



Prema indeksu DESI 2017. Hrvatska zauzima 24. mjesto. Hrvatski se građani internetom koriste više od prosjeka i njihove se digitalne vještine kontinuirano razvijaju. Upotreba digitalnih tehnologija u poduzećima gotovo je na razini prosjeka EU-a. Polagano se poboljšavaju digitalne javne usluge. Međutim, daljnji razvoj digitalnoga gospodarstva i društva mogli bi usporiti loši rezultati u kategoriji povezivosti.

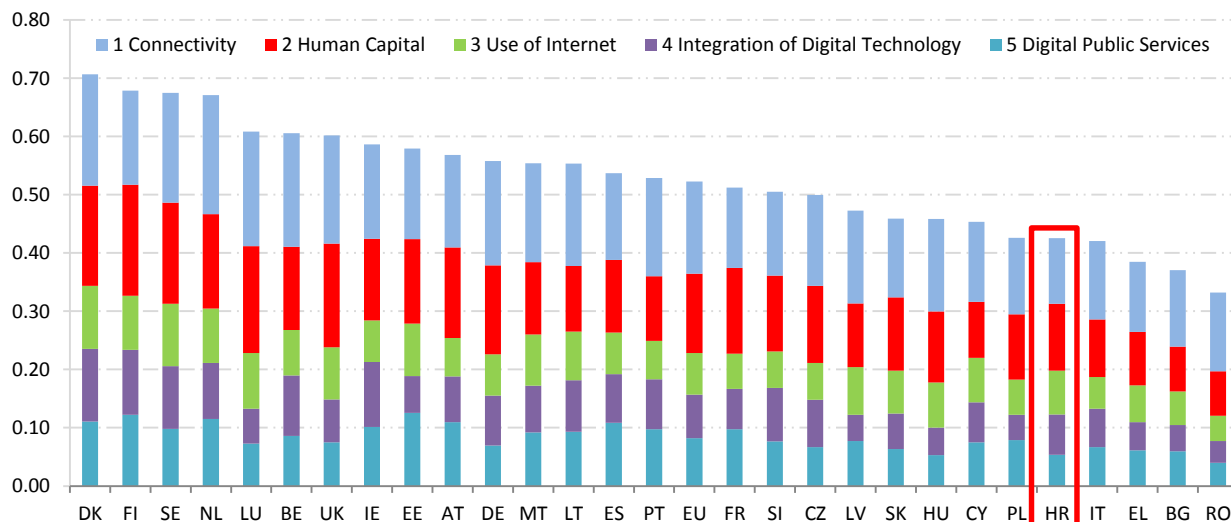
	Croatia		Cluster	EU
	rank	score	score	score
DESI 2017	24	0.43	0.41	0.52
DESI 2016 ¹	23	0.40	0.38	0.49

Indeks digitalnoga gospodarstva i društva (DESI) složeni je indeks kojim se mjeri digitalni napredak na temelju pet pokazatelja:

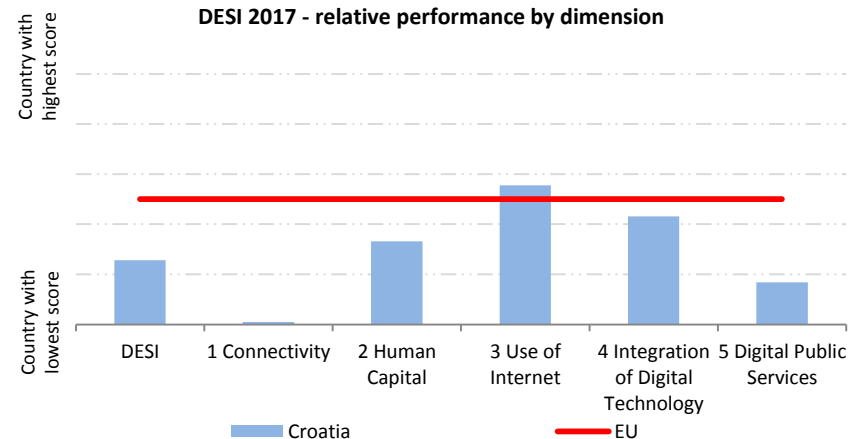
1 Povezivost	nepokretna širokopolasna mreža, pokretna širokopolasna mreža, brzina i cijene širokopolasnog pristupa
2 Ljudski kapital	osnovne vještine i upotreba interneta; napredne vještine i razvoj
3 Korištenje internetom	koliko se građani služe internetskim sadržajem i sudjeluju u komunikaciji ili transakcijama na internetu
4 Integracija digitalne tehnologije	digitalizacija poduzeća i e-trgovina
5 Digitalne javne usluge	e-uprava

Skupina zemalja: Hrvatska pripada skupini manje uspješnih zemalja.

