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Benchmarking Digital Inclusion

A White Paper by gov3 limited

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EXECUTIVE SUMMARY

At the World Summit on the Information Society, every national government in the world committed itself “to build a people-centred, inclusive and development-oriented Information Society”. This White Paper is intended to help them measure their progress towards this goal, and to identify sources of international government best practice to help them succeed.

The White Paper accompanies the launch of a new, free online benchmarking service for governments working to build a society in which all their citizens are motivated and confident users of digital technologies, and in particular the Internet. That service is the gov3 Digital Dashboard (www.gov3.net/digitaldashboard) which is designed to benchmark national performance on:

- **The current level of Internet use in society** – which countries are now ahead?
- **Growth trends in Internet use** – which countries are enjoying strongest continued growth in Internet use, and which are starting to slow down?
- **Future drivers for increased Internet user** – how do countries compare on the three factors which are identified in “Achieving Digital Inclusion” as the key drivers of Internet use: access, confidence and motivation?

Key findings:

a) **The world’s “digital pacesetters” and “digital leapfroggers”**

- **Southern & Eastern Europe is the world’s “digital pacesetter”** – the only region in the world where both current levels of Internet penetration and growth rates outperform the average across all global regions.
- **The Middle East & Northern Africa is the world’s most significant “digital leapfrogger” region** – although with below average Internet take-up rates, it is growing much more strongly than other regions. In 2000, the region had only 2% of its population online, less than Latin America & the Caribbean at 2.7%. But since then, the Middle East and North Africa has grown at almost twice the pace, leapfrogging past Latin America and the Caribbean.
- **At a country level, our research identifies 14 “digital pacesetters”**: countries which outperform others in their peer group (that is, other countries of similar wealth and size) on both Internet penetration and growth rates:

The Digital Pacesetters	Internet users per 100 inhabitants, 2004	Percentage growth in Internet users per 100 inhabitants, 2000 to 2004
Malta	76.01	481.12%
United Kingdom	63.27	139.30%
Italy	49.78	116.06%
Czech Republic	46.94	382.43%
Jamaica	39.87	1194.48%
Latvia	35.43	472.37%
Belarus	16.24	768.45%
Morocco	11.71	1572.86%
Viet Nam	7.12	2748.00%
Haiti	5.93	2272.00%
Guinea	5.75	5127.27%
Kenya	4.63	1303.03%
Syria	4.39	2210.53%
Sudan	3.3	3200.00%
Zambia	2.11	1010.53%

- **And a further 22 “digital leapfroggers”:** countries who have still to catch up with the leaders, but are growing at a pace that significantly outstrips their peer group average:

The Digital Leapfroggers	Internet users per 100 inhabitants, 2004	Percentage growth in Internet users per 100 inhabitants, 2000 to 2004
Slovak Republic	42.09	348.24%
France	41.37	187.89%
Spain	34.85	154.94%
Croatia	29.51	341.11%
Lithuania	28.09	361.25%
Hungary	27.46	291.73%
Qatar	26.66	439.68%
Poland	23.35	222.07%
Kuwait	23.12	237.52%
El Salvador	8.88	692.86%
Ukraine	7.79	997.18%
Fiji	7.2	386.49%
Indonesia	6.52	608.70%
Guatemala	5.97	752.86%
Egypt	5.57	684.51%
Azerbaijan	4.83	3120.00%
Syria	4.39	2210.53%
Libya	3.62	1911.11%
Samoa	3.33	484.21%
Lesotho	2.39	1157.89%
Nigeria	1.39	1885.71%
Congo	0.94	3033.33%

Key findings:

b) Digital inclusion is strongly correlated with high performance against three key drivers: digital access, confident people, and motivating content

- The White Paper also identifies three key drivers to get people online, which are the same worldwide - digital access, confident people, and motivating content. We set out a citizen-focused approach to measuring each of these drivers, using three unique indices developed by gov3 drawing on latest official data for 165 countries. Strong performance against these indices is very strongly correlated with high levels of Internet use in a country.

Key findings:

c) Current mechanisms for international cooperation face significant challenges in helping countries learn from and adopt good practice from the “digital leapfroggers” and “digital pacesetters”.

- Looking at the 9 different wealth/size benchmarking peer groups studied in this White Paper, if best practice transfer mechanisms had helped all the under-performing countries in each group to grow at just half the average rate for their group, then more than **an additional 50 million people would now be engaged in the global Information Society.**

Please email us at digitalinclusion@gov3.net.

1. BENCHMARKING DIGITAL INCLUSION: WHAT IT IS AND WHY IT MATTERS

1.1 Introduction

In January 2005, gov3 published a White Paper, sponsored by Intel, on “Achieving Digital Inclusion”. This presented analysis which gov3 had undertaken to:

- Firstly, identify a number of “Digital Leapfroggers” and “Digital Pacesetters” - those countries whose rate of progress towards the Information Society is significantly higher than other countries at similar levels of development.
- And secondly, to analyse the critical success factors that lay behind these high levels of performance.

The White Paper focused in particular on the second party of this analysis, with its benchmarking largely confined to the OECD countries. It set out the emerging evidence on critical success factors for government policy on digital inclusion, and case-studying in particular one policy tool which demonstrates all of these factors highly successfully around the world: Government/industry partnerships to promote assisted purchase programs for home computers.

Since the publication of “Achieving Digital Inclusion”, many of the governments that gov3 has worked with have asked us to expand the first part of the analysis - the benchmarking comparison which identified Digital Leapfroggers and Digital Pacesetters – to cover the whole world. Responding to that demand is the purpose of this White Paper, and of the accompanying, free online benchmarking tool which is available at our website: www.gov3.net.

1.2 Who should read this?

The White Paper is tailored to meet the needs of:

- Ministers and senior officials responsible for shaping digital inclusion strategies and policies in national and regional governments
- Leaders of international organisations working to enhance digital inclusion, whether at a global level (eg World Bank Institute, United Nations) or a regional one (eg European Commission, ASEAN, IADB)
- Senior executives in ICT companies who want to partner with Governments to accelerate widespread adoption and use of ICT more rapidly than can be achieved by market forces alone.

1.3 Why should you read this?

Benchmarking – if used effectively – can be a massively powerful tool in shaping government policy. Comparing the impact of national policy in one’s own government with the impacts achieved by other governments can be used to:

- Garner political support within the government for policy change
- Shape policy development
- Measure the outcomes and effectiveness of policy.

However, the existing international comparisons and benchmarking studies that exist in the area of the Information Society do not adequately meet the needs of government policy-makers looking to achieve these objectives in the area of digital inclusion. Existing studies, while valuable for many purposes, tend to have a number of drawbacks from the perspective of digital-inclusion policymakers. In developing this White Paper, we have sought to address those drawbacks by creating a benchmarking tool which:

- **Focuses specifically on the needs of digital inclusion policy-makers:** by comparing countries on the key measure used in all government digital inclusion strategies (the proportion of the population who use the Internet), and on the factors which international research has shown to be the key drivers of Internet use.
- **Presents a dynamic, not a static, analysis of digital inclusion.** Often, benchmarking information can lead to complacency among governments who are shown to be among the leaders. But the pace of change in the Information Society is so rapid, that a static snapshot of current performance can be misleading. We have therefore sought to benchmark trends as well as the current position, allowing predictions to be made about future changes in relative national performance.
- **Is relevant to and useful for all governments.** Benchmarking is only likely to have an impact within a government if the benchmarking selected group appears relevant. We have therefore designed our benchmarking tool which allows great flexibility in choice of benchmarking group: so that a country can compare itself with: others in the same region; with others in the same international grouping (eg OECD, European Union); and with other countries globally of a similar size and level of wealth.
- **Is objective.** We use latest data from official sources, rather than (as some studies have done) including survey information about the subjective perceptions of national performance by citizens or businesses in different countries.

Section 2 of sets out in more detail how we have done this, through creation of the online Gov3 Digital Dashboard, and gives the headline results.

1.4 About gov3

gov3 is THE global strategic consultancy for governments. Our mission is to help governments accelerate the benefits of IT-enabled change: to develop a transformational public sector, to create a competitive knowledge economy, and to share the benefits with all in society.

Gov3 is now one of the world's fastest growing international public sector consultancy businesses. Established in 2004, gov3 has worked on IT-enabled transformation with the European Commission, the United Nations and more than twenty governments, across five continents.

Uniquely, gov3 brings together people with a track-record of success in delivering transformation from inside government. Our staff and associates have worked inside major governments at the highest levels - in both developed and less developed countries - to successfully drive strategic change. To find out more, visit www.gov3.net.

2. MEASURING DIGITAL INCLUSION: THE GOV3 DIGITAL DASHBOARD

The gov3 Digital Dashboard is designed to benchmark national performance on:

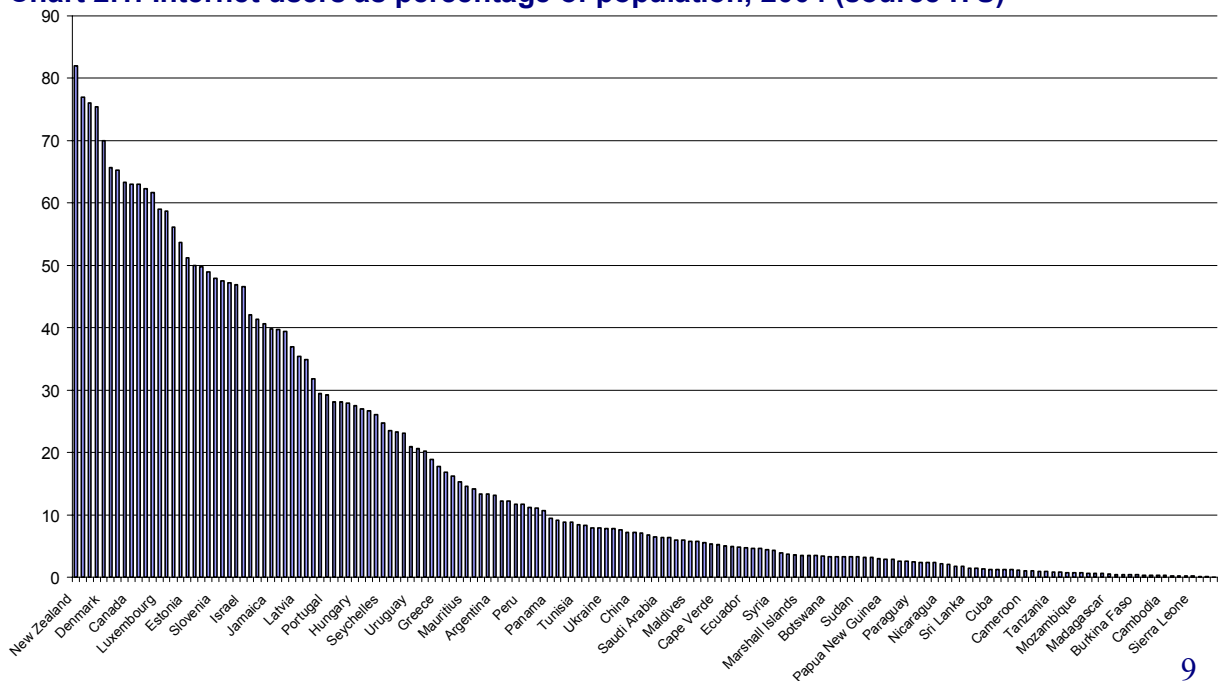
- **The current level of Internet use in society** – which countries are now ahead?
- **Growth trends in Internet use** – which countries are enjoying strongest continued growth in Internet use, and which are starting to slow down?
- **Future drivers for increased Internet user** – how do countries compare on the three factors which are identified in “Achieving Digital Inclusion” as the key drivers of Internet use: access, confidence and motivation?

This section of the White Paper sets out the results of our 2005 analysis, for 165 countries, which is based on latest official data from the United Nations, the World Bank and similar official sources. Updates will be posted as these underlying datasets are refreshed, on the online version of the gov3 Digital Dashboard at www.gov3.net.

2.1 Differences in Internet penetration and Internet growth rates

Chart 2.1 below illustrates the very great spread in Internet penetration among the 165 countries included within the Gov3 Digital Dashboard.

Chart 2.1: Internet users as percentage of population, 2004 (source ITU)



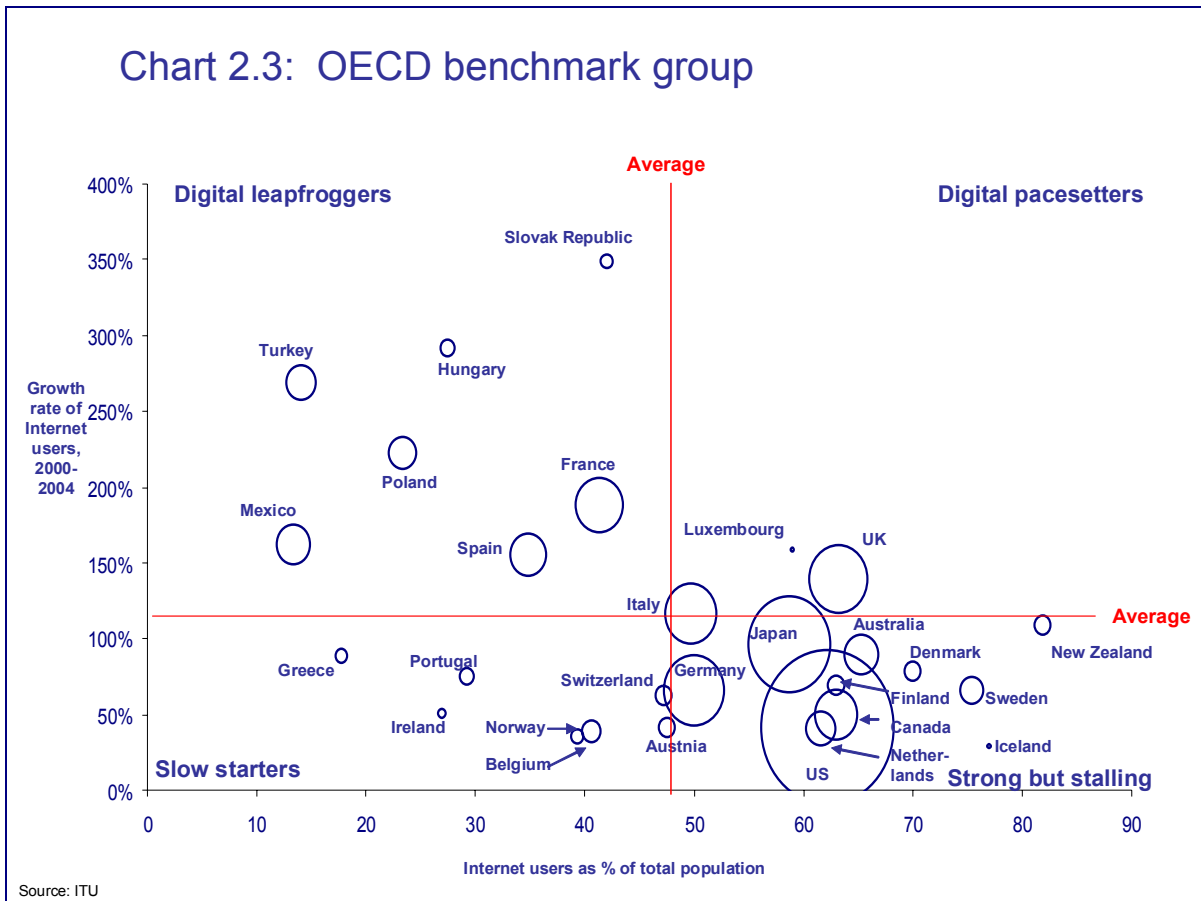
Such a chart is interesting, but of only limited use for policy-makers, since:

- It is static, with no illustration of the rate of change in Internet use
- It is not a meaningful benchmarking group: we need to focus more narrowly on groups of countries where, intuitively, performance might be expected to be similar. Significant differences between such groups are useful in highlighting areas for further study into the policy or other differences which are driving performance.

Chart 2.3 below addresses both of these concerns, by focusing on a more meaningful benchmarking group – the OECD group of countries – and also by mapping current Internet penetration against growth rates in Internet penetration since 2000. This highlights that some of the leading countries are now beginning to lag behind other leaders in terms of growth. And for those at lower levels of Internet penetration, it shows significant differences in growth levels. We have used these differences to categorise the countries in the benchmarking group into the four categories shown below:

		Current Internet Penetration	
		Above average for benchmark group	Below average for benchmark group
Growth in Internet Penetration since 2000	Above average for benchmark group	<ul style="list-style-type: none"> ▪ Digital leapfroggers: countries which currently have below average levels of Internet use, but are catching up due to above average growth rates 	<ul style="list-style-type: none"> ▪ Digital pacesetters: countries which are both above average in current levels of Internet use and also are enjoying above average growth levels.
	Below average for benchmark group	<ul style="list-style-type: none"> ▪ Slow starters: countries which have below average levels of Internet use, and also below average growth rates 	<ul style="list-style-type: none"> ▪ Successful but slowing: countries which have above average levels of Internet use, but which are growing at less than the average rate

Chart 2.3: OECD benchmark group

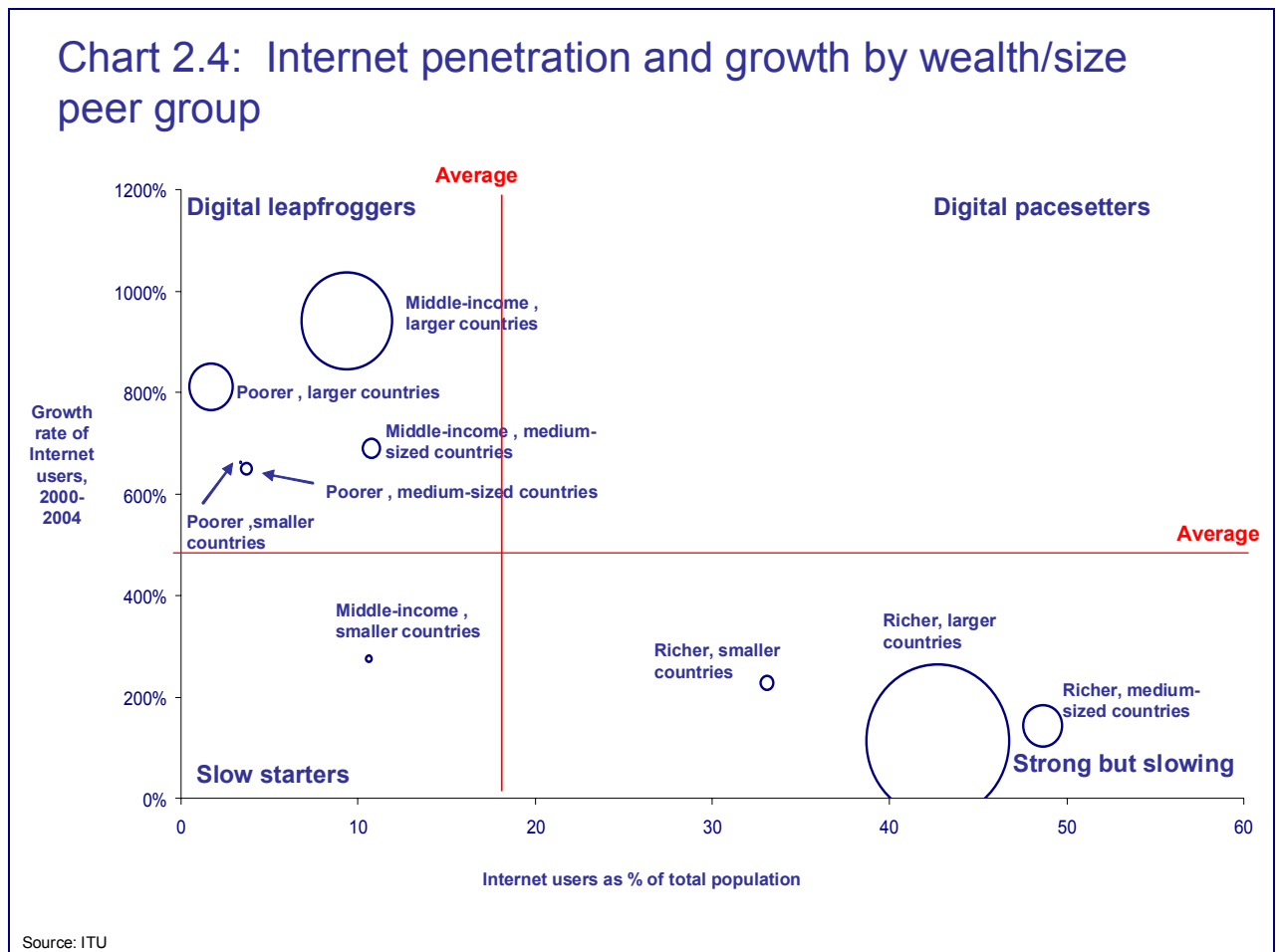


The online version of the Gov3 Digital Dashboard allows users to tailor their own benchmarking group of comparator countries (www.gov3.net/digitaldashboard), as well as view the results for pre-selected benchmark groups such as the OECD, the G7, the European Union, and APEC. In this White Paper, we focus on two types of benchmarking group (details of which are set out in the Technical and Statistical notes at Appendix A):

