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

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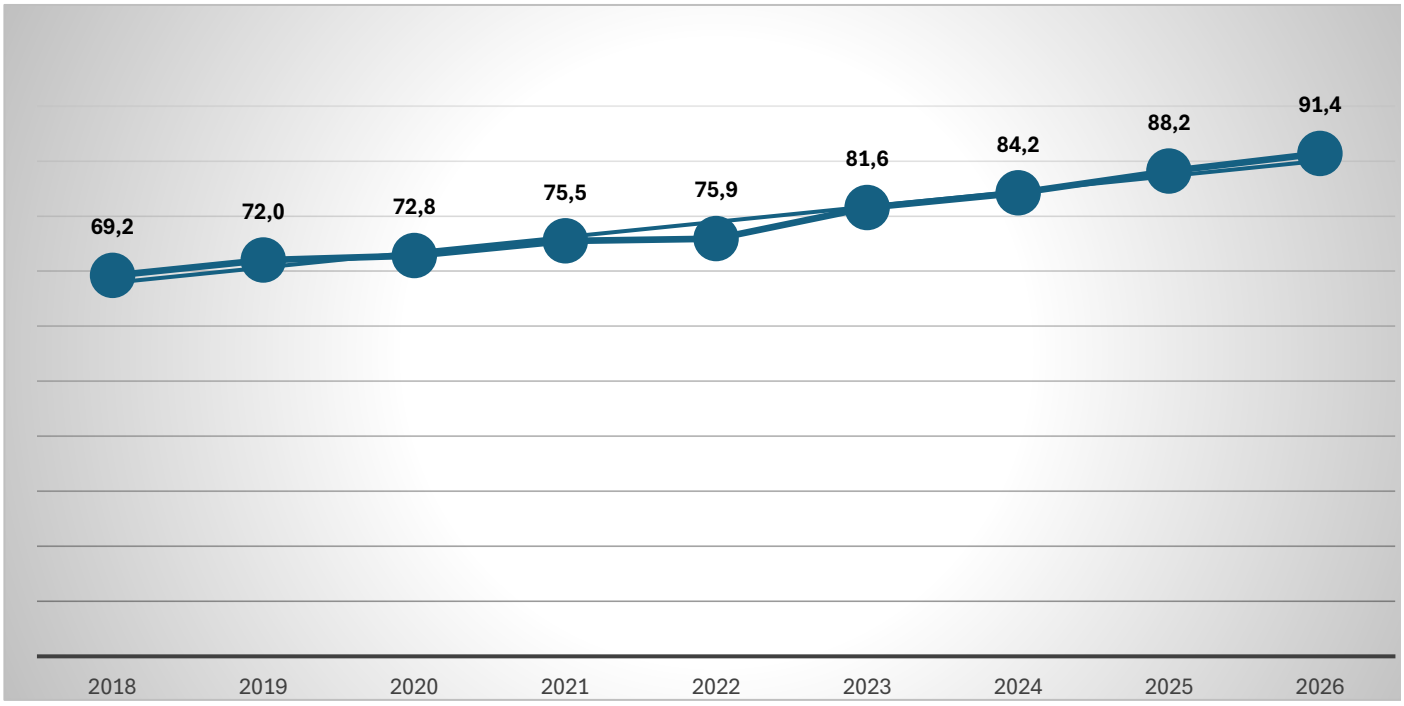
INFORMACIONO DRUŠTVO
INFORMATION SOCIETY

KORIŠTENJE INFORMACIONO - KOMUNIKACIJSKIH TEHNOLOGIJA U DOMAĆINSTVIMA I POJEDINAČNO, 2026., prvi rezultati
Usage of information and communication technologies in households and individuals 2026, first results

DOMAĆINSTVA / *HOUSEHOLDS*

Pristup internetu u domaćinstvu/ *Internet access in the household*	**%**
Procenat domaćinstava koja imaju pristup internetu *Percentage of households with Internet access*	**91,4**
Procenat domaćinstava koja nemaju pristup internetu *The percentage of households that do not have access to the Internet*	**8,5**

