

**UPOTREBA INFORMACIONO-KOMUNIKACIJSKIH TEHNOLOGIJA
U DOMAĆINSTVIMA I POJEDINAČNO, 2025.**

**USAGE OF INFORMATION AND COMMUNICATION TECHNOLOGIES
IN HOUSEHOLDS AND BY INDIVIDUALS, 2025**

Rezultati istraživanja o upotrebi informaciono-komunikacijskih tehnologija u domaćinstvima i pojedinačno (IKT-D), u Federaciji Bosne i Hercegovine, za 2025. godinu, pokazali su sljedeće:

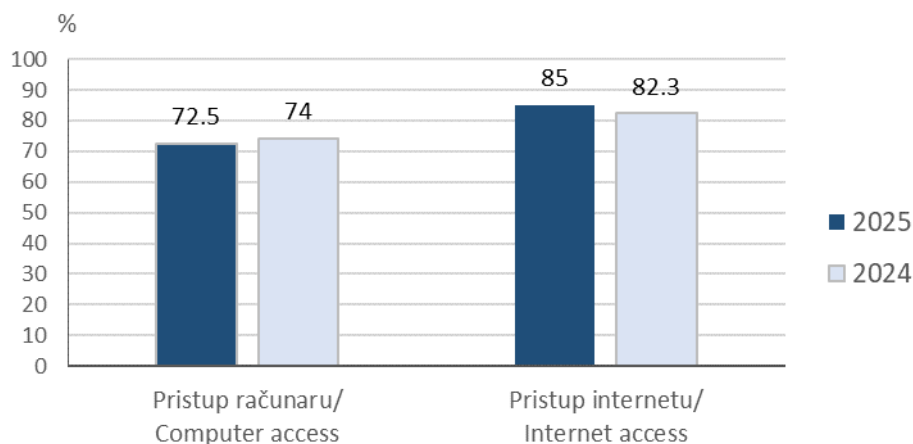
- 72,5% domaćinstava posjeduje računar
- 85,0% domaćinstava posjeduje internet priključak
- TV uređaj posjeduje 98,0% domaćinstava
- Mobilni telefon posjeduje 95,2% domaćinstava
- 72,5% pojedinaca koristilo je računar u prethodna 3 mjeseca
- 86,4% pojedinaca koristilo je internet u prethodna 3 mjeseca
- 35,9% korisnika interneta kupovalo je robu ili usluge preko interneta u posljednja 3 mjeseca

The results of anual survey on the Usage of information and communication technologies in households and by individuals, in Federation of Bosnia and Herzegovina for 2025. showed:

- 72.5% of households, owns an personal computers
- 85.0% of the households owns an Internet connection
- 98.0% of the households owns an TV
- 95.2% of the individuals owns an mobile phone
- 72.5% of individuals in the households used a personal comoputer in the reference quarter
- 86.4% of individuals in the households used the Internet in the reference quarter
- 35.9% of Internet users in the Federation of BiH bought goods or services over the Internet in the last 3 months

1. Opremljenost domaćinstava IKT-om.

1. Households equipped with ICT.



Na osnovu dobijenih rezultata provedenog istraživanja 72,5% domaćinstava ima pristup računaru, a 85,0% domaćinstava posjeduje internet priključak.

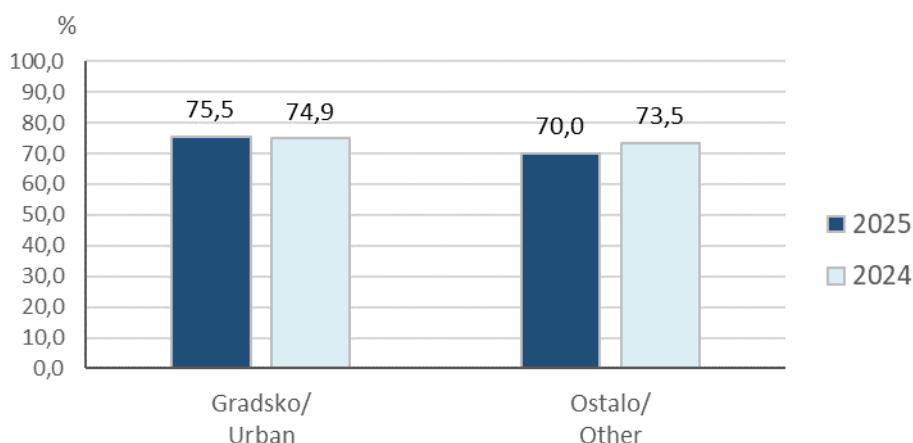
Based on the results obtained 72,5% of households have personal computer, and 85,0% of households have an Internet connection.