- **Regional groups:** how Internet use varies across eight regions: North America, Latin America and the Caribbean, the Middle East & North Africa, Sub-Saharan Africa, Western & Northern Europe, Southern & Eastern Europe, Western & Central Asia, and East Asia & Pacific
- **Wealth/Population peer groups:** that is, countries grouped with others of similar levels of wealth (as measured by GDP per head) and size (as measured by population).

2.1 Global benchmarking

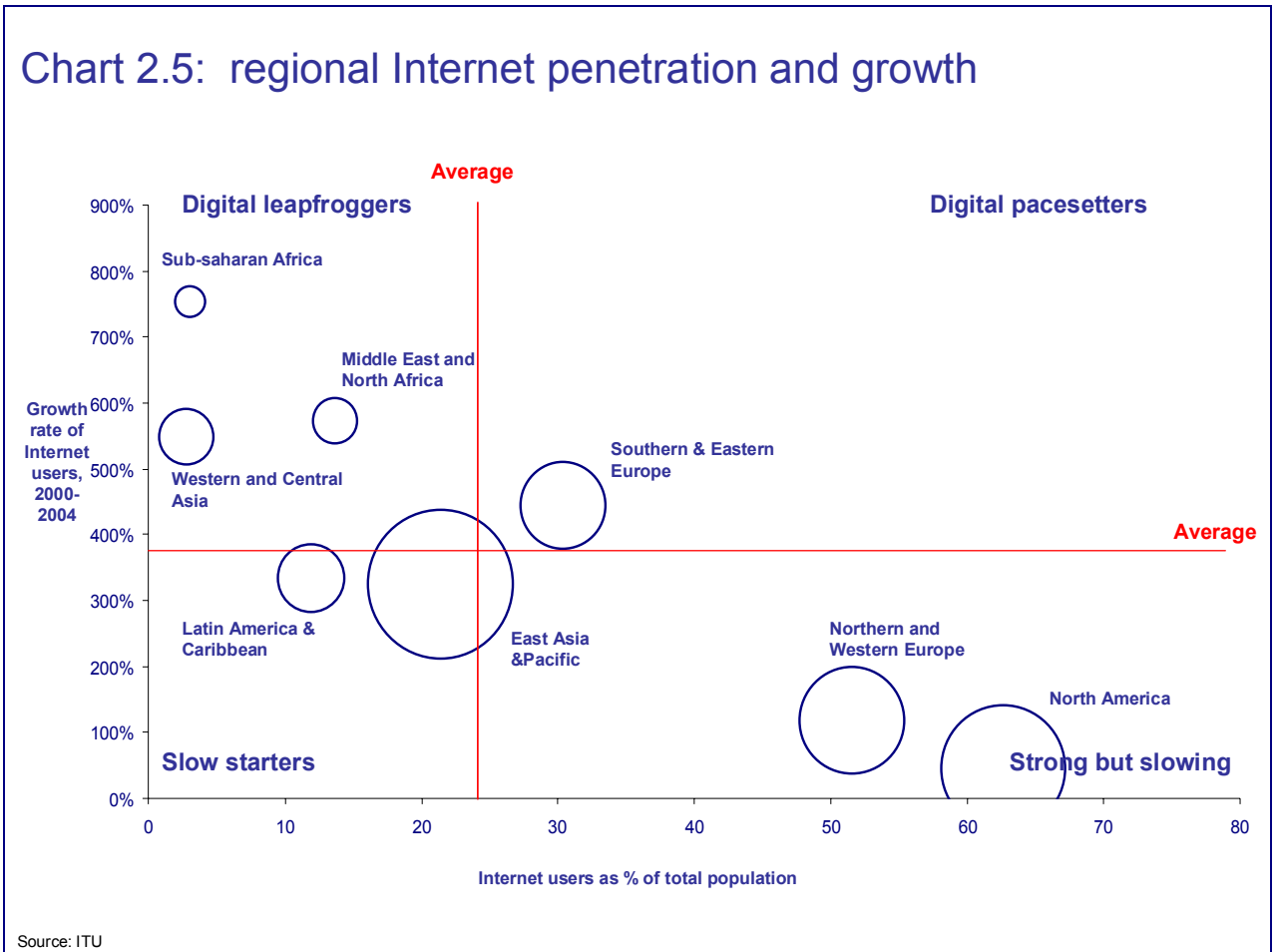
Charts 2.4 and 2.5 below look at Internet growth and penetration across the whole world, split first by wealth/population peer group, and then by region. At this macro level, the analysis reveals few surprises. Wealthier countries have, on aggregate, significant Internet populations already, but with slow levels of growth; and poorer countries are growing much faster, but from a much lower user base. This reflects our intuitive understanding of the international digital divide.



The key points which stand out from this global level analysis come from the regional breakdown at Chart 2.5, which shows that:

- Southern & Eastern Europe is the world’s only regional-level “digital pacesetter” – with both its current Internet penetration and its growth rate being ahead of the regional average.
- Among the regions with lower current levels, the Middle East & Northern Africa has made most significant progress as a “digital leapfrogger”. For example, Internet users in this region represented only 2% of the population in 2000, less than Latin America &

the Caribbean at 2.7%. But since then, the Middle East and North Africa has grown at almost twice the pace, leapfrogging past Latin America and the Caribbean.



2.2 Country benchmarking

Undertaking this analysis at a sub-regional level gives even more interesting results. For example, Chart 2.6 below shows that in each group of countries of similar size and wealth, there are a number of “digital pacesetters” – countries which are outperforming the average in their peer group in terms of both current Internet penetration and growth rates. A significant number of these come from the Southern and Eastern Europe region, illustrating why the region as a whole is the only regional “digital pacesetter”

Chart 2.6: Digital Leapfroggers and Digital Pacesetters by “peer group”

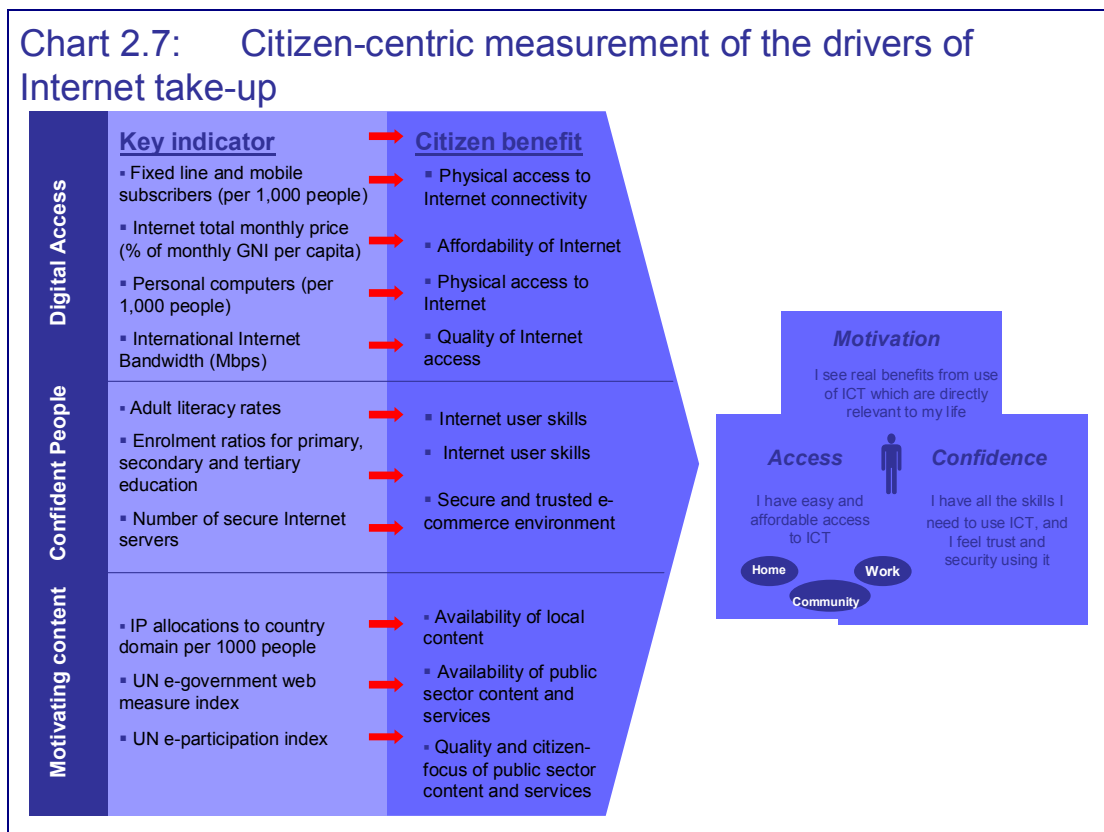
Richer, larger countries (average use = 43% , average 5 year growth =113%)		Richer, medium-sized countries (average use = 49%, average 5 year growth = 142%)		Richer, smaller countries (average use = 33%, average 5 year growth = 225%)	
Leapfroggers:	Pacesetters:	Leapfroggers:	Pacesetters:	Leapfroggers:	Pacesetters:
<ul style="list-style-type: none"> ■ France (41%/188%) ■ Spain (35%/156%) ■ Poland (23%/222%) 	<ul style="list-style-type: none"> ■ UK (63%/139%) ■ Italy (50%/116%) ■ Czech Republic (47%/382%) 	<ul style="list-style-type: none"> ■ Slovak Republic (42%/348%) ■ Croatia (30%/341%) ■ Lithuania (28%/361%) ■ Hungary (27%/292%) 	<ul style="list-style-type: none"> ■ None 	<ul style="list-style-type: none"> ■ Qatar (27%/440%) ■ Kuwait (23%/238%) 	<ul style="list-style-type: none"> ■ Malta (76%/481%) ■ Latvia (35%/472%)
Middle-income, larger countries (average use = 10% , average 5 year growth = 464%)		Middle-income, medium-sized countries (average use = 11% , average 5 year growth = 599%)		Middle-income, smaller countries (average use = 11%, average 5 year growth = 273%)	
Leapfroggers:	Pacesetters:	Leapfroggers:	Pacesetters:	Leapfroggers:	Pacesetters:
<ul style="list-style-type: none"> ■ Syria (4%/2211%) 	<ul style="list-style-type: none"> ■ Morocco (12%/1573%) 	<ul style="list-style-type: none"> ■ El Salvador (9%/692%) ■ Azerbaijan (5%/3120%) ■ Libya (4%/1911%) 	<ul style="list-style-type: none"> ■ Belarus (16%/768%) 	<ul style="list-style-type: none"> ■ Fiji (7%/386%) ■ Samoa (3%/484%) 	<ul style="list-style-type: none"> ■ Jamaica (40%/1194%)
Poorer, larger countries (average use = 2%, average 5 year growth = 809%)		Poorer, medium-sized countries (average use = 4%, average 5 year growth = 649%)		Poorer, smaller countries (average use = 3%, average 5 year growth = 662%)	
Leapfroggers:	Pacesetters:	Leapfroggers:	Pacesetters:	Leapfroggers:	Pacesetters:
<ul style="list-style-type: none"> ■ Nigeria (1%/1886%) 	<ul style="list-style-type: none"> ■ Vietnam (7%/2748%) ■ Kenya (5%/1303%) ■ Sudan (3%/3200%) 	<ul style="list-style-type: none"> ■ Congo (1%/3033%) ■ Chad (1%/1600%) 	<ul style="list-style-type: none"> ■ Haiti (6%/2272%) 	<ul style="list-style-type: none"> ■ Lesotho (2%/1158%) 	<ul style="list-style-type: none"> ■ Guinea (6%/5128%)

