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Republika Kosova-Republic of Kosovo
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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 2019





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Results of the Survey on Use of Information and Communication Technology 2019



AGJENCIA E STATISTIKAVE TË KOSOVËS
AGENCIJA ZA STATISTIKE KOSOVA
KOSOVO AGENCY OF STATISTICS

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Foreword

The development and use of information and communication technology has transformed modern society into "information society". Its main characteristic 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. This is the third publication in a row on the results of ICT use by households and individuals which contains data for 2019 and comparability with previous years.

The survey was conducted in the entire territory of the Republic of Kosovo by households and by individuals in the category of age 16-74. The reference period was three months before the interview. Data were collected through the CAPI (tablet) method by conducting the 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 selected by random method. The sampling size was 3750 households and 3750 individuals.

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

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List of Abbreviations

- ICT - Information and Communication Technology
- KAS - Kosovo Agency of Statistics
- DSS - Department of Social Statistics
- CAPI - Computer Data Collection (Computer Assisted Personal Interviewing)

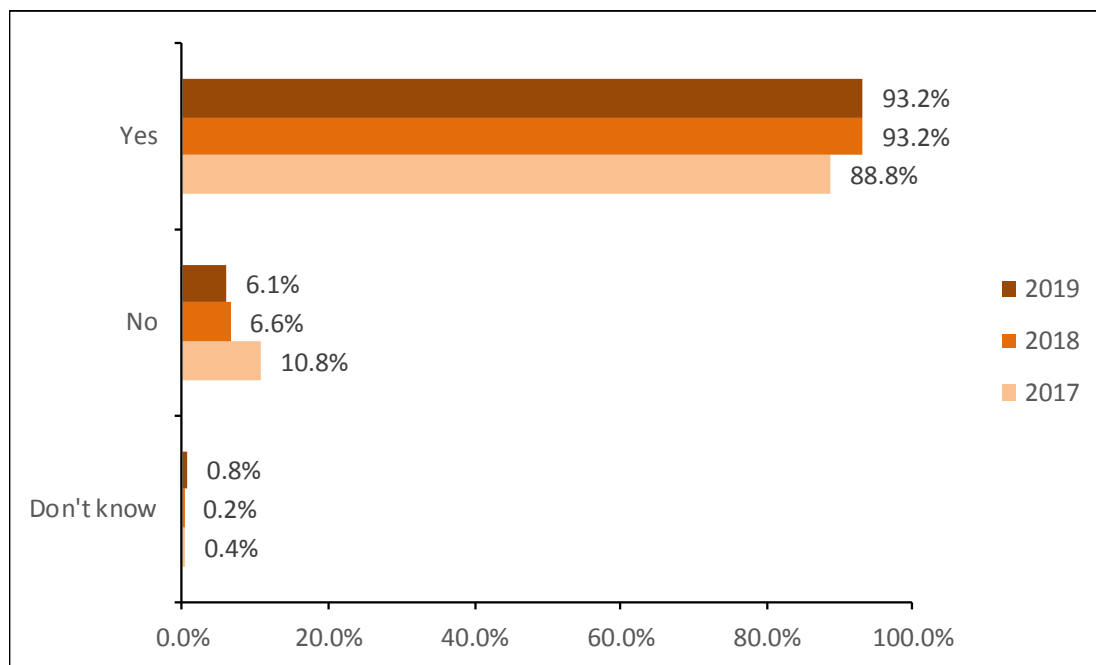
List of Contents

	Page
1 Access to information and communication technology by households	5
1.1 Access to the internet at home.....	5
1.2 Use of the Internet by age group.....	6
1.3 Use of the Internet by gender.....	7
1.4 Type of Internet access.....	8
2. Use of the Internet by individuals of age 16-74 in 2019	9
2.1 Use of the Internet the last time	9
2.2 Use of the Internet in the last 3 months	10
2.3 Use of the Internet several times during the day.....	11
2.4 Use of electronic devices to access the Internet away from home or work in the last 3 months....	12
2.5 Use of the Internet online services for private purposes to save documents in the last months....	13
3 Use of E-Government.....	14
3.1 Use of the Internet for private purposes for public services, Government agencies or administration in the last 12 months	14
4 Use of E-Commerce	15
4.1 Buying or ordering any goods and services over the Internet the last time	15
4.2 Buying or ordering any goods and services for private use over the Internet in the last 12 months	16
4.3 Buying or ordering of goods or services for private use over the Internet within the last 3 months in 2018-2019	17
4.4 Buying or ordering of goods or services for private use over the Internet within the last 3 months in 2018-2019	18
5 Security in Internet.....	19
5.1 Copy or back up your files (documents, photos, etc.) to any external device or to the Internet (cloud services) for private purposes	19
6 Conclusions	20

