

10th pillar

Social impacts

10.01 Impact of ICTs on access to basic services

In your country, to what extent do information and communication technologies (ICTs) enable access for all individuals to basic services (e.g., health, education, financial services, etc.)? [1 = not at all; 7 = to a great extent] | 2014–15 weighted average

RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 4.3	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 4.3	7
1	Singapore	6.2				71	Kuwait	4.1			
2	Netherlands	6.2				72	Senegal	4.1			
3	Switzerland	6.1				73	Dominican Republic	4.1			
4	United Arab Emirates	6.1				74	Ukraine	4.1			
5	Sweden	6.0				75	Jamaica	4.0			
6	Norway	6.0				76	Tajikistan	4.0			
7	Iceland	6.0				77	Gambia, The	4.0			
8	Qatar	6.0				78	Côte d'Ivoire	4.0			
9	Austria	5.9				79	El Salvador	4.0			
10	Luxembourg	5.9				80	Seychelles	4.0			
11	Estonia	5.9				81	Mexico	4.0			
12	Canada	5.8				82	Greece	4.0			
13	Taiwan, China	5.8				83	Peru	4.0			
14	Germany	5.8				84	Philippines	3.9			
15	United States	5.7				85	Moldova	3.9			
16	Denmark	5.7				86	Poland	3.9			
17	Korea, Rep.	5.7				87	Mali	3.9			
18	Belgium	5.7				88	Russian Federation	3.9			
19	United Kingdom	5.7				89	Italy	3.9			
20	Finland	5.7				90	Lao PDR	3.9			
21	Israel	5.6				91	Iran, Islamic Rep.	3.9			
22	Hong Kong SAR	5.6				92	Namibia	3.9			
23	Portugal	5.6				93	Guyana	3.9			
24	Malaysia	5.5				94	Montenegro	3.9			
25	France	5.4				95	Morocco	3.8			
26	Bahrain	5.4				96	Trinidad and Tobago	3.8			
27	Australia	5.4				97	South Africa	3.8			
28	Japan	5.4				98	Romania	3.8			
29	Lithuania	5.3				99	Bolivia	3.8			
30	New Zealand	5.3				100	Tunisia	3.8			
31	Rwanda	5.3				101	Botswana	3.7			
32	Malta	5.3				102	Pakistan	3.7			
33	Saudi Arabia	5.2				103	Liberia	3.7			
34	Macedonia, FYR	5.0				104	Lesotho	3.7			
35	Latvia	5.0				105	Ghana	3.6			
36	Spain	5.0				106	Zambia	3.6			
37	Sri Lanka	5.0				107	Serbia	3.6			
38	Chile	5.0				108	Egypt	3.5			
39	Slovenia	5.0				109	Argentina	3.5			
40	Ireland	4.9				110	Bangladesh	3.5			
41	Czech Republic	4.9				111	Brazil	3.5			
42	Azerbaijan	4.9				112	Tanzania	3.5			
43	Jordan	4.8				113	Bosnia and Herzegovina	3.5			
44	Uruguay	4.8				114	Ethiopia	3.5			
45	Panama	4.8				115	Uganda	3.5			
46	Turkey	4.7				116	Nepal	3.4			
47	China	4.6				117	Lebanon	3.4			
48	Costa Rica	4.6				118	Zimbabwe	3.4			
49	Cyprus	4.6				119	Paraguay	3.4			
50	Oman	4.6				120	Cambodia	3.3			
51	Georgia	4.5				121	Venezuela	3.3			
52	Kenya	4.5				122	Kyrgyz Republic	3.2			
53	Kazakhstan	4.5				123	Nigeria	3.2			
54	Indonesia	4.4				124	Algeria	3.2			
55	Thailand	4.4				125	Swaziland	3.2			
56	Ecuador	4.4				126	Nicaragua	3.2			
57	Hungary	4.3				127	Cameroon	3.1			
58	Croatia	4.3				128	Albania	3.0			
59	Slovak Republic	4.3				129	Mauritania	3.0			
60	Mauritius	4.3				130	Malawi	3.0			
61	Guatemala	4.3				131	Mozambique	3.0			
62	Cape Verde	4.3				132	Myanmar	3.0			
63	Armenia	4.3				133	Madagascar	3.0			
64	Bulgaria	4.3				134	Gabon	3.0			
65	Mongolia	4.3				135	Guinea	3.0			
66	Honduras	4.2				136	Burundi	2.8			
67	Colombia	4.2				137	Benin	2.6			
68	Vietnam	4.2				138	Haiti	2.5			
69	Bhutan	4.2				139	Chad	2.5			
70	India	4.2									

