## Digital Quality of Life Index 2020



#### **FINDINGS REPORT**

A global study on the quality 6.3 billion people or 81%

- 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

3
411
46
78
911
1215
1618
1921
2224
2527
2830
31
32



#### **Digital Quality of Life index 2020**

## 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.





#### Internet affordability

How much time people have to work to afford the internet connection



#### **Internet quality**

How fast and stable is the internet connectivity in a country



#### **Electronic infrastructure**

How developed and inclusive is the existing electronic infrastructure



#### **Electronic government**

How advanced and digitized are country's governmental services



#### **Electronic security**

How safe and protected can people feel in a country





Key takeaways: global outlook

are in Europe

# 7 of 10 countries with the highest digital quality of life





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





setting

Key takeaways: global outlook

## **COVID-19 impacted the** internet stability: 49 of 85 countries experienced drops in mobile and 44 in broadband speed due to WFH





Key takeaways: internet usage

## 95% of people in Scandinavia use the internet (the most active internet users) vs. 35% in Southern Asia (the least active region globally)





Key takeaways: internet usage

## 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

Key takeaways: institutional development





Key takeaways: institutional development

## **Countries stagnate in** improving e-infrastructure once they reach higher than average GDP per capita level





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

Key takeaways: institutional development



## Internet affordability

Time of work required to afford the cheapest mobile internet (indexed)

#### **INTERNET AFFORDABILITY** index

+

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.

Time of work required to afford the cheapest broadband internet (indexed)



## **Countries with the most and the least affordable internet**



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



## 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

Affordability index (weighted)



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

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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.

+

## Internet quality

Broadband stability during the COVID-19 outbreak

Mobile stability during the COVID-19 outbreak

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#### **INTERNET QUALITY** index



## High broadband speed ≠ High mobile speed



#### **SLOWEST AND LEAST STABLE INTERNET**

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



## Singapore and Balkan countries surprise by the internet quality



#### Internet quality index (weighted)





Active internet users (per 100 inhabitants) (indexed)

#### **ELECTRONIC INFRASTRUCTURE** index

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.

## **Electronic infrastructure**

4

ICT adotion rate (indexed)



# Eastern Asia, Europe & North America lead in e-infrastructure development



# LEAST DEVELOPED E-INFRASTRUCTURE

Countries in Central America and Africa lag behind in terms of ICT adoption and internet usage.

## High GDP ≠ better e-infrastructure





## **Electronic security**

Cybersecurity (indexed)

#### ELECTRONIC SECURITY index

+

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.

Status of personal data protection (indexed)



## **European Union leads in electronic security**



# Bangladesh 81 Trinidad and Tobago Guatemala

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.





## **EU's GDPR boosts region's electronic security**

#### E-security index (weighted)



Governments in Europe, South-eastern Asia, and North

South-eastern Asian countries and Australia fall short on



## Electronic government

State of government's online presence (indexed)

#### ELECTRONIC GOVERNMENT index

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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.

Readiness to employ the artificial intelligence technology (indexed)



## E-government development strongly correlates with country's e-security



#### LEAST DEVELOPED E-GOVERNMENT

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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

E-government index (weighted)



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

Slovenia	Qatar	Greece	Kazakhetan	H	IUIIISIA	Cyprus	Bulgaria	South Africa		SIOVAKIA	Latvia	Czechia	Peru	Arantina	Hungary	Serbia	Saudi Arabia	Kuwait	Azerhaijan		Viet Nam	Romania	Croatia	Kenva		Albania	Thailand	Montenegro	Bahrain	Georgia	Panama	Bangladesh	Frinidad and Tobado	Moroco	. Nepal	Indonesia	Ukraine	Sri Lanka	Armenia	Pakistan	Guatemala	Paraduav	Honduras	Ninaria	













#### 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.



## Final remarks Focus on e-government, e-infrastructure & quality to improve DQL

Internet affordak highlighting the e-government (C effect on people

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









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## **Curious to learn more?**

For questions and commentary, contact:



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