1 Access to information and communication technology by households

1.1 Access to the internet at home

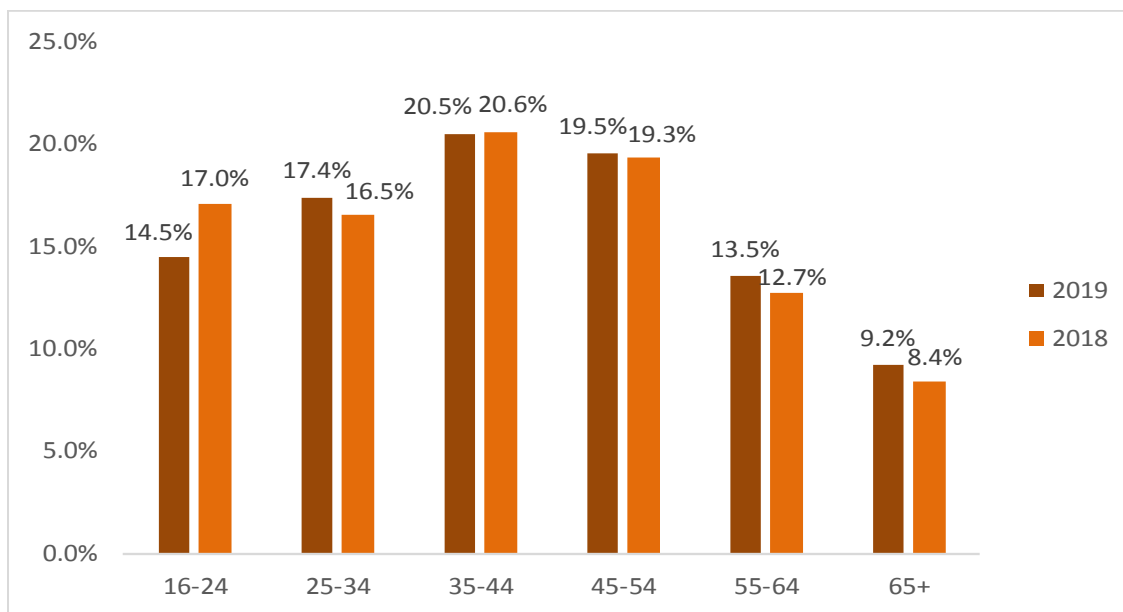
Graph 1. Households in Kosovo with access to the Internet at home in 2017-2019 in, %



As indicated in Graph 1, in 2017 the percentage of households with internet access was 88.8%, while in 2018 it increased by 4.4 percent compared to 2017 where in 2018 it was 93.2%, while in 2019 changes were not observed in the percentage of households with access to internet where 93.2% of households in Kosovo had internet access at home from any device, while households that did not have internet access at home from any device compared to the year 2018 decreased by 0.55%.

1.2 Use of the Internet by age group

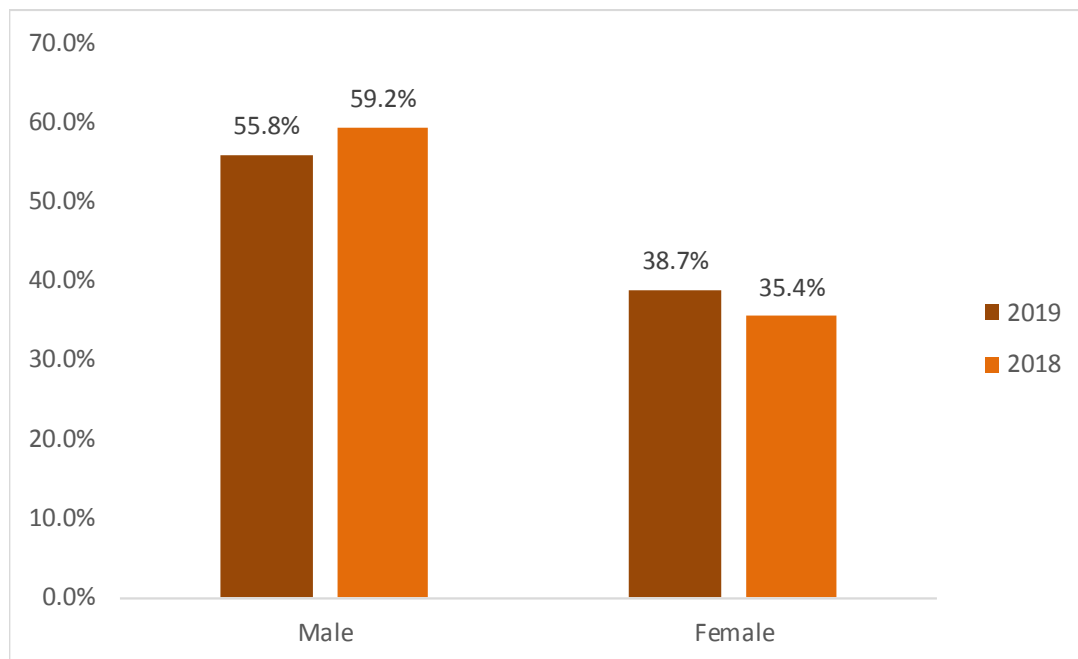
Graph 2. Access to the internet at home by age group in 2018 and 2019 in, %



As indicated in Graph 2, also in 2019 households with internet access at home are dominated by the age group of 35-44 years, where 20.5% had internet access at home by any device; compared to the year 2018 the decrease by 0.1% is observed.