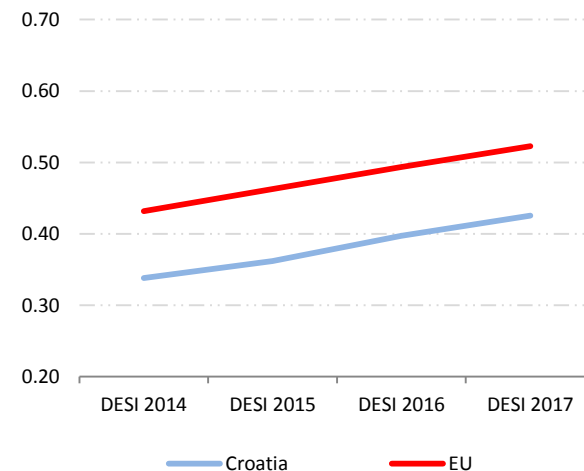
Digital Economy and Society Index (DESI) 2017 ranking



DESI 2017 - relative performance by dimension



DESI - evolution over time

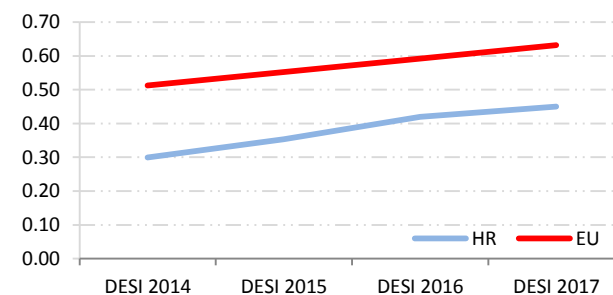


1) Povezivost: Hrvatska bilježi spor napredak. Povećana je pokrivenost brzim širokopojsnim internetom, kao i broj pretplatnika, no vrijednost tih pokazatelja je i dalje ispod prosjeka EU-a. Cijene fiksnog širokopojsnog pristupa i dalje su izrazito visoke. Ostvaruje se napredak u uvođenju pokretne širokopojsne mreže. Ima prostora za poboljšanje pokrivenosti 4G mrežom.

	Croatia				EU
	DESI 2017		DESI 2016		DESI 2017
	value	rank	value	rank	value
1a1 Fixed Broadband Coverage % households	97%	→ 19	97%	18	98%
	2016		2015		2016
1a2 Fixed Broadband Take-up % households	70%	→ 17	70%	13	74%
	2016		2015		2016
1b1 Mobile Broadband Take-up Subscriptions per 100 people	78	↑ 15	68	15	84
	June 2016		June 2015		June 2016
1b2 4G coverage² % households (average of operators)	67%	25	NA		84%
	2016				2016
1b3 Spectrum³ % of the target	40%	↓ 26	41%	25	68%
	2016		2015		2016
1c1 NGA Coverage % households	60%	↑ 26	52%	25	76%
	2016		2015		2016
1c2 Subscriptions to Fast Broadband % subscriptions >= 30Mbps	10%	↑ 26	3%	28	37%
	June 2016		June 2015		June 2016
1d1 Fixed Broadband Price⁴ % income	2.9%	↓ 28	2.5%	27	1.2%
	price 2016, income 2015		price 2015, income 2015		price 2016, income 2015

