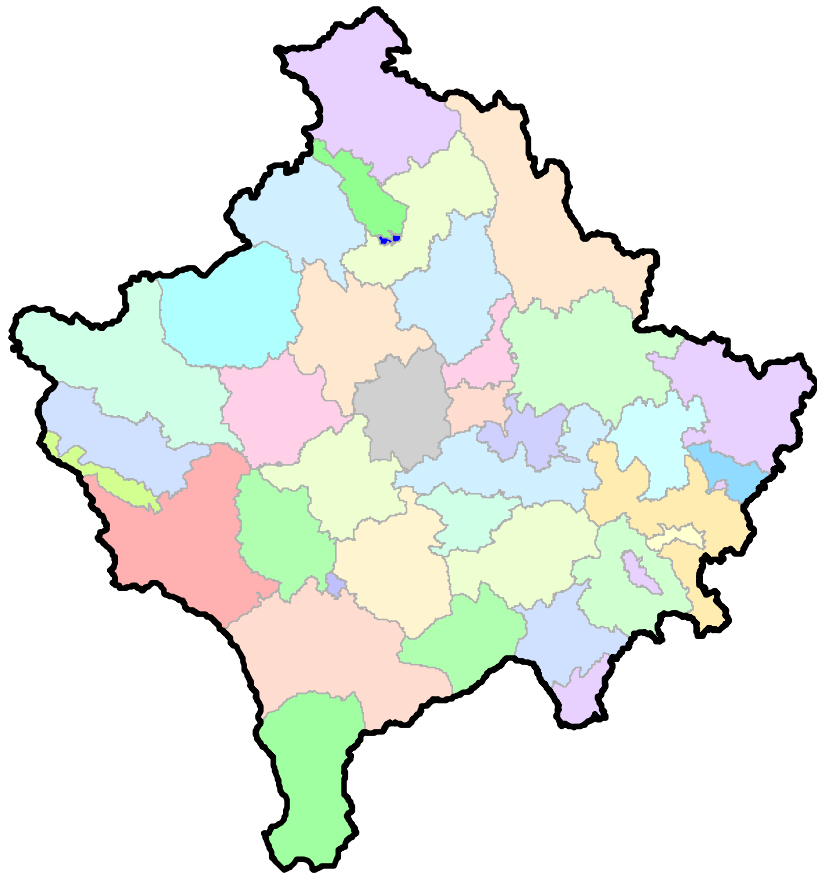




Republika e Kosovës  
Republika Kosova-Republic of Kosovo  
*Qeveria - Vlada - Government*  
Zyra e Kryeministrit -Ured Premijera -Office of the Prime Minister  
*Agjencia e Statistikave të Kosovës - Agencija za Statistike Kosova - Kosovo Agency of Statistics*

## Series 5: Social Statistics

# Results of the Survey on Use of Information and Communication Technology 2018







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## Series 5: Social Statistics

# Results of the Survey on Use of Information and Communication Technology 2018



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## Foreword

The development and use of information and communication technology has transformed modern society into "information society". Its main characteristics is that the information and communication technology plays the most important role in production and economy, as well as in all other spheres of life of individuals and society as a whole.

In 2017, the Unit of Living Standard at KAS implemented the ICT survey for the first time according to the methodology of Eurostat. The survey was conducted in the entire territory of the Republic of Kosovo in households and for individuals in the category of age 16-74. The reference period was three months before the interview. The data were collected through forms by conducting a direct interview in the household.

The survey in the households was conducted on a two-phase sampling, the first sampling phase in the region and the second phase in the enumeration area. Households were chosen randomly. The sampling size was 3750 households and 3750 individuals

Professional support for the development of the ICT 2018 survey has provided GOPA through the project of Eurostat IPA 2015. We thank the experts of these organizations for their contribution. We also thank the staff of the KAS regional offices who contributed in the collection of data for ICT survey.

Comments, remarks, suggestions and proposals regarding this publication are welcome and they can be sent to the electronic address: [social@rks-gov.net](mailto:social@rks-gov.net).

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January, 2019

Chief Executive Officer, KAS,  
Isa Krasniqi

## List of Abbreviations

ICT	-	Information and Communication Technology
KAS	-	Kosovo Agency of Statistics
GOPA	-	Group of Policy Advisers
IPA	-	Instrument for Pre-Accession Assistance
EU	-	European Union
DSS	-	Department of Social Statistics

