

8th pillar

Government usage

8.01 Importance of ICTs to government vision of the future

To what extent does the government have a clear implementation plan for utilizing ICTs to improve your country's overall competitiveness? [1 = not at all—there is no plan; 7 = to a great extent—there is a clear plan] | 2014–15 weighted average

| RANK | COUNTRY/ECONOMY | VALUE | 1 | MEAN: 4.0 | 7 | RANK | COUNTRY/ECONOMY | VALUE | 1 | MEAN: 4.0 | 7 |
|------|----------------------|-------|---|-----------|---|------|------------------------|-------|---|-----------|---|
| 1 | United Arab Emirates | 6.1 | | | | 71 | Mexico | 3.9 | | | |
| 2 | Singapore | 5.9 | | | | 72 | Thailand | 3.9 | | | |
| 3 | Qatar | 5.9 | | | | 73 | Turkey | 3.9 | | | |
| 4 | Rwanda | 5.8 | | | | 74 | Mongolia | 3.9 | | | |
| 5 | Luxembourg | 5.7 | | | | 75 | Albania | 3.9 | | | |
| 6 | Malaysia | 5.6 | | | | 76 | Russian Federation | 3.8 | | | |
| 7 | Saudi Arabia | 5.3 | | | | 77 | Guyana | 3.8 | | | |
| 8 | Azerbaijan | 5.2 | | | | 78 | Bulgaria | 3.8 | | | |
| 9 | Bahrain | 5.2 | | | | 79 | Trinidad and Tobago | 3.7 | | | |
| 10 | New Zealand | 5.2 | | | | 80 | Spain | 3.7 | | | |
| 11 | Taiwan, China | 5.0 | | | | 81 | Georgia | 3.7 | | | |
| 12 | Estonia | 5.0 | | | | 82 | Mali | 3.7 | | | |
| 13 | Sri Lanka | 5.0 | | | | 83 | Cyprus | 3.7 | | | |
| 14 | Japan | 4.9 | | | | 84 | Ethiopia | 3.6 | | | |
| 15 | Norway | 4.9 | | | | 85 | Costa Rica | 3.6 | | | |
| 16 | United Kingdom | 4.9 | | | | 86 | Ghana | 3.6 | | | |
| 17 | Korea, Rep. | 4.9 | | | | 87 | Latvia | 3.6 | | | |
| 18 | Kenya | 4.8 | | | | 88 | Moldova | 3.6 | | | |
| 19 | Macedonia, FYR | 4.8 | | | | 89 | Tanzania | 3.6 | | | |
| 20 | Sweden | 4.8 | | | | 90 | Tunisia | 3.6 | | | |
| 21 | Ireland | 4.8 | | | | 91 | Iran, Islamic Rep. | 3.6 | | | |
| 22 | Finland | 4.8 | | | | 92 | Cameroon | 3.6 | | | |
| 23 | Malta | 4.8 | | | | 93 | Mozambique | 3.6 | | | |
| 24 | Germany | 4.7 | | | | 94 | Gabon | 3.6 | | | |
| 25 | Portugal | 4.7 | | | | 95 | Cambodia | 3.5 | | | |
| 26 | Israel | 4.7 | | | | 96 | Slovak Republic | 3.5 | | | |
| 27 | China | 4.7 | | | | 97 | Slovenia | 3.5 | | | |
| 28 | Hong Kong SAR | 4.7 | | | | 98 | Hungary | 3.5 | | | |
| 29 | United States | 4.7 | | | | 99 | Pakistan | 3.5 | | | |
| 30 | Côte d'Ivoire | 4.6 | | | | 100 | Dominican Republic | 3.5 | | | |
