

**Government of Montenegro  
Statistical Office of Montenegro**

## **ICT usage in enterprises in Montenegro in 2016**

*The survey on ICT usage in enterprises was conducted on the representative sample of 600 enterprises at the territory of Montenegro.*

*The target group are enterprises with 10 employees and over interviewed by the phone in period from 1 to 15 April 2016.*

*The aim of the survey is to collect the data on presence and usage of ICT<sup>1</sup> by enterprises in sectors: administrative and support service activities; construction; information and communication; real estate activities; manufacturing, electricity, gas, steam and air conditioning; water supply, sewerage, waste management and remediation activities; professional, scientific, and technical activities; transport and storage; wholesale and retail trade; repair of motor vehicles and motorcycles; accommodation.*

In Montenegro, 94.9% of surveyed enterprises reported on the use of computers in their activities. **All other data in this release refers only on enterprises which use computers in 2016.**

Of the enterprises that use computers in their business, 38.6% answered that employ ICT/IT specialists who have the ability to develop, maintain, manage ICT or IT systems and applications, representing an increase of 0.1% compared to previous year.

When it comes to the Internet, the results of survey show that 99.1% of the enterprises, which use computers, have access to the Internet.

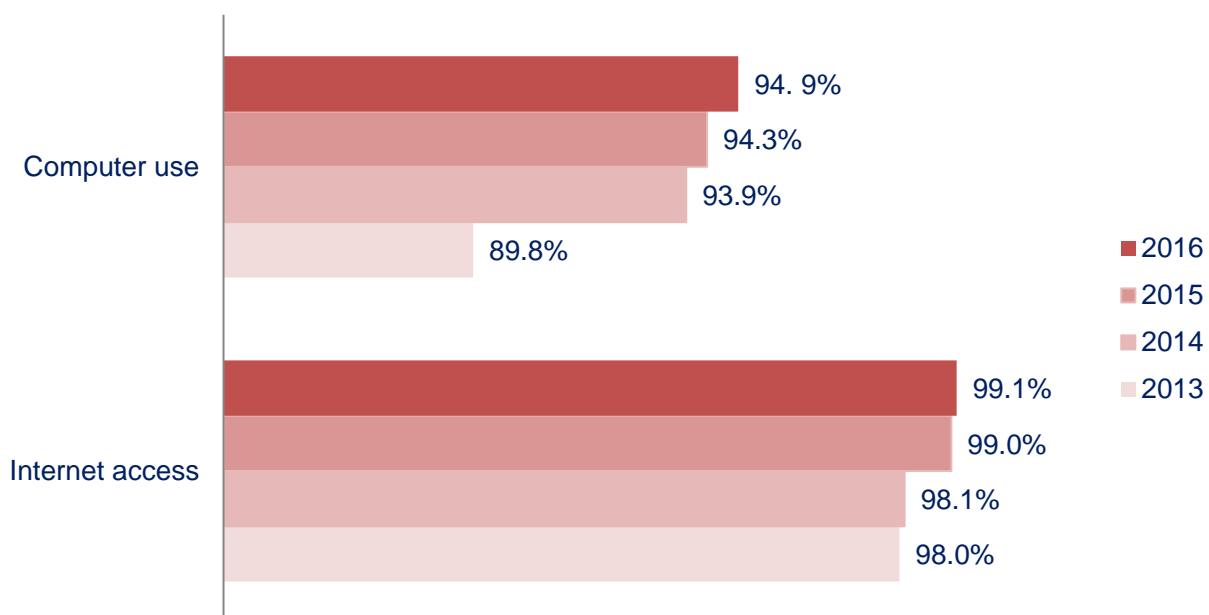
Of the enterprises that have access to the Internet, 74.6% enterprises responded that they have Web Site/Home Page, representing an increase of 0.3% compared to previous year.

According to the survey, 69.3% of companies (that use computers in their business) to its employees allow remote access to e-mail system, documents or enterprise applications.

