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Insight Report

The Travel & Tourism Competitiveness Report 2013

Reducing Barriers to Economic Growth and Job Creation

Jennifer Blanke and Thea Chiesa, editors

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The World Economic Forum has, for the past seven years, engaged key industry and thought leaders through its Aviation, Travel & Tourism Industry Partnership Programme, along with its Global Agenda Council on New Models for 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 multi-stakeholder dialogue to ensure the development of strong and sustainable T&T industries capable of contributing effectively to international economic development. The theme of this year's *Report,* "Reducing Barriers to Economic Growth and Job Creation," reflects the importance of the sector for this purpose.

Encouraging the development of the Travel & Tourism (T&T) sector is all the more important today given its important role in job creation, at a time when many countries are suffering from high unemployment. The sector already accounts for 9 percent of GDP, a total of US$6 trillion, and it provides 120 million direct jobs and another 125 million indirect jobs in related industries. This means that the industry now accounts for one in eleven jobs on the planet, a number that could even rise to one in ten jobs by 2022, according to the World Travel & Tourism Council.

This edition of the *Report* comes at an uncertain time for the T&T sector. Although the global economy is showing signs of fragile recovery, the world is becoming increasingly complex and interconnected. In this context, it is notable that the T&T sector has remained remarkably resilient in a number of ways. The number of travelers has increased consistently over the past year, notwithstanding the difficult economic climate and shrinking budgets. Indeed, the UNWTO reports that international tourist arrivals grew by 4 percent in 2012, and forecasts that they will continue to increase by 3 percent to 4 percent in 2013. Although this trend is primarily driven by increasing demand from the emerging-market middle class, the picture has also been brightening for many developed economies.

The industry has responded to the changing environment with a number of structural adjustments. Indeed, 2012 witnessed a number of alliances, mergers, and strategic investments both in the aviation industry and in online travel services. Resilience has also been demonstrated in the way that some aviation companies responded to erratic fuel prices by exploring new business models and acquiring energy assets. Additionally, industry players have made commitments to a low-carbon economy through several initiatives aimed at optimizing operations, retrofitting, recycling, and preserving the environment.

Yet despite these many positive developments, the need for greater openness remains one of the major trends impacting the T&T sector, especially with regard to the freer movement of people. The importance of efforts in this area has been highlighted specifically by the G20 Los Cabos communiqué in June 2012, in which the group recognized the importance of tourism "as a vehicle for job creation, economic growth and development" and furthermore committed to "work towards developing travel facilitation initiatives in support of job creation, quality work, poverty reduction and global growth."

At the core of the *Report* is the fifth edition of the Travel & Tourism Competitiveness Index (TTCI). The aim of the TTCI, which covers a record 140 economies this year, is to provide a comprehensive strategic tool for measuring the "factors and policies that make it attractive to develop the T&T sector in different countries." 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 full *Report* is downloadable from www.weforum.org/ttcr; this contains detailed profiles for each of the 140 economies featured in the study, as well as an extensive section of data tables with global rankings covering over 75 indicators included in the TTCI. In addition, it includes insightful contributions from a number of industry experts. These chapters explore issues such as how visa facilitation can play a relevant role in stimulating economic growth, the importance of policymakers leveraging local competitive advantages to thrive in a volatile environment, the impact of the tourism sector on employment creation, how the connectivity that the aviation sector creates sustains economic development, and the essential role of green growth in enhancing the resilience of the sector.

The Travel & Tourism Competitiveness Report 2013 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 Booz & Company, 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 Airbus/EADS, BAE Systems, Bahrain Economic Development Board, Bombardier, Delta, Deutsche Lufthansa/Swiss, Embraer, Etihad Airways, Jet Airways, Hilton, Lockheed Martin, Marriott, Safran, Starwood Hotels & Resorts, and VISA—for their support in this important venture.

We also wish to thank the editors of the *Report,* Jennifer Blanke and Thea Chiesa, as well as the project manager, Roberto Crotti, for their energy and their commitment to the project. Appreciation goes to other members of the competitiveness team: Beñat Bilbao-Osorio, Ciara Browne, Margareta Drzeniek Hanouz, Thierry Geiger, Tania Gutknecht, Caroline Ko, and Cecilia Serin. Finally, we would 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.

Executive Summary

JENNIFER BLANKE AND THEA CHIESA
World Economic Forum

The Travel & Tourism (T&T) industry has managed to remain relatively resilient over the recent year despite the uncertain global economic outlook, which has been characterized by fragile global economic growth, macroeconomic tensions, and high unemployment in many countries. Indeed, the sector has benefitted from the continuing globalization process: travel has been increasing in mature markets and, particularly, has been driven by the rising purchasing power of the growing middle class in many developing economies.

In such a context, Travel & Tourism has continued to be a critical sector for economic development and for sustaining employment, in both advanced and developing economies. A strong T&T sector contributes in many ways to development and the economy. It makes both direct contributions, by raising the national income and improving the balance of payments, and indirect contributions, via its multiplier effect and by providing the basis for connecting countries, through hard and soft infrastructure—attributes that are critical for a country's more general economic competitiveness.

Although developing the T&T sector provides many benefits, numerous obstacles at the national level continue to hinder its development. For this reason, seven years ago the World Economic Forum, together with its Industry and Data Partners, embarked on a multi-year research effort aimed at exploring various issues related to the T&T competitiveness of countries around the world. This year's *Report* is published under the theme "Reducing Barriers to Economic Growth and Job Creation," which reflects the forward-looking attitude of the sector as it aims to ensure strong growth going into the future.

THE TRAVEL & TOURISM COMPETITIVENESS INDEX

The Travel & Tourism Competitiveness Index (TTCI) aims to measure the *factors and policies that make it attractive to develop the T&T sector in different countries.* The Index was developed in close collaboration with our Strategic Design Partner Booz & Company 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). We have also received important feedback from a number of key companies that are Industry Partners in the effort, namely Airbus/EADS, BAE Systems, the Bahrain Economic Development Board, Bombardier, Delta, Deutsche Lufthansa/Swiss, Embraer, Etihad Airways, Hilton, Jet Airways, Lockheed Martin, Marriott, Safran, Starwood Hotels & Resorts, and VISA.

The TTCI is based on three broad categories of variables that facilitate or drive T&T competitiveness. These categories are summarized into the three subindexes of the Index: (1) the T&T regulatory framework subindex; (2) the T&T business environment and infrastructure subindex; and (3) the T&T human, cultural, and natural resources subindex. The first subindex captures those elements that are policy related and generally under the purview of the government; the second subindex captures elements of the business environment and the "hard" infrastructure of each economy; and the third subindex captures the "softer" human, cultural, and natural elements of each country's resource endowments.

Each of these three subindexes is composed in turn by a number of pillars of T&T competitiveness, of which there are 14 in all. These are:

1. ***Policy rules and regulations***
2. ***Environmental sustainability***
3. ***Safety and security***
4. ***Health and hygiene***
5. ***Prioritization of Travel & Tourism***
6. ***Air transport infrastructure***
7. ***Ground transport infrastructure***
8. ***Tourism infrastructure***
9. ***ICT infrastructure***
10. ***Price competitiveness in the T&T industry***
11. ***Human resources***
12. ***Affinity for Travel & Tourism***
13. ***Natural resources***
14. ***Cultural resources***

Each of the pillars is, in turn, made up of a number of individual variables. The dataset includes both survey data from the World Economic Forum's annual Executive Opinion Survey (the Survey) and quantitative data from publicly available sources, international organizations, and T&T institutions and experts (for example, IATA, the

Table 1: The Travel & Tourism Competitiveness Index 2013 and 2011 comparison

	2013		2011
Country/Economy	Rank/140	Score	Rank/139
Switzerland	1	5.66	1
Germany	2	5.39	2
Austria	3	5.39	4
Spain	4	5.38	8
United Kingdom	5	5.38	7
United States	6	5.32	6
France	7	5.31	3
Canada	8	5.28	9
Sweden	9	5.24	5
Singapore	10	5.23	10
Australia	11	5.17	13
New Zealand	12	5.17	19
Netherlands	13	5.14	14
Japan	14	5.13	22
Hong Kong SAR	15	5.11	12
Iceland	16	5.10	11
Finland	17	5.10	17
Belgium	18	5.04	23
Ireland	19	5.01	21
Portugal	20	5.01	18
Denmark	21	4.98	16
Norway	22	4.95	20
Luxembourg	23	4.93	15
Malta	24	4.92	26
Korea, Rep.	25	4.91	32
Italy	26	4.90	27
Barbados	27	4.88	28
United Arab Emirates	28	4.86	30
Cyprus	29	4.84	24
Estonia	30	4.82	25
Czech Republic	31	4.78	31
Greece	32	4.75	29
Taiwan, China	33	4.71	37
Malaysia	34	4.70	35
Croatia	35	4.59	34
Slovenia	36	4.58	33
Panama	37	4.54	56
Seychelles	38	4.51	n/a
Hungary	39	4.51	38
Montenegro	40	4.50	36
Qatar	41	4.49	42
Poland	42	4.47	49
Thailand	43	4.47	41
Mexico	44	4.46	43
China	45	4.45	39
Turkey	46	4.44	50
Costa Rica	47	4.44	44
Latvia	48	4.43	51
Lithuania	49	4.39	55
Bulgaria	50	4.38	48
Brazil	51	4.37	52
Puerto Rico	52	4.36	45
Israel	53	4.34	46
Slovak Republic	54	4.32	54
Bahrain	55	4.30	40
Chile	56	4.29	57
Oman	57	4.29	61
Mauritius	58	4.28	53
Uruguay	59	4.23	58
Jordan	60	4.18	64
Argentina	61	4.17	60
Saudi Arabia	62	4.17	62
Russian Federation	63	4.16	59
South Africa	64	4.13	66
India	65	4.11	68
Georgia	66	4.10	73
Jamaica	67	4.08	65
Romania	68	4.04	63
Lebanon	69	4.04	70
Indonesia	70	4.03	74
Morocco	71	4.03	78
Brunei Darussalam	72	4.01	67
Peru	73	4.00	69
Sri Lanka	74	3.99	81
Macedonia, FYR	75	3.98	76
Ukraine	76	3.98	85
Albania	77	3.97	71
Azerbaijan	78	3.97	83
Armenia	79	3.96	90
Vietnam	80	3.95	80
Ecuador	81	3.93	87
Philippines	82	3.93	94
Trinidad and Tobago	83	3.93	79
Colombia	84	3.90	77
Egypt	85	3.88	75
Dominican Republic	86	3.88	72
Cape Verde	87	3.87	89
Kazakhstan	88	3.82	93
Serbia	89	3.78	82
Bosnia and Herzegovina	90	3.78	97
Namibia	91	3.77	84
Gambia, The	92	3.73	92
Honduras	93	3.72	88
Botswana	94	3.71	91
Nicaragua	95	3.67	100
Kenya	96	3.66	103
Guatemala	97	3.65	86
Iran, Islamic Rep.	98	3.64	114
Mongolia	99	3.63	101
Suriname	100	3.63	n/a
Kuwait	101	3.61	95
Moldova	102	3.60	99
Guyana	103	3.60	98
El Salvador	104	3.59	96
Rwanda	105	3.56	102
Cambodia	106	3.56	109
Senegal	107	3.49	104
Zambia	108	3.46	111
Tanzania	109	3.46	110
Bolivia	110	3.46	117
Kyrgyz Republic	111	3.45	107
Nepal	112	3.42	112
Venezuela	113	3.41	106
Tajikistan	114	3.41	118
Paraguay	115	3.39	123
Uganda	116	3.39	115
Ghana	117	3.38	108
Zimbabwe	118	3.33	119
Swaziland	119	3.31	116
Ethiopia	120	3.29	122
Cameroon	121	3.27	126
Pakistan	122	3.25	125
Bangladesh	123	3.24	129
Malawi	124	3.22	121
Mozambique	125	3.17	128
Côte d'Ivoire	126	3.15	131
Nigeria	127	3.14	130
Burkina Faso	128	3.12	132
Mali	129	3.11	133
Benin	130	3.09	120
Madagascar	131	3.09	127
Algeria	132	3.07	113
Yemen	133	2.96	n/a
Mauritania	134	2.91	136
Lesotho	135	2.89	135
Guinea	136	2.88	n/a
Sierra Leone	137	2.87	n/a
Burundi	138	2.82	137
Chad	139	2.61	139
Haiti	140	2.59	n/a

IUCN, the UNWTO, WTTC, UNCTAD, and UNESCO). The Survey is carried out among chief executive officers and top business leaders in all economies covered by our research; these are the people making the investment decisions in their respective economies. The Survey provides unique data on many qualitative institutional and business environment issues, as well as specific issues related to the T&T industry and the quality of the natural environment.

The details of the composition of the TTCI are shown in Appendix A of Chapter 1.1; detailed rankings and scores of this year's Index are found in Appendix B of that chapter.

THE TRAVEL & TOURISM COMPETITIVENESS INDEX RANKINGS 2013

Table 1 shows the overall rankings of the 140 economies assessed in this edition TTCI, comparing this year's rankings with those from the 2011 edition of the *Report,*. Switzerland maintains its top position in the rankings, which it has retained for five consecutive editions, since the very first *Travel & Tourism Competitiveness Report.* Tables 2–6 present the rankings in a regional context, grouping economies into the following five regional groups: Europe, the Americas, Asia Pacific (including Central Asia), the Middle East and North Africa, and sub-Saharan Africa. We discuss below a selection of countries from each region to provide a sense of the results and how they are interpreted at the national level. More countries are discussed in detail in Chapter 1.1.

Europe

In line with statistics on international tourist arrivals, Table 1 shows that Europe remains the leading region for Travel & Tourism competitiveness, with all of the top five places taken by European countries. Likewise, 13 of the top 20 countries are from the region. Table 2 shows the rankings for European countries only, with the first column showing the rank within the region, the second column showing the overall rank out of all 140 economies included in the Index this year, and the third column showing the score. As the table shows, Switzerland is ranked 1st out of all countries in the 2013 TTCI, a position it has held since the first edition of this *Report* in 2007. Germany, Austria, Spain, and the United Kingdom complete the top five, while France and Sweden are among the top 10 overall.

Switzerland continues to lead the rankings, performing well on almost all aspects of the Index. Switzerland's infrastructure, especially ground transport (3rd), is among the best in the world. The country also boasts top marks for its hotels and other tourism-specific facilities, with excellent staff thanks to the availability of qualified labor to work in the industry (ranked 2nd)—perhaps not surprising in a country that holds many of the world's best hotel management schools. Switzerland also attracts tourists because of its rich and well-managed natural resources. A large percentage of the country's land area is protected, environmental regulation is among the most stringent (3rd), and the T&T industry is considered to be developed in a sustainable way (7th). These good environmental conditions, combined with the high safety and security of the country (2nd), contribute to its solid T&T competitiveness. Switzerland is not only a strong leisure tourism destination but also an important business travel hub, with many international fairs and exhibitions held in the country each year, driving its showing on the cultural resources pillar (6th). Switzerland's strong performance in all these areas enables the country to somewhat make up for its lack of price competitiveness (139th), which, together with a fairly restrained international visa policy, does indeed limit the number of arrivals.

Germany ranks 2nd in Europe and out of all countries in the TTCI. Similar to Switzerland, its infrastructure is among the best in the world: it is ranked 6th for ground transport infrastructure and 7th for air transport infrastructure, facilitating connections both within the country and internationally. Germany also has abundant cultural resources (ranked 5th worldwide for its many World Heritage cultural sites) and is host to almost 600 international fairs and exhibition per year (2nd), while hotel prices are relatively competitive (55th). In addition, Germany makes great efforts to develop in a sustainable way (4th), with the world's most stringent environmental regulations—which are also among the best-enforced—and the strong support of international environmental efforts, as demonstrated through its ratification of many international environmental treaties.

Austria ranks 3rd, improving by one position since 2011. Its strong performance is driven by factors such as tourism infrastructure, in which it ties for 1st place with Italy; a welcoming attitude toward visitors; a very safe and secure environment (7th); and, most importantly, its rich cultural resources. Austria hosts nine World Heritage cultural sites, has excellent creative industries, and attracts many travelers with several fairs and exhibitions organized every year. The country's tourism industry is also being developed in a sustainable way (10th), with some of the most stringent (4th) and well-enforced (7th) environmental regulations in the world, driving its overall positive performance on environmental sustainability (ranked 6th).

Spain is the country among the top 10 that sees the most improvement since 2011: moving up four places since the last assessment, it is now ranked 4th. Spain continues to lead in cultural resources, ranking 1st this year in this area because of its extremely numerous World Heritage sites (2nd) and its large number of international fairs and exhibitions (3rd), as well as its significant sports stadium capacity. Its tourism infrastructure is another strength, with its many hotel

Table 2: The Travel & Tourism Competitiveness Index 2013: Europe

				SUBINDEXES					
	OVERALL INDEX			T&T regulatory framework		Business environment and infrastructure		T&T human, cultural, and natural resources	
Country/Economy	Regional rank	Overall rank	Score	Rank	Score	Rank	Score	Rank	Score
Switzerland	1	1	5.66	1	5.94	1	5.42	2	5.63
Germany	2	2	5.39	8	5.57	6	5.29	7	5.31
Austria	3	3	5.39	2	5.80	11	5.11	9	5.24
Spain	4	4	5.38	14	5.48	5	5.30	6	5.36
United Kingdom	5	5	5.38	17	5.44	10	5.13	3	5.57
France	6	7	5.31	9	5.56	7	5.18	11	5.20
Sweden	7	9	5.24	12	5.54	23	4.89	8	5.30
Netherlands	8	13	5.14	16	5.45	15	5.01	16	4.97
Iceland	9	16	5.10	3	5.77	13	5.06	36	4.47
Finland	10	17	5.10	5	5.74	22	4.89	24	4.65
Belgium	11	18	5.04	18	5.43	26	4.78	18	4.90
Ireland	12	19	5.01	7	5.68	19	4.96	40	4.41
Portugal	13	20	5.01	20	5.42	27	4.78	19	4.84
Denmark	14	21	4.98	25	5.31	16	4.98	26	4.64
Norway	15	22	4.95	11	5.55	28	4.77	33	4.53
Luxembourg	16	23	4.93	21	5.41	20	4.96	39	4.42
Malta	17	24	4.92	15	5.47	14	5.06	49	4.22
Italy	18	26	4.90	50	4.90	29	4.76	14	5.05
Cyprus	19	29	4.84	22	5.35	21	4.89	46	4.27
Estonia	20	30	4.82	10	5.55	30	4.72	51	4.19
Czech Republic	21	31	4.78	28	5.24	37	4.49	28	4.61
Greece	22	32	4.75	39	5.02	33	4.65	30	4.58
Croatia	23	35	4.59	42	4.99	39	4.43	42	4.37
Slovenia	24	36	4.58	33	5.12	35	4.52	52	4.11
Hungary	25	39	4.51	26	5.29	49	4.16	54	4.08
Montenegro	26	40	4.50	34	5.09	50	4.14	47	4.26
Poland	27	42	4.47	49	4.92	58	3.94	32	4.56
Turkey	28	46	4.44	64	4.62	52	4.08	27	4.63
Latvia	29	48	4.43	35	5.08	40	4.40	77	3.81
Lithuania	30	49	4.39	41	4.99	48	4.19	61	3.98
Bulgaria	31	50	4.38	58	4.79	45	4.24	53	4.10
Slovak Republic	32	54	4.32	43	4.96	60	3.92	55	4.06
Russian Federation	33	63	4.16	92	4.24	46	4.22	58	4.02
Georgia	34	66	4.10	30	5.18	80	3.46	91	3.67
Romania	35	68	4.04	66	4.61	68	3.67	73	3.85
Macedonia, FYR	36	75	3.98	57	4.79	74	3.58	100	3.58
Ukraine	37	76	3.98	60	4.73	71	3.62	99	3.59
Albania	38	77	3.97	63	4.65	90	3.31	63	3.96
Armenia	39	79	3.96	51	4.88	88	3.34	94	3.65
Serbia	40	89	3.78	74	4.50	81	3.40	109	3.45
Bosnia and Herzegovina	41	90	3.78	75	4.47	95	3.19	92	3.66
Moldova	42	102	3.60	65	4.61	97	3.16	133	3.04

rooms, car rental facilities, and ATMs. Furthermore, its air transport infrastructure is highly developed and ranks among the top 10 worldwide. Spain has improved in a few areas since the last edition. In particular, starting a business has become less costly and onerous, according to the World Bank, and hotel prices have come down a bit. The government has also kept tourism high in its development agenda, making Spain a top 10 economy for prioritization of the industry. Spain has notably maintained its efforts on marketing activity and spending on the industry's development amid difficult economic circumstances.

The United Kingdom moves up by two more positions since the last edition of the *Report*, to reach 5th place this year. The country's T&T competitiveness is based on its excellent cultural resources (ranked 3rd), with many World Heritage cultural sites, a large number of international fairs, and strong creative industries (all ranked within the top 10). The country has probably benefitted from two important events in 2012: the Olympic Games and the Diamond Jubilee of Queen Elizabeth II. Although the outcome is not yet fully reflected in the data, the United Kingdom has leveraged the preparation of these events in terms of tourism campaigns, generating interest in visiting the country and reinforcing their already-solid ICT and air transport infrastructure (ranked 10th and 5th, respectively). The generally supportive policy environment, ranked 8th, encourages the development of the sector, while the country relies on an excellent human resources base (ranked 6th). On a less positive note, the United Kingdom continues to receive one of the poorest assessments for price competitiveness (138th), in large part because it has the 2nd highest tax rate on tickets and airport charges worldwide.

France is ranked 7th overall in this edition, losing four positions since 2011. France continues to attract many tourists with its rich cultural heritage (ranked 4th for the number of World Heritage cultural sites and 8th for creative industries). The country also hosts many international fairs and exhibitions (ranked 5th). France's ground transport infrastructure is still one of the best in the world (ranked 5th), with particularly good roads and railroads as well as good air transport infrastructure (ranked 8th). However, the overall policy rules and regulation framework is not sufficiently supportive of developing the sector, and the prioritization of the T&T sector declines this year (ranked 35th overall). Additionally, the assessment has weakened somewhat in terms of the quality and availability of qualified labor in the country.

Italy moves up one spot this year to place 26th overall and 18th in Europe. As well as its cultural richness—with many World Heritage Sites, international fairs and exhibitions, and rich creative industries—Italy's strengths lie in its excellent tourism infrastructure (tying with Austria for 1st place) and its relatively good air transport infrastructure (24th). However, it faces a number of challenges that bring its overall rating down. These include policy rules and regulations that are still not sufficiently supportive of the development of the sector (100th) and a lack of price competitiveness (134th).

Greece is ranked 32nd, down another three positions since the last assessment. The country's rich cultural resources (ranked 25th) and excellent tourism infrastructure (3rd) are still important strengths. Additionally, Greece has very good health and hygiene conditions (ranked 13th overall) and good air transport infrastructure (20th). Further, there is a strong national affinity for tourism compared with many other European countries, including a generally open and positive attitude toward tourists. The decline in the rankings can be traced to a further worsening of the policy environment and a lower perceived prioritization of Travel & Tourism within the country, probably because of dwindling resources available for the particular industry amid general economic and financial difficulties.

Turkey climbs four positions this year to reach 46th place. The country's main strength continues to lie in its rich cultural resources (19th), with 20 World Heritage cultural sites, several international fairs and exhibitions, and strong creative industries. In addition, Turkey gains significantly in a number of areas and has seen a significant increase in tourist arrivals over the last two years. The policy rules and regulations governing the sector are supportive and have continued to progress since the 2011 T&T *Report*. Turkey has also improved its air transport infrastructure (29th) and its tourism infrastructure (45th). However, some areas still hold back the overall T&T competitiveness performance of the country: although improving, safety and security issues (79th) remain worrisome, ground transport infrastructure is inadequate (especially railroads and ports), and ICT infrastructure remains unsatisfactory (71st), especially for a rapidly growing tourism destination. In addition, more efforts must be made toward environmental sustainability (ranked 95th), an area that will be of increasing concern going forward.

The Americas

Table 3 shows the regional rankings for the countries in the Americas. As this table shows, **the United States** is the highest-ranked country in the Americas and 6th out of all countries, with stable performance since the last assessment. Overall, the country receives high marks for its business environment and infrastructure. In particular, the United States has excellent air transport infrastructure (ranked 2nd) and high-quality tourism infrastructure, as well as a strong focus on customer satisfaction. Its cultural resources and natural resources (ranked 5th and 3rd, respectively), with many World Heritage cultural and natural sites, drive its high position in the rankings, together with several fairs and exhibitions (1st) and strong creative industries (2nd). On a less positive note, the country's natural endowments are not being sufficiently protected (ranked 112th for environmental sustainability). Also, compared with other top-ranked economies, the quality of ground transport could be improved more (27th) and the perception of safety and security leaves room for improvement (57th).

Canada moves up one place to 8th overall. The country has several strengths, including its rich natural resources (10th) with numerous World Heritage sites (ranked 5th), excellent air transport infrastructure, highly qualified human resources (5th), and a strong policy environment (10th). Its cultural resources are also a strong point, with many international fairs and exhibitions in the country. Canada has lost some ground in terms of price competitiveness and environmental sustainability, where, although it still ranks fairly high (41st), it registers a decline in the perception of the enforcement of environmental regulations and continues to suffer from high CO_2 per capita emissions.

Barbados ranks 3rd in the region and 27th overall, up one place since the last assessment. Barbados comes in 2nd overall for the country's affinity for Travel

Table 3: The Travel & Tourism Competitiveness Index 2013: The Americas

				SUBINDEXES					
	OVERALL INDEX			T&T regulatory framework		Business environment and infrastructure		T&T human, cultural, and natural resources	
Country/Economy	Regional rank	Overall rank	Score	Rank	Score	Rank	Score	Rank	Score
United States	1	6	5.32	44	4.95	2	5.36	1	5.65
Canada	2	8	5.28	27	5.27	8	5.17	5	5.39
Barbados	3	27	4.88	13	5.50	18	4.96	50	4.20
Panama	4	37	4.54	54	4.83	36	4.52	45	4.29
Mexico	5	44	4.46	83	4.43	61	3.92	15	5.02
Costa Rica	6	47	4.44	52	4.88	56	3.98	38	4.45
Brazil	7	51	4.37	82	4.43	76	3.57	12	5.10
Puerto Rico	8	52	4.36	40	4.99	43	4.33	81	3.75
Chile	9	56	4.29	53	4.87	53	4.07	65	3.94
Uruguay	10	59	4.23	31	5.18	78	3.53	62	3.97
Argentina	11	61	4.17	69	4.54	72	3.61	41	4.38
Jamaica	12	67	4.08	59	4.76	64	3.76	87	3.72
Peru	13	73	4.00	96	4.17	85	3.36	37	4.47
Ecuador	14	81	3.93	85	4.37	83	3.38	56	4.05
Trinidad and Tobago	15	83	3.93	104	4.07	54	4.07	95	3.64
Colombia	16	84	3.90	101	4.11	103	3.09	34	4.51
Dominican Republic	17	86	3.88	67	4.60	75	3.58	108	3.45
Honduras	18	93	3.72	97	4.17	92	3.28	89	3.69
Nicaragua	19	95	3.67	98	4.15	101	3.11	82	3.74
Guatemala	20	97	3.65	109	3.93	98	3.15	69	3.88
Suriname	21	100	3.63	106	4.05	100	3.11	86	3.72
Guyana	22	103	3.60	80	4.44	111	2.88	106	3.47
El Salvador	23	104	3.59	99	4.14	82	3.39	125	3.24
Bolivia	24	110	3.46	125	3.55	102	3.09	85	3.73
Venezuela	25	113	3.41	119	3.67	99	3.12	110	3.45
Paraguay	26	115	3.39	103	4.09	115	2.80	120	3.29
Haiti	27	140	2.59	138	2.93	136	2.39	140	2.44

& Tourism, with a positive attitude toward tourists and toward the value of tourism in the country, although it does receive a middling score for the degree of customer orientation (64th). The importance of the T&T sector for Barbados is reflected in the high prioritization placed on Travel & Tourism (8th), with significant emphasis put on the sector's development by the government and high spending on the sector, ensuring effective destination-marketing campaigns and collecting relevant sector data on a timely basis. However, although there have been some marginal improvements in some elements of its environmental sustainability, additional efforts to protect the natural environment would reinforce the country's strong T&T competitiveness.

Panama witnesses one of the most marked improvements in this year's TTCI, moving up to 37th position overall and 4th in the region. The country's most important competitive advantage is its rich endowment of natural resources, with its diverse fauna, significant protected land areas, and a number of World Heritage sites. The improvement in this year's rankings can be traced mainly to an improvement in the country's infrastructure. Tourism infrastructure has been developed (now ranked 42nd), most notably with more available hotel rooms. The quality of ground transport has also improved across almost all modes, with port infrastructure now ranked 4th and railroads ranked 32nd. Air transport improves as well and is now ranked 16th. The expansion of stadium capacity and creative industries exports is also notable. On the other hand, areas requiring further improvement include safety and security (70th), the human resources base (79th), and health and hygiene standards (86th).

Mexico is stable this year at 44th position (and 5th in the region). Mexico receives impressive marks for its natural resources (ranked 8th), an area that shows an improvement since the last assessment, with many World Heritage natural sites and rich fauna. The country's cultural resources are also among the best in the world (21st), with 34 World Heritage cultural sites, several international fairs and exhibitions, and strong creative industries. These inherent strengths are reinforced by the overall prioritization of the sector in the country (34th) and effective marketing and branding campaigns. Some areas have improved, yet continue to require attention—for example, ground transport infrastructure is being developed but still ranks relatively low (69th), and more efforts are required to ensure that the sector is being developed in a sustainable way (105th). Finally, despite a marginal improvement since last year, safety and security remains the main source of concern for the T&T sector, where Mexico still ranks a low 121st.

Brazil is ranked 7th in the Americas and 51st overall, up one position since 2011. The country is ranked 1st out of all countries for its natural resources and 23rd for its cultural resources, with many World Heritage sites, a good proportion of protected land area, and the richest fauna in the world. This is buttressed by a focus on environmental sustainability (ranked 30th), an area that has been improving over recent years, although the protection of the country's diverse fauna requires additional efforts. The safety and security environment and health and hygiene conditions have also improved slightly since the last assessment. On the other hand, the ground transport network remains underdeveloped (129th), with the quality of roads, ports, and railroads requiring improvement to keep pace with the economic development of the country. Preparations for two major sports events in the next five years (the FIFA World Cup in 2014 and the Olympic Games in 2016) provide opportunities to bridge the infrastructure gap. Brazil also continues to suffer from a lack of price competitiveness (126th), with high and increasing ticket taxes and airport charges, as well as high and rising prices more generally. Further, the overall policy environment is not particularly conducive to the development of the sector (ranked 119th), with discouraging rules on FDI, much time required for starting a business, and somewhat restrictive commitments to opening up tourism services under GATS commitments.

Chile ranks 9th in the region and 56th overall, maintaining a stable performance since the last assessment. It has notable cultural resources, with six World Heritage cultural sites and several international fairs and exhibitions. In addition, policy rules and regulations are conducive to the development of the T&T sector (12th), with few foreign ownership restrictions, a liberal visa regime, and open bilateral Air Service Agreements, although the time and cost for starting new businesses remain relatively high. The country also benefits from good safety and security by regional standards (31st). Additionally, tourism infrastructure has improved noticeably and now rank 49th. However, Chile's T&T competitiveness would be strengthened by upgrading its transport infrastructure and thus raising the quality of tourism infrastructure further, as well as by focusing more on preserving the environment to develop the industry in a more environmentally sustainable way.

Peru is ranked 13th in the region, placing 73rd overall. Peru's natural and cultural resources remain important assets for the tourism industry. The country has one of the richest fauna in the world (3rd) and hosts several natural and cultural World Heritage sites. Peru has seen a continuous growth in tourist arrivals and international flights, even during the global recession. The effectiveness of marketing and branding to promote the T&T sector shows improvement, and government spending on the industry has increased slightly. However, in order to raise its T&T competitiveness further, safety and security must be improved (118th) and ground transport infrastructure must be upgraded (121st). Additionally, the country has lost some price competitiveness because of higher general and tourism-specific taxation, most notably the high ticket taxes and airport charges (where the country ranks 135th). A more in-depth analysis of the performance of the T&T competitiveness of Peru will be conducted in a dedicated publication to be issued in April 2013, on occasion of the World Economic Forum on Latin America 2013.

Asia Pacific

Table 4 displays the regional rankings and data for the Asia Pacific region. As the table shows, **Singapore** is the top-ranked economy in the region at 10th position overall, the same position it has held for the past three editions. Singapore benefits from excellent transport infrastructure, with ground transport infrastructure and air transport infrastructure ranked 2nd and 14th, respectively. Singapore ranks 2nd for the high quality of its available human resources. And with its famously well-functioning public institutions, it is perhaps not surprising that Singapore ranks 1st out of all economies for its policy environment, with rules and regulations that are extremely conducive to the development of its T&T industries (policies facilitating foreign ownership and FDI, well-protected property rights, and few visa restrictions). Further, Singapore is among the safest economies of all assessed with regard to safety and security, and receives strong assessments for other types of infrastructure. One area of concern is its price competitiveness, which has eroded as seen in increasing hotel prices and taxation.