| 31 | Netherlands | 4.6 | | | | 101 | Croatia | 3.4 | | | |
| 32 | Iceland | 4.6 | | | | 102 | El Salvador | 3.4 | | | |
| 33 | Panama | 4.5 | | | | 103 | Bolivia | 3.4 | | | |
| 34 | Switzerland | 4.5 | | | | 104 | Nigeria | 3.4 | | | |
| 35 | Jordan | 4.5 | | | | 105 | Romania | 3.3 | | | |
| 36 | Denmark | 4.5 | | | | 106 | Czech Republic | 3.3 | | | |
| 37 | Gambia, The | 4.5 | | | | 107 | Lesotho | 3.3 | | | |
| 38 | Cape Verde | 4.5 | | | | 108 | Italy | 3.3 | | | |
| 39 | Oman | 4.5 | | | | 109 | Liberia | 3.3 | | | |
| 40 | Mauritius | 4.4 | | | | 110 | Guatemala | 3.3 | | | |
| 41 | Austria | 4.4 | | | | 111 | Poland | 3.3 | | | |
| 42 | France | 4.4 | | | | 112 | Egypt | 3.2 | | | |
| 43 | Indonesia | 4.4 | | | | 113 | Kuwait | 3.2 | | | |
| 44 | Kazakhstan | 4.4 | | | | 114 | Serbia | 3.2 | | | |
| 45 | Bhutan | 4.3 | | | | 115 | Benin | 3.2 | | | |
| 46 | Colombia | 4.3 | | | | 116 | South Africa | 3.2 | | | |
| 47 | Australia | 4.3 | | | | 117 | Swaziland | 3.2 | | | |
| 48 | Vietnam | 4.3 | | | | 118 | Malawi | 3.2 | | | |
| 49 | Canada | 4.3 | | | | 119 | Algeria | 3.1 | | | |
| 50 | Morocco | 4.3 | | | | 120 | Peru | 3.1 | | | |
| 51 | Montenegro | 4.3 | | | | 121 | Brazil | 3.1 | | | |
| 52 | Belgium | 4.3 | | | | 122 | Ukraine | 3.1 | | | |
| 53 | Lithuania | 4.2 | | | | 123 | Kyrgyz Republic | 3.1 | | | |
| 54 | Armenia | 4.1 | | | | 124 | Mauritania | 3.1 | | | |
| 55 | Uganda | 4.1 | | | | 125 | Burundi | 3.0 | | | |
| 56 | Bangladesh | 4.1 | | | | 126 | Nepal | 3.0 | | | |
| 57 | Zambia | 4.1 | | | | 127 | Chad | 3.0 | | | |
| 58 | Senegal | 4.1 | | | | 128 | Guinea | 3.0 | | | |
| 59 | Uruguay | 4.1 | | | | 129 | Greece | 2.9 | | | |
| 60 | Seychelles | 4.0 | | | | 130 | Madagascar | 2.9 | | | |
| 61 | Botswana | 4.0 | | | | 131 | Myanmar | 2.9 | | | |
| 62 | India | 4.0 | | | | 132 | Paraguay | 2.9 | | | |
| 63 | Philippines | 4.0 | | | | 133 | Zimbabwe | 2.8 | | | |
| 64 | Lao PDR | 3.9 | | | | 134 | Lebanon | 2.7 | | | |
| 65 | Jamaica | 3.9 | | | | 135 | Nicaragua | 2.7 | | | |
| 66 | Tajikistan | 3.9 | | | | 136 | Bosnia and Herzegovina | 2.6 | | | |
| 67 | Ecuador | 3.9 | | | | 137 | Argentina | 2.6 | | | |
| 68 | Chile | 3.9 | | | | 138 | Venezuela | 2.4 | | | |
| 69 | Namibia | 3.9 | | | | 139 | Haiti | 2.3 | | | |
| 70 | Honduras | 3.9 | | | | | | | | | |

