AGENCIJA ZA STATISTIKU BOSNE I HERCEGOVINE
AGENCY FOR STATISTICS OF BOSNIA AND HERZEGOVINA

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GODINA/ YEAR XI | SARAJEVO, 02.11.2026. | BROJ/ NUMBER 1

INFORMACIONO DRUŠTVO

INFORMATION SOCIETY

KORIŠTENJE INFORMACIONO - KOMUNIKACIJSKIH TEHNOLOGIJA U PREDUZEĆIMA, 2026, prvi rezultati

Usage of information and communication technologies in enterprises, 2026, first results

UPOTREBA IKT-a / *ICT USAGE*	**%**
Preduzeća sa pristupom internetu *Enterprises with internet access.*	100,0
Preduzeća koja obezbjeđuju prenosive uređaje koji omogućavaju mobilnu internet vezu, za poslovne potrebe *Enterprises that provide portable devices that allow a mobile connection to the internet, for business purposes*	70,8
Preduzeća koja održavaju online sastanke *Enterprises that provide online meetings*	35,7
Preduzeća koja imaju web stranicu *Enterprises that have a website*	68,7

E - TRGOVINA/ *E –COMMERC*	**%**
Preduzeća ostvarila prodaju proizvoda/usluga putem web stranice, mobilne aplikacije, ili EDI tip prodaje roba i usluga tokom 2025. godine *Enterprises that have web sales of goods or services via enterprise's websites or apps, e-commerce marketplace websites or apps used by several enterprises for trading goods or services, or have EDI-type sales of goods or services, during 2025*	33,6

IKT STRUČNJACI I VJEŠTINE/ *ICT EXPERTS AND SKILLS*	**%**
Preduzeća koja zapošljavaju IKT stručnjake *Enterprises that employ ICT experts*	17,4

IKT UPOTREBA CLOUD SERVISA/ *USE OF CLOUD COMPUTING SERVICES*	**%**
Preduzeća koja plaćaju usluge CLOUD servisa putem interneta *Enterprises that buy any cloud computing services used over the internet*	32,8

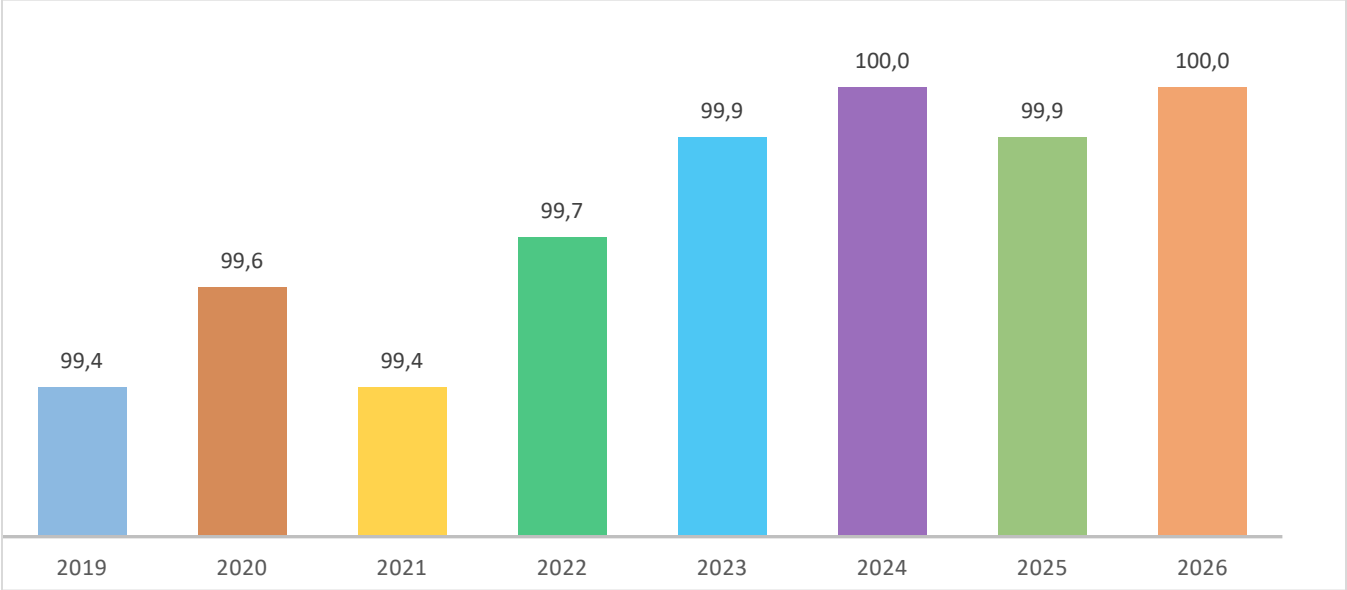
VJEŠTAČKA INTELIGENCIJA/ *ARTIFICIAL INTELLIGENCE*	%
Preduzeća koja koriste tehnologiju vještačke inteligencije *Enterprises that use artificial intelligence technology*	13,4

