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

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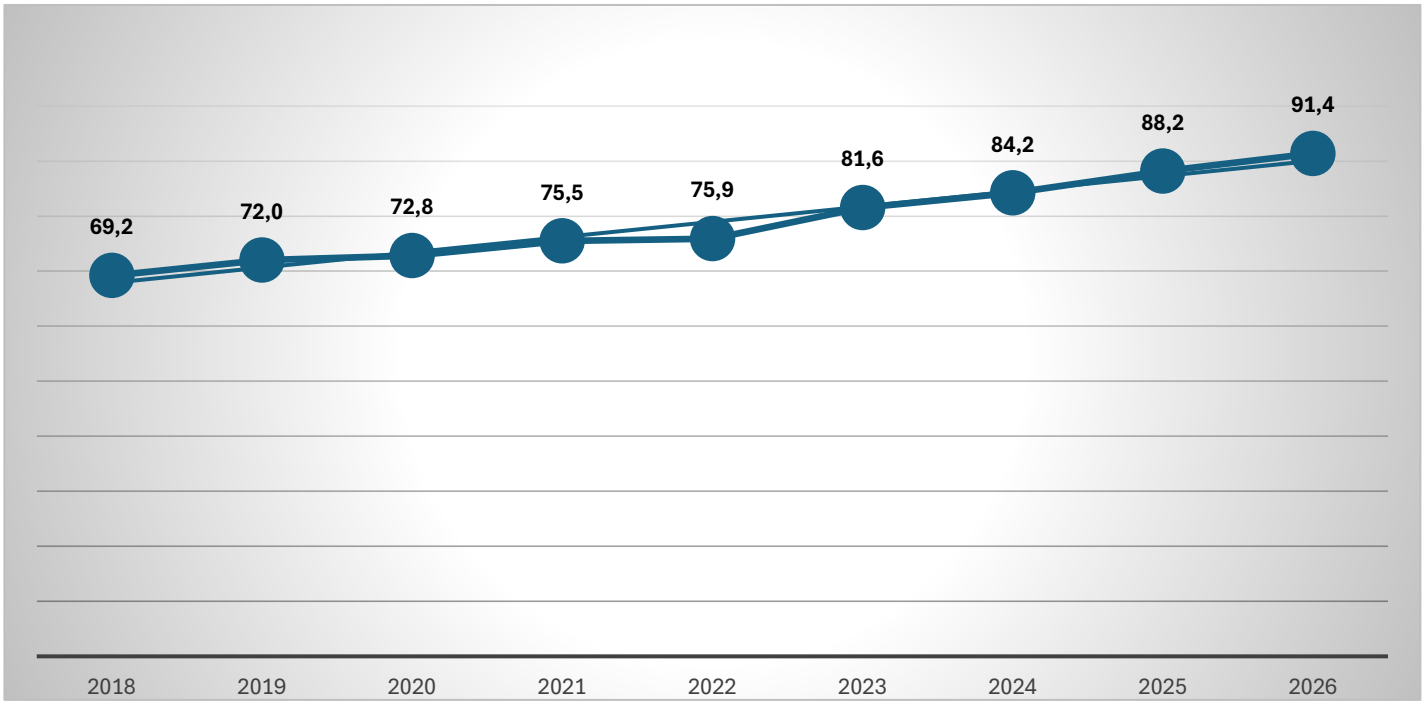
INFORMACIJSKO DRUŠTVO
INFORMATION SOCIETY

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

KUĆANSTVA / *HOUSEHOLDS*

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

G.1.1. Postotak kućanstava koja imaju pristup internetu, Bosna i Hercegovina
G.1.1 Percentage of households with access to computers and the Internet, Bosnia and Herzegovina