2. Pristup uređaju u domaćinstvima, prema tipu naselja.

2. Access to device in households, by type of settlements.

U gradskom tipu naselja, računar je zastupljen u 75,5% domaćinstava, dok je zastupljenost računara u ostalom tipu naselja 70,0%.

In the urban type of settlement, the computer is represented in 75.5% of households, while the representation of the computer in the rural type of settlement was 70.0%.

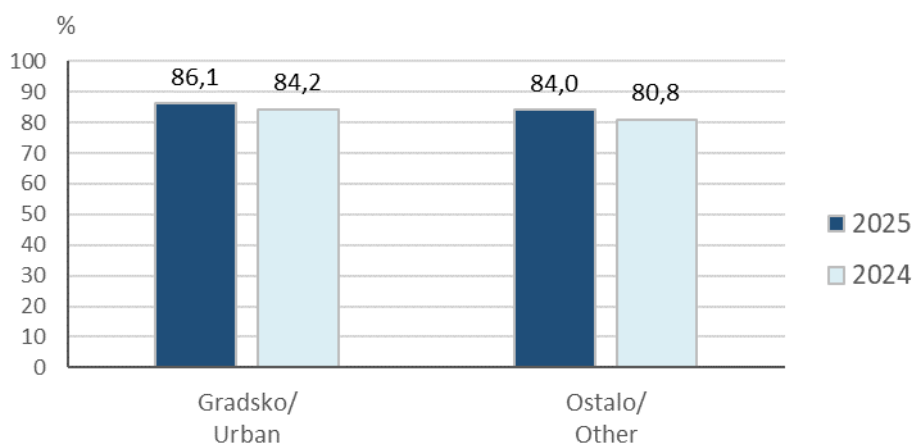


3. Pristup internetu u domaćinstvima, prema tipu naselja. ¹⁾

3. Access to Internet in households, by type of settlements.

U gradskom tipu naselja, internet je zastupljen u 86,1% domaćinstava, dok je zastupljenost interneta u ostalom tipu naselja 84,0%.

In the urban type of settlement, the Internet is represented in 86,1% of households, while the representation of the Internet access in the rural type of settlement was 84,0%

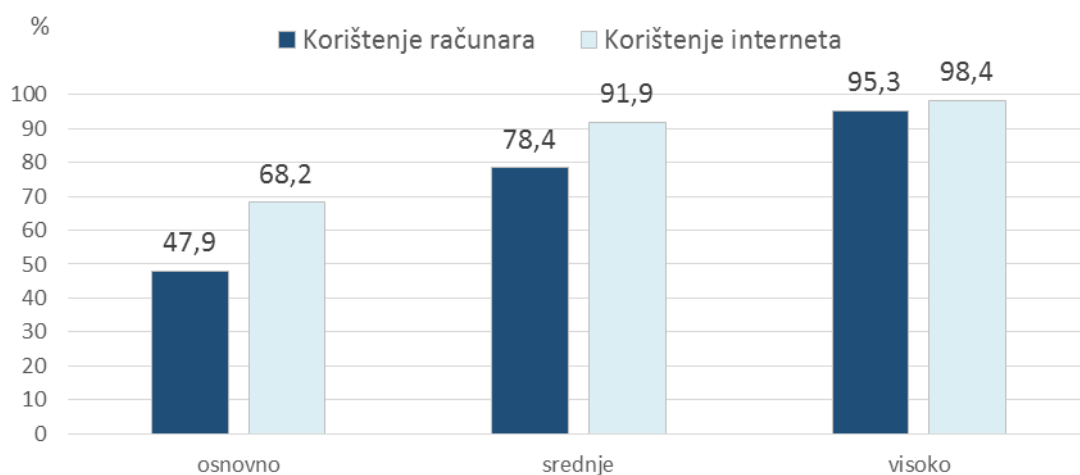


1) Uključen je pristup internetu putem računara, laptopa, netbook-a, tableta i pametnih telefona.

