

## QUALITY REPORT FOR STATISTICAL SURVEY

### Annual survey on the use of information and communication technologies in households and by individuals (IKT-DOM) for 2024

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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 and 155/23)

Annual Implementation Plan of Statistical Activities of the Republic of Croatia 2024

Regulation (EU) No. 2019/1700 of the European Parliament and of the Council of 10 October 2019 establishing a common framework for European statistics on persons and households

- Classification system

International Standard Classification of Occupations - ISCO08

International Standard Classification of Education - ISCED

Degree of Urbanisation classification - DEGURBA

Nomenclature of Territorial Units for Statistics - 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 use, 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 - 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, the second one in 2015, and the last one at the end of 2022. The results of the survey are available on the website of the Croatian Bureau of Statistics <https://dzs.gov.hr/highlighted-themes/quality/user-satisfaction-surveys/686>.

## 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 considered: 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 considered by taking only the responding units as the final sample size and re-weighting for non-response. The influence of calibration on variance was considered when calculating the final weights.

#### 2.1.1 Sampling error indicators

Statistics	Domain	Domain value	Comment	Value
Online buyers	Croatia	Croatia		1,229215
Online buyers	Sex	Male		1,795731
Online buyers	Sex	Female		1,681762
Online buyers	Age	16-24		2,989556
Online buyers	Age	25-34		2,392996
Online buyers	Age	35-44		2,567854
Online buyers	Age	45-54		3,182221
Online buyers	Age	55-64		2,697171
Online buyers	Age	65-74		1,438713
Online buyers	Education	Primary		3,057127
Online buyers	Education	Secondary		1,352817
Online buyers	Education	Tertiary		1,319869
Online buyers	Degree of urbanisation	Cities		1,972323
Online buyers	Degree of urbanisation	Small towns and suburbs		2,219626
Online buyers	Degree of urbanisation	Rural areas		2,076993

## 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 the questionnaire. The non-response rate was 39%.

### 2.2.5. Unit non-response rate

Unweighted non-response rate is: 39%

Weighted non-response rate is: -

### 2.2.6. Item non-response rate

Unweighted item non-response rate: Variable	Domain	Domain value	Comment	Value
Household income	Croatia	Croatia		27%

### 2.2.7. Processing error

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

### 2.2.8. Imputation rate

Indicator for this survey 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 for this survey 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 for this survey 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**

[podaci.dzs.hr/2024/en/76944](https://podaci.dzs.hr/2024/en/76944)

### **4.2. On-line database**

Not applicable.

### **4.3. Micro-data access**

The conditions under which certain users can have access to microdata are regulated [The Ordinance on the conditions and manner of access and use of confidential statistical data of the Croatian Bureau of Statistics for scientific purposes](#) (NN, No 05/23). 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 2011 - 2024

### 5.2.1. Length of comparable time series

Length of comparable time series is: 14

### 5.2.2. Reasons for break in time series

Not applicable.

## **5.3. Coherence – subannual and annual statistics**

Indicator for this survey is not applicable.

## **5.4. Coherence – national accounts**

Indicator for this survey is not applicable.

## **5.5. Coherence – administrative sources**

Indicator for this survey is not applicable.

## **6. Cost and burden**

### **6.1. Cost**

Total implementation costs: 37,500 euro;

Staff costs: 12,400 euro;

Interviewer costs: 9,200 euro;

Subcontracting costs: 13,600 euro;

Other costs: 2,300 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 - 25 minute interval.