



SAOPĆENJE

FIRST RELEASE



Obavezni ste da prilikom dozvoljenih radnji, u svom proizvodu ili aplikaciji navedete izvor podataka.
You are required to specify a data source when allowed in your product or application.

GODINA/ YEAR X

SARAJEVO, 31.10.2025.

BROJ/ NUMBER 1

INFORMACIONO DRUŠTVO

INFORMATION SOCIETY

KORIŠTENJE INFORMACIONO - KOMUNIKACIJSKIH TEHNOLOGIJA U DOMAĆINSTVIMA I POJEDINAČNO, 2025., prvi rezultati

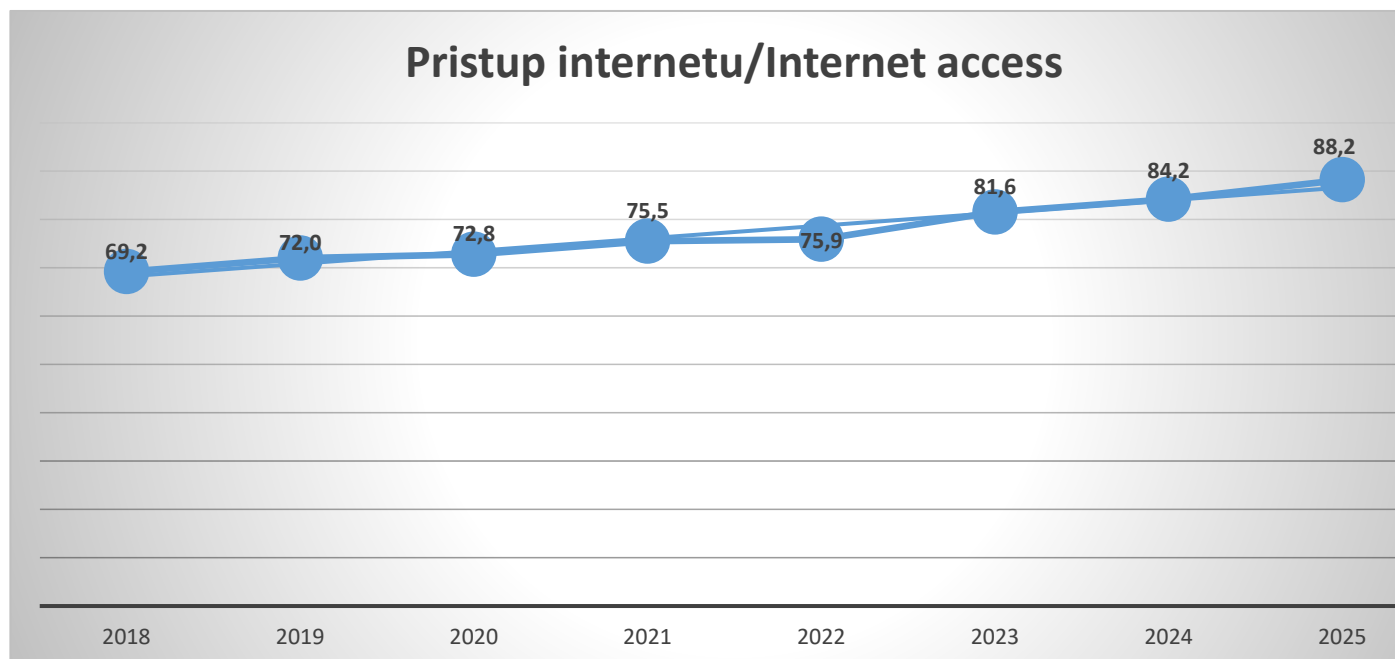
Usage of information and communication technologies in households and individuals 2025, first results

DOMAĆINSTVA / HOUSEHOLDS

Pristup internetu u domaćinstvu / Internet access in the household	%
Procenat domaćinstava koja imaju pristup internetu <i>Percentage of households with Internet access</i>	88,2
Procenat domaćinstava koja nemaju pristup internetu <i>The percentage of households that do not have access to the Internet</i>	11,8

G.1.1. Procenat domaćinstava koja imaju pristup internetu, Bosna i Hercegovina

G.1.1 Percentage of households with access to computers and the Internet, Bosnia and Herzegovina