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

8.02 Government Online Service Index

The Government Online Service Index assesses the quality of government's delivery of online services on a 0-to-1 (best) scale | 2013

| RANK | COUNTRY/ECONOMY | VALUE | RANK | COUNTRY/ECONOMY | VALUE |
|------|----------------------|-------|------|------------------------|-------|
| 1 | France | 1.00 | 71 | Ethiopia | 0.46 |
| 2 | Singapore | 0.99 | 72 | Albania | 0.45 |
| 3 | Korea, Rep. | 0.98 | 73 | Romania | 0.44 |
| 4 | Japan | 0.94 | 73 | Thailand | 0.44 |
| 4 | Spain | 0.94 | 75 | Azerbaijan | 0.43 |
| 4 | United States | 0.94 | 76 | Kenya | 0.43 |
| 7 | Bahrain | 0.94 | 76 | Slovenia | 0.43 |
| 8 | Australia | 0.93 | 78 | Vietnam | 0.42 |
| 8 | Netherlands | 0.93 | 79 | Honduras | 0.40 |
| 10 | Canada | 0.91 | 79 | Malta | 0.40 |
| 11 | United Kingdom | 0.90 | 81 | Bolivia | 0.39 |
| 12 | United Arab Emirates | 0.88 | 81 | Serbia | 0.39 |
| 13 | Israel | 0.87 | 83 | Dominican Republic | 0.39 |
| 14 | Uruguay | 0.85 | 83 | South Africa | 0.39 |
| 15 | New Zealand | 0.84 | 85 | Czech Republic | 0.37 |
| 16 | Chile | 0.82 | 85 | Iran, Islamic Rep. | 0.37 |
| 17 | Colombia | 0.79 | 85 | Panama | 0.37 |
| 18 | Estonia | 0.77 | 88 | Indonesia | 0.36 |
| 18 | Finland | 0.77 | 89 | Lebanon | 0.35 |
| 18 | Saudi Arabia | 0.77 | 90 | Bangladesh | 0.35 |
| 21 | Lithuania | 0.76 | 91 | Seychelles | 0.33 |
| 21 | Norway | 0.76 | 91 | Trinidad and Tobago | 0.33 |
| 23 | Austria | 0.75 | 93 | Namibia | 0.32 |
| 23 | Italy | 0.75 | 93 | Pakistan | 0.32 |
| 23 | Kazakhstan | 0.75 | 95 | Ghana | 0.31 |
| 26 | Oman | 0.73 | 95 | Jamaica | 0.31 |
| 27 | Russian Federation | 0.71 | 95 | Mozambique | 0.31 |
| 28 | Latvia | 0.70 | 98 | Botswana | 0.31 |
| 28 | Sweden | 0.70 | 98 | Nigeria | 0.31 |
| 30 | Morocco | 0.69 | 98 | Senegal | 0.31 |
| 31 | Belgium | 0.68 | 98 | Zimbabwe | 0.31 |
| 31 | Ireland | 0.68 | 102 | Tanzania | 0.30 |
| 31 | Malaysia | 0.68 | 103 | Bosnia and Herzegovina | 0.28 |
| 34 | Germany | 0.67 | 104 | Kyrgyz Republic | 0.28 |
| 35 | Denmark | 0.66 | 105 | Ukraine | 0.27 |
| 35 | Mexico | 0.66 | 106 | Bhutan | 0.24 |
| 37 | Qatar | 0.65 | 106 | Guyana | 0.24 |
| 37 | Sri Lanka | 0.65 | 106 | Macedonia, FYR | 0.24 |
| 39 | Portugal | 0.64 | 106 | Madagascar | 0.24 |
| 39 | Tunisia | 0.64 | 110 | Bulgaria | 0.24 |
| 41 | Peru | 0.63 | 111 | Paraguay | 0.23 |
| 42 | Luxembourg | 0.62 | 112 | Gambia, The | 0.20 |
| 43 | Armenia | 0.61 | 113 | Cameroon | 0.20 |
| 43 | Costa Rica | 0.61 | 114 | Cambodia | 0.17 |
| 43 | Iceland | 0.61 | 114 | Côte d'Ivoire | 0.17 |
| 43 | Mongolia | 0.61 | 114 | Malawi | 0.17 |
| 47 | China | 0.61 | 117 | Cape Verde | 0.17 |
| 47 | Greece | 0.61 | 118 | Lesotho | 0.16 |
| 49 | Brazil | 0.60 | 118 | Nepal | 0.16 |
| 49 | Georgia | 0.60 | 120 | Guatemala | 0.15 |
| 51 | Egypt | 0.59 | 120 | Uganda | 0.15 |
| 52 | Kuwait | 0.57 | 122 | Lao PDR | 0.14 |
| 53 | Hungary | 0.56 | 122 | Zambia | 0.14 |
| 53 | Turkey | 0.56 | 124 | Mali | 0.13 |
| 55 | Argentina | 0.55 | 124 | Swaziland | 0.13 |
| 55 | Venezuela | 0.55 | 126 | Benin | 0.11 |
| 57 | India | 0.54 | 126 | Haiti | 0.11 |
| 57 | Poland | 0.54 | 128 | Gabon | 0.09 |
| 59 | El Salvador | 0.54 | 128 | Nicaragua | 0.09 |
| 60 | Moldova | 0.53 | 130 | Algeria | 0.08 |
| 60 | Montenegro | 0.53 | 130 | Liberia | 0.08 |
| 62 | Jordan | 0.52 | 132 | Tajikistan | 0.06 |
| 63 | Rwanda | 0.51 | 133 | Chad | 0.05 |
| 64 | Switzerland | 0.50 | 133 | Mauritania | 0.05 |
| 65 | Slovak Republic | 0.49 | 135 | Myanmar | 0.02 |
| 66 | Ecuador | 0.48 | 136 | Burundi | 0.02 |
| 66 | Philippines | 0.48 | 137 | Guinea | 0.00 |
| 68 | Cyprus | 0.47 | n/a | Taiwan, China | n/a |
| 68 | Mauritius | 0.47 | n/a | Hong Kong SAR | n/a |
| 70 | Croatia | 0.46 | | | |