SOURCE: World Economic Forum, Executive Opinion Survey, 2014 and 2015 editions

10.02 Internet access in schools

In your country, to what extent is the Internet used in schools for learning purposes? [1 = not at all; 7 = to a great extent] | 2014–15 weighted average

RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 4.3	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 4.3	7
1	Iceland	6.5				71	Mauritius	4.2			
2	Singapore	6.3				72	Seychelles	4.2			
3	Norway	6.3				73	Jamaica	4.2			
4	Sweden	6.3				74	Cape Verde	4.1			
5	Netherlands	6.1				75	Argentina	4.1			
6	Australia	6.1				76	Ecuador	4.1			
7	United Kingdom	6.1				77	Colombia	4.1			
8	Estonia	6.1				78	Guyana	4.1			
9	United Arab Emirates	6.0				79	Sri Lanka	4.0			
10	Hong Kong SAR	6.0				80	Côte d'Ivoire	4.0			
11	Lithuania	6.0				81	Kuwait	4.0			
12	Finland	6.0				82	Honduras	3.9			
13	Canada	6.0				83	Bosnia and Herzegovina	3.9			
14	New Zealand	5.9				84	Oman	3.9			
15	Denmark	5.9				85	Lebanon	3.9			
16	Switzerland	5.9				86	Greece	3.9			
17	United States	5.9				87	Kyrgyz Republic	3.9			
18	Qatar	5.9				88	Italy	3.9			
19	Korea, Rep.	5.8				89	Serbia	3.9			
20	Latvia	5.7				90	Mexico	3.9			
21	Slovenia	5.7				91	Kenya	3.9			
22	Uruguay	5.7				92	Bhutan	3.8			
23	Malta	5.6				93	Gambia, The	3.8			
24	Luxembourg	5.6				94	Zambia	3.8			
25	Belgium	5.6				95	Peru	3.7			
26	Malaysia	5.5				96	Ethiopia	3.7			
27	Taiwan, China	5.4				97	Brazil	3.6			
28	Israel	5.4				98	Guatemala	3.6			
29	Czech Republic	5.4				99	El Salvador	3.6			
30	Portugal	5.4				100	India	3.6			
31	Ireland	5.3				101	Lao PDR	3.6			
32	Slovak Republic	5.3				102	Namibia	3.5			
33	Austria	5.3				103	Pakistan	3.5			
34	Bahrain	5.3				104	Mali	3.5			
35	Macedonia, FYR	5.2				105	Ghana	3.5			
36	Russian Federation	5.1				106	Cambodia	3.5			
37	Japan	5.0				107	Bolivia	3.5			
38	Cyprus	5.0				108	Dominican Republic	3.5			
39	Germany	5.0				109	Nepal	3.5			
40	France	4.9				110	Morocco	3.5			
41	Kazakhstan	4.9				111	Venezuela	3.5			
42	Hungary	4.9				112	Tunisia	3.4			
43	Indonesia	4.8				113	Lesotho	3.4			
44	Ukraine	4.8				114	Cameroon	3.4			
45	Albania	4.8				115	Benin	3.3			
46	Poland	4.8				116	Botswana	3.3			
47	China	4.8				117	Zimbabwe	3.2			
48	Romania	4.8				118	Uganda	3.2			
49	Chile	4.8				119	South Africa	3.2			
50	Bulgaria	4.7				120	Iran, Islamic Rep.	3.2			
51	Mongolia	4.7				121	Bangladesh	3.2			
52	Panama	4.7				122	Mozambique	3.1			
53	Costa Rica	4.7				123	Liberia	3.0			
54	Thailand	4.6				124	Nigeria	3.0			
55	Croatia	4.6				125	Paraguay	2.9			
56	Jordan	4.6				126	Madagascar	2.8			
57	Vietnam	4.6				127	Tanzania	2.8			
58	Philippines	4.5				128	Algeria	2.8			
59	Moldova	4.5				129	Nicaragua	2.7			
60	Trinidad and Tobago	4.5				130	Haiti	2.7			
61	Georgia	4.5				131	Swaziland	2.6			
62	Turkey	4.4				132	Egypt	2.6			
63	Saudi Arabia	4.4				133	Malawi	2.5			
64	Tajikistan	4.4				134	Gabon	2.5			
65	Senegal	4.4				135	Myanmar	2.3			
66	Rwanda	4.4				136	Mauritania	2.1			
67	Spain	4.3				137	Guinea	1.8			
68	Azerbaijan	4.3				138	Burundi	1.7			
69	Montenegro	4.3				139	Chad	1.6			
70	Armenia	4.2									

