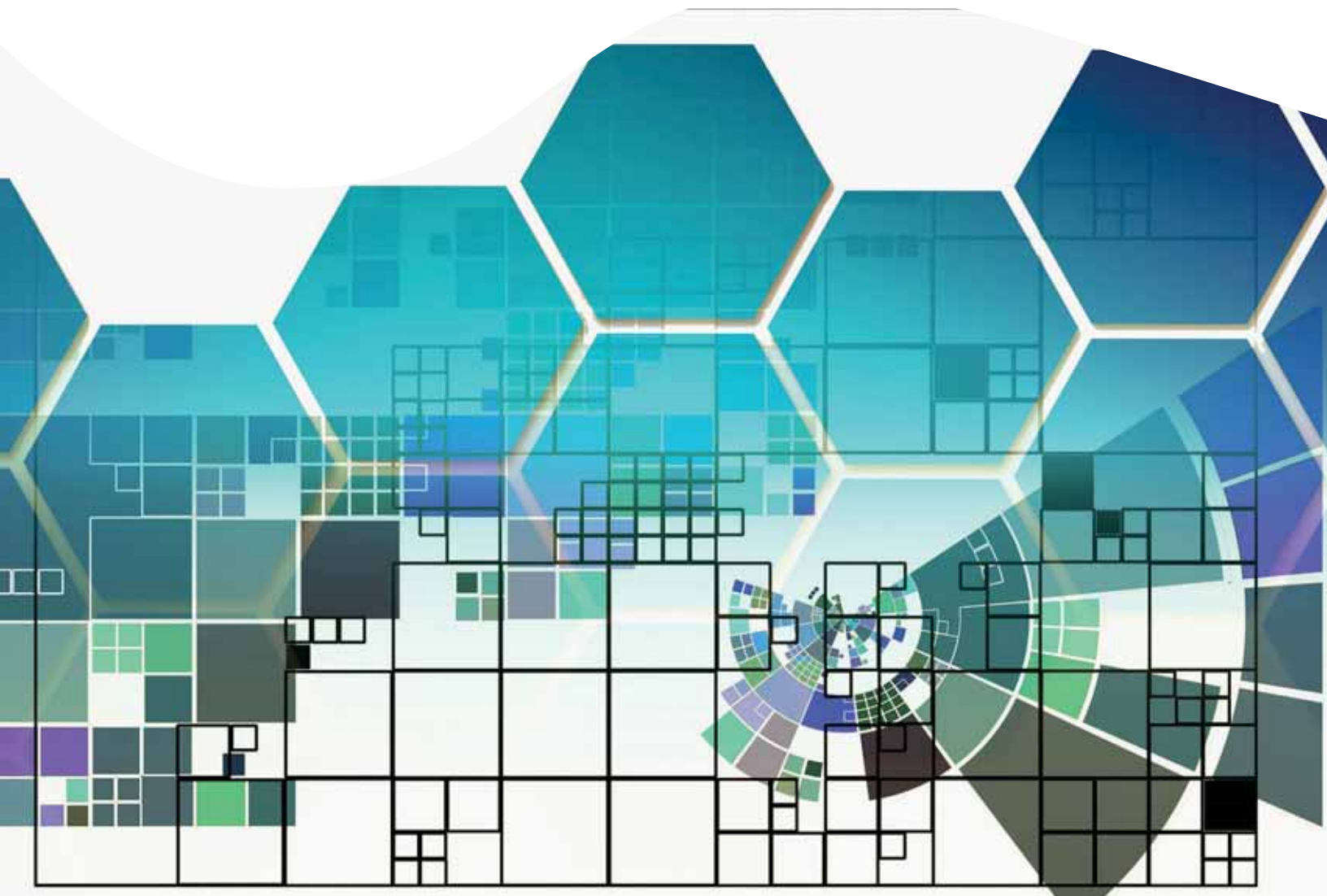


# ANNEXES



# Annexes

## Survey Methodology

### A.1. E-Government Development Index: An Overview

Mathematically, the E-Government Development Index (EGDI) is the weighted average of normalized scores on the three most important dimensions of e-government, namely: (i) the scope and quality of online services quantified as the Online Service Index (OSI); (ii) the status of the development of telecommunication infrastructure or the Telecommunication Infrastructure Index (TII); and (iii) the inherent human capital or the Human Capital Index (HCI). Each of these indices is a composite measure that can be extracted and analyzed independently.

$$EGDI = \frac{1}{3} (OSI_{normalized} + TII_{normalized} + HCI_{normalized})$$

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, that is, 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:

$$X_{new} = \frac{x - \mu}{\sigma}$$

Where:

x is a raw score to be standardized;

$\mu$  is the mean of the population;

$\sigma$  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.

The EGDI is used as a benchmark to provide a numerical ranking of e-government development of all United Nations Member States. While the methodological framework for EGDI has remained consistent across



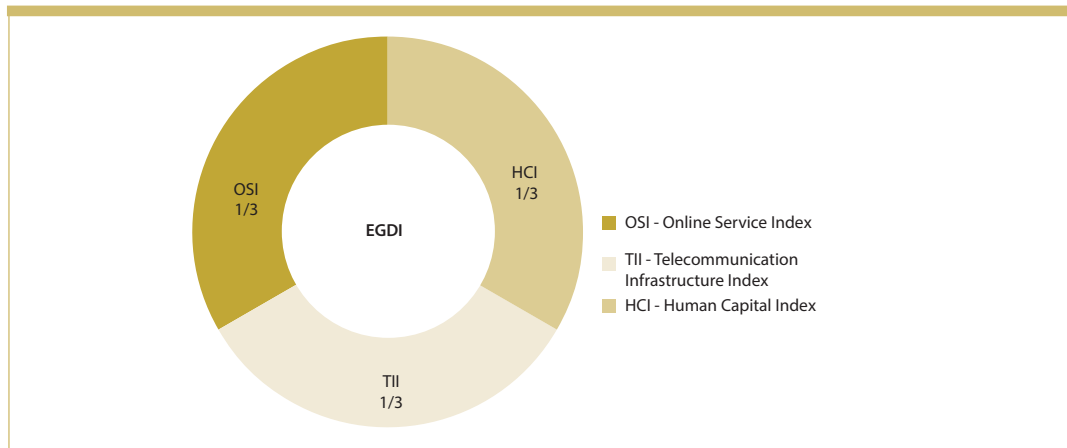
Photo credit: pixabay.com

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the editions of the *United Nations E-Government Survey*, each edition of the Survey 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. In addition, data collection practices have been periodically refined.

**Figure A.1. The three components of the E-Government Development Index (EGDI)**



The imputation of missing data is an important step in the construction of a good quality composite indicator. The problem has been studied since 2001; in the EGDI methodology, the cold deck imputation or use of older values for the missing data has always been the first choice of action. Nevertheless, there are cases where no data is available at all. In these cases, a combination of the unconditional mean imputation and the hot deck imputation was used. This combination is based on the “donor imputation” methodology, which replaces missing values in a record with the corresponding values from a complete and valid record.

## A.2. Telecommunication Infrastructure Index (TII)

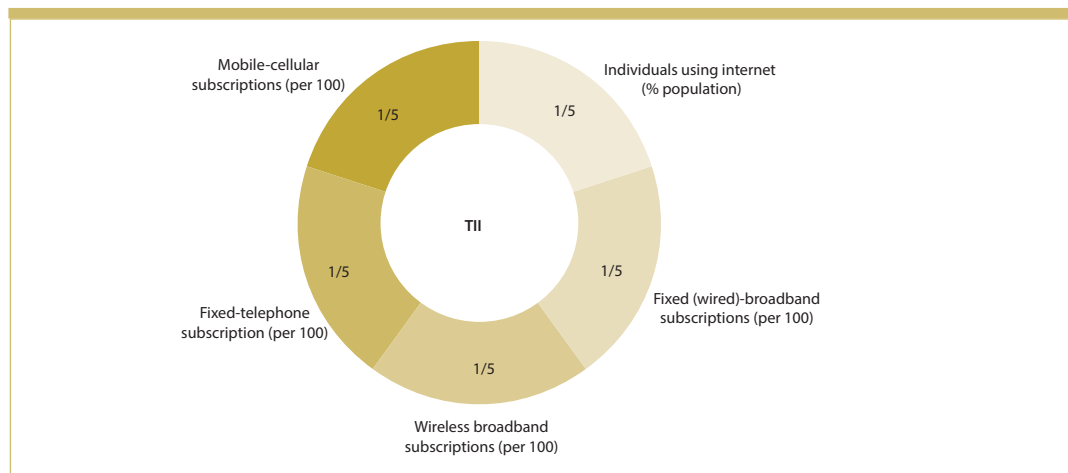
The Telecommunication Infrastructure Index is an arithmetic average composite of five indicators: (i) estimated Internet users per 100 inhabitants; (ii) number of main fixed telephone lines per 100 inhabitants; (iii) number of mobile subscribers per 100 inhabitants; (iv) number of wireless broadband subscriptions per 100 inhabitants; and (v) number of fixed broadband subscriptions per 100 inhabitants. The International Telecommunication Union is the primary source of data in each case. (See Figure A.2)

The definitions of the five components of TII<sup>1</sup> are:

- (i) Internet users per 100 inhabitants refer to individuals who used the Internet from any location in the last three months<sup>2</sup>.
- (ii) Main fixed telephone lines per 100 inhabitants refer to telephone lines connecting a customer's terminal equipment, such as telephone set, facsimile machine to the public switched telephone network (PSTN), which has a dedicated port on a telephone exchange. This term is synonymous with the terms main station or Direct Exchange Line (DEL), which are commonly used in telecommunication documents. It may not be the same as an access line or a subscription.

- (iii) Mobile subscribers per 100 inhabitants are the number of subscriptions to mobile service in the last three months. A mobile/cellular telephone refers to a portable telephone subscribed to a public mobile telephone service using cellular technology, which provides access to the PSTN. This includes analogue and digital cellular systems and technologies such as IMT-2000 (3G) and IMT-Advanced. Users of both post-paid subscriptions and prepaid accounts are included.
- (iv) Active mobile-broadband subscriptions refer to the sum of data and voice mobile-broadband subscriptions and data-only mobile-broadband subscriptions to the public Internet. It covers subscriptions being used to access the Internet at broadband speeds, not subscriptions with potential access, even though the latter may have broadband-enabled handsets. Subscriptions must include a recurring subscription fee to access the Internet or pass a usage requirement – users must have accessed the Internet in the previous three months. It includes subscriptions to mobile-broadband networks that provide download speeds of at least 256 kbit/s (e.g. WCDMA, HSPA, CDMA2000 1x EV-DO, WiMAX IEEE 802.16e and LTE), and excludes subscriptions that only have access to GPRS, EDGE and CDMA 1xRTT.<sup>3</sup>
- (v) Fixed broadband subscriptions per 100 inhabitants refers to fixed subscriptions to high-speed access to the public Internet or a TCP/IP connection, at downstream speeds equal to, or greater than, 256 kbit/s. This includes cable modem, DSL, fiber-to-home/building, other fixed/ wired-broadband subscriptions, satellite broadband and terrestrial fixed wireless broadband. This total is measured irrespective of the method of payment. It excludes subscriptions that have access to data communications, including the Internet via mobile-cellular networks. It should include fixed WiMAX and any other fixed wireless technologies. It includes both residential subscriptions and subscriptions for organizations.

Figure A.2. Telecommunication Infrastructure Index (TII) and its components



Conceptually, the TII has remained largely unchanged since 2002. Three components, i.e. internet users, mobile-cellular phone subscriptions and fixed-telephone subscriptions have been used in the past Surveys since 2002. However, given the availability of suitable data, several replacements were introduced over the years, such as the replacement of online population with fixed-broadband subscription and the removal of number of television sets in 2008; the replacement of personal computer users with fixed Internet subscriptions in 2012; the replacement of fixed Internet subscriptions with wireless broadband subscriptions in 2014 (See Table A.1). In 2018, wireless broadband subscriptions indicator was replaced by active mobile-broadband subscriptions.

The improvement of data quality and coverage has led to the reduction of data gaps that appeared in prior Surveys. However, in cases where gaps still occur, data is retrieved first from the World Bank data base, and when all previous measures prove unsuccessful, the most recent ITU data is used.

Each of these indicators was standardized through the Z-score procedure to derive the Zscore for each component indicator. The telecommunication infrastructure composite value for country "x" is the simple arithmetic mean of the five standardized indicators derived as follows:

Telecommunication infrastructure composite value=

Average (Internet user Z-score

+ Fixed telephone subscription Z-score

+ Mobile/Cellular telephone subscription Z-score

+ Active mobile broadband subscription Z-score

+ Fixed broadband Z-score)

**Table A.1. Telecommunication infrastructure index (TII) and changes of its components (2003-2018)**

TII (2001)	TII (2003)	TII (2004)	TII (2005)	TII (2008)	TII (2010)	TII (2012)	TII (2014)	TII (2016)	TII (2018)
Internet users	Internet users	Internet users	Internet users	Internet users	Internet users	Internet users	Internet users	Internet users	Internet users
Online population	Online population	Online population	Online population	Fixed-broadband subscriptions	Fixed-broadband subscriptions	Fixed-broadband subscriptions	Fixed-broadband subscriptions	Fixed-broadband subscriptions	Fixed-broadband subscriptions
Personal computer (PC) users	Personal computer (PC) users	Personal computer (PC) users	Personal computer (PC) users	Personal computer (PC) users	Personal computer (PC) users	Fixed Internet subscriptions	Wireless broadband subscriptions	Wireless broadband subscriptions	Active mobile-broadband subscriptions
Fixed-telephone subscriptions	Fixed-telephone subscriptions	Fixed-telephone subscriptions	Fixed-telephone subscriptions	Fixed-telephone subscriptions	Fixed-telephone subscriptions	Fixed-telephone subscriptions	Fixed-telephone subscriptions	Fixed-telephone subscriptions	Fixed-telephone subscriptions
Mobile-cellular subscriptions	Mobile-cellular subscriptions	Mobile-cellular subscriptions	Mobile-cellular subscriptions	Mobile-cellular subscriptions	Mobile-cellular subscriptions	Mobile-cellular subscriptions	Mobile-cellular subscriptions	Mobile-cellular subscriptions	Mobile-cellular subscriptions
Television sets	Television sets	Television sets	Television sets	-	-	-	-	-	-

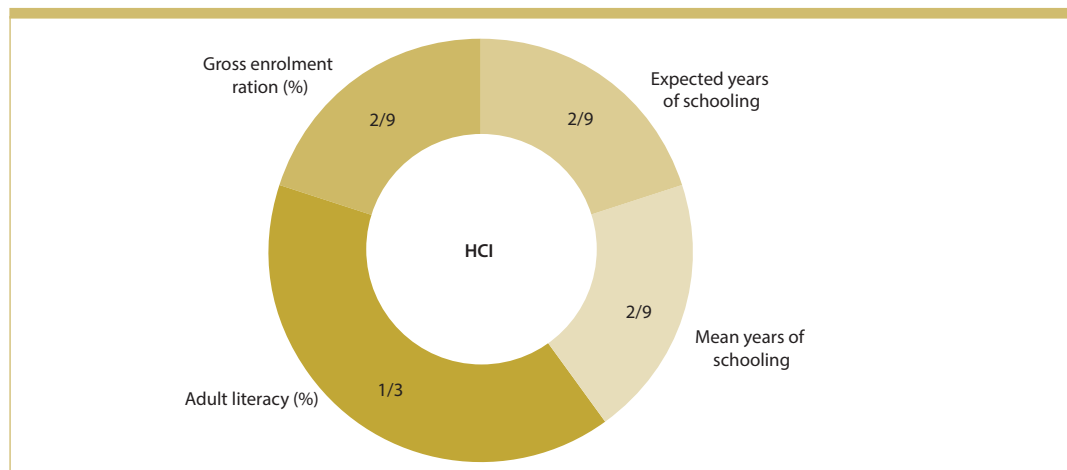
Finally, the TII composite value is normalized by taking its value for a given country, subtracting the lowest composite value in the Survey and dividing by the range of composite values for all countries. For example, if country "x" has the composite value of 1.3813, and the lowest composite value for all countries is -1.1358 and the highest is 2.3640, then the normalized value of TII for country "x" would be:

$$\text{TII (Country "x")} = \frac{[1.3813 - (-1.1358)]}{[2.3640 - (-1.1358)]} = 0.7192$$

### A.3. Human Capital Index (HCI)

The Human Capital Index (HCI) consists of four components, namely: (i) adult literacy rate; (ii) the combined primary, secondary and tertiary gross enrolment ratio; (iii) expected years of schooling; and (iv) average years of schooling. (See Figure A.3)

Figure A.3. Telecommunication Infrastructure Index (TII) and its components



The four indicators of HCI are defined as follows:

1. Adult literacy is measured as the percentage of people aged 15 years and above who can, with understanding, both read and write a short simple statement on their everyday life.
2. Gross enrolment ratio is measured as the combined primary, secondary and tertiary gross enrolment ratio, of the total number of students enrolled at the primary, secondary and tertiary level, regardless of age, as a percentage of the population of school age for that level.
3. Expected years of schooling is the total number of years of schooling that a child of a certain age can expect to receive in the future, assuming that the probability of his or her being in school at any specific age is equal to the current enrolment ratio age.
4. Mean years of schooling (MYS) provides the average number of years of education completed by a country's adult population (25 years and older), excluding the years spent repeating grades (add reference 6).

The first two components, i.e. adult literacy rate and the combined primary, secondary and tertiary gross enrolment ratio have been used for the past Surveys since 2002. Recognizing that education is the fundamental pillar in supporting human capital, the 2014 Survey introduced two new components to the human capital index (HCI), namely (i) expected years of schooling; and (ii) mean years of schooling. The preliminary statistical study commissioned by DESA/DPADM validated the use of the new HCI, accentuating that the two new components have strengthened the HCI without introducing any error<sup>4</sup>.

Table A.2. Human Capital Index and changes of its components (2003-2014)

Components of HCI in past surveys 2002, 2003, 2004, 2008, 2010, 2012)	Components of HCI in 2014 survey
Adult literacy	Adult literacy
Gross enrolment ratio	Gross enrolment ratio
-	Expected years of schooling
-	Mean years of schooling

The HCI is a weighted average composite of the four indicators. In the same manner the TII is computed, each of the four component indicators is first standardized through 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 one-third weight assigned to adult literacy rate and two-ninth weight assigned to the gross enrolment ratio, estimated years of schooling and mean years of schooling.

Human capital composite value =

1/3 x Adult literacy rate Z-score +

2/9 x Gross enrolment ratio Z-score +

2/9 x Estimated years of schooling Z-score +

2/9 x Mean years of schooling Z-score

The human capital composite value is then 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" has the composite value at 0.8438, and the lowest composite value for all countries is -3.2354 and the highest equal to 1.2752, then the normalized value of the Human Capital Index for country "x" would be:

$$\text{Human Capital Index (Country "x")} = \frac{[0.8438 - (-3.2354)]}{[1.2752 - (-3.2354)]} = 0.9044$$

#### A.4. Online Service Index (OSI)

The Online Service Index (OSI) is a composite normalized score derived on the basis on an Online Service Questionnaire. The 2018 Online Service Questionnaire (OSQ) consists of a list of 140 questions. Each question calls for a binary response. Every positive answer generates "more in-depth question" inside and across the patterns. The outcome is an enhanced quantitative survey with a wider range of point distributions reflecting the differences in the levels of e-government development among Member States.

The total number of points scored by each country is normalized to a 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" has a score of 114, and the lowest score of any country is 0 and the highest equal to 153, then the online services value for country "x" would be:

$$\text{Online Service Index (Country "x")} = \frac{(114-0)}{(153-0)} = 0.7451$$

To arrive at a set of Online Service Index values for 2018, a total of 206 online United Nations Volunteer (UNV) researchers from 89 countries covering 66 languages, assessed each country's national website in the native language, including the national 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. The UNVs included qualified graduate students and volunteers from universities in the field of public administration.

To ensure consistency of assessments, all the researchers were provided with a rigorous training by e-government and online service delivery experts with years of experience in conducting the assessments, and guided by Data Team Coordinators who provided support throughout the assessment period. Researchers were instructed and trained to assume the mind-set of an average citizen user in assessing sites. Thus, responses were generally based on whether the relevant features could be found and accessed easily, not whether they in fact exist but are hidden somewhere in the site(s). The key point is 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.

The data collection and Survey research ran from August 2017 until the end of November 2017. Each country was assessed by at least two researchers who conducted the assessment in the country's national language. After the initial assessment, the evaluations by the two researchers on each country were compared and questions regarding discrepancies were reviewed together and resolved by the researchers. The third phase, from October to November, was the final review by the Data Team Reviewers, who analyzed all the answers and, where needed, carried out further review and verification processes using multiple methods and sources. The scores were then sent for approval to a Senior Reviewer. Through this multilevel approach, all surveyed sites were thoroughly assessed by at least three people, one of whom has years of experience in assessing public sector online services, and reviewed by one of the Data Team Coordinators.

Once the evaluation phase was completed, the statistics team produced the first draft of the OSI ranking. Data was extracted from the platform and the raw OSI scores were created. Rankings were compared with previous OSI scores, and discrepancies were thoroughly reviewed.

## A.5. List of Features Assessed

Multiple linkages to the Sustainable Development Goals (SDG) have been included in both the OSQ and the Member State Questionnaire (MSQ). The MSQ is further discussed in more detail in Section A.8 of this Chapter. As done in analytical chapters of past editions of the Survey, selected or proxy themes related to e-government and sustainable development have been also analyzed, for example, open government data, e-participation, mobile-government and whole-of-government approach. A complete review of the OSQ has been undertaken to include questions related to key services across the SDG domains, including health, education, social protection, gender equality, and decent work and employment, as well as through the SDG principles highlighted in Goal 16, including effectiveness, inclusion, openness, trustworthiness, and accountability.

Below is a list of areas assessed in the 2018 edition of the *United Nations EGovernment Survey*. It should be noted that this list is dynamic and is updated for each edition of the Survey. The language for the areas start with:



- “information about” something such as laws, policies, legislation or expenditures
- “existence of” a feature such as social networking tools
- “ability to” do something on the website i.e. run a transaction

---

Information about women’s right to access to sexual/reproductive healthcare, information and education (policy/legislation)

---

Information about using open data sets

---

Information about upcoming procurements

---

Information about upcoming e-participation activities

---

Information about technical and vocational skills training for youth

---

Information about social protection policy or budget

---

Information about services in partnership with third parties

---

Information about schools with accessible facilities

---

Information about road traffic accidents statistics

---

Information about road safety

---

Information about results of any government procurement/bidding process

---

Information about reproductive health-care services

---

Information about reduction, recycling and reuse of waste

---

Information about public sector work force distribution by gender

---

Information about programs/initiatives benefiting the poor or vulnerable groups

---

Information about privacy statement

---

Information about primary government expenditures

---

Information about pollution and precautionary measures

---

Information about personal data protection

---

Information about payments for government services through different channels

---

Information about organizational structure of the government

---

Information about national budget or budget policy

---

Information about local/regional government agencies

---

Information about laws and regulations against discrimination

---

Information about labour laws and regulation

---

Information about housing support for older persons

---

Information about health-emergency preparedness

---

Information about health policy or budget

---

Information about government-wide Chief Information Officer (CIO) or equivalent online

---

Information about government scholarship programmes or education funding

---

Information about gender equality (policy/legislation)

---

Information about equal access to education for persons with disabilities

---

Information about equal access to education for children in vulnerable situations

---

Information about environment-related policy or budget

---

Information about employment/labour policy or budget

---

Information about electricity or power outage

---

Information about education policy or budget
Information about early childhood development, care and pre-primary education
Information about diseases affecting older persons
Information about citizenship application
Information about citizen's rights to access government information
Information about affordable public housing
Information about accessible public transportation
Existence of up-to-date information on the portal
Existence of tools to obtain inputs for policy deliberation
Existence of support for authentication or digital ID
Existence of support for all official languages
Existence of social networking features
Existence of security features on the portal
Existence of search engine effectiveness
Existence of a site map
Existence of search and advanced search features
Existence of open government data on education, employment, environment, health and social protection
Existence of open data competitions
Existence of online tools helping children with disabilities to participate at all levels of education
Existence of online skills training for youths and/or adults
Existence of online service for female-headed households, immigrants, migrant workers, refugees and/or internally displaced persons, older persons, persons with disabilities, the poor (below poverty line), women, youth
Existence of online participation in public issues related to education, employment, environment, health and social protection
Existence of mobile services in education, employment, environment, health, social protection
Existence of live support functionality
Existence of linkage/reference to technical, vocational and tertiary education
Existence of linkage between national portal and sectoral/ministerial services of education, employment/labour and health
Existence of help, FAQs, contact us features
Existence of help links and references for youth employment
Existence of free access to government services through kiosks, community centres, post offices, libraries, public spaces of free Wi-Fi
Existence of features to configure font size, type, colour and background colour
Existence of features relates accessibility
Existence of digital security or cybersecurity act/legislation online
Existence of cross-browser compatibility of website including in mobile/smartphones
Existence of an outcome of an e-consultation resulted in new policy decisions
Existence of an open government data policy online
Existence of an e-procurement platform
Existence of an e-participation policy/mission statement

Existence of a national portal, an open data portal
Existence of a national e-government/digital government strategy online
Existence of a mobile app to provide e-government services
Existence of a data dictionary or metadata repository in the portal
Existence of tutorials and/or guidance for using the portal
Ability to submit online income and other taxes
Ability to request new open data sets
Ability to report online any form of discrimination
Ability to report online about trafficking, sexual abuse or other form of exploitation
Ability to report and track unethical behaviour of public servants/institutions
Ability to report a violation of labour law
Ability to register online for vehicle
Ability to register online for a new business
Ability to receive updates or alerts on issues related to education, employment, health, social protection, weather conditions or agricultural technology
Ability to receive updates or alerts on environment-related issues
Ability to pay for water, energy bills online
Ability to pay for any government related fees
Ability to monitor and evaluate existing government procurement contracts
Ability to make address change online
Ability to make a police declaration online
Ability to file complaint for public services
Ability to enrol online for primary or secondary education
Ability to apply online for social protection
Ability to apply online for government scholarships/fellowships
Ability to apply for personal ID cards online
Ability to apply for marriage certificates online
Ability to apply for land title registration online
Ability to apply for government jobs online
Ability to apply for environment-related permits online
Ability to apply for driver's license online
Ability to apply for death certificates online
Ability to apply for business licenses or patents online
Ability to apply for building permits online
Ability to apply for birth certificates online
Ability to apply for any visa to enter or transit through this country
Ability to access/modify own data

## A.6. Challenges in reviewing the online presence of a country

### Selecting the appropriate site/URL at the national level

One of the essential decisions for researchers when undertaking the country assessment is identifying 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 identify which of the many potentially available government sites would be deemed as the “official” national government site—the gateway or starting point for national users. A simple, clear statement at the chosen website is sufficient to start an important step towards providing government information and services to the public in an integrated, usable and easy-to-find manner. Many national sites state that it is the “official” Government site, or “Gateway to Government,” or other similar statement.