2.2 Benchmarking the drivers of Internet use

The drivers of digital inclusion vary in detail from country to country, and across different segments of each market, but most commercial and government market research¹ suggests that the three key factors which drive people first to become digitally engaged and subsequently to become more sophisticated in their digital engagement are:

- **access** to ICT which is easy, convenient and affordable
- **confidence** – both in terms of people feeling they have sufficient knowledge and skills to use ICT, and also having trust that they will not be harmed through engagement with ICT (for example via fraud, invasion of privacy, exposure to undesirable content)
- **motivation** – most crucially of all, people need to see compelling benefits (which are directly relevant to their own lives) in the content and services which ICT enables them to access.

To allow governments to benchmark themselves with other countries on each of these drivers, we have constructed a basket of key indicators for each one, which we have then drawn together into a simple index. The main components of the index are illustrated at Chart 2.7 below (see Appendix A for details on index construction and data sources).



¹ See for example the OECD's review of the analyses of barriers to ICT uptake and use conducted by various national statistical agencies, in OECD Information Technology Outlook 2004.

There is a strong positive correlation between a country's score on each of these indices and the level of Internet use in its society². This positive correlation tends to be even stronger in those countries identified as “digital pacesetters” within their peer group³.

Chart 2.8 below shows the top thirty countries for each index. And Chart 2.9 shows the top five countries on each index within each of the nine wealth/size peer groups of countries identified as benchmark sets in this White Paper. Digital Pacesetters and Digital Leapfroggers are highlighted in red in both charts.

Chart 2.8: Top 30 countries on the three key indices of the Gov3 Digital Dashboard		
Digital Access Index	Confident People Index	Motivating Content Index
1. United States	1. United States	1. United Kingdom
2. United Kingdom	2. United Kingdom	2. United States
3. Germany	3. Australia	3. Canada
4. Norway	4. Sweden	4. Netherlands
5. Sweden	5. Belgium	5. Denmark
6. Luxembourg	6. Finland	6. Hong Kong
7. Switzerland	7. New Zealand	7. Singapore
8. Denmark	8. Denmark	8. Korea (Republic of)
9. Netherlands	9. Canada	9. Finland
10. Singapore	10. Norway	10. Sweden
11. Korea (Republic of)	11. Netherlands	11. Australia
12. Canada	12. Slovenia	12. New Zealand
13. Australia	13. Lithuania	13. Norway
14. Hong Kong	14. Argentina	14. Germany
15. Iceland	15. Estonia	15. Mexico
16. Estonia	16. Germany	16. Belgium
17. Finland	17. Iceland	17. Chile
18. France	18. Grenada	18. Estonia
19. Ireland	19. Ireland	19. Switzerland
20. Malta	20. Spain	20. Malta
21. Japan	21. Latvia	21. Austria
22. Austria	22. Russia	22. Colombia
23. Belgium	23. Japan	23. France
24. Italy	24. Portugal	24. Iceland
25. New Zealand	25. France	25. Japan
26. Spain	26. Hungary	26. Israel
27. Cyprus	27. Korea (Republic of)	27. Ireland
28. Slovenia	28. Belarus	28. Luxembourg
29. Israel	29. Israel	29. Hungary
30. Malaysia	30. Switzerland	30. Philippines

² The correlation scores are 0.884 for Access, 0.626 for Confidence, and 0.823 for Motivation

³ The correlation scores for pacesetters are 0.914 for Access, 0.718 for Confidence, and 0.811 for Motivation

Chart 2.9: Top 5 countries in each wealth/population peer group on the three key indices of the Gov3 Digital Dashboard

Richer, larger countries			Richer, medium-sized countries			Richer, smaller countries		
Access	Confidence	Motivation	Access	Confidence	Motivation	Access	Confidence	Motivation
US UK Germany Netherlands Korea (Rep of)	US UK Australia Belgium Canada	UK US Canada Netherlands Korea (Rep of)	Norway Sweden Switzerland Denmark Singapore	Sweden Finland New Zealand Denmark Norway	Denmark Hong Kong Singapore Finland Sweden	Lux. Iceland Estonia Malta Cyprus	Slovenia Estonia Iceland Latvia Lux.	Estonia Malta Iceland Lux. Slovenia
Middle-income, larger countries			Middle-income, medium-sized countries			Middle-income, smaller countries		
Access	Confidence	Motivation	Access	Confidence	Motivation	Access	Confidence	Motivation
Malaysia Chile Thailand Ukraine Turkey	Russia Ukraine Kazakhstan Brazil Chile	Mexico Chile Colombia Philippines Ukraine	Costa Rica Bulgaria Lebanon Panama Paraguay	Belarus Uruguay Bulgaria Libya Lebanon	Panama Uruguay Bulgaria Belarus El Salvador	Fiji Grenada Dominica Samoa Jamaica	Grenada Tonga Samoa Guyana Dominica	Jamaica Belize Botswana Cape Verde Swaziland
Poorer, larger countries			Poorer, medium-sized countries			Poorer, smaller countries		
Access	Confidence	Motivation	Access	Confidence	Motivation	Access	Confidence	Motivation
Cambodia Nigeria Tanzania Malawi Myanmar	Cuba Uzbekistan Viet Nam Zimbabwe Uganda	India Pakistan Nepal Senegal Cambodia	Chad UAE Honduras Bolivia Georgia	Kyrgyzstan Tajikistan Bolivia Georgia UAE	Kyrgyzstan Honduras UAE Bolivia Benin	Suriname Maldives Mongolia Marshall Islands Gambia	Kiribati Maldives Mongolia Marshall Islands Suriname	Mongolia Maldives Lesotho Gambia Marshall Islands

3. UNDERSTANDING WHAT DRIVES SUCCESS: THE GOV3 DIGITAL INCLUSION FRAMEWORK

3.1 Introduction

The previous section of this White Paper identified a number of “digital leapfroggers” and “digital pacesetters” – countries which are moving significantly faster than their peers towards an inclusive digital society. It also showed a strong correlation between high levels of Internet user and high scores on the key drivers of digital inclusion measured on the Gov3 Digital Dashboard: access, confidence and motivation.

To what extent do differences in government policy impact on countries’ performance against these metrics? This section of the White Paper reviews the evidence, building on the initial assessment set out in “Achieving Digital Inclusion”.

3.2 What Governments are doing to build a digitally-inclusive society

Governments around the world have adopted very different approaches to tackling digital exclusion, reflecting the different social, economic and political contexts in which they operate. However, an analysis by gov3 of the published digital inclusion strategies of over 30 countries⁴ shows that they share a number of common underlying features: in terms of the outcomes they are seeking to achieve, the objectives they pursue in doing this, and the levers they use to achieve those objectives. These are illustrated in Figure 3.1.