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

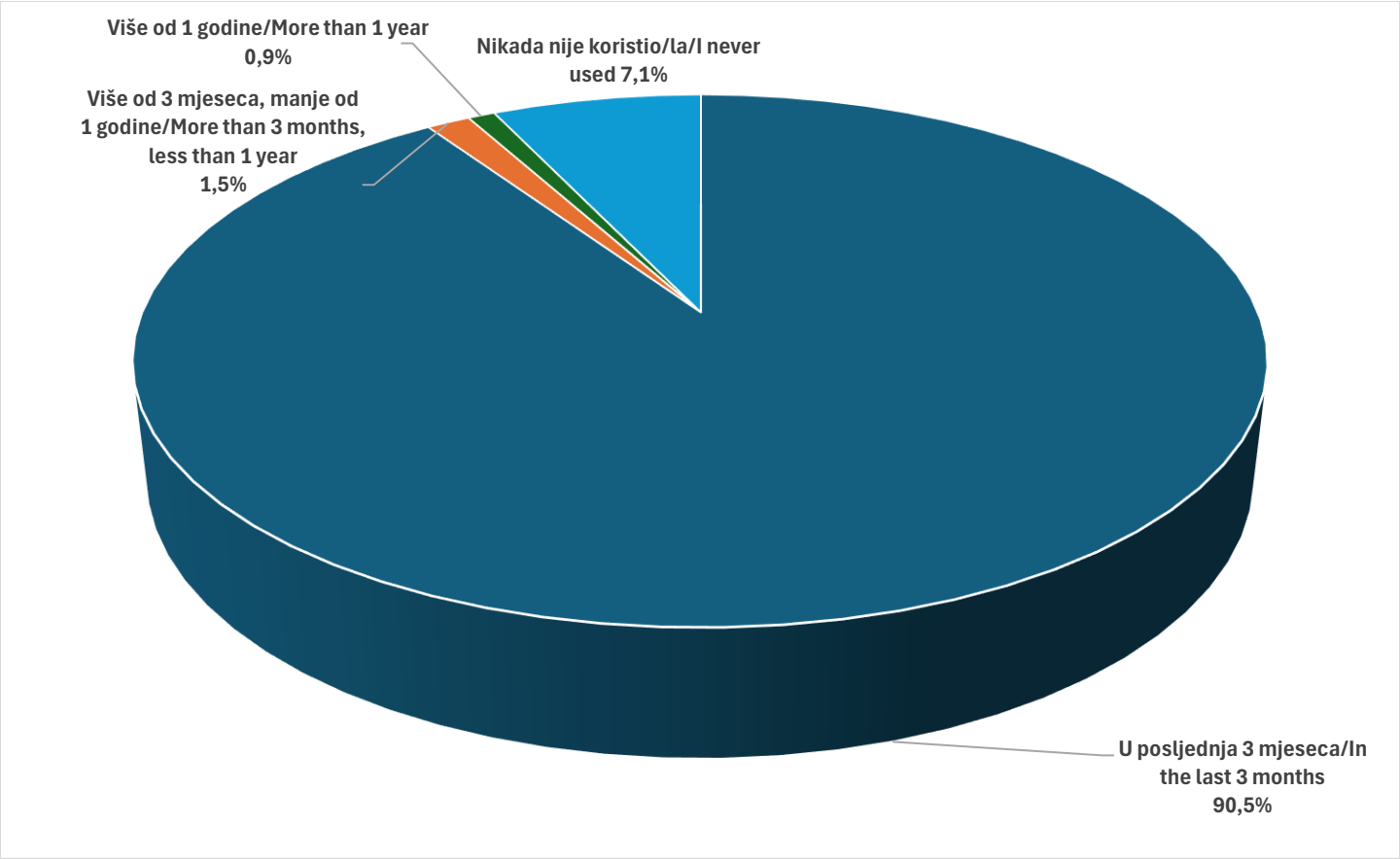


Pojedinci: Upotreba interneta *Individuals: Use of the internet*	**%**

Pojedinci zadnji put koristili internet:
Individuals used the Internet last time

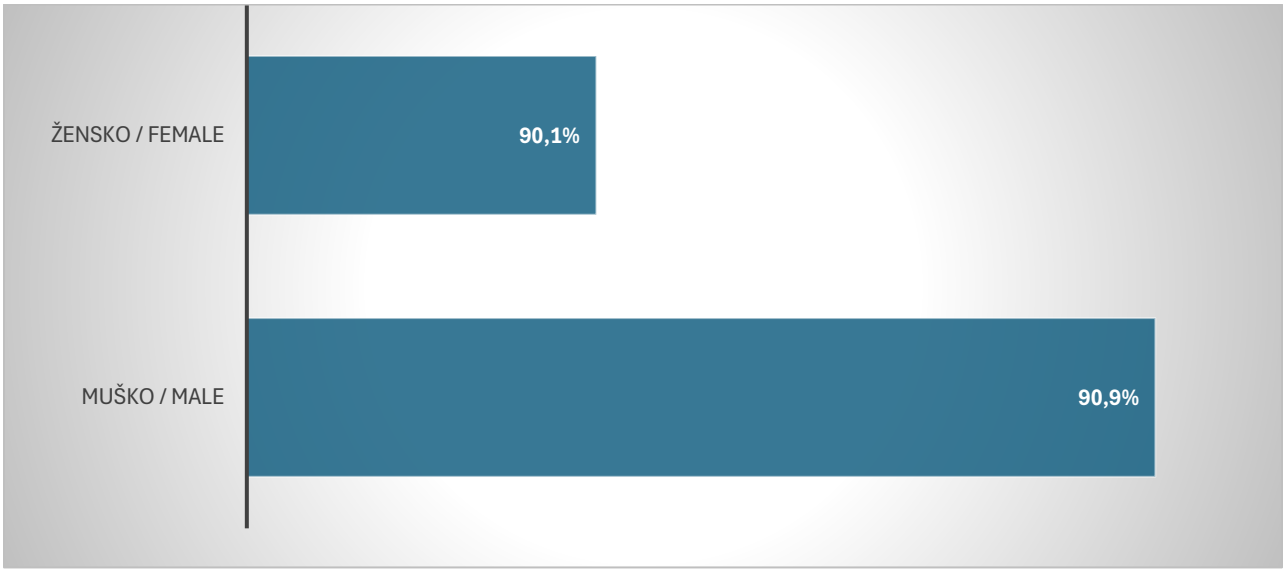
- U posljednja 3 mjeseca / *In the last 3 months* **90,5**
