



# SAOPĆENJE

## FIRST RELEASE



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## INFORMACIONO DRUŠTVO

### INFORMATION SOCIETY

### KORIŠTENJE INFORMACIJSKIH I KOMUNIKACIJSKIH TEHNOLOGIJA U DOMAĆINSTVIMA I POJEDINAČNO, 2016.

*Usage of information and communication technologies  
in households and by individuals, 2016*

#### Osnovni pokazatelji:

- 48% domaćinstava koristi personalni računar;
- 98,1% domaćinstava posjeduje TV kod kuće;
- 85,3 domaćinstava posjeduje barem jedan mobilni uređaj;
- 54% domaćinstava posjeduje radio prijemnik,
- 29,6% domaćinstava posjeduje laptop;
- 61,5% domaćinstva posjeduje internet priključak;
- 52,8% pojedinaca u domaćinstvu je koristilo personalni računar u referentnom kvartalu;
- 54,7% pojedinaca u domaćinstvu je koristilo internet u referentnom kvartalu;
- 95,6% učenika i studenata koristi personalni računar, prema godinama starosti;
- 98,2% učenika i studenata koristi internet, prema godinama starosti.

#### Basic indicators:

- 48% of households use a Personal computer;
- 98.1% of households own TV at home;
- 85.3 households own at least one mobile device;
- 54% of households own radio;
- 29.6% of households own a laptop;
- 61.5% of the household owns an Internet connection;
- 52.8% of individuals in households used a Personal computer in the reference quarter;
- 54.7% of individuals in households used an Internet in the reference quarter;
- 95.6% pupils and students use a Personal computer, by age;
- 98.2% pupils and students use the Internet. , by age.

## 1. INFORMACIJSKE I KOMUNIKACIJSKE TEHNOLOGIJE U DOMAĆINSTVIMA I POJEDINAČNO, 2016.

*Information and communication technologies in households and by individuals, 2016*

### DOMAĆINSTVA

Stepen korištenja informacijskih i komunikacijskih tehnologija (IKT) u domaćinstvima i pojedinačno je na relativno dobrom nivou. Ispitanici su na pitanje o zastupljenosti uređaja u domaćinstvima mogli da daju više odgovora. Tako npr. 98,1% od ukupno anketiranih domaćinstava posjeduje TV, 85,3% domaćinstava posjeduje mobilni uređaj, 54% domaćinstava posjeduje radio prijemnik, 48% domaćinstava posjeduje personalni računar, 29,6% domaćinstava posjeduje laptop kod kuće.

Postoje razlike ukoliko se upoređi zastupljenost računara prema tipu naselja tj. „gradsko“ i „ostalno“. U gradskom tipu naselja personalni računar je zastupljen u 50,1% domaćinstava, dok je zastupljenost računara u ostalom tipu naselja 49,9%.

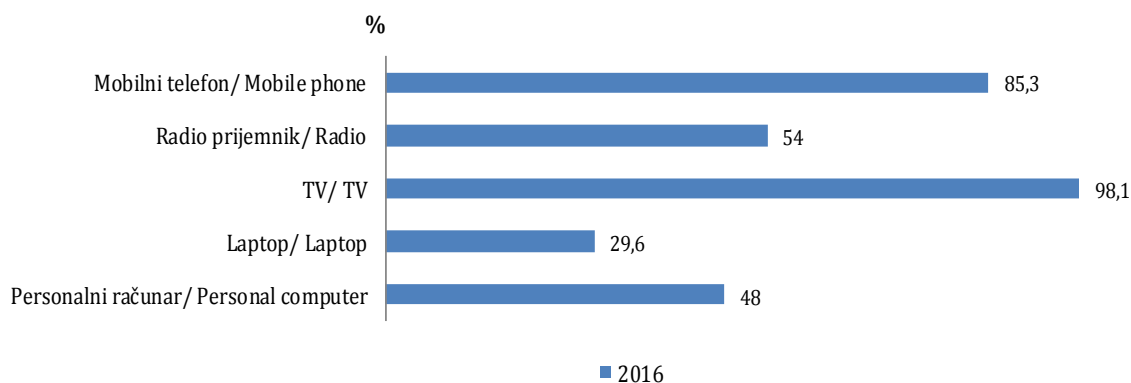
### HOUSEHOLDS

*The degree of use of information and communication technologies (ICTs) in households and by individuals is on a relatively good level. Respondents were asked about the representation of household appliances, they could give more answers. For example, 98.1% of the total surveyed households own TV, 85.3% of households own a mobile device, 54% of households own a radio, 48% of households own a Personal computer, 29.6% of households own a laptop at home.*

