

2.3. Institutions (Government Agencies and International Organizations)

In the category of institutions (governmental agencies and international organizations), there were 100 respondents. The monthly amount spent on mail was no more than 100,000 Tg at 55% and no more than 500,000 Tg at another 35%. Some 90% of the total therefore spent 500,000 Tg or less per month on mail.

Spending on Mail (monthly, Tg)

	Number	Percentage N=100
100,000 or under	55	55.0
100,001-500,000	35	35.0
500,001-1,000,000	4	4.0
1,000,001 or more	2	2.0
No Answer	4	4.0
Total	100	100.0

The following is an outline of the situation in each service category (postal, financial, telecommunications, retail, and other services).

(1) Postal Services

The most extensively used types of postal service were subscription to newspapers and magazines and the sending and receiving of official documents, which were used by 91 and 87 %, respectively.

Documents Sent and Received by Mail (MA)

	Number	Percentage N=100
Official (government related) documents	87	87.0
Contract/Agreement	5	5.0
Invoice	20	20.0
Commercial Products	5	5.0
Subscription of Newspapers/Magazines	91	91.0
Others	14	14.0
No Answer	2	2.0
Total	224	?

Other comments

• letters (Mongolian Stock Exchange)	• Books, CD-ROM, printed materials (Intellectual Property department)
• official doc. Subscription (Tax General Office)	• parcel (Meteorological Research centre)
• parcel (UNDP)	• send samples (Meteorological Research centre)
• receive registered & express mail (UNDP)	• subscribe from abroad (Ministry of External Relations)

• parcel (Mongolian Children's Palace)	• send legal doc.to Aimag (Law Information Centre)
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(2) Financial Services

32% of the respondents used services for making or receiving payments (other than taxes).

Financial Services Used at Post Offices

	Number	Percentage N=100
Paying taxes	8	8.0
Paying utility bills	1	1.0
Receiving/paying payments from or to customers, etc. by using money order	31	31.0
Others	5	5.0
No Answer	60	60.0
total	105	?

Other comments	
• saving account (Governor's Office)	

(3) Telecommunications Services

The top response was "fax services," which was selected by 47 % of the respondents, followed by e-mail and "other" services (telephone service, etc.).

Telecommunications Services Used at Post Offices

	Number	Percentage N=100
Fax	47	47.0
E-mail	14	14.0
Others	14	14.0
No Answer	42	42.0
Total	117	?

Other comments	
• tel (Secondary School 11)	• fax, e-mail (Court)
• tel (Children's theatre)	• use tel, telegraph (Zamyun-Uud Governor's Office)
• use coded tel (Physical Training and Sport's National Committee)	• send telegraph (Central Employment Regulation Office)

(4) Retail Services

Postal products sold at post offices were purchased by 39 % of the responding companies, and other products, by 10 %.

Retail Services Used at Post Offices

	Number	Percentage N=100
Buying postal goods	39	39.0
Buying other goods	10	10.0
No Answer	53	53.0
Total	102	?

Other comments

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|---|---|
| • post card envelope (Mongolian Children's Palace) | • envelope for official doc (Health Department) |
| • subscription (Children's theatre) | • electronic goods & stationary (Governor's Office) |
| • buy newspaper, magazines (Physical Training and Sport's National Committee) | |

(5) Other Services

32 % of the respondents used government-related services offered at post offices.

Other Services Used at Post Offices

	Number	Percentage N=100
Government services	32	32.0
Others	8	8.0
No Answer	62	62.0
Total	102	?