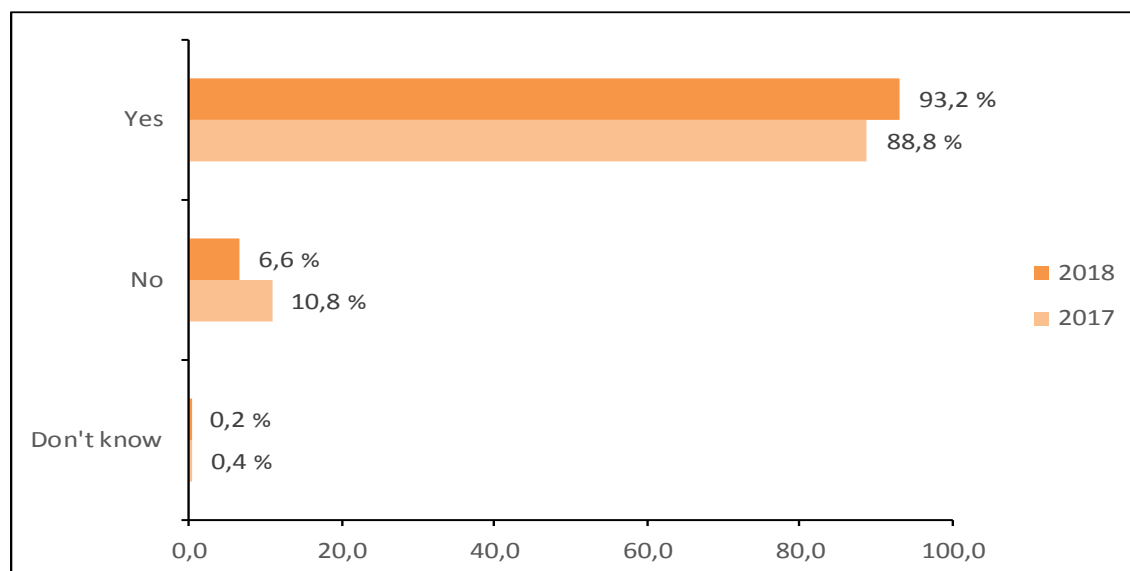
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# 1 Access to information and communication technology by households

## 1.1. Access to the internet at home

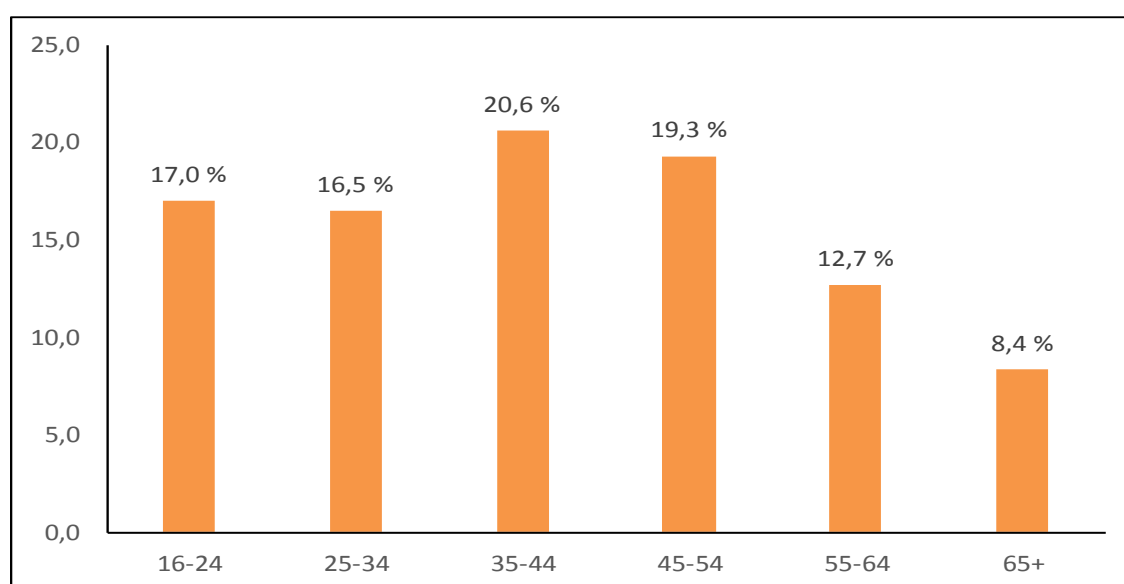
**Graph 1. Households in Kosovo with access to the Internet at home in 2018 in %**



As observed in Graph 1, most of households in Kosovo, by 93.2%, had access to internet at home from any device, there was an increase by 4.4 percent compared to 2017.

