ICT USAGE HOUSEHOLDS AND BY INDIVIDUALS (ISOC_I)

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Metadata Referenciale

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3. Statistical presentation	
3.1. Data description	Data for this domain are collected annually by INSTAT and are based on Eurostat's annual model questionnaires on the Use of Information and Communication Technology (ICT) in Households and by Individuals. The survey uses a model questionnaire (MQ), which is updated every year. Changes to the questions in the MQ are required due to the evolving and dynamic nature of the Information and Communication Technology field. The objective of the European ICT surveys is to ensure the timely provision of comparable statistics on individuals and households regarding the use of Information and Communication Technologies at the European level. Data for this statistical activity are collected through surveys.

	The data collected enable the production of statistics according to the following sections:
	• Access to and use of ICT by individuals and/or in households; • Use of the internet and other technologies for various purposes by individuals and/or in households; • ICT security and trust; • ICT knowledge and skills; • Difficulties in the use of ICT and the internet; • Perceived effects of ICT use on individuals and/or households; • Use of ICT by individuals to communicate, exchange data, and obtain services from government and public administration institutions (e-government); • Access to and use of technologies that enable connection to the internet or other networks from anywhere at any time (ubiquitous connectivity).
3.2. Classification system	ICT collects information on the based on the socio-demographic characteristics The international classification and breakdowns used in this survey are: 1. The National List of Occupations (adopted according to the International Standard Classification of Occupations - ISCO 08). 2. The International System of Classification of Education (ISCED 2011).
3.3. Sector coverage	The survey is a general population / Household survey.
3.4. Statistical concepts and definitons	The survey of Househods includes questions at both Households and Individual level. Data at Households and Individual level are separated as described in section 3.1. Eurostat provides a model questionnaire on the use of ICT in Households / by Individuals, which covers the following areas: • Access to selected ICT technologies (data collected at Household level); • Use of the Internet (data collected at individual level); • Use of computers, location, frequency of use, activities (data collected at individual level); • Use of e-Government (data collected at individual level); • Use of e-Commerce (data collected at individual level); • E-skills; • Trust and security; • Socio-demographic. **Definitions:** **Household** is referred to a group of individuals, a related person or not, who live together in the same apartment or in a part of the house and share a partial or common economy. **Reference period** is the duration of a certain subject that the information is collected on. The survey uses different reference periods depending on the type of information that must be taken and objectives of each matter to be analyzed. **Internet** is an interconnected computer networking system that uses the Internet

	Protocol Suite (TCP/IP) to connect billions of devices worldwide. It is a network of networks consisting of millions of private, public, academic, business, and government networks, with local to global scope, connected by a wide array of electronic, wireless, and optical network technologies. The Internet carries a wide range of information resources and services, such as hypertext related documents and World Wide Web (WWW) applications, email, telephony and peer-to-peer file sharing networks. **Access** refers to internet access not only at home but also if family members can access it when / where they want. **Broadband Internet service** is the most used form of high speed internet access; it is offered in several forms, DSL, ADSL as well as optical fibre, cable and satellite, public Wi-Fi networks, through the antenna. For details to all definitions see methodology.
3.5. Statistical unit	Households and Individuals.
3.6. Statistical population	The statistical population is all the Albanian usual resident Households. The survey sample covers the whole territory of Albania.
3.7. Reference area	The Survey on the Use of ICT in Households and by Individuals covers the entire territory of Albania. Collective dwellings, nursing homes, hospitals, rehabilitation centers, including children's hospitals, boarding schools, hotels, sanatoriums, and correctional and penal institutions are not included in the survey.
3.8. Time coverage	The Survey on the Use of ICT in Households and by Individuals has a two-month fieldwork period each year. Data were collected for the first time in 2018, creating a time series of eight years up to 2025.
3.9. Base period	Not applicable.
4. Unit of measure	
4.1 Unit of measure	Percentage is used as the unit of measurement for the main indicators of publication.
5. Reference period	
5.1 Reference period	Periodicity is annual, data are collected and compiled once a year. This report belongs to the reference year 2025.
6. Institutional mandate	
6.1. Legal acts and other agreements	The legal basis on which is based the annual survey of ICT in Households consist

	on: • [Law No.17/2018, "On Official Statistics";](#) • [Official Statistics National Program, 2022-2026.](#) The survey results on ICT usage in Households, in order to be comparable with European countries, are produced by applying the new European Commission regulations (EC): • [Regulation (EC) No.2019/1700](#) of the European Parliament and of the Council on Community Statistics on the Information Society.
6.2. Data sharing	Statistics on ICT usage in Households and Individuals are transmitted to EUROSTAT.