⁴ The Governments which responded to the OECD’s IT Policy Survey 2004 (responses published at www.oecd.org): Australia, Austria, Belgium, Canada, Czech Republic, Denmark, Estonia, France, Finland, Germany, Greece, Hungary, Iceland, Ireland, Italy, Japan, Korea, Luxembourg, Mexico, Netherlands, New Zealand, Norway, Poland, Portugal, Slovak Republic, Singapore, Spain, Sweden, Switzerland, Turkey, United Kingdom, United States

Figure 3.1: the gov3 Digital Inclusion Policy Map

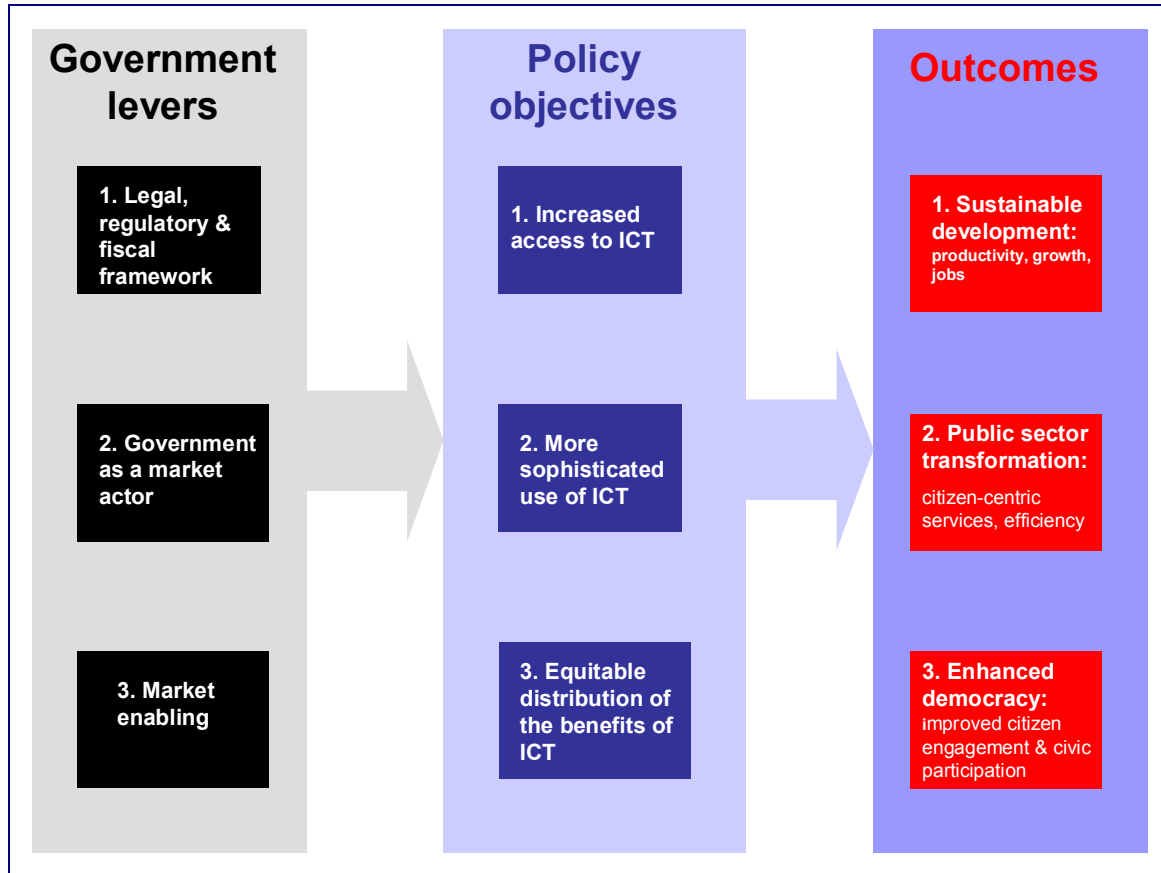


Figure 3.2 below provides a content analysis of the 30 country strategies, illustrating the range of policies being pursued by governments around the world. All, however, are examples of the three core levers which Governments have available to drive digital inclusion:

- shaping a **legal, regulatory and fiscal framework** which facilitates digital inclusion
- leveraging **the Government's own role as a market actor** in its own right – whether as a service provider, a purchaser of goods and services or, in some cases, as an infrastructure provider
- **enabling market innovation**, by working in partnership with the private sector and the voluntary/community sector to facilitate the emergence of new business models.

Figure 3.2: Digital inclusion – the policy toolkit being used by OECD countries⁵

POLICY INITIATIVES	DIGITAL INCLUSION BARRIERS ADDRESSED		
	Access	Confidence	Motivation
<p>Legal, regulatory and fiscal framework</p> <ul style="list-style-type: none"> ■ Competition in ICT markets ■ Supporting development of digital content through changes/clarifications to rules on Intellectual Property Rights ■ Online privacy protection ■ Modernisation of legal frameworks to enable e-business ■ Online consumer protection ■ Government financial assistance and/or tax incentives tied to ICT investment 	<ul style="list-style-type: none"> ■ ■ 	<ul style="list-style-type: none"> □ □ ■ □ ■ ■ 	<ul style="list-style-type: none"> ■ ■ ■ ■
<p>Public sector as a market actor</p> <ul style="list-style-type: none"> ■ Education: <ul style="list-style-type: none"> □ Integration of ICT skills into education and lifelong learning systems at all levels □ Training teachers in use of ICT □ Creation of online learning programs □ Digital curricular support materials □ Programs to align education and vocational training with ICT sector needs ■ E-Government: <ul style="list-style-type: none"> □ Establishment of a single window or portal for citizens □ Online content □ Digital delivery of services □ Secure electronic certification and identification; Public Key Infrastructure □ Electronic procurement ■ Provision of community access facilities in public-sector settings (eg libraries, community centres) ■ Digitisation of cultural archives ■ (In a few countries) provision of backbone infrastructure 	<ul style="list-style-type: none"> □ ■ ■ 	<ul style="list-style-type: none"> ■ ■ ■ ■ ■ ■ □ ■ □ ■ □ ■ ■ 	<ul style="list-style-type: none"> ■ ■ ■ ■ ■ ■ □ ■ ■ ■ ■ ■
<p>Market enabling</p> <ul style="list-style-type: none"> ■ R&D programs on ICT usability and applications ■ Stimulation of broadband content development ■ Support for community and voluntary sector content development ■ Partnering with voluntary and private sector providers to encourage establishment of community access points ■ Awareness campaigns ■ Targeted support for specific groups (eg unemployed) ■ ICT recycling schemes ■ Demonstration schemes (eg experimental model wired communities) ■ Advice and support to small businesses on use of ICT ■ Improving security of information systems and networks 	<ul style="list-style-type: none"> ■ ■ □ □ ■ ■ ■ 	<ul style="list-style-type: none"> □ □ ■ ■ ■ ■ ■ 	<ul style="list-style-type: none"> ■ ■ ■ □ ■ ■ ■ ■ ■

⁵ Source: gov3 analysis, based on Government survey material published at www.oecd.org

3.3 Critical success factors for digital inclusion

So if these are the approaches which Governments are deploying, which are most successful?

To highlight the approaches which are having the greatest impact, we undertook an analysis – published in full in “Achieving Digital Inclusion” of how countries differed in both the size and growth rate of their Internet population. We then looked in more detail at the strategies being pursued by the “digital leapfroggers” and “digital pacesetters”- those countries whose growth rates are significantly higher than other countries at similar penetration levels.

Three core lessons emerged from this analysis of the strategies pursued by countries seeing above-trend growth rates for digital inclusion:

Critical Success Factor 1: the importance of a strongly evidence-based approach.

Typically, these countries display a very deep – and highly segmented – understanding, typically informed by qualitative and quantitative market research, of both:

- the digitally excluded population
- the three main groups of market actors which engage with and influence the digitally excluded - in the public, private, and voluntary/community sectors.

In the UK for example, the Government and the ICT industry have collaborated to develop a joint market map for digital inclusion, segmented by type of access, sophistication of use, and detailing the demographics of each segment of users and non-users.⁶ This is now being used to shape tailored collaborative cross-sectoral activity for each specific market segment of non-users.

Critical Success Factor 2: the need for a holistic approach which addresses all the drivers of digital inclusion in parallel.

Typically, the high growth countries are less likely to focus simply on initiatives to drive access to ICT - they also focus strongly on addressing all the barriers (access, confidence and motivation) in an integrated manner. For example, in the US - one of the world’s most networked societies - almost one-quarter of non-Internet users live in a household that already has an Internet connection⁷. So access may not be an issue for these people at all – motivation and confidence, however, remain significant barriers to digital inclusion.

Critical Success Factor 3: a cross-sectoral partnership approach designed to drive business model innovation. Our analysis shows these countries having a significantly higher proportion of initiatives involving cross-sectoral partnerships across the public, private and voluntary/community sectors. Legal or regulatory change and direct

⁶ See “Enabling a Digitally United Kingdom”, Cabinet Office, 2004, (<http://www.cabinetoffice.gov.uk/publications/reports/digital/digitalframe.pdf>)

⁷ Source: US Department of Commerce, “A Nation Online: Entering the Broadband Age”

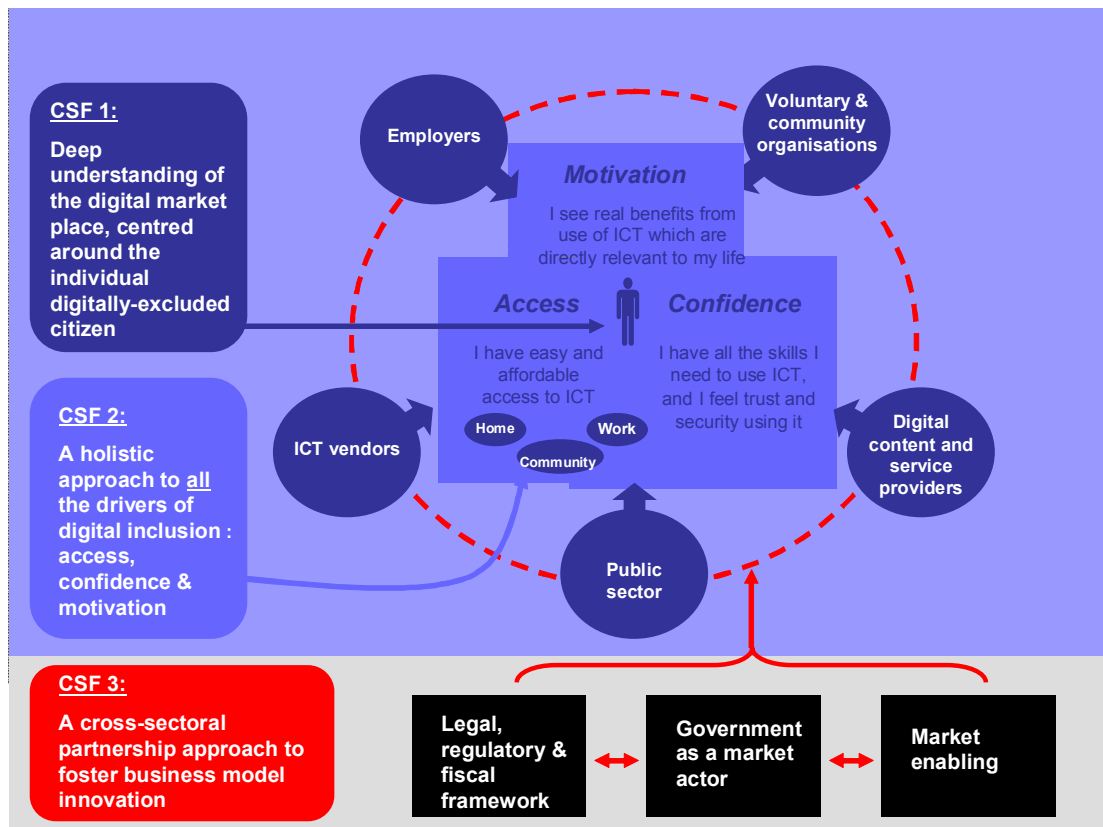
government action might form part of these initiatives, but of fundamental importance is the leadership which Government brings to stimulate new and sustainable engagement models for different segments of the excluded population.