## 1.2. Use of the Internet by age group

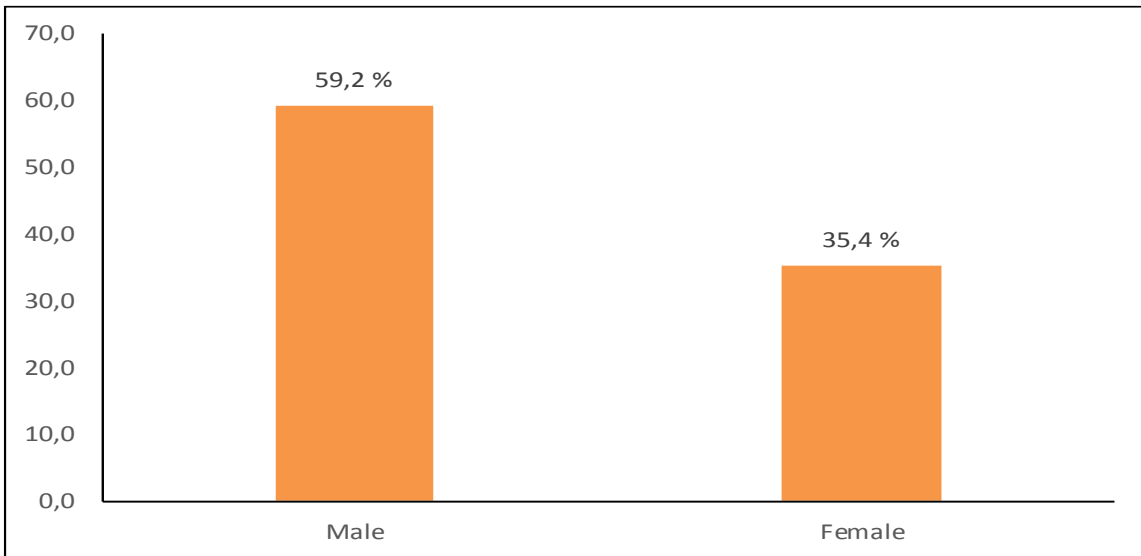
**Graph 2. Access to the internet at home by age group in 2018 in %**





