WORLD ECONOMIC FORUM

COMMITTED TO IMPROVING THE STATE OF THE WORLD

Insight Report

# The Travel & Tourism Competitiveness Report 2015

## Growth through Shocks

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## Growth through Shocks

*The Travel & Tourism Competitiveness Report 2015* is published by the World Economic Forum within the framework of The Global Competitiveness and Risks team and the Industry Partnership Programme for Aviation & Travel.

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# Preface

**ESPEN BARTH EIDE,** Managing Director, Member of the Managing Board
**JIM HAGEMANN SNABE,** Chairman, Centre for Global Industries, Member of the Managing Board
World Economic Forum

In the last two years since the publication of the previous edition of the *Travel & Tourism Competitiveness Report,* the framework conditions for the Travel and Tourism (T&T) sector have changed significantly. The world has been facing geopolitical tensions from the Middle East and Ukraine to South-East Asia, growing terrorism threats and fear of the spread of global pandemics. Should they persist, these global challenges could have significant further repercussions on the T&T industry, as they touch on the pre-condition for the sector to grow and develop—the ability of people to travel safely. To date, the effect of such events on travel & tourism has been mixed. While some countries have witnessed significant decreases in the number of international visitors, other destinations have remained unaffected. Going forward, uncertainty with respect to future development of the sector will persist and complex forces are at play. On the one hand, advanced economies face persistent low economic growth while the growth of emerging markets is starting to decelerate. On the other hand, the world continues to become more interconnected and globalized. With this in mind, the theme of this year's *Report,* "Growing through Shocks", reflects the current global context and the many complexities that must be tackled to ensure strong sectoral growth going into the future.

Interestingly, it is notable that the T&T sector has actually continued to grow over these past years. International tourist arrivals reached a record 1.14 billion in 2014, 51 million more than in 2013, according to the United Nations World Tourism Organization (UNWTO). The World Travel & Tourism Council (WTTC) estimates that the T&T sector now accounts for 9.5% of global GDP, a total of US$ 7 trillion, and 5.4% of world exports. Encouraging the development of the T&T sector is all the more important as the T&T industry continues to play a key role as a driver of growth and job creation, growing at 4% in 2014 and providing 266 million jobs, directly and indirectly. This means that the industry now accounts for one in 11 jobs on the planet, a number that could even rise to one in 10 jobs by 2022, according to the WTTC.

The World Economic Forum has, for the past nine years, engaged key industry and thought leaders through its Aviation & Travel Industry Partnership Programme, along with its Global Agenda Council on the Future of Travel & Tourism, to carry out an in-depth analysis of the T&T competitiveness of economies around the world. The resulting *Travel & Tourism Competitiveness Report* provides a platform for multistakeholder dialogue with the objective of achieving a strong and sustainable T&T industry capable of contributing effectively to international economic development.

At the core of the *Report* is the sixth edition of the Travel & Tourism Competitiveness Index (TTCI). The aim of the TTCI, which covers a record 141 economies this year, is to provide a comprehensive strategic tool for measuring the "the set of factors and policies that enable the sustainable development of the Travel & Tourism sector, which in turn, contributes to the development and competitiveness of a country." By providing detailed assessments of the T&T environments of countries worldwide, the results can be used by all stakeholders to work together to improve the industry's competitiveness in their national economies, thereby contributing to national growth and prosperity. It also allows countries to track their progress over time in the various areas measured.

The *The Travel & Tourism Competitiveness Report 2015* includes detailed profiles for each of the 141 economies featured in the study, as well as an extensive section of data tables with global rankings covering 90 indicators included in the TTCI. In addition, it includes insightful contributions from a number of industry experts.

The *Report* could not have been put together without the distinguished thinkers who have shared with us their knowledge and experience. We are grateful to our Strategic Design Partner Strategy&, and our Data Partners Deloitte, the International Air Transport Association (IATA), the International Union for Conservation of Nature (IUCN), the World Tourism Organization (UNWTO), and the World Travel & Tourism Council (WTTC) for helping us to design and develop the TTCI and for providing much of the industry-relevant data used in its calculation. We thank our Industry Partners in this *Report*—namely AirAsia, Al Nippon Airways, Bahrain Economic Development Board, Embraer, Emirates, Etihad Airways, HNA, Hilton, Intercontinental Hotel Group, Jet Airways, Jumeirah, Lockheed Martin, Marriott, Safran, Starwood Hotels

& Resorts, Swiss/Deutsche Lufthansa and VISA—for their support in this important endeavour. We also wish to thank the editors of the *Report,* Roberto Crotti and Tiffany Misrahi, for their energy and their commitment to the project. Appreciation goes to the Global Competitiveness and Risk team as well as to the "Mobility industries team". We would also like to convey our sincere gratitude to our network of 150 Partner Institutes worldwide, without whose hard work the annual administration of the Executive Opinion Survey and this *Report* would not be possible.

Finally, we would like to dedicate this report to Ms. Thea Chiesa, whose vision was behind the creation of the *Travel & Tourism Competitiveness Report.* It was through her passion, drive and strength that this *Report* exists and has become what it is today.

# Executive Summary

The *Travel & Tourism Competitiveness Report 2015* features the latest iteration of the Travel & Tourism Competitiveness Index (TTCI). The TTCI measures "the set of factors and policies that enable the sustainable development of the Travel & Tourism (T&T) sector, which in turn, contributes to the development and competitiveness of a country." Published biennially, the TTCI benchmarks the T&T competitiveness of 141 economies. It comprises four subindexes, 14 pillars, and 90 individual indicators, distributed among the different pillars:

### TRAVEL & TOURISM COMPETITIVENESS INDEX

#### Enabling Environment

1. *Business Environment (12 indicators)*
2. *Safety and Security (5 indicators)*
3. *Health and Hygiene (6 indicators)*
4. *Human Resources and Labour Market (9 indicators)*
5. *ICT Readiness (8 indicators)*

#### T&T Policy and Enabling Conditions

6. *Prioritization of Travel and Tourism (6 indicators)*
7. *International Openness (3 indicators)*
8. *Price Competitiveness (4 indicators)*
9. *Environmental Sustainability (10 indicators)*

#### Infrastructure

10. *Air Transport Infrastructure (6 indicators)*
11. *Ground and Port Infrastructure (7 indicators)*
12. *Tourist Service Infrastructure (4 indicators)*

#### Natural and Cultural Resources

13. *Natural Resources (5 indicators)*
14. *Cultural Resources and Business Travel (5 indicators)*

The *Report* provides a platform and a strategic benchmarking tool for business and governments to develop the T&T sector. By allowing cross-country comparison and benchmarking countries' progress on the drivers of T&T competitiveness, it informs policies and investment decisions related to T&T development.

### RESULTS OVERVIEW

#### Top 10

Spain tops the 2015 edition of the TTCI global rankings for the first time, followed by France (2nd), Germany (3rd), the United States (4th), the United Kingdom (5th), Switzerland (6th), Australia (7th), Italy (8th), Japan (9th) and Canada (10th).

#### Regional Results

**Europe,** with six economies in the top 10, continues to dominate the rankings thanks to its world-class tourism service infrastructure, excellent health and hygiene conditions, and—notably, thanks to the Schengen Area—high degree of international openness and integration. However, there are still some significant divides across the region—not all European countries are making the most of their cultural resources, prioritizing the T&T sector to respond to new trends, or fostering a dynamic business environment by removing red tape.

In the **Americas,** the United States (4th) and Canada (10th) are followed by Brazil (28th), Mexico (30th) and Panama (34th). There are significantly different challenges in the region: in North America, travel facilitation, price competitiveness and continuous infrastructure upgrade are the main priorities in the T&T development agendas; in Central and South America, infrastructure gaps, safety and security and business environment issues are the main hurdles restraining further T&T development.

The top five performers in the **Asia-Pacific** are among the region's more advanced economies: Australia (7th), Japan (9th), Singapore (11th), Hong Kong SAR (13th) and New Zealand (16th). However, the most significant growth in international arrivals is observed in South-East Asia, thanks in part to its region's price competitiveness and the rapid expansion of its middle class. Developing regional cooperation on visa policies could further boost tourism, though investments are also needed in digital connectivity, infrastructure and protection of rich but depleting natural capital.

In the **Middle East and North Africa,** the United Arab Emirates (24th) leads the ranking, followed by Qatar (43rd), Bahrain (60th), Morocco (62nd) and Saudi Arabia (64th). Most of the economies in this region are price-competitive destinations and several have built significant T&T industries in recent years. However, concerns about security have limited international arrivals, even though secluded tourism resorts are far from the most dangerous areas. Improvement is also

needed in international openness and environmental sustainability.

**Sub-Saharan Africa** showcases South Africa (48th), the Seychelles (54th), Mauritius (56th), Namibia (70th) and Kenya (78th) as its five most T&T competitive economies. Many countries in the region are working on their openness and visa policies, though the longstanding challenges of infrastructure and health and hygiene standards need to be tackled to unleash the potential of the T&T sector as a catalyst for development. Improving the business environment and preventing depletion of natural resources are also priorities for many countries.

## KEY FINDINGS

Published under the theme "Growing through Shocks", the full edition of the *Report* (available online) features three additional chapters authored by leading experts and practitioners: "Adapting to Uncertainty—The Global Hotel Industry", by Deloitte (chapter 1.2); "How to Re-Emerge as a Tourism Destination after a Period of Political Instability", by Strategy& (chapter 1.3), and "Global Air Passenger Markets: Riding Out Periods of Turbulence", by the International Air Transport Association (IATA) (chapter 1.4). These chapters showcase how the T&T sector has been resilient to various types of shock from different angles (occupancy rates, international arrivals and investments and air passengers).

Four key findings emerge from the results of the 2015 TTCI in combination with other quantitative and qualitative analysis from data partners.

- First, the T&T industry continues to grow more quickly than the global economy as a whole. As proof of its resilience, the analysis shows that the sector's growth—whether in terms of global air passenger traffic, occupancy rates or international arrivals—tends to return to trend quickly after a shock.
- Second, countries performing more strongly on the TTCI are those that are better prepared to capture the opportunities of new trends: growing demand from emerging and developing countries; the differing preferences of travellers from aging populations and a new generation of younger travellers; and the growing importance of online services and marketing, especially through mobile internet.
- Third, developing the T&T sector provides growth opportunities and social benefits for all countries, regardless of their wealth. Several developing and emerging economies are ranked among the 50 most T&T competitive economies. A strong T&T sector translates into job opportunities at all skill levels.
- Fourth, the development of the T&T industry is complex, requiring inter-ministerial coordination and often international and public-private partnerships to overcome financial, institutional and organizational bottlenecks.

## DATA PRESENTATION

The *Report* contains an extensive data section, which features individual scorecards for each of the 141 economies covered by the TTCI. These provide a complete snapshot of a country's performance in all the components of the TTCI, including the 90 individual indicators as well as additional key indicators, to offer a complete picture of a country's T&T's sector. In addition, the data tables reporting global rankings and scores for each of the 90 indicators provide an overview of the global situation of the most relevant T&T measures available. Visit **www.weforum.org/ttcr** for additional material, interactive scorecards and rankings, and to download data.

# Part 1

## Selected Issues of T&T Competitiveness

CHAPTER 1.1

# The Travel & Tourism Competitiveness Index 2015: T&T as a Resilient Contribution to National Development

ROBERTO CROTTI
TIFFANY MISRAHI
World Economic Forum

## INTRODUCTION

The rise of travel and tourism has shown significant resilience globally. Despite slow economic growth in advanced economies and geopolitical tensions in some regions, the T&T sector still accounts for a large part of the global economy (estimated to be approximately 9% of global GDP or US$ 7 trillion) and employment, while the number of international travellers continues to increase. According to the World Travel & Tourism Council (WTTC), the T&T sector is forecast to continue growing at 4% annually—faster than financial services, transport and manufacturing.

The theme of this year's *Travel & Tourism Competitiveness Report* is "Growing through Shocks." The *Report* analyzes the performance of 141 economies through the Travel & Tourism Competitiveness Index (TTCI) and explores how the T&T sector has responded to economic, security and health shocks over recent decades. Understanding the nature and extent of the sector's resilience to shocks is important, as a strong T&T sector is critical for job creation, economic growth and development in advanced and developing economies alike.

Published every two years, the *Report* provides a strategic tool for both business and governments: it allows for cross-country comparison of the drivers of T&T competitiveness, for benchmarking countries' policy progress and for making investment decisions related to business and industry development. It also offers an opportunity for the T&T industry to highlight to national policymakers the challenges to T&T competitiveness that require policy attention, and to generate multi-stakeholder dialogue on formulating appropriate policies and action.

## THE TRAVEL & TOURISM COMPETITIVENESS INDEX

First compiled in 2007, the Travel & Tourism Competitiveness Index (TTCI) measures *"the set of factors and policies that enable the sustainable development of the Travel & Tourism sector, which in turn, contributes to the development and competitiveness of a country".*

The index has been developed in the context of the World Economic Forum's Industry Partnership Programme for Aviation & Travel, and in close collaboration with our strategic design partner Strategy& and our data partners Bloom consulting, Deloitte, the International Air Transport Association (IATA), the International Union for Conservation of Nature (IUCN), the UNWTO and the World Travel & Tourism Council (WTTC). We have also received important feedback from industry partners including AirAsia, Ana Holdings, The Bahrain Economic Development Board, Embraer, Emirates, Etihad Airways, HNA Group, Hilton Worldwide, IHG (InterContinental Hotels Group), Jet Airways,

**Figure 1: The T&T Competitiveness Index 2015 framework**

Jumeirah Group, Lockheed Martin, Marriott International, Safran, Starwood Hotels & Resorts Worldwide, Swiss International Air Lines and Visa.

While some of the main drivers of T&T competitiveness remain unchanged, some other factors have become more relevant while measurements and data availability improves over time. Following the latest developments, the index's methodology has evolved.

Still based on 14 pillars, this edition's new methodology (see Box 1: Updating the TTCI Methodology) is organized into four subindexes:

The **Enabling Environment** subindex, which captures the general settings necessary for operating in a country:

1. Business Environment
2. Safety and Security
3. Health and Hygiene
4. Human Resources and Labour Market
5. ICT Readiness

The **T&T Policy and Enabling Conditions** subindex, which captures specific policies or strategic aspects that impact the T&T industry more directly:

6. Prioritization of Travel and Tourism
7. International Openness
8. Price Competitiveness
9. Environmental Sustainability

The **Infrastructure** subindex, which captures the availability and quality of physical infrastructure of each economy:

10. Air Transport Infrastructure
11. Ground and Port Infrastructure
12. Tourist Service Infrastructure

And the **Natural and Cultural Resources** subindex, which captures the principal "reasons to travel":

13. Natural Resources
14. Cultural Resources and Business Travel

Figure 1 summarizes the structure of the index. Further details of its composition can be found in Appendix A.

## Data and methodology

Two-thirds of the data set for the TTCI is statistical data from international organizations, with the remaining third based on survey data from the World Economic Forum's annual Executive Opinion Survey, which is used to measure concepts that are qualitative in nature or for which internationally comparable statistics are not available for enough countries. Carried out among over 15,000 business executives and business leaders annually in all the economies included in our assessment, the survey represents a unique source of insight into critical qualitative aspects of T&T competitiveness. (see Browne et al., 2014 for more details). The sources of statistical data include Bloom

## Table 1: The Travel & Tourism Competitiveness Index 2015 Ranking

| Rank | Country/Economy | Value |
|---|---|---|
| 1 | Spain | 5.31 |
| 2 | France | 5.24 |
| 3 | Germany | 5.22 |
| 4 | United States | 5.12 |
| 5 | United Kingdom | 5.12 |
| 6 | Switzerland | 4.99 |
| 7 | Australia | 4.98 |
| 8 | Italy | 4.98 |
| 9 | Japan | 4.94 |
| 10 | Canada | 4.92 |
| 11 | Singapore | 4.86 |
| 12 | Austria | 4.82 |
| 13 | Hong Kong SAR | 4.68 |
| 14 | Netherlands | 4.67 |
| 15 | Portugal | 4.64 |
| 16 | New Zealand | 4.64 |
| 17 | China | 4.54 |
| 18 | Iceland | 4.54 |
| 19 | Ireland | 4.53 |
| 20 | Norway | 4.52 |
| 21 | Belgium | 4.51 |
| 22 | Finland | 4.47 |
| 23 | Sweden | 4.45 |
| 24 | United Arab Emirates | 4.43 |
| 25 | Malaysia | 4.41 |
| 26 | Luxembourg | 4.38 |
| 27 | Denmark | 4.38 |
| 28 | Brazil | 4.37 |
| 29 | Korea, Rep. | 4.37 |
| 30 | Mexico | 4.36 |
| 31 | Greece | 4.36 |
| 32 | Taiwan, China | 4.35 |
| 33 | Croatia | 4.30 |
| 34 | Panama | 4.28 |
| 35 | Thailand | 4.26 |
| 36 | Cyprus | 4.25 |
| 37 | Czech Republic | 4.22 |
| 38 | Estonia | 4.22 |
| 39 | Slovenia | 4.17 |
| 40 | Malta | 4.16 |
| 41 | Hungary | 4.14 |
| 42 | Costa Rica | 4.10 |
| 43 | Qatar | 4.09 |
| 44 | Turkey | 4.08 |
| 45 | Russian Federation | 4.08 |
| 46 | Barbados | 4.08 |
| 47 | Poland | 4.08 |
| 48 | South Africa | 4.08 |
| 49 | Bulgaria | 4.05 |
| 50 | Indonesia | 4.04 |
| 51 | Chile | 4.04 |
| 52 | India | 4.02 |
| 53 | Latvia | 4.01 |
| 54 | Seychelles | 4.00 |
| 55 | Puerto Rico | 3.91 |
| 56 | Mauritius | 3.90 |
| 57 | Argentina | 3.90 |
| 58 | Peru | 3.88 |
| 59 | Lithuania | 3.88 |
| 60 | Bahrain | 3.85 |
| 61 | Slovak Republic | 3.84 |
| 62 | Morocco | 3.81 |
| 63 | Sri Lanka | 3.80 |
| 64 | Saudi Arabia | 3.80 |
| 65 | Oman | 3.79 |
| 66 | Romania | 3.78 |
| 67 | Montenegro | 3.75 |
| 68 | Colombia | 3.73 |
| 69 | Trinidad and Tobago | 3.71 |
| 70 | Namibia | 3.69 |
| 71 | Georgia | 3.68 |
| 72 | Israel | 3.66 |
| 73 | Uruguay | 3.65 |
| 74 | Philippines | 3.63 |
| 75 | Vietnam | 3.60 |
| 76 | Jamaica | 3.59 |
| 77 | Jordan | 3.59 |
| 78 | Kenya | 3.58 |
| 79 | Tunisia | 3.54 |
| 80 | Guatemala | 3.51 |
| 81 | Dominican Republic | 3.50 |
| 82 | Macedonia, FYR | 3.50 |
| 83 | Egypt | 3.49 |
| 84 | Azerbaijan | 3.48 |
| 85 | Kazakhstan | 3.48 |
| 86 | Cape Verde | 3.46 |
| 87 | Bhutan | 3.44 |
| 88 | Botswana | 3.42 |
| 89 | Armenia | 3.42 |
| 90 | Honduras | 3.41 |
| 91 | El Salvador | 3.41 |
| 92 | Nicaragua | 3.37 |
| 93 | Tanzania | 3.35 |
| 94 | Lebanon | 3.35 |
| 95 | Serbia | 3.34 |
| 96 | Lao PDR | 3.33 |
| 97 | Iran, Islamic Rep. | 3.32 |
| 98 | Rwanda | 3.32 |
| 99 | Mongolia | 3.31 |
| 100 | Bolivia | 3.29 |
| 101 | Suriname | 3.28 |
| 102 | Nepal | 3.27 |
| 103 | Kuwait | 3.26 |
| 104 | Guyana | 3.26 |
| 105 | Cambodia | 3.24 |
| 106 | Albania | 3.22 |
| 107 | Zambia | 3.22 |
| 108 | Swaziland | 3.20 |
| 109 | Gambia, The | 3.20 |
| 110 | Venezuela | 3.18 |
| 111 | Moldova | 3.16 |
| 112 | Senegal | 3.14 |
| 113 | Paraguay | 3.11 |
| 114 | Uganda | 3.11 |
| 115 | Zimbabwe | 3.09 |
| 116 | Kyrgyz Republic | 3.08 |
| 117 | Côte d'Ivoire | 3.05 |
| 118 | Ethiopia | 3.03 |
| 119 | Tajikistan | 3.03 |
| 120 | Ghana | 3.01 |
| 121 | Madagascar | 2.99 |
| 122 | Cameroon | 2.95 |
| 123 | Algeria | 2.93 |
| 124 | Gabon | 2.92 |
| 125 | Pakistan | 2.92 |
| 126 | Malawi | 2.90 |
| 127 | Bangladesh | 2.90 |
| 128 | Mali | 2.87 |
| 129 | Lesotho | 2.82 |
| 130 | Mozambique | 2.81 |
| 131 | Nigeria | 2.79 |
| 132 | Sierra Leone | 2.77 |
| 133 | Haiti | 2.75 |
| 134 | Myanmar | 2.72 |
| 135 | Burundi | 2.70 |
| 136 | Burkina Faso | 2.67 |
| 137 | Mauritania | 2.64 |
| 138 | Yemen | 2.62 |
| 139 | Angola | 2.60 |
| 140 | Guinea | 2.58 |
| 141 | Chad | 2.43 |

## Box 1: Updating the TTCI Methodology

To keep the Travel & Tourism Competitiveness Index methodology up to date and respond better to policy needs, the World Economic Forum and its data partners (Deloitte, IATA, IUCN, Strategy&, UNWTO and WTTC) have engaged in a year-long review process. The review encompassed several workshops and consultations with experts, including Global Agenda Council members, policymakers and other users of the index.

The review highlighted a number of areas for improvement, which have been implemented in the new index structure, presented in Appendix A. While the main drivers (the 14 pillars) of T&T competitiveness remain conceptually unchanged, the new methodology relies on a larger set of indicators and optimizes the allocation of variables to form a cleaner structure. Informed by statistical tools such as principal component analysis, and guided by policy significance, the review re-allocated pillars to subindexes and some indicators to pillars.

The availability of new data significantly drove the changes in how the 14 pillars are measured. Overall, the new methodology uses more indicators (90 instead of 79), of which two thirds are statistical and one third are data from the Executive Opinion Survey.[1]

The main structural changes are outlined below (see Appendix B for details on indicators that have been added or dropped):

**Separating the "enabling environment" from "T&T policy and enabling factors".** The more general Enabling Environment subindex now comprises five pillars: Business Environment, Safety and Security, Health and Hygiene, Human Resources and Labour Market and ICT Readiness. These factors are directly linked to economic growth and important for business development, including but not exclusively for the T&T sector. The new T&T Policy and Enabling Conditions subindex is made up of pillars which are more sector-specific: Prioritization of T&T, a direct measure of observable T&T policies; International Openness and Price Competitiveness, factors that can directly impact tourists' decision to select a destination; and Environmental Sustainability, which indicates to what extent natural capital—on which a large part of the tourism industry relies—is being conserved.

**Isolating the Infrastructure subindex.** Connectivity and hospitality infrastructure are clearly distinctive drivers of travel & tourism. Dedicating a full subindex to these factors allows them to be assessed more clearly, revealing when they require policy attention.

**Elevating the role of natural and cultural resources.** Aside from business and personal reasons, cultural and natural heritage arguably constitute the main reasons to visit a country. Some countries have a richer endowment than others, but some are also better than others at promoting and protecting them, a factor which deserves to be elevated to specific policy focus.

**Updating and rationalizing the selection of indicators.** New data availability allows better selection of indicators and more focused measurement of pillars. Several outdated indicators have been dropped, such as GATS commitment restrictiveness and number of telephone lines; and more relevant indicators have been included, such as digital demand for cultural and natural tourism.

A summary of all indicators added and dropped by the index is presented at end of the next section.

### The New Methodology

This section explains the rationale for selecting concepts and indicators composing the T&T Competitiveness Index.

**Pillar 1: Business Environment (12 indicators)**
This pillar captures the extent to which a country has in place a conducive policy environment for companies to do business. Research has found significant links between economic growth and aspects such as how well property rights are protected and the efficiency of the legal framework. Similarly, distortions in taxation and competition policy—including both domestic and international competition, measured in terms of foreign direct investment (FDI) facilitation—impact the efficiency and productivity of a country. These factors are important for all sectors, including T&T. In addition, we consider the cost and time necessary to deal with construction permits, which is a particularly relevant issue for T&T development.

**Pillar 2: Safety and Security (5 indicators)**
Safety and security is a critical factor determining the competitiveness of a country's T&T industry. Tourists are likely to be deterred from traveling to dangerous countries or regions, making it less attractive to develop the T&T sector in those places. Here we take into account the costliness of common crime and violence as well as terrorism, and the extent to which police services can be relied upon to provide protection from crime.

**Pillar 3: Health and Hygiene (6 indicators)**
Health and hygiene is also essential for T&T competitiveness. Access to improved drinking water and sanitation is important for the comfort and health of travellers. In the event that tourists do become ill, the country's health sector must be able to ensure they are properly cared for, as measured by the availability of physicians and hospital beds. In addition, high prevalence of HIV and malaria can have an impact on the productivity of the T&T labour force and play a role in discouraging tourists from visiting a country.

**Pillar 4: Human Resources and Labour market (9 indicators)**
Quality human resources in an economy ensure that the industry has access to the collaborators it needs. The sub-components of this pillar measure how well countries develop skills through education and training, and enhance the best allocation of those skills through an efficient labour market. The former includes formal educational attainment rates and private sector involvement in upgrading human resources, such as business investment in training services and customer care. The latter includes measures of the flexibility, efficiency and openness of the labour market and the participation of women, to assess the depth of the country's talent pool and its ability to allocate human resources to their best use.

*(Cont'd)*

## Box 1: Updating the TTCI Methodology *(cont'd.)*

**Pillar 5: ICT Readiness (8 indicators)**
Online services and business operations have increasing importance in T&T, with internet being used for planning itineraries and booking travel and accommodation—but ICT is now so pervasive and important for all sectors, it is considered part of the general enabling environment. The sub-components of the pillar measure not only the existence of modern hard infrastructure (mobile network coverage and quality of electricity supply), but also the capacity of businesses and individuals to use and provide online services.

**Pillar 6: Prioritization of Travel & Tourism (6 indicators)**
The extent to which the government prioritizes the T&T sector has an important impact on T&T competitiveness. By making clear that the sector is of primary concern, the government can channel funds to essential development projects and coordinate the actors and resources necessary to develop the sector. Signalling the stability of government policy can affect the sector's ability to attract further private investment. The government can also play an important role in directly attracting tourists through national marketing campaigns. This pillar includes measures of government spending, effectiveness of marketing campaigns and country branding, and the completeness and timeliness of providing T&T data to international organizations, as this indicates the importance that a country assigns to its T&T sector.

**Pillar 7: International Openness (3 indicators)**
Developing a competitive T&T sector internationally requires a certain degree of openness and travel facilitation. Restrictive policies such as cumbersome visa requirements diminish tourists' willingness to visit a country, and indirectly reduce the availability of key services. Components measured in this pillar include the openness of the bilateral air service agreements which the government has entered, which impacts the availability of air connections to the country, and the number of regional trade agreements in force, which proxies the extent to which it is possible to provide world class tourism services.

**Pillar 8: Price Competitiveness in the T&T Industry (4 indicators)**
Lower costs related to travel in a country increase its attractiveness for many travellers as well as for investing in the T&T sector. Among the aspects of price competitiveness taken into account in this pillar are airfare ticket taxes and airport charges, which can make flight tickets much more expensive; the relative cost of hotel accommodation; the cost of living, proxied by purchasing power parity; and fuel price costs, which directly influence the cost of travel.

**Pillar 9: Environmental Sustainability (10 indicators)**
The importance of the natural environment for providing an attractive location for tourism cannot be overstated, so policies and factors enhancing environmental sustainability are an important competitive advantage in ensuring a country's future attractiveness as a destination. This pillar consists of policy indicators such as the stringency and enforcement of the government's environmental regulations and variables assessing the status of water, forest resources and seabeds, proxied by coastal shelf fishing pressure. Given the environmental impacts of tourism itself, we also take into account the extent to which governments prioritize the sustainable development of the T&T industry in their respective economies.

**Pillar 10: Air Transport Infrastructure (6 indicators)**
Air connectivity is essential for travellers' ease of access to and from countries, as well as movement within many countries. In this pillar we measure the quantity of air transport, using indicators such as available seat kilometres, the number of departures, airport density, and the number of operating airlines, as well as the quality of air transport infrastructure for domestic and international flights.

**Pillar 11: Ground and Port Infrastructure (7 indicators)**
The availability of efficient and accessible transportation to key business centres and tourist attractions is vital for the T&T sector. This requires a sufficiently extensive road and railroad network, proxied by road and railroad densities, as wells as roads, railroads, and ports infrastructure that meet international standards of comfort, security and modal efficiency. The pillar also accounts for unpaved roads which enable local connections, and to some extent, can proxy the existence of picturesque roads which can, in very specific contexts, attract tourists.

**Pillar 12: Tourist Service Infrastructure (4 indicators)**
The availability of sufficient quality accommodation, resorts and entertainment facilities can represent a significant competitive advantage for a country. We measure the level of tourism service infrastructure through the number of "upper-level" hotel rooms complemented by the extent of access to services such as car rentals and ATMs.

**Pillar 13: Natural Resources (5 indicators)**
Countries with natural assets clearly have a competitive advantage in attracting tourists. In this pillar we include a number of attractiveness measures, including the number of UNESCO natural World Heritage sites, a measure of the quality of the natural environment which proxies the beauty of its landscape, the richness of the fauna in the country as measured by the total known species of animals, and the percentage of nationally protected areas, which proxies the extent of national parks and nature reserves.

**Pillar 14: Cultural Resources and Business Travel (5 indicators)**
A country's cultural resources are another critical driver of T&T competitiveness. In this pillar we include the number of UNESCO cultural World Heritage sites, the number of large stadiums that can host significant sport or entertainment events, and a new measure of digital demand for cultural and entertainment—the number of online searches related to a country's cultural resources can allow the level of interest to be inferred. The number of international association meetings taking place in a country is included to capture, at least partially, business travel.

### Notes

1 Some of these indicators are based on surveys conducted by other institutions.

**Figure 2: The Travel & Tourism Competitiveness Index 2015 regional performance**
Comparison to best- and worst-performing countries, by pillar

Consulting, Deloitte, IATA, ICCA, ILO, ITU, IUCN, UNESCO, UN Statistics Division, UNWTO, WHO, World Bank/IFC Doing Business, World Bank's World Development Indicators, World Resources Institute, World Road Statistics, WTO, WTTC, Yale-CIESIN Environmental Performance Index and Visa Analytics.

The overall TTCI score is computed through successive aggregations of scores, from the indicator level (i.e. the lowest, most disaggregated level) through the pillar and subindex levels, using a simple average (i.e. arithmetic mean) to combine the components. Scores on each indicator are first normalized onto a common scale.

### Country Coverage

Six new economies included in the current edition were not analyzed in the previous *Report*: Gabon, Angola, Tunisia, Bhutan, Lao PDR and Myanmar. Five that were covered in the last report—Benin, Bosnia and Herzegovina, Brunei Darussalam, Ecuador and Ukraine—are not covered this time because of insufficient data. The 141 economies covered this year, one more than in the 2013 *Report,* account for over 98% of world GDP.

## INDEX RESULTS—THE TRAVEL & TOURISM COMPETITIVENESS INDEX RANKING 2015

This edition of the TTCI covers 141 economies worldwide. Table 1 shows the overall ranking, based on the updated methodology described in full in Appendix A. Rankings by pillar and subindex are available in Appendix B.

Spain leads the 2015 TTCI ranking for the first time, and Europe—with a total of six countries in the top 10—is confirmed as the region with the most T&T-competitive economies. Given the importance of the regional dimension for tourism, the following sections present country performances in the context of five regional groups: Europe and the Caucasus; the Americas (headed by the United States, 4th in the overall list); Asia Pacific, including Central Asia (headed by Australia, 7th overall); Middle East and North Africa (United Arab Emirates, 24th); and Sub-Saharan Africa (South Africa, 48th). For each region, the performance of a few countries is outlined to give a sense of how the results can be interpreted at the national level. Figure 2 shows regional performance by pillar, including the best- and worst-performing countries on each pillar for each region.

### Europe and Caucasus

Europe remains the region with the most international arrivals per year, thanks in part to its rich cultural resources, world-class tourism service infrastructure, strong health and hygiene conditions, and—notably with the Schengen Area—high degree of international openness and integration. Nonetheless, three main divides remain.

First, although Europe's outstanding cultural attractions and monuments are not evenly distributed across countries, this does not fully explain the large gaps between the top and bottom performers in terms of cultural resources. While all European countries have a long history, some have made more progress than others in promoting cultural attractions to the level necessary to become a magnet for tourists. Sports and entertainment events, as well as conferences, fairs and exhibitions, also play an important role.

Second, not all countries give the same amount of priority to developing the T&T sector. For example, both Spain and Italy have outstanding attractions for tourists, but Spain has more pro-actively built on these strengths while Italy exhibits a less strategic approach. Meanwhile, other countries, such as Iceland, are investing significant resources in building a stronger tourism brand and leveraging specific niches.

Third, the business environment varies tremendously—it is generally lean and effective in Northern and Central Europe, but less sound in Southern and Eastern Europe. Challenges in building a conducive business environment are often related to a country's institutional set up and the process of change is long, but success is key to competitiveness and prosperity well beyond the T&T sector.

**Spain** leads the rankings for the first time. It is the third most visited country in the world, with approximately 60.6 million arrivals, a figure that continues to increase thanks primarily to a surge in visitors from emerging markets such as China, Brazil and Mexico. With beautiful heritage sites throughout the country, it boasts top marks for its cultural resources, and also scores highly for business travelers with a significant number of international conferences. It has a high ranking (4th) on online searches for entertainment—restaurants, nightlife and attractions—as well as prioritization of the travel & tourism industry (6th) and tourism service infrastructure (4th). However, there is room for improvement. The low rank for business environment (100th) reflects red tape related to construction permits and an inefficient legal framework, while the labour market is still assessed as somewhat rigid (113th) and sees a mismatch between workers' rewards and productivity (125th).

**France** ranks 2nd overall and continues to attract the most tourists, with over 84 million arrivals. With its combination of rich history and attractions, ski resorts and coastlines, France ranks high in cultural (2nd) and natural (8th) resources. These are complemented by its emphasis on environmental sustainability (23rd), strongly enforced environmental regulation (29th) and a sustainable approach to developing the T&T industry (48th). France is well connected, ranking in the top 10 on infrastructure for air transport, ground transport and tourism services facilities, and 13th for international openness. Further development of the sector would require improving the business environment, where taxation is relatively high (133rd) and construction permit procedures somewhat lengthy. In addition, safety and security is emerging as a sensitive issue that needs to be addressed.

**Switzerland** takes 6th place, performing well across most of the T&T Competitiveness dimensions. It has world-class infrastructure, ranking 4th and 5th respectively in ground infrastructure and tourist services infrastructure, and an extremely conducive business environment (5th), with the top place on the Human Resources and Labour Market pillar. Switzerland makes the most of its favorable geographical position and beautiful mountainous landscapes (ranking 21st on Natural Resources) by enforcing some of the most stringent environmental regulations (2nd) and developing its industry with attention to environmental sustainability (1st). Switzerland's weaknesses include a restrictive visa policy and low price competitiveness, which could be improved by expanding its offer of leisure and entertainment activities to complement the traditional focus on natural tourism.

**Italy** ranks 8th overall and 6th in Europe. Known for its picturesque towns, monuments and scenery as well as its numerous World Heritage sites (1st), the country's strengths lie in its culture and history—it ranks high on digital demand for culture and entertainment (6th) and natural tourism (2nd). In addition, Italy offers visitors excellent tourism services facilities (3rd) and reliable health and hygiene (20th). Despite these strengths, and the fact that is the 5th most visited country worldwide, Italy has the potential to further develop the industry. The business environment (127th) hinders private investment for a number of reasons, including an inefficient legal framework, high taxation and regulations that disincentives FDI. Italy is also less price-competitive (133rd) than most other Mediterranean countries, including Spain (105th) and Greece (113th), and could further improve its infrastructure, branding and attention to the environment.

The **Russian Federation** ranks 45th overall. This strong position reflects to a certain extent the fact that much of the data was collected prior to events in Crimea, so the economic impact of the security situation was still negligible. Although the Russian Federation ranks relatively low on seeing tourism as a national priority (90th), its high scores on natural (4th) and cultural (10th) heritage sites show how the industry could potentially play a bigger role in the country's economy. It could build on strengths in air transport infrastructure (22nd) and health and hygiene (6th), but has to overcome challenges in safety and security (126th), environmental sustainability (106th) and the business environment (109th).

## Table 2: The Travel & Tourism Competitiveness Index 2015: Europe and Caucasus

| | TTCI INDEX | | Enabling Environment Pillars, values | | | | |
|---|---|---|---|---|---|---|---|
| Country/Economy | Regional rank | Global rank | Business Environment | Safety and Security | Health and Hygiene | Human Resources and Labour Market | ICT Readiness |
| **SOUTHERN AND WESTERN EUROPE** | | | | | | | |
| Spain | 1 | 1 | 4.09 | 5.97 | 6.11 | 4.87 | 5.26 |
| France | 2 | 2 | 4.52 | 5.44 | 6.52 | 4.96 | 5.55 |
| Germany | 3 | 3 | 5.32 | 6.06 | 6.85 | 5.18 | 5.51 |
| Switzerland | 5 | 6 | 5.76 | 6.32 | 6.50 | 5.64 | 6.03 |
| Italy | 6 | 8 | 3.59 | 5.68 | 6.27 | 4.45 | 5.14 |
| Austria | 7 | 12 | 4.94 | 6.47 | 6.97 | 5.09 | 5.70 |
| Netherlands | 8 | 14 | 5.44 | 6.16 | 6.24 | 5.13 | 5.96 |
| Portugal | 9 | 15 | 4.54 | 6.33 | 6.06 | 5.18 | 4.97 |
| Belgium | 13 | 21 | 4.71 | 6.18 | 6.49 | 5.03 | 5.47 |
| Luxembourg | 16 | 26 | 5.73 | 6.46 | 6.26 | 5.16 | 6.09 |
| Greece | 18 | 31 | 4.04 | 5.49 | 6.57 | 4.75 | 4.71 |
| Croatia | 19 | 33 | 3.65 | 6.00 | 6.33 | 4.41 | 5.03 |
| Cyprus | 20 | 36 | 4.72 | 6.00 | 5.80 | 5.16 | 4.63 |
| Slovenia | 23 | 39 | 4.03 | 6.20 | 6.05 | 4.69 | 5.07 |
| Malta | 24 | 40 | 4.76 | 6.03 | 6.35 | 4.61 | 5.24 |
| Montenegro | 33 | 67 | 4.39 | 5.69 | 5.71 | 4.85 | 4.42 |
| Macedonia, FYR | 34 | 82 | 4.87 | 5.75 | 5.99 | 4.47 | 4.47 |
| Serbia | 35 | 95 | 3.38 | 5.46 | 6.04 | 4.29 | 4.45 |
| Albania | 36 | 106 | 4.11 | 5.34 | 5.22 | 4.68 | 4.07 |
| **Southern and Western Europe average** | | | **4.56** | **5.95** | **6.23** | **4.87** | **5.14** |
| Europe standard deviation | | | 0.69 | 0.35 | 0.41 | 0.35 | 0.59 |
| **NORTHERN AND EASTERN EUROPE** | | | | | | | |
| United Kingdom | 4 | 5 | 5.70 | 5.44 | 5.83 | 5.29 | 6.09 |
| Iceland | 10 | 18 | 4.96 | 6.54 | 6.07 | 5.49 | 5.88 |
| Ireland | 11 | 19 | 5.37 | 6.18 | 5.80 | 5.27 | 5.28 |
| Norway | 12 | 20 | 5.44 | 6.10 | 6.17 | 5.24 | 6.14 |
| Finland | 14 | 22 | 5.60 | 6.70 | 6.31 | 5.43 | 6.37 |
| Sweden | 15 | 23 | 5.22 | 6.10 | 5.94 | 5.30 | 6.17 |
| Denmark | 17 | 27 | 5.28 | 5.88 | 6.11 | 5.47 | 6.18 |
| Czech Republic | 21 | 37 | 4.35 | 5.71 | 6.73 | 4.75 | 5.19 |
| Estonia | 22 | 38 | 5.13 | 6.04 | 6.25 | 5.12 | 5.71 |
| Hungary | 25 | 41 | 4.28 | 5.79 | 6.61 | 4.79 | 4.93 |
| Russian Federation | 26 | 45 | 3.98 | 3.95 | 6.69 | 4.83 | 4.83 |
| Poland | 27 | 47 | 4.35 | 5.86 | 6.21 | 4.80 | 4.90 |
| Bulgaria | 28 | 49 | 4.22 | 5.24 | 6.70 | 4.72 | 4.76 |
| Latvia | 29 | 53 | 4.59 | 5.79 | 6.17 | 5.18 | 5.60 |
| Lithuania | 30 | 59 | 4.48 | 5.56 | 6.81 | 4.96 | 5.29 |
| Slovak Republic | 31 | 61 | 3.92 | 5.55 | 6.42 | 4.75 | 5.05 |
| Romania | 32 | 66 | 4.11 | 5.42 | 5.94 | 4.56 | 4.36 |
| Moldova | 37 | 111 | 3.90 | 5.43 | 6.26 | 4.50 | 4.23 |
| **Northern and Eastern Europe average** | | | **4.72** | **5.74** | **6.28** | **5.03** | **5.39** |
| Europe standard deviation | | | 0.62 | 0.59 | 0.32 | 0.32 | 0.66 |
| **Europe and Caucasus average** | | | **4.61** | **5.76** | **6.20** | **4.90** | **5.04** |
| **Best performer (global)** | | | **6.13** | **6.70** | **6.97** | **5.64** | **6.37** |

## Table 2: The Travel & Tourism Competitiveness Index 2015: Europe and Caucasus *(cont'd.)*

| Country/Economy | T&T Policy and Enabling Conditions Pillars, values | | | | Infrastructure Pillars, values | | | Natural and Cultural Resources Pillars, values | |
|---|---|---|---|---|---|---|---|---|---|
| | Prioritization of T&T | International Openness | Price Competitive-ness | Environmental Sustainability | Air Transport Infrastructure | Ground and Port Infrastructure | Tourist Service Infrastructure | Natural Resources | Cultural Resources & Business Travel |
| **SOUTHERN AND WESTERN EUROPE** | | | | | | | | | |
| Spain | 5.89 | 3.93 | 4.22 | 4.61 | 4.91 | 5.54 | 6.58 | 4.59 | 6.69 |
| France | 5.16 | 4.22 | 2.95 | 4.67 | 4.98 | 5.78 | 6.15 | 4.80 | 6.56 |
| Germany | 4.84 | 4.24 | 3.62 | 4.90 | 4.93 | 5.99 | 5.61 | 4.41 | 6 |
| Switzerland | 5.64 | 4.11 | 2.57 | 5.63 | 5.03 | 6 | 6.35 | 4.32 | 2.93 |
| Italy | 4.62 | 4.09 | 3.49 | 4.34 | 4.26 | 4.65 | 6.66 | 4.60 | 6.51 |
| Austria | 5.52 | 3.99 | 3.49 | 5.13 | 4.01 | 5.42 | 6.83 | 4.07 | 2.92 |
| Netherlands | 4.66 | 4.25 | 3.56 | 4.81 | 4.89 | 6.21 | 4.62 | 3.19 | 3.51 |
| Portugal | 5.46 | 4.21 | 4.23 | 4.42 | 3.91 | 4.54 | 6.12 | 3.70 | 3.71 |
| Belgium | 4.47 | 4.13 | 3.73 | 4.28 | 3.83 | 5.96 | 5.65 | 2.65 | 3.67 |
| Luxembourg | 4.64 | 4.25 | 4.10 | 5.23 | 3.59 | 5.73 | 4.67 | 3.09 | 1.62 |
| Greece | 5.36 | 4.09 | 3.93 | 4.19 | 4.25 | 4.01 | 6.08 | 3.49 | 2.82 |
| Croatia | 4.51 | 4.14 | 4.28 | 4.38 | 3.06 | 4.20 | 6.35 | 3.80 | 2.67 |
| Cyprus | 5.96 | 3.75 | 3.97 | 3.92 | 3.48 | 4.91 | 6.77 | 2.66 | 1.88 |
| Slovenia | 4.93 | 3.70 | 4.34 | 4.74 | 2.44 | 5.13 | 5.72 | 3.87 | 1.40 |
| Malta | 6.03 | 3.94 | 4.22 | 4.17 | 3.83 | 4.98 | 5.61 | 2.22 | 1.44 |
| Montenegro | 4.57 | 2.44 | 4.48 | 4.30 | 3.03 | 3.51 | 5.84 | 2.76 | 1.09 |
| Macedonia, FYR | 4.41 | 2.36 | 4.55 | 3.65 | 2.39 | 3.25 | 4.58 | 2.15 | 1.30 |
| Serbia | 3.83 | 2.39 | 4.56 | 4.08 | 2.13 | 2.95 | 4.50 | 1.90 | 1.61 |
| Albania | 4.03 | 2.34 | 4.38 | 3.60 | 2.16 | 3.01 | 3.94 | 2.03 | 1.14 |
| **Southern and Western Europe average** | **4.98** | **3.71** | **3.93** | **4.48** | **3.74** | **4.83** | **5.72** | **3.38** | **3.13** |
| Europe standard deviation | 0.65 | 0.72 | 0.54 | 0.52 | 0.99 | 1.08 | 0.87 | 0.95 | 1.95 |
| **NORTHERN AND EASTERN EUROPE** | | | | | | | | | |
| United Kingdom | 5.10 | 4.24 | 2.73 | 4.79 | 5.12 | 5.51 | 5.08 | 4.79 | 5.90 |
| Iceland | 5.89 | 4.38 | 3.59 | 4.92 | 4.67 | 4.35 | 6.28 | 3.63 | 1.53 |
| Ireland | 5.25 | 4.53 | 3.69 | 5.31 | 4.16 | 4.89 | 6.10 | 2.79 | 2.82 |
| Norway | 5.14 | 3.97 | 3.23 | 5.22 | 5.01 | 3.81 | 5.49 | 3.96 | 2.22 |
| Finland | 4.57 | 4.10 | 3.71 | 5.25 | 4.41 | 4.83 | 5.02 | 3.16 | 2.13 |
| Sweden | 4.70 | 4.07 | 3.38 | 5.03 | 4.52 | 4.76 | 4.84 | 3.20 | 2.93 |
| Denmark | 4.31 | 4.34 | 3.31 | 4.92 | 3.87 | 5.52 | 4.67 | 3.45 | 2.18 |
| Czech Republic | 4.61 | 4.15 | 4.47 | 4.90 | 3.13 | 5.15 | 5.44 | 2.59 | 2.30 |
| Estonia | 5.76 | 3.65 | 4.62 | 4.73 | 2.97 | 4.39 | 5.87 | 2.69 | 1.55 |
| Hungary | 5.13 | 4.15 | 4.60 | 5.16 | 2.71 | 4.45 | 5.02 | 2.72 | 2.22 |
| Russian Federation | 4.33 | 2.48 | 4.99 | 3.70 | 4.42 | 3.09 | 4.65 | 3.77 | 3.32 |
| Poland | 4.10 | 4.08 | 4.94 | 4.62 | 2.57 | 4.08 | 4.44 | 3.14 | 2.77 |
| Bulgaria | 4.18 | 3.87 | 5.08 | 4.62 | 2.46 | 3.26 | 6.06 | 3.44 | 1.96 |
| Latvia | 4.64 | 3.97 | 4.84 | 4.59 | 3.12 | 4.22 | 5.08 | 2.55 | 1.33 |
| Lithuania | 4.37 | 3.99 | 4.87 | 4.42 | 2.39 | 4.55 | 4.24 | 2.44 | 1.50 |
| Slovak Republic | 4.04 | 3.89 | 4.51 | 4.49 | 1.78 | 4.22 | 4.94 | 3.31 | 1.42 |
| Romania | 4.34 | 3.91 | 4.89 | 4.35 | 2.34 | 3.10 | 5.01 | 2.70 | 2.07 |
| Moldova | 3.82 | 1.96 | 4.80 | 4.22 | 1.90 | 2.77 | 3.29 | 1.75 | 1.08 |
| **Northern and Eastern Europe average** | **4.68** | **3.87** | **4.24** | **4.73** | **3.42** | **4.27** | **5.08** | **3.11** | **2.29** |
| Europe standard deviation | 0.58 | 0.64 | 0.75 | 0.41 | 1.10 | 0.81 | 0.73 | 0.69 | 1.09 |
| **Europe and Caucasus average** | **4.76** | **3.61** | **4.19** | **4.47** | **3.43** | **4.33** | **5.14** | **3.09** | **2.57** |
| **Best performer (global)** | **6.03** | **5.25** | **6.62** | **5.63** | **6.75** | **6.45** | **6.83** | **6.01** | **6.69** |

Note: Dark green = very strong performance, dark red = weak performance, and yellow = average performance, compared to the best/worst performers on each pillar, globally.

### Table 3: The Travel & Tourism Competitiveness Index 2015: The Americas

| Country/Economy | TTCI INDEX | | Enabling Environment Pillars, values | | | | |
|---|---|---|---|---|---|---|---|
| | Regional rank | Global rank | Business Environment | Safety and Security | Health and Hygiene | Human Resources and Labour Market | ICT Readiness |
| **NORTH AMERICA AND CARIBBEAN** | | | | | | | |
| United States | 1 | 4 | 5.28 | 5.32 | 5.70 | 5.28 | 5.76 |
| Canada | 2 | 10 | 5.34 | 6.05 | 5.60 | 5.33 | 5.38 |
| Mexico | 4 | 30 | 4.09 | 4.10 | 5.25 | 4.45 | 3.82 |
| Panama | 5 | 34 | 4.88 | 5.03 | 5.09 | 4.23 | 4.30 |
| Costa Rica | 6 | 42 | 4.64 | 5.58 | 5.00 | 4.79 | 4.16 |
| Barbados | 7 | 46 | 4.62 | 5.75 | 6.02 | 4.88 | 4.97 |
| Puerto Rico | 9 | 55 | 4.85 | 4.82 | 5.77 | 4.44 | 3.76 |
| Trinidad and Tobago | 13 | 69 | 4.53 | 4.10 | 5.14 | 4.39 | 4.52 |
| Jamaica | 15 | 76 | 4.44 | 3.85 | 4.66 | 4.61 | 3.73 |
| Guatemala | 16 | 80 | 4.23 | 3.57 | 4.69 | 4.39 | 3.82 |
| Dominican Republic | 17 | 81 | 4.19 | 4.30 | 4.89 | 4.21 | 3.46 |
| Honduras | 18 | 90 | 4.09 | 3.64 | 4.52 | 4.25 | 3.10 |
| El Salvador | 19 | 91 | 4.22 | 3.62 | 4.86 | 4.26 | 3.69 |
| Nicaragua | 20 | 92 | 3.53 | 5.14 | 4.32 | 4.07 | 3.21 |
| Haiti | 26 | 133 | 3.02 | 4.75 | 3.74 | 3.76 | 1.84 |
| **North America and Caribbean average** | | | **4.40** | **4.64** | **5.02** | **4.49** | **3.97** |
| North America and Caribbean standard deviation | | | 0.61 | 0.82 | 0.60 | 0.43 | 0.96 |
| **SOUTH AMERICA** | | | | | | | |
| Brazil | 3 | 28 | 3.60 | 4.68 | 5.31 | 4.51 | 4.43 |
| Chile | 8 | 51 | 5.03 | 5.98 | 5.18 | 4.66 | 4.62 |
| Argentina | 10 | 57 | 2.67 | 5.03 | 6.20 | 4.20 | 4.16 |
| Peru | 11 | 58 | 4.29 | 4.39 | 4.79 | 4.57 | 3.62 |
| Colombia | 12 | 68 | 3.99 | 2.82 | 4.97 | 4.44 | 4.17 |
| Uruguay | 14 | 73 | 4.58 | 5.45 | 5.96 | 4.50 | 4.94 |
| Bolivia | 21 | 100 | 3.43 | 4.65 | 4.38 | 4.05 | 3.42 |
| Suriname | 22 | 101 | 3.68 | 5.61 | 5.09 | 3.95 | 3.78 |
| Guyana | 23 | 104 | 4.43 | 4.57 | 4.52 | 3.98 | 3.04 |
| Venezuela | 24 | 110 | 2.36 | 3.36 | 5.08 | 3.66 | 3.46 |
| Paraguay | 25 | 113 | 4.18 | 4.62 | 4.89 | 3.83 | 3.33 |
| **South America average** | | | **3.84** | **4.65** | **5.12** | **4.21** | **3.91** |
| South America standard deviation | | | 0.80 | 0.92 | 0.55 | 0.34 | 0.60 |
| **The Americas average** | | | **4.16** | **4.64** | **5.06** | **4.37** | **3.94** |
| **Best performer (global)** | | | **6.13** | **6.70** | **6.97** | **5.64** | **6.37** |

## The Americas

Travel & Tourism plays an important role in the Americas, which collectively received almost 170 million visitors in 2013. On average, the region performs quite well in terms of prioritizing the industry, with most countries aware of its potential as a vehicle for development—especially considering the region's enormous endowment of natural resources. However, there are still hurdles to be removed if the industry is to be further developed.

In South America, the main areas requiring policy intervention are infrastructure gaps, safety and security and business environment issues.

In terms of infrastructure, given the region's geography it is understandable that most countries have prioritized air transport. However, underdeveloped ground transport undermines the economic effect of investments in air infrastructure by limiting the ability to move people across and within countries. Public-private partnerships are rapidly becoming an important mode of delivery of projects in Latin America, leveraging the

**Table 3: The Travel & Tourism Competitiveness Index 2015: The Americas** *(cont'd.)*

| Country/Economy | T&T Policy and Enabling Conditions Pillars, values | | | | Infrastructure Pillars, values | | | Natural and Cultural Resources Pillars, values | |
|---|---|---|---|---|---|---|---|---|---|
| | Prioritization of T&T | International Openness | Price Competitiveness | Environmental Sustainability | Air Transport Infrastructure | Ground and Port Infrastructure | Tourist Service Infrastructure | Natural Resources | Cultural Resources & Business Travel |
| **NORTH AMERICA AND CARIBBEAN** | | | | | | | | | |
| United States | 5.47 | 4.02 | 4.27 | 3.56 | 5.95 | 4.67 | 6.30 | 5.27 | 4.79 |
| Canada | 5.00 | 3.19 | 3.63 | 4.63 | 6.75 | 4.11 | 5.97 | 4.78 | 4.02 |
| Mexico | 5.16 | 3.48 | 4.88 | 3.37 | 3.64 | 3.39 | 4.47 | 5.18 | 4.92 |
| Panama | 5.27 | 4.10 | 5.15 | 4.25 | 4.54 | 4.16 | 5.46 | 4.34 | 1.70 |
| Costa Rica | 5.37 | 3.98 | 4.40 | 4.11 | 2.96 | 2.86 | 5.27 | 5.09 | 1.68 |
| Barbados | 5.76 | 2.85 | 3.58 | 4.77 | 3.95 | 5.67 | 5.92 | 2.17 | 1.13 |
| Puerto Rico | 4.99 | 1.60 | 4.82 | 4.84 | 3.05 | 5.49 | 5.40 | 2.89 | 1.55 |
| Trinidad and Tobago | 3.52 | 3.50 | 5.34 | 3.48 | 4.18 | 4.37 | 5.15 | 2.28 | 1.32 |
| Jamaica | 5.72 | 3.60 | 4.29 | 3.33 | 2.44 | 4.75 | 4.59 | 2.50 | 1.40 |
| Guatemala | 4.36 | 3.94 | 5.35 | 3.62 | 1.89 | 3.26 | 3.70 | 3.67 | 1.60 |
| Dominican Republic | 5.79 | 3.24 | 4.02 | 3.23 | 2.82 | 3.58 | 4.63 | 2.59 | 1.51 |
| Honduras | 4.68 | 4.05 | 5.14 | 4.12 | 2.09 | 3.20 | 3.70 | 2.97 | 1.50 |
| El Salvador | 4.45 | 4.53 | 4.91 | 3.70 | 2.21 | 4.07 | 3.67 | 2.18 | 1.38 |
| Nicaragua | 4.34 | 3.97 | 5.26 | 3.90 | 1.91 | 2.87 | 3.62 | 3.21 | 1.35 |
| Haiti | 4.00 | 3.88 | 5.17 | 2.88 | 1.76 | 2.13 | 2.99 | 1.46 | 1.13 |
| **North America and Caribbean average** | **4.93** | **3.59** | **4.68** | **3.85** | **3.34** | **3.90** | **4.72** | **3.37** | **2.06** |
| North America and Caribbean standard deviation | 0.68 | 0.70 | 0.61 | 0.59 | 1.51 | 1.00 | 1.02 | 1.26 | 1.32 |
| **SOUTH AMERICA** | | | | | | | | | |
| Brazil | 4.05 | 2.59 | 4.51 | 3.89 | 3.64 | 2.36 | 4.69 | 6.01 | 5.31 |
| Chile | 4.88 | 4.65 | 4.44 | 4.38 | 2.82 | 3.64 | 4.83 | 2.93 | 2.47 |
| Argentina | 4.54 | 2.77 | 3.97 | 3.32 | 2.55 | 2.63 | 4.64 | 4.08 | 4.37 |
| Peru | 4.75 | 4.18 | 3.90 | 3.75 | 2.43 | 2.59 | 4.75 | 4.61 | 3.00 |
| Colombia | 4.31 | 4.30 | 4.47 | 3.88 | 2.66 | 2.50 | 3.59 | 4.13 | 3.21 |
| Uruguay | 5.43 | 2.75 | 4.20 | 4.72 | 2.15 | 3.17 | 4.10 | 2.40 | 1.79 |
| Bolivia | 3.51 | 2.78 | 5.32 | 3.83 | 2.16 | 2.39 | 3.10 | 3.55 | 1.99 |
| Suriname | 3.51 | 2.32 | 4.50 | 4.36 | 2.16 | 3.18 | 3.68 | 2.96 | 1.06 |
| Guyana | 4.11 | 3.65 | 5.27 | 4.18 | 3.23 | 3.10 | 2.18 | 2.44 | 1.13 |
| Venezuela | 3.36 | 2.24 | 4.63 | 3.38 | 2.14 | 2.08 | 3.08 | 4.49 | 2.13 |
| Paraguay | 4.94 | 2.50 | 4.29 | 3.83 | 1.56 | 2.43 | 3.67 | 2.23 | 1.44 |
| **South America average** | **4.31** | **3.16** | **4.50** | **3.96** | **2.50** | **2.74** | **3.85** | **3.62** | **2.54** |
| South America standard deviation | 0.67 | 0.87 | 0.45 | 0.42 | 0.58 | 0.47 | 0.85 | 1.17 | 1.35 |
| **The Americas average** | **4.66** | **3.41** | **4.60** | **3.90** | **2.99** | **3.41** | **4.35** | **3.48** | **2.26** |
| **Best performer (global)** | **6.03** | **5.25** | **6.62** | **5.63** | **6.75** | **6.45** | **6.83** | **6.01** | **6.69** |

Note: Dark green = very strong performance, dark red = weak performance, and yellow = average performance, compared to the best/worst performers on each pillar, globally.

often limited public funds allocated to T&T infrastructure development. Anecdotal evidence suggests that making a success of complex construction projects, such as Quito International Airport and Hong Kong's Line Mass Transit Railway, depends on factors including transparency of process and the creation of a strong legal framework.[1] In many cases, the same business environment constraints that limit the formation of new companies in the T&T sector—such as red tape, insufficient property rights protection and corruption—can also weaken the effectiveness of PPP projects.

In terms of security, while several countries in South America share difficulties in controlling crime and violence, there are different root causes that require country-specific solutions. The United Nations Office on Drugs and Crime (UNODC) recommends a "complementary approaches" model, such as the integrated citizen security model in the Dominican Republic.[2] More accurate indicators are also needed to understand the local peculiarities of crime, create information management systems and evaluate the impact of reform programmes.

In the Caribbean, common T&T issues include further leveraging of natural and cultural resources and air transport infrastructure, and—with some exceptions—improving the capacity for connectivity. The T&T Competitiveness Index suggests that most Caribbean economies rely extensively on their famous beaches but do not seem to sufficiently promote their cultural resources. More efforts in promoting and leveraging their cultural heritage could further improve the T&T competitiveness of these economies, while the lower than expected performance of Caribbean countries on the Natural Resources pillar is partly explained by a lack of UNESCO natural heritage sites and a low percentage of land being officially protected.

The **United States** is the highest ranked country in the Americas and 4th globally. It welcomed a record 74 million international visitors in 2014. With many World Heritage natural sites (2nd), the United States performs strongly in the Natural Resources pillar (3rd) and it also attracts tourists thanks to cultural, entertainment and sport attractions (13th). This is complemented by a highly competitive business environment (19th) and several bilateral Air Service Agreements (9th), which are supported by the country's air transport infrastructure (2nd). However, visa requirements are restrictive (127th), and despite recent developments in its visa regime leading to a more open policy towards China (not yet reflected in statistics), it should further improve its travel facilitation. Other areas for improvement include the quality of ground transport (31st), safety and security (73rd) and environmental sustainability (111th). Despite some stringent regulations, the natural environment is being eroded with a high share of endangered species and damage to coastline ecosystems.

**Brazil** ranks 28th overall and 1st in South America. The 2014 FIFA World Cup and upcoming 2016 Rio Olympic Games have led to significant investments in infrastructure and connectivity, helping to make Brazil rank 41st in airport infrastructure and 3rd in the number of sports stadiums. It also ranks in the top 10 in terms of international association meetings. With its rich biodiversity, Brazil tops the ranks in terms of natural resources and the number of known species. Despite its high potential, there are still large investment opportunities, especially in the improvement of ground infrastructure. However, these are hindered by Brazil's restrictive business environment (126th), partly due to high taxation (135th) and the time needed to obtain a construction permit (137th). In addition, safety and security remain an issue in Brazil, due to the high cost of crime and incidence of violence.

**Mexico** is ranked 30th overall. Endowed with both natural (4th) and cultural (11th) resources, Mexico ranks 8th and 6th, respectively, in terms of natural and cultural UNESCO World Heritage sites. Digital demand data confirms the importance of natural tourism, with Mexico ranking 18th worldwide for online searches. Another area of strength is the relatively high prioritization of the T&T industry in the country's development strategy (32nd), with approximately 5% of the national budget spent on T&T related activities (43rd globally) and the Pacific Alliance emphasizing international openness and regional integration. Despite this strong overall performance, some areas for improvement remain, notably safety and security (125th) and environmental sustainability (126th), which is strategically significant given the importance of the country's natural resources. Additionally, some areas of the business environment could be improved—Mexico ranks low on costs related to construction permits (131st), market competition (114th) and taxation levels (116th).

**Panama** is ranked 33rd overall. The country has developed a significant tourism sector (approximately 6% of the economy) on the basis of its rich natural resources (20th) and world-class tourist service infrastructure (27th), which offer tourists an enjoyable experience. Panama is a price-competitive destination (32nd), internationally open (23rd) and well connected thanks to its excellent air transport infrastructure (18th), which allows it to position itself as a travel and trade gateway to Latin America. There are nonetheless aspects where Panama could improve. In terms of human resources (95th), despite the progress made, it is not always easy to find skilled workers (99th), perhaps due to regulatory barriers to sourcing from the international talent pool (111th) and the limited participation of women in the labour force (112th). In terms of cultural resources (63rd), Panama scores relatively low on the amount of culture and entertainment-related online searches (47th) and could expand its entertainment offer, including by better promoting its oral and intangible heritage.

**Colombia** is 68th globally, with 2.3 million international tourist arrivals—on an upward trajectory since 2011. It is very open internationally (8th), with one of the most liberal visa policies (20th), and it has improved its ICT readiness (67th) over time. Colombia has a highly biodiverse ecosystem, home to almost 3,000 species (2nd), and a vibrant cultural atmosphere, with music and folklore events, such as the Carnival of Barranquilla, which sustain the oral and intangible cultural heritage (13th). Yet, despite recent improvements in some areas of the country, traveler safety concerns drive Colombia into low ranks in safety and security (140st), including terrorism (134th) and crime and violence (132nd). Other areas for improvement include ground infrastructure (124th), with a need for more paved roads, and an increase in government budget allocation to T&T related expenditure (110th).

### Asia-Pacific

The Asia-Pacific region is extensive and very heterogeneous, though in general several countries

share a high level of commitment to T&T. The region's most developed areas—including Oceania, the Asian Tigers and Japan—all have world-class transport infrastructure, high degrees of ICT readiness and openness, and outstanding human resources. However, the best performers stand out by better valuing their natural and cultural resources and better protecting their environment.

South-East Asia is where international arrivals have grown the most recently, thanks in part to being highly price competitive and rich in natural capital, and helped also by the rapid expansion of the middle class in surrounding areas. Policymakers have understood the potential multiplier effect of offering a larger, cross-border set of itinerary options, including through cooperation on visa policy. ASEAN countries have already started to work on pilots to implement visa facilitation, aiming in the coming years for holders of a visa for any ASEAN country being able to travel freely in all 25 member states. According to the UNWTO, this could ultimately lead to an increase of up to 10 million visitors in ASEAN countries.[3]

Despite remarkable progress, cooperation is needed on common aspects that still limit T&T development in South-East Asia. Efforts to bridge the significant divides in digital connectivity and infrastructure between the region's most and least advanced countries—including through public-private partnerships—would play a significant role in complementing the development of a regional visa policy.

Arguably, however, the main priority is to restrain rampant environmental degradation. Rapid urbanization and industrialization are significantly impacting air quality and forest and ocean ecosystems: for example, Forest Watch Indonesia reports that Indonesia lost 990,000 hectares of forest between 2010 and 2013, and a World Resource Institute Report estimates that 45% of coral reefs in the region's "Coral Triangle" face a high level of threat.[4] The issue needs to remain high on the political agenda, with initiatives and policy guidelines by such organizations as the IUCN, FAO, UNEP and the Roundtable on Sustainable Palm Oil, offering potentially useful models for the necessary multi-stakeholder partnerships.[5]

**Australia** ranks 7th overall and top in the Asia-Pacific region, and has identified tourism as one of four national investment priorities. With attractions from the Great Barrier Reef to Kangaroo Island and the largest number of World Heritage natural sites, it ranks 2nd globally on natural resources. It is also one of the top three destinations for leisure and entertainment, according to digital demand. Australia has made significant progress on visa requirements (49th), including an expansion of the online visa application system and self-processing border entry facilities for U.S. and U.K. e-passport holders. It remains strong in its openness of bilateral air service agreements (5th) and air transport infrastructure (4th), though it needs further investment in ground and port infrastructure (57th) and tourism infrastructure (29th) to reach its potential. The country should also consider tackling issues related to price competitiveness (138th) and human resources (49th), where access to the international talent pool is limited (134th) and hiring and firing practices are somewhat rigid (133rd).

**Japan** is ranked 9th globally and 2nd in the Asia-Pacific. It welcomed over 10 million foreign tourists in 2013, a new record, bouncing back from a drop in arrivals in 2011. Japan's success can be attributed to its rich cultural resources (6th) with unique cultural heritage (2nd) and efficient ground (17th) and air transport (19th) infrastructure. It has also built impressive ICT readiness (9th), launching a paid wireless internet service with access points across the country, which is appreciated by visitors and supports the business operations of firms. Japan's human resources (15th) are highly qualified and excel in terms of treatment of customers, where Japan is ranked 1st globally. The country can rely on a strong business travel component, and is geographically situated in an area where neighboring countries' middle classes are growing significantly. On a less positive note, Japan is not a price-competitive destination (119th).

**Singapore** ranks 11th globally in this TTCI edition. Its excellent business environment (1st) and high-quality human resources (3rd) are extremely conducive to the development of its Travel & Tourism industry, which is also a high national priority (4th). Singapore has taken the necessary measures related to international openness (1st) to ensure the seamless arrival of international visitors, and has strong ground (2nd) and air (6th) transport infrastructure. The country has experienced an increase in spending on sightseeing, entertainment and gaming, and ranks top for entertainment in terms of online searches. Similarly to other advanced economies, however, Singapore is not a very price-competitive destination (116th). It should also dedicate more efforts to environmental sustainability (51st), notably high water stress (128th) and damage to coastal ecosystems.

**China** ranks 6th regionally and 17th globally. Thanks to its size and its increased relevance for businesses, it welcomed over 55 million international visitors in 2013. Tourists are attracted to the country's incredible cultural resources (4th) and natural resources (the country ranks third in World Heritage natural sites), while several international association meetings every year draw business visitors. China continues to invest in its infrastructure, especially with further planned improvements in air infrastructure (25th) including new and expanded airports. Ground infrastructure remains somewhat less developed (53rd), while tourism service infrastructure offers significant opportunities for future development, especially in terms of available hotel

## Table 4: The Travel & Tourism Competitiveness Index 2015: Asia-Pacific

| Country/Economy | TTCI INDEX | | Enabling Environment Pillars, values | | | | |
|---|---|---|---|---|---|---|---|
| | Regional rank | Global rank | Business Environment | Safety and Security | Health and Hygiene | Human Resources and Labour Market | ICT Readiness |
| **EASTERN ASIA AND OCEANIA** | | | | | | | |
| Australia | 1 | 7 | 5.04 | 6.24 | 6.14 | 4.72 | 5.73 |
| Japan | 2 | 9 | 5.12 | 6.05 | 6.43 | 5.20 | 6.00 |
| Hong Kong SAR | 4 | 13 | 6.08 | 6.31 | 6.41 | 5.30 | 6.22 |
| New Zealand | 5 | 16 | 5.69 | 6.41 | 5.72 | 5.34 | 5.57 |
| China | 6 | 17 | 4.25 | 5.47 | 5.29 | 5.20 | 4.15 |
| Korea, Rep. | 8 | 29 | 4.44 | 5.45 | 6.36 | 4.81 | 5.97 |
| Taiwan, China | 9 | 32 | 5.27 | 6.03 | 6.13 | 5.10 | 5.41 |
| Mongolia | 18 | 99 | 4.39 | 5.40 | 6.02 | 4.63 | 3.42 |
| **Eastern Asia and Oceania average** | | | **5.03** | **5.92** | **6.06** | **5.04** | **5.31** |
| Eastern Asia and Oceania standard deviation | | | 0.65 | 0.42 | 0.39 | 0.28 | 0.99 |
| **SOUTH-EAST AND SOUTHERN ASIA** | | | | | | | |
| Singapore | 3 | 11 | 6.13 | 6.40 | 5.44 | 5.49 | 5.98 |
| Malaysia | 7 | 25 | 5.60 | 5.79 | 5.18 | 4.98 | 4.52 |
| Thailand | 10 | 35 | 4.78 | 3.75 | 4.87 | 4.98 | 4.34 |
| Indonesia | 11 | 50 | 4.48 | 5.16 | 4.24 | 4.70 | 3.73 |
| India | 12 | 52 | 4.02 | 3.82 | 4.32 | 4.03 | 2.83 |
| Sri Lanka | 13 | 63 | 4.59 | 5.58 | 5.24 | 4.33 | 3.49 |
| Philippines | 14 | 74 | 4.54 | 3.84 | 4.79 | 4.59 | 3.71 |
| Vietnam | 15 | 75 | 4.45 | 5.31 | 4.99 | 4.68 | 3.37 |
| Bhutan | 16 | 87 | 4.56 | 6.02 | 4.57 | 4.26 | 3.51 |
| Lao PDR | 17 | 96 | 4.58 | 5.51 | 4.25 | 4.50 | 3.09 |
| Nepal | 19 | 102 | 3.98 | 4.52 | 4.90 | 4.22 | 2.36 |
| Cambodia | 20 | 105 | 3.56 | 4.96 | 3.92 | 4.48 | 3.19 |
| Pakistan | 21 | 125 | 4.19 | 3.04 | 4.39 | 3.07 | 2.54 |
| Bangladesh | 22 | 127 | 4.06 | 4.43 | 4.29 | 3.85 | 2.70 |
| Myanmar | 23 | 134 | 3.20 | 4.04 | 4.41 | 3.85 | 1.60 |
| **South-East and Southern Asia average** | | | **4.45** | **4.81** | **4.66** | **4.40** | **3.40** |
| South-East and Southern Asia standard deviation | | | 0.72 | 0.98 | 0.44 | 0.58 | 1.04 |
| **Asia-Pacific average** | | | **4.65** | **5.20** | **5.14** | **4.62** | **4.06** |
| **Best performer (global)** | | | **6.13** | **6.70** | **6.97** | **5.64** | **6.37** |

rooms (112th). To continue building on its successes and improve the industry's competitiveness, the country should focus on policies that would further enable the business environment (80th) and increase international openness (96th). Future demand for natural tourism also depends on China addressing questions of environmental sustainability (137th) and the falling quality of its natural environment (121st).

**India** takes 52nd place overall. T&T already accounts for 5% of India's employment and its huge potential for further growth is made visible by comparing the country's 7 million international visitors to China's 55 million. The country's natural resources (17th) are vast and diverse and its cultural resources (10th) include a unique intangible heritage (8th), sports events and a large entertainment offer. India's relevance as business travel destination is increasing along with its economic growth, it remains a price-competitive destination (8th) and recent changes in its visa regime: not yet reflected in the data rankings—have the potential to boost international arrivals. However, longstanding infrastructure gaps remain, especially in tourism-specific infrastructure (109th) and the quality of roads. Despite some uneven progress, India also lags on health and hygiene (106th) and ICT readiness (114th). The safety and security situation is unsettling, with a perceived increase in the impact of crime and violence (97th), and India ranks only 139th for environmental sustainability.

**Table 4: The Travel & Tourism Competitiveness Index 2015: Asia-Pacific** *(cont'd.)*

| | T&T Policy and Enabling Conditions Pillars, values | | | | Infrastructure Pillars, values | | | Natural and Cultural Resources Pillars, values | |
|---|---|---|---|---|---|---|---|---|---|
| Country/Economy | Prioritization of T&T | International Openness | Price Competitiveness | Environmental Sustainability | Air Transport Infrastructure | Ground and Port Infrastructure | Tourist Service Infrastructure | Natural Resources | Cultural Resources & Business Travel |
| **EASTERN ASIA AND OCEANIA** | | | | | | | | | |
| Australia | 4.81 | 4.04 | 3.06 | 4.64 | 5.80 | 3.69 | 5.44 | 5.31 | 5.13 |
| Japan | 5.44 | 4.16 | 3.75 | 4.30 | 4.54 | 5.29 | 4.11 | 3.94 | 5.92 |
| Hong Kong SAR | 5.63 | 3.78 | 3.59 | 3.96 | 5.42 | 6.45 | 4.05 | 3.63 | 2.58 |
| New Zealand | 5.62 | 4.55 | 3.77 | 4.94 | 4.72 | 4.06 | 5.87 | 4.14 | 2.27 |
| China | 4.73 | 2.52 | 5.10 | 2.93 | 4.27 | 3.91 | 3.04 | 5.05 | 6.44 |
| Korea, Rep. | 4.52 | 3.60 | 4.06 | 3.86 | 4.05 | 5.06 | 4.33 | 2.34 | 4.85 |
| Taiwan, China | 4.41 | 4.07 | 5.04 | 4.09 | 3.40 | 5.40 | 4.05 | 3.01 | 3.25 |
| Mongolia | 4.01 | 2.69 | 5.25 | 3.24 | 2.33 | 2.09 | 3.21 | 2.51 | 1.78 |
| **Eastern Asia and Oceania average** | **4.89** | **3.68** | **4.20** | **3.99** | **4.32** | **4.49** | **4.26** | **3.74** | **4.03** |
| Eastern Asia and Oceania standard deviation | 0.60 | 0.72 | 0.82 | 0.67 | 1.10 | 1.34 | 0.98 | 1.10 | 1.78 |
| **SOUTH-EAST AND SOUTHERN ASIA** | | | | | | | | | |
| Singapore | 5.95 | 5.25 | 3.82 | 4.31 | 5.26 | 6.44 | 5.17 | 2.87 | 3.30 |
| Malaysia | 4.71 | 3.85 | 5.76 | 3.42 | 4.46 | 4.50 | 4.43 | 4.09 | 2.95 |
| Thailand | 4.95 | 3.70 | 5.06 | 3.46 | 4.57 | 3.41 | 5.70 | 4.47 | 2.79 |
| Indonesia | 5.61 | 3.55 | 6.11 | 3.11 | 3.81 | 3.27 | 3.07 | 4.36 | 3.12 |
| India | 4.14 | 3.08 | 5.59 | 2.89 | 3.88 | 4.02 | 2.90 | 4.42 | 5.09 |
| Sri Lanka | 5.17 | 3.21 | 4.67 | 3.74 | 2.64 | 4.24 | 4.15 | 3.76 | 1.60 |
| Philippines | 5.26 | 4.05 | 5.28 | 3.41 | 2.77 | 3.02 | 3.77 | 3.39 | 1.71 |
| Vietnam | 3.73 | 2.68 | 5.30 | 3.16 | 2.72 | 3.14 | 2.95 | 3.61 | 2.79 |
| Bhutan | 4.93 | 2.13 | 5.18 | 4.07 | 2.93 | 3.15 | 2.61 | 3.13 | 1.29 |
| Lao PDR | 4.83 | 2.94 | 4.93 | 3.55 | 2.29 | 3.01 | 3.22 | 2.74 | 1.29 |
| Nepal | 4.68 | 2.80 | 5.29 | 3.14 | 2.08 | 2.57 | 2.65 | 4.11 | 1.23 |
| Cambodia | 4.99 | 3.43 | 5.00 | 3.43 | 2.10 | 2.61 | 2.91 | 2.84 | 1.53 |
| Pakistan | 3.72 | 2.21 | 5.59 | 2.82 | 2.09 | 3.27 | 2.57 | 2.25 | 1.76 |
| Bangladesh | 3.19 | 2.57 | 4.43 | 3.01 | 1.87 | 3.29 | 2.32 | 2.30 | 1.56 |
| Myanmar | 3.99 | 2.05 | 3.63 | 3.57 | 1.95 | 2.19 | 2.06 | 2.70 | 1.43 |
| **South-East and Southern Asia average** | **4.66** | **3.17** | **5.04** | **3.41** | **3.03** | **3.47** | **3.36** | **3.40** | **2.23** |
| South-East and Southern Asia standard deviation | 0.76 | 0.85 | 0.68 | 0.42 | 1.09 | 1.03 | 1.06 | 0.77 | 1.09 |
| **Asia-Pacific average** | **4.74** | **3.34** | **4.75** | **3.61** | **3.48** | **3.83** | **3.68** | **3.52** | **2.85** |
| **Best performer (global)** | **6.03** | **5.25** | **6.62** | **5.63** | **6.75** | **6.45** | **6.83** | **6.01** | **6.69** |

Note: Dark green = very strong performance, dark red = weak performance, and yellow = average performance, compared to the best/worst performers on each pillar, globally.

**Indonesia** ranks 50th overall while its growing tourism industry reaching over 8.8 million international visitors in 2014 thanks to national prioritization of the industry (15th) and continued investment in infrastructure—the mobile network now covers all areas of the country, air transport infrastructure has been expanded to reach 39th position with ground transport at 77th. These developments support Indonesia's main competitive advantages: price competitiveness (3rd) and rich natural resources (19th), including biodiversity (ranking 4th on the Total known species indicator) and several heritage sites (10th). Given its dependence on natural resources, however, Indonesia is not placing enough emphasis on environmental sustainability (134th). Deforestation (97th) is endangering species (129th), and only a minimal fraction of the water used is treated (117th). There are also concerns relating to safety and security, specifically the business cost of terrorism (104th).

## Middle East and North Africa

Most countries in the Middle East and North Africa are price-competitive destinations and several have built significant T&T industries in recent years. However, concerns about security—which, unlike in some other regions, are more related to terrorism and political instability than crime and violence—are causing some countries to see a reduction in international arrivals, even

### Table 5: The Travel & Tourism Competitiveness Index 2015: Middle East and North Africa

| | TTCI INDEX | | Enabling Environment Pillars, values | | | | |
|---|---|---|---|---|---|---|---|
| Country/Economy | Regional rank | Global rank | Business Environment | Safety and Security | Health and Hygiene | Human Resources and Labour Market | ICT Readiness |
| **MIDDLE EAST AND NORTH AFRICA** | | | | | | | |
| United Arab Emirates | 1 | 24 | 5.90 | 6.60 | 5.28 | 5.15 | 5.76 |
| Qatar | 2 | 43 | 6.05 | 6.61 | 5.97 | 5.23 | 5.44 |
| Bahrain | 3 | 60 | 5.53 | 5.33 | 5.17 | 4.71 | 5.76 |
| Morocco | 4 | 62 | 4.73 | 5.83 | 4.54 | 4.05 | 4.03 |
| Saudi Arabia | 5 | 64 | 5.21 | 5.99 | 5.10 | 4.46 | 5.29 |
| Oman | 6 | 65 | 5.29 | 6.38 | 5.37 | 4.27 | 4.83 |
| Israel | 7 | 72 | 4.61 | 4.85 | 6.06 | 4.81 | 5.25 |
| Jordan | 8 | 77 | 4.86 | 5.79 | 5.53 | 4.56 | 4.17 |
| Tunisia | 9 | 79 | 4.42 | 4.86 | 5.16 | 4.31 | 3.94 |
| Egypt | 10 | 83 | 4.11 | 3.40 | 5.40 | 4.12 | 3.80 |
| Lebanon | 11 | 94 | 3.76 | 3.81 | 6.04 | 3.99 | 3.62 |
| Iran, Islamic Rep. | 12 | 97 | 3.85 | 4.89 | 4.71 | 3.95 | 3.36 |
| Kuwait | 13 | 103 | 4.69 | 5.76 | 5.43 | 4.26 | 5.01 |
| Algeria | 14 | 123 | 3.78 | 4.90 | 4.97 | 4.04 | 3.09 |
| Mauritania | 15 | 137 | 3.46 | 5.06 | 3.03 | 2.30 | 2.18 |
| Yemen | 16 | 138 | 3.58 | 2.86 | 3.84 | 3.31 | 2.29 |
| **Middle East and North Africa average** | | | **4.69** | **5.19** | **5.24** | **4.35** | **4.38** |
| Middle East and North Africa standard deviation | | | 0.82 | 1.10 | 0.79 | 0.70 | 1.15 |
| **Best performer (global)** | | | **6.13** | **6.70** | **6.97** | **5.64** | **6.37** |

though secluded tourism resorts are far from the most dangerous areas.

Other common difficulties include low international openness, which may be connected to the security concerns, and environmental sustainability, a dimension on which almost all countries in the region perform below the international average.

The region's countries can be divided into three groups: (i) those which have created a strong business environment, developed sound infrastructure, grown specific niches and remained relatively safe as destinations (the top five countries in the list); (ii) those that maintain great tourism attractiveness, but have experienced safety and security concerns or infrastructure limitations (Egypt, Tunisia, Jordan and Lebanon); and (iii) those that are not leveraging enough their T&T capacity (all the others).

The **United Arab Emirates (UAE)** leads the region and takes 24th place globally, welcoming over 10 million tourists in 2013. While the UAE does not have rich natural resources (95th), it has built a unique environment to attract both business and leisure travelers. From Expo 2020 Dubai to the construction of the Louvre and Guggenheim, the UAE is investing in and giving significant importance to the development of the T&T industry. This is supported by its world-renowned air transport infrastructure (3rd) and positioning as a gateway for Europeans to Africa, the Middle East and Asia. It has created extremely effective branding campaigns (1st) and an enabling business environment for the industry's development, with strides in travel facilitation and the liberalization of its visa regime (30th). The country has a safe and secure environment, but improvements could be made in terms of health and hygiene services (69th), and some aspects of price competitiveness should be monitored as the cost of living is growing (103rd).

**Israel** is ranked 7th in the region and 72nd globally. With its unique cultural history and religious significance, Israel is at the crossroads of three continents and has a number of World Heritage cultural sites (26th). The country performs well on ICT readiness (32nd), and on the Human Resources and the Labour Market pillar (39th), with especially good rankings on the Ease of finding skilled employees indicator (17th). Infrastructure is mostly well developed, yet more investments are needed in tourism infrastructure (72nd). Similar to other countries in the region, Israel's tourism is affected by concerns about safety and security (99th), terrorism (130st) and instability from conflict. Other areas for improvement include low price competitiveness (136th) and political will to address environmental sustainability (101st)—T&T is not being developed with particular attention to the environment (110th) and there is low

**Table 5: The Travel & Tourism Competitiveness Index 2015: Middle East and North Africa** *(cont'd.)*

| | T&T Policy and Enabling Conditions Pillars, values | | | | Infrastructure Pillars, values | | | Natural and Cultural Resources Pillars, values | |
|---|---|---|---|---|---|---|---|---|---|
| Country/Economy | Prioritization of T&T | International Openness | Price Competitiveness | Environmental Sustainability | Air Transport Infrastructure | Ground and Port Infrastructure | Tourist Service Infrastructure | Natural Resources | Cultural Resources & Business Travel |
| **MIDDLE EAST AND NORTH AFRICA** | | | | | | | | | |
| United Arab Emirates | 4.97 | 2.77 | 4.95 | 4.39 | 5.91 | 5.06 | 5.46 | 2.51 | 1.97 |
| Qatar | 4.89 | 1.93 | 5.33 | 4.32 | 4.17 | 4.79 | 4.81 | 2.12 | 1.48 |
| Bahrain | 4.14 | 2.34 | 5.33 | 3.73 | 3.52 | 5.53 | 4.74 | 1.92 | 1.33 |
| Morocco | 5.27 | 2.56 | 4.94 | 4.09 | 2.86 | 3.48 | 4.44 | 3.11 | 2.51 |
| Saudi Arabia | 4.50 | 1.49 | 5.49 | 3.41 | 3.79 | 3.66 | 4.44 | 2.68 | 1.91 |
| Oman | 4.51 | 2.07 | 5.33 | 4.07 | 2.98 | 4.25 | 4.53 | 2.59 | 1.45 |
| Israel | 4.63 | 2.54 | 3.24 | 3.76 | 3.16 | 3.91 | 4.20 | 2.47 | 1.98 |
| Jordan | 5.46 | 3.24 | 4.63 | 3.92 | 2.61 | 3.25 | 4.37 | 2.05 | 1.27 |
| Tunisia | 4.91 | 2.38 | 5.61 | 4.22 | 2.53 | 3.02 | 4.54 | 2.36 | 1.58 |
| Egypt | 4.56 | 2.17 | 6.19 | 3.99 | 2.93 | 2.84 | 3.60 | 2.45 | 2.40 |
| Lebanon | 5.22 | 2.50 | 4.84 | 3.29 | 2.46 | 3.10 | 5.18 | 1.71 | 1.47 |
| Iran, Islamic Rep. | 3.35 | 2.14 | 6.62 | 3.47 | 2.22 | 3.28 | 2.61 | 2.48 | 2.59 |
| Kuwait | 3.03 | 1.75 | 5.04 | 2.95 | 2.51 | 3.61 | 3.84 | 1.87 | 1.17 |
| Algeria | 2.74 | 1.51 | 5.50 | 3.51 | 1.98 | 2.56 | 2.03 | 2.04 | 2.05 |
| Mauritania | 3.12 | 2.94 | 4.82 | 4.15 | 1.59 | 1.96 | 2.37 | 2.12 | 1.11 |
| Yemen | 2.80 | 1.34 | 5.99 | 2.92 | 1.59 | 2.55 | 2.78 | 2.03 | 1.45 |
| **Middle East and North Africa average** | **4.33** | **2.18** | **5.27** | **3.74** | **3.01** | **3.66** | **4.10** | **2.29** | **1.77** |
| Middle East and North Africa standard deviation | 0.94 | 0.54 | 0.76 | 0.46 | 1.07 | 0.97 | 1.03 | 0.36 | 0.48 |
| **Best performer (global)** | **6.03** | **5.25** | **6.62** | **5.63** | **6.75** | **6.45** | **6.83** | **6.01** | **6.69** |

Note: Dark green = very strong performance, dark red = weak performance, and yellow = average performance, compared to the best/worst performers on each pillar, globally.

international commitment on environmental agreement (128th).

**Morocco** is ranked 62nd overall and 4th in the region. Tourism is considered a strategic industry for the country (26th in the prioritization ranking) and has been developed considerably, representing today almost 8% of employment, the highest share in the region. Tourists are attracted to Morocco's cultural resources (39th) and some natural resource hot spots, including popular beach resorts, while the industry benefits from a relatively safe setting (37th) and a business environment where FDI is welcome (10th) and construction procedures are not burdensome (28th). The country's infrastructure also plays a significant role, though air and ground transport have room for improvement. Human resources (107th) could also be improved, including better leveraging talent by incentivizing female participation, investing more in staff training (105th) and making the labour market more flexible, especially to attract foreign workers. Other areas for attention are health and hygiene (98th), especially the availability of hospital beds (113th) and access to improved drinking water (110th).

**Saudi Arabia** places 5th regionally and 64th out of all countries in the TTCI, distinguishing itself through its enabling business environment (23rd) and price competitiveness (11th). Its significant amount of international visitors travel mainly for business or religious tourism; however, it remains generally closed as a destination for leisure tourism, as exemplified by its government's low emphasis in prioritizing the T&T industry (100th) and international openness (138th). Its stringent visa restrictions (140th) apply also for the Hajj pilgrimage, though there have been recent policy changes to encourage foreign tourists to visit historical sites (the country scores relatively well, 55th, for cultural resources). Saudi Arabia has good air transport infrastructure (40th), although further investment could be made in ground and tourism infrastructure (67th) and environmental policies for the industry's long-term development (121st).

**Egypt** is 83rd in the global ranking and 10th in the region, with approximately 9 million tourists per year—below the country's full potential as a price-competitive destination (2nd), with significant investments in the T&T industry (23rd). Egypt's outstanding cultural resources (41st) and long history are perhaps under-leveraged, as reflected in a surprisingly low rank (60th) for oral and intangible heritage. Current instability is reducing Egypt's appeal to international tourists, and limiting receipts and, hence, funds available for investment. It also contributes greatly to the low safety and security performance (136th) and might also have an impact on the country's relatively limited international openness (115th) performance. In addition, ground infrastructure (103rd)

## Table 6: The Travel & Tourism Competitiveness Index 2015: Sub-Saharan Africa

| Country/Economy | TTCI INDEX | | Enabling Environment Pillars, values | | | | |
|---|---|---|---|---|---|---|---|
| | Regional rank | Global rank | Business Environment | Safety and Security | Health and Hygiene | Human Resources and Labour Market | ICT Readiness |
| **EASTERN AND SOUTHERN AFRICA** | | | | | | | |
| South Africa | 1 | 48 | 5.35 | 4.30 | 3.85 | 4.09 | 4.29 |
| Seychelles | 2 | 54 | 4.63 | 5.09 | 5.49 | 4.62 | 4.17 |
| Mauritius | 3 | 56 | 5.19 | 5.91 | 5.31 | 4.75 | 4.22 |
| Namibia | 4 | 70 | 4.76 | 5.02 | 3.70 | 3.80 | 3.82 |
| Kenya | 5 | 78 | 4.33 | 3.78 | 3.29 | 4.44 | 3.13 |
| Botswana | 7 | 88 | 4.86 | 5.15 | 3.50 | 4.20 | 3.74 |
| Tanzania | 8 | 93 | 3.97 | 4.85 | 2.68 | 4.03 | 2.48 |
| Rwanda | 9 | 98 | 5.13 | 5.58 | 3.92 | 4.36 | 2.93 |
| Zambia | 10 | 107 | 4.75 | 5.40 | 2.44 | 4.99 | 2.51 |
| Swaziland | 11 | 108 | 4.45 | 4.65 | 3.19 | 3.70 | 3.00 |
| Uganda | 14 | 114 | 3.87 | 4.62 | 2.72 | 4.11 | 2.72 |
| Zimbabwe | 15 | 115 | 2.97 | 5.31 | 3.00 | 3.83 | 2.82 |
| Ethiopia | 17 | 118 | 3.90 | 5.18 | 4.35 | 3.63 | 1.88 |
| Madagascar | 19 | 121 | 3.87 | 4.66 | 3.28 | 3.85 | 2.36 |
| Malawi | 22 | 126 | 4.03 | 5.41 | 2.44 | 4.18 | 2.55 |
| Lesotho | 24 | 129 | 4.23 | 4.42 | 2.93 | 3.91 | 2.47 |
| Mozambique | 25 | 130 | 4.23 | 4.50 | 1.97 | 3.57 | 1.94 |
| Burundi | 28 | 135 | 3.78 | 4.55 | 3.91 | 3.61 | 1.90 |
| **Eastern and Southern Africa average** | | | **4.35** | **4.91** | **3.44** | **4.09** | **2.94** |
| Eastern and Southern Africa standard deviation | | | 0.60 | 0.53 | 0.94 | 0.41 | 0.80 |
| **CENTRAL AND WEST AFRICA** | | | | | | | |
| Cape Verde | 6 | 86 | 4.42 | 5.18 | 4.64 | 4.39 | 3.52 |
| Gambia, The | 12 | 109 | 4.06 | 5.61 | 3.42 | 4.12 | 2.74 |
| Senegal | 13 | 112 | 4.11 | 5.41 | 3.13 | 3.63 | 3.02 |
| Côte d'Ivoire | 16 | 117 | 4.13 | 4.68 | 3.08 | 3.29 | 2.94 |
| Ghana | 18 | 120 | 4.58 | 4.96 | 3.09 | 4.35 | 3.05 |
| Cameroon | 20 | 122 | 3.96 | 5.29 | 3.32 | 4.20 | 1.89 |
| Gabon | 21 | 124 | 4.18 | 5.22 | 4.19 | 3.61 | 2.85 |
| Mali | 23 | 128 | 3.90 | 4.15 | 3.02 | 3.26 | 2.28 |
| Nigeria | 26 | 131 | 4.11 | 2.65 | 2.79 | 3.54 | 2.81 |
| Sierra Leone | 27 | 132 | 4.12 | 5.18 | 2.93 | 3.61 | 1.98 |
| Mauritania | 30 | 137 | 3.46 | 5.06 | 3.03 | 2.30 | 2.18 |
| Angola | 31 | 139 | 3.03 | 4.73 | 3.23 | 2.79 | 2.37 |
| Guinea | 32 | 140 | 3.38 | 4.95 | 2.51 | 3.19 | 1.94 |
| Chad | 33 | 141 | 2.80 | 4.36 | 2.49 | 2.73 | 1.31 |
| **Central and West Africa average** | | | **3.89** | **4.82** | **3.18** | **3.49** | **2.44** |
| Central and West Africa standard deviation | | | 0.50 | 0.71 | 0.57 | 0.61 | 0.61 |
| **Sub-Saharan Africa average** | | | **4.14** | **4.87** | **3.32** | **3.82** | **2.71** |
| **Best performer (global)** | | | **6.13** | **6.70** | **6.97** | **5.64** | **6.37** |

requires a significant upgrade, especially in terms of quality of roads and efficiency of the transport network.

### Sub-Saharan Africa

T&T in Africa has significant potential, notably due to richness in natural resources and the potential to further develop cultural resources. However, it is still mostly in the early stages of development and strongly connected with more general and longstanding development challenges, including infrastructure as well as health and hygiene. While improvements have been achieved in these areas, especially at the local level, they remain

## Table 6: The Travel & Tourism Competitiveness Index 2015: Sub-Saharan Africa *(cont'd.)*

| | T&T Policy and Enabling Conditions Pillars, values | | | | Infrastructure Pillars, values | | | Natural and Cultural Resources Pillars, values | |
|---|---|---|---|---|---|---|---|---|---|
| Country/Economy | Prioritization of T&T | International Openness | Price Competitive-ness | Environmental Sustainability | Air Transport Infrastructure | Ground and Port Infrastructure | Tourist Service Infrastructure | Natural Resources | Cultural Resources & Business Travel |
| **EASTERN AND SOUTHERN AFRICA** | | | | | | | | | |
| South Africa | 4.88 | 2.38 | 4.99 | 4.29 | 3.28 | 3.59 | 5.02 | 4.28 | 3.39 |
| Seychelles | 5.78 | 2.73 | 3.68 | 5.17 | 4.30 | 4.76 | 5.95 | 2.65 | 1.03 |
| Mauritius | 5.96 | 3.42 | 3.91 | 4.67 | 2.95 | 4.77 | 5.45 | 2.03 | 1.26 |
| Namibia | 4.51 | 2.62 | 5.20 | 4.41 | 3.03 | 3.68 | 4.75 | 3.94 | 1.12 |
| Kenya | 5.36 | 3.01 | 4.50 | 4.42 | 2.56 | 3.36 | 3.30 | 4.63 | 1.67 |
| Botswana | 4.33 | 2.12 | 5.44 | 4.42 | 2.27 | 2.82 | 3.47 | 3.59 | 1.35 |
| Tanzania | 4.83 | 3.25 | 4.87 | 3.78 | 1.94 | 2.56 | 2.70 | 4.91 | 1.54 |
| Rwanda | 4.29 | 2.93 | 4.61 | 4.68 | 1.84 | 3.85 | 2.52 | 2.75 | 1.27 |
| Zambia | 4.07 | 2.30 | 4.92 | 4.16 | 1.93 | 2.80 | 2.94 | 3.58 | 1.28 |
| Swaziland | 4.28 | 2.96 | 5.49 | 4.48 | 3.03 | 3.49 | 2.88 | 2.16 | 1.02 |
| Uganda | 4.04 | 3.03 | 4.82 | 3.96 | 1.81 | 2.65 | 2.61 | 3.51 | 1.50 |
| Zimbabwe | 3.87 | 2.22 | 4.96 | 4.18 | 1.79 | 2.74 | 2.84 | 3.51 | 1.46 |
| Ethiopia | 3.75 | 2.57 | 4.65 | 4.00 | 2.27 | 2.51 | 2.23 | 3.00 | 1.50 |
| Madagascar | 4.47 | 2.97 | 4.91 | 3.46 | 1.87 | 2.38 | 2.91 | 2.65 | 1.39 |
| Malawi | 3.46 | 2.03 | 4.69 | 4.01 | 1.51 | 2.62 | 2.54 | 2.93 | 1.30 |
| Lesotho | 4.03 | 1.66 | 5.27 | 3.87 | 1.59 | 2.83 | 3.01 | 1.98 | 1.02 |
| Mozambique | 3.78 | 3.05 | 4.36 | 3.93 | 1.78 | 2.27 | 2.84 | 2.61 | 1.25 |
| Burundi | 2.45 | 3.15 | 5.02 | 3.78 | 1.64 | 2.80 | 1.90 | 1.91 | 1.14 |
| **Eastern and Southern Africa average** | **4.34** | **2.69** | **4.79** | **4.20** | **2.30** | **3.14** | **3.33** | **3.15** | **1.42** |
| Eastern and Southern Africa standard deviation | 0.83 | 0.48 | 0.47 | 0.41 | 0.75 | 0.75 | 1.16 | 0.91 | 0.53 |
| **CENTRAL AND WEST AFRICA** | | | | | | | | | |
| Cape Verde | 4.52 | 3.13 | 4.48 | 4.32 | 3.63 | 3.42 | 4.56 | 1.83 | 1.05 |
| Gambia, The | 4.88 | 2.02 | 5.90 | 4.49 | 1.99 | 3.66 | 2.67 | 2.23 | 1.16 |
| Senegal | 3.79 | 3.07 | 3.56 | 4.36 | 2.03 | 2.89 | 3.38 | 3.04 | 1.43 |
| Côte d'Ivoire | 3.31 | 1.76 | 4.46 | 4.09 | 2.04 | 3.31 | 3.26 | 3.30 | 1.27 |
| Ghana | 3.46 | 1.90 | 4.32 | 3.99 | 2.07 | 3.11 | 2.55 | 2.57 | 1.47 |
| Cameroon | 3.42 | 1.80 | 4.83 | 3.93 | 1.79 | 2.60 | 2.59 | 3.18 | 1.29 |
| Gabon | 3.00 | 1.34 | 4.99 | 4.30 | 2.03 | 2.14 | 2.68 | 2.80 | 1.18 |
| Mali | 3.93 | 2.91 | 4.24 | 4.55 | 1.75 | 2.64 | 2.57 | 2.09 | 1.74 |
| Nigeria | 3.34 | 1.85 | 4.38 | 3.86 | 2.02 | 2.42 | 2.70 | 2.69 | 1.80 |
| Sierra Leone | 3.94 | 1.84 | 4.89 | 3.77 | 1.51 | 2.79 | 1.98 | 2.38 | 1.29 |
| Mauritania | 3.12 | 2.94 | 4.82 | 4.15 | 1.59 | 1.96 | 2.37 | 2.12 | 1.11 |
| Angola | 2.67 | 1.29 | 5.46 | 3.41 | 1.96 | 2.07 | 2.44 | 2.34 | 1.24 |
| Guinea | 2.96 | 1.75 | 4.32 | 3.81 | 1.54 | 2.09 | 1.94 | 2.76 | 1.33 |
| Chad | 3.57 | 1.66 | 3.76 | 4.34 | 1.42 | 2.13 | 2.09 | 2.49 | 1.03 |
| **Central and West Africa average** | **3.56** | **2.06** | **4.60** | **4.12** | **1.93** | **2.62** | **2.67** | **2.53** | **1.31** |
| Central and West Africa standard deviation | 0.58 | 0.63 | 0.59 | 0.32 | 0.52 | 0.56 | 0.66 | 0.43 | 0.22 |
| **Sub-Saharan Africa average** | **3.99** | **2.40** | **4.71** | **4.17** | **2.13** | **2.90** | **3.03** | **2.87** | **1.37** |
| **Best performer (global)** | **6.03** | **5.25** | **6.62** | **5.63** | **6.75** | **6.45** | **6.83** | **6.01** | **6.69** |

Note: Dark green = very strong performance, dark red = weak performance, and yellow = average performance, compared to the best/worst performers on each pillar, globally.

important hurdles to attracting international tourists. As the region's average GDP per capita is less than 4,000 PPP USD, the industry's growth depends heavily on attracting tourists from other continents.

Most countries in the region are aware of the potential role of tourism as an economic opportunity and development catalyst, and have drafted strategic plans to develop the sector. However, the extent to which the actual implementation of those plans is a national priority varies significantly. Tanzania, Gambia, Kenya and South Africa are all putting significant efforts into advancing T&T development, trailing behind only the Seychelles

and Mauritius, where the tourism sector's share of the economy is particularly large. Also related to political and institutional issues, the business environment varies widely, with South Africa, Botswana, Rwanda and Mauritius among the region's leaders and Angola, Zimbabwe and Chad among those performing less well.

Two aspects in particular require more international cooperation. One is openness, with some recent policy changes showing a will to make progress—for example, the 15 members of Economic Community of West African States (ECOWAS) have introduced a visa policy that enables free movement of people across member states, offering a larger market to international travellers. Nonetheless, most countries in the region still have significant travel restrictions in place, and there are even discussions of tightening visa policies in countries such as South Africa.

While most countries in the region perform well on environmental sustainability, specific issues such as poaching also require more international collaboration. African governments have already started to work collaboratively to pool resources and information, deploy rangers across cross-border areas and collaborate with customs and law enforcement in destination markets for products derived from poaching, notably in Asia.[6]

**South Africa** leads the regional ranking and ranks 48th overall, driven by its rich natural (22nd) and cultural (20th) resources, a positive business environment (15th) characterized by little red tape and modest administrative burden and relatively good infrastructure compared to neighboring countries. South Africa is still reaping the benefits of the 2010 World Cup, with several sports stadiums that can host significant entertainment events. In addition, several international association meetings take place in the country every year (36th). South Africa is blessed with abundant wildlife (25th) and several World Heritage sites (15th), which attract the attention of tourists worldwide, ranking 24th in online searches for nature-related activities. The country's attention to forestry (5th) and participation in international treaties has further supported its tourism industry, though further efforts should be taken to protect coastlines (104th), biodiversity (almost 8% of the large variety of species is endangered) and land (only 6.5% is protected). South Africa also still needs to develop in terms of security (119th) and health (114th), which, together with the labour market (135th), represent the main challenges not only for the tourist sector, but also for the country's general competitiveness. In addition, South Africa's visa policy (where the country currently ranks 67th) is poised to become more stringent with the imposition of new immigration laws that also impact visitors, this could certainly harm South Africa's T&T competitiveness going forward.

**Mauritius** is a major tourist destination, ranking 3rd in the region and 56th globally. Tourism is one of its main industries, accounting for over 10% of GDP and more than 16% of government investment. Mauritius offers a safe (33rd) and business friendly (24th) environment to develop the T&T industry, with qualified human resources (47th) and a ground (27th) and tourist service infrastructure (28th) that can adequately transport and receive the almost 1 million tourists visiting the country annually. Its air transport infrastructure is somewhat less developed (60th) and could perhaps extend its capacity and open to more airlines. However, sustainability is key for Mauritius; balancing infrastructure development with conservation is becoming more challenging, with a high share of species under threat (134th) and limited protected areas. Greater attention to all aspects of environmental conservation could be beneficial, both by maintaining its resources and by improving the country's positioning and competitiveness in terms of natural tourism.

**Kenya** ranks 78th overall and 5th in the region. Natural resources (11th) are well-known assets, as seen in the high number of online searches for natural tourism (10th); Kenya is home to many species and UNESCO heritage sites. The government is trying to leverage these resources by attributing a high importance to the T&T sector (23rd): it is investing approximately 7% of its budget in tourism and has carried out an effective marketing campaign, according to both business leaders (21st) and an external assessment (31st). Environmental sustainability (39th) is also an area of strength, with the notable exception of deforestation (84th) and percentage of wastewater treated (109th). Similarly to other countries in the region, safety and security (131st) and health and hygiene (121st) are the main areas for improvement. For example, the business costs associated with crime and violence (127th) and the incidence of terrorism (131st) limit the tourism and business potential. Kenya's low access to improved sanitation (125th) and drinking water (131st) highlight the efforts still required to develop the country, as does ICT readiness (103rd), especially in terms of mobile services and broadband internet availability which is going to play an increasingly important role going forward.

**Botswana** ranks only 7th in the region and 88th overall, despite its remarkable natural resources, including biodiversity and stunning landscapes, notably the Kgalagadi Park, which it shares with South Africa. Botswana has a strong price competitiveness advantage (14th), a relatively conducive business environment (36th) and better safety and security levels (84th) than many peers. However, infrastructures are not well developed, also compared to neighboring South Africa and Namibia. Ground transport (105th) attains a somewhat lower score, and air and tourist service infrastructures (91st) also need significant upgrades. The limited air service impacts the country's connectedness and actual degree of openness (118th). In addition, despite the prevalence of rich cultural resources, they are not well leveraged,

### Box 2: Priority Issues for the Global Agenda Council on the Future of Travel & Tourism

We are in a period where governments realize the value of travel as a creator of jobs and a generator of growth. Yet, there is a higher expectation than ever before from consumers for affordable, accessible, convenient and sustainable travel. It is critical to envision what it will take to sustain travel growth (in excess of GDP) year over year.

In this context, and acknowledging the current geopolitical tensions, terrorism threats and the risk of pandemics, the Global Agenda Council on the Future of Travel & Tourism will take forward the work it developed on Smart Travel in 2014. It will consider what technological advances, innovations and infrastructure are needed at the local, national, regional and global level to facilitate travel while improving security, with a special interest in developing and emerging markets.

Specifically, it will envision a future 'Smart Traveller', empowered by technologies (Smart Visa) and enhanced trust relationships between governments and citizens that enable more data-sharing to facilitate travel with enhanced security.

At the same time, given the move towards regionalization and the advancements of agreements among regional blocs in establishing common policies—from ASEAN to the Pacific Alliance —the international community should encourage and enhance collaboration within and across regional blocks. There is a need to expand the audience on discussions surrounding freedom of travel from policymakers to travellers and potential travellers.

The council has also identified sustainability as a priority issue for the industry and its importance to achieve its growth targets. Indeed, sustainability is the industry's permission slip to grow.

As such, the industry must be mindful of the implications of the significant forecasted increase of 31% in passenger air transport by 2017. While the economic benefits of such growth are clear, the repercussions on the environment and local communities are important to consider.

Although global climate agreements are a work in progress, the travel and tourism industry has taken active steps to reduce its environmental and sustainability footprint and plans to continue to do so, all the while implementing better measurement tools.

The Council aims to define a travel and tourism sustainability dashboard and develop some industry commitments on the basis of and in collaboration with the work undertaken by other international institutions, including ICAO, IATA, UNWTO, WTTC and ITP. By bringing together leaders from the sector, the Council aims to advance the dialogue on these issues and help set standards and targets for the industry.

with very few oral and intangible practices recognized worldwide. Country branding is relatively poor given significant T&T-related investment, and a more effective marketing strategy together with long-term infrastructure development could certainly improve the country's T&T competitiveness.

**Nigeria** attains the 131st position overall. Tourism does not play a very important role in the economy, accounting for only approximately 1.5% of GDP and employment, and it is not high on the government agenda, ranking 131st in terms of T&T prioritization. Given Nigeria's cultural resources (57th) and natural assets, the country's limited development of the tourism industry appears to be a missed opportunity for diversifying the economy and creating employment opportunities. However, significant challenges constrain the potential development of the T&T sector in Nigeria. Firstly, improving the safety and security (141st) situation remains arguably the highest priority, as highlighted by low scores for both the survey and statistics measuring the incidence of violence and terrorism. Secondly, infrastructure is inadequate, hindering economic competitiveness beyond the T&T sector. Nigerian business leaders consider lack of infrastructure as the most problematic factor for doing business, and Nigeria ranks only 127th on ground transport, 111th on air transport and 114th on tourism services infrastructure.[7] Improving on these aspects is complex and requires time, but would bring long-term benefits not only to T&T competitiveness but also Nigeria's development path.

## KEY FINDINGS

Four key findings emerge from the results of the 2015 TTCI and additional quantitative and qualitative analysis. First, the T&T industry continues to grow quickly, and has proven resilient to shocks. Second, new trends are emerging, and the countries performing better in the TTCI are those that are better equipped to capture the opportunities they bring. Third, developing the T&T sector provides growth opportunities for all countries, regardless of their wealth, and offers job opportunities at all skill levels. And finally, the development of the T&T industry is complex, requiring inter-ministerial coordination, and often international and public-private partnerships. These findings are also partially echoed by the recent work by the Global Agenda Council on the Future of Travel & Tourism, which is outlined in Box 2, and by T&T business leaders, whose perspective is presented in Box 3.

### T&T resilience and development impact

According to the UNWTO, the tourism industry employs 1 in 11 of the world's workers and accounts for a similar percentage of GDP.[8] It continues to grow more quickly than the economy as a whole (see Figure 3), driven by technological, socio-economic and cultural forces which are driving more people to move internationally more frequently. Travellers from new countries increasingly contribute to the global growth of international arrivals. The sector also benefits from growth in domestic travel

## Box 3: Seven Transformations that May Change the Travel and Tourism Sector—A Business Perspective

Although the T&T sector globally is growing more quickly than many other sectors, seven transformations currently taking place could have significant implications if not addressed in an appropriate and timely manner:

1. *Administrative barriers are hindering the movement of people.* The huge growth potential of travel and tourism is being held back by the outdated practices of visas and border controls. While in other areas great emphasis is placed on the benefits of globalization and free trade, often we forget to think of tourism as an export, and overlook restrictions on the movement of travellers.

   Progress is being made—according to a UNWTO study, the proportion of global travellers having to apply for a visa declined from 77% in 2008 to 62% in 2014 (UNWTO, 2014). However, much more could be done. Research estimates that removing travel visas at the bilateral level would more than triple travel flows between countries. Indeed, improving visa processes alone could generate an estimated $89 billion in additional international tourism receipts and 2.6 million extra jobs in APEC countries by 2016 (UNWTO, 2013).

   The private sector is proactively engaging with national governments to highlight the economic case for travel facilitation, urging collaborative efforts among all relevant public and private stakeholders and proposing a fully integrated model to facilitate Smart Travel.[1]

2. *Perceptions of instability are increasingly influencing tourist flows.* Despite its resilience to shocks, ultimately the travel and tourism industry's growth and survival is entirely dependent on people's ability to have a safe travel experience. Advances made in the last decade could be undone by factors including current geopolitical tensions, from the Middle East to Ukraine; the growing terrorism threat from ISIS; and the risk of pandemics, as exemplified by the Ebola outbreak.

   Whatever the root causes, the impact for the affected destination is the same: a decrease in the number of tourists and amount in revenues, which may be temporary but are nonetheless significant. In high-risk times, the natural instinct of nation states is to re-evaluate their borders and immigration policies. But closing down borders is not a viable solution—it will not resolve security challenges, and will lead to further significant economic losses.

   To mitigate these risks, it is critical to implement technological advances and innovative processes that can increase both the efficiency and security of travel. There is a need to consider how to implement improvements in early warning systems, risk profiling and scenario planning, visa systems, data sharing and passenger profiling at airports. The key challenge is to generate the necessary levels of collaboration among international institutions, governments and the private sector.

3. *Increasing difficulties in attracting top talent.* Research shows that for every 30 new tourists to a destination, one new job is created. The aviation and travel sector is already the second-largest employer in the world, with huge potential for further job creation—travel and tourism is forecast to employ 338 million people by 2023, and aviation and aerospace an additional 58 million people.

   Yet the industry has difficulties in attracting top talent, both for technical and managerial positions. According to the WTTC, the total global impact of talent gaps could cost the global economy nearly 14 million jobs and $630 billion GDP loss, with China, Italy, Japan, Russia and the United States suffering most. The public and private sector need to collaborate closely to update university and training programmes to ensure they keep up with market needs and technological advancements.

4. *Changes in the composition of tourist demand will define business strategies.* As described above, the industry will need to deeply understand and cater their product offerings to the needs of new travellers (such as millennials and the new middle classes coming from emerging countries) and segments where demand is growing (such as senior travellers) to capitalize on shifting demographics.

5. *Increasing attention to reduce carbon footprint.* Passenger air traffic is forecast to increase by 31% by 2017, with environmental implications including a projected 20% increase in energy demand. Given targets to decrease carbon emissions, the industry is working to reduce oil dependency by improving aircraft and airport operations, aircraft design and material use and considering alternative sources of energy. The increase in tourism may also impact local destinations through an increase in waste, water usage and the possible deterioration of cultural and world heritage sites.

   While global climate agreements are still a work in progress, the travel and tourism industry has taken active steps to reduce its environmental footprint and plans to continue to do so, including by implementing better measurement tools. International organizations and institutions—including ICAO, IATA, UNWTO, WTTC, ITP and the Forum—have brought leaders from the sector together to advance the dialogue on these issues and help set standards and targets for the industry.

6. *Investments in infrastructure increasingly lag behind industry growth.* While the tourism industry is growing strongly, infrastructure investments—airport development, road and rail, and communication technologies—are lagging behind, leading to significant bottlenecks. These will worsen if not addressed, given that cities are likely to triple in size in the next 20 years.

   There is a need for dialogue between the public and private sectors, including airlines and airports, to ensure an integrated infrastructure strategy and alignment on issues such as investment, regulation, sustainability, security, safety and corruption. Airports are not destinations in themselves—people do not go to airports to shop or dine, but to move quickly and seamlessly on to their destinations. They will choose alternative destinations when access is difficult.

7. *New technologies and innovations are revolutionizing the industry.* As described above, new technologies and innovations, such as GPS-enabled smartphones and growing trust in online transactions, are reshaping parts of the travel industry and requiring businesses to rethink how to deliver services.

   There is also a growing need for the public sector to redefine regulatory frameworks in response to the rise of the sharing economy—people are letting out their property as and when it suits them, acting as an ad hoc taxi service and even starting to crowd-source charter flights. The consumer peer-to-peer rental market is worth an estimated $26 billion, with Airbnb alone having more than 600,000 listings across 160 countries.

### Notes

1 World Economic Forum, 2014b.

**Figure 3: Global tourism and GDP growth**

Sources: IMF, *World Economic Outlook*, and UNTWO, 2015.
Note: CAGR: Compound annual growth rate.

**Figure 4: TTCI performance and growth in international tourism expenditure, 2010-2013**

Source: TTCI 2015 and author's calculation based on World Tourism Organization (UNWTO) *Yearbook of Tourism Statistics, Compendium of Tourism Statistics.*

and tourism, which the WTTC forecasts will rise globally from 3.1% in 2014 to 3.7% in 2015.[9]

The T&T sector has shown surprising resilience to geopolitical tensions, threats of terrorism, global pandemics and sluggish economic growth in advanced economies. While international tourist arrivals are correlated with economic fluctuations and sensitive to security issues, these tend to impact specific countries or regions; if one country is hit by instability, others will receive more tourists. Globally, the trend for growth seems unstoppable.

As shown by contributions to this report, the sector's growth tends to return to trend quickly after a shock—this is true of global air passenger traffic (see page 59 for Chapter 1.4: "Global Air Passenger Markets: Riding Out Periods of Turbulence", provided by the IATA), occupancy rates (see page 47 for Chapter 1.2: "Adapting to Uncertainty—The Global Hotel Industry, provided by Deloitte), international arrivals and capital investments (see page 53 for Chapter 1.3: "How to Re-Emerge as a Tourism Destination after a Period of Political Instability", provided by Strategy&). Persistent slowdowns happen only in countries where the shock itself also persists. This is an important lesson for countries afflicted by all types of shock: the ground lost during a negative event can be quickly regained as soon as the situation comes back to normal.

## New trends and what it takes to capture them

Increasing purchasing power in **emerging and developing countries** is one of the major new trends driving demand for travel experiences: according to research, a family trip is the second-highest priority for the booming middle classes, after buying a car. UNWTO's Barometer shows that China is the largest market in terms of international tourism expenditure, a measure of the aggregate amount spent by a country's citizens on international travel, and is still growing at a double-digit rate.[10] Brazil has become the 10th largest market, while in India, the Philippines, Saudi Arabia and Qatar, expenditures grew by approximately 30% from 2013 to 2014.

Given the importance of regional markets, comparing a region's growth in international tourism expenditure with its performance on the TTCI illustrates where opportunities to capture these new travellers may be largest. Figure 4 plots regions onto four quadrants. Those achieving a good TTCI performance and where expenditure is growing strongly, in the upper-right quadrant, are best placed to benefit. Regions where demand is growing but which are not yet performing well on the TTCI, in the lower-right quadrant, are where investments in T&T development could bring the greatest returns.

Regions where TTCI performance is good but expenditure growth is low, in the upper-left quadrant, are more mature markets that tend already to attract tourists from within the region but still need to be alert to the interests and preferences of new consumers. Finally, those with low expenditure growth and less good performance on TTCI—in the lower-left quadrant—face the most challenges, and need to develop their T&T sector to attract tourists from other regions. The Caribbean is a special case in this analysis, given its strong T&T sector, diversity and existing reliance on tourists from other regions, but many countries in the region still need to address T&T competitiveness gaps.

Another major trend in travel and tourism is **shifting demographics.** The number of over-60s in the world is projected to rise from 900 million in 2010 to almost 1.4 billion by 2030.[11] Elder travellers tend to require higher standards of quality and sophistication, to have somewhat larger budgets (this demographic

**Figure 5: Business-to-consumers internet use and international tourism arrivals**

Sources: World Economic Forum Executive Opinion Survey and UNWTO.

**Figure 6: Number of cultural heritage sites and demand for cultural tourism**

Sources: UNESCO, World Heritage List, and Bloom Consulting.

accounts for 40% of travel but 60% of wealth) and to be immune to seasonality. Some search for "second youth" experiences, while others have physical limitations that need to be catered to.

Meanwhile, **younger travellers** (especially "millennials") are characterized by distinctive travel preferences. They are not very much interest in traditional vacations packages but they are motivated by increasing their knowledge about the world and experiencing everyday life in other countries, according to a recent survey by the World Youth Student and Educational Travel Confederation. They tend to spend more time exploring more remote destinations and have less interest in luxury.

Younger travellers rely especially heavily on new technologies and **online services** to shape their travel "experience", often using the sharing economy—but the internet is increasingly important for all kinds of travellers. A recent study by Boston Consulting Group estimates that 95% of people use digital resources to organize a trip, using an average of 19 websites or mobile applications—not only for booking, but also searching for information and inspiration, making plans and sharing experiences during and after the trip.[12] Internet access during a trip is increasingly seen as a necessity: a Tripadvisor survey found that 74% of the respondents mentioned "free wi-fi" as the main benefit when deciding about accommodation.[13]

More specifically, the prominence of **mobile internet** is increasing. In China, for instance, mobile travel sales accounted for 40% of the business of the most important OTAs, Ctrip and eLong. Deutsche Bank Securities estimates that by the end of this decade mobile hotel bookings worldwide will triple, while non-mobile online reservations will rise by only 4% annually.

The importance of the ICT channel to a country's T&T competitiveness cannot be overstated. The best performers are luring customers with online marketing strategies and country-level branding, and offering customer care services beyond online booking. This requires management awareness and developing skills from technical and programming knowledge to data interpretation, to understand and meet consumers' evolving needs. Figure 5 shows how international arrivals (taken in logarithms) are somewhat correlated to the extent of internet usage for business-to consumer transactions.

The importance of online searches also points to the need to value natural and cultural resources, as countries with a higher number of UNESCO heritage sites tend to be searched for more often online (see Figure 6). Giving these resources more visibility can translate into additional internet searches, offering the opportunity to convey information about the country's other attractions.

## Opportunities for all

With low- and middle-income countries now receiving more international visitors than high-income countries (see Figure 7), it is clear the T&T sector can have a significant impact on countries at all stages of development. Increasing the competitiveness of the T&T sector can produce short-term economic effects such as balance of payments gains, while investments in infrastructure to boost tourism can have considerable long-term spillover effects on the wider economy.

In terms of creating employment, not only is the T&T sector relatively labour intensive, it tends to employ more women and young people than most industries, and creates more opportunities for SMEs. While the belief persists that employment in T&T tends to be low-pay/low-skills, the sector increasingly demands high-skilled workers in areas such as ICT, management and marketing. Developing specialized tourism niches

also promotes higher-skilled employment. An anecdotal example comes from medical tourism in Portugal where Lisbon's Hospital Lusíadas activity has grown significantly due to the inflow of international patients.

### Coordination and cooperation are key to success

Identifying priorities, upgrading infrastructure, calibrating fiscal incentives and executing international marketing campaigns are among the tasks necessary to succeed in developing the T&T sector—tasks which are often beyond the scope of local administrations and even single national ministries. Therefore, the difference between success and failure in T&T can lie in creating strong collaboration frameworks and overcoming financial, institutional and organizational bottlenecks.

Building transport infrastructure, for example, requires the involvement of at least two ministries—transport and finance—along with local authorities, the contractor, investors and, sometimes, other agencies. Given long investment horizons, investors need to be reassured on feasibility, risk allocation and the public sector's contractual commitment. A recent World Economic Forum-Boston Consulting Group study identifies best practices to overcome these institutional complexities, ranging from the quality of technical, legal and environmental feasibility studies to the rigour of the project preparation process.[14]

The province of Salta in Argentina offers a successful case study of an integrated, large-scale approach. Despite the advantages of significant natural and cultural resources, proximity to growing countries such as Chile and a devaluated currency, tourism did not develop before the introduction of a plan which included upgrading tourism and transport infrastructure, restoring cultural heritage and launching a national and international promotional campaign. The plan involved a public-private partnership, with a loan from the Inter-American Development Bank signalling long-term commitment.[15]

## CONCLUSION

We have looked at the T&T competitiveness of 141 economies, based on the updated World Economic Forum's Travel & Tourism Competitiveness Index (TTCI). The TTCI represents our best efforts to capture the complex phenomenon of T&T competitiveness, demonstrating that a whole array of reforms and improvements in different areas are required for improving the T&T competitiveness of nations.

This year we present an updated index that reflects latest developments in terms of both concepts and data availability.

Four key findings emerge from the results of the 2015 TTCI and additional quantitative and qualitative analysis. First, the T&T industry continues to grow quickly, and has proven resilient to shocks. Second, new trends are emerging, and the countries performing better in the TTCI are those that are better equipped to capture the opportunities they bring. Third, developing the T&T sector provides growth opportunities for all countries, regardless of their wealth, and offers job opportunities at all skill levels. And finally, the development of the T&T industry is complex, requiring inter-ministerial coordination, and often international and public-private partnerships.

By highlighting success factors and obstacles to T&T competitiveness in economies around the world, the TTCI is a tool that can be used to identify the competitive strengths of individual economies as well as the barriers that impede the development of the sector. The index also allows economies to track their progress over time on those indicators of interest. We will continue to publish *The Travel & Tourism Competitiveness Report* on a biennial basis, providing a platform for dialogue between the business community and national policymakers working together to improve the T&T competitiveness of their respective economies, and thus improving prosperity of their citizens.

**Figure 7: International tourism arrivals convergence**

Source: Author's calculation based on World Tourism Organization (UNWTO) *Yearbook of Tourism Statistics, Compendium of Tourism Statistics.*

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## NOTES

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3 World Tourism Organization (UNWTO) et al., 2014.

4 Burke et al., 2012.

5 See for example on forestry: Food and Agricultural Organization (FAO), 2005; and on coral reefs: International Union for Conservation of Nature (IUCN), 2014, and Global Coral Reef Monitoring Network, 2008.

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7 World Economic Forum, 2014a.

8 World Tourism Organization (UNWTO), 2014.

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14 For more details refer to World Economic Forum, 2013.

15 Castillo et al., 2015.

# Appendix A:
# Composition of the Travel & Tourism Competitiveness Index

This appendix provides details about the construction of the 2015 edition of the Travel & Tourism Competitiveness Index (TTCI).

The TTCI structure (detailed below) is based on 14 pillars organized into four subindexes: **A) Enabling Environment,** composed of five pillars: 1. Business Environment, 2. Safety and Security, 3. Health and Hygiene, 4.Human Resources and Labour Market, 5. ICT Readiness; **B) T&T Policy and Enabling Conditions,** composed of four pillars: 6. Prioritization of Travel & Tourism, 7. International Openness, 8. Price Competitiveness, 9. Environmental sustainability; **C) Infrastructure,** composed of three pillars: 10. Air Transport Infrastructure, 11. Ground and Port Infrastructure, 12. Tourist Service Infrastructure; and **D) Natural and Cultural Resources** (2 pillars): 13. Natural Resources and 14. Cultural Resources and Business Travel.

These 14 pillars are calculated on the basis of data derived from the Executive Opinion Survey (Survey) and quantitative data from other sources.

The Survey data is derived from responses to the World Economic Forum's Executive Opinion Survey and range in value from 1 to 7. Hard data were collected from various sources, which are described in the Technical Notes and Sources section at the end of the *Report.* All of the data used in the calculation of the TTCI can be found in the Data Tables section of the *Report.*

Hard data indicators used in the TTCI are normalized to a 1-to-7 scale in order to align them with the Executive Opinion Survey's results.[1]

Each of the pillars has been calculated as an un-weighted average of the individual component variables.

The subindexes are then calculated as un-weighted averages of the included pillars. In the case of the Human Resources and Labour Market pillar, which is, itself, composed of two subpillars (Qualification of the labour force and Labour market), the overall pillar is the un-weighted average of the two subpillars.

The overall TTCI is then the un-weighted average of the three subindexes. The indicators that make up each pillar and subpillar are described below.

Indicators not derived from the Survey are identified by an asterisk on the following pages.

## SUBINDEX A: ENABLING ENVIRONMENT

### Pillar 1: Business Environment

1.01 Property rights
1.02 Impact of rules on FDI
1.03 Efficiency of legal framework in settling disputes[2]
1.04 Efficiency of legal framework in challenging regulations[2]
1.05 Time required to deal with construction permits*[2]
1.06 Cost to deal with construction permits*[2]
1.07 Extent of market dominance
1.08 Time required to start a business*[2]
1.09 Cost to start a business*[2]
1.10 Extent and effect of taxation on incentives to work[2]
1.11 Extent and effect of taxation on incentives to invest[2]
1.12 Total tax rate*

### Pillar 2: Safety and Security

2.01 Business costs of crime and violence
2.02 Reliability of police services
2.03 Business costs of terrorism
2.04 Index of terrorism incidence*
2.05 Homicide rate*

### Pillar 3: Health and Hygiene

3.01 Physician density*
3.02 Access to improved sanitation*[2]
3.03 Access to improved drinking water*[2]
3.04 Hospital beds*
3.05 HIV prevalence*
3.06 Malaria incidence*

### Pillar 4: Human Resources and Labour Market

Qualification of the labour force

4.01 Primary education enrolment rate*
4.02 Secondary education enrolment rate*
4.03 Extent of staff training
4.04 Treatment of customers

Labour market

4.05 Hiring and firing practices
4.06 Ease of finding skilled employees
4.07 Ease of hiring foreign labour
4.08 Pay and productivity
4.09 Female labour force participation*

### Pillar 5: ICT Readiness

5.01 ICT use for business-to-business transactions[2]
5.02 Internet use for business-to-consumer transactions[2]
5.03 Individuals using the internet*
5.04 Broadband internet subscribers*
5.05 Mobile telephone subscriptions*
5.06 Mobile broadband subscriptions*
5.07 Mobile network coverage*
5.08 Quality of electricity supply

*(Cont'd.)*

## SUBINDEX B: T&T POLICY AND ENABLING CONDITIONS

### Pillar 6: Prioritization of Travel & Tourism

6.01 Government prioritization of the T&T industry
6.02 T&T government expenditure*
6.03 Effectiveness of marketing to attract tourists
6.04 Comprehensiveness of annual T&T data*[2]
6.05 Timeliness of providing monthly/quarterly T&T data*[2]
6.06 Country Brand Strategy rating*

### Pillar 7: International Openness

7.01 Visa requirements*
7.02 Openness of bilateral Air Service Agreements*
7.03 Number of regional trade agreements in force*

### Pillar 8: Price Competitiveness

8.01 Ticket taxes and airport charges*
8.02 Hotel price index*
8.03 Purchasing power parity*
8.04 Fuel price levels*

### Pillar 9: Environmental Sustainability

9.01 Stringency of environmental regulations[2]
9.02 Enforcement of environmental regulations[2]
9.03 Sustainability of travel and tourism industry development
9.04 Particulate matter (2.5) concentration*
9.05 Number of environmental treaty ratifications*
9.06 Baseline water stress*
9.07 Threatened species*
9.08 Forest cover change*
9.09 Wastewater treatment*
9.10 Coastal shelf fishing pressure*

## SUBINDEX C: INFRASTRUCTURE

### Pillar 10: Air Transport Infrastructure

10.01 Quality of air transport infrastructure
10.02 Available seat kilometres, domestic*[3]
10.03 Available seat kilometres, international*[3]
10.04 Aircraft departures*
10.05 Airport density*
10.06 Number of operating airlines*

### Pillar 11: Ground and Port Infrastructure

11.01 Quality of roads
11.02 Quality of railroad infrastructure
11.03 Quality of port infrastructure
11.04 Quality of ground transport network
11.05 Railroad density*
11.06 Road density*[2]
11.07 Paved road density*[2]

### Pillar 12: Tourist Service Infrastructure

12.01 Hotel rooms*
12.02 Extension of business trips recommended
12.03 Presence of major car rental companies*
12.04 ATMs accepting Visa cards*

## SUBINDEX D: NATURAL AND CULTURAL RESOURCES

### Pillar 13: Natural Resources

13.01 Number of World Heritage natural sites*
13.02 Total known species*
13.03 Total protected areas*
13.04 Natural tourism digital demand*
13.05 Quality of the natural environment

### Pillar 14: Cultural Resources and Business Travel

14.01 Number of World Heritage cultural sites*[3]
14.02 Number of oral and intangible cultural heritage expressions*[3]
14.03 Number of sports stadiums*
14.04 Number of international association meetings*
14.05 Cultural and entertainment tourism digital demand*

## NOTES

1 The standard formula for converting each hard data indicator to the 1-to-7 scale is

$$6 \times \left(\frac{\text{country score} - \text{sample minimum}}{\text{sample maximum} - \text{sample minimum}}\right) + 1$$

The *sample minimum* and *sample maximum* are the lowest and highest scores of the overall sample, respectively. For those hard data indicators for which a higher value indicates a worse outcome (e.g. fuel price levels), we rely on a normalization formula that, in addition to converting the series to a 1-to-7 scale, reverses it, so that 1 and 7 still correspond to the worst and best, respectively:

$$-6 \times \left(\frac{\text{country score} - \text{sample minimum}}{\text{sample maximum} - \text{sample minimum}}\right) + 7$$

In some instances, adjustments were made to account for extreme outliers in the data.

2 These indicators are combined applying a simple average aggregation to form one single indicator. Consequently, they are implicitly weighted by a factor of 0.5.

3 Indicators 10.02, *Available seat kilometers, domestic,* and 10.03, *Available seat kilometers, international,* are summed to form a single indicator, which is then averaged with indicators 10.01, 10.04, 10.05 and 10.06 to calculate the pillar average. Similarly, indicators 14.01, *Number of World Heritage cultural sites,* and 14.02, *Number of oral and intangible cultural heritage expressions,* are summed to form a single indicator, which is then averaged with indicators 14.03, 14.04 and 14.05 to calculate the pillar average.

Note that countries with zero reported incidences receive a 7, regardless of their scores on the related Survey question.

# Appendix B: TTCI Indicators Update

This appendix provides a detailed list of all the indicators added to and removed from the T&T Competitiveness Index 2015 framework and explains the rationale for such changes.

| Indicator | | Type | Rationale |
|---|---|---|---|
| **Pillar 1: Business Environment** | | | |
| **Added indicators** | | | |
| 1.03 | Efficiency of legal framework in settling disputes | SURVEY | Efficient legal enforcement is necessary to guarantee contracts and property rights. |
| 1.04 | Efficiency of legal framework in challenging regulations | SURVEY | |
| 1.05 | Number of days required to deal with construction permits | STATISTICAL | Construction permits represent an important factor for tourism development. |
| 1.06 | Cost of dealing with construction permits | STATISTICAL | |
| 1.07 | Extent of market dominance | SURVEY | Competition is beneficial to business efficiency. |
| 1.10 | Extent and effect of taxation on incentives to work | SURVEY | Replaces the previous indicator: "Extent and effect of taxation". |
| 1.11 | Extent and effect of taxation on incentives to invest | SURVEY | |
| 1.12 | Total tax rate | STATISTICAL | Taxation is an important incentive to business creation. |
| **Dropped indicators** | | | |
| Prevalence of foreign ownership | | SURVEY | "Extent of market dominance indicator" is a better competition indicator. |
| GATS commitments restrictiveness index (Tourism) | | STATISTICAL | Not available anymore |
| Transparency of government policymaking | | SURVEY | Too general assessment of institutional strength. |
| Visa requirements | | STATISTICAL | Moved to International Openness pillar. |
| Openness of bilateral Air Service Agreements | | STATISTICAL | |
| **Pillar 2. Safety and Security** | | | |
| **Added indicators** | | | |
| 2.04 | Index of terrorism incidence | STATISTICAL | Additional, complementary measures of crime and terrorism. |
| 2.05 | Homicide rate | STATISTICAL | |
| **Dropped indicators** | | | |
| | Road traffic accidents | STATISTICAL | Not relevant if safety is understood as violence and crime. |
| **Pillar 3. Health and Hygiene** | | | |
| **Added indicators** | | | |
| 3.05 | HIV prevalence (moved from the Human Resources and Labour Market pillar) | STATISTICAL | High prevalence of infectious diseases can discourage tourism and reduce the efficiency of labour force. |
| 3.06 | Malaria incidence | STATISTICAL | |
| **Pillar 4. Human Resources and Labour Market** | | | |
| **Added indicators** | | | |
| 4.04 | Treatment of customers | SURVEY | Customer care is a key feature of T&T services. |
| 4.06 | Ease of finding skilled employees | SURVEY | Human capital skill-matching is fundamental factor for T&T development. |
| 4.08 | Pay and productivity | SURVEY | Indicator of capacity of attracting and retaining skilled workers. |
| 4.09 | Female labour force participation | STATISTICAL | Female participation increases skill pool. |

*(Cont'd.)*

| Indicator | Type | Rationale |
|---|---|---|
| **Pillar 4. Human Resources and Labour Market** *(cont'd.)* | | |
| **Dropped indicators** | | |
| Availability of training services | SURVEY | Redundant with indicator "Extent of staff training". |
| HIV prevalence | STATISTICAL | Moved to Health and Hygiene pillar |
| Life expectancy | STATISTICAL | Too broad a measure of total health. |
| **Pillar 5. ICT Readiness** | | |
| **Added indicators** | | |
| 5.07 Mobile network coverage | STATISTICAL | Improved measure of ICT infrastructure. |
| 5.08 Quality of electricity supply | SURVEY | Electricity blackouts have a negative impact on ICT use. |
| **Dropped indicators** | | |
| Fixed telephone lines | STATISTICAL | Outdated, as mobile or broadband penetration is rising in all countries. |
| **Pillar 6. Prioritization of Travel & Tourism** | | |
| **Added indicators** | | |
| 6.06 Country Brand Strategy rating | STATISTICAL | Government's efficacy in promoting the country brand has a direct impact on tourists' perceptions. |
| **Pillar 7. International Openness** | | |
| **Added indicators** | | |
| 7.01 Visa requirements | STATISTICAL | Important factors for travel facilitation. |
| 7.02 Openness of bilateral Air Service Agreements | STATISTICAL | |
| 7.03 Number of regional trade agreements in force | STATISTICAL | |
| **Dropped indicators** | | |
| Tourism openness | STATISTICAL | Imprecise measures. |
| Attitude of population toward foreign visitors | SURVEY | |
| **Pillar 9. Environmental Sustainability** | | |
| **Added indicators** | | |
| 9.04 Particulate matter (2.5) concentration | STATISTICAL | Replaces the indicator "Particulate matter concentration (PM10)", as PM2.5 are more harmful to human health than PM10. |
| 9.06 Baseline water stress | STATISTICAL | Proxies for degradation of a country's water, forest resources and sea-beds, which have a detrimental effect on attractiveness to tourists. |
| 9.08 Forest cover change | STATISTICAL | |
| 9.09 Wastewater treatment | STATISTICAL | |
| 9.10 Coastal shelf fishing pressure | STATISTICAL | |
| **Dropped indicators** | | |
| Carbon dioxide emissions | STATISTICAL | Imprecise and indirect measure of environmental degradation. |
| **Pillar 13. Natural Resources** | | |
| **Added indicators** | | |
| 13.03 Total protected areas | STATISTICAL | Replaces the indicator "total biome protection". For the purposes of the index, this measure better proxies the extent of natural parks. |
| 13.04 Natural tourism digital demand | STATISTICAL | Proxies interest in the country's natural resources, assuming thath more searches means better natural resources. |
| **Pillar 14. Cultural Resources and Business Travel** | | |
| **Added indicators** | | |
| 14.05 Cultural and entertainment tourism digital demand | STATISTICAL | Proxies interest in the country's cultural and entertainment resources, assuming that more searches imply better cultural resources. |

# Appendix C:
# T&T Competitiveness Index 2015 pillar rankings

This appendix presents the detailed rankings and scores of the 14 pillars composing the T&T Competitiveness Index 2015 for all 141 economies covered this year. This complements the regional rankings presented earlier in the main chapter.

## Pillar 1: Business Environment

| Rank | Economy | Value | Rank | Economy | Value | Rank | Economy | Value |
|---|---|---|---|---|---|---|---|---|
| 1 | Singapore | 6.13 | 48 | Seychelles | 4.63 | 95 | Egypt | 4.11 |
| 2 | Hong Kong SAR | 6.08 | 49 | Barbados | 4.62 | 96 | Romania | 4.11 |
| 3 | Qatar | 6.05 | 50 | Armenia | 4.62 | 97 | Nigeria | 4.11 |
| 4 | United Arab Emirates | 5.90 | 51 | Israel | 4.61 | 98 | Mexico | 4.09 |
| 5 | Switzerland | 5.76 | 52 | Sri Lanka | 4.59 | 99 | Honduras | 4.09 |
| 6 | Luxembourg | 5.73 | 53 | Latvia | 4.59 | 100 | Spain | 4.09 |
| 7 | United Kingdom | 5.70 | 54 | Uruguay | 4.58 | 101 | Gambia, The | 4.06 |
| 8 | New Zealand | 5.69 | 55 | Ghana | 4.58 | 102 | Bangladesh | 4.06 |
| 9 | Finland | 5.60 | 56 | Lao PDR | 4.58 | 103 | Burkina Faso | 4.05 |
| 10 | Malaysia | 5.60 | 57 | Bhutan | 4.56 | 104 | Greece | 4.04 |
| 11 | Bahrain | 5.53 | 58 | Portugal | 4.54 | 105 | Malawi | 4.03 |
| 12 | Netherlands | 5.44 | 59 | Turkey | 4.54 | 106 | Slovenia | 4.03 |
| 13 | Norway | 5.44 | 60 | Philippines | 4.54 | 107 | India | 4.02 |
| 14 | Ireland | 5.37 | 61 | Trinidad and Tobago | 4.53 | 108 | Colombia | 3.99 |
| 15 | South Africa | 5.35 | 62 | France | 4.52 | 109 | Russian Federation | 3.98 |
| 16 | Canada | 5.34 | 63 | Indonesia | 4.48 | 110 | Nepal | 3.98 |
| 17 | Germany | 5.32 | 64 | Lithuania | 4.48 | 111 | Tanzania | 3.97 |
| 18 | Oman | 5.29 | 65 | Azerbaijan | 4.45 | 112 | Cameroon | 3.96 |
| 19 | United States | 5.28 | 66 | Vietnam | 4.45 | 113 | Slovak Republic | 3.92 |
| 20 | Denmark | 5.28 | 67 | Swaziland | 4.45 | 114 | Mali | 3.90 |
| 21 | Taiwan, China | 5.27 | 68 | Jamaica | 4.44 | 115 | Moldova | 3.90 |
| 22 | Sweden | 5.22 | 69 | Korea, Rep. | 4.44 | 116 | Ethiopia | 3.90 |
| 23 | Saudi Arabia | 5.21 | 70 | Guyana | 4.43 | 117 | Uganda | 3.87 |
| 24 | Mauritius | 5.19 | 71 | Tunisia | 4.42 | 118 | Madagascar | 3.87 |
| 25 | Rwanda | 5.13 | 72 | Cape Verde | 4.42 | 119 | Iran, Islamic Rep. | 3.85 |
| 26 | Estonia | 5.13 | 73 | Montenegro | 4.39 | 120 | Burundi | 3.78 |
| 27 | Japan | 5.12 | 74 | Mongolia | 4.39 | 121 | Algeria | 3.78 |
| 28 | Australia | 5.04 | 75 | Czech Republic | 4.35 | 122 | Lebanon | 3.76 |
| 29 | Chile | 5.03 | 76 | Poland | 4.35 | 123 | Tajikistan | 3.73 |
| 30 | Iceland | 4.96 | 77 | Kenya | 4.33 | 124 | Suriname | 3.68 |
| 31 | Austria | 4.94 | 78 | Peru | 4.29 | 125 | Croatia | 3.65 |
| 32 | Georgia | 4.91 | 79 | Hungary | 4.28 | 126 | Brazil | 3.60 |
| 33 | Panama | 4.88 | 80 | China | 4.25 | 127 | Italy | 3.59 |
| 34 | Macedonia, FYR | 4.87 | 81 | Kyrgyz Republic | 4.24 | 128 | Yemen | 3.58 |
| 35 | Jordan | 4.86 | 82 | Mozambique | 4.23 | 129 | Cambodia | 3.56 |
| 36 | Botswana | 4.86 | 83 | Guatemala | 4.23 | 130 | Nicaragua | 3.53 |
| 37 | Puerto Rico | 4.85 | 84 | Lesotho | 4.23 | 131 | Mauritania | 3.46 |
| 38 | Thailand | 4.78 | 85 | Bulgaria | 4.22 | 132 | Bolivia | 3.43 |
| 39 | Namibia | 4.76 | 86 | El Salvador | 4.22 | 133 | Serbia | 3.38 |
| 40 | Malta | 4.76 | 87 | Pakistan | 4.19 | 134 | Guinea | 3.38 |
| 41 | Zambia | 4.75 | 88 | Dominican Republic | 4.19 | 135 | Myanmar | 3.20 |
| 42 | Morocco | 4.73 | 89 | Gabon | 4.18 | 136 | Angola | 3.03 |
| 43 | Cyprus | 4.72 | 90 | Paraguay | 4.18 | 137 | Haiti | 3.02 |
| 44 | Kazakhstan | 4.71 | 91 | Côte d'Ivoire | 4.13 | 138 | Zimbabwe | 2.97 |
| 45 | Belgium | 4.71 | 92 | Sierra Leone | 4.12 | 139 | Chad | 2.80 |
| 46 | Kuwait | 4.69 | 93 | Albania | 4.11 | 140 | Argentina | 2.67 |
| 47 | Costa Rica | 4.64 | 94 | Senegal | 4.11 | 141 | Venezuela | 2.36 |

## Pillar 2: Safety and Security

| Rank | Economy | Value |
|---|---|---|
| 1 | Finland | 6.70 |
| 2 | Qatar | 6.61 |
| 3 | United Arab Emirates | 6.60 |
| 4 | Iceland | 6.54 |
| 5 | Austria | 6.47 |
| 6 | Luxembourg | 6.46 |
| 7 | New Zealand | 6.41 |
| 8 | Singapore | 6.40 |
| 9 | Oman | 6.38 |
| 10 | Portugal | 6.33 |
| 11 | Switzerland | 6.32 |
| 12 | Hong Kong SAR | 6.31 |
| 13 | Australia | 6.24 |
| 14 | Slovenia | 6.20 |
| 15 | Ireland | 6.18 |
| 16 | Belgium | 6.18 |
| 17 | Netherlands | 6.16 |
| 18 | Norway | 6.10 |
| 19 | Sweden | 6.10 |
| 20 | Germany | 6.06 |
| 21 | Canada | 6.05 |
| 22 | Japan | 6.05 |
| 23 | Estonia | 6.04 |
| 24 | Taiwan, China | 6.03 |
| 25 | Malta | 6.03 |
| 26 | Bhutan | 6.02 |
| 27 | Cyprus | 6.00 |
| 28 | Croatia | 6.00 |
| 29 | Saudi Arabia | 5.99 |
| 30 | Chile | 5.98 |
| 31 | Spain | 5.97 |
| 32 | Georgia | 5.96 |
| 33 | Mauritius | 5.91 |
| 34 | Denmark | 5.88 |
| 35 | Poland | 5.86 |
| 36 | Azerbaijan | 5.83 |
| 37 | Morocco | 5.83 |
| 38 | Armenia | 5.80 |
| 39 | Hungary | 5.79 |
| 40 | Latvia | 5.79 |
| 41 | Jordan | 5.79 |
| 42 | Malaysia | 5.79 |
| 43 | Kuwait | 5.76 |
| 44 | Barbados | 5.75 |
| 45 | Macedonia, FYR | 5.75 |
| 46 | Czech Republic | 5.71 |
| 47 | Montenegro | 5.69 |
| 48 | Italy | 5.68 |
| 49 | Suriname | 5.61 |
| 50 | Gambia, The | 5.61 |
| 51 | Rwanda | 5.58 |
| 52 | Costa Rica | 5.58 |
| 53 | Sri Lanka | 5.58 |
| 54 | Lithuania | 5.56 |
| 55 | Slovak Republic | 5.55 |
| 56 | Lao PDR | 5.51 |
| 57 | Greece | 5.49 |
| 58 | China | 5.47 |
| 59 | Serbia | 5.46 |
| 60 | Uruguay | 5.45 |
| 61 | Korea, Rep. | 5.45 |
| 62 | France | 5.44 |
| 63 | United Kingdom | 5.44 |
| 64 | Moldova | 5.43 |
| 65 | Romania | 5.42 |
| 66 | Senegal | 5.41 |
| 67 | Malawi | 5.41 |
| 68 | Zambia | 5.40 |
| 69 | Mongolia | 5.40 |
| 70 | Albania | 5.34 |
| 71 | Bahrain | 5.33 |
| 72 | Kazakhstan | 5.32 |
| 73 | United States | 5.32 |
| 74 | Zimbabwe | 5.31 |
| 75 | Vietnam | 5.31 |
| 76 | Tajikistan | 5.30 |
| 77 | Cameroon | 5.29 |
| 78 | Bulgaria | 5.24 |
| 79 | Gabon | 5.22 |
| 80 | Ethiopia | 5.18 |
| 81 | Cape Verde | 5.18 |
| 82 | Sierra Leone | 5.18 |
| 83 | Indonesia | 5.16 |
| 84 | Botswana | 5.15 |
| 85 | Nicaragua | 5.14 |
| 86 | Seychelles | 5.09 |
| 87 | Mauritania | 5.06 |
| 88 | Argentina | 5.03 |
| 89 | Panama | 5.03 |
| 90 | Namibia | 5.02 |
| 91 | Ghana | 4.96 |
| 92 | Cambodia | 4.96 |
| 93 | Guinea | 4.95 |
| 94 | Burkina Faso | 4.90 |
| 95 | Algeria | 4.90 |
| 96 | Iran, Islamic Rep. | 4.89 |
| 97 | Kyrgyz Republic | 4.88 |
| 98 | Tunisia | 4.86 |
| 99 | Israel | 4.85 |
| 100 | Tanzania | 4.85 |
| 101 | Puerto Rico | 4.82 |
| 102 | Haiti | 4.75 |
| 103 | Angola | 4.73 |
| 104 | Brazil | 4.68 |
| 105 | Côte d'Ivoire | 4.68 |
| 106 | Madagascar | 4.66 |
| 107 | Swaziland | 4.65 |
| 108 | Bolivia | 4.65 |
| 109 | Uganda | 4.62 |
| 110 | Paraguay | 4.62 |
| 111 | Guyana | 4.57 |
| 112 | Burundi | 4.55 |
| 113 | Nepal | 4.52 |
| 114 | Mozambique | 4.50 |
| 115 | Bangladesh | 4.43 |
| 116 | Lesotho | 4.42 |
| 117 | Peru | 4.39 |
| 118 | Chad | 4.36 |
| 119 | South Africa | 4.30 |
| 120 | Dominican Republic | 4.30 |
| 121 | Turkey | 4.23 |
| 122 | Mali | 4.15 |
| 123 | Trinidad and Tobago | 4.10 |
| 124 | Mexico | 4.10 |
| 125 | Myanmar | 4.04 |
| 126 | Russian Federation | 3.95 |
| 127 | Jamaica | 3.85 |
| 128 | Philippines | 3.84 |
| 129 | India | 3.82 |
| 130 | Lebanon | 3.81 |
| 131 | Kenya | 3.78 |
| 132 | Thailand | 3.75 |
| 133 | Honduras | 3.64 |
| 134 | El Salvador | 3.62 |
| 135 | Guatemala | 3.57 |
| 136 | Egypt | 3.40 |
| 137 | Venezuela | 3.36 |
| 138 | Pakistan | 3.04 |
| 139 | Yemen | 2.86 |
| 140 | Colombia | 2.82 |
| 141 | Nigeria | 2.65 |

## Pillar 3: Health and Hygiene

| Rank | Economy | Value |
|---|---|---|
| 1 | Austria | 6.97 |
| 2 | Germany | 6.85 |
| 3 | Lithuania | 6.81 |
| 4 | Czech Republic | 6.73 |
| 5 | Bulgaria | 6.70 |
| 6 | Russian Federation | 6.69 |
| 7 | Kazakhstan | 6.68 |
| 8 | Hungary | 6.61 |
| 9 | Greece | 6.57 |
| 10 | France | 6.52 |
| 11 | Switzerland | 6.50 |
| 12 | Belgium | 6.49 |
| 13 | Japan | 6.43 |
| 14 | Slovak Republic | 6.42 |
| 15 | Hong Kong SAR | 6.41 |
| 16 | Korea, Rep. | 6.36 |
| 17 | Malta | 6.35 |
| 18 | Croatia | 6.33 |
| 19 | Finland | 6.31 |
| 20 | Italy | 6.27 |
| 21 | Luxembourg | 6.26 |
| 22 | Moldova | 6.26 |
| 23 | Estonia | 6.25 |
| 24 | Netherlands | 6.24 |
| 25 | Poland | 6.21 |
| 26 | Argentina | 6.20 |
| 27 | Latvia | 6.17 |
| 28 | Norway | 6.17 |
| 29 | Australia | 6.14 |
| 30 | Taiwan, China | 6.13 |
| 31 | Georgia | 6.12 |
| 32 | Denmark | 6.11 |
| 33 | Spain | 6.11 |
| 34 | Iceland | 6.07 |
| 35 | Portugal | 6.06 |
| 36 | Israel | 6.06 |
| 37 | Slovenia | 6.05 |
| 38 | Serbia | 6.04 |
| 39 | Lebanon | 6.04 |
| 40 | Barbados | 6.02 |
| 41 | Mongolia | 6.02 |
| 42 | Macedonia, FYR | 5.99 |
| 43 | Qatar | 5.97 |
| 44 | Azerbaijan | 5.96 |
| 45 | Uruguay | 5.96 |
| 46 | Romania | 5.94 |
| 47 | Sweden | 5.94 |
| 48 | Armenia | 5.92 |
| 49 | United Kingdom | 5.83 |
| 50 | Ireland | 5.80 |
| 51 | Cyprus | 5.80 |
| 52 | Puerto Rico | 5.77 |
| 53 | Kyrgyz Republic | 5.73 |
| 54 | New Zealand | 5.72 |
| 55 | Montenegro | 5.71 |
| 56 | United States | 5.70 |
| 57 | Tajikistan | 5.65 |
| 58 | Canada | 5.60 |
| 59 | Jordan | 5.53 |
| 60 | Seychelles | 5.49 |
| 61 | Singapore | 5.44 |
| 62 | Kuwait | 5.43 |
| 63 | Turkey | 5.41 |
| 64 | Egypt | 5.40 |
| 65 | Oman | 5.37 |
| 66 | Brazil | 5.31 |
| 67 | Mauritius | 5.31 |
| 68 | China | 5.29 |
| 69 | United Arab Emirates | 5.28 |
| 70 | Mexico | 5.25 |
| 71 | Sri Lanka | 5.24 |
| 72 | Albania | 5.22 |
| 73 | Malaysia | 5.18 |
| 74 | Chile | 5.18 |
| 75 | Bahrain | 5.17 |
| 76 | Tunisia | 5.16 |
| 77 | Trinidad and Tobago | 5.14 |
| 78 | Saudi Arabia | 5.10 |
| 79 | Suriname | 5.09 |
| 80 | Panama | 5.09 |
| 81 | Venezuela | 5.08 |
| 82 | Costa Rica | 5.00 |
| 83 | Vietnam | 4.99 |
| 84 | Algeria | 4.97 |
| 85 | Colombia | 4.97 |
| 86 | Nepal | 4.90 |
| 87 | Dominican Republic | 4.89 |
| 88 | Paraguay | 4.89 |
| 89 | Thailand | 4.87 |
| 90 | El Salvador | 4.86 |
| 91 | Philippines | 4.79 |
| 92 | Peru | 4.79 |
| 93 | Iran, Islamic Rep. | 4.71 |
| 94 | Guatemala | 4.69 |
| 95 | Jamaica | 4.66 |
| 96 | Cape Verde | 4.64 |
| 97 | Bhutan | 4.57 |
| 98 | Morocco | 4.54 |
| 99 | Guyana | 4.52 |
| 100 | Honduras | 4.52 |
| 101 | Myanmar | 4.41 |
| 102 | Pakistan | 4.39 |
| 103 | Bolivia | 4.38 |
| 104 | Ethiopia | 4.35 |
| 105 | Nicaragua | 4.32 |
| 106 | India | 4.32 |
| 107 | Bangladesh | 4.29 |
| 108 | Lao PDR | 4.25 |
| 109 | Indonesia | 4.24 |
| 110 | Gabon | 4.19 |
| 111 | Rwanda | 3.92 |
| 112 | Cambodia | 3.92 |
| 113 | Burundi | 3.91 |
| 114 | South Africa | 3.85 |
| 115 | Yemen | 3.84 |
| 116 | Haiti | 3.74 |
| 117 | Namibia | 3.70 |
| 118 | Botswana | 3.50 |
| 119 | Gambia, The | 3.42 |
| 120 | Cameroon | 3.32 |
| 121 | Kenya | 3.29 |
| 122 | Madagascar | 3.28 |
| 123 | Angola | 3.23 |
| 124 | Swaziland | 3.19 |
| 125 | Senegal | 3.13 |
| 126 | Ghana | 3.09 |
| 127 | Côte d'Ivoire | 3.08 |
| 128 | Mauritania | 3.03 |
| 129 | Mali | 3.02 |
| 130 | Zimbabwe | 3.00 |
| 131 | Lesotho | 2.93 |
| 132 | Sierra Leone | 2.93 |
| 133 | Nigeria | 2.79 |
| 134 | Burkina Faso | 2.78 |
| 135 | Uganda | 2.72 |
| 136 | Tanzania | 2.68 |
| 137 | Guinea | 2.51 |
| 138 | Chad | 2.49 |
| 139 | Malawi | 2.44 |
| 140 | Zambia | 2.44 |
| 141 | Mozambique | 1.97 |

## Pillar 4: Human Resources and Labour Market

| Rank | Economy | Value |
|---|---|---|
| 1 | Switzerland | 5.64 |
| 2 | Iceland | 5.49 |
| 3 | Singapore | 5.49 |
| 4 | Denmark | 5.47 |
| 5 | Finland | 5.43 |
| 6 | New Zealand | 5.34 |
| 7 | Canada | 5.33 |
| 8 | Hong Kong SAR | 5.30 |
| 9 | Sweden | 5.30 |
| 10 | United Kingdom | 5.29 |
| 11 | United States | 5.28 |
| 12 | Ireland | 5.27 |
| 13 | Norway | 5.24 |
| 14 | Qatar | 5.23 |
| 15 | Japan | 5.20 |
| 16 | China | 5.20 |
| 17 | Germany | 5.18 |
| 18 | Portugal | 5.18 |
| 19 | Latvia | 5.18 |
| 20 | Cyprus | 5.16 |
| 21 | Luxembourg | 5.16 |
| 22 | United Arab Emirates | 5.15 |
| 23 | Netherlands | 5.13 |
| 24 | Estonia | 5.12 |
| 25 | Taiwan, China | 5.10 |
| 26 | Austria | 5.09 |
| 27 | Belgium | 5.03 |
| 28 | Zambia | 4.99 |
| 29 | Thailand | 4.98 |
| 30 | Malaysia | 4.98 |
| 31 | France | 4.96 |
| 32 | Lithuania | 4.96 |
| 33 | Barbados | 4.88 |
| 34 | Spain | 4.87 |
| 35 | Montenegro | 4.85 |
| 36 | Azerbaijan | 4.84 |
| 37 | Kazakhstan | 4.83 |
| 38 | Russian Federation | 4.83 |
| 39 | Israel | 4.81 |
| 40 | Korea, Rep. | 4.81 |
| 41 | Poland | 4.80 |
| 42 | Costa Rica | 4.79 |
| 43 | Hungary | 4.79 |
| 44 | Czech Republic | 4.75 |
| 45 | Greece | 4.75 |
| 46 | Slovak Republic | 4.75 |
| 47 | Mauritius | 4.75 |
| 48 | Bulgaria | 4.72 |
| 49 | Australia | 4.72 |
| 50 | Georgia | 4.72 |
| 51 | Tajikistan | 4.72 |
| 52 | Bahrain | 4.71 |
| 53 | Indonesia | 4.70 |
| 54 | Slovenia | 4.69 |
| 55 | Vietnam | 4.68 |
| 56 | Albania | 4.68 |
| 57 | Chile | 4.66 |
| 58 | Mongolia | 4.63 |
| 59 | Seychelles | 4.62 |
| 60 | Malta | 4.61 |
| 61 | Jamaica | 4.61 |
| 62 | Philippines | 4.59 |
| 63 | Peru | 4.57 |
| 64 | Romania | 4.56 |
| 65 | Jordan | 4.56 |
| 66 | Brazil | 4.51 |
| 67 | Lao PDR | 4.50 |
| 68 | Moldova | 4.50 |
| 69 | Uruguay | 4.50 |
| 70 | Kyrgyz Republic | 4.49 |
| 71 | Armenia | 4.48 |
| 72 | Cambodia | 4.48 |
| 73 | Macedonia, FYR | 4.47 |
| 74 | Saudi Arabia | 4.46 |
| 75 | Italy | 4.45 |
| 76 | Mexico | 4.45 |
| 77 | Kenya | 4.44 |
| 78 | Puerto Rico | 4.44 |
| 79 | Colombia | 4.44 |
| 80 | Croatia | 4.41 |
| 81 | Guatemala | 4.39 |
| 82 | Cape Verde | 4.39 |
| 83 | Trinidad and Tobago | 4.39 |
| 84 | Rwanda | 4.36 |
| 85 | Ghana | 4.35 |
| 86 | Sri Lanka | 4.33 |
| 87 | Tunisia | 4.31 |
| 88 | Turkey | 4.30 |
| 89 | Serbia | 4.29 |
| 90 | Oman | 4.27 |
| 91 | Bhutan | 4.26 |
| 92 | El Salvador | 4.26 |
| 93 | Kuwait | 4.26 |
| 94 | Honduras | 4.25 |
| 95 | Panama | 4.23 |
| 96 | Nepal | 4.22 |
| 97 | Dominican Republic | 4.21 |
| 98 | Cameroon | 4.20 |
| 99 | Argentina | 4.20 |
| 100 | Botswana | 4.20 |
| 101 | Malawi | 4.18 |
| 102 | Gambia, The | 4.12 |
| 103 | Egypt | 4.12 |
| 104 | Uganda | 4.11 |
| 105 | South Africa | 4.09 |
| 106 | Nicaragua | 4.07 |
| 107 | Morocco | 4.05 |
| 108 | Bolivia | 4.05 |
| 109 | Algeria | 4.04 |
| 110 | Tanzania | 4.03 |
| 111 | India | 4.03 |
| 112 | Lebanon | 3.99 |
| 113 | Guyana | 3.98 |
| 114 | Iran, Islamic Rep. | 3.95 |
| 115 | Suriname | 3.95 |
| 116 | Lesotho | 3.91 |
| 117 | Myanmar | 3.85 |
| 118 | Bangladesh | 3.85 |
| 119 | Madagascar | 3.85 |
| 120 | Zimbabwe | 3.83 |
| 121 | Paraguay | 3.83 |
| 122 | Namibia | 3.80 |
| 123 | Haiti | 3.76 |
| 124 | Swaziland | 3.70 |
| 125 | Venezuela | 3.66 |
| 126 | Ethiopia | 3.63 |
| 127 | Senegal | 3.63 |
| 128 | Gabon | 3.61 |
| 129 | Burundi | 3.61 |
| 130 | Sierra Leone | 3.61 |
| 131 | Mozambique | 3.57 |
| 132 | Nigeria | 3.54 |
| 133 | Yemen | 3.31 |
| 134 | Burkina Faso | 3.31 |
| 135 | Côte d'Ivoire | 3.29 |
| 136 | Mali | 3.26 |
| 137 | Guinea | 3.19 |
| 138 | Pakistan | 3.07 |
| 139 | Angola | 2.79 |
| 140 | Chad | 2.73 |
| 141 | Mauritania | 2.30 |

## Pillar 5: ICT Readiness

| Rank | Economy | Value |
|---|---|---|
| 1 | Finland | 6.37 |
| 2 | Hong Kong SAR | 6.22 |
| 3 | Denmark | 6.18 |
| 4 | Sweden | 6.17 |
| 5 | Norway | 6.14 |
| 6 | United Kingdom | 6.09 |
| 7 | Luxembourg | 6.09 |
| 8 | Switzerland | 6.03 |
| 9 | Japan | 6.00 |
| 10 | Singapore | 5.98 |
| 11 | Korea, Rep. | 5.97 |
| 12 | Netherlands | 5.96 |
| 13 | Iceland | 5.88 |
| 14 | United States | 5.76 |
| 15 | Bahrain | 5.76 |
| 16 | United Arab Emirates | 5.76 |
| 17 | Australia | 5.73 |
| 18 | Estonia | 5.71 |
| 19 | Austria | 5.70 |
| 20 | Latvia | 5.60 |
| 21 | New Zealand | 5.57 |
| 22 | France | 5.55 |
| 23 | Germany | 5.51 |
| 24 | Belgium | 5.47 |
| 25 | Qatar | 5.44 |
| 26 | Taiwan, China | 5.41 |
| 27 | Canada | 5.38 |
| 28 | Saudi Arabia | 5.29 |
| 29 | Lithuania | 5.29 |
| 30 | Ireland | 5.28 |
| 31 | Spain | 5.26 |
| 32 | Israel | 5.25 |
| 33 | Malta | 5.24 |
| 34 | Czech Republic | 5.19 |
| 35 | Italy | 5.14 |
| 36 | Slovenia | 5.07 |
| 37 | Slovak Republic | 5.05 |
| 38 | Croatia | 5.03 |
| 39 | Kuwait | 5.01 |
| 40 | Portugal | 4.97 |
| 41 | Barbados | 4.97 |
| 42 | Uruguay | 4.94 |
| 43 | Hungary | 4.93 |
| 44 | Poland | 4.90 |
| 45 | Oman | 4.83 |
| 46 | Russian Federation | 4.83 |
| 47 | Bulgaria | 4.76 |
| 48 | Kazakhstan | 4.74 |
| 49 | Greece | 4.71 |
| 50 | Cyprus | 4.63 |
| 51 | Chile | 4.62 |
| 52 | Azerbaijan | 4.58 |
| 53 | Trinidad and Tobago | 4.52 |
| 54 | Malaysia | 4.52 |
| 55 | Macedonia, FYR | 4.47 |
| 56 | Serbia | 4.45 |
| 57 | Brazil | 4.43 |
| 58 | Montenegro | 4.42 |
| 59 | Romania | 4.36 |
| 60 | Thailand | 4.34 |
| 61 | Panama | 4.30 |
| 62 | South Africa | 4.29 |
| 63 | Moldova | 4.23 |
| 64 | Mauritius | 4.22 |
| 65 | Jordan | 4.17 |
| 66 | Seychelles | 4.17 |
| 67 | Colombia | 4.17 |
| 68 | Turkey | 4.17 |
| 69 | Armenia | 4.16 |
| 70 | Costa Rica | 4.16 |
| 71 | Argentina | 4.16 |
| 72 | China | 4.15 |
| 73 | Albania | 4.07 |
| 74 | Georgia | 4.05 |
| 75 | Morocco | 4.03 |
| 76 | Tunisia | 3.94 |
| 77 | Namibia | 3.82 |
| 78 | Mexico | 3.82 |
| 79 | Guatemala | 3.82 |
| 80 | Egypt | 3.80 |
| 81 | Suriname | 3.78 |
| 82 | Puerto Rico | 3.76 |
| 83 | Botswana | 3.74 |
| 84 | Jamaica | 3.73 |
| 85 | Indonesia | 3.73 |
| 86 | Philippines | 3.71 |
| 87 | El Salvador | 3.69 |
| 88 | Lebanon | 3.62 |
| 89 | Peru | 3.62 |
| 90 | Cape Verde | 3.52 |
| 91 | Bhutan | 3.51 |
| 92 | Sri Lanka | 3.49 |
| 93 | Dominican Republic | 3.46 |
| 94 | Venezuela | 3.46 |
| 95 | Mongolia | 3.42 |
| 96 | Bolivia | 3.42 |
| 97 | Vietnam | 3.37 |
| 98 | Iran, Islamic Rep. | 3.36 |
| 99 | Kyrgyz Republic | 3.34 |
| 100 | Paraguay | 3.33 |
| 101 | Nicaragua | 3.21 |
| 102 | Cambodia | 3.19 |
| 103 | Kenya | 3.13 |
| 104 | Honduras | 3.10 |
| 105 | Algeria | 3.09 |
| 106 | Lao PDR | 3.09 |
| 107 | Ghana | 3.05 |
| 108 | Guyana | 3.04 |
| 109 | Senegal | 3.02 |
| 110 | Swaziland | 3.00 |
| 111 | Côte d'Ivoire | 2.94 |
| 112 | Rwanda | 2.93 |
| 113 | Gabon | 2.85 |
| 114 | India | 2.83 |
| 115 | Zimbabwe | 2.82 |
| 116 | Nigeria | 2.81 |
| 117 | Gambia, The | 2.74 |
| 118 | Uganda | 2.72 |
| 119 | Bangladesh | 2.70 |
| 120 | Malawi | 2.55 |
| 121 | Pakistan | 2.54 |
| 122 | Zambia | 2.51 |
| 123 | Tanzania | 2.48 |
| 124 | Lesotho | 2.47 |
| 125 | Angola | 2.37 |
| 126 | Nepal | 2.36 |
| 127 | Madagascar | 2.36 |
| 128 | Yemen | 2.29 |
| 129 | Mali | 2.28 |
| 130 | Tajikistan | 2.22 |
| 131 | Mauritania | 2.18 |
| 132 | Sierra Leone | 1.98 |
| 133 | Guinea | 1.94 |
| 134 | Mozambique | 1.94 |
| 135 | Burundi | 1.90 |
| 136 | Cameroon | 1.89 |
| 137 | Ethiopia | 1.88 |
| 138 | Haiti | 1.84 |
| 139 | Burkina Faso | 1.75 |
| 140 | Myanmar | 1.60 |
| 141 | Chad | 1.31 |

## Pillar 6: Prioritization of Travel & Tourism

| Rank | Economy | Value |
|---|---|---|
| 1 | Malta | 6.03 |
| 2 | Mauritius | 5.96 |
| 3 | Cyprus | 5.96 |
| 4 | Singapore | 5.95 |
| 5 | Iceland | 5.89 |
| 6 | Spain | 5.89 |
| 7 | Dominican Republic | 5.79 |
| 8 | Seychelles | 5.78 |
| 9 | Estonia | 5.76 |
| 10 | Barbados | 5.76 |
| 11 | Jamaica | 5.72 |
| 12 | Switzerland | 5.64 |
| 13 | Hong Kong SAR | 5.63 |
| 14 | New Zealand | 5.62 |
| 15 | Indonesia | 5.61 |
| 16 | Austria | 5.52 |
| 17 | United States | 5.47 |
| 18 | Portugal | 5.46 |
| 19 | Jordan | 5.46 |
| 20 | Japan | 5.44 |
| 21 | Uruguay | 5.43 |
| 22 | Costa Rica | 5.37 |
| 23 | Kenya | 5.36 |
| 24 | Greece | 5.36 |
| 25 | Panama | 5.27 |
| 26 | Morocco | 5.27 |
| 27 | Philippines | 5.26 |
| 28 | Ireland | 5.25 |
| 29 | Lebanon | 5.22 |
| 30 | Sri Lanka | 5.17 |
| 31 | France | 5.16 |
| 32 | Mexico | 5.16 |
| 33 | Norway | 5.14 |
| 34 | Hungary | 5.13 |
| 35 | United Kingdom | 5.10 |
| 36 | Canada | 5.00 |
| 37 | Cambodia | 4.99 |
| 38 | Puerto Rico | 4.99 |
| 39 | United Arab Emirates | 4.97 |
| 40 | Thailand | 4.95 |
| 41 | Paraguay | 4.94 |
| 42 | Bhutan | 4.93 |
| 43 | Slovenia | 4.93 |
| 44 | Tunisia | 4.91 |
| 45 | Qatar | 4.89 |
| 46 | South Africa | 4.88 |
| 47 | Chile | 4.88 |
| 48 | Gambia, The | 4.88 |
| 49 | Germany | 4.84 |
| 50 | Lao PDR | 4.83 |
| 51 | Tanzania | 4.83 |
| 52 | Australia | 4.81 |
| 53 | Georgia | 4.76 |
| 54 | Peru | 4.75 |
| 55 | China | 4.73 |
| 56 | Malaysia | 4.71 |
| 57 | Sweden | 4.70 |
| 58 | Azerbaijan | 4.69 |
| 59 | Nepal | 4.68 |
| 60 | Honduras | 4.68 |
| 61 | Netherlands | 4.66 |
| 62 | Luxembourg | 4.64 |
| 63 | Latvia | 4.64 |
| 64 | Israel | 4.63 |
| 65 | Italy | 4.62 |
| 66 | Czech Republic | 4.61 |
| 67 | Montenegro | 4.57 |
| 68 | Finland | 4.57 |
| 69 | Egypt | 4.56 |
| 70 | Argentina | 4.54 |
| 71 | Korea, Rep. | 4.52 |
| 72 | Cape Verde | 4.52 |
| 73 | Oman | 4.51 |
| 74 | Croatia | 4.51 |
| 75 | Namibia | 4.51 |
| 76 | Saudi Arabia | 4.50 |
| 77 | Madagascar | 4.47 |
| 78 | Belgium | 4.47 |
| 79 | El Salvador | 4.45 |
| 80 | Armenia | 4.43 |
| 81 | Macedonia, FYR | 4.41 |
| 82 | Taiwan, China | 4.41 |
| 83 | Turkey | 4.39 |
| 84 | Kazakhstan | 4.38 |
| 85 | Lithuania | 4.37 |
| 86 | Guatemala | 4.36 |
| 87 | Nicaragua | 4.34 |
| 88 | Romania | 4.34 |
| 89 | Botswana | 4.33 |
| 90 | Russian Federation | 4.33 |
| 91 | Denmark | 4.31 |
| 92 | Colombia | 4.31 |
| 93 | Rwanda | 4.29 |
| 94 | Swaziland | 4.28 |
| 95 | Bulgaria | 4.18 |
| 96 | India | 4.14 |
| 97 | Bahrain | 4.14 |
| 98 | Guyana | 4.11 |
| 99 | Poland | 4.10 |
| 100 | Zambia | 4.07 |
| 101 | Brazil | 4.05 |
| 102 | Slovak Republic | 4.04 |
| 103 | Uganda | 4.04 |
| 104 | Lesotho | 4.03 |
| 105 | Albania | 4.03 |
| 106 | Mongolia | 4.01 |
| 107 | Haiti | 4.00 |
| 108 | Myanmar | 3.99 |
| 109 | Tajikistan | 3.97 |
| 110 | Sierra Leone | 3.94 |
| 111 | Mali | 3.93 |
| 112 | Zimbabwe | 3.87 |
| 113 | Serbia | 3.83 |
| 114 | Moldova | 3.82 |
| 115 | Kyrgyz Republic | 3.81 |
| 116 | Senegal | 3.79 |
| 117 | Mozambique | 3.78 |
| 118 | Ethiopia | 3.75 |
| 119 | Vietnam | 3.73 |
| 120 | Pakistan | 3.72 |
| 121 | Chad | 3.57 |
| 122 | Burkina Faso | 3.55 |
| 123 | Trinidad and Tobago | 3.52 |
| 124 | Suriname | 3.51 |
| 125 | Bolivia | 3.51 |
| 126 | Ghana | 3.46 |
| 127 | Malawi | 3.46 |
| 128 | Cameroon | 3.42 |
| 129 | Venezuela | 3.36 |
| 130 | Iran, Islamic Rep. | 3.35 |
| 131 | Nigeria | 3.34 |
| 132 | Côte d'Ivoire | 3.31 |
| 133 | Bangladesh | 3.19 |
| 134 | Mauritania | 3.12 |
| 135 | Kuwait | 3.03 |
| 136 | Gabon | 3.00 |
| 137 | Guinea | 2.96 |
| 138 | Yemen | 2.80 |
| 139 | Algeria | 2.74 |
| 140 | Angola | 2.67 |
| 141 | Burundi | 2.45 |

## Pillar 7: International Openness

| Rank | Economy | Value |
|---|---|---|
| 1 | Singapore | 5.25 |
| 2 | Chile | 4.65 |
| 3 | New Zealand | 4.55 |
| 4 | El Salvador | 4.53 |
| 5 | Ireland | 4.53 |
| 6 | Iceland | 4.38 |
| 7 | Denmark | 4.34 |
| 8 | Colombia | 4.30 |
| 9 | Luxembourg | 4.25 |
| 10 | Netherlands | 4.25 |
| 11 | United Kingdom | 4.24 |
| 12 | Germany | 4.24 |
| 13 | France | 4.22 |
| 14 | Portugal | 4.21 |
| 15 | Peru | 4.18 |
| 16 | Japan | 4.16 |
| 17 | Czech Republic | 4.15 |
| 18 | Hungary | 4.15 |
| 19 | Croatia | 4.14 |
| 20 | Belgium | 4.13 |
| 21 | Switzerland | 4.11 |
| 22 | Finland | 4.10 |
| 23 | Panama | 4.10 |
| 24 | Italy | 4.09 |
| 25 | Greece | 4.09 |
| 26 | Poland | 4.08 |
| 27 | Sweden | 4.07 |
| 28 | Taiwan, China | 4.07 |
| 29 | Philippines | 4.05 |
| 30 | Honduras | 4.05 |
| 31 | Australia | 4.04 |
| 32 | United States | 4.02 |
| 33 | Austria | 3.99 |
| 34 | Lithuania | 3.99 |
| 35 | Costa Rica | 3.98 |
| 36 | Latvia | 3.97 |
| 37 | Norway | 3.97 |
| 38 | Nicaragua | 3.97 |
| 39 | Guatemala | 3.94 |
| 40 | Malta | 3.94 |
| 41 | Spain | 3.93 |
| 42 | Romania | 3.91 |
| 43 | Slovak Republic | 3.89 |
| 44 | Haiti | 3.88 |
| 45 | Bulgaria | 3.87 |
| 46 | Malaysia | 3.85 |
| 47 | Hong Kong SAR | 3.78 |
| 48 | Cyprus | 3.75 |
| 49 | Thailand | 3.70 |
| 50 | Slovenia | 3.70 |
| 51 | Guyana | 3.65 |
| 52 | Estonia | 3.65 |
| 53 | Korea, Rep. | 3.60 |
| 54 | Jamaica | 3.60 |
| 55 | Indonesia | 3.55 |
| 56 | Trinidad and Tobago | 3.50 |
| 57 | Mexico | 3.48 |
| 58 | Georgia | 3.44 |
| 59 | Cambodia | 3.43 |
| 60 | Mauritius | 3.42 |
| 61 | Turkey | 3.34 |
| 62 | Tanzania | 3.25 |
| 63 | Dominican Republic | 3.24 |
| 64 | Jordan | 3.24 |
| 65 | Sri Lanka | 3.21 |
| 66 | Canada | 3.19 |
| 67 | Burundi | 3.15 |
| 68 | Cape Verde | 3.13 |
| 69 | India | 3.08 |
| 70 | Senegal | 3.07 |
| 71 | Mozambique | 3.05 |
| 72 | Uganda | 3.03 |
| 73 | Kenya | 3.01 |
| 74 | Madagascar | 2.97 |
| 75 | Swaziland | 2.96 |
| 76 | Lao PDR | 2.94 |
| 77 | Mauritania | 2.94 |
| 78 | Rwanda | 2.93 |
| 79 | Mali | 2.91 |
| 80 | Barbados | 2.85 |
| 81 | Nepal | 2.80 |
| 82 | Bolivia | 2.78 |
| 83 | Armenia | 2.78 |
| 84 | Argentina | 2.77 |
| 85 | United Arab Emirates | 2.77 |
| 86 | Uruguay | 2.75 |
| 87 | Seychelles | 2.73 |
| 88 | Mongolia | 2.69 |
| 89 | Vietnam | 2.68 |
| 90 | Namibia | 2.62 |
| 91 | Brazil | 2.59 |
| 92 | Bangladesh | 2.57 |
| 93 | Ethiopia | 2.57 |
| 94 | Morocco | 2.56 |
| 95 | Israel | 2.54 |
| 96 | China | 2.52 |
| 97 | Lebanon | 2.50 |
| 98 | Paraguay | 2.50 |
| 99 | Russian Federation | 2.48 |
| 100 | Montenegro | 2.44 |
| 101 | Serbia | 2.39 |
| 102 | South Africa | 2.38 |
| 103 | Tunisia | 2.38 |
| 104 | Macedonia, FYR | 2.36 |
| 105 | Bahrain | 2.34 |
| 106 | Albania | 2.34 |
| 107 | Azerbaijan | 2.33 |
| 108 | Suriname | 2.32 |
| 109 | Zambia | 2.30 |
| 110 | Tajikistan | 2.29 |
| 111 | Kyrgyz Republic | 2.24 |
| 112 | Venezuela | 2.24 |
| 113 | Zimbabwe | 2.22 |
| 114 | Pakistan | 2.21 |
| 115 | Egypt | 2.17 |
| 116 | Iran, Islamic Rep. | 2.14 |
| 117 | Bhutan | 2.13 |
| 118 | Botswana | 2.12 |
| 119 | Oman | 2.07 |
| 120 | Myanmar | 2.05 |
| 121 | Malawi | 2.03 |
| 122 | Gambia, The | 2.02 |
| 123 | Moldova | 1.96 |
| 124 | Kazakhstan | 1.95 |
| 125 | Qatar | 1.93 |
| 126 | Ghana | 1.90 |
| 127 | Nigeria | 1.85 |
| 128 | Sierra Leone | 1.84 |
| 129 | Cameroon | 1.80 |
| 130 | Côte d'Ivoire | 1.76 |
| 131 | Guinea | 1.75 |
| 132 | Kuwait | 1.75 |
| 133 | Lesotho | 1.66 |
| 134 | Chad | 1.66 |
| 135 | Puerto Rico | 1.60 |
| 136 | Burkina Faso | 1.60 |
| 137 | Algeria | 1.51 |
| 138 | Saudi Arabia | 1.49 |
| 139 | Yemen | 1.34 |
| 140 | Gabon | 1.34 |
| 141 | Angola | 1.29 |

## Pillar 8: Price Competitiveness

| Rank | Economy | Value |
|---|---|---|
| 1 | Iran, Islamic Rep. | 6.62 |
| 2 | Egypt | 6.19 |
| 3 | Indonesia | 6.11 |
| 4 | Yemen | 5.99 |
| 5 | Gambia, The | 5.90 |
| 6 | Malaysia | 5.76 |
| 7 | Tunisia | 5.61 |
| 8 | India | 5.59 |
| 9 | Pakistan | 5.59 |
| 10 | Algeria | 5.50 |
| 11 | Saudi Arabia | 5.49 |
| 12 | Swaziland | 5.49 |
| 13 | Angola | 5.46 |
| 14 | Botswana | 5.44 |
| 15 | Kyrgyz Republic | 5.37 |
| 16 | Guatemala | 5.35 |
| 17 | Trinidad and Tobago | 5.34 |
| 18 | Bahrain | 5.33 |
| 19 | Qatar | 5.33 |
| 20 | Oman | 5.33 |
| 21 | Bolivia | 5.32 |
| 22 | Vietnam | 5.30 |
| 23 | Nepal | 5.29 |
| 24 | Philippines | 5.28 |
| 25 | Guyana | 5.27 |
| 26 | Lesotho | 5.27 |
| 27 | Nicaragua | 5.26 |
| 28 | Mongolia | 5.25 |
| 29 | Namibia | 5.20 |
| 30 | Bhutan | 5.18 |
| 31 | Haiti | 5.17 |
| 32 | Panama | 5.15 |
| 33 | Honduras | 5.14 |
| 34 | China | 5.10 |
| 35 | Bulgaria | 5.08 |
| 36 | Thailand | 5.06 |
| 37 | Kuwait | 5.04 |
| 38 | Taiwan, China | 5.04 |
| 39 | Burundi | 5.02 |
| 40 | Cambodia | 5.00 |
| 41 | Russian Federation | 4.99 |
| 42 | South Africa | 4.99 |
| 43 | Gabon | 4.99 |
| 44 | Zimbabwe | 4.96 |
| 45 | United Arab Emirates | 4.95 |
| 46 | Poland | 4.94 |
| 47 | Morocco | 4.94 |
| 48 | Lao PDR | 4.93 |
| 49 | Kazakhstan | 4.92 |
| 50 | Zambia | 4.92 |
| 51 | El Salvador | 4.91 |
| 52 | Madagascar | 4.91 |
| 53 | Sierra Leone | 4.89 |
| 54 | Romania | 4.89 |
| 55 | Mexico | 4.88 |
| 56 | Tanzania | 4.87 |
| 57 | Lithuania | 4.87 |
| 58 | Latvia | 4.84 |
| 59 | Lebanon | 4.84 |
| 60 | Cameroon | 4.83 |
| 61 | Uganda | 4.82 |
| 62 | Mauritania | 4.82 |
| 63 | Puerto Rico | 4.82 |
| 64 | Moldova | 4.80 |
| 65 | Azerbaijan | 4.78 |
| 66 | Georgia | 4.76 |
| 67 | Malawi | 4.69 |
| 68 | Sri Lanka | 4.67 |
| 69 | Ethiopia | 4.65 |
| 70 | Jordan | 4.63 |
| 71 | Venezuela | 4.63 |
| 72 | Estonia | 4.62 |
| 73 | Tajikistan | 4.62 |
| 74 | Rwanda | 4.61 |
| 75 | Burkina Faso | 4.61 |
| 76 | Hungary | 4.60 |
| 77 | Armenia | 4.58 |
| 78 | Serbia | 4.56 |
| 79 | Macedonia, FYR | 4.55 |
| 80 | Slovak Republic | 4.51 |
| 81 | Brazil | 4.51 |
| 82 | Suriname | 4.50 |
| 83 | Kenya | 4.50 |
| 84 | Montenegro | 4.48 |
| 85 | Cape Verde | 4.48 |
| 86 | Colombia | 4.47 |
| 87 | Czech Republic | 4.47 |
| 88 | Côte d'Ivoire | 4.46 |
| 89 | Chile | 4.44 |
| 90 | Bangladesh | 4.43 |
| 91 | Costa Rica | 4.40 |
| 92 | Nigeria | 4.38 |
| 93 | Albania | 4.38 |
| 94 | Turkey | 4.37 |
| 95 | Mozambique | 4.36 |
| 96 | Slovenia | 4.34 |
| 97 | Guinea | 4.32 |
| 98 | Ghana | 4.32 |
| 99 | Jamaica | 4.29 |
| 100 | Paraguay | 4.29 |
| 101 | Croatia | 4.28 |
| 102 | United States | 4.27 |
| 103 | Mali | 4.24 |
| 104 | Portugal | 4.23 |
| 105 | Spain | 4.22 |
| 106 | Malta | 4.22 |
| 107 | Uruguay | 4.20 |
| 108 | Luxembourg | 4.10 |
| 109 | Korea, Rep. | 4.06 |
| 110 | Dominican Republic | 4.02 |
| 111 | Cyprus | 3.97 |
| 112 | Argentina | 3.97 |
| 113 | Greece | 3.93 |
| 114 | Mauritius | 3.91 |
| 115 | Peru | 3.90 |
| 116 | Singapore | 3.82 |
| 117 | New Zealand | 3.77 |
| 118 | Chad | 3.76 |
| 119 | Japan | 3.75 |
| 120 | Belgium | 3.73 |
| 121 | Finland | 3.71 |
| 122 | Ireland | 3.69 |
| 123 | Seychelles | 3.68 |
| 124 | Canada | 3.63 |
| 125 | Myanmar | 3.63 |
| 126 | Germany | 3.62 |
| 127 | Hong Kong SAR | 3.59 |
| 128 | Iceland | 3.59 |
| 129 | Barbados | 3.58 |
| 130 | Netherlands | 3.56 |
| 131 | Senegal | 3.56 |
| 132 | Austria | 3.49 |
| 133 | Italy | 3.49 |
| 134 | Sweden | 3.38 |
| 135 | Denmark | 3.31 |
| 136 | Israel | 3.24 |
| 137 | Norway | 3.23 |
| 138 | Australia | 3.06 |
| 139 | France | 2.95 |
| 140 | United Kingdom | 2.73 |
| 141 | Switzerland | 2.57 |

## Pillar 9: Environmental Sustainability

| Rank | Economy | Value |
|---|---|---|
| 1 | Switzerland | 5.63 |
| 2 | Ireland | 5.31 |
| 3 | Finland | 5.25 |
| 4 | Luxembourg | 5.23 |
| 5 | Norway | 5.22 |
| 6 | Seychelles | 5.17 |
| 7 | Hungary | 5.16 |
| 8 | Austria | 5.13 |
| 9 | Sweden | 5.03 |
| 10 | New Zealand | 4.94 |
| 11 | Iceland | 4.92 |
| 12 | Denmark | 4.92 |
| 13 | Czech Republic | 4.90 |
| 14 | Germany | 4.90 |
| 15 | Puerto Rico | 4.84 |
| 16 | Netherlands | 4.81 |
| 17 | United Kingdom | 4.79 |
| 18 | Barbados | 4.77 |
| 19 | Slovenia | 4.74 |
| 20 | Estonia | 4.73 |
| 21 | Uruguay | 4.72 |
| 22 | Rwanda | 4.68 |
| 23 | France | 4.67 |
| 24 | Mauritius | 4.67 |
| 25 | Australia | 4.64 |
| 26 | Canada | 4.63 |
| 27 | Bulgaria | 4.62 |
| 28 | Poland | 4.62 |
| 29 | Spain | 4.61 |
| 30 | Latvia | 4.59 |
| 31 | Mali | 4.55 |
| 32 | Gambia, The | 4.49 |
| 33 | Slovak Republic | 4.49 |
| 34 | Swaziland | 4.48 |
| 35 | Burkina Faso | 4.47 |
| 36 | Portugal | 4.42 |
| 37 | Botswana | 4.42 |
| 38 | Lithuania | 4.42 |
| 39 | Kenya | 4.42 |
| 40 | Namibia | 4.41 |
| 41 | United Arab Emirates | 4.39 |
| 42 | Croatia | 4.38 |
| 43 | Chile | 4.38 |
| 44 | Suriname | 4.36 |
| 45 | Senegal | 4.36 |
| 46 | Romania | 4.35 |
| 47 | Italy | 4.34 |
| 48 | Chad | 4.34 |
| 49 | Cape Verde | 4.32 |
| 50 | Qatar | 4.32 |
| 51 | Singapore | 4.31 |
| 52 | Georgia | 4.31 |
| 53 | Japan | 4.30 |
| 54 | Gabon | 4.30 |
| 55 | Montenegro | 4.30 |
| 56 | South Africa | 4.29 |
| 57 | Belgium | 4.28 |
| 58 | Panama | 4.25 |
| 59 | Tunisia | 4.22 |
| 60 | Moldova | 4.22 |
| 61 | Greece | 4.19 |
| 62 | Guyana | 4.18 |
| 63 | Zimbabwe | 4.18 |
| 64 | Malta | 4.17 |
| 65 | Zambia | 4.16 |
| 66 | Mauritania | 4.15 |
| 67 | Honduras | 4.12 |
| 68 | Costa Rica | 4.11 |
| 69 | Taiwan, China | 4.09 |
| 70 | Morocco | 4.09 |
| 71 | Côte d'Ivoire | 4.09 |
| 72 | Serbia | 4.08 |
| 73 | Bhutan | 4.07 |
| 74 | Oman | 4.07 |
| 75 | Malawi | 4.01 |
| 76 | Ethiopia | 4.00 |
| 77 | Egypt | 3.99 |
| 78 | Ghana | 3.99 |
| 79 | Hong Kong SAR | 3.96 |
| 80 | Uganda | 3.96 |
| 81 | Mozambique | 3.93 |
| 82 | Cameroon | 3.93 |
| 83 | Cyprus | 3.92 |
| 84 | Jordan | 3.92 |
| 85 | Nicaragua | 3.90 |
| 86 | Brazil | 3.89 |
| 87 | Colombia | 3.88 |
| 88 | Lesotho | 3.87 |
| 89 | Nigeria | 3.86 |
| 90 | Korea, Rep. | 3.86 |
| 91 | Kazakhstan | 3.84 |
| 92 | Paraguay | 3.83 |
| 93 | Bolivia | 3.83 |
| 94 | Azerbaijan | 3.83 |
| 95 | Turkey | 3.83 |
| 96 | Guinea | 3.81 |
| 97 | Armenia | 3.79 |
| 98 | Burundi | 3.78 |
| 99 | Tanzania | 3.78 |
| 100 | Sierra Leone | 3.77 |
| 101 | Israel | 3.76 |
| 102 | Peru | 3.75 |
| 103 | Sri Lanka | 3.74 |
| 104 | Bahrain | 3.73 |
| 105 | El Salvador | 3.70 |
| 106 | Russian Federation | 3.70 |
| 107 | Macedonia, FYR | 3.65 |
| 108 | Guatemala | 3.62 |
| 109 | Albania | 3.60 |
| 110 | Myanmar | 3.57 |
| 111 | United States | 3.56 |
| 112 | Lao PDR | 3.55 |
| 113 | Algeria | 3.51 |
| 114 | Trinidad and Tobago | 3.48 |
| 115 | Iran, Islamic Rep. | 3.47 |
| 116 | Thailand | 3.46 |
| 117 | Madagascar | 3.46 |
| 118 | Cambodia | 3.43 |
| 119 | Malaysia | 3.42 |
| 120 | Angola | 3.41 |
| 121 | Saudi Arabia | 3.41 |
| 122 | Philippines | 3.41 |
| 123 | Tajikistan | 3.40 |
| 124 | Kyrgyz Republic | 3.38 |
| 125 | Venezuela | 3.38 |
| 126 | Mexico | 3.37 |
| 127 | Jamaica | 3.33 |
| 128 | Argentina | 3.32 |
| 129 | Lebanon | 3.29 |
| 130 | Mongolia | 3.24 |
| 131 | Dominican Republic | 3.23 |
| 132 | Vietnam | 3.16 |
| 133 | Nepal | 3.14 |
| 134 | Indonesia | 3.11 |
| 135 | Bangladesh | 3.01 |
| 136 | Kuwait | 2.95 |
| 137 | China | 2.93 |
| 138 | Yemen | 2.92 |
| 139 | India | 2.89 |
| 140 | Haiti | 2.88 |
| 141 | Pakistan | 2.82 |

## Pillar 10: Air Transport Infrastracture

| Rank | Economy | Value |
|---|---|---|
| 1 | Canada | 6.75 |
| 2 | United States | 5.95 |
| 3 | United Arab Emirates | 5.91 |
| 4 | Australia | 5.80 |
| 5 | Hong Kong SAR | 5.42 |
| 6 | Singapore | 5.26 |
| 7 | United Kingdom | 5.12 |
| 8 | Switzerland | 5.03 |
| 9 | Norway | 5.01 |
| 10 | France | 4.98 |
| 11 | Germany | 4.93 |
| 12 | Spain | 4.91 |
| 13 | Netherlands | 4.89 |
| 14 | New Zealand | 4.72 |
| 15 | Iceland | 4.67 |
| 16 | Turkey | 4.66 |
| 17 | Thailand | 4.57 |
| 18 | Panama | 4.54 |
| 19 | Japan | 4.54 |
| 20 | Sweden | 4.52 |
| 21 | Malaysia | 4.46 |
| 22 | Russian Federation | 4.42 |
| 23 | Finland | 4.41 |
| 24 | Seychelles | 4.30 |
| 25 | China | 4.27 |
| 26 | Italy | 4.26 |
| 27 | Greece | 4.25 |
| 28 | Trinidad and Tobago | 4.18 |
| 29 | Qatar | 4.17 |
| 30 | Ireland | 4.16 |
| 31 | Korea, Rep. | 4.05 |
| 32 | Austria | 4.01 |
| 33 | Barbados | 3.95 |
| 34 | Portugal | 3.91 |
| 35 | India | 3.88 |
| 36 | Denmark | 3.87 |
| 37 | Malta | 3.83 |
| 38 | Belgium | 3.83 |
| 39 | Indonesia | 3.81 |
| 40 | Saudi Arabia | 3.79 |
| 41 | Brazil | 3.64 |
| 42 | Mexico | 3.64 |
| 43 | Cape Verde | 3.63 |
| 44 | Luxembourg | 3.59 |
| 45 | Bahrain | 3.52 |
| 46 | Cyprus | 3.48 |
| 47 | Taiwan, China | 3.40 |
| 48 | South Africa | 3.28 |
| 49 | Guyana | 3.23 |
| 50 | Israel | 3.16 |
| 51 | Czech Republic | 3.13 |
| 52 | Latvia | 3.12 |
| 53 | Croatia | 3.06 |
| 54 | Puerto Rico | 3.05 |
| 55 | Namibia | 3.03 |
| 56 | Montenegro | 3.03 |
| 57 | Swaziland | 3.03 |
| 58 | Oman | 2.98 |
| 59 | Estonia | 2.97 |
| 60 | Costa Rica | 2.96 |
| 61 | Mauritius | 2.95 |
| 62 | Bhutan | 2.93 |
| 63 | Egypt | 2.93 |
| 64 | Morocco | 2.86 |
| 65 | Dominican Republic | 2.82 |
| 66 | Chile | 2.82 |
| 67 | Philippines | 2.77 |
| 68 | Vietnam | 2.72 |
| 69 | Hungary | 2.71 |
| 70 | Colombia | 2.66 |
| 71 | Sri Lanka | 2.64 |
| 72 | Jordan | 2.61 |
| 73 | Poland | 2.57 |
| 74 | Kenya | 2.56 |
| 75 | Argentina | 2.55 |
| 76 | Kazakhstan | 2.54 |
| 77 | Tunisia | 2.53 |
| 78 | Kuwait | 2.51 |
| 79 | Bulgaria | 2.46 |
| 80 | Lebanon | 2.46 |
| 81 | Jamaica | 2.44 |
| 82 | Slovenia | 2.44 |
| 83 | Peru | 2.43 |
| 84 | Azerbaijan | 2.43 |
| 85 | Macedonia, FYR | 2.39 |
| 86 | Lithuania | 2.39 |
| 87 | Romania | 2.34 |
| 88 | Mongolia | 2.33 |
| 89 | Lao PDR | 2.29 |
| 90 | Ethiopia | 2.27 |
| 91 | Botswana | 2.27 |
| 92 | Armenia | 2.26 |
| 93 | Iran, Islamic Rep. | 2.22 |
| 94 | Georgia | 2.22 |
| 95 | El Salvador | 2.21 |
| 96 | Tajikistan | 2.18 |
| 97 | Albania | 2.16 |
| 98 | Suriname | 2.16 |
| 99 | Bolivia | 2.16 |
| 100 | Uruguay | 2.15 |
| 101 | Venezuela | 2.14 |
| 102 | Serbia | 2.13 |
| 103 | Cambodia | 2.10 |
| 104 | Honduras | 2.09 |
| 105 | Pakistan | 2.09 |
| 106 | Nepal | 2.08 |
| 107 | Ghana | 2.07 |
| 108 | Côte d'Ivoire | 2.04 |
| 109 | Gabon | 2.03 |
| 110 | Senegal | 2.03 |
| 111 | Nigeria | 2.02 |
| 112 | Gambia, The | 1.99 |
| 113 | Algeria | 1.98 |
| 114 | Angola | 1.96 |
| 115 | Myanmar | 1.95 |
| 116 | Tanzania | 1.94 |
| 117 | Zambia | 1.93 |
| 118 | Nicaragua | 1.91 |
| 119 | Moldova | 1.90 |
| 120 | Guatemala | 1.89 |
| 121 | Kyrgyz Republic | 1.89 |
| 122 | Madagascar | 1.87 |
| 123 | Bangladesh | 1.87 |
| 124 | Rwanda | 1.84 |
| 125 | Uganda | 1.81 |
| 126 | Cameroon | 1.79 |
| 127 | Zimbabwe | 1.79 |
| 128 | Mozambique | 1.78 |
| 129 | Slovak Republic | 1.78 |
| 130 | Haiti | 1.76 |
| 131 | Mali | 1.75 |
| 132 | Burundi | 1.64 |
| 133 | Mauritania | 1.59 |
| 134 | Yemen | 1.59 |
| 135 | Lesotho | 1.59 |
| 136 | Burkina Faso | 1.59 |
| 137 | Paraguay | 1.56 |
| 138 | Guinea | 1.54 |
| 139 | Malawi | 1.51 |
| 140 | Sierra Leone | 1.51 |
| 141 | Chad | 1.42 |

## Pillar 11: Ground and Port Infrastructure

| Rank | Economy | Value |
|---|---|---|
| 1 | Hong Kong SAR | 6.45 |
| 2 | Singapore | 6.44 |
| 3 | Netherlands | 6.21 |
| 4 | Switzerland | 6.00 |
| 5 | Germany | 5.99 |
| 6 | Belgium | 5.96 |
| 7 | France | 5.78 |
| 8 | Luxembourg | 5.73 |
| 9 | Barbados | 5.67 |
| 10 | Spain | 5.54 |
| 11 | Bahrain | 5.53 |
| 12 | Denmark | 5.52 |
| 13 | United Kingdom | 5.51 |
| 14 | Puerto Rico | 5.49 |
| 15 | Austria | 5.42 |
| 16 | Taiwan, China | 5.40 |
| 17 | Japan | 5.29 |
| 18 | Czech Republic | 5.15 |
| 19 | Slovenia | 5.13 |
| 20 | United Arab Emirates | 5.06 |
| 21 | Korea, Rep. | 5.06 |
| 22 | Malta | 4.98 |
| 23 | Cyprus | 4.91 |
| 24 | Ireland | 4.89 |
| 25 | Finland | 4.83 |
| 26 | Qatar | 4.79 |
| 27 | Mauritius | 4.77 |
| 28 | Sweden | 4.76 |
| 29 | Seychelles | 4.76 |
| 30 | Jamaica | 4.75 |
| 31 | United States | 4.67 |
| 32 | Italy | 4.65 |
| 33 | Lithuania | 4.55 |
| 34 | Portugal | 4.54 |
| 35 | Malaysia | 4.50 |
| 36 | Hungary | 4.45 |
| 37 | Estonia | 4.39 |
| 38 | Trinidad and Tobago | 4.37 |
| 39 | Iceland | 4.35 |
| 40 | Oman | 4.25 |
| 41 | Sri Lanka | 4.24 |
| 42 | Latvia | 4.22 |
| 43 | Slovak Republic | 4.22 |
| 44 | Croatia | 4.20 |
| 45 | Panama | 4.16 |
| 46 | Canada | 4.11 |
| 47 | Poland | 4.08 |
| 48 | El Salvador | 4.07 |
| 49 | New Zealand | 4.06 |
| 50 | India | 4.02 |
| 51 | Greece | 4.01 |
| 52 | Israel | 3.91 |
| 53 | China | 3.91 |
| 54 | Turkey | 3.88 |
| 55 | Rwanda | 3.85 |
| 56 | Norway | 3.81 |
| 57 | Australia | 3.69 |
| 58 | Namibia | 3.68 |
| 59 | Gambia, The | 3.66 |
| 60 | Saudi Arabia | 3.66 |
| 61 | Chile | 3.64 |
| 62 | Kuwait | 3.61 |
| 63 | South Africa | 3.59 |
| 64 | Dominican Republic | 3.58 |
| 65 | Azerbaijan | 3.55 |
| 66 | Montenegro | 3.51 |
| 67 | Georgia | 3.50 |
| 68 | Swaziland | 3.49 |
| 69 | Morocco | 3.48 |
| 70 | Cape Verde | 3.42 |
| 71 | Thailand | 3.41 |
| 72 | Mexico | 3.39 |
| 73 | Kenya | 3.36 |
| 74 | Côte d'Ivoire | 3.31 |
| 75 | Bangladesh | 3.29 |
| 76 | Iran, Islamic Rep. | 3.28 |
| 77 | Indonesia | 3.27 |
| 78 | Pakistan | 3.27 |
| 79 | Bulgaria | 3.26 |
| 80 | Guatemala | 3.26 |
| 81 | Macedonia, FYR | 3.25 |
| 82 | Jordan | 3.25 |
| 83 | Honduras | 3.20 |
| 84 | Suriname | 3.18 |
| 85 | Uruguay | 3.17 |
| 86 | Bhutan | 3.15 |
| 87 | Vietnam | 3.14 |
| 88 | Ghana | 3.11 |
| 89 | Lebanon | 3.10 |
| 90 | Guyana | 3.10 |
| 91 | Romania | 3.10 |
| 92 | Russian Federation | 3.09 |
| 93 | Philippines | 3.02 |
| 94 | Tunisia | 3.02 |
| 95 | Albania | 3.01 |
| 96 | Lao PDR | 3.01 |
| 97 | Armenia | 2.98 |
| 98 | Serbia | 2.95 |
| 99 | Senegal | 2.89 |
| 100 | Nicaragua | 2.87 |
| 101 | Costa Rica | 2.86 |
| 102 | Kazakhstan | 2.85 |
| 103 | Egypt | 2.84 |
| 104 | Lesotho | 2.83 |
| 105 | Botswana | 2.82 |
| 106 | Zambia | 2.80 |
| 107 | Burundi | 2.80 |
| 108 | Sierra Leone | 2.79 |
| 109 | Moldova | 2.77 |
| 110 | Zimbabwe | 2.74 |
| 111 | Tajikistan | 2.69 |
| 112 | Uganda | 2.65 |
| 113 | Mali | 2.64 |
| 114 | Argentina | 2.63 |
| 115 | Malawi | 2.62 |
| 116 | Cambodia | 2.61 |
| 117 | Cameroon | 2.60 |
| 118 | Peru | 2.59 |
| 119 | Nepal | 2.57 |
| 120 | Tanzania | 2.56 |
| 121 | Algeria | 2.56 |
| 122 | Yemen | 2.55 |
| 123 | Ethiopia | 2.51 |
| 124 | Colombia | 2.50 |
| 125 | Kyrgyz Republic | 2.44 |
| 126 | Paraguay | 2.43 |
| 127 | Nigeria | 2.42 |
| 128 | Bolivia | 2.39 |
| 129 | Madagascar | 2.38 |
| 130 | Brazil | 2.36 |
| 131 | Mozambique | 2.27 |
| 132 | Myanmar | 2.19 |
| 133 | Gabon | 2.14 |
| 134 | Burkina Faso | 2.13 |
| 135 | Chad | 2.13 |
| 136 | Haiti | 2.13 |
| 137 | Guinea | 2.09 |
| 138 | Mongolia | 2.09 |
| 139 | Venezuela | 2.08 |
| 140 | Angola | 2.07 |
| 141 | Mauritania | 1.96 |

## Pillar 12: Tourist Service Infrastructure

| Rank | Economy | Value |
|---|---|---|
| 1 | Austria | 6.83 |
| 2 | Cyprus | 6.77 |
| 3 | Italy | 6.66 |
| 4 | Spain | 6.58 |
| 5 | Switzerland | 6.35 |
| 6 | Croatia | 6.35 |
| 7 | United States | 6.30 |
| 8 | Iceland | 6.28 |
| 9 | France | 6.15 |
| 10 | Portugal | 6.12 |
| 11 | Ireland | 6.10 |
| 12 | Greece | 6.08 |
| 13 | Bulgaria | 6.06 |
| 14 | Canada | 5.97 |
| 15 | Seychelles | 5.95 |
| 16 | Barbados | 5.92 |
| 17 | Estonia | 5.87 |
| 18 | New Zealand | 5.87 |
| 19 | Montenegro | 5.84 |
| 20 | Slovenia | 5.72 |
| 21 | Thailand | 5.70 |
| 22 | Belgium | 5.65 |
| 23 | Germany | 5.61 |
| 24 | Malta | 5.61 |
| 25 | Norway | 5.49 |
| 26 | United Arab Emirates | 5.46 |
| 27 | Panama | 5.46 |
| 28 | Mauritius | 5.45 |
| 29 | Australia | 5.44 |
| 30 | Czech Republic | 5.44 |
| 31 | Puerto Rico | 5.40 |
| 32 | Costa Rica | 5.27 |
| 33 | Lebanon | 5.18 |
| 34 | Singapore | 5.17 |
| 35 | Trinidad and Tobago | 5.15 |
| 36 | Latvia | 5.08 |
| 37 | United Kingdom | 5.08 |
| 38 | Turkey | 5.04 |
| 39 | Hungary | 5.02 |
| 40 | South Africa | 5.02 |
| 41 | Finland | 5.02 |
| 42 | Romania | 5.01 |
| 43 | Slovak Republic | 4.94 |
| 44 | Sweden | 4.84 |
| 45 | Chile | 4.83 |
| 46 | Qatar | 4.81 |
| 47 | Namibia | 4.75 |
| 48 | Peru | 4.75 |
| 49 | Bahrain | 4.74 |
| 50 | Georgia | 4.69 |
| 51 | Brazil | 4.69 |
| 52 | Denmark | 4.67 |
| 53 | Luxembourg | 4.67 |
| 54 | Russian Federation | 4.65 |
| 55 | Argentina | 4.64 |
| 56 | Dominican Republic | 4.63 |
| 57 | Netherlands | 4.62 |
| 58 | Jamaica | 4.59 |
| 59 | Macedonia, FYR | 4.58 |
| 60 | Cape Verde | 4.56 |
| 61 | Tunisia | 4.54 |
| 62 | Oman | 4.53 |
| 63 | Serbia | 4.50 |
| 64 | Mexico | 4.47 |
| 65 | Morocco | 4.44 |
| 66 | Poland | 4.44 |
| 67 | Saudi Arabia | 4.44 |
| 68 | Malaysia | 4.43 |
| 69 | Jordan | 4.37 |
| 70 | Korea, Rep. | 4.33 |
| 71 | Lithuania | 4.24 |
| 72 | Israel | 4.20 |
| 73 | Armenia | 4.18 |
| 74 | Sri Lanka | 4.15 |
| 75 | Japan | 4.11 |
| 76 | Uruguay | 4.10 |
| 77 | Taiwan, China | 4.05 |
| 78 | Hong Kong SAR | 4.05 |
| 79 | Albania | 3.94 |
| 80 | Kuwait | 3.84 |
| 81 | Kazakhstan | 3.81 |
| 82 | Philippines | 3.77 |
| 83 | Guatemala | 3.70 |
| 84 | Honduras | 3.70 |
| 85 | Suriname | 3.68 |
| 86 | El Salvador | 3.67 |
| 87 | Paraguay | 3.67 |
| 88 | Nicaragua | 3.62 |
| 89 | Egypt | 3.60 |
| 90 | Colombia | 3.59 |
| 91 | Botswana | 3.47 |
| 92 | Senegal | 3.38 |
| 93 | Azerbaijan | 3.30 |
| 94 | Kenya | 3.30 |
| 95 | Moldova | 3.29 |
| 96 | Côte d'Ivoire | 3.26 |
| 97 | Lao PDR | 3.22 |
| 98 | Mongolia | 3.21 |
| 99 | Bolivia | 3.10 |
| 100 | Venezuela | 3.08 |
| 101 | Indonesia | 3.07 |
| 102 | China | 3.04 |
| 103 | Lesotho | 3.01 |
| 104 | Haiti | 2.99 |
| 105 | Vietnam | 2.95 |
| 106 | Zambia | 2.94 |
| 107 | Madagascar | 2.91 |
| 108 | Cambodia | 2.91 |
| 109 | India | 2.90 |
| 110 | Swaziland | 2.88 |
| 111 | Mozambique | 2.84 |
| 112 | Zimbabwe | 2.84 |
| 113 | Yemen | 2.78 |
| 114 | Nigeria | 2.70 |
| 115 | Tanzania | 2.70 |
| 116 | Gabon | 2.68 |
| 117 | Gambia, The | 2.67 |
| 118 | Nepal | 2.65 |
| 119 | Iran, Islamic Rep. | 2.61 |
| 120 | Bhutan | 2.61 |
| 121 | Uganda | 2.61 |
| 122 | Kyrgyz Republic | 2.60 |
| 123 | Cameroon | 2.59 |
| 124 | Mali | 2.57 |
| 125 | Pakistan | 2.57 |
| 126 | Ghana | 2.55 |
| 127 | Malawi | 2.54 |
| 128 | Rwanda | 2.52 |
| 129 | Angola | 2.44 |
| 130 | Mauritania | 2.37 |
| 131 | Burkina Faso | 2.33 |
| 132 | Bangladesh | 2.32 |
| 133 | Tajikistan | 2.30 |
| 134 | Ethiopia | 2.23 |
| 135 | Guyana | 2.18 |
| 136 | Chad | 2.09 |
| 137 | Myanmar | 2.06 |
| 138 | Algeria | 2.03 |
| 139 | Sierra Leone | 1.98 |
| 140 | Guinea | 1.94 |
| 141 | Burundi | 1.90 |

## Pillar 13: Natural Resources

| Rank | Economy | Value | Rank | Economy | Value | Rank | Economy | Value |
|---|---|---|---|---|---|---|---|---|
| 1 | Brazil | 6.01 | 48 | Bulgaria | 3.44 | 95 | United Arab Emirates | 2.51 |
| 2 | Australia | 5.31 | 49 | Philippines | 3.39 | 96 | Jamaica | 2.50 |
| 3 | United States | 5.27 | 50 | Slovak Republic | 3.31 | 97 | Chad | 2.49 |
| 4 | Mexico | 5.18 | 51 | Côte d'Ivoire | 3.30 | 98 | Iran, Islamic Rep. | 2.48 |
| 5 | Costa Rica | 5.09 | 52 | Nicaragua | 3.21 | 99 | Israel | 2.47 |
| 6 | China | 5.05 | 53 | Sweden | 3.20 | 100 | Egypt | 2.45 |
| 7 | Tanzania | 4.91 | 54 | Netherlands | 3.19 | 101 | Guyana | 2.44 |
| 8 | France | 4.80 | 55 | Cameroon | 3.18 | 102 | Lithuania | 2.44 |
| 9 | United Kingdom | 4.79 | 56 | Finland | 3.16 | 103 | Uruguay | 2.40 |
| 10 | Canada | 4.78 | 57 | Poland | 3.14 | 104 | Sierra Leone | 2.38 |
| 11 | Kenya | 4.63 | 58 | Bhutan | 3.13 | 105 | Tunisia | 2.36 |
| 12 | Peru | 4.61 | 59 | Morocco | 3.11 | 106 | Angola | 2.34 |
| 13 | Italy | 4.60 | 60 | Luxembourg | 3.09 | 107 | Korea, Rep. | 2.34 |
| 14 | Spain | 4.59 | 61 | Senegal | 3.04 | 108 | Tajikistan | 2.33 |
| 15 | Venezuela | 4.49 | 62 | Taiwan, China | 3.01 | 109 | Bangladesh | 2.30 |
| 16 | Thailand | 4.47 | 63 | Ethiopia | 3.00 | 110 | Trinidad and Tobago | 2.28 |
| 17 | India | 4.42 | 64 | Honduras | 2.97 | 111 | Kazakhstan | 2.27 |
| 18 | Germany | 4.41 | 65 | Suriname | 2.96 | 112 | Pakistan | 2.25 |
| 19 | Indonesia | 4.36 | 66 | Malawi | 2.93 | 113 | Paraguay | 2.23 |
| 20 | Panama | 4.34 | 67 | Chile | 2.93 | 114 | Gambia, The | 2.23 |
| 21 | Switzerland | 4.32 | 68 | Puerto Rico | 2.89 | 115 | Malta | 2.22 |
| 22 | South Africa | 4.28 | 69 | Singapore | 2.87 | 116 | El Salvador | 2.18 |
| 23 | New Zealand | 4.14 | 70 | Cambodia | 2.84 | 117 | Burkina Faso | 2.18 |
| 24 | Colombia | 4.13 | 71 | Gabon | 2.80 | 118 | Barbados | 2.17 |
| 25 | Nepal | 4.11 | 72 | Ireland | 2.79 | 119 | Swaziland | 2.16 |
| 26 | Malaysia | 4.09 | 73 | Turkey | 2.78 | 120 | Kyrgyz Republic | 2.16 |
| 27 | Argentina | 4.08 | 74 | Guinea | 2.76 | 121 | Macedonia, FYR | 2.15 |
| 28 | Austria | 4.07 | 75 | Montenegro | 2.76 | 122 | Qatar | 2.12 |
| 29 | Norway | 3.96 | 76 | Rwanda | 2.75 | 123 | Mauritania | 2.12 |
| 30 | Japan | 3.94 | 77 | Lao PDR | 2.74 | 124 | Mali | 2.09 |
| 31 | Namibia | 3.94 | 78 | Hungary | 2.72 | 125 | Georgia | 2.07 |
| 32 | Slovenia | 3.87 | 79 | Romania | 2.70 | 126 | Jordan | 2.05 |
| 33 | Croatia | 3.80 | 80 | Myanmar | 2.70 | 127 | Algeria | 2.04 |
| 34 | Russian Federation | 3.77 | 81 | Estonia | 2.69 | 128 | Albania | 2.03 |
| 35 | Sri Lanka | 3.76 | 82 | Nigeria | 2.69 | 129 | Yemen | 2.03 |
| 36 | Portugal | 3.70 | 83 | Saudi Arabia | 2.68 | 130 | Azerbaijan | 2.03 |
| 37 | Guatemala | 3.67 | 84 | Cyprus | 2.66 | 131 | Mauritius | 2.03 |
| 38 | Iceland | 3.63 | 85 | Seychelles | 2.65 | 132 | Lesotho | 1.98 |
| 39 | Hong Kong SAR | 3.63 | 86 | Madagascar | 2.65 | 133 | Bahrain | 1.92 |
| 40 | Vietnam | 3.61 | 87 | Belgium | 2.65 | 134 | Burundi | 1.91 |
| 41 | Botswana | 3.59 | 88 | Mozambique | 2.61 | 135 | Serbia | 1.90 |
| 42 | Zambia | 3.58 | 89 | Czech Republic | 2.59 | 136 | Armenia | 1.88 |
| 43 | Bolivia | 3.55 | 90 | Oman | 2.59 | 137 | Kuwait | 1.87 |
| 44 | Zimbabwe | 3.51 | 91 | Dominican Republic | 2.59 | 138 | Cape Verde | 1.83 |
| 45 | Uganda | 3.51 | 92 | Ghana | 2.57 | 139 | Moldova | 1.75 |
| 46 | Greece | 3.49 | 93 | Latvia | 2.55 | 140 | Lebanon | 1.71 |
| 47 | Denmark | 3.45 | 94 | Mongolia | 2.51 | 141 | Haiti | 1.46 |

## Pillar 14: Cultural Resources and Business Travel

| Rank | Economy | Value |
|---|---|---|
| 1 | Spain | 6.69 |
| 2 | France | 6.56 |
| 3 | Italy | 6.51 |
| 4 | China | 6.44 |
| 5 | Germany | 6.00 |
| 6 | Japan | 5.92 |
| 7 | United Kingdom | 5.90 |
| 8 | Brazil | 5.31 |
| 9 | Australia | 5.13 |
| 10 | India | 5.09 |
| 11 | Mexico | 4.92 |
| 12 | Korea, Rep. | 4.85 |
| 13 | United States | 4.79 |
| 14 | Argentina | 4.37 |
| 15 | Canada | 4.02 |
| 16 | Turkey | 3.83 |
| 17 | Portugal | 3.71 |
| 18 | Belgium | 3.67 |
| 19 | Netherlands | 3.51 |
| 20 | South Africa | 3.39 |
| 21 | Russian Federation | 3.32 |
| 22 | Singapore | 3.30 |
| 23 | Taiwan, China | 3.25 |
| 24 | Colombia | 3.21 |
| 25 | Indonesia | 3.12 |
| 26 | Peru | 3.00 |
| 27 | Malaysia | 2.95 |
| 28 | Switzerland | 2.93 |
| 29 | Sweden | 2.93 |
| 30 | Austria | 2.92 |
| 31 | Ireland | 2.82 |
| 32 | Greece | 2.82 |
| 33 | Vietnam | 2.79 |
| 34 | Thailand | 2.79 |
| 35 | Poland | 2.77 |
| 36 | Croatia | 2.67 |
| 37 | Iran, Islamic Rep. | 2.59 |
| 38 | Hong Kong SAR | 2.58 |
| 39 | Morocco | 2.51 |
| 40 | Chile | 2.47 |
| 41 | Egypt | 2.40 |
| 42 | Czech Republic | 2.30 |
| 43 | New Zealand | 2.27 |
| 44 | Hungary | 2.22 |
| 45 | Norway | 2.22 |
| 46 | Denmark | 2.18 |
| 47 | Venezuela | 2.13 |
| 48 | Finland | 2.13 |
| 49 | Romania | 2.07 |
| 50 | Algeria | 2.05 |
| 51 | Bolivia | 1.99 |
| 52 | Israel | 1.98 |
| 53 | United Arab Emirates | 1.97 |
| 54 | Bulgaria | 1.96 |
| 55 | Saudi Arabia | 1.91 |
| 56 | Cyprus | 1.88 |
| 57 | Nigeria | 1.80 |
| 58 | Uruguay | 1.79 |
| 59 | Mongolia | 1.78 |
| 60 | Pakistan | 1.76 |
| 61 | Mali | 1.74 |
| 62 | Philippines | 1.71 |
| 63 | Panama | 1.70 |
| 64 | Costa Rica | 1.68 |
| 65 | Kenya | 1.67 |
| 66 | Luxembourg | 1.62 |
| 67 | Serbia | 1.61 |
| 68 | Guatemala | 1.60 |
| 69 | Sri Lanka | 1.60 |
| 70 | Tunisia | 1.58 |
| 71 | Bangladesh | 1.56 |
| 72 | Puerto Rico | 1.55 |
| 73 | Estonia | 1.55 |
| 74 | Tanzania | 1.54 |
| 75 | Azerbaijan | 1.53 |
| 76 | Cambodia | 1.53 |
| 77 | Iceland | 1.53 |
| 78 | Dominican Republic | 1.51 |
| 79 | Ethiopia | 1.50 |
| 80 | Lithuania | 1.50 |
| 81 | Honduras | 1.50 |
| 82 | Uganda | 1.50 |
| 83 | Qatar | 1.48 |
| 84 | Lebanon | 1.47 |
| 85 | Ghana | 1.47 |
| 86 | Zimbabwe | 1.46 |
| 87 | Georgia | 1.45 |
| 88 | Oman | 1.45 |
| 89 | Yemen | 1.45 |
| 90 | Malta | 1.44 |
| 91 | Paraguay | 1.44 |
| 92 | Myanmar | 1.43 |
| 93 | Senegal | 1.43 |
| 94 | Slovak Republic | 1.42 |
| 95 | Slovenia | 1.40 |
| 96 | Jamaica | 1.40 |
| 97 | Kyrgyz Republic | 1.39 |
| 98 | Madagascar | 1.39 |
| 99 | Armenia | 1.38 |
| 100 | El Salvador | 1.38 |
| 101 | Kazakhstan | 1.35 |
| 102 | Botswana | 1.35 |
| 103 | Nicaragua | 1.35 |
| 104 | Guinea | 1.33 |
| 105 | Bahrain | 1.33 |
| 106 | Latvia | 1.33 |
| 107 | Trinidad and Tobago | 1.32 |
| 108 | Tajikistan | 1.31 |
| 109 | Malawi | 1.30 |
| 110 | Macedonia, FYR | 1.30 |
| 111 | Bhutan | 1.29 |
| 112 | Cameroon | 1.29 |
| 113 | Lao PDR | 1.29 |
| 114 | Burkina Faso | 1.29 |
| 115 | Sierra Leone | 1.29 |
| 116 | Zambia | 1.28 |
| 117 | Rwanda | 1.27 |
| 118 | Jordan | 1.27 |
| 119 | Côte d'Ivoire | 1.27 |
| 120 | Mauritius | 1.26 |
| 121 | Mozambique | 1.25 |
| 122 | Angola | 1.24 |
| 123 | Nepal | 1.23 |
| 124 | Gabon | 1.18 |
| 125 | Kuwait | 1.17 |
| 126 | Gambia, The | 1.16 |
| 127 | Albania | 1.14 |
| 128 | Burundi | 1.14 |
| 129 | Guyana | 1.13 |
| 130 | Barbados | 1.13 |
| 131 | Haiti | 1.13 |
| 132 | Namibia | 1.12 |
| 133 | Mauritania | 1.11 |
| 134 | Montenegro | 1.09 |
| 135 | Moldova | 1.08 |
| 136 | Suriname | 1.06 |
| 137 | Cape Verde | 1.05 |
| 138 | Seychelles | 1.03 |
| 139 | Chad | 1.03 |
| 140 | Swaziland | 1.02 |
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CHAPTER 1.2

# Adapting to Uncertainty—The Global Hotel Industry

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The travel and hospitality industry is increasingly operating through prolonged periods of uncertainty and instability. Effective business leaders seek to understand the impact of different shocks on their operations and to develop the tools required to manage the consequences.

Operating in a globally inter-connected and consumer-led environment, the hotel industry is exposed to various risks of business interruption. This chapter explores case studies of four common demand shocks—economic volatility, political instability, terrorism and pandemics—along with tools and approaches to manage uncertainty.

## THE HOTEL INDUSTRY FACES UNIQUE CHALLENGES

Hotels are complex organizations, creating value for consumers and investors by combining bricks and mortar with people and technology. Their performance is not only affected by macroeconomic cycles and consumer trends, but is also linked to that of parallel sectors such as airlines and travel companies; seasonality of demand, product innovation and development pipelines also affect performance. As a result, demand shocks impact the industry in differing ways.

## THE IMPACT OF SHOCKS

### Economic shocks typically result in a protracted recovery

Consumer spending on hotel accommodation is directly correlated with GDP performance, so economic recessions typically have the most widespread and protracted impact of all demand shocks on the hotel sector. There can be a short-term lag in the industry entering recession, due to fixed contracts and pre-bookings, but there is likewise typically a delay in recovery, as corporate and leisure consumers remain cautious until a convincing economic recovery is well underway.

Historical trends across multiple regions reflect a consistent pattern in recession (see Figure 1). Increased price sensitivity triggers a decline in demand, occupancy levels fall and hoteliers discount prices to try to secure bookings. Recovery is also demand-led, with occupancy levels typically rising close to previous peaks before hoteliers can implement price increases.

Recessions can leave the hotel industry vulnerable to further disruption from secondary shocks, as demonstrated by impact of the Arab Spring. In line with other regions, the North African hotel market had entered recovery by January 2010, but the Arab Spring movement plunged the region into the steepest decline recorded over the period under review.

The Eurozone crisis had a similar but less severe impact on European hotel performance. European and US hotel occupancy levels enjoyed similar recovery

**Figure 1: Economic cycles and demand trends, by region**

Source: STR Global and Deloitte analysis, strictly illustrative.

patterns through to Q3 2011, but while the US market continued to improve through 2012, recovery in the European market stalled until 2013.

An economic downturn is one of the most challenging demand shocks from an operational and investment perspective, as it typically has a protracted impact on revenues and capital expenditure. Hoteliers must balance the short-term need for cash flow with long-term strategy such as pricing, service and product levels.

## Political shocks have a muted impact outside the center of unrest

The impact of political shocks on hotel performance is typically less widespread than that from economic downturns. However, the fallout from political events is highly dependent on the influence of diplomatic travel advisories, press coverage and consumer perceptions.

Disruption to hotel performance typically concentrates on locations directly experiencing political turmoil and demonstrations (see Figure 2). The impact of political shocks is relatively muted elsewhere, particularly in isolated leisure destinations with direct international transport links, enabling visitors to bypass the unrest.

Thailand, for example, has suffered a range of political shocks over the last decade, with several coups and military crackdowns, including the temporary closure of Bangkok's Suvarnabhumi International Airport. In each case, Deloitte analysis of STR Global data shows that Bangkok hotel occupancies declined at a steeper rate than the wider national market, with resort markets such as Phuket and Koh Samui recording only minor dips in occupancy.

The effect of political shocks on the Greek hotel market displays a similar trend. Athens was at the heart of the 2008 riots and the anti-austerity movement, triggering occupancy declines that were significantly more pronounced in the capital than in the wider Greek hotel market. Persistent social unrest coupled with ongoing economic uncertainty resulted in Athens not entering recovery until 2013—some three years after competitor destinations Barcelona, Lisbon, Madrid, Milan and Rome. The resort market was comparatively unaffected.

Turkey's Gezi Park protests also adhere to this trend, as occupancy levels in Istanbul declined rapidly compared to the wider Turkish market. Although a series of Kurdish protests coincided with a previous dip in Istanbul occupancy levels, this was attributed principally to oversupply, as data indicates growth in average room rate and underlying demand during the period.

A notable outlier to this trend is Egypt. During the Arab Spring in 2011, not only did occupancy levels fall almost 30% in Cairo, but the resorts of Sharm El Sheikh and Hurghada also suffered, plummeting a steeper 39%. While diplomatic travel advisories categorized both resort areas as comparatively safe, international press coverage highlighted a high degree of regional instability, with civil war in neighbouring Libya and protests across North African territories. Conversely, the UAE benefited from redirected demand as it was regarded as a "safe" destination; occupancy for the year increased 8%.

The relative impact of political instability varies widely depending on both the actual and perceived severity of events. Deloitte analysis of long-term demand trends indicates that hotel demand recovers relatively

**Figure 2: Political events and demand trends, selected citites**

Source: STR Global and Deloitte analysis, strictly illustrative.

quickly from political disruption, provided it does not weaken the underlying demand drivers such as the economy, consumer spending, destination perception, product/service offering and access.

### The hotel market is becoming more resilient to terrorism shocks

The hotel industry is becoming more resilient to shocks from terrorism, with Deloitte and STR Global analysis indicating that recovery times have shortened significantly over the last 15 years (see Figure 3). While domestic and regional travellers appear to be less deterred by isolated incidents, international demand is sensitive to the threat level portrayed by press reporting and diplomatic travel advisories.

As an example, occupancy levels in New York hotels took 34 months to recover from 9/11 (2001), and the wider US market took 45 months, with the impact compounded by an economic recession. For comparison, Madrid bounced back in 12 months from the 2004 train bombings, and London recovered in nine months from the July 2005 attack. More recently, the Boston Marathon bombing and the murder of British soldier Lee Rigby in London had a limited impact on hotel occupancies, even at a city level.

While the impact of the Charlie Hebdo shootings is not evident in the data, anecdotal evidence suggests that hotels targeting the leisure market suffered an immediate short-term impact.

This trend can be attributed to mitigating factors including increased corporate requirements for robust contingency planning, disaster recovery programmes and risk management protocols; sophisticated revenue/inventory management systems, incorporating dynamic pricing; and real-time, web-based communication channels to educate consumers, manage perceptions and promote destinations. Anecdotally, observers also point to a shift in mentality among consumers and companies over the last decade, with the emergence of a "carry on as normal" culture in response to terrorism.

### Pandemics can trigger deep declines, but markets are quick to recover

The impact of pandemics such as SARS, swine flu and Ebola on the hotel industry is generally contained to the affected regions; to date, the global impact has been relatively limited (see Figure 4). While pandemics can trigger deeper declines than other types of shock, the bounce-back to pre-shock occupancy levels is typically the most rapid.

Deloitte and STR Global analysis indicates that the SARS pandemic of 2002 to 2004 caused extreme volatility in Northeastern Asia, where the outbreak originated. Occupancy levels plummeted some 10 percentage points before recovering to pre-crisis levels within a year. This contrasts with the steady decline and protracted recovery typical of economic shocks. Geographical fallout from SARS was also comparatively limited. For example, in the United States—a significant outbound destination for Northeast Asia—hotel occupancy and ADR declined following the World Health Organisation global alert in March 2003, but returned to growth just three months later.

Another example is the swine flu outbreak in 2009. Mexico City recorded a 50% decline in occupancy levels at the end of April and early May 2009, when the

## Figure 3: Terrorist attacks and demand trends, selected locations

Source: STR Global and Deloitte analysis, strictly illustrative.

## Figure 4: Pandemics and demand trends, by region

Source: STR Global and Deloitte analysis, strictly illustrative.

outbreak was confirmed as emanating from Mexico, and resort markets suffered from tour operator cancellations for the season. However, by early 2010, occupancy levels were in recovery.

As pandemics are typically short-lived and localized, robust contingency plans and good management should help to carry affected hotel markets through a short-term dip in demand. However, the growth of global travel means international cooperation is increasingly important to manage the spread of virulent diseases.

## HOW TO PLAN FOR THE UNPREDICTABLE—A DELOITTE PERSPECTIVE

In this interconnected, dynamic environment corporates need to be prepared for business interruption. A risk management strategy includes various considerations, some of which are considered below.

### Understand all the forces at play

The hotel industry is highly dependent on a complex web of socio-economic, political and environmental drivers. By identifying and quantifying the principal threats, companies can develop a comprehensive risk profile specific to their business. This is the first phase of developing a risk management strategy.

### Expect the unexpected

Preparing for unforeseeable shocks should be a key part of a company's risk management framework. Having identified and quantified the risks, companies need to plan a response to shocks and threats that are as yet unknown. For example, the Eyjafjallajökull volcano eruption in Iceland in April 2010 had global ramifications due to airspace restrictions. In such an event, a business continuity planning framework is vital to minimize fallout.

### Respond rapidly to pursue new opportunities

An agile business will respond rapidly to shifting conditions and seek to capitalize on new opportunities that emerge from a challenging situation. Management with a strategic and entrepreneurial approach has potential to move the business ahead of the market and increase market share.

### Engage with regulators

Engaging with government and regulators as part of a recovery strategy can open up alternative channels of fiscal and financial support. For example, in the aftermath of the 2004 Boxing Day Tsunami, the Thai government offered businesses loans, grants and equity sharing deals to speed up recovery and reconstruction efforts.

### Collaborate in promoting destinations

Governments can also convince their foreign counterparts to lift travel bans/advisories or to publicize locations that are comparatively unaffected. Cooperation with the wider tourism industry is paramount, particularly in a period of political flux, to maintain a clear and consistent message from the industry to the consumer.

### Prepare to capitalize on a successful recovery

Strategic planning should incorporate not just how to survive a shock, but how to emerge in a stronger position. Although financial investment can be harder to secure when performance is weakened, periods of low demand can be utilized to reposition for recovery, through capital investment or strategic re-branding as well as through strategic acquisitions.

## CONCLUSION

The hotel industry needs to adapt to living with uncertainty. Preparation is key to surviving shocks, minimizing fallout and maintaining hotel performance. To succeed in this environment, companies will need to identify and understand the entire risk picture, to prepare for the unforeseeable and to be agile enough to respond to new opportunities. Winners will be prepared to emerge from a crisis in a stronger position and capitalize on the recovery.

CHAPTER 1.3

# How to Re-emerge as a Tourism Destination after a Period of Political Instability

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In an era of growing political turmoil, the tourism sector is facing a significant test. Political stability and safety are prerequisites for tourism; even the mere threat of events such as civil unrest and terrorism can cause tourists to rethink their decision to visit a destination. The impact of political instability on a destination's tourism sector is both immediate and potentially long-lasting. In addition, in some circumstances, instability in one country may have an impact on the tourism sector of neighboring countries.

While the road to recovery can be long and arduous, the scale of the economic benefits from tourism makes investing in Travel & Tourism (T&T) worthwhile. Emerging economies, which generally run a higher risk of political unrest, are expected to account for 57% of total tourist arrivals by 2030. In those countries, tourism has the potential to drive foreign trade, increase access to international markets, increase foreign investments, spur entrepreneurship in an industry with low barriers to entry and spur broader economic development given the sector's strong linkages with other industries.

So what measures can countries take to revamp their tourism sectors after political unrest? This chapter draws lessons about government responses and the trade-offs they involve.

## IMPACT OF POLITICAL INSTABILITY ON PERFORMANCE OF THE TOURISM SECTOR

Countries affected by political unrest inevitably experience a decline in the number of international tourists and in tourism receipts. No country has been able to shield its tourism sector against the impacts of insecurity.

Egypt's experience over the last decade serves as a good case study. The 2005 Sharm El Sheikh attacks and 2006 attack on the city of Dahab, which left more than 23 Egyptians and tourists dead, caused a national loss of 8% of foreign tourism receipts in 2006. The Arab Spring and toppling of President Mubarak in 2011 saw tourist arrivals decline by nearly a third year-on-year, to 9.5 million from 14 million. History repeated itself two years later, when political turbulence that led to the ousting of President Morsi led to a decline in tourist arrivals from 11.5 million trips in 2012 to 9.5 million in 2013.

Another example is Lebanon, where the Lebanon-Israeli war in 2006 and a series of violent episodes in 2008 led to year-on-year declines in foreign tourism receipts of 17.3% and 7.2%.

Examples can be found in other regions as well: Thailand experienced a decline in tourists' confidence beginning in December 2008 when international airports started closing and many foreign tour agents quit the country. This led to a 3% year-on-year decrease in foreign tourist arrivals and a 12% decrease in foreign tourism receipts in 2009. The effects continued into 2010, with nearby countries benefitting from an increase

**Figure 1: Number of international inbound tourists in selected countries, 2000–2013**

Source: The Economist Intelligence Unit, Euromonitor.
Note: Events in black indicate "shocks" to the T&T industry; items in blue indicate T&T promotional activities.

in visitors. Similarly, in Ukraine, the 2008 political crisis sparked by the armed conflict between Russia and Georgia caused a year-on-year decline of around 18% in foreign tourist arrivals.

The decline in tourist numbers during and after periods of political unrest is illustrated in Figure 1.

The main factors translating political turbulence into a decline in international tourism arrivals relate to media reporting of political conflict, as well as any accounts of negative experiences from family and friends. Negative images of a tourist destination created in this way can persist for years and affect a whole country, even if the political instability was contained in a small region.

Tour operators and travel agents can scale back operations, as a result of insufficient bookings or fear of liability suits. For example, German tourism giant TUI reported a year-on-year loss of 46.4 million euros in the first quarter of 2012 due mainly to weaker demand for travel to destinations in unrest-afflicted North Africa; after Russia annexed Crimea in March 2014, several cruise lines altered their Black Sea sailings to bypass Odessa, Sevastopol and Yalta.

As a result, a vicious circle can develop: political unrest leads to lower demand, private investment declines as investors lose confidence, and public investment declines as security concerns cause funds to be re-prioritized (see Figure 2). This leads to decreased readiness of the country as a tourism destination, and a further reduction in its appeal to tourists.

The effects of political unrest on tourism can spill over borders, especially where a country is considered as part of an overall itinerary. For example, tourism in the Maldives is impacted by political unrest in Sri Lanka, since the Maldives is often considered an add-on destination to Sri Lanka. However, there can be a positive impact on neighboring destinations that are seen as unstable. For example, as political unrest affected other parts of the Middle East, tourism grew strongly in Qatar (+8% from 2010 to 2011) and the UAE (+9%). Similarly, Greece, Cyprus and Turkey benefited from conflict in Egypt, Israel, Jordan and Lebanon in the 1990s as tourists saw them as alternatives to experience Middle Eastern flair and ancient sights.

Tourism receipts can decline even more steeply than tourist numbers as the nature of tourist profiles changes—wealthy, security-sensitive segments are replaced by more price-sensitive, risk-taking tourists. For example, following Ukraine's 2008 political crisis, total tourist arrivals did not decline but tourism receipts declined by 20%, implying a decrease in the per-tourist spend. A similar effect took place in Thailand where violent clashes in 2008 caused a ~9% drop in average tourist spend in 2009 (Figure 3).

Even domestic tourism declines in times of political turbulence, as citizens tend to save their disposable income in anticipation of uncertain economic times ahead. In Thailand, total domestic travel and tourism spend dropped by 10% in 2009 compared to 2008 (Figure 4).

## GOVERNMENT MEASURES TO REVAMP THE TOURISM SECTOR AFTER A PERIOD OF POLITICAL INSTABILITY

While an initial negative shock from political unrest is inevitable, governments should rest assured that the tourism sector can be slowly revived if action is taken.

**Figure 2: Capital investment in Travel & Tourism out of total capital investment, 2000–2013**

Sources: Euromonitor, The Economist Intelligence Unit, World Travel & Tourism Council and Strategy& analysis.
Note: Events in black indicate "shocks" to the T&T industry; items in blue indicate T&T promotional activities.

**Figure 3: Change in average spend per inbound tourist, selected countries**

Sources: The Economist Intelligence Unit, Strategy& analysis.

Countries can take measures during crises, while safety and security are slowly being restored, and to boost the tourism sector once the situation is normalized. Those measures should be targeted at four key stakeholders that influence whether a tourist decides to visit a destination: the tourists themselves, the media, tourism businesses and governments of potential tourists.

## Crisis management

During the crisis period itself, the immediate priority is to demonstrate exceptional crisis management capabilities to minimize losses, ensure tourists' safety and limit excessively negative media perceptions. This includes effective search and rescue efforts, provision of safe shelter for tourists, tightened security around touristic areas and facilitation of return to home countries. The success of initial panic containment and crisis management efforts can have great impacts on the destination's image and hence on future tourism arrivals.

Pre-emptive planning of crisis management, rather than a reactive response, is a key success factor. For example, the recovery effort following the 2002 bombing of a Kuta nightclub in Bali was devised after the attack took place, which led to slow and laborious recovery of tourist confidence and revenues. In contrast, security response to the London underground bombings of 2005 was quick and decisive, as London officials had established relationships and practiced agreed-upon procedures in case of a terrorist attack. The terrorist events had no visible subsequent effect on tourism.

**Figure 4: Change in total domestic Travel & Tourism spending, selected countries**

Sources: The Economist Intelligence Unit, Strategy& analysis.

## Perception management

Governments should limit negative media publicity about the destination when it is exaggerated. In cases when the perceived insecurity situation is more acute than the actual one, or when security is restored, strong, impactful communication campaigns must be developed to address would-be visitors' concerns. Campaigns can also emphasize the limits of conflict regions and the safety of other areas.

## Incentives for tourists and the industry

In cases of security misperceptions, governments and companies can incentivize tourism demand by reducing prices of tourism products and services. For example, after the 2002 Bali bombings, around three-quarters of hotels dropped their prices, by an average of 37%. In Greece, to avoid the perception of insecurity stemming from unrest and protests in Athens undermining tourism in other parts of the country, the government waived levies on airline and ferry tickets and almost halved VAT on tourist accommodation. Hotels bookings beyond the capital recovered as prices fell significantly. In Thailand, to encourage tourism following the country's 2014 military coup, the Thailand Authority for Tourism organized the "Amazing Thailand Grand Sale" with discounts for tourists in more than 15,000 shopping malls, department stores and restaurants.

Countries can also put a positive spin on political events that have devalued a country's currency, making it cheaper for tourists to visit the destination. For example, Bali used the drastic devaluation of the rupiah in the aftermath of the 2005 bombings in a marketing campaign with the slogan "Our loss is your gain!"

Price reduction strategies have a downside, however. Unless subsidized by the government, they often imply reducing staff salaries or numbers. More fundamentally, they can negatively affect the perceived value of the destination, making recovery more difficult when things improve.

On the supply side governments can help tourism-related businesses regain momentum after a slowdown through fiscal policy, low interest rate loans and promotional trips for foreign tour operators and travel agents to restore their confidence in the safety and security of the destination. For example, Macedonia offered subsidies to air carriers willing to introduce new destinations for passengers—those carriers received €40,000 for each new destination, and the government paid seven to nine euros for each ticket purchased on these new flights. As a result, flights by low-cost carriers nearly doubled in 2014.

A similar incentive plan was made in 2011 by the Egyptian government, which reduced levies on unfilled plans seats to discourage airlines from cutting the numbers of flights to Egypt. In Thailand, following the May 2010 riots in Bangkok, the government announced tax incentives for companies hosting domestic or international trade shows and training seminars.

## Domestic tourism

Shifting focus from international tourism to domestic tourism is a common measure. For example, in December 2008, the Thai government cooperated with the private sector to organize a "Thai Travel Fair", cutting prices of local airlines and hotels, which increased the quantity and frequency of domestic travel. In 2010, Thailand introduced a personal taxable income deduction for Thai residents on domestic tourism-related spending.

However, an increase in domestic tourism does not typically offset the losses incurred by a decline in international tourists, as they tend to spend much more than domestic tourists. Bali's efforts to promote domestic tourism after the bombings resulted in attracting tourists that spent only a third as much per day as foreign tourists.

### New segments

Countries can also shift focus from traditional tourist segments to new segments that are less susceptible to the impact of political unrest. This includes regional tourists who have a more realistic, less exaggerated view of the severity of the political situation in the country, and more price-sensitive tourists. For example, in light of the 2002 and 2005 bombings, Bali diverted its focus from its traditional Western holidaymakers to ones closer to home in Japan and Taiwan. In Macedonia, after years of unrest, the government boosted subsidies for tour operators focusing on visitors from Bulgaria, Serbia and Bosnia. Egypt recently decided to grant Indian tourists, historically not major visitors to Egypt, visas on arrival and agreed to launch a direct flight between Cairo and New Delhi.

Efforts to reach out to new tourist segments can include looking at technological advances, such as e-bookings and social media, to facilitate interaction with visitors and make it easier for them to learn about and visit the destination.

### Crisis-immune product offerings

Countries can develop strategies to decrease the riskiness of their products, such as physically insulating touristic places from areas facing political unrest. This strategy has been successful in Egypt, where isolated resorts and enclave cities have been developed along the Red Sea, and across the Caribbean—the isolated peninsular resort of Labadee in Haiti, for example, is fenced, heavily guarded and completely closed off for locals except for the resort personnel. Tourists can disembark only from cruise ships and are not allowed to move beyond the resort and into the politically unstable Haitian cities.

### Multistakeholder planning

Measures to revamp the tourism sector depend on proper planning and coordination among various stakeholders, as well as the availability of funding for tourism infrastructure and marketing efforts. Although the tourism industry is not responsible for the development or implementation of disaster management plans and arrangements, tourism authorities should, when possible, participate in disaster planning and management activities through appropriate local, regional or national committees. This enables tourism to be taken into account by disaster management agencies and promotes the need for appropriate measures to be established to protect visitors in times of crisis.

To enable better responses to tourism safety risks, the World Tourism Organization (UNWTO) recommends that countries "develop a national policy on tourism safety commensurate with the prevention of visitor risks", and form national tourism councils with executive committees responsible for risk management in key areas, according to the needs of each destination. South Africa, for example, established a Tourism Safety Task Group that included the Department of Environmental Affairs and Tourism, the South African Police Service and the South African Tourism Board. Following 9/11, Australia developed an Australian National Tourism Incident Response Plan, establishing a response framework and actions for national, state and territory governments to ensure rapid, detailed and targeted responses to incidents with an impact on the tourism industry.

Another common risk anticipation measure is the establishment of tourism recovery funds. For example, in the wake of the Bali bombings, the Indonesian government's Bali Recovery Fund ($7.2 million) and general Tourism Recovery Fund ($6.5 million) helped the recovery of the sector.

CHAPTER 1.4

# Global Air Passenger Markets: Riding Out Periods of Turbulence

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The future growth of global air passenger traffic will undoubtedly be subject to unanticipated shocks. While the nature and timing of these shocks cannot (by definition) be predicted, looking at how the industry has come through previous shock events can help to assess how it is likely to fare in the face of future shocks.

As shown in Figure 1, in the past global air passenger traffic has always seemed to bounce back strongly from short-term upheavals.[1] Using a similar methodology as Njegovan (2006)[2] we have examined the statistical characteristics of global air passenger traffic since 1950 and find evidence that global air passenger traffic has indeed reverted to an underlying growth path over the long run (See Annex A.)

Part of the reason why global air traffic has proven so resilient relates to the large declines in the real cost of air travel seen over time. Between 1950 and 1970, the dawn of the jet age, global air passenger traffic increased by over 10% per year as rapid technological improvements brought down the cost of jet travel by an average of over 5% a year. There was a significant change in the trend growth rate of air travel in 1970, as indicated by our statistical analysis. Nonetheless, the real cost of air travel has still fallen by 1.7% per year on average since 1970 and the underlying rate of air traffic growth has averaged 4.4% per year.

The resilience of air travel also reflects increases in living standards and disposable incomes over time. All told, it has become increasingly affordable for more and more people to fly over time. With a projected 400 million people in emerging and developing countries joining the middle class in the coming five years, the long-term upward trend looks set to continue. In fact, global air passenger traffic is expected to more than double over the coming 20 years.[3]

## THE 'PASSENGER GAP'

By comparing the level of global passenger traffic in each year with the long-term trend levels, the impact of shock events can be analyzed more closely. The blue bars in Figure 2 show the estimated 'passenger gap' from 1950 to 2014, with a positive figure indicating that passenger traffic is above its trend level (and vice versa). Figure 3 highlights the passenger gap in the years surrounding four notable shocks to global aviation.

Interestingly, in the year before each of the four shocks, global air traffic was well above the trend level, suggesting that the effects of each shock may be overstated—part of the decline could be accounted for by a cyclical reversion to the trend.

However, each shock is different.

Relative to the trend level, the 1979 oil shock saw the shallowest, but longest lasting, downturn, with the global recession of the early 1980s accounting for the persistence of a negative passenger gap until 1987.

**Figure 1: Global air passenger traffic trend, 1950-2014**
(IATA Forecast for 2014)

Source: IATA.

The relative drops in passenger traffic were deepest following the combined 2000–2001 shock of the dotcom bust and 9/11, and the 2008 shock of the global financial crisis—but in both cases, traffic had returned to its trend level within four years. Since recovery from the last shock, global air passenger traffic has been growing more or less in line with the long-term trend.

While the industry has historically been able to constantly adapt its operations and business models to new challenges and external shocks, it should not be taken for granted that resilience will be always automatic. The industry's ability to bounce back from future unanticipated shocks will be influenced by factors outside its control, most notably the regulatory environment.

A patchwork approach, consisting of uncoordinated country or region-specific regulations, reduces the

**Figure 2: Global air passenger traffic and the 'passenger gap', 1950–2014**

Source: IATA.

**Figure 3: Global air 'passenger gap' before and after selected shock events**

Source: IATA.

industry's ability to respond to shocks. For example, varying slot allocation procedures and differing requirements on each end of a route can inhibit the ability of airlines to optimize their network and operate as many services as possible.

On the other hand, certain government policies can also help the industry, and by extension the economy, return to trend-reverting behavior or even improve the overall growth picture. For example, an opening of the intra-African aviation market by African states would stimulate travel and tourism and deliver a range of economic benefits.

A smarter regulatory approach is key to enabling the industry to get back on its feet as quickly as possible, and regulations should be frequently reviewed to check if they are meeting the stated objective. Policy design principles such as consistency with international conventions and proportionality would also facilitate a smarter regulation approach – and allow air passenger markets to better cope with turbulence.

## REFERENCES

Njegovan, N, "Are Shocks to Air Passenger Traffic Permanent or Transitory? Implications for Long-Term Air Passenger Forecasts for the UK", *Journal of Transport Economics and Policy,* vol. 40, no. 2, May 2006, pp. 315-328.

## NOTES

1 This fits in with the findings of previous research for the UK, German and Australian air passenger markets: Njegovan, N., "Are Shocks to Air Passenger Traffic Permanent or Transitory? Implications for Long-Term Air Passenger Forecasts for the UK", *Journal of Transport Economics and Policy,* vol. 40, no. 2, May 2006, pp. 315-328.

2 Njegovan analyzed the statistical properties of long-run air passenger traffic data for the UK and four other major developed air markets to find that the effects of shocks on air passenger traffic in the UK, Germany and Australia have been largely transitory in nature.

3 www.iata.org/pax-forecast.

## ANNEX A—STATISTICAL TESTING AND TREND MODEL SPECIFICATION

Following Njegovan (2006), we use the Zivot and Andrews sequential trend break model to investigate the statistical characteristics of the global passenger traffic series. This approach allows for a one-time change in the behavior of each of the series over time, which, in our case, is estimated to have taken place in 1970.

Having confirmed that global air passenger traffic has reverted to an underlying growth trend over time, we estimated the following global air passenger traffic model:

$$y_t = \alpha + \beta_t + \theta DU_t + \psi DT_t + \sum_{i=1}^{k} \delta_i y_{t-1} + \epsilon_t$$

where $y_t$ is the logarithm of total global annual passenger numbers, t is the time trend and $DU_t$ and $DT_t$ are dummy variables that take the values:

$$DU_t = 1 \quad \text{if } t > T_{break}, \quad 0 \text{ otherwise}$$
$$DT_t = t - T_{break} \quad \text{if } t > T_{break}, \quad 0 \text{ otherwise}$$

The estimated parameters for the model for global air passenger traffic are shown in Table 2, while Figure 4 shows how a shock to global air passenger traffic in time 0 persists in the years following the event.

Approximately 72% of the impact of the initial shock persists one year after the event. Two years on, the effect of the shock on global air traffic is down to just over half of the initial effect, while after five years the effect is just under one-fifth of the initial impact.

**Table 1: Unit-root test results**

| | Sample period | Year of break | Zivot-Andrews t-statistic | Significance level (%) | Pre-break growth (%) | Post-break growth (%) |
|---|---|---|---|---|---|---|
| Global air traffic | 1950—2014 | 1970 | —5.59 | 1% | 10.7% | 4.4% |

Source: IATA.

**Table 2: Model parameter estimates**

| Parameter | Global Equation |
|---|---|
| $\alpha$ | 3.085 (0.0010) |
| $\beta$ | 0.030 (0.0016) |
| $\theta$ | 0.046 (0.2715) |
| $\psi$ | –0.018 (0.0018) |
| $\delta_i$ | 0.716 (0.0000) |

Note: p-values in brackets
Source: IATA.

**Figure 4: Impulse response function of global air passenger traffic to a shock (100%) in time 0**

Source: IATA.

# Part 2

## Country/Economy Profiles and Data Presentation

# 2.1

# Country/Economy Profiles

# How to Read the Country/Economy Profiles

This section presents two-page profiles for all of the 141 economies included in *The Travel & Tourism Competitiveness Report 2015.*

## LEFT-HAND PAGE

The left-hand page is divided into three sections:

### ❶ Travel & Tourism Competitiveness Index

This section presents the economy's performance at aggregate level on the overall Travel & Tourism Competitiveness Index (TTCI), its four main components (subindexes) and the 14 pillars. The performance on the single indicators composing each pillar is shown on the right-hand side page of each Country Profile.

### ❷ T&T Key Indicators and Economic Impact

This section presents several key indicators summarizing the context and the situation of a country's economy and its T&T sector.

Population and surface area figures are from the World Bank's *World Development Indicators* online database (December 2014). GDP per capita and growth numbers are from the International Monetary Fund (IMF)'s *World Economic Outlook Database* (October 2014 edition). National sources have been consulted where appropriate.

International tourists arrivals and international tourists receipts (2013) are provided by the UNWTO, *Yearbook of Tourism Statistics, Compendium of Tourism Statistics,* while growth in international outbound travel spending is calculated by using UNWTO's statistics on international tourists expenditure, using CAGR for the period 2008–2013. Average spending per international tourist (US$, 2013) is calculated by dividing international tourists receipts by international tourists arrivals for the year 2013 or the most recent year available.

International tourism receipts are expenditures by international inbound visitors, including payments to national carriers for international transport. These receipts include any other prepayment made for goods or services received in the destination country. They also may include receipts from same-day visitors, except when these are important enough to justify separate classification. For some countries they do not include receipts for passenger transport items.

2.1: Country/Economy Profiles

Albania

❶ The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **106** | **3.22** |
| **Enabling Environment** | **69** | **4.68** |
| Business Environment | 93 | 4.11 |
| Safety and Security | 70 | 5.34 |
| Health and Hygiene | 72 | 5.22 |
| Human Resources and Labour Market | 56 | 4.68 |
| ICT Readiness | 73 | 4.07 |
| **T&T Policy and Enabling Conditions** | **122** | **3.59** |
| Prioritization of Travel & Tourism | 105 | 4.03 |
| International Openness | 106 | 3.34 |
| Price Competitiveness | 93 | 4.38 |
| Environmental Sustainability | 109 | 3.60 |
| **Infrastructure** | **90** | **3.04** |
| Air Transport Infrastructure | 97 | 2.16 |
| Ground and Port Infrastructure | 95 | 3.01 |
| Tourist Service Infrastructure | 79 | 3.94 |
| **Natural and Cultural Resources** | **135** | **1.59** |
| Natural Resources | 126 | 2.03 |
| Cultural Resources and Business Travel | 127 | 1.14 |



❷ Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 2,857 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 1,473.3 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 515.7 |
| Population (millions), 2013 | 2.8 |
| Surface area (1,000 square kilometres), 2013 | 28.8 |
| Gross domestic product per capita (PPP$), 2013 | 10,596 |
| Real GDP growth (%), 2013 | 0.4 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 639.1 | 4.8 | 5.6 |
| T&T industry employment (1,000 jobs) | 41.2 | 4.3 | 3.5 |

❸ Evolution of the T&T Industry Over Time



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

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These data are based on the Tourism Satellite Account (TSA) framework developed by the UNWTO, the Organisation for Economic Co-operation and Development (OECD), and Eurostat.

The TSA makes estimates comparable across countries and with other internationally recognized macroeconomic aggregates and compilations.

Using the TSA approach, WTTC estimates the current and projected future several trips to a given country during a given period will be counted as a new arrival each time.

This section reports industry contribution to GDP and employment figures each expressed as absolute value and share, with respect to the total economy and growth forecasts (2013–2022).

These statistics refer to the T&T industry as defined by the WTTC, which includes only the production-side industry contribution (its direct impact only); more information regarding WTTC's TSA Research, along with details on the methodology and data, are available at http://www.wttc.org/eng/Tourism_Research/.

## ❸ Evolution of the T&T Industry Over Time

This section shows trends in international tourist arrivals and international tourism receipts over the period 1997 to 2013 as provided by the World Tourism Organization (UNWTO).

## ❹ RIGHT-HAND PAGE

The right-hand page shows a country's Travel & Tourism Competitiveness Index performance in details, presenting the rank achieved by a country on each of the indicators that compose the TTCI.

Indicators are organized by pillar. Please refer to Appendix A of Chapter 1.1 for further details about the calculation and the structure of the TTCI. The ranks of those indicators that constitute a notable competitive advantage are highlighted in blue, bold typeface. Competitive advantages are defined as follows:

- For those economies ranked in the top 10 in the overall TTCI, individual indicators ranked from 1 through 10 are considered to be advantages. For example, Japan—which is ranked 9th overall—is ranked 1st on indicator 11.02, Quality of railroad infrastructure, making this indicator a competitive advantage.

- For those economies ranked from 11 through 50 on the overall TTCI, indicators ranked higher than the economy's own rank are considered to be advantages. In the case of Thailand, ranked 35th overall, its rank of 24th on indicator 6.01, Government prioritization of the T&T industry, makes this indicator a competitive advantage.

- For those economies with an overall rank on the TTCI lower than 50, any individual indicators ranked higher than 51 are considered to be advantages. For Bolivia, ranked 100th overall, indicator 10.05, Airport density, where the country ranks 32nd, constitutes a competitive advantage.

Symbols used in this section:

† Indicators derived from the World Economic Forum's Executive Opinion Survey are always expressed in a 1-to-7 scale (1 = worst score, 7 = best score)

* Statistical indicators that are not derived from the Executive Opinion Survey

® Indicators for which the reproduction of these data is restricted; therefore, while these indicators are used for the calculation and ranked, their actual values cannot be displayed. It refers to indicators 11.06 and 11.07, which are derived from the International Road Federation's World Road Statistics database.

- For some countries, indicator 3.06, Malaria incidence, is displayed as the acronyms M.F. (malaria-free) or S.L. (in the supplementary list), as indicated by the World Health Organization (WHO).