As done for each edition of the Survey, the United Nations Member States were requested, through the Member State Questionnaire (MSQ), to provide information on the website addresses (URL) of their national portal(s) and the different government ministries. This information was then utilized during the assessment process.

Not all countries provide the appropriate URLs. Thus, some discretion is exerted in deciding whether to use only the websites provided by the Member State. What is noteworthy in this Survey is that the researchers not only reviewed the national portals but also undertook exhaustive research on e-participation and open government data, where applicable.

One dilemma researchers encountered is that several countries provided more than one 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 taken this approach on purpose, that is, offering different access points to different audiences. Considering that the use of integrated portals or multi-portals is emerging as a trend in e-government strategies worldwide, researchers would select the integrated website as a national portal or another portal if it was deemed to be the official homepage of the government. However, more than one site could be scored if the sites were clearly part of a tightly integrated “network” of national sites. It should be noted that during the assessment of the national portals, having more than one national entry is neither a disadvantage nor a benefit.

Some countries offer certain public services at the sub-national or local level rather than the federal level. No country is penalized for offering a service at the sub-national level as opposed to the federal level. In fact, when the issue arises, researchers tend to be inclusive in assessing the matter if the information and/or service can be found at the national portal.

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 next 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.

## Integrated Portal and Multi-Portal Approaches

Some countries have adopted a different approach to their online e-government portal, by utilizing multiple websites for different topics. Instead of centralizing all the e-information, e-services, e-participation, open data and other online features into one portal, they are made available in separate websites for a more audience-targeted approach. Researchers made sure to examine all possible websites when making the assessment, through links or search engines, to ensure coverage of all government websites where relative information can be found.

Even if the norm recommended is a one-stop-shop type of service delivery or an integrated portal approach, countries that opted for a decentralized approach were not penalized in their score, and the assessment was conducted as if an integrated approach was utilized.

For example, Finland has a website [www.valtioneuvosto.fi](http://www.valtioneuvosto.fi), providing information on the Finnish Government, while the website [www.suomi.fi](http://www.suomi.fi) provides e-service, public service information portal and open government data. Information on e-participation is centralized on the websites [www.kansalaisaloite.fi](http://www.kansalaisaloite.fi) and [www.otakantaa.fi](http://www.otakantaa.fi). This approach of having several websites for different purposes, such as information, services, participation and open government data, is typical for European countries.

## Accessing in national official languages

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 assessment cycles, the team went beyond this mandate and reviewed each website in the official language of the country, or where that was not possible, in one of the languages available on the site. Translators aided as necessary so that possible errors based on language are reduced to a minimum.

## Towards a more citizen-centric approach

In line with the global trend towards a more citizen-centric approach and the demand for greater efficiency and cost-effectiveness of the public sector, the MSQ has been designed to reflect this paradigm of e-government. User uptake has been included as a special subject in the Survey, encouraging governments to take account not only of the supply side of e-services but also of what is demanded/needed by the target users. Accordingly, the research team was instructed to enforce this approach consistently throughout the entire assessment. Where features could not be found easily, quickly and intuitively, then a site scores poorly.

## Data Quality Assurance (QA)

To ensure data quality, UNDESA has put assessment procedures under close monitoring including by developing a web-based application platform for data collection and storage, preparing the methodological and training guidelines for researchers, and instituting a training programme for both group training or individual hands-on support for researchers in resolving thorny issues.

Among other tasks, team members were asked to justify the selection of URLs and to indicate whether the URLs had been reviewed in past Surveys. Regular discussions were held to discuss concerns and ensure consistency of evaluation methods.

UNDESA applied the assessment 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 new scores are then compared to scores from the previous Surveys by removing the new questions and only considering the ones that remain unchanged. The team was assisted in the research by United Nations interns and volunteers with language skills not otherwise covered by the core group.

Below is a list of the criteria adopted for data QA:

Three levels of assessment/supervision (volunteers, First Report Officer, Second Report Officer)
First check of consistency of data with data patterns by group ranking (VH, H, M, L OSI)
Tuning of OSI questions to stabilize the dataset and to be consistent with EGDI data model
Second check of consistency of data with data patterns by group ranking (VH, H, M, L OSI)
First calculation of OSI
Two levels of assessment/supervision of the outliers - Compensation with MSQ (if doable)
Second calculation of OSI
Data analysis of target countries (outliners or cases with significant drop/improvement ...)
Random check of OSI subset of questions / URL - Compensation with MSQ (if doable)
Third calculation of OSI
Second check of consistency of data with data patterns by group ranking (VH, H, M, L OSI)
Check for consistency with other international benchmark reports and 3rd party Sources (MSQ)
Recalculation of OSI (Final)
Data analysis of target countries (those jumping from on group to another)
Final calculation of EGDI

## A.7. E-Participation Index (EPI)

The E-Participation Index (EPI) is derived as a supplementary index to the *United Nations EGovernment Survey*. It extends the dimension of the Survey by focusing on the government use of online services in providing information to its citizens or “e-information sharing”, interacting with stakeholders or “e-consultation” and engaging in decision-making processes or “e-decision-making” (See Box A.1)

### Box A.1. E-Participation Framework

- E-information: Enabling participation by providing citizens with public information and access to information without or upon demand
- E-consultation: Engaging citizens in contributions to and deliberation on public policies and services
- E-decision-making: Empowering citizens through co-design of policy options and co-production of service components and delivery modalities.

A country’s EPI reflects the e-participation mechanisms that are deployed by the government as compared to all other countries. The purpose of this measure is not to prescribe any specific practice, but rather to offer insight into how different countries are using online tools in promoting interaction between the government and its citizens, as well as among the citizens, for the benefit of all. As the EPI is a qualitative assessment based on the availability and relevance of participatory services available on government websites, the comparative ranking of countries is for illustrative purposes and only serves as an indicator of the broad trends in promoting citizen engagement. As with the

EGDI, the EPI is not intended as an absolute measurement of e-participation, but rather, as an attempt to capture the e-participation performance of countries relative to one another at a point in time.

In the *2018 Survey*, the e-participation questions were carefully reviewed and expanded to reflect current trends and modalities on how governments engage their citizens in public policy-making, implementation and evaluation. New questions were added to address data publishing and sharing by government agencies. Other updates included: (i) the availability of information on the citizens' rights to access government information; (ii) feedback from citizens concerning the improvement of online public services; and (iii) public opinion tools on policy deliberation through social media, online polls and online discussion forums. While EPI provides a useful qualitative analytical tool when comparing the data and ranking of countries for one specific year, caution must be taken in comparing e-participation rankings with past editions of the Survey.

Mathematically, the EPI is normalized by taking the total score value 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" has an e-participation score of 29, and the lowest value of any country is 0 and the highest equal to 38, then the normalized index value for country "x" would be:

$$E - \text{Participation Index (Country "x")} = \frac{(29 - 0)}{(38 - 0)} = 0.7632$$

The e-participation ranking of countries is determined by the value of EPI through the "standard competition ranking". In standard competition ranking, countries with the same EPI receive the same ranking number and a gap is left in the ranking numbers. This ranking strategy is adopted in view that if two or more countries tie for a position in the ranking, the positions of all those ranked below them are unaffected. For example, if country A ranks ahead of B and C, both of which share the same EPI value and scores ahead of D, then A is ranked first (1st), B and C are ranked second (2nd) and D is ranked fourth (4th). In 2012, the "modified competition ranking" was used and for comparison reasons, all ranks were adjusted in 2014 and 2016 using the standard competition ranking.

## A.8. Member State Questionnaire (MSQ)

As done for each edition of the Survey, Member States were requested, through the Member State Questionnaire (MSQ) to provide information on the website addresses (URL) of their respective national portal(s) as well as those of the different government ministries. Information on efforts in support of e-government development, open government data, e-participation and the designated authority in charge of e-government policies was also requested. One hundred (100) Member States comprising 51.8 per cent of United Nations membership returned the completed questionnaires. The appropriate submitted sites were then utilized during the assessment process. Some information provided in the MSQ were also used in the case studies included in the Survey.

## The Questionnaire

### Member States Questionnaire (MSQ) for the 2018 United Nations EGovernment Survey

Please provide the most recent information on your country, as this information will be used in preparation of the United Nations E-Government Survey 2018. Please feel free to skip question for which you feel you do not have the relevant information.

#### Strategy/Implementation Plan/Policy (where available, please specify URLs or attach relevant documents)

- Is there a national development strategy or equivalent incorporating the Sustainable Development Goals (SDGs)?
- Is there a national e-Government Strategy or Digital Government Strategy or equivalent?
- If yes:
  - Is there an implementation plan for the Strategy?
  - Is the e-Government Strategy aligned with the national development strategy and with the Sustainable Development Goals (SDGs)?
- Is there an ICT for development strategy?
- Is there a national policy on e-participation and/or inclusion in Digital Government?
- Is there a Cybersecurity strategy?
- Does the e-Government or other strategy provide other specific measures to ensure e-Government is used by the most vulnerable segments of the population?

#### Legal Framework (where available, please specify URLs or attach relevant documents)

- Has specific legislation been adopted in relation to the SDGs?
- Is there any e-Government related legislation?
- Is there a law on access to information such as Freedom of Information Act?
- Is there a personal data protection law such as Data Protection Act?
- Are there government-wide guidelines or ethical frameworks related to collection, retention or management of public data?
- Is there a digital security law such as Cybersecurity Act?
- Is there any legislation on open government and/or open government data?
- Is there legislation governing the reuse of government software and systems?
- Is there legislation in place to promote (or enforce) interoperability?

#### Portals (National level) (where available, please specify URLs or attach relevant documents)

- Is there an official e-Government portal? Please name all portals if there is more than one national portal.
- Is there an official open data portal?
- Please provide the URLs for the ministries of education, health, social protection, labor (employment, taxation, and decent work), environmental protection, energy, finance or any institutions performing the equivalent functions of these ministries. Please also provide relevant URLs including one-stop portals for these sectors.

#### Usage of online services and user satisfaction (where available, please specify URLs or attach relevant documents)

- Do you conduct surveys to measure satisfaction of e-Government services?
- If yes, do you publish the results online and share them with the public institutions concerned? Please provide details and any outcome if possible.



- Do you collect usage statistics of e-Government services? If yes, is there disaggregation by age, gender, vulnerable groups, and other dimensions?
- Do you publish such usage statistics? Please provide details and any outcome if possible.
- Do you have information on the share of public services or other operations conducted online compared to in person operations? If yes, please provide details.
- Does your government have a preferred modality for people to access services or interact with public administration?

**Mobile Government (where available, please specify URLs or attach relevant documents)**

- What are the public services available through mobile devices such as smartphones and tablets?
- Are there dedicated mobile apps (through platforms like Android, iOS, etc.) to deliver online services? Please provide details.
- Do you provide any mobile service through short message service (SMS) or equivalent? Please provide details.
- Do you track usage and user satisfaction of mobile services? If yes, please provide details.

**E-government at the local level (where available, please specify URLs or attach relevant documents)**

- What is the percentage of local governments and/or municipalities with a web presence?
- What is the percentage of local governments and/or municipalities with an e-Government/Digital Government Strategy or equivalent?
- Do you know the approximate share of online public services delivered at local level? Please indicate the key sectors concerned.

**Indicators (within government organizations) (where available, please specify URLs or attach relevant documents)**

- What is the proportion of persons employed in central government organizations routinely using computers?
- What is the proportion of persons employed in central government organizations routinely using the Internet?
- What is the proportion of central government organizations with Internet access, by type of access? (Such as broadband, dial-up, cable)
- What is the proportion of central government organizations with a local area network?
- What is the proportion of central government organizations with a web presence?
- What is the proportion of central government organizations with a social media presence?
- What is the proportion of central government organizations releasing data in open formats (either at the national open data portal or in their own open data portal)?
- What percentage of your GDP is allocated for e-government at the national level?
- What percentage of your GDP is allocated for R&D (Research and Development) purposes?

**Institutional Framework (National level) (where available, please specify URLs or attach relevant documents)**

- Please provide the name of the government authority (department or ministry) in charge of e-Government/Digital Government. What is its positioning within the government?
- Does your country have a Chief Information Officer (CIO), or a similar senior official with a leadership role, to manage national cross-agency e-Government programs/projects?
- Is your government offering or planning to offer support to other countries in the area of e-Government?

Please provide details and contact point if possible.

Others (where available, please specify URLs or attach relevant documents)

- Is ICT training provided to civil servants to promote digital literacy and improve service delivery?
- Do you systematically collect large amount of digital data (social media data, IoT sensors, etc.) for public policy design or implementation? If so, do you utilize big data analytics technology in policy-making cycle?
- Do you utilize artificial intelligence, Internet of Things (IoT), blockchain, robotics, or other new and emerging technologies in delivering and managing online services? Please provide details.
- Do you have a digital ID system? Please provide details Does it target a specific segment of the population?
- In which area does your government plan to expand e-Government?

**Please select whichever applies:**

- I did not have the full information to respond to this questionnaire
- This questionnaire did not apply to my country but I did my best to respond to most questions.
- I mostly provided my own opinion/assessment rather than official information.
- Other:

**Please provide additional information and/or data or docs that in your view are relevant for this questionnaire:**

Contact details:

- Name:
- Job title:
- Email:
- Department/Organization:
- Country:
- Date Submitted:

## Responding Member States

Afghanistan	Japan	Republic of Korea
Albania	Jordan	Republic of Moldova
Argentina	Kazakhstan	Romania
Armenia	Latvia	Russian Federation
Australia	Lebanon	Rwanda
Austria	Liechtenstein	Samoa
Azerbaijan	Lithuania	Saudi Arabia
Bahamas	Luxembourg	Serbia
Bahrain	Malawi	Seychelles
Bangladesh	Malaysia	Singapore
Barbados	Malta	Slovakia
Belarus	Marshall Islands	Slovenia
Belgium	Mauritius	Somalia
Brazil	Mexico	South Africa
Bulgaria	Mongolia	Spain
Burundi	Montenegro	Sweden
Cambodia	Morocco	Thailand
Chile	Mozambique	Timor-Leste
Colombia	Myanmar	Togo
Czech Republic	Namibia	Tonga
Denmark	Nauru	Tunisia
Dominican Republic	Netherlands	Turkey
Ecuador	New Zealand	Uganda
Eswatini	Niger	Ukraine
Ethiopia	Norway	United Arab Emirates
Finland	Oman	United Kingdom
Gambia	Panama	Uruguay
Georgia	Papua New Guinea	Uzbekistan
Ghana	Paraguay	Vanuatu
Guatemala	Peru	Viet Nam
Guinea	Philippines	Yemen
Iran	Poland	Zambia
Israel	Portugal	
Italy	Qatar	

## A.9. Local Online Service Index

For the first time, assessment of sub-national or local delivery of e-government services has been carried out through a pilot exercise using a subset of cities/municipalities from each region. An ad-hoc local assessment questionnaire has been used to derive a Local Online Service Index (LOSI).

LOSI is a multi-criteria index that captures e-government development at the local level, by assessing information and services provided by municipalities to citizens through their official websites. LOSI is composed of 60 indicators organized into four criteria: (i) technology, (ii) content provision, (iii) services provision, and (iv) participation and engagement. The technology criterion focuses on the content and services assembled and made available in a municipality/city website. It addresses issues related to ease of navigation, website quality, visual appeal, functionality and reliability.

The focus of the content provision criterion is on the relevance of information provided to the citizens. It assesses the quality, availability, relevance, and concise presentation of specific information provided on a municipality's website. This criterion also assesses issues such as access to contact information about the organizational structure of the municipal government; access to public documents; access to sectorial information such as those on health, education, social security, economy. The presence of website privacy policies is also analyzed, since it has the potential to improve public perception, trust in government, and to enable greater citizen engagement with government.

In the services provision criterion, the focus is on the delivery of fundamental electronic services. This criterion includes aspects of electronic service delivery such as online application and delivery of certificates and licenses, employment search/offer, electronic payments, and the ability of users to apply or register for municipal events or services online, forms and reports submission and registration for services, participation in tenders and e-Procurement. Issues related to electronic authentication are likewise addressed in this criterion. This criterion also covers issues related to different aspects regarding how municipalities respond to citizen email requests for information.

The participation and engagement criterion assesses the existence of relevant online participation and engagement mechanisms and initiatives such as forums, complaint forms, and on-line surveys. Other features considered in this criterion includes the availability of social media features and the possibility to send comments/suggestions/complaints to the concerned local government and more advanced participatory initiatives such as participatory budget, citizen engagement in online deliberations regarding public policies and services, and citizen empowerment through co-designing of policy options and coproduction of service components and delivery modalities.

Each of the 60 indicators is ascribed a "value 1" if it is found in a city/municipality website, "value 0" if it is absent and nothing if it is not applicable. The LOSI value of a municipality is the sum of the values of all the 60 indicators for that municipality.

The 60 indicators utilized are listed below:

<b>Technology</b>
Browser compatibility
Ease of portal finding
Portal loading speed
Mobile device accessibility
Navigability
Internal search mechanism
Internal advanced search mechanism
Alignment with markup validation standards
Alignment with display standards
Alignment with accessibility standards
Customization of display features
Foreign language support
<b>Content Provision</b>
Contact details
Organization structure
Names and contacts about heads of departments
Municipality information
Budget related information

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Information about procurement announcements

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Information about procurement results

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Information about provided services

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Information about municipality partnership with third parties

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Facilitation of free internet access

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Health information

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Environmental information

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Education information

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Social welfare information

---

Sport and culture information

---

Privacy policy

---

Open data policy

---

Open data provision

---

OGD metadata

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Smart cities initiatives

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Use of emergent technologies

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Online user support

---

Guiding information on online services use

---

Links for government agencies

---

Statistical data and studies provision

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Evidence of portal content update

#### **Service Provision**

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Portal authentication

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Personal data accessibility

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Personal data updating

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Municipality responsiveness to emails

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Delay of email response

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Quality of email response

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e-Procurement service

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Police online declaration

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Address change notification

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Online application for residency

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Online building permit

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Online vacancies

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e-Payment

#### **Participation and engagement**

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Real time communication

---

Feedback/complaint submission

---

Online deliberation processes

---

Social networking features

---

Reporting of occurrences in public spaces

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Participatory budgeting

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Participatory land use plan

---

Announcement of upcoming e-participation activities

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Feedback about consultation processes

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The assessment of the 60 indicators for each city/municipality is done by a native speaker of the official language of that city/municipality. Instructions and guidance regarding the assessment process, and about email messages to be sent to the municipality to assess municipalities' responsiveness to email contacts, are provided to the assessors. To ensure validity and comparability of the data collected by the assessors, an expert review of all the data is conducted.

The cities/municipalities assessed are selected based on geographical coverage and population size. All geopolitical regional groups of United Nations Member States are represented. The number of countries included per region is determined based on the percentage of that region's total population in the context of the global population. Where possible, all subregions in a region are covered. Within regions, the countries with the largest population are selected, wherever possible. Where this is not possible, other criteria such as gross domestic product (GDP) and e-government ranking are considered. Within countries, the city with the largest population is selected. City population information are obtained from the United Nations Statistics Division (UNSD) website: (<http://data.un.org/Data.aspx?d=POP&f=tableCode%3A240>).

## A.10. 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>.

Economies are divided according to 2016 GNI per capita, calculated using the World Bank Atlas method. The groups are: low income, US\$1,005 or less; lower middle income, US\$1,006 - \$3,955; upper middle income, US\$3,956 - \$12,235; and high income, US\$12,236 or more<sup>5</sup>. Where data and statistics are reported by income groups, the Survey classifies countries according to the World Bank income classification of high, middle and low-income groups.

For details, see <http://data.worldbank.org/about/country-classifications>.

The lists of least developing countries, landlocked developing countries and small island developing countries were obtained from the United Nations Office of the High Representative for the Least Developed Countries, Landlocked Developing Countries and Small Island Developing States (UN-OHRLS).

For details, see <http://www.unohrls.org/en/ldc/25/>

## A.11. United Nations e-government knowledge base

The Division for Public Institutions and Digital Government (formerly Division for Public Administration and Development Management) of the United Nations Department of Economic and Social Affairs maintains the United Nations e-government knowledge base (egovkb) to provide governments and all stakeholders with easy access to data and information on e-government development.

The egovkb is an interactive online tool to view, sort and download information and datasets in open data formats from the 2018 UN E-Government Survey and as well as previous editions (2003, 2004, 2005, 2008, 2010, 2012, 2014 and 2016). The egovkb also includes advanced research features such as customizable regional and country comparisons, rankings and country profiles.

For more information and details, see the United Nations e-Government Knowledge Base at <https://publicadministration.un.org/egovkb/>

## A.12. Evolving definitions and understanding of e-government and its related development

Sources	Definition
2001 Benchmarking E-government: A Global Perspective (UNDESA, 2001)	E-government is 'a tool for information and service provision to citizens'
2003 World Public Sector Report: E-Government at the Crossroads (UNDESA, 2003)	E-government enhances the capacity of public administration using ICTs to increase the supply of public value (i.e., to deliver the things that people want)
United Nations Global E-Government Readiness Report 2004: Towards Access for Opportunity (UNDESA, 2004)	E-government is defined as the use of all ICTs by government to provide information and services to the public. This is a broader concept than in cases where it refers only to G-2-G networking.
United Nations Global E-Government Readiness Report 2005: From E-Government to E-Inclusion (UNDESA, 2005)	The definition of e-government needs to be enhanced from simply 'government-to-government networking' or 'use of ICTs by governments to provide information and services to the public' to one which encompasses the role of the government in promoting equality and social inclusion.
United Nations E-Government Survey 2008: From E-Government to Connected Governance (UNDESA, 2008)	E-government is the continuous innovation in the delivery of services, public participation and governance through the transformation of external and internal relationships using information technology, especially the Internet.
UN E-Government Survey 2014: E-Government for the Future We Want (UNDESA, 2014)	E-government can be referred to as the use and application of information technologies in public administration to streamline and integrate workflows and processes, to effectively manage data and information, enhance public service delivery, as well as expand communication channels for engagement and empowerment of people.
Organisation for Economic Co-operation and Development (OECD)	E-government is defined as 'the use of information and communications technologies (ICTs), and particularly the Internet, to achieve better government'.
World Bank (WB, 2015)	E-government refers to government agencies' use of information technologies (such as Wide Area Networks, the Internet, and mobile computing) that can transform relations with citizens, businesses, and other arms of government. These technologies can serve a variety of different ends: better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, or more efficient government management. The resulting benefits can be less corruption, increased transparency, greater convenience, revenue growth and/or cost reductions.

