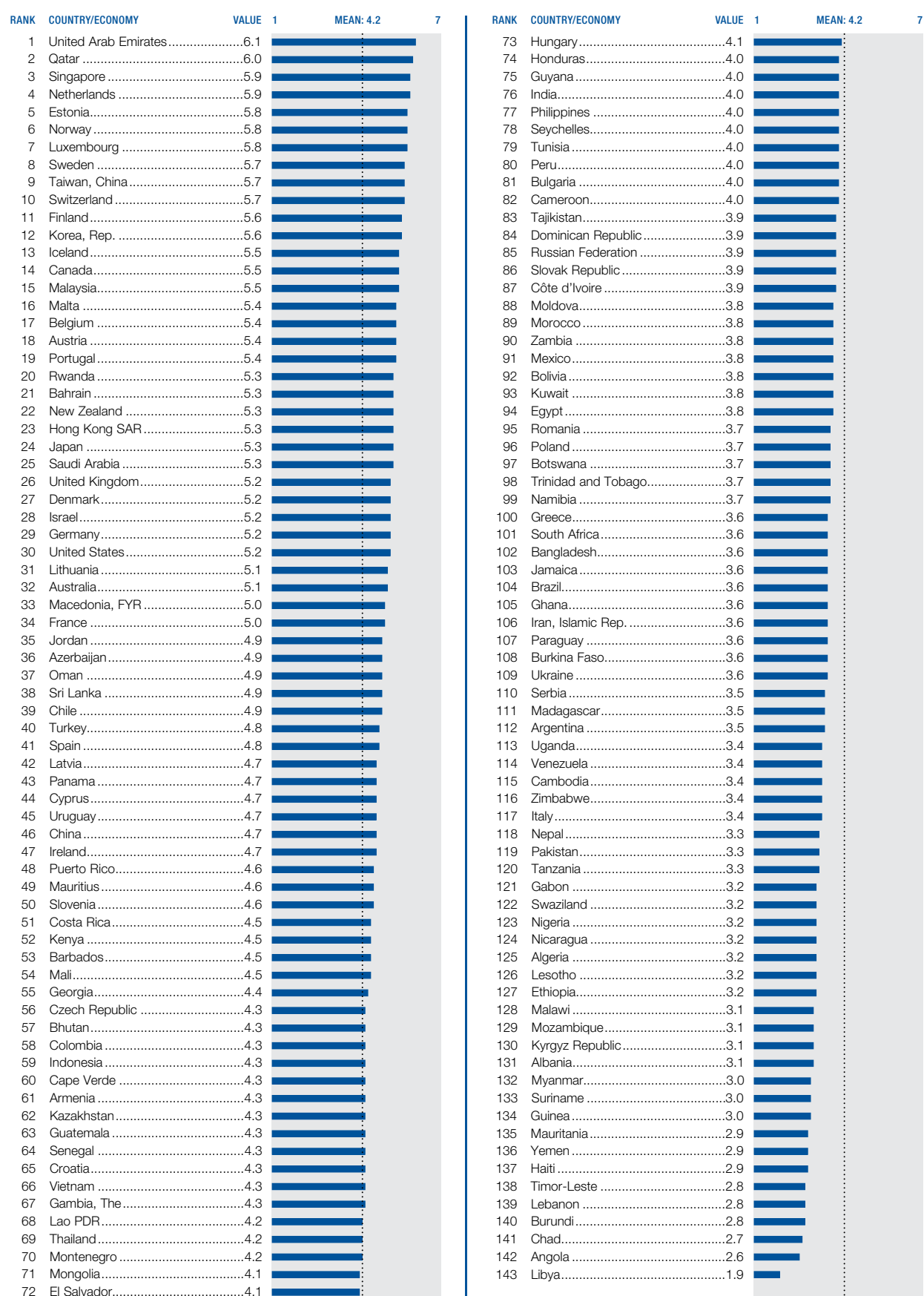


10th pillar

Social impacts

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]
| 2013–2014 weighted average



SOURCE: World Economic Forum, Executive Opinion Survey, 2013 and 2014 editions

10.02 Internet access in schools

In your country, how widespread is Internet access in schools? [1 = nonexistent; 7 = extremely widespread] | 2013–2014 weighted average

RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 4.3	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 4.3	7
1	Iceland	6.7				73	Montenegro	4.2			
2	Estonia	6.6				74	Seychelles	4.2			
3	Norway	6.5				75	Albania	4.1			
4	Finland	6.5				76	Argentina	4.1			
5	Netherlands	6.4				77	Greece	4.1			
6	Singapore	6.4				78	Tajikistan	4.1			
7	United Kingdom	6.3				79	Kenya	4.1			
8	Sweden	6.3				80	Kuwait	4.1			
9	Canada	6.2				81	El Salvador	4.0			
10	Korea, Rep.	6.2				82	Colombia	4.0			
11	Australia	6.2				83	Jamaica	4.0			
12	Taiwan, China	6.1				84	Bhutan	3.9			
13	Switzerland	6.1				85	Senegal	3.9			
14	Luxembourg	6.1				86	Gambia, The	3.8			
15	United States	6.1				87	India	3.8			
16	Hong Kong SAR	6.0				88	Lao PDR	3.8			
17	Uruguay	6.0				89	Pakistan	3.8			
18	United Arab Emirates	6.0				90	Cape Verde	3.8			
19	New Zealand	6.0				91	Italy	3.8			
20	Slovenia	6.0				92	Lebanon	3.7			
21	Latvia	6.0				93	Mexico	3.7			
22	Denmark	6.0				94	Peru	3.7			
23	Lithuania	5.9				95	Kyrgyz Republic	3.6			
24	Belgium	5.9				96	Tunisia	3.6			
25	Qatar	5.9				97	Zambia	3.6			
26	Malta	5.8				98	Brazil	3.6			
27	Czech Republic	5.8				99	Bolivia	3.6			
28	Portugal	5.7				100	Cambodia	3.6			
29	Austria	5.6				101	Sri Lanka	3.6			
30	Cyprus	5.6				102	Nepal	3.5			
31	Slovak Republic	5.5				103	Venezuela	3.5			
32	Israel	5.5				104	Dominican Republic	3.5			
33	Macedonia, FYR	5.5				105	Honduras	3.5			
34	Malaysia	5.4				106	Namibia	3.5			
35	Hungary	5.4				107	Guatemala	3.4			
36	Ireland	5.4				108	Botswana	3.4			
37	Japan	5.3				109	Mali	3.4			
38	China	5.3				110	Côte d'Ivoire	3.4			
39	Bahrain	5.2				111	Nigeria	3.4			
40	Panama	5.1				112	Morocco	3.3			
41	Russian Federation	5.1				113	Ghana	3.2			
42	Chile	5.1				114	Lesotho	3.2			
43	Germany	5.0				115	Ethiopia	3.2			
44	Barbados	5.0				116	Uganda	3.2			
45	Bulgaria	5.0				117	South Africa	3.2			
46	Jordan	5.0				118	Zimbabwe	3.1			
47	Vietnam	5.0				119	Swaziland	3.1			
48	Indonesia	4.9				120	Bangladesh	3.1			
49	Moldova	4.9				121	Nicaragua	3.0			
50	Poland	4.9				122	Paraguay	2.9			
51	Spain	4.8				123	Mozambique	2.8			
52	Croatia	4.8				124	Tanzania	2.8			
53	Romania	4.8				125	Suriname	2.7			
54	Puerto Rico	4.8				126	Iran, Islamic Rep.	2.7			
55	France	4.7				127	Cameroon	2.7			
56	Kazakhstan	4.7				128	Malawi	2.7			
57	Costa Rica	4.7				129	Haiti	2.6			
58	Turkey	4.7				130	Timor-Leste	2.5			
59	Georgia	4.6				131	Egypt	2.5			
60	Oman	4.6				132	Angola	2.4			
61	Thailand	4.6				133	Algeria	2.4			
62	Mongolia	4.6				134	Madagascar	2.4			
63	Saudi Arabia	4.6				135	Gabon	2.2			
64	Trinidad and Tobago	4.5				136	Myanmar	2.1			
65	Mauritius	4.4				137	Mauritania	2.1			
66	Philippines	4.3				138	Guinea	1.8			
67	Ukraine	4.3				139	Burkina Faso	1.8			
68	Armenia	4.3				140	Yemen	1.7			
69	Azerbaijan	4.3				141	Burundi	1.7			
70	Rwanda	4.3				142	Libya	1.6			
71	Guyana	4.2				143	Chad	1.5			
72	Serbia	4.2									

