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|-------------------------------|---|
| <b>Product</b>                | <b>Digital Government Readiness Assessment (DGRA)</b>   |
| <b>Version</b>                | 31.2  |
| <b>Core Team</b>              | <p><i>Samia Melhem</i>, Lead Digital Development Specialist, Digital Development Global Practice (TTL)</p> <p><i>Cem Dener</i>, Lead Governance Specialist, Governance Global Practice</p> <p><i>Masatake Yamamichi</i>, Digital Development Specialist, Digital Development Global Practice</p> <p><i>Marta Lucila Prifitis</i>, ET Consultant, Digital Development Global Practice</p> <p><i>Youngyun Lee (Susie)</i>, Consultant, Digital Development Global Practice</p> <p><i>Emir Sfaxi &amp; Pierre Chrzanowski</i>, Policy Officers, Digital Development Global Practice</p>  |
| <b>License</b>                | CC-BY 4.0   |
| <b>Date of last update</b>    | 25-Apr-20   |
| <b>Overview</b>               | <p>Building a strong and user-centered digital government is the first and foremost essential foundation of any digital development, including establishing a digital economy. Government digitization not only increases administrative efficiency but also brings unprecedented ways to bolster economic growth and productivity.</p> <p><i>Digital Government Readiness Assessment (DGRA) toolkit</i>, as a comprehensive diagnostic tool, aims to help governments in developing countries assess their readiness towards digital transformation. Through both qualitative and quantitative analyses, it identifies strengths and weaknesses of the current digital government status and proposes future-looking action plans to strengthen government's digital capabilities.</p>   |
| <b>Description</b>            | <p><i>Digital Government Readiness Assessment toolkit</i> is comprised of a comprehensive set of questions (67), aiming at providing a rapid assessment of a government's digital transformation. It is intended to diagnose the current status of its digital development and stimulate a deeper policy discussion on its vision towards digital transformation.</p> <p>The survey questions delve into the nine critical foundations of digital government transformation grouped under these pillars' headings: <i>Leadership and Governance</i> (9Q); <i>User Focus</i> (8Q); <i>Public Administration Reforms and Change Management</i> (6Q); <i>Capabilities, Culture and Skills</i> (7Q); <i>Technology Infrastructure</i> (10Q); <i>Data Infrastructure, Strategy and Governance</i> (8Q); <i>Cyber Security, Privacy and Resilience</i> (4Q); <i>Enabling Legislation and Regulation</i> (8Q); <i>Enabling National Digital Ecosystem</i> (7Q).</p> <p>The toolkit has been piloted in several countries (Myanmar, Vietnam, Lebanon, Kyrgyzstan, Uzbekistan, and Senegal) and facilitated strategic policy dialogues with the respective governments.</p> <p>On November 2019, DGRA online survey tool, collaborated with ITS, has been created and all the completed assessments are archived in the system, providing a data set of country comparisons. (Please request to <i>Youngyun Lee</i> for the access of DGRA online tool, FURL: <a href="#">dgratool/</a>)</p> |
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| CATEGORY  |          | QUESTIONS  |  | RESPONSES   | RESPONSES   | COMMENTS  | WEB LINKS   |  |
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| Toolkit guidelines  |          | Degree of question significance: Core/Non-Core   | Answer a number of questions per Toolkit Category to ensure a holistic high level assessment of current affairs  | Guidance provides more context and breadth to the questions to get a better perspective of the answers  | Please answer in: Yes/No/Absent=no information/Non-Applicable | If Yes, please answer in scale of 1 - 3: 3 = High, 2 = Moderate, 1 = Less developed. If No, Absent, Non-Applicable, select 0. | Please provide comments within the context of [country being assessed] 300 Words Max per question | Please provide a list of (where possible) web sites or links to documents that enrich the response's substance per section |
| <b>A. Leadership and Governance</b>   |          |  |  |   |   |   |   |  |
| <p>This section looks into strategies, roadmaps as well as organizational and governance structure for digital transformation. The leadership and governance aspect estimate the likelihood of successful digital transformation.</p> <p>Stakeholders are digital government agency leaders, Public Sector CIOs, President's office, Prime Minister's office, Steering Committees, Ministries of Finance/Planning/Public Administration, Parliamentarians, Private sector associations, Civil Society Organizations, Academia, etc.</p> <p>Please attach the government's organization chart, if any.</p> | A.1      | Core   | <p><b>Does the government have a vision for digital transformation? (Y/N/Absent/Non-Applicable)</b></p> <p>If Yes, Is there a digital government strategy linked to the national development agenda and aligned with national priorities? (Y/N/Absent/Non-Applicable)</p>  | <p>What is the date of the government's last Digital Development strategy document (e.g. e-Government strategy, National ICT policy, Digital Policy, ICT Master plan or Roadmap, etc.)? Indicate timeframe for preparing a new strategy. Add links to substantiate, if any. Identify major risks to hamper digital transformation such as operating environment risks (including political risks).</p>  |   |   |   |  |
|   | A.1.1    |  |  |   |   |   |   |  |
|   | A.2      | Non-Core   | <p><b>Are there specific, measurable, and achievable goals towards digital transformation across the various sectors? (Y/N/Absent/Non-Applicable)</b></p> <p>If Yes, Are these goals aligned with the SDGs? (Y/N/Absent/Non-Applicable) Please describe which SDG Goals are covered under the digital transformation strategy.</p>   | <p>List the strategic and tactical goals of the strategy, if available, and whether they are measurable. Highlight also their linkage to any of the 17 UN SDGs.</p>   |   |   |   |  |
|   | A.2.1    |  |  |   |   |   |   |  |
|   | A.3      | Core   | <p><b>Is there a clear implementation roadmap that supports the digital government strategy? (Y/N/Absent/Non-Applicable)</b></p> <p>If Yes, are there any key performance indicators for measuring implementation of the digital government strategy? (Y/N/Absent/Non-Applicable)</p>  | <p>Provide details on existing strategy implementation road map (with links if available online), associated performance indicators developed and their utility in measuring impact on social, economic or environmental agendas.</p>   |   |   |   |  |
|   | A.3.1    |  |  |   |   |   |   |  |
|   | A.3.2    |  |  |   |   |   |   |  |
|   | A.4      | Core   | <p><b>Is there a permanent government entity (Ministry, Authority, Agency, Department, etc.) that owns, maintains, facilitates, and coordinates the development and implementation of the digital government strategy? (Y/N/Absent/Non-Applicable)</b></p> <p>If Yes, Does this entity have an official mandate with a clear operating model (people, processes, technology, and governance construct) to succeed? (Y/N/Absent/Non-Applicable)</p> | <p>Provide the organization structure and positioning, as well as the capability maturity of this entity, and elaborate its official role in the context of a digital transformation agenda for government. How is inter- and intra-government coordination realized in support of the digital government strategy development and implementation? Please add links documenting the responses, if any.</p>  |   |   |   |  |
|   | A.4.1    |  |  |   |   |   |   |  |
|   | A.5      | Core   | <p><b>Are the other government entities effectively structured and staffed to work with the permanent digital government entity on their entity's and the whole-of-government digital transformation? (Y/N/Absent/Non-Applicable)</b></p> <p>If Yes, Are there any entity engagement programs with incentives in place for this collaboration? (Y/N/Absent/Non-Applicable)</p>   | <p>Related to A4. Look into the key roles (ICT, Business, Project Management, Coordination, Service Delivery, etc.) required in the entity's organization, and identify gaps. When possible, elaborate on how the entity is engaged to coordinate and collaborate in digital transformation implementation. Provide examples of participation in the digital government strategy development, if any (ex. their own digital transformation strategies, achievements, etc.).</p> |   |   |   |  |
| A.5.1   |          |  |  |   |   |   |   |  |
| A.6   | Non-Core | <p><b>Do government officials (e.g., Ministers, Under-Secretaries, Departments Heads, etc.) understand and support the vision of digital government? (Y/N/Absent/Non-Applicable)</b></p> <p>If Yes, Are non-government stakeholders (such as the private sector, civil society, academia, etc.) consulted about the digital government strategy development? (Y/N/Absent/Non-Applicable)</p>   | <p>What are the most recent statements from the country's top leadership about digital government to back-up the response? Add links if any. Provide examples of participation of non governmental bodies in the digital government strategy development, if any. In case interviewees are not able to provide answers, try to gauge the overall perception within the country during the interview process.</p>                                   |   |   |   |   |  |
| A.6.1   |          |  |  |   |   |   |   |  |
| A.7   | Non-Core | <p><b>Is the government's vision/digital government strategy communicated well? (Y/N/Absent/Non-Applicable)</b></p> <p><b>Please describe the communication processes and mechanisms used.</b></p>   | <p>Present how is the government's strategy/policy communicated internally, within the government, to all concerned stakeholders. Also, how is it communicated externally to the broader audience of external stakeholders. This communication could be through: a. website, b. Policy paper. or c. Other. Identify and explain bottlenecks, if possible. Add links if any.</p>  |   |   |   |   |  |
| A.7.1   |          |  |  |   |   |   |   |  |
| A.8   | Core     | <p><b>Is there sustainable funding to support and implement the digital government strategy, based on the endorsement of the country's top leadership? (Y/N/Absent/Non-Applicable)</b></p> <p>If Yes, Is there a dedicated budget line for the digital transformation? (Y/N/Absent/Non-Applicable)</p> <p>If Yes, Is the budget tied to a) KPIs and results; b) cross-agency collaboration; c) maintenance and operations; d) other? (Y/N/Absent/Non-Applicable) Please describe in the comment.</p> | <p>What is the source of funding for the government's digital transformation strategy? Is there an allocated annual budget for digital transformation projects? Is the budget aggregated per government entity or is it a lump sum for the central entity that is leading the digital government strategy and implementation?</p>  |   |   |   |   |  |
| A.8.1   |          |  |  |   |   |   |   |  |
| A.8.2   |          |  |  |   |   |   |   |  |
| A.9   | Core     | <p><b>Are government ICT procurement procedures being followed for digital government expenditures (Y/N/Absent/Non-Applicable)?</b></p> <p>If Yes, is there a central procurement authority for ICT procurement and asset management?</p>  | <p>If government ICT procurement procedures are being followed, have they been modified to international best practices for procuring ICT goods or services or a mix of both? What monitoring mechanisms, if any, are in place to ensure that these expenditures are effective and based on clear outcomes or milestones?</p>  |   |   |   |   |  |
| A.9.1   |          |  |  |   |   |   |   |  |
| <b>B. User-centered Design</b>  |          |  |  |   |   |   |   |  |
| <p>This section examines the consultation and participation of users in the design and development of government digital or e-Services, across all user groups (e.g. nationals,</p>   | B.1      | Core   | <p><b>Is the digital government strategy based on a user-centered design of public e-Services (with user covering the following categories: citizens, businesses, government employees, government entities)? (Y/N/Absent/Non-Applicable)</b></p> <p>Please describe how the user-centered approach is followed in the comment box.</p>  | <p>Comment on the user-centered aspect of e-Services and how does it drive the design and implementation of other components or building blocks of the digital government strategy.</p>   |   |   |   |  |
|   | B.2      | Core   | <p><b>Are there guiding principles established to define the design and implementation of digital or e-Services for each user category (e.g. business friendly fundamentals, life event alignment, transparent reporting and data accessibility, personalization features, etc.)? (Y/N/Absent/Non-Applicable)</b></p>  | <p>Elaborate how these guiding principles or the like are effecting the design and implementation of government digital or e-Services</p>   |   |   |   |  |

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| <b>residents, businesses, and government employees).</b><br><br><b>Stakeholders involve both supply (public administration and modernization employees) and the demand (population, businesses). The Human Centered design methodology is an example of such a participatory approach for public service modernization. To ensure a comprehensive representation of all users, present, and potential, the interviewers should consult on this section with NGOs and social intermediaries. Guidance from CMU staff is key to identify and target the relevant users to interview in this</b> | B.3      | Non-Core  | <b>Are users invited to participate in design, test and use of new digital or e- Services? (Y/N/Absent/Non-Applicable)</b>  | Comment on how the user categories: citizens, employees of government entities, businesses and government entities are being involved in digital transformation of government services, and whether there is a structured approach to do so.   |   |   |   |  |
|   | B.3.1    |   | If Yes, Are there guidelines in place for government entities to facilitate and maintain this participation? (Y/N/Absent/Non-Applicable)  |  |   |   |   |  |
|   | B.4      | Core  | <b>Is there an integrated multi-channel approach to deliver and promote the digital or e- Services (Online Portal, Mobile, etc.) ? (Y/N/Absent/Non-Applicable)</b>  | Look into the omnichannel design for e-Services. Has this been developed? The actual use of digital or e-Services by citizens and businesses should be considered in the answer to Question A3.  |   |   |   |  |
|   | B.5      | Non-Core  | <b>Is there an outreach/marketing strategy and plan to promote digital or e- Services' uptake across all available channels? (Y/N/Absent/Non-Applicable) Please describe the actors, partners, leaders and the processes.</b>   | Highlight the nature of the outreach, marketing and training plans, its frequency, and benefitting user categories or groups   |   |   |   |  |
|   | B.6      | Core  | <b>Are government digital or e-Services made accessible to all, taking account of location, connectivity, gender, skills, affordability and disabilities (or special needs)? (Y/N/Absent/Non-Applicable)</b>  | Indicate accessibility specifics based on the following : a) Gender, b) Rural, c) Poor and d) People with disabilities or special needs, and indicate accessibility standards compliance.  |   |   |   |  |
|   | B.6.1    |   | If Yes, Are government digital or e-Services compliant with appropriate accessibility standards (e.g. WAI, WCAG)? (Y/N/Absent/Non-Applicable)   |  |   |   |   |  |
|   | B.7      | Non-Core  | <b>Is there a process and mechanism to accommodate users' feedback for improving the online user-interface? (Y/N/Absent/Non-Applicable)</b>   | Identify any usage feedback loop in place and how often are changes to digital or e- Services made as a result of this feedback, if any: a. Quite often? B. Sometimes? C. rarely? Add Links, if available. Identify if the users' feedback can be well reflected in "C. Public Administrations Reforms and Change Management." |   |   |   |  |
|   | B.7.1    |   | Is there a process and mechanism for online services delivery? (Y/N/Absent/Non-Applicable)  |  |   |   |   |  |
| B.8   | Non-Core | <b>Is civil society and/or the private sector regularly engaged in a consultative process to inform the user-centered digital or e- Services design, particularly for rural users and those with special needs or disabilities? (Y/N/Absent/Non-Applicable)</b> | Identify how often are civil society and the private sector consulted on government digital or e- Services design: a. Quite often? B. Sometimes? C. rarely?   |  |   |   |   |  |
| <b>C. Public Administration Reforms and Change Management</b>   |          |   |   |  |   |   |   |  |
| <b>This section looks at the public administration reforms for digital transformations. This is often the most neglected aspect of digital transformation and can determine the program's success.</b><br><br><b>Stakeholders are agencies in charge of reform or civil service modernization. There may be an articulated system (matrix-based) to implement the change. If so try to orient the questions around understanding the system and the processes of change management around it. To include users on some of the</b>   | C.1      | Core  | <b>Does the government have an administrative reform or modernization strategy that can support the digital transformation agenda? (Y/N/Absent/Non-Applicable)</b>  | This questions is relevant only if answer to A1 is positive. Provide details on this strategy if developed and its implementation status. Is the digital government strategy leveraging this administrative reform or development strategy?  |   |   |   |  |
|   | C.1.1    |   | If Yes, Is this strategy officially endorsed and put into implementation? (Y/N/Absent/Non-Applicable)   |  |   |   |   |  |
|   | C.1.2    |   | If Yes, Is there ownership and support of this strategy in the government? (Y/N/Absent/Non-Applicable)  |  |   |   |   |  |
|   | C.2      | Core  | <b>Did the government follow any standard procedures to simplify, digitalize, and optimize government services (e.g. ISO 9000 certification, use of feedback mechanisms, etc.)? (Y/N/Absent/Non-Applicable)</b>   | If Yes, Is there any monitoring mechanism for improving the quality of services?   |   |   |   |  |
|   | C.3      | Core  | <b>Is cross-government referential data (e.g. Personal ID, Business registry, Land database, Non-Movable assets registries) consistently shared electronically across agencies? (Y/N/Absent/Non-Applicable)</b>   | If Yes, add a list of basic registries. If No, add the challenges to doing so (e.g. absence of Unique identifiers, shared services for e-Payment /payment gateway, ...). Identify how intensive/often cross-government referential data is used.   |   |   |   |  |
|   | C.4      | Non-Core  | <b>Has a government-wide catalogue of services been developed (e.g. including for each service a brief description, its fulfillment requirements, concerned government entities, associated forms to fill, duration for completion and associated fee)? (Y/N/Absent/Non-Applicable)</b> | Gauge how the government has documented its services portfolio, and ascertain the usability of this documentation in the services digital enablement or transformation.  |   |   |   |  |
|   | C.5      | Non-Core  | <b>Is Government using any management information systems (such as: IFMIS, e-Procurement, HRMIS, Tax MIS, Trade Facilitation, e-Business, Education MIS, Health MIS, Land management MIS, Transport MIS, or Other (fill out))? (Y/N/Absent/Non-Applicable)</b>                          | Highlight how government services are transformed with digital enablement. How are entities being brought into the services transformation effort and how are they being measured when it comes to progress.   |   |   |   |  |
|   | C.5.1    |   | If Yes, Is there a -Services Transformation Toolkit based on the administrative reform or modernization strategy and enabled by the digital government strategy, with clear services modernization and integration standards and work activities to follow? (Y/N/Absent/Non-Applicable) |  |   |   |   |  |
| C.6   | Core     | <b>Does the government invest in change management practices (training, skills, culture, knowledge, HR, etc.) towards digital transformation? (Y/N/Absent/Non-Applicable).</b>  | If Yes, Select the tools in use for change and ability / speed to adapt: a. productivity tools to personalize the digital experience?; b. ability to provide just-in-time feedback?; and/or C. demonstrate progress through dashboards?   |  |   |   |   |  |
| C.6.1   |          | If Yes, Is there a change management office in charge of the implementation within the government? (Y/N/Absent/Non-Applicable)  | If there is a change management office in place, how effective it is in advancing the resulting digital transformation change agenda?   |  |   |   |   |  |
| <b>D. Capabilities, Culture and Skills</b>  |          |   |   |  |   |   |   |  |

