%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	62	124	28	9	223
		27.8%	55.6%	12.6%	4.0%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	92	137	35	11	275
		33.5%	49.8%	12.7%	4.0%	100.0%
REGION	Sjeverne opštine / Northern municipalities	178	257	99	17	551
		32.3%	46.6%	18.0%	3.1%	100.0%
	Centralne opštine / Central municipalities	169	265	49	29	512
		33.0%	51.8%	9.6%	5.7%	100.0%
	Južne opštine / Southern municipalities	82	191	28	16	317
		25.9%	60.3%	8.8%	5.0%	100.0%
TOTAL		429	713	176	62	1380
		31.1%	51.7%	12.8%	4.5%	100.0%

**Koliko ste zadovoljni pojedinim aspektima: servisa podrške za korisnike (mobilnog operatera):
Vrijeme čekanja na odgovor / How satisfied are you with certain aspects of your mobile phone
provider customer support: waiting time**

		Veoma zadovoljan / Very satisfied	Uglavnom zadovoljan / Mostly satisfied	Uglavnom nezadovoljan / Mostly unsatisfied	Veoma nezadovoljan / Very unsatisfied	Total
POL / SEX	Muški / Male	174 25.7%	355 52.4%	107 15.8%	42 6.2%	678 100.0%
	Ženski / Female	164 23.6%	379 54.5%	105 15.1%	48 6.9%	696 100.0%
GODINE / AGE	16 - 24 godina / years	65 22.3%	140 48.1%	53 18.2%	33 11.3%	291 100.0%
	25 - 55 godina / years	187 23.0%	445 54.7%	134 16.5%	47 5.8%	813 100.0%
	Preko 55 godina / Over 55 years	87 32.2%	148 54.8%	26 9.6%	9 3.3%	270 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	124 25.6%	279 57.6%	58 12.0%	23 4.8%	484 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	168 24.1%	358 51.4%	122 17.5%	49 7.0%	697 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	48 25.3%	95 50.0%	30 15.8%	17 8.9%	190 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	117 21.4%	289 52.8%	101 18.5%	40 7.3%	547 100.0%
	Nezaposlen / Unemployed	91 26.8%	197 57.9%	39 11.5%	13 3.8%	340 100.0%
	Student / Student	37 20.4%	83 45.9%	38 21.0%	23 12.7%	181 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	95 31.4%	162 53.5%	32 10.6%	14 4.6%	303 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	114 32.1%	191 53.8%	41 11.5%	9 2.5%	355 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	71 22.9%	174 56.1%	45 14.5%	20 6.5%	310 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	46 20.4%	121 53.8%	42 18.7%	16 7.1%	225 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	70 25.4%	128 46.4%	53 19.2%	25 9.1%	276 100.0%
REGION	Sjeverne opštine / Northern municipalities	157 28.5%	294 53.4%	82 14.9%	18 3.3%	551 100.0%
	Centralne opštine / Central municipalities	139 27.3%	261 51.2%	69 13.5%	41 8.0%	510 100.0%
	Južne opštine / Southern municipalities	44 13.9%	179 56.5%	62 19.6%	32 10.1%	317 100.0%
TOTAL		340 24.7%	734 53.3%	213 15.5%	91 6.6%	1378 100.0%

**Koliko ste zadovoljni pojedinim aspektima: servisa podrške za korisnike (mobilnog operatera):
Kvalitetom odgovora / How satisfied are you with certain aspects of your mobile phone provider
customer support: response quality**

		Veoma zadovoljan / Very satisfied	Uglavnom zadovoljan / Mostly satisfied	Uglavnom nezadovoljan / Mostly unsatisfied	Veoma nezadovoljan / Very unsatisfied	Total
POL / SEX	Muški / Male	232 34.2%	359 52.9%	69 10.2%	18 2.7%	678 100.0%
	Ženski / Female	231 33.3%	388 56.0%	59 8.5%	15 2.2%	693 100.0%
GODINE / AGE	16 - 24 godina / years	93 32.0%	159 54.6%	30 10.3%	9 3.1%	291 100.0%
	25 - 55 godina / years	257 31.7%	450 55.5%	84 10.4%	20 2.5%	811 100.0%
	Preko 55 godina / Over 55 years	115 42.6%	137 50.7%	13 4.8%	5 1.9%	270 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	169 35.0%	266 55.1%	41 8.5%	7 1.4%	483 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	232 33.4%	378 54.4%	69 9.9%	16 2.3%	695 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	63 33.3%	100 52.9%	16 8.5%	10 5.3%	189 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	165 30.2%	304 55.7%	66 12.1%	11 2.0%	546 100.0%
	Nezaposlen / Unemployed	122 35.9%	185 54.4%	21 6.2%	12 3.5%	340 100.0%
	Student / Student	52 28.7%	109 60.2%	14 7.7%	6 3.3%	181 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	126 41.6%	147 48.5%	24 7.9%	6 2.0%	303 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	153 43.0%	168 47.2%	29 8.1%	6 1.7%	356 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	96 31.0%	181 58.4%	24 7.7%	9 2.9%	310 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	65 29.1%	132 59.2%	22 9.9%	4 1.8%	223 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	90 32.8%	149 54.4%	28 10.2%	7 2.6%	274 100.0%
REGION	Sjeverne opštine / Northern municipalities	210 38.0%	291 52.7%	43 7.8%	8 1.4%	552 100.0%
	Centralne opštine / Central municipalities	174 34.3%	270 53.1%	48 9.4%	16 3.1%	508 100.0%
	Južne opštine / Southern municipalities	81 25.6%	188 59.5%	37 11.7%	10 3.2%	316 100.0%
TOTAL		465 33.8%	749 54.4%	128 9.3%	34 2.5%	1376 100.0%

**Koliko ste zadovoljni pojedinim aspektima: servisa podrške za korisnike (mobilnog operatera):
Kulturom ophođenja / How satisfied are you with certain aspects of your mobile phone provider
customer support: manner of dealing with customers**

		Veoma zadovoljan / Very satisfied	Uglavnom zadovoljan / Mostly satisfied	Uglavnom nezadovoljan / Mostly unsatisfied	Veoma nezadovoljan / Very unsatisfied	Total
POL / SEX	Muški / Male	300	320	39	19	678
		44.2%	47.2%	5.8%	2.8%	100.0%
	Ženski / Female	301	343	35	18	697
		43.2%	49.2%	5.0%	2.6%	100.0%
GODINE / AGE	16 - 24 godina / years	125	139	16	12	292
		42.8%	47.6%	5.5%	4.1%	100.0%
	25 - 55 godina / years	344	395	52	22	813
		42.3%	48.6%	6.4%	2.7%	100.0%
	Preko 55 godina / Over 55 years	133	127	6	3	269
		49.4%	47.2%	2.2%	1.1%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	212	241	22	9	484
		43.8%	49.8%	4.5%	1.9%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	313	325	40	19	697
		44.9%	46.6%	5.7%	2.7%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	76	95	11	7	189
		40.2%	50.3%	5.8%	3.7%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	215	284	34	13	546
		39.4%	52.0%	6.2%	2.4%	100.0%
	Nezaposlen / Unemployed	161	150	18	11	340
		47.4%	44.1%	5.3%	3.2%	100.0%
	Student / Student	77	90	9	6	182
		42.3%	49.5%	4.9%	3.3%	100.0%
Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	148	136	13	5	302	
	49.0%	45.0%	4.3%	1.7%	100.0%	
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	187	148	18	3	356
		52.5%	41.6%	5.1%	0.8%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	129	159	14	7	309
		41.7%	51.5%	4.5%	2.3%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	90	118	9	6	223
		40.4%	52.9%	4.0%	2.7%	100.0%
U kategoriji preko 75% prihoda / Fourth quarter of income	113	131	20	10	274	
	41.2%	47.8%	7.3%	3.6%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	277	245	22	7	551
		50.3%	44.5%	4.0%	1.3%	100.0%
	Centralne opštine / Central municipalities	212	249	31	19	511
		41.5%	48.7%	6.1%	3.7%	100.0%
	Južne opštine / Southern municipalities	113	170	22	11	316
		35.8%	53.8%	7.0%	3.5%	100.0%
TOTAL		602	664	75	37	1378
		43.7%	48.2%	5.4%	2.7%	100.0%

Da li koristite usluge roaminga / Do you use roaming				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	295	408	703
		42.0%	58.0%	100.0%
	Ženski / Female	288	439	727
		39.6%	60.4%	100.0%
GODINE / AGE	16 - 24 godina / years	171	126	297
		57.6%	42.4%	100.0%
	25 - 55 godina / years	362	465	827
	43.8%	56.2%	100.0%	
	Preko 55 godina / Over 55 years	49	256	305
		16.1%	83.9%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	149	373	522
		28.5%	71.5%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	323	388	711
	45.4%	54.6%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	110	82	192
		57.3%	42.7%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	286	271	557
		51.3%	48.7%	100.0%
	Nezaposlen / Unemployed	114	235	349
		32.7%	67.3%	100.0%
	Student / Student	108	76	184
		58.7%	41.3%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	71	266	337
		21.1%	78.9%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	73	308	381
		19.2%	80.8%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	109	217	326
		33.4%	66.6%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	112	114	226
		49.6%	50.4%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	178	102	280
		63.6%	36.4%	100.0%
REGION	Sjeverne opštine / Northern municipalities	189	381	570
		33.2%	66.8%	100.0%
	Centralne opštine / Central municipalities	202	314	516
	39.1%	60.9%	100.0%	
	Južne opštine / Southern municipalities	193	154	347
		55.6%	44.4%	100.0%
TOTAL		584	849	1433
		40.8%	59.2%	100.0%

Da li ste koristili usluge pristupa internetu dok ste bili u roamingu / Did you use internet access while you were roaming					
		Da, često / Yes, often	Da, rijetko / Yes, rarely	Ne, nikada / No, never	Total
POL / SEX	Muški / Male	32 10.8%	80 27.1%	183 62.0%	295 100.0%
	Ženski / Female	34 11.8%	86 30.0%	167 58.2%	287 100.0%
GODINE / AGE	16 - 24 godina / years	31 18.1%	73 42.7%	67 39.2%	171 100.0%
	25 - 55 godina / years	34 9.4%	85 23.5%	243 67.1%	362 100.0%
	Preko 55 godina / Over 55 years	1 2.0%	8 16.3%	40 81.6%	49 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	18 12.1%	34 22.8%	97 65.1%	149 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	32 9.9%	96 29.7%	195 60.4%	323 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	17 15.5%	36 32.7%	57 51.8%	110 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	29 10.1%	80 27.9%	178 62.0%	287 100.0%
	Nezaposlen / Unemployed	12 10.5%	19 16.7%	83 72.8%	114 100.0%
	Student / Student	19 17.6%	53 49.1%	36 33.3%	108 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	4 5.6%	15 21.1%	52 73.2%	71 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	7 9.5%	12 16.2%	55 74.3%	74 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	16 14.8%	26 24.1%	66 61.1%	108 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	11 9.8%	39 34.8%	62 55.4%	112 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	17 9.6%	52 29.4%	108 61.0%	177 100.0%
REGION	Sjeverne opštine / Northern municipalities	17 9.0%	40 21.2%	132 69.8%	189 100.0%
	Centralne opštine / Central municipalities	25 12.4%	64 31.7%	113 55.9%	202 100.0%
	Južne opštine / Southern municipalities	25 13.0%	62 32.1%	106 54.9%	193 100.0%
TOTAL		67 11.5%	166 28.4%	351 60.1%	584 100.0%

Sta mislite o cijenama roaminga / What do you think about roaming prices						
		Previše su / Too high	U redu su u odnosu na ostale cijene poziva zemlje / Compared to other prices of calls they are ok	Niske su / Low	Nemoguće procijeniti / Cannot assess	Total
POL / SEX	Muški / Male	343 57.7%	52 8.8%	3 0.5%	196 33.0%	594 100.0%
	Ženski / Female	365 61.3%	41 6.9%	4 0.7%	185 31.1%	595 100.0%
GODINE / AGE	16 - 24 godina / years	174 68.8%	23 9.1%	1 0.4%	55 21.7%	253 100.0%
	25 - 55 godina / years	426 61.2%	62 8.9%	5 0.7%	203 29.2%	696 100.0%
	Preko 55 godina / Over 55 years	108 45.4%	7 2.9%	1 0.4%	122 51.3%	238 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	230 52.6%	23 5.3%	2 0.5%	182 41.6%	437 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	372 62.0%	55 9.2%	4 0.7%	169 28.2%	600 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	102 69.4%	15 10.2%	1 0.7%	29 19.7%	147 100.0%
ZAPOSLJENJE / EMPLOYMENT	Zaposlen / Employed	299 64.6%	44 9.5%	2 0.4%	118 25.5%	463 100.0%
	Nezaposlen / Unemployed	173 57.3%	18 6.0%	3 1.0%	108 35.8%	302 100.0%
	Student / Student	104 68.4%	19 12.5%	1 0.7%	28 18.4%	152 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	129 48.1%	12 4.5%	2 0.7%	125 46.6%	268 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	137 42.9%	20 6.3%	1 0.3%	161 50.5%	319 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	149 58.9%	18 7.1%	2 0.8%	84 33.2%	253 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	131 67.9%	18 9.3%	2 1.0%	42 21.8%	193 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	173 73.6%	22 9.4%	1 0.4%	39 16.6%	235 100.0%
REGION	Sjeverne opštine / Northern municipalities	250 48.8%	36 7.0%	2 0.4%	224 43.8%	512 100.0%
	Centralne opštine / Central municipalities	247 69.6%	21 5.9%	3 0.8%	84 23.7%	355 100.0%
	Južne opštine / Southern municipalities	211 66.1%	35 11.0%	1 0.3%	72 22.6%	319 100.0%
TOTAL		708 59.7%	92 7.8%	6 0.5%	380 32.0%	1186 100.0%

Da li ste zadovoljni sa cijenama usluga Vašeg operatera, kod pružanja usluga roaminga / Are you satisfied with roaming prices of your mobile operator

		Da / Yes	Ijesam / nisam / Yes and no	Ne / No	Total
POL / SEX	Muški / Male	108	231	133	472
		22.9%	48.9%	28.2%	100.0%
	Ženski / Female	112	226	108	446
		25.1%	50.7%	24.2%	100.0%
GODINE / AGE	16 - 24 godina / years	48	119	56	223
		21.5%	53.4%	25.1%	100.0%
	25 - 55 godina / years	133	276	133	542
		24.5%	50.9%	24.5%	100.0%
	Preko 55 godina / Over 55 years	36	64	52	152
		23.7%	42.1%	34.2%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	61	135	81	277
		22.0%	48.7%	29.2%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	125	249	128	502
		24.9%	49.6%	25.5%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	33	73	29	135
		24.4%	54.1%	21.5%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	96	201	97	394
		24.4%	51.0%	24.6%	100.0%
	Nezaposlen / Unemployed	52	97	64	213
		24.4%	45.5%	30.0%	100.0%
	Student / Student	34	70	27	131
		26.0%	53.4%	20.6%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	36	87	50	173
		20.8%	50.3%	28.9%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	44	85	60	189
		23.3%	45.0%	31.7%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	51	91	54	196
		26.0%	46.4%	27.6%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	40	84	45	169
		23.7%	49.7%	26.6%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	53	129	45	227
		23.3%	56.8%	19.8%	100.0%
REGION	Sjeverne opštine / Northern municipalities	75	148	86	309
		24.3%	47.9%	27.8%	100.0%
	Centralne opštine / Central municipalities	81	166	83	330
		24.5%	50.3%	25.2%	100.0%
	Južne opštine / Southern municipalities	64	144	72	280
		22.9%	51.4%	25.7%	100.0%
TOTAL		220	458	241	919
		23.9%	49.8%	26.2%	100.0%

Ukoliko niste zadovoljni šta je razlog: Problemi sa pozivima / If not, why: problems with calls		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	30 4.5%	630 95.5%	660 100.0%
	Ženski / Female	37 5.6%	622 94.4%	659 100.0%
GODINE / AGE	16 - 24 godina / years	25 8.9%	256 91.1%	281 100.0%
	25 - 55 godina / years	40 5.2%	725 94.8%	765 100.0%
	Preko 55 godina / Over 55 years	3 1.1%	271 98.9%	274 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	20 4.5%	428 95.5%	448 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	34 5.0%	646 95.0%	680 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	13 7.0%	172 93.0%	185 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	30 5.7%	496 94.3%	526 100.0%
	Nezaposlen / Unemployed	11 3.4%	308 96.6%	319 100.0%
	Student / Student	15 8.8%	155 91.2%	170 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	11 3.7%	287 96.3%	298 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	9 2.6%	337 97.4%	346 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	10 3.5%	277 96.5%	287 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	13 6.2%	197 93.8%	210 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	21 7.6%	255 92.4%	276 100.0%
REGION	Sjeverne opštine / Northern municipalities	16 3.2%	477 96.8%	493 100.0%
	Centralne opštine / Central municipalities	20 3.7%	521 96.3%	541 100.0%
	Južne opštine / Southern municipalities	33 11.5%	255 88.5%	288 100.0%
TOTAL		69 5.2%	1253 94.8%	1322 100.0%

Ukoliko niste zadovoljni šta je razlog: Problemi sa porukama / If not, why: problems with messages				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	21 3.2%	639 96.8%	660 100.0%
	Ženski / Female	21 3.2%	638 96.8%	659 100.0%
GODINE / AGE	16 - 24 godina / years	23 8.2%	257 91.8%	280 100.0%
	25 - 55 godina / years	19 2.5%	746 97.5%	765 100.0%
	Preko 55 godina / Over 55 years	0 0.0%	274 100.0%	274 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	16 3.6%	432 96.4%	448 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	20 2.9%	660 97.1%	680 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	6 3.2%	179 96.8%	185 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	17 3.2%	510 96.8%	527 100.0%
	Nezaposlen / Unemployed	10 3.1%	309 96.9%	319 100.0%
	Student / Student	11 6.5%	159 93.5%	170 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	4 1.3%	294 98.7%	298 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	5 1.4%	341 98.6%	346 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	4 1.4%	283 98.6%	287 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	11 5.2%	199 94.8%	210 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	15 5.4%	261 94.6%	276 100.0%
REGION	Sjeverne opštine / Northern municipalities	6 1.2%	486 98.8%	492 100.0%
	Centralne opštine / Central municipalities	17 3.1%	524 96.9%	541 100.0%
	Južne opštine / Southern municipalities	19 6.6%	269 93.4%	288 100.0%
TOTAL		42 3.2%	1279 96.8%	1321 100.0%

Ukoliko niste zadovoljni šta je razlog: Problemi i sa pozivima i porukama / If not, why: problems with both calls and messages		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	33	626	659
		5.0%	95.0%	100.0%
	Ženski / Female	19	640	659
		2.9%	97.1%	100.0%
GODINE / AGE	16 - 24 godina / years	12	269	281
		4.3%	95.7%	100.0%
	25 - 55 godina / years	38	728	766
	5.0%	95.0%	100.0%	
	Preko 55 godina / Over 55 years	3	271	274
		1.1%	98.9%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	20	428	448
		4.5%	95.5%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	22	657	679
	3.2%	96.8%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	11	174	185
		5.9%	94.1%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	35	492	527
		6.6%	93.4%	100.0%
	Nezaposlen / Unemployed	11	308	319
		3.4%	96.6%	100.0%
	Student / Student	4	166	170
		2.4%	97.6%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	2	297	299
		0.7%	99.3%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	12	334	346
		3.5%	96.5%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	10	276	286
		3.5%	96.5%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	6	204	210
		2.9%	97.1%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	16	260	276
		5.8%	94.2%	100.0%
REGION	Sjeverne opštine / Northern municipalities	7	485	492
		1.4%	98.6%	100.0%
	Centralne opštine / Central municipalities	24	517	541
	4.4%	95.6%	100.0%	
	Južne opštine / Southern municipalities	21	267	288
		7.3%	92.7%	100.0%
TOTAL		52	1269	1321
		3.9%	96.1%	100.0%

Na koji način pratite TV program u svojoj kući / Which way do you receive TV signal at your home		Preko sobne kućne antene / Using room antenna	Satelitske antene/ Using satellite dish	Preko provajdera kablovske televizijske / Using cable provider	Namam TV/ne primam program/i don't have TV	Total
POL / SEX	Muški / Male	312 42.6%	128 17.5%	288 39.3%	5 0.7%	733 100.0%
	Ženski / Female	294 38.9%	131 17.4%	328 43.4%	2 0.3%	755 100.0%
GODINE / AGE	16 - 24 godina / years	89 30.1%	53 17.9%	150 50.7%	4 1.4%	296 100.0%
	25 - 55 godina / years	319 37.9%	168 20.0%	353 41.9%	2 0.2%	842 100.0%
	Preko 55 godina / Over 55 years	196 56.5%	38 11.0%	113 32.6%	0 0.0%	347 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	310 55.2%	92 16.4%	158 28.1%	2 0.4%	562 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	255 35.0%	132 18.1%	337 46.2%	5 0.7%	729 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	38 20.0%	32 16.8%	120 63.2%	0 0.0%	190 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	173 30.7%	97 17.2%	290 51.4%	4 0.7%	564 100.0%
	Nezaposlen / Unemployed	171 48.3%	72 20.3%	109 30.8%	2 0.6%	354 100.0%
	Student / Student	50 27.3%	33 18.0%	100 54.6%	0 0.0%	183 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	209 54.9%	55 14.4%	117 30.7%	0 0.0%	381 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	262 61.6%	71 16.7%	92 21.6%	0 0.0%	425 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	131 39.8%	60 18.2%	135 41.0%	3 0.9%	329 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	74 32.5%	34 14.9%	118 51.8%	2 0.9%	228 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	65 23.1%	46 16.4%	170 60.5%	0 0.0%	281 100.0%
REGION	Sjeverne opštine / Northern municipalities	320 53.6%	138 23.1%	139 23.3%	0 0.0%	597 100.0%
	Centralne opštine / Central municipalities	212 39.1%	82 15.1%	246 45.4%	2 0.4%	542 100.0%
	Južne opštine / Southern municipalities	74 21.2%	39 11.2%	232 66.5%	4 1.1%	349 100.0%
TOTAL		606 40.7%	259 17.4%	617 41.5%	6 0.4%	1488 100.0%

Na koji način pratite TV program u svojoj kući... preko tv-provajdera i to / How do you receive TV signal... by TV provider		Extra tv	Total tv	Mikabl	BBM	KDS	Cabling	Total
POL / SEX	Muški / Male	146	52	14	75	1	11	299
		48.8%	17.4%	4.7%	25.1%	0.3%	3.7%	100.0%
	Ženski / Female	151	59	22	88	1	16	337
		44.8%	17.5%	6.5%	26.1%	0.3%	4.7%	100.0%
GODINE / AGE	16 - 24 godina / years	79	21	9	33	0	11	153
		51.6%	13.7%	5.9%	21.6%	0.0%	7.2%	100.0%
	25 - 55 godina / years	169	66	22	94	2	14	367
		46.0%	18.0%	6.0%	25.6%	0.5%	3.8%	100.0%
	Preko 55 godina / Over 55 years	48	22	4	36	0	2	112
		42.9%	19.6%	3.6%	32.1%	0.0%	1.8%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	81	27	9	43	0	9	169
		47.9%	16.0%	5.3%	25.4%	0.0%	5.3%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	149	67	24	92	2	11	345
	Tercijarno obrazovanje (5 i 6) / Tertiary education	66	17	3	28	0	7	121
		54.5%	14.0%	2.5%	23.1%	0.0%	5.8%	100.0%
ZAPOSLJENJE / EMPLOYMENT	Zaposlen / Employed	140	51	18	72	2	14	297
		47.1%	17.2%	6.1%	24.2%	0.7%	4.7%	100.0%
	Nezaposlen / Unemployed	49	20	8	33	0	4	114
		43.0%	17.5%	7.0%	28.9%	0.0%	3.5%	100.0%
	Student / Student	55	16	6	23	0	5	105
		52.4%	15.2%	5.7%	21.9%	0.0%	4.8%	100.0%
Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	52	24	3	36	0	4	119	
	43.7%	20.2%	2.5%	30.3%	0.0%	3.4%	100.0%	
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	43	17	4	23	0	8	95
		45.3%	17.9%	4.2%	24.2%	0.0%	8.4%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	47	30	14	48	1	1	141
		33.3%	21.3%	9.9%	34.0%	0.7%	0.7%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	61	28	10	22	0	2	123
49.6%		22.8%	8.1%	17.9%	0.0%	1.6%	100.0%	
U kategoriji preko 75% prihoda / Fourth quarter of income	96	24	5	41	0	6	172	
	55.8%	14.0%	2.9%	23.8%	0.0%	3.5%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	66	21	28	21	0	4	140
		47.1%	15.0%	20.0%	15.0%	0.0%	2.9%	100.0%
	Centralne opštine / Central municipalities	123	46	5	89	0	0	263
		46.8%	17.5%	1.9%	33.8%	0.0%	0.0%	100.0%
Južne opštine / Southern municipalities	108	44	2	53	2	23	232	
	46.6%	19.0%	0.9%	22.8%	0.9%	9.9%	100.0%	
TOTAL		297	111	35	163	2	27	635
		46.8%	17.5%	5.5%	25.7%	0.3%	4.3%	100.0%

Da li ste mjenjali provajdera svog TV programa / Have you changed your TV provider

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	104 14.9%	593 85.1%	697 100.0%
	Ženski / Female	110 15.4%	602 84.6%	712 100.0%
GODINE / AGE	16 - 24 godina / years	52 18.2%	234 81.8%	286 100.0%
	25 - 55 godina / years	117 14.6%	686 85.4%	803 100.0%
	Preko 55 godina / Over 55 years	43 13.5%	275 86.5%	318 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	67 13.0%	448 87.0%	515 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	111 15.8%	593 84.2%	704 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	35 18.9%	150 81.1%	185 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	109 20.3%	429 79.7%	538 100.0%
	Nezaposlen / Unemployed	32 9.5%	305 90.5%	337 100.0%
	Student / Student	30 16.9%	147 83.1%	177 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	43 12.2%	310 87.8%	353 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	21 5.4%	367 94.6%	388 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	45 14.5%	265 85.5%	310 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	44 20.6%	170 79.4%	214 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	60 21.4%	220 78.6%	280 100.0%
REGION	Sjeverne opštine / Northern municipalities	34 6.3%	507 93.7%	541 100.0%
	Centralne opštine / Central municipalities	48 9.1%	477 90.9%	525 100.0%
	Južne opštine / Southern municipalities	132 38.2%	214 61.8%	346 100.0%
TOTAL		214 15.2%	1198 84.8%	1412 100.0%

Nisam mijenjao, već sam pratio program preko sobne, kućne antene ili satelitske antene... / I haven't changed operator, but received signal through room antenna or satellite dish		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	69 65.7%	36 34.3%	105 100.0%
	Ženski / Female	80 73.4%	29 26.6%	109 100.0%
GODINE / AGE	16 - 24 godina / years	34 65.4%	18 34.6%	52 100.0%
	25 - 55 godina / years	77 65.8%	40 34.2%	117 100.0%
	Preko 55 godina / Over 55 years	36 83.7%	7 16.3%	43 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	52 78.8%	14 21.2%	66 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	75 67.0%	37 33.0%	112 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	21 60.0%	14 40.0%	35 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	72 66.7%	36 33.3%	108 100.0%
	Nezaposlen / Unemployed	25 78.1%	7 21.9%	32 100.0%
	Student / Student	18 60.0%	12 40.0%	30 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	33 78.6%	9 21.4%	42 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	15 71.4%	6 28.6%	21 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	34 77.3%	10 22.7%	44 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	32 72.7%	12 27.3%	44 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	38 63.3%	22 36.7%	60 100.0%
REGION	Sjeverne opštine / Northern municipalities	26 78.8%	7 21.2%	33 100.0%
	Centralne opštine / Central municipalities	18 38.3%	29 61.7%	47 100.0%
	Južne opštine / Southern municipalities	104 78.8%	28 21.2%	132 100.0%
TOTAL		148 69.8%	64 30.2%	212 100.0%

Ako jeste koji je bio vas prethodni provajder / If yes what was your previous provider							
		Extra tv	Total tv	Mladji	BBM	Cabling	Total
POL / SEX	Muški / Male	3	7	1	18	4	33
		9.1%	21.2%	3.0%	54.5%	12.1%	100.0%
	Ženski / Female	3	8	1	14	5	31
		9.7%	25.8%	3.2%	45.2%	16.1%	100.0%
GODINE / AGE	16 - 24 godina / years	1	5	1	9	2	18
		5.6%	27.8%	5.6%	50.0%	11.1%	100.0%
	25 - 55 godina / years	4	9	0	21	5	39
		10.3%	23.1%	0.0%	53.8%	12.8%	100.0%
	Preko 55 godina / Over 55 years	1	1	1	2	2	7
		14.3%	14.3%	14.3%	28.6%	28.6%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	2	4	0	7	4	17
		11.8%	23.5%	0.0%	41.2%	23.5%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	2	8	2	16	2	30
		6.7%	26.7%	6.7%	53.3%	6.7%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	1	3	0	9	3	16
		6.3%	18.8%	0.0%	56.3%	18.8%	100.0%
ZAPOSLJENJE / EMPLOYMENT	Zaposlen / Employed	4	8	0	19	4	35
		11.4%	22.9%	0.0%	54.3%	11.4%	100.0%
	Nezaposlen / Unemployed	1	1	0	5	0	7
		14.3%	14.3%	0.0%	71.4%	0.0%	100.0%
	Student / Student	0	4	0	5	2	11
		0.0%	36.4%	0.0%	45.5%	18.2%	100.0%
Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	1	1	2	3	3	10	
	10.0%	10.0%	20.0%	30.0%	30.0%	100.0%	
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	2	2	0	2	0	6
		33.3%	33.3%	0.0%	33.3%	0.0%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	1	3	1	3	0	8
		12.5%	37.5%	12.5%	37.5%	0.0%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	2	2	0	9	0	13
		15.4%	15.4%	0.0%	69.2%	0.0%	100.0%
U kategoriji preko 75% prihoda / Fourth quarter of income	1	3	1	13	5	23	
	4.3%	13.0%	4.3%	56.5%	21.7%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	1	1	1	4	0	7
		14.3%	14.3%	14.3%	57.1%	0.0%	100.0%
	Centralne opštine / Central municipalities	2	8	1	17	0	28
		7.1%	28.6%	3.6%	60.7%	0.0%	100.0%
	Južne opštine / Southern municipalities	3	5	0	11	9	28
		10.7%	17.9%	0.0%	39.3%	32.1%	100.0%
TOTAL		6	14	2	32	9	63
		9.5%	22.2%	3.2%	50.8%	14.3%	100.0%

Na kog provajdera ste prešli... Vratio sam se na kućnu antenu, sobnu / To which provider did you switch... I returned to using room antenna		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	18	86	104
		17.3%	82.7%	100.0%
	Ženski / Female	20	89	109
		18.3%	81.7%	100.0%
GODINE / AGE	16 - 24 godina / years	12	41	53
		22.6%	77.4%	100.0%
	25 - 55 godina / years	22	95	117
	18.8%	81.2%	100.0%	
	Preko 55 godina / Over 55 years	4	38	42
		9.5%	90.5%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	14	52	66
		21.2%	78.8%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	17	95	112
	15.2%	84.8%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	6	29	35
		17.1%	82.9%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	17	91	108
		15.7%	84.3%	100.0%
	Nezaposlen / Unemployed	9	23	32
		28.1%	71.9%	100.0%
	Student / Student	8	22	30
		26.7%	73.3%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	4	39	43
		9.3%	90.7%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	10	12	22
		45.5%	54.5%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	5	40	45
		11.1%	88.9%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	8	37	45
		17.8%	82.2%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	8	52	60
		13.3%	86.7%	100.0%
REGION	Sjeverne opštine / Northern municipalities	17	17	34
		50.0%	50.0%	100.0%
	Centralne opštine / Central municipalities	13	35	48
		27.1%	72.9%	100.0%
	Južne opštine / Southern municipalities	8	124	132
		6.1%	93.9%	100.0%
TOTAL		38	176	214
		17.8%	82.2%	100.0%

Prešao sam na... / I switched to...							
		Exitativ	Totaliv	Mikabil	BBM	Cabling	Total
POL / SEX	Muški / Male	46	16	1	18	2	83
		55.4%	19.3%	1.2%	21.7%	2.4%	100.0%
	Ženski / Female	42	17	1	20	6	86
		48.8%	19.8%	1.2%	23.3%	7.0%	100.0%
GODINE / AGE	16 - 24 godina / years	22	6	0	6	5	39
		56.4%	15.4%	0.0%	15.4%	12.8%	100.0%
	25 - 55 godina / years	48	19	2	21	3	93
		51.6%	20.4%	2.2%	22.6%	3.2%	100.0%
	Preko 55 godina / Over 55 years	17	7	0	11	0	35
		48.6%	20.0%	0.0%	31.4%	0.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	31	5	0	11	4	51
		60.8%	9.8%	0.0%	21.6%	7.8%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	37	25	1	22	2	87
		42.5%	28.7%	1.1%	25.3%	2.3%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	19	3	1	5	2	30
		63.3%	10.0%	3.3%	16.7%	6.7%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	51	15	1	18	3	88
		58.0%	17.0%	1.1%	20.5%	3.4%	100.0%
	Nezaposlen / Unemployed	8	5	1	7	1	22
		36.4%	22.7%	4.5%	31.8%	4.5%	100.0%
	Student / Student	9	6	0	3	1	19
		47.4%	31.6%	0.0%	15.8%	5.3%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	18	7	0	10	2	37
		48.6%	18.9%	0.0%	27.0%	5.4%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	5	1	1	2	0	9
		55.6%	11.1%	11.1%	22.2%	0.0%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	10	10	1	14	0	35
		28.6%	28.6%	2.9%	40.0%	0.0%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	20	10	0	7	1	38
		52.6%	26.3%	0.0%	18.4%	2.6%	100.0%
U kategoriji preko 75% prihoda / Fourth quarter of income	32	8	1	10	2	53	
	60.4%	15.1%	1.9%	18.9%	3.8%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	7	4	1	2	0	14
		50.0%	28.6%	7.1%	14.3%	0.0%	100.0%
	Centralne opštine / Central municipalities	22	4	1	6	0	33
		66.7%	12.1%	3.0%	18.2%	0.0%	100.0%
	Južne opštine / Southern municipalities	58	25	0	29	8	120
		48.3%	20.8%	0.0%	24.2%	6.7%	100.0%
TOTAL		87	33	2	37	8	167
		52.1%	19.8%	1.2%	22.2%	4.8%	100.0%

Šta je razlog za promjenu: Bolje cijene novog provajdera / What was the reason to switch: Better prices of new provider				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	21	83	104
		20.2%	79.8%	100.0%
	Ženski / Female	19	91	110
		17.3%	82.7%	100.0%
GODINE / AGE	16 - 24 godina / years	8	44	52
		15.4%	84.6%	100.0%
	25 - 55 godina / years	27	90	117
	23.1%	76.9%	100.0%	
	Preko 55 godina / Over 55 years	5	38	43
		11.6%	88.4%	100.0%
	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	11	56	67
	16.4%	83.6%	100.0%	
OBRAZOVANJE / EDUCATION	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	18	93	111
		16.2%	83.8%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	11	24	35
		31.4%	68.6%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	27	82	109
		24.8%	75.2%	100.0%
	Nezaposlen / Unemployed	5	26	31
		16.1%	83.9%	100.0%
	Student / Student	4	26	30
		13.3%	86.7%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	4	39	43
		9.3%	90.7%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	8	13	21
		38.1%	61.9%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	5	40	45
		11.1%	88.9%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	9	35	44
		20.5%	79.5%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	12	48	60
		20.0%	80.0%	100.0%
REGION	Sjeverne opštine / Northern municipalities	4	30	34
		11.8%	88.2%	100.0%
	Centralne opštine / Central municipalities	17	31	48
	35.4%	64.6%	100.0%	
	Južne opštine / Southern municipalities	19	113	132
		14.4%	85.6%	100.0%
TOTAL		40	174	214
		18.7%	81.3%	100.0%

Šta je glavni razlog za promjenu: Veći broj dodatih usluga / What was the reason to switch: Better additional services

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	38	66	104
		36.5%	63.5%	100.0%
POL / SEX	Ženski / Female	38	72	110
		34.5%	65.5%	100.0%
GODINE / AGE	16 - 24 godina / years	28	24	52
		53.8%	46.2%	100.0%
	25 - 55 godina / years	39	78	117
33.3%		66.7%	100.0%	
GODINE / AGE	Preko 55 godina / Over 55 years	9	34	43
		20.9%	79.1%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	22	45	67
		32.8%	67.2%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	40	71	111
36.0%		64.0%	100.0%	
OBRAZOVANJE / EDUCATION	Tercijarno obrazovanje (5 i 6) / Tertiary education	15	20	35
		42.9%	57.1%	100.0%
ZAPOSLJENJE / EMPLOYMENT	Zaposlen / Employed	37	72	109
		33.9%	66.1%	100.0%
	Nezaposlen / Unemployed	9	23	32
		28.1%	71.9%	100.0%
ZAPOSLJENJE / EMPLOYMENT	Student / Student	14	15	29
		48.3%	51.7%	100.0%
ZAPOSLJENJE / EMPLOYMENT	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	16	27	43
		37.2%	62.8%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	2	19	21
		9.5%	90.5%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	12	32	44
		27.3%	72.7%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	13	31	44	
	29.5%	70.5%	100.0%	
U kategoriji preko 75% prihoda / Fourth quarter of income	24	36	60	
	40.0%	60.0%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	8	26	34
		23.5%	76.5%	100.0%
	Centralne opštine / Central municipalities	15	33	48
31.3%		68.8%	100.0%	
REGION	Južne opštine / Southern municipalities	53	79	132
		40.2%	59.8%	100.0%
TOTAL		76	138	214
TOTAL		35.5%	64.5%	100.0%

Šta je glavni razlog za promjenu: Iskustvo prijatelja i porodice sa novim provajderom / What was the reason to switch: Experience of friends and family with new provider				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	45	59	104
		43.3%	56.7%	100.0%
	Ženski / Female	43	67	110
		39.1%	60.9%	100.0%
GODINE / AGE	16 - 24 godina / years	16	36	52
		30.8%	69.2%	100.0%
	25 - 55 godina / years	48	69	117
		41.0%	59.0%	100.0%
	Preko 55 godina / Over 55 years	22	21	43
		51.2%	48.8%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	29	38	67
		43.3%	56.7%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	47	64	111
		42.3%	57.7%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	12	23	35
		34.3%	65.7%	100.0%
ZAPOSLJENJE / EMPLOYMENT	Zaposlen / Employed	44	65	109
		40.4%	59.6%	100.0%
	Nezaposlen / Unemployed	8	24	32
		25.0%	75.0%	100.0%
	Student / Student	13	16	29
		44.8%	55.2%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	23	20	43
		53.5%	46.5%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	2	19	21
		9.5%	90.5%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	24	20	44
		54.5%	45.5%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	19	26	45	
	42.2%	57.8%	100.0%	
U kategoriji preko 75% prihoda / Fourth quarter of income	25	35	60	
	41.7%	58.3%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	5	29	34
		14.7%	85.3%	100.0%
	Centralne opštine / Central municipalities	4	43	47
	8.5%	91.5%	100.0%	
	Južne opštine / Southern municipalities	79	53	132
		59.8%	40.2%	100.0%
TOTAL		88	125	213
		41.3%	58.7%	100.0%

Šta je glavni razlog za promjenu: Bolja usluga novog provajdera / What was the reason to switch: Better service of new provider				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	63	41	104
		60.6%	39.4%	100.0%
	Ženski / Female	70	40	110
		63.6%	36.4%	100.0%
GODINE / AGE	16 - 24 godina / years	27	25	52
		51.9%	48.1%	100.0%
	25 - 55 godina / years	75	42	117
64.1%		35.9%	100.0%	
	Preko 55 godina / Over 55 years	29	14	43
		67.4%	32.6%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	38	29	67
		56.7%	43.3%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	73	38	111
65.8%		34.2%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	21	14	35
		60.0%	40.0%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	64	44	108
		59.3%	40.7%	100.0%
	Nezaposlen / Unemployed	22	10	32
		68.8%	31.3%	100.0%
Student / Student	19	10	29	
	65.5%	34.5%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	27	16	43
		62.8%	37.2%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	11	11	22
		50.0%	50.0%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	35	10	45
		77.8%	22.2%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	27	17	44	
	61.4%	38.6%	100.0%	
	U kategoriji preko 75% prihoda / Fourth quarter of income	33	27	60
		55.0%	45.0%	100.0%
REGION	Sjeverne opštine / Northern municipalities	24	10	34
		70.6%	29.4%	100.0%
	Centralne opštine / Central municipalities	11	36	47
23.4%		76.6%	100.0%	
	Južne opštine / Southern municipalities	98	34	132
		74.2%	25.8%	100.0%
TOTAL		133	80	213
		62.4%	37.6%	100.0%

Šta je glavni razlog za promjenu: Veća pouzdanost signala novog provajdera / What was the reason to switch: Better signal strength		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	36 34.6%	68 65.4%	104 100.0%
	Ženski / Female	39 35.5%	71 64.5%	110 100.0%
GODINE / AGE	16 - 24 godina / years	15 28.3%	38 71.7%	53 100.0%
	25 - 55 godina / years	41 35.0%	76 65.0%	117 100.0%
	Preko 55 godina / Over 55 years	17 39.5%	26 60.5%	43 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	20 29.9%	47 70.1%	67 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	46 41.1%	66 58.9%	112 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	9 25.7%	26 74.3%	35 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	38 34.9%	71 65.1%	109 100.0%
	Nezaposlen / Unemployed	12 37.5%	20 62.5%	32 100.0%
	Student / Student	11 36.7%	19 63.3%	30 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	15 34.9%	28 65.1%	43 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	6 28.6%	15 71.4%	21 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	13 29.5%	31 70.5%	44 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	21 47.7%	23 52.3%	44 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	23 38.3%	37 61.7%	60 100.0%
REGION	Sjeverne opštine / Northern municipalities	7 20.6%	27 79.4%	34 100.0%
	Centralne opštine / Central municipalities	8 16.7%	40 83.3%	48 100.0%
	Južne opštine / Southern municipalities	60 45.5%	72 54.5%	132 100.0%
TOTAL		75 35.0%	139 65.0%	214 100.0%

