

ICT usage in Montenegro in 2013

Households

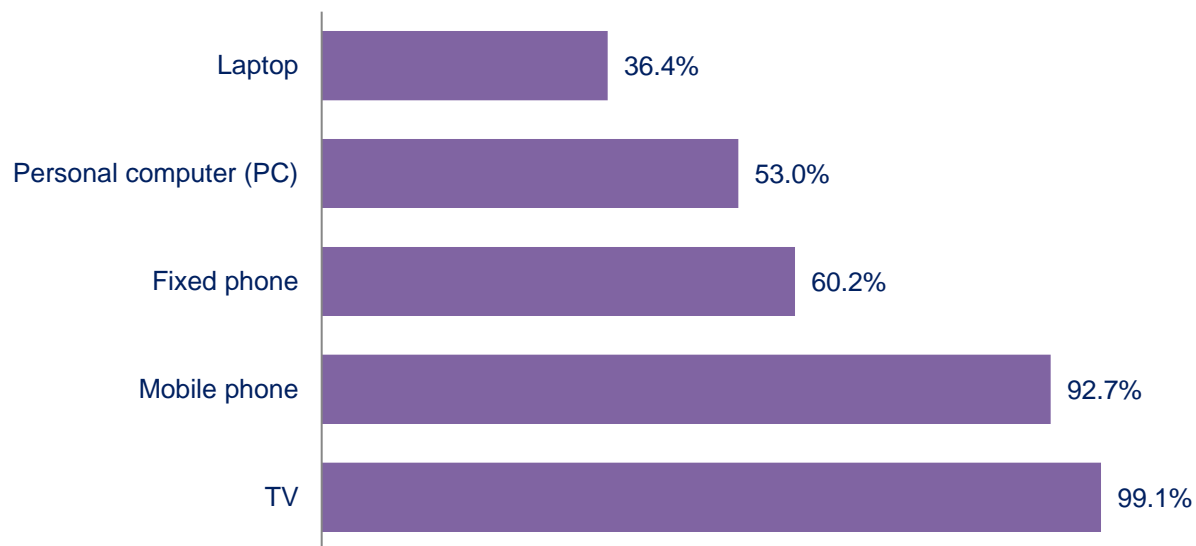
ICT usage survey which is conducted in households in accordance with the Eurostat methodology, covers households with at least one member aged between 16 and 74 years, as well as individuals of the same age.

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

The survey indicates that there are 99.1% of households¹ with TV set access (in house), 53.0% with computer use, and 92.7% with mobile phone.

Proportion of households with computers is increase for 1.7% in relation to previous year.

Graph 1: Devices in households



¹ Number of households with at least one member aged between 16 and 74 years

In Montenegro, there are 55.8% 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) – 77.9%, laptop – 56.7%. In addition to the mentioned devices for Internet access, also used mobile phone, handheld computer (palmtop, PDA), play stations, etc. Multiple answers were possible for this question.

Table 1: Devices for Internet access

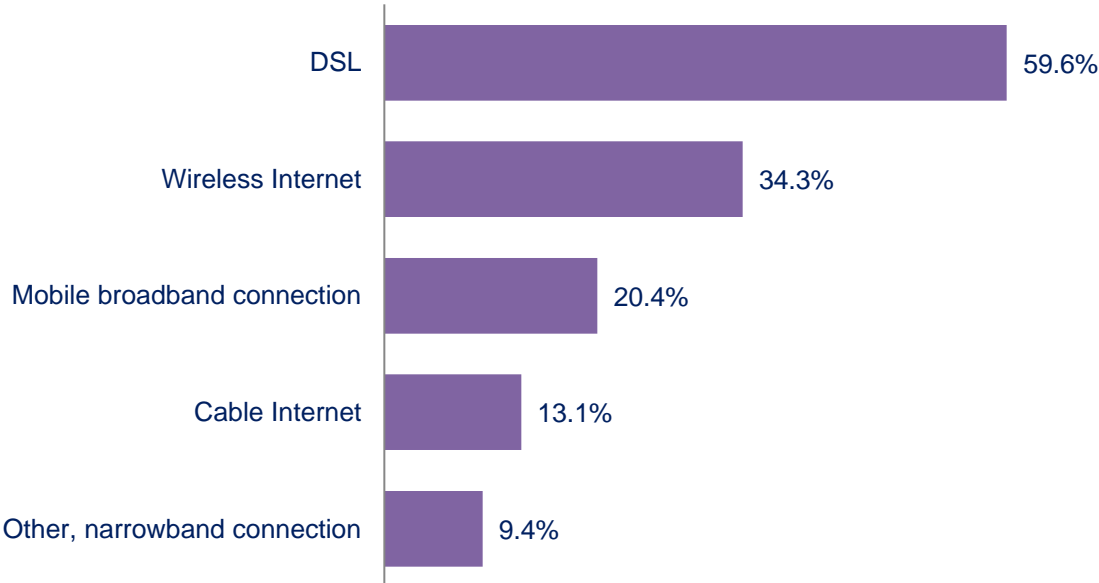
Devices in households	% households	
	2012	2013
Personal computer (PC)	75.3%	77.9%
Laptop	52.0%	56.7%
Mobile phone	24.2%	29.7%

