

**UPOTREBA INFORMACIONO-KOMUNIKACIJSKIH TEHNOLOGIJA  
U DOMAĆINSTVIMA I POJEDINAČNO, 2018.**

*USAGE OF INFORMATION AND COMMUNICATION TECHNOLOGIES  
IN HOUSEHOLDS AND BY INDIVIDUALS, 2018*

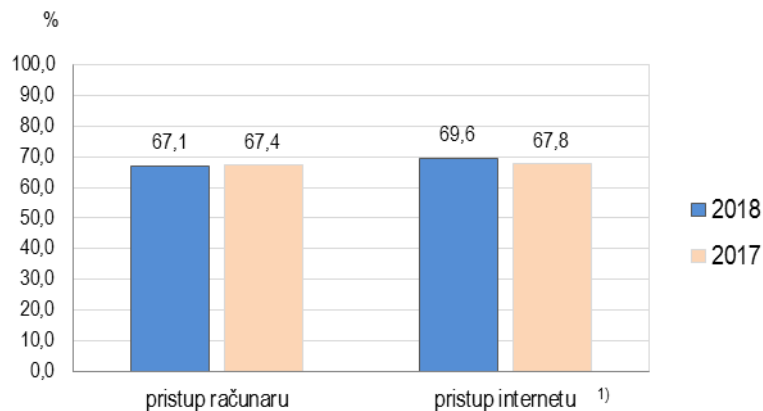
Rezultati istraživanja o upotrebi informaciono-komunikacijskih tehnologija u domaćinstvima i pojedinačno (IKT-D), u Federaciji Bosne i Hercegovine, za 2018. godinu, pokazali su sljedeće:

- 67,1% domaćinstava koristi računar
- 69,6% domaćinstava posjeduje internet priključak.

*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 2018. showed:*

- 67.1% of households, use a personal computers .*
- 69.6% of the households owns an Internet connection.*

**1. Opremljenost domaćinstava IKT-om.**  
*1. Households equipped with ICT.*



Na osnovu dobijenih rezultata provedenog istraživanja 67,1% domaćinstava ima pristup računaru, a 69,6% domaćinstava posjeduje internet priključak.

*Based on the results obtained 67.1% of households have personal computer and 69.6% of households have an Internet connection.*

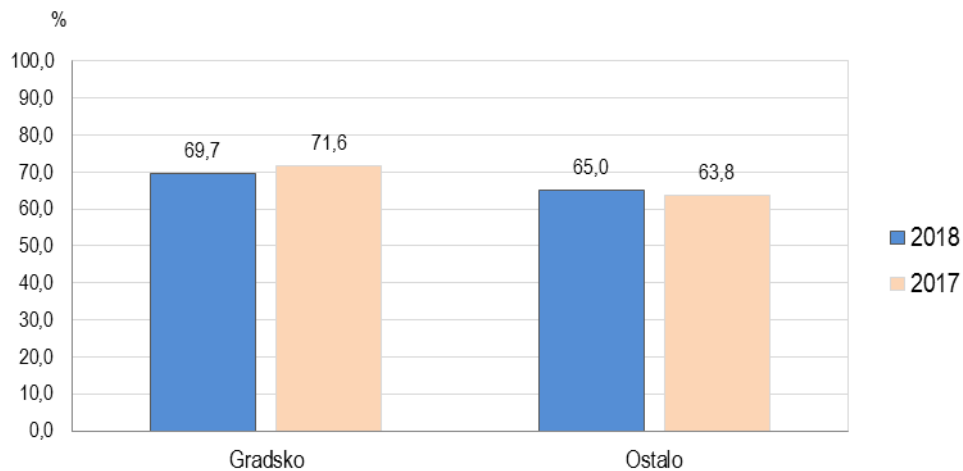
1) Vidi metodološka objašnjenja  
1) See notes of methodology

## 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 69,7% domaćinstava, dok je zastupljenost računara u ostalom tipu naselja 65,0%.