2.1: Country/Economy Profiles

Albania

❹ The Travel & Tourism Competitiveness Index in detail

| INDICATOR | VALUE | RANK/141 |
|---|---|---|
| **Business Environment** | **4.1** | **93** |
| 1.01 Property rights† | 2.8 | 131 |
| 1.02 Impact of rules on FDI† | 4.5 | 62 |
| 1.03 Efficiency of legal framework settling disputes† | 2.9 | 118 |
| 1.04 Efficiency of legal framework challenging regs.† | 3.0 | 96 |
| 1.05 No. of days to deal with construction permits* | 228 | 115 |
| 1.06 Construction permits cost (%)* | 3.3 | 92 |
| 1.07 Extent of market dominance† | 2.9 | 129 |
| 1.08 No. of days to start a business* | 5 | **14** |
| 1.09 Cost to start a business (% GNI/capita)* | 10.0 | 79 |
| 1.10 Effect of taxation on incentives to work† | 3.8 | 52 |
| 1.11 Effect of taxation on incentives to invest† | 3.6 | 62 |
| 1.12 Total tax rate (% profit)* | 30.7 | **40** |
| 1.12a Labour and contributions tax rate (% profit)* | 18.8 | 88 |
| 1.12b Profit tax rate (% profit)* | 9.5 | **35** |
| 1.12c Other taxes rate (% profit)* | 2.4 | 77 |
| **Safety and Security** | **5.3** | **70** |
| 2.01 Business costs of crime and violence† | 4.3 | 75 |
| 2.02 Reliability of police services† | 3.7 | 96 |
| 2.03 Business costs of terrorism† | 5.4 | 66 |
| 2.04 Index of terrorism incidence* | 7.0 | 51 |
| 2.05 Homicide rate* | 5 | 76 |
| **Health and Hygiene** | **5.2** | **72** |
| 3.01 Physician density per 1,000 pop.* | 1.1 | 80 |
| 3.02 Access to improved sanitation (% pop.)* | 91.0 | 62 |
| 3.03 Access to improved drinking water (% pop.)* | 96.0 | 69 |
| 3.04 Hospital beds per 10,000 pop. | 26.0 | 66 |
| 3.05 HIV prevalence (% pop.)* | <0.2 | **1** |
| 3.06 Malaria incidence per 100,000 pop.* | S.L. | n/a |
| **Human Resources and Labour Market** | **4.7** | **56** |
| Qualification of the labour force | 5.2 | 68 |
| 4.01 Primary education enrollment rate (%)* | 91.2 | 96 |
| 4.02 Secondary education enrollment rate (%)* | 82.4 | 91 |
| 4.03 Extent of staff training† | 4.4 | **32** |
| 4.04 Treatment of customers† | 4.7 | 57 |
| Labour market | 4.2 | 56 |
| 4.05 Hiring and firing practices† | 3.9 | 67 |
| 4.06 Ease of finding skilled employees† | 3.7 | 88 |
| 4.07 Ease of hiring foreign labour† | 5.3 | **6** |
| 4.08 Pay and productivity† | 4.4 | **32** |
| 4.09 Female labour force participation (% to men)* | 0.7 | 96 |
| **ICT Readiness** | **4.1** | **72** |
| 5.01 ICT use for B2B transactions† | 3.8 | 127 |
| 5.02 Internet use for B2C transactions† | 3.9 | 106 |
| 5.03 Individuals using internet (%)* | 60.1 | 52 |
| 5.04 Broadband internet subs. per 100 pop.* | 5.8 | 76 |
| 5.05 Mobile telephone subs. per 100 pop.* | 116.2 | 62 |
| 5.06 Mobile broadband subs. per 100 pop.* | 39.2 | 73 |
| 5.07 Mobile network coverage (% pop.)* | 100.0 | **1** |
| 5.08 Quality of electricity supply | 4.7 | 78 |
| **Prioritization of Travel & Tourism** | **4.0** | **105** |
| 6.01 Government prioritization of T&T industry† | 4.2 | 124 |
| 6.02 T&T gov't expenditure (% gov't budget)* | 3.9 | 57 |
| 6.03 Effectiveness of marketing to attract tourists† | 4.0 | 97 |
| 6.04 Comprehensiveness of T&T data (0–120 best)* | 80.0 | **40** |
| 6.05 Timeliness of T&T data (0–21 best)* | 16.5 | 67 |
| 6.06 Country Brand Strategy rating (1–10 best)† | 39.1 | 132 |

| INDICATOR | VALUE | RANK/141 |
|---|---|---|
| **International Openness** | **2.3** | **106** |
| 7.01 Visa requirements (0–100 best)® | 22.0 | 102 |
| 7.02 Openness of bilateral ASA (0–38)® | 10.9 | 69 |
| 7.03 No. of regional trade agreements in force® | 5.0 | 81 |
| **Price Competitiveness** | **4.4** | **93** |
| 8.01 Ticket taxes, airport charges (0–100 best)® | 69.1 | 106 |
| 8.02 Hotel price index (US$)® | n/a | n/a |
| 8.03 Purchasing power parity® | 5.4 | **40** |
| 8.04 Fuel price levels (US$ cents/litre)® | 181.0 | 111 |
| **Environmental Sustainability** | **3.6** | **109** |
| 9.01 Stringency of environmental regulations† | 2.7 | 135 |
| 9.02 Enforcement of environmental regulations† | 2.6 | 133 |
| 9.03 Sustainability of T&T development† | 4.0 | 92 |
| 9.04 Particulate matter (2.5) concentration (µg/m³)* | 13.2 | 105 |
| 9.05 No. of envtl. treaty ratifications (0–27 best)® | 21 | **42** |
| 9.06 Baseline water stress (0–5 worst)® | 1.9 | 75 |
| 9.07 Threatened species (% total species)® | 2.8 | **22** |
| 9.08 Forest cover change (% average per year)® | -0.6 | 80 |
| 9.09 Wastewater treatment (%) ® | 3.4 | 95 |
| 9.10 Coastal shelf fishing pressure (tonnes per km²)® | 0.1 | **44** |
| **Air Transport Infrastructure** | **2.2** | **97** |
| 10.01 Quality of air transport infrastructure† | 4.4 | 68 |
| 10.02 Airline dom. seat kms per week (millions)® | n/a | n/a |
| 10.03 Airline int'l. seat kms per week (millions)® | 18.7 | 122 |
| 10.04 Departures per 1,000 pop.® | 4.0 | 63 |
| 10.05 Airport density per million urban pop.® | 0.7 | 100 |
| 10.06 No. of operating airlines® | 20.0 | 95 |
| **Ground and Port Infrastructure** | **3.0** | **95** |
| 11.01 Quality of roads | 3.9 | 71 |
| 11.02 Quality of railroad infrastructure | 1.1 | 103 |
| 11.03 Quality of port infrastructure† | 3.7 | 89 |
| 11.04 Quality of ground transport network† | 3.4 | 121 |
| 11.05 Railroad density (km/surface area)® | 1.5 | **45** |
| 11.06 Road density (km/surface area)® | ® | **47** |
| 11.07 Paved road density (km/surface area)® | ® | 54 |
| **Tourist Service Infrastructure** | **3.9** | **79** |
| 12.01 Hotel rooms per 100 pop.® | 0.5 | 60 |
| 12.02 Extension of business trips recommended† | 4.7 | 108 |
| 12.03 Presence of major car rental companies® | 4 | 81 |
| 12.04 ATMs accepting Visa cards per million pop.® | 516.3 | 60 |
| **Natural Resources** | **2.0** | **128** |
| 13.01 No. of World Heritage natural sites® | 0 | 83 |
| 13.02 Total known species® | 391 | 106 |
| 13.03 Total protected areas (% total territorial area)® | 9.5 | 92 |
| 13.04 Natural tourism digital demand (0–100 best)® | 7 | 90 |
| 13.05 Quality of the natural environment† | 3.7 | 113 |
| **Cultural Resources and Business Travel** | **1.1** | **127** |
| 14.01 No. of World Heritage cultural sites® | 2 | 71 |
| 14.02 No. of oral and intangible cultural expressions® | 1 | 60 |
| 14.03 No. of large sports stadiums® | 0.0 | 120 |
| 14.04 No. of international association meetings® | 5.7 | 101 |
| 14.05 Cult.tourist. tourism digital demand (0–100 best)® | 1 | 126 |

Notes: Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

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## ONLINE DATA PORTAL

In addition to the analysis presented in this *Report,* an interactive data platform can be accessed via www.weforum.org/ttcr. The platform offers a number of analytical and visualization tools as well as the option of downloading most of the TTCI data set.

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# Albania

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **106** | **3.22** |
| **Enabling Environment** | **69** | **4.68** |
| Business Environment | 93 | 4.11 |
| Safety and Security | 70 | 5.34 |
| Health and Hygiene | 72 | 5.22 |
| Human Resources and Labour Market | 56 | 4.68 |
| ICT Readiness | 73 | 4.07 |
| **T&T Policy and Enabling Conditions** | **122** | **3.59** |
| Prioritization of Travel & Tourism | 105 | 4.03 |
| International Openness | 106 | 2.34 |
| Price Competitiveness | 93 | 4.38 |
| Environmental Sustainability | 109 | 3.60 |
| **Infrastructure** | **90** | **3.04** |
| Air Transport Infrastructure | 97 | 2.16 |
| Ground and Port Infrastructure | 95 | 3.01 |
| Tourist Service Infrastructure | 79 | 3.94 |
| **Natural and Cultural Resources** | **135** | **1.59** |
| Natural Resources | 128 | 2.03 |
| Cultural Resources and Business Travel | 127 | 1.14 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 2,857 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 1,473.3 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 515.7 |
| Population (millions), 2013 | 2.8 |
| Surface area (1,000 square kilometres), 2013 | 28.8 |
| Gross domestic product per capita (PPP$), 2013 | 10,596 |
| Real GDP growth (%), 2013 | 0.4 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 639.1 | 4.8 | 5.6 |
| T&T industry employment (1,000 jobs) | 41.2 | 4.3 | 3.5 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Albania

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.1** | **93** |
| 1.01 | Property rights† | 2.8 | 131 |
| 1.02 | Impact of rules on FDI† | 4.5 | 62 |
| 1.03 | Efficiency of legal framework settling disputes† | 2.9 | 118 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.0 | 96 |
| 1.05 | No. of days to deal with construction permits* | 228 | 115 |
| 1.06 | Construction permits cost (%)* | 3.3 | 92 |
| 1.07 | Extent of market dominance† | 2.9 | 129 |
| 1.08 | No. of days to start a business* | 5 | 14 |
| 1.09 | Cost to start a business (% GNI/capita)* | 10.0 | 78 |
| 1.10 | Effect of taxation on incentives to work† | 3.8 | 52 |
| 1.11 | Effect of taxation on incentives to invest† | 3.6 | 82 |
| 1.12 | Total tax rate (% profit)* | 30.7 | 40 |
| 1.12a | Labour and contributions tax rate (% profit)* | 18.8 | 88 |
| 1.12b | Profit tax rate (% profit)* | 9.5 | 35 |
| 1.12c | Other taxes rate (% profit)* | 2.4 | 77 |
| | **Safety and Security** | **5.3** | **70** |
| 2.01 | Business costs of crime and violence† | 4.3 | 75 |
| 2.02 | Reliability of police services† | 3.7 | 96 |
| 2.03 | Business costs of terrorism† | 5.4 | 66 |
| 2.04 | Index of terrorism incidence* | 7.0 | 51 |
| 2.05 | Homicide rate* | 5 | 76 |
| | **Health and Hygiene** | **5.2** | **72** |
| 3.01 | Physician density per 1,000 pop.* | 1.1 | 80 |
| 3.02 | Access to improved sanitation (% pop.)* | 91.0 | 65 |
| 3.03 | Access to improved drinking water (% pop.)* | 96.0 | 69 |
| 3.04 | Hospital beds per 10,000 pop. | 26.0 | 66 |
| 3.05 | HIV prevalence (% pop.)* | <0.2 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **4.7** | **56** |
| | *Qualification of the labour force* | *5.2* | *68* |
| 4.01 | Primary education enrolment rate (%)* | 91.2 | 96 |
| 4.02 | Secondary education enrolment rate (%)* | 82.4 | 91 |
| 4.03 | Extent of staff training† | 4.4 | 32 |
| 4.04 | Treatment of customers† | 4.7 | 57 |
| | *Labour market* | *4.2* | *56* |
| 4.05 | Hiring and firing practices† | 3.9 | 67 |
| 4.06 | Ease of finding skilled employees† | 3.7 | 88 |
| 4.07 | Ease of hiring foreign labour† | 5.3 | 6 |
| 4.08 | Pay and productivity† | 4.4 | 32 |
| 4.09 | Female labour force participation (% to men)* | 0.7 | 96 |
| | **ICT Readiness** | **4.1** | **73** |
| 5.01 | ICT use for B2B transactions† | 3.8 | 127 |
| 5.02 | Internet use for B2C transactions† | 3.9 | 106 |
| 5.03 | Individuals using internet (%)* | 60.1 | 52 |
| 5.04 | Broadband internet subs. per 100 pop.* | 5.8 | 76 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 116.2 | 62 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 28.2 | 73 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 1 |
| 5.08 | Quality of electricity supply | 4.7 | 78 |
| | **Prioritization of Travel & Tourism** | **4.0** | **105** |
| 6.01 | Government prioritization of T&T industry† | 4.2 | 124 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 3.9 | 57 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.0 | 97 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 80.0 | 40 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 16.5 | 67 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 39.1 | 132 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.3** | **106** |
| 7.01 | Visa requirements (0–100 best)* | 22.0 | 102 |
| 7.02 | Openness of bilateral ASA (0–38)* | 10.9 | 69 |
| 7.03 | No. of regional trade agreements in force* | 5.0 | 81 |
| | **Price Competitiveness** | **4.4** | **93** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 69.1 | 106 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.4 | 40 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 181.0 | 111 |
| | **Environmental Sustainability** | **3.6** | **109** |
| 9.01 | Stringency of environmental regulations† | 2.7 | 135 |
| 9.02 | Enforcement of environmental regulations† | 2.6 | 133 |
| 9.03 | Sustainability of T&T development† | 4.0 | 92 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 13.2 | 105 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 21 | 42 |
| 9.06 | Baseline water stress (0–5 worst)* | 1.9 | 75 |
| 9.07 | Threatened species (% total species)* | 2.8 | 22 |
| 9.08 | Forest cover change (% average per year)* | –3.6 | 80 |
| 9.09 | Wastewater treatment (%) * | 3.4 | 95 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.1 | 44 |
| | **Air Transport Infrastructure** | **2.2** | **97** |
| 10.01 | Quality of air transport infrastructure† | 4.4 | 68 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 18.7 | 122 |
| 10.04 | Departures per 1,000 pop.* | 4.0 | 63 |
| 10.05 | Airport density per million urban pop.* | 0.7 | 100 |
| 10.06 | No. of operating airlines* | 20.0 | 95 |
| | **Ground and Port Infrastructure** | **3.0** | **95** |
| 11.01 | Quality of roads | 3.9 | 71 |
| 11.02 | Quality of railroad infrastructure | 1.1 | 103 |
| 11.03 | Quality of port infrastructure† | 3.7 | 89 |
| 11.04 | Quality of ground transport network† | 3.4 | 121 |
| 11.05 | Railroad density (km/surface area)* | 1.5 | 45 |
| 11.06 | Road density (km/surface area)* | ® | 47 |
| 11.07 | Paved road density (km/surface area)* | ® | 54 |
| | **Tourist Service Infrastructure** | **3.9** | **79** |
| 12.01 | Hotel rooms per 100 pop.* | 0.5 | 60 |
| 12.02 | Extension of business trips recommended† | 4.7 | 108 |
| 12.03 | Presence of major car rental companies† | 4 | 81 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 518.2 | 60 |
| | **Natural Resources** | **2.0** | **128** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 391 | 106 |
| 13.03 | Total protected areas (% total territorial area)* | 9.5 | 92 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 7 | 90 |
| 13.05 | Quality of the natural environment† | 3.7 | 113 |
| | **Cultural Resources and Business Travel** | **1.1** | **127** |
| 14.01 | No. of World Heritage cultural sites* | 2 | 71 |
| 14.02 | No. of oral and intangible cultural expressions* | 1 | 60 |
| 14.03 | No. of large sports stadiums* | 0.0 | 120 |
| 14.04 | No. of international association meetings* | 5.7 | 101 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 1 | 126 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Algeria

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **123** | **2.93** |
| **Enabling Environment** | **99** | **4.15** |
| Business Environment | 121 | 3.78 |
| Safety and Security | 95 | 4.90 |
| Health and Hygiene | 84 | 4.97 |
| Human Resources and Labour Market | 109 | 4.04 |
| ICT Readiness | 105 | 3.09 |
| **T&T Policy and Enabling Conditions** | **135** | **3.32** |
| Prioritization of Travel & Tourism | 139 | 2.74 |
| International Openness | 137 | 1.51 |
| Price Competitiveness | 10 | 5.50 |
| Environmental Sustainability | 113 | 3.51 |
| **Infrastructure** | **133** | **2.19** |
| Air Transport Infrastructure | 113 | 1.98 |
| Ground and Port Infrastructure | 121 | 2.56 |
| Tourist Service Infrastructure | 138 | 2.03 |
| **Natural and Cultural Resources** | **90** | **2.04** |
| Natural Resources | 127 | 2.04 |
| Cultural Resources and Business Travel | 50 | 2.05 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 2,733 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 217.0 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 79.4 |
| Population (millions), 2013 | 39.2 |
| Surface area (1,000 square kilometres), 2013 | 2,381.7 |
| Gross domestic product per capita (PPP$), 2013 | 13,788 |
| Real GDP growth (%), 2013 | 2.8 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 7,115.6 | 4.0 | 3.8 |
| T&T industry employment (1,000 jobs) | 364.0 | 3.5 | 2.8 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Algeria

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **3.8** | **121** |
| 1.01 | Property rights† | 3.7 | 97 |
| 1.02 | Impact of rules on FDI† | 3.3 | 126 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.2 | 108 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.9 | 104 |
| 1.05 | No. of days to deal with construction permits* | 204 | 104 |
| 1.06 | Construction permits cost (%)* | 0.7 | 35 |
| 1.07 | Extent of market dominance† | 3.3 | 108 |
| 1.08 | No. of days to start a business* | 22 | 102 |
| 1.09 | Cost to start a business (% GNI/capita)* | 11.0 | 80 |
| 1.10 | Effect of taxation on incentives to work† | 3.3 | 95 |
| 1.11 | Effect of taxation on incentives to invest† | 3.5 | 85 |
| 1.12 | Total tax rate (% profit)* | 72.7 | 137 |
| 1.12a | Labour and contributions tax rate (% profit)* | 30.6 | 123 |
| 1.12b | Profit tax rate (% profit)* | 6.6 | 24 |
| 1.12c | Other taxes rate (% profit)* | 35.6 | 134 |
| | **Safety and Security** | **4.9** | **95** |
| 2.01 | Business costs of crime and violence† | 4.0 | 93 |
| 2.02 | Reliability of police services† | 4.1 | 74 |
| 2.03 | Business costs of terrorism† | 3.8 | 127 |
| 2.04 | Index of terrorism incidence* | 5.7 | 125 |
| 2.05 | Homicide rate* | 1 | 9 |
| | **Health and Hygiene** | **5.0** | **84** |
| 3.01 | Physician density per 1,000 pop.* | 1.2 | 75 |
| 3.02 | Access to improved sanitation (% pop.)* | 95.0 | 54 |
| 3.03 | Access to improved drinking water (% pop.)* | 84.0 | 110 |
| 3.04 | Hospital beds per 10,000 pop. | 17.0 | 90 |
| 3.05 | HIV prevalence (% pop.)* | 0.1 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | 0.2 | 10 |
| | **Human Resources and Labour Market** | **4.0** | **109** |
| | *Qualification of the labour force* | *5.1* | *73* |
| 4.01 | Primary education enrolment rate (%)* | 97.3 | 41 |
| 4.02 | Secondary education enrolment rate (%)* | 97.6 | 44 |
| 4.03 | Extent of staff training† | 3.4 | 117 |
| 4.04 | Treatment of customers† | 3.6 | 124 |
| | *Labour market* | *2.9* | *136* |
| 4.05 | Hiring and firing practices† | 3.1 | 119 |
| 4.06 | Ease of finding skilled employees† | 3.6 | 90 |
| 4.07 | Ease of hiring foreign labour† | 3.7 | 106 |
| 4.08 | Pay and productivity† | 3.3 | 121 |
| 4.09 | Female labour force participation (% to men)* | 0.2 | 141 |
| | **ICT Readiness** | **3.1** | **105** |
| 5.01 | ICT use for B2B transactions† | 3.4 | 136 |
| 5.02 | Internet use for B2C transactions† | 2.9 | 136 |
| 5.03 | Individuals using internet (%)* | 16.5 | 107 |
| 5.04 | Broadband internet subs. per 100 pop.* | 3.3 | 87 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 100.8 | 91 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 0.0 | 130 |
| 5.07 | Mobile network coverage (% pop.)* | 99.2 | 62 |
| 5.08 | Quality of electricity supply | 4.0 | 90 |
| | **Prioritization of Travel & Tourism** | **2.7** | **139** |
| 6.01 | Government prioritization of T&T industry† | 3.8 | 130 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 1.1 | 130 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.0 | 134 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 40.0 | 117 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 0.0 | 129 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 38.6 | 135 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **1.5** | **137** |
| 7.01 | Visa requirements (0–100 best)* | 2.0 | 135 |
| 7.02 | Openness of bilateral ASA (0–38)* | 6.3 | 121 |
| 7.03 | No. of regional trade agreements in force* | 2.0 | 113 |
| | **Price Competitiveness** | **5.5** | **10** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 83.8 | 44 |
| 8.02 | Hotel price index (US$)* | 185.7 | 81 |
| 8.03 | Purchasing power parity* | 0.4 | 24 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 29.0 | 6 |
| | **Environmental Sustainability** | **3.5** | **113** |
| 9.01 | Stringency of environmental regulations† | 2.8 | 132 |
| 9.02 | Enforcement of environmental regulations† | 2.6 | 132 |
| 9.03 | Sustainability of T&T development† | 3.2 | 129 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 7.7 | 66 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 18 | 87 |
| 9.06 | Baseline water stress (0–5 worst)* | 3.4 | 106 |
| 9.07 | Threatened species (% total species)* | 6.5 | 93 |
| 9.08 | Forest cover change (% average per year)* | –2.4 | 58 |
| 9.09 | Wastewater treatment (%) * | 34.6 | 49 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.1 | 43 |
| | **Air Transport Infrastructure** | **2.0** | **113** |
| 10.01 | Quality of air transport infrastructure† | 3.0 | 127 |
| 10.02 | Airline dom. seat kms per week (millions)* | 20.7 | 42 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 157.4 | 67 |
| 10.04 | Departures per 1,000 pop.* | 1.4 | 90 |
| 10.05 | Airport density per million urban pop.* | 1.2 | 61 |
| 10.06 | No. of operating airlines* | 26.0 | 82 |
| | **Ground and Port Infrastructure** | **2.6** | **121** |
| 11.01 | Quality of roads | 3.1 | 107 |
| 11.02 | Quality of railroad infrastructure | 2.7 | 64 |
| 11.03 | Quality of port infrastructure† | 2.8 | 116 |
| 11.04 | Quality of ground transport network† | 3.8 | 105 |
| 11.05 | Railroad density (km/surface area)* | 0.2 | 86 |
| 11.06 | Road density (km/surface area)* | ® | 129 |
| 11.07 | Paved road density (km/surface area)* | ® | 98 |
| | **Tourist Service Infrastructure** | **2.0** | **138** |
| 12.01 | Hotel rooms per 100 pop.* | 0.1 | 107 |
| 12.02 | Extension of business trips recommended† | 3.8 | 136 |
| 12.03 | Presence of major car rental companies† | 1 | 120 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 8.0 | 137 |
| | **Natural Resources** | **2.0** | **127** |
| 13.01 | No. of World Heritage natural sites* | 1 | 76 |
| 13.02 | Total known species* | 434 | 87 |
| 13.03 | Total protected areas (% total territorial area)* | 7.4 | 97 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 5 | 102 |
| 13.05 | Quality of the natural environment† | 3.4 | 128 |
| | **Cultural Resources and Business Travel** | **2.0** | **50** |
| 14.01 | No. of World Heritage cultural sites* | 7 | 33 |
| 14.02 | No. of oral and intangible cultural expressions* | 5 | 22 |
| 14.03 | No. of large sports stadiums* | 15.0 | 28 |
| 14.04 | No. of international association meetings* | 4.3 | 108 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 4 | 93 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Angola

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **139** | **2.60** |
| **Enabling Environment** | **136** | **3.23** |
| Business Environment | 136 | 3.03 |
| Safety and Security | 103 | 4.73 |
| Health and Hygiene | 123 | 3.23 |
| Human Resources and Labour Market | 139 | 2.79 |
| ICT Readiness | 125 | 2.37 |
| **T&T Policy and Enabling Conditions** | **140** | **3.21** |
| Prioritization of Travel & Tourism | 140 | 2.67 |
| International Openness | 141 | 1.29 |
| Price Competitiveness | 13 | 5.46 |
| Environmental Sustainability | 120 | 3.41 |
| **Infrastructure** | **134** | **2.15** |
| Air Transport Infrastructure | 114 | 1.96 |
| Ground and Port Infrastructure | 140 | 2.07 |
| Tourist Service Infrastructure | 129 | 2.44 |
| **Natural and Cultural Resources** | **115** | **1.79** |
| Natural Resources | 106 | 2.34 |
| Cultural Resources and Business Travel | 122 | 1.24 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 650 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 1,234.0 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 1,898.5 |
| Population (millions), 2013 | 21.5 |
| Surface area (1,000 square kilometres), 2013 | 1,246.7 |
| Gross domestic product per capita (PPP$), 2013 | 7,978 |
| Real GDP growth (%), 2013 | 6.8 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 1,909.4 | 1.4 | 7.6 |
| T&T industry employment (1,000 jobs) | 63.7 | 1.5 | 4.7 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Angola

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **3.0** | **136** |
| 1.01 | Property rights† | 2.5 | 138 |
| 1.02 | Impact of rules on FDI† | 2.6 | 138 |
| 1.03 | Efficiency of legal framework settling disputes† | 2.3 | 137 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.0 | 138 |
| 1.05 | No. of days to deal with construction permits* | 203 | 103 |
| 1.06 | Construction permits cost (%)* | 0.5 | 25 |
| 1.07 | Extent of market dominance† | 2.2 | 141 |
| 1.08 | No. of days to start a business* | 66 | 132 |
| 1.09 | Cost to start a business (% GNI/capita)* | 123.5 | 136 |
| 1.10 | Effect of taxation on incentives to work† | 4.0 | 41 |
| 1.11 | Effect of taxation on incentives to invest† | 3.5 | 88 |
| 1.12 | Total tax rate (% profit)* | 52.0 | 118 |
| 1.12a | Labour and contributions tax rate (% profit)* | 9.0 | 31 |
| 1.12b | Profit tax rate (% profit)* | 25.3 | 120 |
| 1.12c | Other taxes rate (% profit)* | 17.7 | 126 |
| | **Safety and Security** | **4.7** | **103** |
| 2.01 | Business costs of crime and violence† | 3.6 | 112 |
| 2.02 | Reliability of police services† | 2.8 | 128 |
| 2.03 | Business costs of terrorism† | 4.8 | 95 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 10 | 107 |
| | **Health and Hygiene** | **3.2** | **123** |
| 3.01 | Physician density per 1,000 pop.* | 0.2 | 118 |
| 3.02 | Access to improved sanitation (% pop.)* | 60.0 | 103 |
| 3.03 | Access to improved drinking water (% pop.)* | 54.0 | 135 |
| 3.04 | Hospital beds per 10,000 pop. | 8.0 | 118 |
| 3.05 | HIV prevalence (% pop.)* | 2.3 | 123 |
| 3.06 | Malaria incidence per 100,000 pop.* | 18,251.2 | 60 |
| | **Human Resources and Labour Market** | **2.8** | **139** |
| | *Qualification of the labour force* | *2.7* | *136* |
| 4.01 | Primary education enrolment rate (%)* | 85.7 | 114 |
| 4.02 | Secondary education enrolment rate (%)* | 31.5 | 132 |
| 4.03 | Extent of staff training† | 2.8 | 139 |
| 4.04 | Treatment of customers† | 2.4 | 141 |
| | *Labour market* | *2.9* | *138* |
| 4.05 | Hiring and firing practices† | 2.6 | 134 |
| 4.06 | Ease of finding skilled employees† | 2.0 | 141 |
| 4.07 | Ease of hiring foreign labour† | 2.5 | 140 |
| 4.08 | Pay and productivity† | 2.5 | 138 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 65 |
| | **ICT Readiness** | **2.4** | **125** |
| 5.01 | ICT use for B2B transactions† | 3.1 | 139 |
| 5.02 | Internet use for B2C transactions† | 2.6 | 140 |
| 5.03 | Individuals using internet (%)* | 19.1 | 103 |
| 5.04 | Broadband internet subs. per 100 pop.* | 0.1 | 126 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 61.9 | 131 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 12.2 | 95 |
| 5.07 | Mobile network coverage (% pop.)* | 90.0 | 113 |
| 5.08 | Quality of electricity supply | 1.7 | 135 |
| | **Prioritization of Travel & Tourism** | **2.7** | **140** |
| 6.01 | Government prioritization of T&T industry† | 2.8 | 139 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 1.1 | 131 |
| 6.03 | Effectiveness of marketing to attract tourists† | 2.2 | 139 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 54.0 | 97 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 3.0 | 115 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 52.0 | 123 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **1.3** | **141** |
| 7.01 | Visa requirements (0–100 best)* | 0.0 | 140 |
| 7.02 | Openness of bilateral ASA (0–38)* | 3.1 | 134 |
| 7.03 | No. of regional trade agreements in force* | 2.0 | 113 |
| | **Price Competitiveness** | **5.5** | **13** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 87.7 | 29 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.8 | 107 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 63.0 | 16 |
| | **Environmental Sustainability** | **3.4** | **120** |
| 9.01 | Stringency of environmental regulations† | 2.6 | 137 |
| 9.02 | Enforcement of environmental regulations† | 2.5 | 134 |
| 9.03 | Sustainability of T&T development† | 2.2 | 140 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 7.8 | 68 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 16 | 115 |
| 9.06 | Baseline water stress (0–5 worst)* | 1.5 | 68 |
| 9.07 | Threatened species (% total species)* | 3.2 | 35 |
| 9.08 | Forest cover change (% average per year)* | –2.4 | 58 |
| 9.09 | Wastewater treatment (%) * | 0.0 | 119 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.2 | 65 |
| | **Air Transport Infrastructure** | **2.0** | **114** |
| 10.01 | Quality of air transport infrastructure† | 3.3 | 116 |
| 10.02 | Airline dom. seat kms per week (millions)* | 11.9 | 50 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 115.8 | 75 |
| 10.04 | Departures per 1,000 pop.* | 0.7 | 104 |
| 10.05 | Airport density per million urban pop.* | 1.6 | 46 |
| 10.06 | No. of operating airlines* | 18.0 | 100 |
| | **Ground and Port Infrastructure** | **2.1** | **140** |
| 11.01 | Quality of roads | 2.3 | 138 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 2.7 | 120 |
| 11.04 | Quality of ground transport network† | 2.3 | 140 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 131 |
| 11.07 | Paved road density (km/surface area)* | ® | 135 |
| | **Tourist Service Infrastructure** | **2.4** | **129** |
| 12.01 | Hotel rooms per 100 pop.* | 0.1 | 119 |
| 12.02 | Extension of business trips recommended† | 2.0 | 141 |
| 12.03 | Presence of major car rental companies† | 4 | 81 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 192.9 | 101 |
| | **Natural Resources** | **2.3** | **106** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 1,296 | 19 |
| 13.03 | Total protected areas (% total territorial area)* | 12.1 | 80 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 3 | 114 |
| 13.05 | Quality of the natural environment† | 2.3 | 140 |
| | **Cultural Resources and Business Travel** | **1.2** | **122** |
| 14.01 | No. of World Heritage cultural sites* | 0 | 124 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 5.0 | 61 |
| 14.04 | No. of international association meetings* | 2.0 | 123 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 2 | 113 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Argentina

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **57** | **3.90** |
| **Enabling Environment** | **81** | **4.45** |
| Business Environment | 140 | 2.67 |
| Safety and Security | 88 | 5.03 |
| Health and Hygiene | 26 | 6.20 |
| Human Resources and Labour Market | 99 | 4.20 |
| ICT Readiness | 71 | 4.16 |
| **T&T Policy and Enabling Conditions** | **119** | **3.65** |
| Prioritization of Travel & Tourism | 70 | 4.54 |
| International Openness | 84 | 2.77 |
| Price Competitiveness | 112 | 3.97 |
| Environmental Sustainability | 128 | 3.32 |
| **Infrastructure** | **79** | **3.27** |
| Air Transport Infrastructure | 75 | 2.55 |
| Ground and Port Infrastructure | 114 | 2.63 |
| Tourist Service Infrastructure | 55 | 4.64 |
| **Natural and Cultural Resources** | **14** | **4.23** |
| Natural Resources | 27 | 4.08 |
| Cultural Resources and Business Travel | 14 | 4.37 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 5,571 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 4,313.0 |
| Growth (%) in int'l outbound travel spending* | 2.99 |
| Average spending per int'l tourist (US$), 2013 | 774.2 |
| Population (millions), 2013 | 41.4 |
| Surface area (1,000 square kilometres), 2013 | 2,780.4 |
| Gross domestic product per capita (PPP$), 2013 | 22,363 |
| Real GDP growth (%), 2013 | 2.9 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 16,651.2 | 3.5 | 3.6 |
| T&T industry employment (1,000 jobs) | 604.4 | 3.4 | 3.7 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Argentina

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **2.7** | **140** |
| 1.01 | Property rights† | 2.6 | 135 |
| 1.02 | Impact of rules on FDI† | 1.8 | 140 |
| 1.03 | Efficiency of legal framework settling disputes† | 2.6 | 128 |
| 1.04 | Efficiency of legal framework challenging regs.† | 1.9 | 140 |
| 1.05 | No. of days to deal with construction permits* | 341 | 134 |
| 1.06 | Construction permits cost (%)* | 3.5 | 93 |
| 1.07 | Extent of market dominance† | 3.2 | 117 |
| 1.08 | No. of days to start a business* | 25 | 105 |
| 1.09 | Cost to start a business (% GNI/capita)* | 15.2 | 94 |
| 1.10 | Effect of taxation on incentives to work† | 1.9 | 141 |
| 1.11 | Effect of taxation on incentives to invest† | 2.0 | 141 |
| 1.12 | Total tax rate (% profit)* | 137.3 | 141 |
| 1.12a | Labour and contributions tax rate (% profit)* | 29.3 | 121 |
| 1.12b | Profit tax rate (% profit)* | 0.0 | 1 |
| 1.12c | Other taxes rate (% profit)* | 108.0 | 141 |
| | **Safety and Security** | **5.0** | **88** |
| 2.01 | Business costs of crime and violence† | 3.2 | 121 |
| 2.02 | Reliability of police services† | 2.7 | 132 |
| 2.03 | Business costs of terrorism† | 6.1 | 22 |
| 2.04 | Index of terrorism incidence* | 6.9 | 85 |
| 2.05 | Homicide rate* | 6 | 80 |
| | **Health and Hygiene** | **6.2** | **26** |
| 3.01 | Physician density per 1,000 pop.* | 3.2 | 27 |
| 3.02 | Access to improved sanitation (% pop.)* | 97.0 | 46 |
| 3.03 | Access to improved drinking water (% pop.)* | 99.0 | 43 |
| 3.04 | Hospital beds per 10,000 pop. | 47.0 | 34 |
| 3.05 | HIV prevalence (% pop.)* | 0.4 | 74 |
| 3.06 | Malaria incidence per 100,000 pop.* | 0.0 | 7 |
| | **Human Resources and Labour Market** | **4.2** | **99** |
| | *Qualification of the labour force* | *5.1* | *74* |
| 4.01 | Primary education enrolment rate (%)* | 95.4 | 61 |
| 4.02 | Secondary education enrolment rate (%)* | 91.9 | 63 |
| 4.03 | Extent of staff training† | 3.7 | 94 |
| 4.04 | Treatment of customers† | 3.6 | 127 |
| | *Labour market* | *3.3* | *127* |
| 4.05 | Hiring and firing practices† | 2.6 | 135 |
| 4.06 | Ease of finding skilled employees† | 3.9 | 69 |
| 4.07 | Ease of hiring foreign labour† | 4.1 | 60 |
| 4.08 | Pay and productivity† | 2.5 | 139 |
| 4.09 | Female labour force participation (% to men)* | 0.7 | 100 |
| | **ICT Readiness** | **4.2** | **71** |
| 5.01 | ICT use for B2B transactions† | 4.1 | 110 |
| 5.02 | Internet use for B2C transactions† | 4.3 | 76 |
| 5.03 | Individuals using internet (%)* | 59.9 | 53 |
| 5.04 | Broadband internet subs. per 100 pop.* | 14.4 | 49 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 162.5 | 11 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 32.1 | 67 |
| 5.07 | Mobile network coverage (% pop.)* | 94.1 | 106 |
| 5.08 | Quality of electricity supply | 2.6 | 120 |
| | **Prioritization of Travel & Tourism** | **4.5** | **70** |
| 6.01 | Government prioritization of T&T industry† | 4.6 | 102 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 2.5 | 96 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.1 | 91 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 100.0 | 11 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 17.5 | 57 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 77.7 | 36 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.8** | **84** |
| 7.01 | Visa requirements (0–100 best)* | 29.0 | 53 |
| 7.02 | Openness of bilateral ASA (0–38)* | 16.1 | 23 |
| 7.03 | No. of regional trade agreements in force* | 5.0 | 81 |
| | **Price Competitiveness** | **4.0** | **112** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 56.3 | 121 |
| 8.02 | Hotel price index (US$)* | 123.0 | 38 |
| 8.03 | Purchasing power parity* | n/a | n/a |
| 8.04 | Fuel price levels (US$ cents/litre)* | 146.0 | 79 |
| | **Environmental Sustainability** | **3.3** | **128** |
| 9.01 | Stringency of environmental regulations† | 3.4 | 106 |
| 9.02 | Enforcement of environmental regulations† | 2.9 | 121 |
| 9.03 | Sustainability of T&T development† | 3.7 | 113 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 5.1 | 30 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 19 | 73 |
| 9.06 | Baseline water stress (0–5 worst)* | 2.5 | 83 |
| 9.07 | Threatened species (% total species)* | 7.7 | 107 |
| 9.08 | Forest cover change (% average per year)* | –9.0 | 107 |
| 9.09 | Wastewater treatment (%) * | 11.7 | 73 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 1.1 | 97 |
| | **Air Transport Infrastructure** | **2.6** | **75** |
| 10.01 | Quality of air transport infrastructure† | 3.6 | 106 |
| 10.02 | Airline dom. seat kms per week (millions)* | 249.0 | 22 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 560.1 | 35 |
| 10.04 | Departures per 1,000 pop.* | 2.3 | 78 |
| 10.05 | Airport density per million urban pop.* | 1.0 | 78 |
| 10.06 | No. of operating airlines* | 40.0 | 56 |
| | **Ground and Port Infrastructure** | **2.6** | **114** |
| 11.01 | Quality of roads | 3.0 | 110 |
| 11.02 | Quality of railroad infrastructure | 1.7 | 95 |
| 11.03 | Quality of port infrastructure† | 3.7 | 91 |
| 11.04 | Quality of ground transport network† | 3.6 | 114 |
| 11.05 | Railroad density (km/surface area)* | 0.9 | 53 |
| 11.06 | Road density (km/surface area)* | ® | 118 |
| 11.07 | Paved road density (km/surface area)* | ® | 104 |
| | **Tourist Service Infrastructure** | **4.6** | **55** |
| 12.01 | Hotel rooms per 100 pop.* | 0.6 | 57 |
| 12.02 | Extension of business trips recommended† | 5.6 | 45 |
| 12.03 | Presence of major car rental companies† | 7 | 1 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 352.7 | 78 |
| | **Natural Resources** | **4.1** | **27** |
| 13.01 | No. of World Heritage natural sites* | 4 | 10 |
| 13.02 | Total known species* | 1,536 | 12 |
| 13.03 | Total protected areas (% total territorial area)* | 6.7 | 104 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 31 | 39 |
| 13.05 | Quality of the natural environment† | 4.0 | 94 |
| | **Cultural Resources and Business Travel** | **4.4** | **14** |
| 14.01 | No. of World Heritage cultural sites* | 5 | 45 |
| 14.02 | No. of oral and intangible cultural expressions* | 1 | 60 |
| 14.03 | No. of large sports stadiums* | 45.0 | 11 |
| 14.04 | No. of international association meetings* | 213.7 | 19 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 42 | 12 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Armenia

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **89** | **3.42** |
| **Enabling Environment** | **57** | **5.00** |
| Business Environment | 50 | 4.62 |
| Safety and Security | 38 | 5.80 |
| Health and Hygiene | 48 | 5.92 |
| Human Resources and Labour Market | 71 | 4.48 |
| ICT Readiness | 69 | 4.16 |
| **T&T Policy and Enabling Conditions** | **95** | **3.90** |
| Prioritization of Travel & Tourism | 80 | 4.43 |
| International Openness | 83 | 2.78 |
| Price Competitiveness | 77 | 4.58 |
| Environmental Sustainability | 97 | 3.79 |
| **Infrastructure** | **84** | **3.14** |
| Air Transport Infrastructure | 92 | 2.26 |
| Ground and Port Infrastructure | 97 | 2.98 |
| Tourist Service Infrastructure | 73 | 4.18 |
| **Natural and Cultural Resources** | **130** | **1.63** |
| Natural Resources | 136 | 1.88 |
| Cultural Resources and Business Travel | 99 | 1.38 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 1,084 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 458.1 |
| Growth (%) in int'l outbound travel spending* | 1.77 |
| Average spending per int'l tourist (US$), 2013 | 422.6 |
| Population (millions), 2013 | 3.0 |
| Surface area (1,000 square kilometres), 2013 | 29.7 |
| Gross domestic product per capita (PPP$), 2013 | 7,034 |
| Real GDP growth (%), 2013 | 3.5 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 217.2 | 2.0 | 3.4 |
| T&T industry employment (1,000 jobs) | 21.3 | 1.8 | –0.6 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Armenia

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.6** | **50** |
| 1.01 | Property rights† | 4.2 | 67 |
| 1.02 | Impact of rules on FDI† | 3.8 | 110 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.4 | 95 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.9 | 98 |
| 1.05 | No. of days to deal with construction permits* | 83 | **18** |
| 1.06 | Construction permits cost (%)* | 1.2 | 56 |
| 1.07 | Extent of market dominance† | 3.5 | 93 |
| 1.08 | No. of days to start a business* | 3 | **8** |
| 1.09 | Cost to start a business (% GNI/capita)* | 1.0 | **23** |
| 1.10 | Effect of taxation on incentives to work† | 3.4 | 92 |
| 1.11 | Effect of taxation on incentives to invest† | 3.3 | 104 |
| 1.12 | Total tax rate (% profit)* | 20.4 | **13** |
| 1.12a | Labour and contributions tax rate (% profit)* | 0.0 | **1** |
| 1.12b | Profit tax rate (% profit)* | 19.5 | 84 |
| 1.12c | Other taxes rate (% profit)* | 0.8 | **32** |
| | **Safety and Security** | **5.8** | **38** |
| 2.01 | Business costs of crime and violence† | 5.5 | **22** |
| 2.02 | Reliability of police services† | 4.0 | 81 |
| 2.03 | Business costs of terrorism† | 5.7 | **46** |
| 2.04 | Index of terrorism incidence* | 7.0 | 60 |
| 2.05 | Homicide rate* | 2 | **45** |
| | **Health and Hygiene** | **5.9** | **48** |
| 3.01 | Physician density per 1,000 pop.* | 2.7 | **43** |
| 3.02 | Access to improved sanitation (% pop.)* | 91.0 | 65 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | **1** |
| 3.04 | Hospital beds per 10,000 pop. | 39.0 | **41** |
| 3.05 | HIV prevalence (% pop.)* | 0.2 | **1** |
| 3.06 | Malaria incidence per 100,000 pop.* | M.F. | n/a |
| | **Human Resources and Labour Market** | **4.5** | **71** |
| | *Qualification of the labour force* | *4.8* | *95* |
| 4.01 | Primary education enrolment rate (%)* | 84.1 | 119 |
| 4.02 | Secondary education enrolment rate (%)* | 95.9 | **49** |
| 4.03 | Extent of staff training† | 3.4 | 118 |
| 4.04 | Treatment of customers† | 4.6 | 66 |
| | *Labour market* | *4.1* | *57* |
| 4.05 | Hiring and firing practices† | 4.5 | **18** |
| 4.06 | Ease of finding skilled employees† | 3.3 | 112 |
| 4.07 | Ease of hiring foreign labour† | 4.9 | **12** |
| 4.08 | Pay and productivity† | 4.2 | **47** |
| 4.09 | Female labour force participation (% to men)* | 0.7 | 95 |
| | **ICT Readiness** | **4.2** | **69** |
| 5.01 | ICT use for B2B transactions† | 5.0 | 58 |
| 5.02 | Internet use for B2C transactions† | 4.3 | 74 |
| 5.03 | Individuals using internet (%)* | 46.3 | 71 |
| 5.04 | Broadband internet subs. per 100 pop.* | 7.9 | 70 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 112.4 | 69 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 31.0 | 69 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | **1** |
| 5.08 | Quality of electricity supply | 5.1 | 62 |
| | **Prioritization of Travel & Tourism** | **4.4** | **80** |
| 6.01 | Government prioritization of T&T industry† | 5.0 | 80 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 3.7 | 60 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.7 | 117 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 75.0 | **49** |
| 6.05 | Timeliness of T&T data (0–21 best)* | 16.5 | 67 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 68.0 | 68 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.8** | **83** |
| 7.01 | Visa requirements (0–100 best)* | 45.0 | **37** |
| 7.02 | Openness of bilateral ASA (0–38)* | 7.5 | 109 |
| 7.03 | No. of regional trade agreements in force* | 8.0 | 65 |
| | **Price Competitiveness** | **4.6** | **77** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 51.9 | 126 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.5 | **41** |
| 8.04 | Fuel price levels (US$ cents/litre)* | 125.0 | **48** |
| | **Environmental Sustainability** | **3.8** | **97** |
| 9.01 | Stringency of environmental regulations† | 3.3 | 111 |
| 9.02 | Enforcement of environmental regulations† | 2.9 | 122 |
| 9.03 | Sustainability of T&T development† | 3.7 | 111 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 12.9 | 103 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 17 | 104 |
| 9.06 | Baseline water stress (0–5 worst)* | 3.1 | 94 |
| 9.07 | Threatened species (% total species)* | 5.3 | 78 |
| 9.08 | Forest cover change (% average per year)* | –0.2 | **17** |
| 9.09 | Wastewater treatment (%) * | 22.6 | 56 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | n/a | n/a |
| | **Air Transport Infrastructure** | **2.3** | **92** |
| 10.01 | Quality of air transport infrastructure† | 4.3 | 72 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 49.5 | 97 |
| 10.04 | Departures per 1,000 pop.* | 0.3 | 119 |
| 10.05 | Airport density per million urban pop.* | 1.1 | 72 |
| 10.06 | No. of operating airlines* | 40.0 | 56 |
| | **Ground and Port Infrastructure** | **3.0** | **97** |
| 11.01 | Quality of roads | 3.7 | 80 |
| 11.02 | Quality of railroad infrastructure | 2.6 | 67 |
| 11.03 | Quality of port infrastructure† | 2.5 | 132 |
| 11.04 | Quality of ground transport network† | 4.4 | 70 |
| 11.05 | Railroad density (km/surface area)* | 2.8 | **27** |
| 11.06 | Road density (km/surface area)* | ® | 74 |
| 11.07 | Paved road density (km/surface area)* | ® | 53 |
| | **Tourist Service Infrastructure** | **4.2** | **73** |
| 12.01 | Hotel rooms per 100 pop.* | 0.5 | 62 |
| 12.02 | Extension of business trips recommended† | 5.0 | 94 |
| 12.03 | Presence of major car rental companies† | 4 | 81 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 670.6 | **46** |
| | **Natural Resources** | **1.9** | **136** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 395 | 104 |
| 13.03 | Total protected areas (% total territorial area)* | 8.1 | 96 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 2 | 125 |
| 13.05 | Quality of the natural environment† | 3.5 | 125 |
| | **Cultural Resources and Business Travel** | **1.4** | **99** |
| 14.01 | No. of World Heritage cultural sites* | 3 | 58 |
| 14.02 | No. of oral and intangible cultural expressions* | 4 | **25** |
| 14.03 | No. of large sports stadiums* | 1.0 | 113 |
| 14.04 | No. of international association meetings* | 3.3 | 111 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 3 | 100 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Australia

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **7** | **4.98** |
| **Enabling Environment** | **22** | **5.57** |
| Business Environment | 28 | 5.04 |
| Safety and Security | 13 | 6.24 |
| Health and Hygiene | 29 | 6.14 |
| Human Resources and Labour Market | 49 | 4.72 |
| ICT Readiness | 17 | 5.73 |
| **T&T Policy and Enabling Conditions** | **70** | **4.14** |
| Prioritization of Travel & Tourism | 52 | 4.81 |
| International Openness | 31 | 4.04 |
| Price Competitiveness | 138 | 3.06 |
| Environmental Sustainability | 25 | 4.64 |
| **Infrastructure** | **20** | **4.98** |
| Air Transport Infrastructure | 4 | 5.80 |
| Ground and Port Infrastructure | 57 | 3.69 |
| Tourist Service Infrastructure | 29 | 5.44 |
| **Natural and Cultural Resources** | **7** | **5.22** |
| Natural Resources | 2 | 5.31 |
| Cultural Resources and Business Travel | 9 | 5.13 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 6,382 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 31,253.8 |
| Growth (%) in int'l outbound travel spending* | 5.21 |
| Average spending per int'l tourist (US$), 2013 | 4,897.2 |
| Population (millions), 2013 | 23.1 |
| Surface area (1,000 square kilometres), 2013 | 7,741.2 |
| Gross domestic product per capita (PPP$), 2013 | 45,138 |
| Real GDP growth (%), 2013 | 2.3 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 39,043.3 | 2.6 | 3.4 |
| T&T industry employment (1,000 jobs) | 522.3 | 4.5 | 0.8 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Australia

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **5.0** | **28** |
| 1.01 | Property rights† | 5.5 | 22 |
| 1.02 | Impact of rules on FDI† | 4.6 | 50 |
| 1.03 | Efficiency of legal framework settling disputes† | 4.8 | 26 |
| 1.04 | Efficiency of legal framework challenging regs.† | 4.1 | 26 |
| 1.05 | No. of days to deal with construction permits* | 112 | 43 |
| 1.06 | Construction permits cost (%)* | 0.5 | 25 |
| 1.07 | Extent of market dominance† | 4.2 | 40 |
| 1.08 | No. of days to start a business* | 3 | 4 |
| 1.09 | Cost to start a business (% GNI/capita)* | 0.7 | 13 |
| 1.10 | Effect of taxation on incentives to work† | 3.5 | 78 |
| 1.11 | Effect of taxation on incentives to invest† | 3.7 | 73 |
| 1.12 | Total tax rate (% profit)* | 47.3 | 102 |
| 1.12a | Labour and contributions tax rate (% profit)* | 20.8 | 98 |
| 1.12b | Profit tax rate (% profit)* | 26.1 | 124 |
| 1.12c | Other taxes rate (% profit)* | 0.4 | 15 |
| | **Safety and Security** | **6.2** | **13** |
| 2.01 | Business costs of crime and violence† | 5.5 | 25 |
| 2.02 | Reliability of police services† | 6.1 | 14 |
| 2.03 | Business costs of terrorism† | 5.8 | 43 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 1 | 27 |
| | **Health and Hygiene** | **6.1** | **29** |
| 3.01 | Physician density per 1,000 pop.* | 3.3 | 22 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 39.0 | 41 |
| 3.05 | HIV prevalence (% pop.)* | 0.2 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | M.F. | n/a |
| | **Human Resources and Labour Market** | **4.7** | **49** |
| | *Qualification of the labour force* | *5.7* | *29* |
| 4.01 | Primary education enrolment rate (%)* | 96.8 | 47 |
| 4.02 | Secondary education enrolment rate (%)* | 135.5 | 1 |
| 4.03 | Extent of staff training† | 4.5 | 30 |
| 4.04 | Treatment of customers† | 4.9 | 46 |
| | *Labour market* | *3.7* | *102* |
| 4.05 | Hiring and firing practices† | 2.7 | 133 |
| 4.06 | Ease of finding skilled employees† | 4.5 | 33 |
| 4.07 | Ease of hiring foreign labour† | 2.9 | 134 |
| 4.08 | Pay and productivity† | 3.2 | 123 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 53 |
| | **ICT Readiness** | **5.7** | **17** |
| 5.01 | ICT use for B2B transactions† | 5.5 | 28 |
| 5.02 | Internet use for B2C transactions† | 5.7 | 16 |
| 5.03 | Individuals using internet (%)* | 83.0 | 18 |
| 5.04 | Broadband internet subs. per 100 pop.* | 25.0 | 26 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 106.8 | 79 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 110.5 | 4 |
| 5.07 | Mobile network coverage (% pop.)* | 99.0 | 65 |
| 5.08 | Quality of electricity supply | 6.2 | 27 |
| | **Prioritization of Travel & Tourism** | **4.8** | **52** |
| 6.01 | Government prioritization of T&T industry† | 5.7 | 45 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 3.8 | 58 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.1 | 40 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 60.0 | 84 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.0 | 16 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 65.0 | 81 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.0** | **31** |
| 7.01 | Visa requirements (0–100 best)* | 31.0 | 49 |
| 7.02 | Openness of bilateral ASA (0–38)* | 26.9 | 5 |
| 7.03 | No. of regional trade agreements in force* | 16.0 | 51 |
| | **Price Competitiveness** | **3.1** | **138** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 51.7 | 127 |
| 8.02 | Hotel price index (US$)* | 162.3 | 74 |
| 8.03 | Purchasing power parity* | 1.5 | 139 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 139.0 | 68 |
| | **Environmental Sustainability** | **4.6** | **25** |
| 9.01 | Stringency of environmental regulations† | 5.6 | 16 |
| 9.02 | Enforcement of environmental regulations† | 5.5 | 17 |
| 9.03 | Sustainability of T&T development† | 5.0 | 29 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 3.2 | 11 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 23 | 11 |
| 9.06 | Baseline water stress (0–5 worst)* | 3.5 | 108 |
| 9.07 | Threatened species (% total species)* | 11.9 | 127 |
| 9.08 | Forest cover change (% average per year)* | 0.4 | 9 |
| 9.09 | Wastewater treatment (%) * | 92.3 | 9 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 1.0 | 95 |
| | **Air Transport Infrastructure** | **5.8** | **4** |
| 10.01 | Quality of air transport infrastructure† | 5.5 | 29 |
| 10.02 | Airline dom. seat kms per week (millions)* | 1,731.0 | 6 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 2,722.3 | 9 |
| 10.04 | Departures per 1,000 pop.* | 28.7 | 14 |
| 10.05 | Airport density per million urban pop.* | 6.1 | 14 |
| 10.06 | No. of operating airlines* | 64.0 | 34 |
| | **Ground and Port Infrastructure** | **3.7** | **57** |
| 11.01 | Quality of roads | 4.8 | 43 |
| 11.02 | Quality of railroad infrastructure | 4.0 | 31 |
| 11.03 | Quality of port infrastructure† | 5.0 | 38 |
| 11.04 | Quality of ground transport network† | 5.0 | 39 |
| 11.05 | Railroad density (km/surface area)* | 0.0 | 100 |
| 11.06 | Road density (km/surface area)* | ® | 112 |
| 11.07 | Paved road density (km/surface area)* | ® | 96 |
| | **Tourist Service Infrastructure** | **5.4** | **29** |
| 12.01 | Hotel rooms per 100 pop.* | 1.0 | 35 |
| 12.02 | Extension of business trips recommended† | 5.8 | 28 |
| 12.03 | Presence of major car rental companies† | 6 | 35 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 810.4 | 29 |
| | **Natural Resources** | **5.3** | **2** |
| 13.01 | No. of World Heritage natural sites* | 14 | 1 |
| 13.02 | Total known species* | 1,275 | 20 |
| 13.03 | Total protected areas (% total territorial area)* | 15.1 | 64 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 68 | 12 |
| 13.05 | Quality of the natural environment† | 6.0 | 14 |
| | **Cultural Resources and Business Travel** | **5.1** | **9** |
| 14.01 | No. of World Heritage cultural sites* | 5 | 45 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 81.0 | 6 |
| 14.04 | No. of international association meetings* | 236.0 | 16 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 85 | 3 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Austria

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **12** | **4.82** |
| **Enabling Environment** | **7** | **5.84** |
| Business Environment | 31 | 4.94 |
| Safety and Security | 5 | 6.47 |
| Health and Hygiene | 1 | 6.97 |
| Human Resources and Labour Market | 26 | 5.09 |
| ICT Readiness | 19 | 5.70 |
| **T&T Policy and Enabling Conditions** | **15** | **4.53** |
| Prioritization of Travel & Tourism | 16 | 5.52 |
| International Openness | 33 | 3.99 |
| Price Competitiveness | 132 | 3.49 |
| Environmental Sustainability | 8 | 5.13 |
| **Infrastructure** | **9** | **5.42** |
| Air Transport Infrastructure | 32 | 4.01 |
| Ground and Port Infrastructure | 15 | 5.42 |
| Tourist Service Infrastructure | 1 | 6.83 |
| **Natural and Cultural Resources** | **25** | **3.50** |
| Natural Resources | 28 | 4.07 |
| Cultural Resources and Business Travel | 30 | 2.92 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 24,813 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 20,106.1 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 810.3 |
| Population (millions), 2013 | 8.5 |
| Surface area (1,000 square kilometres), 2013 | 83.9 |
| Gross domestic product per capita (PPP$), 2013 | 44,402 |
| Real GDP growth (%), 2013 | 0.3 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 19,345.7 | 4.9 | 3.3 |
| T&T industry employment (1,000 jobs) | 224.5 | 5.3 | 2.4 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Austria

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.9** | **31** |
| 1.01 | Property rights† | 5.8 | 15 |
| 1.02 | Impact of rules on FDI† | 4.6 | 57 |
| 1.03 | Efficiency of legal framework settling disputes† | 4.9 | 24 |
| 1.04 | Efficiency of legal framework challenging regs.† | 4.1 | 29 |
| 1.05 | No. of days to deal with construction permits* | 192 | 97 |
| 1.06 | Construction permits cost (%)* | 1.1 | 52 |
| 1.07 | Extent of market dominance† | 5.5 | 4 |
| 1.08 | No. of days to start a business* | 22 | 102 |
| 1.09 | Cost to start a business (% GNI/capita)* | 0.3 | 3 |
| 1.10 | Effect of taxation on incentives to work† | 2.9 | 119 |
| 1.11 | Effect of taxation on incentives to invest† | 3.6 | 74 |
| 1.12 | Total tax rate (% profit)* | 52.0 | 118 |
| 1.12a | Labour and contributions tax rate (% profit)* | 34.3 | 127 |
| 1.12b | Profit tax rate (% profit)* | 15.4 | 59 |
| 1.12c | Other taxes rate (% profit)* | 2.4 | 77 |
| | **Safety and Security** | **6.5** | **5** |
| 2.01 | Business costs of crime and violence† | 6.1 | 8 |
| 2.02 | Reliability of police services† | 5.9 | 18 |
| 2.03 | Business costs of terrorism† | 6.5 | 6 |
| 2.04 | Index of terrorism incidence* | 7.0 | 76 |
| 2.05 | Homicide rate* | 1 | 18 |
| | **Health and Hygiene** | **7.0** | **1** |
| 3.01 | Physician density per 1,000 pop.* | 4.8 | 2 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 76.0 | 5 |
| 3.05 | HIV prevalence (% pop.)* | 0.4 | 74 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **5.1** | **26** |
| | *Qualification of the labour force* | *6.1* | 9 |
| 4.01 | Primary education enrolment rate (%)* | 98.4 | 23 |
| 4.02 | Secondary education enrolment rate (%)* | 97.7 | 42 |
| 4.03 | Extent of staff training† | 4.8 | 19 |
| 4.04 | Treatment of customers† | 5.8 | 3 |
| | *Labour market* | *4.1* | *62* |
| 4.05 | Hiring and firing practices† | 3.5 | 99 |
| 4.06 | Ease of finding skilled employees† | 3.9 | 70 |
| 4.07 | Ease of hiring foreign labour† | 3.8 | 92 |
| 4.08 | Pay and productivity† | 3.9 | 71 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 47 |
| | **ICT Readiness** | **5.7** | **19** |
| 5.01 | ICT use for B2B transactions† | 5.7 | 15 |
| 5.02 | Internet use for B2C transactions† | 5.5 | 24 |
| 5.03 | Individuals using internet (%)* | 80.6 | 22 |
| 5.04 | Broadband internet subs. per 100 pop.* | 26.1 | 22 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 156.2 | 17 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 64.3 | 26 |
| 5.07 | Mobile network coverage (% pop.)* | 99.0 | 65 |
| 5.08 | Quality of electricity supply | 6.6 | 7 |
| | **Prioritization of Travel & Tourism** | **5.5** | **16** |
| 6.01 | Government prioritization of T&T industry† | 6.1 | 20 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 4.8 | 41 |
| 6.03 | Effectiveness of marketing to attract tourists† | 6.1 | 3 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 72.0 | 52 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 17.5 | 57 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 88.8 | 9 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.0** | **33** |
| 7.01 | Visa requirements (0–100 best)* | 23.0 | 72 |
| 7.02 | Openness of bilateral ASA (0–38)* | 9.4 | 87 |
| 7.03 | No. of regional trade agreements in force* | 46.0 | 1 |
| | **Price Competitiveness** | **3.5** | **132** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 53.6 | 125 |
| 8.02 | Hotel price index (US$)* | 125.9 | 45 |
| 8.03 | Purchasing power parity* | 1.1 | 127 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 181.0 | 111 |
| | **Environmental Sustainability** | **5.1** | **8** |
| 9.01 | Stringency of environmental regulations† | 6.2 | 4 |
| 9.02 | Enforcement of environmental regulations† | 6.0 | 7 |
| 9.03 | Sustainability of T&T development† | 5.7 | 8 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 14.0 | 114 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 21 | 42 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.3 | 25 |
| 9.07 | Threatened species (% total species)* | 2.9 | 25 |
| 9.08 | Forest cover change (% average per year)* | –3.2 | 73 |
| 9.09 | Wastewater treatment (%) * | 79.1 | 20 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | n/a | n/a |
| | **Air Transport Infrastructure** | **4.0** | **32** |
| 10.01 | Quality of air transport infrastructure† | 5.4 | 33 |
| 10.02 | Airline dom. seat kms per week (millions)* | 4.9 | 60 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 455.1 | 41 |
| 10.04 | Departures per 1,000 pop.* | 19.6 | 21 |
| 10.05 | Airport density per million urban pop.* | 1.1 | 71 |
| 10.06 | No. of operating airlines* | 89.0 | 19 |
| | **Ground and Port Infrastructure** | **5.4** | **15** |
| 11.01 | Quality of roads | 6.3 | 3 |
| 11.02 | Quality of railroad infrastructure | 5.3 | 11 |
| 11.03 | Quality of port infrastructure† | 4.4 | 60 |
| 11.04 | Quality of ground transport network† | 5.7 | 15 |
| 11.05 | Railroad density (km/surface area)* | 5.9 | 12 |
| 11.06 | Road density (km/surface area)* | ® | 23 |
| 11.07 | Paved road density (km/surface area)* | ® | 18 |
| | **Tourist Service Infrastructure** | **6.8** | **1** |
| 12.01 | Hotel rooms per 100 pop.* | 3.5 | 6 |
| 12.02 | Extension of business trips recommended† | 6.3 | 6 |
| 12.03 | Presence of major car rental companies† | 7 | 1 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 1,410.2 | 9 |
| | **Natural Resources** | **4.1** | **28** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 415 | 94 |
| 13.03 | Total protected areas (% total territorial area)* | 23.6 | 27 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 100 | 1 |
| 13.05 | Quality of the natural environment† | 6.6 | 2 |
| | **Cultural Resources and Business Travel** | **2.9** | **30** |
| 14.01 | No. of World Heritage cultural sites* | 9 | 21 |
| 14.02 | No. of oral and intangible cultural expressions* | 2 | 41 |
| 14.03 | No. of large sports stadiums* | 4.0 | 77 |
| 14.04 | No. of international association meetings* | 280.0 | 12 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 14 | 43 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Azerbaijan

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **84** | **3.48** |
| **Enabling Environment** | **45** | **5.13** |
| Business Environment | 65 | 4.45 |
| Safety and Security | 36 | 5.83 |
| Health and Hygiene | 44 | 5.96 |
| Human Resources and Labour Market | 36 | 4.84 |
| ICT Readiness | 52 | 4.58 |
| **T&T Policy and Enabling Conditions** | **93** | **3.91** |
| Prioritization of Travel & Tourism | 58 | 4.69 |
| International Openness | 107 | 2.33 |
| Price Competitiveness | 65 | 4.78 |
| Environmental Sustainability | 94 | 3.83 |
| **Infrastructure** | **87** | **3.09** |
| Air Transport Infrastructure | 84 | 2.43 |
| Ground and Port Infrastructure | 65 | 3.55 |
| Tourist Service Infrastructure | 93 | 3.30 |
| **Natural and Cultural Resources** | **118** | **1.78** |
| Natural Resources | 130 | 2.03 |
| Cultural Resources and Business Travel | 75 | 1.53 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 2,130 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 2,365.0 |
| Growth (%) in int'l outbound travel spending* | 3.79 |
| Average spending per int'l tourist (US$), 2013 | 1,110.3 |
| Population (millions), 2013 | 9.4 |
| Surface area (1,000 square kilometres), 2013 | 86.6 |
| Gross domestic product per capita (PPP$), 2013 | 17,028 |
| Real GDP growth (%), 2013 | 5.8 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 1,713.2 | 2.4 | 5.5 |
| T&T industry employment (1,000 jobs) | 95.0 | 2.2 | 1.0 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Azerbaijan

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.4** | **65** |
| 1.01 | Property rights† | 3.8 | 91 |
| 1.02 | Impact of rules on FDI† | 4.3 | 81 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.8 | 60 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.5 | 51 |
| 1.05 | No. of days to deal with construction permits* | 151 | 72 |
| 1.06 | Construction permits cost (%)* | 4.1 | 99 |
| 1.07 | Extent of market dominance† | 3.5 | 91 |
| 1.08 | No. of days to start a business* | 5 | 17 |
| 1.09 | Cost to start a business (% GNI/capita)* | 3.1 | 44 |
| 1.10 | Effect of taxation on incentives to work† | 3.4 | 85 |
| 1.11 | Effect of taxation on incentives to invest† | 3.6 | 81 |
| 1.12 | Total tax rate (% profit)* | 39.8 | 79 |
| 1.12a | Labour and contributions tax rate (% profit)* | 24.8 | 111 |
| 1.12b | Profit tax rate (% profit)* | 12.9 | 51 |
| 1.12c | Other taxes rate (% profit)* | 2.1 | 71 |
| | **Safety and Security** | **5.8** | **36** |
| 2.01 | Business costs of crime and violence† | 5.7 | 15 |
| 2.02 | Reliability of police services† | 4.1 | 71 |
| 2.03 | Business costs of terrorism† | 5.7 | 48 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 2 | 52 |
| | **Health and Hygiene** | **6.0** | **44** |
| 3.01 | Physician density per 1,000 pop.* | 3.4 | 18 |
| 3.02 | Access to improved sanitation (% pop.)* | 82.0 | 78 |
| 3.03 | Access to improved drinking water (% pop.)* | 80.0 | 115 |
| 3.04 | Hospital beds per 10,000 pop. | 47.0 | 34 |
| 3.05 | HIV prevalence (% pop.)* | 0.2 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | 0.0 | 8 |
| | **Human Resources and Labour Market** | **4.8** | **36** |
| | *Qualification of the labour force* | *5.1* | *78* |
| 4.01 | Primary education enrolment rate (%)* | 89.1 | 103 |
| 4.02 | Secondary education enrolment rate (%)* | 100.3 | 34 |
| 4.03 | Extent of staff training† | 3.7 | 93 |
| 4.04 | Treatment of customers† | 4.6 | 69 |
| | *Labour market* | *4.6* | 22 |
| 4.05 | Hiring and firing practices† | 4.4 | 25 |
| 4.06 | Ease of finding skilled employees† | 3.6 | 93 |
| 4.07 | Ease of hiring foreign labour† | 4.2 | 47 |
| 4.08 | Pay and productivity† | 4.4 | 33 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 20 |
| | **ICT Readiness** | **4.6** | **52** |
| 5.01 | ICT use for B2B transactions† | 5.2 | 43 |
| 5.02 | Internet use for B2C transactions† | 4.9 | 50 |
| 5.03 | Individuals using internet (%)* | 58.7 | 55 |
| 5.04 | Broadband internet subs. per 100 pop.* | 17.0 | 41 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 107.6 | 77 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 43.9 | 51 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 1 |
| 5.08 | Quality of electricity supply | 4.9 | 69 |
| | **Prioritization of Travel & Tourism** | **4.7** | **58** |
| 6.01 | Government prioritization of T&T industry† | 5.8 | 36 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 3.1 | 73 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.8 | 56 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 81.0 | 39 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 13.5 | 87 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 69.2 | 61 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.3** | **107** |
| 7.01 | Visa requirements (0–100 best)* | 25.0 | 67 |
| 7.02 | Openness of bilateral ASA (0–38)* | 10.7 | 70 |
| 7.03 | No. of regional trade agreements in force* | 4.0 | 88 |
| | **Price Competitiveness** | **4.8** | **65** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 58.4 | 119 |
| 8.02 | Hotel price index (US$)* | 174.2 | 77 |
| 8.03 | Purchasing power parity* | 0.5 | 44 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 76.0 | 19 |
| | **Environmental Sustainability** | **3.8** | **94** |
| 9.01 | Stringency of environmental regulations† | 3.9 | 76 |
| 9.02 | Enforcement of environmental regulations† | 3.9 | 66 |
| 9.03 | Sustainability of T&T development† | 4.5 | 64 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 11.1 | 92 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 15 | 128 |
| 9.06 | Baseline water stress (0–5 worst)* | 3.4 | 104 |
| 9.07 | Threatened species (% total species)* | 4.8 | 59 |
| 9.08 | Forest cover change (% average per year)* | –0.4 | 21 |
| 9.09 | Wastewater treatment (%) * | 13.1 | 70 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | n/a | n/a |
| | **Air Transport Infrastructure** | **2.4** | **84** |
| 10.01 | Quality of air transport infrastructure† | 5.0 | 44 |
| 10.02 | Airline dom. seat kms per week (millions)* | 0.4 | 88 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 96.1 | 81 |
| 10.04 | Departures per 1,000 pop.* | 1.7 | 85 |
| 10.05 | Airport density per million urban pop.* | 1.0 | 80 |
| 10.06 | No. of operating airlines* | 35.0 | 64 |
| | **Ground and Port Infrastructure** | **3.6** | **65** |
| 11.01 | Quality of roads | 4.0 | 69 |
| 11.02 | Quality of railroad infrastructure | 3.8 | 36 |
| 11.03 | Quality of port infrastructure† | 4.3 | 63 |
| 11.04 | Quality of ground transport network† | 5.0 | 38 |
| 11.05 | Railroad density (km/surface area)* | 2.4 | 32 |
| 11.06 | Road density (km/surface area)* | ® | 80 |
| 11.07 | Paved road density (km/surface area)* | ® | 71 |
| | **Tourist Service Infrastructure** | **3.3** | **93** |
| 12.01 | Hotel rooms per 100 pop.* | 0.2 | 99 |
| 12.02 | Extension of business trips recommended† | 5.2 | 78 |
| 12.03 | Presence of major car rental companies† | 2 | 105 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 488.8 | 63 |
| | **Natural Resources** | **2.0** | **130** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 462 | 82 |
| 13.03 | Total protected areas (% total territorial area)* | 7.4 | 98 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 1 | 135 |
| 13.05 | Quality of the natural environment† | 4.1 | 85 |
| | **Cultural Resources and Business Travel** | **1.5** | **75** |
| 14.01 | No. of World Heritage cultural sites* | 2 | 71 |
| 14.02 | No. of oral and intangible cultural expressions* | 7 | 16 |
| 14.03 | No. of large sports stadiums* | 2.0 | 98 |
| 14.04 | No. of international association meetings* | 2.7 | 117 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 2 | 119 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Bahrain

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **60** | **3.85** |
| **Enabling Environment** | **32** | **5.30** |
| Business Environment | 11 | 5.53 |
| Safety and Security | 71 | 5.33 |
| Health and Hygiene | 75 | 5.17 |
| Human Resources and Labour Market | 52 | 4.71 |
| ICT Readiness | 15 | 5.76 |
| **T&T Policy and Enabling Conditions** | **98** | **3.88** |
| Prioritization of Travel & Tourism | 97 | 4.14 |
| International Openness | 105 | 2.34 |
| Price Competitiveness | 18 | 5.33 |
| Environmental Sustainability | 104 | 3.73 |
| **Infrastructure** | **33** | **4.59** |
| Air Transport Infrastructure | 45 | 3.52 |
| Ground and Port Infrastructure | 11 | 5.53 |
| Tourist Service Infrastructure | 49 | 4.74 |
| **Natural and Cultural Resources** | **131** | **1.63** |
| Natural Resources | 133 | 1.92 |
| Cultural Resources and Business Travel | 105 | 1.33 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 1,069 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 1,051.0 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 983.2 |
| Population (millions), 2013 | 1.3 |
| Surface area (1,000 square kilometres), 2013 | 0.8 |
| Gross domestic product per capita (PPP$), 2013 | 49,633 |
| Real GDP growth (%), 2013 | 5.3 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 1,330.4 | 4.1 | 5.0 |
| T&T industry employment (1,000 jobs) | 30.2 | 4.1 | 3.3 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Bahrain

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **5.5** | **11** |
| 1.01 | Property rights† | 5.2 | 29 |
| 1.02 | Impact of rules on FDI† | 5.5 | 12 |
| 1.03 | Efficiency of legal framework settling disputes† | 4.2 | 40 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.8 | 39 |
| 1.05 | No. of days to deal with construction permits* | 60 | 6 |
| 1.06 | Construction permits cost (%)* | 0.2 | 6 |
| 1.07 | Extent of market dominance† | 3.9 | 57 |
| 1.08 | No. of days to start a business* | 9 | 50 |
| 1.09 | Cost to start a business (% GNI/capita)* | 0.8 | 17 |
| 1.10 | Effect of taxation on incentives to work† | 6.3 | 1 |
| 1.11 | Effect of taxation on incentives to invest† | 6.5 | 1 |
| 1.12 | Total tax rate (% profit)* | 13.5 | 4 |
| 1.12a | Labour and contributions tax rate (% profit)* | 13.5 | 61 |
| 1.12b | Profit tax rate (% profit)* | 0.0 | 1 |
| 1.12c | Other taxes rate (% profit)* | 0.0 | 1 |
| | **Safety and Security** | **5.3** | **71** |
| 2.01 | Business costs of crime and violence† | 4.5 | 68 |
| 2.02 | Reliability of police services† | 5.0 | 36 |
| 2.03 | Business costs of terrorism† | 4.1 | 118 |
| 2.04 | Index of terrorism incidence* | 6.1 | 122 |
| 2.05 | Homicide rate* | 1 | 6 |
| | **Health and Hygiene** | **5.2** | **75** |
| 3.01 | Physician density per 1,000 pop.* | 0.9 | 87 |
| 3.02 | Access to improved sanitation (% pop.)* | 99.0 | 38 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 21.0 | 74 |
| 3.05 | HIV prevalence (% pop.)* | <0.2 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **4.7** | **52** |
| | *Qualification of the labour force* | *5.7* | 34 |
| 4.01 | Primary education enrolment rate (%)* | 96.5 | 51 |
| 4.02 | Secondary education enrolment rate (%)* | 95.5 | 51 |
| 4.03 | Extent of staff training† | 4.5 | 29 |
| 4.04 | Treatment of customers† | 4.8 | 52 |
| | *Labour market* | *3.7* | *99* |
| 4.05 | Hiring and firing practices† | 4.3 | 30 |
| 4.06 | Ease of finding skilled employees† | 4.2 | 53 |
| 4.07 | Ease of hiring foreign labour† | 4.6 | 21 |
| 4.08 | Pay and productivity† | 4.6 | 20 |
| 4.09 | Female labour force participation (% to men)* | 0.5 | 127 |
| | **ICT Readiness** | **5.8** | **15** |
| 5.01 | ICT use for B2B transactions† | 5.2 | 42 |
| 5.02 | Internet use for B2C transactions† | 4.4 | 69 |
| 5.03 | Individuals using internet (%)* | 90.0 | 8 |
| 5.04 | Broadband internet subs. per 100 pop.* | 13.2 | 53 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 165.9 | 9 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 110.0 | 5 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 1 |
| 5.08 | Quality of electricity supply | 6.2 | 31 |
| | **Prioritization of Travel & Tourism** | **4.1** | **97** |
| 6.01 | Government prioritization of T&T industry† | 5.4 | 58 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 4.0 | 53 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.2 | 80 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 49.0 | 105 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 0.0 | 129 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 75.9 | 42 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.3** | **105** |
| 7.01 | Visa requirements (0–100 best)* | 27.0 | 62 |
| 7.02 | Openness of bilateral ASA (0–38)* | 10.2 | 75 |
| 7.03 | No. of regional trade agreements in force* | 4.0 | 88 |
| | **Price Competitiveness** | **5.3** | **18** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 92.9 | 10 |
| 8.02 | Hotel price index (US$)* | 210.5 | 90 |
| 8.03 | Purchasing power parity* | 0.6 | 72 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 27.0 | 4 |
| | **Environmental Sustainability** | **3.7** | **104** |
| 9.01 | Stringency of environmental regulations† | 4.4 | 56 |
| 9.02 | Enforcement of environmental regulations† | 4.1 | 54 |
| 9.03 | Sustainability of T&T development† | 4.3 | 75 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 14.5 | 121 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 16 | 115 |
| 9.06 | Baseline water stress (0–5 worst)* | 5.0 | 128 |
| 9.07 | Threatened species (% total species)* | 2.5 | 13 |
| 9.08 | Forest cover change (% average per year)* | n/a | n/a |
| 9.09 | Wastewater treatment (%) * | 64.3 | 30 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 1.0 | 94 |
| | **Air Transport Infrastructure** | **3.5** | **45** |
| 10.01 | Quality of air transport infrastructure† | 5.2 | 39 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 162.4 | 65 |
| 10.04 | Departures per 1,000 pop.* | 40.2 | 7 |
| 10.05 | Airport density per million urban pop.* | 0.8 | 93 |
| 10.06 | No. of operating airlines* | 26.0 | 82 |
| | **Ground and Port Infrastructure** | **5.5** | **11** |
| 11.01 | Quality of roads | 5.4 | 22 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 5.7 | 15 |
| 11.04 | Quality of ground transport network† | 4.1 | 87 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 2 |
| 11.07 | Paved road density (km/surface area)* | ® | 3 |
| | **Tourist Service Infrastructure** | **4.7** | **49** |
| 12.01 | Hotel rooms per 100 pop.* | 1.0 | 33 |
| 12.02 | Extension of business trips recommended† | 4.9 | 98 |
| 12.03 | Presence of major car rental companies† | 7 | 1 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 302.2 | 85 |
| | **Natural Resources** | **1.9** | **133** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 241 | 135 |
| 13.03 | Total protected areas (% total territorial area)* | 6.8 | 103 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 3 | 119 |
| 13.05 | Quality of the natural environment† | 4.2 | 78 |
| | **Cultural Resources and Business Travel** | **1.3** | **105** |
| 14.01 | No. of World Heritage cultural sites* | 2 | 71 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 4.0 | 77 |
| 14.04 | No. of international association meetings* | 5.3 | 103 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 6 | 83 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Bangladesh

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **127** | **2.90** |
| **Enabling Environment** | **113** | **3.87** |
| Business Environment | 102 | 4.06 |
| Safety and Security | 115 | 4.43 |
| Health and Hygiene | 107 | 4.29 |
| Human Resources and Labour Market | 118 | 3.85 |
| ICT Readiness | 119 | 2.70 |
| **T&T Policy and Enabling Conditions** | **137** | **3.30** |
| Prioritization of Travel & Tourism | 133 | 3.19 |
| International Openness | 92 | 2.57 |
| Price Competitiveness | 90 | 4.43 |
| Environmental Sustainability | 135 | 3.01 |
| **Infrastructure** | **114** | **2.49** |
| Air Transport Infrastructure | 123 | 1.87 |
| Ground and Port Infrastructure | 75 | 3.29 |
| Tourist Service Infrastructure | 132 | 2.32 |
| **Natural and Cultural Resources** | **104** | **1.93** |
| Natural Resources | 109 | 2.30 |
| Cultural Resources and Business Travel | 71 | 1.56 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 148 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 128.0 |
| Growth (%) in int'l outbound travel spending* | 1.77 |
| Average spending per int'l tourist (US$), 2013 | 864.9 |
| Population (millions), 2013 | 156.6 |
| Surface area (1,000 square kilometres), 2013 | 148.5 |
| Gross domestic product per capita (PPP$), 2013 | 3,167 |
| Real GDP growth (%), 2013 | 6.1 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 2,845.8 | 2.1 | 6.1 |
| T&T industry employment (1,000 jobs) | 1,328.5 | 1.8 | 2.7 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Bangladesh

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.1** | **102** |
| 1.01 | Property rights† | 3.3 | 123 |
| 1.02 | Impact of rules on FDI† | 4.7 | 46 |
| 1.03 | Efficiency of legal framework settling disputes† | 2.9 | 122 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.9 | 102 |
| 1.05 | No. of days to deal with construction permits* | 269 | 130 |
| 1.06 | Construction permits cost (%)* | 2.1 | 77 |
| 1.07 | Extent of market dominance† | 3.3 | 107 |
| 1.08 | No. of days to start a business* | 20 | 99 |
| 1.09 | Cost to start a business (% GNI/capita)* | 16.8 | 97 |
| 1.10 | Effect of taxation on incentives to work† | 3.6 | 77 |
| 1.11 | Effect of taxation on incentives to invest† | 3.5 | 91 |
| 1.12 | Total tax rate (% profit)* | 32.5 | 49 |
| 1.12a | Labour and contributions tax rate (% profit)* | 0.0 | 1 |
| 1.12b | Profit tax rate (% profit)* | 28.6 | 129 |
| 1.12c | Other taxes rate (% profit)* | 3.9 | 100 |
| | **Safety and Security** | **4.4** | **115** |
| 2.01 | Business costs of crime and violence† | 3.5 | 114 |
| 2.02 | Reliability of police services† | 2.6 | 136 |
| 2.03 | Business costs of terrorism† | 4.4 | 113 |
| 2.04 | Index of terrorism incidence* | 5.1 | 127 |
| 2.05 | Homicide rate* | 3 | 59 |
| | **Health and Hygiene** | **4.3** | **107** |
| 3.01 | Physician density per 1,000 pop.* | 0.4 | 104 |
| 3.02 | Access to improved sanitation (% pop.)* | 57.0 | 106 |
| 3.03 | Access to improved drinking water (% pop.)* | 85.0 | 105 |
| 3.04 | Hospital beds per 10,000 pop. | 6.0 | 125 |
| 3.05 | HIV prevalence (% pop.)* | 0.1 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | 394.3 | 41 |
| | **Human Resources and Labour Market** | **3.9** | **118** |
| | *Qualification of the labour force* | *4.0* | *117* |
| 4.01 | Primary education enrolment rate (%)* | 91.5 | 92 |
| 4.02 | Secondary education enrolment rate (%)* | 53.6 | 115 |
| 4.03 | Extent of staff training† | 3.2 | 130 |
| 4.04 | Treatment of customers† | 4.0 | 108 |
| | *Labour market* | *3.7* | *98* |
| 4.05 | Hiring and firing practices† | 4.4 | 28 |
| 4.06 | Ease of finding skilled employees† | 3.7 | 86 |
| 4.07 | Ease of hiring foreign labour† | 3.6 | 107 |
| 4.08 | Pay and productivity† | 3.5 | 101 |
| 4.09 | Female labour force participation (% to men)* | 0.7 | 97 |
| | **ICT Readiness** | **2.7** | **119** |
| 5.01 | ICT use for B2B transactions† | 3.9 | 123 |
| 5.02 | Internet use for B2C transactions† | 3.6 | 114 |
| 5.03 | Individuals using internet (%)* | 6.5 | 124 |
| 5.04 | Broadband internet subs. per 100 pop.* | 1.0 | 107 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 74.4 | 115 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 1.9 | 118 |
| 5.07 | Mobile network coverage (% pop.)* | 99.0 | 65 |
| 5.08 | Quality of electricity supply | 2.5 | 121 |
| | **Prioritization of Travel & Tourism** | **3.2** | **133** |
| 6.01 | Government prioritization of T&T industry† | 4.0 | 127 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 2.2 | 103 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.3 | 129 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 25.0 | 135 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 3.0 | 115 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 58.3 | 101 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.6** | **92** |
| 7.01 | Visa requirements (0–100 best)* | 47.0 | 34 |
| 7.02 | Openness of bilateral ASA (0–38)* | 6.2 | 122 |
| 7.03 | No. of regional trade agreements in force* | 5.0 | 81 |
| | **Price Competitiveness** | **4.4** | **90** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 55.8 | 122 |
| 8.02 | Hotel price index (US$)* | 202.0 | 85 |
| 8.03 | Purchasing power parity* | 0.3 | 8 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 115.0 | 40 |
| | **Environmental Sustainability** | **3.0** | **135** |
| 9.01 | Stringency of environmental regulations† | 3.2 | 123 |
| 9.02 | Enforcement of environmental regulations† | 2.9 | 124 |
| 9.03 | Sustainability of T&T development† | 3.0 | 135 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 29.6 | 138 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 19 | 73 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.6 | 40 |
| 9.07 | Threatened species (% total species)* | 8.6 | 114 |
| 9.08 | Forest cover change (% average per year)* | –2.8 | 69 |
| 9.09 | Wastewater treatment (%) * | 0.0 | 119 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.2 | 60 |
| | **Air Transport Infrastructure** | **1.9** | **123** |
| 10.01 | Quality of air transport infrastructure† | 3.0 | 126 |
| 10.02 | Airline dom. seat kms per week (millions)* | 5.7 | 55 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 236.2 | 57 |
| 10.04 | Departures per 1,000 pop.* | 0.2 | 126 |
| 10.05 | Airport density per million urban pop.* | 0.2 | 139 |
| 10.06 | No. of operating airlines* | 30.0 | 75 |
| | **Ground and Port Infrastructure** | **3.3** | **75** |
| 11.01 | Quality of roads | 2.9 | 117 |
| 11.02 | Quality of railroad infrastructure | 2.4 | 74 |
| 11.03 | Quality of port infrastructure† | 3.7 | 93 |
| 11.04 | Quality of ground transport network† | 3.5 | 119 |
| 11.05 | Railroad density (km/surface area)* | 1.9 | 39 |
| 11.06 | Road density (km/surface area)* | ® | 19 |
| 11.07 | Paved road density (km/surface area)* | ® | 65 |
| | **Tourist Service Infrastructure** | **2.3** | **132** |
| 12.01 | Hotel rooms per 100 pop.* | 0.0 | 140 |
| 12.02 | Extension of business trips recommended† | 4.1 | 131 |
| 12.03 | Presence of major car rental companies† | 2 | 105 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 88.7 | 114 |
| | **Natural Resources** | **2.3** | **109** |
| 13.01 | No. of World Heritage natural sites* | 1 | 43 |
| 13.02 | Total known species* | 766 | 51 |
| 13.03 | Total protected areas (% total territorial area)* | 4.2 | 122 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 2 | 120 |
| 13.05 | Quality of the natural environment† | 3.6 | 118 |
| | **Cultural Resources and Business Travel** | **1.6** | **71** |
| 14.01 | No. of World Heritage cultural sites* | 2 | 71 |
| 14.02 | No. of oral and intangible cultural expressions* | 2 | 41 |
| 14.03 | No. of large sports stadiums* | 7.0 | 48 |
| 14.04 | No. of international association meetings* | 6.0 | 98 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 7 | 81 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Barbados

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **46** | **4.08** |
| **Enabling Environment** | **37** | **5.25** |
| Business Environment | 49 | 4.62 |
| Safety and Security | 44 | 5.75 |
| Health and Hygiene | 40 | 6.02 |
| Human Resources and Labour Market | 33 | 4.88 |
| ICT Readiness | 41 | 4.97 |
| **T&T Policy and Enabling Conditions** | **54** | **4.24** |
| Prioritization of Travel & Tourism | 10 | 5.76 |
| International Openness | 80 | 2.85 |
| Price Competitiveness | 129 | 3.58 |
| Environmental Sustainability | 18 | 4.77 |
| **Infrastructure** | **14** | **5.18** |
| Air Transport Infrastructure | 33 | 3.95 |
| Ground and Port Infrastructure | 9 | 5.67 |
| Tourist Service Infrastructure | 16 | 5.92 |
| **Natural and Cultural Resources** | **128** | **1.65** |
| Natural Resources | 118 | 2.17 |
| Cultural Resources and Business Travel | 130 | 1.13 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 509 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 963.9 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 1,893.7 |
| Population (millions), 2013 | 0.3 |
| Surface area (1,000 square kilometres), 2013 | 0.4 |
| Gross domestic product per capita (PPP$), 2013 | 16,015 |
| Real GDP growth (%), 2013 | –0.3 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 510.0 | 10.9 | 3.2 |
| T&T industry employment (1,000 jobs) | 14.5 | 11.1 | 1.0 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Barbados

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.6** | **49** |
| 1.01 | Property rights† | 5.0 | 37 |
| 1.02 | Impact of rules on FDI† | 4.7 | 41 |
| 1.03 | Efficiency of legal framework settling disputes† | 4.3 | 36 |
| 1.04 | Efficiency of legal framework challenging regs.† | 4.0 | 34 |
| 1.05 | No. of days to deal with construction permits* | 442 | 138 |
| 1.06 | Construction permits cost (%)* | 0.2 | 6 |
| 1.07 | Extent of market dominance† | 3.4 | 98 |
| 1.08 | No. of days to start a business* | 18 | 91 |
| 1.09 | Cost to start a business (% GNI/capita)* | 7.6 | 69 |
| 1.10 | Effect of taxation on incentives to work† | 3.8 | 57 |
| 1.11 | Effect of taxation on incentives to invest† | 3.7 | 72 |
| 1.12 | Total tax rate (% profit)* | 34.6 | 59 |
| 1.12a | Labour and contributions tax rate (% profit)* | 12.2 | 50 |
| 1.12b | Profit tax rate (% profit)* | 19.5 | 84 |
| 1.12c | Other taxes rate (% profit)* | 2.9 | 89 |
| | **Safety and Security** | **5.8** | **44** |
| 2.01 | Business costs of crime and violence† | 4.1 | 89 |
| 2.02 | Reliability of police services† | 5.6 | 25 |
| 2.03 | Business costs of terrorism† | 6.1 | 21 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 7 | 89 |
| | **Health and Hygiene** | **6.0** | **40** |
| 3.01 | Physician density per 1,000 pop.* | 1.8 | 65 |
| 3.02 | Access to improved sanitation (% pop.)* | 92.0 | 61 |
| 3.03 | Access to improved drinking water (% pop.)* | 99.8 | 42 |
| 3.04 | Hospital beds per 10,000 pop. | 62.0 | 17 |
| 3.05 | HIV prevalence (% pop.)* | 0.9 | 105 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **4.9** | **33** |
| | *Qualification of the labour force* | *5.5* | 43 |
| 4.01 | Primary education enrolment rate (%)* | 97.1 | 45 |
| 4.02 | Secondary education enrolment rate (%)* | 104.7 | 19 |
| 4.03 | Extent of staff training† | 4.4 | 39 |
| 4.04 | Treatment of customers† | 4.3 | 90 |
| | *Labour market* | *4.2* | *52* |
| 4.05 | Hiring and firing practices† | 3.6 | 88 |
| 4.06 | Ease of finding skilled employees† | 5.0 | 11 |
| 4.07 | Ease of hiring foreign labour† | 3.2 | 125 |
| 4.08 | Pay and productivity† | 3.5 | 109 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 31 |
| | **ICT Readiness** | **5.0** | **41** |
| 5.01 | ICT use for B2B transactions† | 4.6 | 78 |
| 5.02 | Internet use for B2C transactions† | 4.3 | 79 |
| 5.03 | Individuals using internet (%)* | 75.0 | 29 |
| 5.04 | Broadband internet subs. per 100 pop.* | 23.8 | 32 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 108.1 | 76 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 41.5 | 55 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 1 |
| 5.08 | Quality of electricity supply | 6.3 | 23 |
| | **Prioritization of Travel & Tourism** | **5.8** | **10** |
| 6.01 | Government prioritization of T&T industry† | 6.5 | 6 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 16.1 | 5 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.3 | 26 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 40.0 | 117 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 18.0 | 48 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 73.2 | 53 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.8** | **80** |
| 7.01 | Visa requirements (0–100 best)* | 37.0 | 42 |
| 7.02 | Openness of bilateral ASA (0–38)* | 15.6 | 25 |
| 7.03 | No. of regional trade agreements in force* | 4.0 | 88 |
| | **Price Competitiveness** | **3.6** | **129** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 82.9 | 52 |
| 8.02 | Hotel price index (US$)* | 337.5 | 100 |
| 8.03 | Purchasing power parity* | 1.0 | 118 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 125.0 | 48 |
| | **Environmental Sustainability** | **4.8** | **18** |
| 9.01 | Stringency of environmental regulations† | 4.4 | 52 |
| 9.02 | Enforcement of environmental regulations† | 4.2 | 51 |
| 9.03 | Sustainability of T&T development† | 5.0 | 33 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 3.0 | 9 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 17 | 104 |
| 9.06 | Baseline water stress (0–5 worst)* | 5.0 | 128 |
| 9.07 | Threatened species (% total species)* | 2.1 | 10 |
| 9.08 | Forest cover change (% average per year)* | n/a | n/a |
| 9.09 | Wastewater treatment (%) * | n/a | n/a |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.0 | 1 |
| | **Air Transport Infrastructure** | **4.0** | **33** |
| 10.01 | Quality of air transport infrastructure† | 5.6 | 22 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 78.1 | 85 |
| 10.04 | Departures per 1,000 pop.* | n/a | n/a |
| 10.05 | Airport density per million urban pop.* | 11.1 | 6 |
| 10.06 | No. of operating airlines* | 19.0 | 98 |
| | **Ground and Port Infrastructure** | **5.7** | **9** |
| 11.01 | Quality of roads | 5.1 | 33 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 5.3 | 28 |
| 11.04 | Quality of ground transport network† | 5.3 | 24 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 5 |
| 11.07 | Paved road density (km/surface area)* | ® | 5 |
| | **Tourist Service Infrastructure** | **5.9** | **16** |
| 12.01 | Hotel rooms per 100 pop.* | 2.2 | 8 |
| 12.02 | Extension of business trips recommended† | 6.1 | 13 |
| 12.03 | Presence of major car rental companies† | 3 | 95 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 2,486.2 | 2 |
| | **Natural Resources** | **2.2** | **118** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 237 | 136 |
| 13.03 | Total protected areas (% total territorial area)* | 0.1 | 140 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 17 | 60 |
| 13.05 | Quality of the natural environment† | 5.2 | 37 |
| | **Cultural Resources and Business Travel** | **1.1** | **130** |
| 14.01 | No. of World Heritage cultural sites* | 1 | 92 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 0.0 | 120 |
| 14.04 | No. of international association meetings* | 4.7 | 106 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 5 | 91 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Belgium

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **21** | **4.51** |
| **Enabling Environment** | **21** | **5.58** |
| Business Environment | 45 | 4.71 |
| Safety and Security | 16 | 6.18 |
| Health and Hygiene | 12 | 6.49 |
| Human Resources and Labour Market | 27 | 5.03 |
| ICT Readiness | 24 | 5.47 |
| **T&T Policy and Enabling Conditions** | **68** | **4.15** |
| Prioritization of Travel & Tourism | 78 | 4.47 |
| International Openness | 20 | 4.13 |
| Price Competitiveness | 120 | 3.73 |
| Environmental Sustainability | 57 | 4.28 |
| **Infrastructure** | **15** | **5.15** |
| Air Transport Infrastructure | 38 | 3.83 |
| Ground and Port Infrastructure | 6 | 5.96 |
| Tourist Service Infrastructure | 22 | 5.65 |
| **Natural and Cultural Resources** | **34** | **3.16** |
| Natural Resources | 87 | 2.65 |
| Cultural Resources and Business Travel | 18 | 3.67 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 7,642 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 13,407.2 |
| Growth (%) in int'l outbound travel spending* | 3.63 |
| Average spending per int'l tourist (US$), 2013 | 1,754.4 |
| Population (millions), 2013 | 11.2 |
| Surface area (1,000 square kilometres), 2013 | 30.5 |
| Gross domestic product per capita (PPP$), 2013 | 40,760 |
| Real GDP growth (%), 2013 | 0.2 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 11,013.5 | 2.3 | 2.6 |
| T&T industry employment (1,000 jobs) | 109.5 | 2.4 | 1.5 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Belgium

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.7** | **45** |
| 1.01 | Property rights† | 5.4 | 24 |
| 1.02 | Impact of rules on FDI† | 4.7 | 43 |
| 1.03 | Efficiency of legal framework settling disputes† | 4.2 | 42 |
| 1.04 | Efficiency of legal framework challenging regs.† | 4.1 | 32 |
| 1.05 | No. of days to deal with construction permits* | 212 | 111 |
| 1.06 | Construction permits cost (%)* | 1.1 | 52 |
| 1.07 | Extent of market dominance† | 5.4 | 6 |
| 1.08 | No. of days to start a business* | 4 | 10 |
| 1.09 | Cost to start a business (% GNI/capita)* | 5.0 | 56 |
| 1.10 | Effect of taxation on incentives to work† | 2.3 | 138 |
| 1.11 | Effect of taxation on incentives to invest† | 3.1 | 124 |
| 1.12 | Total tax rate (% profit)* | 57.8 | 121 |
| 1.12a | Labour and contributions tax rate (% profit)* | 50.7 | 140 |
| 1.12b | Profit tax rate (% profit)* | 6.5 | 23 |
| 1.12c | Other taxes rate (% profit)* | 0.6 | 25 |
| | **Safety and Security** | **6.2** | **16** |
| 2.01 | Business costs of crime and violence† | 5.5 | 26 |
| 2.02 | Reliability of police services† | 5.7 | 23 |
| 2.03 | Business costs of terrorism† | 6.0 | 26 |
| 2.04 | Index of terrorism incidence* | 7.0 | 63 |
| 2.05 | Homicide rate* | 2 | 38 |
| | **Health and Hygiene** | **6.5** | **12** |
| 3.01 | Physician density per 1,000 pop.* | 3.0 | 30 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 65.0 | 11 |
| 3.05 | HIV prevalence (% pop.)* | 0.3 | 58 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **5.0** | **27** |
| | *Qualification of the labour force* | *6.1* | 4 |
| 4.01 | Primary education enrolment rate (%)* | 98.7 | 15 |
| 4.02 | Secondary education enrolment rate (%)* | 107.3 | 15 |
| 4.03 | Extent of staff training† | 5.1 | 9 |
| 4.04 | Treatment of customers† | 5.6 | 9 |
| | *Labour market* | *3.9* | *80* |
| 4.05 | Hiring and firing practices† | 2.6 | 136 |
| 4.06 | Ease of finding skilled employees† | 4.3 | 44 |
| 4.07 | Ease of hiring foreign labour† | 4.1 | 70 |
| 4.08 | Pay and productivity† | 3.6 | 98 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 55 |
| | **ICT Readiness** | **5.5** | **24** |
| 5.01 | ICT use for B2B transactions† | 5.6 | 22 |
| 5.02 | Internet use for B2C transactions† | 5.2 | 31 |
| 5.03 | Individuals using internet (%)* | 82.2 | 20 |
| 5.04 | Broadband internet subs. per 100 pop.* | 34.4 | 10 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 110.9 | 72 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 46.0 | 48 |
| 5.07 | Mobile network coverage (% pop.)* | 99.9 | 39 |
| 5.08 | Quality of electricity supply | 6.4 | 16 |
| | **Prioritization of Travel & Tourism** | **4.5** | **78** |
| 6.01 | Government prioritization of T&T industry† | 5.0 | 85 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 3.1 | 75 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.6 | 64 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 66.0 | 73 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 16.5 | 67 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 67.1 | 71 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.1** | **20** |
| 7.01 | Visa requirements (0–100 best)* | 23.0 | 72 |
| 7.02 | Openness of bilateral ASA (0–38)* | 11.9 | 52 |
| 7.03 | No. of regional trade agreements in force* | 46.0 | 1 |
| | **Price Competitiveness** | **3.7** | **120** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 85.2 | 39 |
| 8.02 | Hotel price index (US$)* | 134.7 | 53 |
| 8.03 | Purchasing power parity* | 1.1 | 129 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 209.0 | 132 |
| | **Environmental Sustainability** | **4.3** | **57** |
| 9.01 | Stringency of environmental regulations† | 6.0 | 7 |
| 9.02 | Enforcement of environmental regulations† | 5.6 | 13 |
| 9.03 | Sustainability of T&T development† | 4.9 | 42 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 15.6 | 128 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 22 | 28 |
| 9.06 | Baseline water stress (0–5 worst)* | 3.2 | 96 |
| 9.07 | Threatened species (% total species)* | 1.7 | 5 |
| 9.08 | Forest cover change (% average per year)* | –2.7 | 65 |
| 9.09 | Wastewater treatment (%) * | 60.0 | 33 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.7 | 91 |
| | **Air Transport Infrastructure** | **3.8** | **38** |
| 10.01 | Quality of air transport infrastructure† | 5.9 | 15 |
| 10.02 | Airline dom. seat kms per week (millions)* | 0.1 | 98 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 631.2 | 31 |
| 10.04 | Departures per 1,000 pop.* | 11.7 | 29 |
| 10.05 | Airport density per million urban pop.* | 0.5 | 116 |
| 10.06 | No. of operating airlines* | 93.0 | 17 |
| | **Ground and Port Infrastructure** | **6.0** | **6** |
| 11.01 | Quality of roads | 5.3 | 27 |
| 11.02 | Quality of railroad infrastructure | 4.9 | 14 |
| 11.03 | Quality of port infrastructure† | 6.4 | 6 |
| 11.04 | Quality of ground transport network† | 5.3 | 23 |
| 11.05 | Railroad density (km/surface area)* | 11.7 | 2 |
| 11.06 | Road density (km/surface area)* | ® | 3 |
| 11.07 | Paved road density (km/surface area)* | ® | 4 |
| | **Tourist Service Infrastructure** | **5.6** | **22** |
| 12.01 | Hotel rooms per 100 pop.* | 0.7 | 49 |
| 12.02 | Extension of business trips recommended† | 5.6 | 49 |
| 12.03 | Presence of major car rental companies† | 7 | 1 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 1,042.4 | 17 |
| | **Natural Resources** | **2.6** | **87** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 351 | 115 |
| 13.03 | Total protected areas (% total territorial area)* | 24.5 | 24 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 11 | 78 |
| 13.05 | Quality of the natural environment† | 4.8 | 53 |
| | **Cultural Resources and Business Travel** | **3.7** | **18** |
| 14.01 | No. of World Heritage cultural sites* | 11 | 19 |
| 14.02 | No. of oral and intangible cultural expressions* | 10 | 10 |
| 14.03 | No. of large sports stadiums* | 9.0 | 45 |
| 14.04 | No. of international association meetings* | 223.3 | 18 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 32 | 18 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Bhutan

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **87** | **3.44** |
| **Enabling Environment** | **72** | **4.58** |
| Business Environment | 57 | 4.56 |
| Safety and Security | 26 | 6.02 |
| Health and Hygiene | 97 | 4.57 |
| Human Resources and Labour Market | 91 | 4.26 |
| ICT Readiness | 91 | 3.51 |
| **T&T Policy and Enabling Conditions** | **77** | **4.08** |
| Prioritization of Travel & Tourism | 42 | 4.93 |
| International Openness | 117 | 2.13 |
| Price Competitiveness | 30 | 5.18 |
| Environmental Sustainability | 73 | 4.07 |
| **Infrastructure** | **96** | **2.90** |
| Air Transport Infrastructure | 62 | 2.93 |
| Ground and Port Infrastructure | 86 | 3.15 |
| Tourist Service Infrastructure | 120 | 2.61 |
| **Natural and Cultural Resources** | **81** | **2.21** |
| Natural Resources | 58 | 3.13 |
| Cultural Resources and Business Travel | 111 | 1.29 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 116 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 63.4 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 546.6 |
| Population (millions), 2013 | 0.8 |
| Surface area (1,000 square kilometres), 2013 | 38.4 |
| Gross domestic product per capita (PPP$), 2013 | 7,197 |
| Real GDP growth (%), 2013 | 5.0 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | n/a | n/a | n/a |
| T&T industry employment (1,000 jobs) | n/a | n/a | n/a |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Bhutan

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.6** | **57** |
| 1.01 | Property rights† | 4.4 | 53 |
| 1.02 | Impact of rules on FDI† | 4.2 | 88 |
| 1.03 | Efficiency of legal framework settling disputes† | 4.1 | 44 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.2 | 87 |
| 1.05 | No. of days to deal with construction permits* | 150 | 70 |
| 1.06 | Construction permits cost (%)* | 1.3 | 62 |
| 1.07 | Extent of market dominance† | 3.3 | 106 |
| 1.08 | No. of days to start a business* | 17 | 89 |
| 1.09 | Cost to start a business (% GNI/capita)* | 4.4 | 53 |
| 1.10 | Effect of taxation on incentives to work† | 3.9 | 46 |
| 1.11 | Effect of taxation on incentives to invest† | 4.0 | 46 |
| 1.12 | Total tax rate (% profit)* | 38.7 | 72 |
| 1.12a | Labour and contributions tax rate (% profit)* | 0.0 | 1 |
| 1.12b | Profit tax rate (% profit)* | 37.2 | 141 |
| 1.12c | Other taxes rate (% profit)* | 1.6 | 57 |
| | **Safety and Security** | **6.0** | **26** |
| 2.01 | Business costs of crime and violence† | 5.6 | 18 |
| 2.02 | Reliability of police services† | 4.9 | 39 |
| 2.03 | Business costs of terrorism† | 5.8 | 41 |
| 2.04 | Index of terrorism incidence* | 7.0 | 63 |
| 2.05 | Homicide rate* | 2 | 42 |
| | **Health and Hygiene** | **4.6** | **97** |
| 3.01 | Physician density per 1,000 pop.* | 0.3 | 108 |
| 3.02 | Access to improved sanitation (% pop.)* | 47.0 | 113 |
| 3.03 | Access to improved drinking water (% pop.)* | 98.0 | 55 |
| 3.04 | Hospital beds per 10,000 pop. | 18.0 | 87 |
| 3.05 | HIV prevalence (% pop.)* | 0.2 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | 20.2 | 20 |
| | **Human Resources and Labour Market** | **4.3** | **91** |
| | *Qualification of the labour force* | *4.6* | *101* |
| 4.01 | Primary education enrolment rate (%)* | 90.6 | 100 |
| 4.02 | Secondary education enrolment rate (%)* | 73.9 | 98 |
| 4.03 | Extent of staff training† | 3.6 | 108 |
| 4.04 | Treatment of customers† | 4.1 | 105 |
| | *Labour market* | *3.9* | *79* |
| 4.05 | Hiring and firing practices† | 3.9 | 63 |
| 4.06 | Ease of finding skilled employees† | 2.9 | 133 |
| 4.07 | Ease of hiring foreign labour† | 3.1 | 129 |
| 4.08 | Pay and productivity† | 4.3 | 41 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 44 |
| | **ICT Readiness** | **3.5** | **91** |
| 5.01 | ICT use for B2B transactions† | 3.8 | 128 |
| 5.02 | Internet use for B2C transactions† | 3.1 | 130 |
| 5.03 | Individuals using internet (%)* | 29.9 | 94 |
| 5.04 | Broadband internet subs. per 100 pop.* | 2.7 | 91 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 72.2 | 117 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 15.6 | 88 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 1 |
| 5.08 | Quality of electricity supply | 5.9 | 37 |
| | **Prioritization of Travel & Tourism** | **4.9** | **42** |
| 6.01 | Government prioritization of T&T industry† | 6.1 | 19 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | n/a | n/a |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.1 | 35 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 54.0 | 97 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.5 | 7 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 38.7 | 134 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.1** | **117** |
| 7.01 | Visa requirements (0–100 best)* | 20.0 | 111 |
| 7.02 | Openness of bilateral ASA (0–38)* | 10.0 | 79 |
| 7.03 | No. of regional trade agreements in force* | 3.0 | 100 |
| | **Price Competitiveness** | **5.2** | **30** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | n/a | n/a |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.3 | 9 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 119.0 | 42 |
| | **Environmental Sustainability** | **4.1** | **73** |
| 9.01 | Stringency of environmental regulations† | 5.6 | 17 |
| 9.02 | Enforcement of environmental regulations† | 5.4 | 18 |
| 9.03 | Sustainability of T&T development† | 5.5 | 11 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 22.2 | 136 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 14 | 134 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.5 | 32 |
| 9.07 | Threatened species (% total species)* | 6.4 | 91 |
| 9.08 | Forest cover change (% average per year)* | –0.4 | 21 |
| 9.09 | Wastewater treatment (%) * | 0.0 | 119 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | n/a | n/a |
| | **Air Transport Infrastructure** | **2.9** | **62** |
| 10.01 | Quality of air transport infrastructure† | 3.5 | 109 |
| 10.02 | Airline dom. seat kms per week (millions)* | 0.0 | 105 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 3.1 | 137 |
| 10.04 | Departures per 1,000 pop.* | 5.3 | 51 |
| 10.05 | Airport density per million urban pop.* | 10.7 | 7 |
| 10.06 | No. of operating airlines* | 2.0 | 138 |
| | **Ground and Port Infrastructure** | **3.2** | **86** |
| 11.01 | Quality of roads | 4.3 | 56 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 2.1 | 136 |
| 11.04 | Quality of ground transport network† | 4.6 | 55 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 77 |
| 11.07 | Paved road density (km/surface area)* | ® | 83 |
| | **Tourist Service Infrastructure** | **2.6** | **120** |
| 12.01 | Hotel rooms per 100 pop.* | 0.4 | 72 |
| 12.02 | Extension of business trips recommended† | 5.0 | 95 |
| 12.03 | Presence of major car rental companies† | 0 | 136 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 221.4 | 98 |
| | **Natural Resources** | **3.1** | **58** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 718 | 57 |
| 13.03 | Total protected areas (% total territorial area)* | 28.4 | 18 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 3 | 115 |
| 13.05 | Quality of the natural environment† | 6.1 | 8 |
| | **Cultural Resources and Business Travel** | **1.3** | **111** |
| 14.01 | No. of World Heritage cultural sites* | 0 | 124 |
| 14.02 | No. of oral and intangible cultural expressions* | 1 | 60 |
| 14.03 | No. of large sports stadiums* | 5.0 | 61 |
| 14.04 | No. of international association meetings* | 1.0 | 129 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 3 | 108 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Bolivia

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **100** | **3.29** |
| **Enabling Environment** | **111** | **3.98** |
| Business Environment | 132 | 3.43 |
| Safety and Security | 108 | 4.65 |
| Health and Hygiene | 103 | 4.38 |
| Human Resources and Labour Market | 108 | 4.05 |
| ICT Readiness | 96 | 3.42 |
| **T&T Policy and Enabling Conditions** | **100** | **3.86** |
| Prioritization of Travel & Tourism | 125 | 3.51 |
| International Openness | 82 | 2.78 |
| Price Competitiveness | 21 | 5.32 |
| Environmental Sustainability | 93 | 3.83 |
| **Infrastructure** | **111** | **2.55** |
| Air Transport Infrastructure | 99 | 2.16 |
| Ground and Port Infrastructure | 128 | 2.39 |
| Tourist Service Infrastructure | 99 | 3.10 |
| **Natural and Cultural Resources** | **47** | **2.77** |
| Natural Resources | 43 | 3.55 |
| Cultural Resources and Business Travel | 51 | 1.99 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 798 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 573.2 |
| Growth (%) in int'l outbound travel spending* | 1.39 |
| Average spending per int'l tourist (US$), 2013 | 718.3 |
| Population (millions), 2013 | 10.7 |
| Surface area (1,000 square kilometres), 2013 | 1,098.6 |
| Gross domestic product per capita (PPP$), 2013 | 5,928 |
| Real GDP growth (%), 2013 | 6.8 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 763.1 | 2.5 | 3.5 |
| T&T industry employment (1,000 jobs) | 96.5 | 2.1 | 0.7 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Bolivia

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **3.4** | **132** |
| 1.01 | Property rights† | 3.5 | 111 |
| 1.02 | Impact of rules on FDI† | 3.6 | 119 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.7 | 66 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.4 | 67 |
| 1.05 | No. of days to deal with construction permits* | 275 | 131 |
| 1.06 | Construction permits cost (%)* | 1.1 | 52 |
| 1.07 | Extent of market dominance† | 3.8 | 66 |
| 1.08 | No. of days to start a business* | 49 | 127 |
| 1.09 | Cost to start a business (% GNI/capita)* | 64.4 | 125 |
| 1.10 | Effect of taxation on incentives to work† | 3.6 | 74 |
| 1.11 | Effect of taxation on incentives to invest† | 3.6 | 76 |
| 1.12 | Total tax rate (% profit)* | 83.7 | 140 |
| 1.12a | Labour and contributions tax rate (% profit)* | 18.8 | 88 |
| 1.12b | Profit tax rate (% profit)* | 0.0 | 1 |
| 1.12c | Other taxes rate (% profit)* | 64.8 | 140 |
| | **Safety and Security** | **4.6** | **108** |
| 2.01 | Business costs of crime and violence† | 3.6 | 106 |
| 2.02 | Reliability of police services† | 3.5 | 108 |
| 2.03 | Business costs of terrorism† | 4.0 | 120 |
| 2.04 | Index of terrorism incidence* | 7.0 | 63 |
| 2.05 | Homicide rate* | 12 | 117 |
| | **Health and Hygiene** | **4.4** | **103** |
| 3.01 | Physician density per 1,000 pop.* | 0.5 | 97 |
| 3.02 | Access to improved sanitation (% pop.)* | 46.0 | 115 |
| 3.03 | Access to improved drinking water (% pop.)* | 88.0 | 98 |
| 3.04 | Hospital beds per 10,000 pop. | 11.0 | 108 |
| 3.05 | HIV prevalence (% pop.)* | 0.3 | 58 |
| 3.06 | Malaria incidence per 100,000 pop.* | 104.8 | 34 |
| | **Human Resources and Labour Market** | **4.0** | **108** |
| | *Qualification of the labour force* | *4.2* | *110* |
| 4.01 | Primary education enrolment rate (%)* | 83.4 | 122 |
| 4.02 | Secondary education enrolment rate (%)* | 77.3 | 94 |
| 4.03 | Extent of staff training† | 3.5 | 114 |
| 4.04 | Treatment of customers† | 3.5 | 129 |
| | *Labour market* | *3.9* | *85* |
| 4.05 | Hiring and firing practices† | 3.5 | 96 |
| 4.06 | Ease of finding skilled employees† | 3.9 | 72 |
| 4.07 | Ease of hiring foreign labour† | 3.6 | 108 |
| 4.08 | Pay and productivity† | 3.8 | 88 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 71 |
| | **ICT Readiness** | **3.4** | **96** |
| 5.01 | ICT use for B2B transactions† | 3.6 | 132 |
| 5.02 | Internet use for B2C transactions† | 3.5 | 116 |
| 5.03 | Individuals using internet (%)* | 39.5 | 82 |
| 5.04 | Broadband internet subs. per 100 pop.* | 1.3 | 101 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 97.7 | 96 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 13.9 | 91 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 1 |
| 5.08 | Quality of electricity supply | 3.9 | 93 |
| | **Prioritization of Travel & Tourism** | **3.5** | **125** |
| 6.01 | Government prioritization of T&T industry† | 3.6 | 134 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 3.1 | 72 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.6 | 121 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 53.0 | 101 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 6.0 | 111 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 56.5 | 104 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.8** | **82** |
| 7.01 | Visa requirements (0–100 best)* | 53.0 | 28 |
| 7.02 | Openness of bilateral ASA (0–38)* | 9.8 | 83 |
| 7.03 | No. of regional trade agreements in force* | 3.0 | 100 |
| | **Price Competitiveness** | **5.3** | **21** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 62.9 | 111 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.5 | 48 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 70.0 | 18 |
| | **Environmental Sustainability** | **3.8** | **93** |
| 9.01 | Stringency of environmental regulations† | 3.7 | 98 |
| 9.02 | Enforcement of environmental regulations† | 3.6 | 82 |
| 9.03 | Sustainability of T&T development† | 3.6 | 116 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 6.9 | 59 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 18 | 87 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.7 | 41 |
| 9.07 | Threatened species (% total species)* | 5.5 | 79 |
| 9.08 | Forest cover change (% average per year)* | –4.6 | 91 |
| 9.09 | Wastewater treatment (%) * | 11.3 | 74 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | n/a | n/a |
| | **Air Transport Infrastructure** | **2.2** | **99** |
| 10.01 | Quality of air transport infrastructure† | 3.2 | 119 |
| 10.02 | Airline dom. seat kms per week (millions)* | 31.7 | 39 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 44.2 | 99 |
| 10.04 | Departures per 1,000 pop.* | 3.6 | 68 |
| 10.05 | Airport density per million urban pop.* | 2.2 | 32 |
| 10.06 | No. of operating airlines* | 22.0 | 88 |
| | **Ground and Port Infrastructure** | **2.4** | **128** |
| 11.01 | Quality of roads | 3.3 | 95 |
| 11.02 | Quality of railroad infrastructure | 2.5 | 69 |
| 11.03 | Quality of port infrastructure† | 2.0 | 138 |
| 11.04 | Quality of ground transport network† | 3.6 | 113 |
| 11.05 | Railroad density (km/surface area)* | 0.3 | 80 |
| 11.06 | Road density (km/surface area)* | ® | 122 |
| 11.07 | Paved road density (km/surface area)* | ® | 129 |
| | **Tourist Service Infrastructure** | **3.1** | **99** |
| 12.01 | Hotel rooms per 100 pop.* | 0.3 | 86 |
| 12.02 | Extension of business trips recommended† | 3.7 | 138 |
| 12.03 | Presence of major car rental companies† | 4 | 81 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 259.6 | 94 |
| | **Natural Resources** | **3.6** | **43** |
| 13.01 | No. of World Heritage natural sites* | 1 | 43 |
| 13.02 | Total known species* | 2,032 | 7 |
| 13.03 | Total protected areas (% total territorial area)* | 20.8 | 38 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 6 | 93 |
| 13.05 | Quality of the natural environment† | 3.6 | 120 |
| | **Cultural Resources and Business Travel** | **2.0** | **51** |
| 14.01 | No. of World Heritage cultural sites* | 6 | 34 |
| 14.02 | No. of oral and intangible cultural expressions* | 5 | 22 |
| 14.03 | No. of large sports stadiums* | 11.0 | 37 |
| 14.04 | No. of international association meetings* | 18.3 | 71 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 6 | 85 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Botswana

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **88** | **3.42** |
| **Enabling Environment** | **91** | **4.29** |
| Business Environment | 36 | 4.86 |
| Safety and Security | 84 | 5.15 |
| Health and Hygiene | 118 | 3.50 |
| Human Resources and Labour Market | 100 | 4.20 |
| ICT Readiness | 83 | 3.74 |
| **T&T Policy and Enabling Conditions** | **78** | **4.08** |
| Prioritization of Travel & Tourism | 89 | 4.33 |
| International Openness | 118 | 2.12 |
| Price Competitiveness | 14 | 5.44 |
| Environmental Sustainability | 37 | 4.42 |
| **Infrastructure** | **98** | **2.85** |
| Air Transport Infrastructure | 91 | 2.27 |
| Ground and Port Infrastructure | 105 | 2.82 |
| Tourist Service Infrastructure | 91 | 3.47 |
| **Natural and Cultural Resources** | **61** | **2.47** |
| Natural Resources | 41 | 3.59 |
| Cultural Resources and Business Travel | 102 | 1.35 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 2,145 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 44.9 |
| Growth (%) in int'l outbound travel spending* | 0.69 |
| Average spending per int'l tourist (US$), 2013 | 20.9 |
| Population (millions), 2013 | 2.0 |
| Surface area (1,000 square kilometres), 2013 | 581.7 |
| Gross domestic product per capita (PPP$), 2013 | 15,241 |
| Real GDP growth (%), 2013 | 5.9 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 656.3 | 3.2 | 5.8 |
| T&T industry employment (1,000 jobs) | 31.0 | 4.6 | 2.6 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Botswana

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.9** | **36** |
| 1.01 | Property rights† | 4.9 | 39 |
| 1.02 | Impact of rules on FDI† | 4.3 | 83 |
| 1.03 | Efficiency of legal framework settling disputes† | 4.4 | 32 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.8 | 41 |
| 1.05 | No. of days to deal with construction permits* | 110 | 41 |
| 1.06 | Construction permits cost (%)* | 0.3 | 11 |
| 1.07 | Extent of market dominance† | 3.1 | 121 |
| 1.08 | No. of days to start a business* | 60 | 130 |
| 1.09 | Cost to start a business (% GNI/capita)* | 1.0 | 23 |
| 1.10 | Effect of taxation on incentives to work† | 4.6 | 14 |
| 1.11 | Effect of taxation on incentives to invest† | 4.7 | 14 |
| 1.12 | Total tax rate (% profit)* | 25.3 | 23 |
| 1.12a | Labour and contributions tax rate (% profit)* | 0.0 | 1 |
| 1.12b | Profit tax rate (% profit)* | 21.7 | 103 |
| 1.12c | Other taxes rate (% profit)* | 3.6 | 96 |
| | **Safety and Security** | **5.2** | **84** |
| 2.01 | Business costs of crime and violence† | 4.1 | 90 |
| 2.02 | Reliability of police services† | 4.3 | 63 |
| 2.03 | Business costs of terrorism† | 6.1 | 20 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 18 | 125 |
| | **Health and Hygiene** | **3.5** | **118** |
| 3.01 | Physician density per 1,000 pop.* | 0.3 | 105 |
| 3.02 | Access to improved sanitation (% pop.)* | 64.0 | 101 |
| 3.03 | Access to improved drinking water (% pop.)* | 97.0 | 62 |
| 3.04 | Hospital beds per 10,000 pop. | 18.0 | 87 |
| 3.05 | HIV prevalence (% pop.)* | 23.0 | 139 |
| 3.06 | Malaria incidence per 100,000 pop.* | 29.9 | 26 |
| | **Human Resources and Labour Market** | **4.2** | **100** |
| | *Qualification of the labour force* | *4.5* | *103* |
| 4.01 | Primary education enrolment rate (%)* | 83.8 | 121 |
| 4.02 | Secondary education enrolment rate (%)* | 81.7 | 92 |
| 4.03 | Extent of staff training† | 4.0 | 68 |
| 4.04 | Treatment of customers† | 3.5 | 131 |
| | *Labour market* | *3.9* | *84* |
| 4.05 | Hiring and firing practices† | 3.8 | 81 |
| 4.06 | Ease of finding skilled employees† | 3.1 | 122 |
| 4.07 | Ease of hiring foreign labour† | 3.0 | 130 |
| 4.08 | Pay and productivity† | 3.8 | 81 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 28 |
| | **ICT Readiness** | **3.7** | **83** |
| 5.01 | ICT use for B2B transactions† | 4.4 | 91 |
| 5.02 | Internet use for B2C transactions† | 3.5 | 119 |
| 5.03 | Individuals using internet (%)* | 15.0 | 114 |
| 5.04 | Broadband internet subs. per 100 pop.* | 1.1 | 105 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 160.6 | 13 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 74.1 | 20 |
| 5.07 | Mobile network coverage (% pop.)* | 96.0 | 94 |
| 5.08 | Quality of electricity supply | 2.4 | 124 |
| | **Prioritization of Travel & Tourism** | **4.3** | **89** |
| 6.01 | Government prioritization of T&T industry† | 5.7 | 46 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 6.3 | 27 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.5 | 68 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 33.0 | 129 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 0.0 | 129 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 65.3 | 80 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.1** | **118** |
| 7.01 | Visa requirements (0–100 best)* | 29.0 | 53 |
| 7.02 | Openness of bilateral ASA (0–38)* | 6.5 | 119 |
| 7.03 | No. of regional trade agreements in force* | 3.0 | 100 |
| | **Price Competitiveness** | **5.4** | **14** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 96.1 | 4 |
| 8.02 | Hotel price index (US$)* | 99.7 | 21 |
| 8.03 | Purchasing power parity* | 0.5 | 47 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 123.0 | 44 |
| | **Environmental Sustainability** | **4.4** | **37** |
| 9.01 | Stringency of environmental regulations† | 4.4 | 54 |
| 9.02 | Enforcement of environmental regulations† | 4.2 | 50 |
| 9.03 | Sustainability of T&T development† | 5.0 | 31 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 5.8 | 44 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 16 | 115 |
| 9.06 | Baseline water stress (0–5 worst)* | 1.4 | 63 |
| 9.07 | Threatened species (% total species)* | 2.8 | 19 |
| 9.08 | Forest cover change (% average per year)* | n/a | n/a |
| 9.09 | Wastewater treatment (%) * | 1.0 | 101 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | n/a | n/a |
| | **Air Transport Infrastructure** | **2.3** | **91** |
| 10.01 | Quality of air transport infrastructure† | 3.7 | 100 |
| 10.02 | Airline dom. seat kms per week (millions)* | 1.3 | 78 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 4.8 | 136 |
| 10.04 | Departures per 1,000 pop.* | 4.6 | 58 |
| 10.05 | Airport density per million urban pop.* | 3.5 | 24 |
| 10.06 | No. of operating airlines* | 6.0 | 134 |
| | **Ground and Port Infrastructure** | **2.8** | **105** |
| 11.01 | Quality of roads | 4.0 | 67 |
| 11.02 | Quality of railroad infrastructure | 2.8 | 61 |
| 11.03 | Quality of port infrastructure† | 3.0 | 113 |
| 11.04 | Quality of ground transport network† | 4.1 | 86 |
| 11.05 | Railroad density (km/surface area)* | 0.2 | 89 |
| 11.06 | Road density (km/surface area)* | ® | 130 |
| 11.07 | Paved road density (km/surface area)* | ® | 119 |
| | **Tourist Service Infrastructure** | **3.5** | **91** |
| 12.01 | Hotel rooms per 100 pop.* | 0.4 | 68 |
| 12.02 | Extension of business trips recommended† | 5.2 | 76 |
| 12.03 | Presence of major car rental companies† | 3 | 95 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 313.7 | 83 |
| | **Natural Resources** | **3.6** | **41** |
| 13.01 | No. of World Heritage natural sites* | 1 | 43 |
| 13.02 | Total known species* | 727 | 54 |
| 13.03 | Total protected areas (% total territorial area)* | 37.2 | 8 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 13 | 69 |
| 13.05 | Quality of the natural environment† | 5.4 | 28 |
| | **Cultural Resources and Business Travel** | **1.4** | **102** |
| 14.01 | No. of World Heritage cultural sites* | 1 | 92 |
| 14.02 | No. of oral and intangible cultural expressions* | 1 | 60 |
| 14.03 | No. of large sports stadiums* | 6.0 | 52 |
| 14.04 | No. of international association meetings* | 5.0 | 105 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 2 | 121 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Brazil

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **28** | **4.37** |
| **Enabling Environment** | **79** | **4.51** |
| Business Environment | 126 | 3.60 |
| Safety and Security | 104 | 4.68 |
| Health and Hygiene | 66 | 5.31 |
| Human Resources and Labour Market | 66 | 4.51 |
| ICT Readiness | 57 | 4.43 |
| **T&T Policy and Enabling Conditions** | **107** | **3.76** |
| Prioritization of Travel & Tourism | 101 | 4.05 |
| International Openness | 91 | 2.59 |
| Price Competitiveness | 81 | 4.51 |
| Environmental Sustainability | 86 | 3.89 |
| **Infrastructure** | **70** | **3.56** |
| Air Transport Infrastructure | 41 | 3.64 |
| Ground and Port Infrastructure | 130 | 2.36 |
| Tourist Service Infrastructure | 51 | 4.69 |
| **Natural and Cultural Resources** | **3** | **5.66** |
| Natural Resources | 1 | 6.01 |
| Cultural Resources and Business Travel | 8 | 5.31 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 5,813 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 6,704.0 |
| Growth (%) in int'l outbound travel spending* | 5.75 |
| Average spending per int'l tourist (US$), 2013 | 1,153.3 |
| Population (millions), 2013 | 200.4 |
| Surface area (1,000 square kilometres), 2013 | 8,515.8 |
| Gross domestic product per capita (PPP$), 2013 | 14,987 |
| Real GDP growth (%), 2013 | 2.5 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 76,971.4 | 3.5 | 3.9 |
| T&T industry employment (1,000 jobs) | 3,048.5 | 3.0 | 1.9 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Brazil

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **3.6** | **126** |
| 1.01 | Property rights† | 4.0 | 77 |
| 1.02 | Impact of rules on FDI† | 3.7 | 114 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.2 | 107 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.1 | 94 |
| 1.05 | No. of days to deal with construction permits* | 426 | 137 |
| 1.06 | Construction permits cost (%)* | 0.4 | 20 |
| 1.07 | Extent of market dominance† | 4.2 | 35 |
| 1.08 | No. of days to start a business* | 84 | 135 |
| 1.09 | Cost to start a business (% GNI/capita)* | 4.3 | 52 |
| 1.10 | Effect of taxation on incentives to work† | 2.5 | 136 |
| 1.11 | Effect of taxation on incentives to invest† | 2.4 | 136 |
| 1.12 | Total tax rate (% profit)* | 69.0 | 135 |
| 1.12a | Labour and contributions tax rate (% profit)* | 40.3 | 137 |
| 1.12b | Profit tax rate (% profit)* | 24.7 | 115 |
| 1.12c | Other taxes rate (% profit)* | 4.0 | 102 |
| | **Safety and Security** | **4.7** | **104** |
| 2.01 | Business costs of crime and violence† | 3.2 | 122 |
| 2.02 | Reliability of police services† | 3.9 | 83 |
| 2.03 | Business costs of terrorism† | 6.1 | 23 |
| 2.04 | Index of terrorism incidence* | 7.0 | 82 |
| 2.05 | Homicide rate* | 25 | 130 |
| | **Health and Hygiene** | **5.3** | **66** |
| 3.01 | Physician density per 1,000 pop.* | 1.9 | 64 |
| 3.02 | Access to improved sanitation (% pop.)* | 81.0 | 80 |
| 3.03 | Access to improved drinking water (% pop.)* | 98.0 | 55 |
| 3.04 | Hospital beds per 10,000 pop. | 23.0 | 70 |
| 3.05 | HIV prevalence (% pop.)* | 0.5 | 86 |
| 3.06 | Malaria incidence per 100,000 pop.* | 156.0 | 35 |
| | **Human Resources and Labour Market** | **4.5** | **66** |
| | *Qualification of the labour force* | *5.7* | *33* |
| 4.01 | Primary education enrolment rate (%)* | 98.5 | 18 |
| 4.02 | Secondary education enrolment rate (%)* | 99.4 | 36 |
| 4.03 | Extent of staff training† | 4.3 | 44 |
| 4.04 | Treatment of customers† | 4.6 | 61 |
| | *Labour market* | *3.3* | *124* |
| 4.05 | Hiring and firing practices† | 2.7 | 132 |
| 4.06 | Ease of finding skilled employees† | 3.2 | 118 |
| 4.07 | Ease of hiring foreign labour† | 3.3 | 122 |
| 4.08 | Pay and productivity† | 3.3 | 115 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 85 |
| | **ICT Readiness** | **4.4** | **57** |
| 5.01 | ICT use for B2B transactions† | 4.6 | 83 |
| 5.02 | Internet use for B2C transactions† | 5.1 | 37 |
| 5.03 | Individuals using internet (%)* | 51.6 | 64 |
| 5.04 | Broadband internet subs. per 100 pop.* | 10.1 | 63 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 135.3 | 37 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 51.5 | 43 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 37 |
| 5.08 | Quality of electricity supply | 4.1 | 88 |
| | **Prioritization of Travel & Tourism** | **4.1** | **101** |
| 6.01 | Government prioritization of T&T industry† | 4.3 | 119 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 2.9 | 85 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.5 | 124 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 44.0 | 111 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 14.5 | 85 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 78.4 | 33 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.6** | **91** |
| 7.01 | Visa requirements (0–100 best)* | 22.0 | 102 |
| 7.02 | Openness of bilateral ASA (0–38)* | 14.4 | 30 |
| 7.03 | No. of regional trade agreements in force* | 6.0 | 74 |
| | **Price Competitiveness** | **4.5** | **81** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 73.8 | 88 |
| 8.02 | Hotel price index (US$)* | 127.2 | 47 |
| 8.03 | Purchasing power parity* | 0.7 | 106 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 139.0 | 68 |
| | **Environmental Sustainability** | **3.9** | **86** |
| 9.01 | Stringency of environmental regulations† | 5.4 | 22 |
| 9.02 | Enforcement of environmental regulations† | 4.5 | 37 |
| 9.03 | Sustainability of T&T development† | 3.6 | 118 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 5.1 | 32 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 22 | 28 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.9 | 46 |
| 9.07 | Threatened species (% total species)* | 8.6 | 115 |
| 9.08 | Forest cover change (% average per year)* | –4.8 | 93 |
| 9.09 | Wastewater treatment (%) * | 10.9 | 75 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.2 | 59 |
| | **Air Transport Infrastructure** | **3.6** | **41** |
| 10.01 | Quality of air transport infrastructure† | 3.4 | 112 |
| 10.02 | Airline dom. seat kms per week (millions)* | 2,282.4 | 3 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 1,546.6 | 20 |
| 10.04 | Departures per 1,000 pop.* | 4.8 | 55 |
| 10.05 | Airport density per million urban pop.* | 0.6 | 103 |
| 10.06 | No. of operating airlines* | 62.0 | 38 |
| | **Ground and Port Infrastructure** | **2.4** | **130** |
| 11.01 | Quality of roads | 2.8 | 122 |
| 11.02 | Quality of railroad infrastructure | 1.7 | 94 |
| 11.03 | Quality of port infrastructure† | 2.7 | 121 |
| 11.04 | Quality of ground transport network† | 3.5 | 116 |
| 11.05 | Railroad density (km/surface area)* | 0.4 | 75 |
| 11.06 | Road density (km/surface area)* | ® | 91 |
| 11.07 | Paved road density (km/surface area)* | ® | 108 |
| | **Tourist Service Infrastructure** | **4.7** | **51** |
| 12.01 | Hotel rooms per 100 pop.* | 0.2 | 91 |
| 12.02 | Extension of business trips recommended† | 5.1 | 91 |
| 12.03 | Presence of major car rental companies† | 7 | 1 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 720.4 | 41 |
| | **Natural Resources** | **6.0** | **1** |
| 13.01 | No. of World Heritage natural sites* | 7 | 6 |
| 13.02 | Total known species* | 3,237 | 1 |
| 13.03 | Total protected areas (% total territorial area)* | 26.0 | 22 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 91 | 5 |
| 13.05 | Quality of the natural environment† | 4.9 | 48 |
| | **Cultural Resources and Business Travel** | **5.3** | **8** |
| 14.01 | No. of World Heritage cultural sites* | 12 | 16 |
| 14.02 | No. of oral and intangible cultural expressions* | 6 | 18 |
| 14.03 | No. of large sports stadiums* | 95.0 | 3 |
| 14.04 | No. of international association meetings* | 336.7 | 8 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 42 | 13 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Bulgaria

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **49** | **4.05** |
| **Enabling Environment** | **46** | **5.13** |
| Business Environment | 85 | 4.22 |
| Safety and Security | 78 | 5.24 |
| Health and Hygiene | 5 | 6.70 |
| Human Resources and Labour Market | 48 | 4.72 |
| ICT Readiness | 47 | 4.76 |
| **T&T Policy and Enabling Conditions** | **22** | **4.44** |
| Prioritization of Travel & Tourism | 95 | 4.18 |
| International Openness | 45 | 3.87 |
| Price Competitiveness | 35 | 5.08 |
| Environmental Sustainability | 27 | 4.62 |
| **Infrastructure** | **52** | **3.93** |
| Air Transport Infrastructure | 79 | 2.46 |
| Ground and Port Infrastructure | 79 | 3.26 |
| Tourist Service Infrastructure | 13 | 6.06 |
| **Natural and Cultural Resources** | **48** | **2.70** |
| Natural Resources | 48 | 3.44 |
| Cultural Resources and Business Travel | 54 | 1.96 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 6,897 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 4,059.4 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 588.6 |
| Population (millions), 2013 | 7.3 |
| Surface area (1,000 square kilometres), 2013 | 111.0 |
| Gross domestic product per capita (PPP$), 2013 | 16,518 |
| Real GDP growth (%), 2013 | 0.9 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 2,027.5 | 3.7 | 2.8 |
| T&T industry employment (1,000 jobs) | 100.1 | 3.4 | –0.4 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Bulgaria

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.2** | **85** |
| 1.01 | Property rights† | 3.5 | 110 |
| 1.02 | Impact of rules on FDI† | 3.8 | 113 |
| 1.03 | Efficiency of legal framework settling disputes† | 2.8 | 123 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.5 | 123 |
| 1.05 | No. of days to deal with construction permits* | 110 | 41 |
| 1.06 | Construction permits cost (%)* | 4.5 | 106 |
| 1.07 | Extent of market dominance† | 3.2 | 115 |
| 1.08 | No. of days to start a business* | 18 | 91 |
| 1.09 | Cost to start a business (% GNI/capita)* | 0.8 | 17 |
| 1.10 | Effect of taxation on incentives to work† | 3.4 | 89 |
| 1.11 | Effect of taxation on incentives to invest† | 3.6 | 80 |
| 1.12 | Total tax rate (% profit)* | 27.0 | 28 |
| 1.12a | Labour and contributions tax rate (% profit)* | 20.2 | 93 |
| 1.12b | Profit tax rate (% profit)* | 5.0 | 17 |
| 1.12c | Other taxes rate (% profit)* | 1.7 | 60 |
| | **Safety and Security** | **5.2** | **78** |
| 2.01 | Business costs of crime and violence† | 4.3 | 82 |
| 2.02 | Reliability of police services† | 3.3 | 111 |
| 2.03 | Business costs of terrorism† | 5.1 | 81 |
| 2.04 | Index of terrorism incidence* | 6.9 | 97 |
| 2.05 | Homicide rate* | 2 | 48 |
| | **Health and Hygiene** | **6.7** | **5** |
| 3.01 | Physician density per 1,000 pop.* | 3.8 | 9 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 99.0 | 43 |
| 3.04 | Hospital beds per 10,000 pop. | 64.0 | 13 |
| 3.05 | HIV prevalence (% pop.)* | 0.1 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | M.F. | n/a |
| | **Human Resources and Labour Market** | **4.7** | **48** |
| | *Qualification of the labour force* | *5.4* | *62* |
| 4.01 | Primary education enrolment rate (%)* | 95.0 | 66 |
| 4.02 | Secondary education enrolment rate (%)* | 93.1 | 59 |
| 4.03 | Extent of staff training† | 3.3 | 126 |
| 4.04 | Treatment of customers† | 5.0 | 40 |
| | *Labour market* | *4.1* | *64* |
| 4.05 | Hiring and firing practices† | 3.6 | 94 |
| 4.06 | Ease of finding skilled employees† | 3.1 | 120 |
| 4.07 | Ease of hiring foreign labour† | 3.9 | 85 |
| 4.08 | Pay and productivity† | 4.1 | 54 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 34 |
| | **ICT Readiness** | **4.8** | **47** |
| 5.01 | ICT use for B2B transactions† | 5.1 | 54 |
| 5.02 | Internet use for B2C transactions† | 4.7 | 59 |
| 5.03 | Individuals using internet (%)* | 53.1 | 62 |
| 5.04 | Broadband internet subs. per 100 pop.* | 19.3 | 39 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 145.2 | 29 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 58.1 | 33 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 34 |
| 5.08 | Quality of electricity supply | 4.2 | 85 |
| | **Prioritization of Travel & Tourism** | **4.2** | **95** |
| 6.01 | Government prioritization of T&T industry† | 4.4 | 115 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 3.3 | 69 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.9 | 106 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 76.0 | 47 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.5 | 7 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 52.1 | 121 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.9** | **45** |
| 7.01 | Visa requirements (0–100 best)* | 23.0 | 72 |
| 7.02 | Openness of bilateral ASA (0–38)* | 7.3 | 111 |
| 7.03 | No. of regional trade agreements in force* | 46.0 | 1 |
| | **Price Competitiveness** | **5.1** | **35** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 86.5 | 33 |
| 8.02 | Hotel price index (US$)* | 81.6 | 5 |
| 8.03 | Purchasing power parity* | 0.5 | 45 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 169.0 | 96 |
| | **Environmental Sustainability** | **4.6** | **27** |
| 9.01 | Stringency of environmental regulations† | 3.5 | 105 |
| 9.02 | Enforcement of environmental regulations† | 3.3 | 107 |
| 9.03 | Sustainability of T&T development† | 3.7 | 114 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 13.6 | 110 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 23 | 11 |
| 9.06 | Baseline water stress (0–5 worst)* | 1.3 | 58 |
| 9.07 | Threatened species (% total species)* | 4.7 | 57 |
| 9.08 | Forest cover change (% average per year)* | –0.1 | 14 |
| 9.09 | Wastewater treatment (%) * | 28.9 | 52 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.0 | 5 |
| | **Air Transport Infrastructure** | **2.5** | **79** |
| 10.01 | Quality of air transport infrastructure† | 4.3 | 69 |
| 10.02 | Airline dom. seat kms per week (millions)* | 1.8 | 73 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 97.2 | 80 |
| 10.04 | Departures per 1,000 pop.* | 1.6 | 87 |
| 10.05 | Airport density per million urban pop.* | 0.8 | 95 |
| 10.06 | No. of operating airlines* | 54.0 | 42 |
| | **Ground and Port Infrastructure** | **3.3** | **79** |
| 11.01 | Quality of roads | 3.1 | 106 |
| 11.02 | Quality of railroad infrastructure | 3.0 | 50 |
| 11.03 | Quality of port infrastructure† | 4.2 | 68 |
| 11.04 | Quality of ground transport network† | 4.5 | 66 |
| 11.05 | Railroad density (km/surface area)* | 3.7 | 22 |
| 11.06 | Road density (km/surface area)* | ® | 94 |
| 11.07 | Paved road density (km/surface area)* | ® | 63 |
| | **Tourist Service Infrastructure** | **6.1** | **13** |
| 12.01 | Hotel rooms per 100 pop.* | 1.6 | 16 |
| 12.02 | Extension of business trips recommended† | 5.0 | 93 |
| 12.03 | Presence of major car rental companies† | 6 | 35 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 1,024.2 | 18 |
| | **Natural Resources** | **3.4** | **48** |
| 13.01 | No. of World Heritage natural sites* | 2 | 29 |
| 13.02 | Total known species* | 446 | 85 |
| 13.03 | Total protected areas (% total territorial area)* | 35.4 | 10 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 28 | 40 |
| 13.05 | Quality of the natural environment† | 3.4 | 126 |
| | **Cultural Resources and Business Travel** | **2.0** | **54** |
| 14.01 | No. of World Heritage cultural sites* | 7 | 30 |
| 14.02 | No. of oral and intangible cultural expressions* | 3 | 32 |
| 14.03 | No. of large sports stadiums* | 11.0 | 37 |
| 14.04 | No. of international association meetings* | 29.3 | 62 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 7 | 77 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Burkina Faso

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **136** | **2.67** |
| **Enabling Environment** | **133** | **3.36** |
| Business Environment | 103 | 4.05 |
| Safety and Security | 94 | 4.90 |
| Health and Hygiene | 134 | 2.78 |
| Human Resources and Labour Market | 134 | 3.31 |
| ICT Readiness | 139 | 1.75 |
| **T&T Policy and Enabling Conditions** | **125** | **3.56** |
| Prioritization of Travel & Tourism | 122 | 3.55 |
| International Openness | 136 | 1.60 |
| Price Competitiveness | 75 | 4.61 |
| Environmental Sustainability | 35 | 4.47 |
| **Infrastructure** | **138** | **2.02** |
| Air Transport Infrastructure | 136 | 1.59 |
| Ground and Port Infrastructure | 134 | 2.13 |
| Tourist Service Infrastructure | 131 | 2.33 |
| **Natural and Cultural Resources** | **124** | **1.73** |
| Natural Resources | 117 | 2.18 |
| Cultural Resources and Business Travel | 114 | 1.29 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 218 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 133.3 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 611.5 |
| Population (millions), 2013 | 16.9 |
| Surface area (1,000 square kilometres), 2013 | 274.2 |
| Gross domestic product per capita (PPP$), 2013 | 1,638 |
| Real GDP growth (%), 2013 | 6.6 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 168.9 | 1.4 | 4.2 |
| T&T industry employment (1,000 jobs) | 60.7 | 1.2 | 1.2 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Burkina Faso

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.1** | **103** |
| 1.01 | Property rights† | 3.5 | 109 |
| 1.02 | Impact of rules on FDI† | 4.6 | 53 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.5 | 81 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.8 | 107 |
| 1.05 | No. of days to deal with construction permits* | 112 | 43 |
| 1.06 | Construction permits cost (%)* | 5.5 | 112 |
| 1.07 | Extent of market dominance† | 2.7 | 135 |
| 1.08 | No. of days to start a business* | 13 | 73 |
| 1.09 | Cost to start a business (% GNI/capita)* | 44.7 | 120 |
| 1.10 | Effect of taxation on incentives to work† | 3.7 | 61 |
| 1.11 | Effect of taxation on incentives to invest† | 3.1 | 117 |
| 1.12 | Total tax rate (% profit)* | 41.3 | 87 |
| 1.12a | Labour and contributions tax rate (% profit)* | 21.4 | 100 |
| 1.12b | Profit tax rate (% profit)* | 16.2 | 63 |
| 1.12c | Other taxes rate (% profit)* | 3.6 | 96 |
| | **Safety and Security** | **4.9** | **94** |
| 2.01 | Business costs of crime and violence† | 3.8 | 101 |
| 2.02 | Reliability of police services† | 4.0 | 77 |
| 2.03 | Business costs of terrorism† | 3.9 | 126 |
| 2.04 | Index of terrorism incidence* | 7.0 | 60 |
| 2.05 | Homicide rate* | 8 | 95 |
| | **Health and Hygiene** | **2.8** | **134** |
| 3.01 | Physician density per 1,000 pop.* | 0.0 | 133 |
| 3.02 | Access to improved sanitation (% pop.)* | 19.0 | 134 |
| 3.03 | Access to improved drinking water (% pop.)* | 82.0 | 112 |
| 3.04 | Hospital beds per 10,000 pop. | 4.0 | 133 |
| 3.05 | HIV prevalence (% pop.)* | 1.0 | 107 |
| 3.06 | Malaria incidence per 100,000 pop.* | 34,021.6 | 74 |
| | **Human Resources and Labour Market** | **3.3** | **134** |
| | *Qualification of the labour force* | *2.3* | *139* |
| 4.01 | Primary education enrolment rate (%)* | 66.4 | 136 |
| 4.02 | Secondary education enrolment rate (%)* | 25.9 | 138 |
| 4.03 | Extent of staff training† | 2.8 | 138 |
| 4.04 | Treatment of customers† | 4.1 | 100 |
| | *Labour market* | *4.3* | 39 |
| 4.05 | Hiring and firing practices† | 4.1 | 53 |
| 4.06 | Ease of finding skilled employees† | 4.2 | 54 |
| 4.07 | Ease of hiring foreign labour† | 4.7 | 15 |
| 4.08 | Pay and productivity† | 3.1 | 128 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 39 |
| | **ICT Readiness** | **1.8** | **139** |
| 5.01 | ICT use for B2B transactions† | 4.2 | 105 |
| 5.02 | Internet use for B2C transactions† | 3.3 | 127 |
| 5.03 | Individuals using internet (%)* | 4.4 | 131 |
| 5.04 | Broadband internet subs. per 100 pop.* | 0.1 | 128 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 66.4 | 128 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 9.0 | 101 |
| 5.07 | Mobile network coverage (% pop.)* | 61.1 | 133 |
| 5.08 | Quality of electricity supply | 1.7 | 136 |
| | **Prioritization of Travel & Tourism** | **3.6** | **122** |
| 6.01 | Government prioritization of T&T industry† | 5.2 | 74 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 1.9 | 112 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.3 | 79 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 55.0 | 95 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 3.0 | 115 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 41.8 | 130 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **1.6** | **136** |
| 7.01 | Visa requirements (0–100 best)* | 18.0 | 114 |
| 7.02 | Openness of bilateral ASA (0–38)* | 2.2 | 137 |
| 7.03 | No. of regional trade agreements in force* | 2.0 | 113 |
| | **Price Competitiveness** | **4.6** | **75** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 59.9 | 117 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.4 | 30 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 143.0 | 74 |
| | **Environmental Sustainability** | **4.5** | **35** |
| 9.01 | Stringency of environmental regulations† | 3.4 | 107 |
| 9.02 | Enforcement of environmental regulations† | 3.2 | 110 |
| 9.03 | Sustainability of T&T development† | 4.1 | 87 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 5.0 | 26 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 18 | 87 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.0 | 3 |
| 9.07 | Threatened species (% total species)* | 3.2 | 31 |
| 9.08 | Forest cover change (% average per year)* | n/a | n/a |
| 9.09 | Wastewater treatment (%) * | 0.0 | 116 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | n/a | n/a |
| | **Air Transport Infrastructure** | **1.6** | **136** |
| 10.01 | Quality of air transport infrastructure† | 3.0 | 125 |
| 10.02 | Airline dom. seat kms per week (millions)* | 0.1 | 104 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 16.0 | 126 |
| 10.04 | Departures per 1,000 pop.* | 0.2 | 124 |
| 10.05 | Airport density per million urban pop.* | 0.4 | 119 |
| 10.06 | No. of operating airlines* | 11.0 | 121 |
| | **Ground and Port Infrastructure** | **2.1** | **134** |
| 11.01 | Quality of roads | 2.5 | 132 |
| 11.02 | Quality of railroad infrastructure | 1.8 | 92 |
| 11.03 | Quality of port infrastructure† | 3.1 | 110 |
| 11.04 | Quality of ground transport network† | 2.5 | 135 |
| 11.05 | Railroad density (km/surface area)* | 0.2 | 82 |
| 11.06 | Road density (km/surface area)* | ® | 125 |
| 11.07 | Paved road density (km/surface area)* | ® | 127 |
| | **Tourist Service Infrastructure** | **2.3** | **131** |
| 12.01 | Hotel rooms per 100 pop.* | 0.0 | 129 |
| 12.02 | Extension of business trips recommended† | 5.2 | 80 |
| 12.03 | Presence of major car rental companies† | 1 | 120 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 24.7 | 130 |
| | **Natural Resources** | **2.2** | **117** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 597 | 67 |
| 13.03 | Total protected areas (% total territorial area)* | 15.2 | 60 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 0 | 140 |
| 13.05 | Quality of the natural environment† | 3.6 | 122 |
| | **Cultural Resources and Business Travel** | **1.3** | **114** |
| 14.01 | No. of World Heritage cultural sites* | 1 | 92 |
| 14.02 | No. of oral and intangible cultural expressions* | 1 | 60 |
| 14.03 | No. of large sports stadiums* | 5.0 | 61 |
| 14.04 | No. of international association meetings* | 3.0 | 113 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 1 | 133 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Burundi

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **135** | **2.70** |
| **Enabling Environment** | **129** | **3.55** |
| Business Environment | 120 | 3.78 |
| Safety and Security | 112 | 4.55 |
| Health and Hygiene | 113 | 3.91 |
| Human Resources and Labour Market | 129 | 3.61 |
| ICT Readiness | 135 | 1.90 |
| **T&T Policy and Enabling Conditions** | **121** | **3.60** |
| Prioritization of Travel & Tourism | 141 | 2.45 |
| International Openness | 67 | 3.15 |
| Price Competitiveness | 39 | 5.02 |
| Environmental Sustainability | 98 | 3.78 |
| **Infrastructure** | **135** | **2.11** |
| Air Transport Infrastructure | 132 | 1.64 |
| Ground and Port Infrastructure | 107 | 2.80 |
| Tourist Service Infrastructure | 141 | 1.90 |
| **Natural and Cultural Resources** | **136** | **1.52** |
| Natural Resources | 134 | 1.91 |
| Cultural Resources and Business Travel | 128 | 1.14 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 142 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 1.5 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 10.6 |
| Population (millions), 2013 | 10.2 |
| Surface area (1,000 square kilometres), 2013 | 27.8 |
| Gross domestic product per capita (PPP$), 2013 | 877 |
| Real GDP growth (%), 2013 | 4.5 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 56.0 | 2.1 | 2.3 |
| T&T industry employment (1,000 jobs) | 32.9 | 1.8 | –0.9 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Burundi

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **3.8** | **120** |
| 1.01 | Property rights† | 2.8 | 132 |
| 1.02 | Impact of rules on FDI† | 3.3 | 127 |
| 1.03 | Efficiency of legal framework settling disputes† | 2.9 | 120 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.9 | 100 |
| 1.05 | No. of days to deal with construction permits* | 99 | 33 |
| 1.06 | Construction permits cost (%)* | 10.1 | 130 |
| 1.07 | Extent of market dominance† | 3.4 | 99 |
| 1.08 | No. of days to start a business* | 5 | 17 |
| 1.09 | Cost to start a business (% GNI/capita)* | 13.4 | 89 |
| 1.10 | Effect of taxation on incentives to work† | 2.7 | 131 |
| 1.11 | Effect of taxation on incentives to invest† | 2.6 | 135 |
| 1.12 | Total tax rate (% profit)* | 45.7 | 101 |
| 1.12a | Labour and contributions tax rate (% profit)* | 10.2 | 34 |
| 1.12b | Profit tax rate (% profit)* | 34.7 | 140 |
| 1.12c | Other taxes rate (% profit)* | 0.9 | 35 |
| | **Safety and Security** | **4.5** | **112** |
| 2.01 | Business costs of crime and violence† | 3.5 | 113 |
| 2.02 | Reliability of police services† | 2.2 | 140 |
| 2.03 | Business costs of terrorism† | 4.6 | 105 |
| 2.04 | Index of terrorism incidence* | 6.7 | 108 |
| 2.05 | Homicide rate* | 8 | 95 |
| | **Health and Hygiene** | **3.9** | **113** |
| 3.01 | Physician density per 1,000 pop.* | 0.0 | 136 |
| 3.02 | Access to improved sanitation (% pop.)* | 47.0 | 113 |
| 3.03 | Access to improved drinking water (% pop.)* | 75.0 | 118 |
| 3.04 | Hospital beds per 10,000 pop. | 19.0 | 85 |
| 3.05 | HIV prevalence (% pop.)* | 1.3 | 112 |
| 3.06 | Malaria incidence per 100,000 pop.* | 8,528.3 | 56 |
| | **Human Resources and Labour Market** | **3.6** | **129** |
| | *Qualification of the labour force* | *3.3* | *127* |
| 4.01 | Primary education enrolment rate (%)* | 94.0 | 70 |
| 4.02 | Secondary education enrolment rate (%)* | 28.5 | 134 |
| 4.03 | Extent of staff training† | 2.9 | 135 |
| 4.04 | Treatment of customers† | 3.3 | 136 |
| | *Labour market* | *3.9* | *81* |
| 4.05 | Hiring and firing practices† | 3.3 | 115 |
| 4.06 | Ease of finding skilled employees† | 3.3 | 110 |
| 4.07 | Ease of hiring foreign labour† | 3.4 | 115 |
| 4.08 | Pay and productivity† | 2.6 | 134 |
| 4.09 | Female labour force participation (% to men)* | 1.0 | 4 |
| | **ICT Readiness** | **1.9** | **135** |
| 5.01 | ICT use for B2B transactions† | 2.9 | 140 |
| 5.02 | Internet use for B2C transactions† | 2.6 | 139 |
| 5.03 | Individuals using internet (%)* | 1.3 | 140 |
| 5.04 | Broadband internet subs. per 100 pop.* | 0.0 | 139 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 25.0 | 140 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 0.0 | 129 |
| 5.07 | Mobile network coverage (% pop.)* | 83.0 | 121 |
| 5.08 | Quality of electricity supply | 2.1 | 129 |
| | **Prioritization of Travel & Tourism** | **2.4** | **141** |
| 6.01 | Government prioritization of T&T industry† | 3.8 | 131 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 0.7 | 134 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.2 | 131 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 20.0 | 137 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 0.0 | 129 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | n/a | n/a |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.2** | **67** |
| 7.01 | Visa requirements (0–100 best)* | 71.0 | 10 |
| 7.02 | Openness of bilateral ASA (0–38)* | 10.0 | 80 |
| 7.03 | No. of regional trade agreements in force* | 3.0 | 100 |
| | **Price Competitiveness** | **5.0** | **39** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 77.5 | 76 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.3 | 14 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 147.0 | 80 |
| | **Environmental Sustainability** | **3.8** | **98** |
| 9.01 | Stringency of environmental regulations† | 2.9 | 130 |
| 9.02 | Enforcement of environmental regulations† | 2.7 | 130 |
| 9.03 | Sustainability of T&T development† | 3.1 | 131 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 10.4 | 87 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 17 | 104 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.0 | 1 |
| 9.07 | Threatened species (% total species)* | 3.9 | 46 |
| 9.08 | Forest cover change (% average per year)* | –2.8 | 69 |
| 9.09 | Wastewater treatment (%) * | 0.0 | 119 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | n/a | n/a |
| | **Air Transport Infrastructure** | **1.6** | **132** |
| 10.01 | Quality of air transport infrastructure† | 2.6 | 134 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 1.9 | 138 |
| 10.04 | Departures per 1,000 pop.* | n/a | n/a |
| 10.05 | Airport density per million urban pop.* | 0.9 | 91 |
| 10.06 | No. of operating airlines* | 7.0 | 133 |
| | **Ground and Port Infrastructure** | **2.8** | **107** |
| 11.01 | Quality of roads | 3.2 | 101 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 2.8 | 118 |
| 11.04 | Quality of ground transport network† | 3.3 | 126 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 57 |
| 11.07 | Paved road density (km/surface area)* | ® | 95 |
| | **Tourist Service Infrastructure** | **1.9** | **141** |
| 12.01 | Hotel rooms per 100 pop.* | 0.0 | 141 |
| 12.02 | Extension of business trips recommended† | 4.5 | 117 |
| 12.03 | Presence of major car rental companies† | 0 | 136 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 9.4 | 136 |
| | **Natural Resources** | **1.9** | **134** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 753 | 52 |
| 13.03 | Total protected areas (% total territorial area)* | 4.9 | 115 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 0 | 139 |
| 13.05 | Quality of the natural environment† | 2.9 | 138 |
| | **Cultural Resources and Business Travel** | **1.1** | **128** |
| 14.01 | No. of World Heritage cultural sites* | 0 | 124 |
| 14.02 | No. of oral and intangible cultural expressions* | 1 | 60 |
| 14.03 | No. of large sports stadiums* | 2.0 | 98 |
| 14.04 | No. of international association meetings* | 0.7 | 132 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 1 | 137 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Cambodia

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **105** | **3.24** |
| **Enabling Environment** | **105** | **4.02** |
| Business Environment | 129 | 3.56 |
| Safety and Security | 92 | 4.96 |
| Health and Hygiene | 112 | 3.92 |
| Human Resources and Labour Market | 72 | 4.48 |
| ICT Readiness | 102 | 3.19 |
| **T&T Policy and Enabling Conditions** | **64** | **4.21** |
| Prioritization of Travel & Tourism | 37 | 4.99 |
| International Openness | 59 | 3.43 |
| Price Competitiveness | 40 | 5.00 |
| Environmental Sustainability | 118 | 3.43 |
| **Infrastructure** | **113** | **2.54** |
| Air Transport Infrastructure | 103 | 2.10 |
| Ground and Port Infrastructure | 116 | 2.61 |
| Tourist Service Infrastructure | 108 | 2.91 |
| **Natural and Cultural Resources** | **82** | **2.18** |
| Natural Resources | 70 | 2.84 |
| Cultural Resources and Business Travel | 76 | 1.53 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 4,210 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 2,659.3 |
| Growth (%) in int'l outbound travel spending* | 2.03 |
| Average spending per int'l tourist (US$), 2013 | 631.7 |
| Population (millions), 2013 | 15.1 |
| Surface area (1,000 square kilometres), 2013 | 181.0 |
| Gross domestic product per capita (PPP$), 2013 | 3,056 |
| Real GDP growth (%), 2013 | 7.4 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 1,610.2 | 10.4 | 6.9 |
| T&T industry employment (1,000 jobs) | 735.1 | 8.9 | 5.1 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Cambodia

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **3.6** | **129** |
| 1.01 | Property rights† | 3.3 | 118 |
| 1.02 | Impact of rules on FDI† | 4.8 | 33 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.1 | 113 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.7 | 115 |
| 1.05 | No. of days to deal with construction permits* | 652 | 140 |
| 1.06 | Construction permits cost (%)* | 6.7 | 115 |
| 1.07 | Extent of market dominance† | 3.5 | 87 |
| 1.08 | No. of days to start a business* | 101 | 140 |
| 1.09 | Cost to start a business (% GNI/capita)* | 139.5 | 138 |
| 1.10 | Effect of taxation on incentives to work† | 4.1 | 34 |
| 1.11 | Effect of taxation on incentives to invest† | 4.1 | 35 |
| 1.12 | Total tax rate (% profit)* | 21.0 | 15 |
| 1.12a | Labour and contributions tax rate (% profit)* | 0.5 | 10 |
| 1.12b | Profit tax rate (% profit)* | 19.5 | 84 |
| 1.12c | Other taxes rate (% profit)* | 1.0 | 37 |
| | **Safety and Security** | **5.0** | **92** |
| 2.01 | Business costs of crime and violence† | 4.1 | 91 |
| 2.02 | Reliability of police services† | 2.9 | 122 |
| 2.03 | Business costs of terrorism† | 4.7 | 99 |
| 2.04 | Index of terrorism incidence* | 7.0 | 68 |
| 2.05 | Homicide rate* | 7 | 85 |
| | **Health and Hygiene** | **3.9** | **112** |
| 3.01 | Physician density per 1,000 pop.* | 0.2 | 110 |
| 3.02 | Access to improved sanitation (% pop.)* | 37.0 | 120 |
| 3.03 | Access to improved drinking water (% pop.)* | 71.0 | 126 |
| 3.04 | Hospital beds per 10,000 pop. | 7.0 | 119 |
| 3.05 | HIV prevalence (% pop.)* | 0.8 | 103 |
| 3.06 | Malaria incidence per 100,000 pop.* | 1,076.4 | 42 |
| | **Human Resources and Labour Market** | **4.5** | **72** |
| | *Qualification of the labour force* | *4.3* | *108* |
| 4.01 | Primary education enrolment rate (%)* | 98.4 | 24 |
| 4.02 | Secondary education enrolment rate (%)* | 45.0 | 122 |
| 4.03 | Extent of staff training† | 3.9 | 82 |
| 4.04 | Treatment of customers† | 4.4 | 76 |
| | *Labour market* | *4.7* | 12 |
| 4.05 | Hiring and firing practices† | 4.8 | 13 |
| 4.06 | Ease of finding skilled employees† | 3.4 | 108 |
| 4.07 | Ease of hiring foreign labour† | 4.6 | 18 |
| 4.08 | Pay and productivity† | 4.3 | 38 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 18 |
| | **ICT Readiness** | **3.2** | **102** |
| 5.01 | ICT use for B2B transactions† | 4.6 | 82 |
| 5.02 | Internet use for B2C transactions† | 3.8 | 108 |
| 5.03 | Individuals using internet (%)* | 6.0 | 127 |
| 5.04 | Broadband internet subs. per 100 pop.* | 0.2 | 117 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 133.9 | 39 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 9.6 | 100 |
| 5.07 | Mobile network coverage (% pop.)* | 99.0 | 65 |
| 5.08 | Quality of electricity supply | 3.0 | 108 |
| | **Prioritization of Travel & Tourism** | **5.0** | **37** |
| 6.01 | Government prioritization of T&T industry† | 5.3 | 63 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 9.5 | 11 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.6 | 61 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 56.0 | 88 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 16.5 | 67 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 42.6 | 129 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.4** | **59** |
| 7.01 | Visa requirements (0–100 best)* | 72.0 | 8 |
| 7.02 | Openness of bilateral ASA (0–38)* | 8.5 | 100 |
| 7.03 | No. of regional trade agreements in force* | 9.0 | 62 |
| | **Price Competitiveness** | **5.0** | **40** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 82.1 | 56 |
| 8.02 | Hotel price index (US$)* | 147.8 | 65 |
| 8.03 | Purchasing power parity* | 0.3 | 10 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 135.0 | 64 |
| | **Environmental Sustainability** | **3.4** | **118** |
| 9.01 | Stringency of environmental regulations† | 3.2 | 120 |
| 9.02 | Enforcement of environmental regulations† | 3.0 | 116 |
| 9.03 | Sustainability of T&T development† | 4.3 | 80 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 9.6 | 82 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 18 | 87 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.4 | 31 |
| 9.07 | Threatened species (% total species)* | 9.3 | 119 |
| 9.08 | Forest cover change (% average per year)* | –13.7 | 112 |
| 9.09 | Wastewater treatment (%) * | 0.0 | 119 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.3 | 78 |
| | **Air Transport Infrastructure** | **2.1** | **103** |
| 10.01 | Quality of air transport infrastructure† | 3.6 | 105 |
| 10.02 | Airline dom. seat kms per week (millions)* | 2.2 | 68 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 92.1 | 82 |
| 10.04 | Departures per 1,000 pop.* | 0.7 | 102 |
| 10.05 | Airport density per million urban pop.* | 1.0 | 81 |
| 10.06 | No. of operating airlines* | 35.0 | 64 |
| | **Ground and Port Infrastructure** | **2.6** | **116** |
| 11.01 | Quality of roads | 3.4 | 93 |
| 11.02 | Quality of railroad infrastructure | 1.6 | 97 |
| 11.03 | Quality of port infrastructure† | 3.6 | 97 |
| 11.04 | Quality of ground transport network† | 3.3 | 129 |
| 11.05 | Railroad density (km/surface area)* | 0.4 | 74 |
| 11.06 | Road density (km/surface area)* | ® | 81 |
| 11.07 | Paved road density (km/surface area)* | ® | 121 |
| | **Tourist Service Infrastructure** | **2.9** | **108** |
| 12.01 | Hotel rooms per 100 pop.* | 0.3 | 79 |
| 12.02 | Extension of business trips recommended† | 5.5 | 58 |
| 12.03 | Presence of major car rental companies† | 1 | 120 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 218.8 | 99 |
| | **Natural Resources** | **2.8** | **70** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 722 | 56 |
| 13.03 | Total protected areas (% total territorial area)* | 23.8 | 26 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 20 | 54 |
| 13.05 | Quality of the natural environment† | 3.9 | 101 |
| | **Cultural Resources and Business Travel** | **1.5** | **76** |
| 14.01 | No. of World Heritage cultural sites* | 2 | 71 |
| 14.02 | No. of oral and intangible cultural expressions* | 2 | 41 |
| 14.03 | No. of large sports stadiums* | 4.0 | 77 |
| 14.04 | No. of international association meetings* | 8.0 | 88 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 11 | 58 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Cameroon

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **122** | **2.95** |
| **Enabling Environment** | **119** | **3.73** |
| Business Environment | 112 | 3.96 |
| Safety and Security | 77 | 5.29 |
| Health and Hygiene | 120 | 3.32 |
| Human Resources and Labour Market | 98 | 4.20 |
| ICT Readiness | 136 | 1.89 |
| **T&T Policy and Enabling Conditions** | **128** | **3.49** |
| Prioritization of Travel & Tourism | 128 | 3.42 |
| International Openness | 129 | 1.80 |
| Price Competitiveness | 60 | 4.83 |
| Environmental Sustainability | 82 | 3.93 |
| **Infrastructure** | **125** | **2.33** |
| Air Transport Infrastructure | 126 | 1.79 |
| Ground and Port Infrastructure | 117 | 2.60 |
| Tourist Service Infrastructure | 123 | 2.59 |
| **Natural and Cultural Resources** | **76** | **2.24** |
| Natural Resources | 55 | 3.18 |
| Cultural Resources and Business Travel | 112 | 1.29 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 912 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 349.0 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 382.7 |
| Population (millions), 2013 | 22.3 |
| Surface area (1,000 square kilometres), 2013 | 475.4 |
| Gross domestic product per capita (PPP$), 2013 | 2,861 |
| Real GDP growth (%), 2013 | 5.5 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 720.0 | 2.5 | 6.2 |
| T&T industry employment (1,000 jobs) | 100.5 | 2.1 | 3.5 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Cameroon

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.0** | **112** |
| 1.01 | Property rights† | 3.6 | 99 |
| 1.02 | Impact of rules on FDI† | 4.5 | 69 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.5 | 78 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.3 | 74 |
| 1.05 | No. of days to deal with construction permits* | 136 | 61 |
| 1.06 | Construction permits cost (%)* | 13.9 | 136 |
| 1.07 | Extent of market dominance† | 3.8 | 65 |
| 1.08 | No. of days to start a business* | 15 | 83 |
| 1.09 | Cost to start a business (% GNI/capita)* | 34.3 | 115 |
| 1.10 | Effect of taxation on incentives to work† | 3.5 | 82 |
| 1.11 | Effect of taxation on incentives to invest† | 3.4 | 97 |
| 1.12 | Total tax rate (% profit)* | 48.8 | 108 |
| 1.12a | Labour and contributions tax rate (% profit)* | 18.3 | 85 |
| 1.12b | Profit tax rate (% profit)* | 30.0 | 133 |
| 1.12c | Other taxes rate (% profit)* | 0.5 | 21 |
| | **Safety and Security** | **5.3** | **77** |
| 2.01 | Business costs of crime and violence† | 4.4 | 72 |
| 2.02 | Reliability of police services† | 4.3 | 62 |
| 2.03 | Business costs of terrorism† | 5.0 | 87 |
| 2.04 | Index of terrorism incidence* | 6.9 | 91 |
| 2.05 | Homicide rate* | 8 | 91 |
| | **Health and Hygiene** | **3.3** | **120** |
| 3.01 | Physician density per 1,000 pop.* | 0.1 | 127 |
| 3.02 | Access to improved sanitation (% pop.)* | 45.0 | 116 |
| 3.03 | Access to improved drinking water (% pop.)* | 74.0 | 121 |
| 3.04 | Hospital beds per 10,000 pop. | 13.0 | 102 |
| 3.05 | HIV prevalence (% pop.)* | 4.5 | 129 |
| 3.06 | Malaria incidence per 100,000 pop.* | 17,051.0 | 57 |
| | **Human Resources and Labour Market** | **4.2** | **98** |
| | *Qualification of the labour force* | *4.1* | *114* |
| 4.01 | Primary education enrolment rate (%)* | 91.5 | 93 |
| 4.02 | Secondary education enrolment rate (%)* | 50.4 | 118 |
| 4.03 | Extent of staff training† | 4.0 | 69 |
| 4.04 | Treatment of customers† | 4.2 | 95 |
| | *Labour market* | *4.3* | **42** |
| 4.05 | Hiring and firing practices† | 4.2 | **38** |
| 4.06 | Ease of finding skilled employees† | 4.0 | 66 |
| 4.07 | Ease of hiring foreign labour† | 4.6 | **17** |
| 4.08 | Pay and productivity† | 3.4 | 112 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 54 |
| | **ICT Readiness** | **1.9** | **136** |
| 5.01 | ICT use for B2B transactions† | 4.6 | 85 |
| 5.02 | Internet use for B2C transactions† | 4.2 | 87 |
| 5.03 | Individuals using internet (%)* | 6.4 | 125 |
| 5.04 | Broadband internet subs. per 100 pop.* | 0.1 | 129 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 70.4 | 122 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 0.0 | 130 |
| 5.07 | Mobile network coverage (% pop.)* | 58.0 | 134 |
| 5.08 | Quality of electricity supply | 2.4 | 123 |
| | **Prioritization of Travel & Tourism** | **3.4** | **128** |
| 6.01 | Government prioritization of T&T industry† | 4.5 | 108 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 1.8 | 115 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.9 | 104 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 72.0 | 52 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 0.0 | 129 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 49.6 | 126 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **1.8** | **129** |
| 7.01 | Visa requirements (0–100 best)* | 3.0 | 132 |
| 7.02 | Openness of bilateral ASA (0–38)* | 10.0 | 77 |
| 7.03 | No. of regional trade agreements in force* | 3.0 | 100 |
| | **Price Competitiveness** | **4.8** | **60** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 59.4 | 118 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.5 | 56 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 110.0 | **36** |
| | **Environmental Sustainability** | **3.9** | **82** |
| 9.01 | Stringency of environmental regulations† | 3.7 | 96 |
| 9.02 | Enforcement of environmental regulations† | 3.4 | 97 |
| 9.03 | Sustainability of T&T development† | 3.8 | 109 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 6.7 | 58 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 21 | **42** |
| 9.06 | Baseline water stress (0–5 worst)* | 0.1 | **15** |
| 9.07 | Threatened species (% total species)* | 8.6 | 113 |
| 9.08 | Forest cover change (% average per year)* | –1.1 | **40** |
| 9.09 | Wastewater treatment (%) * | 0.0 | 119 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 1.1 | 98 |
| | **Air Transport Infrastructure** | **1.8** | **126** |
| 10.01 | Quality of air transport infrastructure† | 3.3 | 117 |
| 10.02 | Airline dom. seat kms per week (millions)* | 2.7 | 66 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 48.3 | 98 |
| 10.04 | Departures per 1,000 pop.* | 0.3 | 121 |
| 10.05 | Airport density per million urban pop.* | 0.4 | 118 |
| 10.06 | No. of operating airlines* | 23.0 | 87 |
| | **Ground and Port Infrastructure** | **2.6** | **117** |
| 11.01 | Quality of roads | 2.9 | 116 |
| 11.02 | Quality of railroad infrastructure | 2.8 | 62 |
| 11.03 | Quality of port infrastructure† | 3.6 | 95 |
| 11.04 | Quality of ground transport network† | 3.4 | 124 |
| 11.05 | Railroad density (km/surface area)* | 0.2 | 84 |
| 11.06 | Road density (km/surface area)* | ® | 114 |
| 11.07 | Paved road density (km/surface area)* | ® | 128 |
| | **Tourist Service Infrastructure** | **2.6** | **123** |
| 12.01 | Hotel rooms per 100 pop.* | 0.2 | 98 |
| 12.02 | Extension of business trips recommended† | 5.0 | 96 |
| 12.03 | Presence of major car rental companies† | 2 | 105 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 18.1 | 131 |
| | **Natural Resources** | **3.2** | **55** |
| 13.01 | No. of World Heritage natural sites* | 2 | **29** |
| 13.02 | Total known species* | 1,405 | **14** |
| 13.03 | Total protected areas (% total territorial area)* | 10.9 | 86 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 1 | 131 |
| 13.05 | Quality of the natural environment† | 4.0 | 92 |
| | **Cultural Resources and Business Travel** | **1.3** | **112** |
| 14.01 | No. of World Heritage cultural sites* | 0 | 124 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 6.0 | 52 |
| 14.04 | No. of international association meetings* | 3.7 | 110 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 3 | 105 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Canada

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **10** | **4.92** |
| **Enabling Environment** | **23** | **5.54** |
| Business Environment | 16 | 5.34 |
| Safety and Security | 21 | 6.05 |
| Health and Hygiene | 58 | 5.60 |
| Human Resources and Labour Market | 7 | 5.33 |
| ICT Readiness | 27 | 5.38 |
| **T&T Policy and Enabling Conditions** | **75** | **4.11** |
| Prioritization of Travel & Tourism | 36 | 5.00 |
| International Openness | 66 | 3.19 |
| Price Competitiveness | 124 | 3.63 |
| Environmental Sustainability | 26 | 4.63 |
| **Infrastructure** | **6** | **5.61** |
| Air Transport Infrastructure | 1 | 6.75 |
| Ground and Port Infrastructure | 46 | 4.11 |
| Tourist Service Infrastructure | 14 | 5.97 |
| **Natural and Cultural Resources** | **13** | **4.40** |
| Natural Resources | 10 | 4.78 |
| Cultural Resources and Business Travel | 15 | 4.02 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 16,590 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 17,655.9 |
| Growth (%) in int'l outbound travel spending* | 5.03 |
| Average spending per int'l tourist (US$), 2013 | 1,064.2 |
| Population (millions), 2013 | 35.2 |
| Surface area (1,000 square kilometres), 2013 | 9,984.7 |
| Gross domestic product per capita (PPP$), 2013 | 43,253 |
| Real GDP growth (%), 2013 | 2.0 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 19,401.2 | 1.1 | 3.6 |
| T&T industry employment (1,000 jobs) | 326.5 | 1.8 | 0.8 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Canada

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **5.3** | **16** |
| 1.01 | Property rights† | 6.0 | 9 |
| 1.02 | Impact of rules on FDI† | 4.6 | 52 |
| 1.03 | Efficiency of legal framework settling disputes† | 5.5 | 10 |
| 1.04 | Efficiency of legal framework challenging regs.† | 4.8 | 11 |
| 1.05 | No. of days to deal with construction permits* | 249 | 124 |
| 1.06 | Construction permits cost (%)* | 1.3 | 62 |
| 1.07 | Extent of market dominance† | 4.7 | 21 |
| 1.08 | No. of days to start a business* | 5 | 17 |
| 1.09 | Cost to start a business (% GNI/capita)* | 0.4 | 8 |
| 1.10 | Effect of taxation on incentives to work† | 4.3 | 23 |
| 1.11 | Effect of taxation on incentives to invest† | 4.4 | 24 |
| 1.12 | Total tax rate (% profit)* | 21.0 | 15 |
| 1.12a | Labour and contributions tax rate (% profit)* | 12.5 | 55 |
| 1.12b | Profit tax rate (% profit)* | 3.9 | 14 |
| 1.12c | Other taxes rate (% profit)* | 4.6 | 108 |
| | **Safety and Security** | **6.0** | **21** |
| 2.01 | Business costs of crime and violence† | 5.2 | 34 |
| 2.02 | Reliability of police services† | 6.1 | 11 |
| 2.03 | Business costs of terrorism† | 5.2 | 74 |
| 2.04 | Index of terrorism incidence* | 7.0 | 84 |
| 2.05 | Homicide rate* | 2 | 38 |
| | **Health and Hygiene** | **5.6** | **58** |
| 3.01 | Physician density per 1,000 pop.* | 2.1 | 56 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 27.0 | 62 |
| 3.05 | HIV prevalence (% pop.)* | 0.3 | 58 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **5.3** | **7** |
| | *Qualification of the labour force* | *6.0* | 10 |
| 4.01 | Primary education enrolment rate (%)* | 99.9 | 2 |
| 4.02 | Secondary education enrolment rate (%)* | 103.4 | 22 |
| 4.03 | Extent of staff training† | 4.7 | 22 |
| 4.04 | Treatment of customers† | 5.4 | 15 |
| | *Labour market* | *4.6* | *14* |
| 4.05 | Hiring and firing practices† | 4.4 | 26 |
| 4.06 | Ease of finding skilled employees† | 4.5 | 31 |
| 4.07 | Ease of hiring foreign labour† | 3.8 | 90 |
| 4.08 | Pay and productivity† | 4.5 | 29 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 26 |
| | **ICT Readiness** | **5.4** | **27** |
| 5.01 | ICT use for B2B transactions† | 5.6 | 23 |
| 5.02 | Internet use for B2C transactions† | 5.7 | 17 |
| 5.03 | Individuals using internet (%)* | 85.8 | 13 |
| 5.04 | Broadband internet subs. per 100 pop.* | 33.2 | 12 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 80.6 | 112 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 50.0 | 45 |
| 5.07 | Mobile network coverage (% pop.)* | 99.0 | 65 |
| 5.08 | Quality of electricity supply | 6.5 | 13 |
| | **Prioritization of Travel & Tourism** | **5.0** | **36** |
| 6.01 | Government prioritization of T&T industry† | 5.5 | 56 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 4.3 | 48 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.1 | 42 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 70.0 | 61 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.0 | 16 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 75.9 | 42 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.2** | **66** |
| 7.01 | Visa requirements (0–100 best)* | 15.0 | 118 |
| 7.02 | Openness of bilateral ASA (0–38)* | 19.5 | 14 |
| 7.03 | No. of regional trade agreements in force* | 14.0 | 54 |
| | **Price Competitiveness** | **3.6** | **124** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 44.7 | 130 |
| 8.02 | Hotel price index (US$)* | 124.4 | 41 |
| 8.03 | Purchasing power parity* | 1.2 | 132 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 132.0 | 60 |
| | **Environmental Sustainability** | **4.6** | **26** |
| 9.01 | Stringency of environmental regulations† | 5.1 | 34 |
| 9.02 | Enforcement of environmental regulations† | 5.1 | 28 |
| 9.03 | Sustainability of T&T development† | 4.9 | 37 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 6.9 | 60 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 20 | 63 |
| 9.06 | Baseline water stress (0–5 worst)* | 1.2 | 55 |
| 9.07 | Threatened species (% total species)* | 3.2 | 32 |
| 9.08 | Forest cover change (% average per year)* | –3.7 | 83 |
| 9.09 | Wastewater treatment (%) * | 80.4 | 19 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.2 | 61 |
| | **Air Transport Infrastructure** | **6.8** | **1** |
| 10.01 | Quality of air transport infrastructure† | 5.9 | 16 |
| 10.02 | Airline dom. seat kms per week (millions)* | 1,189.8 | 9 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 2,223.0 | 12 |
| 10.04 | Departures per 1,000 pop.* | 35.9 | 9 |
| 10.05 | Airport density per million urban pop.* | 8.7 | 9 |
| 10.06 | No. of operating airlines* | 125.0 | 10 |
| | **Ground and Port Infrastructure** | **4.1** | **46** |
| 11.01 | Quality of roads | 5.3 | 23 |
| 11.02 | Quality of railroad infrastructure | 4.8 | 18 |
| 11.03 | Quality of port infrastructure† | 5.5 | 21 |
| 11.04 | Quality of ground transport network† | 5.3 | 22 |
| 11.05 | Railroad density (km/surface area)* | 0.5 | 63 |
| 11.06 | Road density (km/surface area)* | ® | 101 |
| 11.07 | Paved road density (km/surface area)* | ® | 90 |
| | **Tourist Service Infrastructure** | **6.0** | **14** |
| 12.01 | Hotel rooms per 100 pop.* | 1.2 | 23 |
| 12.02 | Extension of business trips recommended† | 5.8 | 32 |
| 12.03 | Presence of major car rental companies† | 6 | 35 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 1,163.8 | 14 |
| | **Natural Resources** | **4.8** | **10** |
| 13.01 | No. of World Heritage natural sites* | 9 | 5 |
| 13.02 | Total known species* | 782 | 49 |
| 13.03 | Total protected areas (% total territorial area)* | 7.0 | 101 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 64 | 15 |
| 13.05 | Quality of the natural environment† | 6.2 | 7 |
| | **Cultural Resources and Business Travel** | **4.0** | **15** |
| 14.01 | No. of World Heritage cultural sites* | 8 | 26 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 30.0 | 16 |
| 14.04 | No. of international association meetings* | 287.3 | 11 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 25 | 23 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Cape Verde

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **86** | **3.46** |
| **Enabling Environment** | **82** | **4.43** |
| Business Environment | 72 | 4.42 |
| Safety and Security | 81 | 5.18 |
| Health and Hygiene | 96 | 4.64 |
| Human Resources and Labour Market | 82 | 4.39 |
| ICT Readiness | 90 | 3.52 |
| **T&T Policy and Enabling Conditions** | **76** | **4.11** |
| Prioritization of Travel & Tourism | 72 | 4.52 |
| International Openness | 68 | 3.13 |
| Price Competitiveness | 85 | 4.48 |
| Environmental Sustainability | 49 | 4.32 |
| **Infrastructure** | **55** | **3.87** |
| Air Transport Infrastructure | 43 | 3.63 |
| Ground and Port Infrastructure | 70 | 3.42 |
| Tourist Service Infrastructure | 60 | 4.56 |
| **Natural and Cultural Resources** | **139** | **1.44** |
| Natural Resources | 138 | 1.83 |
| Cultural Resources and Business Travel | 137 | 1.05 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 503 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 462.1 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 918.7 |
| Population (millions), 2013 | 0.5 |
| Surface area (1,000 square kilometres), 2013 | 4.0 |
| Gross domestic product per capita (PPP$), 2013 | 6,248 |
| Real GDP growth (%), 2013 | 0.5 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 331.5 | 16.2 | 6.5 |
| T&T industry employment (1,000 jobs) | 31.9 | 14.5 | 6.6 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Cape Verde

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.4** | **72** |
| 1.01 | Property rights† | 3.8 | 93 |
| 1.02 | Impact of rules on FDI† | 4.3 | 85 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.6 | 77 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.4 | 66 |
| 1.05 | No. of days to deal with construction permits* | 140 | 64 |
| 1.06 | Construction permits cost (%)* | 4.1 | 99 |
| 1.07 | Extent of market dominance† | 3.9 | 53 |
| 1.08 | No. of days to start a business* | 10 | 53 |
| 1.09 | Cost to start a business (% GNI/capita)* | 14.3 | 92 |
| 1.10 | Effect of taxation on incentives to work† | 3.4 | 87 |
| 1.11 | Effect of taxation on incentives to invest† | 3.2 | 114 |
| 1.12 | Total tax rate (% profit)* | 36.5 | 66 |
| 1.12a | Labour and contributions tax rate (% profit)* | 17.6 | 77 |
| 1.12b | Profit tax rate (% profit)* | 18.2 | 76 |
| 1.12c | Other taxes rate (% profit)* | 0.7 | **27** |
| | **Safety and Security** | **5.2** | **81** |
| 2.01 | Business costs of crime and violence† | 3.8 | 99 |
| 2.02 | Reliability of police services† | 4.4 | 56 |
| 2.03 | Business costs of terrorism† | 5.2 | 75 |
| 2.04 | Index of terrorism incidence* | 7.0 | **1** |
| 2.05 | Homicide rate* | 10 | 110 |
| | **Health and Hygiene** | **4.6** | **96** |
| 3.01 | Physician density per 1,000 pop.* | 0.3 | 106 |
| 3.02 | Access to improved sanitation (% pop.)* | 65.0 | 98 |
| 3.03 | Access to improved drinking water (% pop.)* | 89.0 | 97 |
| 3.04 | Hospital beds per 10,000 pop. | 21.0 | 74 |
| 3.05 | HIV prevalence (% pop.)* | 0.2 | **1** |
| 3.06 | Malaria incidence per 100,000 pop.* | 22.2 | **21** |
| | **Human Resources and Labour Market** | **4.4** | **82** |
| | *Qualification of the labour force* | *5.2* | *70* |
| 4.01 | Primary education enrolment rate (%)* | 97.2 | **43** |
| 4.02 | Secondary education enrolment rate (%)* | 92.7 | 61 |
| 4.03 | Extent of staff training† | 3.7 | 103 |
| 4.04 | Treatment of customers† | 3.6 | 128 |
| | *Labour market* | *3.6* | *109* |
| 4.05 | Hiring and firing practices† | 3.4 | 108 |
| 4.06 | Ease of finding skilled employees† | 3.8 | 74 |
| 4.07 | Ease of hiring foreign labour† | 4.6 | **23** |
| 4.08 | Pay and productivity† | 3.3 | 116 |
| 4.09 | Female labour force participation (% to men)* | 0.6 | 107 |
| | **ICT Readiness** | **3.5** | **90** |
| 5.01 | ICT use for B2B transactions† | 4.3 | 98 |
| 5.02 | Internet use for B2C transactions† | 3.8 | 107 |
| 5.03 | Individuals using internet (%)* | 37.5 | 88 |
| 5.04 | Broadband internet subs. per 100 pop.* | 4.3 | 86 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 100.1 | 92 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 42.6 | 52 |
| 5.07 | Mobile network coverage (% pop.)* | 96.0 | 94 |
| 5.08 | Quality of electricity supply | 2.7 | 117 |
| | **Prioritization of Travel & Tourism** | **4.5** | **72** |
| 6.01 | Government prioritization of T&T industry† | 5.6 | **48** |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 6.3 | **26** |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.2 | 84 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 44.0 | 111 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 18.0 | **48** |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 39.8 | 131 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.1** | **68** |
| 7.01 | Visa requirements (0–100 best)* | 71.0 | **10** |
| 7.02 | Openness of bilateral ASA (0–38)* | 11.7 | 53 |
| 7.03 | No. of regional trade agreements in force* | 1.0 | 130 |
| | **Price Competitiveness** | **4.5** | **85** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 95.9 | **5** |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.6 | 85 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 230.0 | 138 |
| | **Environmental Sustainability** | **4.3** | **49** |
| 9.01 | Stringency of environmental regulations† | 4.0 | 74 |
| 9.02 | Enforcement of environmental regulations† | 3.6 | 78 |
| 9.03 | Sustainability of T&T development† | 4.4 | 70 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 4.3 | **18** |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 19 | 73 |
| 9.06 | Baseline water stress (0–5 worst)* | n/a | n/a |
| 9.07 | Threatened species (% total species)* | 6.9 | 101 |
| 9.08 | Forest cover change (% average per year)* | n/a | n/a |
| 9.09 | Wastewater treatment (%) * | 19.4 | 61 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.0 | **9** |
| | **Air Transport Infrastructure** | **3.6** | **43** |
| 10.01 | Quality of air transport infrastructure† | 3.8 | 95 |
| 10.02 | Airline dom. seat kms per week (millions)* | 1.8 | 72 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 39.7 | 103 |
| 10.04 | Departures per 1,000 pop.* | 16.4 | **23** |
| 10.05 | Airport density per million urban pop.* | 21.9 | **3** |
| 10.06 | No. of operating airlines* | 17.0 | 105 |
| | **Ground and Port Infrastructure** | **3.4** | **70** |
| 11.01 | Quality of roads | 4.0 | 64 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 3.9 | 84 |
| 11.04 | Quality of ground transport network† | 3.8 | 103 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 65 |
| 11.07 | Paved road density (km/surface area)* | ® | 58 |
| | **Tourist Service Infrastructure** | **4.6** | **60** |
| 12.01 | Hotel rooms per 100 pop.* | 1.8 | **12** |
| 12.02 | Extension of business trips recommended† | 4.6 | 109 |
| 12.03 | Presence of major car rental companies† | 2 | 105 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 522.0 | 58 |
| | **Natural Resources** | **1.8** | **138** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 116 | 140 |
| 13.03 | Total protected areas (% total territorial area)* | 0.2 | 138 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 12 | 75 |
| 13.05 | Quality of the natural environment† | 4.2 | 77 |
| | **Cultural Resources and Business Travel** | **1.1** | **137** |
| 14.01 | No. of World Heritage cultural sites* | 1 | 92 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 0.0 | 120 |
| 14.04 | No. of international association meetings* | 1.7 | 126 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 1 | 123 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Chad

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **141** | **2.43** |
| **Enabling Environment** | **141** | **2.74** |
| Business Environment | 139 | 2.80 |
| Safety and Security | 118 | 4.36 |
| Health and Hygiene | 138 | 2.49 |
| Human Resources and Labour Market | 140 | 2.73 |
| ICT Readiness | 141 | 1.31 |
| **T&T Policy and Enabling Conditions** | **134** | **3.33** |
| Prioritization of Travel & Tourism | 121 | 3.57 |
| International Openness | 134 | 1.66 |
| Price Competitiveness | 118 | 3.76 |
| Environmental Sustainability | 48 | 4.34 |
| **Infrastructure** | **140** | **1.88** |
| Air Transport Infrastructure | 141 | 1.42 |
| Ground and Port Infrastructure | 135 | 2.13 |
| Tourist Service Infrastructure | 136 | 2.09 |
| **Natural and Cultural Resources** | **121** | **1.76** |
| Natural Resources | 97 | 2.49 |
| Cultural Resources and Business Travel | 139 | 1.03 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 100 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 25.2 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 252 |
| Population (millions), 2013 | 12.8 |
| Surface area (1,000 square kilometres), 2013 | 1,284.0 |
| Gross domestic product per capita (PPP$), 2013 | 2,432 |
| Real GDP growth (%), 2013 | 3.9 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 156.9 | 1.2 | 5.2 |
| T&T industry employment (1,000 jobs) | 21.2 | 1.0 | 3.0 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Chad

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **2.8** | **139** |
| 1.01 | Property rights† | 2.5 | 137 |
| 1.02 | Impact of rules on FDI† | 3.1 | 129 |
| 1.03 | Efficiency of legal framework settling disputes† | 2.5 | 131 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.0 | 139 |
| 1.05 | No. of days to deal with construction permits* | 207 | 106 |
| 1.06 | Construction permits cost (%)* | 5.9 | 113 |
| 1.07 | Extent of market dominance† | 2.7 | 136 |
| 1.08 | No. of days to start a business* | 60 | 130 |
| 1.09 | Cost to start a business (% GNI/capita)* | 165.6 | 140 |
| 1.10 | Effect of taxation on incentives to work† | 2.7 | 132 |
| 1.11 | Effect of taxation on incentives to invest† | 2.4 | 137 |
| 1.12 | Total tax rate (% profit)* | 63.5 | 127 |
| 1.12a | Labour and contributions tax rate (% profit)* | 28.4 | 119 |
| 1.12b | Profit tax rate (% profit)* | 31.3 | 137 |
| 1.12c | Other taxes rate (% profit)* | 3.8 | 99 |
| | **Safety and Security** | **4.4** | **118** |
| 2.01 | Business costs of crime and violence† | 3.0 | 124 |
| 2.02 | Reliability of police services† | 2.6 | 133 |
| 2.03 | Business costs of terrorism† | 3.2 | 132 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 7 | 88 |
| | **Health and Hygiene** | **2.5** | **138** |
| 3.01 | Physician density per 1,000 pop.* | 0.0 | 135 |
| 3.02 | Access to improved sanitation (% pop.)* | 12.0 | 139 |
| 3.03 | Access to improved drinking water (% pop.)* | 51.0 | 138 |
| 3.04 | Hospital beds per 10,000 pop. | 4.3 | 132 |
| 3.05 | HIV prevalence (% pop.)* | 2.7 | 124 |
| 3.06 | Malaria incidence per 100,000 pop.* | 26,509.9 | 66 |
| | **Human Resources and Labour Market** | **2.7** | **140** |
| | *Qualification of the labour force* | *1.9* | *141* |
| 4.01 | Primary education enrolment rate (%)* | 63.1 | 138 |
| 4.02 | Secondary education enrolment rate (%)* | 22.8 | 141 |
| 4.03 | Extent of staff training† | 2.8 | 137 |
| 4.04 | Treatment of customers† | 2.8 | 140 |
| | *Labour market* | *3.6* | *111* |
| 4.05 | Hiring and firing practices† | 3.3 | 111 |
| 4.06 | Ease of finding skilled employees† | 3.0 | 128 |
| 4.07 | Ease of hiring foreign labour† | 3.8 | 98 |
| 4.08 | Pay and productivity† | 2.8 | 132 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 67 |
| | **ICT Readiness** | **1.3** | **141** |
| 5.01 | ICT use for B2B transactions† | 2.7 | 141 |
| 5.02 | Internet use for B2C transactions† | 2.2 | 141 |
| 5.03 | Individuals using internet (%)* | 2.3 | 134 |
| 5.04 | Broadband internet subs. per 100 pop.* | 0.1 | 122 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 35.6 | 137 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 0.0 | 130 |
| 5.07 | Mobile network coverage (% pop.)* | 36.1 | 135 |
| 5.08 | Quality of electricity supply | 1.7 | 137 |
| | **Prioritization of Travel & Tourism** | **3.6** | **121** |
| 6.01 | Government prioritization of T&T industry† | 4.8 | 96 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 3.9 | 56 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.9 | 109 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 40.0 | 117 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 3.0 | 115 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | n/a | n/a |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **1.7** | **134** |
| 7.01 | Visa requirements (0–100 best)* | 4.0 | 131 |
| 7.02 | Openness of bilateral ASA (0–38)* | 9.2 | 92 |
| 7.03 | No. of regional trade agreements in force* | 1.0 | 130 |
| | **Price Competitiveness** | **3.8** | **118** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 0.0 | 138 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.5 | 61 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 95.0 | 26 |
| | **Environmental Sustainability** | **4.3** | **48** |
| 9.01 | Stringency of environmental regulations† | 3.7 | 93 |
| 9.02 | Enforcement of environmental regulations† | 3.7 | 74 |
| 9.03 | Sustainability of T&T development† | 4.1 | 88 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 5.3 | 39 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 17 | 104 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.5 | 35 |
| 9.07 | Threatened species (% total species)* | 4.0 | 49 |
| 9.08 | Forest cover change (% average per year)* | n/a | n/a |
| 9.09 | Wastewater treatment (%) * | 0.0 | 119 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | n/a | n/a |
| | **Air Transport Infrastructure** | **1.4** | **141** |
| 10.01 | Quality of air transport infrastructure† | 2.3 | 140 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 12.0 | 131 |
| 10.04 | Departures per 1,000 pop.* | 0.0 | 129 |
| 10.05 | Airport density per million urban pop.* | 0.4 | 124 |
| 10.06 | No. of operating airlines* | 11.0 | 121 |
| | **Ground and Port Infrastructure** | **2.1** | **135** |
| 11.01 | Quality of roads | 2.6 | 128 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 1.8 | 139 |
| 11.04 | Quality of ground transport network† | 3.1 | 131 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 138 |
| 11.07 | Paved road density (km/surface area)* | ® | 140 |
| | **Tourist Service Infrastructure** | **2.1** | **136** |
| 12.01 | Hotel rooms per 100 pop.* | 0.0 | 137 |
| 12.02 | Extension of business trips recommended† | 4.4 | 119 |
| 12.03 | Presence of major car rental companies† | 1 | 120 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 7.0 | 138 |
| | **Natural Resources** | **2.5** | **97** |
| 13.01 | No. of World Heritage natural sites* | 1 | 43 |
| 13.02 | Total known species* | 656 | 60 |
| 13.03 | Total protected areas (% total territorial area)* | 16.6 | 52 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 3 | 113 |
| 13.05 | Quality of the natural environment† | 3.3 | 130 |
| | **Cultural Resources and Business Travel** | **1.0** | **139** |
| 14.01 | No. of World Heritage cultural sites* | 0 | 124 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 0.0 | 120 |
| 14.04 | No. of international association meetings* | n/a | n/a |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 1 | 131 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Chile

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **51** | **4.04** |
| **Enabling Environment** | **50** | **5.09** |
| Business Environment | 29 | 5.03 |
| Safety and Security | 30 | 5.98 |
| Health and Hygiene | 74 | 5.18 |
| Human Resources and Labour Market | 57 | 4.66 |
| ICT Readiness | 51 | 4.62 |
| **T&T Policy and Enabling Conditions** | **11** | **4.59** |
| Prioritization of Travel & Tourism | 47 | 4.88 |
| International Openness | 2 | 4.65 |
| Price Competitiveness | 89 | 4.44 |
| Environmental Sustainability | 43 | 4.38 |
| **Infrastructure** | **58** | **3.77** |
| Air Transport Infrastructure | 66 | 2.82 |
| Ground and Port Infrastructure | 61 | 3.64 |
| Tourist Service Infrastructure | 45 | 4.83 |
| **Natural and Cultural Resources** | **49** | **2.70** |
| Natural Resources | 67 | 2.93 |
| Cultural Resources and Business Travel | 40 | 2.47 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 3,576 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 2,218.9 |
| Growth (%) in int'l outbound travel spending* | 2.92 |
| Average spending per int'l tourist (US$), 2013 | 620.5 |
| Population (millions), 2013 | 17.6 |
| Surface area (1,000 square kilometres), 2013 | 756.1 |
| Gross domestic product per capita (PPP$), 2013 | 22,534 |
| Real GDP growth (%), 2013 | 4.2 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 9,040.0 | 3.2 | 3.7 |
| T&T industry employment (1,000 jobs) | 245.4 | 3.2 | 1.7 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Chile

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **5.0** | **29** |
| 1.01 | Property rights† | 5.0 | 38 |
| 1.02 | Impact of rules on FDI† | 5.3 | 18 |
| 1.03 | Efficiency of legal framework settling disputes† | 4.4 | 30 |
| 1.04 | Efficiency of legal framework challenging regs.† | 4.1 | 33 |
| 1.05 | No. of days to deal with construction permits* | 152 | 73 |
| 1.06 | Construction permits cost (%)* | 0.7 | 35 |
| 1.07 | Extent of market dominance† | 2.9 | 131 |
| 1.08 | No. of days to start a business* | 6 | 23 |
| 1.09 | Cost to start a business (% GNI/capita)* | 0.7 | 13 |
| 1.10 | Effect of taxation on incentives to work† | 4.2 | 28 |
| 1.11 | Effect of taxation on incentives to invest† | 4.2 | 31 |
| 1.12 | Total tax rate (% profit)* | 27.9 | 29 |
| 1.12a | Labour and contributions tax rate (% profit)* | 4.0 | 18 |
| 1.12b | Profit tax rate (% profit)* | 21.2 | 100 |
| 1.12c | Other taxes rate (% profit)* | 2.6 | 80 |
| | **Safety and Security** | **6.0** | **30** |
| 2.01 | Business costs of crime and violence† | 4.6 | 61 |
| 2.02 | Reliability of police services† | 6.3 | 4 |
| 2.03 | Business costs of terrorism† | 5.5 | 56 |
| 2.04 | Index of terrorism incidence* | 6.9 | 95 |
| 2.05 | Homicide rate* | 3 | 66 |
| | **Health and Hygiene** | **5.2** | **74** |
| 3.01 | Physician density per 1,000 pop.* | 1.0 | 85 |
| 3.02 | Access to improved sanitation (% pop.)* | 99.0 | 38 |
| 3.03 | Access to improved drinking water (% pop.)* | 99.0 | 43 |
| 3.04 | Hospital beds per 10,000 pop. | 21.0 | 74 |
| 3.05 | HIV prevalence (% pop.)* | 0.4 | 74 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **4.7** | **57** |
| | *Qualification of the labour force* | *5.3* | *65* |
| 4.01 | Primary education enrolment rate (%)* | 92.7 | 81 |
| 4.02 | Secondary education enrolment rate (%)* | 89.0 | 69 |
| 4.03 | Extent of staff training† | 4.2 | 52 |
| 4.04 | Treatment of customers† | 4.3 | 87 |
| | *Labour market* | *4.0* | *69* |
| 4.05 | Hiring and firing practices† | 3.9 | 65 |
| 4.06 | Ease of finding skilled employees† | 4.1 | 57 |
| 4.07 | Ease of hiring foreign labour† | 4.3 | 40 |
| 4.08 | Pay and productivity† | 4.3 | 40 |
| 4.09 | Female labour force participation (% to men)* | 0.7 | 98 |
| | **ICT Readiness** | **4.6** | **51** |
| 5.01 | ICT use for B2B transactions† | 5.3 | 36 |
| 5.02 | Internet use for B2C transactions† | 5.1 | 38 |
| 5.03 | Individuals using internet (%)* | 66.5 | 43 |
| 5.04 | Broadband internet subs. per 100 pop.* | 13.0 | 54 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 134.3 | 38 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 35.6 | 63 |
| 5.07 | Mobile network coverage (% pop.)* | 95.0 | 100 |
| 5.08 | Quality of electricity supply | 5.4 | 54 |
| | **Prioritization of Travel & Tourism** | **4.9** | **47** |
| 6.01 | Government prioritization of T&T industry† | 4.6 | 107 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 4.2 | 49 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.2 | 88 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 93.0 | 20 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.0 | 16 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 87.5 | 13 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.7** | **2** |
| 7.01 | Visa requirements (0–100 best)* | 33.0 | 45 |
| 7.02 | Openness of bilateral ASA (0–38)* | 17.7 | 18 |
| 7.03 | No. of regional trade agreements in force* | 42.0 | 29 |
| | **Price Competitiveness** | **4.4** | **89** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 83.0 | 51 |
| 8.02 | Hotel price index (US$)* | 145.3 | 64 |
| 8.03 | Purchasing power parity* | 0.7 | 102 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 156.0 | 86 |
| | **Environmental Sustainability** | **4.4** | **43** |
| 9.01 | Stringency of environmental regulations† | 4.6 | 45 |
| 9.02 | Enforcement of environmental regulations† | 4.4 | 39 |
| 9.03 | Sustainability of T&T development† | 4.2 | 83 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 5.8 | 45 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 20 | 63 |
| 9.06 | Baseline water stress (0–5 worst)* | 3.2 | 98 |
| 9.07 | Threatened species (% total species)* | 11.5 | 124 |
| 9.08 | Forest cover change (% average per year)* | 1.7 | 5 |
| 9.09 | Wastewater treatment (%) * | 68.8 | 27 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.2 | 74 |
| | **Air Transport Infrastructure** | **2.8** | **66** |
| 10.01 | Quality of air transport infrastructure† | 5.0 | 45 |
| 10.02 | Airline dom. seat kms per week (millions)* | 219.5 | 24 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 357.0 | 48 |
| 10.04 | Departures per 1,000 pop.* | 7.2 | 45 |
| 10.05 | Airport density per million urban pop.* | 1.0 | 77 |
| 10.06 | No. of operating airlines* | 30.0 | 75 |
| | **Ground and Port Infrastructure** | **3.6** | **61** |
| 11.01 | Quality of roads | 5.1 | 31 |
| 11.02 | Quality of railroad infrastructure | 2.5 | 72 |
| 11.03 | Quality of port infrastructure† | 5.0 | 35 |
| 11.04 | Quality of ground transport network† | 4.9 | 42 |
| 11.05 | Railroad density (km/surface area)* | 0.7 | 55 |
| 11.06 | Road density (km/surface area)* | ® | 116 |
| 11.07 | Paved road density (km/surface area)* | ® | 110 |
| | **Tourist Service Infrastructure** | **4.8** | **45** |
| 12.01 | Hotel rooms per 100 pop.* | 0.4 | 66 |
| 12.02 | Extension of business trips recommended† | 6.0 | 20 |
| 12.03 | Presence of major car rental companies† | 7 | 1 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 534.0 | 57 |
| | **Natural Resources** | **2.9** | **67** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 644 | 61 |
| 13.03 | Total protected areas (% total territorial area)* | 15.0 | 65 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 40 | 34 |
| 13.05 | Quality of the natural environment† | 4.2 | 80 |
| | **Cultural Resources and Business Travel** | **2.5** | **40** |
| 14.01 | No. of World Heritage cultural sites* | 6 | 34 |
| 14.02 | No. of oral and intangible cultural expressions* | 1 | 60 |
| 14.03 | No. of large sports stadiums* | 11.0 | 37 |
| 14.04 | No. of international association meetings* | 108.7 | 37 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 22 | 30 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# China

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **17** | **4.54** |
| **Enabling Environment** | **60** | **4.87** |
| Business Environment | 80 | 4.25 |
| Safety and Security | 58 | 5.47 |
| Health and Hygiene | 68 | 5.29 |
| Human Resources and Labour Market | 16 | 5.20 |
| ICT Readiness | 72 | 4.15 |
| **T&T Policy and Enabling Conditions** | **102** | **3.82** |
| Prioritization of Travel & Tourism | 55 | 4.73 |
| International Openness | 96 | 2.52 |
| Price Competitiveness | 34 | 5.10 |
| Environmental Sustainability | 137 | 2.93 |
| **Infrastructure** | **60** | **3.74** |
| Air Transport Infrastructure | 25 | 4.27 |
| Ground and Port Infrastructure | 53 | 3.91 |
| Tourist Service Infrastructure | 102 | 3.04 |
| **Natural and Cultural Resources** | **1** | **5.74** |
| Natural Resources | 6 | 5.05 |
| Cultural Resources and Business Travel | 4 | 6.44 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 55,686 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 51,664.0 |
| Growth (%) in int'l outbound travel spending* | 8.84 |
| Average spending per int'l tourist (US$), 2013 | 927.8 |
| Population (millions), 2013 | 1,357.4 |
| Surface area (1,000 square kilometres), 2013 | 9,562.9 |
| Gross domestic product per capita (PPP$), 2013 | 11,868 |
| Real GDP growth (%), 2013 | 7.7 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 241,829.0 | 2.6 | 7.4 |
| T&T industry employment (1,000 jobs) | 22,779.8 | 3.0 | 1.5 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# China

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.2** | **80** |
| 1.01 | Property rights† | 4.5 | 50 |
| 1.02 | Impact of rules on FDI† | 5.0 | 26 |
| 1.03 | Efficiency of legal framework settling disputes† | 4.1 | 49 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.6 | 47 |
| 1.05 | No. of days to deal with construction permits* | 244 | 121 |
| 1.06 | Construction permits cost (%)* | 7.6 | 118 |
| 1.07 | Extent of market dominance† | 4.3 | 29 |
| 1.08 | No. of days to start a business* | 31 | 117 |
| 1.09 | Cost to start a business (% GNI/capita)* | 0.9 | 20 |
| 1.10 | Effect of taxation on incentives to work† | 4.0 | 36 |
| 1.11 | Effect of taxation on incentives to invest† | 4.0 | 44 |
| 1.12 | Total tax rate (% profit)* | 64.6 | 128 |
| 1.12a | Labour and contributions tax rate (% profit)* | 49.3 | 139 |
| 1.12b | Profit tax rate (% profit)* | 7.8 | 28 |
| 1.12c | Other taxes rate (% profit)* | 7.4 | 119 |
| | **Safety and Security** | **5.5** | **58** |
| 2.01 | Business costs of crime and violence† | 4.8 | 52 |
| 2.02 | Reliability of police services† | 4.3 | 61 |
| 2.03 | Business costs of terrorism† | 5.0 | 85 |
| 2.04 | Index of terrorism incidence* | 6.4 | 117 |
| 2.05 | Homicide rate* | 1 | 23 |
| | **Health and Hygiene** | **5.3** | **68** |
| 3.01 | Physician density per 1,000 pop.* | 1.5 | 73 |
| 3.02 | Access to improved sanitation (% pop.)* | 65.0 | 98 |
| 3.03 | Access to improved drinking water (% pop.)* | 92.0 | 88 |
| 3.04 | Hospital beds per 10,000 pop. | 38.0 | 43 |
| 3.05 | HIV prevalence (% pop.)* | <0.1 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | 0.5 | 15 |
| | **Human Resources and Labour Market** | **5.2** | **16** |
| | *Qualification of the labour force* | *5.7* | *31* |
| 4.01 | Primary education enrolment rate (%)* | 99.9 | 4 |
| 4.02 | Secondary education enrolment rate (%)* | 89.0 | 70 |
| 4.03 | Extent of staff training† | 4.3 | 46 |
| 4.04 | Treatment of customers† | 4.5 | 70 |
| | *Labour market* | *4.7* | 10 |
| 4.05 | Hiring and firing practices† | 4.6 | 15 |
| 4.06 | Ease of finding skilled employees† | 4.6 | 30 |
| 4.07 | Ease of hiring foreign labour† | 4.6 | 20 |
| 4.08 | Pay and productivity† | 4.8 | 15 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 59 |
| | **ICT Readiness** | **4.1** | **72** |
| 5.01 | ICT use for B2B transactions† | 4.9 | 61 |
| 5.02 | Internet use for B2C transactions† | 5.2 | 34 |
| 5.03 | Individuals using internet (%)* | 45.8 | 75 |
| 5.04 | Broadband internet subs. per 100 pop.* | 13.6 | 51 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 88.7 | 106 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 21.4 | 80 |
| 5.07 | Mobile network coverage (% pop.)* | 99.5 | 60 |
| 5.08 | Quality of electricity supply | 5.2 | 56 |
| | **Prioritization of Travel & Tourism** | **4.7** | **55** |
| 6.01 | Government prioritization of T&T industry† | 4.8 | 94 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 3.9 | 54 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.8 | 53 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 65.0 | 75 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.5 | 7 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 72.3 | 55 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.5** | **96** |
| 7.01 | Visa requirements (0–100 best)* | 2.0 | 135 |
| 7.02 | Openness of bilateral ASA (0–38)* | 7.1 | 113 |
| 7.03 | No. of regional trade agreements in force* | 19.0 | 43 |
| | **Price Competitiveness** | **5.1** | **34** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 85.2 | 38 |
| 8.02 | Hotel price index (US$)* | 92.0 | 12 |
| 8.03 | Purchasing power parity* | 0.6 | 78 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 137.0 | 65 |
| | **Environmental Sustainability** | **2.9** | **137** |
| 9.01 | Stringency of environmental regulations† | 3.9 | 84 |
| 9.02 | Enforcement of environmental regulations† | 3.7 | 76 |
| 9.03 | Sustainability of T&T development† | 4.6 | 58 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 48.0 | 141 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 21 | 42 |
| 9.06 | Baseline water stress (0–5 worst)* | 2.9 | 89 |
| 9.07 | Threatened species (% total species)* | 11.5 | 125 |
| 9.08 | Forest cover change (% average per year)* | –2.5 | 61 |
| 9.09 | Wastewater treatment (%) * | 18.2 | 62 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 2.0 | 99 |
| | **Air Transport Infrastructure** | **4.3** | **25** |
| 10.01 | Quality of air transport infrastructure† | 4.7 | 58 |
| 10.02 | Airline dom. seat kms per week (millions)* | 10,264.5 | 2 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 3,926.3 | 5 |
| 10.04 | Departures per 1,000 pop.* | 2.3 | 79 |
| 10.05 | Airport density per million urban pop.* | 0.3 | 130 |
| 10.06 | No. of operating airlines* | 146.0 | 8 |
| | **Ground and Port Infrastructure** | **3.9** | **53** |
| 11.01 | Quality of roads | 4.6 | 49 |
| 11.02 | Quality of railroad infrastructure | 4.8 | 17 |
| 11.03 | Quality of port infrastructure† | 4.6 | 53 |
| 11.04 | Quality of ground transport network† | 5.0 | 35 |
| 11.05 | Railroad density (km/surface area)* | 0.7 | 57 |
| 11.06 | Road density (km/surface area)* | ® | 58 |
| 11.07 | Paved road density (km/surface area)* | ® | 50 |
| | **Tourist Service Infrastructure** | **3.0** | **102** |
| 12.01 | Hotel rooms per 100 pop.* | 0.1 | 112 |
| 12.02 | Extension of business trips recommended† | 4.6 | 110 |
| 12.03 | Presence of major car rental companies† | 2 | 105 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 436.3 | 68 |
| | **Natural Resources** | **5.1** | **6** |
| 13.01 | No. of World Heritage natural sites* | 12 | 3 |
| 13.02 | Total known species* | 2,130 | 5 |
| 13.03 | Total protected areas (% total territorial area)* | 16.1 | 57 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 50 | 23 |
| 13.05 | Quality of the natural environment† | 3.6 | 121 |
| | **Cultural Resources and Business Travel** | **6.4** | **4** |
| 14.01 | No. of World Heritage cultural sites* | 35 | 5 |
| 14.02 | No. of oral and intangible cultural expressions* | 37 | 1 |
| 14.03 | No. of large sports stadiums* | 124.0 | 2 |
| 14.04 | No. of international association meetings* | 361.3 | 7 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 55 | 8 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Colombia

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **68** | **3.73** |
| **Enabling Environment** | **103** | **4.08** |
| Business Environment | 108 | 3.99 |
| Safety and Security | 140 | 2.82 |
| Health and Hygiene | 85 | 4.97 |
| Human Resources and Labour Market | 79 | 4.44 |
| ICT Readiness | 67 | 4.17 |
| **T&T Policy and Enabling Conditions** | **55** | **4.24** |
| Prioritization of Travel & Tourism | 92 | 4.31 |
| International Openness | 8 | 4.30 |
| Price Competitiveness | 86 | 4.47 |
| Environmental Sustainability | 87 | 3.88 |
| **Infrastructure** | **95** | **2.92** |
| Air Transport Infrastructure | 70 | 2.66 |
| Ground and Port Infrastructure | 124 | 2.50 |
| Tourist Service Infrastructure | 90 | 3.59 |
| **Natural and Cultural Resources** | **19** | **3.67** |
| Natural Resources | 24 | 4.13 |
| Cultural Resources and Business Travel | 24 | 3.21 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 2,288 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 3,610.7 |
| Growth (%) in int'l outbound travel spending* | 3.46 |
| Average spending per int'l tourist (US$), 2013 | 1,578.1 |
| Population (millions), 2013 | 48.3 |
| Surface area (1,000 square kilometres), 2013 | 1,141.7 |
| Gross domestic product per capita (PPP$), 2013 | 12,776 |
| Real GDP growth (%), 2013 | 4.7 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 6,402.8 | 1.7 | 4.1 |
| T&T industry employment (1,000 jobs) | 457.6 | 2.2 | 2.4 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Colombia

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.0** | **108** |
| 1.01 | Property rights† | 3.9 | 84 |
| 1.02 | Impact of rules on FDI† | 4.5 | 63 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.4 | 91 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.1 | 91 |
| 1.05 | No. of days to deal with construction permits* | 73 | 13 |
| 1.06 | Construction permits cost (%)* | 7.4 | 117 |
| 1.07 | Extent of market dominance† | 3.4 | 101 |
| 1.08 | No. of days to start a business* | 11 | 59 |
| 1.09 | Cost to start a business (% GNI/capita)* | 7.5 | 67 |
| 1.10 | Effect of taxation on incentives to work† | 2.9 | 120 |
| 1.11 | Effect of taxation on incentives to invest† | 3.0 | 125 |
| 1.12 | Total tax rate (% profit)* | 75.4 | 138 |
| 1.12a | Labour and contributions tax rate (% profit)* | 26.9 | 117 |
| 1.12b | Profit tax rate (% profit)* | 19.9 | 88 |
| 1.12c | Other taxes rate (% profit)* | 28.6 | 132 |
| | **Safety and Security** | **2.8** | **140** |
| 2.01 | Business costs of crime and violence† | 2.7 | 132 |
| 2.02 | Reliability of police services† | 4.0 | 78 |
| 2.03 | Business costs of terrorism† | 2.7 | 136 |
| 2.04 | Index of terrorism incidence* | 2.3 | 134 |
| 2.05 | Homicide rate* | 31 | 133 |
| | **Health and Hygiene** | **5.0** | **85** |
| 3.01 | Physician density per 1,000 pop.* | 1.5 | 72 |
| 3.02 | Access to improved sanitation (% pop.)* | 80.0 | 81 |
| 3.03 | Access to improved drinking water (% pop.)* | 91.0 | 92 |
| 3.04 | Hospital beds per 10,000 pop. | 15.0 | 96 |
| 3.05 | HIV prevalence (% pop.)* | 0.5 | 87 |
| 3.06 | Malaria incidence per 100,000 pop.* | 203.3 | 38 |
| | **Human Resources and Labour Market** | **4.4** | **79** |
| | *Qualification of the labour force* | *5.0* | *83* |
| 4.01 | Primary education enrolment rate (%)* | 83.9 | 120 |
| 4.02 | Secondary education enrolment rate (%)* | 92.8 | 60 |
| 4.03 | Extent of staff training† | 3.9 | 83 |
| 4.04 | Treatment of customers† | 5.0 | 42 |
| | *Labour market* | *3.9* | *88* |
| 4.05 | Hiring and firing practices† | 3.8 | 78 |
| 4.06 | Ease of finding skilled employees† | 4.0 | 62 |
| 4.07 | Ease of hiring foreign labour† | 4.0 | 82 |
| 4.08 | Pay and productivity† | 3.7 | 93 |
| 4.09 | Female labour force participation (% to men)* | 0.7 | 94 |
| | **ICT Readiness** | **4.2** | **67** |
| 5.01 | ICT use for B2B transactions† | 4.8 | 67 |
| 5.02 | Internet use for B2C transactions† | 4.7 | 61 |
| 5.03 | Individuals using internet (%)* | 51.7 | 63 |
| 5.04 | Broadband internet subs. per 100 pop.* | 9.3 | 67 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 104.1 | 85 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 25.0 | 77 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 1 |
| 5.08 | Quality of electricity supply | 5.1 | 60 |
| | **Prioritization of Travel & Tourism** | **4.3** | **92** |
| 6.01 | Government prioritization of T&T industry† | 5.0 | 86 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 2.0 | 110 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.9 | 52 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 55.0 | 95 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 16.5 | 67 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 64.1 | 85 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.3** | **8** |
| 7.01 | Visa requirements (0–100 best)* | 67.0 | 20 |
| 7.02 | Openness of bilateral ASA (0–38)* | 17.6 | 19 |
| 7.03 | No. of regional trade agreements in force* | 17.0 | 47 |
| | **Price Competitiveness** | **4.5** | **86** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 54.1 | 124 |
| 8.02 | Hotel price index (US$)* | 118.5 | 31 |
| 8.03 | Purchasing power parity* | 0.6 | 93 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 128.0 | 55 |
| | **Environmental Sustainability** | **3.9** | **87** |
| 9.01 | Stringency of environmental regulations† | 3.7 | 92 |
| 9.02 | Enforcement of environmental regulations† | 3.3 | 101 |
| 9.03 | Sustainability of T&T development† | 4.5 | 68 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 4.5 | 22 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 18 | 87 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.3 | 26 |
| 9.07 | Threatened species (% total species)* | 13.0 | 128 |
| 9.08 | Forest cover change (% average per year)* | –2.4 | 58 |
| 9.09 | Wastewater treatment (%) * | 4.6 | 89 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.0 | 12 |
| | **Air Transport Infrastructure** | **2.7** | **70** |
| 10.01 | Quality of air transport infrastructure† | 4.1 | 78 |
| 10.02 | Airline dom. seat kms per week (millions)* | 217.7 | 25 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 353.6 | 49 |
| 10.04 | Departures per 1,000 pop.* | 5.2 | 52 |
| 10.05 | Airport density per million urban pop.* | 1.4 | 53 |
| 10.06 | No. of operating airlines* | 34.0 | 67 |
| | **Ground and Port Infrastructure** | **2.5** | **124** |
| 11.01 | Quality of roads | 2.7 | 126 |
| 11.02 | Quality of railroad infrastructure | 1.5 | 101 |
| 11.03 | Quality of port infrastructure† | 3.7 | 90 |
| 11.04 | Quality of ground transport network† | 3.5 | 118 |
| 11.05 | Railroad density (km/surface area)* | 0.1 | 91 |
| 11.06 | Road density (km/surface area)* | ® | 90 |
| 11.07 | Paved road density (km/surface area)* | ® | 117 |
| | **Tourist Service Infrastructure** | **3.6** | **90** |
| 12.01 | Hotel rooms per 100 pop.* | 0.4 | 73 |
| 12.02 | Extension of business trips recommended† | 5.4 | 64 |
| 12.03 | Presence of major car rental companies† | 4 | 81 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 243.5 | 95 |
| | **Natural Resources** | **4.1** | **24** |
| 13.01 | No. of World Heritage natural sites* | 2 | 29 |
| 13.02 | Total known species* | 2,993 | 2 |
| 13.03 | Total protected areas (% total territorial area)* | 20.8 | 38 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 23 | 46 |
| 13.05 | Quality of the natural environment† | 4.0 | 90 |
| | **Cultural Resources and Business Travel** | **3.2** | **24** |
| 14.01 | No. of World Heritage cultural sites* | 6 | 34 |
| 14.02 | No. of oral and intangible cultural expressions* | 8 | 13 |
| 14.03 | No. of large sports stadiums* | 22.0 | 19 |
| 14.04 | No. of international association meetings* | 139.0 | 30 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 12 | 50 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Costa Rica

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **42** | **4.10** |
| **Enabling Environment** | **63** | **4.84** |
| Business Environment | 47 | 4.64 |
| Safety and Security | 52 | 5.58 |
| Health and Hygiene | 82 | 5.00 |
| Human Resources and Labour Market | 42 | 4.79 |
| ICT Readiness | 70 | 4.16 |
| **T&T Policy and Enabling Conditions** | **21** | **4.47** |
| Prioritization of Travel & Tourism | 22 | 5.37 |
| International Openness | 35 | 3.98 |
| Price Competitiveness | 91 | 4.40 |
| Environmental Sustainability | 68 | 4.11 |
| **Infrastructure** | **63** | **3.70** |
| Air Transport Infrastructure | 60 | 2.96 |
| Ground and Port Infrastructure | 101 | 2.86 |
| Tourist Service Infrastructure | 32 | 5.27 |
| **Natural and Cultural Resources** | **26** | **3.39** |
| Natural Resources | 5 | 5.09 |
| Cultural Resources and Business Travel | 64 | 1.68 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 2,428 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 2,664.1 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 1,097.2 |
| Population (millions), 2013 | 4.9 |
| Surface area (1,000 square kilometres), 2013 | 51.1 |
| Gross domestic product per capita (PPP$), 2013 | 14,344 |
| Real GDP growth (%), 2013 | 3.5 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 2,271.3 | 4.6 | 5.2 |
| T&T industry employment (1,000 jobs) | 95.6 | 4.6 | 3.7 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Costa Rica

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.6** | **47** |
| 1.01 | Property rights† | 4.6 | 46 |
| 1.02 | Impact of rules on FDI† | 4.9 | 32 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.8 | 63 |
| 1.04 | Efficiency of legal framework challenging regs.† | 4.1 | 28 |
| 1.05 | No. of days to deal with construction permits* | 113 | 45 |
| 1.06 | Construction permits cost (%)* | 1.7 | 71 |
| 1.07 | Extent of market dominance† | 4.4 | 28 |
| 1.08 | No. of days to start a business* | 24 | 104 |
| 1.09 | Cost to start a business (% GNI/capita)* | 11.5 | 82 |
| 1.10 | Effect of taxation on incentives to work† | 3.7 | 62 |
| 1.11 | Effect of taxation on incentives to invest† | 3.8 | 67 |
| 1.12 | Total tax rate (% profit)* | 58.0 | 122 |
| 1.12a | Labour and contributions tax rate (% profit)* | 32.2 | 126 |
| 1.12b | Profit tax rate (% profit)* | 19.3 | 83 |
| 1.12c | Other taxes rate (% profit)* | 6.4 | 115 |
| | **Safety and Security** | **5.6** | **52** |
| 2.01 | Business costs of crime and violence† | 4.0 | 92 |
| 2.02 | Reliability of police services† | 5.0 | 38 |
| 2.03 | Business costs of terrorism† | 6.2 | 14 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 9 | 97 |
| | **Health and Hygiene** | **5.0** | **82** |
| 3.01 | Physician density per 1,000 pop.* | 1.1 | 82 |
| 3.02 | Access to improved sanitation (% pop.)* | 94.0 | 56 |
| 3.03 | Access to improved drinking water (% pop.)* | 97.0 | 62 |
| 3.04 | Hospital beds per 10,000 pop. | 12.0 | 106 |
| 3.05 | HIV prevalence (% pop.)* | 0.3 | 58 |
| 3.06 | Malaria incidence per 100,000 pop.* | 0.2 | 9 |
| | **Human Resources and Labour Market** | **4.8** | **42** |
| | *Qualification of the labour force* | *5.6* | 37 |
| 4.01 | Primary education enrolment rate (%)* | 92.0 | 89 |
| 4.02 | Secondary education enrolment rate (%)* | 103.6 | 20 |
| 4.03 | Extent of staff training† | 4.7 | 21 |
| 4.04 | Treatment of customers† | 5.1 | 37 |
| | *Labour market* | *4.0* | *76* |
| 4.05 | Hiring and firing practices† | 4.3 | 33 |
| 4.06 | Ease of finding skilled employees† | 5.0 | 8 |
| 4.07 | Ease of hiring foreign labour† | 4.0 | 77 |
| 4.08 | Pay and productivity† | 4.2 | 51 |
| 4.09 | Female labour force participation (% to men)* | 0.6 | 116 |
| | **ICT Readiness** | **4.2** | **70** |
| 5.01 | ICT use for B2B transactions† | 5.1 | 47 |
| 5.02 | Internet use for B2C transactions† | 4.8 | 56 |
| 5.03 | Individuals using internet (%)* | 46.0 | 73 |
| 5.04 | Broadband internet subs. per 100 pop.* | 9.7 | 66 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 146.0 | 27 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 72.7 | 21 |
| 5.07 | Mobile network coverage (% pop.)* | 69.5 | 130 |
| 5.08 | Quality of electricity supply | 5.6 | 42 |
| | **Prioritization of Travel & Tourism** | **5.4** | **22** |
| 6.01 | Government prioritization of T&T industry† | 6.1 | 25 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 6.3 | 28 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.7 | 13 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 63.0 | 80 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 16.5 | 67 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 74.9 | 46 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.0** | **35** |
| 7.01 | Visa requirements (0–100 best)* | 27.0 | 62 |
| 7.02 | Openness of bilateral ASA (0–38)* | 23.1 | 11 |
| 7.03 | No. of regional trade agreements in force* | 20.0 | 40 |
| | **Price Competitiveness** | **4.4** | **91** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 80.9 | 63 |
| 8.02 | Hotel price index (US$)* | 142.7 | 61 |
| 8.03 | Purchasing power parity* | 0.7 | 104 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 157.0 | 88 |
| | **Environmental Sustainability** | **4.1** | **68** |
| 9.01 | Stringency of environmental regulations† | 5.2 | 32 |
| 9.02 | Enforcement of environmental regulations† | 4.7 | 33 |
| 9.03 | Sustainability of T&T development† | 5.4 | 14 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 5.2 | 38 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 21 | 42 |
| 9.06 | Baseline water stress (0–5 worst)* | 1.9 | 77 |
| 9.07 | Threatened species (% total species)* | 7.4 | 103 |
| 9.08 | Forest cover change (% average per year)* | –3.2 | 73 |
| 9.09 | Wastewater treatment (%) * | 0.9 | 102 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.0 | 22 |
| | **Air Transport Infrastructure** | **3.0** | **60** |
| 10.01 | Quality of air transport infrastructure† | 4.6 | 61 |
| 10.02 | Airline dom. seat kms per week (millions)* | 0.8 | 80 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 124.5 | 74 |
| 10.04 | Departures per 1,000 pop.* | 8.8 | 39 |
| 10.05 | Airport density per million urban pop.* | 3.8 | 23 |
| 10.06 | No. of operating airlines* | 28.0 | 78 |
| | **Ground and Port Infrastructure** | **2.9** | **101** |
| 11.01 | Quality of roads | 2.8 | 119 |
| 11.02 | Quality of railroad infrastructure | 1.9 | 90 |
| 11.03 | Quality of port infrastructure† | 3.0 | 114 |
| 11.04 | Quality of ground transport network† | 3.9 | 96 |
| 11.05 | Railroad density (km/surface area)* | 0.8 | 54 |
| 11.06 | Road density (km/surface area)* | ® | 41 |
| 11.07 | Paved road density (km/surface area)* | ® | 60 |
| | **Tourist Service Infrastructure** | **5.3** | **32** |
| 12.01 | Hotel rooms per 100 pop.* | 1.0 | 38 |
| 12.02 | Extension of business trips recommended† | 6.3 | 4 |
| 12.03 | Presence of major car rental companies† | 7 | 1 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 461.7 | 65 |
| | **Natural Resources** | **5.1** | **5** |
| 13.01 | No. of World Heritage natural sites* | 3 | 18 |
| 13.02 | Total known species* | 1,274 | 21 |
| 13.03 | Total protected areas (% total territorial area)* | 22.6 | 32 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 88 | 6 |
| 13.05 | Quality of the natural environment† | 5.5 | 24 |
| | **Cultural Resources and Business Travel** | **1.7** | **64** |
| 14.01 | No. of World Heritage cultural sites* | 1 | 92 |
| 14.02 | No. of oral and intangible cultural expressions* | 1 | 60 |
| 14.03 | No. of large sports stadiums* | 3.0 | 91 |
| 14.04 | No. of international association meetings* | 32.0 | 59 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 19 | 37 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Côte d'Ivoire

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **117** | **3.05** |
| **Enabling Environment** | **121** | **3.62** |
| Business Environment | 91 | 4.13 |
| Safety and Security | 105 | 4.68 |
| Health and Hygiene | 127 | 3.08 |
| Human Resources and Labour Market | 135 | 3.29 |
| ICT Readiness | 111 | 2.94 |
| **T&T Policy and Enabling Conditions** | **132** | **3.40** |
| Prioritization of Travel & Tourism | 132 | 3.31 |
| International Openness | 130 | 1.76 |
| Price Competitiveness | 88 | 4.46 |
| Environmental Sustainability | 71 | 4.09 |
| **Infrastructure** | **97** | **2.87** |
| Air Transport Infrastructure | 108 | 2.04 |
| Ground and Port Infrastructure | 74 | 3.31 |
| Tourist Service Infrastructure | 96 | 3.26 |
| **Natural and Cultural Resources** | **70** | **2.28** |
| Natural Resources | 51 | 3.30 |
| Cultural Resources and Business Travel | 119 | 1.27 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 289 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 141.4 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 489.3 |
| Population (millions), 2013 | 20.3 |
| Surface area (1,000 square kilometres), 2013 | 322.5 |
| Gross domestic product per capita (PPP$), 2013 | 2,710 |
| Real GDP growth (%), 2013 | 8.7 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 640.9 | 2.4 | 5.0 |
| T&T industry employment (1,000 jobs) | 104.0 | 2.1 | 2.0 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Côte d'Ivoire

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.1** | **91** |
| 1.01 | Property rights† | 3.5 | 107 |
| 1.02 | Impact of rules on FDI† | 4.6 | 54 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.7 | 67 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.6 | **48** |
| 1.05 | No. of days to deal with construction permits* | 347 | 135 |
| 1.06 | Construction permits cost (%)* | 1.0 | **50** |
| 1.07 | Extent of market dominance† | 3.4 | 97 |
| 1.08 | No. of days to start a business* | 7 | **40** |
| 1.09 | Cost to start a business (% GNI/capita)* | 20.0 | 103 |
| 1.10 | Effect of taxation on incentives to work† | 3.7 | 64 |
| 1.11 | Effect of taxation on incentives to invest† | 3.4 | 99 |
| 1.12 | Total tax rate (% profit)* | 51.9 | 117 |
| 1.12a | Labour and contributions tax rate (% profit)* | 23.3 | 104 |
| 1.12b | Profit tax rate (% profit)* | 8.8 | **32** |
| 1.12c | Other taxes rate (% profit)* | 19.7 | 127 |
| | **Safety and Security** | **4.7** | **105** |
| 2.01 | Business costs of crime and violence† | 3.3 | 118 |
| 2.02 | Reliability of police services† | 3.8 | 92 |
| 2.03 | Business costs of terrorism† | 4.7 | 102 |
| 2.04 | Index of terrorism incidence* | 6.6 | 111 |
| 2.05 | Homicide rate* | 14 | 120 |
| | **Health and Hygiene** | **3.1** | **127** |
| 3.01 | Physician density per 1,000 pop.* | 0.1 | 120 |
| 3.02 | Access to improved sanitation (% pop.)* | 22.0 | 131 |
| 3.03 | Access to improved drinking water (% pop.)* | 80.0 | 115 |
| 3.04 | Hospital beds per 10,000 pop. | 4.0 | 133 |
| 3.05 | HIV prevalence (% pop.)* | 3.2 | 127 |
| 3.06 | Malaria incidence per 100,000 pop.* | 20,665.6 | 63 |
| | **Human Resources and Labour Market** | **3.3** | **135** |
| | *Qualification of the labour force* | *2.6* | *138* |
| 4.01 | Primary education enrolment rate (%)* | 61.9 | 139 |
| 4.02 | Secondary education enrolment rate (%)* | 24.3 | 140 |
| 4.03 | Extent of staff training† | 4.0 | 70 |
| 4.04 | Treatment of customers† | 4.4 | 85 |
| | *Labour market* | *4.0* | *74* |
| 4.05 | Hiring and firing practices† | 4.4 | **29** |
| 4.06 | Ease of finding skilled employees† | 4.4 | **41** |
| 4.07 | Ease of hiring foreign labour† | 4.2 | 55 |
| 4.08 | Pay and productivity† | 4.1 | 53 |
| 4.09 | Female labour force participation (% to men)* | 0.6 | 106 |
| | **ICT Readiness** | **2.9** | **111** |
| 5.01 | ICT use for B2B transactions† | 3.9 | 124 |
| 5.02 | Internet use for B2C transactions† | 3.8 | 109 |
| 5.03 | Individuals using internet (%)* | 2.6 | 133 |
| 5.04 | Broadband internet subs. per 100 pop.* | 0.3 | 114 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 95.4 | 102 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 0.0 | 130 |
| 5.07 | Mobile network coverage (% pop.)* | 97.9 | 87 |
| 5.08 | Quality of electricity supply | 3.9 | 95 |
| | **Prioritization of Travel & Tourism** | **3.3** | **132** |
| 6.01 | Government prioritization of T&T industry† | 4.4 | 112 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 1.5 | 121 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.7 | 114 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 34.0 | 127 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 0.0 | 129 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 62.9 | 90 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **1.8** | **130** |
| 7.01 | Visa requirements (0–100 best)* | 10.0 | 123 |
| 7.02 | Openness of bilateral ASA (0–38)* | 6.8 | 116 |
| 7.03 | No. of regional trade agreements in force* | 3.0 | 100 |
| | **Price Competitiveness** | **4.5** | **88** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 62.8 | 112 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.5 | 65 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 151.0 | 84 |
| | **Environmental Sustainability** | **4.1** | **71** |
| 9.01 | Stringency of environmental regulations† | 3.3 | 112 |
| 9.02 | Enforcement of environmental regulations† | 3.1 | 113 |
| 9.03 | Sustainability of T&T development† | 3.8 | 104 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 5.0 | **25** |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 23 | **11** |
| 9.06 | Baseline water stress (0–5 worst)* | 0.0 | **9** |
| 9.07 | Threatened species (% total species)* | 5.9 | 86 |
| 9.08 | Forest cover change (% average per year)* | –9.2 | 108 |
| 9.09 | Wastewater treatment (%) * | 0.6 | 105 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.0 | **15** |
| | **Air Transport Infrastructure** | **2.0** | **108** |
| 10.01 | Quality of air transport infrastructure† | 4.8 | 53 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 50.2 | 95 |
| 10.04 | Departures per 1,000 pop.* | 0.3 | 120 |
| 10.05 | Airport density per million urban pop.* | 0.1 | 141 |
| 10.06 | No. of operating airlines* | 22.0 | 88 |
| | **Ground and Port Infrastructure** | **3.3** | **74** |
| 11.01 | Quality of roads | 3.9 | 73 |
| 11.02 | Quality of railroad infrastructure | 2.8 | 59 |
| 11.03 | Quality of port infrastructure† | 5.1 | **34** |
| 11.04 | Quality of ground transport network† | 4.1 | 88 |
| 11.05 | Railroad density (km/surface area)* | 0.2 | 85 |
| 11.06 | Road density (km/surface area)* | ® | 76 |
| 11.07 | Paved road density (km/surface area)* | ® | 115 |
| | **Tourist Service Infrastructure** | **3.3** | **96** |
| 12.01 | Hotel rooms per 100 pop.* | 0.1 | 109 |
| 12.02 | Extension of business trips recommended† | 5.2 | 81 |
| 12.03 | Presence of major car rental companies† | 5 | 59 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 33.4 | 127 |
| | **Natural Resources** | **3.3** | **51** |
| 13.01 | No. of World Heritage natural sites* | 3 | **18** |
| 13.02 | Total known species* | 1,012 | **33** |
| 13.03 | Total protected areas (% total territorial area)* | 22.2 | **34** |
| 13.04 | Natural tourism digital demand (0–100 best)* | 1 | 132 |
| 13.05 | Quality of the natural environment† | 3.3 | 131 |
| | **Cultural Resources and Business Travel** | **1.3** | **119** |
| 14.01 | No. of World Heritage cultural sites* | 1 | 92 |
| 14.02 | No. of oral and intangible cultural expressions* | 2 | **41** |
| 14.03 | No. of large sports stadiums* | 2.0 | 98 |
| 14.04 | No. of international association meetings* | 4.0 | 109 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 3 | 107 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Croatia

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **33** | **4.30** |
| **Enabling Environment** | **52** | **5.08** |
| Business Environment | 125 | 3.65 |
| Safety and Security | 28 | 6.00 |
| Health and Hygiene | 18 | 6.33 |
| Human Resources and Labour Market | 80 | 4.41 |
| ICT Readiness | 38 | 5.03 |
| **T&T Policy and Enabling Conditions** | **39** | **4.33** |
| Prioritization of Travel & Tourism | 74 | 4.51 |
| International Openness | 19 | 4.14 |
| Price Competitiveness | 101 | 4.28 |
| Environmental Sustainability | 42 | 4.38 |
| **Infrastructure** | **38** | **4.54** |
| Air Transport Infrastructure | 53 | 3.06 |
| Ground and Port Infrastructure | 44 | 4.20 |
| Tourist Service Infrastructure | 6 | 6.35 |
| **Natural and Cultural Resources** | **30** | **3.23** |
| Natural Resources | 33 | 3.80 |
| Cultural Resources and Business Travel | 36 | 2.67 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 10,955 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 9,566.1 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 873.2 |
| Population (millions), 2013 | 4.3 |
| Surface area (1,000 square kilometres), 2013 | 56.6 |
| Gross domestic product per capita (PPP$), 2013 | 20,222 |
| Real GDP growth (%), 2013 | –0.9 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 6,127.9 | 12.1 | 5.4 |
| T&T industry employment (1,000 jobs) | 138.1 | 13.3 | 2.4 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Croatia

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **3.7** | **125** |
| 1.01 | Property rights† | 3.8 | 92 |
| 1.02 | Impact of rules on FDI† | 2.6 | 137 |
| 1.03 | Efficiency of legal framework settling disputes† | 2.5 | 132 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.1 | 135 |
| 1.05 | No. of days to deal with construction permits* | 188 | 96 |
| 1.06 | Construction permits cost (%)* | 10.9 | 132 |
| 1.07 | Extent of market dominance† | 3.3 | 110 |
| 1.08 | No. of days to start a business* | 15 | 83 |
| 1.09 | Cost to start a business (% GNI/capita)* | 3.5 | 47 |
| 1.10 | Effect of taxation on incentives to work† | 2.2 | 139 |
| 1.11 | Effect of taxation on incentives to invest† | 2.1 | 139 |
| 1.12 | Total tax rate (% profit)* | 18.8 | **11** |
| 1.12a | Labour and contributions tax rate (% profit)* | 17.1 | 74 |
| 1.12b | Profit tax rate (% profit)* | 0.0 | **1** |
| 1.12c | Other taxes rate (% profit)* | 1.6 | 57 |
| | **Safety and Security** | **6.0** | **28** |
| 2.01 | Business costs of crime and violence† | 5.2 | **32** |
| 2.02 | Reliability of police services† | 4.4 | 55 |
| 2.03 | Business costs of terrorism† | 6.5 | **5** |
| 2.04 | Index of terrorism incidence* | 7.0 | 74 |
| 2.05 | Homicide rate* | 1 | **30** |
| | **Health and Hygiene** | **6.3** | **18** |
| 3.01 | Physician density per 1,000 pop.* | 2.8 | 35 |
| 3.02 | Access to improved sanitation (% pop.)* | 98.0 | 42 |
| 3.03 | Access to improved drinking water (% pop.)* | 99.0 | 43 |
| 3.04 | Hospital beds per 10,000 pop. | 58.9 | **22** |
| 3.05 | HIV prevalence (% pop.)* | <0.1 | **1** |
| 3.06 | Malaria incidence per 100,000 pop.* | M.F. | n/a |
| | **Human Resources and Labour Market** | **4.4** | **80** |
| | *Qualification of the labour force* | *5.0* | *84* |
| 4.01 | Primary education enrolment rate (%)* | 89.3 | 102 |
| 4.02 | Secondary education enrolment rate (%)* | 98.4 | 38 |
| 4.03 | Extent of staff training† | 3.2 | 128 |
| 4.04 | Treatment of customers† | 4.6 | 60 |
| | *Labour market* | *3.8* | *93* |
| 4.05 | Hiring and firing practices† | 2.9 | 126 |
| 4.06 | Ease of finding skilled employees† | 3.7 | 85 |
| 4.07 | Ease of hiring foreign labour† | 3.4 | 118 |
| 4.08 | Pay and productivity† | 3.9 | 77 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 58 |
| | **ICT Readiness** | **5.0** | **38** |
| 5.01 | ICT use for B2B transactions† | 5.1 | 53 |
| 5.02 | Internet use for B2C transactions† | 4.6 | 65 |
| 5.03 | Individuals using internet (%)* | 66.7 | 42 |
| 5.04 | Broadband internet subs. per 100 pop.* | 21.5 | 36 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 114.5 | 65 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 65.3 | **25** |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | **1** |
| 5.08 | Quality of electricity supply | 5.7 | 40 |
| | **Prioritization of Travel & Tourism** | **4.5** | **74** |
| 6.01 | Government prioritization of T&T industry† | 5.8 | 37 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 1.3 | 124 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.0 | 45 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 83.0 | 37 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 17.5 | 57 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 57.7 | 102 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.1** | **19** |
| 7.01 | Visa requirements (0–100 best)* | 23.0 | 72 |
| 7.02 | Openness of bilateral ASA (0–38)* | 12.1 | 51 |
| 7.03 | No. of regional trade agreements in force* | 46.0 | **1** |
| | **Price Competitiveness** | **4.3** | **101** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 71.7 | 100 |
| 8.02 | Hotel price index (US$)* | 130.4 | 50 |
| 8.03 | Purchasing power parity* | 0.6 | 94 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 177.0 | 105 |
| | **Environmental Sustainability** | **4.4** | **42** |
| 9.01 | Stringency of environmental regulations† | 4.5 | 51 |
| 9.02 | Enforcement of environmental regulations† | 4.0 | 57 |
| 9.03 | Sustainability of T&T development† | 4.6 | 59 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 13.5 | 109 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 22 | **28** |
| 9.06 | Baseline water stress (0–5 worst)* | 0.0 | **7** |
| 9.07 | Threatened species (% total species)* | 5.2 | 73 |
| 9.08 | Forest cover change (% average per year)* | –0.4 | **21** |
| 9.09 | Wastewater treatment (%) * | 13.2 | 69 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.3 | 79 |
| | **Air Transport Infrastructure** | **3.1** | **53** |
| 10.01 | Quality of air transport infrastructure† | 4.2 | 76 |
| 10.02 | Airline dom. seat kms per week (millions)* | 3.9 | 63 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 86.8 | 83 |
| 10.04 | Departures per 1,000 pop.* | 5.7 | 50 |
| 10.05 | Airport density per million urban pop.* | 3.2 | **26** |
| 10.06 | No. of operating airlines* | 65.0 | 33 |
| | **Ground and Port Infrastructure** | **4.2** | **44** |
| 11.01 | Quality of roads | 5.6 | **17** |
| 11.02 | Quality of railroad infrastructure | 2.9 | 57 |
| 11.03 | Quality of port infrastructure† | 4.6 | 51 |
| 11.04 | Quality of ground transport network† | 5.1 | **29** |
| 11.05 | Railroad density (km/surface area)* | 4.8 | **18** |
| 11.06 | Road density (km/surface area)* | ® | 55 |
| 11.07 | Paved road density (km/surface area)* | ® | 39 |
| | **Tourist Service Infrastructure** | **6.3** | **6** |
| 12.01 | Hotel rooms per 100 pop.* | 1.8 | **13** |
| 12.02 | Extension of business trips recommended† | 4.4 | 120 |
| 12.03 | Presence of major car rental companies† | 7 | **1** |
| 12.04 | ATMs accepting Visa cards per million pop.* | 1,704.8 | **6** |
| | **Natural Resources** | **3.8** | **33** |
| 13.01 | No. of World Heritage natural sites* | 1 | 43 |
| 13.02 | Total known species* | 425 | 91 |
| 13.03 | Total protected areas (% total territorial area)* | 10.3 | 89 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 78 | **9** |
| 13.05 | Quality of the natural environment† | 5.8 | **20** |
| | **Cultural Resources and Business Travel** | **2.7** | **36** |
| 14.01 | No. of World Heritage cultural sites* | 6 | 34 |
| 14.02 | No. of oral and intangible cultural expressions* | 14 | **4** |
| 14.03 | No. of large sports stadiums* | 4.0 | 77 |
| 14.04 | No. of international association meetings* | 78.0 | 41 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 16 | 41 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Cyprus

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **36** | **4.25** |
| **Enabling Environment** | **34** | **5.26** |
| Business Environment | 43 | 4.72 |
| Safety and Security | 27 | 6.00 |
| Health and Hygiene | 51 | 5.80 |
| Human Resources and Labour Market | 20 | 5.16 |
| ICT Readiness | 50 | 4.63 |
| **T&T Policy and Enabling Conditions** | **30** | **4.40** |
| Prioritization of Travel & Tourism | 3 | 5.96 |
| International Openness | 48 | 3.75 |
| Price Competitiveness | 111 | 3.97 |
| Environmental Sustainability | 83 | 3.92 |
| **Infrastructure** | **17** | **5.06** |
| Air Transport Infrastructure | 46 | 3.48 |
| Ground and Port Infrastructure | 23 | 4.91 |
| Tourist Service Infrastructure | 2 | 6.77 |
| **Natural and Cultural Resources** | **72** | **2.27** |
| Natural Resources | 84 | 2.66 |
| Cultural Resources and Business Travel | 56 | 1.88 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 2,405 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 2,917.4 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 1,213.1 |
| Population (millions), 2013 | 1.1 |
| Surface area (1,000 square kilometres), 2013 | 9.3 |
| Gross domestic product per capita (PPP$), 2013 | 28,748 |
| Real GDP growth (%), 2013 | –5.4 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 1,438.1 | 6.8 | 5.2 |
| T&T industry employment (1,000 jobs) | 27.0 | 7.8 | 2.2 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Cyprus

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.7** | **43** |
| 1.01 | Property rights† | 4.3 | 54 |
| 1.02 | Impact of rules on FDI† | 4.6 | 51 |
| 1.03 | Efficiency of legal framework settling disputes† | 4.0 | 51 |
| 1.04 | Efficiency of legal framework challenging regs.† | 4.1 | 31 |
| 1.05 | No. of days to deal with construction permits* | 677 | 141 |
| 1.06 | Construction permits cost (%)* | 1.2 | 56 |
| 1.07 | Extent of market dominance† | 3.9 | 55 |
| 1.08 | No. of days to start a business* | 8 | 42 |
| 1.09 | Cost to start a business (% GNI/capita)* | 12.6 | 85 |
| 1.10 | Effect of taxation on incentives to work† | 4.4 | 18 |
| 1.11 | Effect of taxation on incentives to invest† | 4.4 | 21 |
| 1.12 | Total tax rate (% profit)* | 23.2 | 20 |
| 1.12a | Labour and contributions tax rate (% profit)* | 12.0 | 48 |
| 1.12b | Profit tax rate (% profit)* | 9.6 | 37 |
| 1.12c | Other taxes rate (% profit)* | 1.6 | 57 |
| | **Safety and Security** | **6.0** | **27** |
| 2.01 | Business costs of crime and violence† | 5.7 | 14 |
| 2.02 | Reliability of police services† | 4.7 | 44 |
| 2.03 | Business costs of terrorism† | 6.0 | 28 |
| 2.04 | Index of terrorism incidence* | 6.9 | 94 |
| 2.05 | Homicide rate* | 2 | 50 |
| | **Health and Hygiene** | **5.8** | **51** |
| 3.01 | Physician density per 1,000 pop.* | 2.3 | 50 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 35.0 | 46 |
| 3.05 | HIV prevalence (% pop.)* | <0.2 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | M.F. | n/a |
| | **Human Resources and Labour Market** | **5.2** | **20** |
| | *Qualification of the labour force* | *5.8* | 25 |
| 4.01 | Primary education enrolment rate (%)* | 97.9 | 31 |
| 4.02 | Secondary education enrolment rate (%)* | 95.3 | 53 |
| 4.03 | Extent of staff training† | 4.3 | 43 |
| 4.04 | Treatment of customers† | 5.1 | 34 |
| | *Labour market* | *4.6* | 24 |
| 4.05 | Hiring and firing practices† | 4.2 | 39 |
| 4.06 | Ease of finding skilled employees† | 5.4 | 2 |
| 4.07 | Ease of hiring foreign labour† | 4.2 | 57 |
| 4.08 | Pay and productivity† | 4.0 | 58 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 60 |
| | **ICT Readiness** | **4.6** | **50** |
| 5.01 | ICT use for B2B transactions† | 4.8 | 65 |
| 5.02 | Internet use for B2C transactions† | 5.0 | 43 |
| 5.03 | Individuals using internet (%)* | 65.5 | 45 |
| 5.04 | Broadband internet subs. per 100 pop.* | 19.9 | 38 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 96.4 | 97 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 32.1 | 66 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 37 |
| 5.08 | Quality of electricity supply | 5.5 | 43 |
| | **Prioritization of Travel & Tourism** | **6.0** | **3** |
| 6.01 | Government prioritization of T&T industry† | 6.2 | 14 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 9.3 | 12 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.5 | 15 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 107.0 | 9 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.0 | 16 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 67.9 | 69 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.7** | **48** |
| 7.01 | Visa requirements (0–100 best)* | 23.0 | 72 |
| 7.02 | Openness of bilateral ASA (0–38)* | 5.1 | 126 |
| 7.03 | No. of regional trade agreements in force* | 46.0 | 1 |
| | **Price Competitiveness** | **4.0** | **111** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 80.3 | 67 |
| 8.02 | Hotel price index (US$)* | 164.2 | 75 |
| 8.03 | Purchasing power parity* | 0.9 | 116 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 177.0 | 105 |
| | **Environmental Sustainability** | **3.9** | **83** |
| 9.01 | Stringency of environmental regulations† | 4.7 | 42 |
| 9.02 | Enforcement of environmental regulations† | 4.5 | 38 |
| 9.03 | Sustainability of T&T development† | 5.1 | 25 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 11.1 | 91 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 22 | 28 |
| 9.06 | Baseline water stress (0–5 worst)* | 5.0 | 128 |
| 9.07 | Threatened species (% total species)* | 3.2 | 34 |
| 9.08 | Forest cover change (% average per year)* | –1.6 | 44 |
| 9.09 | Wastewater treatment (%) * | 9.4 | 79 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.0 | 25 |
| | **Air Transport Infrastructure** | **3.5** | **46** |
| 10.01 | Quality of air transport infrastructure† | 5.1 | 43 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 193.2 | 61 |
| 10.04 | Departures per 1,000 pop.* | 10.3 | 33 |
| 10.05 | Airport density per million urban pop.* | 3.9 | 21 |
| 10.06 | No. of operating airlines* | 58.0 | 40 |
| | **Ground and Port Infrastructure** | **4.9** | **23** |
| 11.01 | Quality of roads | 5.3 | 24 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 4.9 | 45 |
| 11.04 | Quality of ground transport network† | 4.4 | 68 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 25 |
| 11.07 | Paved road density (km/surface area)* | ® | 26 |
| | **Tourist Service Infrastructure** | **6.8** | **2** |
| 12.01 | Hotel rooms per 100 pop.* | 3.6 | 3 |
| 12.02 | Extension of business trips recommended† | 6.1 | 15 |
| 12.03 | Presence of major car rental companies† | 7 | 1 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 1,574.2 | 8 |
| | **Natural Resources** | **2.7** | **84** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 310 | 128 |
| 13.03 | Total protected areas (% total territorial area)* | 17.2 | 50 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 23 | 50 |
| 13.05 | Quality of the natural environment† | 4.9 | 47 |
| | **Cultural Resources and Business Travel** | **1.9** | **56** |
| 14.01 | No. of World Heritage cultural sites* | 3 | 58 |
| 14.02 | No. of oral and intangible cultural expressions* | 3 | 32 |
| 14.03 | No. of large sports stadiums* | 6.0 | 52 |
| 14.04 | No. of international association meetings* | 40.7 | 54 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 14 | 46 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Czech Republic

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **37** | **4.22** |
| **Enabling Environment** | **31** | **5.34** |
| Business Environment | 75 | 4.35 |
| Safety and Security | 46 | 5.71 |
| Health and Hygiene | 4 | 6.73 |
| Human Resources and Labour Market | 44 | 4.75 |
| ICT Readiness | 34 | 5.19 |
| **T&T Policy and Enabling Conditions** | **14** | **4.53** |
| Prioritization of Travel & Tourism | 66 | 4.61 |
| International Openness | 17 | 4.15 |
| Price Competitiveness | 87 | 4.47 |
| Environmental Sustainability | 13 | 4.90 |
| **Infrastructure** | **35** | **4.57** |
| Air Transport Infrastructure | 51 | 3.13 |
| Ground and Port Infrastructure | 18 | 5.15 |
| Tourist Service Infrastructure | 30 | 5.44 |
| **Natural and Cultural Resources** | **63** | **2.45** |
| Natural Resources | 89 | 2.59 |
| Cultural Resources and Business Travel | 42 | 2.30 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 9,004 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 7,050.2 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 783 |
| Population (millions), 2013 | 10.5 |
| Surface area (1,000 square kilometres), 2013 | 78.9 |
| Gross domestic product per capita (PPP$), 2013 | 27,347 |
| Real GDP growth (%), 2013 | –0.9 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 5,635.7 | 2.9 | 2.9 |
| T&T industry employment (1,000 jobs) | 248.5 | 5.0 | 0.8 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Czech Republic

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.4** | **75** |
| 1.01 | Property rights† | 4.0 | 75 |
| 1.02 | Impact of rules on FDI† | 4.5 | 67 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.3 | 100 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.7 | 114 |
| 1.05 | No. of days to deal with construction permits* | 143 | 66 |
| 1.06 | Construction permits cost (%)* | 0.3 | 11 |
| 1.07 | Extent of market dominance† | 4.2 | 34 |
| 1.08 | No. of days to start a business* | 19 | 95 |
| 1.09 | Cost to start a business (% GNI/capita)* | 8.0 | 70 |
| 1.10 | Effect of taxation on incentives to work† | 3.1 | 108 |
| 1.11 | Effect of taxation on incentives to invest† | 3.3 | 106 |
| 1.12 | Total tax rate (% profit)* | 48.5 | 106 |
| 1.12a | Labour and contributions tax rate (% profit)* | 38.4 | 134 |
| 1.12b | Profit tax rate (% profit)* | 7.6 | 27 |
| 1.12c | Other taxes rate (% profit)* | 2.6 | 80 |
| | **Safety and Security** | **5.7** | **46** |
| 2.01 | Business costs of crime and violence† | 4.8 | 50 |
| 2.02 | Reliability of police services† | 4.1 | 75 |
| 2.03 | Business costs of terrorism† | 5.8 | 42 |
| 2.04 | Index of terrorism incidence* | 7.0 | 74 |
| 2.05 | Homicide rate* | 1 | 23 |
| | **Health and Hygiene** | **6.7** | **4** |
| 3.01 | Physician density per 1,000 pop.* | 3.6 | 14 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 68.0 | 9 |
| 3.05 | HIV prevalence (% pop.)* | <0.1 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **4.7** | **44** |
| | *Qualification of the labour force* | *5.5* | *44* |
| 4.01 | Primary education enrolment rate (%)* | 96.0 | 55 |
| 4.02 | Secondary education enrolment rate (%)* | 96.6 | 47 |
| 4.03 | Extent of staff training† | 4.1 | 55 |
| 4.04 | Treatment of customers† | 4.7 | 59 |
| | *Labour market* | *4.0* | *77* |
| 4.05 | Hiring and firing practices† | 3.2 | 118 |
| 4.06 | Ease of finding skilled employees† | 3.4 | 106 |
| 4.07 | Ease of hiring foreign labour† | 3.9 | 84 |
| 4.08 | Pay and productivity† | 4.6 | 19 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 73 |
| | **ICT Readiness** | **5.2** | **34** |
| 5.01 | ICT use for B2B transactions† | 5.6 | 25 |
| 5.02 | Internet use for B2C transactions† | 5.8 | 12 |
| 5.03 | Individuals using internet (%)* | 74.1 | 31 |
| 5.04 | Broadband internet subs. per 100 pop.* | 17.0 | 42 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 127.7 | 44 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 52.3 | 41 |
| 5.07 | Mobile network coverage (% pop.)* | 99.8 | 48 |
| 5.08 | Quality of electricity supply | 6.4 | 19 |
| | **Prioritization of Travel & Tourism** | **4.6** | **66** |
| 6.01 | Government prioritization of T&T industry† | 5.2 | 73 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 3.7 | 62 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.9 | 101 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 86.0 | 31 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 18.0 | 48 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 69.1 | 62 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.1** | **17** |
| 7.01 | Visa requirements (0–100 best)* | 23.0 | 72 |
| 7.02 | Openness of bilateral ASA (0–38)* | 12.2 | 46 |
| 7.03 | No. of regional trade agreements in force* | 46.0 | 1 |
| | **Price Competitiveness** | **4.5** | **87** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 79.9 | 68 |
| 8.02 | Hotel price index (US$)* | 92.8 | 13 |
| 8.03 | Purchasing power parity* | 0.7 | 98 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 193.0 | 120 |
| | **Environmental Sustainability** | **4.9** | **13** |
| 9.01 | Stringency of environmental regulations† | 5.1 | 33 |
| 9.02 | Enforcement of environmental regulations† | 4.7 | 32 |
| 9.03 | Sustainability of T&T development† | 4.0 | 93 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 15.1 | 125 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 21 | 42 |
| 9.06 | Baseline water stress (0–5 worst)* | 1.1 | 53 |
| 9.07 | Threatened species (% total species)* | 2.3 | 12 |
| 9.08 | Forest cover change (% average per year)* | –1.0 | 35 |
| 9.09 | Wastewater treatment (%) * | 75.7 | 23 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | n/a | n/a |
| | **Air Transport Infrastructure** | **3.1** | **51** |
| 10.01 | Quality of air transport infrastructure† | 5.5 | 26 |
| 10.02 | Airline dom. seat kms per week (millions)* | 0.3 | 90 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 199.1 | 59 |
| 10.04 | Departures per 1,000 pop.* | 4.2 | 61 |
| 10.05 | Airport density per million urban pop.* | 0.7 | 102 |
| 10.06 | No. of operating airlines* | 80.0 | 23 |
| | **Ground and Port Infrastructure** | **5.2** | **18** |
| 11.01 | Quality of roads | 3.7 | 81 |
| 11.02 | Quality of railroad infrastructure | 4.5 | 21 |
| 11.03 | Quality of port infrastructure† | 4.0 | 75 |
| 11.04 | Quality of ground transport network† | 5.7 | 14 |
| 11.05 | Railroad density (km/surface area)* | 12.0 | 1 |
| 11.06 | Road density (km/surface area)* | ® | 20 |
| 11.07 | Paved road density (km/surface area)* | ® | 16 |
| | **Tourist Service Infrastructure** | **5.4** | **30** |
| 12.01 | Hotel rooms per 100 pop.* | 1.3 | 20 |
| 12.02 | Extension of business trips recommended† | 5.2 | 75 |
| 12.03 | Presence of major car rental companies† | 7 | 1 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 574.9 | 53 |
| | **Natural Resources** | **2.6** | **89** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 386 | 108 |
| 13.03 | Total protected areas (% total territorial area)* | 22.4 | 33 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 11 | 77 |
| 13.05 | Quality of the natural environment† | 4.6 | 58 |
| | **Cultural Resources and Business Travel** | **2.3** | **42** |
| 14.01 | No. of World Heritage cultural sites* | 12 | 16 |
| 14.02 | No. of oral and intangible cultural expressions* | 4 | 25 |
| 14.03 | No. of large sports stadiums* | 2.0 | 98 |
| 14.04 | No. of international association meetings* | 145.3 | 28 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 8 | 68 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Denmark

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **27** | **4.38** |
| **Enabling Environment** | **10** | **5.79** |
| Business Environment | 20 | 5.28 |
| Safety and Security | 34 | 5.88 |
| Health and Hygiene | 32 | 6.11 |
| Human Resources and Labour Market | 4 | 5.47 |
| ICT Readiness | 3 | 6.18 |
| **T&T Policy and Enabling Conditions** | **61** | **4.22** |
| Prioritization of Travel & Tourism | 91 | 4.31 |
| International Openness | 7 | 4.34 |
| Price Competitiveness | 135 | 3.31 |
| Environmental Sustainability | 12 | 4.92 |
| **Infrastructure** | **29** | **4.68** |
| Air Transport Infrastructure | 36 | 3.87 |
| Ground and Port Infrastructure | 12 | 5.52 |
| Tourist Service Infrastructure | 52 | 4.67 |
| **Natural and Cultural Resources** | **44** | **2.81** |
| Natural Resources | 47 | 3.45 |
| Cultural Resources and Business Travel | 46 | 2.18 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 8,557 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 6,939.1 |
| Growth (%) in int'l outbound travel spending* | 2.37 |
| Average spending per int'l tourist (US$), 2013 | 810.9 |
| Population (millions), 2013 | 5.6 |
| Surface area (1,000 square kilometres), 2013 | 43.1 |
| Gross domestic product per capita (PPP$), 2013 | 43,080 |
| Real GDP growth (%), 2013 | 0.4 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 6,517.7 | 2.0 | 3.4 |
| T&T industry employment (1,000 jobs) | 77.3 | 2.9 | 1.5 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Denmark