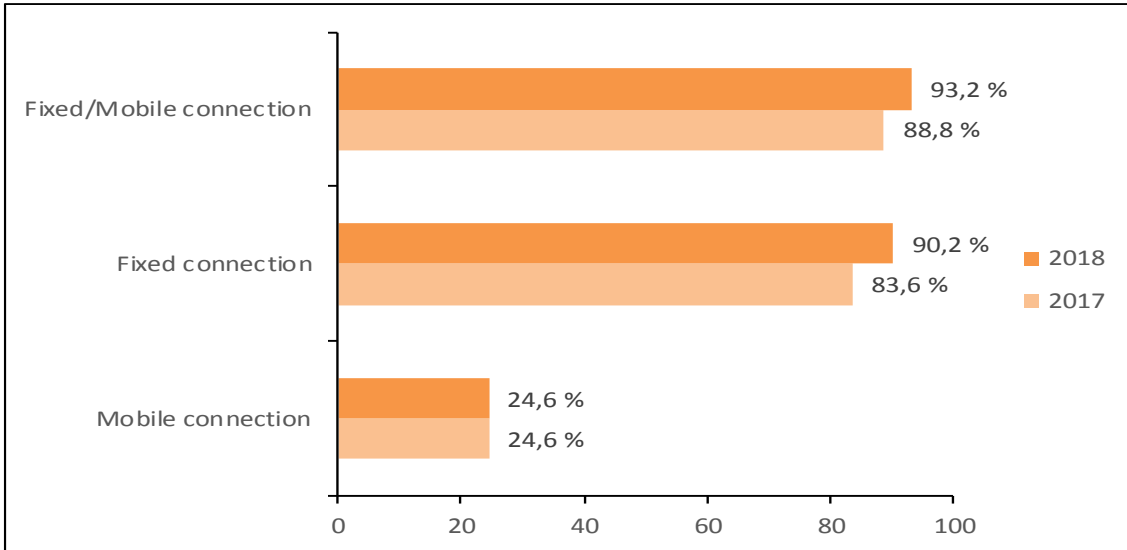
### 1.3. Use of the Internet by gender

**Graph 3. Use of the Internet by gender with access to Internet at home in 2018 in %**



### 1.4. Type of the Internet access

**Graph 4. Type of the internet access by households in 2018 in %**



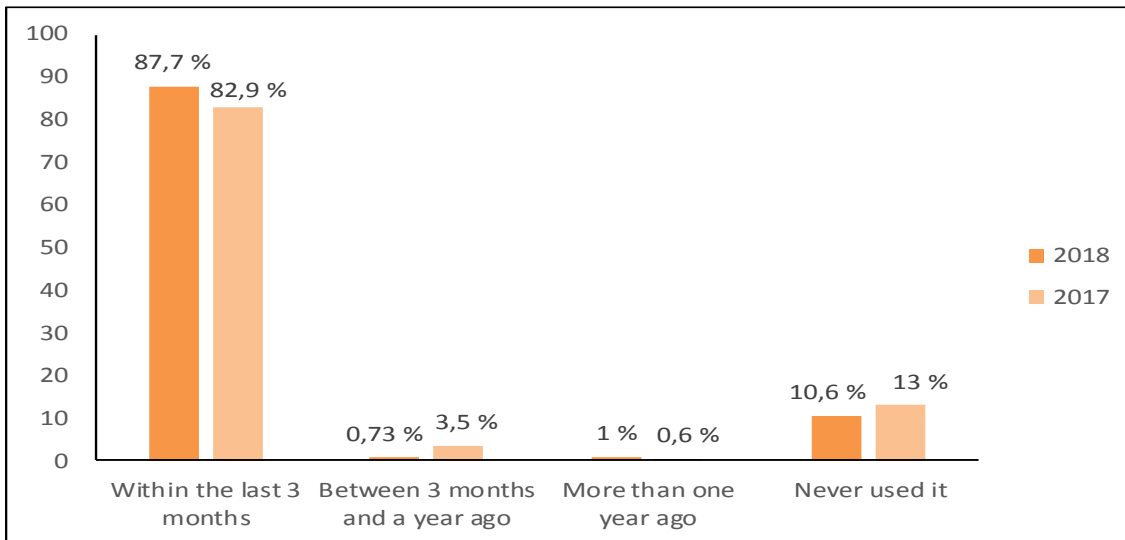
Of the 93.2% of households that had access to the Internet via fixed and mobile connection, 90.2% were served with the fixed connection, while 24.6% with the mobile connection. Compared to 2017, there was an increase by 4.4 percent of the access to internet through the fixed and mobile connection, there was an increase in the fixed connection by 6.6 percent, but in the mobile connection there was no change.

Respondents were asked about the broadband connections, for example: DSL, ADSL, VDSL, cable internet, satellite internet, WiFi networks. The mobile broadband connection included line connection through the mobile phone network, on 3G (e.g. UMTS), using (SIM) card or USB, mobile phone or smart phone.

## 2 Use of the Internet by individuals of age 16-74 in 2018

### 2.1. Use of the Internet the last time

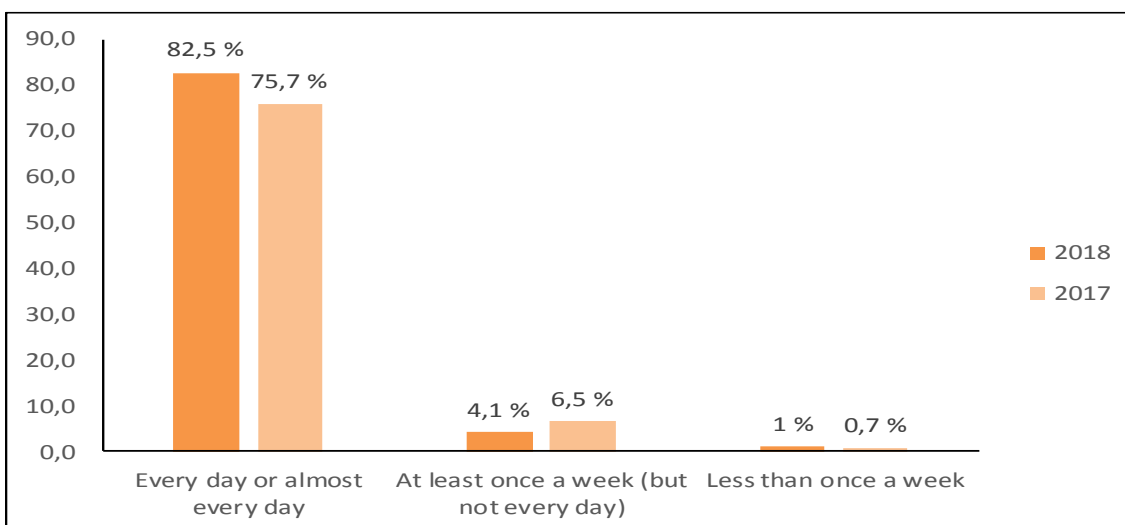
**Graf 5. Use of the Internet the last time (home, work or other places) in 2018 in %**



The data in the graph above clearly indicate an intensive use of the Internet. 87.7% of individuals used the Internet during the three months prior to the interview and 10.6% of individuals stated that they never used the Internet, while compared to 2017 there was an increase by 4.8 percent of the individuals who used the Internet during the three months prior to interview, while there has been a decrease in the percentage of individuals who have never used the internet, by 2.4 percent.

