

When using the data,  
please name the source.

## ICT usage in Montenegro in 2017

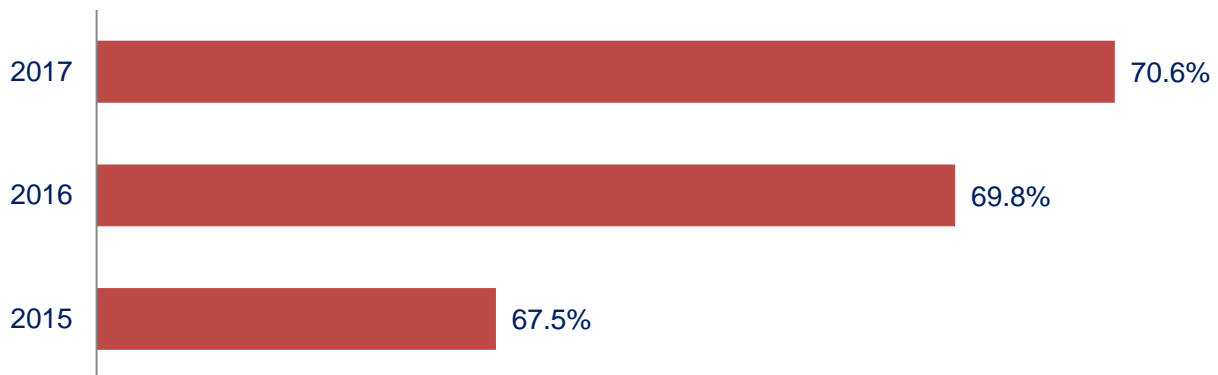
### Households

*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 70.6% of surveyed households having reported Internet access in house.*

*Proportion of households with computers is increase for 0.8% in relation to previous year.*

**Graph 1: Internet access in house**



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

The Internet access in households is done by some of devices, such as personal computer (PC) – 56.4%, portable computer (laptop, netbook, tablet) – 64.0%. In addition to the mentioned devices for Internet access, also used other mobile devices, handheld computer (palmtop, PDA), play stations, etc.

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

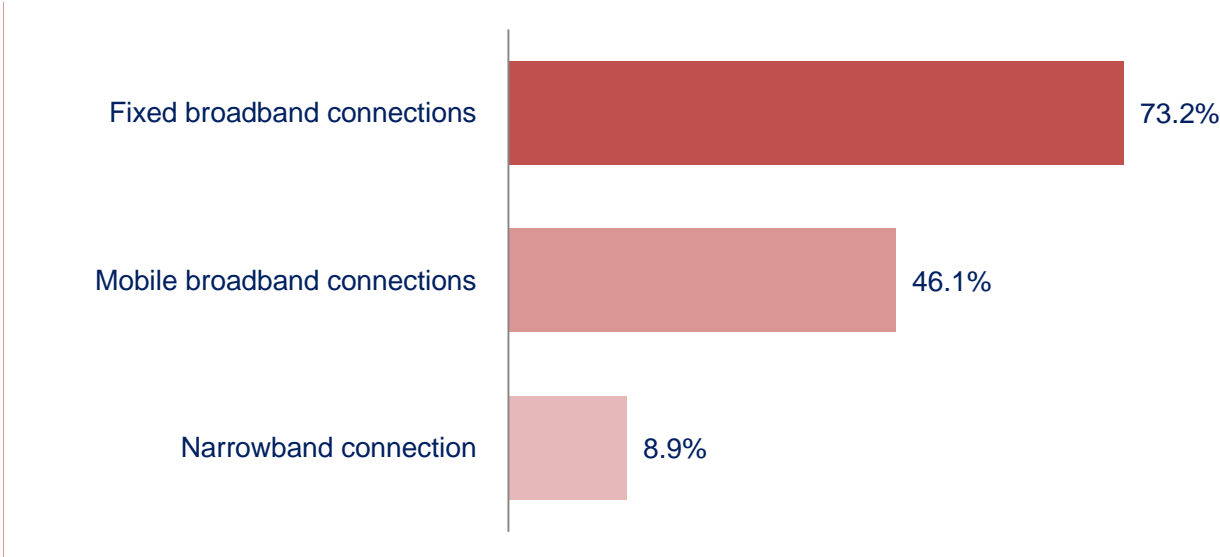
Devices in households	2015	2016	2017
Personal computer (PC)	74.1	68.9	56.4
Laptop, netbook, tablet	56.4	58.4	64.0
Mobile phone	46.9	55.2	68.9

Constant and significant growth in terms of usage of mobile devices as Internet access platforms was recorded. In comparison with 2016 the growth of 13.7% was recorded. Also in comparison with 2016, the growth of 5.6% was recorded in terms of laptop and tablet usage as Internet access devices.