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|  |       |  |  |  | <b>RESPONSE SCORE WEIGHING</b><br>If Yes, please answer in scale of 1 - 3: 3 = High, 2 = Moderate, 1 = Less developed<br>If No, Absent, Non-Applicable, select 0. |   |  |
| This section looks into the human capital readiness within the government for both digital government domain experts/practitioners (internal and contractors) and administration business specialists. Distinguishing between two different types of profiles and skills for civil servants is key. Define key indicators such as certification/accreditation. Type of training required ranging from program management, infrastructure and application operations, database management, data | D.1   | Core   | Is there a clear view on the digital government capabilities requirements, both business and technical, across the government to support realization of the digital transformation agenda? (Y/N/Absent/Non-Applicable)   | Provide a central and entity-level government view on functions added to the government organization structure to support the business and technical roll out of digital government. Place links to available documentation in this regard.  |   |   |  |
|  | D.2   | Core   | Does the government have enough skilled, qualified staff (with business and technical capabilities) to deliver on the digital government transformation strategy? (Y/N/Absent/Non-Applicable)  | Highlight available skills sets. For example: in a) technology architecture and design, b) technology and infrastructure implementation and operation, c) services modernization and integration, d) application development and integration, e) data analysis, f) change management, g) marketing and communication, h) digital user interfaces, i) cyber security, etc. How are they positioned/distributed across government? Explain how the government tries to recruit candidates with adequate qualifications. Also ascertain if staff is well equipped with necessary tools to implement the digital transformation. |   |   |  |
|  | D.3   | Non-Core   | Is there targeted internal digital education and training at all levels of government (central and local included)? (Y/N/Absent/Non-Applicable)  | Gauge education and training programs being offered for civil servants to support development and utilization of the digital government and its services. If such official programs do not exist, where can government officials obtain training?  |   |   |  |
|  | D.3.1 |  | Is there a Digital government Center of Excellence or Academy to own and deliver such programs? (Y/N/Absent/Non-Applicable)  |  |   |   |  |
|  | D.4   | Non-Core   | Are there clear career paths for government staff with digital government business and technical qualifications? (Y/N/Absent/Non-Applicable)   | Look into the government civil service cadre and policies to see if there are any differentiated or preferential pay or incentives given to the digital government workforce   |   |   |  |
|  | D.4.1 |  | Does the government have a tactic for keeping these staff from moving to the private sector? (Y/N/Absent/Non-Applicable)   |  |   |   |  |
|  | D.5   | Non-Core   | Can the government access new specialized talent from local universities or industries for specific projects in the digital transformation plan? (Y/N/Absent/Non-Applicable)   | Elaborate local talent market be it from universities or digital industry players  |   |   |  |
|  | D.6   | Core   | Is the government open to outsourcing digital government enabling functions to the local private sector? (Y/N/Absent/Non-Applicable)   | Identify such arrangements. If none, highlight those digital government enablement functions that can be outsourced with government oversight  |   |   |  |
|  | D.6.1 |  | Have any such arrangements materialized over recent years? (Y/N/Absent/Non-Applicable)   |  |   |   |  |
|  | D.7   | Non-Core   | Is there a culture of collaboration around themes or projects amongst civil service staff in the government? (Y/N/Absent/Non-Applicable)   | Gauge the level of joint work between civil servants in different government entities and identify any working groups or communities that have been developed to advance a study, project, etc.  |   |   |  |
| D.7.1  |       | Are there knowledge based communities of practice inside the administration on digital technologies? (Y/N/Absent/Non-Applicable) |  |  |   |   |  |
| <b>E. Technology Infrastructure</b>  |       |  |  |  |   |   |  |
| This section looks into the common technology infrastructure standards, designs and implementations put in place or planned for the digital government, either by the government alone or in partnership with the private sector.  | E.1   | Core   | Has a whole-of-government Enterprise Architecture (covering infrastructure, data, integration, application, presentation, operations and security dimensions) been developed for the digital government program? (Y/N/Absent/Non-Applicable)                             | If Yes, who is its Owner and how is it maintained? Understand and present the current state of a reference architecture for the government at large, and what industry standards (for example TOGAF 9) have been followed in developing this architecture. Gauge whether digital government work has followed this reference architecture.   |   |   |  |
|  | E.2   | Core   | Have the government developed an e-Government Interoperability Framework or other MetaData Framework with mandatory standards for each government entity's systems? (Y/N/Absent/Non-Applicable)  | If Yes who is the owner, and how is it maintained and enforced in the application of new management information systems and applications? Highlight work done on such frameworks with the aim to facilitate data flow and integration across various digital government applications.  |   |   |  |
|  | E.3   | Core   | Has the government designed and deployed an Enterprise Service Bus (ESB) construct for integrating various data sources to the many services applications? (Y/N/Absent/Non-Applicable)   | Document how various digital government applications will interface with one another and following which standards.  |   |   |  |
|  | E.3.1 |  | Have standardized Application Programming Interfaces (APIs) been developed for applications or online services? (Y/N/Absent/Non-Applicable)  |  |   |   |  |
|  | E.4   | Core   | Has the government designed and deployed a secure Government-wide digital network that connects all entities (at the national and local levels) to share services and data through a secure Data Center hub? (Y/N/Absent/Non-Applicable)                                 | Document plans and achievements for a secure government-wide digital network with the required data center hub and connectivity redundancies. List connected entities to date.   |   |   |  |
| Define digital platforms and services, Standards and Interoperability, management information systems, and other government common platforms.  | E.5   | Non-Core   | How many entities have been connected to this digital network so far? (Please write in a comment box) Does the government use Disruptive technologies such as Cloud services, IoT, Blockchain or AI - or is it open to the idea of doing so? (Y/N/Absent/Non-Applicable) | Look into what type of Cloud is the government using or planning to use. For example: a) Public, b) Private or c) Hybrid. Also, please identify the cloud computing service model. Will it be: a) Cloud-as-an-Infrastructure, b) Cloud-as-a-Platform, or c) Cloud-as-an-application.   |   |   |  |
|  | E.6   | Core   | Have core government services applications been developed? (Y/N/Absent/Non-Applicable)   | For example, customs, taxation, national ID card, passports, land management, commercial registration, social security services, etc. Indicate all core government services applications that have been developed and state those that are still under development. The actual use of these core government services should be considered in the answer to Question A3. Also, identify and explain bottlenecks to develop them.  |   |   |  |
| Stakeholders are the Ministry of ICT (EA, Interoperability), ICT Agencies, Ministry of Finance, private sector ICT players, academia / specialized institutes, etc.  | E.7   | Non-Core   | Have government document management or correspondence management applications been developed? (Y/N/Absent/Non-Applicable)  | List developed document management and correspondence management applications that have been developed and for which government entity.  |   |   |  |
|  | E.7.1 |  | Are these applications re-usable to benefit all government entities? (Y/N/Absent/Non-Applicable)   |  |   |   |  |

Date:

Country:

Team Member:

| CATEGORY  |          | QUESTIONS  |   | RESPONSES  | RESPONSES   | COMMENTS  | WEB LINKS   |  |
|---|----------|--|---|--|---|---|---|--|
| SECTION   | NO.      | SIGNIFICANCE   | DGRA QUESTIONS  | GUIDANCE FOR THE QUESTIONS   | RESPONSES   | RESPONSE SCORE WEIGHING   | COMMENTS PER QUESTION   | REFERENCE LINKS PER SECTION  |
| Toolkit guidelines  |          | Degree of question significance: Core/Non-Core   | Answer a number of questions per Toolkit Category to ensure a holistic high level assessment of current affairs   | Guidance provides more context and breadth to the questions to get a better perspective of the answers   | Please answer in: Yes/No/Absent=no information/Non-Applicable | If Yes, please answer in scale of 1 - 3: 3 = High, 2 = Moderate, 1 = Less developed. If No, Absent, Non-Applicable, select 0. | Please provide comments within the context of [country being assessed] 300 Words Max per question | Please provide a list of (where possible) web sites or links to documents that enrich the response's substance per section |
|   | E.8      | Core   | <b>Is there a common digital government portal that acts as the front-end interface for all planned digital or e-Services? (Y/N/Absent/Non-Applicable)</b>  | Document how the common interface to digital government services is taking place (one central portal with subpages for all government entities, or one central portal with simple link interfaces to individual government entity web sites). Gauge if mobile government applications are supported as mobile applications or simply as portal   |   |   |   |  |
|   | E.8.1    |  | <b>Does this portal support mobile government applications? (Y/N/Absent/Non-Applicable)</b>   |  |   |   |   |  |
|   | E.9      | Non-Core   | <b>Does the government have a contact center to address inquiries on government services or to document complaints from the various user groups? (Y/N/Absent/Non-Applicable)</b>  | Highlight if there is a contact center, where it is located and what is its operating model. What application is being used to handle inquiries or complaints? Also, what campaigns are in place to inform the public about the contact center?  |   |   |   |  |
|   | E.9.1    |  | <b>Is there a hotline number for this contact center? (Y/N/Absent/Non-Applicable)</b>   |  |   |   |   |  |
|   | E.10     | Non-Core   | <b>Has the government developed guidelines for ICT/digital operations good practices for both basic and advanced civil service users? (Y/N/Absent/Non-Applicable)</b>   | Identify if such operations guidelines are in place and whether they have been put to effective use and remain current.  |   |   |   |  |
| <b>F. Data Infrastructure, Strategies, and Governance</b>   |          |  |   |  |   |   |   |  |
| This section looks into the government data, its accessibility, structure, currency and associated exchange standards and protocols as well as policies. Stakeholders are the National Statistics Office, Digital government and innovation teams, Ministries of Finance, Interior, Economy, Trade, Planning, Transport and other key agencies. Differentiate between data used by government for service delivery (of relevance to this survey) and data used by the private sector. For this section include CSOs, NGOs and private sector representatives especially on the Open Data questions. | F.1      | Core   | <b>Does the government have a data management strategy (collection, storage, sharing and re-use strategy)? (Y/N/Absent/Non-Applicable)</b>  | Identify if this strategy exists, add a link to the document if possible and gauge whether it is being implemented; specify how this strategy relates to the Data Protection law referred to in Section H?   |   |   |   |  |
|   | F.1.1    |  | If Yes, is it being implemented? (Y/N/Absent/Non-Applicable)  |  |   |   |   |  |
|   | F.2      | Core   | <b>Has the government defined, digitized and shared a set of "basic data registers"? (Y/N/Absent/Non-Applicable)</b>  | List available "basic data registers" and the data category each cover, if they exist.   |   |   |   |  |
|   | F.2.1    |  | If Yes - Do these include a) People; b) Businesses; c) Land; d) Vehicles; e) Non-Movable assets f) Chart of account or g) Other registers? (Y/N/Absent/Non-Applicable)  |  |   |   |   |  |
|   | F.2.2    |  | If Yes - For each basic register, has the government defined institutional responsibilities for the operation, update, and sharing of the register's data? (Y/N/Absent/Non-Applicable)  |  |   |   |   |  |
|   | F.3      | Core   | <b>Are all government entities legally required to use "basic data registers" (Y) or do they still collect and hold their own data? (N)</b>   | Gauge whether government entities use the "basic data registers" or collect and maintain their own data sets   |   |   |   |  |
|   | F.4      | Core   | <b>Does government have Data Sharing Agreements or Data Exchange Protocols with any third party? (Y/N/Absent/Non-Applicable)</b>  | Mention these agreements or protocols if they exist  |   |   |   |  |
|   | F.5      | Non-Core   | <b>Has a National Spatial Data Infrastructure (SDI) been defined? (Y/N/Absent/Non-Applicable)</b>   | Gauge whether a national SDI clearinghouse model exists, and which sectors (thematic layers) does it serve. Also, how is this platform being operated (interfaces with government entities) and maintained. What GIS application is being used for the SDI platform?   |   |   |   |  |
|   | F.5.1    |  | If Yes, Is a common GIS platform being used? (Y/N/Absent/Non-Applicable) Please list all agencies using it and the applications they use it for.  |  |   |   |   |  |
|   | F.6      | Non-Core   | <b>Is Government using AI, Big Data and Analytics for better decision making? (Y/N/Absent/Non-Applicable)</b><br>Please provide specific examples in the comment box.   | If Yes, can you provide a specific example of government use of Big Data and analytics tools and indicate in which domain it is used: a. Economic Planning; b. Tax & Revenue Prediction; c. Sentiment Analysis; d. Transport; e. Urban planning; f. Other - specify. Also, highlight what measures will be taken to protect against violations of privacy and misuse of personal information? Is it through policies of data anonymization and use of aggregated data or what? |   |   |   |  |
| F.7   | Non-Core | <b>Is the country member of the Open Government Partnership (Y/N/Absent/Non-Applicable)</b>  | If such policies have been adopted, is the government facilitating use of its data and APIs by businesses and citizens? (Y/N/Absent/Non-Applicable) If Yes, what new digital services have been developed accordingly? Provide links to resulting application of such data sets. If No, is any data being shared in practice? |  |   |   |   |  |
| F.7.1   |          | If Yes, is government pro-actively publishing open datasets and encouraging their use? (Y/N/Absent/Non-Applicable)   |   |  |   |   |   |  |
| F.8   | Non-Core | <b>Has government or the private sector benefited from the available government datasets for economic development or other national development agendas? (Y/N/Absent/Non-Applicable)</b> | Highlight if either government or the private sector has used published government data to conduct economic analysis or forecasts (either quantitative or qualitative) or in support of any national development agenda.  |  |   |   |   |  |
| <b>G. Cyber Security, Privacy and Resilience</b>  |          |  |   |  |   |   |   |  |
| This section looks into security and government business continuity management to ensure cybersecurity, privacy, authenticity, integrity, and resilience of digital government from any undefined risks, threats, disasters, and pandemic. Stakeholders are the National Cyber Security centers, National Critical  | G.1      | Core   | <b>Has the government developed a cyber security strategy and policy document? (Y/N/Absent/Non-Applicable)</b>  | Document cyber security strategy and policy work that the government has done; indicate whether these strategies have been embodied in law as highlighted in section H. Regarding the internal education on cybersecurity at all levels of government, include such information in the response to Question D3. Please explain government's business continuity plan, a specific protocol or scenarios in response to any undefined risks, cyber threats, risks,               |   |   |   |  |
|   | G.2      | Core   | <b>Has the government established a Cyber Security unit or center within a core entity to manage and maintain security of all digital assets and platforms? (Y/N/Absent/Non-Applicable)</b>   | Identify the unit or center entrusted with cyber security across the government. Look into available frameworks, processes and other guidelines being followed in this regard. Also, identify cyber security positions set up in government entities.  |   |   |   |  |
|   | G.2.1    |  | If Yes, Are there government entity cyber security functions established and staffed? (Y/N/Absent/Non-Applicable)   |  |   |   |   |  |
|   | G.3      | Core   | <b>Is there a Computer Emergency Response Team (CERT) capability in the government? (Y/N/Absent/Non-Applicable)</b>   | Flag any CERT capability in the government and collaboration on cyber threats and risks with regional or international stakeholders. Explain how CERT aligns with government's business continuity plan.   |   |   |   |  |
|   | G.3.1    |  | <b>Does the government collaborate with regional and international governments or organizations to share information on and mitigate cyber threats or risks? (Y/N/Absent/Non-Applicable)</b>  |  |   |   |   |  |
|   | G.4      | Core   | <b>Does the government have a National Critical Infrastructure Protection Plan? (Y/N/Absent/Non-Applicable)</b>   | Identify if a National Critical Infrastructure Plan is in place, who is the custodian of this plan and determine whether digital assets, platforms   |   |   |   |  |

Date:

Country:

Team Member:

| CATEGORY  |       | QUESTIONS                                      |   | RESPONSES   | RESPONSES   | COMMENTS  | WEB LINKS  |
|---|-------|--|---|---|---|---|--|
| SECTION   | NO.   | SIGNIFICANCE                                   | DGRA QUESTIONS  | GUIDANCE FOR THE QUESTIONS  | RESPONSES   | COMMENTS PER QUESTION   | REFERENCE LINKS PER SECTION  |
| Toolkit guidelines  |       | Degree of question significance: Core/Non-Core | Answer a number of questions per Toolkit Category to ensure a holistic high level assessment of current affairs   | Guidance provides more context and breadth to the questions to get a better perspective of the answers  | Please answer in: Yes/No/ Absent=no information /Non-Applicable | Please provide comments within the context of [country being assessed] 300 Words Max per question | Please provide a list of (where possible) web sites or links to documents that enrich the response's substance per section |
| <b>Infrastructure Agencies, Ministries of Interior, Justice, and Defense.</b>   | G.4.1 |  | If Yes, does it include digital government infrastructures, platforms, and services? (Y/N/Absent/Non-Applicable)  | and services are covered in it.   |   |   |  |
| <b>H. Legislation and Regulation</b>  |       |  |   |   |   |   |  |
| <p>This section looks into enabling legislation and regulation in support of digital government and the digital economy.</p> <p>Stakeholders are the Ministries of Finance, Economy &amp; Trade, Interior, Justice, Defense, Parliament and its special legislative committees.</p> | H.1   | Core   | <p><b>Has a Data Protection law been enacted that includes the following minimum elements? (Y/N/Absent/Non-Applicable)</b></p> <p>1. <b>Legitimate:</b> Personal Data shall be Processed for legitimate purposes and in a fair and transparent manner in accordance with this Policy.</p> <p>2. <b>Purpose Limitation and Data Minimization:</b> Personal Data shall be collected for one or more specific and legitimate purpose(s) and not further processed in a manner that is incompatible with the original purpose(s) for which it was collected;</p> <p>3. <b>Data Accuracy:</b> Personal Data shall be recorded as accurately as possible and, where necessary, updated to ensure it fulfills the legitimate purpose(s) for which it is processed.</p> <p>4. <b>Storage Limitation:</b> Personal Data shall be kept in a form which permits identification of individuals only so long as necessary for the fulfillment of the purposes for which it was collected or for compatible further processing in accordance with this Policy.</p> <p>5. <b>Security:</b> Personal Data shall be protected by appropriate technical and organizational safeguards against unauthorized Processing and against accidental loss, destruction or damage.</p> <p>6. <b>Transfer of Personal Data:</b> Personal Data shall only be transferred to third parties for legitimate purposes and with appropriate regard for the protection of Personal Data.</p> <p>7. <b>Accountability and Review:</b> Provides individuals with mechanisms, subject to reasonable limitations and conditions, to:</p> <p>If subsidiary legislation (regulations, decrees, etc.) is required to implement primary legislation, has it been formally published? (Y/N/Absent/Non-Applicable)</p> | <p>If Yes, indicate whether exceptions to these principles exist. Provide links to the legal text and subsidiary legislation if available. <u>Legitimate</u> purposes for Processing of Personal Data mean any purpose:</p> <p>a. carried out with the consent of the individual whose Personal Data is being processed;</p> <p>b. in the vital or best interest of (i) the individual whose Personal Data is being processed or (ii) of another person; or</p> <p>c. necessary for the performance of a contract or compliance with a binding obligation or undertaking.</p> <p><u>Purpose Limitation and Data Minimization:</u> Further processing for archiving purposes, research, or statistical purposes shall not be considered incompatible with the original purpose. In amount and type, Personal Data collected shall be necessary for and proportionate to the legitimate purpose(s) for which it is processed.</p> |   |   |  |
|   | H.1.1 |  |   |   |   |   |  |
|   | H.2   | Core   | <p><b>Has a Digital Transactions or e-Commerce law been enacted that includes the following minimum ? (Y/N/Absent/Non-Applicable)</b></p> <p>For Example, does the law grant legal equivalence to:</p> <ul style="list-style-type: none"> <li>• Electronic signatures (if not, indicate whether a separate electronic or digital signature law has been enacted)</li> <li>• Electronic documents/records</li> <li>• Electronic contracts</li> </ul> <p>If subsidiary legislation (regulations, decrees, etc.) is required to implement primary legislation, has it been formally published? (Y/N/Absent/Non-Applicable)</p>   | <p>If Yes, to what extent does the law also indicate: 1) party autonomy and 2) technology neutrality. Provide links to the legal text and subsidiary legislation if available. Legitimate purposes for Processing of Personal Data mean any purpose:</p> <p>a. carried out with the consent of the individual whose Personal Data is being Processed;</p> <p>b. in the vital or best interest of (i) the individual whose Personal Data is being Processed or (ii) of another person; or</p> <p>c. necessary for the performance of a contract or compliance with a binding obligation or undertaking.</p>  |   |   |  |
|   | H.2.1 |  |   |   |   |   |  |
|   | H.3   | Core   | <p><b>Has Digital Identification legislation been passed that includes the following minimum elements? (Y/N/Absent/Non-Applicable)</b></p> <ul style="list-style-type: none"> <li>• Universal</li> <li>• Non-discriminatory</li> <li>• It assigns a unique, random ID number</li> <li>• Mandates technological neutrality and interoperability between databases</li> <li>• Provides safeguards re data protection</li> </ul> <p>If subsidiary legislation (regulations, decrees, etc.) is required to implement primary legislation, has it been formally published (Y/N/Absent/Non-Applicable)</p>  | <p>If Yes, specify whether the law provides for a foundational or functional ID; whether it is based on legal status (i.e., citizenship); and whether the data protection safeguards in place are related only to the ID law or are contained in data protection legislation of general applications (see H.1). Provide links to the legal text and subsidiary legislation if available.</p>  |   |   |  |
|   | H.3.1 |  |   |   |   |   |  |
|   | H.4   | Core   | <p><b>Has Consumer Protection legislation been enhanced to cover e-Commerce and e-Payments and which includes the following minimum protection elements? (Y/N/Absent/Non-Applicable)</b></p> <ul style="list-style-type: none"> <li>• product or service liability</li> <li>• non-competitive pricing schemes,</li> <li>• unfair business practices,</li> <li>• fraud,</li> <li>• misrepresentation</li> </ul> <p>If Yes, is this legislation enhancement part of a stand alone Consumer Protection law or the Digital Transactions or e-Commerce law? (Y/N/Absent/Non-Applicable)</p> <p>If subsidiary legislation (regulations, decrees, etc.) is required to implement primary legislation, has it been formally published (Y/N/Absent/Non-Applicable)</p>   | <p>If Yes, indicate the extent of coverage of this legislation enhancement for 1) electronic product or 2) electronic services purchases. Provide links to the legal text and subsidiary legislation if available.</p>  |   |   |  |
|   | H.4.1 |  |   |   |   |   |  |
|   | H.4.2 |  |   |   |   |   |  |
|   | H.5   | Core   | <p><b>Has a Cyber Crime law been enacted (or provision in the Criminal Code) that includes the following minimum criminalization elements? (Y/N/Absent/Non-Applicable)</b></p> <ul style="list-style-type: none"> <li>• Unauthorized access to computer systems</li> <li>• Unauthorized monitoring of data</li> <li>• Unauthorized alteration of data</li> <li>• Unauthorized interference with computer systems</li> <li>• Content-related offenses</li> <li>• Financial Crimes</li> <li>• Cyberstalking</li> </ul> <p>If subsidiary legislation (regulations, decrees, etc.) is required to implement primary legislation, has it been formally published (Y/N/Absent/Non-Applicable)</p>   | <p>If Yes, does the law also include provisions regarding "dual criminality", due process rights, electronic evidence, mutual legal assistance? Provide links to the legal text and subsidiary legislation if available.</p>  |   |   |  |
| H.5.1   |       |  |   |   |   |   |  |

Date:

Country:

Team Member:

| CATEGORY   |       | QUESTIONS   |  | RESPONSES   | RESPONSES   | COMMENTS  | WEB LINKS  |
|--|-------|---|--|---|---|---|--|
| SECTION  | NO.   | SIGNIFICANCE  | DGRA QUESTIONS   | GUIDANCE FOR THE QUESTIONS  | RESPONSES   | COMMENTS PER QUESTION   | REFERENCE LINKS PER SECTION  |
| Toolkit guidelines   |       | Degree of question significance: Core/Non-Core  | Answer a number of questions per Toolkit Category to ensure a holistic high level assessment of current affairs  | Guidance provides more context and breadth to the questions to get a better perspective of the answers  | Please answer in: Yes/No/Absent=no information/Non-Applicable | Please provide comments within the context of [country being assessed] 300 Words Max per question | Please provide a list of (where possible) web sites or links to documents that enrich the response's substance per section |
|  | H.6   | Core  | <b>Has the government passed legislation to support "Open Access to government Information" (Open data or the like) that includes the following minimum provisions? (Y/N/Absent/Non-Applicable)</b> <ul style="list-style-type: none"> <li>government information should be available to the public</li> <li>necessary exceptions to the right of access should be limited and specific, and</li> <li>decisions on the disclosure of government information should be reviewed independently of government.</li> </ul>   | If Yes, which national entity is the supervisory or commissioning body for this law? Is there a designated information commissioner? Provide links to the legal text and subsidiary legislation if available.   |   |   |  |
|  | H.6.1 |   | <b>If subsidiary legislation (regulations, decrees, etc.) is required to implement primary legislation, has it been formally published (Y/N/Absent/Non-Applicable)</b>   |   |   |   |  |
|  | H.7   | Core  | <b>Has a Public-Private-Partnership (PPP) law been enacted that advances as a minimum the following principles? (Y/N/Absent/Non-Applicable)</b> <ul style="list-style-type: none"> <li>encouraging private sector participation in the development of projects which serve national socio-economic development</li> <li>enabling the public sector to implement its projects efficiently and effectively</li> <li>taking advantage of the financial, operational and technical expertise of the private sector</li> <li>enabling the public sector to obtain the best services at the optimal cost, while creating national jobs</li> <li>transferring knowledge and expertise from the private sector to the public sector</li> <li>reducing or sharing with the private sector the public sector financial burdens and risks, and</li> <li>increasing competition for the projects in the local, regional and global markets.</li> </ul> | If Yes, are there any ownership or operational limitations or concessions associated with the above collaboration targets? Has the national procurement law been adjusted to cover PPP projects or is procurement legislation for PPP projects part of the PPP law? Provide links to the legal text and subsidiary legislation if available.  |   |   |  |
|  |       |   | <b>If subsidiary legislation (regulations, decrees, etc.) is required to implement primary legislation, has it been formally published (Y/N/Absent/Non-Applicable)</b>   |   |   |   |  |
|  | H.8   | Core  | <b>Are legacy legislation and regulations in all government service sectors (i.e. in the non digital sphere) being amended to enable digital transactions and accommodate new digital and business civil service capabilities based on a government policy proclamation? (Y/N/Absent/Non-Applicable)</b>   | If Yes, mention some of these amended laws, such as: a) Paperless Administrative Procedure law, b) Simplification of Procedures law, c) Civil Service law, d) Digital Intellectual Property law etc. If Yes, indicate which government entity worked or has been working on such laws. For example, a. Ministry of Economy b. Ministry of Justice c. Ministry of Finance d. Civil Service Bureau e. Tax Authority f. Local Government/Municipalities. Provide links to associated legal text in this regards. |   |   |  |
| <b>I. Digital Ecosystem</b>  |       |   |  |   |   |   |  |
| This section looks into enabling factors external to the government that can support the digital government agenda and its implementation. Stakeholders are the National Universities, Specialized Institutions, Innovation, and Entrepreneurship Centers, Private Sector, Civil Society and Development Foundations, Banks and Investment Institutions. | I.1   | Core  | <b>Are there national universities or institutes that offer majors and programs in digital business and technology? (Y/N/Absent/Non-Applicable)</b>  | Provide a view on what majors or programs are offered at the national level, be it at universities or specialized institutes. Identify the number of schools or percentage of schools that offer such majors or programs. Also identify major research programs on digital business and technology that these national universities or institutes have.   |   |   |  |
|  | I.2   | Core  | <b>Are there innovation hubs and startup accelerator programs to promote and support innovations? (Y/N/Absent/Non-Applicable)</b>  | List available innovation and entrepreneurship centers or hubs in countries with a reflection on digital related products or services developed or under development. Identify incentives (supported/subsidized loans or grants for example) that are in place with government support.   |   |   |  |
|  | I.2.1 |   | If Yes Are there nation-wide innovation competition and award programs? (Y/N/Absent/Non-Applicable)  |   |   |   |  |
|  | I.2.2 |   | If Yes, Does the government provide any incentives to these centers or hubs? (Y/N/Absent/Non-Applicable)   |   |   |   |  |
|  | I.3   | Non-Core  | <b>Are there established training institutes that offer courses on leading business and technology topics (e.g. agile services, cloud, IoT, AI, data analytics, etc.)? (Y/N/Absent/Non-Applicable)</b>   | Give a view on the training sector in country with a focus on those institutes that offer leading digital business and technology training courses, at different levels of advancement.   |   |   |  |
|  | I.4   | Non-Core  | <b>Is there an international private sector partner ready and willing to support the government through partnership arrangements in the digital government journey? (Y/N/Absent/Non-Applicable)</b>  | Provide a view on and areas of focus of the national digital business and technology private sector establishments in country, along with national and regional offices of the international digital or ICT conglomerates.  |   |   |  |
|  | I.4.1 |   | If Yes are these formalized with either of a) Academia, b) Business, c) Civil Society Organization? D) Other (Y/N/Absent/Non-Applicable) Please describe in comment  |   |   |   |  |
|  | I.5   | Core  | <b>Have partnerships been formalized with local private sector operators in support of digital government and digital economy? (Y/N/Absent/Non-Applicable)</b>   | If Yes, mention a sample of such partnerships in place with the private sector and/or civil society organizations. Also, highlight successes attained through such partnerships, if any, in advancing the digital government or digital economy agenda in the country. Explain how successes are measured.  |   |   |  |
|  | I.5.1 |   | If Yes, are these formalized with either of a) Academia, b) Business, c) Civil Society Organization? D) Other (Y/N/Absent/Non-Applicable) Please describe in comment   |   |   |   |  |
|  | I.6   | Non-Core  | <b>Are civil society and other foundation establishments active in national development activities, particularly in underserved rural areas? (Y/N/Absent/Non-Applicable)</b>   | Highlight the type and distribution of civil society and development foundation establishments in the country, and their activities as relate to digital government enablement.   |   |   |  |
| I.6.1  |       | If Yes, can they be an active participant in the digital government agenda? (Y/N/Absent/Non-Applicable)   |  |   |   |   |  |
| I.7  | Core  | <b>Are national banks and investment institutions supporting the digital agenda, for government or other sectors, in the country? (Y/N/Absent/Non-Applicable)</b> | Identify national banks and investment institutions that have programs in support of digital advancement on the national scale, identify the nature and level of this support, and present some detail on these programs with examples.  |   |   |   |  |

## DASHBOARD

Digital Government Readiness Assessment Dashboard, particularly visualized graphs and table, help clients to identify their strengths and weakness of current digital government development status. While 'YES' data highlights the strengths and continued development opportunities, the 'NO' and 'ABSENT' data (referred as non-available information), allows the Bank staffs to prioritize the areas of required advancement and easily flag the needs of in-depth future engagements.

\*Methodology: The quantitative results are based on the score weighing of the responses from the main 67 questions, excluding branch questions. For each question with a 'YES' response among the main 67 questions, it is required to answer in a scale of 1 - 3 in order to provide a more gradient view of the extent of development, coverage, completeness of work, maturity of capabilities, awareness levels, readiness of platform, etc. (3= Highly developed and aware, 2 = Moderately developed and aware, 1 = Less developed and aware, 0 = 'NO', 'ABSENT')

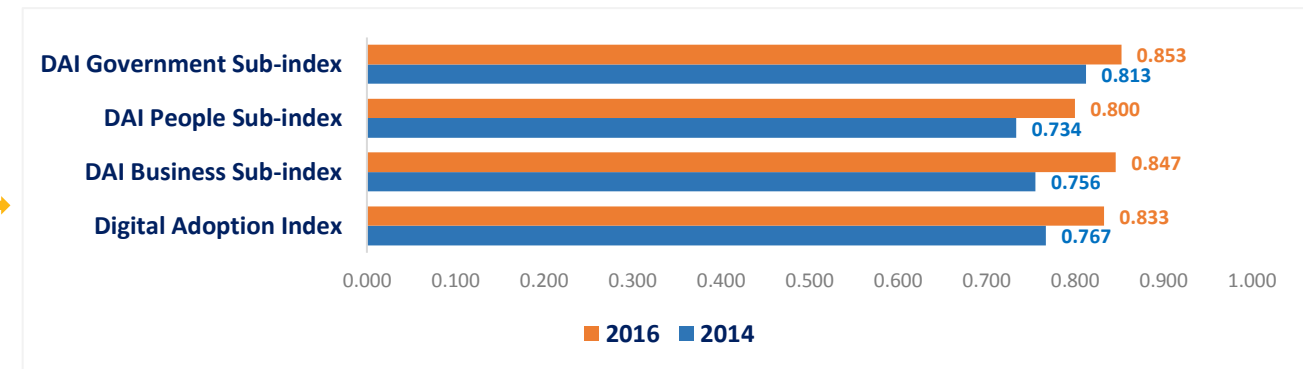
### COUNTRY DATA

#### General Information

|                   |         |
|-------------------|---------|
| COUNTRY           | Estonia |
| REGION            | ECA     |
| LEVEL             | HIC     |
| POPULATION (000s) | 1,327   |

#### Digital Adoption Index

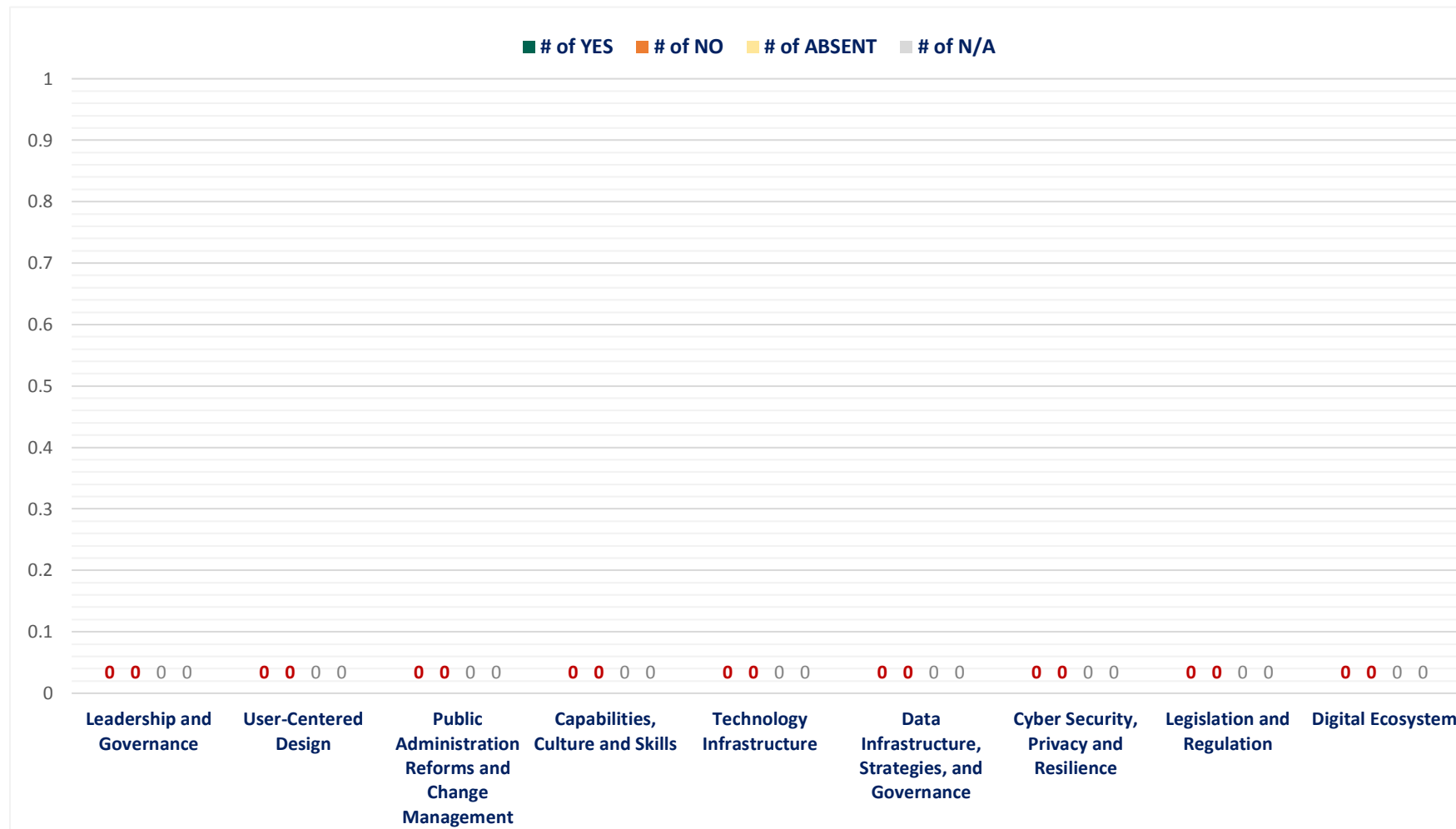
|                          | 2014  | 2016         |
|--------------------------|-------|--------------|
| Digital Adoption Index   | 0.767 | <b>0.833</b> |
| DAI Business Sub-index   | 0.756 | <b>0.847</b> |
| DAI People Sub-index     | 0.734 | <b>0.800</b> |
| DAI Government Sub-index | 0.813 | <b>0.853</b> |



