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Qeveria - Vlada - Government
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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, 2017





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F o r e w o r d

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

Recognizing the importance of these technologies, the Kosovo Agency of Statistics (KAS) conducted a pilot survey in 2016 on the use of information and communication technology (ICT) in households and individuals. The main purpose of this activity was to test the methodology, tools as well as preparation for the development of the ICT as regular survey.

In 2017, the Living Standard Unit at KAS conducted the regular ICT survey according to the Eurostat methodology in whole territory of the Republic of Kosovo, by including the households and individuals of the category 16-74 years-old. The reference period was three months before the interviewing and the interview has been conducted by direct method (face to face).

The household survey was conducted on a two-phase sample. In the first phase, randomly selected enumeration areas have been selected by region and by urban and rural areas throughout the territory of Kosovo. While in the second phase, households for each enumeration area were systematically selected.

The sample size was 3750 households and 3750 individuals.

Professional support for the development of ICT 2017 survey has been provided by GOPA through the Eurostat project IPA 2014. We thank the experts of these organizations for their contribution.

The KAS staff at the regional level contributed to the development of this survey. On this occasion, we thank the regional offices workers who contributed to the collection of ICT survey data.

Comments, remarks, suggestions and proposals regarding this publication are welcomed and can be emailed to infoask@rks-gov.net

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January, 2018

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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

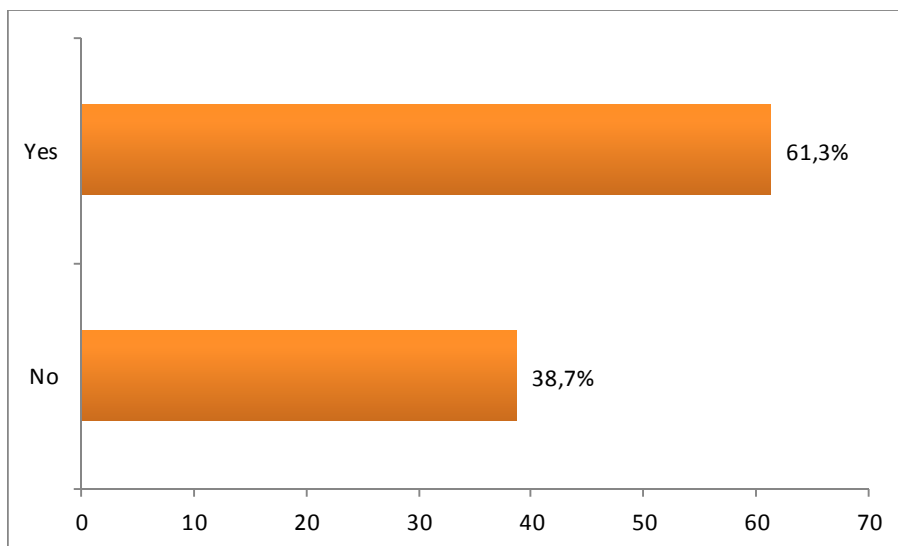
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1 Access to information and communication technology in households

1.1 Access to a computer at home

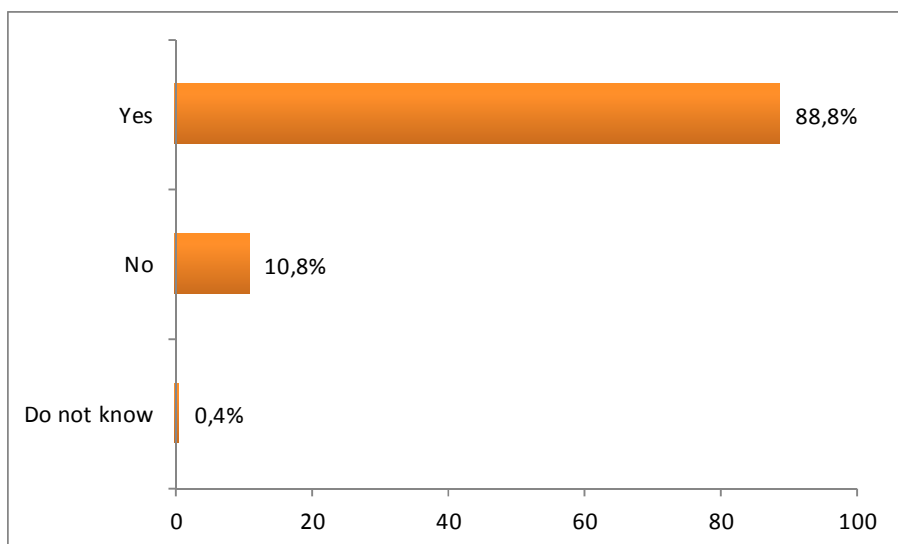
Graph 1. Households in Kosovo with access to computer at home in 2017, %