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/>

8.03 Government success in ICT promotion

In your country, how successful is the government in promoting the use of ICTs? [1 = not successful at all; 7 = extremely successful] | 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 | 6.2 | | | | 71 | Ecuador | 4.0 | | | |
| 2 | Rwanda | 6.0 | | | | 72 | Tajikistan | 4.0 | | | |
| 3 | Singapore | 5.9 | | | | 73 | Turkey | 4.0 | | | |
| 4 | Qatar | 5.8 | | | | 74 | Ethiopia | 3.9 | | | |
| 5 | Malaysia | 5.8 | | | | 75 | India | 3.9 | | | |
| 6 | Luxembourg | 5.8 | | | | 76 | Guyana | 3.9 | | | |
| 7 | Estonia | 5.6 | | | | 77 | Costa Rica | 3.9 | | | |
| 8 | Azerbaijan | 5.4 | | | | 78 | Botswana | 3.9 | | | |
| 9 | Saudi Arabia | 5.3 | | | | 79 | Moldova | 3.9 | | | |
| 10 | Sri Lanka | 5.2 | | | | 80 | Spain | 3.9 | | | |
| 11 | Korea, Rep. | 5.2 | | | | 81 | Bulgaria | 3.8 | | | |
| 12 | Bahrain | 5.1 | | | | 82 | Mexico | 3.8 | | | |
| 13 | Norway | 5.1 | | | | 83 | Tunisia | 3.8 | | | |
| 14 | Sweden | 5.1 | | | | 84 | Slovenia | 3.8 | | | |
| 15 | United Kingdom | 4.9 | | | | 85 | Thailand | 3.8 | | | |
| 16 | Taiwan, China | 4.9 | | | | 86 | Liberia | 3.8 | | | |
| 17 | Portugal | 4.9 | | | | 87 | Tanzania | 3.8 | | | |
| 18 | Iceland | 4.9 | | | | 88 | Slovak Republic | 3.8 | | | |
| 19 | Netherlands | 4.9 | | | | 89 | Honduras | 3.8 | | | |
| 20 | Macedonia, FYR | 4.9 | | | | 90 | Iran, Islamic Rep. | 3.7 | | | |
| 21 | Kenya | 4.8 | | | | 91 | Trinidad and Tobago | 3.7 | | | |
| 22 | Israel | 4.8 | | | | 92 | Ghana | 3.7 | | | |
| 23 | Switzerland | 4.8 | | | | 93 | Namibia | 3.7 | | | |
| 24 | New Zealand | 4.8 | | | | 94 | Ukraine | 3.7 | | | |
| 25 | United States | 4.8 | | | | 95 | Gabon | 3.7 | | | |
| 26 | Malta | 4.8 | | | | 96 | Cyprus | 3.7 | | | |
| 27 | Ireland | 4.7 | | | | 97 | Dominican Republic | 3.6 | | | |
| 28 | Finland | 4.7 | | | | 98 | Albania | 3.6 | | | |
| 29 | Hong Kong SAR | 4.7 | | | | 99 | Egypt | 3.6 | | | |
| 30 | Japan | 4.7 | | | | 100 | Pakistan | 3.6 | | | |
| 31 | Mauritius | 4.7 | | | | 101 | Czech Republic | 3.6 | | | |
| 32 | Germany | 4.7 | | | | 102 | Cambodia | 3.6 | | | |
| 33 | Kazakhstan | 4.6 | | | | 103 | Nigeria | 3.5 | | | |