1.3 Use of the Internet by gender

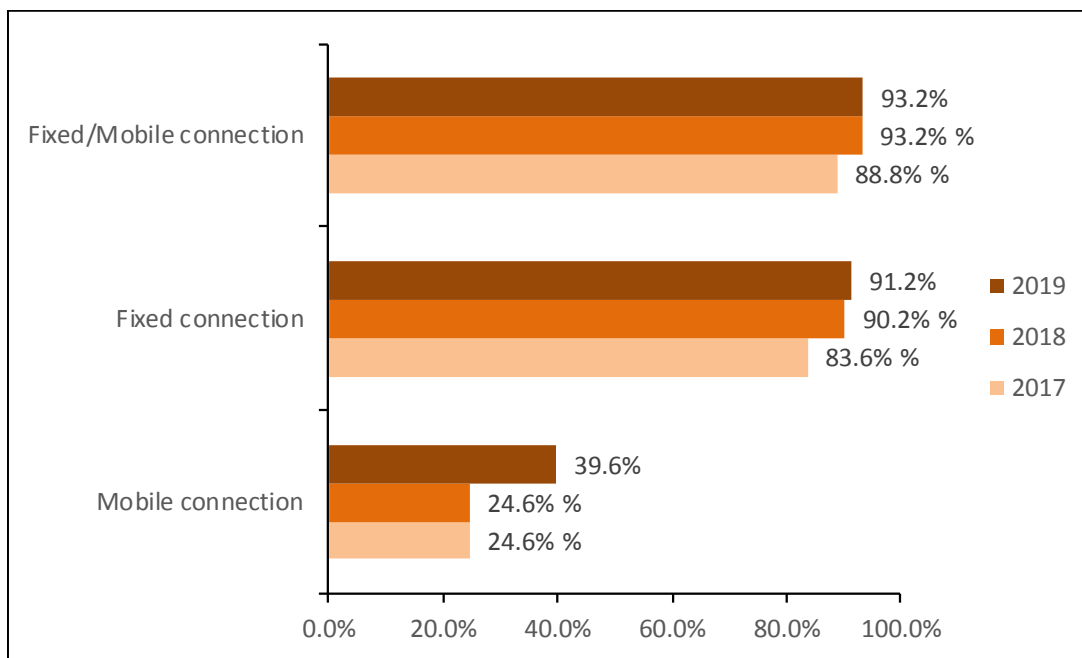
Graph 3. Use of the Internet by gender with access to Internet at home in 2018 and 2019 in, %



The data presented in Graph. 3 indicate that also this year male gender dominates the internet use by 55.8%. Compared to 2018, the use of Internet by males decreased by 3.4%, while the use of Internet by females increased by 3.3%.

1.4 Type of Internet access

Graph 4. Type of the internet access by households in 2019 in, %



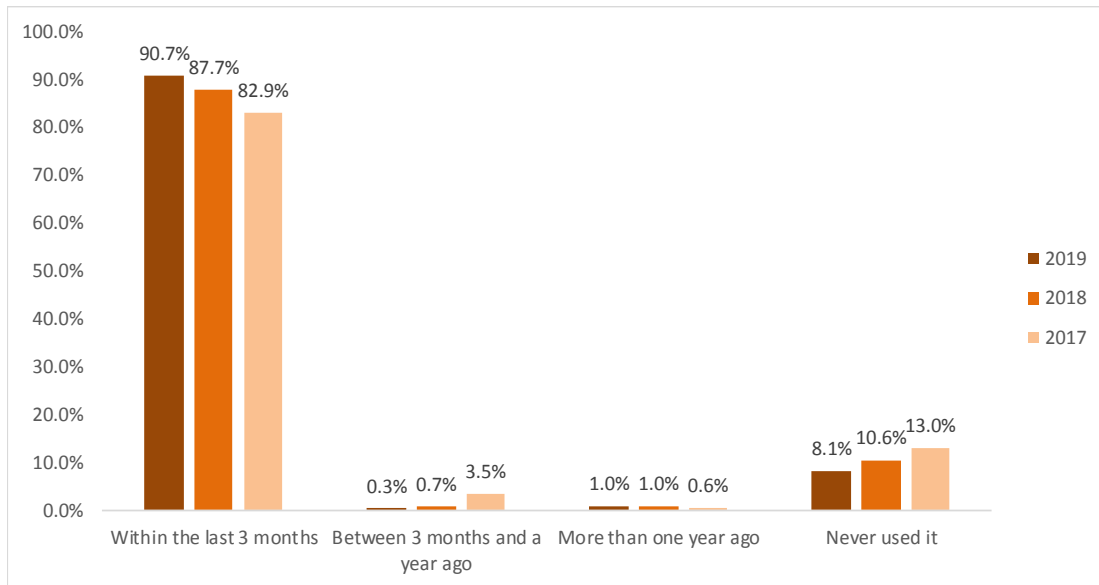
Of the 93.2% of households that had access to the Internet via fixed and mobile connection, 91.2% are served with the fixed connection, while 39.6% with the mobile connection. Compared to 2018, it is observed that there has been no change in percentage in the fixed and mobile connection, there has been an increase in the use of fixed connection by 1 percent while in mobile connection there has been an increase by 15 percent.

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 2019

2.1 Use of the Internet the last time

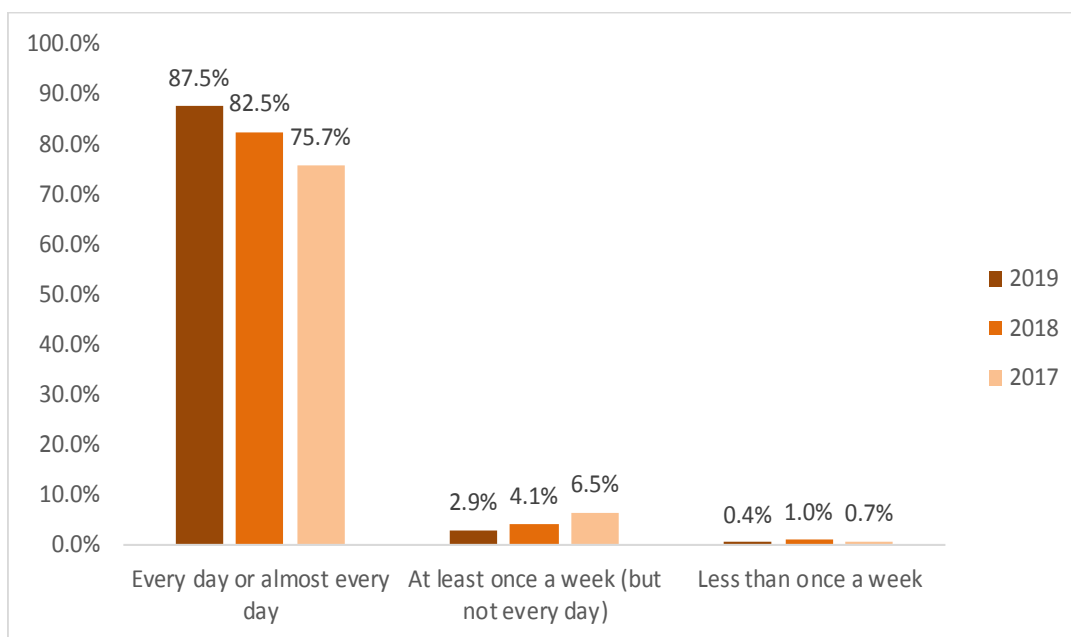
Graph 5. Use of Internet the last time (home, work or other places) in 2017-2019 in, %



