

Top 10 economies in the UNCTAD B2C E-commerce Index 2020

2020 Rank	Economy	Share of individuals using the Internet (2019 or latest)	Share of individuals with an account (15+, 2017)	Secure Internet servers (normalized, 2019)	UPU postal reliability score (2019 or latest)	2020 Index value	Index change (2018-19 data)	Rank 2019
1	Switzerland	97	98	92	97	95.9	0.6	2
2	Netherlands	96	100	94	93	95.8	0.1	1
3	Denmark	97	100	100	81	94.5	0.1	6
4	Singapore	89	98	94	97	94.4	-0.3	3
5	United Kingdom	96	96	84	98	93.6	0.1	4
6	Germany	93	99	90	91	93.4	-0.1	9
7	Finland	95	100	88	91	93.4	-0.1	5
8	Ireland	88	95	92	98	93.4	0.7	7
9	Norway	98	100	84	88	92.6	-0.1	8
10	China, Hong Kong SAR	92	95	88	92	91.8	0.3	14

Source: UNCTAD

Top 10 developing economies in the UNCTAD B2C E-commerce Index 2020

2020 Rank	Economy	Share of individuals using the Internet (2019 or latest)	Share of individuals with an account (15+, 2017)	Secure Internet servers (normalized, 2019)	UPU postal reliability score (2019 or latest)	2020 Index value	Index change (2019-20 data)	Rank 2019
4	Singapore	89	98	94	97	94.4	-0.3	3
10	China, Hong Kong SAR	92	95	88	92	91.8	0.3	14
18	Korea, Republic of	96	95	68	100	89.8	0.0	19

30	Malaysia	84	85	71	85	81.3	1.5	31
37	United Arab Emirates	99	88	61	64	78.2	0.0	28
42	Thailand	67	82	59	97	76.0	0.5	48
44	Iran (Islamic Republic of)	70	94	57	79	75.0	-1.5	45
49	Saudi Arabia	96	72	43	78	72.3	0.0	49
50	Qatar	100	66	50	73	72.1	0.0	47
54	Oman	92	74	43	73	70.6	0.0	60

Source: UNCTAD

Top 10 developing and transition economies in the UNCTAD B2C E-commerce Index 2020, by region

East, South & Southeast Asia	West Asia	Africa	Latin America and the Caribbean	Transition economies
Singapore	United Arab Emirates	Mauritius	Costa Rica	Belarus
China, Hong Kong SAR	Saudi Arabia	South Africa	Chile	Russian Federation
Korea, Republic of	Qatar	Tunisia	Brazil	Serbia
Malaysia	Oman	Algeria	Dominican Republic	Georgia
Thailand	Turkey	Ghana	Colombia	Ukraine
Iran (Islamic Republic of)	Kuwait	Libya	Uruguay	North Macedonia
China	Lebanon	Kenya	Jamaica	Republic of Moldova
Mongolia	Bahrain	Nigeria	Trinidad and Tobago	Kazakhstan
Viet Nam	Jordan	Morocco	Peru	Azerbaijan
India	Iraq	Senegal	Argentina	Bosnia and Herzegovina

East, South &
Southeast Asia

West Asia

Africa

Latin America and Transition
the Caribbean economies

Herzegovina