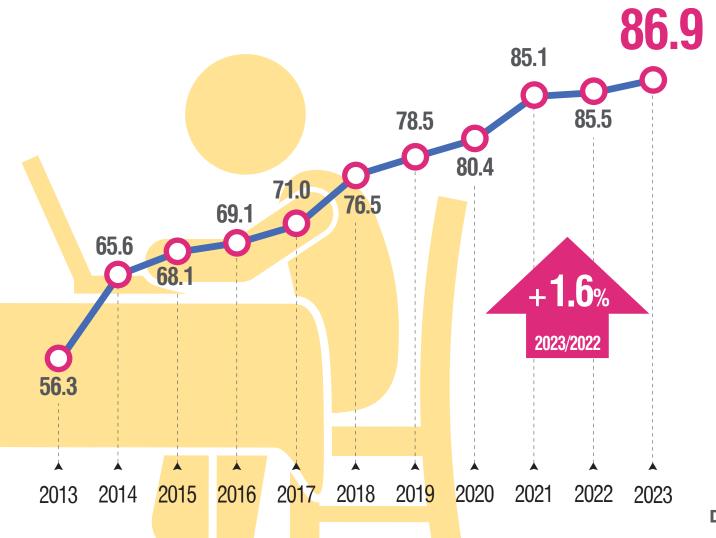
USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES

in households and by individuals, 2023



% of households



E-GOVERNMENT SERVICES

% of persons aged 16 - 74 who have used the internet, April 2022 - March 2023



RECEIVED OFFICIAL DOCUMENTS IN THEIR PERSONAL ACCOUNT



MADE APPOINTMENT

WITH PUBLIC SERVICE



REQUESTED FOR BENEFITS OR ENTITLEMENT FOR PENSION



REQUESTED FOR OFFICIAL DOCUMENTS, **CERTIFICATES**



SUBMITTED TAX DECLARATION THEMSELVES



2.5 MADE OTHER REQUESTS, **COMPLAINTS/OBJECTIONS**



E-COMMERCE, 1st quarter 2023 % of persons aged 16 - 74 who have used the internet

CLOTHING, **FOOTWEAR AND ACCESSORIES**

SPORT GOODS

(excl. sportwear and tootwear)



F₀0D



DELIVERIES





PC, TABLETS, **MOBILE PHONES**



COSMETICS BEAUTY, WELLNESS PRODUCTS



FOOD. BEVERAGES FROM SUPERMARKETS



