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ICT usage in enterprises in Montenegro in 2017

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 2017.

The aim of the survey is to collect the data on presence and usage of ICT¹ 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, 98.4% 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 2017.***

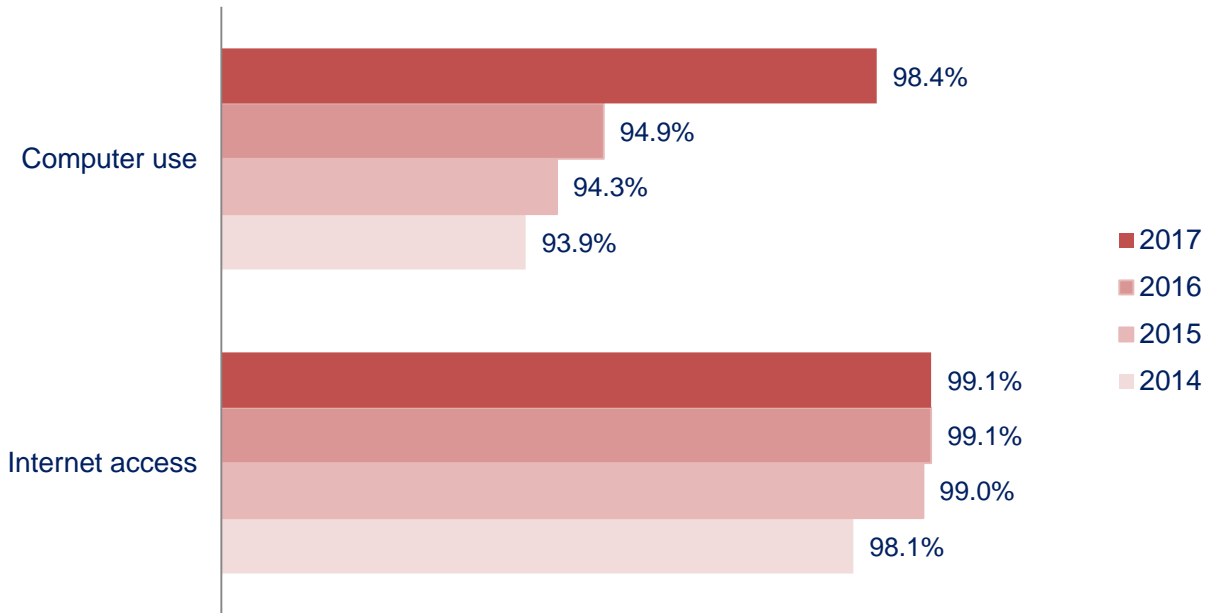
Of the enterprises that use computers in their business, 41.2% answered that employ ICT/IT specialists who have the ability to develop, maintain, manage ICT or IT systems and applications, representing an increase of 2.6% compared to previous year.

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, 76.4% enterprises responded that they have Web Site, representing an increase of 1.8% compared to previous year.

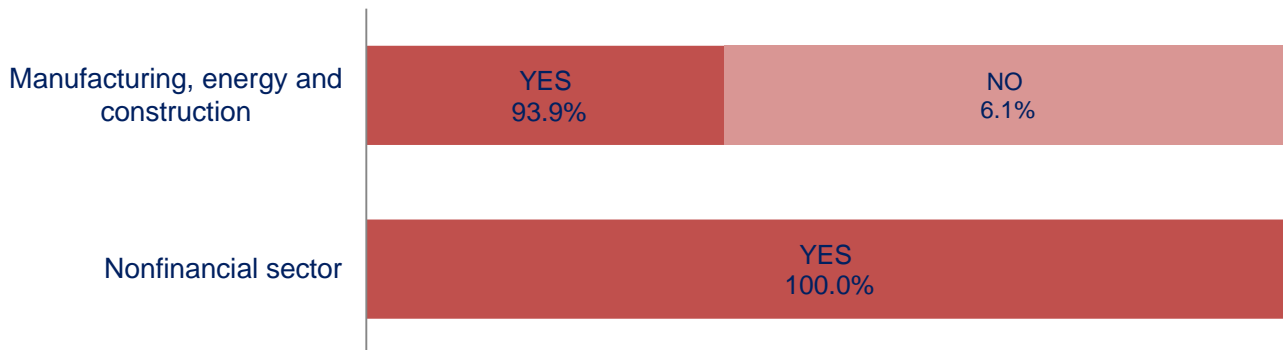
¹ICT - information and communication technologies.

Graph 1: Usage of computers and Internet access in enterprises



Percent of enterprises which have Internet access is increased for 3.5% compared to the previous year.