*There are differences if we compare the representation of the personal computers according to type of settlement, the „urban“ and „rural“. In the urban type of settlement, the computer is represented in 50.1% of households, while the representation of the computer in the rural type of settlement was 49.9%.*

**Grafikon 1.** Zastupljeni uređaji u domaćinstvima, 2016.

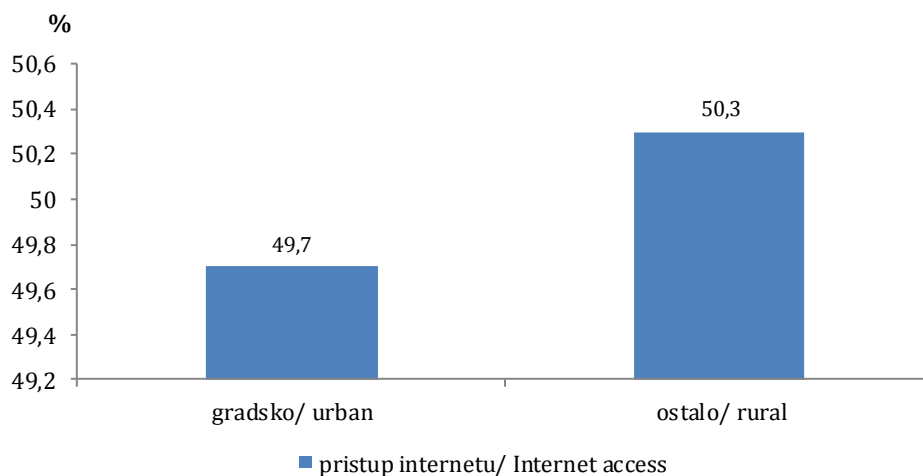
*Graph 1. Devices in households, 2016*



Dostupnost širokopojasnog pristupa internetu u domaćinstvima je na zadovoljavajućem nivou. Anketa je pokazala da 61,5% od ukupno anketiranih domaćinstava, posjeduje internet priključak kod kuće. Postoje razlike ukoliko se upoređi zastupljenost interneta prema tipu naselja tj. „gradsko“ i „ostalno“. U gradskom tipu naselja internet je zastupljen u 49,7% domaćinstava, dok je zastupljenost interneta u ostalom tipu naselja 50,3%.

*The availability of broadband Internet access in households is at a satisfactory level. The survey showed that 61.5% of the total surveyed households own an Internet connection at home. There are differences if we compare the representation of the Internet according to type of settlement, in the „urban“ and „rural“. In the urban type of settlement, the Internet is represented in 49.7% of households, while the representation of the Internet in the rural type of settlement was 50.3%.*

