

## ICT usage in Montenegro in 2020

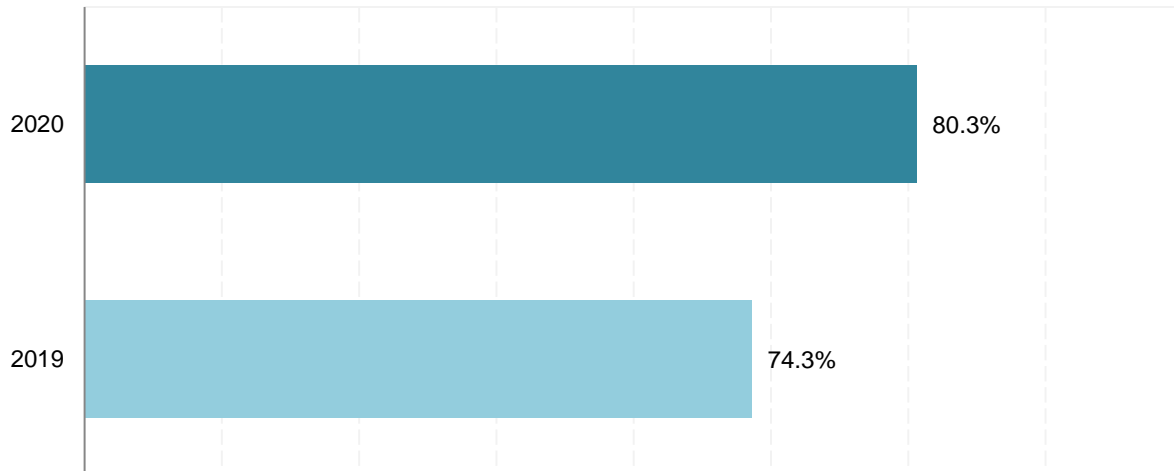
### Households

*ICT<sup>1</sup> usage survey which is conducted in households in accordance with the Eurostat methodology covers households with at least one member aged between 16 and 74 years.*

In Montenegro there are 80.3% of surveyed households having reported Internet access in house.

Proportion of households with Internet access is increase for 6.0% in relation to previous year.

**Graph 1: Internet access in house**



<sup>1</sup>ICT - Information and communication technologies

Constant and significant growth in terms of usage of mobile devices as Internet access platforms was recorded. In comparison with 2019 the growth of 10.5% was recorded. Also in comparison with 2019 the growth of 1.9% was recorded in terms of laptop and tablet usage as Internet access devices.

In 2020, 34.8% of households had access to the Internet using a personal computer (PC), while 67.8% of households had access to the Internet via a laptop (netbook, tablet).

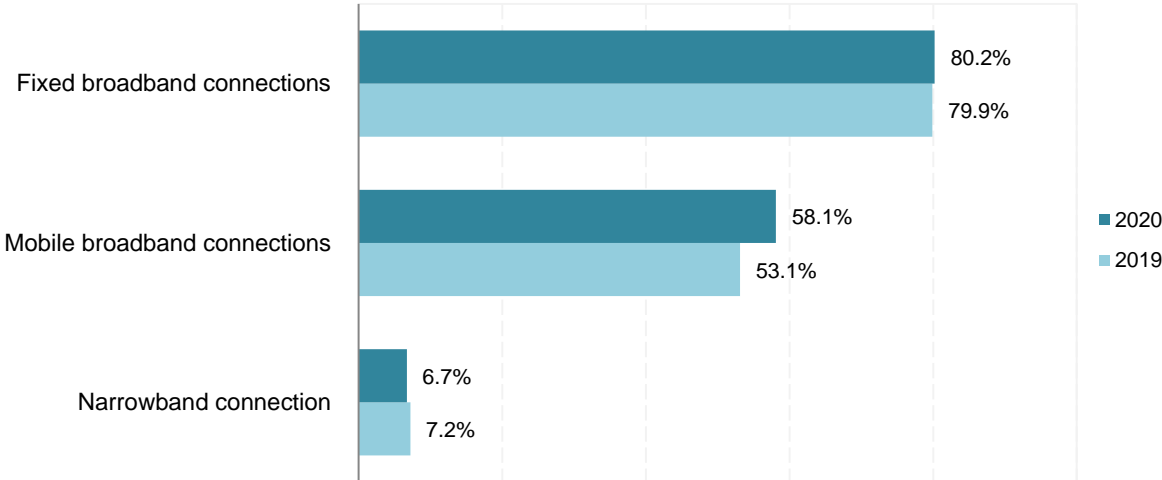
**Table 1: Devices for Internet access, in %**  
*(respondents could give more than one answer)*

