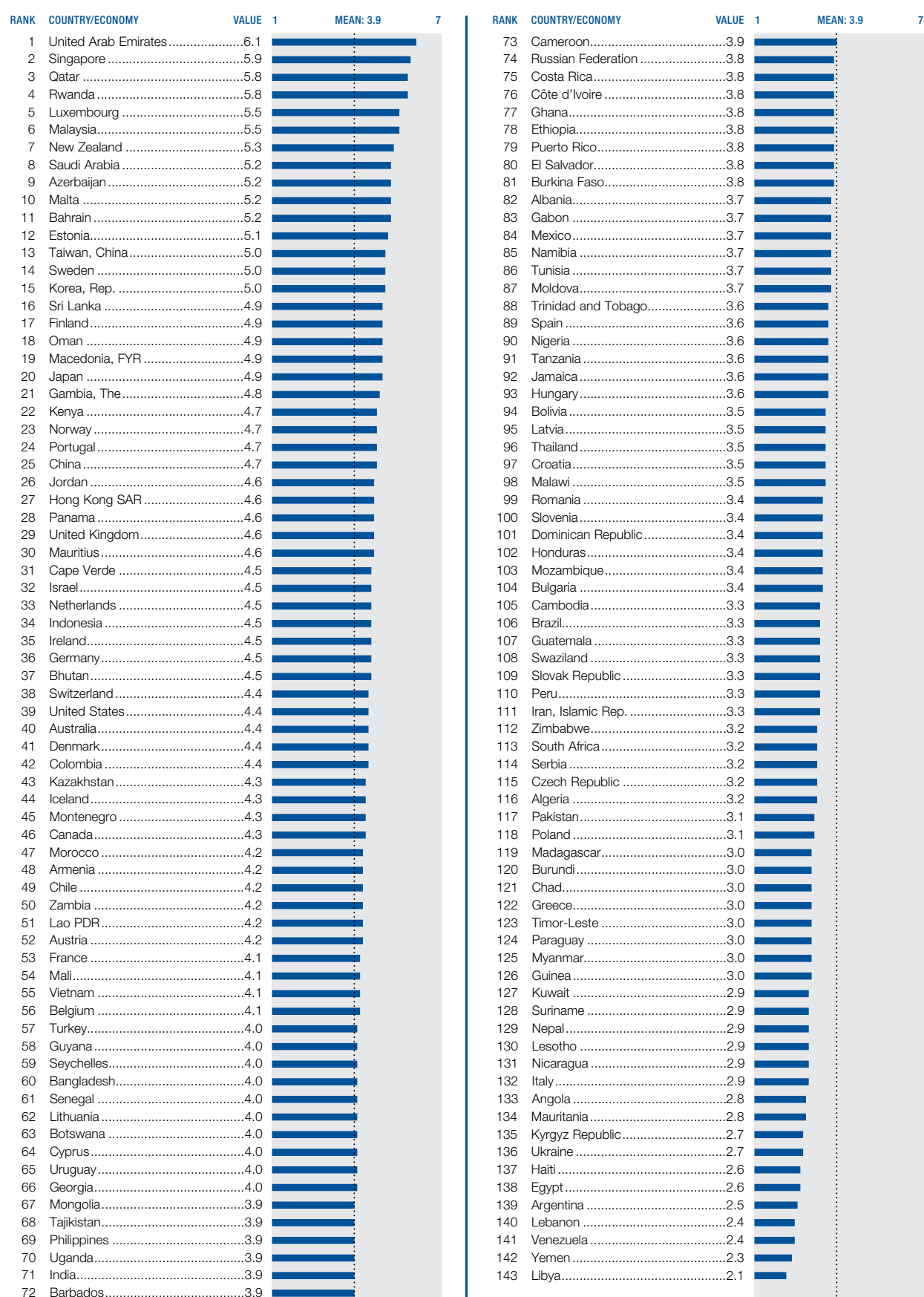


8th pillar

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 = no plan; 7 = clear plan] | 2013–2014 weighted average



