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ICT usage in Montenegro in 2014

Households

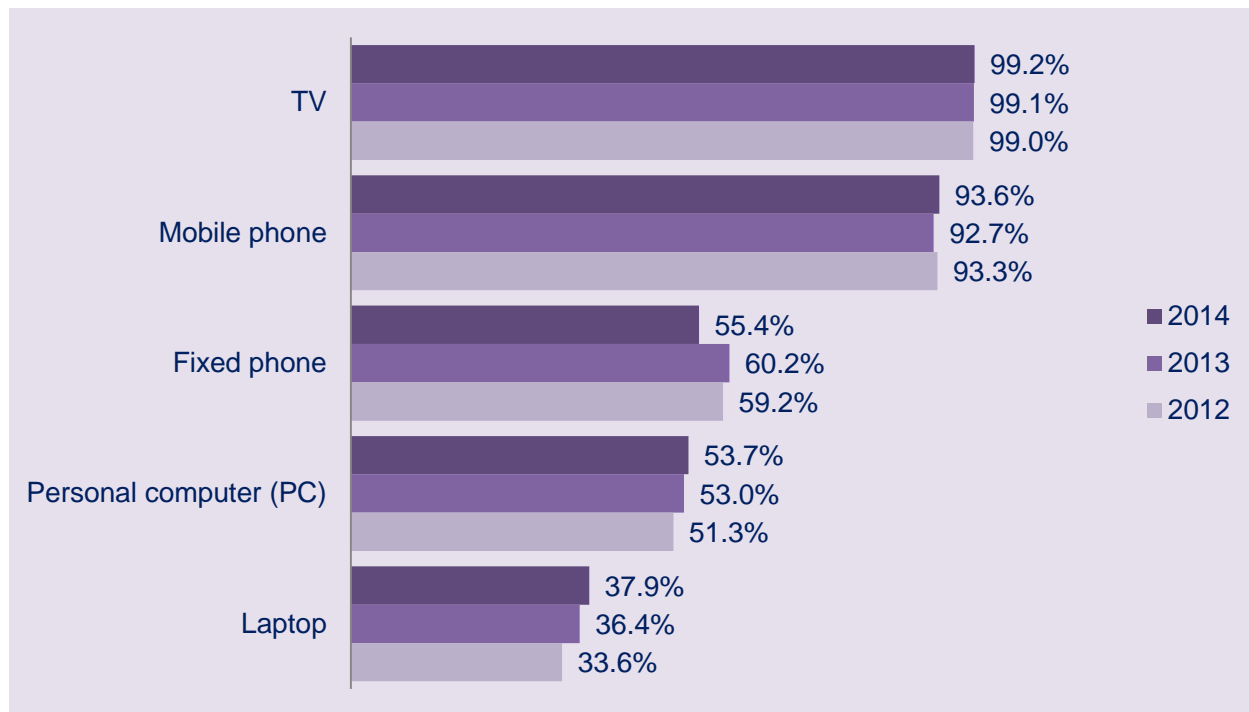
ICT¹ usage survey which is conducted in households in accordance with the Eurostat methodology, covers households with at least one member aged between 16 and 74 years, as well as individuals of the same age.

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), 53.7% with computer use, and 93.6% with mobile phone.

Proportion of households with computers is increase for 0.7% 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 63.6% 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) – 75.1%, portable computer (laptop, netbook, tablet) – 57.6%. 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)**

