

ICT usage in Montenegro in 2015

Households

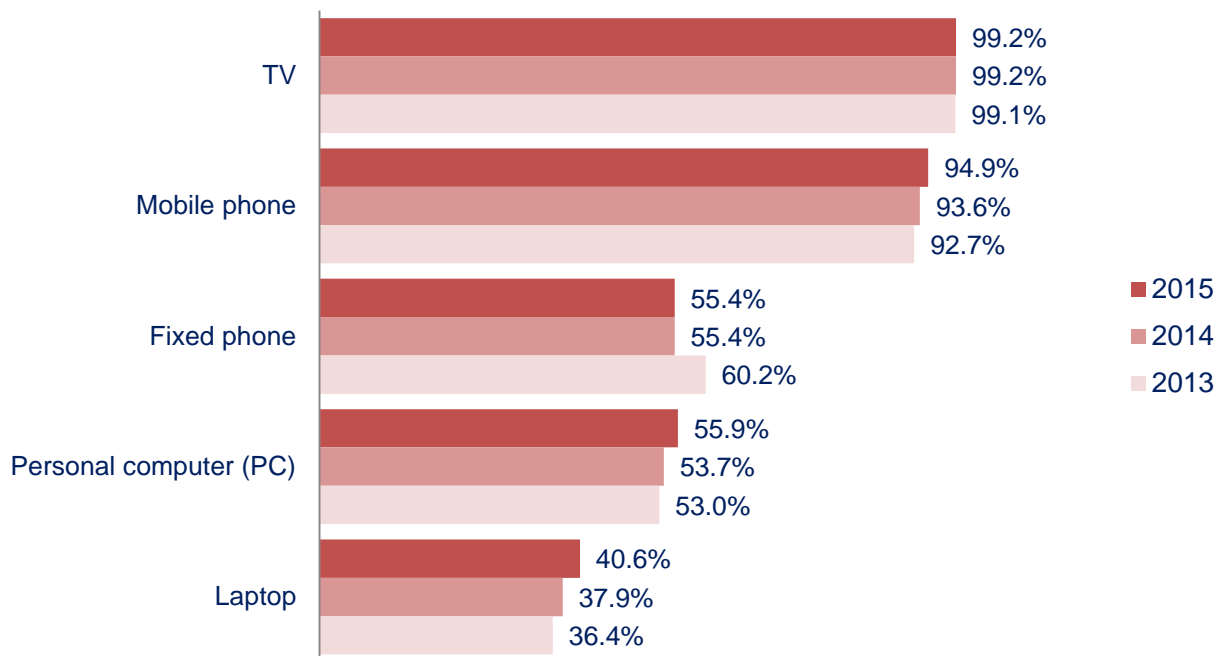
ICT¹ usage survey which is conducted in households in accordance with the Eurostat methodology, **covers households with at least one member aged between 16 and 74 years**, as well as individuals of the same age.

Interviewed persons could give multiple answers to question related access to devices in households.

The survey indicates that there are 99.2% of households² with TV set access (in house), 55.9% with computer use, and 94.9% with mobile phone.

Proportion of households with computers is increase for 2.2 % in relation to previous year.

Graph 1: Devices in households



¹ ICT - Information and communication technologies

² Number of households with at least one member aged between 16 and 74 years

In Montenegro, there are 67.5% of surveyed households having reported Internet access in house, regardless of its use. The Internet access in households is done by some of devices, such as personal computer (PC) – 74.1%, portable computer (laptop, netbook, tablet) – 56.4%. In addition to the mentioned devices for Internet access, also used other mobile devices, handheld computer (palmtop, PDA), play stations, etc. Multiple answers were possible for this question.