SOURCE: World Economic Forum, Executive Opinion Survey, 2013 and 2014 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	72	Thailand	0.44
2	Singapore	0.99	74	Azerbaijan	0.43
3	Korea, Rep.	0.98	75	Kenya	0.43
4	Japan	0.94	75	Slovenia	0.43
4	Spain	0.94	77	Vietnam	0.42
4	United States	0.94	78	Honduras	0.40
7	Bahrain	0.94	78	Malta	0.40
8	Australia	0.93	80	Bolivia	0.39
8	Netherlands	0.93	80	Serbia	0.39
10	Canada	0.91	82	Dominican Republic	0.39
11	United Kingdom	0.90	82	South Africa	0.39
12	United Arab Emirates	0.88	84	Czech Republic	0.37
13	Israel	0.87	84	Iran, Islamic Rep.	0.37
14	Uruguay	0.85	84	Panama	0.37
15	New Zealand	0.84	87	Indonesia	0.36
16	Chile	0.82	88	Lebanon	0.35
17	Colombia	0.79	89	Bangladesh	0.35
18	Estonia	0.77	90	Seychelles	0.33
18	Finland	0.77	90	Trinidad and Tobago	0.33
18	Saudi Arabia	0.77	92	Namibia	0.32
21	Lithuania	0.76	92	Pakistan	0.32
21	Norway	0.76	94	Ghana	0.31
23	Austria	0.75	94	Jamaica	0.31
23	Italy	0.75	94	Mozambique	0.31
23	Kazakhstan	0.75	97	Botswana	0.31
26	Oman	0.73	97	Nigeria	0.31
27	Russian Federation	0.71	97	Senegal	0.31
28	Latvia	0.70	97	Yemen	0.31
28	Sweden	0.70	97	Zimbabwe	0.31
30	Morocco	0.69	102	Angola	0.30
31	Belgium	0.68	102	Burkina Faso	0.30
31	Ireland	0.68	102	Tanzania	0.30
31	Malaysia	0.68	105	Kyrgyz Republic	0.28
34	Germany	0.67	106	Ukraine	0.27
35	Denmark	0.66	107	Bhutan	0.24
35	Mexico	0.66	107	Guyana	0.24
37	Qatar	0.65	107	Macedonia, FYR	0.24
37	Sri Lanka	0.65	107	Madagascar	0.24
39	Portugal	0.64	111	Bulgaria	0.24
39	Tunisia	0.64	112	Paraguay	0.23
41	Peru	0.63	113	Barbados	0.22
42	Luxembourg	0.62	114	Gambia, The	0.20
43	Armenia	0.61	114	Timor-Leste	0.20
43	Costa Rica	0.61	116	Cameroon	0.20
43	Iceland	0.61	117	Cambodia	0.17
43	Mongolia	0.61	117	Côte d'Ivoire	0.17
47	China	0.61	117	Malawi	0.17
47	Greece	0.61	120	Cape Verde	0.17
49	Brazil	0.60	121	Lesotho	0.16
49	Georgia	0.60	121	Nepal	0.16
51	Egypt	0.59	123	Guatemala	0.15
52	Kuwait	0.57	123	Uganda	0.15
53	Hungary	0.56	125	Lao PDR	0.14
53	Turkey	0.56	125	Suriname	0.14
55	Argentina	0.55	125	Zambia	0.14
55	Venezuela	0.55	128	Mali	0.13
57	India	0.54	128	Swaziland	0.13
57	Poland	0.54	130	Haiti	0.11
59	El Salvador	0.54	131	Gabon	0.09
60	Moldova	0.53	131	Nicaragua	0.09
60	Montenegro	0.53	133	Algeria	0.08
62	Jordan	0.52	134	Tajikistan	0.06
63	Rwanda	0.51	135	Chad	0.05
64	Switzerland	0.50	135	Mauritania	0.05
65	Slovak Republic	0.49	137	Myanmar	0.02
66	Philippines	0.48	138	Burundi	0.02
67	Cyprus	0.47	138	Libya	0.02
67	Mauritius	0.47	140	Guinea	0.00
69	Croatia	0.46	n/a	Hong Kong SAR	n/a
70	Ethiopia	0.46	n/a	Puerto Rico	n/a
71	Albania	0.45	n/a	Taiwan, China	n/a
72	Romania	0.44			

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

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] | 2013–2014 weighted average

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

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