SOURCE: World Economic Forum, Executive Opinion Survey, 2014 and 2015 editions

10.03 ICT use and government efficiency

In your country, to what extent does the use of ICTs by the government improve the quality of government services to the population? [1 = not at all; 7 = to a great extent]
| 2014–15 weighted average

RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 4.1	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 4.1	7
1	United Arab Emirates	6.1				71	Tajikistan	4.0			
2	Singapore	6.1				72	Mongolia	4.0			
3	Qatar	6.0				73	Cyprus	3.9			
4	Estonia	5.8				74	Hungary	3.9			
5	Rwanda	5.6				75	Philippines	3.9			
6	Malaysia	5.6				76	Mexico	3.9			
7	Luxembourg	5.5				77	Honduras	3.8			
8	Saudi Arabia	5.5				78	Albania	3.8			
9	Norway	5.4				79	Mali	3.8			
10	Bahrain	5.4				80	Slovak Republic	3.8			
11	Portugal	5.4				81	Botswana	3.8			
12	Azerbaijan	5.4				82	Moldova	3.8			
13	Korea, Rep.	5.3				83	Costa Rica	3.8			
14	Sweden	5.3				84	Dominican Republic	3.8			
15	United Kingdom	5.1				85	Ethiopia	3.8			
16	Denmark	5.1				86	Lao PDR	3.8			
17	Iceland	5.1				87	Czech Republic	3.8			
18	Taiwan, China	5.0				88	Zambia	3.8			
19	Finland	5.0				89	Kuwait	3.7			
20	Netherlands	5.0				90	Jamaica	3.7			
21	Sri Lanka	4.9				91	Guyana	3.7			
22	Switzerland	4.9				92	Tunisia	3.6			
23	Hong Kong SAR	4.9				93	Croatia	3.6			
24	Lithuania	4.9				94	Ghana	3.6			
25	Malta	4.8				95	Trinidad and Tobago	3.5			
26	Georgia	4.8				96	Ukraine	3.5			
27	New Zealand	4.8				97	Namibia	3.5			
28	Austria	4.8				98	Bangladesh	3.5			
29	Macedonia, FYR	4.8				99	Serbia	3.5			
30	France	4.8				100	Greece	3.5			
31	Kazakhstan	4.8				101	Poland	3.5			
32	Israel	4.8				102	Mozambique	3.5			
33	Germany	4.8				103	Cameroon	3.5			
34	Ireland	4.7				104	Guatemala	3.5			
35	United States	4.7				105	El Salvador	3.4			
36	Canada	4.7				106	Lesotho	3.4			
37	Japan	4.7				107	Italy	3.4			
38	Cape Verde	4.6				108	Pakistan	3.4			
39	Kenya	4.6				109	Tanzania	3.4			
40	Armenia	4.5				110	Brazil	3.4			
41	China	4.5				111	Peru	3.4			
42	Australia	4.5				112	Egypt	3.4			
43	Turkey	4.5				113	Romania	3.4			
44	Chile	4.5				114	Bolivia	3.4			
45	Panama	4.5				115	Liberia	3.3			
46	Oman	4.5				116	Algeria	3.3			
47	Jordan	4.4				117	South Africa	3.2			
48	Côte d'Ivoire	4.4				118	Benin	3.2			
49	Latvia	4.4				119	Kyrgyz Republic	3.2			
50	Belgium	4.4				120	Cambodia	3.2			
51	Seychelles	4.3				121	Gabon	3.1			
52	Bhutan	4.2				122	Paraguay	3.0			
53	Spain	4.2				123	Mauritania	3.0			
54	Montenegro	4.2				124	Swaziland	3.0			
55	Mauritius	4.2				125	Lebanon	3.0			
56	Colombia	4.2				126	Argentina	3.0			
57	Indonesia	4.2				127	Malawi	2.9			
58	Ecuador	4.1				128	Nigeria	2.9			
59	Senegal	4.1				129	Madagascar	2.9			
60	Uruguay	4.1				130	Nicaragua	2.8			
61	Russian Federation	4.1				131	Burundi	2.8			
62	Vietnam	4.1				132	Guinea	2.8			
63	Iran, Islamic Rep.	4.1				133	Myanmar	2.8			
64	Gambia, The	4.0				134	Chad	2.7			
65	Morocco	4.0				135	Nepal	2.7			
66	Slovenia	4.0				136	Venezuela	2.6			
67	Bulgaria	4.0				137	Bosnia and Herzegovina	2.6			
68	India	4.0				138	Zimbabwe	2.5			
69	Uganda	4.0				139	Haiti	2.3			
70	Thailand	4.0									

