

10.01 Impact of ICTs on access to basic services*

In your country, to what extent do ICTs enable access for all citizens to basic services (e.g., health, education, financial services, etc.)?
[1 = not at all; 7 = to a great extent] | 2012–2013 weighted average

RANK	COUNTRY/ECONOMY	VALUE	1	4.2	7	RANK	COUNTRY/ECONOMY	VALUE	1	4.2	7
1	Qatar	6.1				75	Guatemala	4.1			
2	United Arab Emirates	6.1				76	Tunisia	4.1			
3	Singapore	5.9				77	Senegal	4.0			
4	Luxembourg	5.9				78	Kuwait	4.0			
5	Netherlands	5.8				79	Mexico	4.0			
6	Norway	5.8				80	Dominican Republic	4.0			
7	Estonia	5.8				81	Mongolia	4.0			
8	Taiwan, China	5.8				82	Peru	4.0			
9	Sweden	5.7				83	Hungary	4.0			
10	Finland	5.7				84	Ghana	3.9			
11	Malta	5.7				85	Zambia	3.9			
12	Korea, Rep.	5.7				86	Thailand	3.9			
13	Switzerland	5.7				87	Cambodia	3.9			
14	Hong Kong SAR	5.5				88	Brazil	3.9			
15	Iceland	5.5				89	Trinidad and Tobago	3.9			
16	Saudi Arabia	5.5				90	Slovak Republic	3.9			
17	New Zealand	5.4				91	Bulgaria	3.8			
18	Bahrain	5.4				92	Egypt	3.8			
19	Belgium	5.4				93	Botswana	3.8			
20	Malaysia	5.3				94	Jamaica	3.8			
21	United Kingdom	5.3				95	Iran, Islamic Rep.	3.8			
22	Israel	5.3				96	Bangladesh	3.7			
23	Austria	5.3				97	Namibia	3.7			
24	Australia	5.3				98	Moldova	3.7			
25	Germany	5.2				99	Bolivia	3.7			
26	Canada	5.2				100	Cameroon	3.7			
27	Portugal	5.2				101	El Salvador	3.7			
28	Denmark	5.2				102	Russian Federation	3.7			
29	United States	5.2				103	Serbia	3.7			
30	Brunei Darussalam	5.2				104	Nigeria	3.7			
31	Azerbaijan	5.2				105	Burkina Faso	3.6			
32	Japan	5.1				106	Morocco	3.6			
33	Rwanda	5.1				107	Italy	3.6			
34	Oman	5.1				108	Poland	3.6			
35	France	5.1				109	Greece	3.6			
36	Spain	5.1				110	Romania	3.6			
37	Lithuania	5.0				111	Nicaragua	3.6			
38	Chile	5.0				112	Uganda	3.5			
39	Jordan	4.9				113	Venezuela	3.5			
40	Turkey	4.9				114	Malawi	3.5			
41	Panama	4.8				115	Honduras	3.5			
42	Barbados	4.8				116	Madagascar	3.5			
43	Sri Lanka	4.8				117	Zimbabwe	3.5			
44	Ireland	4.7				118	Argentina	3.5			
45	China	4.7				119	Liberia	3.5			
46	Cyprus	4.6				120	Paraguay	3.5			
47	Costa Rica	4.6				121	Ukraine	3.4			
48	Slovenia	4.6				122	South Africa	3.4			
49	Macedonia, FYR	4.6				123	Tanzania	3.4			
50	Bhutan	4.5				124	Côte d'Ivoire	3.4			
51	Puerto Rico	4.5				125	Gabon	3.3			
52	Mauritius	4.5				126	Albania	3.3			
53	Vietnam	4.5				127	Swaziland	3.3			
54	Latvia	4.5				128	Pakistan	3.3			
55	Gambia, The	4.5				129	Mozambique	3.3			
56	Uruguay	4.5				130	Nepal	3.3			
57	Seychelles	4.5				131	Benin	3.2			
58	Czech Republic	4.5				132	Ethiopia	3.2			
59	Kazakhstan	4.4				133	Sierra Leone	3.2			
60	Montenegro	4.4				134	Suriname	3.1			
61	Cape Verde	4.4				135	Guinea	3.1			
62	Kenya	4.3				136	Lesotho	3.1			
63	India	4.3				137	Myanmar	3.0			
64	Armenia	4.3				138	Algeria	3.0			
65	Bosnia and Herzegovina	4.3				139	Timor-Leste	3.0			
66	Ecuador	4.3				140	Kyrgyz Republic	3.0			
67	Georgia	4.3				141	Haiti	2.9			
68	Guyana	4.3				142	Yemen	2.8			
69	Indonesia	4.2				143	Mauritania	2.7			
70	Colombia	4.2				144	Angola	2.7			
71	Mali	4.2				145	Lebanon	2.7			
72	Croatia	4.2				146	Chad	2.6			
73	Lao PDR	4.2				147	Libya	2.6			
74	Philippines	4.1				148	Burundi	2.6			