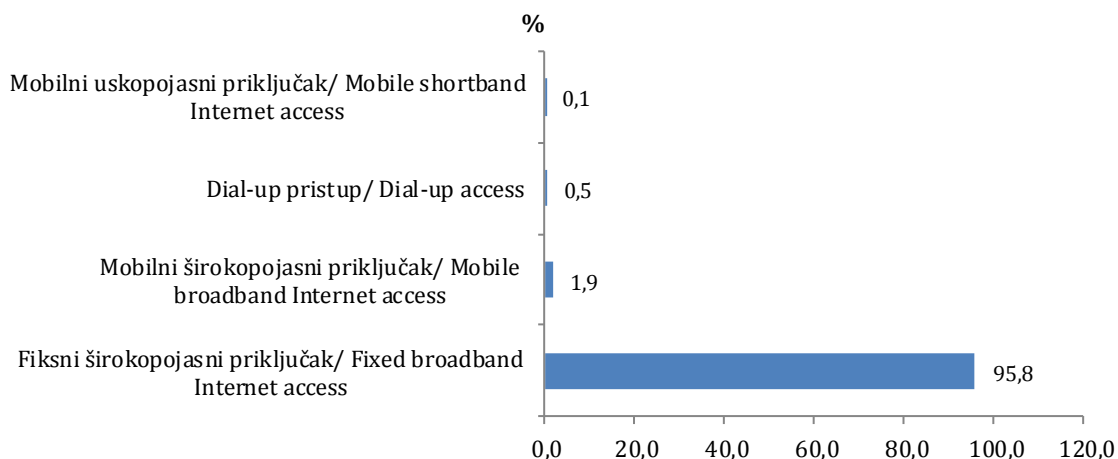
**Grafikon 2.** Pristup internetu u domaćinstvima, prema tipu naselja, 2016.  
*Graph 2. Internet connection in households, by type of settlements, 2016*



Rezultati provedenog istraživanja pokazuju da je najzastupljeniji tip internet konekcije fiksni širokopoljasni priključak. 95,8% domaćinstava od ukupnog broja domaćinstava koji su rekli da posjeduju internet priključak, imaju fiksni širokopoljasni priključak.

*The results of the conducted research show that the most common type of Internet connection is the fixed broadband connection. 95.8% of households out of the total number of households who said they own an Internet connection, have a fixed broadband connection.*

**Grafikon 3.** Tip internet konekcije, 2016.  
*Graph 3. Type of Internet connection, 2016*

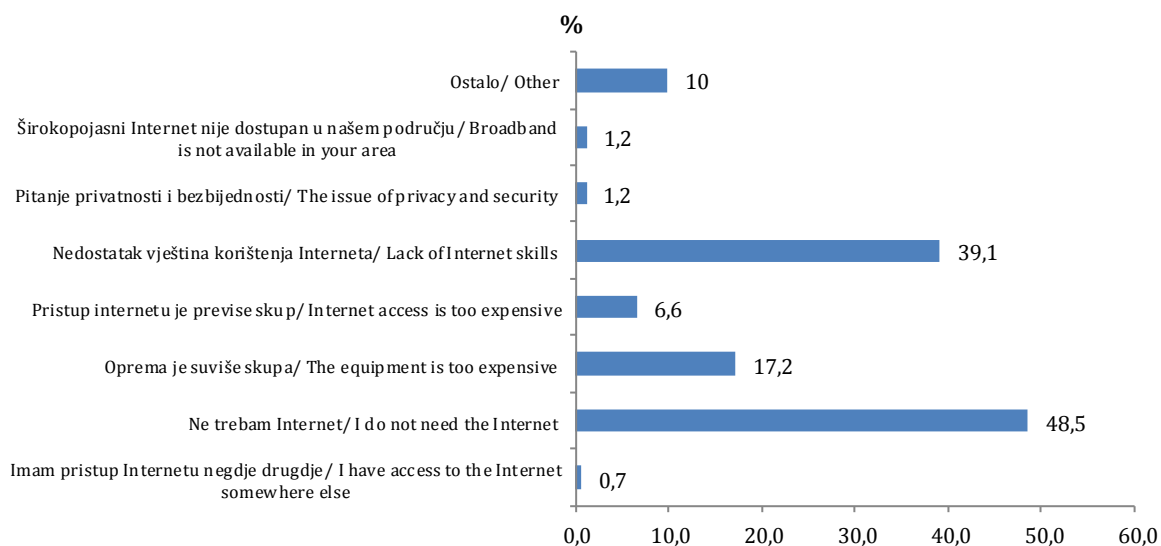


Na osnovu dobijenih rezultata provedenog istraživanja, postoje i domaćinstva koja ne posjeduju internet priključak. Od ukupnog broja anketiranih domaćinstava, 36,11% ne posjeduje internet priključak. Najčešći razlozi neposjedovanja internet priključka su „Ne trebam internet“ 48,5% i „Nedostatak vještina korištenja Interneta“ 39,1%.