Šta je glavni razlog za promjenu: Novi provajder ima bolju reputaciju / What was the reason to switch: New provider had better reputation				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	23	81	104
		22.1%	77.9%	100.0%
	Ženski / Female	27	82	109
		24.8%	75.2%	100.0%
GODINE / AGE	16 - 24 godina / years	10	42	52
		19.2%	80.8%	100.0%
	25 - 55 godina / years	30	87	117
25.6%		74.4%	100.0%	
	Preko 55 godina / Over 55 years	10	32	42
		23.8%	76.2%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	14	52	66
		21.2%	78.8%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	29	82	111
26.1%		73.9%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	7	28	35
		20.0%	80.0%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	24	85	109
		22.0%	78.0%	100.0%
	Nezaposlen / Unemployed	11	21	32
		34.4%	65.6%	100.0%
Student / Student	6	24	30	
	20.0%	80.0%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	10	32	42
		23.8%	76.2%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	2	19	21
		9.5%	90.5%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	8	36	44
		18.2%	81.8%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	13	31	44	
	29.5%	70.5%	100.0%	
U kategoriji preko 75% prihoda / Fourth quarter of income	18	42	60	
	30.0%	70.0%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	4	30	34
		11.8%	88.2%	100.0%
	Centralne opštine / Central municipalities	4	44	48
8.3%		91.7%	100.0%	
Južne opštine / Southern municipalities	43	89	132	
	32.6%	67.4%	100.0%	
TOTAL		51	163	214
		23.8%	76.2%	100.0%

Šta je glavni razlog za promjenu: Posebne promotivne ponude novog provajdera / What was the reason to switch: Special promotion of new provider				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	26	78	104
		25.0%	75.0%	100.0%
	Ženski / Female	33	76	109
		30.3%	69.7%	100.0%
GODINE / AGE	16 - 24 godina / years	11	41	52
		21.2%	78.8%	100.0%
	25 - 55 godina / years	30	88	118
	25.4%	74.6%	100.0%	
	Preko 55 godina / Over 55 years	17	26	43
		39.5%	60.5%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	18	49	67
		26.9%	73.1%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	34	77	111
	30.6%	69.4%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	8	27	35
		22.9%	77.1%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	29	80	109
		26.6%	73.4%	100.0%
	Nezaposlen / Unemployed	6	26	32
		18.8%	81.3%	100.0%
	Student / Student	9	21	30
		30.0%	70.0%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	16	26	42
		38.1%	61.9%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	3	18	21
		14.3%	85.7%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	13	32	45
		28.9%	71.1%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	19	26	45
		42.2%	57.8%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	14	46	60
		23.3%	76.7%	100.0%
REGION	Sjeverne opštine / Northern municipalities	2	32	34
		5.9%	94.1%	100.0%
	Centralne opštine / Central municipalities	5	43	48
		10.4%	89.6%	100.0%
	Južne opštine / Southern municipalities	53	79	132
		40.2%	59.8%	100.0%
TOTAL		60	154	214
		28.0%	72.0%	100.0%

Razlozi za nemijenjanje provajdera TV programa: Zadovoljan sam trenutnim provajderom / Reasons not to change current provider: I am satisfied with current provider				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	328	263	591
		55.5%	44.5%	100.0%
	Ženski / Female	363	239	602
		60.3%	39.7%	100.0%
GODINE / AGE	16 - 24 godina / years	142	93	235
		60.4%	39.6%	100.0%
	25 - 55 godina / years	399	287	686
	58.2%	41.8%	100.0%	
	Preko 55 godina / Over 55 years	150	124	274
		54.7%	45.3%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	261	185	446
		58.5%	41.5%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	334	259	593
	56.3%	43.7%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	94	55	149
		63.1%	36.9%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	243	186	429
		56.6%	43.4%	100.0%
	Nezaposlen / Unemployed	178	127	305
		58.4%	41.6%	100.0%
	Student / Student	96	51	147
		65.3%	34.7%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	171	137	308
		55.5%	44.5%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	209	158	367
		56.9%	43.1%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	138	127	265
		52.1%	47.9%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	97	71	168
		57.7%	42.3%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	143	77	220
		65.0%	35.0%	100.0%
REGION	Sjeverne opštine / Northern municipalities	314	193	507
		61.9%	38.1%	100.0%
	Centralne opštine / Central municipalities	276	199	475
	58.1%	41.9%	100.0%	
	Južne opštine / Southern municipalities	102	112	214
		47.7%	52.3%	100.0%
TOTAL		692	504	1196
		57.9%	42.1%	100.0%

Razlozi za nemijenjanje provajdera TV programa: Nema razloga da mijenjam trenutnog provajdera / Reasons not to change current provider: I don't have reason to change current provider		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	128 21.7%	463 78.3%	591 100.0%
	Ženski / Female	137 22.8%	465 77.2%	602 100.0%
GODINE / AGE	16 - 24 godina / years	63 26.9%	171 73.1%	234 100.0%
	25 - 55 godina / years	156 22.7%	530 77.3%	686 100.0%
	Preko 55 godina / Over 55 years	46 16.8%	228 83.2%	274 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	95 21.3%	351 78.7%	446 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	129 21.8%	463 78.2%	592 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	38 25.3%	112 74.7%	150 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	99 23.1%	330 76.9%	429 100.0%
	Nezaposlen / Unemployed	63 20.7%	242 79.3%	305 100.0%
	Student / Student	41 27.9%	106 72.1%	147 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	63 20.4%	246 79.6%	309 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	86 23.4%	281 76.6%	367 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	55 20.8%	210 79.2%	265 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	33 19.6%	135 80.4%	168 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	62 28.2%	158 71.8%	220 100.0%
REGION	Sjeverne opštine / Northern municipalities	113 22.3%	394 77.7%	507 100.0%
	Centralne opštine / Central municipalities	104 21.9%	370 78.1%	474 100.0%
	Južne opštine / Southern municipalities	49 22.9%	165 77.1%	214 100.0%
TOTAL		266 22.3%	929 77.7%	1195 100.0%

Razlozi za nemijenjanje provajdera TV programa: Ne vjerujem da se išta može uštedjeti mijenjanjem provajdera / Reasons not to change current provider: I don't believe I can make a save				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	42	548	590
		7.1%	92.9%	100.0%
	Ženski / Female	44	558	602
		7.3%	92.7%	100.0%
GODINE / AGE	16 - 24 godina / years	18	217	235
		7.7%	92.3%	100.0%
	25 - 55 godina / years	53	633	686
7.7%		92.3%	100.0%	
	Preko 55 godina / Over 55 years	16	257	273
		5.9%	94.1%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	25	421	446
		5.6%	94.4%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	50	543	593
8.4%		91.6%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	11	139	150
		7.3%	92.7%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	37	392	429
		8.6%	91.4%	100.0%
	Nezaposlen / Unemployed	17	288	305
		5.6%	94.4%	100.0%
Student / Student	15	131	146	
	10.3%	89.7%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	18	291	309
		5.8%	94.2%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	27	340	367
		7.4%	92.6%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	16	250	266
		6.0%	94.0%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	9	160	169	
	5.3%	94.7%	100.0%	
	U kategoriji preko 75% prihoda / Fourth quarter of income	21	199	220
		9.5%	90.5%	100.0%
REGION	Sjeverne opštine / Northern municipalities	35	473	508
		6.9%	93.1%	100.0%
	Centralne opštine / Central municipalities	26	449	475
5.5%		94.5%	100.0%	
	Južne opštine / Southern municipalities	27	187	214
		12.6%	87.4%	100.0%
TOTAL		88	1109	1197
		7.4%	92.6%	100.0%

Razlozi za nemijenjanje provajdera TV programa: Vezan sam ugovorom / Reasons not to change current provider: I have signed contract		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	22	569	591
		3.7%	96.3%	100.0%
POL / SEX	Ženski / Female	27	575	602
		4.5%	95.5%	100.0%
GODINE / AGE	16 - 24 godina / years	11	224	235
		4.7%	95.3%	100.0%
	25 - 55 godina / years	30	657	687
	4.4%	95.6%	100.0%	
	Preko 55 godina / Over 55 years	8	265	273
		2.9%	97.1%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	16	430	446
		3.6%	96.4%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	25	568	593
	4.2%	95.8%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	8	142	150
		5.3%	94.7%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	20	409	429
		4.7%	95.3%	100.0%
	Nezaposlen / Unemployed	17	289	306
		5.6%	94.4%	100.0%
	Student / Student	6	141	147
	4.1%	95.9%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	7	302	309
		2.3%	97.7%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	12	355	367
		3.3%	96.7%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	8	257	265
		3.0%	97.0%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	10	158	168	
	6.0%	94.0%	100.0%	
	U kategoriji preko 75% prihoda / Fourth quarter of income	12	208	220
		5.5%	94.5%	100.0%
REGION	Sjeverne opštine / Northern municipalities	19	488	507
		3.7%	96.3%	100.0%
	Centralne opštine / Central municipalities	9	466	475
1.9%		98.1%	100.0%	
	Južne opštine / Southern municipalities	21	192	213
		9.9%	90.1%	100.0%
TOTAL		49	1146	1195
		4.1%	95.9%	100.0%

Razlozi za nemijenjanje provajdera TV programa: Nisam znao da je moguća promjena / Reasons not to change current provider: I didn't know I can change provider

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	5 0.8%	585 99.2%	590 100.0%
	Ženski / Female	5 0.8%	597 99.2%	602 100.0%
GODINE / AGE	16 - 24 godina / years	1 0.4%	234 99.6%	235 100.0%
	25 - 55 godina / years	10 1.5%	676 98.5%	686 100.0%
	Preko 55 godina / Over 55 years	0 0.0%	274 100.0%	274 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	2 0.4%	445 99.6%	447 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	7 1.2%	585 98.8%	592 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	1 0.7%	148 99.3%	149 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	8 1.9%	421 98.1%	429 100.0%
	Nezaposlen / Unemployed	2 0.7%	304 99.3%	306 100.0%
	Student / Student	0 0.0%	147 100.0%	147 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	1 0.3%	308 99.7%	309 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	1 0.3%	366 99.7%	367 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	5 1.9%	260 98.1%	265 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	1 0.6%	168 99.4%	169 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	3 1.4%	217 98.6%	220 100.0%
REGION	Sjeverne opštine / Northern municipalities	3 0.6%	504 99.4%	507 100.0%
	Centralne opštine / Central municipalities	2 0.4%	472 99.6%	474 100.0%
	Južne opštine / Southern municipalities	5 2.3%	209 97.7%	214 100.0%
TOTAL		10 0.8%	1185 99.2%	1195 100.0%

Razlozi za nemijenjanje provajdera TV programa: U mjestu u kome živim nije moguća promjena / Reasons not to change current provider: In the place I live in, change is not possible				
		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	25	566	591
		4.2%	95.8%	100.0%
POL / SEX	Ženski / Female	11	591	602
		1.8%	98.2%	100.0%
GODINE / AGE	16 - 24 godina / years	6	228	234
		2.6%	97.4%	100.0%
	25 - 55 godina / years	21	665	686
3.1%		96.9%	100.0%	
GODINE / AGE	Preko 55 godina / Over 55 years	9	265	274
		3.3%	96.7%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	13	434	447
		2.9%	97.1%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	18	574	592
3.0%		97.0%	100.0%	
OBRAZOVANJE / EDUCATION	Tercijarno obrazovanje (5 i 6) / Tertiary education	5	145	150
		3.3%	96.7%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	17	412	429
		4.0%	96.0%	100.0%
	Nezaposlen / Unemployed	4	301	305
		1.3%	98.7%	100.0%
Student / Student	5	141	146	
	3.4%	96.6%	100.0%	
ZAPOSLENJE / EMPLOYMENT	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	10	299	309
		3.2%	96.8%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	13	354	367
		3.5%	96.5%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	9	256	265
		3.4%	96.6%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	7	161	168	
	4.2%	95.8%	100.0%	
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji preko 75% prihoda / Fourth quarter of income	3	217	220
		1.4%	98.6%	100.0%
REGION	Sjeverne opštine / Northern municipalities	26	481	507
		5.1%	94.9%	100.0%
	Centralne opštine / Central municipalities	7	468	475
1.5%		98.5%	100.0%	
REGION	Južne opštine / Southern municipalities	3	211	214
		1.4%	98.6%	100.0%
TOTAL		36	1160	1196
		3.0%	97.0%	100.0%

Razlozi za nemijenjanje provajdera TV programa: Morao bih da kupim dodatnu opremu / Reasons not to change current provider: I would have to buy additional equipment

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	128	463	591
		21.7%	78.3%	100.0%
	Ženski / Female	114	489	603
		18.9%	81.1%	100.0%
GODINE / AGE	16 - 24 godina / years	34	201	235
		14.5%	85.5%	100.0%
	25 - 55 godina / years	136	550	686
	19.8%	80.2%	100.0%	
	Preko 55 godina / Over 55 years	71	203	274
		25.9%	74.1%	100.0%
	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	113	333	446
	25.3%	74.7%	100.0%	
OBRAZOVANJE / EDUCATION	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	110	482	592
		18.6%	81.4%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	18	132	150
	12.0%	88.0%	100.0%	
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	78	351	429
		18.2%	81.8%	100.0%
	Nezaposlen / Unemployed	70	235	305
		23.0%	77.0%	100.0%
	Student / Student	20	127	147
		13.6%	86.4%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	74	235	309
		23.9%	76.1%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	85	282	367
		23.2%	76.8%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	63	202	265
		23.8%	76.2%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	31	137	168
		18.5%	81.5%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	26	194	220
		11.8%	88.2%	100.0%
REGION	Sjeverne opštine / Northern municipalities	128	380	508
		25.2%	74.8%	100.0%
	Centralne opštine / Central municipalities	41	434	475
	8.6%	91.4%	100.0%	
	Južne opštine / Southern municipalities	73	141	214
		34.1%	65.9%	100.0%
TOTAL		242	955	1197
		20.2%	79.8%	100.0%

Razlozi za nemijenjanje provajdera TV programa: Imao bih previše dodatnih troškova / Reasons not to change current provider: There would be to many additional expenses		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	176	414	590
		29.8%	70.2%	100.0%
	Ženski / Female	135	467	602
		22.4%	77.6%	100.0%
GODINE / AGE	16 - 24 godina / years	41	194	235
		17.4%	82.6%	100.0%
	25 - 55 godina / years	178	509	687
	25.9%	74.1%	100.0%	
	Preko 55 godina / Over 55 years	93	181	274
		33.9%	66.1%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	140	306	446
		31.4%	68.6%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	150	442	592
	25.3%	74.7%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	20	129	149
		13.4%	86.6%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	97	332	429
		22.6%	77.4%	100.0%
	Nezaposlen / Unemployed	89	216	305
		29.2%	70.8%	100.0%
	Student / Student	20	126	146
		13.7%	86.3%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	105	204	309
		34.0%	66.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	118	249	367
		32.2%	67.8%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	84	181	265
		31.7%	68.3%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	35	133	168
		20.8%	79.2%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	33	187	220
		15.0%	85.0%	100.0%
REGION	Sjeverne opštine / Northern municipalities	161	347	508
		31.7%	68.3%	100.0%
	Centralne opštine / Central municipalities	84	391	475
	17.7%	82.3%	100.0%	
	Južne opštine / Southern municipalities	66	148	214
		30.8%	69.2%	100.0%
TOTAL		311	886	1197
		26.0%	74.0%	100.0%

Da li ste zadovoljni ponudom programa preko svog TV provajdera / Are you satisfied with quality of programs offered by your provider

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	490	159	649
		75.5%	24.5%	100.0%
	Ženski / Female	531	143	674
		78.8%	21.2%	100.0%
GODINE / AGE	16 - 24 godina / years	206	65	271
		76.0%	24.0%	100.0%
	25 - 55 godina / years	594	163	757
		78.5%	21.5%	100.0%
	Preko 55 godina / Over 55 years	221	74	295
		74.9%	25.1%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	371	115	486
		76.3%	23.7%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	505	155	660
		76.5%	23.5%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	144	28	172
		83.7%	16.3%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	391	108	499
		78.4%	21.6%	100.0%
	Nezaposlen / Unemployed	241	78	319
		75.5%	24.5%	100.0%
	Student / Student	137	31	168
		81.5%	18.5%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	250	83	333
		75.1%	24.9%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	280	94	374
		74.9%	25.1%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	217	73	290
		74.8%	25.2%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	152	48	200
		76.0%	24.0%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	216	40	256
		84.4%	15.6%	100.0%
REGION	Sjeverne opštine / Northern municipalities	387	135	522
		74.1%	25.9%	100.0%
	Centralne opštine / Central municipalities	394	96	490
		80.4%	19.6%	100.0%
	Južne opštine / Southern municipalities	242	71	313
		77.3%	22.7%	100.0%
TOTAL		1023	302	1325
		77.2%	22.8%	100.0%

Da li ste zadovoljni cijenom ponuđenih programa svog provajdera / Are you satisfied with prices of your provider		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	491	125	616
		79.7%	20.3%	100.0%
POL / SEX	Ženski / Female	540	120	660
		81.8%	18.2%	100.0%
GODINE / AGE	16 - 24 godina / years	215	49	264
		81.4%	18.6%	100.0%
	25 - 55 godina / years	574	152	726
79.1%		20.9%	100.0%	
GODINE / AGE	Preko 55 godina / Over 55 years	242	42	284
		85.2%	14.8%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	405	67	472
		85.8%	14.2%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	496	137	633
78.4%		21.6%	100.0%	
OBRAZOVANJE / EDUCATION	Tercijarno obrazovanje (5 i 6) / Tertiary education	133	35	168
		79.2%	20.8%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	371	113	484
		76.7%	23.3%	100.0%
	Nezaposlen / Unemployed	251	58	309
		81.2%	18.8%	100.0%
ZAPOSLENJE / EMPLOYMENT	Student / Student	135	28	163
		82.8%	17.2%	100.0%
ZAPOSLENJE / EMPLOYMENT	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	275	44	319
		86.2%	13.8%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	307	43	350
		87.7%	12.3%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	219	60	279
		78.5%	21.5%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji od 50% do 75% prihoda / Third quarter of income	148	50	198
		74.7%	25.3%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji preko 75% prihoda / Fourth quarter of income	202	52	254
		79.5%	20.5%	100.0%
REGION	Sjeverne opštine / Northern municipalities	409	71	480
		85.2%	14.8%	100.0%
	REGION	Centralne opštine / Central municipalities	391	96
80.3%			19.7%	100.0%
REGION	Južne opštine / Southern municipalities	233	77	310
		75.2%	24.8%	100.0%
TOTAL		1033	244	1277
TOTAL		80.9%	19.1%	100.0%

Da li ste zadovoljni kvalitetom internet servisa / Are you satisfied with quality of internet access

		Veoma zadovoljan / Very satisfied	Uglavnom zadovoljan / Mostly satisfied	Uglavnom nezadovoljan / Mostly unsatisfied	Veoma nezadovoljan / Very unsatisfied	Total
POL / SEX	Muški / Male	81	291	39	21	432
		18.8%	67.4%	9.0%	4.9%	100.0%
	Ženski / Female	89	301	50	15	455
		19.6%	66.2%	11.0%	3.3%	100.0%
GODINE / AGE	16 - 24 godina / years	69	177	26	8	280
		24.6%	63.2%	9.3%	2.9%	100.0%
	25 - 55 godina / years	89	379	58	26	552
16.1%		68.7%	10.5%	4.7%	100.0%	
	Preko 55 godina / Over 55 years	11	37	5	1	54
		20.4%	68.5%	9.3%	1.9%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	36	126	14	14	190
		18.9%	66.3%	7.4%	7.4%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	98	352	56	12	518
18.9%		68.0%	10.8%	2.3%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	36	110	17	9	172
		20.9%	64.0%	9.9%	5.2%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	71	299	46	15	431
		16.5%	69.4%	10.7%	3.5%	100.0%
	Nezaposlen / Unemployed	35	111	13	12	171
		20.5%	64.9%	7.6%	7.0%	100.0%
Student / Student	34	116	19	7	176	
	19.3%	65.9%	10.8%	4.0%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	26	64	10	1	101
		25.7%	63.4%	9.9%	1.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	18	88	12	8	126
		14.3%	69.8%	9.5%	6.3%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	37	126	15	6	184
		20.1%	68.5%	8.2%	3.3%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	30	113	21	5	169	
	17.8%	66.9%	12.4%	3.0%	100.0%	
	U kategoriji preko 75% prihoda / Fourth quarter of income	48	168	26	9	251
		19.1%	66.9%	10.4%	3.6%	100.0%
REGION	Sjeverne opštine / Northern municipalities	38	157	26	14	235
		16.2%	66.8%	11.1%	6.0%	100.0%
	Centralne opštine / Central municipalities	103	255	37	14	409
		25.2%	62.3%	9.0%	3.4%	100.0%
Južne opštine / Southern municipalities	29	182	26	8	245	
	11.8%	74.3%	10.6%	3.3%	100.0%	
TOTAL		170	594	89	36	889
		19.1%	66.8%	10.0%	4.0%	100.0%

Da li ste zadovoljni cijenom svog internet servisa / Are you satisfied with prices of your internet services						
		Veoma zadovoljan / Very satisfied	Uglavnom zadovoljan / Mostly satisfied	Uglavnom nezadovoljan / Mostly unsatisfied	Veoma nezadovoljan / Very unsatisfied	Total
POL / SEX	Muški / Male	53 12.5%	232 54.8%	93 22.0%	45 10.6%	423 100.0%
	Ženski / Female	66 14.7%	252 56.1%	101 22.5%	30 6.7%	449 100.0%
GODINE / AGE	16 - 24 godina / years	54 19.6%	158 57.5%	47 17.1%	16 5.8%	275 100.0%
	25 - 55 godina / years	58 10.6%	298 54.5%	136 24.9%	55 10.1%	547 100.0%
	Preko 55 godina / Over 55 years	6 11.8%	30 58.8%	11 21.6%	4 7.8%	51 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	31 16.6%	85 45.5%	49 26.2%	22 11.8%	187 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	63 12.3%	306 59.8%	109 21.3%	34 6.6%	512 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	24 14.1%	90 52.9%	36 21.2%	20 11.8%	170 100.0%
ZAPOSLJENJE / EMPLOYMENT	Zaposlen / Employed	50 11.8%	240 56.6%	96 22.6%	38 9.0%	424 100.0%
	Nezaposlen / Unemployed	20 12.0%	89 53.3%	39 23.4%	19 11.4%	167 100.0%
	Student / Student	24 13.6%	101 57.4%	36 20.5%	15 8.5%	176 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	22 22.0%	52 52.0%	22 22.0%	4 4.0%	100 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	9 7.6%	54 45.4%	37 31.1%	19 16.0%	119 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	22 12.2%	113 62.4%	35 19.3%	11 6.1%	181 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	17 10.2%	100 59.9%	39 23.4%	11 6.6%	167 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	35 13.9%	146 58.2%	45 17.9%	25 10.0%	251 100.0%
REGION	Sjeverne opštine / Northern municipalities	20 8.8%	121 53.1%	66 28.9%	21 9.2%	228 100.0%
	Centralne opštine / Central municipalities	75 18.7%	214 53.2%	76 18.9%	37 9.2%	402 100.0%
	Južne opštine / Southern municipalities	23 9.4%	152 62.3%	52 21.3%	17 7.0%	244 100.0%
TOTAL		118 13.5%	487 55.7%	194 22.2%	75 8.6%	874 100.0%

Da li smatrate da bi bilo korisno da imate još internet provajdera / Do you think it would be useful to have more internet providers					
		Da / Yes	Ne / No	Neznam / Don't know	Total
POL / SEX	Muški / Male	294	124	109	527
		55.8%	23.5%	20.7%	100.0%
	Ženski / Female	277	155	138	570
		48.6%	27.2%	24.2%	100.0%
GODINE / AGE	16 - 24 godina / years	186	29	72	287
		64.8%	10.1%	25.1%	100.0%
	25 - 55 godina / years	352	148	160	660
53.3%		22.4%	24.2%	100.0%	
	Preko 55 godina / Over 55 years	34	100	16	150
		22.7%	66.7%	10.7%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	117	167	49	333
		35.1%	50.2%	14.7%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	331	93	157	581
	Tercijarno obrazovanje (5 i 6) / Tertiary education	122	15	41	178
		68.5%	8.4%	23.0%	100.0%
	ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	287	69	115
60.9%			14.6%	24.4%	100.0%
Nezaposlen / Unemployed		92	87	61	240
		38.3%	36.3%	25.4%	100.0%
Student / Student	127	13	42	182	
	69.8%	7.1%	23.1%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	63	106	28	197
		32.0%	53.8%	14.2%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	66	96	47	209
		31.6%	45.9%	22.5%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	115	75	61	251
		45.8%	29.9%	24.3%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	115	35	39	189	
	60.8%	18.5%	20.6%	100.0%	
U kategoriji preko 75% prihoda / Fourth quarter of income	178	25	61	264	
	67.4%	9.5%	23.1%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	144	130	78	352
		40.9%	36.9%	22.2%	100.0%
	Centralne opštine / Central municipalities	245	41	124	410
59.8%		10.0%	30.2%	100.0%	
Južne opštine / Southern municipalities	184	107	45	336	
	54.8%	31.8%	13.4%	100.0%	
TOTAL		573	278	247	1098
		52.2%	25.3%	22.5%	100.0%

Da li ste ikada kontaktirali podršku za korisnike svog internet provajdera (call center) / Have you ever contacted customer support of your internet provider		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	189	333	522
		36.2%	63.8%	100.0%
	Ženski / Female	200	363	563
		35.5%	64.5%	100.0%
GODINE / AGE	16 - 24 godina / years	143	141	284
		50.4%	49.6%	100.0%
	25 - 55 godina / years	231	420	651
	35.5%	64.5%	100.0%	
	Preko 55 godina / Over 55 years	15	134	149
		10.1%	89.9%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	76	256	332
		22.9%	77.1%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	208	365	573
	36.3%	63.7%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	102	73	175
		58.3%	41.7%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	181	288	469
		38.6%	61.4%	100.0%
	Nezaposlen / Unemployed	64	173	237
		27.0%	73.0%	100.0%
	Student / Student	89	91	180
		49.4%	50.6%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	50	145	195
		25.6%	74.4%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	40	165	205
		19.5%	80.5%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	69	178	247
		27.9%	72.1%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	74	116	190
		38.9%	61.1%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	135	126	261
		51.7%	48.3%	100.0%
REGION	Sjeverne opštine / Northern municipalities	76	273	349
		21.8%	78.2%	100.0%
	Centralne opštine / Central municipalities	194	209	403
		48.1%	51.9%	100.0%
	Južne opštine / Southern municipalities	119	216	335
		35.5%	64.5%	100.0%
TOTAL		389	698	1087
		35.8%	64.2%	100.0%

Kako ste zadovoljni uslugom servisa podrške za korisnike call centra svog internet provajdera / How satisfied are you with quality of your internet provider customer support

		Veoma zadovoljan / Very satisfied	Uglavnom zadovoljan / Mostly satisfied	Uglavnom nezadovoljan / Mostly unsatisfied	Veoma nezadovoljan / Very unsatisfied	Total
POL / SEX	Muški / Male	45	130	30	12	217
		20.7%	59.9%	13.8%	5.5%	100.0%
	Ženski / Female	57	136	33	6	232
		24.6%	58.6%	14.2%	2.6%	100.0%
GODINE / AGE	16 - 24 godina / years	48	92	21	3	164
		29.3%	56.1%	12.8%	1.8%	100.0%
	25 - 55 godina / years	50	159	41	13	263
		19.0%	60.5%	15.6%	4.9%	100.0%
	Preko 55 godina / Over 55 years	3	14	1	2	20
		15.0%	70.0%	5.0%	10.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	22	41	20	5	88
		25.0%	46.6%	22.7%	5.7%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	53	156	30	7	246
		21.5%	63.4%	12.2%	2.8%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	25	66	13	7	111
		22.5%	59.5%	11.7%	6.3%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	39	140	29	13	221
		17.6%	63.3%	13.1%	5.9%	100.0%
	Nezaposlen / Unemployed	20	35	13	3	71
		28.2%	49.3%	18.3%	4.2%	100.0%
Student / Student	23	60	13	2	98	
	23.5%	61.2%	13.3%	2.0%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	17	29	7	0	53
		32.1%	54.7%	13.2%	0.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	9	21	13	3	46
		19.6%	45.7%	28.3%	6.5%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	19	55	3	3	80
		23.8%	68.8%	3.8%	3.8%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	14	61	17	1	93	
	15.1%	65.6%	18.3%	1.1%	100.0%	
U kategoriji preko 75% prihoda / Fourth quarter of income	41	85	13	7	146	
	28.1%	58.2%	8.9%	4.8%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	22	41	11	6	80
		27.5%	51.3%	13.8%	7.5%	100.0%
	Centralne opštine / Central municipalities	56	128	20	10	214
26.2%		59.8%	9.3%	4.7%	100.0%	
Južne opštine / Southern municipalities	25	97	32	3	157	
	15.9%	61.8%	20.4%	1.9%	100.0%	
TOTAL		103	266	63	19	451
		22.8%	59.0%	14.0%	4.2%	100.0%

**Kako ste zadovoljni pojedinim aspektima servisa podrške za korisnike Vašeg internet provajdera:
Cijena poziva / How satisfied are you with certain aspects of your internet provider customer
support call center: call price**

		Veoma zadovoljan / Very satisfied	Uglavnom zadovoljan / Mostly satisfied	Uglavnom nezadovoljan / Mostly unsatisfied	Veoma nezadovoljan / Very unsatisfied	Total
POL / SEX	Muški / Male	51 22.9%	134 60.1%	18 8.1%	20 9.0%	223 100.0%
	Ženski / Female	62 26.1%	139 58.4%	19 8.0%	18 7.6%	238 100.0%
GODINE / AGE	16 - 24 godina / years	49 29.5%	92 55.4%	17 10.2%	8 4.8%	166 100.0%
	25 - 55 godina / years	59 21.7%	167 61.4%	19 7.0%	27 9.9%	272 100.0%
	Preko 55 godina / Over 55 years	5 23.8%	12 57.1%	1 4.8%	3 14.3%	21 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	18 19.4%	61 65.6%	5 5.4%	9 9.7%	93 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	62 24.7%	149 59.4%	23 9.2%	17 6.8%	251 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	31 27.9%	60 54.1%	8 7.2%	12 10.8%	111 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	48 21.0%	143 62.4%	16 7.0%	22 9.6%	229 100.0%
	Nezaposlen / Unemployed	19 25.7%	43 58.1%	4 5.4%	8 10.8%	74 100.0%
	Student / Student	26 26.0%	56 56.0%	13 13.0%	5 5.0%	100 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	18 34.6%	27 51.9%	3 5.8%	4 7.7%	52 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	9 19.1%	29 61.7%	4 8.5%	5 10.6%	47 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	13 15.9%	60 73.2%	4 4.9%	5 6.1%	82 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	19 19.8%	62 64.6%	11 11.5%	4 4.2%	96 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	49 32.5%	80 53.0%	8 5.3%	14 9.3%	151 100.0%
REGION	Sjeverne opštine / Northern municipalities	14 16.7%	51 60.7%	12 14.3%	7 8.3%	84 100.0%
	Centralne opštine / Central municipalities	66 29.9%	128 57.9%	10 4.5%	17 7.7%	221 100.0%
	Južne opštine / Southern municipalities	33 21.3%	94 60.6%	14 9.0%	14 9.0%	155 100.0%
TOTAL		113 24.6%	273 59.3%	36 7.8%	38 8.3%	460 100.0%

Kako ste zadovoljni pojedinim aspektima servisa podrške za korisnike Vašeg internet provajdera: Vrijeme čekanja na odgovor / How satisfied are you with certain aspects of your internet provider customer support call center: waiting time

		Veoma zadovoljan / Very satisfied	Uglavnom zadovoljan / Mostly satisfied	Uglavnom nezadovoljan / Mostly unsatisfied	Veoma nezadovoljan / Very unsatisfied	Total
POL / SEX	Muški / Male	38 17.0%	125 56.1%	30 13.5%	30 13.5%	223 100.0%
	Ženski / Female	41 17.2%	135 56.7%	37 15.5%	25 10.5%	238 100.0%
GODINE / AGE	16 - 24 godina / years	32 19.4%	93 56.4%	22 13.3%	18 10.9%	165 100.0%
	25 - 55 godina / years	44 16.2%	154 56.8%	41 15.1%	32 11.8%	271 100.0%
	Preko 55 godina / Over 55 years	2 9.1%	12 54.5%	4 18.2%	4 18.2%	22 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	11 11.8%	54 58.1%	14 15.1%	14 15.1%	93 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	46 18.3%	143 56.7%	36 14.3%	27 10.7%	252 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	21 19.1%	61 55.5%	15 13.6%	13 11.8%	110 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	34 14.8%	129 56.3%	38 16.6%	28 12.2%	229 100.0%
	Nezaposlen / Unemployed	15 20.8%	39 54.2%	8 11.1%	10 13.9%	72 100.0%
	Student / Student	17 17.2%	57 57.6%	15 15.2%	10 10.1%	99 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	11 21.2%	31 59.6%	4 7.7%	6 11.5%	52 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	8 17.0%	27 57.4%	7 14.9%	5 10.6%	47 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	11 13.6%	56 69.1%	6 7.4%	8 9.9%	81 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	15 15.6%	49 51.0%	17 17.7%	15 15.6%	96 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	35 23.0%	79 52.0%	21 13.8%	17 11.2%	152 100.0%
REGION	Sjeverne opštine / Northern municipalities	15 17.6%	52 61.2%	9 10.6%	9 10.6%	85 100.0%
	Centralne opštine / Central municipalities	51 23.3%	120 54.8%	29 13.2%	19 8.7%	219 100.0%
	Južne opštine / Southern municipalities	13 8.3%	88 56.4%	28 17.9%	27 17.3%	156 100.0%
TOTAL		79 17.2%	260 56.5%	66 14.3%	55 12.0%	460 100.0%

Kako ste zadovoljni pojedinim aspektima servisa podrške za korisnike Vašeg internet provajdera: Kvalitetom odgovora / How satisfied are you with certain aspects of your internet provider customer support call center: quality of response

		Veoma zadovoljan / Very satisfied	Uglavnom zadovoljan / Mostly satisfied	Uglavnom nezadovoljan / Mostly unsatisfied	Veoma nezadovoljan / Very unsatisfied	Total
POL / SEX	Muški / Male	57	121	26	18	222
		25.7%	54.5%	11.7%	8.1%	100.0%
	Ženski / Female	65	134	23	15	237
		27.4%	56.5%	9.7%	6.3%	100.0%
GODINE / AGE	16 - 24 godina / years	47	101	12	7	167
		28.1%	60.5%	7.2%	4.2%	100.0%
	25 - 55 godina / years	69	144	33	24	270
		25.6%	53.3%	12.2%	8.9%	100.0%
	Preko 55 godina / Over 55 years	6	8	5	2	21
		28.6%	38.1%	23.8%	9.5%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	14	61	14	4	93
		15.1%	65.6%	15.1%	4.3%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	74	136	24	17	251
		29.5%	54.2%	9.6%	6.8%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	33	53	11	13	110
		30.0%	48.2%	10.0%	11.8%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	54	127	29	18	228
		23.7%	55.7%	12.7%	7.9%	100.0%
	Nezaposlen / Unemployed	16	40	8	8	72
		22.2%	55.6%	11.1%	11.1%	100.0%
	Student / Student	30	57	7	4	98
		30.6%	58.2%	7.1%	4.1%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	19	26	4	3	52
		36.5%	50.0%	7.7%	5.8%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	9	28	6	4	47
		19.1%	59.6%	12.8%	8.5%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	23	48	6	4	81
		28.4%	59.3%	7.4%	4.9%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	24	52	13	6	95
		25.3%	54.7%	13.7%	6.3%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	54	73	14	10	151
		35.8%	48.3%	9.3%	6.6%	100.0%
REGION	Sjeverne opštine / Northern municipalities	22	50	6	7	85
		25.9%	58.8%	7.1%	8.2%	100.0%
	Centralne opštine / Central municipalities	66	119	17	17	219
		30.1%	54.3%	7.8%	7.8%	100.0%
	Južne opštine / Southern municipalities	34	86	26	9	155
		21.9%	55.5%	16.8%	5.8%	100.0%
TOTAL		122	255	49	33	459
		26.6%	55.6%	10.7%	7.2%	100.0%

Kako ste zadovoljni pojedinim aspektima servisa podrške za korisnike Vašeg internet provajdera: Kulturom ophođenja / How satisfied are you with certain aspects of your internet provider customer support call center: manner of dealing with customers

		Veoma zadovoljan / Very satisfied	Uglavnom zadovoljan / Mostly satisfied	Uglavnom nezadovoljan / Mostly unsatisfied	Veoma nezadovoljan / Very unsatisfied	Total
POL / SEX	Muški / Male	80	118	16	9	223
		35.9%	52.9%	7.2%	4.0%	100.0%
	Ženski / Female	89	114	21	13	237
		37.6%	48.1%	8.9%	5.5%	100.0%
GODINE / AGE	16 - 24 godina / years	69	80	13	4	166
		41.6%	48.2%	7.8%	2.4%	100.0%
	25 - 55 godina / years	91	143	21	16	271
		33.6%	52.8%	7.7%	5.9%	100.0%
	Preko 55 godina / Over 55 years	8	8	3	2	21
		38.1%	38.1%	14.3%	9.5%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	27	52	9	5	93
		29.0%	55.9%	9.7%	5.4%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	100	125	20	7	252
		39.7%	49.6%	7.9%	2.8%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	40	53	7	10	110
		36.4%	48.2%	6.4%	9.1%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	76	120	22	12	230
		33.0%	52.2%	9.6%	5.2%	100.0%
	Nezaposlen / Unemployed	26	36	5	5	72
		36.1%	50.0%	6.9%	6.9%	100.0%
	Student / Student	42	49	6	3	100
		42.0%	49.0%	6.0%	3.0%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	24	23	3	2	52
		46.2%	44.2%	5.8%	3.8%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	16	27	2	2	47
		34.0%	57.4%	4.3%	4.3%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	31	45	2	3	81
		38.3%	55.6%	2.5%	3.7%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	32	48	12	4	96
		33.3%	50.0%	12.5%	4.2%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	70	61	9	10	150
		46.7%	40.7%	6.0%	6.7%	100.0%
REGION	Sjeverne opštine / Northern municipalities	31	48	3	3	85
		36.5%	56.5%	3.5%	3.5%	100.0%
	Centralne opštine / Central municipalities	87	109	11	12	219
		39.7%	49.8%	5.0%	5.5%	100.0%
	Južne opštine / Southern municipalities	51	75	23	7	156
		32.7%	48.1%	14.7%	4.5%	100.0%
TOTAL		169	232	37	22	460
		36.7%	50.4%	8.0%	4.8%	100.0%

Da li ste čuli za Agenciju za elektronske komunikacije i postansku djelatnost / Have you heard of Agency for electronic communications and postal services					
		Da i znam čime se bavi / Yes, and I know what they do	Da ali ne znam čime se bavi / Yes, but I don't know what they do	Ne / No	Total
POL / SEX	Muški / Male	205 28.0%	283 38.6%	245 33.4%	733 100.0%
	Ženski / Female	145 19.1%	276 36.4%	337 44.5%	758 100.0%
GODINE / AGE	16 - 24 godina / years	69 23.2%	104 35.0%	124 41.8%	297 100.0%
	25 - 55 godina / years	220 26.0%	331 39.1%	295 34.9%	846 100.0%
	Preko 55 godina / Over 55 years	63 18.1%	124 35.5%	162 46.4%	349 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	83 14.8%	196 34.9%	283 50.4%	562 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	187 25.5%	286 39.0%	260 35.5%	733 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	80 41.7%	75 39.1%	37 19.3%	192 100.0%
ZAPOSLJENJE / EMPLOYMENT	Zaposlen / Employed	169 30.0%	226 40.1%	169 30.0%	564 100.0%
	Nezaposlen / Unemployed	62 17.2%	120 33.3%	178 49.4%	360 100.0%
	Student / Student	50 27.0%	69 37.3%	66 35.7%	185 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	67 17.6%	143 37.6%	170 44.7%	380 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	65 15.3%	157 36.9%	204 47.9%	426 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	77 23.2%	133 40.1%	122 36.7%	332 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	74 32.6%	84 37.0%	69 30.4%	227 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	87 30.5%	113 39.6%	85 29.8%	285 100.0%
REGION	Sjeverne opštine / Northern municipalities	118 19.8%	223 37.4%	255 42.8%	596 100.0%
	Centralne opštine / Central municipalities	161 29.3%	212 38.6%	176 32.1%	549 100.0%
	Južne opštine / Southern municipalities	73 20.9%	124 35.4%	153 43.7%	350 100.0%
TOTAL		352 23.5%	559 37.4%	584 39.1%	1495 100.0%

Koliko je Agencija učinila za razvoj telekomunikacionog tržišta / How would you rate Agency's contribution to development of telecommunication market