Singapore is followed in the regional rankings by **Australia,** which improves by two places and is now at 11th position overall. Australia's T&T competitiveness continues to be characterized by a number of clear strengths, including its rich natural resources and the highest number of World Heritage natural sites in the world, benefiting from diverse fauna and a comparatively pristine natural environment. Given the importance of the environment for much of its leisure tourism, it is notable that the stringency and enforcement of its environmental regulations are well assessed. And given the country's distance from other continents and the related importance of domestic air travel to overcome the large distances between major sites, its competitiveness is also buttressed by excellent air transport infrastructure (ranked 4th) as well as good general tourism infrastructure (ranked 20th). Australia also sees some improvements in the policy rules and regulations affecting the sector, especially its increased

Table 4: The Travel & Tourism Competitiveness Index 2013: Asia Pacific

				SUBINDEXES					
	OVERALL INDEX			T&T regulatory framework		Business environment and infrastructure		T&T human, cultural, and natural resources	
Country/Economy	Regional rank	Overall rank	Score	Rank	Score	Rank	Score	Rank	Score
Singapore	1	10	5.23	6	5.74	4	5.31	25	4.64
Australia	2	11	5.17	23	5.32	25	4.81	4	5.39
New Zealand	3	12	5.17	4	5.75	12	5.06	22	4.69
Japan	4	14	5.13	24	5.31	24	4.86	10	5.22
Hong Kong SAR	5	15	5.11	19	5.43	3	5.32	29	4.59
Korea, Rep.	6	25	4.91	38	5.02	17	4.98	20	4.74
Taiwan, China	7	33	4.71	29	5.19	34	4.63	44	4.29
Malaysia	8	34	4.70	55	4.82	41	4.36	17	4.93
Thailand	9	43	4.47	76	4.47	44	4.25	23	4.68
China	10	45	4.45	71	4.50	63	3.77	13	5.09
India	11	65	4.11	110	3.92	67	3.69	21	4.72
Indonesia	12	70	4.03	95	4.18	84	3.36	31	4.56
Brunei Darussalam	13	72	4.01	94	4.18	57	3.94	67	3.91
Sri Lanka	14	74	3.99	61	4.68	86	3.35	66	3.93
Azerbaijan	15	78	3.97	46	4.94	87	3.34	96	3.63
Vietnam	16	80	3.95	88	4.30	94	3.26	43	4.30
Philippines	17	82	3.93	70	4.51	89	3.33	64	3.95
Kazakhstan	18	88	3.82	62	4.66	79	3.48	119	3.30
Mongolia	19	99	3.63	91	4.25	107	2.96	90	3.69
Cambodia	20	106	3.56	105	4.06	112	2.86	78	3.77
Kyrgyz Republic	21	111	3.45	93	4.23	131	2.61	103	3.51
Nepal	22	112	3.42	100	4.14	128	2.64	105	3.48
Tajikistan	23	114	3.41	90	4.28	123	2.69	122	3.26
Pakistan	24	122	3.25	131	3.38	104	2.99	116	3.38
Bangladesh	25	123	3.24	124	3.56	109	2.91	124	3.24

openness in bilateral Air Service Agreements. In terms of visa requirements, Australia has one of the most advanced visa policies in the world (especially with respect to the electronic visa process) at a time when a number of other countries are moving in the opposite direction.

New Zealand ranks 3rd in the region and 12th overall, an improvement of seven positions, one of the most significant in the region. The country continues to benefit from its rich natural resources, with a number of World Heritage natural sites (ranked 18th) and a pristine natural environment (ranked 3rd), protected by strong and well-enforced environmental legislation. The country's policy rules and regulations are highly conducive to the development of the sector (ranked 2nd), with very transparent policymaking and among the least time and lowest cost required to start a business in the world. The country also benefits from high-quality human resources (ranked 13th) and a very safe and secure environment overall (9th). Although New Zealand's ground transport network remains somewhat underdeveloped given its advanced stage of development, its air transport infrastructure gets excellent marks (ranked 12th) and its ICT infrastructure is quite good by international standards. The most relevant improvement in New Zealand's performance in this edition is registered in its tourism infrastructure, driven especially by a rise in the number of available hotel rooms.

Japan is ranked 4th regionally and 14th out of all the economies in the TTCI, up eight places since the last assessment. This achievement is especially impressive against the backdrop of the 2011 tsunami and related nuclear disaster. Japan's T&T sector resilience can be ascribed to its rich cultural resources (ranked 11th), with its 32 World Heritage cultural sites, the many international fairs and exhibitions hosted by the country, and its rich creative industries. Its ground transport infrastructure is among the best in the world (ranked 7th), especially its railroads, and Japan continues to lead in the area of education and training (ranked 13th). Moreover, it has continued to develop its already strong ICT infrastructure and now ranks 7th in this area. In addition, Japan's extremely customer oriented culture (1st) is an important strength for the T&T industry. On the other hand, the country continues to be an expensive destination, ranking 130th in the price competitiveness pillar.

Hong Kong SAR is ranked 15th. Its transport infrastructure is among the most developed in the world, with the best ground transport infrastructure and air transport infrastructure that ranks 6th. Further, the economy's ICT infrastructure ranks 2nd worldwide, demonstrating an important support for an industry that depends so much on ICTs. Additionally, Hong Kong benefits from strong safety and security (3rd) as well as a conducive business environment, coming in 3rd in the policy rules and regulations pillar. It also receives relatively good marks for cultural resources, with many international fairs and exhibitions and strong creative industries. However, Hong Kong trails other advanced economies in the region for its lack of emphasis on environmental sustainability, where it ranks a low 118th.

Korea, Rep. is ranked 25th, just ahead of Taiwan and Malaysia in the regional rankings and improving by seven places. Korea's strengths lie in its excellent ground transport and ICT infrastructure (ranked 16th and 1st, respectively) and its rich cultural resources (ranked 10th). Its rise in the overall rankings is driven by improvements in almost all the pillars, with a measurable increase in the prioritization and affinity for Travel & Tourism, thanks to increased marketing and branding efforts, and a high degree of customer orientation (9th). On a less positive note, Korea remains a relative costly destination (ranked 96th for price competitiveness) and, despite much discussion in public discourse, the tourism sector is not being developed in a sufficiently sustainable way (69th), although there are improvements since the last assessment.

Malaysia is ranked 8th regionally and 34th overall, up one position since the 2011 -*Report.* Malaysia benefits from its rich natural resources (ranked 18th) and its cultural resources (ranked 31st). The country also benefits from excellent price competitiveness (ranked 5th), with comparatively low fuel prices, low ticket taxes and airport charges, competitive hotel prices, and a favorable tax regime. Malaysia's policy environment is assessed as very conducive to the development of the sector (ranked 9th), an area that has improved since the last assessment, and the country is characterized by a strong affinity for Travel & Tourism more generally (ranked 16th). However, health and hygiene indicators trail those of many other countries in the region, with, in particular, a low physician density and few hospital beds available. Further, environmental sustainability remains an area for improvement, with high emission levels and several threatened species, although business leaders feel that efforts are being made in this area.

Thailand is ranked 9th in the region and 43rd overall. The country declines by only two places since the last edition, demonstrating some resilience to the natural disasters and political unrest with which the country has been grappling. Thailand is endowed with rich natural resources and a strong affinity for Travel & Tourism (ranked and 23rd and 18th, respectively), with a very friendly attitude of the population toward tourists (ranked 13th). This is buttressed by the government's strong prioritization of the sector, with good destination-marketing campaigns (11th) and relative price competitiveness (25th). However, some weaknesses remain: despite the prioritization of the sector by the government, some aspects of the regulatory environment—such as the protection of property rights and the long time required for starting a business—are not particularly conducive to developing the sector (ranked 77th). In addition, given the importance of the natural environment for the country's tourism, environmental sustainability should be a greater priority (ranked 99th on this indicator).

China is ranked 10th regionally, losing six places and falling to 45th overall this year. China continues to build on some clear strengths: it comes in 5th for its natural resources, with many World Heritage natural sites and fauna that are among the richest in the world. It places 15th for its cultural resources, with several World Heritage cultural sites, many international fairs and exhibitions, and creative industries that are unsurpassed. Moreover, the country continues to develop its infrastructure, with improvements in air transport (35th) and ground transport (51st). However, some weaknesses pull the country's ranking down. China's policy environment is not highly conducive to the T&T sector's development (ranked 86th). Furthermore, there are increasing concerns related to the sustainable development of the sector (109th). China's tourism infrastructure remains underdeveloped (ranked 101th), with few international-quality standard hotel rooms available and few ATMs, and the country receives a poor assessment for its general affinity for Travel & Tourism, where it ranks 129th. Finally, although the country continues to benefit from relative price competitiveness (ranked 37th), this advantage has started to weaken under the weight of increasing inflation in several areas, as demonstrated by higher hotel prices and weakening purchasing power.

India is ranked 11th in the region and 65th overall, gaining three places since the last edition. As with China, India is well assessed for its natural resources (ranked 9th) and cultural resources (24th), with many natural and cultural World Heritage sites, rich fauna, many fairs and exhibitions, and strong creative industries. India also has quite good air transport (ranked 39th), particularly given the country's stage of development, and reasonable ground transport infrastructure (ranked 42nd), although the quality of roads (85th) and of ports (79th) require further improvement. In addition, India remains a relatively price competitive destination (20th), even in the regional context. However, some aspects of its tourism infrastructure remain somewhat underdeveloped (ranked 95th), with very few hotel rooms per capita by international comparison and low ATM penetration. ICT infrastructure also remains somewhat underdeveloped and underexploited (111th). Another area of concern is the policy environment, which is ranked 125th because of the long time and high cost required to start a business, a restrictive visa policy (132nd), and low level of commitment in GATS agreements for tourism services (114th). Other areas requiring attention are health and hygiene standards (109th) and the country's human resources base (96th).

Indonesia is ranked 12th in the region, right behind India the regional rankings and 70th overall, up four places since the last edition. In terms of strengths, Indonesia places 6th for its excellent natural resources, with several World Heritage natural sites and the richness of its fauna as measured by the known species in the country. Indonesia also has rich cultural resources (ranked 38th), with 10 World Heritage cultural sites, a number of international fairs and exhibitions held in the country, and strong creative industries. Further, the country is ranked 9th overall on price competitiveness in the T&T industry because of its competitive hotel prices (ranked 21st), low ticket taxes and airport charges, and favorable fuel prices. In addition, it is ranked 19th for its national prioritization of Travel & Tourism. However, these strengths are held back by underdeveloped infrastructure in the country, especially ground transport (87th), tourism infrastructure (113th), and ICT infrastructure (87th); together these represent significant investment opportunities in the country. There are also some concerns related to safety and security, particularly the business costs of crime and potential terrorism. In addition, Indonesia is not ensuring the environmentally sustainable development of the tourism sector (ranked 125th), an area of particular concern given the sector's dependence on the quality of the natural environment.

The Philippines is the most improved country in the region, ranking 16th regionally and 82nd overall, up 12 places since the last edition. Among the country's comparative strengths are its natural resources (44th), its price competitiveness (24th), and a very strong—and improving—prioritization of the Travel & Tourism industry (this indicator ranks 15th, as government spending on the sector as a percentage of GDP is now 1st in the world, and tourism marketing and branding campaigns are seen to be increasingly effective). In addition, the country has been ensuring that several aspects of its policy rules and regulations regime are conducive to the development of the T&T sector. Among these are better protection of property rights, more openness toward foreign investments, and few visa requirements for foreign visitors (ranked 7th). However, other areas—such as the difficulty of starting a business in the country, in both cost and length of the process (ranked 94th and 117th, respectively)—remain a challenge. Moreover, safety and security concerns (ranked 103rd); inadequate health and hygiene (94th); and underdeveloped ground transport, tourism, and ICT infrastructure are all holding back the potential of the economy's T&T competitiveness.

The Middle East and North Africa

Table 5 shows the regional rankings for the Middle East and North Africa region. As the table shows, the **United Arab Emirates (UAE)** continues to lead the region at 28th overall, up two places since the last assessment. Although the UAE is not endowed with rich natural resources, it has built a cultural resource base, attracting both leisure and business travelers, with several and growing international fairs and exhibitions and increasingly diverse creative industries. In addition, the country is characterized by a strong affinity for Travel & Tourism (24th). Perhaps the most important competitive advantage of UAE T&T competitiveness relates to its world-class international hubs for global air travel. Further, the country has carried out effective marketing and branding campaigns (1st) and has embraced policy rules and regulations that are conducive to the development of the sector (13th). In particular, the country is open to foreign investments (14th) and has a liberal visa regime (33rd). Environmental sustainability, although improving somewhat compared with past years, continues to be an area of some concern (ranked 91st). Hotel prices are also somewhat high by international standards (101st).

Qatar is ranked 2nd in the region and 41st overall, up one place since the last assessment. Qatar benefits from a safe and secure environment (ranked 21st), good ICT and tourism infrastructures (32nd and 37th, respectively), and excellent air transport infrastructure (23rd), in line with its role as an air transportation hub. The ease of hiring foreign labor (4th), increasing enrollment rates, and the quality of its education drive the ability of the country to find high-quality human resources (ranked 7th) inside and outside the country. Qatar also has a high degree of customer orientation (5th). In order to further enhance the country's T&T competitiveness, Qatar should continue to improve its focus on environmental sustainability (59th) and ensure that it does not lose sight of the importance of the sector for its development—at a rank of 80 in this edition, the prioritization of the sector is somewhat lower than in past years.

Israel is ranked 3rd in the region, dropping seven places to 53rd overall. Israel benefits from its cultural attributes, including a number of World Heritage cultural sites. The country's human resources base is also well evaluated (31st), providing healthy and well-trained people to work in the T&T sector. Further, its ICT infrastructure is quite well developed (27th), while its health and hygiene gets a good mark (26th), especially in a regional context. On a less positive note, some aspects of safety and security continue to erode at the country's T&T competitiveness: these are primarily related to concerns about terrorism (Israel ranks 124th on this indicator, somewhat lower than in the last edition). However, the decline in rank since the last

Table 5: The Travel & Tourism Competitiveness Index 2013: The Middle East and North Africa

				SUBINDEXES					
	OVERALL INDEX			T&T regulatory framework		Business environment and infrastructure		T&T human, cultural, and natural resources	
Country/Economy	Regional rank	Overall rank	Score	Rank	Score	Rank	Score	Rank	Score
United Arab Emirates	1	28	4.86	45	4.95	9	5.14	35	4.51
Qatar	2	41	4.49	48	4.93	31	4.70	75	3.85
Israel	3	53	4.34	36	5.07	51	4.08	71	3.86
Bahrain	4	55	4.30	77	4.46	32	4.69	83	3.74
Oman	5	57	4.29	56	4.81	47	4.20	76	3.84
Jordan	6	60	4.18	37	5.05	69	3.63	72	3.86
Saudi Arabia	7	62	4.17	87	4.32	38	4.43	80	3.76
Lebanon	8	69	4.04	73	4.50	65	3.74	70	3.87
Morocco	9	71	4.03	68	4.59	73	3.60	68	3.89
Egypt	10	85	3.88	86	4.35	77	3.56	84	3.74
Iran, Islamic Rep.	11	98	3.64	112	3.90	96	3.18	74	3.85
Kuwait	12	101	3.61	114	3.81	62	3.89	131	3.14
Algeria	13	132	3.07	134	3.30	126	2.66	123	3.25
Yemen	14	133	2.96	140	2.82	110	2.89	128	3.18
Mauritania	15	134	2.91	137	3.07	133	2.60	132	3.07

assessment can also be attributed to diminished price competitiveness (ranked 133rd), the result of increasing fuel prices, hotel prices, ticket taxes, and airport charges and the perception that general taxation has become more distortionary.

Bahrain is ranked 4th in the region and 55th overall, down 15 positions since the last assessment. The country maintains a number of clear strengths: good transport infrastructure, particularly ground transport infrastructure (ranked 11th); high-quality human resources in the country (26th); and strong price competitiveness (7th). However, Bahrain is seeing a weakening in the assessment of its tourism infrastructure (66th), while health and hygiene standards (89th) and ICT infrastructure (47th) struggle to keep up with rapid population growth. Also its limited natural resources (129th) and environmental sustainability (103rd) do not help the country to attract tourists.

Sub-Saharan Africa

Table 6 shows the results for the sub-Saharan region which sees **the Seychelles** entering the rankings for the first time at the top of the region, and 38th overall. The importance of Travel & Tourism for the country's economy is reflected in its top ranking for the prioritization of the industry, with the 2nd highest T&T expenditure–to-GDP ratio in the world and effective marketing and branding campaigns. These efforts are reinforced by a strong national affinity for Travel & Tourism (5th); good tourism infrastructure, especially in terms of available hotel rooms (6th); and good ground and air transport infrastructures, particularly by regional standards (31st and 27th, respectively). These positive attributes somewhat make up for its relative lack of price competitiveness (120th). Although the natural environment is now assessed as being in good condition, efforts to develop the industry in a sustainable way could be reinforced, for example by increasing marine and terrestrial protection, which would help to protect the many threatened species in the country (132nd).

Mauritius loses its number one spot in the regional rankings, overtaken by the entry of the Seychelles this year, and is ranked 58th overall. The prioritization of the industry remains high (3rd), together with a strong national affinity for Travel & Tourism (6th). The country's tourism and ground infrastructure are well developed by regional standards (48th and 37th, respectively), and its policy environment is supportive of the development of the sector (ranked 28th). Mauritius also benefits from high marks for safety and security (36th). However, the country has seen its price competitiveness decline significantly (ranked 75th, down from 18th in the last assessment)—primarily the result of increasing hotel and fuel prices and high ticket taxes and airport charges. Additionally, in terms of challenges, the country's environmental sustainability has received a weakened assessment, of particular concern given the importance of the natural environment for the country's leisure tourism.

South Africa is ranked 3rd in the region and 64th overall, gaining two places since the last edition. South Africa comes in high at 17th place for its natural resources and 58th for its cultural resources, based on its many World Heritage sites, its rich fauna, its creative industries, and the many international fairs and exhibitions held in the country. Infrastructure in South Africa is also well developed for the region, with air transport infrastructure ranked 43rd and a particularly good assessment of railroad quality (46th) and road

Table 6: The Travel & Tourism Competitiveness Index 2013: Sub-Saharan Africa

				SUBINDEXES					
	OVERALL INDEX			T&T regulatory framework		Business environment and infrastructure		T&T human, cultural, and natural resources	
Country/Economy	Regional rank	Overall rank	Score	Rank	Score	Rank	Score	Rank	Score
Seychelles	1	38	4.51	47	4.94	42	4.35	48	4.26
Mauritius	2	58	4.28	32	5.16	55	4.04	93	3.65
South Africa	3	64	4.13	81	4.44	59	3.93	57	4.03
Cape Verde	4	87	3.87	79	4.45	66	3.72	107	3.45
Namibia	5	91	3.77	89	4.30	70	3.62	115	3.38
Gambia, The	6	92	3.73	72	4.50	93	3.27	111	3.43
Botswana	7	94	3.71	84	4.38	91	3.31	112	3.43
Kenya	8	96	3.66	108	3.98	105	2.98	60	4.01
Rwanda	9	105	3.56	78	4.46	117	2.74	104	3.49
Senegal	10	107	3.49	111	3.91	113	2.84	88	3.71
Zambia	11	108	3.46	102	4.11	122	2.69	98	3.60
Tanzania	12	109	3.46	118	3.67	125	2.68	59	4.02
Uganda	13	116	3.39	116	3.71	121	2.70	79	3.76
Ghana	14	117	3.38	113	3.86	108	2.94	117	3.35
Zimbabwe	15	118	3.33	117	3.67	116	2.76	101	3.56
Swaziland	16	119	3.31	107	4.02	106	2.96	135	2.94
Ethiopia	17	120	3.29	122	3.60	127	2.65	97	3.61
Cameroon	18	121	3.27	123	3.58	124	2.68	102	3.56
Malawi	19	124	3.22	115	3.77	135	2.48	113	3.43
Mozambique	20	125	3.17	121	3.64	120	2.72	130	3.15
Côte d'Ivoire	21	126	3.15	133	3.31	118	2.73	114	3.41
Nigeria	22	127	3.14	135	3.26	114	2.83	118	3.33
Burkina Faso	23	128	3.12	120	3.64	134	2.55	129	3.16
Mali	24	129	3.11	128	3.45	129	2.61	121	3.28
Benin	25	130	3.09	127	3.46	130	2.61	126	3.20
Madagascar	26	131	3.09	132	3.33	119	2.73	127	3.20
Lesotho	27	135	2.89	126	3.46	132	2.60	139	2.62
Guinea	28	136	2.88	136	3.24	137	2.38	134	3.03
Sierra Leone	29	137	2.87	129	3.43	138	2.36	137	2.81
Burundi	30	138	2.82	130	3.40	139	2.33	138	2.73
Chad	31	139	2.61	139	2.90	140	2.11	136	2.82

quality (42nd). Overall, policy rules and regulations are conducive to the sector's development (ranked 29th); this is an area where the country has improved steadily over the past few assessments, with well-protected property rights and few visa requirements for visitors. Indeed, tourism continues to be one of the five priority sectors in the country's growth plan, and the government has reviewed tourism legislation in an effort to streamline it further. However, there are also some areas of weakness that have brought down the country's overall ranking. Safety and security remains quite worrisome (ranked 117th), as does the level of health and hygiene (87th)—the result of low physician density and concerns about access to improved sanitation. Related to this, human resources are also negatively affected by the poor health of much of the workforce, with a low life expectancy (129th, at 52 years) driven by high rates of communicable diseases such as HIV (137th). Improving the health of the workforce is of urgent concern for the future of the T&T sector, as well as for all other sectors in the economy. Additionally, this year South Africa has experienced an increase in fuel prices (77th) and ticket taxes and airport charges (105th), which have diminished its price competitiveness.

Namibia reaches 5th place the regional rankings, coming in at 91st overall. The country benefits from its rich natural resources, with rich fauna and a pristine natural environment. Indeed, environmental sustainability is prioritized to some extent in the country (ranked 36th), which is critical given the importance of the quality of the environment for Namibia's tourism. In addition, ground transport infrastructure is somewhat developed by regional standards (60th). In order to further develop the sector, a more conducive policy environment will be important. For example, despite efforts in recent years, it remains costly and time consuming to start a business. Health and hygiene is also not up to international standards (106th): the country has few doctors and insufficient access to improved sanitation and drinking water. More generally, improving the country's human resources base (130th) through better education and training and more conducive labor laws will be critical.

Botswana is ranked 7th in the region and 94th overall, down three places since the last edition of the Index. The country, known for its beautiful natural parks, is ranked 39th out of all countries for its natural resources, with much nationally protected land area, rich fauna, and limited environmental damage. The country also benefits from excellent price competitiveness, where it is ranked 12th because of low ticket taxes and airport charges and a favorable tax regime. In addition, some aspects of the policy environment are supportive of the sector's development, including well-protected property rights and few visa restrictions. However, Botswana does face some challenges that lead to its rather low ranking overall. The country's bilateral Air Service Agreements are not rewarded as open (120th), and much time is still required to start a new business (61 days, placing the country 131st). Further, Botswana's transport and ICT infrastructures are somewhat underdeveloped, as is its tourism infrastructure, with a low hotel room concentration, a limited presence of international car rental companies, and relatively few ATMs. Despite slight improvements, some concerns remain in the area of health and hygiene (97th), attributable to a low physician density, limited hospital beds, and insufficient access to improved sanitation. Associated with this, Botswana's greatest comparative weakness is the health of the workforce.

Kenya, a country long famous for its tourism attributes, is ranked 8th regionally and 96th overall, rising seven places since the last assessment. Kenya is ranked 14th for its natural resources, with its three World Heritage natural sites and its rich diversity of fauna. Tourism is a recognized priority within the country (ranked 23rd on this pillar), with high government spending on the sector and effective destination-marketing campaigns. In addition, a strong focus on environmental sustainability results in a rank of 21st, which is particularly important for Kenya given the sector's dependence on the natural environment. This focus seems to be bearing fruit and contributes to the overall improvement of Kenya in the rankings. On the downside, the policy environment presents a mixed picture and is not sufficiently conducive to the development of the sector (ranked 95th). Although openness in terms of visa requirements and bilateral Air Service Agreements has improved significantly, property rights are insufficiently protected, and much time and high costs are still required to start a business. In addition, infrastructure remains underdeveloped and health and hygiene levels require improvement, as does the human resources base (106th). Finally, the security situation in the country remains a significant hindrance to further developing the sector (ranked 135th).

Tanzania ranks 12th in the region and 109th overall, moving up one place since the last assessment. Tanzania's biggest attraction for tourists remains its outstanding endowment in natural resources (4th), with several World Heritage natural sites, rich fauna, and much protected land area. This is buttressed by some focus in the country on environmental sustainability (ranked 45th). However, protecting the country's rich fauna remains challenging, as demonstrated by the low rank (110th) for the percentage of threatened species in the country. Tanzania's policy environment has improved significantly in terms of the openness of the country's bilateral Air Service Agreements and visa requirements. Nonetheless, further efforts are required in the area by better protecting property rights (103th) and lowering the costs and time required to start a business. The other main issues of concern are insufficient safety and security (120th) and infrastructure that requires significant upgrading. Another area Tanzania should focus on must be improving the human resources base (116th), especially the improving health of the workforce and upgrading the educational system.

Exploring issues of T&T competitiveness

The Travel & Tourism Competitiveness Report not only provides a snapshot of the T&T competitiveness of the 140 economies assessed by the TTCI, it also complements this analysis with insightful contributions from T&T industry experts on specific relevant challenges and issues the industry is confronting today.

In their chapter "How to Succeed as a Tourism Destination in a Volatile World," Jürgen Ringbeck and Timm Pietsch of Booz & Company analyze which capabilities policymakers need to strengthen or develop in order to ensure the long-term stability of their tourism economies. In recent years, the environment in which countries compete for international visitors has become increasingly challenging. Economic shocks, political instability, and natural disasters have significantly affected tourism in many countries that previously experienced strong growth in their tourism economy. Less visibly but equally potent, long-term change drivers in regional tourism demand, travel distribution, and demographic drifts have accelerated and started to make a real impact on the global tourism landscape. Together, these factors require policymakers to rethink their tourism development agenda to date and focus on capabilities best suited to leverage increased volatility to create sustainable advantage.

By comparing the results of the Travel & Tourism Competitiveness Index with a measure reflecting stable and dynamic international visitor growth, the authors identify a set of qualifying capabilities and true differentiators that have had a positive impact on tourism growth in recent years for both developing and established-destination countries. Accordingly, the authors provide recommendations for action areas in which tourism policymakers need to do better in order to succeed in a more volatile world.

In their chapter entitled "Visa Facilitation: Stimulating Economic Growth and Development through Tourism," Dirk Glaesser and John Kester from the UNWTO discuss the importance of visa facilitation to fully reap the benefits international tourism can bring to an economy. Building on the joint research that the UNWTO and WTTC presented to the 4th T20 Ministers Meeting in May 2012, they find that improving visa facilitation could generate an additional US$206 billion in tourism receipts and create as many as 5.1 million new jobs by 2015 in the G-20 economies. Their in-depth analysis of the policies adopted by countries shows that notable progress toward visa facilitation has been made over recent years. While at the beginning of 2008, destinations requested an average 77 percent of the world's population to apply for a traditional visa prior to departure, this percentage had declined to 63 percent by 2012.

However, a large variety of visa policies is in place: on one hand, some 18 percent of the world's population was able to enter a destination without a visa, and another 17 percent was able to receive a visa on arrival. On the other hand, destinations around the world still require, on average, two-thirds of the world's population to obtain a visa prior to departure.

Despite the progress made, the authors identify some areas of opportunity for visa facilitation going forward. These opportunities include improving the delivery of information on entry formalities and procedures; facilitating the way visa requests for temporary visitors are processed; differentiating the process for certain types of visitors, especially temporary visitors visiting for tourism purpose; instituting electronic visa (eVisa) programs; and establishing regional agreements.

In "The Economic Benefits of Aviation and Performance in the Travel & Tourism Competitiveness Index," Julie Perovic of IATA presents the findings of work conducted in partnership with Oxford Economics to estimate the benefits of aviation on the economies of over 80 countries around the world. The analysis leverages the traditional economic footprint of the industry (measured by aviation's contribution to GDP, jobs, and tax revenues generated by the sector and its supply chain), and makes one of the first attempts to estimate the sector's connectivity benefits. The author finds that the aviation sector, by providing connectivity, has an extremely relevant direct and wider impact on jobs and GDP globally, contributing over 22 million jobs and US$1.4 trillion in GDP. Moreover, the aviation sector contributes to other industries as well, by facilitating their growth and supporting their operations. With a majority of international tourists depending on air transport, the aviation industry supports 34.5 million jobs within tourism globally, contributing around US$762 billion a year to world GDP.

Yet the benefits go beyond this economic footprint of aviation. The author finds that the global connectivity that air transport facilitates has positive impacts that enhance overall productivity and economic growth in the long run. Given the increase in global connectivity from air transport over recent decades, Oxford Economics estimates this benefit is valued at over US$200 billion of global GDP. Exploring potential relationships between the results of the Oxford Economics studies on the benefits of aviation and the TTCI, the author finds some interesting links. In particular, she finds a significant positive relationship between the 5th pillar of the Index, prioritization of Travel &Tourism, and the air transport connectivity measure relative to GDP. This suggests that making Travel & Tourism a government priority can enable development of global connectivity through aviation, which in turn enhances the overall level of productivity and living standards in the long run.

In "Travel & Tourism as a Driver of Employment Growth," Rochelle Turner of WTTC and Zachary Sears of Oxford Economics present recent findings related to job creation in Travel & Tourism. Using proprietary data for 20 countries, including both emerging and advanced economies, they find that Travel & Tourism is one of the most important industries in terms of absolute size of employment and economic output.

The authors describe how industry employs more than 98 million people directly, representing over 3 percent of overall global employment. When indirect and induced impacts are included, they calculate that the industry contributes to around one in every eleven jobs worldwide.

They also describe how the industry can drive domestic investment and attract foreign direct investment, with positive outcomes for employment creation, income generation, and additional quality-of-life benefits for local residents. On a comparative scale, the authors explain that Travel & Tourism makes a larger economic contribution to the global economy than some notable high-profile sectors, making it an important industry to support economic development.

Finally, they benchmark the sector against selected sectors for all regions of the world—many of which have recently benefitted from overt and well-publicized government support—such as mining; education; chemicals manufacturing, including drugs and medicines; automotive manufacturing; communications and telecommunications; and financial services. Their analysis indicates that, across every region of the world, the share of world employment in Travel & Tourism is greater than that for the automotive manufacturing and chemicals manufacturing industries combined. Furthermore, the industry is estimated to have a relatively more positive outlook in terms of job growth than the forecast for total jobs in the global economy, meriting serious attention from policymakers.

In their chapter "Competitiveness, Jobs, and Green Growth: A "Glocal" Model," Geoffrey Lipman of

Greenearth.travel and Victoria University Melbourne, with Terry Delacy and Paul Whitelaw of Victoria University Melbourne, present the conceptual and operational research led by the Victoria University Centre for Tourism and Services Research to create a system where destinations can identify optimum green growth development scenarios for Travel & Tourism, to sustainably build wealth and create jobs. The authors present a conceptual global framework for green growth and travelism and show how adjusting it to the local level allowed for a major strategic visioning effort (conducted in Bali Indonesia in 2012), which has resulted in the Green Growth 2050 Roadmap.

The authors also present some of the tools used to support the process (for example, the coordinated resident and visitor survey model), while implementing Green Economy Tourism System (GETS) models to take advantage of the large datasets available to sustain better decision support systems. They conclude with a description of their ongoing work, which is aimed at creating a methodology to quantify the socioeconomic impact of new investments in the T&T sector with a particular emphasis on job creation.

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Part 1

Selected Issues of T&T Competitiveness

CHAPTER 1.1

The Travel & Tourism Competitiveness Index 2013: Contributing to National Growth and Employment

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Two years after the last edition of *The Travel & Tourism Competitiveness Report,* the world economy remains somewhat fragile. Growth in emerging markets is returning tentatively, but rising inequalities, macroeconomic concerns, and high unemployment—particularly among the young—continues to afflict many advanced economies.

Despite the mixed global economic picture, prospects for the Travel & Tourism (T&T) industry are not entirely gloomy. According to the World Tourism Organization (UNWTO), international tourist arrivals grew by 4 percent between January and August 2012 compared with the same period in 2011, and total expenditure on tourism has also increased. Although most of the increase in spending was from travelers from developing countries such as Brazil, China, and Indonesia, advanced-economy travelers—even those from economies where the economic outlook appears more pessimistic—increased their spending. Even amid shrinking household and business budgets, spending on travel is continuing, although the structure is changing. While the frequency, distance, and length of international trips tend to be shorter, the number of international travelers has increased—perhaps indicating that travel is increasingly seen as necessity rather than a luxury.

Travel & Tourism remains a critical sector for development and economic growth for advanced and developing economies alike. Developing a strong T&T sector supports job creation, raises national income, and also benefits the general competitiveness of economies through improvements in hard and soft infrastructure (as highlighted by Global Agenda Issue Survey; see Box 1).

Additionally, the industry is adapting to the changing international context and showing progress on multiple fronts. Some of the most important advances are in elements that affect aviation (see Box 2).

Given the importance of the T&T industry for economic development, seven years ago the World Economic Forum, with its Industry and Data Partners, embarked on a multi-year effort with industry experts to analyze the factors and policies that make it attractive to develop the T&T industry in different countries. The result of this effort is the *Travel & Tourism Competitiveness Report* series, with, at its heart, the Travel & Tourism Competitiveness Index (TTCI).

Through detailed analysis of each pillar and subpillar of the Index, businesses and governments can better understand the particular challenges to the sector's growth and then formulate appropriate policies and actions to tackle weaknesses.