*Based on the results obtained, there are households that do not have an Internet connection. Of the total number of households surveyed, 36.11% do not have an Internet connection. The most common reasons for not having internet connections are "I do not need internet 48.5% and" Lack of internet skills 39.1%.*

#### Grafikon 4. Razlog neposjedovanja internet priključka, 2016.

Graph 4. The reason for not having an Internet connection, 2016



#### POJEDINCI u domaćinstvu

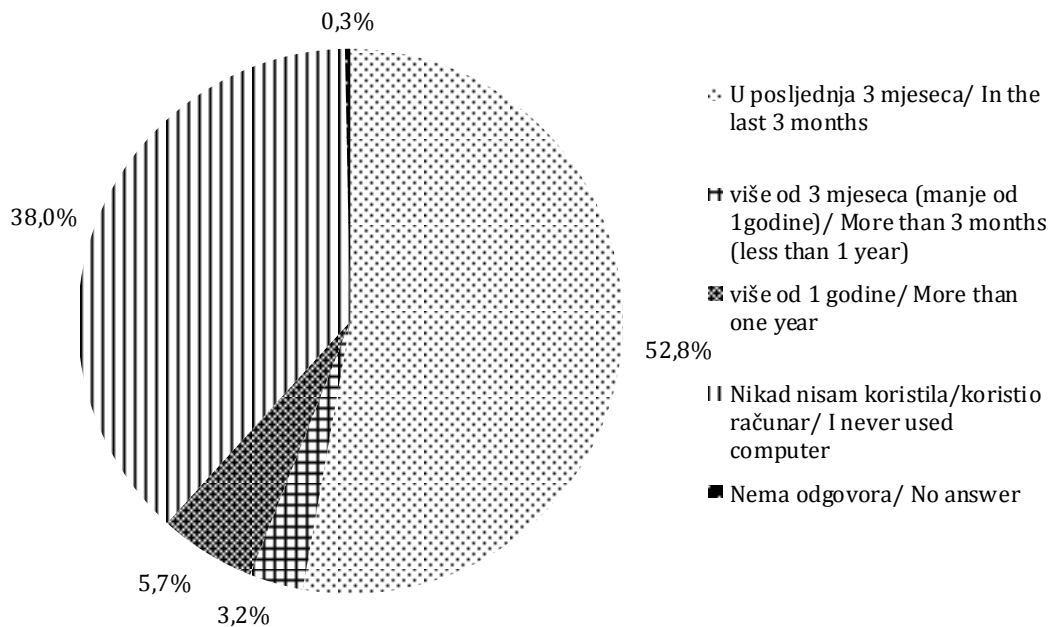
U referentnom tromjesječju računar je koristilo 52,8% pojedinaca u domaćinstvu. Od tog broja, 65,5% pojedinaca imaju srednji stepen obrazovanja.

#### INDIVIDUALS in household

In the reference quarter, the computer was used by 52.8% of individuals in households. Of that number, 65.5% of individuals have secondary education.

#### Grafikon 5. Učestalost korištenja računara, 2016.

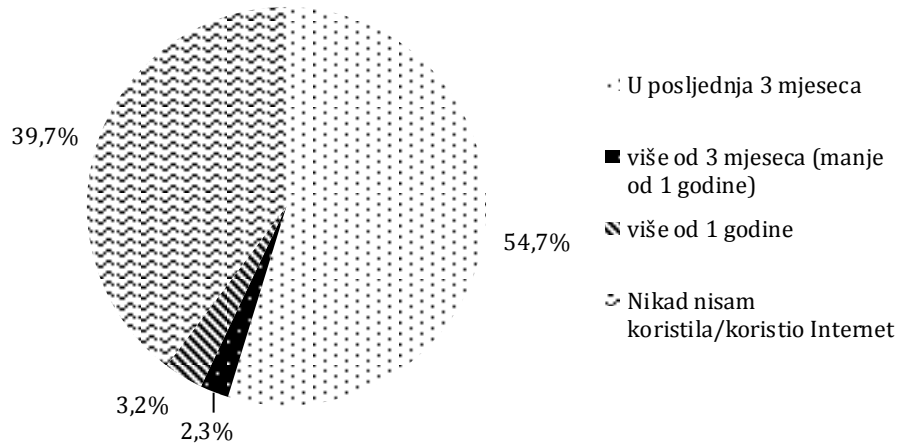
Graph 5. Frequency of computer use, 2016