### 2.2. Use of the Internet in the last 3 months

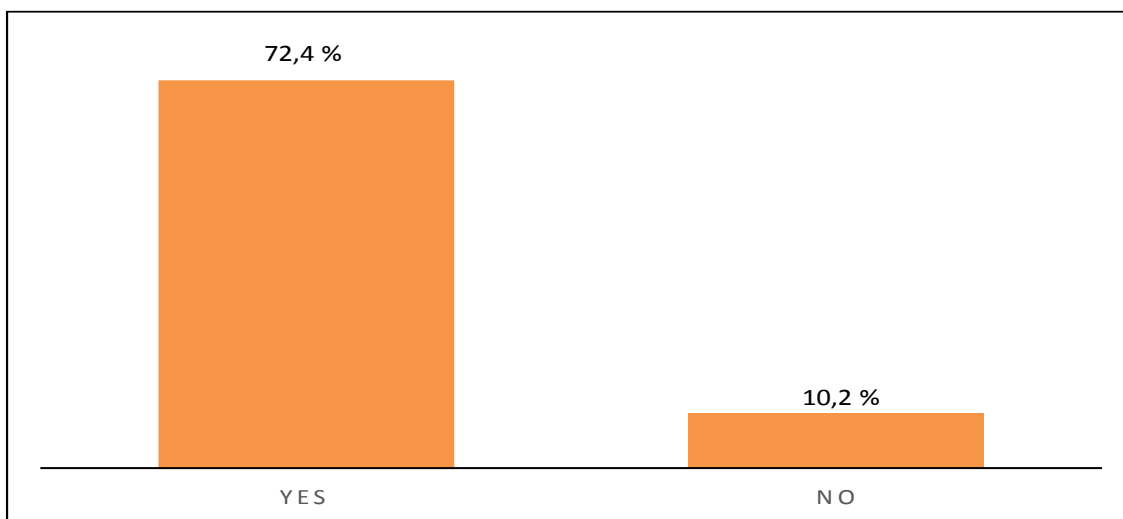
**Graph 6. Frequency of the use of the Internet by individuals in the households in the last 3 months in 2018 in %**



Of the 87.7% of individuals who used the Internet during the three months prior to the interview, 82.5% used the Internet every day or almost every day, meanwhile compared to 2017, the use of the Internet by individuals increased by 6.8 percent.

### 2.3. Use of the Internet several times during the day

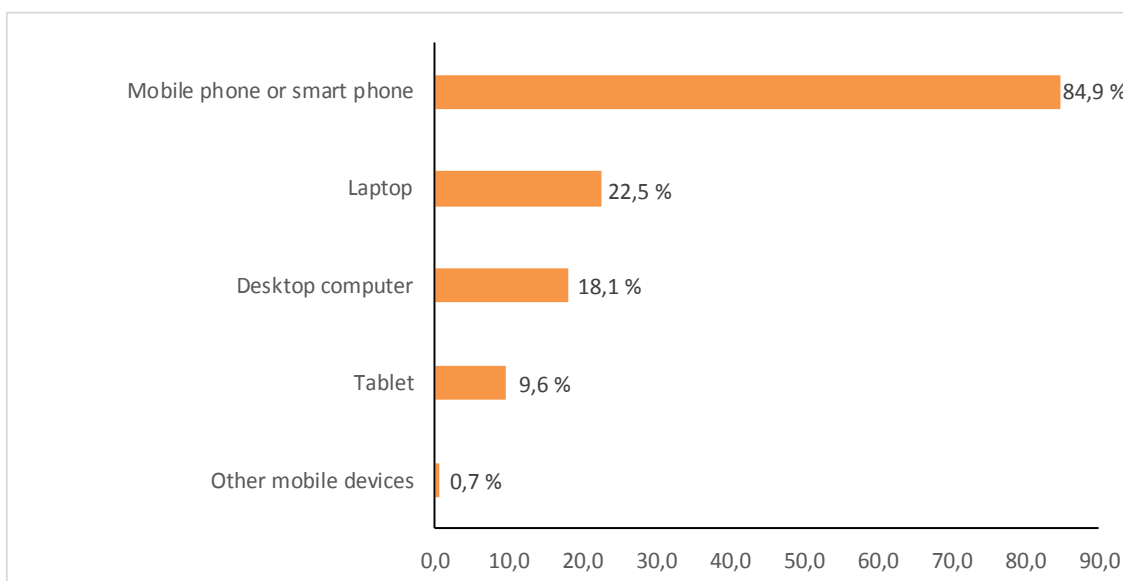
**Graph 7. Frequency of the use of Internet by individuals in the households several times during the day in 2018 in %**



Of the 82.5% of individuals who use the Internet every day or almost every day, 72.4% have used the Internet several times during the day.