		Veoma mnogo / Very much	Mnogo / Much	Malo / Little	Veoma malo / Very little	Ne znam, nemam stav / Don't know	Total
POL / SEX	Muški / Male	29 4.3%	97 14.5%	83 12.4%	54 8.1%	406 60.7%	669 100.0%
	Ženski / Female	29 4.2%	94 13.6%	51 7.4%	37 5.4%	478 69.4%	689 100.0%
GODINE / AGE	16 - 24 godina / years	19 7.3%	35 13.4%	29 11.1%	12 4.6%	167 63.7%	262 100.0%
	25 - 55 godina / years	35 4.5%	123 15.8%	80 10.3%	58 7.4%	483 62.0%	779 100.0%
	Preko 55 godina / Over 55 years	5 1.6%	34 10.7%	26 8.2%	21 6.6%	233 73.0%	319 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	16 3.2%	52 10.5%	36 7.3%	31 6.3%	360 72.7%	495 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	32 4.8%	90 13.4%	75 11.1%	43 6.4%	433 64.3%	673 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	10 5.5%	48 26.2%	21 11.5%	17 9.3%	87 47.5%	183 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	26 4.9%	79 14.8%	64 12.0%	50 9.4%	315 59.0%	534 100.0%
	Nezaposlen / Unemployed	18 5.7%	42 13.3%	24 7.6%	11 3.5%	221 69.9%	316 100.0%
	Student / Student	7 4.2%	30 18.0%	18 10.8%	7 4.2%	105 62.9%	167 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	7 2.1%	40 11.9%	26 7.7%	23 6.8%	241 71.5%	337 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	10 2.7%	53 14.3%	31 8.4%	23 6.2%	254 68.5%	371 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	10 3.3%	42 13.7%	25 8.1%	26 8.5%	204 66.4%	307 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	11 5.2%	32 15.0%	28 13.1%	15 7.0%	127 59.6%	213 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	15 5.6%	44 16.4%	31 11.6%	21 7.8%	157 58.6%	268 100.0%
REGION	Sjeverne opštine / Northern municipalities	20 3.8%	71 13.6%	44 8.4%	33 6.3%	353 67.8%	521 100.0%
	Centralne opštine / Central municipalities	31 6.2%	89 17.9%	62 12.4%	39 7.8%	277 55.6%	498 100.0%
	Južne opštine / Southern municipalities	7 2.1%	31 9.1%	28 8.2%	18 5.3%	256 75.3%	340 100.0%
	TOTAL	58 4.3%	191 14.1%	134 9.9%	90 6.6%	886 65.2%	1359 100.0%

Preko koga ste čuli za Agenciju: TV / How have you heard for the Agency: TV		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	341 48.4%	363 51.6%	704 100.0%
	Ženski / Female	251 34.9%	469 65.1%	720 100.0%
GODINE / AGE	16 - 24 godina / years	104 36.5%	181 63.5%	285 100.0%
	25 - 55 godina / years	357 44.4%	447 55.6%	804 100.0%
	Preko 55 godina / Over 55 years	132 39.4%	203 60.6%	335 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	198 37.8%	326 62.2%	524 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	286 40.4%	422 59.6%	708 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	108 57.4%	80 42.6%	188 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	264 47.9%	287 52.1%	551 100.0%
	Nezaposlen / Unemployed	118 34.9%	220 65.1%	338 100.0%
	Student / Student	69 39.2%	107 60.8%	176 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	142 40.0%	213 60.0%	355 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	161 40.8%	234 59.2%	395 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	127 39.6%	194 60.4%	321 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	96 44.0%	122 56.0%	218 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	135 47.7%	148 52.3%	283 100.0%
REGION	Sjeverne opštine / Northern municipalities	247 45.7%	294 54.3%	541 100.0%
	Centralne opštine / Central municipalities	228 41.2%	325 58.8%	553 100.0%
	Južne opštine / Southern municipalities	119 35.7%	214 64.3%	333 100.0%
TOTAL		594 41.6%	833 58.4%	1427 100.0%

Preko koga ste čuli za Agenciju: Čuli ste od nekoga... (prijatelji, kolege...) / How have you heard for the Agency: Word of mouth

		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	117	585	702
		16.7%	83.3%	100.0%
	Ženski / Female	134	586	720
		18.6%	81.4%	100.0%
GODINE / AGE	16 - 24 godina / years	56	229	285
		19.6%	80.4%	100.0%
	25 - 55 godina / years	165	639	804
	20.5%	79.5%	100.0%	
	Preko 55 godina / Over 55 years	30	303	333
		9.0%	91.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	54	468	522
		10.3%	89.7%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	146	561	707
	20.7%	79.3%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	50	138	188
		26.6%	73.4%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	115	436	551
		20.9%	79.1%	100.0%
	Nezaposlen / Unemployed	52	286	338
		15.4%	84.6%	100.0%
	Student / Student	41	135	176
		23.3%	76.7%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	44	309	353
		12.5%	87.5%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	51	342	393
		13.0%	87.0%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	65	256	321
		20.2%	79.8%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	52	166	218
		23.9%	76.1%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	56	227	283
		19.8%	80.2%	100.0%
REGION	Sjeverne opštine / Northern municipalities	84	456	540
		15.6%	84.4%	100.0%
	Centralne opštine / Central municipalities	115	438	553
	20.8%	79.2%	100.0%	
	Južne opštine / Southern municipalities	53	280	333
		15.9%	84.1%	100.0%
TOTAL		252	1174	1426
		17.7%	82.3%	100.0%

Preko koga ste čuli za Agenciju: ostali mediji / How have you heard for the Agency: Other media		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	77	627	704
		10.9%	89.1%	100.0%
	Ženski / Female	91	630	721
		12.6%	87.4%	100.0%
GODINE / AGE	16 - 24 godina / years	40	245	285
		14.0%	86.0%	100.0%
	25 - 55 godina / years	113	691	804
	14.1%	85.9%	100.0%	
	Preko 55 godina / Over 55 years	16	319	335
		4.8%	95.2%	100.0%
	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	34	490	524
	6.5%	93.5%	100.0%	
OBRAZOVANJE / EDUCATION	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	93	614	707
		13.2%	86.8%	100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	39	148	187
	20.9%	79.1%	100.0%	
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	72	478	550
		13.1%	86.9%	100.0%
	Nezaposlen / Unemployed	34	304	338
		10.1%	89.9%	100.0%
	Student / Student	33	143	176
		18.8%	81.3%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	25	330	355
	7.0%	93.0%	100.0%	
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	31	364	395
		7.8%	92.2%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	35	287	322
		10.9%	89.1%	100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	26	192	218
		11.9%	88.1%	100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	43	239	282
		15.2%	84.8%	100.0%
REGION	Sjeverne opštine / Northern municipalities	60	481	541
		11.1%	88.9%	100.0%
	Centralne opštine / Central municipalities	75	479	554
	13.5%	86.5%	100.0%	
	Južne opštine / Southern municipalities	34	300	334
		10.2%	89.8%	100.0%
TOTAL		169	1260	1429
		11.8%	88.2%	100.0%

Da li ste upoznati sa pravima korisnika elektronskih komunikacionih usluga / How familiar are you with rights of users of electronic communications services

		Upoznat sam u velikoj mjeri / I am familiar to a large extent	Uglavnom sam upoznat / I am mostly familiar	Uglavnom nijesam upoznat / I am mostly unfamiliar	Uopštenijesam upoznat / I am not familiar at all	Total	Total
POL / SEX	Muški / Male	35 4.8%	245 33.5%	215 29.4%	237 32.4%	732 100.0%	669 100.0%
	Ženski / Female	35 4.7%	197 26.2%	240 32.0%	279 37.2%	751 100.0%	689 100.0%
GODINE / AGE	16 - 24 godina / years	24 8.2%	104 35.4%	81 27.6%	85 28.9%	294 100.0%	262 100.0%
	25 - 55 godina / years	39 4.6%	268 31.8%	264 31.3%	273 32.3%	844 100.0%	779 100.0%
	Preko 55 godina / Over 55 years	7 2.0%	71 20.5%	111 32.1%	157 45.4%	346 100.0%	319 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	20 3.6%	117 20.9%	164 29.3%	259 46.3%	560 100.0%	495 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	34 4.7%	235 32.3%	237 32.6%	221 30.4%	727 100.0%	673 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	15 7.9%	89 46.8%	51 26.8%	35 18.4%	190 100.0%	183 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	31 5.5%	199 35.4%	177 31.5%	155 27.6%	562 100.0%	534 100.0%
	Nezaposlen / Unemployed	13 3.7%	89 25.0%	106 29.8%	148 41.6%	356 100.0%	316 100.0%
	Student / Student	11 6.0%	72 39.6%	50 27.5%	49 26.9%	182 100.0%	167 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	14 3.7%	80 21.2%	120 31.8%	163 43.2%	377 100.0%	337 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	11 2.6%	101 23.7%	126 29.6%	188 44.1%	426 100.0%	371 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	8 2.5%	95 29.1%	113 34.7%	110 33.7%	326 100.0%	307 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	11 4.9%	87 38.5%	74 32.7%	54 23.9%	226 100.0%	213 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	27 9.6%	99 35.2%	76 27.0%	79 28.1%	281 100.0%	268 100.0%
REGION	Sjeverne opštine / Northern municipalities	22 3.7%	160 27.0%	170 28.7%	241 40.6%	593 100.0%	521 100.0%
	Centralne opštine / Central municipalities	39 7.1%	190 34.7%	153 27.9%	166 30.3%	548 100.0%	498 100.0%
	Južne opštine / Southern municipalities	9 2.6%	94 27.2%	132 38.3%	110 31.9%	345 100.0%	340 100.0%
TOTAL		70 4.7%	444 29.9%	455 30.6%	517 34.8%	1486 100.0%	1359 100.0%

Da li ste upoznati sa mogućnošću ograničenja iznosa računa / Are you familiar that you can limit your bill amount		Upoznat sam u velikoj mjeri / I am familiar to a large extent	Uglavnom sam upoznat / I am mostly familiar	Uglavnom nisam upoznat / I am mostly unfamiliar	Uopštenijam upoznat / I am not familiar at all	Total
POL / SEX	Muški / Male	103 14.1%	255 34.9%	178 24.4%	195 26.7%	731 100.0%
	Ženski / Female	96 12.8%	217 28.9%	195 26.0%	243 32.4%	751 100.0%
GODINE / AGE	16 - 24 godina / years	56 19.0%	101 34.4%	68 23.1%	69 23.5%	294 100.0%
	25 - 55 godina / years	116 13.9%	302 36.1%	204 24.4%	215 25.7%	837 100.0%
	Preko 55 godina / Over 55 years	29 8.3%	71 20.2%	100 28.5%	151 43.0%	351 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	47 8.4%	124 22.1%	151 26.9%	239 42.6%	561 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	109 15.0%	263 36.2%	186 25.6%	168 23.1%	726 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	44 23.3%	84 44.4%	33 17.5%	28 14.8%	189 100.0%
ZAPOSLIENJE / EMPLOYMENT	Zaposlen / Employed	83 14.8%	232 41.4%	133 23.8%	112 20.0%	560 100.0%
	Nezaposlen / Unemployed	38 10.7%	97 27.2%	93 26.1%	128 36.0%	356 100.0%
	Student / Student	36 19.7%	63 34.4%	45 24.6%	39 21.3%	183 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	40 10.5%	78 20.5%	103 27.1%	159 41.8%	380 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	50 11.8%	93 21.9%	102 24.1%	179 42.2%	424 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	37 11.2%	108 32.6%	91 27.5%	95 28.7%	331 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	35 15.6%	93 41.5%	61 27.2%	35 15.6%	224 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	52 18.4%	109 38.7%	64 22.7%	57 20.2%	282 100.0%
REGION	Sjeverne opštine / Northern municipalities	83 14.0%	140 23.6%	151 25.5%	219 36.9%	593 100.0%
	Centralne opštine / Central municipalities	95 17.4%	204 37.3%	114 20.8%	134 24.5%	547 100.0%
	Južne opštine / Southern municipalities	23 6.6%	128 37.0%	109 31.5%	86 24.9%	346 100.0%
TOTAL		201 13.5%	472 31.8%	374 25.2%	439 29.5%	1486 100.0%

Da li ste upoznati sa mogućnošću zabrane biranja određenih brojeva / Are you familiar with possibility of limiting numbers you can dial

		Upoznat sam u velikoj mjeri / I am familiar to a large extent	Uglavnom sam upoznat / I am mostly familiar	Uglavnom nisam upoznat / I am mostly unfamiliar	Uopšte nisam upoznat / I am not familiar at all	Total
POL / SEX	Muški / Male	116	233	185	197	731
		15.9%	31.9%	25.3%	26.9%	100.0%
	Ženski / Female	101	236	175	241	753
		13.4%	31.3%	23.2%	32.0%	100.0%
GODINE / AGE	16 - 24 godina / years	54	110	67	63	294
		18.4%	37.4%	22.8%	21.4%	100.0%
	25 - 55 godina / years	135	283	203	219	840
	Preko 55 godina / Over 55 years	30	77	89	154	350
		8.6%	22.0%	25.4%	44.0%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	47	128	142	247	564
		8.3%	22.7%	25.2%	43.8%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	121	256	185	163	725
	Tercijarno obrazovanje (5 i 6) / Tertiary education	50	84	30	26	190
		26.3%	44.2%	15.8%	13.7%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	97	216	132	113	558
		17.4%	38.7%	23.7%	20.3%	100.0%
	Nezaposlen / Unemployed	37	99	97	124	357
		10.4%	27.7%	27.2%	34.7%	100.0%
Student / Student	40	64	44	35	183	
	21.9%	35.0%	24.0%	19.1%	100.0%	
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	41	89	87	164	381
		10.8%	23.4%	22.8%	43.0%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	43	104	95	183	425
		10.1%	24.5%	22.4%	43.1%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	51	99	84	97	331
		15.4%	29.9%	25.4%	29.3%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	45	76	65	37	223	
	20.2%	34.1%	29.1%	16.6%	100.0%	
U kategoriji preko 75% prihoda / Fourth quarter of income	54	114	58	56	282	
	19.1%	40.4%	20.6%	19.9%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	91	140	138	225	594
		15.3%	23.6%	23.2%	37.9%	100.0%
	Centralne opštine / Central municipalities	92	208	115	132	547
16.8%		38.0%	21.0%	24.1%	100.0%	
Južne opštine / Southern municipalities	36	122	107	81	346	
	10.4%	35.3%	30.9%	23.4%	100.0%	
TOTAL		219	470	360	438	1487
		14.7%	31.6%	24.2%	29.5%	100.0%

Da li ste upoznati sa procedurom zaštite svojih interesa i prava / Are you familiar with procedure of protecting your rights

		Upoznat sam u velikoj mjeri / I am familiar to a large extent	Uglavnom sam upoznat / I am mostly familiar	Uglavnom nisam upoznat / I am mostly unfamiliar	Uopšte nisam upoznat / I am not familiar at all	Total
POL / SEX	Muški / Male	42 5.7%	194 26.5%	257 35.1%	240 32.7%	733 100.0%
	Ženski / Female	34 4.5%	170 22.4%	242 31.9%	313 41.2%	759 100.0%
GODINE / AGE	16 - 24 godina / years	25 8.5%	83 28.2%	97 33.0%	89 30.3%	294 100.0%
	25 - 55 godina / years	40 4.7%	223 26.4%	287 34.0%	294 34.8%	844 100.0%
	Preko 55 godina / Over 55 years	10 2.8%	60 17.1%	112 31.9%	169 48.1%	351 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	16 2.8%	101 17.9%	162 28.8%	284 50.4%	563 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	38 5.2%	196 26.8%	274 37.5%	223 30.5%	731 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	19 10.0%	66 34.7%	61 32.1%	44 23.2%	190 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	30 5.3%	167 29.7%	216 38.4%	150 26.6%	563 100.0%
	Nezaposlen / Unemployed	14 3.9%	75 20.9%	106 29.6%	163 45.5%	358 100.0%
	Student / Student	16 8.8%	54 29.7%	65 35.7%	47 25.8%	182 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	14 3.7%	65 17.0%	111 29.0%	193 50.4%	383 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	18 4.2%	86 20.1%	111 26.0%	212 49.6%	427 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	9 2.7%	70 21.1%	129 39.0%	123 37.2%	331 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	17 7.5%	74 32.7%	81 35.8%	54 23.9%	226 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	21 7.4%	86 30.3%	96 33.8%	81 28.5%	284 100.0%
REGION	Sjeverne opštine / Northern municipalities	29 4.9%	139 23.4%	156 26.2%	271 45.5%	595 100.0%
	Centralne opštine / Central municipalities	37 6.7%	154 28.0%	168 30.5%	191 34.7%	550 100.0%
	Južne opštine / Southern municipalities	9 2.6%	73 21.0%	174 50.0%	92 26.4%	348 100.0%
TOTAL		75 5.0%	366 24.5%	498 33.4%	554 37.1%	1493 100.0%

Da li ste upoznati sa uslovima kao što su minimum trajanja ugovora, raskida ugovora i sl. koje potpisujete prilikom kupovine usluga od provajdera / Are you familiar with terms, such as minimal contract length, which you sign when buying services from provider

		Upoznat sam u velikoj mjeri / I am familiar to a large extent	Uglavnom sam upoznat / I am mostly familiar	Uglavnom nisam upoznat / I am mostly unfamiliar	Uopšteno nisam upoznat / I am not familiar at all	Total
POL / SEX	Muški / Male	74 10.1%	276 37.8%	190 26.0%	191 26.1%	731 100.0%
	Ženski / Female	77 10.1%	219 28.8%	195 25.7%	269 35.4%	760 100.0%
GODINE / AGE	16 - 24 godina / years	41 13.9%	110 37.3%	79 26.8%	65 22.0%	295 100.0%
	25 - 55 godina / years	91 10.8%	304 35.9%	216 25.5%	235 27.8%	846 100.0%
	Preko 55 godina / Over 55 years	19 5.4%	83 23.7%	88 25.1%	160 45.7%	350 100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	31 5.5%	126 22.3%	148 26.2%	259 45.9%	564 100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	81 11.1%	282 38.6%	198 27.1%	170 23.3%	731 100.0%
	Tercijarno obrazovanje (5 i 6) / Tertiary education	36 19.0%	86 45.5%	39 20.6%	28 14.8%	189 100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	67 11.9%	240 42.6%	146 25.9%	110 19.5%	563 100.0%
	Nezaposlen / Unemployed	30 8.3%	90 24.9%	88 24.4%	153 42.4%	361 100.0%
	Student / Student	28 15.2%	71 38.6%	48 26.1%	37 20.1%	184 100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	25 6.6%	93 24.5%	102 26.9%	159 42.0%	379 100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	28 6.6%	105 24.6%	89 20.8%	205 48.0%	427 100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	25 7.5%	109 32.8%	110 33.1%	88 26.5%	332 100.0%
	U kategoriji od 50% do 75% prihoda / Third quarter of income	32 14.2%	93 41.2%	56 24.8%	45 19.9%	226 100.0%
	U kategoriji preko 75% prihoda / Fourth quarter of income	46 16.3%	120 42.6%	64 22.7%	52 18.4%	282 100.0%
REGION	Sjeverne opštine / Northern municipalities	47 7.9%	152 25.5%	135 22.7%	262 44.0%	596 100.0%
	Centralne opštine / Central municipalities	69 12.5%	212 38.4%	132 23.9%	139 25.2%	552 100.0%
	Južne opštine / Southern municipalities	36 10.4%	132 38.2%	119 34.4%	59 17.1%	346 100.0%
TOTAL		152 10.2%	496 33.2%	386 25.8%	460 30.8%	1494 100.0%

Da li ste nekada podnijeli žalbu operatoru, Agenciji ili Ministarstvu / Have you ever filed a complaint with operator, Agency, or Ministry		Da / Yes	Ne / No	Total
POL / SEX	Muški / Male	82	650	732
		11.2%	88.8%	100.0%
POL / SEX	Ženski / Female	62	700	762
		8.1%	91.9%	100.0%
GODINE / AGE	16 - 24 godina / years	25	269	294
		8.5%	91.5%	100.0%
	25 - 55 godina / years	96	750	846
	11.3%	88.7%	100.0%	
GODINE / AGE	Preko 55 godina / Over 55 years	22	330	352
		6.3%	93.8%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	31	533	564
		5.5%	94.5%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	83	649	732
	11.3%	88.7%	100.0%	
OBRAZOVANJE / EDUCATION	Tercijarno obrazovanje (5 i 6) / Tertiary education	27	164	191
		14.1%	85.9%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	66	499	565
		11.7%	88.3%	100.0%
	Nezaposlen / Unemployed	32	329	361
		8.9%	91.1%	100.0%
ZAPOSLENJE / EMPLOYMENT	Student / Student	16	165	181
		8.8%	91.2%	100.0%
ZAPOSLENJE / EMPLOYMENT	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	28	353	381
		7.3%	92.7%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	35	392	427
		8.2%	91.8%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	31	302	333
		9.3%	90.7%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji od 50% do 75% prihoda / Third quarter of income	27	200	227
		11.9%	88.1%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U kategoriji preko 75% prihoda / Fourth quarter of income	32	249	281
		11.4%	88.6%	100.0%
REGION	Sjeverne opštine / Northern municipalities	68	528	596
		11.4%	88.6%	100.0%
	Centralne opštine / Central municipalities	64	488	552
	11.6%	88.4%	100.0%	
REGION	Južne opštine / Southern municipalities	11	336	347
		3.2%	96.8%	100.0%
TOTAL		143	1352	1495
		9.6%	90.4%	100.0%

Da li ste zadovoljni njihovom ažurnošću / Are you satisfied with their promptness						
		Veoma zadovoljan / Very satisfied	Uglavnom zadovoljan / Mostly satisfied	Uglavnom nezadovoljan / Mostly unsatisfied	Veoma nezadovoljan / Very unsatisfied	Total
POL / SEX	Muški / Male	18	66	44	24	152
		11.8%	43.4%	28.9%	15.8%	100.0%
	Ženski / Female	12	76	49	22	159
		7.5%	47.8%	30.8%	13.8%	100.0%
GODINE / AGE	16 - 24 godina / years	6	33	24	7	70
		8.6%	47.1%	34.3%	10.0%	100.0%
	25 - 55 godina / years	20	93	53	26	192
10.4%		48.4%	27.6%	13.5%	100.0%	
	Preko 55 godina / Over 55 years	3	17	15	12	47
		6.4%	36.2%	31.9%	25.5%	100.0%
OBRAZOVANJE / EDUCATION	Osnovno niže ili sekundarno obrazovanje / Elementary or lower secondary education	5	29	22	14	70
		7.1%	41.4%	31.4%	20.0%	100.0%
	Više sekundarno obrazovanje (3 i 4) / Higher secondary education (3 and 4)	17	78	51	24	170
10.0%		45.9%	30.0%	14.1%	100.0%	
	Tercijarno obrazovanje (5 i 6) / Tertiary education	7	34	19	6	66
		10.6%	51.5%	28.8%	9.1%	100.0%
ZAPOSLENJE / EMPLOYMENT	Zaposlen / Employed	13	69	42	19	143
		9.1%	48.3%	29.4%	13.3%	100.0%
	Nezaposlen / Unemployed	7	29	15	12	63
		11.1%	46.0%	23.8%	19.0%	100.0%
	Student / Student	1	24	17	5	47
		2.1%	51.1%	36.2%	10.6%	100.0%
	Drugo, ali ne u radnom statusu, penzioner / Other, but not working, pensioner	8	19	18	8	53
		15.1%	35.8%	34.0%	15.1%	100.0%
PRIHODI DOMAĆINSTVA / HOUSEHOLD INCOME	U prvih 25% prihoda / First quarter of income	9	32	18	3	62
		14.5%	51.6%	29.0%	4.8%	100.0%
	U kategoriji od 25% do 50% prihoda / Second quarter of income	5	22	23	14	64
		7.8%	34.4%	35.9%	21.9%	100.0%
U kategoriji od 50% do 75% prihoda / Third quarter of income	6	30	20	8	64	
	9.4%	46.9%	31.3%	12.5%	100.0%	
	U kategoriji preko 75% prihoda / Fourth quarter of income	8	35	14	16	73
		11.0%	47.9%	19.2%	21.9%	100.0%
REGION	Sjeverne opštine / Northern municipalities	14	46	13	10	83
		16.9%	55.4%	15.7%	12.0%	100.0%
	Centralne opštine / Central municipalities	11	45	30	15	101
10.9%		44.6%	29.7%	14.9%	100.0%	
	Južne opštine / Southern municipalities	4	52	50	20	126
		3.2%	41.3%	39.7%	15.9%	100.0%
TOTAL		29	143	93	45	310
		9.4%	46.1%	30.0%	14.5%	100.0%





ANNEX 2

Da li se u Vašem preduzeću, koristio kompjuter u januaru 2011 Did the enterprise use a computer in January 2011?					
			Da / Yes	Ne / No	Total
	Proizvodnja / Production	N	105	4	109
		%	96.3%	3.7%	100.0%
	Izgradnja / Construction	N	36	0	36
		%	100.0%	0.0%	100.0%
	Prodaja / Selling	N	297	11	308
		%	96.4%	3.6%	100.0%
	Hotelijerstvo / Hotels	N	56	4	60
		%	93.3%	6.7%	100.0%
	Transport i komunikacije / Transport and communication	N	17	1	18
		%	94.4%	5.6%	100.0%
	Bankarstvo i finansije / Banking and finances	N	14	0	14
		%	100.0%	0.0%	100.0%
	Nekretnine i propratne usluge / Real estate	N	8	0	8
		%	100.0%	0.0%	100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	8	0	8
		%	100.0%	0.0%	100.0%
	Sjeverne opštine / Northern municipalities	N	77	5	82
		%	93.9%	6.1%	100.0%
	Centralne opštine / Central municipalities	N	300	12	312
		%	96.2%	3.8%	100.0%
	Južne opštine / Southern municipalities	N	166	3	169
		%	98.2%	1.8%	100.0%
	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	136	13	149
		%	91.3%	8.7%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	129	6	135
		%	95.6%	4.4%	100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	144	0	144
		%	100.0%	0.0%	100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	134	1	135
		%	99.3%	0.7%	100.0%
	Total	N	543	20	563
		%	96.4%	3.6%	100.0%

Da li je Vaše preduzeće koristilo internu kompjutersku mrežu npr LAN/lokalnu internet mrežu kojom su povezana najmanje dva računara u januaru 2011. godine
 Did your enterprise use internal computer network (LAN) that had at least two computers connected, in January 2011

		Da / Yes	Ne / No	Total		
DJEĀATNOST / SECTOR	Proizvodnja / Production	N	73	33	106	
		%	68.9%	31.1%	100.0%	
	Izgradnja / Construction	N	25	11	36	
		%	69.4%	30.6%	100.0%	
	Prodaja / Selling	N	222	82	304	
		%	73.0%	27.0%	100.0%	
	Hotelijerstvo / Hotels	N	44	13	57	
		%	77.2%	22.8%	100.0%	
	Transport i komunikacije / Transport and communication	N	14	4	18	
		%	77.8%	22.2%	100.0%	
	Bankarstvo i finansije / Banking and finances	N	13	1	14	
		%	92.9%	7.1%	100.0%	
	Nekretnine i propratne usluge / Real estate	N	7	1	8	
		%	87.5%	12.5%	100.0%	
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	7	1	8	
		%	87.5%	12.5%	100.0%	
	REGION	Sjeverne opštine / Northern municipalities	N	49	30	79
			%	62.0%	38.0%	100.0%
Centralne opštine / Central municipalities		N	230	76	306	
		%	75.2%	24.8%	100.0%	
Južne opštine / Southern municipalities		N	128	40	168	
		%	76.2%	23.8%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES		Prvih 25% po broju zaposlenih / First quarter by number of employees	N	86	56	142
			%	60.6%	39.4%	100.0%
		Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	89	44	133
			%	66.9%	33.1%	100.0%
		Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	111	33	144
			%	77.1%	22.9%	100.0%
		Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	121	13	134
			%	90.3%	9.7%	100.0%
		Total	N	407	146	553
			%	73.6%	26.4%	100.0%

Da li Vaše preduzeće koristilo bežični pristup u okviru svoje interne kompjuterske mreže , npr. wireless Lan u januaru 2011?

Did your enterprise use wireless access within your local area network in January 2011?

		Da / Yes	Ne / No	Total	
DJELATNOST / SECTOR	Proizvodnja / Production	N	54	18	72
		%	75.0%	25.0%	100.0%
	Izgradnja / Construction	N	22	3	25
		%	88.0%	12.0%	100.0%
	Prodaja / Selling	N	154	63	217
		%	71.0%	29.0%	100.0%
	Hotelijerstvo / Hotels	N	38	6	44
		%	86.4%	13.6%	100.0%
	Transport i komunikacije / Transport and communication	N	10	4	14
		%	71.4%	28.6%	100.0%
	Bankarstvo i finansije / Banking and finances	N	9	4	13
		%	69.2%	30.8%	100.0%
	Nekretnine i propratne usluge / Real estate	N	5	2	7
		%	71.4%	28.6%	100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	3	4	7
		%	42.9%	57.1%	100.0%
	Sjeverne opštine / Northern municipalities	N	30	17	47
		%	63.8%	36.2%	100.0%
	Centralne opštine / Central municipalities	N	166	60	226
		%	73.5%	26.5%	100.0%
Južne opštine / Southern municipalities	N	101	27	128	
	%	78.9%	21.1%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	70	15	85
		%	82.4%	17.6%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	62	25	87
		%	71.3%	28.7%	100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	81	28	109
		%	74.3%	25.7%	100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	84	36	120
		%	70.0%	30.0%	100.0%
	Total	N	297	104	401
		%	74.1%	25.9%	100.0%

Da li je Vaše preduzeće koristilo internu zajedničku stranu (home page) kao npr. intranet u januaru 2011. godine?

Did your enterprise use internal web page (home page) for example intranet, in January 2011?

			Da / Yes	Ne / No	Total
DJE LATNOST / SECTOR	Proizvodnja / Production	N	30	42	72
		%	41.7%	58.3%	100.0%
	Izgradnja / Construction	N	10	14	24
		%	41.7%	58.3%	100.0%
	Prodaja / Selling	N	80	137	217
		%	36.9%	63.1%	100.0%
	Hotelijerstvo / Hotels	N	10	34	44
		%	22.7%	77.3%	100.0%
	Transport i komunikacije / Transport and communication	N	7	7	14
		%	50.0%	50.0%	100.0%
	Bankarstvo i finansije / Banking and finances	N	7	6	13
		%	53.8%	46.2%	100.0%
	Nekretnine i propratne usluge / Real estate	N	1	6	7
		%	14.3%	85.7%	100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	4	3	7
		%	57.1%	42.9%	100.0%
	Sjeverne opštine / Northern municipalities	N	17	31	48
		%	35.4%	64.6%	100.0%
Centralne opštine / Central municipalities	N	101	125	226	
	%	44.7%	55.3%	100.0%	
Južne opštine / Southern municipalities	N	32	94	126	
	%	25.4%	74.6%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	24	59	83
		%	28.9%	71.1%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	27	59	86
		%	31.4%	68.6%	100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	45	66	111
		%	40.5%	59.5%	100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	54	66	120
		%	45.0%	55.0%	100.0%
	Total	N	150	250	400
		%	37.5%	62.5%	100.0%

Da li je Vaše preduzeće koristilo extranet, web prezentaciju ili dodatak na intranet sa pristupom koji je ograničen samo na određene poslovne partnere?

Did your enterprise use extranet (web site, or addition to intranet with limited access only for selected business partners) in January 2011?

			Da / Yes	Ne / No	Total
	Proizvodnja / Production	N	14	55	69
		%	20.3%	79.7%	100.0%
	Izgradnja / Construction	N	9	15	24
		%	37.5%	62.5%	100.0%
	Prodaja / Selling	N	49	166	215
		%	22.8%	77.2%	100.0%
	Hotelijerstvo / Hotels	N	8	32	40
		%	20.0%	80.0%	100.0%
	Transport i komunikacije / Transport and communication	N	5	9	14
		%	35.7%	64.3%	100.0%
	Bankarstvo i finansije / Banking and finances	N	4	9	13
		%	30.8%	69.2%	100.0%
	Nekretnine i propratne usluge / Real estate	N	1	6	7
		%	14.3%	85.7%	100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	1	6	7
		%	14.3%	85.7%	100.0%
	Sjeverne opštine / Northern municipalities	N	6	39	45
		%	13.3%	86.7%	100.0%
	Centralne opštine / Central municipalities	N	59	163	222
		%	26.6%	73.4%	100.0%
	Južne opštine / Southern municipalities	N	27	97	124
		%	21.8%	78.2%	100.0%
	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	15	65	80
		%	18.8%	81.3%	100.0%
	Između 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	12	75	87
		%	13.8%	86.2%	100.0%
	Između 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	28	81	109
		%	25.7%	74.3%	100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	37	78	115
		%	32.2%	67.8%	100.0%
Total		N	92	299	391
		%	23.5%	76.5%	100.0%

Da li Vaše preduzeće u j anuaru 2011. godine koristilo besplatne ili tzv. open source operative sisteme kakav je na primjer Linux...?

Did your enterprise use open source operating systems, such as Linux in January 2011?

			Da / Yes	Ne / No	Total
DJELATNOST / SECTOR	Proizvodnja / Production	N	7	63	70
		%	10.0%	90.0%	100.0%
	Izgradnja / Construction	N	4	20	24
		%	16.7%	83.3%	100.0%
	Prodaja / Selling	N	40	176	216
		%	18.5%	81.5%	100.0%
	Hotelijerstvo / Hotels	N	4	40	44
		%	9.1%	90.9%	100.0%
	Transport i komunikacije / Transport and communication	N	4	10	14
		%	28.6%	71.4%	100.0%
	Bankarstvo i finansije / Banking and finances	N	3	10	13
		%	23.1%	76.9%	100.0%
	Nekretnine i propratne usluge / Real estate	N	0	7	7
		%	0.0%	100.0%	100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	1	6	7
		%	14.3%	85.7%	100.0%
	Sjeverne opštine / Northern municipalities	N	1	45	46
		%	2.2%	97.8%	100.0%
Centralne opštine / Central municipalities	N	49	175	224	
	%	21.9%	78.1%	100.0%	
Južne opštine / Southern municipalities	N	14	113	127	
	%	11.0%	89.0%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	17	65	82
		%	20.7%	79.3%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	10	77	87
		%	11.5%	88.5%	100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	14	95	109
		%	12.8%	87.2%	100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	23	96	119
		%	19.3%	80.7%	100.0%
	Total	N	64	333	397
		%	16.1%	83.9%	100.0%

Da li je Vaše preduzeće imalo pristup internetu u januaru 2011. godine? Did your enterprise have access to Internet in January 2011?			Da / Yes	Ne / No	Without answer	Total
DJELATNOST / SECTOR	Proizvodnja / Production	N	100	6	3	109
		%	91.7%	5.5%	2.8%	100.0%
	Izgradnja / Construction	N	35	1	0	36
		%	97.2%	2.8%	0.0%	100.0%
	Prodaja / Selling	N	287	16	5	308
		%	93.2%	5.2%	1.6%	100.0%
	Hotelijerstvo / Hotels	N	54	3	3	60
		%	90.0%	5.0%	5.0%	100.0%
	Transport i komunikacije / Transport and communication	N	16	2	0	18
		%	88.9%	11.1%	0.0%	100.0%
	Bankarstvo i finansije / Banking and finances	N	14	0	0	14
		%	100.0%	0.0%	0.0%	100.0%
	Nekretnine i propratne usluge / Real estate	N	8	0	0	8
		%	100.0%	0.0%	0.0%	100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	8	0	0	8
		%	100.0%	0.0%	0.0%	100.0%
	Sjeverne opštine / Northern municipalities	N	69	10	3	82
		%	84.1%	12.2%	3.7%	100.0%
Centralne opštine / Central municipalities	N	291	15	6	312	
	%	93.3%	4.8%	1.9%	100.0%	
Južne opštine / Southern municipalities	N	164	3	2	169	
	%	97.0%	1.8%	1.2%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	128	13	8	149
		%	85.9%	8.7%	5.4%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	124	9	2	135
		%	91.9%	6.7%	1.5%	100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	141	3	0	144
		%	97.9%	2.1%	0.0%	100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	131	3	1	135
		%	97.0%	2.2%	0.7%	100.0%
	Total	N	524	28	11	563
		%	93.1%	5.0%	2.0%	100.0%

Da li je Vaše preduzeće imalo pristup internetu u januaru 2011. godine? Did your enterprise have access to Internet in January 2011?							
			Da / Yes	Ne / No	Without answer	Total	
DJETLATNOST / SECTOR	Proizvodnja / Production	N	100	6	3	109	
		%	91.7%	5.5%	2.8%	100.0%	
	Izgradnja / Construction	N	35	1	0	36	
		%	97.2%	2.8%	0.0%	100.0%	
	Prodaja / Selling	N	287	16	5	308	
		%	93.2%	5.2%	1.6%	100.0%	
	Hotelijerstvo / Hotels	N	54	3	3	60	
		%	90.0%	5.0%	5.0%	100.0%	
	Transport i komunikacije / Transport and communication	N	16	2	0	18	
		%	88.9%	11.1%	0.0%	100.0%	
	Bankarstvo i finansije / Banking and finances	N	14	0	0	14	
		%	100.0%	0.0%	0.0%	100.0%	
	Nekretnine i propratne usluge / Real estate	N	8	0	0	8	
		%	100.0%	0.0%	0.0%	100.0%	
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	8	0	0	8	
		%	100.0%	0.0%	0.0%	100.0%	
	REGION	Sjeverne opštine / Northern municipalities	N	69	10	3	82
			%	84.1%	12.2%	3.7%	100.0%
Centralne opštine / Central municipalities		N	291	15	6	312	
		%	93.3%	4.8%	1.9%	100.0%	
Južne opštine / Southern municipalities		N	164	3	2	169	
		%	97.0%	1.8%	1.2%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	128	13	8	149	
		%	85.9%	8.7%	5.4%	100.0%	
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	124	9	2	135	
		%	91.9%	6.7%	1.5%	100.0%	
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	141	3	0	144	
		%	97.9%	2.1%	0.0%	100.0%	
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	131	3	1	135	
		%	97.0%	2.2%	0.7%	100.0%	
Total		N	524	28	11	563	
		%	93.1%	5.0%	2.0%	100.0%	

Da li je Vaše preduzeće koristilo neki od sljedećih eksternih oblika konekcije u januaru 2011: Tradicionalni modem/Did your enterprise use any of the following external connections in January 2011: traditional modem (dial-up connection)?						
			Da / Yes	Ne / No	Without answer	Total
DJETATNOST / SECTOR	Proizvodnja / Production	N	20	80	0	100
		%	20.0%	80.0%	0.0%	100.0%
	Izgradnja / Construction	N	3	32	0	35
		%	8.6%	91.4%	0.0%	100.0%
	Prodaja / Selling	N	66	219	2	287
		%	23.0%	76.3%	0.7%	100.0%
	Hotelijerstvo / Hotels	N	4	50	0	54
		%	7.4%	92.6%	0.0%	100.0%
	Transport i komunikacije / Transport and communication	N	3	13	0	16
		%	18.8%	81.3%	0.0%	100.0%
Bankarstvo i finansije / Banking and finances	N	1	13	0	14	
	%	7.1%	92.9%	0.0%	100.0%	
Nekretnine i propratne usluge / Real estate	N	3	5	0	8	
	%	37.5%	62.5%	0.0%	100.0%	
Proizvodnja filma, radio i TV / Fil, radio and TV production	N	2	6	0	8	
	%	25.0%	75.0%	0.0%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	N	26	43	0	69
		%	37.7%	62.3%	0.0%	100.0%
	Centralne opštine / Central municipalities	N	46	243	2	291
		%	15.8%	83.5%	0.7%	100.0%
	Južne opštine / Southern municipalities	N	32	132	0	164
		%	19.5%	80.5%	0.0%	100.0%
	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	22	106	0	128
		%	17.2%	82.8%	0.0%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	25	98	1	124
		%	20.2%	79.0%	0.8%	100.0%
Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	25	116	0	141	
	%	17.7%	82.3%	0.0%	100.0%	
Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	32	98	1	131	
	%	24.4%	74.8%	0.8%	100.0%	
Total	N	104	418	2	524	
	%	19.8%	79.8%	0.4%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES		N	104	418	2	524
		%	19.8%	79.8%	0.4%	100.0%

Da li je Vaše preduzeće koristilo neki od sljedećih eksternih oblika konekcije u januaru 2011: DSL (ADSL, SDSL,...)/Did your enterprise use any of the following external connections in January 2011: DSL (xDSL, ADSL, SDSL, etc) connection?			Da / Yes	Ne / No	Without answer	Total
DJETLATNOST / SECTOR	Proizvodnja / Production	N	87	12	1	100
		%	87.0%	12.0%	1.0%	100.0%
	Izgradnja / Construction	N	33	2	0	35
		%	94.3%	5.7%	0.0%	100.0%
	Prodaja / Selling	N	265	22	0	287
		%	92.3%	7.7%	0.0%	100.0%
	Hotelijerstvo / Hotels	N	53	1	0	54
		%	98.1%	1.9%	0.0%	100.0%
	Transport i komunikacije / Transport and communication	N	15	1	0	16
		%	93.8%	6.3%	0.0%	100.0%
Bankarstvo i finansije / Banking and finances	N	11	3	0	14	
	%	78.6%	21.4%	0.0%	100.0%	
Nekretnine i propratne usluge / Real estate	N	8	0	0	8	
	%	100.0%	0.0%	0.0%	100.0%	
Proizvodnja filma, radio i TV / Fil, radio and TV production	N	8	0	0	8	
	%	100.0%	0.0%	0.0%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	N	57	12	0	69
		%	82.6%	17.4%	0.0%	100.0%
	Centralne opštine / Central municipalities	N	269	21	1	291
		%	92.4%	7.2%	0.3%	100.0%
	Južne opštine / Southern municipalities	N	156	8	0	164
		%	95.1%	4.9%	0.0%	100.0%
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	117	11	0	128
		%	91.4%	8.6%	0.0%	100.0%
	Između 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	114	10	0	124
		%	91.9%	8.1%	0.0%	100.0%
	Između 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	133	8	0	141
		%	94.3%	5.7%	0.0%	100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	118	12	1	131
		%	90.1%	9.2%	0.8%	100.0%
Total	N	482	41	1	524	
	%	92.0%	7.8%	0.2%	100.0%	

Da li je Vaše preduzeće koristilo neki od sljedeć eksternih oblika konekcije u januaru 2011:Neki drugi vid fiksne internet konekcije, okviri relej, metrethernet ...PLC-powerline communication i dr .../Did your enterprise use any of the following external connections in January 2011: Other type of fixed internet connection (cable, leased line, etc)?