In 2017, 61,3% of households in Kosovo had access to computers, while 38,7% stated that they had no access to any type of computer (eg desktop, laptop, netbook, tablet, excluding smartphones).

1.2 Access to Internet at home

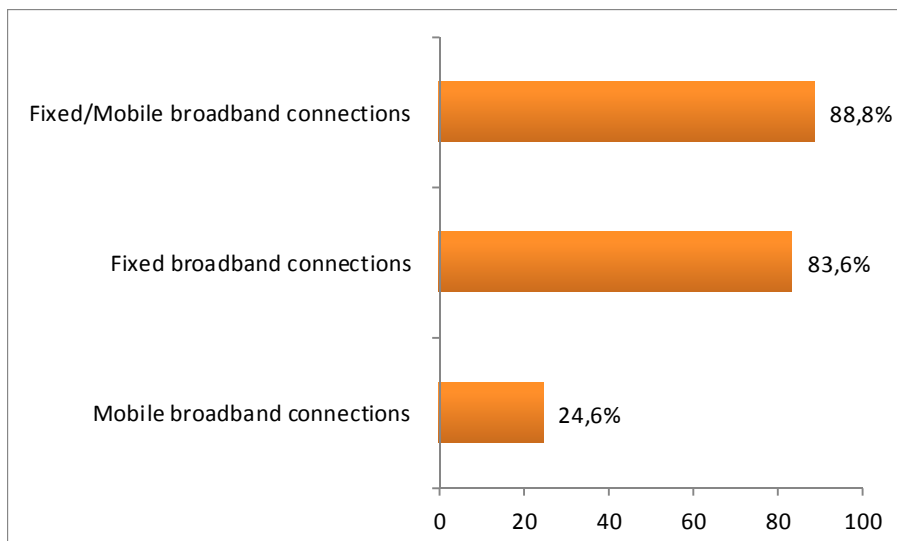
Graph 2. Households in Kosovo with access to Internet at home in 2017, %



As expected, most of households, 88,8%, had access to Internet at home, from any kind of device.

1.3 Type of Internet access at home

Graph 3. Type of Internet access at home, 2017, %



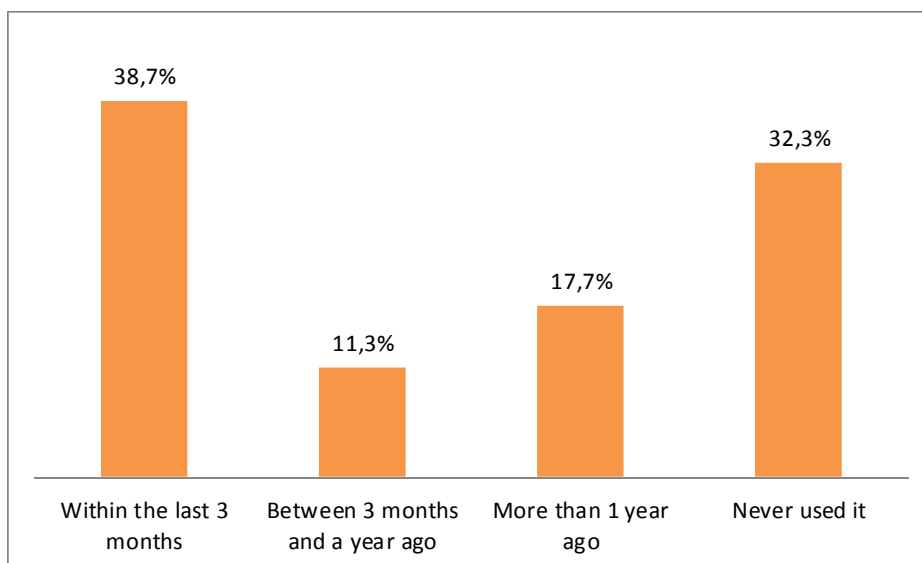
Of the 88,8% of the households that had access to the Internet via fixed and mobile broadband connections, 83,6% were served with the fixed connections, while 24,6% with the mobile connections.