7. Confidentiality

7.1. Confidentiality - policy	The collected data are considered strictly confidential and are used solely for statistical and scientific research purposes in accordance with [Law No. 17/2018 "On Official Statistics"](#) and [Law No. 124/2024 on the Protection of Personal Data](#). Article 31 of Law No. 17/2018 "On Official Statistics" clearly stipulates that all statistical information collected by INSTAT is confidential and may be used or published only in aggregated tables that do not allow the identification of the reporting unit. Direct identification occurs when a statistical unit can be identified directly by name, address, or any officially recognized identification number. When data processing is carried out in such a way that enables the identification of the data subject, the data must be immediately coded to ensure that the subjects are no longer identifiable.
7.2. Confidentiality - data treatment	INSTAT protects and does not disseminate data it has obtained or it has access to, which enable the direct or indirect identification of the statistical units. Albania Institute of Statistics takes all appropriate preventive measures so as to render impossible the identification of individual statistical units by technical or other means that might reasonably be used by a third party. Statistical data that could potentially enable the identification of the statistical unit are disseminated by Albania Institute of Statistics if and only if: a) These data have been treated, as it is specifically set out in the Regulation, in such a way that their dissemination does not prejudice statistical confidentiality; or b) The statistical unit has given its consent, without any reservations, for the disclosure of data. The confidential data that are transmitted to Albania Institute of Statistics are used exclusively for statistical purposes and the only persons who have the right to have access to these data are the personnel engaged in this task. Issues referring to the observance of statistical confidentiality are examined by the staff working in Albania Institute of Statistics. The responsibilities of this staff are to recommend on: which detailed level the statistical data can be disseminated, so as the identification, either directly or indirectly, of the surveyed statistical unit is

	not possible; the anonymization criteria for the microdata provided to users; the access granting to researchers on confidential data for scientific purposes.
8. Release policy	
8.1. Release calendar	Notifications about the dissemination of statistics are published in the release calendar, which is available on the website. The announcements and delays are pre-announced in this calendar. In the case of delays, the date of the next publication and the explanation of the reasons for the delays are specified.
8.2. Release calendar access	Access to the release calendar is granted through the following link: Publications Calendar.
8.3. User access	In accordance with article 34 of Law No. 17/2018 "On Official Statistics", official statistics are disseminated so that all users have an immediate and equal right and all possible forms of media are used. INSTAT and statistical agencies, having in the program the responsibilities of dissemination, seek to meet every requirement of any organization or individual for unpublished data or specific analysis. The following dissemination channels are used to release the results of the ICT Usage in Households and by Individuals: 1. Press Release; 2. Written requests; 3. The data in tabular form; 4. Data in the statistical database; 5. Data request.
9. Frequency of dissemination	
9.1 Frequency of dissemination	The Survey results on ICT Usage in Households and by Individuals are published annually.
10. Accessibility and clarity	
10.1. News release	The press release contains information on the main indicators produced by the survey. The format of the press release is determined by the Publications Sector, which also sets the publication date in the official release calendar. The press release on the use of ICT in households and by individuals is published online on INSTAT's official website.
10.2. Publications	Results of ICT usage in Households and by Individuals are published on the INSTAT website: Information and Communication Technologies in Households, 2025
10.3. On-line database	All information is available in Albanian and English. Data on the use of ICT in Households and by Individuals can be accessed in the statistical database.

	- Type of Household internet access connection; - Main devices used to access the internet (during the last three months), by sex and age groups; - Distribution of individuals using ICT by age groups for online purchases; - Distribution of individuals interacting with public authorities (e-government) during the last 12 months; - Distribution of Households with internet access.
10.4. Micro – data access	Databases at micro level are not published due to confidentiality reasons. Aggregated data is the only type of data that is provided to external users. Even the micro data are not published they can be accessed based on the article 34 of Law No. 17/2018, "On Official Statistics".
10.5. Other	Users can submit specific requests for "Usage of ICT in Households and by Individuals" survey data through a dedicated section: Data Request.
10.6. Documentation on methodology	A short explanation related to the definitions of the main concepts and methodological explanations are provided to users in the end of press releases and publications. Additional support information is given to internal users when needed or required. Also the Methodological notes are published at INSTAT's website.
10.7. Quality documentation	The Sector of Household Consumption and ICT Statistics documents the entire work process and procedures related to the use of ICT in Households and by Individuals for internal purposes.
11. Quality managment	
11.1. Quality assurance	INSTAT is committed to ensure the highest quality with respect to the compilation of statistical information. In accordance with the Statistics Law, INSTAT use statistical methods and processes in compliance with internationally recognized scientific principles and standards conduct on-going analyses of the statistics with a view to quality improvements and ensure that statistics are as up to-date. In performing its tasks it follows the general principles of quality management from the European Statistics Code of Practice. INSTAT for quality assurance is guided by the following principles: impartiality, quality of processes and products, user orientation, employee orientation, effectiveness of statistical processes and reduction of response burden.
11.2. Quality assessments	The data from the Survey on the Use of ICT in Households and by Individuals are compared with the data from the previous year to determine whether there is data coherence or whether significant changes have occurred.
12. Relevance	
12.1. User needs	Users of ICT usage in Households and by Individuals are classified as external and internal.