Although this is an area which requires further comprehensive research, the empirical and anecdotal evidence to date tends to confirm this critical success factor. For example, a review of over 150 digital divide projects around the world by bridges.org⁸ concluded that a critical success factor was effective collaboration between Government (and multilateral aid programs), the private sector and the local community, with innovative business models also giving significantly more impact than simple access provision. Although this is an area which would merit from further research, our contention is that this is because:

- **Cross-sectoral partnership** is essential to provide a holistic response to the triple requirements of access, trust and motivation identified in the gov3 Digital Inclusion Framework.
- **Business-model innovation** (rather than Government subsidy of an existing business model simply to bring it within the cost range of more people) is essential if an initiative is to be scalable and sustainable in the long term.

These critical success factors are summarised in the gov3 Digital Inclusion Framework at Figure 3.3.

Figure 3: the gov3 Digital Inclusion Framework



⁸ "Spanning the Digital Divide", www.bridges.org

3.4 Next steps for digital inclusion research

The critical success factors set out above flow from gov3 research into the policies and approaches of OECD governments – that is, largely of the wealthier countries included in this benchmarking exercise. Further work is needed to establish whether they are applicable in smaller and less wealthy governments: although a series of workshops run by gov3 with stakeholders from governments in developing countries during 2005 suggests, anecdotally, that these factors are indeed very broadly relevant.

One thing though is clear. The underlying causes of differing national performance need to be understood, broadly communicated, and acted upon. Looking at the 9 different wealth/size benchmarking peer groups studied in this White Paper, if best practice transfer mechanisms had helped all the under-performing countries in each group to grow at just half the average rate for their group, then more than an additional 50 million people would now be engaged in the global Information Society.

Much remains to be done to help ensure that millions more do not remain excluded in the next five years when they do not need to be, simply because the international community is ineffective in crystallising and disseminating good practice on digital inclusion. We therefore hope and believe that the gov3 Digital Dashboard will help governments and the international community, as they work towards the aims for global digital inclusion adopted by all governments at the World Summit on the Information Society.

If you would like further information about the Gov3 Digital Dashboard – or the wider set of benchmarking and best practice services provided by gov3 - please email us at digitalinclusion@gov3.net.

APPENDIX A: TECHNICAL AND STATISTICAL NOTES ON THE GOV3 DIGITAL DASHBOARD

A1. Data Sources

The table below gives details of the data sets used in constructing the gov3 Digital Dashboard, and their sources. Unless otherwise indicated, the data refers to 2004, or the latest available official figures for countries where 2004 data is unavailable. The data modelling and statistical analysis of these data is the responsibility of gov3 ltd, not of the data providing organisations.

Data set	Period	Data source	url
GDP per capita, PPP (constant 2000 international \$)	2004, or latest available for each country	World Development Indicators	https://publications.worldbank.org/WDI/
Population (million, 2004)	2004, or latest available for each country	World Development Indicators	https://publications.worldbank.org/WDI/
Internet users per 100 inhabitants (2000, and 2004)	2004, or latest available for each country	ITU World Telecommunications Indicators 2005	http://www.itu.int/ITU-D/ict/
Fixed line and mobile phone subscribers (per 1,000 people)	2004, or latest available for each country	World Development Indicators	https://publications.worldbank.org/WDI/
Internet total monthly price (% of monthly GNI per capita)	2004, or latest available for each country	World Development Indicators	https://publications.worldbank.org/WDI/
Personal computers (per 1,000 people)	2004, or latest available for each country	World Development Indicators	https://publications.worldbank.org/WDI/
International Internet Bandwidth (Mbps)	2004, or latest available for each country	ITU World Telecommunications Indicators 2005	http://www.itu.int/ITU-D/ict/
Literacy rate, adult total (% of people ages 15 and above)	2003, or latest available for each country	United Nations Development Programme, Human Development Report 2005	http://hdr.undp.org/statistics/

Combined gross enrolment ratio for primary, secondary and tertiary education (%)	2003, or latest available for each country	United Nations Development Programme, Human Development Report 2005	http://hdr.undp.org/statistics/
Secure internet servers	2004, or latest available for each country	World Development Indicators	https://publications.worldbank.org/WDI/
IP allocation based on hosted domains per 1000 of population.	IP data correct as of 29 October 2005; population data 2004 or most recent available	IP data from Whois; population data from World Bank)	http://www.whois.sc/internet-statistics/country-ip-counts.html
UN Web Measure Index	2004	United Nations Global eGovernment Readiness Report 2004	http://www.unpan.org/egovernment4.asp
UN e-Participation Index	2004	United Nations Global eGovernment Readiness Report 2004	http://www.unpan.org/egovernment4.asp

A2. Methodology used to construct the Gov3 Digital Dashboard

The three indices used in the gov3 Digital Dashboard (Digital Access Index, Confident People Index and Motivational Content Index) were constructed as follows. Each of the variables listed in Chart 2.7 of this White Paper were scaled to a 0 to 1 range by first subtracting the minimum of each variable's range thereby creating a new scaled value and then dividing this resulting value by the maximum of scaled variable's range. Transforming all variables in such a fashion allows the creation of summary measures as each variable is comparable and on an identical scale. Average scaled values were therefore created to summarize the average scaled access index, the average scaled confidence index, and the average scaled motivational index. No weighting was applied – that is, each of the variables was given equal weigh within the index. Both the individual scaled values as well as the summary values permit one to rank the various nations on the items of interest.

A3. Definition of benchmarking groups

The wealth/population peer groups used as the basis for analysis in this White Paper were categorised as follows:

- Richer countries: GDP per head of over 10,000 US dollars (using constant 2000 prices at Purchasing Power Parity)
- Middle-income countries: GDP per head of between 3,000 and 10,000 US dollars (using constant 2000 prices at Purchasing Power Parity)
- Poorer countries: GDP per head of less than 3,000 US dollars (using constant 2000 prices at Purchasing Power Parity)
- Larger countries: population of more than 10 million people
- Medium-sized countries: population of between 3 and 10 million people
- Smaller countries: population of less than 3 million people

APPENDIX B: DATA TABLES

The following data can be accessed and searched interactively online at www.gov3.net.

Country	Wealth/Population Peer Group	GDP per capita, PPP (constant 2000 international \$)	Population (million, 2004)	Internet population (millions 2004)	Internet users per 100 inhabitants, 2004	% growth in Internet users per 100 inhabitants, from 2000 to 2004	Digital Access Index	Confident People Index	Motivating Content Index
Algeria	Middle-income, larger countries	5,833	32.34	0.84	2.61	432.65%	0.023123969	0.395386781	0.094863608
Angola	Poorer, larger countries	2,022	14.08	0.17	1.22	1009.09%	0.005348465	0.240991059	0.087142363
Argentina	Richer, larger countries	10,920	38.87	5.12	13.17	86.28%	0.082176213	0.563271737	0.300456969
Armenia	Middle-income, medium-sized countries	3,468	3.05	0.15	4.91	367.62%	0.028546435	0.495407832	0.097022509
Australia	Richer, larger countries	27,339	19.91	13.00	65.28	89.44%	0.380749395	0.637194367	0.602070959
Austria	Richer, medium-sized countries	29,227	8.21	3.90	47.52	41.01%	0.315125025	0.537789517	0.440285531
Azerbaijan	Middle-income, medium-sized countries	3,417	8.45	0.41	4.83	3120.00%	0.030458784	0.483412816	0.073440572
Bahrain	Richer, smaller countries	18,052	0.74	0.15	20.67	228.10%	0.170688187	0.482891535	0.159287401
Bangladesh	Poorer, larger countries	1,672	149.66	0.30	0.2	150.00%	0.005304405	0.22347595	0.027112357
Belarus	Middle-income, medium-sized countries	5,729	9.85	1.60	16.24	768.45%	0.053766332	0.548381299	0.215831677
Belgium	Richer, larger countries	27,709	10.34	4.20	40.62	38.97%	0.306162184	0.618411955	0.509817393
Belize	Middle-income, smaller countries	6,113	0.26	0.03	13.41	114.90%	0.088639962	0.430876085	0.106603632
Benin	Poorer, medium-sized countries	1,044	6.92	0.10	1.45	504.17%	0.012205261	0.210289106	0.081543432
Bolivia	Poorer, medium-sized countries	2,451	8.97	0.35	3.9	167.12%	0.074118839	0.498117717	0.135822773
Botswana	Middle-income, smaller countries	8,232	1.80	0.06	3.34	119.74%	0.06244468	0.422259624	0.10374474