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **5.3** | **20** |
| 1.01 | Property rights† | 5.7 | 17 |
| 1.02 | Impact of rules on FDI† | 4.7 | 42 |
| 1.03 | Efficiency of legal framework settling disputes† | 5.0 | 20 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.7 | 44 |
| 1.05 | No. of days to deal with construction permits* | 64 | 8 |
| 1.06 | Construction permits cost (%)* | 2.3 | 81 |
| 1.07 | Extent of market dominance† | 5.1 | 12 |
| 1.08 | No. of days to start a business* | 6 | 23 |
| 1.09 | Cost to start a business (% GNI/capita)* | 0.2 | 2 |
| 1.10 | Effect of taxation on incentives to work† | 2.7 | 130 |
| 1.11 | Effect of taxation on incentives to invest† | 3.2 | 113 |
| 1.12 | Total tax rate (% profit)* | 26.0 | 26 |
| 1.12a | Labour and contributions tax rate (% profit)* | 3.0 | 15 |
| 1.12b | Profit tax rate (% profit)* | 20.3 | 93 |
| 1.12c | Other taxes rate (% profit)* | 2.8 | 85 |
| | **Safety and Security** | **5.9** | **34** |
| 2.01 | Business costs of crime and violence† | 4.7 | 60 |
| 2.02 | Reliability of police services† | 6.0 | 15 |
| 2.03 | Business costs of terrorism† | 4.8 | 94 |
| 2.04 | Index of terrorism incidence* | 7.0 | 51 |
| 2.05 | Homicide rate* | 1 | 13 |
| | **Health and Hygiene** | **6.1** | **32** |
| 3.01 | Physician density per 1,000 pop.* | 3.4 | 19 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 35.0 | 46 |
| 3.05 | HIV prevalence (% pop.)* | 0.2 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **5.5** | **4** |
| | *Qualification of the labour force* | *6.0* | 11 |
| 4.01 | Primary education enrolment rate (%)* | 97.9 | 32 |
| 4.02 | Secondary education enrolment rate (%)* | 124.7 | 4 |
| 4.03 | Extent of staff training† | 4.9 | 15 |
| 4.04 | Treatment of customers† | 5.5 | 10 |
| | *Labour market* | *4.9* | 3 |
| 4.05 | Hiring and firing practices† | 5.3 | 6 |
| 4.06 | Ease of finding skilled employees† | 4.7 | 23 |
| 4.07 | Ease of hiring foreign labour† | 4.4 | 37 |
| 4.08 | Pay and productivity† | 4.0 | 61 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 22 |
| | **ICT Readiness** | **6.2** | **3** |
| 5.01 | ICT use for B2B transactions† | 5.6 | 27 |
| 5.02 | Internet use for B2C transactions† | 5.5 | 23 |
| 5.03 | Individuals using internet (%)* | 94.6 | 4 |
| 5.04 | Broadband internet subs. per 100 pop.* | 40.2 | 2 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 127.1 | 46 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 103.8 | 8 |
| 5.07 | Mobile network coverage (% pop.)* | n/a | n/a |
| 5.08 | Quality of electricity supply | 6.7 | 5 |
| | **Prioritization of Travel & Tourism** | **4.3** | **91** |
| 6.01 | Government prioritization of T&T industry† | 4.5 | 109 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 2.4 | 97 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.2 | 89 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 74.0 | 50 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 18.0 | 48 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 68.7 | 65 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.3** | **7** |
| 7.01 | Visa requirements (0–100 best)* | 23.0 | 72 |
| 7.02 | Openness of bilateral ASA (0–38)* | 15.7 | 24 |
| 7.03 | No. of regional trade agreements in force* | 46.0 | 1 |
| | **Price Competitiveness** | **3.3** | **135** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 81.4 | 57 |
| 8.02 | Hotel price index (US$)* | 150.2 | 66 |
| 8.03 | Purchasing power parity* | 1.4 | 136 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 202.0 | 128 |
| | **Environmental Sustainability** | **4.9** | **12** |
| 9.01 | Stringency of environmental regulations† | 6.3 | 1 |
| 9.02 | Enforcement of environmental regulations† | 6.2 | 2 |
| 9.03 | Sustainability of T&T development† | 4.4 | 71 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 9.9 | 84 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 25 | 1 |
| 9.06 | Baseline water stress (0–5 worst)* | 1.0 | 47 |
| 9.07 | Threatened species (% total species)* | 1.4 | 3 |
| 9.08 | Forest cover change (% average per year)* | –3.4 | 76 |
| 9.09 | Wastewater treatment (%) * | 93.5 | 7 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 2.6 | 101 |
| | **Air Transport Infrastructure** | **3.9** | **36** |
| 10.01 | Quality of air transport infrastructure† | 5.6 | 24 |
| 10.02 | Airline dom. seat kms per week (millions)* | 17.1 | 43 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 494.8 | 38 |
| 10.04 | Departures per 1,000 pop.* | n/a | n/a |
| 10.05 | Airport density per million urban pop.* | 1.8 | 39 |
| 10.06 | No. of operating airlines* | 82.0 | 22 |
| | **Ground and Port Infrastructure** | **5.5** | **12** |
| 11.01 | Quality of roads | 5.4 | 21 |
| 11.02 | Quality of railroad infrastructure | 4.5 | 20 |
| 11.03 | Quality of port infrastructure† | 5.8 | 10 |
| 11.04 | Quality of ground transport network† | 5.7 | 16 |
| 11.05 | Railroad density (km/surface area)* | 4.9 | 16 |
| 11.06 | Road density (km/surface area)* | ® | 18 |
| 11.07 | Paved road density (km/surface area)* | ® | 15 |
| | **Tourist Service Infrastructure** | **4.7** | **52** |
| 12.01 | Hotel rooms per 100 pop.* | 0.8 | 42 |
| 12.02 | Extension of business trips recommended† | 4.0 | 133 |
| 12.03 | Presence of major car rental companies† | 6 | 35 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 724.8 | 40 |
| | **Natural Resources** | **3.4** | **47** |
| 13.01 | No. of World Heritage natural sites* | 3 | 18 |
| 13.02 | Total known species* | 355 | 114 |
| 13.03 | Total protected areas (% total territorial area)* | 23.6 | 28 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 10 | 80 |
| 13.05 | Quality of the natural environment† | 5.4 | 30 |
| | **Cultural Resources and Business Travel** | **2.2** | **46** |
| 14.01 | No. of World Heritage cultural sites* | 3 | 58 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 4.0 | 77 |
| 14.04 | No. of international association meetings* | 175.7 | 24 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 11 | 60 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Dominican Republic

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **81** | **3.50** |
| **Enabling Environment** | **95** | **4.21** |
| Business Environment | 88 | 4.19 |
| Safety and Security | 120 | 4.30 |
| Health and Hygiene | 87 | 4.89 |
| Human Resources and Labour Market | 97 | 4.21 |
| ICT Readiness | 93 | 3.46 |
| **T&T Policy and Enabling Conditions** | **79** | **4.07** |
| Prioritization of Travel & Tourism | 7 | 5.79 |
| International Openness | 63 | 3.24 |
| Price Competitiveness | 110 | 4.02 |
| Environmental Sustainability | 131 | 3.23 |
| **Infrastructure** | **65** | **3.68** |
| Air Transport Infrastructure | 65 | 2.82 |
| Ground and Port Infrastructure | 64 | 3.58 |
| Tourist Service Infrastructure | 56 | 4.63 |
| **Natural and Cultural Resources** | **89** | **2.05** |
| Natural Resources | 91 | 2.59 |
| Cultural Resources and Business Travel | 78 | 1.51 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 4,690 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 5,064.8 |
| Growth (%) in int'l outbound travel spending* | 1.19 |
| Average spending per int'l tourist (US$), 2013 | 1,079.9 |
| Population (millions), 2013 | 10.4 |
| Surface area (1,000 square kilometres), 2013 | 48.7 |
| Gross domestic product per capita (PPP$), 2013 | 12,173 |
| Real GDP growth (%), 2013 | 4.6 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 2,806.7 | 4.7 | 3.0 |
| T&T industry employment (1,000 jobs) | 176.3 | 4.2 | 1.7 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Dominican Republic

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.2** | **88** |
| 1.01 | Property rights† | 3.8 | 90 |
| 1.02 | Impact of rules on FDI† | 4.4 | 77 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.4 | 86 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.4 | 65 |
| 1.05 | No. of days to deal with construction permits* | 184 | 93 |
| 1.06 | Construction permits cost (%)* | 2.0 | 75 |
| 1.07 | Extent of market dominance† | 3.2 | 116 |
| 1.08 | No. of days to start a business* | 20 | 99 |
| 1.09 | Cost to start a business (% GNI/capita)* | 16.9 | 98 |
| 1.10 | Effect of taxation on incentives to work† | 2.9 | 116 |
| 1.11 | Effect of taxation on incentives to invest† | 3.1 | 119 |
| 1.12 | Total tax rate (% profit)* | 43.4 | 95 |
| 1.12a | Labour and contributions tax rate (% profit)* | 18.6 | 86 |
| 1.12b | Profit tax rate (% profit)* | 23.7 | 113 |
| 1.12c | Other taxes rate (% profit)* | 1.1 | 41 |
| | **Safety and Security** | **4.3** | **120** |
| 2.01 | Business costs of crime and violence† | 3.3 | 119 |
| 2.02 | Reliability of police services† | 2.6 | 137 |
| 2.03 | Business costs of terrorism† | 4.9 | 89 |
| 2.04 | Index of terrorism incidence* | 7.0 | 51 |
| 2.05 | Homicide rate* | 22 | 128 |
| | **Health and Hygiene** | **4.9** | **87** |
| 3.01 | Physician density per 1,000 pop.* | 1.5 | 71 |
| 3.02 | Access to improved sanitation (% pop.)* | 82.0 | 78 |
| 3.03 | Access to improved drinking water (% pop.)* | 81.0 | 113 |
| 3.04 | Hospital beds per 10,000 pop. | 17.0 | 90 |
| 3.05 | HIV prevalence (% pop.)* | 0.7 | 96 |
| 3.06 | Malaria incidence per 100,000 pop.* | 12.7 | 19 |
| | **Human Resources and Labour Market** | **4.2** | **97** |
| | *Qualification of the labour force* | *4.6* | *100* |
| 4.01 | Primary education enrolment rate (%)* | 86.5 | 109 |
| 4.02 | Secondary education enrolment rate (%)* | 75.9 | 95 |
| 4.03 | Extent of staff training† | 3.9 | 86 |
| 4.04 | Treatment of customers† | 4.4 | 75 |
| | *Labour market* | *3.8* | *92* |
| 4.05 | Hiring and firing practices† | 4.0 | 61 |
| 4.06 | Ease of finding skilled employees† | 3.6 | 91 |
| 4.07 | Ease of hiring foreign labour† | 4.4 | 32 |
| 4.08 | Pay and productivity† | 3.8 | 82 |
| 4.09 | Female labour force participation (% to men)* | 0.7 | 101 |
| | **ICT Readiness** | **3.5** | **93** |
| 5.01 | ICT use for B2B transactions† | 4.7 | 70 |
| 5.02 | Internet use for B2C transactions† | 4.4 | 73 |
| 5.03 | Individuals using internet (%)* | 45.9 | 74 |
| 5.04 | Broadband internet subs. per 100 pop.* | 4.6 | 83 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 88.4 | 107 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 25.4 | 75 |
| 5.07 | Mobile network coverage (% pop.)* | 97.4 | 89 |
| 5.08 | Quality of electricity supply | 2.4 | 125 |
| | **Prioritization of Travel & Tourism** | **5.8** | **7** |
| 6.01 | Government prioritization of T&T industry† | 5.7 | 43 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 21.8 | 2 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.2 | 34 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 84.0 | 32 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 20.0 | 3 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 68.7 | 65 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.2** | **63** |
| 7.01 | Visa requirements (0–100 best)* | 30.0 | 50 |
| 7.02 | Openness of bilateral ASA (0–38)* | 23.0 | 12 |
| 7.03 | No. of regional trade agreements in force* | 6.0 | 74 |
| | **Price Competitiveness** | **4.0** | **110** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 31.1 | 135 |
| 8.02 | Hotel price index (US$)* | 124.0 | 40 |
| 8.03 | Purchasing power parity* | 0.5 | 59 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 158.0 | 90 |
| | **Environmental Sustainability** | **3.2** | **131** |
| 9.01 | Stringency of environmental regulations† | 3.9 | 83 |
| 9.02 | Enforcement of environmental regulations† | 3.3 | 105 |
| 9.03 | Sustainability of T&T development† | 4.9 | 39 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 5.2 | 37 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 18 | 87 |
| 9.06 | Baseline water stress (0–5 worst)* | 3.5 | 107 |
| 9.07 | Threatened species (% total species)* | 15.8 | 133 |
| 9.08 | Forest cover change (% average per year)* | –6.0 | 101 |
| 9.09 | Wastewater treatment (%) * | 5.9 | 84 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.0 | 16 |
| | **Air Transport Infrastructure** | **2.8** | **65** |
| 10.01 | Quality of air transport infrastructure† | 4.8 | 52 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 396.1 | 45 |
| 10.04 | Departures per 1,000 pop.* | 0.2 | 123 |
| 10.05 | Airport density per million urban pop.* | 0.9 | 86 |
| 10.06 | No. of operating airlines* | 69.0 | 32 |
| | **Ground and Port Infrastructure** | **3.6** | **64** |
| 11.01 | Quality of roads | 4.4 | 53 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 4.6 | 52 |
| 11.04 | Quality of ground transport network† | 3.7 | 112 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 75 |
| 11.07 | Paved road density (km/surface area)* | ® | 69 |
| | **Tourist Service Infrastructure** | **4.6** | **56** |
| 12.01 | Hotel rooms per 100 pop.* | 0.7 | 51 |
| 12.02 | Extension of business trips recommended† | 5.7 | 41 |
| 12.03 | Presence of major car rental companies† | 7 | 1 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 298.2 | 87 |
| | **Natural Resources** | **2.6** | **91** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 335 | 119 |
| 13.03 | Total protected areas (% total territorial area)* | 20.8 | 38 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 24 | 45 |
| 13.05 | Quality of the natural environment† | 4.0 | 100 |
| | **Cultural Resources and Business Travel** | **1.5** | **78** |
| 14.01 | No. of World Heritage cultural sites* | 1 | 92 |
| 14.02 | No. of oral and intangible cultural expressions* | 2 | 41 |
| 14.03 | No. of large sports stadiums* | 2.0 | 98 |
| 14.04 | No. of international association meetings* | 22.3 | 67 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 11 | 56 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Egypt

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **83** | **3.49** |
| **Enabling Environment** | **96** | **4.17** |
| Business Environment | 95 | 4.11 |
| Safety and Security | 136 | 3.40 |
| Health and Hygiene | 64 | 5.40 |
| Human Resources and Labour Market | 103 | 4.12 |
| ICT Readiness | 80 | 3.80 |
| **T&T Policy and Enabling Conditions** | **59** | **4.23** |
| Prioritization of Travel & Tourism | 69 | 4.56 |
| International Openness | 115 | 2.17 |
| Price Competitiveness | 2 | 6.19 |
| Environmental Sustainability | 77 | 3.99 |
| **Infrastructure** | **86** | **3.13** |
| Air Transport Infrastructure | 63 | 2.93 |
| Ground and Port Infrastructure | 103 | 2.84 |
| Tourist Service Infrastructure | 89 | 3.60 |
| **Natural and Cultural Resources** | **65** | **2.42** |
| Natural Resources | 100 | 2.45 |
| Cultural Resources and Business Travel | 41 | 2.40 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 9,174 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 6,047.0 |
| Growth (%) in int'l outbound travel spending* | 1.5 |
| Average spending per int'l tourist (US$), 2013 | 659.1 |
| Population (millions), 2013 | 82.1 |
| Surface area (1,000 square kilometres), 2013 | 1,001.5 |
| Gross domestic product per capita (PPP$), 2013 | 10,870 |
| Real GDP growth (%), 2013 | 2.1 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 14,093.1 | 5.6 | 4.9 |
| T&T industry employment (1,000 jobs) | 1,251.2 | 5.1 | 2.5 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Egypt

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.1** | **95** |
| 1.01 | Property rights† | 3.6 | 104 |
| 1.02 | Impact of rules on FDI† | 3.6 | 123 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.3 | 105 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.2 | 82 |
| 1.05 | No. of days to deal with construction permits* | 179 | 90 |
| 1.06 | Construction permits cost (%)* | 1.9 | 72 |
| 1.07 | Extent of market dominance† | 3.1 | 123 |
| 1.08 | No. of days to start a business* | 8 | 42 |
| 1.09 | Cost to start a business (% GNI/capita)* | 9.2 | 73 |
| 1.10 | Effect of taxation on incentives to work† | 3.0 | 115 |
| 1.11 | Effect of taxation on incentives to invest† | 3.6 | 78 |
| 1.12 | Total tax rate (% profit)* | 45.0 | 99 |
| 1.12a | Labour and contributions tax rate (% profit)* | 23.9 | 108 |
| 1.12b | Profit tax rate (% profit)* | 16.7 | 67 |
| 1.12c | Other taxes rate (% profit)* | 4.5 | 107 |
| | **Safety and Security** | **3.4** | **136** |
| 2.01 | Business costs of crime and violence† | 2.5 | 135 |
| 2.02 | Reliability of police services† | 3.3 | 110 |
| 2.03 | Business costs of terrorism† | 2.4 | 140 |
| 2.04 | Index of terrorism incidence* | 2.3 | 133 |
| 2.05 | Homicide rate* | 3 | 68 |
| | **Health and Hygiene** | **5.4** | **64** |
| 3.01 | Physician density per 1,000 pop.* | 2.8 | 36 |
| 3.02 | Access to improved sanitation (% pop.)* | 96.0 | 51 |
| 3.03 | Access to improved drinking water (% pop.)* | 99.0 | 43 |
| 3.04 | Hospital beds per 10,000 pop. | 5.0 | 130 |
| 3.05 | HIV prevalence (% pop.)* | 0.1 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | 0.0 | 1 |
| | **Human Resources and Labour Market** | **4.1** | **103** |
| | *Qualification of the labour force* | *5.2* | *72* |
| 4.01 | Primary education enrolment rate (%)* | 95.1 | 64 |
| 4.02 | Secondary education enrolment rate (%)* | 86.3 | 79 |
| 4.03 | Extent of staff training† | 2.8 | 140 |
| 4.04 | Treatment of customers† | 5.1 | 36 |
| | *Labour market* | *3.1* | *132* |
| 4.05 | Hiring and firing practices† | 3.9 | 68 |
| 4.06 | Ease of finding skilled employees† | 4.0 | 65 |
| 4.07 | Ease of hiring foreign labour† | 3.5 | 110 |
| 4.08 | Pay and productivity† | 3.0 | 129 |
| 4.09 | Female labour force participation (% to men)* | 0.3 | 136 |
| | **ICT Readiness** | **3.8** | **80** |
| 5.01 | ICT use for B2B transactions† | 4.9 | 60 |
| 5.02 | Internet use for B2C transactions† | 4.5 | 67 |
| 5.03 | Individuals using internet (%)* | 49.6 | 68 |
| 5.04 | Broadband internet subs. per 100 pop.* | 3.3 | 88 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 121.5 | 53 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 31.1 | 68 |
| 5.07 | Mobile network coverage (% pop.)* | 99.8 | 48 |
| 5.08 | Quality of electricity supply | 2.7 | 118 |
| | **Prioritization of Travel & Tourism** | **4.6** | **69** |
| 6.01 | Government prioritization of T&T industry† | 4.4 | 113 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 6.8 | 23 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.3 | 128 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 88.0 | 28 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 17.5 | 57 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 55.8 | 109 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.2** | **115** |
| 7.01 | Visa requirements (0–100 best)* | 22.0 | 102 |
| 7.02 | Openness of bilateral ASA (0–38)* | 7.0 | 115 |
| 7.03 | No. of regional trade agreements in force* | 6.0 | 74 |
| | **Price Competitiveness** | **6.2** | **2** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 83.9 | 43 |
| 8.02 | Hotel price index (US$)* | 73.2 | 2 |
| 8.03 | Purchasing power parity* | 0.3 | 5 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 45.0 | 10 |
| | **Environmental Sustainability** | **4.0** | **77** |
| 9.01 | Stringency of environmental regulations† | 2.2 | 139 |
| 9.02 | Enforcement of environmental regulations† | 2.0 | 139 |
| 9.03 | Sustainability of T&T development† | 3.6 | 115 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 17.5 | 131 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 21 | 42 |
| 9.06 | Baseline water stress (0–5 worst)* | 1.3 | 61 |
| 9.07 | Threatened species (% total species)* | 5.8 | 85 |
| 9.08 | Forest cover change (% average per year)* | n/a | n/a |
| 9.09 | Wastewater treatment (%) * | 49.5 | 41 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.0 | 29 |
| | **Air Transport Infrastructure** | **2.9** | **63** |
| 10.01 | Quality of air transport infrastructure† | 4.6 | 60 |
| 10.02 | Airline dom. seat kms per week (millions)* | 23.5 | 40 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 621.7 | 32 |
| 10.04 | Departures per 1,000 pop.* | 1.2 | 92 |
| 10.05 | Airport density per million urban pop.* | 0.3 | 127 |
| 10.06 | No. of operating airlines* | 75.0 | 26 |
| | **Ground and Port Infrastructure** | **2.8** | **103** |
| 11.01 | Quality of roads | 2.9 | 118 |
| 11.02 | Quality of railroad infrastructure | 2.4 | 77 |
| 11.03 | Quality of port infrastructure† | 4.2 | 66 |
| 11.04 | Quality of ground transport network† | 3.9 | 99 |
| 11.05 | Railroad density (km/surface area)* | 0.5 | 64 |
| 11.06 | Road density (km/surface area)* | ® | 102 |
| 11.07 | Paved road density (km/surface area)* | ® | 70 |
| | **Tourist Service Infrastructure** | **3.6** | **89** |
| 12.01 | Hotel rooms per 100 pop.* | 0.2 | 87 |
| 12.02 | Extension of business trips recommended† | 5.4 | 63 |
| 12.03 | Presence of major car rental companies† | 5 | 59 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 168.2 | 104 |
| | **Natural Resources** | **2.5** | **100** |
| 13.01 | No. of World Heritage natural sites* | 1 | 43 |
| 13.02 | Total known species* | 498 | 77 |
| 13.03 | Total protected areas (% total territorial area)* | 11.3 | 84 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 19 | 55 |
| 13.05 | Quality of the natural environment† | 3.1 | 135 |
| | **Cultural Resources and Business Travel** | **2.4** | **41** |
| 14.01 | No. of World Heritage cultural sites* | 6 | 34 |
| 14.02 | No. of oral and intangible cultural expressions* | 1 | 60 |
| 14.03 | No. of large sports stadiums* | 20.0 | 22 |
| 14.04 | No. of international association meetings* | 19.0 | 70 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 21 | 33 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# El Salvador

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **91** | **3.41** |
| **Enabling Environment** | **101** | **4.13** |
| Business Environment | 86 | 4.22 |
| Safety and Security | 134 | 3.62 |
| Health and Hygiene | 90 | 4.86 |
| Human Resources and Labour Market | 92 | 4.26 |
| ICT Readiness | 87 | 3.69 |
| **T&T Policy and Enabling Conditions** | **32** | **4.40** |
| Prioritization of Travel & Tourism | 79 | 4.45 |
| International Openness | 4 | 4.53 |
| Price Competitiveness | 51 | 4.91 |
| Environmental Sustainability | 105 | 3.70 |
| **Infrastructure** | **78** | **3.32** |
| Air Transport Infrastructure | 95 | 2.21 |
| Ground and Port Infrastructure | 48 | 4.07 |
| Tourist Service Infrastructure | 86 | 3.67 |
| **Natural and Cultural Resources** | **117** | **1.78** |
| Natural Resources | 116 | 2.18 |
| Cultural Resources and Business Travel | 100 | 1.38 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 1,283 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 621.1 |
| Growth (%) in int'l outbound travel spending* | 0.07 |
| Average spending per int'l tourist (US$), 2013 | 484.1 |
| Population (millions), 2013 | 6.3 |
| Surface area (1,000 square kilometres), 2013 | 21.0 |
| Gross domestic product per capita (PPP$), 2013 | 7,783 |
| Real GDP growth (%), 2013 | 1.7 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 855.6 | 3.5 | 3.1 |
| T&T industry employment (1,000 jobs) | 80.5 | 3.1 | 3.0 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# El Salvador

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.2** | **86** |
| 1.01 | Property rights† | 3.6 | 102 |
| 1.02 | Impact of rules on FDI† | 3.7 | 115 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.5 | 85 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.4 | 68 |
| 1.05 | No. of days to deal with construction permits* | 115 | 49 |
| 1.06 | Construction permits cost (%)* | 4.6 | 108 |
| 1.07 | Extent of market dominance† | 4.5 | 23 |
| 1.08 | No. of days to start a business* | 17 | 88 |
| 1.09 | Cost to start a business (% GNI/capita)* | 45.2 | 121 |
| 1.10 | Effect of taxation on incentives to work† | 3.2 | 106 |
| 1.11 | Effect of taxation on incentives to invest† | 3.2 | 116 |
| 1.12 | Total tax rate (% profit)* | 38.7 | 72 |
| 1.12a | Labour and contributions tax rate (% profit)* | 17.2 | 75 |
| 1.12b | Profit tax rate (% profit)* | 20.1 | 91 |
| 1.12c | Other taxes rate (% profit)* | 1.4 | 48 |
| | **Safety and Security** | **3.6** | **134** |
| 2.01 | Business costs of crime and violence† | 2.7 | 134 |
| 2.02 | Reliability of police services† | 3.7 | 97 |
| 2.03 | Business costs of terrorism† | 3.7 | 128 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 41 | 139 |
| | **Health and Hygiene** | **4.9** | **90** |
| 3.01 | Physician density per 1,000 pop.* | 1.6 | 68 |
| 3.02 | Access to improved sanitation (% pop.)* | 70.0 | 96 |
| 3.03 | Access to improved drinking water (% pop.)* | 90.0 | 94 |
| 3.04 | Hospital beds per 10,000 pop. | 11.0 | 108 |
| 3.05 | HIV prevalence (% pop.)* | 0.6 | 91 |
| 3.06 | Malaria incidence per 100,000 pop.* | 0.3 | 12 |
| | **Human Resources and Labour Market** | **4.3** | **92** |
| | *Qualification of the labour force* | *4.9* | *90* |
| 4.01 | Primary education enrolment rate (%)* | 93.4 | 76 |
| 4.02 | Secondary education enrolment rate (%)* | 69.2 | 101 |
| 4.03 | Extent of staff training† | 4.0 | 71 |
| 4.04 | Treatment of customers† | 4.9 | 44 |
| | *Labour market* | *3.6* | *108* |
| 4.05 | Hiring and firing practices† | 3.8 | 79 |
| 4.06 | Ease of finding skilled employees† | 4.2 | 51 |
| 4.07 | Ease of hiring foreign labour† | 4.1 | 64 |
| 4.08 | Pay and productivity† | 3.5 | 108 |
| 4.09 | Female labour force participation (% to men)* | 0.6 | 110 |
| | **ICT Readiness** | **3.7** | **87** |
| 5.01 | ICT use for B2B transactions† | 4.7 | 74 |
| 5.02 | Internet use for B2C transactions† | 4.9 | 49 |
| 5.03 | Individuals using internet (%)* | 23.1 | 98 |
| 5.04 | Broadband internet subs. per 100 pop.* | 4.5 | 85 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 136.2 | 36 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 6.0 | 105 |
| 5.07 | Mobile network coverage (% pop.)* | 95.0 | 100 |
| 5.08 | Quality of electricity supply | 4.9 | 67 |
| | **Prioritization of Travel & Tourism** | **4.5** | **79** |
| 6.01 | Government prioritization of T&T industry† | 4.5 | 110 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 2.6 | 92 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.5 | 70 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 72.0 | 52 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 16.5 | 67 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 77.8 | 35 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.5** | **4** |
| 7.01 | Visa requirements (0–100 best)* | 47.0 | 34 |
| 7.02 | Openness of bilateral ASA (0–38)* | 27.8 | 2 |
| 7.03 | No. of regional trade agreements in force* | 18.0 | 46 |
| | **Price Competitiveness** | **4.9** | **51** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 62.3 | 113 |
| 8.02 | Hotel price index (US$)* | 95.3 | 19 |
| 8.03 | Purchasing power parity* | 0.5 | 57 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 126.0 | 54 |
| | **Environmental Sustainability** | **3.7** | **105** |
| 9.01 | Stringency of environmental regulations† | 3.3 | 116 |
| 9.02 | Enforcement of environmental regulations† | 3.2 | 111 |
| 9.03 | Sustainability of T&T development† | 4.5 | 66 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 7.1 | 62 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 16 | 115 |
| 9.06 | Baseline water stress (0–5 worst)* | 1.5 | 65 |
| 9.07 | Threatened species (% total species)* | 3.3 | 39 |
| 9.08 | Forest cover change (% average per year)* | –5.0 | 95 |
| 9.09 | Wastewater treatment (%) * | 0.6 | 104 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.0 | 27 |
| | **Air Transport Infrastructure** | **2.2** | **95** |
| 10.01 | Quality of air transport infrastructure† | 5.0 | 47 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 101.9 | 78 |
| 10.04 | Departures per 1,000 pop.* | 4.8 | 54 |
| 10.05 | Airport density per million urban pop.* | 0.2 | 133 |
| 10.06 | No. of operating airlines* | 13.0 | 114 |
| | **Ground and Port Infrastructure** | **4.1** | **48** |
| 11.01 | Quality of roads | 4.6 | 47 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 4.7 | 50 |
| 11.04 | Quality of ground transport network† | 5.0 | 34 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 64 |
| 11.07 | Paved road density (km/surface area)* | ® | 61 |
| | **Tourist Service Infrastructure** | **3.7** | **86** |
| 12.01 | Hotel rooms per 100 pop.* | 0.1 | 104 |
| 12.02 | Extension of business trips recommended† | 5.0 | 97 |
| 12.03 | Presence of major car rental companies† | 5 | 59 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 360.2 | 76 |
| | **Natural Resources** | **2.2** | **116** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 692 | 58 |
| 13.03 | Total protected areas (% total territorial area)* | 8.7 | 95 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 12 | 76 |
| 13.05 | Quality of the natural environment† | 3.2 | 133 |
| | **Cultural Resources and Business Travel** | **1.4** | **100** |
| 14.01 | No. of World Heritage cultural sites* | 1 | 92 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 4.0 | 77 |
| 14.04 | No. of international association meetings* | 9.3 | 83 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 9 | 62 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Estonia

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **38** | **4.22** |
| **Enabling Environment** | **18** | **5.65** |
| Business Environment | 26 | 5.13 |
| Safety and Security | 23 | 6.04 |
| Health and Hygiene | 23 | 6.25 |
| Human Resources and Labour Market | 24 | 5.12 |
| ICT Readiness | 18 | 5.71 |
| **T&T Policy and Enabling Conditions** | **7** | **4.69** |
| Prioritization of Travel & Tourism | 9 | 5.76 |
| International Openness | 52 | 3.65 |
| Price Competitiveness | 72 | 4.62 |
| Environmental Sustainability | 20 | 4.73 |
| **Infrastructure** | **43** | **4.41** |
| Air Transport Infrastructure | 59 | 2.97 |
| Ground and Port Infrastructure | 37 | 4.39 |
| Tourist Service Infrastructure | 17 | 5.87 |
| **Natural and Cultural Resources** | **84** | **2.12** |
| Natural Resources | 81 | 2.69 |
| Cultural Resources and Business Travel | 73 | 1.55 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 2,873 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 1,398.4 |
| Growth (%) in int'l outbound travel spending* | 1.84 |
| Average spending per int'l tourist (US$), 2013 | 486.7 |
| Population (millions), 2013 | 1.3 |
| Surface area (1,000 square kilometres), 2013 | 45.2 |
| Gross domestic product per capita (PPP$), 2013 | 26,052 |
| Real GDP growth (%), 2013 | 1.6 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 789.0 | 3.4 | 3.7 |
| T&T industry employment (1,000 jobs) | 22.7 | 3.6 | 0.6 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Estonia

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **5.1** | **26** |
| 1.01 | Property rights† | 5.2 | 31 |
| 1.02 | Impact of rules on FDI† | 5.3 | 17 |
| 1.03 | Efficiency of legal framework settling disputes† | 4.3 | 39 |
| 1.04 | Efficiency of legal framework challenging regs.† | 4.3 | 23 |
| 1.05 | No. of days to deal with construction permits* | 103 | 36 |
| 1.06 | Construction permits cost (%)* | 0.3 | 11 |
| 1.07 | Extent of market dominance† | 4.1 | 45 |
| 1.08 | No. of days to start a business* | 5 | 14 |
| 1.09 | Cost to start a business (% GNI/capita)* | 1.4 | 29 |
| 1.10 | Effect of taxation on incentives to work† | 4.3 | 24 |
| 1.11 | Effect of taxation on incentives to invest† | 4.9 | 12 |
| 1.12 | Total tax rate (% profit)* | 49.3 | 111 |
| 1.12a | Labour and contributions tax rate (% profit)* | 39.0 | 135 |
| 1.12b | Profit tax rate (% profit)* | 8.4 | 29 |
| 1.12c | Other taxes rate (% profit)* | 1.9 | 66 |
| | **Safety and Security** | **6.0** | **23** |
| 2.01 | Business costs of crime and violence† | 5.5 | 24 |
| 2.02 | Reliability of police services† | 5.3 | 32 |
| 2.03 | Business costs of terrorism† | 6.2 | 18 |
| 2.04 | Index of terrorism incidence* | 7.0 | 60 |
| 2.05 | Homicide rate* | 5 | 76 |
| | **Health and Hygiene** | **6.3** | **23** |
| 3.01 | Physician density per 1,000 pop.* | 3.3 | 24 |
| 3.02 | Access to improved sanitation (% pop.)* | 95.0 | 54 |
| 3.03 | Access to improved drinking water (% pop.)* | 99.0 | 43 |
| 3.04 | Hospital beds per 10,000 pop. | 53.0 | 28 |
| 3.05 | HIV prevalence (% pop.)* | 1.3 | 112 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **5.1** | **24** |
| | *Qualification of the labour force* | *5.7* | **35** |
| 4.01 | Primary education enrolment rate (%)* | 94.7 | 67 |
| 4.02 | Secondary education enrolment rate (%)* | 107.1 | 17 |
| 4.03 | Extent of staff training† | 4.4 | 36 |
| 4.04 | Treatment of customers† | 5.1 | 31 |
| | *Labour market* | *4.6* | **23** |
| 4.05 | Hiring and firing practices† | 4.8 | 12 |
| 4.06 | Ease of finding skilled employees† | 3.4 | 105 |
| 4.07 | Ease of hiring foreign labour† | 3.7 | 100 |
| 4.08 | Pay and productivity† | 4.9 | 9 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 24 |
| | **ICT Readiness** | **5.7** | **18** |
| 5.01 | ICT use for B2B transactions† | 6.1 | 2 |
| 5.02 | Internet use for B2C transactions† | 5.8 | 11 |
| 5.03 | Individuals using internet (%)* | 80.0 | 23 |
| 5.04 | Broadband internet subs. per 100 pop.* | 26.5 | 20 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 159.7 | 15 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 77.4 | 17 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 34 |
| 5.08 | Quality of electricity supply | 5.4 | 53 |
| | **Prioritization of Travel & Tourism** | **5.8** | **9** |
| 6.01 | Government prioritization of T&T industry† | 5.6 | 47 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 8.2 | 15 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.9 | 49 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 84.0 | 32 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.0 | 16 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 92.2 | 7 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.7** | **52** |
| 7.01 | Visa requirements (0–100 best)* | 23.0 | 72 |
| 7.02 | Openness of bilateral ASA (0–38)* | 3.4 | 133 |
| 7.03 | No. of regional trade agreements in force* | 46.0 | 1 |
| | **Price Competitiveness** | **4.6** | **72** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 90.5 | 18 |
| 8.02 | Hotel price index (US$)* | 105.9 | 23 |
| 8.03 | Purchasing power parity* | 0.7 | 105 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 176.0 | 104 |
| | **Environmental Sustainability** | **4.7** | **20** |
| 9.01 | Stringency of environmental regulations† | 5.4 | 26 |
| 9.02 | Enforcement of environmental regulations† | 5.3 | 23 |
| 9.03 | Sustainability of T&T development† | 4.9 | 43 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 7.0 | 61 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 23 | 11 |
| 9.06 | Baseline water stress (0–5 worst)* | 2.8 | 86 |
| 9.07 | Threatened species (% total species)* | 1.8 | 7 |
| 9.08 | Forest cover change (% average per year)* | –5.2 | 96 |
| 9.09 | Wastewater treatment (%) * | 75.3 | 24 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.0 | 13 |
| | **Air Transport Infrastructure** | **3.0** | **59** |
| 10.01 | Quality of air transport infrastructure† | 3.8 | 98 |
| 10.02 | Airline dom. seat kms per week (millions)* | 0.1 | 100 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 26.0 | 112 |
| 10.04 | Departures per 1,000 pop.* | 14.2 | 25 |
| 10.05 | Airport density per million urban pop.* | 4.5 | 20 |
| 10.06 | No. of operating airlines* | 20.0 | 95 |
| | **Ground and Port Infrastructure** | **4.4** | **37** |
| 11.01 | Quality of roads | 4.4 | 54 |
| 11.02 | Quality of railroad infrastructure | 3.7 | 39 |
| 11.03 | Quality of port infrastructure† | 5.6 | 17 |
| 11.04 | Quality of ground transport network† | 5.2 | 27 |
| 11.05 | Railroad density (km/surface area)* | 1.8 | 41 |
| 11.06 | Road density (km/surface area)* | ® | 29 |
| 11.07 | Paved road density (km/surface area)* | ® | 43 |
| | **Tourist Service Infrastructure** | **5.9** | **17** |
| 12.01 | Hotel rooms per 100 pop.* | 1.2 | 25 |
| 12.02 | Extension of business trips recommended† | 5.9 | 26 |
| 12.03 | Presence of major car rental companies† | 7 | 1 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 859.5 | 24 |
| | **Natural Resources** | **2.7** | **81** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 325 | 125 |
| 13.03 | Total protected areas (% total territorial area)* | 23.2 | 30 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 3 | 110 |
| 13.05 | Quality of the natural environment† | 5.8 | 19 |
| | **Cultural Resources and Business Travel** | **1.5** | **73** |
| 14.01 | No. of World Heritage cultural sites* | 2 | 71 |
| 14.02 | No. of oral and intangible cultural expressions* | 4 | 25 |
| 14.03 | No. of large sports stadiums* | 0.0 | 120 |
| 14.04 | No. of international association meetings* | 56.3 | 48 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 2 | 111 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Ethiopia

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **118** | **3.03** |
| **Enabling Environment** | **118** | **3.79** |
| Business Environment | 116 | 3.90 |
| Safety and Security | 80 | 5.18 |
| Health and Hygiene | 104 | 4.35 |
| Human Resources and Labour Market | 126 | 3.63 |
| ICT Readiness | 137 | 1.88 |
| **T&T Policy and Enabling Conditions** | **109** | **3.74** |
| Prioritization of Travel & Tourism | 118 | 3.75 |
| International Openness | 93 | 2.57 |
| Price Competitiveness | 69 | 4.65 |
| Environmental Sustainability | 76 | 4.00 |
| **Infrastructure** | **124** | **2.34** |
| Air Transport Infrastructure | 90 | 2.27 |
| Ground and Port Infrastructure | 123 | 2.51 |
| Tourist Service Infrastructure | 134 | 2.23 |
| **Natural and Cultural Resources** | **73** | **2.25** |
| Natural Resources | 63 | 3.00 |
| Cultural Resources and Business Travel | 79 | 1.50 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 681 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 619.3 |
| Growth (%) in int'l outbound travel spending* | 1.32 |
| Average spending per int'l tourist (US$), 2013 | 909.4 |
| Population (millions), 2013 | 94.1 |
| Surface area (1,000 square kilometres), 2013 | 1,104.3 |
| Gross domestic product per capita (PPP$), 2013 | 1,426.5 |
| Real GDP growth (%), 2013 | 9.6 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 1,926.4 | 4.2 | 4.8 |
| T&T industry employment (1,000 jobs) | 985.5 | 3.8 | 0.6 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Ethiopia

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **3.9** | **116** |
| 1.01 | Property rights† | 3.4 | 115 |
| 1.02 | Impact of rules on FDI† | 4.2 | 94 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.3 | 97 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.4 | 124 |
| 1.05 | No. of days to deal with construction permits* | 125 | 57 |
| 1.06 | Construction permits cost (%)* | 3.2 | 90 |
| 1.07 | Extent of market dominance† | 3.0 | 128 |
| 1.08 | No. of days to start a business* | 15 | 83 |
| 1.09 | Cost to start a business (% GNI/capita)* | 89.3 | 132 |
| 1.10 | Effect of taxation on incentives to work† | 3.2 | 104 |
| 1.11 | Effect of taxation on incentives to invest† | 3.2 | 109 |
| 1.12 | Total tax rate (% profit)* | 31.8 | 44 |
| 1.12a | Labour and contributions tax rate (% profit)* | 4.8 | 22 |
| 1.12b | Profit tax rate (% profit)* | 26.2 | 125 |
| 1.12c | Other taxes rate (% profit)* | 0.8 | 32 |
| | **Safety and Security** | **5.2** | **80** |
| 2.01 | Business costs of crime and violence† | 5.0 | 44 |
| 2.02 | Reliability of police services† | 3.8 | 93 |
| 2.03 | Business costs of terrorism† | 4.9 | 90 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 12 | 116 |
| | **Health and Hygiene** | **4.4** | **104** |
| 3.01 | Physician density per 1,000 pop.* | 0.0 | 137 |
| 3.02 | Access to improved sanitation (% pop.)* | 24.0 | 129 |
| 3.03 | Access to improved drinking water (% pop.)* | 52.0 | 137 |
| 3.04 | Hospital beds per 10,000 pop. | 63.0 | 15 |
| 3.05 | HIV prevalence (% pop.)* | 1.3 | 112 |
| 3.06 | Malaria incidence per 100,000 pop.* | 4,578.7 | 50 |
| | **Human Resources and Labour Market** | **3.6** | **126** |
| | *Qualification of the labour force* | *3.1* | *131* |
| 4.01 | Primary education enrolment rate (%)* | 85.4 | 116 |
| 4.02 | Secondary education enrolment rate (%)* | 28.9 | 133 |
| 4.03 | Extent of staff training† | 3.4 | 122 |
| 4.04 | Treatment of customers† | 3.7 | 123 |
| | *Labour market* | *4.1* | *58* |
| 4.05 | Hiring and firing practices† | 3.8 | 77 |
| 4.06 | Ease of finding skilled employees† | 4.0 | 63 |
| 4.07 | Ease of hiring foreign labour† | 3.4 | 116 |
| 4.08 | Pay and productivity† | 3.6 | 97 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 33 |
| | **ICT Readiness** | **1.9** | **137** |
| 5.01 | ICT use for B2B transactions† | 3.3 | 137 |
| 5.02 | Internet use for B2C transactions† | 2.8 | 137 |
| 5.03 | Individuals using internet (%)* | 1.9 | 137 |
| 5.04 | Broadband internet subs. per 100 pop.* | 0.3 | 116 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 27.3 | 139 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 4.8 | 110 |
| 5.07 | Mobile network coverage (% pop.)* | 73.0 | 127 |
| 5.08 | Quality of electricity supply | 2.8 | 115 |
| | **Prioritization of Travel & Tourism** | **3.7** | **118** |
| 6.01 | Government prioritization of T&T industry† | 4.7 | 97 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 2.4 | 99 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.9 | 105 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 38.0 | 123 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 10.5 | 98 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 56.3 | 106 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.6** | **93** |
| 7.01 | Visa requirements (0–100 best)* | 43.0 | 38 |
| 7.02 | Openness of bilateral ASA (0–38)* | 11.6 | 55 |
| 7.03 | No. of regional trade agreements in force* | 1.0 | 130 |
| | **Price Competitiveness** | **4.7** | **69** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 69.3 | 104 |
| 8.02 | Hotel price index (US$)* | 203.2 | 86 |
| 8.03 | Purchasing power parity* | 0.4 | 18 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 105.0 | 32 |
| | **Environmental Sustainability** | **4.0** | **76** |
| 9.01 | Stringency of environmental regulations† | 3.8 | 88 |
| 9.02 | Enforcement of environmental regulations† | 3.6 | 85 |
| 9.03 | Sustainability of T&T development† | 4.1 | 86 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 6.5 | 52 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 16 | 115 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.6 | 38 |
| 9.07 | Threatened species (% total species)* | 6.5 | 94 |
| 9.08 | Forest cover change (% average per year)* | –1.6 | 44 |
| 9.09 | Wastewater treatment (%) * | 0.0 | 119 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | n/a | n/a |
| | **Air Transport Infrastructure** | **2.3** | **90** |
| 10.01 | Quality of air transport infrastructure† | 5.3 | 38 |
| 10.02 | Airline dom. seat kms per week (millions)* | 6.5 | 52 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 279.3 | 53 |
| 10.04 | Departures per 1,000 pop.* | 0.7 | 103 |
| 10.05 | Airport density per million urban pop.* | 1.1 | 69 |
| 10.06 | No. of operating airlines* | 11.0 | 121 |
| | **Ground and Port Infrastructure** | **2.5** | **123** |
| 11.01 | Quality of roads | 3.8 | 77 |
| 11.02 | Quality of railroad infrastructure | 1.6 | 96 |
| 11.03 | Quality of port infrastructure† | 2.6 | 125 |
| 11.04 | Quality of ground transport network† | 3.7 | 109 |
| 11.05 | Railroad density (km/surface area)* | 0.1 | 97 |
| 11.06 | Road density (km/surface area)* | ® | 132 |
| 11.07 | Paved road density (km/surface area)* | ® | 133 |
| | **Tourist Service Infrastructure** | **2.2** | **134** |
| 12.01 | Hotel rooms per 100 pop.* | 0.0 | 135 |
| 12.02 | Extension of business trips recommended† | 4.8 | 103 |
| 12.03 | Presence of major car rental companies† | 1 | 120 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 38.1 | 125 |
| | **Natural Resources** | **3.0** | **63** |
| 13.01 | No. of World Heritage natural sites* | 1 | 43 |
| 13.02 | Total known species* | 1,141 | 27 |
| 13.03 | Total protected areas (% total territorial area)* | 18.4 | 45 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 4 | 107 |
| 13.05 | Quality of the natural environment† | 4.1 | 86 |
| | **Cultural Resources and Business Travel** | **1.5** | **79** |
| 14.01 | No. of World Heritage cultural sites* | 8 | 26 |
| 14.02 | No. of oral and intangible cultural expressions* | 1 | 60 |
| 14.03 | No. of large sports stadiums* | 5.0 | 61 |
| 14.04 | No. of international association meetings* | 9.7 | 82 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 3 | 98 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Finland

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **22** | **4.47** |
| **Enabling Environment** | **1** | **6.08** |
| Business Environment | 9 | 5.60 |
| Safety and Security | 1 | 6.70 |
| Health and Hygiene | 19 | 6.31 |
| Human Resources and Labour Market | 5 | 5.43 |
| ICT Readiness | 1 | 6.37 |
| **T&T Policy and Enabling Conditions** | **28** | **4.41** |
| Prioritization of Travel & Tourism | 68 | 4.57 |
| International Openness | 22 | 4.10 |
| Price Competitiveness | 121 | 3.71 |
| Environmental Sustainability | 3 | 5.25 |
| **Infrastructure** | **26** | **4.75** |
| Air Transport Infrastructure | 23 | 4.41 |
| Ground and Port Infrastructure | 25 | 4.83 |
| Tourist Service Infrastructure | 41 | 5.02 |
| **Natural and Cultural Resources** | **52** | **2.64** |
| Natural Resources | 56 | 3.16 |
| Cultural Resources and Business Travel | 48 | 2.13 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 2,797 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 4,049.7 |
| Growth (%) in int'l outbound travel spending* | 2.81 |
| Average spending per int'l tourist (US$), 2013 | 1,447.9 |
| Population (millions), 2013 | 5.4 |
| Surface area (1,000 square kilometres), 2013 | 338.4 |
| Gross domestic product per capita (PPP$), 2013 | 40,045 |
| Real GDP growth (%), 2013 | –1.2 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 5,587.6 | 2.3 | 3.4 |
| T&T industry employment (1,000 jobs) | 57.7 | 2.3 | 2.6 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Finland

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **5.6** | **9** |
| 1.01 | Property rights† | 6.4 | 1 |
| 1.02 | Impact of rules on FDI† | 5.0 | 27 |
| 1.03 | Efficiency of legal framework settling disputes† | 6.0 | 2 |
| 1.04 | Efficiency of legal framework challenging regs.† | 5.6 | 1 |
| 1.05 | No. of days to deal with construction permits* | 64 | 8 |
| 1.06 | Construction permits cost (%)* | 0.8 | 43 |
| 1.07 | Extent of market dominance† | 4.5 | 24 |
| 1.08 | No. of days to start a business* | 14 | 79 |
| 1.09 | Cost to start a business (% GNI/capita)* | 1.1 | 25 |
| 1.10 | Effect of taxation on incentives to work† | 3.6 | 71 |
| 1.11 | Effect of taxation on incentives to invest† | 3.9 | 48 |
| 1.12 | Total tax rate (% profit)* | 40.0 | 81 |
| 1.12a | Labour and contributions tax rate (% profit)* | 24.2 | 109 |
| 1.12b | Profit tax rate (% profit)* | 14.5 | 57 |
| 1.12c | Other taxes rate (% profit)* | 1.3 | 45 |
| | **Safety and Security** | **6.7** | **1** |
| 2.01 | Business costs of crime and violence† | 6.3 | 3 |
| 2.02 | Reliability of police services† | 6.7 | 1 |
| 2.03 | Business costs of terrorism† | 6.7 | 1 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 2 | 38 |
| | **Health and Hygiene** | **6.3** | **19** |
| 3.01 | Physician density per 1,000 pop.* | 2.9 | 32 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 55.0 | 24 |
| 3.05 | HIV prevalence (% pop.)* | 0.1 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **5.4** | **5** |
| | *Qualification of the labour force* | *6.1* | 8 |
| 4.01 | Primary education enrolment rate (%)* | 98.8 | 14 |
| 4.02 | Secondary education enrolment rate (%)* | 107.7 | 14 |
| 4.03 | Extent of staff training† | 5.3 | 5 |
| 4.04 | Treatment of customers† | 5.2 | 26 |
| | *Labour market* | *4.8* | 7 |
| 4.05 | Hiring and firing practices† | 3.5 | 97 |
| 4.06 | Ease of finding skilled employees† | 5.6 | 1 |
| 4.07 | Ease of hiring foreign labour† | 4.5 | 30 |
| 4.08 | Pay and productivity† | 3.9 | 72 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 12 |
| | **ICT Readiness** | **6.4** | **1** |
| 5.01 | ICT use for B2B transactions† | 6.1 | 5 |
| 5.02 | Internet use for B2C transactions† | 5.2 | 33 |
| 5.03 | Individuals using internet (%)* | 91.5 | 7 |
| 5.04 | Broadband internet subs. per 100 pop.* | 30.8 | 15 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 171.6 | 8 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 123.5 | 2 |
| 5.07 | Mobile network coverage (% pop.)* | 99.5 | 59 |
| 5.08 | Quality of electricity supply | 6.8 | 3 |
| | **Prioritization of Travel & Tourism** | **4.6** | **68** |
| 6.01 | Government prioritization of T&T industry† | 5.0 | 82 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 3.0 | 78 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.4 | 77 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 108.0 | 5 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.0 | 16 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 55.8 | 109 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.1** | **22** |
| 7.01 | Visa requirements (0–100 best)* | 23.0 | 72 |
| 7.02 | Openness of bilateral ASA (0–38)* | 11.4 | 60 |
| 7.03 | No. of regional trade agreements in force* | 46.0 | 1 |
| | **Price Competitiveness** | **3.7** | **121** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 87.4 | 30 |
| 8.02 | Hotel price index (US$)* | 123.4 | 39 |
| 8.03 | Purchasing power parity* | 1.2 | 134 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 208.0 | 131 |
| | **Environmental Sustainability** | **5.2** | **3** |
| 9.01 | Stringency of environmental regulations† | 6.2 | 3 |
| 9.02 | Enforcement of environmental regulations† | 6.3 | 1 |
| 9.03 | Sustainability of T&T development† | 5.3 | 16 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 5.5 | 42 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 23 | 11 |
| 9.06 | Baseline water stress (0–5 worst)* | 1.0 | 48 |
| 9.07 | Threatened species (% total species)* | 2.1 | 11 |
| 9.08 | Forest cover change (% average per year)* | –4.6 | 91 |
| 9.09 | Wastewater treatment (%) * | 84.3 | 16 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.0 | 10 |
| | **Air Transport Infrastructure** | **4.4** | **23** |
| 10.01 | Quality of air transport infrastructure† | 6.2 | 5 |
| 10.02 | Airline dom. seat kms per week (millions)* | 37.1 | 38 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 409.6 | 44 |
| 10.04 | Departures per 1,000 pop.* | 24.9 | 17 |
| 10.05 | Airport density per million urban pop.* | 4.6 | 18 |
| 10.06 | No. of operating airlines* | 48.0 | 46 |
| | **Ground and Port Infrastructure** | **4.8** | **25** |
| 11.01 | Quality of roads | 5.9 | 14 |
| 11.02 | Quality of railroad infrastructure | 5.9 | 5 |
| 11.03 | Quality of port infrastructure† | 6.4 | 5 |
| 11.04 | Quality of ground transport network† | 6.3 | 4 |
| 11.05 | Railroad density (km/surface area)* | 1.8 | 40 |
| 11.06 | Road density (km/surface area)* | ® | 79 |
| 11.07 | Paved road density (km/surface area)* | ® | 66 |
| | **Tourist Service Infrastructure** | **5.0** | **41** |
| 12.01 | Hotel rooms per 100 pop.* | 1.0 | 31 |
| 12.02 | Extension of business trips recommended† | 5.4 | 59 |
| 12.03 | Presence of major car rental companies† | 7 | 1 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 393.1 | 74 |
| | **Natural Resources** | **3.2** | **56** |
| 13.01 | No. of World Heritage natural sites* | 1 | 43 |
| 13.02 | Total known species* | 330 | 121 |
| 13.03 | Total protected areas (% total territorial area)* | 15.2 | 61 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 20 | 53 |
| 13.05 | Quality of the natural environment† | 6.6 | 1 |
| | **Cultural Resources and Business Travel** | **2.1** | **48** |
| 14.01 | No. of World Heritage cultural sites* | 6 | 34 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 2.0 | 98 |
| 14.04 | No. of international association meetings* | 176.7 | 23 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 9 | 65 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# France

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **2** | **5.24** |
| **Enabling Environment** | **30** | **5.40** |
| Business Environment | 62 | 4.52 |
| Safety and Security | 62 | 5.44 |
| Health and Hygiene | 10 | 6.52 |
| Human Resources and Labour Market | 31 | 4.96 |
| ICT Readiness | 22 | 5.55 |
| **T&T Policy and Enabling Conditions** | **53** | **4.25** |
| Prioritization of Travel & Tourism | 31 | 5.16 |
| International Openness | 13 | 4.22 |
| Price Competitiveness | 139 | 2.95 |
| Environmental Sustainability | 23 | 4.67 |
| **Infrastructure** | **4** | **5.64** |
| Air Transport Infrastructure | 10 | 4.98 |
| Ground and Port Infrastructure | 7 | 5.78 |
| Tourist Service Infrastructure | 9 | 6.15 |
| **Natural and Cultural Resources** | **2** | **5.68** |
| Natural Resources | 8 | 4.80 |
| Cultural Resources and Business Travel | 2 | 6.56 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 84,726 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 56,686.0 |
| Growth (%) in int'l outbound travel spending* | 3.66 |
| Average spending per int'l tourist (US$), 2013 | 669.1 |
| Population (millions), 2013 | 66.0 |
| Surface area (1,000 square kilometres), 2013 | 549.1 |
| Gross domestic product per capita (PPP$), 2013 | 39,813 |
| Real GDP growth (%), 2013 | 0.3 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 100,362.0 | 3.9 | 2.3 |
| T&T industry employment (1,000 jobs) | 1,195.5 | 4.4 | 1.6 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# France

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.5** | **62** |
| 1.01 | Property rights† | 5.5 | 21 |
| 1.02 | Impact of rules on FDI† | 4.5 | 66 |
| 1.03 | Efficiency of legal framework settling disputes† | 4.2 | 41 |
| 1.04 | Efficiency of legal framework challenging regs.† | 4.2 | 25 |
| 1.05 | No. of days to deal with construction permits* | 183 | 92 |
| 1.06 | Construction permits cost (%)* | 4.7 | 109 |
| 1.07 | Extent of market dominance† | 4.4 | 26 |
| 1.08 | No. of days to start a business* | 5 | 14 |
| 1.09 | Cost to start a business (% GNI/capita)* | 0.9 | 20 |
| 1.10 | Effect of taxation on incentives to work† | 2.9 | 123 |
| 1.11 | Effect of taxation on incentives to invest† | 2.8 | 133 |
| 1.12 | Total tax rate (% profit)* | 66.6 | 133 |
| 1.12a | Labour and contributions tax rate (% profit)* | 51.7 | 141 |
| 1.12b | Profit tax rate (% profit)* | 7.4 | 26 |
| 1.12c | Other taxes rate (% profit)* | 7.5 | 120 |
| | **Safety and Security** | **5.4** | **62** |
| 2.01 | Business costs of crime and violence† | 4.3 | 79 |
| 2.02 | Reliability of police services† | 5.3 | 30 |
| 2.03 | Business costs of terrorism† | 4.6 | 108 |
| 2.04 | Index of terrorism incidence* | 6.2 | 120 |
| 2.05 | Homicide rate* | 1 | 23 |
| | **Health and Hygiene** | **6.5** | **10** |
| 3.01 | Physician density per 1,000 pop.* | 3.2 | 26 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 64.0 | 13 |
| 3.05 | HIV prevalence (% pop.)* | 0.4 | 74 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **5.0** | **31** |
| | *Qualification of the labour force* | *5.8* | *22* |
| 4.01 | Primary education enrolment rate (%)* | 98.2 | 28 |
| 4.02 | Secondary education enrolment rate (%)* | 109.7 | 11 |
| 4.03 | Extent of staff training† | 4.5 | 31 |
| 4.04 | Treatment of customers† | 5.0 | 41 |
| | *Labour market* | *4.1* | *59* |
| 4.05 | Hiring and firing practices† | 2.7 | 131 |
| 4.06 | Ease of finding skilled employees† | 5.0 | 12 |
| 4.07 | Ease of hiring foreign labour† | 3.4 | 117 |
| 4.08 | Pay and productivity† | 3.9 | 76 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 35 |
| | **ICT Readiness** | **5.5** | **22** |
| 5.01 | ICT use for B2B transactions† | 5.2 | 44 |
| 5.02 | Internet use for B2C transactions† | 5.3 | 29 |
| 5.03 | Individuals using internet (%)* | 81.9 | 21 |
| 5.04 | Broadband internet subs. per 100 pop.* | 38.8 | 4 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 98.5 | 94 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 56.9 | 36 |
| 5.07 | Mobile network coverage (% pop.)* | 99.0 | 65 |
| 5.08 | Quality of electricity supply | 6.5 | 14 |
| | **Prioritization of Travel & Tourism** | **5.2** | **31** |
| 6.01 | Government prioritization of T&T industry† | 5.8 | 34 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 3.0 | 79 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.0 | 46 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 96.0 | 14 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 18.5 | 44 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 87.2 | 14 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.2** | **13** |
| 7.01 | Visa requirements (0–100 best)* | 23.0 | 72 |
| 7.02 | Openness of bilateral ASA (0–38)* | 13.6 | 40 |
| 7.03 | No. of regional trade agreements in force* | 46.0 | 1 |
| | **Price Competitiveness** | **3.0** | **139** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 61.8 | 114 |
| 8.02 | Hotel price index (US$)* | 219.8 | 93 |
| 8.03 | Purchasing power parity* | 1.1 | 128 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 191.0 | 118 |
| | **Environmental Sustainability** | **4.7** | **23** |
| 9.01 | Stringency of environmental regulations† | 5.2 | 30 |
| 9.02 | Enforcement of environmental regulations† | 4.9 | 29 |
| 9.03 | Sustainability of T&T development† | 4.8 | 48 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 10.7 | 89 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 24 | 4 |
| 9.06 | Baseline water stress (0–5 worst)* | 1.8 | 72 |
| 9.07 | Threatened species (% total species)* | 3.7 | 44 |
| 9.08 | Forest cover change (% average per year)* | –1.4 | 43 |
| 9.09 | Wastewater treatment (%) * | 83.8 | 17 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 6.8 | 103 |
| | **Air Transport Infrastructure** | **5.0** | **10** |
| 10.01 | Quality of air transport infrastructure† | 5.8 | 17 |
| 10.02 | Airline dom. seat kms per week (millions)* | 344.8 | 17 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 3,467.7 | 7 |
| 10.04 | Departures per 1,000 pop.* | 11.2 | 32 |
| 10.05 | Airport density per million urban pop.* | 1.2 | 64 |
| 10.06 | No. of operating airlines* | 195.0 | 2 |
| | **Ground and Port Infrastructure** | **5.8** | **7** |
| 11.01 | Quality of roads | 6.2 | 4 |
| 11.02 | Quality of railroad infrastructure | 5.9 | 6 |
| 11.03 | Quality of port infrastructure† | 5.2 | 32 |
| 11.04 | Quality of ground transport network† | 5.8 | 13 |
| 11.05 | Railroad density (km/surface area)* | 5.5 | 14 |
| 11.06 | Road density (km/surface area)* | ® | 11 |
| 11.07 | Paved road density (km/surface area)* | ® | 11 |
| | **Tourist Service Infrastructure** | **6.1** | **9** |
| 12.01 | Hotel rooms per 100 pop.* | 1.0 | 36 |
| 12.02 | Extension of business trips recommended† | 6.4 | 3 |
| 12.03 | Presence of major car rental companies† | 7 | 1 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 1,082.9 | 16 |
| | **Natural Resources** | **4.8** | **8** |
| 13.01 | No. of World Heritage natural sites* | 4 | 15 |
| 13.02 | Total known species* | 513 | 73 |
| 13.03 | Total protected areas (% total territorial area)* | 28.7 | 17 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 84 | 7 |
| 13.05 | Quality of the natural environment† | 5.1 | 41 |
| | **Cultural Resources and Business Travel** | **6.6** | **2** |
| 14.01 | No. of World Heritage cultural sites* | 36 | 4 |
| 14.02 | No. of oral and intangible cultural expressions* | 13 | 5 |
| 14.03 | No. of large sports stadiums* | 32.0 | 15 |
| 14.04 | No. of international association meetings* | 521.7 | 5 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 85 | 2 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Gabon

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **124** | **2.92** |
| **Enabling Environment** | **107** | **4.01** |
| Business Environment | 89 | 4.18 |
| Safety and Security | 79 | 5.22 |
| Health and Hygiene | 110 | 4.19 |
| Human Resources and Labour Market | 128 | 3.61 |
| ICT Readiness | 113 | 2.85 |
| **T&T Policy and Enabling Conditions** | **130** | **3.41** |
| Prioritization of Travel & Tourism | 136 | 3.00 |
| International Openness | 140 | 1.34 |
| Price Competitiveness | 43 | 4.99 |
| Environmental Sustainability | 54 | 4.30 |
| **Infrastructure** | **131** | **2.28** |
| Air Transport Infrastructure | 109 | 2.03 |
| Ground and Port Infrastructure | 133 | 2.14 |
| Tourist Service Infrastructure | 116 | 2.68 |
| **Natural and Cultural Resources** | **98** | **1.99** |
| Natural Resources | 71 | 2.80 |
| Cultural Resources and Business Travel | 124 | 1.18 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 187 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 9.0 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 48.1 |
| Population (millions), 2013 | 1.7 |
| Surface area (1,000 square kilometres), 2013 | 267.7 |
| Gross domestic product per capita (PPP$), 2013 | 20,520 |
| Real GDP growth (%), 2013 | 5.6 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 196.0 | 1.2 | 7.3 |
| T&T industry employment (1,000 jobs) | 4.1 | 1.0 | 7.8 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Gabon

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.2** | **89** |
| 1.01 | Property rights† | 3.9 | 81 |
| 1.02 | Impact of rules on FDI† | 4.2 | 89 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.5 | 79 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.0 | 97 |
| 1.05 | No. of days to deal with construction permits* | 194 | 98 |
| 1.06 | Construction permits cost (%)* | 0.9 | 47 |
| 1.07 | Extent of market dominance† | 3.1 | 127 |
| 1.08 | No. of days to start a business* | 50 | 128 |
| 1.09 | Cost to start a business (% GNI/capita)* | 12.9 | 86 |
| 1.10 | Effect of taxation on incentives to work† | 4.2 | 25 |
| 1.11 | Effect of taxation on incentives to invest† | 3.9 | 57 |
| 1.12 | Total tax rate (% profit)* | 40.6 | 84 |
| 1.12a | Labour and contributions tax rate (% profit)* | 22.7 | 101 |
| 1.12b | Profit tax rate (% profit)* | 15.8 | 61 |
| 1.12c | Other taxes rate (% profit)* | 2.1 | 71 |
| | **Safety and Security** | **5.2** | **79** |
| 2.01 | Business costs of crime and violence† | 4.4 | 71 |
| 2.02 | Reliability of police services† | 3.5 | 106 |
| 2.03 | Business costs of terrorism† | 5.5 | 59 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 9 | 100 |
| | **Health and Hygiene** | **4.2** | **110** |
| 3.01 | Physician density per 1,000 pop.* | 0.3 | 107 |
| 3.02 | Access to improved sanitation (% pop.)* | 41.0 | 118 |
| 3.03 | Access to improved drinking water (% pop.)* | 92.0 | 88 |
| 3.04 | Hospital beds per 10,000 pop. | 63.0 | 15 |
| 3.05 | HIV prevalence (% pop.)* | 4.0 | 128 |
| 3.06 | Malaria incidence per 100,000 pop.* | 25,113.7 | 65 |
| | **Human Resources and Labour Market** | **3.6** | **128** |
| | *Qualification of the labour force* | *3.6* | *122* |
| 4.01 | Primary education enrolment rate (%)* | n/a | n/a |
| 4.02 | Secondary education enrolment rate (%)* | 53.9 | 114 |
| 4.03 | Extent of staff training† | 3.7 | 99 |
| 4.04 | Treatment of customers† | 4.0 | 111 |
| | *Labour market* | *3.6* | *107* |
| 4.05 | Hiring and firing practices† | 3.4 | 105 |
| 4.06 | Ease of finding skilled employees† | 3.2 | 117 |
| 4.07 | Ease of hiring foreign labour† | 2.8 | 135 |
| 4.08 | Pay and productivity† | 3.4 | 110 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 50 |
| | **ICT Readiness** | **2.9** | **113** |
| 5.01 | ICT use for B2B transactions† | 3.9 | 126 |
| 5.02 | Internet use for B2C transactions† | 3.0 | 133 |
| 5.03 | Individuals using internet (%)* | 9.2 | 122 |
| 5.04 | Broadband internet subs. per 100 pop.* | 0.5 | 112 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 214.8 | 3 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 0.0 | 130 |
| 5.07 | Mobile network coverage (% pop.)* | 79.0 | 125 |
| 5.08 | Quality of electricity supply | 2.3 | 126 |
| | **Prioritization of Travel & Tourism** | **3.0** | **136** |
| 6.01 | Government prioritization of T&T industry† | 4.6 | 101 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 3.8 | 59 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.2 | 132 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 1.0 | 140 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 0.0 | 129 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | n/a | n/a |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **1.3** | **140** |
| 7.01 | Visa requirements (0–100 best)* | 1.0 | 138 |
| 7.02 | Openness of bilateral ASA (0–38)* | 4.7 | 127 |
| 7.03 | No. of regional trade agreements in force* | 1.0 | 130 |
| | **Price Competitiveness** | **5.0** | **43** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 73.1 | 94 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.6 | 88 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 104.0 | 30 |
| | **Environmental Sustainability** | **4.3** | **54** |
| 9.01 | Stringency of environmental regulations† | 3.9 | 80 |
| 9.02 | Enforcement of environmental regulations† | 3.5 | 90 |
| 9.03 | Sustainability of T&T development† | 3.8 | 106 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 5.5 | 42 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 23 | 11 |
| 9.06 | Baseline water stress (0–5 worst)* | 1.6 | 69 |
| 9.07 | Threatened species (% total species)* | 3.0 | 26 |
| 9.08 | Forest cover change (% average per year)* | –0.5 | 27 |
| 9.09 | Wastewater treatment (%) * | 0.0 | 119 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.1 | 54 |
| | **Air Transport Infrastructure** | **2.0** | **109** |
| 10.01 | Quality of air transport infrastructure† | 3.6 | 108 |
| 10.02 | Airline dom. seat kms per week (millions)* | 0.5 | 87 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 29.6 | 108 |
| 10.04 | Departures per 1,000 pop.* | 0.9 | 97 |
| 10.05 | Airport density per million urban pop.* | 2.1 | 36 |
| 10.06 | No. of operating airlines* | 18.0 | 100 |
| | **Ground and Port Infrastructure** | **2.1** | **133** |
| 11.01 | Quality of roads | 2.4 | 135 |
| 11.02 | Quality of railroad infrastructure | 2.4 | 75 |
| 11.03 | Quality of port infrastructure† | 3.1 | 112 |
| 11.04 | Quality of ground transport network† | 2.4 | 137 |
| 11.05 | Railroad density (km/surface area)* | 0.3 | 77 |
| 11.06 | Road density (km/surface area)* | ® | 136 |
| 11.07 | Paved road density (km/surface area)* | ® | 137 |
| | **Tourist Service Infrastructure** | **2.7** | **116** |
| 12.01 | Hotel rooms per 100 pop.* | 0.2 | 95 |
| 12.02 | Extension of business trips recommended† | 4.3 | 122 |
| 12.03 | Presence of major car rental companies† | 3 | 95 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 38.7 | 124 |
| | **Natural Resources** | **2.8** | **71** |
| 13.01 | No. of World Heritage natural sites* | 1 | 76 |
| 13.02 | Total known species* | 881 | 43 |
| 13.03 | Total protected areas (% total territorial area)* | 19.2 | 43 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 2 | 129 |
| 13.05 | Quality of the natural environment† | 4.6 | 59 |
| | **Cultural Resources and Business Travel** | **1.2** | **124** |
| 14.01 | No. of World Heritage cultural sites* | 1 | 120 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 4.0 | 77 |
| 14.04 | No. of international association meetings* | 3.0 | 113 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 1 | 135 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Gambia, The

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **109** | **3.20** |
| **Enabling Environment** | **110** | **3.99** |
| Business Environment | 101 | 4.06 |
| Safety and Security | 50 | 5.61 |
| Health and Hygiene | 119 | 3.42 |
| Human Resources and Labour Market | 102 | 4.12 |
| ICT Readiness | 117 | 2.74 |
| **T&T Policy and Enabling Conditions** | **40** | **4.32** |
| Prioritization of Travel & Tourism | 48 | 4.88 |
| International Openness | 122 | 2.02 |
| Price Competitiveness | 5 | 5.90 |
| Environmental Sustainability | 32 | 4.49 |
| **Infrastructure** | **102** | **2.77** |
| Air Transport Infrastructure | 112 | 1.99 |
| Ground and Port Infrastructure | 59 | 3.66 |
| Tourist Service Infrastructure | 117 | 2.67 |
| **Natural and Cultural Resources** | **126** | **1.69** |
| Natural Resources | 114 | 2.23 |
| Cultural Resources and Business Travel | 126 | 1.16 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 171 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 88.0 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 514.6 |
| Population (millions), 2013 | 1.8 |
| Surface area (1,000 square kilometres), 2013 | 11.3 |
| Gross domestic product per capita (PPP$), 2013 | 1,642 |
| Real GDP growth (%), 2013 | 6.3 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 91.0 | 9.0 | 2.5 |
| T&T industry employment (1,000 jobs) | 49.3 | 7.4 | 0.2 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Gambia, The

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.1** | **101** |
| 1.01 | Property rights† | 4.2 | 63 |
| 1.02 | Impact of rules on FDI† | 4.7 | 48 |
| 1.03 | Efficiency of legal framework settling disputes† | 4.4 | 35 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.3 | 76 |
| 1.05 | No. of days to deal with construction permits* | 144 | 67 |
| 1.06 | Construction permits cost (%)* | 2.5 | 84 |
| 1.07 | Extent of market dominance† | 4.0 | 51 |
| 1.08 | No. of days to start a business* | 26 | 106 |
| 1.09 | Cost to start a business (% GNI/capita)* | 131.2 | 137 |
| 1.10 | Effect of taxation on incentives to work† | 3.6 | 75 |
| 1.11 | Effect of taxation on incentives to invest† | 3.3 | 103 |
| 1.12 | Total tax rate (% profit)* | 63.3 | 126 |
| 1.12a | Labour and contributions tax rate (% profit)* | 12.7 | 56 |
| 1.12b | Profit tax rate (% profit)* | 6.1 | 19 |
| 1.12c | Other taxes rate (% profit)* | 44.5 | 138 |
| | **Safety and Security** | **5.6** | **50** |
| 2.01 | Business costs of crime and violence† | 5.2 | 40 |
| 2.02 | Reliability of police services† | 4.6 | 49 |
| 2.03 | Business costs of terrorism† | 5.8 | 44 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 10 | 108 |
| | **Health and Hygiene** | **3.4** | **119** |
| 3.01 | Physician density per 1,000 pop.* | 0.1 | 123 |
| 3.02 | Access to improved sanitation (% pop.)* | 60.0 | 103 |
| 3.03 | Access to improved drinking water (% pop.)* | 90.0 | 94 |
| 3.04 | Hospital beds per 10,000 pop. | 11.0 | 108 |
| 3.05 | HIV prevalence (% pop.)* | 1.3 | 112 |
| 3.06 | Malaria incidence per 100,000 pop.* | 29,030.4 | 73 |
| | **Human Resources and Labour Market** | **4.1** | **102** |
| | *Qualification of the labour force* | *3.6* | *120* |
| 4.01 | Primary education enrolment rate (%)* | 70.9 | 133 |
| 4.02 | Secondary education enrolment rate (%)* | 57.5 | 113 |
| 4.03 | Extent of staff training† | 4.3 | 42 |
| 4.04 | Treatment of customers† | 4.7 | 53 |
| | *Labour market* | *4.6* | 16 |
| 4.05 | Hiring and firing practices† | 4.2 | 37 |
| 4.06 | Ease of finding skilled employees† | 4.5 | 35 |
| 4.07 | Ease of hiring foreign labour† | 4.5 | 26 |
| 4.08 | Pay and productivity† | 4.3 | 44 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 38 |
| | **ICT Readiness** | **2.7** | **117** |
| 5.01 | ICT use for B2B transactions† | 4.4 | 93 |
| 5.02 | Internet use for B2C transactions† | 3.9 | 105 |
| 5.03 | Individuals using internet (%)* | 14.0 | 115 |
| 5.04 | Broadband internet subs. per 100 pop.* | 0.0 | 134 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 100.0 | 93 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 1.2 | 122 |
| 5.07 | Mobile network coverage (% pop.)* | 85.0 | 118 |
| 5.08 | Quality of electricity supply | 3.3 | 105 |
| | **Prioritization of Travel & Tourism** | **4.9** | **48** |
| 6.01 | Government prioritization of T&T industry† | 6.2 | 15 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 9.8 | 10 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.3 | 28 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 26.0 | 134 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 3.0 | 115 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 49.1 | 127 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.0** | **122** |
| 7.01 | Visa requirements (0–100 best)* | 22.0 | 102 |
| 7.02 | Openness of bilateral ASA (0–38)* | 9.3 | 90 |
| 7.03 | No. of regional trade agreements in force* | 1.0 | 130 |
| | **Price Competitiveness** | **5.9** | **5** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 83.7 | 46 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.3 | 4 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 79.0 | 20 |
| | **Environmental Sustainability** | **4.5** | **32** |
| 9.01 | Stringency of environmental regulations† | 4.6 | 48 |
| 9.02 | Enforcement of environmental regulations† | 4.3 | 44 |
| 9.03 | Sustainability of T&T development† | 5.6 | 10 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 4.7 | 24 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 18 | 87 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.4 | 29 |
| 9.07 | Threatened species (% total species)* | 3.3 | 38 |
| 9.08 | Forest cover change (% average per year)* | n/a | n/a |
| 9.09 | Wastewater treatment (%) * | 0.4 | 112 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.3 | 81 |
| | **Air Transport Infrastructure** | **2.0** | **112** |
| 10.01 | Quality of air transport infrastructure† | 4.5 | 66 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 11.3 | 132 |
| 10.04 | Departures per 1,000 pop.* | 1.0 | 94 |
| 10.05 | Airport density per million urban pop.* | 0.9 | 83 |
| 10.06 | No. of operating airlines* | 13.0 | 114 |
| | **Ground and Port Infrastructure** | **3.7** | **59** |
| 11.01 | Quality of roads | 4.1 | 62 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 4.2 | 64 |
| 11.04 | Quality of ground transport network† | 4.6 | 57 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 66 |
| 11.07 | Paved road density (km/surface area)* | ® | 86 |
| | **Tourist Service Infrastructure** | **2.7** | **117** |
| 12.01 | Hotel rooms per 100 pop.* | 0.3 | 82 |
| 12.02 | Extension of business trips recommended† | 5.7 | 39 |
| 12.03 | Presence of major car rental companies† | 1 | 120 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 26.9 | 129 |
| | **Natural Resources** | **2.2** | **114** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 609 | 64 |
| 13.03 | Total protected areas (% total territorial area)* | 4.4 | 121 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 5 | 103 |
| 13.05 | Quality of the natural environment† | 4.7 | 55 |
| | **Cultural Resources and Business Travel** | **1.2** | **126** |
| 14.01 | No. of World Heritage cultural sites* | 2 | 71 |
| 14.02 | No. of oral and intangible cultural expressions* | 1 | 60 |
| 14.03 | No. of large sports stadiums* | 1.0 | 113 |
| 14.04 | No. of international association meetings* | 2.3 | 121 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 1 | 130 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Georgia

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **71** | **3.68** |
| **Enabling Environment** | **43** | **5.15** |
| Business Environment | 32 | 4.91 |
| Safety and Security | 32 | 5.96 |
| Health and Hygiene | 31 | 6.12 |
| Human Resources and Labour Market | 50 | 4.72 |
| ICT Readiness | 74 | 4.05 |
| **T&T Policy and Enabling Conditions** | **44** | **4.32** |
| Prioritization of Travel & Tourism | 53 | 4.76 |
| International Openness | 58 | 3.44 |
| Price Competitiveness | 66 | 4.76 |
| Environmental Sustainability | 52 | 4.31 |
| **Infrastructure** | **72** | **3.47** |
| Air Transport Infrastructure | 94 | 2.22 |
| Ground and Port Infrastructure | 67 | 3.50 |
| Tourist Service Infrastructure | 50 | 4.69 |
| **Natural and Cultural Resources** | **120** | **1.76** |
| Natural Resources | 125 | 2.07 |
| Cultural Resources and Business Travel | 87 | 1.45 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 2,065 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 1,719.7 |
| Growth (%) in int'l outbound travel spending* | 1.46 |
| Average spending per int'l tourist (US$), 2013 | 832.8 |
| Population (millions), 2013 | 4.5 |
| Surface area (1,000 square kilometres), 2013 | 69.7 |
| Gross domestic product per capita (PPP$), 2013 | 7,156 |
| Real GDP growth (%), 2013 | 3.2 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 1,000.3 | 6.2 | 6.1 |
| T&T industry employment (1,000 jobs) | 89.7 | 5.1 | 1.6 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Georgia

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.9** | **32** |
| 1.01 | Property rights† | 3.9 | 85 |
| 1.02 | Impact of rules on FDI† | 4.9 | 28 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.7 | 71 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.2 | 83 |
| 1.05 | No. of days to deal with construction permits* | 69 | 11 |
| 1.06 | Construction permits cost (%)* | 0.3 | 11 |
| 1.07 | Extent of market dominance† | 3.3 | 103 |
| 1.08 | No. of days to start a business* | 2 | 2 |
| 1.09 | Cost to start a business (% GNI/capita)* | 3.4 | 46 |
| 1.10 | Effect of taxation on incentives to work† | 4.4 | 20 |
| 1.11 | Effect of taxation on incentives to invest† | 4.4 | 22 |
| 1.12 | Total tax rate (% profit)* | 16.4 | 9 |
| 1.12a | Labour and contributions tax rate (% profit)* | 0.0 | 1 |
| 1.12b | Profit tax rate (% profit)* | 14.3 | 56 |
| 1.12c | Other taxes rate (% profit)* | 2.1 | 71 |
| | **Safety and Security** | **6.0** | **32** |
| 2.01 | Business costs of crime and violence† | 5.3 | 29 |
| 2.02 | Reliability of police services† | 5.4 | 28 |
| 2.03 | Business costs of terrorism† | 5.9 | 35 |
| 2.04 | Index of terrorism incidence* | 6.9 | 93 |
| 2.05 | Homicide rate* | 4 | 72 |
| | **Health and Hygiene** | **6.1** | **31** |
| 3.01 | Physician density per 1,000 pop.* | 4.2 | 5 |
| 3.02 | Access to improved sanitation (% pop.)* | 93.0 | 59 |
| 3.03 | Access to improved drinking water (% pop.)* | 99.0 | 43 |
| 3.04 | Hospital beds per 10,000 pop. | 26.0 | 66 |
| 3.05 | HIV prevalence (% pop.)* | 0.3 | 58 |
| 3.06 | Malaria incidence per 100,000 pop.* | 0.0 | 1 |
| | **Human Resources and Labour Market** | **4.7** | **50** |
| | *Qualification of the labour force* | *5.2* | *71* |
| 4.01 | Primary education enrolment rate (%)* | 98.3 | 27 |
| 4.02 | Secondary education enrolment rate (%)* | 86.8 | 78 |
| 4.03 | Extent of staff training† | 3.5 | 113 |
| 4.04 | Treatment of customers† | 3.8 | 120 |
| | *Labour market* | *4.3* | 45 |
| 4.05 | Hiring and firing practices† | 4.7 | 14 |
| 4.06 | Ease of finding skilled employees† | 2.9 | 132 |
| 4.07 | Ease of hiring foreign labour† | 5.3 | 2 |
| 4.08 | Pay and productivity† | 4.1 | 56 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 81 |
| | **ICT Readiness** | **4.0** | **74** |
| 5.01 | ICT use for B2B transactions† | 4.7 | 72 |
| 5.02 | Internet use for B2C transactions† | 4.1 | 93 |
| 5.03 | Individuals using internet (%)* | 43.1 | 80 |
| 5.04 | Broadband internet subs. per 100 pop.* | 10.8 | 62 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 115.0 | 64 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 16.4 | 85 |
| 5.07 | Mobile network coverage (% pop.)* | 99.1 | 64 |
| 5.08 | Quality of electricity supply | 5.2 | 57 |
| | **Prioritization of Travel & Tourism** | **4.8** | **53** |
| 6.01 | Government prioritization of T&T industry† | 5.9 | 32 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 3.4 | 66 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.6 | 65 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 79.0 | 44 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 18.5 | 44 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 63.8 | 89 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.4** | **58** |
| 7.01 | Visa requirements (0–100 best)* | 80.0 | 3 |
| 7.02 | Openness of bilateral ASA (0–38)* | 6.8 | 117 |
| 7.03 | No. of regional trade agreements in force* | 8.0 | 65 |
| | **Price Competitiveness** | **4.8** | **66** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 74.1 | 85 |
| 8.02 | Hotel price index (US$)* | 137.9 | 55 |
| 8.03 | Purchasing power parity* | 0.5 | 62 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 134.0 | 62 |
| | **Environmental Sustainability** | **4.3** | **52** |
| 9.01 | Stringency of environmental regulations† | 3.3 | 113 |
| 9.02 | Enforcement of environmental regulations† | 3.3 | 109 |
| 9.03 | Sustainability of T&T development† | 4.3 | 76 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 10.7 | 90 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 18 | 87 |
| 9.06 | Baseline water stress (0–5 worst)* | 1.5 | 67 |
| 9.07 | Threatened species (% total species)* | 5.6 | 81 |
| 9.08 | Forest cover change (% average per year)* | –0.1 | 15 |
| 9.09 | Wastewater treatment (%) * | 0.0 | 119 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.0 | 4 |
| | **Air Transport Infrastructure** | **2.2** | **94** |
| 10.01 | Quality of air transport infrastructure† | 4.1 | 84 |
| 10.02 | Airline dom. seat kms per week (millions)* | 0.2 | 94 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 41.4 | 102 |
| 10.04 | Departures per 1,000 pop.* | 0.7 | 105 |
| 10.05 | Airport density per million urban pop.* | 1.3 | 59 |
| 10.06 | No. of operating airlines* | 36.0 | 63 |
| | **Ground and Port Infrastructure** | **3.5** | **67** |
| 11.01 | Quality of roads | 4.0 | 65 |
| 11.02 | Quality of railroad infrastructure | 3.9 | 32 |
| 11.03 | Quality of port infrastructure† | 4.2 | 67 |
| 11.04 | Quality of ground transport network† | 4.6 | 60 |
| 11.05 | Railroad density (km/surface area)* | 2.2 | 34 |
| 11.06 | Road density (km/surface area)* | ® | 72 |
| 11.07 | Paved road density (km/surface area)* | ® | 74 |
| | **Tourist Service Infrastructure** | **4.7** | **50** |
| 12.01 | Hotel rooms per 100 pop.* | 0.3 | 78 |
| 12.02 | Extension of business trips recommended† | 5.7 | 36 |
| 12.03 | Presence of major car rental companies† | 5 | 59 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 832.1 | 27 |
| | **Natural Resources** | **2.1** | **125** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 395 | 104 |
| 13.03 | Total protected areas (% total territorial area)* | 3.7 | 124 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 8 | 84 |
| 13.05 | Quality of the natural environment† | 4.5 | 67 |
| | **Cultural Resources and Business Travel** | **1.5** | **87** |
| 14.01 | No. of World Heritage cultural sites* | 3 | 58 |
| 14.02 | No. of oral and intangible cultural expressions* | 2 | 41 |
| 14.03 | No. of large sports stadiums* | 4.0 | 77 |
| 14.04 | No. of international association meetings* | 6.3 | 96 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 6 | 86 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Germany

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **3** | **5.22** |
| **Enabling Environment** | **12** | **5.78** |
| Business Environment | 17 | 5.32 |
| Safety and Security | 20 | 6.06 |
| Health and Hygiene | 2 | 6.85 |
| Human Resources and Labour Market | 17 | 5.18 |
| ICT Readiness | 23 | 5.51 |
| **T&T Policy and Enabling Conditions** | **31** | **4.40** |
| Prioritization of Travel & Tourism | 49 | 4.84 |
| International Openness | 12 | 4.24 |
| Price Competitiveness | 126 | 3.62 |
| Environmental Sustainability | 14 | 4.90 |
| **Infrastructure** | **7** | **5.51** |
| Air Transport Infrastructure | 11 | 4.93 |
| Ground and Port Infrastructure | 5 | 5.99 |
| Tourist Service Infrastructure | 23 | 5.61 |
| **Natural and Cultural Resources** | **8** | **5.20** |
| Natural Resources | 18 | 4.41 |
| Cultural Resources and Business Travel | 5 | 6.00 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 31,545 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 41,211.0 |
| Growth (%) in int'l outbound travel spending* | 2.3 |
| Average spending per int'l tourist (US$), 2013 | 1,306.4 |
| Population (millions), 2013 | 80.6 |
| Surface area (1,000 square kilometres), 2013 | 357.2 |
| Gross domestic product per capita (PPP$), 2013 | 43,475 |
| Real GDP growth (%), 2013 | 0.5 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 58,512.3 | 1.7 | 1.8 |
| T&T industry employment (1,000 jobs) | 765.9 | 1.8 | 0.4 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Germany

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **5.3** | **17** |
| 1.01 | Property rights† | 5.6 | 19 |
| 1.02 | Impact of rules on FDI† | 4.8 | 35 |
| 1.03 | Efficiency of legal framework settling disputes† | 5.4 | 11 |
| 1.04 | Efficiency of legal framework challenging regs.† | 4.8 | 12 |
| 1.05 | No. of days to deal with construction permits* | 96 | 30 |
| 1.06 | Construction permits cost (%)* | 1.1 | 52 |
| 1.07 | Extent of market dominance† | 5.7 | 3 |
| 1.08 | No. of days to start a business* | 15 | 82 |
| 1.09 | Cost to start a business (% GNI/capita)* | 8.8 | 72 |
| 1.10 | Effect of taxation on incentives to work† | 3.7 | 65 |
| 1.11 | Effect of taxation on incentives to invest† | 4.1 | 36 |
| 1.12 | Total tax rate (% profit)* | 48.8 | 108 |
| 1.12a | Labour and contributions tax rate (% profit)* | 21.2 | 99 |
| 1.12b | Profit tax rate (% profit)* | 23.3 | 111 |
| 1.12c | Other taxes rate (% profit)* | 4.3 | 106 |
| | **Safety and Security** | **6.1** | **20** |
| 2.01 | Business costs of crime and violence† | 5.2 | 36 |
| 2.02 | Reliability of police services† | 5.9 | 19 |
| 2.03 | Business costs of terrorism† | 5.5 | 60 |
| 2.04 | Index of terrorism incidence* | 6.9 | 95 |
| 2.05 | Homicide rate* | 1 | 13 |
| | **Health and Hygiene** | **6.8** | **2** |
| 3.01 | Physician density per 1,000 pop.* | 3.8 | 10 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 82.0 | 4 |
| 3.05 | HIV prevalence (% pop.)* | 0.1 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **5.2** | **17** |
| | *Qualification of the labour force* | *6.0* | *13* |
| 4.01 | Primary education enrolment rate (%)* | 97.9 | 30 |
| 4.02 | Secondary education enrolment rate (%)* | 101.3 | 28 |
| 4.03 | Extent of staff training† | 5.0 | 13 |
| 4.04 | Treatment of customers† | 5.3 | 20 |
| | *Labour market* | *4.4* | *38* |
| 4.05 | Hiring and firing practices† | 3.4 | 106 |
| 4.06 | Ease of finding skilled employees† | 4.4 | 37 |
| 4.07 | Ease of hiring foreign labour† | 4.1 | 63 |
| 4.08 | Pay and productivity† | 4.3 | 39 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 45 |
| | **ICT Readiness** | **5.5** | **23** |
| 5.01 | ICT use for B2B transactions† | 5.5 | 29 |
| 5.02 | Internet use for B2C transactions† | 5.8 | 13 |
| 5.03 | Individuals using internet (%)* | 84.0 | 17 |
| 5.04 | Broadband internet subs. per 100 pop.* | 34.6 | 9 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 120.9 | 55 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 44.7 | 50 |
| 5.07 | Mobile network coverage (% pop.)* | 99.0 | 65 |
| 5.08 | Quality of electricity supply | 6.1 | 33 |
| | **Prioritization of Travel & Tourism** | **4.8** | **49** |
| 6.01 | Government prioritization of T&T industry† | 4.7 | 99 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 2.1 | 109 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.0 | 48 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 69.0 | 63 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.0 | 16 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 100.0 | 1 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.2** | **12** |
| 7.01 | Visa requirements (0–100 best)* | 23.0 | 72 |
| 7.02 | Openness of bilateral ASA (0–38)* | 13.9 | 39 |
| 7.03 | No. of regional trade agreements in force* | 46.0 | 1 |
| | **Price Competitiveness** | **3.6** | **126** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 64.4 | 110 |
| 8.02 | Hotel price index (US$)* | 125.9 | 44 |
| 8.03 | Purchasing power parity* | 1.0 | 121 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 196.0 | 122 |
| | **Environmental Sustainability** | **4.9** | **14** |
| 9.01 | Stringency of environmental regulations† | 6.1 | 5 |
| 9.02 | Enforcement of environmental regulations† | 6.1 | 5 |
| 9.03 | Sustainability of T&T development† | 4.9 | 44 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 13.3 | 107 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 24 | 4 |
| 9.06 | Baseline water stress (0–5 worst)* | 1.9 | 76 |
| 9.07 | Threatened species (% total species)* | 2.8 | 21 |
| 9.08 | Forest cover change (% average per year)* | –1.9 | 55 |
| 9.09 | Wastewater treatment (%) * | 95.2 | 5 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.6 | 89 |
| | **Air Transport Infrastructure** | **4.9** | **11** |
| 10.01 | Quality of air transport infrastructure† | 5.9 | 13 |
| 10.02 | Airline dom. seat kms per week (millions)* | 270.3 | 21 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 4,648.5 | 4 |
| 10.04 | Departures per 1,000 pop.* | 11.5 | 30 |
| 10.05 | Airport density per million urban pop.* | 0.5 | 110 |
| 10.06 | No. of operating airlines* | 181.0 | 3 |
| | **Ground and Port Infrastructure** | **6.0** | **5** |
| 11.01 | Quality of roads | 5.9 | 13 |
| 11.02 | Quality of railroad infrastructure | 5.7 | 8 |
| 11.03 | Quality of port infrastructure† | 5.7 | 14 |
| 11.04 | Quality of ground transport network† | 6.0 | 10 |
| 11.05 | Railroad density (km/surface area)* | 9.4 | 4 |
| 11.06 | Road density (km/surface area)* | ® | 14 |
| 11.07 | Paved road density (km/surface area)* | ® | 12 |
| | **Tourist Service Infrastructure** | **5.6** | **23** |
| 12.01 | Hotel rooms per 100 pop.* | 1.2 | 24 |
| 12.02 | Extension of business trips recommended† | 5.3 | 65 |
| 12.03 | Presence of major car rental companies† | 7 | 1 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 754.9 | 38 |
| | **Natural Resources** | **4.4** | **18** |
| 13.01 | No. of World Heritage natural sites* | 3 | 18 |
| 13.02 | Total known species* | 432 | 89 |
| 13.03 | Total protected areas (% total territorial area)* | 49.0 | 3 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 23 | 48 |
| 13.05 | Quality of the natural environment† | 5.9 | 18 |
| | **Cultural Resources and Business Travel** | **6.0** | **5** |
| 14.01 | No. of World Heritage cultural sites* | 36 | 3 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 69.0 | 8 |
| 14.04 | No. of international association meetings* | 702.3 | 2 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 71 | 7 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Ghana

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **120** | **3.01** |
| **Enabling Environment** | **108** | **4.01** |
| Business Environment | 55 | 4.58 |
| Safety and Security | 91 | 4.96 |
| Health and Hygiene | 126 | 3.09 |
| Human Resources and Labour Market | 85 | 4.35 |
| ICT Readiness | 107 | 3.05 |
| **T&T Policy and Enabling Conditions** | **129** | **3.42** |
| Prioritization of Travel & Tourism | 126 | 3.46 |
| International Openness | 126 | 1.90 |
| Price Competitiveness | 98 | 4.32 |
| Environmental Sustainability | 78 | 3.99 |
| **Infrastructure** | **108** | **2.58** |
| Air Transport Infrastructure | 107 | 2.07 |
| Ground and Port Infrastructure | 88 | 3.11 |
| Tourist Service Infrastructure | 126 | 2.55 |
| **Natural and Cultural Resources** | **91** | **2.02** |
| Natural Resources | 92 | 2.57 |
| Cultural Resources and Business Travel | 85 | 1.47 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 931 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 914.0 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 981.7 |
| Population (millions), 2013 | 25.9 |
| Surface area (1,000 square kilometres), 2013 | 238.5 |
| Gross domestic product per capita (PPP$), 2013 | 4,029 |
| Real GDP growth (%), 2013 | 7.1 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 1,281.2 | 3.0 | 4.5 |
| T&T industry employment (1,000 jobs) | 124.7 | 2.3 | 2.4 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Ghana

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.6** | **55** |
| 1.01 | Property rights† | 4.3 | 60 |
| 1.02 | Impact of rules on FDI† | 4.2 | 87 |
| 1.03 | Efficiency of legal framework settling disputes† | 4.1 | 45 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.4 | 64 |
| 1.05 | No. of days to deal with construction permits* | 201 | 102 |
| 1.06 | Construction permits cost (%)* | 2.0 | 75 |
| 1.07 | Extent of market dominance† | 4.1 | 42 |
| 1.08 | No. of days to start a business* | 14 | 79 |
| 1.09 | Cost to start a business (% GNI/capita)* | 19.2 | 101 |
| 1.10 | Effect of taxation on incentives to work† | 4.0 | 38 |
| 1.11 | Effect of taxation on incentives to invest† | 4.2 | 32 |
| 1.12 | Total tax rate (% profit)* | 33.3 | 53 |
| 1.12a | Labour and contributions tax rate (% profit)* | 14.7 | 67 |
| 1.12b | Profit tax rate (% profit)* | 18.6 | 79 |
| 1.12c | Other taxes rate (% profit)* | 0.0 | 1 |
| | **Safety and Security** | **5.0** | **91** |
| 2.01 | Business costs of crime and violence† | 3.7 | 102 |
| 2.02 | Reliability of police services† | 4.1 | 72 |
| 2.03 | Business costs of terrorism† | 3.9 | 124 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 6 | 82 |
| | **Health and Hygiene** | **3.1** | **126** |
| 3.01 | Physician density per 1,000 pop.* | 0.1 | 125 |
| 3.02 | Access to improved sanitation (% pop.)* | 14.0 | 136 |
| 3.03 | Access to improved drinking water (% pop.)* | 87.0 | 102 |
| 3.04 | Hospital beds per 10,000 pop. | 9.0 | 113 |
| 3.05 | HIV prevalence (% pop.)* | 1.4 | 117 |
| 3.06 | Malaria incidence per 100,000 pop.* | 27,201.3 | 68 |
| | **Human Resources and Labour Market** | **4.3** | **85** |
| | *Qualification of the labour force* | *4.3* | *106* |
| 4.01 | Primary education enrolment rate (%)* | 87.1 | 107 |
| 4.02 | Secondary education enrolment rate (%)* | 61.1 | 110 |
| 4.03 | Extent of staff training† | 4.1 | 61 |
| 4.04 | Treatment of customers† | 4.5 | 72 |
| | *Labour market* | *4.4* | 35 |
| 4.05 | Hiring and firing practices† | 3.9 | 71 |
| 4.06 | Ease of finding skilled employees† | 3.7 | 83 |
| 4.07 | Ease of hiring foreign labour† | 3.9 | 87 |
| 4.08 | Pay and productivity† | 4.0 | 62 |
| 4.09 | Female labour force participation (% to men)* | 1.0 | 10 |
| | **ICT Readiness** | **3.1** | **107** |
| 5.01 | ICT use for B2B transactions† | 4.1 | 108 |
| 5.02 | Internet use for B2C transactions† | 3.9 | 104 |
| 5.03 | Individuals using internet (%)* | 12.3 | 119 |
| 5.04 | Broadband internet subs. per 100 pop.* | 0.3 | 115 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 108.2 | 74 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 39.9 | 57 |
| 5.07 | Mobile network coverage (% pop.)* | 87.0 | 117 |
| 5.08 | Quality of electricity supply | 3.0 | 110 |
| | **Prioritization of Travel & Tourism** | **3.5** | **126** |
| 6.01 | Government prioritization of T&T industry† | 4.6 | 106 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 3.3 | 68 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.1 | 92 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 22.0 | 136 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 0.0 | 129 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 53.4 | 115 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **1.9** | **126** |
| 7.01 | Visa requirements (0–100 best)* | 5.0 | 128 |
| 7.02 | Openness of bilateral ASA (0–38)* | 12.2 | 50 |
| 7.03 | No. of regional trade agreements in force* | 2.0 | 113 |
| | **Price Competitiveness** | **4.3** | **98** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 43.5 | 131 |
| 8.02 | Hotel price index (US$)* | 192.3 | 83 |
| 8.03 | Purchasing power parity* | 0.5 | 46 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 92.0 | 24 |
| | **Environmental Sustainability** | **4.0** | **78** |
| 9.01 | Stringency of environmental regulations† | 3.7 | 94 |
| 9.02 | Enforcement of environmental regulations† | 3.6 | 79 |
| 9.03 | Sustainability of T&T development† | 4.0 | 91 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 8.2 | 73 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 21 | 42 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.1 | 16 |
| 9.07 | Threatened species (% total species)* | 4.9 | 63 |
| 9.08 | Forest cover change (% average per year)* | –4.8 | 93 |
| 9.09 | Wastewater treatment (%) * | 10.2 | 77 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.1 | 47 |
| | **Air Transport Infrastructure** | **2.1** | **107** |
| 10.01 | Quality of air transport infrastructure† | 4.1 | 80 |
| 10.02 | Airline dom. seat kms per week (millions)* | 4.9 | 59 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 106.4 | 76 |
| 10.04 | Departures per 1,000 pop.* | 0.7 | 107 |
| 10.05 | Airport density per million urban pop.* | 0.4 | 122 |
| 10.06 | No. of operating airlines* | 30.0 | 75 |
| | **Ground and Port Infrastructure** | **3.1** | **88** |
| 11.01 | Quality of roads | 3.7 | 79 |
| 11.02 | Quality of railroad infrastructure | 2.7 | 65 |
| 11.03 | Quality of port infrastructure† | 3.7 | 92 |
| 11.04 | Quality of ground transport network† | 4.2 | 77 |
| 11.05 | Railroad density (km/surface area)* | 0.4 | 71 |
| 11.06 | Road density (km/surface area)* | ® | 56 |
| 11.07 | Paved road density (km/surface area)* | ® | 89 |
| | **Tourist Service Infrastructure** | **2.5** | **126** |
| 12.01 | Hotel rooms per 100 pop.* | 0.1 | 110 |
| 12.02 | Extension of business trips recommended† | 4.4 | 118 |
| 12.03 | Presence of major car rental companies† | 2 | 105 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 118.7 | 109 |
| | **Natural Resources** | **2.6** | **92** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 1,018 | 32 |
| 13.03 | Total protected areas (% total territorial area)* | 14.4 | 68 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 6 | 95 |
| 13.05 | Quality of the natural environment† | 3.8 | 106 |
| | **Cultural Resources and Business Travel** | **1.5** | **85** |
| 14.01 | No. of World Heritage cultural sites* | 2 | 71 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 6.0 | 52 |
| 14.04 | No. of international association meetings* | 16.3 | 73 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 7 | 71 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Greece

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **31** | **4.36** |
| **Enabling Environment** | **48** | **5.11** |
| Business Environment | 104 | 4.04 |
| Safety and Security | 57 | 5.49 |
| Health and Hygiene | 9 | 6.57 |
| Human Resources and Labour Market | 45 | 4.75 |
| ICT Readiness | 49 | 4.71 |
| **T&T Policy and Enabling Conditions** | **33** | **4.39** |
| Prioritization of Travel & Tourism | 24 | 5.36 |
| International Openness | 25 | 4.09 |
| Price Competitiveness | 113 | 3.93 |
| Environmental Sustainability | 61 | 4.19 |
| **Infrastructure** | **24** | **4.78** |
| Air Transport Infrastructure | 27 | 4.25 |
| Ground and Port Infrastructure | 51 | 4.01 |
| Tourist Service Infrastructure | 12 | 6.08 |
| **Natural and Cultural Resources** | **35** | **3.15** |
| Natural Resources | 46 | 3.49 |
| Cultural Resources and Business Travel | 32 | 2.82 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 17,920 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 16,139.4 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 900.6 |
| Population (millions), 2013 | 11.0 |
| Surface area (1,000 square kilometres), 2013 | 132.0 |
| Gross domestic product per capita (PPP$), 2013 | 25,126 |
| Real GDP growth (%), 2013 | –3.9 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 14,197.4 | 6.5 | 3.4 |
| T&T industry employment (1,000 jobs) | 319.5 | 8.9 | 1.7 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Greece

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.0** | **104** |
| 1.01 | Property rights† | 3.9 | 82 |
| 1.02 | Impact of rules on FDI† | 3.0 | 131 |
| 1.03 | Efficiency of legal framework settling disputes† | 2.7 | 125 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.7 | 113 |
| 1.05 | No. of days to deal with construction permits* | 124 | 56 |
| 1.06 | Construction permits cost (%)* | 0.6 | 30 |
| 1.07 | Extent of market dominance† | 3.9 | 59 |
| 1.08 | No. of days to start a business* | 13 | 73 |
| 1.09 | Cost to start a business (% GNI/capita)* | 2.2 | 38 |
| 1.10 | Effect of taxation on incentives to work† | 2.5 | 135 |
| 1.11 | Effect of taxation on incentives to invest† | 2.4 | 138 |
| 1.12 | Total tax rate (% profit)* | 49.9 | 114 |
| 1.12a | Labour and contributions tax rate (% profit)* | 31.0 | 124 |
| 1.12b | Profit tax rate (% profit)* | 18.2 | 76 |
| 1.12c | Other taxes rate (% profit)* | 0.7 | 27 |
| | **Safety and Security** | **5.5** | **57** |
| 2.01 | Business costs of crime and violence† | 4.9 | 45 |
| 2.02 | Reliability of police services† | 4.4 | 58 |
| 2.03 | Business costs of terrorism† | 5.3 | 69 |
| 2.04 | Index of terrorism incidence* | 6.1 | 121 |
| 2.05 | Homicide rate* | 2 | 42 |
| | **Health and Hygiene** | **6.6** | **9** |
| 3.01 | Physician density per 1,000 pop.* | 4.4 | 3 |
| 3.02 | Access to improved sanitation (% pop.)* | 99.0 | 38 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 48.0 | 31 |
| 3.05 | HIV prevalence (% pop.)* | 0.2 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **4.7** | **45** |
| | *Qualification of the labour force* | *5.5* | *46* |
| 4.01 | Primary education enrolment rate (%)* | 99.5 | 9 |
| 4.02 | Secondary education enrolment rate (%)* | 107.9 | 13 |
| 4.03 | Extent of staff training† | 3.6 | 111 |
| 4.04 | Treatment of customers† | 4.6 | 62 |
| | *Labour market* | *4.0* | *78* |
| 4.05 | Hiring and firing practices† | 3.6 | 91 |
| 4.06 | Ease of finding skilled employees† | 4.5 | 36 |
| 4.07 | Ease of hiring foreign labour† | 4.3 | 42 |
| 4.08 | Pay and productivity† | 3.3 | 119 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 86 |
| | **ICT Readiness** | **4.7** | **49** |
| 5.01 | ICT use for B2B transactions† | 4.3 | 101 |
| 5.02 | Internet use for B2C transactions† | 4.3 | 80 |
| 5.03 | Individuals using internet (%)* | 59.9 | 54 |
| 5.04 | Broadband internet subs. per 100 pop.* | 26.2 | 21 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 116.8 | 59 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 36.1 | 62 |
| 5.07 | Mobile network coverage (% pop.)* | 99.9 | 39 |
| 5.08 | Quality of electricity supply | 5.3 | 55 |
| | **Prioritization of Travel & Tourism** | **5.4** | **24** |
| 6.01 | Government prioritization of T&T industry† | 6.1 | 21 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 8.0 | 18 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.6 | 62 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 72.0 | 52 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 18.0 | 48 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 65.5 | 79 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.1** | **25** |
| 7.01 | Visa requirements (0–100 best)* | 23.0 | 72 |
| 7.02 | Openness of bilateral ASA (0–38)* | 11.2 | 63 |
| 7.03 | No. of regional trade agreements in force* | 46.0 | 1 |
| | **Price Competitiveness** | **3.9** | **113** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 80.6 | 64 |
| 8.02 | Hotel price index (US$)* | 141.1 | 59 |
| 8.03 | Purchasing power parity* | 0.9 | 115 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 206.0 | 130 |
| | **Environmental Sustainability** | **4.2** | **61** |
| 9.01 | Stringency of environmental regulations† | 4.0 | 68 |
| 9.02 | Enforcement of environmental regulations† | 3.5 | 93 |
| 9.03 | Sustainability of T&T development† | 4.3 | 74 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 11.6 | 94 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 23 | 11 |
| 9.06 | Baseline water stress (0–5 worst)* | 3.3 | 100 |
| 9.07 | Threatened species (% total species)* | 5.7 | 83 |
| 9.08 | Forest cover change (% average per year)* | –2.8 | 69 |
| 9.09 | Wastewater treatment (%) * | 87.3 | 15 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.1 | 58 |
| | **Air Transport Infrastructure** | **4.2** | **27** |
| 10.01 | Quality of air transport infrastructure† | 5.2 | 40 |
| 10.02 | Airline dom. seat kms per week (millions)* | 48.4 | 37 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 575.2 | 33 |
| 10.04 | Departures per 1,000 pop.* | 9.0 | 37 |
| 10.05 | Airport density per million urban pop.* | 4.6 | 19 |
| 10.06 | No. of operating airlines* | 104.0 | 14 |
| | **Ground and Port Infrastructure** | **4.0** | **51** |
| 11.01 | Quality of roads | 4.3 | 55 |
| 11.02 | Quality of railroad infrastructure | 2.9 | 56 |
| 11.03 | Quality of port infrastructure† | 4.7 | 49 |
| 11.04 | Quality of ground transport network† | 4.7 | 51 |
| 11.05 | Railroad density (km/surface area)* | 1.9 | 38 |
| 11.06 | Road density (km/surface area)* | ® | 39 |
| 11.07 | Paved road density (km/surface area)* | ® | 33 |
| | **Tourist Service Infrastructure** | **6.1** | **12** |
| 12.01 | Hotel rooms per 100 pop.* | 3.6 | 2 |
| 12.02 | Extension of business trips recommended† | 5.6 | 48 |
| 12.03 | Presence of major car rental companies† | 7 | 1 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 669.3 | 47 |
| | **Natural Resources** | **3.5** | **46** |
| 13.01 | No. of World Heritage natural sites* | 1 | 43 |
| 13.02 | Total known species* | 474 | 81 |
| 13.03 | Total protected areas (% total territorial area)* | 21.5 | 35 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 45 | 32 |
| 13.05 | Quality of the natural environment† | 5.2 | 38 |
| | **Cultural Resources and Business Travel** | **2.8** | **32** |
| 14.01 | No. of World Heritage cultural sites* | 16 | 10 |
| 14.02 | No. of oral and intangible cultural expressions* | 2 | 41 |
| 14.03 | No. of large sports stadiums* | 12.0 | 34 |
| 14.04 | No. of international association meetings* | 125.3 | 35 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 22 | 31 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Guatemala

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **80** | **3.51** |
| **Enabling Environment** | **100** | **4.14** |
| Business Environment | 83 | 4.23 |
| Safety and Security | 135 | 3.57 |
| Health and Hygiene | 94 | 4.69 |
| Human Resources and Labour Market | 81 | 4.39 |
| ICT Readiness | 79 | 3.82 |
| **T&T Policy and Enabling Conditions** | **42** | **4.32** |
| Prioritization of Travel & Tourism | 86 | 4.36 |
| International Openness | 39 | 3.94 |
| Price Competitiveness | 16 | 5.35 |
| Environmental Sustainability | 108 | 3.62 |
| **Infrastructure** | **93** | **2.95** |
| Air Transport Infrastructure | 120 | 1.89 |
| Ground and Port Infrastructure | 80 | 3.26 |
| Tourist Service Infrastructure | 83 | 3.70 |
| **Natural and Cultural Resources** | **54** | **2.64** |
| Natural Resources | 37 | 3.67 |
| Cultural Resources and Business Travel | 68 | 1.60 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 1,331 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 1,480.7 |
| Growth (%) in int'l outbound travel spending* | 1.59 |
| Average spending per int'l tourist (US$), 2013 | 1,112.5 |
| Population (millions), 2013 | 15.5 |
| Surface area (1,000 square kilometres), 2013 | 108.9 |
| Gross domestic product per capita (PPP$), 2013 | 7,290 |
| Real GDP growth (%), 2013 | 3.7 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 1,747.0 | 3.3 | 3.6 |
| T&T industry employment (1,000 jobs) | 171.0 | 2.9 | 3.1 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Guatemala

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.2** | **83** |
| 1.01 | Property rights† | 3.8 | 88 |
| 1.02 | Impact of rules on FDI† | 4.2 | 96 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.3 | 96 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.5 | 54 |
| 1.05 | No. of days to deal with construction permits* | 158 | 80 |
| 1.06 | Construction permits cost (%)* | 7.9 | 121 |
| 1.07 | Extent of market dominance† | 4.1 | 46 |
| 1.08 | No. of days to start a business* | 19 | 93 |
| 1.09 | Cost to start a business (% GNI/capita)* | 25.8 | 111 |
| 1.10 | Effect of taxation on incentives to work† | 3.8 | 54 |
| 1.11 | Effect of taxation on incentives to invest† | 3.9 | 58 |
| 1.12 | Total tax rate (% profit)* | 39.9 | 80 |
| 1.12a | Labour and contributions tax rate (% profit)* | 14.3 | 66 |
| 1.12b | Profit tax rate (% profit)* | 24.9 | 117 |
| 1.12c | Other taxes rate (% profit)* | 0.7 | 27 |
| | **Safety and Security** | **3.6** | **135** |
| 2.01 | Business costs of crime and violence† | 2.1 | 139 |
| 2.02 | Reliability of police services† | 2.9 | 123 |
| 2.03 | Business costs of terrorism† | 4.9 | 88 |
| 2.04 | Index of terrorism incidence* | 6.9 | 92 |
| 2.05 | Homicide rate* | 40 | 138 |
| | **Health and Hygiene** | **4.7** | **94** |
| 3.01 | Physician density per 1,000 pop.* | 0.9 | 86 |
| 3.02 | Access to improved sanitation (% pop.)* | 80.0 | 81 |
| 3.03 | Access to improved drinking water (% pop.)* | 94.0 | 78 |
| 3.04 | Hospital beds per 10,000 pop. | 6.0 | 125 |
| 3.05 | HIV prevalence (% pop.)* | 0.7 | 96 |
| 3.06 | Malaria incidence per 100,000 pop.* | 57.7 | 31 |
| | **Human Resources and Labour Market** | **4.4** | **81** |
| | *Qualification of the labour force* | *5.0* | *87* |
| 4.01 | Primary education enrolment rate (%)* | 92.8 | 80 |
| 4.02 | Secondary education enrolment rate (%)* | 65.1 | 108 |
| 4.03 | Extent of staff training† | 4.6 | 28 |
| 4.04 | Treatment of customers† | 5.3 | 21 |
| | *Labour market* | *3.8* | *94* |
| 4.05 | Hiring and firing practices† | 4.4 | 24 |
| 4.06 | Ease of finding skilled employees† | 3.8 | 76 |
| 4.07 | Ease of hiring foreign labour† | 4.5 | 27 |
| 4.08 | Pay and productivity† | 4.3 | 45 |
| 4.09 | Female labour force participation (% to men)* | 0.6 | 120 |
| | **ICT Readiness** | **3.8** | **79** |
| 5.01 | ICT use for B2B transactions† | 4.9 | 63 |
| 5.02 | Internet use for B2C transactions† | 4.9 | 54 |
| 5.03 | Individuals using internet (%)* | 19.7 | 102 |
| 5.04 | Broadband internet subs. per 100 pop.* | 2.3 | 95 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 140.4 | 33 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 4.9 | 108 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 1 |
| 5.08 | Quality of electricity supply | 5.4 | 50 |
| | **Prioritization of Travel & Tourism** | **4.4** | **86** |
| 6.01 | Government prioritization of T&T industry† | 4.6 | 105 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 4.7 | 42 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.6 | 118 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 56.0 | 88 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 16.5 | 67 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 68.6 | 67 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.9** | **39** |
| 7.01 | Visa requirements (0–100 best)* | 29.0 | 53 |
| 7.02 | Openness of bilateral ASA (0–38)* | 24.8 | 7 |
| 7.03 | No. of regional trade agreements in force* | 17.0 | 47 |
| | **Price Competitiveness** | **5.3** | **16** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 81.0 | 62 |
| 8.02 | Hotel price index (US$)* | 87.5 | 8 |
| 8.03 | Purchasing power parity* | 0.5 | 50 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 114.0 | 38 |
| | **Environmental Sustainability** | **3.6** | **108** |
| 9.01 | Stringency of environmental regulations† | 3.6 | 101 |
| 9.02 | Enforcement of environmental regulations† | 3.4 | 95 |
| 9.03 | Sustainability of T&T development† | 3.5 | 120 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 6.1 | 47 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 21 | 42 |
| 9.06 | Baseline water stress (0–5 worst)* | 1.0 | 51 |
| 9.07 | Threatened species (% total species)* | 10.4 | 122 |
| 9.08 | Forest cover change (% average per year)* | –10.6 | 110 |
| 9.09 | Wastewater treatment (%) * | 5.4 | 86 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.0 | 26 |
| | **Air Transport Infrastructure** | **1.9** | **120** |
| 10.01 | Quality of air transport infrastructure† | 4.1 | 83 |
| 10.02 | Airline dom. seat kms per week (millions)* | 0.5 | 86 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 43.3 | 100 |
| 10.04 | Departures per 1,000 pop.* | 0.5 | 110 |
| 10.05 | Airport density per million urban pop.* | 0.3 | 132 |
| 10.06 | No. of operating airlines* | 19.0 | 98 |
| | **Ground and Port Infrastructure** | **3.3** | **80** |
| 11.01 | Quality of roads | 3.7 | 78 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 4.0 | 74 |
| 11.04 | Quality of ground transport network† | 3.9 | 101 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 100 |
| 11.07 | Paved road density (km/surface area)* | ® | 85 |
| | **Tourist Service Infrastructure** | **3.7** | **83** |
| 12.01 | Hotel rooms per 100 pop.* | 0.3 | 80 |
| 12.02 | Extension of business trips recommended† | 5.9 | 24 |
| 12.03 | Presence of major car rental companies† | 5 | 59 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 106.4 | 112 |
| | **Natural Resources** | **3.7** | **37** |
| 13.01 | No. of World Heritage natural sites* | 1 | 76 |
| 13.02 | Total known species* | 1,068 | 28 |
| 13.03 | Total protected areas (% total territorial area)* | 29.8 | 16 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 43 | 33 |
| 13.05 | Quality of the natural environment† | 3.9 | 102 |
| | **Cultural Resources and Business Travel** | **1.6** | **68** |
| 14.01 | No. of World Heritage cultural sites* | 3 | 70 |
| 14.02 | No. of oral and intangible cultural expressions* | 3 | 32 |
| 14.03 | No. of large sports stadiums* | 2.0 | 98 |
| 14.04 | No. of international association meetings* | 20.0 | 68 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 12 | 52 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Guinea

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **140** | **2.58** |
| **Enabling Environment** | **138** | **3.20** |
| Business Environment | 134 | 3.38 |
| Safety and Security | 93 | 4.95 |
| Health and Hygiene | 137 | 2.51 |
| Human Resources and Labour Market | 137 | 3.19 |
| ICT Readiness | 133 | 1.94 |
| **T&T Policy and Enabling Conditions** | **139** | **3.21** |
| Prioritization of Travel & Tourism | 137 | 2.96 |
| International Openness | 131 | 1.75 |
| Price Competitiveness | 97 | 4.32 |
| Environmental Sustainability | 96 | 3.81 |
| **Infrastructure** | **141** | **1.86** |
| Air Transport Infrastructure | 138 | 1.54 |
| Ground and Port Infrastructure | 137 | 2.09 |
| Tourist Service Infrastructure | 140 | 1.94 |
| **Natural and Cultural Resources** | **88** | **2.05** |
| Natural Resources | 74 | 2.76 |
| Cultural Resources and Business Travel | 104 | 1.33 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 56 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 1.4 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 25 |
| Population (millions), 2013 | 11.7 |
| Surface area (1,000 square kilometres), 2013 | 245.9 |
| Gross domestic product per capita (PPP$), 2013 | 1,321 |
| Real GDP growth (%), 2013 | 2.3 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 134.3 | 2.1 | 5.8 |
| T&T industry employment (1,000 jobs) | 38.5 | 1.6 | 2.9 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Guinea

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **3.4** | **134** |
| 1.01 | Property rights† | 2.6 | 134 |
| 1.02 | Impact of rules on FDI† | 3.4 | 125 |
| 1.03 | Efficiency of legal framework settling disputes† | 2.3 | 139 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.4 | 125 |
| 1.05 | No. of days to deal with construction permits* | 166 | 84 |
| 1.06 | Construction permits cost (%)* | 1.6 | 68 |
| 1.07 | Extent of market dominance† | 3.3 | 104 |
| 1.08 | No. of days to start a business* | 8 | 42 |
| 1.09 | Cost to start a business (% GNI/capita)* | 82.6 | 131 |
| 1.10 | Effect of taxation on incentives to work† | 3.8 | 56 |
| 1.11 | Effect of taxation on incentives to invest† | 3.5 | 86 |
| 1.12 | Total tax rate (% profit)* | 68.3 | 134 |
| 1.12a | Labour and contributions tax rate (% profit)* | 26.4 | 115 |
| 1.12b | Profit tax rate (% profit)* | 0.0 | 1 |
| 1.12c | Other taxes rate (% profit)* | 41.8 | 137 |
| | **Safety and Security** | **5.0** | **93** |
| 2.01 | Business costs of crime and violence† | 3.6 | 107 |
| 2.02 | Reliability of police services† | 3.0 | 118 |
| 2.03 | Business costs of terrorism† | 5.5 | 61 |
| 2.04 | Index of terrorism incidence* | 7.0 | 68 |
| 2.05 | Homicide rate* | 9 | 99 |
| | **Health and Hygiene** | **2.5** | **137** |
| 3.01 | Physician density per 1,000 pop.* | 0.1 | 124 |
| 3.02 | Access to improved sanitation (% pop.)* | 19.0 | 134 |
| 3.03 | Access to improved drinking water (% pop.)* | 75.0 | 118 |
| 3.04 | Hospital beds per 10,000 pop. | 3.0 | 138 |
| 3.05 | HIV prevalence (% pop.)* | 1.7 | 120 |
| 3.06 | Malaria incidence per 100,000 pop.* | 38,423.7 | 75 |
| | **Human Resources and Labour Market** | **3.2** | **137** |
| | *Qualification of the labour force* | *2.6* | *137* |
| 4.01 | Primary education enrolment rate (%)* | 74.4 | 129 |
| 4.02 | Secondary education enrolment rate (%)* | 38.1 | 126 |
| 4.03 | Extent of staff training† | 3.2 | 127 |
| 4.04 | Treatment of customers† | 3.4 | 134 |
| | *Labour market* | *3.7* | *97* |
| 4.05 | Hiring and firing practices† | 3.4 | 103 |
| 4.06 | Ease of finding skilled employees† | 3.1 | 121 |
| 4.07 | Ease of hiring foreign labour† | 4.2 | 59 |
| 4.08 | Pay and productivity† | 2.8 | 131 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 57 |
| | **ICT Readiness** | **1.9** | **133** |
| 5.01 | ICT use for B2B transactions† | 3.5 | 134 |
| 5.02 | Internet use for B2C transactions† | 3.0 | 134 |
| 5.03 | Individuals using internet (%)* | 1.6 | 139 |
| 5.04 | Broadband internet subs. per 100 pop.* | 0.0 | 138 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 63.3 | 130 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 0.0 | 130 |
| 5.07 | Mobile network coverage (% pop.)* | 80.0 | 124 |
| 5.08 | Quality of electricity supply | 1.3 | 141 |
| | **Prioritization of Travel & Tourism** | **3.0** | **137** |
| 6.01 | Government prioritization of T&T industry† | 4.0 | 128 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 3.0 | 80 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.0 | 137 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 32.0 | 130 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 3.0 | 115 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | n/a | n/a |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **1.8** | **131** |
| 7.01 | Visa requirements (0–100 best)* | 8.0 | 126 |
| 7.02 | Openness of bilateral ASA (0–38)* | 8.5 | 98 |
| 7.03 | No. of regional trade agreements in force* | 2.0 | 113 |
| | **Price Competitiveness** | **4.3** | **97** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 41.4 | 133 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.4 | 32 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 134.0 | 62 |
| | **Environmental Sustainability** | **3.8** | **96** |
| 9.01 | Stringency of environmental regulations† | 2.6 | 136 |
| 9.02 | Enforcement of environmental regulations† | 2.2 | 137 |
| 9.03 | Sustainability of T&T development† | 3.1 | 134 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 5.1 | 34 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 22 | 28 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.1 | 10 |
| 9.07 | Threatened species (% total species)* | 5.1 | 69 |
| 9.08 | Forest cover change (% average per year)* | –3.6 | 80 |
| 9.09 | Wastewater treatment (%) * | 0.8 | 103 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.1 | 57 |
| | **Air Transport Infrastructure** | **1.5** | **138** |
| 10.01 | Quality of air transport infrastructure† | 2.5 | 137 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 10.8 | 134 |
| 10.04 | Departures per 1,000 pop.* | n/a | n/a |
| 10.05 | Airport density per million urban pop.* | 0.2 | 134 |
| 10.06 | No. of operating airlines* | 10.0 | 124 |
| | **Ground and Port Infrastructure** | **2.1** | **137** |
| 11.01 | Quality of roads | 1.9 | 141 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 2.9 | 115 |
| 11.04 | Quality of ground transport network† | 2.1 | 141 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 95 |
| 11.07 | Paved road density (km/surface area)* | ® | 116 |
| | **Tourist Service Infrastructure** | **1.9** | **140** |
| 12.01 | Hotel rooms per 100 pop.* | 0.0 | 132 |
| 12.02 | Extension of business trips recommended† | 3.7 | 137 |
| 12.03 | Presence of major car rental companies† | 1 | 120 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 13.9 | 133 |
| | **Natural Resources** | **2.8** | **74** |
| 13.01 | No. of World Heritage natural sites* | 1 | 43 |
| 13.02 | Total known species* | 928 | 39 |
| 13.03 | Total protected areas (% total territorial area)* | 26.8 | 20 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 0 | 141 |
| 13.05 | Quality of the natural environment† | 2.8 | 139 |
| | **Cultural Resources and Business Travel** | **1.3** | **104** |
| 14.01 | No. of World Heritage cultural sites* | 0 | 124 |
| 14.02 | No. of oral and intangible cultural expressions* | 1 | 60 |
| 14.03 | No. of large sports stadiums* | 5.0 | 61 |
| 14.04 | No. of international association meetings* | n/a | n/a |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 1 | 138 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Guyana

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **104** | **3.26** |
| **Enabling Environment** | **102** | **4.11** |
| Business Environment | 70 | 4.43 |
| Safety and Security | 111 | 4.57 |
| Health and Hygiene | 99 | 4.52 |
| Human Resources and Labour Market | 113 | 3.98 |
| ICT Readiness | 108 | 3.04 |
| **T&T Policy and Enabling Conditions** | **46** | **4.30** |
| Prioritization of Travel & Tourism | 98 | 4.11 |
| International Openness | 51 | 3.65 |
| Price Competitiveness | 25 | 5.27 |
| Environmental Sustainability | 62 | 4.18 |
| **Infrastructure** | **99** | **2.84** |
| Air Transport Infrastructure | 49 | 3.23 |
| Ground and Port Infrastructure | 90 | 3.10 |
| Tourist Service Infrastructure | 135 | 2.18 |
| **Natural and Cultural Resources** | **116** | **1.78** |
| Natural Resources | 101 | 2.44 |
| Cultural Resources and Business Travel | 129 | 1.13 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 177 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 77.0 |
| Growth (%) in int'l outbound travel spending* | 0.96 |
| Average spending per int'l tourist (US$), 2013 | 435 |
| Population (millions), 2013 | 0.8 |
| Surface area (1,000 square kilometres), 2013 | 215.0 |
| Gross domestic product per capita (PPP$), 2013 | 6,573 |
| Real GDP growth (%), 2013 | 5.2 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 90.8 | 3.0 | 3.2 |
| T&T industry employment (1,000 jobs) | 7.8 | 3.3 | –0.6 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Guyana

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.4** | **70** |
| 1.01 | Property rights† | 3.8 | 94 |
| 1.02 | Impact of rules on FDI† | 4.0 | 103 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.5 | 80 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.5 | 57 |
| 1.05 | No. of days to deal with construction permits* | 195 | 99 |
| 1.06 | Construction permits cost (%)* | 0.6 | 30 |
| 1.07 | Extent of market dominance† | 3.8 | 62 |
| 1.08 | No. of days to start a business* | 19 | 95 |
| 1.09 | Cost to start a business (% GNI/capita)* | 11.5 | 82 |
| 1.10 | Effect of taxation on incentives to work† | 3.6 | 70 |
| 1.11 | Effect of taxation on incentives to invest† | 3.8 | 62 |
| 1.12 | Total tax rate (% profit)* | 32.3 | 47 |
| 1.12a | Labour and contributions tax rate (% profit)* | 9.2 | 32 |
| 1.12b | Profit tax rate (% profit)* | 21.3 | 101 |
| 1.12c | Other taxes rate (% profit)* | 1.7 | 60 |
| | **Safety and Security** | **4.6** | **111** |
| 2.01 | Business costs of crime and violence† | 3.7 | 103 |
| 2.02 | Reliability of police services† | 2.8 | 130 |
| 2.03 | Business costs of terrorism† | 4.9 | 91 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 17 | 122 |
| | **Health and Hygiene** | **4.5** | **99** |
| 3.01 | Physician density per 1,000 pop.* | 0.2 | 111 |
| 3.02 | Access to improved sanitation (% pop.)* | 84.0 | 77 |
| 3.03 | Access to improved drinking water (% pop.)* | 98.0 | 55 |
| 3.04 | Hospital beds per 10,000 pop. | 20.0 | 81 |
| 3.05 | HIV prevalence (% pop.)* | 1.3 | 112 |
| 3.06 | Malaria incidence per 100,000 pop.* | 7,920.9 | 53 |
| | **Human Resources and Labour Market** | **4.0** | **113** |
| | *Qualification of the labour force* | *4.3* | *109* |
| 4.01 | Primary education enrolment rate (%)* | 71.5 | 132 |
| 4.02 | Secondary education enrolment rate (%)* | 101.0 | 30 |
| 4.03 | Extent of staff training† | 4.0 | 64 |
| 4.04 | Treatment of customers† | 3.9 | 113 |
| | *Labour market* | *3.7* | *106* |
| 4.05 | Hiring and firing practices† | 4.3 | 34 |
| 4.06 | Ease of finding skilled employees† | 4.5 | 34 |
| 4.07 | Ease of hiring foreign labour† | 4.2 | 48 |
| 4.08 | Pay and productivity† | 3.8 | 84 |
| 4.09 | Female labour force participation (% to men)* | 0.5 | 122 |
| | **ICT Readiness** | **3.0** | **108** |
| 5.01 | ICT use for B2B transactions† | 4.3 | 100 |
| 5.02 | Internet use for B2C transactions† | 4.2 | 83 |
| 5.03 | Individuals using internet (%)* | 33.0 | 92 |
| 5.04 | Broadband internet subs. per 100 pop.* | 4.6 | 84 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 69.4 | 124 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 0.0 | 130 |
| 5.07 | Mobile network coverage (% pop.)* | 97.1 | 90 |
| 5.08 | Quality of electricity supply | 2.7 | 116 |
| | **Prioritization of Travel & Tourism** | **4.1** | **98** |
| 6.01 | Government prioritization of T&T industry† | 4.6 | 104 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 6.1 | 29 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.1 | 94 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 16.0 | 138 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 1.0 | 128 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 79.2 | 28 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.7** | **51** |
| 7.01 | Visa requirements (0–100 best)* | 76.0 | 6 |
| 7.02 | Openness of bilateral ASA (0–38)* | 15.1 | 26 |
| 7.03 | No. of regional trade agreements in force* | 5.0 | 81 |
| | **Price Competitiveness** | **5.3** | **25** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 88.3 | 24 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.6 | 83 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 108.0 | 35 |
| | **Environmental Sustainability** | **4.2** | **62** |
| 9.01 | Stringency of environmental regulations† | 3.8 | 89 |
| 9.02 | Enforcement of environmental regulations† | 3.5 | 86 |
| 9.03 | Sustainability of T&T development† | 4.0 | 94 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 2.5 | 5 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 18 | 87 |
| 9.06 | Baseline water stress (0–5 worst)* | 1.8 | 73 |
| 9.07 | Threatened species (% total species)* | 2.6 | 16 |
| 9.08 | Forest cover change (% average per year)* | –0.4 | 21 |
| 9.09 | Wastewater treatment (%) * | 0.0 | 119 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.1 | 56 |
| | **Air Transport Infrastructure** | **3.2** | **49** |
| 10.01 | Quality of air transport infrastructure† | 3.8 | 97 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 13.6 | 130 |
| 10.04 | Departures per 1,000 pop.* | 9.3 | 35 |
| 10.05 | Airport density per million urban pop.* | 8.8 | 8 |
| 10.06 | No. of operating airlines* | 9.0 | 129 |
| | **Ground and Port Infrastructure** | **3.1** | **90** |
| 11.01 | Quality of roads | 3.2 | 103 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 3.5 | 99 |
| 11.04 | Quality of ground transport network† | 4.6 | 56 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 134 |
| 11.07 | Paved road density (km/surface area)* | ® | 138 |
| | **Tourist Service Infrastructure** | **2.2** | **135** |
| 12.01 | Hotel rooms per 100 pop.* | 0.1 | 115 |
| 12.02 | Extension of business trips recommended† | 4.1 | 128 |
| 12.03 | Presence of major car rental companies† | 1 | 120 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 79.3 | 115 |
| | **Natural Resources** | **2.4** | **101** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 1,152 | 26 |
| 13.03 | Total protected areas (% total territorial area)* | 5.0 | 114 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 3 | 112 |
| 13.05 | Quality of the natural environment† | 4.1 | 89 |
| | **Cultural Resources and Business Travel** | **1.1** | **129** |
| 14.01 | No. of World Heritage cultural sites* | 0 | 124 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 2.0 | 98 |
| 14.04 | No. of international association meetings* | 1.0 | 129 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 3 | 103 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Haiti

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **133** | **2.75** |
| **Enabling Environment** | **132** | **3.42** |
| Business Environment | 137 | 3.02 |
| Safety and Security | 102 | 4.75 |
| Health and Hygiene | 116 | 3.74 |
| Human Resources and Labour Market | 123 | 3.76 |
| ICT Readiness | 138 | 1.84 |
| **T&T Policy and Enabling Conditions** | **84** | **3.98** |
| Prioritization of Travel & Tourism | 107 | 4.00 |
| International Openness | 44 | 3.88 |
| Price Competitiveness | 31 | 5.17 |
| Environmental Sustainability | 140 | 2.88 |
| **Infrastructure** | **130** | **2.29** |
| Air Transport Infrastructure | 130 | 1.76 |
| Ground and Port Infrastructure | 136 | 2.13 |
| Tourist Service Infrastructure | 104 | 2.99 |
| **Natural and Cultural Resources** | **141** | **1.30** |
| Natural Resources | 141 | 1.46 |
| Cultural Resources and Business Travel | 131 | 1.13 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 420 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 568.0 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 1,352.4 |
| Population (millions), 2013 | 10.3 |
| Surface area (1,000 square kilometres), 2013 | 27.8 |
| Gross domestic product per capita (PPP$), 2013 | 1,703 |
| Real GDP growth (%), 2013 | 4.3 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 117.2 | 1.4 | 4.6 |
| T&T industry employment (1,000 jobs) | 43.6 | 1.1 | 2.4 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Haiti

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **3.0** | **137** |
| 1.01 | Property rights† | 2.3 | 140 |
| 1.02 | Impact of rules on FDI† | 3.5 | 124 |
| 1.03 | Efficiency of legal framework settling disputes† | 2.4 | 136 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.2 | 134 |
| 1.05 | No. of days to deal with construction permits* | 71 | 12 |
| 1.06 | Construction permits cost (%)* | 16.4 | 137 |
| 1.07 | Extent of market dominance† | 2.6 | 137 |
| 1.08 | No. of days to start a business* | 97 | 139 |
| 1.09 | Cost to start a business (% GNI/capita)* | 246.7 | 141 |
| 1.10 | Effect of taxation on incentives to work† | 3.4 | 88 |
| 1.11 | Effect of taxation on incentives to invest† | 3.6 | 79 |
| 1.12 | Total tax rate (% profit)* | 40.3 | 83 |
| 1.12a | Labour and contributions tax rate (% profit)* | 12.4 | 51 |
| 1.12b | Profit tax rate (% profit)* | 23.8 | 114 |
| 1.12c | Other taxes rate (% profit)* | 4.1 | 103 |
| | **Safety and Security** | **4.7** | **102** |
| 2.01 | Business costs of crime and violence† | 3.0 | 126 |
| 2.02 | Reliability of police services† | 3.0 | 119 |
| 2.03 | Business costs of terrorism† | 5.3 | 70 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 10 | 108 |
| | **Health and Hygiene** | **3.7** | **116** |
| 3.01 | Physician density per 1,000 pop.* | 0.3 | 109 |
| 3.02 | Access to improved sanitation (% pop.)* | 24.0 | 129 |
| 3.03 | Access to improved drinking water (% pop.)* | 62.0 | 131 |
| 3.04 | Hospital beds per 10,000 pop. | 13.0 | 102 |
| 3.05 | HIV prevalence (% pop.)* | 2.1 | 122 |
| 3.06 | Malaria incidence per 100,000 pop.* | 1,277.8 | 43 |
| | **Human Resources and Labour Market** | **3.8** | **123** |
| | *Qualification of the labour force* | *3.4* | *126* |
| 4.01 | Primary education enrolment rate (%)* | 77.2 | 127 |
| 4.02 | Secondary education enrolment rate (%)* | 68.1 | 105 |
| 4.03 | Extent of staff training† | 3.2 | 129 |
| 4.04 | Treatment of customers† | 2.9 | 138 |
| | *Labour market* | *4.1* | *66* |
| 4.05 | Hiring and firing practices† | 4.0 | 59 |
| 4.06 | Ease of finding skilled employees† | 2.9 | 130 |
| 4.07 | Ease of hiring foreign labour† | 4.5 | 28 |
| 4.08 | Pay and productivity† | 3.3 | 117 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 40 |
| | **ICT Readiness** | **1.8** | **138** |
| 5.01 | ICT use for B2B transactions† | 3.5 | 133 |
| 5.02 | Internet use for B2C transactions† | 3.5 | 117 |
| 5.03 | Individuals using internet (%)* | 10.6 | 121 |
| 5.04 | Broadband internet subs. per 100 pop.* | 0.0 | 140 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 69.4 | 125 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 0.0 | 130 |
| 5.07 | Mobile network coverage (% pop.)* | n/a | n/a |
| 5.08 | Quality of electricity supply | 1.9 | 132 |
| | **Prioritization of Travel & Tourism** | **4.0** | **107** |
| 6.01 | Government prioritization of T&T industry† | 5.5 | 57 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 3.0 | 82 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.2 | 85 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 34.0 | 127 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 6.0 | 111 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 65.6 | 77 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.9** | **44** |
| 7.01 | Visa requirements (0–100 best)* | 99.0 | 1 |
| 7.02 | Openness of bilateral ASA (0–38)* | 14.0 | 36 |
| 7.03 | No. of regional trade agreements in force* | 2.0 | 113 |
| | **Price Competitiveness** | **5.2** | **31** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 83.5 | 47 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.5 | 54 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 125.0 | 48 |
| | **Environmental Sustainability** | **2.9** | **140** |
| 9.01 | Stringency of environmental regulations† | 2.3 | 138 |
| 9.02 | Enforcement of environmental regulations† | 2.1 | 138 |
| 9.03 | Sustainability of T&T development† | 4.1 | 90 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 6.6 | 54 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 10 | 137 |
| 9.06 | Baseline water stress (0–5 worst)* | 2.4 | 80 |
| 9.07 | Threatened species (% total species)* | 19.2 | 138 |
| 9.08 | Forest cover change (% average per year)* | –2.7 | 65 |
| 9.09 | Wastewater treatment (%) * | 0.0 | 119 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.0 | 17 |
| | **Air Transport Infrastructure** | **1.8** | **130** |
| 10.01 | Quality of air transport infrastructure† | 2.8 | 129 |
| 10.02 | Airline dom. seat kms per week (millions)* | 0.1 | 102 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 25.2 | 113 |
| 10.04 | Departures per 1,000 pop.* | n/a | n/a |
| 10.05 | Airport density per million urban pop.* | 0.3 | 125 |
| 10.06 | No. of operating airlines* | 18.0 | 100 |
| | **Ground and Port Infrastructure** | **2.1** | **136** |
| 11.01 | Quality of roads | 2.4 | 136 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 2.5 | 131 |
| 11.04 | Quality of ground transport network† | 2.3 | 139 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 99 |
| 11.07 | Paved road density (km/surface area)* | ® | 99 |
| | **Tourist Service Infrastructure** | **3.0** | **104** |
| 12.01 | Hotel rooms per 100 pop.* | 0.0 | 136 |
| 12.02 | Extension of business trips recommended† | 4.6 | 114 |
| 12.03 | Presence of major car rental companies† | 5 | 59 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 6.9 | 139 |
| | **Natural Resources** | **1.5** | **141** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 360 | 113 |
| 13.03 | Total protected areas (% total territorial area)* | 0.1 | 139 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 6 | 98 |
| 13.05 | Quality of the natural environment† | 2.1 | 141 |
| | **Cultural Resources and Business Travel** | **1.1** | **131** |
| 14.01 | No. of World Heritage cultural sites* | 1 | 92 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 0.0 | 120 |
| 14.04 | No. of international association meetings* | 1.3 | 128 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 5 | 88 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Honduras

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **90** | **3.41** |
| **Enabling Environment** | **112** | **3.92** |
| Business Environment | 99 | 4.09 |
| Safety and Security | 133 | 3.64 |
| Health and Hygiene | 100 | 4.52 |
| Human Resources and Labour Market | 94 | 4.25 |
| ICT Readiness | 104 | 3.10 |
| **T&T Policy and Enabling Conditions** | **18** | **4.50** |
| Prioritization of Travel & Tourism | 60 | 4.68 |
| International Openness | 30 | 4.05 |
| Price Competitiveness | 33 | 5.14 |
| Environmental Sustainability | 67 | 4.12 |
| **Infrastructure** | **92** | **3.00** |
| Air Transport Infrastructure | 104 | 2.09 |
| Ground and Port Infrastructure | 83 | 3.20 |
| Tourist Service Infrastructure | 84 | 3.70 |
| **Natural and Cultural Resources** | **77** | **2.24** |
| Natural Resources | 64 | 2.97 |
| Cultural Resources and Business Travel | 81 | 1.50 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 863 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 608.2 |
| Growth (%) in int'l outbound travel spending* | 1.58 |
| Average spending per int'l tourist (US$), 2013 | 704.8 |
| Population (millions), 2013 | 8.1 |
| Surface area (1,000 square kilometres), 2013 | 112.5 |
| Gross domestic product per capita (PPP$), 2013 | 4,592 |
| Real GDP growth (%), 2013 | 2.6 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 1,098.2 | 5.8 | 5.5 |
| T&T industry employment (1,000 jobs) | 155.8 | 5.0 | 3.4 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Honduras

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.1** | **99** |
| 1.01 | Property rights† | 3.7 | 98 |
| 1.02 | Impact of rules on FDI† | 3.7 | 117 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.6 | 76 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.5 | 61 |
| 1.05 | No. of days to deal with construction permits* | 82 | **17** |
| 1.06 | Construction permits cost (%)* | 7.2 | 116 |
| 1.07 | Extent of market dominance† | 3.6 | 83 |
| 1.08 | No. of days to start a business* | 14 | 79 |
| 1.09 | Cost to start a business (% GNI/capita)* | 39.0 | 117 |
| 1.10 | Effect of taxation on incentives to work† | 2.8 | 127 |
| 1.11 | Effect of taxation on incentives to invest† | 2.9 | 129 |
| 1.12 | Total tax rate (% profit)* | 43.0 | 93 |
| 1.12a | Labour and contributions tax rate (% profit)* | 3.2 | **17** |
| 1.12b | Profit tax rate (% profit)* | 29.8 | 132 |
| 1.12c | Other taxes rate (% profit)* | 10.0 | 123 |
| | **Safety and Security** | **3.6** | **133** |
| 2.01 | Business costs of crime and violence† | 2.4 | 137 |
| 2.02 | Reliability of police services† | 3.2 | 114 |
| 2.03 | Business costs of terrorism† | 4.7 | 101 |
| 2.04 | Index of terrorism incidence* | 7.0 | 81 |
| 2.05 | Homicide rate* | 90 | 141 |
| | **Health and Hygiene** | **4.5** | **100** |
| 3.01 | Physician density per 1,000 pop.* | 0.4 | 103 |
| 3.02 | Access to improved sanitation (% pop.)* | 80.0 | 81 |
| 3.03 | Access to improved drinking water (% pop.)* | 90.0 | 94 |
| 3.04 | Hospital beds per 10,000 pop. | 7.0 | 119 |
| 3.05 | HIV prevalence (% pop.)* | 0.5 | 87 |
| 3.06 | Malaria incidence per 100,000 pop.* | 163.8 | **36** |
| | **Human Resources and Labour Market** | **4.2** | **94** |
| | *Qualification of the labour force* | *5.0* | *86* |
| 4.01 | Primary education enrolment rate (%)* | 94.0 | 69 |
| 4.02 | Secondary education enrolment rate (%)* | 73.1 | 99 |
| 4.03 | Extent of staff training† | 4.4 | **38** |
| 4.04 | Treatment of customers† | 4.5 | 74 |
| | *Labour market* | *3.5* | *114* |
| 4.05 | Hiring and firing practices† | 3.9 | 73 |
| 4.06 | Ease of finding skilled employees† | 3.7 | 84 |
| 4.07 | Ease of hiring foreign labour† | 4.5 | **25** |
| 4.08 | Pay and productivity† | 3.8 | 79 |
| 4.09 | Female labour force participation (% to men)* | 0.5 | 124 |
| | **ICT Readiness** | **3.1** | **104** |
| 5.01 | ICT use for B2B transactions† | 4.9 | 62 |
| 5.02 | Internet use for B2C transactions† | 4.6 | 66 |
| 5.03 | Individuals using internet (%)* | 17.8 | 105 |
| 5.04 | Broadband internet subs. per 100 pop.* | 0.9 | 108 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 95.9 | 99 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 11.7 | 96 |
| 5.07 | Mobile network coverage (% pop.)* | 89.9 | 115 |
| 5.08 | Quality of electricity supply | 3.6 | 97 |
| | **Prioritization of Travel & Tourism** | **4.7** | **60** |
| 6.01 | Government prioritization of T&T industry† | 4.9 | 91 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 4.1 | 52 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.1 | 90 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 69.0 | 63 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.0 | **16** |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 75.7 | **44** |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.0** | **30** |
| 7.01 | Visa requirements (0–100 best)* | 29.0 | 53 |
| 7.02 | Openness of bilateral ASA (0–38)* | 26.6 | **6** |
| 7.03 | No. of regional trade agreements in force* | 17.0 | **47** |
| | **Price Competitiveness** | **5.1** | **33** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 82.8 | 54 |
| 8.02 | Hotel price index (US$)* | 107.9 | **26** |
| 8.03 | Purchasing power parity* | 0.5 | 60 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 125.0 | **48** |
| | **Environmental Sustainability** | **4.1** | **67** |
| 9.01 | Stringency of environmental regulations† | 3.9 | 81 |
| 9.02 | Enforcement of environmental regulations† | 3.9 | 65 |
| 9.03 | Sustainability of T&T development† | 4.2 | 85 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 5.4 | **41** |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 21 | **42** |
| 9.06 | Baseline water stress (0–5 worst)* | 0.1 | **11** |
| 9.07 | Threatened species (% total species)* | 7.4 | 102 |
| 9.08 | Forest cover change (% average per year)* | –5.9 | 100 |
| 9.09 | Wastewater treatment (%) * | 15.5 | 64 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.0 | **20** |
| | **Air Transport Infrastructure** | **2.1** | **104** |
| 10.01 | Quality of air transport infrastructure† | 3.9 | 93 |
| 10.02 | Airline dom. seat kms per week (millions)* | 1.3 | 77 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 23.8 | 115 |
| 10.04 | Departures per 1,000 pop.* | 2.4 | 77 |
| 10.05 | Airport density per million urban pop.* | 1.6 | **48** |
| 10.06 | No. of operating airlines* | 18.0 | 100 |
| | **Ground and Port Infrastructure** | **3.2** | **83** |
| 11.01 | Quality of roads | 3.3 | 96 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 4.1 | 71 |
| 11.04 | Quality of ground transport network† | 4.1 | 84 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 109 |
| 11.07 | Paved road density (km/surface area)* | ® | 109 |
| | **Tourist Service Infrastructure** | **3.7** | **84** |
| 12.01 | Hotel rooms per 100 pop.* | 0.3 | 84 |
| 12.02 | Extension of business trips recommended† | 5.1 | 90 |
| 12.03 | Presence of major car rental companies† | 5 | 59 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 271.0 | 91 |
| | **Natural Resources** | **3.0** | **64** |
| 13.01 | No. of World Heritage natural sites* | 1 | **43** |
| 13.02 | Total known species* | 1,031 | **31** |
| 13.03 | Total protected areas (% total territorial area)* | 16.2 | 56 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 12 | 73 |
| 13.05 | Quality of the natural environment† | 3.9 | 104 |
| | **Cultural Resources and Business Travel** | **1.5** | **81** |
| 14.01 | No. of World Heritage cultural sites* | 1 | 92 |
| 14.02 | No. of oral and intangible cultural expressions* | 1 | 60 |
| 14.03 | No. of large sports stadiums* | 5.0 | 61 |
| 14.04 | No. of international association meetings* | 9.3 | 83 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 10 | 61 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Hong Kong SAR

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **13** | **4.68** |
| **Enabling Environment** | **2** | **6.07** |
| Business Environment | 2 | 6.08 |
| Safety and Security | 12 | 6.31 |
| Health and Hygiene | 15 | 6.41 |
| Human Resources and Labour Market | 8 | 5.30 |
| ICT Readiness | 2 | 6.22 |
| **T&T Policy and Enabling Conditions** | **56** | **4.24** |
| Prioritization of Travel & Tourism | 13 | 5.63 |
| International Openness | 47 | 3.78 |
| Price Competitiveness | 127 | 3.59 |
| Environmental Sustainability | 79 | 3.96 |
| **Infrastructure** | **10** | **5.31** |
| Air Transport Infrastructure | 5 | 5.42 |
| Ground and Port Infrastructure | 1 | 6.45 |
| Tourist Service Infrastructure | 78 | 4.05 |
| **Natural and Cultural Resources** | **38** | **3.11** |
| Natural Resources | 39 | 3.63 |
| Cultural Resources and Business Travel | 38 | 2.58 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 25,661 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 38,933.6 |
| Growth (%) in int'l outbound travel spending* | 4.52 |
| Average spending per int'l tourist (US$), 2013 | 1,517.2 |
| Population (millions), 2013 | 7.2 |
| Surface area (1,000 square kilometres), 2013 | 1.1 |
| Gross domestic product per capita (PPP$), 2013 | 52,984 |
| Real GDP growth (%), 2013 | 2.9 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 24,604.6 | 8.9 | 3.3 |
| T&T industry employment (1,000 jobs) | 346.1 | 9.2 | –0.2 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Hong Kong SAR

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **6.1** | **2** |
| 1.01 | Property rights† | 6.1 | 6 |
| 1.02 | Impact of rules on FDI† | 6.2 | 3 |
| 1.03 | Efficiency of legal framework settling disputes† | 5.9 | 3 |
| 1.04 | Efficiency of legal framework challenging regs.† | 5.4 | 3 |
| 1.05 | No. of days to deal with construction permits* | 66 | 10 |
| 1.06 | Construction permits cost (%)* | 0.4 | 20 |
| 1.07 | Extent of market dominance† | 4.4 | 27 |
| 1.08 | No. of days to start a business* | 3 | 4 |
| 1.09 | Cost to start a business (% GNI/capita)* | 1.4 | 29 |
| 1.10 | Effect of taxation on incentives to work† | 5.9 | 5 |
| 1.11 | Effect of taxation on incentives to invest† | 5.7 | 6 |
| 1.12 | Total tax rate (% profit)* | 22.8 | 18 |
| 1.12a | Labour and contributions tax rate (% profit)* | 5.1 | 23 |
| 1.12b | Profit tax rate (% profit)* | 17.6 | 71 |
| 1.12c | Other taxes rate (% profit)* | 0.1 | 10 |
| | **Safety and Security** | **6.3** | **12** |
| 2.01 | Business costs of crime and violence† | 5.7 | 12 |
| 2.02 | Reliability of police services† | 6.2 | 6 |
| 2.03 | Business costs of terrorism† | 5.7 | 49 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 0 | 4 |
| | **Health and Hygiene** | **6.4** | **15** |
| 3.01 | Physician density per 1,000 pop.* | n/a | n/a |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 45.0 | 38 |
| 3.05 | HIV prevalence (% pop.)* | 0.1 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | M.F. | n/a |
| | **Human Resources and Labour Market** | **5.3** | **8** |
| | *Qualification of the labour force* | *5.8* | *24* |
| 4.01 | Primary education enrolment rate (%)* | 93.5 | 75 |
| 4.02 | Secondary education enrolment rate (%)* | 88.7 | 71 |
| 4.03 | Extent of staff training† | 4.6 | 26 |
| 4.04 | Treatment of customers† | 5.7 | 7 |
| | *Labour market* | *4.8* | *4* |
| 4.05 | Hiring and firing practices† | 5.7 | 1 |
| 4.06 | Ease of finding skilled employees† | 4.6 | 29 |
| 4.07 | Ease of hiring foreign labour† | 4.1 | 69 |
| 4.08 | Pay and productivity† | 5.5 | 1 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 82 |
| | **ICT Readiness** | **6.2** | **2** |
| 5.01 | ICT use for B2B transactions† | 5.6 | 19 |
| 5.02 | Internet use for B2C transactions† | 5.4 | 27 |
| 5.03 | Individuals using internet (%)* | 74.2 | 30 |
| 5.04 | Broadband internet subs. per 100 pop.* | 30.8 | 16 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 237.4 | 1 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 94.0 | 10 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 1 |
| 5.08 | Quality of electricity supply | 6.8 | 2 |
| | **Prioritization of Travel & Tourism** | **5.6** | **13** |
| 6.01 | Government prioritization of T&T industry† | 6.1 | 22 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 7.6 | 19 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.7 | 12 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 64.0 | 77 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.0 | 16 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 74.1 | 51 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.8** | **47** |
| 7.01 | Visa requirements (0–100 best)* | 80.0 | 3 |
| 7.02 | Openness of bilateral ASA (0–38)* | 14.8 | 27 |
| 7.03 | No. of regional trade agreements in force* | 6.0 | 74 |
| | **Price Competitiveness** | **3.6** | **127** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 84.3 | 41 |
| 8.02 | Hotel price index (US$)* | 229.5 | 94 |
| 8.03 | Purchasing power parity* | 0.7 | 101 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 216.0 | 135 |
| | **Environmental Sustainability** | **4.0** | **79** |
| 9.01 | Stringency of environmental regulations† | 4.2 | 62 |
| 9.02 | Enforcement of environmental regulations† | 4.2 | 48 |
| 9.03 | Sustainability of T&T development† | 5.0 | 27 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 15.4 | 127 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | n/a | n/a |
| 9.06 | Baseline water stress (0–5 worst)* | n/a | n/a |
| 9.07 | Threatened species (% total species)* | 9.7 | 120 |
| 9.08 | Forest cover change (% average per year)* | n/a | n/a |
| 9.09 | Wastewater treatment (%) * | 87.8 | 13 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 11.8 | 108 |
| | **Air Transport Infrastructure** | **5.4** | **5** |
| 10.01 | Quality of air transport infrastructure† | 6.6 | 3 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 2,530.5 | 10 |
| 10.04 | Departures per 1,000 pop.* | 27.5 | 15 |
| 10.05 | Airport density per million urban pop.* | 0.1 | 140 |
| 10.06 | No. of operating airlines* | 89.0 | 19 |
| | **Ground and Port Infrastructure** | **6.5** | **1** |
| 11.01 | Quality of roads | 6.0 | 7 |
| 11.02 | Quality of railroad infrastructure | 6.3 | 3 |
| 11.03 | Quality of port infrastructure† | 6.5 | 4 |
| 11.04 | Quality of ground transport network† | 6.4 | 2 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 13 |
| 11.07 | Paved road density (km/surface area)* | ® | 10 |
| | **Tourist Service Infrastructure** | **4.0** | **78** |
| 12.01 | Hotel rooms per 100 pop.* | 1.1 | 29 |
| 12.02 | Extension of business trips recommended† | 5.6 | 43 |
| 12.03 | Presence of major car rental companies† | 2 | 105 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 404.5 | 72 |
| | **Natural Resources** | **3.6** | **39** |
| 13.01 | No. of World Heritage natural sites* | n/a | n/a |
| 13.02 | Total known species* | 279 | 129 |
| 13.03 | Total protected areas (% total territorial area)* | 41.9 | 5 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 26 | 43 |
| 13.05 | Quality of the natural environment† | 4.1 | 88 |
| | **Cultural Resources and Business Travel** | **2.6** | **38** |
| 14.01 | No. of World Heritage cultural sites* | 0 | 124 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 4.0 | 77 |
| 14.04 | No. of international association meetings* | 102.3 | 38 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 52 | 10 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Hungary

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **41** | **4.14** |
| **Enabling Environment** | **33** | **5.28** |
| Business Environment | 79 | 4.28 |
| Safety and Security | 39 | 5.79 |
| Health and Hygiene | 8 | 6.61 |
| Human Resources and Labour Market | 43 | 4.79 |
| ICT Readiness | 43 | 4.93 |
| **T&T Policy and Enabling Conditions** | **2** | **4.76** |
| Prioritization of Travel & Tourism | 34 | 5.13 |
| International Openness | 18 | 4.15 |
| Price Competitiveness | 76 | 4.60 |
| Environmental Sustainability | 7 | 5.16 |
| **Infrastructure** | **48** | **4.06** |
| Air Transport Infrastructure | 69 | 2.71 |
| Ground and Port Infrastructure | 36 | 4.45 |
| Tourist Service Infrastructure | 39 | 5.02 |
| **Natural and Cultural Resources** | **62** | **2.47** |
| Natural Resources | 78 | 2.72 |
| Cultural Resources and Business Travel | 44 | 2.22 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 10,675 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 5,271.8 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 493.8 |
| Population (millions), 2013 | 9.9 |
| Surface area (1,000 square kilometres), 2013 | 93.0 |
| Gross domestic product per capita (PPP$), 2013 | 23,236 |
| Real GDP growth (%), 2013 | 1.1 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 5,398.0 | 4.1 | 3.8 |
| T&T industry employment (1,000 jobs) | 227.3 | 5.8 | 2.4 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Hungary

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.3** | **79** |
| 1.01 | Property rights† | 3.7 | 96 |
| 1.02 | Impact of rules on FDI† | 4.3 | 84 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.3 | 104 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.5 | 120 |
| 1.05 | No. of days to deal with construction permits* | 91 | 23 |
| 1.06 | Construction permits cost (%)* | 0.2 | 6 |
| 1.07 | Extent of market dominance† | 3.5 | 88 |
| 1.08 | No. of days to start a business* | 5 | 17 |
| 1.09 | Cost to start a business (% GNI/capita)* | 8.3 | 71 |
| 1.10 | Effect of taxation on incentives to work† | 2.8 | 126 |
| 1.11 | Effect of taxation on incentives to invest† | 2.8 | 131 |
| 1.12 | Total tax rate (% profit)* | 48.0 | 104 |
| 1.12a | Labour and contributions tax rate (% profit)* | 34.3 | 127 |
| 1.12b | Profit tax rate (% profit)* | 11.8 | 46 |
| 1.12c | Other taxes rate (% profit)* | 1.8 | 62 |
| | **Safety and Security** | **5.8** | **39** |
| 2.01 | Business costs of crime and violence† | 4.8 | 56 |
| 2.02 | Reliability of police services† | 4.1 | 66 |
| 2.03 | Business costs of terrorism† | 6.2 | 13 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 1 | 35 |
| | **Health and Hygiene** | **6.6** | **8** |
| 3.01 | Physician density per 1,000 pop.* | 3.0 | 31 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 72.0 | 6 |
| 3.05 | HIV prevalence (% pop.)* | 0.1 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | M.F. | n/a |
| | **Human Resources and Labour Market** | **4.8** | **43** |
| | *Qualification of the labour force* | *5.1* | *75* |
| 4.01 | Primary education enrolment rate (%)* | 91.3 | 95 |
| 4.02 | Secondary education enrolment rate (%)* | 101.6 | 26 |
| 4.03 | Extent of staff training† | 3.6 | 107 |
| 4.04 | Treatment of customers† | 4.4 | 84 |
| | *Labour market* | *4.5* | *33* |
| 4.05 | Hiring and firing practices† | 4.2 | 43 |
| 4.06 | Ease of finding skilled employees† | 3.8 | 78 |
| 4.07 | Ease of hiring foreign labour† | 5.3 | 3 |
| 4.08 | Pay and productivity† | 4.0 | 63 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 62 |
| | **ICT Readiness** | **4.9** | **43** |
| 5.01 | ICT use for B2B transactions† | 5.5 | 30 |
| 5.02 | Internet use for B2C transactions† | 4.9 | 45 |
| 5.03 | Individuals using internet (%)* | 72.6 | 35 |
| 5.04 | Broadband internet subs. per 100 pop.* | 24.9 | 28 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 116.4 | 60 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 26.3 | 74 |
| 5.07 | Mobile network coverage (% pop.)* | 99.0 | 65 |
| 5.08 | Quality of electricity supply | 5.9 | 36 |
| | **Prioritization of Travel & Tourism** | **5.1** | **34** |
| 6.01 | Government prioritization of T&T industry† | 5.3 | 64 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 5.2 | 36 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.2 | 87 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 116.0 | 2 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 16.5 | 67 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 80.6 | 23 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.1** | **18** |
| 7.01 | Visa requirements (0–100 best)* | 23.0 | 72 |
| 7.02 | Openness of bilateral ASA (0–38)* | 12.2 | 48 |
| 7.03 | No. of regional trade agreements in force* | 46.0 | 1 |
| | **Price Competitiveness** | **4.6** | **76** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 71.5 | 102 |
| 8.02 | Hotel price index (US$)* | 83.7 | 7 |
| 8.03 | Purchasing power parity* | 0.6 | 79 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 184.0 | 115 |
| | **Environmental Sustainability** | **5.2** | **7** |
| 9.01 | Stringency of environmental regulations† | 4.7 | 43 |
| 9.02 | Enforcement of environmental regulations† | 3.8 | 67 |
| 9.03 | Sustainability of T&T development† | 4.2 | 84 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 15.6 | 129 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 23 | 11 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.5 | 33 |
| 9.07 | Threatened species (% total species)* | 3.1 | 30 |
| 9.08 | Forest cover change (% average per year)* | 1.5 | 7 |
| 9.09 | Wastewater treatment (%) * | 58.6 | 34 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | n/a | n/a |
| | **Air Transport Infrastructure** | **2.7** | **69** |
| 10.01 | Quality of air transport infrastructure† | 4.1 | 81 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 130.4 | 72 |
| 10.04 | Departures per 1,000 pop.* | 9.3 | 36 |
| 10.05 | Airport density per million urban pop.* | 0.4 | 117 |
| 10.06 | No. of operating airlines* | 54.0 | 42 |
| | **Ground and Port Infrastructure** | **4.5** | **36** |
| 11.01 | Quality of roads | 4.2 | 58 |
| 11.02 | Quality of railroad infrastructure | 3.8 | 37 |
| 11.03 | Quality of port infrastructure† | 3.8 | 85 |
| 11.04 | Quality of ground transport network† | 4.5 | 67 |
| 11.05 | Railroad density (km/surface area)* | 8.5 | 6 |
| 11.06 | Road density (km/surface area)* | ® | 8 |
| 11.07 | Paved road density (km/surface area)* | ® | 31 |
| | **Tourist Service Infrastructure** | **5.0** | **39** |
| 12.01 | Hotel rooms per 100 pop.* | 0.7 | 45 |
| 12.02 | Extension of business trips recommended† | 4.9 | 99 |
| 12.03 | Presence of major car rental companies† | 7 | 1 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 691.8 | 44 |
| | **Natural Resources** | **2.7** | **78** |
| 13.01 | No. of World Heritage natural sites* | 1 | 43 |
| 13.02 | Total known species* | 384 | 109 |
| 13.03 | Total protected areas (% total territorial area)* | 23.1 | 31 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 4 | 106 |
| 13.05 | Quality of the natural environment† | 4.5 | 63 |
| | **Cultural Resources and Business Travel** | **2.2** | **44** |
| 14.01 | No. of World Heritage cultural sites* | 7 | 30 |
| 14.02 | No. of oral and intangible cultural expressions* | 3 | 32 |
| 14.03 | No. of large sports stadiums* | 4.0 | 77 |
| 14.04 | No. of international association meetings* | 141.7 | 29 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 8 | 67 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Iceland

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **18** | **4.54** |
| **Enabling Environment** | **9** | **5.79** |
| Business Environment | 30 | 4.96 |
| Safety and Security | 4 | 6.54 |
| Health and Hygiene | 34 | 6.07 |
| Human Resources and Labour Market | 2 | 5.49 |
| ICT Readiness | 13 | 5.88 |
| **T&T Policy and Enabling Conditions** | **4** | **4.70** |
| Prioritization of Travel & Tourism | 5 | 5.89 |
| International Openness | 6 | 4.38 |
| Price Competitiveness | 128 | 3.59 |
| Environmental Sustainability | 11 | 4.92 |
| **Infrastructure** | **16** | **5.10** |
| Air Transport Infrastructure | 15 | 4.67 |
| Ground and Port Infrastructure | 39 | 4.35 |
| Tourist Service Infrastructure | 8 | 6.28 |
| **Natural and Cultural Resources** | **55** | **2.58** |
| Natural Resources | 38 | 3.63 |
| Cultural Resources and Business Travel | 77 | 1.53 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 807 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 1,076.8 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 1,334.3 |
| Population (millions), 2013 | 0.3 |
| Surface area (1,000 square kilometres), 2013 | 103.0 |
| Gross domestic product per capita (PPP$), 2013 | 41,001 |
| Real GDP growth (%), 2013 | 3.3 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 983.0 | 6.8 | 3.2 |
| T&T industry employment (1,000 jobs) | 9.6 | 5.5 | 2.5 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Iceland

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **5.0** | **30** |
| 1.01 | Property rights† | 5.3 | 27 |
| 1.02 | Impact of rules on FDI† | 2.9 | 134 |
| 1.03 | Efficiency of legal framework settling disputes† | 4.9 | 25 |
| 1.04 | Efficiency of legal framework challenging regs.† | 4.5 | 17 |
| 1.05 | No. of days to deal with construction permits* | 84 | 19 |
| 1.06 | Construction permits cost (%)* | 0.5 | 25 |
| 1.07 | Extent of market dominance† | 3.6 | 78 |
| 1.08 | No. of days to start a business* | 4 | 10 |
| 1.09 | Cost to start a business (% GNI/capita)* | 2.4 | 41 |
| 1.10 | Effect of taxation on incentives to work† | 3.3 | 97 |
| 1.11 | Effect of taxation on incentives to invest† | 3.4 | 96 |
| 1.12 | Total tax rate (% profit)* | 29.7 | 37 |
| 1.12a | Labour and contributions tax rate (% profit)* | 17.8 | 80 |
| 1.12b | Profit tax rate (% profit)* | 9.0 | 33 |
| 1.12c | Other taxes rate (% profit)* | 2.8 | 85 |
| | **Safety and Security** | **6.5** | **4** |
| 2.01 | Business costs of crime and violence† | 6.1 | 7 |
| 2.02 | Reliability of police services† | 6.1 | 10 |
| 2.03 | Business costs of terrorism† | 6.5 | 3 |
| 2.04 | Index of terrorism incidence* | 7.0 | 51 |
| 2.05 | Homicide rate* | 0 | 2 |
| | **Health and Hygiene** | **6.1** | **34** |
| 3.01 | Physician density per 1,000 pop.* | 3.5 | 17 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 32.0 | 54 |
| 3.05 | HIV prevalence (% pop.)* | 0.3 | 58 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **5.5** | **2** |
| | *Qualification of the labour force* | *5.9* | 16 |
| 4.01 | Primary education enrolment rate (%)* | 98.5 | 20 |
| 4.02 | Secondary education enrolment rate (%)* | 108.6 | 12 |
| 4.03 | Extent of staff training† | 4.7 | 25 |
| 4.04 | Treatment of customers† | 5.3 | 22 |
| | *Labour market* | *5.1* | 2 |
| 4.05 | Hiring and firing practices† | 5.3 | 4 |
| 4.06 | Ease of finding skilled employees† | 4.9 | 13 |
| 4.07 | Ease of hiring foreign labour† | 4.4 | 35 |
| 4.08 | Pay and productivity† | 4.2 | 48 |
| 4.09 | Female labour force participation (% to men)* | 1.0 | 11 |
| | **ICT Readiness** | **5.9** | **13** |
| 5.01 | ICT use for B2B transactions† | 5.8 | 12 |
| 5.02 | Internet use for B2C transactions† | 5.5 | 22 |
| 5.03 | Individuals using internet (%)* | 96.5 | 1 |
| 5.04 | Broadband internet subs. per 100 pop.* | 35.1 | 8 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 108.1 | 75 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 74.7 | 19 |
| 5.07 | Mobile network coverage (% pop.)* | 99.0 | 65 |
| 5.08 | Quality of electricity supply | 6.6 | 8 |
| | **Prioritization of Travel & Tourism** | **5.9** | **5** |
| 6.01 | Government prioritization of T&T industry† | 5.9 | 31 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 10.3 | 8 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.9 | 7 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 79.0 | 44 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.0 | 16 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 66.0 | 75 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.4** | **6** |
| 7.01 | Visa requirements (0–100 best)* | 23.0 | 72 |
| 7.02 | Openness of bilateral ASA (0–38)* | 16.4 | 21 |
| 7.03 | No. of regional trade agreements in force* | 35.0 | 31 |
| | **Price Competitiveness** | **3.6** | **128** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 90.1 | 19 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 1.1 | 130 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 199.0 | 125 |
| | **Environmental Sustainability** | **4.9** | **11** |
| 9.01 | Stringency of environmental regulations† | 5.4 | 25 |
| 9.02 | Enforcement of environmental regulations† | 5.3 | 22 |
| 9.03 | Sustainability of T&T development† | 4.7 | 51 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 3.0 | 7 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 19 | 73 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.1 | 17 |
| 9.07 | Threatened species (% total species)* | 5.2 | 75 |
| 9.08 | Forest cover change (% average per year)* | n/a | n/a |
| 9.09 | Wastewater treatment (%) * | 51.9 | 39 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.3 | 80 |
| | **Air Transport Infrastructure** | **4.7** | **15** |
| 10.01 | Quality of air transport infrastructure† | 5.8 | 18 |
| 10.02 | Airline dom. seat kms per week (millions)* | 2.2 | 67 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 127.4 | 73 |
| 10.04 | Departures per 1,000 pop.* | 83.4 | 3 |
| 10.05 | Airport density per million urban pop.* | 26.4 | 2 |
| 10.06 | No. of operating airlines* | 24.0 | 86 |
| | **Ground and Port Infrastructure** | **4.3** | **39** |
| 11.01 | Quality of roads | 4.9 | 39 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 5.9 | 8 |
| 11.04 | Quality of ground transport network† | 5.3 | 26 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 107 |
| 11.07 | Paved road density (km/surface area)* | ® | 93 |
| | **Tourist Service Infrastructure** | **6.3** | **8** |
| 12.01 | Hotel rooms per 100 pop.* | 3.5 | 5 |
| 12.02 | Extension of business trips recommended† | 6.0 | 19 |
| 12.03 | Presence of major car rental companies† | 7 | 1 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 744.8 | 39 |
| | **Natural Resources** | **3.6** | **38** |
| 13.01 | No. of World Heritage natural sites* | 1 | 43 |
| 13.02 | Total known species* | 134 | 138 |
| 13.03 | Total protected areas (% total territorial area)* | 13.3 | 75 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 66 | 13 |
| 13.05 | Quality of the natural environment† | 6.4 | 6 |
| | **Cultural Resources and Business Travel** | **1.5** | **77** |
| 14.01 | No. of World Heritage cultural sites* | 1 | 92 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 0.0 | 120 |
| 14.04 | No. of international association meetings* | 34.7 | 56 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 19 | 38 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# India

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **52** | **4.02** |
| **Enabling Environment** | **115** | **3.80** |
| Business Environment | 107 | 4.02 |
| Safety and Security | 129 | 3.82 |
| Health and Hygiene | 106 | 4.32 |
| Human Resources and Labour Market | 111 | 4.03 |
| ICT Readiness | 114 | 2.83 |
| **T&T Policy and Enabling Conditions** | **92** | **3.93** |
| Prioritization of Travel & Tourism | 96 | 4.14 |
| International Openness | 69 | 3.08 |
| Price Competitiveness | 8 | 5.59 |
| Environmental Sustainability | 139 | 2.89 |
| **Infrastructure** | **67** | **3.60** |
| Air Transport Infrastructure | 35 | 3.88 |
| Ground and Port Infrastructure | 50 | 4.02 |
| Tourist Service Infrastructure | 109 | 2.90 |
| **Natural and Cultural Resources** | **12** | **4.75** |
| Natural Resources | 17 | 4.42 |
| Cultural Resources and Business Travel | 10 | 5.09 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 6,968 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 18,397.1 |
| Growth (%) in int'l outbound travel spending* | 3.56 |
| Average spending per int'l tourist (US$), 2013 | 2,640.2 |
| Population (millions), 2013 | 1,252.1 |
| Surface area (1,000 square kilometres), 2013 | 3,287.3 |
| Gross domestic product per capita (PPP$), 2013 | 5,450 |
| Real GDP growth (%), 2013 | 5.0 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 37,184.9 | 2.0 | 6.4 |
| T&T industry employment (1,000 jobs) | 22,320.2 | 4.9 | 2.1 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# India

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.0** | **107** |
| 1.01 | Property rights† | 4.1 | 73 |
| 1.02 | Impact of rules on FDI† | 4.2 | 93 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.8 | 57 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.8 | 43 |
| 1.05 | No. of days to deal with construction permits* | 186 | 95 |
| 1.06 | Construction permits cost (%)* | 28.2 | 141 |
| 1.07 | Extent of market dominance† | 4.2 | 36 |
| 1.08 | No. of days to start a business* | 28 | 110 |
| 1.09 | Cost to start a business (% GNI/capita)* | 12.2 | 84 |
| 1.10 | Effect of taxation on incentives to work† | 3.9 | 45 |
| 1.11 | Effect of taxation on incentives to invest† | 3.9 | 49 |
| 1.12 | Total tax rate (% profit)* | 61.7 | 124 |
| 1.12a | Labour and contributions tax rate (% profit)* | 20.7 | 97 |
| 1.12b | Profit tax rate (% profit)* | 25.3 | 120 |
| 1.12c | Other taxes rate (% profit)* | 15.7 | 125 |
| | **Safety and Security** | **3.8** | **129** |
| 2.01 | Business costs of crime and violence† | 3.8 | 97 |
| 2.02 | Reliability of police services† | 3.8 | 88 |
| 2.03 | Business costs of terrorism† | 4.0 | 123 |
| 2.04 | Index of terrorism incidence* | 1.0 | 136 |
| 2.05 | Homicide rate* | 4 | 70 |
| | **Health and Hygiene** | **4.3** | **106** |
| 3.01 | Physician density per 1,000 pop.* | 0.7 | 93 |
| 3.02 | Access to improved sanitation (% pop.)* | 36.0 | 122 |
| 3.03 | Access to improved drinking water (% pop.)* | 93.0 | 83 |
| 3.04 | Hospital beds per 10,000 pop. | 7.0 | 119 |
| 3.05 | HIV prevalence (% pop.)* | 0.3 | 58 |
| 3.06 | Malaria incidence per 100,000 pop.* | 1,536.4 | 44 |
| | **Human Resources and Labour Market** | **4.0** | **111** |
| | *Qualification of the labour force* | *4.6* | *99* |
| 4.01 | Primary education enrolment rate (%)* | 93.3 | 78 |
| 4.02 | Secondary education enrolment rate (%)* | 68.5 | 104 |
| 4.03 | Extent of staff training† | 3.9 | 77 |
| 4.04 | Treatment of customers† | 4.0 | 109 |
| | *Labour market* | *3.4* | *118* |
| 4.05 | Hiring and firing practices† | 4.1 | 47 |
| 4.06 | Ease of finding skilled employees† | 4.3 | 45 |
| 4.07 | Ease of hiring foreign labour† | 3.8 | 91 |
| 4.08 | Pay and productivity† | 4.0 | 68 |
| 4.09 | Female labour force participation (% to men)* | 0.4 | 130 |
| | **ICT Readiness** | **2.8** | **114** |
| 5.01 | ICT use for B2B transactions† | 4.0 | 118 |
| 5.02 | Internet use for B2C transactions† | 4.1 | 94 |
| 5.03 | Individuals using internet (%)* | 15.1 | 113 |
| 5.04 | Broadband internet subs. per 100 pop.* | 1.2 | 103 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 70.8 | 121 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 3.2 | 112 |
| 5.07 | Mobile network coverage (% pop.)* | 93.5 | 107 |
| 5.08 | Quality of electricity supply | 3.4 | 102 |
| | **Prioritization of Travel & Tourism** | **4.1** | **96** |
| 6.01 | Government prioritization of T&T industry† | 4.3 | 116 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 1.0 | 132 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.2 | 81 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 43.0 | 114 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 21.0 | 1 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 77.3 | 37 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.1** | **69** |
| 7.01 | Visa requirements (0–100 best)* | 9.0 | 125 |
| 7.02 | Openness of bilateral ASA (0–38)* | 14.6 | 28 |
| 7.03 | No. of regional trade agreements in force* | 19.0 | 43 |
| | **Price Competitiveness** | **5.6** | **8** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 91.1 | 16 |
| 8.02 | Hotel price index (US$)* | 93.0 | 14 |
| 8.03 | Purchasing power parity* | 0.3 | 2 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 125.0 | 48 |
| | **Environmental Sustainability** | **2.9** | **139** |
| 9.01 | Stringency of environmental regulations† | 4.0 | 75 |
| 9.02 | Enforcement of environmental regulations† | 3.8 | 72 |
| 9.03 | Sustainability of T&T development† | 4.1 | 89 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 32.0 | 140 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 23 | 11 |
| 9.06 | Baseline water stress (0–5 worst)* | 3.6 | 112 |
| 9.07 | Threatened species (% total species)* | 13.6 | 132 |
| 9.08 | Forest cover change (% average per year)* | –1.6 | 44 |
| 9.09 | Wastewater treatment (%) * | 10.5 | 76 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.6 | 90 |
| | **Air Transport Infrastructure** | **3.9** | **35** |
| 10.01 | Quality of air transport infrastructure† | 4.3 | 71 |
| 10.02 | Airline dom. seat kms per week (millions)* | 1,612.1 | 8 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 1,907.4 | 15 |
| 10.04 | Departures per 1,000 pop.* | 0.5 | 111 |
| 10.05 | Airport density per million urban pop.* | 0.2 | 136 |
| 10.06 | No. of operating airlines* | 90.0 | 18 |
| | **Ground and Port Infrastructure** | **4.0** | **50** |
| 11.01 | Quality of roads | 3.8 | 76 |
| 11.02 | Quality of railroad infrastructure | 4.2 | 26 |
| 11.03 | Quality of port infrastructure† | 4.0 | 76 |
| 11.04 | Quality of ground transport network† | 4.1 | 81 |
| 11.05 | Railroad density (km/surface area)* | 2.0 | 37 |
| 11.06 | Road density (km/surface area)* | ® | 24 |
| 11.07 | Paved road density (km/surface area)* | ® | 32 |
| | **Tourist Service Infrastructure** | **2.9** | **109** |
| 12.01 | Hotel rooms per 100 pop.* | 0.0 | 138 |
| 12.02 | Extension of business trips recommended† | 4.5 | 116 |
| 12.03 | Presence of major car rental companies† | 2 | 105 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 418.6 | 69 |
| | **Natural Resources** | **4.4** | **17** |
| 13.01 | No. of World Heritage natural sites* | 7 | 6 |
| 13.02 | Total known species* | 1,859 | 9 |
| 13.03 | Total protected areas (% total territorial area)* | 5.0 | 113 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 27 | 41 |
| 13.05 | Quality of the natural environment† | 3.9 | 103 |
| | **Cultural Resources and Business Travel** | **5.1** | **10** |
| 14.01 | No. of World Heritage cultural sites* | 25 | 7 |
| 14.02 | No. of oral and intangible cultural expressions* | 11 | 8 |
| 14.03 | No. of large sports stadiums* | 86.0 | 5 |
| 14.04 | No. of international association meetings* | 149.3 | 27 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 47 | 11 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Indonesia

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **50** | **4.04** |
| **Enabling Environment** | **80** | **4.46** |
| Business Environment | 63 | 4.48 |
| Safety and Security | 83 | 5.16 |
| Health and Hygiene | 109 | 4.24 |
| Human Resources and Labour Market | 53 | 4.70 |
| ICT Readiness | 85 | 3.73 |
| **T&T Policy and Enabling Conditions** | **9** | **4.59** |
| Prioritization of Travel & Tourism | 15 | 5.61 |
| International Openness | 55 | 3.55 |
| Price Competitiveness | 3 | 6.11 |
| Environmental Sustainability | 134 | 3.11 |
| **Infrastructure** | **75** | **3.38** |
| Air Transport Infrastructure | 39 | 3.81 |
| Ground and Port Infrastructure | 77 | 3.27 |
| Tourist Service Infrastructure | 101 | 3.07 |
| **Natural and Cultural Resources** | **17** | **3.74** |
| Natural Resources | 19 | 4.36 |
| Cultural Resources and Business Travel | 25 | 3.12 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 8,802 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 9,119.2 |
| Growth (%) in int'l outbound travel spending* | 3.63 |
| Average spending per int'l tourist (US$), 2013 | 1,036 |
| Population (millions), 2013 | 249.9 |
| Surface area (1,000 square kilometres), 2013 | 1,910.9 |
| Gross domestic product per capita (PPP$), 2013 | 9,635 |
| Real GDP growth (%), 2013 | 5.8 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 27,059.7 | 3.1 | 5.3 |
| T&T industry employment (1,000 jobs) | 3,042.5 | 2.7 | 1.6 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Indonesia

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.5** | **63** |
| 1.01 | Property rights† | 4.3 | 59 |
| 1.02 | Impact of rules on FDI† | 4.6 | 59 |
| 1.03 | Efficiency of legal framework settling disputes† | 4.1 | 43 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.8 | 38 |
| 1.05 | No. of days to deal with construction permits* | 211 | 110 |
| 1.06 | Construction permits cost (%)* | 4.3 | 102 |
| 1.07 | Extent of market dominance† | 4.1 | 43 |
| 1.08 | No. of days to start a business* | 53 | 129 |
| 1.09 | Cost to start a business (% GNI/capita)* | 21.1 | 105 |
| 1.10 | Effect of taxation on incentives to work† | 4.1 | 31 |
| 1.11 | Effect of taxation on incentives to invest† | 4.2 | 30 |
| 1.12 | Total tax rate (% profit)* | 31.4 | 42 |
| 1.12a | Labour and contributions tax rate (% profit)* | 11.3 | 40 |
| 1.12b | Profit tax rate (% profit)* | 16.7 | 67 |
| 1.12c | Other taxes rate (% profit)* | 3.4 | 94 |
| | **Safety and Security** | **5.2** | **83** |
| 2.01 | Business costs of crime and violence† | 4.3 | 80 |
| 2.02 | Reliability of police services† | 4.1 | 67 |
| 2.03 | Business costs of terrorism† | 4.6 | 104 |
| 2.04 | Index of terrorism incidence* | 5.8 | 123 |
| 2.05 | Homicide rate* | 1 | 7 |
| | **Health and Hygiene** | **4.2** | **109** |
| 3.01 | Physician density per 1,000 pop.* | 0.2 | 113 |
| 3.02 | Access to improved sanitation (% pop.)* | 59.0 | 105 |
| 3.03 | Access to improved drinking water (% pop.)* | 85.0 | 105 |
| 3.04 | Hospital beds per 10,000 pop. | 9.0 | 113 |
| 3.05 | HIV prevalence (% pop.)* | 0.4 | 74 |
| 3.06 | Malaria incidence per 100,000 pop.* | 2,268.5 | 48 |
| | **Human Resources and Labour Market** | **4.7** | **53** |
| | *Qualification of the labour force* | *5.4* | *57* |
| 4.01 | Primary education enrolment rate (%)* | 92.2 | 85 |
| 4.02 | Secondary education enrolment rate (%)* | 82.5 | 90 |
| 4.03 | Extent of staff training† | 4.7 | 24 |
| 4.04 | Treatment of customers† | 5.0 | 39 |
| | *Labour market* | *4.0* | *72* |
| 4.05 | Hiring and firing practices† | 4.3 | 32 |
| 4.06 | Ease of finding skilled employees† | 4.3 | 42 |
| 4.07 | Ease of hiring foreign labour† | 4.4 | 36 |
| 4.08 | Pay and productivity† | 4.5 | 30 |
| 4.09 | Female labour force participation (% to men)* | 0.6 | 111 |
| | **ICT Readiness** | **3.7** | **85** |
| 5.01 | ICT use for B2B transactions† | 5.1 | 51 |
| 5.02 | Internet use for B2C transactions† | 5.4 | 28 |
| 5.03 | Individuals using internet (%)* | 15.8 | 110 |
| 5.04 | Broadband internet subs. per 100 pop.* | 1.3 | 102 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 125.4 | 47 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 24.2 | 78 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 1 |
| 5.08 | Quality of electricity supply | 4.3 | 83 |
| | **Prioritization of Travel & Tourism** | **5.6** | **15** |
| 6.01 | Government prioritization of T&T industry† | 5.1 | 78 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 9.2 | 14 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.9 | 51 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 92.0 | 21 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.0 | 16 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 74.8 | 47 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.6** | **55** |
| 7.01 | Visa requirements (0–100 best)* | 53.0 | 28 |
| 7.02 | Openness of bilateral ASA (0–38)* | 14.3 | 31 |
| 7.03 | No. of regional trade agreements in force* | 12.0 | 56 |
| | **Price Competitiveness** | **6.1** | **3** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 92.7 | 11 |
| 8.02 | Hotel price index (US$)* | 93.9 | 17 |
| 8.03 | Purchasing power parity* | 0.4 | 17 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 47.0 | 11 |
| | **Environmental Sustainability** | **3.1** | **134** |
| 9.01 | Stringency of environmental regulations† | 4.0 | 73 |
| 9.02 | Enforcement of environmental regulations† | 3.9 | 64 |
| 9.03 | Sustainability of T&T development† | 4.6 | 57 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 9.2 | 80 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 20 | 63 |
| 9.06 | Baseline water stress (0–5 worst)* | 3.3 | 99 |
| 9.07 | Threatened species (% total species)* | 13.1 | 129 |
| 9.08 | Forest cover change (% average per year)* | –5.5 | 97 |
| 9.09 | Wastewater treatment (%) * | 0.0 | 117 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.2 | 73 |
| | **Air Transport Infrastructure** | **3.8** | **39** |
| 10.01 | Quality of air transport infrastructure† | 4.5 | 64 |
| 10.02 | Airline dom. seat kms per week (millions)* | 1,678.0 | 7 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 980.7 | 26 |
| 10.04 | Departures per 1,000 pop.* | 2.7 | 73 |
| 10.05 | Airport density per million urban pop.* | 0.7 | 97 |
| 10.06 | No. of operating airlines* | 64.0 | 34 |
| | **Ground and Port Infrastructure** | **3.3** | **77** |
| 11.01 | Quality of roads | 3.9 | 72 |
| 11.02 | Quality of railroad infrastructure | 3.7 | 40 |
| 11.03 | Quality of port infrastructure† | 4.0 | 77 |
| 11.04 | Quality of ground transport network† | 4.3 | 72 |
| 11.05 | Railroad density (km/surface area)* | 0.2 | 81 |
| 11.06 | Road density (km/surface area)* | ® | 73 |
| 11.07 | Paved road density (km/surface area)* | ® | 67 |
| | **Tourist Service Infrastructure** | **3.1** | **101** |
| 12.01 | Hotel rooms per 100 pop.* | 0.2 | 100 |
| 12.02 | Extension of business trips recommended† | 5.3 | 67 |
| 12.03 | Presence of major car rental companies† | 2 | 105 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 301.0 | 86 |
| | **Natural Resources** | **4.4** | **19** |
| 13.01 | No. of World Heritage natural sites* | 4 | 10 |
| 13.02 | Total known species* | 2,660 | 4 |
| 13.03 | Total protected areas (% total territorial area)* | 9.1 | 94 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 23 | 49 |
| 13.05 | Quality of the natural environment† | 4.2 | 81 |
| | **Cultural Resources and Business Travel** | **3.1** | **25** |
| 14.01 | No. of World Heritage cultural sites* | 4 | 51 |
| 14.02 | No. of oral and intangible cultural expressions* | 6 | 18 |
| 14.03 | No. of large sports stadiums* | 29.0 | 18 |
| 14.04 | No. of international association meetings* | 90.0 | 40 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 13 | 49 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Iran, Islamic Rep.

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **97** | **3.32** |
| **Enabling Environment** | **98** | **4.16** |
| Business Environment | 119 | 3.85 |
| Safety and Security | 96 | 4.89 |
| Health and Hygiene | 93 | 4.71 |
| Human Resources and Labour Market | 114 | 3.95 |
| ICT Readiness | 98 | 3.36 |
| **T&T Policy and Enabling Conditions** | **96** | **3.89** |
| Prioritization of Travel & Tourism | 130 | 3.35 |
| International Openness | 116 | 2.14 |
| Price Competitiveness | 1 | 6.62 |
| Environmental Sustainability | 115 | 3.47 |
| **Infrastructure** | **105** | **2.70** |
| Air Transport Infrastructure | 93 | 2.22 |
| Ground and Port Infrastructure | 76 | 3.28 |
| Tourist Service Infrastructure | 119 | 2.61 |
| **Natural and Cultural Resources** | **57** | **2.53** |
| Natural Resources | 98 | 2.48 |
| Cultural Resources and Business Travel | 37 | 2.59 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 4,769 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 1,294.0 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 271.3 |
| Population (millions), 2013 | 77.4 |
| Surface area (1,000 square kilometres), 2013 | 1,745.2 |
| Gross domestic product per capita (PPP$), 2013 | 16,165 |
| Real GDP growth (%), 2013 | –1.9 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 8,239.4 | 2.2 | 5.7 |
| T&T industry employment (1,000 jobs) | 414.7 | 1.9 | 3.9 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Iran, Islamic Rep.

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **3.9** | **119** |
| 1.01 | Property rights† | 3.9 | 86 |
| 1.02 | Impact of rules on FDI† | 3.0 | 132 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.4 | 94 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.3 | 128 |
| 1.05 | No. of days to deal with construction permits* | 319 | 133 |
| 1.06 | Construction permits cost (%)* | 5.3 | 111 |
| 1.07 | Extent of market dominance† | 3.7 | 72 |
| 1.08 | No. of days to start a business* | 12 | 68 |
| 1.09 | Cost to start a business (% GNI/capita)* | 3.1 | 44 |
| 1.10 | Effect of taxation on incentives to work† | 3.5 | 79 |
| 1.11 | Effect of taxation on incentives to invest† | 3.6 | 84 |
| 1.12 | Total tax rate (% profit)* | 44.1 | 97 |
| 1.12a | Labour and contributions tax rate (% profit)* | 25.9 | 113 |
| 1.12b | Profit tax rate (% profit)* | 17.8 | 74 |
| 1.12c | Other taxes rate (% profit)* | 0.4 | 15 |
| | **Safety and Security** | **4.9** | **96** |
| 2.01 | Business costs of crime and violence† | 3.6 | 110 |
| 2.02 | Reliability of police services† | 4.0 | 80 |
| 2.03 | Business costs of terrorism† | 3.9 | 125 |
| 2.04 | Index of terrorism incidence* | 6.5 | 115 |
| 2.05 | Homicide rate* | 4 | 71 |
| | **Health and Hygiene** | **4.7** | **93** |
| 3.01 | Physician density per 1,000 pop.* | 0.9 | 89 |
| 3.02 | Access to improved sanitation (% pop.)* | 89.0 | 73 |
| 3.03 | Access to improved drinking water (% pop.)* | 96.0 | 69 |
| 3.04 | Hospital beds per 10,000 pop. | 1.0 | 140 |
| 3.05 | HIV prevalence (% pop.)* | 0.2 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | 1.2 | 17 |
| | **Human Resources and Labour Market** | **4.0** | **114** |
| | *Qualification of the labour force* | *5.1* | *77* |
| 4.01 | Primary education enrolment rate (%)* | 99.8 | 5 |
| 4.02 | Secondary education enrolment rate (%)* | 86.3 | 81 |
| 4.03 | Extent of staff training† | 3.0 | 134 |
| 4.04 | Treatment of customers† | 3.8 | 118 |
| | *Labour market* | *2.8* | *139* |
| 4.05 | Hiring and firing practices† | 3.2 | 117 |
| 4.06 | Ease of finding skilled employees† | 3.7 | 82 |
| 4.07 | Ease of hiring foreign labour† | 2.9 | 132 |
| 4.08 | Pay and productivity† | 3.1 | 127 |
| 4.09 | Female labour force participation (% to men)* | 0.2 | 140 |
| | **ICT Readiness** | **3.4** | **98** |
| 5.01 | ICT use for B2B transactions† | 3.6 | 131 |
| 5.02 | Internet use for B2C transactions† | 3.6 | 115 |
| 5.03 | Individuals using internet (%)* | 31.4 | 93 |
| 5.04 | Broadband internet subs. per 100 pop.* | 5.6 | 78 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 84.2 | 110 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 1.2 | 123 |
| 5.07 | Mobile network coverage (% pop.)* | 96.0 | 94 |
| 5.08 | Quality of electricity supply | 5.1 | 61 |
| | **Prioritization of Travel & Tourism** | **3.3** | **130** |
| 6.01 | Government prioritization of T&T industry† | 3.6 | 135 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 3.0 | 83 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.3 | 130 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 38.0 | 123 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 3.0 | 115 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 64.0 | 86 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.1** | **116** |
| 7.01 | Visa requirements (0–100 best)* | 37.0 | 42 |
| 7.02 | Openness of bilateral ASA (0–38)* | 5.2 | 125 |
| 7.03 | No. of regional trade agreements in force* | 2.0 | 113 |
| | **Price Competitiveness** | **6.6** | **1** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 97.3 | 3 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.3 | 6 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 33.0 | 8 |
| | **Environmental Sustainability** | **3.5** | **115** |
| 9.01 | Stringency of environmental regulations† | 3.6 | 104 |
| 9.02 | Enforcement of environmental regulations† | 3.4 | 99 |
| 9.03 | Sustainability of T&T development† | 3.3 | 126 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 11.3 | 93 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 21 | 42 |
| 9.06 | Baseline water stress (0–5 worst)* | 4.8 | 122 |
| 9.07 | Threatened species (% total species)* | 6.3 | 90 |
| 9.08 | Forest cover change (% average per year)* | –0.1 | 15 |
| 9.09 | Wastewater treatment (%) * | 2.8 | 96 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.2 | 63 |
| | **Air Transport Infrastructure** | **2.2** | **93** |
| 10.01 | Quality of air transport infrastructure† | 3.2 | 121 |
| 10.02 | Airline dom. seat kms per week (millions)* | 105.7 | 31 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 198.8 | 60 |
| 10.04 | Departures per 1,000 pop.* | 2.0 | 82 |
| 10.05 | Airport density per million urban pop.* | 0.9 | 92 |
| 10.06 | No. of operating airlines* | 41.0 | 53 |
| | **Ground and Port Infrastructure** | **3.3** | **76** |
| 11.01 | Quality of roads | 4.1 | 63 |
| 11.02 | Quality of railroad infrastructure | 3.4 | 44 |
| 11.03 | Quality of port infrastructure† | 4.0 | 80 |
| 11.04 | Quality of ground transport network† | 4.6 | 59 |
| 11.05 | Railroad density (km/surface area)* | 0.5 | 67 |
| 11.06 | Road density (km/surface area)* | ® | 97 |
| 11.07 | Paved road density (km/surface area)* | ® | 73 |
| | **Tourist Service Infrastructure** | **2.6** | **119** |
| 12.01 | Hotel rooms per 100 pop.* | 0.1 | 113 |
| 12.02 | Extension of business trips recommended† | 4.6 | 111 |
| 12.03 | Presence of major car rental companies† | 1 | 120 |
| 12.04 | ATMs accepting Visa cards per million pop.* | n/a | n/a |
| | **Natural Resources** | **2.5** | **98** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 678 | 59 |
| 13.03 | Total protected areas (% total territorial area)* | 7.0 | 102 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 7 | 89 |
| 13.05 | Quality of the natural environment† | 5.3 | 33 |
| | **Cultural Resources and Business Travel** | **2.6** | **37** |
| 14.01 | No. of World Heritage cultural sites* | 17 | 9 |
| 14.02 | No. of oral and intangible cultural expressions* | 10 | 10 |
| 14.03 | No. of large sports stadiums* | 13.0 | 32 |
| 14.04 | No. of international association meetings* | 6.3 | 96 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 12 | 54 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Ireland

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **19** | **4.53** |
| **Enabling Environment** | **20** | **5.58** |
| Business Environment | 14 | 5.37 |
| Safety and Security | 15 | 6.18 |
| Health and Hygiene | 50 | 5.80 |
| Human Resources and Labour Market | 12 | 5.27 |
| ICT Readiness | 30 | 5.28 |
| **T&T Policy and Enabling Conditions** | **5** | **4.69** |
| Prioritization of Travel & Tourism | 28 | 5.25 |
| International Openness | 5 | 4.53 |
| Price Competitiveness | 122 | 3.69 |
| Environmental Sustainability | 2 | 5.31 |
| **Infrastructure** | **18** | **5.05** |
| Air Transport Infrastructure | 30 | 4.16 |
| Ground and Port Infrastructure | 24 | 4.89 |
| Tourist Service Infrastructure | 11 | 6.10 |
| **Natural and Cultural Resources** | **46** | **2.81** |
| Natural Resources | 72 | 2.79 |
| Cultural Resources and Business Travel | 31 | 2.82 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 8,260 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 4,475.7 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 541.9 |
| Population (millions), 2013 | 4.6 |
| Surface area (1,000 square kilometres), 2013 | 70.3 |
| Gross domestic product per capita (PPP$), 2013 | 44,663 |
| Real GDP growth (%), 2013 | 0.2 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 4,479.5 | 2.2 | 4.6 |
| T&T industry employment (1,000 jobs) | 42.5 | 2.3 | 3.0 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Ireland

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **5.4** | **14** |
| 1.01 | Property rights† | 5.9 | 13 |
| 1.02 | Impact of rules on FDI† | 6.6 | 1 |
| 1.03 | Efficiency of legal framework settling disputes† | 4.9 | 21 |
| 1.04 | Efficiency of legal framework challenging regs.† | 4.7 | 16 |
| 1.05 | No. of days to deal with construction permits* | 150 | 70 |
| 1.06 | Construction permits cost (%)* | 9.5 | 128 |
| 1.07 | Extent of market dominance† | 4.7 | 20 |
| 1.08 | No. of days to start a business* | 6 | 27 |
| 1.09 | Cost to start a business (% GNI/capita)* | 0.3 | 3 |
| 1.10 | Effect of taxation on incentives to work† | 3.4 | 91 |
| 1.11 | Effect of taxation on incentives to invest† | 4.5 | 18 |
| 1.12 | Total tax rate (% profit)* | 25.9 | 25 |
| 1.12a | Labour and contributions tax rate (% profit)* | 12.1 | 49 |
| 1.12b | Profit tax rate (% profit)* | 12.4 | 47 |
| 1.12c | Other taxes rate (% profit)* | 1.4 | 48 |
| | **Safety and Security** | **6.2** | **15** |
| 2.01 | Business costs of crime and violence† | 5.5 | 23 |
| 2.02 | Reliability of police services† | 6.1 | 12 |
| 2.03 | Business costs of terrorism† | 6.1 | 24 |
| 2.04 | Index of terrorism incidence* | 6.4 | 118 |
| 2.05 | Homicide rate* | 1 | 30 |
| | **Health and Hygiene** | **5.8** | **50** |
| 3.01 | Physician density per 1,000 pop.* | 2.7 | 41 |
| 3.02 | Access to improved sanitation (% pop.)* | 99.0 | 38 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 29.0 | 58 |
| 3.05 | HIV prevalence (% pop.)* | 0.3 | 58 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **5.3** | **12** |
| | *Qualification of the labour force* | *5.8* | *21* |
| 4.01 | Primary education enrolment rate (%)* | 95.3 | 62 |
| 4.02 | Secondary education enrolment rate (%)* | 119.1 | 6 |
| 4.03 | Extent of staff training† | 4.8 | 20 |
| 4.04 | Treatment of customers† | 5.3 | 24 |
| | *Labour market* | *4.7* | *9* |
| 4.05 | Hiring and firing practices† | 4.2 | 40 |
| 4.06 | Ease of finding skilled employees† | 5.2 | 5 |
| 4.07 | Ease of hiring foreign labour† | 5.0 | 8 |
| 4.08 | Pay and productivity† | 4.5 | 28 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 69 |
| | **ICT Readiness** | **5.3** | **30** |
| 5.01 | ICT use for B2B transactions† | 5.3 | 35 |
| 5.02 | Internet use for B2C transactions† | 5.0 | 44 |
| 5.03 | Individuals using internet (%)* | 78.2 | 25 |
| 5.04 | Broadband internet subs. per 100 pop.* | 24.2 | 29 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 102.8 | 87 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 67.2 | 23 |
| 5.07 | Mobile network coverage (% pop.)* | 99.0 | 65 |
| 5.08 | Quality of electricity supply | 6.4 | 17 |
| | **Prioritization of Travel & Tourism** | **5.3** | **28** |
| 6.01 | Government prioritization of T&T industry† | 6.6 | 4 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 3.9 | 55 |
| 6.03 | Effectiveness of marketing to attract tourists† | 6.0 | 5 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 69.0 | 63 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.0 | 16 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 66.6 | 73 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.5** | **5** |
| 7.01 | Visa requirements (0–100 best)* | 24.0 | 70 |
| 7.02 | Openness of bilateral ASA (0–38)* | 18.7 | 16 |
| 7.03 | No. of regional trade agreements in force* | 46.0 | 1 |
| | **Price Competitiveness** | **3.7** | **122** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 76.3 | 78 |
| 8.02 | Hotel price index (US$)* | 126.0 | 46 |
| 8.03 | Purchasing power parity* | 1.1 | 124 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 202.0 | 128 |
| | **Environmental Sustainability** | **5.3** | **2** |
| 9.01 | Stringency of environmental regulations† | 5.4 | 27 |
| 9.02 | Enforcement of environmental regulations† | 5.1 | 27 |
| 9.03 | Sustainability of T&T development† | 5.5 | 12 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 5.0 | 26 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 23 | 11 |
| 9.06 | Baseline water stress (0–5 worst)* | 2.9 | 88 |
| 9.07 | Threatened species (% total species)* | 3.0 | 29 |
| 9.08 | Forest cover change (% average per year)* | 8.2 | 2 |
| 9.09 | Wastewater treatment (%) * | 87.5 | 14 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.2 | 71 |
| | **Air Transport Infrastructure** | **4.2** | **30** |
| 10.01 | Quality of air transport infrastructure† | 5.6 | 23 |
| 10.02 | Airline dom. seat kms per week (millions)* | 0.6 | 85 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 489.8 | 39 |
| 10.04 | Departures per 1,000 pop.* | 145.7 | 2 |
| 10.05 | Airport density per million urban pop.* | 2.4 | 31 |
| 10.06 | No. of operating airlines* | 45.0 | 47 |
| | **Ground and Port Infrastructure** | **4.9** | **24** |
| 11.01 | Quality of roads | 5.3 | 25 |
| 11.02 | Quality of railroad infrastructure | 4.1 | 30 |
| 11.03 | Quality of port infrastructure† | 5.3 | 29 |
| 11.04 | Quality of ground transport network† | 4.9 | 41 |
| 11.05 | Railroad density (km/surface area)* | 2.7 | 29 |
| 11.06 | Road density (km/surface area)* | ® | 26 |
| 11.07 | Paved road density (km/surface area)* | ® | 20 |
| | **Tourist Service Infrastructure** | **6.1** | **11** |
| 12.01 | Hotel rooms per 100 pop.* | 1.5 | 18 |
| 12.02 | Extension of business trips recommended† | 6.2 | 10 |
| 12.03 | Presence of major car rental companies† | 7 | 1 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 782.7 | 35 |
| | **Natural Resources** | **2.8** | **72** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 263 | 131 |
| 13.03 | Total protected areas (% total territorial area)* | 12.8 | 77 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 26 | 42 |
| 13.05 | Quality of the natural environment† | 6.0 | 12 |
| | **Cultural Resources and Business Travel** | **2.8** | **31** |
| 14.01 | No. of World Heritage cultural sites* | 2 | 71 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 21.0 | 21 |
| 14.04 | No. of international association meetings* | 130.7 | 33 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 23 | 28 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Israel

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **72** | **3.66** |
| **Enabling Environment** | **47** | **5.12** |
| Business Environment | 51 | 4.61 |
| Safety and Security | 99 | 4.85 |
| Health and Hygiene | 36 | 6.06 |
| Human Resources and Labour Market | 39 | 4.81 |
| ICT Readiness | 32 | 5.25 |
| **T&T Policy and Enabling Conditions** | **127** | **3.54** |
| Prioritization of Travel & Tourism | 64 | 4.63 |
| International Openness | 95 | 2.54 |
| Price Competitiveness | 136 | 3.24 |
| Environmental Sustainability | 101 | 3.76 |
| **Infrastructure** | **59** | **3.76** |
| Air Transport Infrastructure | 50 | 3.16 |
| Ground and Port Infrastructure | 52 | 3.91 |
| Tourist Service Infrastructure | 72 | 4.20 |
| **Natural and Cultural Resources** | **79** | **2.23** |
| Natural Resources | 99 | 2.47 |
| Cultural Resources and Business Travel | 52 | 1.98 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 2,962 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 5,666.0 |
| Growth (%) in int'l outbound travel spending* | 2.07 |
| Average spending per int'l tourist (US$), 2013 | 1,912.9 |
| Population (millions), 2013 | 8.1 |
| Surface area (1,000 square kilometres), 2013 | 22.1 |
| Gross domestic product per capita (PPP$), 2013 | 32,717 |
| Real GDP growth (%), 2013 | 3.2 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 6,232.0 | 2.2 | 4.4 |
| T&T industry employment (1,000 jobs) | 85.3 | 2.5 | 2.1 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Israel

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.6** | **51** |
| 1.01 | Property rights† | 4.8 | 43 |
| 1.02 | Impact of rules on FDI† | 4.5 | 61 |
| 1.03 | Efficiency of legal framework settling disputes† | 4.1 | 46 |
| 1.04 | Efficiency of legal framework challenging regs.† | 4.0 | 35 |
| 1.05 | No. of days to deal with construction permits* | 209 | 109 |
| 1.06 | Construction permits cost (%)* | 1.6 | 68 |
| 1.07 | Extent of market dominance† | 2.4 | 140 |
| 1.08 | No. of days to start a business* | 13 | 73 |
| 1.09 | Cost to start a business (% GNI/capita)* | 3.5 | 47 |
| 1.10 | Effect of taxation on incentives to work† | 3.6 | 68 |
| 1.11 | Effect of taxation on incentives to invest† | 3.9 | 50 |
| 1.12 | Total tax rate (% profit)* | 30.1 | 39 |
| 1.12a | Labour and contributions tax rate (% profit)* | 5.5 | 25 |
| 1.12b | Profit tax rate (% profit)* | 23.2 | 110 |
| 1.12c | Other taxes rate (% profit)* | 1.4 | 48 |
| | **Safety and Security** | **4.9** | **99** |
| 2.01 | Business costs of crime and violence† | 4.8 | 49 |
| 2.02 | Reliability of police services† | 4.1 | 69 |
| 2.03 | Business costs of terrorism† | 3.4 | 130 |
| 2.04 | Index of terrorism incidence* | 5.1 | 126 |
| 2.05 | Homicide rate* | 2 | 45 |
| | **Health and Hygiene** | **6.1** | **36** |
| 3.01 | Physician density per 1,000 pop.* | 3.3 | 21 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 33.0 | 52 |
| 3.05 | HIV prevalence (% pop.)* | 0.2 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **4.8** | **39** |
| | *Qualification of the labour force* | *5.4* | *59* |
| 4.01 | Primary education enrolment rate (%)* | 96.7 | 48 |
| 4.02 | Secondary education enrolment rate (%)* | 101.7 | 25 |
| 4.03 | Extent of staff training† | 4.0 | 76 |
| 4.04 | Treatment of customers† | 4.1 | 102 |
| | *Labour market* | *4.3* | 47 |
| 4.05 | Hiring and firing practices† | 4.2 | 44 |
| 4.06 | Ease of finding skilled employees† | 4.8 | 17 |
| 4.07 | Ease of hiring foreign labour† | 2.8 | 136 |
| 4.08 | Pay and productivity† | 3.9 | 75 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 36 |
| | **ICT Readiness** | **5.2** | **32** |
| 5.01 | ICT use for B2B transactions† | 5.5 | 31 |
| 5.02 | Internet use for B2C transactions† | 5.5 | 21 |
| 5.03 | Individuals using internet (%)* | 70.8 | 37 |
| 5.04 | Broadband internet subs. per 100 pop.* | 25.9 | 24 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 122.8 | 52 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 53.0 | 40 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 1 |
| 5.08 | Quality of electricity supply | 5.9 | 34 |
| | **Prioritization of Travel & Tourism** | **4.6** | **64** |
| 6.01 | Government prioritization of T&T industry† | 4.8 | 95 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 2.1 | 107 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.1 | 93 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 108.0 | 5 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 20.0 | 3 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 76.3 | 40 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.5** | **95** |
| 7.01 | Visa requirements (0–100 best)* | 29.0 | 53 |
| 7.02 | Openness of bilateral ASA (0–38)* | 9.9 | 81 |
| 7.03 | No. of regional trade agreements in force* | 7.0 | 68 |
| | **Price Competitiveness** | **3.2** | **136** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 76.9 | 77 |
| 8.02 | Hotel price index (US$)* | 201.3 | 84 |
| 8.03 | Purchasing power parity* | 1.1 | 126 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 201.0 | 127 |
| | **Environmental Sustainability** | **3.8** | **101** |
| 9.01 | Stringency of environmental regulations† | 4.2 | 63 |
| 9.02 | Enforcement of environmental regulations† | 3.9 | 62 |
| 9.03 | Sustainability of T&T development† | 3.7 | 110 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 13.2 | 105 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 15 | 128 |
| 9.06 | Baseline water stress (0–5 worst)* | 4.8 | 124 |
| 9.07 | Threatened species (% total species)* | 6.2 | 87 |
| 9.08 | Forest cover change (% average per year)* | n/a | n/a |
| 9.09 | Wastewater treatment (%) * | 88.4 | 11 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.1 | 53 |
| | **Air Transport Infrastructure** | **3.2** | **50** |
| 10.01 | Quality of air transport infrastructure† | 4.9 | 50 |
| 10.02 | Airline dom. seat kms per week (millions)* | 6.1 | 54 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 521.7 | 36 |
| 10.04 | Departures per 1,000 pop.* | 5.9 | 48 |
| 10.05 | Airport density per million urban pop.* | 0.7 | 99 |
| 10.06 | No. of operating airlines* | 74.0 | 27 |
| | **Ground and Port Infrastructure** | **3.9** | **52** |
| 11.01 | Quality of roads | 4.7 | 45 |
| 11.02 | Quality of railroad infrastructure | 3.0 | 53 |
| 11.03 | Quality of port infrastructure† | 3.8 | 86 |
| 11.04 | Quality of ground transport network† | 4.0 | 92 |
| 11.05 | Railroad density (km/surface area)* | 4.9 | 17 |
| 11.06 | Road density (km/surface area)* | ® | 40 |
| 11.07 | Paved road density (km/surface area)* | ® | 29 |
| | **Tourist Service Infrastructure** | **4.2** | **72** |
| 12.01 | Hotel rooms per 100 pop.* | 0.7 | 52 |
| 12.02 | Extension of business trips recommended† | 4.2 | 126 |
| 12.03 | Presence of major car rental companies† | 7 | 1 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 260.7 | 93 |
| | **Natural Resources** | **2.5** | **99** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 504 | 75 |
| 13.03 | Total protected areas (% total territorial area)* | 14.7 | 66 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 19 | 57 |
| 13.05 | Quality of the natural environment† | 4.0 | 95 |
| | **Cultural Resources and Business Travel** | **2.0** | **52** |
| 14.01 | No. of World Heritage cultural sites* | 8 | 26 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 6.0 | 52 |
| 14.04 | No. of international association meetings* | 34.7 | 56 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 24 | 26 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Italy

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **8** | **4.98** |
| **Enabling Environment** | **55** | **5.02** |
| Business Environment | 127 | 3.59 |
| Safety and Security | 48 | 5.68 |
| Health and Hygiene | 20 | 6.27 |
| Human Resources and Labour Market | 75 | 4.45 |
| ICT Readiness | 35 | 5.14 |
| **T&T Policy and Enabling Conditions** | **71** | **4.14** |
| Prioritization of Travel & Tourism | 65 | 4.62 |
| International Openness | 24 | 4.09 |
| Price Competitiveness | 133 | 3.49 |
| Environmental Sustainability | 47 | 4.34 |
| **Infrastructure** | **13** | **5.19** |
| Air Transport Infrastructure | 26 | 4.26 |
| Ground and Port Infrastructure | 32 | 4.65 |
| Tourist Service Infrastructure | 3 | 6.66 |
| **Natural and Cultural Resources** | **5** | **5.55** |
| Natural Resources | 13 | 4.60 |
| Cultural Resources and Business Travel | 3 | 6.51 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 47,704 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 43,912.0 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 920.5 |
| Population (millions), 2013 | 59.8 |
| Surface area (1,000 square kilometres), 2013 | 301.3 |
| Gross domestic product per capita (PPP$), 2013 | 34,103 |
| Real GDP growth (%), 2013 | –1.9 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 81,895.5 | 4.2 | 2.3 |
| T&T industry employment (1,000 jobs) | 1,105.9 | 4.9 | 2.1 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Italy

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **3.6** | **127** |
| 1.01 | Property rights† | 4.0 | 74 |
| 1.02 | Impact of rules on FDI† | 2.7 | 135 |
| 1.03 | Efficiency of legal framework settling disputes† | 2.0 | 140 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.2 | 132 |
| 1.05 | No. of days to deal with construction permits* | 233 | 118 |
| 1.06 | Construction permits cost (%)* | 3.7 | 96 |
| 1.07 | Extent of market dominance† | 5.3 | 8 |
| 1.08 | No. of days to start a business* | 5 | 17 |
| 1.09 | Cost to start a business (% GNI/capita)* | 14.1 | 91 |
| 1.10 | Effect of taxation on incentives to work† | 1.9 | 140 |
| 1.11 | Effect of taxation on incentives to invest† | 2.0 | 140 |
| 1.12 | Total tax rate (% profit)* | 65.4 | 129 |
| 1.12a | Labour and contributions tax rate (% profit)* | 43.4 | 138 |
| 1.12b | Profit tax rate (% profit)* | 19.9 | 88 |
| 1.12c | Other taxes rate (% profit)* | 2.0 | 68 |
| | **Safety and Security** | **5.7** | **48** |
| 2.01 | Business costs of crime and violence† | 4.3 | 81 |
| 2.02 | Reliability of police services† | 4.8 | 42 |
| 2.03 | Business costs of terrorism† | 5.6 | 54 |
| 2.04 | Index of terrorism incidence* | 6.8 | 104 |
| 2.05 | Homicide rate* | 1 | 18 |
| | **Health and Hygiene** | **6.3** | **20** |
| 3.01 | Physician density per 1,000 pop.* | 4.1 | 7 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 34.0 | 49 |
| 3.05 | HIV prevalence (% pop.)* | 0.4 | 74 |
| 3.06 | Malaria incidence per 100,000 pop.* | M.F. | n/a |
| | **Human Resources and Labour Market** | **4.4** | **75** |
| | *Qualification of the labour force* | *5.4* | *53* |
| 4.01 | Primary education enrolment rate (%)* | 97.2 | 42 |
| 4.02 | Secondary education enrolment rate (%)* | 100.7 | 32 |
| 4.03 | Extent of staff training† | 3.2 | 132 |
| 4.04 | Treatment of customers† | 5.0 | 43 |
| | *Labour market* | *3.5* | *117* |
| 4.05 | Hiring and firing practices† | 2.4 | 138 |
| 4.06 | Ease of finding skilled employees† | 4.2 | 47 |
| 4.07 | Ease of hiring foreign labour† | 4.3 | 44 |
| 4.08 | Pay and productivity† | 2.6 | 136 |
| 4.09 | Female labour force participation (% to men)* | 0.7 | 92 |
| | **ICT Readiness** | **5.1** | **35** |
| 5.01 | ICT use for B2B transactions† | 4.3 | 102 |
| 5.02 | Internet use for B2C transactions† | 4.4 | 72 |
| 5.03 | Individuals using internet (%)* | 58.5 | 56 |
| 5.04 | Broadband internet subs. per 100 pop.* | 22.3 | 34 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 158.8 | 16 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 61.4 | 30 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 1 |
| 5.08 | Quality of electricity supply | 5.9 | 35 |
| | **Prioritization of Travel & Tourism** | **4.6** | **65** |
| 6.01 | Government prioritization of T&T industry† | 5.0 | 87 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 3.6 | 64 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.6 | 123 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 92.0 | 21 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 18.0 | 48 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 77.9 | 34 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.1** | **24** |
| 7.01 | Visa requirements (0–100 best)* | 22.0 | 102 |
| 7.02 | Openness of bilateral ASA (0–38)* | 11.6 | 54 |
| 7.03 | No. of regional trade agreements in force* | 46.0 | 1 |
| | **Price Competitiveness** | **3.5** | **133** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 75.1 | 83 |
| 8.02 | Hotel price index (US$)* | 170.5 | 76 |
| 8.03 | Purchasing power parity* | 1.0 | 120 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 228.0 | 137 |
| | **Environmental Sustainability** | **4.3** | **47** |
| 9.01 | Stringency of environmental regulations† | 4.5 | 49 |
| 9.02 | Enforcement of environmental regulations† | 3.6 | 84 |
| 9.03 | Sustainability of T&T development† | 3.1 | 133 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 13.3 | 108 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 22 | 28 |
| 9.06 | Baseline water stress (0–5 worst)* | 3.4 | 103 |
| 9.07 | Threatened species (% total species)* | 5.1 | 70 |
| 9.08 | Forest cover change (% average per year)* | –0.6 | 29 |
| 9.09 | Wastewater treatment (%) * | 91.4 | 10 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.1 | 36 |
| | **Air Transport Infrastructure** | **4.3** | **26** |
| 10.01 | Quality of air transport infrastructure† | 4.3 | 70 |
| 10.02 | Airline dom. seat kms per week (millions)* | 443.0 | 14 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 1,895.4 | 16 |
| 10.04 | Departures per 1,000 pop.* | 4.2 | 62 |
| 10.05 | Airport density per million urban pop.* | 1.0 | 76 |
| 10.06 | No. of operating airlines* | 167.0 | 5 |
| | **Ground and Port Infrastructure** | **4.7** | **32** |
| 11.01 | Quality of roads | 4.3 | 57 |
| 11.02 | Quality of railroad infrastructure | 4.1 | 28 |
| 11.03 | Quality of port infrastructure† | 4.5 | 55 |
| 11.04 | Quality of ground transport network† | 4.0 | 91 |
| 11.05 | Railroad density (km/surface area)* | 5.7 | 13 |
| 11.06 | Road density (km/surface area)* | ® | 22 |
| 11.07 | Paved road density (km/surface area)* | ® | 17 |
| | **Tourist Service Infrastructure** | **6.7** | **3** |
| 12.01 | Hotel rooms per 100 pop.* | 1.8 | 11 |
| 12.02 | Extension of business trips recommended† | 5.6 | 42 |
| 12.03 | Presence of major car rental companies† | 7 | 1 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 1,315.9 | 12 |
| | **Natural Resources** | **4.6** | **13** |
| 13.01 | No. of World Heritage natural sites* | 4 | 10 |
| 13.02 | Total known species* | 509 | 74 |
| 13.03 | Total protected areas (% total territorial area)* | 21.0 | 37 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 94 | 2 |
| 13.05 | Quality of the natural environment† | 4.5 | 66 |
| | **Cultural Resources and Business Travel** | **6.5** | **3** |
| 14.01 | No. of World Heritage cultural sites* | 46 | 1 |
| 14.02 | No. of oral and intangible cultural expressions* | 6 | 18 |
| 14.03 | No. of large sports stadiums* | 51.0 | 10 |
| 14.04 | No. of international association meetings* | 457.3 | 6 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 77 | 6 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Jamaica

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **76** | **3.59** |
| **Enabling Environment** | **92** | **4.26** |
| Business Environment | 68 | 4.44 |
| Safety and Security | 127 | 3.85 |
| Health and Hygiene | 95 | 4.66 |
| Human Resources and Labour Market | 61 | 4.61 |
| ICT Readiness | 84 | 3.73 |
| **T&T Policy and Enabling Conditions** | **57** | **4.23** |
| Prioritization of Travel & Tourism | 11 | 5.72 |
| International Openness | 54 | 3.60 |
| Price Competitiveness | 99 | 4.29 |
| Environmental Sustainability | 127 | 3.33 |
| **Infrastructure** | **53** | **3.93** |
| Air Transport Infrastructure | 81 | 2.44 |
| Ground and Port Infrastructure | 30 | 4.75 |
| Tourist Service Infrastructure | 58 | 4.59 |
| **Natural and Cultural Resources** | **101** | **1.95** |
| Natural Resources | 96 | 2.50 |
| Cultural Resources and Business Travel | 96 | 1.40 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 2,008 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 2,074.0 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 1,032.9 |
| Population (millions), 2013 | 2.7 |
| Surface area (1,000 square kilometres), 2013 | 11.0 |
| Gross domestic product per capita (PPP$), 2013 | 8,487 |
| Real GDP growth (%), 2013 | 0.2 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 1,102.2 | 7.7 | 4.7 |
| T&T industry employment (1,000 jobs) | 82.2 | 7.0 | 4.3 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Jamaica

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.4** | **68** |
| 1.01 | Property rights† | 4.4 | 52 |
| 1.02 | Impact of rules on FDI† | 4.1 | 100 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.4 | 88 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.5 | 53 |
| 1.05 | No. of days to deal with construction permits* | 135 | 60 |
| 1.06 | Construction permits cost (%)* | 2.2 | 80 |
| 1.07 | Extent of market dominance† | 3.5 | 89 |
| 1.08 | No. of days to start a business* | 15 | 83 |
| 1.09 | Cost to start a business (% GNI/capita)* | 6.0 | 61 |
| 1.10 | Effect of taxation on incentives to work† | 3.3 | 100 |
| 1.11 | Effect of taxation on incentives to invest† | 3.2 | 115 |
| 1.12 | Total tax rate (% profit)* | 39.3 | 77 |
| 1.12a | Labour and contributions tax rate (% profit)* | 13.3 | 60 |
| 1.12b | Profit tax rate (% profit)* | 19.5 | 84 |
| 1.12c | Other taxes rate (% profit)* | 6.4 | 115 |
| | **Safety and Security** | **3.9** | **127** |
| 2.01 | Business costs of crime and violence† | 2.1 | 140 |
| 2.02 | Reliability of police services† | 3.6 | 104 |
| 2.03 | Business costs of terrorism† | 5.5 | 57 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 39 | 137 |
| | **Health and Hygiene** | **4.7** | **95** |
| 3.01 | Physician density per 1,000 pop.* | 0.4 | 98 |
| 3.02 | Access to improved sanitation (% pop.)* | 80.0 | 81 |
| 3.03 | Access to improved drinking water (% pop.)* | 93.0 | 83 |
| 3.04 | Hospital beds per 10,000 pop. | 17.0 | 90 |
| 3.05 | HIV prevalence (% pop.)* | 1.7 | 120 |
| 3.06 | Malaria incidence per 100,000 pop.* | M.F. | n/a |
| | **Human Resources and Labour Market** | **4.6** | **61** |
| | *Qualification of the labour force* | *5.1* | *76* |
| 4.01 | Primary education enrolment rate (%)* | 92.1 | 87 |
| 4.02 | Secondary education enrolment rate (%)* | 88.6 | 72 |
| 4.03 | Extent of staff training† | 4.1 | 59 |
| 4.04 | Treatment of customers† | 3.8 | 117 |
| | *Labour market* | *4.1* | *61* |
| 4.05 | Hiring and firing practices† | 4.1 | 55 |
| 4.06 | Ease of finding skilled employees† | 3.9 | 67 |
| 4.07 | Ease of hiring foreign labour† | 4.1 | 62 |
| 4.08 | Pay and productivity† | 3.4 | 113 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 63 |
| | **ICT Readiness** | **3.7** | **84** |
| 5.01 | ICT use for B2B transactions† | 4.8 | 68 |
| 5.02 | Internet use for B2C transactions† | 4.1 | 92 |
| 5.03 | Individuals using internet (%)* | 37.8 | 87 |
| 5.04 | Broadband internet subs. per 100 pop.* | 5.1 | 80 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 102.2 | 89 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 30.8 | 71 |
| 5.07 | Mobile network coverage (% pop.)* | 95.0 | 100 |
| 5.08 | Quality of electricity supply | 4.4 | 82 |
| | **Prioritization of Travel & Tourism** | **5.7** | **11** |
| 6.01 | Government prioritization of T&T industry† | 6.3 | 11 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 17.1 | 3 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.9 | 10 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 68.0 | 66 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 13.0 | 89 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 64.0 | 86 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.6** | **54** |
| 7.01 | Visa requirements (0–100 best)* | 50.0 | 31 |
| 7.02 | Openness of bilateral ASA (0–38)* | 24.3 | 8 |
| 7.03 | No. of regional trade agreements in force* | 4.0 | 88 |
| | **Price Competitiveness** | **4.3** | **99** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 72.9 | 96 |
| 8.02 | Hotel price index (US$)* | 211.0 | 91 |
| 8.03 | Purchasing power parity* | 0.6 | 86 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 120.0 | 43 |
| | **Environmental Sustainability** | **3.3** | **127** |
| 9.01 | Stringency of environmental regulations† | 3.7 | 91 |
| 9.02 | Enforcement of environmental regulations† | 3.4 | 96 |
| 9.03 | Sustainability of T&T development† | 4.9 | 40 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 5.2 | 36 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 19 | 73 |
| 9.06 | Baseline water stress (0–5 worst)* | 5.0 | 128 |
| 9.07 | Threatened species (% total species)* | 11.7 | 126 |
| 9.08 | Forest cover change (% average per year)* | –3.4 | 76 |
| 9.09 | Wastewater treatment (%) * | 10.0 | 78 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.0 | 11 |
| | **Air Transport Infrastructure** | **2.4** | **81** |
| 10.01 | Quality of air transport infrastructure† | 4.9 | 48 |
| 10.02 | Airline dom. seat kms per week (millions)* | 0.3 | 89 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 151.5 | 70 |
| 10.04 | Departures per 1,000 pop.* | 0.2 | 125 |
| 10.05 | Airport density per million urban pop.* | 1.4 | 54 |
| 10.06 | No. of operating airlines* | 37.0 | 59 |
| | **Ground and Port Infrastructure** | **4.7** | **30** |
| 11.01 | Quality of roads | 3.7 | 84 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 4.9 | 42 |
| 11.04 | Quality of ground transport network† | 4.2 | 78 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 9 |
| 11.07 | Paved road density (km/surface area)* | ® | 19 |
| | **Tourist Service Infrastructure** | **4.6** | **58** |
| 12.01 | Hotel rooms per 100 pop.* | 0.9 | 40 |
| 12.02 | Extension of business trips recommended† | 5.5 | 54 |
| 12.03 | Presence of major car rental companies† | 6 | 35 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 313.9 | 82 |
| | **Natural Resources** | **2.5** | **96** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 256 | 132 |
| 13.03 | Total protected areas (% total territorial area)* | 7.1 | 100 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 34 | 37 |
| 13.05 | Quality of the natural environment† | 4.7 | 57 |
| | **Cultural Resources and Business Travel** | **1.4** | **96** |
| 14.01 | No. of World Heritage cultural sites* | 0 | 124 |
| 14.02 | No. of oral and intangible cultural expressions* | 1 | 60 |
| 14.03 | No. of large sports stadiums* | 3.0 | 91 |
| 14.04 | No. of international association meetings* | 7.0 | 91 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 11 | 59 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Japan

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **9** | **4.94** |
| **Enabling Environment** | **13** | **5.76** |
| Business Environment | 27 | 5.12 |
| Safety and Security | 22 | 6.05 |
| Health and Hygiene | 13 | 6.43 |
| Human Resources and Labour Market | 15 | 5.20 |
| ICT Readiness | 9 | 6.00 |
| **T&T Policy and Enabling Conditions** | **26** | **4.41** |
| Prioritization of Travel & Tourism | 20 | 5.44 |
| International Openness | 16 | 4.16 |
| Price Competitiveness | 119 | 3.75 |
| Environmental Sustainability | 53 | 4.30 |
| **Infrastructure** | **31** | **4.65** |
| Air Transport Infrastructure | 19 | 4.54 |
| Ground and Port Infrastructure | 17 | 5.29 |
| Tourist Service Infrastructure | 75 | 4.11 |
| **Natural and Cultural Resources** | **11** | **4.93** |
| Natural Resources | 30 | 3.94 |
| Cultural Resources and Business Travel | 6 | 5.92 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 10,364 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 15,130.8 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 1,459.9 |
| Population (millions), 2013 | 127.3 |
| Surface area (1,000 square kilometres), 2013 | 378.0 |
| Gross domestic product per capita (PPP$), 2013 | 36,654 |
| Real GDP growth (%), 2013 | 1.5 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 108,631.0 | 2.2 | 1.4 |
| T&T industry employment (1,000 jobs) | 1,447.2 | 2.3 | 0.6 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Japan

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **5.1** | **27** |
| 1.01 | Property rights† | 5.9 | 11 |
| 1.02 | Impact of rules on FDI† | 4.6 | 58 |
| 1.03 | Efficiency of legal framework settling disputes† | 5.2 | 18 |
| 1.04 | Efficiency of legal framework challenging regs.† | 4.4 | 19 |
| 1.05 | No. of days to deal with construction permits* | 197 | 100 |
| 1.06 | Construction permits cost (%)* | 0.6 | 30 |
| 1.07 | Extent of market dominance† | 5.7 | 2 |
| 1.08 | No. of days to start a business* | 11 | 58 |
| 1.09 | Cost to start a business (% GNI/capita)* | 7.5 | 67 |
| 1.10 | Effect of taxation on incentives to work† | 3.8 | 59 |
| 1.11 | Effect of taxation on incentives to invest† | 3.7 | 70 |
| 1.12 | Total tax rate (% profit)* | 51.3 | 115 |
| 1.12a | Labour and contributions tax rate (% profit)* | 18.1 | 82 |
| 1.12b | Profit tax rate (% profit)* | 28.9 | 131 |
| 1.12c | Other taxes rate (% profit)* | 4.2 | 105 |
| | **Safety and Security** | **6.0** | **22** |
| 2.01 | Business costs of crime and violence† | 5.2 | 33 |
| 2.02 | Reliability of police services† | 6.0 | 17 |
| 2.03 | Business costs of terrorism† | 5.1 | 80 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 0 | 2 |
| | **Health and Hygiene** | **6.4** | **13** |
| 3.01 | Physician density per 1,000 pop.* | 2.3 | 49 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 137.0 | 1 |
| 3.05 | HIV prevalence (% pop.)* | <0.1 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **5.2** | **15** |
| | *Qualification of the labour force* | *6.4* | 1 |
| 4.01 | Primary education enrolment rate (%)* | 99.9 | 3 |
| 4.02 | Secondary education enrolment rate (%)* | 101.8 | 24 |
| 4.03 | Extent of staff training† | 5.4 | 2 |
| 4.04 | Treatment of customers† | 6.3 | 1 |
| | *Labour market* | *4.0* | *75* |
| 4.05 | Hiring and firing practices† | 2.8 | 130 |
| 4.06 | Ease of finding skilled employees† | 4.7 | 25 |
| 4.07 | Ease of hiring foreign labour† | 3.5 | 112 |
| 4.08 | Pay and productivity† | 4.8 | 11 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 87 |
| | **ICT Readiness** | **6.0** | **9** |
| 5.01 | ICT use for B2B transactions† | 6.1 | 4 |
| 5.02 | Internet use for B2C transactions† | 6.1 | 3 |
| 5.03 | Individuals using internet (%)* | 86.3 | 12 |
| 5.04 | Broadband internet subs. per 100 pop.* | 28.9 | 19 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 117.6 | 58 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 120.5 | 3 |
| 5.07 | Mobile network coverage (% pop.)* | 99.9 | 39 |
| 5.08 | Quality of electricity supply | 6.3 | 25 |
| | **Prioritization of Travel & Tourism** | **5.4** | **20** |
| 6.01 | Government prioritization of T&T industry† | 5.7 | 42 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 4.3 | 45 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.8 | 57 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 100.0 | 11 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.5 | 7 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 98.2 | 2 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.2** | **16** |
| 7.01 | Visa requirements (0–100 best)* | 20.0 | 111 |
| 7.02 | Openness of bilateral ASA (0–38)* | 23.6 | 10 |
| 7.03 | No. of regional trade agreements in force* | 25.0 | 36 |
| | **Price Competitiveness** | **3.7** | **119** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 75.1 | 82 |
| 8.02 | Hotel price index (US$)* | 122.8 | 36 |
| 8.03 | Purchasing power parity* | 1.1 | 122 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 200.0 | 126 |
| | **Environmental Sustainability** | **4.3** | **53** |
| 9.01 | Stringency of environmental regulations† | 6.1 | 6 |
| 9.02 | Enforcement of environmental regulations† | 6.0 | 6 |
| 9.03 | Sustainability of T&T development† | 4.9 | 41 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 11.7 | 96 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 23 | 11 |
| 9.06 | Baseline water stress (0–5 worst)* | 3.1 | 93 |
| 9.07 | Threatened species (% total species)* | 13.3 | 131 |
| 9.08 | Forest cover change (% average per year)* | –0.6 | 29 |
| 9.09 | Wastewater treatment (%) * | 71.3 | 25 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.2 | 75 |
| | **Air Transport Infrastructure** | **4.5** | **19** |
| 10.01 | Quality of air transport infrastructure† | 5.5 | 27 |
| 10.02 | Airline dom. seat kms per week (millions)* | 2,158.8 | 4 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 3,527.8 | 6 |
| 10.04 | Departures per 1,000 pop.* | 7.2 | 46 |
| 10.05 | Airport density per million urban pop.* | 0.6 | 106 |
| 10.06 | No. of operating airlines* | 97.0 | 16 |
| | **Ground and Port Infrastructure** | **5.3** | **17** |
| 11.01 | Quality of roads | 5.9 | 10 |
| 11.02 | Quality of railroad infrastructure | 6.7 | 1 |
| 11.03 | Quality of port infrastructure† | 5.3 | 26 |
| 11.04 | Quality of ground transport network† | 6.4 | 3 |
| 11.05 | Railroad density (km/surface area)* | 5.3 | 15 |
| 11.06 | Road density (km/surface area)* | ® | 38 |
| 11.07 | Paved road density (km/surface area)* | ® | 35 |
| | **Tourist Service Infrastructure** | **4.1** | **75** |
| 12.01 | Hotel rooms per 100 pop.* | 1.1 | 27 |
| 12.02 | Extension of business trips recommended† | 4.1 | 129 |
| 12.03 | Presence of major car rental companies† | 4 | 81 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 396.2 | 73 |
| | **Natural Resources** | **3.9** | **30** |
| 13.01 | No. of World Heritage natural sites* | 4 | 10 |
| 13.02 | Total known species* | 638 | 62 |
| 13.03 | Total protected areas (% total territorial area)* | 11.0 | 85 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 39 | 35 |
| 13.05 | Quality of the natural environment† | 5.0 | 44 |
| | **Cultural Resources and Business Travel** | **5.9** | **6** |
| 14.01 | No. of World Heritage cultural sites* | 14 | 12 |
| 14.02 | No. of oral and intangible cultural expressions* | 22 | 2 |
| 14.03 | No. of large sports stadiums* | 89.0 | 4 |
| 14.04 | No. of international association meetings* | 322.7 | 10 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 53 | 9 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Jordan

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **77** | **3.59** |
| **Enabling Environment** | **58** | **4.98** |
| Business Environment | 35 | 4.86 |
| Safety and Security | 41 | 5.79 |
| Health and Hygiene | 59 | 5.53 |
| Human Resources and Labour Market | 65 | 4.56 |
| ICT Readiness | 65 | 4.17 |
| **T&T Policy and Enabling Conditions** | **45** | **4.31** |
| Prioritization of Travel & Tourism | 19 | 5.46 |
| International Openness | 64 | 3.24 |
| Price Competitiveness | 70 | 4.63 |
| Environmental Sustainability | 84 | 3.92 |
| **Infrastructure** | **73** | **3.41** |
| Air Transport Infrastructure | 72 | 2.61 |
| Ground and Port Infrastructure | 82 | 3.25 |
| Tourist Service Infrastructure | 69 | 4.37 |
| **Natural and Cultural Resources** | **127** | **1.66** |
| Natural Resources | 126 | 2.05 |
| Cultural Resources and Business Travel | 118 | 1.27 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 3,945 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 4,116.9 |
| Growth (%) in int'l outbound travel spending* | 1.39 |
| Average spending per int'l tourist (US$), 2013 | 1,043.6 |
| Population (millions), 2013 | 6.5 |
| Surface area (1,000 square kilometres), 2013 | 89.3 |
| Gross domestic product per capita (PPP$), 2013 | 11,639 |
| Real GDP growth (%), 2013 | 2.9 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 1,786.3 | 5.3 | 5.1 |
| T&T industry employment (1,000 jobs) | 66.9 | 4.5 | 3.4 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Jordan

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.9** | **35** |
| 1.01 | Property rights† | 5.1 | 34 |
| 1.02 | Impact of rules on FDI† | 4.4 | 73 |
| 1.03 | Efficiency of legal framework settling disputes† | 4.4 | 31 |
| 1.04 | Efficiency of legal framework challenging regs.† | 4.4 | 22 |
| 1.05 | No. of days to deal with construction permits* | 63 | 7 |
| 1.06 | Construction permits cost (%)* | 9.5 | 128 |
| 1.07 | Extent of market dominance† | 4.3 | 31 |
| 1.08 | No. of days to start a business* | 12 | 68 |
| 1.09 | Cost to start a business (% GNI/capita)* | 21.4 | 106 |
| 1.10 | Effect of taxation on incentives to work† | 3.3 | 93 |
| 1.11 | Effect of taxation on incentives to invest† | 4.0 | 42 |
| 1.12 | Total tax rate (% profit)* | 29.0 | 33 |
| 1.12a | Labour and contributions tax rate (% profit)* | 13.8 | 64 |
| 1.12b | Profit tax rate (% profit)* | 13.2 | 53 |
| 1.12c | Other taxes rate (% profit)* | 2.0 | 68 |
| | **Safety and Security** | **5.8** | **41** |
| 2.01 | Business costs of crime and violence† | 5.1 | 41 |
| 2.02 | Reliability of police services† | 5.3 | 31 |
| 2.03 | Business costs of terrorism† | 5.0 | 84 |
| 2.04 | Index of terrorism incidence* | 6.9 | 89 |
| 2.05 | Homicide rate* | 2 | 50 |
| | **Health and Hygiene** | **5.5** | **59** |
| 3.01 | Physician density per 1,000 pop.* | 2.6 | 45 |
| 3.02 | Access to improved sanitation (% pop.)* | 98.0 | 42 |
| 3.03 | Access to improved drinking water (% pop.)* | 96.0 | 69 |
| 3.04 | Hospital beds per 10,000 pop. | 18.0 | 87 |
| 3.05 | HIV prevalence (% pop.)* | <0.2 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **4.6** | **65** |
| | *Qualification of the labour force* | *5.6* | 39 |
| 4.01 | Primary education enrolment rate (%)* | 97.1 | 44 |
| 4.02 | Secondary education enrolment rate (%)* | 87.8 | 75 |
| 4.03 | Extent of staff training† | 4.1 | 58 |
| 4.04 | Treatment of customers† | 4.9 | 47 |
| | *Labour market* | *3.6* | *110* |
| 4.05 | Hiring and firing practices† | 4.0 | 60 |
| 4.06 | Ease of finding skilled employees† | 4.5 | 32 |
| 4.07 | Ease of hiring foreign labour† | 4.0 | 81 |
| 4.08 | Pay and productivity† | 4.3 | 43 |
| 4.09 | Female labour force participation (% to men)* | 0.2 | 139 |
| | **ICT Readiness** | **4.2** | **65** |
| 5.01 | ICT use for B2B transactions† | 5.3 | 39 |
| 5.02 | Internet use for B2C transactions† | 5.0 | 42 |
| 5.03 | Individuals using internet (%)* | 44.2 | 76 |
| 5.04 | Broadband internet subs. per 100 pop.* | 2.8 | 90 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 141.8 | 32 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 16.1 | 86 |
| 5.07 | Mobile network coverage (% pop.)* | 99.0 | 65 |
| 5.08 | Quality of electricity supply | 5.4 | 49 |
| | **Prioritization of Travel & Tourism** | **5.5** | **19** |
| 6.01 | Government prioritization of T&T industry† | 5.2 | 71 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 10.6 | 7 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.5 | 71 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 89.0 | 26 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 16.5 | 67 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 66.6 | 73 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.2** | **64** |
| 7.01 | Visa requirements (0–100 best)* | 54.0 | 27 |
| 7.02 | Openness of bilateral ASA (0–38)* | 11.4 | 59 |
| 7.03 | No. of regional trade agreements in force* | 9.0 | 62 |
| | **Price Competitiveness** | **4.6** | **70** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 73.2 | 92 |
| 8.02 | Hotel price index (US$)* | 154.6 | 68 |
| 8.03 | Purchasing power parity* | 0.4 | 39 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 144.0 | 76 |
| | **Environmental Sustainability** | **3.9** | **84** |
| 9.01 | Stringency of environmental regulations† | 4.1 | 66 |
| 9.02 | Enforcement of environmental regulations† | 3.9 | 61 |
| 9.03 | Sustainability of T&T development† | 4.5 | 65 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 12.7 | 102 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 21 | 42 |
| 9.06 | Baseline water stress (0–5 worst)* | 4.6 | 120 |
| 9.07 | Threatened species (% total species)* | 5.6 | 80 |
| 9.08 | Forest cover change (% average per year)* | n/a | n/a |
| 9.09 | Wastewater treatment (%) * | 42.3 | 45 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.0 | 31 |
| | **Air Transport Infrastructure** | **2.6** | **72** |
| 10.01 | Quality of air transport infrastructure† | 4.8 | 55 |
| 10.02 | Airline dom. seat kms per week (millions)* | 0.6 | 84 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 189.3 | 62 |
| 10.04 | Departures per 1,000 pop.* | 6.1 | 47 |
| 10.05 | Airport density per million urban pop.* | 0.6 | 108 |
| 10.06 | No. of operating airlines* | 41.0 | 53 |
| | **Ground and Port Infrastructure** | **3.2** | **82** |
| 11.01 | Quality of roads | 4.1 | 61 |
| 11.02 | Quality of railroad infrastructure | 2.2 | 80 |
| 11.03 | Quality of port infrastructure† | 4.1 | 72 |
| 11.04 | Quality of ground transport network† | 5.0 | 40 |
| 11.05 | Railroad density (km/surface area)* | 0.6 | 61 |
| 11.06 | Road density (km/surface area)* | ® | 119 |
| 11.07 | Paved road density (km/surface area)* | ® | 80 |
| | **Tourist Service Infrastructure** | **4.4** | **69** |
| 12.01 | Hotel rooms per 100 pop.* | 0.4 | 69 |
| 12.02 | Extension of business trips recommended† | 5.5 | 55 |
| 12.03 | Presence of major car rental companies† | 7 | 1 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 290.6 | 88 |
| | **Natural Resources** | **2.0** | **126** |
| 13.01 | No. of World Heritage natural sites* | 1 | 76 |
| 13.02 | Total known species* | 414 | 95 |
| 13.03 | Total protected areas (% total territorial area)* | 0.0 | 141 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 6 | 94 |
| 13.05 | Quality of the natural environment† | 4.2 | 79 |
| | **Cultural Resources and Business Travel** | **1.3** | **118** |
| 14.01 | No. of World Heritage cultural sites* | 4 | 55 |
| 14.02 | No. of oral and intangible cultural expressions* | 1 | 60 |
| 14.03 | No. of large sports stadiums* | 0.0 | 120 |
| 14.04 | No. of international association meetings* | 11.3 | 80 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 5 | 89 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Kazakhstan

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **85** | **3.48** |
| **Enabling Environment** | **36** | **5.26** |
| Business Environment | 44 | 4.71 |
| Safety and Security | 72 | 5.32 |
| Health and Hygiene | 7 | 6.68 |
| Human Resources and Labour Market | 37 | 4.83 |
| ICT Readiness | 48 | 4.74 |
| **T&T Policy and Enabling Conditions** | **106** | **3.77** |
| Prioritization of Travel & Tourism | 84 | 4.38 |
| International Openness | 124 | 1.95 |
| Price Competitiveness | 49 | 4.92 |
| Environmental Sustainability | 91 | 3.84 |
| **Infrastructure** | **89** | **3.06** |
| Air Transport Infrastructure | 76 | 2.54 |
| Ground and Port Infrastructure | 102 | 2.85 |
| Tourist Service Infrastructure | 81 | 3.81 |
| **Natural and Cultural Resources** | **112** | **1.81** |
| Natural Resources | 111 | 2.27 |
| Cultural Resources and Business Travel | 101 | 1.35 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 4,926 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 1,344.0 |
| Growth (%) in int'l outbound travel spending* | 2.54 |
| Average spending per int'l tourist (US$), 2013 | 272.8 |
| Population (millions), 2013 | 17.0 |
| Surface area (1,000 square kilometres), 2013 | 2,724.9 |
| Gross domestic product per capita (PPP$), 2013 | 23,038 |
| Real GDP growth (%), 2013 | 6.0 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 3,503.2 | 1.6 | 5.0 |
| T&T industry employment (1,000 jobs) | 137.5 | 1.6 | 3.5 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Kazakhstan

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.7** | **44** |
| 1.01 | Property rights† | 4.1 | 70 |
| 1.02 | Impact of rules on FDI† | 4.4 | 78 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.8 | 59 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.5 | 60 |
| 1.05 | No. of days to deal with construction permits* | 156 | 77 |
| 1.06 | Construction permits cost (%)* | 1.5 | 67 |
| 1.07 | Extent of market dominance† | 3.8 | 68 |
| 1.08 | No. of days to start a business* | 10 | 53 |
| 1.09 | Cost to start a business (% GNI/capita)* | 0.5 | 9 |
| 1.10 | Effect of taxation on incentives to work† | 3.9 | 43 |
| 1.11 | Effect of taxation on incentives to invest† | 4.0 | 37 |
| 1.12 | Total tax rate (% profit)* | 28.6 | 31 |
| 1.12a | Labour and contributions tax rate (% profit)* | 11.2 | 39 |
| 1.12b | Profit tax rate (% profit)* | 15.9 | 62 |
| 1.12c | Other taxes rate (% profit)* | 1.5 | 53 |
| | **Safety and Security** | **5.3** | **72** |
| 2.01 | Business costs of crime and violence† | 4.8 | 53 |
| 2.02 | Reliability of police services† | 3.8 | 91 |
| 2.03 | Business costs of terrorism† | 5.3 | 68 |
| 2.04 | Index of terrorism incidence* | 6.8 | 99 |
| 2.05 | Homicide rate* | 8 | 93 |
| | **Health and Hygiene** | **6.7** | **7** |
| 3.01 | Physician density per 1,000 pop.* | 3.6 | 15 |
| 3.02 | Access to improved sanitation (% pop.)* | 97.0 | 46 |
| 3.03 | Access to improved drinking water (% pop.)* | 93.0 | 83 |
| 3.04 | Hospital beds per 10,000 pop. | 72.0 | 6 |
| 3.05 | HIV prevalence (% pop.)* | 0.2 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **4.8** | **37** |
| | *Qualification of the labour force* | *5.1* | *80* |
| 4.01 | Primary education enrolment rate (%)* | 85.6 | 115 |
| 4.02 | Secondary education enrolment rate (%)* | 97.7 | 40 |
| 4.03 | Extent of staff training† | 4.1 | 62 |
| 4.04 | Treatment of customers† | 4.6 | 65 |
| | *Labour market* | *4.6* | 17 |
| 4.05 | Hiring and firing practices† | 4.4 | 22 |
| 4.06 | Ease of finding skilled employees† | 3.5 | 97 |
| 4.07 | Ease of hiring foreign labour† | 4.4 | 34 |
| 4.08 | Pay and productivity† | 4.7 | 16 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 25 |
| | **ICT Readiness** | **4.7** | **48** |
| 5.01 | ICT use for B2B transactions† | 4.8 | 64 |
| 5.02 | Internet use for B2C transactions† | 4.7 | 58 |
| 5.03 | Individuals using internet (%)* | 54.0 | 61 |
| 5.04 | Broadband internet subs. per 100 pop.* | 11.3 | 58 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 184.7 | 5 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 57.2 | 34 |
| 5.07 | Mobile network coverage (% pop.)* | 95.0 | 100 |
| 5.08 | Quality of electricity supply | 4.7 | 77 |
| | **Prioritization of Travel & Tourism** | **4.4** | **84** |
| 6.01 | Government prioritization of T&T industry† | 4.6 | 103 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 4.1 | 50 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.8 | 111 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 78.0 | 46 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 12.0 | 94 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 74.2 | 50 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.0** | **124** |
| 7.01 | Visa requirements (0–100 best)* | 5.0 | 128 |
| 7.02 | Openness of bilateral ASA (0–38)* | 6.0 | 123 |
| 7.03 | No. of regional trade agreements in force* | 9.0 | 62 |
| | **Price Competitiveness** | **4.9** | **49** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 82.9 | 53 |
| 8.02 | Hotel price index (US$)* | 160.8 | 72 |
| 8.03 | Purchasing power parity* | 0.6 | 76 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 101.0 | 29 |
| | **Environmental Sustainability** | **3.8** | **91** |
| 9.01 | Stringency of environmental regulations† | 4.0 | 69 |
| 9.02 | Enforcement of environmental regulations† | 3.8 | 68 |
| 9.03 | Sustainability of T&T development† | 3.9 | 96 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 7.4 | 64 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 15 | 128 |
| 9.06 | Baseline water stress (0–5 worst)* | 4.0 | 115 |
| 9.07 | Threatened species (% total species)* | 6.4 | 92 |
| 9.08 | Forest cover change (% average per year)* | –0.2 | 17 |
| 9.09 | Wastewater treatment (%) * | 30.5 | 51 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | n/a | n/a |
| | **Air Transport Infrastructure** | **2.5** | **76** |
| 10.01 | Quality of air transport infrastructure† | 4.0 | 85 |
| 10.02 | Airline dom. seat kms per week (millions)* | 98.4 | 32 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 156.9 | 68 |
| 10.04 | Departures per 1,000 pop.* | 3.2 | 70 |
| 10.05 | Airport density per million urban pop.* | 2.1 | 35 |
| 10.06 | No. of operating airlines* | 37.0 | 59 |
| | **Ground and Port Infrastructure** | **2.8** | **102** |
| 11.01 | Quality of roads | 3.0 | 113 |
| 11.02 | Quality of railroad infrastructure | 4.2 | 27 |
| 11.03 | Quality of port infrastructure† | 2.7 | 122 |
| 11.04 | Quality of ground transport network† | 4.8 | 50 |
| 11.05 | Railroad density (km/surface area)* | 0.5 | 62 |
| 11.06 | Road density (km/surface area)* | ® | 135 |
| 11.07 | Paved road density (km/surface area)* | ® | 102 |
| | **Tourist Service Infrastructure** | **3.8** | **81** |
| 12.01 | Hotel rooms per 100 pop.* | 0.2 | 88 |
| 12.02 | Extension of business trips recommended† | 4.6 | 115 |
| 12.03 | Presence of major car rental companies† | 1 | 120 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 1,087.6 | 15 |
| | **Natural Resources** | **2.3** | **111** |
| 13.01 | No. of World Heritage natural sites* | 1 | 43 |
| 13.02 | Total known species* | 608 | 65 |
| 13.03 | Total protected areas (% total territorial area)* | 3.3 | 126 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 3 | 118 |
| 13.05 | Quality of the natural environment† | 4.0 | 91 |
| | **Cultural Resources and Business Travel** | **1.4** | **101** |
| 14.01 | No. of World Heritage cultural sites* | 3 | 58 |
| 14.02 | No. of oral and intangible cultural expressions* | 2 | 41 |
| 14.03 | No. of large sports stadiums* | 3.0 | 91 |
| 14.04 | No. of international association meetings* | 5.7 | 101 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 3 | 104 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Kenya

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **78** | **3.58** |
| **Enabling Environment** | **117** | **3.79** |
| Business Environment | 77 | 4.33 |
| Safety and Security | 131 | 3.78 |
| Health and Hygiene | 121 | 3.29 |
| Human Resources and Labour Market | 77 | 4.44 |
| ICT Readiness | 103 | 3.13 |
| **T&T Policy and Enabling Conditions** | **43** | **4.32** |
| Prioritization of Travel & Tourism | 23 | 5.36 |
| International Openness | 73 | 3.01 |
| Price Competitiveness | 83 | 4.50 |
| Environmental Sustainability | 39 | 4.42 |
| **Infrastructure** | **88** | **3.07** |
| Air Transport Infrastructure | 74 | 2.56 |
| Ground and Port Infrastructure | 73 | 3.36 |
| Tourist Service Infrastructure | 94 | 3.30 |
| **Natural and Cultural Resources** | **36** | **3.15** |
| Natural Resources | 11 | 4.63 |
| Cultural Resources and Business Travel | 65 | 1.67 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 1,433 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 880.6 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 614.5 |
| Population (millions), 2013 | 44.4 |
| Surface area (1,000 square kilometres), 2013 | 580.4 |
| Gross domestic product per capita (PPP$), 2013 | 3,009 |
| Real GDP growth (%), 2013 | 4.6 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 2,119.8 | 4.8 | 5.2 |
| T&T industry employment (1,000 jobs) | 226.3 | 4.1 | 2.3 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Kenya

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.3** | **77** |
| 1.01 | Property rights† | 4.2 | 65 |
| 1.02 | Impact of rules on FDI† | 4.4 | 70 |
| 1.03 | Efficiency of legal framework settling disputes† | 4.1 | 47 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.8 | 42 |
| 1.05 | No. of days to deal with construction permits* | 125 | 57 |
| 1.06 | Construction permits cost (%)* | 9.3 | 126 |
| 1.07 | Extent of market dominance† | 4.1 | 41 |
| 1.08 | No. of days to start a business* | 30 | 112 |
| 1.09 | Cost to start a business (% GNI/capita)* | 42.7 | 119 |
| 1.10 | Effect of taxation on incentives to work† | 3.6 | 73 |
| 1.11 | Effect of taxation on incentives to invest† | 3.6 | 75 |
| 1.12 | Total tax rate (% profit)* | 38.1 | 70 |
| 1.12a | Labour and contributions tax rate (% profit)* | 1.9 | 13 |
| 1.12b | Profit tax rate (% profit)* | 30.8 | 136 |
| 1.12c | Other taxes rate (% profit)* | 5.4 | 112 |
| | **Safety and Security** | **3.8** | **131** |
| 2.01 | Business costs of crime and violence† | 3.0 | 127 |
| 2.02 | Reliability of police services† | 3.9 | 85 |
| 2.03 | Business costs of terrorism† | 3.0 | 133 |
| 2.04 | Index of terrorism incidence* | 3.0 | 131 |
| 2.05 | Homicide rate* | 6 | 84 |
| | **Health and Hygiene** | **3.3** | **121** |
| 3.01 | Physician density per 1,000 pop.* | 0.2 | 116 |
| 3.02 | Access to improved sanitation (% pop.)* | 30.0 | 125 |
| 3.03 | Access to improved drinking water (% pop.)* | 62.0 | 131 |
| 3.04 | Hospital beds per 10,000 pop. | 14.0 | 100 |
| 3.05 | HIV prevalence (% pop.)* | 6.1 | 131 |
| 3.06 | Malaria incidence per 100,000 pop.* | 8,106.0 | 54 |
| | **Human Resources and Labour Market** | **4.4** | **77** |
| | *Qualification of the labour force* | *4.3* | *107* |
| 4.01 | Primary education enrolment rate (%)* | 81.8 | 124 |
| 4.02 | Secondary education enrolment rate (%)* | 60.1 | 111 |
| 4.03 | Extent of staff training† | 4.4 | 34 |
| 4.04 | Treatment of customers† | 5.1 | 35 |
| | *Labour market* | *4.6* | 19 |
| 4.05 | Hiring and firing practices† | 4.5 | 17 |
| 4.06 | Ease of finding skilled employees† | 4.9 | 14 |
| 4.07 | Ease of hiring foreign labour† | 4.0 | 75 |
| 4.08 | Pay and productivity† | 4.1 | 55 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 48 |
| | **ICT Readiness** | **3.1** | **103** |
| 5.01 | ICT use for B2B transactions† | 5.2 | 45 |
| 5.02 | Internet use for B2C transactions† | 4.7 | 60 |
| 5.03 | Individuals using internet (%)* | 39.0 | 84 |
| 5.04 | Broadband internet subs. per 100 pop.* | 0.1 | 121 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 71.8 | 118 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 3.0 | 114 |
| 5.07 | Mobile network coverage (% pop.)* | 89.1 | 116 |
| 5.08 | Quality of electricity supply | 3.9 | 94 |
| | **Prioritization of Travel & Tourism** | **5.4** | **23** |
| 6.01 | Government prioritization of T&T industry† | 5.7 | 44 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 7.0 | 22 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.4 | 21 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 54.0 | 97 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 17.0 | 65 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 78.7 | 31 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.0** | **73** |
| 7.01 | Visa requirements (0–100 best)* | 70.0 | 17 |
| 7.02 | Openness of bilateral ASA (0–38)* | 7.7 | 106 |
| 7.03 | No. of regional trade agreements in force* | 3.0 | 100 |
| | **Price Competitiveness** | **4.5** | **83** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 56.3 | 120 |
| 8.02 | Hotel price index (US$)* | 144.9 | 63 |
| 8.03 | Purchasing power parity* | 0.4 | 38 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 137.0 | 65 |
| | **Environmental Sustainability** | **4.4** | **39** |
| 9.01 | Stringency of environmental regulations† | 4.4 | 53 |
| 9.02 | Enforcement of environmental regulations† | 4.3 | 47 |
| 9.03 | Sustainability of T&T development† | 5.0 | 28 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 4.6 | 23 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 23 | 11 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.7 | 42 |
| 9.07 | Threatened species (% total species)* | 5.2 | 76 |
| 9.08 | Forest cover change (% average per year)* | –3.9 | 84 |
| 9.09 | Wastewater treatment (%) * | 0.5 | 109 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.0 | 8 |
| | **Air Transport Infrastructure** | **2.6** | **74** |
| 10.01 | Quality of air transport infrastructure† | 4.8 | 54 |
| 10.02 | Airline dom. seat kms per week (millions)* | 13.3 | 46 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 274.6 | 54 |
| 10.04 | Departures per 1,000 pop.* | 1.7 | 86 |
| 10.05 | Airport density per million urban pop.* | 1.6 | 47 |
| 10.06 | No. of operating airlines* | 35.0 | 64 |
| | **Ground and Port Infrastructure** | **3.4** | **73** |
| 11.01 | Quality of roads | 4.2 | 59 |
| 11.02 | Quality of railroad infrastructure | 2.5 | 70 |
| 11.03 | Quality of port infrastructure† | 4.3 | 61 |
| 11.04 | Quality of ground transport network† | 4.8 | 46 |
| 11.05 | Railroad density (km/surface area)* | 0.3 | 76 |
| 11.06 | Road density (km/surface area)* | ® | 71 |
| 11.07 | Paved road density (km/surface area)* | ® | 114 |
| | **Tourist Service Infrastructure** | **3.3** | **94** |
| 12.01 | Hotel rooms per 100 pop.* | 0.1 | 123 |
| 12.02 | Extension of business trips recommended† | 5.4 | 62 |
| 12.03 | Presence of major car rental companies† | 4 | 81 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 208.1 | 100 |
| | **Natural Resources** | **4.6** | **11** |
| 13.01 | No. of World Heritage natural sites* | 3 | 18 |
| 13.02 | Total known species* | 1,511 | 13 |
| 13.03 | Total protected areas (% total territorial area)* | 11.6 | 81 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 70 | 10 |
| 13.05 | Quality of the natural environment† | 4.5 | 64 |
| | **Cultural Resources and Business Travel** | **1.7** | **65** |
| 14.01 | No. of World Heritage cultural sites* | 3 | 58 |
| 14.02 | No. of oral and intangible cultural expressions* | 2 | 41 |
| 14.03 | No. of large sports stadiums* | 5.0 | 61 |
| 14.04 | No. of international association meetings* | 35.0 | 55 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 9 | 64 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Korea, Rep.

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **29** | **4.37** |
| **Enabling Environment** | **28** | **5.40** |
| Business Environment | 69 | 4.44 |
| Safety and Security | 61 | 5.45 |
| Health and Hygiene | 16 | 6.36 |
| Human Resources and Labour Market | 40 | 4.81 |
| ICT Readiness | 11 | 5.97 |
| **T&T Policy and Enabling Conditions** | **82** | **4.01** |
| Prioritization of Travel & Tourism | 71 | 4.52 |
| International Openness | 53 | 3.60 |
| Price Competitiveness | 109 | 4.06 |
| Environmental Sustainability | 90 | 3.86 |
| **Infrastructure** | **40** | **4.48** |
| Air Transport Infrastructure | 31 | 4.05 |
| Ground and Port Infrastructure | 21 | 5.06 |
| Tourist Service Infrastructure | 70 | 4.33 |
| **Natural and Cultural Resources** | **22** | **3.59** |
| Natural Resources | 107 | 2.34 |
| Cultural Resources and Business Travel | 12 | 4.85 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 12,176 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 14,628.8 |
| Growth (%) in int'l outbound travel spending* | 3.82 |
| Average spending per int'l tourist (US$), 2013 | 1,201.4 |
| Population (millions), 2013 | 50.2 |
| Surface area (1,000 square kilometres), 2013 | 100.2 |
| Gross domestic product per capita (PPP$), 2013 | 33,791 |
| Real GDP growth (%), 2013 | 3.0 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 24,720.6 | 2.1 | 3.3 |
| T&T industry employment (1,000 jobs) | 618.9 | 2.5 | 1.1 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Korea, Rep.

