







Please specify your Occupation	Do you have a PC with internet connection?	Knowledge of PC
IT university student	I have PC with internet connection	5
Non-IT university student	I have PC with internet connection	3
IT university student	I have PC with internet connection	1
IT university student	I have PC with internet connection	5
Working in IT sector	I have PC with internet connection	5
Working in IT sector	I have PC with internet connection	4
Working in IT sector	I have PC with internet connection	3
Work in non-IT sector	I have PC without internet connection	1
Working in IT sector	I have PC with internet connection	4
IT university student	I have PC without internet connection	3
IT university student	I have PC with internet connection	2
IT university student	I have PC with internet connection	2
IT university student	I have PC with internet connection	3
IT university student	I don't have PC, but I have internet connection	3
IT university student	I have PC with internet connection	1
IT university student	I have PC with internet connection	4
IT university student	I have PC with internet connection	4
IT university student	I have PC with internet connection	2
IT university student	I have PC with internet connection	2
IT university student	I have PC with internet connection	2
IT university student	I don't have PC, but I have internet connection	4
IT university student	I have PC with internet connection	3
IT university student	I have PC with internet connection	5
IT university student	I have PC with internet connection	4
IT university student	I have PC with internet connection	1
IT university student	I don't have PC, but I have internet connection	1
IT university student	I have PC with internet connection	1
IT university student	I have PC with internet connection	4
IT university student	I have PC with internet connection	3
IT university student	I have PC with internet connection	4
IT university student	I have PC with internet connection	4
IT university student	I have PC with internet connection	4
IT university student	I have PC with internet connection	3
IT university student	I have PC with internet connection	4
IT university student	I have PC with internet connection	5
IT university student	I have PC with internet connection	1
IT university student	I have PC with internet connection	4
Working in IT sector	I have PC with internet connection	4
Working in IT sector	I have PC with internet connection	4
Working in IT sector	I have PC with internet connection	4
Non-IT university student	I have PC without internet connection	3
Looking for a job in IT sector	I don't have PC, but I have internet connection	4
IT university student	I have PC with internet connection	3
IT university student	I have PC with internet connection	3



IT university student	I have PC with internet connection	3
IT university student	I have PC with internet connection	2
IT university student	I have PC with internet connection	3
IT university student	I have PC with internet connection	3
Working in IT sector	I don't have PC and internet connection	2
Non-IT university student	I have PC with internet connection	3
Looking for a job in IT sector	I don't have PC, but I have internet connection	2
Working in IT sector	I have PC with internet connection	5
Working in IT sector	I have PC with internet connection	4
Working in IT sector	I have PC with internet connection	4
Working in IT sector	I have PC with internet connection	4
Working in IT sector	I have PC with internet connection	1
Working in IT sector	I have PC with internet connection	3
Working in IT sector	I have PC with internet connection	4
Working in IT sector	I have PC with internet connection	3
Working in IT sector	I have PC with internet connection	4
Working in IT sector	I have PC with internet connection	4
Working in IT sector	I have PC with internet connection	3
Working in IT sector	I don't have PC, but I have internet connection	2
Looking for a job in IT sector	I have PC with internet connection	5
Working in IT sector	I have PC with internet connection	4
Working in IT sector	I have PC with internet connection	3
Working in IT sector	I have PC with internet connection	1
Working in IT sector	I don't have PC, but I have internet connection	1
IT university student	I have PC with internet connection	3
IT university student	I have PC with internet connection	2
IT university student	I have PC with internet connection	2
Working in IT sector	I have PC with internet connection	3
Work in non-IT sector	I have PC with internet connection	2
Work in non-IT sector	I have PC with internet connection	2

Knowledge of hardware	Knowledge of OS	Points
5	5	15
3	3	9
2	3	6
1	2	8
4	3	12
5	4	13
4	3	10
2	1	4
4	4	12
3	3	9
1	3	6
1	2	5
3	3	9
3	3	9
1	1	3
4	4	12
3	3	10
4	2	8
1	4	7
1	2	5
3	4	11
2	2	7
5	5	15
4	4	12
1	1	3
1	1	3
1	1	3
3	4	11
2	3	8
3	4	11
3	4	11
2	5	10
3	3	10
3	5	12
3	4	11
2	5	10
2	3	9
5	5	15
1	1	3
5	1	10
3	2	9
5	4	13
3	4	11
2	3	8
4	4	12
2	4	9
2	4	9