Table 1. Country Profiles

Rank	Country	Region	Sub-Region	EGDI 2018	OSI	TII	HCI	Level of Income	LDC	LLDC	SIDS
177	Afghanistan	Asia	Southern Asia	0.2585	0.3056	0.1138	0.3562	Low income	x	x	
74	Albania	Europe	Southern Europe	0.6519	0.7361	0.4318	0.7877	Upper middle income			
130	Algeria	Africa	Northern Africa	0.4227	0.2153	0.3889	0.6640	Upper middle income			
62	Andorra	Europe	Southern Europe	0.6857	0.6042	0.7220	0.7309	High income			
155	Angola	Africa	Middle Africa	0.3376	0.4097	0.0972	0.5060	Lower middle income	x		
90	Antigua and Barbuda	Americas	Caribbean	0.5906	0.4583	0.5617	0.7518	High income			x
43	Argentina	Americas	South America	0.7335	0.7500	0.5927	0.8579	Upper middle income			
87	Armenia	Asia	Western Asia	0.5944	0.5625	0.4660	0.7547	Lower middle income		x	
2	Australia	Oceania	Australia and New Zealand	0.9053	0.9722	0.7436	1.0000	High income			
20	Austria	Europe	Western Europe	0.8301	0.8681	0.7716	0.8505	High income			
70	Azerbaijan	Asia	Western Asia	0.6574	0.7292	0.5062	0.7369	Upper middle income		x	
72	Bahamas	Americas	Caribbean	0.6552	0.7014	0.5393	0.7249	High income			x
26	Bahrain	Asia	Western Asia	0.8116	0.7986	0.8466	0.7897	High income			
115	Bangladesh	Asia	Southern Asia	0.4862	0.7847	0.1976	0.4763	Lower middle income	x		
46	Barbados	Americas	Caribbean	0.7229	0.6667	0.6719	0.8301	High income			x
38	Belarus	Europe	Eastern Europe	0.7641	0.7361	0.6881	0.8681	Upper middle income			
27	Belgium	Europe	Western Europe	0.8080	0.7569	0.6930	0.9740	High income			
132	Belize	Americas	Central America	0.4115	0.3333	0.2247	0.6765	Upper middle income			x
159	Benin	Africa	Western Africa	0.3264	0.4722	0.1418	0.3653	Low income	x		
126	Bhutan	Asia	Southern Asia	0.4274	0.5000	0.3080	0.4743	Lower middle income	x	x	
103	Bolivia(Plurinational State of)	Americas	South America	0.5307	0.5625	0.3148	0.7148	Lower middle income		x	
105	Bosnia and Herzegovina	Europe	Southern Europe	0.5303	0.4306	0.4385	0.7217	Upper middle income			
127	Botswana	Africa	Southern Africa	0.4253	0.2083	0.3982	0.6694	Upper middle income		x	
44	Brazil	Americas	South America	0.7327	0.9236	0.5220	0.7525	Upper middle income			
59	Brunei Darussalam	Asia	South-Eastern Asia	0.6923	0.7222	0.6066	0.7480	High income			
47	Bulgaria	Europe	Eastern Europe	0.7177	0.7639	0.5785	0.8106	Upper middle income			
165	Burkina Faso	Africa	Western Africa	0.3016	0.5347	0.1603	0.2097	Low income	x	x	
166	Burundi	Africa	Eastern Africa	0.2985	0.3056	0.0786	0.5113	Low income	x	x	
145	Cambodia	Asia	South-Eastern Asia	0.3753	0.2500	0.3132	0.5626	Lower middle income	x		
136	Cameroon	Africa	Middle Africa	0.3997	0.4583	0.1790	0.5618	Lower middle income			
23	Canada	Americas	Northern America	0.8258	0.9306	0.6724	0.8744	High income			
112	Cabo Verde	Africa	Western Africa	0.4980	0.4861	0.3926	0.6152	Lower middle income			x



Table 1. Country Profiles (continued)

Rank	Country	Region	Sub-Region	EGDI 2018	OSI	TII	HCI	Level of Income	LDC	LLDC	SIDS
188	Central African Republic	Africa	Middle Africa	0.1584	0.2083	0.0322	0.2347	Low income	x	x	
190	Chad	Africa	Middle Africa	0.1257	0.1458	0.0669	0.1644	Low income	x	x	
42	Chile	Americas	South America	0.7350	0.8333	0.5377	0.8339	High income			
65	China	Asia	Eastern Asia	0.6811	0.8611	0.4735	0.7088	Upper middle income			
61	Colombia	Americas	South America	0.6871	0.8819	0.4412	0.7382	Upper middle income			
182	Comoros	Africa	Eastern Africa	0.2336	0.0972	0.0871	0.5166	Low income	x		x
164	Congo	Africa	Middle Africa	0.3024	0.1667	0.1889	0.5515	Lower middle income			
56	Costa Rica	Americas	Central America	0.7004	0.6736	0.6343	0.7933	Upper middle income			
172	Côte d'Ivoire	Africa	Western Africa	0.2776	0.2222	0.2748	0.3357	Lower middle income			
55	Croatia	Europe	Southern Europe	0.7018	0.6806	0.6051	0.8196	Upper middle income			
134	Cuba	Americas	Caribbean	0.4101	0.2986	0.1455	0.7862	Upper middle income			x
36	Cyprus	Asia	Western Asia	0.7736	0.7847	0.7279	0.8083	High income			
54	Czech Republic	Europe	Eastern Europe	0.7084	0.6528	0.5971	0.8752	High income			
185	Democratic People's Republic of Korea	Asia	Eastern Asia	0.2159	0.0000	0.0327	0.6150	Low income			
176	Democratic Republic of the Congo	Africa	Middle Africa	0.2612	0.2083	0.0645	0.5108	Low income			x
1	Denmark	Europe	Northern Europe	0.9150	1.0000	0.7978	0.9472	High income			
179	Djibouti	Africa	Eastern Africa	0.2401	0.2917	0.0961	0.3325	Lower middle income	x		
93	Dominica	Americas	Caribbean	0.5794	0.6111	0.4775	0.6497	Upper middle income			x
95	Dominican Republic	Americas	Caribbean	0.5726	0.6597	0.3655	0.6927	Upper middle income			x
84	Ecuador	Americas	South America	0.6129	0.7292	0.3699	0.7395	Upper middle income			
114	Egypt	Africa	Northern Africa	0.4880	0.5347	0.3222	0.6072	Lower middle income			
100	El Salvador	Americas	Central America	0.5469	0.6250	0.3810	0.6348	Lower middle income			
184	Equatorial Guinea	Africa	Middle Africa	0.2298	0.0486	0.1010	0.5397	Upper middle income			
189	Eritrea	Africa	Eastern Africa	0.1337	0.0833	0.0000	0.3179	Low income			x
16	Estonia	Europe	Northern Europe	0.8486	0.9028	0.7613	0.8818	High income			
141	Eswatini	Africa	Southern Africa	0.3820	0.3750	0.1772	0.5939	Lower middle income			x
151	Ethiopia	Africa	Eastern Africa	0.3463	0.6319	0.0976	0.3094	Low income	x		
102	Fiji	Oceania	Melanesia	0.5348	0.4583	0.3562	0.7899	Upper middle income			x
6	Finland	Europe	Northern Europe	0.8815	0.9653	0.7284	0.9509	High income			
9	France	Europe	Western Europe	0.8790	0.9792	0.7979	0.8598	High income			
125	Gabon	Africa	Middle Africa	0.4313	0.2292	0.4250	0.6398	Upper middle income			

Table 1. Country Profiles (continued)

Rank	Country	Region	Sub-Region	EGDI 2018	OSI	TII	HCI	Level of Income	LDC	LLDC	SIDS
168	Gambia	Africa	Western Africa	0.2958	0.2708	0.2627	0.3539	Low income	x		
60	Georgia	Asia	Western Asia	0.6893	0.6944	0.5403	0.8333	Lower middle income			
12	Germany	Europe	Western Europe	0.8765	0.9306	0.7952	0.9036	High income			
101	Ghana	Africa	Western Africa	0.5390	0.6944	0.3558	0.5669	Lower middle income			
35	Greece	Europe	Southern Europe	0.7833	0.8194	0.6439	0.8867	High income			
89	Grenada	Americas	Caribbean	0.5930	0.4931	0.4658	0.8202	Upper middle income			x
113	Guatemala	Americas	Central America	0.4974	0.6458	0.2941	0.5524	Lower middle income			
181	Guinea	Africa	Western Africa	0.2348	0.3125	0.1513	0.2406	Low income	x		
187	Guinea-Bissau	Africa	Western Africa	0.1887	0.0764	0.1028	0.3869	Low income	x		x
124	Guyana	Americas	South America	0.4316	0.4306	0.2541	0.6102	Upper middle income			x
163	Haiti	Americas	Caribbean	0.3047	0.4444	0.1078	0.3620	Low income	x		x
123	Honduras	Americas	Central America	0.4474	0.5139	0.2268	0.6015	Lower middle income			
45	Hungary	Europe	Eastern Europe	0.7265	0.7361	0.6071	0.8364	High income			
19	Iceland	Europe	Northern Europe	0.8316	0.7292	0.8292	0.9365	High income			
96	India	Asia	Southern Asia	0.5669	0.9514	0.2009	0.5484	Lower middle income			
107	Indonesia	Asia	South-Eastern Asia	0.5258	0.5694	0.3222	0.6857	Lower middle income			
86	Iran (Islamic Republic of)	Asia	Southern Asia	0.6083	0.6319	0.4566	0.7364	Upper middle income			
155	Iraq	Asia	Western Asia	0.3376	0.3194	0.1840	0.5094	Upper middle income			
22	Ireland	Europe	Northern Europe	0.8287	0.8264	0.6970	0.9626	High income			
31	Israel	Asia	Western Asia	0.7998	0.8264	0.7095	0.8635	High income			
24	Italy	Europe	Southern Europe	0.8209	0.9514	0.6771	0.8341	High income			
118	Jamaica	Americas	Caribbean	0.4697	0.3194	0.3941	0.6957	Upper middle income			x
10	Japan	Asia	Eastern Asia	0.8783	0.9514	0.8406	0.8428	High income			
98	Jordan	Asia	Western Asia	0.5575	0.4931	0.4406	0.7387	Lower middle income			
39	Kazakhstan	Asia	Central Asia	0.7597	0.8681	0.5723	0.8388	Upper middle income			x
122	Kenya	Africa	Eastern Africa	0.4541	0.6250	0.1901	0.5472	Lower middle income			
153	Kiribati	Oceania	Micronesia	0.3450	0.2986	0.0773	0.6591	Lower middle income	x		x
41	Kuwait	Asia	Western Asia	0.7388	0.7917	0.7394	0.6852	High income			
91	Kyrgyzstan	Asia	Central Asia	0.5835	0.6458	0.3418	0.7628	Lower middle income			x
162	"Lao People's Democratic Republic"	Asia	South-Eastern Asia	0.3056	0.1667	0.2246	0.5254	Lower middle income	x		x
57	Latvia	Europe	Northern Europe	0.6996	0.6667	0.6188	0.8132	High income			

Table 1. Country Profiles (continued)

Rank	Country	Region	Sub-Region	EGDI 2018	OSI	TII	HCI	Level of Income	LDC	LLDC	SIDS
99	Lebanon	Asia	Western Asia	0.5530	0.4722	0.5219	0.6649	Upper middle income			
167	Lesotho	Africa	Southern Africa	0.2968	0.1111	0.2468	0.5324	Lower middle income	x		x
173	Liberia	Africa	Western Africa	0.2737	0.3403	0.1036	0.3772	Low income		x	
140	Libya	Africa	Northern Africa	0.3833	0.0972	0.3353	0.7173	Upper middle income			
25	Liechtenstein	Europe	Western Europe	0.8204	0.7986	0.8389	0.8237	High income			
40	Lithuania	Europe	Northern Europe	0.7534	0.7986	0.6293	0.8323	High income			
18	Luxembourg	Europe	Western Europe	0.8334	0.9236	0.7964	0.7803	High income			
170	Madagascar	Africa	Eastern Africa	0.2792	0.3056	0.0499	0.4822	Low income	x		
175	Malawi	Africa	Eastern Africa	0.2708	0.2569	0.0834	0.4720	Low income		x	
48	Malaysia	Asia	South-Eastern Asia	0.7174	0.8889	0.5647	0.6987	Upper middle income			
97	Maldives	Asia	Southern Asia	0.5615	0.4931	0.5159	0.6754	Upper middle income			x
178	Mali	Africa	Western Africa	0.2424	0.2639	0.2074	0.2558	Low income	x		x
30	Malta	Europe	Southern Europe	0.8011	0.8403	0.7657	0.7973	High income			
149	Marshall Islands	Oceania	Micronesia	0.3543	0.2292	0.1037	0.7301	Upper middle income			x
183	Mauritania	Africa	Western Africa	0.2314	0.1597	0.1878	0.3467	Lower middle income	x		
66	Mauritius	Africa	Eastern Africa	0.6678	0.7292	0.5435	0.7308	Upper middle income			x
64	Mexico	Americas	Central America	0.6818	0.9236	0.4173	0.7044	Upper middle income			
161	Micronesia	Oceania	Micronesia	0.3155	0.1458	0.1118	0.6889	Lower middle income			x
28	Monaco	Europe	Western Europe	0.8050	0.6250	1.0000	0.7901	High income			
92	Mongolia	Asia	Eastern Asia	0.5824	0.5972	0.3602	0.7899	Lower middle income			x
58	Montenegro	Europe	Southern Europe	0.6966	0.6667	0.6059	0.8172	Upper middle income			
110	Morocco	Africa	Northern Africa	0.5214	0.6667	0.3697	0.5278	Lower middle income			
160	Mozambique	Africa	Eastern Africa	0.3195	0.4236	0.1398	0.3951	Low income	x		
157	Myanmar	Asia	South-Eastern Asia	0.3328	0.2292	0.2565	0.5127	Lower middle income	x		
121	Namibia	Africa	Southern Africa	0.4554	0.4514	0.3299	0.5850	Upper middle income			
158	Nauru	Oceania	Micronesia	0.3324	0.1319	0.3033	0.5619	Upper middle income			x
117	Nepal	Asia	Southern Asia	0.4748	0.6875	0.2413	0.4957	Low income		x	
13	Netherlands	Europe	Western Europe	0.8757	0.9306	0.7758	0.9206	High income			
8	New Zealand	Oceania	Australia and New Zealand	0.8806	0.9514	0.7455	0.9450	High income			
129	Nicaragua	Americas	Central America	0.4233	0.4028	0.2825	0.5847	Lower middle income			
192	Niger	Africa	Western Africa	0.1095	0.1597	0.0795	0.0894	Low income	x		x
143	Nigeria	Africa	Western Africa	0.3807	0.5278	0.1883	0.4261	Lower middle income			

Table 1. Country Profiles (continued)

Rank	Country	Region	Sub-Region	EGDI 2018	OSI	TII	HCI	Level of Income	LDC	LLDC	SIDS
14	Norway	Europe	Northern Europe	0.8557	0.9514	0.7131	0.9025	High income			
63	Oman	Asia	Western Asia	0.6846	0.8125	0.5399	0.7013	High income			
148	Pakistan	Asia	Southern Asia	0.3566	0.5486	0.1529	0.3682	Lower middle income			
111	Palau	Oceania	Micronesia	0.5024	0.3264	0.3346	0.8462	High income			x
85	Panama	Americas	Central America	0.6092	0.6597	0.4543	0.7137	Upper middle income			
171	Papua New Guinea	Oceania	Melanesia	0.2787	0.2708	0.0875	0.4778	Lower middle income			x
108	Paraguay	Americas	South America	0.5255	0.5556	0.3507	0.6701	Upper middle income		x	
77	Peru	Americas	South America	0.6461	0.8194	0.3913	0.7276	Upper middle income			
75	Philippines	Asia	South-Eastern Asia	0.6512	0.8819	0.3547	0.7171	Lower middle income			
33	Poland	Europe	Eastern Europe	0.7926	0.9306	0.5805	0.8668	High income			
29	Portugal	Europe	Southern Europe	0.8031	0.9306	0.6617	0.8170	High income			
51	Qatar	Asia	Western Asia	0.7132	0.7917	0.6797	0.6683	High income			
3	Republic of Korea	Asia	Eastern Asia	0.9010	0.9792	0.8496	0.8743	High income			
69	Republic of Moldova	Europe	Eastern Europe	0.6590	0.7708	0.4787	0.7274	Lower middle income		x	
67	Romania	Europe	Eastern Europe	0.6671	0.6597	0.5471	0.7944	Upper middle income			
32	Russian Federation	Europe	Eastern Europe	0.7969	0.9167	0.6219	0.8522	Upper middle income			
120	Rwanda	Africa	Eastern Africa	0.4590	0.7222	0.1733	0.4815	Low income		x	
71	Saint Kittis and Nevis	Americas	Caribbean	0.6554	0.5347	0.6825	0.7491	High income			x
119	Saint Lucia	Americas	Caribbean	0.4660	0.2847	0.4110	0.7022	Upper middle income			x
104	"Saint Vincent and the Grenadines"	Americas	Caribbean	0.5306	0.4514	0.4583	0.6820	Upper middle income			x
128	Samoa	Oceania	Polynesia	0.4236	0.3403	0.2064	0.7241	Upper middle income			x
76	San Marino	Europe	Southern Europe	0.6471	0.4236	0.7075	0.8102	High income			
154	Sao Tome and Principe	Africa	Middle Africa	0.3424	0.1389	0.3053	0.5830	Lower middle income		x	
52	Saudi Arabia	Asia	Western Asia	0.7119	0.7917	0.5339	0.8101	High income			
150	Senegal	Africa	Western Africa	0.3486	0.4792	0.2240	0.3427	Low income			x
49	Serbia	Europe	Southern Europe	0.7155	0.7361	0.6208	0.7896	Upper middle income			
83	Seychelles	Africa	Eastern Africa	0.6163	0.6181	0.5008	0.7299	High income			x
174	Sierra Leone	Africa	Western Africa	0.2717	0.3472	0.1597	0.3081	Low income		x	
7	Singapore	Asia	South-Eastern Asia	0.8812	0.9861	0.8019	0.8557	High income			x
49	Slovakia	Europe	Eastern Europe	0.7155	0.7361	0.5964	0.8141	High income			
37	Slovenia	Europe	Southern Europe	0.7714	0.7986	0.6232	0.8923	High income			

Table 1. Country Profiles (continued)

Rank	Country	Region	Sub-Region	EGDI 2018	OSI	TII	HCI	Level of Income	LDC	LLDC	SIDS
169	Solomon Islands	Oceania	Melanesia	0.2816	0.2431	0.1285	0.4732	Lower middle income	x		x
193	Somalia	Africa	Eastern Africa	0.0566	0.1111	0.0586	0.0000	Low income	x		
68	South Africa	Africa	Southern Africa	0.6618	0.8333	0.4231	0.7291	Upper middle income			
191	South Sudan	Africa	Eastern Africa	0.1214	0.1111	0.0262	0.2269	Low income	x	x	
17	Spain	Europe	Southern Europe	0.8415	0.9375	0.6986	0.8885	High income			
94	Sri Lanka	Asia	Southern Asia	0.5751	0.6667	0.3136	0.7451	Lower middle income			
180	Sudan	Africa	Northern Africa	0.2394	0.1528	0.1780	0.3873	Lower middle income	x		
116	Suriname	Americas	South America	0.4773	0.2917	0.4595	0.6808	Upper middle income			x
5	Sweden	Europe	Northern Europe	0.8882	0.9444	0.7835	0.9366	High income			
15	Switzerland	Europe	Western Europe	0.8520	0.8472	0.8428	0.8660	High income			
152	Syrian Arab Republic	Asia	Western Asia	0.3459	0.2986	0.2532	0.4860	Lower middle income			
131	Tajikistan	Asia	Central Asia	0.4220	0.3403	0.2254	0.7002	Lower middle income		x	
73	Thailand	Asia	South-Eastern Asia	0.6543	0.6389	0.5338	0.7903	Upper middle income			
79	The former Yugoslav Republic of Macedonia	Europe	Southern Europe	0.6312	0.7153	0.4859	0.6924	Upper middle income		x	
142	Timor-Leste	Asia	South-Eastern Asia	0.3816	0.3125	0.2937	0.5387	Lower middle income	x		x
138	Togo	Africa	Western Africa	0.3989	0.5556	0.1353	0.5058	Low income	x		
109	Tonga	Oceania	Polynesia	0.5237	0.4722	0.2951	0.8039	Upper middle income			x
78	Trinidad and Tobago	Americas	Caribbean	0.6440	0.6389	0.5735	0.7195	High income			x
80	Tunisia	Africa	Northern Africa	0.6254	0.8056	0.4066	0.6640	Lower middle income			
53	Turkey	Asia	Western Asia	0.7112	0.8889	0.4298	0.8148	Upper middle income			
147	Turkmenistan	Asia	Central Asia	0.3652	0.1319	0.3011	0.6626	Upper middle income		x	
144	Tuvalu	Oceania	Polynesia	0.3779	0.2222	0.2693	0.6422	Upper middle income	x		x
135	Uganda	Africa	Eastern Africa	0.4055	0.5694	0.1566	0.4906	Low income	x	x	
82	Ukraine	Europe	Eastern Europe	0.6165	0.5694	0.4364	0.8436	Lower middle income			
21	United Arab Emirates	Asia	Western Asia	0.8295	0.9444	0.8564	0.6877	High income			
4	United Kingdom of Great Britain and Northern Ireland	Europe	Northern Europe	0.8999	0.9792	0.8004	0.9200	High income			
139	United Republic of Tanzania	Africa	Eastern Africa	0.3929	0.5625	0.1403	0.4759	Low income		x	
11	United States of America	Americas	Northern America	0.8769	0.9861	0.7564	0.8883	High income			
34	Uruguay	Americas	South America	0.7858	0.8889	0.6967	0.7719	High income			

Table 1. Country Profiles (continued)

Rank	Country	Region	Sub-Region	EGDI 2018	TII	HCI	Level of Income	LDC	LLDC	SIDS
81	Uzbekistan	Asia	Central Asia	0.6207	0.3307	0.7396	Lower middle income		x	
137	Vanuatu	Oceania	Melanesia	0.3990	0.1920	0.5675	Lower middle income	x		x
106	Venezuela (Bolivian Republic of)	Americas	South America	0.5287	0.4097	0.7615	Upper middle income			
88	Viet Nam	Asia	South-Eastern Asia	0.5931	0.3890	0.6543	Lower middle income			
186	Yemen	Asia	Western Asia	0.2154	0.0972	0.1454	Lower middle income	x		
133	Zambia	Africa	Eastern Africa	0.4111	0.4792	0.1853	Lower middle income	x	x	
146	Zimbabwe	Africa	Eastern Africa	0.3692	0.3264	0.2144	Low income		x	

Table 2. E-Government Development Index (EGDI)

Rank	Country	EGDI Level	EGDI	Online Service Component	Telecomm. Infrastructure Component	Human Capital Component
177	Afghanistan	Middle EGDI	0.2585	0.3056	0.1138	0.3562
74	Albania	High EGDI	0.6519	0.7361	0.4318	0.7877
130	Algeria	Middle EGDI	0.4227	0.2153	0.3889	0.6640
62	Andorra	High EGDI	0.6857	0.6042	0.7220	0.7309
155	Angola	Middle EGDI	0.3376	0.4097	0.0972	0.5060
90	Antigua and Barbuda	High EGDI	0.5906	0.4583	0.5617	0.7518
43	Argentina	High EGDI	0.7335	0.7500	0.5927	0.8579
87	Armenia	High EGDI	0.5944	0.5625	0.4660	0.7547
2	Australia	Very High EGDI	0.9053	0.9722	0.7436	1.0000
20	Austria	Very High EGDI	0.8301	0.8681	0.7716	0.8505
70	Azerbaijan	High EGDI	0.6574	0.7292	0.5062	0.7369
72	Bahamas	High EGDI	0.6552	0.7014	0.5393	0.7249
26	Bahrain	Very High EGDI	0.8116	0.7986	0.8466	0.7897
115	Bangladesh	Middle EGDI	0.4862	0.7847	0.1976	0.4763
46	Barbados	High EGDI	0.7229	0.6667	0.6719	0.8301
38	Belarus	Very High EGDI	0.7641	0.7361	0.6881	0.8681
27	Belgium	Very High EGDI	0.8080	0.7569	0.6930	0.9740
132	Belize	Middle EGDI	0.4115	0.3333	0.2247	0.6765
159	Benin	Middle EGDI	0.3264	0.4722	0.1418	0.3653
126	Bhutan	Middle EGDI	0.4274	0.5000	0.3080	0.4743
103	Bolivia(Plurinational State of)	High EGDI	0.5307	0.5625	0.3148	0.7148
105	Bosnia and Herzegovina	High EGDI	0.5303	0.4306	0.4385	0.7217
127	Botswana	Middle EGDI	0.4253	0.2083	0.3982	0.6694
44	Brazil	High EGDI	0.7327	0.9236	0.5220	0.7525
59	Brunei Darussalam	High EGDI	0.6923	0.7222	0.6066	0.7480
47	Bulgaria	High EGDI	0.7177	0.7639	0.5785	0.8106
165	Burkina Faso	Middle EGDI	0.3016	0.5347	0.1603	0.2097
166	Burundi	Middle EGDI	0.2985	0.3056	0.0786	0.5113
145	Cambodia	Middle EGDI	0.3753	0.2500	0.3132	0.5626
136	Cameroon	Middle EGDI	0.3997	0.4583	0.1790	0.5618
23	Canada	Very High EGDI	0.8258	0.9306	0.6724	0.8744
112	Cabo Verde	Middle EGDI	0.4980	0.4861	0.3926	0.6152
188	Central African Republic	Low EGDI	0.1584	0.2083	0.0322	0.2347
190	Chad	Low EGDI	0.1257	0.1458	0.0669	0.1644
42	Chile	High EGDI	0.7350	0.8333	0.5377	0.8339
65	China	High EGDI	0.6811	0.8611	0.4735	0.7088
61	Colombia	High EGDI	0.6871	0.8819	0.4412	0.7382
182	Comoros	Low EGDI	0.2336	0.0972	0.0871	0.5166
164	Congo	Middle EGDI	0.3024	0.1667	0.1889	0.5515
56	Costa Rica	High EGDI	0.7004	0.6736	0.6343	0.7933
172	Côte d'Ivoire	Middle EGDI	0.2776	0.2222	0.2748	0.3357
55	Croatia	High EGDI	0.7018	0.6806	0.6051	0.8196

Table 2. E-Government Development Index (EGDI) (continued)