From devices for Internet access, there is present a increase of 2.6% with using personal computer (PC) in comparison with 2012 year. With a laptop there is growth of 4.7% compared to the 2012 year, and in the mobile phone there is an increase of 5.5% compared to the 2012 year.

In regards with the type of Internet access, i.e. Internet connection households were allowed to select several answers. Most households used DSL (ADSL, SHDSL, VDSL) connection type 59.6%, while wireless (wireless) Internet used 34.3% of households. Mobile broadband connection used 20.4% of households that have Internet, and 9.4% used narrowband connection (dial-up modem, ISDN).

Percent of households which use DSL connection type is increased for 3.5% compared to the previous year.

Graph 2: Type of Internet connection



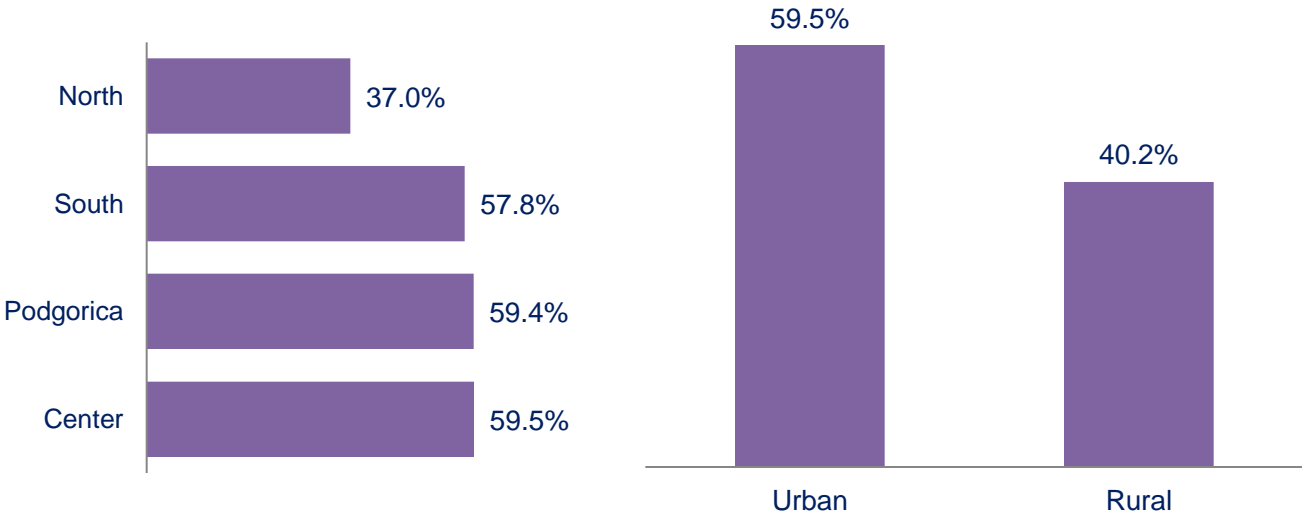
The most often reasons mentioned by households for no Internet access are the following: 17.1% of households reported that don't want or no need for Internet; 14.2% of households reported that the equipment costs too high, while 11.1% of households reported that the Internet access is too expensive.

