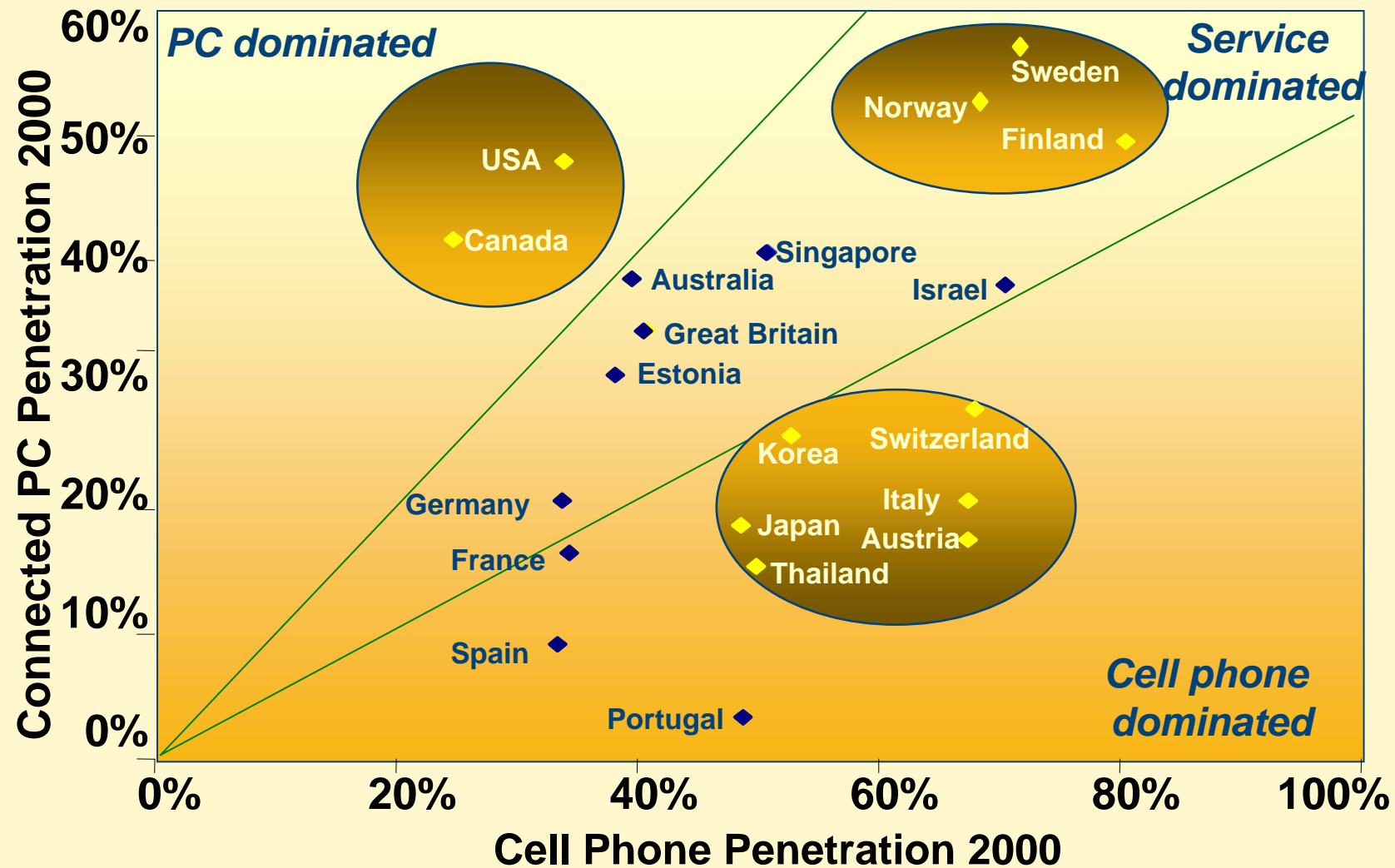


Is Estonia an e-State?