OBUKE IKT/ICT TRAINING	**%**
Preduzeća koja su obezbjedila bilo kakvu vrstu obuke zaposlenim radi razvoja IKT vještina, tokom 2025 *Enterprises that provided any type of training to employees to develop ICT skills during 2025*	17,6

KORIŠTENJE POSLOVNIH SOFTVERA /*USING OF BUSINESS SOFTWARE*	%
Preduzeća koja koriste ERP-softver za planiranje resursa preduzeća *Enterprises that use an ERP-software for enterprise resource planning*	25,7
Preduzeća koja koriste CRM softver za upravljanje odnosima sa klijentima *Enterprises that use CRM software for customer relationship management*	19,8
Preduzeća koja koriste softvere za poslovnu inteligenciju (BI) *Enterprises that use a business intelligence (BI) software*	10,0

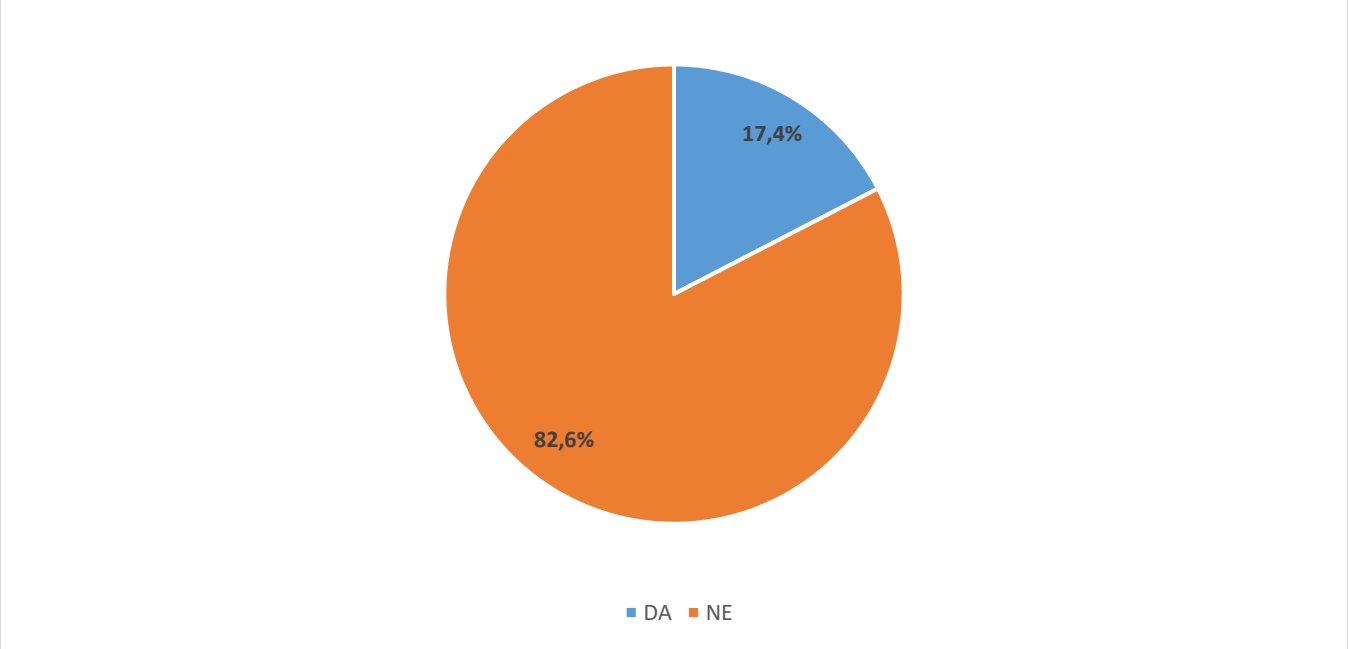
G. 1.1. Korištenje informaciono - komunikacijskih tehnologija (IKT) u poslovanju preduzeća, po godinama, u procentima