*In the urban type of settlement, the computer is represented in 69.7% of households, while the representation of the computer in the rural type of settlement was 65.0%.*

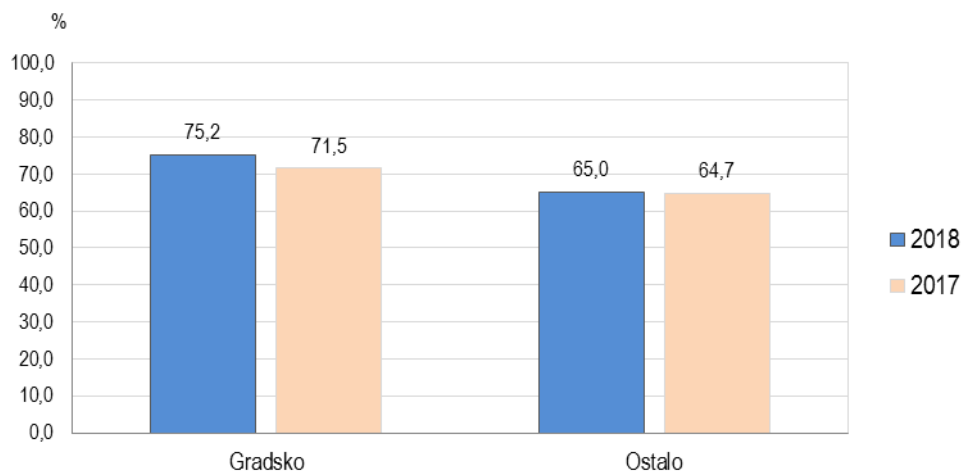


## 3. Pristup internetu u domaćinstvima, prema tipu naselja.

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

U gradskom tipu naselja, internet je zastupljen u 75,2% domaćinstava, dok je zastupljenost interneta u ostalom tipu naselja 65,0%.

*In the urban type of settlement, the Internet is represented in 75.2% of households, while the representation of the Internet access in the rural type of settlement was 65.0%.*

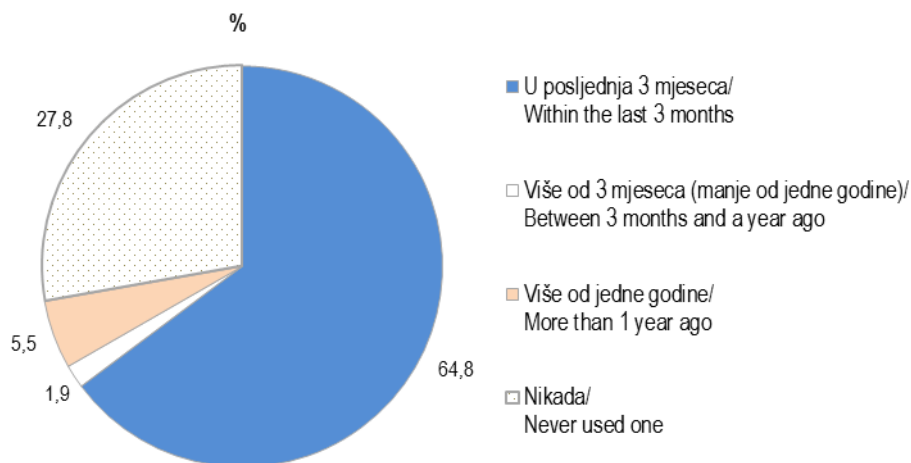


#### 4. Učestalost korištenja računara, 2018.

##### 4. Frequency of computer use, 2018.

U Federaciji Bosne i Hercegovine 64,8% pojedinaca u domaćinstvu je koristilo računar u referentnom kvartalu, 1,9% pojedinaca je koristilo računar prije više od 3 mjeseca, 5,5% pojedinaca je koristilo računar prije više od jedne godine. Računar nikada nije koristilo 27,8% pojedinaca.