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 73.2%. Mobile broadband connections (via mobile phone network, at least 3G) used 46.1% and 8.9% used narrowband connection (dial-up modem, ISDN, less than 3G).

Percent of households which use mobile broadband connections type is increased for 6.4% 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 was 28.1%. Percent of households which do not have Internet access at home is decreased for 1.8% compared to the previous year.

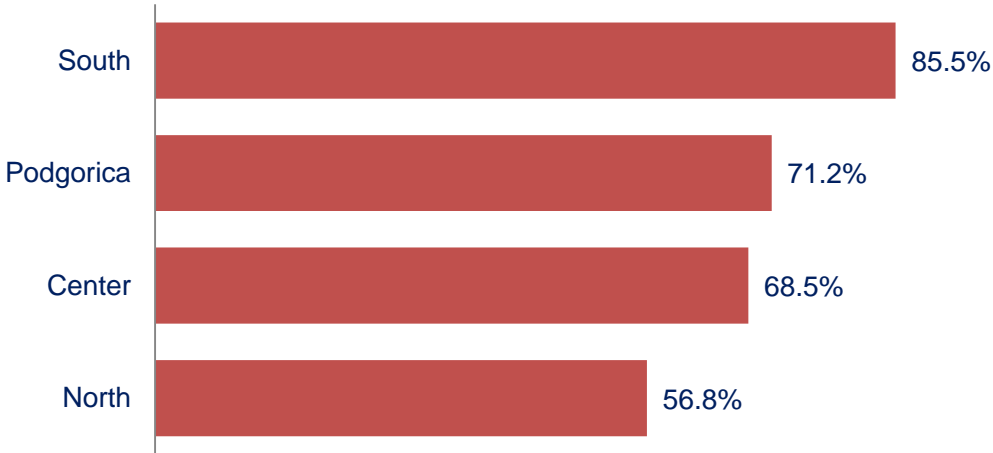
The most often reasons mentioned by households for no Internet access are the following: 54.7% of households reported that don't want or no need for Internet, 42.8% of households reported that is too expensive equipment, while 30.2% of households reported that the lack of skills is one of the reason for not having Internet access.

**Table 2: Reasons for no Internet access in households, (in %)<sup>2</sup>  
(respondents could give more than one answer)**

Reasons	
Don't want or no need for Internet	54.7
Too expensive Internet access	42.8
Lack of skills	30.2
Privacy or security concerns	20.3
Internet access somewhere else	19.0
Other reasons	8.5
Broadband Internet is not available	5.9

Internet use in households differs in comparison with territorial unity. Thus, computer use is the lowest in North region 56.8%, while it is the highest in South region 85.5%.

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



<sup>2</sup>The results is regarding to respondents who do not have internet.

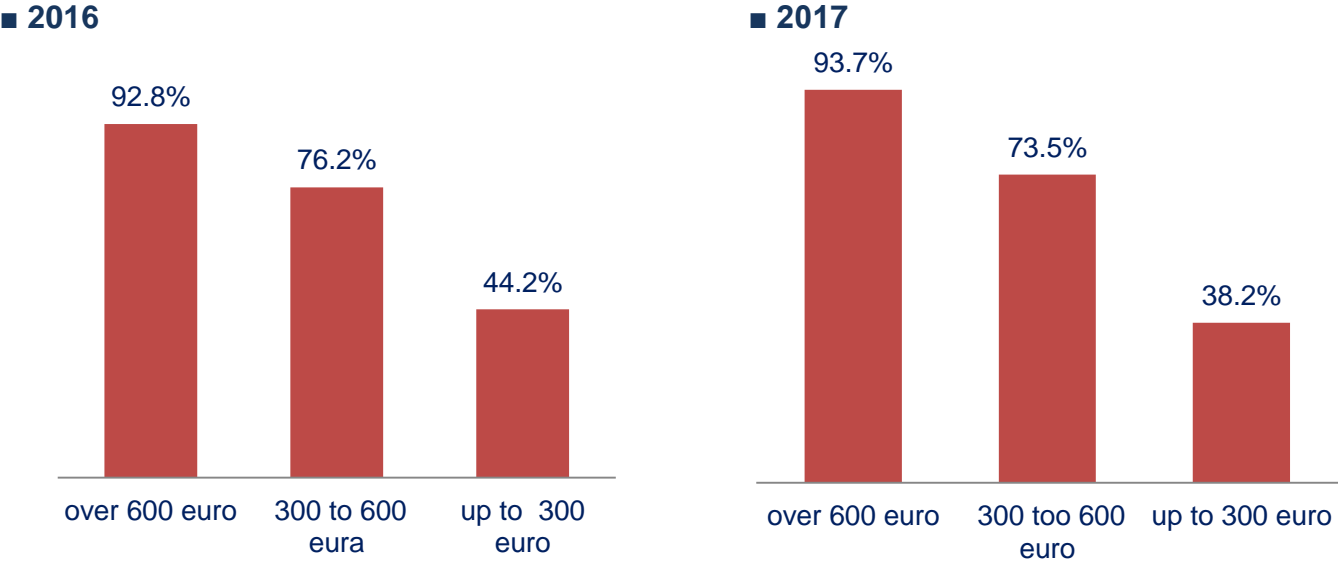
Internet access in the areas that are not urban type is 59.7%, while in the settlements of urban type is higher Internet 76.0%.  
 Internet access in house in the areas that are not urban type increased by 3.6% compared to the previous year.