G 1.1 Usage of information and communication technologies (ICT) in enterprises business, in years, in percentage

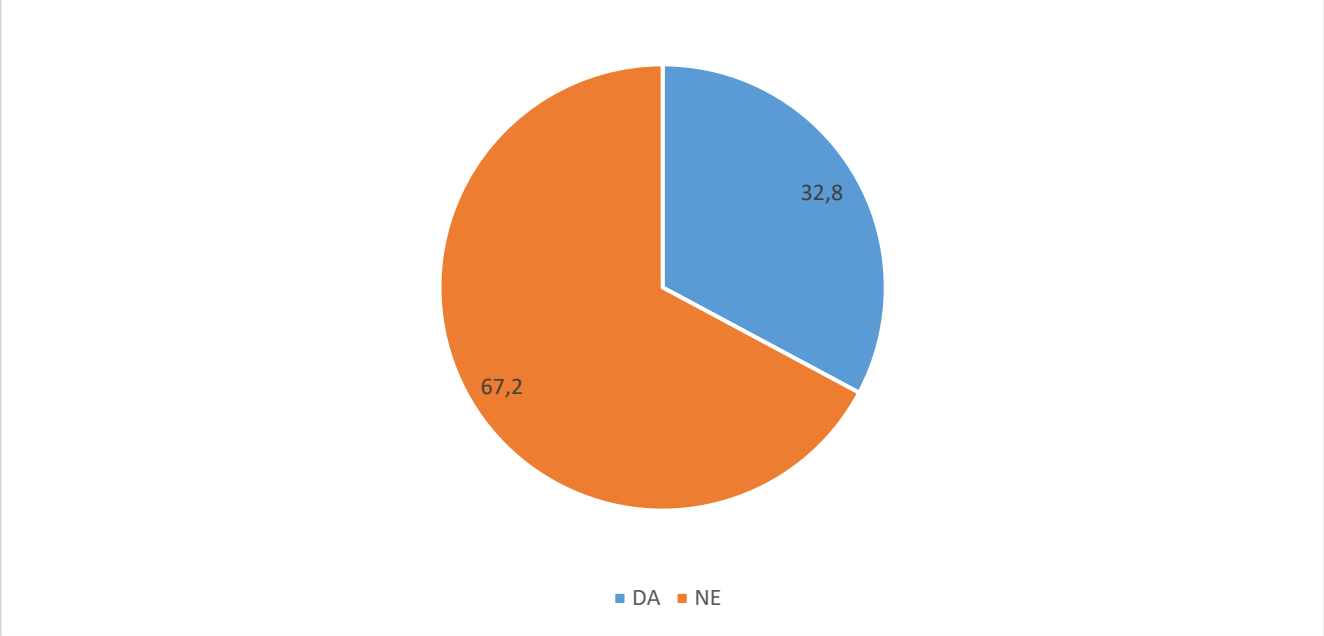


G. 1.2. Preduzeća koja zapošljavaju IKT stručnjake, u procentima

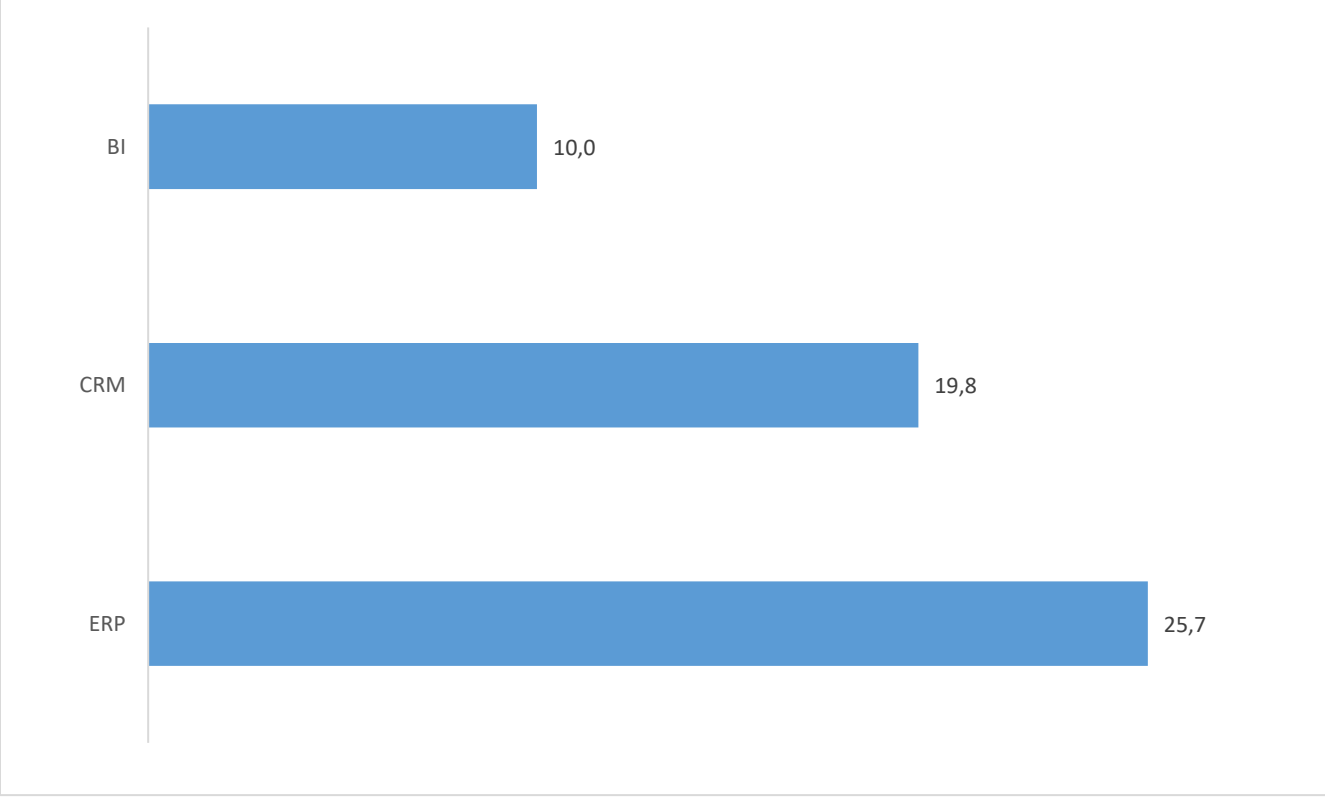