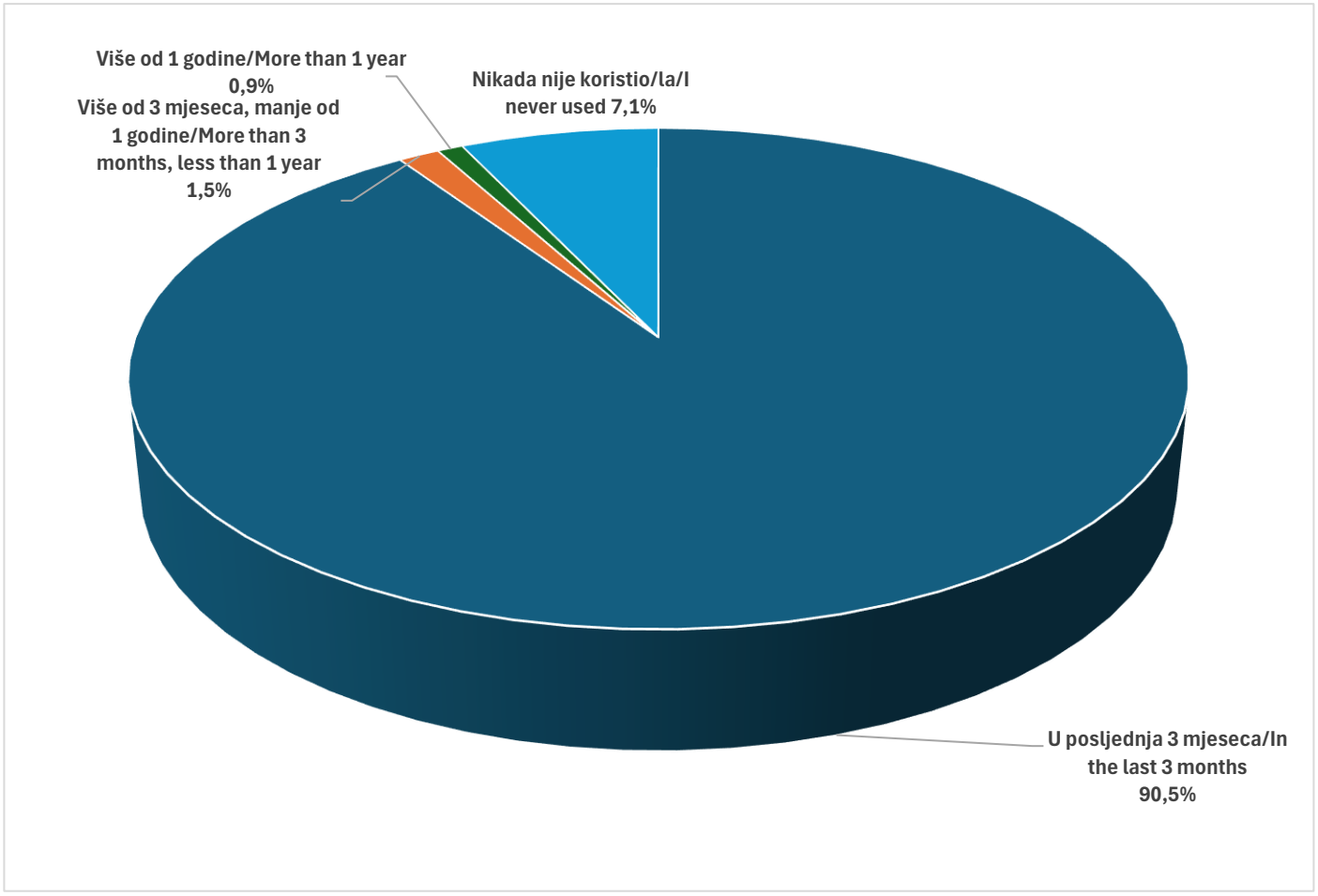


Pojedinci: Uporaba interneta *Individuals: Use of the internet*	**%**

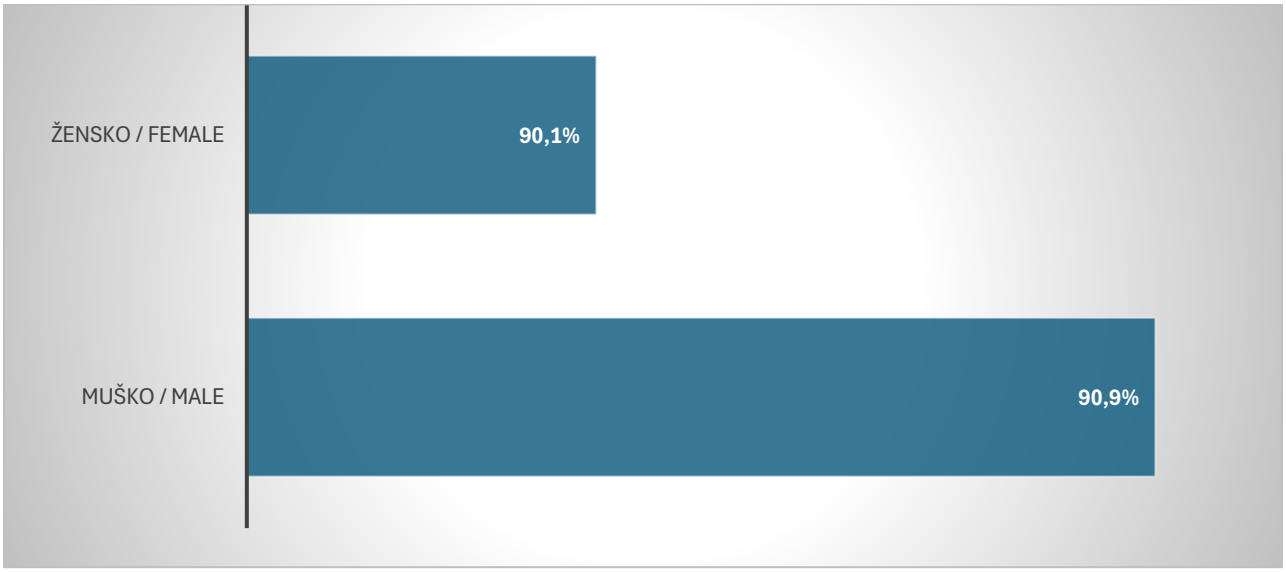
Pojedinci zadnji put koristili internet:
Individuals used the Internet last time

- 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**

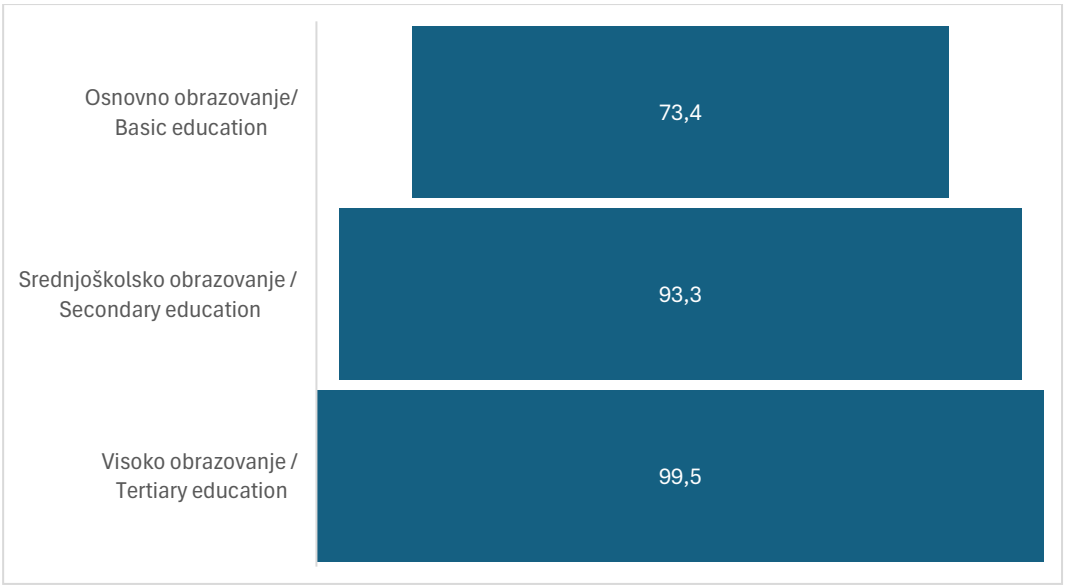
G.1.2. Postotak pojedinaca, zadnji put koristili internet, Bosna i Hercegovina
G.1.2 Percentage of Individuals used the Internet the last time, Bosnia and Herzegovina



G.1.3 Udio korisnika interneta prema spolu, 2026. Bosna i Hercegovina[1]:
G.1.3 Internet usage by individuals, by gender, in percent, 2026., Bosnia and Herzegovina:



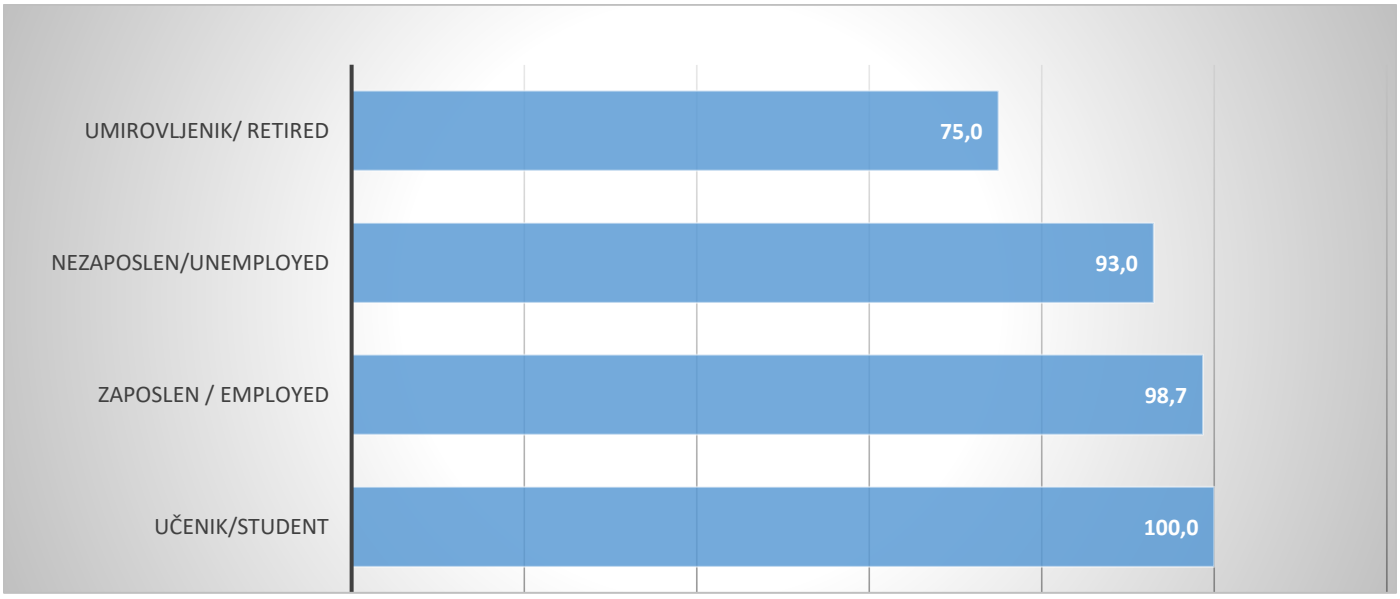
G.1.4 Udio korisnika interneta prema razini obrazovanja, 2026. Bosna i Hercegovina[2]:
G.1.4 Internet usage by individuals, by level education, 2026., Bosnia and Herzegovina:



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

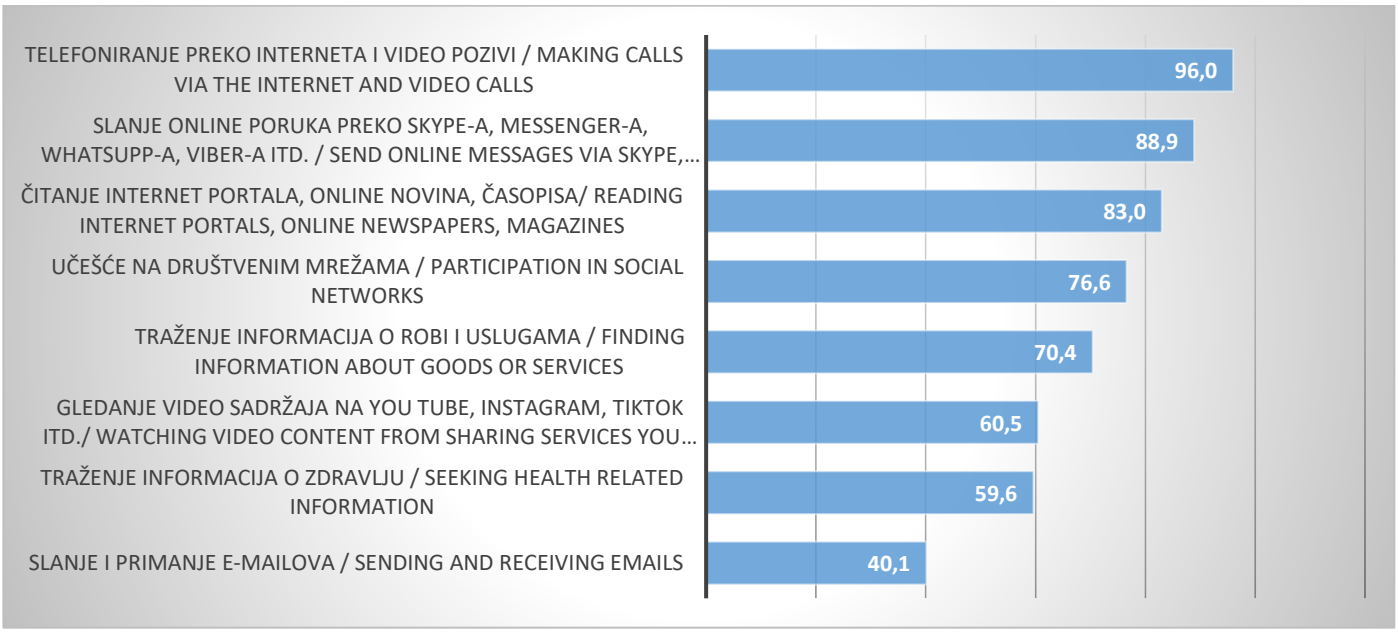
G.1.5 Udio korisnika interneta, prema radnom statusu, 2026. Bosna i Hercegovina[3]:

G.1.5 Internet usage by individuals, by by to employment situation, 2026., Bosnia and Herzegovina:



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

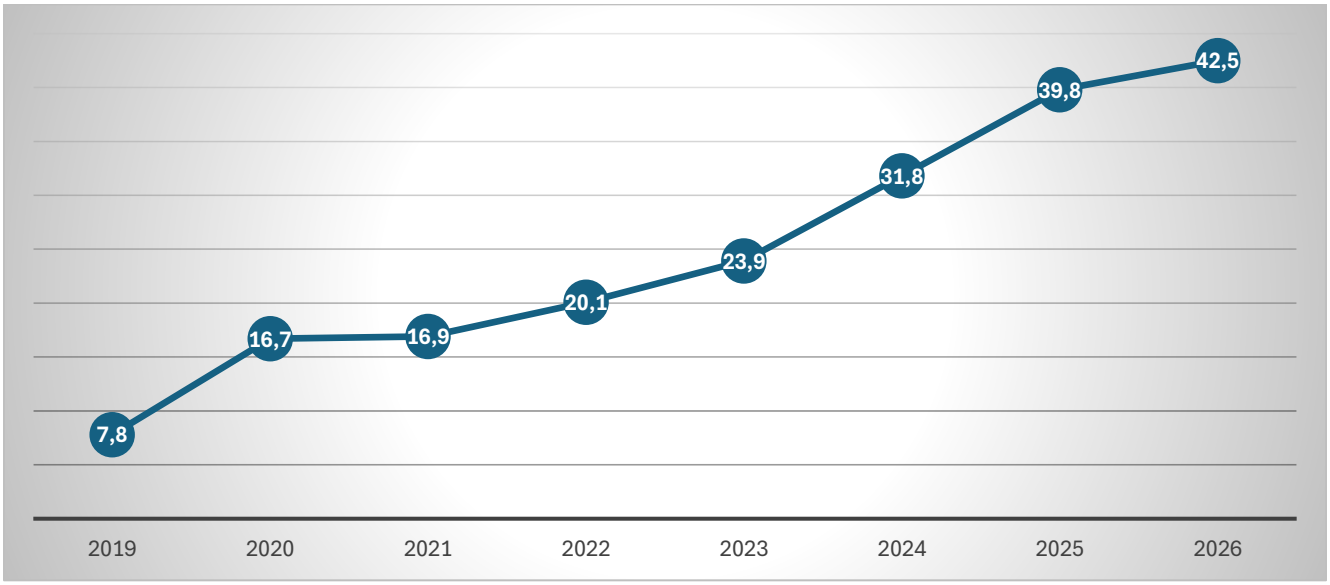
G 1.6 The most common reason for using the Internet for private purposes, in percent, 2025, Bosnia and Herzegovina:



[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.