Kristina Randver

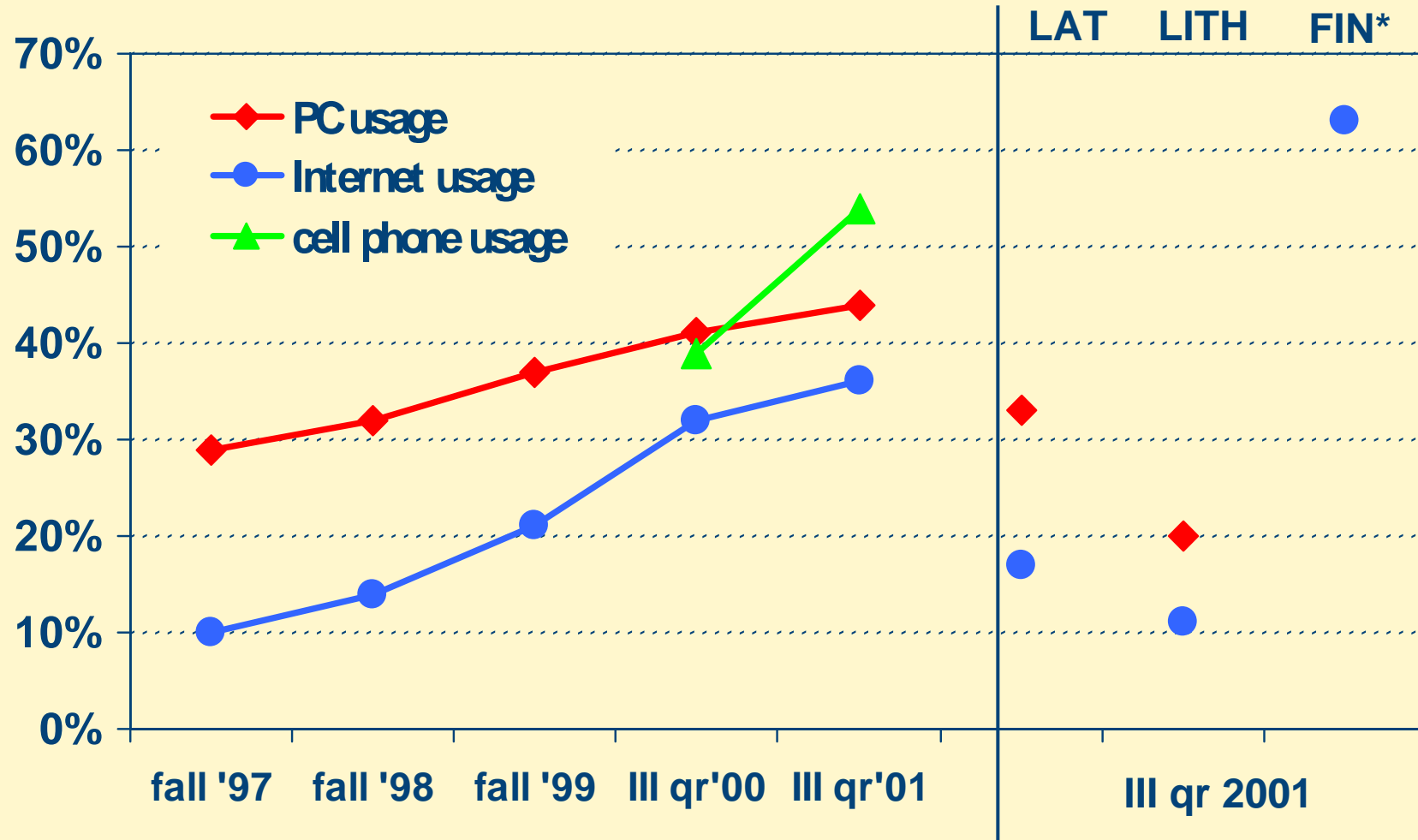
AS Emor

Estonia – Service Based Development



Source: Ovum/ Red Herring/ ITU/ Yankee Group/ Strategis, 2000

Second Literacy



* Estonia, Latvia, Lithuania – % of 6 months usage, Finland – % of 3 months usage

Source: e-Track, Emor

Who are Using PC and Internet?



- ▶ **Estonians**
- ▶ **15-34-year-olds**
- ▶ **people with higher education**
- ▶ **employed people & students/pupils**
- ▶ **monthly income per household member is above the average**
- ▶ **inhabitants of Tallinn & Tartu region**

Why people use Internet?