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

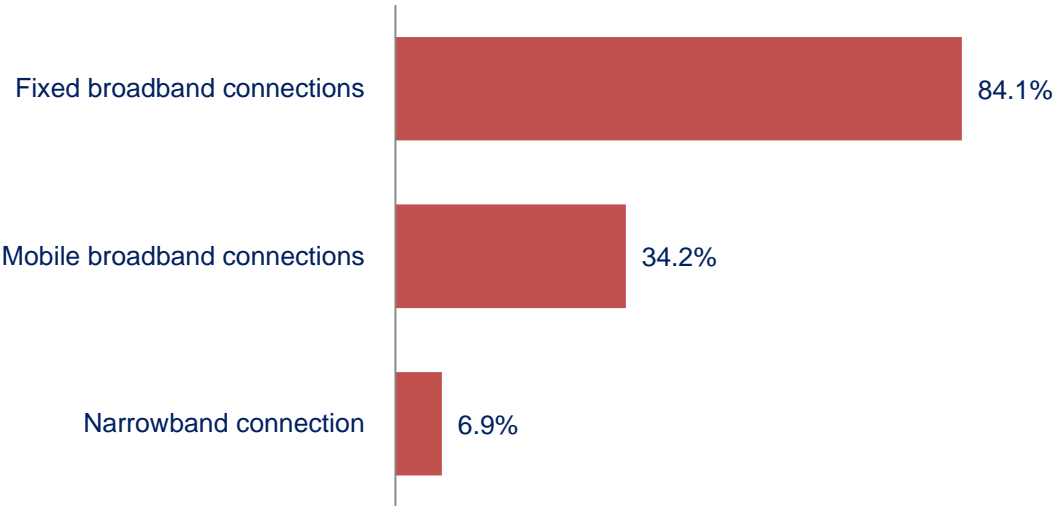
Devices in households	2013	2014	2015
Personal computer (PC)	77.9	75.1	74.1
Laptop	56.7	57.6	56.4
Mobile phone	29.7	38.5	46.9

From devices for Internet access, in the mobile phone there is an increase of 8.4% compared to the 2014 year.

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 fibre, satellite, public WiFi connections) used 84.1%. Mobile broadband connections (via mobile phone network, at least 3G) used 34.2% and 6.9% used narrowband connection (dial-up modem, ISDN, less than 3G).

Percent of households which use mobile broadband connections type is increased for 4.6% 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, regardless of whether it was used, was 31.2%. Percent of households which do not have Internet access at home is decreased for 3.7% compared to the previous year.

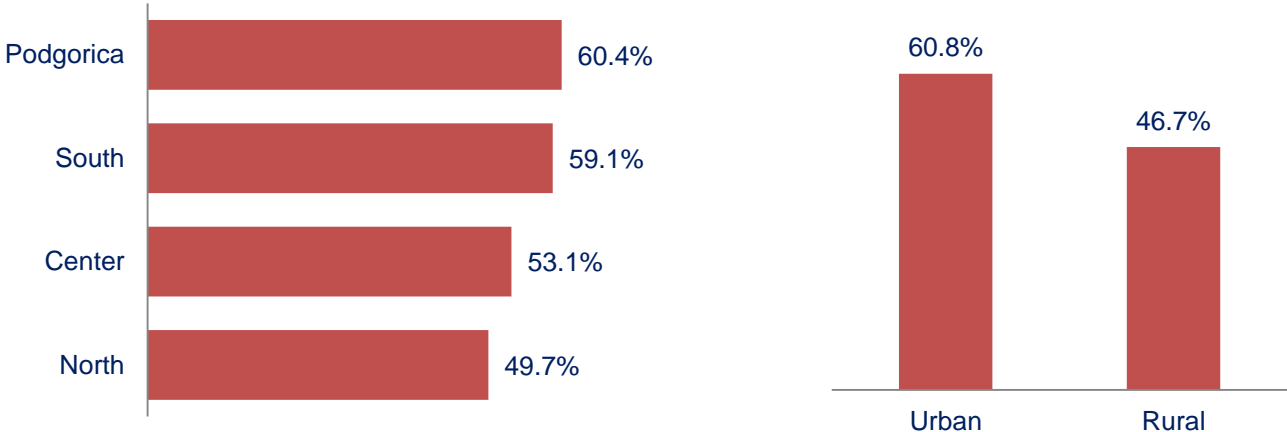
The most often reasons mentioned by households for no Internet access are the following: 45.3% of households reported that don't want or no need for Internet; 27.3% of households reported that is too expensive equipment, while 24.7% of households reported that the Internet access is too expensive.

