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ICT usage in enterprises in Montenegro 2011

The survey on ICT usage in Montenegro was conducted for the first time in 2011. The aim of the survey is to collect the data on presence and usage of ICT by enterprises in sectors: administrative and support service activities; financial and insurance activities; construction; information and communication; computer and computer equipment repairs; 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.

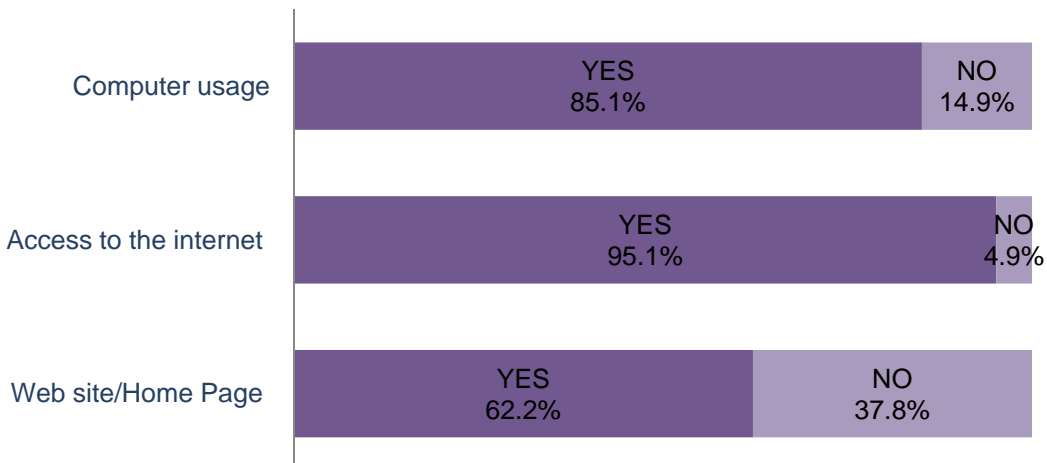
The target population are enterprises with 10 employees and over interviewed by the phone in period from 10 to 25 October 2011. The survey on ICT usage in enterprises was conducted on the representative sample of 376 enterprises at the territory of Montenegro.

In Montenegro, 85.1% of surveyed enterprises reported on the use of computers in their activities during January 2011. The share of employed persons using a computer at least once a week during January 2011 is 53.55%. **All other data only relate to enterprises which had used a computer in their activities during January 2011.**

The survey indicates that 95.1% of enterprises having used a computer in their activities, had internet access during January 2011, while there are 4.8% of enterprises with no internet access.

Also, 62.2% enterprises with internet use reported that they possess a website/home page.

Chart 1. Use of computers and Internet access in enterprises



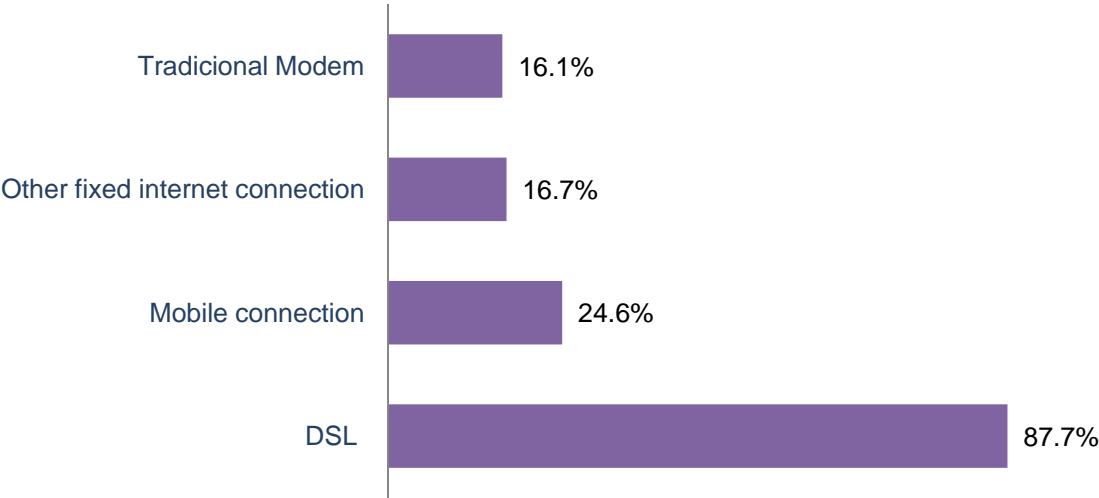
It was possible for enterprises to give multiple answers to questions related to the presence of ICT. Of 65.6% enterprises which reported that they used internal computer network (for ex. LAN-Local Area Network) during January 2011, 67.7% enterprises used wireless access (Wireless LAN) within internal computer network. In addition, during January 2011 there were 29.7% enterprises which used internal computer network possessed INTRANET (internal webpage intended for employees), 23.3% possessed the EXTRANET, and 10.5% enterprises used the open source operative systems (for ex. Linux)