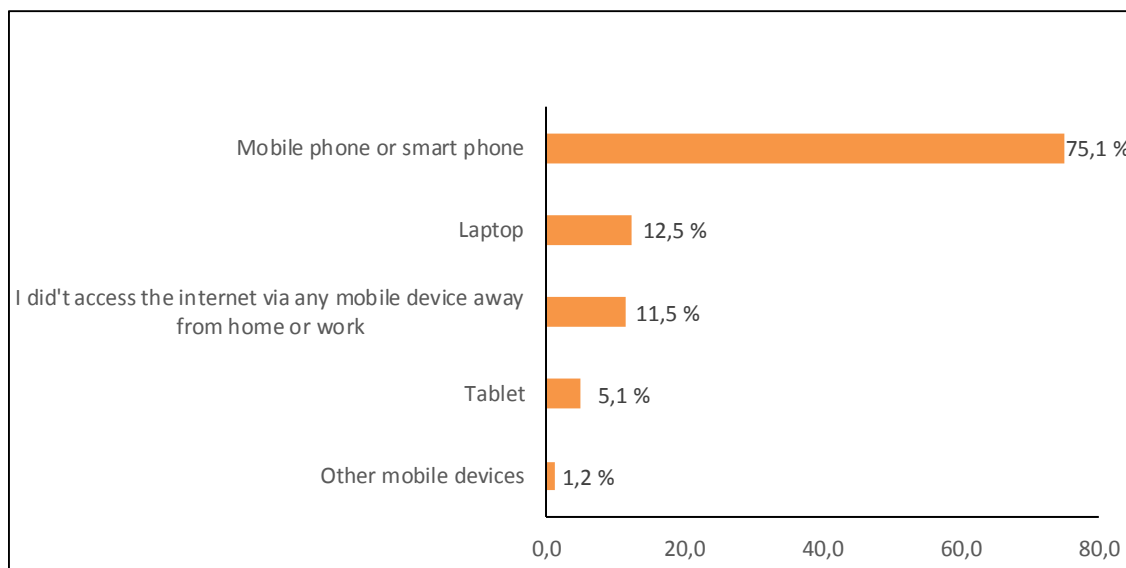
### 2.4. Use of devices for Internet in the last 3 months

**Graph 8. Use of devices for Internet in the last 3 months in 2018 in %**



## 2.5. Use of electronic devices to access the Internet away from home or work in the last 3 months

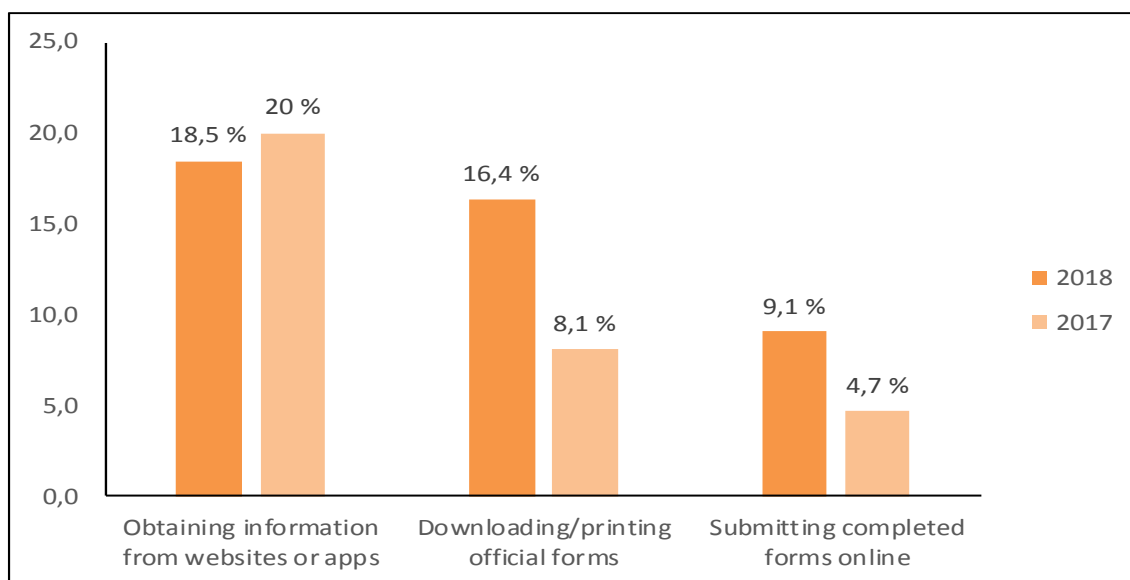
**Graph 9. Use of electronic devices to access the Internet away from home or work in the last 3 months in 2018 in %**



### 3 Use of E-Government

#### 3.1. Use of the Internet for private purposes for public services, government agencies or administration in the last 12 months

**Graph 10. Use of the Internet for private purposes in the last 12 months to get services from government agencies or administration, in %**