2	4	9
2	4	9
2	4	9
3	5	12
3	5	12
2	4	9
1	3	6
1	3	6
2	4	9
2	4	9
3	5	12
3	5	12
2	5	10
2	4	9
2	4	9
2	4	9
2	4	9
2	4	9
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2	4	9
2	4	9
2	4	9
2	4	9
2	4	9
2	4	9
1	2	5
1	1	3
5	5	15
4	4	12
2	4	9
2	3	8
5	5	15
2	2	6
2	2	6
5	5	15
2	2	7
1	5	9
1		5
1	2	4
4	5	14
3	3	10
5	5	15
4	4	12
2	1	4
1	2	4
5	5	15
2	3	8
3	4	11
2	3	8
2	4	9



2	3	8
2	2	6
4	5	12
2	1	6
3	2	7
2	3	8
1	2	5
3	3	11
3	5	12
3	4	11
4	4	12
1	1	3
3	3	9
5	4	13
5	1	9
2	5	11
2	3	9
2	3	8
1	1	4
4	4	13
4	4	12
3	3	9
5	1	7
1	5	7
3	3	9
3	4	9
1	5	8
3	3	9
1	5	8
3	4	9

How confident, if at all, do you feel that you know how to keep your personal devices and online accounts secure

Confident

Neither confident nor unconfident

Confident

Unconfident

Confident

Very unconfident

Neither confident nor unconfident

Neither confident nor unconfident

Very confident

Confident

Neither confident nor unconfident

Very unconfident

Confident

Very confident

Unconfident

Confident

Confident

Neither confident nor unconfident

Confident

Very confident

Very confident

Confident

Unconfident

Confident

Unconfident

Confident

Neither confident nor unconfident

Unconfident

Unconfident

Unconfident

Unconfident

Unconfident

Unconfident

Unconfident

Unconfident

Unconfident

Confident

Very confident

Unconfident

Confident

Unconfident

Very confident

Unconfident

Very unconfident

Confident

Confident

Confident



Unconfident  
Neither confident nor unconfident  
Unconfident  
Very unconfident  
Confident  
Very confident  
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Neither confident nor unconfident  
Very confident  
Neither confident nor unconfident  
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Confident  
Confident  
Neither confident nor unconfident  
Unconfident  
Neither confident nor unconfident  
Very confident  
Confident  
Neither confident nor unconfident  
Neither confident nor unconfident  
Very confident  
Very confident  
Confident  
Very confident  
Confident  
Very confident

Which of the following applies to cybercrime?

Hacking, Cyber terrorism, Malwares, Online gambling, Cyber stalking, Virus dissemination, Phishing, Salami attack

Hacking, Cyber terrorism, Cyber stalking

Hacking, Cyber terrorism, Malwares, Online gambling, Cyber stalking

Cyber terrorism

Hacking, Cyber terrorism, Cyber stalking

Hacking, Cyber terrorism, Virus dissemination

Hacking

Hacking, Cyber terrorism, Cyber stalking

Hacking

Hacking, Malwares, Virus dissemination, Phishing

Cyber terrorism

Hacking, Cyber terrorism, Virus dissemination, Phishing, Spoofing

None of the above

Cyber terrorism, Cyber stalking

None of the above

Hacking, Cyber terrorism, Phishing

Hacking, None of the above

Cyber terrorism, Cyber stalking

Hacking, Cyber terrorism, Cyber stalking, Phishing

None of the above

None of the above

None of the above

Online gambling

None of the above

None of the above

None of the above

Hacking, Cyber terrorism, Cyber stalking, Virus dissemination, Phishing, Spoofing

Hacking, Cyber terrorism, Cyber stalking

Hacking, Cyber terrorism, Cyber stalking

Hacking, Cyber terrorism, Cyber stalking

Hacking, Cyber terrorism, Cyber stalking

Hacking, Cyber terrorism, Cyber stalking

Hacking, Cyber terrorism, Cyber stalking

Hacking, Cyber terrorism, Cyber stalking

Hacking, Cyber terrorism, Cyber stalking

Hacking, Cyber terrorism, Cyber stalking

Hacking, Cyber terrorism, Malwares, Online gambling, Cyber stalking, Virus dissemination, Phishing, Salami attack

