









### GENERAL INFORMATION - 2016

 <b>Population</b> 3.5 Millions	 <b>GDP</b> 16 910 Millions current US\$	 <b>Merchandise trade</b> 14 393 Millions current US\$
 <b>Internet users</b> 1.9 Millions	 <b>GDP growth</b> 3.2 %	 <b>Land area</b> 51 200 km <sup>2</sup>

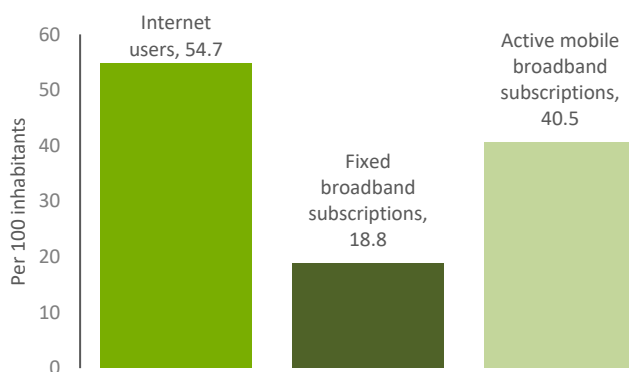
Source: UNCTAD and ITU (complete URL addresses in the General Notes)

### E-COMMERCE ASSESSMENT - 2017

<b>Rank in UNCTAD B2C E-commerce Index</b>	<b>Rank in ITU ICT Development Index</b>	<b>Rank in WEF Networked Readiness Index</b>
52/144	83/176	97/139

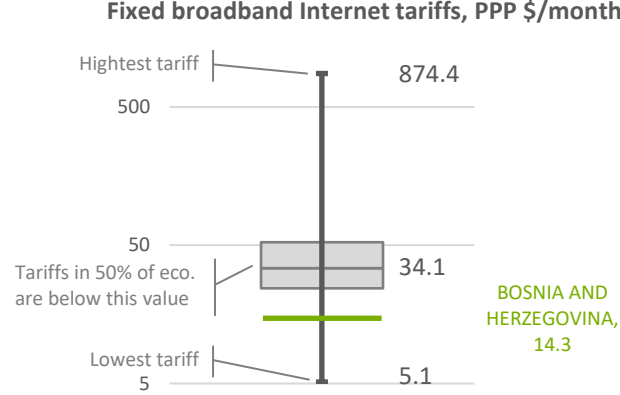
Source: UNCTAD, ITU and WEF (complete URL address in the General Notes) Note: 1 = Best

### ICT INFRASTRUCTURE AND SERVICES - 2016



Metric	Value
Internet users	54.7
Fixed broadband subscriptions	18.8
Active mobile broadband subscriptions	40.5

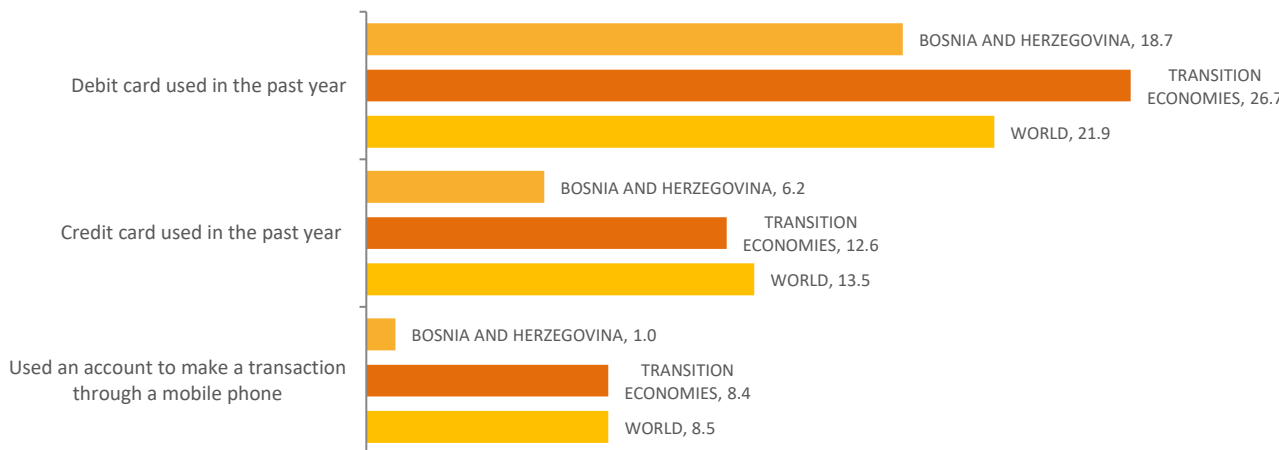
#### Fixed broadband Internet tariffs, PPP \$/month



Statistic	Value
Highest tariff	874.4
50th Percentile (Median)	34.1
Lowest tariff	5.1
BOSNIA AND HERZEGOVINA	14.3

Source: ITU (complete URL address in the General Notes)

### PAYMENTS - 2014



Method	BOSNIA AND HERZEGOVINA	TRANSITION ECONOMIES	WORLD
Debit card used in the past year	18.7	26.7	21.9
Credit card used in the past year	6.2	12.6	13.5
Used an account to make a transaction through a mobile phone	1.0	8.4	8.5