The data in the Graph 5 clearly indicate an intensive use of the Internet where 90.7% of individuals used the Internet during the three months prior to the interview while 8.1% of individuals stated that they never used the Internet, while compared to 2018 there is an increase by 3 percent of the individuals who used the Internet in the three months prior to interview, while there is a decrease in the percentage of individuals who have never used the internet, by 2.5 percent.

2.2 Use of the Internet in the last 3 months

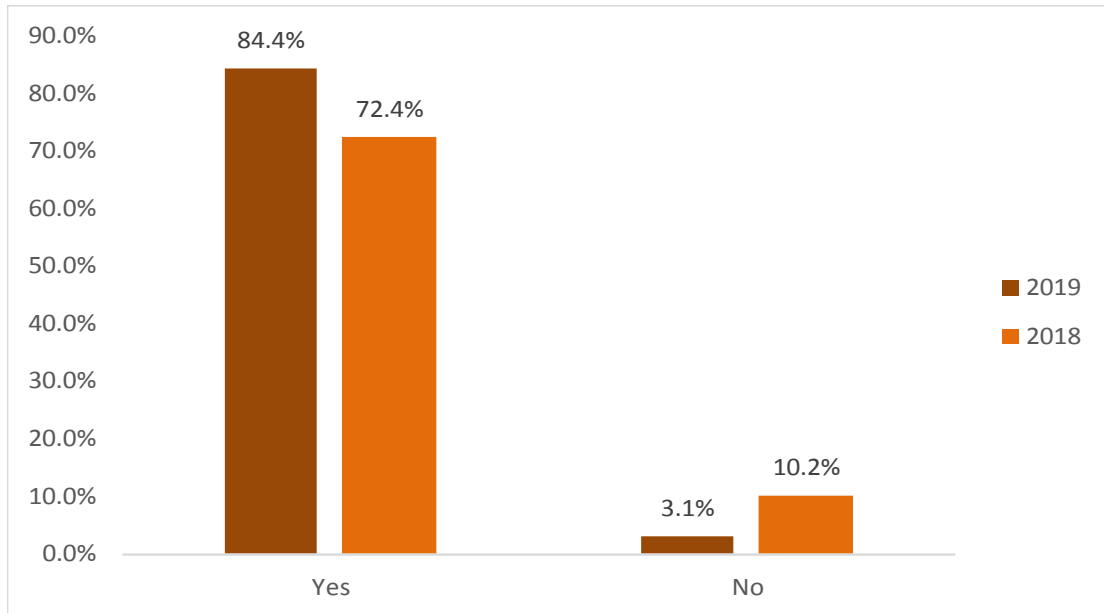
Graph 6. Frequency of the use of the Internet by individuals in the households in the last 3 months in 2017-2019 in %



Of the 90.7% of individuals who used the Internet during the three months prior to the interview, 87.5% used the Internet every day or almost every day, meanwhile compared to 2018, the use of the Internet by individuals increased by 5 percent.

2.3 Use of the Internet several times during the day

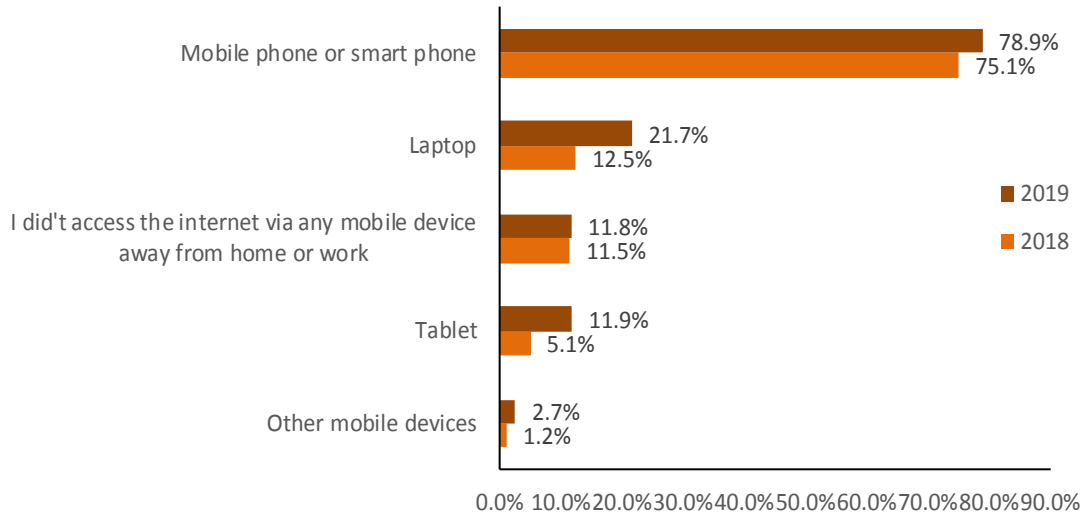
Graph 7. Frequency of the use of Internet by individuals in the households several times during the day in 2018-2019 in, %



The Graph above indicates that 87.5% of individuals have used the Internet every day or almost every day, while 84.4% have used the Internet several times during the day in 2019. Compared to 2018, we observe that the use of Internet by individuals in 2019 increased by 12 percent.