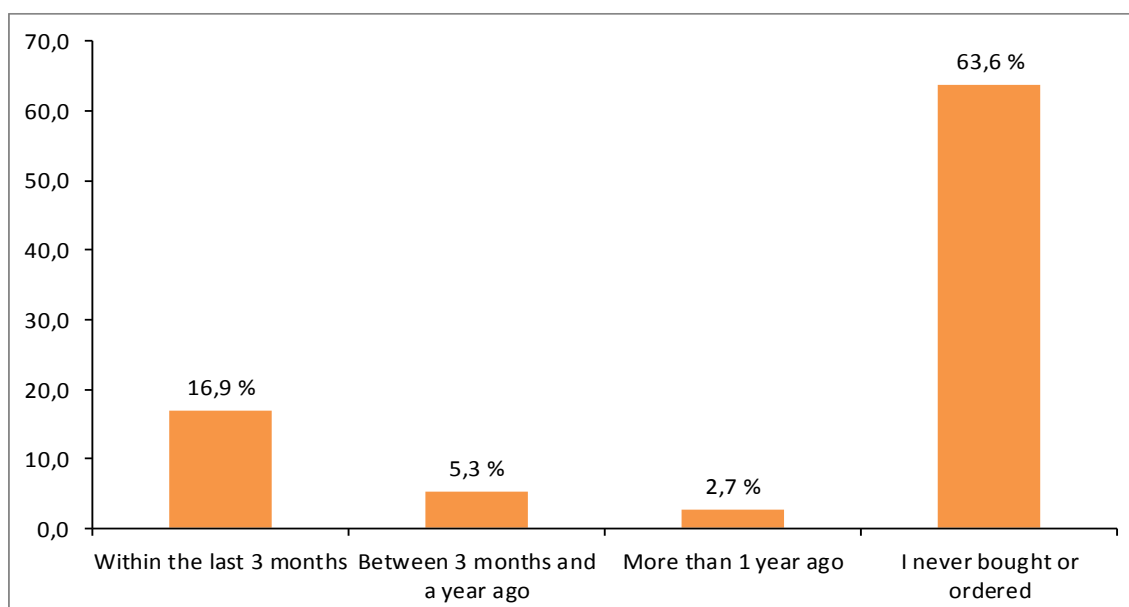


Almost every fifth individual has used the internet for private purposes for activities such as public services, government agencies or administration over the last 12 months, compared to 2017 the use of the internet for private purposes has decreased by 1.5 percent.

## 4 Use of E-Commerce

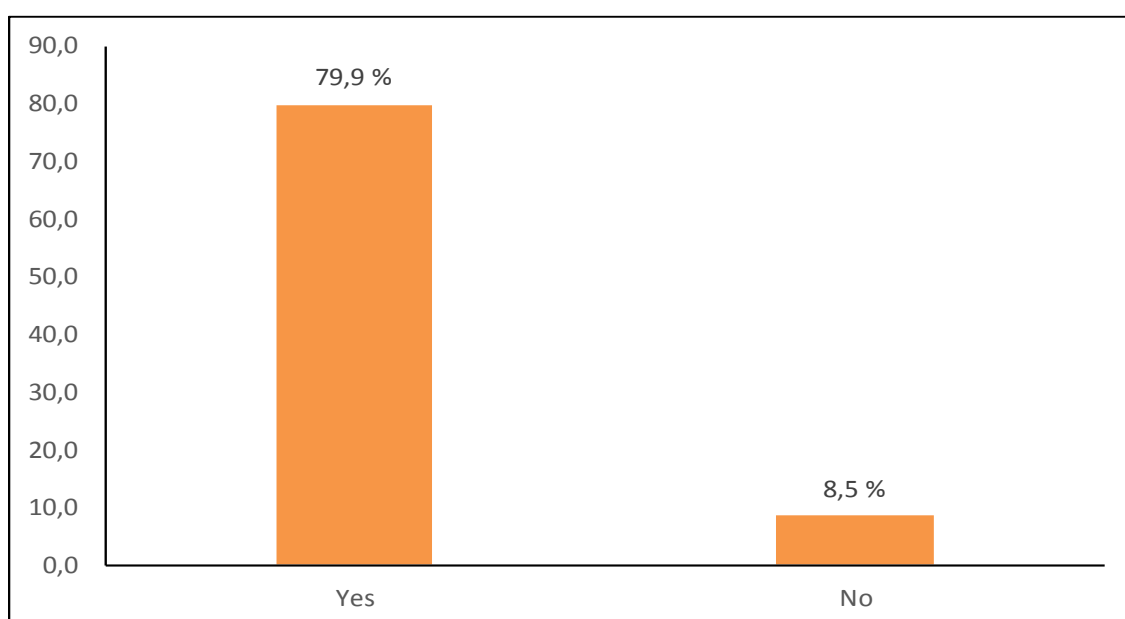
### 4.1. Buying or ordering any goods and services over the Internet the last time

**Graph 11. Buying or ordering any goods or services for private use over the Internet the last time, in 2018 in %**



### 4.2. Use of smart phone for private purposes

**Graph 12. Use of the smart phone for private purposes by households in 2018 in %**



## 5 CONCLUSIONS

The rapid development of the use of Information and Communication Technology has been also observed by the results of the ICT 2018 survey.