This *Report* aims to serve two purposes. First, by providing a cross-country analysis of the drivers of T&T competitiveness, we intend to provide the industry with useful comparative information and an important benchmarking tool for making decisions related to business and industry development. Second, the

Box 1: Priority issues for Travel & Tourism: Perspectives from the Global Agenda Issue Survey

We live in a highly complex, interdependent, and interconnected era. Companies are increasingly confronted by major adaptive challenges as well as profound transformational opportunities. To be successful in this new context requires organizations in every sector of society to master strategic agility and build resilience to risk. Indeed, Resilient Dynamism was the theme of the World Economic Forum's 2013 Annual Meeting, where discussions centered on how best to facilitate global, regional, and industry transformations to cope most effectively with today's complexity.

Each year, in an effort to better understand what is on the minds of the world's leaders, the World Economic Forum carries out a survey of experts from business, government, academia, and civil society. Their responses shape our agenda, initiatives, and activities, including the program of the Annual Meeting in Davos. In July 2012, the most recent Global Agenda Issue Survey was sent to nearly 2,800 individuals in business and non-business sectors; it generated more than 800 responses from chief executive officers and senior executives and government, academic, and civil society leaders.

The most critical issues identified through the survey include major systemic financial failure, chronic fiscal imbalances, severe income disparities, and persistent structural unemployment. These results are perhaps not surprising, given recent global geopolitical and economic difficulties.

In addition, a deep dive into the results from business-sector respondents alone showed differences of perception between respondents from various industry sectors. Although some commonalities do exist (e.g., all sectors are highly concerned about chronic fiscal imbalances and major systemic financial failure), the survey revealed some important differences.

For example, one issue that is perceived as more critical for the mobility industries than for others is the presence of constraints in critical infrastructure. Respondents from the sector were also particularly concerned about the ease of movement of goods across borders and disruptions in supply chains, issues that they are eager to address as an industry.

More specifically, the priority issues identified through the survey for the aviation and travel community include:

- rising protectionism,
- consolidation and liberalization,
- emerging-market challenges, and
- travel facilitation and eVisa programs.

The survey helped us wto identify issues that remain high on the global agenda as well as those that are priority themes for the T&T sector. These are areas that the World Economic Forum will continue to explore through *The Travel & Tourism Competitiveness Report,* the Open Borders Initiative, and other related workstreams.

analysis provides an opportunity for the T&T industry to highlight for national policymakers the obstacles to T&T competitiveness that require policy attention, and to enable dialogue between the private and public sectors for improving the environment for developing the T&T industry at the national level. Indeed, since its introduction, the *Report* has become an important component in the toolkits of government ministries around the world.

This year's *Report,* published under the theme "Reducing Barriers to Economic Growth and Job Creation," explores and highlights the relevance of the T&T industry in generating new jobs and fostering economic development. The Forum is committed to publishing this *Report* every two years in an effort to ensure that it continues to provide a leading strategic tool for both business and governments to use in creating blueprints for sustainable and viable T&T development.

THE TRAVEL & TOURISM COMPETITIVENESS INDEX

The TTCI has been developed within the context of the World Economic Forum's Industry Partnership Programme for the Aviation, Travel & Tourism sector. The TTCI aims to measure the *factors and policies that make it attractive to develop the T&T sector in different countries.* The Index was developed in close collaboration with our Strategic Design Partner Booz & Company and our Data Partners 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 a number of key companies that are Industry Partners in the effort, namely Airbus/EADS, BAE Systems, the Bahrain Economic Development Board, Bombardier, Delta, Deutsche Lufthansa/Swiss, Embraer, Etihad Airways, Hilton, Jet Airways, Lockheed Martin, Marriott, Safran, Starwood Hotels & Resorts, and VISA.

The TTCI is based on three broad categories of variables that facilitate or drive T&T competitiveness. These categories are summarized into the three subindexes of the Index: (1) the T&T regulatory framework subindex; (2) the T&T business environment and infrastructure subindex; and (3) the T&T human, cultural, and natural resources subindex. The first subindex captures those elements that are policy related and generally under the purview of the government; the second subindex captures elements of the business environment and the "hard" infrastructure of each economy; and the third subindex captures the "softer" human, cultural, and natural elements of each country's resource endowments.

Each of these three subindexes is composed in turn by a number of pillars of T&T competitiveness, of which there are 14 in all. These are:

1. ***Policy rules and regulations***
2. ***Environmental sustainability***
3. ***Safety and security***
4. ***Health and hygiene***
5. ***Prioritization of Travel & Tourism***
6. ***Air transport infrastructure***
7. ***Ground transport infrastructure***
8. ***Tourism infrastructure***
9. ***ICT infrastructure***
10. ***Price competitiveness in the T&T industry***
11. ***Human resources***
12. ***Affinity for Travel & Tourism***
13. ***Natural resources***
14. ***Cultural resources***

Figure 1 summarizes the structure of the overall Index, showing how the 14 component pillars are allocated within the three subindexes. The figure also shows a notional 15th pillar on climate change. Although we acknowledge its importance for the future of the T&T sector, data constraints and difficulties related to measuring various aspects of this phenomenon prevent us from including the concept in the calculation. It remains our intention to integrate this pillar into the Index in the future as reliable data become available.

Each of the pillars is, in turn, made up of a number of individual variables. The dataset includes both survey data from the World Economic Forum's annual Executive Opinion Survey (the Survey), and quantitative data from publicly available sources, international organizations, and T&T institutions and experts (for example, IATA, the IUCN, the UNWTO, WTTC, the United Nations Conference on Trade and Development [UNCTAD], and the United Nations Educational, Scientific and Cultural Organization [UNESCO]). The Survey is carried out among chief executive officers and top business leaders in all economies covered by our research; these are the people making the investment decisions in their respective economies. The Survey provides unique data on many qualitative institutional and business environment issues, as well as specific issues related to the T&T industry and the quality of the natural environment.

The **policy rules and regulations** pillar captures the extent to which the policy environment is conducive to developing the T&T sector in each country. Governments can have an important impact on the attractiveness of developing this sector, depending on whether the policies that they create and perpetuate support or hinder its development. Sometimes well-intentioned policies can end up creating red tape or obstacles that have the opposite effect from that which was intended. In this pillar we take into account the extent to which foreign ownership and foreign direct investment (FDI) are welcomed and facilitated by the country, how well property rights are protected, the time and cost required for setting up a business, the extent to which visa requirements make it complicated for visitors to enter the country, the openness of the bilateral Air Service Agreements into which the government has entered with other countries, and the commitments made within the international trade regime to opening tourism and travel services under the General Agreement on Trade in Services (GATS).

The importance of the natural environment for providing an attractive location for tourism cannot be overstated, and it is clear that policies and factors enhancing **environmental sustainability** are crucial for ensuring that a country will continue to be an attractive destination going into the future. In this pillar we measure the stringency of the government's environmental regulations in each country as well as the extent to which they are actually enforced. Given the environmental impacts that tourism itself can sometimes bring about, we also take into account the extent to which governments prioritize the sustainable development of the T&T industry in their respective economies. In addition to policy inputs, this pillar includes some of the related environmental outputs, including carbon dioxide emissions and the percentage of endangered species in the country.

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 as well as the incidence of road traffic accidents in the country.

Health and hygiene is also essential for T&T competitiveness. Access to improved drinking water and sanitation within a country is important for the comfort and health of travelers. And 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.

The extent to which the government **prioritizes the T&T sector** also has an important impact on T&T competitiveness. By making clear that Travel & Tourism is a sector of primary concern, and by reflecting this in its budget priorities, the government can channel needed funds to essential development projects for the T&T sector. This can also send a signal of the government's intentions, which can have positive spillover effects such as attracting further private investment into the sector. Prioritization of the sector can be reflected in a variety of other ways as well, such as government efforts to

Box 2: The A to Z of aviation and T&T trends, 2013

The World Economic Forum's Aviation & Travel Community has identified a number of critical trends for the industry:[1]

ALLIANCES The year 2012 has seen its share of alliances, mergers, acquisitions, and strategic investment activities. Notwithstanding the legal and regulatory hurdles, a number of carriers now see a benefit in strategic investments: Etihad has a 29 percent stake in Air Berlin, Air Asia has a 20 percent stake in Malaysian Airlines, Qatar has a 35 percent stake in Cargolux, and Delta has recently acquired 49 percent of Virgin Atlantic. With the US Airways–American Airlines merger creating the world largest airline and mid-tier airlines seeking investment in Europe, this trend should continue in 2013. The same trend is seen in the online travel services industry, with the latest acquisition of Kayak by Priceline.

BARRIERS Structural barriers such as market access, trade, and environmental constraints have been the biggest impediments to the sustained growth of transport and the travel sector. Reform will be necessary to avoid a rise of protectionism that hampers industry growth.

COMPETITIVENESS According to the World Travel & Tourism Council, the Travel & Tourism (T&T) sector currently accounts for 9 percent of GDP—a total of US$6 trillion. It generates 120 million direct jobs and another 125 million indirect jobs—that comes to one in eleven jobs on the planet.[2] With Travel & Tourism being a key sector for many emerging and developed economies, understanding at a political level how to eliminate its structural barriers is essential. Competitiveness in the global manufacturing sector is a crucial issue for aerospace manufacturers because of the increased complexity of issues arising from managing global value chains.

DATA Advances with analytics are identifying "best customers," building loyalty, and improving operations using customer reviews and social media as a management tool. Big Data is also affecting the travel industry in areas that range from online bookings to the traveler's service experience in the hotel.

EMISSIONS The inclusion of international aviation emissions in the European Union's Emission Trading System, which caused political backslash in many countries, has been suspended on the premise that a global framework to regulate aviation emissions will be agreed on at the next International Civil Aviation Organization (ICAO) General Assembly in 2013. Will the ICAO General Assembly be able to deliver a global framework?

FUEL The erratic and now impossibly difficult task of predicting fuel price changes is leading the aviation industry to either look at new business models (e.g., Delta's acquisition of the Phillips 66 refinery in Pennsylvania) to offset possible hikes, or search for a way to kick-start commercial production of alternative fuels plants for flight. Will 2013 see a breakthrough in the commercial production of alternative fuels for aviation?

GDS Global distribution systems are coming under more pressure to innovate, and the International Air Transport Association (IATA) is calling for a standard for a new distribution capability. Multimillion dollar airline product investments cannot break free of product descriptions limited to booking classes such as first class, business class, and economy class and their derivatives. Personalized offers based on availability, customer needs, preferences, or histories are effectively impractical in the current structure.

HEADWINDS An anemic global economy and a weak growth forecast have been the headlines of 2012. It was a terrible year for the euro zone, and the region's instability caused great concern for European carriers as well as Europe's travel and hospitality industry. The looming United States' "fiscal cliff" provided no respite either. The outlook for growth in Europe and the United States in 2013 remains uncertain and low at best. This gloomy point of view will definitely have repercussions on the transport, travel, and hospitality sectors.

INTEGRATION Passengers are demanding a seamless travel experience. Given the technological advances in the different transportation modes, intermodal integration is perceived as a solution to the many transport problems facing modern societies (e.g., rising levels of accidents and emissions and noise from transport), and it plays an important role by enabling better mobility for the traveler. Integration can also help carriers rethink how they can maximize the effectiveness of their networks. Intermodal integration is already on European policymakers' agendas, and new business models tackling this need are emerging.

JOBS According to Oxford Economics, workers who begin their careers in the travel industry have greater access to educational opportunities, enjoy better career progression, and achieve higher wages. Moreover, at a time of high unemployment, especially among youth, the aviation and travel industries remain a resilient vector of growth in many countries that have growing employment figures despite the economic crisis. WTTC is expecting that, by 2022, the T&T industry it will account for 328 million jobs, or one in every eleven jobs on the planet.[3]

KYOTO The Kyoto Protocol was set to expire in 2012. At the same time, international climate diplomacy remains fairly intractable, although discussions are continuing under the UN Framework. The outcomes of the meetings in Doha in December 2012 had a fairly limited impact on environmental regulations and action plans intended to reduce the sector's emissions at both domestic and international levels.

LEISURE Inbound and domestic leisure travel spending generated 76.0 percent of direct T&T GDP in 2011 (US$3,056.9 billion), compared with 24.1 percent for business travel spending (US$968.4 billion). With the new middle class in emerging countries, leisure travel will continue to outgrow business travel, which is already maturing in many emerging countries.

MOBILE From online to mobile, new communication platforms are being used for searching, choosing, and—to a certain degree—booking travel and accommodations in most countries for medium-cost travel. However, will online become the method-of-choice for booking high-end travel where human interface and concierge-like services are still important, and for emerging markets where travel agents still play an important role? Social local mobile applications have become more prevalent in 2012, with companies such as rome2rio and Airbnb. Will these new companies significantly change the business models of travel and stay?

NEXTGEN The budget, delay, and governance issues in implementing next-generation air traffic management systems, such as NextGen in the United States and the Single European Sky in Europe, will continue to occupy the attention of the industry in 2013.

Box 2: The A to Z of aviation and T&T trends, 2013 *(cont'd.)*

OPEN SKIES Government regulation has not kept pace with the commercial realities of operating global airlines. Few highly capital-intensive global industries remain as fragmented as the airline industry. Over the years, the multilateral approach has given way to bilateral deals between countries to open their skies to each other. In 2013, the International Civil Aviation Organization (ICAO) is committed to putting forward an action plan for a global regulatory framework that will address impediments in areas such as air carrier ownership and control, market access, consumer protection, and taxation.

PERSONALIZATION Customer expectations in the aviation and travel industry have never been higher, and they are increasing with the new social and mobile technology at hand. Consumers in the future will want their travel experience to be personalized. Despite technological availability, in order to deliver on this consumer expectation, the travel and hospitality industry will need to address regulatory, infrastructure, and financial constraints and be able to create new business models.

QUAKES Earthquakes and other natural disasters (e.g., plumes of volcanic ash, tsunamis, violent storms such as Superstorm Sandy, and flooding) continue to impact Travel & Tourism. Despite the resilience the industry has learned to build into its operations to manage unexpected events, it will require not only smart regulation to avoid inappropriate responses, but also an update of regulations that hinder timely and effective response and damage the industry.

RESILIENCE The industry is resilient. Year-to-date T&T performance, especially international demand, remains impressively solid against a difficult economic backdrop. However, annual growth is slower now than it was in 2011, and it is evident that this slowdown in growth is continuing across a range of industry indicators.

SLOWDOWN Even though they still account for the bulk of the world travel growth, the increase in travelers from Latin America, the Middle East, and Asia has diminished while the growth of Brazil, China, and India faced a sustained slowdown as the euro zone crisis takes its toll.

TECHNOLOGY Information technology is everywhere— iPads are now used even in cockpits. The ability to stay connected is gaining momentum, and 2012 was no exception. In 2013, companies should consider providing more, faster, and higher-quality connectivity in cabins on planes, boats, and trains, as well as developing new applications that would allow travelers to self-check into hotels, car rentals, and so on.

UP-AND-COMING Low-cost carriers are making a big entry into emerging markets, especially Africa (with Sir Stelios's fastjet). And their role in Latin America is increasingly important, with companies such as GOL Linhas Aereas Inteligentes S.A. allowing more middle-class travel on the continent. New players are found in all industry segments: Google now has a part in global distribution systems, booking and selling tickets for multiple carriers; startups in hospitality (Airbnb, HomeExchange, CouchSurfing) are plentiful. Google's plans to enter the travel reservation space are not news, but new applications—such as Google Glasses, which might allow travelers to visit a cultural site and, through the augmented reality they provide, actually experience what it looked like in the past, thereby obviating the need for tour guides—could prove to be revolutionary for the industry.

VISA Visa facilitation and simplification were the mantras of tourism industry players and were slated for sweeping reforms by President Calderon at the G-20 meeting in Los Cabos. Visa facilitation reforms were initiated by President Obama as a strategic priority for the United States to stimulate economic growth and job creation. The important link between facilitation of travel and the creation of jobs was successfully made in a joint study by the World Travel & Tourism Council (WTTC) and the World Tourism Organization (UNWTO), supported by the Forum's New Models for Travel & Tourism Global Agenda Council. The issue will continue to be a top priority of many nations and regional associations in 2013.

WARS The war on terrorism continues not only at the political level but also at the industrial and societal levels. Travel has become more frustrating and invasive, with long waits at security check points. Cybercrimes, which can present huge security concerns at borders, are the plague of the 21st-century fight against an enemy without a face. New government agencies have been trying to provide responses to un-nameable, and undefinable, threats.

X-FACTOR Uncertainty is the new norm. Risk management techniques have improved so that they always now account for the unknown—the x-factor. New discoveries and emergent phenomena may impact economies, companies, and individuals in unforeseen ways. New information technology has the potential to revolutionize the industry, with innovations ranging from driverless vehicles to complete, virtual, 3D meeting technology—and the industry must be ready.

YOUTH The travel needs of the Millennial Generation differ from those of previous generations. Social and mobile T&T practices will be required to address them. Personalization and affiliation seem to be the characteristics of these new Millennials. For example, the average Millennial can switch among 27 different media in an hour. Evolving business models are likely to emerge as a consequence.

ZERO Zero environmental impact is the long-term goal to which eco-aviation and eco-hospitality aspire. The industry has done much to demonstrate its commitment to a low-carbon economy through the active demonstration of alternative, optimized operations such as retrofitting, recycling, and preserving rainforests and reforestations, but more needs to be done to integrate people into the process. The industry has done a fantastic job in talking to itself. But the public—customers and passengers—still perceives the industry as being a heavy polluter. Integrating passengers and customers as stakeholders in working groups to address this issue should become best practice for the future. If the public understands what they stand to benefit by reducing the environmental impact of Travel & Tourism, political barriers will be easier to remove.

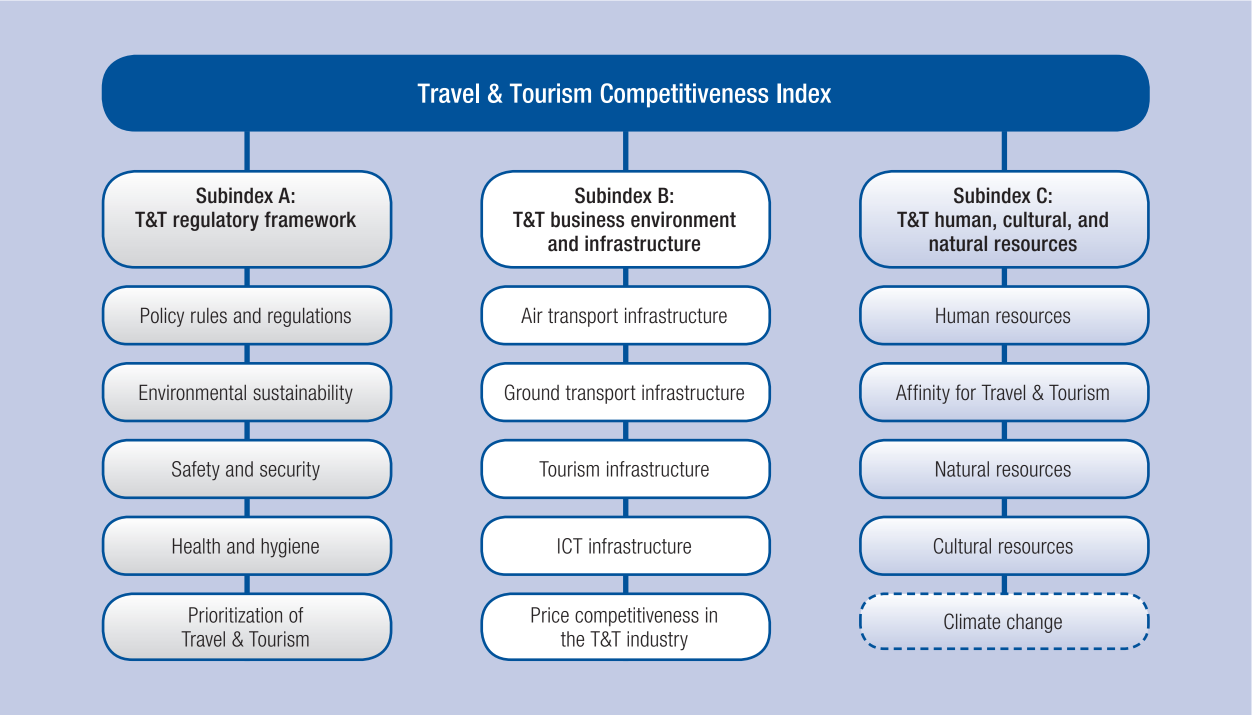
Notes

1 The Aviation & Travel Community comprises selected member companies of the World Economic Forum that are actively involved in pursuing the Forum's mission at the industry level. The Community brings visibility and insight to strategic decision-making on the most important industry- and cross–industry related issues, as well as the opportunity to engage in acts of global corporate citizenship.

2 WTTC 2013.

3 WTTC 2013.

Figure 1: Composition of the three subindexes of the TTCI



collect and make available T&T data on a timely basis and commissioning high-quality destination-marketing campaigns.

Quality **air transport infrastructure** provides ease of access to and from countries, as well as movement to destinations within countries. In this pillar we measure both the *quantity* of air transport, as measured by the available seat kilometers, the number of departures, airport density, and the number of operating airlines, and the *quality* of the air transport infrastructure both for domestic and international flights.

Vital for ease of movement within a country is the extensiveness and quality of its **ground transport infrastructure.** This takes into account the quality of roads, railroads, and ports, as well as the extent to which the national transport network as a whole offers efficient, accessible transportation to key business centers and tourist attractions.

We have also included a pillar that captures a number of aspects of the general **tourism infrastructure** in each country, as distinct from the general transport infrastructure. This takes into account the accommodation infrastructure (the number of hotel rooms) and the presence of major car rental companies in the country, as well as a measure of its financial infrastructure for tourists (the availability of automatic teller machines, or ATMs).

Given the increasing importance of the online environment for the modern T&T industry in planning itineraries and purchasing travel and accommodations, we also capture the quality of the **ICT infrastructure** in each economy. Here we measure ICT penetration rates (Internet, telephone lines, mobile telephony, and broadband), which provide a sense of the access by business and individuals to the online services that are essential for operating in the modern T&T industry. We also include a specific measure of the extent to which the Internet is used by businesses in carrying out transactions with other business and consumers, to get a sense of the extent to which these tools are in fact being used for business (including T&T) transactions in the economy.

The **price competitiveness in the T&T industry** is clearly an important element to take into account, with lower costs increasing the attractiveness of some countries for many travelers. To measure countries' price competitiveness, we take into account factors such as the extent to which goods and services in the country are more or less expensive than elsewhere (purchasing power parity) as well as airfare ticket taxes and airport charges (which can make flight tickets much more expensive), fuel price levels compared with those of other countries, taxation in the country (which can be passed through to travelers), and the relative cost of hotel accommodations.

Quality **human resources** in an economy ensure that the industry has access to the collaborators it needs to develop and grow. This pillar takes into account the health and the education and training levels in each economy, and is made up of two specific subpillars. The **education and training** subpillar measures educational attainment rates (primary and secondary), as well as the overall quality of the educational system in each country, as assessed by the business community.

Besides the formal educational system, we also take into account private-sector involvement in upgrading human resources, including the availability of specialized training services and the extent of staff training by companies in the country. The subpillar measuring the **availability of qualified labor** further takes into account the extent to which hiring and firing is impeded by regulations, and whether labor regulations make it easy or difficult to hire foreign labor. The health of the workforce is also included here, as measured by the overall life expectancy of the country as well as the specific costliness of HIV/AIDS to businesses.

Also included is the **affinity for Travel & Tourism,** which measures the extent to which a country and society are open to tourism and foreign visitors. It is clear that the general openness of the population to travel and to foreign visitors has an important impact on T&T competitiveness. In particular, we provide a measure of the national population's attitude toward foreign travelers; a measure of the extent to which business leaders are willing to recommend leisure travel in their countries to important business contacts; and a measure of tourism openness (tourism expenditures and receipts as a percentage of GDP), which provides a sense of the importance of tourism relative to the country's overall size. This year we also introduce an indicator measuring the extent to which businesses are focused on customer satisfaction.

It is clear that **natural resources** are another important factor underlying national T&T competitiveness. Countries that are able to offer travelers access to natural assets clearly have a competitive advantage. In this pillar we include a number of environmental attractiveness measures, including the number of UNESCO natural World Heritage sites, a measure of the quality of the natural environment, the richness of the fauna in the country as measured by the total known species of animals, and the percentage of nationally protected areas, for which this year we rely on newly available, more reliable data.

Finally, the **cultural resources** at each country's disposal are another critical driver of T&T competitiveness around the world. In this pillar we include the number of UNESCO cultural World Heritage sites, sports stadium seat capacity, and the number of international fairs and exhibitions in the country, as well as a measure of its creative industries exports, which provides an indication of cultural richness.

These 14 pillars are regrouped into the three subindexes described above, as shown in Figure 1, and the overall score for each country is derived as an unweighted average of the three subindexes. The details of the composition of the TTCI are shown in Appendix A; detailed rankings and scores of this year's Index are found in Appendix B.

ADJUSTMENTS TO THE TTCI

A few minor adjustments have been made to the TTCI structure in this edition to ensure that the Index remains highly relevant:

- Within the *Policy rules and regulations pillar (1st),* the indicator *Visa requirements* (1.04), has been updated to include the case of electronic visas (eVisas) alongside the other visa possibilities. This has become necessary because of the increasing relevance of the facilitation of visa processes in the policy debate.
- Within the *ICT infrastructure pillar (9th),* the indicator *Extent of business Internet use* has been replaced by two more specific indicators. These are *ICT use for business-to-business transactions* and *ICT use for business-to-consumer transactions,* and are based on the Executive Opinion Survey. Also, an indicator measuring *Mobile broadband subscriptions* has been added to this pillar. These changes reflect the growing importance of ICTs for the tourism industry's operations as well as their role as tools for travelers.
- Within the *Affinity for Travel & Tourism pillar (12th),* an indicator measuring the *Degree of customer orientation* was added because of the importance of customer satisfaction in the T&T sector.
- Finally, within the *Natural resources pillar (13th),* the variables used to compute the extent of *Protected areas* have been replaced by the indicators *Terrestrial biome protection* and *Marine protected areas.* These changes should be regarded as data improvements, using more sophisticated and accurate measures, and are in line with the World Economic Forum's work on Sustainable Competitiveness.[1]

COUNTRY COVERAGE

Six new economies have been included in the analysis this year. These include three new African countries (Seychelles, Guinea, and Sierra Leone); one Middle Eastern county (Yemen); and two countries in the Americas (Haiti and Suriname, which was reinstated after being absent in the last edition because of a lack of data). On the other hand, five countries covered in the last *Report*—Angola, Libya, Syria, Timor-Leste, and Tunisia—are not covered this year because of insufficient or unreliable data. Thus this year's edition has a net increase in country coverage for a total of 140 economies this year—one more than in the 2011 *Report*—covering all of the world's regions and accounting for over 98 percent of world GDP.

Table 1: The Travel & Tourism Competitiveness Index 2013 and 2011 comparison

	2013		2011
Country/Economy	Rank/140	Score	Rank/139
Switzerland	1	5.66	1
Germany	2	5.39	2
Austria	3	5.39	4
Spain	4	5.38	8
United Kingdom	5	5.38	7
United States	6	5.32	6
France	7	5.31	3
Canada	8	5.28	9
Sweden	9	5.24	5
Singapore	10	5.23	10
Australia	11	5.17	13
New Zealand	12	5.17	19
Netherlands	13	5.14	14
Japan	14	5.13	22
Hong Kong SAR	15	5.11	12
Iceland	16	5.10	11
Finland	17	5.10	17
Belgium	18	5.04	23
Ireland	19	5.01	21
Portugal	20	5.01	18
Denmark	21	4.98	16
Norway	22	4.95	20
Luxembourg	23	4.93	15
Malta	24	4.92	26
Korea, Rep.	25	4.91	32
Italy	26	4.90	27
Barbados	27	4.88	28
United Arab Emirates	28	4.86	30
Cyprus	29	4.84	24
Estonia	30	4.82	25
Czech Republic	31	4.78	31
Greece	32	4.75	29
Taiwan, China	33	4.71	37
Malaysia	34	4.70	35
Croatia	35	4.59	34
Slovenia	36	4.58	33
Panama	37	4.54	56
Seychelles	38	4.51	n/a
Hungary	39	4.51	38
Montenegro	40	4.50	36
Qatar	41	4.49	42
Poland	42	4.47	49
Thailand	43	4.47	41
Mexico	44	4.46	43
China	45	4.45	39
Turkey	46	4.44	50
Costa Rica	47	4.44	44
Latvia	48	4.43	51
Lithuania	49	4.39	55
Bulgaria	50	4.38	48
Brazil	51	4.37	52
Puerto Rico	52	4.36	45
Israel	53	4.34	46
Slovak Republic	54	4.32	54
Bahrain	55	4.30	40
Chile	56	4.29	57
Oman	57	4.29	61
Mauritius	58	4.28	53
Uruguay	59	4.23	58
Jordan	60	4.18	64
Argentina	61	4.17	60
Saudi Arabia	62	4.17	62
Russian Federation	63	4.16	59
South Africa	64	4.13	66
India	65	4.11	68
Georgia	66	4.10	73
Jamaica	67	4.08	65
Romania	68	4.04	63
Lebanon	69	4.04	70
Indonesia	70	4.03	74
Morocco	71	4.03	78
Brunei Darussalam	72	4.01	67
Peru	73	4.00	69
Sri Lanka	74	3.99	81
Macedonia, FYR	75	3.98	76
Ukraine	76	3.98	85
Albania	77	3.97	71
Azerbaijan	78	3.97	83
Armenia	79	3.96	90
Vietnam	80	3.95	80
Ecuador	81	3.93	87
Philippines	82	3.93	94
Trinidad and Tobago	83	3.93	79
Colombia	84	3.90	77
Egypt	85	3.88	75
Dominican Republic	86	3.88	72
Cape Verde	87	3.87	89
Kazakhstan	88	3.82	93
Serbia	89	3.78	82
Bosnia and Herzegovina	90	3.78	97
Namibia	91	3.77	84
Gambia, The	92	3.73	92
Honduras	93	3.72	88
Botswana	94	3.71	91
Nicaragua	95	3.67	100
Kenya	96	3.66	103
Guatemala	97	3.65	86
Iran, Islamic Rep.	98	3.64	114
Mongolia	99	3.63	101
Suriname	100	3.63	n/a
Kuwait	101	3.61	95
Moldova	102	3.60	99
Guyana	103	3.60	98
El Salvador	104	3.59	96
Rwanda	105	3.56	102
Cambodia	106	3.56	109
Senegal	107	3.49	104
Zambia	108	3.46	111
Tanzania	109	3.46	110
Bolivia	110	3.46	117
Kyrgyz Republic	111	3.45	107
Nepal	112	3.42	112
Venezuela	113	3.41	106
Tajikistan	114	3.41	118
Paraguay	115	3.39	123
Uganda	116	3.39	115
Ghana	117	3.38	108
Zimbabwe	118	3.33	119
Swaziland	119	3.31	116
Ethiopia	120	3.29	122
Cameroon	121	3.27	126
Pakistan	122	3.25	125
Bangladesh	123	3.24	129
Malawi	124	3.22	121
Mozambique	125	3.17	128
Côte d'Ivoire	126	3.15	131
Nigeria	127	3.14	130
Burkina Faso	128	3.12	132
Mali	129	3.11	133
Benin	130	3.09	120
Madagascar	131	3.09	127
Algeria	132	3.07	113
Yemen	133	2.96	n/a
Mauritania	134	2.91	136
Lesotho	135	2.89	135
Guinea	136	2.88	n/a
Sierra Leone	137	2.87	n/a
Burundi	138	2.82	137
Chad	139	2.61	139
Haiti	140	2.59	n/a

Figure 2: T&T competitiveness and tourist arrivals

THE TRAVEL & TOURISM COMPETITIVENESS INDEX RANKINGS 2013

Table 1 shows the overall rankings of the TTCI, comparing this year's rankings with those from the 2011 edition of the *Report,* showing all economies ranked together. The results are positively correlated with a number of T&T indicators. For example, Figures 2 and 3 show the correlation between the 2013 TTCI scores and tourist arrivals (log form, 2011) and between the TTCI scores and tourism receipts (log form, 2011). As the figures show, the Index is quite highly correlated with both the number of tourists actually traveling to various countries and the annual income generated from Travel & Tourism, with few notable outliers. This relationship has held since the Index first appeared in 2007, supporting the idea that the TTCI captures factors that are important for developing the T&T industry.

TOP THREE PERFORMERS IN EACH PILLAR OF THE TTCI

Table 2 shows the rankings of those economies demonstrating the top three performances in each of the 14 pillars of the TTCI.

Singapore, Hong Kong, and New Zealand retain the top three ranks in the policy rules and regulations pillar. These economies continue to have the most conducive overarching policy environments for the development of the T&T sector, including active policies toward attracting foreign investment and developing the T&T sector, and a minimum of red tape required in setting up new businesses. They are joined in the top 10 by two other Asian economies—Taiwan and Malaysia.

Sweden, Switzerland, and Finland hold the top three spots in the environmental sustainability pillar. These countries are characterized by environmental legislation that is both stringent and well enforced, a specific focus on developing the tourism sector in a sustainable way, and good overall environmental outcomes in terms of low levels of pollution and environmental damage. Also in the top 10 among countries shown in the table are Germany, Denmark, Austria, Finland, Norway, and Ireland, which all demonstrate a significant focus on protecting the environment.

Safety and security is another area where European countries perform well, with Finland and Switzerland at the top and several others in the top 10. Two Asian "tigers" also appear in the top 10, with Hong Kong advancing to the third spot and Singapore rising to fifth place. These economies have very low levels of crime and violence, and they all benefit from effective police forces. They are not overly concerned by the threat of terrorism, and they also benefit from roads that are safe by international standards, with few deaths caused by road traffic accidents.