Devices in households	2019	2020
Personal computer (PC)	42.1	34.8
Laptop, netbook, tablet	65.9	67.8
Mobile phone	86.4	96.9

In regards with the type of Internet access, i.e. Internet connection households were allowed to select several answers. Fixed broadband connections (DSL, ADSL, VDSL, cable, optical fiber, satellite, public Wi-Fi connections) used 80.2% of households. Mobile broadband connections (via mobile phone network, at least 3G) used 58.1% households and 6.7% households used narrowband connection (dial - up, modem ISDN, mobile narrowband connection less than 3G).

Percent of households which use mobile broadband connections type is increased for 5.0% compared to the previous year.

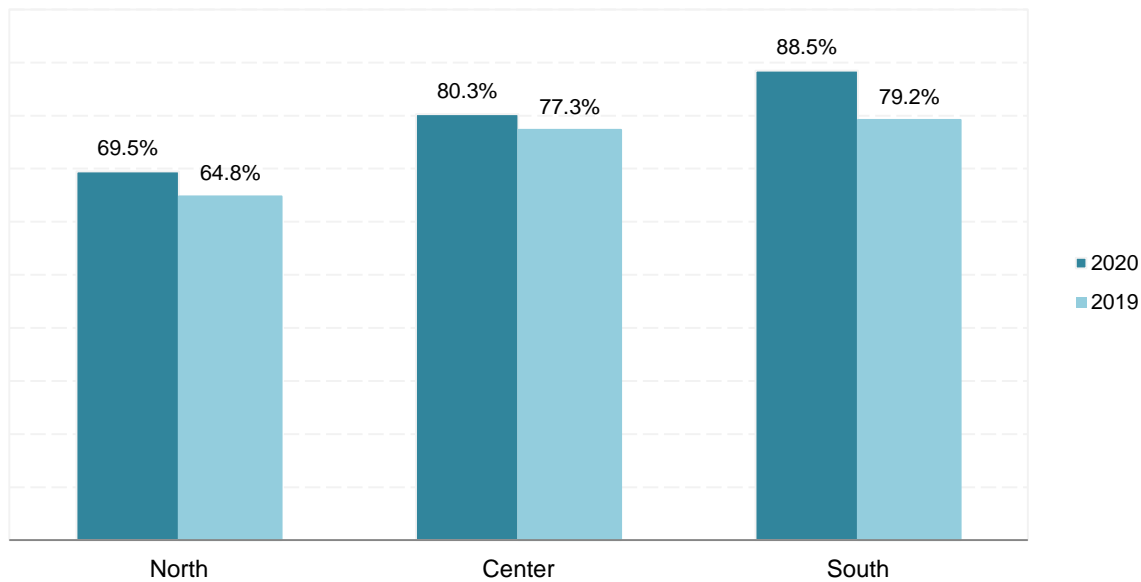
**Graph 2: Type of Internet connection**  
*(respondents could give more than one answer)*



Percentage of households that do not have Internet access at home is 19.2%. Compared to the previous year, the percentage of households which do not have Internet access at home is decreased for 5.8%.

Internet use in households differs in comparison with territorial unity, thus Internet use is the lowest in North region 69.5%, while it is the highest in South region 88.5%.

**Graph 3: Internet use in households by territory**



Internet access in the areas that are not urban type is 70.9%, while in the settlements of urban type is higher Internet access and amounts to 84.9%.