U Bosni i Hercegovini 54,7% pojedinaca u domaćinstvu je koristilo internet u referentnom kvartalu, 2,3% pojedinaca je koristilo internet prije više od tri mjeseca, 3,2% pojedinaca je koristilo internet prije više od jedne godine. Internet nikada nije koristilo 39,7% pojedinaca u domaćinstvu.

In Bosnia and Herzegovina, 54.7% of individuals in the household used the Internet in the reference quarter, 2.3% of individuals used the Internet more than three months ago, 3.2% of individuals used the Internet more than a year ago. The Internet has never been used by 39.7% of individuals in the household.

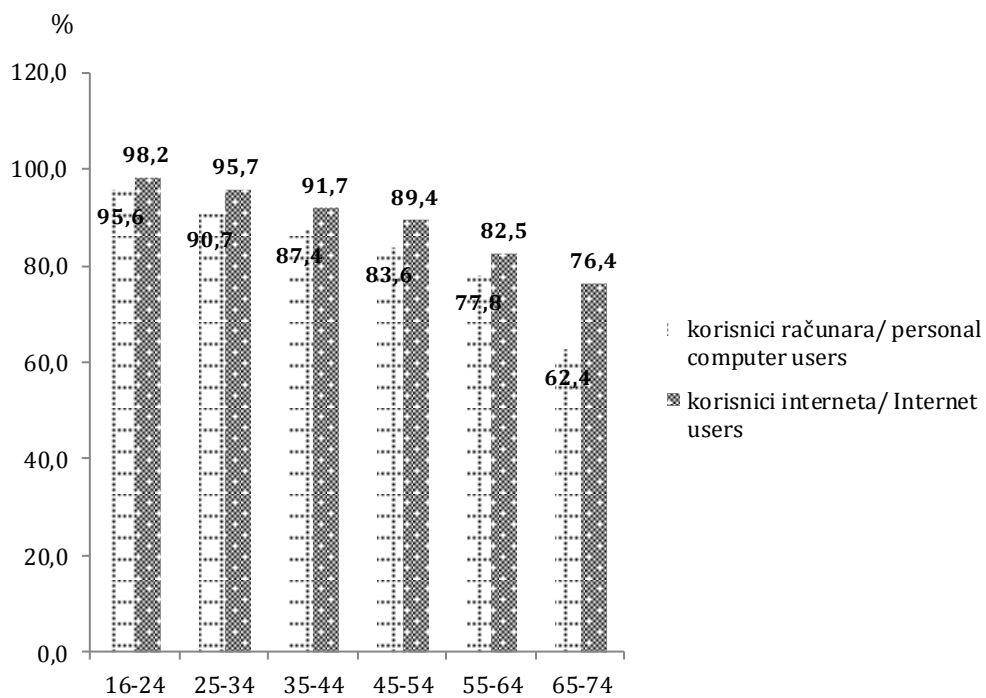
**Grafikon 6.** Učestalost korištenja interneta, 2016.  
*Graph 6. Frequency of Internet use, 2016*



Istraživanje je pokazalo da posmatrajući korisnike računara i interneta prema godinama starosti, može se zaključiti da najmlađa populacija najviše koristi informaciono komunikacione tehnologije. Pojedinci u starosnoj dobi od 16-24 najviše koriste računar 95,6% i internet 98,2%.

*The survey has shown that by observing users of computers and the Internet by years of age, we can conclude that the youngest population mostly uses information and communication technologies. Individuals in the age of 16-24 mostly use the computer 95.6% and the Internet 98.2%.*

**Grafikon 7.** Korisnici računara i interneta prema godinama starosti, 2016.  
*Graph 7. Internet and Personal computer users by age, 2016*



Rezultati istraživanja pokazuju da posmatrajući korisnike računara i interneta prema radnom statusu, možemo zaključiti da najmlađa populacija prednjači. Učenici i studenti najviše koriste računar 97,6% i internet 98,8%.