Respondents were asked about the fixed broadband connections as eg. DSL, ADSL, VDSL, cable internet, satellite internet, WiFi networks. Mobile connection is included through the mobile phone network, over 3G, 4G, LTE (eg UMTS), using (SIM) card or USB, mobile phone or smartphone.

2 Use of computers by individuals ages 16-74 years

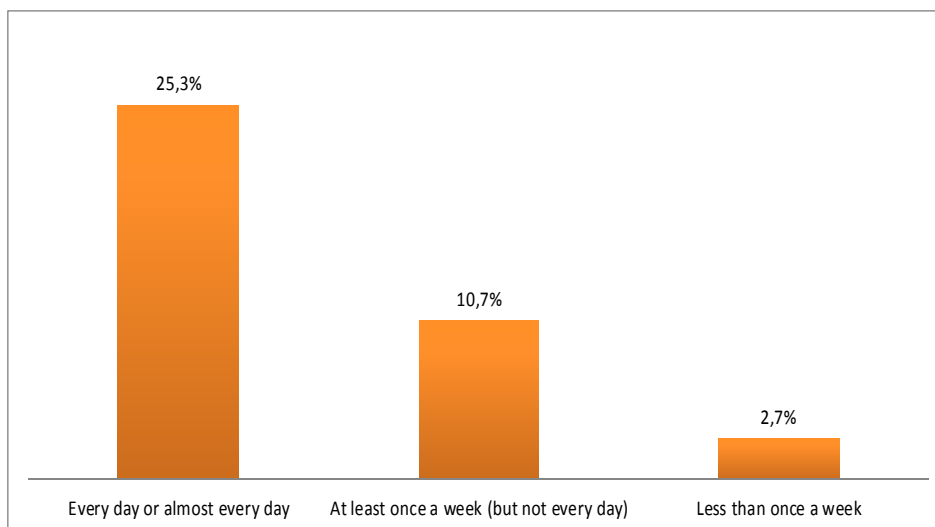
2.1 Using the computer the last time

Graph 4. Individuals in households in Kosovo who used computers at home, at work or other places, %



2.2 Using the computer in the last three months

Graph 5. Frequency of computer use by individuals in households at home, at work or other places in the last three months, %