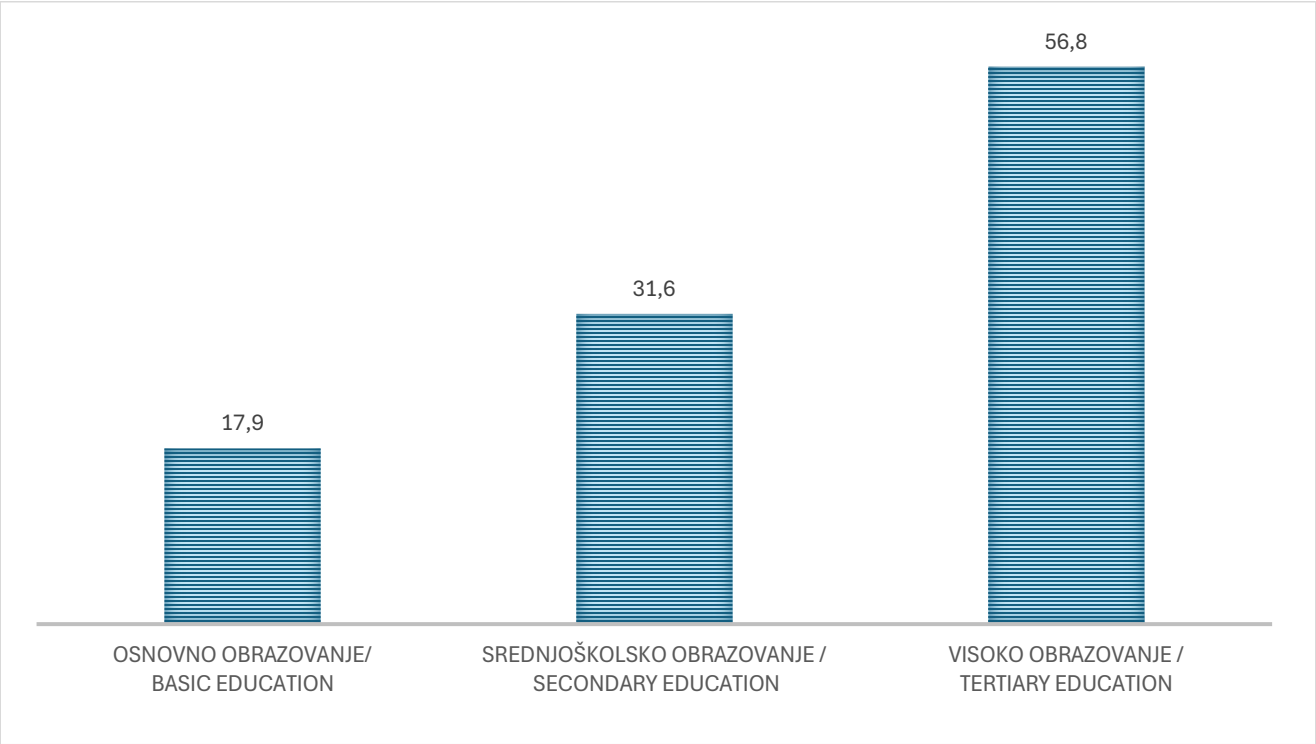
[4] Podaci se odnose na osobe koje koriste internet u posljednja 3 mjeseca.
The data refers to persons who use the Internet in the last 3 months.

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



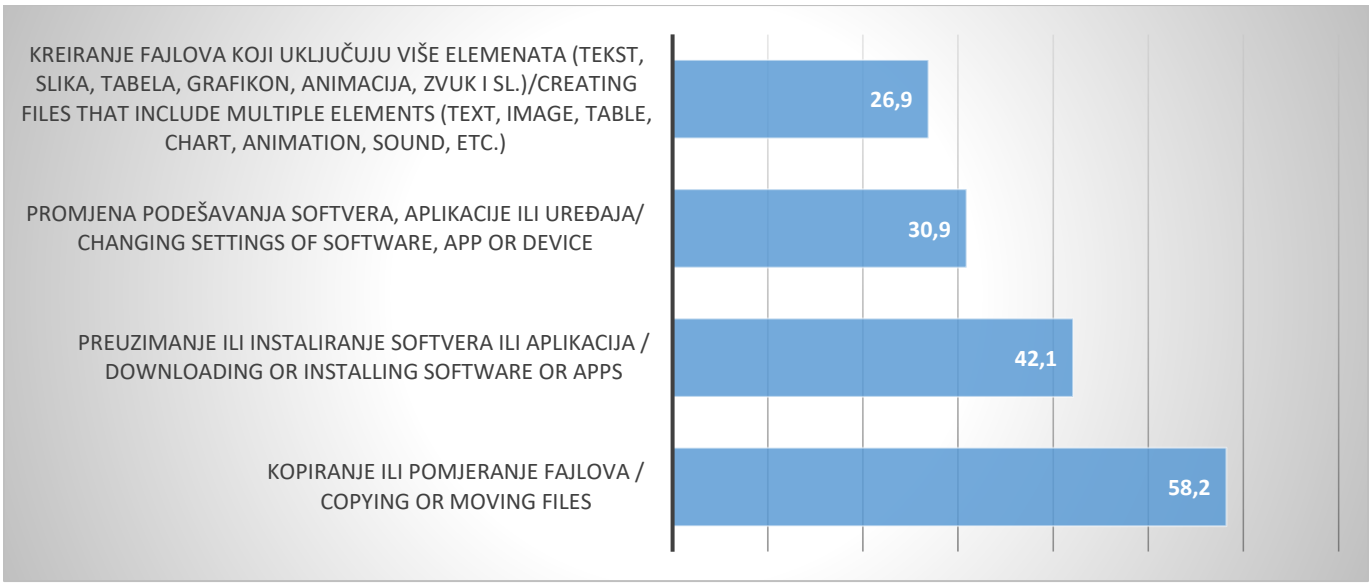
G1.8. Udio korisnika elektroničke javne uprave prema razini obrazovanja, 2026., Bosna i Hercegovina