- Više od 3 mjeseca (manje od 1 godine) / M*ore than 3 months (less than 1 year)* **1,5**
- Više od 1 godine / *More than 1 year* **0,9**
- Nikada nisam koristio - la / *Never used* **7,1**

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



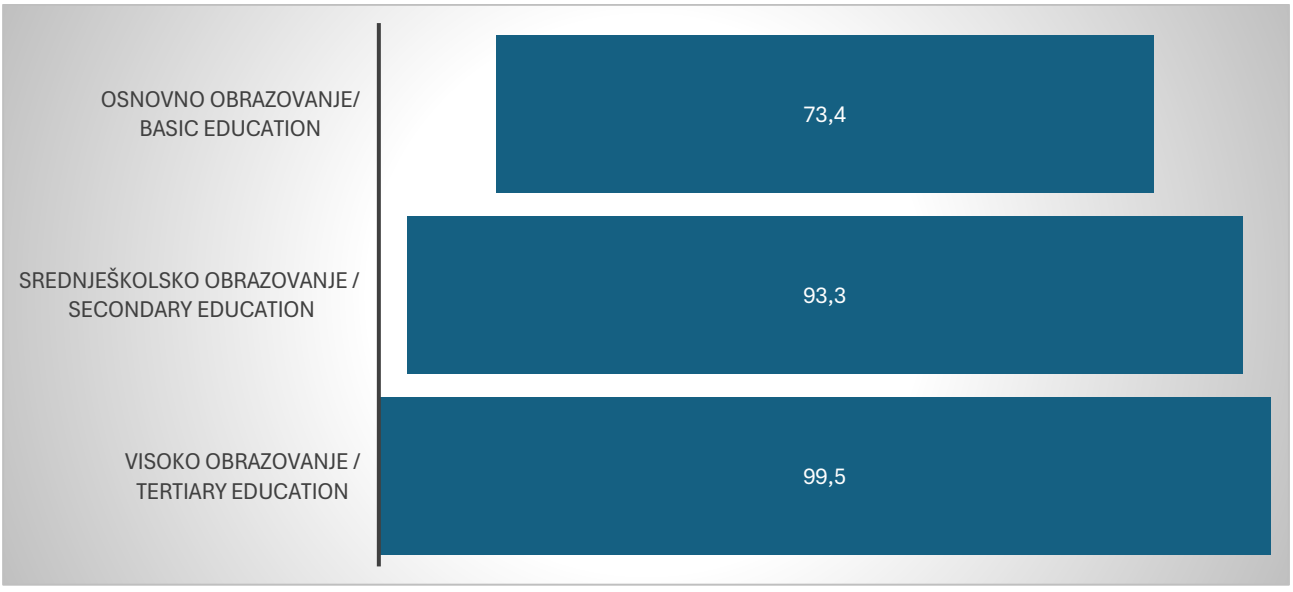
G.1.3 Udio korisnika interneta prema spolu, 2026. Bosna i Hercegovina[1]:

G.1.3 Internet usage by individuals, by gender, 2026., Bosnia and Herzegovina:



G.1.4 Udio korisnika interneta prema nivou obrazovanja, 2026. Bosna i Hercegovina[2]:

G.1.4 Internet usage by individuals, by level education, 2026., Bosnia and Herzegovina:

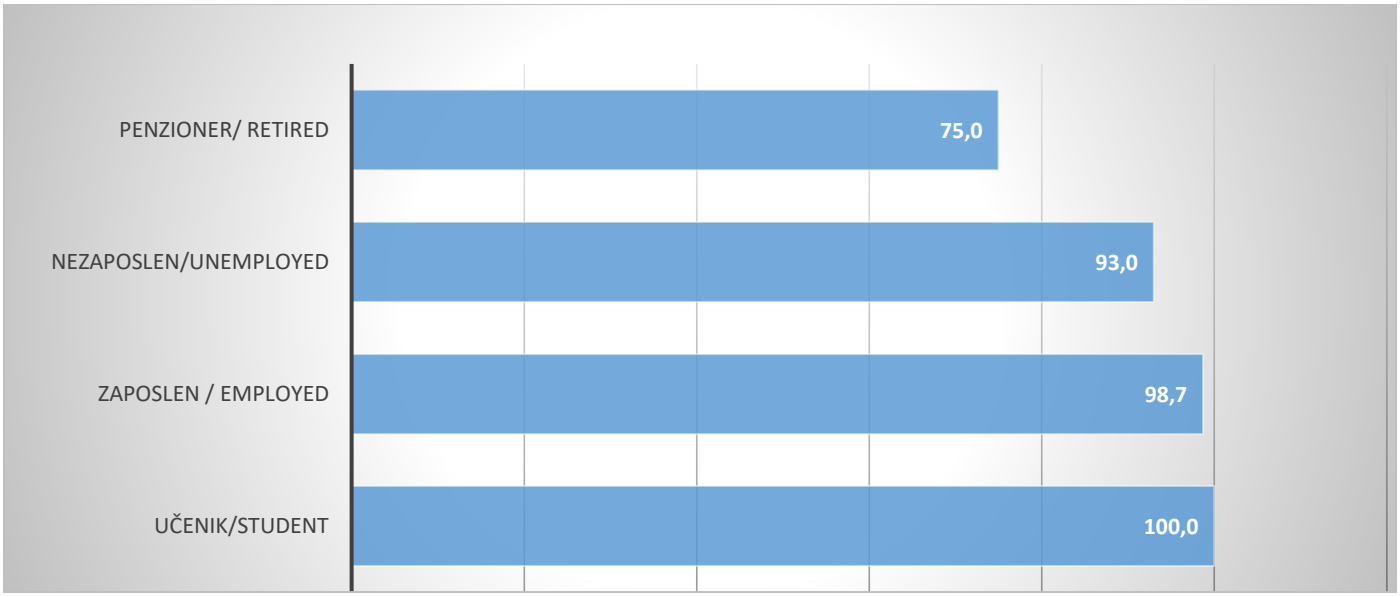


[1] Podaci se odnose na lica koja koriste internet u posljednja 3 mjeseca.
The data refers to persons who use the Internet in the last 3 months.

[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.