Pojedinci: Upotreba interneta

%

Individuals: Use of the internet

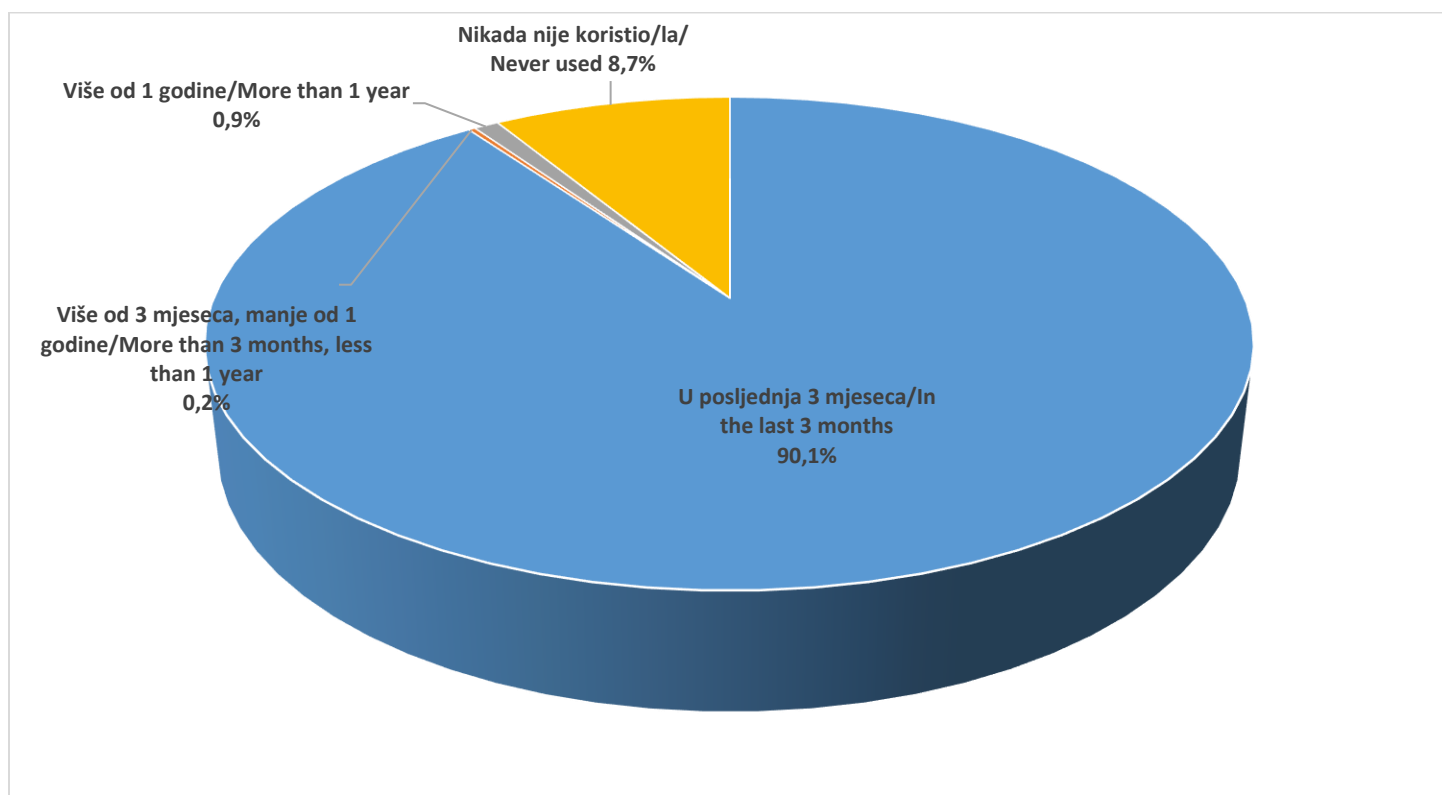
Pojedinci zadnji put koristili internet:

Individuals used the Internet last time

•	U posljednja 3 mjeseca / <i>In the last 3 months</i>	90,1
•	Više od 3 mjeseca (manje od 1 godine) / <i>More than 3 months (less than 1 year)</i>	0,2
•	Više od 1 godine / <i>More than 1 year</i>	0,9
•	Nikada nisam koristio - la / <i>Never used</i>	8,7