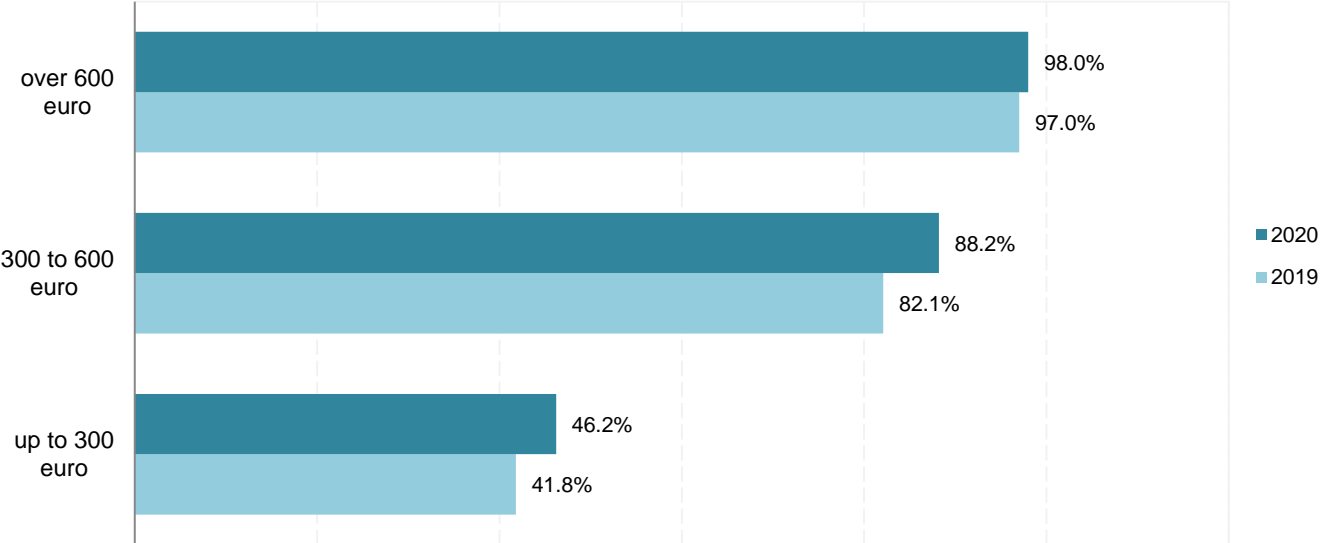
Internet access in house in the areas that are urban type is increased by 4.9% compared to the previous year.

**Table 2: Internet access in house, in %**

Type of settlement	Montenegro	
	2019	2020
Urban	80.0	84.9
Other	62.8	70.9
<b>Montenegro</b>	<b>74.3</b>	<b>80.3</b>

The results show that the income growth directly affects the growth in number of households that have the Internet access.

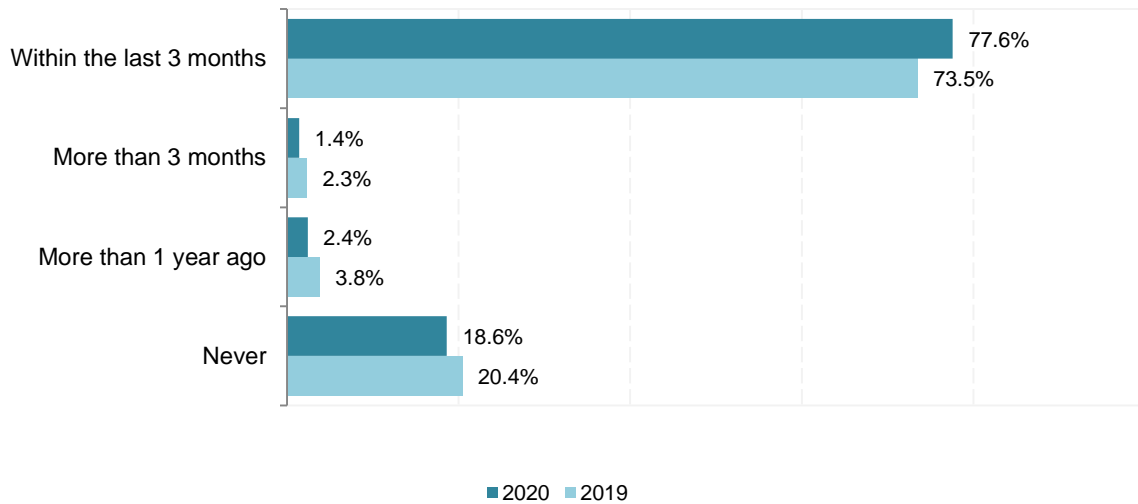
**Graph 4: Households with Internet connection by average monthly income of household**