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.4** | **69** |
| 1.01 | Property rights† | 4.2 | 64 |
| 1.02 | Impact of rules on FDI† | 4.2 | 86 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.5 | 82 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.8 | 112 |
| 1.05 | No. of days to deal with construction permits* | 29 | 2 |
| 1.06 | Construction permits cost (%)* | 4.3 | 102 |
| 1.07 | Extent of market dominance† | 3.2 | 120 |
| 1.08 | No. of days to start a business* | 4 | 10 |
| 1.09 | Cost to start a business (% GNI/capita)* | 14.5 | 93 |
| 1.10 | Effect of taxation on incentives to work† | 3.1 | 111 |
| 1.11 | Effect of taxation on incentives to invest† | 3.3 | 105 |
| 1.12 | Total tax rate (% profit)* | 32.4 | 48 |
| 1.12a | Labour and contributions tax rate (% profit)* | 13.6 | 63 |
| 1.12b | Profit tax rate (% profit)* | 18.4 | 78 |
| 1.12c | Other taxes rate (% profit)* | 0.3 | 14 |
| | **Safety and Security** | **5.4** | **61** |
| 2.01 | Business costs of crime and violence† | 4.3 | 76 |
| 2.02 | Reliability of police services† | 4.6 | 48 |
| 2.03 | Business costs of terrorism† | 4.4 | 114 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 1 | 18 |
| | **Health and Hygiene** | **6.4** | **16** |
| 3.01 | Physician density per 1,000 pop.* | 2.1 | 53 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 98.0 | 55 |
| 3.04 | Hospital beds per 10,000 pop. | 103.0 | 2 |
| 3.05 | HIV prevalence (% pop.)* | <0.1 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | 2.7 | 18 |
| | **Human Resources and Labour Market** | **4.8** | **40** |
| | *Qualification of the labour force* | *5.9* | 18 |
| 4.01 | Primary education enrolment rate (%)* | 99.1 | 12 |
| 4.02 | Secondary education enrolment rate (%)* | 97.2 | 46 |
| 4.03 | Extent of staff training† | 4.2 | 53 |
| 4.04 | Treatment of customers† | 5.5 | 13 |
| | *Labour market* | *3.7* | *100* |
| 4.05 | Hiring and firing practices† | 3.4 | 104 |
| 4.06 | Ease of finding skilled employees† | 3.7 | 81 |
| 4.07 | Ease of hiring foreign labour† | 3.3 | 120 |
| 4.08 | Pay and productivity† | 4.4 | 35 |
| 4.09 | Female labour force participation (% to men)* | 0.7 | 90 |
| | **ICT Readiness** | **6.0** | **11** |
| 5.01 | ICT use for B2B transactions† | 5.6 | 18 |
| 5.02 | Internet use for B2C transactions† | 6.0 | 6 |
| 5.03 | Individuals using internet (%)* | 84.8 | 15 |
| 5.04 | Broadband internet subs. per 100 pop.* | 38.0 | 6 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 111.0 | 71 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 105.3 | 7 |
| 5.07 | Mobile network coverage (% pop.)* | 99.9 | 39 |
| 5.08 | Quality of electricity supply | 5.5 | 44 |
| | **Prioritization of Travel & Tourism** | **4.5** | **71** |
| 6.01 | Government prioritization of T&T industry† | 5.3 | 66 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 2.6 | 93 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.4 | 73 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 60.0 | 84 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.5 | 7 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 69.7 | 60 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.6** | **53** |
| 7.01 | Visa requirements (0–100 best)* | 32.0 | 46 |
| 7.02 | Openness of bilateral ASA (0–38)* | 14.5 | 29 |
| 7.03 | No. of regional trade agreements in force* | 20.0 | 40 |
| | **Price Competitiveness** | **4.1** | **109** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 88.4 | 23 |
| 8.02 | Hotel price index (US$)* | 179.9 | 78 |
| 8.03 | Purchasing power parity* | 0.8 | 109 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 180.0 | 109 |
| | **Environmental Sustainability** | **3.9** | **90** |
| 9.01 | Stringency of environmental regulations† | 4.3 | 59 |
| 9.02 | Enforcement of environmental regulations† | 4.1 | 53 |
| 9.03 | Sustainability of T&T development† | 3.9 | 99 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 19.9 | 134 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 23 | 11 |
| 9.06 | Baseline water stress (0–5 worst)* | 3.5 | 111 |
| 9.07 | Threatened species (% total species)* | 8.8 | 116 |
| 9.08 | Forest cover change (% average per year)* | –1.7 | 48 |
| 9.09 | Wastewater treatment (%) * | 83.7 | 18 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.5 | 88 |
| | **Air Transport Infrastructure** | **4.1** | **31** |
| 10.01 | Quality of air transport infrastructure† | 5.4 | 31 |
| 10.02 | Airline dom. seat kms per week (millions)* | 189.5 | 27 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 2,124.4 | 14 |
| 10.04 | Departures per 1,000 pop.* | 5.7 | 49 |
| 10.05 | Airport density per million urban pop.* | 0.4 | 123 |
| 10.06 | No. of operating airlines* | 74.0 | 27 |
| | **Ground and Port Infrastructure** | **5.1** | **21** |
| 11.01 | Quality of roads | 5.6 | 18 |
| 11.02 | Quality of railroad infrastructure | 5.6 | 10 |
| 11.03 | Quality of port infrastructure† | 5.3 | 27 |
| 11.04 | Quality of ground transport network† | 5.8 | 12 |
| 11.05 | Railroad density (km/surface area)* | 3.6 | 23 |
| 11.06 | Road density (km/surface area)* | ® | 36 |
| 11.07 | Paved road density (km/surface area)* | ® | 28 |
| | **Tourist Service Infrastructure** | **4.3** | **70** |
| 12.01 | Hotel rooms per 100 pop.* | 0.2 | 97 |
| 12.02 | Extension of business trips recommended† | 5.1 | 86 |
| 12.03 | Presence of major car rental companies† | 5 | 59 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 777.9 | 36 |
| | **Natural Resources** | **2.3** | **107** |
| 13.01 | No. of World Heritage natural sites* | 1 | 43 |
| 13.02 | Total known species* | 456 | 84 |
| 13.03 | Total protected areas (% total territorial area)* | 5.3 | 111 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 9 | 83 |
| 13.05 | Quality of the natural environment† | 4.2 | 84 |
| | **Cultural Resources and Business Travel** | **4.8** | **12** |
| 14.01 | No. of World Heritage cultural sites* | 10 | 20 |
| 14.02 | No. of oral and intangible cultural expressions* | 17 | 3 |
| 14.03 | No. of large sports stadiums* | 68.0 | 9 |
| 14.04 | No. of international association meetings* | 245.0 | 14 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 18 | 39 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Kuwait

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **103** | **3.26** |
| **Enabling Environment** | **54** | **5.03** |
| Business Environment | 46 | 4.69 |
| Safety and Security | 43 | 5.76 |
| Health and Hygiene | 62 | 5.43 |
| Human Resources and Labour Market | 93 | 4.26 |
| ICT Readiness | 39 | 5.01 |
| **T&T Policy and Enabling Conditions** | **141** | **3.19** |
| Prioritization of Travel & Tourism | 135 | 3.03 |
| International Openness | 132 | 1.75 |
| Price Competitiveness | 37 | 5.04 |
| Environmental Sustainability | 136 | 2.95 |
| **Infrastructure** | **77** | **3.32** |
| Air Transport Infrastructure | 78 | 2.51 |
| Ground and Port Infrastructure | 62 | 3.61 |
| Tourist Service Infrastructure | 80 | 3.84 |
| **Natural and Cultural Resources** | **137** | **1.52** |
| Natural Resources | 137 | 1.87 |
| Cultural Resources and Business Travel | 125 | 1.17 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 307 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 297.6 |
| Growth (%) in int'l outbound travel spending* | 3.87 |
| Average spending per int'l tourist (US$), 2013 | 969.4 |
| Population (millions), 2013 | 3.4 |
| Surface area (1,000 square kilometres), 2013 | 17.8 |
| Gross domestic product per capita (PPP$), 2013 | 70,785 |
| Real GDP growth (%), 2013 | –0.4 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 2,708.8 | 1.5 | 6.2 |
| T&T industry employment (1,000 jobs) | 41.6 | 1.8 | 3.6 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Kuwait

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.7** | **46** |
| 1.01 | Property rights† | 4.4 | 51 |
| 1.02 | Impact of rules on FDI† | 2.6 | 136 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.7 | 65 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.7 | 45 |
| 1.05 | No. of days to deal with construction permits* | 96 | 30 |
| 1.06 | Construction permits cost (%)* | 1.6 | 68 |
| 1.07 | Extent of market dominance† | 3.4 | 100 |
| 1.08 | No. of days to start a business* | 31 | 116 |
| 1.09 | Cost to start a business (% GNI/capita)* | 1.9 | 33 |
| 1.10 | Effect of taxation on incentives to work† | 5.3 | 7 |
| 1.11 | Effect of taxation on incentives to invest† | 4.6 | 16 |
| 1.12 | Total tax rate (% profit)* | 12.8 | 3 |
| 1.12a | Labour and contributions tax rate (% profit)* | 12.8 | 57 |
| 1.12b | Profit tax rate (% profit)* | 0.0 | 1 |
| 1.12c | Other taxes rate (% profit)* | 0.0 | 1 |
| | **Safety and Security** | **5.8** | **43** |
| 2.01 | Business costs of crime and violence† | 5.2 | 30 |
| 2.02 | Reliability of police services† | 4.4 | 57 |
| 2.03 | Business costs of terrorism† | 5.2 | 72 |
| 2.04 | Index of terrorism incidence* | 7.0 | 51 |
| 2.05 | Homicide rate* | 0 | 4 |
| | **Health and Hygiene** | **5.4** | **62** |
| 3.01 | Physician density per 1,000 pop.* | 1.8 | 66 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 99.0 | 43 |
| 3.04 | Hospital beds per 10,000 pop. | 22.0 | 72 |
| 3.05 | HIV prevalence (% pop.)* | <0.2 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **4.3** | **93** |
| | *Qualification of the labour force* | *5.2* | *69* |
| 4.01 | Primary education enrolment rate (%)* | 92.1 | 86 |
| 4.02 | Secondary education enrolment rate (%)* | 100.3 | 33 |
| 4.03 | Extent of staff training† | 3.7 | 96 |
| 4.04 | Treatment of customers† | 4.4 | 77 |
| | *Labour market* | *3.3* | *125* |
| 4.05 | Hiring and firing practices† | 3.9 | 74 |
| 4.06 | Ease of finding skilled employees† | 3.5 | 101 |
| 4.07 | Ease of hiring foreign labour† | 4.2 | 56 |
| 4.08 | Pay and productivity† | 3.5 | 102 |
| 4.09 | Female labour force participation (% to men)* | 0.5 | 123 |
| | **ICT Readiness** | **5.0** | **39** |
| 5.01 | ICT use for B2B transactions† | 4.7 | 76 |
| 5.02 | Internet use for B2C transactions† | 4.4 | 71 |
| 5.03 | Individuals using internet (%)* | 75.5 | 27 |
| 5.04 | Broadband internet subs. per 100 pop.* | 1.4 | 100 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 190.3 | 4 |
| 5.06 | Mobile broadband subs. per 100 pop.* | n/a | n/a |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 1 |
| 5.08 | Quality of electricity supply | 5.0 | 63 |
| | **Prioritization of Travel & Tourism** | **3.0** | **135** |
| 6.01 | Government prioritization of T&T industry† | 2.3 | 141 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 1.2 | 129 |
| 6.03 | Effectiveness of marketing to attract tourists† | 2.2 | 138 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 44.0 | 111 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 4.5 | 113 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 87.8 | 12 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **1.7** | **132** |
| 7.01 | Visa requirements (0–100 best)* | 12.0 | 120 |
| 7.02 | Openness of bilateral ASA (0–38)* | 7.0 | 114 |
| 7.03 | No. of regional trade agreements in force* | 2.0 | 113 |
| | **Price Competitiveness** | **5.0** | **37** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 95.5 | 7 |
| 8.02 | Hotel price index (US$)* | 251.3 | 98 |
| 8.03 | Purchasing power parity* | 0.7 | 95 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 23.0 | 3 |
| | **Environmental Sustainability** | **3.0** | **136** |
| 9.01 | Stringency of environmental regulations† | 2.9 | 129 |
| 9.02 | Enforcement of environmental regulations† | 2.7 | 129 |
| 9.03 | Sustainability of T&T development† | 2.3 | 138 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 18.9 | 133 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 15 | 128 |
| 9.06 | Baseline water stress (0–5 worst)* | 5.0 | 126 |
| 9.07 | Threatened species (% total species)* | 4.3 | 53 |
| 9.08 | Forest cover change (% average per year)* | n/a | n/a |
| 9.09 | Wastewater treatment (%) * | 43.0 | 44 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.3 | 82 |
| | **Air Transport Infrastructure** | **2.5** | **78** |
| 10.01 | Quality of air transport infrastructure† | 3.8 | 99 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 259.0 | 55 |
| 10.04 | Departures per 1,000 pop.* | 8.0 | 41 |
| 10.05 | Airport density per million urban pop.* | 0.3 | 128 |
| 10.06 | No. of operating airlines* | 43.0 | 50 |
| | **Ground and Port Infrastructure** | **3.6** | **62** |
| 11.01 | Quality of roads | 4.6 | 48 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 3.9 | 82 |
| 11.04 | Quality of ground transport network† | 3.7 | 108 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 60 |
| 11.07 | Paved road density (km/surface area)* | ® | 51 |
| | **Tourist Service Infrastructure** | **3.8** | **80** |
| 12.01 | Hotel rooms per 100 pop.* | 0.3 | 85 |
| 12.02 | Extension of business trips recommended† | 3.3 | 139 |
| 12.03 | Presence of major car rental companies† | 7 | 1 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 404.6 | 71 |
| | **Natural Resources** | **1.9** | **137** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 326 | 124 |
| 13.03 | Total protected areas (% total territorial area)* | 12.9 | 76 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 3 | 111 |
| 13.05 | Quality of the natural environment† | 2.9 | 137 |
| | **Cultural Resources and Business Travel** | **1.2** | **125** |
| 14.01 | No. of World Heritage cultural sites* | 0 | 124 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 2.0 | 98 |
| 14.04 | No. of international association meetings* | 2.5 | 120 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 4 | 92 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Kyrgyz Republic

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **116** | **3.08** |
| **Enabling Environment** | **76** | **4.54** |
| Business Environment | 81 | 4.24 |
| Safety and Security | 97 | 4.88 |
| Health and Hygiene | 53 | 5.73 |
| Human Resources and Labour Market | 70 | 4.49 |
| ICT Readiness | 99 | 3.34 |
| **T&T Policy and Enabling Conditions** | **115** | **3.70** |
| Prioritization of Travel & Tourism | 115 | 3.81 |
| International Openness | 111 | 2.24 |
| Price Competitiveness | 15 | 5.37 |
| Environmental Sustainability | 124 | 3.38 |
| **Infrastructure** | **127** | **2.31** |
| Air Transport Infrastructure | 121 | 1.89 |
| Ground and Port Infrastructure | 125 | 2.44 |
| Tourist Service Infrastructure | 122 | 2.60 |
| **Natural and Cultural Resources** | **119** | **1.77** |
| Natural Resources | 120 | 2.16 |
| Cultural Resources and Business Travel | 97 | 1.39 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 3,076 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 529.6 |
| Growth (%) in int'l outbound travel spending* | 1.15 |
| Average spending per int'l tourist (US$), 2013 | 172.2 |
| Population (millions), 2013 | 5.7 |
| Surface area (1,000 square kilometres), 2013 | 199.9 |
| Gross domestic product per capita (PPP$), 2013 | 3,230 |
| Real GDP growth (%), 2013 | 10.5 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 118.2 | 1.6 | 5.3 |
| T&T industry employment (1,000 jobs) | 36.2 | 1.6 | 0.6 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Kyrgyz Republic

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.2** | **81** |
| 1.01 | Property rights† | 3.2 | 125 |
| 1.02 | Impact of rules on FDI† | 3.9 | 107 |
| 1.03 | Efficiency of legal framework settling disputes† | 2.9 | 121 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.6 | 118 |
| 1.05 | No. of days to deal with construction permits* | 141 | 65 |
| 1.06 | Construction permits cost (%)* | 2.1 | 77 |
| 1.07 | Extent of market dominance† | 3.3 | 109 |
| 1.08 | No. of days to start a business* | 8 | **42** |
| 1.09 | Cost to start a business (% GNI/capita)* | 2.4 | **41** |
| 1.10 | Effect of taxation on incentives to work† | 3.4 | 90 |
| 1.11 | Effect of taxation on incentives to invest† | 3.4 | 98 |
| 1.12 | Total tax rate (% profit)* | 29.0 | **33** |
| 1.12a | Labour and contributions tax rate (% profit)* | 19.5 | 91 |
| 1.12b | Profit tax rate (% profit)* | 6.4 | **22** |
| 1.12c | Other taxes rate (% profit)* | 3.1 | 91 |
| | **Safety and Security** | **4.9** | **97** |
| 2.01 | Business costs of crime and violence† | 4.2 | 83 |
| 2.02 | Reliability of police services† | 3.1 | 117 |
| 2.03 | Business costs of terrorism† | 4.5 | 110 |
| 2.04 | Index of terrorism incidence* | 7.0 | 51 |
| 2.05 | Homicide rate* | 9 | 100 |
| | **Health and Hygiene** | **5.7** | **53** |
| 3.01 | Physician density per 1,000 pop.* | 2.0 | 59 |
| 3.02 | Access to improved sanitation (% pop.)* | 92.0 | 61 |
| 3.03 | Access to improved drinking water (% pop.)* | 88.0 | 98 |
| 3.04 | Hospital beds per 10,000 pop. | 48.0 | **31** |
| 3.05 | HIV prevalence (% pop.)* | 0.3 | 58 |
| 3.06 | Malaria incidence per 100,000 pop.* | 0.0 | **1** |
| | **Human Resources and Labour Market** | **4.5** | **70** |
| | *Qualification of the labour force* | *5.0* | *82* |
| 4.01 | Primary education enrolment rate (%)* | 90.5 | 101 |
| 4.02 | Secondary education enrolment rate (%)* | 88.2 | 74 |
| 4.03 | Extent of staff training† | 3.5 | 112 |
| 4.04 | Treatment of customers† | 4.4 | 79 |
| | *Labour market* | *3.9* | *82* |
| 4.05 | Hiring and firing practices† | 4.1 | 52 |
| 4.06 | Ease of finding skilled employees† | 3.0 | 127 |
| 4.07 | Ease of hiring foreign labour† | 4.3 | **45** |
| 4.08 | Pay and productivity† | 4.5 | **26** |
| 4.09 | Female labour force participation (% to men)* | 0.7 | 93 |
| | **ICT Readiness** | **3.3** | **99** |
| 5.01 | ICT use for B2B transactions† | 4.1 | 109 |
| 5.02 | Internet use for B2C transactions† | 4.2 | 86 |
| 5.03 | Individuals using internet (%)* | 23.4 | 97 |
| 5.04 | Broadband internet subs. per 100 pop.* | 2.4 | 94 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 121.4 | 54 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 19.1 | 81 |
| 5.07 | Mobile network coverage (% pop.)* | 97.6 | 88 |
| 5.08 | Quality of electricity supply | 2.9 | 113 |
| | **Prioritization of Travel & Tourism** | **3.8** | **115** |
| 6.01 | Government prioritization of T&T industry† | 5.3 | 61 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 1.9 | 113 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.7 | 115 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 56.0 | 88 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 9.0 | 104 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 55.7 | 111 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.2** | **111** |
| 7.01 | Visa requirements (0–100 best)* | 32.0 | **46** |
| 7.02 | Openness of bilateral ASA (0–38)* | 2.6 | 136 |
| 7.03 | No. of regional trade agreements in force* | 8.0 | 65 |
| | **Price Competitiveness** | **5.4** | **15** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 69.3 | 103 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.4 | **22** |
| 8.04 | Fuel price levels (US$ cents/litre)* | 89.0 | **23** |
| | **Environmental Sustainability** | **3.4** | **124** |
| 9.01 | Stringency of environmental regulations† | 2.9 | 131 |
| 9.02 | Enforcement of environmental regulations† | 2.7 | 128 |
| 9.03 | Sustainability of T&T development† | 3.4 | 124 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 7.8 | 70 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 15 | 128 |
| 9.06 | Baseline water stress (0–5 worst)* | 4.8 | 123 |
| 9.07 | Threatened species (% total species)* | 4.5 | 55 |
| 9.08 | Forest cover change (% average per year)* | –0.3 | **20** |
| 9.09 | Wastewater treatment (%) * | 4.2 | 91 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | n/a | n/a |
| | **Air Transport Infrastructure** | **1.9** | **121** |
| 10.01 | Quality of air transport infrastructure† | 3.2 | 122 |
| 10.02 | Airline dom. seat kms per week (millions)* | 3.8 | 65 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 72.0 | 89 |
| 10.04 | Departures per 1,000 pop.* | 1.3 | 91 |
| 10.05 | Airport density per million urban pop.* | 1.0 | 79 |
| 10.06 | No. of operating airlines* | 22.0 | 88 |
| | **Ground and Port Infrastructure** | **2.4** | **125** |
| 11.01 | Quality of roads | 2.7 | 123 |
| 11.02 | Quality of railroad infrastructure | 2.6 | 66 |
| 11.03 | Quality of port infrastructure† | 1.3 | 141 |
| 11.04 | Quality of ground transport network† | 4.9 | **43** |
| 11.05 | Railroad density (km/surface area)* | 0.2 | 83 |
| 11.06 | Road density (km/surface area)* | ® | 96 |
| 11.07 | Paved road density (km/surface area)* | ® | 79 |
| | **Tourist Service Infrastructure** | **2.6** | **122** |
| 12.01 | Hotel rooms per 100 pop.* | 0.0 | 127 |
| 12.02 | Extension of business trips recommended† | 5.2 | 83 |
| 12.03 | Presence of major car rental companies† | 0 | 136 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 376.0 | 75 |
| | **Natural Resources** | **2.2** | **120** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 403 | 98 |
| 13.03 | Total protected areas (% total territorial area)* | 6.3 | 107 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 1 | 134 |
| 13.05 | Quality of the natural environment† | 5.1 | **42** |
| | **Cultural Resources and Business Travel** | **1.4** | **97** |
| 14.01 | No. of World Heritage cultural sites* | 2 | 71 |
| 14.02 | No. of oral and intangible cultural expressions* | 5 | **22** |
| 14.03 | No. of large sports stadiums* | 2.0 | 98 |
| 14.04 | No. of international association meetings* | 0.5 | 133 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 1 | 136 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Lao PDR

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **96** | **3.33** |
| **Enabling Environment** | **84** | **4.39** |
| Business Environment | 56 | 4.58 |
| Safety and Security | 56 | 5.51 |
| Health and Hygiene | 108 | 4.25 |
| Human Resources and Labour Market | 67 | 4.50 |
| ICT Readiness | 106 | 3.09 |
| **T&T Policy and Enabling Conditions** | **80** | **4.07** |
| Prioritization of Travel & Tourism | 50 | 4.83 |
| International Openness | 76 | 2.94 |
| Price Competitiveness | 48 | 4.93 |
| Environmental Sustainability | 112 | 3.55 |
| **Infrastructure** | **100** | **2.84** |
| Air Transport Infrastructure | 89 | 2.29 |
| Ground and Port Infrastructure | 96 | 3.01 |
| Tourist Service Infrastructure | 97 | 3.22 |
| **Natural and Cultural Resources** | **94** | **2.01** |
| Natural Resources | 77 | 2.74 |
| Cultural Resources and Business Travel | 113 | 1.29 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 2,510 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 595.9 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 237.4 |
| Population (millions), 2013 | 6.8 |
| Surface area (1,000 square kilometres), 2013 | 236.8 |
| Gross domestic product per capita (PPP$), 2013 | 4,666 |
| Real GDP growth (%), 2013 | 8.0 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 469.1 | 4.7 | 5.8 |
| T&T industry employment (1,000 jobs) | 119.7 | 4.0 | 1.6 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Lao PDR

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.6** | **56** |
| 1.01 | Property rights† | 3.8 | 95 |
| 1.02 | Impact of rules on FDI† | 4.8 | 34 |
| 1.03 | Efficiency of legal framework settling disputes† | 4.3 | 38 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.8 | 106 |
| 1.05 | No. of days to deal with construction permits* | 107 | 40 |
| 1.06 | Construction permits cost (%)* | 0.6 | 30 |
| 1.07 | Extent of market dominance† | 4.2 | 37 |
| 1.08 | No. of days to start a business* | 92 | 138 |
| 1.09 | Cost to start a business (% GNI/capita)* | 5.7 | 60 |
| 1.10 | Effect of taxation on incentives to work† | 4.1 | 32 |
| 1.11 | Effect of taxation on incentives to invest† | 4.0 | 38 |
| 1.12 | Total tax rate (% profit)* | 25.8 | 24 |
| 1.12a | Labour and contributions tax rate (% profit)* | 5.6 | 26 |
| 1.12b | Profit tax rate (% profit)* | 16.5 | 66 |
| 1.12c | Other taxes rate (% profit)* | 3.7 | 98 |
| | **Safety and Security** | **5.5** | **56** |
| 2.01 | Business costs of crime and violence† | 5.0 | 43 |
| 2.02 | Reliability of police services† | 4.2 | 64 |
| 2.03 | Business costs of terrorism† | 5.2 | 78 |
| 2.04 | Index of terrorism incidence* | 7.0 | 51 |
| 2.05 | Homicide rate* | 6 | 81 |
| | **Health and Hygiene** | **4.3** | **108** |
| 3.01 | Physician density per 1,000 pop.* | 0.2 | 115 |
| 3.02 | Access to improved sanitation (% pop.)* | 65.0 | 98 |
| 3.03 | Access to improved drinking water (% pop.)* | 72.0 | 124 |
| 3.04 | Hospital beds per 10,000 pop. | 15.0 | 96 |
| 3.05 | HIV prevalence (% pop.)* | 0.3 | 58 |
| 3.06 | Malaria incidence per 100,000 pop.* | 1,655.2 | 45 |
| | **Human Resources and Labour Market** | **4.5** | **67** |
| | *Qualification of the labour force* | *4.4* | *105* |
| 4.01 | Primary education enrolment rate (%)* | 95.9 | 56 |
| 4.02 | Secondary education enrolment rate (%)* | 46.5 | 121 |
| 4.03 | Extent of staff training† | 4.3 | 45 |
| 4.04 | Treatment of customers† | 4.6 | 68 |
| | *Labour market* | *4.7* | 13 |
| 4.05 | Hiring and firing practices† | 4.1 | 46 |
| 4.06 | Ease of finding skilled employees† | 3.1 | 124 |
| 4.07 | Ease of hiring foreign labour† | 4.1 | 65 |
| 4.08 | Pay and productivity† | 5.0 | 8 |
| 4.09 | Female labour force participation (% to men)* | 1.0 | 5 |
| | **ICT Readiness** | **3.1** | **106** |
| 5.01 | ICT use for B2B transactions† | 4.6 | 86 |
| 5.02 | Internet use for B2C transactions† | 4.1 | 88 |
| 5.03 | Individuals using internet (%)* | 12.5 | 118 |
| 5.04 | Broadband internet subs. per 100 pop.* | 0.1 | 120 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 68.1 | 127 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 2.5 | 117 |
| 5.07 | Mobile network coverage (% pop.)* | 96.0 | 94 |
| 5.08 | Quality of electricity supply | 5.0 | 64 |
| | **Prioritization of Travel & Tourism** | **4.8** | **50** |
| 6.01 | Government prioritization of T&T industry† | 5.5 | 53 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 8.0 | 16 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.0 | 47 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 54.0 | 97 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 9.0 | 104 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 54.1 | 113 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.9** | **76** |
| 7.01 | Visa requirements (0–100 best)* | 64.0 | 23 |
| 7.02 | Openness of bilateral ASA (0–38)* | 0.6 | 138 |
| 7.03 | No. of regional trade agreements in force* | 11.0 | 59 |
| | **Price Competitiveness** | **4.9** | **48** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | n/a | n/a |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.3 | 13 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 133.0 | 61 |
| | **Environmental Sustainability** | **3.6** | **112** |
| 9.01 | Stringency of environmental regulations† | 3.9 | 77 |
| 9.02 | Enforcement of environmental regulations† | 3.9 | 63 |
| 9.03 | Sustainability of T&T development† | 5.1 | 24 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 21.1 | 135 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | n/a | n/a |
| 9.06 | Baseline water stress (0–5 worst)* | 0.0 | 6 |
| 9.07 | Threatened species (% total species)* | 7.6 | 105 |
| 9.08 | Forest cover change (% average per year)* | –4.3 | 89 |
| 9.09 | Wastewater treatment (%) * | 0.0 | 119 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | n/a | n/a |
| | **Air Transport Infrastructure** | **2.3** | **89** |
| 10.01 | Quality of air transport infrastructure† | 4.1 | 82 |
| 10.02 | Airline dom. seat kms per week (millions)* | 4.1 | 62 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 16.3 | 125 |
| 10.04 | Departures per 1,000 pop.* | 2.9 | 72 |
| 10.05 | Airport density per million urban pop.* | 3.2 | 25 |
| 10.06 | No. of operating airlines* | 10.0 | 124 |
| | **Ground and Port Infrastructure** | **3.0** | **96** |
| 11.01 | Quality of roads | 4.0 | 68 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 2.6 | 128 |
| 11.04 | Quality of ground transport network† | 4.1 | 83 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 92 |
| 11.07 | Paved road density (km/surface area)* | ® | 112 |
| | **Tourist Service Infrastructure** | **3.2** | **97** |
| 12.01 | Hotel rooms per 100 pop.* | 0.6 | 58 |
| 12.02 | Extension of business trips recommended† | 5.3 | 68 |
| 12.03 | Presence of major car rental companies† | 2 | 105 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 156.8 | 105 |
| | **Natural Resources** | **2.7** | **77** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 989 | 35 |
| 13.03 | Total protected areas (% total territorial area)* | 16.7 | 51 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 5 | 99 |
| 13.05 | Quality of the natural environment† | 4.5 | 61 |
| | **Cultural Resources and Business Travel** | **1.3** | **113** |
| 14.01 | No. of World Heritage cultural sites* | 2 | 71 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 3.0 | 91 |
| 14.04 | No. of international association meetings* | 3.3 | 111 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 7 | 80 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Latvia

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **53** | **4.01** |
| **Enabling Environment** | **25** | **5.47** |
| Business Environment | 53 | 4.59 |
| Safety and Security | 40 | 5.79 |
| Health and Hygiene | 27 | 6.17 |
| Human Resources and Labour Market | 19 | 5.18 |
| ICT Readiness | 20 | 5.60 |
| **T&T Policy and Enabling Conditions** | **16** | **4.51** |
| Prioritization of Travel & Tourism | 63 | 4.64 |
| International Openness | 36 | 3.97 |
| Price Competitiveness | 58 | 4.84 |
| Environmental Sustainability | 30 | 4.59 |
| **Infrastructure** | **46** | **4.14** |
| Air Transport Infrastructure | 52 | 3.12 |
| Ground and Port Infrastructure | 42 | 4.22 |
| Tourist Service Infrastructure | 36 | 5.08 |
| **Natural and Cultural Resources** | **102** | **1.94** |
| Natural Resources | 93 | 2.55 |
| Cultural Resources and Business Travel | 106 | 1.33 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 1,536 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 864.1 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 562.6 |
| Population (millions), 2013 | 2.0 |
| Surface area (1,000 square kilometres), 2013 | 64.5 |
| Gross domestic product per capita (PPP$), 2013 | 22,832 |
| Real GDP growth (%), 2013 | 4.1 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 880.9 | 2.9 | 5.8 |
| T&T industry employment (1,000 jobs) | 25.7 | 2.9 | 2.4 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Latvia

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.6** | **53** |
| 1.01 | Property rights† | 4.6 | 45 |
| 1.02 | Impact of rules on FDI† | 4.8 | 36 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.0 | 115 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.0 | 95 |
| 1.05 | No. of days to deal with construction permits* | 149 | 69 |
| 1.06 | Construction permits cost (%)* | 0.3 | 11 |
| 1.07 | Extent of market dominance† | 3.8 | 64 |
| 1.08 | No. of days to start a business* | 13 | 72 |
| 1.09 | Cost to start a business (% GNI/capita)* | 3.6 | 49 |
| 1.10 | Effect of taxation on incentives to work† | 3.3 | 101 |
| 1.11 | Effect of taxation on incentives to invest† | 3.8 | 66 |
| 1.12 | Total tax rate (% profit)* | 35.0 | 60 |
| 1.12a | Labour and contributions tax rate (% profit)* | 27.2 | 118 |
| 1.12b | Profit tax rate (% profit)* | 4.9 | 16 |
| 1.12c | Other taxes rate (% profit)* | 2.9 | 89 |
| | **Safety and Security** | **5.8** | **40** |
| 2.01 | Business costs of crime and violence† | 5.2 | 38 |
| 2.02 | Reliability of police services† | 4.6 | 46 |
| 2.03 | Business costs of terrorism† | 5.9 | 36 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 5 | 73 |
| | **Health and Hygiene** | **6.2** | **27** |
| 3.01 | Physician density per 1,000 pop.* | 2.9 | 33 |
| 3.02 | Access to improved sanitation (% pop.)* | 79.0 | 87 |
| 3.03 | Access to improved drinking water (% pop.)* | 98.0 | 55 |
| 3.04 | Hospital beds per 10,000 pop. | 59.0 | 21 |
| 3.05 | HIV prevalence (% pop.)* | 0.7 | 96 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **5.2** | **19** |
| | *Qualification of the labour force* | *5.8* | 23 |
| 4.01 | Primary education enrolment rate (%)* | 97.7 | 35 |
| 4.02 | Secondary education enrolment rate (%)* | 97.7 | 41 |
| 4.03 | Extent of staff training† | 4.4 | 33 |
| 4.04 | Treatment of customers† | 5.0 | 38 |
| | *Labour market* | *4.6* | 21 |
| 4.05 | Hiring and firing practices† | 4.1 | 50 |
| 4.06 | Ease of finding skilled employees† | 3.6 | 89 |
| 4.07 | Ease of hiring foreign labour† | 4.2 | 50 |
| 4.08 | Pay and productivity† | 4.8 | 13 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 21 |
| | **ICT Readiness** | **5.6** | **20** |
| 5.01 | ICT use for B2B transactions† | 5.3 | 40 |
| 5.02 | Internet use for B2C transactions† | 5.6 | 18 |
| 5.03 | Individuals using internet (%)* | 75.2 | 28 |
| 5.04 | Broadband internet subs. per 100 pop.* | 23.5 | 33 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 228.4 | 2 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 62.1 | 29 |
| 5.07 | Mobile network coverage (% pop.)* | 98.8 | 83 |
| 5.08 | Quality of electricity supply | 5.5 | 47 |
| | **Prioritization of Travel & Tourism** | **4.6** | **63** |
| 6.01 | Government prioritization of T&T industry† | 5.0 | 79 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 3.1 | 74 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.6 | 66 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 94.0 | 18 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.0 | 16 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 62.9 | 90 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.0** | **36** |
| 7.01 | Visa requirements (0–100 best)* | 23.0 | 72 |
| 7.02 | Openness of bilateral ASA (0–38)* | 9.1 | 94 |
| 7.03 | No. of regional trade agreements in force* | 46.0 | 1 |
| | **Price Competitiveness** | **4.8** | **58** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 95.6 | 6 |
| 8.02 | Hotel price index (US$)* | 91.0 | 10 |
| 8.03 | Purchasing power parity* | 0.7 | 96 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 180.0 | 109 |
| | **Environmental Sustainability** | **4.6** | **30** |
| 9.01 | Stringency of environmental regulations† | 4.9 | 37 |
| 9.02 | Enforcement of environmental regulations† | 4.7 | 34 |
| 9.03 | Sustainability of T&T development† | 4.5 | 67 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 8.9 | 78 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 21 | 42 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.4 | 27 |
| 9.07 | Threatened species (% total species)* | 2.0 | 9 |
| 9.08 | Forest cover change (% average per year)* | –6.7 | 104 |
| 9.09 | Wastewater treatment (%) * | 49.6 | 40 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.0 | 23 |
| | **Air Transport Infrastructure** | **3.1** | **52** |
| 10.01 | Quality of air transport infrastructure† | 5.4 | 35 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 73.1 | 87 |
| 10.04 | Departures per 1,000 pop.* | 21.8 | 20 |
| 10.05 | Airport density per million urban pop.* | 0.7 | 96 |
| 10.06 | No. of operating airlines* | 21.0 | 92 |
| | **Ground and Port Infrastructure** | **4.2** | **42** |
| 11.01 | Quality of roads | 3.1 | 108 |
| 11.02 | Quality of railroad infrastructure | 4.1 | 29 |
| 11.03 | Quality of port infrastructure† | 5.2 | 31 |
| 11.04 | Quality of ground transport network† | 5.1 | 30 |
| 11.05 | Railroad density (km/surface area)* | 2.9 | 26 |
| 11.06 | Road density (km/surface area)* | ® | 37 |
| 11.07 | Paved road density (km/surface area)* | n/a | n/a |
| | **Tourist Service Infrastructure** | **5.1** | **36** |
| 12.01 | Hotel rooms per 100 pop.* | 0.6 | 54 |
| 12.02 | Extension of business trips recommended† | 5.3 | 72 |
| 12.03 | Presence of major car rental companies† | 7 | 1 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 712.5 | 43 |
| | **Natural Resources** | **2.5** | **93** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 344 | 118 |
| 13.03 | Total protected areas (% total territorial area)* | 17.6 | 48 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 3 | 117 |
| 13.05 | Quality of the natural environment† | 5.7 | 21 |
| | **Cultural Resources and Business Travel** | **1.3** | **106** |
| 14.01 | No. of World Heritage cultural sites* | 2 | 71 |
| 14.02 | No. of oral and intangible cultural expressions* | 2 | 41 |
| 14.03 | No. of large sports stadiums* | 0.0 | 120 |
| 14.04 | No. of international association meetings* | 33.0 | 58 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 2 | 114 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Lebanon

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **94** | **3.35** |
| **Enabling Environment** | **93** | **4.24** |
| Business Environment | 122 | 3.76 |
| Safety and Security | 130 | 3.81 |
| Health and Hygiene | 39 | 6.04 |
| Human Resources and Labour Market | 112 | 3.99 |
| ICT Readiness | 88 | 3.62 |
| **T&T Policy and Enabling Conditions** | **88** | **3.96** |
| Prioritization of Travel & Tourism | 29 | 5.22 |
| International Openness | 97 | 2.50 |
| Price Competitiveness | 59 | 4.84 |
| Environmental Sustainability | 129 | 3.29 |
| **Infrastructure** | **69** | **3.58** |
| Air Transport Infrastructure | 80 | 2.46 |
| Ground and Port Infrastructure | 89 | 3.10 |
| Tourist Service Infrastructure | 33 | 5.18 |
| **Natural and Cultural Resources** | **133** | **1.59** |
| Natural Resources | 140 | 1.71 |
| Cultural Resources and Business Travel | 84 | 1.47 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 1,274 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 5,869.7 |
| Growth (%) in int'l outbound travel spending* | 2.79 |
| Average spending per int'l tourist (US$), 2013 | 4,607.3 |
| Population (millions), 2013 | 4.5 |
| Surface area (1,000 square kilometres), 2013 | 10.5 |
| Gross domestic product per capita (PPP$), 2013 | 17,326 |
| Real GDP growth (%), 2013 | 1.5 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 3,161.1 | 6.9 | 6.2 |
| T&T industry employment (1,000 jobs) | 92.7 | 6.7 | 3.8 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Lebanon

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **3.8** | **122** |
| 1.01 | Property rights† | 3.5 | 108 |
| 1.02 | Impact of rules on FDI† | 3.8 | 111 |
| 1.03 | Efficiency of legal framework settling disputes† | 2.5 | 130 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.1 | 136 |
| 1.05 | No. of days to deal with construction permits* | 244 | 120 |
| 1.06 | Construction permits cost (%)* | 4.4 | 104 |
| 1.07 | Extent of market dominance† | 3.7 | 76 |
| 1.08 | No. of days to start a business* | 9 | **50** |
| 1.09 | Cost to start a business (% GNI/capita)* | 73.0 | 128 |
| 1.10 | Effect of taxation on incentives to work† | 3.8 | 51 |
| 1.11 | Effect of taxation on incentives to invest† | 4.0 | **45** |
| 1.12 | Total tax rate (% profit)* | 29.9 | **38** |
| 1.12a | Labour and contributions tax rate (% profit)* | 23.8 | 107 |
| 1.12b | Profit tax rate (% profit)* | 6.1 | **19** |
| 1.12c | Other taxes rate (% profit)* | 0.0 | **1** |
| | **Safety and Security** | **3.8** | **130** |
| 2.01 | Business costs of crime and violence† | 3.6 | 111 |
| 2.02 | Reliability of police services† | 2.8 | 131 |
| 2.03 | Business costs of terrorism† | 2.6 | 138 |
| 2.04 | Index of terrorism incidence* | 3.5 | 130 |
| 2.05 | Homicide rate* | 2 | 53 |
| | **Health and Hygiene** | **6.0** | **39** |
| 3.01 | Physician density per 1,000 pop.* | 3.2 | **25** |
| 3.02 | Access to improved sanitation (% pop.)* | 98.0 | **42** |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | **1** |
| 3.04 | Hospital beds per 10,000 pop. | 35.0 | **46** |
| 3.05 | HIV prevalence (% pop.)* | 0.1 | **1** |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **4.0** | **112** |
| | *Qualification of the labour force* | *4.7* | *97* |
| 4.01 | Primary education enrolment rate (%)* | 93.2 | 79 |
| 4.02 | Secondary education enrolment rate (%)* | 74.0 | 97 |
| 4.03 | Extent of staff training† | 3.5 | 116 |
| 4.04 | Treatment of customers† | 4.4 | 86 |
| | *Labour market* | *3.2* | *128* |
| 4.05 | Hiring and firing practices† | 3.9 | 69 |
| 4.06 | Ease of finding skilled employees† | 4.2 | 52 |
| 4.07 | Ease of hiring foreign labour† | 3.1 | 127 |
| 4.08 | Pay and productivity† | 4.0 | 59 |
| 4.09 | Female labour force participation (% to men)* | 0.3 | 135 |
| | **ICT Readiness** | **3.6** | **88** |
| 5.01 | ICT use for B2B transactions† | 3.7 | 130 |
| 5.02 | Internet use for B2C transactions† | 3.1 | 129 |
| 5.03 | Individuals using internet (%)* | 70.5 | **38** |
| 5.04 | Broadband internet subs. per 100 pop.* | 10.0 | 64 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 80.6 | 113 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 41.8 | 53 |
| 5.07 | Mobile network coverage (% pop.)* | 99.1 | 63 |
| 5.08 | Quality of electricity supply | 1.4 | 140 |
| | **Prioritization of Travel & Tourism** | **5.2** | **29** |
| 6.01 | Government prioritization of T&T industry† | 5.2 | 75 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 9.2 | **13** |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.0 | 95 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 50.0 | 104 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 13.5 | 87 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 86.8 | **15** |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.5** | **97** |
| 7.01 | Visa requirements (0–100 best)* | 39.0 | **41** |
| 7.02 | Openness of bilateral ASA (0–38)* | 9.8 | 85 |
| 7.03 | No. of regional trade agreements in force* | 3.0 | 100 |
| | **Price Competitiveness** | **4.8** | **59** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 80.5 | 65 |
| 8.02 | Hotel price index (US$)* | 154.9 | 69 |
| 8.03 | Purchasing power parity* | 0.6 | 82 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 111.0 | **37** |
| | **Environmental Sustainability** | **3.3** | **129** |
| 9.01 | Stringency of environmental regulations† | 2.0 | 140 |
| 9.02 | Enforcement of environmental regulations† | 1.8 | 140 |
| 9.03 | Sustainability of T&T development† | 3.1 | 130 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 14.2 | 117 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 18 | 87 |
| 9.06 | Baseline water stress (0–5 worst)* | 4.5 | 119 |
| 9.07 | Threatened species (% total species)* | 5.1 | 71 |
| 9.08 | Forest cover change (% average per year)* | –0.2 | **17** |
| 9.09 | Wastewater treatment (%) * | 15.1 | 65 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.1 | **48** |
| | **Air Transport Infrastructure** | **2.5** | **80** |
| 10.01 | Quality of air transport infrastructure† | 4.5 | 65 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 156.7 | 69 |
| 10.04 | Departures per 1,000 pop.* | 4.6 | 57 |
| 10.05 | Airport density per million urban pop.* | 0.3 | 131 |
| 10.06 | No. of operating airlines* | 43.0 | **50** |
| | **Ground and Port Infrastructure** | **3.1** | **89** |
| 11.01 | Quality of roads | 2.8 | 120 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 4.1 | 73 |
| 11.04 | Quality of ground transport network† | 2.4 | 136 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | **45** |
| 11.07 | Paved road density (km/surface area)* | ® | **36** |
| | **Tourist Service Infrastructure** | **5.2** | **33** |
| 12.01 | Hotel rooms per 100 pop.* | 0.7 | **44** |
| 12.02 | Extension of business trips recommended† | 5.8 | **34** |
| 12.03 | Presence of major car rental companies† | 6 | **35** |
| 12.04 | ATMs accepting Visa cards per million pop.* | 796.2 | **32** |
| | **Natural Resources** | **1.7** | **140** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 371 | 110 |
| 13.03 | Total protected areas (% total territorial area)* | 0.5 | 137 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 9 | 81 |
| 13.05 | Quality of the natural environment† | 3.0 | 136 |
| | **Cultural Resources and Business Travel** | **1.5** | **84** |
| 14.01 | No. of World Heritage cultural sites* | 5 | **45** |
| 14.02 | No. of oral and intangible cultural expressions* | 1 | 60 |
| 14.03 | No. of large sports stadiums* | 4.0 | 77 |
| 14.04 | No. of international association meetings* | 9.0 | 86 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 7 | 73 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Lesotho

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **129** | **2.82** |
| **Enabling Environment** | **125** | **3.59** |
| Business Environment | 84 | 4.23 |
| Safety and Security | 116 | 4.42 |
| Health and Hygiene | 131 | 2.93 |
| Human Resources and Labour Market | 116 | 3.91 |
| ICT Readiness | 124 | 2.47 |
| **T&T Policy and Enabling Conditions** | **114** | **3.71** |
| Prioritization of Travel & Tourism | 104 | 4.03 |
| International Openness | 133 | 1.66 |
| Price Competitiveness | 26 | 5.27 |
| Environmental Sustainability | 88 | 3.87 |
| **Infrastructure** | **115** | **2.48** |
| Air Transport Infrastructure | 135 | 1.59 |
| Ground and Port Infrastructure | 104 | 2.83 |
| Tourist Service Infrastructure | 103 | 3.01 |
| **Natural and Cultural Resources** | **138** | **1.50** |
| Natural Resources | 132 | 1.98 |
| Cultural Resources and Business Travel | 141 | 1.02 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 320 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 46.0 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 143.8 |
| Population (millions), 2013 | 2.1 |
| Surface area (1,000 square kilometres), 2013 | 30.4 |
| Gross domestic product per capita (PPP$), 2013 | 2,765 |
| Real GDP growth (%), 2013 | 5.7 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 121.4 | 5.5 | 5.7 |
| T&T industry employment (1,000 jobs) | 24.8 | 4.6 | 3.2 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Lesotho

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.2** | **84** |
| 1.01 | Property rights† | 3.6 | 103 |
| 1.02 | Impact of rules on FDI† | 4.7 | 47 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.7 | 70 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.5 | 62 |
| 1.05 | No. of days to deal with construction permits* | 179 | 90 |
| 1.06 | Construction permits cost (%)* | 13.7 | 135 |
| 1.07 | Extent of market dominance† | 3.5 | 84 |
| 1.08 | No. of days to start a business* | 29 | 111 |
| 1.09 | Cost to start a business (% GNI/capita)* | 9.4 | 76 |
| 1.10 | Effect of taxation on incentives to work† | 4.0 | 40 |
| 1.11 | Effect of taxation on incentives to invest† | 3.8 | 64 |
| 1.12 | Total tax rate (% profit)* | 13.6 | 5 |
| 1.12a | Labour and contributions tax rate (% profit)* | 0.0 | 1 |
| 1.12b | Profit tax rate (% profit)* | 10.8 | 43 |
| 1.12c | Other taxes rate (% profit)* | 2.8 | 85 |
| | **Safety and Security** | **4.4** | **116** |
| 2.01 | Business costs of crime and violence† | 3.9 | 96 |
| 2.02 | Reliability of police services† | 4.7 | 45 |
| 2.03 | Business costs of terrorism† | 5.2 | 76 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 38 | 136 |
| | **Health and Hygiene** | **2.9** | **131** |
| 3.01 | Physician density per 1,000 pop.* | 0.0 | 132 |
| 3.02 | Access to improved sanitation (% pop.)* | 30.0 | 125 |
| 3.03 | Access to improved drinking water (% pop.)* | 81.0 | 113 |
| 3.04 | Hospital beds per 10,000 pop. | 13.3 | 101 |
| 3.05 | HIV prevalence (% pop.)* | 23.1 | 140 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **3.9** | **116** |
| | *Qualification of the labour force* | *3.6* | *123* |
| 4.01 | Primary education enrolment rate (%)* | 81.6 | 125 |
| 4.02 | Secondary education enrolment rate (%)* | 53.3 | 116 |
| 4.03 | Extent of staff training† | 4.0 | 75 |
| 4.04 | Treatment of customers† | 3.5 | 132 |
| | *Labour market* | *4.2* | 50 |
| 4.05 | Hiring and firing practices† | 3.9 | 75 |
| 4.06 | Ease of finding skilled employees† | 4.6 | 28 |
| 4.07 | Ease of hiring foreign labour† | 4.2 | 53 |
| 4.08 | Pay and productivity† | 3.8 | 83 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 70 |
| | **ICT Readiness** | **2.5** | **124** |
| 5.01 | ICT use for B2B transactions† | 3.2 | 138 |
| 5.02 | Internet use for B2C transactions† | 3.1 | 132 |
| 5.03 | Individuals using internet (%)* | 5.0 | 130 |
| 5.04 | Broadband internet subs. per 100 pop.* | 0.1 | 124 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 86.3 | 108 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 7.4 | 104 |
| 5.07 | Mobile network coverage (% pop.)* | 81.0 | 122 |
| 5.08 | Quality of electricity supply | 3.7 | 96 |
| | **Prioritization of Travel & Tourism** | **4.0** | **104** |
| 6.01 | Government prioritization of T&T industry† | 5.3 | 62 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 1.3 | 126 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.8 | 59 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 56.0 | 88 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 3.0 | 115 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 76.8 | 39 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **1.7** | **133** |
| 7.01 | Visa requirements (0–100 best)* | 21.0 | 110 |
| 7.02 | Openness of bilateral ASA (0–38)* | 0.2 | 139 |
| 7.03 | No. of regional trade agreements in force* | 4.0 | 88 |
| | **Price Competitiveness** | **5.3** | **26** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 83.4 | 49 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.4 | 29 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 124.0 | 46 |
| | **Environmental Sustainability** | **3.9** | **88** |
| 9.01 | Stringency of environmental regulations† | 4.4 | 55 |
| 9.02 | Enforcement of environmental regulations† | 4.2 | 52 |
| 9.03 | Sustainability of T&T development† | 4.5 | 63 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 6.6 | 55 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 16 | 115 |
| 9.06 | Baseline water stress (0–5 worst)* | 4.0 | 114 |
| 9.07 | Threatened species (% total species)* | 2.7 | 18 |
| 9.08 | Forest cover change (% average per year)* | n/a | n/a |
| 9.09 | Wastewater treatment (%) * | 0.3 | 113 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | n/a | n/a |
| | **Air Transport Infrastructure** | **1.6** | **135** |
| 10.01 | Quality of air transport infrastructure† | 2.1 | 141 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 0.3 | 139 |
| 10.04 | Departures per 1,000 pop.* | n/a | n/a |
| 10.05 | Airport density per million urban pop.* | 1.8 | 40 |
| 10.06 | No. of operating airlines* | 1.0 | 139 |
| | **Ground and Port Infrastructure** | **2.8** | **104** |
| 11.01 | Quality of roads | 3.3 | 97 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 2.7 | 119 |
| 11.04 | Quality of ground transport network† | 3.9 | 100 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 86 |
| 11.07 | Paved road density (km/surface area)* | ® | 100 |
| | **Tourist Service Infrastructure** | **3.0** | **103** |
| 12.01 | Hotel rooms per 100 pop.* | 0.1 | 103 |
| 12.02 | Extension of business trips recommended† | 5.2 | 77 |
| 12.03 | Presence of major car rental companies† | 3 | 95 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 137.6 | 106 |
| | **Natural Resources** | **2.0** | **132** |
| 13.01 | No. of World Heritage natural sites* | 1 | 76 |
| 13.02 | Total known species* | 328 | 122 |
| 13.03 | Total protected areas (% total territorial area)* | 0.5 | 136 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 2 | 126 |
| 13.05 | Quality of the natural environment† | 4.5 | 65 |
| | **Cultural Resources and Business Travel** | **1.0** | **141** |
| 14.01 | No. of World Heritage cultural sites* | 1 | 120 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 0.0 | 120 |
| 14.04 | No. of international association meetings* | 0.3 | 134 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 0 | 140 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Lithuania

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **59** | **3.88** |
| **Enabling Environment** | **26** | **5.42** |
| Business Environment | 64 | 4.48 |
| Safety and Security | 54 | 5.56 |
| Health and Hygiene | 3 | 6.81 |
| Human Resources and Labour Market | 32 | 4.96 |
| ICT Readiness | 29 | 5.29 |
| **T&T Policy and Enabling Conditions** | **27** | **4.41** |
| Prioritization of Travel & Tourism | 85 | 4.37 |
| International Openness | 34 | 3.99 |
| Price Competitiveness | 57 | 4.87 |
| Environmental Sustainability | 38 | 4.42 |
| **Infrastructure** | **61** | **3.72** |
| Air Transport Infrastructure | 86 | 2.39 |
| Ground and Port Infrastructure | 33 | 4.55 |
| Tourist Service Infrastructure | 71 | 4.24 |
| **Natural and Cultural Resources** | **100** | **1.97** |
| Natural Resources | 102 | 2.44 |
| Cultural Resources and Business Travel | 80 | 1.50 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 2,012 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 1,466.6 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 728.9 |
| Population (millions), 2013 | 3.0 |
| Surface area (1,000 square kilometres), 2013 | 65.3 |
| Gross domestic product per capita (PPP$), 2013 | 25,374 |
| Real GDP growth (%), 2013 | 3.3 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 826.9 | 1.8 | 5.2 |
| T&T industry employment (1,000 jobs) | 23.4 | 1.8 | 2.2 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Lithuania

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.5** | **64** |
| 1.01 | Property rights† | 4.2 | 62 |
| 1.02 | Impact of rules on FDI† | 4.0 | 101 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.5 | 84 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.8 | 108 |
| 1.05 | No. of days to deal with construction permits* | 91 | 23 |
| 1.06 | Construction permits cost (%)* | 0.3 | 11 |
| 1.07 | Extent of market dominance† | 3.6 | 81 |
| 1.08 | No. of days to start a business* | 4 | 9 |
| 1.09 | Cost to start a business (% GNI/capita)* | 0.7 | 13 |
| 1.10 | Effect of taxation on incentives to work† | 2.9 | 122 |
| 1.11 | Effect of taxation on incentives to invest† | 3.1 | 122 |
| 1.12 | Total tax rate (% profit)* | 42.6 | 92 |
| 1.12a | Labour and contributions tax rate (% profit)* | 35.2 | 130 |
| 1.12b | Profit tax rate (% profit)* | 6.1 | 19 |
| 1.12c | Other taxes rate (% profit)* | 1.3 | 45 |
| | **Safety and Security** | **5.6** | **54** |
| 2.01 | Business costs of crime and violence† | 4.8 | 48 |
| 2.02 | Reliability of police services† | 4.3 | 60 |
| 2.03 | Business costs of terrorism† | 5.7 | 52 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 7 | 87 |
| | **Health and Hygiene** | **6.8** | **3** |
| 3.01 | Physician density per 1,000 pop.* | 4.1 | 6 |
| 3.02 | Access to improved sanitation (% pop.)* | 94.0 | 56 |
| 3.03 | Access to improved drinking water (% pop.)* | 96.0 | 69 |
| 3.04 | Hospital beds per 10,000 pop. | 70.0 | 8 |
| 3.05 | HIV prevalence (% pop.)* | 0.1 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **5.0** | **32** |
| | *Qualification of the labour force* | *5.7* | 32 |
| 4.01 | Primary education enrolment rate (%)* | 95.8 | 57 |
| 4.02 | Secondary education enrolment rate (%)* | 105.9 | 18 |
| 4.03 | Extent of staff training† | 4.2 | 50 |
| 4.04 | Treatment of customers† | 5.2 | 30 |
| | *Labour market* | *4.2* | 49 |
| 4.05 | Hiring and firing practices† | 3.0 | 122 |
| 4.06 | Ease of finding skilled employees† | 3.6 | 95 |
| 4.07 | Ease of hiring foreign labour† | 3.5 | 113 |
| 4.08 | Pay and productivity† | 4.8 | 12 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 13 |
| | **ICT Readiness** | **5.3** | **29** |
| 5.01 | ICT use for B2B transactions† | 6.4 | 1 |
| 5.02 | Internet use for B2C transactions† | 5.9 | 8 |
| 5.03 | Individuals using internet (%)* | 68.5 | 40 |
| 5.04 | Broadband internet subs. per 100 pop.* | 22.0 | 35 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 151.3 | 23 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 48.2 | 46 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 1 |
| 5.08 | Quality of electricity supply | 5.6 | 41 |
| | **Prioritization of Travel & Tourism** | **4.4** | **85** |
| 6.01 | Government prioritization of T&T industry† | 4.3 | 122 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 3.1 | 76 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.7 | 113 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 116.0 | 2 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 16.5 | 67 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 63.9 | 88 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.0** | **34** |
| 7.01 | Visa requirements (0–100 best)* | 23.0 | 72 |
| 7.02 | Openness of bilateral ASA (0–38)* | 9.4 | 89 |
| 7.03 | No. of regional trade agreements in force* | 46.0 | 1 |
| | **Price Competitiveness** | **4.9** | **57** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 86.8 | 32 |
| 8.02 | Hotel price index (US$)* | 70.5 | 1 |
| 8.03 | Purchasing power parity* | 0.6 | 91 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 183.0 | 114 |
| | **Environmental Sustainability** | **4.4** | **38** |
| 9.01 | Stringency of environmental regulations† | 5.0 | 35 |
| 9.02 | Enforcement of environmental regulations† | 4.6 | 35 |
| 9.03 | Sustainability of T&T development† | 3.9 | 98 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 11.8 | 97 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 22 | 28 |
| 9.06 | Baseline water stress (0–5 worst)* | 1.2 | 54 |
| 9.07 | Threatened species (% total species)* | 2.8 | 23 |
| 9.08 | Forest cover change (% average per year)* | –2.7 | 65 |
| 9.09 | Wastewater treatment (%) * | 45.8 | 43 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.0 | 32 |
| | **Air Transport Infrastructure** | **2.4** | **86** |
| 10.01 | Quality of air transport infrastructure† | 4.2 | 75 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 55.7 | 93 |
| 10.04 | Departures per 1,000 pop.* | 4.2 | 60 |
| 10.05 | Airport density per million urban pop.* | 1.5 | 49 |
| 10.06 | No. of operating airlines* | 32.0 | 71 |
| | **Ground and Port Infrastructure** | **4.5** | **33** |
| 11.01 | Quality of roads | 4.9 | 36 |
| 11.02 | Quality of railroad infrastructure | 4.5 | 22 |
| 11.03 | Quality of port infrastructure† | 4.9 | 47 |
| 11.04 | Quality of ground transport network† | 5.5 | 19 |
| 11.05 | Railroad density (km/surface area)* | 2.7 | 31 |
| 11.06 | Road density (km/surface area)* | ® | 31 |
| 11.07 | Paved road density (km/surface area)* | ® | 42 |
| | **Tourist Service Infrastructure** | **4.2** | **71** |
| 12.01 | Hotel rooms per 100 pop.* | 0.5 | 64 |
| 12.02 | Extension of business trips recommended† | 5.3 | 74 |
| 12.03 | Presence of major car rental companies† | 5 | 59 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 521.5 | 59 |
| | **Natural Resources** | **2.4** | **102** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 319 | 126 |
| 13.03 | Total protected areas (% total territorial area)* | 17.3 | 49 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 2 | 123 |
| 13.05 | Quality of the natural environment† | 5.4 | 29 |
| | **Cultural Resources and Business Travel** | **1.5** | **80** |
| 14.01 | No. of World Heritage cultural sites* | 4 | 51 |
| 14.02 | No. of oral and intangible cultural expressions* | 3 | 32 |
| 14.03 | No. of large sports stadiums* | 0.0 | 120 |
| 14.04 | No. of international association meetings* | 48.3 | 51 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 3 | 106 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Luxembourg

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **26** | **4.38** |
| **Enabling Environment** | **4** | **5.94** |
| Business Environment | 6 | 5.73 |
| Safety and Security | 6 | 6.46 |
| Health and Hygiene | 21 | 6.26 |
| Human Resources and Labour Market | 21 | 5.16 |
| ICT Readiness | 7 | 6.09 |
| **T&T Policy and Enabling Conditions** | **13** | **4.55** |
| Prioritization of Travel & Tourism | 62 | 4.64 |
| International Openness | 9 | 4.25 |
| Price Competitiveness | 108 | 4.10 |
| Environmental Sustainability | 4 | 5.23 |
| **Infrastructure** | **30** | **4.66** |
| Air Transport Infrastructure | 44 | 3.59 |
| Ground and Port Infrastructure | 8 | 5.73 |
| Tourist Service Infrastructure | 53 | 4.67 |
| **Natural and Cultural Resources** | **68** | **2.35** |
| Natural Resources | 60 | 3.09 |
| Cultural Resources and Business Travel | 66 | 1.62 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 944 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 4,842.7 |
| Growth (%) in int'l outbound travel spending* | 1.21 |
| Average spending per int'l tourist (US$), 2013 | 5,130 |
| Population (millions), 2013 | 0.5 |
| Surface area (1,000 square kilometres), 2013 | 2.6 |
| Gross domestic product per capita (PPP$), 2013 | 90,333 |
| Real GDP growth (%), 2013 | 2.1 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 1,084.8 | 1.9 | 3.2 |
| T&T industry employment (1,000 jobs) | 5.7 | 2.5 | 2.4 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Luxembourg

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **5.7** | **6** |
| 1.01 | Property rights† | 6.1 | 5 |
| 1.02 | Impact of rules on FDI† | 5.9 | 4 |
| 1.03 | Efficiency of legal framework settling disputes† | 5.4 | 12 |
| 1.04 | Efficiency of legal framework challenging regs.† | 5.1 | 6 |
| 1.05 | No. of days to deal with construction permits* | 157 | 78 |
| 1.06 | Construction permits cost (%)* | 0.7 | 35 |
| 1.07 | Extent of market dominance† | 4.8 | 18 |
| 1.08 | No. of days to start a business* | 19 | 93 |
| 1.09 | Cost to start a business (% GNI/capita)* | 2.0 | 34 |
| 1.10 | Effect of taxation on incentives to work† | 5.1 | 10 |
| 1.11 | Effect of taxation on incentives to invest† | 5.3 | 8 |
| 1.12 | Total tax rate (% profit)* | 20.2 | 12 |
| 1.12a | Labour and contributions tax rate (% profit)* | 15.6 | 69 |
| 1.12b | Profit tax rate (% profit)* | 4.2 | 15 |
| 1.12c | Other taxes rate (% profit)* | 0.4 | 15 |
| | **Safety and Security** | **6.5** | **6** |
| 2.01 | Business costs of crime and violence† | 6.1 | 9 |
| 2.02 | Reliability of police services† | 6.1 | 9 |
| 2.03 | Business costs of terrorism† | 6.2 | 16 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 1 | 13 |
| | **Health and Hygiene** | **6.3** | **21** |
| 3.01 | Physician density per 1,000 pop.* | 2.8 | 37 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 54.0 | 26 |
| 3.05 | HIV prevalence (% pop.)* | 0.3 | 58 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **5.2** | **21** |
| | *Qualification of the labour force* | *5.9* | 19 |
| 4.01 | Primary education enrolment rate (%)* | 92.1 | 88 |
| 4.02 | Secondary education enrolment rate (%)* | 101.0 | 29 |
| 4.03 | Extent of staff training† | 5.4 | 3 |
| 4.04 | Treatment of customers† | 5.4 | 16 |
| | *Labour market* | *4.5* | *31* |
| 4.05 | Hiring and firing practices† | 3.7 | 86 |
| 4.06 | Ease of finding skilled employees† | 4.1 | 59 |
| 4.07 | Ease of hiring foreign labour† | 5.3 | 5 |
| 4.08 | Pay and productivity† | 4.3 | 42 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 64 |
| | **ICT Readiness** | **6.1** | **7** |
| 5.01 | ICT use for B2B transactions† | 5.8 | 11 |
| 5.02 | Internet use for B2C transactions† | 5.6 | 19 |
| 5.03 | Individuals using internet (%)* | 93.8 | 6 |
| 5.04 | Broadband internet subs. per 100 pop.* | 33.3 | 11 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 148.6 | 25 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 80.5 | 16 |
| 5.07 | Mobile network coverage (% pop.)* | 99.9 | 39 |
| 5.08 | Quality of electricity supply | 6.6 | 10 |
| | **Prioritization of Travel & Tourism** | **4.6** | **62** |
| 6.01 | Government prioritization of T&T industry† | 5.2 | 70 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 2.7 | 90 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.8 | 60 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 66.0 | 73 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 10.5 | 98 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 93.6 | 5 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.3** | **9** |
| 7.01 | Visa requirements (0–100 best)* | 23.0 | 72 |
| 7.02 | Openness of bilateral ASA (0–38)* | 14.1 | 33 |
| 7.03 | No. of regional trade agreements in force* | 46.0 | 1 |
| | **Price Competitiveness** | **4.1** | **108** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 97.4 | 2 |
| 8.02 | Hotel price index (US$)* | 134.5 | 52 |
| 8.03 | Purchasing power parity* | 1.2 | 133 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 164.0 | 93 |
| | **Environmental Sustainability** | **5.2** | **4** |
| 9.01 | Stringency of environmental regulations† | 5.9 | 9 |
| 9.02 | Enforcement of environmental regulations† | 5.9 | 8 |
| 9.03 | Sustainability of T&T development† | 5.1 | 23 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 12.6 | 101 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 22 | 28 |
| 9.06 | Baseline water stress (0–5 worst)* | 2.5 | 82 |
| 9.07 | Threatened species (% total species)* | 0.4 | 1 |
| 9.08 | Forest cover change (% average per year)* | –1.7 | 48 |
| 9.09 | Wastewater treatment (%) * | 95.0 | 6 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | n/a | n/a |
| | **Air Transport Infrastructure** | **3.6** | **44** |
| 10.01 | Quality of air transport infrastructure† | 5.4 | 32 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 30.3 | 107 |
| 10.04 | Departures per 1,000 pop.* | 72.3 | 4 |
| 10.05 | Airport density per million urban pop.* | 2.1 | 37 |
| 10.06 | No. of operating airlines* | 20.0 | 95 |
| | **Ground and Port Infrastructure** | **5.7** | **8** |
| 11.01 | Quality of roads | 5.7 | 15 |
| 11.02 | Quality of railroad infrastructure | 5.0 | 13 |
| 11.03 | Quality of port infrastructure† | 5.0 | 37 |
| 11.04 | Quality of ground transport network† | 5.3 | 25 |
| 11.05 | Railroad density (km/surface area)* | 10.6 | 3 |
| 11.06 | Road density (km/surface area)* | ® | 10 |
| 11.07 | Paved road density (km/surface area)* | ® | 8 |
| | **Tourist Service Infrastructure** | **4.7** | **53** |
| 12.01 | Hotel rooms per 100 pop.* | 1.4 | 19 |
| 12.02 | Extension of business trips recommended† | 5.4 | 61 |
| 12.03 | Presence of major car rental companies† | 6 | 35 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 57.5 | 119 |
| | **Natural Resources** | **3.1** | **60** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 253 | 133 |
| 13.03 | Total protected areas (% total territorial area)* | 39.7 | 6 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 4 | 105 |
| 13.05 | Quality of the natural environment† | 6.0 | 13 |
| | **Cultural Resources and Business Travel** | **1.6** | **66** |
| 14.01 | No. of World Heritage cultural sites* | 1 | 92 |
| 14.02 | No. of oral and intangible cultural expressions* | 1 | 60 |
| 14.03 | No. of large sports stadiums* | 0.0 | 120 |
| 14.04 | No. of international association meetings* | 26.0 | 65 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 23 | 27 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Macedonia, FYR

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **82** | **3.50** |
| **Enabling Environment** | **49** | **5.11** |
| Business Environment | 34 | 4.87 |
| Safety and Security | 45 | 5.75 |
| Health and Hygiene | 42 | 5.99 |
| Human Resources and Labour Market | 73 | 4.47 |
| ICT Readiness | 55 | 4.47 |
| **T&T Policy and Enabling Conditions** | **110** | **3.74** |
| Prioritization of Travel & Tourism | 81 | 4.41 |
| International Openness | 104 | 2.36 |
| Price Competitiveness | 79 | 4.55 |
| Environmental Sustainability | 107 | 3.65 |
| **Infrastructure** | **74** | **3.41** |
| Air Transport Infrastructure | 85 | 2.39 |
| Ground and Port Infrastructure | 81 | 3.25 |
| Tourist Service Infrastructure | 59 | 4.58 |
| **Natural and Cultural Resources** | **125** | **1.72** |
| Natural Resources | 121 | 2.15 |
| Cultural Resources and Business Travel | 110 | 1.30 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 400 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 266.6 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 666.5 |
| Population (millions), 2013 | 2.1 |
| Surface area (1,000 square kilometres), 2013 | 25.7 |
| Gross domestic product per capita (PPP$), 2013 | 12,587 |
| Real GDP growth (%), 2013 | 2.9 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 145.0 | 1.3 | 5.0 |
| T&T industry employment (1,000 jobs) | 8.3 | 1.2 | 1.9 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Macedonia, FYR

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.9** | **34** |
| 1.01 | Property rights† | 4.6 | 48 |
| 1.02 | Impact of rules on FDI† | 5.2 | 20 |
| 1.03 | Efficiency of legal framework settling disputes† | 4.0 | 53 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.1 | 92 |
| 1.05 | No. of days to deal with construction permits* | 89 | 22 |
| 1.06 | Construction permits cost (%)* | 8.2 | 124 |
| 1.07 | Extent of market dominance† | 3.7 | 70 |
| 1.08 | No. of days to start a business* | 2 | 2 |
| 1.09 | Cost to start a business (% GNI/capita)* | 0.6 | 11 |
| 1.10 | Effect of taxation on incentives to work† | 4.4 | 19 |
| 1.11 | Effect of taxation on incentives to invest† | 4.5 | 19 |
| 1.12 | Total tax rate (% profit)* | 7.4 | 1 |
| 1.12a | Labour and contributions tax rate (% profit)* | 0.0 | 1 |
| 1.12b | Profit tax rate (% profit)* | 5.5 | 18 |
| 1.12c | Other taxes rate (% profit)* | 1.9 | 66 |
| | **Safety and Security** | **5.8** | **45** |
| 2.01 | Business costs of crime and violence† | 4.8 | 51 |
| 2.02 | Reliability of police services† | 4.5 | 53 |
| 2.03 | Business costs of terrorism† | 5.6 | 53 |
| 2.04 | Index of terrorism incidence* | 7.0 | 67 |
| 2.05 | Homicide rate* | 1 | 36 |
| | **Health and Hygiene** | **6.0** | **42** |
| 3.01 | Physician density per 1,000 pop.* | 2.6 | 44 |
| 3.02 | Access to improved sanitation (% pop.)* | 91.0 | 65 |
| 3.03 | Access to improved drinking water (% pop.)* | 99.0 | 43 |
| 3.04 | Hospital beds per 10,000 pop. | 45.0 | 38 |
| 3.05 | HIV prevalence (% pop.)* | <0.1 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | M.F. | n/a |
| | **Human Resources and Labour Market** | **4.5** | **73** |
| | *Qualification of the labour force* | *4.9* | *88* |
| 4.01 | Primary education enrolment rate (%)* | 86.5 | 108 |
| 4.02 | Secondary education enrolment rate (%)* | 82.8 | 89 |
| 4.03 | Extent of staff training† | 3.9 | 81 |
| 4.04 | Treatment of customers† | 4.7 | 54 |
| | *Labour market* | *4.1* | *67* |
| 4.05 | Hiring and firing practices† | 4.4 | 27 |
| 4.06 | Ease of finding skilled employees† | 3.3 | 113 |
| 4.07 | Ease of hiring foreign labour† | 4.8 | 13 |
| 4.08 | Pay and productivity† | 4.7 | 18 |
| 4.09 | Female labour force participation (% to men)* | 0.7 | 103 |
| | **ICT Readiness** | **4.5** | **55** |
| 5.01 | ICT use for B2B transactions† | 5.0 | 55 |
| 5.02 | Internet use for B2C transactions† | 4.4 | 70 |
| 5.03 | Individuals using internet (%)* | 61.2 | 50 |
| 5.04 | Broadband internet subs. per 100 pop.* | 15.1 | 47 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 106.2 | 80 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 38.0 | 58 |
| 5.07 | Mobile network coverage (% pop.)* | 99.9 | 39 |
| 5.08 | Quality of electricity supply | 4.9 | 66 |
| | **Prioritization of Travel & Tourism** | **4.4** | **81** |
| 6.01 | Government prioritization of T&T industry† | 5.6 | 50 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 1.3 | 125 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.0 | 44 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 71.0 | 60 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.0 | 16 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 55.9 | 108 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.4** | **104** |
| 7.01 | Visa requirements (0–100 best)* | 28.0 | 58 |
| 7.02 | Openness of bilateral ASA (0–38)* | 7.1 | 112 |
| 7.03 | No. of regional trade agreements in force* | 7.0 | 68 |
| | **Price Competitiveness** | **4.6** | **79** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 72.5 | 98 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.4 | 27 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 175.0 | 102 |
| | **Environmental Sustainability** | **3.6** | **107** |
| 9.01 | Stringency of environmental regulations† | 4.0 | 70 |
| 9.02 | Enforcement of environmental regulations† | 3.8 | 71 |
| 9.03 | Sustainability of T&T development† | 4.8 | 47 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 14.5 | 119 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 16 | 115 |
| 9.06 | Baseline water stress (0–5 worst)* | 2.6 | 85 |
| 9.07 | Threatened species (% total species)* | 3.9 | 47 |
| 9.08 | Forest cover change (% average per year)* | –2.5 | 61 |
| 9.09 | Wastewater treatment (%) * | 3.7 | 93 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | n/a | n/a |
| | **Air Transport Infrastructure** | **2.4** | **85** |
| 10.01 | Quality of air transport infrastructure† | 4.7 | 59 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 16.5 | 124 |
| 10.04 | Departures per 1,000 pop.* | n/a | n/a |
| 10.05 | Airport density per million urban pop.* | 1.7 | 45 |
| 10.06 | No. of operating airlines* | 14.0 | 111 |
| | **Ground and Port Infrastructure** | **3.3** | **81** |
| 11.01 | Quality of roads | 3.4 | 91 |
| 11.02 | Quality of railroad infrastructure | 2.0 | 85 |
| 11.03 | Quality of port infrastructure† | 3.4 | 102 |
| 11.04 | Quality of ground transport network† | 4.8 | 48 |
| 11.05 | Railroad density (km/surface area)* | 2.7 | 30 |
| 11.06 | Road density (km/surface area)* | ® | 50 |
| 11.07 | Paved road density (km/surface area)* | ® | 48 |
| | **Tourist Service Infrastructure** | **4.6** | **59** |
| 12.01 | Hotel rooms per 100 pop.* | 0.3 | 77 |
| 12.02 | Extension of business trips recommended† | 5.6 | 52 |
| 12.03 | Presence of major car rental companies† | 5 | 59 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 777.9 | 37 |
| | **Natural Resources** | **2.1** | **121** |
| 13.01 | No. of World Heritage natural sites* | 1 | 76 |
| 13.02 | Total known species* | 414 | 95 |
| 13.03 | Total protected areas (% total territorial area)* | 7.3 | 99 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 1 | 133 |
| 13.05 | Quality of the natural environment† | 4.2 | 76 |
| | **Cultural Resources and Business Travel** | **1.3** | **110** |
| 14.01 | No. of World Heritage cultural sites* | 1 | 120 |
| 14.02 | No. of oral and intangible cultural expressions* | 2 | 41 |
| 14.03 | No. of large sports stadiums* | 3.0 | 91 |
| 14.04 | No. of international association meetings* | 12.0 | 78 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 1 | 129 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Madagascar

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **121** | **2.99** |
| **Enabling Environment** | **123** | **3.60** |
| Business Environment | 118 | 3.87 |
| Safety and Security | 106 | 4.66 |
| Health and Hygiene | 122 | 3.28 |
| Human Resources and Labour Market | 119 | 3.85 |
| ICT Readiness | 127 | 2.36 |
| **T&T Policy and Enabling Conditions** | **90** | **3.95** |
| Prioritization of Travel & Tourism | 77 | 4.47 |
| International Openness | 74 | 2.97 |
| Price Competitiveness | 52 | 4.91 |
| Environmental Sustainability | 117 | 3.46 |
| **Infrastructure** | **120** | **2.39** |
| Air Transport Infrastructure | 122 | 1.87 |
| Ground and Port Infrastructure | 129 | 2.38 |
| Tourist Service Infrastructure | 107 | 2.91 |
| **Natural and Cultural Resources** | **92** | **2.02** |
| Natural Resources | 86 | 2.65 |
| Cultural Resources and Business Travel | 98 | 1.39 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 196 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 321.0 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 1,637.8 |
| Population (millions), 2013 | 22.9 |
| Surface area (1,000 square kilometres), 2013 | 587.3 |
| Gross domestic product per capita (PPP$), 2013 | 1,398 |
| Real GDP growth (%), 2013 | 2.4 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 599.2 | 5.9 | 5.1 |
| T&T industry employment (1,000 jobs) | 224.9 | 4.6 | 3.0 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Madagascar

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **3.9** | **118** |
| 1.01 | Property rights† | 3.1 | 130 |
| 1.02 | Impact of rules on FDI† | 4.0 | 102 |
| 1.03 | Efficiency of legal framework settling disputes† | 2.9 | 116 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.7 | 116 |
| 1.05 | No. of days to deal with construction permits* | 123 | 55 |
| 1.06 | Construction permits cost (%)* | 20.8 | 138 |
| 1.07 | Extent of market dominance† | 3.3 | 112 |
| 1.08 | No. of days to start a business* | 8 | 42 |
| 1.09 | Cost to start a business (% GNI/capita)* | 13.5 | 90 |
| 1.10 | Effect of taxation on incentives to work† | 3.1 | 109 |
| 1.11 | Effect of taxation on incentives to invest† | 3.1 | 123 |
| 1.12 | Total tax rate (% profit)* | 35.1 | 62 |
| 1.12a | Labour and contributions tax rate (% profit)* | 20.3 | 95 |
| 1.12b | Profit tax rate (% profit)* | 13.3 | 54 |
| 1.12c | Other taxes rate (% profit)* | 1.5 | 53 |
| | **Safety and Security** | **4.7** | **106** |
| 2.01 | Business costs of crime and violence† | 3.7 | 104 |
| 2.02 | Reliability of police services† | 2.8 | 129 |
| 2.03 | Business costs of terrorism† | 4.5 | 111 |
| 2.04 | Index of terrorism incidence* | 7.0 | 82 |
| 2.05 | Homicide rate* | 11 | 114 |
| | **Health and Hygiene** | **3.3** | **122** |
| 3.01 | Physician density per 1,000 pop.* | 0.2 | 119 |
| 3.02 | Access to improved sanitation (% pop.)* | 14.0 | 136 |
| 3.03 | Access to improved drinking water (% pop.)* | 50.0 | 139 |
| 3.04 | Hospital beds per 10,000 pop. | 2.0 | 139 |
| 3.05 | HIV prevalence (% pop.)* | 0.5 | 87 |
| 3.06 | Malaria incidence per 100,000 pop.* | 5,831.2 | 52 |
| | **Human Resources and Labour Market** | **3.8** | **119** |
| | *Qualification of the labour force* | *3.1* | *130* |
| 4.01 | Primary education enrolment rate (%)* | 77.1 | 128 |
| 4.02 | Secondary education enrolment rate (%)* | 38.0 | 127 |
| 4.03 | Extent of staff training† | 3.7 | 101 |
| 4.04 | Treatment of customers† | 4.5 | 73 |
| | *Labour market* | *4.6* | **26** |
| 4.05 | Hiring and firing practices† | 4.2 | **36** |
| 4.06 | Ease of finding skilled employees† | 3.9 | 71 |
| 4.07 | Ease of hiring foreign labour† | 4.1 | 67 |
| 4.08 | Pay and productivity† | 3.9 | 70 |
| 4.09 | Female labour force participation (% to men)* | 1.0 | **8** |
| | **ICT Readiness** | **2.4** | **127** |
| 5.01 | ICT use for B2B transactions† | 4.2 | 104 |
| 5.02 | Internet use for B2C transactions† | 4.1 | 90 |
| 5.03 | Individuals using internet (%)* | 2.2 | 136 |
| 5.04 | Broadband internet subs. per 100 pop.* | 0.1 | 132 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 36.9 | 136 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 3.1 | 113 |
| 5.07 | Mobile network coverage (% pop.)* | 92.2 | 108 |
| 5.08 | Quality of electricity supply | 2.3 | 127 |
| | **Prioritization of Travel & Tourism** | **4.5** | **77** |
| 6.01 | Government prioritization of T&T industry† | 5.2 | 76 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 5.7 | **31** |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.2 | 82 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 42.0 | 115 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 16.5 | 67 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 53.6 | 114 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.0** | **74** |
| 7.01 | Visa requirements (0–100 best)* | 70.0 | **17** |
| 7.02 | Openness of bilateral ASA (0–38)* | 9.1 | 96 |
| 7.03 | No. of regional trade agreements in force* | 1.0 | 130 |
| | **Price Competitiveness** | **4.9** | **52** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 71.8 | 99 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.3 | **12** |
| 8.04 | Fuel price levels (US$ cents/litre)* | 149.0 | 83 |
| | **Environmental Sustainability** | **3.5** | **117** |
| 9.01 | Stringency of environmental regulations† | 3.3 | 114 |
| 9.02 | Enforcement of environmental regulations† | 2.9 | 123 |
| 9.03 | Sustainability of T&T development† | 3.9 | 100 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 2.2 | **4** |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 20 | 63 |
| 9.06 | Baseline water stress (0–5 worst)* | 1.2 | 57 |
| 9.07 | Threatened species (% total species)* | 30.2 | 141 |
| 9.08 | Forest cover change (% average per year)* | –5.5 | 97 |
| 9.09 | Wastewater treatment (%) * | 0.5 | 107 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.0 | **19** |
| | **Air Transport Infrastructure** | **1.9** | **122** |
| 10.01 | Quality of air transport infrastructure† | 3.4 | 113 |
| 10.02 | Airline dom. seat kms per week (millions)* | 4.6 | 61 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 34.6 | 105 |
| 10.04 | Departures per 1,000 pop.* | 0.4 | 114 |
| 10.05 | Airport density per million urban pop.* | 1.7 | **44** |
| 10.06 | No. of operating airlines* | 12.0 | 118 |
| | **Ground and Port Infrastructure** | **2.4** | **129** |
| 11.01 | Quality of roads | 2.6 | 129 |
| 11.02 | Quality of railroad infrastructure | 1.8 | 91 |
| 11.03 | Quality of port infrastructure† | 3.4 | 103 |
| 11.04 | Quality of ground transport network† | 3.4 | 123 |
| 11.05 | Railroad density (km/surface area)* | 0.1 | 92 |
| 11.06 | Road density (km/surface area)* | ® | 127 |
| 11.07 | Paved road density (km/surface area)* | ® | 125 |
| | **Tourist Service Infrastructure** | **2.9** | **107** |
| 12.01 | Hotel rooms per 100 pop.* | 0.1 | 116 |
| 12.02 | Extension of business trips recommended† | 4.8 | 100 |
| 12.03 | Presence of major car rental companies† | 4 | 81 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 11.0 | 135 |
| | **Natural Resources** | **2.6** | **86** |
| 13.01 | No. of World Heritage natural sites* | 2 | **29** |
| 13.02 | Total known species* | 728 | 53 |
| 13.03 | Total protected areas (% total territorial area)* | 4.7 | 118 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 13 | 71 |
| 13.05 | Quality of the natural environment† | 3.4 | 127 |
| | **Cultural Resources and Business Travel** | **1.4** | **98** |
| 14.01 | No. of World Heritage cultural sites* | 1 | 92 |
| 14.02 | No. of oral and intangible cultural expressions* | 1 | 60 |
| 14.03 | No. of large sports stadiums* | 5.0 | 61 |
| 14.04 | No. of international association meetings* | 0.3 | 134 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 7 | 78 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Malawi

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **126** | **2.90** |
| **Enabling Environment** | **120** | **3.72** |
| Business Environment | 105 | 4.03 |
| Safety and Security | 67 | 5.41 |
| Health and Hygiene | 139 | 2.44 |
| Human Resources and Labour Market | 101 | 4.18 |
| ICT Readiness | 120 | 2.55 |
| **T&T Policy and Enabling Conditions** | **126** | **3.54** |
| Prioritization of Travel & Tourism | 127 | 3.46 |
| International Openness | 121 | 2.03 |
| Price Competitiveness | 67 | 4.69 |
| Environmental Sustainability | 75 | 4.01 |
| **Infrastructure** | **132** | **2.22** |
| Air Transport Infrastructure | 139 | 1.51 |
| Ground and Port Infrastructure | 115 | 2.62 |
| Tourist Service Infrastructure | 127 | 2.54 |
| **Natural and Cultural Resources** | **85** | **2.12** |
| Natural Resources | 66 | 2.93 |
| Cultural Resources and Business Travel | 109 | 1.30 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 770 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 34.0 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 44.2 |
| Population (millions), 2013 | 16.4 |
| Surface area (1,000 square kilometres), 2013 | 118.5 |
| Gross domestic product per capita (PPP$), 2013 | 748 |
| Real GDP growth (%), 2013 | 5.2 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 187.6 | 4.5 | 4.4 |
| T&T industry employment (1,000 jobs) | 135.6 | 3.8 | 0.5 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Malawi

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.0** | **105** |
| 1.01 | Property rights† | 3.9 | 83 |
| 1.02 | Impact of rules on FDI† | 4.1 | 99 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.7 | 72 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.6 | 49 |
| 1.05 | No. of days to deal with construction permits* | 153 | 74 |
| 1.06 | Construction permits cost (%)* | 1.2 | 56 |
| 1.07 | Extent of market dominance† | 3.1 | 122 |
| 1.08 | No. of days to start a business* | 38 | 123 |
| 1.09 | Cost to start a business (% GNI/capita)* | 94.1 | 133 |
| 1.10 | Effect of taxation on incentives to work† | 3.3 | 98 |
| 1.11 | Effect of taxation on incentives to invest† | 3.3 | 102 |
| 1.12 | Total tax rate (% profit)* | 35.5 | 63 |
| 1.12a | Labour and contributions tax rate (% profit)* | 12.4 | 51 |
| 1.12b | Profit tax rate (% profit)* | 20.4 | 94 |
| 1.12c | Other taxes rate (% profit)* | 2.6 | 80 |
| | **Safety and Security** | **5.4** | **67** |
| 2.01 | Business costs of crime and violence† | 3.6 | 109 |
| 2.02 | Reliability of police services† | 4.0 | 82 |
| 2.03 | Business costs of terrorism† | 5.7 | 47 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 2 | 45 |
| | **Health and Hygiene** | **2.4** | **139** |
| 3.01 | Physician density per 1,000 pop.* | 0.0 | 139 |
| 3.02 | Access to improved sanitation (% pop.)* | 10.0 | 141 |
| 3.03 | Access to improved drinking water (% pop.)* | 85.0 | 105 |
| 3.04 | Hospital beds per 10,000 pop. | 13.0 | 102 |
| 3.05 | HIV prevalence (% pop.)* | 10.8 | 133 |
| 3.06 | Malaria incidence per 100,000 pop.* | 27,661.7 | 69 |
| | **Human Resources and Labour Market** | **4.2** | **101** |
| | *Qualification of the labour force* | *3.9* | *118* |
| 4.01 | Primary education enrolment rate (%)* | 96.9 | 46 |
| 4.02 | Secondary education enrolment rate (%)* | 34.2 | 130 |
| 4.03 | Extent of staff training† | 4.0 | 65 |
| 4.04 | Treatment of customers† | 4.0 | 107 |
| | *Labour market* | *4.5* | 32 |
| 4.05 | Hiring and firing practices† | 3.6 | 89 |
| 4.06 | Ease of finding skilled employees† | 3.9 | 73 |
| 4.07 | Ease of hiring foreign labour† | 3.8 | 94 |
| 4.08 | Pay and productivity† | 4.0 | 60 |
| 4.09 | Female labour force participation (% to men)* | 1.0 | 1 |
| | **ICT Readiness** | **2.5** | **120** |
| 5.01 | ICT use for B2B transactions† | 4.1 | 111 |
| 5.02 | Internet use for B2C transactions† | 3.3 | 126 |
| 5.03 | Individuals using internet (%)* | 5.4 | 128 |
| 5.04 | Broadband internet subs. per 100 pop.* | 0.0 | 133 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 32.3 | 138 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 3.9 | 111 |
| 5.07 | Mobile network coverage (% pop.)* | 99.6 | 57 |
| 5.08 | Quality of electricity supply | 2.9 | 111 |
| | **Prioritization of Travel & Tourism** | **3.5** | **127** |
| 6.01 | Government prioritization of T&T industry† | 4.7 | 98 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 1.4 | 123 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.8 | 110 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 56.0 | 88 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 0.0 | 129 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 61.5 | 97 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.0** | **121** |
| 7.01 | Visa requirements (0–100 best)* | 18.0 | 114 |
| 7.02 | Openness of bilateral ASA (0–38)* | 9.9 | 82 |
| 7.03 | No. of regional trade agreements in force* | 2.0 | 113 |
| | **Price Competitiveness** | **4.7** | **67** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 79.3 | 71 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.3 | 3 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 193.0 | 120 |
| | **Environmental Sustainability** | **4.0** | **75** |
| 9.01 | Stringency of environmental regulations† | 3.2 | 118 |
| 9.02 | Enforcement of environmental regulations† | 3.3 | 106 |
| 9.03 | Sustainability of T&T development† | 3.8 | 108 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 5.0 | 29 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 19 | 73 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.1 | 14 |
| 9.07 | Threatened species (% total species)* | 3.4 | 40 |
| 9.08 | Forest cover change (% average per year)* | –7.9 | 106 |
| 9.09 | Wastewater treatment (%) * | 0.0 | 119 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | n/a | n/a |
| | **Air Transport Infrastructure** | **1.5** | **139** |
| 10.01 | Quality of air transport infrastructure† | 2.8 | 131 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 9.1 | 135 |
| 10.04 | Departures per 1,000 pop.* | 0.1 | 127 |
| 10.05 | Airport density per million urban pop.* | 0.8 | 94 |
| 10.06 | No. of operating airlines* | 5.0 | 136 |
| | **Ground and Port Infrastructure** | **2.6** | **115** |
| 11.01 | Quality of roads | 3.3 | 99 |
| 11.02 | Quality of railroad infrastructure | 1.9 | 88 |
| 11.03 | Quality of port infrastructure† | 2.6 | 130 |
| 11.04 | Quality of ground transport network† | 4.3 | 76 |
| 11.05 | Railroad density (km/surface area)* | 0.7 | 59 |
| 11.06 | Road density (km/surface area)* | ® | 106 |
| 11.07 | Paved road density (km/surface area)* | ® | 88 |
| | **Tourist Service Infrastructure** | **2.5** | **127** |
| 12.01 | Hotel rooms per 100 pop.* | 0.2 | 101 |
| 12.02 | Extension of business trips recommended† | 5.1 | 89 |
| 12.03 | Presence of major car rental companies† | 1 | 120 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 113.8 | 110 |
| | **Natural Resources** | **2.9** | **66** |
| 13.01 | No. of World Heritage natural sites* | 1 | 43 |
| 13.02 | Total known species* | 901 | 41 |
| 13.03 | Total protected areas (% total territorial area)* | 18.3 | 47 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 6 | 97 |
| 13.05 | Quality of the natural environment† | 4.4 | 73 |
| | **Cultural Resources and Business Travel** | **1.3** | **109** |
| 14.01 | No. of World Heritage cultural sites* | 1 | 92 |
| 14.02 | No. of oral and intangible cultural expressions* | 3 | 32 |
| 14.03 | No. of large sports stadiums* | 2.0 | 98 |
| 14.04 | No. of international association meetings* | 3.0 | 113 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 2 | 117 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Malaysia

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **25** | **4.41** |
| **Enabling Environment** | **40** | **5.21** |
| Business Environment | 10 | 5.60 |
| Safety and Security | 42 | 5.79 |
| Health and Hygiene | 73 | 5.18 |
| Human Resources and Labour Market | 30 | 4.98 |
| ICT Readiness | 54 | 4.52 |
| **T&T Policy and Enabling Conditions** | **24** | **4.43** |
| Prioritization of Travel & Tourism | 56 | 4.71 |
| International Openness | 46 | 3.85 |
| Price Competitiveness | 6 | 5.76 |
| Environmental Sustainability | 119 | 3.42 |
| **Infrastructure** | **41** | **4.46** |
| Air Transport Infrastructure | 21 | 4.46 |
| Ground and Port Infrastructure | 35 | 4.50 |
| Tourist Service Infrastructure | 68 | 4.43 |
| **Natural and Cultural Resources** | **24** | **3.52** |
| Natural Resources | 26 | 4.09 |
| Cultural Resources and Business Travel | 27 | 2.95 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 25,715 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 21,496.3 |
| Growth (%) in int'l outbound travel spending* | 4.58 |
| Average spending per int'l tourist (US$), 2013 | 835.9 |
| Population (millions), 2013 | 29.7 |
| Surface area (1,000 square kilometres), 2013 | 330.8 |
| Gross domestic product per capita (PPP$), 2013 | 23,160 |
| Real GDP growth (%), 2013 | 4.7 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 22,389.6 | 7.2 | 4.4 |
| T&T industry employment (1,000 jobs) | 880.8 | 6.7 | 3.1 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Malaysia

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **5.6** | **10** |
| 1.01 | Property rights† | 5.3 | 26 |
| 1.02 | Impact of rules on FDI† | 5.5 | 11 |
| 1.03 | Efficiency of legal framework settling disputes† | 5.3 | 14 |
| 1.04 | Efficiency of legal framework challenging regs.† | 4.8 | 13 |
| 1.05 | No. of days to deal with construction permits* | 74 | 14 |
| 1.06 | Construction permits cost (%)* | 1.3 | 62 |
| 1.07 | Extent of market dominance† | 5.2 | 11 |
| 1.08 | No. of days to start a business* | 6 | 23 |
| 1.09 | Cost to start a business (% GNI/capita)* | 7.2 | 66 |
| 1.10 | Effect of taxation on incentives to work† | 5.1 | 8 |
| 1.11 | Effect of taxation on incentives to invest† | 5.2 | 10 |
| 1.12 | Total tax rate (% profit)* | 39.2 | 76 |
| 1.12a | Labour and contributions tax rate (% profit)* | 16.4 | 72 |
| 1.12b | Profit tax rate (% profit)* | 21.7 | 103 |
| 1.12c | Other taxes rate (% profit)* | 1.1 | 41 |
| | **Safety and Security** | **5.8** | **42** |
| 2.01 | Business costs of crime and violence† | 4.9 | 47 |
| 2.02 | Reliability of police services† | 5.1 | 35 |
| 2.03 | Business costs of terrorism† | 5.4 | 65 |
| 2.04 | Index of terrorism incidence* | 6.8 | 98 |
| 2.05 | Homicide rate* | 2 | 57 |
| | **Health and Hygiene** | **5.2** | **73** |
| 3.01 | Physician density per 1,000 pop.* | 1.2 | 76 |
| 3.02 | Access to improved sanitation (% pop.)* | 96.0 | 51 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 19.0 | 85 |
| 3.05 | HIV prevalence (% pop.)* | 0.4 | 74 |
| 3.06 | Malaria incidence per 100,000 pop.* | 33.5 | 28 |
| | **Human Resources and Labour Market** | **5.0** | **30** |
| | *Qualification of the labour force* | *5.4* | *54* |
| 4.01 | Primary education enrolment rate (%)* | 95.5 | 60 |
| 4.02 | Secondary education enrolment rate (%)* | 67.2 | 106 |
| 4.03 | Extent of staff training† | 5.3 | 4 |
| 4.04 | Treatment of customers† | 5.5 | 11 |
| | *Labour market* | *4.6* | *25* |
| 4.05 | Hiring and firing practices† | 4.9 | 9 |
| 4.06 | Ease of finding skilled employees† | 5.2 | 4 |
| 4.07 | Ease of hiring foreign labour† | 4.9 | 11 |
| 4.08 | Pay and productivity† | 5.4 | 2 |
| 4.09 | Female labour force participation (% to men)* | 0.6 | 118 |
| | **ICT Readiness** | **4.5** | **54** |
| 5.01 | ICT use for B2B transactions† | 5.6 | 21 |
| 5.02 | Internet use for B2C transactions† | 5.7 | 15 |
| 5.03 | Individuals using internet (%)* | 67.0 | 41 |
| 5.04 | Broadband internet subs. per 100 pop.* | 8.2 | 69 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 144.7 | 31 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 12.5 | 94 |
| 5.07 | Mobile network coverage (% pop.)* | 95.2 | 99 |
| 5.08 | Quality of electricity supply | 5.7 | 39 |
| | **Prioritization of Travel & Tourism** | **4.7** | **56** |
| 6.01 | Government prioritization of T&T industry† | 6.0 | 26 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 1.8 | 116 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.9 | 8 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 61.0 | 82 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 17.0 | 65 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 62.0 | 96 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.8** | **46** |
| 7.01 | Visa requirements (0–100 best)* | 48.0 | 33 |
| 7.02 | Openness of bilateral ASA (0–38)* | 12.2 | 47 |
| 7.03 | No. of regional trade agreements in force* | 21.0 | 39 |
| | **Price Competitiveness** | **5.8** | **6** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 89.6 | 20 |
| 8.02 | Hotel price index (US$)* | 109.6 | 27 |
| 8.03 | Purchasing power parity* | 0.5 | 42 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 62.0 | 14 |
| | **Environmental Sustainability** | **3.4** | **119** |
| 9.01 | Stringency of environmental regulations† | 5.2 | 31 |
| 9.02 | Enforcement of environmental regulations† | 5.1 | 26 |
| 9.03 | Sustainability of T&T development† | 5.7 | 7 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 10.7 | 88 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 19 | 73 |
| 9.06 | Baseline water stress (0–5 worst)* | 2.1 | 78 |
| 9.07 | Threatened species (% total species)* | 13.3 | 130 |
| 9.08 | Forest cover change (% average per year)* | –7.2 | 105 |
| 9.09 | Wastewater treatment (%) * | 8.6 | 81 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 1.1 | 96 |
| | **Air Transport Infrastructure** | **4.5** | **21** |
| 10.01 | Quality of air transport infrastructure† | 5.7 | 19 |
| 10.02 | Airline dom. seat kms per week (millions)* | 443.9 | 13 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 1,514.7 | 21 |
| 10.04 | Departures per 1,000 pop.* | 12.9 | 27 |
| 10.05 | Airport density per million urban pop.* | 1.7 | 43 |
| 10.06 | No. of operating airlines* | 77.0 | 24 |
| | **Ground and Port Infrastructure** | **4.5** | **35** |
| 11.01 | Quality of roads | 5.6 | 19 |
| 11.02 | Quality of railroad infrastructure | 5.0 | 12 |
| 11.03 | Quality of port infrastructure† | 5.6 | 19 |
| 11.04 | Quality of ground transport network† | 5.4 | 20 |
| 11.05 | Railroad density (km/surface area)* | 0.7 | 58 |
| 11.06 | Road density (km/surface area)* | ® | 49 |
| 11.07 | Paved road density (km/surface area)* | ® | 40 |
| | **Tourist Service Infrastructure** | **4.4** | **68** |
| 12.01 | Hotel rooms per 100 pop.* | 0.7 | 47 |
| 12.02 | Extension of business trips recommended† | 6.0 | 22 |
| 12.03 | Presence of major car rental companies† | 4 | 81 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 540.1 | 56 |
| | **Natural Resources** | **4.1** | **26** |
| 13.01 | No. of World Heritage natural sites* | 2 | 29 |
| 13.02 | Total known species* | 1,256 | 23 |
| 13.03 | Total protected areas (% total territorial area)* | 13.9 | 70 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 47 | 27 |
| 13.05 | Quality of the natural environment† | 5.3 | 35 |
| | **Cultural Resources and Business Travel** | **3.0** | **27** |
| 14.01 | No. of World Heritage cultural sites* | 2 | 71 |
| 14.02 | No. of oral and intangible cultural expressions* | 1 | 60 |
| 14.03 | No. of large sports stadiums* | 22.0 | 19 |
| 14.04 | No. of international association meetings* | 127.0 | 34 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 25 | 24 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Mali

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **128** | **2.87** |
| **Enabling Environment** | **134** | **3.32** |
| Business Environment | 114 | 3.90 |
| Safety and Security | 122 | 4.15 |
| Health and Hygiene | 129 | 3.02 |
| Human Resources and Labour Market | 136 | 3.26 |
| ICT Readiness | 129 | 2.28 |
| **T&T Policy and Enabling Conditions** | **94** | **3.91** |
| Prioritization of Travel & Tourism | 111 | 3.93 |
| International Openness | 79 | 2.91 |
| Price Competitiveness | 103 | 4.24 |
| Environmental Sustainability | 31 | 4.55 |
| **Infrastructure** | **126** | **2.32** |
| Air Transport Infrastructure | 131 | 1.75 |
| Ground and Port Infrastructure | 113 | 2.64 |
| Tourist Service Infrastructure | 124 | 2.57 |
| **Natural and Cultural Resources** | **106** | **1.91** |
| Natural Resources | 124 | 2.09 |
| Cultural Resources and Business Travel | 61 | 1.74 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 142 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 210.0 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 1,478.9 |
| Population (millions), 2013 | 15.3 |
| Surface area (1,000 square kilometres), 2013 | 1,240.2 |
| Gross domestic product per capita (PPP$), 2013 | 1,493 |
| Real GDP growth (%), 2013 | 1.7 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 407.5 | 4.1 | 5.9 |
| T&T industry employment (1,000 jobs) | 58.2 | 2.5 | 3.7 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Mali

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **3.9** | **114** |
| 1.01 | Property rights† | 3.4 | 114 |
| 1.02 | Impact of rules on FDI† | 3.9 | 109 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.4 | 87 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.5 | 58 |
| 1.05 | No. of days to deal with construction permits* | 119 | 51 |
| 1.06 | Construction permits cost (%)* | 8.1 | 122 |
| 1.07 | Extent of market dominance† | 4.2 | 33 |
| 1.08 | No. of days to start a business* | 11 | 59 |
| 1.09 | Cost to start a business (% GNI/capita)* | 78.1 | 130 |
| 1.10 | Effect of taxation on incentives to work† | 3.3 | 94 |
| 1.11 | Effect of taxation on incentives to invest† | 3.2 | 111 |
| 1.12 | Total tax rate (% profit)* | 48.3 | 105 |
| 1.12a | Labour and contributions tax rate (% profit)* | 34.3 | 127 |
| 1.12b | Profit tax rate (% profit)* | 10.1 | 40 |
| 1.12c | Other taxes rate (% profit)* | 3.9 | 100 |
| | **Safety and Security** | **4.2** | **122** |
| 2.01 | Business costs of crime and violence† | 2.9 | 129 |
| 2.02 | Reliability of police services† | 3.8 | 90 |
| 2.03 | Business costs of terrorism† | 2.5 | 139 |
| 2.04 | Index of terrorism incidence* | 5.7 | 124 |
| 2.05 | Homicide rate* | 8 | 90 |
| | **Health and Hygiene** | **3.0** | **129** |
| 3.01 | Physician density per 1,000 pop.* | 0.1 | 126 |
| 3.02 | Access to improved sanitation (% pop.)* | 22.0 | 131 |
| 3.03 | Access to improved drinking water (% pop.)* | 67.0 | 128 |
| 3.04 | Hospital beds per 10,000 pop. | 1.0 | 140 |
| 3.05 | HIV prevalence (% pop.)* | 0.9 | 105 |
| 3.06 | Malaria incidence per 100,000 pop.* | 20,197.2 | 62 |
| | **Human Resources and Labour Market** | **3.3** | **136** |
| | *Qualification of the labour force* | *2.8* | *133* |
| 4.01 | Primary education enrolment rate (%)* | 68.7 | 135 |
| 4.02 | Secondary education enrolment rate (%)* | 44.5 | 123 |
| 4.03 | Extent of staff training† | 3.3 | 125 |
| 4.04 | Treatment of customers† | 4.2 | 94 |
| | *Labour market* | *3.7* | *104* |
| 4.05 | Hiring and firing practices† | 4.3 | 35 |
| 4.06 | Ease of finding skilled employees† | 4.1 | 56 |
| 4.07 | Ease of hiring foreign labour† | 4.0 | 76 |
| 4.08 | Pay and productivity† | 3.5 | 104 |
| 4.09 | Female labour force participation (% to men)* | 0.6 | 108 |
| | **ICT Readiness** | **2.3** | **129** |
| 5.01 | ICT use for B2B transactions† | 4.5 | 90 |
| 5.02 | Internet use for B2C transactions† | 3.4 | 121 |
| 5.03 | Individuals using internet (%)* | 2.3 | 134 |
| 5.04 | Broadband internet subs. per 100 pop.* | 0.0 | 136 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 129.1 | 42 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 1.8 | 119 |
| 5.07 | Mobile network coverage (% pop.)* | 20.0 | 136 |
| 5.08 | Quality of electricity supply | 3.5 | 100 |
| | **Prioritization of Travel & Tourism** | **3.9** | **111** |
| 6.01 | Government prioritization of T&T industry† | 5.8 | 38 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 1.7 | 119 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.1 | 43 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 61.0 | 82 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 0.0 | 129 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 56.6 | 103 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.9** | **79** |
| 7.01 | Visa requirements (0–100 best)* | 72.0 | 8 |
| 7.02 | Openness of bilateral ASA (0–38)* | 6.4 | 120 |
| 7.03 | No. of regional trade agreements in force* | 2.0 | 113 |
| | **Price Competitiveness** | **4.2** | **103** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 42.0 | 132 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.4 | 36 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 141.0 | 70 |
| | **Environmental Sustainability** | **4.5** | **31** |
| 9.01 | Stringency of environmental regulations† | 3.1 | 125 |
| 9.02 | Enforcement of environmental regulations† | 3.0 | 115 |
| 9.03 | Sustainability of T&T development† | 5.1 | 26 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 4.1 | 17 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 18 | 87 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.2 | 19 |
| 9.07 | Threatened species (% total species)* | 3.6 | 42 |
| 9.08 | Forest cover change (% average per year)* | n/a | n/a |
| 9.09 | Wastewater treatment (%) * | 0.0 | 119 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | n/a | n/a |
| | **Air Transport Infrastructure** | **1.8** | **131** |
| 10.01 | Quality of air transport infrastructure† | 3.8 | 96 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 28.3 | 110 |
| 10.04 | Departures per 1,000 pop.* | 0.0 | 128 |
| 10.05 | Airport density per million urban pop.* | 0.2 | 138 |
| 10.06 | No. of operating airlines* | 15.0 | 109 |
| | **Ground and Port Infrastructure** | **2.6** | **113** |
| 11.01 | Quality of roads | 3.4 | 94 |
| 11.02 | Quality of railroad infrastructure | 2.1 | 84 |
| 11.03 | Quality of port infrastructure† | 3.1 | 111 |
| 11.04 | Quality of ground transport network† | 4.2 | 79 |
| 11.05 | Railroad density (km/surface area)* | 0.1 | 98 |
| 11.06 | Road density (km/surface area)* | ® | 140 |
| 11.07 | Paved road density (km/surface area)* | ® | 134 |
| | **Tourist Service Infrastructure** | **2.6** | **124** |
| 12.01 | Hotel rooms per 100 pop.* | 0.1 | 125 |
| 12.02 | Extension of business trips recommended† | 5.3 | 71 |
| 12.03 | Presence of major car rental companies† | 2 | 105 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 14.7 | 132 |
| | **Natural Resources** | **2.1** | **124** |
| 13.01 | No. of World Heritage natural sites* | 1 | 76 |
| 13.02 | Total known species* | 724 | 55 |
| 13.03 | Total protected areas (% total territorial area)* | 6.1 | 109 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 2 | 127 |
| 13.05 | Quality of the natural environment† | 3.1 | 134 |
| | **Cultural Resources and Business Travel** | **1.7** | **61** |
| 14.01 | No. of World Heritage cultural sites* | 4 | 55 |
| 14.02 | No. of oral and intangible cultural expressions* | 8 | 13 |
| 14.03 | No. of large sports stadiums* | 5.0 | 61 |
| 14.04 | No. of international association meetings* | 2.7 | 117 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 3 | 109 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Malta

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **40** | **4.16** |
| **Enabling Environment** | **29** | **5.40** |
| Business Environment | 40 | 4.76 |
| Safety and Security | 25 | 6.03 |
| Health and Hygiene | 17 | 6.35 |
| Human Resources and Labour Market | 60 | 4.61 |
| ICT Readiness | 33 | 5.24 |
| **T&T Policy and Enabling Conditions** | **10** | **4.59** |
| Prioritization of Travel & Tourism | 1 | 6.03 |
| International Openness | 40 | 3.94 |
| Price Competitiveness | 106 | 4.22 |
| Environmental Sustainability | 64 | 4.17 |
| **Infrastructure** | **23** | **4.81** |
| Air Transport Infrastructure | 37 | 3.83 |
| Ground and Port Infrastructure | 22 | 4.98 |
| Tourist Service Infrastructure | 24 | 5.61 |
| **Natural and Cultural Resources** | **110** | **1.83** |
| Natural Resources | 115 | 2.22 |
| Cultural Resources and Business Travel | 90 | 1.44 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 1,582 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 1,404.0 |
| Growth (%) in int'l outbound travel spending* | 1.37 |
| Average spending per int'l tourist (US$), 2013 | 887.5 |
| Population (millions), 2013 | 0.4 |
| Surface area (1,000 square kilometres), 2013 | 0.3 |
| Gross domestic product per capita (PPP$), 2013 | 30,567 |
| Real GDP growth (%), 2013 | 2.9 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 1,271.8 | 13.6 | 3.6 |
| T&T industry employment (1,000 jobs) | 25.5 | 14.8 | 2.2 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Malta

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.8** | **40** |
| 1.01 | Property rights† | 5.0 | 36 |
| 1.02 | Impact of rules on FDI† | 5.3 | 15 |
| 1.03 | Efficiency of legal framework settling disputes† | 4.3 | 37 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.6 | 50 |
| 1.05 | No. of days to deal with construction permits* | 167 | 86 |
| 1.06 | Construction permits cost (%)* | 2.8 | 87 |
| 1.07 | Extent of market dominance† | 4.1 | 44 |
| 1.08 | No. of days to start a business* | 35 | 121 |
| 1.09 | Cost to start a business (% GNI/capita)* | 11.0 | 80 |
| 1.10 | Effect of taxation on incentives to work† | 4.2 | 27 |
| 1.11 | Effect of taxation on incentives to invest† | 4.3 | 27 |
| 1.12 | Total tax rate (% profit)* | 41.6 | 88 |
| 1.12a | Labour and contributions tax rate (% profit)* | 10.7 | 36 |
| 1.12b | Profit tax rate (% profit)* | 30.3 | 135 |
| 1.12c | Other taxes rate (% profit)* | 0.5 | 21 |
| | **Safety and Security** | **6.0** | **25** |
| 2.01 | Business costs of crime and violence† | 5.7 | 13 |
| 2.02 | Reliability of police services† | 5.3 | 33 |
| 2.03 | Business costs of terrorism† | 5.6 | 55 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 3 | 61 |
| | **Health and Hygiene** | **6.4** | **17** |
| 3.01 | Physician density per 1,000 pop.* | 3.5 | 16 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 48.0 | 31 |
| 3.05 | HIV prevalence (% pop.)* | 0.1 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **4.6** | **60** |
| | *Qualification of the labour force* | *5.4* | *58* |
| 4.01 | Primary education enrolment rate (%)* | 95.1 | 65 |
| 4.02 | Secondary education enrolment rate (%)* | 86.3 | 80 |
| 4.03 | Extent of staff training† | 4.4 | 40 |
| 4.04 | Treatment of customers† | 4.4 | 80 |
| | *Labour market* | *3.8* | *89* |
| 4.05 | Hiring and firing practices† | 3.7 | 83 |
| 4.06 | Ease of finding skilled employees† | 4.4 | 38 |
| 4.07 | Ease of hiring foreign labour† | 4.6 | 22 |
| 4.08 | Pay and productivity† | 4.1 | 57 |
| 4.09 | Female labour force participation (% to men)* | 0.6 | 115 |
| | **ICT Readiness** | **5.2** | **33** |
| 5.01 | ICT use for B2B transactions† | 5.5 | 32 |
| 5.02 | Internet use for B2C transactions† | 5.0 | 41 |
| 5.03 | Individuals using internet (%)* | 68.9 | 39 |
| 5.04 | Broadband internet subs. per 100 pop.* | 32.8 | 13 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 129.8 | 41 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 56.8 | 37 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 1 |
| 5.08 | Quality of electricity supply | 4.7 | 76 |
| | **Prioritization of Travel & Tourism** | **6.0** | **1** |
| 6.01 | Government prioritization of T&T industry† | 6.6 | 3 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 11.4 | 6 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.5 | 17 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 91.0 | 24 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 17.5 | 57 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 70.7 | 58 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.9** | **40** |
| 7.01 | Visa requirements (0–100 best)* | 23.0 | 72 |
| 7.02 | Openness of bilateral ASA (0–38)* | 8.5 | 99 |
| 7.03 | No. of regional trade agreements in force* | 46.0 | 1 |
| | **Price Competitiveness** | **4.2** | **106** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 87.7 | 28 |
| 8.02 | Hotel price index (US$)* | 141.5 | 60 |
| 8.03 | Purchasing power parity* | 0.8 | 108 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 192.0 | 119 |
| | **Environmental Sustainability** | **4.2** | **64** |
| 9.01 | Stringency of environmental regulations† | 4.1 | 67 |
| 9.02 | Enforcement of environmental regulations† | 3.8 | 69 |
| 9.03 | Sustainability of T&T development† | 5.4 | 13 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 6.4 | 51 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 20 | 63 |
| 9.06 | Baseline water stress (0–5 worst)* | 5.0 | 128 |
| 9.07 | Threatened species (% total species)* | 2.6 | 15 |
| 9.08 | Forest cover change (% average per year)* | n/a | n/a |
| 9.09 | Wastewater treatment (%) * | 37.0 | 48 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.1 | 37 |
| | **Air Transport Infrastructure** | **3.8** | **37** |
| 10.01 | Quality of air transport infrastructure† | 5.5 | 30 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 80.7 | 84 |
| 10.04 | Departures per 1,000 pop.* | 33.7 | 10 |
| 10.05 | Airport density per million urban pop.* | 2.5 | 30 |
| 10.06 | No. of operating airlines* | 34.0 | 67 |
| | **Ground and Port Infrastructure** | **5.0** | **22** |
| 11.01 | Quality of roads | 3.7 | 85 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 5.5 | 20 |
| 11.04 | Quality of ground transport network† | 3.7 | 110 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 1 |
| 11.07 | Paved road density (km/surface area)* | ® | 1 |
| | **Tourist Service Infrastructure** | **5.6** | **24** |
| 12.01 | Hotel rooms per 100 pop.* | 4.4 | 1 |
| 12.02 | Extension of business trips recommended† | 5.7 | 38 |
| 12.03 | Presence of major car rental companies† | 6 | 35 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 466.8 | 64 |
| | **Natural Resources** | **2.2** | **115** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 232 | 137 |
| 13.03 | Total protected areas (% total territorial area)* | 2.2 | 130 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 34 | 38 |
| 13.05 | Quality of the natural environment† | 4.0 | 97 |
| | **Cultural Resources and Business Travel** | **1.4** | **90** |
| 14.01 | No. of World Heritage cultural sites* | 3 | 58 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 0.0 | 120 |
| 14.04 | No. of international association meetings* | 29.0 | 63 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 14 | 44 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Mauritania

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **137** | **2.64** |
| **Enabling Environment** | **137** | **3.21** |
| Business Environment | 131 | 3.46 |
| Safety and Security | 87 | 5.06 |
| Health and Hygiene | 128 | 3.03 |
| Human Resources and Labour Market | 141 | 2.30 |
| ICT Readiness | 131 | 2.18 |
| **T&T Policy and Enabling Conditions** | **108** | **3.76** |
| Prioritization of Travel & Tourism | 134 | 3.12 |
| International Openness | 77 | 2.94 |
| Price Competitiveness | 62 | 4.82 |
| Environmental Sustainability | 66 | 4.15 |
| **Infrastructure** | **139** | **1.97** |
| Air Transport Infrastructure | 133 | 1.59 |
| Ground and Port Infrastructure | 141 | 1.96 |
| Tourist Service Infrastructure | 130 | 2.37 |
| **Natural and Cultural Resources** | **132** | **1.61** |
| Natural Resources | 123 | 2.12 |
| Cultural Resources and Business Travel | 133 | 1.11 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 30 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 28.0 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 933.3 |
| Population (millions), 2013 | 3.9 |
| Surface area (1,000 square kilometres), 2013 | 1,030.7 |
| Gross domestic product per capita (PPP$), 2013 | 3,187 |
| Real GDP growth (%), 2013 | 6.7 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | n/a | n/a | n/a |
| T&T industry employment (1,000 jobs) | n/a | n/a | n/a |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Mauritania

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **3.5** | **131** |
| 1.01 | Property rights† | 2.5 | 136 |
| 1.02 | Impact of rules on FDI† | 3.1 | 130 |
| 1.03 | Efficiency of legal framework settling disputes† | 2.4 | 135 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.1 | 137 |
| 1.05 | No. of days to deal with construction permits* | 104 | 37 |
| 1.06 | Construction permits cost (%)* | 4.5 | 106 |
| 1.07 | Extent of market dominance† | 3.1 | 126 |
| 1.08 | No. of days to start a business* | 9 | 50 |
| 1.09 | Cost to start a business (% GNI/capita)* | 19.8 | 102 |
| 1.10 | Effect of taxation on incentives to work† | 2.8 | 124 |
| 1.11 | Effect of taxation on incentives to invest† | 3.1 | 118 |
| 1.12 | Total tax rate (% profit)* | 71.3 | 136 |
| 1.12a | Labour and contributions tax rate (% profit)* | 23.2 | 103 |
| 1.12b | Profit tax rate (% profit)* | 0.0 | 1 |
| 1.12c | Other taxes rate (% profit)* | 48.0 | 139 |
| | **Safety and Security** | **5.1** | **87** |
| 2.01 | Business costs of crime and violence† | 4.7 | 57 |
| 2.02 | Reliability of police services† | 3.0 | 120 |
| 2.03 | Business costs of terrorism† | 4.4 | 115 |
| 2.04 | Index of terrorism incidence* | 7.0 | 80 |
| 2.05 | Homicide rate* | 5 | 76 |
| | **Health and Hygiene** | **3.0** | **128** |
| 3.01 | Physician density per 1,000 pop.* | 0.1 | 121 |
| 3.02 | Access to improved sanitation (% pop.)* | 27.0 | 128 |
| 3.03 | Access to improved drinking water (% pop.)* | 50.0 | 139 |
| 3.04 | Hospital beds per 10,000 pop. | 4.0 | 133 |
| 3.05 | HIV prevalence (% pop.)* | 0.4 | 74 |
| 3.06 | Malaria incidence per 100,000 pop.* | 17,649.5 | 59 |
| | **Human Resources and Labour Market** | **2.3** | **141** |
| | *Qualification of the labour force* | *2.1* | *140* |
| 4.01 | Primary education enrolment rate (%)* | 69.6 | 134 |
| 4.02 | Secondary education enrolment rate (%)* | 26.8 | 136 |
| 4.03 | Extent of staff training† | 2.6 | 141 |
| 4.04 | Treatment of customers† | 2.8 | 139 |
| | *Labour market* | *2.5* | *141* |
| 4.05 | Hiring and firing practices† | 3.3 | 114 |
| 4.06 | Ease of finding skilled employees† | 2.9 | 131 |
| 4.07 | Ease of hiring foreign labour† | 3.0 | 131 |
| 4.08 | Pay and productivity† | 2.5 | 137 |
| 4.09 | Female labour force participation (% to men)* | 0.4 | 129 |
| | **ICT Readiness** | **2.2** | **131** |
| 5.01 | ICT use for B2B transactions† | 4.6 | 81 |
| 5.02 | Internet use for B2C transactions† | 3.1 | 131 |
| 5.03 | Individuals using internet (%)* | 6.2 | 126 |
| 5.04 | Broadband internet subs. per 100 pop.* | 0.2 | 118 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 102.5 | 88 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 5.4 | 107 |
| 5.07 | Mobile network coverage (% pop.)* | 62.0 | 132 |
| 5.08 | Quality of electricity supply | 3.3 | 104 |
| | **Prioritization of Travel & Tourism** | **3.1** | **134** |
| 6.01 | Government prioritization of T&T industry† | 4.4 | 111 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | n/a | n/a |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.9 | 99 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 0.0 | 141 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 0.0 | 129 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | n/a | n/a |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.9** | **77** |
| 7.01 | Visa requirements (0–100 best)* | 71.0 | 10 |
| 7.02 | Openness of bilateral ASA (0–38)* | 9.2 | 93 |
| 7.03 | No. of regional trade agreements in force* | 0.0 | 139 |
| | **Price Competitiveness** | **4.8** | **62** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 65.5 | 109 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.4 | 15 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 143.0 | 74 |
| | **Environmental Sustainability** | **4.1** | **66** |
| 9.01 | Stringency of environmental regulations† | 3.8 | 87 |
| 9.02 | Enforcement of environmental regulations† | 3.5 | 88 |
| 9.03 | Sustainability of T&T development† | 3.2 | 128 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 3.8 | 13 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 20 | 63 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.6 | 37 |
| 9.07 | Threatened species (% total species)* | 5.0 | 66 |
| 9.08 | Forest cover change (% average per year)* | n/a | n/a |
| 9.09 | Wastewater treatment (%) * | 0.0 | 119 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.1 | 55 |
| | **Air Transport Infrastructure** | **1.6** | **133** |
| 10.01 | Quality of air transport infrastructure† | 2.4 | 138 |
| 10.02 | Airline dom. seat kms per week (millions)* | 0.8 | 81 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 10.8 | 133 |
| 10.04 | Departures per 1,000 pop.* | 0.8 | 101 |
| 10.05 | Airport density per million urban pop.* | 1.3 | 56 |
| 10.06 | No. of operating airlines* | 10.0 | 124 |
| | **Ground and Port Infrastructure** | **2.0** | **141** |
| 11.01 | Quality of roads | 2.3 | 137 |
| 11.02 | Quality of railroad infrastructure | 2.4 | 76 |
| 11.03 | Quality of port infrastructure† | 2.4 | 133 |
| 11.04 | Quality of ground transport network† | 2.3 | 138 |
| 11.05 | Railroad density (km/surface area)* | 0.1 | 95 |
| 11.06 | Road density (km/surface area)* | ® | 141 |
| 11.07 | Paved road density (km/surface area)* | ® | 136 |
| | **Tourist Service Infrastructure** | **2.4** | **130** |
| 12.01 | Hotel rooms per 100 pop.* | 0.1 | 121 |
| 12.02 | Extension of business trips recommended† | 4.3 | 123 |
| 12.03 | Presence of major car rental companies† | 2 | 105 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 40.8 | 121 |
| | **Natural Resources** | **2.1** | **123** |
| 13.01 | No. of World Heritage natural sites* | 1 | 43 |
| 13.02 | Total known species* | 580 | 68 |
| 13.03 | Total protected areas (% total territorial area)* | 1.2 | 133 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 1 | 136 |
| 13.05 | Quality of the natural environment† | 3.7 | 111 |
| | **Cultural Resources and Business Travel** | **1.1** | **133** |
| 14.01 | No. of World Heritage cultural sites* | 1 | 92 |
| 14.02 | No. of oral and intangible cultural expressions* | 1 | 60 |
| 14.03 | No. of large sports stadiums* | 0.0 | 120 |
| 14.04 | No. of international association meetings* | n/a | n/a |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 0 | 139 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Mauritius

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **56** | **3.90** |
| **Enabling Environment** | **53** | **5.08** |
| Business Environment | 24 | 5.19 |
| Safety and Security | 33 | 5.91 |
| Health and Hygiene | 67 | 5.31 |
| Human Resources and Labour Market | 47 | 4.75 |
| ICT Readiness | 64 | 4.22 |
| **T&T Policy and Enabling Conditions** | **19** | **4.49** |
| Prioritization of Travel & Tourism | 2 | 5.96 |
| International Openness | 60 | 3.42 |
| Price Competitiveness | 114 | 3.91 |
| Environmental Sustainability | 24 | 4.67 |
| **Infrastructure** | **44** | **4.39** |
| Air Transport Infrastructure | 61 | 2.95 |
| Ground and Port Infrastructure | 27 | 4.77 |
| Tourist Service Infrastructure | 28 | 5.45 |
| **Natural and Cultural Resources** | **129** | **1.64** |
| Natural Resources | 131 | 2.03 |
| Cultural Resources and Business Travel | 120 | 1.26 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 993 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 1,321.0 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 1,330.3 |
| Population (millions), 2013 | 1.3 |
| Surface area (1,000 square kilometres), 2013 | 2.0 |
| Gross domestic product per capita (PPP$), 2013 | 17,118 |
| Real GDP growth (%), 2013 | 3.2 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 1,326.1 | 11.3 | 4.4 |
| T&T industry employment (1,000 jobs) | 61.8 | 10.8 | 2.5 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Mauritius

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **5.2** | **24** |
| 1.01 | Property rights† | 5.1 | 33 |
| 1.02 | Impact of rules on FDI† | 5.6 | 7 |
| 1.03 | Efficiency of legal framework settling disputes† | 4.9 | 22 |
| 1.04 | Efficiency of legal framework challenging regs.† | 4.1 | 30 |
| 1.05 | No. of days to deal with construction permits* | 245 | 122 |
| 1.06 | Construction permits cost (%)* | 0.7 | 35 |
| 1.07 | Extent of market dominance† | 3.6 | 79 |
| 1.08 | No. of days to start a business* | 6 | 27 |
| 1.09 | Cost to start a business (% GNI/capita)* | 2.1 | 36 |
| 1.10 | Effect of taxation on incentives to work† | 5.1 | 9 |
| 1.11 | Effect of taxation on incentives to invest† | 5.3 | 9 |
| 1.12 | Total tax rate (% profit)* | 24.5 | 22 |
| 1.12a | Labour and contributions tax rate (% profit)* | 6.5 | 28 |
| 1.12b | Profit tax rate (% profit)* | 11.2 | 45 |
| 1.12c | Other taxes rate (% profit)* | 6.7 | 117 |
| | **Safety and Security** | **5.9** | **33** |
| 2.01 | Business costs of crime and violence† | 5.2 | 35 |
| 2.02 | Reliability of police services† | 4.5 | 51 |
| 2.03 | Business costs of terrorism† | 6.3 | 12 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 3 | 61 |
| | **Health and Hygiene** | **5.3** | **67** |
| 3.01 | Physician density per 1,000 pop.* | 1.1 | 84 |
| 3.02 | Access to improved sanitation (% pop.)* | 91.0 | 65 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 34.0 | 49 |
| 3.05 | HIV prevalence (% pop.)* | 1.2 | 111 |
| 3.06 | Malaria incidence per 100,000 pop.* | M.F. | n/a |
| | **Human Resources and Labour Market** | **4.7** | **47** |
| | *Qualification of the labour force* | *5.7* | 28 |
| 4.01 | Primary education enrolment rate (%)* | 97.8 | 33 |
| 4.02 | Secondary education enrolment rate (%)* | 95.9 | 50 |
| 4.03 | Extent of staff training† | 4.4 | 35 |
| 4.04 | Treatment of customers† | 4.8 | 50 |
| | *Labour market* | *3.8* | *96* |
| 4.05 | Hiring and firing practices† | 4.2 | 42 |
| 4.06 | Ease of finding skilled employees† | 3.8 | 80 |
| 4.07 | Ease of hiring foreign labour† | 4.2 | 54 |
| 4.08 | Pay and productivity† | 4.2 | 46 |
| 4.09 | Female labour force participation (% to men)* | 0.6 | 114 |
| | **ICT Readiness** | **4.2** | **64** |
| 5.01 | ICT use for B2B transactions† | 4.7 | 75 |
| 5.02 | Internet use for B2C transactions† | 4.0 | 100 |
| 5.03 | Individuals using internet (%)* | 39.0 | 84 |
| 5.04 | Broadband internet subs. per 100 pop.* | 12.5 | 57 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 123.2 | 51 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 28.7 | 72 |
| 5.07 | Mobile network coverage (% pop.)* | 99.0 | 65 |
| 5.08 | Quality of electricity supply | 5.5 | 45 |
| | **Prioritization of Travel & Tourism** | **6.0** | **2** |
| 6.01 | Government prioritization of T&T industry† | 6.4 | 9 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 16.4 | 4 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.5 | 20 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 70.0 | 61 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 20.0 | 3 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 71.7 | 57 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.4** | **60** |
| 7.01 | Visa requirements (0–100 best)* | 80.0 | 3 |
| 7.02 | Openness of bilateral ASA (0–38)* | 10.5 | 71 |
| 7.03 | No. of regional trade agreements in force* | 4.0 | 88 |
| | **Price Competitiveness** | **3.9** | **114** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 73.3 | 90 |
| 8.02 | Hotel price index (US$)* | 229.9 | 95 |
| 8.03 | Purchasing power parity* | 0.5 | 69 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 165.0 | 94 |
| | **Environmental Sustainability** | **4.7** | **24** |
| 9.01 | Stringency of environmental regulations† | 4.3 | 57 |
| 9.02 | Enforcement of environmental regulations† | 4.0 | 60 |
| 9.03 | Sustainability of T&T development† | 5.1 | 19 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 1.5 | 2 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 22 | 28 |
| 9.06 | Baseline water stress (0–5 worst)* | n/a | n/a |
| 9.07 | Threatened species (% total species)* | 16.7 | 134 |
| 9.08 | Forest cover change (% average per year)* | 2.2 | 3 |
| 9.09 | Wastewater treatment (%) * | 5.4 | 85 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.0 | 3 |
| | **Air Transport Infrastructure** | **2.9** | **61** |
| 10.01 | Quality of air transport infrastructure† | 5.0 | 46 |
| 10.02 | Airline dom. seat kms per week (millions)* | 1.9 | 70 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 159.4 | 66 |
| 10.04 | Departures per 1,000 pop.* | 9.3 | 34 |
| 10.05 | Airport density per million urban pop.* | 3.9 | 22 |
| 10.06 | No. of operating airlines* | 16.0 | 107 |
| | **Ground and Port Infrastructure** | **4.8** | **27** |
| 11.01 | Quality of roads | 4.8 | 42 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 5.0 | 36 |
| 11.04 | Quality of ground transport network† | 4.6 | 52 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 35 |
| 11.07 | Paved road density (km/surface area)* | ® | 25 |
| | **Tourist Service Infrastructure** | **5.5** | **28** |
| 12.01 | Hotel rooms per 100 pop.* | 1.0 | 39 |
| 12.02 | Extension of business trips recommended† | 6.1 | 16 |
| 12.03 | Presence of major car rental companies† | 6 | 35 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 795.0 | 33 |
| | **Natural Resources** | **2.0** | **131** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 96 | 141 |
| 13.03 | Total protected areas (% total territorial area)* | 0.7 | 135 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 18 | 58 |
| 13.05 | Quality of the natural environment† | 4.7 | 56 |
| | **Cultural Resources and Business Travel** | **1.3** | **120** |
| 14.01 | No. of World Heritage cultural sites* | 2 | 71 |
| 14.02 | No. of oral and intangible cultural expressions* | 1 | 60 |
| 14.03 | No. of large sports stadiums* | 0.0 | 120 |
| 14.04 | No. of international association meetings* | 6.7 | 93 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 8 | 70 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Mexico

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **30** | **4.36** |
| **Enabling Environment** | **87** | **4.34** |
| Business Environment | 98 | 4.09 |
| Safety and Security | 124 | 4.10 |
| Health and Hygiene | 70 | 5.25 |
| Human Resources and Labour Market | 76 | 4.45 |
| ICT Readiness | 78 | 3.82 |
| **T&T Policy and Enabling Conditions** | **60** | **4.22** |
| Prioritization of Travel & Tourism | 32 | 5.16 |
| International Openness | 57 | 3.48 |
| Price Competitiveness | 55 | 4.88 |
| Environmental Sustainability | 126 | 3.37 |
| **Infrastructure** | **56** | **3.83** |
| Air Transport Infrastructure | 42 | 3.64 |
| Ground and Port Infrastructure | 72 | 3.39 |
| Tourist Service Infrastructure | 64 | 4.47 |
| **Natural and Cultural Resources** | **9** | **5.05** |
| Natural Resources | 4 | 5.18 |
| Cultural Resources and Business Travel | 11 | 4.92 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 24,151 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 13,949.0 |
| Growth (%) in int'l outbound travel spending* | 2.54 |
| Average spending per int'l tourist (US$), 2013 | 577.6 |
| Population (millions), 2013 | 122.3 |
| Surface area (1,000 square kilometres), 2013 | 1,964.4 |
| Gross domestic product per capita (PPP$), 2013 | 17,390 |
| Real GDP growth (%), 2013 | 1.1 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 74,720.3 | 5.9 | 4.5 |
| T&T industry employment (1,000 jobs) | 3,180.1 | 6.4 | 2.2 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Mexico

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.1** | **98** |
| 1.01 | Property rights† | 4.0 | 78 |
| 1.02 | Impact of rules on FDI† | 4.6 | 60 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.3 | 99 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.1 | 88 |
| 1.05 | No. of days to deal with construction permits* | 88 | 21 |
| 1.06 | Construction permits cost (%)* | 10.3 | 131 |
| 1.07 | Extent of market dominance† | 3.3 | 114 |
| 1.08 | No. of days to start a business* | 6 | 35 |
| 1.09 | Cost to start a business (% GNI/capita)* | 18.6 | 100 |
| 1.10 | Effect of taxation on incentives to work† | 3.0 | 114 |
| 1.11 | Effect of taxation on incentives to invest† | 3.2 | 108 |
| 1.12 | Total tax rate (% profit)* | 51.8 | 116 |
| 1.12a | Labour and contributions tax rate (% profit)* | 25.9 | 113 |
| 1.12b | Profit tax rate (% profit)* | 24.9 | 117 |
| 1.12c | Other taxes rate (% profit)* | 0.9 | 35 |
| | **Safety and Security** | **4.1** | **124** |
| 2.01 | Business costs of crime and violence† | 2.7 | 133 |
| 2.02 | Reliability of police services† | 2.8 | 127 |
| 2.03 | Business costs of terrorism† | 4.7 | 97 |
| 2.04 | Index of terrorism incidence* | 6.5 | 116 |
| 2.05 | Homicide rate* | 22 | 127 |
| | **Health and Hygiene** | **5.2** | **70** |
| 3.01 | Physician density per 1,000 pop.* | 2.1 | 55 |
| 3.02 | Access to improved sanitation (% pop.)* | 85.0 | 76 |
| 3.03 | Access to improved drinking water (% pop.)* | 95.0 | 74 |
| 3.04 | Hospital beds per 10,000 pop. | 15.0 | 96 |
| 3.05 | HIV prevalence (% pop.)* | 0.2 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | 0.8 | 16 |
| | **Human Resources and Labour Market** | **4.4** | **76** |
| | *Qualification of the labour force* | *5.4* | *55* |
| 4.01 | Primary education enrolment rate (%)* | 96.3 | 53 |
| 4.02 | Secondary education enrolment rate (%)* | 85.7 | 83 |
| 4.03 | Extent of staff training† | 4.0 | 74 |
| 4.04 | Treatment of customers† | 4.7 | 55 |
| | *Labour market* | *3.5* | *115* |
| 4.05 | Hiring and firing practices† | 3.4 | 101 |
| 4.06 | Ease of finding skilled employees† | 3.9 | 68 |
| 4.07 | Ease of hiring foreign labour† | 4.2 | 49 |
| 4.08 | Pay and productivity† | 3.8 | 86 |
| 4.09 | Female labour force participation (% to men)* | 0.6 | 119 |
| | **ICT Readiness** | **3.8** | **78** |
| 5.01 | ICT use for B2B transactions† | 4.7 | 73 |
| 5.02 | Internet use for B2C transactions† | 4.2 | 81 |
| 5.03 | Individuals using internet (%)* | 43.5 | 79 |
| 5.04 | Broadband internet subs. per 100 pop.* | 10.9 | 61 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 85.8 | 109 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 13.5 | 92 |
| 5.07 | Mobile network coverage (% pop.)* | 99.9 | 39 |
| 5.08 | Quality of electricity supply | 4.6 | 79 |
| | **Prioritization of Travel & Tourism** | **5.2** | **32** |
| 6.01 | Government prioritization of T&T industry† | 5.6 | 49 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 4.7 | 43 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.8 | 54 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 80.0 | 40 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.5 | 7 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 81.1 | 22 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.5** | **57** |
| 7.01 | Visa requirements (0–100 best)* | 22.0 | 102 |
| 7.02 | Openness of bilateral ASA (0–38)* | 14.0 | 38 |
| 7.03 | No. of regional trade agreements in force* | 22.0 | 38 |
| | **Price Competitiveness** | **4.9** | **55** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 60.7 | 116 |
| 8.02 | Hotel price index (US$)* | 120.2 | 32 |
| 8.03 | Purchasing power parity* | 0.6 | 92 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 86.0 | 21 |
| | **Environmental Sustainability** | **3.4** | **126** |
| 9.01 | Stringency of environmental regulations† | 4.0 | 71 |
| 9.02 | Enforcement of environmental regulations† | 3.6 | 83 |
| 9.03 | Sustainability of T&T development† | 4.6 | 60 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 10.2 | 85 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 21 | 42 |
| 9.06 | Baseline water stress (0–5 worst)* | 3.5 | 109 |
| 9.07 | Threatened species (% total species)* | 18.8 | 137 |
| 9.08 | Forest cover change (% average per year)* | –3.2 | 73 |
| 9.09 | Wastewater treatment (%) * | 37.4 | 47 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.1 | 50 |
| | **Air Transport Infrastructure** | **3.6** | **42** |
| 10.01 | Quality of air transport infrastructure† | 4.6 | 63 |
| 10.02 | Airline dom. seat kms per week (millions)* | 823.4 | 10 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 1,135.9 | 24 |
| 10.04 | Departures per 1,000 pop.* | 3.6 | 67 |
| 10.05 | Airport density per million urban pop.* | 0.6 | 107 |
| 10.06 | No. of operating airlines* | 72.0 | 31 |
| | **Ground and Port Infrastructure** | **3.4** | **72** |
| 11.01 | Quality of roads | 4.4 | 52 |
| 11.02 | Quality of railroad infrastructure | 2.8 | 63 |
| 11.03 | Quality of port infrastructure† | 4.3 | 62 |
| 11.04 | Quality of ground transport network† | 4.6 | 62 |
| 11.05 | Railroad density (km/surface area)* | 1.4 | 47 |
| 11.06 | Road density (km/surface area)* | ® | 89 |
| 11.07 | Paved road density (km/surface area)* | ® | 81 |
| | **Tourist Service Infrastructure** | **4.5** | **64** |
| 12.01 | Hotel rooms per 100 pop.* | 0.5 | 59 |
| 12.02 | Extension of business trips recommended† | 5.6 | 50 |
| 12.03 | Presence of major car rental companies† | 6 | 35 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 415.8 | 70 |
| | **Natural Resources** | **5.2** | **4** |
| 13.01 | No. of World Heritage natural sites* | 6 | 8 |
| 13.02 | Total known species* | 1,977 | 8 |
| 13.03 | Total protected areas (% total territorial area)* | 13.7 | 74 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 61 | 18 |
| 13.05 | Quality of the natural environment† | 3.7 | 109 |
| | **Cultural Resources and Business Travel** | **4.9** | **11** |
| 14.01 | No. of World Heritage cultural sites* | 27 | 6 |
| 14.02 | No. of oral and intangible cultural expressions* | 7 | 16 |
| 14.03 | No. of large sports stadiums* | 43.0 | 12 |
| 14.04 | No. of international association meetings* | 181.7 | 21 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 40 | 15 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Moldova

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **111** | **3.16** |
| **Enabling Environment** | **61** | **4.86** |
| Business Environment | 115 | 3.90 |
| Safety and Security | 64 | 5.43 |
| Health and Hygiene | 22 | 6.26 |
| Human Resources and Labour Market | 68 | 4.50 |
| ICT Readiness | 63 | 4.23 |
| **T&T Policy and Enabling Conditions** | **116** | **3.70** |
| Prioritization of Travel & Tourism | 114 | 3.82 |
| International Openness | 123 | 1.96 |
| Price Competitiveness | 64 | 4.80 |
| Environmental Sustainability | 60 | 4.22 |
| **Infrastructure** | **106** | **2.65** |
| Air Transport Infrastructure | 119 | 1.90 |
| Ground and Port Infrastructure | 109 | 2.77 |
| Tourist Service Infrastructure | 95 | 3.29 |
| **Natural and Cultural Resources** | **140** | **1.42** |
| Natural Resources | 139 | 1.75 |
| Cultural Resources and Business Travel | 135 | 1.08 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 96 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 225.5 |
| Growth (%) in int'l outbound travel spending* | 1.15 |
| Average spending per int'l tourist (US$), 2013 | 2,349 |
| Population (millions), 2013 | 3.6 |
| Surface area (1,000 square kilometres), 2013 | 33.9 |
| Gross domestic product per capita (PPP$), 2013 | 4,666 |
| Real GDP growth (%), 2013 | 8.9 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 72.9 | 1.0 | 3.8 |
| T&T industry employment (1,000 jobs) | 9.8 | 0.8 | –2.2 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Moldova

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **3.9** | **115** |
| 1.01 | Property rights† | 3.2 | 126 |
| 1.02 | Impact of rules on FDI† | 3.9 | 108 |
| 1.03 | Efficiency of legal framework settling disputes† | 2.7 | 126 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.3 | 131 |
| 1.05 | No. of days to deal with construction permits* | 247 | 123 |
| 1.06 | Construction permits cost (%)* | 0.8 | 43 |
| 1.07 | Extent of market dominance† | 3.1 | 125 |
| 1.08 | No. of days to start a business* | 6 | 27 |
| 1.09 | Cost to start a business (% GNI/capita)* | 4.6 | 54 |
| 1.10 | Effect of taxation on incentives to work† | 2.9 | 121 |
| 1.11 | Effect of taxation on incentives to invest† | 3.2 | 107 |
| 1.12 | Total tax rate (% profit)* | 39.7 | 78 |
| 1.12a | Labour and contributions tax rate (% profit)* | 30.2 | 122 |
| 1.12b | Profit tax rate (% profit)* | 9.3 | 34 |
| 1.12c | Other taxes rate (% profit)* | 0.2 | 13 |
| | **Safety and Security** | **5.4** | **64** |
| 2.01 | Business costs of crime and violence† | 4.9 | 46 |
| 2.02 | Reliability of police services† | 3.1 | 115 |
| 2.03 | Business costs of terrorism† | 6.1 | 19 |
| 2.04 | Index of terrorism incidence* | 7.0 | 51 |
| 2.05 | Homicide rate* | 7 | 85 |
| | **Health and Hygiene** | **6.3** | **22** |
| 3.01 | Physician density per 1,000 pop.* | 2.9 | 34 |
| 3.02 | Access to improved sanitation (% pop.)* | 87.0 | 75 |
| 3.03 | Access to improved drinking water (% pop.)* | 97.0 | 62 |
| 3.04 | Hospital beds per 10,000 pop. | 62.0 | 17 |
| 3.05 | HIV prevalence (% pop.)* | 0.7 | 96 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **4.5** | **68** |
| | *Qualification of the labour force* | *4.8* | *96* |
| 4.01 | Primary education enrolment rate (%)* | 87.9 | 105 |
| 4.02 | Secondary education enrolment rate (%)* | 88.2 | 73 |
| 4.03 | Extent of staff training† | 3.4 | 119 |
| 4.04 | Treatment of customers† | 4.1 | 99 |
| | *Labour market* | *4.2* | *55* |
| 4.05 | Hiring and firing practices† | 3.6 | 92 |
| 4.06 | Ease of finding skilled employees† | 2.9 | 129 |
| 4.07 | Ease of hiring foreign labour† | 4.0 | 73 |
| 4.08 | Pay and productivity† | 4.4 | 34 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 27 |
| | **ICT Readiness** | **4.2** | **63** |
| 5.01 | ICT use for B2B transactions† | 4.4 | 92 |
| 5.02 | Internet use for B2C transactions† | 4.2 | 84 |
| 5.03 | Individuals using internet (%)* | 48.8 | 70 |
| 5.04 | Broadband internet subs. per 100 pop.* | 13.4 | 52 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 106.0 | 81 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 47.2 | 47 |
| 5.07 | Mobile network coverage (% pop.)* | 99.0 | 65 |
| 5.08 | Quality of electricity supply | 4.4 | 81 |
| | **Prioritization of Travel & Tourism** | **3.8** | **114** |
| 6.01 | Government prioritization of T&T industry† | 3.6 | 133 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 3.2 | 71 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.0 | 136 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 88.0 | 28 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 16.5 | 67 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 52.1 | 121 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.0** | **123** |
| 7.01 | Visa requirements (0–100 best)* | 18.0 | 114 |
| 7.02 | Openness of bilateral ASA (0–38)* | 4.6 | 128 |
| 7.03 | No. of regional trade agreements in force* | 6.0 | 74 |
| | **Price Competitiveness** | **4.8** | **64** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 73.3 | 91 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.5 | 51 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 142.0 | 71 |
| | **Environmental Sustainability** | **4.2** | **60** |
| 9.01 | Stringency of environmental regulations† | 3.1 | 126 |
| 9.02 | Enforcement of environmental regulations† | 3.0 | 118 |
| 9.03 | Sustainability of T&T development† | 3.1 | 132 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 14.0 | 113 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 17 | 104 |
| 9.06 | Baseline water stress (0–5 worst)* | 1.5 | 64 |
| 9.07 | Threatened species (% total species)* | 3.8 | 45 |
| 9.08 | Forest cover change (% average per year)* | 0.9 | 8 |
| 9.09 | Wastewater treatment (%) * | 34.2 | 50 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | n/a | n/a |
| | **Air Transport Infrastructure** | **1.9** | **119** |
| 10.01 | Quality of air transport infrastructure† | 3.7 | 101 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 22.2 | 117 |
| 10.04 | Departures per 1,000 pop.* | 2.1 | 81 |
| 10.05 | Airport density per million urban pop.* | 0.6 | 105 |
| 10.06 | No. of operating airlines* | 18.0 | 100 |
| | **Ground and Port Infrastructure** | **2.8** | **109** |
| 11.01 | Quality of roads | 2.1 | 139 |
| 11.02 | Quality of railroad infrastructure | 2.8 | 60 |
| 11.03 | Quality of port infrastructure† | 2.2 | 134 |
| 11.04 | Quality of ground transport network† | 4.5 | 63 |
| 11.05 | Railroad density (km/surface area)* | 3.4 | 24 |
| 11.06 | Road density (km/surface area)* | ® | 61 |
| 11.07 | Paved road density (km/surface area)* | ® | 47 |
| | **Tourist Service Infrastructure** | **3.3** | **95** |
| 12.01 | Hotel rooms per 100 pop.* | 0.1 | 118 |
| 12.02 | Extension of business trips recommended† | 4.1 | 130 |
| 12.03 | Presence of major car rental companies† | 3 | 95 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 581.0 | 52 |
| | **Natural Resources** | **1.8** | **139** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 314 | 127 |
| 13.03 | Total protected areas (% total territorial area)* | 3.8 | 123 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 2 | 128 |
| 13.05 | Quality of the natural environment† | 3.6 | 119 |
| | **Cultural Resources and Business Travel** | **1.1** | **135** |
| 14.01 | No. of World Heritage cultural sites* | 1 | 92 |
| 14.02 | No. of oral and intangible cultural expressions* | 1 | 60 |
| 14.03 | No. of large sports stadiums* | 0.0 | 120 |
| 14.04 | No. of international association meetings* | 2.0 | 123 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 0 | 141 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Mongolia

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **99** | **3.31** |
| **Enabling Environment** | **65** | **4.77** |
| Business Environment | 74 | 4.39 |
| Safety and Security | 69 | 5.40 |
| Health and Hygiene | 41 | 6.02 |
| Human Resources and Labour Market | 58 | 4.63 |
| ICT Readiness | 95 | 3.42 |
| **T&T Policy and Enabling Conditions** | **104** | **3.80** |
| Prioritization of Travel & Tourism | 106 | 4.01 |
| International Openness | 88 | 2.69 |
| Price Competitiveness | 28 | 5.25 |
| Environmental Sustainability | 130 | 3.24 |
| **Infrastructure** | **112** | **2.54** |
| Air Transport Infrastructure | 88 | 2.33 |
| Ground and Port Infrastructure | 138 | 2.09 |
| Tourist Service Infrastructure | 98 | 3.21 |
| **Natural and Cultural Resources** | **83** | **2.14** |
| Natural Resources | 94 | 2.51 |
| Cultural Resources and Business Travel | 59 | 1.78 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 418 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 189.3 |
| Growth (%) in int'l outbound travel spending* | 1.83 |
| Average spending per int'l tourist (US$), 2013 | 452.9 |
| Population (millions), 2013 | 2.8 |
| Surface area (1,000 square kilometres), 2013 | 1,564.1 |
| Gross domestic product per capita (PPP$), 2013 | 9,293 |
| Real GDP growth (%), 2013 | 11.7 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 287.6 | 2.5 | 6.3 |
| T&T industry employment (1,000 jobs) | 26.3 | 2.1 | 2.1 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Mongolia

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.4** | **74** |
| 1.01 | Property rights† | 3.6 | 100 |
| 1.02 | Impact of rules on FDI† | 4.2 | 91 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.2 | 109 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.5 | 121 |
| 1.05 | No. of days to deal with construction permits* | 137 | 63 |
| 1.06 | Construction permits cost (%)* | 0.0 | 1 |
| 1.07 | Extent of market dominance† | 2.6 | 138 |
| 1.08 | No. of days to start a business* | 11 | 59 |
| 1.09 | Cost to start a business (% GNI/capita)* | 1.2 | 26 |
| 1.10 | Effect of taxation on incentives to work† | 3.6 | 66 |
| 1.11 | Effect of taxation on incentives to invest† | 3.8 | 69 |
| 1.12 | Total tax rate (% profit)* | 24.4 | 21 |
| 1.12a | Labour and contributions tax rate (% profit)* | 12.4 | 51 |
| 1.12b | Profit tax rate (% profit)* | 10.0 | 39 |
| 1.12c | Other taxes rate (% profit)* | 2.0 | 68 |
| | **Safety and Security** | **5.4** | **69** |
| 2.01 | Business costs of crime and violence† | 4.8 | 55 |
| 2.02 | Reliability of police services† | 3.7 | 94 |
| 2.03 | Business costs of terrorism† | 5.9 | 32 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 10 | 105 |
| | **Health and Hygiene** | **6.0** | **41** |
| 3.01 | Physician density per 1,000 pop.* | 2.8 | 39 |
| 3.02 | Access to improved sanitation (% pop.)* | 56.0 | 108 |
| 3.03 | Access to improved drinking water (% pop.)* | 85.0 | 105 |
| 3.04 | Hospital beds per 10,000 pop. | 68.0 | 9 |
| 3.05 | HIV prevalence (% pop.)* | 0.1 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **4.6** | **58** |
| | *Qualification of the labour force* | *5.4* | *51* |
| 4.01 | Primary education enrolment rate (%)* | 97.3 | 40 |
| 4.02 | Secondary education enrolment rate (%)* | 103.5 | 21 |
| 4.03 | Extent of staff training† | 4.0 | 73 |
| 4.04 | Treatment of customers† | 4.2 | 93 |
| | *Labour market* | *3.8* | *90* |
| 4.05 | Hiring and firing practices† | 3.9 | 70 |
| 4.06 | Ease of finding skilled employees† | 2.3 | 140 |
| 4.07 | Ease of hiring foreign labour† | 3.2 | 124 |
| 4.08 | Pay and productivity† | 4.8 | 14 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 61 |
| | **ICT Readiness** | **3.4** | **95** |
| 5.01 | ICT use for B2B transactions† | 5.1 | 48 |
| 5.02 | Internet use for B2C transactions† | 4.6 | 63 |
| 5.03 | Individuals using internet (%)* | 17.7 | 106 |
| 5.04 | Broadband internet subs. per 100 pop.* | 4.9 | 81 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 124.2 | 50 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 18.2 | 84 |
| 5.07 | Mobile network coverage (% pop.)* | 91.3 | 111 |
| 5.08 | Quality of electricity supply | 3.6 | 99 |
| | **Prioritization of Travel & Tourism** | **4.0** | **106** |
| 6.01 | Government prioritization of T&T industry† | 5.0 | 83 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 4.1 | 50 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.1 | 133 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 28.0 | 132 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.0 | 16 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 52.2 | 120 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.7** | **88** |
| 7.01 | Visa requirements (0–100 best)* | 64.0 | 23 |
| 7.02 | Openness of bilateral ASA (0–38)* | 7.3 | 110 |
| 7.03 | No. of regional trade agreements in force* | 0.0 | 139 |
| | **Price Competitiveness** | **5.3** | **28** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 86.0 | 37 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.4 | 34 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 129.0 | 56 |
| | **Environmental Sustainability** | **3.2** | **130** |
| 9.01 | Stringency of environmental regulations† | 2.7 | 134 |
| 9.02 | Enforcement of environmental regulations† | 2.4 | 136 |
| 9.03 | Sustainability of T&T development† | 3.0 | 136 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 5.1 | 30 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 19 | 73 |
| 9.06 | Baseline water stress (0–5 worst)* | 4.0 | 116 |
| 9.07 | Threatened species (% total species)* | 6.2 | 89 |
| 9.08 | Forest cover change (% average per year)* | –12.3 | 111 |
| 9.09 | Wastewater treatment (%) * | 19.8 | 60 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | n/a | n/a |
| | **Air Transport Infrastructure** | **2.3** | **88** |
| 10.01 | Quality of air transport infrastructure† | 3.1 | 124 |
| 10.02 | Airline dom. seat kms per week (millions)* | 3.8 | 64 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 27.1 | 111 |
| 10.04 | Departures per 1,000 pop.* | 3.1 | 71 |
| 10.05 | Airport density per million urban pop.* | 5.0 | 16 |
| 10.06 | No. of operating airlines* | 9.0 | 129 |
| | **Ground and Port Infrastructure** | **2.1** | **138** |
| 11.01 | Quality of roads | 2.6 | 130 |
| 11.02 | Quality of railroad infrastructure | 2.6 | 68 |
| 11.03 | Quality of port infrastructure† | 1.7 | 140 |
| 11.04 | Quality of ground transport network† | 3.3 | 125 |
| 11.05 | Railroad density (km/surface area)* | 0.1 | 93 |
| 11.06 | Road density (km/surface area)* | ® | 137 |
| 11.07 | Paved road density (km/surface area)* | ® | 139 |
| | **Tourist Service Infrastructure** | **3.2** | **98** |
| 12.01 | Hotel rooms per 100 pop.* | 0.2 | 92 |
| 12.02 | Extension of business trips recommended† | 5.2 | 79 |
| 12.03 | Presence of major car rental companies† | 1 | 120 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 561.6 | 55 |
| | **Natural Resources** | **2.5** | **94** |
| 13.01 | No. of World Heritage natural sites* | 1 | 43 |
| 13.02 | Total known species* | 497 | 78 |
| 13.03 | Total protected areas (% total territorial area)* | 13.8 | 73 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 5 | 101 |
| 13.05 | Quality of the natural environment† | 4.2 | 83 |
| | **Cultural Resources and Business Travel** | **1.8** | **59** |
| 14.01 | No. of World Heritage cultural sites* | 2 | 71 |
| 14.02 | No. of oral and intangible cultural expressions* | 12 | 6 |
| 14.03 | No. of large sports stadiums* | 0.0 | 120 |
| 14.04 | No. of international association meetings* | 6.0 | 98 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 4 | 94 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Montenegro

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **67** | **3.75** |
| **Enabling Environment** | **56** | **5.01** |
| Business Environment | 73 | 4.39 |
| Safety and Security | 47 | 5.69 |
| Health and Hygiene | 55 | 5.71 |
| Human Resources and Labour Market | 35 | 4.85 |
| ICT Readiness | 58 | 4.42 |
| **T&T Policy and Enabling Conditions** | **91** | **3.95** |
| Prioritization of Travel & Tourism | 67 | 4.57 |
| International Openness | 100 | 2.44 |
| Price Competitiveness | 84 | 4.48 |
| Environmental Sustainability | 55 | 4.30 |
| **Infrastructure** | **47** | **4.12** |
| Air Transport Infrastructure | 56 | 3.03 |
| Ground and Port Infrastructure | 66 | 3.51 |
| Tourist Service Infrastructure | 19 | 5.84 |
| **Natural and Cultural Resources** | **105** | **1.93** |
| Natural Resources | 75 | 2.76 |
| Cultural Resources and Business Travel | 134 | 1.09 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 1,324 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 884.0 |
| Growth (%) in int'l outbound travel spending* | 0.34 |
| Average spending per int'l tourist (US$), 2013 | 667.7 |
| Population (millions), 2013 | 0.6 |
| Surface area (1,000 square kilometres), 2013 | 13.8 |
| Gross domestic product per capita (PPP$), 2013 | 14,666 |
| Real GDP growth (%), 2013 | 3.5 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 522.2 | 9.8 | 8.6 |
| T&T industry employment (1,000 jobs) | 14.6 | 8.8 | 5.9 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Montenegro

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.4** | **73** |
| 1.01 | Property rights† | 4.1 | 71 |
| 1.02 | Impact of rules on FDI† | 4.4 | 74 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.7 | 69 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.2 | 81 |
| 1.05 | No. of days to deal with construction permits* | 158 | 80 |
| 1.06 | Construction permits cost (%)* | 12.2 | 134 |
| 1.07 | Extent of market dominance† | 3.5 | 92 |
| 1.08 | No. of days to start a business* | 10 | 53 |
| 1.09 | Cost to start a business (% GNI/capita)* | 1.6 | **32** |
| 1.10 | Effect of taxation on incentives to work† | 3.7 | 63 |
| 1.11 | Effect of taxation on incentives to invest† | 4.0 | **43** |
| 1.12 | Total tax rate (% profit)* | 22.3 | **17** |
| 1.12a | Labour and contributions tax rate (% profit)* | 12.8 | 57 |
| 1.12b | Profit tax rate (% profit)* | 7.1 | **25** |
| 1.12c | Other taxes rate (% profit)* | 2.4 | 77 |
| | **Safety and Security** | **5.7** | **47** |
| 2.01 | Business costs of crime and violence† | 4.7 | 59 |
| 2.02 | Reliability of police services† | 4.3 | 59 |
| 2.03 | Business costs of terrorism† | 5.8 | **40** |
| 2.04 | Index of terrorism incidence* | 7.0 | 68 |
| 2.05 | Homicide rate* | 3 | 59 |
| | **Health and Hygiene** | **5.7** | **55** |
| 3.01 | Physician density per 1,000 pop.* | 2.0 | 58 |
| 3.02 | Access to improved sanitation (% pop.)* | 90.0 | 71 |
| 3.03 | Access to improved drinking water (% pop.)* | 98.0 | 55 |
| 3.04 | Hospital beds per 10,000 pop. | 40.0 | **40** |
| 3.05 | HIV prevalence (% pop.)* | 0.0 | **1** |
| 3.06 | Malaria incidence per 100,000 pop.* | M.F. | n/a |
| | **Human Resources and Labour Market** | **4.9** | **35** |
| | *Qualification of the labour force* | *5.5* | **48** |
| 4.01 | Primary education enrolment rate (%)* | 98.4 | **26** |
| 4.02 | Secondary education enrolment rate (%)* | 90.9 | 66 |
| 4.03 | Extent of staff training† | 3.9 | 87 |
| 4.04 | Treatment of customers† | 4.4 | 78 |
| | *Labour market* | *4.2* | *53* |
| 4.05 | Hiring and firing practices† | 4.0 | 62 |
| 4.06 | Ease of finding skilled employees† | 4.2 | **48** |
| 4.07 | Ease of hiring foreign labour† | 4.3 | **39** |
| 4.08 | Pay and productivity† | 3.9 | 73 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 76 |
| | **ICT Readiness** | **4.4** | **58** |
| 5.01 | ICT use for B2B transactions† | 4.7 | 71 |
| 5.02 | Internet use for B2C transactions† | 4.5 | 68 |
| 5.03 | Individuals using internet (%)* | 56.8 | 58 |
| 5.04 | Broadband internet subs. per 100 pop.* | 12.8 | 56 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 159.9 | **14** |
| 5.06 | Mobile broadband subs. per 100 pop.* | 23.1 | 79 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | **1** |
| 5.08 | Quality of electricity supply | 4.3 | 84 |
| | **Prioritization of Travel & Tourism** | **4.6** | **67** |
| 6.01 | Government prioritization of T&T industry† | 5.9 | **33** |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 2.7 | 91 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.3 | **30** |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 60.0 | 84 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.0 | **16** |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 51.3 | 124 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.4** | **100** |
| 7.01 | Visa requirements (0–100 best)* | 28.0 | 58 |
| 7.02 | Openness of bilateral ASA (0–38)* | n/a | n/a |
| 7.03 | No. of regional trade agreements in force* | 7.0 | 68 |
| | **Price Competitiveness** | **4.5** | **84** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 78.8 | 72 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.5 | 58 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 182.0 | 113 |
| | **Environmental Sustainability** | **4.3** | **55** |
| 9.01 | Stringency of environmental regulations† | 4.2 | 64 |
| 9.02 | Enforcement of environmental regulations† | 3.7 | 75 |
| 9.03 | Sustainability of T&T development† | 4.8 | **46** |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 12.1 | 99 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 19 | 73 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.3 | **24** |
| 9.07 | Threatened species (% total species)* | 4.6 | 56 |
| 9.08 | Forest cover change (% average per year)* | 0.1 | **12** |
| 9.09 | Wastewater treatment (%) * | 5.1 | 88 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.2 | 66 |
| | **Air Transport Infrastructure** | **3.0** | **56** |
| 10.01 | Quality of air transport infrastructure† | 4.2 | 74 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 20.3 | 118 |
| 10.04 | Departures per 1,000 pop.* | 11.4 | **31** |
| 10.05 | Airport density per million urban pop.* | 5.1 | **15** |
| 10.06 | No. of operating airlines* | 21.0 | 92 |
| | **Ground and Port Infrastructure** | **3.5** | **66** |
| 11.01 | Quality of roads | 3.3 | 98 |
| 11.02 | Quality of railroad infrastructure | 2.9 | 55 |
| 11.03 | Quality of port infrastructure† | 4.2 | 70 |
| 11.04 | Quality of ground transport network† | 4.5 | 64 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | **48** |
| 11.07 | Paved road density (km/surface area)* | ® | **41** |
| | **Tourist Service Infrastructure** | **5.8** | **19** |
| 12.01 | Hotel rooms per 100 pop.* | 2.5 | **7** |
| 12.02 | Extension of business trips recommended† | 5.6 | **46** |
| 12.03 | Presence of major car rental companies† | 5 | 59 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 804.1 | **30** |
| | **Natural Resources** | **2.8** | **75** |
| 13.01 | No. of World Heritage natural sites* | 1 | **43** |
| 13.02 | Total known species* | 416 | 92 |
| 13.03 | Total protected areas (% total territorial area)* | 12.8 | 78 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 13 | 72 |
| 13.05 | Quality of the natural environment† | 5.2 | **40** |
| | **Cultural Resources and Business Travel** | **1.1** | **134** |
| 14.01 | No. of World Heritage cultural sites* | 1 | 92 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 0.0 | 120 |
| 14.04 | No. of international association meetings* | 7.3 | 90 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 2 | 112 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Morocco

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **62** | **3.81** |
| **Enabling Environment** | **71** | **4.64** |
| Business Environment | 42 | 4.73 |
| Safety and Security | 37 | 5.83 |
| Health and Hygiene | 98 | 4.54 |
| Human Resources and Labour Market | 107 | 4.05 |
| ICT Readiness | 75 | 4.03 |
| **T&T Policy and Enabling Conditions** | **62** | **4.21** |
| Prioritization of Travel & Tourism | 26 | 5.27 |
| International Openness | 94 | 2.56 |
| Price Competitiveness | 47 | 4.94 |
| Environmental Sustainability | 70 | 4.09 |
| **Infrastructure** | **68** | **3.59** |
| Air Transport Infrastructure | 64 | 2.86 |
| Ground and Port Infrastructure | 69 | 3.48 |
| Tourist Service Infrastructure | 65 | 4.44 |
| **Natural and Cultural Resources** | **45** | **2.81** |
| Natural Resources | 59 | 3.11 |
| Cultural Resources and Business Travel | 39 | 2.51 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 10,046 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 6,850.2 |
| Growth (%) in int'l outbound travel spending* | 1.96 |
| Average spending per int'l tourist (US$), 2013 | 681.9 |
| Population (millions), 2013 | 33.0 |
| Surface area (1,000 square kilometres), 2013 | 446.6 |
| Gross domestic product per capita (PPP$), 2013 | 7,356 |
| Real GDP growth (%), 2013 | 4.4 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 9,029.9 | 8.6 | 5.6 |
| T&T industry employment (1,000 jobs) | 814.0 | 7.6 | 2.7 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Morocco

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.7** | **42** |
| 1.01 | Property rights† | 4.9 | 41 |
| 1.02 | Impact of rules on FDI† | 5.5 | 10 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.7 | 73 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.3 | 73 |
| 1.05 | No. of days to deal with construction permits* | 94 | 28 |
| 1.06 | Construction permits cost (%)* | 3.7 | 96 |
| 1.07 | Extent of market dominance† | 4.0 | 47 |
| 1.08 | No. of days to start a business* | 11 | 59 |
| 1.09 | Cost to start a business (% GNI/capita)* | 9.2 | 73 |
| 1.10 | Effect of taxation on incentives to work† | 3.9 | 42 |
| 1.11 | Effect of taxation on incentives to invest† | 3.9 | 52 |
| 1.12 | Total tax rate (% profit)* | 49.3 | 111 |
| 1.12a | Labour and contributions tax rate (% profit)* | 22.7 | 101 |
| 1.12b | Profit tax rate (% profit)* | 25.3 | 120 |
| 1.12c | Other taxes rate (% profit)* | 1.3 | 45 |
| | **Safety and Security** | **5.8** | **37** |
| 2.01 | Business costs of crime and violence† | 5.3 | 28 |
| 2.02 | Reliability of police services† | 4.9 | 41 |
| 2.03 | Business costs of terrorism† | 5.4 | 67 |
| 2.04 | Index of terrorism incidence* | 6.9 | 90 |
| 2.05 | Homicide rate* | 2 | 53 |
| | **Health and Hygiene** | **4.5** | **98** |
| 3.01 | Physician density per 1,000 pop.* | 0.6 | 95 |
| 3.02 | Access to improved sanitation (% pop.)* | 75.0 | 89 |
| 3.03 | Access to improved drinking water (% pop.)* | 84.0 | 110 |
| 3.04 | Hospital beds per 10,000 pop. | 9.0 | 113 |
| 3.05 | HIV prevalence (% pop.)* | 0.1 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | M.F. | n/a |
| | **Human Resources and Labour Market** | **4.1** | **107** |
| | *Qualification of the labour force* | *4.8* | *94* |
| 4.01 | Primary education enrolment rate (%)* | 97.5 | 38 |
| 4.02 | Secondary education enrolment rate (%)* | 68.9 | 103 |
| 4.03 | Extent of staff training† | 3.6 | 105 |
| 4.04 | Treatment of customers† | 4.4 | 81 |
| | *Labour market* | *3.3* | *126* |
| 4.05 | Hiring and firing practices† | 3.7 | 85 |
| 4.06 | Ease of finding skilled employees† | 4.0 | 60 |
| 4.07 | Ease of hiring foreign labour† | 3.7 | 105 |
| 4.08 | Pay and productivity† | 4.0 | 64 |
| 4.09 | Female labour force participation (% to men)* | 0.3 | 134 |
| | **ICT Readiness** | **4.0** | **75** |
| 5.01 | ICT use for B2B transactions† | 4.1 | 112 |
| 5.02 | Internet use for B2C transactions† | 3.9 | 103 |
| 5.03 | Individuals using internet (%)* | 56.0 | 59 |
| 5.04 | Broadband internet subs. per 100 pop.* | 2.5 | 93 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 128.5 | 43 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 15.0 | 89 |
| 5.07 | Mobile network coverage (% pop.)* | 99.0 | 65 |
| 5.08 | Quality of electricity supply | 5.4 | 48 |
| | **Prioritization of Travel & Tourism** | **5.3** | **26** |
| 6.01 | Government prioritization of T&T industry† | 6.5 | 7 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 3.6 | 63 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.3 | 31 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 91.0 | 24 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.5 | 7 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 74.4 | 48 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.6** | **94** |
| 7.01 | Visa requirements (0–100 best)* | 30.0 | 50 |
| 7.02 | Openness of bilateral ASA (0–38)* | 10.0 | 78 |
| 7.03 | No. of regional trade agreements in force* | 7.0 | 68 |
| | **Price Competitiveness** | **4.9** | **47** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 81.1 | 60 |
| 8.02 | Hotel price index (US$)* | 129.0 | 49 |
| 8.03 | Purchasing power parity* | 0.4 | 35 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 142.0 | 71 |
| | **Environmental Sustainability** | **4.1** | **70** |
| 9.01 | Stringency of environmental regulations† | 3.8 | 86 |
| 9.02 | Enforcement of environmental regulations† | 3.5 | 89 |
| 9.03 | Sustainability of T&T development† | 5.1 | 21 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 7.3 | 63 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 22 | 28 |
| 9.06 | Baseline water stress (0–5 worst)* | 4.2 | 117 |
| 9.07 | Threatened species (% total species)* | 6.5 | 95 |
| 9.08 | Forest cover change (% average per year)* | 0.1 | 13 |
| 9.09 | Wastewater treatment (%) * | 39.4 | 46 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.7 | 92 |
| | **Air Transport Infrastructure** | **2.9** | **64** |
| 10.01 | Quality of air transport infrastructure† | 4.8 | 51 |
| 10.02 | Airline dom. seat kms per week (millions)* | 8.7 | 51 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 440.8 | 42 |
| 10.04 | Departures per 1,000 pop.* | 1.9 | 84 |
| 10.05 | Airport density per million urban pop.* | 0.9 | 87 |
| 10.06 | No. of operating airlines* | 64.0 | 34 |
| | **Ground and Port Infrastructure** | **3.5** | **69** |
| 11.01 | Quality of roads | 4.5 | 51 |
| 11.02 | Quality of railroad infrastructure | 3.9 | 33 |
| 11.03 | Quality of port infrastructure† | 4.9 | 43 |
| 11.04 | Quality of ground transport network† | 4.0 | 90 |
| 11.05 | Railroad density (km/surface area)* | 0.5 | 68 |
| 11.06 | Road density (km/surface area)* | ® | 105 |
| 11.07 | Paved road density (km/surface area)* | ® | 76 |
| | **Tourist Service Infrastructure** | **4.4** | **65** |
| 12.01 | Hotel rooms per 100 pop.* | 0.3 | 81 |
| 12.02 | Extension of business trips recommended† | 6.1 | 17 |
| 12.03 | Presence of major car rental companies† | 7 | 1 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 311.7 | 84 |
| | **Natural Resources** | **3.1** | **59** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 475 | 80 |
| 13.03 | Total protected areas (% total territorial area)* | 19.9 | 41 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 53 | 22 |
| 13.05 | Quality of the natural environment† | 4.1 | 87 |
| | **Cultural Resources and Business Travel** | **2.5** | **39** |
| 14.01 | No. of World Heritage cultural sites* | 9 | 21 |
| 14.02 | No. of oral and intangible cultural expressions* | 6 | 18 |
| 14.03 | No. of large sports stadiums* | 14.0 | 29 |
| 14.04 | No. of international association meetings* | 31.0 | 60 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 19 | 36 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Mozambique

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **130** | **2.81** |
| **Enabling Environment** | **135** | **3.24** |
| Business Environment | 82 | 4.23 |
| Safety and Security | 114 | 4.50 |
| Health and Hygiene | 141 | 1.97 |
| Human Resources and Labour Market | 131 | 3.57 |
| ICT Readiness | 134 | 1.94 |
| **T&T Policy and Enabling Conditions** | **105** | **3.78** |
| Prioritization of Travel & Tourism | 117 | 3.78 |
| International Openness | 71 | 3.05 |
| Price Competitiveness | 95 | 4.36 |
| Environmental Sustainability | 81 | 3.93 |
| **Infrastructure** | **129** | **2.30** |
| Air Transport Infrastructure | 128 | 1.78 |
| Ground and Port Infrastructure | 131 | 2.27 |
| Tourist Service Infrastructure | 111 | 2.84 |
| **Natural and Cultural Resources** | **103** | **1.93** |
| Natural Resources | 88 | 2.61 |
| Cultural Resources and Business Travel | 121 | 1.25 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 1,886 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 241.0 |
| Growth (%) in int'l outbound travel spending* | 1.02 |
| Average spending per int'l tourist (US$), 2013 | 127.8 |
| Population (millions), 2013 | 25.8 |
| Surface area (1,000 square kilometres), 2013 | 799.4 |
| Gross domestic product per capita (PPP$), 2013 | 1,046 |
| Real GDP growth (%), 2013 | 7.1 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 461.2 | 3.2 | 6.1 |
| T&T industry employment (1,000 jobs) | 273.0 | 2.4 | 2.4 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Mozambique

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.2** | **82** |
| 1.01 | Property rights† | 3.4 | 117 |
| 1.02 | Impact of rules on FDI† | 4.7 | 39 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.3 | 103 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.8 | 111 |
| 1.05 | No. of days to deal with construction permits* | 144 | 67 |
| 1.06 | Construction permits cost (%)* | 4.4 | 104 |
| 1.07 | Extent of market dominance† | 3.3 | 105 |
| 1.08 | No. of days to start a business* | 13 | 73 |
| 1.09 | Cost to start a business (% GNI/capita)* | 17.1 | 99 |
| 1.10 | Effect of taxation on incentives to work† | 3.6 | 76 |
| 1.11 | Effect of taxation on incentives to invest† | 3.6 | 83 |
| 1.12 | Total tax rate (% profit)* | 36.6 | 68 |
| 1.12a | Labour and contributions tax rate (% profit)* | 4.5 | 21 |
| 1.12b | Profit tax rate (% profit)* | 31.3 | 137 |
| 1.12c | Other taxes rate (% profit)* | 0.8 | 32 |
| | **Safety and Security** | **4.5** | **114** |
| 2.01 | Business costs of crime and violence† | 3.4 | 115 |
| 2.02 | Reliability of police services† | 2.9 | 124 |
| 2.03 | Business costs of terrorism† | 4.4 | 112 |
| 2.04 | Index of terrorism incidence* | 6.6 | 110 |
| 2.05 | Homicide rate* | 12 | 118 |
| | **Health and Hygiene** | **2.0** | **141** |
| 3.01 | Physician density per 1,000 pop.* | 0.0 | 134 |
| 3.02 | Access to improved sanitation (% pop.)* | 21.0 | 133 |
| 3.03 | Access to improved drinking water (% pop.)* | 49.0 | 141 |
| 3.04 | Hospital beds per 10,000 pop. | 7.0 | 119 |
| 3.05 | HIV prevalence (% pop.)* | 11.1 | 134 |
| 3.06 | Malaria incidence per 100,000 pop.* | 27,774.0 | 71 |
| | **Human Resources and Labour Market** | **3.6** | **131** |
| | *Qualification of the labour force* | *3.2* | *128* |
| 4.01 | Primary education enrolment rate (%)* | 86.2 | 112 |
| 4.02 | Secondary education enrolment rate (%)* | 25.9 | 139 |
| 4.03 | Extent of staff training† | 3.4 | 120 |
| 4.04 | Treatment of customers† | 3.7 | 121 |
| | *Labour market* | *3.9* | *83* |
| 4.05 | Hiring and firing practices† | 3.4 | 100 |
| 4.06 | Ease of finding skilled employees† | 3.1 | 123 |
| 4.07 | Ease of hiring foreign labour† | 3.3 | 121 |
| 4.08 | Pay and productivity† | 2.9 | 130 |
| 4.09 | Female labour force participation (% to men)* | 1.0 | 2 |
| | **ICT Readiness** | **1.9** | **134** |
| 5.01 | ICT use for B2B transactions† | 4.1 | 107 |
| 5.02 | Internet use for B2C transactions† | 3.6 | 112 |
| 5.03 | Individuals using internet (%)* | 5.4 | 128 |
| 5.04 | Broadband internet subs. per 100 pop.* | 0.1 | 131 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 48.0 | 134 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 1.8 | 120 |
| 5.07 | Mobile network coverage (% pop.)* | n/a | n/a |
| 5.08 | Quality of electricity supply | 3.1 | 107 |
| | **Prioritization of Travel & Tourism** | **3.8** | **117** |
| 6.01 | Government prioritization of T&T industry† | 4.9 | 92 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 2.5 | 95 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.9 | 107 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 82.0 | 38 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 0.0 | 129 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 62.5 | 94 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.1** | **71** |
| 7.01 | Visa requirements (0–100 best)* | 71.0 | 10 |
| 7.02 | Openness of bilateral ASA (0–38)* | 9.2 | 91 |
| 7.03 | No. of regional trade agreements in force* | 2.0 | 113 |
| | **Price Competitiveness** | **4.4** | **95** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 73.9 | 87 |
| 8.02 | Hotel price index (US$)* | 160.9 | 73 |
| 8.03 | Purchasing power parity* | 0.6 | 75 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 158.0 | 90 |
| | **Environmental Sustainability** | **3.9** | **81** |
| 9.01 | Stringency of environmental regulations† | 3.2 | 119 |
| 9.02 | Enforcement of environmental regulations† | 3.0 | 119 |
| 9.03 | Sustainability of T&T development† | 3.9 | 101 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 3.8 | 12 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 21 | 42 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.8 | 43 |
| 9.07 | Threatened species (% total species)* | 4.7 | 58 |
| 9.08 | Forest cover change (% average per year)* | –6.5 | 103 |
| 9.09 | Wastewater treatment (%) * | 2.5 | 97 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.0 | 24 |
| | **Air Transport Infrastructure** | **1.8** | **128** |
| 10.01 | Quality of air transport infrastructure† | 3.3 | 118 |
| 10.02 | Airline dom. seat kms per week (millions)* | 16.8 | 44 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 19.6 | 120 |
| 10.04 | Departures per 1,000 pop.* | 0.6 | 108 |
| 10.05 | Airport density per million urban pop.* | 1.3 | 55 |
| 10.06 | No. of operating airlines* | 10.0 | 124 |
| | **Ground and Port Infrastructure** | **2.3** | **131** |
| 11.01 | Quality of roads | 2.1 | 140 |
| 11.02 | Quality of railroad infrastructure | 2.1 | 83 |
| 11.03 | Quality of port infrastructure† | 3.7 | 94 |
| 11.04 | Quality of ground transport network† | 2.8 | 133 |
| 11.05 | Railroad density (km/surface area)* | 0.4 | 72 |
| 11.06 | Road density (km/surface area)* | ® | 133 |
| 11.07 | Paved road density (km/surface area)* | ® | 130 |
| | **Tourist Service Infrastructure** | **2.8** | **111** |
| 12.01 | Hotel rooms per 100 pop.* | 0.1 | 117 |
| 12.02 | Extension of business trips recommended† | 4.8 | 102 |
| 12.03 | Presence of major car rental companies† | 3 | 95 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 125.5 | 108 |
| | **Natural Resources** | **2.6** | **88** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 973 | 37 |
| 13.03 | Total protected areas (% total territorial area)* | 16.4 | 54 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 8 | 85 |
| 13.05 | Quality of the natural environment† | 3.8 | 108 |
| | **Cultural Resources and Business Travel** | **1.2** | **121** |
| 14.01 | No. of World Heritage cultural sites* | 1 | 92 |
| 14.02 | No. of oral and intangible cultural expressions* | 2 | 41 |
| 14.03 | No. of large sports stadiums* | 2.0 | 98 |
| 14.04 | No. of international association meetings* | 4.7 | 106 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 1 | 125 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Myanmar

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **134** | **2.72** |
| **Enabling Environment** | **131** | **3.42** |
| Business Environment | 135 | 3.20 |
| Safety and Security | 125 | 4.04 |
| Health and Hygiene | 101 | 4.41 |
| Human Resources and Labour Market | 117 | 3.85 |
| ICT Readiness | 140 | 1.60 |
| **T&T Policy and Enabling Conditions** | **136** | **3.31** |
| Prioritization of Travel & Tourism | 108 | 3.99 |
| International Openness | 120 | 2.05 |
| Price Competitiveness | 125 | 3.63 |
| Environmental Sustainability | 110 | 3.57 |
| **Infrastructure** | **137** | **2.07** |
| Air Transport Infrastructure | 115 | 1.95 |
| Ground and Port Infrastructure | 132 | 2.19 |
| Tourist Service Infrastructure | 137 | 2.06 |
| **Natural and Cultural Resources** | **87** | **2.06** |
| Natural Resources | 80 | 2.70 |
| Cultural Resources and Business Travel | 92 | 1.43 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 2,044 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 281.0 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 137.5 |
| Population (millions), 2013 | 53.3 |
| Surface area (1,000 square kilometres), 2013 | 676.6 |
| Gross domestic product per capita (PPP$), 2013 | 4,345 |
| Real GDP growth (%), 2013 | 8.3 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 902.5 | 1.6 | 6.9 |
| T&T industry employment (1,000 jobs) | 338.3 | 1.2 | 5.9 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Myanmar

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **3.2** | **135** |
| 1.01 | Property rights† | 2.7 | 133 |
| 1.02 | Impact of rules on FDI† | 3.6 | 122 |
| 1.03 | Efficiency of legal framework settling disputes† | 2.7 | 124 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.4 | 126 |
| 1.05 | No. of days to deal with construction permits* | 128 | 59 |
| 1.06 | Construction permits cost (%)* | 8.8 | 125 |
| 1.07 | Extent of market dominance† | 2.4 | 139 |
| 1.08 | No. of days to start a business* | 72 | 134 |
| 1.09 | Cost to start a business (% GNI/capita)* | 155.9 | 139 |
| 1.10 | Effect of taxation on incentives to work† | 3.8 | 55 |
| 1.11 | Effect of taxation on incentives to invest† | 3.9 | 54 |
| 1.12 | Total tax rate (% profit)* | 47.7 | 103 |
| 1.12a | Labour and contributions tax rate (% profit)* | 0.0 | 1 |
| 1.12b | Profit tax rate (% profit)* | 25.4 | 123 |
| 1.12c | Other taxes rate (% profit)* | 22.3 | 130 |
| | **Safety and Security** | **4.0** | **125** |
| 2.01 | Business costs of crime and violence† | 3.1 | 123 |
| 2.02 | Reliability of police services† | 2.9 | 125 |
| 2.03 | Business costs of terrorism† | 2.9 | 134 |
| 2.04 | Index of terrorism incidence* | 6.5 | 114 |
| 2.05 | Homicide rate* | 15 | 121 |
| | **Health and Hygiene** | **4.4** | **101** |
| 3.01 | Physician density per 1,000 pop.* | 0.6 | 96 |
| 3.02 | Access to improved sanitation (% pop.)* | 77.0 | 88 |
| 3.03 | Access to improved drinking water (% pop.)* | 86.0 | 104 |
| 3.04 | Hospital beds per 10,000 pop. | 6.0 | 125 |
| 3.05 | HIV prevalence (% pop.)* | 0.6 | 91 |
| 3.06 | Malaria incidence per 100,000 pop.* | 2,651.6 | 49 |
| | **Human Resources and Labour Market** | **3.9** | **117** |
| | *Qualification of the labour force* | *3.6* | *121* |
| 4.01 | Primary education enrolment rate (%)* | 86.4 | 110 |
| 4.02 | Secondary education enrolment rate (%)* | 50.2 | 119 |
| 4.03 | Extent of staff training† | 2.9 | 136 |
| 4.04 | Treatment of customers† | 4.3 | 89 |
| | *Labour market* | *4.1* | *63* |
| 4.05 | Hiring and firing practices† | 4.1 | 51 |
| 4.06 | Ease of finding skilled employees† | 2.4 | 139 |
| 4.07 | Ease of hiring foreign labour† | 3.8 | 89 |
| 4.08 | Pay and productivity† | 3.9 | 78 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 19 |
| | **ICT Readiness** | **1.6** | **140** |
| 5.01 | ICT use for B2B transactions† | 3.4 | 135 |
| 5.02 | Internet use for B2C transactions† | 3.2 | 128 |
| 5.03 | Individuals using internet (%)* | 1.2 | 141 |
| 5.04 | Broadband internet subs. per 100 pop.* | 0.2 | 119 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 12.8 | 141 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 1.0 | 124 |
| 5.07 | Mobile network coverage (% pop.)* | 2.3 | 137 |
| 5.08 | Quality of electricity supply | 2.8 | 114 |
| | **Prioritization of Travel & Tourism** | **4.0** | **108** |
| 6.01 | Government prioritization of T&T industry† | 4.9 | 88 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 2.9 | 84 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.2 | 83 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 45.0 | 110 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 13.0 | 89 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 52.5 | 119 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.1** | **120** |
| 7.01 | Visa requirements (0–100 best)* | 3.0 | 132 |
| 7.02 | Openness of bilateral ASA (0–38)* | 7.5 | 108 |
| 7.03 | No. of regional trade agreements in force* | 10.0 | 60 |
| | **Price Competitiveness** | **3.6** | **125** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | n/a | n/a |
| 8.02 | Hotel price index (US$)* | 185.2 | 80 |
| 8.03 | Purchasing power parity* | n/a | n/a |
| 8.04 | Fuel price levels (US$ cents/litre)* | 104.0 | 30 |
| | **Environmental Sustainability** | **3.6** | **110** |
| 9.01 | Stringency of environmental regulations† | 2.8 | 133 |
| 9.02 | Enforcement of environmental regulations† | 2.9 | 125 |
| 9.03 | Sustainability of T&T development† | 4.3 | 79 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 14.1 | 115 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 17 | 104 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.3 | 23 |
| 9.07 | Threatened species (% total species)* | 6.6 | 96 |
| 9.08 | Forest cover change (% average per year)* | –2.6 | 64 |
| 9.09 | Wastewater treatment (%) * | 0.0 | 119 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.2 | 64 |
| | **Air Transport Infrastructure** | **2.0** | **115** |
| 10.01 | Quality of air transport infrastructure† | 2.5 | 136 |
| 10.02 | Airline dom. seat kms per week (millions)* | 22.3 | 41 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 69.4 | 90 |
| 10.04 | Departures per 1,000 pop.* | 0.8 | 98 |
| 10.05 | Airport density per million urban pop.* | 1.3 | 60 |
| 10.06 | No. of operating airlines* | 37.0 | 59 |
| | **Ground and Port Infrastructure** | **2.2** | **132** |
| 11.01 | Quality of roads | 2.4 | 134 |
| 11.02 | Quality of railroad infrastructure | 1.8 | 93 |
| 11.03 | Quality of port infrastructure† | 2.6 | 124 |
| 11.04 | Quality of ground transport network† | 3.2 | 130 |
| 11.05 | Railroad density (km/surface area)* | 0.5 | 65 |
| 11.06 | Road density (km/surface area)* | ® | 124 |
| 11.07 | Paved road density (km/surface area)* | ® | 107 |
| | **Tourist Service Infrastructure** | **2.1** | **137** |
| 12.01 | Hotel rooms per 100 pop.* | 0.1 | 124 |
| 12.02 | Extension of business trips recommended† | 4.7 | 107 |
| 12.03 | Presence of major car rental companies† | 0 | 136 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 50.9 | 120 |
| | **Natural Resources** | **2.7** | **80** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 1,386 | 15 |
| 13.03 | Total protected areas (% total territorial area)* | 6.0 | 110 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 14 | 65 |
| 13.05 | Quality of the natural environment† | 3.7 | 112 |
| | **Cultural Resources and Business Travel** | **1.4** | **92** |
| 14.01 | No. of World Heritage cultural sites* | 1 | 92 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 5.0 | 61 |
| 14.04 | No. of international association meetings* | 2.7 | 117 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 11 | 55 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Namibia

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **70** | **3.69** |
| **Enabling Environment** | **94** | **4.22** |
| Business Environment | 39 | 4.76 |
| Safety and Security | 90 | 5.02 |
| Health and Hygiene | 117 | 3.70 |
| Human Resources and Labour Market | 122 | 3.80 |
| ICT Readiness | 77 | 3.82 |
| **T&T Policy and Enabling Conditions** | **66** | **4.18** |
| Prioritization of Travel & Tourism | 75 | 4.51 |
| International Openness | 90 | 2.62 |
| Price Competitiveness | 29 | 5.20 |
| Environmental Sustainability | 40 | 4.41 |
| **Infrastructure** | **57** | **3.82** |
| Air Transport Infrastructure | 55 | 3.03 |
| Ground and Port Infrastructure | 58 | 3.68 |
| Tourist Service Infrastructure | 47 | 4.75 |
| **Natural and Cultural Resources** | **58** | **2.53** |
| Natural Resources | 31 | 3.94 |
| Cultural Resources and Business Travel | 132 | 1.12 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 1,176 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 408.6 |
| Growth (%) in int'l outbound travel spending* | 0.67 |
| Average spending per int'l tourist (US$), 2013 | 347.4 |
| Population (millions), 2013 | 2.3 |
| Surface area (1,000 square kilometres), 2013 | 824.3 |
| Gross domestic product per capita (PPP$), 2013 | 10,234 |
| Real GDP growth (%), 2013 | 4.3 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 323.7 | 3.0 | 9.1 |
| T&T industry employment (1,000 jobs) | 24.2 | 4.5 | 7.3 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Namibia

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.8** | **39** |
| 1.01 | Property rights† | 5.1 | 35 |
| 1.02 | Impact of rules on FDI† | 4.2 | 97 |
| 1.03 | Efficiency of legal framework settling disputes† | 4.5 | 29 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.9 | 36 |
| 1.05 | No. of days to deal with construction permits* | 122 | 53 |
| 1.06 | Construction permits cost (%)* | 0.5 | 25 |
| 1.07 | Extent of market dominance† | 3.5 | 90 |
| 1.08 | No. of days to start a business* | 66 | 132 |
| 1.09 | Cost to start a business (% GNI/capita)* | 13.1 | 88 |
| 1.10 | Effect of taxation on incentives to work† | 4.0 | 39 |
| 1.11 | Effect of taxation on incentives to invest† | 4.0 | 39 |
| 1.12 | Total tax rate (% profit)* | 20.7 | 14 |
| 1.12a | Labour and contributions tax rate (% profit)* | 1.0 | 11 |
| 1.12b | Profit tax rate (% profit)* | 17.5 | 70 |
| 1.12c | Other taxes rate (% profit)* | 2.2 | 74 |
| | **Safety and Security** | **5.0** | **90** |
| 2.01 | Business costs of crime and violence† | 4.0 | 94 |
| 2.02 | Reliability of police services† | 3.9 | 84 |
| 2.03 | Business costs of terrorism† | 5.8 | 39 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 17 | 123 |
| | **Health and Hygiene** | **3.7** | **117** |
| 3.01 | Physician density per 1,000 pop.* | 0.4 | 101 |
| 3.02 | Access to improved sanitation (% pop.)* | 32.0 | 124 |
| 3.03 | Access to improved drinking water (% pop.)* | 92.0 | 88 |
| 3.04 | Hospital beds per 10,000 pop. | 26.7 | 65 |
| 3.05 | HIV prevalence (% pop.)* | 13.3 | 136 |
| 3.06 | Malaria incidence per 100,000 pop.* | 23.0 | 22 |
| | **Human Resources and Labour Market** | **3.8** | **122** |
| | *Qualification of the labour force* | *4.2* | *111* |
| 4.01 | Primary education enrolment rate (%)* | 87.7 | 106 |
| 4.02 | Secondary education enrolment rate (%)* | 64.8 | 109 |
| 4.03 | Extent of staff training† | 4.1 | 57 |
| 4.04 | Treatment of customers† | 3.5 | 133 |
| | *Labour market* | *3.4* | *119* |
| 4.05 | Hiring and firing practices† | 2.9 | 125 |
| 4.06 | Ease of finding skilled employees† | 2.8 | 135 |
| 4.07 | Ease of hiring foreign labour† | 2.5 | 139 |
| 4.08 | Pay and productivity† | 3.5 | 105 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 46 |
| | **ICT Readiness** | **3.8** | **77** |
| 5.01 | ICT use for B2B transactions† | 5.1 | 50 |
| 5.02 | Internet use for B2C transactions† | 4.2 | 82 |
| 5.03 | Individuals using internet (%)* | 13.9 | 116 |
| 5.04 | Broadband internet subs. per 100 pop.* | 1.5 | 99 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 118.4 | 57 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 34.2 | 64 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 1 |
| 5.08 | Quality of electricity supply | 5.4 | 52 |
| | **Prioritization of Travel & Tourism** | **4.5** | **75** |
| 6.01 | Government prioritization of T&T industry† | 5.8 | 40 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 3.2 | 70 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.1 | 39 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 56.0 | 88 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 10.5 | 98 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 66.0 | 75 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.6** | **90** |
| 7.01 | Visa requirements (0–100 best)* | 22.0 | 102 |
| 7.02 | Openness of bilateral ASA (0–38)* | 17.9 | 17 |
| 7.03 | No. of regional trade agreements in force* | 3.0 | 100 |
| | **Price Competitiveness** | **5.2** | **29** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 81.2 | 59 |
| 8.02 | Hotel price index (US$)* | 83.6 | 6 |
| 8.03 | Purchasing power parity* | 0.6 | 73 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 124.0 | 46 |
| | **Environmental Sustainability** | **4.4** | **40** |
| 9.01 | Stringency of environmental regulations† | 5.0 | 36 |
| 9.02 | Enforcement of environmental regulations† | 4.6 | 36 |
| 9.03 | Sustainability of T&T development† | 5.2 | 18 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 5.9 | 46 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 20 | 63 |
| 9.06 | Baseline water stress (0–5 worst)* | 1.9 | 74 |
| 9.07 | Threatened species (% total species)* | 4.9 | 62 |
| 9.08 | Forest cover change (% average per year)* | n/a | n/a |
| 9.09 | Wastewater treatment (%) * | 13.0 | 72 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.1 | 51 |
| | **Air Transport Infrastructure** | **3.0** | **55** |
| 10.01 | Quality of air transport infrastructure† | 4.6 | 62 |
| 10.02 | Airline dom. seat kms per week (millions)* | 1.2 | 79 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 28.4 | 109 |
| 10.04 | Departures per 1,000 pop.* | 3.9 | 64 |
| 10.05 | Airport density per million urban pop.* | 7.8 | 11 |
| 10.06 | No. of operating airlines* | 8.0 | 132 |
| | **Ground and Port Infrastructure** | **3.7** | **58** |
| 11.01 | Quality of roads | 5.2 | 28 |
| 11.02 | Quality of railroad infrastructure | 3.3 | 46 |
| 11.03 | Quality of port infrastructure† | 5.2 | 30 |
| 11.04 | Quality of ground transport network† | 4.6 | 58 |
| 11.05 | Railroad density (km/surface area)* | 0.3 | 78 |
| 11.06 | Road density (km/surface area)* | ® | 126 |
| 11.07 | Paved road density (km/surface area)* | ® | 131 |
| | **Tourist Service Infrastructure** | **4.8** | **47** |
| 12.01 | Hotel rooms per 100 pop.* | 0.2 | 94 |
| 12.02 | Extension of business trips recommended† | 5.8 | 30 |
| 12.03 | Presence of major car rental companies† | 6 | 35 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 796.8 | 31 |
| | **Natural Resources** | **3.9** | **31** |
| 13.01 | No. of World Heritage natural sites* | 1 | 43 |
| 13.02 | Total known species* | 840 | 46 |
| 13.03 | Total protected areas (% total territorial area)* | 42.6 | 4 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 15 | 62 |
| 13.05 | Quality of the natural environment† | 5.9 | 15 |
| | **Cultural Resources and Business Travel** | **1.1** | **132** |
| 14.01 | No. of World Heritage cultural sites* | 1 | 92 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 1.0 | 113 |
| 14.04 | No. of international association meetings* | 6.7 | 93 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 2 | 115 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Nepal

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **102** | **3.27** |
| **Enabling Environment** | **109** | **4.00** |
| Business Environment | 110 | 3.98 |
| Safety and Security | 113 | 4.52 |
| Health and Hygiene | 86 | 4.90 |
| Human Resources and Labour Market | 96 | 4.22 |
| ICT Readiness | 126 | 2.36 |
| **T&T Policy and Enabling Conditions** | **86** | **3.98** |
| Prioritization of Travel & Tourism | 59 | 4.68 |
| International Openness | 81 | 2.80 |
| Price Competitiveness | 23 | 5.29 |
| Environmental Sustainability | 133 | 3.14 |
| **Infrastructure** | **118** | **2.43** |
| Air Transport Infrastructure | 106 | 2.08 |
| Ground and Port Infrastructure | 119 | 2.57 |
| Tourist Service Infrastructure | 118 | 2.65 |
| **Natural and Cultural Resources** | **51** | **2.67** |
| Natural Resources | 25 | 4.11 |
| Cultural Resources and Business Travel | 123 | 1.23 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 798 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 435.6 |
| Growth (%) in int'l outbound travel spending* | 1.05 |
| Average spending per int'l tourist (US$), 2013 | 545.9 |
| Population (millions), 2013 | 27.8 |
| Surface area (1,000 square kilometres), 2013 | 147.2 |
| Gross domestic product per capita (PPP$), 2013 | 2,245 |
| Real GDP growth (%), 2013 | 3.9 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 738.1 | 3.9 | 4.9 |
| T&T industry employment (1,000 jobs) | 503.8 | 3.2 | 3.6 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Nepal

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.0** | **110** |
| 1.01 | Property rights† | 3.3 | 119 |
| 1.02 | Impact of rules on FDI† | 3.7 | 116 |
| 1.03 | Efficiency of legal framework settling disputes† | 2.9 | 119 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.9 | 101 |
| 1.05 | No. of days to deal with construction permits* | 86 | 20 |
| 1.06 | Construction permits cost (%)* | 9.4 | 127 |
| 1.07 | Extent of market dominance† | 2.9 | 130 |
| 1.08 | No. of days to start a business* | 17 | 89 |
| 1.09 | Cost to start a business (% GNI/capita)* | 32.2 | 114 |
| 1.10 | Effect of taxation on incentives to work† | 3.5 | 83 |
| 1.11 | Effect of taxation on incentives to invest† | 3.3 | 100 |
| 1.12 | Total tax rate (% profit)* | 29.5 | 36 |
| 1.12a | Labour and contributions tax rate (% profit)* | 11.3 | 40 |
| 1.12b | Profit tax rate (% profit)* | 17.7 | 72 |
| 1.12c | Other taxes rate (% profit)* | 0.5 | 21 |
| | **Safety and Security** | **4.5** | **113** |
| 2.01 | Business costs of crime and violence† | 3.4 | 117 |
| 2.02 | Reliability of police services† | 3.8 | 87 |
| 2.03 | Business costs of terrorism† | 4.1 | 117 |
| 2.04 | Index of terrorism incidence* | 4.7 | 128 |
| 2.05 | Homicide rate* | 3 | 64 |
| | **Health and Hygiene** | **4.9** | **86** |
| 3.01 | Physician density per 1,000 pop.* | 0.2 | 112 |
| 3.02 | Access to improved sanitation (% pop.)* | 37.0 | 120 |
| 3.03 | Access to improved drinking water (% pop.)* | 88.0 | 98 |
| 3.04 | Hospital beds per 10,000 pop. | 50.0 | 29 |
| 3.05 | HIV prevalence (% pop.)* | 0.3 | 58 |
| 3.06 | Malaria incidence per 100,000 pop.* | 61.9 | 32 |
| | **Human Resources and Labour Market** | **4.2** | **96** |
| | *Qualification of the labour force* | *4.6* | *102* |
| 4.01 | Primary education enrolment rate (%)* | 98.5 | 19 |
| 4.02 | Secondary education enrolment rate (%)* | 66.6 | 107 |
| 4.03 | Extent of staff training† | 3.3 | 124 |
| 4.04 | Treatment of customers† | 3.8 | 119 |
| | *Labour market* | *3.9* | *86* |
| 4.05 | Hiring and firing practices† | 3.2 | 116 |
| 4.06 | Ease of finding skilled employees† | 3.5 | 103 |
| 4.07 | Ease of hiring foreign labour† | 3.2 | 123 |
| 4.08 | Pay and productivity† | 3.1 | 126 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 17 |
| | **ICT Readiness** | **2.4** | **126** |
| 5.01 | ICT use for B2B transactions† | 3.9 | 125 |
| 5.02 | Internet use for B2C transactions† | 3.6 | 113 |
| 5.03 | Individuals using internet (%)* | 13.3 | 117 |
| 5.04 | Broadband internet subs. per 100 pop.* | 1.1 | 104 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 76.8 | 114 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 10.9 | 97 |
| 5.07 | Mobile network coverage (% pop.)* | 80.6 | 123 |
| 5.08 | Quality of electricity supply | 1.8 | 133 |
| | **Prioritization of Travel & Tourism** | **4.7** | **59** |
| 6.01 | Government prioritization of T&T industry† | 5.5 | 51 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 5.2 | 37 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.3 | 78 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 52.0 | 103 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 10.5 | 98 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 78.8 | 30 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.8** | **81** |
| 7.01 | Visa requirements (0–100 best)* | 71.0 | 10 |
| 7.02 | Openness of bilateral ASA (0–38)* | 3.8 | 132 |
| 7.03 | No. of regional trade agreements in force* | 3.0 | 100 |
| | **Price Competitiveness** | **5.3** | **23** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 86.2 | 35 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.3 | 7 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 144.0 | 76 |
| | **Environmental Sustainability** | **3.1** | **133** |
| 9.01 | Stringency of environmental regulations† | 3.4 | 108 |
| 9.02 | Enforcement of environmental regulations† | 3.4 | 100 |
| 9.03 | Sustainability of T&T development† | 3.9 | 95 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 30.5 | 139 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 15 | 128 |
| 9.06 | Baseline water stress (0–5 worst)* | 2.4 | 81 |
| 9.07 | Threatened species (% total species)* | 6.6 | 98 |
| 9.08 | Forest cover change (% average per year)* | –0.4 | 21 |
| 9.09 | Wastewater treatment (%) * | 0.0 | 119 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | n/a | n/a |
| | **Air Transport Infrastructure** | **2.1** | **106** |
| 10.01 | Quality of air transport infrastructure† | 2.9 | 128 |
| 10.02 | Airline dom. seat kms per week (millions)* | 6.2 | 53 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 104.7 | 77 |
| 10.04 | Departures per 1,000 pop.* | 1.0 | 93 |
| 10.05 | Airport density per million urban pop.* | 2.2 | 33 |
| 10.06 | No. of operating airlines* | 28.0 | 78 |
| | **Ground and Port Infrastructure** | **2.6** | **119** |
| 11.01 | Quality of roads | 2.9 | 115 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 2.2 | 135 |
| 11.04 | Quality of ground transport network† | 3.8 | 102 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 104 |
| 11.07 | Paved road density (km/surface area)* | ® | 82 |
| | **Tourist Service Infrastructure** | **2.6** | **118** |
| 12.01 | Hotel rooms per 100 pop.* | 0.0 | 130 |
| 12.02 | Extension of business trips recommended† | 5.3 | 69 |
| 12.03 | Presence of major car rental companies† | 1 | 120 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 231.2 | 96 |
| | **Natural Resources** | **4.1** | **25** |
| 13.01 | No. of World Heritage natural sites* | 2 | 29 |
| 13.02 | Total known species* | 1,039 | 30 |
| 13.03 | Total protected areas (% total territorial area)* | 16.4 | 55 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 63 | 16 |
| 13.05 | Quality of the natural environment† | 4.5 | 60 |
| | **Cultural Resources and Business Travel** | **1.2** | **123** |
| 14.01 | No. of World Heritage cultural sites* | 2 | 71 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 0.0 | 120 |
| 14.04 | No. of international association meetings* | 6.0 | 98 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 9 | 63 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Netherlands

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **14** | **4.67** |
| **Enabling Environment** | **11** | **5.78** |
| Business Environment | 12 | 5.44 |
| Safety and Security | 17 | 6.16 |
| Health and Hygiene | 24 | 6.24 |
| Human Resources and Labour Market | 23 | 5.13 |
| ICT Readiness | 12 | 5.96 |
| **T&T Policy and Enabling Conditions** | **41** | **4.32** |
| Prioritization of Travel & Tourism | 61 | 4.66 |
| International Openness | 10 | 4.25 |
| Price Competitiveness | 130 | 3.56 |
| Environmental Sustainability | 16 | 4.81 |
| **Infrastructure** | **11** | **5.24** |
| Air Transport Infrastructure | 13 | 4.89 |
| Ground and Port Infrastructure | 3 | 6.21 |
| Tourist Service Infrastructure | 57 | 4.62 |
| **Natural and Cultural Resources** | **27** | **3.35** |
| Natural Resources | 54 | 3.19 |
| Cultural Resources and Business Travel | 19 | 3.51 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 12,782 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 13,779.0 |
| Growth (%) in int'l outbound travel spending* | 2.3 |
| Average spending per int'l tourist (US$), 2013 | 1,078 |
| Population (millions), 2013 | 16.8 |
| Surface area (1,000 square kilometres), 2013 | 41.5 |
| Gross domestic product per capita (PPP$), 2013 | 46,440 |
| Real GDP growth (%), 2013 | –0.7 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 15,600.3 | 2.1 | 3.5 |
| T&T industry employment (1,000 jobs) | 491.7 | 6.7 | 1.8 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Netherlands

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **5.4** | **12** |
| 1.01 | Property rights† | 5.8 | 14 |
| 1.02 | Impact of rules on FDI† | 5.4 | 14 |
| 1.03 | Efficiency of legal framework settling disputes† | 5.5 | 9 |
| 1.04 | Efficiency of legal framework challenging regs.† | 5.2 | 5 |
| 1.05 | No. of days to deal with construction permits* | 161 | 82 |
| 1.06 | Construction permits cost (%)* | 3.8 | 98 |
| 1.07 | Extent of market dominance† | 5.3 | 7 |
| 1.08 | No. of days to start a business* | 4 | 10 |
| 1.09 | Cost to start a business (% GNI/capita)* | 5.0 | 56 |
| 1.10 | Effect of taxation on incentives to work† | 3.7 | 60 |
| 1.11 | Effect of taxation on incentives to invest† | 4.6 | 17 |
| 1.12 | Total tax rate (% profit)* | 39.0 | 75 |
| 1.12a | Labour and contributions tax rate (% profit)* | 17.6 | 77 |
| 1.12b | Profit tax rate (% profit)* | 21.1 | 99 |
| 1.12c | Other taxes rate (% profit)* | 0.4 | 15 |
| | **Safety and Security** | **6.2** | **17** |
| 2.01 | Business costs of crime and violence† | 5.2 | 31 |
| 2.02 | Reliability of police services† | 6.0 | 16 |
| 2.03 | Business costs of terrorism† | 5.7 | 51 |
| 2.04 | Index of terrorism incidence* | 7.0 | 68 |
| 2.05 | Homicide rate* | 1 | 18 |
| | **Health and Hygiene** | **6.2** | **24** |
| 3.01 | Physician density per 1,000 pop.* | 3.1 | 28 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 47.0 | 34 |
| 3.05 | HIV prevalence (% pop.)* | 0.2 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | M.F. | n/a |
| | **Human Resources and Labour Market** | **5.1** | **23** |
| | *Qualification of the labour force* | *6.0* | **12** |
| 4.01 | Primary education enrolment rate (%)* | 98.4 | 21 |
| 4.02 | Secondary education enrolment rate (%)* | 129.9 | 3 |
| 4.03 | Extent of staff training† | 5.0 | 12 |
| 4.04 | Treatment of customers† | 5.3 | 23 |
| | *Labour market* | *4.2* | *51* |
| 4.05 | Hiring and firing practices† | 3.1 | 120 |
| 4.06 | Ease of finding skilled employees† | 4.9 | 15 |
| 4.07 | Ease of hiring foreign labour† | 4.0 | 80 |
| 4.08 | Pay and productivity† | 3.7 | 92 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 37 |
| | **ICT Readiness** | **6.0** | **12** |
| 5.01 | ICT use for B2B transactions† | 5.9 | 9 |
| 5.02 | Internet use for B2C transactions† | 6.0 | 4 |
| 5.03 | Individuals using internet (%)* | 94.0 | 5 |
| 5.04 | Broadband internet subs. per 100 pop.* | 40.1 | 3 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 113.7 | 67 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 62.3 | 28 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 1 |
| 5.08 | Quality of electricity supply | 6.6 | 9 |
| | **Prioritization of Travel & Tourism** | **4.7** | **61** |
| 6.01 | Government prioritization of T&T industry† | 4.9 | 90 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 2.2 | 102 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.1 | 38 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 64.0 | 77 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 16.5 | 67 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 85.9 | 17 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.3** | **10** |
| 7.01 | Visa requirements (0–100 best)* | 23.0 | 72 |
| 7.02 | Openness of bilateral ASA (0–38)* | 14.1 | 34 |
| 7.03 | No. of regional trade agreements in force* | 46.0 | 1 |
| | **Price Competitiveness** | **3.6** | **130** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 72.8 | 97 |
| 8.02 | Hotel price index (US$)* | 137.5 | 54 |
| 8.03 | Purchasing power parity* | 1.1 | 125 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 233.0 | 139 |
| | **Environmental Sustainability** | **4.8** | **16** |
| 9.01 | Stringency of environmental regulations† | 5.8 | 12 |
| 9.02 | Enforcement of environmental regulations† | 5.7 | 12 |
| 9.03 | Sustainability of T&T development† | 4.8 | 50 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 14.1 | 116 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 24 | 4 |
| 9.06 | Baseline water stress (0–5 worst)* | 1.7 | 71 |
| 9.07 | Threatened species (% total species)* | 1.9 | 8 |
| 9.08 | Forest cover change (% average per year)* | –1.7 | 48 |
| 9.09 | Wastewater treatment (%) * | 98.8 | 2 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 12.3 | 109 |
| | **Air Transport Infrastructure** | **4.9** | **13** |
| 10.01 | Quality of air transport infrastructure† | 6.4 | 4 |
| 10.02 | Airline dom. seat kms per week (millions)* | 0.2 | 95 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 1,814.9 | 18 |
| 10.04 | Departures per 1,000 pop.* | 18.6 | 22 |
| 10.05 | Airport density per million urban pop.* | 0.4 | 121 |
| 10.06 | No. of operating airlines* | 104.0 | 14 |
| | **Ground and Port Infrastructure** | **6.2** | **3** |
| 11.01 | Quality of roads | 6.1 | 5 |
| 11.02 | Quality of railroad infrastructure | 5.6 | 9 |
| 11.03 | Quality of port infrastructure† | 6.8 | 1 |
| 11.04 | Quality of ground transport network† | 6.0 | 9 |
| 11.05 | Railroad density (km/surface area)* | 7.3 | 8 |
| 11.06 | Road density (km/surface area)* | ® | 6 |
| 11.07 | Paved road density (km/surface area)* | ® | 7 |
| | **Tourist Service Infrastructure** | **4.6** | **57** |
| 12.01 | Hotel rooms per 100 pop.* | 0.7 | 48 |
| 12.02 | Extension of business trips recommended† | 5.6 | 44 |
| 12.03 | Presence of major car rental companies† | 6 | 35 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 441.3 | 67 |
| | **Natural Resources** | **3.2** | **54** |
| 13.01 | No. of World Heritage natural sites* | 1 | 43 |
| 13.02 | Total known species* | 363 | 111 |
| 13.03 | Total protected areas (% total territorial area)* | 31.5 | 14 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 14 | 64 |
| 13.05 | Quality of the natural environment† | 5.2 | 39 |
| | **Cultural Resources and Business Travel** | **3.5** | **19** |
| 14.01 | No. of World Heritage cultural sites* | 9 | 21 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 11.0 | 37 |
| 14.04 | No. of international association meetings* | 332.3 | 9 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 25 | 25 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# New Zealand

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **16** | **4.64** |
| **Enabling Environment** | **14** | **5.75** |
| Business Environment | 8 | 5.69 |
| Safety and Security | 7 | 6.41 |
| Health and Hygiene | 54 | 5.72 |
| Human Resources and Labour Market | 6 | 5.34 |
| ICT Readiness | 21 | 5.57 |
| **T&T Policy and Enabling Conditions** | **3** | **4.72** |
| Prioritization of Travel & Tourism | 14 | 5.62 |
| International Openness | 3 | 4.55 |
| Price Competitiveness | 117 | 3.77 |
| Environmental Sustainability | 10 | 4.94 |
| **Infrastructure** | **21** | **4.88** |
| Air Transport Infrastructure | 14 | 4.72 |
| Ground and Port Infrastructure | 49 | 4.06 |
| Tourist Service Infrastructure | 18 | 5.87 |
| **Natural and Cultural Resources** | **32** | **3.21** |
| Natural Resources | 23 | 4.14 |
| Cultural Resources and Business Travel | 43 | 2.27 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 2,629 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 7,472.5 |
| Growth (%) in int'l outbound travel spending* | 2.88 |
| Average spending per int'l tourist (US$), 2013 | 2,842.3 |
| Population (millions), 2013 | 4.5 |
| Surface area (1,000 square kilometres), 2013 | 267.7 |
| Gross domestic product per capita (PPP$), 2013 | 33,626 |
| Real GDP growth (%), 2013 | 2.8 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 5,821.8 | 3.3 | 2.3 |
| T&T industry employment (1,000 jobs) | 108.2 | 4.8 | 1.0 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# New Zealand

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **5.7** | **8** |
| 1.01 | Property rights† | 6.0 | 10 |
| 1.02 | Impact of rules on FDI† | 4.6 | 56 |
| 1.03 | Efficiency of legal framework settling disputes† | 5.9 | 4 |
| 1.04 | Efficiency of legal framework challenging regs.† | 5.5 | 2 |
| 1.05 | No. of days to deal with construction permits* | 93 | 25 |
| 1.06 | Construction permits cost (%)* | 0.7 | 35 |
| 1.07 | Extent of market dominance† | 4.5 | 25 |
| 1.08 | No. of days to start a business* | 1 | 1 |
| 1.09 | Cost to start a business (% GNI/capita)* | 0.3 | 3 |
| 1.10 | Effect of taxation on incentives to work† | 5.0 | 12 |
| 1.11 | Effect of taxation on incentives to invest† | 4.9 | 13 |
| 1.12 | Total tax rate (% profit)* | 34.4 | 58 |
| 1.12a | Labour and contributions tax rate (% profit)* | 3.0 | 15 |
| 1.12b | Profit tax rate (% profit)* | 30.0 | 133 |
| 1.12c | Other taxes rate (% profit)* | 1.4 | 48 |
| | **Safety and Security** | **6.4** | **7** |
| 2.01 | Business costs of crime and violence† | 5.7 | 16 |
| 2.02 | Reliability of police services† | 6.5 | 2 |
| 2.03 | Business costs of terrorism† | 6.0 | 25 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 1 | 18 |
| | **Health and Hygiene** | **5.7** | **54** |
| 3.01 | Physician density per 1,000 pop.* | 2.7 | 40 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 23.0 | 70 |
| 3.05 | HIV prevalence (% pop.)* | 0.1 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **5.3** | **6** |
| | *Qualification of the labour force* | *6.1* | *7* |
| 4.01 | Primary education enrolment rate (%)* | 98.4 | 22 |
| 4.02 | Secondary education enrolment rate (%)* | 119.5 | 5 |
| 4.03 | Extent of staff training† | 4.9 | 17 |
| 4.04 | Treatment of customers† | 5.7 | 5 |
| | *Labour market* | *4.6* | *18* |
| 4.05 | Hiring and firing practices† | 4.1 | 58 |
| 4.06 | Ease of finding skilled employees† | 4.8 | 16 |
| 4.07 | Ease of hiring foreign labour† | 4.0 | 79 |
| 4.08 | Pay and productivity† | 4.6 | 21 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 42 |
| | **ICT Readiness** | **5.6** | **21** |
| 5.01 | ICT use for B2B transactions† | 5.6 | 16 |
| 5.02 | Internet use for B2C transactions† | 5.9 | 9 |
| 5.03 | Individuals using internet (%)* | 82.8 | 19 |
| 5.04 | Broadband internet subs. per 100 pop.* | 29.2 | 18 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 105.8 | 82 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 81.3 | 15 |
| 5.07 | Mobile network coverage (% pop.)* | 97.0 | 91 |
| 5.08 | Quality of electricity supply | 6.2 | 29 |
| | **Prioritization of Travel & Tourism** | **5.6** | **14** |
| 6.01 | Government prioritization of T&T industry† | 6.7 | 2 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 3.4 | 67 |
| 6.03 | Effectiveness of marketing to attract tourists† | 6.2 | 2 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 96.0 | 14 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.0 | 16 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 86.1 | 16 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.5** | **3** |
| 7.01 | Visa requirements (0–100 best)* | 23.0 | 72 |
| 7.02 | Openness of bilateral ASA (0–38)* | 35.6 | 1 |
| 7.03 | No. of regional trade agreements in force* | 19.0 | 43 |
| | **Price Competitiveness** | **3.8** | **117** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 73.1 | 93 |
| 8.02 | Hotel price index (US$)* | 117.8 | 30 |
| 8.03 | Purchasing power parity* | 1.2 | 131 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 177.0 | 105 |
| | **Environmental Sustainability** | **4.9** | **10** |
| 9.01 | Stringency of environmental regulations† | 5.8 | 13 |
| 9.02 | Enforcement of environmental regulations† | 5.8 | 9 |
| 9.03 | Sustainability of T&T development† | 5.9 | 4 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 2.1 | 3 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 22 | 28 |
| 9.06 | Baseline water stress (0–5 worst)* | 1.4 | 62 |
| 9.07 | Threatened species (% total species)* | 29.7 | 140 |
| 9.08 | Forest cover change (% average per year)* | 0.3 | 11 |
| 9.09 | Wastewater treatment (%) * | 77.9 | 21 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.1 | 39 |
| | **Air Transport Infrastructure** | **4.7** | **14** |
| 10.01 | Quality of air transport infrastructure† | 5.9 | 14 |
| 10.02 | Airline dom. seat kms per week (millions)* | 132.1 | 28 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 565.5 | 34 |
| 10.04 | Departures per 1,000 pop.* | 43.3 | 6 |
| 10.05 | Airport density per million urban pop.* | 7.3 | 13 |
| 10.06 | No. of operating airlines* | 21.0 | 92 |
| | **Ground and Port Infrastructure** | **4.1** | **49** |
| 11.01 | Quality of roads | 4.9 | 35 |
| 11.02 | Quality of railroad infrastructure | 3.7 | 38 |
| 11.03 | Quality of port infrastructure† | 5.8 | 11 |
| 11.04 | Quality of ground transport network† | 4.9 | 45 |
| 11.05 | Railroad density (km/surface area)* | 1.5 | 46 |
| 11.06 | Road density (km/surface area)* | ® | 62 |
| 11.07 | Paved road density (km/surface area)* | ® | 56 |
| | **Tourist Service Infrastructure** | **5.9** | **18** |
| 12.01 | Hotel rooms per 100 pop.* | 2.0 | 9 |
| 12.02 | Extension of business trips recommended† | 6.5 | 1 |
| 12.03 | Presence of major car rental companies† | 5 | 59 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 660.2 | 48 |
| | **Natural Resources** | **4.1** | **23** |
| 13.01 | No. of World Heritage natural sites* | 3 | 27 |
| 13.02 | Total known species* | 276 | 130 |
| 13.03 | Total protected areas (% total territorial area)* | 21.3 | 36 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 56 | 20 |
| 13.05 | Quality of the natural environment† | 6.5 | 3 |
| | **Cultural Resources and Business Travel** | **2.3** | **43** |
| 14.01 | No. of World Heritage cultural sites* | 1 | 120 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 17.0 | 24 |
| 14.04 | No. of international association meetings* | 51.0 | 49 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 21 | 32 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Nicaragua

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **92** | **3.37** |
| **Enabling Environment** | **104** | **4.06** |
| Business Environment | 130 | 3.53 |
| Safety and Security | 85 | 5.14 |
| Health and Hygiene | 105 | 4.32 |
| Human Resources and Labour Market | 106 | 4.07 |
| ICT Readiness | 101 | 3.21 |
| **T&T Policy and Enabling Conditions** | **36** | **4.36** |
| Prioritization of Travel & Tourism | 87 | 4.34 |
| International Openness | 38 | 3.97 |
| Price Competitiveness | 27 | 5.26 |
| Environmental Sustainability | 85 | 3.90 |
| **Infrastructure** | **101** | **2.80** |
| Air Transport Infrastructure | 118 | 1.91 |
| Ground and Port Infrastructure | 100 | 2.87 |
| Tourist Service Infrastructure | 88 | 3.62 |
| **Natural and Cultural Resources** | **71** | **2.28** |
| Natural Resources | 52 | 3.21 |
| Cultural Resources and Business Travel | 103 | 1.35 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 1,229 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 417.2 |
| Growth (%) in int'l outbound travel spending* | 1.21 |
| Average spending per int'l tourist (US$), 2013 | 339.5 |
| Population (millions), 2013 | 6.1 |
| Surface area (1,000 square kilometres), 2013 | 130.4 |
| Gross domestic product per capita (PPP$), 2013 | 4,593 |
| Real GDP growth (%), 2013 | 4.6 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 439.1 | 4.0 | 5.8 |
| T&T industry employment (1,000 jobs) | 82.0 | 3.3 | 1.0 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Nicaragua

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **3.5** | **130** |
| 1.01 | Property rights† | 3.1 | 128 |
| 1.02 | Impact of rules on FDI† | 4.2 | 92 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.3 | 102 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.6 | 117 |
| 1.05 | No. of days to deal with construction permits* | 207 | 106 |
| 1.06 | Construction permits cost (%)* | 2.7 | 86 |
| 1.07 | Extent of market dominance† | 3.2 | 119 |
| 1.08 | No. of days to start a business* | 13 | 73 |
| 1.09 | Cost to start a business (% GNI/capita)* | 73.9 | 129 |
| 1.10 | Effect of taxation on incentives to work† | 3.2 | 105 |
| 1.11 | Effect of taxation on incentives to invest† | 3.4 | 94 |
| 1.12 | Total tax rate (% profit)* | 65.8 | 131 |
| 1.12a | Labour and contributions tax rate (% profit)* | 20.3 | 95 |
| 1.12b | Profit tax rate (% profit)* | 22.5 | 108 |
| 1.12c | Other taxes rate (% profit)* | 23.0 | 131 |
| | **Safety and Security** | **5.1** | **85** |
| 2.01 | Business costs of crime and violence† | 4.5 | 66 |
| 2.02 | Reliability of police services† | 3.7 | 98 |
| 2.03 | Business costs of terrorism† | 5.2 | 79 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 11 | 115 |
| | **Health and Hygiene** | **4.3** | **105** |
| 3.01 | Physician density per 1,000 pop.* | 0.4 | 101 |
| 3.02 | Access to improved sanitation (% pop.)* | 52.0 | 110 |
| 3.03 | Access to improved drinking water (% pop.)* | 85.0 | 105 |
| 3.04 | Hospital beds per 10,000 pop. | 9.0 | 113 |
| 3.05 | HIV prevalence (% pop.)* | 0.3 | 58 |
| 3.06 | Malaria incidence per 100,000 pop.* | 38.4 | 29 |
| | **Human Resources and Labour Market** | **4.1** | **106** |
| | *Qualification of the labour force* | *4.4* | *104* |
| 4.01 | Primary education enrolment rate (%)* | 91.8 | 91 |
| 4.02 | Secondary education enrolment rate (%)* | 68.9 | 102 |
| 4.03 | Extent of staff training† | 3.8 | 88 |
| 4.04 | Treatment of customers† | 3.5 | 130 |
| | *Labour market* | *3.7* | *103* |
| 4.05 | Hiring and firing practices† | 4.1 | 48 |
| 4.06 | Ease of finding skilled employees† | 3.2 | 115 |
| 4.07 | Ease of hiring foreign labour† | 4.9 | 10 |
| 4.08 | Pay and productivity† | 4.0 | 66 |
| 4.09 | Female labour force participation (% to men)* | 0.6 | 117 |
| | **ICT Readiness** | **3.2** | **101** |
| 5.01 | ICT use for B2B transactions† | 3.9 | 122 |
| 5.02 | Internet use for B2C transactions† | 3.5 | 118 |
| 5.03 | Individuals using internet (%)* | 15.5 | 111 |
| 5.04 | Broadband internet subs. per 100 pop.* | 2.2 | 96 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 112.0 | 70 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 1.3 | 121 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 1 |
| 5.08 | Quality of electricity supply | 3.9 | 92 |
| | **Prioritization of Travel & Tourism** | **4.3** | **87** |
| 6.01 | Government prioritization of T&T industry† | 5.2 | 69 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 2.1 | 105 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.4 | 76 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 88.0 | 28 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 16.5 | 67 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 56.0 | 107 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.0** | **38** |
| 7.01 | Visa requirements (0–100 best)* | 27.0 | 62 |
| 7.02 | Openness of bilateral ASA (0–38)* | 26.9 | 4 |
| 7.03 | No. of regional trade agreements in force* | 16.0 | 51 |
| | **Price Competitiveness** | **5.3** | **27** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 78.3 | 73 |
| 8.02 | Hotel price index (US$)* | 97.6 | 20 |
| 8.03 | Purchasing power parity* | 0.4 | 25 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 123.0 | 44 |
| | **Environmental Sustainability** | **3.9** | **85** |
| 9.01 | Stringency of environmental regulations† | 3.6 | 100 |
| 9.02 | Enforcement of environmental regulations† | 3.3 | 102 |
| 9.03 | Sustainability of T&T development† | 4.2 | 81 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 4.3 | 19 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 18 | 87 |
| 9.06 | Baseline water stress (0–5 worst)* | 1.0 | 50 |
| 9.07 | Threatened species (% total species)* | 3.5 | 41 |
| 9.08 | Forest cover change (% average per year)* | –10.3 | 109 |
| 9.09 | Wastewater treatment (%) * | 8.4 | 82 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.1 | 45 |
| | **Air Transport Infrastructure** | **1.9** | **118** |
| 10.01 | Quality of air transport infrastructure† | 3.7 | 102 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 18.4 | 123 |
| 10.04 | Departures per 1,000 pop.* | n/a | n/a |
| 10.05 | Airport density per million urban pop.* | 0.3 | 129 |
| 10.06 | No. of operating airlines* | 14.0 | 111 |
| | **Ground and Port Infrastructure** | **2.9** | **100** |
| 11.01 | Quality of roads | 3.6 | 88 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 3.2 | 108 |
| 11.04 | Quality of ground transport network† | 3.4 | 122 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 93 |
| 11.07 | Paved road density (km/surface area)* | ® | 111 |
| | **Tourist Service Infrastructure** | **3.6** | **88** |
| 12.01 | Hotel rooms per 100 pop.* | 0.2 | 93 |
| 12.02 | Extension of business trips recommended† | 5.6 | 47 |
| 12.03 | Presence of major car rental companies† | 5 | 59 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 172.8 | 103 |
| | **Natural Resources** | **3.2** | **52** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 953 | 38 |
| 13.03 | Total protected areas (% total territorial area)* | 32.5 | 12 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 21 | 52 |
| 13.05 | Quality of the natural environment† | 4.0 | 99 |
| | **Cultural Resources and Business Travel** | **1.3** | **103** |
| 14.01 | No. of World Heritage cultural sites* | 2 | 71 |
| 14.02 | No. of oral and intangible cultural expressions* | 2 | 41 |
| 14.03 | No. of large sports stadiums* | 1.0 | 113 |
| 14.04 | No. of international association meetings* | 6.7 | 93 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 7 | 72 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Nigeria

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **131** | **2.79** |
| **Enabling Environment** | **139** | **3.18** |
| Business Environment | 97 | 4.11 |
| Safety and Security | 141 | 2.65 |
| Health and Hygiene | 133 | 2.79 |
| Human Resources and Labour Market | 132 | 3.54 |
| ICT Readiness | 116 | 2.81 |
| **T&T Policy and Enabling Conditions** | **133** | **3.36** |
| Prioritization of Travel & Tourism | 131 | 3.34 |
| International Openness | 127 | 1.85 |
| Price Competitiveness | 92 | 4.38 |
| Environmental Sustainability | 89 | 3.86 |
| **Infrastructure** | **122** | **2.38** |
| Air Transport Infrastructure | 111 | 2.02 |
| Ground and Port Infrastructure | 127 | 2.42 |
| Tourist Service Infrastructure | 114 | 2.70 |
| **Natural and Cultural Resources** | **74** | **2.24** |
| Natural Resources | 82 | 2.69 |
| Cultural Resources and Business Travel | 57 | 1.80 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 600 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 543.4 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 905.7 |
| Population (millions), 2013 | 173.6 |
| Surface area (1,000 square kilometres), 2013 | 923.8 |
| Gross domestic product per capita (PPP$), 2013 | 5,746 |
| Real GDP growth (%), 2013 | 5.4 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 4,738.1 | 1.6 | 5.8 |
| T&T industry employment (1,000 jobs) | 866.2 | 1.3 | 3.3 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Nigeria

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.1** | **97** |
| 1.01 | Property rights† | 3.4 | 116 |
| 1.02 | Impact of rules on FDI† | 4.7 | 45 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.3 | 98 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.9 | 105 |
| 1.05 | No. of days to deal with construction permits* | 106 | 39 |
| 1.06 | Construction permits cost (%)* | 26.4 | 140 |
| 1.07 | Extent of market dominance† | 3.8 | 63 |
| 1.08 | No. of days to start a business* | 31 | 115 |
| 1.09 | Cost to start a business (% GNI/capita)* | 31.6 | 112 |
| 1.10 | Effect of taxation on incentives to work† | 4.3 | 21 |
| 1.11 | Effect of taxation on incentives to invest† | 4.0 | 40 |
| 1.12 | Total tax rate (% profit)* | 32.7 | 51 |
| 1.12a | Labour and contributions tax rate (% profit)* | 10.7 | 36 |
| 1.12b | Profit tax rate (% profit)* | 21.6 | 102 |
| 1.12c | Other taxes rate (% profit)* | 0.4 | 15 |
| | **Safety and Security** | **2.7** | **141** |
| 2.01 | Business costs of crime and violence† | 2.9 | 128 |
| 2.02 | Reliability of police services† | 2.6 | 134 |
| 2.03 | Business costs of terrorism† | 2.8 | 135 |
| 2.04 | Index of terrorism incidence* | 1.0 | 136 |
| 2.05 | Homicide rate* | 20 | 126 |
| | **Health and Hygiene** | **2.8** | **133** |
| 3.01 | Physician density per 1,000 pop.* | 0.4 | 99 |
| 3.02 | Access to improved sanitation (% pop.)* | 28.0 | 127 |
| 3.03 | Access to improved drinking water (% pop.)* | 64.0 | 129 |
| 3.04 | Hospital beds per 10,000 pop. | 5.3 | 129 |
| 3.05 | HIV prevalence (% pop.)* | 3.1 | 126 |
| 3.06 | Malaria incidence per 100,000 pop.* | 28,430.3 | 72 |
| | **Human Resources and Labour Market** | **3.5** | **132** |
| | *Qualification of the labour force* | *2.8* | *132* |
| 4.01 | Primary education enrolment rate (%)* | 63.9 | 137 |
| 4.02 | Secondary education enrolment rate (%)* | 43.8 | 124 |
| 4.03 | Extent of staff training† | 4.3 | 48 |
| 4.04 | Treatment of customers† | 3.9 | 112 |
| | *Labour market* | *4.3* | 43 |
| 4.05 | Hiring and firing practices† | 5.2 | 7 |
| 4.06 | Ease of finding skilled employees† | 3.5 | 102 |
| 4.07 | Ease of hiring foreign labour† | 4.4 | 33 |
| 4.08 | Pay and productivity† | 4.2 | 50 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 84 |
| | **ICT Readiness** | **2.8** | **116** |
| 5.01 | ICT use for B2B transactions† | 4.5 | 87 |
| 5.02 | Internet use for B2C transactions† | 4.1 | 91 |
| 5.03 | Individuals using internet (%)* | 38.0 | 86 |
| 5.04 | Broadband internet subs. per 100 pop.* | 0.0 | 137 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 73.3 | 116 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 10.1 | 98 |
| 5.07 | Mobile network coverage (% pop.)* | 91.2 | 112 |
| 5.08 | Quality of electricity supply | 1.6 | 138 |
| | **Prioritization of Travel & Tourism** | **3.3** | **131** |
| 6.01 | Government prioritization of T&T industry† | 3.9 | 129 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 0.3 | 138 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.3 | 127 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 49.0 | 105 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 9.0 | 104 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 65.0 | 81 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **1.9** | **127** |
| 7.01 | Visa requirements (0–100 best)* | 2.0 | 135 |
| 7.02 | Openness of bilateral ASA (0–38)* | 12.4 | 44 |
| 7.03 | No. of regional trade agreements in force* | 2.0 | 113 |
| | **Price Competitiveness** | **4.4** | **92** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 68.8 | 108 |
| 8.02 | Hotel price index (US$)* | 267.4 | 99 |
| 8.03 | Purchasing power parity* | 0.5 | 70 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 62.0 | 14 |
| | **Environmental Sustainability** | **3.9** | **89** |
| 9.01 | Stringency of environmental regulations† | 3.1 | 127 |
| 9.02 | Enforcement of environmental regulations† | 3.0 | 120 |
| 9.03 | Sustainability of T&T development† | 3.4 | 123 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 8.2 | 73 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 20 | 63 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.3 | 22 |
| 9.07 | Threatened species (% total species)* | 4.8 | 61 |
| 9.08 | Forest cover change (% average per year)* | –2.1 | 57 |
| 9.09 | Wastewater treatment (%) * | 1.1 | 100 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.3 | 83 |
| | **Air Transport Infrastructure** | **2.0** | **111** |
| 10.01 | Quality of air transport infrastructure† | 3.2 | 120 |
| 10.02 | Airline dom. seat kms per week (millions)* | 58.6 | 36 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 247.7 | 56 |
| 10.04 | Departures per 1,000 pop.* | 0.3 | 118 |
| 10.05 | Airport density per million urban pop.* | 0.2 | 135 |
| 10.06 | No. of operating airlines* | 37.0 | 59 |
| | **Ground and Port Infrastructure** | **2.4** | **127** |
| 11.01 | Quality of roads | 2.7 | 125 |
| 11.02 | Quality of railroad infrastructure | 1.5 | 99 |
| 11.03 | Quality of port infrastructure† | 3.2 | 109 |
| 11.04 | Quality of ground transport network† | 3.5 | 117 |
| 11.05 | Railroad density (km/surface area)* | 0.4 | 73 |
| 11.06 | Road density (km/surface area)* | ® | 82 |
| 11.07 | Paved road density (km/surface area)* | ® | 103 |
| | **Tourist Service Infrastructure** | **2.7** | **114** |
| 12.01 | Hotel rooms per 100 pop.* | 0.1 | 114 |
| 12.02 | Extension of business trips recommended† | 4.1 | 127 |
| 12.03 | Presence of major car rental companies† | 3 | 95 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 137.4 | 107 |
| | **Natural Resources** | **2.7** | **82** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 1,242 | 24 |
| 13.03 | Total protected areas (% total territorial area)* | 13.8 | 72 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 7 | 86 |
| 13.05 | Quality of the natural environment† | 3.7 | 114 |
| | **Cultural Resources and Business Travel** | **1.8** | **57** |
| 14.01 | No. of World Heritage cultural sites* | 2 | 71 |
| 14.02 | No. of oral and intangible cultural expressions* | 3 | 32 |
| 14.03 | No. of large sports stadiums* | 12.0 | 34 |
| 14.04 | No. of international association meetings* | 11.7 | 79 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 5 | 90 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Norway

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **20** | **4.52** |
| **Enabling Environment** | **8** | **5.82** |
| Business Environment | 13 | 5.44 |
| Safety and Security | 18 | 6.10 |
| Health and Hygiene | 28 | 6.17 |
| Human Resources and Labour Market | 13 | 5.24 |
| ICT Readiness | 5 | 6.14 |
| **T&T Policy and Enabling Conditions** | **34** | **4.39** |
| Prioritization of Travel & Tourism | 33 | 5.14 |
| International Openness | 37 | 3.97 |
| Price Competitiveness | 137 | 3.23 |
| Environmental Sustainability | 5 | 5.22 |
| **Infrastructure** | **25** | **4.77** |
| Air Transport Infrastructure | 9 | 5.01 |
| Ground and Port Infrastructure | 56 | 3.81 |
| Tourist Service Infrastructure | 25 | 5.49 |
| **Natural and Cultural Resources** | **39** | **3.09** |
| Natural Resources | 29 | 3.96 |
| Cultural Resources and Business Travel | 45 | 2.22 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 4,734 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 5,675.1 |
| Growth (%) in int'l outbound travel spending* | 4.42 |
| Average spending per int'l tourist (US$), 2013 | 1,198.8 |
| Population (millions), 2013 | 5.1 |
| Surface area (1,000 square kilometres), 2013 | 385.2 |
| Gross domestic product per capita (PPP$), 2013 | 64,363 |
| Real GDP growth (%), 2013 | 0.6 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 14,124.1 | 2.8 | 2.8 |
| T&T industry employment (1,000 jobs) | 108.9 | 4.2 | 0.2 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Norway

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **5.4** | **13** |
| 1.01 | Property rights† | 6.0 | 8 |
| 1.02 | Impact of rules on FDI† | 4.7 | 38 |
| 1.03 | Efficiency of legal framework settling disputes† | 5.6 | 7 |
| 1.04 | Efficiency of legal framework challenging regs.† | 4.8 | 10 |
| 1.05 | No. of days to deal with construction permits* | 123 | 54 |
| 1.06 | Construction permits cost (%)* | 0.6 | 30 |
| 1.07 | Extent of market dominance† | 4.8 | 17 |
| 1.08 | No. of days to start a business* | 5 | 17 |
| 1.09 | Cost to start a business (% GNI/capita)* | 0.9 | 20 |
| 1.10 | Effect of taxation on incentives to work† | 4.2 | 29 |
| 1.11 | Effect of taxation on incentives to invest† | 4.0 | 41 |
| 1.12 | Total tax rate (% profit)* | 40.7 | 85 |
| 1.12a | Labour and contributions tax rate (% profit)* | 15.9 | 71 |
| 1.12b | Profit tax rate (% profit)* | 24.8 | 116 |
| 1.12c | Other taxes rate (% profit)* | 0.0 | 1 |
| | **Safety and Security** | **6.1** | **18** |
| 2.01 | Business costs of crime and violence† | 5.6 | 20 |
| 2.02 | Reliability of police services† | 6.1 | 13 |
| 2.03 | Business costs of terrorism† | 5.4 | 64 |
| 2.04 | Index of terrorism incidence* | 6.7 | 107 |
| 2.05 | Homicide rate* | 2 | 53 |
| | **Health and Hygiene** | **6.2** | **28** |
| 3.01 | Physician density per 1,000 pop.* | 3.7 | 11 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 33.0 | 52 |
| 3.05 | HIV prevalence (% pop.)* | 0.1 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **5.2** | **13** |
| | *Qualification of the labour force* | *6.1* | 5 |
| 4.01 | Primary education enrolment rate (%)* | 99.4 | 11 |
| 4.02 | Secondary education enrolment rate (%)* | 111.1 | 10 |
| 4.03 | Extent of staff training† | 5.2 | 8 |
| 4.04 | Treatment of customers† | 5.4 | 19 |
| | *Labour market* | *4.4* | *36* |
| 4.05 | Hiring and firing practices† | 2.8 | 129 |
| 4.06 | Ease of finding skilled employees† | 4.8 | 21 |
| 4.07 | Ease of hiring foreign labour† | 4.2 | 58 |
| 4.08 | Pay and productivity† | 3.7 | 90 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 15 |
| | **ICT Readiness** | **6.1** | **5** |
| 5.01 | ICT use for B2B transactions† | 5.9 | 8 |
| 5.02 | Internet use for B2C transactions† | 5.9 | 7 |
| 5.03 | Individuals using internet (%)* | 95.1 | 2 |
| 5.04 | Broadband internet subs. per 100 pop.* | 38.1 | 5 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 116.3 | 61 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 86.7 | 13 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 1 |
| 5.08 | Quality of electricity supply | 6.7 | 4 |
| | **Prioritization of Travel & Tourism** | **5.1** | **33** |
| 6.01 | Government prioritization of T&T industry† | 5.0 | 81 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 5.7 | 32 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.5 | 69 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 72.0 | 52 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.0 | 16 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 88.3 | 10 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.0** | **37** |
| 7.01 | Visa requirements (0–100 best)* | 23.0 | 72 |
| 7.02 | Openness of bilateral ASA (0–38)* | 10.1 | 76 |
| 7.03 | No. of regional trade agreements in force* | 34.0 | 33 |
| | **Price Competitiveness** | **3.2** | **137** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 89.5 | 21 |
| 8.02 | Hotel price index (US$)* | 151.7 | 67 |
| 8.03 | Purchasing power parity* | 1.5 | 138 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 253.0 | 140 |
| | **Environmental Sustainability** | **5.2** | **5** |
| 9.01 | Stringency of environmental regulations† | 5.9 | 10 |
| 9.02 | Enforcement of environmental regulations† | 5.8 | 10 |
| 9.03 | Sustainability of T&T development† | 4.7 | 52 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 4.5 | 21 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 25 | 1 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.4 | 28 |
| 9.07 | Threatened species (% total species)* | 3.3 | 37 |
| 9.08 | Forest cover change (% average per year)* | –1.8 | 53 |
| 9.09 | Wastewater treatment (%) * | 77.1 | 22 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.2 | 68 |
| | **Air Transport Infrastructure** | **5.0** | **9** |
| 10.01 | Quality of air transport infrastructure† | 6.1 | 6 |
| 10.02 | Airline dom. seat kms per week (millions)* | 214.7 | 26 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 416.9 | 43 |
| 10.04 | Departures per 1,000 pop.* | n/a | n/a |
| 10.05 | Airport density per million urban pop.* | 12.8 | 5 |
| 10.06 | No. of operating airlines* | 64.0 | 34 |
| | **Ground and Port Infrastructure** | **3.8** | **56** |
| 11.01 | Quality of roads | 3.9 | 74 |
| 11.02 | Quality of railroad infrastructure | 3.9 | 35 |
| 11.03 | Quality of port infrastructure† | 5.7 | 13 |
| 11.04 | Quality of ground transport network† | 4.9 | 44 |
| 11.05 | Railroad density (km/surface area)* | 1.1 | 50 |
| 11.06 | Road density (km/surface area)* | ® | 70 |
| 11.07 | Paved road density (km/surface area)* | ® | 57 |
| | **Tourist Service Infrastructure** | **5.5** | **25** |
| 12.01 | Hotel rooms per 100 pop.* | 1.7 | 15 |
| 12.02 | Extension of business trips recommended† | 5.2 | 82 |
| 12.03 | Presence of major car rental companies† | 5 | 59 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 714.0 | 42 |
| | **Natural Resources** | **4.0** | **29** |
| 13.01 | No. of World Heritage natural sites* | 1 | 43 |
| 13.02 | Total known species* | 335 | 119 |
| 13.03 | Total protected areas (% total territorial area)* | 12.2 | 79 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 84 | 8 |
| 13.05 | Quality of the natural environment† | 6.5 | 5 |
| | **Cultural Resources and Business Travel** | **2.2** | **45** |
| 14.01 | No. of World Heritage cultural sites* | 6 | 34 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 6.0 | 52 |
| 14.04 | No. of international association meetings* | 152.0 | 26 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 11 | 57 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Oman

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **65** | **3.79** |
| **Enabling Environment** | **38** | **5.23** |
| Business Environment | 18 | 5.29 |
| Safety and Security | 9 | 6.38 |
| Health and Hygiene | 65 | 5.37 |
| Human Resources and Labour Market | 90 | 4.27 |
| ICT Readiness | 45 | 4.83 |
| **T&T Policy and Enabling Conditions** | **83** | **3.99** |
| Prioritization of Travel & Tourism | 73 | 4.51 |
| International Openness | 119 | 2.07 |
| Price Competitiveness | 20 | 5.33 |
| Environmental Sustainability | 74 | 4.07 |
| **Infrastructure** | **54** | **3.92** |
| Air Transport Infrastructure | 58 | 2.98 |
| Ground and Port Infrastructure | 40 | 4.25 |
| Tourist Service Infrastructure | 62 | 4.53 |
| **Natural and Cultural Resources** | **93** | **2.02** |
| Natural Resources | 90 | 2.59 |
| Cultural Resources and Business Travel | 88 | 1.45 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 1,551 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 1,222.4 |
| Growth (%) in int'l outbound travel spending* | 2.51 |
| Average spending per int'l tourist (US$), 2013 | 788.1 |
| Population (millions), 2013 | 3.6 |
| Surface area (1,000 square kilometres), 2013 | 309.5 |
| Gross domestic product per capita (PPP$), 2013 | 43,304 |
| Real GDP growth (%), 2013 | 4.8 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 2,556.0 | 3.0 | 5.4 |
| T&T industry employment (1,000 jobs) | 36.8 | 3.3 | 3.9 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Oman

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **5.3** | **18** |
| 1.01 | Property rights† | 5.2 | 30 |
| 1.02 | Impact of rules on FDI† | 4.9 | 29 |
| 1.03 | Efficiency of legal framework settling disputes† | 4.8 | 27 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.9 | 37 |
| 1.05 | No. of days to deal with construction permits* | 157 | 78 |
| 1.06 | Construction permits cost (%)* | 0.7 | 35 |
| 1.07 | Extent of market dominance† | 3.6 | 80 |
| 1.08 | No. of days to start a business* | 7 | 40 |
| 1.09 | Cost to start a business (% GNI/capita)* | 2.4 | 41 |
| 1.10 | Effect of taxation on incentives to work† | 5.8 | 6 |
| 1.11 | Effect of taxation on incentives to invest† | 5.7 | 5 |
| 1.12 | Total tax rate (% profit)* | 23.0 | 19 |
| 1.12a | Labour and contributions tax rate (% profit)* | 11.8 | 47 |
| 1.12b | Profit tax rate (% profit)* | 11.1 | 44 |
| 1.12c | Other taxes rate (% profit)* | 0.0 | 1 |
| | **Safety and Security** | **6.4** | **9** |
| 2.01 | Business costs of crime and violence† | 6.1 | 5 |
| 2.02 | Reliability of police services† | 5.6 | 27 |
| 2.03 | Business costs of terrorism† | 6.3 | 11 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 1 | 27 |
| | **Health and Hygiene** | **5.4** | **65** |
| 3.01 | Physician density per 1,000 pop.* | 2.2 | 51 |
| 3.02 | Access to improved sanitation (% pop.)* | 97.0 | 46 |
| 3.03 | Access to improved drinking water (% pop.)* | 93.0 | 83 |
| 3.04 | Hospital beds per 10,000 pop. | 17.0 | 90 |
| 3.05 | HIV prevalence (% pop.)* | 0.1 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | 0.0 | 1 |
| | **Human Resources and Labour Market** | **4.3** | **90** |
| | *Qualification of the labour force* | *5.6* | 36 |
| 4.01 | Primary education enrolment rate (%)* | 96.3 | 52 |
| 4.02 | Secondary education enrolment rate (%)* | 93.5 | 58 |
| 4.03 | Extent of staff training† | 4.3 | 49 |
| 4.04 | Treatment of customers† | 4.9 | 48 |
| | *Labour market* | *2.9* | *137* |
| 4.05 | Hiring and firing practices† | 3.6 | 90 |
| 4.06 | Ease of finding skilled employees† | 2.9 | 134 |
| 4.07 | Ease of hiring foreign labour† | 3.2 | 126 |
| 4.08 | Pay and productivity† | 3.9 | 69 |
| 4.09 | Female labour force participation (% to men)* | 0.4 | 132 |
| | **ICT Readiness** | **4.8** | **45** |
| 5.01 | ICT use for B2B transactions† | 4.6 | 79 |
| 5.02 | Internet use for B2C transactions† | 4.0 | 97 |
| 5.03 | Individuals using internet (%)* | 66.5 | 44 |
| 5.04 | Broadband internet subs. per 100 pop.* | 2.6 | 92 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 154.6 | 19 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 67.3 | 22 |
| 5.07 | Mobile network coverage (% pop.)* | 98.0 | 84 |
| 5.08 | Quality of electricity supply | 6.3 | 20 |
| | **Prioritization of Travel & Tourism** | **4.5** | **73** |
| 6.01 | Government prioritization of T&T industry† | 6.1 | 18 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 1.3 | 127 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.1 | 36 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 72.0 | 52 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 13.0 | 89 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 67.0 | 72 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.1** | **119** |
| 7.01 | Visa requirements (0–100 best)* | 20.0 | 111 |
| 7.02 | Openness of bilateral ASA (0–38)* | 7.8 | 104 |
| 7.03 | No. of regional trade agreements in force* | 4.0 | 88 |
| | **Price Competitiveness** | **5.3** | **20** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 93.6 | 9 |
| 8.02 | Hotel price index (US$)* | 218.2 | 92 |
| 8.03 | Purchasing power parity* | 0.5 | 63 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 31.0 | 7 |
| | **Environmental Sustainability** | **4.1** | **74** |
| 9.01 | Stringency of environmental regulations† | 5.5 | 20 |
| 9.02 | Enforcement of environmental regulations† | 5.5 | 16 |
| 9.03 | Sustainability of T&T development† | 5.3 | 17 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 8.3 | 76 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 21 | 42 |
| 9.06 | Baseline water stress (0–5 worst)* | 4.9 | 125 |
| 9.07 | Threatened species (% total species)* | 4.9 | 65 |
| 9.08 | Forest cover change (% average per year)* | n/a | n/a |
| 9.09 | Wastewater treatment (%) * | 13.4 | 68 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.1 | 35 |
| | **Air Transport Infrastructure** | **3.0** | **58** |
| 10.01 | Quality of air transport infrastructure† | 5.1 | 42 |
| 10.02 | Airline dom. seat kms per week (millions)* | 12.0 | 49 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 203.0 | 58 |
| 10.04 | Departures per 1,000 pop.* | 12.9 | 26 |
| 10.05 | Airport density per million urban pop.* | 1.4 | 52 |
| 10.06 | No. of operating airlines* | 32.0 | 71 |
| | **Ground and Port Infrastructure** | **4.2** | **40** |
| 11.01 | Quality of roads | 6.0 | 8 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 5.2 | 33 |
| 11.04 | Quality of ground transport network† | 4.3 | 75 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 88 |
| 11.07 | Paved road density (km/surface area)* | ® | 75 |
| | **Tourist Service Infrastructure** | **4.5** | **62** |
| 12.01 | Hotel rooms per 100 pop.* | 0.4 | 71 |
| 12.02 | Extension of business trips recommended† | 5.8 | 27 |
| 12.03 | Presence of major car rental companies† | 7 | 1 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 356.1 | 77 |
| | **Natural Resources** | **2.6** | **90** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 406 | 97 |
| 13.03 | Total protected areas (% total territorial area)* | 9.3 | 93 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 12 | 74 |
| 13.05 | Quality of the natural environment† | 6.0 | 11 |
| | **Cultural Resources and Business Travel** | **1.5** | **88** |
| 14.01 | No. of World Heritage cultural sites* | 4 | 51 |
| 14.02 | No. of oral and intangible cultural expressions* | 4 | 25 |
| 14.03 | No. of large sports stadiums* | 2.0 | 98 |
| 14.04 | No. of international association meetings* | 7.0 | 91 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 3 | 102 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Pakistan

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **125** | **2.92** |
| **Enabling Environment** | **130** | **3.45** |
| Business Environment | 87 | 4.19 |
| Safety and Security | 138 | 3.04 |
| Health and Hygiene | 102 | 4.39 |
| Human Resources and Labour Market | 138 | 3.07 |
| ICT Readiness | 121 | 2.54 |
| **T&T Policy and Enabling Conditions** | **123** | **3.58** |
| Prioritization of Travel & Tourism | 120 | 3.72 |
| International Openness | 114 | 2.21 |
| Price Competitiveness | 9 | 5.59 |
| Environmental Sustainability | 141 | 2.82 |
| **Infrastructure** | **107** | **2.64** |
| Air Transport Infrastructure | 105 | 2.09 |
| Ground and Port Infrastructure | 78 | 3.27 |
| Tourist Service Infrastructure | 125 | 2.57 |
| **Natural and Cultural Resources** | **97** | **2.01** |
| Natural Resources | 112 | 2.25 |
| Cultural Resources and Business Travel | 60 | 1.76 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 966 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 288.0 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 298.1 |
| Population (millions), 2013 | 182.1 |
| Surface area (1,000 square kilometres), 2013 | 796.1 |
| Gross domestic product per capita (PPP$), 2013 | 4,574 |
| Real GDP growth (%), 2013 | 3.7 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 6,937.7 | 3.1 | 5.3 |
| T&T industry employment (1,000 jobs) | 1,484.4 | 2.6 | 2.2 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Pakistan

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.2** | **87** |
| 1.01 | Property rights† | 3.3 | 121 |
| 1.02 | Impact of rules on FDI† | 4.4 | 75 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.3 | 101 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.1 | 89 |
| 1.05 | No. of days to deal with construction permits* | 249 | 125 |
| 1.06 | Construction permits cost (%)* | 3.5 | 93 |
| 1.07 | Extent of market dominance† | 3.7 | 71 |
| 1.08 | No. of days to start a business* | 19 | 95 |
| 1.09 | Cost to start a business (% GNI/capita)* | 9.6 | 77 |
| 1.10 | Effect of taxation on incentives to work† | 3.5 | 80 |
| 1.11 | Effect of taxation on incentives to invest† | 3.8 | 63 |
| 1.12 | Total tax rate (% profit)* | 32.6 | **50** |
| 1.12a | Labour and contributions tax rate (% profit)* | 12.8 | 57 |
| 1.12b | Profit tax rate (% profit)* | 18.7 | 80 |
| 1.12c | Other taxes rate (% profit)* | 1.1 | **41** |
| | **Safety and Security** | **3.0** | **138** |
| 2.01 | Business costs of crime and violence† | 2.8 | 130 |
| 2.02 | Reliability of police services† | 2.8 | 126 |
| 2.03 | Business costs of terrorism† | 2.7 | 137 |
| 2.04 | Index of terrorism incidence* | 1.0 | 136 |
| 2.05 | Homicide rate* | 8 | 92 |
| | **Health and Hygiene** | **4.4** | **102** |
| 3.01 | Physician density per 1,000 pop.* | 0.8 | 90 |
| 3.02 | Access to improved sanitation (% pop.)* | 48.0 | 112 |
| 3.03 | Access to improved drinking water (% pop.)* | 91.0 | 92 |
| 3.04 | Hospital beds per 10,000 pop. | 6.0 | 125 |
| 3.05 | HIV prevalence (% pop.)* | 0.1 | **1** |
| 3.06 | Malaria incidence per 100,000 pop.* | 1,953.6 | **47** |
| | **Human Resources and Labour Market** | **3.1** | **138** |
| | *Qualification of the labour force* | *2.7* | *135* |
| 4.01 | Primary education enrolment rate (%)* | 72.5 | 131 |
| 4.02 | Secondary education enrolment rate (%)* | 36.6 | 128 |
| 4.03 | Extent of staff training† | 3.4 | 121 |
| 4.04 | Treatment of customers† | 4.2 | 97 |
| | *Labour market* | *3.4* | *120* |
| 4.05 | Hiring and firing practices† | 4.1 | **49** |
| 4.06 | Ease of finding skilled employees† | 4.0 | 64 |
| 4.07 | Ease of hiring foreign labour† | 4.1 | 72 |
| 4.08 | Pay and productivity† | 3.8 | 85 |
| 4.09 | Female labour force participation (% to men)* | 0.3 | 137 |
| | **ICT Readiness** | **2.5** | **121** |
| 5.01 | ICT use for B2B transactions† | 4.3 | 96 |
| 5.02 | Internet use for B2C transactions† | 3.9 | 101 |
| 5.03 | Individuals using internet (%)* | 10.9 | 120 |
| 5.04 | Broadband internet subs. per 100 pop.* | 0.6 | 111 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 70.1 | 123 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 0.5 | 127 |
| 5.07 | Mobile network coverage (% pop.)* | 92.0 | 109 |
| 5.08 | Quality of electricity supply | 2.1 | 130 |
| | **Prioritization of Travel & Tourism** | **3.7** | **120** |
| 6.01 | Government prioritization of T&T industry† | 3.5 | 137 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 2.0 | 111 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.4 | 126 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 27.0 | 133 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 13.0 | 89 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 84.2 | **19** |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.2** | **114** |
| 7.01 | Visa requirements (0–100 best)* | 1.0 | 138 |
| 7.02 | Openness of bilateral ASA (0–38)* | 11.0 | 67 |
| 7.03 | No. of regional trade agreements in force* | 10.0 | 60 |
| | **Price Competitiveness** | **5.6** | **9** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 86.0 | **36** |
| 8.02 | Hotel price index (US$)* | 94.3 | **18** |
| 8.03 | Purchasing power parity* | 0.3 | **1** |
| 8.04 | Fuel price levels (US$ cents/litre)* | 114.0 | **38** |
| | **Environmental Sustainability** | **2.8** | **141** |
| 9.01 | Stringency of environmental regulations† | 3.1 | 124 |
| 9.02 | Enforcement of environmental regulations† | 2.8 | 126 |
| 9.03 | Sustainability of T&T development† | 3.0 | 137 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 29.4 | 137 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 20 | 63 |
| 9.06 | Baseline water stress (0–5 worst)* | 4.3 | 118 |
| 9.07 | Threatened species (% total species)* | 6.8 | 100 |
| 9.08 | Forest cover change (% average per year)* | –1.1 | **40** |
| 9.09 | Wastewater treatment (%) * | 3.5 | 94 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.3 | 76 |
| | **Air Transport Infrastructure** | **2.1** | **105** |
| 10.01 | Quality of air transport infrastructure† | 3.9 | 92 |
| 10.02 | Airline dom. seat kms per week (millions)* | 76.0 | **34** |
| 10.03 | Airline int'l. seat kms per week (millions)* | 328.0 | 51 |
| 10.04 | Departures per 1,000 pop.* | 0.4 | 115 |
| 10.05 | Airport density per million urban pop.* | 0.3 | 126 |
| 10.06 | No. of operating airlines* | 25.0 | 85 |
| | **Ground and Port Infrastructure** | **3.3** | **78** |
| 11.01 | Quality of roads | 3.8 | 75 |
| 11.02 | Quality of railroad infrastructure | 2.5 | 71 |
| 11.03 | Quality of port infrastructure† | 4.4 | 59 |
| 11.04 | Quality of ground transport network† | 4.1 | 80 |
| 11.05 | Railroad density (km/surface area)* | 1.0 | 52 |
| 11.06 | Road density (km/surface area)* | ® | 67 |
| 11.07 | Paved road density (km/surface area)* | ® | 55 |
| | **Tourist Service Infrastructure** | **2.6** | **125** |
| 12.01 | Hotel rooms per 100 pop.* | 0.0 | 134 |
| 12.02 | Extension of business trips recommended† | 4.3 | 124 |
| 12.03 | Presence of major car rental companies† | 3 | 95 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 60.9 | 117 |
| | **Natural Resources** | **2.2** | **112** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 812 | **48** |
| 13.03 | Total protected areas (% total territorial area)* | 10.6 | 87 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 4 | 109 |
| 13.05 | Quality of the natural environment† | 3.5 | 124 |
| | **Cultural Resources and Business Travel** | **1.8** | **60** |
| 14.01 | No. of World Heritage cultural sites* | 6 | **34** |
| 14.02 | No. of oral and intangible cultural expressions* | 1 | 60 |
| 14.03 | No. of large sports stadiums* | 12.0 | **34** |
| 14.04 | No. of international association meetings* | 2.3 | 121 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 7 | 74 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Panama

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **34** | **4.28** |
| **Enabling Environment** | **68** | **4.70** |
| Business Environment | 33 | 4.88 |
| Safety and Security | 89 | 5.03 |
| Health and Hygiene | 80 | 5.09 |
| Human Resources and Labour Market | 95 | 4.23 |
| ICT Readiness | 61 | 4.30 |
| **T&T Policy and Enabling Conditions** | **6** | **4.69** |
| Prioritization of Travel & Tourism | 25 | 5.27 |
| International Openness | 23 | 4.10 |
| Price Competitiveness | 32 | 5.15 |
| Environmental Sustainability | 58 | 4.25 |
| **Infrastructure** | **27** | **4.72** |
| Air Transport Infrastructure | 18 | 4.54 |
| Ground and Port Infrastructure | 45 | 4.16 |
| Tourist Service Infrastructure | 27 | 5.46 |
| **Natural and Cultural Resources** | **42** | **3.02** |
| Natural Resources | 20 | 4.34 |
| Cultural Resources and Business Travel | 63 | 1.70 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 1,658 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 3,200.7 |
| Growth (%) in int'l outbound travel spending* | 2.39 |
| Average spending per int'l tourist (US$), 2013 | 1,930.5 |
| Population (millions), 2013 | 3.9 |
| Surface area (1,000 square kilometres), 2013 | 75.4 |
| Gross domestic product per capita (PPP$), 2013 | 19,080 |
| Real GDP growth (%), 2013 | 8.4 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 2,467.9 | 5.9 | 6.0 |
| T&T industry employment (1,000 jobs) | 102.7 | 5.9 | 2.8 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Panama