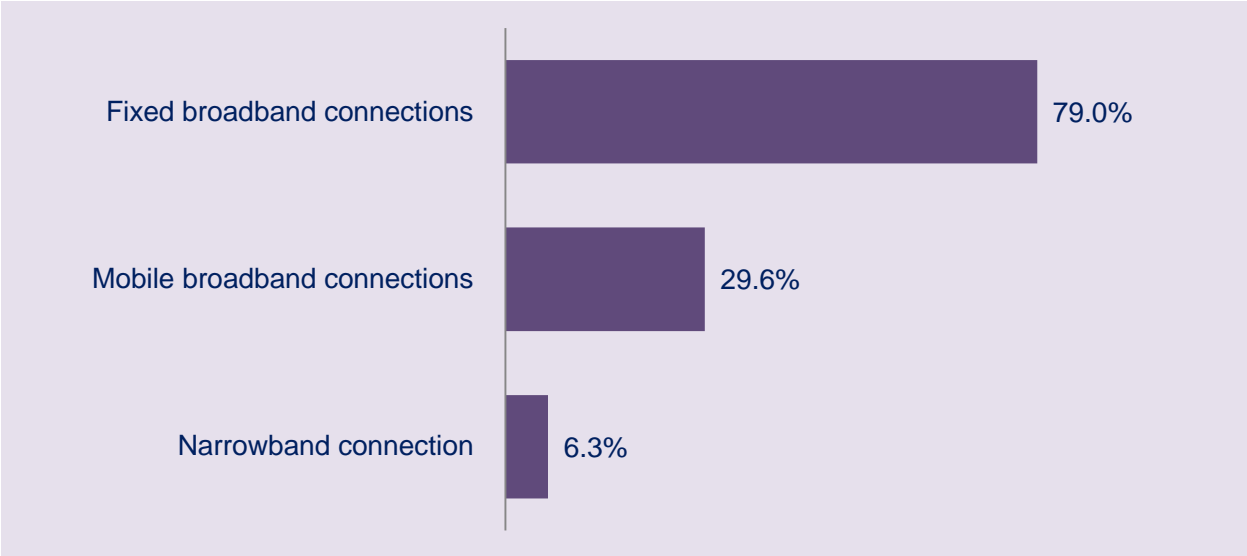
Devices in households	2012	2013	2014
Personal computer (PC)	75.3	77.9	75.1
Laptop	52.0	56.7	57.6
Mobile phone	24.2	29.7	38.5

From devices for Internet access, there is present a increase of 0.9% with using laptop in comparison with 2013 year and in the mobile phone there is an increase of 8.8% compared to the 2013 year.

In regards with the type of Internet access, i.e. Internet connection households were allowed to select several answers. Most households used fixed broadband connections (DSL, ADSL, VDSL, cable, optical fibre, satellite, public WiFi connections) 79.0%. Mobile broadband connections (via mobile phone network, at least 3G) used 29.6% and 6.3% used narrowband connection (dial-up modem, ISDN, less than 3G).

Percent of households which use mobile broadband connections type is increased for 9.2% 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 34.9%.

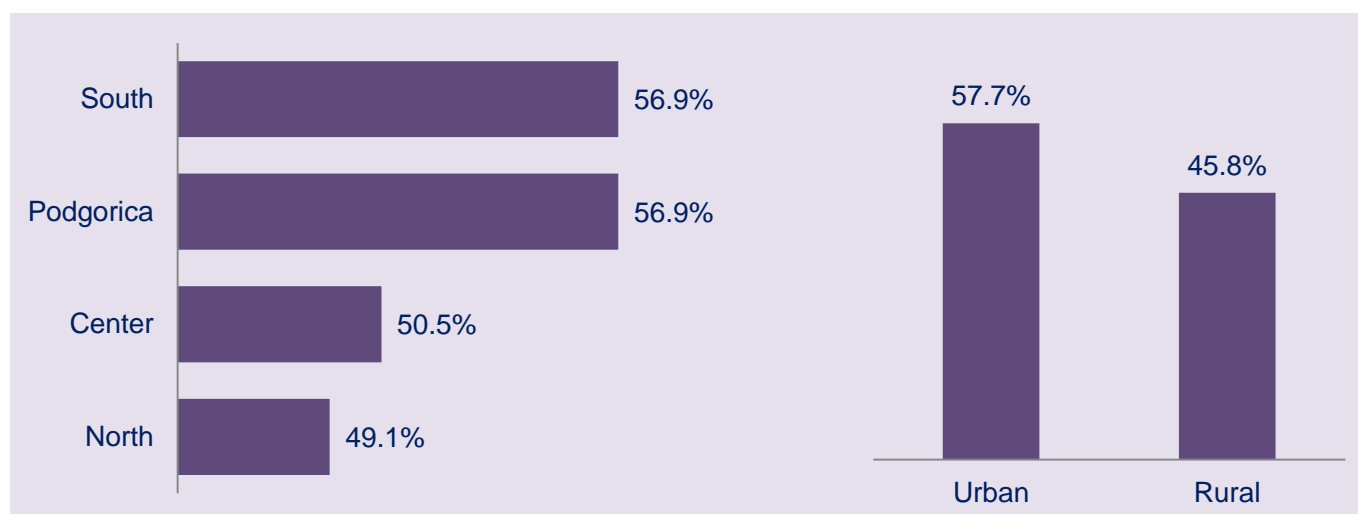
The most often reasons mentioned by households for no Internet access are the following: 36.8% of households reported that don't want or no need for Internet; 33.2% of households reported that the reason is lack of skills, while 29.9% of households reported that the Internet access is too expensive.³