### DGRA RESULT DATA

| SECTION   | TOTAL SCORE | # of YES | # of NO | # of ABSENT | # of N/A |
|---|-------------|----------|---------|-------------|----------|
| A Leadership and Governance                           |             | 0        | 0       | 0           | 0        |
| B User-Centered Design                                |             | 0        | 0       | 0           | 0        |
| C Public Administration Reforms and Change Management |             | 0        | 0       | 0           | 0        |
| D Capabilities, Culture and Skills                    |             | 0        | 0       | 0           | 0        |
| E Technology Infrastructure                           |             | 0        | 0       | 0           | 0        |
| F Data Infrastructure, Strategies, and Governance     |             | 0        | 0       | 0           | 0        |
| G Cyber Security, Privacy and Resilience              |             | 0        | 0       | 0           | 0        |
| H Legislation and Regulation                          |             | 0        | 0       | 0           | 0        |
| I Digital Ecosystem                                   |             | 0        | 0       | 0           | 0        |

#### DGRA Result per Section



#### Digital Government Readiness Score per Section





**KEY ACTION PLAN & RECOMMENDATION**

Date:

Country:

**A Leadership and Governance**

| ACTION | TIME |
|--------|------|
|        |      |

**B User-Centered Design**

| ACTION  | TIME         |
|---|--------------|
| e.g- Articulate a clear digital government strategy and implementation plan, where the user focus dimension is delineated across the services transformation lifecycle, from the strategic plan, to the design, to the implementation and testing, to the actual usage of government digital or e-services. | 2 - 3 months |
|   |              |
|   |              |

**C Public Administration Reforms and Change Management**

| ACTION | TIME |
|--------|------|
|        |      |
|        |      |
|        |      |

**D Capabilities, Culture and Skills**

| ACTION | TIME |
|--------|------|
|        |      |
|        |      |
|        |      |

**E Technology Infrastructure**

| ACTION | TIME |
|--------|------|
|        |      |
|        |      |
|        |      |
|        |      |

**F Data Infrastructure, Strategies, and Governance**

| ACTION | TIME |
|--------|------|
|        |      |

**KEY ACTION PLAN & RECOMMENDATION**

Date:

Country:

|  |
|--|
|  |
|  |
|  |

**G Cyber Security, Privacy and Resilience**
































| ACTION | TIME |
|--------|------|
|        |      |
|        |      |
|        |      |

**H Legislation and Regulation**

| ACTION | TIME |
|--------|------|
|        |      |
|        |      |
|        |      |

**I Digital Ecosystem**

| ACTION | TIME |
|--------|------|
|        |      |
|        |      |
|        |      |

| Country Data |   |                          |        |       |            |
|--------------|---|--------------------------|--------|-------|------------|
| #            | Flag  | Economy                  | Region | Level | Population |
| 1            |    | Afghanistan              | SAR    | LIC   | 38,928     |
| 2            |    | Albania                  | ECA    | UMIC  | 2,878      |
| 3            |    | Algeria                  | MNA    | UMIC  | 43,851     |
| 4            |    | Andorra                  | ECA    | HIC   | 77         |
| 5            |    | Angola                   | AFR    | LMIC  | 32,866     |
| 6            |    | Antigua and Barbuda      | LCR    | HIC   | 98         |
| 7            |    | Argentina                | LCR    | UMIC  | 45,196     |
| 8            |    | Armenia                  | ECA    | UMIC  | 2,963      |
| 9            |    | Australia                | EAP    | HIC   | 25,500     |
| 10           |    | Austria                  | ECA    | HIC   | 9,006      |
| 11           |    | Azerbaijan               | ECA    | UMIC  | 10,139     |
| 12           |    | Bahamas                  | LCR    | HIC   | 393        |
| 13           |    | Bahrain                  | MNA    | HIC   | 1,702      |
| 14           |    | Bangladesh               | SAR    | LMIC  | 164,689    |
| 15           |    | Barbados                 | LCR    | HIC   | 287        |
| 16           |    | Belarus                  | ECA    | UMIC  | 9,449      |
| 17           |    | Belgium                  | ECA    | HIC   | 11,590     |
| 18           |    | Belize                   | LCR    | UMIC  | 398        |
| 19           |    | Benin                    | AFR    | LIC   | 12,123     |
| 20           |    | Bhutan                   | SAR    | LMIC  | 772        |
| 21           |   | Bolivia                  | LCR    | LMIC  | 11,673     |
| 22           |  | Bosnia and Herzegovina   | ECA    | UMIC  | 3,281      |
| 23           |  | Botswana                 | AFR    | UMIC  | 2,352      |
| 24           |  | Brazil                   | LCR    | UMIC  | 212,559    |
| 25           |  | Brunei Darussalam        | EAP    | HIC   | 437        |
| 26           |  | Bulgaria                 | ECA    | UMIC  | 6,948      |
| 27           |  | Burkina Faso             | AFR    | LIC   | 20,903     |
| 28           |  | Burundi                  | AFR    | LIC   | 11,891     |
| 29           |  | Cambodia                 | EAP    | LMIC  | 16,719     |
| 30           |  | Cameroon                 | AFR    | LMIC  | 26,546     |
| 31           |  | Canada                   | LCR    | HIC   | 37,742     |
| 32           |  | Cabo Verde               | AFR    | LMIC  | 556        |
| 33           |  | Central African Republic | AFR    | LIC   | 4,830      |
| 34           |  | Chad                     | AFR    | LIC   | 16,426     |
| 35           |  | Chile                    | LCR    | HIC   | 19,116     |
| 36           |  | China                    | EAP    | UMIC  | 1,439,324  |
| 37           |  | Colombia                 | LCR    | UMIC  | 50,883     |
| 38           |  | Comoros                  | AFR    | LMIC  | 870        |
| 39           |  | Congo, Rep.              | AFR    | LMIC  | 5,518      |
| 40           |  | Congo, Dem. Rep.         | AFR    | LIC   | 89,561     |
| 41           |  | Costa Rica               | LCR    | UMIC  | 5,094      |
| 42           |  | Côte d'Ivoire            | AFR    | LMIC  | 26,378     |
| 43           |  | Croatia                  | ECA    | HIC   | 4,105      |
| 44           |  | Cuba                     | LCR    | UMIC  | 11,327     |
| 45           |  | Cyprus                   | ECA    | HIC   | 1,207      |

|    |   |                      |     |      |           |
|----|---|----------------------|-----|------|-----------|
| 46 |    | Czech Republic       | ECA | HIC  | 10,709    |
| 47 |    | Denmark              | ECA | HIC  | 5,792     |
| 48 |    | Djibouti             | MNA | LMIC | 988       |
| 49 |    | Dominica             | LCR | UMIC | 72        |
| 50 |    | Dominican Republic   | LCR | UMIC | 10,848    |
| 51 |    | Ecuador              | LCR | UMIC | 17,643    |
| 52 |    | Egypt                | MNA | LMIC | 102,334   |
| 53 |    | El Salvador          | LCR | LMIC | 6,486     |
| 54 |    | Equatorial Guinea    | AFR | UMIC | 1,403     |
| 55 |    | Eritrea              | AFR | LIC  | 3,546     |
| 56 |    | Estonia              | ECA | HIC  | 1,327     |
| 57 |    | Ethiopia             | AFR | LIC  | 114,964   |
| 58 |    | Fiji                 | EAP | UMIC | 896       |
| 59 |    | Finland              | ECA | HIC  | 5,541     |
| 60 |    | France               | ECA | HIC  | 65,274    |
| 61 |    | Gabon                | AFR | UMIC | 2,226     |
| 62 |    | Gambia               | AFR | LIC  | 2,417     |
| 63 |    | Georgia              | ECA | UMIC | 3,989     |
| 64 |    | Germany              | ECA | HIC  | 83,784    |
| 65 |   | Ghana                | AFR | LMIC | 31,073    |
| 66 |  | Greece               | ECA | HIC  | 10,423    |
| 67 |  | Grenada              | LCR | UMIC | 113       |
| 68 |  | Guatemala            | LCR | UMIC | 17,916    |
| 69 |  | Guinea               | AFR | LIC  | 13,133    |
| 70 |  | Guinea-Bissau        | AFR | LIC  | 1,968     |
| 71 |  | Guyana               | LCR | UMIC | 787       |
| 72 |  | Haiti                | LCR | LIC  | 11,403    |
| 73 |  | Honduras             | LCR | LMIC | 9,905     |
| 74 |  | Hong Kong SAR, China | EAP | HIC  | 7,497     |
| 75 |  | Hungary              | ECA | HIC  | 9,660     |
| 76 |  | Iceland              | ECA | HIC  | 341       |
| 77 |  | India                | SAR | LMIC | 1,380,004 |
| 78 |  | Indonesia            | EAP | LMIC | 273,524   |
| 79 |  | Iran                 | MNA | UMIC | 83,993    |
| 80 |  | Iraq                 | MNA | UMIC | 40,223    |
| 81 |  | Ireland              | ECA | HIC  | 4,938     |
| 82 |  | Israel               | MNA | HIC  | 8,656     |
| 83 |  | Italy                | ECA | HIC  | 60,462    |
| 84 |  | Jamaica              | LCR | UMIC | 2,961     |
| 85 |  | Japan                | EAP | HIC  | 126,476   |
| 86 |  | Jordan               | MNA | UMIC | 10,203    |
| 87 |  | Kazakhstan           | ECA | UMIC | 18,777    |
| 88 |  | Kenya                | AFR | LMIC | 53,771    |
| 89 |  | Kiribati             | EAP | LMIC | 119       |
| 90 |  | Korea, DPR           | EAP | LIC  | 25,779    |
| 91 |  | Korea, Rep.          | EAP | HIC  | 51,269    |
| 92 |  | Kosovo               | ECA | LMIC | 196,146   |

|     |   |                       |     |      |         |
|-----|---|-----------------------|-----|------|---------|
| 93  |    | Kuwait                | MNA | HIC  | 4,271   |
| 94  |    | Kyrgyz Republic       | ECA | LMIC | 6,524   |
| 95  |    | Lao PDR               | EAP | LMIC | 7,276   |
| 96  |    | Latvia                | ECA | HIC  | 1,886   |
| 97  |    | Lebanon               | MNA | UMIC | 6,825   |
| 98  |    | Lesotho               | AFR | LMIC | 2,142   |
| 99  |    | Liberia               | AFR | LIC  | 5,058   |
| 100 |    | Libya                 | MNA | UMIC | 6,871   |
| 101 |    | Liechtenstein         | ECA | HIC  | 38      |
| 102 |    | Lithuania             | ECA | HIC  | 2,722   |
| 103 |    | Luxembourg            | ECA | HIC  | 626     |
| 104 |    | Macao SAR, China      | EAP | HIC  | 649     |
| 105 |    | North Macedonia       | ECA | UMIC | 2,083   |
| 106 |    | Madagascar            | AFR | LIC  | 27,691  |
| 107 |    | Malawi                | AFR | LIC  | 19,130  |
| 108 |    | Malaysia              | EAP | UMIC | 32,366  |
| 109 |    | Maldives              | SAR | UMIC | 541     |
| 110 |    | Mali                  | AFR | LIC  | 20,251  |
| 111 |    | Malta                 | MNA | HIC  | 442     |
| 112 |   | Marshall Islands      | EAP | UMIC | 59      |
| 113 |  | Mauritania            | AFR | LMIC | 4,650   |
| 114 |  | Mauritius             | AFR | UMIC | 1,272   |
| 115 |  | Mexico                | LCR | UMIC | 128,933 |
| 116 |  | Micronesia, Fed. Sts. | EAP | LMIC | 115     |
| 117 |  | Moldova               | ECA | LMIC | 4,034   |
| 118 |  | Monaco                | ECA | HIC  | 39      |
| 119 |  | Mongolia              | EAP | LMIC | 3,278   |
| 120 |  | Montenegro            | ECA | UMIC | 628     |
| 121 |  | Morocco               | MNA | LMIC | 36,911  |
| 122 |  | Mozambique            | AFR | LIC  | 31,255  |
| 123 |  | Myanmar               | EAP | LMIC | 54,410  |
| 124 |  | Namibia               | AFR | UMIC | 2,541   |
| 125 |  | Nauru                 | EAP | UMIC | 11      |
| 126 |  | Nepal                 | SAR | LIC  | 29,137  |
| 127 |  | Netherlands           | ECA | HIC  | 17,135  |
| 128 |  | New Zealand           | EAP | HIC  | 4,822   |
| 129 |  | Nicaragua             | LCR | LMIC | 6,625   |
| 130 |  | Niger                 | AFR | LIC  | 24,207  |
| 131 |  | Nigeria               | AFR | LMIC | 206,140 |
| 132 |  | Norway                | ECA | HIC  | 5,421   |
| 133 |  | Oman                  | MNA | HIC  | 5,107   |
| 134 |  | Pakistan              | SAR | LMIC | 220,892 |
| 135 |  | Palau                 | EAP | HIC  | 18      |
| 136 |  | Panama                | LCR | HIC  | 4,315   |
| 137 |  | Papua New Guinea      | EAP | LMIC | 8,947   |
| 138 |  | Paraguay              | LCR | UMIC | 7,133   |
| 139 |  | Peru                  | LCR | UMIC | 32,972  |

|     |   |                                |     |      |         |
|-----|---|--------------------------------|-----|------|---------|
| 140 |    | Philippines                    | EAP | LMIC | 109,581 |
| 141 |    | Poland                         | ECA | HIC  | 37,847  |
| 142 |    | Portugal                       | ECA | HIC  | 10,197  |
| 143 |    | Qatar                          | MNA | HIC  | 2,881   |
| 144 |    | Romania                        | ECA | UMIC | 19,238  |
| 145 |    | Russian Federation             | ECA | UMIC | 145,934 |
| 146 |    | Rwanda                         | AFR | LIC  | 12,952  |
| 147 |    | St. Kitts and Nevis            | LCR | HIC  | 53      |
| 148 |    | St. Lucia                      | LCR | UMIC | 184     |
| 149 |    | St. Vincent and the Grenadines | LCR | UMIC | 111     |
| 150 |    | Samoa                          | EAP | UMIC | 198     |
| 151 |    | San Marino                     | ECA | HIC  | 34      |
| 152 |    | São Tomé and Príncipe          | AFR | LMIC | 219     |
| 153 |    | Saudi Arabia                   | MNA | HIC  | 34,814  |
| 154 |    | Senegal                        | AFR | LMIC | 16,744  |
| 155 |    | Serbia                         | ECA | UMIC | 8,737   |
| 156 |    | Seychelles                     | AFR | HIC  | 98      |
| 157 |   | Sierra Leone                   | AFR | LIC  | 7,977   |
| 158 |  | Singapore                      | EAP | HIC  | 5,850   |
| 159 |  | Slovak Republic                | ECA | HIC  | 5,460   |
| 160 |  | Slovenia                       | ECA | HIC  | 2,079   |
| 161 |  | Solomon Islands                | EAP | LMIC | 687     |
| 162 |  | Somalia                        | AFR | LIC  | 15,893  |
| 163 |  | South Africa                   | AFR | UMIC | 59,309  |
| 164 |  | South Sudan                    | AFR | LIC  | 11,194  |
| 165 |  | Spain                          | ECA | HIC  | 46,755  |
| 166 |  | Sri Lanka                      | SAR | UMIC | 21,413  |
| 167 |  | Sudan                          | AFR | LMIC | 42,813  |
| 168 |  | Suriname                       | LCR | UMIC | 587     |
| 169 |  | Eswatini                       | AFR | LMIC | 1,160   |
| 170 |  | Sweden                         | ECA | HIC  | 10,099  |
| 171 |  | Switzerland                    | ECA | HIC  | 8,655   |
| 172 |  | Syrian Arab Republic           | MNA | LIC  | 17,501  |
| 173 |  | Chinese Taipei                 | EAP | HIC  | 23,817  |
| 174 |  | Tajikistan                     | ECA | LIC  | 9,538   |
| 175 |  | Tanzania                       | AFR | LIC  | 59,734  |
| 176 |  | Thailand                       | EAP | UMIC | 69,800  |
| 177 |  | Timor-Leste                    | EAP | LMIC | 1,318   |
| 178 |  | Togo                           | AFR | LIC  | 8,279   |
| 179 |  | Tonga                          | EAP | UMIC | 106     |
| 180 |  | Trinidad and Tobago            | LCR | HIC  | 1,399   |
| 181 |  | Tunisia                        | MNA | LMIC | 11,819  |
| 182 |  | Turkey                         | ECA | UMIC | 84,339  |
| 183 |  | Turkmenistan                   | ECA | UMIC | 6,031   |
| 184 |  | Tuvalu                         | EAP | UMIC | 12      |
| 185 |  | Uganda                         | AFR | LIC  | 45,741  |
| 186 |  | Ukraine                        | ECA | LMIC | 43,734  |