*The results of the survey show that by observing the users of the computer and the Internet according to the working status, we can conclude that the youngest population is leading. Pupils and students use the computer 97.6% and the internet 98.8%.*

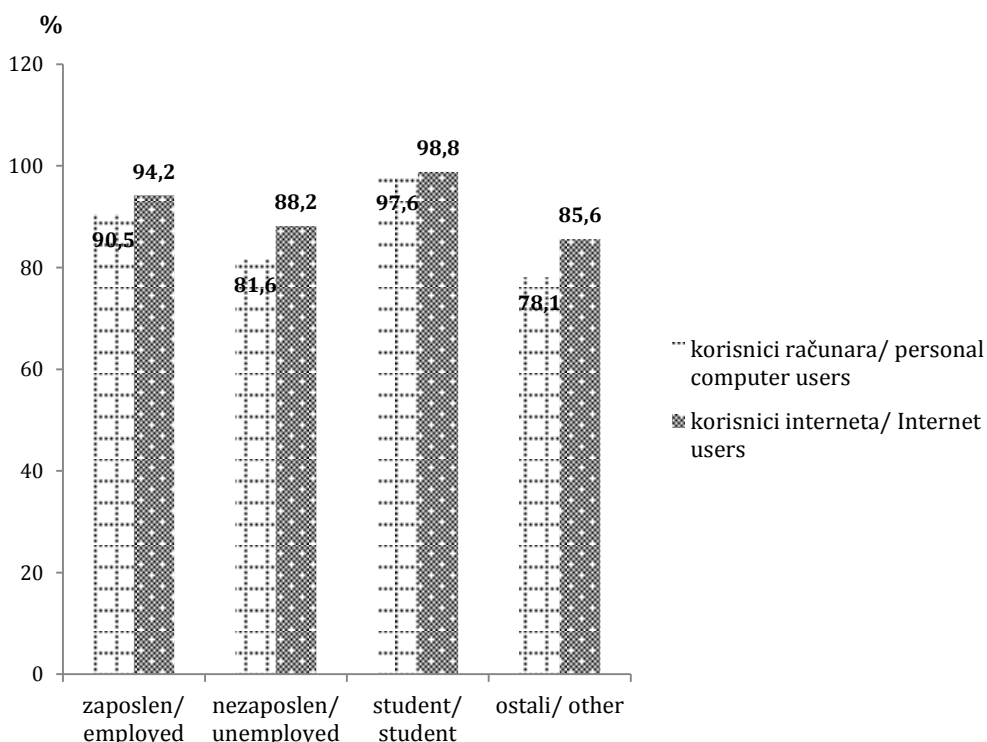
Trgovina putem interneta postaje zastupljenija. Naime, prilikom obavljanja kupovine preko interneta prednjači kupovina odjeće i sportske robe 75,9%. Poslije slijedi kupovina elektronske opreme (kamere i sl.) 8,7%, računarska oprema 4,8% i ostala roba.

*Trade via the Internet is becoming more prevalent. Namely, when shopping online, 75.9% of them buy clothing and sports goods. Afterwards, the purchase of electronic equipment (cameras, etc.) is 8.7%, computer equipment 4.8% and other goods.*

Najčešće aktivnosti koje su pojedinci obavljali na svojim računarima su prijenos datoteka između računara ili drugih uređaja 40,6%, instaliranje softvera ili aplikacija (apps) 5,3% ...

*The most common activity individuals have done on their computers is transferring files between computers or other devices 40.6%, installing software or applications (apps) 5.3% ...*

**Grafikon 8 .** Korisnici interneta i računara prema radnom statusu, 2016.  
*Graph 8. Personal computer and Internet users by employment, 2016*



## METODOLOŠKA OBJAŠNENJA

### Svrha statističkog istraživanja

Cilj istraživanja jeste da se dobiju podaci o zastupljenosti i upotrebi informaciono-komunikacionih tehnologija u domaćinstvima i pojedinačno za Bosnu i Hercegovinu.