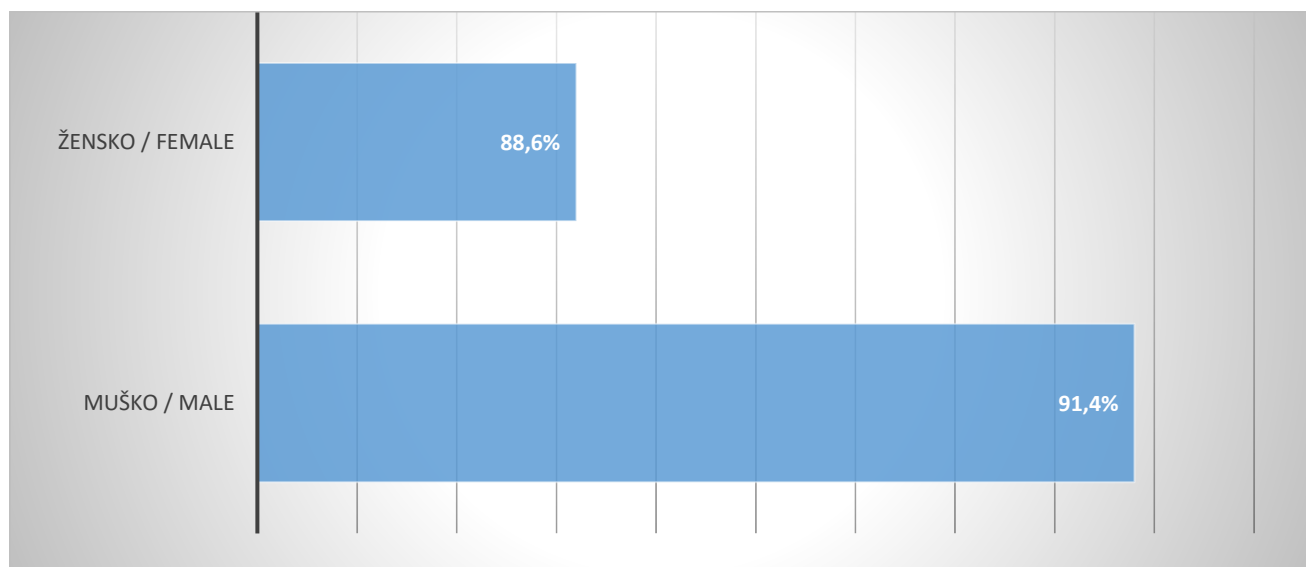
G.1.2. Procenat pojedinaca, zadnji put koristili internet, Bosna i Hercegovina

G.1.2 Percentage of Individuals used the Internet the last time, Bosnia and Herzegovina



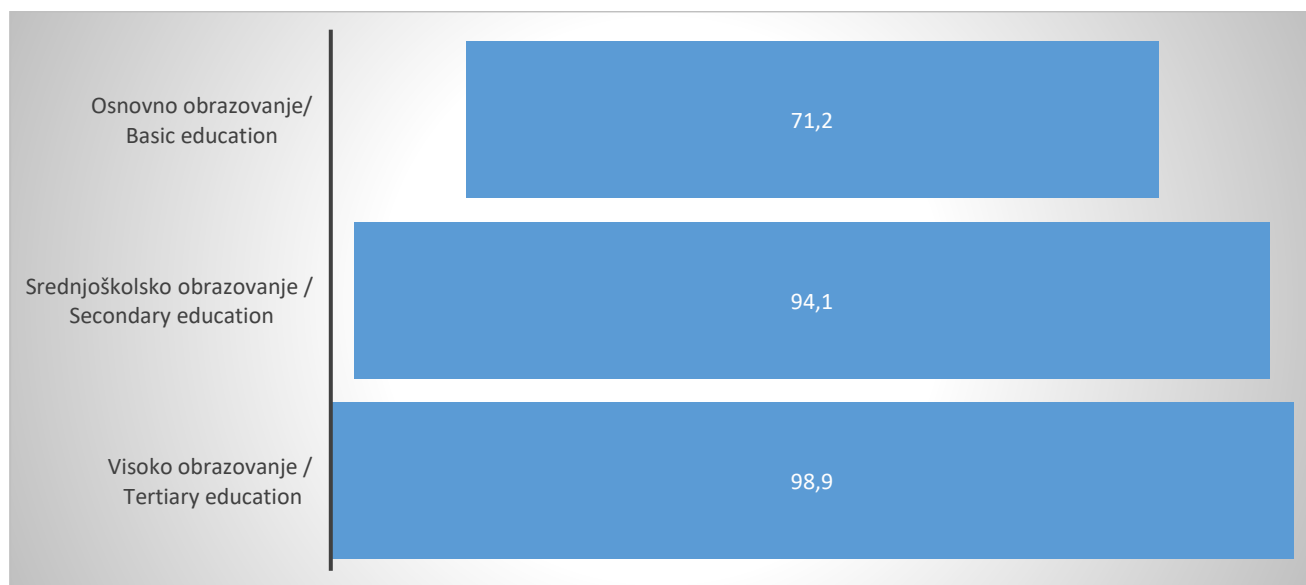
G.1.3 Udio korisnika interneta prema spolu, 2025. Bosna i Hercegovina¹:

G.1.3 Internet usage by individuals, by gender, 2025, Bosnia and Herzegovina:



G.1.4 Udio korisnika interneta prema nivou obrazovanja, 2025. Bosna i Hercegovina²:

G.1.4 Internet usage by individuals, by level education, 2025., Bosnia and Herzegovina:

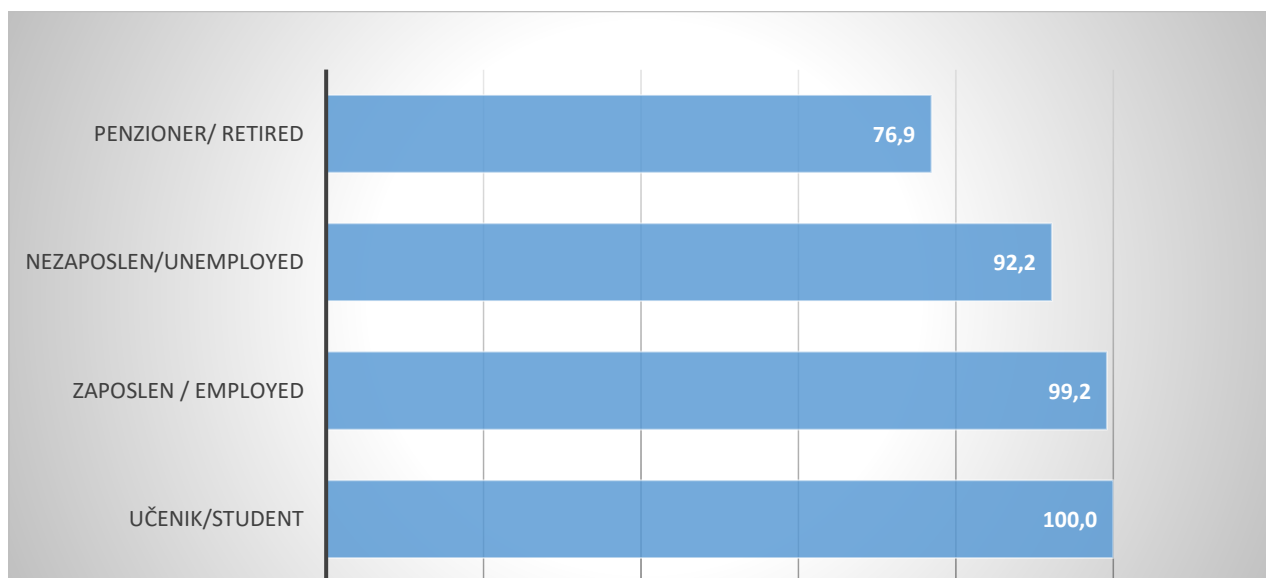


¹ Podaci se odnose na lica koja koriste internet u posljednja 3 mjeseca.
The data refers to persons who use the Internet in the last 3 months.

² Podaci se odnose na lica koja koriste internet u posljednja 3 mjeseca.
The data refers to persons who use the Internet in the last 3 months.

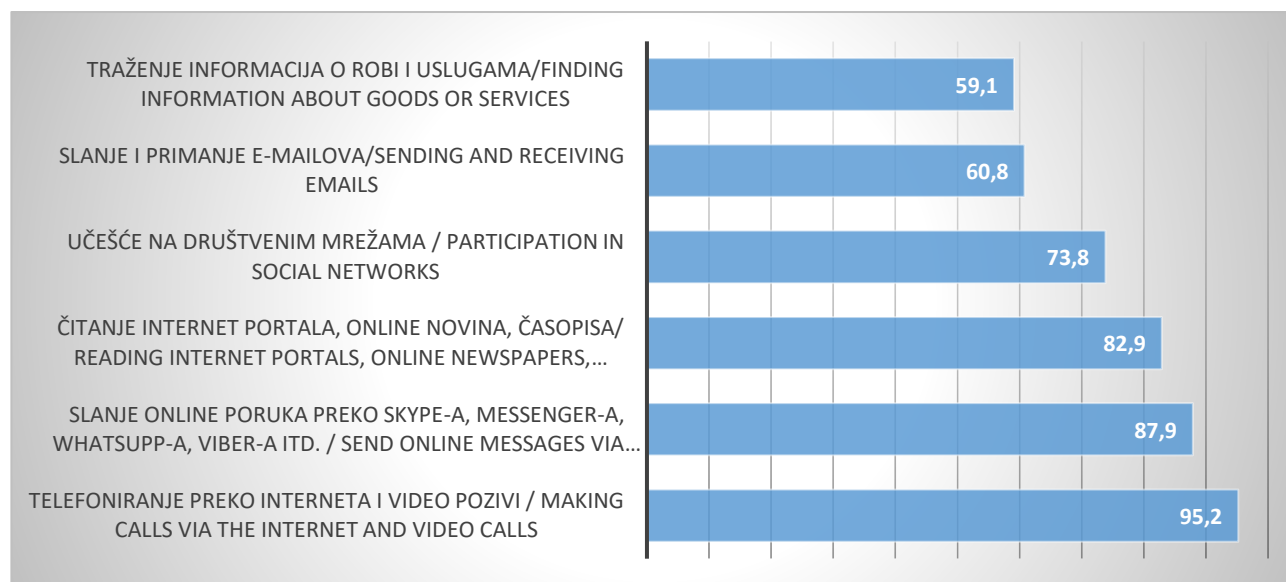
G.1.5 Udio korisnika interneta, prema radnom statusu, 2025. Bosna i Hercegovina³:

G.1.5 Internet usage by individuals, by to employment situation, 2025., Bosnia and Herzegovina:



G.1.6. Najčešći razlog korištenja interneta u privatne svrhe, u procentima, 2025., Bosna i Hercegovina:⁴

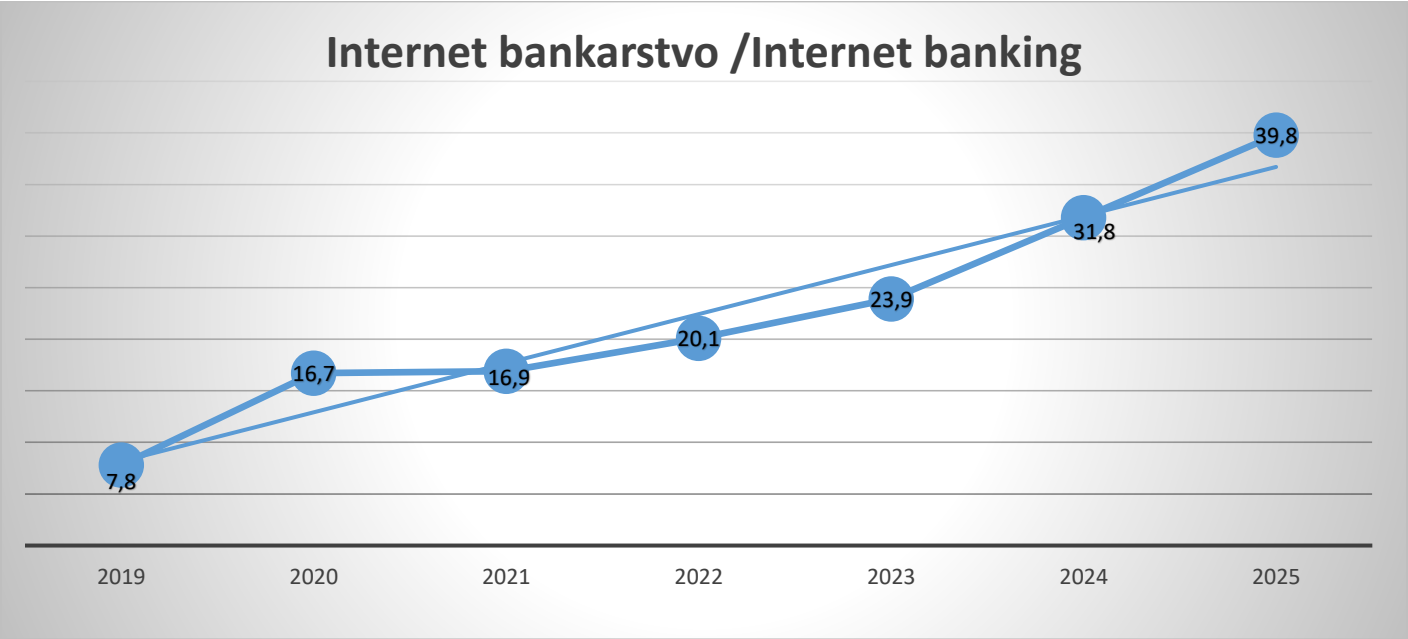
G 1.6 The most common reason for using the Internet for private purposes in percent, 2025., Bosnia and Herzegovina:



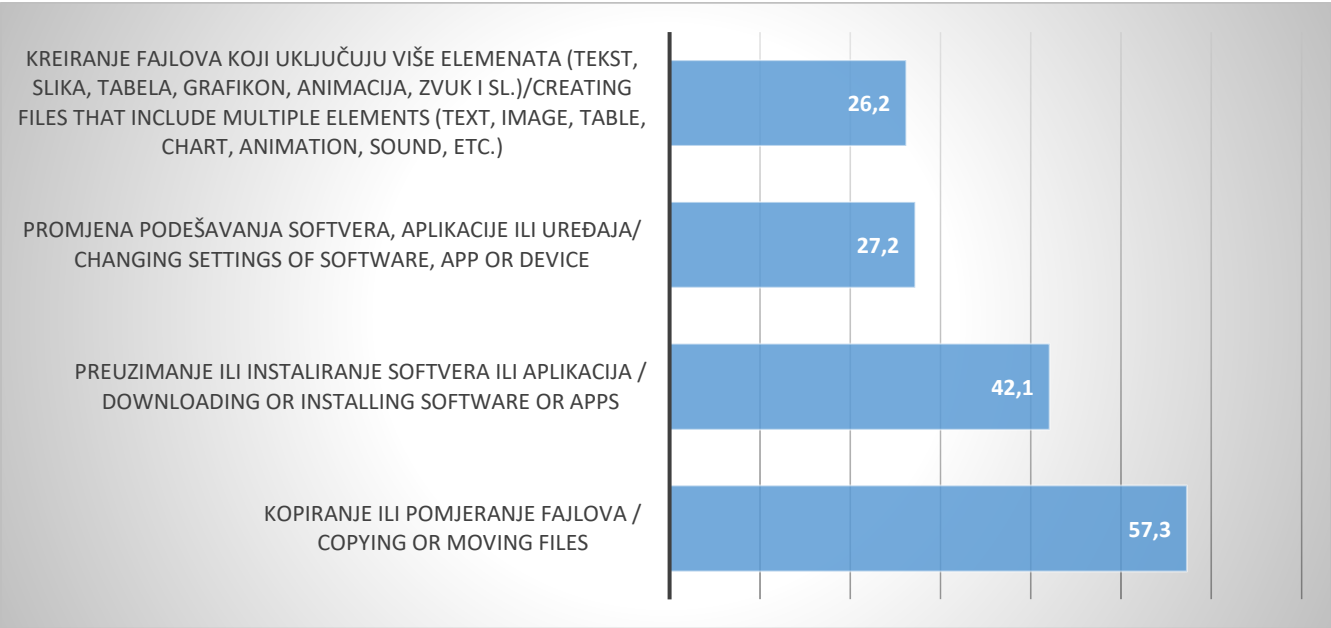
³ Podaci se odnose na lica koja koriste internet u posljednja 3 mjeseca.
The data refers to persons who use the Internet in the last 3 months.

⁴ Podaci se odnose na lica koja koriste internet u posljednja 3 mjeseca.
The data refers to persons who use the Internet in the last 3 months.

G.1.7. Korištenje usluge internet bankarstva po godinama, u procentima, Bosna i Hercegovina:
G.1.7. Use of internet banking service in years, in percent. Bosnia and Herzegovina:

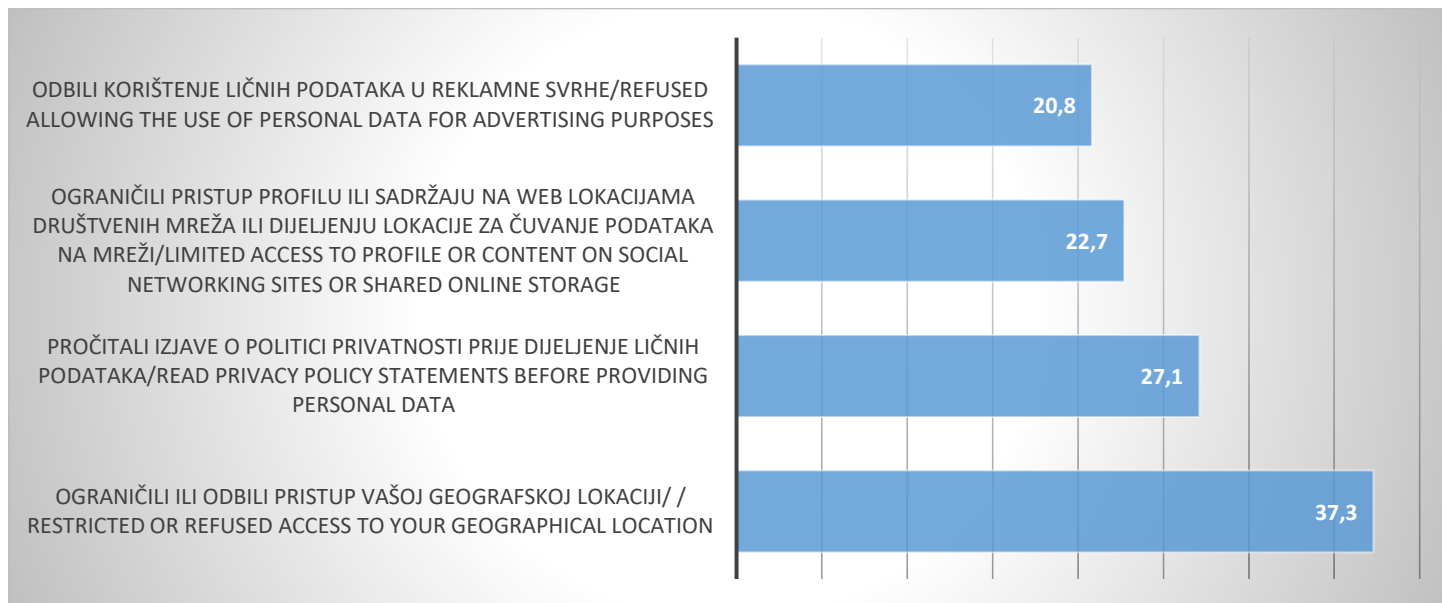


G.1.8. Koju od sljedećih aktivnosti ste najčešće izvršavali u posljednja 3 mjeseca, u procentima?
G.1.9. Which of the following activities have you carried out in the last 3 months, in percent.?



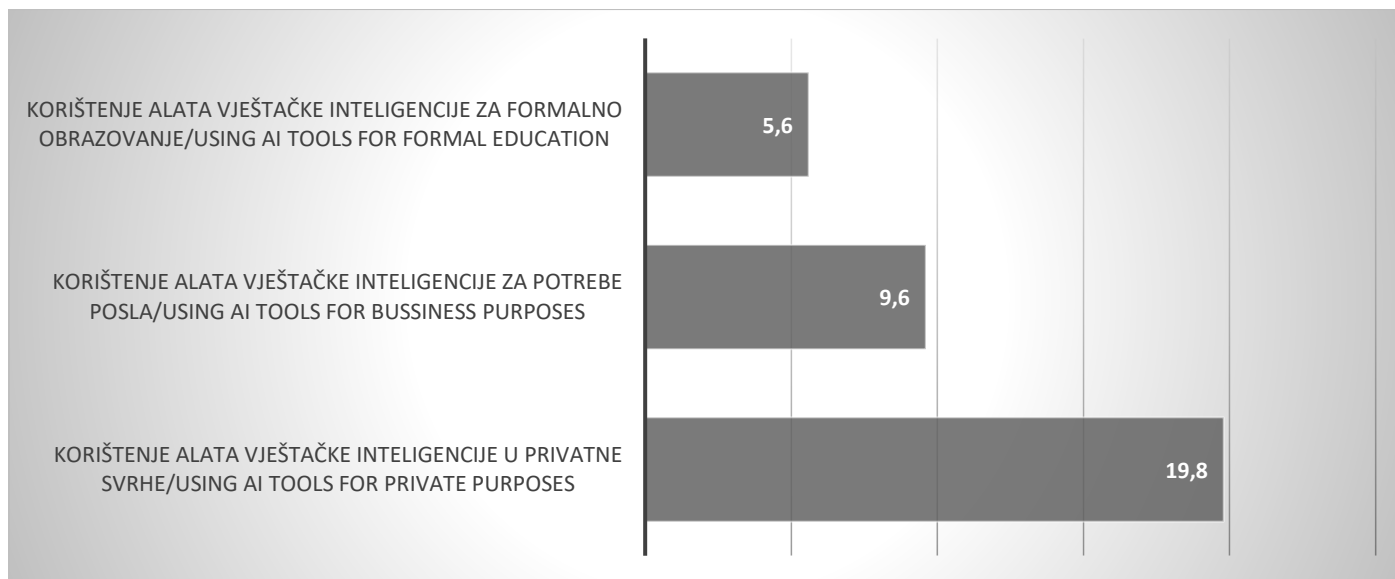
G1.9. Koju od slijedećih opcija ste najčešće koristili za privatnost i zaštitu ličnih podataka, u posljednja 3 mjeseca?

G1.9. Which of the following options have you used most often use for privacy and protection of personal data, in the last three months?



