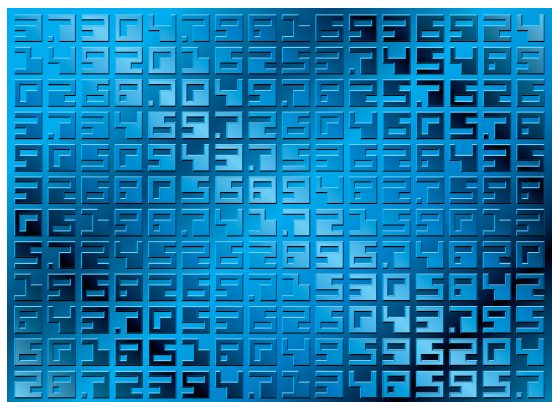


Annexes





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Annexes

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Annexes

Survey methodology

The United Nations e-government development index (EGDI) is a composite indicator measuring the willingness and capacity of national administrations to use information and communication technology to deliver public services. It is based on a comprehensive survey of the online presence of all 193 Member States, which assesses the technical features of national websites as well as e-government policies and strategies applied in general and by specific sectors for delivery of essential services.

The assessment conducted by UNDESA rates the e-government performance of countries relative to one another as opposed to being an absolute measurement. The results are tabulated and combined with a set of indicators embodying a country's capacity to participate in the information society, without which e-government development efforts are of limited immediate utility.

Although the basic model has remained consistent, the precise meaning of these values varies from one edition of the Survey to the next as understanding of the potential of e-government changes and the underlying technology evolves. This is an important distinction because it also implies that it is a comparative framework that seeks to encompass various approaches that may evolve over time instead of advocating a linear path with an absolute goal.

Mathematically, the EGDI is a weighted average of three normalized scores on the most important dimensions of e-government, namely: scope and quality of online services, development status of telecommunication infrastructure, and inherent human capital. Each of these sets of indexes is itself a composite measure that can be extracted and analyzed independently.

$$\text{EGDI} = \left(\frac{1}{3} * \text{online service index}\right) + \left(\frac{1}{3} * \text{telecommunication index}\right) + \left(\frac{1}{3} * \text{human capital index}\right)$$

Prior to the normalization of the three component indicators, the Z-score standardization procedure is implemented for each component indicator to ensure that the overall EGDI is equally decided by the three component indexes, i.e. each component index presents comparable variance subsequent to the Z-score standardization. In the absence of the Z-score standardization treatment, the EGDI would mainly depend on the component index with the greatest dispersion. After the Z-score standardization, the arithmetic average sum becomes a good statistical indicator, where “equal weights” truly means “equal importance.”

For standard Z-score calculation of each component indicator:

$$z = \frac{x - \mu}{\sigma}$$

where:

- x is a raw score to be standardized;
- μ is the mean of the population;
- σ is the standard deviation of the population.

The composite value of each component index is then normalized to fall between the range of 0 to 1, and the overall EGDI is derived by taking the arithmetic average of the three component indexes.

As indicated, the EGDI is used as a benchmark to provide a numerical ranking of e-government development across United Nations Member States, yet this approach has its own weaknesses. Minor changes in EGDI index value could induce ranking list reshuffling, which may mask the changes in the sophistication of e-government programmes.

7.1 Online service index

To arrive at a set of online service index values, the researchers assessed each country’s national website, including the national central portal, e-services portal and e-participation portal, as well as the websites of the related ministries of education, labour, social services, health, finance, and environment as applicable. In addition to being assessed for content and features, the national sites were tested for a minimal level of web content accessibility as described in the Web Content Accessibility Guidelines of the World Wide Web Consortium.

The assessment questionnaire consists of four sections corresponding to the four stages of e-government development. The first of these includes questions relating to attributes that would be considered typical of an emerging presence, providing information that is limited and basic. The second stage is enhanced presence, in which the government provides greater public policy and governance sources of current and archived information, such as policies, laws and regulation, reports, newsletters, and downloadable databases. The third stage attributes to a transactional presence, allowing two-way interaction between the citizen and his/her government. It includes options for paying taxes and applying for ID cards, birth certificates/passports, license renewals and other similar C2G interactions by allowing citizens to submit these online 24-7. The fourth and final stage is labelled connected presence, which represents the most sophisticated level in the online e-government initiatives. It can be characterized by an integration of G2G, G2C and C2G (and reverse) interactions. The government encourages participatory deliberative decision-making and is willing and able to involve the society in a two-way open dialogue. Through interactive features such as the web comment form, and innovative online consultation mechanisms, the government actively solicits citizens’ views on public policy, law making, and democratic participatory decision making. In the 2012 Survey, almost all questions call for a binary response of yes (1 point) or no (0 points). Exceptions include a small number of questions designed to capture data, on the number

of forms and transactions for example. These could be worth up to 3 points.

Researchers were instructed and trained to assume the mind-set of an average citizen user in assessing each site. Thus, responses were generally based on whether the relevant features could be found and accessed easily, not whether they in fact exist. While it is possible, although implausible, to search the sites meticulously for all content and features, this approach misses the key point that the average user needs to find information and features quickly and intuitively for a site to be “usable” with content readily discoverable by the intended beneficiaries. Even if researchers had the resources to search for hours to locate a specific feature or function at a given site, no average citizens or government website users would expend that kind of time or effort.

The actual time spent for any given country review varies widely depending on how extensive the online presence is, and generally how “good” or “bad” the actual websites are, both in terms of design and user-friendliness, as well as in the extent of the content offered. The United Nations always puts great emphasis on accuracy over speed. Once its review is completed by the original reviewer/translator, a country is subject to complete re-review by a senior researcher (along with a translator when necessary) who re-verifies all answers and, if applicable, compiles outstanding judgment calls that are determined in conjunction with the lead researcher. Through this method, all surveyed sites are thoroughly assessed by at least two people, at least one of whom has years of experience in assessing online services of the public sector.

The total number of points scored by each country is normalized to the range of 0 to 1. The online index value for a given country is equal to the actual total score less the lowest total score divided by the range of total score values for all countries. For example, if country “x” were to score 114, with the lowest score of any country equal to 0 and the highest equal to 153, then the online services value for country “x” would be:

$$\text{Online service index (country "x")} = \frac{(114-0)}{(153-0)} = 0.7451$$

7.2 Challenges in reviewing a country's online presence

Selecting the appropriate site/ URL at the national level

One of the essential decisions for researchers when undertaking this survey is to identify the specific site(s) to review as the national government site for each country. Regardless of the sophistication of e-government in a specific country, the priority for users is to find a clear indication as to which of the many potentially government sites available could be deemed as the “official” national government site – in a sense, the gateway or starting point for national users. Not only is this fairly easy to do – a simple, clear statement at the chosen website is sufficient to start – but also an important step towards providing government information and services to the public in an integrated, usable and easy-to-find manner. Many countries have in fact engaged in the procedure of actually noting on their national site that it is their “official” Government site, or “Gateway to Government,” or other such statement.

All Member States were invited to supply the addresses of their own top-level national and e-services/ministerial websites, and researchers generally take those URLs as a starting point. Yet not all countries provided the appropriate URLs. Thus, some discretion is exerted when deciding whether to use the country-provided websites. What is noteworthy in this Survey is that the researchers not only review the national portals but also undertake exhaustive research on e-services or e-participation portals when they exist.

One dilemma facing researchers is that a number of countries provide more than one apparently legitimate national access point. While some have simply not yet consolidated their government entry points into a single site or portal that could be clearly distinguished, others have actually taken this approach on purpose – offering different access points to different audiences. Considering that the use of integrated portals or websites is emerging as an increasing – and apparently effective – trend in e-government strategies worldwide, researchers would have to select the primary site as a National Portal or other portal if it were deemed to be the

official homepage of the government. However, to accommodate the strategy of developing one-stop-shop services, more than one site could be scored if it were clearly part of a tightly integrated “network” of national sites. Nevertheless, it should be noted that for those countries for which more than one site was assessed, having more than one national entry is neither a disadvantage nor a benefit.

If no site were found that could reasonably be classified as the national site, then the country receives no points for the “Emerging Presence” section of the Survey because it is deemed that there is no “true” national site; rather, a substitute national site has to be used. While it has become less and less common since the Survey was introduced in 2003, when applicable this typically involves countries that have only one government site online, which usually turns out to be a pure Ministry of Information or Ministry of Tourism site. In such cases, the Ministry site was reviewed as a substitute national site.

Some countries do not offer certain public services at the federal level, but rather at the sub-national or local level. No country is penalized for offering a service at the sub-national level as opposed to the federal level per se. In fact, when the issue arises researchers tend to be inclusive in assessing the matter as long as the information and/or service can be found from the national level.

A more difficult problem arises when not only a specific service is located at the local level but when the entire ministerial functions are altogether missing at the national level. If researchers are unable to locate a ministry as per the above described method, then the final step is to find out whether the country in question actually has such a ministry at the national level or whether the functions might be locally administered.

Identifying ministerial websites

Finding and selecting the appropriate site(s) at the ministerial level is typically an easier task because most national sites provide links to the ministries, often under a clearly defined header or subsection. Such an approach not only encourages citizen utilization and enhances the delivery of information across government but should, in fact, be considered a standard feature of any national site. Obviously, where this practice is in place, ministerial sites are easily identified by researchers.

In instances where this is not the case, researchers consult the data collection database with ministry URLs from the previous years’ reports and/or check with the supervisor. If unavailable, researchers attempt to locate the ministerial URLs at other national government sites that might provide them. If still unsuccessful, the researchers continue by trying to find them through the most common search engines. The final step is to consult independent online collections of government URLs. If none of these methods result in finding the appropriate ministry it is determined to be unavailable. Similarly to locating a national site URL, if a meticulous search by researchers could not locate the site, then it is unlikely a citizen would expend the time and effort to do so.

Language limitations

The research team was fully equipped to handle the six official languages of the United Nations, namely Arabic, Chinese, English, French, Russian and Spanish. However, as in previous survey cycles, the team went beyond this mandate and made an effort to review each website in the official language of the country or, where that was not possible, in another of the languages available on the site. Translators provided assistance as necessary so that possible errors based on language have been reduced to a minimum.