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

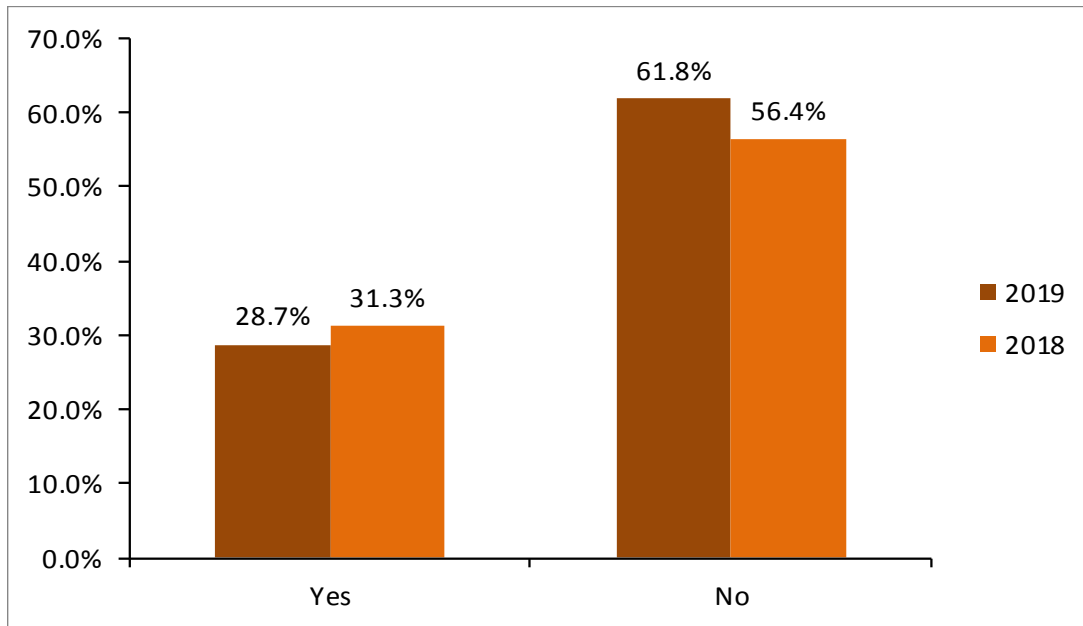
Graph 8. Use of electronic devices to access the Internet away from home or work in the last 3 months in 2018 - 2019 in, %



The data in Graph 8 indicate that 78.9% of individuals who have had internet access away from home or work in the last 3 months in 2019 via mobile phone. Compared to 2018 there has been an increase in the use of internet by individuals through mobile phones by 3.8 percent.

2.5 Use of the Internet online services for private purposes to save documents in the last months

Graph 9. Use of Internet online services for private purposes to save documents, pictures, music, video or other pictures e.g Google Drive, Dropbox, Windows, iCloud, Amazon Cloud Drive

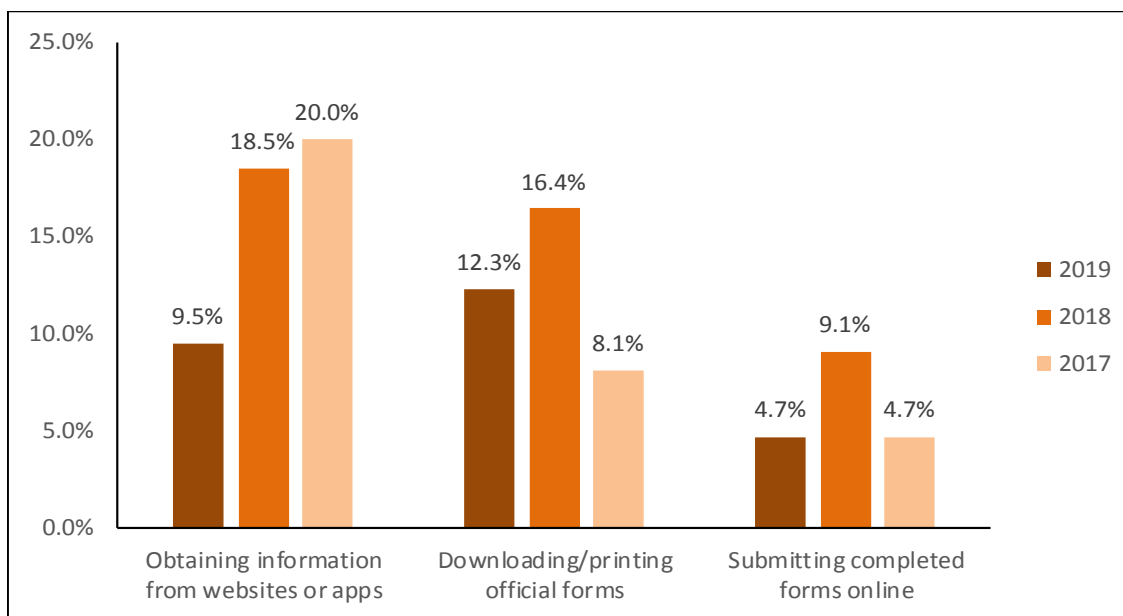


The data in Graph 9 indicate that the use of online services for private purposes of online document storage space in the last 3 months in 2019 is 28.7%. Compared to 2018, the use of internet for private purposes decreased by 2.6 percent.