| 34 | Denmark | 4.6 | | | | 104 | Hungary | 3.5 | | | |
| 35 | Austria | 4.6 | | | | 105 | Lesotho | 3.5 | | | |
| 36 | Lithuania | 4.6 | | | | 106 | Guatemala | 3.5 | | | |
| 37 | France | 4.5 | | | | 107 | Chad | 3.4 | | | |
| 38 | Canada | 4.5 | | | | 108 | Benin | 3.4 | | | |
| 39 | China | 4.5 | | | | 109 | Guinea | 3.4 | | | |
| 40 | Jordan | 4.4 | | | | 110 | Poland | 3.4 | | | |
| 41 | Senegal | 4.4 | | | | 111 | South Africa | 3.4 | | | |
| 42 | Panama | 4.4 | | | | 112 | Croatia | 3.4 | | | |
| 43 | Gambia, The | 4.4 | | | | 113 | Romania | 3.4 | | | |
| 44 | Oman | 4.4 | | | | 114 | Mozambique | 3.4 | | | |
| 45 | Cape Verde | 4.4 | | | | 115 | Algeria | 3.4 | | | |
| 46 | Belgium | 4.4 | | | | 116 | Kuwait | 3.3 | | | |
| 47 | Côte d'Ivoire | 4.3 | | | | 117 | Serbia | 3.3 | | | |
| 48 | Uruguay | 4.3 | | | | 118 | Peru | 3.3 | | | |
| 49 | Morocco | 4.3 | | | | 119 | El Salvador | 3.2 | | | |
| 50 | Armenia | 4.3 | | | | 120 | Kyrgyz Republic | 3.2 | | | |
| 51 | Indonesia | 4.3 | | | | 121 | Malawi | 3.2 | | | |
| 52 | Uganda | 4.2 | | | | 122 | Brazil | 3.2 | | | |
| 53 | Colombia | 4.2 | | | | 123 | Mauritania | 3.1 | | | |
| 54 | Russian Federation | 4.2 | | | | 124 | Madagascar | 3.1 | | | |
| 55 | Australia | 4.2 | | | | 125 | Bolivia | 3.1 | | | |
| 56 | Mongolia | 4.2 | | | | 126 | Italy | 3.1 | | | |
| 57 | Vietnam | 4.1 | | | | 127 | Zimbabwe | 3.1 | | | |
| 58 | Montenegro | 4.1 | | | | 128 | Greece | 3.0 | | | |
| 59 | Bhutan | 4.1 | | | | 129 | Burundi | 3.0 | | | |
| 60 | Cameroon | 4.1 | | | | 130 | Nepal | 3.0 | | | |
| 61 | Chile | 4.1 | | | | 131 | Myanmar | 3.0 | | | |
| 62 | Georgia | 4.1 | | | | 132 | Swaziland | 2.9 | | | |
| 63 | Bangladesh | 4.1 | | | | 133 | Argentina | 2.9 | | | |
| 64 | Mali | 4.1 | | | | 134 | Paraguay | 2.8 | | | |
| 65 | Seychelles | 4.1 | | | | 135 | Haiti | 2.8 | | | |
| 66 | Latvia | 4.1 | | | | 136 | Nicaragua | 2.7 | | | |
| 67 | Lao PDR | 4.1 | | | | 137 | Lebanon | 2.7 | | | |
| 68 | Zambia | 4.0 | | | | 138 | Bosnia and Herzegovina | 2.3 | | | |
| 69 | Jamaica | 4.0 | | | | 139 | Venezuela | 2.3 | | | |
| 70 | Philippines | 4.0 | | | | | | | | | |

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