

How to Read the Data Tables

The following pages present the data by variable and for all 133 economies included in *The Global Information Technology Report 2009–2010*.

The tables are organized in nine sections, which correspond to the nine pillars of the Networked Readiness Index (NRI).

Environment

1. Market environment
2. Political and regulatory environment
3. Infrastructure environment

Readiness

4. Individual readiness
5. Business readiness
6. Government readiness

Usage

7. Individual usage
8. Business usage
9. Government usage

Two types of data are used in the NRI:

- **Survey data:** These data are the results drawn from the World Economic Forum's Executive Opinion Survey.
- **Hard data:** These data are indicators obtained from a variety of other sources.

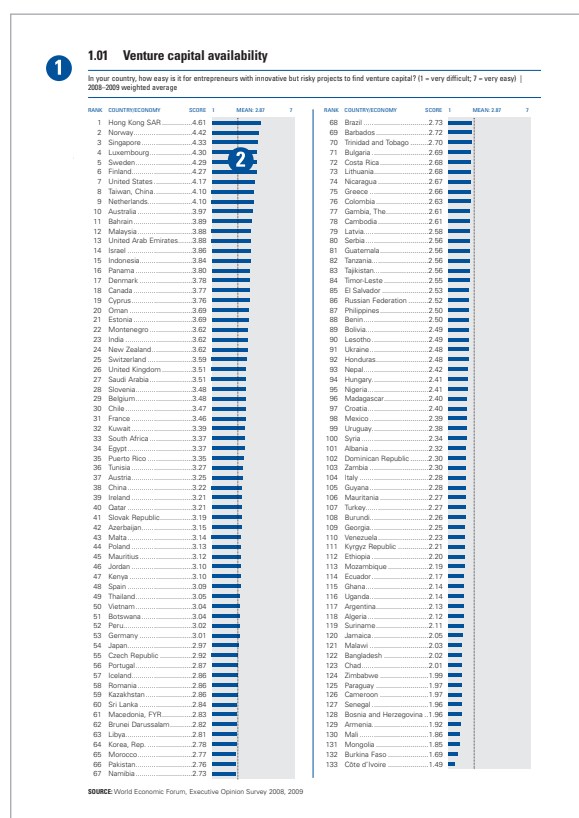
Survey data

① Data yielded from the World Economic Forum's Executive Opinion Survey are presented in blue-colored bar graphs. Survey questions ask for responses on a scale of 1 to 7, where an answer of 1 corresponds to the lowest possible score and an answer of 7 corresponds to the highest possible score. For each Survey question, individual responses from the 2008 and 2009 editions of the Survey are combined and aggregated at the country level in order to produce country scores. For more information on the Executive Opinion Survey, please refer to Chapter 1.1.

For each Survey variable, the corresponding question and the two extreme answers are shown. Scores are reported with a precision of two decimal points, although the exact figures are used to determine rankings.

For example, in the case of variable 1.03 on the availability of latest technologies, although Netherlands, ranked 10th, and Hong Kong SAR, ranked 11th, are listed with the same rounded score of 6.34, their rankings are based on the exact figures (6.3435090 and 6.3420717, respectively).

② A dotted line on the graph indicates the mean score across the sample of 133 economies.



3 1.07 Total tax rate (hard data)

Sum of profit tax, labor tax and social contributions, property taxes, turnover taxes, and other taxes, as a share of commercial profits | 2008

