

6. Inclinations to Use MPC Services in the Future

6.1. Individuals (General Public and Consumers)

(1) Postal services

As compared to that for the current level of use noted before, the average yearly frequency derived from responses for inclinations to subscribe to newspapers and magazines through post offices in the future was less than half as high (decrease from 97.9 to 40.0 times per year on the average). In contrast, inclinations to purchase newspapers and magazines at post offices represented a big increase (from 26.7 to 153.0 times per on the average). On the other hands, the number of users who was inclined to subscribe to newspapers and magazines through post offices in the future increased from 50.8% to 63.8%. Respondents were inclined to use PO boxes with a frequency of about once every five days. As compared to the current levels, the desired frequencies of use to send/receive mail (letters and parcels) were slightly higher.

Frequency of Use Per Year (Postal Services)

(Frequency of use)

		Average number of times per year
Sending letters	N=590	16.4
Receiving letters	N=487	15.1
Sending parcels	N=322	6.7
Receiving parcels	N=275	7.1
Subscribing newspapers/magazines	N=638	40.0
Buying newspapers/magazines	N=421	153.0
Using Mailbox in the post office	N=425	75.8
Other mail services	N=31	13.8

(Number of users)

	Number	Percentage N=1,000
Sending letters	590	59.0
Receiving letters	487	48.7
Sending parcels	322	32.2
Receiving parcels	275	27.5
Subscribing newspapers/magazines	638	63.8
Buying newspapers/magazines	421	42.1
Using Mailbox in the post office	425	42.5
Other mail services	31	3.1
No Answer	128	12.8
Total	3,317	?

(2) Financial services

Compared to the current level of use, the average frequency and the number of users willing to use the post office for tax payments were slightly lower than the current level., but slightly higher (albeit almost on the same level of frequency, but slightly increase of the number of users) for other types of services.

Frequency of Use Per Year (Financial Services)

(Frequency of use)

		Average number of times per year
Receiving pensions	N=113	10.57
Receiving wages	N=91	12.42
Paying taxes	N=105	9.97
Paying utility bills	N=266	11.57
Sending money order	N=182	6.76
Receiving money order	N=125	6.85
Buying insurance	N=154	4.79
Other financial services	N=26	10.20

(Number of users)

	Number	Percentage N=1,000
Receiving pensions	113	11.3
Receiving wages	91	9.1
Paying taxes	105	10.5
Paying utility bills	266	26.6
Sending money order	182	18.2
Receiving money order	125	12.5
Buying insurance	154	15.4
Other financial services	26	2.6
No Answer	574	57.4

(3) Telecommunication Services

Compared to the current level of use, people were twice as willing to use fax service and "other" telecom services. The number of potential users were higher than the current users.

Frequency of Use Per Year (Telecommunications Services)

(Frequency of use)

		Average number of times per year
Using Fax	N=212	23.32
Using E-mail	N=118	53.46
Other telecom services	N=151	23.74

(Number of users)

	Number	Percentage N=1,000
Using Fax	212	21.2
Using E-mail	118	11.8
Other telecom services	151	15.1
No Answer	666	66.6
Total	1,147	?

(4) Retail services

Compared to the current level of use, respondents were 1.5 times more willing to make purchases at post offices for postal products. The number of users was slightly decreased, but almost on the same level.

Frequency of Use Per Year (Retail Services)

(Frequency of use)

		Average number of times per year
Buying postal goods	N=381	20.38
Buying other goods	N=31	7.86

(Number of users)

	Number	Percentage N=1,000
Buying postal goods	381	38.1
Buying other goods	31	3.1
No Answer	613	61.3
Total	1,025	?

(5) Other Services

There are needs for services in social welfare and savings (which had respective selection rates of 20 and 3 %; the corresponding frequency of use is once or twice a month).

Frequency of Use Per Year (Other Services)

(Frequency of use)

		Average number of times per year
Social welfare services	N=203	16.37
Opening savings account	N=33	26.92
Other news services	N=19	6.56

(Number of users)

	Number	Percentage N=1,000
Social welfare services	203	20.3
Opening savings account	33	3.3
Other news services	19	1.9
No Answer	781	78.1
Total	1,036	?

6.2. Companies (Private and Public)

(1) Postal Services

Compared to the current level of use, about twice as many respondents were willing to use postal services for sending marketing materials and commercial products. Needs for use in connection with contracts and agreements also represented an increase over the current level.

Documents sent and received by mail (MA)

	Number	Percentage N=100
Contract/Agreement	26	26.0
Commercial Products	21	21.0
Invoice	33	33.0
Marketing materials (direct mails)	25	25.0
Subscription of Newspapers/Magazines	87	87.0
Others	14	14.0
No Answer	4	4.0
Total	210	?