			Da / Yes	Ne / No	Without answer	Total
DJEIATNOST / SECTOR	Proizvodnja / Production	N	14	86	0	100
		%	14.0%	86.0%	0.0%	100.0%
	Izgradnja / Construction	N	4	31	0	35
		%	11.4%	88.6%	0.0%	100.0%
	Prodaja / Selling	N	38	248	1	287
		%	13.2%	86.4%	0.3%	100.0%
	Hotelijerstvo / Hotels	N	8	46	0	54
		%	14.8%	85.2%	0.0%	100.0%
	Transport i komunikacije / Transport and communication	N	3	13	0	16
		%	18.8%	81.3%	0.0%	100.0%
Bankarstvo i finansije / Banking and finances	N	6	8	0	14	
	%	42.9%	57.1%	0.0%	100.0%	
Nekretnine i propratne usluge / Real estate	N	0	8	0	8	
	%	0.0%	100.0%	0.0%	100.0%	
Proizvodnja filma, radio i TV / Fil, radio and TV production	N	3	5	0	8	
	%	37.5%	62.5%	0.0%	100.0%	
Sjeverne opštine / Northern municipalities	N	7	62	0	69	
	%	10.1%	89.9%	0.0%	100.0%	
Centralne opštine / Central municipalities	N	51	239	1	291	
	%	17.5%	82.1%	0.3%	100.0%	
Južne opštine / Southern municipalities	N	20	144	0	164	
	%	12.2%	87.8%	0.0%	100.0%	
Prvih 25% po broju zaposlenih / First quarter by number of employees	N	16	112	0	128	
	%	12.5%	87.5%	0.0%	100.0%	
Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	14	109	1	124	
	%	11.3%	87.9%	0.8%	100.0%	
Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	15	126	0	141	
	%	10.6%	89.4%	0.0%	100.0%	
Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	33	98	0	131	
	%	25.2%	74.8%	0.0%	100.0%	
Total	N	78	445	1	524	
	%	14.9%	84.9%	0.2%	100.0%	

Da li je Vaše preduzeće koristilo neki od sljedećih eksternih oblika konekcije u januaru 2011: Mobilnu broadband konekciju (preko 3g modema ili 3 g priključka) , koristeci npr. UMTS , CDMA 2000 itd
 Did your enterprise use any of the following external connections in January 2011: Mobile broadband connection (using 3G modem) using for example UMTS, CDMA2000, 2xEVDO, HSDPA?

			Da / Yes	Ne / No	Total
DJEĀATNOST / SECTOR	Proizvodnja / Production	N	13	87	100
		%	13.0%	87.0%	100.0%
	Izgradnja / Construction	N	6	29	35
		%	17.1%	82.9%	100.0%
	Prodaja / Selling	N	42	245	287
		%	14.6%	85.4%	100.0%
	Hotelijerstvo / Hotels	N	5	49	54
		%	9.3%	90.7%	100.0%
	Transport i komunikacije / Transport and communication	N	6	10	16
		%	37.5%	62.5%	100.0%
	Bankarstvo i finansije / Banking and finances	N	8	6	14
		%	57.1%	42.9%	100.0%
	Nekretnine i propratne usluge / Real estate	N	1	7	8
		%	12.5%	87.5%	100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	1	7	8
		%	12.5%	87.5%	100.0%
	Sjeverne opštine / Northern municipalities	N	7	62	69
		%	10.1%	89.9%	100.0%
Centralne opštine / Central municipalities	N	53	238	291	
	%	18.2%	81.8%	100.0%	
Južne opštine / Southern municipalities	N	24	140	164	
	%	14.6%	85.4%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	22	106	128
		%	17.2%	82.8%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	17	107	124
		%	13.7%	86.3%	100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	20	121	141
		%	14.2%	85.8%	100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	25	106	131
		%	19.1%	80.9%	100.0%
	Total	N	84	440	524
		%	16.0%	84.0%	100.0%

Da li je Vaše preduzeće koristilo neki od sljedećih eksternih oblika konekcije u januaru 2011: Mobilnu broadband konekciju preko prenosivog kompjutera koristeći 3g modem np UMTS , CDMA 2000?
 Did your enterprise use any of the following external connections in January 2011: Mobile broadband connection using portable computer and 3G modem, for example laptop, notebook, bettop with 3G modem, etc?

			Da / Yes	Ne / No	Total
	Proizvodnja / Production	N	23	77	100
		%	23.0%	77.0%	100.0%
	Izgradnja / Construction	N	8	27	35
		%	22.9%	77.1%	100.0%
	Prodaja / Selling	N	66	221	287
		%	23.0%	77.0%	100.0%
	Hotelijerstvo / Hotels	N	9	45	54
		%	16.7%	83.3%	100.0%
	Transport i komunikacije / Transport and communication	N	7	9	16
		%	43.8%	56.3%	100.0%
	Bankarstvo i finansije / Banking and finances	N	7	7	14
		%	50.0%	50.0%	100.0%
	Nekretnine i propratne usluge / Real estate	N	1	7	8
		%	12.5%	87.5%	100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	1	7	8
		%	12.5%	87.5%	100.0%
	Sjeverne opštine / Northern municipalities	N	13	56	69
		%	18.8%	81.2%	100.0%
	Centralne opštine / Central municipalities	N	81	210	291
		%	27.8%	72.2%	100.0%
	Južne opštine / Southern municipalities	N	30	134	164
		%	18.3%	81.7%	100.0%
	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	30	98	128
		%	23.4%	76.6%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	28	96	124
		%	22.6%	77.4%	100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	30	111	141
		%	21.3%	78.7%	100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	36	95	131
		%	27.5%	72.5%	100.0%
Total		N	124	400	524
		%	23.7%	76.3%	100.0%

Da li je Vaše preduzeće koristilo neki od sljedećih eksternih oblika konekcije u januaru 2011: Mobilnu broadband konekciju preko 3G handseta , npr smarhphone?
 Did your enterprise use any of the following external connections in January 2011: Mobile broadband connection using 3G handset, e.g. smarhphone, using UMTS, CDMA2000, 1xEVDO, HSDPA?

		Da / Yes	Ne / No	Total	
DJEĀLATNOST / SECTOR	Proizvodnja / Production	N	9	91	100
		%	9.0%	91.0%	100.0%
	Izgradnja / Construction	N	1	34	35
		%	2.9%	97.1%	100.0%
	Prodaja / Selling	N	24	263	287
		%	8.4%	91.6%	100.0%
	Hotelijerstvo / Hotels	N	5	49	54
		%	9.3%	90.7%	100.0%
	Transport i komunikacije / Transport and communication	N	4	12	16
		%	25.0%	75.0%	100.0%
	Bankarstvo i finansije / Banking and finances	N	1	13	14
		%	7.1%	92.9%	100.0%
	Nekretnine i propratne usluge / Real estate	N	0	8	8
		%	0.0%	100.0%	100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	1	7	8
		%	12.5%	87.5%	100.0%
	Sjeverne opštine / Northern municipalities	N	2	67	69
		%	2.9%	97.1%	100.0%
Centralne opštine / Central municipalities	N	30	261	291	
	%	10.3%	89.7%	100.0%	
Južne opštine / Southern municipalities	N	15	149	164	
	%	9.1%	90.9%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	13	115	128
		%	10.2%	89.8%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	9	115	124
		%	7.3%	92.7%	100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	13	128	141
		%	9.2%	90.8%	100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	12	119	131
		%	9.2%	90.8%	100.0%
	Total	N	47	477	524
		%	9.0%	91.0%	100.0%

Da li je Vaše preduzeće koristilo neki od sljedećih eksternih oblika konekcije u januaru 2011 :Drugu mobilnu konekciju analogni telefon ,GSM,GPRS, EDGE?/ Did your enterprise use any of the following external connections in January 2011: Other mobile connection, using for example analog phone, GSM, GPRS, EDGE?

		Da / Yes	Ne / No	Total	
DJELATNOST / SECTOR	Proizvodnja / Production	N	9	91	100
		%	9.0%	91.0%	100.0%
	Izgradnja / Construction	N	3	32	35
		%	8.6%	91.4%	100.0%
	Prodaja / Selling	N	37	250	287
		%	12.9%	87.1%	100.0%
	Hotelijerstvo / Hotels	N	3	51	54
		%	5.6%	94.4%	100.0%
	Transport i komunikacije / Transport and communication	N	4	12	16
		%	25.0%	75.0%	100.0%
	Bankarstvo i finansije / Banking and finances	N	3	11	14
		%	21.4%	78.6%	100.0%
	Nekretnine i propratne usluge / Real estate	N	0	8	8
		%	0.0%	100.0%	100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	2	6	8
		%	25.0%	75.0%	100.0%
	Sjeverne opštine / Northern municipalities	N	9	60	69
		%	13.0%	87.0%	100.0%
Centralne opštine / Central municipalities	N	34	257	291	
	%	11.7%	88.3%	100.0%	
Južne opštine / Southern municipalities	N	20	144	164	
	%	12.2%	87.8%	100.0%	
Prvih 25% po broju zaposlenih / First quarter by number of employees	N	13	115	128	
	%	10.2%	89.8%	100.0%	
Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	15	109	124	
	%	12.1%	87.9%	100.0%	
Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	15	126	141	
	%	10.6%	89.4%	100.0%	
Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	20	111	131	
	%	15.3%	84.7%	100.0%	
Total	N	63	461	524	
	%	12.0%	88.0%	100.0%	

Da li je Vaše preduzeće koristilo internet za neku od sljedećih namjena u januaru 2011 godine:
Bankarske ili finansijske transakcije?/Did your enterprise use Internet for any of the following
purposes: Banking and financial transactions?

			Da / Yes	Ne / No	Total	
DJEĀLATNOST / SECTOR	Proizvodnja / Production	N	59	41	100	
		%	59.0%	41.0%	100.0%	
	Izgradnja / Construction	N	22	13	35	
		%	62.9%	37.1%	100.0%	
	Prodaja / Selling	N	176	111	287	
		%	61.3%	38.7%	100.0%	
	Hotelijerstvo / Hotels	N	29	25	54	
		%	53.7%	46.3%	100.0%	
	Transport i komunikacije / Transport and communication	N	11	5	16	
		%	68.8%	31.3%	100.0%	
	Bankarstvo i finansije / Banking and finances	N	13	1	14	
		%	92.9%	7.1%	100.0%	
	Nekretnine i propratne usluge / Real estate	N	2	6	8	
		%	25.0%	75.0%	100.0%	
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	6	2	8	
		%	75.0%	25.0%	100.0%	
	REGION	Sjeverne opštine / Northern municipalities	N	33	36	69
			%	47.8%	52.2%	100.0%
Centralne opštine / Central municipalities		N	198	93	291	
		%	68.0%	32.0%	100.0%	
Južne opštine / Southern municipalities		N	88	76	164	
		%	53.7%	46.3%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES		Prvih 25% po broju zaposlenih / First quarter by number of employees	N	70	58	128
			%	54.7%	45.3%	100.0%
		Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	67	57	124
			%	54.0%	46.0%	100.0%
		Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	93	48	141
			%	66.0%	34.0%	100.0%
		Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	89	42	131
			%	67.9%	32.1%	100.0%
		Total	N	319	205	524
			%	60.9%	39.1%	100.0%

Da li je Vaše preduzeće koristilo internet za neku od sljedećih namjena u januaru 2011 .godine:
 Trening i edukacija? /Did your enterprise use Internet for any of the following purposes: Training and education?

		Da / Yes	Ne / No	Without answer	Total
DJETELNOST / SECTOR	Proizvodnja / Production	N 32 % 32.0%	67 67.0%	1 1.0%	100 100.0%
	Izgradnja / Construction	N 14 % 40.0%	21 60.0%	0 0.0%	35 100.0%
	Prodaja / Selling	N 114 % 39.7%	169 58.9%	4 1.4%	287 100.0%
	Hotelijerstvo / Hotels	N 19 % 35.2%	35 64.8%	0 0.0%	54 100.0%
	Transport i komunikacije / Transport and communication	N 7 % 43.8%	9 56.3%	0 0.0%	16 100.0%
	Bankarstvo i finansije / Banking and finances	N 7 % 50.0%	7 50.0%	0 0.0%	14 100.0%
	Nekretnine i propratne usluge / Real estate	N 2 % 25.0%	6 75.0%	0 0.0%	8 100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N 4 % 50.0%	4 50.0%	0 0.0%	8 100.0%
	Sjeverne opštine / Northern municipalities	N 17 % 24.6%	51 73.9%	1 1.4%	69 100.0%
	Centralne opštine / Central municipalities	N 125 % 43.0%	163 56.0%	3 1.0%	291 100.0%
Južne opštine / Southern municipalities	N 59 % 36.0%	104 63.4%	1 0.6%	164 100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N 46 % 35.9%	81 63.3%	1 0.8%	128 100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N 47 % 37.9%	74 59.7%	3 2.4%	124 100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N 55 % 39.0%	85 60.3%	1 0.7%	141 100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N 53 % 40.5%	78 59.5%	0 0.0%	131 100.0%
Total		N 201 % 38.4%	318 60.7%	5 1.0%	524 100.0%

Da li je Vaše preduzeće koristilo internet za komunikaciju sa javnim vlastima tokom 2010? / Did your enterprise use internet for communication with public authorities in 2010?

			Da / Yes	Ne / No	Without answer	Total	
DJELATNOST / SECTOR	Proizvodnja / Production	N	52	47	1	100	
		%	52.0%	47.0%	1.0%	100.0%	
	Izgradnja / Construction	N	15	20	0	35	
		%	42.9%	57.1%	0.0%	100.0%	
	Prodaja / Selling	N	99	186	2	287	
		%	34.5%	64.8%	0.7%	100.0%	
	Hotelijerstvo / Hotels	N	26	27	1	54	
		%	48.1%	50.0%	1.9%	100.0%	
	Transport i komunikacije / Transport and communication	N	11	5	0	16	
		%	68.8%	31.3%	0.0%	100.0%	
	Bankarstvo i finansije / Banking and finances	N	8	6	0	14	
		%	57.1%	42.9%	0.0%	100.0%	
	Nekretnine i propratne usluge / Real estate	N	5	3	0	8	
		%	62.5%	37.5%	0.0%	100.0%	
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	4	4	0	8	
		%	50.0%	50.0%	0.0%	100.0%	
	REGION	Sjeverne opštine / Northern municipalities	N	28	39	2	69
			%	40.6%	56.5%	2.9%	100.0%
Centralne opštine / Central municipalities		N	118	172	1	291	
		%	40.5%	59.1%	0.3%	100.0%	
Južne opštine / Southern municipalities		N	76	87	1	164	
		%	46.3%	53.0%	0.6%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES		Prvih 25% po broju zaposlenih / First quarter by number of employees	N	42	84	2	128
			%	32.8%	65.6%	1.6%	100.0%
		Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	41	83	0	124
			%	33.1%	66.9%	0.0%	100.0%
		Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	61	78	2	141
			%	43.3%	55.3%	1.4%	100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	78	53	0	131	
		%	59.5%	40.5%	0.0%	100.0%	
Total		N	222	298	4	524	
		%	42.4%	56.9%	0.8%	100.0%	

Da li je Vaše preduzeće koristilo internet za komunikaciju sa javnim vlastima tokom 2010. godine u sljedeće svrhe: Radi dobijanja određenih informacija?/Did your enterprise use internet for communication with public authorities in 2010, for the following purposes: For obtaining information?

		Da / Yes	Ne / No	Without answer	Total
DJETLATNOST / SECTOR	Proizvodnja / Production	N 46 % 88.5%	6 11.5%	0 0.0%	52 100.0%
	Izgradnja / Construction	N 15 % 100.0%	0 0.0%	0 0.0%	15 100.0%
	Prodaja / Selling	N 91 % 91.9%	8 8.1%	0 0.0%	99 100.0%
	Hotelijerstvo / Hotels	N 25 % 96.2%	1 3.8%	0 0.0%	26 100.0%
	Transport i komunikacije / Transport and communication	N 10 % 90.9%	1 9.1%	0 0.0%	11 100.0%
	Bankarstvo i finansije / Banking and finances	N 7 % 87.5%	0 0.0%	1 12.5%	8 100.0%
	Nekretnine i propratne usluge / Real estate	N 5 % 100.0%	0 0.0%	0 0.0%	5 100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N 3 % 75.0%	1 25.0%	0 0.0%	4 100.0%
	Sjeverne opštine / Northern municipalities	N 24 % 85.7%	4 14.3%	0 0.0%	28 100.0%
	Centralne opštine / Central municipalities	N 108 % 91.5%	9 7.6%	1 0.8%	118 100.0%
Južne opštine / Southern municipalities	N 72 % 94.7%	4 5.3%	0 0.0%	76 100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N 38 % 90.5%	4 9.5%	0 0.0%	42 100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N 38 % 92.7%	3 7.3%	0 0.0%	41 100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N 58 % 95.1%	3 4.9%	0 0.0%	61 100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N 70 % 89.7%	7 9.0%	1 1.3%	78 100.0%
	Total	N 204 % 91.9%	17 7.7%	1 0.5%	222 100.0%

Da li je Vaše preduzeće koristilo internet za komunikaciju sa javnim vlastima tokom 2010. godine u sljedeće svrhe: Radi dobijanja odredjenih obrazaca/Did your enterprise use internet for communication with public authorities in 2010, for the following purposes: For obtaining certain forms?

			Da / Yes	Ne / No	Without answer	Total
DJELATNOST / SECTOR	Proizvodnja / Production	N	40	12	0	52
		%	76.9%	23.1%	0.0%	100.0%
	Izgradnja / Construction	N	14	1	0	15
		%	93.3%	6.7%	0.0%	100.0%
	Prodaja / Selling	N	84	15	0	99
		%	84.8%	15.2%	0.0%	100.0%
	Hotelijerstvo / Hotels	N	22	4	0	26
		%	84.6%	15.4%	0.0%	100.0%
	Transport i komunikacije / Transport and communication	N	9	2	0	11
		%	81.8%	18.2%	0.0%	100.0%
Bankarstvo i finansije / Banking and finances	N	5	2	1	8	
	%	62.5%	25.0%	12.5%	100.0%	
Nekretnine i propratne usluge / Real estate	N	4	1	0	5	
	%	80.0%	20.0%	0.0%	100.0%	
Proizvodnja filma, radio i TV / Fil, radio and TV production	N	4	0	0	4	
	%	100.0%	0.0%	0.0%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	N	23	5	0	28
		%	82.1%	17.9%	0.0%	100.0%
	Centralne opštine / Central municipalities	N	94	23	1	118
		%	79.7%	19.5%	0.8%	100.0%
	Južne opštine / Southern municipalities	N	67	9	0	76
		%	88.2%	11.8%	0.0%	100.0%
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	32	10	0	42
		%	76.2%	23.8%	0.0%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	32	9	0	41
		%	78.0%	22.0%	0.0%	100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	55	6	0	61
		%	90.2%	9.8%	0.0%	100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	65	12	1	78
		%	83.3%	15.4%	1.3%	100.0%
Total		N	184	37	1	222
		%	82.9%	16.7%	0.5%	100.0%

Da li je Vaše preduzeće koristilo internet za komunikaciju sa javnim vlastima tokom 2010. godine u sljedeće svrhe :Za podnošenje popunjenih obrazaca/Did your enterprise use internet for communication with public authorities in 2010, for the following purposes: For submitting filled forms?

		Da / Yes	Ne / No	Without answer	Total
DJETLATNOST / SECTOR	Proizvodnja / Production	N 31 % 59.6%	21 40.4%	0 0.0%	52 100.0%
	Izgradnja / Construction	N 11 % 73.3%	4 26.7%	0 0.0%	15 100.0%
	Prodaja / Selling	N 68 % 68.7%	31 31.3%	0 0.0%	99 100.0%
	Hotelijerstvo / Hotels	N 19 % 73.1%	7 26.9%	0 0.0%	26 100.0%
	Transport i komunikacije / Transport and communication	N 7 % 63.6%	4 36.4%	0 0.0%	11 100.0%
	Bankarstvo i finansije / Banking and finances	N 4 % 50.0%	3 37.5%	1 12.5%	8 100.0%
	Nekretnine i propratne usluge / Real estate	N 3 % 60.0%	2 40.0%	0 0.0%	5 100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N 3 % 75.0%	1 25.0%	0 0.0%	4 100.0%
	Sjeverne opštine / Northern municipalities	N 19 % 67.9%	9 32.1%	0 0.0%	28 100.0%
	Centralne opštine / Central municipalities	N 74 % 62.7%	43 36.4%	1 0.8%	118 100.0%
Južne opštine / Southern municipalities	N 55 % 72.4%	21 27.6%	0 0.0%	76 100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N 25 % 59.5%	17 40.5%	0 0.0%	42 100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N 24 % 58.5%	17 41.5%	0 0.0%	41 100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N 44 % 72.1%	17 27.9%	0 0.0%	61 100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N 55 % 70.5%	22 28.2%	1 1.3%	78 100.0%
	Total	N 148 % 66.7%	73 32.9%	1 0.5%	222 100.0%

Da li je Vaše preduzeće koristilo internet za komunikaciju sa javnim vlastima tokom 2010. godine u sljedeće svrhe: Za sprovođenje određene administrativne procedure u potpunosti elektronskim putem, bez dodatnih papira/Did your enterprise use internet for communication with public authorities in 2010, for the following purposes: For completing certain administrative procedure (i.e. registration, authorization, etc) completely electronically without additional documents (including payment if it was part of procedure)?

			Da / Yes	Ne / No	Without answer	Total
DJELATNOST / SECTOR	Proizvodnja / Production	N	23	29	0	52
		%	44.2%	55.8%	0.0%	100.0%
	Izgradnja / Construction	N	10	5	0	15
		%	66.7%	33.3%	0.0%	100.0%
	Prodaja / Selling	N	43	56	0	99
		%	43.4%	56.6%	0.0%	100.0%
	Hotelijerstvo / Hotels	N	13	13	0	26
		%	50.0%	50.0%	0.0%	100.0%
	Transport i komunikacije / Transport and communication	N	6	5	0	11
		%	54.5%	45.5%	0.0%	100.0%
Bankarstvo i finansije / Banking and finances	N	2	5	1	8	
	%	25.0%	62.5%	12.5%	100.0%	
Nekretnine i propratne usluge / Real estate	N	3	2	0	5	
	%	60.0%	40.0%	0.0%	100.0%	
Proizvodnja filma, radio i TV / Fil, radio and TV production	N	3	1	0	4	
	%	75.0%	25.0%	0.0%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	N	8	20	0	28
		%	28.6%	71.4%	0.0%	100.0%
	Centralne opštine / Central municipalities	N	59	58	1	118
		%	50.0%	49.2%	0.8%	100.0%
	Južne opštine / Southern municipalities	N	38	38	0	76
		%	50.0%	50.0%	0.0%	100.0%
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	14	28	0	42
		%	33.3%	66.7%	0.0%	100.0%
	Između 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	14	27	0	41
		%	34.1%	65.9%	0.0%	100.0%
	Između 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	33	28	0	61
		%	54.1%	45.9%	0.0%	100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	44	33	1	78
		%	56.4%	42.3%	1.3%	100.0%
Total		N	105	116	1	222
		%	47.3%	52.3%	0.5%	100.0%

Da li je Vaše preduzeće koristilo internet za komunikaciju sa javnim vlastima tokom 2010. godine u sljedeće svrhe: Za popunjavanje i podnošenje prijave u javnom tenderskom procesu/Did your enterprise use internet for communication with public authorities in 2010, for the following purposes: For filling and submitting application in public procurement proces (in form specifically designed for that purpose, not by email)?

		Da / Yes	Ne / No	Without answer	Total		
DJELATNOST / SECTOR	Proizvodnja / Production	N	10	42	0	52	
		%	19.2%	80.8%	0.0%	100.0%	
	Izgradnja / Construction	N	7	8	0	15	
		%	46.7%	53.3%	0.0%	100.0%	
	Prodaja / Selling	N	26	73	0	99	
		%	26.3%	73.7%	0.0%	100.0%	
	Hotelijerstvo / Hotels	N	3	23	0	26	
		%	11.5%	88.5%	0.0%	100.0%	
	Transport i komunikacije / Transport and communication	N	2	9	0	11	
		%	18.2%	81.8%	0.0%	100.0%	
	Bankarstvo i finansije / Banking and finances	N	1	6	1	8	
		%	12.5%	75.0%	12.5%	100.0%	
	Nekretnine i propratne usluge / Real estate	N	0	5	0	5	
		%	0.0%	100.0%	0.0%	100.0%	
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	2	2	0	4	
		%	50.0%	50.0%	0.0%	100.0%	
	REGION	Sjeverne opštine / Northern municipalities	N	5	23	0	28
			%	17.9%	82.1%	0.0%	100.0%
Centralne opštine / Central municipalities		N	33	84	1	118	
		%	28.0%	71.2%	0.8%	100.0%	
Južne opštine / Southern municipalities		N	15	61	0	76	
		%	19.7%	80.3%	0.0%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	5	37	0	42	
		%	11.9%	88.1%	0.0%	100.0%	
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	7	34	0	41	
		%	17.1%	82.9%	0.0%	100.0%	
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	19	42	0	61	
		%	31.1%	68.9%	0.0%	100.0%	
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	22	55	1	78	
		%	28.2%	70.5%	1.3%	100.0%	
Total		N	53	168	1	222	
		%	23.9%	75.7%	0.5%	100.0%	

Da li je u januaru 2011. godine, preduzece imalo svoju internet prezentaciju?/Did your enterprise have its web site in January 2011?

			Da / Yes	Ne / No	Total	
DJEĀLATNOST / SECTOR	Proizvodnja / Production	N	41	59	100	
		%	41.0%	59.0%	100.0%	
	Izgradnja / Construction	N	12	23	35	
		%	34.3%	65.7%	100.0%	
	Prodaja / Selling	N	107	180	287	
		%	37.3%	62.7%	100.0%	
	Hotelijerstvo / Hotels	N	34	20	54	
		%	63.0%	37.0%	100.0%	
	Transport i komunikacije / Transport and communication	N	9	7	16	
		%	56.3%	43.8%	100.0%	
	Bankarstvo i finansije / Banking and finances	N	6	8	14	
		%	42.9%	57.1%	100.0%	
	Nekretnine i propratne usluge / Real estate	N	3	5	8	
		%	37.5%	62.5%	100.0%	
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	2	6	8	
		%	25.0%	75.0%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	N	14	55	69	
		%	20.3%	79.7%	100.0%	
	Centralne opštine / Central municipalities	N	140	151	291	
		%	48.1%	51.9%	100.0%	
	Južne opštine / Southern municipalities	N	61	103	164	
		%	37.2%	62.8%	100.0%	
	BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	49	79	128
			%	38.3%	61.7%	100.0%
		Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	42	82	124
			%	33.9%	66.1%	100.0%
		Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	53	88	141
			%	37.6%	62.4%	100.0%
Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	71	60	131		
	%	54.2%	45.8%	100.0%		
Total		N	215	309	524	
		%	41.0%	59.0%	100.0%	

Da li je u januaru 2011. godine, preduzeće imalo svoju internet prezentaciju?/Did your enterprise have its web site in January 2011?

		Da / Yes	Ne / No	Without answer	Total	
DJELATNOST / SECTOR	Proizvodnja / Production	N 41	59	100	52	
		% 41.0%	59.0%	100.0%	100.0%	
	Izgradnja / Construction	N 12	23	35	15	
		% 34.3%	65.7%	100.0%	100.0%	
	Prodaja / Selling	N 107	180	287	99	
		% 37.3%	62.7%	100.0%	100.0%	
	Hotelijerstvo / Hotels	N 34	20	54	26	
		% 63.0%	37.0%	100.0%	100.0%	
	Transport i komunikacije / Transport and communication	N 9	7	16	11	
		% 56.3%	43.8%	100.0%	100.0%	
	Bankarstvo i finansije / Banking and finances	N 6	8	14	8	
		% 42.9%	57.1%	100.0%	100.0%	
	Nekretnine i propratne usluge / Real estate	N 3	5	8	5	
		% 37.5%	62.5%	100.0%	100.0%	
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N 2	6	8	4	
		% 25.0%	75.0%	100.0%	100.0%	
	REGION	Sjeverne opštine / Northern municipalities	N 14	55	69	28
			% 20.3%	79.7%	100.0%	100.0%
Centralne opštine / Central municipalities		N 140	151	291	118	
		% 48.1%	51.9%	100.0%	100.0%	
Južne opštine / Southern municipalities		N 61	103	164	76	
		% 37.2%	62.8%	100.0%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N 49	79	128	42	
		% 38.3%	61.7%	100.0%	100.0%	
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N 42	82	124	41	
		% 33.9%	66.1%	100.0%	100.0%	
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N 53	88	141	61	
		% 37.6%	62.4%	100.0%	100.0%	
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N 71	60	131	78	
		% 54.2%	45.8%	100.0%	100.0%	
Total		N 215	309	524	222	
		% 41.0%	59.0%	100.0%	100.0%	

Da li je internet prezentacija imala sljedeće elemente: Izjava o politici zaštite privatnosti podataka, sertifikat zaštite privatnosti ili drugi sertifikat povezan sa internet bezbjednošću?/Did web site of your enterprise have following elements in January 2011: Declaration on the Protection of data privacy, privacy protection certificate or other certificate connected to internet safety?

			Da / Yes	Ne / No	Without answer	Total
DJELATNOST / SECTOR	Proizvodnja / Production	N	14	26	1	41
		%	34.1%	63.4%	2.4%	100.0%
	Izgradnja / Construction	N	5	7	0	12
		%	41.7%	58.3%	0.0%	100.0%
	Prodaja / Selling	N	39	66	2	107
		%	36.4%	61.7%	1.9%	100.0%
	Hotelijerstvo / Hotels	N	11	22	1	34
		%	32.4%	64.7%	2.9%	100.0%
	Transport i komunikacije / Transport and communication	N	6	3	0	9
		%	66.7%	33.3%	0.0%	100.0%
Bankarstvo i finansije / Banking and finances	N	5	1	0	6	
	%	83.3%	16.7%	0.0%	100.0%	
Nekretnine i propratne usluge / Real estate	N	1	2	0	3	
	%	33.3%	66.7%	0.0%	100.0%	
Proizvodnja filma, radio i TV / Fil, radio and TV production	N	0	2	0	2	
	%	0.0%	100.0%	0.0%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	N	6	8	0	14
		%	42.9%	57.1%	0.0%	100.0%
	Centralne opštine / Central municipalities	N	51	85	4	140
		%	36.4%	60.7%	2.9%	100.0%
	Južne opštine / Southern municipalities	N	25	36	0	61
		%	41.0%	59.0%	0.0%	100.0%
	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	18	29	2	49
		%	36.7%	59.2%	4.1%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	13	29	0	42
		%	31.0%	69.0%	0.0%	100.0%
Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	20	31	2	53	
	%	37.7%	58.5%	3.8%	100.0%	
Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	31	40	0	71	
	%	43.7%	56.3%	0.0%	100.0%	
Total	N	82	129	4	215	
	%	38.1%	60.0%	1.9%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Proizvodnja / Production	N	14	26	1	41
		%	34.1%	63.4%	2.4%	100.0%
	Izgradnja / Construction	N	5	7	0	12
		%	41.7%	58.3%	0.0%	100.0%
	Prodaja / Selling	N	39	66	2	107
%		36.4%	61.7%	1.9%	100.0%	
Hotelijerstvo / Hotels	N	11	22	1	34	
	%	32.4%	64.7%	2.9%	100.0%	
Transport i komunikacije / Transport and communication	N	6	3	0	9	
	%	66.7%	33.3%	0.0%	100.0%	
Bankarstvo i finansije / Banking and finances	N	5	1	0	6	
	%	83.3%	16.7%	0.0%	100.0%	
Nekretnine i propratne usluge / Real estate	N	1	2	0	3	
	%	33.3%	66.7%	0.0%	100.0%	
Proizvodnja filma, radio i TV / Fil, radio and TV production	N	0	2	0	2	
	%	0.0%	100.0%	0.0%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Sjeverne opštine / Northern municipalities	N	6	8	0	14
		%	42.9%	57.1%	0.0%	100.0%
	Centralne opštine / Central municipalities	N	51	85	4	140
		%	36.4%	60.7%	2.9%	100.0%
	Južne opštine / Southern municipalities	N	25	36	0	61
		%	41.0%	59.0%	0.0%	100.0%
	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	18	29	2	49
		%	36.7%	59.2%	4.1%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	13	29	0	42
		%	31.0%	69.0%	0.0%	100.0%
Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	20	31	2	53	
	%	37.7%	58.5%	3.8%	100.0%	
Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	31	40	0	71	
	%	43.7%	56.3%	0.0%	100.0%	
Total	N	82	129	4	215	
	%	38.1%	60.0%	1.9%	100.0%	

Da li je internet prezentacija imala sljedeće elemente: Kataloge proizvoda i cjenovnike?/Did web site of your enterprise have following elements in January 2011: Product catalogue and price lists?

			Da / Yes	Ne / No	Without answer	Total
DJELATNOST / SECTOR	Proizvodnja / Production	N	32	9	0	41
		%	78.0%	22.0%	0.0%	100.0%
	Izgradnja / Construction	N	8	4	0	12
		%	66.7%	33.3%	0.0%	100.0%
	Prodaja / Selling	N	84	21	2	107
		%	78.5%	19.6%	1.9%	100.0%
	Hotelijerstvo / Hotels	N	30	3	1	34
		%	88.2%	8.8%	2.9%	100.0%
	Transport i komunikacije / Transport and communication	N	7	2	0	9
		%	77.8%	22.2%	0.0%	100.0%
	Bankarstvo i finansije / Banking and finances	N	5	1	0	6
		%	83.3%	16.7%	0.0%	100.0%
	Nekretnine i propratne usluge / Real estate	N	1	2	0	3
		%	33.3%	66.7%	0.0%	100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	1	1	0	2
		%	50.0%	50.0%	0.0%	100.0%
	Sjeverne opštine / Northern municipalities	N	11	3	0	14
		%	78.6%	21.4%	0.0%	100.0%
Centralne opštine / Central municipalities	N	106	31	3	140	
	%	75.7%	22.1%	2.1%	100.0%	
Južne opštine / Southern municipalities	N	52	9	0	61	
	%	85.2%	14.8%	0.0%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	36	11	2	49
		%	73.5%	22.4%	4.1%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	35	7	0	42
		%	83.3%	16.7%	0.0%	100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	44	8	1	53
		%	83.0%	15.1%	1.9%	100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	54	17	0	71
		%	76.1%	23.9%	0.0%	100.0%
	Total	N	169	43	3	215
		%	78.6%	20.0%	1.4%	100.0%

Da li je internet prezentacija imala sljedeće elemente: Mogućnost za posjetioce sajta da dizajniraju ili sebi prilagođavaju Vaš proizvod?/Did web site of your enterprise have following elements in January 2011: Possibility for visitors of your site to design, or adapt your product

			Da / Yes	Ne / No	Without answer	Total	
DJELATNOST / SECTOR	Proizvodnja / Production	N	4	36	1	41	
		%	9.8%	87.8%	2.4%	100.0%	
	Izgradnja / Construction	N	1	11	0	12	
		%	8.3%	91.7%	0.0%	100.0%	
	Prodaja / Selling	N	17	88	2	107	
		%	15.9%	82.2%	1.9%	100.0%	
	Hotelijerstvo / Hotels	N	2	31	1	34	
		%	5.9%	91.2%	2.9%	100.0%	
	Transport i komunikacije / Transport and communication	N	4	5	0	9	
		%	44.4%	55.6%	0.0%	100.0%	
Bankarstvo i finansije / Banking and finances	N	1	4	1	6		
	%	16.7%	66.7%	16.7%	100.0%		
Nekretnine i propratne usluge / Real estate	N	0	3	0	3		
	%	0.0%	100.0%	0.0%	100.0%		
REGION	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	0	2	0	2	
		%	0.0%	100.0%	0.0%	100.0%	
	Sjeverne opštine / Northern municipalities	N	4	10	0	14	
		%	28.6%	71.4%	0.0%	100.0%	
	Centralne opštine / Central municipalities	N	19	116	5	140	
		%	13.6%	82.9%	3.6%	100.0%	
	Južne opštine / Southern municipalities	N	7	54	0	61	
		%	11.5%	88.5%	0.0%	100.0%	
	BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	6	40	3	49
			%	12.2%	81.6%	6.1%	100.0%
Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees		N	6	36	0	42	
		%	14.3%	85.7%	0.0%	100.0%	
Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees		N	7	45	1	53	
		%	13.2%	84.9%	1.9%	100.0%	
Preko 75% po broju zaposlenih / Fourth quarter by number of employees		N	11	59	1	71	
		%	15.5%	83.1%	1.4%	100.0%	
Total		N	30	180	5	215	
		%	14.0%	83.7%	2.3%	100.0%	

Da li je internet prezentacija imala sljedeće elemente: Sistem online poručivanja ili rezervacije npr. shopping cart?/Did web site of your enterprise have following elements in January 2011: The system of online ordering or reservations, for example shopping cart?

			Da / Yes	Ne / No	Without answer	Total
DJELATNOST / SECTOR	Proizvodnja / Production	N	7	33	1	41
		%	17.1%	80.5%	2.4%	100.0%
	Izgradnja / Construction	N	2	10	0	12
		%	16.7%	83.3%	0.0%	100.0%
	Prodaja / Selling	N	25	82	0	107
		%	23.4%	76.6%	0.0%	100.0%
	Hotelijerstvo / Hotels	N	24	10	0	34
		%	70.6%	29.4%	0.0%	100.0%
	Transport i komunikacije / Transport and communication	N	4	5	0	9
		%	44.4%	55.6%	0.0%	100.0%
Bankarstvo i finansije / Banking and finances	N	3	3	0	6	
	%	50.0%	50.0%	0.0%	100.0%	
Nekretnine i propratne usluge / Real estate	N	1	2	0	3	
	%	33.3%	66.7%	0.0%	100.0%	
Proizvodnja filma, radio i TV / Fil, radio and TV production	N	0	2	0	2	
	%	0.0%	100.0%	0.0%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	N	2	12	0	14
		%	14.3%	85.7%	0.0%	100.0%
	Centralne opštine / Central municipalities	N	37	102	1	140
		%	26.4%	72.9%	0.7%	100.0%
	Južne opštine / Southern municipalities	N	28	33	0	61
		%	45.9%	54.1%	0.0%	100.0%
	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	14	34	1	49
		%	28.6%	69.4%	2.0%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	10	32	0	42
		%	23.8%	76.2%	0.0%	100.0%
Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	20	33	0	53	
	%	37.7%	62.3%	0.0%	100.0%	
Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	23	48	0	71	
	%	32.4%	67.6%	0.0%	100.0%	
Total	N	67	147	1	215	
	%	31.2%	68.4%	0.5%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	14	34	1	49
		%	28.6%	69.4%	2.0%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	10	32	0	42
		%	23.8%	76.2%	0.0%	100.0%
Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	20	33	0	53	
	%	37.7%	62.3%	0.0%	100.0%	
Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	23	48	0	71	
	%	32.4%	67.6%	0.0%	100.0%	

Da li je internet prezentacija imala sljedeće elemente: On line praćenje isporuke, porudžbine?/
Did web site of your enterprise have following elements in January 2011: Online tracking of orders delivery?

		Da / Yes	Ne / No	Without answer	Total		
DJETLATNOST / SECTOR	Proizvodnja / Production	N	2	38	1	41	
		%	4.9%	92.7%	2.4%	100.0%	
	Izgradnja / Construction	N	0	11	1	12	
		%	0.0%	91.7%	8.3%	100.0%	
	Prodaja / Selling	N	15	91	1	107	
		%	14.0%	85.0%	0.9%	100.0%	
	Hotelijerstvo / Hotels	N	5	28	1	34	
		%	14.7%	82.4%	2.9%	100.0%	
	Transport i komunikacije / Transport and communication	N	3	6	0	9	
		%	33.3%	66.7%	0.0%	100.0%	
	Bankarstvo i finansije / Banking and finances	N	0	6	0	6	
		%	0.0%	100.0%	0.0%	100.0%	
	Nekretnine i propratne usluge / Real estate	N	0	3	0	3	
		%	0.0%	100.0%	0.0%	100.0%	
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	0	2	0	2	
		%	0.0%	100.0%	0.0%	100.0%	
	REGION	Sjeverne opštine / Northern municipalities	N	2	12	0	14
			%	14.3%	85.7%	0.0%	100.0%
Centralne opštine / Central municipalities		N	14	122	4	140	
		%	10.0%	87.1%	2.9%	100.0%	
Južne opštine / Southern municipalities		N	9	52	0	61	
		%	14.8%	85.2%	0.0%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES		Prvih 25% po broju zaposlenih / First quarter by number of employees	N	5	42	2	49
			%	10.2%	85.7%	4.1%	100.0%
		Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	5	36	1	42
			%	11.9%	85.7%	2.4%	100.0%
		Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	3	49	1	53
			%	5.7%	92.5%	1.9%	100.0%
		Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	12	59	0	71
			%	16.9%	83.1%	0.0%	100.0%
		Total	N	25	186	4	215
			%	11.6%	86.5%	1.9%	100.0%

Da li je internet prezentacija imala sljedeće elemente: Personalizovani sadržaj stranice za stalne posjetioce?/Did web site of your enterprise have following elements in January 2011: Personalized page content for permanent visitors?							
			Da / Yes	Ne / No	Without answer	Total	
DJETARNOST / SECTOR	Proizvodnja / Production	N	7	33	1	41	
		%	17.1%	80.5%	2.4%	100.0%	
	Izgradnja / Construction	N	1	10	1	12	
		%	8.3%	83.3%	8.3%	100.0%	
	Prodaja / Selling	N	18	88	1	107	
		%	16.8%	82.2%	0.9%	100.0%	
	Hotelijerstvo / Hotels	N	3	30	1	34	
		%	8.8%	88.2%	2.9%	100.0%	
	Transport i komunikacije / Transport and communication	N	1	8	0	9	
		%	11.1%	88.9%	0.0%	100.0%	
Bankarstvo i finansije / Banking and finances	N	0	6	0	6		
	%	0.0%	100.0%	0.0%	100.0%		
Nekretnine i propratne usluge / Real estate	N	2	1	0	3		
	%	66.7%	33.3%	0.0%	100.0%		
Proizvodnja filma, radio i TV / Fil, radio and TV production	N	0	2	0	2		
	%	0.0%	100.0%	0.0%	100.0%		
Sjeverne opštine / Northern municipalities	N	5	9	0	14		
	%	35.7%	64.3%	0.0%	100.0%		
Centralne opštine / Central municipalities	N	17	119	4	140		
	%	12.1%	85.0%	2.9%	100.0%		
Južne opštine / Southern municipalities	N	11	50	0	61		
	%	18.0%	82.0%	0.0%	100.0%		
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	9	38	2	49	
		%	18.4%	77.6%	4.1%	100.0%	
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	7	34	1	42	
		%	16.7%	81.0%	2.4%	100.0%	
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	6	46	1	53	
		%	11.3%	86.8%	1.9%	100.0%	
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	11	60	0	71	
		%	15.5%	84.5%	0.0%	100.0%	
	Total		N	33	178	4	215
			%	15.3%	82.8%	1.9%	100.0%

Da li je internet prezentacija imala sljedeće elemente: Oglase o otvorenim radnim pozicijama i online poslovnim aplikacijama?/Did web site of your enterprise have following elements in January 2011: Ads on the open job positions and online job applications?