1 Connectivity	Croatia		Cluster	EU
	rank	score	score	score
DESI 2017	28	0.45	0.53	0.63
DESI 2016	28	0.42	0.46	0.59

1 Connectivity - evolution over time

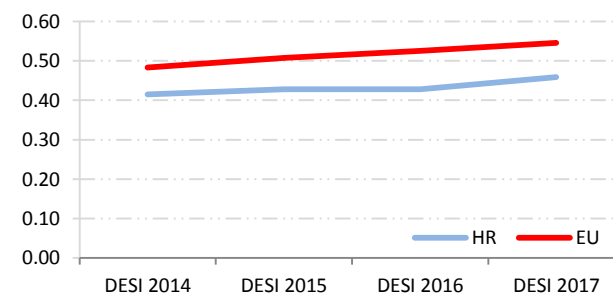


2) Ljudski kapital: Internetom se koristi sve veći broj građana; razine vještina kontinuirano se povećavaju, ali su i dalje ispod prosjeka EU-a.

	Croatia				EU
	DESI 2017		DESI 2016		DESI 2017
	value	rank	value	rank	value
2a1 Internet Users % individuals	71%	↑ 22	66%	22	79%
	2016		2015		2016
2a2 At Least Basic Digital Skills % individuals	55%	↑ 13	51%	17	56%
	2016		2015		2016
2b1 ICT Specialists⁵ % individuals	2.7%	→ 18	2.7%	19	3.5%
	2015		2014		2015
2b2 STEM Graduates Per 1000 individuals (aged 20-29)	16	→ 18	16	18	19
	2014		2013		2014

2 Human Capital	Croatia		Cluster	EU
	rank	score	score	score
DESI 2017	19	0.46	0.40	0.55
DESI 2016	21	0.43	0.38	0.53

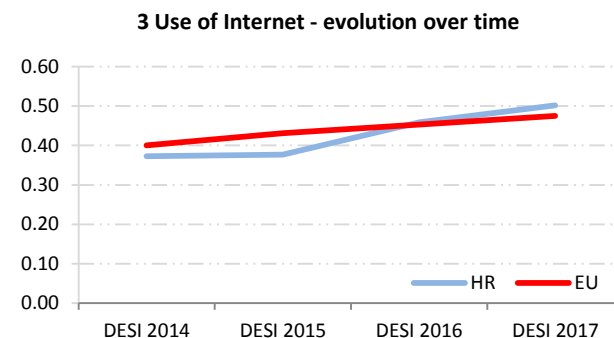
2 Human Capital - evolution over time



3) Korištenje internetom: Hrvatski su građani aktivni korisnici interneta. Osobito vole čitati vijesti, slušati glazbu, igrati igre ili gledati videosnimke i filmove na internetu. No u usporedbi s drugim Europljanima manje se koriste uslugama e-bankarstva i e-trgovine.

	Croatia				EU
	DESI 2017		DESI 2016		DESI 2017
	value	rank	value	rank	value
3a1 News	91%	↑ 2	89%	4	70%
% individuals who used Internet in the last 3 months	2016		2015		2016
3a2 Music, Videos and Games⁶	85%	8	NA		78%
% individuals who used Internet in the last 3 months	2016				2016
3a3 Video on Demand⁷	17%	13	NA		21%
% individuals who used Internet in the last 3 months	2016				2016
3b1 Video Calls	45%	↑ 14	42%	14	39%
% individuals who used Internet in the last 3 months	2016		2015		2016
3b2 Social Networks	69%	↑ 14	64%	18	63%
% individuals who used Internet in the last 3 months	2016		2015		2016
3c1 Banking	53%	↑ 20	47%	19	59%
% individuals who used Internet in the last 3 months	2016		2015		2016
3c2 Shopping	45%	↑ 21	44%	23	66%
% internet users (last year)	2016		2015		2016

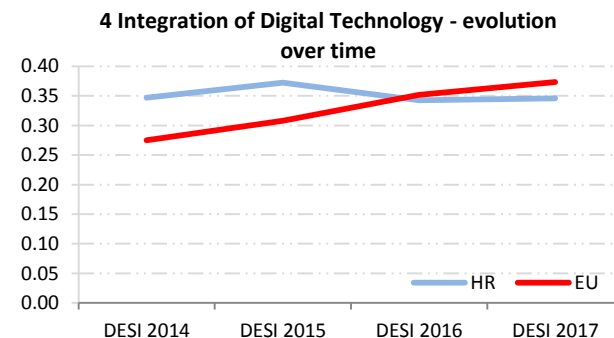
3 Use of Internet	Croatia		Cluster	EU
	rank	score	score	score
DESI 2017	14	0.50	0.39	0.48
DESI 2016	13	0.46	0.37	0.45



4) Integracija digitalne tehnologije: Iako sporo, Hrvatska napreduje. Poduzeća se uslugama u oblaku i RFID-om koriste više od prosjeka. Podaci o uslugama e-trgovine stabilni su, a raste i promet MSP-ova koji usluge i proizvode prodaju na internetu.