Table 2: Reasons for no Internet access in households, (in %)³

Reasons	
Don't want or no need for Internet	45.3
Lack of skills	27.0
Too expensive Internet access	24.7
Too expensive equipment	27.3
Physical inability	6.9
Internet access somewhere else	7.6
Broadband Internet is not available	5.8
Other reasons	14.7

Computer use in households differs in comparison with territorial unity and type of settlement. Thus, computer use is the lowest in North region 49.7%, while it is the highest in Podgorica 60.4%. Use of computers is higher in urban areas and 60.8% of households in urban areas said they have access to a computer, while 46.7% of households in rural areas that are not urban character claimed to have a computer.

Graph 3: Computer use in households by territory and type of settlement (urban/other)



³ The results is regarding to respondents who do not have internet.

Internet access in the areas that are not urban type is 52.7%, while in the the settlements of urban type is higher Internet 75.3%.

Internet access in house at the level of Montenegro increased by 6.4% compared to the previous year.

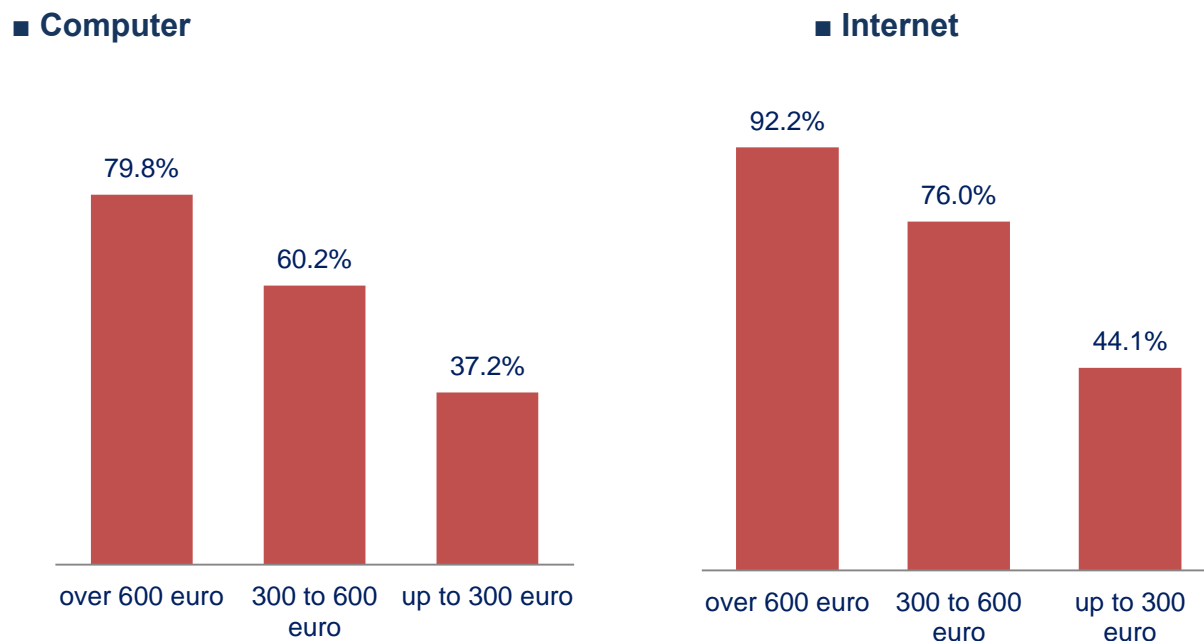
Table 3: Internet access in house, (in %)

Type of settlement	Montenegro
Urban	75,3
Rural	52,7
Montenegro	67,5

Of households with income 300 to 600 euros, 76.0% have Internet access at home and increased by 3.8%, compared to the previous year.

The results show that the percentage of households owning a computer, with income over 600 euros, increased by 3.7% compared to the previous year.

Graph 4: Households that possess computer and Internet connection by average monthly income of household



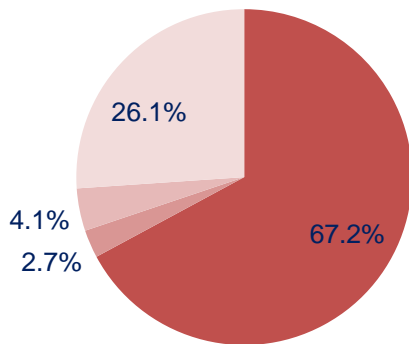
Persons

ICT usage survey which is conducted in households in accordance with the Eurostat methodology covers persons between 16 and 74 years old.