Austria and Germany receive the best assessments for health and hygiene, showing various strengths such as high levels of access to clean drinking water and sanitation and good health infrastructure. They are able to reassure international travelers that they will not run into health issues when traveling there.

Seychelles enters the TTCI for the first time this year, taking 1st place for the prioritization of Travel & Tourism; the country is joined by Cyprus and Mauritius at the top. Other well-known tourism destinations—such as Barbados, Malta, Jamaica, and Spain—are

Figure 3: T&T competitiveness and tourism receipts

also in the top 10. This is perhaps not surprising given the importance of the sector for their economies. This standing is borne out not only by high government expenditure on the sector but also by a holistic approach in supporting the sector that includes strong destination-marketing campaigns and country-level presence at key international tourism fairs.

The air transport infrastructure pillar is led by Canada and the United States, with the United Arab Emirates coming in 3rd, indicating the country's growing relevance as international air transport hub. Australia, the United Kingdom, and Hong Kong follow. These economies are either vast areas that require a strong domestic air transport to connect them, or they are international centers. They are all characterized by the presence of important airport hubs, several flights per capita and a high number of operating airlines, and high-quality service.

The best ground transport infrastructure is found in Hong Kong, Singapore, and Switzerland. All three have high-quality roads, railroads, and ports, and all are also characterized by ground transport networks that work together seamlessly. Travelers in these economies can get from one place to another without hassle or complication, increasing their attractiveness as destinations.

The tourism infrastructure pillar is dominated at the very top by European countries, topped by Austria and Italy, which are tied at 1st place, while Greece is ranked 3rd; the remainder of the top 10 includes Spain, Switzerland, and Croatia. Visitors to these countries have many hotels to choose from, excellent car rental facilities, and many ATMs for withdrawing cash. In other words, visitors have choices in how they visit, travel, and move around in these countries, and they have the necessary facilities for a comfortable stay.

The ICT infrastructure pillar is increasingly dominated by Asian economies. Korea and Hong Kong are the leaders, with Sweden in 3rd place, with high penetration rates of ICTs and a good use of the Internet for business transactions. Japan and Singapore are another two Asian economies in the top 10. The availability of strong ICT infrastructure is becoming more and more important for the general economy as well as for the T&T industries in these economies, which have become increasingly dependent on such tools for reservations, marketing, and distribution.

The price competitiveness pillar is topped by Iran, Brunei Darussalam, and Gambia, which all benefit from low fuel costs and low ticket taxes and airport charges. Gambia also offers the most competitive hotel prices in the assessment. Also in the top 10 appear countries such as Malaysia and Indonesia, which offer tourists good value for the money they spend.

Switzerland, Singapore, and Iceland once again hold the top three spots in the human resources pillar. These countries have strong educational systems as well as top-notch training facilities and healthy workforces. In addition, they are characterized by flexible labor markets and significant ease in hiring foreign labor, which makes it much easier to manage the seasonal hiring that is so critical for the T&T industry.

The countries with the top three assessments for the affinity for Travel & Tourism are Lebanon, Barbados, and Hong Kong. All three display great openness to foreign travelers, and their business communities

Table 2: Top three performing economies per pillar

Country/Economy	Policy rules and regulations	Environmental sustainability	Safety and security	Health and hygiene	Prioritization of Travel & Tourism	Air transport infrastructure	Ground transport infrastructure	Tourism infrastructure	ICT infrastructure	Price competitiveness in the T&T industry	Human resources	Affinity for Travel & Tourism	Natural resources	Cultural resources
Australia	14	56	13	40	39	4	49	20	18	137	22	38	**2**	20
Austria	37	6	7	**1**	22	30	15	**1**	20	131	17	12	49	12
Barbados	41	27	32	28	8	32	9	26	19	113	23	**2**	133	50
Brazil	119	30	73	70	102	48	129	60	55	126	62	83	**1**	23
Brunei Darussalam	126	135	24	65	123	45	67	86	65	**2**	36	63	53	95
Canada	10	41	18	53	37	**1**	33	21	23	124	5	34	10	16
Cyprus	88	38	27	45	**2**	36	19	5	40	102	24	10	96	48
Finland	7	**3**	**1**	15	53	11	20	44	13	118	4	64	54	26
Gambia, The	65	34	84	105	25	81	50	126	110	**3**	111	21	114	121
Germany	33	4	14	**2**	77	7	6	23	11	125	18	61	31	4
Greece	98	72	69	13	28	20	58	**3**	33	127	50	55	40	25
Hong Kong SAR	**3**	118	**3**	50	12	6	**1**	71	**2**	32	8	**3**	84	42
Iceland	48	19	4	7	5	17	38	9	8	121	**3**	11	63	57
Iran, Islamic Rep.	124	101	106	79	130	102	76	133	93	**1**	87	128	74	45
Italy	100	53	44	29	79	24	39	**1**	31	134	41	72	34	7
Kazakhstan	99	124	99	**3**	90	82	80	87	48	73	71	121	120	117
Korea, Rep.	50	69	39	19	75	31	16	51	**1**	96	33	81	89	10
Lebanon	115	127	116	33	38	67	110	27	84	68	64	**1**	136	68
Mauritius	28	77	36	66	**3**	60	37	48	69	75	49	6	134	110
New Zealand	**2**	22	9	17	21	12	46	11	22	74	13	17	26	52
Seychelles	55	70	91	63	**1**	27	31	29	58	120	56	5	65	64
Singapore	**1**	23	5	56	4	14	**2**	38	9	66	**2**	8	92	35
Spain	67	25	23	24	10	10	10	5	28	106	34	39	29	**1**
Sweden	16	**1**	8	38	74	19	17	36	**3**	129	12	33	45	**2**
Switzerland	17	**2**	**2**	10	11	9	**3**	5	6	139	**1**	25	19	6
United Arab Emirates	13	91	50	61	36	**3**	26	24	39	35	15	24	71	33
United Kingdom	8	7	22	48	40	5	13	22	10	138	6	45	15	**3**
United States	23	112	57	51	30	**2**	27	13	17	94	14	69	**3**	5

express their sense of the great value of the tourism on offer in their respective economies.

The top countries in the natural resources pillar span four continents: Brazil, Australia, the United States, and Tanzania. All host several World Heritage natural sites, have wide expanses of protected land, and boast a rich fauna as measured by the total number of known species living in them. These countries have the great fortune to be endowed with inherent attractions for tourists interested in nature tourism, yet they also bear the responsibility of protecting some of the most essential ecosystems on the planet.

Finally, at the top of the cultural resources pillar—which takes into account attributes such as the number of World Heritage cultural sites, creative industries' exports, and sports stadium capacity—we find Spain, Sweden, and the United Kingdom, with Italy and France also in the top 10. All these countries have many World Heritage cultural sites and are among the leading exporters of creative industries' products, such as movies and music. They also organize many international fairs and exhibitions and have a high sports stadium capacity. These attributes come together to provide a variety of cultural attractions for leisure and business visitors.

More details on the T&T competitiveness of specific economies will be discussed in the section below.

REGIONAL RANKINGS

This section will consider some of the highlights of the rankings in a regional context, grouping countries into the following five regional groups: Europe, the Americas, Asia Pacific (including Central Asia), the Middle-East and North Africa, and sub-Saharan Africa. For further details for each of the 140 economies included in this Index, we provide two-page profiles in Part 2 of the *Report.* The profiles show their rankings on each subindex and pillar, as well as those on each of the 79 indicators included in the Index.

Europe

In line with statistics on international tourist arrivals, Table 1 shows that Europe remains the leading region for Travel & Tourism competitiveness, with all of the top five places taken by European countries. Likewise, 13 of the top 20 countries are from the region. Table 3 shows the rankings for European countries only, with the first column showing the rank within the region, the second column showing the overall rank out of all 140 economies included in the Index this year, and the third column showing the score. As the table shows, Switzerland is ranked 1st out of all countries in the 2013 TTCI, a position it has held since the first edition of this *Report* in 2007. Germany, Austria, Spain, and the United Kingdom complete the top five, while France and Sweden are among the top 10 overall.

Switzerland continues to lead the rankings, performing well on almost all aspects of the Index. Switzerland's infrastructure, especially ground transport (3rd), is among the best in the world. The country also boasts top marks for its hotels and other tourism-specific facilities, with excellent staff thanks to the availability of qualified labor to work in the industry (ranked 2nd)—perhaps not surprising in a country that holds many of the world's best hotel management schools. Switzerland also attracts tourists because of its rich and well-managed natural resources. A large percentage of the country's land area is protected, environmental regulation is among the most stringent (3rd), and the T&T industry is considered to be developed in a sustainable way (7th). These good environmental conditions, combined with the high safety and security of the country (2nd), contribute to its solid T&T competitiveness. Switzerland is not only a strong leisure tourism destination but also an important business travel hub, with many international fairs and exhibitions held in the country each year, driving its showing on the cultural resources pillar (6th). Switzerland's strong performance in all these areas enables the country to somewhat make up for its lack of price competitiveness (139th), which, together with a fairly restrained international visa policy, does indeed limit the number of arrivals.

Germany ranks 2nd in Europe and out of all countries in the TTCI. Similar to Switzerland, its infrastructure is among the best in the world: it is ranked 6th for ground transport infrastructure and 7th for air transport infrastructure, facilitating connections both within the country and internationally. Germany also has abundant cultural resources (ranked 5th worldwide for its many World Heritage cultural sites) and is host to almost 600 international fairs and exhibition per year (2nd), while hotel prices are relatively competitive (55th). In addition, Germany makes great efforts to develop in a sustainable way (4th), with the world's most stringent environmental regulations—which are also among the best-enforced—and the strong support of international environmental efforts, as demonstrated through its ratification of many international environmental treaties.

Austria ranks 3rd, improving by one position since 2011. Its strong performance is driven by factors such as tourism infrastructure, in which it ties for 1st place with Italy; a welcoming attitude toward visitors; a very safe and secure environment (7th); and, most importantly, its rich cultural resources. Austria hosts nine World Heritage cultural sites, has excellent creative industries, and attracts many travelers with several fairs and exhibitions organized every year. The country's tourism industry is also being developed in a sustainable way (10th), with some of the most stringent (4th) and well-enforced (7th) environmental regulations in the world, driving its overall positive performance on environmental sustainability (ranked 6th).

Spain is the country among the top 10 that sees the most improvement since 2011: moving up four places since the last assessment, it is now ranked 4th. Spain continues to lead in cultural resources, ranking 1st this year in this area because of its extremely numerous World Heritage sites (2nd) and its large number of international fairs and exhibitions (3rd), as well as its significant sports stadium capacity. Its tourism infrastructure is another strength, with its many hotel rooms, car rental facilities, and ATMs. Furthermore, its air transport infrastructure is highly developed and ranks among the top 10 worldwide. Spain has improved in a few areas since the last edition. In particular, starting a business has become less costly and onerous, according to the World Bank, and hotel prices have come down a bit. The government has also kept tourism high in its development agenda, making Spain a top 10 economy for prioritization of the industry. Spain has notably maintained its efforts on marketing activity and spending on the industry's development amid difficult economic circumstances.

The United Kingdom moves up by two more positions since the last edition of the *Report*, to reach 5th place this year. The country's T&T competitiveness is based on its excellent cultural resources (ranked 3rd), with many World Heritage cultural sites, a large number of international fairs, and strong creative industries (all ranked within the top 10). The country has probably benefitted from two important events in 2012: the Olympic Games and the Diamond Jubilee of Queen Elizabeth II. Although the outcome is not yet fully reflected in the data, the United Kingdom has leveraged the preparation of these events in terms of tourism campaigns, generating interest in visiting the country and reinforcing their already-solid ICT and air transport infrastructure (ranked 10th and 5th, respectively). The

Table 3: The Travel & Tourism Competitiveness Index 2013: Europe

				SUBINDEXES					
	OVERALL INDEX			T&T regulatory framework		Business environment and infrastructure		T&T human, cultural, and natural resources	
Country/Economy	Regional rank	Overall rank	Score	Rank	Score	Rank	Score	Rank	Score
Switzerland	1	1	5.66	1	5.94	1	5.42	2	5.63
Germany	2	2	5.39	8	5.57	6	5.29	7	5.31
Austria	3	3	5.39	2	5.80	11	5.11	9	5.24
Spain	4	4	5.38	14	5.48	5	5.30	6	5.36
United Kingdom	5	5	5.38	17	5.44	10	5.13	3	5.57
France	6	7	5.31	9	5.56	7	5.18	11	5.20
Sweden	7	9	5.24	12	5.54	23	4.89	8	5.30
Netherlands	8	13	5.14	16	5.45	15	5.01	16	4.97
Iceland	9	16	5.10	3	5.77	13	5.06	36	4.47
Finland	10	17	5.10	5	5.74	22	4.89	24	4.65
Belgium	11	18	5.04	18	5.43	26	4.78	18	4.90
Ireland	12	19	5.01	7	5.68	19	4.96	40	4.41
Portugal	13	20	5.01	20	5.42	27	4.78	19	4.84
Denmark	14	21	4.98	25	5.31	16	4.98	26	4.64
Norway	15	22	4.95	11	5.55	28	4.77	33	4.53
Luxembourg	16	23	4.93	21	5.41	20	4.96	39	4.42
Malta	17	24	4.92	15	5.47	14	5.06	49	4.22
Italy	18	26	4.90	50	4.90	29	4.76	14	5.05
Cyprus	19	29	4.84	22	5.35	21	4.89	46	4.27
Estonia	20	30	4.82	10	5.55	30	4.72	51	4.19
Czech Republic	21	31	4.78	28	5.24	37	4.49	28	4.61
Greece	22	32	4.75	39	5.02	33	4.65	30	4.58
Croatia	23	35	4.59	42	4.99	39	4.43	42	4.37
Slovenia	24	36	4.58	33	5.12	35	4.52	52	4.11
Hungary	25	39	4.51	26	5.29	49	4.16	54	4.08
Montenegro	26	40	4.50	34	5.09	50	4.14	47	4.26
Poland	27	42	4.47	49	4.92	58	3.94	32	4.56
Turkey	28	46	4.44	64	4.62	52	4.08	27	4.63
Latvia	29	48	4.43	35	5.08	40	4.40	77	3.81
Lithuania	30	49	4.39	41	4.99	48	4.19	61	3.98
Bulgaria	31	50	4.38	58	4.79	45	4.24	53	4.10
Slovak Republic	32	54	4.32	43	4.96	60	3.92	55	4.06
Russian Federation	33	63	4.16	92	4.24	46	4.22	58	4.02
Georgia	34	66	4.10	30	5.18	80	3.46	91	3.67
Romania	35	68	4.04	66	4.61	68	3.67	73	3.85
Macedonia, FYR	36	75	3.98	57	4.79	74	3.58	100	3.58
Ukraine	37	76	3.98	60	4.73	71	3.62	99	3.59
Albania	38	77	3.97	63	4.65	90	3.31	63	3.96
Armenia	39	79	3.96	51	4.88	88	3.34	94	3.65
Serbia	40	89	3.78	74	4.50	81	3.40	109	3.45
Bosnia and Herzegovina	41	90	3.78	75	4.47	95	3.19	92	3.66
Moldova	42	102	3.60	65	4.61	97	3.16	133	3.04

generally supportive policy environment, ranked 8th, encourages the development of the sector, while the country relies on an excellent human resources base (ranked 6th). On a less positive note, the United Kingdom continues to receive one of the poorest assessments for price competitiveness (138th), in large part because it has the 2nd highest tax rate on tickets and airport charges worldwide.

France is ranked 7th overall in this edition, losing four positions since 2011. France continues to attract many tourists with its rich cultural heritage (ranked 4th for the number of World Heritage cultural sites and 8th for creative industries). The country also hosts many international fairs and exhibitions (ranked 5th). France's ground transport infrastructure is still one of the best in the world (ranked 5th), with particularly good roads and railroads as well as good air transport infrastructure (ranked 8th). However, the overall policy rules and regulation framework is not sufficiently supportive of developing the sector, and the prioritization of the T&T sector declines this year (ranked 35th overall). Additionally, the assessment has weakened somewhat in terms of the quality and availability of qualified labor in the country.

Sweden is ranked 9th this year. The country tops the rankings of the sustainability pillar, is 2nd in terms of cultural resources, and comes in 3rd for its ICT infrastructure. Additionally, it offers a safe and secure environment (8th) and benefits from strong human resources (12th). However, the prioritization of Travel & Tourism has dropped to 74th place, perhaps in the face of recent pressing economic concerns related to the global economic crisis, and the country has become even more comparatively costly (it ranks 129th for its lack of prices competitiveness this year, a slight decline since last the last edition).

Italy moves up one spot this year to place 26th overall and 18th in Europe. As well as its cultural richness—with many World Heritage Sites, international fairs and exhibitions, and rich creative industries—Italy's strengths lie in its excellent tourism infrastructure (tying with Austria for 1st place) and its relatively good air transport infrastructure (24th). However, it faces a number of challenges that bring its overall rating down. These include policy rules and regulations that are still not sufficiently supportive of the development of the sector (100th) and a lack of price competitiveness (134th).

Greece is ranked 32nd, down another three positions since the last assessment. The country's rich cultural resources (ranked 25th) and excellent tourism infrastructure (3rd) are still important strengths. Additionally, Greece has very good health and hygiene conditions (ranked 13th overall) and good air transport infrastructure (20th). Further, there is a strong national affinity for tourism compared with many other European countries, including a generally open and positive attitude toward tourists. The decline in the rankings can be traced to a further worsening of the policy environment and a lower perceived prioritization of Travel & Tourism within the country, probably because of dwindling resources available for the particular industry amid general economic and financial difficulties.

Croatia, a country well known for its tourism industry, ranks 35th overall, trailing slightly behind countries such as Malaysia and slightly above Turkey. Croatia's performance has remained stable over the last several editions of the *Report.* It is endowed with a remarkable 18 cultural World Heritage sites and 1 natural World Heritage site, and is ranked 29th in terms of its overall affinity for Travel & Tourism. In addition, the country's tourism-specific infrastructure is ranked 5th worldwide. Also, Croatia—highly dependent on the quality of its natural environment for leisure tourism—makes efforts toward sustainability (44th) and has good health and hygiene standards (31st). On the other hand, in order to improve the sector's competitiveness further, a goal will be to upgrade its ground transport infrastructure, particularly its railroads and ports, and its air transport infrastructure. More efforts should also be devoted to ensuring that the country's policy rules and regulations are supportive of developing the sector (96th) with improvements in areas such as FDI, property rights protection, and red tape. Besides improving the tourism industry, such advances would favor general development in the country.

Montenegro slides four places in the rankings after having improved significantly in recent years. At 40th place, it continues to demonstrate a strong performance, placing just behind Croatia and Hungary in the region. Policy rules and regulations support the development of the T&T sector (22nd). Montenegro also retains a strong affinity for Travel & Tourism (ranked 7th)—perhaps not surprising given the importance of the sector for the country's economy. Additionally, tourism infrastructure is well developed (ranked 19th), while ground transport has been improving, although—at 92nd—this is still an area requiring further investment. Human resources (51st) could be better leveraged: both the quality of education and the availability of qualified labor are less well assessed than in the past edition. These areas are essential for the future development of the industry and the economy more generally as the country develops.

Turkey climbs four positions this year to reach 46th place. The country's main strength continues to lie in its rich cultural resources (19th), with 20 World Heritage cultural sites, several international fairs and exhibitions, and strong creative industries. In addition, Turkey gains significantly in a number of areas and has seen a significant increase in tourist arrivals over the last two years. The policy rules and regulations governing the sector are supportive and have continued to progress since the 2011 T&T *Report*. Turkey has also improved its air transport infrastructure (29th) and its tourism infrastructure (45th). However, some areas still hold back the overall T&T competitiveness performance of the country: although improving, safety and security issues (79th) remain worrisome, ground transport infrastructure is inadequate (especially railroads and ports), and ICT infrastructure remains unsatisfactory (71st), especially for a rapidly growing tourism destination. In addition, more efforts must be made toward environmental sustainability (ranked 95th), an area that will be of increasing concern going forward.

Russia is ranked 63rd overall, losing four positions since the last *Report.* The country receives a good assessment for its cultural resources (39th), the result particularly of its many World Heritage sites and its well-developed air transport infrastructure (33rd). However, ground transport infrastructure (93rd) gets lower marks. Safety and security issues are also of serious concern (113th), with a high level of crime and violence, a lack of trust in the police to provide protection from crime, and many deaths caused by road traffic accidents, although this area has seen some improvement since the last assessment. Most strikingly, Russia is assessed as having a very non-conducive policy environment (123rd), caused, for example, by extremely rare foreign ownership, property rights that are not well protected, and visa requirements for visitors from many countries; furthermore, it ranks a low 111th for the prioritization of its Travel & Tourism industry. Additionally, notwithstanding the country's important endowment of natural resources (37th, declining by 10 positions since the last assessment), insufficient attention is paid to environmental sustainability (ranked 134th).

Armenia is ranked 79th in this edition of the *Report,* up an impressive 11 positions since the last assessment. Improvements have taken place across many areas measured by the Index, with the most marked being registered in the areas of policy rules and regulations, human resources, and safety and security (where the country ranks 46th, 44th and 37th respectively). In particular, red tape (33rd) and the cost to start a business (38th) have been reduced significantly, and visa requirements have become more open (35th). The country also benefits from a safe and secure environment. ICT infrastructure (73rd) has improved notably, especially in terms of Internet availability and usage. Infrastructure has also improved, benefitting from significant investment in recent years. Notwithstanding the improvements, air transport, ground transport, and tourism infrastructures remain relatively underdeveloped, ranking 85th, 94th, and 80th, respectively.

As in past years, at the bottom of the European rankings are a number of Balkan countries (**Serbia, Bosnia and Herzegovina**, and **Moldova.**). In line with their less-advanced development, these countries will require significant investments in upgrading the infrastructure needed to support healthy and growing T&T sectors.

The Americas

Table 4 shows the regional rankings for the countries in the Americas. As this table shows, **the United States** is the highest-ranked country in the Americas and 6th out of all countries, with stable performance since the last assessment. Overall, the country receives high marks for its business environment and infrastructure. In particular, the United States has excellent air transport infrastructure (ranked 2nd) and high-quality tourism infrastructure, as well as a strong focus on customer satisfaction. Its cultural resources and natural resources (ranked 5th and 3rd, respectively), with many World Heritage cultural and natural sites, drive its high position in the rankings, together with several fairs and exhibitions (1st) and strong creative industries (2nd). On a less positive note, the country's natural endowments are not being sufficiently protected (ranked 112th for environmental sustainability). Also, compared with other top-ranked economies, the quality of ground transport could be improved more (27th) and the perception of safety and security leaves room for improvement (57th).

Canada moves up one place to 8th overall. The country has several strengths, including its rich natural resources (10th) with numerous World Heritage sites (ranked 5th), excellent air transport infrastructure, highly qualified human resources (5th), and a strong policy environment (10th). Its cultural resources are also a strong point, with many international fairs and exhibitions in the country. Canada has lost some ground in terms of price competitiveness and environmental sustainability, where, although it still ranks fairly high (41st), it registers a decline in the perception of the enforcement of environmental regulations and continues to suffer from high CO_2 per capita emissions.

Barbados ranks 3rd in the region and 27th overall, up one place since the last assessment. Barbados comes in 2nd overall for the country's affinity for Travel & Tourism, with a positive attitude toward tourists and toward the value of tourism in the country, although it does receive a middling score for the degree of customer orientation (64th). The importance of the T&T sector for Barbados is reflected in the high prioritization placed on Travel & Tourism (8th), with significant emphasis put on the sector's development by the government and high spending on the sector, ensuring effective destination-marketing campaigns and collecting relevant sector data on a timely basis. However, although there have been some marginal improvements in some elements of its environmental sustainability, additional efforts to protect the natural environment would reinforce the country's strong T&T competitiveness.

Panama witnesses one of the most marked improvements in this year's TTCI, moving up to 37th position overall and 4th in the region. The country's most important competitive advantage is its rich endowment of natural resources, with its diverse fauna, significant protected land areas, and a number of World Heritage sites. The improvement in this year's rankings can be traced mainly to an improvement in the country's infrastructure. Tourism infrastructure has been developed (now ranked 42nd), most notably with more available hotel rooms. The quality of ground transport has also improved across almost all modes, with port infrastructure now ranked 4th and railroads ranked 32nd. Air transport improves as well and is now ranked 16th. The expansion of stadium capacity and creative industries exports is also notable. On the other hand, areas requiring further improvement include safety and security (70th), the human resources base (79th), and health and hygiene standards (86th).

Mexico is stable this year at 44th position (and 5th in the region). Mexico receives impressive marks for its natural resources (ranked 8th), an area that shows an improvement since the last assessment, with many World Heritage natural sites and rich fauna. The country's cultural resources are also among the best in the world (21st), with 34 World Heritage cultural

Table 4: The Travel & Tourism Competitiveness Index 2013: The Americas

	OVERALL INDEX			SUBINDEXES: T&T regulatory framework		SUBINDEXES: Business environment and infrastructure		SUBINDEXES: T&T human, cultural, and natural resources	
Country/Economy	Regional rank	Overall rank	Score	Rank	Score	Rank	Score	Rank	Score
United States	1	6	5.32	44	4.95	2	5.36	1	5.65
Canada	2	8	5.28	27	5.27	8	5.17	5	5.39
Barbados	3	27	4.88	13	5.50	18	4.96	50	4.20
Panama	4	37	4.54	54	4.83	36	4.52	45	4.29
Mexico	5	44	4.46	83	4.43	61	3.92	15	5.02
Costa Rica	6	47	4.44	52	4.88	56	3.98	38	4.45
Brazil	7	51	4.37	82	4.43	76	3.57	12	5.10
Puerto Rico	8	52	4.36	40	4.99	43	4.33	81	3.75
Chile	9	56	4.29	53	4.87	53	4.07	65	3.94
Uruguay	10	59	4.23	31	5.18	78	3.53	62	3.97
Argentina	11	61	4.17	69	4.54	72	3.61	41	4.38
Jamaica	12	67	4.08	59	4.76	64	3.76	87	3.72
Peru	13	73	4.00	96	4.17	85	3.36	37	4.47
Ecuador	14	81	3.93	85	4.37	83	3.38	56	4.05
Trinidad and Tobago	15	83	3.93	104	4.07	54	4.07	95	3.64
Colombia	16	84	3.90	101	4.11	103	3.09	34	4.51
Dominican Republic	17	86	3.88	67	4.60	75	3.58	108	3.45
Honduras	18	93	3.72	97	4.17	92	3.28	89	3.69
Nicaragua	19	95	3.67	98	4.15	101	3.11	82	3.74
Guatemala	20	97	3.65	109	3.93	98	3.15	69	3.88
Suriname	21	100	3.63	106	4.05	100	3.11	86	3.72
Guyana	22	103	3.60	80	4.44	111	2.88	106	3.47
El Salvador	23	104	3.59	99	4.14	82	3.39	125	3.24
Bolivia	24	110	3.46	125	3.55	102	3.09	85	3.73
Venezuela	25	113	3.41	119	3.67	99	3.12	110	3.45
Paraguay	26	115	3.39	103	4.09	115	2.80	120	3.29
Haiti	27	140	2.59	138	2.93	136	2.39	140	2.44

sites, several international fairs and exhibitions, and strong creative industries. These inherent strengths are reinforced by the overall prioritization of the sector in the country (34th) and effective marketing and branding campaigns. Some areas have improved, yet continue to require attention—for example, ground transport infrastructure is being developed but still ranks relatively low (69th), and more efforts are required to ensure that the sector is being developed in a sustainable way (105th). Finally, despite a marginal improvement since last year, safety and security remains the main source of concern for the T&T sector, where Mexico still ranks a low 121st.

Costa Rica is ranked 6th in the region and 47th overall. The country gets excellent marks for its natural resources (ranked 7th), with several World Heritage sites, a high percentage of nationally protected areas, and very diverse fauna. Given the importance of the natural environment for the county's tourism industry, it is notable that it ranks a high 26th overall for environmental sustainability, an area where it has continued to improve slightly over the past few years. However, health and hygiene remains a concern (78th). Further, although its tourism infrastructure is relatively well developed (33rd), with a strong presence of major car rental companies and abundant hotel rooms, ground transport infrastructure requires significant upgrading (100th), particularly roads and ports, making travel in the country somewhat difficult.

Brazil is ranked 7th in the Americas and 51st overall, up one position since 2011. The country is ranked 1st out of all countries for its natural resources and 23rd for its cultural resources, with many World Heritage sites, a good proportion of protected land area, and the richest fauna in the world. This is buttressed by a focus on environmental sustainability (ranked 30th), an area that has been improving over recent years, although the protection of the country's diverse fauna requires additional efforts. The safety and security environment and health and hygiene conditions have also improved slightly since the last assessment. On the other hand, the ground transport network remains underdeveloped (129th), with the quality of roads, ports, and railroads requiring improvement to keep pace with the economic development of the country. Preparations for two major sports events in the next five years (the FIFA World Cup in 2014 and the Olympic Games in 2016) provide opportunities to bridge the infrastructure gap. Brazil also continues to suffer from a lack of price competitiveness (126th), with high and increasing ticket taxes and airport charges, as well as high and rising prices more generally. Further, the overall policy environment is not particularly conducive to the development of the sector (ranked 119th), with discouraging rules on FDI, much time required for starting a business, and somewhat restrictive commitments to opening up tourism services under GATS commitments.

Puerto Rico is ranked 8th in the region and 52nd overall, down seven places to reach a position similar to the one it held in the 2009 edition of the *Report.* Puerto Rico continues to demonstrate a number of strengths, including a policy environment that is conducive to the development of the sector (19th), solid efforts to ensure environmental sustainability (16th), and reasonably high prioritization of T&T in the government agenda (41st). The drop in rankings is attributable mainly to a somewhat poorer relative assessment of the quality of transport and tourism infrastructure. Improvements could also be made in the areas of education and training (44th) and facilitating the hiring of foreign labor (107th).

Chile ranks 9th in the region and 56th overall, maintaining a stable performance since the last assessment. It has notable cultural resources, with six World Heritage cultural sites and several international fairs and exhibitions. In addition, policy rules and regulations are conducive to the development of the T&T sector (12th), with few foreign ownership restrictions, a liberal visa regime, and open bilateral Air Service Agreements, although the time and cost for starting new businesses remain relatively high. The country also benefits from good safety and security by regional standards (31st). Additionally, tourism infrastructure has improved noticeably and now ranks 49th. However, Chile's T&T competitiveness would be strengthened by upgrading its transport infrastructure and thus raising the quality of tourism infrastructure further, as well as by focusing more on preserving the environment to develop the industry in a more environmentally sustainable way.

Peru is ranked 13th in the region, placing 73rd overall. Peru's natural and cultural resources remain important assets for the tourism industry. The country has one of the richest fauna in the world (3rd) and hosts several natural and cultural World Heritage sites. Peru has seen a continuous growth in tourist arrivals and international flights, even during the global recession. The effectiveness of marketing and branding to promote the T&T sector shows improvement, and government spending on the industry has increased slightly. However, in order to raise its T&T competitiveness further, safety and security must be improved (118th) and ground transport infrastructure must be upgraded (121st). Additionally, the country has lost some price competitiveness because of higher general and tourism-specific taxation, most notably the high ticket taxes and airport charges (where the country ranks 135th). A more in-depth analysis of the performance of the T&T competitiveness of Peru will be conducted in a dedicated publication to be issued in April 2013, on occasion of the World Economic Forum on Latin America 2013.

Colombia is ranked 84th, 16th in the region. The country's main strengths continue to be its rich cultural and natural resources, where it ranks 37th and 16th, respectively. However, the country ranks a low 97th on the environmental sustainability pillar, losing several places since the last assessment and raising some concerns about its ability to continue to depend on its natural resources going forward. On the positive side, Colombia's business environment shows some progress since the last edition, with a notable reduction in the cost and time required to start a business. However, it continues to demonstrate a number of areas for improvement. Infrastructure is in need of upgrading, especially ground transport (ranked 131st). In addition, safety and security (115th), although improved, still needs to be reinforced in order to overcome some of the perceptions of insecurity by international travelers. Finally, in terms of price competitiveness, the increasing cost of hotels, and rising prices more generally, are an additional concern.

Argentina remains 11th in the region and places 61st overall, down one position since the last *Report.* Argentina has strong natural resources (20th), with four World Heritage sites and very diverse fauna. The country also benefits from a relatively high airport density, abundant seat kilometers, and a number of operating airlines, although the quality of air transport continues to be highlighted as a problem area (ranked 113rd). There is a mixed picture in the area of policy rules and regulations: on one hand, there have been some improvements such as greater openness in bilateral Air Service Agreements (25th). On the other hand, there are still concerns about property rights (132nd), and rules on FDI do not encourage investment (138th). Further, the quality of its ground transport remains underdeveloped (120th) and environmental regulation is neither sufficiently stringent (ranked 102th) nor well enforced (ranked 129th), of particular concern given the importance of natural resources for the country's tourism industry.

Venezuela, despite being ranked a high 24th for its natural resources (with much protected land area and diverse fauna), is ranked third from last in the region and 113th overall. Among the most important concerns are a lack of safety and security (ranked 131st), the low prioritization of the tourism industry (120th), and a policy environment that is not conducive to the development of the sector (137th). Property rights are not well protected in the country, and FDI is not encouraged (ranked 140th, last out of all countries, for both indicators). Further, Venezuela receives the poorest assessment of all countries for its affinity for Travel & Tourism (140th). In addition, infrastructure is in need of significant upgrading, particularly ground transport infrastructure (ranked 139th).

