

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 = no plan; 7 = clear plan] | 2012–2013 weighted average

RANK	COUNTRY/ECONOMY	VALUE	1	4.0	7	RANK	COUNTRY/ECONOMY	VALUE	1	4.0	7
1	United Arab Emirates	5.9				75	Sierra Leone	3.9			
2	Qatar	5.9				76	Mexico	3.9			
3	Singapore	5.9				77	Cyprus	3.9			
4	Malta	5.7				78	Albania	3.9			
5	Rwanda	5.6				79	Spain	3.8			
6	Azerbaijan	5.5				80	Philippines	3.8			
7	Luxembourg	5.5				81	Côte d'Ivoire	3.8			
8	Saudi Arabia	5.4				82	Cameroon	3.8			
9	Malaysia	5.4				83	Liberia	3.8			
10	New Zealand	5.3				84	Uruguay	3.8			
11	Sweden	5.3				85	Cambodia	3.8			
12	Taiwan, China	5.2				86	Bosnia and Herzegovina	3.7			
13	Oman	5.2				87	Trinidad and Tobago	3.7			
14	Bahrain	5.2				88	Georgia	3.7			
15	Korea, Rep.	5.1				89	Jamaica	3.7			
16	Finland	5.1				90	Moldova	3.7			
17	Brunei Darussalam	5.0				91	Senegal	3.7			
18	Estonia	5.0				92	Tanzania	3.7			
19	Sri Lanka	4.9				93	Brazil	3.7			
20	Norway	4.9				94	Gabon	3.7			
21	Hong Kong SAR	4.9				95	Mongolia	3.7			
22	Panama	4.9				96	Guinea	3.7			
23	Gambia, The	4.8				97	Namibia	3.6			
24	China	4.8				98	Croatia	3.6			
25	Australia	4.7				99	Thailand	3.6			
26	Kenya	4.7				100	Zimbabwe	3.6			
27	Kazakhstan	4.6				101	Malawi	3.5			
28	Japan	4.6				102	Russian Federation	3.5			
29	Macedonia, FYR	4.6				103	Romania	3.5			
30	Jordan	4.6				104	Dominican Republic	3.5			
31	Mauritius	4.6				105	Iran, Islamic Rep.	3.5			
32	Cape Verde	4.6				106	Slovenia	3.5			
33	Bhutan	4.5				107	Latvia	3.4			
34	Germany	4.5				108	Hungary	3.4			
35	Lao PDR	4.5				109	Mozambique	3.4			
36	Portugal	4.5				110	Bulgaria	3.4			
37	United Kingdom	4.5				111	Nicaragua	3.4			
38	Seychelles	4.5				112	Bolivia	3.4			
39	United States	4.5				113	Czech Republic	3.3			
40	Chile	4.4				114	Peru	3.3			
41	Netherlands	4.4				115	Guatemala	3.3			
42	Indonesia	4.4				116	South Africa	3.3			
43	Israel	4.4				117	Slovak Republic	3.3			
44	Montenegro	4.4				118	Swaziland	3.2			
45	Ireland	4.4				119	El Salvador	3.2			
46	Guyana	4.4				120	Serbia	3.2			
47	Armenia	4.4				121	Chad	3.2			
48	Denmark	4.3				122	Algeria	3.2			
49	Ghana	4.3				123	Timor-Leste	3.2			
50	Zambia	4.3				124	Benin	3.1			
51	Morocco	4.3				125	Poland	3.1			
52	Switzerland	4.3				126	Kuwait	3.1			
53	Barbados	4.3				127	Burundi	3.0			
54	India	4.3				128	Pakistan	3.0			
55	Turkey	4.2				129	Madagascar	3.0			
56	Canada	4.2				130	Italy	3.0			
57	Colombia	4.2				131	Nepal	2.9			
58	Ecuador	4.2				132	Lesotho	2.9			
59	France	4.2				133	Myanmar	2.9			
60	Vietnam	4.2				134	Suriname	2.8			
61	Botswana	4.1				135	Paraguay	2.8			
62	Iceland	4.1				136	Mauritania	2.8			
63	Belgium	4.1				137	Angola	2.8			
64	Mali	4.1				138	Greece	2.8			
65	Bangladesh	4.1				139	Honduras	2.7			
66	Nigeria	4.0				140	Haiti	2.7			
67	Uganda	4.0				141	Egypt	2.6			
68	Burkina Faso	4.0				142	Ukraine	2.6			
69	Austria	3.9				143	Argentina	2.5			
70	Lithuania	3.9				144	Venezuela	2.5			
71	Costa Rica	3.9				145	Libya	2.5			
72	Ethiopia	3.9				146	Yemen	2.4			
73	Puerto Rico	3.9				147	Kyrgyz Republic	2.4			
74	Tunisia	3.9				148	Lebanon	2.2			