G 1.2 Enterprises employ ICT specialists, in percentage



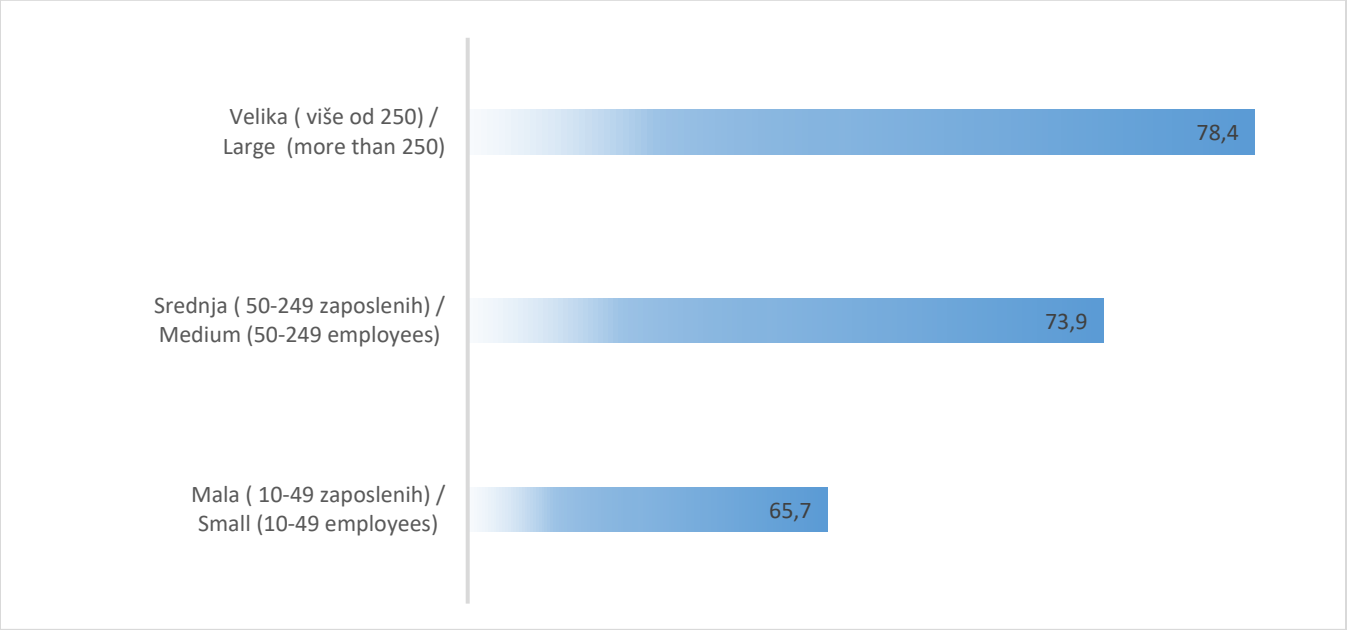
G. 1.3. Preduzeća koja plaćaju usluge CLOUD servisa putem interneta, u procentima
G 1.3 Enterprise buy any cloud computing services used over the internet, in percentage