SOURCE: World Economic Forum, Executive Opinion Survey, 2013 and 2014 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] | 2013–2014 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				73	Mongolia	4.0			
2	Singapore	6.0				74	Guyana	3.9			
3	Qatar	5.9				75	Botswana	3.9			
4	Rwanda	5.8				76	Burkina Faso	3.9			
5	Estonia	5.8				77	Hungary	3.9			
6	Malaysia	5.6				78	Uruguay	3.9			
7	Saudi Arabia	5.4				79	Iran, Islamic Rep.	3.9			
8	Portugal	5.4				80	Moldova	3.9			
9	Luxembourg	5.4				81	Mexico	3.9			
10	Azerbaijan	5.4				82	Albania	3.9			
11	Bahrain	5.3				83	Uganda	3.9			
12	Norway	5.3				84	El Salvador	3.9			
13	Korea, Rep.	5.3				85	Dominican Republic	3.8			
14	Sweden	5.2				86	Thailand	3.8			
15	Taiwan, China	5.1				87	Barbados	3.8			
16	Finland	5.1				88	Tunisia	3.8			
17	Malta	5.0				89	Côte d'Ivoire	3.8			
18	Netherlands	5.0				90	Ethiopia	3.7			
19	Switzerland	5.0				91	Bulgaria	3.7			
20	Sri Lanka	5.0				92	Tanzania	3.7			
21	Oman	5.0				93	Ghana	3.7			
22	Austria	5.0				94	Jamaica	3.7			
23	New Zealand	5.0				95	Bolivia	3.7			
24	Hong Kong SAR	5.0				96	Brazil	3.7			
25	Japan	5.0				97	Croatia	3.6			
26	Georgia	4.9				98	Romania	3.6			
27	Macedonia, FYR	4.9				99	Peru	3.6			
28	Denmark	4.9				100	Bangladesh	3.6			
29	Iceland	4.9				101	Trinidad and Tobago	3.5			
30	Jordan	4.8				102	Czech Republic	3.5			
31	Cape Verde	4.8				103	Kuwait	3.5			
32	United Kingdom	4.8				104	Mozambique	3.5			
33	Germany	4.8				105	Guatemala	3.5			
34	Israel	4.8				106	Honduras	3.5			
35	Canada	4.8				107	Gabon	3.5			
36	Lithuania	4.8				108	Egypt	3.5			
37	Armenia	4.8				109	Serbia	3.4			
38	Chile	4.8				110	Greece	3.4			
39	Ireland	4.7				111	Slovak Republic	3.4			
40	Turkey	4.7				112	South Africa	3.4			
41	China	4.7				113	Poland	3.4			
42	Panama	4.6				114	Madagascar	3.4			
43	France	4.6				115	Namibia	3.3			
44	Kazakhstan	4.6				116	Pakistan	3.3			
45	United States	4.6				117	Swaziland	3.3			
46	Kenya	4.5				118	Ukraine	3.3			
47	Bhutan	4.5				119	Nigeria	3.3			
48	Mauritius	4.4				120	Italy	3.2			
49	Gambia, The	4.4				121	Algeria	3.1			
50	Australia	4.4				122	Malawi	3.1			
51	Cyprus	4.4				123	Cambodia	3.1			
52	Latvia	4.4				124	Nicaragua	3.1			
53	Montenegro	4.4				125	Lesotho	3.1			
54	Belgium	4.3				126	Chad	3.0			
55	Seychelles	4.3				127	Timor-Leste	3.0			
56	Spain	4.3				128	Paraguay	3.0			
57	Lao PDR	4.3				129	Myanmar	3.0			
58	Mali	4.3				130	Suriname	3.0			
59	Indonesia	4.2				131	Kyrgyz Republic	3.0			
60	Zambia	4.2				132	Mauritania	2.9			
61	Colombia	4.2				133	Zimbabwe	2.9			
62	Puerto Rico	4.2				134	Nepal	2.9			
63	Senegal	4.1				135	Venezuela	2.8			
64	Morocco	4.1				136	Burundi	2.8			
65	Tajikistan	4.1				137	Guinea	2.8			
66	Vietnam	4.1				138	Yemen	2.8			
67	Russian Federation	4.1				139	Angola	2.8			
68	Costa Rica	4.1				140	Argentina	2.8			
69	Philippines	4.1				141	Haiti	2.7			
70	India	4.0				142	Lebanon	2.4			
71	Cameroon	4.0				143	Libya	1.9			
72	Slovenia	4.0									

