Digital Quality of Life Index 2020

FINDINGS REPORT
A global study on the quality of a digital wellbeing in 85 countries
6.3 billion people or 81% of the global population covered
Outline

Five DQL pillars
Key takeaways
  • Global outlook
  • Internet usage
  • Institutional development
Internet affordability
Internet quality
Electronic infrastructure
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Electronic government
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Five pillars that determine the digital quality of life

Today, people’s overall wellbeing is strongly influenced by their digital wellbeing. Digital Quality of Life (DQL) Index 2020 offers a unique insight into the overall digital quality of life based on five core pillars.
Key takeaways: global outlook

7 of 10 countries with the highest digital quality of life are in Europe
Key takeaways: global outlook

High inequality in affordability: people in 75% of the researched countries have to work more than the global average to afford the internet
COVID-19 impacted the internet stability: 49 of 85 countries experienced drops in mobile and 44 in broadband speed due to WFH setting
95% of people in Scandinavia use the internet (the most active internet users) vs. 35% in Southern Asia (the least active region globally)
Internet speed (mobile and broadband) is higher in countries with high ICT adoption rates and internet usage.
European Union countries lead in protecting people's personal data
Countries stagnate in improving e-infrastructure once they reach higher than average GDP per capita level.
Key takeaways: institutional development

Strong e-security positively correlates with well developed e-government, except for Eastern European countries
Internet affordability

The affordability of the internet connection directly impacts its accessibility.

A less affordable internet has a negative effect on the overall digital wellbeing and vice versa.
**Countries with the most and the least affordable internet**

The overall affordability is measured combining the affordability of the cheapest mobile and broadband plans available in a country.

<table>
<thead>
<tr>
<th>MOST AFFORDABLE</th>
<th>LEAST AFFORDABLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. <strong>Israel</strong></td>
<td>76. <strong>Albania</strong></td>
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<tr>
<td>2. <strong>Canada</strong></td>
<td>77. <strong>Costa Rica</strong></td>
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<tr>
<td>3. <strong>Azerbaijan</strong></td>
<td>78. <strong>Guatemala</strong></td>
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<td>4. <strong>Poland</strong></td>
<td>79. <strong>Philippines</strong></td>
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<td>5. <strong>Iran</strong></td>
<td>80. <strong>Peru</strong></td>
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<td>6. <strong>France</strong></td>
<td>81. <strong>Mexico</strong></td>
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<td>7. <strong>Denmark</strong></td>
<td>82. <strong>Panama</strong></td>
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<td>8. <strong>Sweden</strong></td>
<td>83. <strong>Colombia</strong></td>
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<tr>
<td>9. <strong>India</strong></td>
<td>84. <strong>Honduras</strong></td>
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<tr>
<td>10. <strong>Bulgaria</strong></td>
<td>85. <strong>Nigeria</strong></td>
</tr>
</tbody>
</table>
Mobile is much more affordable than broadband

3 hours 48 minutes is a global average of working time needed to afford the cheapest broadband internet

vs.

10 minutes is a global average work time required to afford the cheapest mobile internet*

* The indicators are explained in more detail in the research methodology.
High inequality in internet affordability

People in 75% of the researched countries have to work more than the global average to afford the internet.
Internet quality

The quality of the internet connectivity highly depends on its speed and stability. Slow and unstable connection inhibits daily use and diminishes work efficiency, while fast and stable internet allows to communicate better, enjoy high quality content, and more. Consequently, it directly impacts the quality of one’s digital life.
High broadband speed ≠ High mobile speed

Internet quality (mobile and broadband combined) is the highest in countries with high internet usage and high internet technologies' (ICT) adoption rates.

**FASTEST AND MOST STABLE INTERNET**

1. Singapore
2. Sweden
3. Netherlands
4. Norway
5. Denmark
6. Switzerland
7. Canada
8. Belgium
9. Australia
10. Estonia

**SLOWEST AND LEAST STABLE INTERNET**

76. Indonesia
77. Pakistan
78. India
79. Bangladesh
80. Nepal
81. Nigeria
82. Peru
83. Algeria
84. Philippines
85. Sri Lanka
Singapore and Balkan countries surprise by the internet quality

Singapore has the fastest broadband & the 8th fastest mobile in the world that are also highly stable.