rank	country/territory	value data	rank	country/territory	value data
1	Timor-Leste	0.20	67	Guatemala	40.50
2	Namibia	9.60	68	Norway	41.00
3	Qatar	11.30	70	Morocco	41.70
4	United Arab Emirates	14.10	71	Finland	42.50
5	Saudi Arabia	14.50	72	Lithuania	42.70
6	Bahrain	15.00	73	Thailand	42.80
7	Georgia	15.30	75	Syria	43.00
8	Kuwait	15.50	76	Egypt	43.00
9	Zambia	15.50	78	Canada	43.50
10	Macedonia, FYR	16.40	77	Turkey	44.50
11	Botswana	17.10	79	Romania	44.60
12	Lesotho	18.90	79	Cote d'Ivoire	44.70
13	Luxembourg	20.90	80	Albania	44.90
14	Oman	21.60	80	Burkina Faso	44.90
15	Cambodia	22.70	80	Germany	44.90
16	Mongolia	22.80	83	Namibia	45.20
17	Mauritius	22.90	84	Senegal	45.00
18	Hong Kong SAR	24.20	85	United States	46.30
19	Israel	25.00	85	Uruguay	46.70
20	Chile	25.30	87	Czech Republic	47.20
21	Malawi	25.80	88	Greece	47.40
22	Ireland	26.50	89	Finland	47.70
23	Bosnia and Herzegovina	27.10	90	Australia	48.00
24	Singapore	27.60	91	Honduras	48.20
25	Suriname	27.90	91	Russian Federation	48.20
26	Cyprus	28.80	93	Slovak Republic	48.80
27	Montenegro	28.90	94	Estonia	49.10
28	Denmark	29.20	95	Philippines	49.40
29	Switzerland	29.70	95	Kenya	49.70
30	South Africa	30.20	97	Panama	50.10
31	Brunei Darussalam	30.20	98	Garnison	50.20
32	Ethiopia	31.10	99	Mexico	51.00
33	Jordan	31.10	100	Jamaica	51.30
34	Bulgaria	31.40	101	Mali	52.10
35	Pakistan	31.60	102	Sweden	54.60
36	Korea, Rep.	31.90	103	Costa Rica	54.80
37	Nigeria	32.70	104	Austria	55.00
38	Croatia	32.90	105	Japan	55.70
39	Israel	32.60	106	Spain	56.90
40	Ghana	32.70	107	Ukraine	57.20
41	New Zealand	32.80	108	Belgium	57.20
42	Lebanon	33.00	109	Hungary	57.50
43	Trinidad and Tobago	33.10	110	Kyrgyz Republic	59.40
44	Senegal	34.00	111	Chad	60.20
45	Malaysia	34.20	112	Venezuela	61.10
46	Mozambique	34.30	113	Turkmenistan	62.80
47	Ecuador	34.90	114	Nicaragua	63.20
48	Bangladesh	35.00	115	Si Lanka	63.70
49	El Salvador	35.00	116	India	64.70
49	Paraguay	35.00	116	Puerto Rico	64.70
51	Uganda	35.70	118	France	65.80
52	Kazakhstan	35.80	119	Italy	66.40
52	United Kingdom	35.90	120	Brazil	69.20
54	Armenia	36.20	121	Algeria	72.20
55	Thailand	37.20	122	Berlin	73.30
56	Slovenia	37.50	123	China	78.50
57	Indonesia	37.60	124	Colombia	78.70
58	Nepal	38.80	125	Bolivia	80.00
59	Cuba	38.90	126	Kyrgyzstan	85.50
60	Dominican Republic	39.00	127	Mauritania	86.10
61	Madagascar	39.20	128	Argentina	108.10
62	Netherlands	39.30	129	Burundi	218.60
63	Zimbabwe	39.40	130	Gambia, The	292.40
64	Vietnam	40.10	na	Barbados	na
65	Peru	40.40	na	Libya	na
66	Taiwan, China	40.40	na	Malta	na
67	Azerbaijan	40.90			

SOURCE: The World Bank Group, Doing Business 2010

Hard data

3 While Survey data provide qualitative information, hard data provide an objective measure of a quantity (for example, gross domestic product, mobile cellular tariffs, number of Internet users, number of procedures required to start a business, and so on). We use the latest data available from international organizations (such as the International Telecommunication Union, the World Bank, and various United Nations agencies), completed, if necessary, by national sources. In the following pages, hard data variables are presented in black-shaded bar graphs. A short description of the indicator appears at the top of the page. The base year (i.e., the year when a majority of the data was collected) follows the description. When for a particular country the year differs from the base year, this is indicated in a footnote.

The section “Technical Notes and Sources” at the end of this *Report* provides further details on each indicator, including definition, method of computation, and full sources.

When data are not available or too outdated, “n/a” is used in lieu of the rank and the value.

In the case of hard data, true ties between two or more countries are possible. In such cases, shared rankings are indicated accordingly. For example, the time required to start a business is the same—4 days—in Belgium and Hungary. Therefore, in Table 1.08 the two countries are shown sharing the fifth place and listed in alphabetical order.