Table 2: Reasons for no Internet access

Reasons	% households
Don't want or no need for Internet	17.1%
Too expensive equipment	14.2%
Too expensive Internet access	11.1%
Lack of skills	7.5%
Internet access somewhere else	5.0%
Broadband Internet is not available	4.5%
Physical inability	2.7%
Nothing of mentioned - other reasons	3.5%

Computer use in households differs in comparison with territorial unity and type of settlement. Thus, computer use is the lowest in North region 37.0%, while it is the highest in Central region 59.5%. Use of computers is higher in urban areas and 59.5% of households in urban areas said they have access to a computer, while 40.2% 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)



Internet access in households varies in relation to the territorial unit and the type of settlements, so in the northern region in the areas that are not urban type access to the Internet is the lowest 28.8%, while in the central region of the settlements of urban type is the largest Internet 67.3%.

In Podgorica in settlement of urban type 65.9% of households have Internet access.

Percent of the households that have Internet access in settlement of urban type is increased by 8.2%, compared to the previous year.

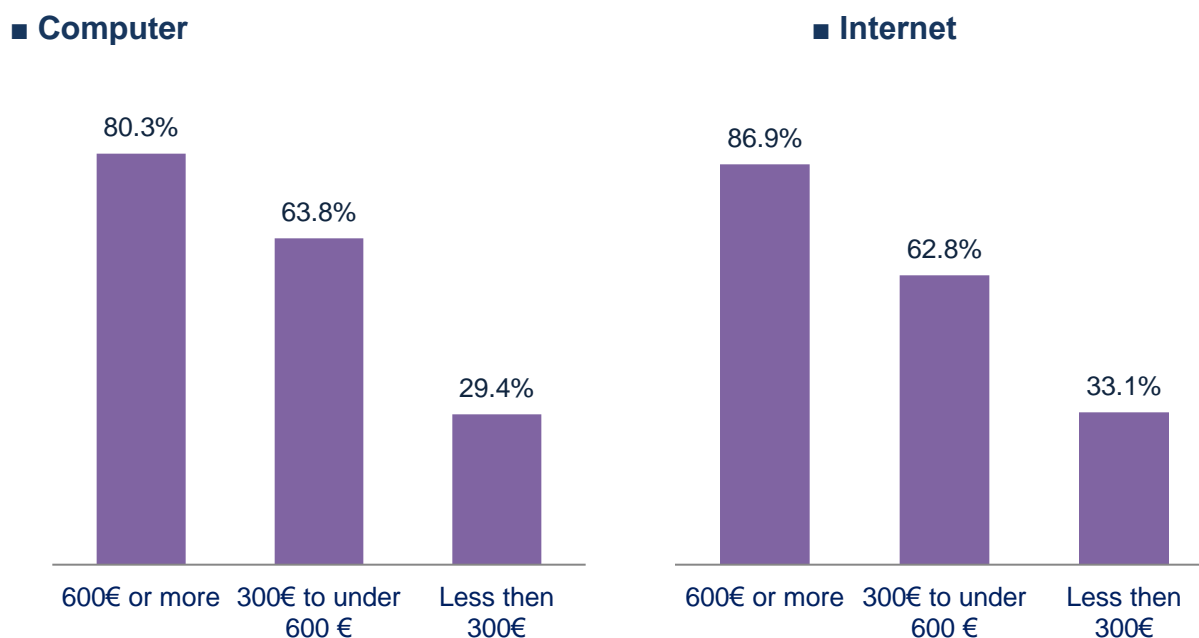
Table 3: Internet access in house

Type of settlement	Territory/Region				
	North	Center	South	Podgorica	Montenegro
Urban	52.0%	67.3%	63.7%	65.9%	63.1%
Rural	28.8%	60.0%	51.3%	41.7%	41.5%
Montenegro	39.5%	65.4%	58.8%	62.4%	55.8%

Of households with income over 600 euro, 86.9% have Internet access at home, while households whose income is less than 600 euro, this percentage is lower.

The results show that the percentage of households owning a computer, with an income of 300 to 600 euro, increased by 3.4%, while the percentage of households with incomes over 600 euro increased by 5.9%, compared to the previous year.