Asia Pacific

Table 5 displays the regional rankings and data for the Asia Pacific region. As the table shows, **Singapore** is the top-ranked economy in the region at 10th position overall, the same position it has held for the past three editions. Singapore benefits from excellent transport infrastructure, with ground transport infrastructure and air transport infrastructure ranked 2nd and 14th, respectively. Singapore ranks 2nd for the high quality of its available human resources. And with its famously well-functioning public institutions, it is perhaps not surprising that Singapore ranks 1st out of all economies for its policy environment, with rules and regulations that are extremely conducive to the development of its T&T industries (policies facilitating foreign ownership and FDI, well-protected property rights, and few visa restrictions). Further, Singapore is among the safest economies of all assessed with regard to safety and security, and receives strong assessments for other types of infrastructure. One area of concern is its lack of price competitiveness, which has eroded, as seen in increasing hotel prices and taxation.

Singapore is followed in the regional rankings by **Australia,** which improves by two places and is now at 11th position overall. Australia's T&T competitiveness continues to be characterized by a number of clear strengths, including its rich natural resources and the highest number of World Heritage natural sites in the world, benefiting from diverse fauna and a comparatively pristine natural environment. Given the importance of the environment for much of its leisure tourism, it is notable that the stringency and enforcement of its environmental regulations are well assessed. And given the country's distance from other continents and the related importance of domestic air travel to overcome the large distances between major sites, its competitiveness is also buttressed by excellent air transport infrastructure (ranked 4th) as well as good general tourism infrastructure (ranked 20th). Australia also sees some improvements in the policy rules and regulations affecting the sector, especially its increased openness in bilateral Air Service Agreements. In terms of visa requirements, Australia has one of the most advanced visa policies in the world (especially with respect to the electronic visa process) at a time when a number of other countries are moving in the opposite direction.

New Zealand ranks 3rd in the region and 12th overall, an improvement of seven positions, one of the most significant in the region. The country continues to benefit from its rich natural resources, with a number of World Heritage natural sites (ranked 18th) and a pristine natural environment (ranked 3rd), protected by strong and well-enforced environmental legislation. The country's policy rules and regulations are highly conducive to the development of the sector (ranked 2nd), with very transparent policymaking and among the least time and lowest cost required to start a business in the world. The country also benefits from high-quality human resources (ranked 13th) and a very safe and secure environment overall (9th). Although New Zealand's ground transport network remains somewhat underdeveloped given its advanced stage of development, its air transport infrastructure gets excellent marks (ranked 12th) and its ICT infrastructure is quite good by international standards. The most relevant improvement in New Zealand's performance in this edition is registered in its tourism infrastructure, driven especially by a rise in the number of available hotel rooms.

Japan is ranked 4th regionally and 14th out of all the economies in the TTCI, up eight places since the last assessment. This achievement is especially impressive against the backdrop of the 2011 tsunami and related nuclear disaster. Japan's T&T sector resilience can be ascribed to its rich cultural resources (ranked 11th), with its 32 World Heritage cultural sites, the many international fairs and exhibitions hosted by the country, and its rich creative industries. Its ground transport infrastructure is among the best in the world (ranked 7th), especially its railroads, and Japan continues to lead in the area of education and training (ranked 13th). Moreover, it has continued to develop its already strong ICT infrastructure and now ranks 7th in this area. In addition, Japan's extremely customer oriented culture (1st) is an important strength for the T&T industry. On the other hand, the country continues to be an expensive destination, ranking 130th in the price competitiveness pillar.

Hong Kong SAR is ranked 15th overall. Its transport infrastructure is among the most developed in the world, with the best ground transport infrastructure and air transport infrastructure that ranks 6th. Further, the economy's ICT infrastructure ranks 2nd worldwide, demonstrating an important support for an industry that depends so much on ICTs. Additionally, Hong Kong benefits from strong safety and security (3rd) as well as a conducive business environment, coming in 3rd in the policy rules and regulations pillar. It also receives relatively good marks for cultural resources, with many international fairs and exhibitions and strong creative industries. However, Hong Kong trails other advanced economies in the region for its lack of emphasis on environmental sustainability, where it ranks a low 118th.

Korea, Rep. is ranked 25th, just ahead of Taiwan and Malaysia in the regional rankings and improving by seven places. Korea's strengths lie in its excellent ground transport and ICT infrastructure (ranked 16th and 1st, respectively) and its rich cultural resources (ranked 10th). Its rise in the overall rankings is driven by improvements in almost all the pillars, with a measurable increase in the prioritization and affinity for Travel & Tourism, thanks

Table 5: The Travel & Tourism Competitiveness Index 2013: Asia Pacific

	OVERALL INDEX			SUBINDEXES					
				T&T regulatory framework		Business environment and infrastructure		T&T human, cultural, and natural resources	
Country/Economy	Regional rank	Overall rank	Score	Rank	Score	Rank	Score	Rank	Score
Singapore	1	10	5.23	6	5.74	4	5.31	25	4.64
Australia	2	11	5.17	23	5.32	25	4.81	4	5.39
New Zealand	3	12	5.17	4	5.75	12	5.06	22	4.69
Japan	4	14	5.13	24	5.31	24	4.86	10	5.22
Hong Kong SAR	5	15	5.11	19	5.43	3	5.32	29	4.59
Korea, Rep.	6	25	4.91	38	5.02	17	4.98	20	4.74
Taiwan, China	7	33	4.71	29	5.19	34	4.63	44	4.29
Malaysia	8	34	4.70	55	4.82	41	4.36	17	4.93
Thailand	9	43	4.47	76	4.47	44	4.25	23	4.68
China	10	45	4.45	71	4.50	63	3.77	13	5.09
India	11	65	4.11	110	3.92	67	3.69	21	4.72
Indonesia	12	70	4.03	95	4.18	84	3.36	31	4.56
Brunei Darussalam	13	72	4.01	94	4.18	57	3.94	67	3.91
Sri Lanka	14	74	3.99	61	4.68	86	3.35	66	3.93
Azerbaijan	15	78	3.97	46	4.94	87	3.34	96	3.63
Vietnam	16	80	3.95	88	4.30	94	3.26	43	4.30
Philippines	17	82	3.93	70	4.51	89	3.33	64	3.95
Kazakhstan	18	88	3.82	62	4.66	79	3.48	119	3.30
Mongolia	19	99	3.63	91	4.25	107	2.96	90	3.69
Cambodia	20	106	3.56	105	4.06	112	2.86	78	3.77
Kyrgyz Republic	21	111	3.45	93	4.23	131	2.61	103	3.51
Nepal	22	112	3.42	100	4.14	128	2.64	105	3.48
Tajikistan	23	114	3.41	90	4.28	123	2.69	122	3.26
Pakistan	24	122	3.25	131	3.38	104	2.99	116	3.38
Bangladesh	25	123	3.24	124	3.56	109	2.91	124	3.24

to increased marketing and branding efforts, and a high degree of customer orientation (9th). On a less positive note, Korea remains a relative costly destination (ranked 96th for price competitiveness) and, despite much discussion in public discourse, the tourism sector is not being developed in a sufficiently sustainable way (69th), although there are improvements since the last assessment.

Malaysia is ranked 8th regionally and 34th overall, up one position since the 2011 *Report.* Malaysia benefits from its rich natural resources (ranked 18th) and its cultural resources (ranked 31st). The country also benefits from excellent price competitiveness (ranked 5th), with comparatively low fuel prices, low ticket taxes and airport charges, competitive hotel prices, and a favorable tax regime. Malaysia's policy environment is assessed as very conducive to the development of the sector (ranked 9th), an area that has improved since the last assessment, and the country is characterized by a strong affinity for Travel & Tourism more generally (ranked 16th). However, health and hygiene indicators trail those of many other countries in the region, with, in particular, a low physician density and few hospital beds available. Further, environmental sustainability remains an area for improvement, with high emission levels and several threatened species, although business leaders feel that efforts are being made in this area.

Thailand is ranked 9th in the region and 43rd overall. The country declines by only two places since the last edition, demonstrating some resilience to the natural disasters and political unrest with which the country has been grappling. Thailand is endowed with rich natural resources and a strong affinity for Travel & Tourism (ranked 23rd and 18th, respectively), with a very friendly attitude of the population toward tourists (ranked 13th). This is buttressed by the government's strong prioritization of the sector, with good destination-marketing campaigns (11th) and relative price competitiveness (25th). However, some weaknesses remain: despite the prioritization of the sector by the government, some aspects of the regulatory environment—such as the protection of property rights and the long time required for starting a business—are not particularly conducive to developing the sector (ranked 77th). In addition, given the importance of the natural environment for the country's tourism, environmental sustainability should be a greater priority (ranked 99th on this indicator).

China is ranked 10th regionally, losing six places and falling to 45th overall this year. China continues to build on some clear strengths: it comes in 5th for its natural resources, with many World Heritage natural sites and fauna that are among the richest in the world. It places 15th for its cultural resources, with several World Heritage cultural sites, many international fairs and exhibitions, and creative industries that are unsurpassed. Moreover, the country continues to develop its infrastructure, with improvements in air transport (35th) and ground transport (51st). However, some weaknesses pull the country's ranking down. China's policy environment is not highly conducive to the T&T sector's development (ranked 86th). Furthermore, there are increasing concerns related to the sustainable development of the sector (109th). China's tourism infrastructure remains underdeveloped (ranked 101th), with few international-quality standard hotel rooms available and few ATMs, and the country receives a poor assessment for its general affinity for Travel & Tourism, where it ranks 129th. Finally, although the country continues to benefit from relative price competitiveness (ranked 37th), this advantage has started to weaken under the weight of increasing inflation in several areas, as demonstrated by higher hotel prices and weakening purchasing power.

India is ranked 11th in the region and 65th overall, gaining three places since the last edition. As with China, India is well assessed for its natural resources (ranked 9th) and cultural resources (24th), with many natural and cultural World Heritage sites, rich fauna, many fairs and exhibitions, and strong creative industries. India also has quite good air transport (ranked 39th), particularly given the country's stage of development, and reasonable ground transport infrastructure (ranked 42nd), although the quality of roads (85th) and of ports (79th) require further improvement. In addition, India remains a relatively price competitive destination (20th), even in the regional context. However, some aspects of its tourism infrastructure remain somewhat underdeveloped (ranked 95th), with very few hotel rooms per capita by international comparison and low ATM penetration. ICT infrastructure also remains somewhat underdeveloped and underexploited (111th). Another area of concern is the policy environment, which is ranked 125th because of the long time and high cost required to start a business, a restrictive visa policy (132nd), and low level of commitment in GATS agreements for tourism services (114th). Other areas requiring attention are health and hygiene standards (109th) and the country's human resources base (96th).

Indonesia is ranked 12th in the region, right behind India the regional rankings and 70th overall, up four places since the last edition. In terms of strengths, Indonesia places 6th for its excellent natural resources, with several World Heritage natural sites and the richness of its fauna as measured by the known species in the country. Indonesia also has rich cultural resources (ranked 38th), with 10 World Heritage cultural sites, a number of international fairs and exhibitions held in the country, and strong creative industries. Further, the country is ranked 9th overall on price competitiveness in the T&T industry because of its competitive hotel prices (ranked 21st), low ticket taxes and airport charges, and favorable fuel prices. In addition, it is ranked 19th for its national prioritization of Travel & Tourism. However, these strengths are held back by underdeveloped infrastructure in the country, especially ground transport (87th), tourism infrastructure (113th), and ICT infrastructure (87th); together these represent significant investment opportunities in the country. There are also some concerns related to safety and security, particularly the business costs of crime and potential terrorism. In addition, Indonesia is not ensuring the environmentally sustainable development of the tourism sector (ranked 125th), an area of particular concern given the sector's dependence on the quality of the natural environment.

Vietnam remains stable at 80th position overall. It benefits from its rich cultural resources (ranked 28th), with several World Heritage cultural sites, several international fairs and exhibitions, and strong creative industries. Another attraction is Vietnam's natural resources; the country is ranked 25th for its World Heritage natural sites, and it has very diverse fauna. These attributes are reinforced by its price competitiveness (18th). In order to strengthen its T&T competitiveness, Vietnam must further develop its transport infrastructure, especially its ground transport (98th) and tourism infrastructure (112th), while ensuring that the sector is developed in an environmentally sustainable way (128th). Higher prioritization of the sector (now ranked a low 110th) could help to unlock the investment required for building the necessary infrastructure.

The Philippines is the most improved country in the region, ranking 16th regionally and 82nd overall, up 12 places since the last edition. Among the country's comparative strengths are its natural resources (44th), its price competitiveness (24th), and a very strong—and improving—prioritization of the Travel & Tourism industry (this indicator ranks 15th, as government spending on the sector as a percentage of GDP is now 1st in the world, and tourism marketing and branding campaigns are seen to be increasingly effective). In addition, the country has been ensuring that several aspects of its policy rules and regulations regime are conducive to the development of the T&T sector. Among these are better protection of property rights, more openness toward foreign investments, and few visa requirements for foreign visitors (ranked 7th). However, other areas—such as the difficulty of starting a business in the country, in both cost and length of the process (ranked 94th and 117th, respectively)—remain a challenge. Moreover, safety and security concerns (ranked 103rd); inadequate health and hygiene (94th); and underdeveloped ground transport, tourism, and ICT infrastructure are all holding back the potential of the economy's T&T competitiveness.

Table 6: The Travel & Tourism Competitiveness Index 2013: The Middle East and North Africa

				SUBINDEXES					
	OVERALL INDEX			T&T regulatory framework		Business environment and infrastructure		T&T human, cultural, and natural resources	
Country/Economy	Regional rank	Overall rank	Score	Rank	Score	Rank	Score	Rank	Score
United Arab Emirates	1	28	4.86	45	4.95	9	5.14	35	4.51
Qatar	2	41	4.49	48	4.93	31	4.70	75	3.85
Israel	3	53	4.34	36	5.07	51	4.08	71	3.86
Bahrain	4	55	4.30	77	4.46	32	4.69	83	3.74
Oman	5	57	4.29	56	4.81	47	4.20	76	3.84
Jordan	6	60	4.18	37	5.05	69	3.63	72	3.86
Saudi Arabia	7	62	4.17	87	4.32	38	4.43	80	3.76
Lebanon	8	69	4.04	73	4.50	65	3.74	70	3.87
Morocco	9	71	4.03	68	4.59	73	3.60	68	3.89
Egypt	10	85	3.88	86	4.35	77	3.56	84	3.74
Iran, Islamic Rep.	11	98	3.64	112	3.90	96	3.18	74	3.85
Kuwait	12	101	3.61	114	3.81	62	3.89	131	3.14
Algeria	13	132	3.07	134	3.30	126	2.66	123	3.25
Yemen	14	133	2.96	140	2.82	110	2.89	128	3.18
Mauritania	15	134	2.91	137	3.07	133	2.60	132	3.07

The Middle East and North Africa

Table 6 shows the regional rankings for the Middle East and North Africa region. As the table shows, the **United Arab Emirates (UAE)** continues to lead the region at 28th overall, up two places since the last assessment. Although the UAE is not endowed with rich natural resources, it has built a cultural resource base, attracting both leisure and business travelers, with several and growing international fairs and exhibitions and increasingly diverse creative industries. In addition, the country is characterized by a strong affinity for Travel & Tourism (24th). Perhaps the most important competitive advantage of UAE T&T competitiveness relates to its world-class international hubs for global air travel. Further, the country has carried out effective marketing and branding campaigns (1st) and has embraced policy rules and regulations that are conducive to the development of the sector (13th). In particular, the country is open to foreign investments (14th) and has a liberal visa regime (33rd). Environmental sustainability, although improving somewhat compared with past years, continues to be an area of some concern (ranked 91st). Hotel prices are also somewhat high by international standards (101st).

Qatar is ranked 2nd in the region and 41st overall, up one place since the last assessment. Qatar benefits from a safe and secure environment (ranked 21st), good ICT and tourism infrastructures (32nd and 37th, respectively), and excellent air transport infrastructure (23rd), in line with its role as an air transportation hub. The ease of hiring foreign labor (4th), increasing enrollment rates, and the quality of its education drive the ability of the country to find high-quality human resources (ranked 7th) inside and outside the country. Qatar also has a high degree of customer orientation (5th). In order to further enhance the country's T&T competitiveness, Qatar should continue to improve its focus on environmental sustainability (59th) and ensure that it does not lose sight of the importance of the sector for its development—at a rank of 80 in this edition, the prioritization of the sector is somewhat lower than in past years.

Israel is ranked 3rd in the region, dropping seven places to 53rd overall. Israel benefits from its cultural attributes, including a number of World Heritage cultural sites. The country's human resources base is also well evaluated (31st), providing healthy and well-trained people to work in the T&T sector. Further, its ICT infrastructure is quite well developed (27th), while its health and hygiene gets a good mark (26th), especially in a regional context. On a less positive note, some aspects of safety and security continue to erode at the country's T&T competitiveness: these are primarily related to concerns about terrorism (Israel ranks 124th on this indicator, somewhat lower than in the last edition). However, the decline in rank since the last assessment can also be attributed to diminished price competitiveness (ranked 133rd), the result of increasing fuel prices, hotel prices, ticket taxes, and airport charges and the perception that general taxation has become more distortionary.

Bahrain is ranked 4th in the region and 55th overall, down 15 positions since the last assessment. The country maintains a number of clear strengths: good transport infrastructure, particularly ground transport infrastructure (ranked 11th); high-quality human resources in the country (26th); and strong price competitiveness (7th). However, Bahrain is seeing a weakening in the assessment of its tourism infrastructure (66th), while health and hygiene standards (89th) and ICT infrastructure (47th) struggle to keep up with rapid population growth. Also its limited natural resources

(129th) and environmental sustainability (103rd) do not help the country to attract tourists.

Morocco is ranked 9th in the regional rankings and 71st overall, improving by seven places since the last edition of the *Report.* Morocco's tourism sector has rebounded after the initial instability in the region that followed the Arab Spring. The country has improved in almost all areas of the Index, receiving good evaluations for aspects of its cultural resources, and is notably ranked 22nd for its many World Heritage cultural sites. In addition, Morocco is prioritizing the development of the sector (ranked 26th) and is characterized by a strong affinity for Travel & Tourism (22nd). Moreover, the government is seen to be making efforts to develop the T&T sector in a sustainable way. In order to improve the industry's competitiveness further, it would be necessary to progress on some of its long-standing shortcomings, such as health and hygiene (104th) and education and training (96th), as well as making additional improvements to the transport and tourism infrastructure. Safety and security also remain an area of concern.

Lebanon ranks 8th in the region and 69th overall. The country has a number of cultural attributes, including five World Heritage cultural sites and some creative industries. Perhaps more importantly, Lebanon is ranked 1st out of all countries for its affinity for Travel & Tourism, with tourism accounting for a significant amount of economic activity, a very positive attitude toward foreign travelers, and an appreciation of the value of the country's attributes for tourism. Indeed, tourism infrastructure is well developed in the country (ranked 27th). On the other hand, in order to improve Lebanon's T&T competitiveness, ground transport infrastructure should be further developed (this variable now ranks 110th) and safety and security issues (116th) must be addressed, especially with respect to the business costs of terrorism (131st). The policy rules and regulations framework should also be strengthened in order to better support the sector's development (115th); for example, the cost to start a business is still very high (123rd) and the rules on FDI do not encourage investment (91st).

Egypt is ranked 10th regionally, dropping 10 positions in the global assessment to reach 85th overall, probably the result of the continuing unrest in the country. Most notably, the evaluation of the safety and security environment has dropped to the lowest position of all countries covered in the *Report* (140th). Further, rules and regulations are seen as less conducive to the development of the sector, with a middling rank of 76. Concerns also remain about the state of ground transport infrastructure (96th position), tourism infrastructure (90th), and ICT infrastructure (80th). A focus on improving the human resources base, ranked 105th (a somewhat poorer assessment than in the last *Report*) would also improve the country's overall T&T competitiveness. On a positive note, the Index reminds us of the several strengths on which the country can build its T&T competitiveness, including its rich in cultural heritage, with seven World Heritage cultural sites and several international fairs and exhibitions held in the country. Price competitiveness also continues to be an important consideration, ranked 4th, with competitive hotel prices, low fuel costs, and low prices more generally.

Sub-Saharan Africa

Table 7 shows the results for the sub-Saharan region which sees **the Seychelles** entering the rankings for the first time at the top of the region, and 38th overall. The importance of Travel & Tourism for the country's economy is reflected in its top ranking for the prioritization of the industry, with the 2nd highest T&T expenditure–to-GDP ratio in the world and effective marketing and branding campaigns. These efforts are reinforced by a strong national affinity for Travel & Tourism (5th); good tourism infrastructure, especially in terms of available hotel rooms (6th); and good ground and air transport infrastructures, particularly by regional standards (31st and 27th, respectively). These positive attributes somewhat make up for its relative lack of price competitiveness (120th). Although the natural environment is now assessed as being in good condition, efforts to develop the industry in a sustainable way could be reinforced, for example by increasing marine and terrestrial protection, which would help to protect the many threatened species in the country (132nd).

Mauritius loses its number one spot in the regional rankings, overtaken by the entry of the Seychelles this year, and is ranked 58th overall. The prioritization of the industry remains high (3rd), together with a strong national affinity for Travel & Tourism (6th). The country's tourism and ground infrastructure are well developed by regional standards (48th and 37th, respectively), and its policy environment is supportive of the development of the sector (ranked 28th). Mauritius also benefits from high marks for safety and security (36th). However, the country has seen its price competitiveness decline significantly (ranked 75th, down from 18th in the last assessment)—primarily the result of increasing hotel and fuel prices and high ticket taxes and airport charges. Additionally, in terms of challenges, the country's environmental sustainability has received a weakened assessment, of particular concern given the importance of the natural environment for the country's leisure tourism.

South Africa is ranked 3rd in the region and 64th overall, gaining two places since the last edition. South Africa comes in high at 17th place for its natural resources and 58th for its cultural resources, based on its many World Heritage sites, its rich fauna, its creative industries, and the many international fairs and

Table 7: The Travel & Tourism Competitiveness Index 2013: Sub-Saharan Africa

				SUBINDEXES					
	OVERALL INDEX			T&T regulatory framework		Business environment and infrastructure		T&T human, cultural, and natural resources	
Country/Economy	Regional rank	Overall rank	Score	Rank	Score	Rank	Score	Rank	Score
Seychelles	1	38	4.51	47	4.94	42	4.35	48	4.26
Mauritius	2	58	4.28	32	5.16	55	4.04	93	3.65
South Africa	3	64	4.13	81	4.44	59	3.93	57	4.03
Cape Verde	4	87	3.87	79	4.45	66	3.72	107	3.45
Namibia	5	91	3.77	89	4.30	70	3.62	115	3.38
Gambia, The	6	92	3.73	72	4.50	93	3.27	111	3.43
Botswana	7	94	3.71	84	4.38	91	3.31	112	3.43
Kenya	8	96	3.66	108	3.98	105	2.98	60	4.01
Rwanda	9	105	3.56	78	4.46	117	2.74	104	3.49
Senegal	10	107	3.49	111	3.91	113	2.84	88	3.71
Zambia	11	108	3.46	102	4.11	122	2.69	98	3.60
Tanzania	12	109	3.46	118	3.67	125	2.68	59	4.02
Uganda	13	116	3.39	116	3.71	121	2.70	79	3.76
Ghana	14	117	3.38	113	3.86	108	2.94	117	3.35
Zimbabwe	15	118	3.33	117	3.67	116	2.76	101	3.56
Swaziland	16	119	3.31	107	4.02	106	2.96	135	2.94
Ethiopia	17	120	3.29	122	3.60	127	2.65	97	3.61
Cameroon	18	121	3.27	123	3.58	124	2.68	102	3.56
Malawi	19	124	3.22	115	3.77	135	2.48	113	3.43
Mozambique	20	125	3.17	121	3.64	120	2.72	130	3.15
Côte d'Ivoire	21	126	3.15	133	3.31	118	2.73	114	3.41
Nigeria	22	127	3.14	135	3.26	114	2.83	118	3.33
Burkina Faso	23	128	3.12	120	3.64	134	2.55	129	3.16
Mali	24	129	3.11	128	3.45	129	2.61	121	3.28
Benin	25	130	3.09	127	3.46	130	2.61	126	3.20
Madagascar	26	131	3.09	132	3.33	119	2.73	127	3.20
Lesotho	27	135	2.89	126	3.46	132	2.60	139	2.62
Guinea	28	136	2.88	136	3.24	137	2.38	134	3.03
Sierra Leone	29	137	2.87	129	3.43	138	2.36	137	2.81
Burundi	30	138	2.82	130	3.40	139	2.33	138	2.73
Chad	31	139	2.61	139	2.90	140	2.11	136	2.82

exhibitions held in the country. Infrastructure in South Africa is also well developed for the region, with air transport infrastructure ranked 43rd and a particularly good assessment of railroad quality (46th) and road quality (42nd). Overall, policy rules and regulations are conducive to the sector's development (ranked 29th); this is an area where the country has improved steadily over the past few assessments, with well-protected property rights and few visa requirements for visitors. Indeed, tourism continues to be one of the five priority sectors in the country's growth plan, and the government has reviewed tourism legislation in an effort to streamline it further. However, there are also some areas of weakness that have brought down the country's overall ranking. Safety and security remains quite worrisome (ranked 117th), as does the level of health and hygiene (87th)—the result of low physician density and concerns about access to improved sanitation. Related to this, human resources are also negatively affected by the poor health of much of the workforce, with a low life expectancy (129th, at 52 years) driven by high rates of communicable diseases such as HIV (137th). Improving the health of the workforce is of urgent concern for the future of the T&T sector, as well as for all other sectors in the economy. Additionally, this year South Africa has experienced an increase in fuel prices (77th) and ticket taxes and airport charges (105th), which have diminished its price competitiveness.

Namibia reaches 5th place the regional rankings, coming in at 91st overall. The country benefits from its rich natural resources, with rich fauna and a pristine natural environment. Indeed, environmental sustainability is prioritized to some extent in the country (ranked 36th), which is critical given the importance of the quality of the environment for Namibia's tourism. In addition, ground transport infrastructure is somewhat developed by regional standards (60th). In order to further develop the sector, a more conducive policy environment will be important. For example, despite efforts in recent years, it remains costly and time consuming to start a business. Health and hygiene is also not up to international standards (106th): the country has few doctors and insufficient access to improved sanitation and drinking water. More generally, improving the country's human resources base (130th) through better education and training and more conducive labor laws will be critical.

Botswana is ranked 7th in the region and 94th overall, down three places since the last edition of the Index. The country, known for its beautiful natural parks, is ranked 39th out of all countries for its natural resources, with much nationally protected land area, rich fauna, and limited environmental damage. The country also benefits from excellent price competitiveness, where it is ranked 12th because of low ticket taxes and airport charges and a favorable tax regime. In addition, some aspects of the policy environment are supportive of the sector's development, including well-protected property rights and few visa restrictions. However, Botswana does face some challenges that lead to its rather low ranking overall. The country's bilateral Air Service Agreements are not rewarded as open (120th), and much time is still required to start a new business (61 days, placing the country 131st). Further, Botswana's transport and ICT infrastructures are somewhat underdeveloped, as is its tourism infrastructure, with a low hotel room concentration, a limited presence of international car rental companies, and relatively few ATMs. Despite slight improvements, some concerns remain in the area of health and hygiene (97th), attributable to a low physician density, limited hospital beds, and insufficient access to improved sanitation. Associated with this, Botswana's greatest comparative weakness is the health of the workforce.

Kenya, a country long famous for its tourism attributes, is ranked 8th regionally and 96th overall, rising seven places since the last assessment. Kenya is ranked 14th for its natural resources, with its three World Heritage natural sites and its rich diversity of fauna. Tourism is a recognized priority within the country (ranked 23rd on this pillar), with high government spending on the sector and effective destination-marketing campaigns. In addition, a strong focus on environmental sustainability results in a rank of 21st, which is particularly important for Kenya given the sector's dependence on the natural environment. This focus seems to be bearing fruit and contributes to the overall improvement of Kenya in the rankings. On the downside, the policy environment presents a mixed picture and is not sufficiently conducive to the development of the sector (ranked 95th). Although openness in terms of visa requirements and bilateral Air Service Agreements has improved significantly, property rights are insufficiently protected, and much time and high costs are still required to start a business. In addition, infrastructure remains underdeveloped and health and hygiene levels require improvement, as does the human resources base (106th). Finally, the security situation in the country remains a significant hindrance to further developing the sector (ranked 135th).

Tanzania ranks 12th in the region and 109th overall, moving up one place since the last assessment. Tanzania's biggest attraction for tourists remains its outstanding endowment in natural resources (4th), with several World Heritage natural sites, rich fauna, and much protected land area. This is buttressed by some focus in the country on environmental sustainability (ranked 45th). However, protecting the country's rich fauna remains challenging, as demonstrated by the low rank (110th) for the percentage of threatened species in the country. Tanzania's policy environment has improved significantly in terms of the openness of the country's bilateral Air Service Agreements and visa requirements. Nonetheless, further efforts are required in the area by better protecting property rights (103th) and lowering the costs and time required to start a business. The other main issues of concern are insufficient safety and security (120th) and infrastructure that requires significant upgrading. Another area Tanzania should focus on must be improving the human resources base (116th), especially the improving health of the workforce and upgrading the educational system.

Zimbabwe is ranked 118th, up one place since last year, yet with an extremely low ranking for a country that was, until relatively recently, a popular tourist destination. Indeed, Zimbabwe is ranked 22nd for its rich natural resources, which have long drawn international travelers to the country, and a number of World Heritage natural sites, much nationally protected land area, and rich fauna. Despite these strengths, the Index mainly highlights weaknesses in other areas. The policy environment continues to be among the least supportive of T&T industry development in the world (ranked 138th), with extremely poor assessments for laws related to FDI and property rights; furthermore, starting a business is extremely time consuming and costly. Safety and security is also a major concern, with high crime and violence and a lack of trust in the police to provide protection from crime (120th). There are also major concerns related to human resources (134th), with low enrollment rates in primary and secondary education by international standards, and among the worst health indicators in the world.

Nigeria is ranked 22nd in the region and 127th overall, an improvement of three places since the last assessment. Nigeria has important natural resources that could be leveraged to develop its T&T industry, which would usher in benefits to its overall economy and to its development agenda. However, Nigeria's T&T competitiveness continues to be held back by several issues that are also important for its general economic development. The country's safety and security is among the poorest in the world (136th), as are health and hygiene levels (133th). Infrastructures require significant upgrading, especially ground transport (119th) and tourism infrastructure (103rd). Additionally, policy rules and regulation are not sufficiently supportive of the development of the sector, with insufficiently protected property rights (116th), significant costs and time needed to start a business, and extensive visa requirements (126th). Moreover, Nigeria suffers from a lack of price competitiveness, particularly by regional standards, with very high ticket taxes and charges and hotel prices. Yet the T&T sector is not seen a high priority for the country (133th), which may make efforts across these many areas all the more difficult.

Several African countries are ranked below the 120th position overall, including the two newly covered economies **Guinea** (136th) and **Sierra Leone** (137th). These countries must address many of the basic factors required to make it attractive to develop their T&T sectors, including improved safety and security, health, and infrastructure.

CONCLUSIONS

We have looked at the T&T competitiveness of 140 economies, spanning all regions of the world, based on the 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.

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, ensuring that the TTCI can continue to be used as 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 the growth prospects and prosperity of their citizens.

NOTE

1 For more information on the World Economic Forum's work on sustainable competitiveness, see Sala-i-Martin et al. 2012.

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Appendix A:
Composition of the Travel & Tourism Competitiveness Index

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

The TTCI is composed of three subindexes: the T&T regulatory framework subindex; the T&T business environment and infrastructure subindex; and the T&T human, cultural, and natural resources subindex. These subindexes are, in turn, composed of the 14 pillars of T&T competitiveness shown below: policy rules and regulations, environmental sustainability, safety and security, health and hygiene, prioritization of Travel & Tourism, air transport infrastructure, ground transport infrastructure, tourism infrastructure, ICT infrastructure, price competitiveness in the T&T industry, human resources, affinity for Travel & Tourism, natural resources, and cultural resources.

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

The Survey data comprise the responses to the World Economic Forum's Executive Opinion Survey and range from 1 to 7; the 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.*

The 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 unweighted average of the individual component variables.

The subindexes are then calculated as unweighted averages of the included pillars. In the case of the human resources pillar, which is itself composed of two subpillars (education and training and availability of qualified labor), the overall pillar is the unweighted average of the two subpillars.

The overall TTCI is then the unweighted average of the three subindexes. The variables of each pillar and subpillar are described below.