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

Reasons	
Don't want or no need for Internet	36.8
Lack of skills	33.2
Too expensive Internet access	29.9
Too expensive equipment	27.8
Physical inability	9.5
Internet access somewhere else	7.5
Broadband Internet is not available	5.8
Other reasons	19.6

Computer use in households differs in comparison with territorial unity and type of settlement. Thus, computer use is the lowest in North region 49.1%, while it is the highest in Podgorica and Central region 56.9%. Use of computers is higher in urban areas and 57.7% of households in urban areas said they have access to a computer, while 45.8% 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 Data are not comparable with data from the previous year.

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 46.0%, while in the south region of the settlements of urban type is the largest Internet 78.9%.

In Podgorica in settlement of urban type 70.9% of households have Internet access.

Percent of the households that have Internet access in the south region in settlement of urban type is increased by 15.2%, compared to the previous year.

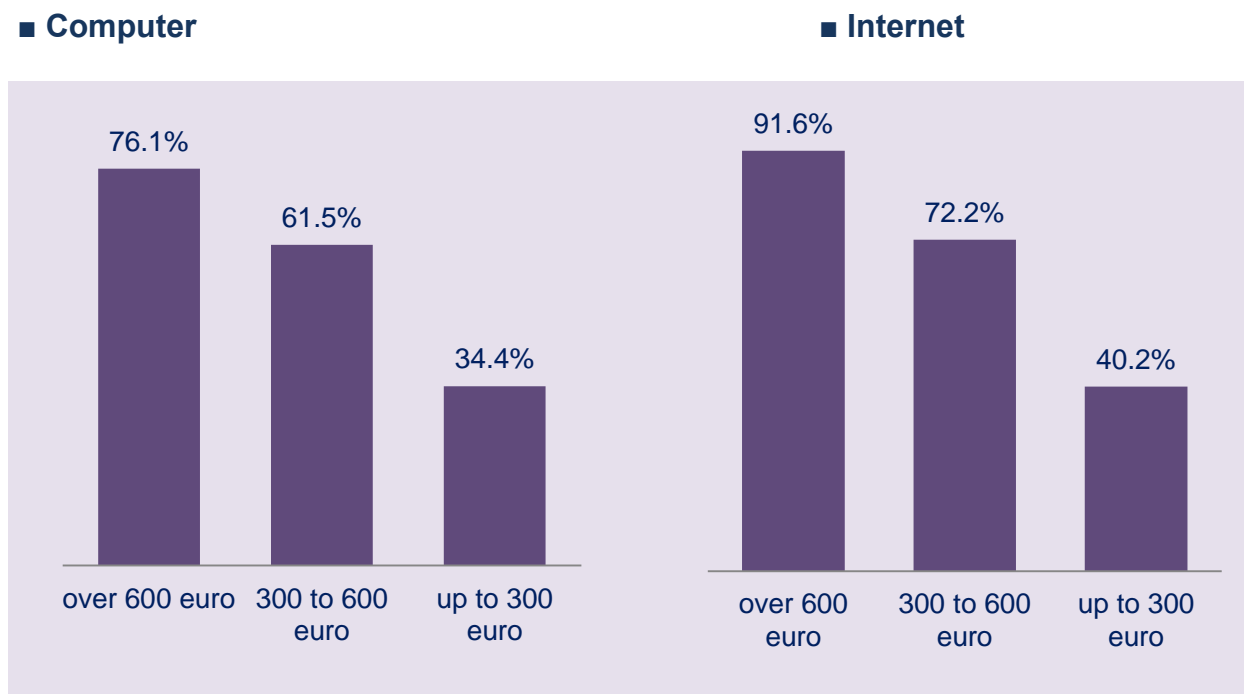
Table 3: Internet access in house, (in %)