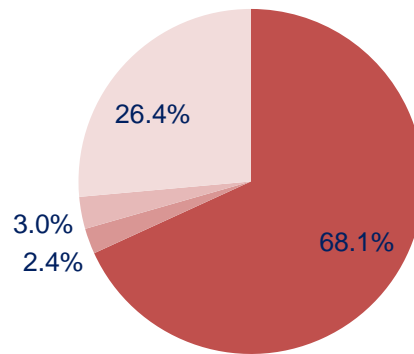
Number of persons which in the last three months used a computer is 67.2%, while the percentage of those who have never used a computer is 26.1%. In regards with Internet use, 68.1% of persons reported that they have used Internet in the last three months, whereas there are 79.7% of those used Internet every day or almost every day, and 17.1% of persons use Internet at least once a week.

Graph 5: Persons that have used computer and the Internet

Computer



Internet



■ Within the last 3 months ■ More than 3 months ■ More than 1 year ago ■ Never

In addition to computers and the Internet, interesting question is regarding the persons who used the cell phone or smart phone, in the last 3 months. The percentage of people who used a mobile phone or smart phone in the last 3 months is 94.5%.

Graph 6: Persons that have used mobile phone or smart phone, in last three months

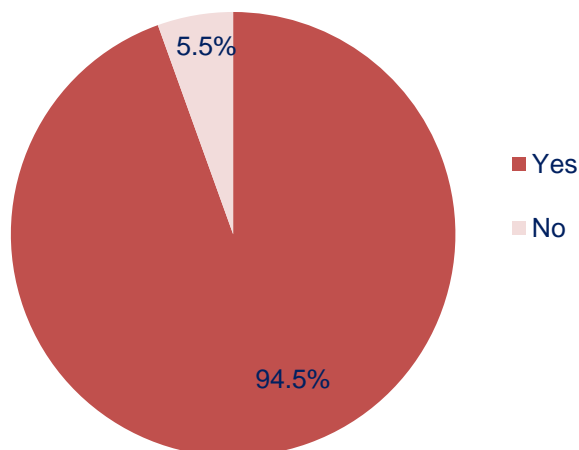


Table 4: Computer users by age groups and sex, (in %)

Computer usage	Age						Gender	
	16-24	25-34	35-44	45-54	55-64	65-74	Male	Female
Within the last 3 months	95.7	85.5	79.3	64.3	44.7	19.7	71.2	61.9
Between 3 months and a year ago	1.1	2.0	2.4	4.6	4.4	0.8	2.4	3.0
More than 1 year ago	1.0	6.2	2.7	3.2	6.7	5.3	3.8	4.4
Never used it	2.2	6.3	15.6	27.9	44.2	74.3	22.5	30.7

In regards with computer use in Table 4, it is observable that 95.7% of persons aged between 16 and 24 years used a computer in the last three months. The increase in the ages of the respondents is followed by the decrease in the percentage of computer use in the last three months.

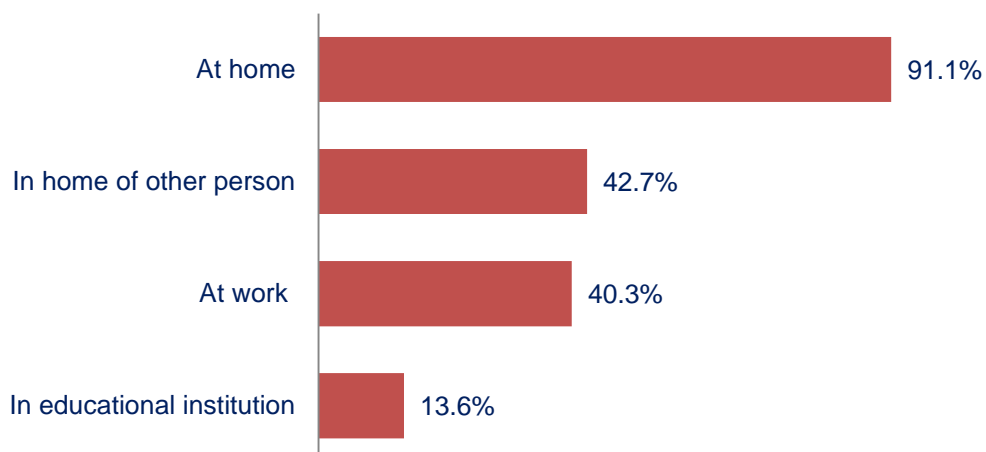
Survey results indicate that more women reported that they have never used a computer 30.7%, while there are 22.5% men who reported that they have never used a computer.