In 2018, households in Kosovo had access to the Internet at home from any device by 93.2% of the population (Graph 1).

The data in Graph 2 indicates the Internet users by age group, where age group 35 - 44 leads with the use of Internet by 20.6 percent (Graph 2).

Internet users by gender, males use the Internet by 59.23 percent, while females use the Internet by 35.36 percent (Graph 3).

Of the 93.2% of the households that had access to the Internet via fixed and mobile connection, 90.2% were served with fixed connection, while 24.6% with mobile connection (Graph 4).

The data in Graph 3 indicates the intensive use of the Internet. 87.7% of individuals who used the Internet during the three months prior to the interview, while 10.6% of individuals stated that they have never used the internet (Graph 5).

Of the 87.7% of individuals who used the Internet during the three months prior to the interview, 82.5% used the Internet every day or almost every day (Graph 6).

Use of Internet: Of the 82.5% of individuals who used the Internet every day or almost every day, 72.4% used the Internet several times a day (Graph 7).

84.9% of individuals have used the Internet over the last three months by mobile phone (Graph 8).

75.1% of individuals have used the internet away from home or work over the last three months by mobile phone (Graph 9).

Every fifth individual has used the internet for private purposes for activities such as public services, government agencies or administration over the last 12 months (Graph 10).

16.9% of individuals have the last time purchased or ordered goods or services for private use via the internet (Graph 11).

79.9% used the smart phone for private purposes in households in 2018 (Graph 12).

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# Kosovo Agency of Statistics

## *short description*

**Kosovo Agency of Statistics** is a professional institution which deals with collection, processing and publication of official statistical data. As such acts since 1948 and has passed through several historical stages, structured according to state regulation of those times.

On 2 August 1999, the Agency has resumed his professional work (after nine years of interruption of all statistical series detrimental to the interest of Kosovo), as an independent institution under the Ministry of Public Administration. Since 12.12.2011 the Agency operates in the frames of the Prime Minister's Office. Office is funded by the Kosovo Consolidated Budget, but also by donors for specific projects and for technical professional support.

**Kosovo Agency of Statistics** acts according to the Law No. 04/L-036 which entered into force on 12.12.2011. Programme of Official Statistics 2013/2017 is in implementation for the development of statistical system in correlation with the European Union statistics (EUROSTAT).

**Kosovo Agency of Statistics** has this organizational structure: production departments; (Department of Economic statistics and National Accounts, Department of Agriculture and Environment statistics and Department of Social statistics. **Support Departments**; Department of Methodology and Information Technology, Department of Policy Planning, Coordination and Communication, Department of Census and survey and Department of Administration. **Within the Agency are also established Regional Offices**; Gjakove, Gjilan, Mitrovica, Peja, Prizren, Pristina and Ferizaj

In KAS are employed in total 155 workers, of whom 100 (68,0 %) at the headquarters of the Agency, while in the Regional Offices, 47 (32,0%). Agency's educational qualifying structure is as follows: 75,5% with university education, 12,3% with with non-tertiary education, and 12.3% with secondary education.

We have professional and technical cooperation with all Ministries of the Government of Kosovo, especially with the Ministry of Economy and Finance, Central Bank of Kosovo, with international institutions, EUROSTAT, International Monetary Fund, World Bank, Sweden's SIDA, DFID, UNFPA, UNDP, UNICEF, and with the statistical institutions of the countries in the region.

**Kosovo Agency of Statistics** almost completely covers the territory of Kosovo, based on the statistical structure of the enumeration areas as the basic unit and sole in the country from which it gets first hand information. All surveys conducted in the field use the extension of the samples in these enumeration areas but also a statistical methodology according to international recommendations. During the collection of statistical data and reports from reporting entities are involved professionals, technicians, administrators, servants of the country offices, field enumerators from regional offices, etc.

In 2011, the project of Population Census , Households and Dwellings was successfully implemented, and in 2014 was successfully carried out the Agriculture Census. The result obtained from these censuses will have an important role in the development policies.

**The mission of the Agency**; to meet the needs of users with qualitative statistical data, objective, in time and space so that users have reliable base to conduct regular analysis in the interest of planning and project development at the municipal and country level. To support government institutions, scientific institutes, research academies, businesses in order to provide proper information for decision-makers and other users in Kosovo.

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