			Da / Yes	Ne / No	Without answer	Total
DJETLATNOST / SECTOR	Proizvodnja / Production	N	10	30	1	41
		%	24.4%	73.2%	2.4%	100.0%
	Izgradnja / Construction	N	2	9	1	12
		%	16.7%	75.0%	8.3%	100.0%
	Prodaja / Selling	N	28	78	1	107
		%	26.2%	72.9%	0.9%	100.0%
	Hotelijerstvo / Hotels	N	11	22	1	34
		%	32.4%	64.7%	2.9%	100.0%
	Transport i komunikacije / Transport and communication	N	4	5	0	9
		%	44.4%	55.6%	0.0%	100.0%
Bankarstvo i finansije / Banking and finances	N	0	6	0	6	
	%	0.0%	100.0%	0.0%	100.0%	
Nekretnine i propratne usluge / Real estate	N	1	2	0	3	
	%	33.3%	66.7%	0.0%	100.0%	
Proizvodnja filma, radio i TV / Fil, radio and TV production	N	0	2	0	2	
	%	0.0%	100.0%	0.0%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	N	5	9	0	14
		%	35.7%	64.3%	0.0%	100.0%
	Centralne opštine / Central municipalities	N	36	100	4	140
		%	25.7%	71.4%	2.9%	100.0%
	Južne opštine / Southern municipalities	N	15	46	0	61
		%	24.6%	75.4%	0.0%	100.0%
	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	11	36	2	49
		%	22.4%	73.5%	4.1%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	9	32	1	42
		%	21.4%	76.2%	2.4%	100.0%
Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	13	39	1	53	
	%	24.5%	73.6%	1.9%	100.0%	
Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	23	48	0	71	
	%	32.4%	67.6%	0.0%	100.0%	
Total	N	56	155	4	215	
	%	26.0%	72.1%	1.9%	100.0%	

Da li je Vaše preduzeće u januaru 2011. godine koristilo digitalni potpis u ijednoj poslatoj poruci, npr. korišćenje metoda enkripcije radi zaštite integriteta poruke i njene autentičnosti?/Did your enterprise use digital signature in any sent message in January 2011, for example using the method of encryption to protect message integrity and its authenticity (associated with a unique ability to identify the sender or follow any subsequent modifications of the message)?

		Da / Yes	Ne / No	Without answer	Total	
DJETLATNOST / SECTOR	Proizvodnja / Production	N 7 % 7.0%	90 90.0%	3 3.0%	100 100.0%	
	Izgradnja / Construction	N 4 % 11.4%	28 80.0%	3 8.6%	35 100.0%	
	Prodaja / Selling	N 36 % 12.5%	245 85.4%	6 2.1%	287 100.0%	
	Hotelijerstvo / Hotels	N 8 % 14.8%	45 83.3%	1 1.9%	54 100.0%	
	Transport i komunikacije / Transport and communication	N 3 % 18.8%	13 81.3%	0 0.0%	16 100.0%	
	Bankarstvo i finansije / Banking and finances	N 2 % 14.3%	12 85.7%	0 0.0%	14 100.0%	
	Nekretnine i propratne usluge / Real estate	N 2 % 25.0%	6 75.0%	0 0.0%	8 100.0%	
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N 1 % 12.5%	7 87.5%	0 0.0%	8 100.0%	
	Sjeverne opštine / Northern municipalities	N 6 % 8.7%	63 91.3%	0 0.0%	69 100.0%	
	Centralne opštine / Central municipalities	N 37 % 12.7%	243 83.5%	11 3.8%	291 100.0%	
	Južne opštine / Southern municipalities	N 21 % 12.8%	141 86.0%	2 1.2%	164 100.0%	
	REGION	Prvih 25% po broju zaposlenih / First quarter by number of employees	N 12 % 9.4%	114 89.1%	2 1.6%	128 100.0%
		Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N 9 % 7.3%	113 91.1%	2 1.6%	124 100.0%
		Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N 24 % 17.0%	114 80.9%	3 2.1%	141 100.0%
		Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N 19 % 14.5%	106 80.9%	6 4.6%	131 100.0%
		BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Total	N 64 % 12.2%	447 85.3%	13 2.5%

Da li je Vaše preduzeće slalo ili primalo elektronski takve informacije od ili ka drugim preduzećima u formatu koji omogućava automatsko procesuiranje u januaru 2011.?/Did your enterprise send or receive electronically information suitable for automatic processing in January 2011?

		Da / Yes	Ne / No	Without answer	Total	
DJETLATNOST / SECTOR	Proizvodnja / Production	N	47	58	4	109
		%	43.1%	53.2%	3.7%	100.0%
	Izgradnja / Construction	N	16	20	0	36
		%	44.4%	55.6%	0.0%	100.0%
	Prodaja / Selling	N	136	168	4	308
		%	44.2%	54.5%	1.3%	100.0%
	Hotelijerstvo / Hotels	N	23	34	3	60
		%	38.3%	56.7%	5.0%	100.0%
	Transport i komunikacije / Transport and communication	N	10	8	0	18
		%	55.6%	44.4%	0.0%	100.0%
REGION	Bankarstvo i finansije / Banking and finances	N	9	5	0	14
		%	64.3%	35.7%	0.0%	100.0%
	Nekretnine i propratne usluge / Real estate	N	2	6	0	8
		%	25.0%	75.0%	0.0%	100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	2	6	0	8
		%	25.0%	75.0%	0.0%	100.0%
	Sjeverne opštine / Northern municipalities	N	31	48	3	82
		%	37.8%	58.5%	3.7%	100.0%
	Centralne opštine / Central municipalities	N	146	159	7	312
		%	46.8%	51.0%	2.2%	100.0%
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Južne opštine / Southern municipalities	N	69	99	1	169
		%	40.8%	58.6%	0.6%	100.0%
	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	44	98	7	149
		%	29.5%	65.8%	4.7%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	56	77	2	135
		%	41.5%	57.0%	1.5%	100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	73	71	0	144
		%	50.7%	49.3%	0.0%	100.0%
Total	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	73	60	2	135
		%	54.1%	44.4%	1.5%	100.0%
		N	246	306	11	563
		%	43.7%	54.4%	2.0%	100.0%

Da li je automatizovan sistem razmjene podataka korišćen u sljedeće svrhe: Slanje instrukcija za plaćanje finansijskim institucijama (opciono)?/Did your enterprise use automated information exchange system for following purposes: Sending payment instructions to financial institutions?					
			Da / Yes	Ne / No	Total
DJELATNOST / SECTOR	Proizvodnja / Production	N	21	26	47
		%	44.7%	55.3%	100.0%
	Izgradnja / Construction	N	9	7	16
		%	56.3%	43.8%	100.0%
	Prodaja / Selling	N	85	51	136
		%	62.5%	37.5%	100.0%
	Hotelijerstvo / Hotels	N	15	8	23
		%	65.2%	34.8%	100.0%
	Transport i komunikacije / Transport and communication	N	7	3	10
		%	70.0%	30.0%	100.0%
	Bankarstvo i finansije / Banking and finances	N	8	1	9
		%	88.9%	11.1%	100.0%
	Nekretnine i propratne usluge / Real estate	N	2	0	2
		%	100.0%	0.0%	100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	2	0	2
		%	100.0%	0.0%	100.0%
	Sjeverne opštine / Northern municipalities	N	19	12	31
		%	61.3%	38.7%	100.0%
Centralne opštine / Central municipalities	N	88	58	146	
	%	60.3%	39.7%	100.0%	
Južne opštine / Southern municipalities	N	43	26	69	
	%	62.3%	37.7%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	19	25	44
		%	43.2%	56.8%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	34	22	56
		%	60.7%	39.3%	100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	47	26	73
		%	64.4%	35.6%	100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	50	23	73
		%	68.5%	31.5%	100.0%
	Total	N	150	96	246
		%	61.0%	39.0%	100.0%

Da li je automatizovan sistem razmjene podatak korišćenje u sljedeće svrhe: Slanje narudžbi snabjevačima? /Did your enterprise use automated information exchange system for following purposes: Sending orders to suppliers?

			Da / Yes	Ne / No	Total
DJELATNOST / SECTOR	Proizvodnja / Production	N	42	5	47
		%	89.4%	10.6%	100.0%
	Izgradnja / Construction	N	12	4	16
		%	75.0%	25.0%	100.0%
	Prodaja / Selling	N	114	22	136
		%	83.8%	16.2%	100.0%
	Hotelijerstvo / Hotels	N	13	10	23
		%	56.5%	43.5%	100.0%
	Transport i komunikacije / Transport and communication	N	8	2	10
		%	80.0%	20.0%	100.0%
	Bankarstvo i finansije / Banking and finances	N	5	4	9
		%	55.6%	44.4%	100.0%
	Nekretnine i propratne usluge / Real estate	N	1	1	2
		%	50.0%	50.0%	100.0%
Proizvodnja filma, radio i TV / Fil, radio and TV production	N	1	1	2	
	%	50.0%	50.0%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	N	23	8	31
		%	74.2%	25.8%	100.0%
	Centralne opštine / Central municipalities	N	120	26	146
		%	82.2%	17.8%	100.0%
	Južne opštine / Southern municipalities	N	54	15	69
		%	78.3%	21.7%	100.0%
	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	31	13	44
		%	70.5%	29.5%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	45	11	56
		%	80.4%	19.6%	100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	66	7	73
		%	90.4%	9.6%	100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	55	18	73
		%	75.3%	24.7%	100.0%
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Total	N	197	49	246
		%	80.1%	19.9%	100.0%

Da li je automatizovan sistem razmjene podataka korišćen u sljedeće svrhe: Primanje e invoice-a (računa)? /Did your enterprise use automated information exchange system for following purposes: Receiving e-invoice?					
			Da / Yes	Ne / No	Total
DJELATNOST / SECTOR	Proizvodnja / Production	N	32	15	47
		%	68.1%	31.9%	100.0%
	Izgradnja / Construction	N	14	2	16
		%	87.5%	12.5%	100.0%
	Prodaja / Selling	N	96	40	136
		%	70.6%	29.4%	100.0%
	Hotelijerstvo / Hotels	N	18	5	23
		%	78.3%	21.7%	100.0%
	Transport i komunikacije / Transport and communication	N	6	4	10
		%	60.0%	40.0%	100.0%
	Bankarstvo i finansije / Banking and finances	N	6	3	9
		%	66.7%	33.3%	100.0%
	Nekretnine i propratne usluge / Real estate	N	2	0	2
		%	100.0%	0.0%	100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	2	0	2
		%	100.0%	0.0%	100.0%
	Sjeverne opštine / Northern municipalities	N	19	12	31
		%	61.3%	38.7%	100.0%
Centralne opštine / Central municipalities	N	106	40	146	
	%	72.6%	27.4%	100.0%	
Južne opštine / Southern municipalities	N	52	17	69	
	%	75.4%	24.6%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	37	7	44
		%	84.1%	15.9%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	35	21	56
		%	62.5%	37.5%	100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	55	18	73
		%	75.3%	24.7%	100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	50	23	73
		%	68.5%	31.5%	100.0%
	Total	N	177	69	246
		%	72.0%	28.0%	100.0%

Da li je automatizovan sistem razmjene podataka korišćen u sljedeće svrhe: Primanje narudžbi od mušterija?/Did your enterprise use automated information exchange system for following purposes: Receiving orders from buyers?

			Da / Yes	Ne / No	Without answer	Total
DJELATNOST / SECTOR	Proizvodnja / Production	N	34	13	0	47
		%	72.3%	27.7%	0.0%	100.0%
	Izgradnja / Construction	N	9	7	0	16
		%	56.3%	43.8%	0.0%	100.0%
	Prodaja / Selling	N	99	37	0	136
		%	72.8%	27.2%	0.0%	100.0%
	Hotelijerstvo / Hotels	N	15	8	0	23
		%	65.2%	34.8%	0.0%	100.0%
	Transport i komunikacije / Transport and communication	N	7	3	0	10
		%	70.0%	30.0%	0.0%	100.0%
Bankarstvo i finansije / Banking and finances	N	7	1	1	9	
	%	77.8%	11.1%	11.1%	100.0%	
Nekretnine i propratne usluge / Real estate	N	2	0	0	2	
	%	100.0%	0.0%	0.0%	100.0%	
Proizvodnja filma, radio i TV / Fil, radio and TV production	N	2	0	0	2	
	%	100.0%	0.0%	0.0%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	N	25	6	0	31
		%	80.6%	19.4%	0.0%	100.0%
	Centralne opštine / Central municipalities	N	100	45	1	146
		%	68.5%	30.8%	0.7%	100.0%
	Južne opštine / Southern municipalities	N	51	18	0	69
		%	73.9%	26.1%	0.0%	100.0%
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	29	15	0	44
		%	65.9%	34.1%	0.0%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	42	14	0	56
		%	75.0%	25.0%	0.0%	100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	55	18	0	73
		%	75.3%	24.7%	0.0%	100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	50	22	1	73
		%	68.5%	30.1%	1.4%	100.0%
Total		N	176	69	1	246
		%	71.5%	28.0%	0.4%	100.0%

Da li je automatizovan sistem razmjene podataka korišćen u sljedeće svrhe: Slanje e invoice-a (računa)?/Did your enterprise use automated information exchange system for following purposes: Sending e-invoice?					
			Da / Yes	Ne / No	Total
DJELATNOST / SECTOR	Proizvodnja / Production	N	34	13	47
		%	72.3%	27.7%	100.0%
	Izgradnja / Construction	N	12	4	16
		%	75.0%	25.0%	100.0%
	Prodaja / Selling	N	92	44	136
		%	67.6%	32.4%	100.0%
	Hotelijerstvo / Hotels	N	19	4	23
		%	82.6%	17.4%	100.0%
	Transport i komunikacije / Transport and communication	N	7	3	10
		%	70.0%	30.0%	100.0%
	Bankarstvo i finansije / Banking and finances	N	6	3	9
		%	66.7%	33.3%	100.0%
	Nekretnine i propratne usluge / Real estate	N	2	0	2
		%	100.0%	0.0%	100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	2	0	2
		%	100.0%	0.0%	100.0%
	Sjeverne opštine / Northern municipalities	N	20	11	31
		%	64.5%	35.5%	100.0%
Centralne opštine / Central municipalities	N	106	40	146	
	%	72.6%	27.4%	100.0%	
Južne opštine / Southern municipalities	N	49	20	69	
	%	71.0%	29.0%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	31	13	44
		%	70.5%	29.5%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	36	20	56
		%	64.3%	35.7%	100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	56	17	73
		%	76.7%	23.3%	100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	52	21	73
		%	71.2%	28.8%	100.0%
	Total	N	175	71	246
		%	71.1%	28.9%	100.0%

Da li je automatizovan sistem razmjene podataka korišćen u sljedeće svrhe: Slanje ili primanje informacija o proizvodima?/Did your enterprise use automated information exchange system for following purposes: Sending or receiving information about products (i.e. catalogues, pricelists)?

			Da / Yes	Ne / No	Total	
DJEĀLATNOST / SECTOR	Proizvodnja / Production	N	31	16	47	
		%	66.0%	34.0%	100.0%	
	Izgradnja / Construction	N	13	3	16	
		%	81.3%	18.8%	100.0%	
	Prodaja / Selling	N	116	20	136	
		%	85.3%	14.7%	100.0%	
	Hotelijerstvo / Hotels	N	19	4	23	
		%	82.6%	17.4%	100.0%	
	Transport i komunikacije / Transport and communication	N	6	4	10	
		%	60.0%	40.0%	100.0%	
	Bankarstvo i finansije / Banking and finances	N	7	2	9	
		%	77.8%	22.2%	100.0%	
	Nekretnine i propratne usluge / Real estate	N	2	0	2	
		%	100.0%	0.0%	100.0%	
Proizvodnja filma, radio i TV / Fil, radio and TV production	N	2	0	2		
	%	100.0%	0.0%	100.0%		
REGION	Sjeverne opštine / Northern municipalities	N	25	6	31	
		%	80.6%	19.4%	100.0%	
	Centralne opštine / Central municipalities	N	118	28	146	
		%	80.8%	19.2%	100.0%	
	Južne opštine / Southern municipalities	N	54	15	69	
		%	78.3%	21.7%	100.0%	
	BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	31	13	44
			%	70.5%	29.5%	100.0%
		Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	46	10	56
			%	82.1%	17.9%	100.0%
		Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	61	12	73
			%	83.6%	16.4%	100.0%
		Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	59	14	73
			%	80.8%	19.2%	100.0%
Total		N	197	49	246	
		%	80.1%	19.9%	100.0%	

Da li je automatizovan sistem razmjene podataka korišćen u sljedeće svrhe: :Slanje ili primanje transportne dokumentacije?/Did your enterprise use automated information exchange system for following purposes: Send or receive transport documents?

			Da / Yes	Ne / No	Total
DJELATNOST / SECTOR	Proizvodnja / Production	N	25	22	47
		%	53.2%	46.8%	100.0%
	Izgradnja / Construction	N	6	10	16
		%	37.5%	62.5%	100.0%
	Prodaja / Selling	N	83	53	136
		%	61.0%	39.0%	100.0%
	Hotelijerstvo / Hotels	N	5	18	23
		%	21.7%	78.3%	100.0%
	Transport i komunikacije / Transport and communication	N	6	4	10
		%	60.0%	40.0%	100.0%
	Bankarstvo i finansije / Banking and finances	N	5	4	9
		%	55.6%	44.4%	100.0%
	Nekretnine i propratne usluge / Real estate	N	2	0	2
		%	100.0%	0.0%	100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	2	0	2
		%	100.0%	0.0%	100.0%
	Sjeverne opštine / Northern municipalities	N	14	17	31
		%	45.2%	54.8%	100.0%
Centralne opštine / Central municipalities	N	86	60	146	
	%	58.9%	41.1%	100.0%	
Južne opštine / Southern municipalities	N	35	34	69	
	%	50.7%	49.3%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	21	23	44
		%	47.7%	52.3%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	28	28	56
		%	50.0%	50.0%	100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	42	31	73
		%	57.5%	42.5%	100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	44	29	73
		%	60.3%	39.7%	100.0%
	Total	N	135	111	246
		%	54.9%	45.1%	100.0%

Da li je automatizovan sistem razmjene podataka korišćen u sljedeće svrhe: Slanje uputstava za plaćanje finansijskim institucijama?/Did your enterprise use automated information exchange system for following purposes: Sending payment applications to financial institutions?

		Da / Yes	Ne / No	Total		
DJELATNOST / SECTOR	Proizvodnja / Production	N	27	20	47	
		%	57.4%	42.6%	100.0%	
	Izgradnja / Construction	N	9	7	16	
		%	56.3%	43.8%	100.0%	
	Prodaja / Selling	N	87	49	136	
		%	64.0%	36.0%	100.0%	
	Hotelijerstvo / Hotels	N	13	10	23	
		%	56.5%	43.5%	100.0%	
	Transport i komunikacije / Transport and communication	N	10	0	10	
		%	100.0%	0.0%	100.0%	
	Bankarstvo i finansije / Banking and finances	N	6	3	9	
		%	66.7%	33.3%	100.0%	
	Nekretnine i propratne usluge / Real estate	N	1	1	2	
		%	50.0%	50.0%	100.0%	
Proizvodnja filma, radio i TV / Fil, radio and TV production	N	2	0	2		
	%	100.0%	0.0%	100.0%		
REGION	Sjeverne opštine / Northern municipalities	N	19	12	31	
		%	61.3%	38.7%	100.0%	
	Centralne opštine / Central municipalities	N	96	50	146	
		%	65.8%	34.2%	100.0%	
	Južne opštine / Southern municipalities	N	41	28	69	
		%	59.4%	40.6%	100.0%	
	BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	23	21	44
			%	52.3%	47.7%	100.0%
		Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	33	23	56
			%	58.9%	41.1%	100.0%
		Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	48	25	73
			%	65.8%	34.2%	100.0%
Preko 75% po broju zaposlenih / Fourth quarter by number of employees		N	52	21	73	
		%	71.2%	28.8%	100.0%	
Total		N	156	90	246	
		%	63.4%	36.6%	100.0%	

Da li je automatizovan sistem razmjene podataka korišćen u sljedeće svrhe: Slanje i primanje podataka od ka javnim vlastima..poreskih prijava, statističkih listica, deklaracija o izvozu ili uvozu (opciono)?/Did your enterprise use automated information exchange system for following purposes: Sending or receiving information to/from public authorities (tax returns, statistical papers, declaration of exports or imports, etc.)?

		Da / Yes	Ne / No	Without answer	Total	
DJELATNOST / SECTOR	Proizvodnja / Production	N	16	31	0	47
		%	34.0%	66.0%	0.0%	100.0%
	Izgradnja / Construction	N	6	10	0	16
		%	37.5%	62.5%	0.0%	100.0%
	Prodaja / Selling	N	57	78	1	136
		%	41.9%	57.4%	0.7%	100.0%
	Hotelijerstvo / Hotels	N	6	17	0	23
		%	26.1%	73.9%	0.0%	100.0%
	Transport i komunikacije / Transport and communication	N	5	5	0	10
		%	50.0%	50.0%	0.0%	100.0%
REGION	Bankarstvo i finansije / Banking and finances	N	4	5	0	9
		%	44.4%	55.6%	0.0%	100.0%
	Nekretnine i propratne usluge / Real estate	N	1	1	0	2
		%	50.0%	50.0%	0.0%	100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	2	0	0	2
		%	100.0%	0.0%	0.0%	100.0%
	Sjeverne opštine / Northern municipalities	N	14	17	0	31
		%	45.2%	54.8%	0.0%	100.0%
	Centralne opštine / Central municipalities	N	58	87	1	146
		%	39.7%	59.6%	0.7%	100.0%
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Južne opštine / Southern municipalities	N	26	43	0	69
		%	37.7%	62.3%	0.0%	100.0%
	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	15	29	0	44
		%	34.1%	65.9%	0.0%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	14	42	0	56
		%	25.0%	75.0%	0.0%	100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	31	41	1	73
		%	42.5%	56.2%	1.4%	100.0%
Total	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	38	35	0	73
		%	52.1%	47.9%	0.0%	100.0%
		N	98	147	1	246
		%	39.8%	59.8%	0.4%	100.0%

Da li je Vaše preduzeće u januaru 2011. godine redovno razmjenjivalo informacije elektronskim putem o lancu nabavke sa snadbjevačima i mušterijama?/Did your enterprise in January 2011. on a regular basis exchange information electronically about supply chain with your suppliers and customers?

			Da / Yes	Ne / No	Without answer	Total	
DJELATNOST / SECTOR	Proizvodnja / Production	N	56	50	3	109	
		%	51.4%	45.9%	2.8%	100.0%	
	Izgradnja / Construction	N	18	18	0	36	
		%	50.0%	50.0%	0.0%	100.0%	
	Prodaja / Selling	N	143	161	4	308	
		%	46.4%	52.3%	1.3%	100.0%	
	Hotelijerstvo / Hotels	N	19	38	3	60	
		%	31.7%	63.3%	5.0%	100.0%	
	Transport i komunikacije / Transport and communication	N	11	7	0	18	
		%	61.1%	38.9%	0.0%	100.0%	
	Bankarstvo i finansije / Banking and finances	N	4	10	0	14	
		%	28.6%	71.4%	0.0%	100.0%	
	Nekretnine i propratne usluge / Real estate	N	3	5	0	8	
		%	37.5%	62.5%	0.0%	100.0%	
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	2	6	0	8	
		%	25.0%	75.0%	0.0%	100.0%	
	REGION	Sjeverne opštine / Northern municipalities	N	27	52	3	82
			%	32.9%	63.4%	3.7%	100.0%
Centralne opštine / Central municipalities		N	153	153	6	312	
		%	49.0%	49.0%	1.9%	100.0%	
Južne opštine / Southern municipalities		N	77	91	1	169	
		%	45.6%	53.8%	0.6%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES		Prvih 25% po broju zaposlenih / First quarter by number of employees	N	53	89	7	149
			%	35.6%	59.7%	4.7%	100.0%
		Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	50	83	2	135
			%	37.0%	61.5%	1.5%	100.0%
		Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	82	62	0	144
			%	56.9%	43.1%	0.0%	100.0%
		Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	72	62	1	135
			%	53.3%	45.9%	0.7%	100.0%
		Total	N	257	296	10	563
			%	45.6%	52.6%	1.8%	100.0%

Da li je Vaše preduzeće u januaru 2011. godine, redovno razmjenjivalo informacije elektronskim putem o sljedećim temama sa snabdjevačima o inventaru, planu proizvodnje, procjeni tražnje, procijeni isporuke?/Did your enterprise regularly exchange information electronically with your suppliers in January 2011. about: inventory, production plan, demand estimation, delivery estimation etc. (eg distribution of raw materials or finished products)?

		Da / Yes	Ne / No	Without answer	Total	
DJE LATNOST / SECTOR	Proizvodnja / Production	N 49	7	0	56	
		% 87.5%	12.5%	0.0%	100.0%	
	Izgradnja / Construction	N 17	1	0	18	
		% 94.4%	5.6%	0.0%	100.0%	
	Prodaja / Selling	N 111	31	1	143	
		% 77.6%	21.7%	0.7%	100.0%	
	Hotelijerstvo / Hotels	N 15	4	0	19	
		% 78.9%	21.1%	0.0%	100.0%	
	Transport i komunikacije / Transport and communication	N 8	3	0	11	
		% 72.7%	27.3%	0.0%	100.0%	
	Bankarstvo i finansije / Banking and finances	N 3	1	0	4	
		% 75.0%	25.0%	0.0%	100.0%	
	Nekretnine i propratne usluge / Real estate	N 0	3	0	3	
		% 0.0%	100.0%	0.0%	100.0%	
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N 2	0	0	2	
		% 100.0%	0.0%	0.0%	100.0%	
	REGION	Sjeverne opštine / Northern municipalities	N 22	4	1	27
			% 81.5%	14.8%	3.7%	100.0%
Centralne opštine / Central municipalities		N 126	27	0	153	
		% 82.4%	17.6%	0.0%	100.0%	
Južne opštine / Southern municipalities		N 58	19	0	77	
		% 75.3%	24.7%	0.0%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N 40	13	0	53	
		% 75.5%	24.5%	0.0%	100.0%	
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N 42	7	1	50	
		% 84.0%	14.0%	2.0%	100.0%	
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N 67	15	0	82	
		% 81.7%	18.3%	0.0%	100.0%	
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N 57	15	0	72	
		% 79.2%	20.8%	0.0%	100.0%	
Total		N 206	50	1	257	
		% 80.2%	19.5%	0.4%	100.0%	

Da li je Vaše preduzeće u januaru 2011. godine, redovno razmjenjivalo informacije elektronskim putem o sljedećim temama sa mušterijama o inventaru, planu proizvodnje, procjeni tražnje, procjeni isporuke?/Did your enterprise regularly exchange information electronically with your buyers in January 2011. about: inventory, production plan, demand estimation, delivery estimation etc. (eg distribution of raw materials or finished products)?

		Da / Yes	Ne / No	Without answer	Total	
DJELATNOST / SECTOR	Proizvodnja / Production	N	41	15	0	56
		%	73.2%	26.8%	0.0%	100.0%
	Izgradnja / Construction	N	14	4	0	18
		%	77.8%	22.2%	0.0%	100.0%
	Prodaja / Selling	N	96	46	1	143
		%	67.1%	32.2%	0.7%	100.0%
	Hotelijerstvo / Hotels	N	11	8	0	19
		%	57.9%	42.1%	0.0%	100.0%
	Transport i komunikacije / Transport and communication	N	9	2	0	11
		%	81.8%	18.2%	0.0%	100.0%
REGION	Bankarstvo i finansije / Banking and finances	N	3	1	0	4
		%	75.0%	25.0%	0.0%	100.0%
	Nekretnine i propratne usluge / Real estate	N	3	0	0	3
		%	100.0%	0.0%	0.0%	100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	2	0	0	2
		%	100.0%	0.0%	0.0%	100.0%
	Sjeverne opštine / Northern municipalities	N	19	7	1	27
		%	70.4%	25.9%	3.7%	100.0%
	Centralne opštine / Central municipalities	N	107	46	0	153
		%	69.9%	30.1%	0.0%	100.0%
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Južne opštine / Southern municipalities	N	54	23	0	77
		%	70.1%	29.9%	0.0%	100.0%
	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	41	12	0	53
		%	77.4%	22.6%	0.0%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	35	14	1	50
		%	70.0%	28.0%	2.0%	100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	58	24	0	82
		%	70.7%	29.3%	0.0%	100.0%
Total	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	46	26	0	72
		%	63.9%	36.1%	0.0%	100.0%
		N	180	76	1	257
		%	70.0%	29.6%	0.4%	100.0%

Da li su sljedeći metodi korišćeni za ovu razmjenu u januaru 2011. godine: Web prezentacija Vašeg ili preduzeća Vaših partnera?/Has following method been used for this exchange in January 2011: Web site (of your enterprise or the one of your partner)?

		Da / Yes	Ne / No	Without answer	Total	
DJETELNOST / SECTOR	Proizvodnja / Production	N	25	30	1	56
		%	44.6%	53.6%	1.8%	100.0%
	Izgradnja / Construction	N	14	4	0	18
		%	77.8%	22.2%	0.0%	100.0%
	Prodaja / Selling	N	75	66	2	143
		%	52.4%	46.2%	1.4%	100.0%
	Hotelijerstvo / Hotels	N	15	4	0	19
		%	78.9%	21.1%	0.0%	100.0%
	Transport i komunikacije / Transport and communication	N	5	6	0	11
		%	45.5%	54.5%	0.0%	100.0%
Bankarstvo i finansije / Banking and finances	N	4	0	0	4	
	%	100.0%	0.0%	0.0%	100.0%	
Nekretnine i propratne usluge / Real estate	N	2	1	0	3	
	%	66.7%	33.3%	0.0%	100.0%	
Proizvodnja filma, radio i TV / Fil, radio and TV production	N	1	1	0	2	
	%	50.0%	50.0%	0.0%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	N	13	12	2	27
		%	48.1%	44.4%	7.4%	100.0%
	Centralne opštine / Central municipalities	N	80	73	0	153
		%	52.3%	47.7%	0.0%	100.0%
	Južne opštine / Southern municipalities	N	49	27	1	77
		%	63.6%	35.1%	1.3%	100.0%
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	37	16	0	53
		%	69.8%	30.2%	0.0%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	27	22	1	50
		%	54.0%	44.0%	2.0%	100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	42	39	1	82
		%	51.2%	47.6%	1.2%	100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	36	35	1	72
		%	50.0%	48.6%	1.4%	100.0%
Total		N	142	112	3	257
		%	55.3%	43.6%	1.2%	100.0%

Da li su sljedeći metodi korišćeni za ovu razmjenu u januaru 2011. godine: Automatizovan sistemi razmjene (EDI sistem, XML, EDIFACT)?/Has following method been used for this exchange in January 2011: Automated exchange system (eg. EDI system, XML, EDIFACT etc)?

		Da / Yes	Ne / No	Without answer	Total	
DJETLATNOST / SECTOR	Proizvodnja / Production	N	7	48	1	56
		%	12.5%	85.7%	1.8%	100.0%
	Izgradnja / Construction	N	5	13	0	18
		%	27.8%	72.2%	0.0%	100.0%
	Prodaja / Selling	N	47	94	2	143
		%	32.9%	65.7%	1.4%	100.0%
	Hotelijerstvo / Hotels	N	5	12	2	19
		%	26.3%	63.2%	10.5%	100.0%
	Transport i komunikacije / Transport and communication	N	3	8	0	11
		%	27.3%	72.7%	0.0%	100.0%
REGION	Bankarstvo i finansije / Banking and finances	N	2	1	1	4
		%	50.0%	25.0%	25.0%	100.0%
	Nekretnine i propratne usluge / Real estate	N	1	2	0	3
		%	33.3%	66.7%	0.0%	100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	0	2	0	2
		%	0.0%	100.0%	0.0%	100.0%
	Sjeverne opštine / Northern municipalities	N	4	21	2	27
		%	14.8%	77.8%	7.4%	100.0%
	Centralne opštine / Central municipalities	N	48	103	2	153
		%	31.4%	67.3%	1.3%	100.0%
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Južne opštine / Southern municipalities	N	19	56	2	77
		%	24.7%	72.7%	2.6%	100.0%
	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	17	36	0	53
		%	32.1%	67.9%	0.0%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	14	35	1	50
		%	28.0%	70.0%	2.0%	100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	18	61	3	82
		%	22.0%	74.4%	3.7%	100.0%
Total	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	22	48	2	72
		%	30.6%	66.7%	2.8%	100.0%
		N	71	180	6	257
		%	27.6%	70.0%	2.3%	100.0%

Da li je Vaše preduzeće u januaru 2011. godine redovno razmjenjivalo informacije elektronskim putem o lancu nabavke sa snabdjevačima i mušterijama? (Filter pitanje) idi na E1/Did your enterprise in January 2011. on a regular basis exchange information electronically about supply chain with your suppliers and customers?

		Da / Yes	Ne / No	Without answer	Total
DJEIATNOST / SECTOR	Proizvodnja / Production	N 56 % 51.4%	50 45.9%	3 2.8%	109 100.0%
	Izgradnja / Construction	N 18 % 50.0%	18 50.0%	0 0.0%	36 100.0%
	Prodaja / Selling	N 143 % 46.4%	161 52.3%	4 1.3%	308 100.0%
	Hotelijerstvo / Hotels	N 19 % 31.7%	38 63.3%	3 5.0%	60 100.0%
	Transport i komunikacije / Transport and communication	N 11 % 61.1%	7 38.9%	0 0.0%	18 100.0%
	Bankarstvo i finansije / Banking and finances	N 4 % 28.6%	10 71.4%	0 0.0%	14 100.0%
	Nekretnine i propratne usluge / Real estate	N 3 % 37.5%	5 62.5%	0 0.0%	8 100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N 2 % 25.0%	6 75.0%	0 0.0%	8 100.0%
	Sjeverne opštine / Northern municipalities	N 27 % 32.9%	52 63.4%	3 3.7%	82 100.0%
	Centralne opštine / Central municipalities	N 153 % 49.0%	153 49.0%	6 1.9%	312 100.0%
Južne opštine / Southern municipalities	N 77 % 45.6%	91 53.8%	1 0.6%	169 100.0%	
REGION	Prvih 25% po broju zaposlenih / First quarter by number of employees	N 53 % 35.6%	89 59.7%	7 4.7%	149 100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N 50 % 37.0%	83 61.5%	2 1.5%	135 100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N 82 % 56.9%	62 43.1%	0 0.0%	144 100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N 72 % 53.3%	62 45.9%	1 0.7%	135 100.0%
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Total	N 257 % 45.6%	296 52.6%	10 1.8%	563 100.0%

Da li je Vaše preduzeće u januaru 2011 godine, redovno razmjenjivalo informacije elektronskim putem o sljedećim temama sa snadbjevačima o inventaru, planu proizvodnje, procjeni tražnje, procijeni isporuke?/Did your enterprise regularly exchange information electronically with your suppliers in January 2011. about: inventory, production plan, demand estimation, delivery estimation etc. (eg distribution of raw materials or finished products)?

		Da / Yes	Ne / No	Without answer	Total	
DJELATNOST / SECTOR	Proizvodnja / Production	N	49	7	0	56
		%	87.5%	12.5%	0.0%	100.0%
	Izgradnja / Construction	N	17	1	0	18
		%	94.4%	5.6%	0.0%	100.0%
	Prodaja / Selling	N	111	31	1	143
		%	77.6%	21.7%	0.7%	100.0%
	Hotelijerstvo / Hotels	N	15	4	0	19
		%	78.9%	21.1%	0.0%	100.0%
	Transport i komunikacije / Transport and communication	N	8	3	0	11
		%	72.7%	27.3%	0.0%	100.0%
REGION	Bankarstvo i finansije / Banking and finances	N	3	1	0	4
		%	75.0%	25.0%	0.0%	100.0%
	Nekretnine i propratne usluge / Real estate	N	0	3	0	3
		%	0.0%	100.0%	0.0%	100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	2	0	0	2
		%	100.0%	0.0%	0.0%	100.0%
	Sjeverne opštine / Northern municipalities	N	22	4	1	27
		%	81.5%	14.8%	3.7%	100.0%
	Centralne opštine / Central municipalities	N	126	27	0	153
		%	82.4%	17.6%	0.0%	100.0%
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Južne opštine / Southern municipalities	N	58	19	0	77
		%	75.3%	24.7%	0.0%	100.0%
	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	40	13	0	53
		%	75.5%	24.5%	0.0%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	42	7	1	50
		%	84.0%	14.0%	2.0%	100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	67	15	0	82
		%	81.7%	18.3%	0.0%	100.0%
Total	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	57	15	0	72
		%	79.2%	20.8%	0.0%	100.0%
		N	206	50	1	257
		%	80.2%	19.5%	0.4%	100.0%

Da li je Vaše preduzeće u januaru 2011. godine, redovno razmjenjivalo informacije elektronskim putem o sljedećim temama sa mušterijama o inventaru, planu proizvodnje, procjeni tražnje, procjeni isporuke?/Did your enterprise regularly exchange information electronically with your buyers in January 2011. about: inventory, production plan, demand estimation, delivery estimation etc. (eg distribution of raw materials or finished products)?

		Da / Yes	Ne / No	Without answer	Total		
DJEIATNOST / SECTOR	Proizvodnja / Production	N	41	15	0	56	
		%	73.2%	26.8%	0.0%	100.0%	
	Izgradnja / Construction	N	14	4	0	18	
		%	77.8%	22.2%	0.0%	100.0%	
	Prodaja / Selling	N	96	46	1	143	
		%	67.1%	32.2%	0.7%	100.0%	
	Hotelijerstvo / Hotels	N	11	8	0	19	
		%	57.9%	42.1%	0.0%	100.0%	
	Transport i komunikacije / Transport and communication	N	9	2	0	11	
		%	81.8%	18.2%	0.0%	100.0%	
	Bankarstvo i finansije / Banking and finances	N	3	1	0	4	
		%	75.0%	25.0%	0.0%	100.0%	
	Nekretnine i propratne usluge / Real estate	N	3	0	0	3	
		%	100.0%	0.0%	0.0%	100.0%	
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	2	0	0	2	
		%	100.0%	0.0%	0.0%	100.0%	
	REGION	Sjeverne opštine / Northern municipalities	N	19	7	1	27
			%	70.4%	25.9%	3.7%	100.0%
Centralne opštine / Central municipalities		N	107	46	0	153	
		%	69.9%	30.1%	0.0%	100.0%	
Južne opštine / Southern municipalities		N	54	23	0	77	
		%	70.1%	29.9%	0.0%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	41	12	0	53	
		%	77.4%	22.6%	0.0%	100.0%	
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	35	14	1	50	
		%	70.0%	28.0%	2.0%	100.0%	
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	58	24	0	82	
		%	70.7%	29.3%	0.0%	100.0%	
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	46	26	0	72	
		%	63.9%	36.1%	0.0%	100.0%	
Total		N	180	76	1	257	
		%	70.0%	29.6%	0.4%	100.0%	

Da li su sljedeći metodi korišćeni za ovu razmjenu u januaru 2011. godine: Web prezentacija vaseg ili preduzeća Vaših partnera?/Has following method been used for this exchange in January 2011: Web site (of your enterprise or the one of your partner)?

			Da / Yes	Ne / No	Without answer	Total
DJETLATNOST / SECTOR	Proizvodnja / Production	N	25	30	1	56
		%	44.6%	53.6%	1.8%	100.0%
	Izgradnja / Construction	N	14	4	0	18
		%	77.8%	22.2%	0.0%	100.0%
	Prodaja / Selling	N	75	66	2	143
		%	52.4%	46.2%	1.4%	100.0%
	Hotelijerstvo / Hotels	N	15	4	0	19
		%	78.9%	21.1%	0.0%	100.0%
	Transport i komunikacije / Transport and communication	N	5	6	0	11
		%	45.5%	54.5%	0.0%	100.0%
Bankarstvo i finansije / Banking and finances	N	4	0	0	4	
	%	100.0%	0.0%	0.0%	100.0%	
Nekretnine i propratne usluge / Real estate	N	2	1	0	3	
	%	66.7%	33.3%	0.0%	100.0%	
Proizvodnja filma, radio i TV / Fil, radio and TV production	N	1	1	0	2	
	%	50.0%	50.0%	0.0%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	N	13	12	2	27
		%	48.1%	44.4%	7.4%	100.0%
	Centralne opštine / Central municipalities	N	80	73	0	153
		%	52.3%	47.7%	0.0%	100.0%
	Južne opštine / Southern municipalities	N	49	27	1	77
		%	63.6%	35.1%	1.3%	100.0%
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	37	16	0	53
		%	69.8%	30.2%	0.0%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	27	22	1	50
		%	54.0%	44.0%	2.0%	100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	42	39	1	82
		%	51.2%	47.6%	1.2%	100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	36	35	1	72
		%	50.0%	48.6%	1.4%	100.0%
Total		N	142	112	3	257
		%	55.3%	43.6%	1.2%	100.0%

Da li su sljedeći metodi korišćeni za ovu razmjenu u januaru 2011. godine: Automatizovan sistemi razmjene (EDI sistem, XML, EDIFACT)?/Has following method been used for this exchange in January 2011: Automated exchange system (eg. EDI system, XML, EDIFACT etc)?