**Table 5: 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	
	16-24	25-34	35-44	45-54	55-64	65-74	Male	Female
Every day or almost every day	90.6	89.5	77.7	71.4	56.8	65.9	80.7	78.1
At least once a week	6.9	6.5	20.7	22.4	40.7	34.1	16.2	18.4
Less than once a week	2.6	4.0	1.6	6.2	2.5	0.0	3.1	3.5

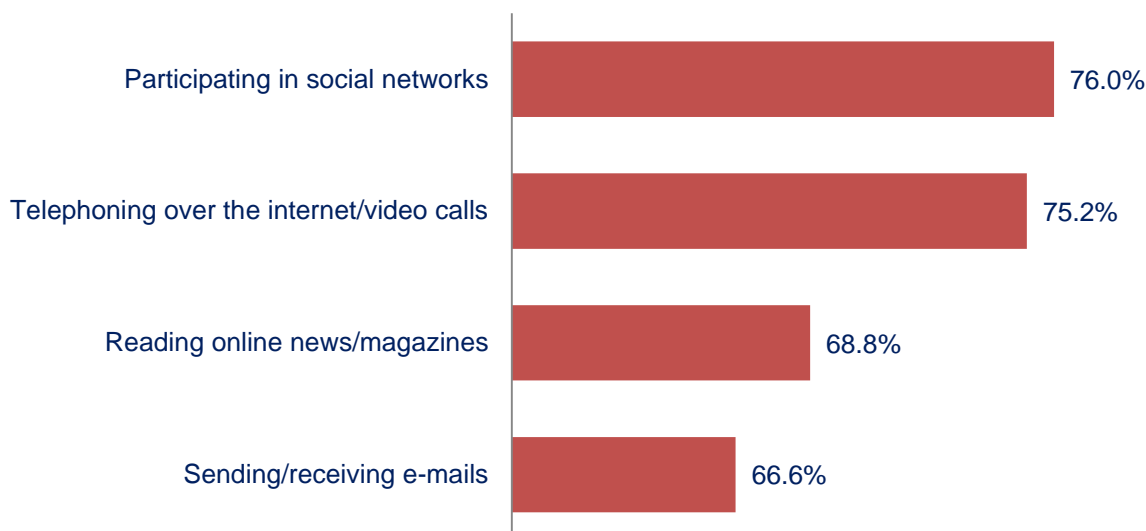
Based on the data in Table 5, those who stated that they use the Internet usually do that every day or almost every day. Percentage of Internet use every day or almost every day is higher in men and is 80.7%, while 78.1% of women.