Koncepti i definicije koji se primjenjuju u ovom istraživanju su usklađeni sa Eurostat metodologijom.

Ovo istraživanje se provodi jedanput godišnje na bazi uzorka. Jedinica posmatranja je domaćinstvo izabrano u uzorak, a jedinica anketiranja je slučajno odabrani član domaćinstva koji ima između 16 i 74 godine živote. Podaci su prikupljeni telefonskim intervjuom koji je praćen putem računara (CATI), te ličnim dolaskom anketara u odabrana domaćinstva (CAPI), u prvom kvartalu 2016.

Podaci prikazani u ovom saopćenju su procjene dobijene iz provedenog istraživanja i pružaju informacije o informaciono-komunikacionoj pismenosti.

Svrha ovog istraživanja je prikazati nivo upotrebe računara i ostalih informaciono-komunikacionih 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.

### Definicije i objašnjenja

**Širokopolasni pristup internetu (Broadband)** je način povezivanja na internet koji omogućava velike brzine prenosa podataka i predstavlja komunikacioni sistem čiji nosilac prenosi umnožene podatke istovremeno dok su pojedinačni podaci modulirani na posebnim frekvencijama.

**Digitalna pretplatnička linija DSL** je vrsta brze širokopolasne internet konekcije pomoću standardnih telefonskih parica.

**IKT** (informacijske i komunikacijske tehnologije) su softver i hardver upotrijebljen za komuniciranje podacima (npr. računar, telefaks, internet, fiksni mobilni telefon).

## NOTES ON 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 Bosnia and Herzegovina.*

*The concepts and definitions used in this survey are harmonized with the Eurostat methodology.*

*This is annual sample-based survey. Observation unit are sampled based households, while survey units are randomly selected household members aged between 16 and 74. The data were collected by telephone interviewed by computer (CATI), and by personal arrivals of interviewers in selected households (CAPI), in the first quarter of 2016.*

*The data presented in this release are estimates obtained from the conducted survey and provide information on the information and communication literacy.*

*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 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.*

### Definitions and explanations

*Broadband is a way to connect to the Internet that enables high speed data transfer and represents the communication system whose carrier transmits the multiplied data simultaneously while the individual data is modulated on special frequencies.*

*Digital Subscriber Line DSL is a type of high-speed broadband Internet connection using standard telephone 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 proizvoda i usluga ostvaruje se putem navedenih mreža, ali samo plaćanje i konačna isporuka proizvoda i usluga mogu biti provedeni online ili offline. Narudžbe primljene telefonom, telefaksom ili ručno pisanim elektronskim porukama ne smatraju se e-trgovinom.

**Elektronska pošta** je elektronski prijenos poruke, uključujući tekst i priloge, s jednog računara na drugi, putem interneta.

**Network** je grupa računara i drugih jedinica koji su povezani i omogućena im je međusobna interakcija.

**Internet** je svjetska mreža računara, komunicira na osnovu standardnih internetskih protokola i omogućava korisnicima razmjenu tekstualnih i audiovizualnih informacija.

**UMTS** (Universal Mobile Telecommunications System) poznat je kao 3G tehnologija dizajnirana kao nasljednik GSM-a. Omogućava korisniku prijenos slika i videozapisa, velike količine podataka bežičnim načinom te pristup internetu.

**WiFi** je bežična mreža gdje se podaci između dva ili više uređaja prenose pomoću radio frekvencija i odgovarajućih antena.

*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.*

*Electronic mail is an electronic transmission of a message, including text and attachments, from one computer to another, via the Internet.*

*Network is a group of computers and other units that are connected and enabled by mutual interaction.*

*Internet is a worldwide network of computers, communicating on the basis of standard internet protocols that enable users to exchange textual and audio-visual information.*

*UMTS (Universal Mobile Telecommunications System) is also known as 3G technology which was designed as a successor to GSM. It enables users to transmit images, video, high volume of data through a wireless connection and access the Internet.*

*WiFi is a wireless network where data between two or more devices is transmitted using radio frequencies and corresponding antennas.*

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