Brazil	Middle-income, larger countries	7,405	180.66	22.00	12.18	314.29%	0.096957397	0.521431892	0.300177493
Brunei	Richer, smaller countries	23,600	0.37	0.06	15.3	69.25%	0.112539446	0.477728159	0.134381176
Darussalam	Middle-income, medium-sized countries	7,086	7.83	2.20	28.1	432.20%	0.124863	0.510779862	0.254958995
Bulgaria	Poorer, larger countries	1,109	13.39	0.05	0.4	400.00%	0.00542817	0.009807287	0.108305939
Burkina Faso	Poorer, medium-sized countries	611	7.07	0.02	0.35	400.00%	0.065445718	0.228689103	0.011676496
Burundi	Poorer, larger countries	2,026	14.48	0.04	0.28	460.00%	0.255141752	0.360103452	0.12000977
Cambodia	Poorer, larger countries	1,962	16.30	0.17	1.02	277.78%	0.071066197	0.32648361	0.055165536
Cameroon	Richer, larger countries	28,402	31.74	20.00	63.01	49.56%	0.387387157	0.577442763	0.752464788
Canada	Middle-income, smaller countries	5,155	0.47	0.02	5.3	188.04%	0.062121171	0.420557976	0.099574239
Cape Verde	Poorer, medium-sized countries	1,044	3.91	0.01	0.23	283.33%	0.008241974	0.178440193	8.4505E-06
Central African Rep.	Poorer, medium-sized countries	1,148	8.85	0.06	0.68	1600.00%	0.20883585	0.118434523	0.002666849
Chad	Middle-income, larger countries	9,706	15.41	4.30	27.9	67.27%	0.233693909	0.519215003	0.507307327
Chile	Middle-income, larger countries	4,727	1,313.31	94.03	7.16	311.49%	0.083317385	0.455571451	0.166472087
China	Middle-income, larger countries	6,442	44.91	3.58	7.98	285.51%	0.062006808	0.473564531	0.422985124
Colombia	Poorer, smaller countries	1,720	0.79	0.01	1.01	359.09%	0.00710219	0.258314717	0.032221316
Comoros	Poorer, medium-sized countries	911	3.82	0.04	0.94	3033.33%	0.066184276	0.354040415	0.072236935
Congo	Middle-income, medium-sized countries	9,022	4.25	1.00	23.54	294.97%	0.168127032	0.469779037	0.101350777
Costa Rica	Poorer, larger countries	1,417	16.90	0.30	1.78	559.26%	0.016275473	0.212841525	0.013127098
Cote d'Ivoire	Richer, medium-sized countries	11,025	4.42	1.30	29.51	341.11%	0.214944708	0.500939536	0.205603863
Croatia	Poorer, larger countries	2,882	11.33	0.15	1.32	144.44%	0.018442996	0.512567773	0.036745408

Cyprus	Richer, smaller countries	20,685	0.81	0.30	36.93	109.00%	0.268588103	0.505889716	0.12624462
Czech Republic	Richer, larger countries	17,149	10.23	4.80	46.94	382.43%	0.234904922	0.506240763	0.282555644
Denmark	Richer, medium-sized countries	28,951	5.38	3.77	70	78.53%	0.447960959	0.580505385	0.667860909
Djibouti	Poorer, smaller countries	1,944	0.68	0.01	1.32	500.00%	0.013613538	0.322704186	0.021166028
Dominica	Middle-income, smaller countries	5,125	0.07	0.02	26.06	234.96%	0.123948487	0.48939441	0.031315821
Dominican Rep.	Middle-income, medium-sized countries	6,715	8.79	0.80	9.1	122.49%	0.049806723	0.466317915	0.169511475
Ecuador	Middle-income, larger countries	3,440	13.19	0.62	4.73	233.10%	0.054226108	0.474979862	0.098715123
Egypt	Middle-income, larger countries	3,731	70.00	3.90	5.57	684.51%	0.040996913	0.301145072	0.040213595
El Salvador	Middle-income, medium-sized countries	4,750	6.61	0.59	8.88	692.86%	0.046324188	0.411310974	0.214554676
Equatorial Guinea	Richer, smaller countries	18,624	0.51	0.01	0.99	560.00%	0.020967534	0.417878808	0.000108616
Eritrea	Poorer, medium-sized countries	984	4.30	0.05	1.16	728.57%	0.047279748	0.358650216	9.63081E-05
Estonia	Richer, smaller countries	12,198	1.31	0.67	51.22	88.24%	0.348473672	0.562285313	0.483644765
Ethiopia	Poorer, larger countries	676	72.42	0.12	0.16	700.00%	0.002266501	0.169376865	0.009017495
Fiji	Middle-income, smaller countries	5,446	0.85	0.06	7.2	386.49%	0.133742281	0.469856446	0.089462931
Finland	Richer, medium-sized countries	26,551	5.22	3.29	63	69.22%	0.341965841	0.599371172	0.622919278
France	Richer, larger countries	26,670	60.43	25.00	41.37	187.89%	0.332494414	0.551411414	0.400498354
Gabon	Middle-income, smaller countries	6,043	1.35	0.04	2.96	142.62%	0.039494886	0.486111292	0.026008847
Gambia	Poorer, smaller countries	1,752	1.46	0.05	3.35	252.63%	0.029171791	0.401133876	0.0424842
Georgia	Poorer, medium-sized countries	2,519	5.07	0.18	3.46	652.17%	0.070747081	0.476315784	0.05644922
Germany	Richer, larger countries	25,624	82.53	41.27	50	65.84%	0.510168428	0.55842072	0.530093499

Ghana	Poorer, larger countries	2,084	21.38	0.37	1.72	1046.67%	0.007224471	0.247484049	0.027981722
Greece	Richer, larger countries	19,667	10.98	1.96	17.81	88.07%	0.250718757	0.531161818	0.1938837812
Grenada	Middle-income, smaller countries	7,575	0.10	0.01	7.77	78.21%	0.130980645	0.558005035	0.014285232
Guatemala	Middle-income, larger countries	3,882	12.66	0.76	5.97	752.86%	0.032155582	0.350495487	0.12830496
Guinea	Poorer, smaller countries	1,981	0.80	0.05	5.75	5127.27%	0.009231345	0.378258059	0.015345763
Guyana	Middle-income, smaller countries	4,031	0.77	0.15	18.9	225.30%	0.080839628	0.495905118	0.086709961
Haiti	Poorer, medium-sized countries	1,653	8.44	0.50	5.93	2272.00%	0.01446099	0.245881727	0.000342713
Honduras	Poorer, medium-sized countries	2,559	7.00	0.22	3.18	261.36%	0.107774262	0.392993348	0.168942859
Hong Kong	Richer, medium-sized countries	26,339	7.12	3.48	48.91	75.75%	0.376531369	0.487724972	0.66759221
Hungary	Richer, medium-sized countries	14,553	9.83	2.70	27.46	291.73%	0.180902578	0.55101782	0.332373374
Iceland	Richer, smaller countries	29,197	0.29	0.22	77	28.78%	0.364107281	0.558420654	0.393899006
India	Poorer, larger countries	2,733	1,081.23	35.03	3.24	500.00%	0.014402881	0.318815576	0.233455917
Indonesia	Middle-income, larger countries	3,213	222.61	14.51	6.52	608.70%	0.025884284	0.434440316	0.196509467
Iran (Islamic Rep. of)	Middle-income, larger countries	6,608	69.79	0.55	0.79	-19.39%	0.075407069	0.405029225	0.065922448
Ireland	Richer, medium-sized countries	35,954	4.00	1.08	27	50.59%	0.327786466	0.55728262	0.36947814
Israel	Richer, medium-sized countries	21,853	6.86	3.20	46.63	130.16%	0.268301524	0.545173983	0.375563048
Italy	Richer, larger countries	25,722	58.00	28.87	49.78	116.06%	0.301136405	0.531940098	0.29725967
Jamaica	Middle-income, smaller countries	3,579	2.68	1.07	39.87	1194.48%	0.107400789	0.459665153	0.155364695
Japan	Richer, larger countries	26,659	127.80	75.01	58.69	96.03%	0.317993614	0.553216753	0.38517266
Jordan	Middle-income, medium-sized countries	4,046	5.61	0.60	10.69	322.53%	0.060311028	0.480826257	0.134701709
Kazakhstan	Middle-income, medium-sized countries	6,294	15.40	0.40	2.6	319.35%	0.028661059	0.538299882	0.151675574

Kenya	larger countries	983	32.42	1.50	4.63	1303.03%	0.016458912	0.337240035	0.068573937
Kiribati	Poorer, larger countries	532	0.09	0.00	2.35	32.77%	0.014427131	0.522048909	0.000849686
Korea (Republic of)	Poorer, smaller countries	18,108	48.42	31.80	65.68	58.65%	0.40983298	0.549697006	0.634595324
Kuwait	Richer, larger countries	17,073	2.60	0.60	23.12	237.52%	0.154977414	0.442798607	0.0655583263
Kyrgyzstan	Richer, smaller countries	1,658	5.21	0.26	5.05	376.42%	0.017425773	0.525570205	0.203456407
Lao P.D.R.	Poorer, medium-sized countries	1,718	5.79	0.02	0.36	227.27%	0.020792365	0.348965553	0.019720614
Latvia	Poorer, medium-sized countries	10,047	2.29	0.81	35.43	472.37%	0.200214884	0.555603612	0.216161541
Lebanon	Richer, smaller countries	4,756	3.55	0.60	16.9	85.10%	0.086679956	0.502489863	0.11129003
Lesotho	Middle-income, medium-sized countries	2,366	1.80	0.04	2.39	1157.89%	0.009387703	0.410930593	0.070031278
Libya	Poorer, larger countries	7,483	5.66	0.20	3.62	1911.11%	0.056230432	0.509997701	0.000287804
Lithuania	Richer, medium-sized countries	11,190	3.45	0.97	28.09	361.25%	0.148670205	0.56825951	0.189758582
Luxembourg	Richer, smaller countries	61,131	0.46	0.27	59	158.66%	0.462822176	0.532160759	0.351822224
Madagascar	Poorer, larger countries	764	17.90	0.09	0.5	150.00%	0.004166192	0.32306206	0.053056022
Malawi	Poorer, larger countries	575	12.34	0.05	0.37	146.67%	0.089383056	0.368359849	0.0566877216
Malaysia	Middle-income, larger countries	8,986	24.88	9.88	39.71	85.65%	0.257346154	0.454057813	0.209475823
Maldives	Poorer, smaller countries	2,693	0.33	0.02	5.79	160.81%	0.056961537	0.497332677	0.100684272
Mali	Poorer, larger countries	947	11.10	0.05	0.45	200.00%	0.010516611	0.075490783	0.00414643
Malta	Richer, smaller countries	17,020	0.40	0.30	76.01	481.12%	0.320840609	0.481893631	0.450028343
Marshall Islands	Poorer, smaller countries	1,738	0.06	0.00	3.51	126.45%	0.030621975	0.486101196	0.03840315
Mauritania	Poorer, smaller countries	1,850	2.98	0.01	0.47	135.00%	0.023755231	0.233724965	0.035510798