*In Federation of Bosnia and Herzegovina 64.8% of individuals in the households used a personal computer in the reference quarter, 1.9% of individuals used the computer more than three months ago, 5.5% of individuals used the computer more than a year ago. The computer has never been used by 27.8% of individuals.*

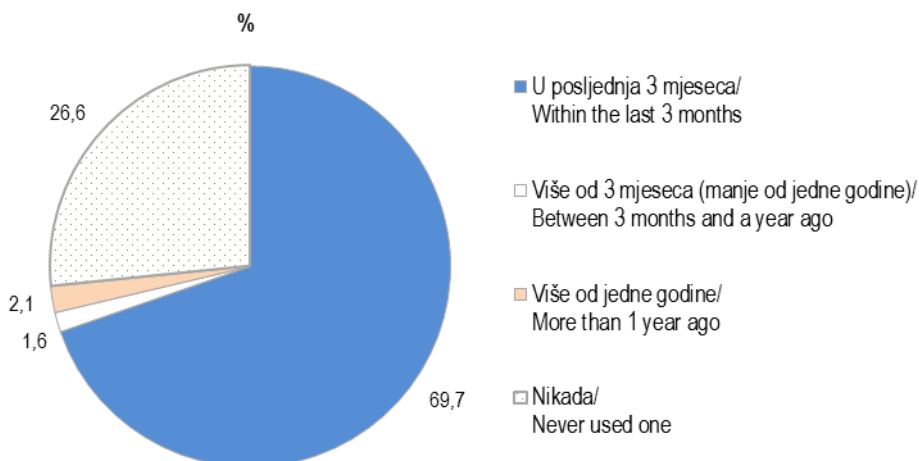


#### 5. Učestalost korištenja interneta, 2018.

##### 5. Frequency of Internet use, 2018.

U Federaciji Bosne i Hercegovine 69,7% pojedinaca u domaćinstvu je koristilo internet u referentnom kvartalu, 1,6% pojedinaca je koristilo internet prije više od 3 mjeseca, 2,1% pojedinaca je koristilo internet prije više od jedne godine. Internet nikada nije koristilo 26,6% pojedinaca.

*In Federation of Bosnia and Herzegovina 69.7% of individuals in the households used the Internet in the reference quarter, 1.6% of individuals used the Internet more than three months ago, 2.1% of individuals used the Internet more than a year ago. The internet has never been used by 26.6% of individuals.*



## 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, 2017., a posebno regulativom Evropskog parlamenta i Vijeća br. 808/2004 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 2018. telefonskim anketiranjem pojedinaca iz odabranih domaćinstava.

### Veličina uzorka

Veličina uzorka je 5.183 domaćinstava.

Uzorak za IKT-D za 2018. izabran je na isti način kao i prethodne godine tj. kao poduzorak Ankete o radnoj snazi, tako što su za IKT-D uključena samo ona domaćinstva, koja imaju bar jednog člana starosti između 16 i 74 godina.

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

### Definicije

**ADSL** (Asymmetric Digital Subscriber Line) Asimetrična digitalna pretplatnička linija: Širokopolasna 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 širokopolasne 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.

**Broadband** su širokopolasne 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).

## 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, 2017 and especially with the European Parliament and the Council Regulation no. 808/2004 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 2018.*

### Sample size

*Sample size is 5.183 households.*

*The sample for IKT-D for 2018. is selected in the same way as previous year ie as a subsample of the Labor Force Survey by involving only those households for IKT-D who have at least one member aged between 16 and 74.*

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

### 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** 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-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 ručnopsanim 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 trenutani 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.

**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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**Molimo korisnike da pri korištenju podataka navedu izvor.**  
*Users are kindly requested to state the source.*

**Podaci iz ovog saopćenja objavljuju se na internetu.**  
*First Release data are published on the Internet.*