Table 1. ICT presence in enterprises

	YES	NO
Wireless access (Wireless LAN)	67.7%	32.3%
Intranet	29.7%	70.3%
Extranet	23.3%	76.7%
Open source	10.5%	89.5%

According to Chart 2, of enterprises having internet access during January 2011, there are 87.7% enterprises having one of the DSL types of connections – xDSL, ADSL, SDSL, etc., while there are 16.1% enterprises used traditional modem (dial up) or ISDN connections.

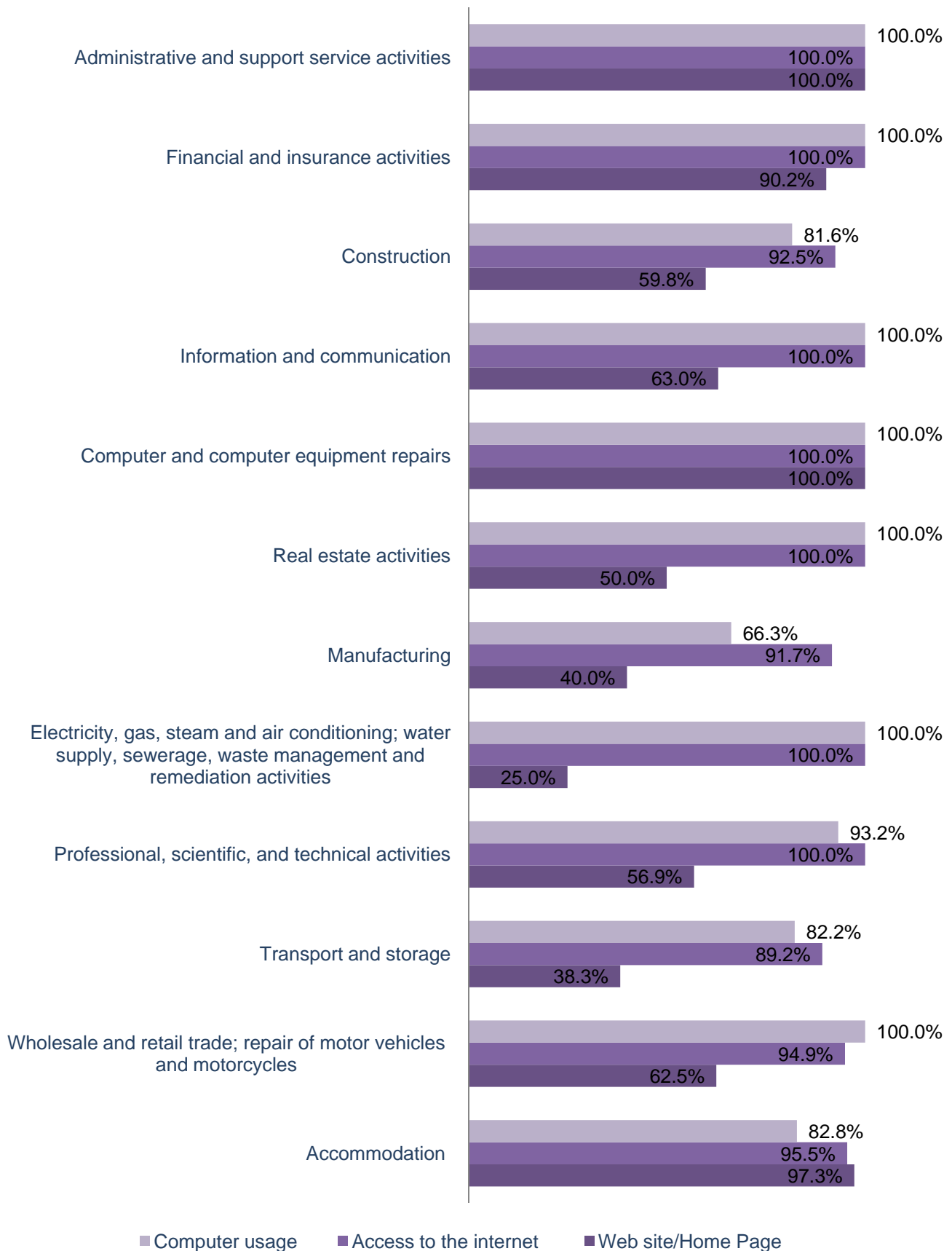
Chart 2. Types of external internet connections during January 2011