|     |   |                          |     |      |         |
|-----|---|--------------------------|-----|------|---------|
| 187 |  | United Arab Emirates     | MNA | HIC  | 9,890   |
| 188 |  | United Kingdom           | ECA | HIC  | 67,886  |
| 189 |  | United States of America | LCR | HIC  | 331,003 |
| 190 |  | Uruguay                  | LCR | HIC  | 3,474   |
| 191 |  | Uzbekistan               | ECA | LMIC | 33,469  |
| 192 |  | Vanuatu                  | EAP | LMIC | 307     |
| 193 |  | Venezuela, RB            | LCR | UMIC | 28,436  |
| 194 |  | Vietnam                  | EAP | LMIC | 97,339  |
| 195 |  | Palestine                | MNA | LMIC | 5,101   |
| 196 |  | Yemen                    | MNA | LIC  | 29,826  |
| 197 |  | Zambia                   | AFR | LMIC | 18,384  |
| 198 |  | Zimbabwe                 | AFR | LMIC | 14,863  |

|     | Region     | Econ       |           |
|-----|------------|------------|-----------|
| AFR | 48         | 61         | HIC       |
| EAP | 33         | 58         | UMIC      |
| ECA | 53         | 48         | LMIC      |
| LCR | 35         | 31         | LIC       |
| MNA | 21         | <b>198</b> |           |
| SAR | 8          |            | 7,982,205 |
|     | <b>198</b> |            |           |

| country              | Year | Digital Adoption Index | DAI Business Sub-index | DAI People Sub-inc |
|----------------------|------|------------------------|------------------------|--------------------|
| Afghanistan          | 2014 | 0.302608162            | 0.296788126            | 0.087706715        |
| Afghanistan          | 2016 | 0.343214273            | 0.341886461            | 0.123343445        |
| Albania              | 2014 | 0.543883801            | 0.554247677            | 0.387059569        |
| Albania              | 2016 | 0.60790354             | 0.621124566            | 0.463778585        |
| Algeria              | 2014 | 0.369553834            | 0.449672759            | 0.27903834         |
| Algeria              | 2016 | 0.431103349            | 0.498178005            | 0.419688344        |
| Andorra              | 2014 | 0.591500282            | 0.7798298              | 0.666981101        |
| Andorra              | 2016 | 0.640383482            | 0.829272985            | 0.739460826        |
| Angola               | 2014 | 0.316811383            | 0.380169928            | 0.1223794          |
| Angola               | 2016 | 0.334767014            | 0.40860194             | 0.131607652        |
| Antigua and Barbuda  | 2014 | 0.461331844            | 0.60213238             | 0.448312044        |
| Antigua and Barbuda  | 2016 | 0.477325171            | 0.61202687             | 0.565117538        |
| Argentina            | 2014 | 0.64206171             | 0.681988299            | 0.564173877        |
| Argentina            | 2016 | 0.685676217            | 0.690285444            | 0.633733511        |
| Armenia              | 2014 | 0.607581973            | 0.676507294            | 0.411885649        |
| Armenia              | 2016 | 0.621723354            | 0.714228392            | 0.478798658        |
| Australia            | 2014 | 0.685024679            | 0.760201275            | 0.724051654        |
| Australia            | 2016 | 0.7121737              | 0.772023559            | 0.777299762        |
| Austria              | 2014 | 0.814163625            | 0.837266266            | 0.815140486        |
| Austria              | 2016 | 0.862426519            | 0.876887083            | 0.865305126        |
| Azerbaijan           | 2014 | 0.550031543            | 0.474782526            | 0.506881356        |
| Azerbaijan           | 2016 | 0.594166279            | 0.508698881            | 0.522672594        |
| Bahamas, The         | 2014 | 0.477003723            | 0.68289572             | 0.432477713        |
| Bahamas, The         | 2016 | 0.52744627             | 0.74154979             | 0.495497823        |
| Bahrain              | 2014 | 0.758385956            | 0.697576523            | 0.77080363         |
| Bahrain              | 2016 | 0.786018848            | 0.748000264            | 0.840248585        |
| Bangladesh           | 2014 | 0.308281958            | 0.297191292            | 0.149208277        |
| Bangladesh           | 2016 | 0.371819019            | 0.356706768            | 0.188057348        |
| Barbados             | 2014 | 0.570615232            | 0.781745374            | 0.526980698        |
| Barbados             | 2016 | 0.645413876            | 0.832587183            | 0.626681566        |
| Belarus              | 2014 | 0.530079186            | 0.70157057             | 0.556057036        |
| Belarus              | 2016 | 0.591658711            | 0.74282515             | 0.645314336        |
| Belgium              | 2014 | 0.760932326            | 0.84492743             | 0.684371769        |
| Belgium              | 2016 | 0.780437768            | 0.85026288             | 0.726559341        |
| Belize               | 2014 | 0.376430303            | 0.558962941            | 0.213789061        |
| Belize               | 2016 | 0.403716326            | 0.584999621            | 0.289313793        |
| Benin                | 2014 | 0.21026516             | 0.325967163            | 0.120862767        |
| Benin                | 2016 | 0.224117398            | 0.329855531            | 0.146964431        |
| Bhutan               | 2014 | 0.379674286            | 0.428972065            | 0.237946689        |
| Bhutan               | 2016 | 0.443957299            | 0.468721837            | 0.366129309        |
| Bolivia              | 2014 | 0.439636737            | 0.493913502            | 0.269689232        |
| Bolivia              | 2016 | 0.479700029            | 0.546086192            | 0.304689825        |
| Bosnia and Herzegovi | 2014 | 0.546337903            | 0.635360479            | 0.416573912        |
| Bosnia and Herzegovi | 2016 | 0.597583294            | 0.680939972            | 0.469457388        |
| Botswana             | 2014 | 0.462219894            | 0.479069501            | 0.429304242        |
| Botswana             | 2016 | 0.472317964            | 0.480379432            | 0.466445178        |



|                       |      |             |             |             |
|-----------------------|------|-------------|-------------|-------------|
| Brazil                | 2014 | 0.654762208 | 0.645703375 | 0.545035839 |
| Brazil                | 2016 | 0.683000624 | 0.678103685 | 0.552864075 |
| Brunei Darussalam     | 2014 | 0.574268222 | 0.661413074 | 0.449917465 |
| Brunei Darussalam     | 2016 | 0.628916979 | 0.692653954 | 0.534272909 |
| Bulgaria              | 2014 | 0.566100001 | 0.667067349 | 0.572862923 |
| Bulgaria              | 2016 | 0.625447214 | 0.688592672 | 0.619712591 |
| Burkina Faso          | 2014 | 0.224588394 | 0.256483763 | 0.109211393 |
| Burkina Faso          | 2016 | 0.236155003 | 0.284335166 | 0.152993172 |
| Burundi               | 2014 | 0.22890383  | 0.297368616 | 0.015577673 |
| Burundi               | 2016 | 0.261421204 | 0.305086643 | 0.059935126 |
| Cabo Verde            | 2014 | 0.372433662 | 0.450519025 | 0.386665255 |
| Cabo Verde            | 2016 | 0.434231281 | 0.493801922 | 0.431718558 |
| Cambodia              | 2014 | 0.358745366 | 0.345100611 | 0.299321443 |
| Cambodia              | 2016 | 0.397918463 | 0.413881034 | 0.388893604 |
| Cameroon              | 2014 | 0.270492256 | 0.230666652 | 0.130008265 |
| Cameroon              | 2016 | 0.295593798 | 0.279304147 | 0.149828717 |
| Canada                | 2014 | 0.668420255 | 0.780800581 | 0.642222464 |
| Canada                | 2016 | 0.691101909 | 0.787822783 | 0.688865185 |
| Central African Repub | 2014 | 0.13855499  | 0.284289569 | 0.009918729 |
| Central African Repub | 2016 | 0.147106558 | 0.318746209 | 0.014240119 |
| Chad                  | 2014 | 0.178631544 | 0.193693578 | 0.033861808 |
| Chad                  | 2016 | 0.22856541  | 0.292541087 | 0.05466922  |
| Chile                 | 2014 | 0.72461611  | 0.770849884 | 0.496701777 |
| Chile                 | 2016 | 0.756179988 | 0.816599607 | 0.560153663 |
| China                 | 2014 | 0.501009703 | 0.471046835 | 0.400255889 |
| China                 | 2016 | 0.58624959  | 0.548276782 | 0.524802268 |
| Colombia              | 2014 | 0.606046796 | 0.64064759  | 0.418729931 |
| Colombia              | 2016 | 0.637426376 | 0.673769057 | 0.478927016 |
| Comoros               | 2014 | 0.221323252 | 0.297004282 | 0.063570634 |
| Comoros               | 2016 | 0.249913424 | 0.356413484 | 0.078271933 |
| Congo, Dem. Rep.      | 2014 | 0.193517104 | 0.135969147 | 0.060316995 |
| Congo, Dem. Rep.      | 2016 | 0.207798392 | 0.174640179 | 0.05124981  |
| Congo, Rep.           | 2014 | 0.294917732 | 0.336281151 | 0.179166853 |
| Congo, Rep.           | 2016 | 0.3083148   | 0.358967155 | 0.216298729 |
| Costa Rica            | 2014 | 0.605103135 | 0.651132047 | 0.540935397 |
| Costa Rica            | 2016 | 0.662771046 | 0.676378191 | 0.680856407 |
| Croatia               | 2014 | 0.584224164 | 0.701770425 | 0.538641334 |
| Croatia               | 2016 | 0.647486746 | 0.754495203 | 0.58176434  |
| Cuba                  | 2014 | 0.207086906 | 0.238118663 | 0.07184355  |
| Cuba                  | 2016 | 0.237393558 | 0.292622894 | 0.119155921 |
| Cyprus                | 2014 | 0.617743909 | 0.75615567  | 0.675707161 |
| Cyprus                | 2016 | 0.677700639 | 0.8202793   | 0.770190358 |
| Czech Republic        | 2014 | 0.692018151 | 0.823508859 | 0.638448238 |
| Czech Republic        | 2016 | 0.723778248 | 0.859806001 | 0.661368072 |
| Denmark               | 2014 | 0.775696039 | 0.925484478 | 0.881133556 |
| Denmark               | 2016 | 0.791159093 | 0.917822421 | 0.897201598 |
| Djibouti              | 2014 | 0.282508254 | 0.44740653  | 0.058751207 |

|                    |      |             |             |             |
|--------------------|------|-------------|-------------|-------------|
| Djibouti           | 2016 | 0.295773417 | 0.47279954  | 0.086903661 |
| Dominica           | 2014 | 0.450188607 | 0.541551709 | 0.37195006  |
| Dominica           | 2016 | 0.496879101 | 0.545819819 | 0.469293416 |
| Dominican Republic | 2014 | 0.455313593 | 0.510038912 | 0.297665596 |
| Dominican Republic | 2016 | 0.498421907 | 0.520522177 | 0.370474964 |
| Ecuador            | 2014 | 0.52479279  | 0.655699074 | 0.334501833 |
| Ecuador            | 2016 | 0.568558455 | 0.682424784 | 0.389033109 |
| Egypt, Arab Rep.   | 2014 | 0.507294118 | 0.448727012 | 0.324453413 |
| Egypt, Arab Rep.   | 2016 | 0.525825143 | 0.491698742 | 0.376921505 |
| El Salvador        | 2014 | 0.482529789 | 0.542158842 | 0.338990867 |
| El Salvador        | 2016 | 0.503803909 | 0.561128855 | 0.40048331  |
| Equatorial Guinea  | 2014 | 0.167939514 | 0.357498109 | 0.121934898 |
| Equatorial Guinea  | 2016 | 0.185237125 | 0.381421626 | 0.13383086  |
| Estonia            | 2014 | 0.767419815 | 0.75557977  | 0.733907521 |
| Estonia            | 2016 | 0.833086073 | 0.84653312  | 0.800069571 |
| Ethiopia           | 2014 | 0.227046236 | 0.241304979 | 0.068159297 |
| Ethiopia           | 2016 | 0.269153446 | 0.264806211 | 0.146879688 |
| Fiji               | 2014 | 0.429596722 | 0.519821048 | 0.302550584 |
| Fiji               | 2016 | 0.464166582 | 0.543417752 | 0.376216799 |
| Finland            | 2014 | 0.790002465 | 0.916964352 | 0.842122674 |
| Finland            | 2016 | 0.806931794 | 0.922561347 | 0.830520391 |
| France             | 2014 | 0.74448663  | 0.757705092 | 0.694273353 |
| France             | 2016 | 0.753990114 | 0.769777119 | 0.730035067 |
| Gabon              | 2014 | 0.354057968 | 0.4201487   | 0.351272583 |
| Gabon              | 2016 | 0.358984828 | 0.419272304 | 0.347699553 |
| Gambia, The        | 2014 | 0.329335332 | 0.377422094 | 0.221973494 |
| Gambia, The        | 2016 | 0.356334627 | 0.39726302  | 0.286153823 |
| Georgia            | 2014 | 0.563648105 | 0.624852479 | 0.40921104  |
| Georgia            | 2016 | 0.598795116 | 0.642247617 | 0.484170288 |
| Germany            | 2014 | 0.802185953 | 0.851909816 | 0.740810692 |
| Germany            | 2016 | 0.839698195 | 0.868451893 | 0.779708683 |
| Ghana              | 2014 | 0.377392471 | 0.353126407 | 0.272212476 |
| Ghana              | 2016 | 0.45449549  | 0.422220558 | 0.38965407  |
| Greece             | 2014 | 0.575628042 | 0.689045489 | 0.605186343 |
| Greece             | 2016 | 0.605208635 | 0.710916817 | 0.680916786 |
| Grenada            | 2014 | 0.511449814 | 0.637417078 | 0.379597157 |
| Grenada            | 2016 | 0.531102061 | 0.649593711 | 0.418670624 |
| Guatemala          | 2014 | 0.435003817 | 0.561219454 | 0.247628987 |
| Guatemala          | 2016 | 0.523600817 | 0.571773589 | 0.330509126 |
| Guinea             | 2014 | 0.205836788 | 0.200288072 | 0.10240747  |
| Guinea             | 2016 | 0.207349718 | 0.130037382 | 0.148210287 |
| Guinea-Bissau      | 2014 | 0.225832418 | 0.256695956 | 0.074659452 |
| Guinea-Bissau      | 2016 | 0.259117544 | 0.302406192 | 0.095194586 |
| Guyana             | 2014 | 0.319458038 | 0.489225239 | 0.190563351 |
| Guyana             | 2016 | 0.357594579 | 0.574371576 | 0.206986621 |
| Haiti              | 2014 | 0.249116823 | 0.337116212 | 0.11052794  |
| Haiti              | 2016 | 0.248067111 | 0.305574179 | 0.120107539 |

|                      |      |             |             |             |
|----------------------|------|-------------|-------------|-------------|
| Honduras             | 2014 | 0.406772494 | 0.481108278 | 0.209056199 |
| Honduras             | 2016 | 0.429387838 | 0.5143525   | 0.273651391 |
| Hong Kong SAR, China | 2014 |             | 0.83940798  | 0.851699233 |
| Hong Kong SAR, China | 2016 |             | 0.851055384 | 0.91334337  |
| Hungary              | 2014 | 0.636397421 | 0.673334002 | 0.608767509 |
| Hungary              | 2016 | 0.690688252 | 0.768503785 | 0.65267694  |
| Iceland              | 2014 | 0.70431149  | 0.9354285   | 0.758893669 |
| Iceland              | 2016 | 0.739468694 | 0.973952293 | 0.822834969 |
| India                | 2014 | 0.442272395 | 0.430099308 | 0.160062328 |
| India                | 2016 | 0.510771692 | 0.500528276 | 0.227437884 |
| Indonesia            | 2014 | 0.390109211 | 0.335186183 | 0.295889616 |
| Indonesia            | 2016 | 0.457153648 | 0.41932407  | 0.412844986 |
| Iran, Islamic Rep.   | 2014 | 0.416795492 | 0.424625158 | 0.261663944 |
| Iran, Islamic Rep.   | 2016 | 0.509144545 | 0.531196833 | 0.444386125 |
| Iraq                 | 2014 | 0.258936882 | 0.281822026 | 0.166409001 |
| Iraq                 | 2016 | 0.30369398  | 0.32555306  | 0.204209238 |
| Ireland              | 2014 | 0.638642609 | 0.805153668 | 0.62394309  |
| Ireland              | 2016 | 0.658752084 | 0.826414406 | 0.647184134 |
| Israel               | 2014 | 0.754463613 | 0.734613836 | 0.674477339 |
| Israel               | 2016 | 0.787858427 | 0.773512602 | 0.739659786 |
| Italy                | 2014 | 0.734692216 | 0.728420436 | 0.642979503 |
| Italy                | 2016 | 0.765137017 | 0.746708691 | 0.675512314 |
| Jamaica              | 2014 | 0.443051994 | 0.516081333 | 0.334013909 |
| Jamaica              | 2016 | 0.498139441 | 0.583427906 | 0.418559641 |
| Japan                | 2014 | 0.816454649 | 0.731020927 | 0.786716342 |
| Japan                | 2016 | 0.834881246 | 0.760699987 | 0.835007071 |
| Jordan               | 2014 | 0.523855448 | 0.518136144 | 0.450573802 |
| Jordan               | 2016 | 0.549758792 | 0.495833993 | 0.571639359 |
| Kazakhstan           | 2014 | 0.63425833  | 0.537115097 | 0.532983303 |
| Kazakhstan           | 2016 | 0.67079401  | 0.599938571 | 0.573070168 |
| Kenya                | 2014 | 0.400631726 | 0.505090892 | 0.147666857 |
| Kenya                | 2016 | 0.454194337 | 0.568916559 | 0.200268984 |
| Kiribati             | 2014 | 0.198367253 | 0.406185627 | 0.043052778 |
| Kiribati             | 2016 | 0.209191412 | 0.396579236 | 0.085948355 |
| Korea, Rep.          | 2014 | 0.841717064 | 0.735441148 | 0.797586799 |
| Korea, Rep.          | 2016 | 0.857824147 | 0.750387788 | 0.842408001 |
| Kuwait               | 2014 | 0.63123858  | 0.709911108 | 0.707019448 |
| Kuwait               | 2016 | 0.634641945 | 0.728311658 | 0.673039079 |
| Kyrgyz Republic      | 2014 | 0.42730701  | 0.487805754 | 0.305955619 |
| Kyrgyz Republic      | 2016 | 0.498870015 | 0.609057963 | 0.348742455 |
| Lao PDR              | 2014 | 0.201024115 | 0.238063097 | 0.142765909 |
| Lao PDR              | 2016 | 0.25973466  | 0.340057015 | 0.169943601 |
| Latvia               | 2014 | 0.691162527 | 0.700358689 | 0.628424406 |
| Latvia               | 2016 | 0.731226683 | 0.772538662 | 0.707130313 |
| Lebanon              | 2014 | 0.518757403 | 0.617426097 | 0.503143549 |
| Lebanon              | 2016 | 0.572987795 | 0.66594243  | 0.563931704 |
| Lesotho              | 2014 | 0.263704509 | 0.251643002 | 0.211051226 |