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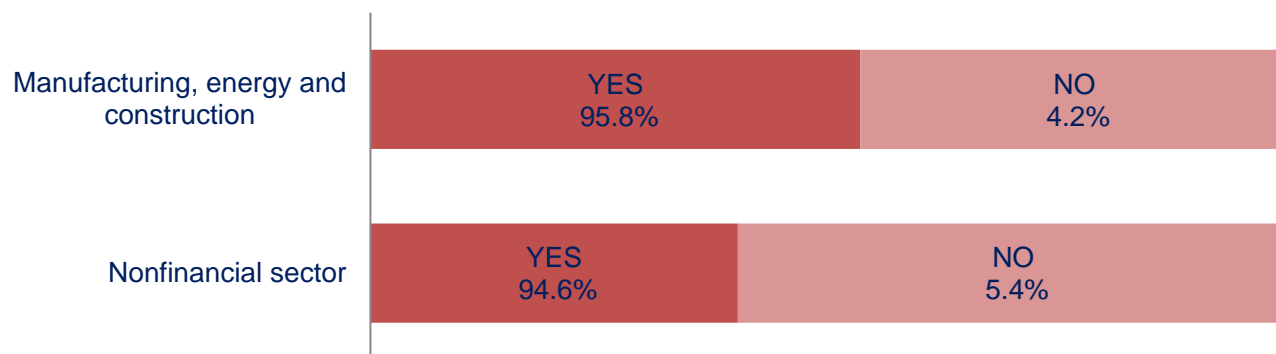
<sup>1</sup>ICT - information and communication technologies.

**Graph1: Usage of computers and Internet access in enterprises**



Percent of enterprises which have Internet access is increased for 0.6% compared to the previous year.

**Graph2: Usage of computers by sectors**

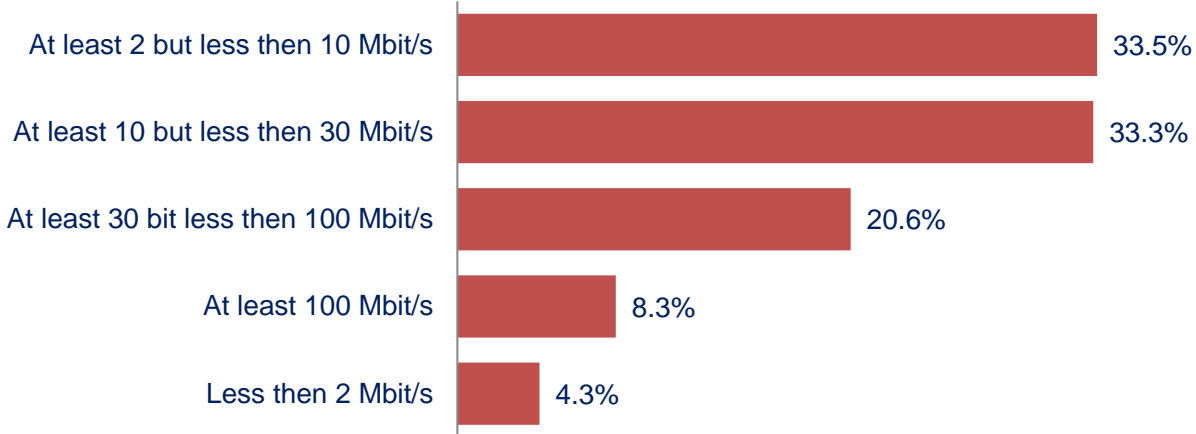


When we look at the use of computers in enterprises according to sectors, the percentage of enterprises that use computers in the manufacturing sector, energy and construction sectors increased by 1.2% compared to enterprises from non-financial sector.

Of the companies that have access to the Internet, 97.6% said they use DSL or some other type of fixed broadband connection to the Internet.

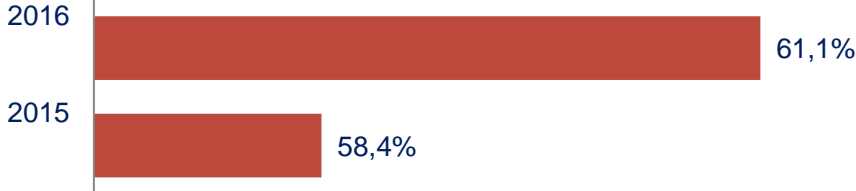
Survey results show that 33.5% of enterprises to access the Internet use a top speed of at least 2 Mbit/s, but less than 10 Mbit/s, 1/3 of enterprises said they use the Internet connection speed of at least 10 Mbit/s but less than 30 Mbit/s, while 20.6% of companies said they use the Internet speed of at least 30Mbit/s but less than 100 Mbit/s.