			Da / Yes	Ne / No	Without answer	Total
DJEIATNOST / SECTOR	Proizvodnja / Production	N	7	48	1	56
		%	12.5%	85.7%	1.8%	100.0%
	Izgradnja / Construction	N	5	13	0	18
		%	27.8%	72.2%	0.0%	100.0%
	Prodaja / Selling	N	47	94	2	143
		%	32.9%	65.7%	1.4%	100.0%
	Hotelijerstvo / Hotels	N	5	12	2	19
		%	26.3%	63.2%	10.5%	100.0%
	Transport i komunikacije / Transport and communication	N	3	8	0	11
		%	27.3%	72.7%	0.0%	100.0%
Bankarstvo i finansije / Banking and finances	N	2	1	1	4	
	%	50.0%	25.0%	25.0%	100.0%	
Nekretnine i propratne usluge / Real estate	N	1	2	0	3	
	%	33.3%	66.7%	0.0%	100.0%	
Proizvodnja filma, radio i TV / Fil, radio and TV production	N	0	2	0	2	
	%	0.0%	100.0%	0.0%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	N	4	21	2	27
		%	14.8%	77.8%	7.4%	100.0%
	Centralne opštine / Central municipalities	N	48	103	2	153
		%	31.4%	67.3%	1.3%	100.0%
	Južne opštine / Southern municipalities	N	19	56	2	77
		%	24.7%	72.7%	2.6%	100.0%
	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	17	36	0	53
		%	32.1%	67.9%	0.0%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	14	35	1	50
		%	28.0%	70.0%	2.0%	100.0%
Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	18	61	3	82	
	%	22.0%	74.4%	3.7%	100.0%	
Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	22	48	2	72	
	%	30.6%	66.7%	2.8%	100.0%	
Total	N	71	180	6	257	
	%	27.6%	70.0%	2.3%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Proizvodnja / Production	N	7	48	1	56
		%	12.5%	85.7%	1.8%	100.0%
	Izgradnja / Construction	N	5	13	0	18
		%	27.8%	72.2%	0.0%	100.0%
	Prodaja / Selling	N	47	94	2	143
		%	32.9%	65.7%	1.4%	100.0%
	Hotelijerstvo / Hotels	N	5	12	2	19
		%	26.3%	63.2%	10.5%	100.0%
	Transport i komunikacije / Transport and communication	N	3	8	0	11
		%	27.3%	72.7%	0.0%	100.0%
Bankarstvo i finansije / Banking and finances	N	2	1	1	4	
	%	50.0%	25.0%	25.0%	100.0%	
Nekretnine i propratne usluge / Real estate	N	1	2	0	3	
	%	33.3%	66.7%	0.0%	100.0%	
Proizvodnja filma, radio i TV / Fil, radio and TV production	N	0	2	0	2	
	%	0.0%	100.0%	0.0%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Sjeverne opštine / Northern municipalities	N	4	21	2	27
		%	14.8%	77.8%	7.4%	100.0%
	Centralne opštine / Central municipalities	N	48	103	2	153
		%	31.4%	67.3%	1.3%	100.0%
	Južne opštine / Southern municipalities	N	19	56	2	77
		%	24.7%	72.7%	2.6%	100.0%
	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	17	36	0	53
		%	32.1%	67.9%	0.0%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	14	35	1	50
		%	28.0%	70.0%	2.0%	100.0%
Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	18	61	3	82	
	%	22.0%	74.4%	3.7%	100.0%	
Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	22	48	2	72	
	%	30.6%	66.7%	2.8%	100.0%	
Total	N	71	180	6	257	
	%	27.6%	70.0%	2.3%	100.0%	

Automatska razmjena informacija unutar preduzeća : Vaš menadžment stanja inventara?/During January 2011, were relevant information about orders exchanged using specialized software for: Management of inventory?

			Da / Yes	Ne / No	Without answer	Total	
DJETLATNOST / SECTOR	Proizvodnja / Production	N	34	71	4	109	
		%	31.2%	65.1%	3.7%	100.0%	
	Izgradnja / Construction	N	15	21	0	36	
		%	41.7%	58.3%	0.0%	100.0%	
	Prodaja / Selling	N	100	203	5	308	
		%	32.5%	65.9%	1.6%	100.0%	
	Hotelijerstvo / Hotels	N	16	41	3	60	
		%	26.7%	68.3%	5.0%	100.0%	
	Transport i komunikacije / Transport and communication	N	6	12	0	18	
		%	33.3%	66.7%	0.0%	100.0%	
	Bankarstvo i finansije / Banking and finances	N	5	8	1	14	
		%	35.7%	57.1%	7.1%	100.0%	
	Nekretnine i propratne usluge / Real estate	N	1	6	1	8	
		%	12.5%	75.0%	12.5%	100.0%	
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	2	6	0	8	
		%	25.0%	75.0%	0.0%	100.0%	
	REGION	Sjeverne opštine / Northern municipalities	N	22	57	3	82
			%	26.8%	69.5%	3.7%	100.0%
Centralne opštine / Central municipalities		N	101	203	8	312	
		%	32.4%	65.1%	2.6%	100.0%	
Južne opštine / Southern municipalities		N	57	109	3	169	
		%	33.7%	64.5%	1.8%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES		Prvih 25% po broju zaposlenih / First quarter by number of employees	N	31	110	8	149
			%	20.8%	73.8%	5.4%	100.0%
		Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	39	92	4	135
			%	28.9%	68.1%	3.0%	100.0%
		Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	56	88	0	144
			%	38.9%	61.1%	0.0%	100.0%
		Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	54	79	2	135
			%	40.0%	58.5%	1.5%	100.0%
		Total	N	180	369	14	563
			%	32.0%	65.5%	2.5%	100.0%

Automatska razmjena informacija unutar preduzeća : Vaše računovodstvo?/During January 2011, were relevant information about orders exchanged using specialized software for: Your accounting?

			Da / Yes	Ne / No	Without answer	Total
DJELATNOST / SECTOR	Proizvodnja / Production	N	48	58	3	109
		%	44.0%	53.2%	2.8%	100.0%
	Izgradnja / Construction	N	24	12	0	36
		%	66.7%	33.3%	0.0%	100.0%
	Prodaja / Selling	N	139	164	5	308
		%	45.1%	53.2%	1.6%	100.0%
	Hotelijerstvo / Hotels	N	24	33	3	60
		%	40.0%	55.0%	5.0%	100.0%
	Transport i komunikacije / Transport and communication	N	10	8	0	18
		%	55.6%	44.4%	0.0%	100.0%
	Bankarstvo i finansije / Banking and finances	N	6	7	1	14
		%	42.9%	50.0%	7.1%	100.0%
	Nekretnine i propratne usluge / Real estate	N	3	4	1	8
		%	37.5%	50.0%	12.5%	100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	3	5	0	8
		%	37.5%	62.5%	0.0%	100.0%
	Sjeverne opštine / Northern municipalities	N	34	45	3	82
		%	41.5%	54.9%	3.7%	100.0%
Centralne opštine / Central municipalities	N	147	158	7	312	
	%	47.1%	50.6%	2.2%	100.0%	
Južne opštine / Southern municipalities	N	77	89	3	169	
	%	45.6%	52.7%	1.8%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	46	95	8	149
		%	30.9%	63.8%	5.4%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	55	76	4	135
		%	40.7%	56.3%	3.0%	100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	84	60	0	144
		%	58.3%	41.7%	0.0%	100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	73	61	1	135
		%	54.1%	45.2%	0.7%	100.0%
	Total	N	258	292	13	563
		%	45.8%	51.9%	2.3%	100.0%

Automatska razmjena informacija unutar preduzeća : Vašoj proizvodnji ili menadžmentu usluga/
During January 2011, were relevant information about orders exchanged using specialized software
for: Production or services management?

			Da / Yes	Ne / No	Without answer	Total	
DJETLATNOST / SECTOR	Proizvodnja / Production	N	42	63	4	109	
		%	38.5%	57.8%	3.7%	100.0%	
	Izgradnja / Construction	N	11	25	0	36	
		%	30.6%	69.4%	0.0%	100.0%	
	Prodaja / Selling	N	103	199	6	308	
		%	33.4%	64.6%	1.9%	100.0%	
	Hotelijerstvo / Hotels	N	17	39	4	60	
		%	28.3%	65.0%	6.7%	100.0%	
	Transport i komunikacije / Transport and communication	N	8	10	0	18	
		%	44.4%	55.6%	0.0%	100.0%	
Bankarstvo i finansije / Banking and finances	N	5	8	1	14		
	%	35.7%	57.1%	7.1%	100.0%		
Nekretnine i propratne usluge / Real estate	N	3	4	1	8		
	%	37.5%	50.0%	12.5%	100.0%		
Proizvodnja filma, radio i TV / Fil, radio and TV production	N	3	5	0	8		
	%	37.5%	62.5%	0.0%	100.0%		
REGION	Sjeverne opštine / Northern municipalities	N	27	52	3	82	
		%	32.9%	63.4%	3.7%	100.0%	
	Centralne opštine / Central municipalities	N	109	194	9	312	
		%	34.9%	62.2%	2.9%	100.0%	
	Južne opštine / Southern municipalities	N	57	108	4	169	
		%	33.7%	63.9%	2.4%	100.0%	
	BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	38	103	8	149
			%	25.5%	69.1%	5.4%	100.0%
		Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	36	94	5	135
			%	26.7%	69.6%	3.7%	100.0%
Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	63	80	1	144		
	%	43.8%	55.6%	0.7%	100.0%		
Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	56	77	2	135		
	%	41.5%	57.0%	1.5%	100.0%		
Total		N	193	354	16	563	
		%	34.3%	62.9%	2.8%	100.0%	

Automatska razmjena informacija unutar preduzeća : Menadžment Vaše distribucije roba ili usluga?/During January 2011, were relevant information about orders exchanged using specialized software for: Distribution, goods and services management?

			Da / Yes	Ne / No	Without answer	Total
DJETELNOST / SECTOR	Proizvodnja / Production	N	44	61	4	109
		%	40.4%	56.0%	3.7%	100.0%
	Izgradnja / Construction	N	14	22	0	36
		%	38.9%	61.1%	0.0%	100.0%
	Prodaja / Selling	N	119	184	5	308
		%	38.6%	59.7%	1.6%	100.0%
	Hotelijerstvo / Hotels	N	19	37	4	60
		%	31.7%	61.7%	6.7%	100.0%
	Transport i komunikacije / Transport and communication	N	9	9	0	18
		%	50.0%	50.0%	0.0%	100.0%
Bankarstvo i finansije / Banking and finances	N	5	8	1	14	
	%	35.7%	57.1%	7.1%	100.0%	
Nekretnine i propratne usluge / Real estate	N	3	4	1	8	
	%	37.5%	50.0%	12.5%	100.0%	
Proizvodnja filma, radio i TV / Fil, radio and TV production	N	3	5	0	8	
	%	37.5%	62.5%	0.0%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	N	32	47	3	82
		%	39.0%	57.3%	3.7%	100.0%
	Centralne opštine / Central municipalities	N	125	178	9	312
		%	40.1%	57.1%	2.9%	100.0%
	Južne opštine / Southern municipalities	N	60	106	3	169
		%	35.5%	62.7%	1.8%	100.0%
	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	39	102	8	149
		%	26.2%	68.5%	5.4%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	47	84	4	135
		%	34.8%	62.2%	3.0%	100.0%
Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	65	78	1	144	
	%	45.1%	54.2%	0.7%	100.0%	
Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	66	67	2	135	
	%	48.9%	49.6%	1.5%	100.0%	
Total	N	217	331	15	563	
	%	38.5%	58.8%	2.7%	100.0%	

Tokom januara 2011. godine da li su u situacijama kada je Vaše preduzeće slalo porudžbine relevantne informacije o njima razmjenjivane softverima kreiranim za sljedeće namjene: Vaš menadžment stanja inventara?/During January 2011, were relevant information about purchases exchanged using specialized software for: Management of inventory?

		Da / Yes	Ne / No	Without answer	Total
DJETLATNOST / SECTOR	Proizvodnja / Production	N 32 % 29.4%	73 67.0%	4 3.7%	109 100.0%
	Izgradnja / Construction	N 12 % 33.3%	23 63.9%	1 2.8%	36 100.0%
	Prodaja / Selling	N 96 % 31.2%	198 64.3%	14 4.5%	308 100.0%
	Hotelijerstvo / Hotels	N 15 % 25.0%	40 66.7%	5 8.3%	60 100.0%
	Transport i komunikacije / Transport and communication	N 8 % 44.4%	10 55.6%	0 0.0%	18 100.0%
	Bankarstvo i finansije / Banking and finances	N 5 % 35.7%	8 57.1%	1 7.1%	14 100.0%
	Nekretnine i propratne usluge / Real estate	N 2 % 25.0%	6 75.0%	0 0.0%	8 100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N 2 % 25.0%	6 75.0%	0 0.0%	8 100.0%
	Sjeverne opštine / Northern municipalities	N 21 % 25.6%	55 67.1%	6 7.3%	82 100.0%
	Centralne opštine / Central municipalities	N 100 % 32.1%	200 64.1%	12 3.8%	312 100.0%
Južne opštine / Southern municipalities	N 52 % 30.8%	110 65.1%	7 4.1%	169 100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N 34 % 22.8%	103 69.1%	12 8.1%	149 100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N 36 % 26.7%	95 70.4%	4 3.0%	135 100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N 53 % 36.8%	84 58.3%	7 4.9%	144 100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N 50 % 37.0%	83 61.5%	2 1.5%	135 100.0%
	Total	N 173 % 30.7%	365 64.8%	25 4.4%	563 100.0%

Tokom januara 2011. godine da li su u situacijama kada je Vaše preduzeće slalo porudžbine relevantne informacije o njima razmjenjivane softverima kreiranim za sljedeće namjene: Vase racunovodstvo/During January 2011, were relevant information about purchases exchanged using specialized software for: Your accounting?

		Da / Yes	Ne / No	Without answer	Total	
DJETATNOST / SECTOR	Proizvodnja / Production	N 43 % 39.4%	62 56.9%	4 3.7%	109 100.0%	
	Izgradnja / Construction	N 15 % 41.7%	20 55.6%	1 2.8%	36 100.0%	
	Prodaja / Selling	N 124 % 40.3%	170 55.2%	14 4.5%	308 100.0%	
	Hotelijerstvo / Hotels	N 22 % 36.7%	33 55.0%	5 8.3%	60 100.0%	
	Transport i komunikacije / Transport and communication	N 9 % 50.0%	9 50.0%	0 0.0%	18 100.0%	
	Bankarstvo i finansije / Banking and finances	N 6 % 42.9%	7 50.0%	1 7.1%	14 100.0%	
	Nekretnine i propratne usluge / Real estate	N 2 % 25.0%	6 75.0%	0 0.0%	8 100.0%	
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N 3 % 37.5%	5 62.5%	0 0.0%	8 100.0%	
	Sjeverne opštine / Northern municipalities	N 28 % 34.1%	48 58.5%	6 7.3%	82 100.0%	
	Centralne opštine / Central municipalities	N 129 % 41.3%	171 54.8%	12 3.8%	312 100.0%	
	Južne opštine / Southern municipalities	N 67 % 39.6%	95 56.2%	7 4.1%	169 100.0%	
	REGION	Prvih 25% po broju zaposlenih / First quarter by number of employees	N 46 % 30.9%	91 61.1%	12 8.1%	149 100.0%
		Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N 46 % 34.1%	85 63.0%	4 3.0%	135 100.0%
		Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N 69 % 47.9%	68 47.2%	7 4.9%	144 100.0%
		Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N 63 % 46.7%	70 51.9%	2 1.5%	135 100.0%
		BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Total	N 224 % 39.8%	314 55.8%	25 4.4%

Da li je Vaše preduzeće koristilo ERP softverski paket, da bi razmjenjivalo informacije između različitih svojih funkcionalnih cjelina?/During January 2011. did your enterprise use ERP software package to share information on sales/purchases with other internal functional areas?

		Da / Yes	Ne / No	Without answer	Total	
DJETLATNOST / SECTOR	Proizvodnja / Production	N	13	91	5	109
		%	11.9%	83.5%	4.6%	100.0%
	Izgradnja / Construction	N	9	25	2	36
		%	25.0%	69.4%	5.6%	100.0%
	Prodaja / Selling	N	36	257	15	308
		%	11.7%	83.4%	4.9%	100.0%
	Hotelijerstvo / Hotels	N	5	49	6	60
		%	8.3%	81.7%	10.0%	100.0%
	Transport i komunikacije / Transport and communication	N	4	14	0	18
		%	22.2%	77.8%	0.0%	100.0%
REGION	Bankarstvo i finansije / Banking and finances	N	2	11	1	14
		%	14.3%	78.6%	7.1%	100.0%
	Nekretnine i propratne usluge / Real estate	N	0	8	0	8
		%	0.0%	100.0%	0.0%	100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	1	7	0	8
		%	12.5%	87.5%	0.0%	100.0%
	Sjeverne opštine / Northern municipalities	N	8	67	7	82
		%	9.8%	81.7%	8.5%	100.0%
	Centralne opštine / Central municipalities	N	46	251	15	312
		%	14.7%	80.4%	4.8%	100.0%
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Južne opštine / Southern municipalities	N	17	145	7	169
		%	10.1%	85.8%	4.1%	100.0%
	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	11	124	14	149
		%	7.4%	83.2%	9.4%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	6	124	5	135
		%	4.4%	91.9%	3.7%	100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	25	113	6	144
		%	17.4%	78.5%	4.2%	100.0%
Total	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	29	102	4	135
		%	21.5%	75.6%	3.0%	100.0%
		N	71	463	29	563
		%	12.6%	82.2%	5.2%	100.0%

Da li je Vaše preduzeće koristilo bilo kakvu softversku aplikaciju za menadžment informacijama o klijentima koji omogućava: Prikupljanje, čuvanje ili činjenje dostupnim informacija o klijentima svojim funkcionalnim cjelinama?/During January 2011. did your enterprise use CRM (software for managing information about clients) to: Capture, store and make available to other business functions the information about its clients?

		Da / Yes	Ne / No	Without answer	Total		
DJETLATNOST / SECTOR	Proizvodnja / Production	N	21	84	4	109	
		%	19.3%	77.1%	3.7%	100.0%	
	Izgradnja / Construction	N	7	28	1	36	
		%	19.4%	77.8%	2.8%	100.0%	
	Prodaja / Selling	N	53	242	13	308	
		%	17.2%	78.6%	4.2%	100.0%	
	Hotelijerstvo / Hotels	N	11	44	5	60	
		%	18.3%	73.3%	8.3%	100.0%	
	Transport i komunikacije / Transport and communication	N	8	10	0	18	
		%	44.4%	55.6%	0.0%	100.0%	
	Bankarstvo i finansije / Banking and finances	N	6	7	1	14	
		%	42.9%	50.0%	7.1%	100.0%	
	Nekretnine i propratne usluge / Real estate	N	1	6	1	8	
		%	12.5%	75.0%	12.5%	100.0%	
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	2	6	0	8	
		%	25.0%	75.0%	0.0%	100.0%	
	REGION	Sjeverne opštine / Northern municipalities	N	13	62	7	82
			%	15.9%	75.6%	8.5%	100.0%
Centralne opštine / Central municipalities		N	70	229	13	312	
		%	22.4%	73.4%	4.2%	100.0%	
Južne opštine / Southern municipalities		N	28	136	5	169	
		%	16.6%	80.5%	3.0%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	26	112	11	149	
		%	17.4%	75.2%	7.4%	100.0%	
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	18	111	6	135	
		%	13.3%	82.2%	4.4%	100.0%	
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	25	113	6	144	
		%	17.4%	78.5%	4.2%	100.0%	
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	42	91	2	135	
		%	31.1%	67.4%	1.5%	100.0%	
Total		N	111	427	25	563	
		%	19.7%	75.8%	4.4%	100.0%	

Da li je Vaše preduzeće koristilo bilo kakvu softversku aplikaciju za menadžment informacijama o klijentima koji omogućava: Analiza informacija o klijentima za marketinške svrhe?/During January 2011. did your enterprise use CRM (software for managing information about clients) to: Analyze clients for marketing purposes?

		Da / Yes	Ne / No	Without answer	Total		
DJELATNOST / SECTOR	Proizvodnja / Production	N	21	83	5	109	
		%	19.3%	76.1%	4.6%	100.0%	
	Izgradnja / Construction	N	8	27	1	36	
		%	22.2%	75.0%	2.8%	100.0%	
	Prodaja / Selling	N	51	243	14	308	
		%	16.6%	78.9%	4.5%	100.0%	
	Hotelijerstvo / Hotels	N	11	44	5	60	
		%	18.3%	73.3%	8.3%	100.0%	
	Transport i komunikacije / Transport and communication	N	7	11	0	18	
		%	38.9%	61.1%	0.0%	100.0%	
	Bankarstvo i finansije / Banking and finances	N	6	7	1	14	
		%	42.9%	50.0%	7.1%	100.0%	
	Nekretnine i propratne usluge / Real estate	N	1	6	1	8	
		%	12.5%	75.0%	12.5%	100.0%	
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	1	7	0	8	
		%	12.5%	87.5%	0.0%	100.0%	
	REGION	Sjeverne opštine / Northern municipalities	N	18	57	7	82
			%	22.0%	69.5%	8.5%	100.0%
Centralne opštine / Central municipalities		N	59	239	14	312	
		%	18.9%	76.6%	4.5%	100.0%	
Južne opštine / Southern municipalities		N	30	133	6	169	
		%	17.8%	78.7%	3.6%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES		Prvih 25% po broju zaposlenih / First quarter by number of employees	N	21	116	12	149
			%	14.1%	77.9%	8.1%	100.0%
		Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	20	109	6	135
			%	14.8%	80.7%	4.4%	100.0%
		Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	23	115	6	144
			%	16.0%	79.9%	4.2%	100.0%
		Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	43	89	3	135
			%	31.9%	65.9%	2.2%	100.0%
		Total	N	107	429	27	563
			%	19.0%	76.2%	4.8%	100.0%

Da li je tokom 2010 Vaše preduzeće primalo narudžbe za robe ili usluge putem kompjuterskih mreža, preko web sajtova ili drugih načina elektronskog komuniciranja izuzimajući ručno kucanje mail poruke?/Did your enterprise receive orders for goods and services over computer networks in January 2011 (over website, EDI systems etc)?

		Da / Yes	Ne / No	Without answer	Total		
DJELATNOST / SECTOR	Proizvodnja / Production	N 32 % 29.4%	74 67.9%	3 2.8%	109 100.0%		
	Izgradnja / Construction	N 11 % 30.6%	24 66.7%	1 2.8%	36 100.0%		
	Prodaja / Selling	N 89 % 28.9%	211 68.5%	8 2.6%	308 100.0%		
	Hotelijerstvo / Hotels	N 20 % 33.3%	37 61.7%	3 5.0%	60 100.0%		
	Transport i komunikacije / Transport and communication	N 8 % 44.4%	10 55.6%	0 0.0%	18 100.0%		
	Bankarstvo i finansije / Banking and finances	N 3 % 21.4%	11 78.6%	0 0.0%	14 100.0%		
	Nekretnine i propratne usluge / Real estate	N 4 % 50.0%	4 50.0%	0 0.0%	8 100.0%		
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N 0 % 0.0%	8 100.0%	0 0.0%	8 100.0%		
	REGION	Sjeverne opštine / Northern municipalities	N 25 % 30.5%	52 63.4%	5 6.1%	82 100.0%	
		Centralne opštine / Central municipalities	N 86 % 27.6%	218 69.9%	8 2.6%	312 100.0%	
		Južne opštine / Southern municipalities	N 58 % 34.3%	109 64.5%	2 1.2%	169 100.0%	
		BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N 29 % 19.5%	110 73.8%	10 6.7%	149 100.0%
			Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N 33 % 24.4%	99 73.3%	3 2.2%	135 100.0%
			Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N 56 % 38.9%	87 60.4%	1 0.7%	144 100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees		N 51 % 37.8%	83 61.5%	1 0.7%	135 100.0%	
	Total	N 169 % 30.0%	379 67.3%	15 2.7%	563 100.0%		

Da li je Vaše preduzeće koristilo sigurnosne protokole, kao sto su SSL, TLS, za prijem narudžbe/Has your enterprise used security protocols such as SSL and TLS for reception of orders via Internet in January 2011?

			Da / Yes	Ne / No	Without answer	Total
DJETLATNOST / SECTOR	Proizvodnja / Production	N	8	21	3	32
		%	25.0%	65.6%	9.4%	100.0%
	Izgradnja / Construction	N	5	6	0	11
		%	45.5%	54.5%	0.0%	100.0%
	Prodaja / Selling	N	28	48	13	89
		%	31.5%	53.9%	14.6%	100.0%
	Hotelijerstvo / Hotels	N	4	13	3	20
		%	20.0%	65.0%	15.0%	100.0%
	Transport i komunikacije / Transport and communication	N	1	6	1	8
		%	12.5%	75.0%	12.5%	100.0%
Bankarstvo i finansije / Banking and finances	N	1	1	1	3	
	%	33.3%	33.3%	33.3%	100.0%	
Nekretnine i propratne usluge / Real estate	N	1	3	0	4	
	%	25.0%	75.0%	0.0%	100.0%	
Proizvodnja filma, radio i TV / Fil, radio and TV production	N	0	0	0	0	
	%	0.0%	0.0%	0.0%	0.0%	
REGION	Sjeverne opštine / Northern municipalities	N	3	19	3	25
		%	12.0%	76.0%	12.0%	100.0%
	Centralne opštine / Central municipalities	N	33	43	10	86
		%	38.4%	50.0%	11.6%	100.0%
	Južne opštine / Southern municipalities	N	13	37	8	58
		%	22.4%	63.8%	13.8%	100.0%
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	11	14	4	29
		%	37.9%	48.3%	13.8%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	9	18	6	33
		%	27.3%	54.5%	18.2%	100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	16	35	5	56
		%	28.6%	62.5%	8.9%	100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	13	32	6	51
		%	25.5%	62.7%	11.8%	100.0%
Total		N	49	99	21	169
		%	29.0%	58.6%	12.4%	100.0%

Da li je Vaše preduzeće slalo narudžbe za robe ili usluge putem kompjuterskih mreža, preko web sajtova, EDI sistema ili drugih načina elektronskog prenosa podataka ... (filter pitanje) idi na G1/Did your made orders for goods and services over computer networks in January 2011 (over website, EDI systems etc)?

		Da / Yes	Ne / No	Without answer	Total
DJELATNOST / SECTOR	Proizvodnja / Production	N 38 % 34.9%	66 60.6%	5 4.6%	109 100.0%
	Izgradnja / Construction	N 9 % 25.0%	24 66.7%	3 8.3%	36 100.0%
	Prodaja / Selling	N 97 % 31.5%	203 65.9%	8 2.6%	308 100.0%
	Hotelijerstvo / Hotels	N 16 % 26.7%	41 68.3%	3 5.0%	60 100.0%
	Transport i komunikacije / Transport and communication	N 4 % 22.2%	14 77.8%	0 0.0%	18 100.0%
	Bankarstvo i finansije / Banking and finances	N 5 % 35.7%	9 64.3%	0 0.0%	14 100.0%
	Nekretnine i propratne usluge / Real estate	N 2 % 25.0%	6 75.0%	0 0.0%	8 100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N 1 % 12.5%	7 87.5%	0 0.0%	8 100.0%
	Sjeverne opštine / Northern municipalities	N 20 % 24.4%	55 67.1%	7 8.5%	82 100.0%
	Centralne opštine / Central municipalities	N 95 % 30.4%	208 66.7%	9 2.9%	312 100.0%
Južne opštine / Southern municipalities	N 58 % 34.3%	108 63.9%	3 1.8%	169 100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N 36 % 24.2%	102 68.5%	11 7.4%	149 100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N 38 % 28.1%	93 68.9%	4 3.0%	135 100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N 52 % 36.1%	91 63.2%	1 0.7%	144 100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N 47 % 34.8%	85 63.0%	3 2.2%	135 100.0%
	Total	N 173	371	19	563
		% 30.7%	65.9%	3.4%	100.0%

Tokom januara 2011. da li je Vaše preduzeće imalo formalno definisanu ICT bezbjednosnu politiku sa planom redovnih kontrola?/During January 2011, did your enterprise have formal ICT security policu with plans for regular control?

			Da / Yes	Ne / No	Without answer	Total	
DJETLATNOST / SECTOR	Proizvodnja / Production	N	25	80	4	109	
		%	22.9%	73.4%	3.7%	100.0%	
	Izgradnja / Construction	N	13	23	0	36	
		%	36.1%	63.9%	0.0%	100.0%	
	Prodaja / Selling	N	63	236	9	308	
		%	20.5%	76.6%	2.9%	100.0%	
	Hotelijerstvo / Hotels	N	18	38	4	60	
		%	30.0%	63.3%	6.7%	100.0%	
	Transport i komunikacije / Transport and communication	N	7	11	0	18	
		%	38.9%	61.1%	0.0%	100.0%	
	Bankarstvo i finansije / Banking and finances	N	7	7	0	14	
		%	50.0%	50.0%	0.0%	100.0%	
	Nekretnine i propratne usluge / Real estate	N	3	5	0	8	
		%	37.5%	62.5%	0.0%	100.0%	
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	2	6	0	8	
		%	25.0%	75.0%	0.0%	100.0%	
	REGION	Sjeverne opštine / Northern municipalities	N	10	66	6	82
			%	12.2%	80.5%	7.3%	100.0%
Centralne opštine / Central municipalities		N	87	217	8	312	
		%	27.9%	69.6%	2.6%	100.0%	
Južne opštine / Southern municipalities		N	42	124	3	169	
		%	24.9%	73.4%	1.8%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES		Prvih 25% po broju zaposlenih / First quarter by number of employees	N	29	111	9	149
			%	19.5%	74.5%	6.0%	100.0%
		Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	24	109	2	135
			%	17.8%	80.7%	1.5%	100.0%
		Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	30	110	4	144
			%	20.8%	76.4%	2.8%	100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	56	77	2	135	
		%	41.5%	57.0%	1.5%	100.0%	
	Total	N	139	407	17	563	
		%	24.7%	72.3%	3.0%	100.0%	

Da li su sljedeći rizici obuhvaćeni ICT politikom: Uništavanje ili kvarenje kvaliteta podataka kao rezultat neočekivanih incidenata?/Were following risks included in your ICT policy: Destruction or breakdown of data as a result of unexpected incidents?

			Da / Yes	Ne / No	Total
DJELATNOST / SECTOR	Proizvodnja / Production	N	21	4	25
		%	84.0%	16.0%	100.0%
	Izgradnja / Construction	N	9	4	13
		%	69.2%	30.8%	100.0%
	Prodaja / Selling	N	51	12	63
		%	81.0%	19.0%	100.0%
	Hotelijerstvo / Hotels	N	14	4	18
		%	77.8%	22.2%	100.0%
	Transport i komunikacije / Transport and communication	N	6	1	7
		%	85.7%	14.3%	100.0%
	Bankarstvo i finansije / Banking and finances	N	7	0	7
		%	100.0%	0.0%	100.0%
	Nekretnine i propratne usluge / Real estate	N	3	0	3
		%	100.0%	0.0%	100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	1	1	2
		%	50.0%	50.0%	100.0%
	Sjeverne opštine / Northern municipalities	N	8	2	10
		%	80.0%	20.0%	100.0%
	Centralne opštine / Central municipalities	N	72	15	87
		%	82.8%	17.2%	100.0%
Južne opštine / Southern municipalities	N	32	10	42	
	%	76.2%	23.8%	100.0%	
Prvih 25% po broju zaposlenih / First quarter by number of employees	N	25	4	29	
	%	86.2%	13.8%	100.0%	
Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	18	6	24	
	%	75.0%	25.0%	100.0%	
Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	24	6	30	
	%	80.0%	20.0%	100.0%	
Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	45	11	56	
	%	80.4%	19.6%	100.0%	
Total	N	112	27	139	
	%	80.6%	19.4%	100.0%	

Da li su sljedeći rizici obuhvaćeni ICT politikom: Otkrivanje povjerljivih podataka zbog upada ili sličnih incidenata?/-Were following risks included in your ICT policy: Hacking of confidential data?

			Da / Yes	Ne / No	Total	
DJEĀLATNOST / SECTOR	Proizvodnja / Production	N	19	6	25	
		%	76.0%	24.0%	100.0%	
	Izgradnja / Construction	N	4	9	13	
		%	30.8%	69.2%	100.0%	
	Prodaja / Selling	N	43	20	63	
		%	68.3%	31.7%	100.0%	
	Hotelijerstvo / Hotels	N	13	5	18	
		%	72.2%	27.8%	100.0%	
	Transport i komunikacije / Transport and communication	N	5	2	7	
		%	71.4%	28.6%	100.0%	
	Bankarstvo i finansije / Banking and finances	N	6	1	7	
		%	85.7%	14.3%	100.0%	
	Nekretnine i propratne usluge / Real estate	N	2	1	3	
		%	66.7%	33.3%	100.0%	
REGION	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	1	1	2	
		%	50.0%	50.0%	100.0%	
	Sjeverne opštine / Northern municipalities	N	5	5	10	
		%	50.0%	50.0%	100.0%	
	Centralne opštine / Central municipalities	N	59	28	87	
		%	67.8%	32.2%	100.0%	
	Južne opštine / Southern municipalities	N	30	12	42	
		%	71.4%	28.6%	100.0%	
	BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	15	14	29
			%	51.7%	48.3%	100.0%
		Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	16	8	24
			%	66.7%	33.3%	100.0%
		Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	21	9	30
			%	70.0%	30.0%	100.0%
Preko 75% po broju zaposlenih / Fourth quarter by number of employees		N	42	14	56	
		%	75.0%	25.0%	100.0%	
Total		N	94	45	139	
		%	67.6%	32.4%	100.0%	

Da li su sljedeći rizici obuhvaćeni ICT politikom: Nedostupnost ICT usluga zbog napad spolja?/Were following risks included in your ICT policy: Unavailability of ICT services because of intrusion?					
			Da / Yes	Ne / No	Total
DJE LATNOST / SECTOR	Proizvodnja / Production	N	19	6	25
		%	76.0%	24.0%	100.0%
	Izgradnja / Construction	N	5	8	13
		%	38.5%	61.5%	100.0%
	Prodaja / Selling	N	38	25	63
		%	60.3%	39.7%	100.0%
	Hotelijerstvo / Hotels	N	12	6	18
		%	66.7%	33.3%	100.0%
	Transport i komunikacije / Transport and communication	N	4	3	7
		%	57.1%	42.9%	100.0%
	Bankarstvo i finansije / Banking and finances	N	6	1	7
		%	85.7%	14.3%	100.0%
	Nekretnine i propratne usluge / Real estate	N	3	0	3
		%	100.0%	0.0%	100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	1	1	2
		%	50.0%	50.0%	100.0%
	Sjeverne opštine / Northern municipalities	N	6	4	10
		%	60.0%	40.0%	100.0%
Centralne opštine / Central municipalities	N	52	35	87	
	%	59.8%	40.2%	100.0%	
Južne opštine / Southern municipalities	N	30	12	42	
	%	71.4%	28.6%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	16	13	29
		%	55.2%	44.8%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	16	8	24
		%	66.7%	33.3%	100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	18	12	30
		%	60.0%	40.0%	100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	38	18	56
		%	67.9%	32.1%	100.0%
	Total	N	88	51	139
		%	63.3%	36.7%	100.0%

Tokom januara 2011. na koji način ste informisali zaposlene o njihovim obavezama kada je ICT bezbjednost u pitanju: Obavezni treninzi i prezentacije?/During January 2011 in what way did you inform your employees about their duties regarding ICT security: Mandatory trainings and presentations?

		Da / Yes	Ne / No	Without answer	Total		
DJELATNOST / SECTOR	Proizvodnja / Production	N	19	82	8	109	
		%	17.4%	75.2%	7.3%	100.0%	
	Izgradnja / Construction	N	9	25	2	36	
		%	25.0%	69.4%	5.6%	100.0%	
	Prodaja / Selling	N	53	242	13	308	
		%	17.2%	78.6%	4.2%	100.0%	
	Hotelijerstvo / Hotels	N	8	48	4	60	
		%	13.3%	80.0%	6.7%	100.0%	
	Transport i komunikacije / Transport and communication	N	7	11	0	18	
		%	38.9%	61.1%	0.0%	100.0%	
	Bankarstvo i finansije / Banking and finances	N	5	8	1	14	
		%	35.7%	57.1%	7.1%	100.0%	
	Nekretnine i propratne usluge / Real estate	N	0	8	0	8	
		%	0.0%	100.0%	0.0%	100.0%	
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	1	7	0	8	
		%	12.5%	87.5%	0.0%	100.0%	
	REGION	Sjeverne opštine / Northern municipalities	N	11	63	8	82
			%	13.4%	76.8%	9.8%	100.0%
Centralne opštine / Central municipalities		N	60	239	13	312	
		%	19.2%	76.6%	4.2%	100.0%	
Južne opštine / Southern municipalities		N	31	131	7	169	
		%	18.3%	77.5%	4.1%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	18	121	10	149	
		%	12.1%	81.2%	6.7%	100.0%	
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	21	107	7	135	
		%	15.6%	79.3%	5.2%	100.0%	
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	32	104	8	144	
		%	22.2%	72.2%	5.6%	100.0%	
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	31	101	3	135	
		%	23.0%	74.8%	2.2%	100.0%	
Total		N	102	433	28	563	
		%	18.1%	76.9%	5.0%	100.0%	

Tokom januara 2011. na koji način ste informisali zaposlene o njihovim obavezama kada je ICT bezbjednost u pitanju: Ugovorom npr.ugovorom o radu?/During January 2011 in what way did you inform your employees about their duties regarding ICT security: Through contract?						
			Da / Yes	Ne / No	Without answer	Total
DJETARNOST / SECTOR	Proizvodnja / Production	N	33	69	7	109
		%	30.3%	63.3%	6.4%	100.0%
	Izgradnja / Construction	N	8	26	2	36
		%	22.2%	72.2%	5.6%	100.0%
	Prodaja / Selling	N	79	214	15	308
		%	25.6%	69.5%	4.9%	100.0%
	Hotelijerstvo / Hotels	N	15	41	4	60
		%	25.0%	68.3%	6.7%	100.0%
	Transport i komunikacije / Transport and communication	N	7	11	0	18
		%	38.9%	61.1%	0.0%	100.0%
Bankarstvo i finansije / Banking and finances	N	6	7	1	14	
	%	42.9%	50.0%	7.1%	100.0%	
Nekretnine i propratne usluge / Real estate	N	3	5	0	8	
	%	37.5%	62.5%	0.0%	100.0%	
Proizvodnja filma, radio i TV / Fil, radio and TV production	N	2	6	0	8	
	%	25.0%	75.0%	0.0%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	N	19	55	8	82
		%	23.2%	67.1%	9.8%	100.0%
	Centralne opštine / Central municipalities	N	86	212	14	312
		%	27.6%	67.9%	4.5%	100.0%
	Južne opštine / Southern municipalities	N	50	112	7	169
		%	29.6%	66.3%	4.1%	100.0%
	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	32	106	11	149
		%	21.5%	71.1%	7.4%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	42	87	6	135
		%	31.1%	64.4%	4.4%	100.0%
Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	33	102	9	144	
	%	22.9%	70.8%	6.3%	100.0%	
Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	48	84	3	135	
	%	35.6%	62.2%	2.2%	100.0%	
Total	N	155	379	29	563	
	%	27.5%	67.3%	5.2%	100.0%	

Tokom januara 2011. na koji način ste informisali zaposlene o njihovim obavezama kada je ICT bezbjednost u pitanju: Dobrovoljni treninzi ili opšte dostupne informacije?/During January 2011 in what way did you inform your employees about their duties regarding ICT security: Voluntary trainings or general information available?

			Da / Yes	Ne / No	Without answer	Total	
DJE LATNOST / SECTOR	Proizvodnja / Production	N	34	67	8	109	
		%	31.2%	61.5%	7.3%	100.0%	
	Izgradnja / Construction	N	12	22	2	36	
		%	33.3%	61.1%	5.6%	100.0%	
	Prodaja / Selling	N	91	203	14	308	
		%	29.5%	65.9%	4.5%	100.0%	
	Hotelijerstvo / Hotels	N	21	35	4	60	
		%	35.0%	58.3%	6.7%	100.0%	
	Transport i komunikacije / Transport and communication	N	5	13	0	18	
		%	27.8%	72.2%	0.0%	100.0%	
	Bankarstvo i finansije / Banking and finances	N	7	6	1	14	
		%	50.0%	42.9%	7.1%	100.0%	
	Nekretnine i propratne usluge / Real estate	N	3	5	0	8	
		%	37.5%	62.5%	0.0%	100.0%	
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	3	5	0	8	
		%	37.5%	62.5%	0.0%	100.0%	
	REGION	Sjeverne opštine / Northern municipalities	N	12	62	8	82
			%	14.6%	75.6%	9.8%	100.0%
Centralne opštine / Central municipalities		N	112	187	13	312	
		%	35.9%	59.9%	4.2%	100.0%	
Južne opštine / Southern municipalities		N	53	108	8	169	
		%	31.4%	63.9%	4.7%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES		Prvih 25% po broju zaposlenih / First quarter by number of employees	N	34	105	10	149
			%	22.8%	70.5%	6.7%	100.0%
		Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	35	93	7	135
			%	25.9%	68.9%	5.2%	100.0%
		Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	49	86	9	144
			%	34.0%	59.7%	6.3%	100.0%
		Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	59	73	3	135
			%	43.7%	54.1%	2.2%	100.0%
		Total	N	177	357	29	563
			%	31.4%	63.4%	5.2%	100.0%

Tokom 2010. koji incidenti , vezani za ICT bezbjednost su uticali na Vaš ICT sistem rezultirajući sljedećim posljedicama: Nedostupnost ICT Servisa , uništavanje ili kvarenje podataka zbog hardverskih ili softverskih kvarova?/Did your enterprise have any ICT security incident resulting in unavailability of ICT services as a result of hardware or software breakdown?