The methodological framework for the United Nations e-government development index has remained consistent across survey periods. At the same time, the questionnaire has been adjusted to reflect emerging trends of e-government strategies, evolving knowledge of best practices in e-government, changes in technology and other factors, and data collection practices have been periodically refined.

With a view to the new and emerging trends since United Nations E-Government Survey 2010, the 2012 Survey questionnaire was improved to encompass the new developments with a focus on: the rising importance of a whole-of-government approach and integrated online service delivery; the use of e-government to provide information and services to citizens on environment related issues; e-infrastructure and its increasing role in bridging the digital divide, with a particular emphasis on the provision of effective online services for the inclusion of vulnerable and marginalized groups, such as the poor, the disabled, women, children and youth, the elderly, minorities,

etc.; the increasing emphasis on service usage; and multichannel service delivery. The outcome was an enhanced survey instrument with a wider range of point distributions reflecting differences in levels of e-government development among countries.

Data quality checks

In order to ensure the data quality, UNDESA has put survey procedures under close monitoring including developing a standard web-based application platform for data collection and storage, preparing the methodological and training guidelines for researchers, and instituting a training programme for either group training or individual hands-on support to resolve thorny issues. Among other tasks, team members were asked to justify the selection of URLs and indicate whether the URLs had been reviewed in past surveys. Regular meetings were held to discuss concerns and ensure consistency of evaluation methods. UNDESA applied the survey scores to generate an ordering of online service presence of all United Nations Member States and compared them with the historical results in previous surveys so as to detect possible shortcomings in the process. The team was assisted in the research by United Nations interns with languages skills not otherwise covered by the core group.

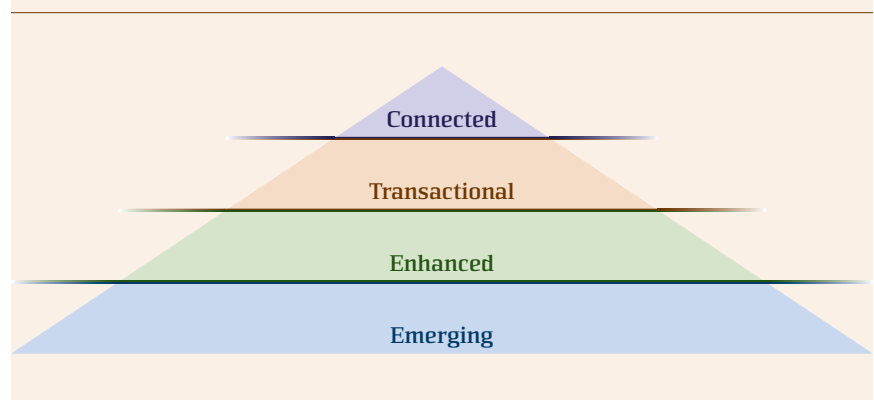
Towards a more citizen-centric approach

In line with the global trend towards a more citizen-centric approach as driven by the demand for greater efficiency and cost-effectiveness of the public sector, the questionnaire has been designed to reflect this paradigm of e-government. As mentioned above, user take-up has been included as one special subject in the 2012 Survey, which encourages the governments to take account not only of the supply side but also the demand side of e-services. Accordingly, the research team was instructed to enforce this approach consistently throughout the whole survey. If features could not be found easily, quickly and intuitively, then a site would score poorly.

Assessment of large countries

With a view to identifying differences in the determinants of e-government development between large and small countries, and in recognition of the additional challenges large countries face, an

Box 7.1 The four stages of online service development



assessment was undertaken of the effects of population and land area in countries with a population of at least 100 million.

Stage 1:

Emerging information services: Government websites provide information on public policy, governance, laws, regulations, relevant documentation and types of government services provided. They have links to ministries, departments and other branches of government. Citizens are easily able to obtain information on what is new in the national government and ministries and can follow links to archived information.

Stage 2:

Enhanced information services: Government websites deliver enhanced one-way or simple two-way e-communication between government and citizen, such as downloadable forms for government services and applications. The sites have audio and video capabilities and are multi-lingual, among others.

Stage 3:

Transactional services: Government websites engage in two-way communication with their citizens, including requesting and receiving inputs on government policies, programmes, regulations, etc. Some form of electronic authentication of the citizen's identity is required to successfully complete the exchange. Government websites process non-financial transactions, e.g. e-voting, downloading and uploading forms, filing taxes online or applying for certificates, licenses and permits. They also handle financial transactions, i.e. where money is transferred on a secure network to government.

Stage 4:

Connected services: Government websites have changed the way governments communicate with their citizens. They are proactive in requesting information and opinions from the citizens using Web 2.0 and other interactive tools. E-services and e-solutions cut across the departments and ministries in a seamless manner. Information, data and knowledge are transferred from government agencies through integrated applications. Governments have moved from a government-centric to a citizen-centric approach, where e-services are targeted to citizens through life cycle events and segmented groups to provide tailor-made services. Governments create an environment that empowers citizens to be more involved with government activities so as to have a voice in decision-making.

7.3 Telecommunication infrastructure index

The telecommunication infrastructure index is an arithmetic average composite of five indicators: estimated internet users per 100 inhabitants, number of main fixed telephone lines per 100 inhabitants, number of mobile subscribers per 100 inhabitants, number of fixed internet subscriptions per 100 inhabitants, and number of fixed broadband facilities per 100 inhabitants. The International Telecommunication Union is the primary source of data in each case. Thanks to the improvement of ITU data quality and coverage, data gaps that appeared in prior surveys have been eliminated, ensuring that all countries have a telecommunication infrastructure index.

Each of these indicators standardized via the Z-score procedure to derive the Z-score for each component indicator. The telecommunication infrastructure composite value for country “x” is the simple arithmetic mean of each of the five standardized indicators derived this way:

$$\begin{aligned} \text{Telecommunication infrastructure composite value} = & \\ \text{Average} & \quad (\text{Internet user Z-score} \\ & + \quad \text{telephone line Z-score} \\ & + \quad \text{mobile subscription Z-score} \\ & + \quad \text{fixed internet subscription Z-score} \\ & + \quad \text{fixed broadband Z-score}) \end{aligned}$$

Then, the telecommunication infrastructure composite value is normalized by taking its value for a given country, subtracting the lowest composite value in the survey and dividing by the range of composite values for all countries. For example, if country “x” were to have the composite value of 1.3813, with the lowest composite value for all countries equal to -1.1358 and the highest equal to 2.3640, then the normalized value of telecommunication infrastructure index for country “x” would be given by:

$$\text{Telecommunication infrastructure index} = \frac{[1.3813 - (-1.1358)]}{[2.3640 - (-1.1358)]} = 0.7192$$

7.4 Human capital index

The human capital index is a weighted average composite of two indicators: adult literacy rate and the combined primary, secondary, and tertiary gross enrolment ratio, with two thirds weights assigned to adult literacy rate and one third weight assigned to the gross enrolment ratio. The United Nations Educational, Scientific and Cultural Organization is the main source of data for both indicators. All data gaps were filled either using data from the 2010 UNDP Human Development Report or using proxy indicators from other authoritative sources such as official UNICEF figures from its public report or World Bank figures on its website.

Similar to calculating the telecommunication infrastructure index, each of the two component indicators is first standardized via the Z-score procedure to derive the Z-score value for each component indicator. The human capital composite value for country “x” is the weighted arithmetic mean with two thirds weights assigned to adult literacy rate and one third weight assigned to the gross enrolment ratio derived this way:

$$\begin{aligned} \text{Human capital composite value} = & \\ & \quad \frac{2}{3} \times \text{adult literacy Z-score} \\ & + \quad \frac{1}{3} \times \text{gross enrolment Z-score} \end{aligned}$$

Then, the human capital composite value is normalized by taking its composite value for a given country, subtracting the lowest composite value in the Survey, and dividing by the range of composite values for all countries. For example, if country “x” were to have the composite value at 0.8438, with the lowest composite value for all countries equal to -3.2354 and the highest equal to 1.2752, then the normalized value of human capital index for country “x” would be given by:

$$\text{Human capital index} \\ (\text{country "x"}) = \frac{[0.8438 - (-3.2354)]}{[1.2752 - (-3.2354)]} = 0.9044$$

7.5 Supplementary e-participation index

The e-participation questions, as part of the e-government questionnaire, extend the dimension of the Survey by emphasizing quality in the connected presence stage of e-government. These questions focus on the use of the Internet to facilitate provision of information by governments to citizens (“e-information sharing”), interaction with stakeholders (“e-consultation”), and engagement in decision-making processes (“e-decision making”). A country’s e-participation index value reflects how useful these features are and how well they have been deployed by the government compared to all other countries. The purpose of this measure is not to prescribe any particular practice, but rather to offer insight into how different countries are using online tools to promote interaction between citizen and government, as well as among citizens, for the benefit of all.

The e-participation index is normalized by taking their total score values for a given country subtracting the lowest total score for any country in the Survey and dividing by the range of total score values for all countries. For example, if country “x” were to have an e-participation score of 29, with the lowest value of any country equal to 0 and the highest equal to 38, then the normalized index value for country “x” would be given by:


$$\text{E-participation index} \\ (\text{country "x"}) = \frac{(29-0)}{(38-0)} = 0.7632$$

7.6 Country classifications and nomenclature in the Survey

Regional groupings are taken from the classification of the United Nations Statistics Division. For details, see <http://unstats.un.org/unsd/methods/m49/m49regin.htm>.

‘There is no established convention for the designation of “developed” and “developing” countries or areas in the United Nations system. In common practice, Japan in Asia, Canada and the United States in northern America, Australia and New Zealand in Oceania, and Europe are considered “developed” regions or areas. In international trade statistics, the Southern African Customs Union is also treated as a developed region and Israel as a developed country; countries emerging from the former Yugoslavia are treated as developing countries; and countries of Eastern Europe and of the Commonwealth of Independent States in Europe are not included under either developed or developing regions.’ For details on geographical groupings see the United Nations Statistics Division website at <http://unstats.un.org/unsd/methods/m49/m49regin.htm>.

According to the World Bank, ‘Economies are divided according to 2010 GNI per capita, calculated using the World Bank Atlas method. The groups are: low income, \$1,005 or less; lower middle income, \$1,006 – \$3,975; upper middle income, \$3,976 – \$12,275; and high income, \$12,276 or more’. See <http://data.worldbank.org/about/country-classifications>.