Graph 2: Usage of computers by sectors

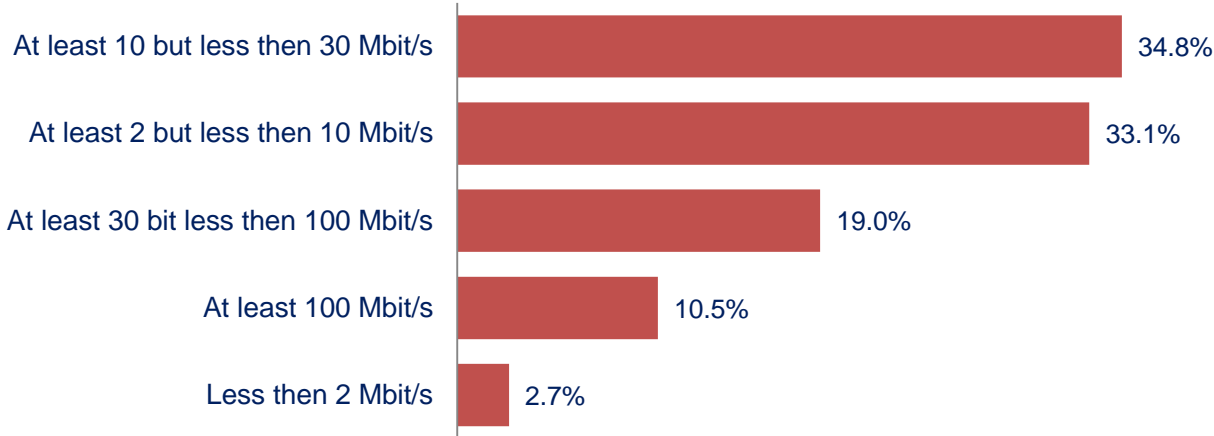


When we look at the use of computers in enterprises according to sectors, the percentage of enterprises that use computers in the manufacturing sector, energy and construction sectors is reduced by 6.1% compared to enterprises from non-financial sector.

Of the companies that have access to the Internet, 98.2% said they use DSL or some other type of fixed broadband connection to the Internet.

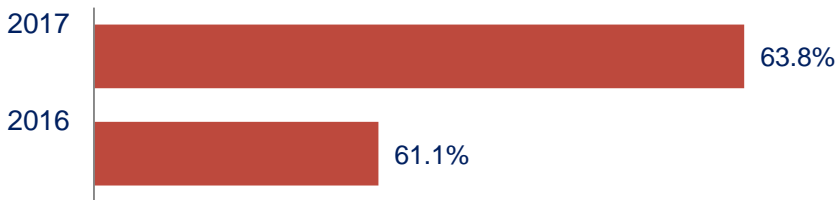
Survey results show that 34.8% of enterprises to access the Internet use a top speed of at least 10 Mbit/s, but less than 30 Mbit/s, 33.1% of enterprises said they use the Internet connection speed of at least 2 Mbit/s but less than 10 Mbit/s, while 19.0% of companies said they use the Internet speed of at least 30Mbit/s but less than 100 Mbit/s.

Graph 3: Maximum contracted download speed of the fastest Internet

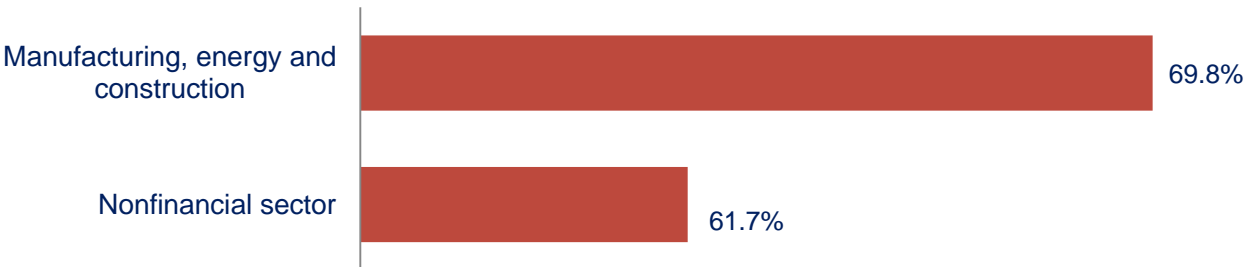


Percentages of enterprises which use mobile broadband connections type is increased for 2.7% compared to the previous year.

