

**Table 5. UNCTAD B2C E-commerce index, 2019, World**

2019 Rank	Economy	Share of individuals using the Internet (2018 or latest)	Share of individuals with an account (15+, 2017)	Secure Internet servers (normalized, 2018)	UPU postal reliability score (2018 or latest)	2019 Index value	Index value change (2017-18 data)	2018 Index rank
1	Netherlands	95	100	98	93	96.4	0.3	1
2	Switzerland	94	98	95	95	95.5	0.0	3
3	Singapore	88	98	97	97	95.1	-0.2	2
4	Finland	94	100	90	94	94.4	0.7	13
5	United Kingdom	95	96	88	98	94.4	-0.8	4
6	Denmark	98	100	100	79	94.2	2.1	10
7	Norway	97	100	86	91	93.4	-1.1	5
8	Ireland	82	95	95	100	93.3	-0.1	7
9	Germany	92	99	94	86	92.9	0.9	12
10	Australia	87	100	89	91	91.8	-0.7	11
11	Canada	91	100	89	87	91.8	0.3	15
12	New Zealand	91	99	84	92	91.7	-2.7	9
13	United States of America	87	93	95	90	91.3	0.0	14
14	Estonia	89	98	93	83	90.7	1.0	20
15	China, Hong Kong SAR	89	95	85	92	90.5	-1.1	16
16	France	88	94	86	94	90.4	-0.9	23
17	Austria	87	98	84	89	89.7	-0.9	21
18	Sweden	92	100	85	82	89.6	-4.3	8
19	Korea, Republic of	96	95	67	99	89.4	-2.4	22
20	Belgium	89	99	83	81	87.9	1.8	28
21	Japan	85	98	81	86	87.6	-0.8	24
22	Israel	85	93	80	88	86.3	-0.7	27
23	Cyprus	84	89	76	93	85.5	-0.5	26
24	Slovakia	80	84	82	95	85.3	-1.4	25
25	Czechia	87	81	91	82	85.3	0.8	31
26	Iceland	99	99	95	47	84.9	-8.8	6
27	Croatia	75	86	85	91	84.3	1.7	32
28	United Arab Emirates	98	88	65	84	83.8	-0.1	33
29	Luxembourg	97	99	92	48	83.7	-5.8	19
30	Lithuania	80	83	85	87	83.5	-1.5	29
31	Poland	78	87	84	83	82.8	2.3	35
32	Slovenia	80	98	90	64	82.7	-7.7	18
33	Spain	86	94	81	69	82.4	3.9	38
34	Malaysia	81	85	75	86	81.9	-0.8	34
35	Latvia	84	93	83	67	81.6	-9.2	17
36	Italy	74	94	82	77	81.6	4.5	44
37	Belarus	79	81	71	86	79.3	-0.1	37
38	Hungary	76	75	85	79	78.9	0.9	39
39	Bulgaria	65	72	91	85	78.3	0.5	36
40	Russian Federation	81	76	75	80	77.9	1.5	42
41	Greece	72	85	74	78	77.6	-0.6	40
42	Iran (Islamic Republic of)	70	94	56	88	76.9	1.1	49
43	Portugal	75	92	84	57	76.8	8.9	56
44	Malta	81	97	83	44	76.4	-7.5	30
45	Serbia	73	71	77	83	76.2	-0.2	41
46	Romania	71	58	84	86	74.5	0.4	45
47	Qatar	100	66	54	77	74.2	6.4	59
48	Thailand	57	82	61	94	73.5	-3.0	43
49	Saudi Arabia	93	72	47	81	73.3	-0.2	52

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50	Georgia	64	61	68	99	73.1	-1.5	46
51	North Macedonia	79	77	55	81	73.0	-2.2	48
52	Ukraine	59	63	76	92	72.5	-1.1	51
53	Turkey	71	69	73	74	71.8	-1.4	47
54	Republic of Moldova	76	44	70	97	71.7	-1.3	54
55	Kuwait	100	80	54	43	69.3	0.0	65
56	China	54	80	55	85	68.8	3.0	62
57	Kazakhstan	79	59	64	72	68.5	-2.3	53
58	Mauritius	59	90	78	47	68.4	-2.2	55
59	Oman	80	74	47	72	68.2	4.4	72
60	Chile	84	74	78	32	67.0	-5.3	50
61	Costa Rica	74	68	63	51	64.1	3.6	71
62	Azerbaijan	80	29	53	86	61.8	-1.5	68
63	Bosnia and Herzegovina	70	59	67	50	61.5	-6.9	57
64	Viet Nam	70	31	66	77	61.1	0.8	69
65	Bahrain	99	83	54	7	60.6	-5.2	61
66	Colombia	62	46	58	76	60.5	1.2	73
67	Dominican Republic	75	56	45	66	60.4	9.5	91
68	Lebanon	78	45	48	67	59.4	-5.0	63
69	Jamaica	55	78	47	52	58.2	-8.7	67
70	Tunisia	64	37	52	79	58.1	0.1	79
71	Trinidad and Tobago	77	81	51	22	57.9	-5.0	70
72	Mongolia	24	93	66	47	57.4	-11.7	58
73	India	34	80	48	65	57.0	-1.3	80
74	Brazil	68	70	67	23	56.9	-9.6	60
75	Albania	72	40	56	49	54.4	-11.6	64
76	South Africa	56	69	81	11	54.4	0.8	77
77	Montenegro	72	68	55	22	54.2	-3.5	76
78	Armenia	65	48	53	49	53.7	-10.4	66
79	Nigeria	42	40	48	83	53.2	-5.5	75
80	Venezuela (Bolivarian Rep. of)	72	73	51	13	52.3	-1.5	82
81	Uruguay	68	64	65	8	51.4	-4.9	78
82	Paraguay	65	49	50	38	50.5	4.7	97
83	Panama	58	46	68	29	50.4	0.3	87
84	Indonesia	40	49	64	48	50.1	1.6	90
85	Argentina	74	49	67	11	50.0	-0.5	84
86	Sri Lanka	34	74	54	36	49.6	-2.2	93
87	Jordan	67	42	43	44	49.2	-7.9	74
88	Kenya	18	82	49	47	49.0	2.9	89
89	Philippines	60	35	43	57	48.6	-2.1	92
90	Peru	53	43	51	45	47.8	-1.1	94
91	Mexico	68	37	50	36	47.5	-1.2	95
92	Belize	47	48	81	13	47.3	-4.3	83
93	Uzbekistan	52	37	51	41	45.4	-8.4	86
94	Namibia	51	81	46	3	45.3	-3.7	103
95	Morocco	65	29	52	28	43.4	-11.4	81
96	United Republic of Tanzania	25	47	33	69	43.3	1.1	110
97	Ghana	39	58	31	43	42.8	-10.6	85

