

ICT USAGE – HOUSEHOLDS/INDIVIDUALS

LEGISLATION

The survey is conducted according to the Regulation on statistical surveys (Official gazette RS, no 110/2009), passed by the Government of the Republic of Serbia pursuant to Article 8, the Official statistics law (Official gazette RS, no 104/2009) and the RS Strategy of official statistics development, 2009 – 2012 (Official gazette RS, no 7/2009).

METHODOLOGICAL BACKGROUNDS

Objective and scope of survey

The objective of the survey is to provide the data on the usage of information-communication technologies in households and by individuals in the Republic of Serbia. The survey questions are grouped in the modules:

- Access to ICT
- PC usage
- Internet usage
- E-commerce
- Internet safety
- E-skills

Reporting units, statistical units

Interview unit is a random selected household member, and selection unit is a household selected for the sample.

Coverage

Pursuant to the methodology of Eurostat, the survey includes households consisting of minimum one member aged 16-74, and individuals of the same age group. From 1999, certain data for the AP Kosovo and Metohija have not been available and they are not included in the coverage for the Republic of Serbia (total).

Method, timing and data sources

The frame for sample selection is 2002 Census, and the survey is implemented on a two-stage sample, stratified by type of settlement (urban, rural). The first-stage units are enumeration districts, and the second-stage units are households. The sample is allocated to the areas of the central Serbia (without Belgrade), AP Vojvodina and Belgrade, in proportion to the number of households. The survey is carried out annually and phone calls are applied. The sample includes 2440 households and 2400 individuals. The referent period is the three-month period before the phone interview, while for certain questions the period of reference is the month of January, current year.

Individual data protection

The survey results are published in aggregate form and the confidentiality of individual data on households and individual persons is fully ensured.

Definitions

ADSL (Asymmetric Digital Subscriber Line): A broadband digital transmission technology that uses the existing telephone line and provides for possible simultaneous data sending and voice communication. The larger part of range serves for data sending to user and the speed extends up to 6 Mbps.

Broadband: A communication system the agent (carrier) of which (e.g. optical cable) forwards multiplied data simultaneously, and each individual data is modulated at different frequency.

Downloading: Electronic transmission of information from a remote computer to your computer. Downloading of data files from anonymous FTP is a popular way of obtaining free of charge software of public property.

Dial-up connection: Use of a telephone network for the purpose of connecting to another network. Included are modem and regular telephone line, ISDN card and ISDN line, etc. If you are a typical computer user, you have one or two dial-up connections: one for the link to Internet and another for the link to the network at your enterprise.

DSL (Digital Subscriber Line): A type of fast Internet connection that utilizes standard telephone lines. It could also be a type of broadband connection.

Digital goods or services: Goods/services that can be ordered or delivered directly via a computer over the Internet, e.g. music, films, games, computer software, "on-line" newspapers, consulting services, etc.

E-mail: Electronic transmission of messages, including text and attachments, between computers located inside or outside an organization. This comprises electronic mails over the Internet or other computer networks.

Electronic commerce: E-Commerce (Electronic Commerce) is the purchase or selling of goods or services over the Internet particularly via the World Wide Web service. Practically this term is often used instead of the recent one, e-business – business over the Internet.

Firewall: A combination of hardware and software keeping the system secure (safe). It is usually used to prevent any unauthorized access to the internal local network from the outside. Firewall stops direct communication between a network and external computers.

Hardware: A physical unit of a computer system, including external units, printers, modems, mice, etc.

Internet: Worldwide computer network (World Wide Web service).

ISDN (Integrated Services Digital Network): A fast telephone service, the speed of which may be up to 128 Kbps, which is several times faster than the analogous modem.

Virus: A computer program, which, by being started-up and installed, damages or erases data in a computer.

Representative data

The data on households provided by this survey are estimated for the level of the Republic of Serbia, the central Serbia (without Belgrade), Belgrade and Vojvodina, and by type of settlement (urban, rural) and by household/personal income.

The data on individuals are estimated by age, sex, educational attainment and employment status.

Harmonization with international recommendations, standards and practice

The survey on ICT usage in households and by individuals is fully harmonized with the Eurostat methodology (Regulation [EC] No 1006/2009 of the European Parliament and of the Council).

SURVEY ORGANIZATION

Authority

In accordance with the Program of statistical surveys, the SORS carries out the preliminary activities, organization and implementation of this survey, as well as the processing of compiled data.

Responsiveness

The obligation of responding to the survey is stipulated by Article 26, and the penalty provisions for the cases of refusing to respond to the questions or providing incomplete and false data are envisaged by Article 52, the Official statistics law (Official gazette RS, no 104/2009).

Timetable

The survey is conducted according to the following timetable:

- Questionnaire designed and created in compliance with the Eurostat guidelines – mid-February;
- Sample selection – 1st week of March;
- Software for data entry designed (BLAISE application) – mid-March;
- Data collection by phone interview – March/April;
- Data processing and table producing – June to August;
- Publication completed (paper and electronic form) – mid-October.

SURVEY INSTRUMENTS

The following methodological instruments are determined for the implementation of the survey of ICT usage in enterprises:

1. List of households selected for the sample,
2. Form (*IKT-DOM*).

For the purpose of data processing in this survey applied was the International classification of education (ISCED 1997).

The results of the survey on ICT usage in households and by individuals are published in paper and electronic form as:

- Statistical releases and
- Publication "ICT usage in the Republic of Serbia".

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