Type of settlement	Territory/Region				Montenegro
	North	Center	South	Podgorica	
Urban	59.3	62.0	78.9	70.9	68.9
Rural	46.0	62.5	61.5	47.5	53.1
Montenegro	52.2	62.1	72.0	67.5	63.6

Of households with income over 600 euro, 91.6% have Internet access at home and increased by 4.7%, compared to the previous year.

The results show that the percentage of households owning a computer, with income up to 300 euro, increased by 5.0% compared to the previous year.

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

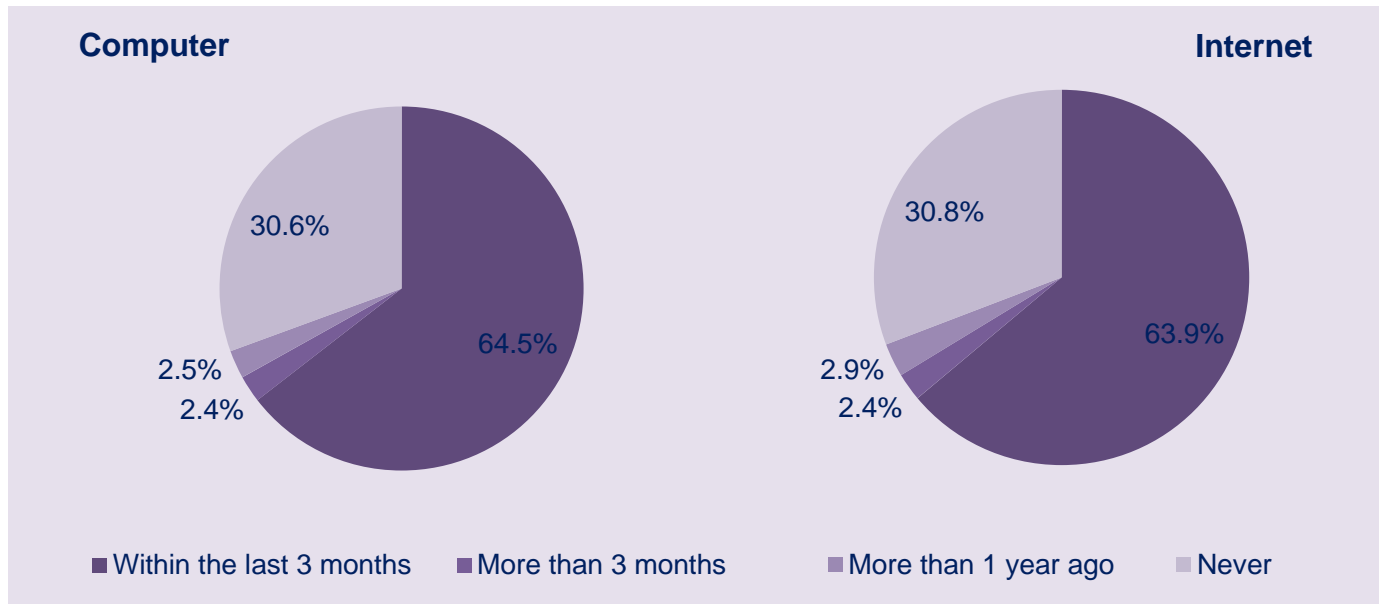


Persons

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 64.5%, while the percentage of those who have never used a computer is 30.6%. In regards with Internet use, 63.9% 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 14.7% of persons use Internet at least once a week.