SOURCE: World Economic Forum, Executive Opinion Survey, 2012 and 2013 editions

10.02 Internet access in schools*

In your country, how widespread is Internet access in schools? [1 = nonexistent; 7 = extremely widespread] | 2012–2013 weighted average

RANK	COUNTRY/ECONOMY	VALUE	1	4.2	7	RANK	COUNTRY/ECONOMY	VALUE	1	4.2	7
1	Iceland	6.6				75	Jamaica	4.1			
2	Finland	6.6				76	Guyana	4.1			
3	Estonia	6.5				77	India	4.1			
4	Singapore	6.3				78	Armenia	4.0			
5	Norway	6.3				79	Argentina	4.0			
6	Netherlands	6.3				80	Ecuador	4.0			
7	Taiwan, China	6.2				81	Kenya	4.0			
8	Sweden	6.2				82	Colombia	3.9			
9	Luxembourg	6.2				83	Mongolia	3.9			
10	United Kingdom	6.2				84	Serbia	3.9			
11	Canada	6.1				85	Gambia, The	3.9			
12	Switzerland	6.1				86	Greece	3.9			
13	Korea, Rep.	6.1				87	Lao PDR	3.9			
14	Hong Kong SAR	6.1				88	Bhutan	3.8			
15	Qatar	6.0				89	Cambodia	3.8			
16	Slovenia	6.0				90	Mexico	3.8			
17	Australia	5.9				91	Cape Verde	3.8			
18	United States	5.9				92	Pakistan	3.7			
19	Uruguay	5.9				93	Senegal	3.7			
20	Malta	5.9				94	Peru	3.7			
21	United Arab Emirates	5.8				95	Tunisia	3.7			
22	Denmark	5.8				96	Italy	3.7			
23	Lithuania	5.8				97	El Salvador	3.7			
24	Czech Republic	5.8				98	Brazil	3.6			
25	Austria	5.7				99	Dominican Republic	3.6			
26	Belgium	5.7				100	Bolivia	3.5			
27	Latvia	5.7				101	Nigeria	3.5			
28	New Zealand	5.7				102	Nicaragua	3.5			
29	Portugal	5.7				103	Zambia	3.5			
30	Cyprus	5.6				104	Botswana	3.4			
31	Slovak Republic	5.5				105	Nepal	3.4			
32	Brunei Darussalam	5.5				106	Venezuela	3.4			
33	Hungary	5.4				107	Lebanon	3.4			
34	Panama	5.4				108	Sri Lanka	3.4			
35	China	5.3				109	Kyrgyz Republic	3.3			
36	Malaysia	5.2				110	Guatemala	3.3			
37	Japan	5.2				111	Namibia	3.2			
38	Barbados	5.1				112	Swaziland	3.2			
39	Israel	5.1				113	Morocco	3.1			
40	Macedonia, FYR	5.1				114	Ghana	3.1			
41	Vietnam	5.1				115	Honduras	3.1			
42	Germany	5.0				116	South Africa	3.1			
43	Ireland	5.0				117	Mali	3.1			
44	Jordan	5.0				118	Tanzania	3.1			
45	Bahrain	5.0				119	Zimbabwe	3.0			
46	Spain	4.9				120	Lesotho	3.0			
47	Oman	4.9				121	Uganda	2.9			
48	Chile	4.9				122	Bangladesh	2.8			
49	Saudi Arabia	4.8				123	Malawi	2.8			
50	Indonesia	4.8				124	Ethiopia	2.8			
51	Bulgaria	4.7				125	Egypt	2.7			
52	Kazakhstan	4.7				126	Iran, Islamic Rep.	2.7			
53	Croatia	4.7				127	Angola	2.6			
54	Russian Federation	4.6				128	Mozambique	2.6			
55	Poland	4.6				129	Liberia	2.6			
56	Moldova	4.6				130	Paraguay	2.6			
57	Trinidad and Tobago	4.6				131	Suriname	2.6			
58	Costa Rica	4.6				132	Madagascar	2.4			
59	Puerto Rico	4.5				133	Sierra Leone	2.3			
60	Romania	4.5				134	Côte d'Ivoire	2.3			
61	Bosnia and Herzegovina	4.5				135	Cameroon	2.3			
62	Georgia	4.5				136	Haiti	2.3			
63	Turkey	4.4				137	Timor-Leste	2.3			
64	France	4.4				138	Algeria	2.2			
65	Thailand	4.4				139	Myanmar	2.2			
66	Kuwait	4.4				140	Benin	2.0			
67	Mauritius	4.3				141	Mauritania	2.0			
68	Rwanda	4.3				142	Gabon	2.0			
69	Seychelles	4.3				143	Guinea	1.8			
70	Ukraine	4.3				144	Burundi	1.8			
71	Montenegro	4.3				145	Libya	1.8			
72	Azerbaijan	4.2				146	Yemen	1.7			
73	Albania	4.2				147	Burkina Faso	1.6			
74	Philippines	4.2				148	Chad	1.3			