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 %

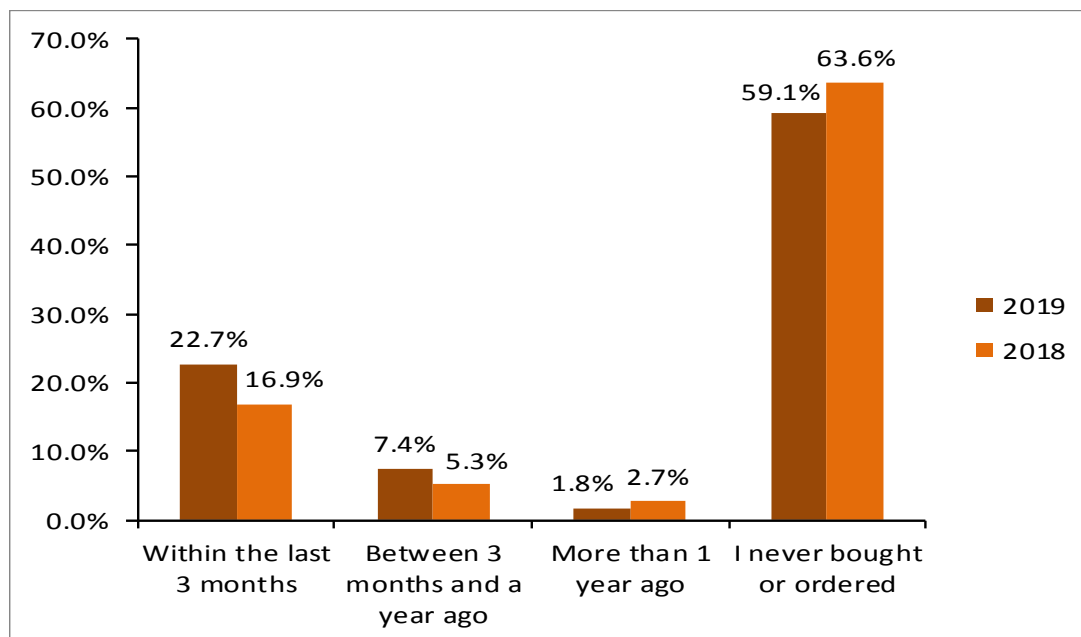


Of the 9.52 percent who have used the Internet for private purposes for activities such as public services, government agencies or administrations, in the last 12 months, compared to 2018 there is a decrease by approximately 9 percent to obtain information from websites or apps. There has also been a decline to download / print official forms of about 4 percent and by 4.4 percent in submitting completed forms online.

4 Use of E-Commerce

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

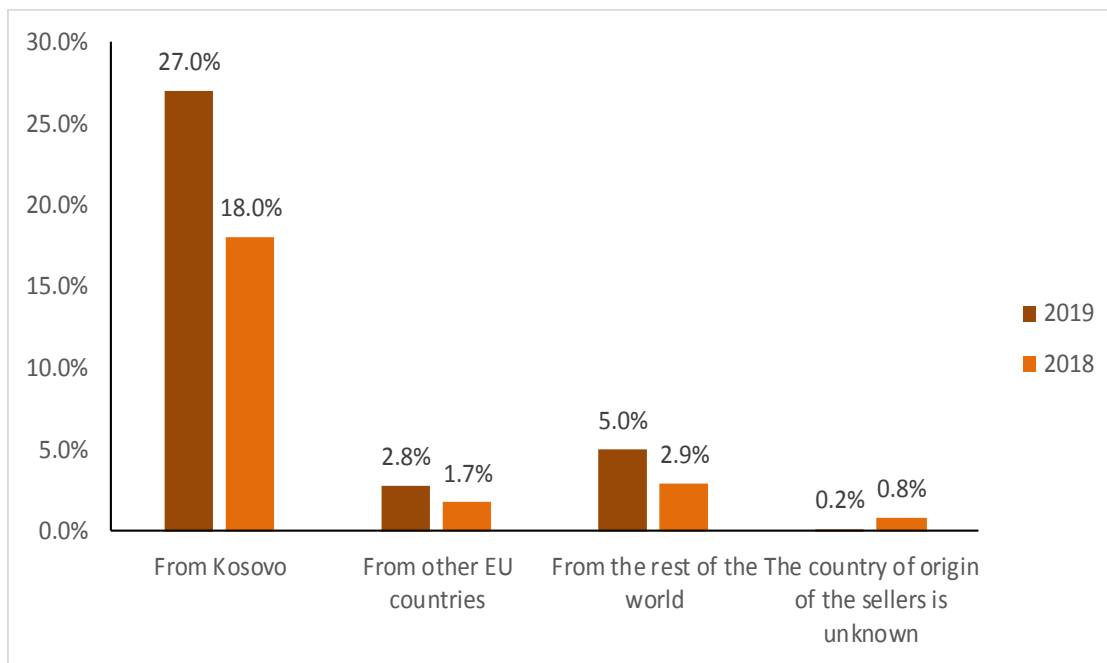
Graf 11. Buying or ordering any goods or services for private use over the Internet the last time, in 2019 in %



The data presented in Graph 11 indicate that in 2019 the purchase or ordering of goods and services online by individuals 3 months prior to the interview is 22.7%. Compared to 2018 the purchase or ordering of goods through the internet increased by 5.8 percent, while the individuals who never bought or ordered goods and services over the internet is 59.1%.