	Croatia				EU
	DESI 2017		DESI 2016		DESI 2017
	value	rank	value	rank	value
4a1 Electronic Information Sharing	29%	20	29%	20	36%
% enterprises	2015		2015		2015
4a2 RFID	4.7%	11	4.7%	11	3.9%
% enterprises	2014		2014		2014
4a3 Social Media	15%	→ 19	15%	17	20%
% enterprises	2016		2015		2016
4a4 eInvoices	10%	→ 22	10%	18	18%
% enterprises	2016		2015		2016
4a5 Cloud	16%	↑ 9	15%	8	13%
% enterprises	2016		2015		2016
4b1 SMEs Selling Online	18%	↓ 12	19%	8	17%
% SMEs	2016		2015		2016
4b2 eCommerce Turnover	8.3%	↑ 16	7.1%	21	9.4%
% SME turnover	2016		2015		2016
4b3 Selling Online Cross-border	8.9%	13	8.9%	13	7.5%
% SMEs	2015		2015		2015

4 Integration of Digital Technology	Croatia		Cluster	EU
	rank	score	score	score
DESI 2017	17	0.35	0.27	0.37
DESI 2016	16	0.34	0.25	0.35

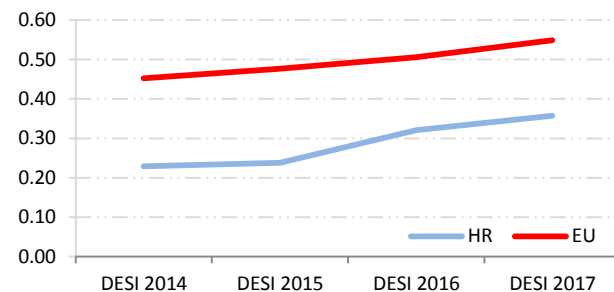


5) Digitalne javne usluge: Rezultati Hrvatske u području dostupnosti otvorenih podataka ne odstupaju od prosjeka EU-a. Polako se povećava broj korisnika usluga e-uprave, no nema napretka u pogledu pružanja usluga.

	Croatia				EU
	DESI 2017 value	rank	DESI 2016 value	rank	DESI 2017 value
5a1 eGovernment Users % internet users (last year)	23% ↑	21	21% ↓	22	34%
5a2 Pre-filled Forms Score (0 to 100)	20 ↓	24	21 ↓	22	49
5a3 Online Service Completion Score (0 to 100)	61 →	27	61 →	24	82
5a4 Open Data⁸ % of maximum score	60% ↑	13	47% ↓	14	59%

5 Digital Public Services	Croatia		Cluster	EU
	rank	score	score	score
DESI 2017	26	0.36	0.43	0.55
DESI 2016	25	0.32	0.42	0.51

5 Digital Public Services - evolution over time



Methodological note

- ¹ **DESI 2016** was re-calculated for all countries to reflect slight changes in the choice of indicators and corrections to the underlying indicator data. As a result, country scores and rankings may have changed from the previous publication.
- ² **4G coverage**: This is a new DESI indicator measuring the average coverage of telecom operators' 4G networks.
- ³ **Spectrum**: There is a decrease in most of the Member States due to the additional EU harmonisation of the 700 MHz band in April 2016.
- ⁴ **Fixed Broadband Price**: Due to a slight methodological change, historical data was re-calculated.
- ⁵ **ICT Specialists**: Historical data have been revised by Eurostat.
- ⁶ **Music, Videos and Games**: Break in series due to a change in the Eurostat survey.
- ⁷ **Video on Demand**: Break in series due to a change of data source. New source is Eurostat.
- ⁸ **Open Data**: Change of data source. The historical data have also been restated. The new source is the European Data Portal.