**Graph 7: Where did you use Internet within the last 3 months?
(respondents could give more than one answer)**



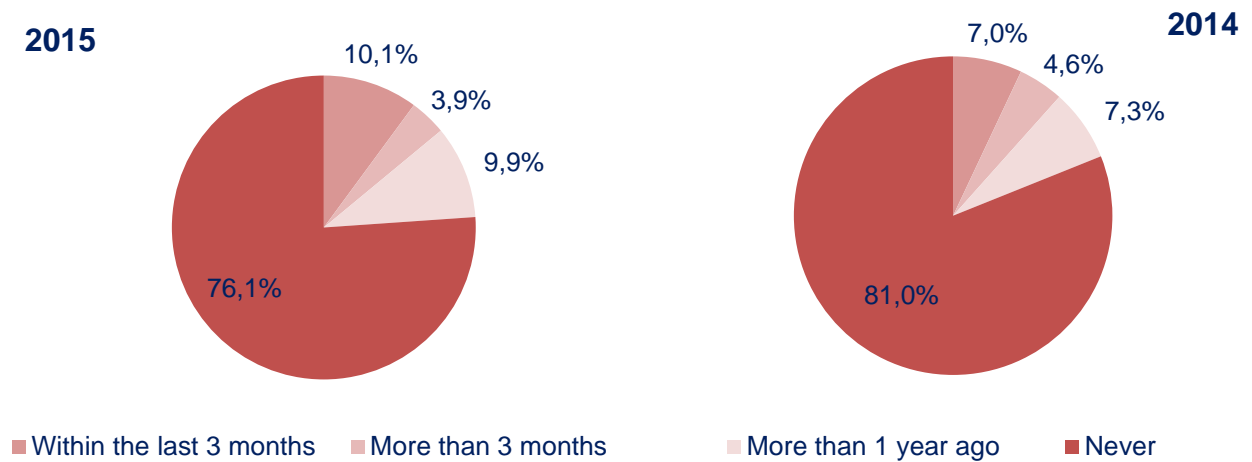
In the last three months, Internet was used at home by the largest number of respondents 91.1, while 42.7% respondents used Internet in home of other person. Of interviewed persons 40.3% reported that they have used Internet in house at work, and 13.6% of those who used Internet in educational institution.

**Graph 8: 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 participating in social networks by 76.0% of persons, then telephoning over the Internet/video calls by 75.2% of persons, while 68.8% of them reported that they had read online news/magazines.

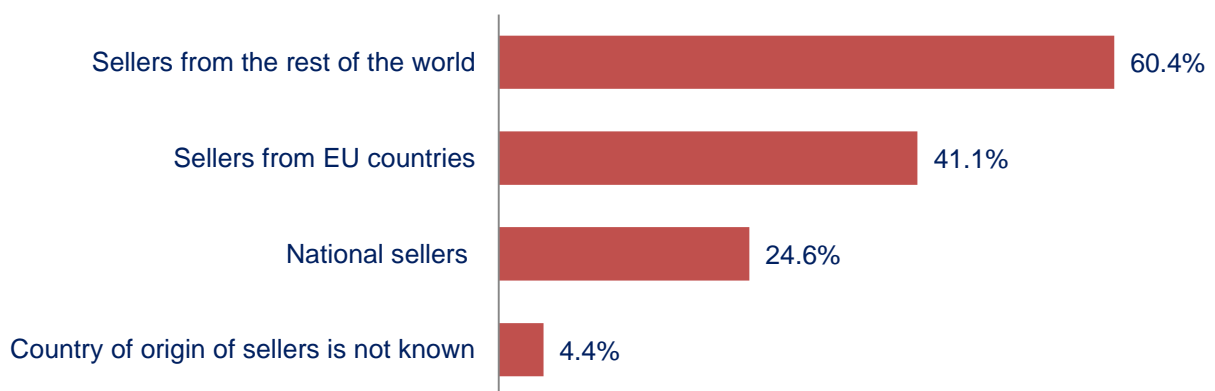
Graph 9: When did you last buy or order goods or services for private use over the Internet?