Hacking, Cyber terrorism, Malwares, Online gambling, Cyber stalking, Virus dissemination, Phishing

Hacking, Cyber terrorism, Malwares, Online gambling, Cyber stalking, Virus dissemination

Hacking, Cyber terrorism

Hacking, Cyber terrorism, Cyber stalking

Hacking, Cyber terrorism, Cyber stalking

Hacking

Hacking, Cyber terrorism, Malwares, Cyber stalking, Virus dissemination, Phishing, Salami attack, Spoofing

Hacking

Hacking, Cyber terrorism, Malwares, Cyber stalking, Virus dissemination, Phishing, Spoofing

Hacking, Cyber terrorism, Malwares, Cyber stalking, Virus dissemination, Phishing, Spoofing



Hacking, Cyber terrorism, Cyber stalking  
Hacking, Cyber terrorism, Malwares, Online gambling, Cyber stalking, Virus dissemination, Phishing  
Hacking, Cyber terrorism, Malwares  
Hacking, Cyber terrorism  
Hacking, Cyber terrorism  
Hacking, Cyber terrorism, Online gambling  
Hacking  
Hacking, Online gambling, Cyber stalking, Virus dissemination  
Hacking, Cyber terrorism, Malwares, Online gambling, Cyber stalking, Virus dissemination, Phishing, Spoofing  
Hacking, Cyber terrorism, Malwares, Online gambling, Cyber stalking, Virus dissemination, Phishing, Salami attack  
Hacking, Cyber terrorism, Malwares, Online gambling, Cyber stalking, Virus dissemination, Phishing, Salami attack  
Hacking, Cyber terrorism, Cyber stalking, Virus dissemination, Phishing, Spoofing  
Hacking, Cyber terrorism, Virus dissemination  
Hacking, Cyber terrorism, Malwares, Online gambling, Cyber stalking, Virus dissemination, Phishing, Salami attack  
None of the above  
Cyber terrorism, Cyber stalking  
Cyber terrorism, Cyber stalking  
Cyber terrorism, Cyber stalking  
Hacking, Cyber terrorism, Malwares, Online gambling, Cyber stalking, Virus dissemination, Phishing, Salami attack  
Cyber terrorism, Cyber stalking  
Hacking, Cyber terrorism, Malwares, Online gambling, Cyber stalking, Virus dissemination, Phishing, Salami attack  
Hacking, Cyber terrorism, Cyber stalking  
Hacking, Cyber terrorism, Cyber stalking, Virus dissemination, Phishing, Spoofing  
Hacking, Cyber terrorism, Cyber stalking, Virus dissemination, Phishing, Spoofing  
Hacking, Cyber terrorism, Malwares, Online gambling, Cyber stalking, Virus dissemination, Phishing, Salami attack  
Hacking, Cyber terrorism, Malwares, Online gambling  
Hacking, Cyber terrorism  
Hacking, Cyber terrorism, Malwares, Online gambling, Cyber stalking, Virus dissemination, Phishing  
Hacking, Cyber terrorism  
Hacking, Cyber terrorism, Malwares, Online gambling

Do you feel it is essential to be safe online?

Neutral

Agree

Strongly agree

Strongly agree

Strongly agree

Strongly agree

Strongly agree

Strongly agree

Strongly agree

Strongly agree

Strongly agree

Strongly agree

Neutral

Agree

Strongly agree

Strongly agree

Strongly agree

Strongly agree

Neutral

Agree

Agree

Disagree

Agree

Agree

Agree

Agree

Neutral

Agree

Agree

Agree

Agree

Agree

Agree

Agree

Agree

Agree

Agree

Strongly disagree

Agree

Strongly agree

Strongly agree

Strongly agree

Strongly agree

Strongly agree

Strongly agree

Agree

Agree



Agree  
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Strongly agree  
Strongly agree  
Strongly agree  
Strongly agree  
Strongly agree  
Strongly agree  
Agree  
Strongly agree  
Neutral  
Neutral  
Strongly agree  
Neutral  
Neutral

How secure do you believe the internet is for your personal information?