1) Involving internet access by desktop PC, laptop, netbook, tablet and smart phone.

4. Korištenje računara i interneta prema nivou obrazovanja, u posljednja 3 mjeseca

4. Use of the computer and Internet by education level, in the last 3 months

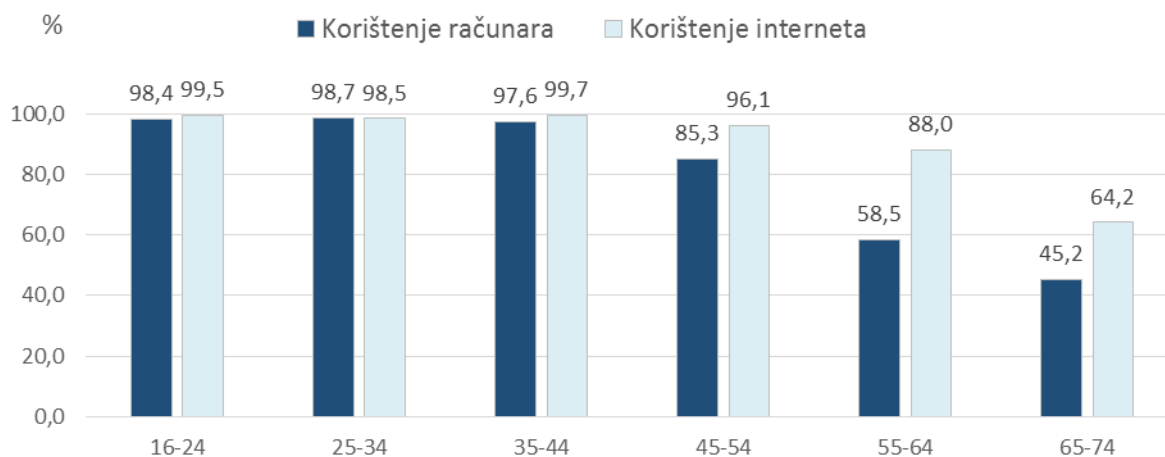


Iz dijagrama je vidljivo da se korištenje računara i interneta povećava u odnosu na nivo obrazovanja.

The diagram shows that the use of computers and the Internet increases with the level of education

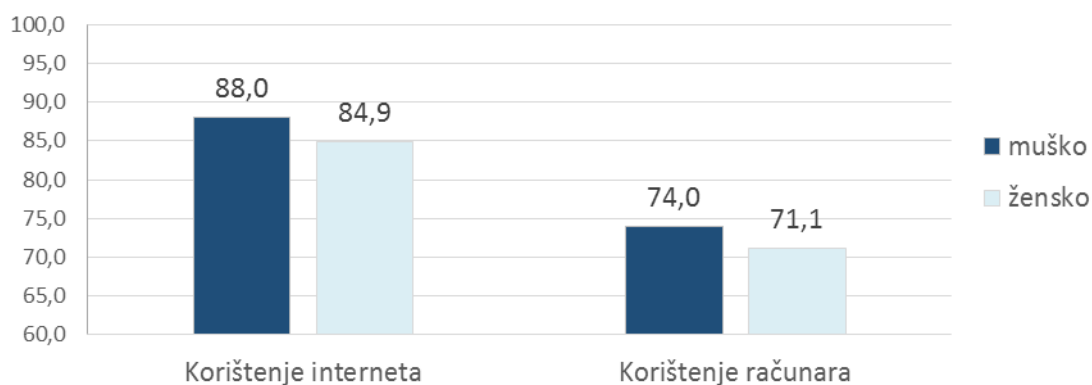
5. Korištenje računara i interneta prema kategorijama starosti, u posljednja 3 mjeseca

5. Use of the computer and Internet by education, in the last 3 months



6. Korištenje računara i interneta prema spolu, u posljednja 3 mjeseca

6. Use of the computer and Internet by gender, in the last 3 months



Tokom posljednja 3 mjeseca u Federaciji BiH internet je koristilo 88,0% muškaraca i 84,9% žena. U istom periodu računar je koristilo 74,0% muškaraca te 71,1% žena.

