

Table 8. UNCTAD B2C E-commerce index, 2018, World

2018 Rank	Economy	Share of individuals using the Internet (2017 or latest)	Share of individuals with an account (15+, 2017 or latest)	Secure Internet servers (normalized) (2017)	UPU postal reliability score (2017 or latest)	Index value (2017 data)	Index value change (2016-17 data)	2017 Index rank
1	Netherlands	95	100	100	90	96.1	-0.1	4
2	Singapore	84	98	98	100	95.2	1.8	18
3	Switzerland	94	98	94	94	95.0	-0.8	2
4	United Kingdom	95	96	90	96	94.4	0.6	6
5	Norway	98	100	87	90	93.5	-0.5	3
6	Iceland	98	99	98	78	93.5	0.3	11
7	Ireland	81	95	95	100	92.8	1.5	19
8	Sweden	96	100	86	89	92.7	-0.1	7
9	New Zealand	88	99	87	96	92.6	0.5	10
10	Denmark	97	100	96	74	91.8	-1.6	13
11	Australia	87	100	90	91	91.7	0.1	14
12	Finland	87	100	90	88	91.4	0.4	12
13	United States	89	93	93	89	91.1	2.1	26
14	Canada	91	100	92	81	90.8	-1.4	15
15	Hong Kong (China)	89	95	84	92	90.2	1.1	16
16	Germany	90	99	94	83	90.1	-1.4	9
17	Latvia	81	93	85	98	89.5	2.0	24
18	Slovenia	79	98	89	92	89.5	2.6	25
19	Luxembourg	98	99	96	65	89.3	-6.0	1
20	Estonia	88	98	93	78	89.1	-1.2	21
21	Korea (Rep.)	95	95	66	100	89.0	0.6	5
22	Austria	88	98	81	89	89.0	0.6	17
23	France	81	94	87	93	88.6	0.6	20
24	Japan	91	98	79	84	88.2	-2.8	8
25	Slovak Republic	82	84	81	94	85.1	1.6	30
26	Cyprus	81	89	88	82	85.0	-0.3	27
27	Israel	82	93	81	84	84.7	2.6	31
28	Belgium	88	99	82	70	84.5	-1.3	22
29	Lithuania	78	83	86	89	83.8	1.7	36
30	Malta	80	97	87	66	82.5	1.1	28
31	Czech Republic	79	81	91	78	82.2	-1.6	29
32	Croatia	67	86	87	86	81.4	0.7	32
33	United Arab Emirates	95	88	66	75	81.2	-4.6	23
34	Malaysia	80	85	78	80	80.8	2.2	39
35	Poland	76	87	80	73	78.9	1.0	38
36	Bulgaria	63	72	93	80	77.3	6.6	50
37	Belarus	74	81	71	81	77.0	5.2	44

2018 Rank	Economy	Share of individuals using the Internet (2017 or latest)	Share of individuals with an account (15+, 2017 or latest)	Secure Internet servers (normalized) (2017)	UPU postal reliability score (2017 or latest)	Index value (2017 data)	Index value change (2016-17 data)	2017 Index rank
38	Spain	85	94	81	48	76.9	-2.1	34
39	Hungary	77	75	86	70	76.9	-3.6	37
40	Greece	70	85	75	74	76.2	-3.1	35
41	Serbia	70	71	79	78	74.7	2.2	42
42	Russia	76	76	75	70	74.3	2.7	43
43	Thailand	53	82	60	98	73.2	4.3	49
44	Italy	61	94	81	56	73.1	-0.6	41
45	Romania	64	58	85	85	72.9	1.3	45
46	Georgia	60	61	72	96	72.3	9.5	70
47	Turkey	65	69	74	76	71.1	4.5	60
48	Macedonia	72	77	58	76	71.0	-2.4	#N/A
49	Iran	60	94	52	77	70.9	0.8	47
50	Chile	82	74	81	44	70.4	-0.8	54
51	Ukraine	53	63	76	89	70.1	5.6	63
52	Saudi Arabia	80	72	49	74	68.7	0.7	46
53	Kazakhstan	76	59	66	71	68.1	0.7	51
54	Moldova	62	44	73	90	67.2	3.8	66
55	Mauritius	55	90	56	66	66.9	-7.2	40
56	Portugal	74	92	85	15	66.8	-2.8	48
57	Bosnia	69	59	67	71	66.7	2.1	51
58	Mongolia	22	93	68	81	66.1	-0.9	55
59	Kuwait	78	80	58	25	65.2	4.4	57
60	Qatar	95	66	57	37	63.7	4.5	58
61	Brazil	67	70	68	49	63.6	0.9	62
62	Bahrain	96	83	56	14	62.1	-16.3	33
63	China	54	80	51	61	61.7	3.0	65
64	Lebanon	83	45	47	70	61.3	0.8	56
65	Albania	66	40	57	80	61.1	-0.5	59
66	Armenia	64	48	53	74	60.1	8.7	78
67	Jamaica	44	78	48	68	59.8	-3.3	53
68	Azerbaijan	79	29	53	76	59.3	1.0	68
69	Vietnam	60	31	67	74	58.0	4.9	74
70	Trinidad & Tobago	73	81	54	24	58.0	-14.2	#N/A
71	Costa Rica	72	68	66	25	57.7	-4.8	61
72	Oman	71	74	48	36	57.2	-1.3	64
73	Jordan	80	42	46	55	55.9	3.5	75
74	Colombia	62	46	58	57	55.9	-0.2	71
75	Nigeria	42	40	52	85	54.7	5.5	80
76	Montenegro	71	68	52	23	53.7	-1.6	69