This report uses the terminology ‘developed’ and ‘developing’ countries in line with the United Nations practice and keeping in mind the familiarity of the average reader with common usage. Wherever data and statistics are reported by income groups the report classifies countries according to the World Bank income classification of high, middle and low income groups. 

Data tables

Table 7.1 E-government development index

Rank	Country	Index value	Online Service Component	Telecomm. infrastructure component	Human Capital Component
1	Republic of Korea	0.9283	1.0000	0.8356	0.9494
2	Netherlands	0.9125	0.9608	0.8342	0.9425
3	United Kingdom	0.8960	0.9739	0.8135	0.9007
4	Denmark	0.8889	0.8562	0.8615	0.9489
5	United States	0.8687	1.0000	0.6860	0.9202
6	France	0.8635	0.8758	0.7902	0.9244
7	Sweden	0.8599	0.8431	0.8225	0.9141
8	Norway	0.8593	0.8562	0.7870	0.9347
9	Finland	0.8505	0.8824	0.7225	0.9467
10	Singapore	0.8474	1.0000	0.6923	0.8500
11	Canada	0.8430	0.8889	0.7163	0.9238
12	Australia	0.8390	0.8627	0.6543	1.0000
13	New Zealand	0.8381	0.7843	0.7318	0.9982
14	Liechtenstein	0.8264	0.5882	1.0000	0.8910
15	Switzerland	0.8134	0.6732	0.8782	0.8888
16	Israel	0.8100	0.8497	0.6859	0.8945
17	Germany	0.8079	0.7516	0.7750	0.8971
18	Japan	0.8019	0.8627	0.6460	0.8969
19	Luxembourg	0.8014	0.6993	0.8644	0.8404
20	Estonia	0.7987	0.8235	0.6642	0.9085
21	Austria	0.7840	0.7451	0.6977	0.9091
22	Iceland	0.7835	0.5425	0.8772	0.9310
23	Spain	0.7770	0.7582	0.6318	0.9409
24	Belgium	0.7718	0.6471	0.7420	0.9264
25	Slovenia	0.7492	0.6667	0.6509	0.9300
26	Monaco	0.7468	0.3595	0.9370	0.9439
27	Russian Federation	0.7345	0.6601	0.6583	0.8850
28	United Arab Emirates	0.7344	0.8627	0.5568	0.7837
29	Lithuania	0.7333	0.6993	0.5765	0.9240
30	Croatia	0.7328	0.6405	0.6965	0.8615
31	Hungary	0.7201	0.6863	0.5677	0.9065
32	Italy	0.7190	0.5752	0.6697	0.9120
33	Portugal	0.7165	0.6536	0.6028	0.8931
34	Ireland	0.7149	0.5359	0.6553	0.9535
35	Malta	0.7131	0.6144	0.7192	0.8057
36	Bahrain	0.6946	0.8627	0.4183	0.8028
37	Greece	0.6872	0.5752	0.5531	0.9332
38	Kazakhstan	0.6844	0.7843	0.3555	0.9134
39	Chile	0.6769	0.7516	0.4001	0.8788
40	Malaysia	0.6703	0.7908	0.4510	0.7691
41	Saudi Arabia	0.6658	0.7974	0.4323	0.7677
42	Latvia	0.6604	0.5882	0.5051	0.8879
43	Colombia	0.6572	0.8431	0.2894	0.8391
44	Barbados	0.6566	0.3725	0.6740	0.9232
45	Cyprus	0.6508	0.5621	0.5153	0.8751
46	Czech Republic	0.6491	0.5425	0.5151	0.8898
47	Poland	0.6441	0.5359	0.4921	0.9044
48	Qatar	0.6405	0.7386	0.4513	0.7316
49	Antigua and Barbuda	0.6345	0.3072	0.7192	0.8770
50	Uruguay	0.6315	0.5490	0.4442	0.9013
51	Serbia	0.6312	0.5752	0.4701	0.8484
52	San Marino	0.6305	0.2941	0.6794	0.9179
53	Slovakia	0.6292	0.5033	0.5147	0.8696
54	Brunei Darussalam	0.6250	0.5948	0.4550	0.8253
55	Mexico	0.6240	0.7320	0.3104	0.8295
56	Argentina	0.6228	0.5294	0.4352	0.9038
57	Montenegro	0.6218	0.5098	0.5375	0.8182
58	Andorra	0.6172	0.3137	0.7315	0.8063
59	Brazil	0.6167	0.6732	0.3568	0.8203
60	Bulgaria	0.6132	0.4902	0.5006	0.8486
61	Belarus	0.6090	0.4118	0.5033	0.9120
62	Romania	0.6060	0.5163	0.4232	0.8783
63	Kuwait	0.5960	0.5817	0.4179	0.7885
64	Oman	0.5944	0.6667	0.3942	0.7224
65	Bahamas	0.5793	0.4706	0.4554	0.8120
66	Panama	0.5733	0.4641	0.4408	0.8151
67	Trinidad and Tobago	0.5731	0.4837	0.4526	0.7830
68	Ukraine	0.5653	0.4248	0.3535	0.9176
69	Republic of Moldova	0.5626	0.5163	0.3586	0.8129
70	The former Yugoslav Rep. of Macedonia	0.5587	0.4510	0.4135	0.8115
71	Venezuela	0.5585	0.4837	0.3215	0.8705
72	Georgia	0.5563	0.6013	0.2328	0.8348
73	Dominica	0.5561	0.2941	0.6221	0.7520
74	El Salvador	0.5513	0.6732	0.2638	0.7169
75	Grenada	0.5479	0.3529	0.4014	0.8895
76	Mongolia	0.5443	0.5882	0.1758	0.8688
77	Costa Rica	0.5397	0.4967	0.3135	0.8089
78	China	0.5359	0.5294	0.3039	0.7745
79	Bosnia and Herzegovina	0.5328	0.3725	0.3917	0.8341
80	Turkey	0.5281	0.4641	0.3478	0.7726
81	Saint Kitts and Nevis	0.5272	0.1830	0.5648	0.8338
82	Peru	0.5230	0.5163	0.2585	0.7942
83	Viet Nam	0.5217	0.4248	0.3969	0.7434
84	Seychelles	0.5192	0.3333	0.4037	0.8204
85	Saint Vincent and the Grenadines	0.5177	0.3137	0.4697	0.7696
86	Albania	0.5161	0.4248	0.3370	0.7863
87	Lebanon	0.5139	0.4771	0.2728	0.7917
88	Philippines	0.5130	0.4967	0.2082	0.8341
89	Dominican Republic	0.5130	0.5359	0.2632	0.7398
90	Saint Lucia	0.5122	0.3464	0.3814	0.8089
91	Uzbekistan	0.5099	0.4967	0.2075	0.8255
92	Thailand	0.5093	0.5098	0.2361	0.7819
93	Mauritius	0.5066	0.4314	0.3296	0.7588
94	Armenia	0.4997	0.3268	0.3217	0.8505
95	Maldives	0.4994	0.3268	0.3599	0.8114
96	Azerbaijan	0.4984	0.3660	0.3033	0.8259
97	Indonesia	0.4949	0.4967	0.1897	0.7982
98	Jordan	0.4884	0.3922	0.2717	0.8013
99	Kyrgyzstan	0.4879	0.4248	0.1903	0.8485
100	Iran (Islamic Republic of)	0.4876	0.4902	0.2638	0.7089
101	South Africa	0.4869	0.4575	0.2214	0.7817
102	Ecuador	0.4869	0.4575	0.2482	0.7549
103	Tunisia	0.4833	0.4771	0.2886	0.6841
104	Paraguay	0.4802	0.4575	0.1968	0.7862
105	Fiji	0.4672	0.3595	0.2434	0.7986
106	Bolivia (Plurinational State of)	0.4658	0.4118	0.1786	0.8072

Table 7.1 E-government development index (cont.)