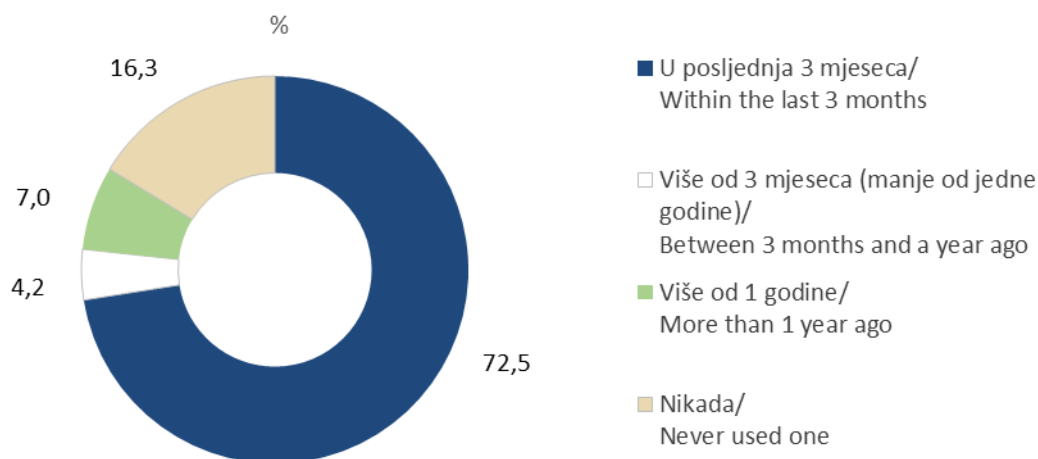
During the last 3 months, 88.0% of men and 84.9% of women in the Federation of BiH used the internet. In the same period, 74.0% of men and 71.1% of women used a computer.

7. Učestalost korištenja računara.

7. Frequency of computer use.

U Federaciji Bosne i Hercegovine 72,5% pojedinaca u domaćinstvu je koristilo računar u referentnom kvartalu, 4,2% pojedinaca je koristilo računar prije više od 3 mjeseca, 7,0% pojedinaca je koristilo računar prije više od jedne godine. Računar nikada nije koristilo 16,3% pojedinaca.

In Federation of Bosnia and Herzegovina 72.5% of individuals in the households used a personal computer in the reference quarter, 4.2% of individuals used the computer more than three months ago, 7.0% of individuals used the computer more than a year ago. The computer has never been used by 16.3% of individuals.

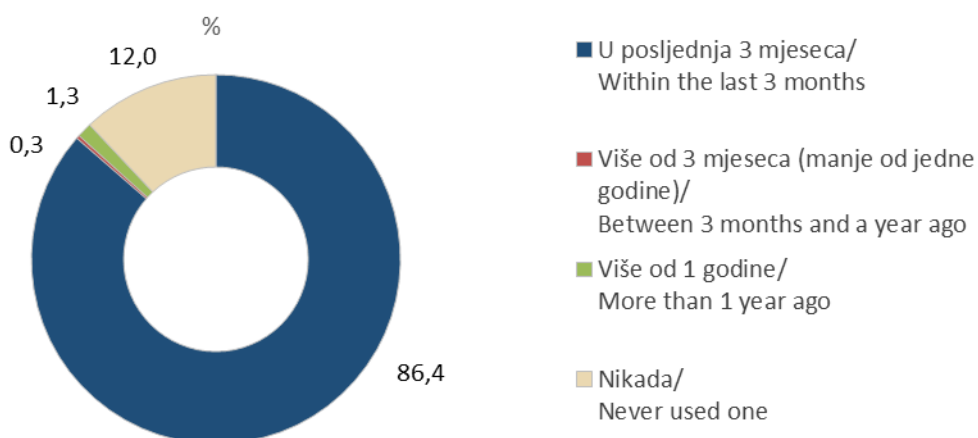


8. Učestalost korištenja interneta.

8. Frequency of Internet use.

U Federaciji Bosne i Hercegovine 86,4% pojedinaca u domaćinstvu je koristilo internet u referentnom kvartalu, 0,3% pojedinaca je koristilo internet prije više od 3 mjeseca, 1,3% pojedinaca je koristilo internet prije više od jedne godine. Internet nikada nije koristilo 12,0% pojedinaca.