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



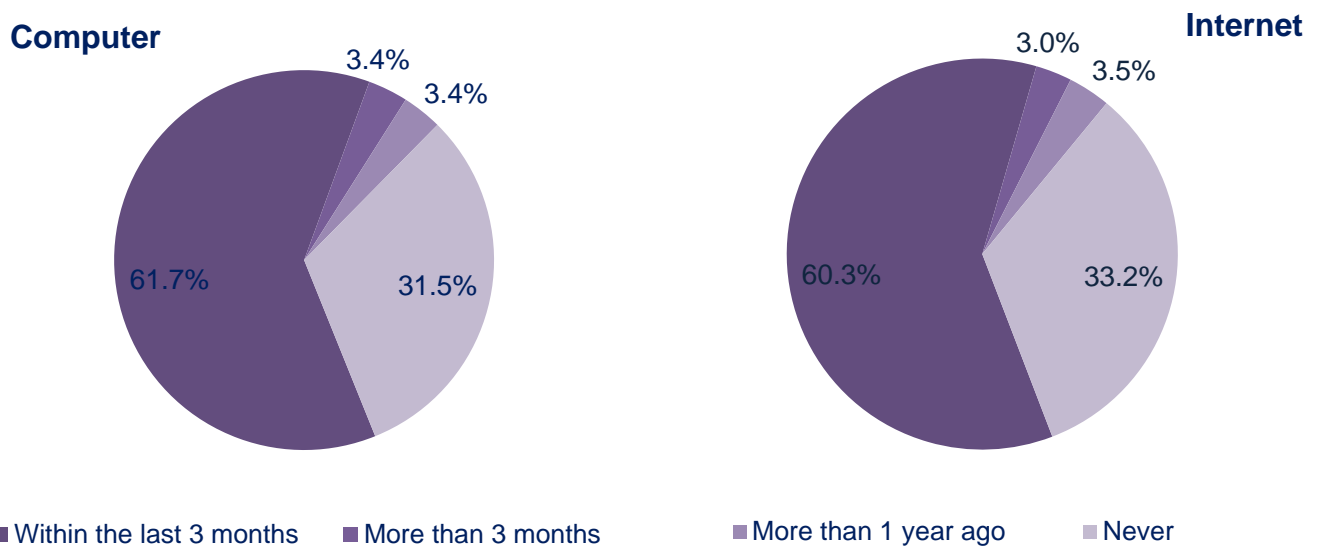
Persons

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 61.7%, while the percentage of those who have never used a computer is 31.5%. In regards with Internet use, 60.3% of persons reported that they have used Internet in the last three months, whereas there are 81.8% of those used Internet every day or almost every day, and 14.2% of persons use Internet at least once a week.

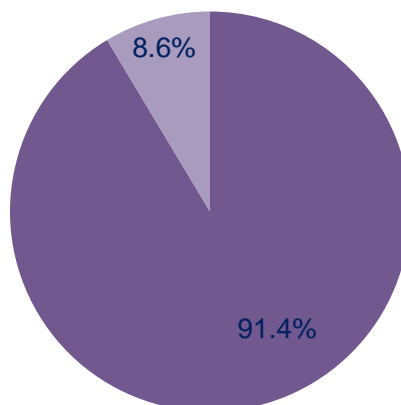
Proportion of persons who were used computer and Internet in relation to previous year: proportion of persons who used computer in last three months increased for 2.9%, while proportion of persons who used Internet in last three months increased for 3.5%.

Graph 5: The percentage of persons that have used computer and the Internet



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 91.4%.

Graph 6: The percentage of persons that have used mobile phone or smart phone, in last three months



In regards with computer use in Table 4, it is observable that 93.3% of persons aged between 16 and 24 years used a computer in the last three months. When there is considered some other age group, number of persons that used a computer in the last three months, this percentage decreases.

Survey results indicate that more women reported that they have never used a computer 39.4%, while there are 26.2% men who reported that they have never used a computer.

Proportion of men and woman who have never used a computer decreased in compared to previous year, for men 3.0% and for women 1.4%.