Don't know

Very safe

Not safe

Not safe

Safe

Safe

Safe

Not safe

Not safe

Very safe

Safe

Safe

Safe

Safe

Safe

Safe

Safe

Safe

Don't know

Not safe

Not safe

Not safe

Not safe

Not safe

Not safe

Not safe

Not safe

Not safe

Not safe

Not safe

Not safe

Not safe

Not safe

Not safe

Not safe

Not safe

Not safe

Not safe

Don't know

Don't know

Not safe

Not safe

Not safe

Not safe

Not safe

Not safe

Not safe



Not safe  
Very safe  
Safe  
Don't know  
Not safe  
Safe  
Not safe  
Safe  
Not safe  
Not safe  
Not safe  
Not safe  
Not safe  
Not safe  
Not safe  
Not safe  
Not safe  
Not safe  
Don't know  
Not safe  
Not safe  
Not safe  
Not safe  
Not safe  
Not safe  
Not safe  
Not safe  
Not safe  
Not safe  
Safe  
Not safe  
Safe  
Safe  
Safe  
Not safe

Is the password for your email account being used for any other online accounts?

Yes

No

No

Yes

Yes

No

Yes

No

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

No

Yes

No

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

No

No

Yes

Yes

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Yes

Yes

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Yes  
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Yes  
No  
Yes  
No  
No  
Yes  
No  
Yes  
No



Are you currently using your web browser or a password manager app to save or create passwords?

Yes

No

Yes

Yes

No

Yes

No

No

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

No

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Yes  
Yes  
No  
Yes  
Yes  
Yes  
Yes  
Yes  
Yes  
Yes  
Yes  
Yes  
Yes

How many times have you been a victim of a cybercrime?

Never

1 time

Never

Never

2-5 times

1 time

More than 5 times

2-5 times

1 time

More than 5 times

Never

1 time

Never

Never

Never

Never

Never

1 time

1 time

Never

Never

1 time

Never

1 time

Never

Never

1 time

1 time

Never

1 time

1 time

Never

1 time

1 time

1 time

Never

1 time

1 time

Never

Never

1 time

More than 5 times

2-5 times

1 time

1 time

Never

Never

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2-5 times  
2-5 times  
More than 5 times  
2-5 times  
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2-5 times  
1 time  
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1 time  
2-5 times  
1 time  
Never  
1 time  
1 time  
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1 time  
Never  
Never  
1 time  
Never  
Never  
1 time  
Never  
Never

Never  
Never  
Never  
Never  
1 time  
2-5 times  
1 time  
1 time  
Never  
Never  
Never  
Never  
Never  
Never  
Never  
Never  
Never  
Never  
Never  
Never  
1 time  
Never  
2-5 times  
1 time  
Never  
Never  
Never  
Never  
Never  
Never  
Never  
Never

Have you ever experienced any of these situations?

Auto generated mails to your inbox

Never experienced such situation.

Confidential reports/information being hacked

Auto generated mails to your inbox, Confidential reports/information being hacked

Never experienced such situation.

Never experienced such situation.

Confidential reports/information being hacked, Loss of personal data

Trojan or malware, Auto generated mails to your inbox, Publishing obscure material on your profiles, Confidential

Trojan or malware, Auto generated mails to your inbox, Publishing obscure material on your profiles, Confidential

Trojan or malware, Auto generated mails to your inbox, Publishing obscure material on your profiles, Loss of per

Auto generated mails to your inbox

Never experienced such situation.

Auto generated mails to your inbox

Auto generated mails to your inbox

Trojan or malware

Never experienced such situation.

Never experienced such situation.

Publishing obscure material on your profiles

Loss of personal data

Confidential reports/information being hacked

Never experienced such situation.

Loss of personal data

Never experienced such situation.

Auto generated mails to your inbox

Auto generated mails to your inbox

Never experienced such situation.

Never experienced such situation.

Auto generated mails to your inbox

Auto generated mails to your inbox, Confidential reports/information being hacked

Auto generated mails to your inbox, Confidential reports/information being hacked

Auto generated mails to your inbox, Confidential reports/information being hacked

Auto generated mails to your inbox, Confidential reports/information being hacked

Auto generated mails to your inbox, Confidential reports/information being hacked

Auto generated mails to your inbox, Confidential reports/information being hacked

Auto generated mails to your inbox, Confidential reports/information being hacked

Auto generated mails to your inbox, Confidential reports/information being hacked

Never experienced such situation.