In Federation of Bosnia and Herzegovina 86.4% of individuals in the households used the Internet in the reference quarter, 0.3% of individuals used the Internet more than three months ago, 1.3% of individuals used the Internet more than a year ago. The internet has never been used by 12.0% of individuals.

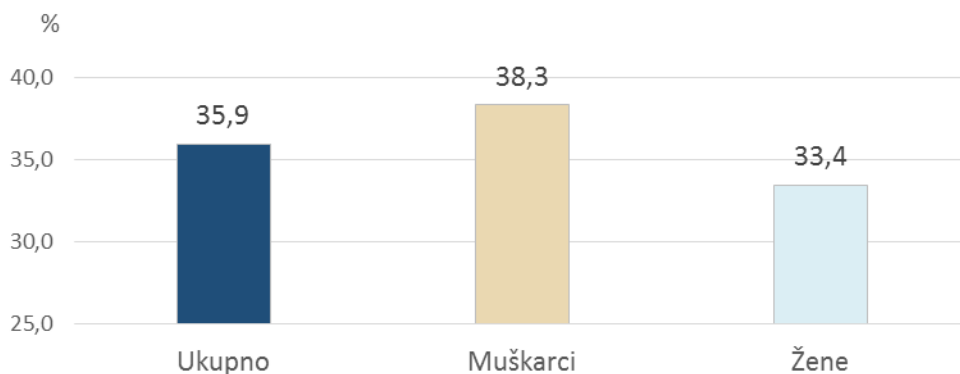


9. Elektronska trgovina, prema spolu, u posljednja 3 mjeseca

9. E-commerce by gender, in the last three months

Analiza pokazuje da je 35,9% korisnika interneta u Federaciji BiH kupovalo robu ili usluge preko interneta, prema polu 38,3% muškaraca i 33,4% žena

The analysis shows that 35.9% of Internet users in the Federation of BiH bought goods or services over the Internet, by gender 38.3% of men and 33.4% of women