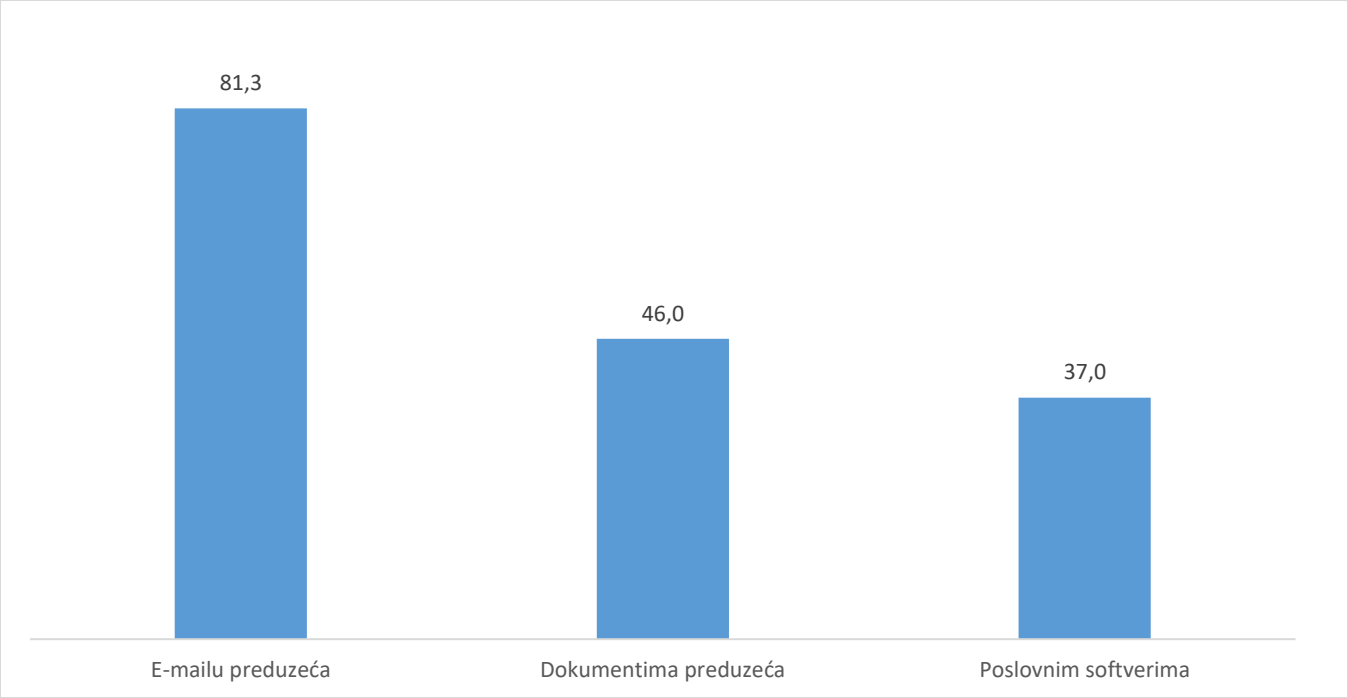
G1.4. Preduzeća koja koriste poslovne softvere, u procentima
G1.4. Enterprises that use business software, in percentage