There are 63.6% enterprises using internet which reported on using public administration services during 2010, whereas the enterprises had possibility to list several ways in which they used these public administration services. The majority of enterprises answered that they use public administration services for:

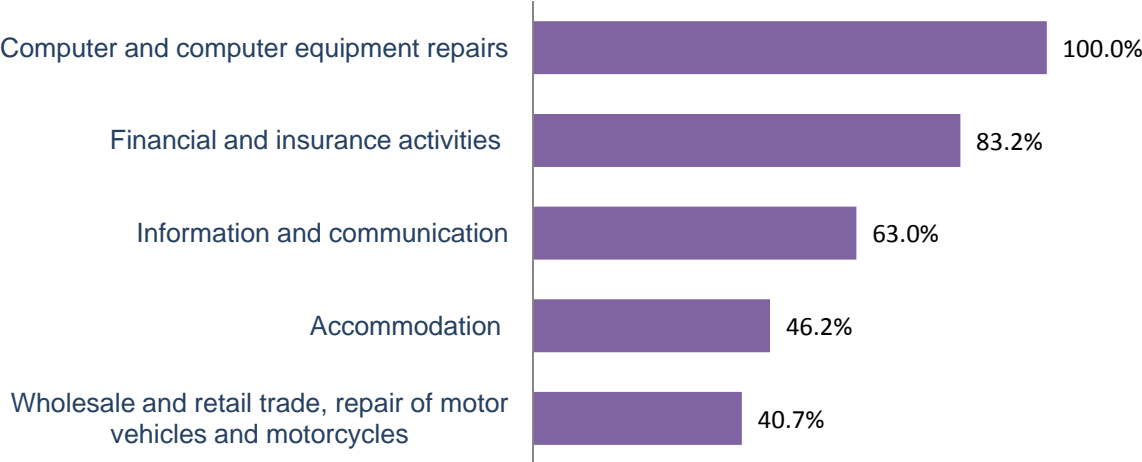
- ✓ Providing the information 97.1%;
- ✓ Collecting the forms 91.5%;
- ✓ Returning the filled forms 70.9%;
- ✓ Complete electronic processing the administrative procedure 41.4%;
- ✓ Submitting proposals/bids in the electronic system of bidding procedure 40.3%;