4.2 Buying or ordering any goods and services for private use over the Internet in the last 12 months

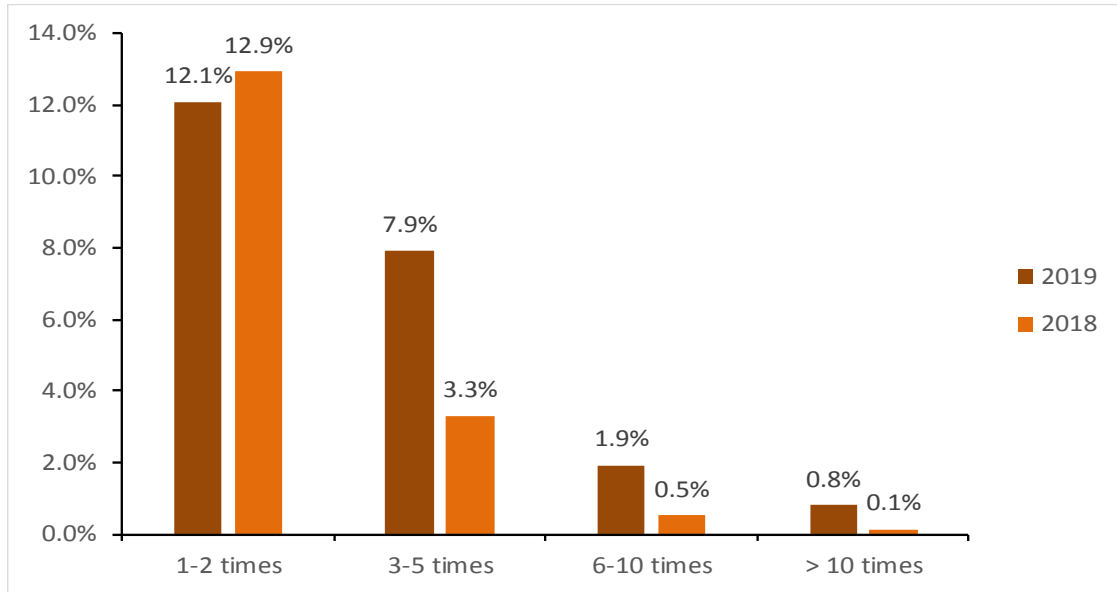
Graf 12. Country where the purchase or order of goods or services is made over the Internet for private use in 2018-2019 in %



The data presented in Graph 11 indicate that in 2019 the purchase or ordering of goods and services over the internet for private use in the last 12 months in Kosovo is 27%. Compared to 2018, the purchase or ordering of goods and services for private use has increased by 9 percent.

4.3 Buying or ordering of goods or services for private use over the Internet within the last 3 months in 2018-2019

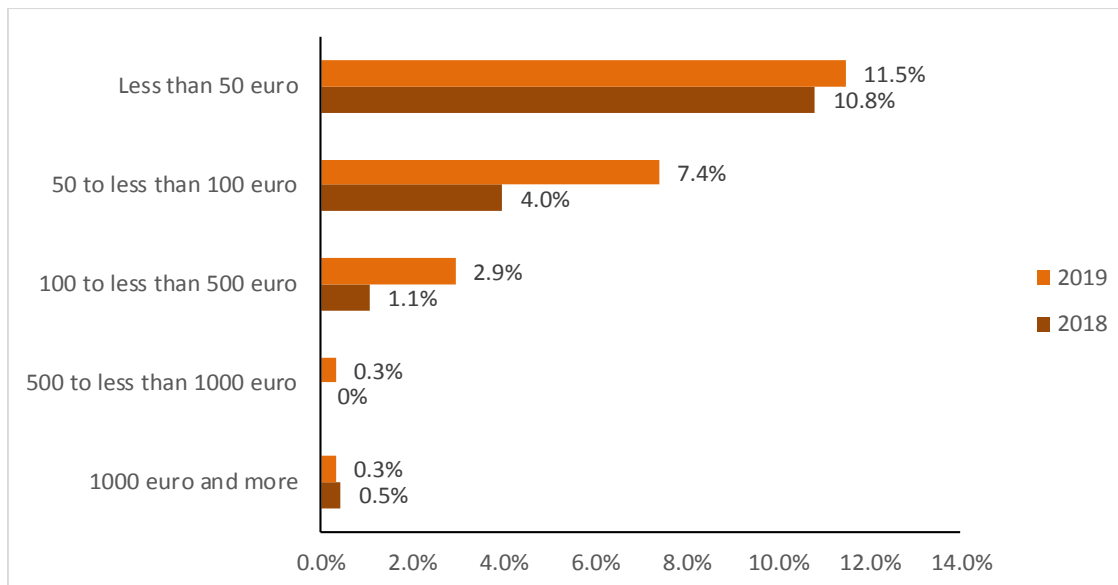
Graph 13. How many times the goods were ordered or purchased or services over the internet for private use in 2019 in percentage (%)



In 2019, 12.1 percent of respondents stated that during the reference period of 2019 they purchased or ordered goods or services for private use over the Internet 1-2 times. Compared to 2018, there is a decrease by 0.8 percent, while there was an increase by 4.6 percent of those who stated that they purchased or ordered goods or services over the internet 3-5 times during this reference period, as well as of those who stated that they purchased or ordered goods or services over the internet 6-10 times by 1.4 percent, and for more than 10 times by 0.7 percent.