SOURCE: World Economic Forum, Executive Opinion Survey, 2014 and 2015 editions

10.04 E-Participation Index

The E-Participation Index assesses, on a 0-to-1 (best) scale, the quality, relevance, and usefulness of government websites in providing online information and participatory tools and services to their citizens. | 2013

RANK	COUNTRY/ECONOMY	VALUE	RANK	COUNTRY/ECONOMY	VALUE
1	Korea, Rep.	1.00	70	Malta	0.47
1	Netherlands	1.00	70	Romania	0.47
3	Uruguay	0.98	73	Hungary	0.45
4	France	0.96	73	Zimbabwe	0.45
4	Japan	0.96	75	Azerbaijan	0.43
4	United Kingdom	0.96	75	Kuwait	0.43
7	Australia	0.94	75	Ukraine	0.43
7	Chile	0.94	78	Bolivia	0.41
9	United States	0.92	78	Kyrgyz Republic	0.41
10	Singapore	0.90	78	Serbia	0.41
11	Colombia	0.88	81	Bangladesh	0.39
12	Israel	0.86	81	Ghana	0.39
13	United Arab Emirates	0.84	81	Slovenia	0.39
14	Bahrain	0.82	81	Tanzania	0.39
14	Canada	0.82	85	Switzerland	0.37
14	Costa Rica	0.82	86	Bhutan	0.35
17	Greece	0.80	86	Madagascar	0.35
17	Morocco	0.80	86	Senegal	0.35
19	Italy	0.78	89	Croatia	0.33
19	New Zealand	0.78	89	Dominican Republic	0.33
19	Spain	0.78	89	Guyana	0.33
22	Estonia	0.76	89	Honduras	0.33
22	Kazakhstan	0.76	89	Mozambique	0.33
24	Brazil	0.71	89	Namibia	0.33
24	Finland	0.71	89	Nigeria	0.33
24	Germany	0.71	89	Pakistan	0.33
24	Latvia	0.71	89	South Africa	0.33
24	Oman	0.71	98	Botswana	0.31
24	Peru	0.71	98	Cyprus	0.31
30	Mongolia	0.69	98	Trinidad and Tobago	0.31
30	Norway	0.69	101	Indonesia	0.29
30	Russian Federation	0.69	101	Iran, Islamic Rep.	0.29
33	China	0.65	101	Lebanon	0.29
33	Ireland	0.65	101	Nepal	0.29
33	Kenya	0.65	105	Bulgaria	0.25
33	Lithuania	0.65	105	Czech Republic	0.25
33	Portugal	0.65	105	Ethiopia	0.25
33	Sri Lanka	0.65	105	Paraguay	0.25
33	Tunisia	0.65	105	Seychelles	0.25
40	Austria	0.63	110	Bosnia and Herzegovina	0.24
40	Belgium	0.63	110	Malawi	0.24
40	India	0.63	112	Gabon	0.22
40	Moldova	0.63	112	Gambia, The	0.22
40	Slovak Republic	0.63	112	Macedonia, FYR	0.22
45	El Salvador	0.61	115	Cambodia	0.20
45	Mexico	0.61	115	Guatemala	0.20
45	Qatar	0.61	115	Jamaica	0.20
45	Sweden	0.61	115	Lao PDR	0.20
49	Georgia	0.59	119	Benin	0.18
49	Montenegro	0.59	119	Côte d'Ivoire	0.18
51	Philippines	0.57	119	Haiti	0.18
51	Saudi Arabia	0.57	119	Zambia	0.18
51	Venezuela	0.57	123	Cameroon	0.16
54	Argentina	0.55	123	Mali	0.16
54	Denmark	0.55	123	Swaziland	0.16
54	Egypt	0.55	126	Lesotho	0.14
54	Luxembourg	0.55	126	Uganda	0.14
54	Thailand	0.55	128	Liberia	0.12
59	Albania	0.53	128	Tajikistan	0.12
59	Armenia	0.53	130	Cape Verde	0.10
59	Malaysia	0.53	130	Nicaragua	0.10
59	Mauritius	0.53	132	Algeria	0.08
63	Rwanda	0.51	132	Chad	0.08
64	Ecuador	0.49	132	Mauritania	0.08
64	Iceland	0.49	132	Myanmar	0.08
64	Panama	0.49	136	Burundi	0.06
64	Poland	0.49	137	Guinea	0.02
64	Turkey	0.49	n/a	Taiwan, China	n/a
64	Vietnam	0.49	n/a	Hong Kong SAR	n/a
70	Jordan	0.47			

SOURCE: United Nations Department of Economic and Social Affairs (UNDESA), *UN E-Government Development Database* (retrieved November 27, 2014), <http://unpan3.un.org/egovkb/en-us/>