Table 4: Computer users by age groups and sex

Computer usage	Age						Gender	
	16-24	25-34	35-44	45-54	55-64	65-74	Male	Female
Within the last 3 months	93.3%	86.2%	73.0%	51.6%	37.4%	8.1%	68.4%	51.5%
Between 3 months and a year ago	1.5%	2.8%	5.1%	6.6%	1.7%	1.9%	2.9%	4.1%
More than 1 year ago	1.3%	3.1%	3.6%	6.4%	1.8%	4.5%	2.5%	5.0%
Never used it	3.9%	7.8%	18.2%	35.5%	59.1%	85.5%	26.2%	39.4%

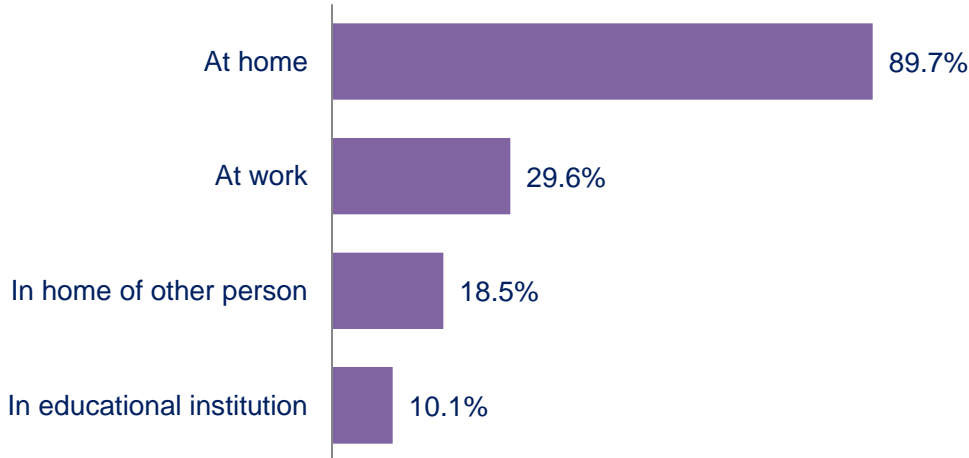
Based on the data in Table 5, those who stated that they use the Internet usually do that every day or almost every day. Percentage of Internet use every day or almost every day is higher in men and is 83.8%, while 77.8% of women.

Table 5: Internet users by age groups and sex (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	92.3%	86.0%	77.0%	73.2%	68.5%	65.1%	83.8%	77.8%
At least once a week	6.5%	11.7%	19.5%	20.8%	18.0%	20.7%	13.3%	16.1%
At least once a month	1.2%	1.9%	3.1%	2.6%	10.0%	14.2%	2.2%	4.7%
Less than once a month	0.0%	0.4%	0.4%	3.4%	3.5%	0.0%	0.8%	1.4%

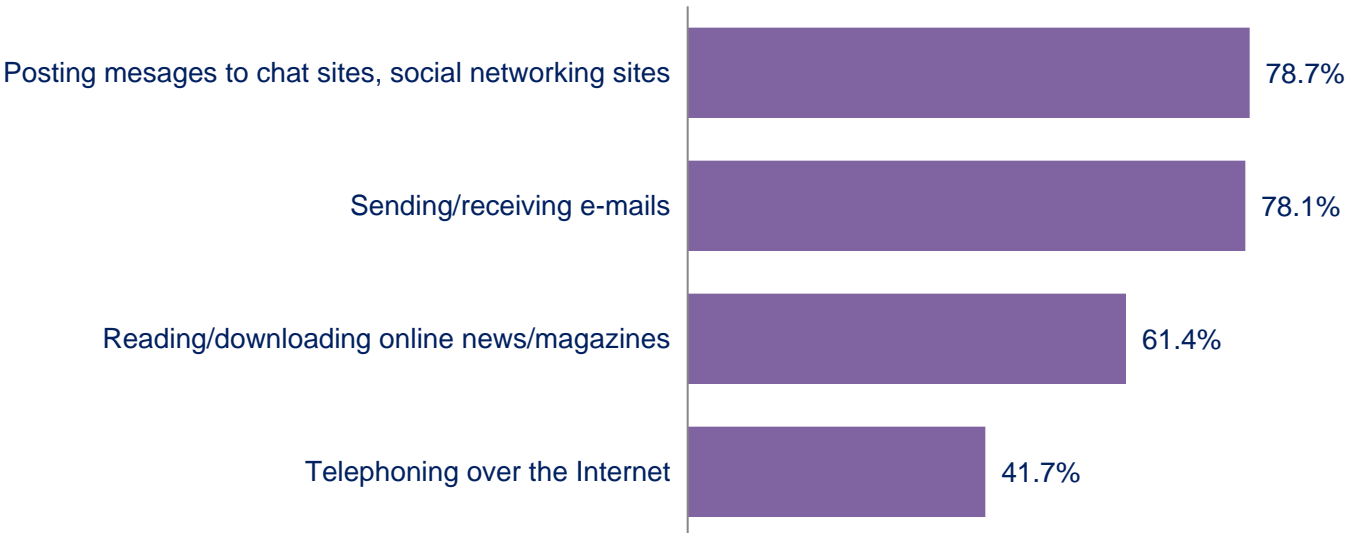
In the last three months, Internet was used at home by the largest number of respondents (89.7%), while 29.6% respondents used Internet at work. Of interviewed persons 18.5% reported that they have used Internet in house of other person, and 10.1% of those who used Internet in educational institution. Also, there is 11.2% persons who said that they used Internet at other places as public library, post office, Internet cafe, hotel, airport, public place...