G1.8. E-governement usage by individuals, by education level, 2026, Bosnia and Herzegovina



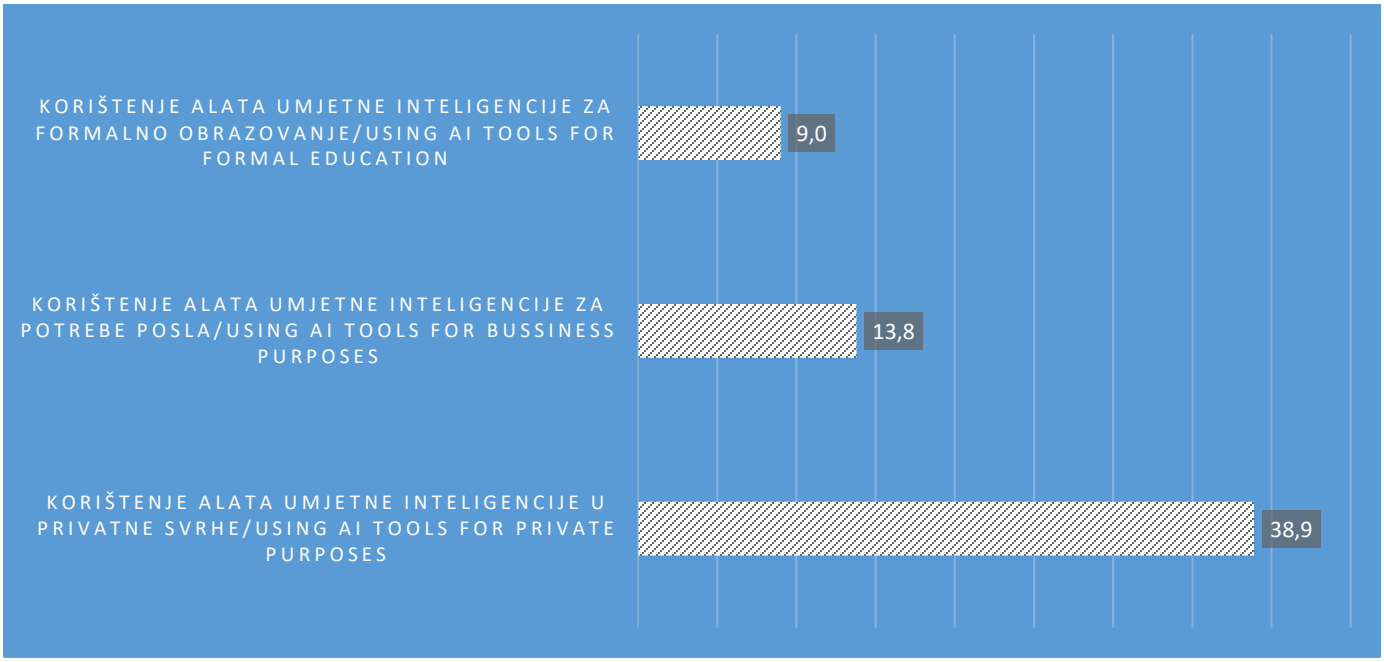
G.1.9 Koje ste od sljedećih elektroničkih vještina najčešće koristili u posljednja 3 mjeseca, u postotcima?