Balkan countries are scoring surprisingly high on internet quality despite lower e-infrastructure levels due to fast and stable mobile internet.
Highly functional e-infrastructure enables people to use the internet more in their daily lives for a multitude of purposes, such as studying, e-commerce, entertainment, banking, and others. This strongly amounts to having a better digital experience.
Eastern Asia, Europe & North America lead in e-infrastructure development

<table>
<thead>
<tr>
<th>MOST DEVELOPED E-INFRASTRUCTURE</th>
<th>LEAST DEVELOPED E-INFRASTRUCTURE</th>
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<tbody>
<tr>
<td>1 United Arab Emirates</td>
<td>76 Indonesia</td>
</tr>
<tr>
<td>2 Sweden</td>
<td>77 Guatemala</td>
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<tr>
<td>3 Denmark</td>
<td>78 Sri Lanka</td>
</tr>
<tr>
<td>4 Qatar</td>
<td>79 India</td>
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<tr>
<td>5 Norway</td>
<td>80 Honduras</td>
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<tr>
<td>6 Japan</td>
<td>81 Nigeria</td>
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<tr>
<td>7 Switzerland</td>
<td>82 Nepal</td>
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<tr>
<td>8 Singapore</td>
<td>83 Bangladesh</td>
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<tr>
<td>9 Netherlands</td>
<td>84 Kenya</td>
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<tr>
<td>10 New Zealand</td>
<td>85 Pakistan</td>
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Countries in Central America and Africa lag behind in terms of ICT adoption and internet usage.
High GDP ≠ better e-infrastructure

Advancement in **e-infrastructure correlates with economic wealth** only to a certain point.

Above average GDP per capita doesn't guarantee better internet technologies' (ICT) adoption rate or higher internet usage.
Country’s preparedness to counter the ever growing threat of cyber crimes as well as its commitment to protect any individual’s privacy signal about the extent to which people can feel confident about their online data and digital experience.
European Union leads in electronic security

Top 10 countries with the highest e-security levels are the European Union member states. Globally, they lead in implementing effective cybersecurity policies and ensuring personal data protection.

<table>
<thead>
<tr>
<th>HIGHEST E-SECURITY</th>
<th>LOWEST E-SECURITY</th>
</tr>
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<tbody>
<tr>
<td>1 United Kingdom</td>
<td>76 Bangladesh</td>
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<tr>
<td>2 France</td>
<td>77 Sri Lanka</td>
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<tr>
<td>3 Lithuania</td>
<td>78 Algeria</td>
</tr>
<tr>
<td>4 Estonia</td>
<td>79 Nepal</td>
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<tr>
<td>5 Spain</td>
<td>80 Pakistan</td>
</tr>
<tr>
<td>6 Norway</td>
<td>81 Trinidad and Tobago</td>
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<tr>
<td>7 Netherlands</td>
<td>82 Panama</td>
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<tr>
<td>8 Finland</td>
<td>83 Guatemala</td>
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<tr>
<td>9 Denmark</td>
<td>84 Lebanon</td>
</tr>
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<td>10 Germany</td>
<td>85 Honduras</td>
</tr>
</tbody>
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EU's GDPR boosts region's electronic security

Governments in **Europe, South-eastern Asia, and North America** are the most prepared to counter cyber threats.

**South-eastern Asian countries and Australia** fall short on personal data protection.

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**Figure:** E-security index (weighted) for different countries.
The advancement of electronic government services helps to minimize the bureaucracy, reduce corruption and increase transparency of the public sector. Well-developed e-government also improves the efficiency of public services and helps people save time, having a notable influence on the quality of their digital lives.
E-government development strongly correlates with country’s e-security

### Most Developed E-Government
1. **Singapore**
2. **United Kingdom**
3. **United States of America**
4. **Denmark**
5. **Finland**
6. **France**
7. **Germany**
8. **Sweden**
9. **Japan**
10. **Canada**

### Least Developed E-Government
76. **Sri Lanka**
77. **Armenia**
78. **Pakistan**
79. **Guatemala**
80. **Paraguay**
81. **Honduras**
82. **Nigeria**
83. **Bosnia and Herzegovina**
84. **Lebanon**
85. **Algeria**

The government’s readiness to take advantage of the opportunities offered by the artificial intelligence technology and the assortment of its services provided online strongly correlate with the country’s e-security, except for Eastern European, South Asian, and African countries.
India shines in e-government

India stands out in the field of e-government advancement despite lower than average digital quality of life level.
Final remarks

**E-security has the strongest correlation (0.89) with the DQL**

Focusing resources on improving country's cybersecurity and protecting people's personal data would have the greatest impact on their digital quality of life.
Final remarks

Importance of the institutional factors

Out of all the pillars, country's e-security is the least correlated (0.58) with its GDP per capita. It proves that other factors (ex. government's efficiency, legislation on data protection, etc.) than GDP play a more important role in people's digital lives.
Focus on e-government, e-infrastructure & quality to improve DQL

Internet affordability has the lowest (0.52) correlation with the DQL, highlighting the fact that investing in internet quality (0.84), e-government (0.84), e-infrastructure (0.84) would have a more positive effect on people's digital wellbeing.
Methodology & data sources

Information points used to index the digital quality of life around the world were gathered from open data sources provided by the United Nations, World Bank, International Telecommunications Union, U.S. Department of State, World Economic Forum, Commission Nationale de l'Informatique et des Libertés, Speedtest, Cable, United Nations University, and the International Development Research Centre.

Full data set and the research material can be found here.

Full methodology can be found here.
Curious to learn more?

For questions and commentary, contact:

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