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

SUBINDEX A: T&T REGULATORY FRAMEWORK

Pillar 1: Policy rules and regulations

1.01 Prevalence of foreign ownership
1.02 Property rights
1.03 Business impact of rules on FDI
1.04 Visa requirements*
1.05 Openness of bilateral Air Service Agreements*
1.06 Transparency of government policymaking
1.07 Time required to start a business*
1.08 Cost to start a business*
1.09 GATS commitments restrictiveness index of T&T services*

Pillar 2: Environmental sustainability

2.01 Stringency of environmental regulation
2.02 Enforcement of environmental regulation
2.03 Sustainability of T&T industry development
2.04 Carbon dioxide emissions*
2.05 Particulate matter concentration*
2.06 Threatened species*
2.07 Environmental treaty ratification*

Pillar 3: Safety and security

3.01 Business costs of terrorism
3.02 Reliability of police services
3.03 Business costs of crime and violence
3.04 Road traffic accidents*

Pillar 4: Health and hygiene

4.01 Physician density*
4.02 Access to improved sanitation*
4.03 Access to improved drinking water*
4.04 Hospital beds*

Pillar 5: Prioritization of Travel & Tourism

5.01 Government prioritization of the T&T industry
5.02 T&T government expenditure*
5.03 Effectiveness of marketing and branding to attract tourists
5.04 Comprehensiveness of annual T&T data*[2]
5.05 Timeliness of providing monthly/quarterly T&T data*[2]

SUBINDEX B: T&T BUSINESS ENVIRONMENT AND INFRASTRUCTURE

Pillar 6: Air transport infrastructure

6.01 Quality of air transport infrastructure
6.02 Available seat kilometers, domestic*[3]
6.03 Available seat kilometers, international*[3]
6.04 Departures per 1,000 population*
6.05 Airport density*
6.06 Number of operating airlines*
6.07 International air transport network*

Pillar 7: Ground transport infrastructure

7.01 Quality of roads
7.02 Quality of railroad infrastructure
7.03 Quality of port infrastructure
7.04 Quality of domestic transport network
7.05 Road density*

Pillar 8: Tourism infrastructure

8.01 Hotel rooms*
8.02 Presence of major car rental companies*
8.03 ATMs accepting Visa cards*

Pillar 9: ICT infrastructure

9.01 ICT use for business-to-business transactions[2]
9.02 ICT use for business-to-consumers transactions[2]
9.03 Individuals using the Internet*
9.04 Telephone lines*
9.05 Broadband Internet subscribers*
9.06 Mobile telephone subscriptions*
9.07 Mobile broadband subscriptions*

Pillar 10: Price competitiveness in the T&T industry

10.01 Ticket taxes and airport charges*
10.02 Purchasing power parity*
10.03 Extent and effect of taxation
10.04 Fuel price levels*
10.05 Hotel price index*

SUBINDEX C: T&T HUMAN, CULTURAL, AND NATURAL RESOURCES

Pillar 11: Human resources

Education and training

11.01 Primary education enrollment*
11.02 Secondary education enrollment*
11.03 Quality of the educational system
11.04 Local availability of specialized research and training services
11.05 Extent of staff training

Availability of qualified labor

11.06 Hiring and firing practices
11.07 Ease of hiring foreign labor
11.08 HIV prevalence*[4]
11.09 Business impact of HIV/AIDS[4]
11.10 Life expectancy*

Pillar 12: Affinity for Travel & Tourism

12.01 Tourism openness*
12.02 Attitude of population toward foreign visitors
12.03 Extension of business trips recommended
12.04 Degree of customer orientation

Pillar 13: Natural resources

13.01 Number of World Heritage natural sites*
13.02 Quality of the natural environment
13.03 Total known species*
13.04 Terrestrial biome protection*[2]
13.05 Marine protected areas*[2]

Pillar 14: Cultural resources

14.01 Number of World Heritage cultural sites*
14.02 Sports stadiums*
14.03 Number of international fairs and exhibitions*
14.04 Creative industries exports*

NOTES

1 The standard formula for converting each hard data variable 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 variables for which a higher value indicates a worse outcome (e.g., road traffic accidents, 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 variables are combined applying a simple average aggregation to form one single variable. Consequently, they are implicitly weighted by a 0.5 factor.

3 Variables 6.02 *Available seat kilometers, domestic* and 6.03 *Available seat kilometers, international* are summed to form one single variable.

4 The impact of HIV/AIDS on T&T competitiveness depends not only on its respective incidence rate, but also on how costly it is for business. Therefore, in order to estimate the impact of HIV/AIDS, we combine its incidence rate with the Survey question on its perceived cost to businesses. To combine these data we first take the ratio of each country's incidence rate relative to the highest incidence rate in the whole sample. The inverse of this ratio is then multiplied by each country's score on the related Survey question. This product is then normalized to a 1-to-7 scale.

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

Appendix B:
Travel & Tourism Competitiveness Index 2013 detailed rankings

In this appendix we present the detailed rankings and scores of the Travel & Tourism Competitiveness Index for 2013 for all 140 economies covered this year. This complements the regional rankings shown in the chapter.

Table B1: The Travel & Tourism Competitiveness Index 2013

			SUBINDEXES					
	OVERALL INDEX		T&T regulatory framework		Business environment and infrastructure		T&T human, cultural, and natural resources	
Economy	Rank	Score	Rank	Score	Rank	Score	Rank	Score
Albania	77	3.97	63	4.65	90	3.31	63	3.96
Algeria	132	3.07	134	3.30	126	2.66	123	3.25
Argentina	61	4.17	69	4.54	72	3.61	41	4.38
Armenia	79	3.96	51	4.88	88	3.34	94	3.65
Australia	11	5.17	23	5.32	25	4.81	4	5.39
Austria	3	5.39	2	5.80	11	5.11	9	5.24
Azerbaijan	78	3.97	46	4.94	87	3.34	96	3.63
Bahrain	55	4.30	77	4.46	32	4.69	83	3.74
Bangladesh	123	3.24	124	3.56	109	2.91	124	3.24
Barbados	27	4.88	13	5.50	18	4.96	50	4.20
Belgium	18	5.04	18	5.43	26	4.78	18	4.90
Benin	130	3.09	127	3.46	130	2.61	126	3.20
Bolivia	110	3.46	125	3.55	102	3.09	85	3.73
Bosnia and Herzegovina	90	3.78	75	4.47	95	3.19	92	3.66
Botswana	94	3.71	84	4.38	91	3.31	112	3.43
Brazil	51	4.37	82	4.43	76	3.57	12	5.10
Brunei Darussalam	72	4.01	94	4.18	57	3.94	67	3.91
Bulgaria	50	4.38	58	4.79	45	4.24	53	4.10
Burkina Faso	128	3.12	120	3.64	134	2.55	129	3.16
Burundi	138	2.82	130	3.40	139	2.33	138	2.73
Cambodia	106	3.56	105	4.06	112	2.86	78	3.77
Cameroon	121	3.27	123	3.58	124	2.68	102	3.56
Canada	8	5.28	27	5.27	8	5.17	5	5.39
Cape Verde	87	3.87	79	4.45	66	3.72	107	3.45
Chad	139	2.61	139	2.90	140	2.11	136	2.82
Chile	56	4.29	53	4.87	53	4.07	65	3.94
China	45	4.45	71	4.50	63	3.77	13	5.09
Colombia	84	3.90	101	4.11	103	3.09	34	4.51
Costa Rica	47	4.44	52	4.88	56	3.98	38	4.45
Côte d'Ivoire	126	3.15	133	3.31	118	2.73	114	3.41
Croatia	35	4.59	42	4.99	39	4.43	42	4.37
Cyprus	29	4.84	22	5.35	21	4.89	46	4.27
Czech Republic	31	4.78	28	5.24	37	4.49	28	4.61
Denmark	21	4.98	25	5.31	16	4.98	26	4.64
Dominican Republic	86	3.88	67	4.60	75	3.58	108	3.45
Ecuador	81	3.93	85	4.37	83	3.38	56	4.05
Egypt	85	3.88	86	4.35	77	3.56	84	3.74
El Salvador	104	3.59	99	4.14	82	3.39	125	3.24
Estonia	30	4.82	10	5.55	30	4.72	51	4.19
Ethiopia	120	3.29	122	3.60	127	2.65	97	3.61
Finland	17	5.10	5	5.74	22	4.89	24	4.65
France	7	5.31	9	5.56	7	5.18	11	5.20
Gambia, The	92	3.73	72	4.50	93	3.27	111	3.43
Georgia	66	4.10	30	5.18	80	3.46	91	3.67

Table B1: The Travel & Tourism Competitiveness Index 2013 *(cont'd.)*

			SUBINDEXES					
	OVERALL INDEX		T&T regulatory framework		Business environment and infrastructure		T&T human, cultural, and natural resources	
Economy	Rank	Score	Rank	Score	Rank	Score	Rank	Score
Germany	2	5.39	8	5.57	6	5.29	7	5.31
Ghana	117	3.38	113	3.86	108	2.94	117	3.35
Greece	32	4.75	39	5.02	33	4.65	30	4.58
Guatemala	97	3.65	109	3.93	98	3.15	69	3.88
Guinea	136	2.88	136	3.24	137	2.38	134	3.03
Guyana	103	3.60	80	4.44	111	2.88	106	3.47
Haiti	140	2.59	138	2.93	136	2.39	140	2.44
Honduras	93	3.72	97	4.17	92	3.28	89	3.69
Hong Kong SAR	15	5.11	19	5.43	3	5.32	29	4.59
Hungary	39	4.51	26	5.29	49	4.16	54	4.08
Iceland	16	5.10	3	5.77	13	5.06	36	4.47
India	65	4.11	110	3.92	67	3.69	21	4.72
Indonesia	70	4.03	95	4.18	84	3.36	31	4.56
Iran, Islamic Rep.	98	3.64	112	3.90	96	3.18	74	3.85
Ireland	19	5.01	7	5.68	19	4.96	40	4.41
Israel	53	4.34	36	5.07	51	4.08	71	3.86
Italy	26	4.90	50	4.90	29	4.76	14	5.05
Jamaica	67	4.08	59	4.76	64	3.76	87	3.72
Japan	14	5.13	24	5.31	24	4.86	10	5.22
Jordan	60	4.18	37	5.05	69	3.63	72	3.86
Kazakhstan	88	3.82	62	4.66	79	3.48	119	3.30
Kenya	96	3.66	108	3.98	105	2.98	60	4.01
Korea, Rep.	25	4.91	38	5.02	17	4.98	20	4.74
Kuwait	101	3.61	114	3.81	62	3.89	131	3.14
Kyrgyz Republic	111	3.45	93	4.23	131	2.61	103	3.51
Latvia	48	4.43	35	5.08	40	4.40	77	3.81
Lebanon	69	4.04	73	4.50	65	3.74	70	3.87
Lesotho	135	2.89	126	3.46	132	2.60	139	2.62
Lithuania	49	4.39	41	4.99	48	4.19	61	3.98
Luxembourg	23	4.93	21	5.41	20	4.96	39	4.42
Macedonia, FYR	75	3.98	57	4.79	74	3.58	100	3.58
Madagascar	131	3.09	132	3.33	119	2.73	127	3.20
Malawi	124	3.22	115	3.77	135	2.48	113	3.43
Malaysia	34	4.70	55	4.82	41	4.36	17	4.93
Mali	129	3.11	128	3.45	129	2.61	121	3.28
Malta	24	4.92	15	5.47	14	5.06	49	4.22
Mauritania	134	2.91	137	3.07	133	2.60	132	3.07
Mauritius	58	4.28	32	5.16	55	4.04	93	3.65
Mexico	44	4.46	83	4.43	61	3.92	15	5.02
Moldova	102	3.60	65	4.61	97	3.16	133	3.04
Mongolia	99	3.63	91	4.25	107	2.96	90	3.69
Montenegro	40	4.50	34	5.09	50	4.14	47	4.26
Morocco	71	4.03	68	4.59	73	3.60	68	3.89
Mozambique	125	3.17	121	3.64	120	2.72	130	3.15
Namibia	91	3.77	89	4.30	70	3.62	115	3.38
Nepal	112	3.42	100	4.14	128	2.64	105	3.48
Netherlands	13	5.14	16	5.45	15	5.01	16	4.97
New Zealand	12	5.17	4	5.75	12	5.06	22	4.69
Nicaragua	95	3.67	98	4.15	101	3.11	82	3.74
Nigeria	127	3.14	135	3.26	114	2.83	118	3.33
Norway	22	4.95	11	5.55	28	4.77	33	4.53
Oman	57	4.29	56	4.81	47	4.20	76	3.84
Pakistan	122	3.25	131	3.38	104	2.99	116	3.38
Panama	37	4.54	54	4.83	36	4.52	45	4.29
Paraguay	115	3.39	103	4.09	115	2.80	120	3.29
Peru	73	4.00	96	4.17	85	3.36	37	4.47
Philippines	82	3.93	70	4.51	89	3.33	64	3.95
Poland	42	4.47	49	4.92	58	3.94	32	4.56
Portugal	20	5.01	20	5.42	27	4.78	19	4.84
Puerto Rico	52	4.36	40	4.99	43	4.33	81	3.75

(Cont'd.)

Table B1: The Travel & Tourism Competitiveness Index 2013 *(cont'd.)*

			SUBINDEXES					
	OVERALL INDEX		T&T regulatory framework		Business environment and infrastructure		T&T human, cultural, and natural resources	
Economy	Rank	Score	Rank	Score	Rank	Score	Rank	Score
Qatar	41	4.49	48	4.93	31	4.70	75	3.85
Romania	68	4.04	66	4.61	68	3.67	73	3.85
Russian Federation	63	4.16	92	4.24	46	4.22	58	4.02
Rwanda	105	3.56	78	4.46	117	2.74	104	3.49
Saudi Arabia	62	4.17	87	4.32	38	4.43	80	3.76
Senegal	107	3.49	111	3.91	113	2.84	88	3.71
Serbia	89	3.78	74	4.50	81	3.40	109	3.45
Seychelles	38	4.51	47	4.94	42	4.35	48	4.26
Sierra Leone	137	2.87	129	3.43	138	2.36	137	2.81
Singapore	10	5.23	6	5.74	4	5.31	25	4.64
Slovak Republic	54	4.32	43	4.96	60	3.92	55	4.06
Slovenia	36	4.58	33	5.12	35	4.52	52	4.11
South Africa	64	4.13	81	4.44	59	3.93	57	4.03
Spain	4	5.38	14	5.48	5	5.30	6	5.36
Sri Lanka	74	3.99	61	4.68	86	3.35	66	3.93
Suriname	100	3.63	106	4.05	100	3.11	86	3.72
Swaziland	119	3.31	107	4.02	106	2.96	135	2.94
Sweden	9	5.24	12	5.54	23	4.89	8	5.30
Switzerland	1	5.66	1	5.94	1	5.42	2	5.63
Taiwan, China	33	4.71	29	5.19	34	4.63	44	4.29
Tajikistan	114	3.41	90	4.28	123	2.69	122	3.26
Tanzania	109	3.46	118	3.67	125	2.68	59	4.02
Thailand	43	4.47	76	4.47	44	4.25	23	4.68
Trinidad and Tobago	83	3.93	104	4.07	54	4.07	95	3.64
Turkey	46	4.44	64	4.62	52	4.08	27	4.63
Uganda	116	3.39	116	3.71	121	2.70	79	3.76
Ukraine	76	3.98	60	4.73	71	3.62	99	3.59
United Arab Emirates	28	4.86	45	4.95	9	5.14	35	4.51
United Kingdom	5	5.38	17	5.44	10	5.13	3	5.57
United States	6	5.32	44	4.95	2	5.36	1	5.65
Uruguay	59	4.23	31	5.18	78	3.53	62	3.97
Venezuela	113	3.41	119	3.67	99	3.12	110	3.45
Vietnam	80	3.95	88	4.30	94	3.26	43	4.30
Yemen	133	2.96	140	2.82	110	2.89	128	3.18
Zambia	108	3.46	102	4.11	122	2.69	98	3.60
Zimbabwe	118	3.33	117	3.67	116	2.76	101	3.56

Table B2: The Travel & Tourism Competitiveness Index 2013: Regulatory framework

			PILLARS									
	T&T REGULATORY FRAMEWORK		1. Policy rules and regulations		2. Environmental sustainability		3. Safety and security		4. Health and hygiene		5. Prioritization of Travel & Tourism	
Country/Economy	Rank	Score	Rank	Score	Rank	Score	Rank	Score	Rank	Score	Rank	Score
Albania	63	4.65	69	4.49	62	4.63	65	4.87	69	4.71	59	4.53
Algeria	134	3.30	133	3.32	136	3.40	132	3.35	90	4.15	140	2.28
Argentina	69	4.54	97	4.24	123	3.95	81	4.46	44	5.78	81	4.25
Armenia	51	4.88	46	4.74	114	4.08	37	5.34	39	5.91	73	4.34
Australia	23	5.32	14	5.20	56	4.70	13	5.97	40	5.87	39	4.88
Austria	2	5.80	37	4.89	6	5.64	7	6.11	1	7.00	22	5.38
Azerbaijan	46	4.94	85	4.33	67	4.58	52	5.09	34	5.98	48	4.72
Bahrain	77	4.46	57	4.64	103	4.21	49	5.22	89	4.17	95	4.06
Bangladesh	124	3.56	108	3.99	133	3.58	83	4.43	114	2.80	129	3.00
Barbados	13	5.50	41	4.82	27	5.12	32	5.51	28	6.03	8	5.99
Belgium	18	5.43	31	4.96	13	5.50	16	5.88	11	6.42	66	4.40
Benin	127	3.46	131	3.41	64	4.60	101	4.15	132	1.85	122	3.27
Bolivia	125	3.55	130	3.50	100	4.23	112	3.88	108	3.06	128	3.08
Bosnia and Herzegovina	75	4.47	104	4.05	113	4.10	29	5.59	59	5.16	116	3.46
Botswana	84	4.38	72	4.44	55	4.71	75	4.68	97	3.70	72	4.35
Brazil	82	4.43	119	3.80	30	5.07	73	4.71	70	4.71	102	3.88
Brunei Darussalam	94	4.18	126	3.71	135	3.46	24	5.66	65	4.86	123	3.22
Bulgaria	58	4.79	102	4.15	76	4.50	89	4.34	5	6.72	82	4.25
Burkina Faso	120	3.64	107	3.99	80	4.44	107	4.02	126	2.02	106	3.71
Burundi	130	3.40	91	4.30	102	4.21	133	3.34	117	2.58	138	2.55
Cambodia	105	4.06	128	3.57	75	4.51	78	4.61	129	1.93	13	5.67
Cameroon	123	3.58	111	3.96	108	4.18	102	4.09	116	2.72	132	2.97
Canada	27	5.27	10	5.31	41	4.95	18	5.79	53	5.37	37	4.93
Cape Verde	79	4.45	39	4.86	54	4.71	88	4.36	101	3.58	46	4.74
Chad	139	2.90	139	2.98	111	4.15	138	3.14	139	1.12	127	3.10
Chile	53	4.87	12	5.22	88	4.41	31	5.54	75	4.59	56	4.58
China	71	4.50	86	4.33	109	4.16	67	4.79	82	4.47	45	4.74
Colombia	101	4.11	56	4.64	97	4.27	115	3.84	100	3.59	88	4.20
Costa Rica	52	4.88	68	4.52	26	5.18	68	4.78	78	4.53	20	5.38
Côte d'Ivoire	133	3.31	127	3.69	96	4.28	127	3.58	124	2.20	136	2.79
Croatia	42	4.99	96	4.24	44	4.89	38	5.32	31	6.00	61	4.48
Cyprus	22	5.35	88	4.33	38	4.99	27	5.62	45	5.71	2	6.12
Czech Republic	28	5.24	59	4.61	29	5.07	40	5.30	4	6.76	64	4.44
Denmark	25	5.31	27	5.02	5	5.82	28	5.61	36	5.97	92	4.11
Dominican Republic	67	4.60	51	4.70	106	4.19	111	3.90	85	4.27	9	5.93
Ecuador	85	4.37	89	4.32	65	4.60	104	4.05	76	4.59	76	4.30
Egypt	86	4.35	76	4.42	121	3.95	140	2.65	57	5.27	18	5.47
El Salvador	99	4.14	83	4.35	86	4.42	122	3.65	88	4.18	93	4.10
Estonia	10	5.55	26	5.03	14	5.41	25	5.62	20	6.17	16	5.51
Ethiopia	122	3.60	132	3.35	90	4.36	90	4.34	118	2.44	115	3.49
Finland	5	5.74	7	5.42	3	5.89	1	6.49	15	6.33	53	4.60
France	9	5.56	25	5.04	11	5.59	33	5.49	6	6.67	35	4.99
Gambia, The	72	4.50	65	4.54	34	5.01	84	4.41	105	3.33	25	5.21
Georgia	30	5.18	40	4.83	74	4.52	51	5.11	37	5.96	17	5.50
Germany	8	5.57	33	4.94	4	5.83	14	5.97	2	6.85	77	4.28
Ghana	113	3.86	78	4.41	42	4.91	98	4.25	122	2.31	119	3.42
Greece	39	5.02	98	4.22	72	4.53	69	4.74	13	6.42	28	5.17
Guatemala	109	3.93	82	4.37	126	3.90	129	3.50	95	3.81	94	4.08
Guinea	136	3.24	134	3.27	82	4.43	119	3.74	130	1.87	134	2.89
Guyana	80	4.44	52	4.68	32	5.07	110	3.97	93	4.10	65	4.41
Haiti	138	2.93	135	3.22	139	2.86	130	3.44	128	1.96	124	3.20
Honduras	97	4.17	73	4.44	57	4.69	126	3.59	103	3.55	57	4.58
Hong Kong SAR	19	5.43	3	5.64	118	4.01	3	6.27	50	5.56	12	5.67
Hungary	26	5.29	43	4.76	28	5.10	41	5.30	9	6.55	49	4.71
Iceland	3	5.77	48	4.72	19	5.31	4	6.21	7	6.55	5	6.05
India	110	3.92	125	3.71	107	4.19	74	4.69	109	3.04	98	3.95
Indonesia	95	4.18	93	4.27	125	3.90	85	4.41	112	2.86	19	5.45
Iran, Islamic Rep.	112	3.90	124	3.72	101	4.23	106	4.04	79	4.52	130	2.97
Ireland	7	5.68	4	5.46	9	5.62	12	5.98	23	6.14	27	5.18
Israel	36	5.07	42	4.79	60	4.66	46	5.25	26	6.06	54	4.60

(Cont'd.)

Table B2: The Travel & Tourism Competitiveness Index 2013: Regulatory framework *(cont'd.)*

			PILLARS									
	T&T REGULATORY FRAMEWORK		1. Policy rules and regulations		2. Environmental sustainability		3. Safety and security		4. Health and hygiene		5. Prioritization of Travel & Tourism	
Country/Economy	Rank	Score	Rank	Score	Rank	Score	Rank	Score	Rank	Score	Rank	Score
Italy	50	4.90	100	4.21	53	4.73	44	5.26	29	6.02	79	4.27
Jamaica	59	4.76	20	5.13	98	4.26	95	4.27	92	4.12	7	6.00
Japan	24	5.31	36	4.89	47	4.82	20	5.73	16	6.30	42	4.80
Jordan	37	5.05	35	4.90	46	4.84	72	4.74	60	5.13	14	5.63
Kazakhstan	62	4.66	99	4.21	124	3.92	99	4.24	3	6.79	90	4.16
Kenya	108	3.98	95	4.26	21	5.23	135	3.19	131	1.87	23	5.35
Korea, Rep.	38	5.02	50	4.71	69	4.58	39	5.31	19	6.19	75	4.32
Kuwait	114	3.81	122	3.76	140	2.74	47	5.23	62	5.02	139	2.31
Kyrgyz Republic	93	4.23	71	4.44	129	3.84	100	4.16	52	5.44	121	3.29
Latvia	35	5.08	58	4.63	18	5.32	53	5.07	32	6.00	70	4.36
Lebanon	73	4.50	115	3.90	127	3.88	116	3.82	33	5.98	38	4.91
Lesotho	126	3.46	116	3.83	120	3.96	108	4.02	121	2.33	125	3.19
Lithuania	41	4.99	75	4.42	20	5.24	56	4.94	18	6.22	91	4.13
Luxembourg	21	5.41	11	5.30	17	5.34	11	6.04	21	6.15	86	4.23
Macedonia, FYR	57	4.79	66	4.53	73	4.52	43	5.28	47	5.68	99	3.95
Madagascar	132	3.33	112	3.96	122	3.95	134	3.22	138	1.16	67	4.39
Malawi	115	3.77	121	3.77	50	4.77	94	4.28	111	2.88	126	3.16
Malaysia	55	4.82	9	5.33	61	4.66	66	4.82	73	4.63	51	4.67
Mali	128	3.45	105	4.04	110	4.15	128	3.55	134	1.56	101	3.94
Malta	15	5.47	63	4.57	48	4.81	15	5.90	27	6.06	6	6.04
Mauritania	137	3.07	129	3.53	117	4.02	123	3.64	135	1.37	135	2.81
Mauritius	32	5.16	28	5.01	77	4.49	36	5.34	66	4.85	3	6.12
Mexico	83	4.43	54	4.67	105	4.20	121	3.65	72	4.66	34	4.99
Moldova	65	4.61	81	4.38	93	4.29	61	4.89	41	5.86	112	3.62
Mongolia	91	4.25	79	4.40	137	3.24	64	4.89	67	4.80	100	3.95
Montenegro	34	5.09	22	5.12	33	5.02	45	5.26	55	5.32	44	4.75
Morocco	68	4.59	44	4.76	31	5.07	80	4.51	104	3.39	26	5.20
Mozambique	121	3.64	90	4.32	49	4.77	125	3.63	136	1.26	87	4.20
Namibia	89	4.30	64	4.55	36	5.00	96	4.27	106	3.30	68	4.39
Nepal	100	4.14	106	4.04	89	4.36	109	3.99	102	3.56	47	4.72
Netherlands	16	5.45	15	5.19	10	5.60	6	6.11	30	6.00	71	4.36
New Zealand	4	5.75	2	5.84	22	5.23	9	6.05	17	6.26	21	5.38
Nicaragua	98	4.15	101	4.18	43	4.90	82	4.44	110	3.00	83	4.24
Nigeria	135	3.26	117	3.82	63	4.61	136	3.17	133	1.74	133	2.94
Norway	11	5.55	21	5.13	8	5.62	10	6.05	22	6.15	43	4.78
Oman	56	4.81	38	4.88	87	4.42	30	5.57	71	4.69	60	4.49
Pakistan	131	3.38	120	3.79	132	3.73	137	3.14	107	3.28	131	2.97
Panama	54	4.83	18	5.14	40	4.96	70	4.74	86	4.23	32	5.06
Paraguay	103	4.09	110	3.98	104	4.20	114	3.86	96	3.72	52	4.67
Peru	96	4.17	70	4.48	85	4.42	118	3.77	98	3.66	58	4.54
Philippines	70	4.51	53	4.68	83	4.43	103	4.06	94	3.82	15	5.59
Poland	49	4.92	84	4.35	37	5.00	48	5.23	35	5.98	96	4.04
Portugal	20	5.42	49	4.72	15	5.38	19	5.77	25	6.07	29	5.16
Puerto Rico	40	4.99	19	5.14	16	5.34	62	4.89	68	4.74	41	4.85
Qatar	48	4.93	47	4.72	59	4.66	21	5.73	58	5.25	80	4.26
Romania	66	4.61	87	4.33	58	4.67	63	4.89	54	5.36	103	3.77
Russian Federation	92	4.24	123	3.75	134	3.55	113	3.87	14	6.40	111	3.63
Rwanda	78	4.46	6	5.43	12	5.54	59	4.92	119	2.44	97	3.97
Saudi Arabia	87	4.32	61	4.59	130	3.84	42	5.30	99	3.60	78	4.27
Senegal	111	3.91	109	3.99	81	4.43	86	4.40	120	2.37	69	4.37
Serbia	74	4.50	103	4.10	115	4.06	55	4.99	46	5.70	108	3.64
Seychelles	47	4.94	55	4.66	70	4.57	91	4.32	63	5.01	1	6.12
Sierra Leone	129	3.43	118	3.81	84	4.43	93	4.29	137	1.17	118	3.45
Singapore	6	5.74	1	5.99	23	5.22	5	6.13	56	5.29	4	6.07
Slovak Republic	43	4.96	45	4.75	39	4.98	54	5.00	12	6.42	107	3.67
Slovenia	33	5.12	92	4.27	24	5.20	26	5.62	42	5.82	50	4.69
South Africa	81	4.44	29	4.99	52	4.74	117	3.80	87	4.20	62	4.46
Spain	14	5.48	67	4.52	25	5.19	23	5.67	24	6.11	10	5.91
Sri Lanka	61	4.68	62	4.59	119	4.00	35	5.34	83	4.37	31	5.10
Suriname	106	4.05	136	3.10	68	4.58	60	4.89	91	4.13	114	3.57

Table B2: The Travel & Tourism Competitiveness Index 2013: Regulatory framework *(cont'd.)*

			PILLARS									
	T&T REGULATORY FRAMEWORK		1. Policy rules and regulations		2. Environmental sustainability		3. Safety and security		4. Health and hygiene		5. Prioritization of Travel & Tourism	
Country/Economy	Rank	Score	Rank	Score	Rank	Score	Rank	Score	Rank	Score	Rank	Score
Swaziland	107	4.02	94	4.27	71	4.55	92	4.30	113	2.82	89	4.17
Sweden	12	5.54	16	5.17	1	6.12	8	6.10	38	5.96	74	4.34
Switzerland	1	5.94	17	5.17	2	6.00	2	6.30	10	6.53	11	5.72
Taiwan, China	29	5.19	5	5.46	94	4.28	17	5.82	43	5.79	55	4.60
Tajikistan	90	4.28	113	3.91	79	4.44	71	4.74	77	4.57	104	3.76
Tanzania	118	3.67	74	4.43	45	4.89	120	3.70	140	1.12	85	4.23
Thailand	76	4.47	77	4.41	99	4.26	87	4.37	84	4.32	33	5.01
Trinidad and Tobago	104	4.07	30	4.98	138	3.23	105	4.04	74	4.62	117	3.45
Turkey	64	4.62	34	4.92	95	4.28	79	4.55	64	4.89	63	4.46
Uganda	116	3.71	80	4.39	51	4.76	124	3.64	125	2.12	109	3.64
Ukraine	60	4.73	114	3.90	92	4.30	77	4.65	8	6.55	84	4.24
United Arab Emirates	45	4.95	13	5.20	91	4.35	50	5.17	61	5.05	36	4.96
United Kingdom	17	5.44	8	5.34	7	5.63	22	5.70	48	5.67	40	4.87
United States	44	4.95	23	5.09	112	4.13	57	4.93	51	5.46	30	5.14
Uruguay	31	5.18	24	5.07	78	4.46	34	5.42	49	5.62	24	5.33
Venezuela	119	3.67	137	3.07	116	4.03	131	3.39	80	4.52	120	3.35
Vietnam	88	4.30	60	4.60	128	3.85	58	4.92	81	4.50	110	3.64
Yemen	140	2.82	140	2.72	131	3.76	139	3.01	127	2.01	137	2.61
Zambia	102	4.11	32	4.96	35	5.01	76	4.67	123	2.29	113	3.60
Zimbabwe	117	3.67	138	3.04	66	4.59	97	4.26	115	2.74	105	3.74

Table B3: The Travel & Tourism Competitiveness Index 2013: Business environment and infrastructure