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

Type of settlement	Montenegro	
	2016	2017
Urban	76.8	76.0
Rural	56.1	59.7
Montenegro	69.8	70.6

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

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

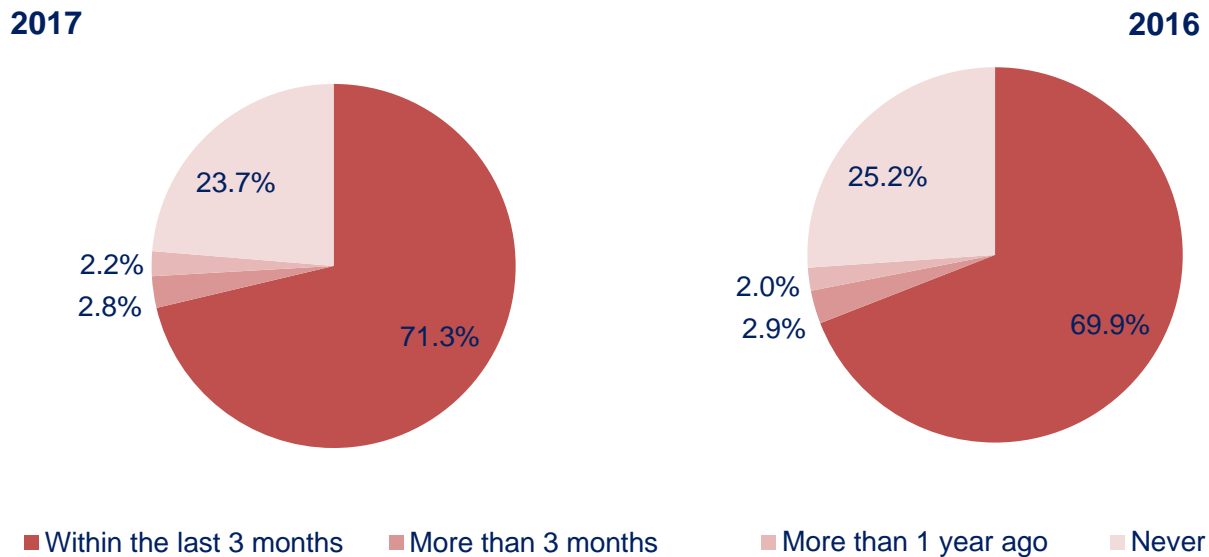


## Persons

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 the Internet is 71.3%. Whereas there are 86.4% of those used Internet every day or almost every day, and 10.4% of persons use Internet at least once a week.

