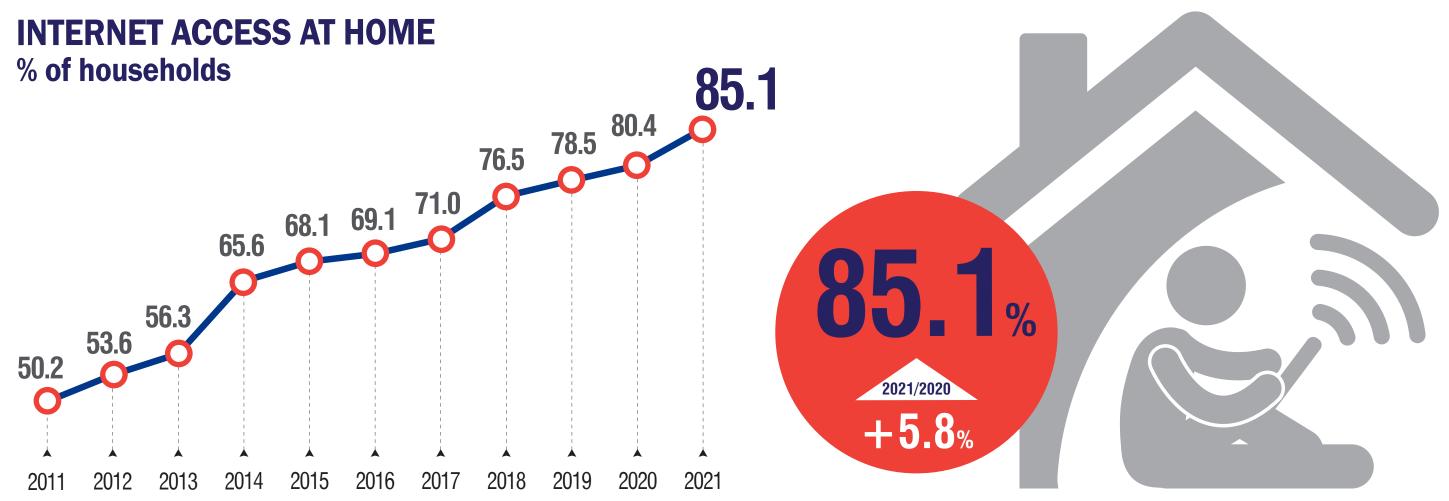
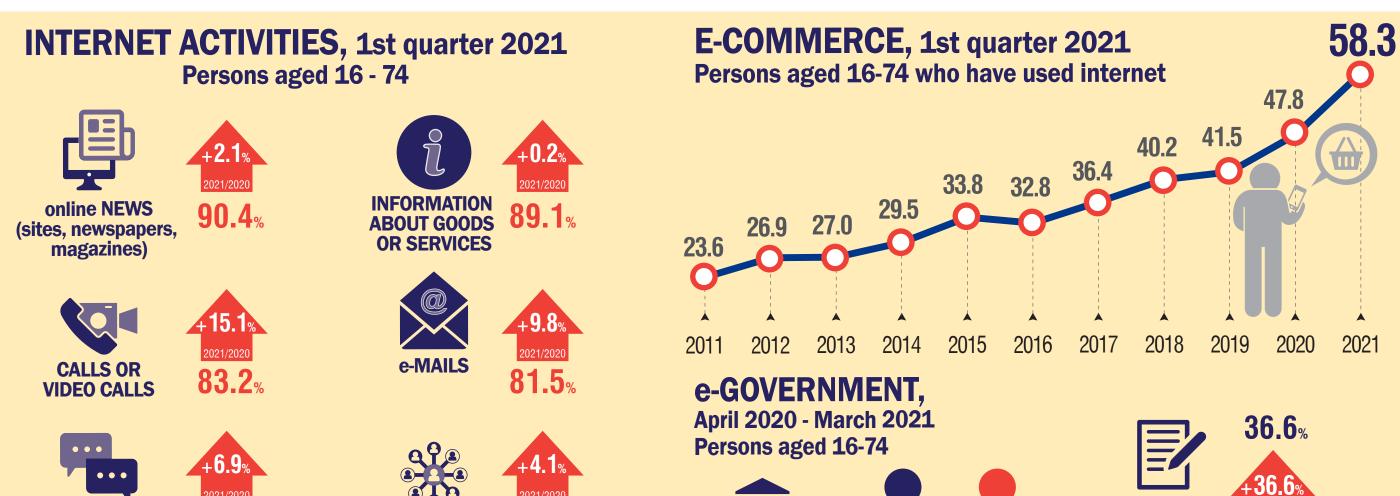
## USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES

by households and individuals, 2021





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e-CONTACT/

**INTERACTION WITH** 

**PUBLIC SERVICES** 



**MESSAGES** 

(via Skype, Messenger,

Viber, etc.)

**HEALTH-RELATED** 

**INFORMATION** 

43.9%

+38.5%

ONLINE SUBMITING COMPLETED

**FORMS** 

**DOWNLOADING**/

PRINTING
OFFICIAL FORMS,
CERTIFICATES

**SOCIAL** 

**NETWORKING** 

**BANKING** 

**TRANSACTIONS** 

**15.4**<sup>9</sup>