Graph 5: 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 92.3%.

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

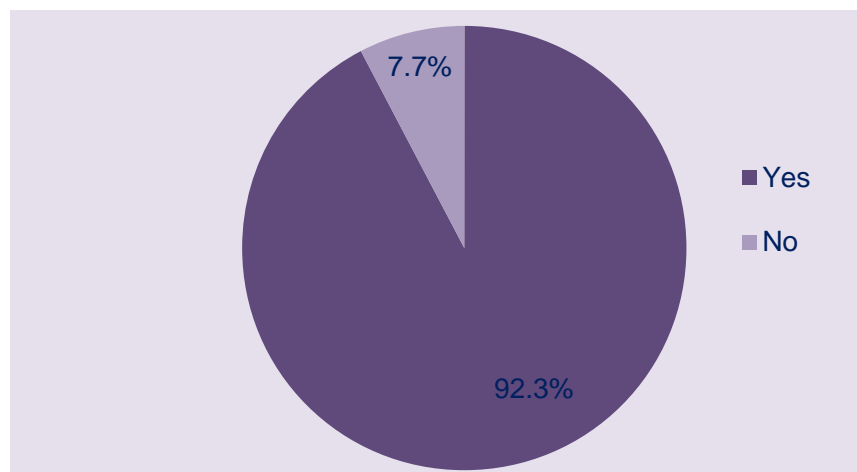


Table 4: Computer users by age groups and sex, (in %)

Computer usage	Age						Gender	
	16-24	25-34	35-44	45-54	55-64	65-74	Male	Female
Within the last 3 months	93.7	91.0	74.6	60.0	34.0	12.7	68.8	58.7
Between 3 months and a year ago	0.0	1.9	3.4	1.9	4.9	2.2	2.0	2.8
More than 1 year ago	0.0	0.4	4.0	3.4	3.3	4.7	1.9	3.4
Never used it	6.3	6.7	18.1	34.8	57.7	80.4	27.3	35.1

In regards with computer use in Table 4, it is observable that 91.0% of persons aged between 25 and 34 years used a computer in the last three months. When there is considered some higher age group, number of persons that used a computer in the last three months, this percentage decreases.

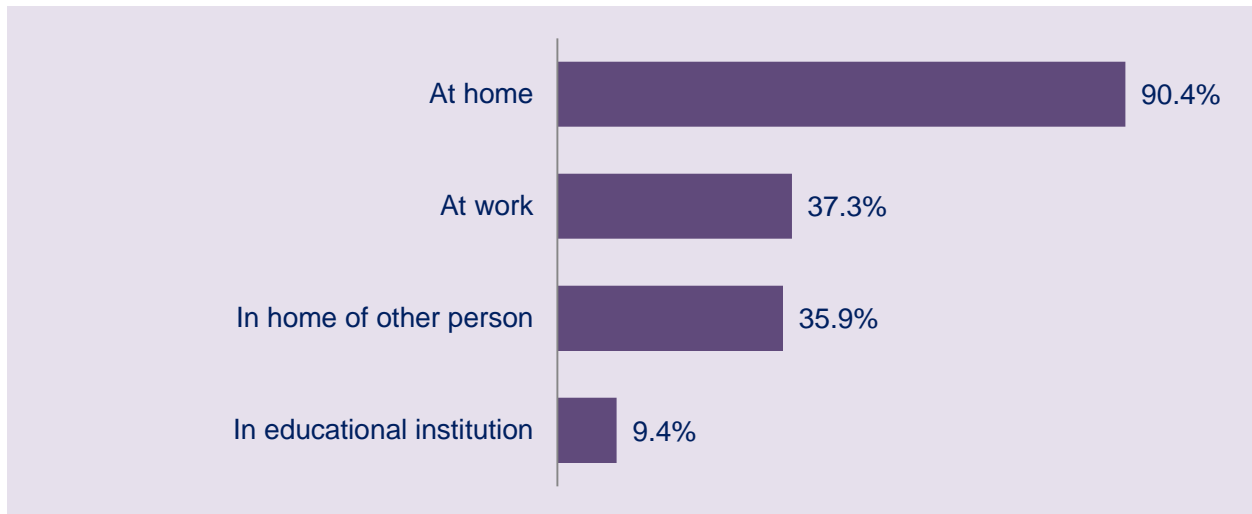
Survey results indicate that more women reported that they have never used a computer 35.1%, while there are 27.3% men who reported that they have never used a computer.