Rank	Country	EGDI Level	EGDI	Online Service Component	Telecomm. Infrastructure Component	Human Capital Component
134	Cuba	Middle EGDI	0.4101	0.2986	0.1455	0.7862
36	Cyprus	Very High EGDI	0.7736	0.7847	0.7279	0.8083
54	Czech Republic	High EGDI	0.7084	0.6528	0.5971	0.8752
185	Democratic People's Republic of Korea	Low EGDI	0.2159	0.0000	0.0327	0.6150
176	Democratic Republic of the Congo	Middle EGDI	0.2612	0.2083	0.0645	0.5108
1	Denmark	Very High EGDI	0.9150	1.0000	0.7978	0.9472
179	Djibouti	Low EGDI	0.2401	0.2917	0.0961	0.3325
93	Dominica	High EGDI	0.5794	0.6111	0.4775	0.6497
95	Dominican Republic	High EGDI	0.5726	0.6597	0.3655	0.6927
84	Ecuador	High EGDI	0.6129	0.7292	0.3699	0.7395
114	Egypt	Middle EGDI	0.4880	0.5347	0.3222	0.6072
100	El Salvador	High EGDI	0.5469	0.6250	0.3810	0.6348
184	Equatorial Guinea	Low EGDI	0.2298	0.0486	0.1010	0.5397
189	Eritrea	Low EGDI	0.1337	0.0833	0.0000	0.3179
16	Estonia	Very High EGDI	0.8486	0.9028	0.7613	0.8818
141	Eswatini	Middle EGDI	0.3820	0.3750	0.1772	0.5939
151	Ethiopia	Middle EGDI	0.3463	0.6319	0.0976	0.3094
102	Fiji	High EGDI	0.5348	0.4583	0.3562	0.7899
6	Finland	Very High EGDI	0.8815	0.9653	0.7284	0.9509
9	France	Very High EGDI	0.8790	0.9792	0.7979	0.8598
125	Gabon	Middle EGDI	0.4313	0.2292	0.4250	0.6398
168	Gambia	Middle EGDI	0.2958	0.2708	0.2627	0.3539
60	Georgia	High EGDI	0.6893	0.6944	0.5403	0.8333
12	Germany	Very High EGDI	0.8765	0.9306	0.7952	0.9036
101	Ghana	High EGDI	0.5390	0.6944	0.3558	0.5669
35	Greece	Very High EGDI	0.7833	0.8194	0.6439	0.8867
89	Grenada	High EGDI	0.5930	0.4931	0.4658	0.8202
113	Guatemala	Middle EGDI	0.4974	0.6458	0.2941	0.5524
181	Guinea	Low EGDI	0.2348	0.3125	0.1513	0.2406
187	Guinea-Bissau	Low EGDI	0.1887	0.0764	0.1028	0.3869
124	Guyana	Middle EGDI	0.4316	0.4306	0.2541	0.6102
163	Haiti	Middle EGDI	0.3047	0.4444	0.1078	0.3620
123	Honduras	Middle EGDI	0.4474	0.5139	0.2268	0.6015
45	Hungary	High EGDI	0.7265	0.7361	0.6071	0.8364
19	Iceland	Very High EGDI	0.8316	0.7292	0.8292	0.9365
96	India	High EGDI	0.5669	0.9514	0.2009	0.5484
107	Indonesia	High EGDI	0.5258	0.5694	0.3222	0.6857
86	Iran (Islamic Republic of)	High EGDI	0.6083	0.6319	0.4566	0.7364
155	Iraq	Middle EGDI	0.3376	0.3194	0.1840	0.5094
22	Ireland	Very High EGDI	0.8287	0.8264	0.6970	0.9626
31	Israel	Very High EGDI	0.7998	0.8264	0.7095	0.8635



Table 2. E-Government Development Index (EGDI) (continued)

Rank	Country	EGDI Level	EGDI	Online Service Component	Telecomm. Infrastructure Component	Human Capital Component
24	Italy	Very High EGDI	0.8209	0.9514	0.6771	0.8341
118	Jamaica	Middle EGDI	0.4697	0.3194	0.3941	0.6957
10	Japan	Very High EGDI	0.8783	0.9514	0.8406	0.8428
98	Jordan	High EGDI	0.5575	0.4931	0.4406	0.7387
39	Kazakhstan	Very High EGDI	0.7597	0.8681	0.5723	0.8388
122	Kenya	Middle EGDI	0.4541	0.6250	0.1901	0.5472
153	Kiribati	Middle EGDI	0.3450	0.2986	0.0773	0.6591
41	Kuwait	High EGDI	0.7388	0.7917	0.7394	0.6852
91	Kyrgyzstan	High EGDI	0.5835	0.6458	0.3418	0.7628
162	Lao People's Democratic Republic	Middle EGDI	0.3056	0.1667	0.2246	0.5254
57	Latvia	High EGDI	0.6996	0.6667	0.6188	0.8132
99	Lebanon	High EGDI	0.5530	0.4722	0.5219	0.6649
167	Lesotho	Middle EGDI	0.2968	0.1111	0.2468	0.5324
173	Liberia	Middle EGDI	0.2737	0.3403	0.1036	0.3772
140	Libya	Middle EGDI	0.3833	0.0972	0.3353	0.7173
25	Liechtenstein	Very High EGDI	0.8204	0.7986	0.8389	0.8237
40	Lithuania	Very High EGDI	0.7534	0.7986	0.6293	0.8323
18	Luxembourg	Very High EGDI	0.8334	0.9236	0.7964	0.7803
170	Madagascar	Middle EGDI	0.2792	0.3056	0.0499	0.4822
175	Malawi	Middle EGDI	0.2708	0.2569	0.0834	0.4720
48	Malaysia	High EGDI	0.7174	0.8889	0.5647	0.6987
97	Maldives	High EGDI	0.5615	0.4931	0.5159	0.6754
178	Mali	Low EGDI	0.2424	0.2639	0.2074	0.2558
30	Malta	Very High EGDI	0.8011	0.8403	0.7657	0.7973
149	Marshall Islands	Middle EGDI	0.3543	0.2292	0.1037	0.7301
183	Mauritania	Low EGDI	0.2314	0.1597	0.1878	0.3467
66	Mauritius	High EGDI	0.6678	0.7292	0.5435	0.7308
64	Mexico	High EGDI	0.6818	0.9236	0.4173	0.7044
161	Micronesia	Middle EGDI	0.3155	0.1458	0.1118	0.6889
28	Monaco	Very High EGDI	0.8050	0.6250	1.0000	0.7901
92	Mongolia	High EGDI	0.5824	0.5972	0.3602	0.7899
58	Montenegro	High EGDI	0.6966	0.6667	0.6059	0.8172
110	Morocco	High EGDI	0.5214	0.6667	0.3697	0.5278
160	Mozambique	Middle EGDI	0.3195	0.4236	0.1398	0.3951
157	Myanmar	Middle EGDI	0.3328	0.2292	0.2565	0.5127
121	Namibia	Middle EGDI	0.4554	0.4514	0.3299	0.5850
158	Nauru	Middle EGDI	0.3324	0.1319	0.3033	0.5619
117	Nepal	Middle EGDI	0.4748	0.6875	0.2413	0.4957
13	Netherlands	Very High EGDI	0.8757	0.9306	0.7758	0.9206
8	New Zealand	Very High EGDI	0.8806	0.9514	0.7455	0.9450
129	Nicaragua	Middle EGDI	0.4233	0.4028	0.2825	0.5847
192	Niger	Low EGDI	0.1095	0.1597	0.0795	0.0894

Table 2. E-Government Development Index (EGDI) (continued)

Rank	Country	EGDI Level	EGDI	Online Service Component	Telecomm. Infrastructure Component	Human Capital Component
143	Nigeria	Middle EGDI	0.3807	0.5278	0.1883	0.4261
14	Norway	Very High EGDI	0.8557	0.9514	0.7131	0.9025
63	Oman	High EGDI	0.6846	0.8125	0.5399	0.7013
148	Pakistan	Middle EGDI	0.3566	0.5486	0.1529	0.3682
111	Palau	High EGDI	0.5024	0.3264	0.3346	0.8462
85	Panama	High EGDI	0.6092	0.6597	0.4543	0.7137
171	Papua New Guinea	Middle EGDI	0.2787	0.2708	0.0875	0.4778
108	Paraguay	High EGDI	0.5255	0.5556	0.3507	0.6701
77	Peru	High EGDI	0.6461	0.8194	0.3913	0.7276
75	Philippines	High EGDI	0.6512	0.8819	0.3547	0.7171
33	Poland	Very High EGDI	0.7926	0.9306	0.5805	0.8668
29	Portugal	Very High EGDI	0.8031	0.9306	0.6617	0.8170
51	Qatar	High EGDI	0.7132	0.7917	0.6797	0.6683
3	Republic of Korea	Very High EGDI	0.9010	0.9792	0.8496	0.8743
69	Republic of Moldova	High EGDI	0.6590	0.7708	0.4787	0.7274
67	Romania	High EGDI	0.6671	0.6597	0.5471	0.7944
32	Russian Federation	Very High EGDI	0.7969	0.9167	0.6219	0.8522
120	Rwanda	Middle EGDI	0.4590	0.7222	0.1733	0.4815
71	Saint Kittis and Nevis	High EGDI	0.6554	0.5347	0.6825	0.7491
119	Saint Lucia	Middle EGDI	0.4660	0.2847	0.4110	0.7022
104	Saint Vincent and the Grenadines	High EGDI	0.5306	0.4514	0.4583	0.6820
128	Samoa	Middle EGDI	0.4236	0.3403	0.2064	0.7241
76	San Marino	High EGDI	0.6471	0.4236	0.7075	0.8102
154	Sao Tome and Principe	Middle EGDI	0.3424	0.1389	0.3053	0.5830
52	Saudi Arabia	High EGDI	0.7119	0.7917	0.5339	0.8101
150	Senegal	Middle EGDI	0.3486	0.4792	0.2240	0.3427
49	Serbia	High EGDI	0.7155	0.7361	0.6208	0.7896
83	Seychelles	High EGDI	0.6163	0.6181	0.5008	0.7299
174	Sierra Leone	Middle EGDI	0.2717	0.3472	0.1597	0.3081
7	Singapore	Very High EGDI	0.8812	0.9861	0.8019	0.8557
49	Slovakia	High EGDI	0.7155	0.7361	0.5964	0.8141
37	Slovenia	Very High EGDI	0.7714	0.7986	0.6232	0.8923
169	Solomon Islands	Middle EGDI	0.2816	0.2431	0.1285	0.4732
193	Somalia	Low EGDI	0.0566	0.1111	0.0586	0.0000
68	South Africa	High EGDI	0.6618	0.8333	0.4231	0.7291
191	South Sudan	Low EGDI	0.1214	0.1111	0.0262	0.2269
17	Spain	Very High EGDI	0.8415	0.9375	0.6986	0.8885
94	Sri Lanka	High EGDI	0.5751	0.6667	0.3136	0.7451
180	Sudan	Low EGDI	0.2394	0.1528	0.1780	0.3873
116	Suriname	Middle EGDI	0.4773	0.2917	0.4595	0.6808
5	Sweden	Very High EGDI	0.8882	0.9444	0.7835	0.9366
15	Switzerland	Very High EGDI	0.8520	0.8472	0.8428	0.8660

Table 2. E-Government Development Index (EGDI) (continued)

Rank	Country	EGDI Level	EGDI	Online Service Component	Telecomm. Infrastructure Component	Human Capital Component
152	Syrian Arab Republic	Middle EGDI	0.3459	0.2986	0.2532	0.4860
131	Tajikistan	Middle EGDI	0.4220	0.3403	0.2254	0.7002
73	Thailand	High EGDI	0.6543	0.6389	0.5338	0.7903
79	The former Yugoslav Republic of Macedonia	High EGDI	0.6312	0.7153	0.4859	0.6924
142	Timor-Leste	Middle EGDI	0.3816	0.3125	0.2937	0.5387
138	Togo	Middle EGDI	0.3989	0.5556	0.1353	0.5058
109	Tonga	High EGDI	0.5237	0.4722	0.2951	0.8039
78	Trinidad and Tobago	High EGDI	0.6440	0.6389	0.5735	0.7195
80	Tunisia	High EGDI	0.6254	0.8056	0.4066	0.6640
53	Turkey	High EGDI	0.7112	0.8889	0.4298	0.8148
147	Turkmenistan	Middle EGDI	0.3652	0.1319	0.3011	0.6626
144	Tuvalu	Middle EGDI	0.3779	0.2222	0.2693	0.6422
135	Uganda	Middle EGDI	0.4055	0.5694	0.1566	0.4906
82	Ukraine	High EGDI	0.6165	0.5694	0.4364	0.8436
21	United Arab Emirates	Very High EGDI	0.8295	0.9444	0.8564	0.6877
4	United Kingdom of Great Britain and Northern Ireland	Very High EGDI	0.8999	0.9792	0.8004	0.9200
139	United Republic of Tanzania	Middle EGDI	0.3929	0.5625	0.1403	0.4759
11	United States of America	Very High EGDI	0.8769	0.9861	0.7564	0.8883
34	Uruguay	Very High EGDI	0.7858	0.8889	0.6967	0.7719
81	Uzbekistan	High EGDI	0.6207	0.7917	0.3307	0.7396
137	Vanuatu	Middle EGDI	0.3990	0.4375	0.1920	0.5675
106	Venezuela (Bolivian Republic of)	High EGDI	0.5287	0.4097	0.4148	0.7615
88	Viet Nam	High EGDI	0.5931	0.7361	0.3890	0.6543
186	Yemen	Low EGDI	0.2154	0.0972	0.1454	0.4037
133	Zambia	Middle EGDI	0.4111	0.4792	0.1853	0.5689
146	Zimbabwe	Middle EGDI	0.3692	0.3264	0.2144	0.5668

Table 3. Regional and Economic Groupings for E-Government Development Index (EGDI)

Region	EGDI	Online Service Component	Telecomm. Infrastructure Component	Human Capital Component
Africa	0.3423	0.3633	0.2034	0.4602
Americas	0.5898	0.6095	0.4441	0.7157
Asia	0.5779	0.6216	0.4385	0.6735
Europe	0.7727	0.7946	0.6765	0.8471
Oceania	0.4611	0.3929	0.2825	0.7078
<b>World</b>	<b>0.5491</b>	<b>0.5691</b>	<b>0.4155</b>	<b>0.4155</b>

	EGDI	Online Service Component	Telecomm. Infrastructure Component	Human Capital Component
Small Island Developing States	0.4744	0.4090	0.3460	0.6684
Land Locked Developing Countries	0.4100	0.4481	0.2502	0.5318
Least Developed Countries	0.2961	0.3251	0.1521	0.4113

Levels of Income	EGDI	Online Service Component	Telecomm. Infrastructure Component	Human Capital Component
High income	0.7838	0.8120	0.7018	0.8375
Upper middle income	0.5655	0.5479	0.4256	0.7231
Lower middle income	0.4411	0.4688	0.2703	0.5843
Low income	0.2735	0.3329	0.1191	0.3684

Table 4. E-Government Development Index (EGDI) by region - AFRICA

Rank	Country	Sub-Region	EGDI	Online Service Component	Telecomm. Infrastructure Component	Human Capital Component
130	Algeria	Northern Africa	0.4227	0.2153	0.3889	0.6640
155	Angola	Middle Africa	0.3376	0.4097	0.0972	0.5060
159	Benin	Western Africa	0.3264	0.4722	0.1418	0.3653
127	Botswana	Southern Africa	0.4253	0.2083	0.3982	0.6694
165	Burkina Faso	Western Africa	0.3016	0.5347	0.1603	0.2097
166	Burundi	Eastern Africa	0.2985	0.3056	0.0786	0.5113
136	Cameroon	Middle Africa	0.3997	0.4583	0.1790	0.5618
112	Cabo Verde	Western Africa	0.4980	0.4861	0.3926	0.6152
188	Central African Republic	Middle Africa	0.1584	0.2083	0.0322	0.2347
190	Chad	Middle Africa	0.1257	0.1458	0.0669	0.1644
182	Comoros	Eastern Africa	0.2336	0.0972	0.0871	0.5166
164	Congo	Middle Africa	0.3024	0.1667	0.1889	0.5515
172	Côte d'Ivoire	Western Africa	0.2776	0.2222	0.2748	0.3357
176	Democratic Republic of the Congo	Middle Africa	0.2612	0.2083	0.0645	0.5108
179	Djibouti	Eastern Africa	0.2401	0.2917	0.0961	0.3325
114	Egypt	Northern Africa	0.4880	0.5347	0.3222	0.6072
184	Equatorial Guinea	Middle Africa	0.2298	0.0486	0.1010	0.5397
189	Eritrea	Eastern Africa	0.1337	0.0833	0.0000	0.3179
141	Eswatini	Southern Africa	0.3820	0.3750	0.1772	0.5939
151	Ethiopia	Eastern Africa	0.3463	0.6319	0.0976	0.3094
125	Gabon	Middle Africa	0.4313	0.2292	0.4250	0.6398
168	Gambia	Western Africa	0.2958	0.2708	0.2627	0.3539
101	Ghana	Western Africa	0.5390	0.6944	0.3558	0.5669
181	Guinea	Western Africa	0.2348	0.3125	0.1513	0.2406
187	Guinea-Bissau	Western Africa	0.1887	0.0764	0.1028	0.3869
122	Kenya	Eastern Africa	0.4541	0.6250	0.1901	0.5472
167	Lesotho	Southern Africa	0.2968	0.1111	0.2468	0.5324
173	Liberia	Western Africa	0.2737	0.3403	0.1036	0.3772
140	Libya	Northern Africa	0.3833	0.0972	0.3353	0.7173
170	Madagascar	Eastern Africa	0.2792	0.3056	0.0499	0.4822
175	Malawi	Eastern Africa	0.2708	0.2569	0.0834	0.4720
178	Mali	Western Africa	0.2424	0.2639	0.2074	0.2558
183	Mauritania	Western Africa	0.2314	0.1597	0.1878	0.3467
66	Mauritius	Eastern Africa	0.6678	0.7292	0.5435	0.7308
110	Morocco	Northern Africa	0.5214	0.6667	0.3697	0.5278
160	Mozambique	Eastern Africa	0.3195	0.4236	0.1398	0.3951
121	Namibia	Southern Africa	0.4554	0.4514	0.3299	0.5850
192	Niger	Western Africa	0.1095	0.1597	0.0795	0.0894
143	Nigeria	Western Africa	0.3807	0.5278	0.1883	0.4261
120	Rwanda	Eastern Africa	0.4590	0.7222	0.1733	0.4815
154	Sao Tome and Principe	Middle Africa	0.3424	0.1389	0.3053	0.5830

Table 4. E-Government Development Index (EGDI) by region - AFRICA (continued)

Rank	Country	Sub-Region	EGDI	Online Service Component	Telecomm. Infrastructure Component	Human Capital Component
150	Senegal	Western Africa	0.3486	0.4792	0.2240	0.3427
83	Seychelles	Eastern Africa	0.6163	0.6181	0.5008	0.7299
174	Sierra Leone	Western Africa	0.2717	0.3472	0.1597	0.3081
193	Somalia	Eastern Africa	0.0566	0.1111	0.0586	0.0000
68	South Africa	Southern Africa	0.6618	0.8333	0.4231	0.7291
191	South Sudan	Eastern Africa	0.1214	0.1111	0.0262	0.2269
180	Sudan	Northern Africa	0.2394	0.1528	0.1780	0.3873
138	Togo	Western Africa	0.3989	0.5556	0.1353	0.5058
80	Tunisia	Northern Africa	0.6254	0.8056	0.4066	0.6640
135	Uganda	Eastern Africa	0.4055	0.5694	0.1566	0.4906
139	United Republic of Tanzania	Eastern Africa	0.3929	0.5625	0.1403	0.4759
133	Zambia	Eastern Africa	0.4111	0.4792	0.1853	0.5689
146	Zimbabwe	Eastern Africa	0.3692	0.3264	0.2144	0.5668

Table 5. E-Government Development Index (EGDI) by region - AMERICAS

Rank	Country	Sub-Region	EGDI	Online Service Component	Telecomm. Infrastructure Component	Human Capital Component
90	Antigua and Barbuda	Caribbean	0.5906	0.4583	0.5617	0.7518
43	Argentina	South America	0.7335	0.7500	0.5927	0.8579
72	Bahamas	Caribbean	0.6552	0.7014	0.5393	0.7249
46	Barbados	Caribbean	0.7229	0.6667	0.6719	0.8301
132	Belize	Central America	0.4115	0.3333	0.2247	0.6765
103	Bolivia(Plurinational State of)	South America	0.5307	0.5625	0.3148	0.7148
44	Brazil	South America	0.7327	0.9236	0.5220	0.7525
23	Canada	Northern America	0.8258	0.9306	0.6724	0.8744
42	Chile	South America	0.7350	0.8333	0.5377	0.8339
61	Colombia	South America	0.6871	0.8819	0.4412	0.7382
56	Costa Rica	Central America	0.7004	0.6736	0.6343	0.7933
134	Cuba	Caribbean	0.4101	0.2986	0.1455	0.7862
93	Dominica	Caribbean	0.5794	0.6111	0.4775	0.6497
95	Dominican Republic	Caribbean	0.5726	0.6597	0.3655	0.6927
84	Ecuador	South America	0.6129	0.7292	0.3699	0.7395
100	El Salvador	Central America	0.5469	0.6250	0.3810	0.6348
89	Grenada	Caribbean	0.5930	0.4931	0.4658	0.8202
113	Guatemala	Central America	0.4974	0.6458	0.2941	0.5524
124	Guyana	South America	0.4316	0.4306	0.2541	0.6102
163	Haiti	Caribbean	0.3047	0.4444	0.1078	0.3620
123	Honduras	Central America	0.4474	0.5139	0.2268	0.6015
118	Jamaica	Caribbean	0.4697	0.3194	0.3941	0.6957
64	Mexico	Central America	0.6818	0.9236	0.4173	0.7044
129	Nicaragua	Central America	0.4233	0.4028	0.2825	0.5847
85	Panama	Central America	0.6092	0.6597	0.4543	0.7137
108	Paraguay	South America	0.5255	0.5556	0.3507	0.6701
77	Peru	South America	0.6461	0.8194	0.3913	0.7276
71	Saint Kittis and Nevis	Caribbean	0.6554	0.5347	0.6825	0.7491
119	Saint Lucia	Caribbean	0.4660	0.2847	0.4110	0.7022
104	Saint Vincent and the Grenadines	Caribbean	0.5306	0.4514	0.4583	0.6820
116	Suriname	South America	0.4773	0.2917	0.4595	0.6808
78	Trinidad and Tobago	Caribbean	0.6440	0.6389	0.5735	0.7195
11	United States of America	Northern America	0.8769	0.9861	0.7564	0.8883
34	Uruguay	South America	0.7858	0.8889	0.6967	0.7719
106	Venezuela (Bolivian Republic of)	South America	0.5287	0.4097	0.4148	0.7615

Table 6. E-Government Development Index EGDI by region - ASIA

Rank	Country	Sub-Region	EGDI	Online Service Component	Telecomm. Infrastructure Component	Human Capital Component
177	Afghanistan	Southern Asia	0.2585	0.3056	0.1138	0.3562
87	Armenia	Western Asia	0.5944	0.5625	0.4660	0.7547
70	Azerbaijan	Western Asia	0.6574	0.7292	0.5062	0.7369
26	Bahrain	Western Asia	0.8116	0.7986	0.8466	0.7897
115	Bangladesh	Southern Asia	0.4862	0.7847	0.1976	0.4763
126	Bhutan	Southern Asia	0.4274	0.5000	0.3080	0.4743
59	Brunei Darussalam	South-Eastern Asia	0.6923	0.7222	0.6066	0.7480
145	Cambodia	South-Eastern Asia	0.3753	0.2500	0.3132	0.5626
65	China	Eastern Asia	0.6811	0.8611	0.4735	0.7088
36	Cyprus	Western Asia	0.7736	0.7847	0.7279	0.8083
185	Democratic People's Republic of Korea	Eastern Asia	0.2159	0.0000	0.0327	0.6150
60	Georgia	Western Asia	0.6893	0.6944	0.5403	0.8333
96	India	Southern Asia	0.5669	0.9514	0.2009	0.5484
107	Indonesia	South-Eastern Asia	0.5258	0.5694	0.3222	0.6857
86	Iran (Islamic Republic of)	Southern Asia	0.6083	0.6319	0.4566	0.7364
155	Iraq	Western Asia	0.3376	0.3194	0.1840	0.5094
31	Israel	Western Asia	0.7998	0.8264	0.7095	0.8635
10	Japan	Eastern Asia	0.8783	0.9514	0.8406	0.8428
98	Jordan	Western Asia	0.5575	0.4931	0.4406	0.7387
39	Kazakhstan	Central Asia	0.7597	0.8681	0.5723	0.8388
41	Kuwait	Western Asia	0.7388	0.7917	0.7394	0.6852
91	Kyrgyzstan	Central Asia	0.5835	0.6458	0.3418	0.7628
162	Lao People's Democratic Republic	South-Eastern Asia	0.3056	0.1667	0.2246	0.5254
99	Lebanon	Western Asia	0.5530	0.4722	0.5219	0.6649
48	Malaysia	South-Eastern Asia	0.7174	0.8889	0.5647	0.6987
97	Maldives	Southern Asia	0.5615	0.4931	0.5159	0.6754
92	Mongolia	Eastern Asia	0.5824	0.5972	0.3602	0.7899
157	Myanmar	South-Eastern Asia	0.3328	0.2292	0.2565	0.5127
117	Nepal	Southern Asia	0.4748	0.6875	0.2413	0.4957
63	Oman	Western Asia	0.6846	0.8125	0.5399	0.7013
148	Pakistan	Southern Asia	0.3566	0.5486	0.1529	0.3682
75	Philippines	South-Eastern Asia	0.6512	0.8819	0.3547	0.7171
51	Qatar	Western Asia	0.7132	0.7917	0.6797	0.6683
3	Republic of Korea	Eastern Asia	0.9010	0.9792	0.8496	0.8743
52	Saudi Arabia	Western Asia	0.7119	0.7917	0.5339	0.8101
7	Singapore	South-Eastern Asia	0.8812	0.9861	0.8019	0.8557
94	Sri Lanka	Southern Asia	0.5751	0.6667	0.3136	0.7451
152	Syrian Arab Republic	Western Asia	0.3459	0.2986	0.2532	0.4860
131	Tajikistan	Central Asia	0.4220	0.3403	0.2254	0.7002
73	Thailand	South-Eastern Asia	0.6543	0.6389	0.5338	0.7903



Table 6. E-Government Development Index EGDI by region - ASIA (continued)

Rank	Country	Sub-Region	EGDI	Online Service Component	Telecomm. Infrastructure Component	Human Capital Component
142	Timor-Leste	South-Eastern Asia	0.3816	0.3125	0.2937	0.5387
53	Turkey	Western Asia	0.7112	0.8889	0.4298	0.8148
147	Turkmenistan	Central Asia	0.3652	0.1319	0.3011	0.6626
21	United Arab Emirates	Western Asia	0.8295	0.9444	0.8564	0.6877
81	Uzbekistan	Central Asia	0.6207	0.7917	0.3307	0.7396
88	Viet Nam	South-Eastern Asia	0.5931	0.7361	0.3890	0.6543
186	Yemen	Western Asia	0.2154	0.0972	0.1454	0.4037