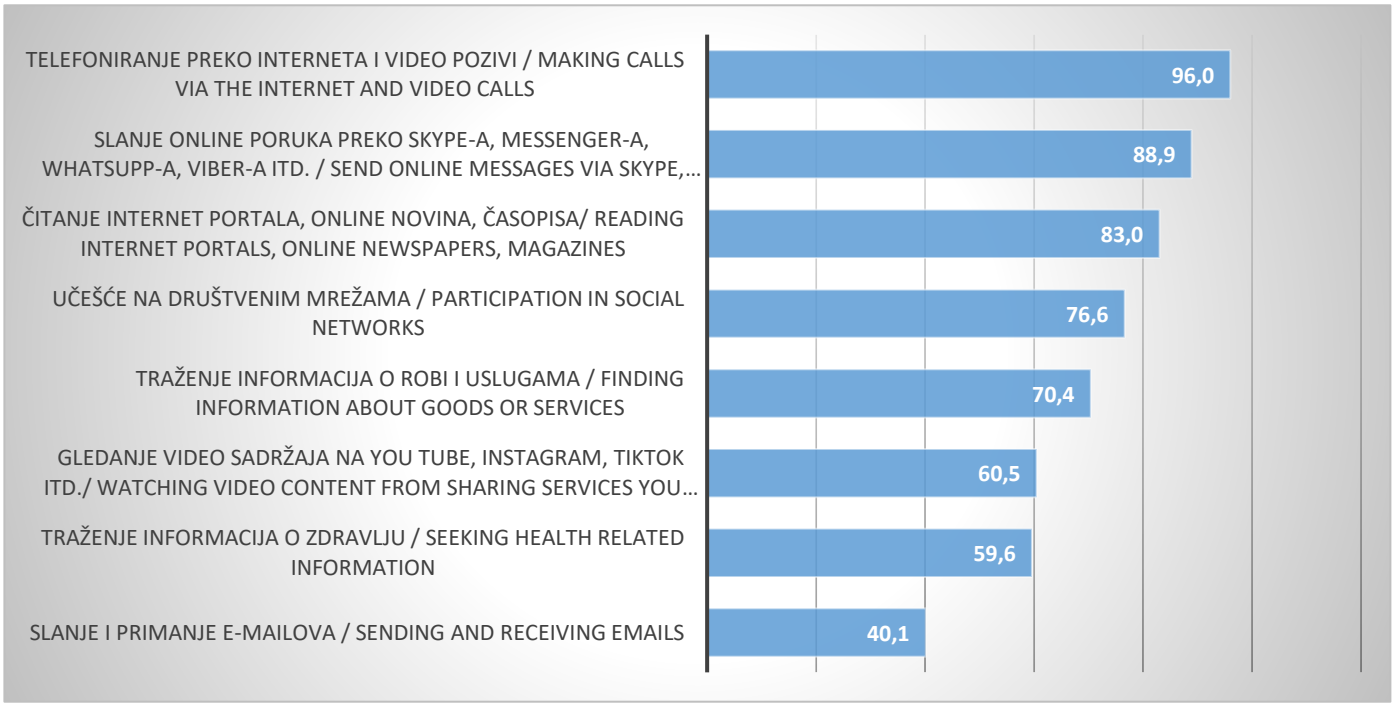
G.1.5 Udio korisnika interneta, prema radnom statusu, 2026. Bosna i Hercegovina[3]:

G.1.5 Internet usage by individuals, by by to employment situation, 202., Bosnia and Herzegovina:



G.1.6. Najčešći razlog korištenja interneta u privatne svrhe, u procentima, 2026., Bosna i Hercegovina:[4]

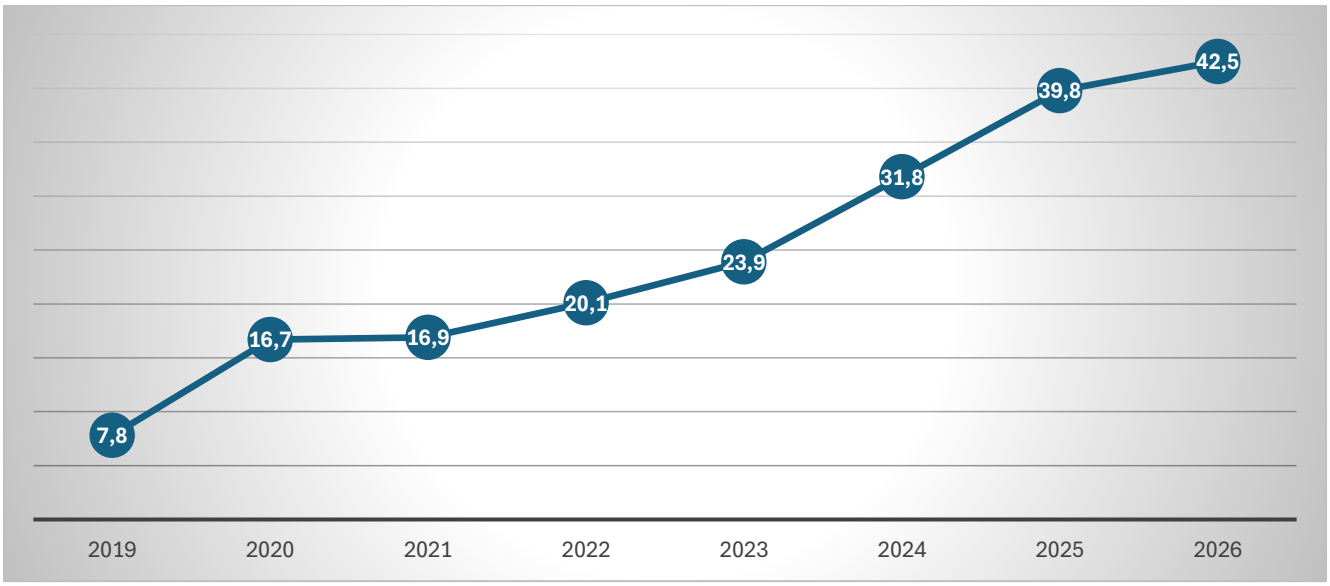
G 1.6 The most common reason for using the Internet for private purposes in percent, 2025., Bosnia and Herzegovina:



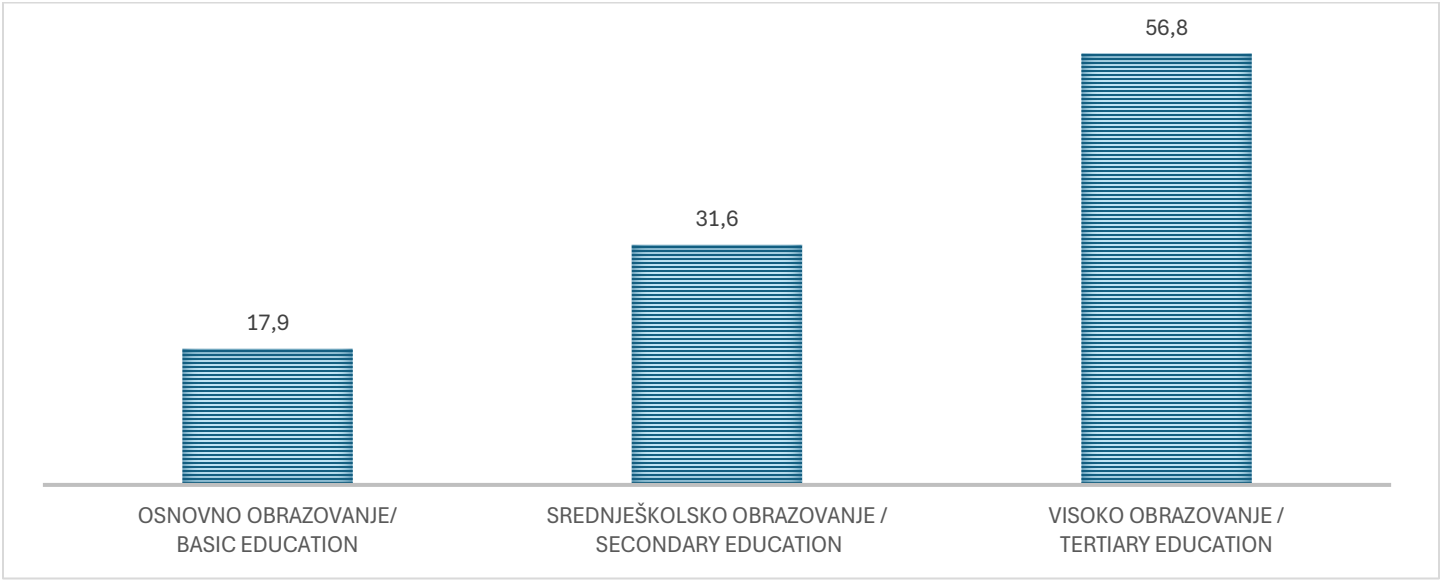
[3] Podaci se odnose na osobe koje koriste internet u posljednja 3 mjeseca.
The data refers to persons who use the Internet in the last 3 months.