4.4 Buying or ordering of goods or services for private use over the Internet within the last 3 months in 2018-2019

Graph 14. Amount of money spend by individuals on the purchase or ordering of goods or services for private use over the internet in 2019 in %

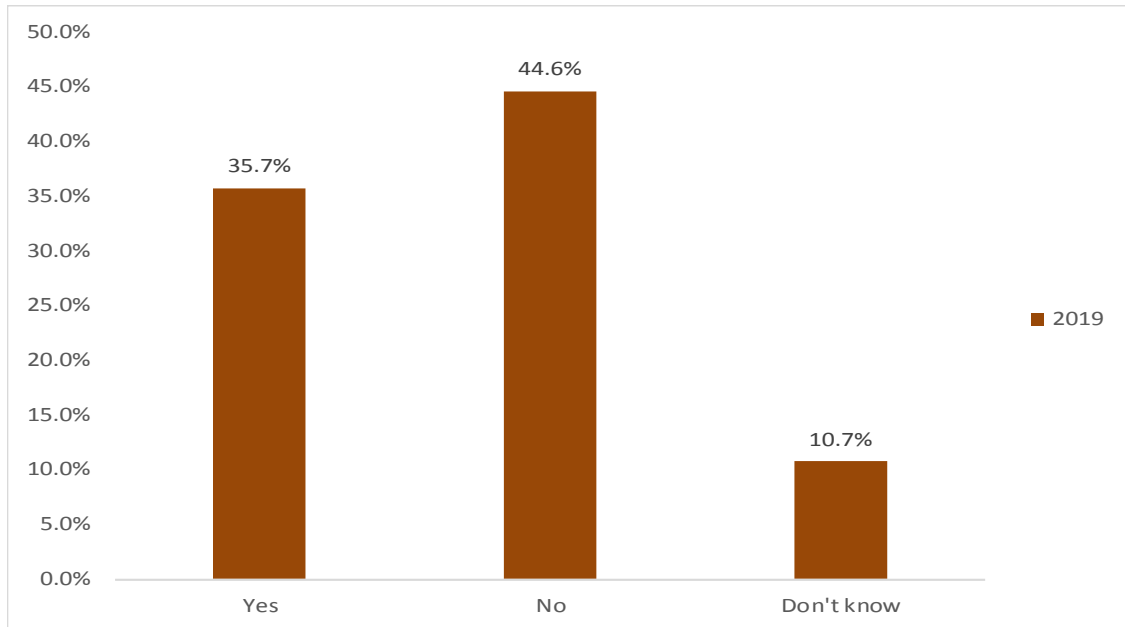


As observed in Graph 14, in 2019, 11.5 percent of respondents stated that the amount of money spend on purchasing or ordering goods or services over the Internet for private use was less than 50 euros, while only 0.3 percent of respondents stated that they have purchased or ordered goods and services online for the value of 100 euros or more. Compared to 2018, there is an increase by 0.7 percent in purchases or orders of less than 50 euros, while purchases or orders of up to 1,000 euros had a decline by 0.2 percent.

5 Security in Internet

5.1 Copy or back up your files (documents, photos, etc.) to any external device or to the Internet (cloud services) for private purposes

Graph 15. Copy or back up your files for private use over any external device or to the Internet in 2019 in %



In 2019, the percentage of respondents who stated that they made copies or backups of files for private use through any external storage device or on the internet storage is 35.7%.

6 Conclusions

The rapid development of the use of Information and Communication Technology has been also observed by the results of the ICT 2019 survey.

In 2019, 93.2% of households in Kosovo had access to Internet at home from any device (Graph 1).

The data in graph 2 indicate internet users by age group, where age group 35 to 44 leads with the use of Internet by 21 percent (Graph 2).

Internet users by gender, males use the Internet by 55.8 percent, and females use the Internet by 38.7 percent (Graph 3).

Of the 93.2% of households that had access to the internet via fix and mobile connection, 91.2% were served with the fixed connection, while 39.6% with mobile connection (Graph 4).

The data in graph 5 indicate the intensive use of the Internet. 90.7% of individuals who used the internet in the three months prior to the interview, while 8.1% of individuals stated that they never used the internet (Graph 5).

Of the 90.7% of individuals who used the Internet over the three months prior to the interview, 87.5% used the Internet every day or almost every day (Graph 6).

Use of Internet: Of the 87.5% of individuals who used the Internet every day or almost every day, 84.4% used the Internet several times a day (Graph 7).

78.9% of individuals have used the internet away from home or work over the last three months using a mobile phone (Graph 8).

28.7% have used the Internet for the private purposes of online services for storing documents, photos, music, videos or other files for example Google Drive, Dropbox, Windows, iCloud, Amazon Cloud Drive (Graph 9).

9.5% have used the internet for private purposes for activities such as public services, government agencies or administration, over the last 12 months (Graph 10).

22.7% of individuals last purchased or ordered goods or services for private use over the Internet, an increase by 5.8 percent compared to 2018 (Graph 11).

27% of countries that purchased or ordered goods or services for private use over the Internet in 2019 (Graph 12).

12.1 percent of respondents stated that they purchased or ordered goods or services 1-2 times for private use over the Internet in 2019 (Graph 13).

11.5 percent of respondents stated that they spend up to 50 euros on the purchase or ordering of goods or services for private use over the internet in 2019 (Graph 14).

35.7 percent of respondents stated that they made copies or backups of files for private use through any external storage device or on the internet storage in 2019 (Graph 15).

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, UNVEF, 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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