|                  |      |             |             |             |
|------------------|------|-------------|-------------|-------------|
| Lesotho          | 2016 | 0.292214394 | 0.302416563 | 0.252407402 |
| Liberia          | 2014 | 0.205538064 | 0.273381293 | 0.103097335 |
| Liberia          | 2016 | 0.241011068 | 0.294931412 | 0.134502918 |
| Lithuania        | 2014 | 0.747054577 | 0.765700042 | 0.671645224 |
| Lithuania        | 2016 | 0.793400109 | 0.801033854 | 0.751951277 |
| Luxembourg       | 2014 | 0.840275109 | 0.929513872 | 0.850631535 |
| Luxembourg       | 2016 | 0.86338973  | 0.943888009 | 0.873817801 |
| Macao SAR, China | 2014 |             | 0.722472906 | 0.82815516  |
| Macao SAR, China | 2016 |             | 0.779981911 | 0.86923629  |
| Macedonia, FYR   | 2014 | 0.504622042 | 0.610890031 | 0.475316465 |
| Macedonia, FYR   | 2016 | 0.571940541 | 0.65770781  | 0.508917451 |
| Madagascar       | 2014 | 0.233279258 | 0.335366428 | 0.046996914 |
| Madagascar       | 2016 | 0.251495242 | 0.384672731 | 0.058821894 |
| Malawi           | 2014 | 0.235106885 | 0.363150209 | 0.037208218 |
| Malawi           | 2016 | 0.25893116  | 0.388247818 | 0.068860076 |
| Malaysia         | 2014 | 0.654649317 | 0.517475247 | 0.592974961 |
| Malaysia         | 2016 | 0.686192155 | 0.548832357 | 0.642836392 |
| Maldives         | 2014 | 0.483388752 | 0.625259995 | 0.473617405 |
| Maldives         | 2016 | 0.507852614 | 0.63626653  | 0.579442501 |
| Mali             | 2014 | 0.31461677  | 0.312160194 | 0.24633272  |
| Mali             | 2016 | 0.292151272 | 0.281563967 | 0.222749114 |
| Malta            | 2014 | 0.782509387 | 0.924057424 | 0.717391849 |
| Malta            | 2016 | 0.855213523 | 0.941844344 | 0.78587395  |
| Marshall Islands | 2014 | 0.191118866 | 0.440575808 | 0.065481924 |
| Marshall Islands | 2016 | 0.217907459 | 0.518618166 | 0.094885334 |
| Mauritania       | 2014 | 0.303586543 | 0.324132562 | 0.202361926 |
| Mauritania       | 2016 | 0.338531524 | 0.384217083 | 0.241118938 |
| Mauritius        | 2014 | 0.543008685 | 0.582125664 | 0.470901757 |
| Mauritius        | 2016 | 0.618216872 | 0.629612267 | 0.572219908 |
| Mexico           | 2014 | 0.538688898 | 0.585428596 | 0.352760673 |
| Mexico           | 2016 | 0.601138115 | 0.626126111 | 0.43727088  |
| Moldova          | 2014 | 0.555358887 | 0.679000258 | 0.442707807 |
| Moldova          | 2016 | 0.604659736 | 0.701064229 | 0.546329737 |
| Mongolia         | 2014 | 0.521288693 | 0.62684381  | 0.291558087 |
| Mongolia         | 2016 | 0.538006186 | 0.653320849 | 0.348460257 |
| Montenegro       | 2014 | 0.544986188 | 0.549708009 | 0.590882003 |
| Montenegro       | 2016 | 0.616462409 | 0.620804787 | 0.683010578 |
| Morocco          | 2014 | 0.523663223 | 0.538807631 | 0.403063953 |
| Morocco          | 2016 | 0.555369556 | 0.5977332   | 0.423850715 |
| Mozambique       | 2014 | 0.277768672 | 0.333943248 | 0.12956132  |
| Mozambique       | 2016 | 0.253236949 | 0.260036349 | 0.167226374 |
| Myanmar          | 2014 | 0.171973079 | 0.224559337 | 0.108486578 |
| Myanmar          | 2016 | 0.259412646 | 0.278450489 | 0.271647424 |
| Namibia          | 2014 | 0.368664831 | 0.519212961 | 0.258801192 |
| Namibia          | 2016 | 0.384441733 | 0.500481904 | 0.338269562 |
| Nepal            | 2014 | 0.297087342 | 0.315125078 | 0.155125111 |
| Nepal            | 2016 | 0.365238547 | 0.345724553 | 0.248622522 |

|                    |      |             |             |             |
|--------------------|------|-------------|-------------|-------------|
| Netherlands        | 2014 | 0.82616055  | 0.918083131 | 0.750688434 |
| Netherlands        | 2016 | 0.838463187 | 0.910396278 | 0.795813203 |
| New Zealand        | 2014 | 0.669785857 | 0.75960356  | 0.718917429 |
| New Zealand        | 2016 | 0.706136465 | 0.767792165 | 0.786607265 |
| Nicaragua          | 2014 | 0.378884286 | 0.473828912 | 0.262812048 |
| Nicaragua          | 2016 | 0.455803484 | 0.499619544 | 0.371252418 |
| Niger              | 2014 | 0.155283138 | 0.225816444 | 0.039706305 |
| Niger              | 2016 | 0.159881338 | 0.242410064 | 0.054747283 |
| Nigeria            | 2014 | 0.368986011 | 0.289892197 | 0.170261428 |
| Nigeria            | 2016 | 0.418748707 | 0.360457152 | 0.213664532 |
| Norway             | 2014 | 0.783027291 | 0.864592493 | 0.780670881 |
| Norway             | 2016 | 0.804217756 | 0.881994247 | 0.810690463 |
| Oman               | 2014 | 0.641921163 | 0.648980677 | 0.599356115 |
| Oman               | 2016 | 0.653574109 | 0.681147635 | 0.648174763 |
| Pakistan           | 2014 | 0.365472943 | 0.402615696 | 0.1287857   |
| Pakistan           | 2016 | 0.399885446 | 0.471182108 | 0.16237019  |
| Panama             | 2014 | 0.546617806 | 0.622478247 | 0.453277826 |
| Panama             | 2016 | 0.574238539 | 0.622745335 | 0.548119545 |
| Papua New Guinea   | 2014 | 0.305087924 | 0.529087484 | 0.063182622 |
| Papua New Guinea   | 2016 | 0.337146282 | 0.549077868 | 0.08643394  |
| Paraguay           | 2014 | 0.464998454 | 0.582032502 | 0.301664293 |
| Paraguay           | 2016 | 0.541060448 | 0.617375135 | 0.370137632 |
| Peru               | 2014 | 0.517216027 | 0.594756484 | 0.339510828 |
| Peru               | 2016 | 0.553494811 | 0.608426809 | 0.434506863 |
| Philippines        | 2014 | 0.439225137 | 0.530207396 | 0.38014245  |
| Philippines        | 2016 | 0.491592795 | 0.568994284 | 0.436338544 |
| Poland             | 2014 | 0.650703609 | 0.731317163 | 0.643397391 |
| Poland             | 2016 | 0.690275073 | 0.75629586  | 0.68393302  |
| Portugal           | 2014 | 0.738865077 | 0.717433095 | 0.664343297 |
| Portugal           | 2016 | 0.785273194 | 0.758382618 | 0.726421356 |
| Qatar              | 2014 | 0.681546628 | 0.742564857 | 0.704598784 |
| Qatar              | 2016 | 0.707999289 | 0.761385381 | 0.7583462   |
| Romania            | 2014 | 0.618436158 | 0.636758506 | 0.50860703  |
| Romania            | 2016 | 0.644442499 | 0.648403525 | 0.569787681 |
| Russian Federation | 2014 | 0.688322186 | 0.646299601 | 0.602817237 |
| Russian Federation | 2016 | 0.744089782 | 0.712474465 | 0.696205258 |
| Rwanda             | 2014 | 0.409320295 | 0.408028781 | 0.130810216 |
| Rwanda             | 2016 | 0.427687347 | 0.420898288 | 0.19147189  |
| Samoa              | 2014 | 0.310264409 | 0.460152149 | 0.172611102 |
| Samoa              | 2016 | 0.362907201 | 0.51104027  | 0.247488007 |
| Saudi Arabia       | 2014 | 0.662912369 | 0.663203537 | 0.688687205 |
| Saudi Arabia       | 2016 | 0.669529498 | 0.681036234 | 0.723285973 |
| Senegal            | 2014 | 0.329655141 | 0.388281226 | 0.190916747 |
| Senegal            | 2016 | 0.350918651 | 0.387213081 | 0.232532069 |
| Serbia             | 2014 | 0.604879439 | 0.633242607 | 0.503866076 |
| Serbia             | 2016 | 0.686638415 | 0.671848834 | 0.568823397 |
| Seychelles         | 2014 | 0.556124151 | 0.653600097 | 0.508242667 |

|                        |      |             |             |             |
|------------------------|------|-------------|-------------|-------------|
| Seychelles             | 2016 | 0.597451329 | 0.683924973 | 0.576866031 |
| Sierra Leone           | 2014 | 0.23595278  | 0.186810106 | 0.125671923 |
| Sierra Leone           | 2016 | 0.270076901 | 0.194935411 | 0.197019011 |
| Singapore              | 2014 | 0.868270159 | 0.836006045 | 0.80476433  |
| Singapore              | 2016 | 0.870592058 | 0.851721346 | 0.803051472 |
| Slovak Republic        | 2014 | 0.645740747 | 0.686562061 | 0.591637194 |
| Slovak Republic        | 2016 | 0.689553916 | 0.754711509 | 0.670310616 |
| Slovenia               | 2014 | 0.644383907 | 0.829099834 | 0.591025591 |
| Slovenia               | 2016 | 0.714918017 | 0.859579563 | 0.631268203 |
| Solomon Islands        | 2014 | 0.214286774 | 0.319492966 | 0.121664017 |
| Solomon Islands        | 2016 | 0.269858927 | 0.415896952 | 0.154789835 |
| South Africa           | 2014 | 0.590967238 | 0.652921975 | 0.450632393 |
| South Africa           | 2016 | 0.638083577 | 0.690170109 | 0.497349918 |
| Spain                  | 2014 | 0.743148088 | 0.7572245   | 0.622074485 |
| Spain                  | 2016 | 0.765016556 | 0.781271994 | 0.674245834 |
| Sri Lanka              | 2014 | 0.427175552 | 0.397365659 | 0.275573581 |
| Sri Lanka              | 2016 | 0.475977659 | 0.443432629 | 0.376369566 |
| St. Kitts and Nevis    | 2014 | 0.47259295  | 0.717240274 | 0.497588605 |
| St. Kitts and Nevis    | 2016 | 0.525414169 | 0.709234953 | 0.61447084  |
| St. Lucia              | 2014 | 0.434679627 | 0.552048504 | 0.352108508 |
| St. Lucia              | 2016 | 0.402596295 | 0.442922413 | 0.354561239 |
| St. Vincent and the Gr | 2014 | 0.455008447 | 0.645537615 | 0.334586978 |
| St. Vincent and the Gr | 2016 | 0.496881872 | 0.658906817 | 0.400298059 |
| Sudan                  | 2014 | 0.285567313 | 0.30461815  | 0.18645522  |
| Sudan                  | 2016 | 0.297985345 | 0.370429963 | 0.199210912 |
| Suriname               | 2014 | 0.432434857 | 0.479185432 | 0.545875847 |
| Suriname               | 2016 | 0.486161172 | 0.51886189  | 0.615588307 |
| Swaziland              | 2014 | 0.280296087 | 0.439565301 | 0.165039584 |
| Swaziland              | 2016 | 0.315419734 | 0.462744594 | 0.200061291 |
| Sweden                 | 2014 | 0.80385083  | 0.923390865 | 0.847160816 |
| Sweden                 | 2016 | 0.831694961 | 0.940877259 | 0.854530215 |
| Switzerland            | 2014 | 0.79342097  | 0.885148346 | 0.839174986 |
| Switzerland            | 2016 | 0.822364926 | 0.888914704 | 0.889733791 |
| Syrian Arab Republic   | 2014 | 0.265209973 | 0.444978625 | 0.184269056 |
| Syrian Arab Republic   | 2016 | 0.317156434 | 0.50990957  | 0.218974218 |
| Tajikistan             | 2014 | 0.285819501 | 0.380512387 | 0.196690187 |
| Tajikistan             | 2016 | 0.323316514 | 0.416747719 | 0.236212611 |
| Tanzania               | 2014 | 0.295283943 | 0.294449925 | 0.11203558  |
| Tanzania               | 2016 | 0.340004265 | 0.278918833 | 0.170644298 |
| Thailand               | 2014 | 0.567223191 | 0.550882518 | 0.572325528 |
| Thailand               | 2016 | 0.619724512 | 0.567324102 | 0.676794648 |
| Timor-Leste            | 2014 | 0.262326866 | 0.226204202 | 0.256425261 |
| Timor-Leste            | 2016 | 0.290239543 | 0.269798487 | 0.292345673 |
| Togo                   | 2014 | 0.209475607 | 0.36680916  | 0.088763215 |
| Togo                   | 2016 | 0.249727517 | 0.365280747 | 0.141510695 |
| Tonga                  | 2014 | 0.289561123 | 0.388944954 | 0.172588408 |
| Tonga                  | 2016 | 0.330720127 | 0.452754647 | 0.22454907  |

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|----------------------|------|-------------|-------------|-------------|
| Trinidad and Tobago  | 2014 | 0.51424396  | 0.569433451 | 0.488990992 |
| Trinidad and Tobago  | 2016 | 0.586676896 | 0.63957572  | 0.570050836 |
| Tunisia              | 2014 | 0.525479138 | 0.602103889 | 0.409884989 |
| Tunisia              | 2016 | 0.555916369 | 0.61272949  | 0.458482146 |
| Turkey               | 2014 | 0.596002042 | 0.639693856 | 0.376777023 |
| Turkey               | 2016 | 0.632069468 | 0.680024922 | 0.430515021 |
| Turkmenistan         | 2014 | 0.239837259 | 0.405327439 | 0.229758784 |
| Turkmenistan         | 2016 | 0.272280067 | 0.439601213 | 0.292696744 |
| Tuvalu               | 2014 | 0.249269217 | 0.499925375 | 0.173647806 |
| Tuvalu               | 2016 | 0.285323083 | 0.526983619 | 0.260627836 |
| Uganda               | 2014 | 0.277908683 | 0.283067018 | 0.104496077 |
| Uganda               | 2016 | 0.340168744 | 0.318713427 | 0.138829798 |
| Ukraine              | 2014 | 0.451108336 | 0.605899632 | 0.382262766 |
| Ukraine              | 2016 | 0.537763536 | 0.667723715 | 0.473987609 |
| United Arab Emirates | 2014 | 0.799021244 | 0.749607921 | 0.764606953 |
| United Arab Emirates | 2016 | 0.8229689   | 0.780784488 | 0.802133322 |
| United Kingdom       | 2014 | 0.735421598 | 0.881155014 | 0.770344257 |
| United Kingdom       | 2016 | 0.764024913 | 0.903879642 | 0.799306273 |
| United States        | 2014 | 0.71995157  | 0.75984776  | 0.664676666 |
| United States        | 2016 | 0.747118115 | 0.781265855 | 0.730538189 |
| Uruguay              | 2014 | 0.729379773 | 0.646777332 | 0.635676384 |
| Uruguay              | 2016 | 0.758907378 | 0.681806326 | 0.714240253 |
| Uzbekistan           | 2014 | 0.308931291 | 0.256909817 | 0.21842882  |
| Uzbekistan           | 2016 | 0.401157767 | 0.358735561 | 0.313415825 |
| Vanuatu              | 2014 | 0.265341938 | 0.431585819 | 0.138193369 |
| Vanuatu              | 2016 | 0.321068555 | 0.508237422 | 0.199411586 |
| Venezuela, RB        | 2014 | 0.497083515 | 0.528647661 | 0.399246573 |
| Venezuela, RB        | 2016 | 0.490937531 | 0.552193224 | 0.396063089 |
| Vietnam              | 2014 | 0.467211872 | 0.506105542 | 0.408275217 |
| Vietnam              | 2016 | 0.521303654 | 0.593714237 | 0.431228667 |
| West Bank and Gaza   | 2014 |             | 0.414782137 | 0.343617678 |
| West Bank and Gaza   | 2016 |             | 0.467996687 | 0.393093646 |
| Yemen, Rep.          | 2014 | 0.26833266  | 0.247113973 | 0.148116574 |
| Yemen, Rep.          | 2016 | 0.255397916 | 0.253152877 | 0.15732342  |
| Zambia               | 2014 | 0.294061154 | 0.302828968 | 0.13581489  |
| Zambia               | 2016 | 0.344405442 | 0.33000952  | 0.183720499 |
| Zimbabwe             | 2014 | 0.303346515 | 0.375090659 | 0.173329651 |
| Zimbabwe             | 2016 | 0.328336537 | 0.428781986 | 0.210011676 |