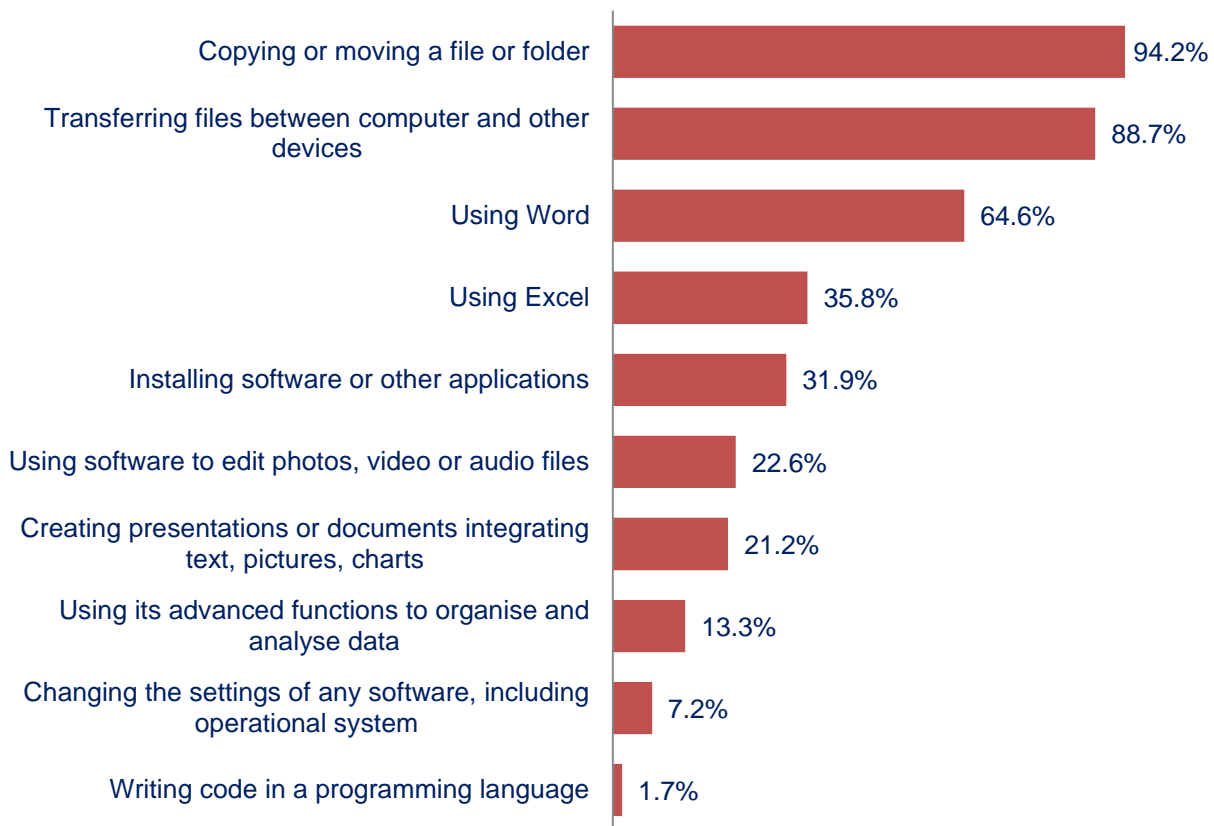
Percentage of respondents who have never bought or ordered goods or services over the Internet is 76.1%, while the percentage of those who bought or ordered goods or services is 23.9%. Type of goods or services that people most frequently ordered or purchased over the Internet are:

- ✓ Clothes, sports goods 82.9%
- ✓ Holiday accommodation (hotel etc.) 9.7%
- ✓ Video games software other computer software and software upgrades 9.3%
- ✓ Other travel arrangements (transport tickets, carhire, etc.) 5.3%
- ✓ Films, music 4.3%
- ✓ Medicine 3.1%

Graph 10: From whom did you buy or order goods or services for private purpose over the Internet in the last 12 months? (respondents could give more than one answer)



**Graph 11: Which of the following computer-related activities have you carried out in the last 12 month?
(respondents could give more than one answer)**



The activities that are performed by people on the computer, 94.2% of persons used a computer to copy or move a file or folder, 88.7% of people were using transferring files between computer or other device, 64.6% of people used Word, while Excel used 35.8% of people.

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 in enterprises, as well as on use of ICT by households and individuals.

We hope that this survey will provide to users enough data on current state in the area of ICT, and that it will serve as a good basis for planning its further development.

Households and individuals

- ✓ Survey was conducted in period from 1 to 15 April 2015
- ✓ Interview survey – face-to-face interview.
- ✓ Two-phase stratified sample. Size sample is 1 200 households, with 1 200 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.

The data are also published at our website: www.monstat.org

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81000 Podgorica, IV Proleterske 2,
Phone (+382) 20 230-811, Fax (+382) 20 230-814**

The release prepared by:

Andrijana BABIĆ

Miloš MALTEZ

Tel. +382-20-230-791

E-mail: contact@monstat.org