	External users are: • Public administration institutions; • Universities; • National and international NGOs; • Private firms; • Researchers, students and other similar groups. With internal users, means other sectors within INSTAT which use ICT usage in in Households and by Individuals results as input into their work. The results of the Survey on the Use of ICT in Households and by Individuals are published annually. A selection of key indicators is also transmitted through the completion of standard questionnaires required by international organizations, including the European Commission, Eurostat, and the International Telecommunication Union (ITU).
12.2. User satisfaction	INSTAT organizes every year User Satisfaction Survey. The results of the survey shows that the quality of the theme "Information and Communication Technology" was rated 3.82 (76,4%) on a scale of 1 (very poor) to 5 (very good).
12.3. Completeness	Completeness of ICT data in Households and by Individuals is judged by comparing the quality and quantity of indicators covered by INSTAT with those of the regulations followed. ICT usages in Households and by Individuals Statistics, in order to be comparable to those of European countries, are produced by applying the new Regulation (EC) No.2019/1700 of the European Parliament and of the Council on Community Statistics on the Information Society. The degree of completeness of the data for the survey on ICT usage in Households and by Individuals for 2025 is 100%. This calculation is based by taking into account the ratio of requirements met by INSTAT to what is required by European regulations.
13. Accuracy and reliability	
13.1. Overall accuracy	Overall, the data is checked with previous years to identify any significant changes in the data. Where changes occur, the survey data is checked with alternative sources, if any. When there is no information from alternative sources, INSTAT corrects or confirms the data using emails or by calling the respondents. Measures taken by INSTAT each year, to increase response rates or to reduce the impact of nonresponse by imputing them are as follow: • Data are collected directly from Households and Individuals.
13.2. Sampling error	The 2025 ICT usage in Households and by Individuals was conducted by INSTAT throughout the year, with a sample of 7.200 Household. At the end of

	the survey were interviewed 5.413 Household uniformly distributed throughout the territory of Albania. The Household response rate, calculated as a ratio of the number of Hoseholds that completed the survey to the number of selected Households, expressed in percentage resulted 75,2%. The error due to probability sampling is estimated for more important indicators, which you may find on Table A1 in Annex. All indicator values are weighted to represent the population.
13.3. Non - sampling error	Unit non-response takes into account Households that are unable or ready to respond, or when interviewers are unable to find Households, or when other obstacles exist to complete the interview. Unit non-response rate for ICT usage in Households and by Individuals for 2025 is 24,8%. Item non-response at variable level for ICT usage in Households and by Individuals for 2025 is 0%. Usually when the Households accept to answer the survey they respond to all questions as the interviewers are instructed to ask. Over-coverage shows the percentage of Households that should not be part of the survey, as they are out of the scope of the survey. Over coverage rate for "ICT Usage in Households and by Individuals for 2025 is 5,9%.

14. Timeliness and punctuality

14.1. Timeliness	Results of ICT usage in Households and by Individuals are published on INSTAT website 161 days after the end of the reference period (T+ 161 days). Reference period is the duration of a certain subject that the information is collected on. The survey uses different reference periods depending on the type of information that must be taken and objectives of each matter to be analysed. In 2025 the survey was conducted in the period May – July 2025. |Reference period|7/3/2025
Date of publication	12/11/2025
Timeliness|161|
14.2. Punctuality	The data of the ICT Survey are disseminated according to the publication calendar. The publication of ICT usage in Households and by Individuals has been punctual in time to 100% of publications carried out over the years. |Reference period|7/3/2025
Date of announcement	12/11/2025
Date of publication	12/11/2025
Time lag|0|