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



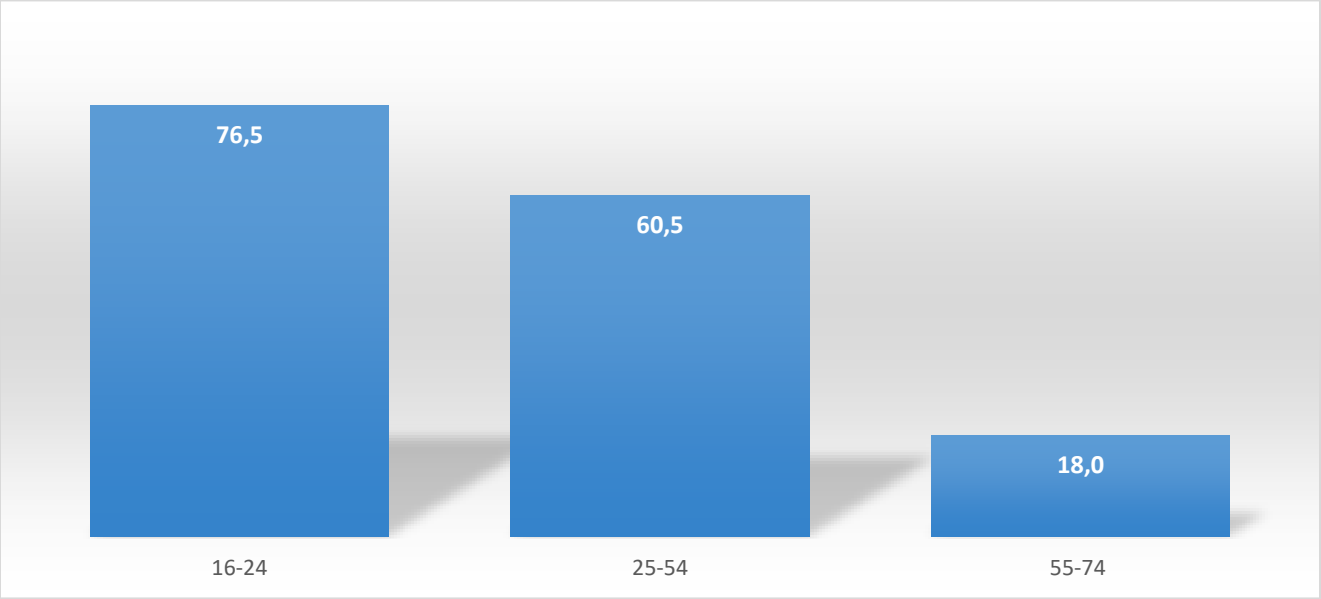
G1.10. Svrha korištenja alata umjetne inteligencije (ChatGPT, Copilot, Gemini, DALL-E i sl.) za kreiranje različitih sadržaja

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



G1.11. Kupnja roba ili usluga putem interneta u posljednja 3 mjeseca, prema dobnim skupinama

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 razinu uporabe računala i ostalih informacijsko-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.

Pravni temelj
Koncepti i definicije koje se primijenjuju za IKT istraživanja usklađeni su sa Eurostatovom metodologojom za statistike o Informacijskom društvu, 2026., sa regulativom Europskog parlamenta i Vijeća br.808/2004 o statistici Zajednice o informacijskom društvu.

Jedinice promatranja
Jedinica posmatranja je kućanstvo izabrano u uzorak, a jedinica anketiranja je član kućanstva 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 stratificirani slučajno izabrani uzorak. Jedinice uzorkovanja prve etape su jedan ili više popisnih krugova. Slučajno izabrana kućanstva sa bar jednim članom kućanstva dobi 16-74 godine unutar tih popisnih krugova su jedinice druge etape uzorkovanja, dok su slučajno izabrane osobe unutar tih izabranih kućanstava jedinice treće etape uzorkovanja. Veličina uzorka na razini Bosne i Hercegovine je 7733 kućanstava. Stopa odgovora je 77,5%, odnosno 5991 kućanstva (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, 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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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, ravnateljica
Vesna Ćužić, Director

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

Priopćenje priredila: Dajana Mrgud
Prepared by: Dajana Mrgud

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