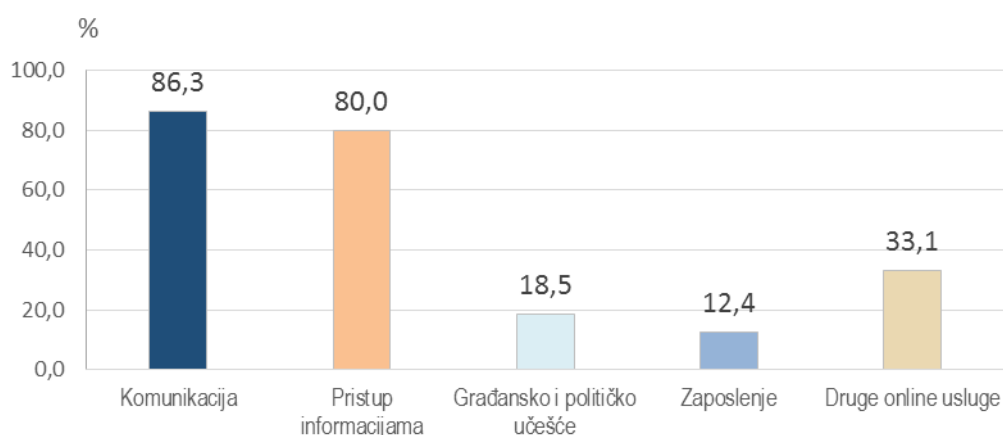


10. Aktivnosti na internetu

10. Internet activity

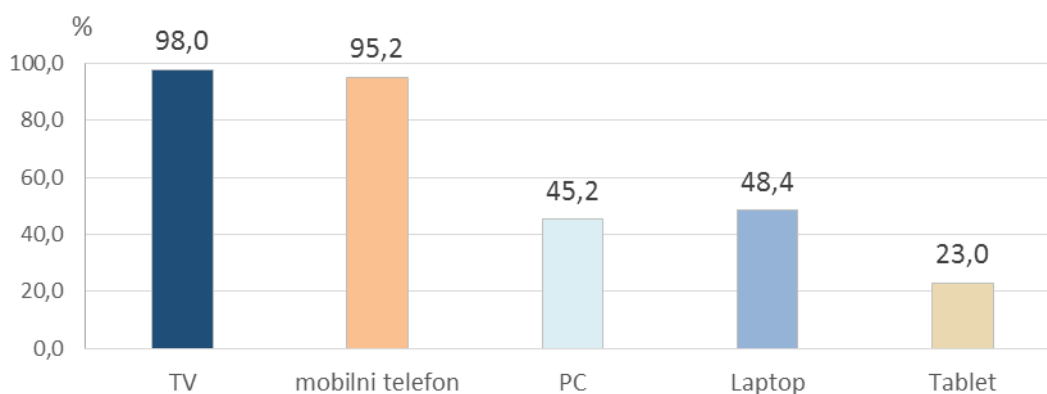
Tokom posljednja tri mjeseca ispitanici su izjavili da su koristili internet za komunikaciju 86,3%, za pristup informacijama 80,0%, za građansko i političko učešće 18,5%, za zaposlenje 12,4%, te za druge online usluge 33,1%

During the last three months, the respondents stated that they used the Internet for communication 86.3%, for access to information 80.0%, for civic and political participation 18.5%, for job seeking 12.4%, and for other online services 33.1%



11. Uređaji zastupljeni u domaćinstvima

11. Devices in households



METODOLOŠKA OBJAŠNJENJA

Svrha statističkog istraživanja

Cilj istraživanja je da se dobiju podaci o zastupljenosti i upotrebi informaciono-komunikacijskih tehnologija u domaćinstvima i pojedinačno za Federaciju Bosne i Hercegovine.

Koncepti i definicije koji se primjenjuju u ovom istraživanju su usklađeni sa Eurostat-ovom metodologijom za statistike o informatičkom društvu, 2025., a posebno regulativom Evropskog parlamenta i Vijeća br. 2019/1700 o statistici Zajednice o informatičkom društvu.

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

Jedinice posmatranja

Jedinica posmatranja je domaćinstvo izabrano u uzorak, a jedinica anketiranja je slučajno odabrani član domaćinstva koji ima između 16 i 74 godine starosti. Podaci su prikupljeni u drugom kvartalu 2025. telefonskim anketiranjem pojedinaca iz odabranih domaćinstava.

Veličina uzorka

Veličina uzorka je 3.840 domaćinstava.

Uzorak za anketu o upotrebi informacijsko-komunikacijskih tehnologija u domaćinstvima uključuje domaćinstva koja imaju barem jednu osobu starosti 16-74 godine.

Definicije

ADSL (Asymmetric Digital Subscriber Line) Asimetrična digitalna pretplatnička linija: Širokopojasna digitalna transmisiona tehnologija koja koristi postojeću telefonsku liniju i dopušta istovremeno slanje podataka i komunikaciju glasom.

Digitalna pretplatnička linija DSL (Digital Subscriber Line): Vrsta brze širokopojasne internet konekcije pomoću standardnih telefonskih parica.

Pod **korištenjem društvenih mreža** podrazumijeva se upotreba internet aplikacija ili komunikacijskih platformi, u okviru ili izvan preduzeća za povezivanje, kreiranje i razmjenu sadržaja na mreži s kupcima ili dobavljačima. Preduzeća koja koriste društvene mreže su ona preduzeća koja imaju korisnički profil ili korisničku licencu zavisno od vrste društvene mreže.

NOTES OF METHODOLOGY

Purpose of the statistical survey

The aim of the survey is to obtain data on the presence and use of information and communication technologies for Federation of Bosnia and Herzegovina.

The concepts and definitions used in this survey are harmonized with the Eurostat Methodology for Statistics on the Information Society, 2025 and especially with the European Parliament and the Council Regulation no. 2019/1700 concerning Community statistics on the information society.

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 persons in Federation of Bosnia and Herzegovina who are Internet users and for which the Internet is used. These data constitute an important source of information for implementing the policy in the sector of the Information society

Observations units

Observation unit are sampled based households, while survey units are randomly selected household members aged between 16 and 74. The data were collected by phone call of interviewers in selected households, in the second quarter of 2025.