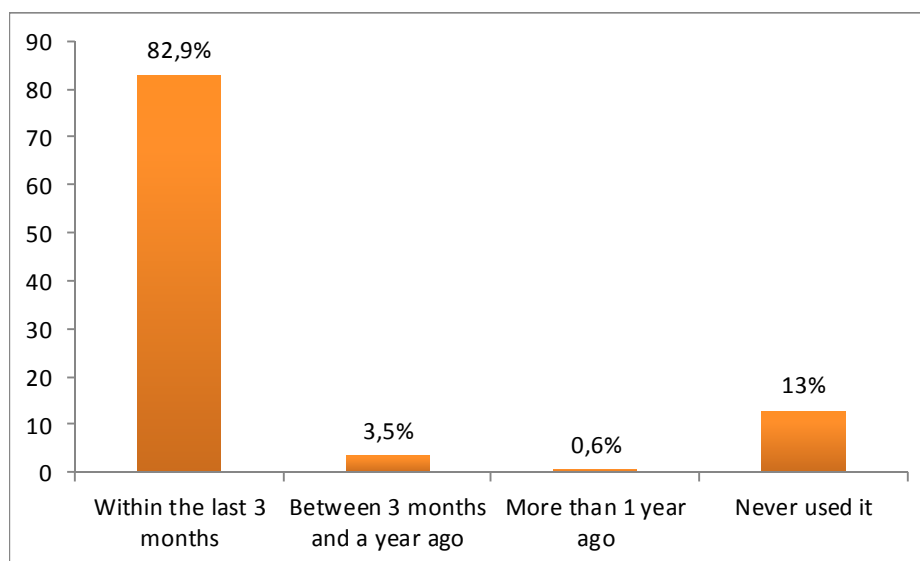


Of the 38,7% of individuals who used the computer at home, at work or other places in the last three months before the interview, 25,3% used the computer every day or almost every day.

3 Use of internet by individuals ages 16-74 years

3.1 Using the Internet the last time

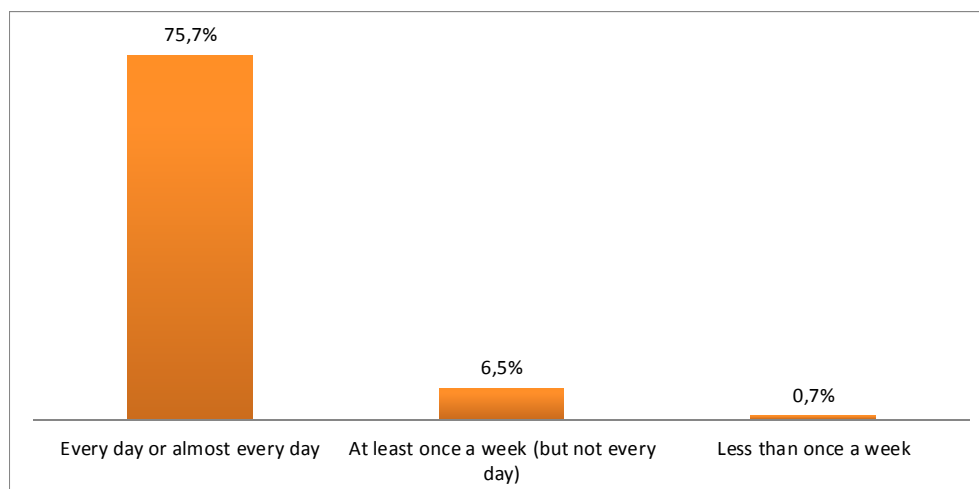
Graph 6. Individuals in households in Kosovo who used internet at home, at work or other places, %



The data in the Graph above clearly shows the intense use of the Internet. 82,9% of the individuals used the Internet at home, at work or other places in the last three months before the interview, while 13% of individuals stated that they have never used the Internet.