Rank	Country	Index value	Online Service Component	Telecomm. infrastructure component	Human Capital Component
107	Egypt	0.4611	0.6013	0.2232	0.5588
108	Jamaica	0.4552	0.3072	0.2668	0.7916
109	Guyana	0.4549	0.2549	0.2536	0.8562
110	Cuba	0.4488	0.3072	0.0709	0.9684
111	Tonga	0.4405	0.2418	0.2069	0.8727
112	Guatemala	0.4390	0.4641	0.2247	0.6284
113	Palau	0.4359	0.1830	0.2802	0.8445
114	Samoa	0.4358	0.2810	0.1927	0.8335
115	Sri Lanka	0.4357	0.3791	0.1922	0.7357
116	Suriname	0.4344	0.1634	0.3578	0.7821
117	Honduras	0.4341	0.3791	0.2173	0.7060
118	Cape Verde	0.4297	0.4379	0.2268	0.6245
119	Kenya	0.4212	0.4314	0.1212	0.7109
120	Morocco	0.4209	0.5425	0.2772	0.4430
121	Botswana	0.4186	0.3595	0.1873	0.7091
122	Tajikistan	0.4069	0.2418	0.1474	0.8313
123	Namibia	0.3937	0.3007	0.1385	0.7419
124	Belize	0.3923	0.3987	0.1627	0.6155
125	India	0.3829	0.5359	0.1102	0.5025
126	Turkmenistan	0.3813	0.1895	0.1139	0.8404
127	Micronesia (Federated States of)	0.3812	0.2092	0.1013	0.8332
128	Syrian Arab Republic	0.3705	0.2288	0.1952	0.6876
129	Gabon	0.3687	0.1895	0.1595	0.7572
130	Nicaragua	0.3621	0.3137	0.1194	0.6533
131	Dem. People's Rep. of Korea	0.3616	0.1176	0.0112	0.9560
132	Algeria	0.3608	0.2549	0.1812	0.6463
133	Zimbabwe	0.3583	0.3007	0.1099	0.6644
134	Tuvalu	0.3539	0.0523	0.1866	0.8228
135	Vanuatu	0.3512	0.2222	0.1783	0.6531
136	Lesotho	0.3501	0.3007	0.0499	0.6997
137	Iraq	0.3409	0.2876	0.1201	0.6151
138	Sao Tome and Principe	0.3327	0.1176	0.1374	0.7432
139	United Rep. of Tanzania	0.3311	0.3529	0.0839	0.5564
140	Rwanda	0.3291	0.3399	0.0614	0.5861
141	Nauru	0.3242	0.0980	0.1700	0.7047
142	Angola	0.3203	0.3333	0.0892	0.5383
143	Uganda	0.3185	0.2941	0.0732	0.5883
144	Swaziland	0.3179	0.1438	0.1125	0.6973
145	Ghana	0.3159	0.3007	0.1111	0.5360
146	Marshall Islands	0.3129	0.1373	0.0425	0.7590
147	Cameroon	0.3070	0.3007	0.0649	0.5554
148	Madagascar	0.3054	0.3203	0.0520	0.5438
149	Kiribati	0.2998	0.0654	0.0469	0.7871
150	Bangladesh	0.2991	0.4444	0.0641	0.3889
151	Equatorial Guinea	0.2955	0.0980	0.0883	0.7001
152	Bhutan	0.2942	0.3529	0.1143	0.4153
153	Lao People's Dem. Rep.	0.2935	0.2157	0.0998	0.5651
154	Zambia	0.2910	0.3137	0.0601	0.4993
155	Cambodia	0.2902	0.1895	0.0814	0.5997
156	Pakistan	0.2823	0.3660	0.1239	0.3572
157	Congo	0.2809	0.0784	0.1275	0.6369
158	Mozambique	0.2786	0.3660	0.0443	0.4255
159	Malawi	0.2740	0.2157	0.0321	0.5741
160	Myanmar	0.2703	0.1046	0.0000	0.7064
161	Gambia	0.2688	0.3203	0.1344	0.3519
162	Nigeria	0.2676	0.2222	0.1270	0.4535
163	Senegal	0.2673	0.3464	0.1283	0.3271
164	Nepal	0.2664	0.2876	0.0597	0.4521
165	Sudan	0.2610	0.2549	0.0725	0.4555
166	Côte d'Ivoire	0.2580	0.3333	0.1019	0.3388
167	Yemen	0.2472	0.1765	0.1011	0.4642
168	Solomon Islands	0.2416	0.1307	0.0198	0.5743
169	Liberia	0.2407	0.1895	0.0477	0.4849
170	Timor-Leste	0.2365	0.2157	0.0649	0.4290
171	Comoros	0.2358	0.0784	0.0436	0.5853
172	Ethiopia	0.2306	0.4706	0.0093	0.2119
173	Burundi	0.2288	0.1503	0.0173	0.5188
174	Dem. Rep. of the Congo	0.2280	0.1765	0.0183	0.4893
175	South Sudan	0.2239	0.1438	0.0725	0.4555
176	Djibouti	0.2228	0.1961	0.0488	0.4236
177	Papua New Guinea	0.2147	0.2288	0.0411	0.3743
178	Togo	0.2143	0.1373	0.0744	0.4312
179	Benin	0.2064	0.1961	0.1118	0.3113
180	Eritrea	0.2043	0.2092	0.0132	0.3907
181	Mauritania	0.1996	0.0784	0.1123	0.4079
182	Guinea-Bissau	0.1945	0.1046	0.0511	0.4278
183	Mali	0.1857	0.3203	0.0645	0.1723
184	Afghanistan	0.1701	0.2353	0.0573	0.2178
185	Burkina Faso	0.1578	0.2941	0.0454	0.1338
186	Sierra Leone	0.1557	0.1699	0.0395	0.2576
187	Haiti	0.1512	0.0915	0.0698	0.2922
188	Niger	0.1119	0.1961	0.0293	0.1103
189	Chad	0.1092	0.0980	0.0291	0.2003
190	Somalia	0.0640	0.1830	0.0090	0.0000
Countries with no online services					
	Central African Republic	0.0000	0.0000	0.0297	0.3446
	Guinea	0.0000	0.0000	0.0491	0.2696
	Libya	0.0000	0.0000	0.3743	0.8502
Regional and Economic Groupings					
	Africa	0.2780	0.2567	0.1094	0.5034
	Americas	0.5403	0.4648	0.3602	0.7958
	Asia	0.4992	0.4880	0.2818	0.7278
	Europe	0.7188	0.6189	0.6460	0.8916
	Oceania	0.4240	0.2754	0.2211	0.7754
	World	0.4882	0.4328	0.3245	0.7173
	Developed countries	0.7329	0.6503	0.6509	0.8974
	Developing countries other than LDCs	0.4865	0.4311	0.2860	0.7553
	Least developed countries	0.2420	0.2143	0.0685	0.4575
	Small island developing States	0.4328	0.2821	0.2758	0.7406

Table 7.2 Online service index and its components

Country	Online Service Index Value <i>(in order of decreasing value)</i>	Stage I %	Stage II %	Stage III %	Stage IV %	Total %
Relative Weight of Stages		7%	24%	30%	39%	100%
Republic of Korea	1.0000	100%	79%	92%	87%	87%
Singapore	1.0000	100%	79%	94%	86%	87%
United States	1.0000	100%	90%	88%	83%	87%
United Kingdom	0.9739	100%	95%	79%	81%	85%
Netherlands	0.9608	100%	88%	71%	88%	84%
Canada	0.8889	100%	83%	81%	68%	78%
Finland	0.8824	100%	90%	75%	67%	77%
France	0.8758	100%	79%	85%	65%	77%
Australia	0.8627	100%	74%	79%	70%	75%
Bahrain	0.8627	100%	76%	81%	67%	75%
Japan	0.8627	100%	79%	75%	70%	75%
United Arab Emirates	0.8627	100%	74%	83%	67%	75%
Denmark	0.8562	100%	86%	77%	62%	75%
Norway	0.8562	100%	71%	79%	70%	75%
Israel	0.8497	100%	69%	73%	74%	74%
Colombia	0.8431	100%	76%	65%	74%	74%
Sweden	0.8431	92%	90%	71%	62%	74%
Estonia	0.8235	100%	69%	65%	74%	72%
Saudi Arabia	0.7974	92%	60%	77%	67%	70%
Malaysia	0.7908	100%	64%	79%	59%	69%
Kazakhstan	0.7843	92%	64%	52%	80%	69%
New Zealand	0.7843	100%	79%	69%	57%	69%
Spain	0.7582	92%	67%	71%	58%	66%
Chile	0.7516	100%	62%	67%	61%	66%
Germany	0.7516	92%	67%	56%	68%	66%
Austria	0.7451	100%	71%	67%	54%	65%
Qatar	0.7386	83%	64%	62%	64%	65%
Mexico	0.7320	100%	69%	62%	57%	64%
Lithuania	0.6993	83%	67%	54%	59%	61%
Luxembourg	0.6993	100%	69%	62%	49%	61%
Hungary	0.6863	100%	69%	54%	52%	60%
Brazil	0.6732	100%	64%	48%	57%	59%
El Salvador	0.6732	100%	71%	38%	59%	59%
Switzerland	0.6732	100%	88%	46%	43%	59%
Oman	0.6667	92%	64%	48%	57%	58%
Slovenia	0.6667	100%	71%	56%	45%	58%
Russian Federation	0.6601	100%	67%	35%	62%	58%
Portugal	0.6536	100%	74%	42%	51%	57%
Belgium	0.6471	100%	64%	65%	38%	57%
Croatia	0.6405	100%	76%	44%	45%	56%
Malta	0.6144	100%	62%	48%	45%	54%
Egypt	0.6013	100%	64%	27%	57%	53%
Georgia	0.6013	100%	55%	58%	39%	53%
Brunei Darussalam	0.5948	100%	62%	35%	51%	52%
Latvia	0.5882	100%	67%	35%	46%	51%
Liechtenstein	0.5882	92%	71%	48%	35%	51%
Mongolia	0.5882	100%	52%	33%	57%	51%
Kuwait	0.5817	100%	62%	48%	38%	51%
Greece	0.5752	100%	60%	40%	43%	50%
Italy	0.5752	92%	57%	48%	41%	50%
Serbia	0.5752	100%	64%	38%	42%	50%
Cyprus	0.5621	100%	62%	46%	35%	49%
Uruguay	0.5490	100%	60%	38%	39%	48%
Czech Republic	0.5425	100%	60%	25%	48%	47%
Iceland	0.5425	92%	69%	38%	33%	47%
Morocco	0.5425	100%	62%	29%	43%	47%
Dominican Republic	0.5359	92%	50%	31%	49%	47%
India	0.5359	100%	64%	33%	38%	47%
Ireland	0.5359	75%	62%	44%	35%	47%
Poland	0.5359	100%	67%	42%	29%	47%
Argentina	0.5294	92%	60%	31%	42%	46%
China	0.5294	92%	55%	40%	38%	46%
Peru	0.5163	83%	45%	31%	49%	45%
Republic of Moldova	0.5163	100%	50%	25%	48%	45%
Romania	0.5163	100%	64%	29%	36%	45%
Montenegro	0.5098	92%	64%	31%	35%	45%
Thailand	0.5098	100%	55%	31%	39%	45%
Slovakia	0.5033	92%	60%	27%	39%	44%
Costa Rica	0.4967	92%	45%	31%	43%	43%
Indonesia	0.4967	92%	60%	23%	41%	43%
Philippines	0.4967	83%	52%	37%	36%	43%
Uzbekistan	0.4967	100%	62%	21%	39%	43%
Bulgaria	0.4902	100%	57%	40%	26%	43%
Iran (Islamic Republic of)	0.4902	67%	40%	46%	38%	43%
Trinidad and Tobago	0.4837	92%	64%	23%	35%	42%
Venezuela	0.4837	100%	62%	19%	38%	42%
Lebanon	0.4771	100%	62%	17%	38%	42%
Tunisia	0.4771	92%	45%	29%	41%	42%
Bahamas	0.4706	100%	52%	29%	33%	41%
Ethiopia	0.4706	83%	62%	10%	45%	41%
Guatemala	0.4641	100%	55%	21%	36%	41%
Panama	0.4641	92%	60%	13%	41%	41%
Turkey	0.4641	100%	62%	23%	30%	41%
Ecuador	0.4575	92%	55%	23%	35%	40%
Paraguay	0.4575	92%	55%	21%	36%	40%
South Africa	0.4575	100%	60%	17%	35%	40%
The former Yugoslav Rep. of Macedonia	0.4510	100%	57%	23%	30%	39%
Bangladesh	0.4444	100%	60%	21%	29%	39%
Cape Verde	0.4379	92%	48%	23%	35%	38%
Kenya	0.4314	100%	62%	17%	28%	38%
Mauritius	0.4314	92%	57%	19%	30%	38%
Albania	0.4248	100%	50%	21%	30%	37%
Kyrgyzstan	0.4248	83%	60%	4%	41%	37%
Ukraine	0.4248	83%	57%	8%	39%	37%
Viet Nam	0.4248	100%	52%	17%	32%	37%
Belarus	0.4118	100%	55%	25%	22%	36%
Bolivia (Plurinational State of)	0.4118	75%	43%	21%	36%	36%
Belize	0.3987	92%	48%	12%	35%	35%
Jordan	0.3922	83%	48%	31%	20%	34%
Honduras	0.3791	92%	52%	15%	25%	33%
Sri Lanka	0.3791	92%	48%	13%	29%	33%
Barbados	0.3725	92%	52%	13%	25%	33%
Bosnia and Herzegovina	0.3725	100%	50%	15%	23%	33%
Azerbaijan	0.3660	92%	38%	15%	30%	32%
Mozambique	0.3660	100%	45%	8%	30%	32%
Pakistan	0.3660	83%	45%	6%	35%	32%

Table 7.2 Online service index and its components (cont.)