Table 7. E-Government Development Index EGDI by region - EUROPE

Rank	Country	Sub-Region	EGDI	Online Service Component	Telecomm. Infrastructure Component	Human Capital Component
74	Albania	Southern Europe	0.6519	0.7361	0.4318	0.7877
62	Andorra	Southern Europe	0.6857	0.6042	0.722	0.7309
20	Austria	Western Europe	0.8301	0.8681	0.7716	0.8505
38	Belarus	Eastern Europe	0.7641	0.7361	0.6881	0.8681
27	Belgium	Western Europe	0.808	0.7569	0.693	0.974
105	Bosnia and Herzegovina	Southern Europe	0.5303	0.4306	0.4385	0.7217
47	Bulgaria	Eastern Europe	0.7177	0.7639	0.5785	0.8106
55	Croatia	Southern Europe	0.7018	0.6806	0.6051	0.8196
54	Czech Republic	Eastern Europe	0.7084	0.6528	0.5971	0.8752
1	Denmark	Northern Europe	0.915	1	0.7978	0.9472
16	Estonia	Northern Europe	0.8486	0.9028	0.7613	0.8818
6	Finland	Northern Europe	0.8815	0.9653	0.7284	0.9509
9	France	Western Europe	0.879	0.9792	0.7979	0.8598
12	Germany	Western Europe	0.8765	0.9306	0.7952	0.9036
35	Greece	Southern Europe	0.7833	0.8194	0.6439	0.8867
45	Hungary	Eastern Europe	0.7265	0.7361	0.6071	0.8364
19	Iceland	Northern Europe	0.8316	0.7292	0.8292	0.9365
22	Ireland	Northern Europe	0.8287	0.8264	0.697	0.9626
24	Italy	Southern Europe	0.8209	0.9514	0.6771	0.8341
57	Latvia	Northern Europe	0.6996	0.6667	0.6188	0.8132
25	Liechtenstein	Western Europe	0.8204	0.7986	0.8389	0.8237
40	Lithuania	Northern Europe	0.7534	0.7986	0.6293	0.8323
18	Luxembourg	Western Europe	0.8334	0.9236	0.7964	0.7803
30	Malta	Southern Europe	0.8011	0.8403	0.7657	0.7973
28	Monaco	Western Europe	0.805	0.625	1	0.7901
58	Montenegro	Southern Europe	0.6966	0.6667	0.6059	0.8172
13	Netherlands	Western Europe	0.8757	0.9306	0.7758	0.9206
14	Norway	Northern Europe	0.8557	0.9514	0.7131	0.9025
33	Poland	Eastern Europe	0.7926	0.9306	0.5805	0.8668
29	Portugal	Southern Europe	0.8031	0.9306	0.6617	0.817
69	Republic of Moldova	Eastern Europe	0.659	0.7708	0.4787	0.7274
67	Romania	Eastern Europe	0.6671	0.6597	0.5471	0.7944
32	Russian Federation	Eastern Europe	0.7969	0.9167	0.6219	0.8522
76	San Marino	Southern Europe	0.6471	0.4236	0.7075	0.8102
49	Serbia	Southern Europe	0.7155	0.7361	0.6208	0.7896
49	Slovakia	Eastern Europe	0.7155	0.7361	0.5964	0.8141
37	Slovenia	Southern Europe	0.7714	0.7986	0.6232	0.8923
17	Spain	Southern Europe	0.8415	0.9375	0.6986	0.8885
5	Sweden	Northern Europe	0.8882	0.9444	0.7835	0.9366
15	Switzerland	Western Europe	0.852	0.8472	0.8428	0.866
79	The former Yugoslav Republic of Macedonia	Southern Europe	0.6312	0.7153	0.4859	0.6924

Table 7. E-Government Development Index EGDI by region - EUROPE (continued)

Rank	Country	Sub-Region	EGDI	Online Service Component	Telecomm. Infrastructure Component	Human Capital Component
82	Ukraine	Eastern Europe	0.6165	0.5694	0.4364	0.8436
4	United Kingdom of Great Britain and Northern Ireland	Northern Europe	0.8999	0.9792	0.8004	0.92

Table 8. E-Government Development Index EGDI by region - OCEANIA

Rank	Country	Sub-Region	EGDI	Online Service Component	Telecomm. Infrastructure Component	Human Capital Component
2	Australia	Australia and New Zealand	0.9053	0.9722	0.7436	1
102	Fiji	Melanesia	0.5348	0.4583	0.3562	0.7899
153	Kiribati	Micronesia	0.345	0.2986	0.0773	0.6591
149	Marshall Islands	Micronesia	0.3543	0.2292	0.1037	0.7301
161	Micronesia	Micronesia	0.3155	0.1458	0.1118	0.6889
158	Nauru	Micronesia	0.3324	0.1319	0.3033	0.5619
8	New Zealand	Australia and New Zealand	0.8806	0.9514	0.7455	0.945
111	Palau	Micronesia	0.5024	0.3264	0.3346	0.8462
171	Papua New Guinea	Melanesia	0.2787	0.2708	0.0875	0.4778
128	Samoa	Polynesia	0.4236	0.3403	0.2064	0.7241
169	Solomon Islands	Melanesia	0.2816	0.2431	0.1285	0.4732
109	Tonga	Polynesia	0.5237	0.4722	0.2951	0.8039
144	Tuvalu	Polynesia	0.3779	0.2222	0.2693	0.6422
137	Vanuatu	Melanesia	0.399	0.4375	0.192	0.5675

Table 9. E-Government Development Index EGDl of Least Developed Countries(LDCs)

Rank	Country	Sub-Region	EGDI	Telecomm.		
				Online Service Component	Infrastructure Component	Human Capital Component
177	Afghanistan	Southern Asia	0.2585	0.3056	0.1138	0.3562
155	Angola	Middle Africa	0.3376	0.4097	0.0972	0.506
115	Bangladesh	Southern Asia	0.4862	0.7847	0.1976	0.4763
159	Benin	Western Africa	0.3264	0.4722	0.1418	0.3653
126	Bhutan	Southern Asia	0.4274	0.5	0.308	0.4743
165	Burkina Faso	Western Africa	0.3016	0.5347	0.1603	0.2097
166	Burundi	Eastern Africa	0.2985	0.3056	0.0786	0.5113
145	Cambodia	South-Eastern Asia	0.3753	0.25	0.3132	0.5626
188	Central African Republic	Middle Africa	0.1584	0.2083	0.0322	0.2347
190	Chad	Middle Africa	0.1257	0.1458	0.0669	0.1644
182	Comoros	Eastern Africa	0.2336	0.0972	0.0871	0.5166
176	Democratic Republic of the Congo	Middle Africa	0.2612	0.2083	0.0645	0.5108
179	Djibouti	Eastern Africa	0.2401	0.2917	0.0961	0.3325
189	Eritrea	Eastern Africa	0.1337	0.0833	0	0.3179
151	Ethiopia	Eastern Africa	0.3463	0.6319	0.0976	0.3094
168	Gambia	Western Africa	0.2958	0.2708	0.2627	0.3539
181	Guinea	Western Africa	0.2348	0.3125	0.1513	0.2406
187	Guinea-Bissau	Western Africa	0.1887	0.0764	0.1028	0.3869
163	Haiti	Caribbean	0.3047	0.4444	0.1078	0.362
153	Kiribati	Micronesia	0.345	0.2986	0.0773	0.6591
162	Lao People's Democratic Republic	South-Eastern Asia	0.3056	0.1667	0.2246	0.5254
167	Lesotho	Southern Africa	0.2968	0.1111	0.2468	0.5324
173	Liberia	Western Africa	0.2737	0.3403	0.1036	0.3772
170	Madagascar	Eastern Africa	0.2792	0.3056	0.0499	0.4822
175	Malawi	Eastern Africa	0.2708	0.2569	0.0834	0.472
178	Mali	Western Africa	0.2424	0.2639	0.2074	0.2558
183	Mauritania	Western Africa	0.2314	0.1597	0.1878	0.3467
160	Mozambique	Eastern Africa	0.3195	0.4236	0.1398	0.3951
157	Myanmar	South-Eastern Asia	0.3328	0.2292	0.2565	0.5127
117	Nepal	Southern Asia	0.4748	0.6875	0.2413	0.4957
192	Niger	Western Africa	0.1095	0.1597	0.0795	0.0894
120	Rwanda	Eastern Africa	0.459	0.7222	0.1733	0.4815
154	Sao Tome and Principe	Middle Africa	0.3424	0.1389	0.3053	0.583
150	Senegal	Western Africa	0.3486	0.4792	0.224	0.3427
174	Sierra Leone	Western Africa	0.2717	0.3472	0.1597	0.3081
169	Solomon Islands	Melanesia	0.2816	0.2431	0.1285	0.4732
193	Somalia	Eastern Africa	0.0566	0.1111	0.0586	0
191	South Sudan	Eastern Africa	0.1214	0.1111	0.0262	0.2269
180	Sudan	Northern Africa	0.2394	0.1528	0.178	0.3873
142	Timor-Leste	South-Eastern Asia	0.3816	0.3125	0.2937	0.5387

Table 9. E-Government Development Index EGDI of Least Developed Countries(LDCs)

Rank	Country	Sub-Region	EGDI	Online Service Component	Telecomm. Infrastructure Component	Human Capital Component
138	Togo	Western Africa	0.3989	0.5556	0.1353	0.5058
144	Tuvalu	Polynesia	0.3779	0.2222	0.2693	0.6422
135	Uganda	Eastern Africa	0.4055	0.5694	0.1566	0.4906
139	United Republic of Tanzania	Eastern Africa	0.3929	0.5625	0.1403	0.4759
137	Vanuatu	Melanesia	0.399	0.4375	0.192	0.5675
186	Yemen	Western Asia	0.2154	0.0972	0.1454	0.4037
133	Zambia	Eastern Africa	0.4111	0.4792	0.1853	0.5689

Table 10. E-Government Development Index EGDl of Small Island Developing States (SIDS)

Rank	Country	Sub-Region	EGDI	Online Service Component	Telecomm. Infrastructure Component	Human Capital Component
90	Antigua and Barbuda	Caribbean	0.5906	0.4583	0.5617	0.7518
72	Bahamas	Caribbean	0.6552	0.7014	0.5393	0.7249
46	Barbados	Caribbean	0.7229	0.6667	0.6719	0.8301
132	Belize	Central America	0.4115	0.3333	0.2247	0.6765
112	Cabo Verde	Western Africa	0.498	0.4861	0.3926	0.6152
182	Comoros	Eastern Africa	0.2336	0.0972	0.0871	0.5166
134	Cuba	Caribbean	0.4101	0.2986	0.1455	0.7862
93	Dominica	Caribbean	0.5794	0.6111	0.4775	0.6497
95	Dominican Republic	Caribbean	0.5726	0.6597	0.3655	0.6927
102	Fiji	Melanesia	0.5348	0.4583	0.3562	0.7899
89	Grenada	Caribbean	0.593	0.4931	0.4658	0.8202
187	Guinea-Bissau	Western Africa	0.1887	0.0764	0.1028	0.3869
124	Guyana	South America	0.4316	0.4306	0.2541	0.6102
163	Haiti	Caribbean	0.3047	0.4444	0.1078	0.362
118	Jamaica	Caribbean	0.4697	0.3194	0.3941	0.6957
153	Kiribati	Micronesia	0.345	0.2986	0.0773	0.6591
97	Maldives	Southern Asia	0.5615	0.4931	0.5159	0.6754
149	Marshall Islands	Micronesia	0.3543	0.2292	0.1037	0.7301
66	Mauritius	Eastern Africa	0.6678	0.7292	0.5435	0.7308
161	Micronesia	Micronesia	0.3155	0.1458	0.1118	0.6889
158	Nauru	Micronesia	0.3324	0.1319	0.3033	0.5619
111	Palau	Micronesia	0.5024	0.3264	0.3346	0.8462
171	Papua New Guinea	Melanesia	0.2787	0.2708	0.0875	0.4778
71	Saint Kittis and Nevis	Caribbean	0.6554	0.5347	0.6825	0.7491
119	Saint Lucia	Caribbean	0.466	0.2847	0.411	0.7022
104	Saint Vincent and the Grenadines	Caribbean	0.5306	0.4514	0.4583	0.682
128	Samoa	Polynesia	0.4236	0.3403	0.2064	0.7241
154	Sao Tome and Principe	Middle Africa	0.3424	0.1389	0.3053	0.583
83	Seychelles	Eastern Africa	0.6163	0.6181	0.5008	0.7299
7	Singapore	South-Eastern Asia	0.8812	0.9861	0.8019	0.8557
169	Solomon Islands	Melanesia	0.2816	0.2431	0.1285	0.4732
116	Suriname	South America	0.4773	0.2917	0.4595	0.6808
142	Timor-Leste	South-Eastern Asia	0.3816	0.3125	0.2937	0.5387
109	Tonga	Polynesia	0.5237	0.4722	0.2951	0.8039
78	Trinidad and Tobago	Caribbean	0.644	0.6389	0.5735	0.7195
144	Tuvalu	Polynesia	0.3779	0.2222	0.2693	0.6422
137	Vanuatu	Melanesia	0.399	0.4375	0.192	0.5675

Table 11. E-Government Development Index EGDI of Landlocked Developing Counties(LLDCs)

Rank	Country	Sub-Region	EGDI	Online Service Component	Telecomm. Infrastructure Component	Human Capital Component
177	Afghanistan	Southern Asia	0.2585	0.3056	0.1138	0.3562
87	Armenia	Western Asia	0.5944	0.5625	0.466	0.7547
70	Azerbaijan	Western Asia	0.6574	0.7292	0.5062	0.7369
126	Bhutan	Southern Asia	0.4274	0.5	0.308	0.4743
103	Bolivia(Plurinational State of)	South America	0.5307	0.5625	0.3148	0.7148
127	Botswana	Southern Africa	0.4253	0.2083	0.3982	0.6694
165	Burkina Faso	Western Africa	0.3016	0.5347	0.1603	0.2097
166	Burundi	Eastern Africa	0.2985	0.3056	0.0786	0.5113
188	Central African Republic	Middle Africa	0.1584	0.2083	0.0322	0.2347
190	Chad	Middle Africa	0.1257	0.1458	0.0669	0.1644
141	Eswatini	Southern Africa	0.382	0.375	0.1772	0.5939
151	Ethiopia	Eastern Africa	0.3463	0.6319	0.0976	0.3094
39	Kazakhstan	Central Asia	0.7597	0.8681	0.5723	0.8388
91	Kyrgyzstan	Central Asia	0.5835	0.6458	0.3418	0.7628
162	Lao People's Democratic Republic	South-Eastern Asia	0.3056	0.1667	0.2246	0.5254
167	Lesotho	Southern Africa	0.2968	0.1111	0.2468	0.5324
175	Malawi	Eastern Africa	0.2708	0.2569	0.0834	0.472
178	Mali	Western Africa	0.2424	0.2639	0.2074	0.2558
92	Mongolia	Eastern Asia	0.5824	0.5972	0.3602	0.7899
117	Nepal	Southern Asia	0.4748	0.6875	0.2413	0.4957
192	Niger	Western Africa	0.1095	0.1597	0.0795	0.0894
108	Paraguay	South America	0.5255	0.5556	0.3507	0.6701
69	Republic of Moldova	Eastern Europe	0.659	0.7708	0.4787	0.7274
120	Rwanda	Eastern Africa	0.459	0.7222	0.1733	0.4815
191	South Sudan	Eastern Africa	0.1214	0.1111	0.0262	0.2269
131	Tajikistan	Central Asia	0.422	0.3403	0.2254	0.7002
79	The former Yugoslav Republic of Macedonia	Southern Europe	0.6312	0.7153	0.4859	0.6924
147	Turkmenistan	Central Asia	0.3652	0.1319	0.3011	0.6626
135	Uganda	Eastern Africa	0.4055	0.5694	0.1566	0.4906
81	Uzbekistan	Central Asia	0.6207	0.7917	0.3307	0.7396
133	Zambia	Eastern Africa	0.4111	0.4792	0.1853	0.5689
146	Zimbabwe	Eastern Africa	0.3692	0.3264	0.2144	0.5668

Table 12. E-Participation Index (EPI) and its utilisation by stages

Rank	Country	EPI	Total %	Stage 1%	Stage 2%	Stage 3%
145	Afghanistan	0.3202	34.24%	63.33%	21.74%	18.18%
59	Albania	0.7584	76.63%	63.33%	91.30%	72.73%
165	Algeria	0.2022	22.83%	30.00%	34.78%	0.00%
103	Andorra	0.5674	58.15%	70.00%	65.22%	36.36%
125	Angola	0.4326	45.11%	66.67%	47.83%	18.18%
121	Antigua and Barbuda	0.4607	47.83%	56.67%	34.78%	54.55%
87	Argentina	0.6236	63.59%	76.67%	73.91%	36.36%
103	Armenia	0.5674	58.15%	60.00%	52.17%	63.64%
5	Australia	0.9831	98.37%	100.00%	95.65%	100.00%
45	Austria	0.8258	83.15%	90.00%	78.26%	81.82%
79	Azerbaijan	0.6798	69.02%	76.67%	73.91%	54.55%
92	Bahamas	0.618	63.04%	60.00%	65.22%	63.64%
53	Bahrain	0.7978	80.43%	76.67%	82.61%	81.82%
51	Bangladesh	0.8034	80.98%	86.67%	82.61%	72.73%
87	Barbados	0.6236	63.59%	80.00%	56.52%	54.55%
33	Belarus	0.882	88.59%	90.00%	78.26%	100.00%
59	Belgium	0.7584	76.63%	86.67%	78.26%	63.64%
148	Belize	0.2921	31.52%	46.67%	43.48%	0.00%
136	Benin	0.3708	39.13%	53.33%	43.48%	18.18%
111	Bhutan	0.5281	54.35%	60.00%	78.26%	18.18%
99	Bolivia(Plurinational State of)	0.5787	59.24%	63.33%	73.91%	36.36%
125	Bosnia and Herzegovina	0.4326	45.11%	53.33%	52.17%	27.27%
168	Botswana	0.1966	22.28%	43.33%	21.74%	0.00%
12	Brazil	0.9719	97.28%	96.67%	95.65%	100.00%
97	Brunei Darussalam	0.6067	61.96%	83.33%	78.26%	18.18%
35	Bulgaria	0.8708	87.50%	83.33%	95.65%	81.82%
87	Burkina Faso	0.6236	63.59%	73.33%	69.57%	45.45%
147	Burundi	0.309	33.15%	50.00%	30.43%	18.18%
171	Cambodia	0.1742	20.11%	36.67%	21.74%	0.00%
143	Cameroon	0.3258	34.78%	63.33%	30.43%	9.09%
27	Canada	0.9101	91.30%	96.67%	86.96%	90.91%
127	Cabo Verde	0.427	44.57%	66.67%	39.13%	27.27%
151	Central African Republic	0.2753	29.89%	36.67%	26.09%	27.27%
177	Chad	0.1461	17.39%	33.33%	17.39%	0.00%
46	Chile	0.8202	82.61%	96.67%	78.26%	72.73%
29	China	0.9045	90.76%	86.67%	86.96%	100.00%
23	Colombia	0.9213	92.39%	96.67%	82.61%	100.00%
190	Comoros	0.0562	8.70%	16.67%	8.70%	0.00%
169	Congo	0.1854	21.20%	23.33%	21.74%	18.18%
57	Costa Rica	0.7697	77.72%	83.33%	69.57%	81.82%
171	Côte d'Ivoire	0.1742	20.11%	23.33%	26.09%	9.09%
57	Croatia	0.7697	77.72%	63.33%	86.96%	81.82%
150	Cuba	0.2809	30.43%	56.67%	17.39%	18.18%
46	Cyprus	0.8202	82.61%	80.00%	78.26%	90.91%



Table 12. E-Participation Index (EPI) and its utilisation by stages (continued)

Rank	Country	EPI	Total %	Stage 1%	Stage 2%	Stage 3%
92	Czech Republic	0.618	63.04%	73.33%	60.87%	54.55%
193	Democratic People's Republic of Korea	0	3.26%	10.00%	0.00%	0.00%
183	Democratic Republic of the Congo	0.1236	15.22%	36.67%	8.70%	0.00%
1	Denmark	1	100.00%	100.00%	100.00%	100.00%
153	Djibouti	0.2697	29.35%	50.00%	13.04%	27.27%
106	Dominica	0.5562	57.07%	50.00%	65.22%	54.55%
79	Dominican Republic	0.6798	69.02%	73.33%	69.57%	63.64%
81	Ecuador	0.6742	68.48%	70.00%	78.26%	54.55%
109	Egypt	0.5393	55.43%	53.33%	65.22%	45.45%
82	El Salvador	0.6517	66.30%	80.00%	78.26%	36.36%
191	Equatorial Guinea	0.0506	8.15%	20.00%	4.35%	0.00%
192	Eritrea	0.0337	6.52%	20.00%	0.00%	0.00%
27	Estonia	0.9101	91.30%	96.67%	86.96%	90.91%
142	Eswatini	0.3315	35.33%	60.00%	34.78%	9.09%
101	Ethiopia	0.573	58.70%	80.00%	65.22%	27.27%
139	Fiji	0.3483	36.96%	53.33%	30.43%	27.27%
1	Finland	1	100.00%	100.00%	100.00%	100.00%
13	France	0.9663	96.74%	100.00%	91.30%	100.00%
175	Gabon	0.1685	19.57%	33.33%	8.70%	18.18%
149	Gambia	0.2865	30.98%	40.00%	26.09%	27.27%
87	Georgia	0.6236	63.59%	73.33%	69.57%	45.45%
23	Germany	0.9213	92.39%	96.67%	82.61%	100.00%
85	Ghana	0.6292	64.13%	83.33%	69.57%	36.36%
34	Greece	0.8764	88.04%	83.33%	82.61%	100.00%
116	Grenada	0.4888	50.54%	60.00%	39.13%	54.55%
92	Guatemala	0.618	63.04%	66.67%	73.91%	45.45%
138	Guinea	0.3539	37.50%	40.00%	43.48%	27.27%
186	Guinea-Bissau	0.1124	14.13%	33.33%	8.70%	0.00%
140	Guyana	0.3371	35.87%	36.67%	34.78%	36.36%
117	Haiti	0.4831	50.00%	46.67%	56.52%	45.45%
107	Honduras	0.5449	55.98%	70.00%	52.17%	45.45%
69	Hungary	0.7079	71.74%	76.67%	95.65%	36.36%
75	Iceland	0.6854	69.57%	80.00%	65.22%	63.64%
15	India	0.9551	95.65%	100.00%	95.65%	90.91%
92	Indonesia	0.618	63.04%	66.67%	73.91%	45.45%
111	Iran (Islamic Republic of)	0.5281	54.35%	60.00%	56.52%	45.45%
140	Iraq	0.3371	35.87%	60.00%	21.74%	27.27%
22	Ireland	0.9326	93.48%	90.00%	91.30%	100.00%
43	Israel	0.8315	83.70%	86.67%	82.61%	81.82%
15	Italy	0.9551	95.65%	100.00%	95.65%	90.91%
146	Jamaica	0.3146	33.70%	43.33%	30.43%	27.27%
5	Japan	0.9831	98.37%	100.00%	95.65%	100.00%
117	Jordan	0.4831	50.00%	60.00%	52.17%	36.36%
42	Kazakhstan	0.8371	84.24%	86.67%	91.30%	72.73%

Table 12. E-Participation Index (EPI) and its utilisation by stages (continued)

Rank	Country	EPI	Total %	Stage 1%	Stage 2%	Stage 3%
110	Kenya	0.5337	54.89%	66.67%	73.91%	18.18%
157	Kiribati	0.2528	27.72%	46.67%	26.09%	9.09%
72	Kuwait	0.691	70.11%	93.33%	69.57%	45.45%
75	Kyrgyzstan	0.6854	69.57%	60.00%	82.61%	63.64%
171	Lao People's Democratic Republic	0.1742	20.11%	33.33%	17.39%	9.09%
75	Latvia	0.6854	69.57%	76.67%	60.87%	72.73%
122	Lebanon	0.4438	46.20%	63.33%	39.13%	36.36%
189	Lesotho	0.0787	10.87%	23.33%	8.70%	0.00%
127	Liberia	0.427	44.57%	50.00%	60.87%	18.18%
183	Libya	0.1236	15.22%	26.67%	17.39%	0.00%
63	Liechtenstein	0.7472	75.54%	86.67%	82.61%	54.55%
51	Lithuania	0.8034	80.98%	86.67%	82.61%	72.73%
19	Luxembourg	0.9382	94.02%	96.67%	86.96%	100.00%
143	Madagascar	0.3258	34.78%	50.00%	34.78%	18.18%
165	Malawi	0.2022	22.83%	40.00%	26.09%	0.00%
32	Malaysia	0.8876	89.13%	93.33%	91.30%	81.82%
129	Maldives	0.4101	42.93%	56.67%	43.48%	27.27%
159	Mali	0.2416	26.63%	43.33%	26.09%	9.09%
39	Malta	0.8483	85.33%	96.67%	78.26%	81.82%
171	Marshall Islands	0.1742	20.11%	36.67%	21.74%	0.00%
170	Mauritania	0.1798	20.65%	30.00%	21.74%	9.09%
72	Mauritius	0.691	70.11%	93.33%	69.57%	45.45%
17	Mexico	0.9438	94.57%	93.33%	91.30%	100.00%
179	Micronesia	0.1404	16.85%	26.67%	21.74%	0.00%
105	Monaco	0.5618	57.61%	80.00%	47.83%	45.45%
65	Mongolia	0.736	74.46%	73.33%	69.57%	81.82%
64	Montenegro	0.7416	75.00%	76.67%	60.87%	90.91%
56	Morocco	0.7753	78.26%	80.00%	73.91%	81.82%
122	Mozambique	0.4438	46.20%	43.33%	56.52%	36.36%
181	Myanmar	0.1348	16.30%	26.67%	13.04%	9.09%
133	Namibia	0.3933	41.30%	63.33%	47.83%	9.09%
177	Nauru	0.1461	17.39%	20.00%	21.74%	9.09%
55	Nepal	0.7809	78.80%	80.00%	82.61%	72.73%
4	Netherlands	0.9888	98.91%	96.67%	100.00%	100.00%
5	New Zealand	0.9831	98.37%	100.00%	95.65%	100.00%
134	Nicaragua	0.3876	40.76%	46.67%	39.13%	36.36%
163	Niger	0.2135	23.91%	30.00%	30.43%	9.09%
117	Nigeria	0.4831	50.00%	63.33%	56.52%	27.27%
11	Norway	0.9775	97.83%	93.33%	100.00%	100.00%
43	Oman	0.8315	83.70%	83.33%	78.26%	90.91%
115	Pakistan	0.5	51.63%	66.67%	65.22%	18.18%
157	Palau	0.2528	27.72%	46.67%	26.09%	9.09%
66	Panama	0.7191	72.83%	86.67%	60.87%	72.73%
165	Papua New Guinea	0.2022	22.83%	40.00%	26.09%	0.00%