SOURCE: World Economic Forum, Executive Opinion Survey, 2012 and 2013 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 citizens? [1 = not at all; 7 = to a great extent] | 2012–2013 weighted average

RANK	COUNTRY/ECONOMY	VALUE	1	4.1	7	RANK	COUNTRY/ECONOMY	VALUE	1	4.1	7
1	Singapore	6.1				75	Guyana	4.1			
2	United Arab Emirates	6.0				76	Costa Rica	4.1			
3	Qatar	6.0				77	Cameroon	4.1			
4	Rwanda	5.7				78	Botswana	4.1			
5	Estonia	5.6				79	Thailand	4.1			
6	Malta	5.6				80	Tunisia	4.0			
7	Saudi Arabia	5.5				81	Jamaica	4.0			
8	Korea, Rep.	5.5				82	Albania	4.0			
9	Malaysia	5.5				83	Slovenia	4.0			
10	Sweden	5.5				84	Uganda	4.0			
11	Azerbaijan	5.4				85	Morocco	4.0			
12	Taiwan, China	5.4				86	Ghana	4.0			
13	Bahrain	5.4				87	Hungary	3.9			
14	Finland	5.4				88	Senegal	3.9			
15	Portugal	5.3				89	Mongolia	3.9			
16	Luxembourg	5.3				90	Moldova	3.9			
17	Hong Kong SAR	5.2				91	Uruguay	3.9			
18	Oman	5.2				92	Ethiopia	3.8			
19	New Zealand	5.1				93	Russian Federation	3.8			
20	Netherlands	5.1				94	Croatia	3.7			
21	Norway	5.1				95	Tanzania	3.7			
22	Austria	5.1				96	Egypt	3.7			
23	Switzerland	5.0				97	Nigeria	3.7			
24	Armenia	5.0				98	Trinidad and Tobago	3.7			
25	Sri Lanka	4.9				99	Cambodia	3.7			
26	Jordan	4.9				100	Bulgaria	3.7			
27	United Kingdom	4.9				101	Czech Republic	3.6			
28	Chile	4.9				102	Peru	3.6			
29	Panama	4.9				103	Romania	3.6			
30	Kazakhstan	4.8				104	South Africa	3.6			
31	Israel	4.8				105	Sierra Leone	3.6			
32	Canada	4.8				106	Liberia	3.6			
33	Germany	4.8				107	Bangladesh	3.6			
34	Denmark	4.8				108	Guatemala	3.5			
35	Lithuania	4.8				109	Serbia	3.5			