Country	Online Service Index Value (in order of decreasing value)	Stage I %	Stage II %	Stage III %	Stage IV %	Total %
Relative Weight of Stages		7%	24%	30%	39%	100%
Botswana	0.3595	100%	50%	10%	25%	31%
Fiji	0.3595	83%	55%	13%	22%	31%
Monaco	0.3595	92%	40%	15%	28%	31%
Bhutan	0.3529	92%	50%	10%	25%	31%
Grenada	0.3529	83%	50%	8%	28%	31%
United Rep. of Tanzania	0.3529	92%	55%	2%	28%	31%
Saint Lucia	0.3464	83%	50%	8%	26%	30%
Senegal	0.3464	75%	31%	12%	36%	30%
Rwanda	0.3399	92%	48%	8%	25%	30%
Angola	0.3333	100%	45%	6%	25%	29%
Côte d'Ivoire	0.3333	75%	31%	10%	35%	29%
Seychelles	0.3333	67%	45%	4%	32%	29%
Armenia	0.3268	100%	36%	12%	25%	29%
Maldives	0.3268	75%	55%	8%	20%	29%
Gambia	0.3203	83%	50%	2%	25%	28%
Madagascar	0.3203	92%	40%	13%	20%	28%
Mali	0.3203	75%	40%	12%	25%	28%
Andorra	0.3137	75%	40%	8%	26%	27%
Nicaragua	0.3137	83%	45%	17%	14%	27%
Saint Vincent and the Grenadines	0.3137	75%	38%	13%	23%	27%
Zambia	0.3137	83%	38%	8%	26%	27%
Antigua and Barbuda	0.3072	50%	50%	8%	23%	27%
Cuba	0.3072	75%	36%	10%	26%	27%
Jamaica	0.3072	67%	48%	19%	13%	27%
Cameroon	0.3007	83%	48%	4%	20%	26%
Ghana	0.3007	83%	38%	2%	28%	26%
Lesotho	0.3007	92%	38%	4%	25%	26%
Namibia	0.3007	75%	40%	2%	28%	26%
Zimbabwe	0.3007	67%	45%	4%	25%	26%
Burkina Faso	0.2941	75%	33%	4%	29%	26%
Dominica	0.2941	100%	43%	12%	13%	26%
San Marino	0.2941	83%	48%	8%	16%	26%
Uganda	0.2941	100%	33%	8%	22%	26%
Iraq	0.2876	75%	33%	6%	26%	25%
Nepal	0.2876	67%	43%	2%	25%	25%
Samoa	0.2810	67%	48%	2%	20%	25%
Algeria	0.2549	75%	48%	8%	9%	22%
Guyana	0.2549	58%	38%	12%	14%	22%
Sudan	0.2549	67%	31%	10%	19%	22%
Tajikistan	0.2418	67%	40%	2%	16%	21%
Tonga	0.2418	100%	33%	2%	14%	21%
Afghanistan	0.2353	50%	33%	19%	9%	21%
Papua New Guinea	0.2288	67%	36%	2%	16%	20%
Syrian Arab Republic	0.2288	58%	31%	4%	19%	20%
Nigeria	0.2222	58%	12%	10%	25%	19%
Vanuatu	0.2222	83%	21%	6%	17%	19%
Lao People's Dem. Rep.	0.2157	75%	31%	2%	14%	19%
Malawi	0.2157	50%	26%	10%	16%	19%
Timor-Leste	0.2157	50%	33%	6%	14%	19%
Eritrea	0.2092	83%	36%	0%	10%	18%
Micronesia (Federated States of)	0.2092	58%	26%	4%	17%	18%
Benin	0.1961	92%	17%	6%	13%	17%
Djibouti	0.1961	50%	19%	2%	22%	17%
Niger	0.1961	67%	19%	2%	19%	17%
Cambodia	0.1895	67%	21%	2%	16%	17%
Gabon	0.1895	42%	24%	10%	13%	17%
Liberia	0.1895	42%	21%	2%	20%	17%
Turkmenistan	0.1895	67%	19%	4%	16%	17%
Palau	0.1830	42%	29%	4%	13%	16%
Saint Kitts and Nevis	0.1830	75%	26%	4%	9%	16%
Somalia	0.1830	25%	21%	4%	20%	16%
Dem. Rep. of the Congo	0.1765	75%	24%	4%	9%	15%
Yemen	0.1765	33%	7%	8%	23%	15%
Sierra Leone	0.1699	42%	14%	8%	16%	15%
Suriname	0.1634	67%	31%	0%	6%	14%
Burundi	0.1503	42%	5%	8%	17%	13%
South Sudan	0.1438	58%	19%	2%	9%	13%
Swaziland	0.1438	50%	24%	2%	7%	13%
Marshall Islands	0.1373	25%	26%	2%	9%	12%
Togo	0.1373	42%	14%	6%	10%	12%
Solomon Islands	0.1307	42%	24%	4%	4%	11%
Dem. People's Rep. of Korea	0.1176	58%	12%	4%	6%	10%
Sao Tome and Principe	0.1176	58%	7%	4%	9%	10%
Guinea-Bissau	0.1046	33%	12%	2%	9%	9%
Myanmar	0.1046	50%	17%	0%	4%	9%
Chad	0.0980	25%	14%	2%	7%	9%
Equatorial Guinea	0.0980	25%	10%	4%	9%	9%
Nauru	0.0980	33%	14%	2%	6%	9%
Haiti	0.0915	33%	19%	0%	3%	8%
Comoros	0.0784	42%	7%	2%	4%	7%
Congo	0.0784	33%	14%	2%	1%	7%
Mauritania	0.0784	33%	7%	2%	6%	7%
Kiribati	0.0654	33%	5%	2%	4%	6%
Tuvalu	0.0523	17%	2%	2%	6%	5%
Countries with no online services						
Central African Republic	0.0000	0%	0%	0%	0%	0%
Guinea	0.0000	0%	0%	0%	0%	0%
Libya	0.0000	0%	0%	0%	0%	0%
Regional and Economic Groupings						
Africa	0.2567	66%	31%	7%	21%	22%
Americas	0.4648	86%	53%	27%	36%	41%
Asia	0.4880	85%	51%	32%	38%	43%
Europe	0.6189	96%	66%	45%	46%	54%
Oceania	0.2754	61%	34%	14%	20%	24%
World	0.4328	81%	48%	26%	33%	38%
Developed countries						
Developed countries other than LDCs	0.4311	83%	48%	24%	34%	38%
Least developed countries						
Least developed countries	0.2143	60%	27%	5%	17%	19%
Small island developing States						
Small island developing States	0.2821	67%	37%	11%	20%	25%