Other comments

• PO branch continue working (Bayangol Hotel)	• mail (Agriculture Bank)
• letter (TCH Gold)	• express mail (Konika Branch)
• send official letter (Development Golden Fund)	• send&receive doc. (Mongol Insurance)
• documents (Zoos Goyol)	• send&receive official doc. (Ashid Munkh Audit)
• parcel (Tuscalt Gangar)	• send letters & doc. (Mongolmetal Stock)
• equipment (Mongolian Telecom)	•

(2) Financial Services

Compared to the current level of use, the needs for payment services (excluding tax payments) represent an increase from 43 % to 53 %.

Financial services used in post offices

	Number	Percentage N=100
Paying taxes	9	9.0
Paying utility bills	11	11.0
Receiving/paying payments from or to customers, etc. by using money order	42	42.0
Others	6	6.0
No Answer	41	41.0
total	109	?

Other comments

- | | |
|----------------------------------|--------------------------------|
| • service fees (Zoos Goyol) | • service (Flour and Fodder) |
| • service fees (Tugalt Gangar) | |

(3) Telecommunication Services

Compared to the current level of use noted before, selection rates were up slightly for all items.

Telecommunications services used at post offices

	Number	Percentage N=100
Fax	58	58.0
E-mail	28	28.0
Others	12	12.0
No Answer	33	33.0
total	131	?

Other comments

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|-------------------------------------|-----------------------------|
| • use tel (Ulaanbaatar city Bank) | • internet network (Gobi) |
| • e-mail (Mongol Post Bank) | • make call (Zet service) |

(4) Retail Services

Compared to the current level of use noted before, inclinations to purchase postal products represented a slight increase.

Retail services used in post offices

	Number	Percentage N=100
Buying postal goods	60	60.0
Buying other goods	11	11.0
No Answer	35	35.0
total	106	?

Other comments

- book, stationary (Tugalt Gangar)
- business center (Telcom)

(5) Other Services

Needs for provision of deposit services are on roughly the same level as those for provision of government-related services.

Other services used at post offices

	Number	Percentage N=100
Government services	16	16.0
Opening savings account	18	18.0
Others	9	9.0
No Answer	62	62.0
total	105	?

Other comments

- MPBank (Tuushin)
- advertisement (Bayan Uul Shareholding)
- distribute newspaper (Mongol News)
- news subscr, deliver doc (Flour and Fodder)
- deliver mail, parcel (Anod Bank)

6.3. Institutions (Government Agencies and International Organizations)

(1) Postal services

Compared to the current level of use, needs for use of postal services were about twice as high for sending or receiving contracts/agreements and commercial products, but about the same for other items.

Documents sent and received by mail (MA)

	Number	Percentage N=100
Official (government related) documents	86	86.0
Contract/Agreement	11	11.0
Invoice	20	20.0
Commercial Products	10	10.0
Subscription of Newspapers/Magazines	88	88.0
Others	6	6.0
No Answer	3	3.0
Total	224	?

Other comments

• parcel (UNDP)	• exchange medical information (Health Department)
• books, cd rom, printed materials (Intellectual Property department)	• subscribe (Physical Training and Sport's National Committee)
• subscription (Secondary School 1)	• post card (Health Department)

(2) Financial Services

Needs were on roughly the same level as that of the current use noted before.

Financial services used at post offices

	Number	Percentage N=100
Paying taxes	10	10.0
Paying utility bills	3	3.0
Receiving/paying payments from or to customers, etc. by using money order	29	29.0
Others	2	2.0
No Answer	62	62.0
total	106	?

(3) Telecommunication Services

Needs were on roughly the same level as that of the current use noted before.

Telecommunications services used at post offices

	Number	Percentage N=100
Fax	49	49.0
E-mail	14	14.0
Others	10	10.0
No Answer	42	42.0
total	115	?

Other comments

- | | |
|--|--|
| • tel (Health Department) | • use internet, e-mail (Social Insurance Department) |
| • long dist. Call (Physical Training and Sport's National Committee) | • tel.payphone (Children's theatre) |
| • telegrams (Secondary School 1) | |

(4) Retail Services

Needs were on roughly the same level as that of the current use noted before.

Retail services used at post offices

	Number	Percentage N=100
Buying postal goods	39	39.0
Buying other goods	7	7.0
No Answer	57	57.0
total	103	?

Other comments

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|------------------------------|--|
| • envelope (Supreme Court) | • books&subscription (State Central Library) |
|------------------------------|--|

(5) Other Services

Needs for provision of government-related services were on roughly the same level as that of the current use noted before. There were also needs for provision of deposit services (i.e., savings accounts).

Other services used at post offices

	Number	Percentage N=100
Government services	30	30.0
Opening savings account	11	11.0
Others	2	2.0
No Answer	63	63.0
total	106	?

Other comments

• POB (Health Department)

• deliver home, carry passenger (Governor's Office)