3.2 Using the Internet during the last three months

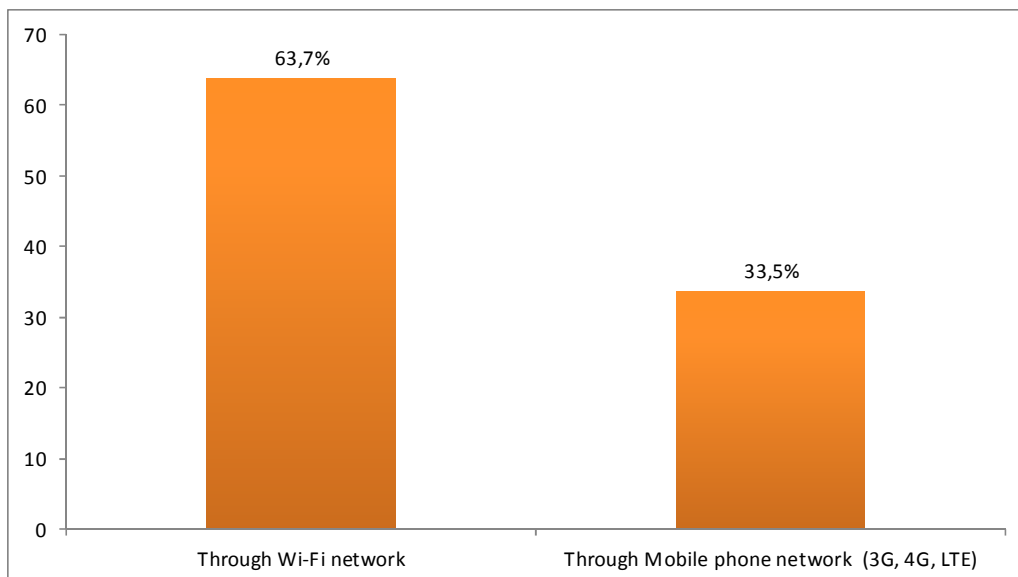
Graph 7. Frequency of internet use by individuals in households at home, at work or other places in the last three months, %



Of the 82,9% of individuals who used the Internet at home, at work or other places in the last three months before the interview, 75,7% used the internet every day or almost every day.

3.3 Use of electronic devices to access the Internet away from home or work in the last three months

Graph 8. The manner of using a mobile phone or smartphone to access the Internet away from home or work in the last three months, %

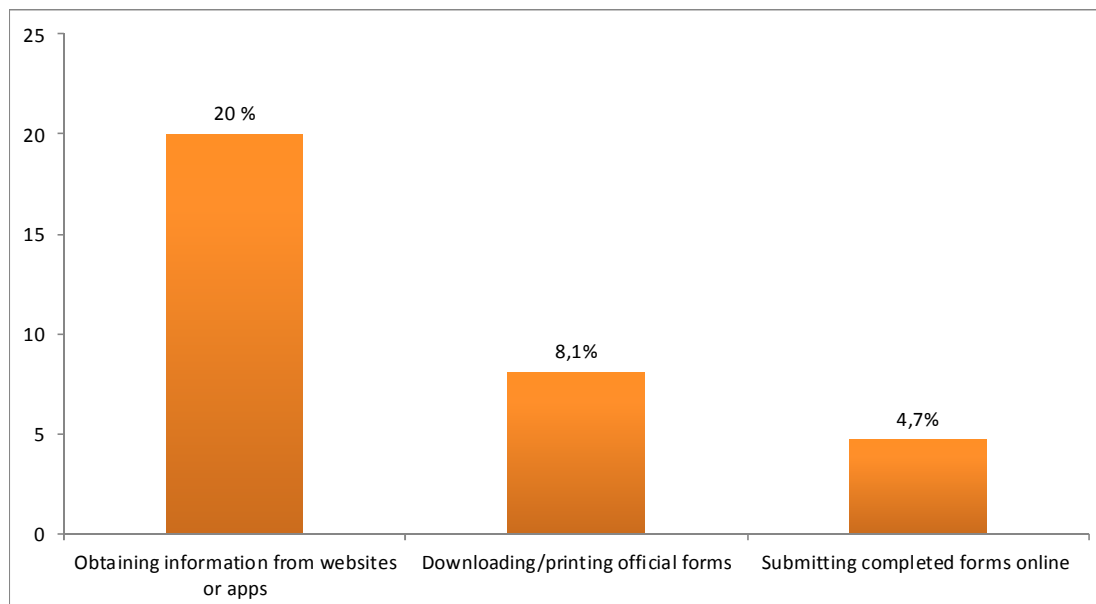


The use of the Internet via Wi-Fi is almost twice as big as the mobile phone network (3G, 4G, LTE).