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.9** | **33** |
| 1.01 | Property rights† | 4.5 | 49 |
| 1.02 | Impact of rules on FDI† | 5.4 | 13 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.6 | 74 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.4 | 69 |
| 1.05 | No. of days to deal with construction permits* | 101 | 34 |
| 1.06 | Construction permits cost (%)* | 2.1 | 77 |
| 1.07 | Extent of market dominance† | 4.0 | 49 |
| 1.08 | No. of days to start a business* | 6 | 27 |
| 1.09 | Cost to start a business (% GNI/capita)* | 6.4 | 63 |
| 1.10 | Effect of taxation on incentives to work† | 4.0 | 35 |
| 1.11 | Effect of taxation on incentives to invest† | 4.4 | 23 |
| 1.12 | Total tax rate (% profit)* | 37.2 | 69 |
| 1.12a | Labour and contributions tax rate (% profit)* | 20.0 | 92 |
| 1.12b | Profit tax rate (% profit)* | 12.4 | 47 |
| 1.12c | Other taxes rate (% profit)* | 4.8 | 109 |
| | **Safety and Security** | **5.0** | **89** |
| 2.01 | Business costs of crime and violence† | 3.9 | 95 |
| 2.02 | Reliability of police services† | 4.5 | 52 |
| 2.03 | Business costs of terrorism† | 5.2 | 73 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 17 | 123 |
| | **Health and Hygiene** | **5.1** | **80** |
| 3.01 | Physician density per 1,000 pop.* | 1.6 | 69 |
| 3.02 | Access to improved sanitation (% pop.)* | 73.0 | 93 |
| 3.03 | Access to improved drinking water (% pop.)* | 94.0 | 78 |
| 3.04 | Hospital beds per 10,000 pop. | 22.0 | 72 |
| 3.05 | HIV prevalence (% pop.)* | 0.7 | 96 |
| 3.06 | Malaria incidence per 100,000 pop.* | 26.3 | 24 |
| | **Human Resources and Labour Market** | **4.2** | **95** |
| | *Qualification of the labour force* | *5.1* | *79* |
| 4.01 | Primary education enrolment rate (%)* | 91.2 | 97 |
| 4.02 | Secondary education enrolment rate (%)* | 84.0 | 88 |
| 4.03 | Extent of staff training† | 4.3 | 47 |
| 4.04 | Treatment of customers† | 4.2 | 92 |
| | *Labour market* | *3.4* | *122* |
| 4.05 | Hiring and firing practices† | 3.7 | 84 |
| 4.06 | Ease of finding skilled employees† | 3.5 | 99 |
| 4.07 | Ease of hiring foreign labour† | 3.5 | 111 |
| 4.08 | Pay and productivity† | 3.5 | 99 |
| 4.09 | Female labour force participation (% to men)* | 0.6 | 112 |
| | **ICT Readiness** | **4.3** | **61** |
| 5.01 | ICT use for B2B transactions† | 5.0 | 56 |
| 5.02 | Internet use for B2C transactions† | 5.1 | 35 |
| 5.03 | Individuals using internet (%)* | 42.9 | 81 |
| 5.04 | Broadband internet subs. per 100 pop.* | 7.7 | 71 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 163.0 | 10 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 25.2 | 76 |
| 5.07 | Mobile network coverage (% pop.)* | 96.0 | 94 |
| 5.08 | Quality of electricity supply | 4.9 | 68 |
| | **Prioritization of Travel & Tourism** | **5.3** | **25** |
| 6.01 | Government prioritization of T&T industry† | 5.8 | 39 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 5.0 | 40 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.5 | 18 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 68.0 | 66 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.0 | 16 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 79.8 | 26 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.1** | **23** |
| 7.01 | Visa requirements (0–100 best)* | 32.0 | 46 |
| 7.02 | Openness of bilateral ASA (0–38)* | 19.3 | 15 |
| 7.03 | No. of regional trade agreements in force* | 24.0 | 37 |
| | **Price Competitiveness** | **5.1** | **32** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 77.9 | 75 |
| 8.02 | Hotel price index (US$)* | 106.6 | 24 |
| 8.03 | Purchasing power parity* | 0.6 | 77 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 105.0 | 32 |
| | **Environmental Sustainability** | **4.3** | **58** |
| 9.01 | Stringency of environmental regulations† | 3.9 | 82 |
| 9.02 | Enforcement of environmental regulations† | 3.4 | 94 |
| 9.03 | Sustainability of T&T development† | 5.0 | 35 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 3.0 | 9 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 23 | 11 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.4 | 30 |
| 9.07 | Threatened species (% total species)* | 6.6 | 97 |
| 9.08 | Forest cover change (% average per year)* | –4.1 | 86 |
| 9.09 | Wastewater treatment (%) * | 20.1 | 59 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.1 | 42 |
| | **Air Transport Infrastructure** | **4.5** | **18** |
| 10.01 | Quality of air transport infrastructure† | 6.1 | 7 |
| 10.02 | Airline dom. seat kms per week (millions)* | 1.9 | 69 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 388.1 | 46 |
| 10.04 | Departures per 1,000 pop.* | 24.0 | 18 |
| 10.05 | Airport density per million urban pop.* | 7.8 | 10 |
| 10.06 | No. of operating airlines* | 27.0 | 80 |
| | **Ground and Port Infrastructure** | **4.2** | **45** |
| 11.01 | Quality of roads | 4.7 | 44 |
| 11.02 | Quality of railroad infrastructure | 3.9 | 34 |
| 11.03 | Quality of port infrastructure† | 6.3 | 7 |
| 11.04 | Quality of ground transport network† | 4.4 | 71 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 85 |
| 11.07 | Paved road density (km/surface area)* | ® | 78 |
| | **Tourist Service Infrastructure** | **5.5** | **27** |
| 12.01 | Hotel rooms per 100 pop.* | 0.6 | 56 |
| 12.02 | Extension of business trips recommended† | 5.8 | 31 |
| 12.03 | Presence of major car rental companies† | 7 | 1 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 905.1 | 22 |
| | **Natural Resources** | **4.3** | **20** |
| 13.01 | No. of World Heritage natural sites* | 3 | 18 |
| 13.02 | Total known species* | 1,323 | 18 |
| 13.03 | Total protected areas (% total territorial area)* | 14.1 | 69 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 56 | 19 |
| 13.05 | Quality of the natural environment† | 4.4 | 71 |
| | **Cultural Resources and Business Travel** | **1.7** | **63** |
| 14.01 | No. of World Heritage cultural sites* | 2 | 71 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 5.0 | 61 |
| 14.04 | No. of international association meetings* | 49.7 | 50 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 14 | 47 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Paraguay

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **113** | **3.11** |
| **Enabling Environment** | **97** | **4.17** |
| Business Environment | 90 | 4.18 |
| Safety and Security | 110 | 4.62 |
| Health and Hygiene | 88 | 4.89 |
| Human Resources and Labour Market | 121 | 3.83 |
| ICT Readiness | 100 | 3.33 |
| **T&T Policy and Enabling Conditions** | **97** | **3.89** |
| Prioritization of Travel & Tourism | 41 | 4.94 |
| International Openness | 98 | 2.50 |
| Price Competitiveness | 100 | 4.29 |
| Environmental Sustainability | 92 | 3.83 |
| **Infrastructure** | **110** | **2.55** |
| Air Transport Infrastructure | 137 | 1.56 |
| Ground and Port Infrastructure | 126 | 2.43 |
| Tourist Service Infrastructure | 87 | 3.67 |
| **Natural and Cultural Resources** | **109** | **1.83** |
| Natural Resources | 113 | 2.23 |
| Cultural Resources and Business Travel | 91 | 1.44 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 610 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 272.6 |
| Growth (%) in int'l outbound travel spending* | 1.58 |
| Average spending per int'l tourist (US$), 2013 | 446.9 |
| Population (millions), 2013 | 6.8 |
| Surface area (1,000 square kilometres), 2013 | 406.8 |
| Gross domestic product per capita (PPP$), 2013 | 8,064 |
| Real GDP growth (%), 2013 | 13.6 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 435.8 | 1.4 | 3.6 |
| T&T industry employment (1,000 jobs) | 37.9 | 1.2 | 2.0 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Paraguay

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.2** | **90** |
| 1.01 | Property rights† | 3.2 | 124 |
| 1.02 | Impact of rules on FDI† | 4.4 | 72 |
| 1.03 | Efficiency of legal framework settling disputes† | 2.4 | 133 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.2 | 85 |
| 1.05 | No. of days to deal with construction permits* | 136 | 61 |
| 1.06 | Construction permits cost (%)* | 0.8 | 43 |
| 1.07 | Extent of market dominance† | 3.2 | 118 |
| 1.08 | No. of days to start a business* | 35 | 122 |
| 1.09 | Cost to start a business (% GNI/capita)* | 39.9 | 118 |
| 1.10 | Effect of taxation on incentives to work† | 4.4 | 17 |
| 1.11 | Effect of taxation on incentives to invest† | 4.7 | 15 |
| 1.12 | Total tax rate (% profit)* | 35.0 | 60 |
| 1.12a | Labour and contributions tax rate (% profit)* | 18.6 | 86 |
| 1.12b | Profit tax rate (% profit)* | 9.6 | 37 |
| 1.12c | Other taxes rate (% profit)* | 6.7 | 117 |
| | **Safety and Security** | **4.6** | **110** |
| 2.01 | Business costs of crime and violence† | 3.6 | 108 |
| 2.02 | Reliability of police services† | 2.3 | 139 |
| 2.03 | Business costs of terrorism† | 4.9 | 92 |
| 2.04 | Index of terrorism incidence* | 6.8 | 105 |
| 2.05 | Homicide rate* | 10 | 106 |
| | **Health and Hygiene** | **4.9** | **88** |
| 3.01 | Physician density per 1,000 pop.* | 1.1 | 83 |
| 3.02 | Access to improved sanitation (% pop.)* | 80.0 | 81 |
| 3.03 | Access to improved drinking water (% pop.)* | 94.0 | 78 |
| 3.04 | Hospital beds per 10,000 pop. | 13.0 | 102 |
| 3.05 | HIV prevalence (% pop.)* | 0.3 | 58 |
| 3.06 | Malaria incidence per 100,000 pop.* | 0.0 | 1 |
| | **Human Resources and Labour Market** | **3.8** | **121** |
| | *Qualification of the labour force* | *4.1* | *113* |
| 4.01 | Primary education enrolment rate (%)* | 81.9 | 123 |
| 4.02 | Secondary education enrolment rate (%)* | 69.6 | 100 |
| 4.03 | Extent of staff training† | 3.7 | 104 |
| 4.04 | Treatment of customers† | 4.1 | 98 |
| | *Labour market* | *3.5* | *112* |
| 4.05 | Hiring and firing practices† | 3.4 | 107 |
| 4.06 | Ease of finding skilled employees† | 2.8 | 136 |
| 4.07 | Ease of hiring foreign labour† | 4.9 | 9 |
| 4.08 | Pay and productivity† | 3.5 | 107 |
| 4.09 | Female labour force participation (% to men)* | 0.7 | 102 |
| | **ICT Readiness** | **3.3** | **100** |
| 5.01 | ICT use for B2B transactions† | 3.9 | 119 |
| 5.02 | Internet use for B2C transactions† | 4.1 | 89 |
| 5.03 | Individuals using internet (%)* | 36.9 | 91 |
| 5.04 | Broadband internet subs. per 100 pop.* | 1.7 | 98 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 103.7 | 86 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 4.9 | 109 |
| 5.07 | Mobile network coverage (% pop.)* | 99.7 | 54 |
| 5.08 | Quality of electricity supply | 3.2 | 106 |
| | **Prioritization of Travel & Tourism** | **4.9** | **41** |
| 6.01 | Government prioritization of T&T industry† | 4.2 | 123 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 8.0 | 17 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.7 | 116 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 68.0 | 66 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 10.0 | 103 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 97.6 | 3 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.5** | **98** |
| 7.01 | Visa requirements (0–100 best)* | 26.0 | 66 |
| 7.02 | Openness of bilateral ASA (0–38)* | 12.4 | 45 |
| 7.03 | No. of regional trade agreements in force* | 5.0 | 81 |
| | **Price Competitiveness** | **4.3** | **100** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 68.9 | 107 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.5 | 71 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 174.0 | 100 |
| | **Environmental Sustainability** | **3.8** | **92** |
| 9.01 | Stringency of environmental regulations† | 3.3 | 115 |
| 9.02 | Enforcement of environmental regulations† | 2.4 | 135 |
| 9.03 | Sustainability of T&T development† | 3.6 | 117 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 5.1 | 33 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 17 | 104 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.0 | 5 |
| 9.07 | Threatened species (% total species)* | 3.9 | 48 |
| 9.08 | Forest cover change (% average per year)* | −16.8 | 113 |
| 9.09 | Wastewater treatment (%) * | 0.2 | 114 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | n/a | n/a |
| | **Air Transport Infrastructure** | **1.6** | **137** |
| 10.01 | Quality of air transport infrastructure† | 2.6 | 135 |
| 10.02 | Airline dom. seat kms per week (millions)* | 0.7 | 83 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 25.1 | 114 |
| 10.04 | Departures per 1,000 pop.* | 0.9 | 95 |
| 10.05 | Airport density per million urban pop.* | 0.5 | 112 |
| 10.06 | No. of operating airlines* | 12.0 | 118 |
| | **Ground and Port Infrastructure** | **2.4** | **126** |
| 11.01 | Quality of roads | 2.5 | 133 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 3.2 | 107 |
| 11.04 | Quality of ground transport network† | 2.9 | 132 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 123 |
| 11.07 | Paved road density (km/surface area)* | ® | 123 |
| | **Tourist Service Infrastructure** | **3.7** | **87** |
| 12.01 | Hotel rooms per 100 pop.* | 0.2 | 96 |
| 12.02 | Extension of business trips recommended† | 4.3 | 121 |
| 12.03 | Presence of major car rental companies† | 6 | 35 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 282.7 | 89 |
| | **Natural Resources** | **2.2** | **113** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 928 | 39 |
| 13.03 | Total protected areas (% total territorial area)* | 6.4 | 106 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 2 | 121 |
| 13.05 | Quality of the natural environment† | 3.6 | 115 |
| | **Cultural Resources and Business Travel** | **1.4** | **91** |
| 14.01 | No. of World Heritage cultural sites* | 1 | 92 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 5.0 | 61 |
| 14.04 | No. of international association meetings* | 28.7 | 64 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 6 | 87 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Peru

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **58** | **3.88** |
| **Enabling Environment** | **88** | **4.33** |
| Business Environment | 78 | 4.29 |
| Safety and Security | 117 | 4.39 |
| Health and Hygiene | 92 | 4.79 |
| Human Resources and Labour Market | 63 | 4.57 |
| ICT Readiness | 89 | 3.62 |
| **T&T Policy and Enabling Conditions** | **69** | **4.15** |
| Prioritization of Travel & Tourism | 54 | 4.75 |
| International Openness | 15 | 4.18 |
| Price Competitiveness | 115 | 3.90 |
| Environmental Sustainability | 102 | 3.75 |
| **Infrastructure** | **80** | **3.26** |
| Air Transport Infrastructure | 83 | 2.43 |
| Ground and Port Infrastructure | 118 | 2.59 |
| Tourist Service Infrastructure | 48 | 4.75 |
| **Natural and Cultural Resources** | **16** | **3.80** |
| Natural Resources | 12 | 4.61 |
| Cultural Resources and Business Travel | 26 | 3.00 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 3,164 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 3,009.0 |
| Growth (%) in int'l outbound travel spending* | 2.44 |
| Average spending per int'l tourist (US$), 2013 | 951 |
| Population (millions), 2013 | 30.4 |
| Surface area (1,000 square kilometres), 2013 | 1,285.2 |
| Gross domestic product per capita (PPP$), 2013 | 11,557 |
| Real GDP growth (%), 2013 | 5.8 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 7,312.8 | 3.5 | 6.2 |
| T&T industry employment (1,000 jobs) | 364.4 | 2.4 | 3.7 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Peru

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.3** | **78** |
| 1.01 | Property rights† | 3.5 | 106 |
| 1.02 | Impact of rules on FDI† | 4.7 | **40** |
| 1.03 | Efficiency of legal framework settling disputes† | 3.1 | 112 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.8 | 109 |
| 1.05 | No. of days to deal with construction permits* | 174 | 89 |
| 1.06 | Construction permits cost (%)* | 0.5 | **25** |
| 1.07 | Extent of market dominance† | 3.6 | 82 |
| 1.08 | No. of days to start a business* | 26 | 106 |
| 1.09 | Cost to start a business (% GNI/capita)* | 9.2 | 73 |
| 1.10 | Effect of taxation on incentives to work† | 3.2 | 102 |
| 1.11 | Effect of taxation on incentives to invest† | 3.5 | 90 |
| 1.12 | Total tax rate (% profit)* | 36.0 | 65 |
| 1.12a | Labour and contributions tax rate (% profit)* | 11.0 | **38** |
| 1.12b | Profit tax rate (% profit)* | 22.8 | 109 |
| 1.12c | Other taxes rate (% profit)* | 2.2 | 74 |
| | **Safety and Security** | **4.4** | **117** |
| 2.01 | Business costs of crime and violence† | 3.0 | 125 |
| 2.02 | Reliability of police services† | 2.6 | 135 |
| 2.03 | Business costs of terrorism† | 4.0 | 122 |
| 2.04 | Index of terrorism incidence* | 6.8 | 102 |
| 2.05 | Homicide rate* | 10 | 104 |
| | **Health and Hygiene** | **4.8** | **92** |
| 3.01 | Physician density per 1,000 pop.* | 1.1 | 81 |
| 3.02 | Access to improved sanitation (% pop.)* | 73.0 | 93 |
| 3.03 | Access to improved drinking water (% pop.)* | 87.0 | 102 |
| 3.04 | Hospital beds per 10,000 pop. | 15.0 | 96 |
| 3.05 | HIV prevalence (% pop.)* | 0.4 | 74 |
| 3.06 | Malaria incidence per 100,000 pop.* | 190.1 | **37** |
| | **Human Resources and Labour Market** | **4.6** | **63** |
| | *Qualification of the labour force* | *5.4* | *61* |
| 4.01 | Primary education enrolment rate (%)* | 93.7 | 73 |
| 4.02 | Secondary education enrolment rate (%)* | 89.8 | 68 |
| 4.03 | Extent of staff training† | 3.8 | 92 |
| 4.04 | Treatment of customers† | 4.8 | 51 |
| | *Labour market* | *3.8* | *95* |
| 4.05 | Hiring and firing practices† | 2.9 | 127 |
| 4.06 | Ease of finding skilled employees† | 3.4 | 104 |
| 4.07 | Ease of hiring foreign labour† | 4.0 | 78 |
| 4.08 | Pay and productivity† | 3.9 | 74 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 74 |
| | **ICT Readiness** | **3.6** | **89** |
| 5.01 | ICT use for B2B transactions† | 4.7 | 77 |
| 5.02 | Internet use for B2C transactions† | 4.3 | 78 |
| 5.03 | Individuals using internet (%)* | 39.2 | 83 |
| 5.04 | Broadband internet subs. per 100 pop.* | 5.2 | 79 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 98.1 | 95 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 2.9 | 115 |
| 5.07 | Mobile network coverage (% pop.)* | 97.0 | 92 |
| 5.08 | Quality of electricity supply | 4.9 | 70 |
| | **Prioritization of Travel & Tourism** | **4.7** | **54** |
| 6.01 | Government prioritization of T&T industry† | 5.3 | 60 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 2.7 | 87 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.5 | **19** |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 68.0 | 66 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 18.0 | **48** |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 69.1 | 62 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.2** | **15** |
| 7.01 | Visa requirements (0–100 best)* | 34.0 | **44** |
| 7.02 | Openness of bilateral ASA (0–38)* | 17.1 | **20** |
| 7.03 | No. of regional trade agreements in force* | 27.0 | **34** |
| | **Price Competitiveness** | **3.9** | **115** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 38.7 | 134 |
| 8.02 | Hotel price index (US$)* | 143.7 | 62 |
| 8.03 | Purchasing power parity* | 0.6 | 74 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 163.0 | 92 |
| | **Environmental Sustainability** | **3.7** | **102** |
| 9.01 | Stringency of environmental regulations† | 3.9 | 78 |
| 9.02 | Enforcement of environmental regulations† | 3.4 | 98 |
| 9.03 | Sustainability of T&T development† | 4.8 | **49** |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 8.0 | 72 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 21 | **42** |
| 9.06 | Baseline water stress (0–5 worst)* | 3.2 | 97 |
| 9.07 | Threatened species (% total species)* | 10.3 | 121 |
| 9.08 | Forest cover change (% average per year)* | –1.8 | 53 |
| 9.09 | Wastewater treatment (%) * | 21.0 | 58 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.1 | **41** |
| | **Air Transport Infrastructure** | **2.4** | **83** |
| 10.01 | Quality of air transport infrastructure† | 4.0 | 89 |
| 10.02 | Airline dom. seat kms per week (millions)* | 126.3 | **29** |
| 10.03 | Airline int'l. seat kms per week (millions)* | 370.4 | **47** |
| 10.04 | Departures per 1,000 pop.* | 3.6 | 66 |
| 10.05 | Airport density per million urban pop.* | 0.9 | 85 |
| 10.06 | No. of operating airlines* | 32.0 | 71 |
| | **Ground and Port Infrastructure** | **2.6** | **118** |
| 11.01 | Quality of roads | 3.2 | 102 |
| 11.02 | Quality of railroad infrastructure | 1.9 | 89 |
| 11.03 | Quality of port infrastructure† | 3.7 | 87 |
| 11.04 | Quality of ground transport network† | 3.3 | 127 |
| 11.05 | Railroad density (km/surface area)* | 0.2 | 90 |
| 11.06 | Road density (km/surface area)* | ® | 111 |
| 11.07 | Paved road density (km/surface area)* | ® | 118 |
| | **Tourist Service Infrastructure** | **4.7** | **48** |
| 12.01 | Hotel rooms per 100 pop.* | 0.7 | **43** |
| 12.02 | Extension of business trips recommended† | 5.7 | **35** |
| 12.03 | Presence of major car rental companies† | 7 | **1** |
| 12.04 | ATMs accepting Visa cards per million pop.* | 328.6 | 80 |
| | **Natural Resources** | **4.6** | **12** |
| 13.01 | No. of World Heritage natural sites* | 3 | **18** |
| 13.02 | Total known species* | 2,769 | **3** |
| 13.03 | Total protected areas (% total territorial area)* | 18.3 | **46** |
| 13.04 | Natural tourism digital demand (0–100 best)* | 45 | **31** |
| 13.05 | Quality of the natural environment† | 3.9 | 105 |
| | **Cultural Resources and Business Travel** | **3.0** | **26** |
| 14.01 | No. of World Heritage cultural sites* | 9 | **21** |
| 14.02 | No. of oral and intangible cultural expressions* | 8 | **13** |
| 14.03 | No. of large sports stadiums* | 18.0 | **23** |
| 14.04 | No. of international association meetings* | 68.7 | **42** |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 22 | **29** |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Philippines

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **74** | **3.63** |
| **Enabling Environment** | **90** | **4.29** |
| Business Environment | 60 | 4.54 |
| Safety and Security | 128 | 3.84 |
| Health and Hygiene | 91 | 4.79 |
| Human Resources and Labour Market | 62 | 4.59 |
| ICT Readiness | 86 | 3.71 |
| **T&T Policy and Enabling Conditions** | **17** | **4.50** |
| Prioritization of Travel & Tourism | 27 | 5.26 |
| International Openness | 29 | 4.05 |
| Price Competitiveness | 24 | 5.28 |
| Environmental Sustainability | 122 | 3.41 |
| **Infrastructure** | **82** | **3.19** |
| Air Transport Infrastructure | 67 | 2.77 |
| Ground and Port Infrastructure | 93 | 3.02 |
| Tourist Service Infrastructure | 82 | 3.77 |
| **Natural and Cultural Resources** | **56** | **2.55** |
| Natural Resources | 49 | 3.39 |
| Cultural Resources and Business Travel | 62 | 1.71 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 4,681 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 4,691.0 |
| Growth (%) in int'l outbound travel spending* | 4.65 |
| Average spending per int'l tourist (US$), 2013 | 1,002.1 |
| Population (millions), 2013 | 98.4 |
| Surface area (1,000 square kilometres), 2013 | 300.0 |
| Gross domestic product per capita (PPP$), 2013 | 6,597 |
| Real GDP growth (%), 2013 | 7.2 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 11,104.4 | 4.2 | 5.6 |
| T&T industry employment (1,000 jobs) | 1,226.7 | 3.2 | 2.5 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Philippines

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.5** | **60** |
| 1.01 | Property rights† | 4.3 | 61 |
| 1.02 | Impact of rules on FDI† | 4.5 | 65 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.7 | 68 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.5 | 56 |
| 1.05 | No. of days to deal with construction permits* | 94 | 28 |
| 1.06 | Construction permits cost (%)* | 1.2 | 56 |
| 1.07 | Extent of market dominance† | 3.5 | 85 |
| 1.08 | No. of days to start a business* | 34 | 119 |
| 1.09 | Cost to start a business (% GNI/capita)* | 16.6 | 96 |
| 1.10 | Effect of taxation on incentives to work† | 3.9 | 47 |
| 1.11 | Effect of taxation on incentives to invest† | 3.9 | 51 |
| 1.12 | Total tax rate (% profit)* | 42.5 | 91 |
| 1.12a | Labour and contributions tax rate (% profit)* | 8.0 | 29 |
| 1.12b | Profit tax rate (% profit)* | 20.5 | 95 |
| 1.12c | Other taxes rate (% profit)* | 14.0 | 124 |
| | **Safety and Security** | **3.8** | **128** |
| 2.01 | Business costs of crime and violence† | 4.3 | 77 |
| 2.02 | Reliability of police services† | 3.6 | 101 |
| 2.03 | Business costs of terrorism† | 4.6 | 109 |
| 2.04 | Index of terrorism incidence* | 1.0 | 136 |
| 2.05 | Homicide rate* | 9 | 98 |
| | **Health and Hygiene** | **4.8** | **91** |
| 3.01 | Physician density per 1,000 pop.* | 1.2 | 79 |
| 3.02 | Access to improved sanitation (% pop.)* | 74.0 | 91 |
| 3.03 | Access to improved drinking water (% pop.)* | 92.0 | 88 |
| 3.04 | Hospital beds per 10,000 pop. | 10.0 | 112 |
| 3.05 | HIV prevalence (% pop.)* | 0.1 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | 23.8 | 23 |
| | **Human Resources and Labour Market** | **4.6** | **62** |
| | *Qualification of the labour force* | *5.3* | *63* |
| 4.01 | Primary education enrolment rate (%)* | 88.2 | 104 |
| 4.02 | Secondary education enrolment rate (%)* | 84.6 | 87 |
| 4.03 | Extent of staff training† | 4.6 | 27 |
| 4.04 | Treatment of customers† | 5.2 | 25 |
| | *Labour market* | *3.9* | *87* |
| 4.05 | Hiring and firing practices† | 3.4 | 102 |
| 4.06 | Ease of finding skilled employees† | 4.4 | 40 |
| 4.07 | Ease of hiring foreign labour† | 4.0 | 74 |
| 4.08 | Pay and productivity† | 4.5 | 27 |
| 4.09 | Female labour force participation (% to men)* | 0.6 | 105 |
| | **ICT Readiness** | **3.7** | **86** |
| 5.01 | ICT use for B2B transactions† | 5.1 | 52 |
| 5.02 | Internet use for B2C transactions† | 4.7 | 57 |
| 5.03 | Individuals using internet (%)* | 37.0 | 90 |
| 5.04 | Broadband internet subs. per 100 pop.* | 9.1 | 68 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 104.5 | 84 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 0.0 | 130 |
| 5.07 | Mobile network coverage (% pop.)* | 99.0 | 65 |
| 5.08 | Quality of electricity supply | 4.2 | 86 |
| | **Prioritization of Travel & Tourism** | **5.3** | **27** |
| 6.01 | Government prioritization of T&T industry† | 6.0 | 28 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 6.1 | 30 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.3 | 29 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 72.0 | 52 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 16.5 | 67 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 72.2 | 56 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.0** | **29** |
| 7.01 | Visa requirements (0–100 best)* | 84.0 | 2 |
| 7.02 | Openness of bilateral ASA (0–38)* | 11.2 | 64 |
| 7.03 | No. of regional trade agreements in force* | 13.0 | 55 |
| | **Price Competitiveness** | **5.3** | **24** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 92.4 | 12 |
| 8.02 | Hotel price index (US$)* | 122.8 | 37 |
| 8.03 | Purchasing power parity* | 0.4 | 33 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 125.0 | 48 |
| | **Environmental Sustainability** | **3.4** | **122** |
| 9.01 | Stringency of environmental regulations† | 4.2 | 61 |
| 9.02 | Enforcement of environmental regulations† | 3.8 | 70 |
| 9.03 | Sustainability of T&T development† | 4.7 | 56 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 6.7 | 56 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 22 | 28 |
| 9.06 | Baseline water stress (0–5 worst)* | 3.3 | 101 |
| 9.07 | Threatened species (% total species)* | 20.1 | 139 |
| 9.08 | Forest cover change (% average per year)* | –1.9 | 55 |
| 9.09 | Wastewater treatment (%) * | 0.5 | 107 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.2 | 70 |
| | **Air Transport Infrastructure** | **2.8** | **67** |
| 10.01 | Quality of air transport infrastructure† | 3.6 | 107 |
| 10.02 | Airline dom. seat kms per week (millions)* | 350.2 | 16 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 849.4 | 28 |
| 10.04 | Departures per 1,000 pop.* | 2.5 | 76 |
| 10.05 | Airport density per million urban pop.* | 0.9 | 84 |
| 10.06 | No. of operating airlines* | 44.0 | 49 |
| | **Ground and Port Infrastructure** | **3.0** | **93** |
| 11.01 | Quality of roads | 3.6 | 87 |
| 11.02 | Quality of railroad infrastructure | 2.3 | 79 |
| 11.03 | Quality of port infrastructure† | 3.5 | 101 |
| 11.04 | Quality of ground transport network† | 3.9 | 95 |
| 11.05 | Railroad density (km/surface area)* | 0.2 | 88 |
| 11.06 | Road density (km/surface area)* | ® | 43 |
| 11.07 | Paved road density (km/surface area)* | ® | 68 |
| | **Tourist Service Infrastructure** | **3.8** | **82** |
| 12.01 | Hotel rooms per 100 pop.* | 0.0 | 131 |
| 12.02 | Extension of business trips recommended† | 5.8 | 29 |
| 12.03 | Presence of major car rental companies† | 6 | 35 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 176.3 | 102 |
| | **Natural Resources** | **3.4** | **49** |
| 13.01 | No. of World Heritage natural sites* | 3 | 18 |
| 13.02 | Total known species* | 876 | 44 |
| 13.03 | Total protected areas (% total territorial area)* | 5.1 | 112 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 25 | 44 |
| 13.05 | Quality of the natural environment† | 4.5 | 62 |
| | **Cultural Resources and Business Travel** | **1.7** | **62** |
| 14.01 | No. of World Heritage cultural sites* | 3 | 58 |
| 14.02 | No. of oral and intangible cultural expressions* | 2 | 41 |
| 14.03 | No. of large sports stadiums* | 2.0 | 98 |
| 14.04 | No. of international association meetings* | 48.3 | 51 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 14 | 45 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Poland

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **47** | **4.08** |
| **Enabling Environment** | **39** | **5.22** |
| Business Environment | 76 | 4.35 |
| Safety and Security | 35 | 5.86 |
| Health and Hygiene | 25 | 6.21 |
| Human Resources and Labour Market | 41 | 4.80 |
| ICT Readiness | 44 | 4.90 |
| **T&T Policy and Enabling Conditions** | **23** | **4.43** |
| Prioritization of Travel & Tourism | 99 | 4.10 |
| International Openness | 26 | 4.08 |
| Price Competitiveness | 46 | 4.94 |
| Environmental Sustainability | 28 | 4.62 |
| **Infrastructure** | **62** | **3.70** |
| Air Transport Infrastructure | 73 | 2.57 |
| Ground and Port Infrastructure | 47 | 4.08 |
| Tourist Service Infrastructure | 66 | 4.44 |
| **Natural and Cultural Resources** | **43** | **2.96** |
| Natural Resources | 57 | 3.14 |
| Cultural Resources and Business Travel | 35 | 2.77 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 15,800 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 10,938.0 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 692.3 |
| Population (millions), 2013 | 38.5 |
| Surface area (1,000 square kilometres), 2013 | 312.7 |
| Gross domestic product per capita (PPP$), 2013 | 23,273 |
| Real GDP growth (%), 2013 | 1.6 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 10,938.6 | 2.1 | 5.2 |
| T&T industry employment (1,000 jobs) | 334.1 | 2.2 | 3.2 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Poland

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.3** | **76** |
| 1.01 | Property rights† | 4.3 | 55 |
| 1.02 | Impact of rules on FDI† | 4.4 | 76 |
| 1.03 | Efficiency of legal framework settling disputes† | 2.9 | 117 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.8 | 110 |
| 1.05 | No. of days to deal with construction permits* | 212 | 111 |
| 1.06 | Construction permits cost (%)* | 0.3 | **11** |
| 1.07 | Extent of market dominance† | 4.8 | **19** |
| 1.08 | No. of days to start a business* | 30 | 112 |
| 1.09 | Cost to start a business (% GNI/capita)* | 12.9 | 86 |
| 1.10 | Effect of taxation on incentives to work† | 3.4 | 86 |
| 1.11 | Effect of taxation on incentives to invest† | 3.3 | 101 |
| 1.12 | Total tax rate (% profit)* | 38.7 | 72 |
| 1.12a | Labour and contributions tax rate (% profit)* | 24.7 | 110 |
| 1.12b | Profit tax rate (% profit)* | 13.1 | 52 |
| 1.12c | Other taxes rate (% profit)* | 1.0 | **37** |
| | **Safety and Security** | **5.9** | **35** |
| 2.01 | Business costs of crime and violence† | 5.4 | **27** |
| 2.02 | Reliability of police services† | 4.1 | 76 |
| 2.03 | Business costs of terrorism† | 6.0 | **27** |
| 2.04 | Index of terrorism incidence* | 7.0 | **1** |
| 2.05 | Homicide rate* | 1 | **30** |
| | **Health and Hygiene** | **6.2** | **25** |
| 3.01 | Physician density per 1,000 pop.* | 2.2 | 52 |
| 3.02 | Access to improved sanitation (% pop.)* | 89.0 | 73 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | **1** |
| 3.04 | Hospital beds per 10,000 pop. | 65.0 | **11** |
| 3.05 | HIV prevalence (% pop.)* | 0.1 | **1** |
| 3.06 | Malaria incidence per 100,000 pop.* | M.F. | n/a |
| | **Human Resources and Labour Market** | **4.8** | **41** |
| | *Qualification of the labour force* | *5.6* | **40** |
| 4.01 | Primary education enrolment rate (%)* | 96.6 | 49 |
| 4.02 | Secondary education enrolment rate (%)* | 97.7 | **43** |
| 4.03 | Extent of staff training† | 4.0 | 72 |
| 4.04 | Treatment of customers† | 4.9 | 49 |
| | *Labour market* | *4.0* | *68* |
| 4.05 | Hiring and firing practices† | 3.4 | 109 |
| 4.06 | Ease of finding skilled employees† | 4.0 | 61 |
| 4.07 | Ease of hiring foreign labour† | 3.8 | 93 |
| 4.08 | Pay and productivity† | 4.1 | 52 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 68 |
| | **ICT Readiness** | **4.9** | **44** |
| 5.01 | ICT use for B2B transactions† | 4.3 | 97 |
| 5.02 | Internet use for B2C transactions† | 4.9 | 51 |
| 5.03 | Individuals using internet (%)* | 62.8 | 47 |
| 5.04 | Broadband internet subs. per 100 pop.* | 15.7 | **45** |
| 5.05 | Mobile telephone subs. per 100 pop.* | 149.1 | **24** |
| 5.06 | Mobile broadband subs. per 100 pop.* | 54.9 | **38** |
| 5.07 | Mobile network coverage (% pop.)* | 99.5 | 58 |
| 5.08 | Quality of electricity supply | 5.5 | **46** |
| | **Prioritization of Travel & Tourism** | **4.1** | **99** |
| 6.01 | Government prioritization of T&T industry† | 3.7 | 132 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 2.7 | 88 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.9 | 108 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 102.0 | **10** |
| 6.05 | Timeliness of T&T data (0–21 best)* | 12.0 | 94 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 69.1 | 62 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.1** | **26** |
| 7.01 | Visa requirements (0–100 best)* | 23.0 | 72 |
| 7.02 | Openness of bilateral ASA (0–38)* | 11.1 | 65 |
| 7.03 | No. of regional trade agreements in force* | 46.0 | **1** |
| | **Price Competitiveness** | **4.9** | **46** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 87.9 | **27** |
| 8.02 | Hotel price index (US$)* | 79.9 | **4** |
| 8.03 | Purchasing power parity* | 0.6 | 81 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 174.0 | 100 |
| | **Environmental Sustainability** | **4.6** | **28** |
| 9.01 | Stringency of environmental regulations† | 4.6 | **44** |
| 9.02 | Enforcement of environmental regulations† | 4.1 | 56 |
| 9.03 | Sustainability of T&T development† | 3.7 | 112 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 15.7 | 130 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 24 | **4** |
| 9.06 | Baseline water stress (0–5 worst)* | 1.3 | 60 |
| 9.07 | Threatened species (% total species)* | 3.3 | **36** |
| 9.08 | Forest cover change (% average per year)* | –0.5 | **27** |
| 9.09 | Wastewater treatment (%) * | 60.7 | **32** |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.1 | **40** |
| | **Air Transport Infrastructure** | **2.6** | **73** |
| 10.01 | Quality of air transport infrastructure† | 4.0 | 86 |
| 10.02 | Airline dom. seat kms per week (millions)* | 12.1 | 48 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 339.5 | 50 |
| 10.04 | Departures per 1,000 pop.* | 2.0 | 83 |
| 10.05 | Airport density per million urban pop.* | 0.6 | 109 |
| 10.06 | No. of operating airlines* | 60.0 | **39** |
| | **Ground and Port Infrastructure** | **4.1** | **47** |
| 11.01 | Quality of roads | 3.5 | 89 |
| 11.02 | Quality of railroad infrastructure | 2.9 | 54 |
| 11.03 | Quality of port infrastructure† | 4.0 | 78 |
| 11.04 | Quality of ground transport network† | 4.5 | 65 |
| 11.05 | Railroad density (km/surface area)* | 6.3 | **10** |
| 11.06 | Road density (km/surface area)* | ® | **28** |
| 11.07 | Paved road density (km/surface area)* | ® | **27** |
| | **Tourist Service Infrastructure** | **4.4** | **66** |
| 12.01 | Hotel rooms per 100 pop.* | 0.3 | 75 |
| 12.02 | Extension of business trips recommended† | 3.8 | 135 |
| 12.03 | Presence of major car rental companies† | 6 | **35** |
| 12.04 | ATMs accepting Visa cards per million pop.* | 837.6 | **26** |
| | **Natural Resources** | **3.1** | **57** |
| 13.01 | No. of World Heritage natural sites* | 1 | **43** |
| 13.02 | Total known species* | 398 | 100 |
| 13.03 | Total protected areas (% total territorial area)* | 34.8 | **11** |
| 13.04 | Natural tourism digital demand (0–100 best)* | 14 | 67 |
| 13.05 | Quality of the natural environment† | 4.5 | 68 |
| | **Cultural Resources and Business Travel** | **2.8** | **35** |
| 14.01 | No. of World Heritage cultural sites* | 13 | **15** |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 13.0 | **32** |
| 14.04 | No. of international association meetings* | 179.7 | **22** |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 13 | 48 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Portugal

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **15** | **4.64** |
| **Enabling Environment** | **27** | **5.42** |
| Business Environment | 58 | 4.54 |
| Safety and Security | 10 | 6.33 |
| Health and Hygiene | 35 | 6.06 |
| Human Resources and Labour Market | 18 | 5.18 |
| ICT Readiness | 40 | 4.97 |
| **T&T Policy and Enabling Conditions** | **12** | **4.58** |
| Prioritization of Travel & Tourism | 18 | 5.46 |
| International Openness | 14 | 4.21 |
| Price Competitiveness | 104 | 4.23 |
| Environmental Sustainability | 36 | 4.42 |
| **Infrastructure** | **22** | **4.86** |
| Air Transport Infrastructure | 34 | 3.91 |
| Ground and Port Infrastructure | 34 | 4.54 |
| Tourist Service Infrastructure | 10 | 6.12 |
| **Natural and Cultural Resources** | **18** | **3.71** |
| Natural Resources | 36 | 3.70 |
| Cultural Resources and Business Travel | 17 | 3.71 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 8,301 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 12,284.4 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 1,479.9 |
| Population (millions), 2013 | 10.5 |
| Surface area (1,000 square kilometres), 2013 | 92.2 |
| Gross domestic product per capita (PPP$), 2013 | 25,643 |
| Real GDP growth (%), 2013 | –1.4 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 11,964.8 | 5.8 | 1.7 |
| T&T industry employment (1,000 jobs) | 322.1 | 7.2 | 0.9 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Portugal

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.5** | **58** |
| 1.01 | Property rights† | 4.8 | 42 |
| 1.02 | Impact of rules on FDI† | 4.3 | 79 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.1 | 111 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.3 | 77 |
| 1.05 | No. of days to deal with construction permits* | 113 | 45 |
| 1.06 | Construction permits cost (%)* | 1.4 | 66 |
| 1.07 | Extent of market dominance† | 3.9 | 58 |
| 1.08 | No. of days to start a business* | 3 | 4 |
| 1.09 | Cost to start a business (% GNI/capita)* | 2.3 | 40 |
| 1.10 | Effect of taxation on incentives to work† | 2.8 | 129 |
| 1.11 | Effect of taxation on incentives to invest† | 2.9 | 127 |
| 1.12 | Total tax rate (% profit)* | 42.4 | 90 |
| 1.12a | Labour and contributions tax rate (% profit)* | 26.8 | 116 |
| 1.12b | Profit tax rate (% profit)* | 15.1 | 58 |
| 1.12c | Other taxes rate (% profit)* | 0.5 | 21 |
| | **Safety and Security** | **6.3** | **10** |
| 2.01 | Business costs of crime and violence† | 6.0 | 10 |
| 2.02 | Reliability of police services† | 5.3 | 29 |
| 2.03 | Business costs of terrorism† | 6.5 | 7 |
| 2.04 | Index of terrorism incidence* | 7.0 | 68 |
| 2.05 | Homicide rate* | 1 | 30 |
| | **Health and Hygiene** | **6.1** | **35** |
| 3.01 | Physician density per 1,000 pop.* | 3.4 | 20 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 34.0 | 49 |
| 3.05 | HIV prevalence (% pop.)* | 0.7 | 96 |
| 3.06 | Malaria incidence per 100,000 pop.* | M.F. | n/a |
| | **Human Resources and Labour Market** | **5.2** | **18** |
| | *Qualification of the labour force* | *5.8* | *26* |
| 4.01 | Primary education enrolment rate (%)* | 98.6 | 17 |
| 4.02 | Secondary education enrolment rate (%)* | 112.9 | 8 |
| 4.03 | Extent of staff training† | 4.2 | 54 |
| 4.04 | Treatment of customers† | 5.1 | 33 |
| | *Labour market* | *4.6* | *20* |
| 4.05 | Hiring and firing practices† | 3.3 | 110 |
| 4.06 | Ease of finding skilled employees† | 5.2 | 3 |
| 4.07 | Ease of hiring foreign labour† | 5.1 | 7 |
| 4.08 | Pay and productivity† | 3.4 | 111 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 32 |
| | **ICT Readiness** | **5.0** | **40** |
| 5.01 | ICT use for B2B transactions† | 5.6 | 24 |
| 5.02 | Internet use for B2C transactions† | 5.3 | 30 |
| 5.03 | Individuals using internet (%)* | 62.1 | 48 |
| 5.04 | Broadband internet subs. per 100 pop.* | 23.8 | 31 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 113.0 | 68 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 36.7 | 61 |
| 5.07 | Mobile network coverage (% pop.)* | 99.0 | 65 |
| 5.08 | Quality of electricity supply | 6.4 | 18 |
| | **Prioritization of Travel & Tourism** | **5.5** | **18** |
| 6.01 | Government prioritization of T&T industry† | 6.2 | 17 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 6.6 | 24 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.1 | 37 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 57.0 | 87 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.0 | 16 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 83.9 | 21 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.2** | **14** |
| 7.01 | Visa requirements (0–100 best)* | 23.0 | 72 |
| 7.02 | Openness of bilateral ASA (0–38)* | 13.3 | 42 |
| 7.03 | No. of regional trade agreements in force* | 46.0 | 1 |
| | **Price Competitiveness** | **4.2** | **104** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 83.9 | 42 |
| 8.02 | Hotel price index (US$)* | 107.5 | 25 |
| 8.03 | Purchasing power parity* | 0.8 | 112 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 215.0 | 134 |
| | **Environmental Sustainability** | **4.4** | **36** |
| 9.01 | Stringency of environmental regulations† | 5.4 | 23 |
| 9.02 | Enforcement of environmental regulations† | 4.9 | 30 |
| 9.03 | Sustainability of T&T development† | 5.0 | 30 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 6.7 | 57 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 24 | 4 |
| 9.06 | Baseline water stress (0–5 worst)* | 3.3 | 102 |
| 9.07 | Threatened species (% total species)* | 5.0 | 68 |
| 9.08 | Forest cover change (% average per year)* | –5.5 | 97 |
| 9.09 | Wastewater treatment (%) * | 70.3 | 26 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.0 | 30 |
| | **Air Transport Infrastructure** | **3.9** | **34** |
| 10.01 | Quality of air transport infrastructure† | 5.7 | 20 |
| 10.02 | Airline dom. seat kms per week (millions)* | 62.2 | 35 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 739.4 | 30 |
| 10.04 | Departures per 1,000 pop.* | 12.6 | 28 |
| 10.05 | Airport density per million urban pop.* | 2.1 | 34 |
| 10.06 | No. of operating airlines* | 73.0 | 30 |
| | **Ground and Port Infrastructure** | **4.5** | **34** |
| 11.01 | Quality of roads | 6.3 | 2 |
| 11.02 | Quality of railroad infrastructure | 4.4 | 23 |
| 11.03 | Quality of port infrastructure† | 5.4 | 23 |
| 11.04 | Quality of ground transport network† | 5.8 | 11 |
| 11.05 | Railroad density (km/surface area)* | 2.8 | 28 |
| 11.06 | Road density (km/surface area)* | ® | 78 |
| 11.07 | Paved road density (km/surface area)* | ® | 62 |
| | **Tourist Service Infrastructure** | **6.1** | **10** |
| 12.01 | Hotel rooms per 100 pop.* | 1.3 | 21 |
| 12.02 | Extension of business trips recommended† | 6.1 | 11 |
| 12.03 | Presence of major car rental companies† | 6 | 35 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 2,186.4 | 3 |
| | **Natural Resources** | **3.7** | **36** |
| 13.01 | No. of World Heritage natural sites* | 1 | 43 |
| 13.02 | Total known species* | 416 | 92 |
| 13.03 | Total protected areas (% total territorial area)* | 14.7 | 67 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 68 | 11 |
| 13.05 | Quality of the natural environment† | 5.5 | 23 |
| | **Cultural Resources and Business Travel** | **3.7** | **17** |
| 14.01 | No. of World Heritage cultural sites* | 14 | 12 |
| 14.02 | No. of oral and intangible cultural expressions* | 3 | 32 |
| 14.03 | No. of large sports stadiums* | 17.0 | 24 |
| 14.04 | No. of international association meetings* | 251.7 | 13 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 29 | 19 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Puerto Rico

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **55** | **3.91** |
| **Enabling Environment** | **66** | **4.73** |
| Business Environment | 37 | 4.85 |
| Safety and Security | 101 | 4.82 |
| Health and Hygiene | 52 | 5.77 |
| Human Resources and Labour Market | 78 | 4.44 |
| ICT Readiness | 82 | 3.76 |
| **T&T Policy and Enabling Conditions** | **81** | **4.06** |
| Prioritization of Travel & Tourism | 38 | 4.99 |
| International Openness | 135 | 1.60 |
| Price Competitiveness | 63 | 4.82 |
| Environmental Sustainability | 15 | 4.84 |
| **Infrastructure** | **32** | **4.64** |
| Air Transport Infrastructure | 54 | 3.05 |
| Ground and Port Infrastructure | 14 | 5.49 |
| Tourist Service Infrastructure | 31 | 5.40 |
| **Natural and Cultural Resources** | **80** | **2.22** |
| Natural Resources | 68 | 2.89 |
| Cultural Resources and Business Travel | 72 | 1.55 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 3,200 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 3,333.5 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 1,041.7 |
| Population (millions), 2013 | 3.6 |
| Surface area (1,000 square kilometres), 2013 | 8.9 |
| Gross domestic product per capita (PPP$), 2013 | n/a |
| Real GDP growth (%), 2013 | n/a |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 2,396.6 | 2.3 | 2.6 |
| T&T industry employment (1,000 jobs) | 19.2 | 1.8 | 2.0 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Puerto Rico

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.9** | **37** |
| 1.01 | Property rights† | 5.9 | 12 |
| 1.02 | Impact of rules on FDI† | 5.0 | 23 |
| 1.03 | Efficiency of legal framework settling disputes† | 5.1 | 19 |
| 1.04 | Efficiency of legal framework challenging regs.† | 4.4 | 20 |
| 1.05 | No. of days to deal with construction permits* | 165 | 83 |
| 1.06 | Construction permits cost (%)* | 6.2 | 114 |
| 1.07 | Extent of market dominance† | 4.9 | 16 |
| 1.08 | No. of days to start a business* | 6 | 27 |
| 1.09 | Cost to start a business (% GNI/capita)* | 0.8 | 17 |
| 1.10 | Effect of taxation on incentives to work† | 3.1 | 110 |
| 1.11 | Effect of taxation on incentives to invest† | 3.7 | 71 |
| 1.12 | Total tax rate (% profit)* | 66.0 | 132 |
| 1.12a | Labour and contributions tax rate (% profit)* | 13.5 | 61 |
| 1.12b | Profit tax rate (% profit)* | 32.3 | 139 |
| 1.12c | Other taxes rate (% profit)* | 20.2 | 128 |
| | **Safety and Security** | **4.8** | **101** |
| 2.01 | Business costs of crime and violence† | 3.3 | 120 |
| 2.02 | Reliability of police services† | 4.8 | 43 |
| 2.03 | Business costs of terrorism† | 6.0 | 31 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 27 | 131 |
| | **Health and Hygiene** | **5.8** | **52** |
| 3.01 | Physician density per 1,000 pop.* | 2.7 | 42 |
| 3.02 | Access to improved sanitation (% pop.)* | 99.3 | 37 |
| 3.03 | Access to improved drinking water (% pop.)* | 97.0 | 62 |
| 3.04 | Hospital beds per 10,000 pop. | 30.7 | 57 |
| 3.05 | HIV prevalence (% pop.)* | 0.6 | 91 |
| 3.06 | Malaria incidence per 100,000 pop.* | M.F. | n/a |
| | **Human Resources and Labour Market** | **4.4** | **78** |
| | *Qualification of the labour force* | *4.9* | *92* |
| 4.01 | Primary education enrolment rate (%)* | 80.4 | 126 |
| 4.02 | Secondary education enrolment rate (%)* | 78.3 | 93 |
| 4.03 | Extent of staff training† | 4.9 | 16 |
| 4.04 | Treatment of customers† | 5.2 | 28 |
| | *Labour market* | *4.0* | *71* |
| 4.05 | Hiring and firing practices† | 3.6 | 93 |
| 4.06 | Ease of finding skilled employees† | 4.8 | 18 |
| 4.07 | Ease of hiring foreign labour† | 3.7 | 103 |
| 4.08 | Pay and productivity† | 4.6 | 22 |
| 4.09 | Female labour force participation (% to men)* | 0.7 | 99 |
| | **ICT Readiness** | **3.8** | **82** |
| 5.01 | ICT use for B2B transactions† | 5.5 | 33 |
| 5.02 | Internet use for B2C transactions† | 5.2 | 32 |
| 5.03 | Individuals using internet (%)* | 73.9 | 32 |
| 5.04 | Broadband internet subs. per 100 pop.* | 16.3 | 44 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 83.6 | 111 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 15.8 | 87 |
| 5.07 | Mobile network coverage (% pop.)* | 68.4 | 131 |
| 5.08 | Quality of electricity supply | 5.1 | 59 |
| | **Prioritization of Travel & Tourism** | **5.0** | **38** |
| 6.01 | Government prioritization of T&T industry† | 6.2 | 16 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 4.3 | 46 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.9 | 50 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 68.0 | 66 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 11.0 | 97 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 84.1 | 20 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **1.6** | **135** |
| 7.01 | Visa requirements (0–100 best)* | 10.0 | 123 |
| 7.02 | Openness of bilateral ASA (0–38)* | n/a | n/a |
| 7.03 | No. of regional trade agreements in force* | n/a | n/a |
| | **Price Competitiveness** | **4.8** | **63** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 94.7 | 8 |
| 8.02 | Hotel price index (US$)* | 204.5 | 87 |
| 8.03 | Purchasing power parity* | 0.8 | 113 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 65.0 | 17 |
| | **Environmental Sustainability** | **4.8** | **15** |
| 9.01 | Stringency of environmental regulations† | 5.5 | 19 |
| 9.02 | Enforcement of environmental regulations† | 5.2 | 25 |
| 9.03 | Sustainability of T&T development† | 4.7 | 55 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 4.0 | 15 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | n/a | n/a |
| 9.06 | Baseline water stress (0–5 worst)* | n/a | n/a |
| 9.07 | Threatened species (% total species)* | 8.0 | 110 |
| 9.08 | Forest cover change (% average per year)* | n/a | n/a |
| 9.09 | Wastewater treatment (%) * | 57.0 | 36 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.0 | 14 |
| | **Air Transport Infrastructure** | **3.0** | **54** |
| 10.01 | Quality of air transport infrastructure† | 5.6 | 25 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 0.0 | 141 |
| 10.04 | Departures per 1,000 pop.* | 22.8 | 19 |
| 10.05 | Airport density per million urban pop.* | 1.5 | 50 |
| 10.06 | No. of operating airlines* | 1.0 | 139 |
| | **Ground and Port Infrastructure** | **5.5** | **14** |
| 11.01 | Quality of roads | 5.2 | 29 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 5.4 | 22 |
| 11.04 | Quality of ground transport network† | 4.3 | 73 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 7 |
| 11.07 | Paved road density (km/surface area)* | ® | 6 |
| | **Tourist Service Infrastructure** | **5.4** | **31** |
| 12.01 | Hotel rooms per 100 pop.* | 0.4 | 70 |
| 12.02 | Extension of business trips recommended† | 6.3 | 7 |
| 12.03 | Presence of major car rental companies† | 7 | 1 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 910.1 | 21 |
| | **Natural Resources** | **2.9** | **68** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 327 | 123 |
| 13.03 | Total protected areas (% total territorial area)* | 4.6 | 120 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 53 | 21 |
| 13.05 | Quality of the natural environment† | 5.3 | 34 |
| | **Cultural Resources and Business Travel** | **1.5** | **72** |
| 14.01 | No. of World Heritage cultural sites* | 1 | 92 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 1.0 | 113 |
| 14.04 | No. of international association meetings* | 25.7 | 66 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 20 | 35 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Qatar

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **43** | **4.09** |
| **Enabling Environment** | **6** | **5.86** |
| Business Environment | 3 | 6.05 |
| Safety and Security | 2 | 6.61 |
| Health and Hygiene | 43 | 5.97 |
| Human Resources and Labour Market | 14 | 5.23 |
| ICT Readiness | 25 | 5.44 |
| **T&T Policy and Enabling Conditions** | **74** | **4.12** |
| Prioritization of Travel & Tourism | 45 | 4.89 |
| International Openness | 125 | 1.93 |
| Price Competitiveness | 19 | 5.33 |
| Environmental Sustainability | 50 | 4.32 |
| **Infrastructure** | **34** | **4.59** |
| Air Transport Infrastructure | 29 | 4.17 |
| Ground and Port Infrastructure | 26 | 4.79 |
| Tourist Service Infrastructure | 46 | 4.81 |
| **Natural and Cultural Resources** | **114** | **1.80** |
| Natural Resources | 122 | 2.12 |
| Cultural Resources and Business Travel | 83 | 1.48 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 2,611 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 3,456.3 |
| Growth (%) in int'l outbound travel spending* | 4.53 |
| Average spending per int'l tourist (US$), 2013 | 1,323.7 |
| Population (millions), 2013 | 2.2 |
| Surface area (1,000 square kilometres), 2013 | 11.6 |
| Gross domestic product per capita (PPP$), 2013 | 145,894 |
| Real GDP growth (%), 2013 | 6.5 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 3,740.8 | 1.8 | 4.5 |
| T&T industry employment (1,000 jobs) | 28.1 | 1.7 | 1.1 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Qatar

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **6.0** | **3** |
| 1.01 | Property rights† | 6.0 | 7 |
| 1.02 | Impact of rules on FDI† | 5.5 | 9 |
| 1.03 | Efficiency of legal framework settling disputes† | 5.7 | 6 |
| 1.04 | Efficiency of legal framework challenging regs.† | 5.3 | 4 |
| 1.05 | No. of days to deal with construction permits* | 58 | 5 |
| 1.06 | Construction permits cost (%)* | 0.0 | 1 |
| 1.07 | Extent of market dominance† | 5.2 | 9 |
| 1.08 | No. of days to start a business* | 9 | 49 |
| 1.09 | Cost to start a business (% GNI/capita)* | 5.2 | 58 |
| 1.10 | Effect of taxation on incentives to work† | 6.3 | 2 |
| 1.11 | Effect of taxation on incentives to invest† | 6.2 | 3 |
| 1.12 | Total tax rate (% profit)* | 11.3 | 2 |
| 1.12a | Labour and contributions tax rate (% profit)* | 11.3 | 40 |
| 1.12b | Profit tax rate (% profit)* | 0.0 | 1 |
| 1.12c | Other taxes rate (% profit)* | 0.0 | 1 |
| | **Safety and Security** | **6.6** | **2** |
| 2.01 | Business costs of crime and violence† | 6.5 | 1 |
| 2.02 | Reliability of police services† | 6.3 | 3 |
| 2.03 | Business costs of terrorism† | 6.4 | 9 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 1 | 27 |
| | **Health and Hygiene** | **6.0** | **43** |
| 3.01 | Physician density per 1,000 pop.* | 7.7 | 1 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 12.0 | 106 |
| 3.05 | HIV prevalence (% pop.)* | <0.1 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **5.2** | **14** |
| | *Qualification of the labour force* | *5.9* | 15 |
| 4.01 | Primary education enrolment rate (%)* | 92.4 | 82 |
| 4.02 | Secondary education enrolment rate (%)* | 111.6 | 9 |
| 4.03 | Extent of staff training† | 5.3 | 6 |
| 4.04 | Treatment of customers† | 5.8 | 4 |
| | *Labour market* | *4.5* | 28 |
| 4.05 | Hiring and firing practices† | 5.3 | 5 |
| 4.06 | Ease of finding skilled employees† | 5.0 | 9 |
| 4.07 | Ease of hiring foreign labour† | 5.3 | 4 |
| 4.08 | Pay and productivity† | 5.4 | 3 |
| 4.09 | Female labour force participation (% to men)* | 0.5 | 121 |
| | **ICT Readiness** | **5.4** | **25** |
| 5.01 | ICT use for B2B transactions† | 5.7 | 14 |
| 5.02 | Internet use for B2C transactions† | 5.1 | 39 |
| 5.03 | Individuals using internet (%)* | 85.3 | 14 |
| 5.04 | Broadband internet subs. per 100 pop.* | 9.9 | 65 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 152.6 | 22 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 76.8 | 18 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 1 |
| 5.08 | Quality of electricity supply | 6.5 | 15 |
| | **Prioritization of Travel & Tourism** | **4.9** | **45** |
| 6.01 | Government prioritization of T&T industry† | 6.0 | 27 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 5.6 | 34 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.6 | 14 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 37.0 | 125 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 9.0 | 104 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 73.2 | 53 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **1.9** | **125** |
| 7.01 | Visa requirements (0–100 best)* | 12.0 | 120 |
| 7.02 | Openness of bilateral ASA (0–38)* | 10.2 | 73 |
| 7.03 | No. of regional trade agreements in force* | 2.0 | 113 |
| | **Price Competitiveness** | **5.3** | **19** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 92.3 | 13 |
| 8.02 | Hotel price index (US$)* | 182.1 | 79 |
| 8.03 | Purchasing power parity* | 0.7 | 100 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 27.0 | 4 |
| | **Environmental Sustainability** | **4.3** | **50** |
| 9.01 | Stringency of environmental regulations† | 5.7 | 14 |
| 9.02 | Enforcement of environmental regulations† | 5.6 | 15 |
| 9.03 | Sustainability of T&T development† | 5.8 | 6 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 14.5 | 120 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 17 | 104 |
| 9.06 | Baseline water stress (0–5 worst)* | 5.0 | 128 |
| 9.07 | Threatened species (% total species)* | 3.2 | 33 |
| 9.08 | Forest cover change (% average per year)* | n/a | n/a |
| 9.09 | Wastewater treatment (%) * | 67.3 | 28 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.0 | 28 |
| | **Air Transport Infrastructure** | **4.2** | **29** |
| 10.01 | Quality of air transport infrastructure† | 6.0 | 12 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 1,173.9 | 22 |
| 10.04 | Departures per 1,000 pop.* | 64.5 | 5 |
| 10.05 | Airport density per million urban pop.* | 0.5 | 115 |
| 10.06 | No. of operating airlines* | 34.0 | 67 |
| | **Ground and Port Infrastructure** | **4.8** | **26** |
| 11.01 | Quality of roads | 5.0 | 34 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 5.4 | 24 |
| 11.04 | Quality of ground transport network† | 5.1 | 28 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 42 |
| 11.07 | Paved road density (km/surface area)* | ® | 34 |
| | **Tourist Service Infrastructure** | **4.8** | **46** |
| 12.01 | Hotel rooms per 100 pop.* | 0.6 | 55 |
| 12.02 | Extension of business trips recommended† | 5.4 | 60 |
| 12.03 | Presence of major car rental companies† | 7 | 1 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 494.3 | 61 |
| | **Natural Resources** | **2.1** | **122** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 250 | 134 |
| 13.03 | Total protected areas (% total territorial area)* | 2.4 | 129 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 6 | 96 |
| 13.05 | Quality of the natural environment† | 5.5 | 25 |
| | **Cultural Resources and Business Travel** | **1.5** | **83** |
| 14.01 | No. of World Heritage cultural sites* | 1 | 92 |
| 14.02 | No. of oral and intangible cultural expressions* | 1 | 60 |
| 14.03 | No. of large sports stadiums* | 5.0 | 61 |
| 14.04 | No. of international association meetings* | 19.3 | 69 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 7 | 76 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Romania

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **66** | **3.78** |
| **Enabling Environment** | **59** | **4.88** |
| Business Environment | 96 | 4.11 |
| Safety and Security | 65 | 5.42 |
| Health and Hygiene | 46 | 5.94 |
| Human Resources and Labour Market | 64 | 4.56 |
| ICT Readiness | 59 | 4.36 |
| **T&T Policy and Enabling Conditions** | **35** | **4.37** |
| Prioritization of Travel & Tourism | 88 | 4.34 |
| International Openness | 42 | 3.91 |
| Price Competitiveness | 54 | 4.89 |
| Environmental Sustainability | 46 | 4.35 |
| **Infrastructure** | **71** | **3.49** |
| Air Transport Infrastructure | 87 | 2.34 |
| Ground and Port Infrastructure | 91 | 3.10 |
| Tourist Service Infrastructure | 42 | 5.01 |
| **Natural and Cultural Resources** | **66** | **2.38** |
| Natural Resources | 79 | 2.70 |
| Cultural Resources and Business Travel | 49 | 2.07 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 1,715 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 1,589.7 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 926.9 |
| Population (millions), 2013 | 20.0 |
| Surface area (1,000 square kilometres), 2013 | 238.4 |
| Gross domestic product per capita (PPP$), 2013 | 17,440 |
| Real GDP growth (%), 2013 | 3.5 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 3,154.0 | 1.6 | 4.0 |
| T&T industry employment (1,000 jobs) | 212.5 | 2.4 | 0.5 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Romania

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.1** | **96** |
| 1.01 | Property rights† | 4.0 | 79 |
| 1.02 | Impact of rules on FDI† | 4.0 | 105 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.2 | 106 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.1 | 93 |
| 1.05 | No. of days to deal with construction permits* | 255 | 128 |
| 1.06 | Construction permits cost (%)* | 2.3 | 81 |
| 1.07 | Extent of market dominance† | 3.8 | 61 |
| 1.08 | No. of days to start a business* | 8 | 42 |
| 1.09 | Cost to start a business (% GNI/capita)* | 2.1 | 36 |
| 1.10 | Effect of taxation on incentives to work† | 2.5 | 137 |
| 1.11 | Effect of taxation on incentives to invest† | 2.9 | 126 |
| 1.12 | Total tax rate (% profit)* | 43.2 | 94 |
| 1.12a | Labour and contributions tax rate (% profit)* | 31.5 | 125 |
| 1.12b | Profit tax rate (% profit)* | 10.7 | 42 |
| 1.12c | Other taxes rate (% profit)* | 1.0 | 37 |
| | **Safety and Security** | **5.4** | **65** |
| 2.01 | Business costs of crime and violence† | 4.4 | 74 |
| 2.02 | Reliability of police services† | 4.2 | 65 |
| 2.03 | Business costs of terrorism† | 4.8 | 96 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 2 | 42 |
| | **Health and Hygiene** | **5.9** | **46** |
| 3.01 | Physician density per 1,000 pop.* | 2.4 | 48 |
| 3.02 | Access to improved sanitation (% pop.)* | 72.0 | 95 |
| 3.03 | Access to improved drinking water (% pop.)* | 88.0 | 98 |
| 3.04 | Hospital beds per 10,000 pop. | 61.0 | 19 |
| 3.05 | HIV prevalence (% pop.)* | 0.1 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | M.F. | n/a |
| | **Human Resources and Labour Market** | **4.6** | **64** |
| | *Qualification of the labour force* | *4.9* | *91* |
| 4.01 | Primary education enrolment rate (%)* | 85.8 | 113 |
| 4.02 | Secondary education enrolment rate (%)* | 95.0 | 55 |
| 4.03 | Extent of staff training† | 3.6 | 110 |
| 4.04 | Treatment of customers† | 4.4 | 83 |
| | *Labour market* | *4.3* | 48 |
| 4.05 | Hiring and firing practices† | 4.1 | 57 |
| 4.06 | Ease of finding skilled employees† | 4.2 | 49 |
| 4.07 | Ease of hiring foreign labour† | 4.5 | 24 |
| 4.08 | Pay and productivity† | 4.0 | 65 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 78 |
| | **ICT Readiness** | **4.4** | **59** |
| 5.01 | ICT use for B2B transactions† | 4.6 | 84 |
| 5.02 | Internet use for B2C transactions† | 5.1 | 40 |
| 5.03 | Individuals using internet (%)* | 49.8 | 67 |
| 5.04 | Broadband internet subs. per 100 pop.* | 17.3 | 40 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 105.6 | 83 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 37.6 | 60 |
| 5.07 | Mobile network coverage (% pop.)* | 99.9 | 39 |
| 5.08 | Quality of electricity supply | 4.6 | 80 |
| | **Prioritization of Travel & Tourism** | **4.3** | **88** |
| 6.01 | Government prioritization of T&T industry† | 4.3 | 117 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 1.8 | 114 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.6 | 120 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 92.0 | 21 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.5 | 7 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 78.6 | 32 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.9** | **42** |
| 7.01 | Visa requirements (0–100 best)* | 23.0 | 72 |
| 7.02 | Openness of bilateral ASA (0–38)* | 8.0 | 103 |
| 7.03 | No. of regional trade agreements in force* | 46.0 | 1 |
| | **Price Competitiveness** | **4.9** | **54** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 81.2 | 58 |
| 8.02 | Hotel price index (US$)* | 88.9 | 9 |
| 8.03 | Purchasing power parity* | 0.5 | 66 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 170.0 | 97 |
| | **Environmental Sustainability** | **4.4** | **46** |
| 9.01 | Stringency of environmental regulations† | 3.8 | 90 |
| 9.02 | Enforcement of environmental regulations† | 3.7 | 77 |
| 9.03 | Sustainability of T&T development† | 3.4 | 122 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 14.9 | 124 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 22 | 28 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.8 | 44 |
| 9.07 | Threatened species (% total species)* | 4.8 | 60 |
| 9.08 | Forest cover change (% average per year)* | –1.0 | 35 |
| 9.09 | Wastewater treatment (%) * | 13.1 | 71 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.0 | 6 |
| | **Air Transport Infrastructure** | **2.3** | **87** |
| 10.01 | Quality of air transport infrastructure† | 3.6 | 104 |
| 10.02 | Airline dom. seat kms per week (millions)* | 5.2 | 58 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 186.7 | 63 |
| 10.04 | Departures per 1,000 pop.* | 2.3 | 80 |
| 10.05 | Airport density per million urban pop.* | 1.3 | 57 |
| 10.06 | No. of operating airlines* | 43.0 | 50 |
| | **Ground and Port Infrastructure** | **3.1** | **91** |
| 11.01 | Quality of roads | 2.8 | 121 |
| 11.02 | Quality of railroad infrastructure | 2.9 | 58 |
| 11.03 | Quality of port infrastructure† | 3.4 | 104 |
| 11.04 | Quality of ground transport network† | 4.1 | 85 |
| 11.05 | Railroad density (km/surface area)* | 4.5 | 21 |
| 11.06 | Road density (km/surface area)* | ® | 54 |
| 11.07 | Paved road density (km/surface area)* | ® | 59 |
| | **Tourist Service Infrastructure** | **5.0** | **42** |
| 12.01 | Hotel rooms per 100 pop.* | 0.7 | 50 |
| 12.02 | Extension of business trips recommended† | 5.3 | 73 |
| 12.03 | Presence of major car rental companies† | 5 | 59 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 958.1 | 19 |
| | **Natural Resources** | **2.7** | **79** |
| 13.01 | No. of World Heritage natural sites* | 1 | 43 |
| 13.02 | Total known species* | 437 | 86 |
| 13.03 | Total protected areas (% total territorial area)* | 19.2 | 42 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 14 | 68 |
| 13.05 | Quality of the natural environment† | 4.0 | 96 |
| | **Cultural Resources and Business Travel** | **2.1** | **49** |
| 14.01 | No. of World Heritage cultural sites* | 6 | 34 |
| 14.02 | No. of oral and intangible cultural expressions* | 4 | 25 |
| 14.03 | No. of large sports stadiums* | 10.0 | 42 |
| 14.04 | No. of international association meetings* | 56.7 | 47 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 6 | 82 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Russian Federation

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **45** | **4.08** |
| **Enabling Environment** | **62** | **4.86** |
| Business Environment | 109 | 3.98 |
| Safety and Security | 126 | 3.95 |
| Health and Hygiene | 6 | 6.69 |
| Human Resources and Labour Market | 38 | 4.83 |
| ICT Readiness | 46 | 4.83 |
| **T&T Policy and Enabling Conditions** | **99** | **3.87** |
| Prioritization of Travel & Tourism | 90 | 4.33 |
| International Openness | 99 | 2.48 |
| Price Competitiveness | 41 | 4.99 |
| Environmental Sustainability | 106 | 3.70 |
| **Infrastructure** | **49** | **4.05** |
| Air Transport Infrastructure | 22 | 4.42 |
| Ground and Port Infrastructure | 92 | 3.09 |
| Tourist Service Infrastructure | 54 | 4.65 |
| **Natural and Cultural Resources** | **23** | **3.55** |
| Natural Resources | 34 | 3.77 |
| Cultural Resources and Business Travel | 21 | 3.32 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 28,356 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 11,988.4 |
| Growth (%) in int'l outbound travel spending* | 6.87 |
| Average spending per int'l tourist (US$), 2013 | 422.8 |
| Population (millions), 2013 | 143.5 |
| Surface area (1,000 square kilometres), 2013 | 17,098.2 |
| Gross domestic product per capita (PPP$), 2013 | 24,298 |
| Real GDP growth (%), 2013 | 1.3 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 29,924.9 | 1.4 | 3.9 |
| T&T industry employment (1,000 jobs) | 966.9 | 1.4 | 0.7 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Russian Federation

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.0** | **109** |
| 1.01 | Property rights† | 3.3 | 120 |
| 1.02 | Impact of rules on FDI† | 3.7 | 118 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.2 | 110 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.9 | 99 |
| 1.05 | No. of days to deal with construction permits* | 238 | 119 |
| 1.06 | Construction permits cost (%)* | 1.9 | 72 |
| 1.07 | Extent of market dominance† | 3.7 | 75 |
| 1.08 | No. of days to start a business* | 11 | 65 |
| 1.09 | Cost to start a business (% GNI/capita)* | 1.2 | 26 |
| 1.10 | Effect of taxation on incentives to work† | 3.0 | 113 |
| 1.11 | Effect of taxation on incentives to invest† | 3.1 | 120 |
| 1.12 | Total tax rate (% profit)* | 48.9 | 110 |
| 1.12a | Labour and contributions tax rate (% profit)* | 35.4 | 131 |
| 1.12b | Profit tax rate (% profit)* | 8.4 | 29 |
| 1.12c | Other taxes rate (% profit)* | 5.1 | 110 |
| | **Safety and Security** | **3.9** | **126** |
| 2.01 | Business costs of crime and violence† | 4.5 | 70 |
| 2.02 | Reliability of police services† | 3.2 | 113 |
| 2.03 | Business costs of terrorism† | 4.6 | 103 |
| 2.04 | Index of terrorism incidence* | 1.8 | 135 |
| 2.05 | Homicide rate* | 9 | 102 |
| | **Health and Hygiene** | **6.7** | **6** |
| 3.01 | Physician density per 1,000 pop.* | 4.3 | 4 |
| 3.02 | Access to improved sanitation (% pop.)* | 70.0 | 96 |
| 3.03 | Access to improved drinking water (% pop.)* | 97.0 | 62 |
| 3.04 | Hospital beds per 10,000 pop. | 97.0 | 3 |
| 3.05 | HIV prevalence (% pop.)* | 1.1 | 108 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **4.8** | **38** |
| | *Qualification of the labour force* | *5.4* | *56* |
| 4.01 | Primary education enrolment rate (%)* | 96.2 | 54 |
| 4.02 | Secondary education enrolment rate (%)* | 95.3 | 54 |
| 4.03 | Extent of staff training† | 3.8 | 89 |
| 4.04 | Treatment of customers† | 4.4 | 82 |
| | *Labour market* | *4.3* | *46* |
| 4.05 | Hiring and firing practices† | 4.2 | 41 |
| 4.06 | Ease of finding skilled employees† | 3.2 | 116 |
| 4.07 | Ease of hiring foreign labour† | 3.8 | 95 |
| 4.08 | Pay and productivity† | 4.6 | 24 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 41 |
| | **ICT Readiness** | **4.8** | **46** |
| 5.01 | ICT use for B2B transactions† | 4.8 | 66 |
| 5.02 | Internet use for B2C transactions† | 5.1 | 36 |
| 5.03 | Individuals using internet (%)* | 61.4 | 49 |
| 5.04 | Broadband internet subs. per 100 pop.* | 16.6 | 43 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 152.8 | 21 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 60.1 | 31 |
| 5.07 | Mobile network coverage (% pop.)* | 95.0 | 100 |
| 5.08 | Quality of electricity supply | 4.8 | 72 |
| | **Prioritization of Travel & Tourism** | **4.3** | **90** |
| 6.01 | Government prioritization of T&T industry† | 4.4 | 114 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 2.7 | 89 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.9 | 103 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 72.0 | 52 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 18.0 | 48 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 74.3 | 49 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.5** | **99** |
| 7.01 | Visa requirements (0–100 best)* | 12.0 | 120 |
| 7.02 | Openness of bilateral ASA (0–38)* | 5.7 | 124 |
| 7.03 | No. of regional trade agreements in force* | 16.0 | 51 |
| | **Price Competitiveness** | **5.0** | **41** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 75.2 | 81 |
| 8.02 | Hotel price index (US$)* | 125.4 | 43 |
| 8.03 | Purchasing power parity* | 0.6 | 90 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 99.0 | 28 |
| | **Environmental Sustainability** | **3.7** | **106** |
| 9.01 | Stringency of environmental regulations† | 3.6 | 102 |
| 9.02 | Enforcement of environmental regulations† | 3.3 | 104 |
| 9.03 | Sustainability of T&T development† | 3.8 | 102 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 9.8 | 83 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 19 | 73 |
| 9.06 | Baseline water stress (0–5 worst)* | 1.2 | 56 |
| 9.07 | Threatened species (% total species)* | 8.2 | 111 |
| 9.08 | Forest cover change (% average per year)* | –1.6 | 44 |
| 9.09 | Wastewater treatment (%) * | 21.5 | 57 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 2.3 | 100 |
| | **Air Transport Infrastructure** | **4.4** | **22** |
| 10.01 | Quality of air transport infrastructure† | 4.1 | 79 |
| 10.02 | Airline dom. seat kms per week (millions)* | 1,933.9 | 5 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 1,695.3 | 19 |
| 10.04 | Departures per 1,000 pop.* | 4.7 | 56 |
| 10.05 | Airport density per million urban pop.* | 1.4 | 51 |
| 10.06 | No. of operating airlines* | 148.0 | 7 |
| | **Ground and Port Infrastructure** | **3.1** | **92** |
| 11.01 | Quality of roads | 2.7 | 124 |
| 11.02 | Quality of railroad infrastructure | 4.3 | 25 |
| 11.03 | Quality of port infrastructure† | 3.9 | 81 |
| 11.04 | Quality of ground transport network† | 4.8 | 47 |
| 11.05 | Railroad density (km/surface area)* | 0.5 | 66 |
| 11.06 | Road density (km/surface area)* | ® | 121 |
| 11.07 | Paved road density (km/surface area)* | ® | 91 |
| | **Tourist Service Infrastructure** | **4.7** | **54** |
| 12.01 | Hotel rooms per 100 pop.* | 0.2 | 90 |
| 12.02 | Extension of business trips recommended† | 4.6 | 113 |
| 12.03 | Presence of major car rental companies† | 5 | 59 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 1,373.0 | 11 |
| | **Natural Resources** | **3.8** | **34** |
| 13.01 | No. of World Heritage natural sites* | 10 | 4 |
| 13.02 | Total known species* | 978 | 36 |
| 13.03 | Total protected areas (% total territorial area)* | 11.4 | 83 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 13 | 70 |
| 13.05 | Quality of the natural environment† | 3.7 | 110 |
| | **Cultural Resources and Business Travel** | **3.3** | **21** |
| 14.01 | No. of World Heritage cultural sites* | 16 | 10 |
| 14.02 | No. of oral and intangible cultural expressions* | 2 | 41 |
| 14.03 | No. of large sports stadiums* | 30.0 | 16 |
| 14.04 | No. of international association meetings* | 92.3 | 39 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 21 | 34 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Rwanda

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **98** | **3.32** |
| **Enabling Environment** | **85** | **4.39** |
| Business Environment | 25 | 5.13 |
| Safety and Security | 51 | 5.58 |
| Health and Hygiene | 111 | 3.92 |
| Human Resources and Labour Market | 84 | 4.36 |
| ICT Readiness | 112 | 2.93 |
| **T&T Policy and Enabling Conditions** | **73** | **4.13** |
| Prioritization of Travel & Tourism | 93 | 4.29 |
| International Openness | 78 | 2.93 |
| Price Competitiveness | 74 | 4.61 |
| Environmental Sustainability | 22 | 4.68 |
| **Infrastructure** | **104** | **2.74** |
| Air Transport Infrastructure | 124 | 1.84 |
| Ground and Port Infrastructure | 55 | 3.85 |
| Tourist Service Infrastructure | 128 | 2.52 |
| **Natural and Cultural Resources** | **95** | **2.01** |
| Natural Resources | 76 | 2.75 |
| Cultural Resources and Business Travel | 117 | 1.27 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 864 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 293.6 |
| Growth (%) in int'l outbound travel spending* | 0.57 |
| Average spending per int'l tourist (US$), 2013 | 339.8 |
| Population (millions), 2013 | 11.8 |
| Surface area (1,000 square kilometres), 2013 | 26.3 |
| Gross domestic product per capita (PPP$), 2013 | 1,608 |
| Real GDP growth (%), 2013 | 4.7 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 283.5 | 3.7 | 4.4 |
| T&T industry employment (1,000 jobs) | 66.5 | 3.1 | 0.7 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Rwanda

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **5.1** | **25** |
| 1.01 | Property rights† | 5.3 | 28 |
| 1.02 | Impact of rules on FDI† | 5.8 | 5 |
| 1.03 | Efficiency of legal framework settling disputes† | 5.2 | 16 |
| 1.04 | Efficiency of legal framework challenging regs.† | 4.3 | 24 |
| 1.05 | No. of days to deal with construction permits* | 77 | 15 |
| 1.06 | Construction permits cost (%)* | 4.1 | 99 |
| 1.07 | Extent of market dominance† | 4.0 | 52 |
| 1.08 | No. of days to start a business* | 7 | 36 |
| 1.09 | Cost to start a business (% GNI/capita)* | 52.3 | 123 |
| 1.10 | Effect of taxation on incentives to work† | 4.5 | 16 |
| 1.11 | Effect of taxation on incentives to invest† | 4.3 | 29 |
| 1.12 | Total tax rate (% profit)* | 33.5 | 55 |
| 1.12a | Labour and contributions tax rate (% profit)* | 5.6 | 26 |
| 1.12b | Profit tax rate (% profit)* | 26.3 | 126 |
| 1.12c | Other taxes rate (% profit)* | 1.5 | 53 |
| | **Safety and Security** | **5.6** | **51** |
| 2.01 | Business costs of crime and violence† | 6.1 | 6 |
| 2.02 | Reliability of police services† | 5.8 | 21 |
| 2.03 | Business costs of terrorism† | 5.9 | 37 |
| 2.04 | Index of terrorism incidence* | 6.6 | 111 |
| 2.05 | Homicide rate* | 23 | 129 |
| | **Health and Hygiene** | **3.9** | **111** |
| 3.01 | Physician density per 1,000 pop.* | 0.1 | 131 |
| 3.02 | Access to improved sanitation (% pop.)* | 64.0 | 101 |
| 3.03 | Access to improved drinking water (% pop.)* | 71.0 | 126 |
| 3.04 | Hospital beds per 10,000 pop. | 16.0 | 95 |
| 3.05 | HIV prevalence (% pop.)* | 2.9 | 125 |
| 3.06 | Malaria incidence per 100,000 pop.* | 5,673.0 | 51 |
| | **Human Resources and Labour Market** | **4.4** | **84** |
| | *Qualification of the labour force* | *4.0* | *116* |
| 4.01 | Primary education enrolment rate (%)* | 98.7 | 16 |
| 4.02 | Secondary education enrolment rate (%)* | 31.8 | 131 |
| 4.03 | Extent of staff training† | 4.0 | 66 |
| 4.04 | Treatment of customers† | 4.1 | 106 |
| | *Labour market* | *4.8* | *8* |
| 4.05 | Hiring and firing practices† | 4.3 | 31 |
| 4.06 | Ease of finding skilled employees† | 3.8 | 79 |
| 4.07 | Ease of hiring foreign labour† | 4.8 | 14 |
| 4.08 | Pay and productivity† | 4.0 | 67 |
| 4.09 | Female labour force participation (% to men)* | 1.0 | 3 |
| | **ICT Readiness** | **2.9** | **112** |
| 5.01 | ICT use for B2B transactions† | 4.6 | 80 |
| 5.02 | Internet use for B2C transactions† | 4.0 | 99 |
| 5.03 | Individuals using internet (%)* | 8.7 | 123 |
| 5.04 | Broadband internet subs. per 100 pop.* | 0.0 | 135 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 56.8 | 132 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 5.8 | 106 |
| 5.07 | Mobile network coverage (% pop.)* | 99.3 | 61 |
| 5.08 | Quality of electricity supply | 4.0 | 91 |
| | **Prioritization of Travel & Tourism** | **4.3** | **93** |
| 6.01 | Government prioritization of T&T industry† | 6.6 | 5 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 1.7 | 120 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.9 | 11 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 46.0 | 108 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 4.5 | 113 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 56.5 | 104 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.9** | **78** |
| 7.01 | Visa requirements (0–100 best)* | 57.0 | 26 |
| 7.02 | Openness of bilateral ASA (0–38)* | 11.1 | 66 |
| 7.03 | No. of regional trade agreements in force* | 3.0 | 100 |
| | **Price Competitiveness** | **4.6** | **74** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 76.2 | 79 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.4 | 37 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 173.0 | 99 |
| | **Environmental Sustainability** | **4.7** | **22** |
| 9.01 | Stringency of environmental regulations† | 6.0 | 8 |
| 9.02 | Enforcement of environmental regulations† | 6.1 | 4 |
| 9.03 | Sustainability of T&T development† | 5.9 | 3 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 9.3 | 81 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 16 | 115 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.0 | 1 |
| 9.07 | Threatened species (% total species)* | 5.2 | 72 |
| 9.08 | Forest cover change (% average per year)* | –1.0 | 35 |
| 9.09 | Wastewater treatment (%) * | 0.0 | 119 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | n/a | n/a |
| | **Air Transport Infrastructure** | **1.8** | **124** |
| 10.01 | Quality of air transport infrastructure† | 4.3 | 73 |
| 10.02 | Airline dom. seat kms per week (millions)* | 0.2 | 96 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 19.8 | 119 |
| 10.04 | Departures per 1,000 pop.* | 0.9 | 96 |
| 10.05 | Airport density per million urban pop.* | 0.6 | 104 |
| 10.06 | No. of operating airlines* | 6.0 | 134 |
| | **Ground and Port Infrastructure** | **3.9** | **55** |
| 11.01 | Quality of roads | 4.7 | 46 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 3.6 | 98 |
| 11.04 | Quality of ground transport network† | 5.0 | 36 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 51 |
| 11.07 | Paved road density (km/surface area)* | ® | 72 |
| | **Tourist Service Infrastructure** | **2.5** | **128** |
| 12.01 | Hotel rooms per 100 pop.* | 0.1 | 126 |
| 12.02 | Extension of business trips recommended† | 5.8 | 33 |
| 12.03 | Presence of major car rental companies† | 1 | 120 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 38.9 | 123 |
| | **Natural Resources** | **2.8** | **76** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 854 | 45 |
| 13.03 | Total protected areas (% total territorial area)* | 10.6 | 88 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 4 | 108 |
| 13.05 | Quality of the natural environment† | 5.9 | 17 |
| | **Cultural Resources and Business Travel** | **1.3** | **117** |
| 14.01 | No. of World Heritage cultural sites* | 0 | 124 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 6.0 | 52 |
| 14.04 | No. of international association meetings* | 3.0 | 113 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 2 | 120 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Saudi Arabia

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **64** | **3.80** |
| **Enabling Environment** | **41** | **5.21** |
| Business Environment | 23 | 5.21 |
| Safety and Security | 29 | 5.99 |
| Health and Hygiene | 78 | 5.10 |
| Human Resources and Labour Market | 74 | 4.46 |
| ICT Readiness | 28 | 5.29 |
| **T&T Policy and Enabling Conditions** | **111** | **3.72** |
| Prioritization of Travel & Tourism | 76 | 4.50 |
| International Openness | 138 | 1.49 |
| Price Competitiveness | 11 | 5.49 |
| Environmental Sustainability | 121 | 3.41 |
| **Infrastructure** | **51** | **3.96** |
| Air Transport Infrastructure | 40 | 3.79 |
| Ground and Port Infrastructure | 60 | 3.66 |
| Tourist Service Infrastructure | 67 | 4.44 |
| **Natural and Cultural Resources** | **69** | **2.30** |
| Natural Resources | 83 | 2.68 |
| Cultural Resources and Business Travel | 55 | 1.91 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 13,380 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 7,651.5 |
| Growth (%) in int'l outbound travel spending* | 3.79 |
| Average spending per int'l tourist (US$), 2013 | 571.9 |
| Population (millions), 2013 | 28.8 |
| Surface area (1,000 square kilometres), 2013 | 2,149.7 |
| Gross domestic product per capita (PPP$), 2013 | 51,779 |
| Real GDP growth (%), 2013 | 4.0 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 12,667.1 | 1.7 | 4.7 |
| T&T industry employment (1,000 jobs) | 168.0 | 1.8 | 4.1 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Saudi Arabia

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **5.2** | **23** |
| 1.01 | Property rights† | 5.1 | 32 |
| 1.02 | Impact of rules on FDI† | 4.2 | 95 |
| 1.03 | Efficiency of legal framework settling disputes† | 4.4 | 34 |
| 1.04 | Efficiency of legal framework challenging regs.† | 4.1 | 27 |
| 1.05 | No. of days to deal with construction permits* | 102 | 35 |
| 1.06 | Construction permits cost (%)* | 0.4 | 20 |
| 1.07 | Extent of market dominance† | 4.3 | 32 |
| 1.08 | No. of days to start a business* | 21 | 101 |
| 1.09 | Cost to start a business (% GNI/capita)* | 4.0 | 50 |
| 1.10 | Effect of taxation on incentives to work† | 4.9 | 13 |
| 1.11 | Effect of taxation on incentives to invest† | 5.0 | 11 |
| 1.12 | Total tax rate (% profit)* | 14.5 | 6 |
| 1.12a | Labour and contributions tax rate (% profit)* | 12.4 | 51 |
| 1.12b | Profit tax rate (% profit)* | 2.1 | 12 |
| 1.12c | Other taxes rate (% profit)* | 0.0 | 1 |
| | **Safety and Security** | **6.0** | **29** |
| 2.01 | Business costs of crime and violence† | 5.6 | 17 |
| 2.02 | Reliability of police services† | 5.2 | 34 |
| 2.03 | Business costs of terrorism† | 5.4 | 62 |
| 2.04 | Index of terrorism incidence* | 6.8 | 100 |
| 2.05 | Homicide rate* | 1 | 13 |
| | **Health and Hygiene** | **5.1** | **78** |
| 3.01 | Physician density per 1,000 pop.* | 0.8 | 92 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 97.0 | 61 |
| 3.04 | Hospital beds per 10,000 pop. | 21.0 | 74 |
| 3.05 | HIV prevalence (% pop.)* | <0.2 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | 0.4 | 13 |
| | **Human Resources and Labour Market** | **4.5** | **74** |
| | *Qualification of the labour force* | *5.5* | 45 |
| 4.01 | Primary education enrolment rate (%)* | 96.5 | 50 |
| 4.02 | Secondary education enrolment rate (%)* | 116.2 | 7 |
| 4.03 | Extent of staff training† | 4.1 | 60 |
| 4.04 | Treatment of customers† | 4.6 | 63 |
| | *Labour market* | *3.4* | *121* |
| 4.05 | Hiring and firing practices† | 4.1 | 54 |
| 4.06 | Ease of finding skilled employees† | 3.6 | 94 |
| 4.07 | Ease of hiring foreign labour† | 3.8 | 99 |
| 4.08 | Pay and productivity† | 4.5 | 25 |
| 4.09 | Female labour force participation (% to men)* | 0.2 | 138 |
| | **ICT Readiness** | **5.3** | **28** |
| 5.01 | ICT use for B2B transactions† | 5.5 | 34 |
| 5.02 | Internet use for B2C transactions† | 4.6 | 62 |
| 5.03 | Individuals using internet (%)* | 60.5 | 51 |
| 5.04 | Broadband internet subs. per 100 pop.* | 7.4 | 73 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 184.2 | 6 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 85.1 | 14 |
| 5.07 | Mobile network coverage (% pop.)* | 99.7 | 52 |
| 5.08 | Quality of electricity supply | 6.2 | 26 |
| | **Prioritization of Travel & Tourism** | **4.5** | **76** |
| 6.01 | Government prioritization of T&T industry† | 4.6 | 100 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 1.0 | 133 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.0 | 98 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 120.0 | 1 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 16.5 | 67 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 84.9 | 18 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **1.5** | **138** |
| 7.01 | Visa requirements (0–100 best)* | 0.0 | 140 |
| 7.02 | Openness of bilateral ASA (0–38)* | 6.8 | 118 |
| 7.03 | No. of regional trade agreements in force* | 2.0 | 113 |
| | **Price Competitiveness** | **5.5** | **11** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 91.7 | 14 |
| 8.02 | Hotel price index (US$)* | 209.6 | 89 |
| 8.03 | Purchasing power parity* | 0.5 | 53 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 16.0 | 2 |
| | **Environmental Sustainability** | **3.4** | **121** |
| 9.01 | Stringency of environmental regulations† | 4.6 | 46 |
| 9.02 | Enforcement of environmental regulations† | 4.4 | 42 |
| 9.03 | Sustainability of T&T development† | 4.4 | 69 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 11.9 | 98 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 18 | 87 |
| 9.06 | Baseline water stress (0–5 worst)* | 5.0 | 127 |
| 9.07 | Threatened species (% total species)* | 5.2 | 74 |
| 9.08 | Forest cover change (% average per year)* | n/a | n/a |
| 9.09 | Wastewater treatment (%) * | 28.5 | 53 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 10.0 | 107 |
| | **Air Transport Infrastructure** | **3.8** | **40** |
| 10.01 | Quality of air transport infrastructure† | 5.1 | 41 |
| 10.02 | Airline dom. seat kms per week (millions)* | 322.9 | 19 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 1,128.3 | 25 |
| 10.04 | Departures per 1,000 pop.* | 7.5 | 44 |
| 10.05 | Airport density per million urban pop.* | 1.1 | 68 |
| 10.06 | No. of operating airlines* | 76.0 | 25 |
| | **Ground and Port Infrastructure** | **3.7** | **60** |
| 11.01 | Quality of roads | 5.3 | 26 |
| 11.02 | Quality of railroad infrastructure | 3.1 | 49 |
| 11.03 | Quality of port infrastructure† | 5.0 | 40 |
| 11.04 | Quality of ground transport network† | 4.8 | 49 |
| 11.05 | Railroad density (km/surface area)* | 0.1 | 96 |
| 11.06 | Road density (km/surface area)* | ® | 115 |
| 11.07 | Paved road density (km/surface area)* | ® | 113 |
| | **Tourist Service Infrastructure** | **4.4** | **67** |
| 12.01 | Hotel rooms per 100 pop.* | 1.0 | 37 |
| 12.02 | Extension of business trips recommended† | 4.0 | 132 |
| 12.03 | Presence of major car rental companies† | 5 | 59 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 591.8 | 51 |
| | **Natural Resources** | **2.7** | **83** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 482 | 79 |
| 13.03 | Total protected areas (% total territorial area)* | 30.0 | 15 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 4 | 104 |
| 13.05 | Quality of the natural environment† | 4.4 | 72 |
| | **Cultural Resources and Business Travel** | **1.9** | **55** |
| 14.01 | No. of World Heritage cultural sites* | 3 | 58 |
| 14.02 | No. of oral and intangible cultural expressions* | 1 | 60 |
| 14.03 | No. of large sports stadiums* | 17.0 | 24 |
| 14.04 | No. of international association meetings* | 9.3 | 83 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 7 | 79 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Senegal

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **112** | **3.14** |
| **Enabling Environment** | **114** | **3.86** |
| Business Environment | 94 | 4.11 |
| Safety and Security | 66 | 5.41 |
| Health and Hygiene | 125 | 3.13 |
| Human Resources and Labour Market | 127 | 3.63 |
| ICT Readiness | 109 | 3.02 |
| **T&T Policy and Enabling Conditions** | **117** | **3.70** |
| Prioritization of Travel & Tourism | 116 | 3.79 |
| International Openness | 70 | 3.07 |
| Price Competitiveness | 131 | 3.56 |
| Environmental Sustainability | 45 | 4.36 |
| **Infrastructure** | **103** | **2.77** |
| Air Transport Infrastructure | 110 | 2.03 |
| Ground and Port Infrastructure | 99 | 2.89 |
| Tourist Service Infrastructure | 92 | 3.38 |
| **Natural and Cultural Resources** | **78** | **2.23** |
| Natural Resources | 61 | 3.04 |
| Cultural Resources and Business Travel | 93 | 1.43 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 1,063 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 468.0 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 440.3 |
| Population (millions), 2013 | 14.1 |
| Surface area (1,000 square kilometres), 2013 | 196.7 |
| Gross domestic product per capita (PPP$), 2013 | 2,243 |
| Real GDP growth (%), 2013 | 3.5 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 796.0 | 5.3 | 4.1 |
| T&T industry employment (1,000 jobs) | 134.2 | 4.5 | 1.7 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Senegal

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.1** | **94** |
| 1.01 | Property rights† | 3.9 | 80 |
| 1.02 | Impact of rules on FDI† | 4.5 | 68 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.8 | 58 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.7 | 46 |
| 1.05 | No. of days to deal with construction permits* | 200 | 101 |
| 1.06 | Construction permits cost (%)* | 7.7 | 119 |
| 1.07 | Extent of market dominance† | 3.8 | 60 |
| 1.08 | No. of days to start a business* | 6 | 27 |
| 1.09 | Cost to start a business (% GNI/capita)* | 63.8 | 124 |
| 1.10 | Effect of taxation on incentives to work† | 3.9 | 44 |
| 1.11 | Effect of taxation on incentives to invest† | 3.8 | 60 |
| 1.12 | Total tax rate (% profit)* | 45.1 | 100 |
| 1.12a | Labour and contributions tax rate (% profit)* | 23.6 | 105 |
| 1.12b | Profit tax rate (% profit)* | 16.2 | 63 |
| 1.12c | Other taxes rate (% profit)* | 5.3 | 111 |
| | **Safety and Security** | **5.4** | **66** |
| 2.01 | Business costs of crime and violence† | 4.5 | 65 |
| 2.02 | Reliability of police services† | 4.6 | 47 |
| 2.03 | Business costs of terrorism† | 4.7 | 100 |
| 2.04 | Index of terrorism incidence* | 6.7 | 109 |
| 2.05 | Homicide rate* | 3 | 61 |
| | **Health and Hygiene** | **3.1** | **125** |
| 3.01 | Physician density per 1,000 pop.* | 0.1 | 130 |
| 3.02 | Access to improved sanitation (% pop.)* | 52.0 | 110 |
| 3.03 | Access to improved drinking water (% pop.)* | 74.0 | 121 |
| 3.04 | Hospital beds per 10,000 pop. | 3.4 | 137 |
| 3.05 | HIV prevalence (% pop.)* | 0.5 | 87 |
| 3.06 | Malaria incidence per 100,000 pop.* | 27,684.6 | 70 |
| | **Human Resources and Labour Market** | **3.6** | **127** |
| | *Qualification of the labour force* | *3.2* | *129* |
| 4.01 | Primary education enrolment rate (%)* | 73.3 | 130 |
| 4.02 | Secondary education enrolment rate (%)* | 41.0 | 125 |
| 4.03 | Extent of staff training† | 3.9 | 78 |
| 4.04 | Treatment of customers† | 4.7 | 58 |
| | *Labour market* | *4.1* | *65* |
| 4.05 | Hiring and firing practices† | 4.1 | 56 |
| 4.06 | Ease of finding skilled employees† | 4.3 | 43 |
| 4.07 | Ease of hiring foreign labour† | 4.1 | 61 |
| 4.08 | Pay and productivity† | 3.8 | 89 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 89 |
| | **ICT Readiness** | **3.0** | **109** |
| 5.01 | ICT use for B2B transactions† | 4.5 | 89 |
| 5.02 | Internet use for B2C transactions† | 4.3 | 77 |
| 5.03 | Individuals using internet (%)* | 20.9 | 100 |
| 5.04 | Broadband internet subs. per 100 pop.* | 0.8 | 109 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 92.9 | 104 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 14.1 | 90 |
| 5.07 | Mobile network coverage (% pop.)* | 91.6 | 110 |
| 5.08 | Quality of electricity supply | 3.0 | 109 |
| | **Prioritization of Travel & Tourism** | **3.8** | **116** |
| 6.01 | Government prioritization of T&T industry† | 5.5 | 55 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 3.7 | 61 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.4 | 75 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 46.0 | 108 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 0.0 | 129 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | n/a | n/a |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.1** | **70** |
| 7.01 | Visa requirements (0–100 best)* | 71.0 | 10 |
| 7.02 | Openness of bilateral ASA (0–38)* | 9.6 | 86 |
| 7.03 | No. of regional trade agreements in force* | 2.0 | 113 |
| | **Price Competitiveness** | **3.6** | **131** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 25.9 | 136 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.5 | 49 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 172.0 | 98 |
| | **Environmental Sustainability** | **4.4** | **45** |
| 9.01 | Stringency of environmental regulations† | 3.7 | 97 |
| 9.02 | Enforcement of environmental regulations† | 3.5 | 87 |
| 9.03 | Sustainability of T&T development† | 4.3 | 77 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 4.5 | 20 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 21 | 42 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.2 | 20 |
| 9.07 | Threatened species (% total species)* | 4.0 | 51 |
| 9.08 | Forest cover change (% average per year)* | n/a | n/a |
| 9.09 | Wastewater treatment (%) * | 2.1 | 99 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.4 | 86 |
| | **Air Transport Infrastructure** | **2.0** | **110** |
| 10.01 | Quality of air transport infrastructure† | 3.8 | 94 |
| 10.02 | Airline dom. seat kms per week (millions)* | 0.3 | 92 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 101.5 | 79 |
| 10.04 | Departures per 1,000 pop.* | 0.5 | 113 |
| 10.05 | Airport density per million urban pop.* | 0.5 | 114 |
| 10.06 | No. of operating airlines* | 31.0 | 74 |
| | **Ground and Port Infrastructure** | **2.9** | **99** |
| 11.01 | Quality of roads | 3.4 | 92 |
| 11.02 | Quality of railroad infrastructure | 2.3 | 78 |
| 11.03 | Quality of port infrastructure† | 4.4 | 58 |
| 11.04 | Quality of ground transport network† | 3.7 | 111 |
| 11.05 | Railroad density (km/surface area)* | 0.5 | 69 |
| 11.06 | Road density (km/surface area)* | ® | 120 |
| 11.07 | Paved road density (km/surface area)* | ® | 106 |
| | **Tourist Service Infrastructure** | **3.4** | **92** |
| 12.01 | Hotel rooms per 100 pop.* | 0.1 | 108 |
| 12.02 | Extension of business trips recommended† | 5.3 | 70 |
| 12.03 | Presence of major car rental companies† | 5 | 59 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 93.3 | 113 |
| | **Natural Resources** | **3.0** | **61** |
| 13.01 | No. of World Heritage natural sites* | 2 | 29 |
| 13.02 | Total known species* | 770 | 50 |
| 13.03 | Total protected areas (% total territorial area)* | 24.2 | 25 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 7 | 92 |
| 13.05 | Quality of the natural environment† | 3.4 | 129 |
| | **Cultural Resources and Business Travel** | **1.4** | **93** |
| 14.01 | No. of World Heritage cultural sites* | 5 | 45 |
| 14.02 | No. of oral and intangible cultural expressions* | 2 | 41 |
| 14.03 | No. of large sports stadiums* | 3.0 | 91 |
| 14.04 | No. of international association meetings* | 10.7 | 81 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 4 | 95 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Serbia

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **95** | **3.34** |
| **Enabling Environment** | **67** | **4.72** |
| Business Environment | 133 | 3.38 |
| Safety and Security | 59 | 5.46 |
| Health and Hygiene | 38 | 6.04 |
| Human Resources and Labour Market | 89 | 4.29 |
| ICT Readiness | 56 | 4.45 |
| **T&T Policy and Enabling Conditions** | **113** | **3.71** |
| Prioritization of Travel & Tourism | 113 | 3.83 |
| International Openness | 101 | 2.39 |
| Price Competitiveness | 78 | 4.56 |
| Environmental Sustainability | 72 | 4.08 |
| **Infrastructure** | **81** | **3.19** |
| Air Transport Infrastructure | 102 | 2.13 |
| Ground and Port Infrastructure | 98 | 2.95 |
| Tourist Service Infrastructure | 63 | 4.50 |
| **Natural and Cultural Resources** | **122** | **1.75** |
| Natural Resources | 135 | 1.90 |
| Cultural Resources and Business Travel | 67 | 1.61 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 922 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 1,052.9 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 1,142 |
| Population (millions), 2013 | 7.2 |
| Surface area (1,000 square kilometres), 2013 | 88.4 |
| Gross domestic product per capita (PPP$), 2013 | 12,465 |
| Real GDP growth (%), 2013 | 2.5 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 836.3 | 1.9 | 4.9 |
| T&T industry employment (1,000 jobs) | 34.8 | 2.6 | 1.7 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Serbia

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **3.4** | **133** |
| 1.01 | Property rights† | 3.1 | 127 |
| 1.02 | Impact of rules on FDI† | 3.2 | 128 |
| 1.03 | Efficiency of legal framework settling disputes† | 2.7 | 127 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.3 | 127 |
| 1.05 | No. of days to deal with construction permits* | 264 | 129 |
| 1.06 | Construction permits cost (%)* | 25.7 | 139 |
| 1.07 | Extent of market dominance† | 2.8 | 134 |
| 1.08 | No. of days to start a business* | 12 | 68 |
| 1.09 | Cost to start a business (% GNI/capita)* | 6.8 | 65 |
| 1.10 | Effect of taxation on incentives to work† | 2.6 | 133 |
| 1.11 | Effect of taxation on incentives to invest† | 2.7 | 134 |
| 1.12 | Total tax rate (% profit)* | 38.6 | 71 |
| 1.12a | Labour and contributions tax rate (% profit)* | 20.2 | 93 |
| 1.12b | Profit tax rate (% profit)* | 16.2 | 63 |
| 1.12c | Other taxes rate (% profit)* | 2.3 | 76 |
| | **Safety and Security** | **5.5** | **59** |
| 2.01 | Business costs of crime and violence† | 4.2 | 86 |
| 2.02 | Reliability of police services† | 3.8 | 89 |
| 2.03 | Business costs of terrorism† | 5.5 | 58 |
| 2.04 | Index of terrorism incidence* | 7.0 | 79 |
| 2.05 | Homicide rate* | 1 | **30** |
| | **Health and Hygiene** | **6.0** | **38** |
| 3.01 | Physician density per 1,000 pop.* | 2.1 | 54 |
| 3.02 | Access to improved sanitation (% pop.)* | 97.0 | **46** |
| 3.03 | Access to improved drinking water (% pop.)* | 99.0 | **43** |
| 3.04 | Hospital beds per 10,000 pop. | 54.0 | **26** |
| 3.05 | HIV prevalence (% pop.)* | 0.1 | **1** |
| 3.06 | Malaria incidence per 100,000 pop.* | M.F. | n/a |
| | **Human Resources and Labour Market** | **4.3** | **89** |
| | *Qualification of the labour force* | *4.9* | *89* |
| 4.01 | Primary education enrolment rate (%)* | 91.4 | 94 |
| 4.02 | Secondary education enrolment rate (%)* | 91.7 | 64 |
| 4.03 | Extent of staff training† | 3.1 | 133 |
| 4.04 | Treatment of customers† | 3.9 | 115 |
| | *Labour market* | *3.7* | *105* |
| 4.05 | Hiring and firing practices† | 3.3 | 112 |
| 4.06 | Ease of finding skilled employees† | 3.6 | 92 |
| 4.07 | Ease of hiring foreign labour† | 3.8 | 96 |
| 4.08 | Pay and productivity† | 3.4 | 114 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 80 |
| | **ICT Readiness** | **4.4** | **56** |
| 5.01 | ICT use for B2B transactions† | 4.5 | 88 |
| 5.02 | Internet use for B2C transactions† | 4.0 | 95 |
| 5.03 | Individuals using internet (%)* | 51.5 | 65 |
| 5.04 | Broadband internet subs. per 100 pop.* | 14.2 | **50** |
| 5.05 | Mobile telephone subs. per 100 pop.* | 119.4 | 56 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 53.7 | **39** |
| 5.07 | Mobile network coverage (% pop.)* | 99.7 | 53 |
| 5.08 | Quality of electricity supply | 4.7 | 75 |
| | **Prioritization of Travel & Tourism** | **3.8** | **113** |
| 6.01 | Government prioritization of T&T industry† | 4.3 | 118 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 0.5 | 136 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.6 | 119 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 68.0 | 66 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.0 | **16** |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 61.1 | 98 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.4** | **101** |
| 7.01 | Visa requirements (0–100 best)* | 25.0 | 67 |
| 7.02 | Openness of bilateral ASA (0–38)* | 8.7 | 97 |
| 7.03 | No. of regional trade agreements in force* | 7.0 | 68 |
| | **Price Competitiveness** | **4.6** | **78** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 74.0 | 86 |
| 8.02 | Hotel price index (US$)* | 120.6 | **33** |
| 8.03 | Purchasing power parity* | 0.5 | 52 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 178.0 | 108 |
| | **Environmental Sustainability** | **4.1** | **72** |
| 9.01 | Stringency of environmental regulations† | 3.6 | 99 |
| 9.02 | Enforcement of environmental regulations† | 3.0 | 114 |
| 9.03 | Sustainability of T&T development† | 3.4 | 121 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 14.0 | 112 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 19 | 73 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.6 | **36** |
| 9.07 | Threatened species (% total species)* | 4.0 | **50** |
| 9.08 | Forest cover change (% average per year)* | 0.4 | **9** |
| 9.09 | Wastewater treatment (%) * | 8.8 | 80 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.2 | 66 |
| | **Air Transport Infrastructure** | **2.1** | **102** |
| 10.01 | Quality of air transport infrastructure† | 3.5 | 111 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 77.0 | 86 |
| 10.04 | Departures per 1,000 pop.* | 2.5 | 75 |
| 10.05 | Airport density per million urban pop.* | 0.5 | 111 |
| 10.06 | No. of operating airlines* | 40.0 | 56 |
| | **Ground and Port Infrastructure** | **3.0** | **98** |
| 11.01 | Quality of roads | 2.9 | 114 |
| 11.02 | Quality of railroad infrastructure | 2.1 | 82 |
| 11.03 | Quality of port infrastructure† | 2.6 | 126 |
| 11.04 | Quality of ground transport network† | 4.0 | 89 |
| 11.05 | Railroad density (km/surface area)* | 4.6 | **20** |
| 11.06 | Road density (km/surface area)* | ® | 52 |
| 11.07 | Paved road density (km/surface area)* | ® | **46** |
| | **Tourist Service Infrastructure** | **4.5** | **63** |
| 12.01 | Hotel rooms per 100 pop.* | 0.3 | 76 |
| 12.02 | Extension of business trips recommended† | 5.1 | 92 |
| 12.03 | Presence of major car rental companies† | 6 | **35** |
| 12.04 | ATMs accepting Visa cards per million pop.* | 655.4 | **49** |
| | **Natural Resources** | **1.9** | **135** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 426 | 90 |
| 13.03 | Total protected areas (% total territorial area)* | 6.3 | 108 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 2 | 122 |
| 13.05 | Quality of the natural environment† | 3.6 | 117 |
| | **Cultural Resources and Business Travel** | **1.6** | **67** |
| 14.01 | No. of World Heritage cultural sites* | 4 | 51 |
| 14.02 | No. of oral and intangible cultural expressions* | 1 | 60 |
| 14.03 | No. of large sports stadiums* | 5.0 | 61 |
| 14.04 | No. of international association meetings* | 59.7 | **44** |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 1 | 122 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Seychelles

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **54** | **4.00** |
| **Enabling Environment** | **64** | **4.80** |
| Business Environment | 48 | 4.63 |
| Safety and Security | 86 | 5.09 |
| Health and Hygiene | 60 | 5.49 |
| Human Resources and Labour Market | 59 | 4.62 |
| ICT Readiness | 66 | 4.17 |
| **T&T Policy and Enabling Conditions** | **37** | **4.34** |
| Prioritization of Travel & Tourism | 8 | 5.78 |
| International Openness | 87 | 2.73 |
| Price Competitiveness | 123 | 3.68 |
| Environmental Sustainability | 6 | 5.17 |
| **Infrastructure** | **19** | **5.00** |
| Air Transport Infrastructure | 24 | 4.30 |
| Ground and Port Infrastructure | 29 | 4.76 |
| Tourist Service Infrastructure | 15 | 5.95 |
| **Natural and Cultural Resources** | **107** | **1.84** |
| Natural Resources | 85 | 2.65 |
| Cultural Resources and Business Travel | 138 | 1.03 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 230 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 343.6 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 1,493.9 |
| Population (millions), 2013 | 0.1 |
| Surface area (1,000 square kilometres), 2013 | 0.5 |
| Gross domestic product per capita (PPP$), 2013 | 23,532 |
| Real GDP growth (%), 2013 | 3.5 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 240.6 | 21.2 | 4.3 |
| T&T industry employment (1,000 jobs) | 9.7 | 22.7 | 1.8 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Seychelles

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.6** | **48** |
| 1.01 | Property rights† | 4.2 | 68 |
| 1.02 | Impact of rules on FDI† | 4.1 | 98 |
| 1.03 | Efficiency of legal framework settling disputes† | 4.0 | 52 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.4 | 70 |
| 1.05 | No. of days to deal with construction permits* | 119 | 51 |
| 1.06 | Construction permits cost (%)* | 0.4 | **20** |
| 1.07 | Extent of market dominance† | 3.9 | 56 |
| 1.08 | No. of days to start a business* | 38 | 123 |
| 1.09 | Cost to start a business (% GNI/capita)* | 10.7 | 79 |
| 1.10 | Effect of taxation on incentives to work† | 3.9 | **48** |
| 1.11 | Effect of taxation on incentives to invest† | 3.9 | **47** |
| 1.12 | Total tax rate (% profit)* | 31.7 | **43** |
| 1.12a | Labour and contributions tax rate (% profit)* | 1.7 | **12** |
| 1.12b | Profit tax rate (% profit)* | 20.9 | 97 |
| 1.12c | Other taxes rate (% profit)* | 9.1 | 122 |
| | **Safety and Security** | **5.1** | **86** |
| 2.01 | Business costs of crime and violence† | 4.2 | 87 |
| 2.02 | Reliability of police services† | 4.1 | 68 |
| 2.03 | Business costs of terrorism† | 4.6 | 106 |
| 2.04 | Index of terrorism incidence* | 7.0 | **1** |
| 2.05 | Homicide rate* | 10 | 103 |
| | **Health and Hygiene** | **5.5** | **60** |
| 3.01 | Physician density per 1,000 pop.* | 1.5 | 70 |
| 3.02 | Access to improved sanitation (% pop.)* | 97.0 | **46** |
| 3.03 | Access to improved drinking water (% pop.)* | 96.3 | 68 |
| 3.04 | Hospital beds per 10,000 pop. | 36.0 | **44** |
| 3.05 | HIV prevalence (% pop.)* | 0.8 | 104 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **4.6** | **59** |
| | *Qualification of the labour force* | *5.2* | *67* |
| 4.01 | Primary education enrolment rate (%)* | 93.8 | 71 |
| 4.02 | Secondary education enrolment rate (%)* | 101.3 | **27** |
| 4.03 | Extent of staff training† | 4.0 | 67 |
| 4.04 | Treatment of customers† | 3.9 | 114 |
| | *Labour market* | *4.0* | *70* |
| 4.05 | Hiring and firing practices† | 3.6 | 87 |
| 4.06 | Ease of finding skilled employees† | 3.3 | 114 |
| 4.07 | Ease of hiring foreign labour† | 3.7 | 104 |
| 4.08 | Pay and productivity† | 3.5 | 100 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | **29** |
| | **ICT Readiness** | **4.2** | **66** |
| 5.01 | ICT use for B2B transactions† | 4.3 | 99 |
| 5.02 | Internet use for B2C transactions† | 4.0 | 96 |
| 5.03 | Individuals using internet (%)* | 50.4 | 66 |
| 5.04 | Broadband internet subs. per 100 pop.* | 12.9 | 55 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 147.3 | **26** |
| 5.06 | Mobile broadband subs. per 100 pop.* | 9.9 | 99 |
| 5.07 | Mobile network coverage (% pop.)* | 98.0 | 84 |
| 5.08 | Quality of electricity supply | 4.8 | 74 |
| | **Prioritization of Travel & Tourism** | **5.8** | **8** |
| 6.01 | Government prioritization of T&T industry† | 6.5 | **8** |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 22.4 | **1** |
| 6.03 | Effectiveness of marketing to attract tourists† | 6.0 | **4** |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 62.0 | 81 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 18.5 | **44** |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 53.3 | 117 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.7** | **87** |
| 7.01 | Visa requirements (0–100 best)* | 76.0 | **6** |
| 7.02 | Openness of bilateral ASA (0–38)* | 2.6 | 135 |
| 7.03 | No. of regional trade agreements in force* | 1.0 | 130 |
| | **Price Competitiveness** | **3.7** | **123** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 73.6 | 89 |
| 8.02 | Hotel price index (US$)* | 374.7 | 101 |
| 8.03 | Purchasing power parity* | 0.6 | 84 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 148.7 | 82 |
| | **Environmental Sustainability** | **5.2** | **6** |
| 9.01 | Stringency of environmental regulations† | 5.7 | **15** |
| 9.02 | Enforcement of environmental regulations† | 5.4 | **20** |
| 9.03 | Sustainability of T&T development† | 6.0 | **2** |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 0.9 | **1** |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 21 | **42** |
| 9.06 | Baseline water stress (0–5 worst)* | n/a | n/a |
| 9.07 | Threatened species (% total species)* | 18.3 | 136 |
| 9.08 | Forest cover change (% average per year)* | n/a | n/a |
| 9.09 | Wastewater treatment (%) * | n/a | n/a |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.0 | **2** |
| | **Air Transport Infrastructure** | **4.3** | **24** |
| 10.01 | Quality of air transport infrastructure† | 4.9 | **49** |
| 10.02 | Airline dom. seat kms per week (millions)* | 0.1 | 99 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 33.5 | 106 |
| 10.04 | Departures per 1,000 pop.* | 163.6 | **1** |
| 10.05 | Airport density per million urban pop.* | 42.1 | **1** |
| 10.06 | No. of operating airlines* | 10.0 | 124 |
| | **Ground and Port Infrastructure** | **4.8** | **29** |
| 11.01 | Quality of roads | 4.2 | 60 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 5.0 | **41** |
| 11.04 | Quality of ground transport network† | 5.1 | **31** |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | **34** |
| 11.07 | Paved road density (km/surface area)* | ® | **24** |
| | **Tourist Service Infrastructure** | **6.0** | **15** |
| 12.01 | Hotel rooms per 100 pop.* | 3.6 | **4** |
| 12.02 | Extension of business trips recommended† | 6.1 | **12** |
| 12.03 | Presence of major car rental companies† | 4 | 81 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 948.0 | **20** |
| | **Natural Resources** | **2.7** | **85** |
| 13.01 | No. of World Heritage natural sites* | 2 | **29** |
| 13.02 | Total known species* | 131 | 139 |
| 13.03 | Total protected areas (% total territorial area)* | 1.3 | 132 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 9 | 82 |
| 13.05 | Quality of the natural environment† | 6.0 | **10** |
| | **Cultural Resources and Business Travel** | **1.0** | **138** |
| 14.01 | No. of World Heritage cultural sites* | 0 | 124 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 0.0 | 120 |
| 14.04 | No. of international association meetings* | 1.5 | 127 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 1 | 124 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Sierra Leone

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **132** | **2.77** |
| **Enabling Environment** | **128** | **3.56** |
| Business Environment | 92 | 4.12 |
| Safety and Security | 82 | 5.18 |
| Health and Hygiene | 132 | 2.93 |
| Human Resources and Labour Market | 130 | 3.61 |
| ICT Readiness | 132 | 1.98 |
| **T&T Policy and Enabling Conditions** | **120** | **3.61** |
| Prioritization of Travel & Tourism | 110 | 3.94 |
| International Openness | 128 | 1.84 |
| Price Competitiveness | 53 | 4.89 |
| Environmental Sustainability | 100 | 3.77 |
| **Infrastructure** | **136** | **2.09** |
| Air Transport Infrastructure | 140 | 1.49 |
| Ground and Port Infrastructure | 108 | 2.79 |
| Tourist Service Infrastructure | 139 | 1.98 |
| **Natural and Cultural Resources** | **108** | **1.83** |
| Natural Resources | 104 | 2.38 |
| Cultural Resources and Business Travel | 115 | 1.29 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 81 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 58.8 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 725.9 |
| Population (millions), 2013 | 6.1 |
| Surface area (1,000 square kilometres), 2013 | 72.3 |
| Gross domestic product per capita (PPP$), 2013 | 1,924 |
| Real GDP growth (%), 2013 | 20.1 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 88.8 | 1.9 | 5.0 |
| T&T industry employment (1,000 jobs) | 25.6 | 2.1 | 3.0 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Sierra Leone

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.1** | **92** |
| 1.01 | Property rights† | 3.4 | 113 |
| 1.02 | Impact of rules on FDI† | 4.3 | 80 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.4 | 92 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.3 | 129 |
| 1.05 | No. of days to deal with construction permits* | 166 | 84 |
| 1.06 | Construction permits cost (%)* | 3.1 | 89 |
| 1.07 | Extent of market dominance† | 3.3 | 113 |
| 1.08 | No. of days to start a business* | 12 | 68 |
| 1.09 | Cost to start a business (% GNI/capita)* | 37.9 | 116 |
| 1.10 | Effect of taxation on incentives to work† | 3.8 | 53 |
| 1.11 | Effect of taxation on incentives to invest† | 3.6 | 77 |
| 1.12 | Total tax rate (% profit)* | 31.0 | **41** |
| 1.12a | Labour and contributions tax rate (% profit)* | 11.3 | **40** |
| 1.12b | Profit tax rate (% profit)* | 18.8 | 81 |
| 1.12c | Other taxes rate (% profit)* | 1.0 | **37** |
| | **Safety and Security** | **5.2** | **82** |
| 2.01 | Business costs of crime and violence† | 3.8 | 100 |
| 2.02 | Reliability of police services† | 3.4 | 109 |
| 2.03 | Business costs of terrorism† | 5.0 | 86 |
| 2.04 | Index of terrorism incidence* | 7.0 | **1** |
| 2.05 | Homicide rate* | 2 | **48** |
| | **Health and Hygiene** | **2.9** | **132** |
| 3.01 | Physician density per 1,000 pop.* | 0.0 | 138 |
| 3.02 | Access to improved sanitation (% pop.)* | 13.0 | 138 |
| 3.03 | Access to improved drinking water (% pop.)* | 60.0 | 133 |
| 3.04 | Hospital beds per 10,000 pop. | 4.0 | 133 |
| 3.05 | HIV prevalence (% pop.)* | 1.5 | 118 |
| 3.06 | Malaria incidence per 100,000 pop.* | 18,398.6 | 61 |
| | **Human Resources and Labour Market** | **3.6** | **130** |
| | *Qualification of the labour force* | *2.8* | *134* |
| 4.01 | Primary education enrolment rate (%)* | n/a | n/a |
| 4.02 | Secondary education enrolment rate (%)* | 26.4 | 137 |
| 4.03 | Extent of staff training† | 3.6 | 106 |
| 4.04 | Treatment of customers† | 3.7 | 122 |
| | *Labour market* | *4.4* | **34** |
| 4.05 | Hiring and firing practices† | 4.5 | **19** |
| 4.06 | Ease of finding skilled employees† | 3.1 | 125 |
| 4.07 | Ease of hiring foreign labour† | 4.5 | **31** |
| 4.08 | Pay and productivity† | 3.5 | 103 |
| 4.09 | Female labour force participation (% to men)* | 1.0 | **7** |
| | **ICT Readiness** | **2.0** | **132** |
| 5.01 | ICT use for B2B transactions† | 3.9 | 120 |
| 5.02 | Internet use for B2C transactions† | 2.7 | 138 |
| 5.03 | Individuals using internet (%)* | 1.7 | 138 |
| 5.04 | Broadband internet subs. per 100 pop.* | 0.0 | 140 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 65.7 | 129 |
| 5.06 | Mobile broadband subs. per 100 pop.* | n/a | n/a |
| 5.07 | Mobile network coverage (% pop.)* | 70.0 | 128 |
| 5.08 | Quality of electricity supply | 2.0 | 131 |
| | **Prioritization of Travel & Tourism** | **3.9** | **110** |
| 6.01 | Government prioritization of T&T industry† | 4.3 | 120 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 2.4 | 98 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.8 | 112 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 65.0 | 75 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 13.0 | 89 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 64.4 | 84 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **1.8** | **128** |
| 7.01 | Visa requirements (0–100 best)* | 5.0 | 128 |
| 7.02 | Openness of bilateral ASA (0–38)* | 12.2 | **49** |
| 7.03 | No. of regional trade agreements in force* | 1.0 | 130 |
| | **Price Competitiveness** | **4.9** | **53** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 55.1 | 123 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.4 | **31** |
| 8.04 | Fuel price levels (US$ cents/litre)* | 105.0 | **32** |
| | **Environmental Sustainability** | **3.8** | **100** |
| 9.01 | Stringency of environmental regulations† | 3.3 | 110 |
| 9.02 | Enforcement of environmental regulations† | 3.3 | 108 |
| 9.03 | Sustainability of T&T development† | 3.8 | 107 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 4.1 | **16** |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 16 | 115 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.5 | **34** |
| 9.07 | Threatened species (% total species)* | 4.4 | 54 |
| 9.08 | Forest cover change (% average per year)* | –3.4 | 76 |
| 9.09 | Wastewater treatment (%) * | 0.0 | 119 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.1 | 52 |
| | **Air Transport Infrastructure** | **1.5** | **140** |
| 10.01 | Quality of air transport infrastructure† | 2.7 | 133 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 13.8 | 129 |
| 10.04 | Departures per 1,000 pop.* | 0.4 | 116 |
| 10.05 | Airport density per million urban pop.* | 0.4 | 120 |
| 10.06 | No. of operating airlines* | 9.0 | 129 |
| | **Ground and Port Infrastructure** | **2.8** | **108** |
| 11.01 | Quality of roads | 3.0 | 111 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 3.4 | 105 |
| 11.04 | Quality of ground transport network† | 3.5 | 120 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 98 |
| 11.07 | Paved road density (km/surface area)* | ® | 124 |
| | **Tourist Service Infrastructure** | **2.0** | **139** |
| 12.01 | Hotel rooms per 100 pop.* | 0.0 | 133 |
| 12.02 | Extension of business trips recommended† | 4.8 | 106 |
| 12.03 | Presence of major car rental companies† | 0 | 136 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 11.3 | 134 |
| | **Natural Resources** | **2.4** | **104** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 825 | **47** |
| 13.03 | Total protected areas (% total territorial area)* | 10.3 | 90 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 1 | 130 |
| 13.05 | Quality of the natural environment† | 4.3 | 74 |
| | **Cultural Resources and Business Travel** | **1.3** | **115** |
| 14.01 | No. of World Heritage cultural sites* | 0 | 124 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 7.0 | **48** |
| 14.04 | No. of international association meetings* | 0.3 | 134 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 1 | 128 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Singapore

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **11** | **4.86** |
| **Enabling Environment** | **5** | **5.89** |
| Business Environment | 1 | 6.13 |
| Safety and Security | 8 | 6.40 |
| Health and Hygiene | 61 | 5.44 |
| Human Resources and Labour Market | 3 | 5.49 |
| ICT Readiness | 10 | 5.98 |
| **T&T Policy and Enabling Conditions** | **1** | **4.83** |
| Prioritization of Travel & Tourism | 4 | 5.95 |
| International Openness | 1 | 5.25 |
| Price Competitiveness | 116 | 3.82 |
| Environmental Sustainability | 51 | 4.31 |
| **Infrastructure** | **5** | **5.63** |
| Air Transport Infrastructure | 6 | 5.26 |
| Ground and Port Infrastructure | 2 | 6.44 |
| Tourist Service Infrastructure | 34 | 5.17 |
| **Natural and Cultural Resources** | **40** | **3.08** |
| Natural Resources | 69 | 2.87 |
| Cultural Resources and Business Travel | 22 | 3.30 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 11,898 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 19,056.9 |
| Growth (%) in int'l outbound travel spending* | 5.07 |
| Average spending per int'l tourist (US$), 2013 | 1,601.7 |
| Population (millions), 2013 | 5.4 |
| Surface area (1,000 square kilometres), 2013 | 0.7 |
| Gross domestic product per capita (PPP$), 2013 | 78,762 |
| Real GDP growth (%), 2013 | 3.9 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 15,307.4 | 5.3 | 3.4 |
| T&T industry employment (1,000 jobs) | 147.2 | 4.3 | 1.6 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Singapore

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **6.1** | **1** |
| 1.01 | Property rights† | 6.2 | 2 |
| 1.02 | Impact of rules on FDI† | 6.3 | 2 |
| 1.03 | Efficiency of legal framework settling disputes† | 6.2 | 1 |
| 1.04 | Efficiency of legal framework challenging regs.† | 4.4 | 21 |
| 1.05 | No. of days to deal with construction permits* | 26 | 1 |
| 1.06 | Construction permits cost (%)* | 0.3 | 11 |
| 1.07 | Extent of market dominance† | 5.1 | 13 |
| 1.08 | No. of days to start a business* | 3 | 4 |
| 1.09 | Cost to start a business (% GNI/capita)* | 0.6 | 11 |
| 1.10 | Effect of taxation on incentives to work† | 6.0 | 4 |
| 1.11 | Effect of taxation on incentives to invest† | 5.9 | 4 |
| 1.12 | Total tax rate (% profit)* | 18.4 | 10 |
| 1.12a | Labour and contributions tax rate (% profit)* | 15.1 | 68 |
| 1.12b | Profit tax rate (% profit)* | 2.2 | 13 |
| 1.12c | Other taxes rate (% profit)* | 1.1 | 41 |
| | **Safety and Security** | **6.4** | **8** |
| 2.01 | Business costs of crime and violence† | 6.2 | 4 |
| 2.02 | Reliability of police services† | 6.2 | 8 |
| 2.03 | Business costs of terrorism† | 5.7 | 50 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 0 | 1 |
| | **Health and Hygiene** | **5.4** | **61** |
| 3.01 | Physician density per 1,000 pop.* | 1.9 | 62 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 20.0 | 81 |
| 3.05 | HIV prevalence (% pop.)* | 0.1 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | M.F. | n/a |
| | **Human Resources and Labour Market** | **5.5** | **3** |
| | *Qualification of the labour force* | *6.2* | 2 |
| 4.01 | Primary education enrolment rate (%)* | 100.0 | 1 |
| 4.02 | Secondary education enrolment rate (%)* | 107.1 | 16 |
| 4.03 | Extent of staff training† | 5.3 | 7 |
| 4.04 | Treatment of customers† | 5.5 | 12 |
| | *Labour market* | *4.8* | 5 |
| 4.05 | Hiring and firing practices† | 5.4 | 3 |
| 4.06 | Ease of finding skilled employees† | 4.8 | 22 |
| 4.07 | Ease of hiring foreign labour† | 3.9 | 83 |
| 4.08 | Pay and productivity† | 5.3 | 4 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 75 |
| | **ICT Readiness** | **6.0** | **10** |
| 5.01 | ICT use for B2B transactions† | 5.7 | 13 |
| 5.02 | Internet use for B2C transactions† | 5.4 | 26 |
| 5.03 | Individuals using internet (%)* | 73.0 | 33 |
| 5.04 | Broadband internet subs. per 100 pop.* | 26.0 | 23 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 155.9 | 18 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 149.3 | 1 |
| 5.07 | Mobile network coverage (% pop.)* | 99.0 | 65 |
| 5.08 | Quality of electricity supply | 6.7 | 6 |
| | **Prioritization of Travel & Tourism** | **6.0** | **4** |
| 6.01 | Government prioritization of T&T industry† | 6.3 | 12 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 10.3 | 9 |
| 6.03 | Effectiveness of marketing to attract tourists† | 6.0 | 6 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 56.0 | 88 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 17.5 | 57 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 76.2 | 41 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **5.2** | **1** |
| 7.01 | Visa requirements (0–100 best)* | 67.0 | 20 |
| 7.02 | Openness of bilateral ASA (0–38)* | 16.1 | 22 |
| 7.03 | No. of regional trade agreements in force* | 38.0 | 30 |
| | **Price Competitiveness** | **3.8** | **116** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 83.7 | 45 |
| 8.02 | Hotel price index (US$)* | 236.3 | 96 |
| 8.03 | Purchasing power parity* | 0.7 | 99 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 168.0 | 95 |
| | **Environmental Sustainability** | **4.3** | **51** |
| 9.01 | Stringency of environmental regulations† | 5.4 | 24 |
| 9.02 | Enforcement of environmental regulations† | 5.6 | 14 |
| 9.03 | Sustainability of T&T development† | 5.8 | 5 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 5.2 | 35 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 16 | 115 |
| 9.06 | Baseline water stress (0–5 worst)* | 5.0 | 128 |
| 9.07 | Threatened species (% total species)* | 5.7 | 82 |
| 9.08 | Forest cover change (% average per year)* | n/a | n/a |
| 9.09 | Wastewater treatment (%) * | 99.7 | 1 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 9.6 | 106 |
| | **Air Transport Infrastructure** | **5.3** | **6** |
| 10.01 | Quality of air transport infrastructure† | 6.8 | 1 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 2,316.2 | 11 |
| 10.04 | Departures per 1,000 pop.* | 30.9 | 12 |
| 10.05 | Airport density per million urban pop.* | 0.2 | 137 |
| 10.06 | No. of operating airlines* | 74.0 | 27 |
| | **Ground and Port Infrastructure** | **6.4** | **2** |
| 11.01 | Quality of roads | 6.1 | 6 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 6.7 | 2 |
| 11.04 | Quality of ground transport network† | 6.0 | 8 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 4 |
| 11.07 | Paved road density (km/surface area)* | ® | 2 |
| | **Tourist Service Infrastructure** | **5.2** | **34** |
| 12.01 | Hotel rooms per 100 pop.* | 1.0 | 32 |
| 12.02 | Extension of business trips recommended† | 5.6 | 51 |
| 12.03 | Presence of major car rental companies† | 7 | 1 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 488.8 | 62 |
| | **Natural Resources** | **2.9** | **69** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 459 | 83 |
| 13.03 | Total protected areas (% total territorial area)* | 3.4 | 125 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 46 | 29 |
| 13.05 | Quality of the natural environment† | 5.4 | 27 |
| | **Cultural Resources and Business Travel** | **3.3** | **22** |
| 14.01 | No. of World Heritage cultural sites* | 0 | 124 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 2.0 | 98 |
| 14.04 | No. of international association meetings* | 164.7 | 25 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 100 | 1 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Slovak Republic

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **61** | **3.84** |
| **Enabling Environment** | **44** | **5.14** |
| Business Environment | 113 | 3.92 |
| Safety and Security | 55 | 5.55 |
| Health and Hygiene | 14 | 6.42 |
| Human Resources and Labour Market | 46 | 4.75 |
| ICT Readiness | 37 | 5.05 |
| **T&T Policy and Enabling Conditions** | **58** | **4.23** |
| Prioritization of Travel & Tourism | 102 | 4.04 |
| International Openness | 43 | 3.89 |
| Price Competitiveness | 80 | 4.51 |
| Environmental Sustainability | 33 | 4.49 |
| **Infrastructure** | **66** | **3.64** |
| Air Transport Infrastructure | 129 | 1.78 |
| Ground and Port Infrastructure | 43 | 4.22 |
| Tourist Service Infrastructure | 43 | 4.94 |
| **Natural and Cultural Resources** | **67** | **2.37** |
| Natural Resources | 50 | 3.31 |
| Cultural Resources and Business Travel | 94 | 1.42 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 6,235 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 2,555.9 |
| Growth (%) in int'l outbound travel spending* | 1.89 |
| Average spending per int'l tourist (US$), 2013 | 409.9 |
| Population (millions), 2013 | 5.4 |
| Surface area (1,000 square kilometres), 2013 | 49.0 |
| Gross domestic product per capita (PPP$), 2013 | 26,616 |
| Real GDP growth (%), 2013 | 0.9 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 2,169.6 | 2.3 | 3.2 |
| T&T industry employment (1,000 jobs) | 56.1 | 2.4 | 1.3 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Slovak Republic

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **3.9** | **113** |
| 1.01 | Property rights† | 3.8 | 89 |
| 1.02 | Impact of rules on FDI† | 4.5 | 64 |
| 1.03 | Efficiency of legal framework settling disputes† | 2.4 | 134 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.2 | 133 |
| 1.05 | No. of days to deal with construction permits* | 286 | 132 |
| 1.06 | Construction permits cost (%)* | 0.1 | 3 |
| 1.07 | Extent of market dominance† | 3.5 | 96 |
| 1.08 | No. of days to start a business* | 12 | 66 |
| 1.09 | Cost to start a business (% GNI/capita)* | 1.5 | 31 |
| 1.10 | Effect of taxation on incentives to work† | 2.9 | 117 |
| 1.11 | Effect of taxation on incentives to invest† | 3.2 | 112 |
| 1.12 | Total tax rate (% profit)* | 48.6 | 107 |
| 1.12a | Labour and contributions tax rate (% profit)* | 39.7 | 136 |
| 1.12b | Profit tax rate (% profit)* | 8.5 | 31 |
| 1.12c | Other taxes rate (% profit)* | 0.4 | 15 |
| | **Safety and Security** | **5.5** | **55** |
| 2.01 | Business costs of crime and violence† | 4.5 | 63 |
| 2.02 | Reliability of police services† | 3.6 | 105 |
| 2.03 | Business costs of terrorism† | 5.9 | 38 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 1 | 36 |
| | **Health and Hygiene** | **6.4** | **14** |
| 3.01 | Physician density per 1,000 pop.* | 3.0 | 29 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 60.0 | 20 |
| 3.05 | HIV prevalence (% pop.)* | <0.1 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **4.7** | **46** |
| | *Qualification of the labour force* | *5.5* | 49 |
| 4.01 | Primary education enrolment rate (%)* | 97.4 | 39 |
| 4.02 | Secondary education enrolment rate (%)* | 93.9 | 56 |
| 4.03 | Extent of staff training† | 3.8 | 90 |
| 4.04 | Treatment of customers† | 4.6 | 64 |
| | *Labour market* | *4.0* | *73* |
| 4.05 | Hiring and firing practices† | 2.9 | 128 |
| 4.06 | Ease of finding skilled employees† | 3.5 | 100 |
| 4.07 | Ease of hiring foreign labour† | 4.5 | 29 |
| 4.08 | Pay and productivity† | 4.4 | 31 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 72 |
| | **ICT Readiness** | **5.1** | **37** |
| 5.01 | ICT use for B2B transactions† | 5.6 | 26 |
| 5.02 | Internet use for B2C transactions† | 5.5 | 25 |
| 5.03 | Individuals using internet (%)* | 77.9 | 26 |
| 5.04 | Broadband internet subs. per 100 pop.* | 15.5 | 46 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 113.9 | 66 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 50.1 | 44 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 1 |
| 5.08 | Quality of electricity supply | 6.2 | 32 |
| | **Prioritization of Travel & Tourism** | **4.0** | **102** |
| 6.01 | Government prioritization of T&T industry† | 3.6 | 136 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 2.2 | 104 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.0 | 135 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 94.0 | 18 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.0 | 16 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 73.5 | 52 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.9** | **43** |
| 7.01 | Visa requirements (0–100 best)* | 23.0 | 72 |
| 7.02 | Openness of bilateral ASA (0–38)* | 7.7 | 107 |
| 7.03 | No. of regional trade agreements in force* | 46.0 | 1 |
| | **Price Competitiveness** | **4.5** | **80** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 78.2 | 74 |
| 8.02 | Hotel price index (US$)* | 78.5 | 3 |
| 8.03 | Purchasing power parity* | 0.7 | 97 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 198.0 | 124 |
| | **Environmental Sustainability** | **4.5** | **33** |
| 9.01 | Stringency of environmental regulations† | 4.9 | 39 |
| 9.02 | Enforcement of environmental regulations† | 4.1 | 55 |
| 9.03 | Sustainability of T&T development† | 3.2 | 127 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 15.1 | 126 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 21 | 42 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.2 | 18 |
| 9.07 | Threatened species (% total species)* | 2.8 | 20 |
| 9.08 | Forest cover change (% average per year)* | –3.0 | 72 |
| 9.09 | Wastewater treatment (%) * | 57.6 | 35 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | n/a | n/a |
| | **Air Transport Infrastructure** | **1.8** | **129** |
| 10.01 | Quality of air transport infrastructure† | 3.4 | 114 |
| 10.02 | Airline dom. seat kms per week (millions)* | 0.2 | 93 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 19.5 | 121 |
| 10.04 | Departures per 1,000 pop.* | 0.3 | 117 |
| 10.05 | Airport density per million urban pop.* | 1.0 | 75 |
| 10.06 | No. of operating airlines* | 14.0 | 111 |
| | **Ground and Port Infrastructure** | **4.2** | **43** |
| 11.01 | Quality of roads | 3.7 | 82 |
| 11.02 | Quality of railroad infrastructure | 4.4 | 24 |
| 11.03 | Quality of port infrastructure† | 3.5 | 100 |
| 11.04 | Quality of ground transport network† | 4.6 | 61 |
| 11.05 | Railroad density (km/surface area)* | 7.3 | 7 |
| 11.06 | Road density (km/surface area)* | ® | 33 |
| 11.07 | Paved road density (km/surface area)* | ® | 23 |
| | **Tourist Service Infrastructure** | **4.9** | **43** |
| 12.01 | Hotel rooms per 100 pop.* | 0.7 | 46 |
| 12.02 | Extension of business trips recommended† | 5.1 | 88 |
| 12.03 | Presence of major car rental companies† | 5 | 59 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 898.1 | 23 |
| | **Natural Resources** | **3.3** | **50** |
| 13.01 | No. of World Heritage natural sites* | 2 | 29 |
| 13.02 | Total known species* | 399 | 99 |
| 13.03 | Total protected areas (% total territorial area)* | 36.1 | 9 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 7 | 88 |
| 13.05 | Quality of the natural environment† | 4.4 | 69 |
| | **Cultural Resources and Business Travel** | **1.4** | **94** |
| 14.01 | No. of World Heritage cultural sites* | 5 | 45 |
| 14.02 | No. of oral and intangible cultural expressions* | 2 | 41 |
| 14.03 | No. of large sports stadiums* | 1.0 | 113 |
| 14.04 | No. of international association meetings* | 30.7 | 61 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 3 | 110 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Slovenia

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **39** | **4.17** |
| **Enabling Environment** | **42** | **5.21** |
| Business Environment | 106 | 4.03 |
| Safety and Security | 14 | 6.20 |
| Health and Hygiene | 37 | 6.05 |
| Human Resources and Labour Market | 54 | 4.69 |
| ICT Readiness | 36 | 5.07 |
| **T&T Policy and Enabling Conditions** | **25** | **4.43** |
| Prioritization of Travel & Tourism | 43 | 4.93 |
| International Openness | 50 | 3.70 |
| Price Competitiveness | 96 | 4.34 |
| Environmental Sustainability | 19 | 4.74 |
| **Infrastructure** | **42** | **4.43** |
| Air Transport Infrastructure | 82 | 2.44 |
| Ground and Port Infrastructure | 19 | 5.13 |
| Tourist Service Infrastructure | 20 | 5.72 |
| **Natural and Cultural Resources** | **53** | **2.64** |
| Natural Resources | 32 | 3.87 |
| Cultural Resources and Business Travel | 95 | 1.40 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 2,259 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 2,708.5 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 1,199 |
| Population (millions), 2013 | 2.1 |
| Surface area (1,000 square kilometres), 2013 | 20.3 |
| Gross domestic product per capita (PPP$), 2013 | 28,512 |
| Real GDP growth (%), 2013 | –1.0 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 1,607.7 | 3.6 | 3.1 |
| T&T industry employment (1,000 jobs) | 32.3 | 4.0 | 1.4 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Slovenia

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.0** | **106** |
| 1.01 | Property rights† | 4.2 | 66 |
| 1.02 | Impact of rules on FDI† | 2.9 | 133 |
| 1.03 | Efficiency of legal framework settling disputes† | 2.6 | 129 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.3 | 130 |
| 1.05 | No. of days to deal with construction permits* | 213 | 113 |
| 1.06 | Construction permits cost (%)* | 1.3 | 62 |
| 1.07 | Extent of market dominance† | 3.7 | 74 |
| 1.08 | No. of days to start a business* | 6 | 27 |
| 1.09 | Cost to start a business (% GNI/capita)* | 0.0 | 1 |
| 1.10 | Effect of taxation on incentives to work† | 2.5 | 134 |
| 1.11 | Effect of taxation on incentives to invest† | 2.8 | 132 |
| 1.12 | Total tax rate (% profit)* | 32.0 | 45 |
| 1.12a | Labour and contributions tax rate (% profit)* | 18.2 | 84 |
| 1.12b | Profit tax rate (% profit)* | 12.5 | 49 |
| 1.12c | Other taxes rate (% profit)* | 1.4 | 48 |
| | **Safety and Security** | **6.2** | **14** |
| 2.01 | Business costs of crime and violence† | 5.5 | 21 |
| 2.02 | Reliability of police services† | 4.9 | 40 |
| 2.03 | Business costs of terrorism† | 6.6 | 2 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 1 | 9 |
| | **Health and Hygiene** | **6.0** | **37** |
| 3.01 | Physician density per 1,000 pop.* | 2.5 | 46 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 46.0 | 37 |
| 3.05 | HIV prevalence (% pop.)* | 0.1 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | M.F. | n/a |
| | **Human Resources and Labour Market** | **4.7** | **54** |
| | *Qualification of the labour force* | *5.5* | *42* |
| 4.01 | Primary education enrolment rate (%)* | 97.7 | 36 |
| 4.02 | Secondary education enrolment rate (%)* | 97.6 | 45 |
| 4.03 | Extent of staff training† | 3.7 | 97 |
| 4.04 | Treatment of customers† | 4.9 | 45 |
| | *Labour market* | *3.8* | *91* |
| 4.05 | Hiring and firing practices† | 2.4 | 137 |
| 4.06 | Ease of finding skilled employees† | 3.8 | 75 |
| 4.07 | Ease of hiring foreign labour† | 3.6 | 109 |
| 4.08 | Pay and productivity† | 3.5 | 106 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 30 |
| | **ICT Readiness** | **5.1** | **36** |
| 5.01 | ICT use for B2B transactions† | 5.3 | 38 |
| 5.02 | Internet use for B2C transactions† | 4.9 | 46 |
| 5.03 | Individuals using internet (%)* | 72.7 | 34 |
| 5.04 | Broadband internet subs. per 100 pop.* | 25.0 | 27 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 110.2 | 73 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 41.8 | 54 |
| 5.07 | Mobile network coverage (% pop.)* | 99.7 | 54 |
| 5.08 | Quality of electricity supply | 6.2 | 30 |
| | **Prioritization of Travel & Tourism** | **4.9** | **43** |
| 6.01 | Government prioritization of T&T industry† | 4.3 | 121 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 4.3 | 47 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.0 | 96 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 108.0 | 5 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.0 | 16 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 90.9 | 8 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.7** | **50** |
| 7.01 | Visa requirements (0–100 best)* | 23.0 | 72 |
| 7.02 | Openness of bilateral ASA (0–38)* | 4.2 | 129 |
| 7.03 | No. of regional trade agreements in force* | 46.0 | 1 |
| | **Price Competitiveness** | **4.3** | **96** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 79.8 | 69 |
| 8.02 | Hotel price index (US$)* | 101.4 | 22 |
| 8.03 | Purchasing power parity* | 0.8 | 111 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 186.0 | 116 |
| | **Environmental Sustainability** | **4.7** | **19** |
| 9.01 | Stringency of environmental regulations† | 5.2 | 29 |
| 9.02 | Enforcement of environmental regulations† | 4.8 | 31 |
| 9.03 | Sustainability of T&T development† | 3.8 | 103 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 13.7 | 111 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 24 | 4 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.0 | 8 |
| 9.07 | Threatened species (% total species)* | 3.0 | 27 |
| 9.08 | Forest cover change (% average per year)* | –1.0 | 35 |
| 9.09 | Wastewater treatment (%) * | 54.0 | 38 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.4 | 85 |
| | **Air Transport Infrastructure** | **2.4** | **82** |
| 10.01 | Quality of air transport infrastructure† | 4.4 | 67 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 14.8 | 128 |
| 10.04 | Departures per 1,000 pop.* | 8.4 | 40 |
| 10.05 | Airport density per million urban pop.* | 2.0 | 38 |
| 10.06 | No. of operating airlines* | 13.0 | 114 |
| | **Ground and Port Infrastructure** | **5.1** | **19** |
| 11.01 | Quality of roads | 4.9 | 38 |
| 11.02 | Quality of railroad infrastructure | 3.4 | 45 |
| 11.03 | Quality of port infrastructure† | 5.0 | 39 |
| 11.04 | Quality of ground transport network† | 5.1 | 32 |
| 11.05 | Railroad density (km/surface area)* | 6.0 | 11 |
| 11.06 | Road density (km/surface area)* | ® | 12 |
| 11.07 | Paved road density (km/surface area)* | ® | 9 |
| | **Tourist Service Infrastructure** | **5.7** | **20** |
| 12.01 | Hotel rooms per 100 pop.* | 1.1 | 30 |
| 12.02 | Extension of business trips recommended† | 5.1 | 84 |
| 12.03 | Presence of major car rental companies† | 6 | 35 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 2,032.4 | 4 |
| | **Natural Resources** | **3.9** | **32** |
| 13.01 | No. of World Heritage natural sites* | 1 | 43 |
| 13.02 | Total known species* | 397 | 103 |
| 13.03 | Total protected areas (% total territorial area)* | 54.9 | 1 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 19 | 56 |
| 13.05 | Quality of the natural environment† | 5.9 | 16 |
| | **Cultural Resources and Business Travel** | **1.4** | **95** |
| 14.01 | No. of World Heritage cultural sites* | 2 | 71 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 1.0 | 113 |
| 14.04 | No. of international association meetings* | 59.0 | 45 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 3 | 97 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# South Africa

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **48** | **4.08** |
| **Enabling Environment** | **86** | **4.38** |
| Business Environment | 15 | 5.35 |
| Safety and Security | 119 | 4.30 |
| Health and Hygiene | 114 | 3.85 |
| Human Resources and Labour Market | 105 | 4.09 |
| ICT Readiness | 62 | 4.29 |
| **T&T Policy and Enabling Conditions** | **72** | **4.14** |
| Prioritization of Travel & Tourism | 46 | 4.88 |
| International Openness | 102 | 2.38 |
| Price Competitiveness | 42 | 4.99 |
| Environmental Sustainability | 56 | 4.29 |
| **Infrastructure** | **50** | **3.97** |
| Air Transport Infrastructure | 48 | 3.28 |
| Ground and Port Infrastructure | 63 | 3.59 |
| Tourist Service Infrastructure | 40 | 5.02 |
| **Natural and Cultural Resources** | **15** | **3.83** |
| Natural Resources | 22 | 4.28 |
| Cultural Resources and Business Travel | 20 | 3.39 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 9,537 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 9,237.5 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 968.6 |
| Population (millions), 2013 | 53.0 |
| Surface area (1,000 square kilometres), 2013 | 1,219.1 |
| Gross domestic product per capita (PPP$), 2013 | 12,507 |
| Real GDP growth (%), 2013 | 1.9 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 10,680.8 | 3.0 | 3.9 |
| T&T industry employment (1,000 jobs) | 645.5 | 4.6 | 2.4 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# South Africa

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **5.4** | **15** |
| 1.01 | Property rights† | 5.6 | 20 |
| 1.02 | Impact of rules on FDI† | 4.0 | 104 |
| 1.03 | Efficiency of legal framework settling disputes† | 5.2 | 15 |
| 1.04 | Efficiency of legal framework challenging regs.† | 4.9 | 9 |
| 1.05 | No. of days to deal with construction permits* | 48 | 4 |
| 1.06 | Construction permits cost (%)* | 0.9 | 47 |
| 1.07 | Extent of market dominance† | 4.0 | 48 |
| 1.08 | No. of days to start a business* | 19 | 95 |
| 1.09 | Cost to start a business (% GNI/capita)* | 0.3 | 3 |
| 1.10 | Effect of taxation on incentives to work† | 4.5 | 15 |
| 1.11 | Effect of taxation on incentives to invest† | 4.3 | 26 |
| 1.12 | Total tax rate (% profit)* | 28.8 | 32 |
| 1.12a | Labour and contributions tax rate (% profit)* | 4.0 | 18 |
| 1.12b | Profit tax rate (% profit)* | 21.7 | 103 |
| 1.12c | Other taxes rate (% profit)* | 3.1 | 91 |
| | **Safety and Security** | **4.3** | **119** |
| 2.01 | Business costs of crime and violence† | 2.8 | 131 |
| 2.02 | Reliability of police services† | 3.6 | 102 |
| 2.03 | Business costs of terrorism† | 6.0 | 30 |
| 2.04 | Index of terrorism incidence* | 6.8 | 101 |
| 2.05 | Homicide rate* | 31 | 134 |
| | **Health and Hygiene** | **3.8** | **114** |
| 3.01 | Physician density per 1,000 pop.* | 0.8 | 91 |
| 3.02 | Access to improved sanitation (% pop.)* | 74.0 | 91 |
| 3.03 | Access to improved drinking water (% pop.)* | 95.0 | 74 |
| 3.04 | Hospital beds per 10,000 pop. | 28.4 | 61 |
| 3.05 | HIV prevalence (% pop.)* | 17.9 | 138 |
| 3.06 | Malaria incidence per 100,000 pop.* | 32.5 | 27 |
| | **Human Resources and Labour Market** | **4.1** | **105** |
| | *Qualification of the labour force* | *5.2* | *66* |
| 4.01 | Primary education enrolment rate (%)* | 85.0 | 117 |
| 4.02 | Secondary education enrolment rate (%)* | 101.9 | 23 |
| 4.03 | Extent of staff training† | 4.9 | 18 |
| 4.04 | Treatment of customers† | 4.6 | 67 |
| | *Labour market* | *2.9* | *135* |
| 4.05 | Hiring and firing practices† | 2.1 | 140 |
| 4.06 | Ease of finding skilled employees† | 3.0 | 126 |
| 4.07 | Ease of hiring foreign labour† | 2.6 | 138 |
| 4.08 | Pay and productivity† | 2.7 | 133 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 83 |
| | **ICT Readiness** | **4.3** | **62** |
| 5.01 | ICT use for B2B transactions† | 5.3 | 37 |
| 5.02 | Internet use for B2C transactions† | 4.6 | 64 |
| 5.03 | Individuals using internet (%)* | 48.9 | 69 |
| 5.04 | Broadband internet subs. per 100 pop.* | 3.1 | 89 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 145.6 | 28 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 58.5 | 32 |
| 5.07 | Mobile network coverage (% pop.)* | 99.8 | 51 |
| 5.08 | Quality of electricity supply | 3.6 | 98 |
| | **Prioritization of Travel & Tourism** | **4.9** | **46** |
| 6.01 | Government prioritization of T&T industry† | 5.9 | 29 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 0.5 | 135 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.3 | 25 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 84.0 | 32 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 15.0 | 84 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 95.9 | 4 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.4** | **102** |
| 7.01 | Visa requirements (0–100 best)* | 25.0 | 67 |
| 7.02 | Openness of bilateral ASA (0–38)* | 11.6 | 57 |
| 7.03 | No. of regional trade agreements in force* | 4.0 | 88 |
| | **Price Competitiveness** | **5.0** | **42** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 75.5 | 80 |
| 8.02 | Hotel price index (US$)* | 93.3 | 16 |
| 8.03 | Purchasing power parity* | 0.5 | 67 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 138.0 | 67 |
| | **Environmental Sustainability** | **4.3** | **56** |
| 9.01 | Stringency of environmental regulations† | 4.9 | 38 |
| 9.02 | Enforcement of environmental regulations† | 4.0 | 58 |
| 9.03 | Sustainability of T&T development† | 5.1 | 22 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 6.2 | 50 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 22 | 28 |
| 9.06 | Baseline water stress (0–5 worst)* | 3.0 | 92 |
| 9.07 | Threatened species (% total species)* | 7.6 | 106 |
| 9.08 | Forest cover change (% average per year)* | 1.7 | 5 |
| 9.09 | Wastewater treatment (%) * | 27.9 | 54 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 8.3 | 104 |
| | **Air Transport Infrastructure** | **3.3** | **48** |
| 10.01 | Quality of air transport infrastructure† | 6.0 | 11 |
| 10.02 | Airline dom. seat kms per week (millions)* | 291.9 | 20 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 833.4 | 29 |
| 10.04 | Departures per 1,000 pop.* | 3.5 | 69 |
| 10.05 | Airport density per million urban pop.* | 0.7 | 101 |
| 10.06 | No. of operating airlines* | 49.0 | 45 |
| | **Ground and Port Infrastructure** | **3.6** | **63** |
| 11.01 | Quality of roads | 4.9 | 37 |
| 11.02 | Quality of railroad infrastructure | 3.4 | 43 |
| 11.03 | Quality of port infrastructure† | 4.9 | 46 |
| 11.04 | Quality of ground transport network† | 3.9 | 98 |
| 11.05 | Railroad density (km/surface area)* | 1.7 | 44 |
| 11.06 | Road density (km/surface area)* | ® | 68 |
| 11.07 | Paved road density (km/surface area)* | ® | 92 |
| | **Tourist Service Infrastructure** | **5.0** | **40** |
| 12.01 | Hotel rooms per 100 pop.* | 0.1 | 106 |
| 12.02 | Extension of business trips recommended† | 6.2 | 8 |
| 12.03 | Presence of major car rental companies† | 7 | 1 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 810.7 | 28 |
| | **Natural Resources** | **4.3** | **22** |
| 13.01 | No. of World Heritage natural sites* | 4 | 15 |
| 13.02 | Total known species* | 1,171 | 25 |
| 13.03 | Total protected areas (% total territorial area)* | 6.6 | 105 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 49 | 24 |
| 13.05 | Quality of the natural environment† | 5.4 | 31 |
| | **Cultural Resources and Business Travel** | **3.4** | **20** |
| 14.01 | No. of World Heritage cultural sites* | 5 | 50 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 42.0 | 13 |
| 14.04 | No. of international association meetings* | 110.7 | 36 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 17 | 40 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Spain

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **1** | **5.31** |
| **Enabling Environment** | **35** | **5.26** |
| Business Environment | 100 | 4.09 |
| Safety and Security | 31 | 5.97 |
| Health and Hygiene | 33 | 6.11 |
| Human Resources and Labour Market | 34 | 4.87 |
| ICT Readiness | 31 | 5.26 |
| **T&T Policy and Enabling Conditions** | **8** | **4.66** |
| Prioritization of Travel & Tourism | 6 | 5.89 |
| International Openness | 41 | 3.93 |
| Price Competitiveness | 105 | 4.22 |
| Environmental Sustainability | 29 | 4.61 |
| **Infrastructure** | **2** | **5.68** |
| Air Transport Infrastructure | 12 | 4.91 |
| Ground and Port Infrastructure | 10 | 5.54 |
| Tourist Service Infrastructure | 4 | 6.58 |
| **Natural and Cultural Resources** | **4** | **5.64** |
| Natural Resources | 14 | 4.59 |
| Cultural Resources and Business Travel | 1 | 6.69 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 60,661 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 62,565.5 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 1,031.4 |
| Population (millions), 2013 | 46.6 |
| Surface area (1,000 square kilometres), 2013 | 505.6 |
| Gross domestic product per capita (PPP$), 2013 | 31,942 |
| Real GDP growth (%), 2013 | –1.2 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 74,158.5 | 5.7 | 1.8 |
| T&T industry employment (1,000 jobs) | 866.4 | 5.2 | 1.5 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Spain

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.1** | **100** |
| 1.01 | Property rights† | 4.3 | 56 |
| 1.02 | Impact of rules on FDI† | 4.2 | 90 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.4 | 90 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.2 | 86 |
| 1.05 | No. of days to deal with construction permits* | 229 | 117 |
| 1.06 | Construction permits cost (%)* | 5.2 | 110 |
| 1.07 | Extent of market dominance† | 4.3 | 30 |
| 1.08 | No. of days to start a business* | 13 | 73 |
| 1.09 | Cost to start a business (% GNI/capita)* | 4.6 | 54 |
| 1.10 | Effect of taxation on incentives to work† | 2.8 | 128 |
| 1.11 | Effect of taxation on incentives to invest† | 2.9 | 128 |
| 1.12 | Total tax rate (% profit)* | 58.2 | 123 |
| 1.12a | Labour and contributions tax rate (% profit)* | 35.7 | 133 |
| 1.12b | Profit tax rate (% profit)* | 21.9 | 106 |
| 1.12c | Other taxes rate (% profit)* | 0.7 | 27 |
| | **Safety and Security** | **6.0** | **31** |
| 2.01 | Business costs of crime and violence† | 5.2 | 37 |
| 2.02 | Reliability of police services† | 5.8 | 20 |
| 2.03 | Business costs of terrorism† | 5.0 | 83 |
| 2.04 | Index of terrorism incidence* | 6.9 | 87 |
| 2.05 | Homicide rate* | 1 | 13 |
| | **Health and Hygiene** | **6.1** | **33** |
| 3.01 | Physician density per 1,000 pop.* | 3.7 | 13 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 31.0 | 55 |
| 3.05 | HIV prevalence (% pop.)* | 0.4 | 74 |
| 3.06 | Malaria incidence per 100,000 pop.* | M.F. | n/a |
| | **Human Resources and Labour Market** | **4.9** | **34** |
| | *Qualification of the labour force* | *5.6* | *41* |
| 4.01 | Primary education enrolment rate (%)* | 99.7 | 7 |
| 4.02 | Secondary education enrolment rate (%)* | 130.8 | 2 |
| 4.03 | Extent of staff training† | 3.7 | 95 |
| 4.04 | Treatment of customers† | 4.5 | 71 |
| | *Labour market* | *4.2* | *54* |
| 4.05 | Hiring and firing practices† | 3.3 | 113 |
| 4.06 | Ease of finding skilled employees† | 5.0 | 10 |
| 4.07 | Ease of hiring foreign labour† | 4.3 | 41 |
| 4.08 | Pay and productivity† | 3.2 | 125 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 56 |
| | **ICT Readiness** | **5.3** | **31** |
| 5.01 | ICT use for B2B transactions† | 5.1 | 46 |
| 5.02 | Internet use for B2C transactions† | 4.9 | 47 |
| 5.03 | Individuals using internet (%)* | 71.6 | 36 |
| 5.04 | Broadband internet subs. per 100 pop.* | 25.8 | 25 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 106.9 | 78 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 66.8 | 24 |
| 5.07 | Mobile network coverage (% pop.)* | 99.8 | 48 |
| 5.08 | Quality of electricity supply | 6.3 | 21 |
| | **Prioritization of Travel & Tourism** | **5.9** | **6** |
| 6.01 | Government prioritization of T&T industry† | 6.4 | 10 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 6.5 | 25 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.3 | 27 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 116.0 | 2 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.0 | 16 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 88.1 | 11 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.9** | **41** |
| 7.01 | Visa requirements (0–100 best)* | 23.0 | 72 |
| 7.02 | Openness of bilateral ASA (0–38)* | 8.3 | 102 |
| 7.03 | No. of regional trade agreements in force* | 46.0 | 1 |
| | **Price Competitiveness** | **4.2** | **105** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 82.5 | 55 |
| 8.02 | Hotel price index (US$)* | 121.6 | 34 |
| 8.03 | Purchasing power parity* | 0.9 | 117 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 175.0 | 102 |
| | **Environmental Sustainability** | **4.6** | **29** |
| 9.01 | Stringency of environmental regulations† | 4.6 | 47 |
| 9.02 | Enforcement of environmental regulations† | 4.3 | 45 |
| 9.03 | Sustainability of T&T development† | 4.8 | 45 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 7.9 | 71 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 25 | 1 |
| 9.06 | Baseline water stress (0–5 worst)* | 3.7 | 113 |
| 9.07 | Threatened species (% total species)* | 6.2 | 88 |
| 9.08 | Forest cover change (% average per year)* | –1.0 | 35 |
| 9.09 | Wastewater treatment (%) * | 92.8 | 8 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.3 | 77 |
| | **Air Transport Infrastructure** | **4.9** | **12** |
| 10.01 | Quality of air transport infrastructure† | 6.0 | 10 |
| 10.02 | Airline dom. seat kms per week (millions)* | 491.4 | 12 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 3,202.4 | 8 |
| 10.04 | Departures per 1,000 pop.* | 8.9 | 38 |
| 10.05 | Airport density per million urban pop.* | 1.1 | 70 |
| 10.06 | No. of operating airlines* | 157.0 | 6 |
| | **Ground and Port Infrastructure** | **5.5** | **10** |
| 11.01 | Quality of roads | 5.9 | 11 |
| 11.02 | Quality of railroad infrastructure | 6.0 | 4 |
| 11.03 | Quality of port infrastructure† | 5.8 | 9 |
| 11.04 | Quality of ground transport network† | 6.2 | 5 |
| 11.05 | Railroad density (km/surface area)* | 3.1 | 25 |
| 11.06 | Road density (km/surface area)* | ® | 27 |
| 11.07 | Paved road density (km/surface area)* | ® | 21 |
| | **Tourist Service Infrastructure** | **6.6** | **4** |
| 12.01 | Hotel rooms per 100 pop.* | 1.9 | 10 |
| 12.02 | Extension of business trips recommended† | 6.2 | 9 |
| 12.03 | Presence of major car rental companies† | 6 | 35 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 1,390.8 | 10 |
| | **Natural Resources** | **4.6** | **14** |
| 13.01 | No. of World Heritage natural sites* | 4 | 10 |
| 13.02 | Total known species* | 534 | 72 |
| 13.03 | Total protected areas (% total territorial area)* | 25.3 | 23 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 65 | 14 |
| 13.05 | Quality of the natural environment† | 4.9 | 49 |
| | **Cultural Resources and Business Travel** | **6.7** | **1** |
| 14.01 | No. of World Heritage cultural sites* | 40 | 2 |
| 14.02 | No. of oral and intangible cultural expressions* | 11 | 8 |
| 14.03 | No. of large sports stadiums* | 36.0 | 14 |
| 14.04 | No. of international association meetings* | 565.3 | 3 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 81 | 4 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Sri Lanka

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **63** | **3.80** |
| **Enabling Environment** | **70** | **4.65** |
| Business Environment | 52 | 4.59 |
| Safety and Security | 53 | 5.58 |
| Health and Hygiene | 71 | 5.24 |
| Human Resources and Labour Market | 86 | 4.33 |
| ICT Readiness | 92 | 3.49 |
| **T&T Policy and Enabling Conditions** | **65** | **4.20** |
| Prioritization of Travel & Tourism | 30 | 5.17 |
| International Openness | 65 | 3.21 |
| Price Competitiveness | 68 | 4.67 |
| Environmental Sustainability | 103 | 3.74 |
| **Infrastructure** | **64** | **3.68** |
| Air Transport Infrastructure | 71 | 2.64 |
| Ground and Port Infrastructure | 41 | 4.24 |
| Tourist Service Infrastructure | 74 | 4.15 |
| **Natural and Cultural Resources** | **50** | **2.68** |
| Natural Resources | 35 | 3.76 |
| Cultural Resources and Business Travel | 69 | 1.60 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 1,275 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 1,715.0 |
| Growth (%) in int'l outbound travel spending* | 2.77 |
| Average spending per int'l tourist (US$), 2013 | 1,345.1 |
| Population (millions), 2013 | 20.5 |
| Surface area (1,000 square kilometres), 2013 | 65.6 |
| Gross domestic product per capita (PPP$), 2013 | 9,583 |
| Real GDP growth (%), 2013 | 7.3 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 2,659.1 | 3.9 | 6.1 |
| T&T industry employment (1,000 jobs) | 286.2 | 3.5 | 2.5 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Sri Lanka

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.6** | **52** |
| 1.01 | Property rights† | 4.3 | 57 |
| 1.02 | Impact of rules on FDI† | 5.2 | 19 |
| 1.03 | Efficiency of legal framework settling disputes† | 4.6 | 28 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.3 | 79 |
| 1.05 | No. of days to deal with construction permits* | 169 | 87 |
| 1.06 | Construction permits cost (%)* | 0.3 | 11 |
| 1.07 | Extent of market dominance† | 4.0 | 50 |
| 1.08 | No. of days to start a business* | 11 | 59 |
| 1.09 | Cost to start a business (% GNI/capita)* | 20.7 | 104 |
| 1.10 | Effect of taxation on incentives to work† | 3.9 | 50 |
| 1.11 | Effect of taxation on incentives to invest† | 3.8 | 65 |
| 1.12 | Total tax rate (% profit)* | 55.6 | 120 |
| 1.12a | Labour and contributions tax rate (% profit)* | 16.9 | 73 |
| 1.12b | Profit tax rate (% profit)* | 1.6 | 11 |
| 1.12c | Other taxes rate (% profit)* | 37.1 | 135 |
| | **Safety and Security** | **5.6** | **53** |
| 2.01 | Business costs of crime and violence† | 4.8 | 54 |
| 2.02 | Reliability of police services† | 3.7 | 100 |
| 2.03 | Business costs of terrorism† | 6.2 | 17 |
| 2.04 | Index of terrorism incidence* | 6.8 | 106 |
| 2.05 | Homicide rate* | 3 | 68 |
| | **Health and Hygiene** | **5.2** | **71** |
| 3.01 | Physician density per 1,000 pop.* | 0.7 | 94 |
| 3.02 | Access to improved sanitation (% pop.)* | 92.0 | 61 |
| 3.03 | Access to improved drinking water (% pop.)* | 94.0 | 78 |
| 3.04 | Hospital beds per 10,000 pop. | 36.0 | 44 |
| 3.05 | HIV prevalence (% pop.)* | 0.1 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | 0.4 | 14 |
| | **Human Resources and Labour Market** | **4.3** | **86** |
| | *Qualification of the labour force* | *5.6* | 38 |
| 4.01 | Primary education enrolment rate (%)* | 93.8 | 72 |
| 4.02 | Secondary education enrolment rate (%)* | 99.3 | 37 |
| 4.03 | Extent of staff training† | 4.1 | 56 |
| 4.04 | Treatment of customers† | 5.2 | 27 |
| | *Labour market* | *3.1* | *131* |
| 4.05 | Hiring and firing practices† | 3.0 | 121 |
| 4.06 | Ease of finding skilled employees† | 4.2 | 50 |
| 4.07 | Ease of hiring foreign labour† | 2.9 | 133 |
| 4.08 | Pay and productivity† | 4.4 | 36 |
| 4.09 | Female labour force participation (% to men)* | 0.5 | 126 |
| | **ICT Readiness** | **3.5** | **92** |
| 5.01 | ICT use for B2B transactions† | 5.0 | 57 |
| 5.02 | Internet use for B2C transactions† | 4.8 | 55 |
| 5.03 | Individuals using internet (%)* | 21.9 | 99 |
| 5.04 | Broadband internet subs. per 100 pop.* | 2.0 | 97 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 95.5 | 101 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 7.8 | 102 |
| 5.07 | Mobile network coverage (% pop.)* | 98.0 | 84 |
| 5.08 | Quality of electricity supply | 4.8 | 73 |
| | **Prioritization of Travel & Tourism** | **5.2** | **30** |
| 6.01 | Government prioritization of T&T industry† | 6.3 | 13 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 4.5 | 44 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.4 | 22 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 80.0 | 40 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 18.5 | 44 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 65.6 | 77 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.2** | **65** |
| 7.01 | Visa requirements (0–100 best)* | 70.0 | 17 |
| 7.02 | Openness of bilateral ASA (0–38)* | 8.4 | 101 |
| 7.03 | No. of regional trade agreements in force* | 6.0 | 74 |
| | **Price Competitiveness** | **4.7** | **68** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 47.4 | 129 |
| 8.02 | Hotel price index (US$)* | 122.7 | 35 |
| 8.03 | Purchasing power parity* | 0.3 | 11 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 129.0 | 56 |
| | **Environmental Sustainability** | **3.7** | **103** |
| 9.01 | Stringency of environmental regulations† | 4.8 | 41 |
| 9.02 | Enforcement of environmental regulations† | 4.3 | 46 |
| 9.03 | Sustainability of T&T development† | 5.4 | 15 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 9.2 | 79 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 19 | 73 |
| 9.06 | Baseline water stress (0–5 worst)* | 3.0 | 90 |
| 9.07 | Threatened species (% total species)* | 17.2 | 135 |
| 9.08 | Forest cover change (% average per year)* | –1.7 | 48 |
| 9.09 | Wastewater treatment (%) * | 0.0 | 119 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.0 | 7 |
| | **Air Transport Infrastructure** | **2.6** | **71** |
| 10.01 | Quality of air transport infrastructure† | 4.8 | 56 |
| 10.02 | Airline dom. seat kms per week (millions)* | 0.7 | 82 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 288.1 | 52 |
| 10.04 | Departures per 1,000 pop.* | 1.6 | 88 |
| 10.05 | Airport density per million urban pop.* | 2.9 | 27 |
| 10.06 | No. of operating airlines* | 27.0 | 80 |
| | **Ground and Port Infrastructure** | **4.2** | **41** |
| 11.01 | Quality of roads | 5.1 | 32 |
| 11.02 | Quality of railroad infrastructure | 3.7 | 41 |
| 11.03 | Quality of port infrastructure† | 4.2 | 69 |
| 11.04 | Quality of ground transport network† | 4.6 | 54 |
| 11.05 | Railroad density (km/surface area)* | 2.2 | 35 |
| 11.06 | Road density (km/surface area)* | ® | 15 |
| 11.07 | Paved road density (km/surface area)* | ® | 52 |
| | **Tourist Service Infrastructure** | **4.2** | **74** |
| 12.01 | Hotel rooms per 100 pop.* | 0.1 | 111 |
| 12.02 | Extension of business trips recommended† | 6.0 | 18 |
| 12.03 | Presence of major car rental companies† | 4 | 81 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 676.3 | 45 |
| | **Natural Resources** | **3.8** | **35** |
| 13.01 | No. of World Heritage natural sites* | 2 | 29 |
| 13.02 | Total known species* | 599 | 66 |
| 13.03 | Total protected areas (% total territorial area)* | 15.4 | 59 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 46 | 28 |
| 13.05 | Quality of the natural environment† | 5.6 | 22 |
| | **Cultural Resources and Business Travel** | **1.6** | **69** |
| 14.01 | No. of World Heritage cultural sites* | 6 | 34 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 5.0 | 61 |
| 14.04 | No. of international association meetings* | 16.0 | 75 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 12 | 51 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Suriname

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **101** | **3.28** |
| **Enabling Environment** | **83** | **4.42** |
| Business Environment | 124 | 3.68 |
| Safety and Security | 49 | 5.61 |
| Health and Hygiene | 79 | 5.09 |
| Human Resources and Labour Market | 115 | 3.95 |
| ICT Readiness | 81 | 3.78 |
| **T&T Policy and Enabling Conditions** | **118** | **3.67** |
| Prioritization of Travel & Tourism | 124 | 3.51 |
| International Openness | 108 | 2.32 |
| Price Competitiveness | 82 | 4.50 |
| Environmental Sustainability | 44 | 4.36 |
| **Infrastructure** | **91** | **3.01** |
| Air Transport Infrastructure | 98 | 2.16 |
| Ground and Port Infrastructure | 84 | 3.18 |
| Tourist Service Infrastructure | 85 | 3.68 |
| **Natural and Cultural Resources** | **96** | **2.01** |
| Natural Resources | 65 | 2.96 |
| Cultural Resources and Business Travel | 136 | 1.06 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 249 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 84.1 |
| Growth (%) in int'l outbound travel spending* | 1.09 |
| Average spending per int'l tourist (US$), 2013 | 337.8 |
| Population (millions), 2013 | 0.5 |
| Surface area (1,000 square kilometres), 2013 | 163.8 |
| Gross domestic product per capita (PPP$), 2013 | 16,080 |
| Real GDP growth (%), 2013 | 4.1 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 48.5 | 0.9 | 3.9 |
| T&T industry employment (1,000 jobs) | 1.5 | 0.8 | 1.2 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Suriname

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **3.7** | **124** |
| 1.01 | Property rights† | 3.3 | 122 |
| 1.02 | Impact of rules on FDI† | 3.8 | 112 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.0 | 114 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.9 | 103 |
| 1.05 | No. of days to deal with construction permits* | 223 | 114 |
| 1.06 | Construction permits cost (%)* | 0.2 | 6 |
| 1.07 | Extent of market dominance† | 3.5 | 86 |
| 1.08 | No. of days to start a business* | 84 | 136 |
| 1.09 | Cost to start a business (% GNI/capita)* | 106.4 | 134 |
| 1.10 | Effect of taxation on incentives to work† | 3.5 | 81 |
| 1.11 | Effect of taxation on incentives to invest† | 3.9 | 56 |
| 1.12 | Total tax rate (% profit)* | 27.9 | 29 |
| 1.12a | Labour and contributions tax rate (% profit)* | 0.0 | 1 |
| 1.12b | Profit tax rate (% profit)* | 27.9 | 127 |
| 1.12c | Other taxes rate (% profit)* | 0.0 | 1 |
| | **Safety and Security** | **5.6** | **49** |
| 2.01 | Business costs of crime and violence† | 4.3 | 78 |
| 2.02 | Reliability of police services† | 4.4 | 54 |
| 2.03 | Business costs of terrorism† | 6.2 | 15 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 6 | 82 |
| | **Health and Hygiene** | **5.1** | **79** |
| 3.01 | Physician density per 1,000 pop.* | 0.9 | 88 |
| 3.02 | Access to improved sanitation (% pop.)* | 80.0 | 81 |
| 3.03 | Access to improved drinking water (% pop.)* | 95.0 | 74 |
| 3.04 | Hospital beds per 10,000 pop. | 31.0 | 55 |
| 3.05 | HIV prevalence (% pop.)* | 1.1 | 108 |
| 3.06 | Malaria incidence per 100,000 pop.* | 78.6 | 33 |
| | **Human Resources and Labour Market** | **3.9** | **115** |
| | *Qualification of the labour force* | *4.9* | *93* |
| 4.01 | Primary education enrolment rate (%)* | 92.2 | 84 |
| 4.02 | Secondary education enrolment rate (%)* | 85.4 | 86 |
| 4.03 | Extent of staff training† | 3.7 | 100 |
| 4.04 | Treatment of customers† | 3.6 | 125 |
| | *Labour market* | *3.0* | *134* |
| 4.05 | Hiring and firing practices† | 3.0 | 123 |
| 4.06 | Ease of finding skilled employees† | 2.7 | 137 |
| 4.07 | Ease of hiring foreign labour† | 3.7 | 101 |
| 4.08 | Pay and productivity† | 3.3 | 118 |
| 4.09 | Female labour force participation (% to men)* | 0.6 | 113 |
| | **ICT Readiness** | **3.8** | **81** |
| 5.01 | ICT use for B2B transactions† | 3.7 | 129 |
| 5.02 | Internet use for B2C transactions† | 3.4 | 122 |
| 5.03 | Individuals using internet (%)* | 37.4 | 89 |
| 5.04 | Broadband internet subs. per 100 pop.* | 6.9 | 75 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 161.1 | 12 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 13.1 | 93 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 1 |
| 5.08 | Quality of electricity supply | 3.4 | 101 |
| | **Prioritization of Travel & Tourism** | **3.5** | **124** |
| 6.01 | Government prioritization of T&T industry† | 4.2 | 125 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 1.7 | 117 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.6 | 122 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 39.0 | 122 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 8.0 | 109 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 62.6 | 93 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.3** | **108** |
| 7.01 | Visa requirements (0–100 best)* | 17.0 | 117 |
| 7.02 | Openness of bilateral ASA (0–38)* | 13.4 | 41 |
| 7.03 | No. of regional trade agreements in force* | 4.0 | 88 |
| | **Price Competitiveness** | **4.5** | **82** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 74.8 | 84 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.6 | 87 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 157.0 | 88 |
| | **Environmental Sustainability** | **4.4** | **44** |
| 9.01 | Stringency of environmental regulations† | 3.2 | 121 |
| 9.02 | Enforcement of environmental regulations† | 3.0 | 117 |
| 9.03 | Sustainability of T&T development† | 3.5 | 119 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 2.8 | 6 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 19 | 73 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.3 | 21 |
| 9.07 | Threatened species (% total species)* | 1.8 | 6 |
| 9.08 | Forest cover change (% average per year)* | –0.4 | 21 |
| 9.09 | Wastewater treatment (%) * | 0.0 | 118 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.1 | 49 |
| | **Air Transport Infrastructure** | **2.2** | **98** |
| 10.01 | Quality of air transport infrastructure† | 3.6 | 103 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 23.0 | 116 |
| 10.04 | Departures per 1,000 pop.* | 5.0 | 53 |
| 10.05 | Airport density per million urban pop.* | 2.8 | 28 |
| 10.06 | No. of operating airlines* | 4.0 | 137 |
| | **Ground and Port Infrastructure** | **3.2** | **84** |
| 11.01 | Quality of roads | 4.0 | 70 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 4.4 | 56 |
| 11.04 | Quality of ground transport network† | 3.3 | 128 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 139 |
| 11.07 | Paved road density (km/surface area)* | ® | 132 |
| | **Tourist Service Infrastructure** | **3.7** | **85** |
| 12.01 | Hotel rooms per 100 pop.* | 0.2 | 89 |
| 12.02 | Extension of business trips recommended† | 4.8 | 101 |
| 12.03 | Presence of major car rental companies† | 4 | 81 |
| 12.04 | ATMs accepting Visa cards per million pop.* | n/a | n/a |
| | **Natural Resources** | **3.0** | **65** |
| 13.01 | No. of World Heritage natural sites* | 1 | 43 |
| 13.02 | Total known species* | 1,002 | 34 |
| 13.03 | Total protected areas (% total territorial area)* | 15.2 | 61 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 2 | 124 |
| 13.05 | Quality of the natural environment† | 4.8 | 51 |
| | **Cultural Resources and Business Travel** | **1.1** | **136** |
| 14.01 | No. of World Heritage cultural sites* | 1 | 92 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 0.0 | 120 |
| 14.04 | No. of international association meetings* | 2.0 | 123 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 2 | 118 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Swaziland

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **108** | **3.20** |
| **Enabling Environment** | **116** | **3.80** |
| Business Environment | 67 | 4.45 |
| Safety and Security | 107 | 4.65 |
| Health and Hygiene | 124 | 3.19 |
| Human Resources and Labour Market | 124 | 3.70 |
| ICT Readiness | 110 | 3.00 |
| **T&T Policy and Enabling Conditions** | **47** | **4.30** |
| Prioritization of Travel & Tourism | 94 | 4.28 |
| International Openness | 75 | 2.96 |
| Price Competitiveness | 12 | 5.49 |
| Environmental Sustainability | 34 | 4.48 |
| **Infrastructure** | **85** | **3.13** |
| Air Transport Infrastructure | 57 | 3.03 |
| Ground and Port Infrastructure | 68 | 3.49 |
| Tourist Service Infrastructure | 110 | 2.88 |
| **Natural and Cultural Resources** | **134** | **1.59** |
| Natural Resources | 119 | 2.16 |
| Cultural Resources and Business Travel | 140 | 1.02 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 968 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 30.3 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 31.3 |
| Population (millions), 2013 | 1.2 |
| Surface area (1,000 square kilometres), 2013 | 17.4 |
| Gross domestic product per capita (PPP$), 2013 | 7,646 |
| Real GDP growth (%), 2013 | 2.8 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 80.5 | 2.2 | 1.3 |
| T&T industry employment (1,000 jobs) | 5.6 | 1.9 | 1.2 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Swaziland

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.4** | **67** |
| 1.01 | Property rights† | 4.3 | 58 |
| 1.02 | Impact of rules on FDI† | 3.9 | 106 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.9 | 55 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.5 | 59 |
| 1.05 | No. of days to deal with construction permits* | 96 | 30 |
| 1.06 | Construction permits cost (%)* | 2.9 | 88 |
| 1.07 | Extent of market dominance† | 3.3 | 111 |
| 1.08 | No. of days to start a business* | 30 | 112 |
| 1.09 | Cost to start a business (% GNI/capita)* | 23.3 | 107 |
| 1.10 | Effect of taxation on incentives to work† | 3.6 | 67 |
| 1.11 | Effect of taxation on incentives to invest† | 3.8 | 61 |
| 1.12 | Total tax rate (% profit)* | 35.6 | 64 |
| 1.12a | Labour and contributions tax rate (% profit)* | 2.9 | 14 |
| 1.12b | Profit tax rate (% profit)* | 28.6 | 129 |
| 1.12c | Other taxes rate (% profit)* | 4.1 | 103 |
| | **Safety and Security** | **4.6** | **107** |
| 2.01 | Business costs of crime and violence† | 4.5 | 69 |
| 2.02 | Reliability of police services† | 4.6 | 50 |
| 2.03 | Business costs of terrorism† | 5.3 | 71 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 34 | 135 |
| | **Health and Hygiene** | **3.2** | **124** |
| 3.01 | Physician density per 1,000 pop.* | 0.2 | 117 |
| 3.02 | Access to improved sanitation (% pop.)* | 57.0 | 106 |
| 3.03 | Access to improved drinking water (% pop.)* | 74.0 | 121 |
| 3.04 | Hospital beds per 10,000 pop. | 21.0 | 74 |
| 3.05 | HIV prevalence (% pop.)* | 26.5 | 141 |
| 3.06 | Malaria incidence per 100,000 pop.* | 43.1 | 30 |
| | **Human Resources and Labour Market** | **3.7** | **124** |
| | *Qualification of the labour force* | *4.0* | *115* |
| 4.01 | Primary education enrolment rate (%)* | 84.7 | 118 |
| 4.02 | Secondary education enrolment rate (%)* | 59.9 | 112 |
| 4.03 | Extent of staff training† | 3.9 | 79 |
| 4.04 | Treatment of customers† | 4.1 | 103 |
| | *Labour market* | *3.4* | *123* |
| 4.05 | Hiring and firing practices† | 3.8 | 80 |
| 4.06 | Ease of finding skilled employees† | 3.2 | 119 |
| 4.07 | Ease of hiring foreign labour† | 3.5 | 114 |
| 4.08 | Pay and productivity† | 3.7 | 91 |
| 4.09 | Female labour force participation (% to men)* | 0.6 | 109 |
| | **ICT Readiness** | **3.0** | **110** |
| 5.01 | ICT use for B2B transactions† | 4.0 | 117 |
| 5.02 | Internet use for B2C transactions† | 3.3 | 125 |
| 5.03 | Individuals using internet (%)* | 24.7 | 96 |
| 5.04 | Broadband internet subs. per 100 pop.* | 0.3 | 113 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 71.5 | 120 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 0.7 | 126 |
| 5.07 | Mobile network coverage (% pop.)* | 96.8 | 93 |
| 5.08 | Quality of electricity supply | 4.1 | 89 |
| | **Prioritization of Travel & Tourism** | **4.3** | **94** |
| 6.01 | Government prioritization of T&T industry† | 5.3 | 67 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 3.0 | 81 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.6 | 63 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 74.0 | 50 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 12.0 | 94 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 54.7 | 112 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.0** | **75** |
| 7.01 | Visa requirements (0–100 best)* | 47.0 | 34 |
| 7.02 | Openness of bilateral ASA (0–38)* | 14.0 | 36 |
| 7.03 | No. of regional trade agreements in force* | 4.0 | 88 |
| | **Price Competitiveness** | **5.5** | **12** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 100.0 | 1 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.5 | 43 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 130.0 | 58 |
| | **Environmental Sustainability** | **4.5** | **34** |
| 9.01 | Stringency of environmental regulations† | 4.1 | 65 |
| 9.02 | Enforcement of environmental regulations† | 4.0 | 59 |
| 9.03 | Sustainability of T&T development† | 4.5 | 62 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 6.2 | 49 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 17 | 104 |
| 9.06 | Baseline water stress (0–5 worst)* | 3.1 | 95 |
| 9.07 | Threatened species (% total species)* | 3.0 | 28 |
| 9.08 | Forest cover change (% average per year)* | –0.7 | 32 |
| 9.09 | Wastewater treatment (%) * | 55.5 | 37 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | n/a | n/a |
| | **Air Transport Infrastructure** | **3.0** | **57** |
| 10.01 | Quality of air transport infrastructure† | 4.0 | 88 |
| 10.02 | Airline dom. seat kms per week (millions)* | n/a | n/a |
| 10.03 | Airline int'l. seat kms per week (millions)* | 0.3 | 140 |
| 10.04 | Departures per 1,000 pop.* | n/a | n/a |
| 10.05 | Airport density per million urban pop.* | 7.5 | 12 |
| 10.06 | No. of operating airlines* | 1.0 | 139 |
| | **Ground and Port Infrastructure** | **3.5** | **68** |
| 11.01 | Quality of roads | 4.9 | 41 |
| 11.02 | Quality of railroad infrastructure | 3.5 | 42 |
| 11.03 | Quality of port infrastructure† | 4.0 | 79 |
| 11.04 | Quality of ground transport network† | 4.4 | 69 |
| 11.05 | Railroad density (km/surface area)* | 1.7 | 42 |
| 11.06 | Road density (km/surface area)* | ® | 84 |
| 11.07 | Paved road density (km/surface area)* | ® | 87 |
| | **Tourist Service Infrastructure** | **2.9** | **110** |
| 12.01 | Hotel rooms per 100 pop.* | 0.1 | 105 |
| 12.02 | Extension of business trips recommended† | 5.1 | 85 |
| 12.03 | Presence of major car rental companies† | 2 | 105 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 225.0 | 97 |
| | **Natural Resources** | **2.2** | **119** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 628 | 63 |
| 13.03 | Total protected areas (% total territorial area)* | 3.0 | 127 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 1 | 137 |
| 13.05 | Quality of the natural environment† | 4.8 | 52 |
| | **Cultural Resources and Business Travel** | **1.0** | **140** |
| 14.01 | No. of World Heritage cultural sites* | 0 | 124 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 0.0 | 120 |
| 14.04 | No. of international association meetings* | 1.0 | 129 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 1 | 132 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Sweden

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **23** | **4.45** |
| **Enabling Environment** | **15** | **5.75** |
| Business Environment | 22 | 5.22 |
| Safety and Security | 19 | 6.10 |
| Health and Hygiene | 47 | 5.94 |
| Human Resources and Labour Market | 9 | 5.30 |
| ICT Readiness | 4 | 6.17 |
| **T&T Policy and Enabling Conditions** | **48** | **4.30** |
| Prioritization of Travel & Tourism | 57 | 4.70 |
| International Openness | 27 | 4.07 |
| Price Competitiveness | 134 | 3.38 |
| Environmental Sustainability | 9 | 5.03 |
| **Infrastructure** | **28** | **4.71** |
| Air Transport Infrastructure | 20 | 4.52 |
| Ground and Port Infrastructure | 28 | 4.76 |
| Tourist Service Infrastructure | 44 | 4.84 |
| **Natural and Cultural Resources** | **41** | **3.07** |
| Natural Resources | 53 | 3.20 |
| Cultural Resources and Business Travel | 29 | 2.93 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 11,635 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 11,491.7 |
| Growth (%) in int'l outbound travel spending* | 4.29 |
| Average spending per int'l tourist (US$), 2013 | 987.7 |
| Population (millions), 2013 | 9.6 |
| Surface area (1,000 square kilometres), 2013 | 447.4 |
| Gross domestic product per capita (PPP$), 2013 | 43,407 |
| Real GDP growth (%), 2013 | 1.6 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 14,844.0 | 2.7 | 4.3 |
| T&T industry employment (1,000 jobs) | 183.1 | 3.9 | 2.4 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Sweden

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **5.2** | **22** |
| 1.01 | Property rights† | 5.7 | 18 |
| 1.02 | Impact of rules on FDI† | 5.0 | 25 |
| 1.03 | Efficiency of legal framework settling disputes† | 5.4 | 13 |
| 1.04 | Efficiency of legal framework challenging regs.† | 4.7 | 14 |
| 1.05 | No. of days to deal with construction permits* | 116 | 50 |
| 1.06 | Construction permits cost (%)* | 2.4 | 83 |
| 1.07 | Extent of market dominance† | 4.5 | 22 |
| 1.08 | No. of days to start a business* | 16 | 87 |
| 1.09 | Cost to start a business (% GNI/capita)* | 0.5 | 9 |
| 1.10 | Effect of taxation on incentives to work† | 4.2 | 30 |
| 1.11 | Effect of taxation on incentives to invest† | 4.3 | 28 |
| 1.12 | Total tax rate (% profit)* | 49.4 | 113 |
| 1.12a | Labour and contributions tax rate (% profit)* | 35.5 | 132 |
| 1.12b | Profit tax rate (% profit)* | 13.4 | 55 |
| 1.12c | Other taxes rate (% profit)* | 0.6 | 25 |
| | **Safety and Security** | **6.1** | **19** |
| 2.01 | Business costs of crime and violence† | 5.2 | 39 |
| 2.02 | Reliability of police services† | 5.7 | 24 |
| 2.03 | Business costs of terrorism† | 5.8 | 45 |
| 2.04 | Index of terrorism incidence* | 7.0 | 77 |
| 2.05 | Homicide rate* | 1 | 9 |
| | **Health and Hygiene** | **5.9** | **47** |
| 3.01 | Physician density per 1,000 pop.* | 3.3 | 23 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 27.0 | 62 |
| 3.05 | HIV prevalence (% pop.)* | 0.2 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **5.3** | **9** |
| | *Qualification of the labour force* | *6.1* | 6 |
| 4.01 | Primary education enrolment rate (%)* | 99.5 | 10 |
| 4.02 | Secondary education enrolment rate (%)* | 98.4 | 39 |
| 4.03 | Extent of staff training† | 5.1 | 10 |
| 4.04 | Treatment of customers† | 5.4 | 18 |
| | *Labour market* | *4.5* | *29* |
| 4.05 | Hiring and firing practices† | 3.5 | 98 |
| 4.06 | Ease of finding skilled employees† | 4.7 | 24 |
| 4.07 | Ease of hiring foreign labour† | 4.2 | 51 |
| 4.08 | Pay and productivity† | 3.8 | 87 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 14 |
| | **ICT Readiness** | **6.2** | **4** |
| 5.01 | ICT use for B2B transactions† | 5.9 | 10 |
| 5.02 | Internet use for B2C transactions† | 6.0 | 5 |
| 5.03 | Individuals using internet (%)* | 94.8 | 3 |
| 5.04 | Broadband internet subs. per 100 pop.* | 32.6 | 14 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 124.4 | 49 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 108.7 | 6 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 34 |
| 5.08 | Quality of electricity supply | 6.3 | 22 |
| | **Prioritization of Travel & Tourism** | **4.7** | **57** |
| 6.01 | Government prioritization of T&T industry† | 5.1 | 77 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 2.2 | 101 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.8 | 55 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 84.0 | 32 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.0 | 16 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 75.4 | 45 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.1** | **27** |
| 7.01 | Visa requirements (0–100 best)* | 23.0 | 72 |
| 7.02 | Openness of bilateral ASA (0–38)* | 10.9 | 68 |
| 7.03 | No. of regional trade agreements in force* | 46.0 | 1 |
| | **Price Competitiveness** | **3.4** | **134** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 88.1 | 26 |
| 8.02 | Hotel price index (US$)* | 159.8 | 70 |
| 8.03 | Purchasing power parity* | 1.3 | 135 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 210.0 | 133 |
| | **Environmental Sustainability** | **5.0** | **9** |
| 9.01 | Stringency of environmental regulations† | 5.9 | 11 |
| 9.02 | Enforcement of environmental regulations† | 5.8 | 11 |
| 9.03 | Sustainability of T&T development† | 5.0 | 32 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 6.5 | 52 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 24 | 4 |
| 9.06 | Baseline water stress (0–5 worst)* | 1.3 | 59 |
| 9.07 | Threatened species (% total species)* | 1.4 | 2 |
| 9.08 | Forest cover change (% average per year)* | –4.1 | 86 |
| 9.09 | Wastewater treatment (%) * | 87.9 | 12 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.0 | 34 |
| | **Air Transport Infrastructure** | **4.5** | **20** |
| 10.01 | Quality of air transport infrastructure† | 5.7 | 21 |
| 10.02 | Airline dom. seat kms per week (millions)* | 105.8 | 30 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 483.3 | 40 |
| 10.04 | Departures per 1,000 pop.* | n/a | n/a |
| 10.05 | Airport density per million urban pop.* | 4.8 | 17 |
| 10.06 | No. of operating airlines* | 88.0 | 21 |
| | **Ground and Port Infrastructure** | **4.8** | **28** |
| 11.01 | Quality of roads | 5.5 | 20 |
| 11.02 | Quality of railroad infrastructure | 4.5 | 19 |
| 11.03 | Quality of port infrastructure† | 5.6 | 18 |
| 11.04 | Quality of ground transport network† | 5.5 | 17 |
| 11.05 | Railroad density (km/surface area)* | 2.2 | 36 |
| 11.06 | Road density (km/surface area)* | ® | 32 |
| 11.07 | Paved road density (km/surface area)* | ® | 49 |
| | **Tourist Service Infrastructure** | **4.8** | **44** |
| 12.01 | Hotel rooms per 100 pop.* | 1.2 | 22 |
| 12.02 | Extension of business trips recommended† | 5.3 | 66 |
| 12.03 | Presence of major car rental companies† | 6 | 35 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 325.5 | 81 |
| | **Natural Resources** | **3.2** | **53** |
| 13.01 | No. of World Heritage natural sites* | 2 | 42 |
| 13.02 | Total known species* | 362 | 112 |
| 13.03 | Total protected areas (% total territorial area)* | 13.9 | 71 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 23 | 51 |
| 13.05 | Quality of the natural environment† | 6.1 | 9 |
| | **Cultural Resources and Business Travel** | **2.9** | **29** |
| 14.01 | No. of World Heritage cultural sites* | 14 | 14 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 10.0 | 42 |
| 14.04 | No. of international association meetings* | 232.0 | 17 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 15 | 42 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Switzerland

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **6** | **4.99** |
| **Enabling Environment** | **3** | **6.05** |
| Business Environment | 5 | 5.76 |
| Safety and Security | 11 | 6.32 |
| Health and Hygiene | 11 | 6.50 |
| Human Resources and Labour Market | 1 | 5.64 |
| ICT Readiness | 8 | 6.03 |
| **T&T Policy and Enabling Conditions** | **20** | **4.49** |
| Prioritization of Travel & Tourism | 12 | 5.64 |
| International Openness | 21 | 4.11 |
| Price Competitiveness | 141 | 2.57 |
| Environmental Sustainability | 1 | 5.63 |
| **Infrastructure** | **1** | **5.79** |
| Air Transport Infrastructure | 8 | 5.03 |
| Ground and Port Infrastructure | 4 | 6.00 |
| Tourist Service Infrastructure | 5 | 6.35 |
| **Natural and Cultural Resources** | **20** | **3.63** |
| Natural Resources | 21 | 4.32 |
| Cultural Resources and Business Travel | 28 | 2.93 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 8,967 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 16,881.1 |
| Growth (%) in int'l outbound travel spending* | 4.53 |
| Average spending per int'l tourist (US$), 2013 | 1,882.6 |
| Population (millions), 2013 | 8.1 |
| Surface area (1,000 square kilometres), 2013 | 41.3 |
| Gross domestic product per capita (PPP$), 2013 | 53,977 |
| Real GDP growth (%), 2013 | 1.9 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 14,369.6 | 2.2 | 3.5 |
| T&T industry employment (1,000 jobs) | 143.3 | 3.0 | 4.2 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Switzerland

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **5.8** | **5** |
| 1.01 | Property rights† | 6.2 | 3 |
| 1.02 | Impact of rules on FDI† | 4.9 | 31 |
| 1.03 | Efficiency of legal framework settling disputes† | 5.6 | 8 |
| 1.04 | Efficiency of legal framework challenging regs.† | 4.9 | 8 |
| 1.05 | No. of days to deal with construction permits* | 154 | 75 |
| 1.06 | Construction permits cost (%)* | 0.7 | 35 |
| 1.07 | Extent of market dominance† | 6.0 | 1 |
| 1.08 | No. of days to start a business* | 10 | 53 |
| 1.09 | Cost to start a business (% GNI/capita)* | 2.0 | 34 |
| 1.10 | Effect of taxation on incentives to work† | 5.1 | 11 |
| 1.11 | Effect of taxation on incentives to invest† | 5.3 | 7 |
| 1.12 | Total tax rate (% profit)* | 29.0 | 33 |
| 1.12a | Labour and contributions tax rate (% profit)* | 17.7 | 79 |
| 1.12b | Profit tax rate (% profit)* | 9.5 | 35 |
| 1.12c | Other taxes rate (% profit)* | 1.8 | 62 |
| | **Safety and Security** | **6.3** | **11** |
| 2.01 | Business costs of crime and violence† | 5.6 | 19 |
| 2.02 | Reliability of police services† | 6.2 | 5 |
| 2.03 | Business costs of terrorism† | 5.9 | 34 |
| 2.04 | Index of terrorism incidence* | 6.9 | 85 |
| 2.05 | Homicide rate* | 1 | 7 |
| | **Health and Hygiene** | **6.5** | **11** |
| 3.01 | Physician density per 1,000 pop.* | 3.9 | 8 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 50.0 | 29 |
| 3.05 | HIV prevalence (% pop.)* | 0.4 | 74 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **5.6** | **1** |
| | *Qualification of the labour force* | *6.1* | 3 |
| 4.01 | Primary education enrolment rate (%)* | 93.4 | 77 |
| 4.02 | Secondary education enrolment rate (%)* | 96.3 | 48 |
| 4.03 | Extent of staff training† | 5.7 | 1 |
| 4.04 | Treatment of customers† | 6.0 | 2 |
| | *Labour market* | *5.1* | 1 |
| 4.05 | Hiring and firing practices† | 5.7 | 2 |
| 4.06 | Ease of finding skilled employees† | 4.6 | 27 |
| 4.07 | Ease of hiring foreign labour† | 4.6 | 16 |
| 4.08 | Pay and productivity† | 5.3 | 5 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 43 |
| | **ICT Readiness** | **6.0** | **8** |
| 5.01 | ICT use for B2B transactions† | 6.0 | 6 |
| 5.02 | Internet use for B2C transactions† | 5.8 | 10 |
| 5.03 | Individuals using internet (%)* | 86.7 | 11 |
| 5.04 | Broadband internet subs. per 100 pop.* | 42.5 | 1 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 136.8 | 35 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 63.4 | 27 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 1 |
| 5.08 | Quality of electricity supply | 6.8 | 1 |
| | **Prioritization of Travel & Tourism** | **5.6** | **12** |
| 6.01 | Government prioritization of T&T industry† | 5.8 | 35 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 7.2 | 21 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.9 | 9 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 84.0 | 32 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 17.5 | 57 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 76.9 | 38 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.1** | **21** |
| 7.01 | Visa requirements (0–100 best)* | 23.0 | 72 |
| 7.02 | Openness of bilateral ASA (0–38)* | 11.6 | 56 |
| 7.03 | No. of regional trade agreements in force* | 35.0 | 31 |
| | **Price Competitiveness** | **2.6** | **141** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 71.6 | 101 |
| 8.02 | Hotel price index (US$)* | 241.6 | 97 |
| 8.03 | Purchasing power parity* | 1.5 | 137 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 188.0 | 117 |
| | **Environmental Sustainability** | **5.6** | **1** |
| 9.01 | Stringency of environmental regulations† | 6.3 | 2 |
| 9.02 | Enforcement of environmental regulations† | 6.2 | 3 |
| 9.03 | Sustainability of T&T development† | 5.7 | 9 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 14.2 | 118 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 23 | 11 |
| 9.06 | Baseline water stress (0–5 worst)* | 1.1 | 52 |
| 9.07 | Threatened species (% total species)* | 1.5 | 4 |
| 9.08 | Forest cover change (% average per year)* | –0.8 | 33 |
| 9.09 | Wastewater treatment (%) * | 97.0 | 4 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | n/a | n/a |
| | **Air Transport Infrastructure** | **5.0** | **8** |
| 10.01 | Quality of air transport infrastructure† | 6.1 | 8 |
| 10.02 | Airline dom. seat kms per week (millions)* | 5.4 | 56 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 958.9 | 27 |
| 10.04 | Departures per 1,000 pop.* | 32.0 | 11 |
| 10.05 | Airport density per million urban pop.* | 1.2 | 65 |
| 10.06 | No. of operating airlines* | 110.0 | 13 |
| | **Ground and Port Infrastructure** | **6.0** | **4** |
| 11.01 | Quality of roads | 6.0 | 9 |
| 11.02 | Quality of railroad infrastructure | 6.6 | 2 |
| 11.03 | Quality of port infrastructure† | 4.9 | 44 |
| 11.04 | Quality of ground transport network† | 6.5 | 1 |
| 11.05 | Railroad density (km/surface area)* | 8.6 | 5 |
| 11.06 | Road density (km/surface area)* | ® | 16 |
| 11.07 | Paved road density (km/surface area)* | ® | 13 |
| | **Tourist Service Infrastructure** | **6.4** | **5** |
| 12.01 | Hotel rooms per 100 pop.* | 1.7 | 14 |
| 12.02 | Extension of business trips recommended† | 6.3 | 5 |
| 12.03 | Presence of major car rental companies† | 5 | 59 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 1,227.9 | 13 |
| | **Natural Resources** | **4.3** | **21** |
| 13.01 | No. of World Heritage natural sites* | 3 | 18 |
| 13.02 | Total known species* | 389 | 107 |
| 13.03 | Total protected areas (% total territorial area)* | 26.3 | 21 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 47 | 26 |
| 13.05 | Quality of the natural environment† | 6.5 | 4 |
| | **Cultural Resources and Business Travel** | **2.9** | **28** |
| 14.01 | No. of World Heritage cultural sites* | 8 | 26 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 6.0 | 52 |
| 14.04 | No. of international association meetings* | 244.7 | 15 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 26 | 22 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Taiwan, China

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **32** | **4.35** |
| **Enabling Environment** | **19** | **5.59** |
| Business Environment | 21 | 5.27 |
| Safety and Security | 24 | 6.03 |
| Health and Hygiene | 30 | 6.13 |
| Human Resources and Labour Market | 25 | 5.10 |
| ICT Readiness | 26 | 5.41 |
| **T&T Policy and Enabling Conditions** | **29** | **4.40** |
| Prioritization of Travel & Tourism | 82 | 4.41 |
| International Openness | 28 | 4.07 |
| Price Competitiveness | 38 | 5.04 |
| Environmental Sustainability | 69 | 4.09 |
| **Infrastructure** | **45** | **4.28** |
| Air Transport Infrastructure | 47 | 3.40 |
| Ground and Port Infrastructure | 16 | 5.40 |
| Tourist Service Infrastructure | 77 | 4.05 |
| **Natural and Cultural Resources** | **37** | **3.13** |
| Natural Resources | 62 | 3.01 |
| Cultural Resources and Business Travel | 23 | 3.25 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 8,016 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 12,323.0 |
| Growth (%) in int'l outbound travel spending* | 4.02 |
| Average spending per int'l tourist (US$), 2013 | 1,537.3 |
| Population (millions), 2013 | 23.4 |
| Surface area (1,000 square kilometres), 2013 | 36.2 |
| Gross domestic product per capita (PPP$), 2013 | 41,539 |
| Real GDP growth (%), 2013 | 2.1 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 10,016.8 | 2.1 | 3.3 |
| T&T industry employment (1,000 jobs) | 272.0 | 2.5 | 2.8 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Taiwan, China

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **5.3** | **21** |
| 1.01 | Property rights† | 5.7 | 16 |
| 1.02 | Impact of rules on FDI† | 5.3 | 16 |
| 1.03 | Efficiency of legal framework settling disputes† | 4.1 | 48 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.3 | 75 |
| 1.05 | No. of days to deal with construction permits* | 93 | 25 |
| 1.06 | Construction permits cost (%)* | 0.4 | 20 |
| 1.07 | Extent of market dominance† | 5.4 | 5 |
| 1.08 | No. of days to start a business* | 10 | 53 |
| 1.09 | Cost to start a business (% GNI/capita)* | 2.2 | 38 |
| 1.10 | Effect of taxation on incentives to work† | 3.9 | 49 |
| 1.11 | Effect of taxation on incentives to invest† | 4.2 | 33 |
| 1.12 | Total tax rate (% profit)* | 34.2 | 57 |
| 1.12a | Labour and contributions tax rate (% profit)* | 18.1 | 82 |
| 1.12b | Profit tax rate (% profit)* | 12.7 | 50 |
| 1.12c | Other taxes rate (% profit)* | 3.4 | 94 |
| | **Safety and Security** | **6.0** | **24** |
| 2.01 | Business costs of crime and violence† | 5.7 | 11 |
| 2.02 | Reliability of police services† | 5.0 | 37 |
| 2.03 | Business costs of terrorism† | 5.9 | 33 |
| 2.04 | Index of terrorism incidence* | 7.0 | 68 |
| 2.05 | Homicide rate* | 3 | 65 |
| | **Health and Hygiene** | **6.1** | **30** |
| 3.01 | Physician density per 1,000 pop.* | 2.1 | 57 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 58.3 | 23 |
| 3.05 | HIV prevalence (% pop.)* | 0.2 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | M.F. | n/a |
| | **Human Resources and Labour Market** | **5.1** | **25** |
| | *Qualification of the labour force* | *5.9* | 17 |
| 4.01 | Primary education enrolment rate (%)* | 97.7 | 34 |
| 4.02 | Secondary education enrolment rate (%)* | 100.3 | 35 |
| 4.03 | Extent of staff training† | 4.4 | 41 |
| 4.04 | Treatment of customers† | 5.6 | 8 |
| | *Labour market* | *4.3* | *41* |
| 4.05 | Hiring and firing practices† | 4.4 | 21 |
| 4.06 | Ease of finding skilled employees† | 4.8 | 20 |
| 4.07 | Ease of hiring foreign labour† | 3.1 | 128 |
| 4.08 | Pay and productivity† | 5.1 | 7 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 88 |
| | **ICT Readiness** | **5.4** | **26** |
| 5.01 | ICT use for B2B transactions† | 5.6 | 20 |
| 5.02 | Internet use for B2C transactions† | 5.7 | 14 |
| 5.03 | Individuals using internet (%)* | 80.0 | 24 |
| 5.04 | Broadband internet subs. per 100 pop.* | 24.2 | 30 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 127.5 | 45 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 57.1 | 35 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 1 |
| 5.08 | Quality of electricity supply | 6.2 | 28 |
| | **Prioritization of Travel & Tourism** | **4.4** | **82** |
| 6.01 | Government prioritization of T&T industry† | 5.5 | 54 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 1.7 | 118 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.1 | 41 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 76.0 | 47 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.0 | 16 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 49.7 | 125 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.1** | **28** |
| 7.01 | Visa requirements (0–100 best)* | 42.0 | 39 |
| 7.02 | Openness of bilateral ASA (0–38)* | 27.5 | 3 |
| 7.03 | No. of regional trade agreements in force* | 12.0 | 56 |
| | **Price Competitiveness** | **5.0** | **38** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 91.0 | 17 |
| 8.02 | Hotel price index (US$)* | 189.6 | 82 |
| 8.03 | Purchasing power parity* | 0.5 | 64 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 87.9 | 22 |
| | **Environmental Sustainability** | **4.1** | **69** |
| 9.01 | Stringency of environmental regulations† | 4.8 | 40 |
| 9.02 | Enforcement of environmental regulations† | 4.4 | 41 |
| 9.03 | Sustainability of T&T development† | 4.7 | 53 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 14.6 | 122 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | n/a | n/a |
| 9.06 | Baseline water stress (0–5 worst)* | 0.1 | 13 |
| 9.07 | Threatened species (% total species)* | 8.4 | 112 |
| 9.08 | Forest cover change (% average per year)* | –0.8 | 33 |
| 9.09 | Wastewater treatment (%) * | 4.6 | 90 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.1 | 46 |
| | **Air Transport Infrastructure** | **3.4** | **47** |
| 10.01 | Quality of air transport infrastructure† | 5.3 | 36 |
| 10.02 | Airline dom. seat kms per week (millions)* | 12.7 | 47 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 1,138.2 | 23 |
| 10.04 | Departures per 1,000 pop.* | 7.9 | 42 |
| 10.05 | Airport density per million urban pop.* | 0.5 | 113 |
| 10.06 | No. of operating airlines* | 56.0 | 41 |
| | **Ground and Port Infrastructure** | **5.4** | **16** |
| 11.01 | Quality of roads | 5.9 | 12 |
| 11.02 | Quality of railroad infrastructure | 5.7 | 7 |
| 11.03 | Quality of port infrastructure† | 5.3 | 25 |
| 11.04 | Quality of ground transport network† | 6.0 | 7 |
| 11.05 | Railroad density (km/surface area)* | 4.7 | 19 |
| 11.06 | Road density (km/surface area)* | ® | 30 |
| 11.07 | Paved road density (km/surface area)* | ® | 22 |
| | **Tourist Service Infrastructure** | **4.1** | **77** |
| 12.01 | Hotel rooms per 100 pop.* | 0.6 | 53 |
| 12.02 | Extension of business trips recommended† | 5.5 | 53 |
| 12.03 | Presence of major car rental companies† | 1 | 120 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 850.8 | 25 |
| | **Natural Resources** | **3.0** | **62** |
| 13.01 | No. of World Heritage natural sites* | n/a | n/a |
| 13.02 | Total known species* | 502 | 76 |
| 13.03 | Total protected areas (% total territorial area)* | 19.0 | 44 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 17 | 61 |
| 13.05 | Quality of the natural environment† | 4.3 | 75 |
| | **Cultural Resources and Business Travel** | **3.2** | **23** |
| 14.01 | No. of World Heritage cultural sites* | n/a | n/a |
| 14.02 | No. of oral and intangible cultural expressions* | n/a | n/a |
| 14.03 | No. of large sports stadiums* | 11.0 | 37 |
| 14.04 | No. of international association meetings* | 132.3 | 32 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 37 | 16 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Tajikistan

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **119** | **3.03** |
| **Enabling Environment** | **89** | **4.32** |
| Business Environment | 123 | 3.73 |
| Safety and Security | 76 | 5.30 |
| Health and Hygiene | 57 | 5.65 |
| Human Resources and Labour Market | 51 | 4.72 |
| ICT Readiness | 130 | 2.22 |
| **T&T Policy and Enabling Conditions** | **124** | **3.57** |
| Prioritization of Travel & Tourism | 109 | 3.97 |
| International Openness | 110 | 2.29 |
| Price Competitiveness | 73 | 4.62 |
| Environmental Sustainability | 123 | 3.40 |
| **Infrastructure** | **121** | **2.39** |
| Air Transport Infrastructure | 96 | 2.18 |
| Ground and Port Infrastructure | 111 | 2.69 |
| Tourist Service Infrastructure | 133 | 2.30 |
| **Natural and Cultural Resources** | **111** | **1.82** |
| Natural Resources | 108 | 2.33 |
| Cultural Resources and Business Travel | 108 | 1.31 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 4 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 3.0 |
| Growth (%) in int'l outbound travel spending* | 0.21 |
| Average spending per int'l tourist (US$), 2013 | 750 |
| Population (millions), 2013 | 8.2 |
| Surface area (1,000 square kilometres), 2013 | 142.6 |
| Gross domestic product per capita (PPP$), 2013 | 2,536 |
| Real GDP growth (%), 2013 | 7.4 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | n/a | n/a | n/a |
| T&T industry employment (1,000 jobs) | n/a | n/a | n/a |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Tajikistan

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **3.7** | **123** |
| 1.01 | Property rights† | 3.9 | 87 |
| 1.02 | Impact of rules on FDI† | 3.6 | 120 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.9 | 54 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.5 | 55 |
| 1.05 | No. of days to deal with construction permits* | 228 | 115 |
| 1.06 | Construction permits cost (%)* | 1.9 | 72 |
| 1.07 | Extent of market dominance† | 3.7 | 73 |
| 1.08 | No. of days to start a business* | 39 | 125 |
| 1.09 | Cost to start a business (% GNI/capita)* | 23.3 | 107 |
| 1.10 | Effect of taxation on incentives to work† | 3.2 | 107 |
| 1.11 | Effect of taxation on incentives to invest† | 3.1 | 121 |
| 1.12 | Total tax rate (% profit)* | 80.9 | 139 |
| 1.12a | Labour and contributions tax rate (% profit)* | 28.5 | 120 |
| 1.12b | Profit tax rate (% profit)* | 17.7 | 72 |
| 1.12c | Other taxes rate (% profit)* | 34.8 | 133 |
| | **Safety and Security** | **5.3** | **76** |
| 2.01 | Business costs of crime and violence† | 4.4 | 73 |
| 2.02 | Reliability of police services† | 3.9 | 86 |
| 2.03 | Business costs of terrorism† | 4.6 | 107 |
| 2.04 | Index of terrorism incidence* | 6.9 | 88 |
| 2.05 | Homicide rate* | 2 | 38 |
| | **Health and Hygiene** | **5.7** | **57** |
| 3.01 | Physician density per 1,000 pop.* | 1.9 | 63 |
| 3.02 | Access to improved sanitation (% pop.)* | 94.0 | 56 |
| 3.03 | Access to improved drinking water (% pop.)* | 72.0 | 124 |
| 3.04 | Hospital beds per 10,000 pop. | 55.0 | 24 |
| 3.05 | HIV prevalence (% pop.)* | 0.3 | 58 |
| 3.06 | Malaria incidence per 100,000 pop.* | 0.2 | 11 |
| | **Human Resources and Labour Market** | **4.7** | **51** |
| | *Qualification of the labour force* | *5.3* | *64* |
| 4.01 | Primary education enrolment rate (%)* | 98.4 | 25 |
| 4.02 | Secondary education enrolment rate (%)* | 87.0 | 76 |
| 4.03 | Extent of staff training† | 3.7 | 102 |
| 4.04 | Treatment of customers† | 4.2 | 96 |
| | *Labour market* | *4.1* | *60* |
| 4.05 | Hiring and firing practices† | 4.1 | 45 |
| 4.06 | Ease of finding skilled employees† | 3.5 | 98 |
| 4.07 | Ease of hiring foreign labour† | 4.2 | 52 |
| 4.08 | Pay and productivity† | 4.4 | 37 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 79 |
| | **ICT Readiness** | **2.2** | **130** |
| 5.01 | ICT use for B2B transactions† | 4.0 | 115 |
| 5.02 | Internet use for B2C transactions† | 3.7 | 110 |
| 5.03 | Individuals using internet (%)* | 16.0 | 109 |
| 5.04 | Broadband internet subs. per 100 pop.* | 0.1 | 130 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 91.8 | 105 |
| 5.06 | Mobile broadband subs. per 100 pop.* | n/a | n/a |
| 5.07 | Mobile network coverage (% pop.)* | 0.0 | 138 |
| 5.08 | Quality of electricity supply | 2.6 | 119 |
| | **Prioritization of Travel & Tourism** | **4.0** | **109** |
| 6.01 | Government prioritization of T&T industry† | 5.2 | 72 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | n/a | n/a |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.2 | 86 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 48.0 | 107 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 3.0 | 115 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 47.6 | 128 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.3** | **110** |
| 7.01 | Visa requirements (0–100 best)* | 42.0 | 39 |
| 7.02 | Openness of bilateral ASA (0–38)* | 4.0 | 131 |
| 7.03 | No. of regional trade agreements in force* | 4.0 | 88 |
| | **Price Competitiveness** | **4.6** | **73** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 61.2 | 115 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.4 | 28 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 145.0 | 78 |
| | **Environmental Sustainability** | **3.4** | **123** |
| 9.01 | Stringency of environmental regulations† | 4.3 | 60 |
| 9.02 | Enforcement of environmental regulations† | 4.4 | 40 |
| 9.03 | Sustainability of T&T development† | 4.2 | 82 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 13.2 | 104 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 12 | 136 |
| 9.06 | Baseline water stress (0–5 worst)* | 3.5 | 110 |
| 9.07 | Threatened species (% total species)* | 5.0 | 67 |
| 9.08 | Forest cover change (% average per year)* | n/a | n/a |
| 9.09 | Wastewater treatment (%) * | 2.3 | 98 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | n/a | n/a |
| | **Air Transport Infrastructure** | **2.2** | **96** |
| 10.01 | Quality of air transport infrastructure† | 4.0 | 91 |
| 10.02 | Airline dom. seat kms per week (millions)* | 0.1 | 101 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 69.1 | 91 |
| 10.04 | Departures per 1,000 pop.* | 0.8 | 100 |
| 10.05 | Airport density per million urban pop.* | 1.8 | 41 |
| 10.06 | No. of operating airlines* | 26.0 | 82 |
| | **Ground and Port Infrastructure** | **2.7** | **111** |
| 11.01 | Quality of roads | 3.0 | 109 |
| 11.02 | Quality of railroad infrastructure | 3.0 | 52 |
| 11.03 | Quality of port infrastructure† | 2.1 | 137 |
| 11.04 | Quality of ground transport network† | 4.6 | 53 |
| 11.05 | Railroad density (km/surface area)* | 0.4 | 70 |
| 11.06 | Road density (km/surface area)* | ® | 87 |
| 11.07 | Paved road density (km/surface area)* | ® | 64 |
| | **Tourist Service Infrastructure** | **2.3** | **133** |
| 12.01 | Hotel rooms per 100 pop.* | 0.0 | 139 |
| 12.02 | Extension of business trips recommended† | 4.6 | 112 |
| 12.03 | Presence of major car rental companies† | 0 | 136 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 281.0 | 90 |
| | **Natural Resources** | **2.3** | **108** |
| 13.01 | No. of World Heritage natural sites* | 1 | 43 |
| 13.02 | Total known species* | 398 | 100 |
| 13.03 | Total protected areas (% total territorial area)* | 4.8 | 117 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 0 | 138 |
| 13.05 | Quality of the natural environment† | 5.0 | 46 |
| | **Cultural Resources and Business Travel** | **1.3** | **108** |
| 14.01 | No. of World Heritage cultural sites* | 1 | 92 |
| 14.02 | No. of oral and intangible cultural expressions* | 1 | 60 |
| 14.03 | No. of large sports stadiums* | 4.0 | 77 |
| 14.04 | No. of international association meetings* | n/a | n/a |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 1 | 134 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Tanzania

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **93** | **3.35** |
| **Enabling Environment** | **124** | **3.60** |
| Business Environment | 111 | 3.97 |
| Safety and Security | 100 | 4.85 |
| Health and Hygiene | 136 | 2.68 |
| Human Resources and Labour Market | 110 | 4.03 |
| ICT Readiness | 123 | 2.48 |
| **T&T Policy and Enabling Conditions** | **67** | **4.18** |
| Prioritization of Travel & Tourism | 51 | 4.83 |
| International Openness | 62 | 3.25 |
| Price Competitiveness | 56 | 4.87 |
| Environmental Sustainability | 99 | 3.78 |
| **Infrastructure** | **119** | **2.40** |
| Air Transport Infrastructure | 116 | 1.94 |
| Ground and Port Infrastructure | 120 | 2.56 |
| Tourist Service Infrastructure | 115 | 2.70 |
| **Natural and Cultural Resources** | **31** | **3.22** |
| Natural Resources | 7 | 4.91 |
| Cultural Resources and Business Travel | 74 | 1.54 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 1,063 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 1,880.4 |
| Growth (%) in int'l outbound travel spending* | 2.16 |
| Average spending per int'l tourist (US$), 2013 | 1,769 |
| Population (millions), 2013 | 49.3 |
| Surface area (1,000 square kilometres), 2013 | 947.3 |
| Gross domestic product per capita (PPP$), 2013 | 1,834 |
| Real GDP growth (%), 2013 | 7.0 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 1,506.4 | 4.5 | 6.2 |
| T&T industry employment (1,000 jobs) | 402.3 | 3.8 | 2.2 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Tanzania

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.0** | **111** |
| 1.01 | Property rights† | 3.5 | 105 |
| 1.02 | Impact of rules on FDI† | 4.3 | 82 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.7 | 64 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.3 | 78 |
| 1.05 | No. of days to deal with construction permits* | 205 | 105 |
| 1.06 | Construction permits cost (%)* | 8.1 | 122 |
| 1.07 | Extent of market dominance† | 3.5 | 95 |
| 1.08 | No. of days to start a business* | 26 | 106 |
| 1.09 | Cost to start a business (% GNI/capita)* | 23.8 | 110 |
| 1.10 | Effect of taxation on incentives to work† | 3.2 | 103 |
| 1.11 | Effect of taxation on incentives to invest† | 3.4 | 95 |
| 1.12 | Total tax rate (% profit)* | 44.3 | 98 |
| 1.12a | Labour and contributions tax rate (% profit)* | 17.5 | 76 |
| 1.12b | Profit tax rate (% profit)* | 20.7 | 96 |
| 1.12c | Other taxes rate (% profit)* | 6.2 | 114 |
| | **Safety and Security** | **4.8** | **100** |
| 2.01 | Business costs of crime and violence† | 4.1 | 88 |
| 2.02 | Reliability of police services† | 3.5 | 107 |
| 2.03 | Business costs of terrorism† | 4.7 | 98 |
| 2.04 | Index of terrorism incidence* | 6.8 | 103 |
| 2.05 | Homicide rate* | 13 | 119 |
| | **Health and Hygiene** | **2.7** | **136** |
| 3.01 | Physician density per 1,000 pop.* | 0.0 | 140 |
| 3.02 | Access to improved sanitation (% pop.)* | 12.0 | 139 |
| 3.03 | Access to improved drinking water (% pop.)* | 53.0 | 136 |
| 3.04 | Hospital beds per 10,000 pop. | 7.0 | 119 |
| 3.05 | HIV prevalence (% pop.)* | 5.1 | 130 |
| 3.06 | Malaria incidence per 100,000 pop.* | 17,370.2 | 58 |
| | **Human Resources and Labour Market** | **4.0** | **110** |
| | *Qualification of the labour force* | *3.8* | *119* |
| 4.01 | Primary education enrolment rate (%)* | 97.6 | **37** |
| 4.02 | Secondary education enrolment rate (%)* | 35.0 | 129 |
| 4.03 | Extent of staff training† | 3.5 | 115 |
| 4.04 | Treatment of customers† | 3.9 | 116 |
| | *Labour market* | *4.3* | **40** |
| 4.05 | Hiring and firing practices† | 3.9 | 72 |
| 4.06 | Ease of finding skilled employees† | 3.7 | 87 |
| 4.07 | Ease of hiring foreign labour† | 3.9 | 86 |
| 4.08 | Pay and productivity† | 3.3 | 120 |
| 4.09 | Female labour force participation (% to men)* | 1.0 | **6** |
| | **ICT Readiness** | **2.5** | **123** |
| 5.01 | ICT use for B2B transactions† | 4.0 | 116 |
| 5.02 | Internet use for B2C transactions† | 3.5 | 120 |
| 5.03 | Individuals using internet (%)* | 4.4 | 131 |
| 5.04 | Broadband internet subs. per 100 pop.* | 0.1 | 125 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 55.7 | 133 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 2.7 | 116 |
| 5.07 | Mobile network coverage (% pop.)* | 95.0 | 100 |
| 5.08 | Quality of electricity supply | 2.5 | 122 |
| | **Prioritization of Travel & Tourism** | **4.8** | **51** |
| 6.01 | Government prioritization of T&T industry† | 4.9 | 89 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 5.7 | **33** |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.6 | 67 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 40.0 | 117 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 18.0 | **48** |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 79.7 | **27** |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.2** | **62** |
| 7.01 | Visa requirements (0–100 best)* | 66.0 | **22** |
| 7.02 | Openness of bilateral ASA (0–38)* | 11.4 | 58 |
| 7.03 | No. of regional trade agreements in force* | 5.0 | 81 |
| | **Price Competitiveness** | **4.9** | **56** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 72.9 | 95 |
| 8.02 | Hotel price index (US$)* | 139.8 | 57 |
| 8.03 | Purchasing power parity* | 0.4 | **21** |
| 8.04 | Fuel price levels (US$ cents/litre)* | 131.0 | 59 |
| | **Environmental Sustainability** | **3.8** | **99** |
| 9.01 | Stringency of environmental regulations† | 3.7 | 95 |
| 9.02 | Enforcement of environmental regulations† | 3.6 | 81 |
| 9.03 | Sustainability of T&T development† | 4.3 | 73 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 5.4 | **40** |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 21 | **42** |
| 9.06 | Baseline water stress (0–5 worst)* | 1.5 | 66 |
| 9.07 | Threatened species (% total species)* | 8.9 | 117 |
| 9.08 | Forest cover change (% average per year)* | –4.0 | 85 |
| 9.09 | Wastewater treatment (%) * | 0.4 | 111 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.0 | **18** |
| | **Air Transport Infrastructure** | **1.9** | **116** |
| 10.01 | Quality of air transport infrastructure† | 2.8 | 130 |
| 10.02 | Airline dom. seat kms per week (millions)* | 15.1 | **45** |
| 10.03 | Airline int'l. seat kms per week (millions)* | 72.9 | 88 |
| 10.04 | Departures per 1,000 pop.* | 0.7 | 106 |
| 10.05 | Airport density per million urban pop.* | 1.2 | 63 |
| 10.06 | No. of operating airlines* | 33.0 | 70 |
| | **Ground and Port Infrastructure** | **2.6** | **120** |
| 11.01 | Quality of roads | 3.0 | 112 |
| 11.02 | Quality of railroad infrastructure | 2.0 | 87 |
| 11.03 | Quality of port infrastructure† | 3.3 | 106 |
| 11.04 | Quality of ground transport network† | 3.8 | 106 |
| 11.05 | Railroad density (km/surface area)* | 0.3 | 79 |
| 11.06 | Road density (km/surface area)* | ® | 117 |
| 11.07 | Paved road density (km/surface area)* | ® | 120 |
| | **Tourist Service Infrastructure** | **2.7** | **115** |
| 12.01 | Hotel rooms per 100 pop.* | 0.1 | 120 |
| 12.02 | Extension of business trips recommended† | 4.8 | 104 |
| 12.03 | Presence of major car rental companies† | 3 | 95 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 33.7 | 126 |
| | **Natural Resources** | **4.9** | **7** |
| 13.01 | No. of World Heritage natural sites* | 4 | **15** |
| 13.02 | Total known species* | 1,598 | **10** |
| 13.03 | Total protected areas (% total territorial area)* | 31.7 | **13** |
| 13.04 | Natural tourism digital demand (0–100 best)* | 46 | **30** |
| 13.05 | Quality of the natural environment† | 4.4 | 70 |
| | **Cultural Resources and Business Travel** | **1.5** | **74** |
| 14.01 | No. of World Heritage cultural sites* | 4 | 55 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 9.0 | **45** |
| 14.04 | No. of international association meetings* | 16.7 | 72 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 4 | 96 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Thailand

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **35** | **4.26** |
| **Enabling Environment** | **74** | **4.55** |
| Business Environment | 38 | 4.78 |
| Safety and Security | 132 | 3.75 |
| Health and Hygiene | 89 | 4.87 |
| Human Resources and Labour Market | 29 | 4.98 |
| ICT Readiness | 60 | 4.34 |
| **T&T Policy and Enabling Conditions** | **49** | **4.29** |
| Prioritization of Travel & Tourism | 40 | 4.95 |
| International Openness | 49 | 3.70 |
| Price Competitiveness | 36 | 5.06 |
| Environmental Sustainability | 116 | 3.46 |
| **Infrastructure** | **37** | **4.56** |
| Air Transport Infrastructure | 17 | 4.57 |
| Ground and Port Infrastructure | 71 | 3.41 |
| Tourist Service Infrastructure | 21 | 5.70 |
| **Natural and Cultural Resources** | **21** | **3.63** |
| Natural Resources | 16 | 4.47 |
| Cultural Resources and Business Travel | 34 | 2.79 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 26,547 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 42,080.2 |
| Growth (%) in int'l outbound travel spending* | 3.4 |
| Average spending per int'l tourist (US$), 2013 | 1,585.1 |
| Population (millions), 2013 | 67.0 |
| Surface area (1,000 square kilometres), 2013 | 513.1 |
| Gross domestic product per capita (PPP$), 2013 | 14,136 |
| Real GDP growth (%), 2013 | 2.9 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 34,928.0 | 9.0 | 6.7 |
| T&T industry employment (1,000 jobs) | 2,562.9 | 6.6 | 4.9 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Thailand

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.8** | **38** |
| 1.01 | Property rights† | 4.1 | 72 |
| 1.02 | Impact of rules on FDI† | 5.1 | 22 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.8 | 62 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.3 | 72 |
| 1.05 | No. of days to deal with construction permits* | 113 | 45 |
| 1.06 | Construction permits cost (%)* | 0.1 | 3 |
| 1.07 | Extent of market dominance† | 3.8 | 67 |
| 1.08 | No. of days to start a business* | 28 | 109 |
| 1.09 | Cost to start a business (% GNI/capita)* | 6.6 | 64 |
| 1.10 | Effect of taxation on incentives to work† | 3.8 | 58 |
| 1.11 | Effect of taxation on incentives to invest† | 3.9 | 53 |
| 1.12 | Total tax rate (% profit)* | 26.9 | 27 |
| 1.12a | Labour and contributions tax rate (% profit)* | 4.3 | 20 |
| 1.12b | Profit tax rate (% profit)* | 19.9 | 88 |
| 1.12c | Other taxes rate (% profit)* | 2.7 | 84 |
| | **Safety and Security** | **3.8** | **132** |
| 2.01 | Business costs of crime and violence† | 4.2 | 84 |
| 2.02 | Reliability of police services† | 3.2 | 112 |
| 2.03 | Business costs of terrorism† | 4.1 | 119 |
| 2.04 | Index of terrorism incidence* | 1.0 | 136 |
| 2.05 | Homicide rate* | 5 | 76 |
| | **Health and Hygiene** | **4.9** | **89** |
| 3.01 | Physician density per 1,000 pop.* | 0.4 | 100 |
| 3.02 | Access to improved sanitation (% pop.)* | 93.0 | 59 |
| 3.03 | Access to improved drinking water (% pop.)* | 96.0 | 69 |
| 3.04 | Hospital beds per 10,000 pop. | 21.0 | 74 |
| 3.05 | HIV prevalence (% pop.)* | 1.1 | 108 |
| 3.06 | Malaria incidence per 100,000 pop.* | 209.6 | 39 |
| | **Human Resources and Labour Market** | **5.0** | **29** |
| | *Qualification of the labour force* | *5.7* | 30 |
| 4.01 | Primary education enrolment rate (%)* | 95.6 | 58 |
| 4.02 | Secondary education enrolment rate (%)* | 87.0 | 77 |
| 4.03 | Extent of staff training† | 4.4 | 37 |
| 4.04 | Treatment of customers† | 5.4 | 17 |
| | *Labour market* | *4.3* | *44* |
| 4.05 | Hiring and firing practices† | 4.4 | 23 |
| 4.06 | Ease of finding skilled employees† | 3.8 | 77 |
| 4.07 | Ease of hiring foreign labour† | 4.1 | 71 |
| 4.08 | Pay and productivity† | 4.2 | 49 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 66 |
| | **ICT Readiness** | **4.3** | **60** |
| 5.01 | ICT use for B2B transactions† | 4.9 | 59 |
| 5.02 | Internet use for B2C transactions† | 4.9 | 48 |
| 5.03 | Individuals using internet (%)* | 28.9 | 95 |
| 5.04 | Broadband internet subs. per 100 pop.* | 7.4 | 72 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 140.1 | 34 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 52.3 | 42 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 1 |
| 5.08 | Quality of electricity supply | 5.1 | 58 |
| | **Prioritization of Travel & Tourism** | **4.9** | **40** |
| 6.01 | Government prioritization of T&T industry† | 6.1 | 24 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 2.8 | 86 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.4 | 23 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 80.0 | 40 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 20.0 | 3 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 64.9 | 83 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.7** | **49** |
| 7.01 | Visa requirements (0–100 best)* | 59.0 | 25 |
| 7.02 | Openness of bilateral ASA (0–38)* | 9.8 | 84 |
| 7.03 | No. of regional trade agreements in force* | 17.0 | 47 |
| | **Price Competitiveness** | **5.1** | **36** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 87.0 | 31 |
| 8.02 | Hotel price index (US$)* | 111.0 | 28 |
| 8.03 | Purchasing power parity* | 0.4 | 23 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 156.0 | 86 |
| | **Environmental Sustainability** | **3.5** | **116** |
| 9.01 | Stringency of environmental regulations† | 3.6 | 103 |
| 9.02 | Enforcement of environmental regulations† | 3.5 | 92 |
| 9.03 | Sustainability of T&T development† | 4.5 | 61 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 14.6 | 123 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 17 | 104 |
| 9.06 | Baseline water stress (0–5 worst)* | 1.7 | 70 |
| 9.07 | Threatened species (% total species)* | 7.9 | 109 |
| 9.08 | Forest cover change (% average per year)* | –2.5 | 61 |
| 9.09 | Wastewater treatment (%) * | 16.0 | 63 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.8 | 93 |
| | **Air Transport Infrastructure** | **4.6** | **17** |
| 10.01 | Quality of air transport infrastructure† | 5.3 | 37 |
| 10.02 | Airline dom. seat kms per week (millions)* | 366.8 | 15 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 2,205.8 | 13 |
| 10.04 | Departures per 1,000 pop.* | 4.3 | 59 |
| 10.05 | Airport density per million urban pop.* | 1.0 | 74 |
| 10.06 | No. of operating airlines* | 131.0 | 9 |
| | **Ground and Port Infrastructure** | **3.4** | **71** |
| 11.01 | Quality of roads | 4.5 | 50 |
| 11.02 | Quality of railroad infrastructure | 2.4 | 73 |
| 11.03 | Quality of port infrastructure† | 4.5 | 54 |
| 11.04 | Quality of ground transport network† | 3.9 | 94 |
| 11.05 | Railroad density (km/surface area)* | 1.0 | 51 |
| 11.06 | Road density (km/surface area)* | ® | 63 |
| 11.07 | Paved road density (km/surface area)* | ® | 44 |
| | **Tourist Service Infrastructure** | **5.7** | **21** |
| 12.01 | Hotel rooms per 100 pop.* | 0.8 | 41 |
| 12.02 | Extension of business trips recommended† | 6.0 | 21 |
| 12.03 | Presence of major car rental companies† | 6 | 35 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 1,647.7 | 7 |
| | **Natural Resources** | **4.5** | **16** |
| 13.01 | No. of World Heritage natural sites* | 2 | 29 |
| 13.02 | Total known species* | 1,378 | 16 |
| 13.03 | Total protected areas (% total territorial area)* | 16.4 | 53 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 94 | 3 |
| 13.05 | Quality of the natural environment† | 4.0 | 98 |
| | **Cultural Resources and Business Travel** | **2.8** | **34** |
| 14.01 | No. of World Heritage cultural sites* | 3 | 58 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 10.0 | 42 |
| 14.04 | No. of international association meetings* | 138.3 | 31 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 40 | 14 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Trinidad and Tobago

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **69** | **3.71** |
| **Enabling Environment** | **77** | **4.53** |
| Business Environment | 61 | 4.53 |
| Safety and Security | 123 | 4.10 |
| Health and Hygiene | 77 | 5.14 |
| Human Resources and Labour Market | 83 | 4.39 |
| ICT Readiness | 53 | 4.52 |
| **T&T Policy and Enabling Conditions** | **89** | **3.96** |
| Prioritization of Travel & Tourism | 123 | 3.52 |
| International Openness | 56 | 3.50 |
| Price Competitiveness | 17 | 5.34 |
| Environmental Sustainability | 114 | 3.48 |
| **Infrastructure** | **36** | **4.57** |
| Air Transport Infrastructure | 28 | 4.18 |
| Ground and Port Infrastructure | 38 | 4.37 |
| Tourist Service Infrastructure | 35 | 5.15 |
| **Natural and Cultural Resources** | **113** | **1.80** |
| Natural Resources | 110 | 2.28 |
| Cultural Resources and Business Travel | 107 | 1.32 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 434 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 471.6 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 1,086.6 |
| Population (millions), 2013 | 1.3 |
| Surface area (1,000 square kilometres), 2013 | 5.1 |
| Gross domestic product per capita (PPP$), 2013 | 30,197 |
| Real GDP growth (%), 2013 | 1.6 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 717.0 | 3.1 | 2.8 |
| T&T industry employment (1,000 jobs) | 27.2 | 4.4 | 0.5 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Trinidad and Tobago

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.5** | **61** |
| 1.01 | Property rights† | 4.1 | 69 |
| 1.02 | Impact of rules on FDI† | 4.6 | 55 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.5 | 83 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.1 | 90 |
| 1.05 | No. of days to deal with construction permits* | 250 | 126 |
| 1.06 | Construction permits cost (%)* | 0.1 | 3 |
| 1.07 | Extent of market dominance† | 3.5 | 94 |
| 1.08 | No. of days to start a business* | 12 | 66 |
| 1.09 | Cost to start a business (% GNI/capita)* | 0.7 | 13 |
| 1.10 | Effect of taxation on incentives to work† | 4.3 | 22 |
| 1.11 | Effect of taxation on incentives to invest† | 4.4 | 20 |
| 1.12 | Total tax rate (% profit)* | 32.0 | 45 |
| 1.12a | Labour and contributions tax rate (% profit)* | 8.2 | 30 |
| 1.12b | Profit tax rate (% profit)* | 22.0 | 107 |
| 1.12c | Other taxes rate (% profit)* | 1.8 | 62 |
| | **Safety and Security** | **4.1** | **123** |
| 2.01 | Business costs of crime and violence† | 2.3 | 138 |
| 2.02 | Reliability of police services† | 3.1 | 116 |
| 2.03 | Business costs of terrorism† | 5.4 | 63 |
| 2.04 | Index of terrorism incidence* | 7.0 | 77 |
| 2.05 | Homicide rate* | 28 | 132 |
| | **Health and Hygiene** | **5.1** | **77** |
| 3.01 | Physician density per 1,000 pop.* | 1.2 | 77 |
| 3.02 | Access to improved sanitation (% pop.)* | 92.0 | 61 |
| 3.03 | Access to improved drinking water (% pop.)* | 94.0 | 78 |
| 3.04 | Hospital beds per 10,000 pop. | 27.0 | 62 |
| 3.05 | HIV prevalence (% pop.)* | 1.6 | 119 |
| 3.06 | Malaria incidence per 100,000 pop.* | M.F. | n/a |
| | **Human Resources and Labour Market** | **4.4** | **83** |
| | *Qualification of the labour force* | *5.0* | *81* |
| 4.01 | Primary education enrolment rate (%)* | 95.2 | 63 |
| 4.02 | Secondary education enrolment rate (%)* | 85.5 | 84 |
| 4.03 | Extent of staff training† | 4.2 | 51 |
| 4.04 | Treatment of customers† | 3.3 | 135 |
| | *Labour market* | *3.7* | *101* |
| 4.05 | Hiring and firing practices† | 3.7 | 82 |
| 4.06 | Ease of finding skilled employees† | 4.1 | 55 |
| 4.07 | Ease of hiring foreign labour† | 3.7 | 102 |
| 4.08 | Pay and productivity† | 3.3 | 122 |
| 4.09 | Female labour force participation (% to men)* | 0.7 | 91 |
| | **ICT Readiness** | **4.5** | **53** |
| 5.01 | ICT use for B2B transactions† | 4.4 | 94 |
| 5.02 | Internet use for B2C transactions† | 3.9 | 102 |
| 5.03 | Individuals using internet (%)* | 63.8 | 46 |
| 5.04 | Broadband internet subs. per 100 pop.* | 14.6 | 48 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 144.9 | 30 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 18.9 | 82 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 1 |
| 5.08 | Quality of electricity supply | 5.4 | 51 |
| | **Prioritization of Travel & Tourism** | **3.5** | **123** |
| 6.01 | Government prioritization of T&T industry† | 4.1 | 126 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 2.1 | 108 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.4 | 125 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 53.0 | 101 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 8.0 | 109 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 58.6 | 100 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.5** | **56** |
| 7.01 | Visa requirements (0–100 best)* | 50.0 | 31 |
| 7.02 | Openness of bilateral ASA (0–38)* | 21.6 | 13 |
| 7.03 | No. of regional trade agreements in force* | 5.0 | 81 |
| | **Price Competitiveness** | **5.3** | **17** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 81.0 | 61 |
| 8.02 | Hotel price index (US$)* | 159.9 | 71 |
| 8.03 | Purchasing power parity* | 0.6 | 89 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 36.0 | 9 |
| | **Environmental Sustainability** | **3.5** | **114** |
| 9.01 | Stringency of environmental regulations† | 3.2 | 122 |
| 9.02 | Enforcement of environmental regulations† | 2.8 | 127 |
| 9.03 | Sustainability of T&T development† | 3.3 | 125 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 3.0 | 8 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 20 | 63 |
| 9.06 | Baseline water stress (0–5 worst)* | 5.0 | 128 |
| 9.07 | Threatened species (% total species)* | 2.7 | 17 |
| 9.08 | Forest cover change (% average per year)* | –3.5 | 79 |
| 9.09 | Wastewater treatment (%) * | 5.3 | 87 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.0 | 21 |
| | **Air Transport Infrastructure** | **4.2** | **28** |
| 10.01 | Quality of air transport infrastructure† | 4.8 | 57 |
| 10.02 | Airline dom. seat kms per week (millions)* | 1.7 | 75 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 61.8 | 92 |
| 10.04 | Departures per 1,000 pop.* | 26.2 | 16 |
| 10.05 | Airport density per million urban pop.* | 17.2 | 4 |
| 10.06 | No. of operating airlines* | 12.0 | 118 |
| | **Ground and Port Infrastructure** | **4.4** | **38** |
| 11.01 | Quality of roads | 4.0 | 66 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 4.2 | 65 |
| 11.04 | Quality of ground transport network† | 4.0 | 93 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 21 |
| 11.07 | Paved road density (km/surface area)* | ® | 30 |
| | **Tourist Service Infrastructure** | **5.2** | **35** |
| 12.01 | Hotel rooms per 100 pop.* | 0.5 | 61 |
| 12.02 | Extension of business trips recommended† | 4.8 | 105 |
| 12.03 | Presence of major car rental companies† | 6 | 35 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 2,847.9 | 1 |
| | **Natural Resources** | **2.3** | **110** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 560 | 70 |
| 13.03 | Total protected areas (% total territorial area)* | 10.1 | 91 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 11 | 79 |
| 13.05 | Quality of the natural environment† | 4.0 | 93 |
| | **Cultural Resources and Business Travel** | **1.3** | **107** |
| 14.01 | No. of World Heritage cultural sites* | 0 | 124 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 4.0 | 77 |
| 14.04 | No. of international association meetings* | 8.3 | 87 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 7 | 75 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Tunisia

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **79** | **3.54** |
| **Enabling Environment** | **75** | **4.54** |
| Business Environment | 71 | 4.42 |
| Safety and Security | 98 | 4.86 |
| Health and Hygiene | 76 | 5.16 |
| Human Resources and Labour Market | 87 | 4.31 |
| ICT Readiness | 76 | 3.94 |
| **T&T Policy and Enabling Conditions** | **50** | **4.28** |
| Prioritization of Travel & Tourism | 44 | 4.91 |
| International Openness | 103 | 2.38 |
| Price Competitiveness | 7 | 5.61 |
| Environmental Sustainability | 59 | 4.22 |
| **Infrastructure** | **76** | **3.36** |
| Air Transport Infrastructure | 77 | 2.53 |
| Ground and Port Infrastructure | 94 | 3.02 |
| Tourist Service Infrastructure | 61 | 4.54 |
| **Natural and Cultural Resources** | **99** | **1.97** |
| Natural Resources | 105 | 2.36 |
| Cultural Resources and Business Travel | 70 | 1.58 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 6,269 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 2,190.4 |
| Growth (%) in int'l outbound travel spending* | 1.93 |
| Average spending per int'l tourist (US$), 2013 | 349.4 |
| Population (millions), 2013 | 10.9 |
| Surface area (1,000 square kilometres), 2013 | 163.6 |
| Gross domestic product per capita (PPP$), 2013 | 10,998 |
| Real GDP growth (%), 2013 | 2.3 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 3,400.7 | 7.3 | 3.6 |
| T&T industry employment (1,000 jobs) | 227.9 | 6.6 | 1.0 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Tunisia

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.4** | **71** |
| 1.01 | Property rights† | 4.0 | 76 |
| 1.02 | Impact of rules on FDI† | 4.6 | 49 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.6 | 75 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.4 | 63 |
| 1.05 | No. of days to deal with construction permits* | 93 | 25 |
| 1.06 | Construction permits cost (%)* | 2.6 | 85 |
| 1.07 | Extent of market dominance† | 3.7 | 77 |
| 1.08 | No. of days to start a business* | 11 | 59 |
| 1.09 | Cost to start a business (% GNI/capita)* | 4.2 | 51 |
| 1.10 | Effect of taxation on incentives to work† | 3.6 | 69 |
| 1.11 | Effect of taxation on incentives to invest† | 3.8 | 68 |
| 1.12 | Total tax rate (% profit)* | 62.4 | 125 |
| 1.12a | Labour and contributions tax rate (% profit)* | 25.2 | 112 |
| 1.12b | Profit tax rate (% profit)* | 15.4 | 59 |
| 1.12c | Other taxes rate (% profit)* | 21.8 | 129 |
| | **Safety and Security** | **4.9** | **98** |
| 2.01 | Business costs of crime and violence† | 3.6 | 105 |
| 2.02 | Reliability of police services† | 4.1 | 70 |
| 2.03 | Business costs of terrorism† | 3.3 | 131 |
| 2.04 | Index of terrorism incidence* | 6.6 | 113 |
| 2.05 | Homicide rate* | 2 | 53 |
| | **Health and Hygiene** | **5.2** | **76** |
| 3.01 | Physician density per 1,000 pop.* | 1.2 | 74 |
| 3.02 | Access to improved sanitation (% pop.)* | 90.0 | 71 |
| 3.03 | Access to improved drinking water (% pop.)* | 97.0 | 62 |
| 3.04 | Hospital beds per 10,000 pop. | 21.0 | 74 |
| 3.05 | HIV prevalence (% pop.)* | 0.1 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **4.3** | **87** |
| | *Qualification of the labour force* | *5.5* | **50** |
| 4.01 | Primary education enrolment rate (%)* | 98.9 | 13 |
| 4.02 | Secondary education enrolment rate (%)* | 91.1 | 65 |
| 4.03 | Extent of staff training† | 3.7 | 98 |
| 4.04 | Treatment of customers† | 4.3 | 88 |
| | *Labour market* | *3.2* | *130* |
| 4.05 | Hiring and firing practices† | 3.5 | 95 |
| 4.06 | Ease of finding skilled employees† | 4.3 | 46 |
| 4.07 | Ease of hiring foreign labour† | 3.4 | 119 |
| 4.08 | Pay and productivity† | 3.6 | 95 |
| 4.09 | Female labour force participation (% to men)* | 0.4 | 131 |
| | **ICT Readiness** | **3.9** | **76** |
| 5.01 | ICT use for B2B transactions† | 4.0 | 114 |
| 5.02 | Internet use for B2C transactions† | 3.6 | 111 |
| 5.03 | Individuals using internet (%)* | 43.8 | 78 |
| 5.04 | Broadband internet subs. per 100 pop.* | 4.9 | 82 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 115.6 | 63 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 30.9 | 70 |
| 5.07 | Mobile network coverage (% pop.)* | 99.0 | 65 |
| 5.08 | Quality of electricity supply | 5.0 | 65 |
| | **Prioritization of Travel & Tourism** | **4.9** | **44** |
| 6.01 | Government prioritization of T&T industry† | 6.1 | 23 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 7.4 | 20 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.4 | 74 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 64.0 | 77 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.0 | 16 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 39.0 | 133 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.4** | **103** |
| 7.01 | Visa requirements (0–100 best)* | 23.0 | 72 |
| 7.02 | Openness of bilateral ASA (0–38)* | 10.2 | 74 |
| 7.03 | No. of regional trade agreements in force* | 6.0 | 74 |
| | **Price Competitiveness** | **5.6** | **7** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 83.1 | 50 |
| 8.02 | Hotel price index (US$)* | 91.1 | 11 |
| 8.03 | Purchasing power parity* | 0.4 | 20 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 93.0 | 25 |
| | **Environmental Sustainability** | **4.2** | **59** |
| 9.01 | Stringency of environmental regulations† | 3.9 | 85 |
| 9.02 | Enforcement of environmental regulations† | 3.5 | 91 |
| 9.03 | Sustainability of T&T development† | 4.3 | 78 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 7.7 | 67 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 19 | 73 |
| 9.06 | Baseline water stress (0–5 worst)* | 3.4 | 105 |
| 9.07 | Threatened species (% total species)* | 5.3 | 77 |
| 9.08 | Forest cover change (% average per year)* | 2.0 | 4 |
| 9.09 | Wastewater treatment (%) * | 27.8 | 55 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.2 | 69 |
| | **Air Transport Infrastructure** | **2.5** | **77** |
| 10.01 | Quality of air transport infrastructure† | 4.2 | 77 |
| 10.02 | Airline dom. seat kms per week (millions)* | 1.9 | 71 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 184.3 | 64 |
| 10.04 | Departures per 1,000 pop.* | 3.9 | 65 |
| 10.05 | Airport density per million urban pop.* | 1.2 | 62 |
| 10.06 | No. of operating airlines* | 45.0 | 47 |
| | **Ground and Port Infrastructure** | **3.0** | **94** |
| 11.01 | Quality of roads | 3.7 | 83 |
| 11.02 | Quality of railroad infrastructure | 3.3 | 47 |
| 11.03 | Quality of port infrastructure† | 3.9 | 83 |
| 11.04 | Quality of ground transport network† | 3.7 | 107 |
| 11.05 | Railroad density (km/surface area)* | 1.3 | 48 |
| 11.06 | Road density (km/surface area)* | ® | 110 |
| 11.07 | Paved road density (km/surface area)* | ® | 77 |
| | **Tourist Service Infrastructure** | **4.5** | **61** |
| 12.01 | Hotel rooms per 100 pop.* | 1.1 | 28 |
| 12.02 | Extension of business trips recommended† | 5.7 | 40 |
| 12.03 | Presence of major car rental companies† | 5 | 59 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 270.8 | 92 |
| | **Natural Resources** | **2.4** | **105** |
| 13.01 | No. of World Heritage natural sites* | 1 | 43 |
| 13.02 | Total known species* | 398 | 100 |
| 13.03 | Total protected areas (% total territorial area)* | 4.8 | 116 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 18 | 59 |
| 13.05 | Quality of the natural environment† | 3.8 | 107 |
| | **Cultural Resources and Business Travel** | **1.6** | **70** |
| 14.01 | No. of World Heritage cultural sites* | 7 | 30 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 6.0 | 52 |
| 14.04 | No. of international association meetings* | 14.7 | 76 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 9 | 66 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Turkey

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **44** | **4.08** |
| **Enabling Environment** | **78** | **4.53** |
| Business Environment | 59 | 4.54 |
| Safety and Security | 121 | 4.23 |
| Health and Hygiene | 63 | 5.41 |
| Human Resources and Labour Market | 88 | 4.30 |
| ICT Readiness | 68 | 4.17 |
| **T&T Policy and Enabling Conditions** | **85** | **3.98** |
| Prioritization of Travel & Tourism | 83 | 4.39 |
| International Openness | 61 | 3.34 |
| Price Competitiveness | 94 | 4.37 |
| Environmental Sustainability | 95 | 3.83 |
| **Infrastructure** | **39** | **4.52** |
| Air Transport Infrastructure | 16 | 4.66 |
| Ground and Port Infrastructure | 54 | 3.88 |
| Tourist Service Infrastructure | 38 | 5.04 |
| **Natural and Cultural Resources** | **29** | **3.31** |
| Natural Resources | 73 | 2.78 |
| Cultural Resources and Business Travel | 16 | 3.83 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 37,795 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 27,997.0 |
| Growth (%) in int'l outbound travel spending* | 2.98 |
| Average spending per int'l tourist (US$), 2013 | 740.8 |
| Population (millions), 2013 | 74.9 |
| Surface area (1,000 square kilometres), 2013 | 783.6 |
| Gross domestic product per capita (PPP$), 2013 | 18,874 |
| Real GDP growth (%), 2013 | 4.1 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 37,392.5 | 4.6 | 4.2 |
| T&T industry employment (1,000 jobs) | 587.7 | 2.3 | 4.1 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Turkey

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.5** | **59** |
| 1.01 | Property rights† | 4.6 | 47 |
| 1.02 | Impact of rules on FDI† | 4.4 | 71 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.8 | 56 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.5 | 52 |
| 1.05 | No. of days to deal with construction permits* | 169 | 87 |
| 1.06 | Construction permits cost (%)* | 3.5 | 93 |
| 1.07 | Extent of market dominance† | 4.2 | 39 |
| 1.08 | No. of days to start a business* | 7 | 36 |
| 1.09 | Cost to start a business (% GNI/capita)* | 16.4 | 95 |
| 1.10 | Effect of taxation on incentives to work† | 3.3 | 96 |
| 1.11 | Effect of taxation on incentives to invest† | 3.5 | 89 |
| 1.12 | Total tax rate (% profit)* | 40.1 | 82 |
| 1.12a | Labour and contributions tax rate (% profit)* | 19.2 | 90 |
| 1.12b | Profit tax rate (% profit)* | 18.1 | 75 |
| 1.12c | Other taxes rate (% profit)* | 2.8 | 85 |
| | **Safety and Security** | **4.2** | **121** |
| 2.01 | Business costs of crime and violence† | 4.5 | 67 |
| 2.02 | Reliability of police services† | 3.6 | 103 |
| 2.03 | Business costs of terrorism† | 4.0 | 121 |
| 2.04 | Index of terrorism incidence* | 2.5 | 132 |
| 2.05 | Homicide rate* | 3 | 58 |
| | **Health and Hygiene** | **5.4** | **63** |
| 3.01 | Physician density per 1,000 pop.* | 1.7 | 67 |
| 3.02 | Access to improved sanitation (% pop.)* | 91.0 | 65 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 25.0 | 68 |
| 3.05 | HIV prevalence (% pop.)* | <0.1 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | 0.0 | 1 |
| | **Human Resources and Labour Market** | **4.3** | **88** |
| | *Qualification of the labour force* | *5.4* | *60* |
| 4.01 | Primary education enrolment rate (%)* | 94.0 | 68 |
| 4.02 | Secondary education enrolment rate (%)* | 86.1 | 82 |
| 4.03 | Extent of staff training† | 3.8 | 91 |
| 4.04 | Treatment of customers† | 5.1 | 32 |
| | *Labour market* | *3.2* | *129* |
| 4.05 | Hiring and firing practices† | 3.9 | 66 |
| 4.06 | Ease of finding skilled employees† | 3.5 | 96 |
| 4.07 | Ease of hiring foreign labour† | 3.8 | 88 |
| 4.08 | Pay and productivity† | 3.8 | 80 |
| 4.09 | Female labour force participation (% to men)* | 0.4 | 128 |
| | **ICT Readiness** | **4.2** | **68** |
| 5.01 | ICT use for B2B transactions† | 5.3 | 41 |
| 5.02 | Internet use for B2C transactions† | 4.9 | 52 |
| 5.03 | Individuals using internet (%)* | 46.3 | 72 |
| 5.04 | Broadband internet subs. per 100 pop.* | 11.2 | 59 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 93.0 | 103 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 32.3 | 65 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 1 |
| 5.08 | Quality of electricity supply | 4.8 | 71 |
| | **Prioritization of Travel & Tourism** | **4.4** | **83** |
| 6.01 | Government prioritization of T&T industry† | 5.4 | 59 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 0.5 | 137 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.8 | 58 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 108.0 | 5 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.5 | 7 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 53.3 | 117 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.3** | **61** |
| 7.01 | Visa requirements (0–100 best)* | 28.0 | 58 |
| 7.02 | Openness of bilateral ASA (0–38)* | 11.3 | 61 |
| 7.03 | No. of regional trade agreements in force* | 20.0 | 40 |
| | **Price Competitiveness** | **4.4** | **94** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 88.8 | 22 |
| 8.02 | Hotel price index (US$)* | 139.8 | 58 |
| 8.03 | Purchasing power parity* | 0.6 | 80 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 254.0 | 141 |
| | **Environmental Sustainability** | **3.8** | **95** |
| 9.01 | Stringency of environmental regulations† | 4.0 | 72 |
| 9.02 | Enforcement of environmental regulations† | 3.7 | 73 |
| 9.03 | Sustainability of T&T development† | 4.7 | 54 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 12.1 | 100 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 16 | 115 |
| 9.06 | Baseline water stress (0–5 worst)* | 3.0 | 91 |
| 9.07 | Threatened species (% total species)* | 7.7 | 108 |
| 9.08 | Forest cover change (% average per year)* | –0.7 | 31 |
| 9.09 | Wastewater treatment (%) * | 48.9 | 42 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.3 | 84 |
| | **Air Transport Infrastructure** | **4.7** | **16** |
| 10.01 | Quality of air transport infrastructure† | 5.4 | 34 |
| 10.02 | Airline dom. seat kms per week (millions)* | 595.6 | 11 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 1,864.7 | 17 |
| 10.04 | Departures per 1,000 pop.* | 7.6 | 43 |
| 10.05 | Airport density per million urban pop.* | 0.9 | 88 |
| 10.06 | No. of operating airlines* | 119.0 | 11 |
| | **Ground and Port Infrastructure** | **3.9** | **54** |
| 11.01 | Quality of roads | 4.9 | 40 |
| 11.02 | Quality of railroad infrastructure | 3.1 | 48 |
| 11.03 | Quality of port infrastructure† | 4.4 | 57 |
| 11.04 | Quality of ground transport network† | 5.1 | 33 |
| 11.05 | Railroad density (km/surface area)* | 1.2 | 49 |
| 11.06 | Road density (km/surface area)* | ® | 53 |
| 11.07 | Paved road density (km/surface area)* | ® | 37 |
| | **Tourist Service Infrastructure** | **5.0** | **38** |
| 12.01 | Hotel rooms per 100 pop.* | 0.5 | 63 |
| 12.02 | Extension of business trips recommended† | 6.1 | 14 |
| 12.03 | Presence of major car rental companies† | 6 | 35 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 785.2 | 34 |
| | **Natural Resources** | **2.8** | **73** |
| 13.01 | No. of World Heritage natural sites* | 1 | 43 |
| 13.02 | Total known species* | 570 | 69 |
| 13.03 | Total protected areas (% total territorial area)* | 2.1 | 131 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 38 | 36 |
| 13.05 | Quality of the natural environment† | 4.2 | 82 |
| | **Cultural Resources and Business Travel** | **3.8** | **16** |
| 14.01 | No. of World Heritage cultural sites* | 12 | 16 |
| 14.02 | No. of oral and intangible cultural expressions* | 12 | 6 |
| 14.03 | No. of large sports stadiums* | 14.0 | 29 |
| 14.04 | No. of international association meetings* | 203.7 | 20 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 29 | 20 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Uganda