			PILLARS									
	BUSINESS ENVIRONMENT AND INFRASTRUCTURE		6. Air transport infrastructure		7. Ground transport infrastructure		8. Tourism infrastructure		9. ICT infrastructure		10. Price competitiveness in the T&T industry	
Country/Economy	Rank	Score	Rank	Score	Rank	Score	Rank	Score	Rank	Score	Rank	Score
Albania	90	3.31	98	2.52	85	3.24	76	3.67	97	2.51	64	4.60
Algeria	126	2.66	115	2.24	126	2.63	131	1.44	115	2.02	28	4.97
Argentina	72	3.61	66	3.07	120	2.77	55	4.50	56	3.47	101	4.22
Armenia	88	3.34	85	2.70	94	3.12	80	3.42	73	3.05	80	4.44
Australia	25	4.81	4	5.86	49	4.19	20	5.89	18	5.06	137	3.05
Austria	11	5.11	30	4.44	15	5.61	1	7.00	20	5.00	131	3.52
Azerbaijan	87	3.34	83	2.72	57	4.01	109	2.18	63	3.34	77	4.47
Bahrain	32	4.69	38	4.23	11	5.84	66	4.23	47	3.76	7	5.38
Bangladesh	109	2.91	113	2.27	65	3.77	127	1.64	128	1.74	16	5.16
Barbados	18	4.96	32	4.35	9	5.89	26	5.57	19	5.02	113	3.97
Belgium	26	4.78	37	4.24	8	5.91	28	5.48	26	4.74	128	3.54
Benin	130	2.61	130	1.98	122	2.74	115	2.07	118	1.95	92	4.31
Bolivia	102	3.09	104	2.43	116	2.82	98	2.55	103	2.31	8	5.34
Bosnia and Herzegovina	95	3.19	135	1.82	130	2.57	65	4.24	64	3.25	107	4.06
Botswana	91	3.31	89	2.65	83	3.25	89	2.97	99	2.44	12	5.22
Brazil	76	3.57	48	3.75	129	2.57	60	4.39	55	3.49	126	3.67
Brunei Darussalam	57	3.94	45	3.87	67	3.66	86	3.12	65	3.22	2	5.81
Bulgaria	45	4.24	91	2.64	91	3.14	4	6.72	42	3.94	49	4.77
Burkina Faso	134	2.55	129	1.99	112	2.85	120	1.91	130	1.68	86	4.35
Burundi	139	2.33	138	1.78	107	2.89	137	1.29	139	1.37	88	4.32
Cambodia	112	2.86	106	2.40	81	3.26	132	1.43	112	2.08	19	5.12
Cameroon	124	2.68	117	2.23	111	2.85	114	2.08	123	1.88	85	4.37
Canada	8	5.17	1	6.67	33	4.75	21	5.81	23	4.94	124	3.71
Cape Verde	66	3.72	46	3.85	72	3.53	62	4.31	95	2.56	87	4.35
Chad	140	2.11	139	1.75	127	2.61	136	1.30	137	1.45	132	3.44
Chile	53	4.07	55	3.43	56	4.03	49	4.67	52	3.62	60	4.61
China	63	3.77	35	4.28	51	4.13	101	2.52	74	3.03	37	4.88
Colombia	103	3.09	73	2.93	131	2.56	93	2.83	77	2.93	105	4.18
Costa Rica	56	3.98	44	3.94	100	2.99	33	5.13	67	3.20	56	4.65
Côte d'Ivoire	118	2.73	116	2.24	97	3.06	97	2.60	120	1.90	117	3.86
Croatia	39	4.43	68	3.01	53	4.07	5	6.71	30	4.32	109	4.01
Cyprus	21	4.89	36	4.26	19	5.30	5	6.71	40	3.99	102	4.21
Czech Republic	37	4.49	50	3.70	23	5.16	32	5.15	35	4.23	99	4.23
Denmark	16	4.98	28	4.47	12	5.84	25	5.63	4	5.65	135	3.33
Dominican Republic	75	3.58	59	3.29	71	3.61	70	4.08	85	2.74	104	4.18
Ecuador	83	3.38	84	2.71	79	3.31	84	3.21	98	2.45	11	5.22
Egypt	77	3.56	57	3.38	96	3.11	90	2.93	80	2.83	4	5.58
El Salvador	82	3.39	80	2.76	78	3.43	83	3.26	86	2.73	50	4.75
Estonia	30	4.72	65	3.08	30	4.84	18	6.08	25	4.77	44	4.83
Ethiopia	127	2.65	90	2.65	118	2.78	135	1.32	138	1.44	22	5.09
Finland	22	4.89	11	5.25	20	5.24	44	4.79	13	5.37	118	3.81
France	7	5.18	8	5.39	5	6.24	17	6.10	15	5.21	140	2.96
Gambia, The	93	3.27	81	2.76	50	4.17	126	1.65	110	2.10	3	5.67
Georgia	80	3.46	101	2.48	61	3.85	82	3.26	75	3.02	52	4.67
Germany	6	5.29	7	5.39	6	6.22	23	5.73	11	5.39	125	3.70
Ghana	108	2.94	109	2.35	82	3.25	102	2.39	104	2.26	76	4.48
Greece	33	4.65	20	4.66	58	3.99	3	6.76	33	4.28	127	3.59
Guatemala	98	3.15	100	2.51	114	2.83	96	2.64	88	2.67	23	5.08
Guinea	137	2.38	133	1.87	138	2.22	128	1.64	134	1.63	69	4.56
Guyana	111	2.88	105	2.42	105	2.91	121	1.76	91	2.62	51	4.70
Haiti	136	2.39	131	1.93	140	1.73	110	2.18	131	1.67	78	4.47
Honduras	92	3.28	70	2.95	101	2.97	81	3.27	101	2.39	39	4.85
Hong Kong SAR	3	5.32	6	5.40	1	6.55	71	3.90	2	5.81	32	4.92
Hungary	49	4.16	74	2.91	40	4.51	30	5.20	43	3.90	93	4.29
Iceland	13	5.06	17	4.83	38	4.54	9	6.69	8	5.47	121	3.75
India	67	3.69	39	4.18	42	4.44	95	2.64	111	2.09	20	5.11
Indonesia	84	3.36	54	3.46	87	3.21	113	2.10	87	2.72	9	5.30
Iran, Islamic Rep.	96	3.18	102	2.48	76	3.45	133	1.41	93	2.61	1	5.97
Ireland	19	4.96	22	4.61	24	5.15	12	6.31	24	4.80	115	3.91
Israel	51	4.08	52	3.60	54	4.07	52	4.60	27	4.72	133	3.41

Table B3: The Travel & Tourism Competitiveness Index 2013: Business environment and infrastructure *(cont'd.)*

			PILLARS									
	BUSINESS ENVIRONMENT AND INFRASTRUCTURE		6. Air transport infrastructure		7. Ground transport infrastructure		8. Tourism infrastructure		9. ICT infrastructure		10. Price competitiveness in the T&T industry	
Country/Economy	Rank	Score	Rank	Score	Rank	Score	Rank	Score	Rank	Score	Rank	Score
Italy	29	4.76	24	4.55	39	4.53	1	7.00	31	4.30	134	3.40
Jamaica	64	3.76	63	3.22	45	4.28	59	4.41	92	2.62	95	4.29
Japan	24	4.86	25	4.53	7	6.20	53	4.56	7	5.50	130	3.52
Jordan	69	3.63	62	3.23	75	3.47	69	4.10	82	2.80	67	4.56
Kazakhstan	79	3.48	82	2.74	80	3.27	87	3.12	48	3.75	73	4.54
Kenya	105	2.98	77	2.83	86	3.23	104	2.37	106	2.18	91	4.31
Korea, Rep.	17	4.98	31	4.44	16	5.56	51	4.61	1	6.00	96	4.29
Kuwait	62	3.89	72	2.94	59	3.95	68	4.11	54	3.60	40	4.85
Kyrgyz Republic	131	2.61	128	2.01	132	2.55	138	1.27	89	2.65	70	4.56
Latvia	40	4.40	47	3.85	44	4.34	35	5.03	38	4.12	57	4.65
Lebanon	65	3.74	67	3.02	110	2.87	27	5.52	84	2.75	68	4.56
Lesotho	132	2.60	140	1.62	125	2.65	105	2.36	129	1.70	55	4.66
Lithuania	48	4.19	95	2.58	21	5.22	63	4.30	36	4.21	58	4.64
Luxembourg	20	4.96	41	4.11	14	5.78	43	4.82	5	5.64	83	4.42
Macedonia, FYR	74	3.58	122	2.19	84	3.24	64	4.27	60	3.41	46	4.79
Madagascar	119	2.73	111	2.31	133	2.46	100	2.54	132	1.66	54	4.66
Malawi	135	2.48	134	1.86	103	2.96	129	1.53	135	1.61	82	4.43
Malaysia	41	4.36	26	4.48	36	4.60	73	3.83	57	3.47	5	5.45
Mali	129	2.61	119	2.23	90	3.16	117	1.94	125	1.85	116	3.88
Malta	14	5.06	18	4.76	28	4.99	15	6.25	21	4.96	90	4.32
Mauritania	133	2.60	132	1.88	128	2.60	123	1.72	117	2.00	48	4.78
Mauritius	55	4.04	60	3.25	37	4.60	48	4.68	69	3.19	75	4.48
Mexico	61	3.92	49	3.75	69	3.64	61	4.37	78	2.93	33	4.92
Moldova	97	3.16	125	2.12	123	2.72	91	2.92	66	3.21	41	4.84
Mongolia	107	2.96	71	2.95	135	2.38	116	1.97	94	2.59	36	4.89
Montenegro	50	4.14	58	3.36	92	3.13	19	5.98	51	3.64	62	4.61
Morocco	73	3.60	64	3.10	70	3.63	74	3.78	79	2.89	63	4.61
Mozambique	120	2.72	114	2.25	134	2.42	106	2.34	133	1.65	30	4.95
Namibia	70	3.62	61	3.24	60	3.91	72	3.84	100	2.44	53	4.66
Nepal	128	2.64	121	2.23	137	2.28	130	1.51	127	1.79	6	5.40
Netherlands	15	5.01	13	5.16	4	6.31	58	4.45	12	5.39	122	3.73
New Zealand	12	5.06	12	5.23	46	4.27	11	6.34	22	4.95	74	4.51
Nicaragua	101	3.11	112	2.29	106	2.90	88	3.11	113	2.07	17	5.16
Nigeria	114	2.83	99	2.51	119	2.77	103	2.37	105	2.20	89	4.32
Norway	28	4.77	15	5.06	64	3.79	10	6.42	14	5.35	136	3.23
Oman	47	4.20	53	3.50	41	4.50	57	4.45	53	3.61	29	4.96
Pakistan	104	2.99	96	2.53	77	3.43	119	1.93	121	1.89	15	5.16
Panama	36	4.52	16	4.84	47	4.26	42	4.84	50	3.64	26	5.01
Paraguay	115	2.80	136	1.80	136	2.29	99	2.55	102	2.36	27	4.98
Peru	85	3.36	75	2.88	121	2.77	67	4.16	83	2.79	103	4.20
Philippines	89	3.33	69	2.96	89	3.17	92	2.90	96	2.52	24	5.08
Poland	58	3.94	86	2.69	66	3.69	46	4.71	41	3.98	61	4.61
Portugal	27	4.78	34	4.29	22	5.20	16	6.13	34	4.24	108	4.04
Puerto Rico	43	4.33	40	4.14	32	4.76	41	4.88	62	3.41	79	4.44
Qatar	31	4.70	23	4.60	35	4.67	37	5.01	32	4.30	31	4.95
Romania	68	3.67	93	2.59	109	2.87	34	5.07	59	3.42	84	4.41
Russian Federation	46	4.22	33	4.33	93	3.13	40	4.93	37	4.16	72	4.54
Rwanda	117	2.74	103	2.44	55	4.06	134	1.35	140	1.25	59	4.63
Saudi Arabia	38	4.43	42	4.03	43	4.38	47	4.71	45	3.84	14	5.18
Senegal	113	2.84	94	2.58	99	3.01	94	2.71	107	2.18	123	3.72
Serbia	81	3.40	110	2.33	117	2.79	56	4.47	49	3.64	119	3.77
Seychelles	42	4.35	27	4.47	31	4.81	29	5.24	58	3.47	120	3.76
Sierra Leone	138	2.36	137	1.78	124	2.68	140	1.06	136	1.49	47	4.79
Singapore	4	5.31	14	5.07	2	6.45	38	5.00	9	5.45	66	4.57
Slovak Republic	60	3.92	123	2.18	48	4.20	39	4.94	44	3.88	81	4.43
Slovenia	35	4.52	76	2.83	25	5.05	14	6.27	29	4.46	111	4.00
South Africa	59	3.93	43	3.97	63	3.79	54	4.53	81	2.82	71	4.55
Spain	5	5.30	10	5.29	10	5.87	5	6.71	28	4.53	106	4.11
Sri Lanka	86	3.35	88	2.66	29	4.91	108	2.28	116	2.01	34	4.91
Suriname	100	3.11	97	2.52	102	2.96	85	3.12	76	2.98	114	3.96

(Cont'd.)

Table B3: The Travel & Tourism Competitiveness Index 2013: Business environment and infrastructure *(cont'd.)*

	BUSINESS ENVIRONMENT AND INFRASTRUCTURE		PILLARS									
			6. Air transport infrastructure		7. Ground transport infrastructure		8. Tourism infrastructure		9. ICT infrastructure		10. Price competitiveness in the T&T industry	
Country/Economy	Rank	Score	Rank	Score	Rank	Score	Rank	Score	Rank	Score	Rank	Score
Swaziland	106	2.96	126	2.11	68	3.66	111	2.16	114	2.03	38	4.86
Sweden	23	4.89	19	4.70	17	5.54	36	5.01	3	5.66	129	3.53
Switzerland	1	5.42	9	5.36	3	6.40	5	6.71	6	5.57	139	3.03
Taiwan, China	34	4.63	51	3.67	18	5.54	75	3.77	16	5.10	21	5.09
Tajikistan	123	2.69	107	2.40	104	2.92	139	1.16	109	2.12	42	4.84
Tanzania	125	2.68	118	2.23	113	2.85	125	1.69	126	1.80	43	4.83
Thailand	44	4.25	21	4.62	62	3.81	31	5.17	90	2.63	25	5.03
Trinidad and Tobago	54	4.07	56	3.42	34	4.70	77	3.62	61	3.41	13	5.19
Turkey	52	4.08	29	4.47	52	4.08	45	4.76	71	3.10	112	3.98
Uganda	121	2.70	120	2.23	108	2.89	124	1.69	124	1.87	45	4.83
Ukraine	71	3.62	78	2.80	73	3.52	50	4.63	70	3.13	110	4.01
United Arab Emirates	9	5.14	3	6.06	26	5.02	24	5.69	39	4.02	35	4.90
United Kingdom	10	5.13	5	5.61	13	5.78	22	5.76	10	5.43	138	3.05
United States	2	5.36	2	6.16	27	5.00	13	6.27	17	5.08	94	4.29
Uruguay	78	3.53	87	2.67	74	3.52	79	3.44	46	3.77	98	4.25
Venezuela	99	3.12	92	2.61	139	2.21	78	3.44	72	3.07	97	4.25
Vietnam	94	3.26	79	2.78	98	3.03	112	2.15	68	3.19	18	5.15
Yemen	110	2.89	124	2.17	115	2.82	107	2.30	122	1.88	10	5.27
Zambia	122	2.69	108	2.38	88	3.17	122	1.73	119	1.94	100	4.23
Zimbabwe	116	2.76	127	2.06	95	3.11	118	1.93	108	2.13	65	4.58

Table B4: The Travel & Tourism Competitiveness Index 2013: Human, cultural, and natural resources

			PILLARS							
	T&T HUMAN, CULTURAL AND NATURAL RESOURCES		11. Human resources		12. Affinity for Travel & Tourism		13. Natural resources		14. Cultural resources	
Country/Economy	Rank	Score	Rank	Score	Rank	Score	Rank	Score	Rank	Score
Albania	63	3.96	43	5.10	4	5.89	109	2.85	87	2.00
Algeria	123	3.25	103	4.41	137	3.69	121	2.68	74	2.21
Argentina	41	4.38	57	4.95	107	4.28	20	5.02	44	3.26
Armenia	94	3.65	44	5.10	47	4.83	124	2.61	81	2.07
Australia	4	5.39	22	5.40	38	4.91	2	6.16	20	5.10
Austria	9	5.24	17	5.56	12	5.47	49	4.04	12	5.89
Azerbaijan	96	3.63	59	4.95	62	4.69	110	2.84	85	2.03
Bahrain	83	3.74	26	5.37	59	4.72	129	2.43	67	2.46
Bangladesh	124	3.24	108	4.28	130	3.96	90	3.23	116	1.49
Barbados	50	4.20	23	5.40	2	6.10	133	2.25	50	3.03
Belgium	18	4.90	19	5.54	31	5.07	103	3.00	9	5.99
Benin	126	3.20	113	4.11	88	4.48	112	2.81	124	1.40
Bolivia	85	3.73	101	4.52	139	3.24	27	4.80	72	2.37
Bosnia and Herzegovina	92	3.66	76	4.81	49	4.81	107	2.91	79	2.12
Botswana	112	3.43	128	3.57	105	4.30	39	4.26	109	1.61
Brazil	12	5.10	62	4.94	83	4.51	1	6.18	23	4.76
Brunei Darussalam	67	3.91	36	5.20	63	4.66	53	3.94	95	1.82
Bulgaria	53	4.10	69	4.89	67	4.62	76	3.41	40	3.47
Burkina Faso	129	3.16	129	3.55	94	4.38	81	3.36	126	1.36
Burundi	138	2.73	137	3.23	126	4.09	127	2.56	140	1.03
Cambodia	78	3.77	99	4.57	20	5.28	67	3.63	111	1.58
Cameroon	102	3.56	112	4.23	103	4.32	32	4.53	136	1.15
Canada	5	5.39	5	5.77	34	5.00	10	5.33	16	5.47
Cape Verde	107	3.45	75	4.81	14	5.43	138	1.85	102	1.72
Chad	136	2.82	135	3.29	134	3.82	95	3.16	139	1.03
Chile	65	3.94	39	5.15	89	4.46	93	3.20	53	2.94
China	13	5.09	38	5.18	129	4.04	5	5.59	15	5.53
Colombia	34	4.51	72	4.88	86	4.49	16	5.14	37	3.52
Costa Rica	38	4.45	27	5.36	28	5.12	7	5.44	93	1.87
Côte d'Ivoire	114	3.41	124	3.74	93	4.41	41	4.15	129	1.34
Croatia	42	4.37	93	4.63	29	5.12	56	3.85	32	3.87
Cyprus	46	4.27	24	5.39	10	5.50	96	3.14	48	3.07
Czech Republic	28	4.61	48	5.04	70	4.60	77	3.40	17	5.39
Denmark	26	4.64	10	5.71	79	4.53	72	3.46	22	4.86
Dominican Republic	108	3.45	85	4.72	36	4.95	130	2.40	100	1.74
Ecuador	56	4.05	88	4.68	123	4.09	13	5.26	76	2.16
Egypt	84	3.74	105	4.41	60	4.70	87	3.27	61	2.58
El Salvador	125	3.24	95	4.60	90	4.44	132	2.38	113	1.52
Estonia	51	4.19	37	5.20	23	5.22	57	3.81	63	2.54
Ethiopia	97	3.61	126	3.71	120	4.16	33	4.52	82	2.06
Finland	24	4.65	4	5.80	64	4.65	54	3.88	26	4.28
France	11	5.20	35	5.22	48	4.82	30	4.71	8	6.04
Gambia, The	111	3.43	111	4.25	21	5.23	114	2.78	121	1.47
Georgia	91	3.67	40	5.12	53	4.79	119	2.70	84	2.05
Germany	7	5.31	18	5.54	61	4.69	31	4.66	4	6.34
Ghana	117	3.35	109	4.27	110	4.26	82	3.35	114	1.51
Greece	30	4.58	50	5.02	55	4.79	40	4.24	25	4.28
Guatemala	69	3.88	86	4.72	57	4.74	47	4.07	88	2.00
Guinea	134	3.03	120	3.82	119	4.16	105	2.92	133	1.21
Guyana	106	3.47	73	4.87	75	4.58	97	3.11	132	1.31
Haiti	140	2.44	136	3.27	135	3.80	140	1.49	134	1.21
Honduras	89	3.69	98	4.58	85	4.50	48	4.05	106	1.64
Hong Kong SAR	29	4.59	8	5.74	3	6.01	84	3.33	42	3.30
Hungary	54	4.08	42	5.11	102	4.32	111	2.81	30	4.09
Iceland	36	4.47	3	5.84	11	5.50	63	3.72	57	2.83
India	21	4.72	96	4.60	111	4.25	9	5.36	24	4.68
Indonesia	31	4.56	61	4.94	114	4.23	6	5.57	38	3.51
Iran, Islamic Rep.	74	3.85	87	4.71	128	4.04	74	3.44	45	3.20
Ireland	40	4.41	11	5.67	26	5.16	117	2.71	29	4.09
Israel	71	3.86	31	5.29	87	4.48	98	3.09	60	2.60

(Cont'd.)

Table B4: The Travel & Tourism Competitiveness Index 2013: Human, cultural, and natural resources *(cont'd.)*

			PILLARS							
	T&T HUMAN, CULTURAL AND NATURAL RESOURCES		11. Human resources		12. Affinity for Travel & Tourism		13. Natural resources		14. Cultural resources	
Country/Economy	Rank	Score	Rank	Score	Rank	Score	Rank	Score	Rank	Score
Italy	14	5.05	41	5.12	72	4.59	34	4.43	7	6.06
Jamaica	87	3.72	84	4.73	27	5.15	80	3.37	108	1.62
Japan	10	5.22	21	5.42	77	4.55	21	4.99	11	5.90
Jordan	72	3.86	67	4.93	13	5.46	94	3.19	94	1.86
Kazakhstan	119	3.30	71	4.88	121	4.13	120	2.69	117	1.49
Kenya	60	4.01	106	4.29	58	4.73	14	5.26	97	1.75
Korea, Rep.	20	4.74	33	5.25	81	4.52	89	3.24	10	5.97
Kuwait	131	3.14	66	4.93	132	3.92	139	1.81	90	1.89
Kyrgyz Republic	103	3.51	97	4.60	19	5.29	122	2.67	119	1.48
Latvia	77	3.81	46	5.05	113	4.24	70	3.59	73	2.36
Lebanon	70	3.87	64	4.94	1	6.12	136	1.95	68	2.45
Lesotho	139	2.62	140	2.85	74	4.59	137	1.90	137	1.13
Lithuania	61	3.98	63	4.94	78	4.54	73	3.44	51	3.01
Luxembourg	39	4.42	20	5.53	15	5.41	55	3.85	55	2.90
Macedonia, FYR	100	3.58	81	4.76	73	4.59	113	2.80	75	2.16
Madagascar	127	3.20	118	3.95	91	4.44	99	3.08	131	1.33
Malawi	113	3.43	123	3.75	118	4.16	36	4.36	123	1.43
Malaysia	17	4.93	28	5.35	16	5.39	18	5.08	31	3.89
Mali	121	3.28	131	3.51	71	4.60	123	2.61	70	2.39
Malta	49	4.22	29	5.35	9	5.66	115	2.77	47	3.10
Mauritania	132	3.07	127	3.61	109	4.27	106	2.92	115	1.49
Mauritius	93	3.65	49	5.03	6	5.75	134	2.23	110	1.60
Mexico	15	5.02	53	5.00	65	4.62	8	5.38	21	5.08
Moldova	133	3.04	102	4.51	112	4.25	135	2.01	125	1.39
Mongolia	90	3.69	91	4.66	100	4.33	85	3.29	66	2.47
Montenegro	47	4.26	51	5.01	7	5.66	62	3.73	59	2.65
Morocco	68	3.89	90	4.67	22	5.23	126	2.60	49	3.06
Mozambique	130	3.15	138	3.20	116	4.22	64	3.71	120	1.48
Namibia	115	3.38	130	3.52	84	4.51	43	4.13	127	1.35
Nepal	105	3.48	125	3.74	92	4.43	35	4.38	128	1.34
Netherlands	16	4.97	9	5.73	52	4.80	60	3.74	14	5.60
New Zealand	22	4.69	13	5.62	17	5.38	26	4.80	52	2.96
Nicaragua	82	3.74	89	4.68	68	4.61	52	3.95	101	1.74
Nigeria	118	3.33	122	3.78	117	4.16	68	3.62	98	1.75
Norway	33	4.53	16	5.56	66	4.62	59	3.81	27	4.14
Oman	76	3.84	54	4.98	43	4.85	79	3.38	78	2.16
Pakistan	116	3.38	115	4.09	136	3.76	86	3.27	71	2.38
Panama	45	4.29	79	4.78	41	4.89	11	5.32	77	2.16
Paraguay	120	3.29	104	4.41	124	4.09	100	3.04	107	1.63
Peru	37	4.47	80	4.78	82	4.51	12	5.29	43	3.30
Philippines	64	3.95	82	4.73	42	4.89	44	4.12	83	2.05
Poland	32	4.56	45	5.09	125	4.09	66	3.70	18	5.35
Portugal	19	4.84	32	5.27	32	5.03	83	3.35	13	5.71
Puerto Rico	81	3.75	47	5.05	30	5.08	104	2.98	92	1.88
Qatar	75	3.85	7	5.74	76	4.57	128	2.52	62	2.54
Romania	73	3.85	83	4.73	122	4.11	88	3.25	41	3.31
Russian Federation	58	4.02	92	4.64	138	3.66	37	4.31	39	3.49
Rwanda	104	3.49	110	4.26	40	4.89	61	3.73	138	1.07
Saudi Arabia	80	3.76	30	5.31	98	4.35	69	3.59	96	1.76
Senegal	88	3.71	117	4.00	56	4.76	46	4.07	89	1.99
Serbia	109	3.45	94	4.63	104	4.30	131	2.39	65	2.48
Seychelles	48	4.26	56	4.96	5	5.86	65	3.71	64	2.50
Sierra Leone	137	2.81	133	3.35	131	3.96	116	2.76	135	1.19
Singapore	25	4.64	2	6.05	8	5.66	92	3.21	35	3.63
Slovak Republic	55	4.06	52	5.01	96	4.36	51	3.98	54	2.90
Slovenia	52	4.11	55	4.96	50	4.80	58	3.81	56	2.85
South Africa	57	4.03	132	3.45	44	4.85	17	5.13	58	2.70
Spain	6	5.36	34	5.24	39	4.90	29	4.75	1	6.57
Sri Lanka	66	3.93	78	4.78	51	4.80	42	4.15	86	2.00
Suriname	86	3.72	100	4.52	115	4.22	38	4.26	91	1.88

Table B4: The Travel & Tourism Competitiveness Index 2013: Human, cultural, and natural resources *(cont'd.)*

			PILLARS							
	T&T HUMAN, CULTURAL AND NATURAL RESOURCES		11. Human resources		12. Affinity for Travel & Tourism		13. Natural resources		14. Cultural resources	
Country/Economy	Rank	Score	Rank	Score	Rank	Score	Rank	Score	Rank	Score
Swaziland	135	2.94	139	2.94	95	4.38	118	2.71	99	1.74
Sweden	8	5.30	12	5.65	33	5.00	45	4.10	2	6.44
Switzerland	2	5.63	1	6.11	25	5.21	19	5.03	6	6.16
Taiwan, China	44	4.29	25	5.38	37	4.94	91	3.22	34	3.64
Tajikistan	122	3.26	60	4.95	127	4.06	125	2.61	122	1.43
Tanzania	59	4.02	116	4.01	80	4.53	4	5.86	104	1.66
Thailand	23	4.68	70	4.89	18	5.37	23	4.86	36	3.60
Trinidad and Tobago	95	3.64	74	4.84	133	3.87	75	3.44	69	2.42
Turkey	27	4.63	68	4.92	35	4.96	78	3.39	19	5.23
Uganda	79	3.76	114	4.10	54	4.79	25	4.82	130	1.33
Ukraine	99	3.59	65	4.93	101	4.33	102	3.03	80	2.08
United Arab Emirates	35	4.51	15	5.61	24	5.22	71	3.46	33	3.74
United Kingdom	3	5.57	6	5.76	45	4.85	15	5.24	3	6.44
United States	1	5.65	14	5.61	69	4.60	3	6.09	5	6.30
Uruguay	62	3.97	58	4.95	46	4.85	108	2.91	46	3.19
Venezuela	110	3.45	107	4.29	140	2.98	24	4.83	103	1.68
Vietnam	43	4.30	77	4.80	108	4.27	50	3.99	28	4.13
Yemen	128	3.18	119	3.87	106	4.28	101	3.03	112	1.54
Zambia	98	3.60	121	3.79	97	4.36	28	4.76	118	1.49
Zimbabwe	101	3.56	134	3.32	99	4.34	22	4.91	105	1.66

CHAPTER 1.2

How to Succeed as a Tourism Destination in a Volatile World

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After the financial crisis of 2007–08, the global economy faced its deepest setback in decades. Although economies have recovered, volatility has remained a key risk to further development—financially, economically, politically, and environmentally. Sovereign debt crunches get worse, political instability is growing in the world's hot zones, and environmental disasters tend to grow more severe in their short-term impacts.

In addition, other forces—less dramatic but no less powerful—continue to reshape the world's future. The ongoing digitization of daily life has sped up the dissemination of news; as a result, consumers are developing more flexible buying decisions and conventional ways of doing business are being fundamentally challenged. Established economies are increasingly feeling the impact of aging populations through the growing pressure on social care systems and the changing requirements needed to meet the mobility, housing, and leisure habits of older people. At the same time, new demand is unfolding in developing regions such as the BRIC countries (Brazil, Russia, India, and China) and beyond, changing the profile of the international traveler. All these changes will have significant impacts on tourism destinations (Figure 1).

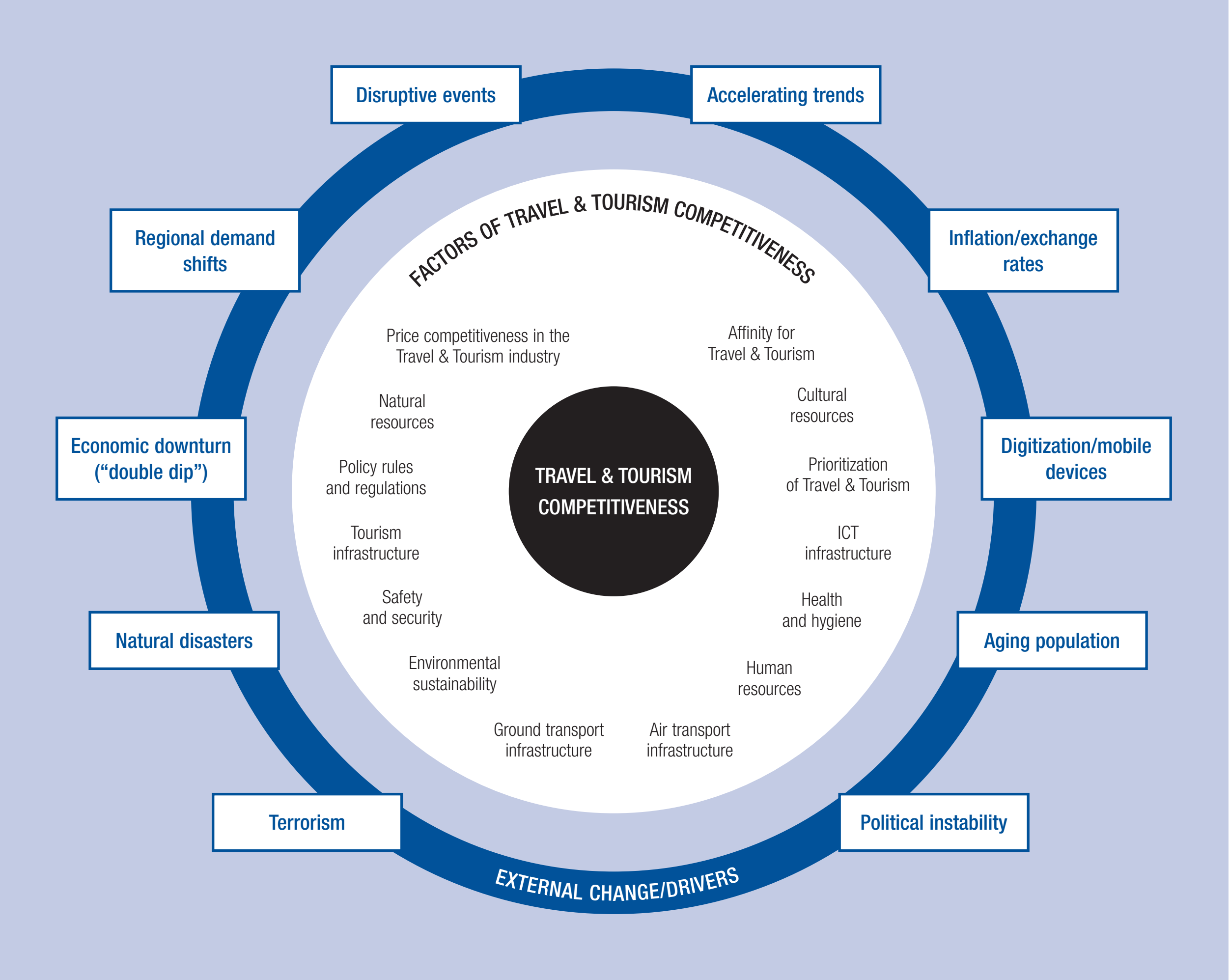
Policymakers responsible for developing and growing their nations as successful tourism destinations face a large variety of change drivers in their home countries and in key tourism source markets. They will need progressively more and more sophisticated methods to nurture the development of the tourism sector successfully by increasing inbound tourism. In a world that is ever more volatile and an environment that is ever changing, new capabilities in tourism management and sector development are vital if an economy is to become more resilient against disruptive events and to prepare for long-term stability.

Long-established destination-management techniques such as advertising campaigns or the presence of industry fairs are increasingly being displaced. Communicating with travelers online through various direct or indirect channels requires many destination managers and developers to redesign their existing marketing capabilities.

At the same time, destinations need to rethink their positioning among competing countries to prepare for short-term demand shocks and long-term shifts of traveler flows. In the past, a narrow focus on attracting the maximum number of budget tourists in markets such as those of Bulgaria, Egypt, and Spain drove strong growth. However, this focus brings extensive risks, including break-neck competition, environmental exploitation, and unhealthy investment bubbles.

Moreover, investment in infrastructure faces new obstacles. Ecological, regulatory, fiscal, and sociopolitical constraints often hinder ambitious expansion. Large-scale projects are increasingly complex and difficult

Figure 1: Travel & Tourism competitiveness enablers and change drivers



Source: Booz & Company.

to manage. Examples of such large projects that have proven unwieldy are recent European rail and airport projects such as the Berlin airport, which has had multiple problems and delays.

Many destinations are still catering their touristic offerings to very few, mature source markets—and such destinations risk losing touch with tourists from emerging source regions such as Asia, Russia, or Latin America, whose needs differ significantly from those of the typical Western traveler. For example, introducing sophisticated methods of demand segmentation and profiling to attract the growing number of Chinese travelers will become increasingly important.

All these challenges have affected Travel & Tourism (T&T) in recent years, but they have not stopped the overall dynamic in the sector, which is driven by desire to travel abroad, visit foreign places, or just relax. Travel & Tourism remains a strong engine of growth, representing nearly 10 percent of global economic activity if all adjacent services are taken into account. Instability is a new reality that carries opportunities as well as risk. This is why tourism destinations, policymakers, and private-sector stakeholders need to act decisively to develop the right capabilities to succeed going forward.

SEPARATING DIFFERENTIATORS FROM ENABLERS

The Travel & Tourism Competitiveness Index (TTCI) described in Chapter 1.1 measures a variety of criteria that enable the competitiveness of economies in driving inbound tourism growth—including natural scenery; proper, well-maintained infrastructure; and sound, open-market policies. Some factors qualify a country only to compete for tourists, while others create true differentiation among potential destinations to achieve long-term attractiveness for foreign visitors.

The building blocks of any tourism destination are assets such as natural scenery and cultural heritage as well as properly functioning infrastructure that allows travelers to access a country and move comfortably within it. Without these building blocks, a country cannot compete in the global tourism market. However, these assets require significant investment in terms of conservation (in the case of natural treasures) and maintenance (in the case of physical infrastructure, which tends to lose value over time). Policymakers need to develop long-term plans in order to best cater for inbound tourism flows. But these efforts alone do not generate true differentiation from other countries that are doing exactly the same thing. To build advantage over competing countries, policymakers and destination managers need to identify and leverage capabilities that make their destination distinctive.