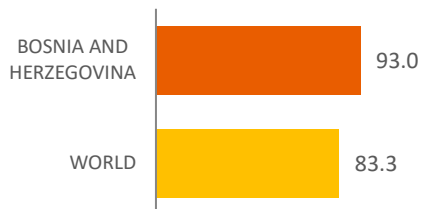
Source: World Bank (complete URL address in the General Notes)

## COUNTRY PROFILE: BOSNIA AND HERZEGOVINA

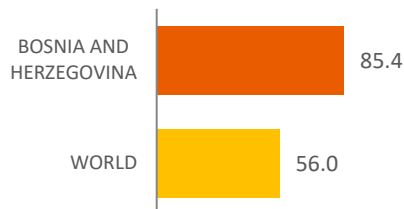


### TRADE LOGISTICS - 2016

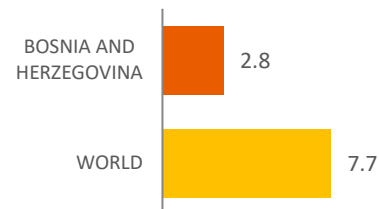
#### Percent of population having mail delivered at home



#### Postal reliability index (0 to 100, 100 = Best)



#### Days to clear direct exports through customs



Source: UPU and World Bank (complete URL addresses in the General Notes)



### LEGAL AND REGULATORY FRAMEWORKS - 2017



#### BOSNIA AND HERZEGOVINA

Electronic Transactions: Legislation  
 Consumer Protection: Legislation  
 Privacy and data protection: Legislation  
 Cybercrime: Legislation

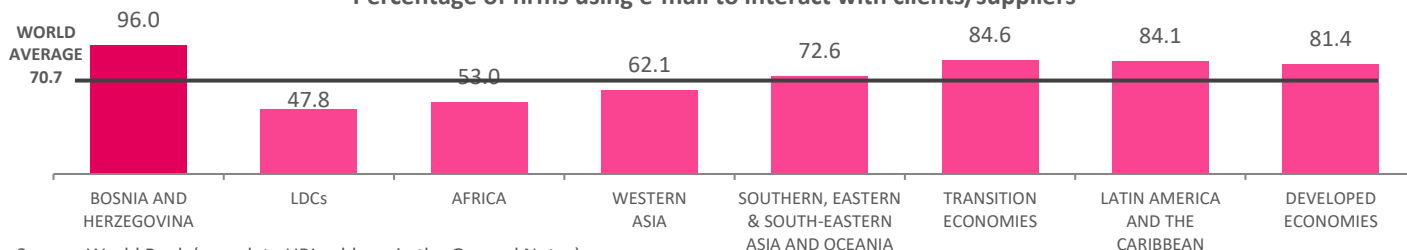
Source: UNCTAD

For more information see: [http://unctad.org/en/Pages/DTL/STI\\_and\\_ICTs/ICT4D-Legislation/eCom-Global-Legislation.aspx](http://unctad.org/en/Pages/DTL/STI_and_ICTs/ICT4D-Legislation/eCom-Global-Legislation.aspx)



### SKILLS DEVELOPMENT - 2013-17

#### Percentage of firms using e-mail to interact with clients/suppliers

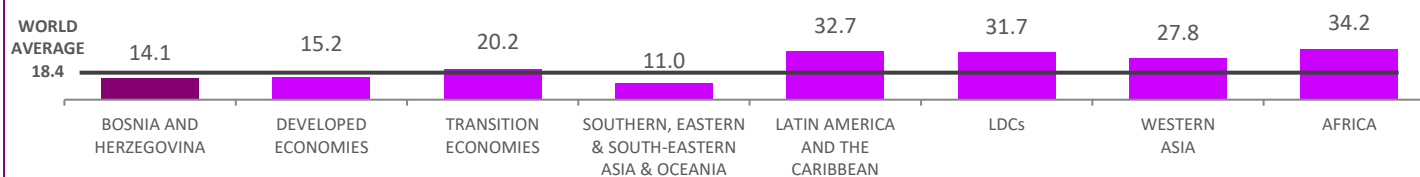


Source: World Bank (complete URL address in the General Notes)



### FINANCING FOR eCOMMERCE - 2014-15

#### Percentage of firms identifying access to finance as a major constraint



Source: World Bank (complete URL address in the General Notes)

## COUNTRY PROFILE: GENERAL NOTES

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### NOTES:

- For merchandise trade - sum of exports and imports.
- Country groups are weighted using population for most indicators with the exception of those on skills development, financing for e-commerce and days to clear direct exports through customs.

### SYMBOLS FOR MISSING VALUES:

0: Zero means nil or negligible

#N/A: Not available or not publishable

### FOR MORE INFORMATION ON DATA SOURCES SEE:

- ITU, World Telecommunication/ICT Indicators database: <http://www.itu.int/en/ITU-D/Statistics/Pages/publications/wtid.aspx>
- UNCTAD, UNCTADStat: <http://unctadstat.unctad.org>
- UPU, Postal Statistics: <http://www.upu.int/en/resources/postal-statistics/about-postal-statistics.html>
- World Bank, E-trade Indicators: <http://wits.worldbank.org/analyticaldata/etrade-indicators.aspx>
- WEF, Networked Readiness Index: <http://reports.weforum.org/global-information-technology-report-2016/networked-readiness-index>

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### GENERATION DATE:

3 July 2018