Loss of personal data

Auto generated mails to your inbox

Auto generated mails to your inbox

Never experienced such situation.

Never experienced such situation.

Loss of personal data

Auto generated mails to your inbox, Publishing obscure material on your profiles, Confidential reports/informatio

Trojan or malware, Auto generated mails to your inbox, Publishing obscure material on your profiles, Confidential

Auto generated mails to your inbox, Confidential reports/information being hacked

Auto generated mails to your inbox, Confidential reports/information being hacked





Auto generated mails to your inbox, Confidential reports/information being hacked  
Trojan or malware, Auto generated mails to your inbox, Publishing obscure material on your profiles, Confidential  
Auto generated mails to your inbox  
Never experienced such situation.  
Publishing obscure material on your profiles, Confidential reports/information being hacked, Loss of personal da  
Publishing obscure material on your profiles, Confidential reports/information being hacked, Loss of personal da  
Trojan or malware, Auto generated mails to your inbox, Publishing obscure material on your profiles, Confidential  
Publishing obscure material on your profiles, Confidential reports/information being hacked, Loss of personal da  
Never experienced such situation.  
Trojan or malware  
Auto generated mails to your inbox  
Confidential reports/information being hacked  
Auto generated mails to your inbox  
Never experienced such situation.  
Auto generated mails to your inbox  
Auto generated mails to your inbox, Confidential reports/information being hacked  
Never experienced such situation.  
Never experienced such situation.  
Never experienced such situation.  
Never experienced such situation.  
Auto generated mails to your inbox  
Trojan or malware, Auto generated mails to your inbox, Confidential reports/information being hacked  
Loss of personal data  
Never experienced such situation.  
Trojan or malware, Auto generated mails to your inbox, Publishing obscure material on your profiles, Confidential  
Auto generated mails to your inbox  
Never experienced such situation.  
Trojan or malware, Auto generated mails to your inbox, Publishing obscure material on your profiles, Confidential  
Never experienced such situation.  
Auto generated mails to your inbox

Do you believe that the laws currently in force can regulate cybercriminals?

- Strongly agree
- Strongly agree
- Strongly agree
- Neutral
- Disagree
- Disagree
- Disagree
- Agree
- Agree
- Strongly agree
- Agree
- Neutral
- Agree
- Neutral
- Agree
- Neutral
- Agree
- Strongly disagree
- Strongly disagree
- Disagree
- Strongly disagree
- Strongly disagree
- Agree
- Strongly disagree
- Agree
- Strongly agree
- Disagree
- Disagree
- Disagree
- Disagree
- Disagree
- Disagree
- Disagree
- Disagree
- Disagree
- Disagree
- Disagree
- Neutral
- Disagree
- Neutral
- Disagree
- Strongly disagree
- Neutral
- Disagree
- Agree
- Disagree
- Disagree
- Disagree



Disagree  
Disagree  
Strongly disagree  
Agree  
Strongly disagree  
Disagree  
Strongly disagree  
Agree  
Disagree  
Strongly disagree  
Disagree  
Strongly disagree  
Disagree  
Strongly disagree  
Disagree  
Strongly agree  
Agree  
Neutral  
Neutral  
Neutral  
Strongly agree  
Strongly agree  
Agree  
Strongly disagree  
Strongly disagree  
Agree  
Strongly agree  
Strongly disagree  
Strongly agree  
Agree

Are you aware that Action Fraud should be informed by victims of fraud and cybercrime?»