**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	89.9	85.7	83.0	72.3	68.7	39.0	82.5	80.7
At least once a week	8.1	13.2	15.7	18.3	19.8	56.0	14.5	15.1
Less than once a week	2.1	1.1	1.3	9.5	11.5	5.0	3.1	4.1

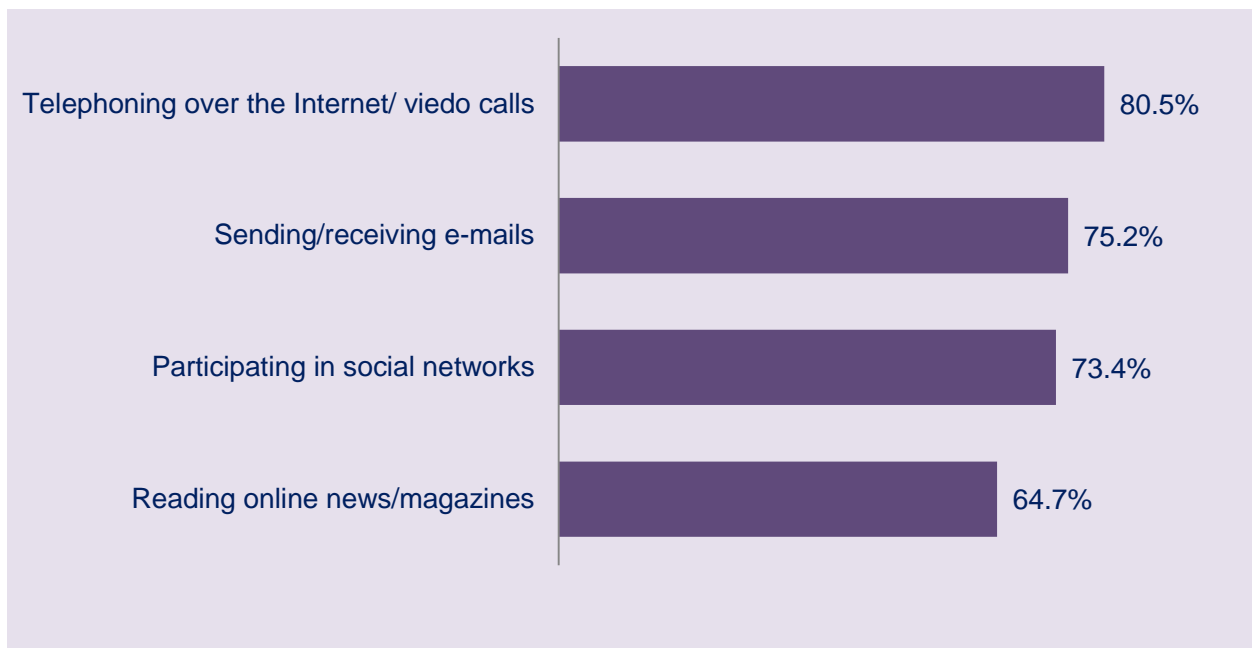
Based on the data in Table 5, those who stated that they use the Internet usually do that every day or almost every day. Percentage of Internet use every day or almost every day is higher in men and is 82.5%, while 80.7% of women.