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

RANK	COUNTRY/ECONOMY	VALUE	RANK	COUNTRY/ECONOMY	VALUE
1	Korea, Rep.	1.00	74	Tunisia	0.48
1	Singapore	1.00	76	Ethiopia	0.47
1	United States	1.00	77	Guatemala	0.46
4	United Kingdom	0.97	77	Panama	0.46
5	Netherlands	0.96	77	Turkey	0.46
6	Canada	0.89	80	Ecuador	0.46
7	Finland	0.88	80	Paraguay	0.46
8	France	0.88	80	South Africa	0.46
9	Australia	0.86	83	Macedonia, FYR	0.45
9	Bahrain	0.86	84	Bangladesh	0.44
9	Japan	0.86	85	Cape Verde	0.44
9	United Arab Emirates	0.86	86	Kenya	0.43
13	Denmark	0.86	86	Mauritius	0.43
13	Norway	0.86	88	Albania	0.42
15	Israel	0.85	88	Kyrgyz Republic	0.42
16	Colombia	0.84	88	Ukraine	0.42
16	Sweden	0.84	88	Vietnam	0.42
18	Estonia	0.82	92	Bolivia	0.41
19	Saudi Arabia	0.80	93	Jordan	0.39
20	Malaysia	0.79	94	Honduras	0.38
21	Kazakhstan	0.78	94	Sri Lanka	0.38
21	New Zealand	0.78	96	Barbados	0.37
23	Spain	0.76	96	Bosnia and Herzegovina	0.37
24	Chile	0.75	98	Azerbaijan	0.37
24	Germany	0.75	98	Mozambique	0.37
26	Austria	0.75	98	Pakistan	0.37
27	Qatar	0.74	101	Botswana	0.36
28	Mexico	0.73	102	Bhutan	0.35
29	Lithuania	0.70	102	Tanzania	0.35
29	Luxembourg	0.70	104	Senegal	0.35
31	Hungary	0.69	105	Rwanda	0.34
32	Brazil	0.67	106	Angola	0.33
32	El Salvador	0.67	106	Côte d'Ivoire	0.33
32	Switzerland	0.67	106	Seychelles	0.33
35	Oman	0.67	109	Armenia	0.33
35	Slovenia	0.67	110	Gambia, The	0.32
37	Russian Federation	0.66	110	Madagascar	0.32
38	Portugal	0.65	110	Mali	0.32
39	Belgium	0.65	113	Nicaragua	0.31
40	Croatia	0.64	113	Zambia	0.31
41	Malta	0.61	115	Jamaica	0.31
42	Egypt	0.60	116	Cameroon	0.30
42	Georgia	0.60	116	Ghana	0.30
44	Brunei Darussalam	0.59	116	Lesotho	0.30
45	Latvia	0.59	116	Namibia	0.30
45	Mongolia	0.59	120	Burkina Faso	0.29
47	Kuwait	0.58	120	Uganda	0.29
48	Greece	0.58	122	Nepal	0.29
48	Italy	0.58	123	Algeria	0.25
48	Serbia	0.58	123	Guyana	0.25
51	Cyprus	0.56	125	Morocco	0.25
52	Uruguay	0.55	126	Nigeria	0.22
53	Czech Republic	0.54	127	Lao PDR	0.22
53	Iceland	0.54	127	Malawi	0.22
55	Dominican Republic	0.54	127	Timor-Leste	0.22
55	India	0.54	130	Benin	0.20
55	Ireland	0.54	131	Cambodia	0.19
55	Poland	0.54	131	Gabon	0.19
59	Argentina	0.53	131	Liberia	0.19
59	China	0.53	134	Yemen	0.18
61	Moldova	0.52	135	Sierra Leone	0.17
61	Peru	0.52	136	Suriname	0.16
61	Romania	0.52	137	Burundi	0.15
64	Montenegro	0.51	138	Swaziland	0.14
64	Thailand	0.51	139	Zimbabwe ¹	0.13
66	Slovak Republic	0.50	140	Myanmar	0.10
67	Costa Rica	0.50	141	Chad	0.10
67	Indonesia	0.50	142	Haiti	0.09
67	Philippines	0.50	143	Mauritania	0.08
70	Bulgaria	0.49	144	Guinea	0.00
70	Iran, Islamic Rep.	0.49	144	Libya	0.00
72	Trinidad and Tobago	0.48	n/a	Hong Kong SAR	n/a
72	Venezuela	0.48	n/a	Puerto Rico	n/a
74	Lebanon	0.48	n/a	Taiwan, China	n/a

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

¹ 2010

8.03 Government success in ICT promotion*

In your country, how successful is the government in promoting the use of information and communication technologies (ICTs)? [1 = not successful at all; 7 = extremely successful] | 2012–2013 weighted average

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

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