Table 12. E-Participation Index (EPI) and its utilisation by stages (continued)

Rank	Country	EPI	Total %	Stage 1%	Stage 2%	Stage 3%
101	Paraguay	0.573	58.70%	70.00%	73.91%	27.27%
36	Peru	0.8652	86.96%	83.33%	86.96%	90.91%
19	Philippines	0.9382	94.02%	100.00%	91.30%	90.91%
31	Poland	0.8933	89.67%	100.00%	86.96%	81.82%
30	Portugal	0.8989	90.22%	96.67%	91.30%	81.82%
67	Qatar	0.7135	72.28%	73.33%	78.26%	63.64%
1	Republic of Korea	1	100.00%	100.00%	100.00%	100.00%
37	Republic of Moldova	0.8596	86.41%	76.67%	91.30%	90.91%
69	Romania	0.7079	71.74%	70.00%	65.22%	81.82%
23	Russian Federation	0.9213	92.39%	93.33%	100.00%	81.82%
59	Rwanda	0.7584	76.63%	83.33%	73.91%	72.73%
98	Saint Kittis and Nevis	0.5843	59.78%	60.00%	56.52%	63.64%
161	Saint Lucia	0.2191	24.46%	36.67%	26.09%	9.09%
113	Saint Vincent and theGrenadines	0.5169	53.26%	50.00%	47.83%	63.64%
155	Samoa	0.264	28.80%	46.67%	21.74%	18.18%
156	San Marino	0.2584	28.26%	53.33%	21.74%	9.09%
176	Sao Tome and Principe	0.1573	18.48%	20.00%	17.39%	18.18%
67	Saudi Arabia	0.7135	72.28%	76.67%	82.61%	54.55%
114	Senegal	0.5056	52.17%	63.33%	47.83%	45.45%
48	Serbia	0.8146	82.07%	73.33%	82.61%	90.91%
84	Seychelles	0.6461	65.76%	63.33%	69.57%	63.64%
129	Sierra Leone	0.4101	42.93%	56.67%	43.48%	27.27%
13	Singapore	0.9663	96.74%	100.00%	91.30%	100.00%
50	Slovakia	0.809	81.52%	80.00%	82.61%	81.82%
48	Slovenia	0.8146	82.07%	90.00%	82.61%	72.73%
163	Solomon Islands	0.2135	23.91%	30.00%	30.43%	9.09%
181	Somalia	0.1348	16.30%	13.33%	17.39%	18.18%
39	South Africa	0.8483	85.33%	96.67%	78.26%	81.82%
188	South Sudan	0.0899	11.96%	26.67%	8.70%	0.00%
5	Spain	0.9831	98.37%	100.00%	95.65%	100.00%
85	Sri Lanka	0.6292	64.13%	73.33%	56.52%	63.64%
179	Sudan	0.1404	16.85%	36.67%	13.04%	0.00%
159	Suriname	0.2416	26.63%	56.67%	21.74%	0.00%
19	Sweden	0.9382	94.02%	100.00%	91.30%	90.91%
41	Switzerland	0.8427	84.78%	90.00%	82.61%	81.82%
137	Syrian Arab Republic	0.3652	38.59%	43.33%	43.48%	27.27%
134	Tajikistan	0.3876	40.76%	36.67%	47.83%	36.36%
82	Thailand	0.6517	66.30%	86.67%	65.22%	45.45%
71	The former Yugoslav Republic of Macedonia "	0.7022	71.20%	76.67%	86.96%	45.45%
153	Timor-Leste	0.2697	29.35%	46.67%	30.43%	9.09%
107	Togo	0.5449	55.98%	70.00%	73.91%	18.18%
120	Tonga	0.4663	48.37%	60.00%	47.83%	36.36%
99	Trinidad and Tobago	0.5787	59.24%	76.67%	69.57%	27.27%
53	Tunisia	0.7978	80.43%	86.67%	73.91%	81.82%

Table 12. E-Participation Index (EPI) and its utilisation by stages (continued)

Rank	Country	EPI	Total %	Stage 1%	Stage 2%	Stage 3%
37	Turkey	0.8596	86.41%	93.33%	91.30%	72.73%
186	Turkmenistan	0.1124	14.13%	23.33%	17.39%	0.00%
161	Tuvalu	0.2191	24.46%	53.33%	4.35%	18.18%
87	Uganda	0.6236	63.59%	70.00%	86.96%	27.27%
75	Ukraine	0.6854	69.57%	63.33%	65.22%	81.82%
17	United Arab Emirates	0.9438	94.57%	96.67%	95.65%	90.91%
5	United Kingdom of Great Britain and Northern Ireland	0.9831	98.37%	100.00%	95.65%	100.00%
92	United Republic of Tanzania	0.618	63.04%	83.33%	73.91%	27.27%
5	United States of America	0.9831	98.37%	100.00%	95.65%	100.00%
26	Uruguay	0.9157	91.85%	93.33%	91.30%	90.91%
59	Uzbekistan	0.7584	76.63%	93.33%	86.96%	45.45%
124	Vanuatu	0.4382	45.65%	60.00%	47.83%	27.27%
131	Venezuela (Bolivian Republic of)	0.4045	42.39%	46.67%	43.48%	36.36%
72	Viet Nam	0.691	70.11%	83.33%	56.52%	72.73%
185	Yemen	0.118	14.67%	26.67%	8.70%	9.09%
132	Zambia	0.3989	41.85%	56.67%	47.83%	18.18%
151	Zimbabwe	0.2753	29.89%	53.33%	26.09%	9.09%

Table 13. Regional and Economic Groupings for E-Participation Index (EPI)

	EPI	Total	Stage 1	Stage 2	Stage 3
Small Island Developing States	0.3819	0.4020	0.5153	0.3890	0.2948
Landlocked Developing Countries	0.4568	0.4745	0.5740	0.5150	0.3153
Least Developed Countries	0.3270	0.3490	0.4716	0.3617	0.1992
High Income	0.8028	0.8092	0.8655	0.7997	0.7598
Upper Middle Income	0.5443	0.5592	0.6400	0.5565	0.4744
Lower Middle Income	0.4622	0.4798	0.5745	0.5013	0.3494
Low Income	0.3440	0.3654	0.4806	0.3857	0.2141
Africa	0.3566	0.3776	0.5025	0.3929	0.2222
Americas	0.6043	0.6172	0.6876	0.6174	0.5403
Asia	0.6126	0.6252	0.7014	0.6364	0.5280
Europe	0.8103	0.8165	0.8488	0.8140	0.7844
Oceania	0.3632	0.3839	0.5143	0.3696	0.2597
World	0.5654	0.5796	0.6625	0.5850	0.4823

Table 14. Telecommunication Infrastructure Index (TII) and its components

Country	TII	Fixed telephone subscriptions per 100 inhabitants	Mobile cellular telephone subscriptions per 100 inhabitants	Percentage of Individuals using the Internet	Fixed (wired) broadband subscriptions per 100 inhabitants	Active mobile-broadband subscriptions per 100 inhabitants
Afghanistan	0.1138	0.33	62.33	10.6	0.03	13.47
Albania	0.4318	8.5	115.15	66.36	9.1	57.63
Algeria	0.3889	8.38	115.85	42.95	7.04	65.7
Andorra	0.7220	50.07	92.04	97.93	42.04	50.47
Angola	0.0972	1.06	45.12	13	0.43	13.97
Antigua and Barbuda	0.5617	22.29	178.28	73	9.17	40.61
Argentina	0.5927	22.67	145.33	70.97	16.49	78.05
Armenia	0.4660	18.18	117.43	67	10.23	52.87
Australia	0.7436	33.91	110.05	88.24	30.56	130.75
Austria	0.7716	40.95	163.79	84.32	28.96	87.07
Azerbaijan	0.5062	17.48	104.77	78.2	18.55	56.21
Bahamas	0.5393	30.95	92.07	80	21.41	51.3
Bahrain	0.8466	19.64	210.14	98	16.29	157.34
Bangladesh	0.1976	0.47	83.45	18.25	4.05	27.07
Barbados	0.6719	49.02	116.57	79.55	32.44	45.3
Belarus	0.6881	47.63	120.67	71.11	32.36	67.53
Belgium	0.6930	38.48	110.5	86.52	37.6	65.86
Belize	0.2247	6.27	61.86	44.58	6	13.39
Benin	0.1418	1.15	81.79	11.99	0.2	8.11
Bhutan	0.3080	2.64	87.54	41.77	2.07	68.41
Bolivia(Plurinational State of)	0.3148	7.97	92.82	39.7	2.64	56.58
Bosnia and Herzegovina	0.4385	21.18	96.79	54.74	18.84	40.51
Botswana	0.3982	6.32	146.16	39.36	2.62	62.63
Brazil	0.5220	20.15	117.54	60.87	12.88	88.47
Brunei Darussalam	0.6066	17.54	123.69	90	8.53	119.5
Bulgaria	0.5785	20.74	125.83	59.83	23.8	87.39
Burkina Faso	0.1603	0.41	82.61	13.96	0.05	19.64
Burundi	0.07860	0.19	50.91	5.17	0.04	8.79
Cambodia	0.3132	1.44	126.35	32.4	0.61	50.76
Cameroon	0.1790	4.48	79.86	25	0.2	10.51
Canada	0.6724	41.76	84.74	89.84	36.89	68.81
Cabo Verde	0.3926	12	111.56	50.32	2.88	66.55
Central African Republic	0.0322	0.04	27.17	4	0.02	3.5
Chad	0.0669	0.1	43.11	5	0.07	9.22
Chile	0.5377	18.84	130.11	66.01	16.22	72.11
China	0.4735	14.72	97.25	53.2	22.99	69.37
Colombia	0.4412	14.63	120.62	58.14	12.15	46.87
Comoros	0.0871	1.64	57.11	7.94	0.36	0
Congo	0.1889	0.33	105.82	8.12	0.01	23.41
Costa Rica	0.6343	17.5	171.51	66.03	13.1	108.05

Table 14. Telecommunication Infrastructure Index (TII) and its components (continued)

Country	TII	Fixed telephone subscriptions per 100 inhabitants	Mobile cellular telephone subscriptions per 100 inhabitants	Percentage of Individuals using the Internet	Fixed (wired) broadband subscriptions per 100 inhabitants	Active mobile-broadband subscriptions per 100 inhabitants
Côte d'Ivoire	0.2748	1.22	115.85	26.53	0.58	43.72
Croatia	0.6051	34.08	104.77	72.7	24.77	77.22
Cuba	0.1455	11.52	34.75	38.77	0.13	0
Cyprus	0.7279	37.72	133.42	75.9	32.77	96.69
Czech Republic	0.5971	16.57	117.66	76.48	28.93	80.39
Democratic People's Republic of Korea	0.0327	4.65	12.9	0	0	14.21
Democratic Republic of the Congo	0.0645	0	36.69	6.21	0.001	13.18
Denmark	0.7978	27.26	122.29	96.97	42.54	123.57
Djibouti	0.0961	2.65	36.64	13.13	2.87	11.25
Dominica	0.4775	18.12	106.66	67.03	21.06	40.71
Dominican Republic	0.3655	12.63	81.78	61.33	7.21	49.77
Ecuador	0.3699	14.96	84.73	54.06	9.79	46.93
Egypt	0.3222	6.39	102.2	41.25	4.67	47.28
El Salvador	0.3810	14.71	151.89	29	6.23	29.08
Equatorial Guinea	0.1010	0.9	47.13	23.78	0.28	0.25
Eritrea	0	1.33	10.21	1.18	0.01	0
Estonia	0.7613	28.24	144.61	87.24	30.22	121.61
Eswatini	0.1772	3.13	74.08	28.57	0.52	12.59
Ethiopia	0.0976	1.12	50.02	15.37	0.55	5.23
Fiji	0.3562	8.25	116.24	46.51	1.37	54.3
Finland	0.7284	8.31	133.85	87.7	31.11	152.31
France	0.7979	60.27	104.4	85.62	42.74	82.45
Gabon	0.4250	0.96	149.64	48.05	0.76	83.36
Gambia	0.2627	1.86	139.23	18.5	0.18	21.2
Georgia	0.5403	21.24	140.95	58.01	17.57	64.03
Germany	0.7952	53.84	126.31	89.65	39.07	77.03
Ghana	0.3558	0.89	135.8	34.67	0.31	69.64
Greece	0.6439	46.5	112.12	69.09	32.32	51.05
Grenada	0.4658	24.95	110.86	55.86	19.4	32.85
Guatemala	0.2941	14.8	110.14	34.51	3.05	13.93
Guinea	0.1513	0	87.13	9.8	0.01	15.33
Guinea-Bissau	0.1028	0	70.82	3.76	0.04	6.95
Guyana	0.2541	18.31	75.61	35.66	7.4	0.24
Haiti	0.1078	0.05	59.96	12.23	0.01	10.19
Honduras	0.2268	4.86	85.95	30	2.42	23.3
Hungary	0.6071	31.99	120.78	79.26	28.86	45.09
Iceland	0.8292	49.5	120.8	98.24	38.51	106.45
India	0.2009	1.84	85.17	29.55	1.41	16.41
Indonesia	0.3222	4.12	147.66	25.37	2	33.91

Table 14. Telecommunication Infrastructure Index (TII) and its components (continued)

Country	TII	Fixed telephone subscriptions per 100 inhabitants	Mobile cellular telephone subscriptions per 100 inhabitants	Percentage of Individuals using the Internet	Fixed (wired) broadband subscriptions per 100 inhabitants	Active mobile-broadband subscriptions per 100 inhabitants
Iran (Islamic Republic of)	0.4566	38.24	100.3	53.23	11.61	33.85
Iraq	0.1840	5.46	81.19	21.23	0.01	16.24
Ireland	0.6970	40.14	103.15	85.01	28.78	100.8
Israel	0.7095	40.78	129.03	79.65	27.56	91.55
Italy	0.6771	34.1	153	61.32	26.19	88.06
Jamaica	0.3941	10.77	113.4	45	9.93	55.16
Japan	0.8406	50.18	130.61	93.18	31.16	131.12
Jordan	0.4406	4.27	103.84	62.3	4.83	103.84
Kazakhstan	0.5723	21.85	141.96	74.59	13.06	74.23
Kenya	0.1901	0.15	80.44	26	0.33	25.89
Kiribati	0.0773	0.57	45.46	13.7	0.06	0.87
Kuwait	0.7394	9.95	133.07	78.37	2.5	254.42
Kyrgyzstan	0.3418	6.42	127.84	34.5	4.04	44.86
Lao People's Democratic Republic	0.2246	18.74	58.57	21.87	0.36	36.65
Latvia	0.6188	18.42	134.5	79.84	26.35	76.34
Lebanon	0.5219	30.24	81.42	76.11	21.64	56.8
Lesotho	0.2468	1.87	103.59	27.36	0.1	35.9
Liberia	0.1036	0.17	67.56	7.32	0.17	5.25
Libya	0.3353	21.84	121.72	20.27	2.68	35.42
Liechtenstein	0.8389	43.5	117.61	98.09	42.31	119.48
Lithuania	0.6293	18.25	144.58	74.38	29.49	71.71
Luxembourg	0.7964	48.01	132.7	98.14	35.28	83.72
Madagascar	0.0499	0.6	32.13	4.71	0.11	8.12
Malawi	0.0834	0.06	39.68	9.61	0.05	18.21
Malaysia	0.5647	15.51	140.8	78.79	8.72	91.49
Maldives	0.5159	4.94	189.86	59.09	6.85	61.94
Mali	0.2074	1.12	112.35	11.11	0.12	23.18
Malta	0.7657	54.59	123.94	77.29	39.89	71.93
Marshall Islands	0.1037	4.46	29.25	29.79	1.88	0
Mauritania	0.1878	1.24	84.03	18	0.25	29.34
Mauritius	0.5435	30.86	143.73	52.19	16.84	51.56
Mexico	0.4173	16.04	87.6	59.54	12.58	58.86
Micronesia	0.1118	6.56	22.31	33.35	3.02	0
Monaco	1	120.98	86.49	95.21	48.35	75.05
Mongolia	0.3602	7.44	111.24	22.27	7.47	80.28
Montenegro	0.6059	23.55	165.56	69.88	18.27	59.97
Morocco	0.3697	5.87	117.68	58.27	3.56	44.84
Mozambique	0.1398	0.29	52.12	17.52	0.16	32.77
Myanmar	0.2565	0.97	95.65	25.07	0.17	56.3
Namibia	0.3230	7.58	107.27	31.03	2.59	64.98



Table 14. Telecommunication Infrastructure Index (TII) and its components (continued)

Country	TII	Fixed telephone subscriptions per 100 inhabitants	Mobile cellular telephone subscriptions per 100 inhabitants	Percentage of Individuals using the Internet	Fixed (wired) broadband subscriptions per 100 inhabitants	Active mobile-broadband subscriptions per 100 inhabitants
Nauru	0.3033	0	87.25	54	9.48	32.61
Nepal	0.2413	2.96	110.83	19.69	0.77	30.54
Netherlands	0.7758	39.88	122.97	90.41	42.28	88.4
New Zealand	0.7455	37.76	124.44	88.47	32.84	100.84
Nicaragua	0.2825	5.96	125.94	24.57	2.88	23.47
Niger	0.0795	0.78	42.18	4.32	0.13	18.33
Nigeria	0.1883	0.08	82.98	25.67	0.06	23.27
Norway	0.7131	15.34	109.04	97.3	40.35	111.38
Oman	0.5310	9.55	155.18	69.93	6.43	91.46
Pakistan	0.1529	1.61	70.65	15.51	0.85	19.9
Palau	0.334	33.84	111.53	26.97	5.75	0
Panama	0.4543	15.91	127.46	54	9.59	59.18
Papua New Guinea	0.0875	1.9	46.78	9.6	0.21	8.89
Paraguay	0.3507	5.21	111.36	51.35	3.56	49.38
Peru	0.3913	9.68	116.24	45.46	6.67	61.61
Philippines	0.3547	3.71	109.37	55.5	5.47	46.36
Poland	0.5805	21.3	138.66	73.3	19.17	68.59
Portugal	0.6617	46.16	111.57	70.42	32.55	62.45
Qatar	0.6797	18.18	142.13	94.29	9.87	139.92
Republic of Korea	0.8496	55.2	120.68	92.84	40.47	109.69
Republic of Moldova	0.4787	28.85	93.32	71	13.73	47.28
Romania	0.5471	20.78	115.78	59.5	22.49	80.19
Russian Federation	0.6219	22.42	159.15	73.09	19.12	73.7
Rwanda	0.1733	0.11	74.86	20	0.18	28.92
Saint Kittis and Nevis	0.6825	31.8	139.7	76.82	29.92	78.66
Saint Lucia	0.4110	19.97	99.23	46.73	16.73	38.74
Saint Vincent and the Grenadines	0.4583	18.74	102.74	55.57	19.94	49.32
Samoa	0.2064	4.96	77.39	29.41	1.11	22.51
San Marino	0.7075	48.19	110.14	49.6	36.14	110.14
Sao Tome and Principe	0.3053	2.87	89.06	28	0.71	87.66
Saudi Arabia	0.5334	11.27	148.51	73.75	10.19	74
Senegal	0.2240	1.86	98.54	25.66	0.64	26.04
Serbia	0.6208	37.53	130.24	67.06	20.78	72.81
Seychelles	0.5008	22.11	161.16	56.51	14.89	22.64
Sierra Leone	0.1597	0.23	84.9	11.77	0	20.38
Singapore	0.8019	35.54	150.48	81	25.99	148.44
Slovakia	0.5964	15.13	128.39	80.48	24.55	78.99
Slovenia	0.6231	35.2	114.82	75.5	28.31	62.3
Solomon Islands	0.1285	1.24	69.5	11	0.27	12.86
Somalia	0.0586	0.34	46.47	1.88	0.64	1.96

Table 14. Telecommunication Infrastructure Index (TII) and its components (continued)

Country	TII	Fixed telephone subscriptions per 100 inhabitants	Mobile cellular telephone subscriptions per 100 inhabitants	Percentage of Individuals using the Internet	Fixed (wired) broadband subscriptions per 100 inhabitants	Active mobile-broadband subscriptions per 100 inhabitants
South Africa	0.4231	8.07	147.13	54	2.05	56.34
South Sudan	0.0262	0	22.08	6.68	0	1.15
Spain	0.6986	42.36	111.16	80.56	30.45	89.55
Sri Lanka	0.3136	11.92	124.03	32.05	4.29	19.19
Sudan	0.1780	0.34	70.26	28	0.07	25.78
Suriname	0.4595	15.94	144.51	45.4	12.75	47.29
Sweden	0.7835	31.56	127.5	89.65	37.41	123.41
Switzerland	0.8428	47.23	133.81	89.13	45.13	100.56
Syrian Arab Republic	0.2532	18.8	72.43	31.87	5.48	12.84
Tajikistan	0.2254	5.36	107.61	20.47	0.07	18.29
Thailand	0.5338	6.83	173.78	47.5	10.48	92.9
The former Yugoslav Republic of Macedonia	0.4859	17.7	98.52	72.16	18.33	57.14
Timor-Leste	0.2937	0.21	117.61	25.25	0.08	60.75
Togo	0.1353	0.44	72.38	11.31	0.59	15.02
Tonga	0.2951	10.27	74.68	39.95	2.8	56.01
Trinidad and Tobago	0.5735	19.94	158.67	73.3	18.72	46.73
Tunisia	0.4066	8.55	125.25	49.6	5.62	62.68
Turkey	0.4298	13.93	94.4	58.35	13.21	65.07
Turkmenistan	0.3011	11.74	151.43	17.99	0.07	13.62
Tuvalu	0.2693	18.02	68.49	46.01	9.01	0
Uganda	0.1566	0.89	55.05	21.88	0.26	33.69
Ukraine	0.4364	20.14	135.2	52.48	12.22	23.01
United Arab Emirates	0.8564	24.66	214.73	90.6	14	164.89
United Kingdom of Great Britain and Northern Ireland	0.8004	50.94	119.98	94.78	38.29	89.23
United Republic of Tanzania	0.1403	0.23	72.06	13	3.33	8.94
United States of America	0.7564	37.72	122.88	76.18	33	127
Uruguay	0.6967	32.33	148.57	66.4	26.76	101.88
Uzbekistan	0.3307	10.85	73.98	46.79	8.73	53.47
Vanuatu	0.1920	1.68	80.84	24	1.66	22.19
Venezuela (Bolivian Republic of)	0.4148	24.27	87.43	60	8.27	50.53
Viet Nam	0.3890	5.92	127.53	46.5	9.61	46.44
Yemen	0.1454	4.23	59.57	24.58	1.56	5.72
Zambia	0.1853	0.61	72.43	25.51	0.19	31.08
Zimbabwe	0.2144	1.89	79.74	23.12	1.06	41.63

Note: Last accessed in December 2017

Source: International Telecommunications Union (ITU)