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **114** | **3.11** |
| **Enabling Environment** | **122** | **3.61** |
| Business Environment | 117 | 3.87 |
| Safety and Security | 109 | 4.62 |
| Health and Hygiene | 135 | 2.72 |
| Human Resources and Labour Market | 104 | 4.11 |
| ICT Readiness | 118 | 2.72 |
| **T&T Policy and Enabling Conditions** | **87** | **3.96** |
| Prioritization of Travel & Tourism | 103 | 4.04 |
| International Openness | 72 | 3.03 |
| Price Competitiveness | 61 | 4.82 |
| Environmental Sustainability | 80 | 3.96 |
| **Infrastructure** | **123** | **2.36** |
| Air Transport Infrastructure | 125 | 1.81 |
| Ground and Port Infrastructure | 112 | 2.65 |
| Tourist Service Infrastructure | 121 | 2.61 |
| **Natural and Cultural Resources** | **59** | **2.50** |
| Natural Resources | 45 | 3.51 |
| Cultural Resources and Business Travel | 82 | 1.50 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 1,206 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 1,183.6 |
| Growth (%) in int'l outbound travel spending* | 2.12 |
| Average spending per int'l tourist (US$), 2013 | 981.4 |
| Population (millions), 2013 | 37.6 |
| Surface area (1,000 square kilometres), 2013 | 241.6 |
| Gross domestic product per capita (PPP$), 2013 | 1,681 |
| Real GDP growth (%), 2013 | 5.8 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 887.7 | 3.3 | 5.8 |
| T&T industry employment (1,000 jobs) | 182.4 | 2.8 | 3.3 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Uganda

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **3.9** | **117** |
| 1.01 | Property rights† | 3.4 | 112 |
| 1.02 | Impact of rules on FDI† | 4.9 | 30 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.8 | 61 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.2 | 84 |
| 1.05 | No. of days to deal with construction permits* | 154 | 75 |
| 1.06 | Construction permits cost (%)* | 11.7 | 133 |
| 1.07 | Extent of market dominance† | 3.1 | 124 |
| 1.08 | No. of days to start a business* | 32 | 118 |
| 1.09 | Cost to start a business (% GNI/capita)* | 64.4 | 125 |
| 1.10 | Effect of taxation on incentives to work† | 3.6 | 72 |
| 1.11 | Effect of taxation on incentives to invest† | 3.4 | 93 |
| 1.12 | Total tax rate (% profit)* | 36.5 | 66 |
| 1.12a | Labour and contributions tax rate (% profit)* | 11.3 | 40 |
| 1.12b | Profit tax rate (% profit)* | 25.2 | 119 |
| 1.12c | Other taxes rate (% profit)* | 0.1 | 10 |
| | **Safety and Security** | **4.6** | **109** |
| 2.01 | Business costs of crime and violence† | 3.4 | 116 |
| 2.02 | Reliability of police services† | 3.7 | 95 |
| 2.03 | Business costs of terrorism† | 3.6 | 129 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 11 | 112 |
| | **Health and Hygiene** | **2.7** | **135** |
| 3.01 | Physician density per 1,000 pop.* | 0.1 | 122 |
| 3.02 | Access to improved sanitation (% pop.)* | 34.0 | 123 |
| 3.03 | Access to improved drinking water (% pop.)* | 75.0 | 118 |
| 3.04 | Hospital beds per 10,000 pop. | 5.0 | 130 |
| 3.05 | HIV prevalence (% pop.)* | 7.2 | 132 |
| 3.06 | Malaria incidence per 100,000 pop.* | 24,487.0 | 64 |
| | **Human Resources and Labour Market** | **4.1** | **104** |
| | *Qualification of the labour force* | *3.5* | *125* |
| 4.01 | Primary education enrolment rate (%)* | 90.9 | 99 |
| 4.02 | Secondary education enrolment rate (%)* | 27.6 | 135 |
| 4.03 | Extent of staff training† | 3.6 | 109 |
| 4.04 | Treatment of customers† | 4.1 | 101 |
| | *Labour market* | *4.7* | 11 |
| 4.05 | Hiring and firing practices† | 4.9 | 10 |
| 4.06 | Ease of finding skilled employees† | 4.1 | 58 |
| 4.07 | Ease of hiring foreign labour† | 4.6 | 19 |
| 4.08 | Pay and productivity† | 3.2 | 124 |
| 4.09 | Female labour force participation (% to men)* | 1.0 | 9 |
| | **ICT Readiness** | **2.7** | **118** |
| 5.01 | ICT use for B2B transactions† | 4.0 | 113 |
| 5.02 | Internet use for B2C transactions† | 3.4 | 124 |
| 5.03 | Individuals using internet (%)* | 16.2 | 108 |
| 5.04 | Broadband internet subs. per 100 pop.* | 0.1 | 123 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 44.1 | 135 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 7.4 | 103 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 1 |
| 5.08 | Quality of electricity supply | 2.9 | 112 |
| | **Prioritization of Travel & Tourism** | **4.0** | **103** |
| 6.01 | Government prioritization of T&T industry† | 5.0 | 84 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 2.3 | 100 |
| 6.03 | Effectiveness of marketing to attract tourists† | 4.4 | 72 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 32.0 | 130 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 10.5 | 98 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 70.1 | 59 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **3.0** | **72** |
| 7.01 | Visa requirements (0–100 best)* | 71.0 | 10 |
| 7.02 | Openness of bilateral ASA (0–38)* | 7.8 | 105 |
| 7.03 | No. of regional trade agreements in force* | 3.0 | 100 |
| | **Price Competitiveness** | **4.8** | **61** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 69.2 | 105 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.4 | 26 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 142.0 | 71 |
| | **Environmental Sustainability** | **4.0** | **80** |
| 9.01 | Stringency of environmental regulations† | 3.4 | 109 |
| 9.02 | Enforcement of environmental regulations† | 3.3 | 103 |
| 9.03 | Sustainability of T&T development† | 4.4 | 72 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 7.8 | 69 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 18 | 87 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.0 | 4 |
| 9.07 | Threatened species (% total species)* | 4.1 | 52 |
| 9.08 | Forest cover change (% average per year)* | –6.4 | 102 |
| 9.09 | Wastewater treatment (%) * | 0.6 | 106 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | n/a | n/a |
| | **Air Transport Infrastructure** | **1.8** | **125** |
| 10.01 | Quality of air transport infrastructure† | 3.2 | 123 |
| 10.02 | Airline dom. seat kms per week (millions)* | 0.2 | 97 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 50.2 | 96 |
| 10.04 | Departures per 1,000 pop.* | 0.2 | 122 |
| 10.05 | Airport density per million urban pop.* | 0.9 | 90 |
| 10.06 | No. of operating airlines* | 22.0 | 88 |
| | **Ground and Port Infrastructure** | **2.6** | **112** |
| 11.01 | Quality of roads | 3.2 | 105 |
| 11.02 | Quality of railroad infrastructure | 1.5 | 100 |
| 11.03 | Quality of port infrastructure† | 2.8 | 117 |
| 11.04 | Quality of ground transport network† | 4.3 | 74 |
| 11.05 | Railroad density (km/surface area)* | 0.1 | 94 |
| 11.06 | Road density (km/surface area)* | ® | 69 |
| 11.07 | Paved road density (km/surface area)* | ® | 84 |
| | **Tourist Service Infrastructure** | **2.6** | **121** |
| 12.01 | Hotel rooms per 100 pop.* | 0.1 | 122 |
| 12.02 | Extension of business trips recommended† | 5.1 | 87 |
| 12.03 | Presence of major car rental companies† | 2 | 105 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 66.4 | 116 |
| | **Natural Resources** | **3.5** | **45** |
| 13.01 | No. of World Heritage natural sites* | 2 | 29 |
| 13.02 | Total known species* | 1,376 | 17 |
| 13.03 | Total protected areas (% total territorial area)* | 11.5 | 82 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 14 | 66 |
| 13.05 | Quality of the natural environment† | 4.8 | 54 |
| | **Cultural Resources and Business Travel** | **1.5** | **82** |
| 14.01 | No. of World Heritage cultural sites* | 1 | 92 |
| 14.02 | No. of oral and intangible cultural expressions* | 4 | 25 |
| 14.03 | No. of large sports stadiums* | 4.0 | 77 |
| 14.04 | No. of international association meetings* | 12.3 | 77 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 3 | 101 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# United Arab Emirates

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **24** | **4.43** |
| **Enabling Environment** | **16** | **5.74** |
| Business Environment | 4 | 5.90 |
| Safety and Security | 3 | 6.60 |
| Health and Hygiene | 69 | 5.28 |
| Human Resources and Labour Market | 22 | 5.15 |
| ICT Readiness | 16 | 5.76 |
| **T&T Policy and Enabling Conditions** | **52** | **4.27** |
| Prioritization of Travel & Tourism | 39 | 4.97 |
| International Openness | 85 | 2.77 |
| Price Competitiveness | 45 | 4.95 |
| Environmental Sustainability | 41 | 4.39 |
| **Infrastructure** | **8** | **5.48** |
| Air Transport Infrastructure | 3 | 5.91 |
| Ground and Port Infrastructure | 20 | 5.06 |
| Tourist Service Infrastructure | 26 | 5.46 |
| **Natural and Cultural Resources** | **75** | **2.24** |
| Natural Resources | 95 | 2.51 |
| Cultural Resources and Business Travel | 53 | 1.97 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 9,990 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 11,564.3 |
| Growth (%) in int'l outbound travel spending* | 4.36 |
| Average spending per int'l tourist (US$), 2013 | 1,157.6 |
| Population (millions), 2013 | 9.3 |
| Surface area (1,000 square kilometres), 2013 | 83.6 |
| Gross domestic product per capita (PPP$), 2013 | 63,181 |
| Real GDP growth (%), 2013 | 5.2 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 15,378.7 | 4.0 | 3.1 |
| T&T industry employment (1,000 jobs) | 291.3 | 5.3 | 1.8 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# United Arab Emirates

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **5.9** | **4** |
| 1.01 | Property rights† | 5.5 | 23 |
| 1.02 | Impact of rules on FDI† | 5.7 | 6 |
| 1.03 | Efficiency of legal framework settling disputes† | 5.2 | 17 |
| 1.04 | Efficiency of legal framework challenging regs.† | 4.7 | 15 |
| 1.05 | No. of days to deal with construction permits* | 44 | 3 |
| 1.06 | Construction permits cost (%)* | 0.2 | 6 |
| 1.07 | Extent of market dominance† | 5.2 | 10 |
| 1.08 | No. of days to start a business* | 8 | 42 |
| 1.09 | Cost to start a business (% GNI/capita)* | 6.3 | 62 |
| 1.10 | Effect of taxation on incentives to work† | 6.2 | 3 |
| 1.11 | Effect of taxation on incentives to invest† | 6.3 | 2 |
| 1.12 | Total tax rate (% profit)* | 14.8 | 7 |
| 1.12a | Labour and contributions tax rate (% profit)* | 14.1 | 65 |
| 1.12b | Profit tax rate (% profit)* | 0.0 | 1 |
| 1.12c | Other taxes rate (% profit)* | 0.7 | 27 |
| | **Safety and Security** | **6.6** | **3** |
| 2.01 | Business costs of crime and violence† | 6.5 | 2 |
| 2.02 | Reliability of police services† | 6.2 | 7 |
| 2.03 | Business costs of terrorism† | 6.4 | 10 |
| 2.04 | Index of terrorism incidence* | 7.0 | 51 |
| 2.05 | Homicide rate* | 1 | 9 |
| | **Health and Hygiene** | **5.3** | **69** |
| 3.01 | Physician density per 1,000 pop.* | 1.9 | 61 |
| 3.02 | Access to improved sanitation (% pop.)* | 98.0 | 42 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 11.0 | 108 |
| 3.05 | HIV prevalence (% pop.)* | <0.2 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | M.F. | n/a |
| | **Human Resources and Labour Market** | **5.1** | **22** |
| | *Qualification of the labour force* | *5.8* | *20* |
| 4.01 | Primary education enrolment rate (%)* | 91.2 | 98 |
| 4.02 | Secondary education enrolment rate (%)* | 92.3 | 62 |
| 4.03 | Extent of staff training† | 5.1 | 11 |
| 4.04 | Treatment of customers† | 5.7 | 6 |
| | *Labour market* | *4.5* | *30* |
| 4.05 | Hiring and firing practices† | 5.1 | 8 |
| 4.06 | Ease of finding skilled employees† | 5.2 | 6 |
| 4.07 | Ease of hiring foreign labour† | 5.6 | 1 |
| 4.08 | Pay and productivity† | 5.2 | 6 |
| 4.09 | Female labour force participation (% to men)* | 0.5 | 125 |
| | **ICT Readiness** | **5.8** | **16** |
| 5.01 | ICT use for B2B transactions† | 6.0 | 7 |
| 5.02 | Internet use for B2C transactions† | 5.5 | 20 |
| 5.03 | Individuals using internet (%)* | 88.0 | 10 |
| 5.04 | Broadband internet subs. per 100 pop.* | 11.1 | 60 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 171.9 | 7 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 89.0 | 11 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 1 |
| 5.08 | Quality of electricity supply | 6.6 | 11 |
| | **Prioritization of Travel & Tourism** | **5.0** | **39** |
| 6.01 | Government prioritization of T&T industry† | 6.7 | 1 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 5.5 | 35 |
| 6.03 | Effectiveness of marketing to attract tourists† | 6.6 | 1 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 12.0 | 139 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 9.0 | 104 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 62.4 | 95 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.8** | **85** |
| 7.01 | Visa requirements (0–100 best)* | 51.0 | 30 |
| 7.02 | Openness of bilateral ASA (0–38)* | 11.3 | 62 |
| 7.03 | No. of regional trade agreements in force* | 2.0 | 113 |
| | **Price Competitiveness** | **4.9** | **45** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 88.1 | 25 |
| 8.02 | Hotel price index (US$)* | 207.9 | 88 |
| 8.03 | Purchasing power parity* | 0.7 | 103 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 47.0 | 11 |
| | **Environmental Sustainability** | **4.4** | **41** |
| 9.01 | Stringency of environmental regulations† | 5.5 | 18 |
| 9.02 | Enforcement of environmental regulations† | 5.4 | 19 |
| 9.03 | Sustainability of T&T development† | 6.5 | 1 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 11.7 | 95 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 18 | 87 |
| 9.06 | Baseline water stress (0–5 worst)* | 5.0 | 128 |
| 9.07 | Threatened species (% total species)* | 4.9 | 64 |
| 9.08 | Forest cover change (% average per year)* | n/a | n/a |
| 9.09 | Wastewater treatment (%) * | 67.1 | 29 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.0 | 33 |
| | **Air Transport Infrastructure** | **5.9** | **3** |
| 10.01 | Quality of air transport infrastructure† | 6.7 | 2 |
| 10.02 | Airline dom. seat kms per week (millions)* | 0.3 | 91 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 4,849.5 | 3 |
| 10.04 | Departures per 1,000 pop.* | 38.4 | 8 |
| 10.05 | Airport density per million urban pop.* | 1.3 | 58 |
| 10.06 | No. of operating airlines* | 113.0 | 12 |
| | **Ground and Port Infrastructure** | **5.1** | **20** |
| 11.01 | Quality of roads | 6.6 | 1 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 6.5 | 3 |
| 11.04 | Quality of ground transport network† | 6.1 | 6 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 128 |
| 11.07 | Paved road density (km/surface area)* | ® | 122 |
| | **Tourist Service Infrastructure** | **5.5** | **26** |
| 12.01 | Hotel rooms per 100 pop.* | 1.0 | 34 |
| 12.02 | Extension of business trips recommended† | 6.4 | 2 |
| 12.03 | Presence of major car rental companies† | 7 | 1 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 568.8 | 54 |
| | **Natural Resources** | **2.5** | **95** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 346 | 117 |
| 13.03 | Total protected areas (% total territorial area)* | 15.5 | 58 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 7 | 87 |
| 13.05 | Quality of the natural environment† | 5.5 | 26 |
| | **Cultural Resources and Business Travel** | **2.0** | **53** |
| 14.01 | No. of World Heritage cultural sites* | 1 | 92 |
| 14.02 | No. of oral and intangible cultural expressions* | 4 | 25 |
| 14.03 | No. of large sports stadiums* | 9.0 | 45 |
| 14.04 | No. of international association meetings* | 63.7 | 43 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 6 | 84 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# United Kingdom

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **5** | **5.12** |
| **Enabling Environment** | **17** | **5.67** |
| Business Environment | 7 | 5.70 |
| Safety and Security | 63 | 5.44 |
| Health and Hygiene | 49 | 5.83 |
| Human Resources and Labour Market | 10 | 5.29 |
| ICT Readiness | 6 | 6.09 |
| **T&T Policy and Enabling Conditions** | **63** | **4.21** |
| Prioritization of Travel & Tourism | 35 | 5.10 |
| International Openness | 11 | 4.24 |
| Price Competitiveness | 140 | 2.73 |
| Environmental Sustainability | 17 | 4.79 |
| **Infrastructure** | **12** | **5.24** |
| Air Transport Infrastructure | 7 | 5.12 |
| Ground and Port Infrastructure | 13 | 5.51 |
| Tourist Service Infrastructure | 37 | 5.08 |
| **Natural and Cultural Resources** | **6** | **5.34** |
| Natural Resources | 9 | 4.79 |
| Cultural Resources and Business Travel | 7 | 5.90 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 31,169 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 41,028.0 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 1,316.3 |
| Population (millions), 2013 | 64.1 |
| Surface area (1,000 square kilometres), 2013 | 243.6 |
| Gross domestic product per capita (PPP$), 2013 | 36,208 |
| Real GDP growth (%), 2013 | 1.7 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 90,313.8 | 3.5 | 3.2 |
| T&T industry employment (1,000 jobs) | 1,765.2 | 5.5 | 1.7 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# United Kingdom

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **5.7** | **7** |
| 1.01 | Property rights† | 6.2 | 4 |
| 1.02 | Impact of rules on FDI† | 5.6 | 8 |
| 1.03 | Efficiency of legal framework settling disputes† | 5.7 | 5 |
| 1.04 | Efficiency of legal framework challenging regs.† | 5.1 | 7 |
| 1.05 | No. of days to deal with construction permits* | 105 | 38 |
| 1.06 | Construction permits cost (%)* | 1.2 | 56 |
| 1.07 | Extent of market dominance† | 5.0 | 15 |
| 1.08 | No. of days to start a business* | 6 | 27 |
| 1.09 | Cost to start a business (% GNI/capita)* | 0.3 | 3 |
| 1.10 | Effect of taxation on incentives to work† | 4.1 | 33 |
| 1.11 | Effect of taxation on incentives to invest† | 4.3 | 25 |
| 1.12 | Total tax rate (% profit)* | 33.7 | 56 |
| 1.12a | Labour and contributions tax rate (% profit)* | 11.3 | 40 |
| 1.12b | Profit tax rate (% profit)* | 20.9 | 97 |
| 1.12c | Other taxes rate (% profit)* | 1.5 | 53 |
| | **Safety and Security** | **5.4** | **63** |
| 2.01 | Business costs of crime and violence† | 5.0 | 42 |
| 2.02 | Reliability of police services† | 5.6 | 26 |
| 2.03 | Business costs of terrorism† | 5.1 | 82 |
| 2.04 | Index of terrorism incidence* | 4.6 | 129 |
| 2.05 | Homicide rate* | 1 | 23 |
| | **Health and Hygiene** | **5.8** | **49** |
| 3.01 | Physician density per 1,000 pop.* | 2.8 | 38 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 100.0 | 1 |
| 3.04 | Hospital beds per 10,000 pop. | 29.0 | 58 |
| 3.05 | HIV prevalence (% pop.)* | 0.3 | 58 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **5.3** | **10** |
| | *Qualification of the labour force* | *6.0* | *14* |
| 4.01 | Primary education enrolment rate (%)* | 99.8 | 6 |
| 4.02 | Secondary education enrolment rate (%)* | 95.4 | 52 |
| 4.03 | Extent of staff training† | 4.7 | 23 |
| 4.04 | Treatment of customers† | 5.2 | 29 |
| | *Labour market* | *4.6* | *15* |
| 4.05 | Hiring and firing practices† | 4.5 | 20 |
| 4.06 | Ease of finding skilled employees† | 4.6 | 26 |
| 4.07 | Ease of hiring foreign labour† | 4.1 | 66 |
| 4.08 | Pay and productivity† | 4.7 | 17 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 51 |
| | **ICT Readiness** | **6.1** | **6** |
| 5.01 | ICT use for B2B transactions† | 6.1 | 3 |
| 5.02 | Internet use for B2C transactions† | 6.3 | 1 |
| 5.03 | Individuals using internet (%)* | 89.8 | 9 |
| 5.04 | Broadband internet subs. per 100 pop.* | 35.8 | 7 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 124.6 | 48 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 87.2 | 12 |
| 5.07 | Mobile network coverage (% pop.)* | 99.7 | 54 |
| 5.08 | Quality of electricity supply | 6.6 | 12 |
| | **Prioritization of Travel & Tourism** | **5.1** | **35** |
| 6.01 | Government prioritization of T&T industry† | 5.5 | 52 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 3.1 | 77 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.5 | 16 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 98.0 | 13 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 17.5 | 57 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 79.0 | 29 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.2** | **11** |
| 7.01 | Visa requirements (0–100 best)* | 22.0 | 102 |
| 7.02 | Openness of bilateral ASA (0–38)* | 14.3 | 32 |
| 7.03 | No. of regional trade agreements in force* | 46.0 | 1 |
| | **Price Competitiveness** | **2.7** | **140** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 17.0 | 137 |
| 8.02 | Hotel price index (US$)* | 139.1 | 56 |
| 8.03 | Purchasing power parity* | 1.1 | 123 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 217.0 | 136 |
| | **Environmental Sustainability** | **4.8** | **17** |
| 9.01 | Stringency of environmental regulations† | 5.5 | 21 |
| 9.02 | Enforcement of environmental regulations† | 5.3 | 21 |
| 9.03 | Sustainability of T&T development† | 4.9 | 36 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 8.7 | 77 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 23 | 11 |
| 9.06 | Baseline water stress (0–5 worst)* | 2.6 | 84 |
| 9.07 | Threatened species (% total species)* | 2.6 | 14 |
| 9.08 | Forest cover change (% average per year)* | –1.1 | 40 |
| 9.09 | Wastewater treatment (%) * | 97.9 | 3 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 8.7 | 105 |
| | **Air Transport Infrastructure** | **5.1** | **7** |
| 10.01 | Quality of air transport infrastructure† | 5.5 | 28 |
| 10.02 | Airline dom. seat kms per week (millions)* | 228.1 | 23 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 6,418.6 | 2 |
| 10.04 | Departures per 1,000 pop.* | 16.2 | 24 |
| 10.05 | Airport density per million urban pop.* | 1.1 | 66 |
| 10.06 | No. of operating airlines* | 170.0 | 4 |
| | **Ground and Port Infrastructure** | **5.5** | **13** |
| 11.01 | Quality of roads | 5.2 | 30 |
| 11.02 | Quality of railroad infrastructure | 4.9 | 16 |
| 11.03 | Quality of port infrastructure† | 5.6 | 16 |
| 11.04 | Quality of ground transport network† | 5.4 | 21 |
| 11.05 | Railroad density (km/surface area)* | 6.7 | 9 |
| 11.06 | Road density (km/surface area)* | ® | 17 |
| 11.07 | Paved road density (km/surface area)* | ® | 14 |
| | **Tourist Service Infrastructure** | **5.1** | **37** |
| 12.01 | Hotel rooms per 100 pop.* | 1.1 | 26 |
| 12.02 | Extension of business trips recommended† | 6.0 | 23 |
| 12.03 | Presence of major car rental companies† | 5 | 59 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 596.2 | 50 |
| | **Natural Resources** | **4.8** | **9** |
| 13.01 | No. of World Heritage natural sites* | 5 | 9 |
| 13.02 | Total known species* | 349 | 116 |
| 13.03 | Total protected areas (% total territorial area)* | 23.4 | 29 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 92 | 4 |
| 13.05 | Quality of the natural environment† | 5.0 | 43 |
| | **Cultural Resources and Business Travel** | **5.9** | **7** |
| 14.01 | No. of World Heritage cultural sites* | 24 | 8 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 81.0 | 6 |
| 14.04 | No. of international association meetings* | 524.0 | 4 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 78 | 5 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# United States

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **4** | **5.12** |
| **Enabling Environment** | **24** | **5.47** |
| Business Environment | 19 | 5.28 |
| Safety and Security | 73 | 5.32 |
| Health and Hygiene | 56 | 5.70 |
| Human Resources and Labour Market | 11 | 5.28 |
| ICT Readiness | 14 | 5.76 |
| **T&T Policy and Enabling Conditions** | **38** | **4.33** |
| Prioritization of Travel & Tourism | 17 | 5.47 |
| International Openness | 32 | 4.02 |
| Price Competitiveness | 102 | 4.27 |
| Environmental Sustainability | 111 | 3.56 |
| **Infrastructure** | **3** | **5.64** |
| Air Transport Infrastructure | 2 | 5.95 |
| Ground and Port Infrastructure | 31 | 4.67 |
| Tourist Service Infrastructure | 7 | 6.30 |
| **Natural and Cultural Resources** | **10** | **5.03** |
| Natural Resources | 3 | 5.27 |
| Cultural Resources and Business Travel | 13 | 4.79 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 69,768 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 173,130.0 |
| Growth (%) in int'l outbound travel spending* | 5.56 |
| Average spending per int'l tourist (US$), 2013 | 2,481.5 |
| Population (millions), 2013 | 316.1 |
| Surface area (1,000 square kilometres), 2013 | 9,831.5 |
| Gross domestic product per capita (PPP$), 2013 | 53,001 |
| Real GDP growth (%), 2013 | 2.2 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 450,146.0 | 2.7 | 3.7 |
| T&T industry employment (1,000 jobs) | 5,434.7 | 3.8 | 1.9 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# United States

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **5.3** | **19** |
| 1.01 | Property rights† | 5.3 | 25 |
| 1.02 | Impact of rules on FDI† | 4.7 | 44 |
| 1.03 | Efficiency of legal framework settling disputes† | 4.9 | 23 |
| 1.04 | Efficiency of legal framework challenging regs.† | 4.4 | 18 |
| 1.05 | No. of days to deal with construction permits* | 79 | 16 |
| 1.06 | Construction permits cost (%)* | 1.0 | 50 |
| 1.07 | Extent of market dominance† | 5.1 | 14 |
| 1.08 | No. of days to start a business* | 6 | 26 |
| 1.09 | Cost to start a business (% GNI/capita)* | 1.2 | 26 |
| 1.10 | Effect of taxation on incentives to work† | 4.0 | 37 |
| 1.11 | Effect of taxation on incentives to invest† | 4.1 | 34 |
| 1.12 | Total tax rate (% profit)* | 43.8 | 96 |
| 1.12a | Labour and contributions tax rate (% profit)* | 9.7 | 33 |
| 1.12b | Profit tax rate (% profit)* | 28.2 | 128 |
| 1.12c | Other taxes rate (% profit)* | 6.0 | 113 |
| | **Safety and Security** | **5.3** | **73** |
| 2.01 | Business costs of crime and violence† | 4.2 | 85 |
| 2.02 | Reliability of police services† | 5.7 | 22 |
| 2.03 | Business costs of terrorism† | 4.2 | 116 |
| 2.04 | Index of terrorism incidence* | 6.2 | 119 |
| 2.05 | Homicide rate* | 5 | 73 |
| | **Health and Hygiene** | **5.7** | **56** |
| 3.01 | Physician density per 1,000 pop.* | 2.5 | 47 |
| 3.02 | Access to improved sanitation (% pop.)* | 100.0 | 1 |
| 3.03 | Access to improved drinking water (% pop.)* | 99.0 | 43 |
| 3.04 | Hospital beds per 10,000 pop. | 29.0 | 58 |
| 3.05 | HIV prevalence (% pop.)* | 0.6 | 91 |
| 3.06 | Malaria incidence per 100,000 pop.* | M.F. | n/a |
| | **Human Resources and Labour Market** | **5.3** | **11** |
| | *Qualification of the labour force* | *5.8* | *27* |
| 4.01 | Primary education enrolment rate (%)* | 91.8 | 90 |
| 4.02 | Secondary education enrolment rate (%)* | 93.7 | 57 |
| 4.03 | Extent of staff training† | 5.0 | 14 |
| 4.04 | Treatment of customers† | 5.4 | 14 |
| | *Labour market* | *4.8* | 6 |
| 4.05 | Hiring and firing practices† | 4.9 | 11 |
| 4.06 | Ease of finding skilled employees† | 4.8 | 19 |
| 4.07 | Ease of hiring foreign labour† | 4.1 | 68 |
| 4.08 | Pay and productivity† | 4.8 | 10 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 49 |
| | **ICT Readiness** | **5.8** | **14** |
| 5.01 | ICT use for B2B transactions† | 5.6 | 17 |
| 5.02 | Internet use for B2C transactions† | 6.3 | 2 |
| 5.03 | Individuals using internet (%)* | 84.2 | 16 |
| 5.04 | Broadband internet subs. per 100 pop.* | 29.3 | 17 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 95.5 | 100 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 98.0 | 9 |
| 5.07 | Mobile network coverage (% pop.)* | 99.9 | 39 |
| 5.08 | Quality of electricity supply | 6.3 | 24 |
| | **Prioritization of Travel & Tourism** | **5.5** | **17** |
| 6.01 | Government prioritization of T&T industry† | 5.3 | 68 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 5.2 | 38 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.3 | 24 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 96.0 | 14 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 19.0 | 16 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 93.4 | 6 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **4.0** | **32** |
| 7.01 | Visa requirements (0–100 best)* | 6.0 | 127 |
| 7.02 | Openness of bilateral ASA (0–38)* | 24.2 | 9 |
| 7.03 | No. of regional trade agreements in force* | 27.0 | 34 |
| | **Price Competitiveness** | **4.3** | **102** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 51.1 | 128 |
| 8.02 | Hotel price index (US$)* | 115.3 | 29 |
| 8.03 | Purchasing power parity* | 1.0 | 119 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 97.0 | 27 |
| | **Environmental Sustainability** | **3.6** | **111** |
| 9.01 | Stringency of environmental regulations† | 5.4 | 28 |
| 9.02 | Enforcement of environmental regulations† | 5.2 | 24 |
| 9.03 | Sustainability of T&T development† | 5.0 | 34 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 7.5 | 65 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 14 | 134 |
| 9.06 | Baseline water stress (0–5 worst)* | 2.9 | 87 |
| 9.07 | Threatened species (% total species)* | 10.5 | 123 |
| 9.08 | Forest cover change (% average per year)* | –4.1 | 86 |
| 9.09 | Wastewater treatment (%) * | 63.7 | 31 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 3.3 | 102 |
| | **Air Transport Infrastructure** | **6.0** | **2** |
| 10.01 | Quality of air transport infrastructure† | 6.1 | 9 |
| 10.02 | Airline dom. seat kms per week (millions)* | 21,884.8 | 1 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 12,182.5 | 1 |
| 10.04 | Departures per 1,000 pop.* | 30.8 | 13 |
| 10.05 | Airport density per million urban pop.* | 2.5 | 29 |
| 10.06 | No. of operating airlines* | 223.0 | 1 |
| | **Ground and Port Infrastructure** | **4.7** | **31** |
| 11.01 | Quality of roads | 5.7 | 16 |
| 11.02 | Quality of railroad infrastructure | 4.9 | 15 |
| 11.03 | Quality of port infrastructure† | 5.7 | 12 |
| 11.04 | Quality of ground transport network† | 5.5 | 18 |
| 11.05 | Railroad density (km/surface area)* | 2.3 | 33 |
| 11.06 | Road density (km/surface area)* | ® | 44 |
| 11.07 | Paved road density (km/surface area)* | ® | 38 |
| | **Tourist Service Infrastructure** | **6.3** | **7** |
| 12.01 | Hotel rooms per 100 pop.* | 1.6 | 17 |
| 12.02 | Extension of business trips recommended† | 5.9 | 25 |
| 12.03 | Presence of major car rental companies† | 6 | 35 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 1,896.9 | 5 |
| | **Natural Resources** | **5.3** | **3** |
| 13.01 | No. of World Heritage natural sites* | 13 | 2 |
| 13.02 | Total known species* | 1,593 | 11 |
| 13.03 | Total protected areas (% total territorial area)* | 15.1 | 63 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 61 | 17 |
| 13.05 | Quality of the natural environment† | 5.3 | 36 |
| | **Cultural Resources and Business Travel** | **4.8** | **13** |
| 14.01 | No. of World Heritage cultural sites* | 9 | 25 |
| 14.02 | No. of oral and intangible cultural expressions* | 0 | 89 |
| 14.03 | No. of large sports stadiums* | 366.0 | 1 |
| 14.04 | No. of international association meetings* | 900.3 | 1 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 34 | 17 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Uruguay

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **73** | **3.65** |
| **Enabling Environment** | **51** | **5.09** |
| Business Environment | 54 | 4.58 |
| Safety and Security | 60 | 5.45 |
| Health and Hygiene | 45 | 5.96 |
| Human Resources and Labour Market | 69 | 4.50 |
| ICT Readiness | 42 | 4.94 |
| **T&T Policy and Enabling Conditions** | **51** | **4.28** |
| Prioritization of Travel & Tourism | 21 | 5.43 |
| International Openness | 86 | 2.75 |
| Price Competitiveness | 107 | 4.20 |
| Environmental Sustainability | 21 | 4.72 |
| **Infrastructure** | **83** | **3.14** |
| Air Transport Infrastructure | 100 | 2.15 |
| Ground and Port Infrastructure | 85 | 3.17 |
| Tourist Service Infrastructure | 76 | 4.10 |
| **Natural and Cultural Resources** | **86** | **2.10** |
| Natural Resources | 103 | 2.40 |
| Cultural Resources and Business Travel | 58 | 1.79 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 2,684 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 1,920.2 |
| Growth (%) in int'l outbound travel spending* | 2.94 |
| Average spending per int'l tourist (US$), 2013 | 715.4 |
| Population (millions), 2013 | 3.4 |
| Surface area (1,000 square kilometres), 2013 | 176.2 |
| Gross domestic product per capita (PPP$), 2013 | 19,679 |
| Real GDP growth (%), 2013 | 4.4 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 1,582.4 | 2.8 | 5.2 |
| T&T industry employment (1,000 jobs) | 44.7 | 2.7 | 2.9 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Uruguay

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.6** | **54** |
| 1.01 | Property rights† | 4.9 | 40 |
| 1.02 | Impact of rules on FDI† | 5.2 | 21 |
| 1.03 | Efficiency of legal framework settling disputes† | 4.0 | 50 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.8 | 40 |
| 1.05 | No. of days to deal with construction permits* | 251 | 127 |
| 1.06 | Construction permits cost (%)* | 0.8 | 43 |
| 1.07 | Extent of market dominance† | 3.9 | 54 |
| 1.08 | No. of days to start a business* | 7 | 36 |
| 1.09 | Cost to start a business (% GNI/capita)* | 23.4 | 109 |
| 1.10 | Effect of taxation on incentives to work† | 2.9 | 118 |
| 1.11 | Effect of taxation on incentives to invest† | 3.8 | 59 |
| 1.12 | Total tax rate (% profit)* | 41.8 | 89 |
| 1.12a | Labour and contributions tax rate (% profit)* | 15.6 | 69 |
| 1.12b | Profit tax rate (% profit)* | 23.6 | 112 |
| 1.12c | Other taxes rate (% profit)* | 2.6 | 80 |
| | **Safety and Security** | **5.4** | **60** |
| 2.01 | Business costs of crime and violence† | 3.8 | 98 |
| 2.02 | Reliability of police services† | 4.1 | 73 |
| 2.03 | Business costs of terrorism† | 6.5 | 4 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 8 | 94 |
| | **Health and Hygiene** | **6.0** | **45** |
| 3.01 | Physician density per 1,000 pop.* | 3.7 | 12 |
| 3.02 | Access to improved sanitation (% pop.)* | 96.0 | 51 |
| 3.03 | Access to improved drinking water (% pop.)* | 99.0 | 43 |
| 3.04 | Hospital beds per 10,000 pop. | 25.0 | 68 |
| 3.05 | HIV prevalence (% pop.)* | 0.7 | 96 |
| 3.06 | Malaria incidence per 100,000 pop.* | S.L. | n/a |
| | **Human Resources and Labour Market** | **4.5** | **69** |
| | *Qualification of the labour force* | *5.5* | 47 |
| 4.01 | Primary education enrolment rate (%)* | 99.5 | 8 |
| 4.02 | Secondary education enrolment rate (%)* | 90.3 | 67 |
| 4.03 | Extent of staff training† | 3.9 | 80 |
| 4.04 | Treatment of customers† | 4.3 | 91 |
| | *Labour market* | *3.5* | *116* |
| 4.05 | Hiring and firing practices† | 2.9 | 124 |
| 4.06 | Ease of finding skilled employees† | 3.3 | 111 |
| 4.07 | Ease of hiring foreign labour† | 4.3 | 43 |
| 4.08 | Pay and productivity† | 2.3 | 141 |
| 4.09 | Female labour force participation (% to men)* | 0.8 | 77 |
| | **ICT Readiness** | **4.9** | **42** |
| 5.01 | ICT use for B2B transactions† | 4.4 | 95 |
| 5.02 | Internet use for B2C transactions† | 4.3 | 75 |
| 5.03 | Individuals using internet (%)* | 58.1 | 57 |
| 5.04 | Broadband internet subs. per 100 pop.* | 21.1 | 37 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 154.6 | 20 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 45.5 | 49 |
| 5.07 | Mobile network coverage (% pop.)* | 100.0 | 1 |
| 5.08 | Quality of electricity supply | 5.7 | 38 |
| | **Prioritization of Travel & Tourism** | **5.4** | **21** |
| 6.01 | Government prioritization of T&T industry† | 5.8 | 41 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 5.1 | 39 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.2 | 33 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 96.0 | 14 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 21.0 | 1 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 80.3 | 24 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.7** | **86** |
| 7.01 | Visa requirements (0–100 best)* | 28.0 | 58 |
| 7.02 | Openness of bilateral ASA (0–38)* | 14.1 | 35 |
| 7.03 | No. of regional trade agreements in force* | 7.0 | 68 |
| | **Price Competitiveness** | **4.2** | **107** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 91.4 | 15 |
| 8.02 | Hotel price index (US$)* | 133.3 | 51 |
| 8.03 | Purchasing power parity* | 0.8 | 114 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 197.0 | 123 |
| | **Environmental Sustainability** | **4.7** | **21** |
| 9.01 | Stringency of environmental regulations† | 4.5 | 50 |
| 9.02 | Enforcement of environmental regulations† | 4.2 | 49 |
| 9.03 | Sustainability of T&T development† | 4.9 | 38 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 3.9 | 14 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 23 | 11 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.9 | 45 |
| 9.07 | Threatened species (% total species)* | 6.7 | 99 |
| 9.08 | Forest cover change (% average per year)* | 22.0 | 1 |
| 9.09 | Wastewater treatment (%) * | 6.7 | 83 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.4 | 87 |
| | **Air Transport Infrastructure** | **2.1** | **100** |
| 10.01 | Quality of air transport infrastructure† | 4.0 | 90 |
| 10.02 | Airline dom. seat kms per week (millions)* | 0.1 | 103 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 51.0 | 94 |
| 10.04 | Departures per 1,000 pop.* | n/a | n/a |
| 10.05 | Airport density per million urban pop.* | 0.9 | 82 |
| 10.06 | No. of operating airlines* | 17.0 | 105 |
| | **Ground and Port Infrastructure** | **3.2** | **85** |
| 11.01 | Quality of roads | 3.5 | 90 |
| 11.02 | Quality of railroad infrastructure | 1.3 | 102 |
| 11.03 | Quality of port infrastructure† | 4.7 | 48 |
| 11.04 | Quality of ground transport network† | 4.1 | 82 |
| 11.05 | Railroad density (km/surface area)* | 1.7 | 43 |
| 11.06 | Road density (km/surface area)* | ® | 59 |
| 11.07 | Paved road density (km/surface area)* | ® | 97 |
| | **Tourist Service Infrastructure** | **4.1** | **76** |
| 12.01 | Hotel rooms per 100 pop.* | 0.4 | 65 |
| 12.02 | Extension of business trips recommended† | 5.7 | 37 |
| 12.03 | Presence of major car rental companies† | 7 | 1 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 39.9 | 122 |
| | **Natural Resources** | **2.4** | **103** |
| 13.01 | No. of World Heritage natural sites* | 0 | 83 |
| 13.02 | Total known species* | 555 | 71 |
| 13.03 | Total protected areas (% total territorial area)* | 2.6 | 128 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 14 | 63 |
| 13.05 | Quality of the natural environment† | 5.3 | 32 |
| | **Cultural Resources and Business Travel** | **1.8** | **58** |
| 14.01 | No. of World Heritage cultural sites* | 1 | 92 |
| 14.02 | No. of oral and intangible cultural expressions* | 2 | 41 |
| 14.03 | No. of large sports stadiums* | 7.0 | 48 |
| 14.04 | No. of international association meetings* | 59.0 | 45 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 8 | 69 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Venezuela

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **110** | **3.18** |
| **Enabling Environment** | **127** | **3.58** |
| Business Environment | 141 | 2.36 |
| Safety and Security | 137 | 3.36 |
| Health and Hygiene | 81 | 5.08 |
| Human Resources and Labour Market | 125 | 3.66 |
| ICT Readiness | 94 | 3.46 |
| **T&T Policy and Enabling Conditions** | **131** | **3.40** |
| Prioritization of Travel & Tourism | 129 | 3.36 |
| International Openness | 112 | 2.24 |
| Price Competitiveness | 71 | 4.63 |
| Environmental Sustainability | 125 | 3.38 |
| **Infrastructure** | **117** | **2.43** |
| Air Transport Infrastructure | 101 | 2.14 |
| Ground and Port Infrastructure | 139 | 2.08 |
| Tourist Service Infrastructure | 100 | 3.08 |
| **Natural and Cultural Resources** | **28** | **3.31** |
| Natural Resources | 15 | 4.49 |
| Cultural Resources and Business Travel | 47 | 2.13 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 986 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 844.0 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 856 |
| Population (millions), 2013 | 30.4 |
| Surface area (1,000 square kilometres), 2013 | 912.1 |
| Gross domestic product per capita (PPP$), 2013 | 18,453 |
| Real GDP growth (%), 2013 | 1.3 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 12,441.0 | 3.2 | 4.3 |
| T&T industry employment (1,000 jobs) | 355.8 | 2.8 | 3.4 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Venezuela

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **2.4** | **141** |
| 1.01 | Property rights† | 1.5 | 141 |
| 1.02 | Impact of rules on FDI† | 1.4 | 141 |
| 1.03 | Efficiency of legal framework settling disputes† | 1.5 | 141 |
| 1.04 | Efficiency of legal framework challenging regs.† | 1.2 | 141 |
| 1.05 | No. of days to deal with construction permits* | 380 | 136 |
| 1.06 | Construction permits cost (%)* | 1.2 | 56 |
| 1.07 | Extent of market dominance† | 2.9 | 132 |
| 1.08 | No. of days to start a business* | 144 | 141 |
| 1.09 | Cost to start a business (% GNI/capita)* | 49.9 | 122 |
| 1.10 | Effect of taxation on incentives to work† | 3.1 | 112 |
| 1.11 | Effect of taxation on incentives to invest† | 2.8 | 130 |
| 1.12 | Total tax rate (% profit)* | 65.5 | 130 |
| 1.12a | Labour and contributions tax rate (% profit)* | 18.0 | 81 |
| 1.12b | Profit tax rate (% profit)* | 10.3 | 41 |
| 1.12c | Other taxes rate (% profit)* | 37.1 | 135 |
| | **Safety and Security** | **3.4** | **137** |
| 2.01 | Business costs of crime and violence† | 1.9 | 141 |
| 2.02 | Reliability of police services† | 1.7 | 141 |
| 2.03 | Business costs of terrorism† | 5.2 | 77 |
| 2.04 | Index of terrorism incidence* | 7.0 | 63 |
| 2.05 | Homicide rate* | 54 | 140 |
| | **Health and Hygiene** | **5.1** | **81** |
| 3.01 | Physician density per 1,000 pop.* | 1.9 | 60 |
| 3.02 | Access to improved sanitation (% pop.)* | 91.0 | 65 |
| 3.03 | Access to improved drinking water (% pop.)* | 93.0 | 83 |
| 3.04 | Hospital beds per 10,000 pop. | 9.0 | 113 |
| 3.05 | HIV prevalence (% pop.)* | 0.6 | 91 |
| 3.06 | Malaria incidence per 100,000 pop.* | 287.1 | 40 |
| | **Human Resources and Labour Market** | **3.7** | **125** |
| | *Qualification of the labour force* | *4.7* | *98* |
| 4.01 | Primary education enrolment rate (%)* | 92.3 | 83 |
| 4.02 | Secondary education enrolment rate (%)* | 85.4 | 85 |
| 4.03 | Extent of staff training† | 3.3 | 123 |
| 4.04 | Treatment of customers† | 3.2 | 137 |
| | *Labour market* | *2.6* | *140* |
| 4.05 | Hiring and firing practices† | 1.4 | 141 |
| 4.06 | Ease of finding skilled employees† | 3.4 | 109 |
| 4.07 | Ease of hiring foreign labour† | 2.7 | 137 |
| 4.08 | Pay and productivity† | 2.6 | 135 |
| 4.09 | Female labour force participation (% to men)* | 0.7 | 104 |
| | **ICT Readiness** | **3.5** | **94** |
| 5.01 | ICT use for B2B transactions† | 3.9 | 121 |
| 5.02 | Internet use for B2C transactions† | 4.0 | 98 |
| 5.03 | Individuals using internet (%)* | 54.9 | 60 |
| 5.04 | Broadband internet subs. per 100 pop.* | 7.3 | 74 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 101.6 | 90 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 40.9 | 56 |
| 5.07 | Mobile network coverage (% pop.)* | 90.0 | 113 |
| 5.08 | Quality of electricity supply | 1.7 | 134 |
| | **Prioritization of Travel & Tourism** | **3.4** | **129** |
| 6.01 | Government prioritization of T&T industry† | 2.5 | 140 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 3.6 | 65 |
| 6.03 | Effectiveness of marketing to attract tourists† | 1.8 | 141 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 89.0 | 26 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 3.0 | 115 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 80.3 | 24 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.2** | **112** |
| 7.01 | Visa requirements (0–100 best)* | 27.0 | 62 |
| 7.02 | Openness of bilateral ASA (0–38)* | 9.4 | 88 |
| 7.03 | No. of regional trade agreements in force* | 3.0 | 100 |
| | **Price Competitiveness** | **4.6** | **71** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 79.5 | 70 |
| 8.02 | Hotel price index (US$)* | 664.1 | 102 |
| 8.03 | Purchasing power parity* | 0.8 | 110 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 2.3 | 1 |
| | **Environmental Sustainability** | **3.4** | **125** |
| 9.01 | Stringency of environmental regulations† | 3.3 | 117 |
| 9.02 | Enforcement of environmental regulations† | 2.6 | 131 |
| 9.03 | Sustainability of T&T development† | 2.0 | 141 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 6.2 | 48 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 16 | 115 |
| 9.06 | Baseline water stress (0–5 worst)* | 2.3 | 79 |
| 9.07 | Threatened species (% total species)* | 7.4 | 104 |
| 9.08 | Forest cover change (% average per year)* | –1.7 | 48 |
| 9.09 | Wastewater treatment (%) * | 14.9 | 66 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.2 | 62 |
| | **Air Transport Infrastructure** | **2.1** | **101** |
| 10.01 | Quality of air transport infrastructure† | 2.7 | 132 |
| 10.02 | Airline dom. seat kms per week (millions)* | 79.4 | 33 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 145.2 | 71 |
| 10.04 | Departures per 1,000 pop.* | 2.6 | 74 |
| 10.05 | Airport density per million urban pop.* | 1.0 | 73 |
| 10.06 | No. of operating airlines* | 41.0 | 53 |
| | **Ground and Port Infrastructure** | **2.1** | **139** |
| 11.01 | Quality of roads | 2.6 | 127 |
| 11.02 | Quality of railroad infrastructure | 1.6 | 98 |
| 11.03 | Quality of port infrastructure† | 2.6 | 129 |
| 11.04 | Quality of ground transport network† | 2.7 | 134 |
| 11.05 | Railroad density (km/surface area)* | 0.0 | 99 |
| 11.06 | Road density (km/surface area)* | ® | 113 |
| 11.07 | Paved road density (km/surface area)* | ® | 101 |
| | **Tourist Service Infrastructure** | **3.1** | **100** |
| 12.01 | Hotel rooms per 100 pop.* | 0.4 | 67 |
| 12.02 | Extension of business trips recommended† | 2.6 | 140 |
| 12.03 | Presence of major car rental companies† | 4 | 81 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 341.9 | 79 |
| | **Natural Resources** | **4.5** | **15** |
| 13.01 | No. of World Heritage natural sites* | 1 | 43 |
| 13.02 | Total known species* | 2,046 | 6 |
| 13.03 | Total protected areas (% total territorial area)* | 49.5 | 2 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 23 | 47 |
| 13.05 | Quality of the natural environment† | 3.6 | 123 |
| | **Cultural Resources and Business Travel** | **2.1** | **47** |
| 14.01 | No. of World Heritage cultural sites* | 2 | 71 |
| 14.02 | No. of oral and intangible cultural expressions* | 3 | 32 |
| 14.03 | No. of large sports stadiums* | 17.0 | 24 |
| 14.04 | No. of international association meetings* | 16.3 | 73 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 12 | 53 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Vietnam

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **75** | **3.60** |
| **Enabling Environment** | **73** | **4.56** |
| Business Environment | 66 | 4.45 |
| Safety and Security | 75 | 5.31 |
| Health and Hygiene | 83 | 4.99 |
| Human Resources and Labour Market | 55 | 4.68 |
| ICT Readiness | 97 | 3.37 |
| **T&T Policy and Enabling Conditions** | **112** | **3.72** |
| Prioritization of Travel & Tourism | 119 | 3.73 |
| International Openness | 89 | 2.68 |
| Price Competitiveness | 22 | 5.30 |
| Environmental Sustainability | 132 | 3.16 |
| **Infrastructure** | **94** | **2.93** |
| Air Transport Infrastructure | 68 | 2.72 |
| Ground and Port Infrastructure | 87 | 3.14 |
| Tourist Service Infrastructure | 105 | 2.95 |
| **Natural and Cultural Resources** | **33** | **3.20** |
| Natural Resources | 40 | 3.61 |
| Cultural Resources and Business Travel | 33 | 2.79 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 7,572 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 7,502.8 |
| Growth (%) in int'l outbound travel spending* | 2.76 |
| Average spending per int'l tourist (US$), 2013 | 990.9 |
| Population (millions), 2013 | 89.7 |
| Surface area (1,000 square kilometres), 2013 | 331.0 |
| Gross domestic product per capita (PPP$), 2013 | 5,295 |
| Real GDP growth (%), 2013 | 5.4 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 7,135.0 | 4.6 | 6.3 |
| T&T industry employment (1,000 jobs) | 1,899.2 | 3.7 | 1.5 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Vietnam

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.4** | **66** |
| 1.01 | Property rights† | 3.6 | 101 |
| 1.02 | Impact of rules on FDI† | 4.7 | 37 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.4 | 89 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.2 | 80 |
| 1.05 | No. of days to deal with construction permits* | 114 | 48 |
| 1.06 | Construction permits cost (%)* | 0.7 | 35 |
| 1.07 | Extent of market dominance† | 3.7 | 69 |
| 1.08 | No. of days to start a business* | 34 | 119 |
| 1.09 | Cost to start a business (% GNI/capita)* | 5.3 | 59 |
| 1.10 | Effect of taxation on incentives to work† | 3.4 | 84 |
| 1.11 | Effect of taxation on incentives to invest† | 3.5 | 92 |
| 1.12 | Total tax rate (% profit)* | 40.8 | 86 |
| 1.12a | Labour and contributions tax rate (% profit)* | 23.7 | 106 |
| 1.12b | Profit tax rate (% profit)* | 17.0 | 69 |
| 1.12c | Other taxes rate (% profit)* | 0.1 | 10 |
| | **Safety and Security** | **5.3** | **75** |
| 2.01 | Business costs of crime and violence† | 4.5 | 64 |
| 2.02 | Reliability of police services† | 3.7 | 99 |
| 2.03 | Business costs of terrorism† | 4.8 | 93 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 3 | 67 |
| | **Health and Hygiene** | **5.0** | **83** |
| 3.01 | Physician density per 1,000 pop.* | 1.2 | 78 |
| 3.02 | Access to improved sanitation (% pop.)* | 75.0 | 89 |
| 3.03 | Access to improved drinking water (% pop.)* | 95.0 | 74 |
| 3.04 | Hospital beds per 10,000 pop. | 20.0 | 81 |
| 3.05 | HIV prevalence (% pop.)* | 0.4 | 74 |
| 3.06 | Malaria incidence per 100,000 pop.* | 29.7 | 25 |
| | **Human Resources and Labour Market** | **4.7** | **55** |
| | *Qualification of the labour force* | *5.0* | *85* |
| 4.01 | Primary education enrolment rate (%)* | 98.1 | 29 |
| 4.02 | Secondary education enrolment rate (%)* | 75.2 | 96 |
| 4.03 | Extent of staff training† | 3.9 | 85 |
| 4.04 | Treatment of customers† | 4.1 | 104 |
| | *Labour market* | *4.4* | 37 |
| 4.05 | Hiring and firing practices† | 3.9 | 64 |
| 4.06 | Ease of finding skilled employees† | 3.4 | 107 |
| 4.07 | Ease of hiring foreign labour† | 3.8 | 97 |
| 4.08 | Pay and productivity† | 4.6 | 23 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 23 |
| | **ICT Readiness** | **3.4** | **97** |
| 5.01 | ICT use for B2B transactions† | 5.1 | 49 |
| 5.02 | Internet use for B2C transactions† | 4.9 | 53 |
| 5.03 | Individuals using internet (%)* | 43.9 | 77 |
| 5.04 | Broadband internet subs. per 100 pop.* | 5.6 | 77 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 130.9 | 40 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 18.8 | 83 |
| 5.07 | Mobile network coverage (% pop.)* | 70.0 | 128 |
| 5.08 | Quality of electricity supply | 4.2 | 87 |
| | **Prioritization of Travel & Tourism** | **3.7** | **119** |
| 6.01 | Government prioritization of T&T industry† | 4.8 | 93 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 1.4 | 122 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.9 | 102 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 40.0 | 117 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 14.0 | 86 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 53.4 | 115 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.7** | **89** |
| 7.01 | Visa requirements (0–100 best)* | 13.0 | 119 |
| 7.02 | Openness of bilateral ASA (0–38)* | 13.1 | 43 |
| 7.03 | No. of regional trade agreements in force* | 12.0 | 56 |
| | **Price Competitiveness** | **5.3** | **22** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 85.2 | 40 |
| 8.02 | Hotel price index (US$)* | 124.8 | 42 |
| 8.03 | Purchasing power parity* | 0.4 | 16 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 115.0 | 40 |
| | **Environmental Sustainability** | **3.2** | **132** |
| 9.01 | Stringency of environmental regulations† | 3.0 | 128 |
| 9.02 | Enforcement of environmental regulations† | 3.2 | 112 |
| 9.03 | Sustainability of T&T development† | 3.8 | 105 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 17.9 | 132 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 18 | 87 |
| 9.06 | Baseline water stress (0–5 worst)* | 1.0 | 49 |
| 9.07 | Threatened species (% total species)* | 9.2 | 118 |
| 9.08 | Forest cover change (% average per year)* | –3.6 | 80 |
| 9.09 | Wastewater treatment (%) * | 0.1 | 115 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.2 | 72 |
| | **Air Transport Infrastructure** | **2.7** | **68** |
| 10.01 | Quality of air transport infrastructure† | 4.0 | 87 |
| 10.02 | Airline dom. seat kms per week (millions)* | 330.4 | 18 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 498.4 | 37 |
| 10.04 | Departures per 1,000 pop.* | 1.5 | 89 |
| 10.05 | Airport density per million urban pop.* | 0.7 | 98 |
| 10.06 | No. of operating airlines* | 53.0 | 44 |
| | **Ground and Port Infrastructure** | **3.1** | **87** |
| 11.01 | Quality of roads | 3.2 | 104 |
| 11.02 | Quality of railroad infrastructure | 3.0 | 51 |
| 11.03 | Quality of port infrastructure† | 3.7 | 88 |
| 11.04 | Quality of ground transport network† | 3.8 | 104 |
| 11.05 | Railroad density (km/surface area)* | 0.7 | 56 |
| 11.06 | Road density (km/surface area)* | ® | 46 |
| 11.07 | Paved road density (km/surface area)* | ® | 45 |
| | **Tourist Service Infrastructure** | **2.9** | **105** |
| 12.01 | Hotel rooms per 100 pop.* | 0.4 | 74 |
| 12.02 | Extension of business trips recommended† | 4.2 | 125 |
| 12.03 | Presence of major car rental companies† | 1 | 120 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 459.3 | 66 |
| | **Natural Resources** | **3.6** | **40** |
| 13.01 | No. of World Heritage natural sites* | 3 | 27 |
| 13.02 | Total known species* | 1,269 | 22 |
| 13.03 | Total protected areas (% total territorial area)* | 4.7 | 118 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 48 | 25 |
| 13.05 | Quality of the natural environment† | 3.2 | 132 |
| | **Cultural Resources and Business Travel** | **2.8** | **33** |
| 14.01 | No. of World Heritage cultural sites* | 6 | 44 |
| 14.02 | No. of oral and intangible cultural expressions* | 9 | 12 |
| 14.03 | No. of large sports stadiums* | 14.0 | 29 |
| 14.04 | No. of international association meetings* | 41.3 | 53 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 27 | 21 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Yemen

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **138** | **2.62** |
| **Enabling Environment** | **140** | **3.18** |
| Business Environment | 128 | 3.58 |
| Safety and Security | 139 | 2.86 |
| Health and Hygiene | 115 | 3.84 |
| Human Resources and Labour Market | 133 | 3.31 |
| ICT Readiness | 128 | 2.29 |
| **T&T Policy and Enabling Conditions** | **138** | **3.26** |
| Prioritization of Travel & Tourism | 138 | 2.80 |
| International Openness | 139 | 1.34 |
| Price Competitiveness | 4 | 5.99 |
| Environmental Sustainability | 138 | 2.92 |
| **Infrastructure** | **128** | **2.31** |
| Air Transport Infrastructure | 134 | 1.59 |
| Ground and Port Infrastructure | 122 | 2.55 |
| Tourist Service Infrastructure | 113 | 2.78 |
| **Natural and Cultural Resources** | **123** | **1.74** |
| Natural Resources | 129 | 2.03 |
| Cultural Resources and Business Travel | 89 | 1.45 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 990 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 940.0 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 949.5 |
| Population (millions), 2013 | 24.4 |
| Surface area (1,000 square kilometres), 2013 | 528.0 |
| Gross domestic product per capita (PPP$), 2013 | 3,838 |
| Real GDP growth (%), 2013 | 4.8 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 1,344.1 | 2.9 | 2.4 |
| T&T industry employment (1,000 jobs) | 152.1 | 2.5 | 0.2 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Yemen

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **3.6** | **128** |
| 1.01 | Property rights† | 3.1 | 129 |
| 1.02 | Impact of rules on FDI† | 3.6 | 121 |
| 1.03 | Efficiency of legal framework settling disputes† | 2.3 | 138 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.5 | 122 |
| 1.05 | No. of days to deal with construction permits* | 184 | 93 |
| 1.06 | Construction permits cost (%)* | 0.9 | 47 |
| 1.07 | Extent of market dominance† | 2.9 | 133 |
| 1.08 | No. of days to start a business* | 40 | 126 |
| 1.09 | Cost to start a business (% GNI/capita)* | 66.3 | 127 |
| 1.10 | Effect of taxation on incentives to work† | 2.8 | 125 |
| 1.11 | Effect of taxation on incentives to invest† | 3.2 | 110 |
| 1.12 | Total tax rate (% profit)* | 33.3 | 53 |
| 1.12a | Labour and contributions tax rate (% profit)* | 11.3 | 40 |
| 1.12b | Profit tax rate (% profit)* | 20.2 | 92 |
| 1.12c | Other taxes rate (% profit)* | 1.8 | 62 |
| | **Safety and Security** | **2.9** | **139** |
| 2.01 | Business costs of crime and violence† | 2.4 | 136 |
| 2.02 | Reliability of police services† | 2.3 | 138 |
| 2.03 | Business costs of terrorism† | 2.3 | 141 |
| 2.04 | Index of terrorism incidence* | 1.0 | 136 |
| 2.05 | Homicide rate* | 5 | 75 |
| | **Health and Hygiene** | **3.8** | **115** |
| 3.01 | Physician density per 1,000 pop.* | 0.2 | 114 |
| 3.02 | Access to improved sanitation (% pop.)* | 53.0 | 109 |
| 3.03 | Access to improved drinking water (% pop.)* | 55.0 | 134 |
| 3.04 | Hospital beds per 10,000 pop. | 7.0 | 119 |
| 3.05 | HIV prevalence (% pop.)* | 0.1 | 1 |
| 3.06 | Malaria incidence per 100,000 pop.* | 1,802.8 | 46 |
| | **Human Resources and Labour Market** | **3.3** | **133** |
| | *Qualification of the labour force* | *3.5* | *124* |
| 4.01 | Primary education enrolment rate (%)* | 86.3 | 111 |
| 4.02 | Secondary education enrolment rate (%)* | 46.9 | 120 |
| 4.03 | Extent of staff training† | 3.2 | 131 |
| 4.04 | Treatment of customers† | 4.0 | 110 |
| | *Labour market* | *3.1* | *133* |
| 4.05 | Hiring and firing practices† | 3.8 | 76 |
| 4.06 | Ease of finding skilled employees† | 2.6 | 138 |
| 4.07 | Ease of hiring foreign labour† | 4.3 | 38 |
| 4.08 | Pay and productivity† | 3.6 | 96 |
| 4.09 | Female labour force participation (% to men)* | 0.4 | 133 |
| | **ICT Readiness** | **2.3** | **128** |
| 5.01 | ICT use for B2B transactions† | 4.2 | 103 |
| 5.02 | Internet use for B2C transactions† | 3.0 | 135 |
| 5.03 | Individuals using internet (%)* | 20.0 | 101 |
| 5.04 | Broadband internet subs. per 100 pop.* | 1.1 | 106 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 69.0 | 126 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 0.2 | 128 |
| 5.07 | Mobile network coverage (% pop.)* | 84.0 | 119 |
| 5.08 | Quality of electricity supply | 1.5 | 139 |
| | **Prioritization of Travel & Tourism** | **2.8** | **138** |
| 6.01 | Government prioritization of T&T industry† | 2.8 | 138 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 1.2 | 128 |
| 6.03 | Effectiveness of marketing to attract tourists† | 2.1 | 140 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 42.0 | 115 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 3.0 | 115 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 67.5 | 70 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **1.3** | **139** |
| 7.01 | Visa requirements (0–100 best)* | 3.0 | 132 |
| 7.02 | Openness of bilateral ASA (0–38)* | 4.0 | 130 |
| 7.03 | No. of regional trade agreements in force* | 1.0 | 130 |
| | **Price Competitiveness** | **6.0** | **4** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 83.5 | 48 |
| 8.02 | Hotel price index (US$)* | n/a | n/a |
| 8.03 | Purchasing power parity* | 0.4 | 19 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 58.0 | 13 |
| | **Environmental Sustainability** | **2.9** | **138** |
| 9.01 | Stringency of environmental regulations† | 1.8 | 141 |
| 9.02 | Enforcement of environmental regulations† | 1.7 | 141 |
| 9.03 | Sustainability of T&T development† | 2.2 | 139 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 10.4 | 86 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 18 | 87 |
| 9.06 | Baseline water stress (0–5 worst)* | 4.7 | 121 |
| 9.07 | Threatened species (% total species)* | 5.8 | 84 |
| 9.08 | Forest cover change (% average per year)* | n/a | n/a |
| 9.09 | Wastewater treatment (%) * | 0.5 | 110 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | 0.1 | 38 |
| | **Air Transport Infrastructure** | **1.6** | **134** |
| 10.01 | Quality of air transport infrastructure† | 2.3 | 139 |
| 10.02 | Airline dom. seat kms per week (millions)* | 5.2 | 57 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 43.0 | 101 |
| 10.04 | Departures per 1,000 pop.* | 0.6 | 109 |
| 10.05 | Airport density per million urban pop.* | 1.1 | 67 |
| 10.06 | No. of operating airlines* | 13.0 | 114 |
| | **Ground and Port Infrastructure** | **2.6** | **122** |
| 11.01 | Quality of roads | 2.5 | 131 |
| 11.02 | Quality of railroad infrastructure | n/a | n/a |
| 11.03 | Quality of port infrastructure† | 2.6 | 127 |
| 11.04 | Quality of ground transport network† | 3.9 | 97 |
| 11.05 | Railroad density (km/surface area)* | n/a | n/a |
| 11.06 | Road density (km/surface area)* | ® | 103 |
| 11.07 | Paved road density (km/surface area)* | ® | 126 |
| | **Tourist Service Infrastructure** | **2.8** | **113** |
| 12.01 | Hotel rooms per 100 pop.* | 0.1 | 102 |
| 12.02 | Extension of business trips recommended† | 3.9 | 134 |
| 12.03 | Presence of major car rental companies† | 4 | 81 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 58.4 | 118 |
| | **Natural Resources** | **2.0** | **129** |
| 13.01 | No. of World Heritage natural sites* | 1 | 43 |
| 13.02 | Total known species* | 434 | 87 |
| 13.03 | Total protected areas (% total territorial area)* | 1.1 | 134 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 3 | 116 |
| 13.05 | Quality of the natural environment† | 3.6 | 116 |
| | **Cultural Resources and Business Travel** | **1.4** | **89** |
| 14.01 | No. of World Heritage cultural sites* | 3 | 58 |
| 14.02 | No. of oral and intangible cultural expressions* | 1 | 60 |
| 14.03 | No. of large sports stadiums* | 5.0 | 61 |
| 14.04 | No. of international association meetings* | n/a | n/a |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 2 | 116 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Zambia

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **107** | **3.22** |
| **Enabling Environment** | **106** | **4.02** |
| Business Environment | 41 | 4.75 |
| Safety and Security | 68 | 5.40 |
| Health and Hygiene | 140 | 2.44 |
| Human Resources and Labour Market | 28 | 4.99 |
| ICT Readiness | 122 | 2.51 |
| **T&T Policy and Enabling Conditions** | **101** | **3.86** |
| Prioritization of Travel & Tourism | 100 | 4.07 |
| International Openness | 109 | 2.30 |
| Price Competitiveness | 50 | 4.92 |
| Environmental Sustainability | 65 | 4.16 |
| **Infrastructure** | **109** | **2.56** |
| Air Transport Infrastructure | 117 | 1.93 |
| Ground and Port Infrastructure | 106 | 2.80 |
| Tourist Service Infrastructure | 106 | 2.94 |
| **Natural and Cultural Resources** | **64** | **2.43** |
| Natural Resources | 42 | 3.58 |
| Cultural Resources and Business Travel | 116 | 1.28 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 915 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 155.0 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 169.4 |
| Population (millions), 2013 | 14.5 |
| Surface area (1,000 square kilometres), 2013 | 752.6 |
| Gross domestic product per capita (PPP$), 2013 | 3,926 |
| Real GDP growth (%), 2013 | 6.7 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 475.0 | 2.3 | 7.6 |
| T&T industry employment (1,000 jobs) | 23.3 | 1.3 | 4.9 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Zambia

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **4.7** | **41** |
| 1.01 | Property rights† | 4.6 | 44 |
| 1.02 | Impact of rules on FDI† | 5.0 | 24 |
| 1.03 | Efficiency of legal framework settling disputes† | 4.4 | 33 |
| 1.04 | Efficiency of legal framework challenging regs.† | 3.3 | 71 |
| 1.05 | No. of days to deal with construction permits* | 208 | 108 |
| 1.06 | Construction permits cost (%)* | 3.2 | 90 |
| 1.07 | Extent of market dominance† | 4.2 | 38 |
| 1.08 | No. of days to start a business* | 7 | 36 |
| 1.09 | Cost to start a business (% GNI/capita)* | 31.9 | 113 |
| 1.10 | Effect of taxation on incentives to work† | 4.2 | 26 |
| 1.11 | Effect of taxation on incentives to invest† | 3.9 | 55 |
| 1.12 | Total tax rate (% profit)* | 14.8 | 7 |
| 1.12a | Labour and contributions tax rate (% profit)* | 10.4 | 35 |
| 1.12b | Profit tax rate (% profit)* | 1.3 | 10 |
| 1.12c | Other taxes rate (% profit)* | 3.1 | 91 |
| | **Safety and Security** | **5.4** | **68** |
| 2.01 | Business costs of crime and violence† | 4.6 | 62 |
| 2.02 | Reliability of police services† | 4.0 | 79 |
| 2.03 | Business costs of terrorism† | 6.0 | 29 |
| 2.04 | Index of terrorism incidence* | 7.0 | 1 |
| 2.05 | Homicide rate* | 11 | 112 |
| | **Health and Hygiene** | **2.4** | **140** |
| 3.01 | Physician density per 1,000 pop.* | 0.1 | 128 |
| 3.02 | Access to improved sanitation (% pop.)* | 43.0 | 117 |
| 3.03 | Access to improved drinking water (% pop.)* | 63.0 | 130 |
| 3.04 | Hospital beds per 10,000 pop. | 20.0 | 81 |
| 3.05 | HIV prevalence (% pop.)* | 12.7 | 135 |
| 3.06 | Malaria incidence per 100,000 pop.* | 26,650.2 | 67 |
| | **Human Resources and Labour Market** | **5.0** | **28** |
| | *Qualification of the labour force* | *5.4* | *52* |
| 4.01 | Primary education enrolment rate (%)* | 93.7 | 74 |
| 4.02 | Secondary education enrolment rate (%)* | 100.8 | 31 |
| 4.03 | Extent of staff training† | 4.1 | 63 |
| 4.04 | Treatment of customers† | 4.7 | 56 |
| | *Labour market* | *4.6* | 27 |
| 4.05 | Hiring and firing practices† | 4.5 | 16 |
| 4.06 | Ease of finding skilled employees† | 5.0 | 7 |
| 4.07 | Ease of hiring foreign labour† | 4.3 | 46 |
| 4.08 | Pay and productivity† | 3.6 | 94 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | 52 |
| | **ICT Readiness** | **2.5** | **122** |
| 5.01 | ICT use for B2B transactions† | 4.8 | 69 |
| 5.02 | Internet use for B2C transactions† | 4.2 | 85 |
| 5.03 | Individuals using internet (%)* | 15.4 | 112 |
| 5.04 | Broadband internet subs. per 100 pop.* | 0.1 | 127 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 71.5 | 119 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 0.7 | 125 |
| 5.07 | Mobile network coverage (% pop.)* | 78.0 | 126 |
| 5.08 | Quality of electricity supply | 3.3 | 103 |
| | **Prioritization of Travel & Tourism** | **4.1** | **100** |
| 6.01 | Government prioritization of T&T industry† | 5.9 | 30 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 2.1 | 106 |
| 6.03 | Effectiveness of marketing to attract tourists† | 5.2 | 32 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 35.0 | 126 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 3.0 | 115 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 62.7 | 92 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.3** | **109** |
| 7.01 | Visa requirements (0–100 best)* | 30.0 | 50 |
| 7.02 | Openness of bilateral ASA (0–38)* | 10.4 | 72 |
| 7.03 | No. of regional trade agreements in force* | 2.0 | 113 |
| | **Price Competitiveness** | **4.9** | **50** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 86.3 | 34 |
| 8.02 | Hotel price index (US$)* | 127.4 | 48 |
| 8.03 | Purchasing power parity* | 0.5 | 55 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 148.0 | 81 |
| | **Environmental Sustainability** | **4.2** | **65** |
| 9.01 | Stringency of environmental regulations† | 4.3 | 58 |
| 9.02 | Enforcement of environmental regulations† | 4.3 | 43 |
| 9.03 | Sustainability of T&T development† | 5.1 | 20 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 8.2 | 73 |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 16 | 115 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.1 | 12 |
| 9.07 | Threatened species (% total species)* | 2.9 | 24 |
| 9.08 | Forest cover change (% average per year)* | –4.3 | 89 |
| 9.09 | Wastewater treatment (%) * | 4.2 | 91 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | n/a | n/a |
| | **Air Transport Infrastructure** | **1.9** | **117** |
| 10.01 | Quality of air transport infrastructure† | 3.5 | 110 |
| 10.02 | Airline dom. seat kms per week (millions)* | 1.6 | 76 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 35.9 | 104 |
| 10.04 | Departures per 1,000 pop.* | 0.5 | 112 |
| 10.05 | Airport density per million urban pop.* | 1.7 | 42 |
| 10.06 | No. of operating airlines* | 15.0 | 109 |
| | **Ground and Port Infrastructure** | **2.8** | **106** |
| 11.01 | Quality of roads | 3.6 | 86 |
| 11.02 | Quality of railroad infrastructure | 2.0 | 86 |
| 11.03 | Quality of port infrastructure† | 2.7 | 123 |
| 11.04 | Quality of ground transport network† | 5.0 | 37 |
| 11.05 | Railroad density (km/surface area)* | 0.2 | 87 |
| 11.06 | Road density (km/surface area)* | ® | 108 |
| 11.07 | Paved road density (km/surface area)* | ® | 105 |
| | **Tourist Service Infrastructure** | **2.9** | **106** |
| 12.01 | Hotel rooms per 100 pop.* | 0.3 | 83 |
| 12.02 | Extension of business trips recommended† | 5.5 | 56 |
| 12.03 | Presence of major car rental companies† | 2 | 105 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 106.5 | 111 |
| | **Natural Resources** | **3.6** | **42** |
| 13.01 | No. of World Heritage natural sites* | 1 | 43 |
| 13.02 | Total known species* | 1,046 | 29 |
| 13.03 | Total protected areas (% total territorial area)* | 37.8 | 7 |
| 13.04 | Natural tourism digital demand (0–100 best)* | 5 | 100 |
| 13.05 | Quality of the natural environment† | 4.9 | 50 |
| | **Cultural Resources and Business Travel** | **1.3** | **116** |
| 14.01 | No. of World Heritage cultural sites* | 0 | 124 |
| 14.02 | No. of oral and intangible cultural expressions* | 2 | 41 |
| 14.03 | No. of large sports stadiums* | 3.0 | 91 |
| 14.04 | No. of international association meetings* | 8.0 | 88 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 1 | 127 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# Zimbabwe

## The Travel & Tourism Competitiveness Index

| | Rank (out of 141) | Score (1–7) |
|---|---|---|
| **Travel & Tourism Competitiveness Index** | **115** | **3.09** |
| **Enabling Environment** | **126** | **3.59** |
| Business Environment | 138 | 2.97 |
| Safety and Security | 74 | 5.31 |
| Health and Hygiene | 130 | 3.00 |
| Human Resources and Labour Market | 120 | 3.83 |
| ICT Readiness | 115 | 2.82 |
| **T&T Policy and Enabling Conditions** | **103** | **3.81** |
| Prioritization of Travel & Tourism | 112 | 3.87 |
| International Openness | 113 | 2.22 |
| Price Competitiveness | 44 | 4.96 |
| Environmental Sustainability | 63 | 4.18 |
| **Infrastructure** | **116** | **2.46** |
| Air Transport Infrastructure | 127 | 1.79 |
| Ground and Port Infrastructure | 110 | 2.74 |
| Tourist Service Infrastructure | 112 | 2.84 |
| **Natural and Cultural Resources** | **60** | **2.49** |
| Natural Resources | 44 | 3.51 |
| Cultural Resources and Business Travel | 86 | 1.46 |

## Travel & Tourism Key Indicators and Economic Impact

| | |
|---|---|
| Int'l tourist arrivals (thousands), 2013 | 1,833 |
| Int'l tourism receipts (inbound US$ millions), 2013 | 851.0 |
| Growth (%) in int'l outbound travel spending* | n/a |
| Average spending per int'l tourist (US$), 2013 | 464.3 |
| Population (millions), 2013 | 14.1 |
| Surface area (1,000 square kilometres), 2013 | 390.8 |
| Gross domestic product per capita (PPP$), 2013 | 1,954 |
| Real GDP growth (%), 2013 | 3.3 |

| T&T industry economic impact, 2014 estimates | Absolute value | Percent of total | Growth forecast |
|---|---|---|---|
| T&T industry GDP (US$ millions) | 420.1 | 5.6 | 6.1 |
| T&T industry employment (1,000 jobs) | 43.6 | 3.7 | 2.9 |

## Evolution of the T&T Industry Over Time

**Note:** For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 67.
* CAGR 2008-2013.

# Zimbabwe

## The Travel & Tourism Competitiveness Index in detail

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **Business Environment** | **3.0** | **138** |
| 1.01 | Property rights† | 2.4 | 139 |
| 1.02 | Impact of rules on FDI† | 1.8 | 139 |
| 1.03 | Efficiency of legal framework settling disputes† | 3.4 | 93 |
| 1.04 | Efficiency of legal framework challenging regs.† | 2.5 | 119 |
| 1.05 | No. of days to deal with construction permits* | 448 | 139 |
| 1.06 | Construction permits cost (%)* | 7.7 | 119 |
| 1.07 | Extent of market dominance† | 3.3 | 102 |
| 1.08 | No. of days to start a business* | 90 | 137 |
| 1.09 | Cost to start a business (% GNI/capita)* | 114.6 | 135 |
| 1.10 | Effect of taxation on incentives to work† | 3.3 | 99 |
| 1.11 | Effect of taxation on incentives to invest† | 3.5 | 87 |
| 1.12 | Total tax rate (% profit)* | 32.8 | 52 |
| 1.12a | Labour and contributions tax rate (% profit)* | 5.3 | **24** |
| 1.12b | Profit tax rate (% profit)* | 19.2 | 82 |
| 1.12c | Other taxes rate (% profit)* | 8.3 | 121 |
| | **Safety and Security** | **5.3** | **74** |
| 2.01 | Business costs of crime and violence† | 4.7 | 58 |
| 2.02 | Reliability of police services† | 3.0 | 121 |
| 2.03 | Business costs of terrorism† | 6.5 | **8** |
| 2.04 | Index of terrorism incidence* | 7.0 | **1** |
| 2.05 | Homicide rate* | 11 | 111 |
| | **Health and Hygiene** | **3.0** | **130** |
| 3.01 | Physician density per 1,000 pop.* | 0.1 | 129 |
| 3.02 | Access to improved sanitation (% pop.)* | 40.0 | 119 |
| 3.03 | Access to improved drinking water (% pop.)* | 80.0 | 115 |
| 3.04 | Hospital beds per 10,000 pop. | 17.0 | 90 |
| 3.05 | HIV prevalence (% pop.)* | 14.7 | 137 |
| 3.06 | Malaria incidence per 100,000 pop.* | 8,452.6 | 55 |
| | **Human Resources and Labour Market** | **3.8** | **120** |
| | *Qualification of the labour force* | *4.1* | *112* |
| 4.01 | Primary education enrolment rate (%)* | 95.6 | 59 |
| 4.02 | Secondary education enrolment rate (%)* | 51.9 | 117 |
| 4.03 | Extent of staff training† | 3.9 | 84 |
| 4.04 | Treatment of customers† | 3.6 | 126 |
| | *Labour market* | *3.5* | *113* |
| 4.05 | Hiring and firing practices† | 2.2 | 139 |
| 4.06 | Ease of finding skilled employees† | 4.4 | **39** |
| 4.07 | Ease of hiring foreign labour† | 2.4 | 141 |
| 4.08 | Pay and productivity† | 2.3 | 140 |
| 4.09 | Female labour force participation (% to men)* | 0.9 | **16** |
| | **ICT Readiness** | **2.8** | **115** |
| 5.01 | ICT use for B2B transactions† | 4.1 | 106 |
| 5.02 | Internet use for B2C transactions† | 3.4 | 123 |
| 5.03 | Individuals using internet (%)* | 18.5 | 104 |
| 5.04 | Broadband internet subs. per 100 pop.* | 0.7 | 110 |
| 5.05 | Mobile telephone subs. per 100 pop.* | 96.3 | 98 |
| 5.06 | Mobile broadband subs. per 100 pop.* | 37.8 | 59 |
| 5.07 | Mobile network coverage (% pop.)* | 84.0 | 119 |
| 5.08 | Quality of electricity supply | 2.1 | 128 |
| | **Prioritization of Travel & Tourism** | **3.9** | **112** |
| 6.01 | Government prioritization of T&T industry† | 5.3 | 65 |
| 6.02 | T&T gov't expenditure (% gov't budget)* | 2.5 | 94 |
| 6.03 | Effectiveness of marketing to attract tourists† | 3.9 | 100 |
| 6.04 | Comprehensiveness of T&T data (0–120 best)* | 68.0 | 66 |
| 6.05 | Timeliness of T&T data (0–21 best)* | 3.0 | 115 |
| 6.06 | Country Brand Strategy rating (1–10 best)* | 60.5 | 99 |

| | INDICATOR | VALUE | RANK/141 |
|---|---|---|---|
| | **International Openness** | **2.2** | **113** |
| 7.01 | Visa requirements (0–100 best)* | 24.0 | 70 |
| 7.02 | Openness of bilateral ASA (0–38)* | 9.1 | 95 |
| 7.03 | No. of regional trade agreements in force* | 4.0 | 88 |
| | **Price Competitiveness** | **5.0** | **44** |
| 8.01 | Ticket taxes, airport charges (0–100 best)* | 80.5 | 66 |
| 8.02 | Hotel price index (US$)* | 93.0 | **15** |
| 8.03 | Purchasing power parity* | 0.5 | 68 |
| 8.04 | Fuel price levels (US$ cents/litre)* | 152.0 | 85 |
| | **Environmental Sustainability** | **4.2** | **63** |
| 9.01 | Stringency of environmental regulations† | 3.9 | 79 |
| 9.02 | Enforcement of environmental regulations† | 3.6 | 80 |
| 9.03 | Sustainability of T&T development† | 3.9 | 97 |
| 9.04 | Particulate matter (2.5) concentration (μg/m$^3$)* | 5.0 | **26** |
| 9.05 | No. of envtl. treaty ratifications (0–27 best)* | 17 | 104 |
| 9.06 | Baseline water stress (0–5 worst)* | 0.6 | **39** |
| 9.07 | Threatened species (% total species)* | 3.6 | **43** |
| 9.08 | Forest cover change (% average per year)* | –2.7 | 65 |
| 9.09 | Wastewater treatment (%) * | 14.0 | 67 |
| 9.10 | Coastal shelf fishing pressure (tonnes per km$^2$)* | n/a | n/a |
| | **Air Transport Infrastructure** | **1.8** | **127** |
| 10.01 | Quality of air transport infrastructure† | 3.3 | 115 |
| 10.02 | Airline dom. seat kms per week (millions)* | 1.8 | 74 |
| 10.03 | Airline int'l. seat kms per week (millions)* | 15.8 | 127 |
| 10.04 | Departures per 1,000 pop.* | 0.8 | 99 |
| 10.05 | Airport density per million urban pop.* | 0.9 | 89 |
| 10.06 | No. of operating airlines* | 16.0 | 107 |
| | **Ground and Port Infrastructure** | **2.7** | **110** |
| 11.01 | Quality of roads | 3.3 | 100 |
| 11.02 | Quality of railroad infrastructure | 2.2 | 81 |
| 11.03 | Quality of port infrastructure† | 3.6 | 96 |
| 11.04 | Quality of ground transport network† | 3.6 | 115 |
| 11.05 | Railroad density (km/surface area)* | 0.7 | 60 |
| 11.06 | Road density (km/surface area)* | ® | 83 |
| 11.07 | Paved road density (km/surface area)* | ® | 94 |
| | **Tourist Service Infrastructure** | **2.8** | **112** |
| 12.01 | Hotel rooms per 100 pop.* | 0.0 | 128 |
| 12.02 | Extension of business trips recommended† | 5.5 | 57 |
| 12.03 | Presence of major car rental companies† | 3 | 95 |
| 12.04 | ATMs accepting Visa cards per million pop.* | 31.8 | 128 |
| | **Natural Resources** | **3.5** | **44** |
| 13.01 | No. of World Heritage natural sites* | 2 | **29** |
| 13.02 | Total known species* | 885 | **42** |
| 13.03 | Total protected areas (% total territorial area)* | 27.2 | **19** |
| 13.04 | Natural tourism digital demand (0–100 best)* | 7 | 91 |
| 13.05 | Quality of the natural environment† | 5.0 | **45** |
| | **Cultural Resources and Business Travel** | **1.5** | **86** |
| 14.01 | No. of World Heritage cultural sites* | 3 | 58 |
| 14.02 | No. of oral and intangible cultural expressions* | 1 | 60 |
| 14.03 | No. of large sports stadiums* | 7.0 | **48** |
| 14.04 | No. of international association meetings* | 5.3 | 103 |
| 14.05 | Cult./entert. tourism digital demand (0–100 best)* | 3 | 99 |

**Notes:** Ranks of notable competitive advantages are highlighted in blue. A legend for the symbols ®, † and * is provided in the section "How to Read the Country/Economy Profiles" on page 67.

# 2.2

# Data Tables

# How to Read the Data Tables

The following pages present the data for all of the indicators included in the Travel & Tourism Competitiveness Index 2015 (TTCI) for all 141 economies covered by the study. The tables are organized into 14 sections, which correspond to the 14 pillars of the TTCI. The number preceding the title of each indicator serves to identify the pillar to which the indicator belongs. Two types of data are used in the TTCI: Executive Opinion Survey indicators and statistical variables derived from other sources.

## EXECUTIVE OPINION SURVEY INDICATORS

1. Data yielded from the World Economic Forum's Executive Opinion Survey are presented in blue-colored bar graphs. Each score is the average of responses in each economy to questions included in the World Economic Forum's Executive Opinion Survey, conducted in the early months of 2013 and 2014. Questions from the Survey asked 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 indicator, the original question and the two extreme answers are shown. We report the average score for each economy—that is, the arithmetic mean of responses from each economy, rounded to one decimal point—but use the exact figures to determine rankings.

2. A dotted line on the graph indicates the mean score across the sample of 141 countries.

2.2: Data Tables

1.01 Property rights

In your country, how strong is the protection of property rights, including financial assets? (1 = extremely weak, 7 = extremely strong) | 2013–2014 weighted average

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Finland | 6.4 |
| 2 | Singapore | 6.2 |
| 3 | Switzerland | 6.2 |
| 4 | United Kingdom | 6.2 |
| 5 | Luxembourg | 6.1 |
| 6 | Hong Kong SAR | 6.1 |
| 7 | Qatar | 6.0 |
| 8 | Norway | 6.0 |
| 9 | Canada | 6.0 |
| 10 | New Zealand | 6.0 |
| 11 | Japan | 5.9 |
| 12 | Puerto Rico | 5.9 |
| 13 | Ireland | 5.9 |
| 14 | Netherlands | 5.9 |
| 15 | Austria | 5.8 |
| 16 | Taiwan, China | 5.7 |
| 17 | Denmark | 5.7 |
| 18 | Sweden | 5.7 |
| 19 | Germany | 5.6 |
| 20 | South Africa | 5.6 |
| 21 | France | 5.5 |
| 22 | Australia | 5.5 |
| 23 | United Arab Emirates | 5.5 |
| 24 | Belgium | 5.4 |
| 25 | United States | 5.3 |
| 26 | Malaysia | 5.3 |
| 27 | Iceland | 5.3 |
| 28 | Rwanda | 5.3 |
| 29 | Bahrain | 5.2 |
| 30 | Oman | 5.2 |
| 31 | Estonia | 5.2 |
| 32 | Saudi Arabia | 5.1 |
| 33 | Mauritius | 5.1 |
| 34 | Jordan | 5.1 |
| 35 | Namibia | 5.1 |
| 36 | Malta | 5.0 |
| 37 | Barbados | 5.0 |
| 38 | Chile | 5.0 |
| 39 | Botswana | 4.9 |
| 40 | Uruguay | 4.9 |
| 41 | Morocco | 4.9 |
| 42 | Portugal | 4.8 |
| 43 | Israel | 4.8 |
| 44 | Zambia | 4.6 |
| 45 | Latvia | 4.6 |
| 46 | Costa Rica | 4.6 |
| 47 | Turkey | 4.6 |
| 48 | Macedonia, FYR | 4.6 |
| 49 | Panama | 4.5 |
| 50 | China | 4.5 |
| 51 | Kuwait | 4.4 |
| 52 | Jamaica | 4.4 |
| 53 | Bhutan | 4.4 |
| 54 | Cyprus | 4.3 |
| 55 | Poland | 4.3 |
| 56 | Spain | 4.3 |
| 57 | Sri Lanka | 4.3 |
| 58 | Swaziland | 4.3 |
| 59 | Indonesia | 4.3 |
| 60 | Ghana | 4.3 |
| 61 | Philippines | 4.3 |
| 62 | Lithuania | 4.2 |
| 63 | Gambia, The | 4.2 |
| 64 | Korea, Rep. | 4.2 |
| 65 | Kenya | 4.2 |
| 66 | Slovenia | 4.2 |
| 67 | Armenia | 4.2 |
| 68 | Seychelles | 4.2 |
| 69 | Trinidad and Tobago | 4.1 |
| 70 | Kazakhstan | 4.1 |
| 71 | Montenegro | 4.1 |
| 72 | Thailand | 4.1 |
| 73 | India | 4.1 |
| 74 | Italy | 4.0 |
| 75 | Czech Republic | 4.0 |
| 76 | Tunisia | 4.0 |
| 77 | Brazil | 4.0 |
| 78 | Mexico | 4.0 |
| 79 | Romania | 4.0 |
| 80 | Senegal | 3.9 |
| 81 | Gabon | 3.9 |
| 82 | Greece | 3.9 |
| 83 | Malawi | 3.9 |
| 84 | Colombia | 3.9 |
| 85 | Georgia | 3.9 |
| 86 | Iran, Islamic Rep. | 3.9 |
| 87 | Tajikistan | 3.9 |
| 88 | Guatemala | 3.8 |
| 89 | Slovak Republic | 3.8 |
| 90 | Dominican Republic | 3.8 |
| 91 | Azerbaijan | 3.8 |
| 92 | Croatia | 3.8 |
| 93 | Cape Verde | 3.8 |
| 94 | Guyana | 3.8 |
| 95 | Lao PDR | 3.8 |
| 96 | Hungary | 3.7 |
| 97 | Algeria | 3.7 |
| 98 | Honduras | 3.7 |
| 99 | Cameroon | 3.6 |
| 100 | Mongolia | 3.6 |
| 101 | Vietnam | 3.6 |
| 102 | El Salvador | 3.6 |
| 103 | Lesotho | 3.6 |
| 104 | Egypt | 3.6 |
| 105 | Tanzania | 3.5 |
| 106 | Peru | 3.5 |
| 107 | Côte d'Ivoire | 3.5 |
| 108 | Lebanon | 3.5 |
| 109 | Burkina Faso | 3.5 |
| 110 | Bulgaria | 3.5 |
| 111 | Bolivia | 3.5 |
| 112 | Uganda | 3.4 |
| 113 | Sierra Leone | 3.4 |
| 114 | Mali | 3.4 |
| 115 | Ethiopia | 3.4 |
| 116 | Nigeria | 3.4 |
| 117 | Mozambique | 3.4 |
| 118 | Cambodia | 3.3 |
| 119 | Nepal | 3.3 |
| 120 | Russian Federation | 3.3 |
| 121 | Pakistan | 3.3 |
| 122 | Suriname | 3.3 |
| 123 | Bangladesh | 3.3 |
| 124 | Paraguay | 3.2 |
| 125 | Kyrgyz Republic | 3.2 |
| 126 | Moldova | 3.2 |
| 127 | Serbia | 3.1 |
| 128 | Nicaragua | 3.1 |
| 129 | Yemen | 3.1 |
| 130 | Madagascar | 3.1 |
| 131 | Albania | 2.9 |
| 132 | Burundi | 2.9 |
| 133 | Myanmar | 2.7 |
| 134 | Guinea | 2.6 |
| 135 | Argentina | 2.6 |
| 136 | Mauritania | 2.5 |
| 137 | Chad | 2.5 |
| 138 | Angola | 2.5 |
| 139 | Zimbabwe | 2.4 |
| 140 | Haiti | 2.3 |
| 141 | Venezuela | 1.5 |

Source: World Economic Forum, Executive Opinion Survey

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## OTHER INDICATORS

Statistical measures obtained from sources other than the Survey are presented in black-shaded bar graphs. Several of these indicators were computed or provided by partners to the project. Other indicators entering the TTCI were obtained from international organizations and, in some cases, from national sources. A detailed description and full source for each indicator can be found in the Technical Notes and Sources section on page 483 of this *Report.* When data are not available or are out of date, "n/a" is used in lieu of the rank and the value. For some indicators, it is possible that two or more countries reach exactly the same score. In such cases, shared rankings are indicated accordingly.

Indicators 11.06 and 11.07 are derived from the International Road Federation's World Road Statistics database. The reproduction of these data is restricted; therefore while these indicators are used for the calculation and are ranked, their actual value cannot be displayed. For some countries, indicator 3.06, Malaria incidence, is displayed as the acronyms M.F. (malaria-free) or S.L. (in the supplementary list), as indicated by the World Health Organization (WHO).

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# Key Indicators

# 0.01 Surface area

Surface area (1,000 square kilometres) | 2013

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Russian Federation | 17,098,240 |
| 2 | Canada | 9,984,670 |
| 3 | United States | 9,831,510 |
| 4 | China | 9,562,911 |
| 5 | Brazil | 8,515,770 |
| 6 | Australia | 7,741,220 |
| 7 | India | 3,287,260 |
| 8 | Argentina | 2,780,400 |
| 9 | Kazakhstan | 2,724,900 |
| 10 | Algeria | 2,381,740 |
| 11 | Saudi Arabia | 2,149,690 |
| 12 | Mexico | 1,964,380 |
| 13 | Indonesia | 1,910,930 |
| 14 | Iran, Islamic Rep. | 1,745,150 |
| 15 | Mongolia | 1,564,120 |
| 16 | Peru | 1,285,220 |
| 17 | Chad | 1,284,000 |
| 18 | Angola | 1,246,700 |
| 19 | Mali | 1,240,190 |
| 20 | South Africa | 1,219,090 |
| 21 | Colombia | 1,141,748 |
| 22 | Ethiopia | 1,104,300 |
| 23 | Bolivia | 1,098,580 |
| 24 | Mauritania | 1,030,700 |
| 25 | Egypt | 1,001,450 |
| 26 | Tanzania | 947,300 |
| 27 | Nigeria | 923,770 |
| 28 | Venezuela | 912,050 |
| 29 | Namibia | 824,290 |
| 30 | Mozambique | 799,380 |
| 31 | Pakistan | 796,100 |
| 32 | Turkey | 783,560 |
| 33 | Chile | 756,096 |
| 34 | Zambia | 752,610 |
| 35 | Myanmar | 676,590 |
| 36 | Madagascar | 587,295 |
| 37 | Botswana | 581,730 |
| 38 | Kenya | 580,370 |
| 39 | France | 549,091 |
| 40 | Yemen | 527,970 |
| 41 | Thailand | 513,120 |
| 42 | Spain | 505,600 |
| 43 | Cameroon | 475,440 |
| 44 | Sweden | 447,420 |
| 45 | Morocco | 446,550 |
| 46 | Paraguay | 406,752 |
| 47 | Zimbabwe | 390,760 |
| 48 | Norway | 385,178 |
| 49 | Japan | 377,960 |
| 50 | Germany | 357,170 |
| 51 | Finland | 338,420 |
| 52 | Vietnam | 330,951 |
| 53 | Malaysia | 330,800 |
| 54 | Côte d'Ivoire | 322,460 |
| 55 | Poland | 312,680 |
| 56 | Oman | 309,500 |
| 57 | Italy | 301,340 |
| 58 | Philippines | 300,000 |
| 59 | Burkina Faso | 274,220 |
| 60 | New Zealand | 267,710 |
| 61 | Gabon | 267,670 |
| 62 | Guinea | 245,860 |
| 63 | United Kingdom | 243,610 |
| 64 | Uganda | 241,550 |
| 65 | Ghana | 238,540 |
| 66 | Romania | 238,390 |
| 67 | Lao PDR | 236,800 |
| 68 | Guyana | 214,970 |
| 69 | Kyrgyz Republic | 199,949 |
| 70 | Senegal | 196,710 |
| 71 | Cambodia | 181,040 |
| 72 | Uruguay | 176,220 |
| 73 | Suriname | 163,820 |
| 74 | Tunisia | 163,610 |
| 75 | Bangladesh | 148,460 |
| 76 | Nepal | 147,180 |
| 77 | Tajikistan | 142,550 |
| 78 | Greece | 131,960 |
| 79 | Nicaragua | 130,370 |
| 80 | Malawi | 118,480 |
| 81 | Honduras | 112,490 |
| 82 | Bulgaria | 111,000 |
| 83 | Guatemala | 108,890 |
| 84 | Iceland | 103,000 |
| 85 | Korea, Rep. | 100,150 |
| 86 | Hungary | 93,030 |
| 87 | Portugal | 92,210 |
| 88 | Jordan | 89,320 |
| 89 | Serbia | 88,360 |
| 90 | Azerbaijan | 86,600 |
| 91 | Austria | 83,879 |
| 92 | United Arab Emirates | 83,600 |
| 93 | Czech Republic | 78,870 |
| 94 | Panama | 75,420 |
| 95 | Sierra Leone | 72,300 |
| 96 | Ireland | 70,280 |
| 97 | Georgia | 69,700 |
| 98 | Sri Lanka | 65,610 |
| 99 | Lithuania | 65,300 |
| 100 | Latvia | 64,480 |
| 101 | Croatia | 56,590 |
| 102 | Costa Rica | 51,100 |
| 103 | Slovak Republic | 49,036 |
| 104 | Dominican Republic | 48,670 |
| 105 | Estonia | 45,230 |
| 106 | Denmark | 43,090 |
| 107 | Netherlands | 41,500 |
| 108 | Switzerland | 41,285 |
| 109 | Bhutan | 38,394 |
| 110 | Taiwan, China | 36,193 |
| 111 | Moldova | 33,850 |
| 112 | Belgium | 30,530 |
| 113 | Lesotho | 30,360 |
| 114 | Armenia | 29,740 |
| 115 | Albania | 28,750 |
| 116 | Burundi | 27,830 |
| 117 | Haiti | 27,750 |
| 118 | Rwanda | 26,340 |
| 119 | Macedonia, FYR | 25,710 |
| 120 | Israel | 22,070 |
| 121 | El Salvador | 21,040 |
| 122 | Slovenia | 20,270 |
| 123 | Kuwait | 17,820 |
| 124 | Swaziland | 17,360 |
| 125 | Montenegro | 13,810 |
| 126 | Qatar | 11,610 |
| 127 | Gambia, The | 11,300 |
| 128 | Jamaica | 10,990 |
| 129 | Lebanon | 10,450 |
| 130 | Cyprus | 9,250 |
| 131 | Puerto Rico | 8,870 |
| 132 | Trinidad and Tobago | 5,130 |
| 133 | Cape Verde | 4,030 |
| 134 | Luxembourg | 2,590 |
| 135 | Mauritius | 2,040 |
| 136 | Hong Kong SAR | 1,100 |
| 137 | Bahrain | 760 |
| 138 | Singapore | 716 |
| 139 | Seychelles | 460 |
| 140 | Barbados | 430 |
| 141 | Malta | 320 |

**Source:** World Bank, *World Development Indicators* database (accessed 3 December 2014)

# 0.02 Population

Population | 2013

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | China | 1,357,380,000 |
| 2 | India | 1,252,139,596 |
| 3 | United States | 316,128,839 |
| 4 | Indonesia | 249,865,631 |
| 5 | Brazil | 200,361,925 |
| 6 | Pakistan | 182,142,594 |
| 7 | Nigeria | 173,615,345 |
| 8 | Bangladesh | 156,594,962 |
| 9 | Russian Federation | 143,499,861 |
| 10 | Japan | 127,338,621 |
| 11 | Mexico | 122,332,399 |
| 12 | Philippines | 98,393,574 |
| 13 | Ethiopia | 94,100,756 |
| 14 | Vietnam | 89,708,900 |
| 15 | Egypt | 82,056,378 |
| 16 | Germany | 80,621,788 |
| 17 | Iran, Islamic Rep. | 77,447,168 |
| 18 | Turkey | 74,932,641 |
| 19 | Thailand | 67,010,502 |
| 20 | France | 66,028,467 |
| 21 | United Kingdom | 64,097,085 |
| 22 | Italy | 59,831,093 |
| 23 | Myanmar | 53,259,018 |
| 24 | South Africa | 52,981,991 |
| 25 | Korea, Rep. | 50,219,669 |
| 26 | Tanzania | 49,253,126 |
| 27 | Colombia | 48,321,405 |
| 28 | Spain | 46,647,421 |
| 29 | Kenya | 44,353,691 |
| 30 | Argentina | 41,446,246 |
| 31 | Algeria | 39,208,194 |
| 32 | Poland | 38,530,725 |
| 33 | Uganda | 37,578,876 |
| 34 | Canada | 35,158,304 |
| 35 | Morocco | 33,008,150 |
| 36 | Venezuela | 30,405,207 |
| 37 | Peru | 30,375,603 |
| 38 | Malaysia | 29,716,965 |
| 39 | Saudi Arabia | 28,828,870 |
| 40 | Nepal | 27,797,457 |
| 41 | Ghana | 25,904,598 |
| 42 | Mozambique | 25,833,752 |
| 43 | Yemen | 24,407,381 |
| 44 | Taiwan, China | 23,374,000 |
| 45 | Australia | 23,130,900 |
| 46 | Madagascar | 22,924,851 |
| 47 | Cameroon | 22,253,959 |
| 48 | Angola | 21,471,618 |
| 49 | Sri Lanka | 20,483,000 |
| 50 | Côte d'Ivoire | 20,316,086 |
| 51 | Romania | 19,963,581 |
| 52 | Chile | 17,619,708 |
| 53 | Kazakhstan | 17,037,508 |
| 54 | Burkina Faso | 16,934,839 |
| 55 | Netherlands | 16,804,224 |
| 56 | Malawi | 16,362,567 |
| 57 | Guatemala | 15,468,203 |
| 58 | Mali | 15,301,650 |
| 59 | Cambodia | 15,135,169 |
| 60 | Zambia | 14,538,640 |
| 61 | Zimbabwe | 14,149,648 |
| 62 | Senegal | 14,133,280 |
| 63 | Chad | 12,825,314 |
| 64 | Rwanda | 11,776,522 |
| 65 | Guinea | 11,745,189 |
| 66 | Belgium | 11,195,138 |
| 67 | Greece | 11,032,328 |
| 68 | Tunisia | 10,886,500 |
| 69 | Bolivia | 10,671,200 |
| 70 | Czech Republic | 10,521,468 |
| 71 | Portugal | 10,459,806 |
| 72 | Dominican Republic | 10,403,761 |
| 73 | Haiti | 10,317,461 |
| 74 | Burundi | 10,162,532 |
| 75 | Hungary | 9,897,247 |
| 76 | Sweden | 9,592,552 |
| 77 | Azerbaijan | 9,416,598 |
| 78 | United Arab Emirates | 9,346,129 |
| 79 | Austria | 8,473,786 |
| 80 | Tajikistan | 8,207,834 |
| 81 | Honduras | 8,097,688 |
| 82 | Switzerland | 8,081,482 |
| 83 | Israel | 8,059,400 |
| 84 | Bulgaria | 7,265,115 |
| 85 | Hong Kong SAR | 7,187,500 |
| 86 | Serbia | 7,163,976 |
| 87 | Paraguay | 6,802,295 |
| 88 | Lao PDR | 6,769,727 |
| 89 | Jordan | 6,459,000 |
| 90 | El Salvador | 6,340,454 |
| 91 | Sierra Leone | 6,092,075 |
| 92 | Nicaragua | 6,080,478 |
| 93 | Kyrgyz Republic | 5,719,500 |
| 94 | Denmark | 5,613,706 |
| 95 | Finland | 5,439,407 |
| 96 | Slovak Republic | 5,414,095 |
| 97 | Singapore | 5,399,200 |
| 98 | Norway | 5,084,190 |
| 99 | Costa Rica | 4,872,166 |
| 100 | Ireland | 4,595,281 |
| 101 | Georgia | 4,476,900 |
| 102 | New Zealand | 4,470,800 |
| 103 | Lebanon | 4,467,390 |
| 104 | Croatia | 4,252,700 |
| 105 | Mauritania | 3,889,880 |
| 106 | Panama | 3,864,170 |
| 107 | Oman | 3,632,444 |
| 108 | Puerto Rico | 3,615,086 |
| 109 | Moldova | 3,559,000 |
| 110 | Uruguay | 3,407,062 |
| 111 | Kuwait | 3,368,572 |
| 112 | Armenia | 2,976,566 |
| 113 | Lithuania | 2,956,121 |
| 114 | Mongolia | 2,839,073 |
| 115 | Albania | 2,773,620 |
| 116 | Jamaica | 2,715,000 |
| 117 | Namibia | 2,303,315 |
| 118 | Qatar | 2,168,673 |
| 119 | Macedonia, FYR | 2,107,158 |
| 120 | Lesotho | 2,074,465 |
| 121 | Slovenia | 2,060,484 |
| 122 | Botswana | 2,021,144 |
| 123 | Latvia | 2,013,385 |
| 124 | Gambia, The | 1,849,285 |
| 125 | Gabon | 1,671,711 |
| 126 | Trinidad and Tobago | 1,341,151 |
| 127 | Bahrain | 1,332,171 |
| 128 | Estonia | 1,324,612 |
| 129 | Mauritius | 1,296,303 |
| 130 | Swaziland | 1,249,514 |
| 131 | Cyprus | 1,141,166 |
| 132 | Guyana | 799,613 |
| 133 | Bhutan | 753,947 |
| 134 | Montenegro | 621,383 |
| 135 | Luxembourg | 543,202 |
| 136 | Suriname | 539,276 |
| 137 | Cape Verde | 498,897 |
| 138 | Malta | 423,282 |
| 139 | Iceland | 323,002 |
| 140 | Barbados | 284,644 |
| 141 | Seychelles | 89,173 |

**Source:** World Bank, *World Development Indicators* database (accessed 3 December 2014)

# 0.03 Gross domestic product (PPP,$) per capita

Gross domestic product (current PPP,$) per capita | 2013

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Qatar | 145,894 |
| 2 | Luxembourg | 90,333 |
| 3 | Singapore | 78,762 |
| 4 | Kuwait | 70,785 |
| 5 | Norway | 64,363 |
| 6 | United Arab Emirates | 63,181 |
| 7 | Switzerland | 53,977 |
| 8 | United States | 53,001 |
| 9 | Hong Kong SAR | 52,984 |
| 10 | Saudi Arabia | 51,779 |
| 11 | Bahrain | 49,633 |
| 12 | Netherlands | 46,440 |
| 13 | Australia | 45,138 |
| 14 | Ireland | 44,663 |
| 15 | Austria | 44,402 |
| 16 | Germany | 43,475 |
| 17 | Sweden | 43,407 |
| 18 | Oman | 43,304 |
| 19 | Canada | 43,253 |
| 20 | Denmark | 43,080 |
| 21 | Taiwan, China | 41,539 |
| 22 | Iceland | 41,001 |
| 23 | Belgium | 40,760 |
| 24 | Finland | 40,045 |
| 25 | France | 39,813 |
| 26 | Japan | 36,654 |
| 27 | United Kingdom | 36,208 |
| 28 | Italy | 34,103 |
| 29 | Korea, Rep. | 33,791 |
| 30 | New Zealand | 33,626 |
| 31 | Israel | 32,717 |
| 32 | Spain | 31,942 |
| 33 | Malta | 30,567 |
| 34 | Trinidad and Tobago | 30,197 |
| 35 | Cyprus | 28,748 |
| 36 | Slovenia | 28,512 |
| 37 | Czech Republic | 27,347 |
| 38 | Slovak Republic | 26,616 |
| 39 | Estonia | 26,052 |
| 40 | Portugal | 25,643 |
| 41 | Lithuania | 25,374 |
| 42 | Greece | 25,126 |
| 43 | Russian Federation | 24,298 |
| 44 | Seychelles | 23,532 |
| 45 | Poland | 23,273 |
| 46 | Hungary | 23,236 |
| 47 | Malaysia | 23,160 |
| 48 | Kazakhstan | 23,038 |
| 49 | Latvia | 22,832 |
| 50 | Chile | 22,534 |
| 51 | Argentina | 22,363 |
| 52 | Gabon | 20,520 |
| 53 | Croatia | 20,222 |
| 54 | Uruguay | 19,679 |
| 55 | Panama | 19,080 |
| 56 | Turkey | 18,874 |
| 57 | Venezuela | 18,453 |
| 58 | Romania | 17,440 |
| 59 | Mexico | 17,390 |
| 60 | Lebanon | 17,326 |
| 61 | Mauritius | 17,118 |
| 62 | Azerbaijan | 17,028 |
| 63 | Bulgaria | 16,518 |
| 64 | Iran, Islamic Rep. | 16,165 |
| 65 | Suriname | 16,080 |
| 66 | Barbados | 16,015 |
| 67 | Botswana | 15,241 |
| 68 | Brazil | 14,987 |
| 69 | Montenegro | 14,666 |
| 70 | Costa Rica | 14,344 |
| 71 | Thailand | 14,136 |
| 72 | Algeria | 13,788 |
| 73 | Colombia | 12,776 |
| 74 | Macedonia, FYR | 12,587 |
| 75 | South Africa | 12,507 |
| 76 | Serbia | 12,465 |
| 77 | Dominican Republic | 12,173 |
| 78 | China | 11,868 |
| 79 | Jordan | 11,639 |
| 80 | Peru | 11,557 |
| 81 | Tunisia | 10,998 |
| 82 | Egypt | 10,870 |
| 83 | Albania | 10,596 |
| 84 | Namibia | 10,234 |
| 85 | Indonesia | 9,635 |
| 86 | Sri Lanka | 9,583 |
| 87 | Mongolia | 9,293 |
| 88 | Jamaica | 8,487 |
| 89 | Paraguay | 8,064 |
| 90 | Angola | 7,978 |
| 91 | El Salvador | 7,783 |
| 92 | Swaziland | 7,646 |
| 93 | Morocco | 7,356 |
| 94 | Guatemala | 7,290 |
| 95 | Bhutan | 7,197 |
| 96 | Georgia | 7,156 |
| 97 | Armenia | 7,034 |
| 98 | Philippines | 6,597 |
| 99 | Guyana | 6,573 |
| 100 | Cape Verde | 6,248 |
| 101 | Bolivia | 5,928 |
| 102 | Nigeria | 5,746 |
| 103 | India | 5,450 |
| 104 | Vietnam | 5,295 |
| 105 | Moldova | 4,666 |
| 106 | Lao PDR | 4,666 |
| 107 | Nicaragua | 4,593 |
| 108 | Honduras | 4,592 |
| 109 | Pakistan | 4,574 |
| 110 | Myanmar | 4,345 |
| 111 | Ghana | 4,029 |
| 112 | Zambia | 3,926 |
| 113 | Yemen | 3,838 |
| 114 | Kyrgyz Republic | 3,230 |
| 115 | Mauritania | 3,187 |
| 116 | Bangladesh | 3,167 |
| 117 | Cambodia | 3,056 |
| 118 | Kenya | 3,009 |
| 119 | Cameroon | 2,861 |
| 120 | Lesotho | 2,765 |
| 121 | Côte d'Ivoire | 2,710 |
| 122 | Tajikistan | 2,536 |
| 123 | Chad | 2,432 |
| 124 | Nepal | 2,245 |
| 125 | Senegal | 2,243 |
| 126 | Zimbabwe | 1,954 |
| 127 | Sierra Leone | 1,924 |
| 128 | Tanzania | 1,834 |
| 129 | Haiti | 1,703 |
| 130 | Uganda | 1,681 |
| 131 | Gambia, The | 1,642 |
| 132 | Burkina Faso | 1,638 |
| 133 | Rwanda | 1,608 |
| 134 | Mali | 1,493 |
| 135 | Ethiopia | 1,427 |
| 136 | Madagascar | 1,398 |
| 137 | Guinea | 1,321 |
| 138 | Mozambique | 1,046 |
| 139 | Burundi | 877 |
| 140 | Malawi | 748 |
| n/a | Puerto Rico | n/a |

**Source:** Interntaional Monetary Fund, World Economic Outlook, October 2014

# 0.04 International tourist arrivals

International tourist arrivals (thousands) | 2013 or most recent available

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | France | 84,726 |
| 2 | United States | 69,768 |
| 3 | Spain | 60,661 |
| 4 | China | 55,686 |
| 5 | Italy | 47,704 |
| 6 | Turkey | 37,795 |
| 7 | Germany | 31,545 |
| 8 | United Kingdom | 31,169 |
| 9 | Russian Federation | 28,356 |
| 10 | Thailand | 26,547 |
| 11 | Malaysia | 25,715 |
| 12 | Hong Kong SAR | 25,661 |
| 13 | Austria | 24,813 |
| 14 | Mexico | 24,151 |
| 15 | Greece | 17,920 |
| 16 | Canada | 16,590 |
| 17 | Poland | 15,800 |
| 18 | Saudi Arabia | 13,380 |
| 19 | Netherlands | 12,782 |
| 20 | Korea, Rep. | 12,176 |
| 21 | Singapore | 11,898 |
| 22 | Sweden | 11,635 |
| 23 | Croatia | 10,955 |
| 24 | Hungary | 10,675 |
| 25 | Japan | 10,364 |
| 26 | Morocco | 10,046 |
| 27 | United Arab Emirates | 9,990 |
| 28 | South Africa | 9,537 |
| 29 | Egypt | 9,174 |
| 30 | Czech Republic | 9,004 |
| 31 | Switzerland | 8,967 |
| 32 | Indonesia | 8,802 |
| 33 | Denmark | 8,557 |
| 34 | Portugal | 8,301 |
| 35 | Ireland | 8,260 |
| 36 | Taiwan, China | 8,016 |
| 37 | Belgium | 7,642 |
| 38 | Vietnam | 7,572 |
| 39 | India | 6,968 |
| 40 | Bulgaria | 6,897 |
| 41 | Australia | 6,382 |
| 42 | Tunisia | 6,269 |
| 43 | Slovak Republic[1] | 6,235 |
| 44 | Brazil | 5,813 |
| 45 | Argentina | 5,571 |
| 46 | Kazakhstan | 4,926 |
| 47 | Iran, Islamic Rep. | 4,769 |
| 48 | Norway | 4,734 |
| 49 | Dominican Republic | 4,690 |
| 50 | Philippines | 4,681 |
| 51 | Cambodia | 4,210 |
| 52 | Jordan | 3,945 |
| 53 | Chile | 3,576 |
| 54 | Puerto Rico | 3,200 |
| 55 | Peru | 3,164 |
| 56 | Kyrgyz Republic | 3,076 |
| 57 | Israel | 2,962 |
| 58 | Estonia | 2,873 |
| 59 | Albania | 2,857 |
| 60 | Finland | 2,797 |
| 61 | Algeria | 2,733 |
| 62 | Uruguay | 2,684 |
| 63 | New Zealand | 2,629 |
| 64 | Qatar | 2,611 |
| 65 | Lao PDR | 2,510 |
| 66 | Costa Rica | 2,428 |
| 67 | Cyprus | 2,405 |
| 68 | Colombia | 2,288 |
| 69 | Slovenia | 2,259 |
| 70 | Botswana[2] | 2,145 |
| 71 | Azerbaijan | 2,130 |
| 72 | Georgia | 2,065 |
| 73 | Myanmar | 2,044 |
| 74 | Lithuania | 2,012 |
| 75 | Jamaica | 2,008 |
| 76 | Mozambique | 1,886 |
| 77 | Zimbabwe | 1,833 |
| 78 | Romania | 1,715 |
| 79 | Panama | 1,658 |
| 80 | Malta | 1,582 |
| 81 | Oman | 1,551 |
| 82 | Latvia | 1,536 |
| 83 | Kenya | 1,433 |
| 84 | Guatemala | 1,331 |
| 85 | Montenegro | 1,324 |
| 86 | El Salvador | 1,283 |
| 87 | Sri Lanka | 1,275 |
| 88 | Lebanon | 1,274 |
| 89 | Nicaragua | 1,229 |
| 90 | Uganda | 1,206 |
| 91 | Namibia | 1,176 |
| 92 | Armenia | 1,084 |
| 93 | Bahrain | 1,069 |
| 94 | Senegal | 1,063 |
| 94 | Tanzania | 1,063 |
| 96 | Mauritius | 993 |
| 97 | Yemen | 990 |
| 98 | Venezuela | 986 |
| 99 | Swaziland | 968 |
| 100 | Pakistan[1] | 966 |
| 101 | Luxembourg | 944 |
| 102 | Ghana[2] | 931 |
| 103 | Serbia | 922 |
| 104 | Zambia | 915 |
| 105 | Cameroon | 912 |
| 106 | Rwanda | 864 |
| 107 | Honduras | 863 |
| 108 | Iceland | 807 |
| 109 | Bolivia | 798 |
| 110 | Nepal | 798 |
| 111 | Malawi[1] | 770 |
| 112 | Ethiopia | 681 |
| 113 | Angola | 650 |
| 114 | Paraguay | 610 |
| 115 | Nigeria | 600 |
| 116 | Barbados | 509 |
| 117 | Cape Verde | 503 |
| 118 | Trinidad and Tobago | 434 |
| 119 | Haiti | 420 |
| 120 | Mongolia | 418 |
| 121 | Macedonia, FYR | 400 |
| 122 | Lesotho | 320 |
| 123 | Kuwait | 307 |
| 124 | Côte d'Ivoire[1] | 289 |
| 125 | Suriname | 249 |
| 126 | Seychelles | 230 |
| 127 | Burkina Faso | 218 |
| 128 | Madagascar | 196 |
| 129 | Gabon[3] | 187 |
| 130 | Guyana[1] | 177 |
| 131 | Gambia, The | 171 |
| 132 | Bangladesh | 148 |
| 133 | Burundi[2] | 142 |
| 133 | Mali | 142 |
| 135 | Bhutan | 116 |
| 136 | Chad | 100 |
| 137 | Moldova | 96 |
| 138 | Sierra Leone | 81 |
| 139 | Guinea | 56 |
| 140 | Mauritania[5] | 30 |
| 141 | Tajikistan[4] | 4 |

**Source:** World Tourism Organization (UNWTO)

[1] 2012 [2] 2010 [3] 2009 [4] 2001 [5] 2000

# 0.05 International tourism receipts

International tourism receipts (inbound US$ millions) | 2013 or most recent available

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | United States | 173,130 |
| 2 | Spain | 62,565 |
| 3 | France | 56,686 |
| 4 | China | 51,664 |
| 5 | Italy | 43,912 |
| 6 | Thailand | 42,080 |
| 7 | Germany | 41,211 |
| 8 | United Kingdom | 41,028 |
| 9 | Hong Kong SAR | 38,934 |
| 10 | Australia | 31,254 |
| 11 | Turkey | 27,997 |
| 12 | Malaysia | 21,496 |
| 13 | Austria | 20,106 |
| 14 | Singapore | 19,057 |
| 15 | India | 18,397 |
| 16 | Canada | 17,656 |
| 17 | Switzerland | 16,881 |
| 18 | Greece | 16,139 |
| 19 | Japan | 15,131 |
| 20 | Korea, Rep. | 14,629 |
| 21 | Mexico | 13,949 |
| 22 | Netherlands | 13,779 |
| 23 | Belgium | 13,407 |
| 24 | Taiwan, China | 12,323 |
| 25 | Portugal | 12,284 |
| 26 | Russian Federation | 11,988 |
| 27 | United Arab Emirates | 11,564 |
| 28 | Sweden | 11,492 |
| 29 | Poland | 10,938 |
| 30 | Croatia | 9,566 |
| 31 | South Africa | 9,238 |
| 32 | Indonesia | 9,119 |
| 33 | Saudi Arabia | 7,651 |
| 34 | Vietnam | 7,503 |
| 35 | New Zealand | 7,472 |
| 36 | Czech Republic | 7,050 |
| 37 | Denmark | 6,939 |
| 38 | Morocco | 6,850 |
| 39 | Brazil | 6,704 |
| 40 | Egypt | 6,047 |
| 41 | Lebanon | 5,870 |
| 42 | Norway | 5,675 |
| 43 | Israel | 5,666 |
| 44 | Hungary | 5,272 |
| 45 | Dominican Republic | 5,065 |
| 46 | Luxembourg | 4,843 |
| 47 | Philippines | 4,691 |
| 48 | Ireland | 4,476 |
| 49 | Argentina | 4,313 |
| 50 | Jordan | 4,117 |
| 51 | Bulgaria | 4,059 |
| 52 | Finland | 4,050 |
| 53 | Colombia | 3,611 |
| 54 | Qatar | 3,456 |
| 55 | Puerto Rico | 3,334 |
| 56 | Panama | 3,201 |
| 57 | Peru | 3,009 |
| 58 | Cyprus | 2,917 |
| 59 | Slovenia | 2,709 |
| 60 | Costa Rica | 2,664 |
| 61 | Cambodia | 2,659 |
| 62 | Slovak Republic | 2,556 |
| 63 | Azerbaijan | 2,365 |
| 64 | Chile | 2,219 |
| 65 | Tunisia | 2,190 |
| 66 | Jamaica | 2,074 |
| 67 | Uruguay | 1,920 |
| 68 | Tanzania | 1,880 |
| 69 | Georgia | 1,720 |
| 70 | Sri Lanka | 1,715 |
| 71 | Romania | 1,590 |
| 72 | Guatemala | 1,481 |
| 73 | Albania | 1,473 |
| 74 | Lithuania | 1,467 |
| 75 | Malta | 1,404 |
| 76 | Estonia | 1,398 |
| 77 | Kazakhstan | 1,344 |
| 78 | Mauritius | 1,321 |
| 79 | Iran, Islamic Rep. | 1,294 |
| 80 | Angola | 1,234 |
| 81 | Oman | 1,222 |
| 82 | Uganda | 1,184 |
| 83 | Iceland | 1,077 |
| 84 | Serbia | 1,053 |
| 85 | Bahrain[1] | 1,051 |
| 86 | Barbados | 964 |
| 87 | Yemen | 940 |
| 88 | Ghana[1] | 914 |
| 89 | Montenegro | 884 |
| 90 | Kenya | 881 |
| 91 | Latvia | 864 |
| 92 | Zimbabwe | 851 |
| 93 | Venezuela[1] | 844 |
| 94 | El Salvador | 621 |
| 95 | Ethiopia | 619 |
| 96 | Honduras | 608 |
| 97 | Lao PDR | 596 |
| 98 | Bolivia | 573 |
| 99 | Haiti | 568 |
| 100 | Nigeria | 543 |
| 101 | Kyrgyz Republic | 530 |
| 102 | Trinidad and Tobago[2] | 472 |
| 103 | Senegal[2] | 468 |
| 104 | Cape Verde | 462 |
| 105 | Armenia | 458 |
| 106 | Nepal | 436 |
| 107 | Nicaragua | 417 |
| 108 | Namibia | 409 |
| 109 | Cameroon[1] | 349 |
| 110 | Seychelles | 344 |
| 111 | Madagascar[3] | 321 |
| 112 | Kuwait | 298 |
| 113 | Rwanda | 294 |
| 114 | Pakistan | 288 |
| 115 | Myanmar[2] | 281 |
| 116 | Paraguay | 273 |
| 117 | Macedonia, FYR | 267 |
| 118 | Mozambique | 241 |
| 119 | Moldova | 226 |
| 120 | Algeria[1] | 217 |
| 121 | Mali[2] | 210 |
| 122 | Mongolia | 189 |
| 123 | Zambia[1] | 155 |
| 124 | Côte d'Ivoire[2] | 141 |
| 125 | Burkina Faso[2] | 133 |
| 126 | Bangladesh | 128 |
| 127 | Gambia, The[1] | 88 |
| 128 | Suriname | 84 |
| 129 | Guyana | 77 |
| 130 | Bhutan | 63 |
| 131 | Sierra Leone | 59 |
| 132 | Lesotho[1] | 46 |
| 133 | Botswana | 45 |
| 134 | Malawi[1] | 34 |
| 135 | Swaziland[1] | 30 |
| 136 | Mauritania[6] | 28 |
| 137 | Chad[5] | 25 |
| 138 | Gabon[4] | 9 |
| 139 | Tajikistan | 3 |
| 140 | Burundi[1] | 1 |
| 141 | Guinea[1] | 1 |

**Source:** World Tourism Organization (UNWTO)

[1] 2012 [2] 2011 [3] 2010 [4] 2005 [5] 2002 [6] 1999

# 0.06 International tourism expenditures

International tourism expenditures (US$ millions) | 2013 or most recent available

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | China | 128,576 |
| 2 | United States | 104,678 |
| 3 | Germany | 91,366 |
| 4 | Russian Federation | 53,453 |
| 5 | United Kingdom | 52,748 |
| 6 | France | 42,907 |
| 7 | Canada | 35,170 |
| 8 | Australia | 28,515 |
| 9 | Italy | 26,972 |
| 10 | Brazil | 24,987 |
| 11 | Singapore | 24,578 |
| 12 | Belgium | 21,876 |
| 13 | Japan | 21,837 |
| 14 | Korea, Rep. | 21,648 |
| 15 | Hong Kong SAR | 21,215 |
| 16 | Netherlands | 20,056 |
| 17 | Norway | 18,488 |
| 18 | United Arab Emirates | 17,699 |
| 19 | Saudi Arabia | 17,660 |
| 20 | Sweden | 17,563 |
| 21 | Spain | 16,414 |
| 22 | Switzerland | 16,053 |
| 23 | Taiwan, China | 12,304 |
| 24 | Malaysia | 12,158 |
| 25 | India | 11,570 |
| 26 | Kuwait | 10,321 |
| 27 | Austria | 10,277 |
| 28 | Denmark | 10,132 |
| 29 | Mexico | 9,122 |
| 30 | Poland | 8,675 |
| 31 | Philippines | 7,833 |
| 32 | Indonesia | 7,675 |
| 33 | Iran, Islamic Rep. | 7,258 |
| 34 | Thailand | 6,656 |
| 35 | Qatar | 6,616 |
| 36 | Ireland | 6,201 |
| 37 | Nigeria | 5,920 |
| 38 | Argentina | 5,568 |
| 39 | Finland | 5,292 |
| 40 | Turkey | 4,817 |
| 41 | Czech Republic | 4,595 |
| 42 | Lebanon | 4,351 |
| 43 | Portugal | 4,143 |
| 44 | Israel | 3,961 |
| 45 | Colombia | 3,941 |
| 46 | New Zealand | 3,858 |
| 47 | Luxembourg | 3,804 |
| 48 | South Africa | 3,426 |
| 49 | Egypt | 3,014 |
| 50 | Azerbaijan | 2,877 |
| 51 | Greece | 2,437 |
| 52 | Venezuela[1] | 2,377 |
| 53 | Slovak Republic | 2,367 |
| 54 | Romania | 2,056 |
| 55 | Vietnam | 2,050 |
| 56 | Chile | 1,908 |
| 57 | Hungary | 1,908 |
| 58 | Kazakhstan | 1,631 |
| 59 | Peru | 1,601 |
| 60 | Bulgaria | 1,527 |
| 61 | Albania | 1,479 |
| 62 | Oman | 1,389 |
| 63 | Morocco | 1,318 |
| 64 | Uruguay | 1,312 |
| 65 | Cyprus | 1,222 |
| 66 | Sri Lanka | 1,188 |
| 67 | Serbia | 1,117 |
| 68 | Jordan | 1,082 |
| 69 | Pakistan | 1,072 |
| 70 | Tanzania | 1,034 |
| 71 | Estonia | 995 |
| 72 | Lithuania | 966 |
| 73 | Slovenia | 923 |
| 74 | Croatia | 903 |
| 75 | Iceland | 847 |
| 76 | Panama | 813 |
| 77 | Puerto Rico | 782 |
| 78 | Bahrain[1] | 729 |
| 79 | Guatemala | 723 |
| 80 | Latvia | 715 |
| 81 | Tunisia | 675 |
| 82 | Cameroon[1] | 518 |
| 83 | Armenia | 502 |
| 84 | Algeria[1] | 495 |
| 85 | Ghana[1] | 467 |
| 86 | Uganda | 453 |
| 87 | Costa Rica | 440 |
| 88 | Mauritius | 436 |
| 89 | Nepal | 419 |
| 90 | Honduras | 404 |
| 91 | Mongolia | 399 |
| 92 | Malta | 384 |
| 93 | Dominican Republic | 378 |
| 94 | Bolivia | 359 |
| 95 | Cambodia | 355 |
| 96 | Kyrgyz Republic | 350 |
| 97 | Bangladesh | 347 |
| 98 | Côte d'Ivoire[2] | 347 |
| 99 | Moldova | 334 |
| 100 | Georgia | 294 |
| 101 | Gabon[4] | 274 |
| 102 | Nicaragua | 273 |
| 103 | Lesotho[1] | 248 |
| 104 | Paraguay | 243 |
| 105 | El Salvador | 242 |
| 106 | Mozambique | 236 |
| 107 | Kenya | 233 |
| 108 | Lao PDR[1] | 232 |
| 109 | Ethiopia | 223 |
| 110 | Jamaica | 171 |
| 111 | Angola | 166 |
| 112 | Senegal[2] | 151 |
| 113 | Trinidad and Tobago[2] | 150 |
| 114 | Zimbabwe[7] | 131 |
| 115 | Macedonia, FYR | 131 |
| 116 | Namibia | 127 |
| 117 | Mali[2] | 124 |
| 118 | Myanmar[2] | 123 |
| 119 | Cape Verde | 119 |
| 120 | Madagascar[3] | 110 |
| 121 | Yemen | 86 |
| 121 | Zambia[1] | 86 |
| 123 | Burkina Faso[2] | 85 |
| 124 | Guyana | 81 |
| 125 | Chad[5] | 80 |
| 126 | Rwanda | 80 |
| 127 | Swaziland[1] | 72 |
| 128 | Suriname | 70 |
| 129 | Malawi[1] | 70 |
| 130 | Botswana | 66 |
| 131 | Bhutan | 64 |
| 132 | Haiti | 62 |
| 133 | Mauritania[6] | 55 |
| 134 | Montenegro | 48 |
| 135 | Barbados[1] | 45 |
| 136 | Seychelles[1] | 34 |
| 137 | Burundi[1] | 25 |
| 138 | Guinea[1] | 23 |
| 139 | Sierra Leone[1] | 15 |
| 140 | Tajikistan | 13 |
| 141 | Gambia, The[1] | 8 |

**Source:** World Tourism Organization (UNWTO)

[1] 2012 [2] 2011 [3] 2010 [4] 2005 [5] 2002 [6] 1999 [7] 1998

# 0.07 T&T industry GDP

T&T industry GDP (US$ million) | 2013

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | United States | 450,146 |
| 2 | China | 241,829 |
| 3 | Japan | 108,631 |
| 4 | France | 100,362 |
| 5 | United Kingdom | 90,314 |
| 6 | Italy | 81,896 |
| 7 | Brazil | 76,971 |
| 8 | Mexico | 74,720 |
| 9 | Spain | 74,159 |
| 10 | Germany | 58,512 |
| 11 | Australia | 39,043 |
| 12 | Turkey | 37,393 |
| 13 | India | 37,185 |
| 14 | Thailand | 34,928 |
| 15 | Russian Federation | 29,925 |
| 16 | Indonesia | 27,060 |
| 17 | Korea, Rep. | 24,721 |
| 18 | Hong Kong SAR | 24,605 |
| 19 | Malaysia | 22,390 |
| 20 | Canada | 19,401 |
| 21 | Austria | 19,346 |
| 22 | Argentina | 16,651 |
| 23 | Netherlands | 15,600 |
| 24 | United Arab Emirates | 15,379 |
| 25 | Singapore | 15,307 |
| 26 | Sweden | 14,844 |
| 27 | Switzerland | 14,370 |
| 28 | Greece | 14,197 |
| 29 | Norway | 14,124 |
| 30 | Egypt | 14,093 |
| 31 | Saudi Arabia | 12,667 |
| 32 | Venezuela | 12,441 |
| 33 | Portugal | 11,965 |
| 34 | Philippines | 11,104 |
| 35 | Belgium | 11,014 |
| 36 | Poland | 10,939 |
| 37 | South Africa | 10,681 |
| 38 | Taiwan, China | 10,017 |
| 39 | Chile | 9,040 |
| 40 | Morocco | 9,030 |
| 41 | Iran, Islamic Rep. | 8,239 |
| 42 | Peru | 7,313 |
| 43 | Vietnam | 7,135 |
| 44 | Algeria | 7,116 |
| 45 | Pakistan | 6,938 |
| 46 | Denmark | 6,518 |
| 47 | Colombia | 6,403 |
| 48 | Israel | 6,232 |
| 49 | Croatia | 6,128 |
| 50 | New Zealand | 5,822 |
| 51 | Czech Republic | 5,636 |
| 52 | Finland | 5,588 |
| 53 | Hungary | 5,398 |
| 54 | Nigeria | 4,738 |
| 55 | Ireland | 4,480 |
| 56 | Qatar | 3,741 |
| 57 | Kazakhstan | 3,503 |
| 58 | Tunisia | 3,401 |
| 59 | Lebanon | 3,161 |
| 60 | Romania | 3,154 |
| 61 | Bangladesh | 2,846 |
| 62 | Dominican Republic | 2,807 |
| 63 | Kuwait | 2,709 |
| 64 | Sri Lanka | 2,659 |
| 65 | Oman | 2,556 |
| 66 | Panama | 2,468 |
| 67 | Puerto Rico | 2,397 |
| 68 | Costa Rica | 2,271 |
| 69 | Slovak Republic | 2,170 |
| 70 | Kenya | 2,120 |
| 71 | Bulgaria | 2,028 |
| 72 | Ethiopia | 1,926 |
| 73 | Angola | 1,909 |
| 74 | Jordan | 1,786 |
| 75 | Guatemala | 1,747 |
| 76 | Azerbaijan | 1,713 |
| 77 | Cambodia | 1,610 |
| 78 | Slovenia | 1,608 |
| 79 | Uruguay | 1,582 |
| 80 | Tanzania | 1,506 |
| 81 | Cyprus | 1,438 |
| 82 | Yemen | 1,344 |
| 83 | Bahrain | 1,330 |
| 84 | Mauritius | 1,326 |
| 85 | Ghana | 1,281 |
| 86 | Malta | 1,272 |
| 87 | Jamaica | 1,102 |
| 88 | Honduras | 1,098 |
| 89 | Luxembourg | 1,085 |
| 90 | Georgia | 1,000 |
| 91 | Iceland | 983 |
| 92 | Myanmar | 902 |
| 93 | Uganda | 888 |
| 94 | Latvia | 881 |
| 95 | El Salvador | 856 |
| 96 | Serbia | 836 |
| 97 | Lithuania | 827 |
| 98 | Senegal | 796 |
| 99 | Estonia | 789 |
| 100 | Bolivia | 763 |
| 101 | Nepal | 738 |
| 102 | Cameroon | 720 |
| 103 | Trinidad and Tobago | 717 |
| 104 | Botswana | 656 |
| 105 | Côte d'Ivoire | 641 |
| 106 | Albania | 639 |
| 107 | Madagascar | 599 |
| 108 | Montenegro | 522 |
| 109 | Barbados | 510 |
| 110 | Zambia | 475 |
| 111 | Lao PDR | 469 |
| 112 | Mozambique | 461 |
| 113 | Nicaragua | 439 |
| 114 | Paraguay | 436 |
| 115 | Zimbabwe | 420 |
| 116 | Mali | 407 |
| 117 | Cape Verde | 332 |
| 118 | Namibia | 324 |
| 119 | Mongolia | 288 |
| 120 | Rwanda | 283 |
| 121 | Seychelles | 241 |
| 122 | Armenia | 217 |
| 123 | Gabon | 196 |
| 124 | Malawi | 188 |
| 125 | Burkina Faso | 169 |
| 126 | Chad | 157 |
| 127 | Macedonia, FYR | 145 |
| 128 | Guinea | 134 |
| 129 | Lesotho | 121 |
| 130 | Kyrgyz Republic | 118 |
| 131 | Haiti | 117 |
| 132 | Gambia, The | 91 |
| 133 | Guyana | 91 |
| 134 | Sierra Leone | 89 |
| 135 | Swaziland | 80 |
| 136 | Moldova | 73 |
| 137 | Burundi | 56 |
| 138 | Suriname | 48 |
| n/a | Bhutan | n/a |
| n/a | Mauritania | n/a |
| n/a | Tajikistan | n/a |

**Source:** World Travel & Tourism Council (WTTC)

# 0.08 T&T industry employment

T&T industry Employment (1,000 jobs) | 2013

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | China | 22,780 |
| 2 | India | 22,320 |
| 3 | United States | 5,435 |
| 4 | Mexico | 3,180 |
| 5 | Brazil | 3,049 |
| 6 | Indonesia | 3,042 |
| 7 | Thailand | 2,563 |
| 8 | Vietnam | 1,899 |
| 9 | United Kingdom | 1,765 |
| 10 | Pakistan | 1,484 |
| 11 | Japan | 1,447 |
| 12 | Bangladesh | 1,328 |
| 13 | Egypt | 1,251 |
| 14 | Philippines | 1,227 |
| 15 | France | 1,196 |
| 16 | Italy | 1,106 |
| 17 | Ethiopia | 985 |
| 18 | Russian Federation | 967 |
| 19 | Malaysia | 881 |
| 20 | Spain | 866 |
| 21 | Nigeria | 866 |
| 22 | Morocco | 814 |
| 23 | Germany | 766 |
| 24 | Cambodia | 735 |
| 25 | South Africa | 646 |
| 26 | Korea, Rep. | 619 |
| 27 | Argentina | 604 |
| 28 | Turkey | 588 |
| 29 | Australia | 522 |
| 30 | Nepal | 504 |
| 31 | Netherlands | 492 |
| 32 | Colombia | 458 |
| 33 | Iran, Islamic Rep. | 415 |
| 34 | Tanzania | 402 |
| 35 | Peru | 364 |
| 36 | Algeria | 364 |
| 37 | Venezuela | 356 |
| 38 | Hong Kong SAR | 346 |
| 39 | Myanmar | 338 |
| 40 | Poland | 334 |
| 41 | Canada | 326 |
| 42 | Portugal | 322 |
| 43 | Greece | 319 |
| 44 | United Arab Emirates | 291 |
| 45 | Sri Lanka | 286 |
| 46 | Mozambique | 273 |
| 47 | Taiwan, China | 272 |
| 48 | Czech Republic | 248 |
| 49 | Chile | 245 |
| 50 | Tunisia | 228 |
| 51 | Hungary | 227 |
| 52 | Kenya | 226 |
| 53 | Madagascar | 225 |
| 54 | Austria | 224 |
| 55 | Romania | 212 |
| 56 | Sweden | 183 |
| 57 | Uganda | 182 |
| 58 | Dominican Republic | 176 |
| 59 | Guatemala | 171 |
| 60 | Saudi Arabia | 168 |
| 61 | Honduras | 156 |
| 62 | Yemen | 152 |
| 63 | Singapore | 147 |
| 64 | Switzerland | 143 |
| 65 | Croatia | 138 |
| 66 | Kazakhstan | 138 |
| 67 | Malawi | 136 |
| 68 | Senegal | 134 |
| 69 | Ghana | 125 |
| 70 | Lao PDR | 120 |
| 71 | Belgium | 109 |
| 72 | Norway | 109 |
| 73 | New Zealand | 108 |
| 74 | Côte d'Ivoire | 104 |
| 75 | Panama | 103 |
| 76 | Cameroon | 101 |
| 77 | Bulgaria | 100 |
| 78 | Bolivia | 97 |
| 79 | Costa Rica | 96 |
| 80 | Azerbaijan | 95 |
| 81 | Lebanon | 93 |
| 82 | Georgia | 90 |
| 83 | Israel | 85 |
| 84 | Jamaica | 82 |
| 85 | Nicaragua | 82 |
| 86 | El Salvador | 80 |
| 87 | Denmark | 77 |
| 88 | Jordan | 67 |
| 89 | Rwanda | 67 |
| 90 | Angola | 64 |
| 91 | Mauritius | 62 |
| 92 | Burkina Faso | 61 |
| 93 | Mali | 58 |
| 94 | Finland | 58 |
| 95 | Slovak Republic | 56 |
| 96 | Gambia, The | 49 |
| 97 | Uruguay | 45 |
| 98 | Zimbabwe | 44 |
| 99 | Haiti | 44 |
| 100 | Ireland | 43 |
| 101 | Kuwait | 42 |
| 102 | Albania | 41 |
| 103 | Guinea | 39 |
| 104 | Paraguay | 38 |
| 105 | Oman | 37 |
| 106 | Kyrgyz Republic | 36 |
| 107 | Serbia | 35 |
| 108 | Burundi | 33 |
| 109 | Slovenia | 32 |
| 110 | Cape Verde | 32 |
| 111 | Botswana | 31 |
| 112 | Bahrain | 30 |
| 113 | Qatar | 28 |
| 114 | Trinidad and Tobago | 27 |
| 115 | Cyprus | 27 |
| 116 | Mongolia | 26 |
| 117 | Latvia | 26 |
| 118 | Sierra Leone | 26 |
| 119 | Malta | 26 |
| 120 | Lesotho | 25 |
| 121 | Namibia | 24 |
| 122 | Lithuania | 23 |
| 123 | Zambia | 23 |
| 124 | Estonia | 23 |
| 125 | Armenia | 21 |
| 126 | Chad | 21 |
| 127 | Puerto Rico | 19 |
| 128 | Montenegro | 15 |
| 129 | Barbados | 14 |
| 130 | Moldova | 10 |
| 131 | Seychelles | 10 |
| 132 | Iceland | 10 |
| 133 | Macedonia, FYR | 8 |
| 134 | Guyana | 8 |
| 135 | Luxembourg | 6 |
| 136 | Swaziland | 6 |
| 137 | Gabon | 4 |
| 138 | Suriname | 2 |
| n/a | Bhutan | n/a |
| n/a | Mauritania | n/a |
| n/a | Tajikistan | n/a |

**Source:** World Travel & Tourism Council (WTTC)

# 0.09 T&T industry share of GDP

T&T industry Share of GDP (% of total GDP) | 2013

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Seychelles | 21.2 |
| 2 | Cape Verde | 16.2 |
| 3 | Malta | 13.6 |
| 4 | Croatia | 12.1 |
| 5 | Mauritius | 11.3 |
| 6 | Barbados | 10.9 |
| 7 | Cambodia | 10.4 |
| 8 | Montenegro | 9.8 |
| 9 | Thailand | 9.0 |
| 10 | Gambia, The | 9.0 |
| 11 | Hong Kong SAR | 8.9 |
| 12 | Morocco | 8.6 |
| 13 | Jamaica | 7.7 |
| 14 | Tunisia | 7.3 |
| 15 | Malaysia | 7.2 |
| 16 | Lebanon | 6.9 |
| 17 | Cyprus | 6.8 |
| 18 | Iceland | 6.8 |
| 19 | Greece | 6.5 |
| 20 | Georgia | 6.2 |
| 21 | Mexico | 5.9 |
| 22 | Panama | 5.9 |
| 23 | Madagascar | 5.9 |
| 24 | Honduras | 5.8 |
| 25 | Portugal | 5.8 |
| 26 | Spain | 5.7 |
| 27 | Egypt | 5.6 |
| 28 | Zimbabwe | 5.6 |
| 29 | Lesotho | 5.5 |
| 30 | Jordan | 5.3 |
| 31 | Singapore | 5.3 |
| 32 | Senegal | 5.3 |
| 33 | Austria | 4.9 |
| 34 | Kenya | 4.8 |
| 35 | Albania | 4.8 |
| 36 | Dominican Republic | 4.7 |
| 37 | Lao PDR | 4.7 |
| 38 | Costa Rica | 4.6 |
| 39 | Vietnam | 4.6 |
| 40 | Turkey | 4.6 |
| 41 | Malawi | 4.5 |
| 42 | Tanzania | 4.5 |
| 43 | Italy | 4.2 |
| 44 | Ethiopia | 4.2 |
| 45 | Philippines | 4.2 |
| 46 | Bahrain | 4.1 |
| 47 | Mali | 4.1 |
| 48 | Hungary | 4.1 |
| 49 | United Arab Emirates | 4.0 |
| 50 | Algeria | 4.0 |
| 51 | Nicaragua | 4.0 |
| 52 | Sri Lanka | 3.9 |
| 53 | Nepal | 3.9 |
| 54 | France | 3.9 |
| 55 | Bulgaria | 3.7 |
| 56 | Rwanda | 3.7 |
| 57 | Slovenia | 3.6 |
| 58 | United Kingdom | 3.5 |
| 59 | El Salvador | 3.5 |
| 60 | Peru | 3.5 |
| 61 | Argentina | 3.5 |
| 62 | Brazil | 3.5 |
| 63 | Estonia | 3.4 |
| 64 | Uganda | 3.3 |
| 65 | New Zealand | 3.3 |
| 66 | Guatemala | 3.3 |
| 67 | Botswana | 3.2 |
| 68 | Mozambique | 3.2 |
| 69 | Chile | 3.2 |
| 70 | Venezuela | 3.2 |
| 71 | Trinidad and Tobago | 3.1 |
| 72 | Indonesia | 3.1 |
| 73 | Pakistan | 3.1 |
| 74 | South Africa | 3.0 |
| 75 | Guyana | 3.0 |
| 76 | Namibia | 3.0 |
| 77 | Ghana | 3.0 |
| 78 | Oman | 3.0 |
| 79 | Yemen | 2.9 |
| 80 | Latvia | 2.9 |
| 81 | Czech Republic | 2.9 |
| 82 | Uruguay | 2.8 |
| 83 | Norway | 2.8 |
| 84 | Sweden | 2.7 |
| 85 | United States | 2.7 |
| 86 | China | 2.6 |
| 87 | Australia | 2.6 |
| 88 | Bolivia | 2.5 |
| 89 | Cameroon | 2.5 |
| 90 | Mongolia | 2.5 |
| 91 | Côte d'Ivoire | 2.4 |
| 92 | Azerbaijan | 2.4 |
| 93 | Slovak Republic | 2.3 |
| 94 | Puerto Rico | 2.3 |
| 95 | Finland | 2.3 |
| 96 | Belgium | 2.3 |
| 97 | Zambia | 2.3 |
| 98 | Iran, Islamic Rep. | 2.2 |
| 99 | Switzerland | 2.2 |
| 100 | Japan | 2.2 |
| 101 | Ireland | 2.2 |
| 102 | Swaziland | 2.2 |
| 103 | Israel | 2.2 |
| 104 | Burundi | 2.1 |
| 105 | Poland | 2.1 |
| 106 | Bangladesh | 2.1 |
| 107 | Guinea | 2.1 |
| 108 | Taiwan, China | 2.1 |
| 109 | Korea, Rep. | 2.1 |
| 110 | Netherlands | 2.1 |
| 111 | Armenia | 2.0 |
| 112 | India | 2.0 |
| 113 | Denmark | 2.0 |
| 114 | Sierra Leone | 1.9 |
| 115 | Serbia | 1.9 |
| 116 | Luxembourg | 1.9 |
| 117 | Lithuania | 1.8 |
| 118 | Qatar | 1.8 |
| 119 | Colombia | 1.7 |
| 120 | Saudi Arabia | 1.7 |
| 121 | Germany | 1.7 |
| 122 | Romania | 1.6 |
| 123 | Kazakhstan | 1.6 |
| 124 | Kyrgyz Republic | 1.6 |
| 125 | Myanmar | 1.6 |
| 126 | Nigeria | 1.6 |
| 127 | Kuwait | 1.5 |
| 128 | Burkina Faso | 1.4 |
| 129 | Russian Federation | 1.4 |
| 130 | Paraguay | 1.4 |
| 131 | Angola | 1.4 |
| 132 | Haiti | 1.4 |
| 133 | Macedonia, FYR | 1.3 |
| 134 | Chad | 1.2 |
| 135 | Gabon | 1.2 |
| 136 | Canada | 1.1 |
| 137 | Moldova | 1.0 |
| 138 | Suriname | 0.9 |
| n/a | Bhutan | n/a |
| n/a | Mauritania | n/a |
| n/a | Tajikistan | n/a |

**Source:** World Travel & Tourism Council (WTTC)

# 0.10 T&T industry share of employment

T&T industry Share of Employment (% of total employment) | 2013

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Seychelles | 22.7 |
| 2 | Malta | 14.8 |
| 3 | Cape Verde | 14.5 |
| 4 | Croatia | 13.3 |
| 5 | Barbados | 11.1 |
| 6 | Mauritius | 10.8 |
| 7 | Hong Kong SAR | 9.2 |
| 8 | Cambodia | 8.9 |
| 9 | Greece | 8.9 |
| 10 | Montenegro | 8.8 |
| 11 | Cyprus | 7.8 |
| 12 | Morocco | 7.6 |
| 13 | Gambia, The | 7.4 |
| 14 | Portugal | 7.2 |
| 15 | Jamaica | 7.0 |
| 16 | Netherlands | 6.7 |
| 17 | Malaysia | 6.7 |
| 18 | Lebanon | 6.7 |
| 19 | Tunisia | 6.6 |
| 20 | Thailand | 6.6 |
| 21 | Mexico | 6.4 |
| 22 | Panama | 5.9 |
| 23 | Hungary | 5.8 |
| 24 | Iceland | 5.5 |
| 25 | United Kingdom | 5.5 |
| 26 | United Arab Emirates | 5.3 |
| 27 | Austria | 5.3 |
| 28 | Spain | 5.2 |
| 29 | Georgia | 5.1 |
| 30 | Egypt | 5.1 |
| 31 | Czech Republic | 5.0 |
| 32 | Honduras | 5.0 |
| 33 | Italy | 4.9 |
| 34 | India | 4.9 |
| 35 | New Zealand | 4.8 |
| 36 | South Africa | 4.6 |
| 37 | Lesotho | 4.6 |
| 38 | Madagascar | 4.6 |
| 39 | Costa Rica | 4.6 |
| 40 | Botswana | 4.6 |
| 41 | Namibia | 4.5 |
| 42 | Australia | 4.5 |
| 43 | Jordan | 4.5 |
| 44 | Senegal | 4.5 |
| 45 | France | 4.4 |
| 46 | Trinidad and Tobago | 4.4 |
| 47 | Singapore | 4.3 |
| 48 | Albania | 4.3 |
| 49 | Norway | 4.2 |
| 50 | Dominican Republic | 4.2 |
| 51 | Bahrain | 4.1 |
| 52 | Kenya | 4.1 |
| 53 | Slovenia | 4.0 |
| 54 | Lao PDR | 4.0 |
| 55 | Sweden | 3.9 |
| 56 | United States | 3.8 |
| 57 | Malawi | 3.8 |
| 58 | Tanzania | 3.8 |
| 59 | Ethiopia | 3.8 |
| 60 | Vietnam | 3.7 |
| 61 | Zimbabwe | 3.7 |
| 62 | Estonia | 3.6 |
| 63 | Sri Lanka | 3.5 |
| 64 | Algeria | 3.5 |
| 65 | Bulgaria | 3.4 |
| 66 | Argentina | 3.4 |
| 67 | Nicaragua | 3.3 |
| 68 | Guyana | 3.3 |
| 69 | Oman | 3.3 |
| 70 | Philippines | 3.2 |
| 71 | Nepal | 3.2 |
| 72 | Chile | 3.2 |
| 73 | El Salvador | 3.1 |
| 74 | Rwanda | 3.1 |
| 75 | Brazil | 3.0 |
| 76 | Switzerland | 3.0 |
| 77 | China | 3.0 |
| 78 | Denmark | 2.9 |
| 79 | Guatemala | 2.9 |
| 80 | Latvia | 2.9 |
| 81 | Venezuela | 2.8 |
| 82 | Uganda | 2.8 |
| 83 | Uruguay | 2.7 |
| 84 | Indonesia | 2.7 |
| 85 | Pakistan | 2.6 |
| 86 | Serbia | 2.6 |
| 87 | Yemen | 2.5 |
| 88 | Mali | 2.5 |
| 89 | Luxembourg | 2.5 |
| 90 | Taiwan, China | 2.5 |
| 91 | Israel | 2.5 |
| 92 | Korea, Rep. | 2.5 |
| 93 | Romania | 2.4 |
| 94 | Mozambique | 2.4 |
| 95 | Belgium | 2.4 |
| 96 | Slovak Republic | 2.4 |
| 97 | Peru | 2.4 |
| 98 | Ghana | 2.3 |
| 99 | Finland | 2.3 |
| 100 | Turkey | 2.3 |
| 101 | Japan | 2.3 |
| 102 | Ireland | 2.3 |
| 103 | Colombia | 2.2 |
| 104 | Poland | 2.2 |
| 105 | Azerbaijan | 2.2 |
| 106 | Bolivia | 2.1 |
| 107 | Cameroon | 2.1 |
| 108 | Côte d'Ivoire | 2.1 |
| 109 | Sierra Leone | 2.1 |
| 110 | Mongolia | 2.1 |
| 111 | Swaziland | 1.9 |
| 112 | Iran, Islamic Rep. | 1.9 |
| 113 | Canada | 1.8 |
| 114 | Puerto Rico | 1.8 |
| 115 | Germany | 1.8 |
| 116 | Lithuania | 1.8 |
| 117 | Kuwait | 1.8 |
| 118 | Saudi Arabia | 1.8 |
| 119 | Bangladesh | 1.8 |
| 120 | Burundi | 1.8 |
| 121 | Armenia | 1.8 |
| 122 | Qatar | 1.7 |
| 123 | Kazakhstan | 1.6 |
| 124 | Guinea | 1.6 |
| 125 | Kyrgyz Republic | 1.6 |
| 126 | Angola | 1.5 |
| 127 | Russian Federation | 1.4 |
| 128 | Nigeria | 1.3 |
| 129 | Zambia | 1.3 |
| 130 | Myanmar | 1.2 |
| 131 | Macedonia, FYR | 1.2 |
| 132 | Paraguay | 1.2 |
| 133 | Burkina Faso | 1.2 |
| 134 | Haiti | 1.1 |
| 135 | Gabon | 1.0 |
| 136 | Chad | 1.0 |
| 137 | Moldova | 0.8 |
| 138 | Suriname | 0.8 |
| n/a | Bhutan | n/a |
| n/a | Mauritania | n/a |
| n/a | Tajikistan | n/a |

**Source:** World Travel & Tourism Council (WTTC)

# 1st pillar
# Business Environment

# 1.01 Property rights

In your country, how strong is the protection of property rights, including financial assets? (1 = extremely weak, 7 = extremely strong) | 2013–2014 weighted average

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Finland | 6.4 |
| 2 | Singapore | 6.2 |
| 3 | Switzerland | 6.2 |
| 4 | United Kingdom | 6.2 |
| 5 | Luxembourg | 6.1 |
| 6 | Hong Kong SAR | 6.1 |
| 7 | Qatar | 6.0 |
| 8 | Norway | 6.0 |
| 9 | Canada | 6.0 |
| 10 | New Zealand | 6.0 |
| 11 | Japan | 5.9 |
| 12 | Puerto Rico | 5.9 |
| 13 | Ireland | 5.9 |
| 14 | Netherlands | 5.8 |
| 15 | Austria | 5.8 |
| 16 | Taiwan, China | 5.7 |
| 17 | Denmark | 5.7 |
| 18 | Sweden | 5.7 |
| 19 | Germany | 5.6 |
| 20 | South Africa | 5.6 |
| 21 | France | 5.5 |
| 22 | Australia | 5.5 |
| 23 | United Arab Emirates | 5.5 |
| 24 | Belgium | 5.4 |
| 25 | United States | 5.3 |
| 26 | Malaysia | 5.3 |
| 27 | Iceland | 5.3 |
| 28 | Rwanda | 5.3 |
| 29 | Bahrain | 5.2 |
| 30 | Oman | 5.2 |
| 31 | Estonia | 5.2 |
| 32 | Saudi Arabia | 5.1 |
| 33 | Mauritius | 5.1 |
| 34 | Jordan | 5.1 |
| 35 | Namibia | 5.1 |
| 36 | Malta | 5.0 |
| 37 | Barbados | 5.0 |
| 38 | Chile | 5.0 |
| 39 | Botswana | 4.9 |
| 40 | Uruguay | 4.9 |
| 41 | Morocco | 4.9 |
| 42 | Portugal | 4.8 |
| 43 | Israel | 4.8 |
| 44 | Zambia | 4.6 |
| 45 | Latvia | 4.6 |
| 46 | Costa Rica | 4.6 |
| 47 | Turkey | 4.6 |
| 48 | Macedonia, FYR | 4.6 |
| 49 | Panama | 4.5 |
| 50 | China | 4.5 |
| 51 | Kuwait | 4.4 |
| 52 | Jamaica | 4.4 |
| 53 | Bhutan | 4.4 |
| 54 | Cyprus | 4.3 |
| 55 | Poland | 4.3 |
| 56 | Spain | 4.3 |
| 57 | Sri Lanka | 4.3 |
| 58 | Swaziland | 4.3 |
| 59 | Indonesia | 4.3 |
| 60 | Ghana | 4.3 |
| 61 | Philippines | 4.3 |
| 62 | Lithuania | 4.2 |
| 63 | Gambia, The | 4.2 |
| 64 | Korea, Rep. | 4.2 |
| 65 | Kenya | 4.2 |
| 66 | Slovenia | 4.2 |
| 67 | Armenia | 4.2 |
| 68 | Seychelles | 4.2 |
| 69 | Trinidad and Tobago | 4.1 |
| 70 | Kazakhstan | 4.1 |
| 71 | Montenegro | 4.1 |
| 72 | Thailand | 4.1 |
| 73 | India | 4.1 |
| 74 | Italy | 4.0 |
| 75 | Czech Republic | 4.0 |
| 76 | Tunisia | 4.0 |
| 77 | Brazil | 4.0 |
| 78 | Mexico | 4.0 |
| 79 | Romania | 4.0 |
| 80 | Senegal | 3.9 |
| 81 | Gabon | 3.9 |
| 82 | Greece | 3.9 |
| 83 | Malawi | 3.9 |
| 84 | Colombia | 3.9 |
| 85 | Georgia | 3.9 |
| 86 | Iran, Islamic Rep. | 3.9 |
| 87 | Tajikistan | 3.9 |
| 88 | Guatemala | 3.8 |
| 89 | Slovak Republic | 3.8 |
| 90 | Dominican Republic | 3.8 |
| 91 | Azerbaijan | 3.8 |
| 92 | Croatia | 3.8 |
| 93 | Cape Verde | 3.8 |
| 94 | Guyana | 3.8 |
| 95 | Lao PDR | 3.8 |
| 96 | Hungary | 3.7 |
| 97 | Algeria | 3.7 |
| 98 | Honduras | 3.7 |
| 99 | Cameroon | 3.6 |
| 100 | Mongolia | 3.6 |
| 101 | Vietnam | 3.6 |
| 102 | El Salvador | 3.6 |
| 103 | Lesotho | 3.6 |
| 104 | Egypt | 3.6 |
| 105 | Tanzania | 3.5 |
| 106 | Peru | 3.5 |
| 107 | Côte d'Ivoire | 3.5 |
| 108 | Lebanon | 3.5 |
| 109 | Burkina Faso | 3.5 |
| 110 | Bulgaria | 3.5 |
| 111 | Bolivia | 3.5 |
| 112 | Uganda | 3.4 |
| 113 | Sierra Leone | 3.4 |
| 114 | Mali | 3.4 |
| 115 | Ethiopia | 3.4 |
| 116 | Nigeria | 3.4 |
| 117 | Mozambique | 3.4 |
| 118 | Cambodia | 3.3 |
| 119 | Nepal | 3.3 |
| 120 | Russian Federation | 3.3 |
| 121 | Pakistan | 3.3 |
| 122 | Suriname | 3.3 |
| 123 | Bangladesh | 3.3 |
| 124 | Paraguay | 3.2 |
| 125 | Kyrgyz Republic | 3.2 |
| 126 | Moldova | 3.2 |
| 127 | Serbia | 3.1 |
| 128 | Nicaragua | 3.1 |
| 129 | Yemen | 3.1 |
| 130 | Madagascar | 3.1 |
| 131 | Albania | 2.8 |
| 132 | Burundi | 2.8 |
| 133 | Myanmar | 2.7 |
| 134 | Guinea | 2.6 |
| 135 | Argentina | 2.6 |
| 136 | Mauritania | 2.5 |
| 137 | Chad | 2.5 |
| 138 | Angola | 2.5 |
| 139 | Zimbabwe | 2.4 |
| 140 | Haiti | 2.3 |
| 141 | Venezuela | 1.5 |

**Source:** World Economic Forum, Executive Opinion Survey

# 1.02 Impact of rules on FDI

In your country, to what extent do rules and regulations encourage or discourage foreign direct investment (FDI)? (1 = strongly discourage FDI, 7 = strongly encourage FDI) | 2013–2014 weighted average

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Ireland | 6.6 |
| 2 | Singapore | 6.3 |
| 3 | Hong Kong SAR | 6.2 |
| 4 | Luxembourg | 5.9 |
| 5 | Rwanda | 5.8 |
| 6 | United Arab Emirates | 5.7 |
| 7 | Mauritius | 5.6 |
| 8 | United Kingdom | 5.6 |
| 9 | Qatar | 5.5 |
| 10 | Morocco | 5.5 |
| 11 | Malaysia | 5.5 |
| 12 | Bahrain | 5.5 |
| 13 | Panama | 5.4 |
| 14 | Netherlands | 5.4 |
| 15 | Malta | 5.3 |
| 16 | Taiwan, China | 5.3 |
| 17 | Estonia | 5.3 |
| 18 | Chile | 5.3 |
| 19 | Sri Lanka | 5.2 |
| 20 | Macedonia, FYR | 5.2 |
| 21 | Uruguay | 5.2 |
| 22 | Thailand | 5.1 |
| 23 | Puerto Rico | 5.0 |
| 24 | Zambia | 5.0 |
| 25 | Sweden | 5.0 |
| 26 | China | 5.0 |
| 27 | Finland | 5.0 |
| 28 | Georgia | 4.9 |
| 29 | Oman | 4.9 |
| 30 | Uganda | 4.9 |
| 31 | Switzerland | 4.9 |
| 32 | Costa Rica | 4.9 |
| 33 | Cambodia | 4.8 |
| 34 | Lao PDR | 4.8 |
| 35 | Germany | 4.8 |
| 36 | Latvia | 4.8 |
| 37 | Vietnam | 4.7 |
| 38 | Norway | 4.7 |
| 39 | Mozambique | 4.7 |
| 40 | Peru | 4.7 |
| 41 | Barbados | 4.7 |
| 42 | Denmark | 4.7 |
| 43 | Belgium | 4.7 |
| 44 | United States | 4.7 |
| 45 | Nigeria | 4.7 |
| 46 | Bangladesh | 4.7 |
| 47 | Lesotho | 4.7 |
| 48 | Gambia, The | 4.7 |
| 49 | Tunisia | 4.6 |
| 50 | Australia | 4.6 |
| 51 | Cyprus | 4.6 |
| 52 | Canada | 4.6 |
| 53 | Burkina Faso | 4.6 |
| 54 | Côte d'Ivoire | 4.6 |
| 55 | Trinidad and Tobago | 4.6 |
| 56 | New Zealand | 4.6 |
| 57 | Austria | 4.6 |
| 58 | Japan | 4.6 |
| 59 | Indonesia | 4.6 |
| 60 | Mexico | 4.6 |
| 61 | Israel | 4.5 |
| 62 | Albania | 4.5 |
| 63 | Colombia | 4.5 |
| 64 | Slovak Republic | 4.5 |
| 65 | Philippines | 4.5 |
| 66 | France | 4.5 |
| 67 | Czech Republic | 4.5 |
| 68 | Senegal | 4.5 |
| 69 | Cameroon | 4.5 |
| 70 | Kenya | 4.4 |
| 71 | Turkey | 4.4 |
| 72 | Paraguay | 4.4 |
| 73 | Jordan | 4.4 |
| 74 | Montenegro | 4.4 |
| 75 | Pakistan | 4.4 |
| 76 | Poland | 4.4 |
| 77 | Dominican Republic | 4.4 |
| 78 | Kazakhstan | 4.4 |
| 79 | Portugal | 4.3 |
| 80 | Sierra Leone | 4.3 |
| 81 | Azerbaijan | 4.3 |
| 82 | Tanzania | 4.3 |
| 83 | Botswana | 4.3 |
| 84 | Hungary | 4.3 |
| 85 | Cape Verde | 4.3 |
| 86 | Korea, Rep. | 4.2 |
| 87 | Ghana | 4.2 |
| 88 | Bhutan | 4.2 |
| 89 | Gabon | 4.2 |
| 90 | Spain | 4.2 |
| 91 | Mongolia | 4.2 |
| 92 | Nicaragua | 4.2 |
| 93 | India | 4.2 |
| 94 | Ethiopia | 4.2 |
| 95 | Saudi Arabia | 4.2 |
| 96 | Guatemala | 4.2 |
| 97 | Namibia | 4.2 |
| 98 | Seychelles | 4.1 |
| 99 | Malawi | 4.1 |
| 100 | Jamaica | 4.1 |
| 101 | Lithuania | 4.0 |
| 102 | Madagascar | 4.0 |
| 103 | Guyana | 4.0 |
| 104 | South Africa | 4.0 |
| 105 | Romania | 4.0 |
| 106 | Swaziland | 3.9 |
| 107 | Kyrgyz Republic | 3.9 |
| 108 | Moldova | 3.9 |
| 109 | Mali | 3.9 |
| 110 | Armenia | 3.8 |
| 111 | Lebanon | 3.8 |
| 112 | Suriname | 3.8 |
| 113 | Bulgaria | 3.8 |
| 114 | Brazil | 3.7 |
| 115 | El Salvador | 3.7 |
| 116 | Nepal | 3.7 |
| 117 | Honduras | 3.7 |
| 118 | Russian Federation | 3.7 |
| 119 | Bolivia | 3.6 |
| 120 | Tajikistan | 3.6 |
| 121 | Yemen | 3.6 |
| 122 | Myanmar | 3.6 |
| 123 | Egypt | 3.6 |
| 124 | Haiti | 3.5 |
| 125 | Guinea | 3.4 |
| 126 | Algeria | 3.3 |
| 127 | Burundi | 3.3 |
| 128 | Serbia | 3.2 |
| 129 | Chad | 3.1 |
| 130 | Mauritania | 3.1 |
| 131 | Greece | 3.0 |
| 132 | Iran, Islamic Rep. | 3.0 |
| 133 | Slovenia | 2.9 |
| 134 | Iceland | 2.9 |
| 135 | Italy | 2.7 |
| 136 | Kuwait | 2.6 |
| 137 | Croatia | 2.6 |
| 138 | Angola | 2.6 |
| 139 | Zimbabwe | 1.8 |
| 140 | Argentina | 1.8 |
| 141 | Venezuela | 1.4 |

**Source:** World Economic Forum, Executive Opinion Survey

# 1.03 Efficiency of legal framework in settling disputes

In your country, how efficient is the legal framework for private businesses in settling disputes? (1 = extremely inefficient, 7 = extremely efficient) | 2013–2014 weighted average

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Singapore | 6.2 |
| 2 | Finland | 6.0 |
| 3 | Hong Kong SAR | 5.9 |
| 4 | New Zealand | 5.9 |
| 5 | United Kingdom | 5.7 |
| 6 | Qatar | 5.7 |
| 7 | Norway | 5.6 |
| 8 | Switzerland | 5.6 |
| 9 | Netherlands | 5.5 |
| 10 | Canada | 5.5 |
| 11 | Germany | 5.4 |
| 12 | Luxembourg | 5.4 |
| 13 | Sweden | 5.4 |
| 14 | Malaysia | 5.3 |
| 15 | South Africa | 5.2 |
| 16 | Rwanda | 5.2 |
| 17 | United Arab Emirates | 5.2 |
| 18 | Japan | 5.2 |
| 19 | Puerto Rico | 5.1 |
| 20 | Denmark | 5.0 |
| 21 | Ireland | 4.9 |
| 22 | Mauritius | 4.9 |
| 23 | United States | 4.9 |
| 24 | Austria | 4.9 |
| 25 | Iceland | 4.9 |
| 26 | Australia | 4.8 |
| 27 | Oman | 4.8 |
| 28 | Sri Lanka | 4.6 |
| 29 | Namibia | 4.5 |
| 30 | Chile | 4.4 |
| 31 | Jordan | 4.4 |
| 32 | Botswana | 4.4 |
| 33 | Zambia | 4.4 |
| 34 | Saudi Arabia | 4.4 |
| 35 | Gambia, The | 4.4 |
| 36 | Barbados | 4.3 |
| 37 | Malta | 4.3 |
| 38 | Lao PDR | 4.3 |
| 39 | Estonia | 4.3 |
| 40 | Bahrain | 4.2 |
| 41 | France | 4.2 |
| 42 | Belgium | 4.2 |
| 43 | Indonesia | 4.1 |
| 44 | Bhutan | 4.1 |
| 45 | Ghana | 4.1 |
| 46 | Israel | 4.1 |
| 47 | Kenya | 4.1 |
| 48 | Taiwan, China | 4.1 |
| 49 | China | 4.1 |
| 50 | Uruguay | 4.0 |
| 51 | Cyprus | 4.0 |
| 52 | Seychelles | 4.0 |
| 53 | Macedonia, FYR | 4.0 |
| 54 | Tajikistan | 3.9 |
| 55 | Swaziland | 3.9 |
| 56 | Turkey | 3.8 |
| 57 | India | 3.8 |
| 58 | Senegal | 3.8 |
| 59 | Kazakhstan | 3.8 |
| 60 | Azerbaijan | 3.8 |
| 61 | Uganda | 3.8 |
| 62 | Thailand | 3.8 |
| 63 | Costa Rica | 3.8 |
| 64 | Tanzania | 3.7 |
| 65 | Kuwait | 3.7 |
| 66 | Bolivia | 3.7 |
| 67 | Côte d'Ivoire | 3.7 |
| 68 | Philippines | 3.7 |
| 69 | Montenegro | 3.7 |
| 70 | Lesotho | 3.7 |
| 71 | Georgia | 3.7 |
| 72 | Malawi | 3.7 |
| 73 | Morocco | 3.7 |
| 74 | Panama | 3.6 |
| 75 | Tunisia | 3.6 |
| 76 | Honduras | 3.6 |
| 77 | Cape Verde | 3.6 |
| 78 | Cameroon | 3.5 |
| 79 | Gabon | 3.5 |
| 80 | Guyana | 3.5 |
| 81 | Burkina Faso | 3.5 |
| 82 | Korea, Rep. | 3.5 |
| 83 | Trinidad and Tobago | 3.5 |
| 84 | Lithuania | 3.5 |
| 85 | El Salvador | 3.5 |
| 86 | Dominican Republic | 3.4 |
| 87 | Mali | 3.4 |
| 88 | Jamaica | 3.4 |
| 89 | Vietnam | 3.4 |
| 90 | Spain | 3.4 |
| 91 | Colombia | 3.4 |
| 92 | Sierra Leone | 3.4 |
| 93 | Zimbabwe | 3.4 |
| 94 | Iran, Islamic Rep. | 3.4 |
| 95 | Armenia | 3.4 |
| 96 | Guatemala | 3.3 |
| 97 | Ethiopia | 3.3 |
| 98 | Nigeria | 3.3 |
| 99 | Mexico | 3.3 |
| 100 | Czech Republic | 3.3 |
| 101 | Pakistan | 3.3 |
| 102 | Nicaragua | 3.3 |
| 103 | Mozambique | 3.3 |
| 104 | Hungary | 3.3 |
| 105 | Egypt | 3.3 |
| 106 | Romania | 3.2 |
| 107 | Brazil | 3.2 |
| 108 | Algeria | 3.2 |
| 109 | Mongolia | 3.2 |
| 110 | Russian Federation | 3.2 |
| 111 | Portugal | 3.1 |
| 112 | Peru | 3.1 |
| 113 | Cambodia | 3.1 |
| 114 | Suriname | 3.0 |
| 115 | Latvia | 3.0 |
| 116 | Madagascar | 2.9 |
| 117 | Poland | 2.9 |
| 118 | Albania | 2.9 |
| 119 | Nepal | 2.9 |
| 120 | Burundi | 2.9 |
| 121 | Kyrgyz Republic | 2.9 |
| 122 | Bangladesh | 2.9 |
| 123 | Bulgaria | 2.8 |
| 124 | Myanmar | 2.7 |
| 125 | Greece | 2.7 |
| 126 | Moldova | 2.7 |
| 127 | Serbia | 2.7 |
| 128 | Argentina | 2.6 |
| 129 | Slovenia | 2.6 |
| 130 | Lebanon | 2.5 |
| 131 | Chad | 2.5 |
| 132 | Croatia | 2.5 |
| 133 | Paraguay | 2.4 |
| 134 | Slovak Republic | 2.4 |
| 135 | Mauritania | 2.4 |
| 136 | Haiti | 2.4 |
| 137 | Angola | 2.3 |
| 138 | Yemen | 2.3 |
| 139 | Guinea | 2.3 |
| 140 | Italy | 2.0 |
| 141 | Venezuela | 1.5 |

**Source:** World Economic Forum, Executive Opinion Survey

# 1.04 Efficiency of legal framework in challenging regulations

In your country, how easy is it for private businesses to challenge government actions and/or regulations through the legal system? (1 = extremely difficulty, 7 = extremely easy) | 2013–2014 weighted average

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Finland | 5.6 |
| 2 | New Zealand | 5.5 |
| 3 | Hong Kong SAR | 5.4 |
| 4 | Qatar | 5.3 |
| 5 | Netherlands | 5.2 |
| 6 | Luxembourg | 5.1 |
| 7 | United Kingdom | 5.1 |
| 8 | Switzerland | 4.9 |
| 9 | South Africa | 4.9 |
| 10 | Norway | 4.8 |
| 11 | Canada | 4.8 |
| 12 | Germany | 4.8 |
| 13 | Malaysia | 4.8 |
| 14 | Sweden | 4.7 |
| 15 | United Arab Emirates | 4.7 |
| 16 | Ireland | 4.7 |
| 17 | Iceland | 4.5 |
| 18 | United States | 4.4 |
| 19 | Japan | 4.4 |
| 20 | Puerto Rico | 4.4 |
| 21 | Singapore | 4.4 |
| 22 | Jordan | 4.4 |
| 23 | Estonia | 4.3 |
| 24 | Rwanda | 4.3 |
| 25 | France | 4.2 |
| 26 | Australia | 4.1 |
| 27 | Saudi Arabia | 4.1 |
| 28 | Costa Rica | 4.1 |
| 29 | Austria | 4.1 |
| 30 | Mauritius | 4.1 |
| 31 | Cyprus | 4.1 |
| 32 | Belgium | 4.1 |
| 33 | Chile | 4.1 |
| 34 | Barbados | 4.0 |
| 35 | Israel | 4.0 |
| 36 | Namibia | 3.9 |
| 37 | Oman | 3.9 |
| 38 | Indonesia | 3.8 |
| 39 | Bahrain | 3.8 |
| 40 | Uruguay | 3.8 |
| 41 | Botswana | 3.8 |
| 42 | Kenya | 3.8 |
| 43 | India | 3.8 |
| 44 | Denmark | 3.7 |
| 45 | Kuwait | 3.7 |
| 46 | Senegal | 3.7 |
| 47 | China | 3.6 |
| 48 | Côte d'Ivoire | 3.6 |
| 49 | Malawi | 3.6 |
| 50 | Malta | 3.6 |
| 51 | Azerbaijan | 3.5 |
| 52 | Turkey | 3.5 |
| 53 | Jamaica | 3.5 |
| 54 | Guatemala | 3.5 |
| 55 | Tajikistan | 3.5 |
| 56 | Philippines | 3.5 |
| 57 | Guyana | 3.5 |
| 58 | Mali | 3.5 |
| 59 | Swaziland | 3.5 |
| 60 | Kazakhstan | 3.5 |
| 61 | Honduras | 3.5 |
| 62 | Lesotho | 3.5 |
| 63 | Tunisia | 3.4 |
| 64 | Ghana | 3.4 |
| 65 | Dominican Republic | 3.4 |
| 66 | Cape Verde | 3.4 |
| 67 | Bolivia | 3.4 |
| 68 | El Salvador | 3.4 |
| 69 | Panama | 3.4 |
| 70 | Seychelles | 3.4 |
| 71 | Zambia | 3.3 |
| 72 | Thailand | 3.3 |
| 73 | Morocco | 3.3 |
| 74 | Cameroon | 3.3 |
| 75 | Taiwan, China | 3.3 |
| 76 | Gambia, The | 3.3 |
| 77 | Portugal | 3.3 |
| 78 | Tanzania | 3.3 |
| 79 | Sri Lanka | 3.3 |
| 80 | Vietnam | 3.2 |
| 81 | Montenegro | 3.2 |
| 82 | Egypt | 3.2 |
| 83 | Georgia | 3.2 |
| 84 | Uganda | 3.2 |
| 85 | Paraguay | 3.2 |
| 86 | Spain | 3.2 |
| 87 | Bhutan | 3.2 |
| 88 | Mexico | 3.1 |
| 89 | Pakistan | 3.1 |
| 90 | Trinidad and Tobago | 3.1 |
| 91 | Colombia | 3.1 |
| 92 | Macedonia, FYR | 3.1 |
| 93 | Romania | 3.1 |
| 94 | Brazil | 3.1 |
| 95 | Latvia | 3.0 |
| 96 | Albania | 3.0 |
| 97 | Gabon | 3.0 |
| 98 | Armenia | 2.9 |
| 99 | Russian Federation | 2.9 |
| 100 | Burundi | 2.9 |
| 101 | Nepal | 2.9 |
| 102 | Bangladesh | 2.9 |
| 103 | Suriname | 2.9 |
| 104 | Algeria | 2.9 |
| 105 | Nigeria | 2.9 |
| 106 | Lao PDR | 2.8 |
| 107 | Burkina Faso | 2.8 |
| 108 | Lithuania | 2.8 |
| 109 | Peru | 2.8 |
| 110 | Poland | 2.8 |
| 111 | Mozambique | 2.8 |
| 112 | Korea, Rep. | 2.8 |
| 113 | Greece | 2.7 |
| 114 | Czech Republic | 2.7 |
| 115 | Cambodia | 2.7 |
| 116 | Madagascar | 2.7 |
| 117 | Nicaragua | 2.6 |
| 118 | Kyrgyz Republic | 2.6 |
| 119 | Zimbabwe | 2.5 |
| 120 | Hungary | 2.5 |
| 121 | Mongolia | 2.5 |
| 122 | Yemen | 2.5 |
| 123 | Bulgaria | 2.5 |
| 124 | Ethiopia | 2.4 |
| 125 | Guinea | 2.4 |
| 126 | Myanmar | 2.4 |
| 127 | Serbia | 2.3 |
| 128 | Iran, Islamic Rep. | 2.3 |
| 129 | Sierra Leone | 2.3 |
| 130 | Slovenia | 2.3 |
| 131 | Moldova | 2.3 |
| 132 | Italy | 2.2 |
| 133 | Slovak Republic | 2.2 |
| 134 | Haiti | 2.2 |
| 135 | Croatia | 2.1 |
| 136 | Lebanon | 2.1 |
| 137 | Mauritania | 2.1 |
| 138 | Angola | 2.0 |
| 139 | Chad | 2.0 |
| 140 | Argentina | 1.9 |
| 141 | Venezuela | 1.2 |

**Source:** World Economic Forum, Executive Opinion Survey

# 1.05 Time required to deal with construction permits

Total number of days required to deal with procedures necessary to build a warehouse | 2014

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Singapore | 26 |
| 2 | Korea, Rep. | 29 |
| 3 | United Arab Emirates | 44 |
| 4 | South Africa | 48 |
| 5 | Qatar | 58 |
| 6 | Bahrain | 60 |
| 7 | Jordan | 63 |
| 8 | Denmark | 64 |
| 8 | Finland | 64 |
| 10 | Hong Kong SAR | 66 |
| 11 | Georgia | 69 |
| 12 | Haiti | 71 |
| 13 | Colombia | 73 |
| 14 | Malaysia | 74 |
| 15 | Rwanda | 77 |
| 16 | United States | 79 |
| 17 | Honduras | 82 |
| 18 | Armenia | 83 |
| 19 | Iceland | 84 |
| 20 | Nepal | 86 |
| 21 | Mexico | 88 |
| 22 | Macedonia, FYR | 89 |
| 23 | Hungary | 91 |
| 23 | Lithuania | 91 |
| 25 | New Zealand | 93 |
| 25 | Taiwan, China | 93 |
| 25 | Tunisia | 93 |
| 28 | Morocco | 94 |
| 28 | Philippines | 94 |
| 30 | Germany | 96 |
| 30 | Kuwait | 96 |
| 30 | Swaziland | 96 |
| 33 | Burundi | 99 |
| 34 | Panama | 101 |
| 35 | Saudi Arabia | 102 |
| 36 | Estonia | 103 |
| 37 | Mauritania | 104 |
| 38 | United Kingdom | 105 |
| 39 | Nigeria | 106 |
| 40 | Lao PDR | 107 |
| 41 | Botswana | 110 |
| 41 | Bulgaria | 110 |
| 43 | Australia | 112 |
| 43 | Burkina Faso | 112 |
| 45 | Costa Rica | 113 |
| 45 | Portugal | 113 |
| 45 | Thailand | 113 |
| 48 | Vietnam | 114 |
| 49 | El Salvador | 115 |
| 50 | Sweden | 116 |
| 51 | Mali | 119 |
| 51 | Seychelles | 119 |
| 53 | Namibia | 122 |
| 54 | Norway | 123 |
| 55 | Madagascar | 123 |
| 56 | Greece | 124 |
| 57 | Ethiopia | 125 |
| 57 | Kenya | 125 |
| 59 | Myanmar | 128 |
| 60 | Jamaica | 135 |
| 61 | Cameroon | 136 |
| 61 | Paraguay | 136 |
| 63 | Mongolia | 137 |
| 64 | Cape Verde | 140 |
| 65 | Kyrgyz Republic | 141 |
| 66 | Czech Republic | 143 |
| 67 | Gambia, The | 144 |
| 67 | Mozambique | 144 |
| 69 | Latvia | 149 |
| 70 | Bhutan | 150 |
| 70 | Ireland | 150 |
| 72 | Azerbaijan | 151 |
| 73 | Chile | 152 |
| 74 | Malawi | 153 |
| 75 | Switzerland | 154 |
| 75 | Uganda | 154 |
| 77 | Kazakhstan | 156 |
| 78 | Luxembourg | 157 |
| 78 | Oman | 157 |
| 80 | Guatemala | 158 |
| 80 | Montenegro | 158 |
| 82 | Netherlands | 161 |
| 83 | Puerto Rico | 165 |
| 84 | Guinea | 166 |
| 84 | Sierra Leone | 166 |
| 86 | Malta | 167 |
| 87 | Sri Lanka | 169 |
| 87 | Turkey | 169 |
| 89 | Peru | 174 |
| 90 | Egypt | 179 |
| 90 | Lesotho | 179 |
| 92 | France | 183 |
| 93 | Dominican Republic | 184 |
| 93 | Yemen | 184 |
| 95 | India | 186 |
| 96 | Croatia | 188 |
| 97 | Austria | 192 |
| 98 | Gabon | 194 |
| 99 | Guyana | 195 |
| 100 | Japan | 197 |
| 101 | Senegal | 200 |
| 102 | Ghana | 201 |
| 103 | Angola | 203 |
| 104 | Algeria | 204 |
| 105 | Tanzania | 205 |
| 106 | Chad | 207 |
| 106 | Nicaragua | 207 |
| 108 | Zambia | 208 |
| 109 | Israel | 209 |
| 110 | Indonesia | 211 |
| 111 | Belgium | 212 |
| 111 | Poland | 212 |
| 113 | Slovenia | 213 |
| 114 | Suriname | 223 |
| 115 | Albania | 228 |
| 115 | Tajikistan | 228 |
| 117 | Spain | 229 |
| 118 | Italy | 233 |
| 119 | Russian Federation | 238 |
| 120 | Lebanon | 244 |
| 121 | China | 244 |
| 122 | Mauritius | 245 |
| 123 | Moldova | 247 |
| 124 | Canada | 249 |
| 125 | Pakistan | 249 |
| 126 | Trinidad and Tobago | 250 |
| 127 | Uruguay | 251 |
| 128 | Romania | 255 |
| 129 | Serbia | 264 |
| 130 | Bangladesh | 269 |
| 131 | Bolivia | 275 |
| 132 | Slovak Republic | 286 |
| 133 | Iran, Islamic Rep. | 319 |
| 134 | Argentina | 341 |
| 135 | Côte d'Ivoire | 347 |
| 136 | Venezuela | 380 |
| 137 | Brazil | 426 |
| 138 | Barbados | 442 |
| 139 | Zimbabwe | 448 |
| 140 | Cambodia | 652 |
| 141 | Cyprus | 677 |

**Source:** World Bank/International Finance Corporation, *Doing Business 2015: Going Beyond Efficiency*

# 1.06 Cost to deal with construction permits

Cost is recorded as a percentage of the warehouse value | 2014

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Mongolia | 0.0 |
| 1 | Qatar | 0.0 |
| 3 | Slovak Republic | 0.1 |
| 3 | Thailand | 0.1 |
| 3 | Trinidad and Tobago | 0.1 |
| 6 | Bahrain | 0.2 |
| 6 | Barbados | 0.2 |
| 6 | Hungary | 0.2 |
| 6 | Suriname | 0.2 |
| 6 | United Arab Emirates | 0.2 |
| 11 | Botswana | 0.3 |
| 11 | Czech Republic | 0.3 |
| 11 | Estonia | 0.3 |
| 11 | Georgia | 0.3 |
| 11 | Latvia | 0.3 |
| 11 | Lithuania | 0.3 |
| 11 | Poland | 0.3 |
| 11 | Singapore | 0.3 |
| 11 | Sri Lanka | 0.3 |
| 20 | Brazil | 0.4 |
| 20 | Hong Kong SAR | 0.4 |
| 20 | Saudi Arabia | 0.4 |
| 20 | Seychelles | 0.4 |
| 20 | Taiwan, China | 0.4 |
| 25 | Angola | 0.5 |
| 25 | Australia | 0.5 |
| 25 | Iceland | 0.5 |
| 25 | Namibia | 0.5 |
| 25 | Peru | 0.5 |
| 30 | Greece | 0.6 |
| 30 | Guyana | 0.6 |
| 30 | Japan | 0.6 |
| 30 | Lao PDR | 0.6 |
| 30 | Norway | 0.6 |
| 35 | Algeria | 0.7 |
| 35 | Chile | 0.7 |
| 35 | Luxembourg | 0.7 |
| 35 | Mauritius | 0.7 |
| 35 | New Zealand | 0.7 |
| 35 | Oman | 0.7 |
| 35 | Switzerland | 0.7 |
| 35 | Vietnam | 0.7 |
| 43 | Finland | 0.8 |
| 43 | Moldova | 0.8 |
| 43 | Paraguay | 0.8 |
| 43 | Uruguay | 0.8 |
| 47 | Gabon | 0.9 |
| 47 | South Africa | 0.9 |
| 47 | Yemen | 0.9 |
| 50 | Côte d'Ivoire | 1.0 |
| 50 | United States | 1.0 |
| 52 | Austria | 1.1 |
| 52 | Belgium | 1.1 |
| 52 | Bolivia | 1.1 |
| 52 | Germany | 1.1 |
| 56 | Armenia | 1.2 |
| 56 | Cyprus | 1.2 |
| 56 | Malawi | 1.2 |
| 56 | Philippines | 1.2 |
| 56 | United Kingdom | 1.2 |
| 56 | Venezuela | 1.2 |
| 62 | Bhutan | 1.3 |
| 62 | Canada | 1.3 |
| 62 | Malaysia | 1.3 |
| 62 | Slovenia | 1.3 |
| 66 | Portugal | 1.4 |
| 67 | Kazakhstan | 1.5 |
| 68 | Guinea | 1.6 |
| 68 | Israel | 1.6 |
| 68 | Kuwait | 1.6 |
| 71 | Costa Rica | 1.7 |
| 72 | Egypt | 1.9 |
| 72 | Russian Federation | 1.9 |
| 72 | Tajikistan | 1.9 |
| 75 | Dominican Republic | 2.0 |
| 75 | Ghana | 2.0 |
| 77 | Bangladesh | 2.1 |
| 77 | Kyrgyz Republic | 2.1 |
| 77 | Panama | 2.1 |
| 80 | Jamaica | 2.2 |
| 81 | Denmark | 2.3 |
| 81 | Romania | 2.3 |
| 83 | Sweden | 2.4 |
| 84 | Gambia, The | 2.5 |
| 85 | Tunisia | 2.6 |
| 86 | Nicaragua | 2.7 |
| 87 | Malta | 2.8 |
| 88 | Swaziland | 2.9 |
| 89 | Sierra Leone | 3.1 |
| 90 | Ethiopia | 3.2 |
| 90 | Zambia | 3.2 |
| 92 | Albania | 3.3 |
| 93 | Argentina | 3.5 |
| 93 | Pakistan | 3.5 |
| 93 | Turkey | 3.5 |
| 96 | Italy | 3.7 |
| 96 | Morocco | 3.7 |
| 98 | Netherlands | 3.8 |
| 99 | Azerbaijan | 4.1 |
| 99 | Cape Verde | 4.1 |
| 99 | Rwanda | 4.1 |
| 102 | Indonesia | 4.3 |
| 102 | Korea, Rep. | 4.3 |
| 104 | Lebanon | 4.4 |
| 104 | Mozambique | 4.4 |
| 106 | Bulgaria | 4.5 |
| 106 | Mauritania | 4.5 |
| 108 | El Salvador | 4.6 |
| 109 | France | 4.7 |
| 110 | Spain | 5.2 |
| 111 | Iran, Islamic Rep. | 5.3 |
| 112 | Burkina Faso | 5.5 |
| 113 | Chad | 5.9 |
| 114 | Puerto Rico | 6.2 |
| 115 | Cambodia | 6.7 |
| 116 | Honduras | 7.2 |
| 117 | Colombia | 7.4 |
| 118 | China | 7.6 |
| 119 | Senegal | 7.7 |
| 119 | Zimbabwe | 7.7 |
| 121 | Guatemala | 7.9 |
| 122 | Mali | 8.1 |
| 122 | Tanzania | 8.1 |
| 124 | Macedonia, FYR | 8.2 |
| 125 | Myanmar | 8.8 |
| 126 | Kenya | 9.3 |
| 127 | Nepal | 9.4 |
| 128 | Ireland | 9.5 |
| 128 | Jordan | 9.5 |
| 130 | Burundi | 10.1 |
| 131 | Mexico | 10.3 |
| 132 | Croatia | 10.9 |
| 133 | Uganda | 11.7 |
| 134 | Montenegro | 12.2 |
| 135 | Lesotho | 13.7 |
| 136 | Cameroon | 13.9 |
| 137 | Haiti | 16.4 |
| 138 | Madagascar | 20.8 |
| 139 | Serbia | 25.7 |
| 140 | Nigeria | 26.4 |
| 141 | India | 28.2 |

**Source:** World Bank/International Finance Corporation, *Doing Business 2015: Going Beyond Efficiency*

# 1.07 Extent of market dominance

In your country, how would you characterize corporate activity? (1 = dominated by a few business groups, 7 = spread among many firms) | 2013–2014 weighted average

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Switzerland | 6.0 |
| 2 | Japan | 5.7 |
| 3 | Germany | 5.7 |
| 4 | Austria | 5.5 |
| 5 | Taiwan, China | 5.4 |
| 6 | Belgium | 5.4 |
| 7 | Netherlands | 5.3 |
| 8 | Italy | 5.3 |
| 9 | Qatar | 5.2 |
| 10 | United Arab Emirates | 5.2 |
| 11 | Malaysia | 5.2 |
| 12 | Denmark | 5.1 |
| 13 | Singapore | 5.1 |
| 14 | United States | 5.1 |
| 15 | United Kingdom | 5.0 |
| 16 | Puerto Rico | 4.9 |
| 17 | Norway | 4.8 |
| 18 | Luxembourg | 4.8 |
| 19 | Poland | 4.8 |
| 20 | Ireland | 4.7 |
| 21 | Canada | 4.7 |
| 22 | Sweden | 4.5 |
| 23 | El Salvador | 4.5 |
| 24 | Finland | 4.5 |
| 25 | New Zealand | 4.5 |
| 26 | France | 4.4 |
| 27 | Hong Kong SAR | 4.4 |
| 28 | Costa Rica | 4.4 |
| 29 | China | 4.3 |
| 30 | Spain | 4.3 |
| 31 | Jordan | 4.3 |
| 32 | Saudi Arabia | 4.3 |
| 33 | Mali | 4.2 |
| 34 | Czech Republic | 4.2 |
| 35 | Brazil | 4.2 |
| 36 | India | 4.2 |
| 37 | Lao PDR | 4.2 |
| 38 | Zambia | 4.2 |
| 39 | Turkey | 4.2 |
| 40 | Australia | 4.2 |
| 41 | Kenya | 4.1 |
| 42 | Ghana | 4.1 |
| 43 | Indonesia | 4.1 |
| 44 | Malta | 4.1 |
| 45 | Estonia | 4.1 |
| 46 | Guatemala | 4.1 |
| 47 | Morocco | 4.0 |
| 48 | South Africa | 4.0 |
| 49 | Panama | 4.0 |
| 50 | Sri Lanka | 4.0 |
| 51 | Gambia, The | 4.0 |
| 52 | Rwanda | 4.0 |
| 53 | Cape Verde | 3.9 |
| 54 | Uruguay | 3.9 |
| 55 | Cyprus | 3.9 |
| 56 | Seychelles | 3.9 |
| 57 | Bahrain | 3.9 |
| 58 | Portugal | 3.9 |
| 59 | Greece | 3.9 |
| 60 | Senegal | 3.8 |
| 61 | Romania | 3.8 |
| 62 | Guyana | 3.8 |
| 63 | Nigeria | 3.8 |
| 64 | Latvia | 3.8 |
| 65 | Cameroon | 3.8 |
| 66 | Bolivia | 3.8 |
| 67 | Thailand | 3.8 |
| 68 | Kazakhstan | 3.8 |
| 69 | Vietnam | 3.7 |
| 70 | Macedonia, FYR | 3.7 |
| 71 | Pakistan | 3.7 |
| 72 | Iran, Islamic Rep. | 3.7 |
| 73 | Tajikistan | 3.7 |
| 74 | Slovenia | 3.7 |
| 75 | Russian Federation | 3.7 |
| 76 | Lebanon | 3.7 |
| 77 | Tunisia | 3.7 |
| 78 | Iceland | 3.6 |
| 79 | Mauritius | 3.6 |
| 80 | Oman | 3.6 |
| 81 | Lithuania | 3.6 |
| 82 | Peru | 3.6 |
| 83 | Honduras | 3.6 |
| 84 | Lesotho | 3.5 |
| 85 | Philippines | 3.5 |
| 86 | Suriname | 3.5 |
| 87 | Cambodia | 3.5 |
| 88 | Hungary | 3.5 |
| 89 | Jamaica | 3.5 |
| 90 | Namibia | 3.5 |
| 91 | Azerbaijan | 3.5 |
| 92 | Montenegro | 3.5 |
| 93 | Armenia | 3.5 |
| 94 | Trinidad and Tobago | 3.5 |
| 95 | Tanzania | 3.5 |
| 96 | Slovak Republic | 3.5 |
| 97 | Côte d'Ivoire | 3.4 |
| 98 | Barbados | 3.4 |
| 99 | Burundi | 3.4 |
| 100 | Kuwait | 3.4 |
| 101 | Colombia | 3.4 |
| 102 | Zimbabwe | 3.3 |
| 103 | Georgia | 3.3 |
| 104 | Guinea | 3.3 |
| 105 | Mozambique | 3.3 |
| 106 | Bhutan | 3.3 |
| 107 | Bangladesh | 3.3 |
| 108 | Algeria | 3.3 |
| 109 | Kyrgyz Republic | 3.3 |
| 110 | Croatia | 3.3 |
| 111 | Swaziland | 3.3 |
| 112 | Madagascar | 3.3 |
| 113 | Sierra Leone | 3.3 |
| 114 | Mexico | 3.3 |
| 115 | Bulgaria | 3.2 |
| 116 | Dominican Republic | 3.2 |
| 117 | Argentina | 3.2 |
| 118 | Paraguay | 3.2 |
| 119 | Nicaragua | 3.2 |
| 120 | Korea, Rep. | 3.2 |
| 121 | Botswana | 3.1 |
| 122 | Malawi | 3.1 |
| 123 | Egypt | 3.1 |
| 124 | Uganda | 3.1 |
| 125 | Moldova | 3.1 |
| 126 | Mauritania | 3.1 |
| 127 | Gabon | 3.1 |
| 128 | Ethiopia | 3.0 |
| 129 | Albania | 2.9 |
| 130 | Nepal | 2.9 |
| 131 | Chile | 2.9 |
| 132 | Venezuela | 2.9 |
| 133 | Yemen | 2.9 |
| 134 | Serbia | 2.8 |
| 135 | Burkina Faso | 2.7 |
| 136 | Chad | 2.7 |
| 137 | Haiti | 2.6 |
| 138 | Mongolia | 2.6 |
| 139 | Myanmar | 2.4 |
| 140 | Israel | 2.4 |
| 141 | Angola | 2.2 |

**Source:** World Economic Forum, Executive Opinion Survey

# 1.08 Time required to start a business

Number of days required to start a business | 2014

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | New Zealand | 1 |
| 2 | Georgia | 2 |
| 2 | Macedonia, FYR | 2 |
| 4 | Australia | 3 |
| 4 | Hong Kong SAR | 3 |
| 4 | Portugal | 3 |
| 4 | Singapore | 3 |
| 8 | Armenia | 3 |
| 9 | Lithuania | 4 |
| 10 | Belgium | 4 |
| 10 | Iceland | 4 |
| 10 | Korea, Rep. | 4 |
| 10 | Netherlands | 4 |
| 14 | Albania | 5 |
| 14 | Estonia | 5 |
| 14 | France | 5 |
| 17 | Azerbaijan | 5 |
| 17 | Burundi | 5 |
| 17 | Canada | 5 |
| 17 | Hungary | 5 |
| 17 | Italy | 5 |
| 17 | Norway | 5 |
| 23 | Chile | 6 |
| 23 | Denmark | 6 |
| 23 | Malaysia | 6 |
| 26 | United States | 6 |
| 27 | Ireland | 6 |
| 27 | Mauritius | 6 |
| 27 | Moldova | 6 |
| 27 | Panama | 6 |
| 27 | Puerto Rico | 6 |
| 27 | Senegal | 6 |
| 27 | Slovenia | 6 |
| 27 | United Kingdom | 6 |
| 35 | Mexico | 6 |
| 36 | Rwanda | 7 |
| 36 | Turkey | 7 |
| 36 | Uruguay | 7 |
| 36 | Zambia | 7 |
| 40 | Côte d'Ivoire | 7 |
| 40 | Oman | 7 |
| 42 | Cyprus | 8 |
| 42 | Egypt | 8 |
| 42 | Guinea | 8 |
| 42 | Kyrgyz Republic | 8 |
| 42 | Madagascar | 8 |
| 42 | Romania | 8 |
| 42 | United Arab Emirates | 8 |
| 49 | Qatar | 9 |
| 50 | Bahrain | 9 |
| 50 | Lebanon | 9 |
| 50 | Mauritania | 9 |
| 53 | Cape Verde | 10 |
| 53 | Kazakhstan | 10 |
| 53 | Montenegro | 10 |
| 53 | Switzerland | 10 |
| 53 | Taiwan, China | 10 |
| 58 | Japan | 11 |
| 59 | Colombia | 11 |
| 59 | Mali | 11 |
| 59 | Mongolia | 11 |
| 59 | Morocco | 11 |
| 59 | Sri Lanka | 11 |
| 59 | Tunisia | 11 |
| 65 | Russian Federation | 11 |
| 66 | Slovak Republic | 12 |
| 66 | Trinidad and Tobago | 12 |
| 68 | Iran, Islamic Rep. | 12 |
| 68 | Jordan | 12 |
| 68 | Serbia | 12 |
| 68 | Sierra Leone | 12 |
| 72 | Latvia | 13 |
| 73 | Burkina Faso | 13 |
| 73 | Greece | 13 |
| 73 | Israel | 13 |
| 73 | Mozambique | 13 |
| 73 | Nicaragua | 13 |
| 73 | Spain | 13 |
| 79 | Finland | 14 |
| 79 | Ghana | 14 |
| 79 | Honduras | 14 |
| 82 | Germany | 15 |
| 83 | Cameroon | 15 |
| 83 | Croatia | 15 |
| 83 | Ethiopia | 15 |
| 83 | Jamaica | 15 |
| 87 | Sweden | 16 |
| 88 | El Salvador | 17 |
| 89 | Bhutan | 17 |
| 89 | Nepal | 17 |
| 91 | Barbados | 18 |
| 91 | Bulgaria | 18 |
| 93 | Guatemala | 19 |
| 93 | Luxembourg | 19 |
| 95 | Czech Republic | 19 |
| 95 | Guyana | 19 |
| 95 | Pakistan | 19 |
| 95 | South Africa | 19 |
| 99 | Bangladesh | 20 |
| 99 | Dominican Republic | 20 |
| 101 | Saudi Arabia | 21 |
| 102 | Algeria | 22 |
| 102 | Austria | 22 |
| 104 | Costa Rica | 24 |
| 105 | Argentina | 25 |
| 106 | Gambia, The | 26 |
| 106 | Peru | 26 |
| 106 | Tanzania | 26 |
| 109 | Thailand | 28 |
| 110 | India | 28 |
| 111 | Lesotho | 29 |
| 112 | Kenya | 30 |
| 112 | Poland | 30 |
| 112 | Swaziland | 30 |
| 115 | Nigeria | 31 |
| 116 | Kuwait | 31 |
| 117 | China | 31 |
| 118 | Uganda | 32 |
| 119 | Philippines | 34 |
| 119 | Vietnam | 34 |
| 121 | Malta | 35 |
| 122 | Paraguay | 35 |
| 123 | Malawi | 38 |
| 123 | Seychelles | 38 |
| 125 | Tajikistan | 39 |
| 126 | Yemen | 40 |
| 127 | Bolivia | 49 |
| 128 | Gabon | 50 |
| 129 | Indonesia | 53 |
| 130 | Botswana | 60 |
| 130 | Chad | 60 |
| 132 | Angola | 66 |
| 132 | Namibia | 66 |
| 134 | Myanmar | 72 |
| 135 | Brazil | 84 |
| 136 | Suriname | 84 |
| 137 | Zimbabwe | 90 |
| 138 | Lao PDR | 92 |
| 139 | Haiti | 97 |
| 140 | Cambodia | 101 |
| 141 | Venezuela | 144 |

**Source:** World Bank/International Finance Corporation, *Doing Business 2015: Going Beyond Efficiency*

# 1.09 Cost to start a business

Cost to start a business as a percentage of the economy's income (GNI) per capita | 2014

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Slovenia | 0.0 |
| 2 | Denmark | 0.2 |
| 3 | Austria | 0.3 |
| 3 | Ireland | 0.3 |
| 3 | New Zealand | 0.3 |
| 3 | South Africa | 0.3 |
| 3 | United Kingdom | 0.3 |
| 8 | Canada | 0.4 |
| 9 | Kazakhstan | 0.5 |
| 9 | Sweden | 0.5 |
| 11 | Macedonia, FYR | 0.6 |
| 11 | Singapore | 0.6 |
| 13 | Australia | 0.7 |
| 13 | Chile | 0.7 |
| 13 | Lithuania | 0.7 |
| 13 | Trinidad and Tobago | 0.7 |
| 17 | Bahrain | 0.8 |
| 17 | Bulgaria | 0.8 |
| 17 | Puerto Rico | 0.8 |
| 20 | China | 0.9 |
| 20 | France | 0.9 |
| 20 | Norway | 0.9 |
| 23 | Armenia | 1.0 |
| 23 | Botswana | 1.0 |
| 25 | Finland | 1.1 |
| 26 | Mongolia | 1.2 |
| 26 | Russian Federation | 1.2 |
| 26 | United States | 1.2 |
| 29 | Estonia | 1.4 |
| 29 | Hong Kong SAR | 1.4 |
| 31 | Slovak Republic | 1.5 |
| 32 | Montenegro | 1.6 |
| 33 | Kuwait | 1.9 |
| 34 | Luxembourg | 2.0 |
| 34 | Switzerland | 2.0 |
| 36 | Mauritius | 2.1 |
| 36 | Romania | 2.1 |
| 38 | Greece | 2.2 |
| 38 | Taiwan, China | 2.2 |
| 40 | Portugal | 2.3 |
| 41 | Iceland | 2.4 |
| 41 | Kyrgyz Republic | 2.4 |
| 41 | Oman | 2.4 |
| 44 | Azerbaijan | 3.1 |
| 44 | Iran, Islamic Rep. | 3.1 |
| 46 | Georgia | 3.4 |
| 47 | Croatia | 3.5 |
| 47 | Israel | 3.5 |
| 49 | Latvia | 3.6 |
| 50 | Saudi Arabia | 4.0 |
| 51 | Tunisia | 4.2 |
| 52 | Brazil | 4.3 |
| 53 | Bhutan | 4.4 |
| 54 | Moldova | 4.6 |
| 54 | Spain | 4.6 |
| 56 | Belgium | 5.0 |
| 56 | Netherlands | 5.0 |
| 58 | Qatar | 5.2 |
| 59 | Vietnam | 5.3 |
| 60 | Lao PDR | 5.7 |
| 61 | Jamaica | 6.0 |
| 62 | United Arab Emirates | 6.3 |
| 63 | Panama | 6.4 |
| 64 | Thailand | 6.6 |
| 65 | Serbia | 6.8 |
| 66 | Malaysia | 7.2 |
| 67 | Colombia | 7.5 |
| 67 | Japan | 7.5 |
| 69 | Barbados | 7.6 |
| 70 | Czech Republic | 8.0 |
| 71 | Hungary | 8.3 |
| 72 | Germany | 8.8 |
| 73 | Egypt | 9.2 |
| 73 | Morocco | 9.2 |
| 73 | Peru | 9.2 |
| 76 | Lesotho | 9.4 |
| 77 | Pakistan | 9.6 |
| 78 | Albania | 10.0 |
| 79 | Seychelles | 10.7 |
| 80 | Algeria | 11.0 |
| 80 | Malta | 11.0 |
| 82 | Costa Rica | 11.5 |
| 82 | Guyana | 11.5 |
| 84 | India | 12.2 |
| 85 | Cyprus | 12.6 |
| 86 | Gabon | 12.9 |
| 86 | Poland | 12.9 |
| 88 | Namibia | 13.1 |
| 89 | Burundi | 13.4 |
| 90 | Madagascar | 13.5 |
| 91 | Italy | 14.1 |
| 92 | Cape Verde | 14.3 |
| 93 | Korea, Rep. | 14.5 |
| 94 | Argentina | 15.2 |
| 95 | Turkey | 16.4 |
| 96 | Philippines | 16.6 |
| 97 | Bangladesh | 16.8 |
| 98 | Dominican Republic | 16.9 |
| 99 | Mozambique | 17.1 |
| 100 | Mexico | 18.6 |
| 101 | Ghana | 19.2 |
| 102 | Mauritania | 19.8 |
| 103 | Côte d'Ivoire | 20.0 |
| 104 | Sri Lanka | 20.7 |
| 105 | Indonesia | 21.1 |
| 106 | Jordan | 21.4 |
| 107 | Swaziland | 23.3 |
| 107 | Tajikistan | 23.3 |
| 109 | Uruguay | 23.4 |
| 110 | Tanzania | 23.8 |
| 111 | Guatemala | 25.8 |
| 112 | Nigeria | 31.6 |
| 113 | Zambia | 31.9 |
| 114 | Nepal | 32.2 |
| 115 | Cameroon | 34.3 |
| 116 | Sierra Leone | 37.9 |
| 117 | Honduras | 39.0 |
| 118 | Paraguay | 39.9 |
| 119 | Kenya | 42.7 |
| 120 | Burkina Faso | 44.7 |
| 121 | El Salvador | 45.2 |
| 122 | Venezuela | 49.9 |
| 123 | Rwanda | 52.3 |
| 124 | Senegal | 63.8 |
| 125 | Bolivia | 64.4 |
| 125 | Uganda | 64.4 |
| 127 | Yemen | 66.3 |
| 128 | Lebanon | 73.0 |
| 129 | Nicaragua | 73.9 |
| 130 | Mali | 78.1 |
| 131 | Guinea | 82.6 |
| 132 | Ethiopia | 89.3 |
| 133 | Malawi | 94.1 |
| 134 | Suriname | 106.4 |
| 135 | Zimbabwe | 114.6 |
| 136 | Angola | 123.5 |
| 137 | Gambia, The | 131.2 |
| 138 | Cambodia | 139.5 |
| 139 | Myanmar | 155.9 |
| 140 | Chad | 165.6 |
| 141 | Haiti | 246.7 |

**Source:** World Bank/International Finance Corporation, *Doing Business 2015: Going Beyond Efficiency*

# 1.10 Effect of taxation on incentives to work

In your country, to what extent do taxes reduce the incentive to work? (1 = significantly reduce the incentive to work, 7 = does not reduce incentive to work at all) | 2013–2014 weighted average

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Bahrain | 6.3 |
| 2 | Qatar | 6.3 |
| 3 | United Arab Emirates | 6.2 |
| 4 | Singapore | 6.0 |
| 5 | Hong Kong SAR | 5.9 |
| 6 | Oman | 5.8 |
| 7 | Kuwait | 5.3 |
| 8 | Malaysia | 5.1 |
| 9 | Mauritius | 5.1 |
| 10 | Luxembourg | 5.1 |
| 11 | Switzerland | 5.1 |
| 12 | New Zealand | 5.0 |
| 13 | Saudi Arabia | 4.9 |
| 14 | Botswana | 4.6 |
| 15 | South Africa | 4.5 |
| 16 | Rwanda | 4.5 |
| 17 | Paraguay | 4.4 |
| 18 | Cyprus | 4.4 |
| 19 | Macedonia, FYR | 4.4 |
| 20 | Georgia | 4.4 |
| 21 | Nigeria | 4.3 |
| 22 | Trinidad and Tobago | 4.3 |
| 23 | Canada | 4.3 |
| 24 | Estonia | 4.3 |
| 25 | Gabon | 4.2 |
| 26 | Zambia | 4.2 |
| 27 | Malta | 4.2 |
| 28 | Chile | 4.2 |
| 29 | Norway | 4.2 |
| 30 | Sweden | 4.2 |
| 31 | Indonesia | 4.1 |
| 32 | Lao PDR | 4.1 |
| 33 | United Kingdom | 4.1 |
| 34 | Cambodia | 4.1 |
| 35 | Panama | 4.0 |
| 36 | China | 4.0 |
| 37 | United States | 4.0 |
| 38 | Ghana | 4.0 |
| 39 | Namibia | 4.0 |
| 40 | Lesotho | 4.0 |
| 41 | Angola | 4.0 |
| 42 | Morocco | 3.9 |
| 43 | Kazakhstan | 3.9 |
| 44 | Senegal | 3.9 |
| 45 | India | 3.9 |
| 46 | Bhutan | 3.9 |
| 47 | Philippines | 3.9 |
| 48 | Seychelles | 3.9 |
| 49 | Taiwan, China | 3.9 |
| 50 | Sri Lanka | 3.9 |
| 51 | Lebanon | 3.8 |
| 52 | Albania | 3.8 |
| 53 | Sierra Leone | 3.8 |
| 54 | Guatemala | 3.8 |
| 55 | Myanmar | 3.8 |
| 56 | Guinea | 3.8 |
| 57 | Barbados | 3.8 |
| 58 | Thailand | 3.8 |
| 59 | Japan | 3.8 |
| 60 | Netherlands | 3.7 |
| 61 | Burkina Faso | 3.7 |
| 62 | Costa Rica | 3.7 |
| 63 | Montenegro | 3.7 |
| 64 | Côte d'Ivoire | 3.7 |
| 65 | Germany | 3.7 |
| 66 | Mongolia | 3.6 |
| 67 | Swaziland | 3.6 |
| 68 | Israel | 3.6 |
| 69 | Tunisia | 3.6 |
| 70 | Guyana | 3.6 |
| 71 | Finland | 3.6 |
| 72 | Uganda | 3.6 |
| 73 | Kenya | 3.6 |
| 74 | Bolivia | 3.6 |
| 75 | Gambia, The | 3.6 |
| 76 | Mozambique | 3.6 |
| 77 | Bangladesh | 3.6 |
| 78 | Australia | 3.5 |
| 79 | Iran, Islamic Rep. | 3.5 |
| 80 | Pakistan | 3.5 |
| 81 | Suriname | 3.5 |
| 82 | Cameroon | 3.5 |
| 83 | Nepal | 3.5 |
| 84 | Vietnam | 3.4 |
| 85 | Azerbaijan | 3.4 |
| 86 | Poland | 3.4 |
| 87 | Cape Verde | 3.4 |
| 88 | Haiti | 3.4 |
| 89 | Bulgaria | 3.4 |
| 90 | Kyrgyz Republic | 3.4 |
| 91 | Ireland | 3.4 |
| 92 | Armenia | 3.4 |
| 93 | Jordan | 3.3 |
| 94 | Mali | 3.3 |
| 95 | Algeria | 3.3 |
| 96 | Turkey | 3.3 |
| 97 | Iceland | 3.3 |
| 98 | Malawi | 3.3 |
| 99 | Zimbabwe | 3.3 |
| 100 | Jamaica | 3.3 |
| 101 | Latvia | 3.3 |
| 102 | Peru | 3.2 |
| 103 | Tanzania | 3.2 |
| 104 | Ethiopia | 3.2 |
| 105 | Nicaragua | 3.2 |
| 106 | El Salvador | 3.2 |
| 107 | Tajikistan | 3.2 |
| 108 | Czech Republic | 3.1 |
| 109 | Madagascar | 3.1 |
| 110 | Puerto Rico | 3.1 |
| 111 | Korea, Rep. | 3.1 |
| 112 | Venezuela | 3.1 |
| 113 | Russian Federation | 3.0 |
| 114 | Mexico | 3.0 |
| 115 | Egypt | 3.0 |
| 116 | Dominican Republic | 2.9 |
| 117 | Slovak Republic | 2.9 |
| 118 | Uruguay | 2.9 |
| 119 | Austria | 2.9 |
| 120 | Colombia | 2.9 |
| 121 | Moldova | 2.9 |
| 122 | Lithuania | 2.9 |
| 123 | France | 2.9 |
| 124 | Mauritania | 2.8 |
| 125 | Yemen | 2.8 |
| 126 | Hungary | 2.8 |
| 127 | Honduras | 2.8 |
| 128 | Spain | 2.8 |
| 129 | Portugal | 2.8 |
| 130 | Denmark | 2.7 |
| 131 | Burundi | 2.7 |
| 132 | Chad | 2.7 |
| 133 | Serbia | 2.6 |
| 134 | Slovenia | 2.5 |
| 135 | Greece | 2.5 |
| 136 | Brazil | 2.5 |
| 137 | Romania | 2.5 |
| 138 | Belgium | 2.3 |
| 139 | Croatia | 2.2 |
| 140 | Italy | 1.9 |
| 141 | Argentina | 1.9 |

**Source:** World Economic Forum, Executive Opinion Survey

# 1.11 Effect of taxation on incentives to invest

In your country, to what extent do taxes reduce the incentive to invest? (1 = significantly reduce the incentive to invest, 7 = do not reduce the incentive to invest at all) | 2013–2014 weighted average

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Bahrain | 6.5 |
| 2 | United Arab Emirates | 6.3 |
| 3 | Qatar | 6.2 |
| 4 | Singapore | 5.9 |
| 5 | Oman | 5.7 |
| 6 | Hong Kong SAR | 5.7 |
| 7 | Switzerland | 5.3 |
| 8 | Luxembourg | 5.3 |
| 9 | Mauritius | 5.3 |
| 10 | Malaysia | 5.2 |
| 11 | Saudi Arabia | 5.0 |
| 12 | Estonia | 4.9 |
| 13 | New Zealand | 4.9 |
| 14 | Botswana | 4.7 |
| 15 | Paraguay | 4.7 |
| 16 | Kuwait | 4.6 |
| 17 | Netherlands | 4.6 |
| 18 | Ireland | 4.5 |
| 19 | Macedonia, FYR | 4.5 |
| 20 | Trinidad and Tobago | 4.4 |
| 21 | Cyprus | 4.4 |
| 22 | Georgia | 4.4 |
| 23 | Panama | 4.4 |
| 24 | Canada | 4.4 |
| 25 | United Kingdom | 4.3 |
| 26 | South Africa | 4.3 |
| 27 | Malta | 4.3 |
| 28 | Sweden | 4.3 |
| 29 | Rwanda | 4.3 |
| 30 | Indonesia | 4.2 |
| 31 | Chile | 4.2 |
| 32 | Ghana | 4.2 |
| 33 | Taiwan, China | 4.2 |
| 34 | United States | 4.1 |
| 35 | Cambodia | 4.1 |
| 36 | Germany | 4.1 |
| 37 | Kazakhstan | 4.0 |
| 38 | Lao PDR | 4.0 |
| 39 | Namibia | 4.0 |
| 40 | Nigeria | 4.0 |
| 41 | Norway | 4.0 |
| 42 | Jordan | 4.0 |
| 43 | Montenegro | 4.0 |
| 44 | China | 4.0 |
| 45 | Lebanon | 4.0 |
| 46 | Bhutan | 4.0 |
| 47 | Seychelles | 3.9 |
| 48 | Finland | 3.9 |
| 49 | India | 3.9 |
| 50 | Israel | 3.9 |
| 51 | Philippines | 3.9 |
| 52 | Morocco | 3.9 |
| 53 | Thailand | 3.9 |
| 54 | Myanmar | 3.9 |
| 55 | Zambia | 3.9 |
| 56 | Suriname | 3.9 |
| 57 | Gabon | 3.9 |
| 58 | Guatemala | 3.9 |
| 59 | Uruguay | 3.8 |
| 60 | Senegal | 3.8 |
| 61 | Swaziland | 3.8 |
| 62 | Guyana | 3.8 |
| 63 | Pakistan | 3.8 |
| 64 | Lesotho | 3.8 |
| 65 | Sri Lanka | 3.8 |
| 66 | Latvia | 3.8 |
| 67 | Costa Rica | 3.8 |
| 68 | Tunisia | 3.8 |
| 69 | Mongolia | 3.8 |
| 70 | Japan | 3.7 |
| 71 | Puerto Rico | 3.7 |
| 72 | Barbados | 3.7 |
| 73 | Australia | 3.7 |
| 74 | Austria | 3.6 |
| 75 | Kenya | 3.6 |
| 76 | Bolivia | 3.6 |
| 77 | Sierra Leone | 3.6 |
| 78 | Egypt | 3.6 |
| 79 | Haiti | 3.6 |
| 80 | Bulgaria | 3.6 |
| 81 | Azerbaijan | 3.6 |
| 82 | Albania | 3.6 |
| 83 | Mozambique | 3.6 |
| 84 | Iran, Islamic Rep. | 3.6 |
| 85 | Algeria | 3.5 |
| 86 | Guinea | 3.5 |
| 87 | Zimbabwe | 3.5 |
| 88 | Angola | 3.5 |
| 89 | Turkey | 3.5 |
| 90 | Peru | 3.5 |
| 91 | Bangladesh | 3.5 |
| 92 | Vietnam | 3.5 |
| 93 | Uganda | 3.4 |
| 94 | Nicaragua | 3.4 |
| 95 | Tanzania | 3.4 |
| 96 | Iceland | 3.4 |
| 97 | Cameroon | 3.4 |
| 98 | Kyrgyz Republic | 3.4 |
| 99 | Côte d'Ivoire | 3.4 |
| 100 | Nepal | 3.3 |
| 101 | Poland | 3.3 |
| 102 | Malawi | 3.3 |
| 103 | Gambia, The | 3.3 |
| 104 | Armenia | 3.3 |
| 105 | Korea, Rep. | 3.3 |
| 106 | Czech Republic | 3.3 |
| 107 | Moldova | 3.2 |
| 108 | Mexico | 3.2 |
| 109 | Ethiopia | 3.2 |
| 110 | Yemen | 3.2 |
| 111 | Mali | 3.2 |
| 112 | Slovak Republic | 3.2 |
| 113 | Denmark | 3.2 |
| 114 | Cape Verde | 3.2 |
| 115 | Jamaica | 3.2 |
| 116 | El Salvador | 3.2 |
| 117 | Burkina Faso | 3.1 |
| 118 | Mauritania | 3.1 |
| 119 | Dominican Republic | 3.1 |
| 120 | Russian Federation | 3.1 |
| 121 | Tajikistan | 3.1 |
| 122 | Lithuania | 3.1 |
| 123 | Madagascar | 3.1 |
| 124 | Belgium | 3.1 |
| 125 | Colombia | 3.0 |
| 126 | Romania | 2.9 |
| 127 | Portugal | 2.9 |
| 128 | Spain | 2.9 |
| 129 | Honduras | 2.9 |
| 130 | Venezuela | 2.8 |
| 131 | Hungary | 2.8 |
| 132 | Slovenia | 2.8 |
| 133 | France | 2.8 |
| 134 | Serbia | 2.7 |
| 135 | Burundi | 2.6 |
| 136 | Brazil | 2.4 |
| 137 | Chad | 2.4 |
| 138 | Greece | 2.4 |
| 139 | Croatia | 2.1 |
| 140 | Italy | 2.0 |
| 141 | Argentina | 2.0 |

**Source:** World Economic Forum, Executive Opinion Survey

# 1.12 Total tax rate

A combination of profit tax, labour tax and contribution and other taxes (% of profits) | 2014

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Macedonia, FYR | 7.4 |
| 2 | Qatar | 11.3 |
| 3 | Kuwait | 12.8 |
| 4 | Bahrain | 13.5 |
| 5 | Lesotho | 13.6 |
| 6 | Saudi Arabia | 14.5 |
| 7 | United Arab Emirates | 14.8 |
| 7 | Zambia | 14.8 |
| 9 | Georgia | 16.4 |
| 10 | Singapore | 18.4 |
| 11 | Croatia | 18.8 |
| 12 | Luxembourg | 20.2 |
| 13 | Armenia | 20.4 |
| 14 | Namibia | 20.7 |
| 15 | Cambodia | 21.0 |
| 15 | Canada | 21.0 |
| 17 | Montenegro | 22.3 |
| 18 | Hong Kong SAR | 22.8 |
| 19 | Oman | 23.0 |
| 20 | Cyprus | 23.2 |
| 21 | Mongolia | 24.4 |
| 22 | Mauritius | 24.5 |
| 23 | Botswana | 25.3 |
| 24 | Lao PDR | 25.8 |
| 25 | Ireland | 25.9 |
| 26 | Denmark | 26.0 |
| 27 | Thailand | 26.9 |
| 28 | Bulgaria | 27.0 |
| 29 | Chile | 27.9 |
| 29 | Suriname | 27.9 |
| 31 | Kazakhstan | 28.6 |
| 32 | South Africa | 28.8 |
| 33 | Jordan | 29.0 |
| 33 | Kyrgyz Republic | 29.0 |
| 33 | Switzerland | 29.0 |
| 36 | Nepal | 29.5 |
| 37 | Iceland | 29.7 |
| 38 | Lebanon | 29.9 |
| 39 | Israel | 30.1 |
| 40 | Albania | 30.7 |
| 41 | Sierra Leone | 31.0 |
| 42 | Indonesia | 31.4 |
| 43 | Seychelles | 31.7 |
| 44 | Ethiopia | 31.8 |
| 45 | Slovenia | 32.0 |
| 45 | Trinidad and Tobago | 32.0 |
| 47 | Guyana | 32.3 |
| 48 | Korea, Rep. | 32.4 |
| 49 | Bangladesh | 32.5 |
| 50 | Pakistan | 32.6 |
| 51 | Nigeria | 32.7 |
| 52 | Zimbabwe | 32.8 |
| 53 | Ghana | 33.3 |
| 53 | Yemen | 33.3 |
| 55 | Rwanda | 33.5 |
| 56 | United Kingdom | 33.7 |
| 57 | Taiwan, China | 34.2 |
| 58 | New Zealand | 34.4 |
| 59 | Barbados | 34.6 |
| 60 | Latvia | 35.0 |
| 60 | Paraguay | 35.0 |
| 62 | Madagascar | 35.1 |
| 63 | Malawi | 35.5 |
| 64 | Swaziland | 35.6 |
| 65 | Peru | 36.0 |
| 66 | Cape Verde | 36.5 |
| 66 | Uganda | 36.5 |
| 68 | Mozambique | 36.6 |
| 69 | Panama | 37.2 |
| 70 | Kenya | 38.1 |
| 71 | Serbia | 38.6 |
| 72 | Bhutan | 38.7 |
| 72 | El Salvador | 38.7 |
| 72 | Poland | 38.7 |
| 75 | Netherlands | 39.0 |
| 76 | Malaysia | 39.2 |
| 77 | Jamaica | 39.3 |
| 78 | Moldova | 39.7 |
| 79 | Azerbaijan | 39.8 |
| 80 | Guatemala | 39.9 |
| 81 | Finland | 40.0 |
| 82 | Turkey | 40.1 |
| 83 | Haiti | 40.3 |
| 84 | Gabon | 40.6 |
| 85 | Norway | 40.7 |
| 86 | Vietnam | 40.8 |
| 87 | Burkina Faso | 41.3 |
| 88 | Malta | 41.6 |
| 89 | Uruguay | 41.8 |
| 90 | Portugal | 42.4 |
| 91 | Philippines | 42.5 |
| 92 | Lithuania | 42.6 |
| 93 | Honduras | 43.0 |
| 94 | Romania | 43.2 |
| 95 | Dominican Republic | 43.4 |
| 96 | United States | 43.8 |
| 97 | Iran, Islamic Rep. | 44.1 |
| 98 | Tanzania | 44.3 |
| 99 | Egypt | 45.0 |
| 100 | Senegal | 45.1 |
| 101 | Burundi | 45.7 |
| 102 | Australia | 47.3 |
| 103 | Myanmar | 47.7 |
| 104 | Hungary | 48.0 |
| 105 | Mali | 48.3 |
| 106 | Czech Republic | 48.5 |
| 107 | Slovak Republic | 48.6 |
| 108 | Cameroon | 48.8 |
| 108 | Germany | 48.8 |
| 110 | Russian Federation | 48.9 |
| 111 | Estonia | 49.3 |
| 111 | Morocco | 49.3 |
| 113 | Sweden | 49.4 |
| 114 | Greece | 49.9 |
| 115 | Japan | 51.3 |
| 116 | Mexico | 51.8 |
| 117 | Côte d'Ivoire | 51.9 |
| 118 | Angola | 52.0 |
| 118 | Austria | 52.0 |
| 120 | Sri Lanka | 55.6 |
| 121 | Belgium | 57.8 |
| 122 | Costa Rica | 58.0 |
| 123 | Spain | 58.2 |
| 124 | India | 61.7 |
| 125 | Tunisia | 62.4 |
| 126 | Gambia, The | 63.3 |
| 127 | Chad | 63.5 |
| 128 | China | 64.6 |
| 129 | Italy | 65.4 |
| 130 | Venezuela | 65.5 |
| 131 | Nicaragua | 65.8 |
| 132 | Puerto Rico | 66.0 |
| 133 | France | 66.6 |
| 134 | Guinea | 68.3 |
| 135 | Brazil | 69.0 |
| 136 | Mauritania | 71.3 |
| 137 | Algeria | 72.7 |
| 138 | Colombia | 75.4 |
| 139 | Tajikistan | 80.9 |
| 140 | Bolivia | 83.7 |
| 141 | Argentina | 137.3 |

**Source:** World Bank/International Finance Corporation, *Doing Business: Going Beyond Efficency*

# 1.12a Labour and contributions tax rate

Amount of taxes and mandatory contributions on labour paid by the business as a percentage of commercial profits | 2014

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Armenia | 0.0 |
| 1 | Bangladesh | 0.0 |
| 1 | Bhutan | 0.0 |
| 1 | Botswana | 0.0 |
| 1 | Georgia | 0.0 |
| 1 | Lesotho | 0.0 |
| 1 | Macedonia, FYR | 0.0 |
| 1 | Myanmar | 0.0 |
| 1 | Suriname | 0.0 |
| 10 | Cambodia | 0.5 |
| 11 | Namibia | 1.0 |
| 12 | Seychelles | 1.7 |
| 13 | Kenya | 1.9 |
| 14 | Swaziland | 2.9 |
| 15 | Denmark | 3.0 |
| 15 | New Zealand | 3.0 |
| 17 | Honduras | 3.2 |
| 18 | Chile | 4.0 |
| 18 | South Africa | 4.0 |
| 20 | Thailand | 4.3 |
| 21 | Mozambique | 4.5 |
| 22 | Ethiopia | 4.8 |
| 23 | Hong Kong SAR | 5.1 |
| 24 | Zimbabwe | 5.3 |
| 25 | Israel | 5.5 |
| 26 | Lao PDR | 5.6 |
| 26 | Rwanda | 5.6 |
| 28 | Mauritius | 6.5 |
| 29 | Philippines | 8.0 |
| 30 | Trinidad and Tobago | 8.2 |
| 31 | Angola | 9.0 |
| 32 | Guyana | 9.2 |
| 33 | United States | 9.7 |
| 34 | Burundi | 10.2 |
| 35 | Zambia | 10.4 |
| 36 | Malta | 10.7 |
| 36 | Nigeria | 10.7 |
| 38 | Peru | 11.0 |
| 39 | Kazakhstan | 11.2 |
| 40 | Indonesia | 11.3 |
| 40 | Nepal | 11.3 |
| 40 | Qatar | 11.3 |
| 40 | Sierra Leone | 11.3 |
| 40 | Uganda | 11.3 |
| 40 | United Kingdom | 11.3 |
| 40 | Yemen | 11.3 |
| 47 | Oman | 11.8 |
| 48 | Cyprus | 12.0 |
| 49 | Ireland | 12.1 |
| 50 | Barbados | 12.2 |
| 51 | Haiti | 12.4 |
| 51 | Malawi | 12.4 |
| 51 | Mongolia | 12.4 |
| 51 | Saudi Arabia | 12.4 |
| 55 | Canada | 12.5 |
| 56 | Gambia, The | 12.7 |
| 57 | Kuwait | 12.8 |
| 57 | Montenegro | 12.8 |
| 57 | Pakistan | 12.8 |
| 60 | Jamaica | 13.3 |
| 61 | Bahrain | 13.5 |
| 61 | Puerto Rico | 13.5 |
| 63 | Korea, Rep. | 13.6 |
| 64 | Jordan | 13.8 |
| 65 | United Arab Emirates | 14.1 |
| 66 | Guatemala | 14.3 |
| 67 | Ghana | 14.7 |
| 68 | Singapore | 15.1 |
| 69 | Luxembourg | 15.6 |
| 69 | Uruguay | 15.6 |
| 71 | Norway | 15.9 |
| 72 | Malaysia | 16.4 |
| 73 | Sri Lanka | 16.9 |
| 74 | Croatia | 17.1 |
| 75 | El Salvador | 17.2 |
| 76 | Tanzania | 17.5 |
| 77 | Cape Verde | 17.6 |
| 77 | Netherlands | 17.6 |
| 79 | Switzerland | 17.7 |
| 80 | Iceland | 17.8 |
| 81 | Venezuela | 18.0 |
| 82 | Japan | 18.1 |
| 82 | Taiwan, China | 18.1 |
| 84 | Slovenia | 18.2 |
| 85 | Cameroon | 18.3 |
| 86 | Dominican Republic | 18.6 |
| 86 | Paraguay | 18.6 |
| 88 | Albania | 18.8 |
| 88 | Bolivia | 18.8 |
| 90 | Turkey | 19.2 |
| 91 | Kyrgyz Republic | 19.5 |
| 92 | Panama | 20.0 |
| 93 | Bulgaria | 20.2 |
| 93 | Serbia | 20.2 |
| 95 | Madagascar | 20.3 |
| 95 | Nicaragua | 20.3 |
| 97 | India | 20.7 |
| 98 | Australia | 20.8 |
| 99 | Germany | 21.2 |
| 100 | Burkina Faso | 21.4 |
| 101 | Gabon | 22.7 |
| 101 | Morocco | 22.7 |
| 103 | Mauritania | 23.2 |
| 104 | Côte d'Ivoire | 23.3 |
| 105 | Senegal | 23.6 |
| 106 | Vietnam | 23.7 |
| 107 | Lebanon | 23.8 |
| 108 | Egypt | 23.9 |
| 109 | Finland | 24.2 |
| 110 | Poland | 24.7 |
| 111 | Azerbaijan | 24.8 |
| 112 | Tunisia | 25.2 |
| 113 | Iran, Islamic Rep. | 25.9 |
| 113 | Mexico | 25.9 |
| 115 | Guinea | 26.4 |
| 116 | Portugal | 26.8 |
| 117 | Colombia | 26.9 |
| 118 | Latvia | 27.2 |
| 119 | Chad | 28.4 |
| 120 | Tajikistan | 28.5 |
| 121 | Argentina | 29.3 |
| 122 | Moldova | 30.2 |
| 123 | Algeria | 30.6 |
| 124 | Greece | 31.0 |
| 125 | Romania | 31.5 |
| 126 | Costa Rica | 32.2 |
| 127 | Austria | 34.3 |
| 127 | Hungary | 34.3 |
| 127 | Mali | 34.3 |
| 130 | Lithuania | 35.2 |
| 131 | Russian Federation | 35.4 |
| 132 | Sweden | 35.5 |
| 133 | Spain | 35.7 |
| 134 | Czech Republic | 38.4 |
| 135 | Estonia | 39.0 |
| 136 | Slovak Republic | 39.7 |
| 137 | Brazil | 40.3 |
| 138 | Italy | 43.4 |
| 139 | China | 49.3 |
| 140 | Belgium | 50.7 |
| 141 | France | 51.7 |

**Source:** World Bank/International Finance Corporation, *Doing Business 2015: Going Beyond Efficiency*

# 1.12b Profit tax rate

Amount of taxes on profits paid by the business as a percentage of commercial profit | 2014

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Argentina | 0.0 |
| 1 | Bahrain | 0.0 |
| 1 | Bolivia | 0.0 |
| 1 | Croatia | 0.0 |
| 1 | Guinea | 0.0 |
| 1 | Kuwait | 0.0 |
| 1 | Mauritania | 0.0 |
| 1 | Qatar | 0.0 |
| 1 | United Arab Emirates | 0.0 |
| 10 | Zambia | 1.3 |
| 11 | Sri Lanka | 1.6 |
| 12 | Saudi Arabia | 2.1 |
| 13 | Singapore | 2.2 |
| 14 | Canada | 3.9 |
| 15 | Luxembourg | 4.2 |
| 16 | Latvia | 4.9 |
| 17 | Bulgaria | 5.0 |
| 18 | Macedonia, FYR | 5.5 |
| 19 | Gambia, The | 6.1 |
| 19 | Lebanon | 6.1 |
| 19 | Lithuania | 6.1 |
| 22 | Kyrgyz Republic | 6.4 |
| 23 | Belgium | 6.5 |
| 24 | Algeria | 6.6 |
| 25 | Montenegro | 7.1 |
| 26 | France | 7.4 |
| 27 | Czech Republic | 7.6 |
| 28 | China | 7.8 |
| 29 | Estonia | 8.4 |
| 29 | Russian Federation | 8.4 |
| 31 | Slovak Republic | 8.5 |
| 32 | Côte d'Ivoire | 8.8 |
| 33 | Iceland | 9.0 |
| 34 | Moldova | 9.3 |
| 35 | Albania | 9.5 |
| 35 | Switzerland | 9.5 |
| 37 | Cyprus | 9.6 |
| 37 | Paraguay | 9.6 |
| 39 | Mongolia | 10.0 |
| 40 | Mali | 10.1 |
| 41 | Venezuela | 10.3 |
| 42 | Romania | 10.7 |
| 43 | Lesotho | 10.8 |
| 44 | Oman | 11.1 |
| 45 | Mauritius | 11.2 |
| 46 | Hungary | 11.8 |
| 47 | Ireland | 12.4 |
| 47 | Panama | 12.4 |
| 49 | Slovenia | 12.5 |
| 50 | Taiwan, China | 12.7 |
| 51 | Azerbaijan | 12.9 |
| 52 | Poland | 13.1 |
| 53 | Jordan | 13.2 |
| 54 | Madagascar | 13.3 |
| 55 | Sweden | 13.4 |
| 56 | Georgia | 14.3 |
| 57 | Finland | 14.5 |
| 58 | Portugal | 15.1 |
| 59 | Austria | 15.4 |
| 59 | Tunisia | 15.4 |
| 61 | Gabon | 15.8 |
| 62 | Kazakhstan | 15.9 |
| 63 | Burkina Faso | 16.2 |
| 63 | Senegal | 16.2 |
| 63 | Serbia | 16.2 |
| 66 | Lao PDR | 16.5 |
| 67 | Egypt | 16.7 |
| 67 | Indonesia | 16.7 |
| 69 | Vietnam | 17.0 |
| 70 | Namibia | 17.5 |
| 71 | Hong Kong SAR | 17.6 |
| 72 | Nepal | 17.7 |
| 72 | Tajikistan | 17.7 |
| 74 | Iran, Islamic Rep. | 17.8 |
| 75 | Turkey | 18.1 |
| 76 | Cape Verde | 18.2 |
| 76 | Greece | 18.2 |
| 78 | Korea, Rep. | 18.4 |
| 79 | Ghana | 18.6 |
| 80 | Pakistan | 18.7 |
| 81 | Sierra Leone | 18.8 |
| 82 | Zimbabwe | 19.2 |
| 83 | Costa Rica | 19.3 |
| 84 | Armenia | 19.5 |
| 84 | Barbados | 19.5 |
| 84 | Cambodia | 19.5 |
| 84 | Jamaica | 19.5 |
| 88 | Colombia | 19.9 |
| 88 | Italy | 19.9 |
| 88 | Thailand | 19.9 |
| 91 | El Salvador | 20.1 |
| 92 | Yemen | 20.2 |
| 93 | Denmark | 20.3 |
| 94 | Malawi | 20.4 |
| 95 | Philippines | 20.5 |
| 96 | Tanzania | 20.7 |
| 97 | Seychelles | 20.9 |
| 97 | United Kingdom | 20.9 |
| 99 | Netherlands | 21.1 |
| 100 | Chile | 21.2 |
| 101 | Guyana | 21.3 |
| 102 | Nigeria | 21.6 |
| 103 | Botswana | 21.7 |
| 103 | Malaysia | 21.7 |
| 103 | South Africa | 21.7 |
| 106 | Spain | 21.9 |
| 107 | Trinidad and Tobago | 22.0 |
| 108 | Nicaragua | 22.5 |
| 109 | Peru | 22.8 |
| 110 | Israel | 23.2 |
| 111 | Germany | 23.3 |
| 112 | Uruguay | 23.6 |
| 113 | Dominican Republic | 23.7 |
| 114 | Haiti | 23.8 |
| 115 | Brazil | 24.7 |
| 116 | Norway | 24.8 |
| 117 | Guatemala | 24.9 |
| 117 | Mexico | 24.9 |
| 119 | Uganda | 25.2 |
| 120 | Angola | 25.3 |
| 120 | India | 25.3 |
| 120 | Morocco | 25.3 |
| 123 | Myanmar | 25.4 |
| 124 | Australia | 26.1 |
| 125 | Ethiopia | 26.2 |
| 126 | Rwanda | 26.3 |
| 127 | Suriname | 27.9 |
| 128 | United States | 28.2 |
| 129 | Bangladesh | 28.6 |
| 129 | Swaziland | 28.6 |
| 131 | Japan | 28.9 |
| 132 | Honduras | 29.8 |
| 133 | Cameroon | 30.0 |
| 133 | New Zealand | 30.0 |
| 135 | Malta | 30.3 |
| 136 | Kenya | 30.8 |
| 137 | Chad | 31.3 |
| 137 | Mozambique | 31.3 |
| 139 | Puerto Rico | 32.3 |
| 140 | Burundi | 34.7 |
| 141 | Bhutan | 37.2 |

**Source:** World Bank/International Finance Corporation, *Doing Business 2015: Going Beyond Efficiency*

# 1.12c Rate of other taxes

Amount of taxes and mandatory contributions paid by the business as a percentage of commercial profit that are not already included in the categories of profit or labour taxes | 2014

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Bahrain | 0.0 |
| 1 | Ghana | 0.0 |
| 1 | Kuwait | 0.0 |
| 1 | Lebanon | 0.0 |
| 1 | Norway | 0.0 |
| 1 | Oman | 0.0 |
| 1 | Qatar | 0.0 |
| 1 | Saudi Arabia | 0.0 |
| 1 | Suriname | 0.0 |
| 10 | Hong Kong SAR | 0.1 |
| 10 | Uganda | 0.1 |
| 10 | Vietnam | 0.1 |
| 13 | Moldova | 0.2 |
| 14 | Korea, Rep. | 0.3 |
| 15 | Australia | 0.4 |
| 15 | Iran, Islamic Rep. | 0.4 |
| 15 | Luxembourg | 0.4 |
| 15 | Netherlands | 0.4 |
| 15 | Nigeria | 0.4 |
| 15 | Slovak Republic | 0.4 |
| 21 | Cameroon | 0.5 |
| 21 | Malta | 0.5 |
| 21 | Nepal | 0.5 |
| 21 | Portugal | 0.5 |
| 25 | Belgium | 0.6 |
| 25 | Sweden | 0.6 |
| 27 | Cape Verde | 0.7 |
| 27 | Greece | 0.7 |
| 27 | Guatemala | 0.7 |
| 27 | Spain | 0.7 |
| 27 | United Arab Emirates | 0.7 |
| 32 | Armenia | 0.8 |
| 32 | Ethiopia | 0.8 |
| 32 | Mozambique | 0.8 |
| 35 | Burundi | 0.9 |
| 35 | Mexico | 0.9 |
| 37 | Cambodia | 1.0 |
| 37 | Poland | 1.0 |
| 37 | Romania | 1.0 |
| 37 | Sierra Leone | 1.0 |
| 41 | Dominican Republic | 1.1 |
| 41 | Malaysia | 1.1 |
| 41 | Pakistan | 1.1 |
| 41 | Singapore | 1.1 |
| 45 | Finland | 1.3 |
| 45 | Lithuania | 1.3 |
| 45 | Morocco | 1.3 |
| 48 | El Salvador | 1.4 |
| 48 | Ireland | 1.4 |
| 48 | Israel | 1.4 |
| 48 | New Zealand | 1.4 |
| 48 | Slovenia | 1.4 |
| 53 | Kazakhstan | 1.5 |
| 53 | Madagascar | 1.5 |
| 53 | Rwanda | 1.5 |
| 53 | United Kingdom | 1.5 |
| 57 | Bhutan | 1.6 |
| 57 | Croatia | 1.6 |
| 57 | Cyprus | 1.6 |
| 60 | Bulgaria | 1.7 |
| 60 | Guyana | 1.7 |
| 62 | Hungary | 1.8 |
| 62 | Switzerland | 1.8 |
| 62 | Trinidad and Tobago | 1.8 |
| 62 | Yemen | 1.8 |
| 66 | Estonia | 1.9 |
| 66 | Macedonia, FYR | 1.9 |
| 68 | Italy | 2.0 |
| 68 | Jordan | 2.0 |
| 68 | Mongolia | 2.0 |
| 71 | Azerbaijan | 2.1 |
| 71 | Gabon | 2.1 |
| 71 | Georgia | 2.1 |
| 74 | Namibia | 2.2 |
| 74 | Peru | 2.2 |
| 76 | Serbia | 2.3 |
| 77 | Albania | 2.4 |
| 77 | Austria | 2.4 |
| 77 | Montenegro | 2.4 |
| 80 | Chile | 2.6 |
| 80 | Czech Republic | 2.6 |
| 80 | Malawi | 2.6 |
| 80 | Uruguay | 2.6 |
| 84 | Thailand | 2.7 |
| 85 | Denmark | 2.8 |
| 85 | Iceland | 2.8 |
| 85 | Lesotho | 2.8 |
| 85 | Turkey | 2.8 |
| 89 | Barbados | 2.9 |
| 89 | Latvia | 2.9 |
| 91 | Kyrgyz Republic | 3.1 |
| 91 | South Africa | 3.1 |
| 91 | Zambia | 3.1 |
| 94 | Indonesia | 3.4 |
| 94 | Taiwan, China | 3.4 |
| 96 | Botswana | 3.6 |
| 96 | Burkina Faso | 3.6 |
| 98 | Lao PDR | 3.7 |
| 99 | Chad | 3.8 |
| 100 | Bangladesh | 3.9 |
| 100 | Mali | 3.9 |
| 102 | Brazil | 4.0 |
| 103 | Haiti | 4.1 |
| 103 | Swaziland | 4.1 |
| 105 | Japan | 4.2 |
| 106 | Germany | 4.3 |
| 107 | Egypt | 4.5 |
| 108 | Canada | 4.6 |
| 109 | Panama | 4.8 |
| 110 | Russian Federation | 5.1 |
| 111 | Senegal | 5.3 |
| 112 | Kenya | 5.4 |
| 113 | United States | 6.0 |
| 114 | Tanzania | 6.2 |
| 115 | Costa Rica | 6.4 |
| 115 | Jamaica | 6.4 |
| 117 | Mauritius | 6.7 |
| 117 | Paraguay | 6.7 |
| 119 | China | 7.4 |
| 120 | France | 7.5 |
| 121 | Zimbabwe | 8.3 |
| 122 | Seychelles | 9.1 |
| 123 | Honduras | 10.0 |
| 124 | Philippines | 14.0 |
| 125 | India | 15.7 |
| 126 | Angola | 17.7 |
| 127 | Côte d'Ivoire | 19.7 |
| 128 | Puerto Rico | 20.2 |
| 129 | Tunisia | 21.8 |
| 130 | Myanmar | 22.3 |
| 131 | Nicaragua | 23.0 |
| 132 | Colombia | 28.6 |
| 133 | Tajikistan | 34.8 |
| 134 | Algeria | 35.6 |
| 135 | Sri Lanka | 37.1 |
| 135 | Venezuela | 37.1 |
| 137 | Guinea | 41.8 |
| 138 | Gambia, The | 44.5 |
| 139 | Mauritania | 48.0 |
| 140 | Bolivia | 64.8 |
| 141 | Argentina | 108.0 |

**Source:** World Bank/International Finance Corporation, *Doing Business 2015: Going Beyond Efficiency*

# 2nd pillar
# Safety and security

# 2.01 Business costs of crime and violence

In your country, to what extent does the incidence of crime and violence impose costs on businesses? (1 = to a great extent, 7 = not at all) | 2013–2014 weighted average

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Qatar | 6.5 |
| 2 | United Arab Emirates | 6.5 |
| 3 | Finland | 6.3 |
| 4 | Singapore | 6.2 |
| 5 | Oman | 6.1 |
| 6 | Rwanda | 6.1 |
| 7 | Iceland | 6.1 |
| 8 | Austria | 6.1 |
| 9 | Luxembourg | 6.1 |
| 10 | Portugal | 6.0 |
| 11 | Taiwan, China | 5.7 |
| 12 | Hong Kong SAR | 5.7 |
| 13 | Malta | 5.7 |
| 14 | Cyprus | 5.7 |
| 15 | Azerbaijan | 5.7 |
| 16 | New Zealand | 5.7 |
| 17 | Saudi Arabia | 5.6 |
| 18 | Bhutan | 5.6 |
| 19 | Switzerland | 5.6 |
| 20 | Norway | 5.6 |
| 21 | Slovenia | 5.5 |
| 22 | Armenia | 5.5 |
| 23 | Ireland | 5.5 |
| 24 | Estonia | 5.5 |
| 25 | Australia | 5.5 |
| 26 | Belgium | 5.5 |
| 27 | Poland | 5.4 |
| 28 | Morocco | 5.3 |
| 29 | Georgia | 5.3 |
| 30 | Kuwait | 5.2 |
| 31 | Netherlands | 5.2 |
| 32 | Croatia | 5.2 |
| 33 | Japan | 5.2 |
| 34 | Canada | 5.2 |
| 35 | Mauritius | 5.2 |
| 36 | Germany | 5.2 |
| 37 | Spain | 5.2 |
| 38 | Latvia | 5.2 |
| 39 | Sweden | 5.2 |
| 40 | Gambia, The | 5.2 |
| 41 | Jordan | 5.1 |
| 42 | United Kingdom | 5.0 |
| 43 | Lao PDR | 5.0 |
| 44 | Ethiopia | 5.0 |
| 45 | Greece | 4.9 |
| 46 | Moldova | 4.9 |
| 47 | Malaysia | 4.9 |
| 48 | Lithuania | 4.8 |
| 49 | Israel | 4.8 |
| 50 | Czech Republic | 4.8 |
| 51 | Macedonia, FYR | 4.8 |
| 52 | China | 4.8 |
| 53 | Kazakhstan | 4.8 |
| 54 | Sri Lanka | 4.8 |
| 55 | Mongolia | 4.8 |
| 56 | Hungary | 4.8 |
| 57 | Mauritania | 4.7 |
| 58 | Zimbabwe | 4.7 |
| 59 | Montenegro | 4.7 |
| 60 | Denmark | 4.7 |
| 61 | Chile | 4.6 |
| 62 | Zambia | 4.6 |
| 63 | Slovak Republic | 4.5 |
| 64 | Vietnam | 4.5 |
| 65 | Senegal | 4.5 |
| 66 | Nicaragua | 4.5 |
| 67 | Turkey | 4.5 |
| 68 | Bahrain | 4.5 |
| 69 | Swaziland | 4.5 |
| 70 | Russian Federation | 4.5 |
| 71 | Gabon | 4.4 |
| 72 | Cameroon | 4.4 |
| 73 | Tajikistan | 4.4 |
| 74 | Romania | 4.4 |
| 75 | Albania | 4.3 |
| 76 | Korea, Rep. | 4.3 |
| 77 | Philippines | 4.3 |
| 78 | Suriname | 4.3 |
| 79 | France | 4.3 |
| 80 | Indonesia | 4.3 |
| 81 | Italy | 4.3 |
| 82 | Bulgaria | 4.3 |
| 83 | Kyrgyz Republic | 4.2 |
| 84 | Thailand | 4.2 |
| 85 | United States | 4.2 |
| 86 | Serbia | 4.2 |
| 87 | Seychelles | 4.2 |
| 88 | Tanzania | 4.1 |
| 89 | Barbados | 4.1 |
| 90 | Botswana | 4.1 |
| 91 | Cambodia | 4.1 |
| 92 | Costa Rica | 4.0 |
| 93 | Algeria | 4.0 |
| 94 | Namibia | 4.0 |
| 95 | Panama | 3.9 |
| 96 | Lesotho | 3.9 |
| 97 | India | 3.8 |
| 98 | Uruguay | 3.8 |
| 99 | Cape Verde | 3.8 |
| 100 | Sierra Leone | 3.8 |
| 101 | Burkina Faso | 3.8 |
| 102 | Ghana | 3.7 |
| 103 | Guyana | 3.7 |
| 104 | Madagascar | 3.7 |
| 105 | Tunisia | 3.6 |
| 106 | Bolivia | 3.6 |
| 107 | Guinea | 3.6 |
| 108 | Paraguay | 3.6 |
| 109 | Malawi | 3.6 |
| 110 | Iran, Islamic Rep. | 3.6 |
| 111 | Lebanon | 3.6 |
| 112 | Angola | 3.6 |
| 113 | Burundi | 3.5 |
| 114 | Bangladesh | 3.5 |
| 115 | Mozambique | 3.4 |
| 116 | Uganda | 3.4 |
| 117 | Nepal | 3.4 |
| 118 | Côte d'Ivoire | 3.3 |
| 119 | Dominican Republic | 3.3 |
| 120 | Puerto Rico | 3.3 |
| 121 | Argentina | 3.2 |
| 122 | Brazil | 3.2 |
| 123 | Myanmar | 3.1 |
| 124 | Chad | 3.0 |
| 125 | Peru | 3.0 |
| 126 | Haiti | 3.0 |
| 127 | Kenya | 3.0 |
| 128 | Nigeria | 2.9 |
| 129 | Mali | 2.9 |
| 130 | Pakistan | 2.8 |
| 131 | South Africa | 2.8 |
| 132 | Colombia | 2.7 |
| 133 | Mexico | 2.7 |
| 134 | El Salvador | 2.7 |
| 135 | Egypt | 2.5 |
| 136 | Yemen | 2.4 |
| 137 | Honduras | 2.4 |
| 138 | Trinidad and Tobago | 2.3 |
| 139 | Guatemala | 2.1 |
| 140 | Jamaica | 2.1 |
| 141 | Venezuela | 1.9 |

**Source:** World Economic Forum, Executive Opinion Survey

# 2.02 Reliability of police services

In your country, to what extent can police services be relied upon to enforce law and order? (1 = cannot be relied upon at all, 7 = can be completely relied upon) | 2013–2014 weighted average

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Finland | 6.7 |
| 2 | New Zealand | 6.5 |
| 3 | Qatar | 6.3 |
| 4 | Chile | 6.3 |
| 5 | Switzerland | 6.2 |
| 6 | Hong Kong SAR | 6.2 |
| 7 | United Arab Emirates | 6.2 |
| 8 | Singapore | 6.2 |
| 9 | Luxembourg | 6.1 |
| 10 | Iceland | 6.1 |
| 11 | Canada | 6.1 |
| 12 | Ireland | 6.1 |
| 13 | Norway | 6.1 |
| 14 | Australia | 6.1 |
| 15 | Denmark | 6.0 |
| 16 | Netherlands | 6.0 |
| 17 | Japan | 6.0 |
| 18 | Austria | 5.9 |
| 19 | Germany | 5.9 |
| 20 | Spain | 5.8 |
| 21 | Rwanda | 5.8 |
| 22 | United States | 5.7 |
| 23 | Belgium | 5.7 |
| 24 | Sweden | 5.7 |
| 25 | Barbados | 5.6 |
| 26 | United Kingdom | 5.6 |
| 27 | Oman | 5.6 |
| 28 | Georgia | 5.4 |
| 29 | Portugal | 5.3 |
| 30 | France | 5.3 |
| 31 | Jordan | 5.3 |
| 32 | Estonia | 5.3 |
| 33 | Malta | 5.3 |
| 34 | Saudi Arabia | 5.2 |
| 35 | Malaysia | 5.1 |
| 36 | Bahrain | 5.0 |
| 37 | Taiwan, China | 5.0 |
| 38 | Costa Rica | 5.0 |
| 39 | Bhutan | 4.9 |
| 40 | Slovenia | 4.9 |
| 41 | Morocco | 4.9 |
| 42 | Italy | 4.8 |
| 43 | Puerto Rico | 4.8 |
| 44 | Cyprus | 4.7 |
| 45 | Lesotho | 4.7 |
| 46 | Latvia | 4.6 |
| 47 | Senegal | 4.6 |
| 48 | Korea, Rep. | 4.6 |
| 49 | Gambia, The | 4.6 |
| 50 | Swaziland | 4.6 |
| 51 | Mauritius | 4.5 |
| 52 | Panama | 4.5 |
| 53 | Macedonia, FYR | 4.5 |
| 54 | Suriname | 4.4 |
| 55 | Croatia | 4.4 |
| 56 | Cape Verde | 4.4 |
| 57 | Kuwait | 4.4 |
| 58 | Greece | 4.4 |
| 59 | Montenegro | 4.3 |
| 60 | Lithuania | 4.3 |
| 61 | China | 4.3 |
| 62 | Cameroon | 4.3 |
| 63 | Botswana | 4.3 |
| 64 | Lao PDR | 4.2 |
| 65 | Romania | 4.2 |
| 66 | Hungary | 4.1 |
| 67 | Indonesia | 4.1 |
| 68 | Seychelles | 4.1 |
| 69 | Israel | 4.1 |
| 70 | Tunisia | 4.1 |
| 71 | Azerbaijan | 4.1 |
| 72 | Ghana | 4.1 |
| 73 | Uruguay | 4.1 |
| 74 | Algeria | 4.1 |
| 75 | Czech Republic | 4.1 |
| 76 | Poland | 4.1 |
| 77 | Burkina Faso | 4.0 |
| 78 | Colombia | 4.0 |
| 79 | Zambia | 4.0 |
| 80 | Iran, Islamic Rep. | 4.0 |
| 81 | Armenia | 4.0 |
| 82 | Malawi | 4.0 |
| 83 | Brazil | 3.9 |
| 84 | Namibia | 3.9 |
| 85 | Kenya | 3.9 |
| 86 | Tajikistan | 3.9 |
| 87 | Nepal | 3.8 |
| 88 | India | 3.8 |
| 89 | Serbia | 3.8 |
| 90 | Mali | 3.8 |
| 91 | Kazakhstan | 3.8 |
| 92 | Côte d'Ivoire | 3.8 |
| 93 | Ethiopia | 3.8 |
| 94 | Mongolia | 3.7 |
| 95 | Uganda | 3.7 |
| 96 | Albania | 3.7 |
| 97 | El Salvador | 3.7 |
| 98 | Nicaragua | 3.7 |
| 99 | Vietnam | 3.7 |
| 100 | Sri Lanka | 3.7 |
| 101 | Philippines | 3.6 |
| 102 | South Africa | 3.6 |
| 103 | Turkey | 3.6 |
| 104 | Jamaica | 3.6 |
| 105 | Slovak Republic | 3.6 |
| 106 | Gabon | 3.5 |
| 107 | Tanzania | 3.5 |
| 108 | Bolivia | 3.5 |
| 109 | Sierra Leone | 3.4 |
| 110 | Egypt | 3.3 |
| 111 | Bulgaria | 3.3 |
| 112 | Thailand | 3.2 |
| 113 | Russian Federation | 3.2 |
| 114 | Honduras | 3.2 |
| 115 | Moldova | 3.1 |
| 116 | Trinidad and Tobago | 3.1 |
| 117 | Kyrgyz Republic | 3.1 |
| 118 | Guinea | 3.0 |
| 119 | Haiti | 3.0 |
| 120 | Mauritania | 3.0 |
| 121 | Zimbabwe | 3.0 |
| 122 | Cambodia | 2.9 |
| 123 | Guatemala | 2.9 |
| 124 | Mozambique | 2.9 |
| 125 | Myanmar | 2.9 |
| 126 | Pakistan | 2.8 |
| 127 | Mexico | 2.8 |
| 128 | Angola | 2.8 |
| 129 | Madagascar | 2.8 |
| 130 | Guyana | 2.8 |
| 131 | Lebanon | 2.8 |
| 132 | Argentina | 2.7 |
| 133 | Chad | 2.6 |
| 134 | Nigeria | 2.6 |
| 135 | Peru | 2.6 |
| 136 | Bangladesh | 2.6 |
| 137 | Dominican Republic | 2.6 |
| 138 | Yemen | 2.3 |
| 139 | Paraguay | 2.3 |
| 140 | Burundi | 2.2 |
| 141 | Venezuela | 1.7 |

**Source:** World Economic Forum, Executive Opinion Survey

# 2.03 Business costs of terrorism

In your country, to what extent does the threat of terrorism impose costs on businesses? (1 = to a great extent, 7 = not at all) | 2013–2014 weighted average

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Finland | 6.7 |
| 2 | Slovenia | 6.6 |
| 3 | Iceland | 6.5 |
| 4 | Uruguay | 6.5 |
| 5 | Croatia | 6.5 |
| 6 | Austria | 6.5 |
| 7 | Portugal | 6.5 |
| 8 | Zimbabwe | 6.5 |
| 9 | Qatar | 6.4 |
| 10 | United Arab Emirates | 6.4 |
| 11 | Oman | 6.3 |
| 12 | Mauritius | 6.3 |
| 13 | Hungary | 6.2 |
| 14 | Costa Rica | 6.2 |
| 15 | Suriname | 6.2 |
| 16 | Luxembourg | 6.2 |
| 17 | Sri Lanka | 6.2 |
| 18 | Estonia | 6.2 |
| 19 | Moldova | 6.1 |
| 20 | Botswana | 6.1 |
| 21 | Barbados | 6.1 |
| 22 | Argentina | 6.1 |
| 23 | Brazil | 6.1 |
| 24 | Ireland | 6.1 |
| 25 | New Zealand | 6.0 |
| 26 | Belgium | 6.0 |
| 27 | Poland | 6.0 |
| 28 | Cyprus | 6.0 |
| 29 | Zambia | 6.0 |
| 30 | South Africa | 6.0 |
| 31 | Puerto Rico | 6.0 |
| 32 | Mongolia | 5.9 |
| 33 | Taiwan, China | 5.9 |
| 34 | Switzerland | 5.9 |
| 35 | Georgia | 5.9 |
| 36 | Latvia | 5.9 |
| 37 | Rwanda | 5.9 |
| 38 | Slovak Republic | 5.9 |
| 39 | Namibia | 5.8 |
| 40 | Montenegro | 5.8 |
| 41 | Bhutan | 5.8 |
| 42 | Czech Republic | 5.8 |
| 43 | Australia | 5.8 |
| 44 | Gambia, The | 5.8 |
| 45 | Sweden | 5.8 |
| 46 | Armenia | 5.7 |
| 47 | Malawi | 5.7 |
| 48 | Azerbaijan | 5.7 |
| 49 | Hong Kong SAR | 5.7 |
| 50 | Singapore | 5.7 |
| 51 | Netherlands | 5.7 |
| 52 | Lithuania | 5.7 |
| 53 | Macedonia, FYR | 5.6 |
| 54 | Italy | 5.6 |
| 55 | Malta | 5.6 |
| 56 | Chile | 5.5 |
| 57 | Jamaica | 5.5 |
| 58 | Serbia | 5.5 |
| 59 | Gabon | 5.5 |
| 60 | Germany | 5.5 |
| 61 | Guinea | 5.5 |
| 62 | Saudi Arabia | 5.4 |
| 63 | Trinidad and Tobago | 5.4 |
| 64 | Norway | 5.4 |
| 65 | Malaysia | 5.4 |
| 66 | Albania | 5.4 |
| 67 | Morocco | 5.4 |
| 68 | Kazakhstan | 5.3 |
| 69 | Greece | 5.3 |
| 70 | Haiti | 5.3 |
| 71 | Swaziland | 5.3 |
| 72 | Kuwait | 5.2 |
| 73 | Panama | 5.2 |
| 74 | Canada | 5.2 |
| 75 | Cape Verde | 5.2 |
| 76 | Lesotho | 5.2 |
| 77 | Venezuela | 5.2 |
| 78 | Lao PDR | 5.2 |
| 79 | Nicaragua | 5.2 |
| 80 | Japan | 5.1 |
| 81 | Bulgaria | 5.1 |
| 82 | United Kingdom | 5.1 |
| 83 | Spain | 5.0 |
| 84 | Jordan | 5.0 |
| 85 | China | 5.0 |
| 86 | Sierra Leone | 5.0 |
| 87 | Cameroon | 5.0 |
| 88 | Guatemala | 4.9 |
| 89 | Dominican Republic | 4.9 |
| 90 | Ethiopia | 4.9 |
| 91 | Guyana | 4.9 |
| 92 | Paraguay | 4.9 |
| 93 | Vietnam | 4.8 |
| 94 | Denmark | 4.8 |
| 95 | Angola | 4.8 |
| 96 | Romania | 4.8 |
| 97 | Mexico | 4.7 |
| 98 | Tanzania | 4.7 |
| 99 | Cambodia | 4.7 |
| 100 | Senegal | 4.7 |
| 101 | Honduras | 4.7 |
| 102 | Côte d'Ivoire | 4.7 |
| 103 | Russian Federation | 4.6 |
| 104 | Indonesia | 4.6 |
| 105 | Burundi | 4.6 |
| 106 | Seychelles | 4.6 |
| 107 | Tajikistan | 4.6 |
| 108 | France | 4.6 |
| 109 | Philippines | 4.6 |
| 110 | Kyrgyz Republic | 4.5 |
| 111 | Madagascar | 4.5 |
| 112 | Mozambique | 4.4 |
| 113 | Bangladesh | 4.4 |
| 114 | Korea, Rep. | 4.4 |
| 115 | Mauritania | 4.4 |
| 116 | United States | 4.2 |
| 117 | Nepal | 4.1 |
| 118 | Bahrain | 4.1 |
| 119 | Thailand | 4.1 |
| 120 | Bolivia | 4.0 |
| 121 | Turkey | 4.0 |
| 122 | Peru | 4.0 |
| 123 | India | 4.0 |
| 124 | Ghana | 3.9 |
| 125 | Iran, Islamic Rep. | 3.9 |
| 126 | Burkina Faso | 3.9 |
| 127 | Algeria | 3.8 |
| 128 | El Salvador | 3.7 |
| 129 | Uganda | 3.6 |
| 130 | Israel | 3.4 |
| 131 | Tunisia | 3.3 |
| 132 | Chad | 3.2 |
| 133 | Kenya | 3.0 |
| 134 | Myanmar | 2.9 |
| 135 | Nigeria | 2.8 |
| 136 | Colombia | 2.7 |
| 137 | Pakistan | 2.7 |
| 138 | Lebanon | 2.6 |
| 139 | Mali | 2.5 |
| 140 | Egypt | 2.4 |
| 141 | Yemen | 2.3 |

**Source:** World Economic Forum, Executive Opinion Survey

# 2.04 Index of terrorism incidence

Simple average of the number of terrorism-related casualties (injuries and fatalities) and the number of terrorist attacks, each normalized on a scale of 1 to 7 | 2010–2013 total

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Angola | 7.0 |
| 1 | Australia | 7.0 |
| 1 | Azerbaijan | 7.0 |
| 1 | Barbados | 7.0 |
| 1 | Botswana | 7.0 |
| 1 | Cape Verde | 7.0 |
| 1 | Chad | 7.0 |
| 1 | Costa Rica | 7.0 |
| 1 | El Salvador | 7.0 |
| 1 | Ethiopia | 7.0 |
| 1 | Finland | 7.0 |
| 1 | Gabon | 7.0 |
| 1 | Gambia, The | 7.0 |
| 1 | Ghana | 7.0 |
| 1 | Guyana | 7.0 |
| 1 | Haiti | 7.0 |
| 1 | Hong Kong SAR | 7.0 |
| 1 | Hungary | 7.0 |
| 1 | Jamaica | 7.0 |
| 1 | Japan | 7.0 |
| 1 | Korea, Rep. | 7.0 |
| 1 | Latvia | 7.0 |
| 1 | Lesotho | 7.0 |
| 1 | Lithuania | 7.0 |
| 1 | Luxembourg | 7.0 |
| 1 | Malawi | 7.0 |
| 1 | Malta | 7.0 |
| 1 | Mauritius | 7.0 |
| 1 | Mongolia | 7.0 |
| 1 | Namibia | 7.0 |
| 1 | New Zealand | 7.0 |
| 1 | Nicaragua | 7.0 |
| 1 | Oman | 7.0 |
| 1 | Panama | 7.0 |
| 1 | Poland | 7.0 |
| 1 | Puerto Rico | 7.0 |
| 1 | Qatar | 7.0 |
| 1 | Romania | 7.0 |
| 1 | Seychelles | 7.0 |
| 1 | Sierra Leone | 7.0 |
| 1 | Singapore | 7.0 |
| 1 | Slovak Republic | 7.0 |
| 1 | Slovenia | 7.0 |
| 1 | Suriname | 7.0 |
| 1 | Swaziland | 7.0 |
| 1 | Uganda | 7.0 |
| 1 | Uruguay | 7.0 |
| 1 | Vietnam | 7.0 |
| 1 | Zambia | 7.0 |
| 1 | Zimbabwe | 7.0 |
| 51 | Albania | 7.0 |
| 51 | Denmark | 7.0 |
| 51 | Dominican Republic | 7.0 |
| 51 | Iceland | 7.0 |
| 51 | Kuwait | 7.0 |
| 51 | Kyrgyz Republic | 7.0 |
| 51 | Lao PDR | 7.0 |
| 51 | Moldova | 7.0 |
| 51 | United Arab Emirates | 7.0 |
| 60 | Armenia | 7.0 |
| 60 | Burkina Faso | 7.0 |
| 60 | Estonia | 7.0 |
| 63 | Belgium | 7.0 |
| 63 | Bhutan | 7.0 |
| 63 | Bolivia | 7.0 |
| 63 | Venezuela | 7.0 |
| 67 | Macedonia, FYR | 7.0 |
| 68 | Cambodia | 7.0 |
| 68 | Guinea | 7.0 |
| 68 | Montenegro | 7.0 |
| 68 | Netherlands | 7.0 |
| 68 | Portugal | 7.0 |
| 68 | Taiwan, China | 7.0 |
| 74 | Croatia | 7.0 |
| 74 | Czech Republic | 7.0 |
| 76 | Austria | 7.0 |
| 77 | Sweden | 7.0 |
| 77 | Trinidad and Tobago | 7.0 |
| 79 | Serbia | 7.0 |
| 80 | Mauritania | 7.0 |
| 81 | Honduras | 7.0 |
| 82 | Brazil | 7.0 |
| 82 | Madagascar | 7.0 |
| 84 | Canada | 7.0 |
| 85 | Argentina | 6.9 |
| 85 | Switzerland | 6.9 |
| 87 | Spain | 6.9 |
| 88 | Tajikistan | 6.9 |
| 89 | Jordan | 6.9 |
| 90 | Morocco | 6.9 |
| 91 | Cameroon | 6.9 |
| 92 | Guatemala | 6.9 |
| 93 | Georgia | 6.9 |
| 94 | Cyprus | 6.9 |
| 95 | Chile | 6.9 |
| 95 | Germany | 6.9 |
| 97 | Bulgaria | 6.9 |
| 98 | Malaysia | 6.8 |
| 99 | Kazakhstan | 6.8 |
| 100 | Saudi Arabia | 6.8 |
| 101 | South Africa | 6.8 |
| 102 | Peru | 6.8 |
| 103 | Tanzania | 6.8 |
| 104 | Italy | 6.8 |
| 105 | Paraguay | 6.8 |
| 106 | Sri Lanka | 6.8 |
| 107 | Norway | 6.7 |
| 108 | Burundi | 6.7 |
| 109 | Senegal | 6.7 |
| 110 | Mozambique | 6.6 |
| 111 | Côte d'Ivoire | 6.6 |
| 111 | Rwanda | 6.6 |
| 113 | Tunisia | 6.6 |
| 114 | Myanmar | 6.5 |
| 115 | Iran, Islamic Rep. | 6.5 |
| 116 | Mexico | 6.5 |
| 117 | China | 6.4 |
| 118 | Ireland | 6.4 |
| 119 | United States | 6.2 |
| 120 | France | 6.2 |
| 121 | Greece | 6.1 |
| 122 | Bahrain | 6.1 |
| 123 | Indonesia | 5.8 |
| 124 | Mali | 5.7 |
| 125 | Algeria | 5.7 |
| 126 | Israel | 5.1 |
| 127 | Bangladesh | 5.1 |
| 128 | Nepal | 4.7 |
| 129 | United Kingdom | 4.6 |
| 130 | Lebanon | 3.5 |
| 131 | Kenya | 3.0 |
| 132 | Turkey | 2.5 |
| 133 | Egypt | 2.3 |
| 134 | Colombia | 2.3 |
| 135 | Russian Federation | 1.8 |
| 136 | India | 1.0 |
| 136 | Nigeria | 1.0 |
| 136 | Pakistan | 1.0 |
| 136 | Philippines | 1.0 |
| 136 | Thailand | 1.0 |
| 136 | Yemen | 1.0 |

**Source:** World Economic Forum's calculations based on data from the National Consortium for the Study of Terrorism and Responses to Terrorism (START), Global Terrorism Database. Retrieved from http://www.start.umd.edu/gtd on 27 January 2015.