**Graph3: Maximum contracted download speed of the fastest Internet**

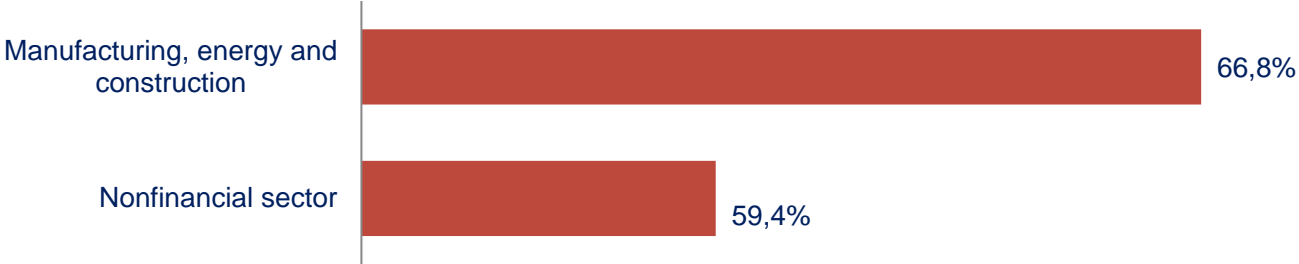


Percentages of enterprises which use mobile broadband connections type is increased for 2.7% compared to the previous year.

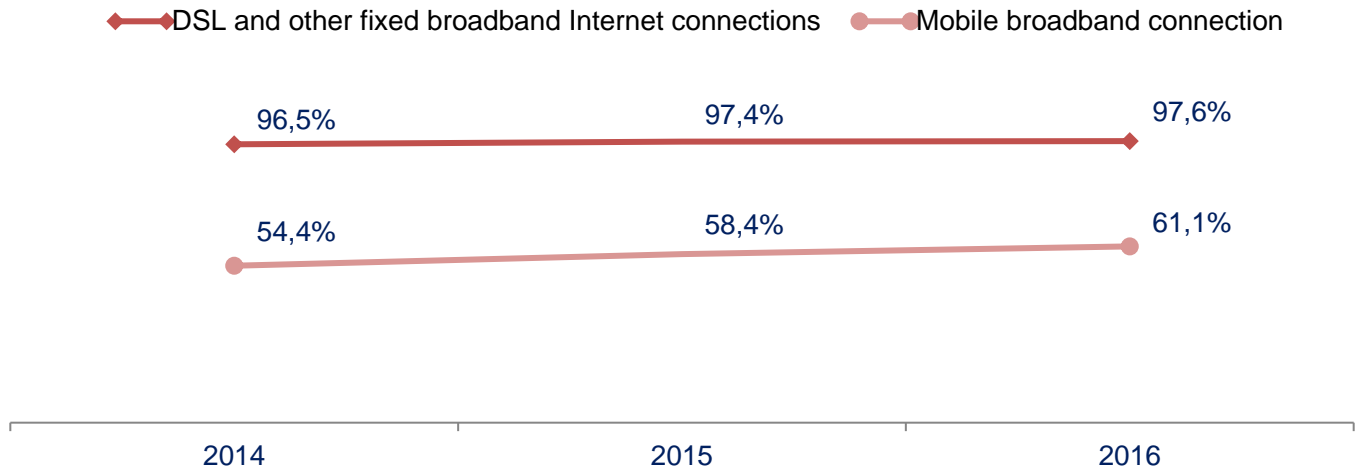
**Graph 4: Usage mobile connection for internet access**