Graph 7: Where did you use Internet within the last 3 months?



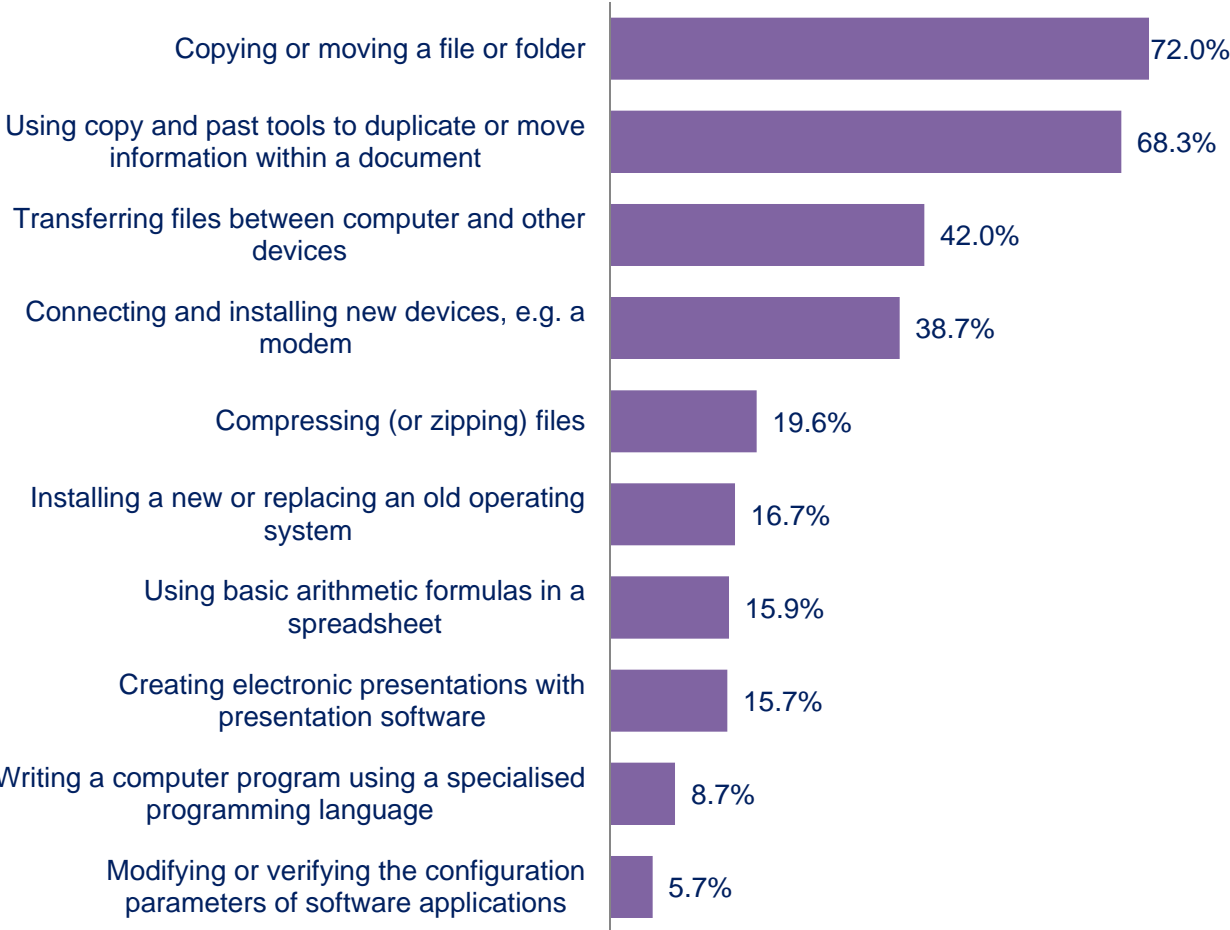
Activities that were often performed by respondents through Internet for the private purposes in the last three months refer to sending/receiving emails by 78.1% of persons. Apart from that, 78.7% of persons reported that they communicated using chat, newspaper groups or forum and 61.4% of persons reported that used Internet for the private purposes in the last three months for reading or downloading online news/magazines.