		Da / Yes	Ne / No	Without answer	Total	
DJELATNOST / SECTOR	Proizvodnja / Production	N	23	82	4	109
		%	21.1%	75.2%	3.7%	100.0%
	Izgradnja / Construction	N	6	29	1	36
		%	16.7%	80.6%	2.8%	100.0%
	Prodaja / Selling	N	68	234	6	308
		%	22.1%	76.0%	1.9%	100.0%
	Hotelijerstvo / Hotels	N	12	44	4	60
		%	20.0%	73.3%	6.7%	100.0%
	Transport i komunikacije / Transport and communication	N	3	15	0	18
		%	16.7%	83.3%	0.0%	100.0%
	Bankarstvo i finansije / Banking and finances	N	8	6	0	14
		%	57.1%	42.9%	0.0%	100.0%
	Nekretnine i propratne usluge / Real estate	N	4	4	0	8
		%	50.0%	50.0%	0.0%	100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	1	7	0	8
		%	12.5%	87.5%	0.0%	100.0%
	Sjeverne opštine / Northern municipalities	N	21	57	4	82
		%	25.6%	69.5%	4.9%	100.0%
Centralne opštine / Central municipalities	N	71	233	8	312	
	%	22.8%	74.7%	2.6%	100.0%	
Južne opštine / Southern municipalities	N	34	132	3	169	
	%	20.1%	78.1%	1.8%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	27	113	9	149
		%	18.1%	75.8%	6.0%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	29	104	2	135
		%	21.5%	77.0%	1.5%	100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	29	113	2	144
		%	20.1%	78.5%	1.4%	100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	41	92	2	135
		%	30.4%	68.1%	1.5%	100.0%
	Total	N	126	422	15	563
		%	22.4%	75.0%	2.7%	100.0%

Tokom 2010. koji incidenti , vezani za ICT bezbjednost su uticali na Vaš ICT sistem rezultirajući sljedećim posljedicama: Nedostupnost ICT servisa zbog napada spolja npr. napada koji rezultira odbijanjem pružanja usluga?/Did your enterprise have any ICT security incident resulting in unavailability of ICT services as a result of intrusion from outside of enterprise?

		Da / Yes	Ne / No	Without answer	Total		
DJELATNOST / SECTOR	Proizvodnja / Production	N	7	98	4	109	
		%	6.4%	89.9%	3.7%	100.0%	
	Izgradnja / Construction	N	0	35	1	36	
		%	0.0%	97.2%	2.8%	100.0%	
	Prodaja / Selling	N	21	281	6	308	
		%	6.8%	91.2%	1.9%	100.0%	
	Hotelijerstvo / Hotels	N	2	54	4	60	
		%	3.3%	90.0%	6.7%	100.0%	
	Transport i komunikacije / Transport and communication	N	4	13	1	18	
		%	22.2%	72.2%	5.6%	100.0%	
	Bankarstvo i finansije / Banking and finances	N	3	11	0	14	
		%	21.4%	78.6%	0.0%	100.0%	
	Nekretnine i propratne usluge / Real estate	N	2	6	0	8	
		%	25.0%	75.0%	0.0%	100.0%	
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	2	6	0	8	
		%	25.0%	75.0%	0.0%	100.0%	
	REGION	Sjeverne opštine / Northern municipalities	N	8	70	4	82
			%	9.8%	85.4%	4.9%	100.0%
Centralne opštine / Central municipalities		N	22	282	8	312	
		%	7.1%	90.4%	2.6%	100.0%	
Južne opštine / Southern municipalities		N	12	153	4	169	
		%	7.1%	90.5%	2.4%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES		Prvih 25% po broju zaposlenih / First quarter by number of employees	N	11	129	9	149
			%	7.4%	86.6%	6.0%	100.0%
		Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	9	124	2	135
			%	6.7%	91.9%	1.5%	100.0%
		Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	7	134	3	144
			%	4.9%	93.1%	2.1%	100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	15	118	2	135	
		%	11.1%	87.4%	1.5%	100.0%	
	Total	N	42	505	16	563	
		%	7.5%	89.7%	2.8%	100.0%	

Tokom 2010. koji incidenti, vezani za ICT bezbjednost su uticali na Vaš ICT sistem rezultirajući sljedećim posljedicama: Uništavanje ili kvarenje podataka zbog virusa ili neovlaštenog pristupa?/Did your enterprise have any ICT security incident resulting in unavailability of ICT services as a result of virus or unauthorized access?

			Da / Yes	Ne / No	Without answer	Total
DJELATNOST / SECTOR	Proizvodnja / Production	N	29	76	4	109
		%	26.6%	69.7%	3.7%	100.0%
	Izgradnja / Construction	N	8	27	1	36
		%	22.2%	75.0%	2.8%	100.0%
	Prodaja / Selling	N	86	216	6	308
		%	27.9%	70.1%	1.9%	100.0%
	Hotelijerstvo / Hotels	N	19	37	4	60
		%	31.7%	61.7%	6.7%	100.0%
	Transport i komunikacije / Transport and communication	N	5	12	1	18
		%	27.8%	66.7%	5.6%	100.0%
	Bankarstvo i finansije / Banking and finances	N	5	9	0	14
		%	35.7%	64.3%	0.0%	100.0%
	Nekretnine i propratne usluge / Real estate	N	5	3	0	8
		%	62.5%	37.5%	0.0%	100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	3	5	0	8
		%	37.5%	62.5%	0.0%	100.0%
	Sjeverne opštine / Northern municipalities	N	24	54	4	82
		%	29.3%	65.9%	4.9%	100.0%
Centralne opštine / Central municipalities	N	92	212	8	312	
	%	29.5%	67.9%	2.6%	100.0%	
Južne opštine / Southern municipalities	N	45	120	4	169	
	%	26.6%	71.0%	2.4%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	45	95	9	149
		%	30.2%	63.8%	6.0%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	40	93	2	135
		%	29.6%	68.9%	1.5%	100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	37	104	3	144
		%	25.7%	72.2%	2.1%	100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	39	94	2	135
		%	28.9%	69.6%	1.5%	100.0%
	Total	N	161	386	16	563
		%	28.6%	68.6%	2.8%	100.0%

Tokom 2010. koji incidenti, vezani za ICT bezbjednost su uticali na Vaš ICT sistem rezultirajući sljedećim posljedicama: Otkrivanje povjerljivih podataka zbog hakerskih ili sličnih upada?/Did your enterprise have any ICT security incident that resulted in exposing confidential data because of hacking intrusion?

		Da / Yes	Ne / No	Without answer	Total		
DJELATNOST / SECTOR	Proizvodnja / Production	N	3	101	5	109	
		%	2.8%	92.7%	4.6%	100.0%	
	Izgradnja / Construction	N	0	35	1	36	
		%	0.0%	97.2%	2.8%	100.0%	
	Prodaja / Selling	N	19	283	6	308	
		%	6.2%	91.9%	1.9%	100.0%	
	Hotelijerstvo / Hotels	N	0	56	4	60	
		%	0.0%	93.3%	6.7%	100.0%	
	Transport i komunikacije / Transport and communication	N	2	16	0	18	
		%	11.1%	88.9%	0.0%	100.0%	
	Bankarstvo i finansije / Banking and finances	N	1	13	0	14	
		%	7.1%	92.9%	0.0%	100.0%	
	Nekretnine i propratne usluge / Real estate	N	0	8	0	8	
		%	0.0%	100.0%	0.0%	100.0%	
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	0	8	0	8	
		%	0.0%	100.0%	0.0%	100.0%	
	REGION	Sjeverne opštine / Northern municipalities	N	3	75	4	82
			%	3.7%	91.5%	4.9%	100.0%
Centralne opštine / Central municipalities		N	11	292	9	312	
		%	3.5%	93.6%	2.9%	100.0%	
Južne opštine / Southern municipalities		N	12	154	3	169	
		%	7.1%	91.1%	1.8%	100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES		Prvih 25% po broju zaposlenih / First quarter by number of employees	N	4	136	9	149
			%	2.7%	91.3%	6.0%	100.0%
		Između 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	7	126	2	135
			%	5.2%	93.3%	1.5%	100.0%
		Između 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	3	139	2	144
			%	2.1%	96.5%	1.4%	100.0%
		Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	12	120	3	135
			%	8.9%	88.9%	2.2%	100.0%
		Total	N	26	521	16	563
			%	4.6%	92.5%	2.8%	100.0%

Tokom 2010. koji incidenti vezani za ICT bezbjednost su uticali na Vaš ICT sistem rezultirajući sljedećim posljedicama: Otkrivanje povjerljivih podataka u elektronskoj formi od strane zaposlenih namjerno ili nenamjerno ... (opciono)?/Did your enterprise have any ICT security incident that resulted in exposing confidential data by one or more employees?

		Da / Yes	Ne / No	Without answer	Total	
DJETARNOST / SECTOR	Proizvodnja / Production	N	3	101	5	109
		%	2.8%	92.7%	4.6%	100.0%
	Izgradnja / Construction	N	1	34	1	36
		%	2.8%	94.4%	2.8%	100.0%
	Prodaja / Selling	N	12	290	6	308
		%	3.9%	94.2%	1.9%	100.0%
	Hotelijerstvo / Hotels	N	0	56	4	60
		%	0.0%	93.3%	6.7%	100.0%
	Transport i komunikacije / Transport and communication	N	3	15	0	18
		%	16.7%	83.3%	0.0%	100.0%
	Bankarstvo i finansije / Banking and finances	N	3	11	0	14
		%	21.4%	78.6%	0.0%	100.0%
	Nekretnine i propratne usluge / Real estate	N	0	8	0	8
		%	0.0%	100.0%	0.0%	100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	1	7	0	8
		%	12.5%	87.5%	0.0%	100.0%
	Sjeverne opštine / Northern municipalities	N	3	75	4	82
		%	3.7%	91.5%	4.9%	100.0%
	Centralne opštine / Central municipalities	N	17	286	9	312
		%	5.4%	91.7%	2.9%	100.0%
Južne opštine / Southern municipalities	N	4	162	3	169	
	%	2.4%	95.9%	1.8%	100.0%	
Prvih 25% po broju zaposlenih / First quarter by number of employees	N	6	134	9	149	
	%	4.0%	89.9%	6.0%	100.0%	
Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	4	129	2	135	
	%	3.0%	95.6%	1.5%	100.0%	
Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	4	138	2	144	
	%	2.8%	95.8%	1.4%	100.0%	
Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	10	122	3	135	
	%	7.4%	90.4%	2.2%	100.0%	
Total	N	24	523	16	563	
	%	4.3%	92.9%	2.8%	100.0%	

Da li je tokom januara 2011. godine Vaše preduzeće koristilo neki od sjedećih unutrašnjih sredstava ili procedura: Snažnu autentifikaciju putem lozinke?/During January 2011 did your enterprise use: Strong authentication using password?

			Da / Yes	Ne / No	Without answer	Total
DJELATNOST / SECTOR	Proizvodnja / Production	N	50	55	4	109
		%	45.9%	50.5%	3.7%	100.0%
	Izgradnja / Construction	N	14	22	0	36
		%	38.9%	61.1%	0.0%	100.0%
	Prodaja / Selling	N	102	200	6	308
		%	33.1%	64.9%	1.9%	100.0%
	Hotelijerstvo / Hotels	N	23	33	4	60
		%	38.3%	55.0%	6.7%	100.0%
	Transport i komunikacije / Transport and communication	N	10	8	0	18
		%	55.6%	44.4%	0.0%	100.0%
Bankarstvo i finansije / Banking and finances	N	10	4	0	14	
	%	71.4%	28.6%	0.0%	100.0%	
Nekretnine i propratne usluge / Real estate	N	5	3	0	8	
	%	62.5%	37.5%	0.0%	100.0%	
Proizvodnja filma, radio i TV / Fil, radio and TV production	N	4	4	0	8	
	%	50.0%	50.0%	0.0%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	N	22	56	4	82
		%	26.8%	68.3%	4.9%	100.0%
	Centralne opštine / Central municipalities	N	126	178	8	312
		%	40.4%	57.1%	2.6%	100.0%
	Južne opštine / Southern municipalities	N	72	95	2	169
		%	42.6%	56.2%	1.2%	100.0%
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	44	97	8	149
		%	29.5%	65.1%	5.4%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	47	86	2	135
		%	34.8%	63.7%	1.5%	100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	57	84	3	144
		%	39.6%	58.3%	2.1%	100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	72	62	1	135
		%	53.3%	45.9%	0.7%	100.0%
Total		N	220	329	14	563
		%	39.1%	58.4%	2.5%	100.0%

Da li je tokom januara 2011. godine Vaše preduzeće koristilo neki od sljedećih unutrašnjih sredstava ili procedura: Identifikacija korisnika i autentifikacija kroz kodove ili smart kartice?/During January 2011 did your enterprise use: User identification and authentication using codes and smart cards?

		Da / Yes	Ne / No	Without answer	Total	
DJELATNOST / SECTOR	Proizvodnja / Production	N	18	87	4	109
		%	16.5%	79.8%	3.7%	100.0%
	Izgradnja / Construction	N	7	29	0	36
		%	19.4%	80.6%	0.0%	100.0%
	Prodaja / Selling	N	52	250	6	308
		%	16.9%	81.2%	1.9%	100.0%
	Hotelijerstvo / Hotels	N	16	40	4	60
		%	26.7%	66.7%	6.7%	100.0%
	Transport i komunikacije / Transport and communication	N	8	10	0	18
		%	44.4%	55.6%	0.0%	100.0%
Bankarstvo i finansije / Banking and finances	N	5	9	0	14	
	%	35.7%	64.3%	0.0%	100.0%	
Nekretnine i propratne usluge / Real estate	N	3	5	0	8	
	%	37.5%	62.5%	0.0%	100.0%	
Proizvodnja filma, radio i TV / Fil, radio and TV production	N	2	6	0	8	
	%	25.0%	75.0%	0.0%	100.0%	
REGION	Sjeverne opštine / Northern municipalities	N	4	74	4	82
		%	4.9%	90.2%	4.9%	100.0%
	Centralne opštine / Central municipalities	N	65	239	8	312
		%	20.8%	76.6%	2.6%	100.0%
	Južne opštine / Southern municipalities	N	42	125	2	169
		%	24.9%	74.0%	1.2%	100.0%
	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	17	124	8	149
		%	11.4%	83.2%	5.4%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	15	118	2	135
		%	11.1%	87.4%	1.5%	100.0%
Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	28	113	3	144	
	%	19.4%	78.5%	2.1%	100.0%	
Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	51	83	1	135	
	%	37.8%	61.5%	0.7%	100.0%	
Total	N	111	438	14	563	
	%	19.7%	77.8%	2.5%	100.0%	

Da li je tokom januara 2011. godine Vaše preduzece koristilo neki od sljedećih unutrašnjih sredstava ili procedura: Identifikacija korisnika biometrijskim sredstvima (opciono)?/During January 2011 did your enterprise use: Used identification using biometric equipment?

			Da / Yes	Ne / No	Without answer	Total
DJELATNOST / SECTOR	Proizvodnja / Production	N	7	98	4	109
		%	6.4%	89.9%	3.7%	100.0%
	Izgradnja / Construction	N	0	36	0	36
		%	0.0%	100.0%	0.0%	100.0%
	Prodaja / Selling	N	13	289	6	308
		%	4.2%	93.8%	1.9%	100.0%
	Hotelijerstvo / Hotels	N	1	55	4	60
		%	1.7%	91.7%	6.7%	100.0%
	Transport i komunikacije / Transport and communication	N	2	16	0	18
		%	11.1%	88.9%	0.0%	100.0%
	Bankarstvo i finansije / Banking and finances	N	1	13	0	14
		%	7.1%	92.9%	0.0%	100.0%
	Nekretnine i propratne usluge / Real estate	N	0	8	0	8
		%	0.0%	100.0%	0.0%	100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N	1	7	0	8
		%	12.5%	87.5%	0.0%	100.0%
Sjeverne opštine / Northern municipalities	N	3	75	4	82	
	%	3.7%	91.5%	4.9%	100.0%	
Centralne opštine / Central municipalities	N	14	290	8	312	
	%	4.5%	92.9%	2.6%	100.0%	
Južne opštine / Southern municipalities	N	8	159	2	169	
	%	4.7%	94.1%	1.2%	100.0%	
REGION	Prvih 25% po broju zaposlenih / First quarter by number of employees	N	6	135	8	149
		%	4.0%	90.6%	5.4%	100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N	4	129	2	135
		%	3.0%	95.6%	1.5%	100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N	6	135	3	144
		%	4.2%	93.8%	2.1%	100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N	9	125	1	135
		%	6.7%	92.6%	0.7%	100.0%
	Total	N	25	524	14	563
		%	4.4%	93.1%	2.5%	100.0%

Da li je tokom januara 2011. godine Vaše preduzeće koristilo neki od sljedećih unutrašnjih sredstava ili procedura: Back up podataka?/During January 2011 did your enterprise use: Data backup?

		Da / Yes	Ne / No	Without answer	Total	
DJE LATNOST / SECTOR	Proizvodnja / Production	N 40 % 36.7%	64 58.7%	5 4.6%	109 100.0%	
	Izgradnja / Construction	N 15 % 41.7%	21 58.3%	0 0.0%	36 100.0%	
	Prodaja / Selling	N 118 % 38.3%	184 59.7%	6 1.9%	308 100.0%	
	Hotelijerstvo / Hotels	N 23 % 38.3%	33 55.0%	4 6.7%	60 100.0%	
	Transport i komunikacije / Transport and communication	N 7 % 38.9%	11 61.1%	0 0.0%	18 100.0%	
	Bankarstvo i finansije / Banking and finances	N 9 % 64.3%	5 35.7%	0 0.0%	14 100.0%	
	Nekretnine i propratne usluge / Real estate	N 5 % 62.5%	3 37.5%	0 0.0%	8 100.0%	
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N 6 % 75.0%	2 25.0%	0 0.0%	8 100.0%	
	Sjeverne opštine / Northern municipalities	N 15 % 18.3%	63 76.8%	4 4.9%	82 100.0%	
	Centralne opštine / Central municipalities	N 136 % 43.6%	168 53.8%	8 2.6%	312 100.0%	
	Južne opštine / Southern municipalities	N 73 % 43.2%	93 55.0%	3 1.8%	169 100.0%	
	BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N 60 % 40.3%	81 54.4%	8 5.4%	149 100.0%
		Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N 41 % 30.4%	91 67.4%	3 2.2%	135 100.0%
		Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N 55 % 38.2%	86 59.7%	3 2.1%	144 100.0%
		Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N 68 % 50.4%	66 48.9%	1 0.7%	135 100.0%
		Total	N 224 % 39.8%	324 57.5%	15 2.7%	563 100.0%

Da li je tokom januara 2011. godine Vaše preduzeće koristilo neki od sledećih unutrašnjih sredstava ili procedura: logovanje za analizu bezbjednosnih incidenata?/During January 2011 did your enterprise used: Login for analysis of security incidents?

		Da / Yes	Ne / No	Without answer	Total
DJETLATNOST / SECTOR	Proizvodnja / Production	N 17 % 15.6%	87 79.8%	5 4.6%	109 100.0%
	Izgradnja / Construction	N 5 % 13.9%	31 86.1%	0 0.0%	36 100.0%
	Prodaja / Selling	N 49 % 15.9%	253 82.1%	6 1.9%	308 100.0%
	Hotelijerstvo / Hotels	N 10 % 16.7%	46 76.7%	4 6.7%	60 100.0%
	Transport i komunikacije / Transport and communication	N 5 % 27.8%	13 72.2%	0 0.0%	18 100.0%
	Bankarstvo i finansije / Banking and finances	N 7 % 50.0%	7 50.0%	0 0.0%	14 100.0%
	Nekretnine i propratne usluge / Real estate	N 3 % 37.5%	5 62.5%	0 0.0%	8 100.0%
	Proizvodnja filma, radio i TV / Fil, radio and TV production	N 3 % 37.5%	5 62.5%	0 0.0%	8 100.0%
	Sjeverne opštine / Northern municipalities	N 7 % 8.5%	71 86.6%	4 4.9%	82 100.0%
	Centralne opštine / Central municipalities	N 55 % 17.6%	249 79.8%	8 2.6%	312 100.0%
Južne opštine / Southern municipalities	N 39 % 23.1%	127 75.1%	3 1.8%	169 100.0%	
BROJ ZAPOSLENIH / NUMBER OF EMPLOYEES	Prvih 25% po broju zaposlenih / First quarter by number of employees	N 17 % 11.4%	124 83.2%	8 5.4%	149 100.0%
	Izmedju 25 i 50% po broju zaposlenih / Second quarter by number of employees	N 18 % 13.3%	114 84.4%	3 2.2%	135 100.0%
	Izmedju 50 i 75% po broju zaposlenih / Third quarter by number of employees	N 26 % 18.1%	115 79.9%	3 2.1%	144 100.0%
	Preko 75% po broju zaposlenih / Fourth quarter by number of employees	N 40 % 29.6%	94 69.6%	1 0.7%	135 100.0%
	Total	N 101 % 17.9%	447 79.4%	15 2.7%	563 100.0%





ANNEX 3

EUROSTAT

ICT UPOTREBA U DOMAĆINSTVIMA I OD STRANE POJEDINACA

Poštovani, pred Vama se nalazi upitnik koji je dio istraživanja koje se sprovodi u saradnji sa Agencijom za elektronske komunikacije i poštansku djelatnost. Hvala Vam što ste odvojili dio svog vremena i dali doprinos našem istraživačkom projektu.

DIO A. – Pristup informacionim i komunikacionim tehnologijama (namnjen domaćinstvima)	DIO B. – Upotreba kompjutera (ovaj i naredni djelovi namnjeni su odabranom pojedincu iz domaćinstva)
A1 Da li Vi ili bilo ko u Vašem domaćinstvu ima pristup kompjuteru u kući? (desk top, laptop, palmtop) 1. DA <input type="checkbox"/> 2. NE <input type="checkbox"/> [pređite na A2]	B1 Kada ste posljednji put koristili kompjuter? (u kući, na poslu ili ma kom drugom mjestu) (filter pitanje) 1. U posljednja 3 mjeseca <input type="checkbox"/> [pređite na B2] 2. Između tri mjeseca i godine dana <input type="checkbox"/> [pređite na B4] 3. Prije više od godinu dana <input type="checkbox"/> [pređite na B4] 4. Nikada nijesam koristio/la kompjuter <input type="checkbox"/> [pređite na C1]
A2 Da li Vi ili bilo ko u Vašem domaćinstvu ima pristup internetu u kući, bez obzira na to da li ga koristite ili ne? 1. DA <input type="checkbox"/> [pređite na A3] 2. NE <input type="checkbox"/> [pređite na A5] 3. NE ZNAM <input type="checkbox"/> [pređite na B1]	B2 U prosjeku, koliko često ste koristili kompjuter posljednja 3 mjeseca? 1. Svakog dana, ili gotovo svakog dana <input type="checkbox"/> 2. Barem jednom nedjeljno, ali ne svakog dana <input type="checkbox"/> 3. Barem jednom mjesečno, ali ne svake nedjelje <input type="checkbox"/> 4. Manje od jednom mjesečno <input type="checkbox"/> [pređite na B3]
A3 Koje od navedenih uređaja koristite za pristup internetu, dok ste kući? (moguće više odgovora) 1. Desktop računar <input type="checkbox"/> 2. Prenosivi računar – lap top <input type="checkbox"/> 3. Drugi prenosivi uređaji 3.1) preko mobilnih telefona koji podržavaju mogućnost korišćenja Interneta (GPRS,UMTS) <input type="checkbox"/> 3.2) preko ručnog kompjutera (PDA, palmtop) <input type="checkbox"/> 4. TV sa posebnim internet mogućnostima <input type="checkbox"/> 5. Igračka konzola <input type="checkbox"/> 6. Ne znam <input type="checkbox"/> [pređite na A4]	B3 U posljednja 3 mjeseca, gdje ste sve koristili kompjuter? (moguće više odgovora) 1. Kući <input type="checkbox"/> 2. Na poslu (a da nije kući) <input type="checkbox"/> 3. U školi/na fakultetu <input type="checkbox"/> 4. U kući prijatelja/komsije/druge osobe <input type="checkbox"/> 5. Drugo (hotel, biblioteka, internet cafe, itd) <input type="checkbox"/> [pređite na B4]
A4 Koji tip internet konekcije koristite? (moguće više odgovora) 1. Modem – dial up (normalna linija ili ISDN) <input type="checkbox"/> 2. DSL (npr: ADSL, SHDL, itd) <input type="checkbox"/> 3. Neki drugi broadband (UMTS, kabal, itd). Od kojih: 3.1) mrežni fiksni (cable, fiber, Ethernet, PLC, itd) <input type="checkbox"/> 3.2) fiksni wireless (satellite, WiFi, WiMax) <input type="checkbox"/> 3.3) mobilna wireless konekcija (3G/UMTS itd.) <input type="checkbox"/> (opciono) 4) mobilna wireless konekcija preko 3G telefona (UMTS, mobile WiMax, itd.) <input type="checkbox"/> (opciono) 5) mobilni wireless preko 3G modema <input type="checkbox"/> 4. Mobilni telefon (GPRS, itd) <input type="checkbox"/> [pređite na B1]	B4 Kada ste posljednji put imali obuku u vezi sa bilo kojim aspektom korišćenja računara, u trajanju najmanje od 3h? (za ispitanike/ce koji na pitanje B1 nisu odgovorili "nikad nijesam koristio/la kompjuter") 1. U posljednja 3 mjeseca <input type="checkbox"/> 2. Između 3 mjeseca i godine dana <input type="checkbox"/> 3. Između 1 i 3 godine <input type="checkbox"/> 4. Više od 3 godine <input type="checkbox"/> 5. Nikada <input type="checkbox"/> [pređite na C1]
A5 Koji su razlozi nemanja interneta kući? (moguće više odgovora) 1. Koristim se internetom negdje drugo <input type="checkbox"/> 2. Ne želim pristup internetu (sadržaj je štetan, i sl) <input type="checkbox"/> 3. Ne treba mi internet (nije koristan, nije zabavan, i sl) <input type="checkbox"/> 4. Neophodna oprema za internet je skupa <input type="checkbox"/> 5. Pristup internetu je jako skup (telefonska linija, pretplata...) <input type="checkbox"/> 6. Ne znam da ga koristim <input type="checkbox"/> 7. Zabrinut sam zbog privatnosti i sigurnosti <input type="checkbox"/> 8. Ne koristim zbog invaliditeta <input type="checkbox"/> 9. Nemam tehničkih mogućnosti <input type="checkbox"/> 10. Ništa od navedenog, nešto drugo <input type="checkbox"/> [pređite na B1]	DIO C. – Upotreba interneta C1 Kada ste posljednji put koristili internet? (filter pitanje) 1. U posljednja 3 mjeseca <input type="checkbox"/> [pređite na C2] 2. Između tri mjeseca i godine dana <input type="checkbox"/> [pređite na C6] 3. Prije više od godinu dana <input type="checkbox"/> [pređite na D1] 4. Nikada nijesam koristio/la internet <input type="checkbox"/> [pređite na G1] C2 U prosjeku, koliko često ste koristili internet posljednja 3 mjeseca? 1. Svakog dana, ili gotovo svakog dana <input type="checkbox"/> 2. Barem jednom nedjeljno, ali ne svakog dana <input type="checkbox"/> 3. Barem jednom mjesečno, ali ne svake nedjelje <input type="checkbox"/> 4. Manje od jednom mjesečno <input type="checkbox"/> [pređite na C3]

<p>C3 U posljednja 3 mjeseca, gdje ste sve koristili internet, bilo preko kompjutera ili nekog drugog uređaja? (moгуće više odgovora)</p> <p>1. Kući <input type="checkbox"/></p> <p>2. Na poslu (a da nije kući) <input type="checkbox"/></p> <p>3. U školi/na fakultetu <input type="checkbox"/></p> <p>4. U kući prijatelja/komšije/druge osobe <input type="checkbox"/></p> <p>5. Drugo (opciono – navedite gdje)</p> <p>5.1) javna biblioteka <input type="checkbox"/></p> <p>5.2) pošta <input type="checkbox"/></p> <p>5.3) javna ustanova, opština, vladina agencija <input type="checkbox"/></p> <p>5.4) nevladina organizacija <input type="checkbox"/></p> <p>5.5) internet cafe <input type="checkbox"/></p> <p>5.6) hotspot(hotel, aerodrom, ulica, itd) <input type="checkbox"/></p> <p>[pređite na C4]</p>	<p>C6 Za koju od navedenih stavki, a tiču se javne administracije, ste koristili internet, i u kom vremenu? (moгуće više odgovora)</p> <p style="text-align: right;">Posljednja 3 mjeseca</p> <p>1. Preuzimanje informacija sa web strana javne uprave <input type="checkbox"/></p> <p>2. Download zvaničnih formi i formulara <input type="checkbox"/></p> <p>3. Slanje popunjenih formulara <input type="checkbox"/></p> <p>[pređite na D1] <input type="checkbox"/></p>
<p>C4 Koristite li neki od navedenih mobilnih uređaja za pristup internetu? (moгуće više odgovora)</p> <p>1. Mobilni telefon (ili smart phone). Ukoliko da:</p> <p>1.1) Mobilni telefon (ili smart phone) – preko GPRS <input type="checkbox"/></p> <p>1.2) Mobilni telefon (ili smart phone) – preko UMTS, HSDPA (3G, 3G+) <input type="checkbox"/></p> <p>2. Ručni kompjuter (PDA, palmtop) <input type="checkbox"/></p> <p>3. Prenosivi kompjuter (lap top) – preko wireless konekcije, a da nije na poslu ili kući <input type="checkbox"/></p> <p>4. Nijedan, drugo <input type="checkbox"/></p> <p>[pređite na C5]</p>	<p>DIO D. – Upotreba naprednih servisa</p> <p>D1 Kada ste posljednji put kupili ili naručili robu i/ili usluge za privatne potrebe preko Interneta (ne preko e-maila)? (filter pitanje)</p> <p>1. U posljednja 3 mjeseca <input type="checkbox"/> [pređite na D2]</p> <p>2. Između tri mjeseca i godine dana <input type="checkbox"/> [pređite na D2]</p> <p>3. Prije više od godinu dana <input type="checkbox"/> [pređite na D5]</p> <p>4. Nikada <input type="checkbox"/> [pređite na D5]</p>
<p>C5 Za što od navedenog ste koristili internet u posljednja 3 mjeseca – lična upotreba? (moгуće više odgovora)</p> <p>Komunikacija</p> <p>1. Slanje/primanje e-mailova <input type="checkbox"/></p> <p>2. Telefoniranje preko interneta/ video pozivi (preko web-kamere) <input type="checkbox"/></p> <p>3. Postovanje poruka na chat stranama, socijalnim mrežama, blogovima, newsgroup stranama i forumima, upotreba instant messaging-a <input type="checkbox"/></p> <p>Pretraga informacija i on-line servisi</p> <p>4. Nalaženje informacija o robi i servisima <input type="checkbox"/></p> <p>5. Korišćenje servisa vezanih za putovanja i smještaj <input type="checkbox"/></p> <p>6. Slušanje web radija ili gledanje web TV-a <input type="checkbox"/></p> <p>7. Up-load različitih sadržaja koje ste sami kreirali (text, slike, video, muzika itd) na stranam predviđenim za to <input type="checkbox"/></p> <p>8. Download software-a (a da nijesu igrice) <input type="checkbox"/></p> <p>9. Igranje ili download igrice, slika, filmova ili muzike <input type="checkbox"/></p> <p>10. Čitanje ili download on line vijesti/novina/magazina <input type="checkbox"/></p> <p>Ukoliko jeste 10) molimo odgovorite</p> <p>10.1) Da li ste se prijavili na redovno dobijanje informacija o novim vijestima i/ili servisima</p> <p>Da <input type="checkbox"/></p> <p>Ne <input type="checkbox"/></p> <p>11. Traženje posla ili slanje prijave za posao <input type="checkbox"/></p> <p>12. Traženje zdravstvenih informacija (povrede, bolesti, ishrana, ...) <input type="checkbox"/></p> <p>Bankarstvo</p> <p>13. Internet bankarstvo <input type="checkbox"/></p> <p>14. Prodaja robe i servisa <input type="checkbox"/></p> <p>Obuka i edukacija</p> <p>15. Pretraživanje informacija o edukacijama, treninzima i kursovima <input type="checkbox"/></p> <p>16. Učešće na on-line kursu (bilo koja tema) <input type="checkbox"/></p> <p>17. Korišćenje interneta za potrebe učenja <input type="checkbox"/></p> <p>[pređite na C6]</p>	<p>D2 Koje od navedenih roba/usluga ste kupili ili poručili putem Interneta za privatne potrebe u posljednjih 12 mjeseci? (moгуće više odgovora)</p> <p>a) Hrana <input type="checkbox"/></p> <p>b) Stvari za kuću (namještaj, igračke...) <input type="checkbox"/></p> <p>c) Ljekovi <input type="checkbox"/></p> <p>d) Film, muzika <input type="checkbox"/></p> <p>e) Knjige, časopisi, novine (ali ne elektronske izdanja knjiga) <input type="checkbox"/></p> <p>f) Materijali za učenje on line učenje (e-learning materials) <input type="checkbox"/></p> <p>g) Garderoba, sportska oprema <input type="checkbox"/></p> <p>h) Video igrice – software i up-grade <input type="checkbox"/></p> <p>i) Drugi kompjuterski software-i i up-grades <input type="checkbox"/></p> <p>j) Kompjuterski hardware-i <input type="checkbox"/></p> <p>k) Elektronski uređaji (npr: kamera...) <input type="checkbox"/></p> <p>l) Telekomunikacioni servisi (npr: TV, pretplata, pretplata za telefon-sku ili fiksnu liniju, prenos novca na pre paid račun, itd) <input type="checkbox"/></p> <p>m) 13. Kupovina polisa osiguranja ili drugih finansijskih servisa <input type="checkbox"/></p> <p>n) Smještaj tokom odmora (npr: hotel) <input type="checkbox"/></p> <p>o) Drugi putni aranžmani (transport, rent-a-car, itd) <input type="checkbox"/></p> <p>p) Karte za događaje <input type="checkbox"/></p> <p>q) Drugo <input type="checkbox"/></p> <p>[ukoliko ste obilježili kategorije d),e),f),h),i), pređite na pitanje D3, u suprotnom – pređite na pitanje D4]</p> <p>D3 Jeste li neke od navedenih proizvoda radije kupili ili naručili samo za pregled/pristup preko Interneta nego li za dostavu na adresu? (ukoliko ste obilježili kategorije d),e),f),h),i) na D2 moгуće više odgovora)</p> <p>a) Film, muzika <input type="checkbox"/></p> <p>b) (Elektronske) knjige, časopisi, novine, materijali za on line učenje <input type="checkbox"/></p> <p>c) Kompjuterski software-i (uključujući kompjuterske i video upgrade) <input type="checkbox"/></p> <p>[pređite na D4]</p> <p>D4 Od koga ste kupili ili naručili proizvode/servise za privatnu upotrebu u posljednjih 12 mjeseci? (moгуće više odgovora)</p> <p>1. Nacionalni prodavci <input type="checkbox"/></p> <p>2. Prodavci iz neke od zemalja EU <input type="checkbox"/></p> <p>3. Prodavci iz ostatka svijeta <input type="checkbox"/></p> <p>4. Porijeklo prodavca nije poznato <input type="checkbox"/></p> <p>[pređite na D5]</p> <p>(za ispitanike koji nijesu odgovorili "Prije više od godinu dana" na pitanje C1)</p> <p>D5 Da li ste se kladili (npr: sportska prognoza) ili se kockali, igrali lutriju preko interneta u posljednjih 12 mjeseci?</p> <p>1. Da <input type="checkbox"/></p> <p>2. Ne <input type="checkbox"/></p> <p>[pređite na E1]</p>

DIO E. – Internet sigurnost			
<i>(za ispitanike koji nijesu odgovorili "Prije više od godinu dana" na pitanje C1)</i>			
E1 Koliko ste zabrinuti vezano za sljedeće moguće probleme koji su vezani za upotrebu interneta za privatne potrebe? <i>(moguće više odgovora)</i>			
	Vrlo	Malo	Nimalo
1. Virus ili slično inficiranje kompjutera (worm, trojan, ...) koji će dovesti do gubljenja podataka ili vremena	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Dobijanje spam/junk mailova	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Zloupotreba ličnih podataka poslanih preko interneta i/ili druga kršenja privatnosti (npr: zloupotreba fotografija, videa, ličnih informacija postovanih na različitim društvenim mrežama i stranama)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Finansijski gubitak kao posljedica "phishing"-a (prevarantske poruke) ili redirekcije na lažne web strane koje traže lične podatke ("pharming")	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Finansijski gubitak kao posljedica podvale i zloupotrebe kreditne ili debitne kartice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Pristup neprikladnim web stranama od strane djece, kao i potencijalno opasnim osobama koje imaju računar u kući [pređite na E2]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E2 Jeste li imali neki od sigurnosnih problema u posljednjih 12 mjeseci tokom korišćenja interneta za privatne potrebe? <i>(moguće više odgovora)</i>			
1. Virus ili slično inficiranje kompjutera (worm, trojan, ...) koji će dovesti do gubljenja podataka ili vremena <input type="checkbox"/>			
2. Dobijanje spam/junk mailova <input type="checkbox"/>			
3. Zloupotreba ličnih podataka poslanih preko interneta i/ili druga kršenja privatnosti (npr: zloupotreba fotografija, videa, ličnih informacija postovanih na različitim društvenim mrežama i stranama) <input type="checkbox"/>			
4. Finansijski gubitak kao posljedica "phishing"-a (prevarantske poruke) ili redirekcije na lažne web strane koje traže lične podatke ("pharming") <input type="checkbox"/>			
5. Finansijski gubitak kao posljedica podvale i zloupotrebe kreditne ili debitne kartice <input type="checkbox"/>			
6. Pristup neprikladnim web stranama od strane djece, kao i potencijalno opasnim osobama koje imaju računar u kući <input type="checkbox"/> [pređite na E3]			
E3 Jeste li zbog mogućih sigurnosnih problema odustali od neke od aktivnosti za lične potrebe na internetu posljednjih 12 mjeseci? <i>(moguće više odgovora)</i>			
1. Naručivanje ili kupovina robe/servisa za privatnu upotrebu <input type="checkbox"/>			
2. Korišćenje bankarskih usluga <input type="checkbox"/>			
3. Ostavljanje ličnih podataka u on-line zajednicama i na profesionalnim socijalnim mrežama <input type="checkbox"/>			
4. Komuniciranje sa javnim servisima i administracijama <input type="checkbox"/>			
5. Download muzike, softwera-a, video i foot file-ova i sl <input type="checkbox"/>			
6. Upotreba interneta preko mobilnog uređaja (npr. Lap top) preko wireless konekcije sa javnog mjesta umjesto iz kuće <input type="checkbox"/> [pređite na E4]			
E4 Imate li neku od IT sigurnosnih softwera-a ili alatki (anti-virus, anti-spam, firewall, itd) kako bi zaštitili svoj lični kompjuter i podatke? <i>(filter pitanje)</i>			
1. Da <input type="checkbox"/> [pređite na E5]			
2. Ne <input type="checkbox"/> [pređite na E8]			
3. Ne znam <input type="checkbox"/> [pređite na E8]			
4. Nemam lični kompjuter <input type="checkbox"/> [pređite na E8]			
E5 Koji IT sigurnosni softwera ili alatku koristite? <i>(moguće više odgovora)</i>			
1. Program za provjeru virusa i/ili anti-spyware program <input type="checkbox"/>			
2. Hardware-ski ili softwera-ski firewall <input type="checkbox"/>			
3. E-mail filter za prevenciju "Spam-a" <input type="checkbox"/>			
4. Parental Control ili web softwera za filtraciju <input type="checkbox"/>			
5. Drugo <input type="checkbox"/>			
6. Paket ali ne znam komponente <input type="checkbox"/> [pređite na E6]			

E6 Update-ujete li jedan ili više sigurnosnih proizvoda (program za provjeru virusa, spyware program, itd)? <i>(odaberite jedan odgovor)</i>	
1. Da, svaki put kad je update dostupan (automatski ili manuelno) <input type="checkbox"/> [pređite na E8] 2. Da, povremeno ili kad se sjetim <input type="checkbox"/> [pređite na E8] 3. Ne, ne znam <input type="checkbox"/> [pređite na E7]	
E7 Zašto ne update-ujete vaše sigurnosne proizvode (program za provjeru virusa, spyware program, itd)? <i>(moguće više odgovora)</i>	
1. Nepotrebno je jer smatram da sam pod malim rizikom <input type="checkbox"/> 2. Ne znam kako <input type="checkbox"/> 3. Mislim da up-date nije efikasan <input type="checkbox"/> 4. Preskupo je <input type="checkbox"/> 5. Drugo <input type="checkbox"/> [pređite na E8]	
E8 Koliko često vršite back-up privatnih file-ova (dokumenta, slike, video, itd) sa Vašeg računara na eksterni uređaj (CD, DVD, eksterni kard disc, USB memorija, itd) ili na internet back-up prostoru? <i>(odaberite jedan)</i>	
1. Uvijek ili gotovo uvijek <input type="checkbox"/> 2. Ponekad <input type="checkbox"/> 3. Nikad ili gotovo nikad <input type="checkbox"/> 4. Ne držim dokumenta na kompjuteru <input type="checkbox"/> [pređite na F1]	
DIO F. – E-vještine	
<i>(za ispitanike koji nijesu odgovorili "Nikada nijesam koristio/la internet" na pitanje C1)</i>	
Koje od navedenih internet aktivnosti ste realizovali? <i>(moguće više odgovora)</i>	
1. Korišćenje pretraživača za nalaženje informacija <input type="checkbox"/>	
2. Slanje e-maila sa attachmentom (slika, dokument, itd) <input type="checkbox"/>	
3. Postovanje poruka u chat sobe, on line forume i sobe za diskusije <input type="checkbox"/>	
4. Upotreba interneta za telefoniranje <input type="checkbox"/>	
5. Korišćenje peer-to-peer programa za razmjenu filmova, muzike i sl <input type="checkbox"/>	
6. Kreiranje web strane <input type="checkbox"/>	
7. Ništa od datog <input type="checkbox"/>	
Dio G. - Dodatna pitanja o zaštiti interesa, prava i zadovoljstvu korisnika	
Fiksna telefonija	
1. Da li u svom domaćinstvu imate fiksnu telefonsku liniju?	
1. da <input type="checkbox"/>	
2. ne <input type="checkbox"/>	
2. Koji je glavni razlog što ne posjedujete fiksni telefon u svom domaćinstvu? <i>(moguće više odgovora)</i>	
1. umjesto fiksnog koristim mobilni telefon <input type="checkbox"/>	
2. previsoke su cijene poziva sa fiksnog telefona <input type="checkbox"/>	
3. planiram da nabavim fiksni telefon <input type="checkbox"/>	
4. još uvijek čekam da mi instaliraju fiksni telefon <input type="checkbox"/>	
5. imam pristup fiksnom telefonu van kuće (npr. na poslu) <input type="checkbox"/>	
6. koristim VoIP uslugu <input type="checkbox"/>	
7. ne postojanje tehničkih mogućnosti <input type="checkbox"/>	
8. drugi razlog _____	
3. Kojeg provajdera fiksne telefonije koristite?	
1. T Com <input type="checkbox"/>	
2. M Tel <input type="checkbox"/>	
4. Da li ste ikada promijenili provajdera fiksne telefonije?	
1. da <input type="checkbox"/>	
2. ne <input type="checkbox"/>	
5. Zbog čega? <i>(moguće više odgovora)</i>	
1. nisam bio zadovoljan cijenama <input type="checkbox"/>	
2. novi provajder me je kontaktirao sa boljom ponudom <input type="checkbox"/>	
3. lošiji kvalitet usluge starog provajdera <input type="checkbox"/>	
4. bolju uslugu korisnicima nudi novi provajder <input type="checkbox"/>	
5. kvalitet poziva je bolji kod novog provajdera <input type="checkbox"/>	
6. drugi razlog _____	

6. Ukoliko ste mijenjali provajdera fiksne telefonije da li ste se vratili poslije toga na prethodnog?

1. da
2. ne (pređite na pitanje 8)

7. Zbog čega? (moguće više odgovora)

1. nisam bio zadovoljan uštedom kod novog provajdera
2. prethodni provajder me je kontaktirao sa boljom ponudom
3. lošiji kvalitet usluge novog provajdera
4. bolju uslugu korisnicima nudi prethodni provajder
5. kvalitet poziva je bolji kod prethodnog provajdera
6. drugi razlog _____

8. Kada je u pitanju fiksna telefonija, generalno govoreći da li ste zadovoljni kvalitetom usluga?

1. veoma zadovoljan
2. uglavnom zadovoljan
3. uglavnom nezadovoljan
4. veoma nezadovoljan

8.1 Ocijenite u kojoj mjeri ste zadovoljni pojedinim uslugama

	Veoma zadovoljan	Uglavnom zadovoljan	Uglavnom nezadovoljan	Veoma nezadovoljan
1. Lokalni pozivi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Međugradski pozivi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Međunarodni pozivi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Prema mobilnim mrežama	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Dial up pristup internetu	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Servisi sa dodatom vrijednošću (Hotline, Tip dana, Horoskop itd.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Neka druga usluga _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Da li ste zadovoljni cijenom servisa fiksne telefonije?