36	Macedonia, FYR	4.8				110	Nicaragua	3.5			
37	Japan	4.8				111	Kuwait	3.5			
38	Iceland	4.8				112	Côte d'Ivoire	3.5			
39	Brunei Darussalam	4.8				113	Italy	3.5			
40	France	4.8				114	Mozambique	3.5			
41	Georgia	4.7				115	Bolivia	3.4			
42	Cape Verde	4.7				116	El Salvador	3.4			
43	Bhutan	4.7				117	Madagascar	3.4			
44	Turkey	4.7				118	Slovak Republic	3.4			
45	United States	4.6				119	Poland	3.4			
46	Ireland	4.6				120	Gabon	3.4			
47	China	4.6				121	Pakistan	3.3			
48	Gambia, The	4.6				122	Malawi	3.3			
49	Spain	4.5				123	Timor-Leste	3.2			
50	Montenegro	4.5				124	Greece	3.2			
51	Australia	4.5				125	Swaziland	3.2			
52	Belgium	4.5				126	Guinea	3.2			
53	India	4.4				127	Benin	3.2			
54	Mauritius	4.4				128	Ukraine	3.2			
55	Ecuador	4.4				129	Namibia	3.1			
56	Lao PDR	4.4				130	Paraguay	3.1			
57	Kenya	4.4				131	Chad	3.0			
58	Puerto Rico	4.3				132	Zimbabwe	3.0			
59	Seychelles	4.3				133	Myanmar	3.0			
60	Barbados	4.3				134	Honduras	3.0			
61	Brazil	4.2				135	Nepal	3.0			
62	Zambia	4.2				136	Yemen	3.0			
63	Latvia	4.2				137	Venezuela	3.0			
64	Bosnia and Herzegovina	4.2				138	Angola	2.9			
65	Mexico	4.2				139	Lesotho	2.9			
66	Cyprus	4.2				140	Argentina	2.9			
67	Vietnam	4.2				141	Algeria	2.9			
68	Colombia	4.1				142	Mauritania	2.8			
69	Burkina Faso	4.1				143	Suriname	2.8			
70	Iran, Islamic Rep.	4.1				144	Kyrgyz Republic	2.7			
71	Philippines	4.1				145	Haiti	2.7			
72	Mali	4.1				146	Burundi	2.6			
73	Indonesia	4.1				147	Libya	2.4			
74	Dominican Republic	4.1				148	Lebanon	2.3			

SOURCE: World Economic Forum, Executive Opinion Survey, 2012 and 2013 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 | 2012