Table 15. Human Capital Index (HCI) and its components

Country	HCI	Adult Literacy (%)			Gross Enrollment Ratio			Expected Year of Schooling			Mean Year of Schooling		
		Index Value	Year	Source	Index Value	Year	Source	Index Value	Year	Source	Index Value	Year	Source
Afghanistan	0.3562	38.2	2015	UNDP (HDI)	69.52	2014	UNESCO	10.77	2014	UNESCO	3.5	2015	UNDP (HDI)
Albania	0.7877	97.6	2015	UNDP (HDI)	86.39	2015	UNESCO	15.52	2015	UNESCO	9.6	2015	UNDP (HDI)
Algeria	0.6640	80.2	2015	UNDP (HDI)	80.97	2011	UNESCO	14.4	2015	UNDP (HDI)	7.8	2015	UNDP (HDI)
Andorra	0.7309	100.00	2016	UNESCO	69	2014	UNESCO	13.5	2012	UNDP (HDI)	10.3	2015	UNDP (HDI)
Angola	0.5060	71.1	2015	UNDP (HDI)	67.10	2011	UNESCO	11.4	2012	UNDP (HDI)	5	2015	UNDP (HDI)
Antigua and Barbuda	0.7518	99.0	2013	UNDP (HDI)	82.03	2012	UNESCO	13.95	2015	UNDP (HDI)	9.2	2015	UNDP (HDI)
Argentina	0.8579	98.1	2015	UNDP (HDI)	101.05	2014	UNESCO	17.29	2014	UNESCO	9.8	2015	UNDP (HDI)
Armenia	0.7547	99.8	2015	UNDP (HDI)	74.48	2015	UNESCO	13.19	2015	UNESCO	11.3	2015	UNDP (HDI)
Australia	1	99	2014	UNESCO	116.23	2014	UNESCO	20.47	2014	UNESCO	13.2	2015	UNDP (HDI)
Austria	0.8505	99	2014	UNESCO	95.64	2015	UNESCO	16.04	2015	UNESCO	11.3	2015	UNDP (HDI)
Azerbaijan	0.7369	99.79	2016	UNESCO	71.11	2012	UNESCO	12.7	2014	UNDP (HDI)	11.2	2015	UNDP (HDI)
Bahamas	0.7249	95.80	2014	UNESCO	74	2014	UNESCO	12.7	2015	UNDP (HDI)	10.9	2015	UNDP (HDI)
Bahrain	0.7897	95.7	2015	UNDP (HDI)	88.54	2015	UNESCO	15.95	2015	UNESCO	9.4	2015	UNDP (HDI)
Bangladesh	0.4763	72.76	2016	UNESCO	59.22	2011	UNESCO	10.2	2015	UNDP (HDI)	5.2	2015	UNDP (HDI)
Barbados	0.8301	99.7	2014	UNESCO	95.74	2011	UNESCO	15.29	2015	UNESCO	10.5	2015	UNDP (HDI)
Belarus	0.8681	99.7	2015	UNDP (HDI)	99.93	2015	UNESCO	15.60	2015	UNESCO	12	2015	UNDP (HDI)
Belgium	0.9740	99	2014	UNESCO	119.38	2015	UNESCO	19.98	2015	UNESCO	11.4	2015	UNDP (HDI)
Belize	0.6765	82.7	2015	UNDP (HDI)	75.97	2015	UNESCO	12.82	2015	UNESCO	10.5	2015	UNDP (HDI)
Benin	0.3653	38.4	2015	UNDP (HDI)	73.10	2013	UNESCO	10.7	2015	UNDP (HDI)	3.5	2015	UNDP (HDI)
Bhutan	0.4743	64.9	2015	UNDP (HDI)	68.25	2013	UNESCO	12.52	2013	UNESCO	3.1	2015	UNDP (HDI)
Bolivia (Plurinational State of)	0.7148	95.7	2015	UNDP (HDI)	79.25	2007	UNESCO	13.8	2015	UNDP (HDI)	8.2	2015	UNDP (HDI)
Bosnia and Herzegovina	0.7217	98.5	2015	UNDP (HDI)	71	2014	UNESCO	14.2	2015	UNDP (HDI)	9	2015	UNDP (HDI)
Botswana	0.6694	88.5	2015	UNDP (HDI)	73.58	2008	UNESCO	12.6	2015	UNDP (HDI)	9.2	2015	UNDP (HDI)
Brazil	0.7525	92.6	2015	UNDP (HDI)	91.08	2015	UNESCO	15.40	2015	UNESCO	7.8	2015	UNDP (HDI)
Brunei Darussalam	0.7480	96.4	2015	UNDP (HDI)	80.91	2015	UNESCO	14.74	2015	UNESCO	9	2015	UNDP (HDI)
Bulgaria	0.8106	98.4	2015	UNDP (HDI)	90.53	2015	UNESCO	14.94	2015	UNESCO	10.8	2015	UNDP (HDI)
Burkina Faso	0.2097	36	2015	UNDP (HDI)	46.54	2013	UNESCO	7.70	2013	UNESCO	1.4	2015	UNDP (HDI)
Burundi	0.5113	85.6	2015	UNDP (HDI)	64.23	2014	UNESCO	10.6	2015	UNDP (HDI)	3	2015	UNDP (HDI)
Cambodia	0.5626	77.2	2015	UNDP (HDI)	84.49	2010	UNESCO	10.9	2015	UNDP (HDI)	4.7	2015	UNDP (HDI)
Cameroon	0.5618	75	2015	UNDP (HDI)	71.95	2015	UNESCO	12.19	2015	UNESCO	6.1	2015	UNDP (HDI)
Canada	0.8744	99	2014	UNESCO	93.04	2000	UNESCO	16.3	2015	UNDP (HDI)	13.1	2015	UNDP (HDI)

Table 15. Human Capital Index (HCI) and its components (continued)

Country	HCI	Adult Literacy (%)			Gross Enrollment Ratio			Expected Year of Schooling			Mean Year of Schooling		
		Index Value	Year	Source	Index Value	Year	Source	Index Value	Year	Source	Index Value	Year	Source
Cabo Verde	0.6152	87.6	2015	UNDP (HDI)	75.77	2015	UNESCO	13.19	2015	UNESCO	4.8	2015	UNDP (HDI)
Central African Republic	0.2347	36.8	2015	UNDP (HDI)	42.49	2013	UNESCO	7.10	2012	UNESCO	4.2	2015	UNDP (HDI)
Chad	0.1644	22.31	2016	UNESCO	46.19	2011	UNESCO	7.30	2011	UNESCO	2.3	2015	UNDP (HDI)
Chile	0.8339	97.3	2015	UNDP (HDI)	97.17	2015	UNESCO	16.48	2015	UNESCO	9.9	2015	UNDP (HDI)
China	0.7088	95.12	2010	UNESCO	79.97	2015	UNESCO	14.01	2015	UNESCO	7.6	2015	UNDP (HDI)
Colombia	0.7382	94.7	2015	UNDP (HDI)	89.41	2015	UNESCO	14.42	2015	UNESCO	7.6	2015	UNDP (HDI)
Comoros	0.5166	77.8	2015	UNDP (HDI)	64.45	2014	UNESCO	11.09	2014	UNESCO	4.8	2015	UNDP (HDI)
Congo	0.5515	79.3	2015	UNDP (HDI)	67.02	2012	UNESCO	11.1	2015	UNDP (HDI)	6.3	2015	UNDP (HDI)
Costa Rica	0.7933	97.8	2015	UNDP (HDI)	95.07	2015	UNESCO	15.22	2015	UNESCO	8.7	2015	UNDP (HDI)
Côte d'Ivoire	0.3357	43.1	2015	UNDP (HDI)	55.25	2015	UNESCO	9.20	2015	UNESCO	5	2015	UNDP (HDI)
Croatia	0.8196	99.3	2015	UNDP (HDI)	89.24	2015	UNESCO	15.14	2015	UNESCO	11.2	2015	UNDP (HDI)
Cuba	0.7862	99.7	2015	UNDP (HDI)	80.22	2015	UNESCO	13.81	2015	UNESCO	11.8	2015	UNDP (HDI)
Cyprus	0.8083	99.1	2015	UNDP (HDI)	85.67	2015	UNESCO	14.57	2015	UNESCO	11.7	2015	UNDP (HDI)
Czech Republic	0.8752	99	2014	UNESCO	94.21	2015	UNESCO	16.94	2015	UNESCO	12.3	2015	UNDP (HDI)
Democratic People's Republic of Korea	0.6150	100	2015	UNDP (HDI)	66.94	2015	UNESCO	10.96	2015	UNESCO	5.47	2017	estimation
Democratic Republic of the Congo	0.5108	77.04	2016	UNESCO	59.45	2013	UNESCO	9.8	2015	UNDP (HDI)	6.8	2016	UNESCO
Denmark	0.9472	99.00	2014	UNESCO	105.71	2015	UNESCO	19.30	2015	UNESCO	12.7	2015	UNDP (HDI)
Djibouti	0.3325	70.30	2014	UNESCO	36.81	2011	UNESCO	6.29	2011	UNESCO	4.1	2015	UNDP (HDI)
Dominica	0.6497	88.00	2014	UNESCO	73.00	2014	UNESCO	12.8	2015	UNDP (HDI)	7.9	2015	UNDP (HDI)
Dominican Republic	0.6927	91.8	2015	UNDP (HDI)	79.54	2015	UNESCO	13.75	2015	UNESCO	7.7	2015	UNDP (HDI)
Ecuador	0.7395	94.35	2016	UNESCO	88.87	2013	UNESCO	14.0	2015	UNDP (HDI)	8.3	2015	UNDP (HDI)
Egypt	0.6072	75.2	2015	UNDP (HDI)	78.01	2014	UNESCO	13.10	2014	UNESCO	7.1	2015	UNDP (HDI)
El Salvador	0.6345	88.4	2015	UNDP (HDI)	74.17	2015	UNESCO	12.89	2015	UNESCO	6.5	2015	UNDP (HDI)
Equatorial Guinea	0.5397	95.3	2015	UNDP (HDI)	55.00	2014	UNESCO	9.2	2015	UNDP (HDI)	5.5	2015	UNDP (HDI)
Eritrea	0.3179	73.8	2015	UNDP (HDI)	32.76	2014	UNESCO	5.35	2014	UNESCO	3.9	2015	UNDP (HDI)
Estonia	0.8818	99.8	2015	UNDP (HDI)	97.83	2015	UNESCO	16.35	2015	UNESCO	12.5	2015	UNDP (HDI)
Eswatini	0.5939	87.5	2015	UNDP (HDI)	66.73	2011	UNESCO	11.41	2013	UNESCO	6.8	2015	UNDP (HDI)
Ethiopia	0.3094	49.1	2015	UNDP (HDI)	54.59	2012	UNESCO	8.44	2012	UNESCO	2.6	2015	UNDP (HDI)
Fiji	0.7899	94.40	2014	UNESCO	88.0	2015	UNDP	15.3	2015	UNDP (HDI)	10.5	2015	UNDP (HDI)

Table 15. Human Capital Index (HCI) and its components (continued)

Country	HCI	Adult Literacy (%)			Gross Enrollment Ratio			Expected Year of Schooling			Mean Year of Schooling		
		Index Value	Year	Source	Index Value	Year	Source	Index Value	Year	Source	Index Value	Year	Source
Finland	0.9509	99.00	2014	UNESCO	115.41	2015	UNESCO	19.34	2015	UNESCO	11.2	2015	UNDP (HDI)
France	0.8598	99.00	2014	UNESCO	96.15	2014	UNESCO	16.27	2014	UNESCO	11.6	2015	UNDP (HDI)
Gabon	0.6398	83.2	2015	UNDP (HDI)	76.15	2001	UNESCO	12.6	2015	UNDP (HDI)	8.1	2015	UNDP (HDI)
Gambia	0.3539	55.5	2015	UNDP (HDI)	55.70	2010	UNESCO	8.9	2015	UNDP (HDI)	3.3	2015	UNDP (HDI)
Georgia	0.8333	99.8	2015	UNDP (HDI)	86.33	2015	UNESCO	15.44	2015	UNESCO	12.2	2015	UNDP (HDI)
Germany	0.9036	99.00	2014	UNESCO	97.87	2015	UNESCO	17.29	2015	UNESCO	13.2	2015	UNDP (HDI)
Ghana	0.5669	76.6	2015	UNDP (HDI)	68.60	2015	UNESCO	11.92	2015	UNESCO	6.9	2015	UNDP (HDI)
Greece	0.8867	97.7	2015	UNDP (HDI)	105.78	2014	UNESCO	17.78	2014	UNESCO	10.5	2015	UNDP (HDI)
Grenada	0.8202	96.00	2005	UNDP	99.79	2015	UNESCO	16.72	2015	UNESCO	8.6	2015	UNDP (HDI)
Guatemala	0.5524	79.3	2015	UNDP (HDI)	68.61	2013	UNESCO	10.88	2015	UNESCO	6.3	2015	UNDP (HDI)
Guinea	0.2406	30.4	2015	UNDP (HDI)	53.11	2014	UNESCO	8.82	2014	UNESCO	2.6	2015	UNDP (HDI)
Guinea-Bissau	0.3869	59.9	2015	UNDP (HDI)	62.46	2006	UNESCO	9.2	2015	UNDP (HDI)	2.9	2015	UNDP (HDI)
Guyana	0.6102	88.5	2015	UNDP (HDI)	68.54	2012	UNESCO	10.35	2012	UNESCO	8.4	2015	UNDP (HDI)
Haiti	0.3620	60.7	2015	UNDP (HDI)	39.40	2014	UNESCO	9.1	2015	UNDP (HDI)	5.2	2015	UNDP (HDI)
Honduras	0.6015	88.99	2016	UNESCO	70.23	2015	UNESCO	11.52	2015	UNESCO	6.2	2015	UNDP (HDI)
Hungary	0.8364	99	2015	UNDP (HDI)	90.17	2015	UNESCO	15.37	2015	UNESCO	12	2015	UNDP (HDI)
Iceland	0.9365	99.00	2014	UNESCO	102.56	2013	UNESCO	19.63	2013	UNESCO	12.2	2015	UNDP (HDI)
India	0.5484	72.1	2015	UNDP (HDI)	71.21	2015	UNESCO	11.96	2015	UNESCO	6.3	2015	UNDP (HDI)
Indonesia	0.6857	95.38	2016	UNESCO	76.26	2015	UNESCO	12.77	2015	UNESCO	7.9	2015	UNDP (HDI)
Iran (Islamic Republic of)	0.7364	86.8	2015	UNDP (HDI)	90.34	2015	UNESCO	14.93	2015	UNESCO	8.8	2015	UNDP (HDI)
Iraq	0.5094	79.7	2015	UNDP (HDI)	54.48	2000	UNESCO	10.1	2015	UNDP (HDI)	6.6	2015	UNDP (HDI)
Ireland	0.9626	99.2	2015	UNDP (HDI)	111.54	2015	UNESCO	19.65	2015	UNESCO	12.3	2015	UNDP (HDI)
Israel	0.8635	97.76	2011	UNESCO	94.07	2015	UNESCO	16.01	2015	UNESCO	12.8	2015	UNDP (HDI)
Italy	0.8341	98.85	2011	UNESCO	90.86	2015	UNESCO	16.22	2015	UNESCO	10.9	2015	UNDP (HDI)
Jamaica	0.6957	88.7	2015	UNDP (HDI)	79.86	2004	UNESCO	12.8	2015	UNDP (HDI)	9.6	2015	UNDP (HDI)

Table 15. Human Capital Index (HCI) and its components (continued)

Country	HCI	Adult Literacy (%)			Gross Enrollment Ratio			Expected Year of Schooling			Mean Year of Schooling		
		Index Value	Year	Source	Index Value	Year	Source	Index Value	Year	Source	Index Value	Year	Source
Japan	0.8428	99.00	2014	UNESCO	89.84	2014	UNESCO	15.36	2014	UNESCO	12.5	2015	UNDP (HDI)
Jordan	0.7387	96.7	2015	UNDP (HDI)	80.17	2012	UNESCO	13.1	2015	UNDP (HDI)	10.1	2015	UNDP (HDI)
Kazakhstan	0.8388	99.8	2015	UNDP (HDI)	93.73	2016	UNESCO	15.01	2016	UNESCO	11.7	2015	UNDP (HDI)
Kenya	0.5472	78	2015	UNDP (HDI)	67.22	2009	UNESCO	11.1	2015	UNDP (HDI)	6.3	2015	UNDP (HDI)
Kiribati	0.6591	93.00	2014	UN E-GOV Survey	75.14	2008	UNESCO	11.9	2015	UNDP (HDI)	7.8	2015	UNDP (HDI)
Kuwait	0.6852	96.2	2015	UNDP (HDI)	75.24	2013	UNESCO	13.3	2015	UNDP (HDI)	7.3	2015	UNDP (HDI)
Kyrgyzstan	0.7628	99.5	2015	UNDP (HDI)	81.19	2015	UNESCO	13.13	2015	UNESCO	10.8	2015	UNDP (HDI)
Lao People's Democratic Republic	0.5254	79.9	2015	UNDP (HDI)	63.54	2015	UNESCO	10.91	2015	UNESCO	5.2	2015	UNDP (HDI)
Latvia	0.8131	99.9	2015	UNDP (HDI)	93.35	2014	UNESCO	13.36	2015	UNESCO	11.7	2015	UNDP (HDI)
Lebanon	0.6649	93.9	2015	UNDP (HDI)	63.43	2015	UNESCO	13.3	2015	UNDP (HDI)	8.6	2015	UNDP (HDI)
Lesotho	0.5324	79.4	2015	UNDP (HDI)	62.79	2014	UNESCO	10.74	2014	UNESCO	6.1	2015	UNDP (HDI)
Liberia	0.3772	47.6	2015	UNDP (HDI)	63.92	2000	UNESCO	9.9	2015	UNDP (HDI)	4.4	2015	UNDP (HDI)
Libya	0.7173	91	2015	UNDP (HDI)	94.38	2003	UNESCO	13.4	2015	UNDP (HDI)	7.3	2015	UNDP (HDI)
Liechtenstein	0.8237	99.00	2014	UN E-GOV Survey	86.91	2015	UNESCO	14.71	2015	UNESCO	12.4	2015	UNDP (HDI)
Lithuania	0.8323	99.8	2015	UNDP (HDI)	94.82	2014	UNESCO	13.41	2015	UNESCO	12.7	2015	UNDP (HDI)
Luxembourg	0.7803	99.00	2014	UNESCO	77.31	2012	UNESCO	13.9	2015	UNDP (HDI)	12	2015	UNDP (HDI)
Madagascar	0.4822	64.7	2015	UNDP (HDI)	66.20	2014	UNESCO	10.50	2014	UNESCO	6.1	2015	UNDP (HDI)
Malawi	0.4720	65.8	2015	UNDP (HDI)	69.12	2011	UNESCO	10.72	2011	UNESCO	4.4	2015	UNDP (HDI)
Malaysia	0.6987	94.6	2015	UNDP (HDI)	68.93	2015	UNESCO	12.93	2015	UNESCO	10.1	2015	UNDP (HDI)
Maldives	0.6754	99.3	2015	UNDP (HDI)	76.76	2003	UNESCO	12.7	2015	UNDP (HDI)	6.2	2015	UNDP (HDI)
Mali	0.2558	38.7	2015	UNDP (HDI)	51.08	2011	UNESCO	8.4	2015	UNDP (HDI)	2.3	2015	UNDP (HDI)
Malta	0.7973	94.1	2015	UNDP (HDI)	85.04	2015	UNESCO	15.59	2015	UNESCO	11.3	2015	UNDP (HDI)
Marshall Islands	0.7301	98.27	2011	UNESCO	74.62	2002	UNESCO	12.32	2002	UNESCO	10.9	2011	UNESCO
Mauritania	0.3467	52.1	2015	UNDP (HDI)	52.55	2015	UNESCO	8.84	2015	UNESCO	4.3	2015	UNDP (HDI)
Mauritius	0.7308	90.6	2015	UNDP (HDI)	81.28	2015	UNESCO	14.89	2015	UNESCO	9.1	2015	UNDP (HDI)
Mexico	0.7044	94.4	2015	UNDP (HDI)	77.76	2014	UNESCO	13.30	2014	UNESCO	8.6	2015	UNDP (HDI)
Micronesia	0.6889	94.00	2014	UNESCO	75.43	2004	UNESCO	11.7	2015	UNDP (HDI)	9.7	2015	UNDP (HDI)

Table 15. Human Capital Index (HCI) and its components (continued)

Country	HCI	Adult Literacy (%)			Gross Enrollment Ratio			Expected Year of Schooling			Mean Year of Schooling		
		Index Value	Year	Source	Index Value	Year	Source	Index Value	Year	Source	Index Value	Year	Source
Monaco	0.7901	99.00	2014	UN E-GOV	99.00	2014	UNDP	11.8	2015	UNDP (HDI)	11.27	2017	estimation
Survey													
Mongolia	0.7899	98.4	2015	UNDP (HDI)	87.90	2015	UNESCO	15.01	2015	UNESCO	9.8	2015	UNDP (HDI)
Montenegro	0.8172	98.7	2015	UNDP (HDI)	88.66	2010	UNESCO	15.13	2010	UNESCO	11.3	2015	UNDP (HDI)
Morocco	0.5278	72.4	2015	UNDP (HDI)	69.77	2012	UNESCO	12.05	2012	UNESCO	5	2015	UNDP (HDI)
Mozambique	0.3951	58.8	2015	UNDP (HDI)	61.52	2015	UNESCO	9.59	2015	UNESCO	3.5	2015	UNDP (HDI)
Myanmar	0.5127	93.1	2015	UNDP (HDI)	53.00	2007	UNESCO	9.1	2015	UNDP (HDI)	4.7	2015	UNDP (HDI)
Namibia	0.5850	81.9	2015	UNDP (HDI)	70.28	2006	UNESCO	11.7	2015	UNDP (HDI)	6.7	2015	UNDP (HDI)
Nauru	0.5619	92.00	2014	UN E-GOV	56.13	2008	UNESCO	9.7	2015	UNDP (HDI)	7.12	2017	estimation
Survey													
Nepal	0.4957	64.7	2015	UNDP (HDI)	72.93	2015	UNESCO	12.19	2015	UNESCO	4.1	2015	UNDP (HDI)
Netherlands	0.9206	99.00	2014	UNESCO	106.92	2012	UNESCO	18.12	2012	UNESCO	11.9	2015	UNDP (HDI)
New Zealand	0.9450	99.00	2014	UNESCO	105.67	2015	UNESCO	19.36	2015	UNESCO	12.5	2015	UNDP (HDI)
Nicaragua	0.5847	82.8	2015	UNDP (HDI)	70.00	2014	UNESCO	11.7	2015	UNDP (HDI)	6.5	2015	UNDP (HDI)
Niger	0.0894	19.1	2015	UNDP (HDI)	36.63	2012	UNESCO	5.4	2015	UNDP (HDI)	1.7	2015	UNDP (HDI)
Nigeria	0.4261	59.6	2015	UNDP (HDI)	55.64	2011	UNESCO	10.0	2015	UNDP (HDI)	6	2015	UNDP (HDI)
Norway	0.9025	99.00	2014		98.06	2015	UNESCO	17.68	2015	UNESCO	12.7	2015	UNDP (HDI)
Oman	0.7013	94.8	2015	UNDP (HDI)	76.54	2011	UNESCO	13.7	2015	UNDP (HDI)	8.1	2015	UNDP (HDI)
Pakistan	0.3682	58.7	2015	UNDP (HDI)	50.17	2015	UNESCO	8.24	2015	UNESCO	5.1	2015	UNDP (HDI)
Palau	0.8462	99.5	2015	UNDP (HDI)	97.67	2013	UNESCO	14.3	2015	UNDP (HDI)	12.3	2015	UNDP (HDI)
Panama	0.7137	95	2015	UNDP (HDI)	75.97	2013	UNESCO	12.80	2013	UNESCO	9.9	2015	UNDP (HDI)
Papua New Guinea	0.4778	64.2	2015	UNDP (HDI)	78.93	2012	UNESCO	9.9	2015	UNDP (HDI)	4.3	2015	UNDP (HDI)
Paraguay	0.6701	95.6	2015	UNDP (HDI)	71.59	2010	UNESCO	12.3	2015	UNDP (HDI)	8.1	2015	UNDP (HDI)
Peru	0.7274	94.5	2015	UNDP (HDI)	83.62	2010	UNESCO	13.4	2015	UNDP (HDI)	9	2015	UNDP (HDI)

Table 15. Human Capital Index (HCI) and its components (continued)

Country	HCI	Adult Literacy (%)			Gross Enrollment Ratio			Expected Year of Schooling			Mean Year of Schooling		
		Index Value	Year	Source	Index Value	Year	Source	Index Value	Year	Source	Index Value	Year	Source
Philippines	0.7170	96.3	2015	UNDP (HDI)	85.13	2013	UNESCO	11.7	2015	UNDP (HDI)	9.3	2015	UNDP (HDI)
Poland	0.8668	99.8	2015	UNDP (HDI)	95.23	2014	UNESCO	16.4	2015	UNDP (HDI)	11.9	2015	UNDP (HDI)
Portugal	0.8167	95.7	2015	UNDP (HDI)	98.58	2015	UNESCO	16.50	2015	UNESCO	8.9	2015	UNDP (HDI)
Qatar	0.6683	97.8	2015	UNDP (HDI)	60.02	2015	UNESCO	11.97	2015	UNESCO	9.8	2015	UNDP (HDI)
Republic of Korea	0.8743	99.00	2014	UNESCO	96.85	2015	UNESCO	16.52	2015	UNESCO	12.2	2015	UNDP (HDI)
Republic of Moldova	0.7274	99.4	2015	UNDP (HDI)	70.27	2015	UNESCO	11.63	2015	UNESCO	11.9	2015	UNDP (HDI)
Romania	0.7944	98.8	2015	UNDP (HDI)	83.82	2015	UNESCO	14.93	2015	UNESCO	10.8	2015	UNDP (HDI)
Russian Federation	0.8522	99.7	2015	UNDP (HDI)	95.15	2015	UNESCO	15.38	2015	UNESCO	12	2015	UNDP (HDI)
Rwanda	0.4815	70.5	2015	UNDP (HDI)	70.34	2015	UNESCO	10.55	2015	UNESCO	3.8	2015	UNDP (HDI)
Saint Kittis and Nevis	0.7491	97.80	2014	UNESCO	84.73	2015	UNESCO	14.39	2015	UNESCO	8.4	2015	UNDP (HDI)
Saint Lucia	0.7022	94.80	2014	UNESCO	73.53	2007	UNESCO	13.1	2015	UNDP (HDI)	9.3	2015	UNDP (HDI)
Saint Vincent and the Grenadines	0.6820	88.10	2014	UNESCO	78.28	2004	UNESCO	13.3	2015	UNDP (HDI)	8.6	2015	UNDP (HDI)
Samoa	0.7241	99	2015	UNDP (HDI)	71.32	2000	UNESCO	12.9	2015	UNDP (HDI)	10.3	2015	UNDP (HDI)
San Marino	0.8102	99.00	2014	UN E-Gov Survey	85.33	2012	UNESCO	15.11	2012	UNESCO	11.36	2017	estimation
Sao Tome and Principe	0.5830	74.9	2015	UNDP (HDI)	80.27	2015	UNESCO	12.96	2015	UNESCO	5.3	2015	UNDP (HDI)
Saudi Arabia	0.8100	94.7	2015	UNDP (HDI)	95.68	2014	UNESCO	16.11	2014	UNESCO	9.6	2015	UNDP (HDI)
Senegal	0.3427	55.7	2015	UNDP (HDI)	53.51	2015	UNESCO	8.98	2015	UNESCO	2.8	2015	UNDP (HDI)
Serbia	0.7896	98.1	2015	UNDP (HDI)	85.21	2015	UNESCO	14.55	2015	UNESCO	10.8	2015	UNDP (HDI)
Seychelles	0.7299	95.2	2015	UNDP (HDI)	77.23	2015	UNESCO	14.09	2015	UNESCO	9.4	2015	UNDP (HDI)
Sierra Leone	0.3081	48.1	2015	UNDP (HDI)	45.43	2001	UNESCO	9.5	2015	UNDP (HDI)	3.3	2015	UNDP (HDI)
Singapore	0.8557	96.8	2015	UNDP (HDI)	102.80	2014	UNESCO	15.40	2015	UNDP (HDI)	11.6	2015	UNDP (HDI)
Slovakia	0.8141	99.6	2015	UNDP (HDI)	81.85	2014	UNESCO	15.0	2015	UNDP (HDI)	12.2	2015	UNDP (HDI)
Slovenia	0.8923	99.7	2015	UNDP (HDI)	98.46	2014	UNESCO	17.35	2014	UNESCO	12.1	2015	UNDP (HDI)
Solomon Islands	0.4732	76.6	1999	UNESCO	55.42	2007	UNESCO	9.6	2015	UNDP (HDI)	5.3	2015	UNDP (HDI)
Somalia	0	24.00	2014	UN E-Gov Survey	17.00	2014	UNDP	2.40	2013	UNDP (HDI)	0.97	2017	estimation
South Africa	0.7291	94.3	2015	UNDP (HDI)	77.43	2014	UNESCO	13.34	2014	UNESCO	10.3	2015	UNDP (HDI)
South Sudan	0.2269	31.9	2015	UNDP (HDI)	38.00	2014	UNESCO	8.00	2014	UNESCO	4.8	2015	UNDP (HDI)
Spain	0.8884	98.1	2015	UNDP (HDI)	109.29	2015	UNESCO	17.88	2015	UNESCO	9.8	2015	UNDP (HDI)