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

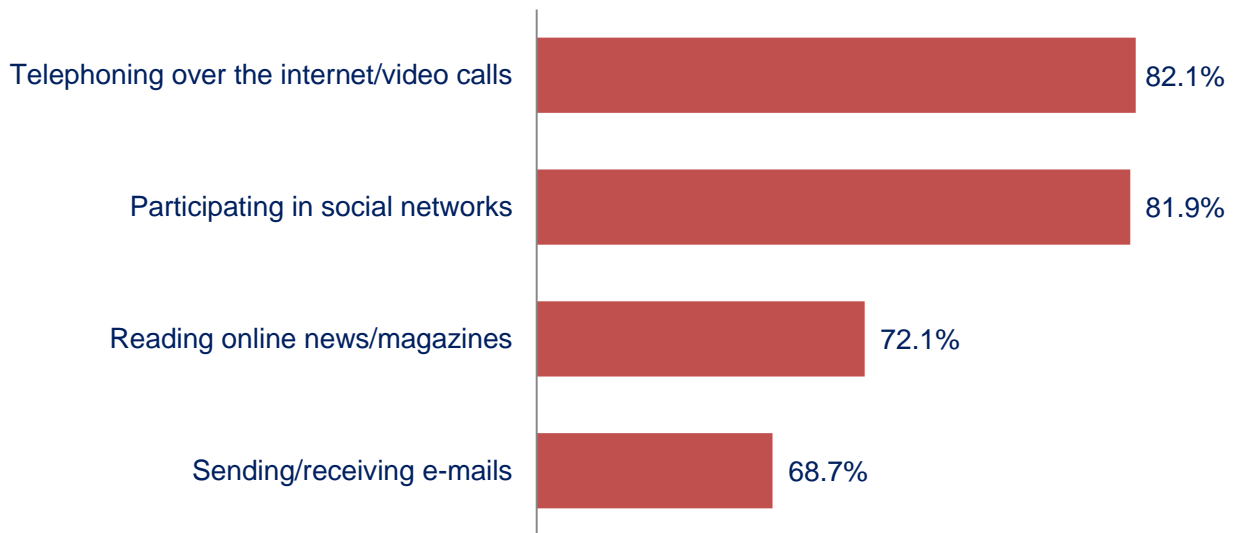


**Table 4: Internet users by age groups and sex, (in %)  
(refer to the people who used the Internet in the last three months)**

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 women and is 87.7%, while 85.7% of men.

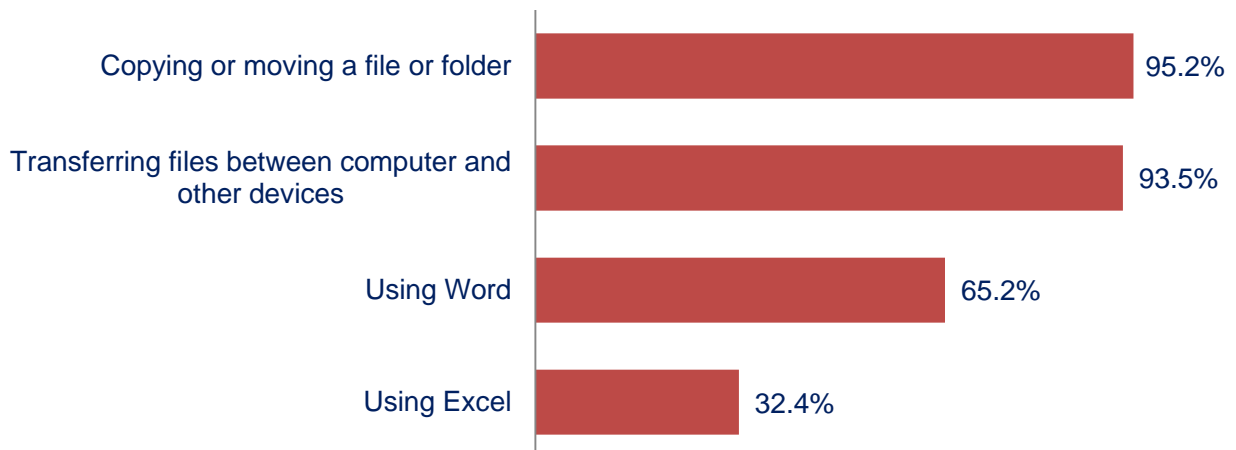
Internet usage	Age						Gender		Total
	16-24	25-34	35-44	45-54	55-64	65-74	Male	Female	
Every day or almost every day	96.0	93.3	86.1	82.8	71.3	46.2	85.7	87.7	86.4
At least once a week	4.0	6.3	10.2	11.0	21.3	42.9	11.6	8.1	10.4
Less than once a week	0.0	0.4	3.7	6.2	7.4	10.8	2.7	4.2	3.2