I was aware, but would not use the service

I was aware, and I have/would use the service

I was aware, but would not use the service

I was aware, but would not use the service

No, I was not aware

No, I was not aware

No, I was not aware

No, I was not aware

No, I was not aware

I was aware, but would not use the service

No, I was not aware

No, I was not aware

No, I was not aware

No, I was not aware

No, I was not aware

No, I was not aware

I was aware, but would not use the service

I was aware, but would not use the service

No, I was not aware

No, I was not aware

I was aware, but would not use the service

I was aware, but would not use the service

No, I was not aware

No, I was not aware

I was aware, but would not use the service

I was aware, but would not use the service

No, I was not aware

No, I was not aware

No, I was not aware

No, I was not aware

No, I was not aware

No, I was not aware

No, I was not aware

No, I was not aware

No, I was not aware

No, I was not aware

No, I was not aware

I was aware, but would not use the service

I was aware, but would not use the service

No, I was not aware

I was aware, but would not use the service

No, I was not aware

No, I was not aware

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No, I was not aware

No, I was not aware

No, I was not aware

No, I was not aware

I was aware, and I have/would use the service

No, I was not aware

I was aware, and I have/would use the service

I was aware, and I have/would use the service

No, I was not aware

No, I was not aware

No, I was not aware

No, I was not aware

No, I was not aware

No, I was not aware

I was aware, but would not use the service

I was aware, but would not use the service

No, I was not aware

No, I was not aware

I was aware, but would not use the service

No, I was not aware

No, I was not aware

No, I was not aware

I was aware, and I have/would use the service

No, I was not aware

I was aware, but would not use the service

No, I was not aware

No, I was not aware

No, I was not aware

No, I was not aware



How do you rate cyber-security in Kazakhstan?

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What do you think the most significant risk is to the continued growth of digital services in the Republic of Kazakl

low level of digital literacy of the population

None of the above

low level of digital literacy of the population

low level of digital literacy of the population

lack of qualified specialists

low level of digital literacy of the population

lack of qualified specialists

poorly developed system of service providers

lack of qualified specialists

low level of digital literacy of the population

lack of qualified specialists

lack of qualified specialists

lack of qualified specialists

low level of digital literacy of the population

lack of qualified specialists

lack of qualified specialists

low level of digital literacy of the population

lack of qualified specialists

lack of qualified specialists

lack of qualified specialists

lack of qualified specialists

lack of qualified specialists

threat to respondents is cyber-attacks, i.e., the vulnerability of networks

low level of digital literacy of the population

poorly developed system of service providers

threat to respondents is cyber-attacks, i.e., the vulnerability of networks

lack of qualified specialists

low level of digital literacy of the population

lack of qualified specialists

low level of digital literacy of the population

low level of digital literacy of the population

lack of qualified specialists

low level of digital literacy of the population

low level of digital literacy of the population

low level of digital literacy of the population

lack of qualified specialists

lack of qualified specialists

low level of digital literacy of the population

lack of qualified specialists

lack of qualified specialists

low level of digital literacy of the population

low level of digital literacy of the population

lack of qualified specialists

None of the above

threat to respondents is cyber-attacks, i.e., the vulnerability of networks

lack of qualified specialists

lack of qualified specialists

lack of qualified specialists  
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lack of qualified specialists  
poorly developed system of service providers  
threat to respondents is cyber-attacks, i.e., the vulnerability of networks  
poorly developed system of service providers  
poorly developed system of service providers  
lack of qualified specialists  
lack of qualified specialists  
low level of digital literacy of the population  
lack of qualified specialists  
poorly developed system of service providers  
low level of digital literacy of the population  
threat to respondents is cyber-attacks, i.e., the vulnerability of networks  
low level of digital literacy of the population  
low level of digital literacy of the population  
low level of digital literacy of the population  
lack of qualified specialists  
lack of qualified specialists  
poorly developed system of service providers  
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lack of qualified specialists  
low level of digital literacy of the population  
threat to respondents is cyber-attacks, i.e., the vulnerability of networks  
lack of qualified specialists  
lack of qualified specialists  
low level of digital literacy of the population  
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lack of qualified specialists  
low level of digital literacy of the population  
threat to respondents is cyber-attacks, i.e., the vulnerability of networks  
lack of qualified specialists  
threat to respondents is cyber-attacks, i.e., the vulnerability of networks  
threat to respondents is cyber-attacks, i.e., the vulnerability of networks  
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poorly developed system of service providers  
lack of qualified specialists  
low level of digital literacy of the population  
lack of qualified specialists  
threat to respondents is cyber-attacks, i.e., the vulnerability of networks  
poorly developed system of service providers  
poorly developed system of service providers  
low level of digital literacy of the population  
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