[4] Podaci se odnose na osobe koje 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:

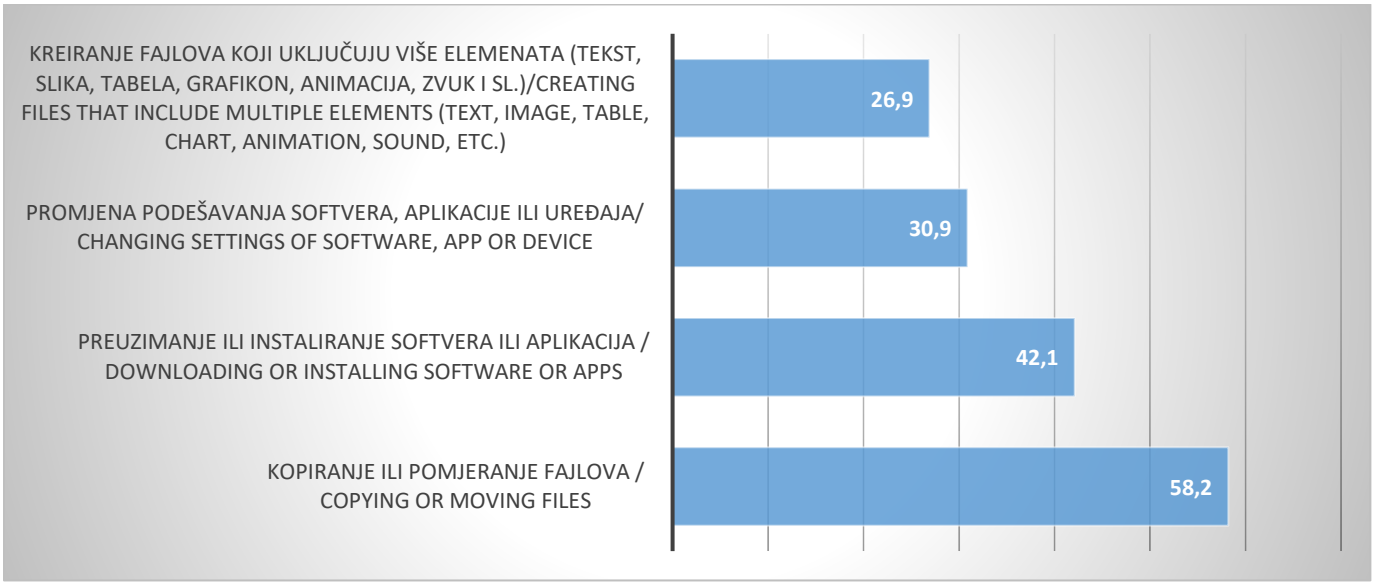


G1.8 Udio korisnika elektronske javne uprave/administracije prema nivou obrazovanja, 2026, Bosna i Hercegovina
G1.8. E-governement usage by individuals, by education level, 2026, Bosnia and Herzegovina



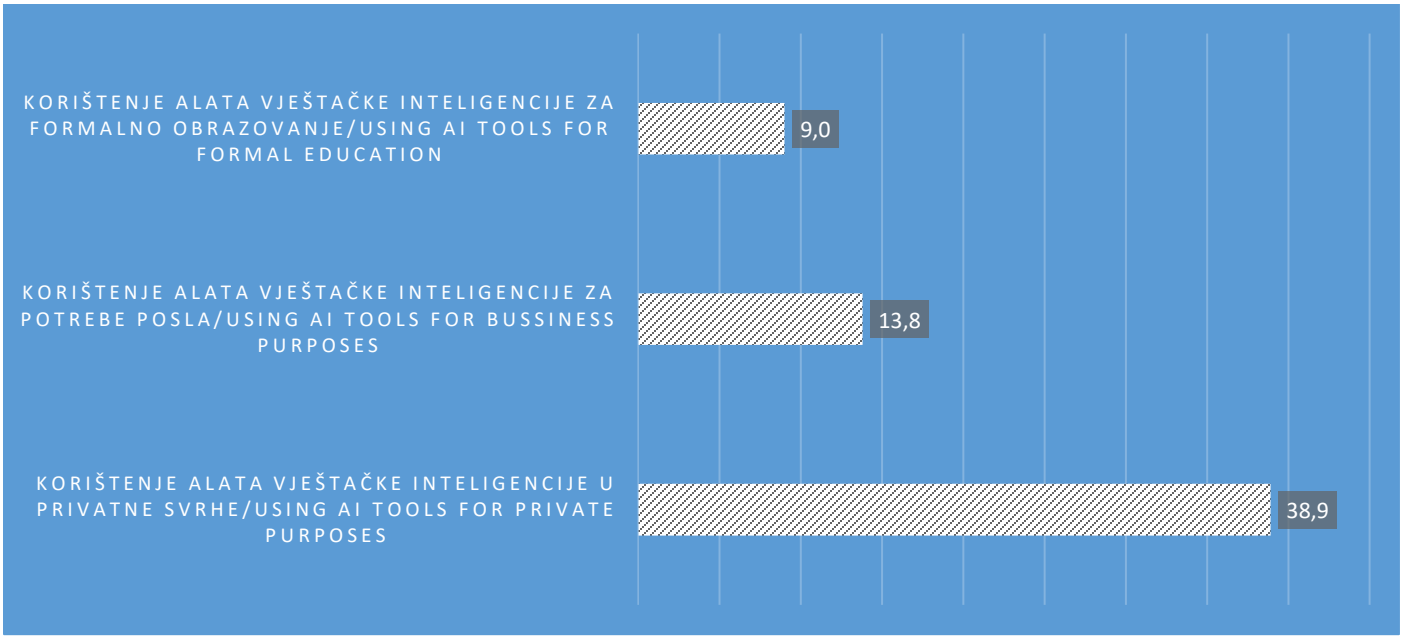
G.1.9 Koju od slijedećih elektronskih vještina ste najčešće koristili, u posljednja 3 mjeseca, u procentima?