RANK	COUNTRY/ECONOMY	VALUE	RANK	COUNTRY/ECONOMY	VALUE
1	Korea, Rep.	1.00	71	Poland	0.18
1	Netherlands	1.00	71	Uruguay	0.18
3	Kazakhstan	0.95	77	Burkina Faso	0.16
3	Singapore	0.95	77	Iceland	0.16
5	United Kingdom	0.92	77	Paraguay	0.16
5	United States	0.92	77	South Africa	0.16
7	Israel	0.89	77	Ukraine	0.16
8	Australia	0.76	82	Azerbaijan	0.13
8	Estonia	0.76	82	Belgium	0.13
8	Germany	0.76	82	Côte d'Ivoire	0.13
11	Colombia	0.74	82	Honduras	0.13
11	Finland	0.74	82	Ireland	0.13
11	Japan	0.74	82	Macedonia, FYR	0.13
11	United Arab Emirates	0.74	82	Mozambique	0.13
15	Canada	0.68	82	Nicaragua	0.13
15	Egypt	0.68	82	Pakistan	0.13
15	Norway	0.68	82	Slovak Republic	0.13
15	Sweden	0.68	92	Albania	0.11
19	Bahrain	0.66	92	Gabon	0.11
19	Chile	0.66	92	Ghana	0.11
19	Russian Federation	0.66	92	Jordan	0.11
22	Qatar	0.63	92	Vietnam	0.11
22	Saudi Arabia	0.63	97	Bangladesh	0.08
24	Mongolia	0.61	97	Benin	0.08
25	France	0.58	97	Cyprus	0.08
25	Mexico	0.58	97	Mauritius	0.08
25	New Zealand	0.58	97	Romania	0.08
28	Denmark	0.55	97	Seychelles	0.08
28	El Salvador	0.55	97	Sri Lanka	0.08
30	Lithuania	0.53	97	Tanzania	0.08
31	Brazil	0.50	97	Trinidad and Tobago	0.08
31	Malaysia	0.50	97	Uganda	0.08
31	Spain	0.50	107	Algeria	0.05
34	Brunei Darussalam	0.47	107	Kenya	0.05
34	Dominican Republic	0.47	107	Sierra Leone	0.05
36	Hungary	0.45	107	Swaziland	0.05
36	Oman	0.45	107	Turkey	0.05
38	Luxembourg	0.39	112	Angola	0.03
38	Moldova	0.39	112	Barbados	0.03
38	Peru	0.39	112	Bhutan	0.03
41	Austria	0.37	112	Botswana	0.03
41	Portugal	0.37	112	Bulgaria	0.03
41	Tunisia	0.37	112	Cameroon	0.03
44	Ethiopia	0.34	112	Chad	0.03
44	Greece	0.34	112	Lesotho	0.03
44	Switzerland	0.34	112	Liberia	0.03
47	Costa Rica	0.32	112	Madagascar	0.03
47	Lebanon	0.32	112	Namibia	0.03
47	Montenegro	0.32	112	Nepal	0.03
47	Panama	0.32	112	Rwanda	0.03
47	Thailand	0.32	112	Zambia	0.03
52	Argentina	0.29	112	Zimbabwe	0.03
52	Croatia	0.29	127	Armenia	0.00
52	Kyrgyz Republic	0.29	127	Bosnia and Herzegovina	0.00
55	Czech Republic	0.26	127	Burundi	0.00
55	Italy	0.26	127	Cambodia	0.00
55	Malta	0.26	127	Gambia, The	0.00
55	Venezuela	0.26	127	Guinea	0.00
59	Cape Verde	0.24	127	Guyana	0.00
59	Ecuador	0.24	127	Haiti	0.00
59	Guatemala	0.24	127	Jamaica	0.00
59	Serbia	0.24	127	Lao PDR	0.00
63	Bolivia	0.21	127	Libya	0.00
63	China	0.21	127	Malawi	0.00
63	Georgia	0.21	127	Mali	0.00
63	Indonesia	0.21	127	Mauritania	0.00
63	Latvia	0.21	127	Morocco	0.00
63	Philippines	0.21	127	Myanmar	0.00
63	Senegal	0.21	127	Suriname	0.00
63	Slovenia	0.21	127	Timor-Leste	0.00
71	India	0.18	127	Yemen	0.00
71	Iran, Islamic Rep.	0.18	n/a	Hong Kong SAR	n/a
71	Kuwait	0.18	n/a	Puerto Rico	n/a
71	Nigeria	0.18	n/a	Taiwan, China	n/a

SOURCE: United Nations, *United Nations E-Government Survey 2012: E-Government for the People*