DAI Government Sub-index

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| country                  | Year | Digital Adoption Index | DAI Business Sub-index | DAI People Sub-index |
|--------------------------|------|------------------------|------------------------|----------------------|
| Afghanistan              | 2014 | 0.302608162            | 0.296788126            | 0.087706715          |
| Albania                  | 2014 | 0.543883801            | 0.554247677            | 0.387059569          |
| Algeria                  | 2014 | 0.369553834            | 0.449672759            | 0.27903834           |
| Andorra                  | 2014 | 0.591500282            | 0.7798298              | 0.666981101          |
| Angola                   | 2014 | 0.316811383            | 0.380169928            | 0.1223794            |
| Antigua and Barbuda      | 2014 | 0.461331844            | 0.60213238             | 0.448312044          |
| Argentina                | 2014 | 0.64206171             | 0.681988299            | 0.564173877          |
| Armenia                  | 2014 | 0.607581973            | 0.676507294            | 0.411885649          |
| Australia                | 2014 | 0.685024679            | 0.760201275            | 0.724051654          |
| Austria                  | 2014 | 0.814163625            | 0.837266266            | 0.815140486          |
| Azerbaijan               | 2014 | 0.550031543            | 0.474782526            | 0.506881356          |
| Bahamas, The             | 2014 | 0.477003723            | 0.68289572             | 0.432477713          |
| Bahrain                  | 2014 | 0.758385956            | 0.697576523            | 0.77080363           |
| Bangladesh               | 2014 | 0.308281958            | 0.297191292            | 0.149208277          |
| Barbados                 | 2014 | 0.570615232            | 0.781745374            | 0.526980698          |
| Belarus                  | 2014 | 0.530079186            | 0.70157057             | 0.556057036          |
| Belgium                  | 2014 | 0.760932326            | 0.84492743             | 0.684371769          |
| Belize                   | 2014 | 0.376430303            | 0.558962941            | 0.213789061          |
| Benin                    | 2014 | 0.21026516             | 0.325967163            | 0.120862767          |
| Bhutan                   | 2014 | 0.379674286            | 0.428972065            | 0.237946689          |
| Bolivia                  | 2014 | 0.439636737            | 0.493913502            | 0.269689232          |
| Bosnia and Herzegovina   | 2014 | 0.546337903            | 0.635360479            | 0.416573912          |
| Botswana                 | 2014 | 0.462219894            | 0.479069501            | 0.429304242          |
| Brazil                   | 2014 | 0.654762208            | 0.645703375            | 0.545035839          |
| Brunei Darussalam        | 2014 | 0.574268222            | 0.661413074            | 0.449917465          |
| Bulgaria                 | 2014 | 0.566100001            | 0.667067349            | 0.572862923          |
| Burkina Faso             | 2014 | 0.224588394            | 0.256483763            | 0.109211393          |
| Burundi                  | 2014 | 0.22890383             | 0.297368616            | 0.015577673          |
| Cabo Verde               | 2014 | 0.372433662            | 0.450519025            | 0.386665255          |
| Cambodia                 | 2014 | 0.358745366            | 0.345100611            | 0.299321443          |
| Cameroon                 | 2014 | 0.270492256            | 0.230666652            | 0.130008265          |
| Canada                   | 2014 | 0.668420255            | 0.780800581            | 0.642222464          |
| Central African Republic | 2014 | 0.13855499             | 0.284289569            | 0.009918729          |
| Chad                     | 2014 | 0.178631544            | 0.193693578            | 0.033861808          |
| Chile                    | 2014 | 0.72461611             | 0.770849884            | 0.496701777          |
| China                    | 2014 | 0.501009703            | 0.471046835            | 0.400255889          |
| Colombia                 | 2014 | 0.606046796            | 0.64064759             | 0.418729931          |
| Comoros                  | 2014 | 0.221323252            | 0.297004282            | 0.063570634          |
| Congo, Dem. Rep.         | 2014 | 0.193517104            | 0.135969147            | 0.060316995          |
| Congo, Rep.              | 2014 | 0.294917732            | 0.336281151            | 0.179166853          |
| Costa Rica               | 2014 | 0.605103135            | 0.651132047            | 0.540935397          |
| Croatia                  | 2014 | 0.584224164            | 0.701770425            | 0.538641334          |
| Cuba                     | 2014 | 0.207086906            | 0.238118663            | 0.07184355           |
| Cyprus                   | 2014 | 0.617743909            | 0.75615567             | 0.675707161          |
| Czech Republic           | 2014 | 0.692018151            | 0.823508859            | 0.638448238          |
| Denmark                  | 2014 | 0.775696039            | 0.925484478            | 0.881133556          |



|                      |      |             |             |             |
|----------------------|------|-------------|-------------|-------------|
| Djibouti             | 2014 | 0.282508254 | 0.44740653  | 0.058751207 |
| Dominica             | 2014 | 0.450188607 | 0.541551709 | 0.37195006  |
| Dominican Republic   | 2014 | 0.455313593 | 0.510038912 | 0.297665596 |
| Ecuador              | 2014 | 0.52479279  | 0.655699074 | 0.334501833 |
| Egypt, Arab Rep.     | 2014 | 0.507294118 | 0.448727012 | 0.324453413 |
| El Salvador          | 2014 | 0.482529789 | 0.542158842 | 0.338990867 |
| Equatorial Guinea    | 2014 | 0.167939514 | 0.357498109 | 0.121934898 |
| Estonia              | 2014 | 0.767419815 | 0.75557977  | 0.733907521 |
| Ethiopia             | 2014 | 0.227046236 | 0.241304979 | 0.068159297 |
| Fiji                 | 2014 | 0.429596722 | 0.519821048 | 0.302550584 |
| Finland              | 2014 | 0.790002465 | 0.916964352 | 0.842122674 |
| France               | 2014 | 0.74448663  | 0.757705092 | 0.694273353 |
| Gabon                | 2014 | 0.354057968 | 0.4201487   | 0.351272583 |
| Gambia, The          | 2014 | 0.329335332 | 0.377422094 | 0.221973494 |
| Georgia              | 2014 | 0.563648105 | 0.624852479 | 0.40921104  |
| Germany              | 2014 | 0.802185953 | 0.851909816 | 0.740810692 |
| Ghana                | 2014 | 0.377392471 | 0.353126407 | 0.272212476 |
| Greece               | 2014 | 0.575628042 | 0.689045489 | 0.605186343 |
| Grenada              | 2014 | 0.511449814 | 0.637417078 | 0.379597157 |
| Guatemala            | 2014 | 0.435003817 | 0.561219454 | 0.247628987 |
| Guinea               | 2014 | 0.205836788 | 0.200288072 | 0.10240747  |
| Guinea-Bissau        | 2014 | 0.225832418 | 0.256695956 | 0.074659452 |
| Guyana               | 2014 | 0.319458038 | 0.489225239 | 0.190563351 |
| Haiti                | 2014 | 0.249116823 | 0.337116212 | 0.11052794  |
| Honduras             | 2014 | 0.406772494 | 0.481108278 | 0.209056199 |
| Hong Kong SAR, China | 2014 |             | 0.83940798  | 0.851699233 |
| Hungary              | 2014 | 0.636397421 | 0.673334002 | 0.608767509 |
| Iceland              | 2014 | 0.70431149  | 0.9354285   | 0.758893669 |
| India                | 2014 | 0.442272395 | 0.430099308 | 0.160062328 |
| Indonesia            | 2014 | 0.390109211 | 0.335186183 | 0.295889616 |
| Iran, Islamic Rep.   | 2014 | 0.416795492 | 0.424625158 | 0.261663944 |
| Iraq                 | 2014 | 0.258936882 | 0.281822026 | 0.166409001 |
| Ireland              | 2014 | 0.638642609 | 0.805153668 | 0.62394309  |
| Israel               | 2014 | 0.754463613 | 0.734613836 | 0.674477339 |
| Italy                | 2014 | 0.734692216 | 0.728420436 | 0.642979503 |
| Jamaica              | 2014 | 0.443051994 | 0.516081333 | 0.334013909 |
| Japan                | 2014 | 0.816454649 | 0.731020927 | 0.786716342 |
| Jordan               | 2014 | 0.523855448 | 0.518136144 | 0.450573802 |
| Kazakhstan           | 2014 | 0.63425833  | 0.537115097 | 0.532983303 |
| Kenya                | 2014 | 0.400631726 | 0.505090892 | 0.147666857 |
| Kiribati             | 2014 | 0.198367253 | 0.406185627 | 0.043052778 |
| Korea, Rep.          | 2014 | 0.841717064 | 0.735441148 | 0.797586799 |
| Kuwait               | 2014 | 0.63123858  | 0.709911108 | 0.707019448 |
| Kyrgyz Republic      | 2014 | 0.42730701  | 0.487805754 | 0.305955619 |
| Lao PDR              | 2014 | 0.201024115 | 0.238063097 | 0.142765909 |
| Latvia               | 2014 | 0.691162527 | 0.700358689 | 0.628424406 |
| Lebanon              | 2014 | 0.518757403 | 0.617426097 | 0.503143549 |

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| Lesotho            | 2014 | 0.263704509 | 0.251643002 | 0.211051226 |
| Liberia            | 2014 | 0.205538064 | 0.273381293 | 0.103097335 |
| Lithuania          | 2014 | 0.747054577 | 0.765700042 | 0.671645224 |
| Luxembourg         | 2014 | 0.840275109 | 0.929513872 | 0.850631535 |
| Macao SAR, China   | 2014 |             | 0.722472906 | 0.82815516  |
| Macedonia, FYR     | 2014 | 0.504622042 | 0.610890031 | 0.475316465 |
| Madagascar         | 2014 | 0.233279258 | 0.335366428 | 0.046996914 |
| Malawi             | 2014 | 0.235106885 | 0.363150209 | 0.037208218 |
| Malaysia           | 2014 | 0.654649317 | 0.517475247 | 0.592974961 |
| Maldives           | 2014 | 0.483388752 | 0.625259995 | 0.473617405 |
| Mali               | 2014 | 0.31461677  | 0.312160194 | 0.24633272  |
| Malta              | 2014 | 0.782509387 | 0.924057424 | 0.717391849 |
| Marshall Islands   | 2014 | 0.191118866 | 0.440575808 | 0.065481924 |
| Mauritania         | 2014 | 0.303586543 | 0.324132562 | 0.202361926 |
| Mauritius          | 2014 | 0.543008685 | 0.582125664 | 0.470901757 |
| Mexico             | 2014 | 0.538688898 | 0.585428596 | 0.352760673 |
| Moldova            | 2014 | 0.555358887 | 0.679000258 | 0.442707807 |
| Mongolia           | 2014 | 0.521288693 | 0.62684381  | 0.291558087 |
| Montenegro         | 2014 | 0.544986188 | 0.549708009 | 0.590882003 |
| Morocco            | 2014 | 0.523663223 | 0.538807631 | 0.403063953 |
| Mozambique         | 2014 | 0.277768672 | 0.333943248 | 0.12956132  |
| Myanmar            | 2014 | 0.171973079 | 0.224559337 | 0.108486578 |
| Namibia            | 2014 | 0.368664831 | 0.519212961 | 0.258801192 |
| Nepal              | 2014 | 0.297087342 | 0.315125078 | 0.155125111 |
| Netherlands        | 2014 | 0.82616055  | 0.918083131 | 0.750688434 |
| New Zealand        | 2014 | 0.669785857 | 0.75960356  | 0.718917429 |
| Nicaragua          | 2014 | 0.378884286 | 0.473828912 | 0.262812048 |
| Niger              | 2014 | 0.155283138 | 0.225816444 | 0.039706305 |
| Nigeria            | 2014 | 0.368986011 | 0.289892197 | 0.170261428 |
| Norway             | 2014 | 0.783027291 | 0.864592493 | 0.780670881 |
| Oman               | 2014 | 0.641921163 | 0.648980677 | 0.599356115 |
| Pakistan           | 2014 | 0.365472943 | 0.402615696 | 0.1287857   |
| Panama             | 2014 | 0.546617806 | 0.622478247 | 0.453277826 |
| Papua New Guinea   | 2014 | 0.305087924 | 0.529087484 | 0.063182622 |
| Paraguay           | 2014 | 0.464998454 | 0.582032502 | 0.301664293 |
| Peru               | 2014 | 0.517216027 | 0.594756484 | 0.339510828 |
| Philippines        | 2014 | 0.439225137 | 0.530207396 | 0.38014245  |
| Poland             | 2014 | 0.650703609 | 0.731317163 | 0.643397391 |
| Portugal           | 2014 | 0.738865077 | 0.717433095 | 0.664343297 |
| Qatar              | 2014 | 0.681546628 | 0.742564857 | 0.704598784 |
| Romania            | 2014 | 0.618436158 | 0.636758506 | 0.50860703  |
| Russian Federation | 2014 | 0.688322186 | 0.646299601 | 0.602817237 |
| Rwanda             | 2014 | 0.409320295 | 0.408028781 | 0.130810216 |
| Samoa              | 2014 | 0.310264409 | 0.460152149 | 0.172611102 |
| Saudi Arabia       | 2014 | 0.662912369 | 0.663203537 | 0.688687205 |
| Senegal            | 2014 | 0.329655141 | 0.388281226 | 0.190916747 |
| Serbia             | 2014 | 0.604879439 | 0.633242607 | 0.503866076 |

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|--------------------------------|------|-------------|-------------|-------------|
| Seychelles                     | 2014 | 0.556124151 | 0.653600097 | 0.508242667 |
| Sierra Leone                   | 2014 | 0.23595278  | 0.186810106 | 0.125671923 |
| Singapore                      | 2014 | 0.868270159 | 0.836006045 | 0.80476433  |
| Slovak Republic                | 2014 | 0.645740747 | 0.686562061 | 0.591637194 |
| Slovenia                       | 2014 | 0.644383907 | 0.829099834 | 0.591025591 |
| Solomon Islands                | 2014 | 0.214286774 | 0.319492966 | 0.121664017 |
| South Africa                   | 2014 | 0.590967238 | 0.652921975 | 0.450632393 |
| Spain                          | 2014 | 0.743148088 | 0.7572245   | 0.622074485 |
| Sri Lanka                      | 2014 | 0.427175552 | 0.397365659 | 0.275573581 |
| St. Kitts and Nevis            | 2014 | 0.47259295  | 0.717240274 | 0.497588605 |
| St. Lucia                      | 2014 | 0.434679627 | 0.552048504 | 0.352108508 |
| St. Vincent and the Grenadines | 2014 | 0.455008447 | 0.645537615 | 0.334586978 |
| Sudan                          | 2014 | 0.285567313 | 0.30461815  | 0.18645522  |
| Suriname                       | 2014 | 0.432434857 | 0.479185432 | 0.545875847 |
| Swaziland                      | 2014 | 0.280296087 | 0.439565301 | 0.165039584 |
| Sweden                         | 2014 | 0.80385083  | 0.923390865 | 0.847160816 |
| Switzerland                    | 2014 | 0.79342097  | 0.885148346 | 0.839174986 |
| Syrian Arab Republic           | 2014 | 0.265209973 | 0.444978625 | 0.184269056 |
| Tajikistan                     | 2014 | 0.285819501 | 0.380512387 | 0.196690187 |
| Tanzania                       | 2014 | 0.295283943 | 0.294449925 | 0.11203558  |
| Thailand                       | 2014 | 0.567223191 | 0.550882518 | 0.572325528 |
| Timor-Leste                    | 2014 | 0.262326866 | 0.226204202 | 0.256425261 |
| Togo                           | 2014 | 0.209475607 | 0.36680916  | 0.088763215 |
| Tonga                          | 2014 | 0.289561123 | 0.388944954 | 0.172588408 |
| Trinidad and Tobago            | 2014 | 0.51424396  | 0.569433451 | 0.488990992 |
| Tunisia                        | 2014 | 0.525479138 | 0.602103889 | 0.409884989 |
| Turkey                         | 2014 | 0.596002042 | 0.639693856 | 0.376777023 |
| Turkmenistan                   | 2014 | 0.239837259 | 0.405327439 | 0.229758784 |
| Tuvalu                         | 2014 | 0.249269217 | 0.499925375 | 0.173647806 |
| Uganda                         | 2014 | 0.277908683 | 0.283067018 | 0.104496077 |
| Ukraine                        | 2014 | 0.451108336 | 0.605899632 | 0.382262766 |
| United Arab Emirates           | 2014 | 0.799021244 | 0.749607921 | 0.764606953 |
| United Kingdom                 | 2014 | 0.735421598 | 0.881155014 | 0.770344257 |
| United States                  | 2014 | 0.71995157  | 0.75984776  | 0.664676666 |
| Uruguay                        | 2014 | 0.729379773 | 0.646777332 | 0.635676384 |
| Uzbekistan                     | 2014 | 0.308931291 | 0.256909817 | 0.21842882  |
| Vanuatu                        | 2014 | 0.265341938 | 0.431585819 | 0.138193369 |
| Venezuela, RB                  | 2014 | 0.497083515 | 0.528647661 | 0.399246573 |
| Vietnam                        | 2014 | 0.467211872 | 0.506105542 | 0.408275217 |
| West Bank and Gaza             | 2014 |             | 0.414782137 | 0.343617678 |
| Yemen, Rep.                    | 2014 | 0.26833266  | 0.247113973 | 0.148116574 |
| Zambia                         | 2014 | 0.294061154 | 0.302828968 | 0.13581489  |
| Zimbabwe                       | 2014 | 0.303346515 | 0.375090659 | 0.173329651 |