Table 7.3 Telecommunication infrastructure index and its components

Country	Index value (in order of dec- reasing value)	Estimated Internet users per 100 inhabs.	Main fixed phone lines per 100 inhabs.	Mobile subscribers per 100 inhabs.	Fixed Internet subscriptions per 100 inhabs.	Fixed broadband per 100 inhabs.
Liechtenstein	1.0000	80.00	54.40	98.52	47.35	63.83
Monaco	0.9370	80.00	96.40	74.31	35.42	41.89
Switzerland	0.8782	83.90	58.56	123.62	36.74	38.16
Iceland	0.8772	95.00	63.72	108.72	35.96	34.65
Luxembourg	0.8644	90.62	53.68	143.27	34.26	32.83
Denmark	0.8615	88.72	47.26	124.41	39.13	37.38
Republic of Korea	0.8356	83.70	59.24	105.36	34.08	36.63
Netherlands	0.8342	90.72	43.15	116.23	37.02	37.97
Sweden	0.8225	90.00	53.46	113.54	35.25	31.59
United Kingdom	0.8135	85.00	53.71	130.25	31.14	31.38
France	0.7902	80.10	56.06	99.70	32.57	33.92
Norway	0.7870	93.39	34.85	113.15	35.78	34.60
Germany	0.7750	81.85	55.41	127.04	24.23	31.59
Belgium	0.7420	79.26	43.31	113.46	30.06	31.49
New Zealand	0.7318	83.00	42.81	114.92	32.73	24.93
Andorra	0.7315	81.00	44.98	77.18	38.26	28.87
Finland	0.7225	86.89	23.30	156.40	26.79	29.07
Malta	0.7192	63.00	59.38	109.34	26.83	27.54
Antigua and Barbuda	0.7192	80.00	47.05	184.72	17.77	17.25
Canada	0.7163	81.60	50.04	70.66	32.53	29.81
Austria	0.6977	72.70	38.66	145.84	25.68	23.85
Croatia	0.6965	60.32	42.37	144.48	33.97	18.25
Singapore	0.6923	70.00	39.00	143.66	25.22	24.72
United States	0.6860	79.00	48.70	89.86	26.63	26.34
Israel	0.6859	67.20	44.16	133.11	24.17	25.14
San Marino	0.6794	54.21	68.81	76.11	20.83	32.03
Barbados	0.6740	70.20	50.30	128.07	22.35	20.56
Italy	0.6697	53.68	35.67	135.42	34.23	22.13
Estonia	0.6642	74.10	35.96	123.24	25.55	24.34
Russian Federation	0.6583	43.00	31.45	166.26	41.73	10.98
Ireland	0.6553	69.85	46.49	105.18	25.02	22.82
Australia	0.6543	76.00	38.89	101.04	27.85	23.19
Slovenia	0.6509	70.00	45.01	104.55	23.66	24.39
Japan	0.6460	80.00	31.94	95.39	26.85	26.91
Spain	0.6318	66.53	43.20	111.75	21.89	22.96
Dominica	0.6221	47.45	22.85	144.85	8.72	47.14
Portugal	0.6028	51.10	42.01	142.33	18.54	19.44
Lithuania	0.5765	62.12	22.08	147.16	19.03	20.58
Hungary	0.5677	65.27	29.82	120.32	19.02	19.59
Saint Kitts and Nevis	0.5648	32.87	39.31	161.44	9.72	25.00
United Arab Emirates	0.5568	78.00	19.70	145.45	20.24	10.47
Greece	0.5531	44.40	45.81	108.22	17.48	19.83
Montenegro	0.5375	52.00	26.84	185.28	14.14	8.30
Cyprus	0.5153	52.99	37.58	93.70	17.51	17.62
Czech Republic	0.5151	68.82	20.95	136.58	13.12	14.66
Slovakia	0.5147	79.42	20.12	108.47	15.23	16.06
Latvia	0.5051	68.42	23.63	102.40	14.05	19.31
Belarus	0.5033	31.70	43.13	107.69	16.92	17.36
Bulgaria	0.5006	46.23	29.36	141.23	12.91	14.70
Poland	0.4921	62.32	24.69	120.18	14.53	13.18
Serbia	0.4701	40.90	40.52	129.19	10.99	8.50
Saint Vincent and the Grenadines	0.4697	69.59	19.85	120.54	11.68	11.43
Bahamas	0.4554	43.00	37.71	124.94	11.40	7.13
Brunei Darussalam	0.4550	50.00	20.03	109.07	25.56	5.44
Trinidad and Tobago	0.4526	48.50	21.87	141.21	10.85	10.81
Qatar	0.4513	69.00	16.95	132.43	9.13	9.17
Malaysia	0.4510	55.30	16.10	121.32	20.01	7.32
Uruguay	0.4442	43.35	28.56	131.71	8.96	11.37
Panama	0.4408	42.75	15.73	184.72	6.16	7.84
Argentina	0.4352	36.00	24.74	141.79	11.72	9.56
Saudi Arabia	0.4323	41.00	15.18	187.86	7.02	5.45
Romania	0.4232	39.93	20.94	114.68	13.00	13.96
Bahrain	0.4183	55.00	18.07	124.18	6.79	12.21
Kuwait	0.4179	38.25	20.69	160.78	12.51	1.68
The former Yugoslav Rep. of Macedonia	0.4135	51.90	20.05	104.51	10.78	12.47
Seychelles	0.4037	41.00	25.48	135.91	6.60	7.26
Grenada	0.4014	33.46	27.15	116.71	10.48	10.12
Chile	0.4001	45.00	20.20	116.00	9.76	10.45
Viet Nam	0.3969	27.56	18.67	175.30	7.80	4.13
Oman	0.3942	62.60	10.20	165.54	2.88	1.89
Bosnia and Herzegovina	0.3917	52.00	26.56	80.15	10.60	10.40
Saint Lucia	0.3814	36.00	23.58	102.89	10.79	10.67
Libya	0.3743	14.00	19.33	171.52	12.33	1.15
Maldives	0.3599	28.30	15.20	156.50	6.44	4.92
Republic of Moldova	0.3586	40.00	32.50	88.59	5.65	7.53
Suriname	0.3578	31.59	16.19	169.64	2.43	2.99
Brazil	0.3568	40.65	21.62	104.10	8.17	7.23
Kazakhstan	0.3555	34.00	25.03	123.35	5.28	5.28
Ukraine	0.3535	23.00	28.47	118.66	5.80	8.06
Turkey	0.3478	39.82	22.27	84.90	8.90	9.75
Albania	0.3370	45.00	10.35	141.93	3.29	3.43
Mauritius	0.3296	24.90	29.84	91.67	8.13	6.30
Armenia	0.3217	37.00	19.08	125.01	3.11	2.69
Venezuela	0.3215	35.63	24.44	96.20	5.20	5.37
Costa Rica	0.3135	36.50	31.80	65.14	5.91	6.19
Mexico	0.3104	31.00	17.54	80.55	8.97	9.98
China	0.3039	34.30	21.95	64.04	8.35	9.42
Azerbaijan	0.3033	35.99	16.33	99.04	5.75	5.44
Colombia	0.2894	36.50	14.71	93.76	4.96	5.66
Tunisia	0.2886	36.80	12.30	106.04	3.99	4.60
Palau	0.2802	26.97	34.08	70.89	5.08	1.14
Morocco	0.2772	49.00	11.73	100.10	1.52	1.56
Lebanon	0.2728	31.00	21.00	68.00	7.56	4.73
Jordan	0.2717	38.00	7.84	106.99	4.06	3.18
Jamaica	0.2668	26.10	9.60	113.22	4.20	4.26
Iran (Islamic Rep. of)	0.2638	13.00	36.30	91.25	1.21	0.68
El Salvador	0.2638	15.00	16.16	124.34	2.44	2.83
Dominican Republic	0.2632	39.53	10.17	89.58	4.38	3.64
Peru	0.2585	34.30	10.87	100.13	2.86	3.14
Guyana	0.2536	29.90	19.86	73.61	6.43	1.59
Ecuador	0.2482	24.00	14.42	102.18	3.94	1.36
Fiji	0.2434	14.82	15.92	116.19	1.65	1.86
Thailand	0.2361	21.20	10.14	100.81	3.34	3.87
Georgia	0.2328	27.00	13.72	73.36	4.04	5.09
Cape Verde	0.2268	30.00	14.51	74.97	2.63	3.04
Guatemala	0.2247	10.50	10.41	125.57	0.77	1.80

Table 7.3 Telecommunication infrastructure index and its components (cont.)

Country	Index value (in order of decreasing value)	Estimated Internet users per 100 inhabs.	Main fixed phone lines per 100 inhabs.	Mobile subscribers per 100 inhabs.	Fixed Internet subscriptions per 100 inhabs.	Fixed broadband per 100 inhabs.
Egypt	0.2232	26.74	11.86	87.11	2.94	1.82
South Africa	0.2214	12.30	8.43	100.48	7.55	1.48
Honduras	0.2173	11.09	8.81	125.06	0.97	1.00
Philippines	0.2082	25.00	7.27	85.67	3.93	1.85
Uzbekistan	0.2075	20.00	6.79	76.34	10.09	0.32
Tonga	0.2069	12.00	29.79	52.18	4.33	0.96
Paraguay	0.1968	23.60	6.27	91.64	2.47	0.61
Syrian Arab Republic	0.1952	20.70	19.94	57.30	3.92	0.33
Samoa	0.1927	7.00	19.28	91.43	0.74	0.11
Sri Lanka	0.1922	12.00	17.15	83.22	1.21	1.02
Kyrgyzstan	0.1903	20.00	9.41	91.86	0.90	0.29
Indonesia	0.1897	9.10	15.83	91.72	0.73	0.79
Botswana	0.1873	6.00	6.85	117.76	0.60	0.60
Tuvalu	0.1866	25.00	16.49	25.44	8.20	3.26
Algeria	0.1812	12.50	8.24	92.42	0.58	2.54
Bolivia (Plurinational State of)	0.1786	20.00	8.54	72.30	3.59	0.97
Vanuatu	0.1783	8.00	2.09	119.05	1.11	0.13
Mongolia	0.1758	10.20	7.01	91.09	1.81	2.31
Nauru	0.1700	6.00	18.61	60.46	1.49	3.90
Belize	0.1627	14.00	9.72	62.32	2.92	2.86
Gabon	0.1595	7.23	2.02	106.94	0.76	0.25
Tajikistan	0.1474	11.55	5.35	86.37	0.01	0.07
Namibia	0.1385	6.50	6.66	67.21	4.17	0.42
Sao Tome and Principe	0.1374	18.75	4.63	61.97	1.61	0.35
Gambia	0.1344	9.20	2.82	85.53	0.22	0.02
Senegal	0.1283	16.00	2.75	67.11	0.49	0.63
Congo	0.1275	5.00	0.24	93.96	0.03	0.00
Nigeria	0.1270	28.43	0.66	55.10	0.12	0.06
Pakistan	0.1239	16.78	1.97	59.21	2.17	0.31
Kenya	0.1212	20.98	1.14	61.63	0.08	0.01
Iraq	0.1201	5.60	5.05	75.78	0.01	0.00
Nicaragua	0.1194	10.00	4.46	65.14	0.43	0.82
Bhutan	0.1143	13.60	3.62	54.32	0.93	1.20
Turkmenistan	0.1139	2.20	10.31	63.42	0.05	0.01
Swaziland	0.1125	8.02	3.71	61.78	1.88	0.14
Mauritania	0.1123	3.00	2.07	79.34	0.29	0.19
Benin	0.1118	3.13	1.51	79.94	0.23	0.29
Ghana	0.1111	8.55	1.14	71.49	0.39	0.21
India	0.1102	7.50	2.87	61.42	1.53	0.90
Zimbabwe	0.1099	11.50	3.01	59.66	0.80	0.26
Côte d'Ivoire	0.1019	2.60	1.13	75.54	0.10	0.04
Micronesia (Federated States of)	0.1013	20.00	7.61	24.78	1.17	0.90
Yemen	0.1011	10.85	4.35	46.09	1.95	0.33
Lao People's Dem. Rep.	0.0998	7.00	1.66	64.56	0.26	0.19
Angola	0.0892	10.00	1.59	46.69	1.72	0.10
Equatorial Guinea	0.0883	6.00	1.93	57.01	0.20	0.17
United Rep. of Tanzania	0.0839	11.00	0.39	46.80	1.09	0.01
Cambodia	0.0814	1.26	2.54	57.65	0.14	0.25
Togo	0.0744	5.38	3.55	40.69	1.01	0.09
Uganda	0.0732	12.50	0.98	38.38	0.09	0.06
South Sudan	0.0725	10.16	0.86	40.54	0.11	0.38
Sudan	0.0725	10.16	0.86	40.54	0.11	0.38
Cuba	0.0709	15.12	10.34	8.91	0.35	0.03