**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)*



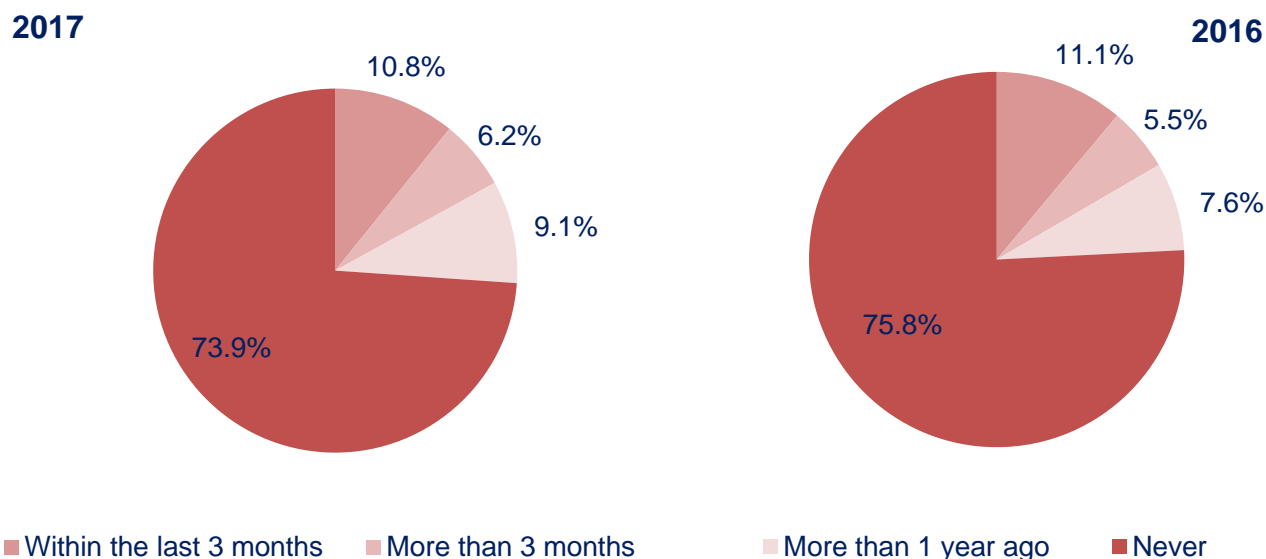
Activities that were often performed by respondents through Internet for the private purposes in the last three months refer to telephoning over the Internet/video calls 82.1%, then participating in social networks by 81.9% of persons, while 72.1% of them reported that they had read online news/magazines.

**Graph 7: 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, 95.2% of persons used a computer to copy or move a file or folder, 93.5% of people were using transferring files between computer or other device, 65.2% of people used Word, while Excel used 32.4% of people.

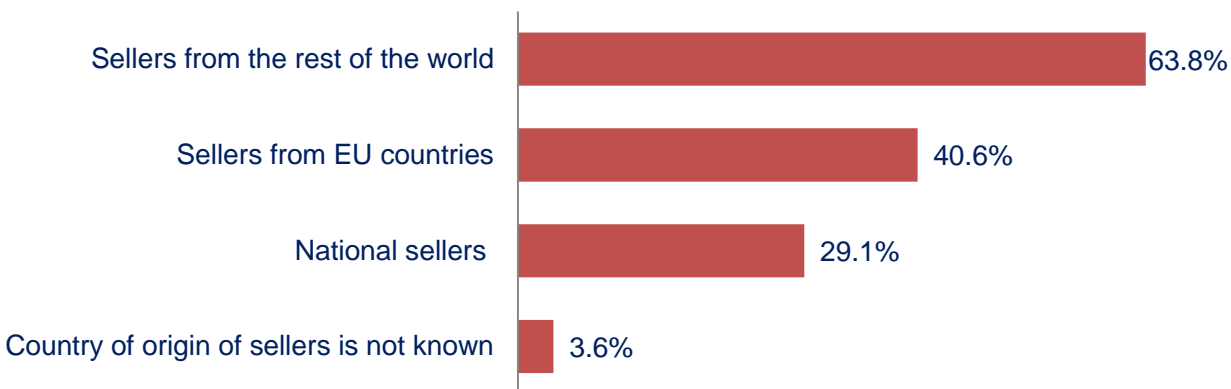
**Graph 8: When did you last buy or order goods or services for private use over the Internet?**



Percentage of respondents who have never bought or ordered goods or services over the Internet is 73.9%, while the percentage of those who bought or ordered goods or services is 26.1%. Type of goods or services that people most frequently ordered or purchased over the Internet are:

- ✓ Clothes, sports goods 77.7%
- ✓ Holiday accommodation (hotel etc.) 22.0%
- ✓ Films, music 10.9%
- ✓ Medicine 7.5%
- ✓ Video games software other computer software and software upgrades 5.3%

**Graph 9: 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)



## 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.

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.

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

- ✓ Survey was conducted in period from 1 to 15 April 2017
- ✓ 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](http://www.monstat.org)

Published and printed by 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**

**Tel. +382-20-230-791**

*E-mail:* [contact@monstat.org](mailto:contact@monstat.org)