1. veoma zadovoljan
2. uglavnom zadovoljan
3. uglavnom nezadovoljan
4. veoma nezadovoljan

10. Da li biste promijenili fiksnog operatora ako bi mogli zadržati postojeći broj?

1. da
2. ne
3. možda

11. Da li ste ikada kontaktirali podršku za korisnike (call center) svog provajdera fiksne telefonije?

1. Da
2. Ne

12. Kako ste zadovoljni uslugom servisa podrške za korisnike (call centra) – (za one koji su zvali call centar)

1. veoma zadovoljan
2. uglavnom zadovoljan
3. uglavnom nezadovoljan
4. veoma nezadovoljan

12.1 Ocijenite pojedine aspekte usluge servisa podrške (Call centra)

	Veoma zadovoljan	Uglavnom zadovoljan	Uglavnom nezadovoljan	Veoma nezadovoljan
1. Cijena poziva	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Vrijeme čekanja na odgovor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Kvalitet odgovora	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Kulturom ophođenja	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Mobilna telefonija

13. Koliko imate aktivnih brojeva mobilnih telefona?

1. nijedan
2. jedan
3. dva
4. više od dva

14. Da li ste (moguće više odgovora)

1. postpaid korisnik, Telenor
2. postpaid korisnik, T-mobile
3. postpaid korisnik, M-tel
4. prepaid korisnik, Telenor
5. prepaid korisnik, T-Mobile
6. prepaid korisnik, M-tel

15. Koje servise mobilne telefonije koristite (moguće više odgovora)?

1. govor (razgovori)
2. SMS/MMS
3. prenos podataka/pristup internetu (GPRS, EDGE, W-CDMA, HSDPA)
4. video pozivi 3G
5. govorna pošta
6. drugi servisi _____

15.1 Da li ste zadovoljni kvalitetom mobilnih servisa?

	Veoma zadovoljan	Uglavnom zadovoljan	Uglavnom nezadovoljan	Veoma nezadovoljan
1. Govor (razgovori)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. SMS/MMS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Prenos podataka/pristup internetu (GPRS, EDGE, W-CDMA, HSDPA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. video pozivi 3 G	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Govorna pošta	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Neka druga, koja _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. Da li biste promijenili mobilnog operatora ako bi mogli zadržati postojeći broj?

1. da
2. ne
3. možda

17. Da li ste ikada promijenili provajdera mobilne telefonije?

1. da
2. ne

18. Ukoliko jeste, zbog čega?(moguće više odgovora)

1. nisam bio zadovoljan cijenama
2. novi provajder me je kontaktirao sa boljom ponudom
3. lošiji kvalitet usluge starog provajdera
4. bolju uslugu korisnicima nudi novi provajder
5. kvalitet poziva je bolji kod novog provajdera
6. drugi razlog _____

19. Ukoliko ste mijenjali provajdera mobilne telefonije da li ste se vratili poslije toga na prethodnog?

1. da
2. ne

20. Zbog čega? (moguće više odgovora)

1. nisam bio zadovoljan uštedom kod novog provajdera
2. prethodni provajder me je kontaktirao sa boljom ponudom
3. lošiji kvalitet usluge novog provajdera
4. bolju uslugu korisnicima nudi prethodni provajder
5. kvalitet poziva je bolji kod prethodnog provajdera
6. drugi razlog _____

<p>21. Koliko ste generelno zadovoljni servisom podrške za korisnike (call centar) Vašeg mobilnog operatera?</p> <p>1. veoma zadovoljan <input type="checkbox"/></p> <p>2. uglavnom zadovoljan <input type="checkbox"/></p> <p>3. uglavnom nezadovoljan <input type="checkbox"/></p> <p>4. veoma nezadovoljan <input type="checkbox"/></p>	<p>30. Šta je razlog za promjenu? (moguće više odgovora)</p> <p>1. bolje cijene novog provajdera <input type="checkbox"/></p> <p>2. veći broj dodatnih usluga (internet na primjer) <input type="checkbox"/></p> <p>3. iskustvo prijatelja i porodice sa novim provajderom <input type="checkbox"/></p> <p>4. bolja usluga novog provajdera <input type="checkbox"/></p> <p>5. veća pouzdanost signala novog provajdera <input type="checkbox"/></p> <p>6. novi provajder ima bolju reputaciju <input type="checkbox"/></p> <p>7. posebne promotivne ponude novog provajdera <input type="checkbox"/></p> <p>8. drugi razlog _____</p>																									
<p>21.1 Koliko ste zadovoljni pojedinim aspektima servisa podrške za korisnike (call centar) Vašeg mobilnog operatera?</p> <table border="1"> <thead> <tr> <th></th> <th>Veoma zadovoljan</th> <th>Uglavnom zadovoljan</th> <th>Uglavnom nezadovoljan</th> <th>Veoma nezadovoljan</th> </tr> </thead> <tbody> <tr> <td>1. Cijena poziva</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>2. Vrijeme čekanja na odgovor</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>3. Kvalitetom odgovora</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>4. Kulturom ophodjenja</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </tbody> </table>		Veoma zadovoljan	Uglavnom zadovoljan	Uglavnom nezadovoljan	Veoma nezadovoljan	1. Cijena poziva	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2. Vrijeme čekanja na odgovor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3. Kvalitetom odgovora	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4. Kulturom ophodjenja	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>31. Ukoliko niste mijenjali provajdera šta je razlog? (moguće više odgovora)</p> <p>1. zadovoljan sam trenutnim provajderom <input type="checkbox"/></p> <p>2. nema razloga da mijenjam trenutnog provajdera <input type="checkbox"/></p> <p>3. ne vjerujem da se može uštediti mijenjanjem provajdera <input type="checkbox"/></p> <p>4. vezan sam ugovorom <input type="checkbox"/></p> <p>5. nisam znao da je moguća promjena <input type="checkbox"/></p> <p>6. u mjestu u kome živim nema mogućnosti zapromjenu <input type="checkbox"/></p> <p>7. morao bi da kupim dodatnu opremu <input type="checkbox"/></p> <p>8. imao bih previše dodatnih troškova <input type="checkbox"/></p> <p>9. drugi razlog _____</p>
	Veoma zadovoljan	Uglavnom zadovoljan	Uglavnom nezadovoljan	Veoma nezadovoljan																						
1. Cijena poziva	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																						
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4. Kulturom ophodjenja	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																						
<p>22. Da li koristite usluge roaminga (korišćenje mobilnog telefona u inostranstvu)?</p> <p>1. da <input type="checkbox"/></p> <p>2. ne <input type="checkbox"/></p>	<p>32. Da li ste zadovoljni ponudom programa preko svog provajdera?</p> <p>1. da <input type="checkbox"/></p> <p>2. ne <input type="checkbox"/></p>																									
<p>22.1 Da li ste koristili uslugu pristupa Internetu dok ste bili u roamingu</p> <p>1. Da, često <input type="checkbox"/></p> <p>2. Rijetko <input type="checkbox"/></p> <p>3. Ne, nikada <input type="checkbox"/></p>	<p>33. Da li ste zadovoljni cijenama TV programa svog provajdera?</p> <p>1. da <input type="checkbox"/></p> <p>2. ne <input type="checkbox"/></p>																									
<p>23. Šta mislite o cijenama roaminga?</p> <p>1. previsoke su <input type="checkbox"/></p> <p>2. u redu su u odnosu na ostale cijene poziva u zemlji <input type="checkbox"/></p> <p>3. niske su <input type="checkbox"/></p> <p>4. ne mogu da procijenim <input type="checkbox"/></p>	<p>Upotreba interneta</p>																									
<p>24. Da li ste zadovoljni uslugama roaminga vašeg operatera?</p> <p>1. da <input type="checkbox"/></p> <p>2. i jesam i nijesam <input type="checkbox"/></p> <p>3. ne <input type="checkbox"/></p>	<p>34. Da li ste zadovoljni kvalitetom internet servisa?</p> <p>1. veoma zadovoljan <input type="checkbox"/></p> <p>2. uglavnom zadovoljan <input type="checkbox"/></p> <p>3. uglavnom nezadovoljan <input type="checkbox"/></p> <p>4. veoma nezadovoljan <input type="checkbox"/></p>																									
<p>25. Ukoliko niste zadovoljni šta je razlog?(moguće više odgovora)</p> <p>1. cijene su previsoke <input type="checkbox"/></p> <p>2. problem sa pozivima <input type="checkbox"/></p> <p>3. problem sa porukama <input type="checkbox"/></p> <p>4. problem i sa pozivima i porukama <input type="checkbox"/></p> <p>5. drugi razlog _____</p>	<p>35. Da li ste zadovoljni cijenom internet servisa?</p> <p>1. veoma zadovoljan <input type="checkbox"/></p> <p>2. uglavnom zadovoljan <input type="checkbox"/></p> <p>3. uglavnom nezadovoljan <input type="checkbox"/></p> <p>4. veoma nezadovoljan <input type="checkbox"/></p>																									
<p>Televizija</p>	<p>36. Da li smatrate da bi bilo korisno da ima još internet provajdera?</p> <p>1. da <input type="checkbox"/></p> <p>2. ne <input type="checkbox"/></p> <p>3. ne znam <input type="checkbox"/></p>																									
<p>26. Na koji način pratite TV program u svojoj kući?</p> <p>1. preko sobne, kućne antene <input type="checkbox"/></p> <p>2. satelitske antene <input type="checkbox"/></p> <p>3. preko provajdera kablovske televizije, i to _____.</p> <p>4. nemam TV i ne pratim program <input type="checkbox"/></p>	<p>37. Da li ste ikada kontaktirali podršku za korisnike (call centar) svog internet provajdera?</p> <p>1. da <input type="checkbox"/></p> <p>2. ne <input type="checkbox"/></p>																									
<p>27. Da li ste mijenjali provajdera TV programa ?</p> <p>1. da <input type="checkbox"/></p> <p>2. ne <input type="checkbox"/> (preći na pitanje 31)</p>	<p>38. Kako ste zadovoljni uslugom servisa podrške za korisnike (call centar)?</p> <p>1. veoma zadovoljan <input type="checkbox"/></p> <p>2. uglavnom zadovoljan <input type="checkbox"/></p> <p>3. uglavnom nezadovoljan <input type="checkbox"/></p> <p>4. veoma nezadovoljan <input type="checkbox"/></p>																									
<p>28. Ako jeste, koji je bio vaš prethodni provajder?</p> <p>1. nisam imao provajdera već sam pratio program preko sobne, kućne antene ili satelitske antene <input type="checkbox"/></p> <p>2. bio je _____.</p>																										
<p>29. Na kog provajdera ste prešli?</p> <p>1. vratio sam se na sobnu ili satelitsku antenu <input type="checkbox"/></p> <p>2. to je _____.</p>																										

38.1 Koliko ste zadovoljni pojedinim aspektima servisa podrške za korisnike (call center) Vašeg internet provajdera				
1. Cijena poziva	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Vrijeme čekanja na odgovor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Kvalitetom odgovora	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Kulturom ophođenja	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Agencija za elektronske komunikacije i poštansku djelatnost				
39. Da li ste čuli za Agenciju za telekomunikacije i poštansku djelatnost?				
1. da i znam čime se bavi <input type="checkbox"/>				
2. da, ali ne znam čime se bavi <input type="checkbox"/>				
3. ne <input type="checkbox"/>				
40. Koliko je Agencija učinila za razvoj telekomunikacionog tržišta?				
1. veoma mnogo <input type="checkbox"/>				
2. mnogo <input type="checkbox"/>				
3. malo <input type="checkbox"/>				
4. veoma malo <input type="checkbox"/>				
5. ne znam, nemam stav <input type="checkbox"/>				
41. Preko koga ste čuli za Agenciju? (moguće više odgovora)				
1. TV <input type="checkbox"/>				
2. novine <input type="checkbox"/>				
3. čuli ste od nekog (prijatelji, kolege) <input type="checkbox"/>				
4. ostali mediji (radio, internet...) <input type="checkbox"/>				
Zaštita prava i interesa korisnika				
42. Da li ste upoznati sa pravima korisnika elektronskih komunikacionih usluga?				
1. Upoznat sam u velikoj mjeri <input type="checkbox"/>				
2. Uglavnom sam upoznat <input type="checkbox"/>				
3. Uglavnom nijesam upoznat <input type="checkbox"/>				
4. Uopšte nijesam upoznat <input type="checkbox"/>				
43. Da li ste upoznati sa				
a) Mogućnošću graničenja iznosa računa	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Mogućnošću zabrane biranja određenih brojeva	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
44. Da li ste upoznati sa procedurom zaštite svojih interesa prava (mogućnost podnošenja žalbi Agenciji)?				
1. Upoznat sam u velikoj mjeri <input type="checkbox"/>				
2. Uglavnom sam upoznat <input type="checkbox"/>				
3. Uglavnom nijesam upoznat <input type="checkbox"/>				
4. Uopšte nijesam upoznat <input type="checkbox"/>				
45. Da li ste upoznati sa uslovima kao što su minimum trajanja ugovora, uslovima raskida ugovora i sl, koje potpisujete prilikom kupovine usluga (ads, extra trio, zasnivanje mob postpaida, fiksne telefonije, itd) od provajdera?				
1. Upoznat sam u velikoj mjeri <input type="checkbox"/>				
2. Uglavnom sam upoznat <input type="checkbox"/>				
3. Uglavnom nijesam upoznat <input type="checkbox"/>				
4. Uopšte nijesam upoznat <input type="checkbox"/>				
46. Da li ste nekada podnijeli prigovor/žalbu operatoru, Agenciji ili Ministarstvu?				
1. Da <input type="checkbox"/>				
2. Ne <input type="checkbox"/>				

47. Da li ste zadovoljni njihovom ažurnošću?

1. Veoma zadovoljan
2. Uglavnom zadovoljan
3. Uglavnom nezadovoljan
4. Veoma nezadovoljan

Socio-demografske karakteristike ispitanika/ca

F1	Godine _____
F2	Rod <input type="checkbox"/> Muško <input type="checkbox"/> Žensko
F3	Obrazovanje <input type="checkbox"/> Osnovno ili niže sekundarno obrazovanje, bez obrazovanje (ISCED 0, 1 ili 2) <input type="checkbox"/> više sekundarno obrazovanje (ISCED 3 ili 4) <input type="checkbox"/> tercijalno obrazovanje (ISCED 5 ili 6)
F4	Zaposlenje <input type="checkbox"/> zaposleni ili samo zaposlen (uljučujući porodični biznis) <input type="checkbox"/> nezaposlen <input type="checkbox"/> student <input type="checkbox"/> drugo, ali ne u radnom statusu (penzioner, neaktivan i sl.)
F5	Trenutno zanimanje Opis _____ 3-digit ISCO kategorizacija _____
F6	Mjesto stanovanja F61 – region NUTS 1 _____ F62 – region NUTS 2 _____
F9	Tip mjesta stanovanja <input type="checkbox"/> veoma naseljeno mjesto <input type="checkbox"/> srednje naseljeno mjesto <input type="checkbox"/> slabo naseljeno mjesto
F9.1	Tip mjesta stanovanja <input type="checkbox"/> grad <input type="checkbox"/> prigradsko naselje <input type="checkbox"/> selo
F10	Broj članova domaćinstva _____
F11	od kojih je koliko ispod 16 _____
F12	Mjesečni prihod domaćinstva _____





ANNEX 4

EUROSTAT ISTRAŽIVANJE UPOTREBE ICT-A U E-TRGOVINI I PREDUZEĆIMA

UPITNIK ZA PREDUZEĆA

Poštovani, pred Vama se nalazi upitnik koji je dio istraživanja koje se sprovodi u saradnji sa Agencijom za elektronske komunikacije i poštansku djelatnost. Hvala Vam što ste odvojili dio svog vremena i dali doprinos našem istraživačkom projektu.

Modul A: Upotreba kompjutera i kompjuterskih mreža (za preduzeća sa kompjuterima)		
A1. Da li se u vašem preduzeću koristio kompjuter u januaru 2011. godine? (filter pitanje)	DA <input type="checkbox"/>	NE <input type="checkbox"/> » idi na X1
A2. Koliko zaposlenih je koristilo kompjuter bar jednom nedeljno u januaru 2011. godine? <i>Opciono</i> Ukoliko nemate tačan podatak, Molim Vas navedite procijenjeni procenat zaposlenih koji su koristili kompjuter bar jednom nedeljno u januaru 2011. godine. <i>Opciono</i>	(broj) <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> %
A3.* Da li je vaše preduzeće koristilo internu kompjutersku mrežu (npr. LAN/Lokalnu internet mrežu) kojom su povezana najmanje dva računara u januaru 2011. godine? (filter pitanje)	DA <input type="checkbox"/>	NE <input type="checkbox"/> » idi na A5
A4.* Da li je vaše preduzeće koristilo bežični pristup u okviru svoje interne kompjuterske mreže (npr. wireless LAN) u januaru 2011. godine?	DA <input type="checkbox"/>	NE <input type="checkbox"/>
A5. Da li je vaše preduzeće koristilo internu zajedničku stranu (home page) kao npr. intranet u januaru 2011. godine? (filter pitanje)	DA <input type="checkbox"/>	NE <input type="checkbox"/>
A6.* Da li je u januaru 2011. godine vaše preduzeće koristilo extranet (web prezentaciju ili dodatak na intranet sa pristupom koji je ograničen samo na određene poslovne partnere)?	DA <input type="checkbox"/>	NE <input type="checkbox"/>
A7.* Da li je vaše preduzeće u januaru 2011. godine koristilo besplatne ili tzv. open source operative sisteme kakav je na primjer Linux (npr. sa besplatnim kodom za pristup, ili bez autorskih prava i sa mogućnošću da se modifikuje i dalje distribuira)?	DA <input type="checkbox"/>	NE <input type="checkbox"/>

Modul B: Pristup i upotreba interneta (za preduzeća sa kompjuterima)		
B1. Da li je vaše preduzeće imalo pristup internetu u januaru 2011. godine? (filter pitanje)	DA <input type="checkbox"/>	NE <input type="checkbox"/> » idi na C1
B2.* Koliko zaposlenih je koristilo kompjuter koji je imao pristup internetu (WWW) bar jednom nedeljno u januaru 2011. godine? Ukoliko nemate tačan podatak, Molim Vas navedite procijenjeni procenat zaposlenih koji su koristili kompjuter sa pristupom internetu bar jednom nedeljno u januaru 2011. godine.	(broj) <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> %

B3.* Da li je vaše preduzeće koristilo neki od sljedećih eksternih oblika konekcije u januaru 2011. godine?	DA	NE
a) Tradicionalni modem (dial up pristup preko obične telefonske linije) ili ISDN konekciju?	<input type="checkbox"/>	<input type="checkbox"/>
b) DSL (xDSL, ADSL, SDSL, itd.) konekcija.	<input type="checkbox"/>	<input type="checkbox"/>
c) Neki drugi vid fiksne internet konekcije (npr. kablovska, iznajmljena linija (npr. E1 ili E3 na nivou 1 i ATM na nivou 2), okvirni relej, metro-ethernet, PLC – powerline communication i dr. te fiksirane wireless konekcije.	<input type="checkbox"/>	<input type="checkbox"/>
Mobilnu broadband konekciju (preko 3G modema ili 3G priključka), koristeći npr. UMTS, CDMA2000 1xEVDO, HSDPA.	<input type="checkbox"/>	<input type="checkbox"/>
d) Mobilnu broadband konekciju preko prenosivog kompjutera koristeći 3G modem, npr. laptop, notebook, nettop sa 3G modemom koristeći npr. UMTS, CDMA2000 1xEVDO, HSDPA. <i>Opciono</i>	<input type="checkbox"/>	<input type="checkbox"/>
e) Mobilnu broadband konekciju preko 3G handseta, npr. smartphone-a koristeći npr. UMTS, CDMA2000 1xEVDO, HSDPA. <i>Opciono</i>	<input type="checkbox"/>	<input type="checkbox"/>
f) Drugu mobilnu konekciju, koristeći npr. analogni telefon, GSM, GPRS, EDGE.	<input type="checkbox"/>	<input type="checkbox"/>
B4. Da li je vaše preduzeće koristilo internet za neku od sljedećih namjena u januaru 2011. godine? (kao potrošač internet usluge)	DA	NE
a) Bankarske ili finansijske transakcije	<input type="checkbox"/>	<input type="checkbox"/>
b) Trening i edukacija	<input type="checkbox"/>	<input type="checkbox"/>
B5.* Da li je vaše preduzeće koristilo internet za komunikaciju sa javnim vlastima tokom 2010. godine? (filter pitanje)	DA <input type="checkbox"/>	NE <input type="checkbox"/> » idi na B7
B6.* Da li je vaše preduzeće koristilo internet za komunikaciju sa javnim vlastima tokom 2010 godine u sljedeće svrhe?	DA	NE
a) Radi dobijanja određenih informacija	<input type="checkbox"/>	<input type="checkbox"/>
b) Radi dobijanja određenih obrazaca (npr. poreskih obrazaca)	<input type="checkbox"/>	<input type="checkbox"/>
c) Za podnošenje popunjenih obrazaca (npr. statistički obrasci)	<input type="checkbox"/>	<input type="checkbox"/>
d) Za sprovođenje određene administrativne procedure (npr. registracija, autorizacija i sl.) u potpunosti elektronskim putem bez dodatnih papira (uključujući plaćanje ako je bilo dio procedure)	<input type="checkbox"/>	<input type="checkbox"/>
e) Za popunjavanje i podnošenje prijave u javnom tenderskom procesu (u samom za tu namjenu podešenom sistemu, ne putem e maila)	<input type="checkbox"/>	<input type="checkbox"/>

B7. Da li je u januaru 2011. godine vaše preduzeće imalo svoju internet prezentaciju? (<i>filter pitanje</i>)	DA <input type="checkbox"/>	NE <input type="checkbox"/> » idi na B9
B8. Da li je internet prezentacija vašeg preduzeća u januaru 2011. godine imala sljedeće elemente: <i>Opciono</i>	DA	NE
a) Izjava o politici zaštite privatnosti podataka, certifikat zaštite privatnosti ili drugi certifikat povezan sa internet bezbjednošću	<input type="checkbox"/>	<input type="checkbox"/>
b) Kataloge proizvoda i cjenovike	<input type="checkbox"/>	<input type="checkbox"/>
c) Mogućnost za posjetioce sajta da dizajniraju ili sebi prilagođavaju vaš proizvod	<input type="checkbox"/>	<input type="checkbox"/>
d) Sistem online poručivanja ili rezervacije, npr. shopping cart	<input type="checkbox"/>	<input type="checkbox"/>
e) On line praćenje isporuke porudžbine	<input type="checkbox"/>	<input type="checkbox"/>
f) Personalizovani sadržaj stranice za stalne posjetioce	<input type="checkbox"/>	<input type="checkbox"/>
g) Oglase o otvorenim radnim pozicijama i online poslovnim aplikacijama	<input type="checkbox"/>	<input type="checkbox"/>
B9. * Da li je vaše preduzeće u januaru 2011. godine koristilo digitalni potpis u ijednoj poslatoj poruci, npr. korišćenje metoda enkripcije radi zaštite integriteta poruke i njene autentičnosti (jedininstveno povezan i sa mogućnošću identifikacije pošiljaoca ili praćenja bilo kakvih naknadnih izmjena poruke)?	DA <input type="checkbox"/>	NE <input type="checkbox"/>

Modul C: Automatizovana razmjena informacija (za preduzeća sa kompjuterima)

Automatizovana razmjena između preduzeća i drugih ICT sistema van preduzeća podrazumijeva:

Razmjenu poruka (npr. narudžbi, invoice-a, instrukcija za plaćanje, opisa robe, transportne dokumentacije, poreskih deklaracija) u dogovorenom ili standardizovanom formatu koji omogućava automatsko procesuiranje (npr. EDI, EDIFACT, ODETTE, TRADACOMS, XML, xCBL, cXML, ebXML) bez potrebe da se svaka poruka ručno kuca putem bilo kog oblike kompjuterske mreže.

C1. * Da li je vaše preduzeće slalo ili primalo elektronski takve informacije od ili ka drugim preduzećima u formatu koji omogućava ovakvo automatsko procesuiranje u januaru 2011. godine? (<i>filter pitanje</i>)	DA <input type="checkbox"/>	NE <input type="checkbox"/> » idi na D1
C2. Da li je automatizovani sistem razmjene podataka korišten za sljedeće svrhe?	DA	NE
a) Slanje instrukcija za plaćanje finansijskim institucijama. <i>Opciono</i>	<input type="checkbox"/>	<input type="checkbox"/>
b) Slanje narudžbi snabdjevačima	<input type="checkbox"/>	<input type="checkbox"/>
c) Primanje e - invoice-a (računa)	<input type="checkbox"/>	<input type="checkbox"/>
d) Primanje narudžbi od mušterija	<input type="checkbox"/>	<input type="checkbox"/>
e) Slanje e - invoice-a (računa)	<input type="checkbox"/>	<input type="checkbox"/>
f) Slanje ili primanje informacija o proizvodima (npr. kataloga, cjenovnika i sl.)	<input type="checkbox"/>	<input type="checkbox"/>
g) Slanje ili primanje transportne dokumentacije	<input type="checkbox"/>	<input type="checkbox"/>
h) Slanje uputstava za plaćanje finansijskim institucijama	<input type="checkbox"/>	<input type="checkbox"/>
i) Slanje i primanje podataka od-ka javnim vlastima (poreskih prijava, statističkih listića, deklaracija o izvozu ili uvozu i sl.) <i>Opciono</i>	<input type="checkbox"/>	<input type="checkbox"/>

Modul D: Elektronska razmjena informacija o upravljanju lancem nabavke (za preduzeća sa kompjuterima)

Elektronska razmjena informacija o upravljanju lancem nabavke podrazumijeva:

- Razmjenu svih vrsta informacija sa snabdjevačima i-ili mušterijama u cilju koordinacije dostupnosti i isporuke proizvoda ili usluga ka konačnom konzumentu
- Uključujući informaciju o procjeni tražnje, inventarima, proizvodima, distribuciji ili razvoju proizvoda
- Kroz kompjuterske mreže, ne samo internet već i druge oblike konekcije među kompjuterima različitih firmi
- Od Vas ka Vašim dobavljačima-mušterijama ili obratno.
Ove informacije se mogu razmjenjivati putem internet prezentacija ili preko automatizovanih sistema razmjene informacija, ali se ovo ne odnosi na normalnu e mail komunikaciju koja podrazumijeva ručno kucanje poruka.

D1. Da li je vaše preduzeće u januaru 2011. godine redovno razmjenjivalo informacije elektronskim putem o lancu nabavke sa snabdjevačima i mušterijama? (<i>filter pitanje</i>)	DA <input type="checkbox"/>	NE <input type="checkbox"/> » idi na E1
D2. Da li je vaše preduzeće u januaru 2011. godine redovno razmjenjivalo informacije elektronskim putem o sljedećim temama sa snabdjevačima? o inventaru, planu proizvodnje, procjeni tražnje, procjeni isporuke i sl. (na primjer distribuciji sirovina ili gotovih proizvoda)	DA <input type="checkbox"/>	NE <input type="checkbox"/>
D3. Da li je vaše preduzeće u januaru 2011. godine redovno razmjenjivalo informacije elektronskim putem o sljedećim temama sa mušterijama? o inventaru, planu proizvodnje, procjeni tražnje, procjeni isporuke i sl. (na primjer distribuciji sirovina ili gotovih proizvoda)	DA <input type="checkbox"/>	NE <input type="checkbox"/>
D4. Da li su sljedeći metodi korišteni za ovu razmjenu u januaru 2011. godine?	DA	NE
a) Web prezentacija (vašeg ili preduzeća vaših partnera)	<input type="checkbox"/>	<input type="checkbox"/>
b) Automatizovani sistemi razmjene (npr. EDI sistem, XML, EDIFACT i sl.)	<input type="checkbox"/>	<input type="checkbox"/>

Modul E: Automatska razmjena informacija unutar preduzeća (za preduzeća sa kompjuterima)

Automatska razmjena informacija unutar preduzeća podrazumijeva:

- Korišćenje jedinstvene softverske aplikacije u cilju podrške različitih funkcija preduzeća,
- Povezivanje podataka između softverskih aplikacija koje podržavaju različite funkcije preduzeća,
- Korišćenje zajedničke datoteke ili skladišta podataka kojima se pristupa preko softverske aplikacije koja podržava različite funkcije preduzeća,
- Unutar preduzeća, slanje ili primanje elektronskim putem informacije koje mogu biti automatski procesuirane.

E1. * Tokom januara 2011. godine da li su u situacijama kada je Vaše preduzeće primalo porudžbine (bilo elektronskim putem ili ne) relevantne informacije o njima razmjenjivane softverima kreiranim za sljedeće namjene:	DA	NE
a) Vaš menadžment stanja inventara	<input type="checkbox"/>	<input type="checkbox"/>
b) Vaše računovodstvo	<input type="checkbox"/>	<input type="checkbox"/>
c) Vašoj proizvodnji ili menadžmentu usluga	<input type="checkbox"/>	<input type="checkbox"/>
d) Menadžment Vaše distribucije roba ili usluga	<input type="checkbox"/>	<input type="checkbox"/>

E2.* Tokom januara 2011. godine da li su u situacijama kada je Vaše preduzeće slalo porudžbine (bilo elektronskim putem ili ne) relevantne informacije o njima razmjenjivane softverima kreiranim za sljedeće namjene:	DA	NE
a) Vaš menadžment stanja inventara	<input type="checkbox"/>	<input type="checkbox"/>
b) Vaše računovodstvo	<input type="checkbox"/>	<input type="checkbox"/>
E3.* Da li je vaše preduzeće u januaru 2011. Koristilo ERP softverski paket (enterprise resource planning – planiranje resursa preduzeća) da bi razmjenjivalo informacije između različitih svojih funkcionalnih cjelina (npr. računovodstvo, planiranje, proizvodnja, marketing).	DA <input type="checkbox"/>	NE <input type="checkbox"/>
E4.* Tokom januara 2011. godine da li je Vaše preduzeće koristilo bilo kakvu softversku aplikaciju za menadžment informacijama o klijentima (tzv. Customer Relation Management – CRM softver – Menadžment odnosa sa mušterijama) koji omogućava:	DA	NE
a) Prikupljanje, čuvanje ili činjenje dostupnim informacija o klijentima drugim svojim funkcionalnim cjelinama.	<input type="checkbox"/>	<input type="checkbox"/>
b) Analiza informacija o klijentima za marketinške svrhe (postavljanje cijena, promocija, izbor kanala distribucije i sl.)	<input type="checkbox"/>	<input type="checkbox"/>

Modul F: E-trgovina (za preduzeća sa finansijskim sektorom sa kompjuterima)

E-trgovina podrazumijeva:

- Porudžbine, kada je ona učinjena sa obavezom da se kupovina roba ili usluga izvrši
- Kroz kompjuterske mreže, ne samo inernet već i druge konekcije između kompjutera različitih preduzeća
- Gdje se plaćanje i isporuka nužno ne obavlja putem kompjuterskih mreža.

E-trgovina može da bude sprovedena:

putem internet prezentacija, npr. porudžbine su učinjene preko online trgovine ili preko web formulara na internetu ili ekstranetu putem elektronske transmisije koja dozvoljava metode automatskog procesuiranja (npr. EDI sistem, XML, EDIFACT, i sl.) između preduzeća i organizacija, a isključuje ručno kucane e mail poruke.

Porudžbine primljene putem kompjuterskih mreža (prodaja)

F1.* Da li je tokom 2010. godine vaše preduzeće primalo narudžbe za robe ili usluge putem kompjuterskih mreža (preko web sajtova, EDI sistema ili drugih načina elektronskog prenosa podataka, izuzimajući ručno kucane e mail poruke) (filter pitanje)	DA <input type="checkbox"/>	NE <input type="checkbox"/> » idi na F5
F2.* Molim Vas da navedete vrijednost prometa ostvarenog od narudžbi primljenih elektronski (u lokalnoj valuti, izuzimajući porez) tokom 2010. godine? Ukoliko ne možete obezbijediti ovaj podatak, Molim Vas navedite procijenjeni procenat od ukupnog prometa koji je ostvaren preko narudžbi koje su primljene elektronski u 2010. godini.	Nacionalna valuta _____	_____ %
F3. Molim Vas da navedete koji procenat od ukupnog prometa predstavlja onaj dobijen putem narudžbi primljenih na sljedeće načine, u 2010. godini:		

a) Preko web sajta	_____ %	
b) Preko elektronskog prenosa koji omogućuje automatske metode procesiranja (npr. EDI sistemi, XML, EDIFACT i sl.)	_____ %	
F4.* Da li je vaše preduzeće koristilo sigurnosne protokole kao što su SSL i TLS, za prijem narudžbi putem interneta u januaru 2011. godine?	DA <input type="checkbox"/>	NE <input type="checkbox"/>
Porudžbine putem kompjuterskih mreža (kupovina)		
F5.* Da li je tokom 2010. godine vaše preduzeće slalo narudžbe za robe ili usluge putem kompjuterskih mreža (preko web sajtova, EDI sistema ili drugih načina elektronskog prenosa podataka, izuzimajući tučno kucane e mail poruke) (filter pitanje)	DA <input type="checkbox"/>	NE <input type="checkbox"/> » idi na G1
F6.* U kom procentu je tokom 2010. godine vaše preduzeće slalo narudžbe putem kompjuterskih mreža u odnosu na totalnu vrijednost izvršenih kupovina? (bez poreza)	Manje od 1%	<input type="checkbox"/>
	1% - 5%	<input type="checkbox"/>
	5% - 10%	<input type="checkbox"/>
	10% - 25%	<input type="checkbox"/>
	25% - 50%	<input type="checkbox"/>
	50% - 75%	<input type="checkbox"/>
Više od 75%	<input type="checkbox"/>	
<i>Alternativno pitanje:</i> Koja je vrijednost kupovine koja je rezultat narudžbi koje su učinjene elektronskim putem u 2010. godini? (bez poreza)	(u nacionalnoj valuti) _____	
Ukoliko nemate tačan podatak, Molim Vas procijenite procenat kupovine koja je rezultat narudžbi koje su učinjene elektronskim putem u 2010. godini u odnosu na svu obavljenu kupovinu.	_____ %	

Modul G: ICT bezbjednost

(za preduzeća sa sa kompjuterima)

ICT bezbjednost podrazumijeva:

Mjere, kontrole i procedure koje se koriste u ICT sistemu u cilju osiguranja integriteta, autentičnosti, dostupnosti i povjerljivosti podataka i sistema.

G1. Tokom januara 2011 godine da li je Vaše preduzeće imalo formalno definisanu ICT bezbjednosnu politiku sa planom redovnih kontrola? (filter pitanje)	DA <input type="checkbox"/>	NE <input type="checkbox"/> » idi na G3
G2. Da li su sljedeći rizici obuhvaćeni ICT politikom:	DA	NE
a) Uništavanje ili kvarenje kvaliteta podataka kao rezultat neočekivanih incidenata	<input type="checkbox"/>	<input type="checkbox"/>
b) Otkrivanje povjerljivih podataka zbog upada ili sličnih incidenata	<input type="checkbox"/>	<input type="checkbox"/>
c) Nedostupnost ICT usluga zbog napada spolja (npr. napad koji rezultira odbijanjima pružanja usluga)	<input type="checkbox"/>	<input type="checkbox"/>
G3. Tokom januara 2011 godine na koji način ste informisali zaposlene o njihovim obavezama kada je u pitanju ICT bezbjednost:	DA	NE
a) Obavezni treninzi i prezentacije	<input type="checkbox"/>	<input type="checkbox"/>
b) Ugovorom, npr. ugovorom o radu	<input type="checkbox"/>	<input type="checkbox"/>
c) Dobrovoljni treninzi ili opšte dostupne informacije (npr. na intranetu, preko newsletter-a ili papirne dokumentacije)	<input type="checkbox"/>	<input type="checkbox"/>

G4. Tokom 2010. godine koji incidenti koji su vezani za ICT bezbjednost su uticali na Vaš ICT sistem rezultirajući sljedećim posljedicama:	DA	NE
a) Nedostupnost ICT servisa, uništavanje ili kvarenje podataka zbog hardverskih ili softverskih kvarova	<input type="checkbox"/>	<input type="checkbox"/>
b) Nedostupnost ICT servisa zbog napada spolja (npr. napada koji rezultira odbijanjem pružanja usluga)	<input type="checkbox"/>	<input type="checkbox"/>
c) Uništavanje i kvarenje podataka zbog virusa ili neovlašćenog pristupa	<input type="checkbox"/>	<input type="checkbox"/>
d) Otkrivanje povjerljivih podataka zbog hakerskih i sličnih upada	<input type="checkbox"/>	<input type="checkbox"/>
e) Otkrivanje povjerljivih podataka u elektronskoj formi od strane zaposlenih namjerno ili nenamjerno. <i>Opciono</i>	<input type="checkbox"/>	<input type="checkbox"/>
G5. Da li je tokom januara 2011 godine Vaše preduzeće koristilo neki od sljedećih unutrašnjih sredstava ili procedura?	DA	NE
a) Snažnu autentifikaciju putem lozinke (npr. minimum 8 karaktera dužine, ili maksimalno korišćenu 6 mjeseci, enkriptovani prenos i čuvanje)	<input type="checkbox"/>	<input type="checkbox"/>
b) Identifikacija korisnika i autentifikacija kroz kodove ili smart kartice	<input type="checkbox"/>	<input type="checkbox"/>
c) Identifikacija korisnika biometrijskim sredstvima. <i>Opciono</i>	<input type="checkbox"/>	<input type="checkbox"/>
d) Back up podataka	<input type="checkbox"/>	<input type="checkbox"/>
e) Logovanje za analizu bezbjednosnih incidenata	<input type="checkbox"/>	<input type="checkbox"/>

Modul X: Podaci o preduzeću	
X1. Glavna ekonomska djelatnost preduzeća u 2010. godini	
X2. Prosječan broj zaposlenih u preduzeću u 2010. godini	
X3. Ukupna nabavka roba i usluga u 2010. godini (u ukupnom iznosu bez poreza) (<i>Opciono</i>)	
X4. Ukupan promet u 2010. godini (u ukupnom iznosu bez poreza) (<i>Opciono</i>)	
X5. Opciono: Vrijeme koje je bilo potrebno da se popuni ovaj upitnik	_____ (u minutama)

Napomena: Pitanja pod odjeljkom X nijesu obavezna za popunjavanje, ipak Vas molimo da ih popunite jer se svi dobijeni podaci koriste isključivo u naučne svrhe.

Sadržaj / Content

Uvod / Introduction.....	5
Domaćinstva / Households.....	13
Preduzeća/Enterprises.....	61
Annex 1.....	93
Annex 2.....	347
Annex 3.....	431
Annex 4.....	439