Country	Index value (in order of decreasing value)	Estimated Internet users per 100 inhabs.	Main fixed phone lines per 100 inhabs.	Mobile subscribers per 100 inhabs.	Fixed Internet subscriptions per 100 inhabs.	Fixed broadband per 100 inhabs.
Haiti	0.0698	8.37	0.50	40.03	1.04	0.00
Cameroon	0.0649	4.00	2.53	41.61	0.14	0.01
Timor-Leste	0.0649	0.21	0.21	53.42	0.07	0.02
Mali	0.0645	2.70	0.74	47.66	0.13	0.02
Bangladesh	0.0641	3.70	0.61	46.17	0.11	0.04
Rwanda	0.0614	7.70	0.37	33.40	1.43	0.02
Zambia	0.0601	6.74	0.69	37.80	0.14	0.08
Nepal	0.0597	6.78	2.81	30.69	0.28	0.38
Afghanistan	0.0573	4.00	0.45	41.39	0.01	0.00
Madagascar	0.0520	1.70	0.83	39.79	0.04	0.02
Guinea-Bissau	0.0511	2.45	0.33	39.21	0.05	0.00
Lesotho	0.0499	3.86	1.79	32.18	0.12	0.02
Guinea	0.0491	0.96	0.18	40.07	0.13	0.01
Djibouti	0.0488	6.50	2.08	18.64	1.34	0.91
Liberia	0.0477	0.07	0.15	39.34	0.43	0.00
Kiribati	0.0469	9.00	4.12	10.05	0.87	0.90
Burkina Faso	0.0454	1.40	0.87	34.66	0.11	0.08
Mozambique	0.0443	4.17	0.38	30.88	0.06	0.06
Comoros	0.0436	5.10	2.86	22.49	0.23	0.00
Marshall Islands	0.0425	3.55	8.14	7.03	1.34	0.00
Papua New Guinea	0.0411	1.28	1.77	27.84	0.50	0.09
Sierra Leone	0.0395	0.26	0.24	34.09	0.02	0.00
Malawi	0.0321	2.26	1.07	20.38	0.75	0.03
Central African Republic	0.0297	2.30	0.27	23.18	0.06	0.00
Niger	0.0293	0.83	0.54	24.53	0.03	0.02
Chad	0.0291	1.70	0.46	23.29	0.04	0.00
Solomon Islands	0.0198	5.00	1.56	5.57	0.40	0.37
Dem. Rep. of the Congo	0.0183	0.72	0.06	17.21	0.11	0.01
Burundi	0.0173	2.10	0.39	13.72	0.06	0.00
Eritrea	0.0132	5.40	1.03	3.53	0.14	0.00
Dem. People's Rep. of Korea	0.0112	0.00	4.85	1.77	0.00	0.00
Ethiopia	0.0093	0.75	1.10	7.86	0.09	0.00
Somalia	0.0090	1.16	1.07	6.95	0.11	0.00
Myanmar	0.0000	0.22	1.26	1.24	0.05	0.03

Regional and Economic Groupings	Index value (in order of decreasing value)	Estimated Internet users per 100 inhabs.	Main fixed phone lines per 100 inhabs.	Mobile subscribers per 100 inhabs.	Fixed Internet subscriptions per 100 inhabs.	Fixed broadband per 100 inhabs.
Africa	0.1094	9.85	3.93	56.45	1.26	0.66
Americas	0.3602	36.63	21.26	107.53	8.06	9.08
Asia	0.2818	29.33	15.06	91.64	6.98	5.41
Europe	0.6460	66.01	40.40	119.52	24.06	23.63
Oceania	0.2211	21.26	17.22	59.06	6.25	4.41
World	0.3245	32.79	18.87	88.53	9.33	8.73
Developed countries	0.6509	67.45	40.69	117.24	24.60	23.92
Developing countries other than LDCs	0.2860	28.62	16.11	98.11	5.90	5.24
Least developed countries	0.0685	5.75	2.13	40.04	0.60	0.23
Small island developing States	0.2758	26.62	17.77	85.77	5.77	6.37

Table 7.4 Human capital index and its components

Country	Human Capital index (in order of decreasing value)	Adult Literacy (%)	Enrollment (%)	Country	Human Capital index (in order of decreasing value)	Adult Literacy (%)	Enrollment (%)
Australia	1.0000	99.00	112.07	Guyana	0.8562	99.00	78.58
New Zealand	0.9982	99.00	111.65	Armenia	0.8505	99.53	76.30
Cuba	0.9684	99.83	103.19	Libya	0.8502	88.86	95.75
Dem. People's Rep. of Korea	0.9560	100.00	100.00	Singapore	0.8500	94.71	85.00
Ireland	0.9535	99.00	101.24	Bulgaria	0.8486	98.32	78.08
Republic of Korea	0.9494	99.00	100.28	Kyrgyzstan	0.8485	99.24	76.36
Denmark	0.9489	99.00	100.17	Serbia	0.8484	97.77	79.01
Finland	0.9467	99.00	99.66	Palau	0.8445	91.90	88.87
Monaco	0.9439	99.00	99.00	Turkmenistan	0.8404	99.56	73.90
Netherlands	0.9425	99.00	98.68	Luxembourg	0.8404	99.00	74.90
Spain	0.9409	97.68	100.73	Colombia	0.8391	93.24	85.15
Norway	0.9347	99.00	96.86	Georgia	0.8348	99.72	72.28
Greece	0.9332	97.16	99.88	Bosnia and Herzegovina	0.8341	97.81	75.64
Iceland	0.9310	99.00	96.00	Philippines	0.8341	95.42	80.01
Slovenia	0.9300	99.68	94.52	Saint Kitts and Nevis	0.8338	97.80	75.58
Belgium	0.9264	99.00	94.94	Samoa	0.8335	98.78	73.71
France	0.9244	99.00	94.47	Micronesia (Federated States of)	0.8332	94.00	82.38
Lithuania	0.9240	99.70	93.10	Tajikistan	0.8313	99.67	71.57
Canada	0.9238	99.00	94.32	Mexico	0.8295	93.44	82.56
Barbados	0.9232	99.70	92.90	Azerbaijan	0.8259	99.50	70.61
United States	0.9202	99.00	93.50	Uzbekistan	0.8255	99.33	70.84
San Marino	0.9179	99.00	92.95	Brunei Darussalam	0.8253	95.29	78.17
Ukraine	0.9176	99.69	91.62	Tuvalu	0.8228	98.00	72.63
Sweden	0.9141	99.00	92.06	Seychelles	0.8204	91.84	83.38
Kazakhstan	0.9134	99.68	90.66	Brazil	0.8203	90.04	86.63
Italy	0.9120	98.87	91.82	Montenegro	0.8182	96.40	74.50
Belarus	0.9120	99.73	90.24	Panama	0.8151	93.61	78.88
Austria	0.9091	99.00	90.90	Republic of Moldova	0.8129	98.46	69.48
Estonia	0.9085	99.79	89.30	Bahamas	0.8120	95.80	74.15
Hungary	0.9065	99.37	89.63	The former Yugoslav Rep. of Macedonia	0.8115	97.12	71.61
Poland	0.9044	99.51	88.87	Maldives	0.8114	98.40	69.26
Argentina	0.9038	97.73	92.01	Costa Rica	0.8089	96.06	72.97
Uruguay	0.9013	98.27	90.43	Saint Lucia	0.8089	94.80	75.27
United Kingdom	0.9007	99.00	88.96	Bolivia (Plurinational State of)	0.8072	90.70	82.37
Germany	0.8971	99.00	88.10	Andorra	0.8063	99.00	66.98
Japan	0.8969	99.00	88.06	Malta	0.8057	92.36	78.99
Israel	0.8945	97.10	90.98	Bahrain	0.8028	91.36	80.15
Portugal	0.8931	94.91	94.67	Jordan	0.8013	92.20	78.27
Liechtenstein	0.8910	99.00	86.69	Fiji	0.7986	94.40	73.60
Czech Republic	0.8898	99.00	86.42	Indonesia	0.7982	92.19	77.55
Grenada	0.8895	96.00	91.85	Peru	0.7942	89.59	81.38
Switzerland	0.8888	99.00	86.18	Lebanon	0.7917	89.61	80.76
Latvia	0.8879	99.78	84.53	Jamaica	0.7916	86.36	86.68
Russian Federation	0.8850	99.56	84.27	Kuwait	0.7885	93.91	72.16
Chile	0.8788	98.55	84.68	Kiribati	0.7871	93.00	73.49
Romania	0.8783	97.65	86.20	Albania	0.7863	95.94	67.93
Antigua and Barbuda	0.8770	98.95	83.53	Paraguay	0.7862	94.56	70.43
Cyprus	0.8751	97.93	84.95	United Arab Emirates	0.7837	90.03	78.12
Tonga	0.8727	99.02	82.40	Trinidad and Tobago	0.7830	98.74	62.03
Venezuela	0.8705	95.15	88.96	Suriname	0.7821	94.62	69.35
Slovakia	0.8696	99.00	81.70	Thailand	0.7819	93.51	71.36
Mongolia	0.8688	97.49	84.30	South Africa	0.7817	88.72	80.08
Croatia	0.8615	98.76	80.27	China	0.7745	93.98	68.74

Table 7.4 Human capital index and its components (cont.)