**Graph 5: Usage a mobile connection to access the Internet by sector**

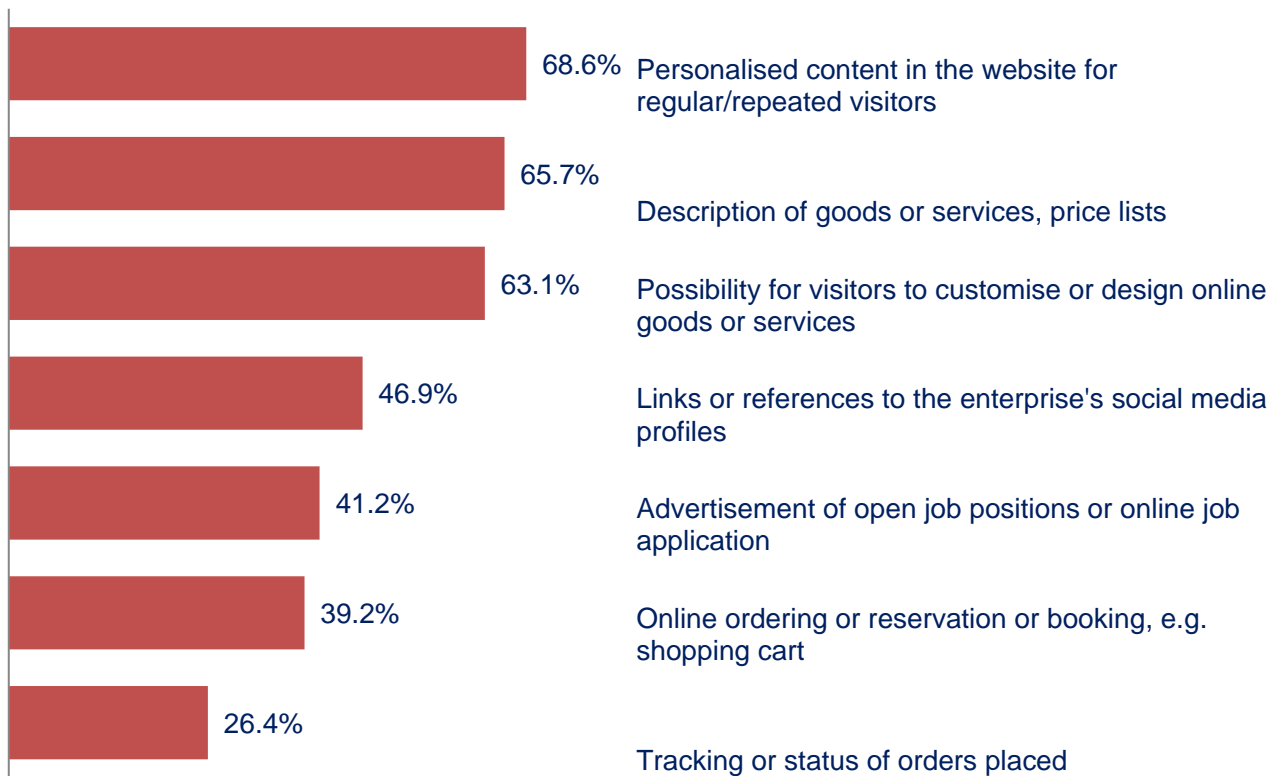


**Graph 6: Usage external Internet connections in enterprises**



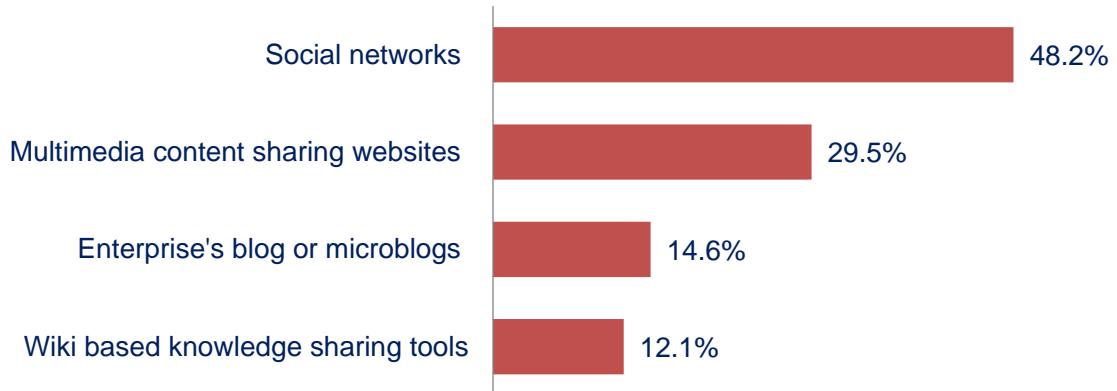
Enterprises with Web Site/Home Page provide certain number of services, and 68.6% of enterprises said they have personalized content in the website for regular/repeated visitors, 65.7% of enterprises allow access to product catalogues or price lists, while possibility for visitors to customize or design the products provide 63.1% enterprises with Web Site/Home Page.