4 Use of E-Government

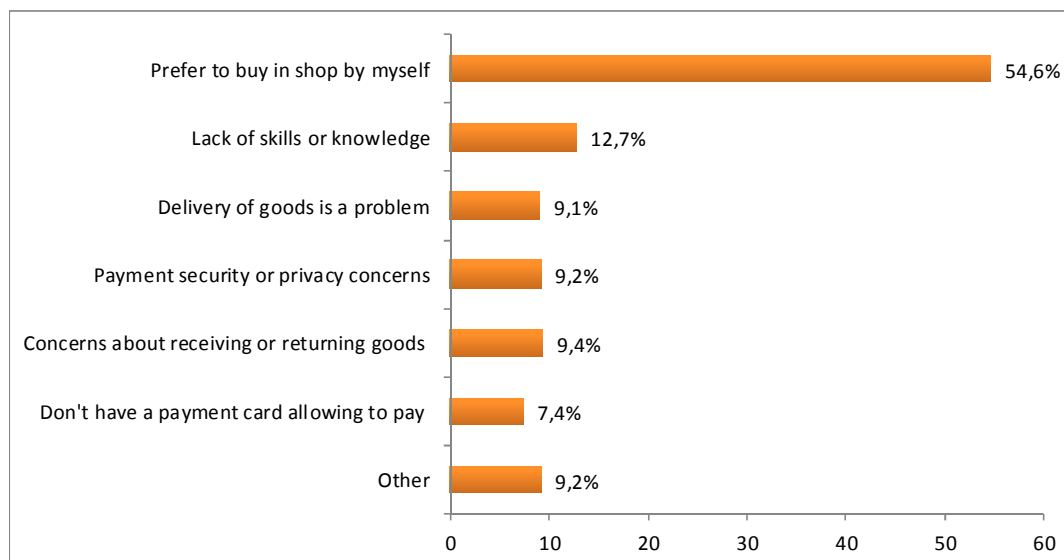
4.1 Use of the Internet for private purposes in the last 12 months

Graph 9. Using the Internet for some activities in government authorities or public services for private purposes in the last 12 months, %



Every fifth individual used the internet for private purposes for activities in government authorities or public services in the past 12 months.

Graph 10. Reasons for not buying or ordering any goods or services for private use over the Internet in the last 12 months, %



It is noted that the tradition of preference buying directly in the store continues, with 54,6%.

5 Conclusions

The rapid development of the use of Information and Communication Technology is also noted by the results of the ICT 2017 survey.

In 2017, 61.3% of households in Kosovo had access to computers, while 38,7% declared that they had no access to any type of computer (eg desktop, laptop, netbook, tablet, excluding smartphones). (Graph 1)

As expected, most of households, 88,8%, had access to internet at home from any device. (Graph 2)

Of the 88,8% of the households that had access to the Internet via fixed and mobile broadband connections, 83,6% were served with the fixed connections, while 24,6% with the mobile connections. (Graph 3)

Of the 38,7% of individuals who used the computer at home, at work or other places in the last three months before the interview, 25,3% used the computer every day or almost every day. (Graph 5)

The data in the Graph 6 clearly shows the intense use of the Internet. 82,9% of the individuals used the Internet at home, at work or other places in the last three months before the interview, while 13% of individuals stated that they have never used the Internet.

Of the 82,9% of individuals who used the Internet at home, at work or other places in the last three months before the interview, 75,7% used the internet every day or almost every day. (Graph 7)

The use of the Internet via Wi-Fi is almost twice as big as the mobile phone network (3G, 4G, LTE). (Graph 8)

Every fifth individual used the Internet for private purposes for activities in government authorities or public services in the last 12 months. (Graph 9)

It is noted that the tradition of preference buying directly in the store continues, with 54,6%. (Graph 10)

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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. Strategic development plan 2009-2013 is the middle term 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

Number of employees and budget are still limited. In KAS are employed in total 143 workers, of whom 98 (68,58 %) at the headquarters of the Agency, while in the Regional Offices, 45 (31,5%). Agency's educational qualifying structure is as follows: 61,7% with university education, 15,4% with with non-tertiary education, and 17.5% 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, UNIVEF, 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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