QUALITY REPORT FOR STATISTICAL SURVEY

Annual Survey on the Usage of Information and Communication Technologies (ICT) in Households and by Individuals (IKT-DOM) in 2025

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0. Basic information

- Purpose, goal, and subject of the survey

  Information and Communications Technologies (ICT) account for a significant part of the EU productivity and growth and are transforming our societies and economies in a profound and unprecedented way. Official statistics are indispensable for an informed understanding of the implications of the transformations underway. The process of measurement of the information society by statistics on society, on business processes and productivity is an area for continuous revision and improvement. The European Commission has established annual information society survey benchmarking the ICT-driven development in households and by individuals. In this aspect the selection of the appropriate set of variables is crucial. Purpose of the survey is to collect data on usage of ICT in households and by individuals and to measure the level of IT infrastructure of households, as well as frequency and habits of internet and computer usage by individuals.

- Reference period

  Calendar year

- Legal acts and other agreements

  • Official Statistics Act (NN, Nos 25/20, 155/23 and 124/25 – corr.)

  • Annual Implementation Plan of Statistical Activities of the Republic of Croatia 2025

  • Regulation (EU) 2019/1700 of the European Parliament and of the Council of 10 October 2019 establishing a common framework for European statistics relating to persons and households, based on data at individual level collected from samples, amending Regulations (EC) No 808/2004, (EC) No 452/2008 and (EC) No 1338/2008 of the European Parliament and of the Council, and repealing Regulation (EC) No 1177/2003 of the European Parliament and of the Council and Council Regulation (EC) No 577/98

- Classification system

  • International Standard Classification of Occupations – ISCO-08

  • International Standard Classification of Education – ISCED

  • Degree of Urbanisation Classification – DEGURBA

  • National Classification of Statistical Regions – NUTS

- Statistical concepts and definitions

  Main statistical variables: access to a computer and the internet, methods of accessing the internet, frequency of computer and internet usage, activities when using the internet, electronic exchange of information and services with public administration institutions (e-government), purchasing goods and services via the internet.

- Statistical units

  The observed statistical unit are households and individuals.

- Statistical population

  The population is made up of all households with at least one individual aged 16 to 74.

1. Relevance

1.1 Data users

External users:

• Ministries and state administration bodies - data on request

• Scientists and researchers - data on request

• Business entities - data on request

• Journalists.

1.1.1 User needs

External users, in most cases, request more detailed data than those published.

1.1.2 User satisfaction

The first user satisfaction survey of the Croatian Bureau of Statistics was conducted in 2013, then in 2015 and 2022, and the last one at the end of 2024. The results of the satisfaction survey can be checked on the website of the Croatian Bureau of Statistics – User satisfaction surveys.

1.2. Completeness

Data collected in survey are fully compatible with Eurostat regulations and guidelines.

1.2.1 Data completeness rate

The data completeness rate is 25%.

2. Accuracy and reliability

2.1. Sampling error

Standard errors for key statistics were calculated by using SAS SURVEYMEANS procedure which ensured that the sample design characteristics were taken into account: 42 strata, PSUs and final weights. Standard errors were calculated applying the Taylor linearization method in SAS SURVEYMEANS procedure. The influence of unit non-response was taken into account by taking only the responding units as the final sample size and re-weighting for non-response. The influence of calibration on variance was taken into account when calculating the final weights.

2.1.1 Sampling error indicators

Statistics	Domain	Domain Value	Value
Online buyers	Croatia	Croatia	1,16787
Online buyers	Sex	Male	1,70743
Online buyers	Sex	Female	1,60409
Online buyers	Age	16-24	2,42438
Online buyers	Age	25-34	2,85698
Online buyers	Age	35-44	2,58571

Statistics	Domain	Domain Value	Value
Online buyers	Age	45-54	2,7534
Online buyers	Age	55-64	2,37873
Online buyers	Age	65-74	1,4193
Online buyers	Education	Primary	3,01015
Online buyers	Education	Secondary	1,50016
Online buyers	Education	Tertiary	1,15236
Online buyers	Degree of urbanisation	Cities	1,88908
Online buyers	Degree of urbanisation	Small towns and suburbs	2,06813
Online buyers	Degree of urbanisation	Rural areas	1,99434
E-government users	Croatia	Croatia	1,1733
E-government users	Sex	Male	1,65971
E-government users	Sex	Female	1,66586
E-government users	Age	16-24	3,94405
E-government users	Age	25-34	2,47904
E-government users	Age	35-44	1,90961
E-government users	Age	45-54	2,49018
E-government users	Age	55-64	2,53792
E-government users	Age	65-74	1,934
E-government users	Education	Primary	3,33666
E-government users	Education	Secondary	1,55164
E-government users	Education	Tertiary	0,91645
E-government users	Degree of urbanisation	Cities	1,99017
E-government users	Degree of urbanisation	Small towns and suburbs	2,08274
E-government users	Degree of urbanisation	Rural areas	1,97636
Internet users	Croatia	Croatia	0,83096
Internet users	Sex	Male	1,1815
Internet users	Sex	Female	1,17296
Internet users	Age	16-24	0,54813
Internet users	Age	25-34	0,99232