G1.10. Svrha korištenja alata vještačke inteligencije (ChatGPT, Copilot, Gemini, DALL-E i sl.) za kreiranje različitih sadržaja

G1.10. The purpose of using artificial intelligence tools (ChatGPT, Copilot, Gemini, DALL-E, etc.) to create different content



METODOLOŠKA OBJAŠNJENJA

Svrha istraživanja

Svrha ovoga istraživanja je prikazati nivo upotrebe računara i ostalih informaciono-komunikacijskih tehnologija, te broj osoba u Bosni i Hercegovini koji su korisnici interneta, i za koje se svrhe upotrebljava internet. Ovi podaci čine važan izvor informacija za provođenje politika u sektoru informacijskog društva.

Pravna osnova

Koncepti i definicije koje se primijenjuju za IKT istraživanja usklađeni su sa Eurostatovom metodologijom za statistike o Informacionom društvu, 2025, sa regulativom Evropskog parlamenta i Vijeća br.808/2004 o statistici Zajednice o informacionom društvu.

Jedinice posmatranja

Jedinica posmatranja je domaćinstvo izabrano u uzorak, a jedinica anketiranja je član domaćinstva koji ima između 16 i 74 godine starosti.

Metoda prikupljanja podataka

Podaci su prikupljeni putem telefonskog anketiranja (CATI).

Veličina uzorka

Uzorak je dizajniran kao troetapno stratifikovani slučajno izabrani uzorak. Jedinice uzorkovanja prve etape su jedan ili više popisnih krugova. Slučajno izabrana domaćinstva sa bar jednim članom domaćinstva starosti 16-74 godine unutar tih popisnih krugova su jedinice druge etape uzorkovanja, dok su slučajno izabrane osobe unutar tih izabranih domaćinstava jedinice treće etape uzorkovanja. Veličina uzorka na nivo Bosne i Hercegovine je 7726 domaćinstava. Stopa odgovora je 75,2%, odnosno 5814 domaćinstava (stopa odgovora = broj jedinica koje su odgovorile/sa broj jedinica izabran u uzorak).

Definicije

IKT (informacijske i komunikacijske tehnologije) su softveri i hardveri upotrijebljeni za komuniciranje podacima (npr. računar, telefaks, internet, fiksni i mobilni telefon).

Računari uključuju personalne računare (PC), prijenosne računare (laptop), tablete i ostale prijenosne uređaje (osim pamenih telefona).

NOTES ON METHODOLOGY

Purpose of the statistical survey

The purpose of this survey is to show the level of use of computers and other information and communication technologies, as well as the number of people in Bosnia and Herzegovina who are Internet users and for which the Internet is used. These data constitute an important source of information for the implementation of policies in the information society sector.

Legal framework

The concepts and definitions used in ICT surveys are harmonized with the Eurostat Methodology for Information Society Statistics, 2025., with the European Parliament and Council Regulation No. 808/2004 on Community Statistics on the Information Society.

Observation units

Observation unit are sampled based households members aged between 16 and 74.

Data collection method

Data were collected through telephone interviewing (CATI)

Sample size

The sample was designed as a three-stage stratified random sample. The sampling units of the first stage are one or more census districts. Randomly selected households with at least one household member aged 16-74 within these census districts are units of the second sampling stage, while randomly selected persons within these selected households are units of the third sampling stage. The sample size at the level of Bosnia and Herzegovina is 7726 households. The response rate is 75.25%, or 5814 households (response rate = number of units responded / with number of units selected in the sample).

Definitions

***ICT** (Information and Communication Technology) are software and hardware used for data communication (e.g. computer, fax, the internet, fixed mobile phone).*

***Computers** include personal computers (PCs), portable computers (laptops), tablets and other portable devices except smartphones).*

Publikuje Agencija za statistiku Bosne i Hercegovine, 71000 Sarajevo, Zelenih beretki 26
Published by the Agency for Statistics of the Bosnia and Herzegovina, 71000 Sarajevo, Zelenih beretki 26

Telefon/Phone: +387 (33) 911 911 | Telefaks/Telefax: +387 (33) 220 622
Elektronska pošta/E-mail: bhas@bhas.gov.ba | Internetska stranica/Web site: www.bhas.gov.ba

Odgovorne osobe/Responsible persons:

Vesna Ćužić, direktorica
Vesna Ćužić, Director

Fahir Kanlić, šef Odsjeka za statistiku industrije i građevinarstva
Fahir Kanlić, Head of Department for Industry and Construction Statistics

Saopćenje priredila: Dajana Mrgud
Prepared by: Dajana Mrgud



 **Razmislite o očuvanju okoliša prije štampanja dokumenta.**
Please consider the environment before printing this document.