Sample size

Sample size is 3.840 households.

The sample for IKT-D for 2024. is selected by involving only those households for IKT-D who have at least one member aged between 16 and 74.

Definitions

ADSL (Asymmetric Digital Subscriber Line): Broadband digital transmission technology which uses the existing telephone line, allowing simultaneous transmission of data and voice calls.

Digital Subscriber Line (DSL): A type of broadband Internet connection established using standard telephone lines.

*Under the **use of social networks** is the use of Internet applications and communications platforms, within or outside the enterprise to connect, create and share content online with customers or suppliers. Enterprises that use social networks are those enterprise that have a user profile or a user license, depending on the type of social network.*

Broadband su širokopojasne tehnologije ili veze koje omogućavaju brz prijenos podataka, naročito filmova, igara, videokonferencija putem internetske mreže (npr. ADSL, kablovska veza, UMTS, optička veza, VDSL).

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

E-trgovina su transakcije koje se provode preko mreža računara baziranih na internetskom protokolu te preko ostalih računarskih mreža. Primanje narudžbi, dobara i usluga ostvaruje se putem navedenih mreža, ali samo plaćanje i konačna isporuka dobara i usluga mogu biti provedeni online ili offline. Narudžbe primljene telefonom, telefaksom ili ručnopisanim elektronskim porukama ne smatraju se e-trgovinom.

Mobilni priključak na internet podrazumijeva korištenje prijenosnih uređaja povezanih na internet u svrhu poslovnih potreba koristeći mreže mobilnih telefona. Predmet promatranja su preduzeća koja omogućavaju zaposlenima da koriste prijenosne uređaje s pristupom na internet za poslovne potrebe.

- **3G** je ime za treću generaciju mobilne telefonije. Omogućava prijenos ne samo teksta i zvuka nego i pokretnih slika, televizije i ostalih avangardnih usluga.

- **4G** je ime za četvrtu generaciju mobilne telefonije. Omogućava veoma brz prijenos podataka i multimedijalnog sadržaja preko mobilnih uređaja kao i gotovo trenutni odziv mreže i učitavanje online sadržaja.

Internet se odnosi na mrežu baziranu na ovim internetskim protokolima: www, ekstranet putem interneta, EDI putem interneta, internet-ready mobilni telefoni.

Računari uključuju personalne računare (PC), prijenosne računare (laptop), tablete i ostale prijenosne uređaje (npr. smartphones).

Web stranica je mjesto na World Wide Webu identificirano internetskom adresom. Skup internetskih datoteka o određenom subjektu uključuje početnu datoteku koja se naziva početna stranica. Informacije su kodirane posebnim jezicima (HyperText Mark-up Language (HTML), XML, Java) koji su čitljivi preko internetskih pretraživača kao što su Mozilla Firefox, Opera ili Microsoft's Internet Explorer.

Broadband are technologies or connections that enable rapid transmission of data, especially films, games, video-conferences over an internet network (e.g. ADSL, cable connection, UMTS, optical connection, VDSL, leased lines).

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

E-commerce means transactions conducted over an internet protocol-based networks and over other computer-mediated networks. Goods and services are ordered via those networks, but the payment and the ultimate delivery of the goods or services may be conducted on-line or off-line. Orders received via telephone, facsimile, or manually typed e-mails are not counted as electronic commerce.

Mobile connection to the Internet involves the use of removable devices connected to the Internet for the purpose of business needs using mobile phone networks. Observation by companies that allow employees to use mobile devices to access the Internet for business purposes.

- **3G** is the common name for the third generation mobile telephony. It allows the transfer of not only text and sound but also moving pictures, television, and other avant-garde services.

- **4G** is the common name for the fourth generation of mobile telephony. Offers high speed data transfer and multimedia content over mobile devices and almost immediate response network and upload online content.

The internet refers to the following networks of internet protocols: www, extranet via the internet, EDI via the internet, internet-ready mobile phones.

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

Website is a location on the World Wide Web identified by a web address. Collection of Web files on a particular subject includes a beginning file called the home page. Information is encoded with specific languages (HyperText Mark-up Language(HTML), XML, Java) readable over a web browser such as Mozilla Firefox, Opera, or Microsoft's Internet Explorer.

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