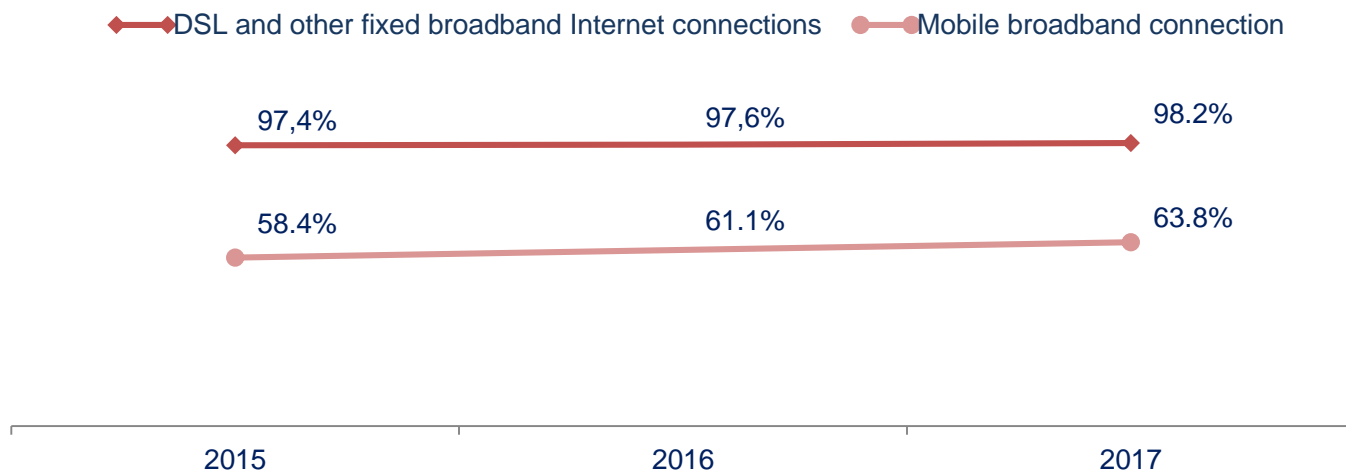
Graph 4: Usage mobile connection for internet access