G1.9. Which of the following e-skills have you used most frequently in the last 3 months, in percentages?



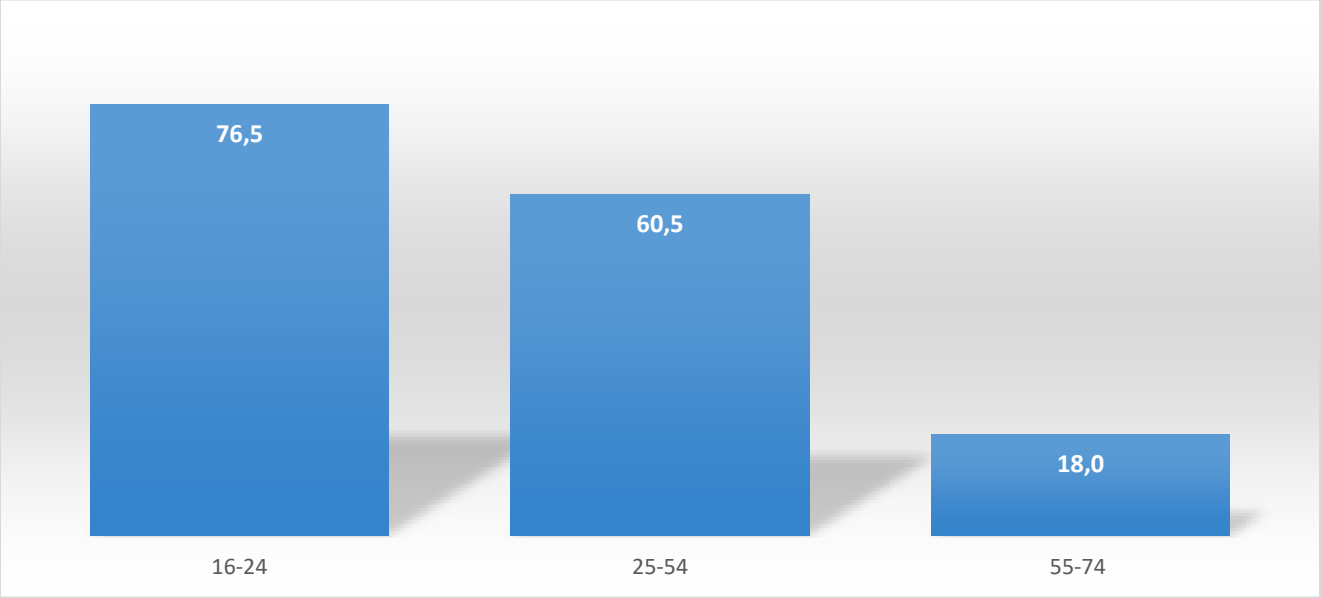
G1.10. Svrha korištenja alata vještačke inteligencije (ChatGPT, Copilot, Gemini, DALL-E i sl.) za kreiranje različitih sadržaja

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



G1.11 Kupovina roba ili usluga putem interneta u posljednja 3 mjeseca, po starosnim grupama

G1.11 Purchase of goods or services over the internet in the last 3 months, by age group



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 metodologojom za statistike o Informacionom društvu, 2026, 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. Velična uzorka na nivo Bosne i Hercegovine je 7733 domaćinstava. Stopa odgovora je 77,5%, odnosno 5991 domaćinstava (stopa odgovora = broj jednica 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, 2026., 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 7733 households. The response rate is 77.5%, or 5991 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).*

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