## Persons

Number of persons which in the last three months used the Internet is 77.6%, whereas there are 89.0% of those used Internet every day or almost every day, and 9.7% of persons use Internet at least once a week.

**Graph 5: Persons that have used the Internet**

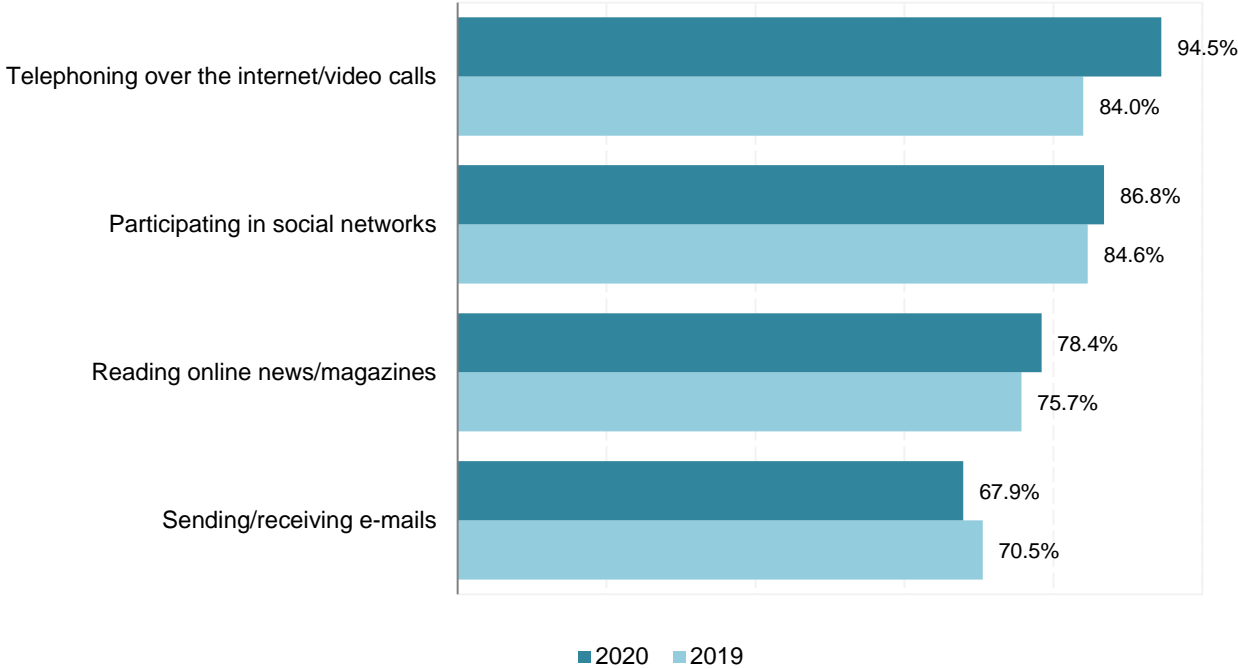


Based on the data in Table 3, those who stated that they used the Internet in the last three months, usually do that every day or almost every day. Percentage of Internet use every day or almost every day is higher in men and is 89.2%. while 88.9% of women.