SOURCE: World Economic Forum, Executive Opinion Survey, 2013 and 2014 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	72	Zimbabwe	0.45
1	Netherlands	1.00	74	Azerbaijan	0.43
3	Uruguay	0.98	74	Kuwait	0.43
4	France	0.96	74	Ukraine	0.43
4	Japan	0.96	77	Bolivia	0.41
4	United Kingdom	0.96	77	Kyrgyz Republic	0.41
7	Australia	0.94	77	Serbia	0.41
7	Chile	0.94	80	Bangladesh	0.39
9	United States	0.92	80	Ghana	0.39
10	Singapore	0.90	80	Slovenia	0.39
11	Colombia	0.88	80	Tanzania	0.39
12	Israel	0.86	84	Switzerland	0.37
13	United Arab Emirates	0.84	85	Bhutan	0.35
14	Bahrain	0.82	85	Madagascar	0.35
14	Canada	0.82	85	Senegal	0.35
14	Costa Rica	0.82	88	Croatia	0.33
17	Greece	0.80	88	Dominican Republic	0.33
17	Morocco	0.80	88	Guyana	0.33
19	Italy	0.78	88	Honduras	0.33
19	New Zealand	0.78	88	Mozambique	0.33
19	Spain	0.78	88	Namibia	0.33
22	Estonia	0.76	88	Nigeria	0.33
22	Kazakhstan	0.76	88	Pakistan	0.33
24	Brazil	0.71	88	South Africa	0.33
24	Finland	0.71	97	Botswana	0.31
24	Germany	0.71	97	Cyprus	0.31
24	Latvia	0.71	97	Trinidad and Tobago	0.31
24	Oman	0.71	100	Indonesia	0.29
24	Peru	0.71	100	Iran, Islamic Rep.	0.29
30	Mongolia	0.69	100	Lebanon	0.29
30	Norway	0.69	100	Nepal	0.29
30	Russian Federation	0.69	100	Timor-Leste	0.29
33	China	0.65	105	Yemen	0.27
33	Ireland	0.65	106	Bulgaria	0.25
33	Kenya	0.65	106	Czech Republic	0.25
33	Lithuania	0.65	106	Ethiopia	0.25
33	Portugal	0.65	106	Paraguay	0.25
33	Sri Lanka	0.65	106	Seychelles	0.25
33	Tunisia	0.65	111	Angola	0.24
40	Austria	0.63	111	Malawi	0.24
40	Belgium	0.63	113	Gabon	0.22
40	India	0.63	113	Gambia, The	0.22
40	Moldova	0.63	113	Macedonia, FYR	0.22
40	Slovak Republic	0.63	116	Cambodia	0.20
45	El Salvador	0.61	116	Guatemala	0.20
45	Mexico	0.61	116	Jamaica	0.20
45	Qatar	0.61	116	Lao PDR	0.20
45	Sweden	0.61	120	Côte d'Ivoire	0.18
49	Georgia	0.59	120	Haiti	0.18
49	Montenegro	0.59	120	Zambia	0.18
51	Philippines	0.57	123	Cameroon	0.16
51	Saudi Arabia	0.57	123	Mali	0.16
51	Venezuela	0.57	123	Swaziland	0.16
54	Argentina	0.55	126	Burkina Faso	0.14
54	Denmark	0.55	126	Lesotho	0.14
54	Egypt	0.55	126	Suriname	0.14
54	Luxembourg	0.55	126	Uganda	0.14
54	Thailand	0.55	130	Tajikistan	0.12
59	Albania	0.53	131	Barbados	0.10
59	Armenia	0.53	131	Cape Verde	0.10
59	Malaysia	0.53	131	Nicaragua	0.10
59	Mauritius	0.53	134	Algeria	0.08
63	Rwanda	0.51	134	Chad	0.08
64	Iceland	0.49	134	Mauritania	0.08
64	Panama	0.49	134	Myanmar	0.08
64	Poland	0.49	138	Burundi	0.06
64	Turkey	0.49	138	Libya	0.06
64	Vietnam	0.49	140	Guinea	0.02
69	Jordan	0.47	n/a	Hong Kong SAR	n/a
69	Malta	0.47	n/a	Puerto Rico	n/a
69	Romania	0.47	n/a	Taiwan, China	n/a
72	Hungary	0.45			

SOURCE: United Nations Department of Economic and Social Affairs (UNDESA), *UN E-Government Development Database* (retrieved November 27, 2014)