2018 Rank	Economy	Share of individuals using the Internet (2017 or latest)	Share of individuals with an account (15+, 2017 or latest)	Secure Internet servers (normalized) (2017)	UPU postal reliability score (2017 or latest)	Index value (2017 data)	Index value change (2016-17 data)	2017 Index rank
77	South Africa	59	69	83	0	52.9	-1.9	72
78	Uruguay	66	64	65	16	52.9	-7.4	67
79	Tunisia	56	37	51	63	51.7	2.1	79
80	India	25	80	47	54	51.5	2.0	83
81	Morocco	62	29	54	59	50.9	NA	85
82	Venezuela	72	73	53	0	49.8	4.4	95
83	Belize	45	48	82	23	49.5	0.8	77
84	Argentina	78	49	68	0	48.8	1.9	81
85	Ghana	39	58	45	53	48.8	7.6	105
86	Uzbekistan	47	37	51	58	48.2	11.0	106
87	Panama	54	46	71	15	46.7	3.5	84
88	Bangladesh	18	50	41	75	46.3	4.3	103
89	Kenya	39	82	37	27	46.2	3.7	82
90	Indonesia	32	49	66	35	45.7	3.4	101
91	Dominican Republic	64	56	45	16	45.4	3.0	88
92	Philippines	56	35	44	45	45.1	4.9	96
93	Sri Lanka	21	74	54	30	44.8	-5.7	73
94	Peru	49	43	51	36	44.8	3.7	94
95	Mexico	64	37	50	25	44.1	3.9	90
96	El Salvador	29	30	41	68	42.1	-4.6	76
97	Paraguay	60	49	50	6	41.7	-3.2	93
98	Laos	22	29	30	85	41.5	0.2	92
99	Uganda	17	59	31	58	41.5	-3.2	86
100	Botswana	47	51	41	26	41.4	0.1	87
101	Cameroon	23	35	25	78	40.3	3.6	107
102	Ecuador	57	51	51	0	40.0	-1.1	91
103	Namibia	31	81	46	0	39.5	-4.9	89
104	Gabon	62	59	34	0	38.9	5.1	110
105	Bolivia	40	54	46	12	38.1	1.9	102
106	Honduras	30	45	43	33	38.1	-0.8	98
107	Libya	20	66	64	0	37.6	NA	#N/A
108	Senegal	46	42	24	34	36.8	4.5	112
109	Zimbabwe	31	55	34	26	36.7	1.2	109
110	Tanzania	25	47	32	42	36.5	8.0	119
111	Algeria	43	43	41	18	36.3	0.5	97
112	Bhutan	42	34	46	20	35.3	1.3	100
113	Egypt	45	33	36	23	34.4	2.3	116
114	Kyrgyzstan	38	40	45	12	33.8	1.9	117
115	Nepal	20	45	48	20	33.4	-3.9	108

2018 Rank	Economy	Share of individuals using the Internet (2017 or latest)	Share of individuals with an account (15+, 2017 or latest)	Secure Internet servers (normalized) (2017)	UPU postal reliability score (2017 or latest)	Index value (2017 data)	Index value change (2016-17 data)	2017 Index rank
116	Rwanda	20	50	31	30	32.7	-5.1	99
117	Pakistan	16	21	47	45	32.3	3.6	120
118	Cambodia	34	22	40	26	30.5	-0.1	115
119	Guatemala	35	44	42	0	30.2	0.1	129
119	Djibouti	13	12	32	20	30.2	13.5	#N/A
121	Togo	12	45	19	41	29.6	-2.3	111
122	eSwatini	29	29	36	23	29.0	1.8	114
123	Sudan	28	15	12	59	28.7	14.7	137
124	Côte d'Ivoire	44	41	25	0	27.6	-10.6	104
125	Myanmar	25	26	26	32	27.4	0.3	123
126	Lesotho	27	46	31	4	27.2	1.3	125
127	Zambia	24	46	38	0	27.0	2.4	121
128	Nicaragua	25	31	47	2	26.2	1.8	122
129	Madagascar	10	18	20	54	25.6	-4.2	118
130	Iraq	49	23	26	0	24.6	8.8	139
131	Mali	11	35	23	25	23.9	-0.6	124
132	Angola	13	29	26	26	23.9	-4.7	113
133	Burkina Faso	16	43	12	22	23.4	1.8	128
134	Malawi	11	34	26	18	22.3	2.2	131
135	Syria	32	23	27	3	21.6	-2.6	127
136	Afghanistan	11	15	38	20	21.0	0.8	132
137	Mozambique	18	42	23	0	20.8	NA	#N/A
138	Benin	12	38	18	11	20.1	4.7	138
139	Mauritania	18	21	18	21	19.6	0.3	126
140	Yemen	25	6	16	0	18.7	0.4	#N/A
141	Ethiopia	15	35	4	17	17.8	-0.4	133
142	Haiti	12	33	19	1	16.3	-0.8	134
143	Sierra Leone	12	20	11	20	15.9	-0.9	136
144	Liberia	7	36	12	7	15.6	-2.1	130
145	Congo	8	26	19	3	14.3	-2.7	135
146	Comoros	8	22	20	0	12.5	-7.5	141
147	Burundi	5	7	19	15	11.8	1.8	140
148	Congo, D.R.	6	26	14	0	11.7	-1.0	#N/A
149	Guinea	10	23	10	2	11.4	-0.9	142
150	Chad	5	22	2	0	7.4	0.7	143
151	Niger	10	16	0	0	6.6	2.4	144

Source: UNCTAD.