Chart 3. Use of computer and access to the Internet in enterprises by sectors



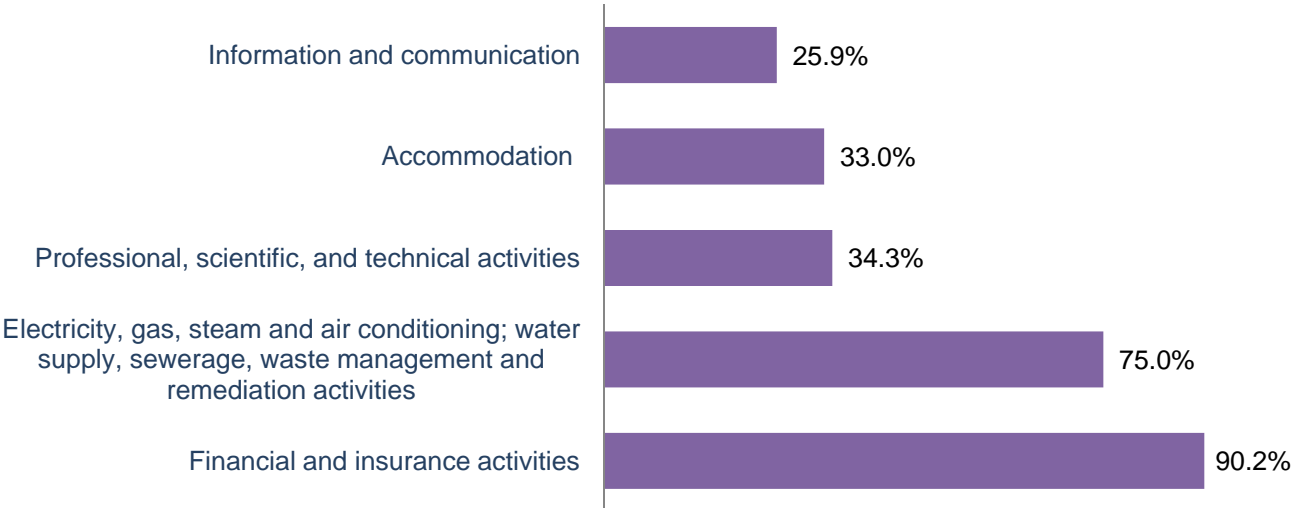
The question *Has the enterprise used automatic data exchange with other ICT systems out of enterprises* there were 33.5% enterprises which answered yes, while almost 66.5% enterprises reported no. In regards with the automatic data exchange between enterprises and other ICT systems, in accordance with the Chart 4, all enterprises from sector *Computer and computer equipment* replied that they perform a 100.0%, of automatic data exchange, while the percentage is the lowest in sector *Construction* - 16.9%, and sector *Transport and storage* indicates 16.2%.

Chart 4. The automatic data exchange between enterprises and other ICT system



When we talk about the security of IT systems in enterprises, there were 27.9% of surveyed enterprises reporting on possessing rulebook with legally regulated issues on IT security. When we consider this issue at the sector level, it is visible that the highest degree of attention paid to IT security is in sector *Financial and insurance activities*, with even 90.2% of enterprises reporting on possessing rulebook with legally regulated IT security issues.

Chart 5: The percentage of enterprises possessing the rulebook with legally regulated issues of IT security by sectors



METHODOLOGICAL NOTES

Statistical Office of Montenegro - MONSTAT is conducting for the first time 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.

Enterprises

- ✓ Survey was conducted in period from 10 to 25 October 2011
- ✓ Phone interview.
- ✓ Stratified sample. Sample size is 376 enterprise in sectors: administrative and support service activities; financial and insurance activities; construction; information and communication; computer and computer equipment repairs; 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.
- ✓ Target population is enterprises with 10 and over employees by sectors.
- ✓ Reference period for the largest number of question is January 2011, while some questions referred to the complete 2010.

The data are also published at our website www.monstat.org

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