# 2.05 Homicide rate

Number of homicide cases per 100,000 population | 2012 or most recent available

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Singapore | 0.2 |
| 2 | Iceland | 0.3 |
| 2 | Japan[1] | 0.3 |
| 4 | Hong Kong SAR | 0.4 |
| 4 | Kuwait | 0.4 |
| 6 | Bahrain[1] | 0.5 |
| 7 | Indonesia | 0.6 |
| 7 | Switzerland[1] | 0.6 |
| 9 | Algeria[1] | 0.7 |
| 9 | Slovenia | 0.7 |
| 9 | Sweden | 0.7 |
| 9 | United Arab Emirates | 0.7 |
| 13 | Denmark | 0.8 |
| 13 | Germany[1] | 0.8 |
| 13 | Luxembourg[1] | 0.8 |
| 13 | Saudi Arabia | 0.8 |
| 13 | Spain | 0.8 |
| 18 | Austria | 0.9 |
| 18 | Italy | 0.9 |
| 18 | Korea, Rep.[1] | 0.9 |
| 18 | Netherlands | 0.9 |
| 18 | New Zealand | 0.9 |
| 23 | China[2] | 1.0 |
| 23 | Czech Republic | 1.0 |
| 23 | France | 1.0 |
| 23 | United Kingdom[1] | 1.0 |
| 27 | Australia | 1.1 |
| 27 | Oman[1] | 1.1 |
| 27 | Qatar | 1.1 |
| 30 | Croatia | 1.2 |
| 30 | Ireland | 1.2 |
| 30 | Poland[1] | 1.2 |
| 30 | Portugal | 1.2 |
| 30 | Serbia | 1.2 |
| 35 | Hungary | 1.3 |
| 36 | Macedonia, FYR[1] | 1.4 |
| 36 | Slovak Republic | 1.4 |
| 38 | Belgium | 1.6 |
| 38 | Canada | 1.6 |
| 38 | Finland | 1.6 |
| 38 | Tajikistan[1] | 1.6 |
| 42 | Bhutan[2] | 1.7 |
| 42 | Greece[1] | 1.7 |
| 42 | Romania | 1.7 |
| 45 | Armenia | 1.8 |
| 45 | Israel | 1.8 |
| 45 | Malawi | 1.8 |
| 48 | Bulgaria | 1.9 |
| 48 | Sierra Leone | 1.9 |
| 50 | Cyprus | 2.0 |
| 50 | Jordan[1] | 2.0 |
| 52 | Azerbaijan[2] | 2.1 |
| 53 | Lebanon[2] | 2.2 |
| 53 | Morocco | 2.2 |
| 53 | Norway[1] | 2.2 |
| 53 | Tunisia | 2.2 |
| 57 | Malaysia | 2.3 |
| 58 | Turkey[1] | 2.6 |
| 59 | Bangladesh | 2.7 |
| 59 | Montenegro | 2.7 |
| 61 | Malta | 2.8 |
| 61 | Mauritius[1] | 2.8 |
| 61 | Senegal | 2.8 |
| 64 | Nepal[1] | 2.9 |
| 65 | Taiwan, China[1] | 3.0 |
| 66 | Chile | 3.1 |
| 67 | Vietnam | 3.3 |
| 68 | Egypt[1] | 3.4 |
| 68 | Sri Lanka[1] | 3.4 |
| 70 | India | 3.5 |
| 71 | Iran, Islamic Rep. | 4.1 |
| 72 | Georgia[2] | 4.3 |
| 73 | Latvia | 4.7 |
| 73 | United States | 4.7 |
| 75 | Yemen[2] | 4.8 |
| 76 | Albania | 5.0 |
| 76 | Estonia[1] | 5.0 |
| 76 | Mauritania | 5.0 |
| 76 | Thailand[1] | 5.0 |
| 80 | Argentina[2] | 5.5 |
| 81 | Lao PDR | 5.9 |
| 82 | Ghana | 6.1 |
| 82 | Suriname | 6.1 |
| 84 | Kenya | 6.4 |
| 85 | Cambodia | 6.5 |
| 85 | Moldova | 6.5 |
| 87 | Lithuania | 6.7 |
| 88 | Chad | 7.3 |
| 89 | Barbados | 7.4 |
| 90 | Mali | 7.5 |
| 91 | Cameroon | 7.6 |
| 92 | Pakistan | 7.7 |
| 93 | Kazakhstan | 7.8 |
| 94 | Uruguay | 7.9 |
| 95 | Burkina Faso | 8.0 |
| 95 | Burundi | 8.0 |
| 97 | Costa Rica | 8.5 |
| 98 | Philippines | 8.8 |
| 99 | Guinea | 8.9 |
| 100 | Gabon | 9.1 |
| 100 | Kyrgyz Republic[1] | 9.1 |
| 102 | Russian Federation | 9.2 |
| 103 | Seychelles | 9.5 |
| 104 | Peru | 9.6 |
| 105 | Mongolia[1] | 9.7 |
| 106 | Paraguay | 9.7 |
| 107 | Angola | 10.0 |
| 108 | Gambia, The | 10.2 |
| 108 | Haiti | 10.2 |
| 110 | Cape Verde | 10.3 |
| 111 | Zimbabwe | 10.6 |
| 112 | Uganda[1] | 10.7 |
| 112 | Zambia | 10.7 |
| 114 | Madagascar | 11.1 |
| 115 | Nicaragua | 11.3 |
| 116 | Ethiopia | 12.0 |
| 117 | Bolivia | 12.1 |
| 118 | Mozambique | 12.4 |
| 119 | Tanzania | 12.7 |
| 120 | Côte d'Ivoire | 13.6 |
| 121 | Myanmar | 15.2 |
| 122 | Guyana | 17.0 |
| 123 | Namibia | 17.2 |
| 123 | Panama | 17.2 |
| 125 | Botswana | 18.4 |
| 126 | Nigeria | 20.0 |
| 127 | Mexico | 21.5 |
| 128 | Dominican Republic | 22.1 |
| 129 | Rwanda | 23.1 |
| 130 | Brazil | 25.2 |
| 131 | Puerto Rico | 26.5 |
| 132 | Trinidad and Tobago | 28.3 |
| 133 | Colombia | 30.8 |
| 134 | South Africa | 31.0 |
| 135 | Swaziland | 33.8 |
| 136 | Lesotho[2] | 38.0 |
| 137 | Jamaica | 39.3 |
| 138 | Guatemala | 39.9 |
| 139 | El Salvador | 41.2 |
| 140 | Venezuela | 53.7 |
| 141 | Honduras | 90.4 |

**Source:** United Nations Office on Drugs and Crime (UNODC)

[1] 2011 [2] 2010

# 3rd pillar
# Health and Hygiene

# 3.01 Physician density

Density per 1,000 population | 2011 or most recent available

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Qatar[3] | 7.7 |
| 2 | Austria | 4.8 |
| 3 | Greece[12] | 4.4 |
| 4 | Russian Federation[7] | 4.3 |
| 5 | Georgia[2] | 4.2 |
| 6 | Lithuania[2] | 4.1 |
| 7 | Italy | 4.1 |
| 8 | Switzerland | 3.9 |
| 9 | Bulgaria | 3.8 |
| 10 | Germany | 3.8 |
| 11 | Norway | 3.7 |
| 12 | Uruguay[5] | 3.7 |
| 13 | Spain[2] | 3.7 |
| 14 | Czech Republic | 3.6 |
| 15 | Kazakhstan[2] | 3.6 |
| 16 | Malta[2] | 3.5 |
| 17 | Iceland[2] | 3.5 |
| 18 | Azerbaijan[2] | 3.4 |
| 19 | Denmark[4] | 3.4 |
| 20 | Portugal[10] | 3.4 |
| 21 | Israel | 3.3 |
| 22 | Australia | 3.3 |
| 23 | Sweden[6] | 3.3 |
| 24 | Estonia | 3.3 |
| 25 | Lebanon | 3.2 |
| 26 | France[2] | 3.2 |
| 27 | Argentina[9] | 3.2 |
| 28 | Netherlands[10] | 3.1 |
| 29 | Slovak Republic[6] | 3.0 |
| 30 | Belgium | 3.0 |
| 31 | Hungary | 3.0 |
| 32 | Finland[4] | 2.9 |
| 33 | Latvia | 2.9 |
| 34 | Moldova[2] | 2.9 |
| 35 | Croatia | 2.8 |
| 36 | Egypt[4] | 2.8 |
| 37 | Luxembourg[2] | 2.8 |
| 38 | United Kingdom[2] | 2.8 |
| 39 | Mongolia[5] | 2.8 |
| 40 | New Zealand[3] | 2.7 |
| 41 | Ireland[2] | 2.7 |
| 42 | Puerto Rico[2] | 2.7 |
| 43 | Armenia[2] | 2.7 |
| 44 | Macedonia, FYR[4] | 2.6 |
| 45 | Jordan[3] | 2.6 |
| 46 | Slovenia | 2.5 |
| 47 | United States | 2.5 |
| 48 | Romania | 2.4 |
| 49 | Japan[3] | 2.3 |
| 50 | Cyprus | 2.3 |
| 51 | Oman | 2.2 |
| 52 | Poland | 2.2 |
| 53 | Korea, Rep.[2] | 2.1 |
| 54 | Serbia[4] | 2.1 |
| 55 | Mexico | 2.1 |
| 56 | Canada[3] | 2.1 |
| 57 | Taiwan, China[1] | 2.1 |
| 58 | Montenegro | 2.0 |
| 59 | Kyrgyz Republic[2] | 2.0 |
| 60 | Venezuela[12] | 1.9 |
| 61 | United Arab Emirates[6] | 1.9 |
| 62 | Singapore[3] | 1.9 |
| 63 | Tajikistan | 1.9 |
| 64 | Brazil[1] | 1.9 |
| 65 | Barbados[8] | 1.8 |
| 66 | Kuwait[4] | 1.8 |
| 67 | Turkey | 1.7 |
| 68 | El Salvador[5] | 1.6 |
| 69 | Panama | 1.6 |
| 70 | Seychelles[9] | 1.5 |
| 71 | Dominican Republic | 1.5 |
| 72 | Colombia[3] | 1.5 |
| 73 | China[3] | 1.5 |
| 74 | Tunisia[3] | 1.2 |
| 75 | Algeria[6] | 1.2 |
| 76 | Malaysia[3] | 1.2 |
| 77 | Trinidad and Tobago[6] | 1.2 |
| 78 | Vietnam | 1.2 |
| 79 | Philippines[9] | 1.2 |
| 80 | Albania[2] | 1.1 |
| 81 | Peru[2] | 1.1 |
| 82 | Costa Rica[1] | 1.1 |
| 83 | Paraguay[11] | 1.1 |
| 84 | Mauritius[9] | 1.1 |
| 85 | Chile[4] | 1.0 |
| 86 | Guatemala[4] | 0.9 |
| 87 | Bahrain | 0.9 |
| 88 | Suriname[9] | 0.9 |
| 89 | Iran, Islamic Rep.[8] | 0.9 |
| 90 | Pakistan[3] | 0.8 |
| 91 | South Africa[1] | 0.8 |
| 92 | Saudi Arabia[4] | 0.8 |
| 93 | India[2] | 0.7 |
| 94 | Sri Lanka[3] | 0.7 |
| 95 | Morocco[4] | 0.6 |
| 96 | Myanmar[2] | 0.6 |
| 97 | Bolivia | 0.5 |
| 98 | Jamaica[5] | 0.4 |
| 99 | Nigeria[4] | 0.4 |
| 100 | Thailand[3] | 0.4 |
| 101 | Namibia[6] | 0.4 |
| 101 | Nicaragua[10] | 0.4 |
| 103 | Honduras[8] | 0.4 |
| 104 | Bangladesh | 0.4 |
| 105 | Botswana[7] | 0.3 |
| 106 | Cape Verde[3] | 0.3 |
| 107 | Gabon[9] | 0.3 |
| 108 | Bhutan[2] | 0.3 |
| 109 | Haiti[13] | 0.3 |
| 110 | Cambodia[5] | 0.2 |
| 111 | Guyana[3] | 0.2 |
| 112 | Nepal[9] | 0.2 |
| 113 | Indonesia[2] | 0.2 |
| 114 | Yemen[3] | 0.2 |
| 115 | Lao PDR[2] | 0.2 |
| 116 | Kenya | 0.2 |
| 117 | Swaziland[4] | 0.2 |
| 118 | Angola[4] | 0.2 |
| 119 | Madagascar[6] | 0.2 |
| 120 | Côte d'Ivoire[5] | 0.1 |
| 121 | Mauritania[4] | 0.1 |
| 122 | Uganda[8] | 0.1 |
| 123 | Gambia, The[5] | 0.1 |
| 124 | Guinea[8] | 0.1 |
| 125 | Ghana[3] | 0.1 |
| 126 | Mali[3] | 0.1 |
| 127 | Cameroon[4] | 0.1 |
| 128 | Zambia[3] | 0.1 |
| 129 | Zimbabwe[4] | 0.1 |
| 130 | Senegal[5] | 0.1 |
| 131 | Rwanda[3] | 0.1 |
| 132 | Lesotho[10] | 0.0 |
| 133 | Burkina Faso[3] | 0.0 |
| 134 | Mozambique[2] | 0.0 |
| 135 | Chad[7] | 0.0 |
| 136 | Burundi[9] | 0.0 |
| 137 | Ethiopia[4] | 0.0 |
| 138 | Sierra Leone[3] | 0.0 |
| 139 | Malawi[4] | 0.0 |
| 140 | Tanzania[7] | 0.0 |
| n/a | Hong Kong SAR | n/a |

**Source:** The World Health Organization, Global Health Observatory Data Repository

[1] 2013 [2] 2012 [3] 2010 [4] 2009 [5] 2008 [6] 2007 [7] 2006 [8] 2005 [9] 2004 [10] 2003 [11] 2002 [12] 2001 [13] 1998

# 3.02 Access to improved sanitation

Access to adequate sanitation as a percentage of total population | 2012 or most recent available

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Australia | 100.0 |
| 1 | Austria | 100.0 |
| 1 | Belgium | 100.0 |
| 1 | Bulgaria | 100.0 |
| 1 | Canada | 100.0 |
| 1 | Cyprus | 100.0 |
| 1 | Czech Republic | 100.0 |
| 1 | Denmark | 100.0 |
| 1 | Finland | 100.0 |
| 1 | France | 100.0 |
| 1 | Germany | 100.0 |
| 1 | Hong Kong SAR | 100.0 |
| 1 | Hungary | 100.0 |
| 1 | Iceland | 100.0 |
| 1 | Israel | 100.0 |
| 1 | Italy | 100.0 |
| 1 | Japan | 100.0 |
| 1 | Korea, Rep. | 100.0 |
| 1 | Kuwait | 100.0 |
| 1 | Luxembourg | 100.0 |
| 1 | Malta | 100.0 |
| 1 | Netherlands | 100.0 |
| 1 | New Zealand | 100.0 |
| 1 | Norway | 100.0 |
| 1 | Portugal | 100.0 |
| 1 | Qatar | 100.0 |
| 1 | Saudi Arabia | 100.0 |
| 1 | Singapore | 100.0 |
| 1 | Slovak Republic | 100.0 |
| 1 | Slovenia | 100.0 |
| 1 | Spain | 100.0 |
| 1 | Sweden | 100.0 |
| 1 | Switzerland | 100.0 |
| 1 | Taiwan, China | 100.0 |
| 1 | United Kingdom | 100.0 |
| 1 | United States | 100.0 |
| 37 | Puerto Rico | 99.3 |
| 38 | Bahrain | 99.0 |
| 38 | Chile | 99.0 |
| 38 | Greece | 99.0 |
| 38 | Ireland | 99.0 |
| 42 | Croatia | 98.0 |
| 42 | Jordan | 98.0 |
| 42 | Lebanon[1] | 98.0 |
| 42 | United Arab Emirates | 98.0 |
| 46 | Argentina | 97.0 |
| 46 | Kazakhstan | 97.0 |
| 46 | Oman | 97.0 |
| 46 | Serbia | 97.0 |
| 46 | Seychelles | 97.0 |
| 51 | Egypt | 96.0 |
| 51 | Malaysia | 96.0 |
| 51 | Uruguay | 96.0 |
| 54 | Algeria | 95.0 |
| 54 | Estonia | 95.0 |
| 56 | Costa Rica | 94.0 |
| 56 | Lithuania | 94.0 |
| 56 | Tajikistan | 94.0 |
| 59 | Georgia | 93.0 |
| 59 | Thailand | 93.0 |
| 61 | Barbados[1] | 92.0 |
| 61 | Kyrgyz Republic | 92.0 |
| 61 | Sri Lanka | 92.0 |
| 61 | Trinidad and Tobago | 92.0 |
| 65 | Albania | 91.0 |
| 65 | Armenia | 91.0 |
| 65 | Macedonia, FYR | 91.0 |
| 65 | Mauritius | 91.0 |
| 65 | Turkey | 91.0 |
| 65 | Venezuela[1] | 91.0 |
| 71 | Montenegro | 90.0 |
| 71 | Tunisia | 90.0 |
| 73 | Iran, Islamic Rep. | 89.0 |
| 73 | Poland[1] | 89.0 |
| 75 | Moldova | 87.0 |
| 76 | Mexico | 85.0 |
| 77 | Guyana | 84.0 |
| 78 | Azerbaijan | 82.0 |
| 78 | Dominican Republic | 82.0 |
| 80 | Brazil | 81.0 |
| 81 | Colombia | 80.0 |
| 81 | Guatemala | 80.0 |
| 81 | Honduras | 80.0 |
| 81 | Jamaica | 80.0 |
| 81 | Paraguay | 80.0 |
| 81 | Suriname | 80.0 |
| 87 | Latvia[1] | 79.0 |
| 88 | Myanmar | 77.0 |
| 89 | Morocco | 75.0 |
| 89 | Vietnam | 75.0 |
| 91 | Philippines | 74.0 |
| 91 | South Africa | 74.0 |
| 93 | Panama | 73.0 |
| 93 | Peru | 73.0 |
| 95 | Romania[1] | 72.0 |
| 96 | El Salvador | 70.0 |
| 96 | Russian Federation | 70.0 |
| 98 | Cape Verde | 65.0 |
| 98 | China | 65.0 |
| 98 | Lao PDR | 65.0 |
| 101 | Botswana | 64.0 |
| 101 | Rwanda | 64.0 |
| 103 | Angola | 60.0 |
| 103 | Gambia, The | 60.0 |
| 105 | Indonesia | 59.0 |
| 106 | Bangladesh | 57.0 |
| 106 | Swaziland | 57.0 |
| 108 | Mongolia | 56.0 |
| 109 | Yemen | 53.0 |
| 110 | Nicaragua | 52.0 |
| 110 | Senegal | 52.0 |
| 112 | Pakistan | 48.0 |
| 113 | Bhutan | 47.0 |
| 113 | Burundi | 47.0 |
| 115 | Bolivia | 46.0 |
| 116 | Cameroon | 45.0 |
| 117 | Zambia | 43.0 |
| 118 | Gabon | 41.0 |
| 119 | Zimbabwe | 40.0 |
| 120 | Cambodia | 37.0 |
| 120 | Nepal | 37.0 |
| 122 | India | 36.0 |
| 123 | Uganda | 34.0 |
| 124 | Namibia | 32.0 |
| 125 | Kenya | 30.0 |
| 125 | Lesotho | 30.0 |
| 127 | Nigeria | 28.0 |
| 128 | Mauritania | 27.0 |
| 129 | Ethiopia | 24.0 |
| 129 | Haiti | 24.0 |
| 131 | Côte d'Ivoire | 22.0 |
| 131 | Mali | 22.0 |
| 133 | Mozambique | 21.0 |
| 134 | Burkina Faso | 19.0 |
| 134 | Guinea | 19.0 |
| 136 | Ghana | 14.0 |
| 136 | Madagascar | 14.0 |
| 138 | Sierra Leone | 13.0 |
| 139 | Chad | 12.0 |
| 139 | Tanzania | 12.0 |
| 141 | Malawi | 10.0 |

**Source:** The World Health Organization, Global Health Observatory Data Repository

[1] 2005

# 3.03 Access to improved drinking water

Access to safe drinking water as a percentage of total population | 2012 or most recent available

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Armenia | 100.0 |
| 1 | Australia | 100.0 |
| 1 | Austria | 100.0 |
| 1 | Bahrain | 100.0 |
| 1 | Belgium | 100.0 |
| 1 | Canada | 100.0 |
| 1 | Cyprus | 100.0 |
| 1 | Czech Republic | 100.0 |
| 1 | Denmark | 100.0 |
| 1 | Finland | 100.0 |
| 1 | France | 100.0 |
| 1 | Germany | 100.0 |
| 1 | Greece | 100.0 |
| 1 | Hong Kong SAR[3] | 100.0 |
| 1 | Hungary | 100.0 |
| 1 | Iceland | 100.0 |
| 1 | Ireland | 100.0 |
| 1 | Israel | 100.0 |
| 1 | Italy | 100.0 |
| 1 | Japan | 100.0 |
| 1 | Lebanon | 100.0 |
| 1 | Luxembourg | 100.0 |
| 1 | Malaysia | 100.0 |
| 1 | Malta | 100.0 |
| 1 | Mauritius | 100.0 |
| 1 | Netherlands | 100.0 |
| 1 | New Zealand | 100.0 |
| 1 | Norway | 100.0 |
| 1 | Poland[2] | 100.0 |
| 1 | Portugal | 100.0 |
| 1 | Qatar | 100.0 |
| 1 | Singapore | 100.0 |
| 1 | Slovak Republic | 100.0 |
| 1 | Slovenia | 100.0 |
| 1 | Spain | 100.0 |
| 1 | Sweden | 100.0 |
| 1 | Switzerland | 100.0 |
| 1 | Taiwan, China[1] | 100.0 |
| 1 | Turkey | 100.0 |
| 1 | United Arab Emirates | 100.0 |
| 1 | United Kingdom | 100.0 |
| 42 | Barbados | 99.8 |
| 43 | Argentina | 99.0 |
| 43 | Bulgaria | 99.0 |
| 43 | Chile | 99.0 |
| 43 | Croatia | 99.0 |
| 43 | Egypt | 99.0 |
| 43 | Estonia | 99.0 |
| 43 | Georgia | 99.0 |
| 43 | Kuwait | 99.0 |
| 43 | Macedonia, FYR | 99.0 |
| 43 | Serbia | 99.0 |
| 43 | United States | 99.0 |
| 43 | Uruguay | 99.0 |
| 55 | Bhutan | 98.0 |
| 55 | Brazil | 98.0 |
| 55 | Guyana | 98.0 |
| 55 | Korea, Rep. | 98.0 |
| 55 | Latvia | 98.0 |
| 55 | Montenegro | 98.0 |
| 61 | Saudi Arabia | 97.0 |
| 62 | Botswana | 97.0 |
| 62 | Costa Rica | 97.0 |
| 62 | Moldova | 97.0 |
| 62 | Puerto Rico[3] | 97.0 |
| 62 | Russian Federation | 97.0 |
| 62 | Tunisia | 97.0 |
| 68 | Seychelles | 96.3 |
| 69 | Albania | 96.0 |
| 69 | Iran, Islamic Rep. | 96.0 |
| 69 | Jordan | 96.0 |
| 69 | Lithuania | 96.0 |
| 69 | Thailand | 96.0 |
| 74 | Mexico | 95.0 |
| 74 | South Africa | 95.0 |
| 74 | Suriname | 95.0 |
| 74 | Vietnam | 95.0 |
| 78 | Guatemala | 94.0 |
| 78 | Panama | 94.0 |
| 78 | Paraguay | 94.0 |
| 78 | Sri Lanka | 94.0 |
| 78 | Trinidad and Tobago[1] | 94.0 |
| 83 | India | 93.0 |
| 83 | Jamaica | 93.0 |
| 83 | Kazakhstan | 93.0 |
| 83 | Oman | 93.0 |
| 83 | Venezuela[4] | 93.0 |
| 88 | China | 92.0 |
| 88 | Gabon | 92.0 |
| 88 | Namibia | 92.0 |
| 88 | Philippines | 92.0 |
| 92 | Colombia | 91.0 |
| 92 | Pakistan | 91.0 |
| 94 | El Salvador | 90.0 |
| 94 | Gambia, The | 90.0 |
| 94 | Honduras | 90.0 |
| 97 | Cape Verde | 89.0 |
| 98 | Bolivia | 88.0 |
| 98 | Kyrgyz Republic | 88.0 |
| 98 | Nepal | 88.0 |
| 98 | Romania[4] | 88.0 |
| 102 | Ghana | 87.0 |
| 102 | Peru | 87.0 |
| 104 | Myanmar | 86.0 |
| 105 | Bangladesh | 85.0 |
| 105 | Indonesia | 85.0 |
| 105 | Malawi | 85.0 |
| 105 | Mongolia | 85.0 |
| 105 | Nicaragua | 85.0 |
| 110 | Algeria | 84.0 |
| 110 | Morocco | 84.0 |
| 112 | Burkina Faso | 82.0 |
| 113 | Dominican Republic | 81.0 |
| 113 | Lesotho | 81.0 |
| 115 | Azerbaijan | 80.0 |
| 115 | Côte d'Ivoire | 80.0 |
| 115 | Zimbabwe | 80.0 |
| 118 | Burundi | 75.0 |
| 118 | Guinea | 75.0 |
| 118 | Uganda | 75.0 |
| 121 | Cameroon | 74.0 |
| 121 | Senegal | 74.0 |
| 121 | Swaziland | 74.0 |
| 124 | Lao PDR | 72.0 |
| 124 | Tajikistan | 72.0 |
| 126 | Cambodia | 71.0 |
| 126 | Rwanda | 71.0 |
| 128 | Mali | 67.0 |
| 129 | Nigeria | 64.0 |
| 130 | Zambia | 63.0 |
| 131 | Haiti | 62.0 |
| 131 | Kenya | 62.0 |
| 133 | Sierra Leone | 60.0 |
| 134 | Yemen | 55.0 |
| 135 | Angola | 54.0 |
| 136 | Tanzania | 53.0 |
| 137 | Ethiopia | 52.0 |
| 138 | Chad | 51.0 |
| 139 | Madagascar | 50.0 |
| 139 | Mauritania | 50.0 |
| 141 | Mozambique | 49.0 |

**Source:** The World Health Organization, Global Health Observatory Data Repository

[1] 2010 [2] 2008 [3] 2007 [4] 2005

# 3.04 Hospital beds

Number of hospital beds per 10,000 population | 2011 or most recent available

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Japan[3] | 137.0 |
| 2 | Korea, Rep.[3] | 103.0 |
| 3 | Russian Federation[6] | 97.0 |
| 4 | Germany | 82.0 |
| 5 | Austria | 76.0 |
| 6 | Hungary | 72.0 |
| 6 | Kazakhstan[1] | 72.0 |
| 8 | Lithuania | 70.0 |
| 9 | Czech Republic | 68.0 |
| 9 | Mongolia[1] | 68.0 |
| 11 | Belgium[1] | 65.0 |
| 11 | Poland | 65.0 |
| 13 | Bulgaria | 64.0 |
| 13 | France | 64.0 |
| 15 | Ethiopia | 63.0 |
| 15 | Gabon[2] | 63.0 |
| 17 | Barbados[1] | 62.0 |
| 17 | Moldova[1] | 62.0 |
| 19 | Romania | 61.0 |
| 20 | Slovak Republic | 60.0 |
| 21 | Latvia | 59.0 |
| 22 | Croatia[1] | 58.9 |
| 23 | Taiwan, China | 58.3 |
| 24 | Finland | 55.0 |
| 24 | Tajikistan | 55.0 |
| 26 | Luxembourg[2] | 54.0 |
| 26 | Serbia[3] | 54.0 |
| 28 | Estonia | 53.0 |
| 29 | Nepal[6] | 50.0 |
| 29 | Switzerland | 50.0 |
| 31 | Greece[3] | 48.0 |
| 31 | Kyrgyz Republic[1] | 48.0 |
| 31 | Malta[1] | 48.0 |
| 34 | Argentina[1] | 47.0 |
| 34 | Azerbaijan[1] | 47.0 |
| 34 | Netherlands[3] | 47.0 |
| 37 | Slovenia | 46.0 |
| 38 | Hong Kong SAR[2] | 45.0 |
| 38 | Macedonia, FYR | 45.0 |
| 40 | Montenegro | 40.0 |
| 41 | Armenia[1] | 39.0 |
| 41 | Australia[2] | 39.0 |
| 43 | China | 38.0 |
| 44 | Seychelles | 36.0 |
| 44 | Sri Lanka[1] | 36.0 |
| 46 | Cyprus | 35.0 |
| 46 | Denmark[2] | 35.0 |
| 46 | Lebanon[1] | 35.0 |
| 49 | Italy | 34.0 |
| 49 | Mauritius | 34.0 |
| 49 | Portugal | 34.0 |
| 52 | Israel[1] | 33.0 |
| 52 | Norway | 33.0 |
| 54 | Iceland[1] | 32.0 |
| 55 | Spain | 31.0 |
| 55 | Suriname[2] | 31.0 |
| 57 | Puerto Rico[1] | 30.7 |
| 58 | Ireland | 29.0 |
| 58 | United Kingdom | 29.0 |
| 58 | United States | 29.0 |
| 61 | South Africa[7] | 28.4 |
| 62 | Canada[2] | 27.0 |
| 62 | Sweden | 27.0 |
| 62 | Trinidad and Tobago[1] | 27.0 |
| 65 | Namibia[3] | 26.7 |
| 66 | Albania[1] | 26.0 |
| 66 | Georgia[1] | 26.0 |
| 68 | Turkey | 25.0 |
| 68 | Uruguay[1] | 25.0 |
| 70 | Brazil[1] | 23.0 |
| 70 | New Zealand | 23.0 |
| 72 | Kuwait[1] | 22.0 |
| 72 | Panama | 22.0 |
| 74 | Bahrain[1] | 21.0 |
| 74 | Cape Verde[2] | 21.0 |
| 74 | Chile | 21.0 |
| 74 | Saudi Arabia[1] | 21.0 |
| 74 | Swaziland | 21.0 |
| 74 | Thailand[2] | 21.0 |
| 74 | Tunisia[1] | 21.0 |
| 81 | Guyana[3] | 20.0 |
| 81 | Singapore | 20.0 |
| 81 | Vietnam[2] | 20.0 |
| 81 | Zambia[2] | 20.0 |
| 85 | Burundi | 19.0 |
| 85 | Malaysia[1] | 19.0 |
| 87 | Bhutan[1] | 18.0 |
| 87 | Botswana[2] | 18.0 |
| 87 | Jordan[1] | 18.0 |
| 90 | Algeria[8] | 17.0 |
| 90 | Dominican Republic | 17.0 |
| 90 | Jamaica[1] | 17.0 |
| 90 | Oman[1] | 17.0 |
| 90 | Zimbabwe | 17.0 |
| 95 | Rwanda[5] | 16.0 |
| 96 | Colombia[1] | 15.0 |
| 96 | Lao PDR[1] | 15.0 |
| 96 | Mexico | 15.0 |
| 96 | Peru[1] | 15.0 |
| 100 | Kenya[2] | 14.0 |
| 101 | Lesotho[6] | 13.3 |
| 102 | Cameroon[2] | 13.0 |
| 102 | Haiti[5] | 13.0 |
| 102 | Malawi | 13.0 |
| 102 | Paraguay | 13.0 |
| 106 | Costa Rica[1] | 12.0 |
| 106 | Qatar[1] | 12.0 |
| 108 | Bolivia[1] | 11.0 |
| 108 | El Salvador[1] | 11.0 |
| 108 | Gambia, The | 11.0 |
| 108 | United Arab Emirates[1] | 11.0 |
| 112 | Philippines | 10.0 |
| 113 | Ghana | 9.0 |
| 113 | Indonesia[1] | 9.0 |
| 113 | Morocco[1] | 9.0 |
| 113 | Nicaragua[1] | 9.0 |
| 113 | Venezuela | 9.0 |
| 118 | Angola[7] | 8.0 |
| 119 | Cambodia | 7.0 |
| 119 | Honduras[1] | 7.0 |
| 119 | India | 7.0 |
| 119 | Mozambique | 7.0 |
| 119 | Tanzania[2] | 7.0 |
| 119 | Yemen[1] | 7.0 |
| 125 | Bangladesh | 6.0 |
| 125 | Guatemala | 6.0 |
| 125 | Myanmar[6] | 6.0 |
| 125 | Pakistan[1] | 6.0 |
| 129 | Nigeria[8] | 5.3 |
| 130 | Egypt[1] | 5.0 |
| 130 | Uganda[2] | 5.0 |
| 132 | Chad[7] | 4.3 |
| 133 | Burkina Faso[2] | 4.0 |
| 133 | Côte d'Ivoire[6] | 4.0 |
| 133 | Mauritania[6] | 4.0 |
| 133 | Sierra Leone[6] | 4.0 |
| 137 | Senegal[4] | 3.4 |
| 138 | Guinea | 3.0 |
| 139 | Madagascar[2] | 2.0 |
| 140 | Iran, Islamic Rep.[1] | 1.0 |
| 140 | Mali[2] | 1.0 |

**Source:** The World Bank, *World Development Indicators* database (retrieved on November 2014)

[1] 2012 [2] 2010 [3] 2009 [4] 2008 [5] 2007 [6] 2006 [7] 2005 [8] 2004

# 3.05 HIV prevalence

HIV prevalence as a percentage of adults aged 15–49 years | 2013 or most recent available

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Albania[4] | <0.2 |
| 1 | Algeria[2] | 0.1 |
| 1 | Armenia | 0.2 |
| 1 | Australia[2] | 0.2 |
| 1 | Azerbaijan | 0.2 |
| 1 | Bahrain[4] | <0.2 |
| 1 | Bangladesh | 0.1 |
| 1 | Bhutan | 0.2 |
| 1 | Bulgaria[2] | 0.1 |
| 1 | Cape Verde | 0.2 |
| 1 | China[1] | <0.1 |
| 1 | Croatia[2] | <0.1 |
| 1 | Cyprus[4] | <0.2 |
| 1 | Czech Republic[2] | <0.1 |
| 1 | Denmark[2] | 0.2 |
| 1 | Egypt | 0.1 |
| 1 | Finland[2] | 0.1 |
| 1 | Germany[2] | 0.1 |
| 1 | Greece[2] | 0.2 |
| 1 | Hong Kong SAR | 0.1 |
| 1 | Hungary[2] | 0.1 |
| 1 | Iran, Islamic Rep. | 0.2 |
| 1 | Israel[2] | 0.2 |
| 1 | Japan[2] | <0.1 |
| 1 | Jordan[4] | <0.2 |
| 1 | Kazakhstan[2] | 0.2 |
| 1 | Korea, Rep.[2] | <0.1 |
| 1 | Kuwait[4] | <0.2 |
| 1 | Lebanon[2] | 0.1 |
| 1 | Lithuania[2] | 0.1 |
| 1 | Macedonia, FYR[4] | <0.1 |
| 1 | Malta[2] | 0.1 |
| 1 | Mexico | 0.2 |
| 1 | Mongolia | 0.1 |
| 1 | Montenegro[1] | 0.0 |
| 1 | Morocco | 0.1 |
| 1 | Netherlands[2] | 0.2 |
| 1 | New Zealand[2] | 0.1 |
| 1 | Norway[2] | 0.1 |
| 1 | Oman[3] | 0.1 |
| 1 | Pakistan | 0.1 |
| 1 | Philippines | 0.1 |
| 1 | Poland[2] | 0.1 |
| 1 | Qatar[3] | <0.1 |
| 1 | Romania[2] | 0.1 |
| 1 | Saudi Arabia[4] | <0.2 |
| 1 | Serbia[2] | 0.1 |
| 1 | Singapore[2] | 0.1 |
| 1 | Slovak Republic[2] | <0.1 |
| 1 | Slovenia[2] | 0.1 |
| 1 | Sri Lanka | 0.1 |
| 1 | Sweden[2] | 0.2 |
| 1 | Taiwan, China[2] | 0.2 |
| 1 | Tunisia | 0.1 |
| 1 | Turkey[2] | <0.1 |
| 1 | United Arab Emirates[4] | <0.2 |
| 1 | Yemen | 0.1 |
| 58 | Belgium[2] | 0.3 |
| 58 | Bolivia | 0.3 |
| 58 | Canada[2] | 0.3 |
| 58 | Costa Rica | 0.3 |
| 58 | Georgia | 0.3 |
| 58 | Iceland[2] | 0.3 |
| 58 | India | 0.3 |
| 58 | Ireland[2] | 0.3 |
| 58 | Kyrgyz Republic | 0.3 |
| 58 | Lao PDR | 0.3 |
| 58 | Luxembourg[2] | 0.3 |
| 58 | Nepal | 0.3 |
| 58 | Nicaragua | 0.3 |
| 58 | Paraguay | 0.3 |
| 58 | Tajikistan | 0.3 |
| 58 | United Kingdom[2] | 0.3 |
| 74 | Argentina | 0.4 |
| 74 | Austria[2] | 0.4 |
| 74 | Chile | 0.4 |
| 74 | France[2] | 0.4 |
| 74 | Indonesia | 0.4 |
| 74 | Italy[2] | 0.4 |
| 74 | Malaysia | 0.4 |
| 74 | Mauritania | 0.4 |
| 74 | Peru | 0.4 |
| 74 | Spain[2] | 0.4 |
| 74 | Switzerland[2] | 0.4 |
| 74 | Vietnam | 0.4 |
| 86 | Brazil[1] | 0.5 |
| 87 | Colombia | 0.5 |
| 87 | Honduras | 0.5 |
| 87 | Madagascar | 0.5 |
| 87 | Senegal | 0.5 |
| 91 | El Salvador | 0.6 |
| 91 | Myanmar | 0.6 |
| 91 | Puerto Rico | 0.6 |
| 91 | United States[2] | 0.6 |
| 91 | Venezuela | 0.6 |
| 96 | Dominican Republic | 0.7 |
| 96 | Guatemala | 0.7 |
| 96 | Latvia[2] | 0.7 |
| 96 | Moldova | 0.7 |
| 96 | Panama | 0.7 |
| 96 | Portugal[2] | 0.7 |
| 96 | Uruguay | 0.7 |
| 103 | Cambodia | 0.8 |
| 104 | Seychelles[1] | 0.8 |
| 105 | Barbados | 0.9 |
| 105 | Mali | 0.9 |
| 107 | Burkina Faso | 1.0 |
| 108 | Russian Federation[2] | 1.1 |
| 108 | Suriname | 1.1 |
| 108 | Thailand | 1.1 |
| 111 | Mauritius | 1.2 |
| 112 | Burundi | 1.3 |
| 112 | Estonia[2] | 1.3 |
| 112 | Ethiopia | 1.3 |
| 112 | Gambia, The | 1.3 |
| 112 | Guyana | 1.3 |
| 117 | Ghana | 1.4 |
| 118 | Sierra Leone | 1.5 |
| 119 | Trinidad and Tobago | 1.6 |
| 120 | Guinea | 1.7 |
| 120 | Jamaica | 1.7 |
| 122 | Haiti | 2.1 |
| 123 | Angola | 2.3 |
| 124 | Chad | 2.7 |
| 125 | Rwanda | 2.9 |
| 126 | Nigeria | 3.1 |
| 127 | Côte d'Ivoire | 3.2 |
| 128 | Gabon | 4.0 |
| 129 | Cameroon | 4.5 |
| 130 | Tanzania | 5.1 |
| 131 | Kenya | 6.1 |
| 132 | Uganda | 7.2 |
| 133 | Malawi | 10.8 |
| 134 | Mozambique | 11.1 |
| 135 | Zambia | 12.7 |
| 136 | Namibia | 13.3 |
| 137 | Zimbabwe | 14.7 |
| 138 | South Africa | 17.9 |
| 139 | Botswana | 23.0 |
| 140 | Lesotho | 23.1 |
| 141 | Swaziland | 26.5 |

**Source:** The World Bank, *World Development Indicators* database; UNAIDS, *Global Report on the Global AIDS Epidemic* (2008, 2010, 2012, and 2013 editions); national sources

[1] 2012 [2] 2011 [3] 2009 [4] 2007

# 3.06 Malaria incidence

Estimated number of malaria cases per 100,000 population | 2012 or most recent available

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Egypt | 0.0 |
| 1 | Georgia | 0.0 |
| 1 | Kyrgyz Republic | 0.0 |
| 1 | Oman | 0.0 |
| 1 | Paraguay | 0.0 |
| 1 | Turkey | 0.0 |
| 7 | Argentina | 0.0 |
| 8 | Azerbaijan | 0.0 |
| 9 | Costa Rica | 0.2 |
| 10 | Algeria | 0.2 |
| 11 | Tajikistan | 0.2 |
| 12 | El Salvador | 0.3 |
| 13 | Saudi Arabia | 0.4 |
| 14 | Sri Lanka | 0.4 |
| 15 | China | 0.5 |
| 16 | Mexico | 0.8 |
| 17 | Iran, Islamic Rep. | 1.2 |
| 18 | Korea, Rep. | 2.7 |
| 19 | Dominican Republic | 12.7 |
| 20 | Bhutan | 20.2 |
| 21 | Cape Verde | 22.2 |
| 22 | Namibia | 23.0 |
| 23 | Philippines | 23.8 |
| 24 | Panama | 26.3 |
| 25 | Vietnam | 29.7 |
| 26 | Botswana | 29.9 |
| 27 | South Africa | 32.5 |
| 28 | Malaysia | 33.5 |
| 29 | Nicaragua | 38.4 |
| 30 | Swaziland | 43.1 |
| 31 | Guatemala | 57.7 |
| 32 | Nepal | 61.9 |
| 33 | Suriname | 78.6 |
| 34 | Bolivia | 104.8 |
| 35 | Brazil | 156.0 |
| 36 | Honduras | 163.8 |
| 37 | Peru | 190.1 |
| 38 | Colombia | 203.3 |
| 39 | Thailand | 209.6 |
| 40 | Venezuela | 287.1 |
| 41 | Bangladesh | 394.3 |
| 42 | Cambodia | 1,076.4 |
| 43 | Haiti | 1,277.8 |
| 44 | India | 1,536.4 |
| 45 | Lao PDR | 1,655.2 |
| 46 | Yemen | 1,802.8 |
| 47 | Pakistan | 1,953.6 |
| 48 | Indonesia | 2,268.5 |
| 49 | Myanmar | 2,651.6 |
| 50 | Ethiopia | 4,578.7 |
| 51 | Rwanda | 5,673.0 |
| 52 | Madagascar | 5,831.2 |
| 53 | Guyana | 7,920.9 |
| 54 | Kenya | 8,106.0 |
| 55 | Zimbabwe | 8,452.6 |
| 56 | Burundi | 8,528.3 |
| 57 | Cameroon | 17,051.0 |
| 58 | Tanzania | 17,370.2 |
| 59 | Mauritania | 17,649.5 |
| 60 | Angola | 18,251.2 |
| 61 | Sierra Leone | 18,398.6 |
| 62 | Mali | 20,197.2 |
| 63 | Côte d'Ivoire | 20,665.6 |
| 64 | Uganda | 24,487.0 |
| 65 | Gabon | 25,113.7 |
| 66 | Chad | 26,509.9 |
| 67 | Zambia | 26,650.2 |
| 68 | Ghana | 27,201.3 |
| 69 | Malawi | 27,661.7 |
| 70 | Senegal | 27,684.6 |
| 71 | Mozambique | 27,774.0 |
| 72 | Nigeria | 28,430.3 |
| 73 | Gambia, The | 29,030.4 |
| 74 | Burkina Faso | 34,021.6 |
| 75 | Guinea | 38,423.7 |
| n/a | Albania | S.L. |
| n/a | Armenia | M.F. |
| n/a | Australia | M.F. |
| n/a | Austria | S.L. |
| n/a | Bahrain | S.L. |
| n/a | Barbados | S.L. |
| n/a | Belgium | S.L. |
| n/a | Bulgaria | M.F. |
| n/a | Canada | S.L. |
| n/a | Chile | S.L. |
| n/a | Croatia | M.F. |
| n/a | Cyprus | M.F. |
| n/a | Czech Republic | S.L. |
| n/a | Denmark | S.L. |
| n/a | Estonia | S.L. |
| n/a | Finland | S.L. |
| n/a | France | S.L. |
| n/a | Germany | S.L. |
| n/a | Greece | S.L. |
| n/a | Hong Kong SAR[1] | M.F. |
| n/a | Hungary | M.F. |
| n/a | Iceland | S.L. |
| n/a | Ireland | S.L. |
| n/a | Israel | S.L. |
| n/a | Italy | M.F. |
| n/a | Jamaica | M.F. |
| n/a | Japan | S.L. |
| n/a | Jordan | S.L. |
| n/a | Kazakhstan | S.L. |
| n/a | Kuwait | S.L. |
| n/a | Latvia | S.L. |
| n/a | Lebanon | S.L. |
| n/a | Lesotho | S.L. |
| n/a | Lithuania | S.L. |
| n/a | Luxembourg | S.L. |
| n/a | Macedonia, FYR | M.F. |
| n/a | Malta | S.L. |
| n/a | Mauritius | M.F. |
| n/a | Moldova | S.L. |
| n/a | Mongolia | S.L. |
| n/a | Montenegro | M.F. |
| n/a | Morocco | M.F. |
| n/a | Netherlands | M.F. |
| n/a | New Zealand | S.L. |
| n/a | Norway | S.L. |
| n/a | Poland | M.F. |
| n/a | Portugal | M.F. |
| n/a | Puerto Rico[1] | M.F. |
| n/a | Qatar | S.L. |
| n/a | Romania | M.F. |
| n/a | Russian Federation | S.L. |
| n/a | Serbia | M.F. |
| n/a | Seychelles | S.L. |
| n/a | Singapore | M.F. |
| n/a | Slovak Republic | S.L. |
| n/a | Slovenia | M.F. |
| n/a | Spain | M.F. |
| n/a | Sweden | S.L. |
| n/a | Switzerland | S.L. |
| n/a | Taiwan, China | M.F. |
| n/a | Trinidad and Tobago | M.F. |
| n/a | Tunisia | S.L. |
| n/a | United Arab Emirates | M.F. |
| n/a | United Kingdom | S.L. |
| n/a | United States | M.F. |
| n/a | Uruguay | S.L. |

**Source:** The World Health Organization, *World Malaria Report 2013*; United States Centers for Disease Control and Prevention (CDC), Malaria Information and Prophylaxis information (accessed 11 July 2014)

[1] 2014

# 4th pillar
# Human Resources and Labour Market

# 4.01 Primary education enrolment rate

Net primary education enrolment rate | 2012 or most recent available

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Singapore | 100.0 |
| 2 | Canada[9] | 99.9 |
| 3 | Japan | 99.9 |
| 4 | China | 99.9 |
| 5 | Iran, Islamic Rep. | 99.8 |
| 6 | United Kingdom | 99.8 |
| 7 | Spain | 99.7 |
| 8 | Uruguay[3] | 99.5 |
| 9 | Greece[2] | 99.5 |
| 10 | Sweden | 99.5 |
| 11 | Norway | 99.4 |
| 12 | Korea, Rep. | 99.1 |
| 13 | Tunisia | 98.9 |
| 14 | Finland | 98.8 |
| 15 | Belgium | 98.7 |
| 16 | Rwanda | 98.7 |
| 17 | Portugal | 98.6 |
| 18 | Brazil | 98.5 |
| 19 | Nepal[1] | 98.5 |
| 20 | Iceland[2] | 98.5 |
| 21 | Netherlands | 98.4 |
| 22 | New Zealand | 98.4 |
| 23 | Austria[4] | 98.4 |
| 24 | Cambodia | 98.4 |
| 25 | Tajikistan | 98.4 |
| 26 | Montenegro | 98.4 |
| 27 | Georgia | 98.3 |
| 28 | France | 98.2 |
| 29 | Vietnam | 98.1 |
| 30 | Germany | 97.9 |
| 31 | Cyprus | 97.9 |
| 32 | Denmark | 97.9 |
| 33 | Mauritius | 97.8 |
| 34 | Taiwan, China[1] | 97.7 |
| 35 | Latvia | 97.7 |
| 36 | Slovenia | 97.7 |
| 37 | Tanzania[5] | 97.6 |
| 38 | Morocco[1] | 97.5 |
| 39 | Slovak Republic[4] | 97.4 |
| 40 | Mongolia | 97.3 |
| 41 | Algeria | 97.3 |
| 42 | Italy[2] | 97.2 |
| 43 | Cape Verde | 97.2 |
| 44 | Jordan | 97.1 |
| 45 | Barbados[2] | 97.1 |
| 46 | Malawi[4] | 96.9 |
| 47 | Australia | 96.8 |
| 48 | Israel[2] | 96.7 |
| 49 | Poland | 96.6 |
| 50 | Saudi Arabia[1] | 96.5 |
| 51 | Bahrain[10] | 96.5 |
| 52 | Oman | 96.3 |
| 53 | Mexico | 96.3 |
| 54 | Russian Federation | 96.2 |
| 55 | Czech Republic[2] | 96.0 |
| 56 | Lao PDR | 95.9 |
| 57 | Lithuania | 95.8 |
| 58 | Thailand[4] | 95.6 |
| 59 | Zimbabwe | 95.6 |
| 60 | Malaysia | 95.5 |
| 61 | Argentina[1] | 95.4 |
| 62 | Ireland | 95.3 |
| 63 | Trinidad and Tobago[3] | 95.2 |
| 64 | Egypt[2] | 95.1 |
| 65 | Malta | 95.1 |
| 66 | Bulgaria | 95.0 |
| 67 | Estonia | 94.7 |
| 68 | Turkey | 94.0 |
| 69 | Honduras | 94.0 |
| 70 | Burundi[3] | 94.0 |
| 71 | Seychelles[2] | 93.8 |
| 72 | Sri Lanka | 93.8 |
| 73 | Peru[2] | 93.7 |
| 74 | Zambia | 93.7 |
| 75 | Hong Kong SAR | 93.5 |
| 76 | El Salvador | 93.4 |
| 77 | Switzerland | 93.4 |
| 78 | India[2] | 93.3 |
| 79 | Lebanon | 93.2 |
| 80 | Guatemala[2] | 92.8 |
| 81 | Chile | 92.7 |
| 82 | Qatar[7] | 92.4 |
| 83 | Venezuela | 92.3 |
| 84 | Suriname[2] | 92.2 |
| 85 | Indonesia | 92.2 |
| 86 | Kuwait[6] | 92.1 |
| 87 | Jamaica | 92.1 |
| 88 | Luxembourg[2] | 92.1 |
| 89 | Costa Rica | 92.0 |
| 90 | United States | 91.8 |
| 91 | Nicaragua[3] | 91.8 |
| 92 | Bangladesh[3] | 91.5 |
| 93 | Cameroon | 91.5 |
| 94 | Serbia | 91.4 |
| 95 | Hungary | 91.3 |
| 96 | Albania[8] | 91.2 |
| 97 | Panama | 91.2 |
| 98 | United Arab Emirates | 91.2 |
| 99 | Uganda[2] | 90.9 |
| 100 | Bhutan | 90.6 |
| 101 | Kyrgyz Republic | 90.5 |
| 102 | Croatia | 89.3 |
| 103 | Azerbaijan | 89.1 |
| 104 | Philippines[4] | 88.2 |
| 105 | Moldova | 87.9 |
| 106 | Namibia | 87.7 |
| 107 | Ghana[1] | 87.1 |
| 108 | Macedonia, FYR | 86.5 |
| 109 | Dominican Republic | 86.5 |
| 110 | Myanmar | 86.4 |
| 111 | Yemen | 86.3 |
| 112 | Mozambique | 86.2 |
| 113 | Romania | 85.8 |
| 114 | Angola[2] | 85.7 |
| 115 | Kazakhstan[1] | 85.6 |
| 116 | Ethiopia | 85.4 |
| 117 | South Africa | 85.0 |
| 118 | Swaziland[6] | 84.7 |
| 119 | Armenia[6] | 84.1 |
| 120 | Colombia | 83.9 |
| 121 | Botswana[4] | 83.8 |
| 122 | Bolivia[2] | 83.4 |
| 123 | Paraguay[2] | 81.9 |
| 124 | Kenya[4] | 81.8 |
| 125 | Lesotho | 81.6 |
| 126 | Puerto Rico[2] | 80.4 |
| 127 | Haiti | 77.2 |
| 128 | Madagascar[8] | 77.1 |
| 129 | Guinea | 74.4 |
| 130 | Senegal | 73.3 |
| 131 | Pakistan | 72.5 |
| 132 | Guyana | 71.5 |
| 133 | Gambia, The | 70.9 |
| 134 | Mauritania | 69.6 |
| 135 | Mali | 68.7 |
| 136 | Burkina Faso | 66.4 |
| 137 | Nigeria[3] | 63.9 |
| 138 | Chad[2] | 63.1 |
| 139 | Côte d'Ivoire[4] | 61.9 |
| n/a | Gabon | n/a |
| n/a | Sierra Leone | n/a |

**Source:** UNESCO Institute for Statistics, Data Centre (accessed 26 November 2014); Organisation for Economic Co-operation and Development (OECD), Education at a Glance 2013; Sistema de Información de tendencias Educativas de América Latina (SITEAL); national sources

[1] 2013 [2] 2011 [3] 2010 [4] 2009 [5] 2008 [6] 2007 [7] 2005 [8] 2003 [9] 2000 [10] 1999

# 4.02 Secondary education enrolment rate

Gross secondary education enrolment rate | 2012 or most recent available

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Australia | 135.5 |
| 2 | Spain | 130.8 |
| 3 | Netherlands | 129.9 |
| 4 | Denmark | 124.7 |
| 5 | New Zealand | 119.5 |
| 6 | Ireland | 119.1 |
| 7 | Saudi Arabia[1] | 116.2 |
| 8 | Portugal | 112.9 |
| 9 | Qatar[2] | 111.6 |
| 10 | Norway | 111.1 |
| 11 | France | 109.7 |
| 12 | Iceland[2] | 108.6 |
| 13 | Greece[2] | 107.9 |
| 14 | Finland | 107.7 |
| 15 | Belgium | 107.3 |
| 16 | Singapore | 107.1 |
| 17 | Estonia | 107.1 |
| 18 | Lithuania | 105.9 |
| 19 | Barbados[2] | 104.7 |
| 20 | Costa Rica | 103.6 |
| 21 | Mongolia | 103.5 |
| 22 | Canada[2] | 103.4 |
| 23 | South Africa | 101.9 |
| 24 | Japan | 101.8 |
| 25 | Israel[2] | 101.7 |
| 26 | Hungary | 101.6 |
| 27 | Seychelles[2] | 101.3 |
| 28 | Germany | 101.3 |
| 29 | Luxembourg[2] | 101.0 |
| 30 | Guyana | 101.0 |
| 31 | Zambia | 100.8 |
| 32 | Italy[2] | 100.7 |
| 33 | Kuwait[6] | 100.3 |
| 34 | Azerbaijan | 100.3 |
| 35 | Taiwan, China[1] | 100.3 |
| 36 | Brazil[2] | 99.4 |
| 37 | Sri Lanka | 99.3 |
| 38 | Croatia | 98.4 |
| 39 | Sweden | 98.4 |
| 40 | Kazakhstan | 97.7 |
| 41 | Latvia | 97.7 |
| 42 | Austria | 97.7 |
| 43 | Poland | 97.7 |
| 44 | Algeria[2] | 97.6 |
| 45 | Slovenia | 97.6 |
| 46 | Korea, Rep. | 97.2 |
| 47 | Czech Republic | 96.6 |
| 48 | Switzerland | 96.3 |
| 49 | Armenia | 95.9 |
| 50 | Mauritius | 95.9 |
| 51 | Bahrain | 95.5 |
| 52 | United Kingdom | 95.4 |
| 53 | Cyprus | 95.3 |
| 54 | Russian Federation | 95.3 |
| 55 | Romania | 95.0 |
| 56 | Slovak Republic | 93.9 |
| 57 | United States | 93.7 |
| 58 | Oman | 93.5 |
| 59 | Bulgaria | 93.1 |
| 60 | Colombia | 92.8 |
| 61 | Cape Verde | 92.7 |
| 62 | United Arab Emirates[7] | 92.3 |
| 63 | Argentina[2] | 91.9 |
| 64 | Serbia | 91.7 |
| 65 | Tunisia[2] | 91.1 |
| 66 | Montenegro | 90.9 |
| 67 | Uruguay[3] | 90.3 |
| 68 | Peru | 89.8 |
| 69 | Chile | 89.0 |
| 70 | China | 89.0 |
| 71 | Hong Kong SAR | 88.7 |
| 72 | Jamaica[2] | 88.6 |
| 73 | Moldova | 88.2 |
| 74 | Kyrgyz Republic[2] | 88.2 |
| 75 | Jordan | 87.8 |
| 76 | Tajikistan | 87.0 |
| 77 | Thailand | 87.0 |
| 78 | Georgia[4] | 86.8 |
| 79 | Egypt | 86.3 |
| 80 | Malta | 86.3 |
| 81 | Iran, Islamic Rep. | 86.3 |
| 82 | Turkey | 86.1 |
| 83 | Mexico | 85.7 |
| 84 | Trinidad and Tobago[9] | 85.5 |
| 85 | Venezuela | 85.4 |
| 86 | Suriname[2] | 85.4 |
| 87 | Philippines[4] | 84.6 |
| 88 | Panama | 84.0 |
| 89 | Macedonia, FYR | 82.8 |
| 90 | Indonesia | 82.5 |
| 91 | Albania[5] | 82.4 |
| 92 | Botswana[5] | 81.7 |
| 93 | Puerto Rico[2] | 78.3 |
| 94 | Bolivia[2] | 77.3 |
| 95 | Dominican Republic | 75.9 |
| 96 | Vietnam[8] | 75.2 |
| 97 | Lebanon | 74.0 |
| 98 | Bhutan | 73.9 |
| 99 | Honduras | 73.1 |
| 100 | Paraguay[2] | 69.6 |
| 101 | El Salvador | 69.2 |
| 102 | Nicaragua[3] | 68.9 |
| 103 | Morocco | 68.9 |
| 104 | India[2] | 68.5 |
| 105 | Haiti | 68.1 |
| 106 | Malaysia[2] | 67.2 |
| 107 | Nepal[1] | 66.6 |
| 108 | Guatemala[2] | 65.1 |
| 109 | Namibia[6] | 64.8 |
| 110 | Ghana[1] | 61.1 |
| 111 | Kenya[4] | 60.1 |
| 112 | Swaziland[2] | 59.9 |
| 113 | Gambia, The[3] | 57.5 |
| 114 | Gabon[10] | 53.9 |
| 115 | Bangladesh | 53.6 |
| 116 | Lesotho | 53.3 |
| 117 | Zimbabwe | 51.9 |
| 118 | Cameroon | 50.4 |
| 119 | Myanmar[3] | 50.2 |
| 120 | Yemen | 46.9 |
| 121 | Lao PDR | 46.5 |
| 122 | Cambodia[5] | 45.0 |
| 123 | Mali[2] | 44.5 |
| 124 | Nigeria[3] | 43.8 |
| 125 | Senegal[2] | 41.0 |
| 126 | Guinea | 38.1 |
| 127 | Madagascar | 38.0 |
| 128 | Pakistan | 36.6 |
| 129 | Tanzania | 35.0 |
| 130 | Malawi | 34.2 |
| 131 | Rwanda | 31.8 |
| 132 | Angola[2] | 31.5 |
| 133 | Ethiopia[7] | 28.9 |
| 134 | Burundi | 28.5 |
| 135 | Uganda[4] | 27.6 |
| 136 | Mauritania | 26.8 |
| 137 | Sierra Leone[11] | 26.4 |
| 138 | Burkina Faso | 25.9 |
| 139 | Mozambique | 25.9 |
| 140 | Côte d'Ivoire[12] | 24.3 |
| 141 | Chad | 22.8 |

**Source:** UNESCO Institute for Statistics, Data Centre (accessed 26 November 2014); UNICEF Childinfo.org; Sistema de Información de tendencias Educativas de América Latina (SITEAL); national sources

[1] 2013 [2] 2011 [3] 2010 [4] 2009 [5] 2008 [6] 2007 [7] 2006 [8] 2005 [9] 2004 [10] 2002 [11] 2001 [12] 1999

# 4.03 Extent of staff training

In your country, to what extent do companies invest in training and employee development? (1 = not at all, 7 = to a great extent) | 2013–2014 weighted average

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Switzerland | 5.7 |
| 2 | Japan | 5.4 |
| 3 | Luxembourg | 5.4 |
| 4 | Malaysia | 5.3 |
| 5 | Finland | 5.3 |
| 6 | Qatar | 5.3 |
| 7 | Singapore | 5.3 |
| 8 | Norway | 5.2 |
| 9 | Belgium | 5.1 |
| 10 | Sweden | 5.1 |
| 11 | United Arab Emirates | 5.1 |
| 12 | Netherlands | 5.0 |
| 13 | Germany | 5.0 |
| 14 | United States | 5.0 |
| 15 | Denmark | 4.9 |
| 16 | Puerto Rico | 4.9 |
| 17 | New Zealand | 4.9 |
| 18 | South Africa | 4.9 |
| 19 | Austria | 4.8 |
| 20 | Ireland | 4.8 |
| 21 | Costa Rica | 4.7 |
| 22 | Canada | 4.7 |
| 23 | United Kingdom | 4.7 |
| 24 | Indonesia | 4.7 |
| 25 | Iceland | 4.7 |
| 26 | Hong Kong SAR | 4.6 |
| 27 | Philippines | 4.6 |
| 28 | Guatemala | 4.6 |
| 29 | Bahrain | 4.5 |
| 30 | Australia | 4.5 |
| 31 | France | 4.5 |
| 32 | Albania | 4.4 |
| 33 | Latvia | 4.4 |
| 34 | Kenya | 4.4 |
| 35 | Mauritius | 4.4 |
| 36 | Estonia | 4.4 |
| 37 | Thailand | 4.4 |
| 38 | Honduras | 4.4 |
| 39 | Barbados | 4.4 |
| 40 | Malta | 4.4 |
| 41 | Taiwan, China | 4.4 |
| 42 | Gambia, The | 4.3 |
| 43 | Cyprus | 4.3 |
| 44 | Brazil | 4.3 |
| 45 | Lao PDR | 4.3 |
| 46 | China | 4.3 |
| 47 | Panama | 4.3 |
| 48 | Nigeria | 4.3 |
| 49 | Oman | 4.3 |
| 50 | Lithuania | 4.2 |
| 51 | Trinidad and Tobago | 4.2 |
| 52 | Chile | 4.2 |
| 53 | Korea, Rep. | 4.2 |
| 54 | Portugal | 4.2 |
| 55 | Czech Republic | 4.1 |
| 56 | Sri Lanka | 4.1 |
| 57 | Namibia | 4.1 |
| 58 | Jordan | 4.1 |
| 59 | Jamaica | 4.1 |
| 60 | Saudi Arabia | 4.1 |
| 61 | Ghana | 4.1 |
| 62 | Kazakhstan | 4.1 |
| 63 | Zambia | 4.1 |
| 64 | Guyana | 4.0 |
| 65 | Malawi | 4.0 |
| 66 | Rwanda | 4.0 |
| 67 | Seychelles | 4.0 |
| 68 | Botswana | 4.0 |
| 69 | Cameroon | 4.0 |
| 70 | Côte d'Ivoire | 4.0 |
| 71 | El Salvador | 4.0 |
| 72 | Poland | 4.0 |
| 73 | Mongolia | 4.0 |
| 74 | Mexico | 4.0 |
| 75 | Lesotho | 4.0 |
| 76 | Israel | 4.0 |
| 77 | India | 3.9 |
| 78 | Senegal | 3.9 |
| 79 | Swaziland | 3.9 |
| 80 | Uruguay | 3.9 |
| 81 | Macedonia, FYR | 3.9 |
| 82 | Cambodia | 3.9 |
| 83 | Colombia | 3.9 |
| 84 | Zimbabwe | 3.9 |
| 85 | Vietnam | 3.9 |
| 86 | Dominican Republic | 3.9 |
| 87 | Montenegro | 3.9 |
| 88 | Nicaragua | 3.8 |
| 89 | Russian Federation | 3.8 |
| 90 | Slovak Republic | 3.8 |
| 91 | Turkey | 3.8 |
| 92 | Peru | 3.8 |
| 93 | Azerbaijan | 3.7 |
| 94 | Argentina | 3.7 |
| 95 | Spain | 3.7 |
| 96 | Kuwait | 3.7 |
| 97 | Slovenia | 3.7 |
| 98 | Tunisia | 3.7 |
| 99 | Gabon | 3.7 |
| 100 | Suriname | 3.7 |
| 101 | Madagascar | 3.7 |
| 102 | Tajikistan | 3.7 |
| 103 | Cape Verde | 3.7 |
| 104 | Paraguay | 3.7 |
| 105 | Morocco | 3.6 |
| 106 | Sierra Leone | 3.6 |
| 107 | Hungary | 3.6 |
| 108 | Bhutan | 3.6 |
| 109 | Uganda | 3.6 |
| 110 | Romania | 3.6 |
| 111 | Greece | 3.6 |
| 112 | Kyrgyz Republic | 3.5 |
| 113 | Georgia | 3.5 |
| 114 | Bolivia | 3.5 |
| 115 | Tanzania | 3.5 |
| 116 | Lebanon | 3.5 |
| 117 | Algeria | 3.4 |
| 118 | Armenia | 3.4 |
| 119 | Moldova | 3.4 |
| 120 | Mozambique | 3.4 |
| 121 | Pakistan | 3.4 |
| 122 | Ethiopia | 3.4 |
| 123 | Venezuela | 3.3 |
| 124 | Nepal | 3.3 |
| 125 | Mali | 3.3 |
| 126 | Bulgaria | 3.3 |
| 127 | Guinea | 3.2 |
| 128 | Croatia | 3.2 |
| 129 | Haiti | 3.2 |
| 130 | Bangladesh | 3.2 |
| 131 | Yemen | 3.2 |
| 132 | Italy | 3.2 |
| 133 | Serbia | 3.1 |
| 134 | Iran, Islamic Rep. | 3.0 |
| 135 | Burundi | 2.9 |
| 136 | Myanmar | 2.9 |
| 137 | Chad | 2.8 |
| 138 | Burkina Faso | 2.8 |
| 139 | Angola | 2.8 |
| 140 | Egypt | 2.8 |
| 141 | Mauritania | 2.6 |

**Source:** World Economic Forum, Executive Opinion Survey

# 4.04 Treatment of customers

In your country, how well do companies treat customers? (1 = indifferent to customer satisfaction, 7 = highly responsive to customers and seek customer retention) | 2013–2014 weighted average

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Japan | 6.3 |
| 2 | Switzerland | 6.0 |
| 3 | Austria | 5.8 |
| 4 | Qatar | 5.8 |
| 5 | New Zealand | 5.7 |
| 6 | United Arab Emirates | 5.7 |
| 7 | Hong Kong SAR | 5.7 |
| 8 | Taiwan, China | 5.6 |
| 9 | Belgium | 5.6 |
| 10 | Denmark | 5.5 |
| 11 | Malaysia | 5.5 |
| 12 | Singapore | 5.5 |
| 13 | Korea, Rep. | 5.5 |
| 14 | United States | 5.4 |
| 15 | Canada | 5.4 |
| 16 | Luxembourg | 5.4 |
| 17 | Thailand | 5.4 |
| 18 | Sweden | 5.4 |
| 19 | Norway | 5.4 |
| 20 | Germany | 5.3 |
| 21 | Guatemala | 5.3 |
| 22 | Iceland | 5.3 |
| 23 | Netherlands | 5.3 |
| 24 | Ireland | 5.3 |
| 25 | Philippines | 5.2 |
| 26 | Finland | 5.2 |
| 27 | Sri Lanka | 5.2 |
| 28 | Puerto Rico | 5.2 |
| 29 | United Kingdom | 5.2 |
| 30 | Lithuania | 5.2 |
| 31 | Estonia | 5.1 |
| 32 | Turkey | 5.1 |
| 33 | Portugal | 5.1 |
| 34 | Cyprus | 5.1 |
| 35 | Kenya | 5.1 |
| 36 | Egypt | 5.1 |
| 37 | Costa Rica | 5.1 |
| 38 | Latvia | 5.0 |
| 39 | Indonesia | 5.0 |
| 40 | Bulgaria | 5.0 |
| 41 | France | 5.0 |
| 42 | Colombia | 5.0 |
| 43 | Italy | 5.0 |
| 44 | El Salvador | 4.9 |
| 45 | Slovenia | 4.9 |
| 46 | Australia | 4.9 |
| 47 | Jordan | 4.9 |
| 48 | Oman | 4.9 |
| 49 | Poland | 4.9 |
| 50 | Mauritius | 4.8 |
| 51 | Peru | 4.8 |
| 52 | Bahrain | 4.8 |
| 53 | Gambia, The | 4.7 |
| 54 | Macedonia, FYR | 4.7 |
| 55 | Mexico | 4.7 |
| 56 | Zambia | 4.7 |
| 57 | Albania | 4.7 |
| 58 | Senegal | 4.7 |
| 59 | Czech Republic | 4.7 |
| 60 | Croatia | 4.6 |
| 61 | Brazil | 4.6 |
| 62 | Greece | 4.6 |
| 63 | Saudi Arabia | 4.6 |
| 64 | Slovak Republic | 4.6 |
| 65 | Kazakhstan | 4.6 |
| 66 | Armenia | 4.6 |
| 67 | South Africa | 4.6 |
| 68 | Lao PDR | 4.6 |
| 69 | Azerbaijan | 4.6 |
| 70 | China | 4.5 |
| 71 | Spain | 4.5 |
| 72 | Ghana | 4.5 |
| 73 | Madagascar | 4.5 |
| 74 | Honduras | 4.5 |
| 75 | Dominican Republic | 4.4 |
| 76 | Cambodia | 4.4 |
| 77 | Kuwait | 4.4 |
| 78 | Montenegro | 4.4 |
| 79 | Kyrgyz Republic | 4.4 |
| 80 | Malta | 4.4 |
| 81 | Morocco | 4.4 |
| 82 | Russian Federation | 4.4 |
| 83 | Romania | 4.4 |
| 84 | Hungary | 4.4 |
| 85 | Côte d'Ivoire | 4.4 |
| 86 | Lebanon | 4.4 |
| 87 | Chile | 4.3 |
| 88 | Tunisia | 4.3 |
| 89 | Myanmar | 4.3 |
| 90 | Barbados | 4.3 |
| 91 | Uruguay | 4.3 |
| 92 | Panama | 4.2 |
| 93 | Mongolia | 4.2 |
| 94 | Mali | 4.2 |
| 95 | Cameroon | 4.2 |
| 96 | Tajikistan | 4.2 |
| 97 | Pakistan | 4.2 |
| 98 | Paraguay | 4.1 |
| 99 | Moldova | 4.1 |
| 100 | Burkina Faso | 4.1 |
| 101 | Uganda | 4.1 |
| 102 | Israel | 4.1 |
| 103 | Swaziland | 4.1 |
| 104 | Vietnam | 4.1 |
| 105 | Bhutan | 4.1 |
| 106 | Rwanda | 4.1 |
| 107 | Malawi | 4.0 |
| 108 | Bangladesh | 4.0 |
| 109 | India | 4.0 |
| 110 | Yemen | 4.0 |
| 111 | Gabon | 4.0 |
| 112 | Nigeria | 3.9 |
| 113 | Guyana | 3.9 |
| 114 | Seychelles | 3.9 |
| 115 | Serbia | 3.9 |
| 116 | Tanzania | 3.9 |
| 117 | Jamaica | 3.8 |
| 118 | Iran, Islamic Rep. | 3.8 |
| 119 | Nepal | 3.8 |
| 120 | Georgia | 3.8 |
| 121 | Mozambique | 3.7 |
| 122 | Sierra Leone | 3.7 |
| 123 | Ethiopia | 3.7 |
| 124 | Algeria | 3.6 |
| 125 | Suriname | 3.6 |
| 126 | Zimbabwe | 3.6 |
| 127 | Argentina | 3.6 |
| 128 | Cape Verde | 3.6 |
| 129 | Bolivia | 3.5 |
| 130 | Nicaragua | 3.5 |
| 131 | Botswana | 3.5 |
| 132 | Lesotho | 3.5 |
| 133 | Namibia | 3.5 |
| 134 | Guinea | 3.4 |
| 135 | Trinidad and Tobago | 3.3 |
| 136 | Burundi | 3.3 |
| 137 | Venezuela | 3.2 |
| 138 | Haiti | 2.9 |
| 139 | Mauritania | 2.8 |
| 140 | Chad | 2.8 |
| 141 | Angola | 2.4 |

**Source:** World Economic Forum, Executive Opinion Survey

# 4.05 Hiring and firing practices

In your country, how would you characterize the hiring and firing of workers? (1 = heavily impeded by regulations, 7 = extremely flexible) | 2013–2014 weighted average

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Hong Kong SAR | 5.7 |
| 2 | Switzerland | 5.7 |
| 3 | Singapore | 5.4 |
| 4 | Iceland | 5.3 |
| 5 | Qatar | 5.3 |
| 6 | Denmark | 5.3 |
| 7 | Nigeria | 5.2 |
| 8 | United Arab Emirates | 5.1 |
| 9 | Malaysia | 4.9 |
| 10 | Uganda | 4.9 |
| 11 | United States | 4.9 |
| 12 | Estonia | 4.8 |
| 13 | Cambodia | 4.8 |
| 14 | Georgia | 4.7 |
| 15 | China | 4.6 |
| 16 | Zambia | 4.5 |
| 17 | Kenya | 4.5 |
| 18 | Armenia | 4.5 |
| 19 | Sierra Leone | 4.5 |
| 20 | United Kingdom | 4.5 |
| 21 | Taiwan, China | 4.4 |
| 22 | Kazakhstan | 4.4 |
| 23 | Thailand | 4.4 |
| 24 | Guatemala | 4.4 |
| 25 | Azerbaijan | 4.4 |
| 26 | Canada | 4.4 |
| 27 | Macedonia, FYR | 4.4 |
| 28 | Bangladesh | 4.4 |
| 29 | Côte d'Ivoire | 4.4 |
| 30 | Bahrain | 4.3 |
| 31 | Rwanda | 4.3 |
| 32 | Indonesia | 4.3 |
| 33 | Costa Rica | 4.3 |
| 34 | Guyana | 4.3 |
| 35 | Mali | 4.3 |
| 36 | Madagascar | 4.2 |
| 37 | Gambia, The | 4.2 |
| 38 | Cameroon | 4.2 |
| 39 | Cyprus | 4.2 |
| 40 | Ireland | 4.2 |
| 41 | Russian Federation | 4.2 |
| 42 | Mauritius | 4.2 |
| 43 | Hungary | 4.2 |
| 44 | Israel | 4.2 |
| 45 | Tajikistan | 4.1 |
| 46 | Lao PDR | 4.1 |
| 47 | India | 4.1 |
| 48 | Nicaragua | 4.1 |
| 49 | Pakistan | 4.1 |
| 50 | Latvia | 4.1 |
| 51 | Myanmar | 4.1 |
| 52 | Kyrgyz Republic | 4.1 |
| 53 | Burkina Faso | 4.1 |
| 54 | Saudi Arabia | 4.1 |
| 55 | Jamaica | 4.1 |
| 56 | Senegal | 4.1 |
| 57 | Romania | 4.1 |
| 58 | New Zealand | 4.1 |
| 59 | Haiti | 4.0 |
| 60 | Jordan | 4.0 |
| 61 | Dominican Republic | 4.0 |
| 62 | Montenegro | 4.0 |
| 63 | Bhutan | 3.9 |
| 64 | Vietnam | 3.9 |
| 65 | Chile | 3.9 |
| 66 | Turkey | 3.9 |
| 67 | Albania | 3.9 |
| 68 | Egypt | 3.9 |
| 69 | Lebanon | 3.9 |
| 70 | Mongolia | 3.9 |
| 71 | Ghana | 3.9 |
| 72 | Tanzania | 3.9 |
| 73 | Honduras | 3.9 |
| 74 | Kuwait | 3.9 |
| 75 | Lesotho | 3.9 |
| 76 | Yemen | 3.8 |
| 77 | Ethiopia | 3.8 |
| 78 | Colombia | 3.8 |
| 79 | El Salvador | 3.8 |
| 80 | Swaziland | 3.8 |
| 81 | Botswana | 3.8 |
| 82 | Trinidad and Tobago | 3.7 |
| 83 | Malta | 3.7 |
| 84 | Panama | 3.7 |
| 85 | Morocco | 3.7 |
| 86 | Luxembourg | 3.7 |
| 87 | Seychelles | 3.6 |
| 88 | Barbados | 3.6 |
| 89 | Malawi | 3.6 |
| 90 | Oman | 3.6 |
| 91 | Greece | 3.6 |
| 92 | Moldova | 3.6 |
| 93 | Puerto Rico | 3.6 |
| 94 | Bulgaria | 3.6 |
| 95 | Tunisia | 3.5 |
| 96 | Bolivia | 3.5 |
| 97 | Finland | 3.5 |
| 98 | Sweden | 3.5 |
| 99 | Austria | 3.5 |
| 100 | Mozambique | 3.4 |
| 101 | Mexico | 3.4 |
| 102 | Philippines | 3.4 |
| 103 | Guinea | 3.4 |
| 104 | Korea, Rep. | 3.4 |
| 105 | Gabon | 3.4 |
| 106 | Germany | 3.4 |
| 107 | Paraguay | 3.4 |
| 108 | Cape Verde | 3.4 |
| 109 | Poland | 3.4 |
| 110 | Portugal | 3.3 |
| 111 | Chad | 3.3 |
| 112 | Serbia | 3.3 |
| 113 | Spain | 3.3 |
| 114 | Mauritania | 3.3 |
| 115 | Burundi | 3.3 |
| 116 | Nepal | 3.2 |
| 117 | Iran, Islamic Rep. | 3.2 |
| 118 | Czech Republic | 3.2 |
| 119 | Algeria | 3.1 |
| 120 | Netherlands | 3.1 |
| 121 | Sri Lanka | 3.0 |
| 122 | Lithuania | 3.0 |
| 123 | Suriname | 3.0 |
| 124 | Uruguay | 2.9 |
| 125 | Namibia | 2.9 |
| 126 | Croatia | 2.9 |
| 127 | Peru | 2.9 |
| 128 | Slovak Republic | 2.9 |
| 129 | Norway | 2.8 |
| 130 | Japan | 2.8 |
| 131 | France | 2.7 |
| 132 | Brazil | 2.7 |
| 133 | Australia | 2.7 |
| 134 | Angola | 2.6 |
| 135 | Argentina | 2.6 |
| 136 | Belgium | 2.6 |
| 137 | Slovenia | 2.4 |
| 138 | Italy | 2.4 |
| 139 | Zimbabwe | 2.2 |
| 140 | South Africa | 2.1 |
| 141 | Venezuela | 1.4 |

**Source:** World Economic Forum, Executive Opinion Survey

# 4.06 Ease of finding skilled employees

In your country, how easy is it for companies to find employees with the required skills for their business needs? (1 = extremely difficult, 7 = extremely easy) | 2013–2014 weighted average

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Finland | 5.6 |
| 2 | Cyprus | 5.4 |
| 3 | Portugal | 5.2 |
| 4 | Malaysia | 5.2 |
| 5 | Ireland | 5.2 |
| 6 | United Arab Emirates | 5.2 |
| 7 | Zambia | 5.0 |
| 8 | Costa Rica | 5.0 |
| 9 | Qatar | 5.0 |
| 10 | Spain | 5.0 |
| 11 | Barbados | 5.0 |
| 12 | France | 5.0 |
| 13 | Iceland | 4.9 |
| 14 | Kenya | 4.9 |
| 15 | Netherlands | 4.9 |
| 16 | New Zealand | 4.8 |
| 17 | Israel | 4.8 |
| 18 | Puerto Rico | 4.8 |
| 19 | United States | 4.8 |
| 20 | Taiwan, China | 4.8 |
| 21 | Norway | 4.8 |
| 22 | Singapore | 4.8 |
| 23 | Denmark | 4.7 |
| 24 | Sweden | 4.7 |
| 25 | Japan | 4.7 |
| 26 | United Kingdom | 4.6 |
| 27 | Switzerland | 4.6 |
| 28 | Lesotho | 4.6 |
| 29 | Hong Kong SAR | 4.6 |
| 30 | China | 4.6 |
| 31 | Canada | 4.5 |
| 32 | Jordan | 4.5 |
| 33 | Australia | 4.5 |
| 34 | Guyana | 4.5 |
| 35 | Gambia, The | 4.5 |
| 36 | Greece | 4.5 |
| 37 | Germany | 4.4 |
| 38 | Malta | 4.4 |
| 39 | Zimbabwe | 4.4 |
| 40 | Philippines | 4.4 |
| 41 | Côte d'Ivoire | 4.4 |
| 42 | Indonesia | 4.3 |
| 43 | Senegal | 4.3 |
| 44 | Belgium | 4.3 |
| 45 | India | 4.3 |
| 46 | Tunisia | 4.3 |
| 47 | Italy | 4.2 |
| 48 | Montenegro | 4.2 |
| 49 | Romania | 4.2 |
| 50 | Sri Lanka | 4.2 |
| 51 | El Salvador | 4.2 |
| 52 | Lebanon | 4.2 |
| 53 | Bahrain | 4.2 |
| 54 | Burkina Faso | 4.2 |
| 55 | Trinidad and Tobago | 4.1 |
| 56 | Mali | 4.1 |
| 57 | Chile | 4.1 |
| 58 | Uganda | 4.1 |
| 59 | Luxembourg | 4.1 |
| 60 | Morocco | 4.0 |
| 61 | Poland | 4.0 |
| 62 | Colombia | 4.0 |
| 63 | Ethiopia | 4.0 |
| 64 | Pakistan | 4.0 |
| 65 | Egypt | 4.0 |
| 66 | Cameroon | 4.0 |
| 67 | Jamaica | 3.9 |
| 68 | Mexico | 3.9 |
| 69 | Argentina | 3.9 |
| 70 | Austria | 3.9 |
| 71 | Madagascar | 3.9 |
| 72 | Bolivia | 3.9 |
| 73 | Malawi | 3.9 |
| 74 | Cape Verde | 3.8 |
| 75 | Slovenia | 3.8 |
| 76 | Guatemala | 3.8 |
| 77 | Thailand | 3.8 |
| 78 | Hungary | 3.8 |
| 79 | Rwanda | 3.8 |
| 80 | Mauritius | 3.8 |
| 81 | Korea, Rep. | 3.7 |
| 82 | Iran, Islamic Rep. | 3.7 |
| 83 | Ghana | 3.7 |
| 84 | Honduras | 3.7 |
| 85 | Croatia | 3.7 |
| 86 | Bangladesh | 3.7 |
| 87 | Tanzania | 3.7 |
| 88 | Albania | 3.7 |
| 89 | Latvia | 3.6 |
| 90 | Algeria | 3.6 |
| 91 | Dominican Republic | 3.6 |
| 92 | Serbia | 3.6 |
| 93 | Azerbaijan | 3.6 |
| 94 | Saudi Arabia | 3.6 |
| 95 | Lithuania | 3.6 |
| 96 | Turkey | 3.5 |
| 97 | Kazakhstan | 3.5 |
| 98 | Tajikistan | 3.5 |
| 99 | Panama | 3.5 |
| 100 | Slovak Republic | 3.5 |
| 101 | Kuwait | 3.5 |
| 102 | Nigeria | 3.5 |
| 103 | Nepal | 3.5 |
| 104 | Peru | 3.4 |
| 105 | Estonia | 3.4 |
| 106 | Czech Republic | 3.4 |
| 107 | Vietnam | 3.4 |
| 108 | Cambodia | 3.4 |
| 109 | Venezuela | 3.4 |
| 110 | Burundi | 3.3 |
| 111 | Uruguay | 3.3 |
| 112 | Armenia | 3.3 |
| 113 | Macedonia, FYR | 3.3 |
| 114 | Seychelles | 3.3 |
| 115 | Nicaragua | 3.2 |
| 116 | Russian Federation | 3.2 |
| 117 | Gabon | 3.2 |
| 118 | Brazil | 3.2 |
| 119 | Swaziland | 3.2 |
| 120 | Bulgaria | 3.1 |
| 121 | Guinea | 3.1 |
| 122 | Botswana | 3.1 |
| 123 | Mozambique | 3.1 |
| 124 | Lao PDR | 3.1 |
| 125 | Sierra Leone | 3.1 |
| 126 | South Africa | 3.0 |
| 127 | Kyrgyz Republic | 3.0 |
| 128 | Chad | 3.0 |
| 129 | Moldova | 2.9 |
| 130 | Haiti | 2.9 |
| 131 | Mauritania | 2.9 |
| 132 | Georgia | 2.9 |
| 133 | Bhutan | 2.9 |
| 134 | Oman | 2.9 |
| 135 | Namibia | 2.8 |
| 136 | Paraguay | 2.8 |
| 137 | Suriname | 2.7 |
| 138 | Yemen | 2.6 |
| 139 | Myanmar | 2.4 |
| 140 | Mongolia | 2.3 |
| 141 | Angola | 2.0 |

**Source:** World Economic Forum, Executive Opinion Survey

# 4.07 Ease of hiring foreign labour

In your country, to what extent does labour regulation impede the hiring of foreign labour? (1 = impedes heavily, 7 = does not impede at all) | 2013–2014 weighted average

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | United Arab Emirates | 5.6 |
| 2 | Georgia | 5.3 |
| 3 | Hungary | 5.3 |
| 4 | Qatar | 5.3 |
| 5 | Luxembourg | 5.3 |
| 6 | Albania | 5.3 |
| 7 | Portugal | 5.1 |
| 8 | Ireland | 5.0 |
| 9 | Paraguay | 4.9 |
| 10 | Nicaragua | 4.9 |
| 11 | Malaysia | 4.9 |
| 12 | Armenia | 4.9 |
| 13 | Macedonia, FYR | 4.8 |
| 14 | Rwanda | 4.8 |
| 15 | Burkina Faso | 4.7 |
| 16 | Switzerland | 4.6 |
| 17 | Cameroon | 4.6 |
| 18 | Cambodia | 4.6 |
| 19 | Uganda | 4.6 |
| 20 | China | 4.6 |
| 21 | Bahrain | 4.6 |
| 22 | Malta | 4.6 |
| 23 | Cape Verde | 4.6 |
| 24 | Romania | 4.5 |
| 25 | Honduras | 4.5 |
| 26 | Gambia, The | 4.5 |
| 27 | Guatemala | 4.5 |
| 28 | Haiti | 4.5 |
| 29 | Slovak Republic | 4.5 |
| 30 | Finland | 4.5 |
| 31 | Sierra Leone | 4.5 |
| 32 | Dominican Republic | 4.4 |
| 33 | Nigeria | 4.4 |
| 34 | Kazakhstan | 4.4 |
| 35 | Iceland | 4.4 |
| 36 | Indonesia | 4.4 |
| 37 | Denmark | 4.4 |
| 38 | Yemen | 4.3 |
| 39 | Montenegro | 4.3 |
| 40 | Chile | 4.3 |
| 41 | Spain | 4.3 |
| 42 | Greece | 4.3 |
| 43 | Uruguay | 4.3 |
| 44 | Italy | 4.3 |
| 45 | Kyrgyz Republic | 4.3 |
| 46 | Zambia | 4.3 |
| 47 | Azerbaijan | 4.2 |
| 48 | Guyana | 4.2 |
| 49 | Mexico | 4.2 |
| 50 | Latvia | 4.2 |
| 51 | Sweden | 4.2 |
| 52 | Tajikistan | 4.2 |
| 53 | Lesotho | 4.2 |
| 54 | Mauritius | 4.2 |
| 55 | Côte d'Ivoire | 4.2 |
| 56 | Kuwait | 4.2 |
| 57 | Cyprus | 4.2 |
| 58 | Norway | 4.2 |
| 59 | Guinea | 4.2 |
| 60 | Argentina | 4.1 |
| 61 | Senegal | 4.1 |
| 62 | Jamaica | 4.1 |
| 63 | Germany | 4.1 |
| 64 | El Salvador | 4.1 |
| 65 | Lao PDR | 4.1 |
| 66 | United Kingdom | 4.1 |
| 67 | Madagascar | 4.1 |
| 68 | United States | 4.1 |
| 69 | Hong Kong SAR | 4.1 |
| 70 | Belgium | 4.1 |
| 71 | Thailand | 4.1 |
| 72 | Pakistan | 4.1 |
| 73 | Moldova | 4.0 |
| 74 | Philippines | 4.0 |
| 75 | Kenya | 4.0 |
| 76 | Mali | 4.0 |
| 77 | Costa Rica | 4.0 |
| 78 | Peru | 4.0 |
| 79 | New Zealand | 4.0 |
| 80 | Netherlands | 4.0 |
| 81 | Jordan | 4.0 |
| 82 | Colombia | 4.0 |
| 83 | Singapore | 3.9 |
| 84 | Czech Republic | 3.9 |
| 85 | Bulgaria | 3.9 |
| 86 | Tanzania | 3.9 |
| 87 | Ghana | 3.9 |
| 88 | Turkey | 3.8 |
| 89 | Myanmar | 3.8 |
| 90 | Canada | 3.8 |
| 91 | India | 3.8 |
| 92 | Austria | 3.8 |
| 93 | Poland | 3.8 |
| 94 | Malawi | 3.8 |
| 95 | Russian Federation | 3.8 |
| 96 | Serbia | 3.8 |
| 97 | Vietnam | 3.8 |
| 98 | Chad | 3.8 |
| 99 | Saudi Arabia | 3.8 |
| 100 | Estonia | 3.7 |
| 101 | Suriname | 3.7 |
| 102 | Trinidad and Tobago | 3.7 |
| 103 | Puerto Rico | 3.7 |
| 104 | Seychelles | 3.7 |
| 105 | Morocco | 3.7 |
| 106 | Algeria | 3.7 |
| 107 | Bangladesh | 3.6 |
| 108 | Bolivia | 3.6 |
| 109 | Slovenia | 3.6 |
| 110 | Egypt | 3.5 |
| 111 | Panama | 3.5 |
| 112 | Japan | 3.5 |
| 113 | Lithuania | 3.5 |
| 114 | Swaziland | 3.5 |
| 115 | Burundi | 3.4 |
| 116 | Ethiopia | 3.4 |
| 117 | France | 3.4 |
| 118 | Croatia | 3.4 |
| 119 | Tunisia | 3.4 |
| 120 | Korea, Rep. | 3.3 |
| 121 | Mozambique | 3.3 |
| 122 | Brazil | 3.3 |
| 123 | Nepal | 3.2 |
| 124 | Mongolia | 3.2 |
| 125 | Barbados | 3.2 |
| 126 | Oman | 3.2 |
| 127 | Lebanon | 3.1 |
| 128 | Taiwan, China | 3.1 |
| 129 | Bhutan | 3.1 |
| 130 | Botswana | 3.0 |
| 131 | Mauritania | 3.0 |
| 132 | Iran, Islamic Rep. | 2.9 |
| 133 | Sri Lanka | 2.9 |
| 134 | Australia | 2.9 |
| 135 | Gabon | 2.8 |
| 136 | Israel | 2.8 |
| 137 | Venezuela | 2.7 |
| 138 | South Africa | 2.6 |
| 139 | Namibia | 2.5 |
| 140 | Angola | 2.5 |
| 141 | Zimbabwe | 2.4 |

**Source:** World Economic Forum, Executive Opinion Survey

# 4.08 Pay and productivity

In your country, to what extent is pay related to worker productivity? (1 = not related to worker productivity, 7 = strongly related to worker productivity) | 2013–2014 weighted average

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Hong Kong SAR | 5.5 |
| 2 | Malaysia | 5.4 |
| 3 | Qatar | 5.4 |
| 4 | Singapore | 5.3 |
| 5 | Switzerland | 5.3 |
| 6 | United Arab Emirates | 5.2 |
| 7 | Taiwan, China | 5.1 |
| 8 | Lao PDR | 5.0 |
| 9 | Estonia | 4.9 |
| 10 | United States | 4.8 |
| 11 | Japan | 4.8 |
| 12 | Lithuania | 4.8 |
| 13 | Latvia | 4.8 |
| 14 | Mongolia | 4.8 |
| 15 | China | 4.8 |
| 16 | Kazakhstan | 4.7 |
| 17 | United Kingdom | 4.7 |
| 18 | Macedonia, FYR | 4.7 |
| 19 | Czech Republic | 4.6 |
| 20 | Bahrain | 4.6 |
| 21 | New Zealand | 4.6 |
| 22 | Puerto Rico | 4.6 |
| 23 | Vietnam | 4.6 |
| 24 | Russian Federation | 4.6 |
| 25 | Saudi Arabia | 4.5 |
| 26 | Kyrgyz Republic | 4.5 |
| 27 | Philippines | 4.5 |
| 28 | Ireland | 4.5 |
| 29 | Canada | 4.5 |
| 30 | Indonesia | 4.5 |
| 31 | Slovak Republic | 4.4 |
| 32 | Albania | 4.4 |
| 33 | Azerbaijan | 4.4 |
| 34 | Moldova | 4.4 |
| 35 | Korea, Rep. | 4.4 |
| 36 | Sri Lanka | 4.4 |
| 37 | Tajikistan | 4.4 |
| 38 | Cambodia | 4.3 |
| 39 | Germany | 4.3 |
| 40 | Chile | 4.3 |
| 41 | Bhutan | 4.3 |
| 42 | Luxembourg | 4.3 |
| 43 | Jordan | 4.3 |
| 44 | Gambia, The | 4.3 |
| 45 | Guatemala | 4.3 |
| 46 | Mauritius | 4.2 |
| 47 | Armenia | 4.2 |
| 48 | Iceland | 4.2 |
| 49 | Thailand | 4.2 |
| 50 | Nigeria | 4.2 |
| 51 | Costa Rica | 4.2 |
| 52 | Poland | 4.1 |
| 53 | Côte d'Ivoire | 4.1 |
| 54 | Bulgaria | 4.1 |
| 55 | Kenya | 4.1 |
| 56 | Georgia | 4.1 |
| 57 | Malta | 4.1 |
| 58 | Cyprus | 4.0 |
| 59 | Lebanon | 4.0 |
| 60 | Malawi | 4.0 |
| 61 | Denmark | 4.0 |
| 62 | Ghana | 4.0 |
| 63 | Hungary | 4.0 |
| 64 | Morocco | 4.0 |
| 65 | Romania | 4.0 |
| 66 | Nicaragua | 4.0 |
| 67 | Rwanda | 4.0 |
| 68 | India | 4.0 |
| 69 | Oman | 3.9 |
| 70 | Madagascar | 3.9 |
| 71 | Austria | 3.9 |
| 72 | Finland | 3.9 |
| 73 | Montenegro | 3.9 |
| 74 | Peru | 3.9 |
| 75 | Israel | 3.9 |
| 76 | France | 3.9 |
| 77 | Croatia | 3.9 |
| 78 | Myanmar | 3.9 |
| 79 | Honduras | 3.8 |
| 80 | Turkey | 3.8 |
| 81 | Botswana | 3.8 |
| 82 | Dominican Republic | 3.8 |
| 83 | Lesotho | 3.8 |
| 84 | Guyana | 3.8 |
| 85 | Pakistan | 3.8 |
| 86 | Mexico | 3.8 |
| 87 | Sweden | 3.8 |
| 88 | Bolivia | 3.8 |
| 89 | Senegal | 3.8 |
| 90 | Norway | 3.7 |
| 91 | Swaziland | 3.7 |
| 92 | Netherlands | 3.7 |
| 93 | Colombia | 3.7 |
| 94 | Zambia | 3.6 |
| 95 | Tunisia | 3.6 |
| 96 | Yemen | 3.6 |
| 97 | Ethiopia | 3.6 |
| 98 | Belgium | 3.6 |
| 99 | Panama | 3.5 |
| 100 | Seychelles | 3.5 |
| 101 | Bangladesh | 3.5 |
| 102 | Kuwait | 3.5 |
| 103 | Sierra Leone | 3.5 |
| 104 | Mali | 3.5 |
| 105 | Namibia | 3.5 |
| 106 | Slovenia | 3.5 |
| 107 | Paraguay | 3.5 |
| 108 | El Salvador | 3.5 |
| 109 | Barbados | 3.5 |
| 110 | Gabon | 3.4 |
| 111 | Portugal | 3.4 |
| 112 | Cameroon | 3.4 |
| 113 | Jamaica | 3.4 |
| 114 | Serbia | 3.4 |
| 115 | Brazil | 3.3 |
| 116 | Cape Verde | 3.3 |
| 117 | Haiti | 3.3 |
| 118 | Suriname | 3.3 |
| 119 | Greece | 3.3 |
| 120 | Tanzania | 3.3 |
| 121 | Algeria | 3.3 |
| 122 | Trinidad and Tobago | 3.3 |
| 123 | Australia | 3.2 |
| 124 | Uganda | 3.2 |
| 125 | Spain | 3.2 |
| 126 | Nepal | 3.1 |
| 127 | Iran, Islamic Rep. | 3.1 |
| 128 | Burkina Faso | 3.1 |
| 129 | Egypt | 3.0 |
| 130 | Mozambique | 2.9 |
| 131 | Guinea | 2.8 |
| 132 | Chad | 2.8 |
| 133 | South Africa | 2.7 |
| 134 | Burundi | 2.6 |
| 135 | Venezuela | 2.6 |
| 136 | Italy | 2.6 |
| 137 | Mauritania | 2.5 |
| 138 | Angola | 2.5 |
| 139 | Argentina | 2.5 |
| 140 | Zimbabwe | 2.3 |
| 141 | Uruguay | 2.3 |

**Source:** World Economic Forum, Executive Opinion Survey

# 4.09 Female labour force participation

Ratio of women to men in the labour force | 2012

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Malawi | 1.05 |
| 2 | Mozambique | 1.04 |
| 3 | Rwanda | 1.02 |
| 4 | Burundi | 1.02 |
| 5 | Lao PDR | 0.99 |
| 6 | Tanzania | 0.99 |
| 7 | Sierra Leone | 0.97 |
| 8 | Madagascar | 0.97 |
| 9 | Uganda | 0.96 |
| 10 | Ghana | 0.96 |
| 11 | Iceland | 0.95 |
| 12 | Finland | 0.95 |
| 13 | Lithuania | 0.95 |
| 14 | Sweden | 0.94 |
| 15 | Norway | 0.94 |
| 16 | Zimbabwe | 0.93 |
| 17 | Nepal | 0.93 |
| 18 | Cambodia | 0.93 |
| 19 | Myanmar | 0.93 |
| 20 | Azerbaijan | 0.93 |
| 21 | Latvia | 0.93 |
| 22 | Denmark | 0.93 |
| 23 | Vietnam | 0.92 |
| 24 | Estonia | 0.91 |
| 25 | Kazakhstan | 0.91 |
| 26 | Canada | 0.91 |
| 27 | Moldova | 0.91 |
| 28 | Botswana | 0.91 |
| 29 | Seychelles | 0.91 |
| 30 | Slovenia | 0.90 |
| 31 | Barbados | 0.90 |
| 32 | Portugal | 0.90 |
| 33 | Ethiopia | 0.90 |
| 34 | Bulgaria | 0.89 |
| 35 | France | 0.88 |
| 36 | Israel | 0.88 |
| 37 | Netherlands | 0.88 |
| 38 | Gambia, The | 0.88 |
| 39 | Burkina Faso | 0.88 |
| 40 | Haiti | 0.87 |
| 41 | Russian Federation | 0.87 |
| 42 | New Zealand | 0.87 |
| 43 | Switzerland | 0.87 |
| 44 | Bhutan | 0.87 |
| 45 | Germany | 0.87 |
| 46 | Namibia | 0.87 |
| 47 | Austria | 0.87 |
| 48 | Kenya | 0.86 |
| 49 | United States | 0.86 |
| 50 | Gabon | 0.86 |
| 51 | United Kingdom | 0.85 |
| 52 | Zambia | 0.85 |
| 53 | Australia | 0.85 |
| 54 | Cameroon | 0.85 |
| 55 | Belgium | 0.85 |
| 56 | Spain | 0.85 |
| 57 | Guinea | 0.84 |
| 58 | Croatia | 0.84 |
| 59 | China | 0.84 |
| 60 | Cyprus | 0.83 |
| 61 | Mongolia | 0.83 |
| 62 | Hungary | 0.83 |
| 63 | Jamaica | 0.83 |
| 64 | Luxembourg | 0.83 |
| 65 | Angola | 0.83 |
| 66 | Thailand | 0.83 |
| 67 | Chad | 0.82 |
| 68 | Poland | 0.82 |
| 69 | Ireland | 0.81 |
| 70 | Lesotho | 0.81 |
| 71 | Bolivia | 0.80 |
| 72 | Slovak Republic | 0.80 |
| 73 | Czech Republic | 0.80 |
| 74 | Peru | 0.80 |
| 75 | Singapore | 0.79 |
| 76 | Montenegro | 0.79 |
| 77 | Uruguay | 0.78 |
| 78 | Romania | 0.78 |
| 79 | Tajikistan | 0.77 |
| 80 | Serbia | 0.77 |
| 81 | Georgia | 0.77 |
| 82 | Hong Kong SAR | 0.77 |
| 83 | South Africa | 0.77 |
| 84 | Nigeria | 0.76 |
| 85 | Brazil | 0.76 |
| 86 | Greece | 0.76 |
| 87 | Japan | 0.75 |
| 88 | Taiwan, China | 0.75 |
| 89 | Senegal | 0.75 |
| 90 | Korea, Rep. | 0.72 |
| 91 | Trinidad and Tobago | 0.72 |
| 92 | Italy | 0.72 |
| 93 | Kyrgyz Republic | 0.72 |
| 94 | Colombia | 0.72 |
| 95 | Armenia | 0.72 |
| 96 | Albania | 0.70 |
| 97 | Bangladesh | 0.70 |
| 98 | Chile | 0.69 |
| 99 | Puerto Rico | 0.69 |
| 100 | Argentina | 0.67 |
| 101 | Dominican Republic | 0.67 |
| 102 | Paraguay | 0.66 |
| 103 | Macedonia, FYR | 0.66 |
| 104 | Venezuela | 0.66 |
| 105 | Philippines | 0.65 |
| 106 | Côte d'Ivoire | 0.65 |
| 107 | Cape Verde | 0.64 |
| 108 | Mali | 0.63 |
| 109 | Swaziland | 0.62 |
| 110 | El Salvador | 0.62 |
| 111 | Indonesia | 0.62 |
| 112 | Panama | 0.62 |
| 113 | Suriname | 0.61 |
| 114 | Mauritius | 0.61 |
| 115 | Malta | 0.61 |
| 116 | Costa Rica | 0.60 |
| 117 | Nicaragua | 0.60 |
| 118 | Malaysia | 0.59 |
| 119 | Mexico | 0.58 |
| 120 | Guatemala | 0.57 |
| 121 | Qatar | 0.54 |
| 122 | Guyana | 0.54 |
| 123 | Kuwait | 0.53 |
| 124 | Honduras | 0.52 |
| 125 | United Arab Emirates | 0.51 |
| 126 | Sri Lanka | 0.48 |
| 127 | Bahrain | 0.46 |
| 128 | Turkey | 0.43 |
| 129 | Mauritania | 0.37 |
| 130 | India | 0.36 |
| 131 | Tunisia | 0.36 |
| 132 | Oman | 0.36 |
| 133 | Yemen | 0.35 |
| 134 | Morocco | 0.34 |
| 135 | Lebanon | 0.34 |
| 136 | Egypt | 0.32 |
| 137 | Pakistan | 0.30 |
| 138 | Saudi Arabia | 0.25 |
| 139 | Jordan | 0.23 |
| 140 | Iran, Islamic Rep. | 0.23 |
| 141 | Algeria | 0.21 |

**Source:** International Labour Organization, *Key Indicators of the Labour Markets, 8th Edition*; national sources

# 5th pillar
# ICT Readiness

# 5.01 ICT use for business-to-business transactions

In your country, to what extent do businesses use ICTs for transactions with other businesses? (1 = not at all, 7 = to a great extent) | 2013–2014 weighted average

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Lithuania | 6.4 |
| 2 | Estonia | 6.1 |
| 3 | United Kingdom | 6.1 |
| 4 | Japan | 6.1 |
| 5 | Finland | 6.1 |
| 6 | Switzerland | 6.0 |
| 7 | United Arab Emirates | 6.0 |
| 8 | Norway | 5.9 |
| 9 | Netherlands | 5.9 |
| 10 | Sweden | 5.9 |
| 11 | Luxembourg | 5.8 |
| 12 | Iceland | 5.8 |
| 13 | Singapore | 5.7 |
| 14 | Qatar | 5.7 |
| 15 | Austria | 5.7 |
| 16 | New Zealand | 5.6 |
| 17 | United States | 5.6 |
| 18 | Korea, Rep. | 5.6 |
| 19 | Hong Kong SAR | 5.6 |
| 20 | Taiwan, China | 5.6 |
| 21 | Malaysia | 5.6 |
| 22 | Belgium | 5.6 |
| 23 | Canada | 5.6 |
| 24 | Portugal | 5.6 |
| 25 | Czech Republic | 5.6 |
| 26 | Slovak Republic | 5.6 |
| 27 | Denmark | 5.6 |
| 28 | Australia | 5.5 |
| 29 | Germany | 5.5 |
| 30 | Hungary | 5.5 |
| 31 | Israel | 5.5 |
| 32 | Malta | 5.5 |
| 33 | Puerto Rico | 5.5 |
| 34 | Saudi Arabia | 5.5 |
| 35 | Ireland | 5.3 |
| 36 | Chile | 5.3 |
| 37 | South Africa | 5.3 |
| 38 | Slovenia | 5.3 |
| 39 | Jordan | 5.3 |
| 40 | Latvia | 5.3 |
| 41 | Turkey | 5.3 |
| 42 | Bahrain | 5.2 |
| 43 | Azerbaijan | 5.2 |
| 44 | France | 5.2 |
| 45 | Kenya | 5.2 |
| 46 | Spain | 5.1 |
| 47 | Costa Rica | 5.1 |
| 48 | Mongolia | 5.1 |
| 49 | Vietnam | 5.1 |
| 50 | Namibia | 5.1 |
| 51 | Indonesia | 5.1 |
| 52 | Philippines | 5.1 |
| 53 | Croatia | 5.1 |
| 54 | Bulgaria | 5.1 |
| 55 | Macedonia, FYR | 5.0 |
| 56 | Panama | 5.0 |
| 57 | Sri Lanka | 5.0 |
| 58 | Armenia | 5.0 |
| 59 | Thailand | 4.9 |
| 60 | Egypt | 4.9 |
| 61 | China | 4.9 |
| 62 | Honduras | 4.9 |
| 63 | Guatemala | 4.9 |
| 64 | Kazakhstan | 4.8 |
| 65 | Cyprus | 4.8 |
| 66 | Russian Federation | 4.8 |
| 67 | Colombia | 4.8 |
| 68 | Jamaica | 4.8 |
| 69 | Zambia | 4.8 |
| 70 | Dominican Republic | 4.7 |
| 71 | Montenegro | 4.7 |
| 72 | Georgia | 4.7 |
| 73 | Mexico | 4.7 |
| 74 | El Salvador | 4.7 |
| 75 | Mauritius | 4.7 |
| 76 | Kuwait | 4.7 |
| 77 | Peru | 4.7 |
| 78 | Barbados | 4.6 |
| 79 | Oman | 4.6 |
| 80 | Rwanda | 4.6 |
| 81 | Mauritania | 4.6 |
| 82 | Cambodia | 4.6 |
| 83 | Brazil | 4.6 |
| 84 | Romania | 4.6 |
| 85 | Cameroon | 4.6 |
| 86 | Lao PDR | 4.6 |
| 87 | Nigeria | 4.5 |
| 88 | Serbia | 4.5 |
| 89 | Senegal | 4.5 |
| 90 | Mali | 4.5 |
| 91 | Botswana | 4.4 |
| 92 | Moldova | 4.4 |
| 93 | Gambia, The | 4.4 |
| 94 | Trinidad and Tobago | 4.4 |
| 95 | Uruguay | 4.4 |
| 96 | Pakistan | 4.3 |
| 97 | Poland | 4.3 |
| 98 | Cape Verde | 4.3 |
| 99 | Seychelles | 4.3 |
| 100 | Guyana | 4.3 |
| 101 | Greece | 4.3 |
| 102 | Italy | 4.3 |
| 103 | Yemen | 4.2 |
| 104 | Madagascar | 4.2 |
| 105 | Burkina Faso | 4.2 |
| 106 | Zimbabwe | 4.1 |
| 107 | Mozambique | 4.1 |
| 108 | Ghana | 4.1 |
| 109 | Kyrgyz Republic | 4.1 |
| 110 | Argentina | 4.1 |
| 111 | Malawi | 4.1 |
| 112 | Morocco | 4.1 |
| 113 | Uganda | 4.0 |
| 114 | Tunisia | 4.0 |
| 115 | Tajikistan | 4.0 |
| 116 | Tanzania | 4.0 |
| 117 | Swaziland | 4.0 |
| 118 | India | 4.0 |
| 119 | Paraguay | 3.9 |
| 120 | Sierra Leone | 3.9 |
| 121 | Venezuela | 3.9 |
| 122 | Nicaragua | 3.9 |
| 123 | Bangladesh | 3.9 |
| 124 | Côte d'Ivoire | 3.9 |
| 125 | Nepal | 3.9 |
| 126 | Gabon | 3.9 |
| 127 | Albania | 3.8 |
| 128 | Bhutan | 3.8 |
| 129 | Suriname | 3.7 |
| 130 | Lebanon | 3.7 |
| 131 | Iran, Islamic Rep. | 3.6 |
| 132 | Bolivia | 3.6 |
| 133 | Haiti | 3.5 |
| 134 | Guinea | 3.5 |
| 135 | Myanmar | 3.4 |
| 136 | Algeria | 3.4 |
| 137 | Ethiopia | 3.3 |
| 138 | Lesotho | 3.2 |
| 139 | Angola | 3.1 |
| 140 | Burundi | 2.9 |
| 141 | Chad | 2.7 |

**Source:** World Economic Forum, Executive Opinion Survey

# 5.02 Internet use for business-to-consumer transactions

In your country, to what extent do businesses use the internet for selling their goods and services to consumers? (1 = not at all, 7 = to a great extent) | 2013–2014 weighted average

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | United Kingdom | 6.3 |
| 2 | United States | 6.3 |
| 3 | Japan | 6.1 |
| 4 | Netherlands | 6.0 |
| 5 | Sweden | 6.0 |
| 6 | Korea, Rep. | 6.0 |
| 7 | Norway | 5.9 |
| 8 | Lithuania | 5.9 |
| 9 | New Zealand | 5.9 |
| 10 | Switzerland | 5.8 |
| 11 | Estonia | 5.8 |
| 12 | Czech Republic | 5.8 |
| 13 | Germany | 5.8 |
| 14 | Taiwan, China | 5.7 |
| 15 | Malaysia | 5.7 |
| 16 | Australia | 5.7 |
| 17 | Canada | 5.7 |
| 18 | Latvia | 5.6 |
| 19 | Luxembourg | 5.6 |
| 20 | United Arab Emirates | 5.5 |
| 21 | Israel | 5.5 |
| 22 | Iceland | 5.5 |
| 23 | Denmark | 5.5 |
| 24 | Austria | 5.5 |
| 25 | Slovak Republic | 5.5 |
| 26 | Singapore | 5.4 |
| 27 | Hong Kong SAR | 5.4 |
| 28 | Indonesia | 5.4 |
| 29 | France | 5.3 |
| 30 | Portugal | 5.3 |
| 31 | Belgium | 5.2 |
| 32 | Puerto Rico | 5.2 |
| 33 | Finland | 5.2 |
| 34 | China | 5.2 |
| 35 | Panama | 5.1 |
| 36 | Russian Federation | 5.1 |
| 37 | Brazil | 5.1 |
| 38 | Chile | 5.1 |
| 39 | Qatar | 5.1 |
| 40 | Romania | 5.1 |
| 41 | Malta | 5.0 |
| 42 | Jordan | 5.0 |
| 43 | Cyprus | 5.0 |
| 44 | Ireland | 5.0 |
| 45 | Hungary | 4.9 |
| 46 | Slovenia | 4.9 |
| 47 | Spain | 4.9 |
| 48 | Thailand | 4.9 |
| 49 | El Salvador | 4.9 |
| 50 | Azerbaijan | 4.9 |
| 51 | Poland | 4.9 |
| 52 | Turkey | 4.9 |
| 53 | Vietnam | 4.9 |
| 54 | Guatemala | 4.9 |
| 55 | Sri Lanka | 4.8 |
| 56 | Costa Rica | 4.8 |
| 57 | Philippines | 4.7 |
| 58 | Kazakhstan | 4.7 |
| 59 | Bulgaria | 4.7 |
| 60 | Kenya | 4.7 |
| 61 | Colombia | 4.7 |
| 62 | Saudi Arabia | 4.6 |
| 63 | Mongolia | 4.6 |
| 64 | South Africa | 4.6 |
| 65 | Croatia | 4.6 |
| 66 | Honduras | 4.6 |
| 67 | Egypt | 4.5 |
| 68 | Montenegro | 4.5 |
| 69 | Bahrain | 4.4 |
| 70 | Macedonia, FYR | 4.4 |
| 71 | Kuwait | 4.4 |
| 72 | Italy | 4.4 |
| 73 | Dominican Republic | 4.4 |
| 74 | Armenia | 4.3 |
| 75 | Uruguay | 4.3 |
| 76 | Argentina | 4.3 |
| 77 | Senegal | 4.3 |
| 78 | Peru | 4.3 |
| 79 | Barbados | 4.3 |
| 80 | Greece | 4.3 |
| 81 | Mexico | 4.2 |
| 82 | Namibia | 4.2 |
| 83 | Guyana | 4.2 |
| 84 | Moldova | 4.2 |
| 85 | Zambia | 4.2 |
| 86 | Kyrgyz Republic | 4.2 |
| 87 | Cameroon | 4.2 |
| 88 | Lao PDR | 4.1 |
| 89 | Paraguay | 4.1 |
| 90 | Madagascar | 4.1 |
| 91 | Nigeria | 4.1 |
| 92 | Jamaica | 4.1 |
| 93 | Georgia | 4.1 |
| 94 | India | 4.1 |
| 95 | Serbia | 4.0 |
| 96 | Seychelles | 4.0 |
| 97 | Oman | 4.0 |
| 98 | Venezuela | 4.0 |
| 99 | Rwanda | 4.0 |
| 100 | Mauritius | 4.0 |
| 101 | Pakistan | 3.9 |
| 102 | Trinidad and Tobago | 3.9 |
| 103 | Morocco | 3.9 |
| 104 | Ghana | 3.9 |
| 105 | Gambia, The | 3.9 |
| 106 | Albania | 3.9 |
| 107 | Cape Verde | 3.8 |
| 108 | Cambodia | 3.8 |
| 109 | Côte d'Ivoire | 3.8 |
| 110 | Tajikistan | 3.7 |
| 111 | Tunisia | 3.6 |
| 112 | Mozambique | 3.6 |
| 113 | Nepal | 3.6 |
| 114 | Bangladesh | 3.6 |
| 115 | Iran, Islamic Rep. | 3.6 |
| 116 | Bolivia | 3.5 |
| 117 | Haiti | 3.5 |
| 118 | Nicaragua | 3.5 |
| 119 | Botswana | 3.5 |
| 120 | Tanzania | 3.5 |
| 121 | Mali | 3.4 |
| 122 | Suriname | 3.4 |
| 123 | Zimbabwe | 3.4 |
| 124 | Uganda | 3.4 |
| 125 | Swaziland | 3.3 |
| 126 | Malawi | 3.3 |
| 127 | Burkina Faso | 3.3 |
| 128 | Myanmar | 3.2 |
| 129 | Lebanon | 3.1 |
| 130 | Bhutan | 3.1 |
| 131 | Mauritania | 3.1 |
| 132 | Lesotho | 3.1 |
| 133 | Gabon | 3.0 |
| 134 | Guinea | 3.0 |
| 135 | Yemen | 3.0 |
| 136 | Algeria | 2.9 |
| 137 | Ethiopia | 2.8 |
| 138 | Sierra Leone | 2.7 |
| 139 | Burundi | 2.6 |
| 140 | Angola | 2.6 |
| 141 | Chad | 2.2 |

**Source:** World Economic Forum, Executive Opinion Survey

# 5.03 Individuals using the internet

Percentage of individuals using the internet | 2013

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Iceland | 96.5 |
| 2 | Norway | 95.1 |
| 3 | Sweden | 94.8 |
| 4 | Denmark | 94.6 |
| 5 | Netherlands | 94.0 |
| 6 | Luxembourg | 93.8 |
| 7 | Finland | 91.5 |
| 8 | Bahrain | 90.0 |
| 9 | United Kingdom | 89.8 |
| 10 | United Arab Emirates | 88.0 |
| 11 | Switzerland | 86.7 |
| 12 | Japan | 86.3 |
| 13 | Canada | 85.8 |
| 14 | Qatar | 85.3 |
| 15 | Korea, Rep. | 84.8 |
| 16 | United States | 84.2 |
| 17 | Germany | 84.0 |
| 18 | Australia | 83.0 |
| 19 | New Zealand | 82.8 |
| 20 | Belgium | 82.2 |
| 21 | France | 81.9 |
| 22 | Austria | 80.6 |
| 23 | Estonia | 80.0 |
| 24 | Taiwan, China | 80.0 |
| 25 | Ireland | 78.2 |
| 26 | Slovak Republic | 77.9 |
| 27 | Kuwait | 75.5 |
| 28 | Latvia | 75.2 |
| 29 | Barbados | 75.0 |
| 30 | Hong Kong SAR | 74.2 |
| 31 | Czech Republic | 74.1 |
| 32 | Puerto Rico | 73.9 |
| 33 | Singapore | 73.0 |
| 34 | Slovenia | 72.7 |
| 35 | Hungary | 72.6 |
| 36 | Spain | 71.6 |
| 37 | Israel | 70.8 |
| 38 | Lebanon | 70.5 |
| 39 | Malta | 68.9 |
| 40 | Lithuania | 68.5 |
| 41 | Malaysia | 67.0 |
| 42 | Croatia | 66.7 |
| 43 | Chile | 66.5 |
| 44 | Oman | 66.5 |
| 45 | Cyprus | 65.5 |
| 46 | Trinidad and Tobago | 63.8 |
| 47 | Poland | 62.8 |
| 48 | Portugal | 62.1 |
| 49 | Russian Federation | 61.4 |
| 50 | Macedonia, FYR | 61.2 |
| 51 | Saudi Arabia | 60.5 |
| 52 | Albania | 60.1 |
| 53 | Argentina | 59.9 |
| 54 | Greece | 59.9 |
| 55 | Azerbaijan | 58.7 |
| 56 | Italy | 58.5 |
| 57 | Uruguay | 58.1 |
| 58 | Montenegro | 56.8 |
| 59 | Morocco | 56.0 |
| 60 | Venezuela | 54.9 |
| 61 | Kazakhstan | 54.0 |
| 62 | Bulgaria | 53.1 |
| 63 | Colombia | 51.7 |
| 64 | Brazil | 51.6 |
| 65 | Serbia | 51.5 |
| 66 | Seychelles | 50.4 |
| 67 | Romania | 49.8 |
| 68 | Egypt | 49.6 |
| 69 | South Africa | 48.9 |
| 70 | Moldova | 48.8 |
| 71 | Armenia | 46.3 |
| 72 | Turkey | 46.3 |
| 73 | Costa Rica | 46.0 |
| 74 | Dominican Republic | 45.9 |
| 75 | China | 45.8 |
| 76 | Jordan | 44.2 |
| 77 | Vietnam | 43.9 |
| 78 | Tunisia | 43.8 |
| 79 | Mexico | 43.5 |
| 80 | Georgia | 43.1 |
| 81 | Panama | 42.9 |
| 82 | Bolivia | 39.5 |
| 83 | Peru | 39.2 |
| 84 | Kenya | 39.0 |
| 84 | Mauritius | 39.0 |
| 86 | Nigeria | 38.0 |
| 87 | Jamaica | 37.8 |
| 88 | Cape Verde | 37.5 |
| 89 | Suriname | 37.4 |
| 90 | Philippines | 37.0 |
| 91 | Paraguay | 36.9 |
| 92 | Guyana | 33.0 |
| 93 | Iran, Islamic Rep. | 31.4 |
| 94 | Bhutan | 29.9 |
| 95 | Thailand | 28.9 |
| 96 | Swaziland | 24.7 |
| 97 | Kyrgyz Republic | 23.4 |
| 98 | El Salvador | 23.1 |
| 99 | Sri Lanka | 21.9 |
| 100 | Senegal | 20.9 |
| 101 | Yemen | 20.0 |
| 102 | Guatemala | 19.7 |
| 103 | Angola | 19.1 |
| 104 | Zimbabwe | 18.5 |
| 105 | Honduras | 17.8 |
| 106 | Mongolia | 17.7 |
| 107 | Algeria | 16.5 |
| 108 | Uganda | 16.2 |
| 109 | Tajikistan | 16.0 |
| 110 | Indonesia | 15.8 |
| 111 | Nicaragua | 15.5 |
| 112 | Zambia | 15.4 |
| 113 | India | 15.1 |
| 114 | Botswana | 15.0 |
| 115 | Gambia, The | 14.0 |
| 116 | Namibia | 13.9 |
| 117 | Nepal | 13.3 |
| 118 | Lao PDR | 12.5 |
| 119 | Ghana | 12.3 |
| 120 | Pakistan | 10.9 |
| 121 | Haiti | 10.6 |
| 122 | Gabon | 9.2 |
| 123 | Rwanda | 8.7 |
| 124 | Bangladesh | 6.5 |
| 125 | Cameroon | 6.4 |
| 126 | Mauritania | 6.2 |
| 127 | Cambodia | 6.0 |
| 128 | Malawi | 5.4 |
| 128 | Mozambique | 5.4 |
| 130 | Lesotho | 5.0 |
| 131 | Burkina Faso | 4.4 |
| 131 | Tanzania | 4.4 |
| 133 | Côte d'Ivoire | 2.6 |
| 134 | Chad | 2.3 |
| 134 | Mali | 2.3 |
| 136 | Madagascar | 2.2 |
| 137 | Ethiopia | 1.9 |
| 138 | Sierra Leone | 1.7 |
| 139 | Guinea | 1.6 |
| 140 | Burundi | 1.3 |
| 141 | Myanmar | 1.2 |

**Source:** International Telecommunication Union, *World Telecommunication Indicators 2014,* December update

# 5.04 Broadband internet subscribers

Fixed broadband internet subscriptions per 100 population | 2013 or most recent available

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Switzerland | 42.5 |
| 2 | Denmark | 40.2 |
| 3 | Netherlands | 40.1 |
| 4 | France | 38.8 |
| 5 | Norway | 38.1 |
| 6 | Korea, Rep. | 38.0 |
| 7 | United Kingdom | 35.8 |
| 8 | Iceland | 35.1 |
| 9 | Germany | 34.6 |
| 10 | Belgium | 34.4 |
| 11 | Luxembourg | 33.3 |
| 12 | Canada | 33.2 |
| 13 | Malta | 32.8 |
| 14 | Sweden | 32.6 |
| 15 | Finland | 30.8 |
| 16 | Hong Kong SAR | 30.8 |
| 17 | United States | 29.3 |
| 18 | New Zealand | 29.2 |
| 19 | Japan | 28.9 |
| 20 | Estonia | 26.5 |
| 21 | Greece | 26.2 |
| 22 | Austria | 26.1 |
| 23 | Singapore | 26.0 |
| 24 | Israel | 25.9 |
| 25 | Spain | 25.8 |
| 26 | Australia | 25.0 |
| 27 | Slovenia | 25.0 |
| 28 | Hungary | 24.9 |
| 29 | Ireland | 24.2 |
| 30 | Taiwan, China | 24.2 |
| 31 | Portugal | 23.8 |
| 32 | Barbados | 23.8 |
| 33 | Latvia | 23.5 |
| 34 | Italy | 22.3 |
| 35 | Lithuania | 22.0 |
| 36 | Croatia | 21.5 |
| 37 | Uruguay | 21.1 |
| 38 | Cyprus | 19.9 |
| 39 | Bulgaria | 19.3 |
| 40 | Romania | 17.3 |
| 41 | Azerbaijan | 17.0 |
| 42 | Czech Republic | 17.0 |
| 43 | Russian Federation | 16.6 |
| 44 | Puerto Rico | 16.3 |
| 45 | Poland | 15.7 |
| 46 | Slovak Republic | 15.5 |
| 47 | Macedonia, FYR | 15.1 |
| 48 | Trinidad and Tobago | 14.6 |
| 49 | Argentina | 14.4 |
| 50 | Serbia | 14.2 |
| 51 | China | 13.6 |
| 52 | Moldova | 13.4 |
| 53 | Bahrain | 13.2 |
| 54 | Chile | 13.0 |
| 55 | Seychelles | 12.9 |
| 56 | Montenegro | 12.8 |
| 57 | Mauritius | 12.5 |
| 58 | Kazakhstan | 11.3 |
| 59 | Turkey | 11.2 |
| 60 | United Arab Emirates | 11.1 |
| 61 | Mexico | 10.9 |
| 62 | Georgia | 10.8 |
| 63 | Brazil | 10.1 |
| 64 | Lebanon | 10.0 |
| 65 | Qatar | 9.9 |
| 66 | Costa Rica | 9.7 |
| 67 | Colombia | 9.3 |
| 68 | Philippines | 9.1 |
| 69 | Malaysia | 8.2 |
| 70 | Armenia | 7.9 |
| 71 | Panama | 7.7 |
| 72 | Thailand | 7.4 |
| 73 | Saudi Arabia | 7.4 |
| 74 | Venezuela | 7.3 |
| 75 | Suriname | 6.9 |
| 76 | Albania | 5.8 |
| 77 | Vietnam | 5.6 |
| 78 | Iran, Islamic Rep. | 5.6 |
| 79 | Peru | 5.2 |
| 80 | Jamaica | 5.1 |
| 81 | Mongolia | 4.9 |
| 82 | Tunisia | 4.9 |
| 83 | Dominican Republic | 4.6 |
| 84 | Guyana | 4.6 |
| 85 | El Salvador | 4.5 |
| 86 | Cape Verde | 4.3 |
| 87 | Algeria | 3.3 |
| 88 | Egypt | 3.3 |
| 89 | South Africa | 3.1 |
| 90 | Jordan | 2.8 |
| 91 | Bhutan | 2.7 |
| 92 | Oman | 2.6 |
| 93 | Morocco | 2.5 |
| 94 | Kyrgyz Republic | 2.4 |
| 95 | Guatemala | 2.3 |
| 96 | Nicaragua | 2.2 |
| 97 | Sri Lanka | 2.0 |
| 98 | Paraguay | 1.7 |
| 99 | Namibia | 1.5 |
| 100 | Kuwait | 1.4 |
| 101 | Bolivia | 1.3 |
| 102 | Indonesia | 1.3 |
| 103 | India | 1.2 |
| 104 | Nepal | 1.1 |
| 105 | Botswana | 1.1 |
| 106 | Yemen | 1.1 |
| 107 | Bangladesh | 1.0 |
| 108 | Honduras | 0.9 |
| 109 | Senegal | 0.8 |
| 110 | Zimbabwe | 0.7 |
| 111 | Pakistan | 0.6 |
| 112 | Gabon | 0.5 |
| 113 | Swaziland | 0.3 |
| 114 | Côte d'Ivoire | 0.3 |
| 115 | Ghana | 0.3 |
| 116 | Ethiopia | 0.3 |
| 117 | Cambodia | 0.2 |
| 118 | Mauritania | 0.2 |
| 119 | Myanmar | 0.2 |
| 120 | Lao PDR | 0.1 |
| 121 | Kenya | 0.1 |
| 122 | Chad | 0.1 |
| 123 | Uganda | 0.1 |
| 124 | Lesotho | 0.1 |
| 125 | Tanzania | 0.1 |
| 126 | Angola | 0.1 |
| 127 | Zambia | 0.1 |
| 128 | Burkina Faso | 0.1 |
| 129 | Cameroon | 0.1 |
| 130 | Tajikistan | 0.1 |
| 131 | Mozambique | 0.1 |
| 132 | Madagascar | 0.1 |
| 133 | Malawi | 0.0 |
| 134 | Gambia, The | 0.0 |
| 135 | Rwanda | 0.0 |
| 136 | Mali | 0.0 |
| 137 | Nigeria | 0.0 |
| 138 | Guinea | 0.0 |
| 139 | Burundi | 0.0 |
| 140 | Haiti[1] | 0.0 |
| 140 | Sierra Leone[2] | 0.0 |

**Source:** International Telecommunication Union, *World Telecommunication Indicators 2014,* December update

[1] 2008 [2] 2007

# 5.05 Mobile telephone subscriptions

Number of mobile telephone subscriptions per 100 population | 2013

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Hong Kong SAR | 237.4 |
| 2 | Latvia | 228.4 |
| 3 | Gabon | 214.8 |
| 4 | Kuwait | 190.3 |
| 5 | Kazakhstan | 184.7 |
| 6 | Saudi Arabia | 184.2 |
| 7 | United Arab Emirates | 171.9 |
| 8 | Finland | 171.6 |
| 9 | Bahrain | 165.9 |
| 10 | Panama | 163.0 |
| 11 | Argentina | 162.5 |
| 12 | Suriname | 161.1 |
| 13 | Botswana | 160.6 |
| 14 | Montenegro | 159.9 |
| 15 | Estonia | 159.7 |
| 16 | Italy | 158.8 |
| 17 | Austria | 156.2 |
| 18 | Singapore | 155.9 |
| 19 | Oman | 154.6 |
| 20 | Uruguay | 154.6 |
| 21 | Russian Federation | 152.8 |
| 22 | Qatar | 152.6 |
| 23 | Lithuania | 151.3 |
| 24 | Poland | 149.1 |
| 25 | Luxembourg | 148.6 |
| 26 | Seychelles | 147.3 |
| 27 | Costa Rica | 146.0 |
| 28 | South Africa | 145.6 |
| 29 | Bulgaria | 145.2 |
| 30 | Trinidad and Tobago | 144.9 |
| 31 | Malaysia | 144.7 |
| 32 | Jordan | 141.8 |
| 33 | Guatemala | 140.4 |
| 34 | Thailand | 140.1 |
| 35 | Switzerland | 136.8 |
| 36 | El Salvador | 136.2 |
| 37 | Brazil | 135.3 |
| 38 | Chile | 134.3 |
| 39 | Cambodia | 133.9 |
| 40 | Vietnam | 130.9 |
| 41 | Malta | 129.8 |
| 42 | Mali | 129.1 |
| 43 | Morocco | 128.5 |
| 44 | Czech Republic | 127.7 |
| 45 | Taiwan, China | 127.5 |
| 46 | Denmark | 127.1 |
| 47 | Indonesia | 125.4 |
| 48 | United Kingdom | 124.6 |
| 49 | Sweden | 124.4 |
| 50 | Mongolia | 124.2 |
| 51 | Mauritius | 123.2 |
| 52 | Israel | 122.8 |
| 53 | Egypt | 121.5 |
| 54 | Kyrgyz Republic | 121.4 |
| 55 | Germany | 120.9 |
| 56 | Serbia | 119.4 |
| 57 | Namibia | 118.4 |
| 58 | Japan | 117.6 |
| 59 | Greece | 116.8 |
| 60 | Hungary | 116.4 |
| 61 | Norway | 116.3 |
| 62 | Albania | 116.2 |
| 63 | Tunisia | 115.6 |
| 64 | Georgia | 115.0 |
| 65 | Croatia | 114.5 |
| 66 | Slovak Republic | 113.9 |
| 67 | Netherlands | 113.7 |
| 68 | Portugal | 113.0 |
| 69 | Armenia | 112.4 |
| 70 | Nicaragua | 112.0 |
| 71 | Korea, Rep. | 111.0 |
| 72 | Belgium | 110.9 |
| 73 | Slovenia | 110.2 |
| 74 | Ghana | 108.2 |
| 75 | Iceland | 108.1 |
| 76 | Barbados | 108.1 |
| 77 | Azerbaijan | 107.6 |
| 78 | Spain | 106.9 |
| 79 | Australia | 106.8 |
| 80 | Macedonia, FYR | 106.2 |
| 81 | Moldova | 106.0 |
| 82 | New Zealand | 105.8 |
| 83 | Romania | 105.6 |
| 84 | Philippines | 104.5 |
| 85 | Colombia | 104.1 |
| 86 | Paraguay | 103.7 |
| 87 | Ireland | 102.8 |
| 88 | Mauritania | 102.5 |
| 89 | Jamaica | 102.2 |
| 90 | Venezuela | 101.6 |
| 91 | Algeria | 100.8 |
| 92 | Cape Verde | 100.1 |
| 93 | Gambia, The | 100.0 |
| 94 | France | 98.5 |
| 95 | Peru | 98.1 |
| 96 | Bolivia | 97.7 |
| 97 | Cyprus | 96.4 |
| 98 | Zimbabwe | 96.3 |
| 99 | Honduras | 95.9 |
| 100 | United States | 95.5 |
| 101 | Sri Lanka | 95.5 |
| 102 | Côte d'Ivoire | 95.4 |
| 103 | Turkey | 93.0 |
| 104 | Senegal | 92.9 |
| 105 | Tajikistan | 91.8 |
| 106 | China | 88.7 |
| 107 | Dominican Republic | 88.4 |
| 108 | Lesotho | 86.3 |
| 109 | Mexico | 85.8 |
| 110 | Iran, Islamic Rep. | 84.2 |
| 111 | Puerto Rico | 83.6 |
| 112 | Canada | 80.6 |
| 113 | Lebanon | 80.6 |
| 114 | Nepal | 76.8 |
| 115 | Bangladesh | 74.4 |
| 116 | Nigeria | 73.3 |
| 117 | Bhutan | 72.2 |
| 118 | Kenya | 71.8 |
| 119 | Zambia | 71.5 |
| 120 | Swaziland | 71.5 |
| 121 | India | 70.8 |
| 122 | Cameroon | 70.4 |
| 123 | Pakistan | 70.1 |
| 124 | Guyana | 69.4 |
| 125 | Haiti | 69.4 |
| 126 | Yemen | 69.0 |
| 127 | Lao PDR | 68.1 |
| 128 | Burkina Faso | 66.4 |
| 129 | Sierra Leone | 65.7 |
| 130 | Guinea | 63.3 |
| 131 | Angola | 61.9 |
| 132 | Rwanda | 56.8 |
| 133 | Tanzania | 55.7 |
| 134 | Mozambique | 48.0 |
| 135 | Uganda | 44.1 |
| 136 | Madagascar | 36.9 |
| 137 | Chad | 35.6 |
| 138 | Malawi | 32.3 |
| 139 | Ethiopia | 27.3 |
| 140 | Burundi | 25.0 |
| 141 | Myanmar | 12.8 |

**Source:** International Telecommunication Union, *World Telecommunication Indicators 2014,* December update

# 5.06 Mobile broadband subscriptions

Mobile broadband subscriptions per 100 population | 2013 or most recent available

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Singapore | 149.3 |
| 2 | Finland | 123.5 |
| 3 | Japan | 120.5 |
| 4 | Australia | 110.5 |
| 5 | Bahrain | 110.0 |
| 6 | Sweden | 108.7 |
| 7 | Korea, Rep. | 105.3 |
| 8 | Denmark | 103.8 |
| 9 | United States | 98.0 |
| 10 | Hong Kong SAR | 94.0 |
| 11 | United Arab Emirates | 89.0 |
| 12 | United Kingdom | 87.2 |
| 13 | Norway | 86.7 |
| 14 | Saudi Arabia | 85.1 |
| 15 | New Zealand | 81.3 |
| 16 | Luxembourg | 80.5 |
| 17 | Estonia | 77.4 |
| 18 | Qatar | 76.8 |
| 19 | Iceland | 74.7 |
| 20 | Botswana | 74.1 |
| 21 | Costa Rica | 72.7 |
| 22 | Oman | 67.3 |
| 23 | Ireland | 67.2 |
| 24 | Spain | 66.8 |
| 25 | Croatia | 65.3 |
| 26 | Austria | 64.3 |
| 27 | Switzerland | 63.4 |
| 28 | Netherlands | 62.3 |
| 29 | Latvia | 62.1 |
| 30 | Italy | 61.4 |
| 31 | Russian Federation | 60.1 |
| 32 | South Africa | 58.5 |
| 33 | Bulgaria | 58.1 |
| 34 | Kazakhstan | 57.2 |
| 35 | Taiwan, China | 57.1 |
| 36 | France | 56.9 |
| 37 | Malta | 56.8 |
| 38 | Poland | 54.9 |
| 39 | Serbia | 53.7 |
| 40 | Israel[1] | 53.0 |
| 41 | Czech Republic | 52.3 |
| 42 | Thailand | 52.3 |
| 43 | Brazil | 51.5 |
| 44 | Slovak Republic | 50.1 |
| 45 | Canada | 50.0 |
| 46 | Lithuania | 48.2 |
| 47 | Moldova | 47.2 |
| 48 | Belgium | 46.0 |
| 49 | Uruguay | 45.5 |
| 50 | Germany | 44.7 |
| 51 | Azerbaijan | 43.9 |
| 52 | Cape Verde | 42.6 |
| 53 | Lebanon | 41.8 |
| 54 | Slovenia | 41.8 |
| 55 | Barbados | 41.5 |
| 56 | Venezuela | 40.9 |
| 57 | Ghana | 39.9 |
| 58 | Macedonia, FYR | 38.0 |
| 59 | Zimbabwe | 37.8 |
| 60 | Romania | 37.6 |
| 61 | Portugal | 36.7 |
| 62 | Greece | 36.1 |
| 63 | Chile | 35.6 |
| 64 | Namibia | 34.2 |
| 65 | Turkey | 32.3 |
| 66 | Cyprus | 32.1 |
| 67 | Argentina | 32.1 |
| 68 | Egypt | 31.1 |
| 69 | Armenia | 31.0 |
| 70 | Tunisia | 30.9 |
| 71 | Jamaica | 30.8 |
| 72 | Mauritius | 28.7 |
| 73 | Albania | 28.2 |
| 74 | Hungary | 26.3 |
| 75 | Dominican Republic | 25.4 |
| 76 | Panama | 25.2 |
| 77 | Colombia | 25.0 |
| 78 | Indonesia | 24.2 |
| 79 | Montenegro | 23.1 |
| 80 | China | 21.4 |
| 81 | Kyrgyz Republic[1] | 19.1 |
| 82 | Trinidad and Tobago | 18.9 |
| 83 | Vietnam[1] | 18.8 |
| 84 | Mongolia[1] | 18.2 |
| 85 | Georgia | 16.4 |
| 86 | Jordan | 16.1 |
| 87 | Puerto Rico | 15.8 |
| 88 | Bhutan | 15.6 |
| 89 | Morocco | 15.0 |
| 90 | Senegal | 14.1 |
| 91 | Bolivia | 13.9 |
| 92 | Mexico | 13.5 |
| 93 | Suriname | 13.1 |
| 94 | Malaysia | 12.5 |
| 95 | Angola | 12.2 |
| 96 | Honduras | 11.7 |
| 97 | Nepal[1] | 10.9 |
| 98 | Nigeria | 10.1 |
| 99 | Seychelles | 9.9 |
| 100 | Cambodia | 9.6 |
| 101 | Burkina Faso | 9.0 |
| 102 | Sri Lanka | 7.8 |
| 103 | Uganda[1] | 7.4 |
| 104 | Lesotho | 7.4 |
| 105 | El Salvador | 6.0 |
| 106 | Rwanda | 5.8 |
| 107 | Mauritania | 5.4 |
| 108 | Guatemala | 4.9 |
| 109 | Paraguay | 4.9 |
| 110 | Ethiopia | 4.8 |
| 111 | Malawi | 3.9 |
| 112 | India | 3.2 |
| 113 | Madagascar | 3.1 |
| 114 | Kenya | 3.0 |
| 115 | Peru | 2.9 |
| 116 | Tanzania | 2.7 |
| 117 | Lao PDR | 2.5 |
| 118 | Bangladesh | 1.9 |
| 119 | Mali | 1.8 |
| 120 | Mozambique[1] | 1.8 |
| 121 | Nicaragua | 1.3 |
| 122 | Gambia, The[1] | 1.2 |
| 123 | Iran, Islamic Rep. | 1.2 |
| 124 | Myanmar | 1.0 |
| 125 | Zambia | 0.7 |
| 126 | Swaziland[2] | 0.7 |
| 127 | Pakistan | 0.5 |
| 128 | Yemen[1] | 0.2 |
| 129 | Burundi[1] | 0.0 |
| 130 | Algeria | 0.0 |
| 130 | Cameroon | 0.0 |
| 130 | Chad | 0.0 |
| 130 | Côte d'Ivoire[2] | 0.0 |
| 130 | Gabon[1] | 0.0 |
| 130 | Guinea[1] | 0.0 |
| 130 | Guyana | 0.0 |
| 130 | Haiti[2] | 0.0 |
| 130 | Philippines | 0.0 |
| n/a | Kuwait | n/a |
| n/a | Sierra Leone | n/a |
| n/a | Tajikistan | n/a |

**Source:** International Telecommunication Union, *World Telecommunication Indicators 2014,* December update

[1] 2012 [2] 2011

# 5.07 Mobile network coverage

Percentage of total population covered by a mobile network signal | 2013 or most recent available

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Albania | 100.0 |
| 1 | Armenia | 100.0 |
| 1 | Azerbaijan | 100.0 |
| 1 | Bahrain | 100.0 |
| 1 | Barbados | 100.0 |
| 1 | Bhutan | 100.0 |
| 1 | Bolivia | 100.0 |
| 1 | Colombia | 100.0 |
| 1 | Croatia | 100.0 |
| 1 | Guatemala | 100.0 |
| 1 | Hong Kong SAR | 100.0 |
| 1 | Indonesia[2] | 100.0 |
| 1 | Israel | 100.0 |
| 1 | Italy | 100.0 |
| 1 | Kuwait[3] | 100.0 |
| 1 | Lithuania | 100.0 |
| 1 | Malta | 100.0 |
| 1 | Montenegro[3] | 100.0 |
| 1 | Namibia | 100.0 |
| 1 | Netherlands[1] | 100.0 |
| 1 | Nicaragua[4] | 100.0 |
| 1 | Norway | 100.0 |
| 1 | Qatar | 100.0 |
| 1 | Slovak Republic | 100.0 |
| 1 | Suriname | 100.0 |
| 1 | Switzerland | 100.0 |
| 1 | Taiwan, China | 100.0 |
| 1 | Thailand | 100.0 |
| 1 | Trinidad and Tobago | 100.0 |
| 1 | Turkey[3] | 100.0 |
| 1 | Uganda[1] | 100.0 |
| 1 | United Arab Emirates | 100.0 |
| 1 | Uruguay | 100.0 |
| 34 | Bulgaria | 100.0 |
| 34 | Estonia | 100.0 |
| 34 | Sweden[1] | 100.0 |
| 37 | Brazil | 100.0 |
| 37 | Cyprus | 100.0 |
| 39 | Belgium | 99.9 |
| 39 | Greece | 99.9 |
| 39 | Japan | 99.9 |
| 39 | Korea, Rep. | 99.9 |
| 39 | Luxembourg[3] | 99.9 |
| 39 | Macedonia, FYR[3] | 99.9 |
| 39 | Mexico | 99.9 |
| 39 | Romania | 99.9 |
| 39 | United States[1] | 99.9 |
| 48 | Czech Republic | 99.8 |
| 48 | Egypt | 99.8 |
| 48 | Spain | 99.8 |
| 51 | South Africa[6] | 99.8 |
| 52 | Saudi Arabia | 99.7 |
| 53 | Serbia | 99.7 |
| 54 | Paraguay | 99.7 |
| 54 | Slovenia | 99.7 |
| 54 | United Kingdom | 99.7 |
| 57 | Malawi | 99.6 |
| 58 | Poland | 99.5 |
| 59 | Finland[5] | 99.5 |
| 60 | China[4] | 99.5 |
| 61 | Rwanda | 99.3 |
| 62 | Algeria | 99.2 |
| 63 | Lebanon[1] | 99.1 |
| 64 | Georgia[2] | 99.1 |
| 65 | Australia | 99.0 |
| 65 | Austria | 99.0 |
| 65 | Bangladesh | 99.0 |
| 65 | Cambodia[4] | 99.0 |
| 65 | Canada | 99.0 |
| 65 | France[1] | 99.0 |
| 65 | Germany | 99.0 |
| 65 | Hungary | 99.0 |
| 65 | Iceland | 99.0 |
| 65 | Ireland | 99.0 |
| 65 | Jordan | 99.0 |
| 65 | Mauritius | 99.0 |
| 65 | Moldova | 99.0 |
| 65 | Morocco | 99.0 |
| 65 | Philippines | 99.0 |
| 65 | Portugal | 99.0 |
| 65 | Singapore | 99.0 |
| 65 | Tunisia | 99.0 |
| 83 | Latvia[6] | 98.8 |
| 84 | Oman | 98.0 |
| 84 | Seychelles | 98.0 |
| 84 | Sri Lanka | 98.0 |
| 87 | Côte d'Ivoire | 97.9 |
| 88 | Kyrgyz Republic | 97.6 |
| 89 | Dominican Republic | 97.4 |
| 90 | Guyana | 97.1 |
| 91 | New Zealand[1] | 97.0 |
| 92 | Peru[1] | 97.0 |
| 93 | Swaziland[1] | 96.8 |
| 94 | Botswana[1] | 96.0 |
| 94 | Cape Verde[1] | 96.0 |
| 94 | Iran, Islamic Rep.[1] | 96.0 |
| 94 | Lao PDR | 96.0 |
| 94 | Panama | 96.0 |
| 99 | Malaysia | 95.2 |
| 100 | Chile[1] | 95.0 |
| 100 | El Salvador[6] | 95.0 |
| 100 | Jamaica[6] | 95.0 |
| 100 | Kazakhstan[3] | 95.0 |
| 100 | Russian Federation[7] | 95.0 |
| 100 | Tanzania | 95.0 |
| 106 | Argentina[6] | 94.1 |
| 107 | India | 93.5 |
| 108 | Madagascar | 92.2 |
| 109 | Pakistan[1] | 92.0 |
| 110 | Senegal | 91.6 |
| 111 | Mongolia[1] | 91.3 |
| 112 | Nigeria | 91.2 |
| 113 | Angola | 90.0 |
| 113 | Venezuela[6] | 90.0 |
| 115 | Honduras[6] | 89.9 |
| 116 | Kenya | 89.1 |
| 117 | Ghana[1] | 87.0 |
| 118 | Gambia, The[6] | 85.0 |
| 119 | Yemen[3] | 84.0 |
| 119 | Zimbabwe | 84.0 |
| 121 | Burundi[4] | 83.0 |
| 122 | Lesotho[1] | 81.0 |
| 123 | Nepal | 80.6 |
| 124 | Guinea[5] | 80.0 |
| 125 | Gabon[6] | 79.0 |
| 126 | Zambia | 78.0 |
| 127 | Ethiopia[1] | 73.0 |
| 128 | Sierra Leone[7] | 70.0 |
| 128 | Vietnam[7] | 70.0 |
| 130 | Costa Rica[4] | 69.5 |
| 131 | Puerto Rico[4] | 68.4 |
| 132 | Mauritania[5] | 62.0 |
| 133 | Burkina Faso[7] | 61.1 |
| 134 | Cameroon[7] | 58.0 |
| 135 | Chad | 36.1 |
| 136 | Mali[7] | 20.0 |
| 137 | Myanmar[2] | 2.3 |
| 138 | Tajikistan[8] | 0.0 |
| n/a | Denmark | n/a |
| n/a | Haiti | n/a |
| n/a | Mozambique | n/a |

**Source:** International Telecommunication Union, *World Telecommunication Indicators 2014,* December update

[1] 2012 [2] 2011 [3] 2010 [4] 2009 [5] 2008 [6] 2007 [7] 2006 [8] 2001

# 5.08 Quality of electricity supply

In your country, how would you assess the reliability of the electricity supply (lack of interruptions and lack of voltage fluctuations)? (1 = not reliable at all, 7 = extremely reliable) | 2013–2014 weighted average

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Switzerland | 6.8 |
| 2 | Hong Kong SAR | 6.8 |
| 3 | Finland | 6.8 |
| 4 | Norway | 6.7 |
| 5 | Denmark | 6.7 |
| 6 | Singapore | 6.7 |
| 7 | Austria | 6.6 |
| 8 | Iceland | 6.6 |
| 9 | Netherlands | 6.6 |
| 10 | Luxembourg | 6.6 |
| 11 | United Arab Emirates | 6.6 |
| 12 | United Kingdom | 6.6 |
| 13 | Canada | 6.5 |
| 14 | France | 6.5 |
| 15 | Qatar | 6.5 |
| 16 | Belgium | 6.4 |
| 17 | Ireland | 6.4 |
| 18 | Portugal | 6.4 |
| 19 | Czech Republic | 6.4 |
| 20 | Oman | 6.3 |
| 21 | Spain | 6.3 |
| 22 | Sweden | 6.3 |
| 23 | Barbados | 6.3 |
| 24 | United States | 6.3 |
| 25 | Japan | 6.3 |
| 26 | Saudi Arabia | 6.2 |
| 27 | Australia | 6.2 |
| 28 | Taiwan, China | 6.2 |
| 29 | New Zealand | 6.2 |
| 30 | Slovenia | 6.2 |
| 31 | Bahrain | 6.2 |
| 32 | Slovak Republic | 6.2 |
| 33 | Germany | 6.1 |
| 34 | Israel | 5.9 |
| 35 | Italy | 5.9 |
| 36 | Hungary | 5.9 |
| 37 | Bhutan | 5.9 |
| 38 | Uruguay | 5.7 |
| 39 | Malaysia | 5.7 |
| 40 | Croatia | 5.7 |
| 41 | Lithuania | 5.6 |
| 42 | Costa Rica | 5.6 |
| 43 | Cyprus | 5.5 |
| 44 | Korea, Rep. | 5.5 |
| 45 | Mauritius | 5.5 |
| 46 | Poland | 5.5 |
| 47 | Latvia | 5.5 |
| 48 | Morocco | 5.4 |
| 49 | Jordan | 5.4 |
| 50 | Guatemala | 5.4 |
| 51 | Trinidad and Tobago | 5.4 |
| 52 | Namibia | 5.4 |
| 53 | Estonia | 5.4 |
| 54 | Chile | 5.4 |
| 55 | Greece | 5.3 |
| 56 | China | 5.2 |
| 57 | Georgia | 5.2 |
| 58 | Thailand | 5.1 |
| 59 | Puerto Rico | 5.1 |
| 60 | Colombia | 5.1 |
| 61 | Iran, Islamic Rep. | 5.1 |
| 62 | Armenia | 5.1 |
| 63 | Kuwait | 5.0 |
| 64 | Lao PDR | 5.0 |
| 65 | Tunisia | 5.0 |
| 66 | Macedonia, FYR | 4.9 |
| 67 | El Salvador | 4.9 |
| 68 | Panama | 4.9 |
| 69 | Azerbaijan | 4.9 |
| 70 | Peru | 4.9 |
| 71 | Turkey | 4.8 |
| 72 | Russian Federation | 4.8 |
| 73 | Sri Lanka | 4.8 |
| 74 | Seychelles | 4.8 |
| 75 | Serbia | 4.7 |
| 76 | Malta | 4.7 |
| 77 | Kazakhstan | 4.7 |
| 78 | Albania | 4.7 |
| 79 | Mexico | 4.6 |
| 80 | Romania | 4.6 |
| 81 | Moldova | 4.4 |
| 82 | Jamaica | 4.4 |
| 83 | Indonesia | 4.3 |
| 84 | Montenegro | 4.3 |
| 85 | Bulgaria | 4.2 |
| 86 | Philippines | 4.2 |
| 87 | Vietnam | 4.2 |
| 88 | Brazil | 4.1 |
| 89 | Swaziland | 4.1 |
| 90 | Algeria | 4.0 |
| 91 | Rwanda | 4.0 |
| 92 | Nicaragua | 3.9 |
| 93 | Bolivia | 3.9 |
| 94 | Kenya | 3.9 |
| 95 | Côte d'Ivoire | 3.9 |
| 96 | Lesotho | 3.7 |
| 97 | Honduras | 3.6 |
| 98 | South Africa | 3.6 |
| 99 | Mongolia | 3.6 |
| 100 | Mali | 3.5 |
| 101 | Suriname | 3.4 |
| 102 | India | 3.4 |
| 103 | Zambia | 3.3 |
| 104 | Mauritania | 3.3 |
| 105 | Gambia, The | 3.3 |
| 106 | Paraguay | 3.2 |
| 107 | Mozambique | 3.1 |
| 108 | Cambodia | 3.0 |
| 109 | Senegal | 3.0 |
| 110 | Ghana | 3.0 |
| 111 | Malawi | 2.9 |
| 112 | Uganda | 2.9 |
| 113 | Kyrgyz Republic | 2.9 |
| 114 | Myanmar | 2.8 |
| 115 | Ethiopia | 2.8 |
| 116 | Guyana | 2.7 |
| 117 | Cape Verde | 2.7 |
| 118 | Egypt | 2.7 |
| 119 | Tajikistan | 2.6 |
| 120 | Argentina | 2.6 |
| 121 | Bangladesh | 2.5 |
| 122 | Tanzania | 2.5 |
| 123 | Cameroon | 2.4 |
| 124 | Botswana | 2.4 |
| 125 | Dominican Republic | 2.4 |
| 126 | Gabon | 2.3 |
| 127 | Madagascar | 2.3 |
| 128 | Zimbabwe | 2.1 |
| 129 | Burundi | 2.1 |
| 130 | Pakistan | 2.1 |
| 131 | Sierra Leone | 2.0 |
| 132 | Haiti | 1.9 |
| 133 | Nepal | 1.8 |
| 134 | Venezuela | 1.7 |
| 135 | Angola | 1.7 |
| 136 | Burkina Faso | 1.7 |
| 137 | Chad | 1.7 |
| 138 | Nigeria | 1.6 |
| 139 | Yemen | 1.5 |
| 140 | Lebanon | 1.4 |
| 141 | Guinea | 1.3 |

**Source:** World Economic Forum, Executive Opinion Survey

# 6th pillar
# Prioritization of Travel & Tourism

# 6.01 Government prioritization of T&T industry

How high of a priority is the development of the travel & tourism (T&T) industry for the government of your country? (1 = not a priority at all, 7 = a top priority) | 2013–2014 weighted average

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | United Arab Emirates | 6.7 |
| 2 | New Zealand | 6.7 |
| 3 | Malta | 6.6 |
| 4 | Ireland | 6.6 |
| 5 | Rwanda | 6.6 |
| 6 | Barbados | 6.5 |
| 7 | Morocco | 6.5 |
| 8 | Seychelles | 6.5 |
| 9 | Mauritius | 6.4 |
| 10 | Spain | 6.4 |
| 11 | Jamaica | 6.3 |
| 12 | Singapore | 6.3 |
| 13 | Sri Lanka | 6.3 |
| 14 | Cyprus | 6.2 |
| 15 | Gambia, The | 6.2 |
| 16 | Puerto Rico | 6.2 |
| 17 | Portugal | 6.2 |
| 18 | Oman | 6.1 |
| 19 | Bhutan | 6.1 |
| 20 | Austria | 6.1 |
| 21 | Greece | 6.1 |
| 22 | Hong Kong SAR | 6.1 |
| 23 | Tunisia | 6.1 |
| 24 | Thailand | 6.1 |
| 25 | Costa Rica | 6.1 |
| 26 | Malaysia | 6.0 |
| 27 | Qatar | 6.0 |
| 28 | Philippines | 6.0 |
| 29 | South Africa | 5.9 |
| 30 | Zambia | 5.9 |
| 31 | Iceland | 5.9 |
| 32 | Georgia | 5.9 |
| 33 | Montenegro | 5.9 |
| 34 | France | 5.8 |
| 35 | Switzerland | 5.8 |
| 36 | Azerbaijan | 5.8 |
| 37 | Croatia | 5.8 |
| 38 | Mali | 5.8 |
| 39 | Panama | 5.8 |
| 40 | Namibia | 5.8 |
| 41 | Uruguay | 5.8 |
| 42 | Japan | 5.7 |
| 43 | Dominican Republic | 5.7 |
| 44 | Kenya | 5.7 |
| 45 | Australia | 5.7 |
| 46 | Botswana | 5.7 |
| 47 | Estonia | 5.6 |
| 48 | Cape Verde | 5.6 |
| 49 | Mexico | 5.6 |
| 50 | Macedonia, FYR | 5.6 |
| 51 | Nepal | 5.5 |
| 52 | United Kingdom | 5.5 |
| 53 | Lao PDR | 5.5 |
| 54 | Taiwan, China | 5.5 |
| 55 | Senegal | 5.5 |
| 56 | Canada | 5.5 |
| 57 | Haiti | 5.5 |
| 58 | Bahrain | 5.4 |
| 59 | Turkey | 5.4 |
| 60 | Peru | 5.3 |
| 61 | Kyrgyz Republic | 5.3 |
| 62 | Lesotho | 5.3 |
| 63 | Cambodia | 5.3 |
| 64 | Hungary | 5.3 |
| 65 | Zimbabwe | 5.3 |
| 66 | Korea, Rep. | 5.3 |
| 67 | Swaziland | 5.3 |
| 68 | United States | 5.3 |
| 69 | Nicaragua | 5.2 |
| 70 | Luxembourg | 5.2 |
| 71 | Jordan | 5.2 |
| 72 | Tajikistan | 5.2 |
| 73 | Czech Republic | 5.2 |
| 74 | Burkina Faso | 5.2 |
| 75 | Lebanon | 5.2 |
| 76 | Madagascar | 5.2 |
| 77 | Sweden | 5.1 |
| 78 | Indonesia | 5.1 |
| 79 | Latvia | 5.0 |
| 80 | Armenia | 5.0 |
| 81 | Norway | 5.0 |
| 82 | Finland | 5.0 |
| 83 | Mongolia | 5.0 |
| 84 | Uganda | 5.0 |
| 85 | Belgium | 5.0 |
| 86 | Colombia | 5.0 |
| 87 | Italy | 5.0 |
| 88 | Myanmar | 4.9 |
| 89 | Tanzania | 4.9 |
| 90 | Netherlands | 4.9 |
| 91 | Honduras | 4.9 |
| 92 | Mozambique | 4.9 |
| 93 | Vietnam | 4.8 |
| 94 | China | 4.8 |
| 95 | Israel | 4.8 |
| 96 | Chad | 4.8 |
| 97 | Ethiopia | 4.7 |
| 98 | Malawi | 4.7 |
| 99 | Germany | 4.7 |
| 100 | Saudi Arabia | 4.6 |
| 101 | Gabon | 4.6 |
| 102 | Argentina | 4.6 |
| 103 | Kazakhstan | 4.6 |
| 104 | Guyana | 4.6 |
| 105 | Guatemala | 4.6 |
| 106 | Ghana | 4.6 |
| 107 | Chile | 4.6 |
| 108 | Cameroon | 4.5 |
| 109 | Denmark | 4.5 |
| 110 | El Salvador | 4.5 |
| 111 | Mauritania | 4.4 |
| 112 | Côte d'Ivoire | 4.4 |
| 113 | Egypt | 4.4 |
| 114 | Russian Federation | 4.4 |
| 115 | Bulgaria | 4.4 |
| 116 | India | 4.3 |
| 117 | Romania | 4.3 |
| 118 | Serbia | 4.3 |
| 119 | Brazil | 4.3 |
| 120 | Sierra Leone | 4.3 |
| 121 | Slovenia | 4.3 |
| 122 | Lithuania | 4.3 |
| 123 | Paraguay | 4.2 |
| 124 | Albania | 4.2 |
| 125 | Suriname | 4.2 |
| 126 | Trinidad and Tobago | 4.1 |
| 127 | Bangladesh | 4.0 |
| 128 | Guinea | 4.0 |
| 129 | Nigeria | 3.9 |
| 130 | Algeria | 3.8 |
| 131 | Burundi | 3.8 |
| 132 | Poland | 3.7 |
| 133 | Moldova | 3.6 |
| 134 | Bolivia | 3.6 |
| 135 | Iran, Islamic Rep. | 3.6 |
| 136 | Slovak Republic | 3.6 |
| 137 | Pakistan | 3.5 |
| 138 | Yemen | 2.8 |
| 139 | Angola | 2.8 |
| 140 | Venezuela | 2.5 |
| 141 | Kuwait | 2.3 |

**Source:** World Economic Forum, Executive Opinion Survey

# 6.02 T&T government expenditure

T&T government expenditure as a percentage of total government budget | 2013

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Seychelles | 22.4 |
| 2 | Dominican Republic | 21.8 |
| 3 | Jamaica | 17.1 |
| 4 | Mauritius | 16.4 |
| 5 | Barbados | 16.1 |
| 6 | Malta | 11.4 |
| 7 | Jordan | 10.6 |
| 8 | Iceland | 10.3 |
| 9 | Singapore | 10.3 |
| 10 | Gambia, The | 9.8 |
| 11 | Cambodia | 9.5 |
| 12 | Cyprus | 9.3 |
| 13 | Lebanon | 9.2 |
| 14 | Indonesia | 9.2 |
| 15 | Estonia | 8.2 |
| 16 | Lao PDR | 8.0 |
| 17 | Paraguay | 8.0 |
| 18 | Greece | 8.0 |
| 19 | Hong Kong SAR | 7.6 |
| 20 | Tunisia | 7.4 |
| 21 | Switzerland | 7.2 |
| 22 | Kenya | 7.0 |
| 23 | Egypt | 6.8 |
| 24 | Portugal | 6.6 |
| 25 | Spain | 6.5 |
| 26 | Cape Verde | 6.3 |
| 27 | Botswana | 6.3 |
| 28 | Costa Rica | 6.3 |
| 29 | Guyana | 6.1 |
| 30 | Philippines | 6.1 |
| 31 | Madagascar | 5.7 |
| 32 | Norway | 5.7 |
| 33 | Tanzania | 5.7 |
| 34 | Qatar | 5.6 |
| 35 | United Arab Emirates | 5.5 |
| 36 | Hungary | 5.2 |
| 37 | Nepal | 5.2 |
| 38 | United States | 5.2 |
| 39 | Uruguay | 5.1 |
| 40 | Panama | 5.0 |
| 41 | Austria | 4.8 |
| 42 | Guatemala | 4.7 |
| 43 | Mexico | 4.7 |
| 44 | Sri Lanka | 4.5 |
| 45 | Japan | 4.3 |
| 46 | Puerto Rico | 4.3 |
| 47 | Slovenia | 4.3 |
| 48 | Canada | 4.3 |
| 49 | Chile | 4.2 |
| 50 | Kazakhstan | 4.1 |
| 50 | Mongolia | 4.1 |
| 52 | Honduras | 4.1 |
| 53 | Bahrain | 4.0 |
| 54 | China | 3.9 |
| 55 | Ireland | 3.9 |
| 56 | Chad | 3.9 |
| 57 | Albania | 3.9 |
| 58 | Australia | 3.8 |
| 59 | Gabon | 3.8 |
| 60 | Armenia | 3.7 |
| 61 | Senegal | 3.7 |
| 62 | Czech Republic | 3.7 |
| 63 | Morocco | 3.6 |
| 64 | Italy | 3.6 |
| 65 | Venezuela | 3.6 |
| 66 | Georgia | 3.4 |
| 67 | New Zealand | 3.4 |
| 68 | Ghana | 3.3 |
| 69 | Bulgaria | 3.3 |
| 70 | Namibia | 3.2 |
| 71 | Moldova | 3.2 |
| 72 | Bolivia | 3.1 |
| 73 | Azerbaijan | 3.1 |
| 74 | Latvia | 3.1 |
| 75 | Belgium | 3.1 |
| 76 | Lithuania | 3.1 |
| 77 | United Kingdom | 3.1 |
| 78 | Finland | 3.0 |
| 79 | France | 3.0 |
| 80 | Guinea | 3.0 |
| 81 | Swaziland | 3.0 |
| 82 | Haiti | 3.0 |
| 83 | Iran, Islamic Rep. | 3.0 |
| 84 | Myanmar | 2.9 |
| 85 | Brazil | 2.9 |
| 86 | Thailand | 2.8 |
| 87 | Peru | 2.7 |
| 88 | Poland | 2.7 |
| 89 | Russian Federation | 2.7 |
| 90 | Luxembourg | 2.7 |
| 91 | Montenegro | 2.7 |
| 92 | El Salvador | 2.6 |
| 93 | Korea, Rep. | 2.6 |
| 94 | Zimbabwe | 2.5 |
| 95 | Mozambique | 2.5 |
| 96 | Argentina | 2.5 |
| 97 | Denmark | 2.4 |
| 98 | Sierra Leone | 2.4 |
| 99 | Ethiopia | 2.4 |
| 100 | Uganda | 2.3 |
| 101 | Sweden | 2.2 |
| 102 | Netherlands | 2.2 |
| 103 | Bangladesh | 2.2 |
| 104 | Slovak Republic | 2.2 |
| 105 | Nicaragua | 2.1 |
| 106 | Zambia | 2.1 |
| 107 | Israel | 2.1 |
| 108 | Trinidad and Tobago | 2.1 |
| 109 | Germany | 2.1 |
| 110 | Colombia | 2.0 |
| 111 | Pakistan | 2.0 |
| 112 | Burkina Faso | 1.9 |
| 113 | Kyrgyz Republic | 1.9 |
| 114 | Romania | 1.8 |
| 115 | Cameroon | 1.8 |
| 116 | Malaysia | 1.8 |
| 117 | Suriname | 1.7 |
| 118 | Taiwan, China | 1.7 |
| 119 | Mali | 1.7 |
| 120 | Rwanda | 1.7 |
| 121 | Côte d'Ivoire | 1.5 |
| 122 | Vietnam | 1.4 |
| 123 | Malawi | 1.4 |
| 124 | Croatia | 1.3 |
| 125 | Macedonia, FYR | 1.3 |
| 126 | Lesotho | 1.3 |
| 127 | Oman | 1.3 |
| 128 | Yemen | 1.2 |
| 129 | Kuwait | 1.2 |
| 130 | Algeria | 1.1 |
| 131 | Angola | 1.1 |
| 132 | India | 1.0 |
| 133 | Saudi Arabia | 1.0 |
| 134 | Burundi | 0.7 |
| 135 | South Africa | 0.5 |
| 136 | Serbia | 0.5 |
| 137 | Turkey | 0.5 |
| 138 | Nigeria | 0.3 |
| n/a | Bhutan | n/a |
| n/a | Mauritania | n/a |
| n/a | Tajikistan | n/a |

**Source:** World Travel & Tourism Council, Tourism Satellite Account Research 2014

# 6.03 Effectiveness of marketing and branding to attract tourists

How effective is your country's marketing and branding campaigns at attracting tourists? (1 = not effective at all, 7 = extremely effective) | 2013–2014 weighted average

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | United Arab Emirates | 6.6 |
| 2 | New Zealand | 6.2 |
| 3 | Austria | 6.1 |
| 4 | Seychelles | 6.0 |
| 5 | Ireland | 6.0 |
| 6 | Singapore | 6.0 |
| 7 | Iceland | 5.9 |
| 8 | Malaysia | 5.9 |
| 9 | Switzerland | 5.9 |
| 10 | Jamaica | 5.9 |
| 11 | Rwanda | 5.9 |
| 12 | Hong Kong SAR | 5.7 |
| 13 | Costa Rica | 5.7 |
| 14 | Qatar | 5.6 |
| 15 | Cyprus | 5.5 |
| 16 | United Kingdom | 5.5 |
| 17 | Malta | 5.5 |
| 18 | Panama | 5.5 |
| 19 | Peru | 5.5 |
| 20 | Mauritius | 5.5 |
| 21 | Kenya | 5.4 |
| 22 | Sri Lanka | 5.4 |
| 23 | Thailand | 5.4 |
| 24 | United States | 5.3 |
| 25 | South Africa | 5.3 |
| 26 | Barbados | 5.3 |
| 27 | Spain | 5.3 |
| 28 | Gambia, The | 5.3 |
| 29 | Philippines | 5.3 |
| 30 | Montenegro | 5.3 |
| 31 | Morocco | 5.3 |
| 32 | Zambia | 5.2 |
| 33 | Uruguay | 5.2 |
| 34 | Dominican Republic | 5.2 |
| 35 | Bhutan | 5.1 |
| 36 | Oman | 5.1 |
| 37 | Portugal | 5.1 |
| 38 | Netherlands | 5.1 |
| 39 | Namibia | 5.1 |
| 40 | Australia | 5.1 |
| 41 | Taiwan, China | 5.1 |
| 42 | Canada | 5.1 |
| 43 | Mali | 5.1 |
| 44 | Macedonia, FYR | 5.0 |
| 45 | Croatia | 5.0 |
| 46 | France | 5.0 |
| 47 | Lao PDR | 5.0 |
| 48 | Germany | 5.0 |
| 49 | Estonia | 4.9 |
| 50 | Puerto Rico | 4.9 |
| 51 | Indonesia | 4.9 |
| 52 | Colombia | 4.9 |
| 53 | China | 4.8 |
| 54 | Mexico | 4.8 |
| 55 | Sweden | 4.8 |
| 56 | Azerbaijan | 4.8 |
| 57 | Japan | 4.8 |
| 58 | Turkey | 4.8 |
| 59 | Lesotho | 4.8 |
| 60 | Luxembourg | 4.8 |
| 61 | Cambodia | 4.6 |
| 62 | Greece | 4.6 |
| 63 | Swaziland | 4.6 |
| 64 | Belgium | 4.6 |
| 65 | Georgia | 4.6 |
| 66 | Latvia | 4.6 |
| 67 | Tanzania | 4.6 |
| 68 | Botswana | 4.5 |
| 69 | Norway | 4.5 |
| 70 | El Salvador | 4.5 |
| 71 | Jordan | 4.5 |
| 72 | Uganda | 4.4 |
| 73 | Korea, Rep. | 4.4 |
| 74 | Tunisia | 4.4 |
| 75 | Senegal | 4.4 |
| 76 | Nicaragua | 4.4 |
| 77 | Finland | 4.4 |
| 78 | Nepal | 4.3 |
| 79 | Burkina Faso | 4.3 |
| 80 | Bahrain | 4.2 |
| 81 | India | 4.2 |
| 82 | Madagascar | 4.2 |
| 83 | Myanmar | 4.2 |
| 84 | Cape Verde | 4.2 |
| 85 | Haiti | 4.2 |
| 86 | Tajikistan | 4.2 |
| 87 | Hungary | 4.2 |
| 88 | Chile | 4.2 |
| 89 | Denmark | 4.2 |
| 90 | Honduras | 4.1 |
| 91 | Argentina | 4.1 |
| 92 | Ghana | 4.1 |
| 93 | Israel | 4.1 |
| 94 | Guyana | 4.1 |
| 95 | Lebanon | 4.0 |
| 96 | Slovenia | 4.0 |
| 97 | Albania | 4.0 |
| 98 | Saudi Arabia | 4.0 |
| 99 | Mauritania | 3.9 |
| 100 | Zimbabwe | 3.9 |
| 101 | Czech Republic | 3.9 |
| 102 | Vietnam | 3.9 |
| 103 | Russian Federation | 3.9 |
| 104 | Cameroon | 3.9 |
| 105 | Ethiopia | 3.9 |
| 106 | Bulgaria | 3.9 |
| 107 | Mozambique | 3.9 |
| 108 | Poland | 3.9 |
| 109 | Chad | 3.9 |
| 110 | Malawi | 3.8 |
| 111 | Kazakhstan | 3.8 |
| 112 | Sierra Leone | 3.8 |
| 113 | Lithuania | 3.7 |
| 114 | Côte d'Ivoire | 3.7 |
| 115 | Kyrgyz Republic | 3.7 |
| 116 | Paraguay | 3.7 |
| 117 | Armenia | 3.7 |
| 118 | Guatemala | 3.6 |
| 119 | Serbia | 3.6 |
| 120 | Romania | 3.6 |
| 121 | Bolivia | 3.6 |
| 122 | Suriname | 3.6 |
| 123 | Italy | 3.6 |
| 124 | Brazil | 3.5 |
| 125 | Trinidad and Tobago | 3.4 |
| 126 | Pakistan | 3.4 |
| 127 | Nigeria | 3.3 |
| 128 | Egypt | 3.3 |
| 129 | Bangladesh | 3.3 |
| 130 | Iran, Islamic Rep. | 3.3 |
| 131 | Burundi | 3.2 |
| 132 | Gabon | 3.2 |
| 133 | Mongolia | 3.1 |
| 134 | Algeria | 3.0 |
| 135 | Slovak Republic | 3.0 |
| 136 | Moldova | 3.0 |
| 137 | Guinea | 3.0 |
| 138 | Kuwait | 2.2 |
| 139 | Angola | 2.2 |
| 140 | Yemen | 2.1 |
| 141 | Venezuela | 1.8 |

**Source:** World Economic Forum, Executive Opinion Survey

# 6.04 Comprehensiveness of annual T&T data

Number of data available (0 = no data, 120 = all selected indicators are available) | 2010–2014

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Saudi Arabia | 120 |
| 2 | Hungary | 116 |
| 2 | Lithuania | 116 |
| 2 | Spain | 116 |
| 5 | Finland | 108 |
| 5 | Israel | 108 |
| 5 | Slovenia | 108 |
| 5 | Turkey | 108 |
| 9 | Cyprus | 107 |
| 10 | Poland | 102 |
| 11 | Argentina | 100 |
| 11 | Japan | 100 |
| 13 | United Kingdom | 98 |
| 14 | France | 96 |
| 14 | New Zealand | 96 |
| 14 | United States | 96 |
| 14 | Uruguay | 96 |
| 18 | Latvia | 94 |
| 18 | Slovak Republic | 94 |
| 20 | Chile | 93 |
| 21 | Indonesia | 92 |
| 21 | Italy | 92 |
| 21 | Romania | 92 |
| 24 | Malta | 91 |
| 24 | Morocco | 91 |
| 26 | Jordan | 89 |
| 26 | Venezuela | 89 |
| 28 | Egypt | 88 |
| 28 | Moldova | 88 |
| 28 | Nicaragua | 88 |
| 31 | Czech Republic | 86 |
| 32 | Dominican Republic | 84 |
| 32 | Estonia | 84 |
| 32 | South Africa | 84 |
| 32 | Sweden | 84 |
| 32 | Switzerland | 84 |
| 37 | Croatia | 83 |
| 38 | Mozambique | 82 |
| 39 | Azerbaijan | 81 |
| 40 | Albania | 80 |
| 40 | Mexico | 80 |
| 40 | Sri Lanka | 80 |
| 40 | Thailand | 80 |
| 44 | Georgia | 79 |
| 44 | Iceland | 79 |
| 46 | Kazakhstan | 78 |
| 47 | Bulgaria | 76 |
| 47 | Taiwan, China | 76 |
| 49 | Armenia | 75 |
| 50 | Denmark | 74 |
| 50 | Swaziland | 74 |
| 52 | Austria | 72 |
| 52 | Cameroon | 72 |
| 52 | El Salvador | 72 |
| 52 | Greece | 72 |
| 52 | Norway | 72 |
| 52 | Oman | 72 |
| 52 | Philippines | 72 |
| 52 | Russian Federation | 72 |
| 60 | Macedonia, FYR | 71 |
| 61 | Canada | 70 |
| 61 | Mauritius | 70 |
| 63 | Germany | 69 |
| 63 | Honduras | 69 |
| 63 | Ireland | 69 |
| 66 | Jamaica | 68 |
| 66 | Panama | 68 |
| 66 | Paraguay | 68 |
| 66 | Peru | 68 |
| 66 | Puerto Rico | 68 |
| 66 | Serbia | 68 |
| 66 | Zimbabwe | 68 |
| 73 | Belgium | 66 |
| 73 | Luxembourg | 66 |
| 75 | China | 65 |
| 75 | Sierra Leone | 65 |
| 77 | Hong Kong SAR | 64 |
| 77 | Netherlands | 64 |
| 77 | Tunisia | 64 |
| 80 | Costa Rica | 63 |
| 81 | Seychelles | 62 |
| 82 | Malaysia | 61 |
| 82 | Mali | 61 |
| 84 | Australia | 60 |
| 84 | Korea, Rep. | 60 |
| 84 | Montenegro | 60 |
| 87 | Portugal | 57 |
| 88 | Cambodia | 56 |
| 88 | Guatemala | 56 |
| 88 | Kyrgyz Republic | 56 |
| 88 | Lesotho | 56 |
| 88 | Malawi | 56 |
| 88 | Namibia | 56 |
| 88 | Singapore | 56 |
| 95 | Burkina Faso | 55 |
| 95 | Colombia | 55 |
| 97 | Angola | 54 |
| 97 | Bhutan | 54 |
| 97 | Kenya | 54 |
| 97 | Lao PDR | 54 |
| 101 | Bolivia | 53 |
| 101 | Trinidad and Tobago | 53 |
| 103 | Nepal | 52 |
| 104 | Lebanon | 50 |
| 105 | Bahrain | 49 |
| 105 | Nigeria | 49 |
| 107 | Tajikistan | 48 |
| 108 | Rwanda | 46 |
| 108 | Senegal | 46 |
| 110 | Myanmar | 45 |
| 111 | Brazil | 44 |
| 111 | Cape Verde | 44 |
| 111 | Kuwait | 44 |
| 114 | India | 43 |
| 115 | Madagascar | 42 |
| 115 | Yemen | 42 |
| 117 | Algeria | 40 |
| 117 | Barbados | 40 |
| 117 | Chad | 40 |
| 117 | Tanzania | 40 |
| 117 | Vietnam | 40 |
| 122 | Suriname | 39 |
| 123 | Ethiopia | 38 |
| 123 | Iran, Islamic Rep. | 38 |
| 125 | Qatar | 37 |
| 126 | Zambia | 35 |
| 127 | Côte d'Ivoire | 34 |
| 127 | Haiti | 34 |
| 129 | Botswana | 33 |
| 130 | Guinea | 32 |
| 130 | Uganda | 32 |
| 132 | Mongolia | 28 |
| 133 | Pakistan | 27 |
| 134 | Gambia, The | 26 |
| 135 | Bangladesh | 25 |
| 136 | Ghana | 22 |
| 137 | Burundi | 20 |
| 138 | Guyana | 16 |
| 139 | United Arab Emirates | 12 |
| 140 | Gabon | 1 |
| 141 | Mauritania | 0 |

**Source:** World Tourism Organization (UNWTO)

# 6.05 Timeliness of providing monthly/quarterly T&T data

Number of latest data available (0 = no data, 21 = data reported for all the periods considered) | 2013–2014

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | India | 21.0 |
| 1 | Uruguay | 21.0 |
| 3 | Dominican Republic | 20.0 |
| 3 | Israel | 20.0 |
| 3 | Mauritius | 20.0 |
| 3 | Thailand | 20.0 |
| 7 | Bhutan | 19.5 |
| 7 | Bulgaria | 19.5 |
| 7 | China | 19.5 |
| 7 | Japan | 19.5 |
| 7 | Korea, Rep. | 19.5 |
| 7 | Mexico | 19.5 |
| 7 | Morocco | 19.5 |
| 7 | Romania | 19.5 |
| 7 | Turkey | 19.5 |
| 16 | Australia | 19.0 |
| 16 | Canada | 19.0 |
| 16 | Chile | 19.0 |
| 16 | Cyprus | 19.0 |
| 16 | Estonia | 19.0 |
| 16 | Finland | 19.0 |
| 16 | Germany | 19.0 |
| 16 | Honduras | 19.0 |
| 16 | Hong Kong SAR | 19.0 |
| 16 | Iceland | 19.0 |
| 16 | Indonesia | 19.0 |
| 16 | Ireland | 19.0 |
| 16 | Latvia | 19.0 |
| 16 | Macedonia, FYR | 19.0 |
| 16 | Mongolia | 19.0 |
| 16 | Montenegro | 19.0 |
| 16 | New Zealand | 19.0 |
| 16 | Norway | 19.0 |
| 16 | Panama | 19.0 |
| 16 | Portugal | 19.0 |
| 16 | Serbia | 19.0 |
| 16 | Slovak Republic | 19.0 |
| 16 | Slovenia | 19.0 |
| 16 | Spain | 19.0 |
| 16 | Sweden | 19.0 |
| 16 | Taiwan, China | 19.0 |
| 16 | Tunisia | 19.0 |
| 16 | United States | 19.0 |
| 44 | France | 18.5 |
| 44 | Georgia | 18.5 |
| 44 | Seychelles | 18.5 |
| 44 | Sri Lanka | 18.5 |
| 48 | Barbados | 18.0 |
| 48 | Cape Verde | 18.0 |
| 48 | Czech Republic | 18.0 |
| 48 | Denmark | 18.0 |
| 48 | Greece | 18.0 |
| 48 | Italy | 18.0 |
| 48 | Peru | 18.0 |
| 48 | Russian Federation | 18.0 |
| 48 | Tanzania | 18.0 |
| 57 | Argentina | 17.5 |
| 57 | Austria | 17.5 |
| 57 | Croatia | 17.5 |
| 57 | Egypt | 17.5 |
| 57 | Malta | 17.5 |
| 57 | Singapore | 17.5 |
| 57 | Switzerland | 17.5 |
| 57 | United Kingdom | 17.5 |
| 65 | Kenya | 17.0 |
| 65 | Malaysia | 17.0 |
| 67 | Albania | 16.5 |
| 67 | Armenia | 16.5 |
| 67 | Belgium | 16.5 |
| 67 | Cambodia | 16.5 |
| 67 | Colombia | 16.5 |
| 67 | Costa Rica | 16.5 |
| 67 | El Salvador | 16.5 |
| 67 | Guatemala | 16.5 |
| 67 | Hungary | 16.5 |
| 67 | Jordan | 16.5 |
| 67 | Lithuania | 16.5 |
| 67 | Madagascar | 16.5 |
| 67 | Moldova | 16.5 |
| 67 | Netherlands | 16.5 |
| 67 | Nicaragua | 16.5 |
| 67 | Philippines | 16.5 |
| 67 | Saudi Arabia | 16.5 |
| 84 | South Africa | 15.0 |
| 85 | Brazil | 14.5 |
| 86 | Vietnam | 14.0 |
| 87 | Azerbaijan | 13.5 |
| 87 | Lebanon | 13.5 |
| 89 | Jamaica | 13.0 |
| 89 | Myanmar | 13.0 |
| 89 | Oman | 13.0 |
| 89 | Pakistan | 13.0 |
| 89 | Sierra Leone | 13.0 |
| 94 | Kazakhstan | 12.0 |
| 94 | Poland | 12.0 |
| 94 | Swaziland | 12.0 |
| 97 | Puerto Rico | 11.0 |
| 98 | Ethiopia | 10.5 |
| 98 | Luxembourg | 10.5 |
| 98 | Namibia | 10.5 |
| 98 | Nepal | 10.5 |
| 98 | Uganda | 10.5 |
| 103 | Paraguay | 10.0 |
| 104 | Kyrgyz Republic | 9.0 |
| 104 | Lao PDR | 9.0 |
| 104 | Nigeria | 9.0 |
| 104 | Qatar | 9.0 |
| 104 | United Arab Emirates | 9.0 |
| 109 | Suriname | 8.0 |
| 109 | Trinidad and Tobago | 8.0 |
| 111 | Bolivia | 6.0 |
| 111 | Haiti | 6.0 |
| 113 | Kuwait | 4.5 |
| 113 | Rwanda | 4.5 |
| 115 | Angola | 3.0 |
| 115 | Bangladesh | 3.0 |
| 115 | Burkina Faso | 3.0 |
| 115 | Chad | 3.0 |
| 115 | Gambia, The | 3.0 |
| 115 | Guinea | 3.0 |
| 115 | Iran, Islamic Rep. | 3.0 |
| 115 | Lesotho | 3.0 |
| 115 | Tajikistan | 3.0 |
| 115 | Venezuela | 3.0 |
| 115 | Yemen | 3.0 |
| 115 | Zambia | 3.0 |
| 115 | Zimbabwe | 3.0 |
| 128 | Guyana | 1.0 |
| 129 | Algeria | 0.0 |
| 129 | Bahrain | 0.0 |
| 129 | Botswana | 0.0 |
| 129 | Burundi | 0.0 |
| 129 | Cameroon | 0.0 |
| 129 | Côte d'Ivoire | 0.0 |
| 129 | Gabon | 0.0 |
| 129 | Ghana | 0.0 |
| 129 | Malawi | 0.0 |
| 129 | Mali | 0.0 |
| 129 | Mauritania | 0.0 |
| 129 | Mozambique | 0.0 |
| 129 | Senegal | 0.0 |

**Source:** World Tourism Organization (UNWTO)

# 6.06 Country Brand Strategy rating

Level of accuracy of the strategy of the National Tourism Organization | 2014

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Germany | 100.0 |
| 2 | Japan | 98.2 |
| 3 | Paraguay | 97.6 |
| 4 | South Africa | 95.9 |
| 5 | Luxembourg | 93.6 |
| 6 | United States | 93.4 |
| 7 | Estonia | 92.2 |
| 8 | Slovenia | 90.9 |
| 9 | Austria | 88.8 |
| 10 | Norway | 88.3 |
| 11 | Spain | 88.1 |
| 12 | Kuwait | 87.8 |
| 13 | Chile | 87.5 |
| 14 | France | 87.2 |
| 15 | Lebanon | 86.8 |
| 16 | New Zealand | 86.1 |
| 17 | Netherlands | 85.9 |
| 18 | Saudi Arabia | 84.9 |
| 19 | Pakistan | 84.2 |
| 20 | Puerto Rico | 84.1 |
| 21 | Portugal | 83.9 |
| 22 | Mexico | 81.1 |
| 23 | Hungary | 80.6 |
| 24 | Uruguay | 80.3 |
| 24 | Venezuela | 80.3 |
| 26 | Panama | 79.8 |
| 27 | Tanzania | 79.7 |
| 28 | Guyana | 79.2 |
| 29 | United Kingdom | 79.0 |
| 30 | Nepal | 78.8 |
| 31 | Kenya | 78.7 |
| 32 | Romania | 78.6 |
| 33 | Brazil | 78.4 |
| 34 | Italy | 77.9 |
| 35 | El Salvador | 77.8 |
| 36 | Argentina | 77.7 |
| 37 | India | 77.3 |
| 38 | Switzerland | 76.9 |
| 39 | Lesotho | 76.8 |
| 40 | Israel | 76.3 |
| 41 | Singapore | 76.2 |
| 42 | Bahrain | 75.9 |
| 42 | Canada | 75.9 |
| 44 | Honduras | 75.7 |
| 45 | Sweden | 75.4 |
| 46 | Costa Rica | 74.9 |
| 47 | Indonesia | 74.8 |
| 48 | Morocco | 74.4 |
| 49 | Russian Federation | 74.3 |
| 50 | Kazakhstan | 74.2 |
| 51 | Hong Kong SAR | 74.1 |
| 52 | Slovak Republic | 73.5 |
| 53 | Barbados | 73.2 |
| 53 | Qatar | 73.2 |
| 55 | China | 72.3 |
| 56 | Philippines | 72.2 |
| 57 | Mauritius | 71.7 |
| 58 | Malta | 70.7 |
| 59 | Uganda | 70.1 |
| 60 | Korea, Rep. | 69.7 |
| 61 | Azerbaijan | 69.2 |
| 62 | Czech Republic | 69.1 |
| 62 | Peru | 69.1 |
| 62 | Poland | 69.1 |
| 65 | Denmark | 68.7 |
| 65 | Dominican Republic | 68.7 |
| 67 | Guatemala | 68.6 |
| 68 | Armenia | 68.0 |
| 69 | Cyprus | 67.9 |
| 70 | Yemen | 67.5 |
| 71 | Belgium | 67.1 |
| 72 | Oman | 67.0 |
| 73 | Ireland | 66.6 |
| 73 | Jordan | 66.6 |
| 75 | Iceland | 66.0 |
| 75 | Namibia | 66.0 |
| 77 | Haiti | 65.6 |
| 77 | Sri Lanka | 65.6 |
| 79 | Greece | 65.5 |
| 80 | Botswana | 65.3 |
| 81 | Australia | 65.0 |
| 81 | Nigeria | 65.0 |
| 83 | Thailand | 64.9 |
| 84 | Sierra Leone | 64.4 |
| 85 | Colombia | 64.1 |
| 86 | Iran, Islamic Rep. | 64.0 |
| 86 | Jamaica | 64.0 |
| 88 | Lithuania | 63.9 |
| 89 | Georgia | 63.8 |
| 90 | Côte d'Ivoire | 62.9 |
| 90 | Latvia | 62.9 |
| 92 | Zambia | 62.7 |
| 93 | Suriname | 62.6 |
| 94 | Mozambique | 62.5 |
| 95 | United Arab Emirates | 62.4 |
| 96 | Malaysia | 62.0 |
| 97 | Malawi | 61.5 |
| 98 | Serbia | 61.1 |
| 99 | Zimbabwe | 60.5 |
| 100 | Trinidad and Tobago | 58.6 |
| 101 | Bangladesh | 58.3 |
| 102 | Croatia | 57.7 |
| 103 | Mali | 56.6 |
| 104 | Bolivia | 56.5 |
| 104 | Rwanda | 56.5 |
| 106 | Ethiopia | 56.3 |
| 107 | Nicaragua | 56.0 |
| 108 | Macedonia, FYR | 55.9 |
| 109 | Egypt | 55.8 |
| 109 | Finland | 55.8 |
| 111 | Kyrgyz Republic | 55.7 |
| 112 | Swaziland | 54.7 |
| 113 | Lao PDR | 54.1 |
| 114 | Madagascar | 53.6 |
| 115 | Ghana | 53.4 |
| 115 | Vietnam | 53.4 |
| 117 | Seychelles | 53.3 |
| 117 | Turkey | 53.3 |
| 119 | Myanmar | 52.5 |
| 120 | Mongolia | 52.2 |
| 121 | Bulgaria | 52.1 |
| 121 | Moldova | 52.1 |
| 123 | Angola | 52.0 |
| 124 | Montenegro | 51.3 |
| 125 | Taiwan, China | 49.7 |
| 126 | Cameroon | 49.6 |
| 127 | Gambia, The | 49.1 |
| 128 | Tajikistan | 47.6 |
| 129 | Cambodia | 42.6 |
| 130 | Burkina Faso | 41.8 |
| 131 | Cape Verde | 39.8 |
| 132 | Albania | 39.1 |
| 133 | Tunisia | 39.0 |
| 134 | Bhutan | 38.7 |
| 135 | Algeria | 38.6 |
| n/a | Burundi | n/a |
| n/a | Chad | n/a |
| n/a | Gabon | n/a |
| n/a | Guinea | n/a |
| n/a | Mauritania | n/a |
| n/a | Senegal | n/a |

**Source:** Bloom Consulting Country Brand Ranking, Tourism Edition.

# 7th pillar
# International Openness

# 7.01 Visa requirements

Visa requirements for entry in the destination country for a tourism visit of a limited duration from worldwide source markets (100 = no visa required for visitors from all source markets, 0 = traditional visa required for visitors from every source market) | 2014

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Haiti | 99.0 |
| 2 | Philippines | 84.0 |
| 3 | Georgia | 80.0 |
| 3 | Hong Kong SAR | 80.0 |
| 3 | Mauritius | 80.0 |
| 6 | Guyana | 76.0 |
| 6 | Seychelles | 76.0 |
| 8 | Cambodia | 72.0 |
| 8 | Mali | 72.0 |
| 10 | Burundi | 71.0 |
| 10 | Cape Verde | 71.0 |
| 10 | Mauritania | 71.0 |
| 10 | Mozambique | 71.0 |
| 10 | Nepal | 71.0 |
| 10 | Senegal | 71.0 |
| 10 | Uganda | 71.0 |
| 17 | Kenya | 70.0 |
| 17 | Madagascar | 70.0 |
| 17 | Sri Lanka | 70.0 |
| 20 | Colombia | 67.0 |
| 20 | Singapore | 67.0 |
| 22 | Tanzania | 66.0 |
| 23 | Lao PDR | 64.0 |
| 23 | Mongolia | 64.0 |
| 25 | Thailand | 59.0 |
| 26 | Rwanda | 57.0 |
| 27 | Jordan | 54.0 |
| 28 | Bolivia | 53.0 |
| 28 | Indonesia | 53.0 |
| 30 | United Arab Emirates | 51.0 |
| 31 | Jamaica | 50.0 |
| 31 | Trinidad and Tobago | 50.0 |
| 33 | Malaysia | 48.0 |
| 34 | Bangladesh | 47.0 |
| 34 | El Salvador | 47.0 |
| 34 | Swaziland | 47.0 |
| 37 | Armenia | 45.0 |
| 38 | Ethiopia | 43.0 |
| 39 | Taiwan, China | 42.0 |
| 39 | Tajikistan | 42.0 |
| 41 | Lebanon | 39.0 |
| 42 | Barbados | 37.0 |
| 42 | Iran, Islamic Rep. | 37.0 |
| 44 | Peru | 34.0 |
| 45 | Chile | 33.0 |
| 46 | Korea, Rep. | 32.0 |
| 46 | Kyrgyz Republic | 32.0 |
| 46 | Panama | 32.0 |
| 49 | Australia | 31.0 |
| 50 | Dominican Republic | 30.0 |
| 50 | Morocco | 30.0 |
| 50 | Zambia | 30.0 |
| 53 | Argentina | 29.0 |
| 53 | Botswana | 29.0 |
| 53 | Guatemala | 29.0 |
| 53 | Honduras | 29.0 |
| 53 | Israel | 29.0 |
| 58 | Macedonia, FYR | 28.0 |
| 58 | Montenegro | 28.0 |
| 58 | Turkey | 28.0 |
| 58 | Uruguay | 28.0 |
| 62 | Bahrain | 27.0 |
| 62 | Costa Rica | 27.0 |
| 62 | Nicaragua | 27.0 |
| 62 | Venezuela | 27.0 |
| 66 | Paraguay | 26.0 |
| 67 | Azerbaijan | 25.0 |
| 67 | Serbia | 25.0 |
| 67 | South Africa | 25.0 |
| 70 | Ireland | 24.0 |
| 70 | Zimbabwe | 24.0 |
| 72 | Austria | 23.0 |
| 72 | Belgium | 23.0 |
| 72 | Bulgaria | 23.0 |
| 72 | Croatia | 23.0 |
| 72 | Cyprus | 23.0 |
| 72 | Czech Republic | 23.0 |
| 72 | Denmark | 23.0 |
| 72 | Estonia | 23.0 |
| 72 | Finland | 23.0 |
| 72 | France | 23.0 |
| 72 | Germany | 23.0 |
| 72 | Greece | 23.0 |
| 72 | Hungary | 23.0 |
| 72 | Iceland | 23.0 |
| 72 | Latvia | 23.0 |
| 72 | Lithuania | 23.0 |
| 72 | Luxembourg | 23.0 |
| 72 | Malta | 23.0 |
| 72 | Netherlands | 23.0 |
| 72 | New Zealand | 23.0 |
| 72 | Norway | 23.0 |
| 72 | Poland | 23.0 |
| 72 | Portugal | 23.0 |
| 72 | Romania | 23.0 |
| 72 | Slovak Republic | 23.0 |
| 72 | Slovenia | 23.0 |
| 72 | Spain | 23.0 |
| 72 | Sweden | 23.0 |
| 72 | Switzerland | 23.0 |
| 72 | Tunisia | 23.0 |
| 102 | Albania | 22.0 |
| 102 | Brazil | 22.0 |
| 102 | Egypt | 22.0 |
| 102 | Gambia, The | 22.0 |
| 102 | Italy | 22.0 |
| 102 | Mexico | 22.0 |
| 102 | Namibia | 22.0 |
| 102 | United Kingdom | 22.0 |
| 110 | Lesotho | 21.0 |
| 111 | Bhutan | 20.0 |
| 111 | Japan | 20.0 |
| 111 | Oman | 20.0 |
| 114 | Burkina Faso | 18.0 |
| 114 | Malawi | 18.0 |
| 114 | Moldova | 18.0 |
| 117 | Suriname | 17.0 |
| 118 | Canada | 15.0 |
| 119 | Vietnam | 13.0 |
| 120 | Kuwait | 12.0 |
| 120 | Qatar | 12.0 |
| 120 | Russian Federation | 12.0 |
| 123 | Côte d'Ivoire | 10.0 |
| 123 | Puerto Rico | 10.0 |
| 125 | India | 9.0 |
| 126 | Guinea | 8.0 |
| 127 | United States | 6.0 |
| 128 | Ghana | 5.0 |
| 128 | Kazakhstan | 5.0 |
| 128 | Sierra Leone | 5.0 |
| 131 | Chad | 4.0 |
| 132 | Cameroon | 3.0 |
| 132 | Myanmar | 3.0 |
| 132 | Yemen | 3.0 |
| 135 | Algeria | 2.0 |
| 135 | China | 2.0 |
| 135 | Nigeria | 2.0 |
| 138 | Gabon | 1.0 |
| 138 | Pakistan | 1.0 |
| 140 | Angola | 0.0 |
| 140 | Saudi Arabia | 0.0 |

**Source:** World Tourism Organization (UNWTO)

# 7.02 Openness of bilateral Air Service Agreements

Index measuring the average openness of air service agreements (0 = most restricted, 38 = most liberal) | 2011

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | New Zealand | 35.6 |
| 2 | El Salvador | 27.8 |
| 3 | Taiwan, China | 27.5 |
| 4 | Nicaragua | 26.9 |
| 5 | Australia | 26.9 |
| 6 | Honduras | 26.6 |
| 7 | Guatemala | 24.8 |
| 8 | Jamaica | 24.3 |
| 9 | United States | 24.2 |
| 10 | Japan | 23.6 |
| 11 | Costa Rica | 23.1 |
| 12 | Dominican Republic | 23.0 |
| 13 | Trinidad and Tobago | 21.6 |
| 14 | Canada | 19.5 |
| 15 | Panama | 19.3 |
| 16 | Ireland | 18.7 |
| 17 | Namibia | 17.9 |
| 18 | Chile | 17.7 |
| 19 | Colombia | 17.6 |
| 20 | Peru | 17.1 |
| 21 | Iceland | 16.4 |
| 22 | Singapore | 16.1 |
| 23 | Argentina | 16.1 |
| 24 | Denmark | 15.7 |
| 25 | Barbados | 15.6 |
| 26 | Guyana | 15.1 |
| 27 | Hong Kong SAR | 14.8 |
| 28 | India | 14.6 |
| 29 | Korea, Rep. | 14.5 |
| 30 | Brazil | 14.4 |
| 31 | Indonesia | 14.3 |
| 32 | United Kingdom | 14.3 |
| 33 | Luxembourg | 14.1 |
| 34 | Netherlands | 14.1 |
| 35 | Uruguay | 14.1 |
| 36 | Haiti | 14.0 |
| 36 | Swaziland | 14.0 |
| 38 | Mexico | 14.0 |
| 39 | Germany | 13.9 |
| 40 | France | 13.6 |
| 41 | Suriname | 13.4 |
| 42 | Portugal | 13.3 |
| 43 | Vietnam | 13.1 |
| 44 | Nigeria | 12.4 |
| 45 | Paraguay | 12.4 |
| 46 | Czech Republic | 12.2 |
| 47 | Malaysia | 12.2 |
| 48 | Hungary | 12.2 |
| 49 | Sierra Leone | 12.2 |
| 50 | Ghana | 12.2 |
| 51 | Croatia | 12.1 |
| 52 | Belgium | 11.9 |
| 53 | Cape Verde | 11.7 |
| 54 | Italy | 11.6 |
| 55 | Ethiopia | 11.6 |
| 56 | Switzerland | 11.6 |
| 57 | South Africa | 11.6 |
| 58 | Tanzania | 11.4 |
| 59 | Jordan | 11.4 |
| 60 | Finland | 11.4 |
| 61 | Turkey | 11.3 |
| 62 | United Arab Emirates | 11.3 |
| 63 | Greece | 11.2 |
| 64 | Philippines | 11.2 |
| 65 | Poland | 11.1 |
| 66 | Rwanda | 11.1 |
| 67 | Pakistan | 11.0 |
| 68 | Sweden | 10.9 |
| 69 | Albania | 10.9 |
| 70 | Azerbaijan | 10.7 |
| 71 | Mauritius | 10.5 |
| 72 | Zambia | 10.4 |
| 73 | Qatar | 10.2 |
| 74 | Tunisia | 10.2 |
| 75 | Bahrain | 10.2 |
| 76 | Norway | 10.1 |
| 77 | Cameroon | 10.0 |
| 78 | Morocco | 10.0 |
| 79 | Bhutan | 10.0 |
| 80 | Burundi | 10.0 |
| 81 | Israel | 9.9 |
| 82 | Malawi | 9.9 |
| 83 | Bolivia | 9.8 |
| 84 | Thailand | 9.8 |
| 85 | Lebanon | 9.8 |
| 86 | Senegal | 9.6 |
| 87 | Austria | 9.4 |
| 88 | Venezuela | 9.4 |
| 89 | Lithuania | 9.4 |
| 90 | Gambia, The | 9.3 |
| 91 | Mozambique | 9.2 |
| 92 | Chad | 9.2 |
| 93 | Mauritania | 9.2 |
| 94 | Latvia | 9.1 |
| 95 | Zimbabwe | 9.1 |
| 96 | Madagascar | 9.1 |
| 97 | Serbia | 8.7 |
| 98 | Guinea | 8.5 |
| 99 | Malta | 8.5 |
| 100 | Cambodia | 8.5 |
| 101 | Sri Lanka | 8.4 |
| 102 | Spain | 8.3 |
| 103 | Romania | 8.0 |
| 104 | Oman | 7.8 |
| 105 | Uganda | 7.8 |
| 106 | Kenya | 7.7 |
| 107 | Slovak Republic | 7.7 |
| 108 | Myanmar | 7.5 |
| 109 | Armenia | 7.5 |
| 110 | Mongolia | 7.3 |
| 111 | Bulgaria | 7.3 |
| 112 | Macedonia, FYR | 7.1 |
| 113 | China | 7.1 |
| 114 | Kuwait | 7.0 |
| 115 | Egypt | 7.0 |
| 116 | Côte d'Ivoire | 6.8 |
| 117 | Georgia | 6.8 |
| 118 | Saudi Arabia | 6.8 |
| 119 | Botswana | 6.5 |
| 120 | Mali | 6.4 |
| 121 | Algeria | 6.3 |
| 122 | Bangladesh | 6.2 |
| 123 | Kazakhstan | 6.0 |
| 124 | Russian Federation | 5.7 |
| 125 | Iran, Islamic Rep. | 5.2 |
| 126 | Cyprus | 5.1 |
| 127 | Gabon | 4.7 |
| 128 | Moldova | 4.6 |
| 129 | Slovenia | 4.2 |
| 130 | Yemen | 4.0 |
| 131 | Tajikistan | 4.0 |
| 132 | Nepal | 3.8 |
| 133 | Estonia | 3.4 |
| 134 | Angola | 3.1 |
| 135 | Seychelles | 2.6 |
| 136 | Kyrgyz Republic | 2.6 |
| 137 | Burkina Faso | 2.2 |
| 138 | Lao PDR | 0.6 |
| 139 | Lesotho | 0.2 |
| n/a | Montenegro | n/a |
| n/a | Puerto Rico | n/a |

**Source:** World Trade Organization, based on International Civial Aviation Organization (ICAO) and International Air Transport Association (IATA) data

# 7.03 Number of regional trade agreements in force

Number of goods (RTAs) and services (EIAs) notifications | 2014

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Austria | 46 |
| 1 | Belgium | 46 |
| 1 | Bulgaria | 46 |
| 1 | Croatia | 46 |
| 1 | Cyprus | 46 |
| 1 | Czech Republic | 46 |
| 1 | Denmark | 46 |
| 1 | Estonia | 46 |
| 1 | Finland | 46 |
| 1 | France | 46 |
| 1 | Germany | 46 |
| 1 | Greece | 46 |
| 1 | Hungary | 46 |
| 1 | Ireland | 46 |
| 1 | Italy | 46 |
| 1 | Latvia | 46 |
| 1 | Lithuania | 46 |
| 1 | Luxembourg | 46 |
| 1 | Malta | 46 |
| 1 | Netherlands | 46 |
| 1 | Poland | 46 |
| 1 | Portugal | 46 |
| 1 | Romania | 46 |
| 1 | Slovak Republic | 46 |
| 1 | Slovenia | 46 |
| 1 | Spain | 46 |
| 1 | Sweden | 46 |
| 1 | United Kingdom | 46 |
| 29 | Chile | 42 |
| 30 | Singapore | 38 |
| 31 | Iceland | 35 |
| 31 | Switzerland | 35 |
| 33 | Norway | 34 |
| 34 | Peru | 27 |
| 34 | United States | 27 |
| 36 | Japan | 25 |
| 37 | Panama | 24 |
| 38 | Mexico | 22 |
| 39 | Malaysia | 21 |
| 40 | Costa Rica | 20 |
| 40 | Korea, Rep. | 20 |
| 40 | Turkey | 20 |
| 43 | China | 19 |
| 43 | India | 19 |
| 43 | New Zealand | 19 |
| 46 | El Salvador | 18 |
| 47 | Colombia | 17 |
| 47 | Guatemala | 17 |
| 47 | Honduras | 17 |
| 47 | Thailand | 17 |
| 51 | Australia | 16 |
| 51 | Nicaragua | 16 |
| 51 | Russian Federation | 16 |
| 54 | Canada | 14 |
| 55 | Philippines | 13 |
| 56 | Indonesia | 12 |
| 56 | Taiwan, China | 12 |
| 56 | Vietnam | 12 |
| 59 | Lao PDR | 11 |
| 60 | Myanmar | 10 |
| 60 | Pakistan | 10 |
| 62 | Cambodia | 9 |
| 62 | Jordan | 9 |
| 62 | Kazakhstan | 9 |
| 65 | Armenia | 8 |
| 65 | Georgia | 8 |
| 65 | Kyrgyz Republic | 8 |
| 68 | Israel | 7 |
| 68 | Macedonia, FYR | 7 |
| 68 | Montenegro | 7 |
| 68 | Morocco | 7 |
| 68 | Serbia | 7 |
| 68 | Uruguay | 7 |
| 74 | Brazil | 6 |
| 74 | Dominican Republic | 6 |
| 74 | Egypt | 6 |
| 74 | Hong Kong SAR | 6 |
| 74 | Moldova | 6 |
| 74 | Sri Lanka | 6 |
| 74 | Tunisia | 6 |
| 81 | Albania | 5 |
| 81 | Argentina | 5 |
| 81 | Bangladesh | 5 |
| 81 | Guyana | 5 |
| 81 | Paraguay | 5 |
| 81 | Tanzania | 5 |
| 81 | Trinidad and Tobago | 5 |
| 88 | Azerbaijan | 4 |
| 88 | Bahrain | 4 |
| 88 | Barbados | 4 |
| 88 | Jamaica | 4 |
| 88 | Lesotho | 4 |
| 88 | Mauritius | 4 |
| 88 | Oman | 4 |
| 88 | South Africa | 4 |
| 88 | Suriname | 4 |
| 88 | Swaziland | 4 |
| 88 | Tajikistan | 4 |
| 88 | Zimbabwe | 4 |
| 100 | Bhutan | 3 |
| 100 | Bolivia | 3 |
| 100 | Botswana | 3 |
| 100 | Burundi | 3 |
| 100 | Cameroon | 3 |
| 100 | Côte d'Ivoire | 3 |
| 100 | Kenya | 3 |
| 100 | Lebanon | 3 |
| 100 | Namibia | 3 |
| 100 | Nepal | 3 |
| 100 | Rwanda | 3 |
| 100 | Uganda | 3 |
| 100 | Venezuela | 3 |
| 113 | Algeria | 2 |
| 113 | Angola | 2 |
| 113 | Burkina Faso | 2 |
| 113 | Ghana | 2 |
| 113 | Guinea | 2 |
| 113 | Haiti | 2 |
| 113 | Iran, Islamic Rep. | 2 |
| 113 | Kuwait | 2 |
| 113 | Malawi | 2 |
| 113 | Mali | 2 |
| 113 | Mozambique | 2 |
| 113 | Nigeria | 2 |
| 113 | Qatar | 2 |
| 113 | Saudi Arabia | 2 |
| 113 | Senegal | 2 |
| 113 | United Arab Emirates | 2 |
| 113 | Zambia | 2 |
| 130 | Cape Verde | 1 |
| 130 | Chad | 1 |
| 130 | Ethiopia | 1 |
| 130 | Gabon | 1 |
| 130 | Gambia, The | 1 |
| 130 | Madagascar | 1 |
| 130 | Seychelles | 1 |
| 130 | Sierra Leone | 1 |
| 130 | Yemen | 1 |
| 139 | Mauritania | 0 |
| 139 | Mongolia | 0 |
| n/a | Puerto Rico | n/a |

**Source:** World Trade Organization; Regional Trade Agreements Information System (RTA-IS)

# 8th pillar
# Price Competitiveness

# 8.01 Ticket taxes and airport charges

Index of relative cost of access (ticket taxes and airport charges) to international air transport services (0 = highest cost, 100 = lowest cost) | 2014

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Swaziland | 100.0 |
| 2 | Luxembourg | 97.4 |
| 3 | Iran, Islamic Rep.[1] | 97.3 |
| 4 | Botswana | 96.1 |
| 5 | Cape Verde | 95.9 |
| 6 | Latvia | 95.6 |
| 7 | Kuwait | 95.5 |
| 8 | Puerto Rico | 94.7 |
| 9 | Oman | 93.6 |
| 10 | Bahrain | 92.9 |
| 11 | Indonesia | 92.7 |
| 12 | Philippines | 92.4 |
| 13 | Qatar | 92.3 |
| 14 | Saudi Arabia | 91.7 |
| 15 | Uruguay | 91.4 |
| 16 | India | 91.1 |
| 17 | Taiwan, China | 91.0 |
| 18 | Estonia | 90.5 |
| 19 | Iceland | 90.1 |
| 20 | Malaysia | 89.6 |
| 21 | Norway | 89.5 |
| 22 | Turkey | 88.8 |
| 23 | Korea, Rep. | 88.4 |
| 24 | Guyana | 88.3 |
| 25 | United Arab Emirates | 88.1 |
| 26 | Sweden | 88.1 |
| 27 | Poland | 87.9 |
| 28 | Malta | 87.7 |
| 29 | Angola | 87.7 |
| 30 | Finland | 87.4 |
| 31 | Thailand | 87.0 |
| 32 | Lithuania | 86.8 |
| 33 | Bulgaria | 86.5 |
| 34 | Zambia | 86.3 |
| 35 | Nepal | 86.2 |
| 36 | Pakistan | 86.0 |
| 37 | Mongolia | 86.0 |
| 38 | China | 85.2 |
| 39 | Belgium | 85.2 |
| 40 | Vietnam | 85.2 |
| 41 | Hong Kong SAR | 84.3 |
| 42 | Portugal | 83.9 |
| 43 | Egypt | 83.9 |
| 44 | Algeria | 83.8 |
| 45 | Singapore | 83.7 |
| 46 | Gambia, The | 83.7 |
| 47 | Haiti | 83.5 |
| 48 | Yemen | 83.5 |
| 49 | Lesotho | 83.4 |
| 50 | Tunisia | 83.1 |
| 51 | Chile | 83.0 |
| 52 | Barbados | 82.9 |
| 53 | Kazakhstan | 82.9 |
| 54 | Honduras | 82.8 |
| 55 | Spain | 82.5 |
| 56 | Cambodia | 82.1 |
| 57 | Denmark | 81.4 |
| 58 | Romania | 81.2 |
| 59 | Namibia | 81.2 |
| 60 | Morocco | 81.1 |
| 61 | Trinidad and Tobago | 81.0 |
| 62 | Guatemala | 81.0 |
| 63 | Costa Rica | 80.9 |
| 64 | Greece | 80.6 |
| 65 | Lebanon | 80.5 |
| 66 | Zimbabwe | 80.5 |
| 67 | Cyprus | 80.3 |
| 68 | Czech Republic | 79.9 |
| 69 | Slovenia | 79.8 |
| 70 | Venezuela | 79.5 |
| 71 | Malawi | 79.3 |
| 72 | Montenegro | 78.8 |
| 73 | Nicaragua | 78.3 |
| 74 | Slovak Republic[1] | 78.2 |
| 75 | Panama | 77.9 |
| 76 | Burundi | 77.5 |
| 77 | Israel | 76.9 |
| 78 | Ireland | 76.3 |
| 79 | Rwanda | 76.2 |
| 80 | South Africa | 75.5 |
| 81 | Russian Federation | 75.2 |
| 82 | Japan | 75.1 |
| 83 | Italy | 75.1 |
| 84 | Suriname | 74.8 |
| 85 | Georgia | 74.1 |
| 86 | Serbia | 74.0 |
| 87 | Mozambique | 73.9 |
| 88 | Brazil | 73.8 |
| 89 | Seychelles | 73.6 |
| 90 | Mauritius | 73.3 |
| 91 | Moldova | 73.3 |
| 92 | Jordan | 73.2 |
| 93 | New Zealand | 73.1 |
| 94 | Gabon | 73.1 |
| 95 | Tanzania | 72.9 |
| 96 | Jamaica | 72.9 |
| 97 | Netherlands | 72.8 |
| 98 | Macedonia, FYR | 72.5 |
| 99 | Madagascar | 71.8 |
| 100 | Croatia | 71.7 |
| 101 | Switzerland | 71.6 |
| 102 | Hungary | 71.5 |
| 103 | Kyrgyz Republic | 69.3 |
| 104 | Ethiopia | 69.3 |
| 105 | Uganda | 69.2 |
| 106 | Albania | 69.1 |
| 107 | Paraguay | 68.9 |
| 108 | Nigeria | 68.8 |
| 109 | Mauritania | 65.5 |
| 110 | Germany | 64.4 |
| 111 | Bolivia | 62.9 |
| 112 | Côte d'Ivoire | 62.8 |
| 113 | El Salvador | 62.3 |
| 114 | France | 61.8 |
| 115 | Tajikistan | 61.2 |
| 116 | Mexico | 60.7 |
| 117 | Burkina Faso | 59.9 |
| 118 | Cameroon | 59.4 |
| 119 | Azerbaijan | 58.4 |
| 120 | Kenya | 56.3 |
| 121 | Argentina | 56.3 |
| 122 | Bangladesh | 55.8 |
| 123 | Sierra Leone | 55.1 |
| 124 | Colombia | 54.1 |
| 125 | Austria | 53.6 |
| 126 | Armenia | 51.9 |
| 127 | Australia | 51.7 |
| 128 | United States | 51.1 |
| 129 | Sri Lanka | 47.4 |
| 130 | Canada | 44.7 |
| 131 | Ghana | 43.5 |
| 132 | Mali | 42.0 |
| 133 | Guinea | 41.4 |
| 134 | Peru | 38.7 |
| 135 | Dominican Republic | 31.1 |
| 136 | Senegal | 25.9 |
| 137 | United Kingdom | 17.0 |
| 138 | Chad | 0.0 |
| n/a | Bhutan | n/a |
| n/a | Lao PDR | n/a |
| n/a | Myanmar | n/a |

**Source:** International Air Transport Association, SRS Analyser

[1] 2012

# 8.02 Hotel price index

Average room rates calculated for first-class branded hotels for calendar year (US dollars) | 2013–2014

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Lithuania | 70.5 |
| 2 | Egypt | 73.2 |
| 3 | Slovak Republic | 78.5 |
| 4 | Poland | 79.9 |
| 5 | Bulgaria | 81.6 |
| 6 | Namibia | 83.6 |
| 7 | Hungary | 83.7 |
| 8 | Guatemala | 87.5 |
| 9 | Romania | 88.9 |
| 10 | Latvia | 91.0 |
| 11 | Tunisia | 91.1 |
| 12 | China | 92.0 |
| 13 | Czech Republic | 92.8 |
| 14 | India | 93.0 |
| 15 | Zimbabwe | 93.0 |
| 16 | South Africa | 93.3 |
| 17 | Indonesia | 93.9 |
| 18 | Pakistan | 94.3 |
| 19 | El Salvador | 95.3 |
| 20 | Nicaragua | 97.6 |
| 21 | Botswana | 99.7 |
| 22 | Slovenia | 101.4 |
| 23 | Estonia | 105.9 |
| 24 | Panama | 106.6 |
| 25 | Portugal | 107.5 |
| 26 | Honduras | 107.9 |
| 27 | Malaysia | 109.6 |
| 28 | Thailand | 111.0 |
| 29 | United States | 115.3 |
| 30 | New Zealand | 117.8 |
| 31 | Colombia | 118.5 |
| 32 | Mexico | 120.2 |
| 33 | Serbia | 120.6 |
| 34 | Spain | 121.6 |
| 35 | Sri Lanka | 122.7 |
| 36 | Japan | 122.8 |
| 37 | Philippines | 122.8 |
| 38 | Argentina | 123.0 |
| 39 | Finland | 123.4 |
| 40 | Dominican Republic | 124.0 |
| 41 | Canada | 124.4 |
| 42 | Vietnam | 124.8 |
| 43 | Russian Federation | 125.4 |
| 44 | Germany | 125.9 |
| 45 | Austria | 125.9 |
| 46 | Ireland | 126.0 |
| 47 | Brazil | 127.2 |
| 48 | Zambia | 127.4 |
| 49 | Morocco | 129.0 |
| 50 | Croatia | 130.4 |
| 51 | Uruguay | 133.3 |
| 52 | Luxembourg | 134.5 |
| 53 | Belgium | 134.7 |
| 54 | Netherlands | 137.5 |
| 55 | Georgia | 137.9 |
| 56 | United Kingdom | 139.1 |
| 57 | Tanzania | 139.8 |
| 58 | Turkey | 139.8 |
| 59 | Greece | 141.1 |
| 60 | Malta | 141.5 |
| 61 | Costa Rica | 142.7 |
| 62 | Peru | 143.7 |
| 63 | Kenya | 144.9 |
| 64 | Chile | 145.3 |
| 65 | Cambodia | 147.8 |
| 66 | Denmark | 150.2 |
| 67 | Norway | 151.7 |
| 68 | Jordan | 154.6 |
| 69 | Lebanon | 154.9 |
| 70 | Sweden | 159.8 |
| 71 | Trinidad and Tobago | 159.9 |
| 72 | Kazakhstan | 160.8 |
| 73 | Mozambique | 160.9 |
| 74 | Australia | 162.3 |
| 75 | Cyprus | 164.2 |
| 76 | Italy | 170.5 |
| 77 | Azerbaijan | 174.2 |
| 78 | Korea, Rep. | 179.9 |
| 79 | Qatar | 182.1 |
| 80 | Myanmar | 185.2 |
| 81 | Algeria | 185.7 |
| 82 | Taiwan, China | 189.6 |
| 83 | Ghana | 192.3 |
| 84 | Israel | 201.3 |
| 85 | Bangladesh | 202.0 |
| 86 | Ethiopia | 203.2 |
| 87 | Puerto Rico | 204.5 |
| 88 | United Arab Emirates | 207.9 |
| 89 | Saudi Arabia | 209.6 |
| 90 | Bahrain | 210.5 |
| 91 | Jamaica | 211.0 |
| 92 | Oman | 218.2 |
| 93 | France | 219.8 |
| 94 | Hong Kong SAR | 229.5 |
| 95 | Mauritius | 229.9 |
| 96 | Singapore | 236.3 |
| 97 | Switzerland | 241.6 |
| 98 | Kuwait | 251.3 |
| 99 | Nigeria | 267.4 |
| 100 | Barbados | 337.5 |
| 101 | Seychelles | 374.7 |
| 102 | Venezuela | 664.1 |
| n/a | Albania | n/a |
| n/a | Angola | n/a |
| n/a | Armenia | n/a |
| n/a | Bhutan | n/a |
| n/a | Bolivia | n/a |
| n/a | Burkina Faso | n/a |
| n/a | Burundi | n/a |
| n/a | Cameroon | n/a |
| n/a | Cape Verde | n/a |
| n/a | Chad | n/a |
| n/a | Côte d'Ivoire | n/a |
| n/a | Gabon | n/a |
| n/a | Gambia, The | n/a |
| n/a | Guinea | n/a |
| n/a | Guyana | n/a |
| n/a | Haiti | n/a |
| n/a | Iceland | n/a |
| n/a | Iran, Islamic Rep. | n/a |
| n/a | Kyrgyz Republic | n/a |
| n/a | Lao PDR | n/a |
| n/a | Lesotho | n/a |
| n/a | Macedonia, FYR | n/a |
| n/a | Madagascar | n/a |
| n/a | Malawi | n/a |
| n/a | Mali | n/a |
| n/a | Mauritania | n/a |
| n/a | Moldova | n/a |
| n/a | Mongolia | n/a |
| n/a | Montenegro | n/a |
| n/a | Nepal | n/a |
| n/a | Paraguay | n/a |
| n/a | Rwanda | n/a |
| n/a | Senegal | n/a |
| n/a | Sierra Leone | n/a |
| n/a | Suriname | n/a |
| n/a | Swaziland | n/a |
| n/a | Tajikistan | n/a |
| n/a | Uganda | n/a |
| n/a | Yemen | n/a |

**Source:** Deloitte–STR Global and Smith Travel Research Inc.

# 8.03 Purchasing power parity

Ratio of purchasing power parity (PPP) conversion factor to official exchange rate | 2013 or most recent available

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Pakistan | 0.3 |
| 2 | India | 0.3 |
| 3 | Malawi | 0.3 |
| 4 | Gambia, The | 0.3 |
| 5 | Egypt | 0.3 |
| 6 | Iran, Islamic Rep. | 0.3 |
| 7 | Nepal | 0.3 |
| 8 | Bangladesh | 0.3 |
| 9 | Bhutan | 0.3 |
| 10 | Cambodia | 0.3 |
| 11 | Sri Lanka | 0.3 |
| 12 | Madagascar | 0.3 |
| 13 | Lao PDR | 0.3 |
| 14 | Burundi | 0.3 |
| 15 | Mauritania | 0.4 |
| 16 | Vietnam | 0.4 |
| 17 | Indonesia | 0.4 |
| 18 | Ethiopia | 0.4 |
| 19 | Yemen | 0.4 |
| 20 | Tunisia | 0.4 |
| 21 | Tanzania | 0.4 |
| 22 | Kyrgyz Republic | 0.4 |
| 23 | Thailand | 0.4 |
| 24 | Algeria | 0.4 |
| 25 | Nicaragua | 0.4 |
| 26 | Uganda | 0.4 |
| 27 | Macedonia, FYR | 0.4 |
| 28 | Tajikistan | 0.4 |
| 29 | Lesotho | 0.4 |
| 30 | Burkina Faso | 0.4 |
| 31 | Sierra Leone | 0.4 |
| 32 | Guinea | 0.4 |
| 33 | Philippines | 0.4 |
| 34 | Mongolia | 0.4 |
| 35 | Morocco | 0.4 |
| 36 | Mali | 0.4 |
| 37 | Rwanda | 0.4 |
| 38 | Kenya | 0.4 |
| 39 | Jordan | 0.4 |
| 40 | Albania | 0.4 |
| 41 | Armenia | 0.5 |
| 42 | Malaysia | 0.5 |
| 43 | Swaziland | 0.5 |
| 44 | Azerbaijan | 0.5 |
| 45 | Bulgaria | 0.5 |
| 46 | Ghana | 0.5 |
| 47 | Botswana | 0.5 |
| 48 | Bolivia | 0.5 |
| 49 | Senegal | 0.5 |
| 50 | Guatemala | 0.5 |
| 51 | Moldova | 0.5 |
| 52 | Serbia | 0.5 |
| 53 | Saudi Arabia | 0.5 |
| 54 | Haiti | 0.5 |
| 55 | Zambia | 0.5 |
| 56 | Cameroon | 0.5 |
| 57 | El Salvador | 0.5 |
| 58 | Montenegro | 0.5 |
| 59 | Dominican Republic | 0.5 |
| 60 | Honduras | 0.5 |
| 61 | Chad | 0.5 |
| 62 | Georgia | 0.5 |
| 63 | Oman | 0.5 |
| 64 | Taiwan, China | 0.5 |
| 65 | Côte d'Ivoire | 0.5 |
| 66 | Romania | 0.5 |
| 67 | South Africa | 0.5 |
| 68 | Zimbabwe | 0.5 |
| 69 | Mauritius | 0.5 |
| 70 | Nigeria | 0.5 |
| 71 | Paraguay | 0.5 |
| 72 | Bahrain | 0.6 |
| 73 | Namibia | 0.6 |
| 74 | Peru | 0.6 |
| 75 | Mozambique | 0.6 |
| 76 | Kazakhstan | 0.6 |
| 77 | Panama | 0.6 |
| 78 | China | 0.6 |
| 79 | Hungary | 0.6 |
| 80 | Turkey | 0.6 |
| 81 | Poland | 0.6 |
| 82 | Lebanon | 0.6 |
| 83 | Guyana | 0.6 |
| 84 | Seychelles | 0.6 |
| 85 | Cape Verde | 0.6 |
| 86 | Jamaica | 0.6 |
| 87 | Suriname | 0.6 |
| 88 | Gabon | 0.6 |
| 89 | Trinidad and Tobago | 0.6 |
| 90 | Russian Federation | 0.6 |
| 91 | Lithuania | 0.6 |
| 92 | Mexico | 0.6 |
| 93 | Colombia | 0.6 |
| 94 | Croatia | 0.6 |
| 95 | Kuwait[1] | 0.7 |
| 96 | Latvia | 0.7 |
| 97 | Slovak Republic | 0.7 |
| 98 | Czech Republic | 0.7 |
| 99 | Singapore | 0.7 |
| 100 | Qatar | 0.7 |
| 101 | Hong Kong SAR | 0.7 |
| 102 | Chile | 0.7 |
| 103 | United Arab Emirates[1] | 0.7 |
| 104 | Costa Rica | 0.7 |
| 105 | Estonia | 0.7 |
| 106 | Brazil | 0.7 |
| 107 | Angola | 0.8 |
| 108 | Malta | 0.8 |
| 109 | Korea, Rep. | 0.8 |
| 110 | Venezuela | 0.8 |
| 111 | Slovenia | 0.8 |
| 112 | Portugal | 0.8 |
| 113 | Puerto Rico | 0.8 |
| 114 | Uruguay | 0.8 |
| 115 | Greece | 0.9 |
| 116 | Cyprus | 0.9 |
| 117 | Spain | 0.9 |
| 118 | Barbados[1] | 1.0 |
| 119 | United States | 1.0 |
| 120 | Italy | 1.0 |
| 121 | Germany | 1.0 |
| 122 | Japan | 1.1 |
| 123 | United Kingdom | 1.1 |
| 124 | Ireland | 1.1 |
| 125 | Netherlands | 1.1 |
| 126 | Israel | 1.1 |
| 127 | Austria | 1.1 |
| 128 | France | 1.1 |
| 129 | Belgium | 1.1 |
| 130 | Iceland | 1.1 |
| 131 | New Zealand | 1.2 |
| 132 | Canada | 1.2 |
| 133 | Luxembourg | 1.2 |
| 134 | Finland | 1.2 |
| 135 | Sweden | 1.3 |
| 136 | Denmark | 1.4 |
| 137 | Switzerland | 1.5 |
| 138 | Norway | 1.5 |
| 139 | Australia | 1.5 |
| n/a | Argentina | n/a |
| n/a | Myanmar | n/a |

**Source:** The World Bank, *World Development Indicators* (retrieved on November 2014)

[1] 2012

# 8.04 Fuel price levels

Retail diesel fuel prices expressed as US cents per litre | 2012 or most recent available

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Venezuela | 2.3 |
| 2 | Saudi Arabia | 16.0 |
| 3 | Kuwait | 23.0 |
| 4 | Bahrain | 27.0 |
| 4 | Qatar | 27.0 |
| 6 | Algeria | 29.0 |
| 7 | Oman | 31.0 |
| 8 | Iran, Islamic Rep. | 33.0 |
| 9 | Trinidad and Tobago[4] | 36.0 |
| 10 | Egypt | 45.0 |
| 11 | Indonesia | 47.0 |
| 11 | United Arab Emirates | 47.0 |
| 13 | Yemen | 58.0 |
| 14 | Malaysia | 62.0 |
| 14 | Nigeria | 62.0 |
| 16 | Angola | 63.0 |
| 17 | Puerto Rico[5] | 65.0 |
| 18 | Bolivia | 70.0 |
| 19 | Azerbaijan | 76.0 |
| 20 | Gambia, The[4] | 79.0 |
| 21 | Mexico | 86.0 |
| 22 | Taiwan, China[1] | 87.9 |
| 23 | Kyrgyz Republic | 89.0 |
| 24 | Ghana | 92.0 |
| 25 | Tunisia | 93.0 |
| 26 | Chad | 95.0 |
| 27 | United States | 97.0 |
| 28 | Russian Federation | 99.0 |
| 29 | Kazakhstan | 101.0 |
| 30 | Gabon | 104.0 |
| 30 | Myanmar | 104.0 |
| 32 | Ethiopia | 105.0 |
| 32 | Panama | 105.0 |
| 32 | Sierra Leone | 105.0 |
| 35 | Guyana | 108.0 |
| 36 | Cameroon | 110.0 |
| 37 | Lebanon | 111.0 |
| 38 | Guatemala | 114.0 |
| 38 | Pakistan | 114.0 |
| 40 | Bangladesh | 115.0 |
| 40 | Vietnam | 115.0 |
| 42 | Bhutan | 119.0 |
| 43 | Jamaica | 120.0 |
| 44 | Botswana | 123.0 |
| 44 | Nicaragua | 123.0 |
| 46 | Lesotho | 124.0 |
| 46 | Namibia | 124.0 |
| 48 | Armenia | 125.0 |
| 48 | Barbados[3] | 125.0 |
| 48 | Haiti | 125.0 |
| 48 | Honduras | 125.0 |
| 48 | India | 125.0 |
| 48 | Philippines | 125.0 |
| 54 | El Salvador | 126.0 |
| 55 | Colombia | 128.0 |
| 56 | Mongolia | 129.0 |
| 56 | Sri Lanka | 129.0 |
| 58 | Swaziland | 130.0 |
| 59 | Tanzania | 131.0 |
| 60 | Canada | 132.0 |
| 61 | Lao PDR | 133.0 |
| 62 | Georgia | 134.0 |
| 62 | Guinea | 134.0 |
| 64 | Cambodia | 135.0 |
| 65 | China | 137.0 |
| 65 | Kenya | 137.0 |
| 67 | South Africa | 138.0 |
| 68 | Australia | 139.0 |
| 68 | Brazil | 139.0 |
| 70 | Mali | 141.0 |
| 71 | Moldova | 142.0 |
| 71 | Morocco | 142.0 |
| 71 | Uganda[3] | 142.0 |
| 74 | Burkina Faso | 143.0 |
| 74 | Mauritania | 143.0 |
| 76 | Jordan | 144.0 |
| 76 | Nepal | 144.0 |
| 78 | Tajikistan | 145.0 |
| 79 | Argentina | 146.0 |
| 80 | Burundi | 147.0 |
| 81 | Zambia | 148.0 |
| 82 | Seychelles[2] | 148.7 |
| 83 | Madagascar | 149.0 |
| 84 | Côte d'Ivoire | 151.0 |
| 85 | Zimbabwe | 152.0 |
| 86 | Chile | 156.0 |
| 86 | Thailand | 156.0 |
| 88 | Costa Rica | 157.0 |
| 88 | Suriname | 157.0 |
| 90 | Dominican Republic | 158.0 |
| 90 | Mozambique | 158.0 |
| 92 | Peru | 163.0 |
| 93 | Luxembourg | 164.0 |
| 94 | Mauritius | 165.0 |
| 95 | Singapore | 168.0 |
| 96 | Bulgaria | 169.0 |
| 97 | Romania | 170.0 |
| 98 | Senegal | 172.0 |
| 99 | Rwanda | 173.0 |
| 100 | Paraguay | 174.0 |
| 100 | Poland | 174.0 |
| 102 | Macedonia, FYR | 175.0 |
| 102 | Spain | 175.0 |
| 104 | Estonia | 176.0 |
| 105 | Croatia | 177.0 |
| 105 | Cyprus | 177.0 |
| 105 | New Zealand | 177.0 |
| 108 | Serbia | 178.0 |
| 109 | Korea, Rep. | 180.0 |
| 109 | Latvia | 180.0 |
| 111 | Albania | 181.0 |
| 111 | Austria | 181.0 |
| 113 | Montenegro | 182.0 |
| 114 | Lithuania | 183.0 |
| 115 | Hungary | 184.0 |
| 116 | Slovenia | 186.0 |
| 117 | Switzerland | 188.0 |
| 118 | France | 191.0 |
| 119 | Malta | 192.0 |
| 120 | Czech Republic | 193.0 |
| 120 | Malawi | 193.0 |
| 122 | Germany | 196.0 |
| 123 | Uruguay | 197.0 |
| 124 | Slovak Republic | 198.0 |
| 125 | Iceland | 199.0 |
| 126 | Japan | 200.0 |
| 127 | Israel | 201.0 |
| 128 | Denmark | 202.0 |
| 128 | Ireland | 202.0 |
| 130 | Greece | 206.0 |
| 131 | Finland | 208.0 |
| 132 | Belgium | 209.0 |
| 133 | Sweden | 210.0 |
| 134 | Portugal | 215.0 |
| 135 | Hong Kong SAR | 216.0 |
| 136 | United Kingdom | 217.0 |
| 137 | Italy | 228.0 |
| 138 | Cape Verde | 230.0 |
| 139 | Netherlands | 233.0 |
| 140 | Norway | 253.0 |
| 141 | Turkey | 254.0 |

**Source:** The World Bank, *World Development Indicators* (retrieved on November 2014)

[1] 2014 [2] 2011 [3] 2010 [4] 2008 [5] 2006

# 9th pillar
# Environmental Sustainability

# 9.01 Stringency of environmental regulations

How would you assess the stringency of your country's environmental regulations? (1 = very lax, among the worst in the world; 7 = among the world's most stringent) | 2013–2014 weighted average

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Denmark | 6.3 |
| 2 | Switzerland | 6.3 |
| 3 | Finland | 6.2 |
| 4 | Austria | 6.2 |
| 5 | Germany | 6.1 |
| 6 | Japan | 6.1 |
| 7 | Belgium | 6.0 |
| 8 | Rwanda | 6.0 |
| 9 | Luxembourg | 5.9 |
| 10 | Norway | 5.9 |
| 11 | Sweden | 5.9 |
| 12 | Netherlands | 5.8 |
| 13 | New Zealand | 5.8 |
| 14 | Qatar | 5.7 |
| 15 | Seychelles | 5.7 |
| 16 | Australia | 5.6 |
| 17 | Bhutan | 5.6 |
| 18 | United Arab Emirates | 5.5 |
| 19 | Puerto Rico | 5.5 |
| 20 | Oman | 5.5 |
| 21 | United Kingdom | 5.5 |
| 22 | Brazil | 5.4 |
| 23 | Portugal | 5.4 |
| 24 | Singapore | 5.4 |
| 25 | Iceland | 5.4 |
| 26 | Estonia | 5.4 |
| 27 | Ireland | 5.4 |
| 28 | United States | 5.4 |
| 29 | Slovenia | 5.2 |
| 30 | France | 5.2 |
| 31 | Malaysia | 5.2 |
| 32 | Costa Rica | 5.2 |
| 33 | Czech Republic | 5.1 |
| 34 | Canada | 5.1 |
| 35 | Lithuania | 5.0 |
| 36 | Namibia | 5.0 |
| 37 | Latvia | 4.9 |
| 38 | South Africa | 4.9 |
| 39 | Slovak Republic | 4.9 |
| 40 | Taiwan, China | 4.8 |
| 41 | Sri Lanka | 4.8 |
| 42 | Cyprus | 4.7 |
| 43 | Hungary | 4.7 |
| 44 | Poland | 4.6 |
| 45 | Chile | 4.6 |
| 46 | Saudi Arabia | 4.6 |
| 47 | Spain | 4.6 |
| 48 | Gambia, The | 4.6 |
| 49 | Italy | 4.5 |
| 50 | Uruguay | 4.5 |
| 51 | Croatia | 4.5 |
| 52 | Barbados | 4.4 |
| 53 | Kenya | 4.4 |
| 54 | Botswana | 4.4 |
| 55 | Lesotho | 4.4 |
| 56 | Bahrain | 4.4 |
| 57 | Mauritius | 4.3 |
| 58 | Zambia | 4.3 |
| 59 | Korea, Rep. | 4.3 |
| 60 | Tajikistan | 4.3 |
| 61 | Philippines | 4.2 |
| 62 | Hong Kong SAR | 4.2 |
| 63 | Israel | 4.2 |
| 64 | Montenegro | 4.2 |
| 65 | Swaziland | 4.1 |
| 66 | Jordan | 4.1 |
| 67 | Malta | 4.1 |
| 68 | Greece | 4.0 |
| 69 | Kazakhstan | 4.0 |
| 70 | Macedonia, FYR | 4.0 |
| 71 | Mexico | 4.0 |
| 72 | Turkey | 4.0 |
| 73 | Indonesia | 4.0 |
| 74 | Cape Verde | 4.0 |
| 75 | India | 4.0 |
| 76 | Azerbaijan | 3.9 |
| 77 | Lao PDR | 3.9 |
| 78 | Peru | 3.9 |
| 79 | Zimbabwe | 3.9 |
| 80 | Gabon | 3.9 |
| 81 | Honduras | 3.9 |
| 82 | Panama | 3.9 |
| 83 | Dominican Republic | 3.9 |
| 84 | China | 3.9 |
| 85 | Tunisia | 3.9 |
| 86 | Morocco | 3.8 |
| 87 | Mauritania | 3.8 |
| 88 | Ethiopia | 3.8 |
| 89 | Guyana | 3.8 |
| 90 | Romania | 3.8 |
| 91 | Jamaica | 3.7 |
| 92 | Colombia | 3.7 |
| 93 | Chad | 3.7 |
| 94 | Ghana | 3.7 |
| 95 | Tanzania | 3.7 |
| 96 | Cameroon | 3.7 |
| 97 | Senegal | 3.7 |
| 98 | Bolivia | 3.7 |
| 99 | Serbia | 3.6 |
| 100 | Nicaragua | 3.6 |
| 101 | Guatemala | 3.6 |
| 102 | Russian Federation | 3.6 |
| 103 | Thailand | 3.6 |
| 104 | Iran, Islamic Rep. | 3.6 |
| 105 | Bulgaria | 3.5 |
| 106 | Argentina | 3.4 |
| 107 | Burkina Faso | 3.4 |
| 108 | Nepal | 3.4 |
| 109 | Uganda | 3.4 |
| 110 | Sierra Leone | 3.3 |
| 111 | Armenia | 3.3 |
| 112 | Côte d'Ivoire | 3.3 |
| 113 | Georgia | 3.3 |
| 114 | Madagascar | 3.3 |
| 115 | Paraguay | 3.3 |
| 116 | El Salvador | 3.3 |
| 117 | Venezuela | 3.3 |
| 118 | Malawi | 3.2 |
| 119 | Mozambique | 3.2 |
| 120 | Cambodia | 3.2 |
| 121 | Suriname | 3.2 |
| 122 | Trinidad and Tobago | 3.2 |
| 123 | Bangladesh | 3.2 |
| 124 | Pakistan | 3.1 |
| 125 | Mali | 3.1 |
| 126 | Moldova | 3.1 |
| 127 | Nigeria | 3.1 |
| 128 | Vietnam | 3.0 |
| 129 | Kuwait | 2.9 |
| 130 | Burundi | 2.9 |
| 131 | Kyrgyz Republic | 2.9 |
| 132 | Algeria | 2.8 |
| 133 | Myanmar | 2.8 |
| 134 | Mongolia | 2.7 |
| 135 | Albania | 2.7 |
| 136 | Guinea | 2.6 |
| 137 | Angola | 2.6 |
| 138 | Haiti | 2.3 |
| 139 | Egypt | 2.2 |
| 140 | Lebanon | 2.0 |
| 141 | Yemen | 1.8 |

**Source:** World Economic Forum, Executive Opinion Survey

# 9.02 Enforcement of environmental regulations

In your country, how would you assess the enforcement of environmental regulations? (1 = very lax, among the worst in the world; 7 = among the world's most rigorous) | 2013–2014 weighted average

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Finland | 6.3 |
| 2 | Denmark | 6.2 |
| 3 | Switzerland | 6.2 |
| 4 | Rwanda | 6.1 |
| 5 | Germany | 6.1 |
| 6 | Japan | 6.0 |
| 7 | Austria | 6.0 |
| 8 | Luxembourg | 5.9 |
| 9 | New Zealand | 5.8 |
| 10 | Norway | 5.8 |
| 11 | Sweden | 5.8 |
| 12 | Netherlands | 5.7 |
| 13 | Belgium | 5.6 |
| 14 | Singapore | 5.6 |
| 15 | Qatar | 5.6 |
| 16 | Oman | 5.5 |
| 17 | Australia | 5.5 |
| 18 | Bhutan | 5.4 |
| 19 | United Arab Emirates | 5.4 |
| 20 | Seychelles | 5.4 |
| 21 | United Kingdom | 5.3 |
| 22 | Iceland | 5.3 |
| 23 | Estonia | 5.3 |
| 24 | United States | 5.2 |
| 25 | Puerto Rico | 5.2 |
| 26 | Malaysia | 5.1 |
| 27 | Ireland | 5.1 |
| 28 | Canada | 5.1 |
| 29 | France | 4.9 |
| 30 | Portugal | 4.9 |
| 31 | Slovenia | 4.8 |
| 32 | Czech Republic | 4.7 |
| 33 | Costa Rica | 4.7 |
| 34 | Latvia | 4.7 |
| 35 | Lithuania | 4.6 |
| 36 | Namibia | 4.6 |
| 37 | Brazil | 4.5 |
| 38 | Cyprus | 4.5 |
| 39 | Chile | 4.4 |
| 40 | Tajikistan | 4.4 |
| 41 | Taiwan, China | 4.4 |
| 42 | Saudi Arabia | 4.4 |
| 43 | Zambia | 4.3 |
| 44 | Gambia, The | 4.3 |
| 45 | Spain | 4.3 |
| 46 | Sri Lanka | 4.3 |
| 47 | Kenya | 4.3 |
| 48 | Hong Kong SAR | 4.2 |
| 49 | Uruguay | 4.2 |
| 50 | Botswana | 4.2 |
| 51 | Barbados | 4.2 |
| 52 | Lesotho | 4.2 |
| 53 | Korea, Rep. | 4.1 |
| 54 | Bahrain | 4.1 |
| 55 | Slovak Republic | 4.1 |
| 56 | Poland | 4.1 |
| 57 | Croatia | 4.0 |
| 58 | South Africa | 4.0 |
| 59 | Swaziland | 4.0 |
| 60 | Mauritius | 4.0 |
| 61 | Jordan | 3.9 |
| 62 | Israel | 3.9 |
| 63 | Lao PDR | 3.9 |
| 64 | Indonesia | 3.9 |
| 65 | Honduras | 3.9 |
| 66 | Azerbaijan | 3.9 |
| 67 | Hungary | 3.8 |
| 68 | Kazakhstan | 3.8 |
| 69 | Malta | 3.8 |
| 70 | Philippines | 3.8 |
| 71 | Macedonia, FYR | 3.8 |
| 72 | India | 3.8 |
| 73 | Turkey | 3.7 |
| 74 | Chad | 3.7 |
| 75 | Montenegro | 3.7 |
| 76 | China | 3.7 |
| 77 | Romania | 3.7 |
| 78 | Cape Verde | 3.6 |
| 79 | Ghana | 3.6 |
| 80 | Zimbabwe | 3.6 |
| 81 | Tanzania | 3.6 |
| 82 | Bolivia | 3.6 |
| 83 | Mexico | 3.6 |
| 84 | Italy | 3.6 |
| 85 | Ethiopia | 3.6 |
| 86 | Guyana | 3.5 |
| 87 | Senegal | 3.5 |
| 88 | Mauritania | 3.5 |
| 89 | Morocco | 3.5 |
| 90 | Gabon | 3.5 |
| 91 | Tunisia | 3.5 |
| 92 | Thailand | 3.5 |
| 93 | Greece | 3.5 |
| 94 | Panama | 3.4 |
| 95 | Guatemala | 3.4 |
| 96 | Jamaica | 3.4 |
| 97 | Cameroon | 3.4 |
| 98 | Peru | 3.4 |
| 99 | Iran, Islamic Rep. | 3.4 |
| 100 | Nepal | 3.4 |
| 101 | Colombia | 3.3 |
| 102 | Nicaragua | 3.3 |
| 103 | Uganda | 3.3 |
| 104 | Russian Federation | 3.3 |
| 105 | Dominican Republic | 3.3 |
| 106 | Malawi | 3.3 |
| 107 | Bulgaria | 3.3 |
| 108 | Sierra Leone | 3.3 |
| 109 | Georgia | 3.3 |
| 110 | Burkina Faso | 3.2 |
| 111 | El Salvador | 3.2 |
| 112 | Vietnam | 3.2 |
| 113 | Côte d'Ivoire | 3.1 |
| 114 | Serbia | 3.0 |
| 115 | Mali | 3.0 |
| 116 | Cambodia | 3.0 |
| 117 | Suriname | 3.0 |
| 118 | Moldova | 3.0 |
| 119 | Mozambique | 3.0 |
| 120 | Nigeria | 3.0 |
| 121 | Argentina | 2.9 |
| 122 | Armenia | 2.9 |
| 123 | Madagascar | 2.9 |
| 124 | Bangladesh | 2.9 |
| 125 | Myanmar | 2.9 |
| 126 | Pakistan | 2.8 |
| 127 | Trinidad and Tobago | 2.8 |
| 128 | Kyrgyz Republic | 2.7 |
| 129 | Kuwait | 2.7 |
| 130 | Burundi | 2.7 |
| 131 | Venezuela | 2.6 |
| 132 | Algeria | 2.6 |
| 133 | Albania | 2.6 |
| 134 | Angola | 2.5 |
| 135 | Paraguay | 2.4 |
| 136 | Mongolia | 2.4 |
| 137 | Guinea | 2.2 |
| 138 | Haiti | 2.1 |
| 139 | Egypt | 2.0 |
| 140 | Lebanon | 1.8 |
| 141 | Yemen | 1.7 |

**Source:** World Economic Forum, Executive Opinion Survey

# 9.03 Sustainability of travel and tourism industry development

How effective is your government's efforts to ensure that the Travel & Tourism sector is being developed in a sustainable way? (1 = very ineffective, development of the sector does not take into account issues related to environmental protection and sustainable development; 7 = very effective, issues related to environmental protection and sustainable development are at the core of the government's strategy) | 2013–2014 weighted average

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | United Arab Emirates | 6.5 |
| 2 | Seychelles | 6.0 |
| 3 | Rwanda | 5.9 |
| 4 | New Zealand | 5.9 |
| 5 | Singapore | 5.8 |
| 6 | Qatar | 5.8 |
| 7 | Malaysia | 5.7 |
| 8 | Austria | 5.7 |
| 9 | Switzerland | 5.7 |
| 10 | Gambia, The | 5.6 |
| 11 | Bhutan | 5.5 |
| 12 | Ireland | 5.5 |
| 13 | Malta | 5.4 |
| 14 | Costa Rica | 5.4 |
| 15 | Sri Lanka | 5.4 |
| 16 | Finland | 5.3 |
| 17 | Oman | 5.3 |
| 18 | Namibia | 5.2 |
| 19 | Mauritius | 5.1 |
| 20 | Zambia | 5.1 |
| 21 | Morocco | 5.1 |
| 22 | South Africa | 5.1 |
| 23 | Luxembourg | 5.1 |
| 24 | Lao PDR | 5.1 |
| 25 | Cyprus | 5.1 |
| 26 | Mali | 5.1 |
| 27 | Hong Kong SAR | 5.0 |
| 28 | Kenya | 5.0 |
| 29 | Australia | 5.0 |
| 30 | Portugal | 5.0 |
| 31 | Botswana | 5.0 |
| 32 | Sweden | 5.0 |
| 33 | Barbados | 5.0 |
| 34 | United States | 5.0 |
| 35 | Panama | 5.0 |
| 36 | United Kingdom | 4.9 |
| 37 | Canada | 4.9 |
| 38 | Uruguay | 4.9 |
| 39 | Dominican Republic | 4.9 |
| 40 | Jamaica | 4.9 |
| 41 | Japan | 4.9 |
| 42 | Belgium | 4.9 |
| 43 | Estonia | 4.9 |
| 44 | Germany | 4.9 |
| 45 | Spain | 4.8 |
| 46 | Montenegro | 4.8 |
| 47 | Macedonia, FYR | 4.8 |
| 48 | France | 4.8 |
| 49 | Peru | 4.8 |
| 50 | Netherlands | 4.8 |
| 51 | Iceland | 4.7 |
| 52 | Norway | 4.7 |
| 53 | Taiwan, China | 4.7 |
| 54 | Turkey | 4.7 |
| 55 | Puerto Rico | 4.7 |
| 56 | Philippines | 4.7 |
| 57 | Indonesia | 4.6 |
| 58 | China | 4.6 |
| 59 | Croatia | 4.6 |
| 60 | Mexico | 4.6 |
| 61 | Thailand | 4.5 |
| 62 | Swaziland | 4.5 |
| 63 | Lesotho | 4.5 |
| 64 | Azerbaijan | 4.5 |
| 65 | Jordan | 4.5 |
| 66 | El Salvador | 4.5 |
| 67 | Latvia | 4.5 |
| 68 | Colombia | 4.5 |
| 69 | Saudi Arabia | 4.4 |
| 70 | Cape Verde | 4.4 |
| 71 | Denmark | 4.4 |
| 72 | Uganda | 4.4 |
| 73 | Tanzania | 4.3 |
| 74 | Greece | 4.3 |
| 75 | Bahrain | 4.3 |
| 76 | Georgia | 4.3 |
| 77 | Senegal | 4.3 |
| 78 | Tunisia | 4.3 |
| 79 | Myanmar | 4.3 |
| 80 | Cambodia | 4.3 |
| 81 | Nicaragua | 4.2 |
| 82 | Tajikistan | 4.2 |
| 83 | Chile | 4.2 |
| 84 | Hungary | 4.2 |
| 85 | Honduras | 4.2 |
| 86 | Ethiopia | 4.1 |
| 87 | Burkina Faso | 4.1 |
| 88 | Chad | 4.1 |
| 89 | India | 4.1 |
| 90 | Haiti | 4.1 |
| 91 | Ghana | 4.0 |
| 92 | Albania | 4.0 |
| 93 | Czech Republic | 4.0 |
| 94 | Guyana | 4.0 |
| 95 | Nepal | 3.9 |
| 96 | Kazakhstan | 3.9 |
| 97 | Zimbabwe | 3.9 |
| 98 | Lithuania | 3.9 |
| 99 | Korea, Rep. | 3.9 |
| 100 | Madagascar | 3.9 |
| 101 | Mozambique | 3.9 |
| 102 | Russian Federation | 3.8 |
| 103 | Slovenia | 3.8 |
| 104 | Côte d'Ivoire | 3.8 |
| 105 | Vietnam | 3.8 |
| 106 | Gabon | 3.8 |
| 107 | Sierra Leone | 3.8 |
| 108 | Malawi | 3.8 |
| 109 | Cameroon | 3.8 |
| 110 | Israel | 3.7 |
| 111 | Armenia | 3.7 |
| 112 | Poland | 3.7 |
| 113 | Argentina | 3.7 |
| 114 | Bulgaria | 3.7 |
| 115 | Egypt | 3.6 |
| 116 | Bolivia | 3.6 |
| 117 | Paraguay | 3.6 |
| 118 | Brazil | 3.6 |
| 119 | Suriname | 3.5 |
| 120 | Guatemala | 3.5 |
| 121 | Serbia | 3.4 |
| 122 | Romania | 3.4 |
| 123 | Nigeria | 3.4 |
| 124 | Kyrgyz Republic | 3.4 |
| 125 | Trinidad and Tobago | 3.3 |
| 126 | Iran, Islamic Rep. | 3.3 |
| 127 | Slovak Republic | 3.2 |
| 128 | Mauritania | 3.2 |
| 129 | Algeria | 3.2 |
| 130 | Lebanon | 3.1 |
| 131 | Burundi | 3.1 |
| 132 | Moldova | 3.1 |
| 133 | Italy | 3.1 |
| 134 | Guinea | 3.1 |
| 135 | Bangladesh | 3.0 |
| 136 | Mongolia | 3.0 |
| 137 | Pakistan | 3.0 |
| 138 | Kuwait | 2.3 |
| 139 | Yemen | 2.2 |
| 140 | Angola | 2.2 |
| 141 | Venezuela | 2.0 |