Statistics	Domain	Domain Value	Value
Internet users	Age	35-44	1,01904
Internet users	Age	45-54	1,53028
Internet users	Age	55-64	2,28643
Internet users	Age	65-74	2,32836
Internet users	Education	Primary	3,48009
Internet users	Education	Secondary	0,77714
Internet users	Education	Tertiary	0,37909
Internet users	Degree of urbanisation	Cities	1,31113
Internet users	Degree of urbanisation	Small towns and suburbs	1,45592
Internet users	Degree of urbanisation	Rural areas	1,45922
Households with internet access	Croatia	Croatia	0,66183
Households with internet access	Degree of urbanisation	Cities	1,02189
Households with internet access	Degree of urbanisation	Small towns and suburbs	1,08433
Households with internet access	Degree of urbanisation	Rural areas	1,26174
Households with internet access	NUTS2 region	Pannonian Croatia	1,3321
Households with internet access	NUTS2 region	Adriatic Croatia	1,25209
Households with internet access	NUTS2 region	City of Zagreb	1,17193
Households with internet access	NUTS2 region	Northern Croatia	1,48105

2.2. Non-sampling error

Non-sampling errors include coverage errors and non-response errors. Non-response errors arise from the non-response of the statistical unit and non-response to a single variable. The non-response rate on variables is negligible.

2.2.1. Coverage error

The sample selection frame is based on Census 2021 data. The rate of valid units is 99%. Coverage errors include non-existent households and households in which all members are older than 74 years.

2.2.2. Over-coverage rate

Over-coverage rate is 0,1%.

2.2.3. Measurement error

Logical mistakes are avoided by questionnaire design to prevent invalid entries and additional clarifications provided by the interviewer to the user when the user is not technically competent enough to give the correct answer. Before the data collection, the training of the interviewers is maintained. Interviewers are particularly alert and trained for sensitive questions. After the data collection, random checks of the coding validity of the variables in the microdata set are conducted.

2.2.4. Non-response error

The non-response error indicates the number of statistical units that did not answer to the questionnaire. The non-response rate was 41%.

2.2.5. Unit non-response rate

Unweighted non-response rate is 41%.

Weighted non-response rate is -.

2.2.6. Item non-response rate

Unweighted item non-response rate	Domain	Domain value	Value
Household income	Croatia	Croatia	11%

2.2.7. Processing error

No errors were detected after collecting data that would require additional processing.

2.2.8. Imputation rate

Indicator is not applicable.

2.2.9. Model assumption error

Not applicable.

2.3. Data revision

2.3.1. Data revision – policy

The users of statistical data are informed about revisions on the website of the Croatian Bureau of Statistics on the link General Revision Policy of the CBS.

2.3.2. Data revision – practice

Interim data are not published and therefore there is no data revision.

2.3.3. Data revision – average size

Indicator is not applicable.

2.4. Seasonal adjustment

Not applicable.

3. Timeliness and Punctuality

3.1. Timeliness

Data transmission to Eurostat: T+4

Publication and availability: T+5

3.1.1. Time lag – first results

Time lag – first results is T + 4.

3.1.2. Time lag – final results

Indicator is not applicable.

3.2. Punctuality

The data was delivered within the given deadline. All data are published within the planned deadlines in accordance with the Calendar of Statistical Data Issues and Publishing Programme.

3.2.1. Punctuality – delivery and publication

Delivery and publication is 1.

4. Accessibility and clarity

Website of the Croatian Bureau of Statistics - electronic versions of First Releases
Custom user requests

4.1. News release

[ZTI-2025-1-2 Usage of Information and Communication Technologies (ICT) in Households and by Individuals, 2025](#)

4.2. On-line database

Not applicable.

4.3. Micro-data access

The conditions under which certain users can access microdata are regulated by the [Ordinance on Conditions and Terms of Access and Use of Confidential Statistical Data of the Croatian Bureau of Statistics for Scientific Purposes](#) (NN, No. 5/23). Microdata are available at the level of variables defined by the EU methodology.

4.4. Documentation on methodology

Website of the Croatian Bureau of Statistics – electronic versions of First Releases

5. Comparability over time

5.1. Asymmetry for mirror flows statistics

Not applicable.

5.2. Comparability - over time

The data are completely comparable in the time series from 2011 to 2025.

5.2.1. Length of comparable time series

Length of comparable time series is 15.

5.2.2. Reasons for break in time series

Not applicable.

5.3. Coherence – subannual and annual statistics

Indicator is not applicable.

5.4. Coherence – national accounts

Indicator is not applicable.

5.5. Coherence – administrative sources

Indicator is not applicable.

6. Cost and burden

6.1. Cost

Total implementation costs: 31 250 euro;

• Staff costs: 14 000 euro,

• Interviewer costs: 9 000 euro,

• Subcontracting costs: 6 250 euro,

• Other costs: 2 000 euro.

6.2. Burden

The design of the questionnaire is attempting to reduce the burden on the statistical unit, as well as by producing special instructions for the interviewers to obtain the requested answer as easily as possible. The time it takes to complete the survey lies in a 10 to 25 minutes interval.