**Graph 7: Providing services by Web Site (multiple answers possible)**



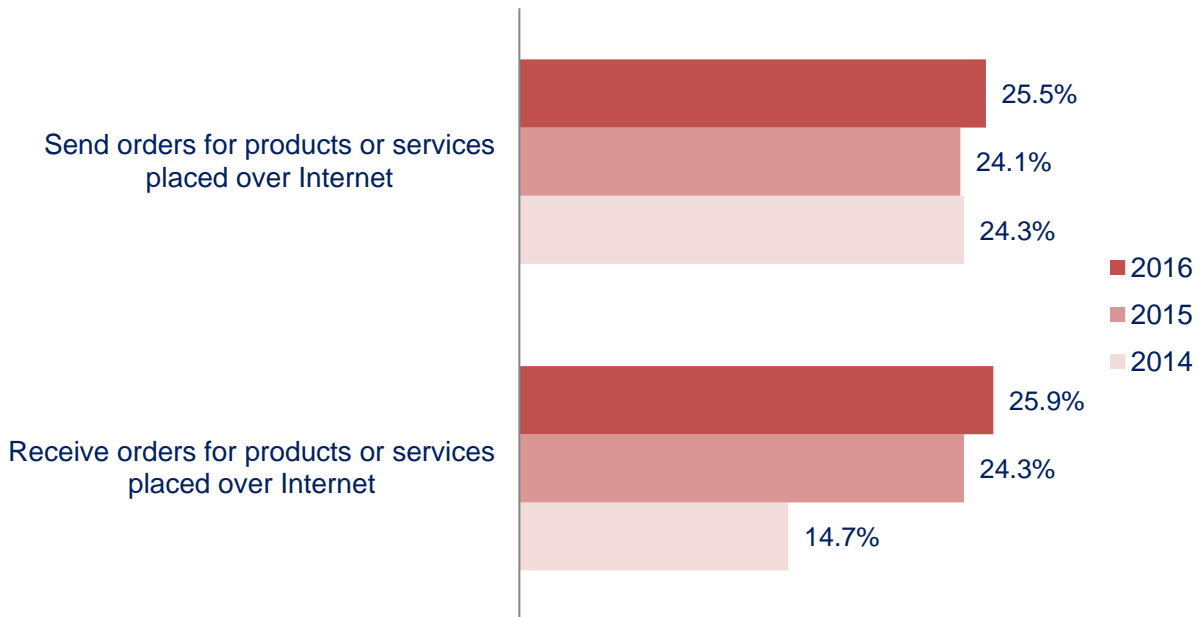
Percentages of enterprises that use any of the social media mostly use social networks and multimedia content sharing websites.

**Graph 8: Usage of the social media  
(multiple answers possible)**



The percentage of enterprises that received orders over the Internet is 25.9%, while the percentage of companies that have placed orders over the Internet is 25.5%. Percentage of companies that have placed orders over the Internet is increased for 1.6% compared to the previous year.

**Graph 9: E-commerce in enterprises**



## METODOLOGICAL NOTES

Statistical Office of Montenegro conducts survey on the use of information and communication technologies in Montenegro. This survey refers to the use of information and communication technologies in enterprises.

### Basic information about survey:

- ✓ The survey was conducted from 1 to 15 April 2016.
- ✓ Telephone interview
- ✓ A stratified sample - sample size 600 companies
- ✓ The target group are companies with 10 or more employees by activity (NACE Rev. 2)
- ✓ Reference period for most questions is 2016 while some issues related to the entire 2015

Data are published on our website: [www.monstat.org](http://www.monstat.org)

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