Graph 8: For which of the following activities did you use the internet in the last three months (for private purpose)?



The activities that are performed by people on the computer, 72.0% of persons used a computer to copy or move a file or folder, 68.3% of people were using copy and paste tools to duplicate or move documents, 42.0% of persons transferred data between the computer and the device.

Graph 9: Which of the following computer-related activities have you already carried out?

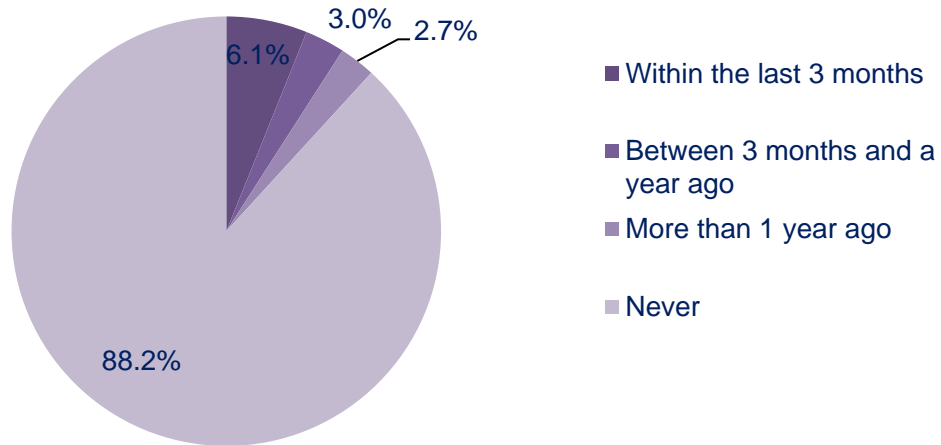


Of the respondents who used the Internet in the last 3 months or more than 3 months but less than 1 year, 74.7% used the Internet services of public institutions or organs of administration. Respondents were interrelated with the public administration for the following activities:

- ✓ Obtaining information from web sites of public institutions 76.4%
- ✓ Downloading official forms 40.9%
- ✓ Submitting completed forms 38.0%

Number of persons that in the last 3 months bought or ordered goods or services over the Internet is 6.1%, while the percentage of those who have never bought or ordered goods or services is 88.2%.

Graph 10: When did you last buy or order goods or services for private use over the Internet?

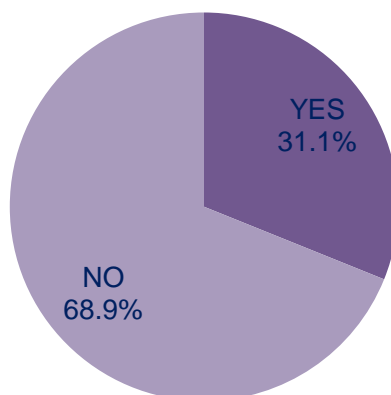


Respondents who used the Internet in the last 12 months, were able to select multiple types of goods or services that could be bought or ordered over the Internet. Type of goods or services that people most frequently ordered or purchased over the Internet are:

- ✓ Clothes, sports goods 38.6%
- ✓ Holiday accommodation (hotel etc.) 22.7%
- ✓ Other travel arrangements (transport tickets, carhire, etc.) 23.0%
- ✓ Video games software and –upgrades 12.1%
- ✓ Computer software and –upgrades 9.8%
- ✓ Films, music 9.2%
- ✓ Medicine 9.1%

A person who used the computer and who are employed or self-employed, 31.1% responded that they have sufficient computer skills if they want to get a job or change a job during the year.

Graph 11: Do you judge your current computer skills to be sufficient if you would need to take up a new job or change your job?



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 2013
- ✓ 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

Published and printed by Statistical Office of Montenegro (MONSTAT)
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