**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 (90.4%), while 37.3% respondents used Internet at work. Of interviewed persons 35.9% reported that they have used Internet in house of other person, and 9.4% of those who used Internet in educational institution.

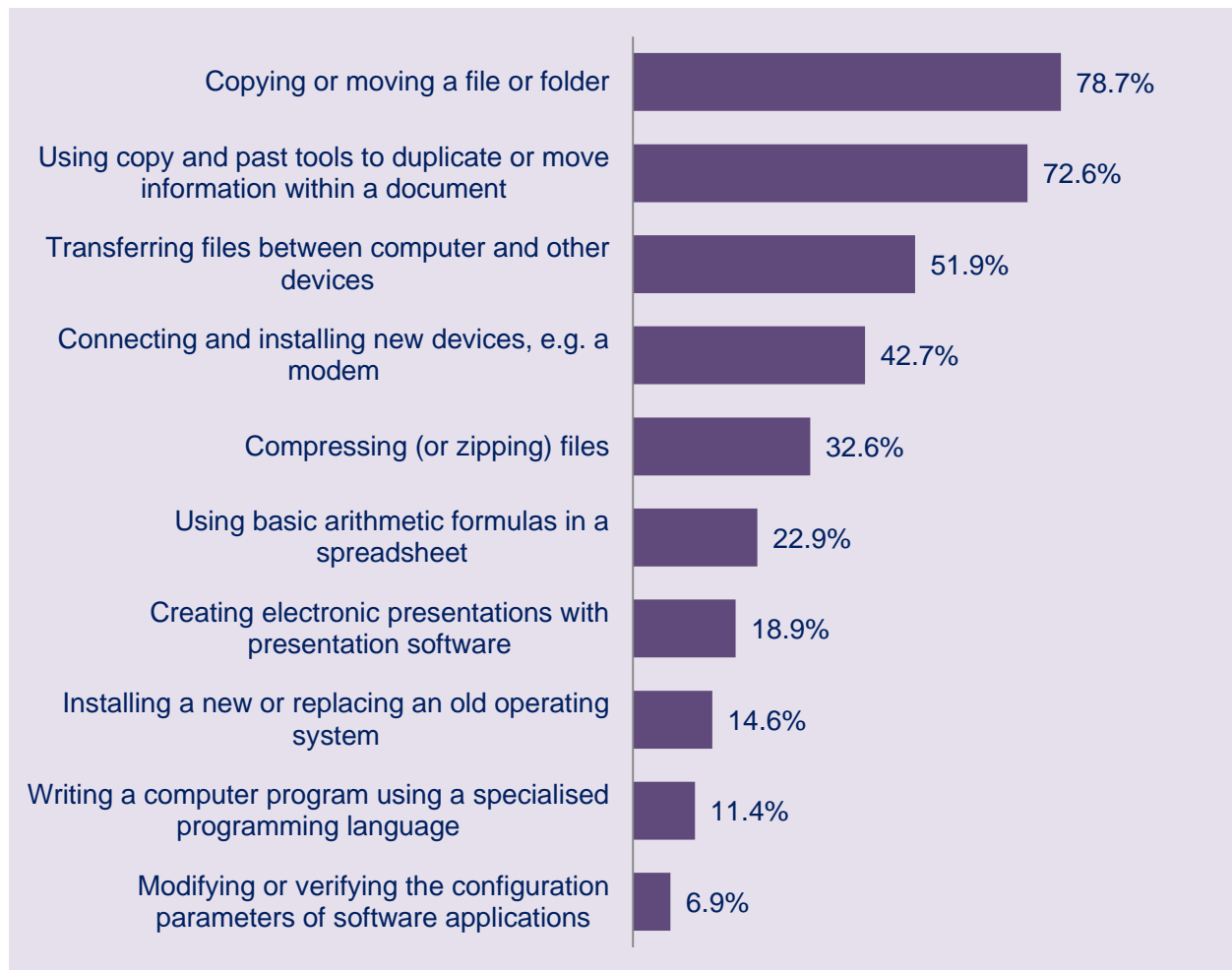
**Graph 8: For which of the following activities did you use the internet in the last three months (for private purpose)?
(respondents could give more than one answer)**