**Source:** World Economic Forum, Executive Opinion Survey

# 9.04 Particulate matter (2.5) concentration

Population-weighted exposure to $PM_{2.5}$ (micro-grams per cubic metre) | 2012

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Seychelles | 0.9 |
| 2 | Mauritius | 1.5 |
| 3 | New Zealand | 2.1 |
| 4 | Madagascar | 2.2 |
| 5 | Guyana | 2.5 |
| 6 | Suriname | 2.8 |
| 7 | Iceland | 3.0 |
| 8 | Trinidad and Tobago | 3.0 |
| 9 | Barbados | 3.0 |
| 9 | Panama | 3.0 |
| 11 | Australia | 3.2 |
| 12 | Mozambique | 3.8 |
| 13 | Mauritania | 3.8 |
| 14 | Uruguay | 3.9 |
| 15 | Puerto Rico | 4.0 |
| 16 | Sierra Leone | 4.1 |
| 17 | Mali | 4.1 |
| 18 | Cape Verde | 4.3 |
| 19 | Nicaragua | 4.3 |
| 20 | Senegal | 4.5 |
| 21 | Norway | 4.5 |
| 22 | Colombia | 4.5 |
| 23 | Kenya | 4.6 |
| 24 | Gambia, The | 4.7 |
| 25 | Côte d'Ivoire | 5.0 |
| 26 | Burkina Faso | 5.0 |
| 26 | Ireland | 5.0 |
| 26 | Zimbabwe | 5.0 |
| 29 | Malawi | 5.0 |
| 30 | Argentina | 5.1 |
| 30 | Mongolia | 5.1 |
| 32 | Brazil | 5.1 |
| 33 | Paraguay | 5.1 |
| 34 | Guinea | 5.1 |
| 35 | Singapore | 5.2 |
| 36 | Jamaica | 5.2 |
| 37 | Dominican Republic | 5.2 |
| 38 | Costa Rica | 5.2 |
| 39 | Chad | 5.3 |
| 40 | Tanzania | 5.4 |
| 41 | Honduras | 5.4 |
| 42 | Finland | 5.5 |
| 42 | Gabon | 5.5 |
| 44 | Botswana | 5.8 |
| 45 | Chile | 5.8 |
| 46 | Namibia | 5.9 |
| 47 | Guatemala | 6.1 |
| 48 | Venezuela | 6.2 |
| 49 | Swaziland | 6.2 |
| 50 | South Africa | 6.2 |
| 51 | Malta | 6.4 |
| 52 | Ethiopia | 6.5 |
| 52 | Sweden | 6.5 |
| 54 | Haiti | 6.6 |
| 55 | Lesotho | 6.6 |
| 56 | Philippines | 6.7 |
| 57 | Portugal | 6.7 |
| 58 | Cameroon | 6.7 |
| 59 | Bolivia | 6.9 |
| 60 | Canada | 6.9 |
| 61 | Estonia | 7.0 |
| 62 | El Salvador | 7.1 |
| 63 | Morocco | 7.3 |
| 64 | Kazakhstan | 7.4 |
| 65 | United States | 7.5 |
| 66 | Algeria | 7.7 |
| 67 | Tunisia | 7.7 |
| 68 | Angola | 7.8 |
| 69 | Uganda | 7.8 |
| 70 | Kyrgyz Republic | 7.8 |
| 71 | Spain | 7.9 |
| 72 | Peru | 8.0 |
| 73 | Ghana | 8.2 |
| 73 | Nigeria | 8.2 |
| 73 | Zambia | 8.2 |
| 76 | Oman | 8.3 |
| 77 | United Kingdom | 8.7 |
| 78 | Latvia | 8.9 |
| 79 | Sri Lanka | 9.2 |
| 80 | Indonesia | 9.2 |
| 81 | Rwanda | 9.3 |
| 82 | Cambodia | 9.6 |
| 83 | Russian Federation | 9.8 |
| 84 | Denmark | 9.9 |
| 85 | Mexico | 10.2 |
| 86 | Yemen | 10.4 |
| 87 | Burundi | 10.4 |
| 88 | Malaysia | 10.7 |
| 89 | France | 10.7 |
| 90 | Georgia | 10.7 |
| 91 | Cyprus | 11.1 |
| 92 | Azerbaijan | 11.1 |
| 93 | Iran, Islamic Rep. | 11.3 |
| 94 | Greece | 11.6 |
| 95 | United Arab Emirates | 11.7 |
| 96 | Japan | 11.7 |
| 97 | Lithuania | 11.8 |
| 98 | Saudi Arabia | 11.9 |
| 99 | Montenegro | 12.1 |
| 100 | Turkey | 12.1 |
| 101 | Luxembourg | 12.6 |
| 102 | Jordan | 12.7 |
| 103 | Armenia | 12.9 |
| 104 | Tajikistan | 13.2 |
| 105 | Albania | 13.2 |
| 105 | Israel | 13.2 |
| 107 | Germany | 13.3 |
| 108 | Italy | 13.3 |
| 109 | Croatia | 13.5 |
| 110 | Bulgaria | 13.6 |
| 111 | Slovenia | 13.7 |
| 112 | Serbia | 14.0 |
| 113 | Moldova | 14.0 |
| 114 | Austria | 14.0 |
| 115 | Myanmar | 14.1 |
| 116 | Netherlands | 14.1 |
| 117 | Lebanon | 14.2 |
| 118 | Switzerland | 14.2 |
| 119 | Macedonia, FYR | 14.5 |
| 120 | Qatar | 14.5 |
| 121 | Bahrain | 14.5 |
| 122 | Taiwan, China | 14.6 |
| 123 | Thailand | 14.6 |
| 124 | Romania | 14.9 |
| 125 | Czech Republic | 15.1 |
| 126 | Slovak Republic | 15.1 |
| 127 | Hong Kong SAR | 15.4 |
| 128 | Belgium | 15.6 |
| 129 | Hungary | 15.6 |
| 130 | Poland | 15.7 |
| 131 | Egypt | 17.5 |
| 132 | Vietnam | 17.9 |
| 133 | Kuwait | 18.9 |
| 134 | Korea, Rep. | 19.9 |
| 135 | Lao PDR | 21.1 |
| 136 | Bhutan | 22.2 |
| 137 | Pakistan | 29.4 |
| 138 | Bangladesh | 29.6 |
| 139 | Nepal | 30.5 |
| 140 | India | 32.0 |
| 141 | China | 48.0 |

**Source:** Yale University and Columbia University, Environmental Performance Index (EPI) 2012 edition based on NASA MODIS and MISR data,van Donkelaar et al. [2010], Battelle, and CIESIN

# 9.05 Environmental treaty ratifications

Total number of ratified environmental treaties | 2014

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Denmark | 25 |
| 1 | Norway | 25 |
| 1 | Spain | 25 |
| 4 | France | 24 |
| 4 | Germany | 24 |
| 4 | Netherlands | 24 |
| 4 | Poland | 24 |
| 4 | Portugal | 24 |
| 4 | Slovenia | 24 |
| 4 | Sweden | 24 |
| 11 | Australia | 23 |
| 11 | Bulgaria | 23 |
| 11 | Côte d'Ivoire | 23 |
| 11 | Estonia | 23 |
| 11 | Finland | 23 |
| 11 | Gabon | 23 |
| 11 | Greece | 23 |
| 11 | Hungary | 23 |
| 11 | India | 23 |
| 11 | Ireland | 23 |
| 11 | Japan | 23 |
| 11 | Kenya | 23 |
| 11 | Korea, Rep. | 23 |
| 11 | Panama | 23 |
| 11 | Switzerland | 23 |
| 11 | United Kingdom | 23 |
| 11 | Uruguay | 23 |
| 28 | Belgium | 22 |
| 28 | Brazil | 22 |
| 28 | Croatia | 22 |
| 28 | Cyprus | 22 |
| 28 | Guinea | 22 |
| 28 | Italy | 22 |
| 28 | Lithuania | 22 |
| 28 | Luxembourg | 22 |
| 28 | Mauritius | 22 |
| 28 | Morocco | 22 |
| 28 | New Zealand | 22 |
| 28 | Philippines | 22 |
| 28 | Romania | 22 |
| 28 | South Africa | 22 |
| 42 | Albania | 21 |
| 42 | Austria | 21 |
| 42 | Cameroon | 21 |
| 42 | China | 21 |
| 42 | Costa Rica | 21 |
| 42 | Czech Republic | 21 |
| 42 | Egypt | 21 |
| 42 | Ghana | 21 |
| 42 | Guatemala | 21 |
| 42 | Honduras | 21 |
| 42 | Iran, Islamic Rep. | 21 |
| 42 | Jordan | 21 |
| 42 | Latvia | 21 |
| 42 | Mexico | 21 |
| 42 | Mozambique | 21 |
| 42 | Oman | 21 |
| 42 | Peru | 21 |
| 42 | Senegal | 21 |
| 42 | Seychelles | 21 |
| 42 | Slovak Republic | 21 |
| 42 | Tanzania | 21 |
| 63 | Canada | 20 |
| 63 | Chile | 20 |
| 63 | Indonesia | 20 |
| 63 | Madagascar | 20 |
| 63 | Malta | 20 |
| 63 | Mauritania | 20 |
| 63 | Namibia | 20 |
| 63 | Nigeria | 20 |
| 63 | Pakistan | 20 |
| 63 | Trinidad and Tobago | 20 |
| 73 | Argentina | 19 |
| 73 | Bangladesh | 19 |
| 73 | Cape Verde | 19 |
| 73 | Iceland | 19 |
| 73 | Jamaica | 19 |
| 73 | Malawi | 19 |
| 73 | Malaysia | 19 |
| 73 | Mongolia | 19 |
| 73 | Montenegro | 19 |
| 73 | Russian Federation | 19 |
| 73 | Serbia | 19 |
| 73 | Sri Lanka | 19 |
| 73 | Suriname | 19 |
| 73 | Tunisia | 19 |
| 87 | Algeria | 18 |
| 87 | Bolivia | 18 |
| 87 | Burkina Faso | 18 |
| 87 | Cambodia | 18 |
| 87 | Colombia | 18 |
| 87 | Dominican Republic | 18 |
| 87 | Gambia, The | 18 |
| 87 | Georgia | 18 |
| 87 | Guyana | 18 |
| 87 | Lebanon | 18 |
| 87 | Mali | 18 |
| 87 | Nicaragua | 18 |
| 87 | Saudi Arabia | 18 |
| 87 | Uganda | 18 |
| 87 | United Arab Emirates | 18 |
| 87 | Vietnam | 18 |
| 87 | Yemen | 18 |
| 104 | Armenia | 17 |
| 104 | Barbados | 17 |
| 104 | Burundi | 17 |
| 104 | Chad | 17 |
| 104 | Moldova | 17 |
| 104 | Myanmar | 17 |
| 104 | Paraguay | 17 |
| 104 | Qatar | 17 |
| 104 | Swaziland | 17 |
| 104 | Thailand | 17 |
| 104 | Zimbabwe | 17 |
| 115 | Angola | 16 |
| 115 | Bahrain | 16 |
| 115 | Botswana | 16 |
| 115 | El Salvador | 16 |
| 115 | Ethiopia | 16 |
| 115 | Lesotho | 16 |
| 115 | Macedonia, FYR | 16 |
| 115 | Rwanda | 16 |
| 115 | Sierra Leone | 16 |
| 115 | Singapore | 16 |
| 115 | Turkey | 16 |
| 115 | Venezuela | 16 |
| 115 | Zambia | 16 |
| 128 | Azerbaijan | 15 |
| 128 | Israel | 15 |
| 128 | Kazakhstan | 15 |
| 128 | Kuwait | 15 |
| 128 | Kyrgyz Republic | 15 |
| 128 | Nepal | 15 |
| 134 | Bhutan | 14 |
| 134 | United States | 14 |
| 136 | Tajikistan | 12 |
| 137 | Haiti | 10 |
| n/a | Hong Kong SAR | n/a |
| n/a | Lao PDR | n/a |
| n/a | Puerto Rico | n/a |
| n/a | Taiwan, China | n/a |

**Source:** The International Union for Conservation of Nature (IUCN), Environmental Law Centre *ELIS Treaty Database*

# 9.06 Baseline water stress

Normalized (0–5) ratio of total annual water withdrawals to total available annual renewable supply | 2010

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Burundi | 0.0 |
| 1 | Rwanda | 0.0 |
| 3 | Burkina Faso | 0.0 |
| 4 | Uganda | 0.0 |
| 5 | Paraguay | 0.0 |
| 6 | Lao PDR | 0.0 |
| 7 | Croatia | 0.0 |
| 8 | Slovenia | 0.0 |
| 9 | Côte d'Ivoire | 0.0 |
| 10 | Guinea | 0.1 |
| 11 | Honduras | 0.1 |
| 12 | Zambia | 0.1 |
| 13 | Taiwan, China | 0.1 |
| 14 | Malawi | 0.1 |
| 15 | Cameroon | 0.1 |
| 16 | Ghana | 0.1 |
| 17 | Iceland | 0.1 |
| 18 | Slovak Republic | 0.2 |
| 19 | Mali | 0.2 |
| 20 | Senegal | 0.2 |
| 21 | Suriname | 0.3 |
| 22 | Nigeria | 0.3 |
| 23 | Myanmar | 0.3 |
| 24 | Montenegro | 0.3 |
| 25 | Austria | 0.3 |
| 26 | Colombia | 0.3 |
| 27 | Latvia | 0.4 |
| 28 | Norway | 0.4 |
| 29 | Gambia, The | 0.4 |
| 30 | Panama | 0.4 |
| 31 | Cambodia | 0.4 |
| 32 | Bhutan | 0.5 |
| 33 | Hungary | 0.5 |
| 34 | Sierra Leone | 0.5 |
| 35 | Chad | 0.5 |
| 36 | Serbia | 0.6 |
| 37 | Mauritania | 0.6 |
| 38 | Ethiopia | 0.6 |
| 39 | Zimbabwe | 0.6 |
| 40 | Bangladesh | 0.6 |
| 41 | Bolivia | 0.7 |
| 42 | Kenya | 0.7 |
| 43 | Mozambique | 0.8 |
| 44 | Romania | 0.8 |
| 45 | Uruguay | 0.9 |
| 46 | Brazil | 0.9 |
| 47 | Denmark | 1.0 |
| 48 | Finland | 1.0 |
| 49 | Vietnam | 1.0 |
| 50 | Nicaragua | 1.0 |
| 51 | Guatemala | 1.0 |
| 52 | Switzerland | 1.1 |
| 53 | Czech Republic | 1.1 |
| 54 | Lithuania | 1.2 |
| 55 | Canada | 1.2 |
| 56 | Russian Federation | 1.2 |
| 57 | Madagascar | 1.2 |
| 58 | Bulgaria | 1.3 |
| 59 | Sweden | 1.3 |
| 60 | Poland | 1.3 |
| 61 | Egypt | 1.3 |
| 62 | New Zealand | 1.4 |
| 63 | Botswana | 1.4 |
| 64 | Moldova | 1.5 |
| 65 | El Salvador | 1.5 |
| 66 | Tanzania | 1.5 |
| 67 | Georgia | 1.5 |
| 68 | Angola | 1.5 |
| 69 | Gabon | 1.6 |
| 70 | Thailand | 1.7 |
| 71 | Netherlands | 1.7 |
| 72 | France | 1.8 |
| 73 | Guyana | 1.8 |
| 74 | Namibia | 1.9 |
| 75 | Albania | 1.9 |
| 76 | Germany | 1.9 |
| 77 | Costa Rica | 1.9 |
| 78 | Malaysia | 2.1 |
| 79 | Venezuela | 2.3 |
| 80 | Haiti | 2.4 |
| 81 | Nepal | 2.4 |
| 82 | Luxembourg | 2.5 |
| 83 | Argentina | 2.5 |
| 84 | United Kingdom | 2.6 |
| 85 | Macedonia, FYR | 2.6 |
| 86 | Estonia | 2.8 |
| 87 | United States | 2.9 |
| 88 | Ireland | 2.9 |
| 89 | China | 2.9 |
| 90 | Sri Lanka | 3.0 |
| 91 | Turkey | 3.0 |
| 92 | South Africa | 3.0 |
| 93 | Japan | 3.1 |
| 94 | Armenia | 3.1 |
| 95 | Swaziland | 3.1 |
| 96 | Belgium | 3.2 |
| 97 | Peru | 3.2 |
| 98 | Chile | 3.2 |
| 99 | Indonesia | 3.3 |
| 100 | Greece | 3.3 |
| 101 | Philippines | 3.3 |
| 102 | Portugal | 3.3 |
| 103 | Italy | 3.4 |
| 104 | Azerbaijan | 3.4 |
| 105 | Tunisia | 3.4 |
| 106 | Algeria | 3.4 |
| 107 | Dominican Republic | 3.5 |
| 108 | Australia | 3.5 |
| 109 | Mexico | 3.5 |
| 110 | Tajikistan | 3.5 |
| 111 | Korea, Rep. | 3.5 |
| 112 | India | 3.6 |
| 113 | Spain | 3.7 |
| 114 | Lesotho | 4.0 |
| 115 | Kazakhstan | 4.0 |
| 116 | Mongolia | 4.0 |
| 117 | Morocco | 4.2 |
| 118 | Pakistan | 4.3 |
| 119 | Lebanon | 4.5 |
| 120 | Jordan | 4.6 |
| 121 | Yemen | 4.7 |
| 122 | Iran, Islamic Rep. | 4.8 |
| 123 | Kyrgyz Republic | 4.8 |
| 124 | Israel | 4.8 |
| 125 | Oman | 4.9 |
| 126 | Kuwait | 5.0 |
| 127 | Saudi Arabia | 5.0 |
| 128 | Bahrain | 5.0 |
| 128 | Barbados | 5.0 |
| 128 | Cyprus | 5.0 |
| 128 | Jamaica | 5.0 |
| 128 | Malta | 5.0 |
| 128 | Qatar | 5.0 |
| 128 | Singapore | 5.0 |
| 128 | Trinidad and Tobago | 5.0 |
| 128 | United Arab Emirates | 5.0 |
| n/a | Cape Verde | n/a |
| n/a | Hong Kong SAR | n/a |
| n/a | Mauritius | n/a |
| n/a | Puerto Rico | n/a |
| n/a | Seychelles | n/a |

**Source:** World Resources Institute, *Aqueduct Country and River Basin Rankings*

# 9.07 Threatened species

Threatened species as a percentage of total species (mammals, birds and amphibians) | 2014

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Luxembourg | 0.4 |
| 2 | Sweden | 1.4 |
| 3 | Denmark | 1.4 |
| 4 | Switzerland | 1.5 |
| 5 | Belgium | 1.7 |
| 6 | Suriname | 1.8 |
| 7 | Estonia | 1.8 |
| 8 | Netherlands | 1.9 |
| 9 | Latvia | 2.0 |
| 10 | Barbados | 2.1 |
| 11 | Finland | 2.1 |
| 12 | Czech Republic | 2.3 |
| 13 | Bahrain | 2.5 |
| 14 | United Kingdom | 2.6 |
| 15 | Malta | 2.6 |
| 16 | Guyana | 2.6 |
| 17 | Trinidad and Tobago | 2.7 |
| 18 | Lesotho | 2.7 |
| 19 | Botswana | 2.8 |
| 20 | Slovak Republic | 2.8 |
| 21 | Germany | 2.8 |
| 22 | Albania | 2.8 |
| 23 | Lithuania | 2.8 |
| 24 | Zambia | 2.9 |
| 25 | Austria | 2.9 |
| 26 | Gabon | 3.0 |
| 27 | Slovenia | 3.0 |
| 28 | Swaziland | 3.0 |
| 29 | Ireland | 3.0 |
| 30 | Hungary | 3.1 |
| 31 | Burkina Faso | 3.2 |
| 32 | Canada | 3.2 |
| 33 | Qatar | 3.2 |
| 34 | Cyprus | 3.2 |
| 35 | Angola | 3.2 |
| 36 | Poland | 3.3 |
| 37 | Norway | 3.3 |
| 38 | Gambia, The | 3.3 |
| 39 | El Salvador | 3.3 |
| 40 | Malawi | 3.4 |
| 41 | Nicaragua | 3.5 |
| 42 | Mali | 3.6 |
| 43 | Zimbabwe | 3.6 |
| 44 | France | 3.7 |
| 45 | Moldova | 3.8 |
| 46 | Burundi | 3.9 |
| 47 | Macedonia, FYR | 3.9 |
| 48 | Paraguay | 3.9 |
| 49 | Chad | 4.0 |
| 50 | Serbia | 4.0 |
| 51 | Senegal | 4.0 |
| 52 | Uganda | 4.1 |
| 53 | Kuwait | 4.3 |
| 54 | Sierra Leone | 4.4 |
| 55 | Kyrgyz Republic | 4.5 |
| 56 | Montenegro | 4.6 |
| 57 | Bulgaria | 4.7 |
| 58 | Mozambique | 4.7 |
| 59 | Azerbaijan | 4.8 |
| 60 | Romania | 4.8 |
| 61 | Nigeria | 4.8 |
| 62 | Namibia | 4.9 |
| 63 | Ghana | 4.9 |
| 64 | United Arab Emirates | 4.9 |
| 65 | Oman | 4.9 |
| 66 | Mauritania | 5.0 |
| 67 | Tajikistan | 5.0 |
| 68 | Portugal | 5.0 |
| 69 | Guinea | 5.1 |
| 70 | Italy | 5.1 |
| 71 | Lebanon | 5.1 |
| 72 | Rwanda | 5.2 |
| 73 | Croatia | 5.2 |
| 74 | Saudi Arabia | 5.2 |
| 75 | Iceland | 5.2 |
| 76 | Kenya | 5.2 |
| 77 | Tunisia | 5.3 |
| 78 | Armenia | 5.3 |
| 79 | Bolivia | 5.5 |
| 80 | Jordan | 5.6 |
| 81 | Georgia | 5.6 |
| 82 | Singapore | 5.7 |
| 83 | Greece | 5.7 |
| 84 | Yemen | 5.8 |
| 85 | Egypt | 5.8 |
| 86 | Côte d'Ivoire | 5.9 |
| 87 | Israel | 6.2 |
| 88 | Spain | 6.2 |
| 89 | Mongolia | 6.2 |
| 90 | Iran, Islamic Rep. | 6.3 |
| 91 | Bhutan | 6.4 |
| 92 | Kazakhstan | 6.4 |
| 93 | Algeria | 6.5 |
| 94 | Ethiopia | 6.5 |
| 95 | Morocco | 6.5 |
| 96 | Myanmar | 6.6 |
| 97 | Panama | 6.6 |
| 98 | Nepal | 6.6 |
| 99 | Uruguay | 6.7 |
| 100 | Pakistan | 6.8 |
| 101 | Cape Verde | 6.9 |
| 102 | Honduras | 7.4 |
| 103 | Costa Rica | 7.4 |
| 104 | Venezuela | 7.4 |
| 105 | Lao PDR | 7.6 |
| 106 | South Africa | 7.6 |
| 107 | Argentina | 7.7 |
| 108 | Turkey | 7.7 |
| 109 | Thailand | 7.9 |
| 110 | Puerto Rico | 8.0 |
| 111 | Russian Federation | 8.2 |
| 112 | Taiwan, China | 8.4 |
| 113 | Cameroon | 8.6 |
| 114 | Bangladesh | 8.6 |
| 115 | Brazil | 8.6 |
| 116 | Korea, Rep. | 8.8 |
| 117 | Tanzania | 8.9 |
| 118 | Vietnam | 9.2 |
| 119 | Cambodia | 9.3 |
| 120 | Hong Kong SAR | 9.7 |
| 121 | Peru | 10.3 |
| 122 | Guatemala | 10.4 |
| 123 | United States | 10.5 |
| 124 | Chile | 11.5 |
| 125 | China | 11.5 |
| 126 | Jamaica | 11.7 |
| 127 | Australia | 11.9 |
| 128 | Colombia | 13.0 |
| 129 | Indonesia | 13.1 |
| 130 | Malaysia | 13.3 |
| 131 | Japan | 13.3 |
| 132 | India | 13.6 |
| 133 | Dominican Republic | 15.8 |
| 134 | Mauritius | 16.7 |
| 135 | Sri Lanka | 17.2 |
| 136 | Seychelles | 18.3 |
| 137 | Mexico | 18.8 |
| 138 | Haiti | 19.2 |
| 139 | Philippines | 20.1 |
| 140 | New Zealand | 29.7 |
| 141 | Madagascar | 30.2 |

**Source:** The International Union for Conservation of Nature (IUCN), Red List of Threatened Species 2014

# 9.08 Forest cover change

Forest cover change between 2000 and 2012 | 2012

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Uruguay | 22.0 |
| 2 | Ireland | 8.2 |
| 3 | Mauritius | 2.2 |
| 4 | Tunisia | 2.0 |
| 5 | Chile | 1.7 |
| 5 | South Africa | 1.7 |
| 7 | Hungary | 1.5 |
| 8 | Moldova | 0.9 |
| 9 | Australia | 0.4 |
| 9 | Serbia | 0.4 |
| 11 | New Zealand | 0.3 |
| 12 | Montenegro | 0.1 |
| 13 | Morocco | 0.1 |
| 14 | Bulgaria | –0.1 |
| 15 | Georgia | –0.1 |
| 15 | Iran, Islamic Rep. | –0.1 |
| 17 | Armenia | –0.2 |
| 17 | Kazakhstan | –0.2 |
| 17 | Lebanon | –0.2 |
| 20 | Kyrgyz Republic | –0.3 |
| 21 | Azerbaijan | –0.4 |
| 21 | Bhutan | –0.4 |
| 21 | Croatia | –0.4 |
| 21 | Guyana | –0.4 |
| 21 | Nepal | –0.4 |
| 21 | Suriname | –0.4 |
| 27 | Gabon | –0.5 |
| 27 | Poland | –0.5 |
| 29 | Italy | –0.6 |
| 29 | Japan | –0.6 |
| 31 | Turkey | –0.7 |
| 32 | Swaziland | –0.7 |
| 33 | Switzerland | –0.8 |
| 33 | Taiwan, China | –0.8 |
| 35 | Czech Republic | –1.0 |
| 35 | Romania | –1.0 |
| 35 | Rwanda | –1.0 |
| 35 | Slovenia | –1.0 |
| 35 | Spain | –1.0 |
| 40 | Cameroon | –1.1 |
| 40 | Pakistan | –1.1 |
| 40 | United Kingdom | –1.1 |
| 43 | France | –1.4 |
| 44 | Cyprus | –1.6 |
| 44 | Ethiopia | –1.6 |
| 44 | India | –1.6 |
| 44 | Russian Federation | –1.6 |
| 48 | Korea, Rep. | –1.7 |
| 48 | Luxembourg | –1.7 |
| 48 | Netherlands | –1.7 |
| 48 | Sri Lanka | –1.7 |
| 48 | Venezuela | –1.7 |
| 53 | Norway | –1.8 |
| 53 | Peru | –1.8 |
| 55 | Germany | –1.9 |
| 55 | Philippines | –1.9 |
| 57 | Nigeria | –2.1 |
| 58 | Algeria | –2.4 |
| 58 | Angola | –2.4 |
| 58 | Colombia | –2.4 |
| 61 | China | –2.5 |
| 61 | Macedonia, FYR | –2.5 |
| 61 | Thailand | –2.5 |
| 64 | Myanmar | –2.6 |
| 65 | Belgium | –2.7 |
| 65 | Haiti | –2.7 |
| 65 | Lithuania | –2.7 |
| 65 | Zimbabwe | –2.7 |
| 69 | Bangladesh | –2.8 |
| 69 | Burundi | –2.8 |
| 69 | Greece | –2.8 |
| 72 | Slovak Republic | –3.0 |
| 73 | Austria | –3.2 |
| 73 | Costa Rica | –3.2 |
| 73 | Mexico | –3.2 |
| 76 | Denmark | –3.4 |
| 76 | Jamaica | –3.4 |
| 76 | Sierra Leone | –3.4 |
| 79 | Trinidad and Tobago | –3.5 |
| 80 | Albania | –3.6 |
| 80 | Guinea | –3.6 |
| 80 | Vietnam | –3.6 |
| 83 | Canada | –3.7 |
| 84 | Kenya | –3.9 |
| 85 | Tanzania | –4.0 |
| 86 | Panama | –4.1 |
| 86 | Sweden | –4.1 |
| 86 | United States | –4.1 |
| 89 | Lao PDR | –4.3 |
| 89 | Zambia | –4.3 |
| 91 | Bolivia | –4.6 |
| 91 | Finland | –4.6 |
| 93 | Brazil | –4.8 |
| 93 | Ghana | –4.8 |
| 95 | El Salvador | –5.0 |
| 96 | Estonia | –5.2 |
| 97 | Indonesia | –5.5 |
| 97 | Madagascar | –5.5 |
| 97 | Portugal | –5.5 |
| 100 | Honduras | –5.9 |
| 101 | Dominican Republic | –6.0 |
| 102 | Uganda | –6.4 |
| 103 | Mozambique | –6.5 |
| 104 | Latvia | –6.7 |
| 105 | Malaysia | –7.2 |
| 106 | Malawi | –7.9 |
| 107 | Argentina | –9.0 |
| 108 | Côte d'Ivoire | –9.2 |
| 109 | Nicaragua | –10.3 |
| 110 | Guatemala | –10.6 |
| 111 | Mongolia | –12.3 |
| 112 | Cambodia | –13.7 |
| 113 | Paraguay | –16.8 |
| n/a | Bahrain | n/a |
| n/a | Barbados | n/a |
| n/a | Botswana | n/a |
| n/a | Burkina Faso | n/a |
| n/a | Cape Verde | n/a |
| n/a | Chad | n/a |
| n/a | Egypt | n/a |
| n/a | Gambia, The | n/a |
| n/a | Hong Kong SAR | n/a |
| n/a | Iceland | n/a |
| n/a | Israel | n/a |
| n/a | Jordan | n/a |
| n/a | Kuwait | n/a |
| n/a | Lesotho | n/a |
| n/a | Mali | n/a |
| n/a | Malta | n/a |
| n/a | Mauritania | n/a |
| n/a | Namibia | n/a |
| n/a | Oman | n/a |
| n/a | Puerto Rico | n/a |
| n/a | Qatar | n/a |
| n/a | Saudi Arabia | n/a |
| n/a | Senegal | n/a |
| n/a | Seychelles | n/a |
| n/a | Singapore | n/a |
| n/a | Tajikistan | n/a |
| n/a | United Arab Emirates | n/a |
| n/a | Yemen | n/a |

**Source:** Yale Center for Environmental Law & Policy (YCELP) and the Center for International Earth Science Information Network (CIESIN) at Columbia University, Environmental Performance Index 2014

# 9.09 Wastewater treatment

Percentage of wastewater that receives treatment weighted by connection to wastewater treatment rate | 2012

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Singapore | 99.7 |
| 2 | Netherlands | 98.8 |
| 3 | United Kingdom | 97.9 |
| 4 | Switzerland | 97.0 |
| 5 | Germany | 95.2 |
| 6 | Luxembourg | 95.0 |
| 7 | Denmark | 93.5 |
| 8 | Spain | 92.8 |
| 9 | Australia | 92.3 |
| 10 | Italy | 91.4 |
| 11 | Israel | 88.4 |
| 12 | Sweden | 87.9 |
| 13 | Hong Kong SAR | 87.8 |
| 14 | Ireland | 87.5 |
| 15 | Greece | 87.3 |
| 16 | Finland | 84.3 |
| 17 | France | 83.8 |
| 18 | Korea, Rep. | 83.7 |
| 19 | Canada | 80.4 |
| 20 | Austria | 79.1 |
| 21 | New Zealand | 77.9 |
| 22 | Norway | 77.1 |
| 23 | Czech Republic | 75.7 |
| 24 | Estonia | 75.3 |
| 25 | Japan | 71.3 |
| 26 | Portugal | 70.3 |
| 27 | Chile | 68.8 |
| 28 | Qatar | 67.3 |
| 29 | United Arab Emirates | 67.1 |
| 30 | Bahrain | 64.3 |
| 31 | United States | 63.7 |
| 32 | Poland | 60.7 |
| 33 | Belgium | 60.0 |
| 34 | Hungary | 58.6 |
| 35 | Slovak Republic | 57.6 |
| 36 | Puerto Rico | 57.0 |
| 37 | Swaziland | 55.5 |
| 38 | Slovenia | 54.0 |
| 39 | Iceland | 51.9 |
| 40 | Latvia | 49.6 |
| 41 | Egypt | 49.5 |
| 42 | Turkey | 48.9 |
| 43 | Lithuania | 45.8 |
| 44 | Kuwait | 43.0 |
| 45 | Jordan | 42.3 |
| 46 | Morocco | 39.4 |
| 47 | Mexico | 37.4 |
| 48 | Malta | 37.0 |
| 49 | Algeria | 34.6 |
| 50 | Moldova | 34.2 |
| 51 | Kazakhstan | 30.5 |
| 52 | Bulgaria | 28.9 |
| 53 | Saudi Arabia | 28.5 |
| 54 | South Africa | 27.9 |
| 55 | Tunisia | 27.8 |
| 56 | Armenia | 22.6 |
| 57 | Russian Federation | 21.5 |
| 58 | Peru | 21.0 |
| 59 | Panama | 20.1 |
| 60 | Mongolia | 19.8 |
| 61 | Cape Verde | 19.4 |
| 62 | China | 18.2 |
| 63 | Thailand | 16.0 |
| 64 | Honduras | 15.5 |
| 65 | Lebanon | 15.1 |
| 66 | Venezuela | 14.9 |
| 67 | Zimbabwe | 14.0 |
| 68 | Oman | 13.4 |
| 69 | Croatia | 13.2 |
| 70 | Azerbaijan | 13.1 |
| 71 | Romania | 13.1 |
| 72 | Namibia | 13.0 |
| 73 | Argentina | 11.7 |
| 74 | Bolivia | 11.3 |
| 75 | Brazil | 10.9 |
| 76 | India | 10.5 |
| 77 | Ghana | 10.2 |
| 78 | Jamaica | 10.0 |
| 79 | Cyprus | 9.4 |
| 80 | Serbia | 8.8 |
| 81 | Malaysia | 8.6 |
| 82 | Nicaragua | 8.4 |
| 83 | Uruguay | 6.7 |
| 84 | Dominican Republic | 5.9 |
| 85 | Mauritius | 5.4 |
| 86 | Guatemala | 5.4 |
| 87 | Trinidad and Tobago | 5.3 |
| 88 | Montenegro | 5.1 |
| 89 | Colombia | 4.6 |
| 90 | Taiwan, China | 4.6 |
| 91 | Kyrgyz Republic | 4.2 |
| 91 | Zambia | 4.2 |
| 93 | Macedonia, FYR | 3.7 |
| 94 | Pakistan | 3.5 |
| 95 | Albania | 3.4 |
| 96 | Iran, Islamic Rep. | 2.8 |
| 97 | Mozambique | 2.5 |
| 98 | Tajikistan | 2.3 |
| 99 | Senegal | 2.1 |
| 100 | Nigeria | 1.1 |
| 101 | Botswana | 1.0 |
| 102 | Costa Rica | 0.9 |
| 103 | Guinea | 0.8 |
| 104 | El Salvador | 0.6 |
| 105 | Côte d'Ivoire | 0.6 |
| 106 | Uganda | 0.6 |
| 107 | Madagascar | 0.5 |
| 107 | Philippines | 0.5 |
| 109 | Kenya | 0.5 |
| 110 | Yemen | 0.5 |
| 111 | Tanzania | 0.4 |
| 112 | Gambia, The | 0.4 |
| 113 | Lesotho | 0.3 |
| 114 | Paraguay | 0.2 |
| 115 | Vietnam | 0.1 |
| 116 | Burkina Faso | 0.0 |
| 117 | Indonesia | 0.0 |
| 118 | Suriname | 0.0 |
| 119 | Angola | 0.0 |
| 119 | Bangladesh | 0.0 |
| 119 | Bhutan | 0.0 |
| 119 | Burundi | 0.0 |
| 119 | Cambodia | 0.0 |
| 119 | Cameroon | 0.0 |
| 119 | Chad | 0.0 |
| 119 | Ethiopia | 0.0 |
| 119 | Gabon | 0.0 |
| 119 | Georgia | 0.0 |
| 119 | Guyana | 0.0 |
| 119 | Haiti | 0.0 |
| 119 | Lao PDR | 0.0 |
| 119 | Malawi | 0.0 |
| 119 | Mali | 0.0 |
| 119 | Mauritania | 0.0 |
| 119 | Myanmar | 0.0 |
| 119 | Nepal | 0.0 |
| 119 | Rwanda | 0.0 |
| 119 | Sierra Leone | 0.0 |
| 119 | Sri Lanka | 0.0 |
| n/a | Barbados | n/a |
| n/a | Seychelles | n/a |

**Source:** Yale Center for Environmental Law & Policy (YCELP) and the Center for International Earth Science Information Network (CIESIN) at Columbia University, Environmental Performance Index 2014

# 9.10 Coastal shelf fishing pressure

Trawling catch per exclusive economic zone (EEZ) (tonnes per square kilometre) | 2006 or most recent available

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Barbados | 0.0 |
| 2 | Seychelles | 0.0 |
| 3 | Mauritius | 0.0 |
| 4 | Georgia | 0.0 |
| 5 | Bulgaria | 0.0 |
| 6 | Romania | 0.0 |
| 7 | Sri Lanka | 0.0 |
| 8 | Kenya | 0.0 |
| 9 | Cape Verde | 0.0 |
| 10 | Finland | 0.0 |
| 11 | Jamaica | 0.0 |
| 12 | Colombia | 0.0 |
| 13 | Estonia | 0.0 |
| 14 | Puerto Rico | 0.0 |
| 15 | Côte d'Ivoire | 0.0 |
| 16 | Dominican Republic | 0.0 |
| 17 | Haiti | 0.0 |
| 18 | Tanzania | 0.0 |
| 19 | Madagascar | 0.0 |
| 20 | Honduras | 0.0 |
| 21 | Trinidad and Tobago | 0.0 |
| 22 | Costa Rica | 0.0 |
| 23 | Latvia | 0.0 |
| 24 | Mozambique | 0.0 |
| 25 | Cyprus | 0.0 |
| 26 | Guatemala | 0.0 |
| 27 | El Salvador | 0.0 |
| 28 | Qatar | 0.0 |
| 29 | Egypt | 0.0 |
| 30 | Portugal | 0.0 |
| 31 | Jordan | 0.0 |
| 32 | Lithuania | 0.0 |
| 33 | United Arab Emirates | 0.0 |
| 34 | Sweden | 0.0 |
| 35 | Oman | 0.1 |
| 36 | Italy | 0.1 |
| 37 | Malta | 0.1 |
| 38 | Yemen | 0.1 |
| 39 | New Zealand | 0.1 |
| 40 | Poland | 0.1 |
| 41 | Peru | 0.1 |
| 42 | Panama | 0.1 |
| 43 | Algeria | 0.1 |
| 44 | Albania | 0.1 |
| 45 | Nicaragua | 0.1 |
| 46 | Taiwan, China | 0.1 |
| 47 | Ghana | 0.1 |
| 48 | Lebanon | 0.1 |
| 49 | Suriname | 0.1 |
| 50 | Mexico | 0.1 |
| 51 | Namibia | 0.1 |
| 52 | Sierra Leone | 0.1 |
| 53 | Israel | 0.1 |
| 54 | Gabon | 0.1 |
| 55 | Mauritania | 0.1 |
| 56 | Guyana | 0.1 |
| 57 | Guinea | 0.1 |
| 58 | Greece | 0.1 |
| 59 | Brazil | 0.2 |
| 60 | Bangladesh | 0.2 |
| 61 | Canada | 0.2 |
| 62 | Venezuela | 0.2 |
| 63 | Iran, Islamic Rep. | 0.2 |
| 64 | Myanmar | 0.2 |
| 65 | Angola | 0.2 |
| 66 | Montenegro | 0.2 |
| 66 | Serbia | 0.2 |
| 68 | Norway | 0.2 |
| 69 | Tunisia | 0.2 |
| 70 | Philippines | 0.2 |
| 71 | Ireland | 0.2 |
| 72 | Vietnam | 0.2 |
| 73 | Indonesia | 0.2 |
| 74 | Chile | 0.2 |
| 75 | Japan | 0.2 |
| 76 | Pakistan | 0.3 |
| 77 | Spain | 0.3 |
| 78 | Cambodia | 0.3 |
| 79 | Croatia | 0.3 |
| 80 | Iceland | 0.3 |
| 81 | Gambia, The | 0.3 |
| 82 | Kuwait | 0.3 |
| 83 | Nigeria | 0.3 |
| 84 | Turkey | 0.3 |
| 85 | Slovenia | 0.4 |
| 86 | Senegal | 0.4 |
| 87 | Uruguay | 0.4 |
| 88 | Korea, Rep. | 0.5 |
| 89 | Germany | 0.6 |
| 90 | India | 0.6 |
| 91 | Belgium | 0.7 |
| 92 | Morocco | 0.7 |
| 93 | Thailand | 0.8 |
| 94 | Bahrain | 1.0 |
| 95 | Australia | 1.0 |
| 96 | Malaysia | 1.1 |
| 97 | Argentina | 1.1 |
| 98 | Cameroon | 1.1 |
| 99 | China | 2.0 |
| 100 | Russian Federation | 2.3 |
| 101 | Denmark | 2.6 |
| 102 | United States | 3.3 |
| 103 | France[1] | 6.8 |
| 104 | South Africa | 8.3 |
| 105 | United Kingdom | 8.7 |
| 106 | Singapore | 9.6 |
| 107 | Saudi Arabia | 10.0 |
| 108 | Hong Kong SAR | 11.8 |
| 109 | Netherlands[1] | 12.3 |
| n/a | Armenia | n/a |
| n/a | Austria | n/a |
| n/a | Azerbaijan | n/a |
| n/a | Bhutan | n/a |
| n/a | Bolivia | n/a |
| n/a | Botswana | n/a |
| n/a | Burkina Faso | n/a |
| n/a | Burundi | n/a |
| n/a | Chad | n/a |
| n/a | Czech Republic | n/a |
| n/a | Ethiopia | n/a |
| n/a | Hungary | n/a |
| n/a | Kazakhstan | n/a |
| n/a | Kyrgyz Republic | n/a |
| n/a | Lao PDR | n/a |
| n/a | Lesotho | n/a |
| n/a | Luxembourg | n/a |
| n/a | Macedonia, FYR | n/a |
| n/a | Malawi | n/a |
| n/a | Mali | n/a |
| n/a | Moldova | n/a |
| n/a | Mongolia | n/a |
| n/a | Nepal | n/a |
| n/a | Paraguay | n/a |
| n/a | Rwanda | n/a |
| n/a | Slovak Republic | n/a |
| n/a | Swaziland | n/a |
| n/a | Switzerland | n/a |
| n/a | Tajikistan | n/a |
| n/a | Uganda | n/a |
| n/a | Zambia | n/a |
| n/a | Zimbabwe | n/a |

**Source:** Yale Center for Environmental Law & Policy (YCELP) and the Center for International Earth Science Information Network (CIESIN) at Columbia University, Environmental Performance Index 2014, available at http://epi.yale.edu/epi/issue-rankings

[1] 2004

# 10th pillar
# Air Transport Infrastructure

# 10.01 Quality of air transport infrastructure

How would you assess the quality of air transport infrastructure in your country? (1 = extremely underdeveloped, among the worst in the world; 7 = extensive and efficient, among the best in the world) | 2013–2014 weighted average

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Singapore | 6.8 |
| 2 | United Arab Emirates | 6.7 |
| 3 | Hong Kong SAR | 6.6 |
| 4 | Netherlands | 6.4 |
| 5 | Finland | 6.2 |
| 6 | Norway | 6.1 |
| 7 | Panama | 6.1 |
| 8 | Switzerland | 6.1 |
| 9 | United States | 6.1 |
| 10 | Spain | 6.0 |
| 11 | South Africa | 6.0 |
| 12 | Qatar | 6.0 |
| 13 | Germany | 5.9 |
| 14 | New Zealand | 5.9 |
| 15 | Belgium | 5.9 |
| 16 | Canada | 5.9 |
| 17 | France | 5.8 |
| 18 | Iceland | 5.8 |
| 19 | Malaysia | 5.7 |
| 20 | Portugal | 5.7 |
| 21 | Sweden | 5.7 |
| 22 | Barbados | 5.6 |
| 23 | Ireland | 5.6 |
| 24 | Denmark | 5.6 |
| 25 | Puerto Rico | 5.6 |
| 26 | Czech Republic | 5.5 |
| 27 | Japan | 5.5 |
| 28 | United Kingdom | 5.5 |
| 29 | Australia | 5.5 |
| 30 | Malta | 5.5 |
| 31 | Korea, Rep. | 5.4 |
| 32 | Luxembourg | 5.4 |
| 33 | Austria | 5.4 |
| 34 | Turkey | 5.4 |
| 35 | Latvia | 5.4 |
| 36 | Taiwan, China | 5.3 |
| 37 | Thailand | 5.3 |
| 38 | Ethiopia | 5.3 |
| 39 | Bahrain | 5.2 |
| 40 | Greece | 5.2 |
| 41 | Saudi Arabia | 5.1 |
| 42 | Oman | 5.1 |
| 43 | Cyprus | 5.1 |
| 44 | Azerbaijan | 5.0 |
| 45 | Chile | 5.0 |
| 46 | Mauritius | 5.0 |
| 47 | El Salvador | 5.0 |
| 48 | Jamaica | 4.9 |
| 49 | Seychelles | 4.9 |
| 50 | Israel | 4.9 |
| 51 | Morocco | 4.8 |
| 52 | Dominican Republic | 4.8 |
| 53 | Côte d'Ivoire | 4.8 |
| 54 | Kenya | 4.8 |
| 55 | Jordan | 4.8 |
| 56 | Sri Lanka | 4.8 |
| 57 | Trinidad and Tobago | 4.8 |
| 58 | China | 4.7 |
| 59 | Macedonia, FYR | 4.7 |
| 60 | Egypt | 4.6 |
| 61 | Costa Rica | 4.6 |
| 62 | Namibia | 4.6 |
| 63 | Mexico | 4.6 |
| 64 | Indonesia | 4.5 |
| 65 | Lebanon | 4.5 |
| 66 | Gambia, The | 4.5 |
| 67 | Slovenia | 4.4 |
| 68 | Albania | 4.4 |
| 69 | Bulgaria | 4.3 |
| 70 | Italy | 4.3 |
| 71 | India | 4.3 |
| 72 | Armenia | 4.3 |
| 73 | Rwanda | 4.3 |
| 74 | Montenegro | 4.2 |
| 75 | Lithuania | 4.2 |
| 76 | Croatia | 4.2 |
| 77 | Tunisia | 4.2 |
| 78 | Colombia | 4.1 |
| 79 | Russian Federation | 4.1 |
| 80 | Ghana | 4.1 |
| 81 | Hungary | 4.1 |
| 82 | Lao PDR | 4.1 |
| 83 | Guatemala | 4.1 |
| 84 | Georgia | 4.1 |
| 85 | Kazakhstan | 4.0 |
| 86 | Poland | 4.0 |
| 87 | Vietnam | 4.0 |
| 88 | Swaziland | 4.0 |
| 89 | Peru | 4.0 |
| 90 | Uruguay | 4.0 |
| 91 | Tajikistan | 4.0 |
| 92 | Pakistan | 3.9 |
| 93 | Honduras | 3.9 |
| 94 | Senegal | 3.8 |
| 95 | Cape Verde | 3.8 |
| 96 | Mali | 3.8 |
| 97 | Guyana | 3.8 |
| 98 | Estonia | 3.8 |
| 99 | Kuwait | 3.8 |
| 100 | Botswana | 3.7 |
| 101 | Moldova | 3.7 |
| 102 | Nicaragua | 3.7 |
| 103 | Suriname | 3.6 |
| 104 | Romania | 3.6 |
| 105 | Cambodia | 3.6 |
| 106 | Argentina | 3.6 |
| 107 | Philippines | 3.6 |
| 108 | Gabon | 3.6 |
| 109 | Bhutan | 3.5 |
| 110 | Zambia | 3.5 |
| 111 | Serbia | 3.5 |
| 112 | Brazil | 3.4 |
| 113 | Madagascar | 3.4 |
| 114 | Slovak Republic | 3.4 |
| 115 | Zimbabwe | 3.3 |
| 116 | Angola | 3.3 |
| 117 | Cameroon | 3.3 |
| 118 | Mozambique | 3.3 |
| 119 | Bolivia | 3.2 |
| 120 | Nigeria | 3.2 |
| 121 | Iran, Islamic Rep. | 3.2 |
| 122 | Kyrgyz Republic | 3.2 |
| 123 | Uganda | 3.2 |
| 124 | Mongolia | 3.1 |
| 125 | Burkina Faso | 3.0 |
| 126 | Bangladesh | 3.0 |
| 127 | Algeria | 3.0 |
| 128 | Nepal | 2.9 |
| 129 | Haiti | 2.8 |
| 130 | Tanzania | 2.8 |
| 131 | Malawi | 2.8 |
| 132 | Venezuela | 2.7 |
| 133 | Sierra Leone | 2.7 |
| 134 | Burundi | 2.6 |
| 135 | Paraguay | 2.6 |
| 136 | Myanmar | 2.5 |
| 137 | Guinea | 2.5 |
| 138 | Mauritania | 2.4 |
| 139 | Yemen | 2.3 |
| 140 | Chad | 2.3 |
| 141 | Lesotho | 2.1 |

**Source:** World Economic Forum, Executive Opinion Survey

# 10.02 Available seat kilometres, domestic (millions)

Scheduled available domestic seat kilometres originating in country per week (year average) | 2014

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | United States | 21,884.8 |
| 2 | China | 10,264.5 |
| 3 | Brazil | 2,282.4 |
| 4 | Japan | 2,158.8 |
| 5 | Russian Federation | 1,933.9 |
| 6 | Australia | 1,731.0 |
| 7 | Indonesia | 1,678.0 |
| 8 | India | 1,612.1 |
| 9 | Canada | 1,189.8 |
| 10 | Mexico | 823.4 |
| 11 | Turkey | 595.6 |
| 12 | Spain | 491.4 |
| 13 | Malaysia | 443.9 |
| 14 | Italy | 443.0 |
| 15 | Thailand | 366.8 |
| 16 | Philippines | 350.2 |
| 17 | France | 344.8 |
| 18 | Vietnam | 330.4 |
| 19 | Saudi Arabia | 322.9 |
| 20 | South Africa | 291.9 |
| 21 | Germany | 270.3 |
| 22 | Argentina | 249.0 |
| 23 | United Kingdom | 228.1 |
| 24 | Chile | 219.5 |
| 25 | Colombia | 217.7 |
| 26 | Norway | 214.7 |
| 27 | Korea, Rep. | 189.5 |
| 28 | New Zealand | 132.1 |
| 29 | Peru | 126.3 |
| 30 | Sweden | 105.8 |
| 31 | Iran, Islamic Rep. | 105.7 |
| 32 | Kazakhstan | 98.4 |
| 33 | Venezuela | 79.4 |
| 34 | Pakistan | 76.0 |
| 35 | Portugal | 62.2 |
| 36 | Nigeria | 58.6 |
| 37 | Greece | 48.4 |
| 38 | Finland | 37.1 |
| 39 | Bolivia | 31.7 |
| 40 | Egypt | 23.5 |
| 41 | Myanmar | 22.3 |
| 42 | Algeria | 20.7 |
| 43 | Denmark | 17.1 |
| 44 | Mozambique | 16.8 |
| 45 | Tanzania | 15.1 |
| 46 | Kenya | 13.3 |
| 47 | Taiwan, China | 12.7 |
| 48 | Poland | 12.1 |
| 49 | Oman | 12.0 |
| 50 | Angola | 11.9 |
| 51 | Morocco | 8.7 |
| 52 | Ethiopia | 6.5 |
| 53 | Nepal | 6.2 |
| 54 | Israel | 6.1 |
| 55 | Bangladesh | 5.7 |
| 56 | Switzerland | 5.4 |
| 57 | Yemen | 5.2 |
| 58 | Romania | 5.2 |
| 59 | Ghana | 4.9 |
| 60 | Austria | 4.9 |
| 61 | Madagascar | 4.6 |
| 62 | Lao PDR | 4.1 |
| 63 | Croatia | 3.9 |
| 64 | Mongolia | 3.8 |
| 65 | Kyrgyz Republic | 3.8 |
| 66 | Cameroon | 2.7 |
| 67 | Iceland | 2.2 |
| 68 | Cambodia | 2.2 |
| 69 | Panama | 1.9 |
| 70 | Mauritius | 1.9 |
| 71 | Tunisia | 1.9 |
| 72 | Cape Verde | 1.8 |
| 73 | Bulgaria | 1.8 |
| 74 | Zimbabwe | 1.8 |
| 75 | Trinidad and Tobago | 1.7 |
| 76 | Zambia | 1.6 |
| 77 | Honduras | 1.3 |
| 78 | Botswana | 1.3 |
| 79 | Namibia | 1.2 |
| 80 | Costa Rica | 0.8 |
| 81 | Mauritania | 0.8 |
| 82 | Sri Lanka | 0.7 |
| 83 | Paraguay | 0.7 |
| 84 | Jordan | 0.6 |
| 85 | Ireland | 0.6 |
| 86 | Guatemala | 0.5 |
| 87 | Gabon | 0.5 |
| 88 | Azerbaijan | 0.4 |
| 89 | Jamaica | 0.3 |
| 90 | Czech Republic | 0.3 |
| 91 | United Arab Emirates | 0.3 |
| 92 | Senegal | 0.3 |
| 93 | Slovak Republic | 0.2 |
| 94 | Georgia | 0.2 |
| 95 | Netherlands | 0.2 |
| 96 | Rwanda | 0.2 |
| 97 | Uganda | 0.2 |
| 98 | Belgium | 0.1 |
| 99 | Seychelles | 0.1 |
| 100 | Estonia | 0.1 |
| 101 | Tajikistan | 0.1 |
| 102 | Haiti | 0.1 |
| 103 | Uruguay | 0.1 |
| 104 | Burkina Faso | 0.1 |
| 105 | Bhutan | 0.0 |
| n/a | Albania | n/a |
| n/a | Armenia | n/a |
| n/a | Bahrain | n/a |
| n/a | Barbados | n/a |
| n/a | Burundi | n/a |
| n/a | Chad | n/a |
| n/a | Côte d'Ivoire | n/a |
| n/a | Cyprus | n/a |
| n/a | Dominican Republic | n/a |
| n/a | El Salvador | n/a |
| n/a | Gambia, The | n/a |
| n/a | Guinea | n/a |
| n/a | Guyana | n/a |
| n/a | Hong Kong SAR | n/a |
| n/a | Hungary | n/a |
| n/a | Kuwait | n/a |
| n/a | Latvia | n/a |
| n/a | Lebanon | n/a |
| n/a | Lesotho | n/a |
| n/a | Lithuania | n/a |
| n/a | Luxembourg | n/a |
| n/a | Macedonia, FYR | n/a |
| n/a | Malawi | n/a |
| n/a | Mali | n/a |
| n/a | Malta | n/a |
| n/a | Moldova | n/a |
| n/a | Montenegro | n/a |
| n/a | Nicaragua | n/a |
| n/a | Puerto Rico | n/a |
| n/a | Qatar | n/a |
| n/a | Serbia | n/a |
| n/a | Sierra Leone | n/a |
| n/a | Singapore | n/a |
| n/a | Slovenia | n/a |
| n/a | Suriname | n/a |
| n/a | Swaziland | n/a |

**Source:** International Air Transport Association, SRS Analyser

# 10.03 Available seat kilometres, international (millions)

Scheduled available international seat kilometres originating in country per week (year average) | 2014

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | United States | 12,182.5 |
| 2 | United Kingdom | 6,418.6 |
| 3 | United Arab Emirates | 4,849.5 |
| 4 | Germany | 4,648.5 |
| 5 | China | 3,926.3 |
| 6 | Japan | 3,527.8 |
| 7 | France | 3,467.7 |
| 8 | Spain | 3,202.4 |
| 9 | Australia | 2,722.3 |
| 10 | Hong Kong SAR | 2,530.5 |
| 11 | Singapore | 2,316.2 |
| 12 | Canada | 2,223.0 |
| 13 | Thailand | 2,205.8 |
| 14 | Korea, Rep. | 2,124.4 |
| 15 | India | 1,907.4 |
| 16 | Italy | 1,895.4 |
| 17 | Turkey | 1,864.7 |
| 18 | Netherlands | 1,814.9 |
| 19 | Russian Federation | 1,695.3 |
| 20 | Brazil | 1,546.6 |
| 21 | Malaysia | 1,514.7 |
| 22 | Qatar | 1,173.9 |
| 23 | Taiwan, China | 1,138.2 |
| 24 | Mexico | 1,135.9 |
| 25 | Saudi Arabia | 1,128.3 |
| 26 | Indonesia | 980.7 |
| 27 | Switzerland | 958.9 |
| 28 | Philippines | 849.4 |
| 29 | South Africa | 833.4 |
| 30 | Portugal | 739.4 |
| 31 | Belgium | 631.2 |
| 32 | Egypt | 621.7 |
| 33 | Greece | 575.2 |
| 34 | New Zealand | 565.5 |
| 35 | Argentina | 560.1 |
| 36 | Israel | 521.7 |
| 37 | Vietnam | 498.4 |
| 38 | Denmark | 494.8 |
| 39 | Ireland | 489.8 |
| 40 | Sweden | 483.3 |
| 41 | Austria | 455.1 |
| 42 | Morocco | 440.8 |
| 43 | Norway | 416.9 |
| 44 | Finland | 409.6 |
| 45 | Dominican Republic | 396.1 |
| 46 | Panama | 388.1 |
| 47 | Peru | 370.4 |
| 48 | Chile | 357.0 |
| 49 | Colombia | 353.6 |
| 50 | Poland | 339.5 |
| 51 | Pakistan | 328.0 |
| 52 | Sri Lanka | 288.1 |
| 53 | Ethiopia | 279.3 |
| 54 | Kenya | 274.6 |
| 55 | Kuwait | 259.0 |
| 56 | Nigeria | 247.7 |
| 57 | Bangladesh | 236.2 |
| 58 | Oman | 203.0 |
| 59 | Czech Republic | 199.1 |
| 60 | Iran, Islamic Rep. | 198.8 |
| 61 | Cyprus | 193.2 |
| 62 | Jordan | 189.3 |
| 63 | Romania | 186.7 |
| 64 | Tunisia | 184.3 |
| 65 | Bahrain | 162.4 |
| 66 | Mauritius | 159.4 |
| 67 | Algeria | 157.4 |
| 68 | Kazakhstan | 156.9 |
| 69 | Lebanon | 156.7 |
| 70 | Jamaica | 151.5 |
| 71 | Venezuela | 145.2 |
| 72 | Hungary | 130.4 |
| 73 | Iceland | 127.4 |
| 74 | Costa Rica | 124.5 |
| 75 | Angola | 115.8 |
| 76 | Ghana | 106.4 |
| 77 | Nepal | 104.7 |
| 78 | El Salvador | 101.9 |
| 79 | Senegal | 101.5 |
| 80 | Bulgaria | 97.2 |
| 81 | Azerbaijan | 96.1 |
| 82 | Cambodia | 92.1 |
| 83 | Croatia | 86.8 |
| 84 | Malta | 80.7 |
| 85 | Barbados | 78.1 |
| 86 | Serbia | 77.0 |
| 87 | Latvia | 73.1 |
| 88 | Tanzania | 72.9 |
| 89 | Kyrgyz Republic | 72.0 |
| 90 | Myanmar | 69.4 |
| 91 | Tajikistan | 69.1 |
| 92 | Trinidad and Tobago | 61.8 |
| 93 | Lithuania | 55.7 |
| 94 | Uruguay | 51.0 |
| 95 | Côte d'Ivoire | 50.2 |
| 96 | Uganda | 50.2 |
| 97 | Armenia | 49.5 |
| 98 | Cameroon | 48.3 |
| 99 | Bolivia | 44.2 |
| 100 | Guatemala | 43.3 |
| 101 | Yemen | 43.0 |
| 102 | Georgia | 41.4 |
| 103 | Cape Verde | 39.7 |
| 104 | Zambia | 35.9 |
| 105 | Madagascar | 34.6 |
| 106 | Seychelles | 33.5 |
| 107 | Luxembourg | 30.3 |
| 108 | Gabon | 29.6 |
| 109 | Namibia | 28.4 |
| 110 | Mali | 28.3 |
| 111 | Mongolia | 27.1 |
| 112 | Estonia | 26.0 |
| 113 | Haiti | 25.2 |
| 114 | Paraguay | 25.1 |
| 115 | Honduras | 23.8 |
| 116 | Suriname | 23.0 |
| 117 | Moldova | 22.2 |
| 118 | Montenegro | 20.3 |
| 119 | Rwanda | 19.8 |
| 120 | Mozambique | 19.6 |
| 121 | Slovak Republic | 19.5 |
| 122 | Albania | 18.7 |
| 123 | Nicaragua | 18.4 |
| 124 | Macedonia, FYR | 16.5 |
| 125 | Lao PDR | 16.3 |
| 126 | Burkina Faso | 16.0 |
| 127 | Zimbabwe | 15.8 |
| 128 | Slovenia | 14.8 |
| 129 | Sierra Leone | 13.8 |
| 130 | Guyana | 13.6 |
| 131 | Chad | 12.0 |
| 132 | Gambia, The | 11.3 |
| 133 | Mauritania | 10.8 |
| 134 | Guinea | 10.8 |
| 135 | Malawi | 9.1 |
| 136 | Botswana | 4.8 |
| 137 | Bhutan | 3.1 |
| 138 | Burundi | 1.9 |
| 139 | Lesotho | 0.3 |
| 140 | Swaziland | 0.3 |
| 141 | Puerto Rico | 0.0 |

**Source:** International Air Transport Association, SRS Analyser

# 10.04 Aircraft departures

Number of aircraft departures per 1,000 population | 2013 or most recent available

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Seychelles | 163.6 |
| 2 | Ireland | 145.7 |
| 3 | Iceland | 83.4 |
| 4 | Luxembourg | 72.3 |
| 5 | Qatar | 64.5 |
| 6 | New Zealand | 43.3 |
| 7 | Bahrain | 40.2 |
| 8 | United Arab Emirates | 38.4 |
| 9 | Canada | 35.9 |
| 10 | Malta | 33.7 |
| 11 | Switzerland | 32.0 |
| 12 | Singapore | 30.9 |
| 13 | United States | 30.8 |
| 14 | Australia | 28.7 |
| 15 | Hong Kong SAR | 27.5 |
| 16 | Trinidad and Tobago | 26.2 |
| 17 | Finland | 24.9 |
| 18 | Panama | 24.0 |
| 19 | Puerto Rico | 22.8 |
| 20 | Latvia | 21.8 |
| 21 | Austria | 19.6 |
| 22 | Netherlands | 18.6 |
| 23 | Cape Verde | 16.4 |
| 24 | United Kingdom | 16.2 |
| 25 | Estonia | 14.2 |
| 26 | Oman | 12.9 |
| 27 | Malaysia | 12.9 |
| 28 | Portugal | 12.6 |
| 29 | Belgium | 11.7 |
| 30 | Germany | 11.5 |
| 31 | Montenegro | 11.4 |
| 32 | France | 11.2 |
| 33 | Cyprus | 10.3 |
| 34 | Mauritius | 9.3 |
| 35 | Guyana | 9.3 |
| 36 | Hungary | 9.3 |
| 37 | Greece | 9.0 |
| 38 | Spain | 8.9 |
| 39 | Costa Rica | 8.8 |
| 40 | Slovenia | 8.4 |
| 41 | Kuwait | 8.0 |
| 42 | Taiwan, China | 7.9 |
| 43 | Turkey | 7.6 |
| 44 | Saudi Arabia | 7.5 |
| 45 | Chile | 7.2 |
| 46 | Japan | 7.2 |
| 47 | Jordan | 6.1 |
| 48 | Israel | 5.9 |
| 49 | Korea, Rep. | 5.7 |
| 50 | Croatia | 5.7 |
| 51 | Bhutan | 5.3 |
| 52 | Colombia | 5.2 |
| 53 | Suriname | 5.0 |
| 54 | El Salvador | 4.8 |
| 55 | Brazil | 4.8 |
| 56 | Russian Federation | 4.7 |
| 57 | Lebanon | 4.6 |
| 58 | Botswana | 4.6 |
| 59 | Thailand | 4.3 |
| 60 | Lithuania | 4.2 |
| 61 | Czech Republic | 4.2 |
| 62 | Italy | 4.2 |
| 63 | Albania | 4.0 |
| 64 | Namibia | 3.9 |
| 65 | Tunisia | 3.9 |
| 66 | Peru | 3.6 |
| 67 | Mexico | 3.6 |
| 68 | Bolivia | 3.6 |
| 69 | South Africa | 3.5 |
| 70 | Kazakhstan | 3.2 |
| 71 | Mongolia | 3.1 |
| 72 | Lao PDR | 2.9 |
| 73 | Indonesia | 2.7 |
| 74 | Venezuela | 2.6 |
| 75 | Serbia | 2.5 |
| 76 | Philippines | 2.5 |
| 77 | Honduras | 2.4 |
| 78 | Argentina | 2.3 |
| 79 | China | 2.3 |
| 80 | Romania | 2.3 |
| 81 | Moldova | 2.1 |
| 82 | Iran, Islamic Rep. | 2.0 |
| 83 | Poland | 2.0 |
| 84 | Morocco | 1.9 |
| 85 | Azerbaijan | 1.7 |
| 86 | Kenya | 1.7 |
| 87 | Bulgaria | 1.6 |
| 88 | Sri Lanka | 1.6 |
| 89 | Vietnam | 1.5 |
| 90 | Algeria | 1.4 |
| 91 | Kyrgyz Republic | 1.3 |
| 92 | Egypt | 1.2 |
| 93 | Nepal | 1.0 |
| 94 | Gambia, The | 1.0 |
| 95 | Paraguay | 0.9 |
| 96 | Rwanda | 0.9 |
| 97 | Gabon | 0.9 |
| 98 | Myanmar | 0.8 |
| 99 | Zimbabwe | 0.8 |
| 100 | Tajikistan | 0.8 |
| 101 | Mauritania | 0.8 |
| 102 | Cambodia | 0.7 |
| 103 | Ethiopia | 0.7 |
| 104 | Angola | 0.7 |
| 105 | Georgia | 0.7 |
| 106 | Tanzania | 0.7 |
| 107 | Ghana | 0.7 |
| 108 | Mozambique | 0.6 |
| 109 | Yemen | 0.6 |
| 110 | Guatemala | 0.5 |
| 111 | India | 0.5 |
| 112 | Zambia | 0.5 |
| 113 | Senegal | 0.5 |
| 114 | Madagascar | 0.4 |
| 115 | Pakistan | 0.4 |
| 116 | Sierra Leone[1] | 0.4 |
| 117 | Slovak Republic | 0.3 |
| 118 | Nigeria | 0.3 |
| 119 | Armenia | 0.3 |
| 120 | Côte d'Ivoire | 0.3 |
| 121 | Cameroon | 0.3 |
| 122 | Uganda | 0.2 |
| 123 | Dominican Republic | 0.2 |
| 124 | Burkina Faso | 0.2 |
| 125 | Jamaica | 0.2 |
| 126 | Bangladesh | 0.2 |
| 127 | Malawi | 0.1 |
| 128 | Mali | 0.0 |
| 129 | Chad | 0.0 |
| n/a | Barbados | n/a |
| n/a | Burundi | n/a |
| n/a | Denmark | n/a |
| n/a | Guinea | n/a |
| n/a | Haiti | n/a |
| n/a | Lesotho | n/a |
| n/a | Macedonia, FYR | n/a |
| n/a | Nicaragua | n/a |
| n/a | Norway | n/a |
| n/a | Swaziland | n/a |
| n/a | Sweden | n/a |
| n/a | Uruguay | n/a |

**Source:** Calculated by Strategy& based on the following sources.
For the registered carrier departures worldwide are domestic take-offs and take-offs abroad of air carriers registered in the country: International Civil Aviation Organization, Civil Aviation Statistics of the World and ICAO staff estimates. Population statistics are from various sources.

[1] 2012

# 10.05 Airport density

Number of airports with at least one scheduled flight per million of urban population | 2014

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Seychelles | 42.1 |
| 2 | Iceland | 26.4 |
| 3 | Cape Verde | 21.9 |
| 4 | Trinidad and Tobago | 17.2 |
| 5 | Norway | 12.8 |
| 6 | Barbados | 11.1 |
| 7 | Bhutan | 10.7 |
| 8 | Guyana | 8.8 |
| 9 | Canada | 8.7 |
| 10 | Panama | 7.8 |
| 11 | Namibia | 7.8 |
| 12 | Swaziland | 7.5 |
| 13 | New Zealand | 7.3 |
| 14 | Australia | 6.1 |
| 15 | Montenegro | 5.1 |
| 16 | Mongolia | 5.0 |
| 17 | Sweden | 4.8 |
| 18 | Finland | 4.6 |
| 19 | Greece | 4.6 |
| 20 | Estonia | 4.5 |
| 21 | Cyprus | 3.9 |
| 22 | Mauritius | 3.9 |
| 23 | Costa Rica | 3.8 |
| 24 | Botswana | 3.5 |
| 25 | Lao PDR | 3.2 |
| 26 | Croatia | 3.2 |
| 27 | Sri Lanka | 2.9 |
| 28 | Suriname | 2.8 |
| 29 | United States | 2.5 |
| 30 | Malta | 2.5 |
| 31 | Ireland | 2.4 |
| 32 | Bolivia | 2.2 |
| 33 | Nepal | 2.2 |
| 34 | Portugal | 2.1 |
| 35 | Kazakhstan | 2.1 |
| 36 | Gabon | 2.1 |
| 37 | Luxembourg | 2.1 |
| 38 | Slovenia | 2.0 |
| 39 | Denmark | 1.8 |
| 40 | Lesotho | 1.8 |
| 41 | Tajikistan | 1.8 |
| 42 | Zambia | 1.7 |
| 43 | Malaysia | 1.7 |
| 44 | Madagascar | 1.7 |
| 45 | Macedonia, FYR | 1.7 |
| 46 | Angola | 1.6 |
| 47 | Kenya | 1.6 |
| 48 | Honduras | 1.6 |
| 49 | Lithuania | 1.5 |
| 50 | Puerto Rico | 1.5 |
| 51 | Russian Federation | 1.4 |
| 52 | Oman | 1.4 |
| 53 | Colombia | 1.4 |
| 54 | Jamaica | 1.4 |
| 55 | Mozambique | 1.3 |
| 56 | Mauritania | 1.3 |
| 57 | Romania | 1.3 |
| 58 | United Arab Emirates | 1.3 |
| 59 | Georgia | 1.3 |
| 60 | Myanmar | 1.3 |
| 61 | Algeria | 1.2 |
| 62 | Tunisia | 1.2 |
| 63 | Tanzania | 1.2 |
| 64 | France | 1.2 |
| 65 | Switzerland | 1.2 |
| 66 | United Kingdom | 1.1 |
| 67 | Yemen | 1.1 |
| 68 | Saudi Arabia | 1.1 |
| 69 | Ethiopia | 1.1 |
| 70 | Spain | 1.1 |
| 71 | Austria | 1.1 |
| 72 | Armenia | 1.1 |
| 73 | Venezuela | 1.0 |
| 74 | Thailand | 1.0 |
| 75 | Slovak Republic | 1.0 |
| 76 | Italy | 1.0 |
| 77 | Chile | 1.0 |
| 78 | Argentina | 1.0 |
| 79 | Kyrgyz Republic | 1.0 |
| 80 | Azerbaijan | 1.0 |
| 81 | Cambodia | 1.0 |
| 82 | Uruguay | 0.9 |
| 83 | Gambia, The | 0.9 |
| 84 | Philippines | 0.9 |
| 85 | Peru | 0.9 |
| 86 | Dominican Republic | 0.9 |
| 87 | Morocco | 0.9 |
| 88 | Turkey | 0.9 |
| 89 | Zimbabwe | 0.9 |
| 90 | Uganda | 0.9 |
| 91 | Burundi | 0.9 |
| 92 | Iran, Islamic Rep. | 0.9 |
| 93 | Bahrain | 0.8 |
| 94 | Malawi | 0.8 |
| 95 | Bulgaria | 0.8 |
| 96 | Latvia | 0.7 |
| 97 | Indonesia | 0.7 |
| 98 | Vietnam | 0.7 |
| 99 | Israel | 0.7 |
| 100 | Albania | 0.7 |
| 101 | South Africa | 0.7 |
| 102 | Czech Republic | 0.7 |
| 103 | Brazil | 0.6 |
| 104 | Rwanda | 0.6 |
| 105 | Moldova | 0.6 |
| 106 | Japan | 0.6 |
| 107 | Mexico | 0.6 |
| 108 | Jordan | 0.6 |
| 109 | Poland | 0.6 |
| 110 | Germany | 0.5 |
| 111 | Serbia | 0.5 |
| 112 | Paraguay | 0.5 |
| 113 | Taiwan, China | 0.5 |
| 114 | Senegal | 0.5 |
| 115 | Qatar | 0.5 |
| 116 | Belgium | 0.5 |
| 117 | Hungary | 0.4 |
| 118 | Cameroon | 0.4 |
| 119 | Burkina Faso | 0.4 |
| 120 | Sierra Leone | 0.4 |
| 121 | Netherlands | 0.4 |
| 122 | Ghana | 0.4 |
| 123 | Korea, Rep. | 0.4 |
| 124 | Chad | 0.4 |
| 125 | Haiti | 0.3 |
| 126 | Pakistan | 0.3 |
| 127 | Egypt | 0.3 |
| 128 | Kuwait | 0.3 |
| 129 | Nicaragua | 0.3 |
| 130 | China | 0.3 |
| 131 | Lebanon | 0.3 |
| 132 | Guatemala | 0.3 |
| 133 | El Salvador | 0.2 |
| 134 | Guinea | 0.2 |
| 135 | Nigeria | 0.2 |
| 136 | India | 0.2 |
| 137 | Singapore | 0.2 |
| 138 | Mali | 0.2 |
| 139 | Bangladesh | 0.2 |
| 140 | Hong Kong SAR | 0.1 |
| 141 | Côte d'Ivoire | 0.1 |

**Source:** Author's calculation based on International Air Transport Association, SRS Analyser and World Bank, *World Development Indicators* database (accessed 3 December 2014)

# 10.06 Number of operating airlines

Number of airlines with scheduled flights originating in country | 2014

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | United States | 223.0 |
| 2 | France | 195.0 |
| 3 | Germany | 181.0 |
| 4 | United Kingdom | 170.0 |
| 5 | Italy | 167.0 |
| 6 | Spain | 157.0 |
| 7 | Russian Federation | 148.0 |
| 8 | China | 146.0 |
| 9 | Thailand | 131.0 |
| 10 | Canada | 125.0 |
| 11 | Turkey | 119.0 |
| 12 | United Arab Emirates | 113.0 |
| 13 | Switzerland | 110.0 |
| 14 | Greece | 104.0 |
| 14 | Netherlands | 104.0 |
| 16 | Japan | 97.0 |
| 17 | Belgium | 93.0 |
| 18 | India | 90.0 |
| 19 | Austria | 89.0 |
| 19 | Hong Kong SAR | 89.0 |
| 21 | Sweden | 88.0 |
| 22 | Denmark | 82.0 |
| 23 | Czech Republic | 80.0 |
| 24 | Malaysia | 77.0 |
| 25 | Saudi Arabia | 76.0 |
| 26 | Egypt | 75.0 |
| 27 | Israel | 74.0 |
| 27 | Korea, Rep. | 74.0 |
| 27 | Singapore | 74.0 |
| 30 | Portugal | 73.0 |
| 31 | Mexico | 72.0 |
| 32 | Dominican Republic | 69.0 |
| 33 | Croatia | 65.0 |
| 34 | Australia | 64.0 |
| 34 | Indonesia | 64.0 |
| 34 | Morocco | 64.0 |
| 34 | Norway | 64.0 |
| 38 | Brazil | 62.0 |
| 39 | Poland | 60.0 |
| 40 | Cyprus | 58.0 |
| 41 | Taiwan, China | 56.0 |
| 42 | Bulgaria | 54.0 |
| 42 | Hungary | 54.0 |
| 44 | Vietnam | 53.0 |
| 45 | South Africa | 49.0 |
| 46 | Finland | 48.0 |
| 47 | Ireland | 45.0 |
| 47 | Tunisia | 45.0 |
| 49 | Philippines | 44.0 |
| 50 | Kuwait | 43.0 |
| 50 | Lebanon | 43.0 |
| 50 | Romania | 43.0 |
| 53 | Iran, Islamic Rep. | 41.0 |
| 53 | Jordan | 41.0 |
| 53 | Venezuela | 41.0 |
| 56 | Argentina | 40.0 |
| 56 | Armenia | 40.0 |
| 56 | Serbia | 40.0 |
| 59 | Jamaica | 37.0 |
| 59 | Kazakhstan | 37.0 |
| 59 | Myanmar | 37.0 |
| 59 | Nigeria | 37.0 |
| 63 | Georgia | 36.0 |
| 64 | Azerbaijan | 35.0 |
| 64 | Cambodia | 35.0 |
| 64 | Kenya | 35.0 |
| 67 | Colombia | 34.0 |
| 67 | Malta | 34.0 |
| 67 | Qatar | 34.0 |
| 70 | Tanzania | 33.0 |
| 71 | Lithuania | 32.0 |
| 71 | Oman | 32.0 |
| 71 | Peru | 32.0 |
| 74 | Senegal | 31.0 |
| 75 | Bangladesh | 30.0 |
| 75 | Chile | 30.0 |
| 75 | Ghana | 30.0 |
| 78 | Costa Rica | 28.0 |
| 78 | Nepal | 28.0 |
| 80 | Panama | 27.0 |
| 80 | Sri Lanka | 27.0 |
| 82 | Algeria | 26.0 |
| 82 | Bahrain | 26.0 |
| 82 | Tajikistan | 26.0 |
| 85 | Pakistan | 25.0 |
| 86 | Iceland | 24.0 |
| 87 | Cameroon | 23.0 |
| 88 | Bolivia | 22.0 |
| 88 | Côte d'Ivoire | 22.0 |
| 88 | Kyrgyz Republic | 22.0 |
| 88 | Uganda | 22.0 |
| 92 | Latvia | 21.0 |
| 92 | Montenegro | 21.0 |
| 92 | New Zealand | 21.0 |
| 95 | Albania | 20.0 |
| 95 | Estonia | 20.0 |
| 95 | Luxembourg | 20.0 |
| 98 | Barbados | 19.0 |
| 98 | Guatemala | 19.0 |
| 100 | Angola | 18.0 |
| 100 | Gabon | 18.0 |
| 100 | Haiti | 18.0 |
| 100 | Honduras | 18.0 |
| 100 | Moldova | 18.0 |
| 105 | Cape Verde | 17.0 |
| 105 | Uruguay | 17.0 |
| 107 | Mauritius | 16.0 |
| 107 | Zimbabwe | 16.0 |
| 109 | Mali | 15.0 |
| 109 | Zambia | 15.0 |
| 111 | Macedonia, FYR | 14.0 |
| 111 | Nicaragua | 14.0 |
| 111 | Slovak Republic | 14.0 |
| 114 | El Salvador | 13.0 |
| 114 | Gambia, The | 13.0 |
| 114 | Slovenia | 13.0 |
| 114 | Yemen | 13.0 |
| 118 | Madagascar | 12.0 |
| 118 | Paraguay | 12.0 |
| 118 | Trinidad and Tobago | 12.0 |
| 121 | Burkina Faso | 11.0 |
| 121 | Chad | 11.0 |
| 121 | Ethiopia | 11.0 |
| 124 | Guinea | 10.0 |
| 124 | Lao PDR | 10.0 |
| 124 | Mauritania | 10.0 |
| 124 | Mozambique | 10.0 |
| 124 | Seychelles | 10.0 |
| 129 | Guyana | 9.0 |
| 129 | Mongolia | 9.0 |
| 129 | Sierra Leone | 9.0 |
| 132 | Namibia | 8.0 |
| 133 | Burundi | 7.0 |
| 134 | Botswana | 6.0 |
| 134 | Rwanda | 6.0 |
| 136 | Malawi | 5.0 |
| 137 | Suriname | 4.0 |
| 138 | Bhutan | 2.0 |
| 139 | Lesotho | 1.0 |
| 139 | Puerto Rico | 1.0 |
| 139 | Swaziland | 1.0 |

**Source:** International Air Transport Association, SRS Analyser

# 11th Pillar
# Ground and Port Infrastructure

# 11.01 Quality of roads

How would you assess the quality of roads in your country? (1 = extremely underdeveloped, among the worst in the world; 7 = extensive and efficient, among the best in the world) | 2013–2014 weighted average

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | United Arab Emirates | 6.6 |
| 2 | Portugal | 6.3 |
| 3 | Austria | 6.3 |
| 4 | France | 6.2 |
| 5 | Netherlands | 6.1 |
| 6 | Singapore | 6.1 |
| 7 | Hong Kong SAR | 6.0 |
| 8 | Oman | 6.0 |
| 9 | Switzerland | 6.0 |
| 10 | Japan | 5.9 |
| 11 | Spain | 5.9 |
| 12 | Taiwan, China | 5.9 |
| 13 | Germany | 5.9 |
| 14 | Finland | 5.9 |
| 15 | Luxembourg | 5.7 |
| 16 | United States | 5.7 |
| 17 | Croatia | 5.6 |
| 18 | Korea, Rep. | 5.6 |
| 19 | Malaysia | 5.6 |
| 20 | Sweden | 5.5 |
| 21 | Denmark | 5.4 |
| 22 | Bahrain | 5.4 |
| 23 | Canada | 5.3 |
| 24 | Cyprus | 5.3 |
| 25 | Ireland | 5.3 |
| 26 | Saudi Arabia | 5.3 |
| 27 | Belgium | 5.3 |
| 28 | Namibia | 5.2 |
| 29 | Puerto Rico | 5.2 |
| 30 | United Kingdom | 5.2 |
| 31 | Chile | 5.1 |
| 32 | Sri Lanka | 5.1 |
| 33 | Barbados | 5.1 |
| 34 | Qatar | 5.0 |
| 35 | New Zealand | 4.9 |
| 36 | Lithuania | 4.9 |
| 37 | South Africa | 4.9 |
| 38 | Slovenia | 4.9 |
| 39 | Iceland | 4.9 |
| 40 | Turkey | 4.9 |
| 41 | Swaziland | 4.9 |
| 42 | Mauritius | 4.8 |
| 43 | Australia | 4.8 |
| 44 | Panama | 4.7 |
| 45 | Israel | 4.7 |
| 46 | Rwanda | 4.7 |
| 47 | El Salvador | 4.6 |
| 48 | Kuwait | 4.6 |
| 49 | China | 4.6 |
| 50 | Thailand | 4.5 |
| 51 | Morocco | 4.5 |
| 52 | Mexico | 4.4 |
| 53 | Dominican Republic | 4.4 |
| 54 | Estonia | 4.4 |
| 55 | Greece | 4.3 |
| 56 | Bhutan | 4.3 |
| 57 | Italy | 4.3 |
| 58 | Hungary | 4.2 |
| 59 | Kenya | 4.2 |
| 60 | Seychelles | 4.2 |
| 61 | Jordan | 4.1 |
| 62 | Gambia, The | 4.1 |
| 63 | Iran, Islamic Rep. | 4.1 |
| 64 | Cape Verde | 4.0 |
| 65 | Georgia | 4.0 |
| 66 | Trinidad and Tobago | 4.0 |
| 67 | Botswana | 4.0 |
| 68 | Lao PDR | 4.0 |
| 69 | Azerbaijan | 4.0 |
| 70 | Suriname | 4.0 |
| 71 | Albania | 3.9 |
| 72 | Indonesia | 3.9 |
| 73 | Côte d'Ivoire | 3.9 |
| 74 | Norway | 3.9 |
| 75 | Pakistan | 3.8 |
| 76 | India | 3.8 |
| 77 | Ethiopia | 3.8 |
| 78 | Guatemala | 3.7 |
| 79 | Ghana | 3.7 |
| 80 | Armenia | 3.7 |
| 81 | Czech Republic | 3.7 |
| 82 | Slovak Republic | 3.7 |
| 83 | Tunisia | 3.7 |
| 84 | Jamaica | 3.7 |
| 85 | Malta | 3.7 |
| 86 | Zambia | 3.6 |
| 87 | Philippines | 3.6 |
| 88 | Nicaragua | 3.6 |
| 89 | Poland | 3.5 |
| 90 | Uruguay | 3.5 |
| 91 | Macedonia, FYR | 3.4 |
| 92 | Senegal | 3.4 |
| 93 | Cambodia | 3.4 |
| 94 | Mali | 3.4 |
| 95 | Bolivia | 3.3 |
| 96 | Honduras | 3.3 |
| 97 | Lesotho | 3.3 |
| 98 | Montenegro | 3.3 |
| 99 | Malawi | 3.3 |
| 100 | Zimbabwe | 3.3 |
| 101 | Burundi | 3.2 |
| 102 | Peru | 3.2 |
| 103 | Guyana | 3.2 |
| 104 | Vietnam | 3.2 |
| 105 | Uganda | 3.2 |
| 106 | Bulgaria | 3.1 |
| 107 | Algeria | 3.1 |
| 108 | Latvia | 3.1 |
| 109 | Tajikistan | 3.0 |
| 110 | Argentina | 3.0 |
| 111 | Sierra Leone | 3.0 |
| 112 | Tanzania | 3.0 |
| 113 | Kazakhstan | 3.0 |
| 114 | Serbia | 2.9 |
| 115 | Nepal | 2.9 |
| 116 | Cameroon | 2.9 |
| 117 | Bangladesh | 2.9 |
| 118 | Egypt | 2.9 |
| 119 | Costa Rica | 2.8 |
| 120 | Lebanon | 2.8 |
| 121 | Romania | 2.8 |
| 122 | Brazil | 2.8 |
| 123 | Kyrgyz Republic | 2.7 |
| 124 | Russian Federation | 2.7 |
| 125 | Nigeria | 2.7 |
| 126 | Colombia | 2.7 |
| 127 | Venezuela | 2.6 |
| 128 | Chad | 2.6 |
| 129 | Madagascar | 2.6 |
| 130 | Mongolia | 2.6 |
| 131 | Yemen | 2.5 |
| 132 | Burkina Faso | 2.5 |
| 133 | Paraguay | 2.5 |
| 134 | Myanmar | 2.4 |
| 135 | Gabon | 2.4 |
| 136 | Haiti | 2.4 |
| 137 | Mauritania | 2.3 |
| 138 | Angola | 2.3 |
| 139 | Moldova | 2.1 |
| 140 | Mozambique | 2.1 |
| 141 | Guinea | 1.9 |

**Source:** World Economic Forum, Executive Opinion Survey

# 11.02 Quality of railroad infrastructure

How would you assess the quality of railroad infrastructure in your country? (1 = extremely underdeveloped, among the worst in the world; 7 = extensive and efficient, among the best in the world) | 2013–2014 weighted average

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Japan | 6.7 |
| 2 | Switzerland | 6.6 |
| 3 | Hong Kong SAR | 6.3 |
| 4 | Spain | 6.0 |
| 5 | Finland | 5.9 |
| 6 | France | 5.9 |
| 7 | Taiwan, China | 5.7 |
| 8 | Germany | 5.7 |
| 9 | Netherlands | 5.6 |
| 10 | Korea, Rep. | 5.6 |
| 11 | Austria | 5.3 |
| 12 | Malaysia | 5.0 |
| 13 | Luxembourg | 5.0 |
| 14 | Belgium | 4.9 |
| 15 | United States | 4.9 |
| 16 | United Kingdom | 4.9 |
| 17 | China | 4.8 |
| 18 | Canada | 4.8 |
| 19 | Sweden | 4.5 |
| 20 | Denmark | 4.5 |
| 21 | Czech Republic | 4.5 |
| 22 | Lithuania | 4.5 |
| 23 | Portugal | 4.4 |
| 24 | Slovak Republic | 4.4 |
| 25 | Russian Federation | 4.3 |
| 26 | India | 4.2 |
| 27 | Kazakhstan | 4.2 |
| 28 | Italy | 4.1 |
| 29 | Latvia | 4.1 |
| 30 | Ireland | 4.1 |
| 31 | Australia | 4.0 |
| 32 | Georgia | 3.9 |
| 33 | Morocco | 3.9 |
| 34 | Panama | 3.9 |
| 35 | Norway | 3.9 |
| 36 | Azerbaijan | 3.8 |
| 37 | Hungary | 3.8 |
| 38 | New Zealand | 3.7 |
| 39 | Estonia | 3.7 |
| 40 | Indonesia | 3.7 |
| 41 | Sri Lanka | 3.7 |
| 42 | Swaziland | 3.5 |
| 43 | South Africa | 3.4 |
| 44 | Iran, Islamic Rep. | 3.4 |
| 45 | Slovenia | 3.4 |
| 46 | Namibia | 3.3 |
| 47 | Tunisia | 3.3 |
| 48 | Turkey | 3.1 |
| 49 | Saudi Arabia | 3.1 |
| 50 | Bulgaria | 3.0 |
| 51 | Vietnam | 3.0 |
| 52 | Tajikistan | 3.0 |
| 53 | Israel | 3.0 |
| 54 | Poland | 2.9 |
| 55 | Montenegro | 2.9 |
| 56 | Greece | 2.9 |
| 57 | Croatia | 2.9 |
| 58 | Romania | 2.9 |
| 59 | Côte d'Ivoire | 2.8 |
| 60 | Moldova | 2.8 |
| 61 | Botswana | 2.8 |
| 62 | Cameroon | 2.8 |
| 63 | Mexico | 2.8 |
| 64 | Algeria | 2.7 |
| 65 | Ghana | 2.7 |
| 66 | Kyrgyz Republic | 2.6 |
| 67 | Armenia | 2.6 |
| 68 | Mongolia | 2.6 |
| 69 | Bolivia | 2.5 |
| 70 | Kenya | 2.5 |
| 71 | Pakistan | 2.5 |
| 72 | Chile | 2.5 |
| 73 | Thailand | 2.4 |
| 74 | Bangladesh | 2.4 |
| 75 | Gabon | 2.4 |
| 76 | Mauritania | 2.4 |
| 77 | Egypt | 2.4 |
| 78 | Senegal | 2.3 |
| 79 | Philippines | 2.3 |
| 80 | Jordan | 2.2 |
| 81 | Zimbabwe | 2.2 |
| 82 | Serbia | 2.1 |
| 83 | Mozambique | 2.1 |
| 84 | Mali | 2.1 |
| 85 | Macedonia, FYR | 2.0 |
| 86 | Zambia | 2.0 |
| 87 | Tanzania | 2.0 |
| 88 | Malawi | 1.9 |
| 89 | Peru | 1.9 |
| 90 | Costa Rica | 1.9 |
| 91 | Madagascar | 1.8 |
| 92 | Burkina Faso | 1.8 |
| 93 | Myanmar | 1.8 |
| 94 | Brazil | 1.7 |
| 95 | Argentina | 1.7 |
| 96 | Ethiopia | 1.6 |
| 97 | Cambodia | 1.6 |
| 98 | Venezuela | 1.6 |
| 99 | Nigeria | 1.5 |
| 100 | Uganda | 1.5 |
| 101 | Colombia | 1.5 |
| 102 | Uruguay | 1.3 |
| 103 | Albania | 1.1 |
| n/a | Angola | n/a |
| n/a | Bahrain | n/a |
| n/a | Barbados | n/a |
| n/a | Bhutan | n/a |
| n/a | Burundi | n/a |
| n/a | Cape Verde | n/a |
| n/a | Chad | n/a |
| n/a | Cyprus | n/a |
| n/a | Dominican Republic | n/a |
| n/a | El Salvador | n/a |
| n/a | Gambia, The | n/a |
| n/a | Guatemala | n/a |
| n/a | Guinea | n/a |
| n/a | Guyana | n/a |
| n/a | Haiti | n/a |
| n/a | Honduras | n/a |
| n/a | Iceland | n/a |
| n/a | Jamaica | n/a |
| n/a | Kuwait | n/a |
| n/a | Lao PDR | n/a |
| n/a | Lebanon | n/a |
| n/a | Lesotho | n/a |
| n/a | Malta | n/a |
| n/a | Mauritius | n/a |
| n/a | Nepal | n/a |
| n/a | Nicaragua | n/a |
| n/a | Oman | n/a |
| n/a | Paraguay | n/a |
| n/a | Puerto Rico | n/a |
| n/a | Qatar | n/a |
| n/a | Rwanda | n/a |
| n/a | Seychelles | n/a |
| n/a | Sierra Leone | n/a |
| n/a | Singapore | n/a |
| n/a | Suriname | n/a |
| n/a | Trinidad and Tobago | n/a |
| n/a | United Arab Emirates | n/a |
| n/a | Yemen | n/a |

**Source:** World Economic Forum, Executive Opinion Survey

# 11.03 Quality of port infrastructure

How would you assess the quality of seaport infrastructure in your country? (1 = extremely underdeveloped, among the worst in the world; 7 = extensive and efficient, among the best in the world | For landlocked countries, assess access to seaports (1 = extremely underdeveloped, among the worst in the world; 7 = extensive and efficient, among the best in the world) | 2013–2014 weighted average

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Netherlands | 6.8 |
| 2 | Singapore | 6.7 |
| 3 | United Arab Emirates | 6.5 |
| 4 | Hong Kong SAR | 6.5 |
| 5 | Finland | 6.4 |
| 6 | Belgium | 6.4 |
| 7 | Panama | 6.3 |
| 8 | Iceland | 5.9 |
| 9 | Spain | 5.8 |
| 10 | Denmark | 5.8 |
| 11 | New Zealand | 5.8 |
| 12 | United States | 5.7 |
| 13 | Norway | 5.7 |
| 14 | Germany | 5.7 |
| 15 | Bahrain | 5.7 |
| 16 | United Kingdom | 5.6 |
| 17 | Estonia | 5.6 |
| 18 | Sweden | 5.6 |
| 19 | Malaysia | 5.6 |
| 20 | Malta | 5.5 |
| 21 | Canada | 5.5 |
| 22 | Puerto Rico | 5.4 |
| 23 | Portugal | 5.4 |
| 24 | Qatar | 5.4 |
| 25 | Taiwan, China | 5.3 |
| 26 | Japan | 5.3 |
| 27 | Korea, Rep. | 5.3 |
| 28 | Barbados | 5.3 |
| 29 | Ireland | 5.3 |
| 30 | Namibia | 5.2 |
| 31 | Latvia | 5.2 |
| 32 | France | 5.2 |
| 33 | Oman | 5.2 |
| 34 | Côte d'Ivoire | 5.1 |
| 35 | Chile | 5.0 |
| 36 | Mauritius | 5.0 |
| 37 | Luxembourg | 5.0 |
| 38 | Australia | 5.0 |
| 39 | Slovenia | 5.0 |
| 40 | Saudi Arabia | 5.0 |
| 41 | Seychelles | 5.0 |
| 42 | Jamaica | 4.9 |
| 43 | Morocco | 4.9 |
| 44 | Switzerland | 4.9 |
| 45 | Cyprus | 4.9 |
| 46 | South Africa | 4.9 |
| 47 | Lithuania | 4.9 |
| 48 | Uruguay | 4.7 |
| 49 | Greece | 4.7 |
| 50 | El Salvador | 4.7 |
| 51 | Croatia | 4.6 |
| 52 | Dominican Republic | 4.6 |
| 53 | China | 4.6 |
| 54 | Thailand | 4.5 |
| 55 | Italy | 4.5 |
| 56 | Suriname | 4.4 |
| 57 | Turkey | 4.4 |
| 58 | Senegal | 4.4 |
| 59 | Pakistan | 4.4 |
| 60 | Austria | 4.4 |
| 61 | Kenya | 4.3 |
| 62 | Mexico | 4.3 |
| 63 | Azerbaijan | 4.3 |
| 64 | Gambia, The | 4.2 |
| 65 | Trinidad and Tobago | 4.2 |
| 66 | Egypt | 4.2 |
| 67 | Georgia | 4.2 |
| 68 | Bulgaria | 4.2 |
| 69 | Sri Lanka | 4.2 |
| 70 | Montenegro | 4.2 |
| 71 | Honduras | 4.1 |
| 72 | Jordan | 4.1 |
| 73 | Lebanon | 4.1 |
| 74 | Guatemala | 4.0 |
| 75 | Czech Republic | 4.0 |
| 76 | India | 4.0 |
| 77 | Indonesia | 4.0 |
| 78 | Poland | 4.0 |
| 79 | Swaziland | 4.0 |
| 80 | Iran, Islamic Rep. | 4.0 |
| 81 | Russian Federation | 3.9 |
| 82 | Kuwait | 3.9 |
| 83 | Tunisia | 3.9 |
| 84 | Cape Verde | 3.9 |
| 85 | Hungary | 3.8 |
| 86 | Israel | 3.8 |
| 87 | Peru | 3.7 |
| 88 | Vietnam | 3.7 |
| 89 | Albania | 3.7 |
| 90 | Colombia | 3.7 |
| 91 | Argentina | 3.7 |
| 92 | Ghana | 3.7 |
| 93 | Bangladesh | 3.7 |
| 94 | Mozambique | 3.7 |
| 95 | Cameroon | 3.6 |
| 96 | Zimbabwe | 3.6 |
| 97 | Cambodia | 3.6 |
| 98 | Rwanda | 3.6 |
| 99 | Guyana | 3.5 |
| 100 | Slovak Republic | 3.5 |
| 101 | Philippines | 3.5 |
| 102 | Macedonia, FYR | 3.4 |
| 103 | Madagascar | 3.4 |
| 104 | Romania | 3.4 |
| 105 | Sierra Leone | 3.4 |
| 106 | Tanzania | 3.3 |
| 107 | Paraguay | 3.2 |
| 108 | Nicaragua | 3.2 |
| 109 | Nigeria | 3.2 |
| 110 | Burkina Faso | 3.1 |
| 111 | Mali | 3.1 |
| 112 | Gabon | 3.1 |
| 113 | Botswana | 3.0 |
| 114 | Costa Rica | 3.0 |
| 115 | Guinea | 2.9 |
| 116 | Algeria | 2.8 |
| 117 | Uganda | 2.8 |
| 118 | Burundi | 2.8 |
| 119 | Lesotho | 2.7 |
| 120 | Angola | 2.7 |
| 121 | Brazil | 2.7 |
| 122 | Kazakhstan | 2.7 |
| 123 | Zambia | 2.7 |
| 124 | Myanmar | 2.6 |
| 125 | Ethiopia | 2.6 |
| 126 | Serbia | 2.6 |
| 127 | Yemen | 2.6 |
| 128 | Lao PDR | 2.6 |
| 129 | Venezuela | 2.6 |
| 130 | Malawi | 2.6 |
| 131 | Haiti | 2.5 |
| 132 | Armenia | 2.5 |
| 133 | Mauritania | 2.4 |
| 134 | Moldova | 2.2 |
| 135 | Nepal | 2.2 |
| 136 | Bhutan | 2.1 |
| 137 | Tajikistan | 2.1 |
| 138 | Bolivia | 2.0 |
| 139 | Chad | 1.8 |
| 140 | Mongolia | 1.7 |
| 141 | Kyrgyz Republic | 1.3 |

**Source:** World Economic Forum, Executive Opinion Survey

# 11.04 Quality of ground transport network

In your country, to what extent does your national ground transport network (e.g. buses, trains, trucks, taxis, etc.) offer efficient transportation? (1 = not at all, 7 = to a great extent) | 2013–2014 weighted average

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Switzerland | 6.5 |
| 2 | Hong Kong SAR | 6.4 |
| 3 | Japan | 6.4 |
| 4 | Finland | 6.3 |
| 5 | Spain | 6.2 |
| 6 | United Arab Emirates | 6.1 |
| 7 | Taiwan, China | 6.0 |
| 8 | Singapore | 6.0 |
| 9 | Netherlands | 6.0 |
| 10 | Germany | 6.0 |
| 11 | Portugal | 5.8 |
| 12 | Korea, Rep. | 5.8 |
| 13 | France | 5.8 |
| 14 | Czech Republic | 5.7 |
| 15 | Austria | 5.7 |
| 16 | Denmark | 5.7 |
| 17 | Sweden | 5.5 |
| 18 | United States | 5.5 |
| 19 | Lithuania | 5.5 |
| 20 | Malaysia | 5.4 |
| 21 | United Kingdom | 5.4 |
| 22 | Canada | 5.3 |
| 23 | Belgium | 5.3 |
| 24 | Barbados | 5.3 |
| 25 | Luxembourg | 5.3 |
| 26 | Iceland | 5.3 |
| 27 | Estonia | 5.2 |
| 28 | Qatar | 5.1 |
| 29 | Croatia | 5.1 |
| 30 | Latvia | 5.1 |
| 31 | Seychelles | 5.1 |
| 32 | Slovenia | 5.1 |
| 33 | Turkey | 5.1 |
| 34 | El Salvador | 5.0 |
| 35 | China | 5.0 |
| 36 | Rwanda | 5.0 |
| 37 | Zambia | 5.0 |
| 38 | Azerbaijan | 5.0 |
| 39 | Australia | 5.0 |
| 40 | Jordan | 5.0 |
| 41 | Ireland | 4.9 |
| 42 | Chile | 4.9 |
| 43 | Kyrgyz Republic | 4.9 |
| 44 | Norway | 4.9 |
| 45 | New Zealand | 4.9 |
| 46 | Kenya | 4.8 |
| 47 | Russian Federation | 4.8 |
| 48 | Macedonia, FYR | 4.8 |
| 49 | Saudi Arabia | 4.8 |
| 50 | Kazakhstan | 4.8 |
| 51 | Greece | 4.7 |
| 52 | Mauritius | 4.6 |
| 53 | Tajikistan | 4.6 |
| 54 | Sri Lanka | 4.6 |
| 55 | Bhutan | 4.6 |
| 56 | Guyana | 4.6 |
| 57 | Gambia, The | 4.6 |
| 58 | Namibia | 4.6 |
| 59 | Iran, Islamic Rep. | 4.6 |
| 60 | Georgia | 4.6 |
| 61 | Slovak Republic | 4.6 |
| 62 | Mexico | 4.6 |
| 63 | Moldova | 4.5 |
| 64 | Montenegro | 4.5 |
| 65 | Poland | 4.5 |
| 66 | Bulgaria | 4.5 |
| 67 | Hungary | 4.5 |
| 68 | Cyprus | 4.4 |
| 69 | Swaziland | 4.4 |
| 70 | Armenia | 4.4 |
| 71 | Panama | 4.4 |
| 72 | Indonesia | 4.3 |
| 73 | Puerto Rico | 4.3 |
| 74 | Uganda | 4.3 |
| 75 | Oman | 4.3 |
| 76 | Malawi | 4.3 |
| 77 | Ghana | 4.2 |
| 78 | Jamaica | 4.2 |
| 79 | Mali | 4.2 |
| 80 | Pakistan | 4.1 |
| 81 | India | 4.1 |
| 82 | Uruguay | 4.1 |
| 83 | Lao PDR | 4.1 |
| 84 | Honduras | 4.1 |
| 85 | Romania | 4.1 |
| 86 | Botswana | 4.1 |
| 87 | Bahrain | 4.1 |
| 88 | Côte d'Ivoire | 4.1 |
| 89 | Serbia | 4.0 |
| 90 | Morocco | 4.0 |
| 91 | Italy | 4.0 |
| 92 | Israel | 4.0 |
| 93 | Trinidad and Tobago | 4.0 |
| 94 | Thailand | 3.9 |
| 95 | Philippines | 3.9 |
| 96 | Costa Rica | 3.9 |
| 97 | Yemen | 3.9 |
| 98 | South Africa | 3.9 |
| 99 | Egypt | 3.9 |
| 100 | Lesotho | 3.9 |
| 101 | Guatemala | 3.9 |
| 102 | Nepal | 3.8 |
| 103 | Cape Verde | 3.8 |
| 104 | Vietnam | 3.8 |
| 105 | Algeria | 3.8 |
| 106 | Tanzania | 3.8 |
| 107 | Tunisia | 3.7 |
| 108 | Kuwait | 3.7 |
| 109 | Ethiopia | 3.7 |
| 110 | Malta | 3.7 |
| 111 | Senegal | 3.7 |
| 112 | Dominican Republic | 3.7 |
| 113 | Bolivia | 3.6 |
| 114 | Argentina | 3.6 |
| 115 | Zimbabwe | 3.6 |
| 116 | Brazil | 3.5 |
| 117 | Nigeria | 3.5 |
| 118 | Colombia | 3.5 |
| 119 | Bangladesh | 3.5 |
| 120 | Sierra Leone | 3.5 |
| 121 | Albania | 3.4 |
| 122 | Nicaragua | 3.4 |
| 123 | Madagascar | 3.4 |
| 124 | Cameroon | 3.4 |
| 125 | Mongolia | 3.3 |
| 126 | Burundi | 3.3 |
| 127 | Peru | 3.3 |
| 128 | Suriname | 3.3 |
| 129 | Cambodia | 3.3 |
| 130 | Myanmar | 3.2 |
| 131 | Chad | 3.1 |
| 132 | Paraguay | 2.9 |
| 133 | Mozambique | 2.8 |
| 134 | Venezuela | 2.7 |
| 135 | Burkina Faso | 2.5 |
| 136 | Lebanon | 2.4 |
| 137 | Gabon | 2.4 |
| 138 | Mauritania | 2.3 |
| 139 | Haiti | 2.3 |
| 140 | Angola | 2.3 |
| 141 | Guinea | 2.1 |

**Source:** World Economic Forum, Executive Opinion Survey

# 11.05 Railroad density

Kilometres of railroad per 100 square kilometres of land | 2012 or most recent available

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Czech Republic | 12.0 |
| 2 | Belgium | 11.7 |
| 3 | Luxembourg | 10.6 |
| 4 | Germany | 9.4 |
| 5 | Switzerland | 8.6 |
| 6 | Hungary | 8.5 |
| 7 | Slovak Republic | 7.3 |
| 8 | Netherlands | 7.3 |
| 9 | United Kingdom | 6.7 |
| 10 | Poland | 6.3 |
| 11 | Slovenia | 6.0 |
| 12 | Austria | 5.9 |
| 13 | Italy | 5.7 |
| 14 | France | 5.5 |
| 15 | Japan | 5.3 |
| 16 | Denmark | 4.9 |
| 17 | Israel | 4.9 |
| 18 | Croatia | 4.8 |
| 19 | Taiwan, China[1] | 4.7 |
| 20 | Serbia | 4.6 |
| 21 | Romania | 4.5 |
| 22 | Bulgaria | 3.7 |
| 23 | Korea, Rep. | 3.6 |
| 24 | Moldova | 3.4 |
| 25 | Spain | 3.1 |
| 26 | Latvia | 2.9 |
| 27 | Armenia | 2.8 |
| 28 | Portugal | 2.8 |
| 29 | Ireland | 2.7 |
| 30 | Macedonia, FYR[3] | 2.7 |
| 31 | Lithuania | 2.7 |
| 32 | Azerbaijan | 2.4 |
| 33 | United States | 2.3 |
| 34 | Georgia[2] | 2.2 |
| 35 | Sri Lanka[5] | 2.2 |
| 36 | Sweden | 2.2 |
| 37 | India | 2.0 |
| 38 | Greece | 1.9 |
| 39 | Bangladesh | 1.9 |
| 40 | Finland | 1.8 |
| 41 | Estonia | 1.8 |
| 42 | Swaziland | 1.7 |
| 43 | Uruguay[5] | 1.7 |
| 44 | South Africa | 1.7 |
| 45 | Albania | 1.5 |
| 46 | New Zealand[12] | 1.5 |
| 47 | Mexico | 1.4 |
| 48 | Tunisia | 1.3 |
| 49 | Turkey | 1.2 |
| 50 | Norway | 1.1 |
| 51 | Thailand | 1.0 |
| 52 | Pakistan | 1.0 |
| 53 | Argentina | 0.9 |
| 54 | Costa Rica[13] | 0.8 |
| 55 | Chile | 0.7 |
| 56 | Vietnam | 0.7 |
| 57 | China | 0.7 |
| 58 | Malaysia | 0.7 |
| 59 | Malawi[5] | 0.7 |
| 60 | Zimbabwe[5] | 0.7 |
| 61 | Jordan | 0.6 |
| 62 | Kazakhstan | 0.5 |
| 63 | Canada | 0.5 |
| 64 | Egypt | 0.5 |
| 65 | Myanmar[15] | 0.5 |
| 66 | Russian Federation | 0.5 |
| 67 | Iran, Islamic Rep. | 0.5 |
| 68 | Morocco | 0.5 |
| 69 | Senegal[11] | 0.5 |
| 70 | Tajikistan | 0.4 |
| 71 | Ghana[5] | 0.4 |
| 72 | Mozambique | 0.4 |
| 73 | Nigeria[6] | 0.4 |
| 74 | Cambodia[8] | 0.4 |
| 75 | Brazil | 0.4 |
| 76 | Kenya[7] | 0.3 |
| 77 | Gabon | 0.3 |
| 78 | Namibia[14] | 0.3 |
| 79 | Tanzania[7] | 0.3 |
| 80 | Bolivia[4] | 0.3 |
| 81 | Indonesia | 0.2 |
| 82 | Burkina Faso | 0.2 |
| 83 | Kyrgyz Republic | 0.2 |
| 84 | Cameroon | 0.2 |
| 85 | Côte d'Ivoire | 0.2 |
| 86 | Algeria | 0.2 |
| 87 | Zambia[9] | 0.2 |
| 88 | Philippines[5] | 0.2 |
| 89 | Botswana | 0.2 |
| 90 | Peru | 0.2 |
| 91 | Colombia[4] | 0.1 |
| 92 | Madagascar[5] | 0.1 |
| 93 | Mongolia | 0.1 |
| 94 | Uganda[9] | 0.1 |
| 95 | Mauritania | 0.1 |
| 96 | Saudi Arabia | 0.1 |
| 97 | Ethiopia[15] | 0.1 |
| 98 | Mali[10] | 0.1 |
| 99 | Venezuela[5] | 0.0 |
| 100 | Australia | 0.0 |
| n/a | Angola | n/a |
| n/a | Bahrain | n/a |
| n/a | Barbados | n/a |
| n/a | Bhutan | n/a |
| n/a | Burundi | n/a |
| n/a | Cape Verde | n/a |
| n/a | Chad | n/a |
| n/a | Cyprus | n/a |
| n/a | Dominican Republic | n/a |
| n/a | El Salvador | n/a |
| n/a | Gambia, The | n/a |
| n/a | Guatemala | n/a |
| n/a | Guinea | n/a |
| n/a | Guyana | n/a |
| n/a | Haiti | n/a |
| n/a | Honduras | n/a |
| n/a | Hong Kong SAR | n/a |
| n/a | Iceland | n/a |
| n/a | Jamaica | n/a |
| n/a | Kuwait | n/a |
| n/a | Lao PDR | n/a |
| n/a | Lebanon | n/a |
| n/a | Lesotho | n/a |
| n/a | Malta | n/a |
| n/a | Mauritius | n/a |
| n/a | Montenegro | n/a |
| n/a | Nepal | n/a |
| n/a | Nicaragua | n/a |
| n/a | Oman | n/a |
| n/a | Panama | n/a |
| n/a | Paraguay | n/a |
| n/a | Puerto Rico | n/a |
| n/a | Qatar | n/a |
| n/a | Rwanda | n/a |
| n/a | Seychelles | n/a |
| n/a | Sierra Leone | n/a |
| n/a | Singapore | n/a |
| n/a | Suriname | n/a |
| n/a | Trinidad and Tobago | n/a |
| n/a | United Arab Emirates | n/a |
| n/a | Yemen | n/a |

**Source:** The World Bank, *World Development Indicators* database (retrieved on November 2014)

[1] 2013 [2] 2011 [3] 2010 [4] 2009 [5] 2008 [6] 2007 [7] 2006 [8] 2005 [9] 2004 [10] 2002 [11] 2000 [12] 1999 [13] 1996 [14] 1995 [15] 1991

# 12th Pillar
# Tourist Service Infrastructure

# 12.01 Hotel rooms

Number of hotel rooms per 100 population | 2013 or most recent available

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Malta | 4.4 |
| 2 | Greece | 3.6 |
| 3 | Cyprus | 3.6 |
| 4 | Seychelles[3] | 3.6 |
| 5 | Iceland | 3.5 |
| 6 | Austria | 3.5 |
| 7 | Montenegro | 2.5 |
| 8 | Barbados | 2.2 |
| 9 | New Zealand | 2.0 |
| 10 | Spain | 1.9 |
| 11 | Italy | 1.8 |
| 12 | Cape Verde | 1.8 |
| 13 | Croatia | 1.8 |
| 14 | Switzerland | 1.7 |
| 15 | Norway | 1.7 |
| 16 | Bulgaria | 1.6 |
| 17 | United States | 1.6 |
| 18 | Ireland | 1.5 |
| 19 | Luxembourg | 1.4 |
| 20 | Czech Republic | 1.3 |
| 21 | Portugal | 1.3 |
| 22 | Sweden | 1.2 |
| 23 | Canada[9] | 1.2 |
| 24 | Germany | 1.2 |
| 25 | Estonia | 1.2 |
| 26 | United Kingdom[1] | 1.1 |
| 27 | Japan | 1.1 |
| 28 | Tunisia | 1.1 |
| 29 | Hong Kong SAR | 1.1 |
| 30 | Slovenia | 1.1 |
| 31 | Finland | 1.0 |
| 32 | Singapore | 1.0 |
| 33 | Bahrain | 1.0 |
| 34 | United Arab Emirates[8] | 1.0 |
| 35 | Australia | 1.0 |
| 36 | France | 1.0 |
| 37 | Saudi Arabia | 1.0 |
| 38 | Costa Rica | 1.0 |
| 39 | Mauritius | 1.0 |
| 40 | Jamaica | 0.9 |
| 41 | Thailand | 0.8 |
| 42 | Denmark | 0.8 |
| 43 | Peru | 0.7 |
| 44 | Lebanon | 0.7 |
| 45 | Hungary | 0.7 |
| 46 | Slovak Republic | 0.7 |
| 47 | Malaysia | 0.7 |
| 48 | Netherlands | 0.7 |
| 49 | Belgium | 0.7 |
| 50 | Romania | 0.7 |
| 51 | Dominican Republic | 0.7 |
| 52 | Israel | 0.7 |
| 53 | Taiwan, China | 0.6 |
| 54 | Latvia | 0.6 |
| 55 | Qatar | 0.6 |
| 56 | Panama | 0.6 |
| 57 | Argentina | 0.6 |
| 58 | Lao PDR | 0.6 |
| 59 | Mexico | 0.5 |
| 60 | Albania[1] | 0.5 |
| 61 | Trinidad and Tobago | 0.5 |
| 62 | Armenia | 0.5 |
| 63 | Turkey | 0.5 |
| 64 | Lithuania | 0.5 |
| 65 | Uruguay | 0.4 |
| 66 | Chile | 0.4 |
| 67 | Venezuela | 0.4 |
| 68 | Botswana | 0.4 |
| 69 | Jordan | 0.4 |
| 70 | Puerto Rico | 0.4 |
| 71 | Oman[1] | 0.4 |
| 72 | Bhutan | 0.4 |
| 73 | Colombia[1] | 0.4 |
| 74 | Vietnam | 0.4 |
| 75 | Poland | 0.3 |
| 76 | Serbia | 0.3 |
| 77 | Macedonia, FYR | 0.3 |
| 78 | Georgia | 0.3 |
| 79 | Cambodia | 0.3 |
| 80 | Guatemala | 0.3 |
| 81 | Morocco | 0.3 |
| 82 | Gambia, The[4] | 0.3 |
| 83 | Zambia | 0.3 |
| 84 | Honduras[6] | 0.3 |
| 85 | Kuwait | 0.3 |
| 86 | Bolivia | 0.3 |
| 87 | Egypt | 0.2 |
| 88 | Kazakhstan | 0.2 |
| 89 | Suriname[2] | 0.2 |
| 90 | Russian Federation | 0.2 |
| 91 | Brazil[2] | 0.2 |
| 92 | Mongolia[5] | 0.2 |
| 93 | Nicaragua | 0.2 |
| 94 | Namibia | 0.2 |
| 95 | Gabon[10] | 0.2 |
| 96 | Paraguay | 0.2 |
| 97 | Korea, Rep. | 0.2 |
| 98 | Cameroon[1] | 0.2 |
| 99 | Azerbaijan | 0.2 |
| 100 | Indonesia | 0.2 |
| 101 | Malawi[9] | 0.2 |
| 102 | Yemen[3] | 0.1 |
| 103 | Lesotho[1] | 0.1 |
| 104 | El Salvador | 0.1 |
| 105 | Swaziland | 0.1 |
| 106 | South Africa | 0.1 |
| 107 | Algeria[1] | 0.1 |
| 108 | Senegal | 0.1 |
| 109 | Côte d'Ivoire[1] | 0.1 |
| 110 | Ghana[3] | 0.1 |
| 111 | Sri Lanka | 0.1 |
| 112 | China | 0.1 |
| 113 | Iran, Islamic Rep. | 0.1 |
| 114 | Nigeria | 0.1 |
| 115 | Guyana[12] | 0.1 |
| 116 | Madagascar | 0.1 |
| 117 | Mozambique | 0.1 |
| 118 | Moldova | 0.1 |
| 119 | Angola | 0.1 |
| 120 | Tanzania[8] | 0.1 |
| 121 | Mauritania[13] | 0.1 |
| 122 | Uganda[10] | 0.1 |
| 123 | Kenya[3] | 0.1 |
| 124 | Myanmar | 0.1 |
| 125 | Mali | 0.1 |
| 126 | Rwanda | 0.1 |
| 127 | Kyrgyz Republic | 0.0 |
| 128 | Zimbabwe | 0.0 |
| 129 | Burkina Faso[1] | 0.0 |
| 130 | Nepal | 0.0 |
| 131 | Philippines | 0.0 |
| 132 | Guinea | 0.0 |
| 133 | Sierra Leone[1] | 0.0 |
| 134 | Pakistan[5] | 0.0 |
| 135 | Ethiopia | 0.0 |
| 136 | Haiti[13] | 0.0 |
| 137 | Chad | 0.0 |
| 138 | India | 0.0 |
| 139 | Tajikistan[11] | 0.0 |
| 140 | Bangladesh[3] | 0.0 |
| 141 | Burundi[7] | 0.0 |

**Source:** World Tourism Organization (UNWTO)

[1] 2012 [2] 2011 [3] 2010 [4] 2009 [5] 2008 [6] 2007 [7] 2006 [8] 2005 [9] 2004 [10] 2002 [11] 2001 [12] 2000 [13] 1999

# 12.02 Extension of business trips recommended

When senior executives visit your country for the first time for business purposes, how likely are you to recommend extending their trip for leisure purposes? (1 = very unlikely, 7 = very likely) | 2013–2014 weighted average

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | New Zealand | 6.5 |
| 2 | United Arab Emirates | 6.4 |
| 3 | France | 6.4 |
| 4 | Costa Rica | 6.3 |
| 5 | Switzerland | 6.3 |
| 6 | Austria | 6.3 |
| 7 | Puerto Rico | 6.3 |
| 8 | South Africa | 6.2 |
| 9 | Spain | 6.2 |
| 10 | Ireland | 6.2 |
| 11 | Portugal | 6.1 |
| 12 | Seychelles | 6.1 |
| 13 | Barbados | 6.1 |
| 14 | Turkey | 6.1 |
| 15 | Cyprus | 6.1 |
| 16 | Mauritius | 6.1 |
| 17 | Morocco | 6.1 |
| 18 | Sri Lanka | 6.0 |
| 19 | Iceland | 6.0 |
| 20 | Chile | 6.0 |
| 21 | Thailand | 6.0 |
| 22 | Malaysia | 6.0 |
| 23 | United Kingdom | 6.0 |
| 24 | Guatemala | 5.9 |
| 25 | United States | 5.9 |
| 26 | Estonia | 5.9 |
| 27 | Oman | 5.8 |
| 28 | Australia | 5.8 |
| 29 | Philippines | 5.8 |
| 30 | Namibia | 5.8 |
| 31 | Panama | 5.8 |
| 32 | Canada | 5.8 |
| 33 | Rwanda | 5.8 |
| 34 | Lebanon | 5.8 |
| 35 | Peru | 5.7 |
| 36 | Georgia | 5.7 |
| 37 | Uruguay | 5.7 |
| 38 | Malta | 5.7 |
| 39 | Gambia, The | 5.7 |
| 40 | Tunisia | 5.7 |
| 41 | Dominican Republic | 5.7 |
| 42 | Italy | 5.6 |
| 43 | Hong Kong SAR | 5.6 |
| 44 | Netherlands | 5.6 |
| 45 | Argentina | 5.6 |
| 46 | Montenegro | 5.6 |
| 47 | Nicaragua | 5.6 |
| 48 | Greece | 5.6 |
| 49 | Belgium | 5.6 |
| 50 | Mexico | 5.6 |
| 51 | Singapore | 5.6 |
| 52 | Macedonia, FYR | 5.6 |
| 53 | Taiwan, China | 5.5 |
| 54 | Jamaica | 5.5 |
| 55 | Jordan | 5.5 |
| 56 | Zambia | 5.5 |
| 57 | Zimbabwe | 5.5 |
| 58 | Cambodia | 5.5 |
| 59 | Finland | 5.4 |
| 60 | Qatar | 5.4 |
| 61 | Luxembourg | 5.4 |
| 62 | Kenya | 5.4 |
| 63 | Egypt | 5.4 |
| 64 | Colombia | 5.4 |
| 65 | Germany | 5.3 |
| 66 | Sweden | 5.3 |
| 67 | Indonesia | 5.3 |
| 68 | Lao PDR | 5.3 |
| 69 | Nepal | 5.3 |
| 70 | Senegal | 5.3 |
| 71 | Mali | 5.3 |
| 72 | Latvia | 5.3 |
| 73 | Romania | 5.3 |
| 74 | Lithuania | 5.3 |
| 75 | Czech Republic | 5.2 |
| 76 | Botswana | 5.2 |
| 77 | Lesotho | 5.2 |
| 78 | Azerbaijan | 5.2 |
| 79 | Mongolia | 5.2 |
| 80 | Burkina Faso | 5.2 |
| 81 | Côte d'Ivoire | 5.2 |
| 82 | Norway | 5.2 |
| 83 | Kyrgyz Republic | 5.2 |
| 84 | Slovenia | 5.1 |
| 85 | Swaziland | 5.1 |
| 86 | Korea, Rep. | 5.1 |
| 87 | Uganda | 5.1 |
| 88 | Slovak Republic | 5.1 |
| 89 | Malawi | 5.1 |
| 90 | Honduras | 5.1 |
| 91 | Brazil | 5.1 |
| 92 | Serbia | 5.1 |
| 93 | Bulgaria | 5.0 |
| 94 | Armenia | 5.0 |
| 95 | Bhutan | 5.0 |
| 96 | Cameroon | 5.0 |
| 97 | El Salvador | 5.0 |
| 98 | Bahrain | 4.9 |
| 99 | Hungary | 4.9 |
| 100 | Madagascar | 4.8 |
| 101 | Suriname | 4.8 |
| 102 | Mozambique | 4.8 |
| 103 | Ethiopia | 4.8 |
| 104 | Tanzania | 4.8 |
| 105 | Trinidad and Tobago | 4.8 |
| 106 | Sierra Leone | 4.8 |
| 107 | Myanmar | 4.7 |
| 108 | Albania | 4.7 |
| 109 | Cape Verde | 4.6 |
| 110 | China | 4.6 |
| 111 | Iran, Islamic Rep. | 4.6 |
| 112 | Tajikistan | 4.6 |
| 113 | Russian Federation | 4.6 |
| 114 | Haiti | 4.6 |
| 115 | Kazakhstan | 4.6 |
| 116 | India | 4.5 |
| 117 | Burundi | 4.5 |
| 118 | Ghana | 4.4 |
| 119 | Chad | 4.4 |
| 120 | Croatia | 4.4 |
| 121 | Paraguay | 4.3 |
| 122 | Gabon | 4.3 |
| 123 | Mauritania | 4.3 |
| 124 | Pakistan | 4.3 |
| 125 | Vietnam | 4.2 |
| 126 | Israel | 4.2 |
| 127 | Nigeria | 4.1 |
| 128 | Guyana | 4.1 |
| 129 | Japan | 4.1 |
| 130 | Moldova | 4.1 |
| 131 | Bangladesh | 4.1 |
| 132 | Saudi Arabia | 4.0 |
| 133 | Denmark | 4.0 |
| 134 | Yemen | 3.9 |
| 135 | Poland | 3.8 |
| 136 | Algeria | 3.8 |
| 137 | Guinea | 3.7 |
| 138 | Bolivia | 3.7 |
| 139 | Kuwait | 3.3 |
| 140 | Venezuela | 2.6 |
| 141 | Angola | 2.0 |

**Source:** World Economic Forum, Executive Opinion Survey

# 12.03 Presence of major car rental companies

Index of presence of major car rental companies (1 = no company is present, 7 = all seven considered companies are present) | 2014

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Argentina | 7 |
| 1 | Austria | 7 |
| 1 | Bahrain | 7 |
| 1 | Belgium | 7 |
| 1 | Brazil | 7 |
| 1 | Chile | 7 |
| 1 | Costa Rica | 7 |
| 1 | Croatia | 7 |
| 1 | Cyprus | 7 |
| 1 | Czech Republic | 7 |
| 1 | Dominican Republic | 7 |
| 1 | Estonia | 7 |
| 1 | Finland | 7 |
| 1 | France | 7 |
| 1 | Germany | 7 |
| 1 | Greece | 7 |
| 1 | Hungary | 7 |
| 1 | Iceland | 7 |
| 1 | Ireland | 7 |
| 1 | Israel | 7 |
| 1 | Italy | 7 |
| 1 | Jordan | 7 |
| 1 | Kuwait | 7 |
| 1 | Latvia | 7 |
| 1 | Morocco | 7 |
| 1 | Oman | 7 |
| 1 | Panama | 7 |
| 1 | Peru | 7 |
| 1 | Puerto Rico | 7 |
| 1 | Qatar | 7 |
| 1 | Singapore | 7 |
| 1 | South Africa | 7 |
| 1 | United Arab Emirates | 7 |
| 1 | Uruguay | 7 |
| 35 | Australia | 6 |
| 35 | Bulgaria | 6 |
| 35 | Canada | 6 |
| 35 | Denmark | 6 |
| 35 | Jamaica | 6 |
| 35 | Lebanon | 6 |
| 35 | Luxembourg | 6 |
| 35 | Malta | 6 |
| 35 | Mauritius | 6 |
| 35 | Mexico | 6 |
| 35 | Namibia | 6 |
| 35 | Netherlands | 6 |
| 35 | Paraguay | 6 |
| 35 | Philippines | 6 |
| 35 | Poland | 6 |
| 35 | Portugal | 6 |
| 35 | Serbia | 6 |
| 35 | Slovenia | 6 |
| 35 | Spain | 6 |
| 35 | Sweden | 6 |
| 35 | Thailand | 6 |
| 35 | Trinidad and Tobago | 6 |
| 35 | Turkey | 6 |
| 35 | United States | 6 |
| 59 | Côte d'Ivoire | 5 |
| 59 | Egypt | 5 |
| 59 | El Salvador | 5 |
| 59 | Georgia | 5 |
| 59 | Guatemala | 5 |
| 59 | Haiti | 5 |
| 59 | Honduras | 5 |
| 59 | Korea, Rep. | 5 |
| 59 | Lithuania | 5 |
| 59 | Macedonia, FYR | 5 |
| 59 | Montenegro | 5 |
| 59 | New Zealand | 5 |
| 59 | Nicaragua | 5 |
| 59 | Norway | 5 |
| 59 | Romania | 5 |
| 59 | Russian Federation | 5 |
| 59 | Saudi Arabia | 5 |
| 59 | Senegal | 5 |
| 59 | Slovak Republic | 5 |
| 59 | Switzerland | 5 |
| 59 | Tunisia | 5 |
| 59 | United Kingdom | 5 |
| 81 | Albania | 4 |
| 81 | Angola | 4 |
| 81 | Armenia | 4 |
| 81 | Bolivia | 4 |
| 81 | Colombia | 4 |
| 81 | Japan | 4 |
| 81 | Kenya | 4 |
| 81 | Madagascar | 4 |
| 81 | Malaysia | 4 |
| 81 | Seychelles | 4 |
| 81 | Sri Lanka | 4 |
| 81 | Suriname | 4 |
| 81 | Venezuela | 4 |
| 81 | Yemen | 4 |
| 95 | Barbados | 3 |
| 95 | Botswana | 3 |
| 95 | Gabon | 3 |
| 95 | Lesotho | 3 |
| 95 | Moldova | 3 |
| 95 | Mozambique | 3 |
| 95 | Nigeria | 3 |
| 95 | Pakistan | 3 |
| 95 | Tanzania | 3 |
| 95 | Zimbabwe | 3 |
| 105 | Azerbaijan | 2 |
| 105 | Bangladesh | 2 |
| 105 | Cameroon | 2 |
| 105 | Cape Verde | 2 |
| 105 | China | 2 |
| 105 | Ghana | 2 |
| 105 | Hong Kong SAR | 2 |
| 105 | India | 2 |
| 105 | Indonesia | 2 |
| 105 | Lao PDR | 2 |
| 105 | Mali | 2 |
| 105 | Mauritania | 2 |
| 105 | Swaziland | 2 |
| 105 | Uganda | 2 |
| 105 | Zambia | 2 |
| 120 | Algeria | 1 |
| 120 | Burkina Faso | 1 |
| 120 | Cambodia | 1 |
| 120 | Chad | 1 |
| 120 | Ethiopia | 1 |
| 120 | Gambia, The | 1 |
| 120 | Guinea | 1 |
| 120 | Guyana | 1 |
| 120 | Iran, Islamic Rep. | 1 |
| 120 | Kazakhstan | 1 |
| 120 | Malawi | 1 |
| 120 | Mongolia | 1 |
| 120 | Nepal | 1 |
| 120 | Rwanda | 1 |
| 120 | Taiwan, China | 1 |
| 120 | Vietnam | 1 |
| 136 | Bhutan | 0 |
| 136 | Burundi | 0 |
| 136 | Kyrgyz Republic | 0 |
| 136 | Myanmar | 0 |
| 136 | Sierra Leone | 0 |
| 136 | Tajikistan | 0 |

**Source:** Author's calculation based on the individual rental car websites

# 12.04 ATMs accepting Visa cards

Number of automated teller machines (ATMs) accepting Visa credit cards per 1 million population | 2014

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Trinidad and Tobago | 2,847.9 |
| 2 | Barbados | 2,486.2 |
| 3 | Portugal | 2,186.4 |
| 4 | Slovenia | 2,032.4 |
| 5 | United States | 1,896.9 |
| 6 | Croatia | 1,704.8 |
| 7 | Thailand | 1,647.7 |
| 8 | Cyprus | 1,574.2 |
| 9 | Austria | 1,410.2 |
| 10 | Spain | 1,390.8 |
| 11 | Russian Federation | 1,373.0 |
| 12 | Italy | 1,315.9 |
| 13 | Switzerland | 1,227.9 |
| 14 | Canada | 1,163.8 |
| 15 | Kazakhstan | 1,087.6 |
| 16 | France | 1,082.9 |
| 17 | Belgium | 1,042.4 |
| 18 | Bulgaria | 1,024.2 |
| 19 | Romania | 958.1 |
| 20 | Seychelles | 948.0 |
| 21 | Puerto Rico | 910.1 |
| 22 | Panama | 905.1 |
| 23 | Slovak Republic | 898.1 |
| 24 | Estonia | 859.5 |
| 25 | Taiwan, China | 850.8 |
| 26 | Poland | 837.6 |
| 27 | Georgia | 832.1 |
| 28 | South Africa | 810.7 |
| 29 | Australia | 810.4 |
| 30 | Montenegro | 804.1 |
| 31 | Namibia | 796.8 |
| 32 | Lebanon | 796.2 |
| 33 | Mauritius | 795.0 |
| 34 | Turkey | 785.2 |
| 35 | Ireland | 782.7 |
| 36 | Korea, Rep. | 777.9 |
| 37 | Macedonia, FYR | 777.9 |
| 38 | Germany | 754.9 |
| 39 | Iceland | 744.8 |
| 40 | Denmark | 724.8 |
| 41 | Brazil | 720.4 |
| 42 | Norway | 714.0 |
| 43 | Latvia | 712.5 |
| 44 | Hungary | 691.8 |
| 45 | Sri Lanka | 676.3 |
| 46 | Armenia | 670.6 |
| 47 | Greece | 669.3 |
| 48 | New Zealand | 660.2 |
| 49 | Serbia | 655.4 |
| 50 | United Kingdom | 596.2 |
| 51 | Saudi Arabia | 591.8 |
| 52 | Moldova | 581.0 |
| 53 | Czech Republic | 574.9 |
| 54 | United Arab Emirates | 568.8 |
| 55 | Mongolia | 561.6 |
| 56 | Malaysia | 540.1 |
| 57 | Chile | 534.0 |
| 58 | Cape Verde | 522.0 |
| 59 | Lithuania | 521.5 |
| 60 | Albania | 518.2 |
| 61 | Qatar | 494.3 |
| 62 | Singapore | 488.8 |
| 63 | Azerbaijan | 488.8 |
| 64 | Malta | 466.8 |
| 65 | Costa Rica | 461.7 |
| 66 | Vietnam | 459.3 |
| 67 | Netherlands | 441.3 |
| 68 | China | 436.3 |
| 69 | India | 418.6 |
| 70 | Mexico | 415.8 |
| 71 | Kuwait | 404.6 |
| 72 | Hong Kong SAR | 404.5 |
| 73 | Japan | 396.2 |
| 74 | Finland | 393.1 |
| 75 | Kyrgyz Republic | 376.0 |
| 76 | El Salvador | 360.2 |
| 77 | Oman | 356.1 |
| 78 | Argentina | 352.7 |
| 79 | Venezuela | 341.9 |
| 80 | Peru | 328.6 |
| 81 | Sweden | 325.5 |
| 82 | Jamaica | 313.9 |
| 83 | Botswana | 313.7 |
| 84 | Morocco | 311.7 |
| 85 | Bahrain | 302.2 |
| 86 | Indonesia | 301.0 |
| 87 | Dominican Republic | 298.2 |
| 88 | Jordan | 290.6 |
| 89 | Paraguay | 282.7 |
| 90 | Tajikistan | 281.0 |
| 91 | Honduras | 271.0 |
| 92 | Tunisia | 270.8 |
| 93 | Israel | 260.7 |
| 94 | Bolivia | 259.6 |
| 95 | Colombia | 243.5 |
| 96 | Nepal | 231.2 |
| 97 | Swaziland | 225.0 |
| 98 | Bhutan | 221.4 |
| 99 | Cambodia | 218.8 |
| 100 | Kenya | 208.1 |
| 101 | Angola | 192.9 |
| 102 | Philippines | 176.3 |
| 103 | Nicaragua | 172.8 |
| 104 | Egypt | 168.2 |
| 105 | Lao PDR | 156.8 |
| 106 | Lesotho | 137.6 |
| 107 | Nigeria | 137.4 |
| 108 | Mozambique | 125.5 |
| 109 | Ghana | 118.7 |
| 110 | Malawi | 113.8 |
| 111 | Zambia | 106.5 |
| 112 | Guatemala | 106.4 |
| 113 | Senegal | 93.3 |
| 114 | Bangladesh | 88.7 |
| 115 | Guyana | 79.3 |
| 116 | Uganda | 66.4 |
| 117 | Pakistan | 60.9 |
| 118 | Yemen | 58.4 |
| 119 | Luxembourg | 57.5 |
| 120 | Myanmar | 50.9 |
| 121 | Mauritania | 40.8 |
| 122 | Uruguay | 39.9 |
| 123 | Rwanda | 38.9 |
| 124 | Gabon | 38.7 |
| 125 | Ethiopia | 38.1 |
| 126 | Tanzania | 33.7 |
| 127 | Côte d'Ivoire | 33.4 |
| 128 | Zimbabwe | 31.8 |
| 129 | Gambia, The | 26.9 |
| 130 | Burkina Faso | 24.7 |
| 131 | Cameroon | 18.1 |
| 132 | Mali | 14.7 |
| 133 | Guinea | 13.9 |
| 134 | Sierra Leone | 11.3 |
| 135 | Madagascar | 11.0 |
| 136 | Burundi | 9.4 |
| 137 | Algeria | 8.0 |
| 138 | Chad | 7.0 |
| 139 | Haiti | 6.9 |
| n/a | Iran, Islamic Rep. | n/a |
| n/a | Suriname | n/a |

**Source:** Visa

# 13th Pillar
# Natural Resources

# 13.01 Number of World Heritage natural sites

Number of World Heritage natural sites in the country | 2014

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Australia | 14 |
| 2 | United States | 13 |
| 3 | China | 12 |
| 4 | Russian Federation | 10 |
| 5 | Canada | 9 |
| 6 | Brazil | 7 |
| 6 | India | 7 |
| 8 | Mexico | 6 |
| 9 | United Kingdom | 5 |
| 10 | Argentina | 4 |
| 10 | Indonesia | 4 |
| 10 | Italy | 4 |
| 10 | Japan | 4 |
| 10 | Spain | 4 |
| 15 | France | 4 |
| 15 | South Africa | 4 |
| 15 | Tanzania | 4 |
| 18 | Costa Rica | 3 |
| 18 | Côte d'Ivoire | 3 |
| 18 | Denmark | 3 |
| 18 | Germany | 3 |
| 18 | Kenya | 3 |
| 18 | Panama | 3 |
| 18 | Peru | 3 |
| 18 | Philippines | 3 |
| 18 | Switzerland | 3 |
| 27 | New Zealand | 3 |
| 27 | Vietnam | 3 |
| 29 | Bulgaria | 2 |
| 29 | Cameroon | 2 |
| 29 | Colombia | 2 |
| 29 | Madagascar | 2 |
| 29 | Malaysia | 2 |
| 29 | Nepal | 2 |
| 29 | Senegal | 2 |
| 29 | Seychelles | 2 |
| 29 | Slovak Republic | 2 |
| 29 | Sri Lanka | 2 |
| 29 | Thailand | 2 |
| 29 | Uganda | 2 |
| 29 | Zimbabwe | 2 |
| 42 | Sweden | 2 |
| 43 | Bangladesh | 1 |
| 43 | Bolivia | 1 |
| 43 | Botswana | 1 |
| 43 | Chad | 1 |
| 43 | Croatia | 1 |
| 43 | Egypt | 1 |
| 43 | Ethiopia | 1 |
| 43 | Finland | 1 |
| 43 | Greece | 1 |
| 43 | Guinea | 1 |
| 43 | Honduras | 1 |
| 43 | Hungary | 1 |
| 43 | Iceland | 1 |
| 43 | Kazakhstan | 1 |
| 43 | Korea, Rep. | 1 |
| 43 | Malawi | 1 |
| 43 | Mauritania | 1 |
| 43 | Mongolia | 1 |
| 43 | Montenegro | 1 |
| 43 | Namibia | 1 |
| 43 | Netherlands | 1 |
| 43 | Norway | 1 |
| 43 | Poland | 1 |
| 43 | Portugal | 1 |
| 43 | Romania | 1 |
| 43 | Slovenia | 1 |
| 43 | Suriname | 1 |
| 43 | Tajikistan | 1 |
| 43 | Tunisia | 1 |
| 43 | Turkey | 1 |
| 43 | Venezuela | 1 |
| 43 | Yemen | 1 |
| 43 | Zambia | 1 |
| 76 | Algeria | 1 |
| 76 | Gabon | 1 |
| 76 | Guatemala | 1 |
| 76 | Jordan | 1 |
| 76 | Lesotho | 1 |
| 76 | Macedonia, FYR | 1 |
| 76 | Mali | 1 |
| 83 | Albania | 0 |
| 83 | Angola | 0 |
| 83 | Armenia | 0 |
| 83 | Austria | 0 |
| 83 | Azerbaijan | 0 |
| 83 | Bahrain | 0 |
| 83 | Barbados | 0 |
| 83 | Belgium | 0 |
| 83 | Bhutan | 0 |
| 83 | Burkina Faso | 0 |
| 83 | Burundi | 0 |
| 83 | Cambodia | 0 |
| 83 | Cape Verde | 0 |
| 83 | Chile | 0 |
| 83 | Cyprus | 0 |
| 83 | Czech Republic | 0 |
| 83 | Dominican Republic | 0 |
| 83 | El Salvador | 0 |
| 83 | Estonia | 0 |
| 83 | Gambia, The | 0 |
| 83 | Georgia | 0 |
| 83 | Ghana | 0 |
| 83 | Guyana | 0 |
| 83 | Haiti | 0 |
| 83 | Iran, Islamic Rep. | 0 |
| 83 | Ireland | 0 |
| 83 | Israel | 0 |
| 83 | Jamaica | 0 |
| 83 | Kuwait | 0 |
| 83 | Kyrgyz Republic | 0 |
| 83 | Lao PDR | 0 |
| 83 | Latvia | 0 |
| 83 | Lebanon | 0 |
| 83 | Lithuania | 0 |
| 83 | Luxembourg | 0 |
| 83 | Malta | 0 |
| 83 | Mauritius | 0 |
| 83 | Moldova | 0 |
| 83 | Morocco | 0 |
| 83 | Mozambique | 0 |
| 83 | Myanmar | 0 |
| 83 | Nicaragua | 0 |
| 83 | Nigeria | 0 |
| 83 | Oman | 0 |
| 83 | Pakistan | 0 |
| 83 | Paraguay | 0 |
| 83 | Puerto Rico | 0 |
| 83 | Qatar | 0 |
| 83 | Rwanda | 0 |
| 83 | Saudi Arabia | 0 |
| 83 | Serbia | 0 |
| 83 | Sierra Leone | 0 |
| 83 | Singapore | 0 |
| 83 | Swaziland | 0 |
| 83 | Trinidad and Tobago | 0 |
| 83 | United Arab Emirates | 0 |
| 83 | Uruguay | 0 |
| n/a | Hong Kong SAR | n/a |
| n/a | Taiwan, China | n/a |

**Source:** UNESCO World Heritage List, available at http://whc.unesco.org/en/list/

# 13.02 Total known species

Total known species of mammals, birds and amphibians in the country | 2014

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Brazil | 3,237 |
| 2 | Colombia | 2,993 |
| 3 | Peru | 2,769 |
| 4 | Indonesia | 2,660 |
| 5 | China | 2,130 |
| 6 | Venezuela | 2,046 |
| 7 | Bolivia | 2,032 |
| 8 | Mexico | 1,977 |
| 9 | India | 1,859 |
| 10 | Tanzania | 1,598 |
| 11 | United States | 1,593 |
| 12 | Argentina | 1,536 |
| 13 | Kenya | 1,511 |
| 14 | Cameroon | 1,405 |
| 15 | Myanmar | 1,386 |
| 16 | Thailand | 1,378 |
| 17 | Uganda | 1,376 |
| 18 | Panama | 1,323 |
| 19 | Angola | 1,296 |
| 20 | Australia | 1,275 |
| 21 | Costa Rica | 1,274 |
| 22 | Vietnam | 1,269 |
| 23 | Malaysia | 1,256 |
| 24 | Nigeria | 1,242 |
| 25 | South Africa | 1,171 |
| 26 | Guyana | 1,152 |
| 27 | Ethiopia | 1,141 |
| 28 | Guatemala | 1,068 |
| 29 | Zambia | 1,046 |
| 30 | Nepal | 1,039 |
| 31 | Honduras | 1,031 |
| 32 | Ghana | 1,018 |
| 33 | Côte d'Ivoire | 1,012 |
| 34 | Suriname | 1,002 |
| 35 | Lao PDR | 989 |
| 36 | Russian Federation | 978 |
| 37 | Mozambique | 973 |
| 38 | Nicaragua | 953 |
| 39 | Guinea | 928 |
| 39 | Paraguay | 928 |
| 41 | Malawi | 901 |
| 42 | Zimbabwe | 885 |
| 43 | Gabon | 881 |
| 44 | Philippines | 876 |
| 45 | Rwanda | 854 |
| 46 | Namibia | 840 |
| 47 | Sierra Leone | 825 |
| 48 | Pakistan | 812 |
| 49 | Canada | 782 |
| 50 | Senegal | 770 |
| 51 | Bangladesh | 766 |
| 52 | Burundi | 753 |
| 53 | Madagascar | 728 |
| 54 | Botswana | 727 |
| 55 | Mali | 724 |
| 56 | Cambodia | 722 |
| 57 | Bhutan | 718 |
| 58 | El Salvador | 692 |
| 59 | Iran, Islamic Rep. | 678 |
| 60 | Chad | 656 |
| 61 | Chile | 644 |
| 62 | Japan | 638 |
| 63 | Swaziland | 628 |
| 64 | Gambia, The | 609 |
| 65 | Kazakhstan | 608 |
| 66 | Sri Lanka | 599 |
| 67 | Burkina Faso | 597 |
| 68 | Mauritania | 580 |
| 69 | Turkey | 570 |
| 70 | Trinidad and Tobago | 560 |
| 71 | Uruguay | 555 |
| 72 | Spain | 534 |
| 73 | France | 513 |
| 74 | Italy | 509 |
| 75 | Israel | 504 |
| 76 | Taiwan, China | 502 |
| 77 | Egypt | 498 |
| 78 | Mongolia | 497 |
| 79 | Saudi Arabia | 482 |
| 80 | Morocco | 475 |
| 81 | Greece | 474 |
| 82 | Azerbaijan | 462 |
| 83 | Singapore | 459 |
| 84 | Korea, Rep. | 456 |
| 85 | Bulgaria | 446 |
| 86 | Romania | 437 |
| 87 | Algeria | 434 |
| 87 | Yemen | 434 |
| 89 | Germany | 432 |
| 90 | Serbia | 426 |
| 91 | Croatia | 425 |
| 92 | Montenegro | 416 |
| 92 | Portugal | 416 |
| 94 | Austria | 415 |
| 95 | Jordan | 414 |
| 95 | Macedonia, FYR | 414 |
| 97 | Oman | 406 |
| 98 | Kyrgyz Republic | 403 |
| 99 | Slovak Republic | 399 |
| 100 | Poland | 398 |
| 100 | Tajikistan | 398 |
| 100 | Tunisia | 398 |
| 103 | Slovenia | 397 |
| 104 | Armenia | 395 |
| 104 | Georgia | 395 |
| 106 | Albania | 391 |
| 107 | Switzerland | 389 |
| 108 | Czech Republic | 386 |
| 109 | Hungary | 384 |
| 110 | Lebanon | 371 |
| 111 | Netherlands | 363 |
| 112 | Sweden | 362 |
| 113 | Haiti | 360 |
| 114 | Denmark | 355 |
| 115 | Belgium | 351 |
| 116 | United Kingdom | 349 |
| 117 | United Arab Emirates | 346 |
| 118 | Latvia | 344 |
| 119 | Dominican Republic | 335 |
| 119 | Norway | 335 |
| 121 | Finland | 330 |
| 122 | Lesotho | 328 |
| 123 | Puerto Rico | 327 |
| 124 | Kuwait | 326 |
| 125 | Estonia | 325 |
| 126 | Lithuania | 319 |
| 127 | Moldova | 314 |
| 128 | Cyprus | 310 |
| 129 | Hong Kong SAR | 279 |
| 130 | New Zealand | 276 |
| 131 | Ireland | 263 |
| 132 | Jamaica | 256 |
| 133 | Luxembourg | 253 |
| 134 | Qatar | 250 |
| 135 | Bahrain | 241 |
| 136 | Barbados | 237 |
| 137 | Malta | 232 |
| 138 | Iceland | 134 |
| 139 | Seychelles | 131 |
| 140 | Cape Verde | 116 |
| 141 | Mauritius | 96 |

**Source:** The International Union for Conservation of Nature (IUCN), Red List Threatened Species

# 13.03 Total protected areas

Total hectares of terrestrial and marine areas under protection as a share of country's total territorial area | 2012

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Slovenia | 54.9 |
| 2 | Venezuela | 49.5 |
| 3 | Germany | 49.0 |
| 4 | Namibia | 42.6 |
| 5 | Hong Kong SAR | 41.9 |
| 6 | Luxembourg | 39.7 |
| 7 | Zambia | 37.8 |
| 8 | Botswana | 37.2 |
| 9 | Slovak Republic | 36.1 |
| 10 | Bulgaria | 35.4 |
| 11 | Poland | 34.8 |
| 12 | Nicaragua | 32.5 |
| 13 | Tanzania | 31.7 |
| 14 | Netherlands | 31.5 |
| 15 | Saudi Arabia | 30.0 |
| 16 | Guatemala | 29.8 |
| 17 | France | 28.7 |
| 18 | Bhutan | 28.4 |
| 19 | Zimbabwe | 27.2 |
| 20 | Guinea | 26.8 |
| 21 | Switzerland | 26.3 |
| 22 | Brazil | 26.0 |
| 23 | Spain | 25.3 |
| 24 | Belgium | 24.5 |
| 25 | Senegal | 24.2 |
| 26 | Cambodia | 23.8 |
| 27 | Austria | 23.6 |
| 28 | Denmark | 23.6 |
| 29 | United Kingdom | 23.4 |
| 30 | Estonia | 23.2 |
| 31 | Hungary | 23.1 |
| 32 | Costa Rica | 22.6 |
| 33 | Czech Republic | 22.4 |
| 34 | Côte d'Ivoire | 22.2 |
| 35 | Greece | 21.5 |
| 36 | New Zealand | 21.3 |
| 37 | Italy | 21.0 |
| 38 | Bolivia | 20.8 |
| 38 | Colombia | 20.8 |
| 38 | Dominican Republic | 20.8 |
| 41 | Morocco | 19.9 |
| 42 | Romania | 19.2 |
| 43 | Gabon | 19.2 |
| 44 | Taiwan, China | 19.0 |
| 45 | Ethiopia | 18.4 |
| 46 | Peru | 18.3 |
| 47 | Malawi | 18.3 |
| 48 | Latvia | 17.6 |
| 49 | Lithuania | 17.3 |
| 50 | Cyprus | 17.2 |
| 51 | Lao PDR | 16.7 |
| 52 | Chad | 16.6 |
| 53 | Thailand | 16.4 |
| 54 | Mozambique | 16.4 |
| 55 | Nepal | 16.4 |
| 56 | Honduras | 16.2 |
| 57 | China | 16.1 |
| 58 | United Arab Emirates | 15.5 |
| 59 | Sri Lanka | 15.4 |
| 60 | Burkina Faso | 15.2 |
| 61 | Finland | 15.2 |
| 61 | Suriname | 15.2 |
| 63 | United States | 15.1 |
| 64 | Australia | 15.1 |
| 65 | Chile | 15.0 |
| 66 | Israel | 14.7 |
| 67 | Portugal | 14.7 |
| 68 | Ghana | 14.4 |
| 69 | Panama | 14.1 |
| 70 | Malaysia | 13.9 |
| 71 | Sweden | 13.9 |
| 72 | Nigeria | 13.8 |
| 73 | Mongolia | 13.8 |
| 74 | Mexico | 13.7 |
| 75 | Iceland | 13.3 |
| 76 | Kuwait | 12.9 |
| 77 | Ireland | 12.8 |
| 78 | Montenegro | 12.8 |
| 79 | Norway | 12.2 |
| 80 | Angola | 12.1 |
| 81 | Kenya | 11.6 |
| 82 | Uganda | 11.5 |
| 83 | Russian Federation | 11.4 |
| 84 | Egypt | 11.3 |
| 85 | Japan | 11.0 |
| 86 | Cameroon | 10.9 |
| 87 | Pakistan | 10.6 |
| 88 | Rwanda | 10.6 |
| 89 | Croatia | 10.3 |
| 90 | Sierra Leone | 10.3 |
| 91 | Trinidad and Tobago | 10.1 |
| 92 | Albania | 9.5 |
| 93 | Oman | 9.3 |
| 94 | Indonesia | 9.1 |
| 95 | El Salvador | 8.7 |
| 96 | Armenia | 8.1 |
| 97 | Algeria | 7.4 |
| 98 | Azerbaijan | 7.4 |
| 99 | Macedonia, FYR | 7.3 |
| 100 | Jamaica | 7.1 |
| 101 | Canada | 7.0 |
| 102 | Iran, Islamic Rep. | 7.0 |
| 103 | Bahrain | 6.8 |
| 104 | Argentina | 6.7 |
| 105 | South Africa | 6.6 |
| 106 | Paraguay | 6.4 |
| 107 | Kyrgyz Republic | 6.3 |
| 108 | Serbia | 6.3 |
| 109 | Mali | 6.1 |
| 110 | Myanmar | 6.0 |
| 111 | Korea, Rep. | 5.3 |
| 112 | Philippines | 5.1 |
| 113 | India | 5.0 |
| 114 | Guyana | 5.0 |
| 115 | Burundi | 4.9 |
| 116 | Tunisia | 4.8 |
| 117 | Tajikistan | 4.8 |
| 118 | Madagascar | 4.7 |
| 118 | Vietnam | 4.7 |
| 120 | Puerto Rico | 4.6 |
| 121 | Gambia, The | 4.4 |
| 122 | Bangladesh | 4.2 |
| 123 | Moldova | 3.8 |
| 124 | Georgia | 3.7 |
| 125 | Singapore | 3.4 |
| 126 | Kazakhstan | 3.3 |
| 127 | Swaziland | 3.0 |
| 128 | Uruguay | 2.6 |
| 129 | Qatar | 2.4 |
| 130 | Malta | 2.2 |
| 131 | Turkey | 2.1 |
| 132 | Seychelles | 1.3 |
| 133 | Mauritania | 1.2 |
| 134 | Yemen | 1.1 |
| 135 | Mauritius | 0.7 |
| 136 | Lesotho | 0.5 |
| 137 | Lebanon | 0.5 |
| 138 | Cape Verde | 0.2 |
| 139 | Haiti | 0.1 |
| 140 | Barbados | 0.1 |
| 141 | Jordan | 0.0 |

**Source:** United Nations Statistics Division, available at: http://mdgs.un.org/unsd/mdg/Default.aspx

# 13.04 Natural tourism digital demand

Number of online searches index (0–100 best) | 2014

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Austria | 100 |
| 2 | Italy | 94 |
| 3 | Thailand | 94 |
| 4 | United Kingdom | 92 |
| 5 | Brazil | 91 |
| 6 | Costa Rica | 88 |
| 7 | France | 84 |
| 8 | Norway | 84 |
| 9 | Croatia | 78 |
| 10 | Kenya | 70 |
| 11 | Portugal | 68 |
| 12 | Australia | 68 |
| 13 | Iceland | 66 |
| 14 | Spain | 65 |
| 15 | Canada | 64 |
| 16 | Nepal | 63 |
| 17 | United States | 61 |
| 18 | Mexico | 61 |
| 19 | Panama | 56 |
| 20 | New Zealand | 56 |
| 21 | Puerto Rico | 53 |
| 22 | Morocco | 53 |
| 23 | China | 50 |
| 24 | South Africa | 49 |
| 25 | Vietnam | 48 |
| 26 | Switzerland | 47 |
| 27 | Malaysia | 47 |
| 28 | Sri Lanka | 46 |
| 29 | Singapore | 46 |
| 30 | Tanzania | 46 |
| 31 | Peru | 45 |
| 32 | Greece | 45 |
| 33 | Guatemala | 43 |
| 34 | Chile | 40 |
| 35 | Japan | 39 |
| 36 | Turkey | 38 |
| 37 | Jamaica | 34 |
| 38 | Malta | 34 |
| 39 | Argentina | 31 |
| 40 | Bulgaria | 28 |
| 41 | India | 27 |
| 42 | Ireland | 26 |
| 43 | Hong Kong SAR | 26 |
| 44 | Philippines | 25 |
| 45 | Dominican Republic | 24 |
| 46 | Colombia | 23 |
| 47 | Venezuela | 23 |
| 48 | Germany | 23 |
| 49 | Indonesia | 23 |
| 50 | Cyprus | 23 |
| 51 | Sweden | 23 |
| 52 | Nicaragua | 21 |
| 53 | Finland | 20 |
| 54 | Cambodia | 20 |
| 55 | Egypt | 19 |
| 56 | Slovenia | 19 |
| 57 | Israel | 19 |
| 58 | Mauritius | 18 |
| 59 | Tunisia | 18 |
| 60 | Barbados | 17 |
| 61 | Taiwan, China | 17 |
| 62 | Namibia | 15 |
| 63 | Uruguay | 14 |
| 64 | Netherlands | 14 |
| 65 | Myanmar | 14 |
| 66 | Uganda | 14 |
| 67 | Poland | 14 |
| 68 | Romania | 14 |
| 69 | Botswana | 13 |
| 70 | Russian Federation | 13 |
| 71 | Madagascar | 13 |
| 72 | Montenegro | 13 |
| 73 | Honduras | 12 |
| 74 | Oman | 12 |
| 75 | Cape Verde | 12 |
| 76 | El Salvador | 12 |
| 77 | Czech Republic | 11 |
| 78 | Belgium | 11 |
| 79 | Trinidad and Tobago | 11 |
| 80 | Denmark | 10 |
| 81 | Lebanon | 9 |
| 82 | Seychelles | 9 |
| 83 | Korea, Rep. | 9 |
| 84 | Georgia | 8 |
| 85 | Mozambique | 8 |
| 86 | Nigeria | 7 |
| 87 | United Arab Emirates | 7 |
| 88 | Slovak Republic | 7 |
| 89 | Iran, Islamic Rep. | 7 |
| 90 | Albania | 7 |
| 91 | Zimbabwe | 7 |
| 92 | Senegal | 7 |
| 93 | Bolivia | 6 |
| 94 | Jordan | 6 |
| 95 | Ghana | 6 |
| 96 | Qatar | 6 |
| 97 | Malawi | 6 |
| 98 | Haiti | 6 |
| 99 | Lao PDR | 5 |
| 100 | Zambia | 5 |
| 101 | Mongolia | 5 |
| 102 | Algeria | 5 |
| 103 | Gambia, The | 5 |
| 104 | Saudi Arabia | 4 |
| 105 | Luxembourg | 4 |
| 106 | Hungary | 4 |
| 107 | Ethiopia | 4 |
| 108 | Rwanda | 4 |
| 109 | Pakistan | 4 |
| 110 | Estonia | 3 |
| 111 | Kuwait | 3 |
| 112 | Guyana | 3 |
| 113 | Chad | 3 |
| 114 | Angola | 3 |
| 115 | Bhutan | 3 |
| 116 | Yemen | 3 |
| 117 | Latvia | 3 |
| 118 | Kazakhstan | 3 |
| 119 | Bahrain | 3 |
| 120 | Bangladesh | 2 |
| 121 | Paraguay | 2 |
| 122 | Serbia | 2 |
| 123 | Lithuania | 2 |
| 124 | Suriname | 2 |
| 125 | Armenia | 2 |
| 126 | Lesotho | 2 |
| 127 | Mali | 2 |
| 128 | Moldova | 2 |
| 129 | Gabon | 2 |
| 130 | Sierra Leone | 1 |
| 131 | Cameroon | 1 |
| 132 | Côte d'Ivoire | 1 |
| 133 | Macedonia, FYR | 1 |
| 134 | Kyrgyz Republic | 1 |
| 135 | Azerbaijan | 1 |
| 136 | Mauritania | 1 |
| 137 | Swaziland | 1 |
| 138 | Tajikistan | 0 |
| 139 | Burundi | 0 |
| 140 | Burkina Faso | 0 |
| 141 | Guinea | 0 |

**Source:** Bloom Consulting based on *Country Brand Ranking, Tourism Edition.* Available at http://www.bloom-consulting.com/pdf/rankings/Bloom_Consulting_Country_Brand_Ranking_Tourism.pdf

# 13.05 Quality of the natural environment

How would you assess the quality of the natural environment in your country? (1 = extremely poor, 7 = among the world's most pristine) | 2013–2014 weighted average

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Finland | 6.6 |
| 2 | Austria | 6.6 |
| 3 | New Zealand | 6.5 |
| 4 | Switzerland | 6.5 |
| 5 | Norway | 6.5 |
| 6 | Iceland | 6.4 |
| 7 | Canada | 6.2 |
| 8 | Bhutan | 6.1 |
| 9 | Sweden | 6.1 |
| 10 | Seychelles | 6.0 |
| 11 | Oman | 6.0 |
| 12 | Ireland | 6.0 |
| 13 | Luxembourg | 6.0 |
| 14 | Australia | 6.0 |
| 15 | Namibia | 5.9 |
| 16 | Slovenia | 5.9 |
| 17 | Rwanda | 5.9 |
| 18 | Germany | 5.9 |
| 19 | Estonia | 5.8 |
| 20 | Croatia | 5.8 |
| 21 | Latvia | 5.7 |
| 22 | Sri Lanka | 5.6 |
| 23 | Portugal | 5.5 |
| 24 | Costa Rica | 5.5 |
| 25 | Qatar | 5.5 |
| 26 | United Arab Emirates | 5.5 |
| 27 | Singapore | 5.4 |
| 28 | Botswana | 5.4 |
| 29 | Lithuania | 5.4 |
| 30 | Denmark | 5.4 |
| 31 | South Africa | 5.4 |
| 32 | Uruguay | 5.3 |
| 33 | Iran, Islamic Rep. | 5.3 |
| 34 | Puerto Rico | 5.3 |
| 35 | Malaysia | 5.3 |
| 36 | United States | 5.3 |
| 37 | Barbados | 5.2 |
| 38 | Greece | 5.2 |
| 39 | Netherlands | 5.2 |
| 40 | Montenegro | 5.2 |
| 41 | France | 5.1 |
| 42 | Kyrgyz Republic | 5.1 |
| 43 | United Kingdom | 5.0 |
| 44 | Japan | 5.0 |
| 45 | Zimbabwe | 5.0 |
| 46 | Tajikistan | 5.0 |
| 47 | Cyprus | 4.9 |
| 48 | Brazil | 4.9 |
| 49 | Spain | 4.9 |
| 50 | Zambia | 4.9 |
| 51 | Suriname | 4.8 |
| 52 | Swaziland | 4.8 |
| 53 | Belgium | 4.8 |
| 54 | Uganda | 4.8 |
| 55 | Gambia, The | 4.7 |
| 56 | Mauritius | 4.7 |
| 57 | Jamaica | 4.7 |
| 58 | Czech Republic | 4.6 |
| 59 | Gabon | 4.6 |
| 60 | Nepal | 4.5 |
| 61 | Lao PDR | 4.5 |
| 62 | Philippines | 4.5 |
| 63 | Hungary | 4.5 |
| 64 | Kenya | 4.5 |
| 65 | Lesotho | 4.5 |
| 66 | Italy | 4.5 |
| 67 | Georgia | 4.5 |
| 68 | Poland | 4.5 |
| 69 | Slovak Republic | 4.4 |
| 70 | Tanzania | 4.4 |
| 71 | Panama | 4.4 |
| 72 | Saudi Arabia | 4.4 |
| 73 | Malawi | 4.4 |
| 74 | Sierra Leone | 4.3 |
| 75 | Taiwan, China | 4.3 |
| 76 | Macedonia, FYR | 4.2 |
| 77 | Cape Verde | 4.2 |
| 78 | Bahrain | 4.2 |
| 79 | Jordan | 4.2 |
| 80 | Chile | 4.2 |
| 81 | Indonesia | 4.2 |
| 82 | Turkey | 4.2 |
| 83 | Mongolia | 4.2 |
| 84 | Korea, Rep. | 4.2 |
| 85 | Azerbaijan | 4.1 |
| 86 | Ethiopia | 4.1 |
| 87 | Morocco | 4.1 |
| 88 | Hong Kong SAR | 4.1 |
| 89 | Guyana | 4.1 |
| 90 | Colombia | 4.0 |
| 91 | Kazakhstan | 4.0 |
| 92 | Cameroon | 4.0 |
| 93 | Trinidad and Tobago | 4.0 |
| 94 | Argentina | 4.0 |
| 95 | Israel | 4.0 |
| 96 | Romania | 4.0 |
| 97 | Malta | 4.0 |
| 98 | Thailand | 4.0 |
| 99 | Nicaragua | 4.0 |
| 100 | Dominican Republic | 4.0 |
| 101 | Cambodia | 3.9 |
| 102 | Guatemala | 3.9 |
| 103 | India | 3.9 |
| 104 | Honduras | 3.9 |
| 105 | Peru | 3.9 |
| 106 | Ghana | 3.8 |
| 107 | Tunisia | 3.8 |
| 108 | Mozambique | 3.8 |
| 109 | Mexico | 3.7 |
| 110 | Russian Federation | 3.7 |
| 111 | Mauritania | 3.7 |
| 112 | Myanmar | 3.7 |
| 113 | Albania | 3.7 |
| 114 | Nigeria | 3.7 |
| 115 | Paraguay | 3.6 |
| 116 | Yemen | 3.6 |
| 117 | Serbia | 3.6 |
| 118 | Bangladesh | 3.6 |
| 119 | Moldova | 3.6 |
| 120 | Bolivia | 3.6 |
| 121 | China | 3.6 |
| 122 | Burkina Faso | 3.6 |
| 123 | Venezuela | 3.6 |
| 124 | Pakistan | 3.5 |
| 125 | Armenia | 3.5 |
| 126 | Bulgaria | 3.4 |
| 127 | Madagascar | 3.4 |
| 128 | Algeria | 3.4 |
| 129 | Senegal | 3.4 |
| 130 | Chad | 3.3 |
| 131 | Côte d'Ivoire | 3.3 |
| 132 | Vietnam | 3.2 |
| 133 | El Salvador | 3.2 |
| 134 | Mali | 3.1 |
| 135 | Egypt | 3.1 |
| 136 | Lebanon | 3.0 |
| 137 | Kuwait | 2.9 |
| 138 | Burundi | 2.9 |
| 139 | Guinea | 2.8 |
| 140 | Angola | 2.3 |
| 141 | Haiti | 2.1 |

**Source:** World Economic Forum, Executive Opinion Survey

# 14th Pillar
# Cultural Resources and Business Travel

# 14.01 Number of World Heritage cultural sites

Number of World Heritage cultural sites in the country | 2014

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Italy | 46 |
| 2 | Spain | 40 |
| 3 | Germany | 36 |
| 4 | France | 36 |
| 5 | China | 35 |
| 6 | Mexico | 27 |
| 7 | India | 25 |
| 8 | United Kingdom | 24 |
| 9 | Iran, Islamic Rep. | 17 |
| 10 | Greece | 16 |
| 10 | Russian Federation | 16 |
| 12 | Japan | 14 |
| 12 | Portugal | 14 |
| 14 | Sweden | 14 |
| 15 | Poland | 13 |
| 16 | Brazil | 12 |
| 16 | Czech Republic | 12 |
| 16 | Turkey | 12 |
| 19 | Belgium | 11 |
| 20 | Korea, Rep. | 10 |
| 21 | Austria | 9 |
| 21 | Morocco | 9 |
| 21 | Netherlands | 9 |
| 21 | Peru | 9 |
| 25 | United States | 9 |
| 26 | Canada | 8 |
| 26 | Ethiopia | 8 |
| 26 | Israel | 8 |
| 26 | Switzerland | 8 |
| 30 | Bulgaria | 7 |
| 30 | Hungary | 7 |
| 30 | Tunisia | 7 |
| 33 | Algeria | 7 |
| 34 | Bolivia | 6 |
| 34 | Chile | 6 |
| 34 | Colombia | 6 |
| 34 | Croatia | 6 |
| 34 | Egypt | 6 |
| 34 | Finland | 6 |
| 34 | Norway | 6 |
| 34 | Pakistan | 6 |
| 34 | Romania | 6 |
| 34 | Sri Lanka | 6 |
| 44 | Vietnam | 6 |
| 45 | Argentina | 5 |
| 45 | Australia | 5 |
| 45 | Lebanon | 5 |
| 45 | Senegal | 5 |
| 45 | Slovak Republic | 5 |
| 50 | South Africa | 5 |
| 51 | Indonesia | 4 |
| 51 | Lithuania | 4 |
| 51 | Oman | 4 |
| 51 | Serbia | 4 |
| 55 | Jordan | 4 |
| 55 | Mali | 4 |
| 55 | Tanzania | 4 |
| 58 | Armenia | 3 |
| 58 | Cyprus | 3 |
| 58 | Denmark | 3 |
| 58 | Georgia | 3 |
| 58 | Kazakhstan | 3 |
| 58 | Kenya | 3 |
| 58 | Malta | 3 |
| 58 | Philippines | 3 |
| 58 | Saudi Arabia | 3 |
| 58 | Thailand | 3 |
| 58 | Yemen | 3 |
| 58 | Zimbabwe | 3 |
| 70 | Guatemala | 3 |
| 71 | Albania | 2 |
| 71 | Azerbaijan | 2 |
| 71 | Bahrain | 2 |
| 71 | Bangladesh | 2 |
| 71 | Cambodia | 2 |
| 71 | Estonia | 2 |
| 71 | Gambia, The | 2 |
| 71 | Ghana | 2 |
| 71 | Ireland | 2 |
| 71 | Kyrgyz Republic | 2 |
| 71 | Lao PDR | 2 |
| 71 | Latvia | 2 |
| 71 | Malaysia | 2 |
| 71 | Mauritius | 2 |
| 71 | Mongolia | 2 |
| 71 | Nepal | 2 |
| 71 | Nicaragua | 2 |
| 71 | Nigeria | 2 |
| 71 | Panama | 2 |
| 71 | Slovenia | 2 |
| 71 | Venezuela | 2 |
| 92 | Barbados | 1 |
| 92 | Botswana | 1 |
| 92 | Burkina Faso | 1 |
| 92 | Cape Verde | 1 |
| 92 | Costa Rica | 1 |
| 92 | Côte d'Ivoire | 1 |
| 92 | Dominican Republic | 1 |
| 92 | El Salvador | 1 |
| 92 | Haiti | 1 |
| 92 | Honduras | 1 |
| 92 | Iceland | 1 |
| 92 | Luxembourg | 1 |
| 92 | Madagascar | 1 |
| 92 | Malawi | 1 |
| 92 | Mauritania | 1 |
| 92 | Moldova | 1 |
| 92 | Montenegro | 1 |
| 92 | Mozambique | 1 |
| 92 | Myanmar | 1 |
| 92 | Namibia | 1 |
| 92 | Paraguay | 1 |
| 92 | Puerto Rico | 1 |
| 92 | Qatar | 1 |
| 92 | Suriname | 1 |
| 92 | Tajikistan | 1 |
| 92 | Uganda | 1 |
| 92 | United Arab Emirates | 1 |
| 92 | Uruguay | 1 |
| 120 | Gabon | 1 |
| 120 | Lesotho | 1 |
| 120 | Macedonia, FYR | 1 |
| 120 | New Zealand | 1 |
| 124 | Angola | 0 |
| 124 | Bhutan | 0 |
| 124 | Burundi | 0 |
| 124 | Cameroon | 0 |
| 124 | Chad | 0 |
| 124 | Guinea | 0 |
| 124 | Guyana | 0 |
| 124 | Hong Kong SAR | 0 |
| 124 | Jamaica | 0 |
| 124 | Kuwait | 0 |
| 124 | Rwanda | 0 |
| 124 | Seychelles | 0 |
| 124 | Sierra Leone | 0 |
| 124 | Singapore | 0 |
| 124 | Swaziland | 0 |
| 124 | Trinidad and Tobago | 0 |
| 124 | Zambia | 0 |
| n/a | Taiwan, China | n/a |

**Source:** UNESCO World Heritage List, available at http://whc.unesco.org/en/list/

# 14.02 Oral and intangible cultural heritage

Number of oral and intangible heritage practices and expressions | 2014

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | China | 37 |
| 2 | Japan | 22 |
| 3 | Korea, Rep. | 17 |
| 4 | Croatia | 14 |
| 5 | France | 13 |
| 6 | Mongolia | 12 |
| 6 | Turkey | 12 |
| 8 | India | 11 |
| 8 | Spain | 11 |
| 10 | Belgium | 10 |
| 10 | Iran, Islamic Rep. | 10 |
| 12 | Vietnam | 9 |
| 13 | Colombia | 8 |
| 13 | Mali | 8 |
| 13 | Peru | 8 |
| 16 | Azerbaijan | 7 |
| 16 | Mexico | 7 |
| 18 | Brazil | 6 |
| 18 | Indonesia | 6 |
| 18 | Italy | 6 |
| 18 | Morocco | 6 |
| 22 | Algeria | 5 |
| 22 | Bolivia | 5 |
| 22 | Kyrgyz Republic | 5 |
| 25 | Armenia | 4 |
| 25 | Czech Republic | 4 |
| 25 | Estonia | 4 |
| 25 | Oman | 4 |
| 25 | Romania | 4 |
| 25 | Uganda | 4 |
| 25 | United Arab Emirates | 4 |
| 32 | Bulgaria | 3 |
| 32 | Cyprus | 3 |
| 32 | Guatemala | 3 |
| 32 | Hungary | 3 |
| 32 | Lithuania | 3 |
| 32 | Malawi | 3 |
| 32 | Nigeria | 3 |
| 32 | Portugal | 3 |
| 32 | Venezuela | 3 |
| 41 | Austria | 2 |
| 41 | Bangladesh | 2 |
| 41 | Cambodia | 2 |
| 41 | Côte d'Ivoire | 2 |
| 41 | Dominican Republic | 2 |
| 41 | Georgia | 2 |
| 41 | Greece | 2 |
| 41 | Kazakhstan | 2 |
| 41 | Kenya | 2 |
| 41 | Latvia | 2 |
| 41 | Macedonia, FYR | 2 |
| 41 | Mozambique | 2 |
| 41 | Nicaragua | 2 |
| 41 | Philippines | 2 |
| 41 | Russian Federation | 2 |
| 41 | Senegal | 2 |
| 41 | Slovak Republic | 2 |
| 41 | Uruguay | 2 |
| 41 | Zambia | 2 |
| 60 | Albania | 1 |
| 60 | Argentina | 1 |
| 60 | Bhutan | 1 |
| 60 | Botswana | 1 |
| 60 | Burkina Faso | 1 |
| 60 | Burundi | 1 |
| 60 | Chile | 1 |
| 60 | Costa Rica | 1 |
| 60 | Egypt | 1 |
| 60 | Ethiopia | 1 |
| 60 | Gambia, The | 1 |
| 60 | Guinea | 1 |
| 60 | Honduras | 1 |
| 60 | Jamaica | 1 |
| 60 | Jordan | 1 |
| 60 | Lebanon | 1 |
| 60 | Luxembourg | 1 |
| 60 | Madagascar | 1 |
| 60 | Malaysia | 1 |
| 60 | Mauritania | 1 |
| 60 | Mauritius | 1 |
| 60 | Moldova | 1 |
| 60 | Pakistan | 1 |
| 60 | Qatar | 1 |
| 60 | Saudi Arabia | 1 |
| 60 | Serbia | 1 |
| 60 | Tajikistan | 1 |
| 60 | Yemen | 1 |
| 60 | Zimbabwe | 1 |
| 89 | Angola | 0 |
| 89 | Australia | 0 |
| 89 | Bahrain | 0 |
| 89 | Barbados | 0 |
| 89 | Cameroon | 0 |
| 89 | Canada | 0 |
| 89 | Cape Verde | 0 |
| 89 | Chad | 0 |
| 89 | Denmark | 0 |
| 89 | El Salvador | 0 |
| 89 | Finland | 0 |
| 89 | Gabon | 0 |
| 89 | Germany | 0 |
| 89 | Ghana | 0 |
| 89 | Guyana | 0 |
| 89 | Haiti | 0 |
| 89 | Hong Kong SAR | 0 |
| 89 | Iceland | 0 |
| 89 | Ireland | 0 |
| 89 | Israel | 0 |
| 89 | Kuwait | 0 |
| 89 | Lao PDR | 0 |
| 89 | Lesotho | 0 |
| 89 | Malta | 0 |
| 89 | Montenegro | 0 |
| 89 | Myanmar | 0 |
| 89 | Namibia | 0 |
| 89 | Nepal | 0 |
| 89 | Netherlands | 0 |
| 89 | New Zealand | 0 |
| 89 | Norway | 0 |
| 89 | Panama | 0 |
| 89 | Paraguay | 0 |
| 89 | Poland | 0 |
| 89 | Puerto Rico | 0 |
| 89 | Rwanda | 0 |
| 89 | Seychelles | 0 |
| 89 | Sierra Leone | 0 |
| 89 | Singapore | 0 |
| 89 | Slovenia | 0 |
| 89 | South Africa | 0 |
| 89 | Sri Lanka | 0 |
| 89 | Suriname | 0 |
| 89 | Swaziland | 0 |
| 89 | Sweden | 0 |
| 89 | Switzerland | 0 |
| 89 | Tanzania | 0 |
| 89 | Thailand | 0 |
| 89 | Trinidad and Tobago | 0 |
| 89 | Tunisia | 0 |
| 89 | United Kingdom | 0 |
| 89 | United States | 0 |
| n/a | Taiwan, China | n/a |

**Source:** UNESCO World Heritage List, available at http://www.unesco.org/culture/ich/index.php?lg=en&pg=00011

# 14.03 Sports stadiums

Total number of sports stadiums in a country with a capacity larger than 20,000 million seats | 2013

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | United States | 366.0 |
| 2 | China | 124.0 |
| 3 | Brazil | 95.0 |
| 4 | Japan | 89.0 |
| 5 | India | 86.0 |
| 6 | Australia | 81.0 |
| 6 | United Kingdom | 81.0 |
| 8 | Germany | 69.0 |
| 9 | Korea, Rep. | 68.0 |
| 10 | Italy | 51.0 |
| 11 | Argentina | 45.0 |
| 12 | Mexico | 43.0 |
| 13 | South Africa | 42.0 |
| 14 | Spain | 36.0 |
| 15 | France | 32.0 |
| 16 | Canada | 30.0 |
| 16 | Russian Federation | 30.0 |
| 18 | Indonesia | 29.0 |
| 19 | Colombia | 22.0 |
| 19 | Malaysia | 22.0 |
| 21 | Ireland | 21.0 |
| 22 | Egypt | 20.0 |
| 23 | Peru | 18.0 |
| 24 | New Zealand | 17.0 |
| 24 | Portugal | 17.0 |
| 24 | Saudi Arabia | 17.0 |
| 24 | Venezuela | 17.0 |
| 28 | Algeria | 15.0 |
| 29 | Morocco | 14.0 |
| 29 | Turkey | 14.0 |
| 29 | Vietnam | 14.0 |
| 32 | Iran, Islamic Rep. | 13.0 |
| 32 | Poland | 13.0 |
| 34 | Greece | 12.0 |
| 34 | Nigeria | 12.0 |
| 34 | Pakistan | 12.0 |
| 37 | Bolivia | 11.0 |
| 37 | Bulgaria | 11.0 |
| 37 | Chile | 11.0 |
| 37 | Netherlands | 11.0 |
| 37 | Taiwan, China | 11.0 |
| 42 | Romania | 10.0 |
| 42 | Sweden | 10.0 |
| 42 | Thailand | 10.0 |
| 45 | Belgium | 9.0 |
| 45 | Tanzania | 9.0 |
| 45 | United Arab Emirates | 9.0 |
| 48 | Bangladesh | 7.0 |
| 48 | Sierra Leone | 7.0 |
| 48 | Uruguay | 7.0 |
| 48 | Zimbabwe | 7.0 |
| 52 | Botswana | 6.0 |
| 52 | Cameroon | 6.0 |
| 52 | Cyprus | 6.0 |
| 52 | Ghana | 6.0 |
| 52 | Israel | 6.0 |
| 52 | Norway | 6.0 |
| 52 | Rwanda | 6.0 |
| 52 | Switzerland | 6.0 |
| 52 | Tunisia | 6.0 |
| 61 | Angola | 5.0 |
| 61 | Bhutan | 5.0 |
| 61 | Burkina Faso | 5.0 |
| 61 | Ethiopia | 5.0 |
| 61 | Guinea | 5.0 |
| 61 | Honduras | 5.0 |
| 61 | Kenya | 5.0 |
| 61 | Madagascar | 5.0 |
| 61 | Mali | 5.0 |
| 61 | Myanmar | 5.0 |
| 61 | Panama | 5.0 |
| 61 | Paraguay | 5.0 |
| 61 | Qatar | 5.0 |
| 61 | Serbia | 5.0 |
| 61 | Sri Lanka | 5.0 |
| 61 | Yemen | 5.0 |
| 77 | Austria | 4.0 |
| 77 | Bahrain | 4.0 |
| 77 | Cambodia | 4.0 |
| 77 | Croatia | 4.0 |
| 77 | Denmark | 4.0 |
| 77 | El Salvador | 4.0 |
| 77 | Gabon | 4.0 |
| 77 | Georgia | 4.0 |
| 77 | Hong Kong SAR | 4.0 |
| 77 | Hungary | 4.0 |
| 77 | Lebanon | 4.0 |
| 77 | Tajikistan | 4.0 |
| 77 | Trinidad and Tobago | 4.0 |
| 77 | Uganda | 4.0 |
| 91 | Costa Rica | 3.0 |
| 91 | Jamaica | 3.0 |
| 91 | Kazakhstan | 3.0 |
| 91 | Lao PDR | 3.0 |
| 91 | Macedonia, FYR | 3.0 |
| 91 | Senegal | 3.0 |
| 91 | Zambia | 3.0 |
| 98 | Azerbaijan | 2.0 |
| 98 | Burundi | 2.0 |
| 98 | Côte d'Ivoire | 2.0 |
| 98 | Czech Republic | 2.0 |
| 98 | Dominican Republic | 2.0 |
| 98 | Finland | 2.0 |
| 98 | Guatemala | 2.0 |
| 98 | Guyana | 2.0 |
| 98 | Kuwait | 2.0 |
| 98 | Kyrgyz Republic | 2.0 |
| 98 | Malawi | 2.0 |
| 98 | Mozambique | 2.0 |
| 98 | Oman | 2.0 |
| 98 | Philippines | 2.0 |
| 98 | Singapore | 2.0 |
| 113 | Armenia | 1.0 |
| 113 | Gambia, The | 1.0 |
| 113 | Namibia | 1.0 |
| 113 | Nicaragua | 1.0 |
| 113 | Puerto Rico | 1.0 |
| 113 | Slovak Republic | 1.0 |
| 113 | Slovenia | 1.0 |
| 120 | Albania | 0.0 |
| 120 | Barbados | 0.0 |
| 120 | Cape Verde | 0.0 |
| 120 | Chad | 0.0 |
| 120 | Estonia | 0.0 |
| 120 | Haiti | 0.0 |
| 120 | Iceland | 0.0 |
| 120 | Jordan | 0.0 |
| 120 | Latvia | 0.0 |
| 120 | Lesotho | 0.0 |
| 120 | Lithuania | 0.0 |
| 120 | Luxembourg | 0.0 |
| 120 | Malta | 0.0 |
| 120 | Mauritania | 0.0 |
| 120 | Mauritius | 0.0 |
| 120 | Moldova | 0.0 |
| 120 | Mongolia | 0.0 |
| 120 | Montenegro | 0.0 |
| 120 | Nepal | 0.0 |
| 120 | Seychelles | 0.0 |
| 120 | Suriname | 0.0 |
| 120 | Swaziland | 0.0 |

**Source:** Strategy&, based on Worldstadiums.com

# 14.04 Number of international association meetings

Number of international association meeting held in the country annually | 2011–2013 average

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | United States | 900.3 |
| 2 | Germany | 702.3 |
| 3 | Spain | 565.3 |
| 4 | United Kingdom | 524.0 |
| 5 | France | 521.7 |
| 6 | Italy | 457.3 |
| 7 | China | 361.3 |
| 8 | Brazil | 336.7 |
| 9 | Netherlands | 332.3 |
| 10 | Japan | 322.7 |
| 11 | Canada | 287.3 |
| 12 | Austria | 280.0 |
| 13 | Portugal | 251.7 |
| 14 | Korea, Rep. | 245.0 |
| 15 | Switzerland | 244.7 |
| 16 | Australia | 236.0 |
| 17 | Sweden | 232.0 |
| 18 | Belgium | 223.3 |
| 19 | Argentina | 213.7 |
| 20 | Turkey | 203.7 |
| 21 | Mexico | 181.7 |
| 22 | Poland | 179.7 |
| 23 | Finland | 176.7 |
| 24 | Denmark | 175.7 |
| 25 | Singapore | 164.7 |
| 26 | Norway | 152.0 |
| 27 | India | 149.3 |
| 28 | Czech Republic | 145.3 |
| 29 | Hungary | 141.7 |
| 30 | Colombia | 139.0 |
| 31 | Thailand | 138.3 |
| 32 | Taiwan, China | 132.3 |
| 33 | Ireland | 130.7 |
| 34 | Malaysia | 127.0 |
| 35 | Greece | 125.3 |
| 36 | South Africa | 110.7 |
| 37 | Chile | 108.7 |
| 38 | Hong Kong SAR | 102.3 |
| 39 | Russian Federation | 92.3 |
| 40 | Indonesia | 90.0 |
| 41 | Croatia | 78.0 |
| 42 | Peru | 68.7 |
| 43 | United Arab Emirates | 63.7 |
| 44 | Serbia | 59.7 |
| 45 | Slovenia | 59.0 |
| 45 | Uruguay | 59.0 |
| 47 | Romania | 56.7 |
| 48 | Estonia | 56.3 |
| 49 | New Zealand | 51.0 |
| 50 | Panama | 49.7 |
| 51 | Lithuania | 48.3 |
| 51 | Philippines | 48.3 |
| 53 | Vietnam | 41.3 |
| 54 | Cyprus | 40.7 |
| 55 | Kenya | 35.0 |
| 56 | Iceland | 34.7 |
| 56 | Israel | 34.7 |
| 58 | Latvia | 33.0 |
| 59 | Costa Rica | 32.0 |
| 60 | Morocco | 31.0 |
| 61 | Slovak Republic | 30.7 |
| 62 | Bulgaria | 29.3 |
| 63 | Malta | 29.0 |
| 64 | Paraguay | 28.7 |
| 65 | Luxembourg | 26.0 |
| 66 | Puerto Rico | 25.7 |
| 67 | Dominican Republic | 22.3 |
| 68 | Guatemala | 20.0 |
| 69 | Qatar | 19.3 |
| 70 | Egypt | 19.0 |
| 71 | Bolivia | 18.3 |
| 72 | Tanzania | 16.7 |
| 73 | Ghana | 16.3 |
| 73 | Venezuela | 16.3 |
| 75 | Sri Lanka | 16.0 |
| 76 | Tunisia | 14.7 |
| 77 | Uganda | 12.3 |
| 78 | Macedonia, FYR | 12.0 |
| 79 | Nigeria | 11.7 |
| 80 | Jordan | 11.3 |
| 81 | Senegal | 10.7 |
| 82 | Ethiopia | 9.7 |
| 83 | El Salvador | 9.3 |
| 83 | Honduras | 9.3 |
| 83 | Saudi Arabia | 9.3 |
| 86 | Lebanon | 9.0 |
| 87 | Trinidad and Tobago | 8.3 |
| 88 | Cambodia | 8.0 |
| 88 | Zambia | 8.0 |
| 90 | Montenegro | 7.3 |
| 91 | Jamaica | 7.0 |
| 91 | Oman | 7.0 |
| 93 | Mauritius | 6.7 |
| 93 | Namibia | 6.7 |
| 93 | Nicaragua | 6.7 |
| 96 | Georgia | 6.3 |
| 96 | Iran, Islamic Rep. | 6.3 |
| 98 | Bangladesh | 6.0 |
| 98 | Mongolia | 6.0 |
| 98 | Nepal | 6.0 |
| 101 | Albania | 5.7 |
| 101 | Kazakhstan | 5.7 |
| 103 | Bahrain | 5.3 |
| 103 | Zimbabwe | 5.3 |
| 105 | Botswana | 5.0 |
| 106 | Barbados | 4.7 |
| 106 | Mozambique | 4.7 |
| 108 | Algeria | 4.3 |
| 109 | Côte d'Ivoire | 4.0 |
| 110 | Cameroon | 3.7 |
| 111 | Armenia | 3.3 |
| 111 | Lao PDR | 3.3 |
| 113 | Burkina Faso | 3.0 |
| 113 | Gabon | 3.0 |
| 113 | Malawi | 3.0 |
| 113 | Rwanda | 3.0 |
| 117 | Azerbaijan | 2.7 |
| 117 | Mali | 2.7 |
| 117 | Myanmar | 2.7 |
| 120 | Kuwait | 2.5 |
| 121 | Gambia, The | 2.3 |
| 121 | Pakistan | 2.3 |
| 123 | Angola | 2.0 |
| 123 | Moldova | 2.0 |
| 123 | Suriname | 2.0 |
| 126 | Cape Verde | 1.7 |
| 127 | Seychelles | 1.5 |
| 128 | Haiti | 1.3 |
| 129 | Bhutan | 1.0 |
| 129 | Guyana | 1.0 |
| 129 | Swaziland | 1.0 |
| 132 | Burundi | 0.7 |
| 133 | Kyrgyz Republic | 0.5 |
| 134 | Lesotho | 0.3 |
| 134 | Madagascar | 0.3 |
| 134 | Sierra Leone | 0.3 |
| n/a | Chad | n/a |
| n/a | Guinea | n/a |
| n/a | Mauritania | n/a |
| n/a | Tajikistan | n/a |
| n/a | Yemen | n/a |

**Source:** The International Congress and Convention Association (ICCA)

# 14.05 Cultural and entertainment tourism digital demand

Number of online searches index (0–100 best) | 2014

| RANK | COUNTRY/ECONOMY | VALUE |
|---|---|---|
| 1 | Singapore | 100 |
| 2 | France | 85 |
| 3 | Australia | 85 |
| 4 | Spain | 81 |
| 5 | United Kingdom | 78 |
| 6 | Italy | 77 |
| 7 | Germany | 71 |
| 8 | China | 55 |
| 9 | Japan | 53 |
| 10 | Hong Kong SAR | 52 |
| 11 | India | 47 |
| 12 | Argentina | 42 |
| 13 | Brazil | 42 |
| 14 | Thailand | 40 |
| 15 | Mexico | 40 |
| 16 | Taiwan, China | 37 |
| 17 | United States | 34 |
| 18 | Belgium | 32 |
| 19 | Portugal | 29 |
| 20 | Turkey | 29 |
| 21 | Vietnam | 27 |
| 22 | Switzerland | 26 |
| 23 | Canada | 25 |
| 24 | Malaysia | 25 |
| 25 | Netherlands | 25 |
| 26 | Israel | 24 |
| 27 | Luxembourg | 23 |
| 28 | Ireland | 23 |
| 29 | Peru | 22 |
| 30 | Chile | 22 |
| 31 | Greece | 22 |
| 32 | New Zealand | 21 |
| 33 | Egypt | 21 |
| 34 | Russian Federation | 21 |
| 35 | Puerto Rico | 20 |
| 36 | Morocco | 19 |
| 37 | Costa Rica | 19 |
| 38 | Iceland | 19 |
| 39 | Korea, Rep. | 18 |
| 40 | South Africa | 17 |
| 41 | Croatia | 16 |
| 42 | Sweden | 15 |
| 43 | Austria | 14 |
| 44 | Malta | 14 |
| 45 | Philippines | 14 |
| 46 | Cyprus | 14 |
| 47 | Panama | 14 |
| 48 | Poland | 13 |
| 49 | Indonesia | 13 |
| 50 | Colombia | 12 |
| 51 | Sri Lanka | 12 |
| 52 | Guatemala | 12 |
| 53 | Venezuela | 12 |
| 54 | Iran, Islamic Rep. | 12 |
| 55 | Myanmar | 11 |
| 56 | Dominican Republic | 11 |
| 57 | Norway | 11 |
| 58 | Cambodia | 11 |
| 59 | Jamaica | 11 |
| 60 | Denmark | 11 |
| 61 | Honduras | 10 |
| 62 | El Salvador | 9 |
| 63 | Nepal | 9 |
| 64 | Kenya | 9 |
| 65 | Finland | 9 |
| 66 | Tunisia | 9 |
| 67 | Hungary | 8 |
| 68 | Czech Republic | 8 |
| 69 | Uruguay | 8 |
| 70 | Mauritius | 8 |
| 71 | Ghana | 7 |
| 72 | Nicaragua | 7 |
| 73 | Lebanon | 7 |
| 74 | Pakistan | 7 |
| 75 | Trinidad and Tobago | 7 |
| 76 | Qatar | 7 |
| 77 | Bulgaria | 7 |
| 78 | Madagascar | 7 |
| 79 | Saudi Arabia | 7 |
| 80 | Lao PDR | 7 |
| 81 | Bangladesh | 7 |
| 82 | Romania | 6 |
| 83 | Bahrain | 6 |
| 84 | United Arab Emirates | 6 |
| 85 | Bolivia | 6 |
| 86 | Georgia | 6 |
| 87 | Paraguay | 6 |
| 88 | Haiti | 5 |
| 89 | Jordan | 5 |
| 90 | Nigeria | 5 |
| 91 | Barbados | 5 |
| 92 | Kuwait | 4 |
| 93 | Algeria | 4 |
| 94 | Mongolia | 4 |
| 95 | Senegal | 4 |
| 96 | Tanzania | 4 |
| 97 | Slovenia | 3 |
| 98 | Ethiopia | 3 |
| 99 | Zimbabwe | 3 |
| 100 | Armenia | 3 |
| 101 | Uganda | 3 |
| 102 | Oman | 3 |
| 103 | Guyana | 3 |
| 104 | Kazakhstan | 3 |
| 105 | Cameroon | 3 |
| 106 | Lithuania | 3 |
| 107 | Côte d'Ivoire | 3 |
| 108 | Bhutan | 3 |
| 109 | Mali | 3 |
| 110 | Slovak Republic | 3 |
| 111 | Estonia | 2 |
| 112 | Montenegro | 2 |
| 113 | Angola | 2 |
| 114 | Latvia | 2 |
| 115 | Namibia | 2 |
| 116 | Yemen | 2 |
| 117 | Malawi | 2 |
| 118 | Suriname | 2 |
| 119 | Azerbaijan | 2 |
| 120 | Rwanda | 2 |
| 121 | Botswana | 2 |
| 122 | Serbia | 1 |
| 123 | Cape Verde | 1 |
| 124 | Seychelles | 1 |
| 125 | Mozambique | 1 |
| 126 | Albania | 1 |
| 127 | Zambia | 1 |
| 128 | Sierra Leone | 1 |
| 129 | Macedonia, FYR | 1 |
| 130 | Gambia, The | 1 |
| 131 | Chad | 1 |
| 132 | Swaziland | 1 |
| 133 | Burkina Faso | 1 |
| 134 | Tajikistan | 1 |
| 135 | Gabon | 1 |
| 136 | Kyrgyz Republic | 1 |
| 137 | Burundi | 1 |
| 138 | Guinea | 1 |
| 139 | Mauritania | 0 |
| 140 | Lesotho | 0 |
| 141 | Moldova | 0 |

**Source:** Bloom Consulting based on *Country Brand Ranking, Tourism Edition.* Available at http://www.bloom-consulting.com/pdf/rankings/Bloom_Consulting_Country_Brand_Ranking_Tourism.pdf

# Technical Notes and Sources

This section complements the data tables by providing full descriptions and sources of all the indicators used for the calculation of the Travel & Tourism Competitiveness Index 2015 (TTCI).

The number next to the indicator corresponds to the number of the data table that shows the ranks and scores for all countries/economies on this particular indicator. The data used in this *Report* include the data derived from the Executive Opinion Survey as well as "statistical" data from other organizations. In the case of indicators derived from the Executive Opinion Survey (the Survey), the full question and associated answers are provided. For more details on Survey indicators, refer to Chapter 1.3 of *The Global Competitiveness Report 2014–2015.* For indicators sourced from other organizations or national sources, because of space limitations it is not possible to reproduce in this *Report* all the additional information associated with specific data points. The data used in the computation of the TTCI 2015 represent the most recent and/or best data available at the time when they were collected. It is possible that data were updated or revised subsequently. Throughout the statistical tables in this publication, "n/a" denotes that the value is not available, or that available data are unreasonably outdated or do not come from a reliable source.

## PILLAR 1: BUSINESS ENVIRONMENT

**1.01 Property rights**

In your country, how strong is the protection of property rights, including financial assets? (1 = extremely weak, 7 = extremely strong) | 2013–2014 weighted average

Source: World Economic Forum, Executive Opinion Survey

**1.02 Impact of rules on FDI**

In your country, to what extent do rules and regulations encourage or discourage foreign direct investment (FDI)? (1 = strongly discourage FDI, 7 = strongly encourage FDI) | 2013–2014 weighted average

Source: World Economic Forum, Executive Opinion Survey

**1.03 Efficiency of legal framework in settling disputes**

In your country, how efficient is the legal framework for private businesses in settling disputes? (1 = extremely inefficient, 7 = extremely efficient) | 2013–2014 weighted average

Source: World Economic Forum, Executive Opinion Survey

**1.04 Efficiency of legal framework in challenging regulations (rule of law next year)**

In your country, how easy is it for private businesses to challenge government actions and/or regulations through the legal system? (1 = extremely difficulty, 7 = extremely easy) | 2013–2014 weighted average

Source: World Economic Forum, Executive Opinion Survey

**1.05 Time required to deal with construction permits**

Total number of days required to deal with procedures necessary to build a warehouse | 2014

This indicator measures the median duration (in number of days) that local experts indicate is necessary in practice for a business to build a warehouse. The duration takes into account the following procedures: obtaining and submitting all relevant project-specific documents (for example, building plans, site maps and certificates of urbanism) to the authorities; hiring external third-party supervisors, engineers or inspectors; obtaining all necessary clearances, licenses, permits and certificates; submitting all required notifications; and requesting and receiving all necessary inspections as well as all procedures for obtaining connections for water and sewerage. For further details, visit http://www.doingbusiness.org/methodology.

Source: World Bank/International Finance Corporation, *Doing Business 2015 Going Beyond Efficiency*

**1.06 Cost to deal with construction permits**

Cost is recorded as a percentage of the warehouse value | 2014

This indicator measures the cost associated with the procedures necessary for a business to build a warehouse (respect to its value). This cost is related to the following procedures: obtaining and submitting all relevant project-specific documents (for example, building plans, site maps and certificates of urbanism) to the authorities; hiring external third-party supervisors, engineers or inspectors; obtaining all necessary clearances, licenses, permits and certificates; submitting all required notifications; and requesting and receiving all necessary inspections as well as all procedures for obtaining connections for water and sewerage. For further details, visit http://www.doingbusiness.org/methodology.

Source: World Bank/International Finance Corporation, *Doing Business 2015 Going Beyond Efficiency*

**1.07 Extent of market dominance**

In your country, how would you characterize corporate activity? (1 = dominated by a few business groups, 7 = spread among many firms) | 2013–2014 weighted average

Source: World Economic Forum, Executive Opinion Survey

### 1.08 Time required to start a business

Number of days required to start a business | 2014

This indicator measures the median duration that incorporation lawyers indicate is necessary to complete a procedure with minimum follow-up with government agencies and no extra payments. For further details, visit http://www.doingbusiness.org/methodology.

Source: World Bank/International Finance Corporation, *Doing Business 2015 Going Beyond Efficiency*

### 1.09 Cost to start a business

Cost to start a business as a percentage of the economy's income (GNI) per capita | 2014

This indicator measures all official fees and fees for legal or professional services if such services are required by law. For further details, visit http://www.doingbusiness.org/methodology.

Source: World Bank/International Finance Corporation, *Doing Business 2015 Going Beyond Efficiency*

### 1.10 Extent and effect of taxation on incentives to work

In your country, to what extent do taxes reduce the incentive to work? (1 = significantly reduce the incentive to work, 7 = does not reduce incentive to work at all) | 2013–2014 weighted average

Source: World Economic Forum, Executive Opinion Survey

### 1.11 Extent and effect of taxation on incentives to invest

In your country, to what extent do taxes reduce the incentive to invest? (1 = significantly reduce the incentive to invest, 7 = do not reduce the incentive to invest at all) | 2013–2014 weighted average

Source: World Economic Forum, Executive Opinion Survey

### 1.12 Total tax rate

A combination of profit tax (% of profits), labour tax and contribution (% of profits) and other taxes (% of profits) | 2014

The total tax rate measures the amount of taxes and mandatory contributions payable by a medium-size company, expressed as a share of commercial profits. The total amount of taxes is the sum of five different types of taxes and contributions payable after accounting for deductions and exemptions: profit or corporate income tax, social contributions and labour taxes paid by the employer, property taxes, turnover taxes and other small taxes. For more details about the methodology employed and the assumptions made to compute this indicator, visit http://www.doingbusiness.org/methodology.

Source: World Bank/International Finance Corporation, *Doing Business 2015 Going Beyond Efficiency*

### 1.12a Labour and contributions tax rate

Amount of taxes and mandatory contributions on labour paid by the business as a percentage of commercial profits | 2014

Source: World Bank/International Finance Corporation, *Doing Business 2015 Going Beyond Efficiency*

### 1.12b Profit tax rate

Amount of taxes on profits paid by the business as a percentage of commercial profit | 2014

Source: World Bank/International Finance Corporation, *Doing Business 2015 Going Beyond Efficiency*

### 1.12c Other taxes rate

Amount of taxes and mandatory contributions paid by the business as a percentage of commercial profit that are not already included in the categories of profit or labour taxes | 2014

Source: World Bank/International Finance Corporation, *Doing Business 2015 Going Beyond Efficiency*

## PILLAR 2: SAFETY AND SECURITY

### 2.01 Business costs of crime and violence

In your country, to what extent does the incidence of crime and violence impose costs on businesses? (1 = to a great extent, 7 = not at all) | 2013–2014 weighted average

Source: World Economic Forum, Executive Opinion Survey

### 2.02 Reliability of police services

In your country, to what extent can police services be relied upon to enforce law and order? (1 = cannot be relied upon at all, 7 = can be completely relied upon) | 2013–2014 weighted average

Source: World Economic Forum, Executive Opinion Survey

### 2.03 Business costs of terrorism

In your country, to what extent does the threat of terrorism impose costs on businesses? (1 = to a great extent, 7 = not at all) | 2013–2014 weighted average

Source: World Economic Forum, Executive Opinion Survey

### 2.04 Index of terrorism incidence

Simple average of the number of terrorism-related casualties (injuries and fatalities) and the number of terrorist attacks, each normalized on a scale of 1 to 7 | 2010–2013 total

This index has been created on the basis of data contained in the START Database (National Consortium for the Study of Terrorism and Responses to Terrorism). It is the average of the total number of terrorism attacks during the 2010–2012 period and the total number of terrorism casualties (fatalities plus injured people) over the same period. Prior to aggregation, both totals were transformed on a scale ranging from 1 (most attacks/casualties) to 7 (no attack/casualty) using a min-max formula. On both measures, economies whose terrorism incidence is above the 95th percentile are assigned a transformed score of 1.

Source: World Economic Forum's calculations based on data from National Consortium for the Study of Terrorism and Responses to Terrorism (START), Global Terrorism Database. Retrieved from http://www.start.umd.edu/gtd on 27 January 2015.

### 2.05 Homicide rate

Number of homicide cases per 100,000 population | 2012 or most recent

The United Nations Office on Drugs and Crime (UNODC) collects statistics on homicide occurrences worldwide, pooling information from national sources as well as other international institutions such as Interpol, Eurostat, the Organization of American States, UNICEF and the World Health Organization (WHO).
Note: Higher value means worse outcome.

Source: United Nations Office on Drugs and Crime (UNODC)

## PILLAR 3: HEALTH AND HYGIENE

### 3.01 Physician density

Physician density per 1,000 population | 2011 or most recent

This indicator measures the number of physicians in the country per 1,000 population. Physicians include generalist medical practitioners and specialist medical practitioners.

Source: The World Health Organization, Global Health Observatory Data Repository

### 3.02 Access to improved sanitation

Access to adequate sanitation as a percentage of total population | 2012 or most recent

This indicator refers to the percentage of the population with at least adequate access to excreta disposal facilities that can effectively prevent human, animal and insect contact with excreta. Improved facilities range from simple but protected pit latrines to flush toilets with a sewerage connection. To be effective, facilities must be correctly constructed and properly maintained.

Source: The World Health Organization, Global Health Observatory Data Repository

### 3.03 Access to improved drinking water

Access to safe drinking water as a percentage of total population | 2012 or most recent

This indicator refers to the percentage of the population with reasonable access to an adequate amount of water from an improved source, such as a household connection, public standpipe, borehole, protected well or spring and rainwater collection. Unimproved sources include vendors, tanker trucks and unprotected wells and springs. "Reasonable access" is defined as the availability of at least 20 litres per person per day from a source within one kilometre of the dwelling.

Source: The World Health Organization, Global Health Observatory Data Repository

### 3.04 Hospital beds

Hospital beds per 10,000 population | 2011 or most recent

Hospital beds includes inpatient beds available in public, private, general and specialized hospitals and rehabilitation centres. In most cases, beds for both acute and chronic care are included.

Source: The World Bank, *World Development Indicators*, 2014 Edition (retrieved on November 2014)

### 3.05 HIV prevalence

HIV prevalence as a percentage of adults aged 15–49 years | 2013 or most recent

HIV prevalence refers to the percentage of people aged 15–49 who are infected with HIV at a particular point in time, no matter when infection occurred.

Source: The World Bank, *World Development Indicators* (accessed 18 June 2014); UNAIDS, *Global Report on the Global AIDS Epidemic* (2008, 2010, 2012 and 2013 editions); national sources

### 3.06 Malaria incidence

Estimated number of malaria cases per 100,000 population | 2012 or most recent

This indicator refers to the estimated number of new cases of malaria in the economy per 100,000 population. M.F. and S.L. indicate respectively that the World Health Organization (WHO) has declared the area malaria-free (M.F.) or that it has included it in the supplementary list (S.L.) of areas where malaria has never existed or has disappeared without specific measures. Hong Kong SAR and Puerto Rico have been considered malaria-free (M.F.) following the assessment by the US Centers for Disease Control and Prevention (CDC).

Source: The World Health Organization, *World Malaria Report 2013*; United States Centers for Disease Control and Prevention (CDC), Malaria Information and Prophylaxis information (accessed 11 July 2014)

## PILLAR 4: HUMAN RESOURCES AND LABOUR MARKET

### 4.01 Primary education enrolment rate

Net primary education enrolment rate | 2012 or most recent

The reported value corresponds to the ratio of children of official school age (as defined by the national education system) who are enrolled in school to the population of the corresponding official school age. Primary education (ISCED level 1) provides children with basic reading, writing and mathematics skills along with an elementary understanding of such subjects as history, geography, natural science, social science, art and music.

Source: UNESCO Institute for Statistics, Data Centre (accessed 26 November 2014); Organisation for Economic Co-operation and Development (OECD), *Education at a Glance 2013*; Sistema de Información de tendencias Educativas de América Latina (SITEAL); national sources

### 4.02 Secondary education enrolment rate

Gross secondary education enrolment rate | 2012 or most recent

The reported value corresponds to the ratio of total secondary enrolment, regardless of age, to the population of the age group that officially corresponds to the secondary education level. Secondary education (ISCED levels 2 and 3) completes the provision of basic education that began at the primary level and aims to lay the foundations for lifelong learning and human development by offering more subject- or skills-oriented instruction using more specialized teachers.

Source: UNESCO Institute for Statistics, Data Centre (accessed 26 November 2014); UNICEF Childinfo.org; Sistema de Información de tendencias Educativas de América Latina (SITEAL); national sources

### 4.03 Extent of staff training

In your country, to what extent do companies invest in training and employee development? (1 = not at all, 7 = to a great extent) | 2013–2014 weighted average

Source: World Economic Forum, Executive Opinion Survey

### 4.04 Treatment of customers

In your country, how well do companies treat customers? (1 = indifferent to customer satisfaction, 7 = highly responsive to customers and seek customer retention) | 2013–2014 weighted average

Source: World Economic Forum, Executive Opinion Survey

### 4.05 Hiring and firing practices

In your country, how would you characterize the hiring and firing of workers? (1 = heavily impeded by regulations, 7 = extremely flexible) | 2013–2014 weighted average

Source: World Economic Forum, Executive Opinion Survey

### 4.06 Ease of finding skilled employees

In your country, how easy is it for companies to find employees with the required skills for their business needs? (1 = extremely difficult, 7 = extremely easy) | 2013–2014 weighted average

Source: World Economic Forum, Executive Opinion Survey

### 4.07 Ease of hiring foreign labour

In your country, to what extent does labour regulation impede the hiring of foreign labour? (1 = impedes heavily, 7 = does not impede at all) | 2013–2014 weighted average

Source: World Economic Forum, Executive Opinion Survey

### 4.08 Pay and productivity

In your country, to what extent is pay related to worker productivity? (1 = not related to worker productivity, 7 = strongly related to worker productivity) | 2013–2014 weighted average

Source: World Economic Forum, Executive Opinion Survey

### 4.09 Female labour force participation

Ratio of women to men in the labour force | 2012 or most recent

This indicator is the percentage of women aged 15–64 participating in the labour force divided by the percentage of men aged 15–64 participating in the labour force.

Source: International Labour Organization, *Key Indicators of the Labour Markets, 8th Edition*; national sources

## PILLAR 5: ICT READINESS

### 5.01 ICT use for business-to-business transactions

In your country, to what extent do businesses use ICTs for transactions with other businesses? (1 = not at all, 7 = to a great extent) | 2013–2014 weighted average

Source: World Economic Forum, Executive Opinion Survey

### 5.02 Internet use for business-to-consumer transactions

In your country, to what extent do businesses use the internet for selling their goods and services to consumers? (1 = not at all, 7 = to a great extent) | 2013–2014 weighted average

Source: World Economic Forum, Executive Opinion Survey

### 5.03 Individuals using the internet

Percentage of individuals using the internet | 2013 or most recent

Internet users refers to people using the internet from any device (including mobile phones) in the last 12 months. Data are based on surveys generally carried out by national statistical offices or estimated based on the number of internet subscriptions.

Source: International Telecommunication Union, *World Telecommunication Indicators 2014,* December update

### 5.04 Broadband internet subscribers

Fixed broadband internet subscriptions per 100 population | 2013 or most recent

This refers to total fixed (wired) broadband internet subscriptions (that is, subscriptions to high-speed access to the public Internet—a TCP/IP connection—at downstream speeds equal to or greater than 256 kb/s).

Source: International Telecommunication Union, *World Telecommunication Indicators 2014,* December update

### 5.05 Mobile telephone subscriptions

Number of mobile telephone subscriptions per 100 population | 2013 or most recent

A mobile telephone subscription refers to a subscription to a public mobile telephone service that provides access to the public switched telephone network (PSTN) using cellular technology, including the number of pre-paid SIM cards active during the past three months. This includes both analogue and digital cellular systems (IMT-2000, Third Generation, 3G) and 4G subscriptions, but excludes mobile broadband subscriptions via data cards or USB modems. Subscriptions to public mobile data services, private trunked mobile radio, telepoint or radio paging and telemetry services are also excluded. It includes all mobile cellular subscriptions that offer voice communications.

Source: International Telecommunication Union, *World Telecommunication Indicators 2014,* December update

### 5.06 Mobile broadband subscriptions

Mobile broadband subscriptions per 100 population | 2013 or most recent

Mobile broadband subscriptions refers to active SIM cards or, on CDMA networks, connections accessing the internet at consistent broadband speeds of over 512 kb/s, including cellular technologies such as HSPA, EV-DO and above. This includes connections being used in any type of device able to access mobile broadband networks, including smartphones, USB modems, mobile hotspots and other mobile-broadband connected devices.

Source: International Telecommunication Union, *World Telecommunication Indicators 2014,* December update

### 5.07 Mobile network coverage

Percentage of total population covered by a mobile network signal | 2013 or most recent

This indicator measures the percentage of inhabitants who are within range of a mobile cellular signal, irrespective of whether or not they are subscribers. This is calculated by dividing the number of inhabitants within range of a mobile cellular signal by the total population. Note that this is not the same as the mobile subscription density or penetration.

Source: International Telecommunication Union, *World Telecommunication Indicators 2014,* December update

### 5.08 Quality of electricity supply

In your country, how would you assess the reliability of the electricity supply (lack of interruptions and lack of voltage fluctuations)? (1 = not reliable at all, 7 = extremely reliable) | 2013–2014 weighted average

Source: World Economic Forum, Executive Opinion Survey

## PILLAR 6: PRIORITIZATION OF TRAVEL & TOURISM

### 6.01 Government prioritization of travel and tourism industry

How high of a priority is the development of the travel & tourism (T&T) industry for the government of your country? (1 = not a priority at all, 7 = a top priority) | 2013–2014 weighted average

Source: World Economic Forum, Executive Opinion Survey

### 6.02 T&T government expenditure

T&T government expenditure as a percentage of total government budget | 2013 or most recent

This indicator includes expenditures (transfers or subsidies) made by government agencies to provide T&T services such as cultural (e.g. art museums), recreational (e.g. national parks), clearance (e.g. immigration/customs) and so on to visitors.

Source: World Travel & Tourism Council, *Tourism Satellite Account Research 2014*

### 6.03 Effectiveness of marketing and branding to attract tourists

How effective is your country's marketing and branding campaigns at attracting tourists? (1 = not effective at all, 7 = extremely effective) | 2013–2014 weighted average

Source: World Economic Forum, Executive Opinion Survey

### 6.04 Comprehensiveness of annual T&T data

Number of data available (0 = no data, 120 = all selected indicators are available) | 2010–2014

This indicator shows how many of the yearly data provided by national administrations on 30 different concepts from the UNWTO Compendium of Tourism Statistics are available. It covers 2010 through 2014. The scores range from a minimum of 0 to a maximum of 120, where 120 can be obtained by a country providing data for all the 30 concepts in all of the four years taken into consideration.

Source: World Tourism Organization (UNWTO)

### 6.05 Timeliness of providing monthly/quarterly T&T data

Number of latest data available (0 = no data, 21 = data reported for all the periods considered) | 2013–2014

This indicator shows the availability of two key T&T indicators (international tourist arrivals and tourism receipts) on a monthly or quarterly basis, covering the period from October 2013 to November 2014. The UNWTO has calculated the score of each country based on the data included in the latest available UNWTO World Tourism Barometer by adding the number of months for which data on the international tourist arrivals are available to the number of months for which data on international tourism receipts are available. Half weight has been applied to the lower of the two scores, so the scores range from a minimum of 0 to a maximum of 21 (the maximum number of period counts a country can get is 14 for one measure and 7 for the other).

Source: World Tourism Organization (UNWTO)

### 6.06 Country Brand Strategy rating

Level of accuracy of the strategy of the National Tourism Organization | 2014

This indicator evaluates the accuracy of the strategy of the National Tourism Organization (NTO) by a formula that compares the most popular brandtags (as measured by the proprietary Digital Demand D2 tool) for a specific country to the brandtags most heavily promoted by that country's NTO. A country brand receives a higher rating if that country's NTO focuses its strategic and promotional positioning on the tourism-related brandtags with the highest demand as measured by total online searches from international tourists. A poor rating can suggest either the inappropriate promotion of the least popular brandtags (as measured by online search volume) by an NTO or the lack of focus on the brandtags in highest demand.

Source: Bloom Consulting Country Brand Ranking, Tourism Edition. Available at http://www.bloom-consulting.com/pdf/rankings/Bloom_Consulting_Country_Brand_Ranking_Tourism.pdf

## PILLAR 7: INTERNATIONAL OPENNESS

### 7.01 Visa requirements

Visa requirements for entry in the destination country for a tourism visit of a limited duration for visitors from worldwide source markets (100 = no visa required for visitors from all source markets, 0 = traditional visa required for visitors from every source market) | 2014

This indicator measures to what extent a destination country is facilitating inbound tourism through its visa policy, distinguishing whether the country can be visited without a visa, a visa can be obtained on arrival or an electronic visa is available. It is calculated as a percentage of the world population that is exempt from a visa or is eligible for visa on arrival or electronic visa when visiting the destination country, where: A) the population of source markets that can visit the destination country without a visa is fully counted (i.e. weight 1); B) the population of source markets that can obtain a visa on arrival when entering the destination country is weighted by 0.7; and C) the population of source markets that can use an electronic visa is weighted by 0.5. The indicator is consistent with the UNWTO Visa openness report 2014 that can be downloaded from http://rcm.unwto.org/content/facilitation-tourist-travel.

Source: World Tourism Organization (UNWTO)

### 7.02 Openness of bilateral Air Service Agreements

Index measuring the average openness of air service agreements (0 = most restricted, 38 = most liberal) | 2011

This index measures the weighted average openness of all bilateral Air Service Agreements (ASAs) concluded by International Civil Aviation Organization (ICAO) signatories as registered in ICAO's *World's Air Services Agreements* (WASA) database (2010 update). The weights are the bilateral scheduled passenger traffic taking place under each ASA. Regulatory data come from ICAO's WASA database and traffic data were obtained from IATA.

Source: World Trade Organization, based on ICAO and IATA data

### 7.03 Number of regional trade agreements in force

Number of goods (RTAs) and services (EIAs) notifications | 2014

This indicator assess the level of openness of a country to foreign goods and services as measured by the sum of the number of Regional Trade Agreements (RTA) and the number of Economic Integration Agreements (EIA) in force to the WTO. Members entering into RTAs are required to notify RTA to the WTO, either under Article XXIV of the GATT 1994 or the Enabling Clause (for RTAs covering trade in goods), or under Article V of the GATS (for RTAs covering trade in services). In a case of an RTA covering both goods and services, two notifications are required. The notification should be made following ratification of the RTA and before the application of preferential treatment between the parties.

Source: World Trade Organization; Regional Trade Agreements Information System (RTA-IS) available at http://rtais.wto.org/UI/PublicMaintainRTAHome.aspx

## PILLAR 8: PRICE COMPETITIVENESS

### 8.01 Ticket taxes and airport charges

Index of relative cost of access (ticket taxes and airport charges) to international air transport services (0 = highest cost, 100 = lowest cost) | 2014 or most recent

This index measures the relative cost of access to international air transport services based on the level of airport charges, passenger ticket taxes and value-added taxation. It reflects the costs associated with a narrow-body and a wide-body passenger plane arrival and departure at the major international airports in each country. Charges include landing, terminal navigation and passenger and security charges as listed in the IATA Airport and Air Navigation Charges manual. Ticket taxes applicable to international travel were applied as described in the IATA List of Ticket and Airport Taxes and Fees manual. Per-passenger charges were calculated by applying a 75% load factor to a typical seating configuration of each type of aircraft. Value-added taxes (VATs) were calculated based on an average ticket price for each country, applied to half of the departing passengers, because the VAT is normally charged only on itineraries originating in the country concerned. A higher score indicates a lower level of charges and taxes.

Source: International Air Transport Association, SRS Analyser

### 8.02 Hotel price index

Average room rates calculated for first-class branded hotels for calendar year (US dollars) | 2013–2014

This index measures the average price, in US dollars, of first-class hotel accommodation in each country. The index is calculated by using the average room rate achieved by first-class hotels in each country over a 12-month period from January through December 2011, to mitigate the impact of any seasonality fluctuations. Data may refer to the 2009 or the 2007 period where the 2011 update is not available.

Source: Deloitte–STR Global and Smith Travel Research Inc.

### 8.03 Purchasing power parity

Ratio of purchasing power parity (PPP) conversion factor to official exchange rate | 2013 or most recent available

The World Bank defines the purchasing power parity (PPP) conversion factor as the number of units of a country's currency required to buy the same amount of goods and services in the domestic market as a US dollar would buy in the United States. Official exchange rate refers to the exchange rate determined by national authorities or to the rate determined in the legally sanctioned exchange market. It is calculated as an annual average based on monthly averages (local currency units relative to the US dollar). The variable shown is the PPP conversion factor to market exchange rate ratio as reported by the World Bank's *World Development Indicator* database.

Source: The World Bank, *World Development Indicators* (retrieved November 2014)

### 8.04 Fuel price levels

Retail diesel fuel prices expressed as US cents per litre | 2012 or most recent available

This indicator refers to the pump prices of the most widely sold grade diesel fuel.

Source: The World Bank, *World Development Indicators* (retrieved November 2014)

## PILLAR 9: ENVIRONMENTAL SUSTAINABILITY

### 9.01 Stringency of environmental regulations

How would you assess the stringency of your country's environmental regulations? (1 = very lax, among the worst in the world; 7 = among the world's most stringent) | 2013–2014 weighted average

Source: World Economic Forum, Executive Opinion Survey

### 9.02 Enforcement of environmental regulations

In your country, how would you assess the enforcement of environmental regulations? (1 = very lax, among the worst in the world; 7 = among the world's most rigorous) | 2013–2014 weighted average

Source: World Economic Forum, Executive Opinion Survey

### 9.03 Sustainability of travel and tourism industry development

How effective is your government's efforts to ensure that the Travel & Tourism sector is being developed in a sustainable way? (1 = very ineffective, development of the sector does not take into account issues related to environmental protection and sustainable development; 7 = very effective, issues related to environmental protection and sustainable development are at the core of the government's strategy) | 2013–2014 weighted average

Source: World Economic Forum, Executive Opinion Survey

### 9.04 Particulate matter (2.5) concentration

Population-weighted exposure to $PM_{2.5}$ (micro-grams per cubic meter) | 2012

$PM_{2.5}$, also known as fine particulate matter, refers to particles or droplets in the air that are 2.5 micrometres or less in width. Although invisible to the naked human eye as individual particles, $PM_{2.5}$ can reduce visibility and cause the air to appear hazy when its levels are elevated. This indicator is based on a model that was parameterized by data on aerosol optical depth (AOD) from NASA's MODIS, SeaWiFS, MISR satellite instruments, and the GEOS-Chem chemical transport model. The parameterized model covered all areas south of 70 degree north latitude and north of 70 degree south latitude. Van Donkelaar et al. estimated annual global surface $PM_{2.5}$ concentrations at a 10 x 10 km spatial resolution, and then created three-year moving averages from 2000 to 2012. Population-weighted average exposure values were calculated using population data from the Global Rural Urban Mapping Project (2011) database. For additional details, see Aaron van Donkelaar, January 2015 (embargoed), and http://epi.yale.edu/files/2014_epi_metadata.pdf.

Source: Yale University and Columbia University, Environmental Performance Index (EPI) 2012 edition based on NASA MODIS and MISR data,van Donkelaar et al. [2010], Battelle, and CIESIN

### 9.05 Environmental treaty ratifications

Total number of ratified environmental treaties | 2014

This indicator measures the total number of international treaties from a set of 27 for which a state is a participant. A state is acknowledged as a participant whenever is status for each treaty appears as Ratified, Accession, or In Force. The treaties included are: the International Convention for the Regulation of Whaling, 1948 Washington; the International Convention for the Prevention of Pollution of the Sea by Oil, 1954, as amended in 1962 and 1969, 1954 London; the Convention on Wetlands of International Importance especially as Waterfowl Habitat, 1971 Ramsar; the Convention Concerning the Protection of the World Cultural and Natural Heritage, 1972 Paris; the Convention on the Prevention of Marine Pollution by Dumping of Wastes and Other Matter, 1972 London, Mexico City, Moscow, Washington; the Convention on International Trade in Endangered Species of Wild Fauna and Flora, 1973 Washington; the International Convention for the Prevention of Pollution from Ships (MARPOL) as modified by the Protocol of 1978, London; the Convention on the Conservation of Migratory Species of Wild Animals, 1979 Bonn; the United Nations Convention on the Law of the Sea, 1982 Montego Bay; the Convention on the Protection of the Ozone Layer, 1985 Vienna; the Protocol on Substances that Deplete the Ozone Layer, 1987 Montreal; the Convention on the Control of Transboundary Movements of Hazardous Wastes and their Disposal, 1989 Basel; the International Convention on Oil Pollution Preparedness, Response and Co-operation, 1990 London; the United Nations Framework Convention on Climate Change, 1992 New York; the Convention on Biological Diversity, 1992 Rio de Janeiro; the International Convention to Combat Desertification in Those countries Experiencing Serious Drought and/or Desertification, particularly Africa, 1994 Paris; the Agreement relating to the Implementation of Part XI of the United Nations Convention on the Law of the Sea of 10 December 1982, 1994 New York; the Agreement relating to the Provisions of the United Nations Convention on the Law of the Sea relating to the Conservation and Management of Straddling Fish Stocks and Highly Migratory Fish Stocks, 1995 New York; the Kyoto Protocol to the United Nations Framework Convention on the Climate Change, Kyoto 1997; the Rotterdam Convention on the Prior Informed Consent Procedure for Certain Hazardous Chemicals and Pesticides in International Trade, 1998 Rotterdam; the Cartagena Protocol of Biosafety to the Convention on Biological Diversity, 2000 Montreal; the Protocol on Preparedness, Response and co-operation to Pollution Incidents by Hazardous and Noxious Substances, 2000 London; the Stockholm Convention on Persistent Organic Pollutants, 2001 Stockholm; the International Treaty on Plant Genetic Resources for Food and Agriculture, 2001 Rome; the International Tropical Timber Agreement, 2006 Geneva; the Supplementary Protocol on Liability and Redress to the Cartagena Protocol on Biosafety, 2010 Nagoya - Kuala Lumpur; the Protocol on Access to Genetic Resources and their Fair and Equitable Sharing of Benefits Arising from their Utilization to the Convention on Biological Diversity, Nagoya 2010; the Convention on Mercury, Minamata, 2013.

Source: The International Union for Conservation of Nature (IUCN), Environmental Law Centre *ELIS Treaty Database*

### 9.06 Baseline water stress

Normalized (0–5) ratio of total annual water withdrawals to total available annual renewable supply | 2010 or most recent available

This indicator measures total annual water withdrawals (municipal, industrial and agricultural) expressed as a percentage of the total annual available flow. It is calculated as the ratio of water withdrawal to the mean available blue water (1950–2008). In turn, water withdrawals and available blue water are estimated separately. Water withdrawal is calculated in two steps. First, national-level withdrawals are estimated using multiple regression time series models of withdrawals as a function of GDP, population, irrigated area, and electrical power production. Regressions are performed separately for each sector (domestic, industrial, and agricultural) and used to predict withdrawals for the current year. Second, these withdrawal estimates are then spatially disaggregated by sector based on regressions with spatial datasets. Available blue water is the sum of water flowing into the catchment from upstream catchments plus any imports of water to the catchment; upstream consumptive use plus runoff (precipitation minus evaporation and change in soil moisture storage) are then subtracted. For further details about the calculation of each component, please refer to the working paper "Aqueduct Metadata Document, Aqueduct Global Maps 2.0," available at http://www.wri.org/sites/default/files/pdf/aqueduct_metadata_global.pdf.

Source: World Resources Institute, *Aqueduct Country and River Basin Rankings,* available at http://www.wri.org/resources/data-sets/aqueduct-country-and-river-basin-rankings, December 2013 edition

### 9.07 Threatened species

Threatened species as a percentage of total species (mammals, birds and amphibians) | 2014

This indicator measures the total number of Critically Endangered, Endangered and Vulnerable species as a percentage of total known species for mammals, birds and amphibians.

Source: The International Union for Conservation of Nature (IUCN), Red List of Threatened Species 2014

### 9.08 Forest cover change

Percentage of forest cover change between 2000 and 2012 | 2012

This indicator measures the percentage change in forest cover between 2000 and 2012 in areas with greater than 50% tree cover. It factors in areas of deforestation (forest loss), reforestation (forest restoration or replanting) and afforestation (conversion of bare or cultivated land into forest). Hansen et al. (2013) used 650,000 Landsat 7 satellite images with a resolution of 30 metres to quantify the area of forest loss. As defined in Hansen et al. (2013), trees were defined as all vegetation taller than 5 metres. Forest loss was defined as a stand replacement disturbance or the complete removal of tree cover canopy at the Landsat pixel scale. Results were disaggregated by reference percent tree cover stratum (e.g. greater than 50% crown cover to approximately 0% crown cover) and by year.

Source: Yale Center for Environmental Law & Policy (YCELP) and the Center for International Earth Science Information Network (CIESIN) at Columbia University, Environmental Performance Index 2014, available at http://epi.yale.edu/epi/issue-rankings

### 9.09 Wastewater treatment

Percentage of wastewater that receives treatment weighted by connection to wastewater treatment rate | 2012

This indicator measures the percentage of wastewater that is treated before it is released back into ecosystems. The percentage of wastewater treated represents a measure of largely urban waste collection and treatment, since few rural areas are connected to sewage systems. The variable is calculated by weighting the average of the wastewater treatment rate values for the years 2000 through 2012 by the sewerage connection percentages. The original values are collated using a hierarchy of sources, selected in the following order: (1) country-level statistical data and reports; (2) values derived from the OECD's variable "Connected to wastewater treatment plan without treatment" by taking the inverse of this percentage; (3) the United Nations Statistics Division's "Population connected to wastewater treatment" variable; (4) secondary treatment levels from the *Pinsent Masons Water Yearbook, 14th edition,* available at http://wateryearbook.pinsentmasons.com/; and (5) FAO-AQUASTAT values (Total volume of wastewater treated/Total volume of wastewater collected) × 100 for a given year in a given country.

Source: Yale Center for Environmental Law & Policy (YCELP) and the Center for International Earth Science Information Network (CIESIN) at Columbia University, Environmental Performance Index 2014, available at http://epi.yale.edu/epi/issue-rankings

### 9.10 Costal shelf fishing pressure

Trawling catch per exclusive economic zone (EEZ) (tonnes per square kilometre) | 2006 or most recent

This indicator assesses the total catch from trawling and dredging equipment divided by the total area of each country's exclusive economic zone (EEZ). Ocean ecosystems are significantly affected by the way in which aquatic species are harvested. Bottom or benthic trawling and dredging fishing techniques leave widespread, lasting damage on the sea beds and the ecosystem. This indicator is derived from the Sea Around Us spatial database, which is based on several major data sources such as the FAO capture fisheries and its regional bodies, the International Council for the Exploration of the Seas (ICES) STATLANT database (www.ices.int/fish/statlant.htm), the Northwest Atlantic Fisheries Organization (NAFO; www.nafo.ca/) as well as data provided from the Canadian, United States and other governments. The catches in each spatial cell are associated with the appropriate fishing gear code to determine the catch from trawling and dredging gears. This total metric tonnes of catch is divided to the area of EEZ.

Source: Yale Center for Environmental Law & Policy (YCELP) and the Center for International Earth Science Information Network (CIESIN) at Columbia University, Environmental Performance Index 2014, available at http://epi.yale.edu/epi/issue-rankings

## PILLAR 10: AIR TRANSPORT INFRASTRUCTURE

### 10.01 Quality of air transport infrastructure

How would you assess the quality of air transport infrastructure in your country? (1 = extremely underdeveloped, among the worst in the world; 7 = extensive and efficient, among the best in the world) | 2013–2014 weighted average

Source: World Economic Forum, Executive Opinion Survey

### 10.02 Available seat kilometres, domestic

Scheduled available domestic seat kilometres originating in country per week (year average) | 2014

This indicator measures an airline's passenger-carrying capacity. It is composed of the number of seats available on each domestic flight multiplied by the flight distance in kilometres. The final value represents the weekly average for the year (Jan–Dec), taking into account flights scheduled beforehand by airline companies.

Source: International Air Transport Association, SRS Analyser

### 10.03 Available seat kilometres, international

Scheduled available international seat kilometres originating in country per week (year average) | 2014

This indicator measures an airline's passenger-carrying capacity. It is composed of the number of seats available on each international flight multiplied by the flight distance in kilometres. The final value represents the weekly average for the year (Jan–Dec), taking into account flights scheduled beforehand by airline companies.

Source: International Air Transport Association, SRS Analyser

### 10.04 Aircraft departures

Number of aircraft departures per 1,000 population | 2013 or most recent

Aircraft departures are the number of domestic and international take-offs of air carriers registered in the country. Only 2010 or more recent statistics were considered. In all the other case "n/a" was reported.

Source: Calculated by Strategy& based on the following sources. For the registered carrier departures worldwide, which are domestic take-offs and take-offs abroad of air carriers registered in the country: International Civil Aviation Organization, Civil Aviation Statistics of the World and ICAO staff estimates. Population statistics from: (1) United Nations Population Division. *World Population Prospects*, (2) United Nations Statistical Division, *Population and Vital Statistics Report* (various years), (3) census reports and other statistical publications from national statistical offices, (4) Eurostat, Demographic Statistics, (5) Secretariat of the Pacific Community, Statistics and Demography Programme and (6) U.S. Census Bureau, International Database.

### 10.05 Airport density

Number of airports with at least one scheduled flight per million of urban population | 2014

Urban population refers to people living in urban areas as defined by national statistical offices. It is calculated using World Bank population estimates and urban ratios from the United Nations *World Urbanization Prospects*.

Source: Author's calculation based on International Air Transport Association, SRS Analyser and World Bank, *World Development Indicators* (accessed 3 December 2014)

### 10.06 Number of operating airlines

Number of airlines with scheduled flights originating in country | 2014

Source: International Air Transport Association, SRS Analyser

## PILLAR 11: GROUND AND PORT INFRASTRUCTURE

### 11.01 Quality of roads

How would you assess the quality of roads in your country? (1 = extremely underdeveloped, among the worst in the world; 7 = extensive and efficient, among the best in the world) | 2013–2014 weighted average

Source: World Economic Forum, Executive Opinion Survey

### 11.02 Quality of railroad infrastructure

How would you assess the quality of railroad infrastructure in your country? (1 = extremely underdeveloped, among the worst in the world; 7 = extensive and efficient, among the best in the world) | 2013–2014 weighted average

Source: World Economic Forum, Executive Opinion Survey

### 11.03 Quality of port infrastructure

How would you assess the quality of seaport infrastructure in your country? (1 = extremely underdeveloped, among the worst in the world; 7 = extensive and efficient, among the best in the world | For landlocked countries, please assess access to seaports (1 = extremely underdeveloped, among the worst in the world; 7 = extensive and efficient, among the best in the world) | 2013–2014 weighted average

Source: World Economic Forum, Executive Opinion Survey

### 11.04 Quality of ground transport network

In your country, to what extent does your national ground transport network (e.g. buses, trains, trucks, taxis, etc.) offer efficient transportation? (1 = not at all, 7 = to a great extent) | 2013–2014 weighted average

Source: World Economic Forum, Executive Opinion Survey

### 11.05 Railroad density (km/surface area)

Kilometres of railroad per 100 square kilometres of land | 2012 or most recent available

Railroad density is the ratio of the length of the country's total railroad network to the country's land area. Rail lines are the length of railway routes available for train service, irrespective of the number of parallel tracks.

Source: The World Bank, *World Development Indicators* (retrieved on November 2014)

### 11.06 Road density (km/surface area)

Kilometres of road per 100 square kilometres of land | 2011 or most recent available

Road density is the ratio of the length of the country's total road network to the country's land area. The road network includes all roads in the country: motorways, highways, main or national roads, secondary or regional roads and other urban and rural roads.

Source: IRF Geneva, World Road Statistics WRS

### 11.07 Paved road density (km/surface area)

Kilometres of paved road per 100 square kilometres of land | 2011 or most recent available

Road density is the ratio of the length of the country's total paved road network to the country's land area. Paved roads are those surfaced with crushed stone (macadam) and hydrocarbon binder or bituminized agents, with concrete, or with cobblestones, as a percentage of all the country's roads, measured in length.

Source: IRF Geneva, World Road Statistics WRS

## PILLAR 12: TOURIST SERVICE INFRASTRUCTURE

### 12.01 Hotel rooms

Number of hotel rooms per 100 population | 2013 or most recent

Source: World Tourism Organization (UNWTO)

### 12.02 Extension of business trips recommended

When senior executives visit your country for the first time for business purposes, how likely are you to recommend extending their trip for leisure purposes? (1 = very unlikely, 7 = very likely) | 2013–2014 weighted average

Source: World Economic Forum, Executive Opinion Survey

### 12.03 Presence of major car rental companies

Index of presence of major car rental companies (1 = no company is present, 7 = all seven considered companies are present) | 2014

This indicator measures the presence of seven major car rental companies: Avis, Budget, Europcar, Hertz, National Car Rental, Sixt and Thrifty. For each country we count how many of these companies operate via an online research.

Source: Author's calculation based on the individual rental car websites

### 12.04 ATMs accepting Visa cards

Number of automated teller machines (ATMs) accepting Visa credit cards per 1 million population | 2014

Source: Visa

## PILLAR 13: NATURAL RESOURCES

### 13.01 Number of World Heritage natural sites

Number of World Heritage natural sites in the country | 2014

World Heritage natural sites are those properties that the World Heritage Committee considers as having outstanding universal value.

Source: UNESCO World Heritage List, available at http://whc.unesco.org/en/list/

### 13.02 Total known species

Total known species of mammals, birds and amphibians in the country | 2014

This indicator measures the total known species of mammals, birds and amphibians.

Source: The International Union for Conservation of Nature (IUCN), Red List Threatened Species

### 13.03 Total protected areas

Total hectares of terrestrial and marine areas under protection as a share of country's total territorial area | 2012

A terrestrial area includes total land area and inland waters. Marine areas, also known as territorial seas, are defined by the 1982 United Nations Convention on the Law of the Sea as belts of coastal waters extending at most twelve nautical miles from the baseline (usually the mean low-water mark) of a coastal state. Protected areas (marine, terrestrial or freshwater), as defined by the International Union for Conservation of Nature (IUCN), are clearly defined geographical spaces, recognized, dedicated and managed, through legal or other effective means to achieve the long-term conservation of nature with associated ecosystem services and cultural values. Only protected areas that are nationally designated are included in this indicator. The status designated is attributed to a protected area when the corresponding authority, according to national legislation or common practice (e.g. by means of an executive decree or the like), officially endorses a document of designation. The designation must be made for the purpose of biodiversity conservation, not single species protection or fortuitous de facto protection arising because of some other activity (e.g. military).

Source: United Nations Statistics Division, available at: http://mdgs.un.org/unsd/mdg/Default.aspx

### 13.04 Natural tourism digital demand

Number of online searches index (0–100 best) | 2014

This indicator measures the total online search volume related to the following nature-related brandtags: Beaches, Adventure and Extreme, Diving, Fishing, Hiking, Surfing, Water Sports, Winter Sports, Animal Watching, Protected Areas and Sustainable and Rural Tourism. The calculation is based on the proprietary D2 tool which assesses the attractiveness of each country by analyzing online tourism-related search data across the relevant brandtags, each comprising destination-specific keywords correlated to tourist activities and attractions. A total of 3,818,000 keywords were analyzed across nine languages: English, Spanish, French, Italian, German, Portuguese, Russian, Japanese and Chinese.

Source: Bloom Consulting based on Country Brand Ranking, Tourism Edition. Available at http://www.bloom-consulting.com/pdf/rankings/Bloom_Consulting_Country_Brand_Ranking_Tourism.pdf

### 13.05 Quality of the natural environment

How would you assess the quality of the natural environment in your country? (1 = extremely poor; 7 = among the world's most pristine) | 2013–2014 weighted average

Source: World Economic Forum, Executive Opinion Survey

## PILLAR 14: CULTURAL RESOURCES AND BUSINESS TRAVEL

### 14.01 Number of World Heritage cultural sites

Number of World Heritage cultural sites in the country | 2014

World Heritage cultural sites are those properties that the World Heritage Committee considers as having outstanding universal value.

Source: UNESCO World Heritage List, available at http://whc.unesco.org/en/list/

### 14.02 Oral and intangible cultural heritage

Number of oral and intangible heritage practices and expressions | 2014

Intangible cultural heritage practices are those practices, representations, expressions, knowledge, skills—as well as the instruments, objects, artifacts and cultural spaces associated therewith—that communities, groups and, in some cases, individuals recognize as part of their cultural heritage. This intangible cultural heritage, transmitted from generation to generation, is constantly recreated by communities and groups in response to their environment and their interaction with nature and their history, and provides them with a sense of identity and continuity, thus promoting respect for cultural diversity and human creativity. The Intergovernmental Committee for the Safeguarding of the Intangible Cultural Heritage evaluates annually nominations proposed by States Parties to the Convention for the Safeguarding of the Intangible Cultural Heritage and decides whether or not to inscribe those cultural practices and expressions of intangible heritage on the Convention's Lists. For more details about the criteria for inscription, please visit http://www.unesco.org/culture/ich/index.php?lg=en&pg=00174.

Source: UNESCO World Heritage List, available at http://www.unesco.org/culture/ich/index.php?lg=en&pg=00011

### 14.03 Number of large sports stadiums

Total number of sports stadiums with a capacity larger than 20,000 million seats | 2013

The count of stadiums with a capacity of 20,000 seats or larger is a proxy for the ability of the country to host significant sports or entertainment events (i.e. concerts, shows).

Source: Strategy&, based on Worldstadiums.com

### 14.04 Number of international association meetings

Number of international association meeting held in the country annually | 2011-2013

This indicator measures the average number of international associations meetings held annually in each country between 2011 and 2013. These figures are based on the ICCA Association Database, which includes meetings organized by international associations, matching the following criteria: a) take place on a regular basis, b) rotate between a minimum of three countries and, c) have at least 50 participants.

Source: The International Congress and Convention Association (ICCA)

### 14.05 Cultural and entertainment tourism digital demand

Number of online searches index (0–100 best) | 2014

This indicator measures the total online search volume related to the following cultural brandtags: Historical Sites, Local People, Local Traditions, Museums, Performing Arts, UNESCO, City Tourism, Religious Tourism, Local Gastronomy, Entertainment Parks, Leisure Activities, Nightlife and Special Events. The calculation is based on the proprietary D2 tool which assesses the attractiveness of each country by analyzing online tourism-related search data across the relevant brandtags, each comprising destination-specific keywords correlated to tourist activities and attractions. A total of 3,818,000 keywords were analyzed across nine languages: English, Spanish, French, Italian, German, Portuguese, Russian, Japanese and Chinese.

Source: Bloom Consulting based on Country Brand Ranking, Tourism Edition. Available at http://www.bloom-consulting.com/pdf/rankings/Bloom_Consulting_Country_Brand_Ranking_Tourism.pdf

# About the Authors

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Hassan is a tourism executive and a project manager with commercial and public policy background currently working on leading and directing the tourism development sector at the Qatar Tourism Authority. He is stewarding the implementation and monitoring of national tourism strategy and institutional strategic plans at the Qatar Tourism Authority. Prior to that he was the director of strategy at the Qatar Tourism Authority. Hassan is also the co-founder of Fikra Policy and Research and his previous experience includes working as a senior marketer at RasGas. Hassan has a BEng in Computer Engineering from the University of Portsmouth, a MSc in Management of Projects from the University of Manchester, and is currently an EMBA candidate from HEC Paris in Qatar.

**Roberto Crotti**

Roberto is an Economist with The Global Competitiveness and Risk team at the World Economic Forum. His responsibilities include analysis, management and computation of indexes for various projects and studies, including the *Global Competitiveness Report* and the *Travel & Tourism Competitiveness Report.* His main areas of expertise are quantitative research, forecasting and development economics. Prior to joining the Forum, he worked as an Analyst in the private consulting and forecasting sector. Mr Crotti holds a five-year degree in Economics/Economic Policy from Università Cattolica del Sacro Cuore in Milan, Italy, and an M.A. in Economics from Boston University, and he is currently pursuing his doctorate at the Graduate Institute of International Studies (Geneva).

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Ghida is a Senior Associate with Strategy& (formerly Booz & Company) and a member of the firm's public sector practice. She has over seven years of consulting experience in the Middle East. Ghida's primary focus is on the tourism sector, where she has helped key government entities across the region develop their long-term national tourism sector strategies, develop and implement the strategic plans of central tourism-planning entities, as well as develop tourism human capital development strategies. In addition to her experience in the tourism sector, Ghida has also worked on a number of large-scale government restructuring programs, as well as economic development and public policy assignments. Ghida holds an MBA from Harvard Business School, a Master of Biotechnology from the University of Pennsylvania's School of Engineering and Applied Sciences and a Bachelor of Science in Biology with Distinction from the American University of Beirut.

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Chucrallah is a partner with Strategy& (formerly Booz & Company). Over the past 15 years, he led multiple programs covering turnaround strategies, organization and restructuring, large scale transformation, and socio-economic development plans, across a number of sectors and geographies. His recent focus has been on serving public sector clients. He has been advising his clients on topics around public administration restructuring and modernization, and public policy strategy. His clients include key ministries and prime ministerial offices in a number of Middle Eastern countries where he is bringing to decision makers the firm's foresight in public policy.

**Chaitan Jain**

Chaitan is currently Assistant Director, External Affairs for IATA, based in Geneva. In this capacity he works in the areas of public policy development and advocacy. Before coming to External Affairs Chaitan oversaw the internal and external communications for IATA's Simplifying the Business programme and BSP Operations. Prior to joining IATA in 2008, Chaitan undertook consulting work with the Government of Abu Dhabi in addition to the Centre for Asia Pacific Aviation in India.

**Katharine Le Quesne**

Katharine is a Director in Deloitte's international Travel, Hospitality and Leisure (THL) advisory practice. Recognized as a leader in its field, the team is part of Deloitte's global THL industry group, which provides corporate finance, consulting, tax and assurance services to the international travel, hospitality and leisure industries. Katharine's 15-year career began in China with Jones Lang LaSalle. She subsequently joined Arthur Andersen's hospitality consulting team in London and Singapore; and then Deloitte, where she has worked in corporate finance, restructuring and consulting, always in the THL sector. She is currently based in London. Her work has taken her to an extensive range of international markets, advising a broad mix of investors, operators, industry observers and Governments. Not only has Katharine worked in places undergoing or on the cusp of immense change, but she has also worked through multiple economic cycles and observed first-hand the impact of various demand shocks on the hotel industry.

**Tiffany Misrahi**

Tiffany is Manager of Aviation & Travel Industry at the World Economic Forum. She has a background in international development and tourism, having worked at the International Trade Centre where she collaborated on the development and implementation of Tourism-led Poverty Reduction Programme. At the Forum, she has developed an expertise in the Mobility Industries and a passion for the Travel & Tourism Industry in particular. She is currently working with key government and industry leaders in developing strategies and implementing innovative projects in the fields of T&T competitiveness, the future of travel and tourism industries, travel facilitation and security in travel and tourism. Ms Misrahi has a BSc in International Business from Warwick University and a Master in Development Management from the London School of Economics and Political Science.

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AirAsia, the leading and largest low-cost carrier in Asia, services the most extensive network with 88 destinations. Within 12 years of operations, AirAsia has carried over 230 million guests and grown its fleet from just two aircraft to over 160. The airline today is proud to be a truly ASEAN (Association of Southeast Asian Nations) airline with established operations based in Malaysia, Indonesia, Thailand and the Philippines, as well as India, servicing a network stretching across all ASEAN countries, China, India and Australia.

AirAsia was named the World's Best Low Cost Airline in the annual World Airline Survey by Skytrax for six consecutive years in 2009, 2010, 2011, 2012, 2013 and 2014 and has been ranked Top 5 among the most recognized and admired airlines in the Asia Pacific Top 1000 Brands 2008. AirAsia was also conferred the CAPA Airline of the Year Award for 2009 for exceptional achievement, brilliant innovations and constant positive growth.

ANA HOLDINGS (ANA HD) is an aviation group with global operations including a total of 63 consolidated subsidiaries and 18 equity method affiliates. It is divided into passenger service and cargo business segments, as well as airline related businesses like catering and IT Services. ANA HD was formed in April 2013 and is the parent company of ANA, a full service carrier and member of Star Alliance, and Vanilla Air, a low-cost carrier. ANA HD promotes a multi-brand strategy to leverage the strength of the ANA brand and stimulate demand in markets not completely covered by its full-service airline offering, while expanding market share for the Group as a whole.

ANA HD carries about 45 million passengers each year via approximately 240 aircraft flying to 81 destinations. ANA, which flies today on 72 international routes and 113 domestic routes, is the largest airline in Japan by passenger numbers and was voted 'Airline of the Year' for 2013 by Air Transport World Magazine. ANA was also awarded a five-star rating both in 2013 and 2014 by SKYTRAX, the world's leading airline and airport review site. ANA is the launch customer and largest operator of the Boeing 787 Dreamliner.

The Bahrain Economic Development Board (EDB) is a dynamic public agency with overall responsibility for attracting inward investment into Bahrain and supporting initiatives that help enhance the investment climate in the country.

The EDB's focus is to work with the government, and both current and prospective investors, in order to ensure that Bahrain's investment climate is attractive, communicate the key strengths, and identify where opportunities exist for further economic growth through investment.

The EDB focuses on several economic sectors that capitalise on Bahrain's competitive advantages and provide significant investment opportunities. These sectors include financial services, professional services, manufacturing, ICT, logistics, and transport.

The Bahrain EDB Board is chaired by His Royal Highness Prince Salman bin Hamad Al-Khalifa, the Crown Prince and First Deputy Prime Minister, and includes representatives of the Bahraini Government and private sector.

Bloom Consulting is an international consulting firm that specializes in Country Branding and City Branding. Today, the firm's headquarters are based in Madrid, Spain.

Since 2003, Bloom Consulting has developed Nation Brand, City Brand and Place Brand strategies for clients across Africa, Europe, Latin America and the U.S.A. The company works with political leaders and ministers with a clear objective in mind: to manage the Country Brand as a strategic asset from an economic and political point of view.

José Filipe Torres, the founding partner, is recognized as an expert in the field and is a regular keynote speaker in international place branding, tourism and economic forums.

Bloom Consulting annually publishes the Bloom Consulting Country Brand Ranking© for Trade and Tourism. The Ranking analyzes the brand performance of 180 countries and territories worldwide.

Deloitte is one of the world's leading professional services organisations with more than 180,000 people in over 140 countries worldwide. As a leading professional services provider to the international travel, hospitality and leisure industry, Deloitte acts for owners, operators, developers, lenders and investors. Our clients have access to a fully integrated and sector-focused team working across corporate finance, audit, tax and consulting. Our experience and knowledge of the industry and the business imperatives facing our clients enables us to provide real insight in a timely manner.

Today's challenges mean businesses must re-think their strategies; constantly innovate and deliver new products and services; and harness new technologies to deliver better value to the consumer. Deloitte is at the forefront of providing solutions that maximise value for our clients and ensure competitive advantage in what is an increasingly fast-changing and often volatile market. For more information, please visit www.deloitte.co.uk/THL.

STR Global provides clients—including hotel operators, developers, financiers, analysts and suppliers to the hotel industry—access to hotel research with regular and custom reports covering Europe, Middle East, Africa, Asia/Pacific and South America. STR Global provides a single source of global hotel data covering daily and monthly performance data, segmentation data, forecasts, annual profitability, pipeline and census information. Hotel operators can join the surveys on a complimentary basis and benefit from free industry data.

STR Global is part of the STR family of companies and is proudly associated with STR, STR Analytics and HotelNewsNow.com. For more information, please visit www.strglobal.com.

Embraer S.A. (NYSE: ERJ; BM&FBOVESPA: EMBR3) is the world's largest manufacturer of commercial jets up to 130 seats, and one of Brazil's leading exporters. Embraer's headquarters are located in São José dos Campos, São Paulo, and it has offices, industrial operations and customer service facilities in Brazil, China, France, Portugal, Singapore, and the U.S. Founded in 1969, the Company designs, develops, manufactures and sells aircraft and systems for the commercial aviation, executive aviation, and defence and security segments. It also provides after sales support and services to customers worldwide. For more information, please visit www.embraer.com.br.

Emirates is the world's largest international airline. From its hub in Dubai, Emirates connects people and economies around the globe, by inspiring travel and facilitating trade across 147 destinations in 84 countries. On board its modern and efficient fleet of 232 aircraft, Emirates offers award-winning comfort and service, delivered by friendly cabin crew representing over 130 nationalities. Today, Emirates operates the world's largest fleets of the iconic A380 and popular Boeing 777s, and has an order book for another 280 more of these modern jets.

Through its global operations and order book, Emirates has a direct economic impact in the markets it serves, and supports hundreds of thousands of jobs in the aviation and tourism supply chain. In 2013/14, Emirates' operations supported over 85,000 jobs in the EU countries alone, with a €6.8 billion impact on GDP. In addition, Emirates' ability to provide valuable air links to otherwise underserved global markets was estimated to have had a catalytic economic benefit of €215 million to EU countries' GDP.

Etihad Airways, the national airline of the United Arab Emirates, based in its capital, Abu Dhabi, made its first commercial flight in November 2003. The airline has rapidly developed since then, currently serving 111 destinations in the Middle East, Africa, Europe, Asia, Australia and the Americas, with a young and environmentally-efficient fleet of 111 aircraft. Etihad Airways offers the highest standards of service and comfort on the ground and in the air with world-class cuisine, award-winning flat-beds in its premium cabins and the widest seats in economy, as well as more than 750 hours of on-demand in-flight entertainment. Its product and service portfolio has earned global acknowledgement and numerous awards, including recognition as the world's leading airline at the World Travel Awards for six consecutive years. Aligned with the Emirate of Abu Dhabi's 2030 Plan, Etihad Airways has plans to expand to approximately 165 destinations worldwide by 2023, and has more than 200 additional aircraft on order to meet that goal.

Hilton Worldwide (NYSE: HLT) is a leading global hospitality company, spanning the lodging sector from luxury and full-service hotels and resorts to extended-stay suites and focused-service hotels. For 95 years, Hilton Worldwide has been dedicated to continuing its tradition of providing exceptional guest experiences. The company's portfolio of twelve world-class global brands is comprised of more than 4,250 managed, franchised, owned and leased hotels and timeshare properties, with more than 700,000 rooms in 93 countries and territories, including Hilton Hotels & Resorts, Waldorf Astoria Hotels & Resorts, Conrad Hotels & Resorts, Curio—A Collection by Hilton, Canopy by Hilton, DoubleTree by Hilton, Embassy Suites Hotels, Hilton Garden Inn, Hampton Hotels, Homewood Suites by Hilton, Home2 Suites by Hilton and Hilton Grand Vacations. The company also manages an award-winning customer loyalty program, Hilton HHonors®. Visit news.hiltonworldwide.com for more information and connect with Hilton Worldwide at www.facebook.com/hiltonworldwide, www.twitter.com/hiltonworldwide, www.youtube.com/hiltonworldwide, www.flickr.com/hiltonworldwide, and www.linkedin.com/company/hilton-worldwide.

HNA Group was established in 1993 and has a history of over 20 years. It grew and prospered against the backdrop of the reform and opening up in China.

It developed from a local aviation transportation operator to a corporate group encompassing pillar industries of aviation, holdings, finance, tourism and logistics. Its business outreach has expanded from Hainan Island—the South Sea Pearl—to the globe. It has assets valued at RMB 450 billion, and has 11 listed companies. It has revenues of around RMB 170 billion in 2014 and provides 110,000 jobs. After 20 years endeavor, HNA Group has emerged among the Top 4 in China's aviation industry. It ranks 120th in China Top 500 Companies and is striding towards Fortune 500.

The International Air Transport Association (IATA), founded in April 1945, is the prime vehicle for inter-airline cooperation in promoting safe, reliable, secure, and economical air services. The International Air Transport Association (IATA) is the global trade association for the airline industry. Our 250 member airlines comprise 84% of total air traffic.

IHG (InterContinental Hotels Group) is a global organisation with a broad portfolio of hotel brands, including InterContinental® Hotels & Resorts, HUALUXE® Hotels and Resorts, Crowne Plaza® Hotels & Resorts, Hotel Indigo® , EVEN™ Hotels, Holiday Inn® Hotels & Resorts, Holiday Inn Express®, Staybridge Suites®, and Candlewood Suites®. In January 2015, IHG acquired Kimpton Hotels & Restaurants, the world's leading boutique hotel business.

IHG manages IHG® Rewards Club, the world's first and largest hotel loyalty programme with over 84 million members worldwide. The programme was relaunched in July 2013, offering enhanced benefits for members including free internet across all hotels, globally.

IHG franchises, leases, manages or owns over 4,800 hotels and more than 710,000 guest rooms in nearly 100 countries, with over 1,200 hotels in its development pipeline. Over 350,000 people work across IHG's hotels and corporate offices worldwide.

In January 2015 we completed the acquisition of Kimpton Hotels & Restaurants, adding 62 hotels (11,300 rooms) to our system size and 16 hotels to our development pipeline.

InterContinental Hotels Group PLC is the Group's holding company and is incorporated in Great Britain and registered in England and Wales.

IUCN, International Union for Conservation of Nature, helps the world find pragmatic solutions to our most pressing environment and development challenges.

IUCN's work focuses on valuing and conserving nature, ensuring effective and equitable governance of its use, and deploying nature-based solutions to global challenges in climate, food and development. IUCN supports scientific research, manages field projects all over the world, and brings governments, NGOs, the UN and companies together to develop policy, laws and best practice.

IUCN is the world's oldest and largest global environmental organisation, with more than 1,200 government and NGO Members and almost 11,000 volunteer experts in some 160 countries. IUCN's work is supported by over 1,000 staff in 45 offices and hundreds of partners in public, NGO and private sectors around the world.

Jet Airways is India's premier international airline that took to the skies in 1993. It has one of the youngest fleets in the world comprising 115 Boeing, Airbus and ATR aircraft. With its high standards it has redefined the concept of flying, comfort and luxury in India and abroad, and is known internationally for its world-class service and hospitality.

Jet Airways flies over 21 million guests to over 51 destinations, connecting the length and breadth of India and to 22 destinations across Europe, North America, The Gulf and Asia.

Winning numerous awards over the years is a proof of its dedication towards quality and excellence.

Jumeirah Group, the global luxury hotel company and a member of Dubai Holding, operates a world-class portfolio of hotels and resorts, including the flagship Burj Al Arab. Jumeirah Hotels & Resorts are regarded as among the most luxurious and innovative in the world and have won numerous international travel and tourism awards. The company manages properties in Dubai and Abu Dhabi, UAE, and Kuwait in the Middle East; Baku, Frankfurt, Istanbul, London, Mallorca (Spain) and Rome in Europe; the Maldives and Shanghai in Asia. Jumeirah Group also runs the luxury serviced residences brand Jumeirah Living, with properties in London and Dubai; the new contemporary lifestyle hotel brand Veu; the wellness brand Talise; Jumeirah Restaurants; Wild Wadi Waterpark; The Emirates Academy of Hospitality Management; and Sirius, its global loyalty programme. Future openings include luxury and lifestyle hotels in China, India, Indonesia, Jordan, Mauritius, Morocco, Oman, Russia and the UAE.

Headquartered in Bethesda, Maryland, Lockheed Martin is a global security and aerospace company that employs approximately 113,000 people worldwide and is principally engaged in the research, design, development, manufacture, integration and sustainment of advanced technology systems, products and services.

Marriott International, Inc. (NASDAQ: MAR) is a leading lodging global company based in Bethesda, Maryland, USA, with more than 4,100 properties in 79 countries and territories. Marriott International reported revenues of nearly $13 billion in fiscal year 2013. The company operates and franchises hotels and licenses vacation ownership resorts under 18 brands, including: Marriott Hotels, The Ritz-Carlton, JW Marriott, Bulgari, EDITION, Renaissance, Gaylord Hotels, Autograph Collection, AC Hotels by Marriott, Moxy Hotels, Courtyard, Fairfield Inn & Suites, SpringHill Suites, Residence Inn, TownePlace Suites, Protea Hotels, Marriott Executive Apartments and Marriott Vacation Club timeshare brand. There are approximately 330,000 employees at headquarters, managed and franchised properties. Marriott has been consistently recognized as a top employer and for its superior business ethics. The company also manages the award-winning guest loyalty program, Marriott Rewards® and The Ritz-Carlton Rewards® program, which together surpass 47 million members. For more information or reservations, please visit our website at www.marriott.com, and for the latest company news, visit www.marriottnewscenter.com.

Safran is a leading international high-technology group with three core businesses: Aerospace (propulsion and equipment), Defence and Security. Operating worldwide, the Group has 66,200 employees and generated sales of 14.4 billion euros in 2013. Working alone or in partnership, Safran holds world or European leadership positions in its core markets. The Group invests heavily in Research & Development to meet the requirements of changing markets, including expenditures of 1.8 billion Euros in 2013. Safran is listed on Euronext Paris and is part of the CAC40 index.

Starwood Hotels & Resorts Worldwide, Inc. is one of the leading hotel and leisure companies in the world with more than 1,200 properties in 100 countries, and 181,400 employees at its owned and managed properties. Starwood is a fully integrated owner, operator and franchisor of hotels, resorts and residences with the following internationally renowned brands: St. Regis®, The Luxury Collection®, W®, Westin®, Le Méridien®, Sheraton®, Four Points® by Sheraton, Aloft®, and Element®. The Company boasts one of the industry's leading loyalty programs, Starwood Preferred Guest (SPG®), allowing members to earn and redeem points for room stays, room upgrades and flights, with no blackout dates. Starwood also owns Starwood Vacation Ownership, Inc., a premier provider of world-class vacation experiences through villa-style resorts and privileged access to Starwood brands. For more information, please visit www.starwoodhotels.com.

Strategy& is a global team of practical strategists committed to helping you seize essential advantage. We do that by working alongside you to solve your toughest problems and helping you capture your greatest opportunities. These are complex and high-stakes undertakings—often game-changing transformations.

We bring 100 years of strategy consulting experience and the unrivalled industry and functional capabilities of the PwC network to the task. Whether you're charting your corporate strategy, transforming a function or business unit, or building critical capabilities, we'll help you create the value you're looking for with speed, confidence, and impact.

We are a member of the PwC network of firms in 157 countries with more than 195,000 people committed to delivering quality in assurance, tax, and advisory services. Tell us what matters to you and find out more by visiting us at strategyand.pwc.com/me.

Swiss International Air Lines (SWISS) is Switzerland's national airline, serving 104 destinations in 48 countries from Zurich, Geneva and Basel, and carrying some 16 million passengers a year with its 91-aircraft fleet. As the airline of Switzerland, SWISS embodies the country's traditional values, and is committed to delivering the highest product and service quality. SWISS is part of the Lufthansa Group, and is also a member of Star Alliance, the world's biggest airline grouping.

Visa is a global payments technology company that connects consumers, businesses, financial institutions and governments in more than 200 countries and territories to fast, secure and reliable electronic payments. It operates one of the world's most advanced processing networks—VisaNet—that is capable of handling more than 56,000 transaction messages a second, with fraud protection for consumers and assured payment for merchants. Visa is not a bank and does not issue cards, extend credit or set rates and fees for consumers. Visa's innovations, however, enable its financial institution customers to offer consumers more choices: pay now with debit, pay ahead of time with prepaid or pay later with credit products.

The World Tourism Organization (UNWTO; www.UNWTO.org) is the United Nations agency responsible for the promotion of responsible, sustainable and universally accessible tourism. As the leading international organization in the field of tourism, UNWTO promotes tourism as a driver of economic growth, inclusive development and environmental sustainability and offers leadership and support to the sector in advancing knowledge and tourism policies worldwide. UNWTO encourages the implementation of the Global Code of Ethics for Tourism, to maximize tourism's socio-economic contribution while minimizing its possible negative impacts, and is committed to promoting tourism as an instrument in achieving the United Nations Millennium Development Goals (MDGs), geared towards reducing poverty and fostering sustainable development.

UNWTO's membership includes 156 countries, 6 Associate Members and over 400 Affiliate Members representing the private sector, educational institutions, tourism associations and local tourism authorities.

The World Travel & Tourism Council is the global authority on the economic and social contribution of Travel & Tourism. WTTC promotes sustainable growth for the sector, working with governments and international institutions to create jobs, to drive exports and to generate prosperity. Council Members are the Chairs, Presidents and Chief Executives of the world's leading, private sector Travel & Tourism businesses. WTTC produces annual research that shows Travel & Tourism to be one of the world's largest sectors, supporting over 266 million jobs and generating 9.5% of global GDP in 2013. WTTC promotes the importance of Travel & Tourism as a generator of economic growth, encourages public-private partnerships, and persuades governments to adopt policies that will enable the sector to thrive. WTTC's extensive economic research provides public and private sector decision-makers with estimates and forecasts for the direct and total contribution of Travel & Tourism activity. The research identifies Travel & Tourism's share of capital investment, exports, gross domestic product and jobs for 184 countries around the world.

WORLD ECONOMIC FORUM

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