- ▶ **comfort**
- ▶ **speed**
- ▶ **time saving**
- ▶ **easy**
- ▶ **do not have to leave work or home to do something**
- ▶ **do not have to stand in the line**
- ▶ **things can be done at anytime**

Wishes and opportunities

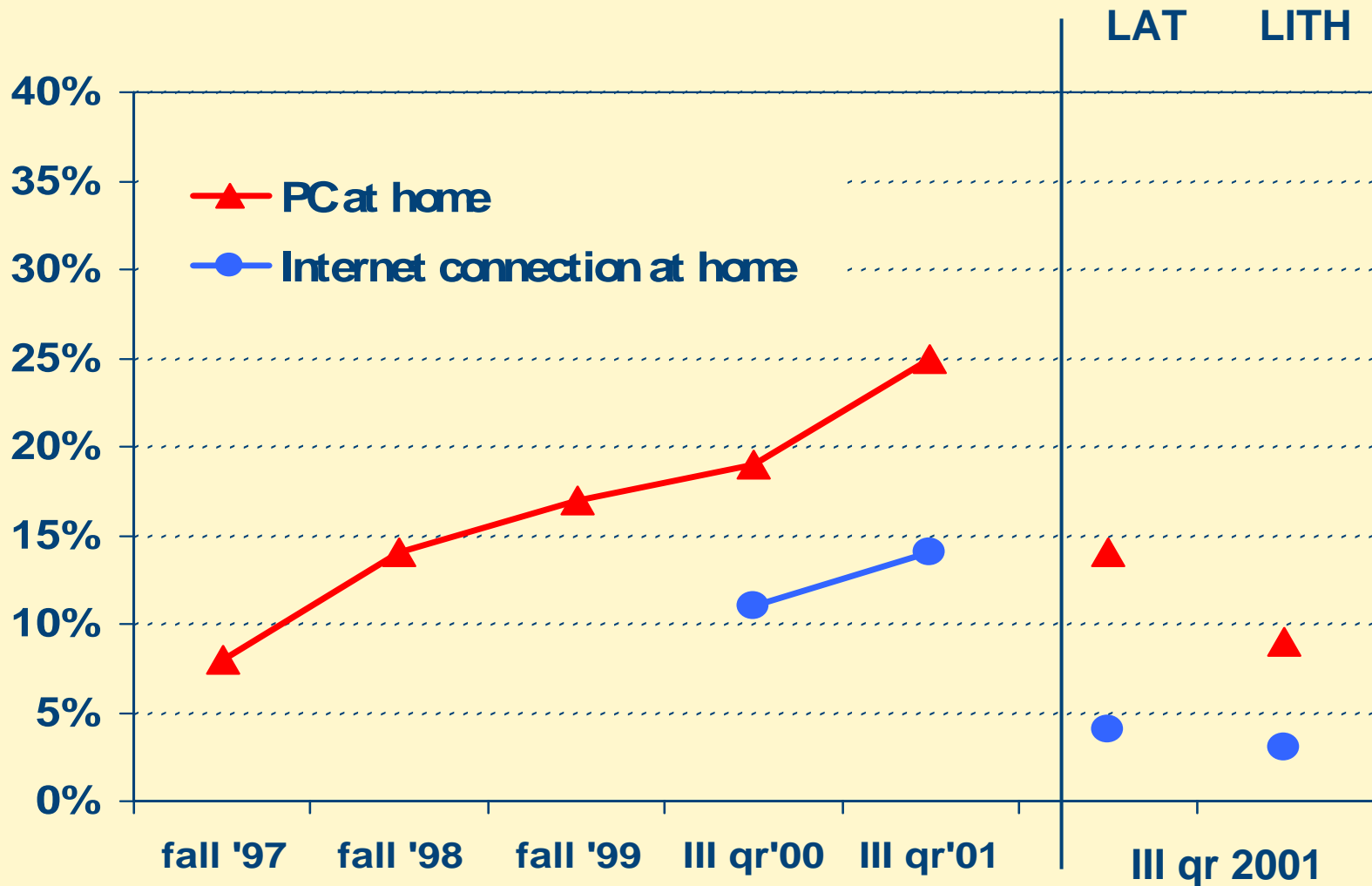
A dream about
PC at home...



... Internet usage
at Internet cafe



Wishes and opportunities



Interest Towards e-Services

- ▶ **What Internet is used for?**
 - ▶ e-mail
 - ▶ information search
 - ▶ Internet portals
 - ▶ Internet publications
 - ▶ **Internet bank**

- ▶ **Interest towards e-commerce is increasing**

Interest Towards Public Sector e-Services



- ▶ **Public services that people are the most interested in:**
 - ▶ **healthcare**
 - ▶ **job recruitment service**
 - ▶ **social insurance payments**
 - ▶ **libraries' search engines in Internet**

Is Estonia an e-state?

Thank You!

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