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

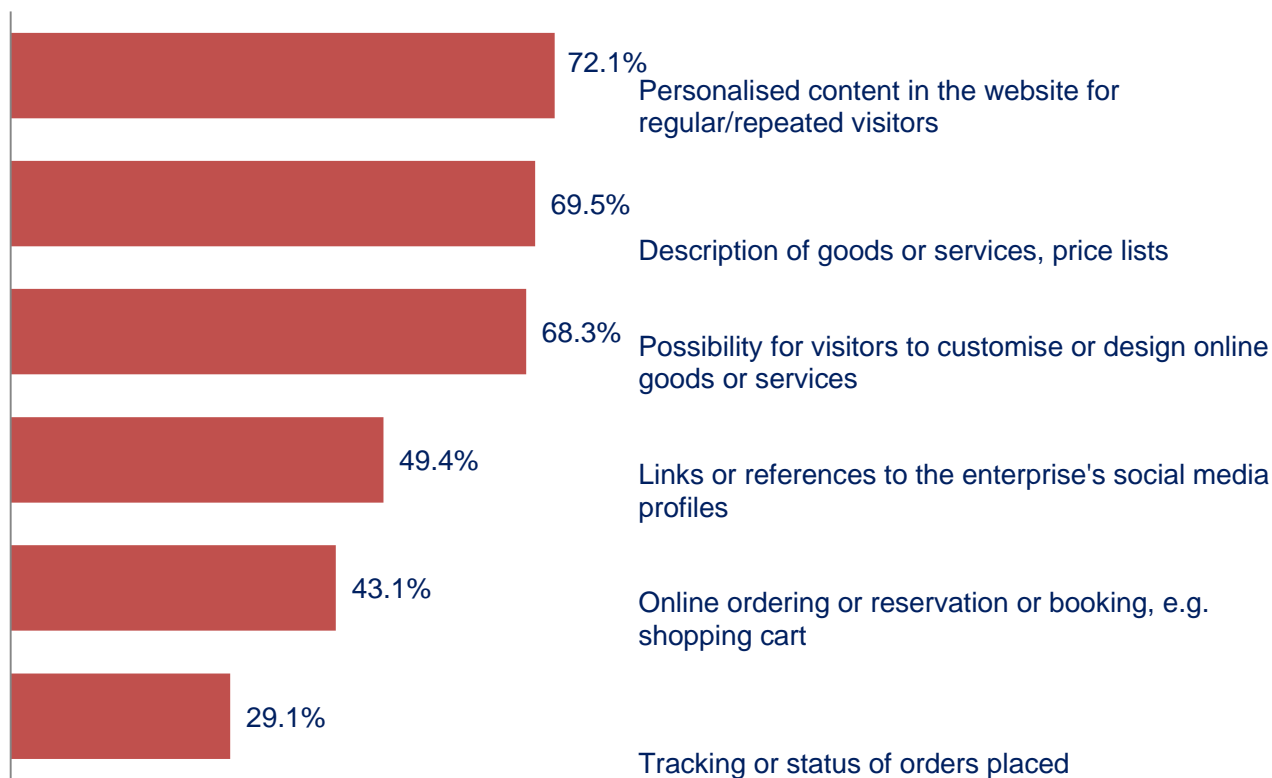


Graph 6: Usage external Internet connections in enterprises



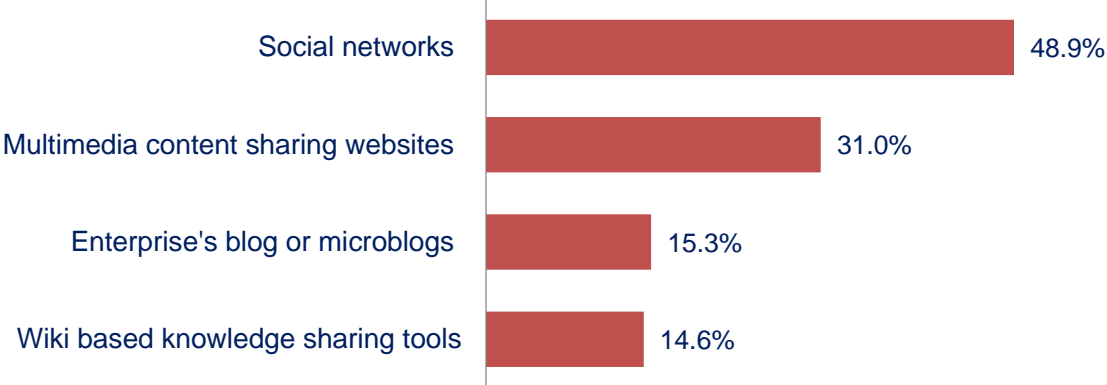
Of the enterprises with Web Site, 72.1% said they have personalized content in the website for regular/repeated visitors, 69.5% of enterprises allow access to product catalogues or price lists, while possibility for visitors to customize or design the products provide 68.3% enterprises with Web Site.

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



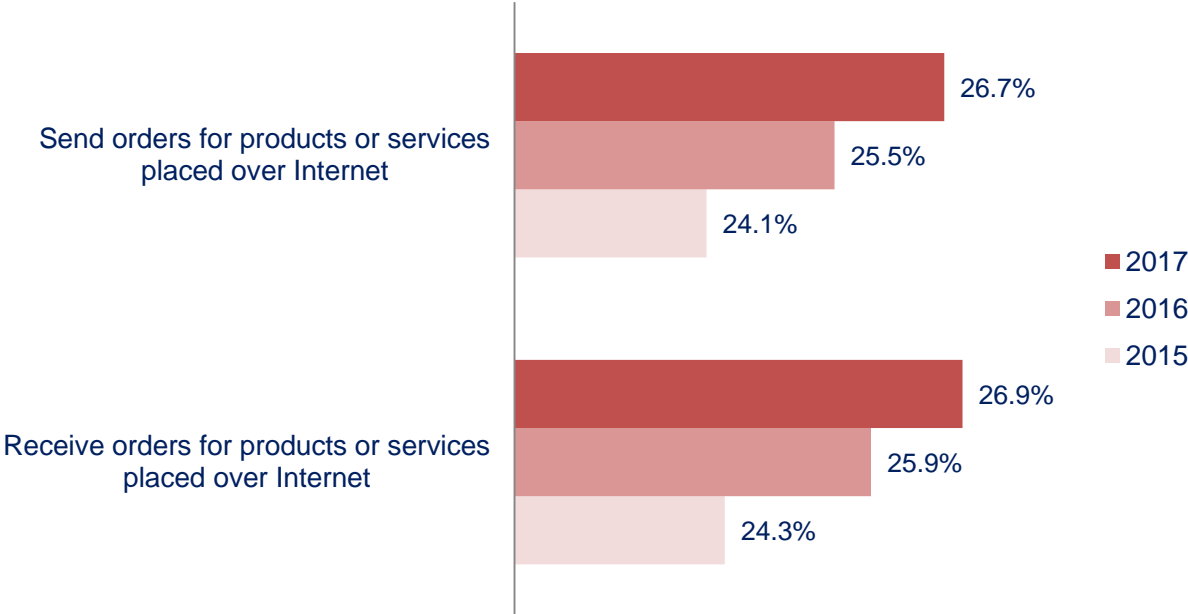
Percentages of enterprises that use any of the social media mostly use social networks and multimedia content sharing websites.

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



The percentage of enterprises that received orders over the Internet is 26.9%, while the percentage of companies that have placed orders over the Internet is 26.7%. Percentage of companies that have placed orders over the Internet is increased for 1.0% 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 2017.
- ✓ 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 2017 while some issues related to the entire 2016.

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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