Table 15. Human Capital Index (HCI) and its components (continued)

Country	HCI	Adult Literacy (%)			Gross Enrollment Ratio			Expected Year of Schooling			Mean Year of Schooling		
		Index Value	Year	Source	Index Value	Year	Source	Index Value	Year	Source	Index Value	Year	Source
Sri Lanka	0.7451	92.6	2015	UNDP (HDI)	78.84	2013	UNESCO	13.99	2013	UNESCO	10.9	2015	UNDP (HDI)
Sudan	0.3873	75.9	2015	UNDP (HDI)	47.70	2013	UNESCO	7.21	2013	UNESCO	3.5	2015	UNDP (HDI)
Suriname	0.6808	95.6	2015	UNDP (HDI)	72.21	2002	UNESCO	12.7	2015	UNDP (HDI)	8.3	2015	UNDP (HDI)
Sweden	0.9366	99.00	2014	UNESCO	107.99	2015	UNESCO	18.60	2015	UNESCO	12.3	2015	UNDP (HDI)
Switzerland	0.8660	99.00	2014	UNESCO	88.89	2014	UNESCO	16.17	2015	UNESCO	13.4	2015	UNDP (HDI)
Syrian Arab Republic	0.4860	86.4	2015	UNDP (HDI)	50.60	2013	UNESCO	9.03	2013	UNESCO	5.1	2015	UNDP (HDI)
Tajikistan	0.7002	99.8	2015	UNDP (HDI)	69.73	2012	UNESCO	11.3	2015	UNDP (HDI)	10.4	2015	UNDP (HDI)
Thailand	0.7903	96.7	2015	UNDP (HDI)	95.35	2015	UNESCO	16.03	2015	http://hdr.undp.org/sites/default/files/reports/14/hdr2013_en_complete.pdf	7.9	2015	UNDP (HDI)
The former Yugoslav Republic of Macedonia	0.6924	97.8	2015	UNDP (HDI)	71.03	2015	UNESCO	13.12	2015	UNESCO	8.3	2016	UNESCO
Timor-Leste	0.5387	67.5	2015	UNDP (HDI)	81.79	2010	UNESCO	12.5	2015	UNDP (HDI)	4.4	2015	UNDP (HDI)
Togo	0.5058	66.5	2015	UNDP (HDI)	71.89	2011	UNESCO	12.0	2015	UNDP (HDI)	4.7	2015	UNDP (HDI)
Tonga	0.8038	99.4	2015	UNDP (HDI)	88.50	2003	UNESCO	14.3	2015	UNDP (HDI)	11.1	2015	UNDP (HDI)
Trinidad and Tobago	0.7195	99	2015	UNDP (HDI)	67.31	2004	UNESCO	12.7	2015	UNDP (HDI)	10.9	2015	UNDP (HDI)
Tunisia	0.6640	81.8	2015	UNDP (HDI)	80.63	2015	UNESCO	14.75	2015	UNESCO	7.1	2015	UNDP (HDI)
Turkey	0.8148	95	2015	UNDP (HDI)	100.27	2015	UNESCO	17.22	2015	UNESCO	7.9	2015	UNDP (HDI)
Turkmenistan	0.6626	99.7	2015	UNDP (HDI)	61.28	2014	UNESCO	10.80	2014	UNESCO	9.9	2015	UNDP (HDI)
Tuvalu	0.6422	98.00	2014	UN E-Gov Survey	72.33	2001	UNESCO	10.96	2001	UNESCO	6.93	2017	estimation
Uganda	0.4906	73.9	2015	UNDP (HDI)	61.32	2011	UNESCO	10.0	2015	UNDP (HDI)	5.7	2015	UNDP (HDI)
Ukraine	0.8436	99.8	2015	UNDP (HDI)	96.11	2014	UNESCO	15.31	2014	UNESCO	11.3	2015	UNDP (HDI)
United Arab Emirates	0.6877	93.8	2015	UNDP (HDI)	67.00	2014	UNESCO	13.33	2012	UNDP (HDI)	9.5	2015	UNDP (HDI)
United Kingdom of Great Britain and Northern Ireland	0.9200	99.00	2014	UNESCO	99.81	2014	UNESCO	17.94	2014	UNESCO	13.3	2015	UNDP (HDI)
United Republic of Tanzania	0.4759	80.3	2015	UNDP (HDI)	52.30	2013	UNESCO	8.9	2015	UNDP (HDI)	5.8	2015	UNDP (HDI)

Table 15. Human Capital Index (HCI) and its components (continued)

Country	HCI	Adult Literacy (%)			Gross Enrollment Ratio			Expected Year of Schooling			Mean Year of Schooling		
		Index Value	Year	Source	Index Value	Year	Source	Index Value	Year	Source	Index Value	Year	Source
United States of America	0.8883	99.00	2014	UNESCO	96.39	2014	UNESCO	16.54	2014	UNESCO	13.2	2015	UNDP (HDI)
Uruguay	0.7719	98.4	2015	UNDP (HDI)	87.91	2014	UNESCO	15.00	2014	UNESCO	8.6	2015	UNDP (HDI)
Uzbekistan	0.7396	99.6	2015	UNDP (HDI)	70.24	2016	UNESCO	12.29	2016	UNESCO	12	2015	UNDP (HDI)
Vanuatu	0.5675	85.2	2015	UNDP (HDI)	63.51	2004	UNESCO	10.8	2015	UNDP (HDI)	6.8	2015	UNDP (HDI)
Venezuela (Bolivian Republic of)	0.7615	95.4	2015	UNDP (HDI)	87.78	2009	UNESCO	14.3	2015	UNESCO	9.4	2015	UNDP (HDI)
Viet Nam	0.6543	94.5	2015	UNDP (HDI)	66.00	2014	UNESCO	12.6	2015	UNDP (HDI)	8	2015	UNDP (HDI)
Yemen	0.4037	70.1	2015	UNDP (HDI)	54.78	2011	UNESCO	9.0	2015	UNDP (HDI)	3	2015	UNDP (HDI)
Zambia	0.5689	63.4	2015	UNDP (HDI)	85.0		UNDP	12.5	2015	UNDP (HDI)	6.9	2015	UNDP (HDI)
Zimbabwe	0.5668	86.5	2015	UNDP (HDI)	59.15	2013	UNESCO	10.3	2015	UNDP (HDI)	7.7	2015	UNDP (HDI)

Note: Last accessed December 2017

Sources: UNESCO Institute of Statistics <http://data.uis.unesco.org/>  
<http://hdr.undp.org/en/data>

Table 16. Regional and Economic grouping for E-Government Development Index (EGDI)

Country	Region	Sub-Region	EGDI Level	Level of Income	GNI Per Capitas (US dollars)
Afghanistan	Asia	Southern Asia	Middle EGDI	Low Income	1970
Albania	Europe	Southern Europe	High EGDI	Upper Middle Income	11350
Algeria	Africa	Northern Africa	Middle EGDI	Upper Middle Income	14390
Andorra	Europe	Southern Europe	High EGDI	High Income	43270***
Angola	Africa	Middle Africa	Middle EGDI	Upper Middle Income	6090
Antigua and Barbuda	Americas	Caribbean	High EGDI	High Income	22090
Argentina	Americas	South America	High EGDI	High Income	19500
Armenia	Asia	Western Asia	High EGDI	Lower Middle Income	9020
Australia	Oceania	Australia and New Zealand	Very High EGDI	High Income	45210
Austria	Europe	Western Europe	Very High EGDI	High Income	50530
Azerbaijan	Asia	Western Asia	High EGDI	Upper Middle Income	16130
Bahamas	Americas	Caribbean	High EGDI	High Income	21640
Bahrain	Asia	Western Asia	Very High EGDI	High Income	44170*
Bangladesh	Asia	Southern Asia	Middle EGDI	Lower Middle Income	3790
Barbados	Americas	Caribbean	High EGDI	High Income	17180
Belarus	Europe	Eastern Europe	Very High EGDI	Upper Middle Income	17220
Belgium	Europe	Western Europe	Very High EGDI	High Income	45900
Belize	Americas	Central America	Middle EGDI	Upper Middle Income	7930
Benin	Africa	Western Africa	Middle EGDI	Low Income	2170
Bhutan	Asia	Southern Asia	Middle EGDI	Lower Middle Income	8160
Bolivia(Plurinational State of)	Americas	South America	High EGDI	Lower Middle Income	7100
Bosnia and Herzegovina	Europe	Southern Europe	High EGDI	Upper Middle Income	12190
Botswana	Africa	Southern Africa	Middle EGDI	Upper Middle Income	16680
Brazil	Americas	South America	High EGDI	Upper Middle Income	14810
Brunei Darussalam	Asia	South-Eastern Asia	High EGDI	High Income	83010
Bulgaria	Europe	Eastern Europe	High EGDI	Upper Middle Income	19190
Burkina Faso	Africa	Western Africa	Middle EGDI	Low Income	1730
Burundi	Africa	Eastern Africa	Middle EGDI	Low Income	770
Cambodia	Asia	South-Eastern Asia	Middle EGDI	Low Income	3510
Cameroon	Africa	Middle Africa	Very High EGDI	Lower Middle Income	3540
Canada	Americas	Northern America	Middle EGDI	High Income	44020
Cabo Verde	Africa	Western Africa	Middle EGDI	Lower Middle Income	6220
Central African Republic	Africa	Middle Africa	Low EGDI	Low Income	700
Chad	Africa	Middle Africa	Low EGDI	Low Income	1950
Chile	Americas	South America	High EGDI	High Income	22540
China	Asia	Eastern Asia	High EGDI	Upper Middle Income	15470
Colombia	Americas	South America	High EGDI	Upper Middle Income	13900
Comoros	Africa	Eastern Africa	Low EGDI	Low Income	1540
Congo	Africa	Middle Africa	Middle EGDI	Lower Middle Income	5380
Costa Rica	Americas	Central America	High EGDI	Upper Middle Income	15750
Côte d'Ivoire	Africa	Western Africa	Middle EGDI	Lower Middle Income	3590
Croatia	Europe	Southern Europe	High EGDI	High Income	22630

Table 16. Regional and Economic grouping for E-Government Development Index (EGDI) (continued)

Country	Region	Sub-Region	EGDI Level	Level of Income	GNI Per Capitas (US dollars)
Cuba	Americas	Caribbean	Middle EGDI	Upper Middle Income	5880^
Cyprus	Asia	Western Asia	Very High EGDI	High Income	32200
Czech Republic	Europe	Eastern Europe	High EGDI	High Income	32350
Democratic People's Republic of Korea	Asia	Eastern Asia	Low EGDI	Low Income	506~
Democratic Republic of the Congo	Africa	Middle Africa	Middle EGDI	Low Income	780
Denmark	Europe	Northern Europe	Very High EGDI	High Income	50290
Djibouti	Africa	Eastern Africa	Low EGDI	Lower Middle Income	2200&&
Dominica	Americas	Caribbean	High EGDI	Upper Middle Income	10620
Dominican Republic	Americas	Caribbean	High EGDI	Upper Middle Income	14480
Ecuador	Americas	South America	High EGDI	Upper Middle Income	11030
Egypt	Africa	Northern Africa	Middle EGDI	Lower Middle Income	10980
El Salvador	Americas	Central America	High EGDI	Lower Middle Income	8220
Equatorial Guinea	Africa	Middle Africa	Low EGDI	High Income	18290
Eritrea	Africa	Eastern Africa	Low EGDI	Low Income	1500^
Estonia	Europe	Northern Europe	Very High EGDI	High Income	29040
Eswatini	Africa	Southern Africa	Middle EGDI	Lower Middle Income	8310
Ethiopia	Africa	Eastern Africa	Middle EGDI	Low Income	1730
Fiji	Oceania	Melanesia	Middle EGDI	Upper Middle Income	8710
Finland	Europe	Northern Europe	High EGDI	High Income	43780
France	Europe	Western Europe	Very High EGDI	High Income	42000
Gabon	Africa	Middle Africa	Very High EGDI	Upper Middle Income	16720
Gambia	Africa	Western Africa	Middle EGDI	Low Income	1630
Georgia	Asia	Western Asia	Middle EGDI	Lower Middle Income	9510
Germany	Europe	Western Europe	High EGDI	High Income	49690
Ghana	Africa	Western Africa	Very High EGDI	Lower Middle Income	4150
Greece	Europe	Southern Europe	High EGDI	High Income	27150
Grenada	Americas	Caribbean	Very High EGDI	Upper Middle Income	13720
Guatemala	Americas	Central America	High EGDI	Lower Middle Income	7750
Guinea	Africa	Western Africa	Middle EGDI	Low Income	1840
Guinea-Bissau	Africa	Western Africa	Low EGDI	Low Income	1550
Guyana	Americas	South America	Low EGDI	Lower Middle Income	7800
Haiti	Americas	Caribbean	Middle EGDI	Low Income	1790
Honduras	Americas	Central America	Middle EGDI	Lower Middle Income	4410
Hungary	Europe	Eastern Europe	Middle EGDI	High Income	25360
Iceland	Europe	Northern Europe	High EGDI	High Income	51170
India	Asia	Southern Asia	Very High EGDI	Lower Middle Income	6490
Indonesia	Asia	South-Eastern Asia	High EGDI	Lower Middle Income	11220
Iran (Islamic Republic of)	Asia	Southern Asia	High EGDI	Upper Middle Income	20010
Iraq	Asia	Western Asia	High EGDI	Upper Middle Income	17210
Ireland	Europe	Northern Europe	Middle EGDI	High Income	56920
Israel	Asia	Western Asia	Very High EGDI	High Income	36810

Table 16. Regional and Economic grouping for E-Government Development Index (EGDI) (continued)

Country	Region	Sub-Region	EGDI Level	Level of Income	GNI Per Capitas (US dollars)
Italy	Europe	Southern Europe	Very High EGDI	High Income	38460
Jamaica	Americas	Caribbean	Very High EGDI	Upper Middle Income	8450
Japan	Asia	Eastern Asia	Middle EGDI	High Income	43540
Jordan	Asia	Western Asia	Very High EGDI	Upper Middle Income	8980
Kazakhstan	Asia	Central Asia	High EGDI	Upper Middle Income	22930
Kenya	Africa	Eastern Africa	Very High EGDI	Lower Middle Income	3120
Kiribati	Oceania	Micronesia	Middle EGDI	Lower Middle Income	3050
Kuwait	Asia	Western Asia	Middle EGDI	High Income	83150
Kyrgyzstan	Asia	Central Asia	High EGDI	Lower Middle income	3410
Lao People's Democratic Republic	Asia	South-Eastern Asia	High EGDI	Lower Middle Income	6270
Latvia	Europe	Northern Europe	Middle EGDI	High Income	25530
Lebanon	Asia	Western Asia	High EGDI	Upper Middle Income	14070
Lesotho	Africa	Southern Africa	High EGDI	Lower Middle Income	3340
Liberia	Africa	Western Africa	Middle EGDI	Low Income	700
Libya	Africa	Northern Africa	Middle EGDI	Upper Middle Income	11210
Liechtenstein	Europe	Western Europe	Middle EGDI	High Income	115530
Lithuania	Europe	Northern Europe	Very High EGDI	High Income	28680
Luxembourg	Europe	Western Europe	Very High EGDI	High Income	69640
Madagascar	Africa	Eastern Africa	Very High EGDI	Low Income	1440
Malawi	Africa	Eastern Africa	Middle EGDI	Low Income	1140
Malaysia	Asia	South-Eastern Asia	Middle EGDI	Upper Middle Income	26900
Maldives	Asia	Southern Asia	High EGDI	Upper Middle Income	16710
Mali	Africa	Western Africa	High EGDI	Low Income	2050
Malta	Europe	Southern Europe	Low EGDI	High Income	35710
Marshall Islands	Oceania	Micronesia	Very High EGDI	Upper Middle Income	5370
Mauritania	Africa	Western Africa	Middle EGDI	Lower Middle Income	3760
Mauritius	Africa	Eastern Africa	Low EGDI	Upper Middle Income	20990
Mexico	Americas	Central America	High EGDI	Upper Middle Income	17160
Micronesia	Oceania	Micronesia	High EGDI	Lower Middle Income	4090
Monaco	Europe	Western Europe	Middle EGDI	High Income	186710^^^
Mongolia	Asia	Eastern Asia	Very High EGDI	Upper Middle Income	11420
Montenegro	Europe	Southern Europe	High EGDI	Upper Middle Income	17870
Morocco	Africa	Northern Africa	High EGDI	Lower Middle Income	7710
Mozambique	Africa	Eastern Africa	High EGDI	Low Income	1190
Myanmar	Asia	South-Eastern Asia	Middle EGDI	Lower Middle Income	5530
Namibia	Africa	Southern Africa	Middle EGDI	Upper Middle Income	10380
Nauru	Oceania	Micronesia	Middle EGDI	Upper Middle Income	17510
Nepal	Asia	Southern Asia	Middle EGDI	Low Income	2520
Netherlands	Europe	Western Europe	Middle EGDI	High Income	49930
New Zealand	Oceania	Australia and New Zealand	Very High EGDI	High Income	37190
Nicaragua	Americas	Central America	Very High EGDI	Lower Middle Income	5530
Niger	Africa	Western Africa	Middle EGDI	Low Income	970

Table 16. Regional and Economic grouping for E-Government Development Index (EGDI) (continued)

Country	Region	Sub-Region	EGDI Level	Level of Income	GNI Per Capitas (US dollars)
Nigeria	Africa	Western Africa	Low EGDI	Lower Middle Income	5740
Norway	Europe	Northern Europe	Middle EGDI	High Income	61920
Oman	Asia	Western Asia	Very High EGDI	High Income	0
Pakistan	Asia	Southern Asia	High EGDI	Lower Middle Income	5560
Palau	Oceania	Micronesia	Middle EGDI	Upper Middle Income	14840
Panama	Americas	Central America	High EGDI	Upper Middle Income	20980
Papua New Guinea	Oceania	Melanesia	High EGDI	Lower Middle Income	4140
Paraguay	Americas	South America	Middle EGDI	Upper Middle Income	9050
Peru	Americas	South America	High EGDI	Upper Middle Income	12480
Philippines	Asia	South-Eastern Asia	High EGDI	Lower Middle Income	9390
Poland	Europe	Eastern Europe	High EGDI	High Income	26300
Portugal	Europe	Southern Europe	Very High EGDI	High Income	29940
Qatar	Asia	Western Asia	Very High EGDI	High Income	124760*
Republic of Korea	Asia	Eastern Asia	High EGDI	High Income	36570
Republic of Moldova	Europe	Eastern Europe	Very High EGDI	Lower Middle Income	5670
Romania	Europe	Eastern Europe	High EGDI	Upper Middle Income	22370
Russian Federation	Europe	Eastern Europe	High EGDI	High Income	24120
Rwanda	Africa	Eastern Africa	Very High EGDI	Low Income	1860
Saint Kittis and Nevis	Americas	Caribbean	Middle EGDI	High Income	25640
Saint Lucia	Americas	Caribbean	High EGDI	Upper Middle Income	12030
Saint Vincent and the Grenadines	Americas	Caribbean	Middle EGDI	Upper Middle Income	11380
Samoa	Oceania	Polynesia	High EGDI	Lower Middle Income	6230
San Marino	Europe	Southern Europe	Middle EGDI	High Income	52140^^^
Sao Tome and Principe	Africa	Middle Africa	High EGDI	Lower Middle Income	3250
Saudi Arabia	Asia	Western Asia	Middle EGDI	High Income	55750
Senegal	Africa	Western Africa	High EGDI	Lower Middle Income	2480
Serbia	Europe	Southern Europe	Middle EGDI	Upper Middle Income	13700
Seychelles	Africa	Eastern Africa	High EGDI	High Income	28380
Sierra Leone	Africa	Western Africa	High EGDI	Low Income	1320
Singapore	Asia	South-Eastern Asia	Middle EGDI	High Income	85020
Slovakia	Europe	Eastern Europe	Very High EGDI	High Income	29670
Slovenia	Europe	Southern Europe	High EGDI	High Income	31690
Solomon Islands	Oceania	Melanesia	Very High EGDI	Lower Middle Income	2140
Somalia	Africa	Eastern Africa	Middle EGDI	Low Income	107~
South Africa	Africa	Southern Africa	Low EGDI	Upper Middle Income	12830
South Sudan	Africa	Eastern Africa	High EGDI	Low Income	1700
Spain	Europe	Southern Europe	Low EGDI	High Income	36300
Sri Lanka	Asia	Southern Asia	Very High EGDI	Lower Middle Income	12200
Sudan	Africa	Northern Africa	High EGDI	Lower Middle Income	4290
Suriname	Americas	South America	Low EGDI	Upper Middle Income	14460
Sweden	Europe	Northern Europe	Very High EGDI	High Income	49420
Switzerland	Europe	Western Europe	Very High EGDI	High Income	63810

Table 16. Regional and Economic grouping for E-Government Development Index (EGDI) (continued)

Country	Region	Sub-Region	EGDI Level	Level of Income	GNI Per Capitas (US dollars)
Syrian Arab Republic	Asia	Western Asia	Middle EGDI	Lower Middle Income	18608
Tajikistan	Asia	Central Asia	Middle EGDI	Lower Middle Income	3500
Thailand	Asia	South-Eastern Asia	High EGDI	Upper Middle Income	16070
The former Yugoslav Republic of Macedonia	Europe	Southern Europe	High EGDI	Upper Middle Income	14310
Timor-Leste	Asia	South-Eastern Asia	Middle EGDI	Lower Middle Income	3380
Togo	Africa	Western Africa	Middle EGDI	Low Income	1370
Tonga	Oceania	Polynesia	High EGDI	Upper Middle Income	5780
Trinidad and Tobago	Americas	Caribbean	High EGDI	High Income	31770
Tunisia	Africa	Northern Africa	High EGDI	Upper Middle Income	11150
Turkey	Asia	Western Asia	High EGDI	Upper Middle Income	24980
Turkmenistan	Asia	Central Asia	Middle EGDI	Upper Middle Income	16060
Tuvalu	Oceania	Polynesia	Middle EGDI	Upper Middle Income	5920
Uganda	Africa	Eastern Africa	Middle EGDI	Low Income	1790
Ukraine	Europe	Eastern Europe	High EGDI	Lower Middle Income	8190
United Arab Emirates	Asia	Western Asia	Very High EGDI	High Income	72830
United Kingdom of Great Britain and Northern Ireland	Europe	Northern Europe	Very High EGDI	High Income	41640
United Republic of Tanzania	Africa	Eastern Africa	Middle EGDI	Low Income	2740
United States of America	Americas	Northern America	Very High EGDI	High Income	58700
Uruguay	Americas	South America	Very High EGDI	High Income	21090
Uzbekistan	Asia	Central Asia	High EGDI	Lower Middle Income	6640
Vanuatu	Oceania	Melanesia	Middle EGDI	Lower Middle Income	3040**
Venezuela (Bolivian Republic of)	Americas	South America	High EGDI	High Income	17410**
Viet Nam	Asia	South-Eastern Asia	High EGDI	Lower Middle Income	6040
Yemen	Asia	Western Asia	Low EGDI	Lower Middle Income	2490
Zambia	Africa	Eastern Africa	Middle EGDI	Lower Middle Income	3850
Zimbabwe	Africa	Eastern Africa	Middle EGDI	Low Income	1810

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- 2 Note: The Internet is a worldwide public computer network. It provides access to a number of communication services including the World Wide Web and carries e-mail, news, entertainment and data files, irrespective of the device used (not assumed to be only via a computer – it may also be by mobile telephone, tablet, PDA, games machine, digital TV etc.). Access can be via a fixed or mobile network. (Ibid)
- 3 ITU (2017). Measuring the Information Society Report 2017. Volume 2. ICT country profiles. p. 249. Available at: [https://www.itu.int/en/ITU-D/Statistics/Documents/publications/misr2017/MISR2017\\_Volume2.pdf](https://www.itu.int/en/ITU-D/Statistics/Documents/publications/misr2017/MISR2017_Volume2.pdf)
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