DAI Government Sub-index

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| country                  | Year | Digital Adoption Index | DAI Business Sub-index | DAI People Sub-index |
|--------------------------|------|------------------------|------------------------|----------------------|
| Afghanistan              | 2016 | 0.343214273            | 0.341886461            | 0.123343445          |
| Albania                  | 2016 | 0.60790354             | 0.621124566            | 0.463778585          |
| Algeria                  | 2016 | 0.431103349            | 0.498178005            | 0.419688344          |
| Andorra                  | 2016 | 0.640383482            | 0.829272985            | 0.739460826          |
| Angola                   | 2016 | 0.334767014            | 0.40860194             | 0.131607652          |
| Antigua and Barbuda      | 2016 | 0.477325171            | 0.61202687             | 0.565117538          |
| Argentina                | 2016 | 0.685676217            | 0.690285444            | 0.633733511          |
| Armenia                  | 2016 | 0.621723354            | 0.714228392            | 0.478798658          |
| Australia                | 2016 | 0.7121737              | 0.772023559            | 0.777299762          |
| Austria                  | 2016 | 0.862426519            | 0.876887083            | 0.865305126          |
| Azerbaijan               | 2016 | 0.594166279            | 0.508698881            | 0.522672594          |
| Bahamas, The             | 2016 | 0.52744627             | 0.74154979             | 0.495497823          |
| Bahrain                  | 2016 | 0.786018848            | 0.748000264            | 0.840248585          |
| Bangladesh               | 2016 | 0.371819019            | 0.356706768            | 0.188057348          |
| Barbados                 | 2016 | 0.645413876            | 0.832587183            | 0.626681566          |
| Belarus                  | 2016 | 0.591658711            | 0.74282515             | 0.645314336          |
| Belgium                  | 2016 | 0.780437768            | 0.85026288             | 0.726559341          |
| Belize                   | 2016 | 0.403716326            | 0.584999621            | 0.289313793          |
| Benin                    | 2016 | 0.224117398            | 0.329855531            | 0.146964431          |
| Bhutan                   | 2016 | 0.443957299            | 0.468721837            | 0.366129309          |
| Bolivia                  | 2016 | 0.479700029            | 0.546086192            | 0.304689825          |
| Bosnia and Herzegovina   | 2016 | 0.597583294            | 0.680939972            | 0.469457388          |
| Botswana                 | 2016 | 0.472317964            | 0.480379432            | 0.466445178          |
| Brazil                   | 2016 | 0.683000624            | 0.678103685            | 0.552864075          |
| Brunei Darussalam        | 2016 | 0.628916979            | 0.692653954            | 0.534272909          |
| Bulgaria                 | 2016 | 0.625447214            | 0.688592672            | 0.619712591          |
| Burkina Faso             | 2016 | 0.236155003            | 0.284335166            | 0.152993172          |
| Burundi                  | 2016 | 0.261421204            | 0.305086643            | 0.059935126          |
| Cabo Verde               | 2016 | 0.434231281            | 0.493801922            | 0.431718558          |
| Cambodia                 | 2016 | 0.397918463            | 0.413881034            | 0.388893604          |
| Cameroon                 | 2016 | 0.295593798            | 0.279304147            | 0.149828717          |
| Canada                   | 2016 | 0.691101909            | 0.787822783            | 0.688865185          |
| Central African Republic | 2016 | 0.147106558            | 0.318746209            | 0.014240119          |
| Chad                     | 2016 | 0.22856541             | 0.292541087            | 0.05466922           |
| Chile                    | 2016 | 0.756179988            | 0.816599607            | 0.560153663          |
| China                    | 2016 | 0.58624959             | 0.548276782            | 0.524802268          |
| Colombia                 | 2016 | 0.637426376            | 0.673769057            | 0.478927016          |
| Comoros                  | 2016 | 0.249913424            | 0.356413484            | 0.078271933          |
| Congo, Dem. Rep.         | 2016 | 0.207798392            | 0.174640179            | 0.05124981           |
| Congo, Rep.              | 2016 | 0.3083148              | 0.358967155            | 0.216298729          |
| Costa Rica               | 2016 | 0.662771046            | 0.676378191            | 0.680856407          |
| Croatia                  | 2016 | 0.647486746            | 0.754495203            | 0.58176434           |
| Cuba                     | 2016 | 0.237393558            | 0.292622894            | 0.119155921          |
| Cyprus                   | 2016 | 0.677700639            | 0.8202793              | 0.770190358          |
| Czech Republic           | 2016 | 0.723778248            | 0.859806001            | 0.661368072          |
| Denmark                  | 2016 | 0.791159093            | 0.917822421            | 0.897201598          |



|                      |      |             |             |             |
|----------------------|------|-------------|-------------|-------------|
| Djibouti             | 2016 | 0.295773417 | 0.47279954  | 0.086903661 |
| Dominica             | 2016 | 0.496879101 | 0.545819819 | 0.469293416 |
| Dominican Republic   | 2016 | 0.498421907 | 0.520522177 | 0.370474964 |
| Ecuador              | 2016 | 0.568558455 | 0.682424784 | 0.389033109 |
| Egypt, Arab Rep.     | 2016 | 0.525825143 | 0.491698742 | 0.376921505 |
| El Salvador          | 2016 | 0.503803909 | 0.561128855 | 0.40048331  |
| Equatorial Guinea    | 2016 | 0.185237125 | 0.381421626 | 0.13383086  |
| Estonia              | 2016 | 0.833086073 | 0.84653312  | 0.800069571 |
| Ethiopia             | 2016 | 0.269153446 | 0.264806211 | 0.146879688 |
| Fiji                 | 2016 | 0.464166582 | 0.543417752 | 0.376216799 |
| Finland              | 2016 | 0.806931794 | 0.922561347 | 0.830520391 |
| France               | 2016 | 0.753990114 | 0.769777119 | 0.730035067 |
| Gabon                | 2016 | 0.358984828 | 0.419272304 | 0.347699553 |
| Gambia, The          | 2016 | 0.356334627 | 0.39726302  | 0.286153823 |
| Georgia              | 2016 | 0.598795116 | 0.642247617 | 0.484170288 |
| Germany              | 2016 | 0.839698195 | 0.868451893 | 0.779708683 |
| Ghana                | 2016 | 0.45449549  | 0.422220558 | 0.38965407  |
| Greece               | 2016 | 0.605208635 | 0.710916817 | 0.680916786 |
| Grenada              | 2016 | 0.531102061 | 0.649593711 | 0.418670624 |
| Guatemala            | 2016 | 0.523600817 | 0.571773589 | 0.330509126 |
| Guinea               | 2016 | 0.207349718 | 0.130037382 | 0.148210287 |
| Guinea-Bissau        | 2016 | 0.259117544 | 0.302406192 | 0.095194586 |
| Guyana               | 2016 | 0.357594579 | 0.574371576 | 0.206986621 |
| Haiti                | 2016 | 0.248067111 | 0.305574179 | 0.120107539 |
| Honduras             | 2016 | 0.429387838 | 0.5143525   | 0.273651391 |
| Hong Kong SAR, China | 2016 |             | 0.851055384 | 0.91334337  |
| Hungary              | 2016 | 0.690688252 | 0.768503785 | 0.65267694  |
| Iceland              | 2016 | 0.739468694 | 0.973952293 | 0.822834969 |
| India                | 2016 | 0.510771692 | 0.500528276 | 0.227437884 |
| Indonesia            | 2016 | 0.457153648 | 0.41932407  | 0.412844986 |
| Iran, Islamic Rep.   | 2016 | 0.509144545 | 0.531196833 | 0.444386125 |
| Iraq                 | 2016 | 0.30369398  | 0.32555306  | 0.204209238 |
| Ireland              | 2016 | 0.658752084 | 0.826414406 | 0.647184134 |
| Israel               | 2016 | 0.787858427 | 0.773512602 | 0.739659786 |
| Italy                | 2016 | 0.765137017 | 0.746708691 | 0.675512314 |
| Jamaica              | 2016 | 0.498139441 | 0.583427906 | 0.418559641 |
| Japan                | 2016 | 0.834881246 | 0.760699987 | 0.835007071 |
| Jordan               | 2016 | 0.549758792 | 0.495833993 | 0.571639359 |
| Kazakhstan           | 2016 | 0.67079401  | 0.599938571 | 0.573070168 |
| Kenya                | 2016 | 0.454194337 | 0.568916559 | 0.200268984 |
| Kiribati             | 2016 | 0.209191412 | 0.396579236 | 0.085948355 |
| Korea, Rep.          | 2016 | 0.857824147 | 0.750387788 | 0.842408001 |
| Kuwait               | 2016 | 0.634641945 | 0.728311658 | 0.673039079 |
| Kyrgyz Republic      | 2016 | 0.498870015 | 0.609057963 | 0.348742455 |
| Lao PDR              | 2016 | 0.25973466  | 0.340057015 | 0.169943601 |
| Latvia               | 2016 | 0.731226683 | 0.772538662 | 0.707130313 |
| Lebanon              | 2016 | 0.572987795 | 0.66594243  | 0.563931704 |

|                    |      |             |             |             |
|--------------------|------|-------------|-------------|-------------|
| Lesotho            | 2016 | 0.292214394 | 0.302416563 | 0.252407402 |
| Liberia            | 2016 | 0.241011068 | 0.294931412 | 0.134502918 |
| Lithuania          | 2016 | 0.793400109 | 0.801033854 | 0.751951277 |
| Luxembourg         | 2016 | 0.86338973  | 0.943888009 | 0.873817801 |
| Macao SAR, China   | 2016 |             | 0.779981911 | 0.86923629  |
| Macedonia, FYR     | 2016 | 0.571940541 | 0.65770781  | 0.508917451 |
| Madagascar         | 2016 | 0.251495242 | 0.384672731 | 0.058821894 |
| Malawi             | 2016 | 0.25893116  | 0.388247818 | 0.068860076 |
| Malaysia           | 2016 | 0.686192155 | 0.548832357 | 0.642836392 |
| Maldives           | 2016 | 0.507852614 | 0.63626653  | 0.579442501 |
| Mali               | 2016 | 0.292151272 | 0.281563967 | 0.222749114 |
| Malta              | 2016 | 0.855213523 | 0.941844344 | 0.78587395  |
| Marshall Islands   | 2016 | 0.217907459 | 0.518618166 | 0.094885334 |
| Mauritania         | 2016 | 0.338531524 | 0.384217083 | 0.241118938 |
| Mauritius          | 2016 | 0.618216872 | 0.629612267 | 0.572219908 |
| Mexico             | 2016 | 0.601138115 | 0.626126111 | 0.43727088  |
| Moldova            | 2016 | 0.604659736 | 0.701064229 | 0.546329737 |
| Mongolia           | 2016 | 0.538006186 | 0.653320849 | 0.348460257 |
| Montenegro         | 2016 | 0.616462409 | 0.620804787 | 0.683010578 |
| Morocco            | 2016 | 0.555369556 | 0.5977332   | 0.423850715 |
| Mozambique         | 2016 | 0.253236949 | 0.260036349 | 0.167226374 |
| Myanmar            | 2016 | 0.259412646 | 0.278450489 | 0.271647424 |
| Namibia            | 2016 | 0.384441733 | 0.500481904 | 0.338269562 |
| Nepal              | 2016 | 0.365238547 | 0.345724553 | 0.248622522 |
| Netherlands        | 2016 | 0.838463187 | 0.910396278 | 0.795813203 |
| New Zealand        | 2016 | 0.706136465 | 0.767792165 | 0.786607265 |
| Nicaragua          | 2016 | 0.455803484 | 0.499619544 | 0.371252418 |
| Niger              | 2016 | 0.159881338 | 0.242410064 | 0.054747283 |
| Nigeria            | 2016 | 0.418748707 | 0.360457152 | 0.213664532 |
| Norway             | 2016 | 0.804217756 | 0.881994247 | 0.810690463 |
| Oman               | 2016 | 0.653574109 | 0.681147635 | 0.648174763 |
| Pakistan           | 2016 | 0.399885446 | 0.471182108 | 0.16237019  |
| Panama             | 2016 | 0.574238539 | 0.622745335 | 0.548119545 |
| Papua New Guinea   | 2016 | 0.337146282 | 0.549077868 | 0.08643394  |
| Paraguay           | 2016 | 0.541060448 | 0.617375135 | 0.370137632 |
| Peru               | 2016 | 0.553494811 | 0.608426809 | 0.434506863 |
| Philippines        | 2016 | 0.491592795 | 0.568994284 | 0.436338544 |
| Poland             | 2016 | 0.690275073 | 0.75629586  | 0.68393302  |
| Portugal           | 2016 | 0.785273194 | 0.758382618 | 0.726421356 |
| Qatar              | 2016 | 0.707999289 | 0.761385381 | 0.7583462   |
| Romania            | 2016 | 0.644442499 | 0.648403525 | 0.569787681 |
| Russian Federation | 2016 | 0.744089782 | 0.712474465 | 0.696205258 |
| Rwanda             | 2016 | 0.427687347 | 0.420898288 | 0.19147189  |
| Samoa              | 2016 | 0.362907201 | 0.51104027  | 0.247488007 |
| Saudi Arabia       | 2016 | 0.669529498 | 0.681036234 | 0.723285973 |
| Senegal            | 2016 | 0.350918651 | 0.387213081 | 0.232532069 |
| Serbia             | 2016 | 0.686638415 | 0.671848834 | 0.568823397 |

|                                |      |             |             |             |
|--------------------------------|------|-------------|-------------|-------------|
| Seychelles                     | 2016 | 0.597451329 | 0.683924973 | 0.576866031 |
| Sierra Leone                   | 2016 | 0.270076901 | 0.194935411 | 0.197019011 |
| Singapore                      | 2016 | 0.870592058 | 0.851721346 | 0.803051472 |
| Slovak Republic                | 2016 | 0.689553916 | 0.754711509 | 0.670310616 |
| Slovenia                       | 2016 | 0.714918017 | 0.859579563 | 0.631268203 |
| Solomon Islands                | 2016 | 0.269858927 | 0.415896952 | 0.154789835 |
| South Africa                   | 2016 | 0.638083577 | 0.690170109 | 0.497349918 |
| Spain                          | 2016 | 0.765016556 | 0.781271994 | 0.674245834 |
| Sri Lanka                      | 2016 | 0.475977659 | 0.443432629 | 0.376369566 |
| St. Kitts and Nevis            | 2016 | 0.525414169 | 0.709234953 | 0.61447084  |
| St. Lucia                      | 2016 | 0.402596295 | 0.442922413 | 0.354561239 |
| St. Vincent and the Grenadines | 2016 | 0.496881872 | 0.658906817 | 0.400298059 |
| Sudan                          | 2016 | 0.297985345 | 0.370429963 | 0.199210912 |
| Suriname                       | 2016 | 0.486161172 | 0.51886189  | 0.615588307 |
| Swaziland                      | 2016 | 0.315419734 | 0.462744594 | 0.200061291 |
| Sweden                         | 2016 | 0.831694961 | 0.940877259 | 0.854530215 |
| Switzerland                    | 2016 | 0.822364926 | 0.888914704 | 0.889733791 |
| Syrian Arab Republic           | 2016 | 0.317156434 | 0.50990957  | 0.218974218 |
| Tajikistan                     | 2016 | 0.323316514 | 0.416747719 | 0.236212611 |
| Tanzania                       | 2016 | 0.340004265 | 0.278918833 | 0.170644298 |
| Thailand                       | 2016 | 0.619724512 | 0.567324102 | 0.676794648 |
| Timor-Leste                    | 2016 | 0.290239543 | 0.269798487 | 0.292345673 |
| Togo                           | 2016 | 0.249727517 | 0.365280747 | 0.141510695 |
| Tonga                          | 2016 | 0.330720127 | 0.452754647 | 0.22454907  |
| Trinidad and Tobago            | 2016 | 0.586676896 | 0.63957572  | 0.570050836 |
| Tunisia                        | 2016 | 0.555916369 | 0.61272949  | 0.458482146 |
| Turkey                         | 2016 | 0.632069468 | 0.680024922 | 0.430515021 |
| Turkmenistan                   | 2016 | 0.272280067 | 0.439601213 | 0.292696744 |
| Tuvalu                         | 2016 | 0.285323083 | 0.526983619 | 0.260627836 |
| Uganda                         | 2016 | 0.340168744 | 0.318713427 | 0.138829798 |
| Ukraine                        | 2016 | 0.537763536 | 0.667723715 | 0.473987609 |
| United Arab Emirates           | 2016 | 0.8229689   | 0.780784488 | 0.802133322 |
| United Kingdom                 | 2016 | 0.764024913 | 0.903879642 | 0.799306273 |
| United States                  | 2016 | 0.747118115 | 0.781265855 | 0.730538189 |
| Uruguay                        | 2016 | 0.758907378 | 0.681806326 | 0.714240253 |
| Uzbekistan                     | 2016 | 0.401157767 | 0.358735561 | 0.313415825 |
| Vanuatu                        | 2016 | 0.321068555 | 0.508237422 | 0.199411586 |
| Venezuela, RB                  | 2016 | 0.490937531 | 0.552193224 | 0.396063089 |
| Vietnam                        | 2016 | 0.521303654 | 0.593714237 | 0.431228667 |
| West Bank and Gaza             | 2016 |             | 0.467996687 | 0.393093646 |
| Yemen, Rep.                    | 2016 | 0.255397916 | 0.253152877 | 0.15732342  |
| Zambia                         | 2016 | 0.344405442 | 0.33000952  | 0.183720499 |
| Zimbabwe                       | 2016 | 0.328336537 | 0.428781986 | 0.210011676 |

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