G1.5. Korištenje društvenih mreža u preduzećima, po veličini preduzeća
G1.5 Use of social networks in enterprises, by enterprise size



G1.6. Preduzeća čiji zaposleni imaju udaljeni pristup
G1.6. Enterprises whose employees have remote access



METODOLOŠKA OBJAŠNJENJA

Svrha istraživanja

Podaci prikazani u ovom saopćtenju su dobijeni iz godišnjeg istraživanja o upotrebi informaciono - komunikacijskih tehnologija (IKT-P). Istraživanjem se prikupljaju informacije o upotrebi računara, korištenju interneta, elektronskom poslovanju preduzeća i ostalim informacijskim i komunikacijskim tehnologijama u preduzećima.

Pravna osnova

Istraživanje IKT-P provedeno je na osnovu Eurostat smjernica. Koncepti i definicije koji se primjenjuju u istraživanju IKT-P usklađeni su sa EU Metodologijom za statistiku o Informacijskom društvu, 2026.

Jedinice posmatranja

Posmatrane jedinice su preduzeća sa 10 i više zaposlenih po djelatnostima (NACE Rev.2):

Područje C - Prerađivačka industrija
Područje D - Snabdijevanje električnom energijom, plinom, parom i klimatizacija Produčje
Područje E - Snabdijevanje vodom, uklanjanje otpadnih voda, upravljanje otpadom te djelatnosti sanacije okoliša;
Područje F - Građevinarstvo
Područje G - Trgovina na veliko i na malo; popravak motornih vozila i motocikla
Područje H - Prijevoz i skladištenje
Područje I - Djelatnosti pružanja smještaja i ishrane
Područje J - Informacije i komunikacije
Područje L – Usluge poslovanja sa nekretninama
Područje M - Stručne, naučne i tehničke djelatnosti
Područje N - Administrativne i pomoćne djelatnosti
Područje S - grana 95.1–popravak računara i komunikacijske opreme.

Preduzeća su klasificirana prema broju zaposlenih osoba na:
- mala (10 – 49 zaposlenih osoba);
- srednja (50 – 249 zaposlenih osoba);
- velika (250 ili više zaposlenih osoba).

Metoda prikupljanja podataka

Podaci su prikupljeni kombinovanim metodama:
putem telefonskog anketiranja (CATI), anketiranje putem pošte.

Veličina i okvir uzorka

Okvir uzorka je Statistički poslovni registar. Primjenjen je stratifikovani uzorak, veličina uzorka 2754 preduzeća.
Realizovani uzorak 2163 preduzeća. Stopa odgovora iznosi 78,5%.

NOTES ON METHODOLOGY

Purpose of the statistical survey

The data shown in this publication are estimates obtained through the IKT-P Survey. This is an annual survey on the usage of information and communication technologies (ICT) and provides information on computer usage, usage of the internet, electronic commerce and other ICTs in enterprises

Legal framework

The IKT-P Survey was conducted according to Eurostat guidelines. Concepts and definitions used in the IKT-P Survey are in line with the EU Methodology for Statistics on the Information Society, 2026.

Observation units

The observation units are enterprises with 10 and more persons employed in following activities according to the NACE Rev.2 classification:
C- Manufacturing
D- Electricity, gas, steam and air conditioning

E-Water supply, sewerage, waste management and remediation activities;
F-Construction
G-Wholesale and retail trade, repair of motor vehicles and

H-Transport and storage
I-Accommodation and food service activities
J-Information and communications activities
L–Real estate
M-Professional, scientific and technical activities
N-Administrative and support service activities
S-branches 95.1 - repair of computers and communication equipment

The enterprises were classified according to the number of persons employed:
- small enterprises (employing 10 – 49 persons)
-medium-sized enterprises (employing 50 – 249)
-large enterprises (employing 250 or more persons).

Data collection method

Data were collected by combined methods:
by telephone survey (CATI) and by mail survey.

Sample frame and size

The basis for the sampling frame was the Statistical Business Register. It was applied the stratified sample, the sample consisted of 2754 enterprises. The realized sample of 2163 enterprises. The response rate is 78,5%.

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

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