Mauritius	countries	10,652	1.23	0.18	14.6	100.27%	0.139200434	0.437831765	0.258326425
Mexico	Richer, smaller countries	8,798	104.93	14.04	13.38	161.33%	0.088997845	0.473429792	0.525524054
Mongolia	Middle-income, larger countries	1,733	2.63	0.20	7.6	503.17%	0.05139219	0.49607452	0.146011048
Morocco	Poorer, smaller countries	3,788	29.90	3.50	11.71	1572.86%	0.054849925	0.274518676	0.089125259
Mozambique	Middle-income, larger countries	1,058	18.96	0.14	0.73	508.33%	0.010021617	0.210196935	0.069050195
Myanmar	Poorer, larger countries	260	54.00	0.06	0.12	1100.00%	0.077259252	0.382041582	0.072648785
Namibia	Middle-income, smaller countries	5,793	2.01	0.07	3.73	120.71%	0.104088476	0.440471636	0.042514315
Nepal	Poorer, larger countries	1,341	25.72	0.17	0.68	209.09%	0.008860493	0.276672637	0.134095106
Netherlands	Richer, larger countries	29,354	16.23	10.00	61.63	40.74%	0.442198724	0.574159348	0.679742642
New Zealand	Richer, medium-sized countries	21,026	3.91	3.20	81.95	108.68%	0.286254631	0.593592425	0.585695159
Nicaragua	Middle-income, medium-sized countries	3,090	5.60	0.12	2.23	125.25%	0.025333796	0.403842036	0.124814094
Niger	Poorer, larger countries	790	12.42	0.02	0.19	375.00%	0.035841351	0.022763183	0.004013069
Nigeria	Poorer, larger countries	987	127.12	1.77	1.39	1885.71%	0.182123311	0.351953374	0.069679561
Norway	Richer, medium-sized countries	34,607	4.55	1.79	39.37	35.76%	0.492064534	0.576237906	0.539745174
Oman	Richer, smaller countries	13,032	2.94	0.25	8.35	122.67%	0.044229853	0.376058239	0.022816309
Pakistan	Poorer, larger countries	1,977	152.00	2.01	1.32	500.00%	0.007756714	0.191905342	0.21320352
Panama	Middle-income, medium-sized countries	6,489	3.17	0.30	9.46	198.42%	0.074017828	0.491533682	0.278680644
Papua New Guinea	Poorer, medium-sized countries	2,456	5.84	0.17	2.91	230.68%	0.024830165	0.242734225	0.045784479
Paraguay	Middle-income, medium-sized countries	4,483	6.02	0.15	2.49	241.10%	0.066767573	0.470584421	0.042179614

Peru	Middle-income, larger countries	4,969	27.57	3.22	11.68	274.36%	0.047519045	0.502421154	0.245343584
Philippines	Middle-income, larger countries	4,041	82.65	4.40	5.32	164.68%	0.054142936	0.503878706	0.318396748
Poland	Richer, larger countries	11,265	38.55	9.00	23.35	222.07%	0.157097508	0.539339486	0.312343845
Portugal	Richer, larger countries	18,040	10.07	2.95	29.3	74.82%	0.214930569	0.552231336	0.2256663317
Qatar	Richer, smaller countries	20,276	0.62	0.17	26.66	439.68%	0.163750761	0.491293116	0.056351825
Romania	Middle-income, larger countries	7,176	22.28	4.50	20.2	465.83%	0.10073501	0.487941447	0.282729232
Russia	Middle-income, larger countries	8,534	144.20	16.01	11.1	463.45%	0.084480925	0.554871292	0.206697249
Rwanda	Poorer, medium-sized countries	1,188	8.48	0.04	0.45	650.00%	0.003036816	0.312304941	0.0456605999
Samoa	Middle-income, smaller countries	5,117	0.18	0.01	3.33	484.21%	0.107962073	0.496729741	0.081190448
Saudi Arabia	Richer, larger countries	12,772	24.92	1.58	6.36	187.78%	0.200948655	0.374321608	0.122845921
Senegal	Poorer, larger countries	1,557	10.34	0.48	4.66	1009.52%	0.018074466	0.174445396	0.124280849
Seychelles	Richer, smaller countries	15,844	0.08	0.02	24.69	233.65%	0.189950173	0.510784237	0.0744484241
Sierra Leone	Poorer, medium-sized countries	716	5.17	0.01	0.19	90.00%	0.006248205	0.155866583	0.049862147
Singapore	Richer, medium-sized countries	23,517	4.32	2.42	56.12	73.42%	0.415653558	0.521416149	0.647978121
Slovak Republic	Richer, medium-sized countries	12,658	5.41	2.28	42.09	348.24%	0.182813184	0.506143321	0.23209497
Slovenia	Richer, smaller countries	18,474	1.98	0.95	47.96	218.04%	0.268515539	0.571691942	0.275038588
Solomon Islands	Poorer, smaller countries	1,651	0.49	0.00	0.61	27.08%	0.016655823	0.414205772	0.037250278
South Africa	Richer, larger countries	10,008	45.21	3.57	7.89	43.72%	0.126393037	0.450062027	0.246473993
Spain	Richer, larger countries	22,850	41.13	14.33	34.85	154.94%	0.272531869	0.556234405	0.175705674
Sri Lanka	Middle-income, larger countries	3,543	19.27	0.28	1.45	119.70%	0.019952693	0.453109763	0.101680008
Sudan	Poorer, larger countries	1,816	34.51	1.14	3.3	3200.00%	0.013096416	0.238862617	0.056022576

Suriname	Poorer, smaller countries	2,388	0.44	0.03	6.83	152.96%	0.216736697	0.457716204	0.018393749
Swaziland	Middle-income, smaller countries	4,587	1.08	0.04	3.32	235.35%	0.030596109	0.383449811	0.09890587
Sweden	Richer, medium-sized countries	26,725	9.01	6.80	75.46	65.56%	0.469001161	0.620781153	0.604196
Switzerland	Richer, medium-sized countries	30,656	7.42	3.50	47.2	62.37%	0.46107015	0.543135587	0.481325733
Syria	Middle-income, larger countries	3,515	18.22	0.80	4.39	2210.53%	0.024992206	0.403297651	0.016803984
Taiwan, China	Richer, larger countries	25,300	22.76	12.21	53.64	90.89%	N/A	N/A	N/A
Tajikistan	Poorer, medium-sized countries	1,030	6.30	0.01	0.08	60.00%	0.020245864	0.508801579	0.00031786
Tanzania	Poorer, larger countries	587	37.67	0.33	0.88	633.33%	0.09850826	0.28623822	0.081550022
Thailand	Middle-income, larger countries	7,175	61.97	6.97	11.25	196.83%	0.206175455	0.474797438	0.252514191
Togo	Poorer, medium-sized countries	1,605	5.02	0.22	4.41	104.17%	0.018962565	0.308789434	0.016781018
Tonga	Middle-income, smaller countries	6,659	0.10	0.00	2.88	18.52%	0.059823913	0.529825691	0.056289698
Trinidad and Tobago	Richer, smaller countries	10,170	1.31	0.16	12.24	58.34%	0.103971251	0.472526013	0.139699465
Tunisia	Middle-income, medium-sized countries	6,765	9.94	0.83	8.4	208.82%	0.053525515	0.411624422	0.057739031
Turkey	Middle-income, larger countries	6,677	72.32	10.22	14.13	268.93%	0.103460441	0.444023426	0.280482912
Uganda	Poorer, larger countries	1,397	26.70	0.20	0.75	341.18%	0.010272122	0.392133641	0.107840661
Ukraine	Middle-income, larger countries	5,187	48.15	3.75	7.79	997.18%	0.1636944	0.54135082	0.302381524
United Arab Emirates	Poorer, medium-sized countries	1,055	4.35	1.39	31.85	35.19%	0.179993557	0.422533376	0.136072858
United Kingdom	Richer, larger countries	27,722	59.43	37.60	63.27	139.30%	0.52416463	0.681625172	0.978757463
United States	Richer, larger countries	35,355	297.04	185.00	62.28	41.35%	0.628665347	0.881526033	0.977999669
Uruguay	Middle-income, medium-sized countries	7,875	3.24	0.68	20.98	91.95%	0.059343078	0.541770041	0.2743

Uzbekistan	Poorer, larger countries	1,641	26.48	0.88	3.32	577.55%	0.011526116	0.508016463	0.083077794
Vanuatu	Poorer, smaller countries	2,680	0.22	0.01	3.46	65.55%	0.027298492	0.358271322	0.022206419
Venezuela	Middle-income, larger countries	4,764	26.18	2.31	8.84	160.77%	0.082978337	0.482290571	0.269855731
Viet Nam	Poorer, larger countries	2,353	82.48	5.87	7.12	2748.00%	0.015999208	0.436445194	0.053721371
Yemen	Poorer, larger countries	821	20.73	0.18	0.87	987.50%	0.022567924	0.265569499	0.029004614
Zambia	Poorer, larger countries	828	10.92	0.23	2.11	1010.53%	0.02561345	0.303584985	0.00013694
Zimbabwe	Poorer, larger countries	2,307	12.93	0.82	6.34	1340.91%	0.056452512	0.413220313	0.006529694