Country	Human Capital index (in order of decreasing value)	Adult Literacy (%)	Enrollment (%)
Turkey	0.7726	90.82	74.10
Saint Vincent and the Grenadines	0.7696	88.10	78.38
Malaysia	0.7691	92.46	70.29
Saudi Arabia	0.7677	86.13	81.55
Marshall Islands	0.7590	94.00	65.10
Mauritius	0.7588	87.90	76.24
Gabon	0.7572	87.71	76.20
Ecuador	0.7549	84.21	82.09
Dominica	0.7520	88.00	74.47
Viet Nam	0.7434	92.78	63.71
Sao Tome and Principe	0.7432	88.78	71.00
Namibia	0.7419	88.51	71.20
Dominican Republic	0.7398	88.24	71.18
Sri Lanka	0.7357	90.56	65.99
Qatar	0.7316	94.72	57.41
Oman	0.7224	86.62	70.11
El Salvador	0.7169	84.10	73.42
Kenya	0.7109	87.01	66.73
Botswana	0.7091	84.12	71.59
Iran (Islamic Rep. of)	0.7089	85.02	69.89
Myanmar	0.7064	92.03	56.48
Honduras	0.7060	83.59	71.85
Nauru	0.7047	92.00	56.13
Equatorial Guinea	0.7001	93.33	52.64
Lesotho	0.6997	89.66	59.24
Swaziland	0.6973	86.93	63.70
Syrian Arab Republic	0.6876	84.19	66.44
Tunisia	0.6841	77.56	77.79
Zimbabwe	0.6644	91.86	47.01
Nicaragua	0.6533	78.00	69.79
Vanuatu	0.6531	82.03	62.37
Algeria	0.6463	72.65	77.96
Congo	0.6369	81.10	60.30
Guatemala	0.6284	74.47	70.47
Cape Verde	0.6245	84.80	50.65
Belize	0.6155	70.30	75.11
Iraq	0.6151	78.06	60.80
Cambodia	0.5997	77.59	58.08
Uganda	0.5883	71.37	66.80
Rwanda	0.5861	70.67	67.59
Comoros	0.5853	74.15	61.01
Solomon Islands	0.5743	76.60	53.98
Malawi	0.5741	73.69	59.27
Lao People's Dem. Rep.	0.5651	72.70	58.96
Egypt	0.5588	66.37	69.11
United Rep. of Tanzania	0.5564	72.90	56.59
Cameroon	0.5554	70.68	60.41
Madagascar	0.5438	64.48	69.07
Angola	0.5383	69.96	57.76
Ghana	0.5360	66.62	63.33
Burundi	0.5188	66.57	59.42
India	0.5025	62.75	62.61
Zambia	0.4993	70.88	46.99

Country	Human Capital index (in order of decreasing value)	Adult Literacy (%)	Enrollment (%)
Dem. Rep. of the Congo	0.4893	66.81	52.11
Liberia	0.4849	59.05	65.30
Yemen	0.4642	62.39	54.35
South Sudan	0.4555	70.21	38.00
Sudan	0.4555	70.21	38.00
Nigeria	0.4535	60.82	54.76
Nepal	0.4521	59.14	57.48
Morocco	0.4430	56.08	60.98
Togo	0.4312	56.89	56.74
Timor-Leste	0.4290	50.60	67.77
Guinea-Bissau	0.4278	52.20	64.55
Mozambique	0.4255	55.06	58.77
Djibouti	0.4236	70.30	30.43
Bhutan	0.4153	52.81	60.51
Mauritania	0.4079	57.45	50.30
Eritrea	0.3907	66.58	29.57
Bangladesh	0.3889	55.90	48.70
Papua New Guinea	0.3743	60.10	37.64
Pakistan	0.3572	55.53	42.01
Gambia	0.3519	46.50	57.32
Central African Republic	0.3446	55.23	39.62
Côte d'Ivoire	0.3388	55.26	38.22
Senegal	0.3271	49.70	45.68
Benin	0.3113	41.65	56.74
Haiti	0.2922	48.69	39.40
Guinea	0.2696	39.46	51.04
Sierra Leone	0.2576	40.92	45.58
Afghanistan	0.2178	28.00	59.97
Ethiopia	0.2119	29.82	55.25
Chad	0.2003	33.61	45.62
Mali	0.1723	26.18	52.71
Burkina Faso	0.1338	28.73	39.07
Niger	0.1103	28.67	33.70
Somalia	0.0000	24.00	16.58

Regional and Economic Groupings			
Africa	0.5034	65.76	57.32
Americas	0.7958	90.81	79.53
Asia	0.7278	86.34	71.87
Europe	0.8916	98.51	87.72
Oceania	0.7754	90.85	74.72
World	0.7173	84.43	72.93

Developed countries	0.8974	98.53	89.03
Developing countries other than LDCs	0.7553	88.68	73.98
Least developed countries	0.4575	61.54	54.73
Small island developing States	0.7406	87.63	72.51

Table 7.6 Environment Index

Country	Index value	Country	Index value	Country	Index value	Country	Index value
Germany	1.0000	Slovakia	0.7059	Guyana	0.4118	Sao Tome and Principe	0.1176
Republic of Korea	1.0000	South Africa	0.7059	Samoa	0.4118	Seychelles	0.1176
Singapore	1.0000	Spain	0.7059	Saudi Arabia	0.4118	Somalia	0.1176
United States	1.0000	Costa Rica	0.6471	Senegal	0.4118	Sudan	0.1176
Austria	0.9412	Cyprus	0.6471	The former Yugoslav Rep. of Macedonia	0.4118	Zimbabwe	0.1176
Israel	0.9412	Czech Republic	0.6471	Bahamas	0.3529	Comoros	0.0588
Japan	0.9412	Georgia	0.6471	Barbados	0.3529	Congo	0.0588
Malta	0.9412	Hungary	0.6471	Cape Verde	0.3529	Lesotho	0.0588
Mexico	0.9412	India	0.6471	Côte d'Ivoire	0.3529	Malawi	0.0588
New Zealand	0.9412	Iran (Islamic Republic of)	0.6471	Ethiopia	0.3529	Timor-Leste	0.0588
Russian Federation	0.9412	Jamaica	0.6471	Lebanon	0.3529	Afghanistan	0.0000
United Kingdom	0.9412	Mauritius	0.6471	Montenegro	0.3529	Algeria	0.0000
Australia	0.8824	Namibia	0.6471	Morocco	0.3529	Burundi	0.0000
Canada	0.8824	Republic of Moldova	0.6471	Nigeria	0.3529	Central African Republic	0.0000
Finland	0.8824	Saint Vincent and the Grenadines	0.6471	Papua New Guinea	0.3529	Chad	0.0000
France	0.8824	Tunisia	0.6471	Qatar	0.3529	Dem. People's Rep. of Korea	0.0000
Mongolia	0.8824	Ukraine	0.6471	Suriname	0.3529	Equatorial Guinea	0.0000
Norway	0.8824	Viet Nam	0.6471	Zambia	0.3529	Guinea	0.0000
Portugal	0.8824	Armenia	0.5882	Belize	0.2941	Guinea-Bissau	0.0000
Belgium	0.8235	Belarus	0.5882	Bhutan	0.2941	Iraq	0.0000
Chile	0.8235	Brunei Darussalam	0.5882	Dem. Rep. of the Congo	0.2941	Liberia	0.0000
Denmark	0.8235	Bulgaria	0.5882	Djibouti	0.2941	Libya	0.0000
Netherlands	0.8235	Colombia	0.5882	Haiti	0.2941	Marshall Islands	0.0000
Peru	0.8235	Dominican Republic	0.5882	Lao People's Dem. Rep.	0.2941	Myanmar	0.0000
Poland	0.8235	El Salvador	0.5882	Nepal	0.2941	Niger	0.0000
Sweden	0.8235	Estonia	0.5882	Philippines	0.2941	Saint Kitts and Nevis	0.0000
Switzerland	0.8235	Gabon	0.5882	Saint Lucia	0.2941	San Marino	0.0000
Turkey	0.8235	Jordan	0.5882	Sri Lanka	0.2941	Sierra Leone	0.0000
Brazil	0.7647	Kenya	0.5882	Tonga	0.2941	Solomon Islands	0.0000
China	0.7647	Maldives	0.5882	Bahrain	0.2353	South Sudan	0.0000
Greece	0.7647	Rwanda	0.5882	Benin	0.2353	Swaziland	0.0000
Iceland	0.7647	United Arab Emirates	0.5882	Botswana	0.2353	Syrian Arab Republic	0.0000
Ireland	0.7647	Uzbekistan	0.5882	Burkina Faso	0.2353	Togo	0.0000
Italy	0.7647	Angola	0.5294	Egypt	0.2353	Tuvalu	0.0000
Kazakhstan	0.7647	Antigua and Barbuda	0.5294	Gambia	0.2353		
Latvia	0.7647	Azerbaijan	0.5294	Guatemala	0.2353		
Liechtenstein	0.7647	Bosnia and Herzegovina	0.5294	Kuwait	0.2353		
Lithuania	0.7647	Mozambique	0.5294	Monaco	0.2353		
Pakistan	0.7647	Panama	0.5294	Nicaragua	0.2353	Regional and Economic Groupings	
Slovenia	0.7647	Paraguay	0.5294	Oman	0.2353	Africa	0.2418
Thailand	0.7647	Vanuatu	0.5294	Turkmenistan	0.2353	Americas	0.5025
Trinidad and Tobago	0.7647	Venezuela	0.5294	United Republic of Tanzania	0.2353	Asia	0.4914
Albania	0.7059	Bolivia (Plurinational State of)	0.4706	Eritrea	0.1765	Europe	0.7182
Andorra	0.7059	Fiji	0.4706	Grenada	0.1765	Oceania	0.3403
Bangladesh	0.7059	Kiribati	0.4706	Honduras	0.1765	World	0.4633
Croatia	0.7059	Madagascar	0.4706	Nauru	0.1765		
Cuba	0.7059	Mali	0.4706	Yemen	0.1765	Developed countries	0.7443
Indonesia	0.7059	Tajikistan	0.4706	Cambodia	0.1176	Developing countries other than LDCs	0.4455
Kyrgyzstan	0.7059	Uganda	0.4706	Cameroon	0.1176	Least developed countries	0.2120
Luxembourg	0.7059	Uruguay	0.4706	Dominica	0.1176	Small island developing States	0.3355
Malaysia	0.7059	Argentina	0.4118	Mauritania	0.1176		
Romania	0.7059	Ecuador	0.4118	Micronesia (Federated States of)	0.1176		
Serbia	0.7059	Ghana	0.4118	Palau	0.1176		