Activities that were often performed by respondents through Internet for the private purposes in the last three months refer to telephoning over the Internet/video calls by 80.5% of persons, then 75.2% of people stated that they had sent / received e-mails and 73.4% of them reported that they had participated in social network.

The activities that are performed by people on the computer, 78.7% of persons used a computer to copy or move a file or folder, 72.6% of people were using copy and paste tools to duplicate or move documents, 51.9% of persons transferred data between the computer and the device.

Graph 9: Which of the following computer-related activities have you already carried out? (respondents could give more than one answer)



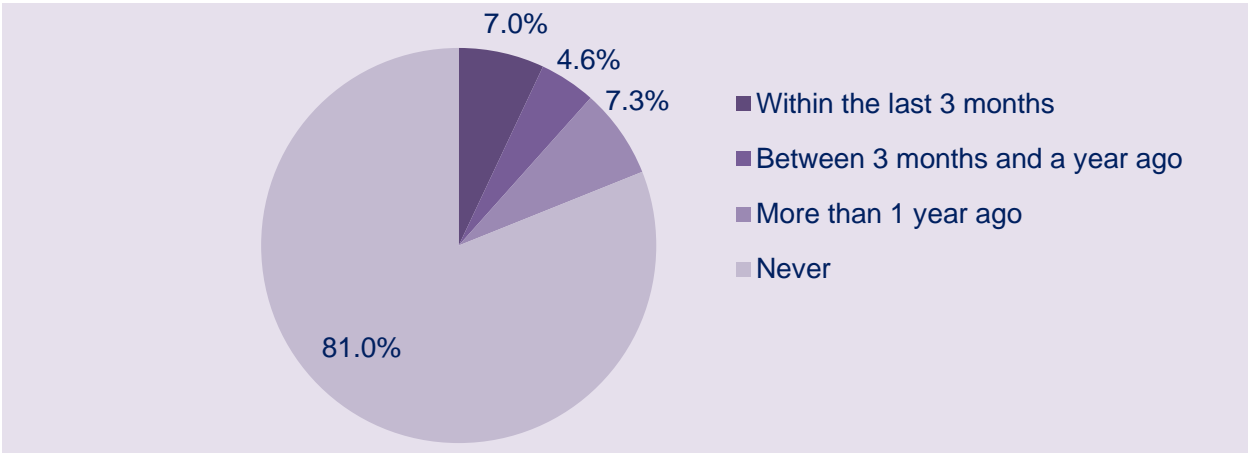
Of the respondents who used the Internet in the last 3 months, 24.5% answered that they used the services of cloud computing.

Of the respondents who used the Internet in the last 3 months or more than 3 months but less than 1 year, 22.0% 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 89.3%
- ✓ Downloading official forms 39.0%
- ✓ Submitting completed forms 20.3%

Number of persons that in the last 3 months bought or ordered goods or services over the Internet is 7.0%, while the percentage of those who have never bought or ordered goods or services is 81.0%.

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 73.4%
- ✓ Holiday accommodation (hotel etc.) 8.7%
- ✓ Video games software other computer software and software upgrades 8.3%
- ✓ Other travel arrangements (transport tickets, carhire, etc.) 5.4%
- ✓ Films, music 2.6%
- ✓ Medicine 2.7%

Graph 11: 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 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 2014
- ✓ 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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