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98	Senegal	46	42	29	53	42.7	-0.4	108
99	Honduras	32	45	41	52	42.4	-0.9	106
100	Botswana	47	51	45	21	41.0	-5.3	100
101	Ecuador	57	51	51	0	39.9	-4.2	102
102	Egypt	47	33	35	43	39.4	-0.3	113
103	Bangladesh	15	50	44	47	39.0	-11.4	88
104	Bolivia (Plurinational State of)	44	54	45	12	38.9	-4.7	105
105	Uganda	24	59	30	42	38.8	-10.1	99
106	Gabon	62	59	33	0	38.3	-6.0	104
107	Algeria	60	43	40	10	38.2	-4.2	111
108	Guatemala	65	44	41	0	37.5	-5.2	119
109	Libya	22	66	62	0	37.4	-3.5	107
110	El Salvador	34	30	42	42	37.2	-11.1	96
111	Kyrgyzstan	38	40	47	20	36.4	-2.0	114
112	Nepal	34	45	48	14	35.4	-6.0	115
113	Lao People's Dem. Rep.	26	29	30	56	35.1	-13.1	98
114	Pakistan	16	21	44	54	33.7	-2.9	117
115	Zimbabwe	27	55	37	13	33.1	-8.3	109
116	Bhutan	48	34	48	2	32.8	-8.7	112
117	Cameroon	23	35	20	50	32.0	-14.6	101
118	Côte d'Ivoire	47	41	26	11	31.3	-2.5	123
119	Eswatini	47	29	38	11	31.3	-8.0	121
120	Ethiopia	19	35	9	61	31.1	4.4	140
121	Rwanda	22	50	35	17	30.9	-8.1	116
122	Cambodia	40	22	41	20	30.8	-4.3	118
123	Angola	14	29	26	52	30.4	0.1	131
124	Djibouti	56	12	35	11	28.6	-7.2	138
125	Lesotho	29	46	36	2	28.0	-5.5	125
126	Myanmar	31	26	24	26	26.8	-8.2	124
127	Zambia	14	46	36	9	26.4	-6.8	126
128	Togo	12	45	23	24	26.2	-10.2	120
129	Tajikistan	22	47	33	1	25.7	25.7	
130	Sudan	31	15	18	38	25.6	-11.2	122
131	Iraq	49	23	26	3	25.3	-5.5	129
132	Nicaragua	28	31	40	2	25.2	-6.2	127
133	Madagascar	10	18	20	40	22.0	-10.3	128
134	Syrian Arab Republic	34	23	30	0	21.9	-6.5	134
135	Mozambique	10	42	26	9	21.7	-3.6	136
136	Mali	13	35	25	12	21.5	-9.2	130
137	Haiti	32	33	20	0	21.2	-1.8	141
138	Benin	20	38	22	3	21.0	-7.9	137
139	Sierra Leone	9	20	11	40	20.1	-2.5	142
140	Malawi	14	34	28	3	19.7	-9.4	133
141	Yemen, Arab Republic	27	6	17	27	19.2	-7.0	146
142	Burkina Faso	16	43	14	2	18.8	-11.9	132
143	Afghanistan	14	15	38	6	18.2	-8.7	135
144	Liberia	8	36	13	10	16.7	-6.4	143
145	Mauritania	21	21	20	4	16.5	-10.7	139
146	Guinea	18	23	16	0	14.3	-6.7	149

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147	Congo	9	26	21	0	14.0	-7.2	144
148	Dem. Rep. of the Congo	9	26	15	6	13.8	-5.7	148
149	Comoros	8	22	22	0	13.1	-6.2	145
150	Burundi	3	7	21	6	9.0	-8.9	147
151	Chad	7	22	0	6	8.5	-7.4	150
152	Niger	5	16	1	0	5.4	-9.6	151

Source: UNCTAD.