**Table 3: Internet users by age groups and sex, in %**  
(refer to the people who used the Internet in the last three months)

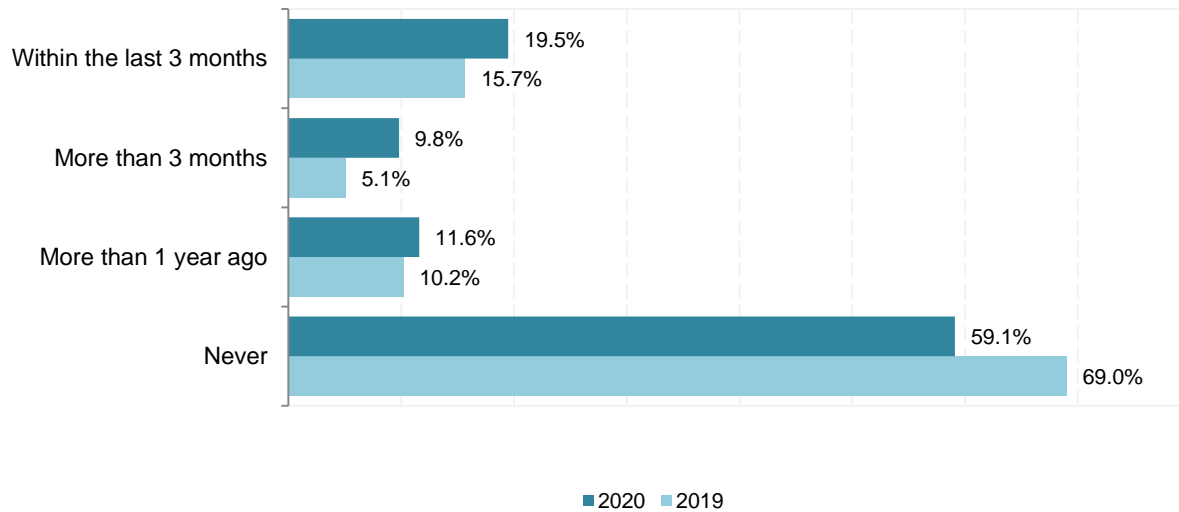
Internet usage	Age						Gender		Total
	16-24	25-34	35-44	45-54	55-64	65-74	Male	Female	
Every day or almost every day	100.0	98.9	95.3	80.9	76.9	72.6	89.2	88.9	89.0
At least once a week	0.0	1.1	4.4	18.2	18.5	23.9	10.2	9.1	9.7
Less than once a week	0.0	0.0	0.3	0.9	4.6	3.5	0.6	2.1	1.3

**Graph 6: For which of the following activities did you use the internet in the last three months, for private purpose?**  
*(respondents could give more than one answer)*



Activities that were often performed by respondents through Internet for the private purposes in the last three months refer to telephoning over the Internet/video calls by 94.5% of persons, then participating in social networks 86.8%, while 78.4% of them reported that they had read online news/magazines.

**Graph 7: When did you last buy or order goods or services for private use over the Internet?**



Percentage of respondents who have never bought or ordered goods or services over the Internet is 59.1%, while the percentage of those who bought or ordered goods or services is 40.9%. Type of goods or services that people most frequently ordered or purchased over the Internet are:

- ✓ Clothes, sports goods 77.7%;
- ✓ Deliveries food or beverages 27.5%;
- ✓ Toys, Furniture 19.0%;
- ✓ Cosmetics 17.2%;
- ✓ Films, music 11.0%;
- ✓ Video games software, other computer software and software upgrades 8.4%.

## METHODOLOGICAL NOTES

Statistical Office of Montenegro - MONSTAT is conducting the survey on the ICT usage in Montenegro. This survey refers to the use of ICT by households and individuals.

### ***Basic information about survey:***

- ✓ The aim of survey is to provide data of ICT usage by households and individuals.
- ✓ Interview survey – face-to-face interview, where interviewers use computer/tablet (CAPI method of data collection).
- ✓ Two-phase stratified sample. Size sample is 1 800 households, with 1 800 individuals.
- ✓ Target population for households are households with at least one member aged between 16 and 74 years.
- ✓ Target population of individuals are persons aged between 16 and 74 years.
- ✓ Reference period was three months precedent the field interviews.

---

Published by the Statistical Office of Montenegro (MONSTAT)  
81000 Podgorica, IV Proleterske 2, Phone: (+382) 20 230-811. Fax: (+382) 20 230-814

*The release prepared by:*

**Miloš MALTEZ**

[contact@monstat.org](mailto:contact@monstat.org)

---