15. Coherence and comparability

15.1. Comparability - geographical	Data on ICT usage in Households and by Individuals are collected according to Regulation (EC) No. 2019/1700 of the European Parliament and of the Council on Community statistics on the Information Society, as well as annual

	implementing regulations setting out the monitored variables for each year.
	Since the questionnaire used is the same as required by EUROSTAT and Eurostat Regulations are followed, statistics on the usage of Information and Communication Technology (ICT) in Households and by Individuals may be comparable to those of the member countries. The data are comprehensive and produced at country level.
15.2. Comparability - over time	ICT usage in Households and by Individuals data where first produced in 2018. They are comparable over the years for most indicators, providing us with a good comparability of 8 years, (CC2 = Jlast - Jfirst + 1 = 8). Restricted comparability over time for some variables is a consequence of the necessary changes in definitions and/or questions in the model questionnaire in order to measure the development of ICT (e.g. mobile internet, skills).
15.3. Coherence - cross domain	Not applicable. There is no survey or comparable administrative source that can be taken as a reference for ICT in the Households and by Individuals. Only the final data in ICT usage in Households and by Individuals are published.
15.4. Coherence - internal	The internal consistency of the data is checked before it is finalised. The linkage between variables is checked and coherence between different data series is checked before publication.
16. Cost and burden	
16.1 Cost and burden	Personnel working for ICT usage in Households and by Individuals survey are: • General Staff at Headquarters: 4 employees; • Staff at Regional Offices, 28 employees; • Interviewers, Operators, Controllers (Temporary Staff of INSTAT): 52 Interviewers.
17. Data revision	
17.1. Data revision - policy	Revision policy of usage ICT usage in Households and by Individuals is done in accordance with general revision policy and errors treatment policy introduced by INSTAT which can be found: • Statistical revision policy; • The Errors Treatment Policy.
17.2. Data revision - practise	No reviews of data on "ICT Usage in Households and by Individuals" for 2025 have been conducted, subject to this report.

18. Statistical processing	
18.1. Source data	In 2025 the Survey on Information and Communication Technologies (ICT) Usage in Households and by Individuals was conducted with a sample of 7,200 Households. At the end of the survey 5.413 Households distributed uniformly throughout Albania were interviewed. The response rate of the Households, calculated as a ratio of the number of Households that completed the survey to the number of Households selected, expressed as a percentage was 75,2%. The sample selection is carried out according to a two-stage procedure. The first-stage units (PSUs) are the harmonized Population and Housing Census areas, selected with probability proportional to the size of the Census area. In the second stage, within each of the areas selected in the first stage, a fixed number of 10 Households are selected using the systematic sampling method with equal probability. Selection in both stages is conducted randomly.
18.2. Frequency of data collection	Data are collected on annual basis.
18.3. Data collection	Data are collected by using CAPI method with face to face interviews using laptop questionnaires. Households or Individuals need to be identified to be interviewed, the sample is divided among enumerators; the enumerators are selected and trained.
18.4. Data validation	In terms of data validation, data editing procedures generally refer to micro level. 1. Quantitative and qualitative control of the questionnaire. • Control of incoming questionnaires, completeness checks, valid values checks, range checks, logical control of the questionnaire. The number of incoming questionnaires should be equal with the number of distributed questionnaires in the prefectures. • Individual checks are done for the cases of refusal and no contacts. 2. Arithmetic corrections, logical corrections and verification of coherence between the different answers of the questions in the questionnaires which is done in the SPSS software.
18.5. Data compilation	For the data compilation there are three basic procedures: **1. Data quality analysis** To analyze the data quality have been applied some rules: • Mathematical control of the survey; • Logical control of survey data; • Comparison of time series data; • Compare data with other available files in INSTAT. **2. Treatment of non-responses**

	All non-responses cases are considered as: - No contact; - Full Refusal; - Partial Refusals (for variables or special indicators). **3. An appropriate weight is calculated for each unit that reported its data.** - This weight is calculated for various reasons: unequal probability of selection, non-response adjustment, Households that result out of scope, calibration techniques.
18.6. Adjustment	Not applicable.
19. Comment	

Annex

Below are the estimates for internet usage up to a year ago by individuals (16-74 years old) in Total country level and by Gender along with relevant standard deviations.

Table 1. Accuracy indicators of Internet usage up to one year ago by individuals (16-74 years old) in total country level and by gender.

Total Country Level	Estimates of Individuals	Standard Deviation	Confidence Interval (95%)	
			Lower	Upper
Individuals (16-74 years old)	89.4%	0.4%	88.6%	90.2%
Men (16-74 years old)	90.2%	0.5%	89.2%	91.1%
Women (16-74 years old)	88.6%	0.5%	87.6%	89.6%