This chapter examines the connection between T&T competitiveness (as measured by the TTCI) and a score on how dynamic and stable inbound tourism has developed in a given country (Travel & Tourism Stable Growth Performance Score—see Box 1) over the past five years.

An examination of the 20 highest- and lowest-ranked economies in the TTCI shows which pillars of tourism competitiveness have proven to be most effective in driving stable inbound tourism growth (Figure 2). For example, a high score in the TTCI indicator *Affinity for Travel & Tourism* also means a high score in stable growth performance of tourism development in recent years. These factors are true differentiators that create a strong stable growth record in the inbound tourism industry.

The results reinforce the idea that policymakers have the means to steer their tourism destination toward resilience against short-term shocks and prepare for long-term stability by focusing on certain areas where leading countries stand out over their underperforming peers. Best-practice policies and sector-development strategies from highly competitive tourism destinations have proven successful in weathering the economic downturn and preparing for more volatility going forward. Each country should identify its specific key areas of tourism opportunities and align its policy focus around these core capabilities. These differentiators are diverse—reflecting a mixture of international travel needs and experiences—and range from reestablishing the trust of visitors after periods of instability and maintaining price competitiveness in uncertain market surroundings to making sustainability a winning factor and turning an affinity for tourism into successful destination development.

We have identified the 5 (out of 14) pillars from the TTCI that are correlated most closely with our Stable Growth Performance Score (Figure 3); in the reminder of this section we describe them in greater detail.

Building on their existing *Affinity for Travel & Tourism,* policymakers should aim to generate a positive climate for tourism and tie tourism businesses closely to the overall economy—apart from large-scale investments or infrastructure expansion. Going forward, fully supporting local communities, small businesses, and individual entrepreneurs will be key to converting openness to foreign visitors into developing touristic services that collectively make a destination distinctive.

Box 1: The Travel & Tourism Stable Growth Performance Score

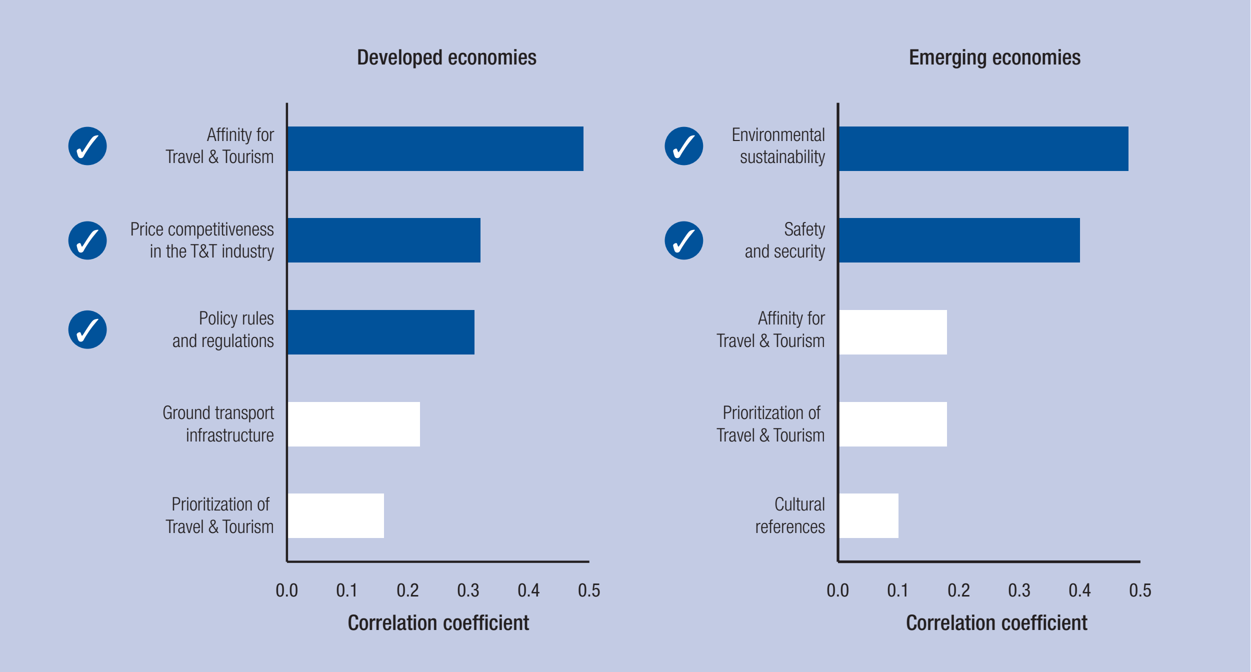
Booz & Company has calculated a Travel & Tourism Stable Growth Performance Score based on international tourist arrivals data from the World Tourism Organization in a sample group of 74 most-visited countries in 2011 as the foremost measure of inbound tourism performance. We define *stable growth performance* as the simple average of inbound tourism growth (the compound annual growth rate in the period of 2007–11) and the volatility of growth (the standard deviation of annual growth rates in the same period) per economy. Economies with high growth rates and low volatility rates score high, and vice versa. To differentiate competitiveness enablers for destinations with developed and developing tourism, we have focused on the 20 highest- and lowest-ranked economies in the Travel & Tourism Competitiveness Index (TTCI) based on the 2008, 2009, 2011, and 2013 editions. For each of these two groups, we have calculated the correlation factor of their TTCI pillar scores with our Stable Growth Performance Score.

In addition, encouraging tourists to return requires a holistic view of the traveler lifecycle rather than one-size-fits-all campaigning. Australia, for instance, connects young people to its country by offering “work & travel” opportunities through various local businesses; as these travelers mature and have more money to spend, they want to return.

Policymakers need to strengthen their core area of competence—*Policy rules and regulations*—with a clear focus on long-term approaches to tourism development combined with agility in reacting to short-term changes. To realize the full potential of the tourism sector, it will be critical to lower existing entry barriers in terms of infrastructure or visa regulations, drive private-sector investment through further liberalization, and empower local communities to participate in the tourism value chain, as well as establish cross-border cooperation with other destinations. For instance, Ireland has launched a national program called “The Gathering Ireland” through which businesses, sport clubs, cultural establishments, and local authorities are asked to showcase ideas on how best to attract travelers to the country—with the ultimate goal of promoting an economic revival after the crisis with tourism as one of its cornerstones.

Price competitiveness will certainly remain a key differentiator across a variety of dimensions. On the macro level, exchange rate fluctuations will continue to be a major and unpredictable factor that influences travel behavior. These fluctuations will have a particularly severe impact on destinations that focus on “budget travelers” who are less loyal to specific destinations than they are keen on finding inexpensive traveling opportunities. Today, tourists enjoy near-perfect

Figure 2: Top five T&T competitiveness enablers by impact on stable growth, developed and emerging economies



Sources: UNWTO 2012; World Economic Forum various years; Booz & Company analysis.

Note: The data show the correlation of factors of the Travel & Tourism Stable Growth Performance Score and the Travel & Tourism Competitiveness Index (TTCI) score. Only the highest correlation results are shown for the 20 highest- and lowest-ranking economies according to the TTCI. Check marks indicate those categories we consider to be differentiating in terms of T&T competitiveness and growth.

price-versus-quality transparency through user-generated online reviews. Tourism planners need to make pricing for inbound tourism more flexible and should ease access to a country by tax reduction if and when needed. They should also support local investment and entrepreneurship with financial incentives such as investment aid or other support measures. Destinations and private businesses need to respond both to bargain seekers and to increasing demand for more sophisticated travel experiences in order to best leverage their touristic assets. Turkey, for example, has excelled in establishing itself as a mainstream destination for many Europeans (especially travelers from the United Kingdom but also those from Russia); at the same time, it has diversified its touristic offerings, leveraging its diverse culture, history, and natural scenery.

Finally, developing and fostering more varied forms of travel can transform *Environmental sustainability* from a regulatory burden to a true differentiator for tourism source markets. Policymakers, especially those in developing tourism destinations, should prioritize long-term sustainability to safeguard their natural and cultural assets because “green consumerism” has become a significant buying power in developed markets. Key emerging tourist groups, including the well-traveled retiring baby boomers, are demanding green travel offerings instead of traditional sun-and-beach vacations. A clear focus on greening the supply side of tourism as well as environmental conservation efforts on a national level will generate clear advantages over competing destinations. Policymakers need to be able to consistently match long-term tourism master planning, short-term interests of multiple stakeholders, and external influences such as macroeconomic events or tourist demand changes to make tourism sustainable—economically and environmentally. To succeed, policymakers will need to manage the bottleneck of natural assets carefully to put economic yield and ecological footprint into a steady, stable state. In Kenya, the Seychelles, and Tanzania, for example, ecotourism has gained traction in recent years, growing from a niche segment to a high-yield volume market. These countries preserve their natural assets for responsible tourism, which drives economic growth on both the national and local level.

It goes without saying that *Safety and security* is clearly linked to inbound tourism well-being just to “stay in the game.” This is especially important in developing regions that suffer from political instability or governmental inefficiencies, which can often result in high crime rates and stunted economic development. The recent Arab Spring movement led to severe drops in visitors to tourism-focused economies, particularly in Egypt and Tunisia; by contrast, Morocco has weathered the crisis considerably well, with only minor drops in inbound tourism, by quickly introducing political reform instead of confrontation and by continuing to focus on its long-term tourism development strategy. However, the battle against crime on various levels—whether in the form of street crime that is evident in deteriorating

Figure 3: Key capabilities that drive T&T stable growth performance

	DIFFERENTIATOR	BEST-PRACTICE CAPABILITIES
✓	Affinity for Travel & Tourism	• Customer orientation • Openness to foreign visitors • Local stakeholder involvement
✓	Policy rules and regulations	• Low entry barriers • Sector liberalization • Private/public sector cooperation
✓	Price competitiveness in the T&T industry	• Affordable touristic offerings & hotels • Taxation levels • Purchasing power/exchange rates
✓	Environmental sustainability	• Sustainability policies and regulations • Private-sector innovations • Nature conservation
✓	Safety and security	• Protection of touristic areas/facilities • Reliability of authorities • Trust-building campaigns

Source: World Economic Forum; Booz & Company.

security for travelers or corruption that affects businesses—will remain an ongoing challenge for many developing destinations in their pursuit of unhampered destination development.

CONCLUSION

To prevail under more volatile market conditions and continue benefitting from a vibrant tourism sector, policymakers should identify and focus on their country's key competitive advantages over other countries and differentiate the traveler's experience in their country from the experience to be had elsewhere. At the same time, they should monitor the shifting trends in international customer origins and profiles. It is important to examine existing destination marketing and tourism development planning in the context of the challenges of a more volatile macroeconomic environment. Established destinations need to pool their efforts on innovations, multi-stakeholder cooperation, and flexibility if they are to respond successfully to demand from emerging regions. Developing destinations should consider effective short-term turnaround strategies to strengthen their T&T sectors and reestablish their attraction for the international traveler by focusing on long-term sector development and making sustainability a core of destination development and marketing.

Despite increasing instability induced by economic, political, and environmental challenges, tourism is expected to remain a significant driver of future economic growth. Policymakers who concentrate on their countries' most prominent assets and are able to leverage them most effectively are best positioned to turn volatility risks into opportunities for long-term stability.

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CHAPTER 1.3

Visa Facilitation: Stimulating Economic Growth and Development through Tourism

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Over the past six decades, tourism has continued to expand and diversify; it is now one of the largest and fastest-growing economic sectors in the world. Many new tourist destinations have emerged alongside the traditional ones of Europe and North America. From 1980 to 2011, international tourist arrivals (i.e., overnight visitors) more than tripled worldwide, leaping from 279 million in 1980 to 996 million in 2011, corresponding to an average growth of 4.2 percent a year.

THE DIMENSIONS OF INTERNATIONAL TOURISM

In the same period, the export value of tourism—international tourism receipts, including international passenger transport—increased from US$125 billion in 1980 to US$1,240 billion in 2011. In real terms, this corresponds to an average growth of 4.1 percent a year, which is virtually the same pace as tourist arrivals.

According to the World Tourism Organization (UNWTO)'s long-term forecast *Tourism Towards 2030,*[1] international tourist arrivals are expected to continue to grow at the sustained pace of 3.3 percent a year on average, reaching 1.8 billion by 2030. International tourist arrivals in the emerging-economy destinations of Asia, Latin America, Central and Eastern Europe, Eastern Mediterranean Europe, the Middle East, and Africa will grow at double the pace (4.4 percent a year) of advanced-economy destinations (2.2 percent a year). As a result, arrivals in emerging economies are expected to surpass those in advanced economies by 2015. In 2030, 57 percent of international tourist arrivals will occur in emerging-economy destinations (versus 30 percent in 1980 and 47 percent in 2010). Arrivals in advanced-economy destinations will make up 43 percent of arrivals overall (versus 70 percent in 1980 and 53 percent in 2010).

In order to fully reap the benefits that international tourism can bring to an economy, it is necessary to put in place conditions that make the country easy to visit as well as attractive to develop, and to facilitate investment in its Travel & Tourism (T&T) sector.

THE FUNCTIONS OF VISAS

Visa policies are among the most important governmental formalities influencing international tourism. The development of policies and procedures for visas, as well as for other important travel documents such as passports, is closely linked to the development of tourism. With the swift growth of international tourism in the last six decades, the quality, reliability, and functionality of visa and other travel documents has evolved. Only half a century ago, travel was heavily impacted by customs regulations, currency exchange limitations, and visa formalities. A great deal of progress has been made in their facilitation, which has contributed to the remarkable growth of the tourism sector. The multilateral agreements that mutually exempt all or certain categories of travelers from the visa requirement are particularly noteworthy. However, despite the progress made, current visa policies are still regularly mentioned as inadequate and inefficient, and are thus acknowledged to be an obstacle to tourism growth.

Visas perform several functions. They serve to ensure security; to control immigration and limit the entry, duration of stay, or activities of travelers; to generate revenue and apply measures of reciprocity; and to ensure a destination's carrying capacity and control tourism demand. Although "security" is commonly cited as the most important reason to impose a visa requirement, in practice, all the functions noted above are used as rationales to introduce or maintain a visa.

Travelers see visas mainly as a formality that imposes a cost. If the cost of obtaining a visa—either the direct monetary cost imposed in the form of fees or the indirect costs, which can include distance, time spent waiting in lines, and the complexity of the process—exceeds a threshold, potential travelers are simply deterred from making a particular journey or choose an alternative destination with less hassle. This finding is not new. It is interesting in this context to note that, in 1963, the delegates of 87 states agreed, at the United Nations Conference on International Travel & Tourism in Rome, that "Governments should extend to the maximum number of countries the practice of abolishing, through bilateral agreements or by unilateral decision, the requirement of entry Visas for temporary visitors."[2]

VISA FACILITATION: AREAS OF OPPORTUNITY

Joint research by the UNWTO and the World Travel & Tourism Council (WTTC), presented to the 4th T20 Ministers' Meeting in May 2012,[3] demonstrates that improving visa processes could generate an additional US$206 billion in tourism receipts and create as many as 5.1 million jobs by 2015 in the G-20 economies.[4]

The analysis also identified five important areas of opportunity for entry visa facilitation: delivery of information, current processes, differentiated treatment, the use of eVisa programs, and regional agreements. These are detailed below.

Improve the delivery of information

The availability and reliability of the information on entry formalities—especially visa requirements and procedures—that destinations provide were among the simplest, but also least addressed, areas of opportunity. This information—especially the elements of entry formalities of importance to the traveler—should also be available in multiple languages.

Facilitate current processes needed to obtain visas

A major opportunity for improvement is the way visa requests for temporary visitors are processed in general, as well as the requirements linked to this process. Whether these requirements are personal interviews, official documents, or certificates, they usually produce at least temporary bottlenecks as well as uncertainty and longer wait times. Among the techniques suitable for improving these processes are the better use of modern information technology by service providers and the consideration of visas on arrival.

Differentiate treatment to facilitate tourist travel

The technique of facilitating the visa process for certain types of visitors is widely used among economies, especially for temporary visitors who are visiting for tourism purposes. The form this facilitation takes can range from easing restrictions depending on the means of transportation—for example, cruise passengers can be allowed to disembark from the ship without a tourist visa or to arrive by charter planes—to special treatment for specified geographical areas or ports of entry.

Institute eVisa programs

Currently, the most widely discussed opportunity is the use of eVisa. If an entry visa cannot be avoided, eVisa is the option preferred over the traditional, paper visa. It can be more easily obtained and requires neither the physical presence of the applicant nor the presence of the passport. These considerations are especially important for destinations without a widespread network of embassies and consulates.

Establish regional agreements

There are already a number of regional agreements in place that allow travelers from a third country to move freely between member countries once admitted by one of the participating countries. For citizens of one of the member states of some regions, such as the Schengen area in Europe, it is even possible to travel without a passport by simply using a valid national document of identification.

GLOBAL AND REGIONAL DIMENSIONS TO VISAS

As a result of this work by the UNWTO and WTTC, at its June 2012 Summit, the G-20 leaders recognized the role of tourism as "a vehicle for job creation, economic growth and development";[5] furthermore, they committed to "work towards developing travel facilitation initiatives in support of job creation, quality work, poverty reduction and global growth."[6]

In spite of many recent strides taken, visa requirements still affect global tourism significantly. In 2012, destinations around the world requested, on average, that 63 percent of the world's population obtain a visa before initiating their international journey. Another 2 percent of the population were at least allowed to apply for an eVisa,[7] while 16 percent would be able to apply for a visa on arrival. Only 18 percent of the world's

Table 1: Destination subregions by visa policies, percentage of world population affected (2012)

		World population affected by visa policies (%)			
Region	Openness score[a]	No visa	Visa on arrival	eVisa	Visa required[b]
World	**31**	**18**	**16**	**2**	**63**
Advanced economies[c]	26	24	0.4	2	73
Emerging economies[c]	32	17	21	2	61
UNWTO regions					
Africa	29	8	**29**	0	62
North Africa	16	15	1	0	**84**
West Africa	23	7	**22**	0	**71**
Central Africa	6	2	7	0	**92**
East Africa	**49**	6	**62**	0	33
Southern Africa	29	**29**	0	0	**71**
Americas	**37**	**31**	8	1	60
North America	14	11	0	5	**84**
Caribbean	**45**	**39**	8	0	53
Central America	**37**	**30**	10	0	60
South America	35	**29**	9	0	62
Asia and the Pacific	**37**	20	19	7	54
Northeast Asia	27	**25**	2	0	**73**
Southeast Asia	**51**	23	**35**	**8**	35
Oceania	**41**	**27**	16	6	51
South Asia	24	4	20	**11**	65
Europe	26	21	6	0	**72**
Northern Europe	26	**26**	0	0	**74**
Western Europe	23	23	0	0	**77**
Central/Eastern Europe	26	16	14	0	**70**
Southern/Mediterranean Europe	27	**26**	1	0	**73**
EU-27[d]	24	**24**	0	0	**76**
Middle East	20	1	20	**10**	**70**

Source: Data compiled by the UNWTO, based on information of national official institutions.

[a] Scores range from 100 to 0; the higher the score, the better. *Openness* indicates to what extent a destination is facilitating tourism. It is calculated by summing the percentage of the world population exempt from obtaining a visa with the percentages of visa on arrival weighted by 0.7 and eVisa by 0.5. For the (sub)regional totals, the percentages of the four different visa categories and the resulting openness score represent the averages of economies in that group (where destination economies are weighted by the natural logarithm of the population size— i.e., ln (1,000 population)—in order to take into account differences in destination size).

[b] *Visa required* means that a visa has to be obtained prior to departure and is not an electronic visa (eVisa).

[c] *Advanced economies* and *emerging economies* classifications are based on the International Monetary Fund (IMF); see the Statistical Annex of the IMF's World Economic Outlook of April 2012, p. 177, at www.imf.org/external/pubs/ft/weo/2012/01.

[d] The EU-27 countries are Austria, Belgium, Bulgaria, Cyprus, Czech Rep., Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxemburg, Malta, the Netherlands, Poland, Portugal, Ireland, Romania, the Slovak Republic, Slovenia, Spain, Sweden; and the United Kingdom.

Due to rounding, the sum of the separate figures may not be 100 percent.
Values in blue indicate 5 percentage points above world average; values in gray indicate 5 percentage points below world average.

population would not require a visa at all when traveling for tourism purposes (Table 1).

Emerging economies are, overall, more open in terms of travel requirements than advanced ones (Table 2).[8] When traveling to an emerging-economy destination, on average, 61 percent of the world's population need a traditional visa and 2 percent an eVisa; for advanced-economy destinations, 73 percent need a traditional visa and 2 percent an eVisa. However, full exemption from a visa is more common in advanced economies (24 percent versus 17 percent), whereas in emerging economies obtaining a visa on arrival is much more common (21 percent versus 0.4 percent).

From a regional perspective, destinations in Asia and the Pacific have facilitated international travel the most. To visit these regions, 20 percent of the world's population do not require a visa, 19 percent could obtain a visa on arrival, and 7 percent could use an eVisa. Southeast Asia is the most open subregion because of the large number of visa-on-arrival requirements (this is sufficient for 35 percent of the world's population, on average) and the considerable number of visa

Table 2: Top 25 least-restrictive destinations, 2012

Rank	Destination	Openness score[a]
1	Cook Islands	100
	Dominica	100
	Micronesia	100
	Niue	100
	Tuvalu	100
6	Haiti	99
7	Macao SAR	84
8	Hong Kong SAR	80
9	Nicaragua	79
	Turks & Caicos Islands	79
	Fiji	79
12	Georgia	78
13	Guyana	76
	St Vincent & Grenadines	76
15	Vanuatu	75
16	Kyrgyzstan	74
	Gambia	74
	Vietnam	74
19	Rwanda	73
20	Mali	72
21	Cape Verde	71
	Nepal	71
	Togo	71
	Uganda	71
	Mozambique	71

Source: Data compiled by the UNWTO, based on information of national official institutions.
Note: [a] Scores range from 0 to 100; the higher the score, the better. Destinations with the same score are tied, and so have the same rank; these appear in alphabetical order in the table. *Openness* indicates to what extent a destination is facilitating tourism. It is calculated by summing the percentage of the world population exempt from obtaining a visa, with the percentages of visa on arrival weighted by 0.7 and eVisa by 0.5.

exemptions (23 percent) and eVisa alternatives (8 percent).

When traveling to the Americas, 60 percent of the world's population are required to obtain a traditional visa prior to departure. However, this figure varies widely across the subregions of the Americas. While North America is one of the most restricted subregions, where only 11 percent of the world's population can enter without a visa,[9] the Caribbean is the third most open subregion in the world: 39 percent of the world's population have visa exemptions and 8 percent have the ability to obtain a visa on arrival. Destinations in the two other subregions—Central and South America—also abolished visas for comparatively many source markets, making the Americas the leading region in visa exemptions (31 percent of the world's population do not need a visa to visit the Americas; see Table 2).

Africa requires a visa prior to departure from 62 percent of the world's population, but, at the same time, has the highest percentage of countries whose visitors are able to obtain a visa on arrival (29 percent). However, this figure varies significantly across the African subregions. In Central Africa, the use of traditional visas—required for 92 percent of the world's population—is highest of all Africa's subregions. East Africa, in contrast, has the lowest in the world: only 33 percent of the world's population are required to have traditional visas. Visa on arrival is popular in East Africa (62 percent), making East Africa the second most open subregion in the world.

In the Middle East, 70 percent of the world's population are required to obtain a traditional visa prior to departure to any of its destinations, but 20 percent are allowed to obtain a visa on arrival and 10 percent to use an eVisa. Interestingly, the Middle East has the highest percentage of the world's population subject to eVisa among all five regions analyzed. At the same time, however, the abolishment of any visa is the lowest among all five regions, with only 1 percent of the population not required to obtain a visa of any kind.

European destinations are among the most restrictive, requiring, on average, 72 percent of the world's population to obtain a visa before departure, while 21 percent are not required to obtain a visa and 6 percent can obtain it on arrival. All four European subregions show more or less comparable patterns.

Analyzing the importance of the different measures, we find that:

- visa exemption is most common in the Caribbean (39 percent) and Central America (30 percent);
- visa on arrival is comparatively common in East Africa (62 percent) and Southeast Asia (35 percent);
- eVisa is particularly popular in South Asia (11 percent) and the Middle East (10 percent); and
- traditional visas are most prevalent in Central Africa (92 percent) and North America and North Africa (both 84 percent), followed by Northeast Asia, the four European subregions, and the Middle East (all 70 percent or higher).

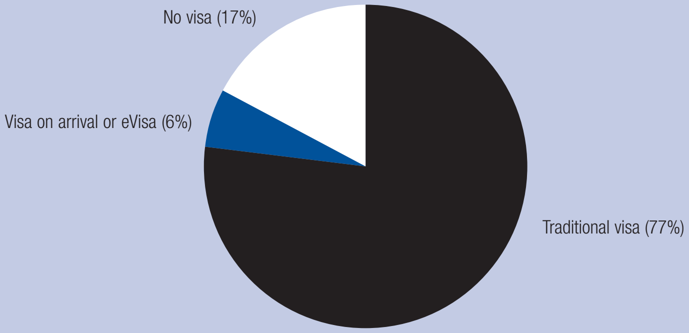
PROGRESS MADE IN RECENT YEARS

Looking into the evolution of visa formalities in recent years, data show a recent and strong tendency toward improvement. At the beginning of 2008, destinations around the world required, on average, 77 percent of the world's population to obtain a traditional visa before visiting, but this percentage went down to 74 percent in 2010 and dropped further, to 63 percent, in 2012 (Figure 1).

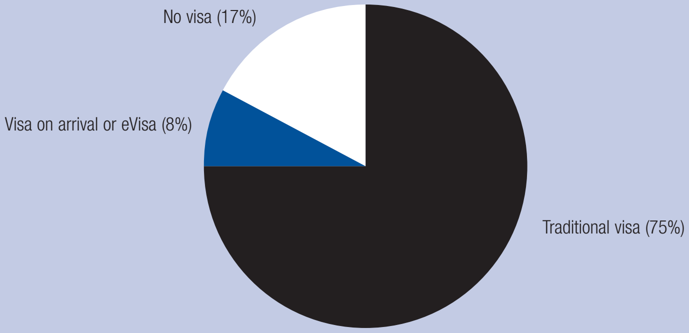
The reason for this remarkable and substantial improvement to facilitation between 2010 and 2012 is the determined action taken by governments. In total, visa requirements were facilitated for 5,080 destination-source market pairs between 2010 and 2012 (Table 3). Destinations facilitated visiting by citizens of another country by either simply abolishing the visa

Figure 1: Evolution of visa requirements for world population, 2008, 2010, and 2012

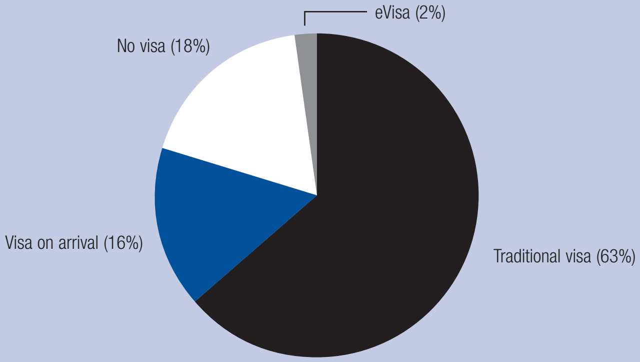
1a: 2008



1b: 2010



1c: 2012



Source: Data compiled by the UNWTO, based on information of national official institutions.

requirement altogether, or allowing a visa to be obtained on arrival or in electronic form—an eVisa. A total of 43 destinations significantly facilitated travel for citizens of 20 or more countries by changing their visa policies from *visa required* to *eVisa, visa on arrival,* or *no visa required.* These 43 destinations introduced a total of 5,044 individual measures and contributed by far the majority of the 5,080 total improvements introduced by all destinations between 2010 and 2012. This significant improvement demonstrates that destinations, when reviewing their visa policies, tended to thoroughly review and introduce changes.

Table 3: Forty-three destinations that improved visa procedures for 20 or more countries of origin, 2010–12

Number	Destination	Number of improvements
1	Micronesia	194
2	Niue	194
3	Palau	194
4	São Tomé e Principe	194
5	Tuvalu	194
6	Djibouti	192
7	Haiti	190
8	Mozambique	189
9	Rwanda	181
10	Burundi	179
11	Togo	179
12	Cape Verde	178
13	Mali	172
14	Kyrgyzstan	166
15	Uganda	161
16	Guyana	157
17	United Arab Emirates	150
18	Laos	144
19	Kenya	138
20	Ecuador	126
21	Tanzania	126
22	Armenia	123
23	Bolivia	121
24	Macao SAR	120
25	Gambia	115
26	Sri Lanka	114
27	Georgia	112
28	Nicaragua	109
29	Tajikistan	77
30	Bangladesh	55
31	Bonaire	54
32	Cayman Islands	51
33	Zambia	50
34	French Polynesia	49
35	St Lucia	44
36	St Kitts & Nevis	39
37	Nauru	37
38	Burkina Faso	36
39	Ethiopia	35
40	New Caledonia	33
41	Trinidad & Tobago	26
42	Australia	24
43	Senegal	22
SUBTOTAL		**5,044**
	Other destinations	36
TOTAL		**5,080**

Source: Data compiled by the UNWTO, based on information from national official institutions.
Note: An *improvement* is the facilitation of a visa formality by either simply abolishing the traditional paper visa or allowing an eVisa or visa on arrival. Each destination–country of origin pair is calculated.

Analyzing all facilitation techniques, the most common change was from *visa required* to *visa on arrival,* which represented nearly 70 percent of all changes. Although eVisa and similar measures were also introduced, their importance was still minor in comparison to the other facilitation measures.

OUTLOOK

In 1963, the United Nations Conference on International Travel & Tourism in Rome stressed the dependency of tourism development on the actions of governments, especially the facilitation of governmental formalities for international travel. Fifty years later, in November 2012, the UNWTO/World Travel Market Ministers' Summit in London concluded that visa processes and policies still present major barriers to Travel & Tourism. The summit noted that restrictive visa-issuance policies and complicated entry formalities are still stifling tourism growth, particularly from emerging economies—which are also some of the fastest-growing source markets for tourism.

However, it is also evident that the link between visa facilitation and economic growth through tourism is increasingly recognized by national authorities, which have accompanied such recognition with concrete facilitation measures. Furthermore, the clear tendency to ease visa procedures observed during the period 2010–12, as demonstrated in this chapter, is likely to continue.

The UNWTO will continue to promote and advocate for visa facilitation to support economic growth and development through tourism. The 94th session of the UNWTO Executive Council (held in October 2012) requested that the Organization make visa facilitation a priority area. The Executive Council further requested, in cooperation with the International Civil Aviation Organization and other partners, that it continue providing case studies as well as benchmarking information to support this process and better understand the progress already made.

NOTES

1 UNWTO 2011.

2 United Nations Conference on International Travel and Tourism 1964.

3 The *T20 Ministers* refers to the Tourism Ministers of the G-20 economies. The G-20 economies are Argentina, Australia, Brazil, Canada, China, France, Germany, India, Indonesia, Italy, Japan, Mexico, the Republic of Korea, Russia, Saudi Arabia, South Africa, Spain, Turkey, the United Kingdom, and the United States. See UNWTO/WTTC 2012.

4 UNWTO/WTTC 2012.

5 UNWTO/WTTIC 2012, pp. 17–18.

6 WTTC 2012.

7 In 2012, eVisas were accounted for separately for the first time. In 2008 and 2010, eVisas and visas on arrival belonged to the same category.

8 Weighting is as follows: Visa not required = 1, Visa on Arrival = 0.7, eVisa = 0.5. Data for regions and subregions are average data and might not fully reflect the situation for all countries, especially in less homogenous subregions such as Africa, South Asia, and Central and Eastern Europe.

9 Although not all eVisa programs are technically classified as visas (for example, the Electronic System for Travel Authorization, or ESTA, in the United States is not a visa according to law), they are similar in form and function and have been therefore categorized as eVisas.

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CHAPTER 1.4

The Economic Benefits of Aviation and Performance in the Travel & Tourism Competitiveness Index

JULIE PEROVIC
International Air Transport Association (IATA)

The aviation industry supports tourism and international business by providing the world's only rapid worldwide transportation network. Airlines transported 2.8 billion passengers and 47.6 million metric tonnes of air cargo in 2011, connecting the world's cities with 36,000 routes.[1] By providing these services, the aviation industry plays an important role in enabling economic growth and providing various economic and social benefits.

The International Air Transport Association (IATA) commissioned Oxford Economics to estimate the economic and social benefits of aviation in over 80 countries worldwide over the last three years. The analysis includes the traditional economic footprint of the industry, measured by aviation's contribution to gross domestic product (GDP), jobs, and the tax revenues generated by the sector and its supply chain. However, the economic value created by the industry goes beyond the value captured by these measures. Therefore the study also investigates the positive impacts of the connectivity provided by air transport services. The connections made between cities and markets produce an important infrastructure asset that facilitates activities that enhance a nation's productivity. More specifically, air transport enables foreign direct investment (FDI), business cluster development, specialization, and other spillover effects. The analysis produced by Oxford Economics is one of the first attempts to estimate these benefits of connectivity.

The objective of this chapter is twofold. First, the following sections will present some of the results of the Oxford Economics studies on the benefits of aviation, primarily in regard to aviation's economic footprint and connectivity benefits. Second, the chapter will explore whether there are any relationships between the performance of particular components of the Travel & Tourism Competitiveness Index (TTCI) and the outputs of the benefits of aviation studies.

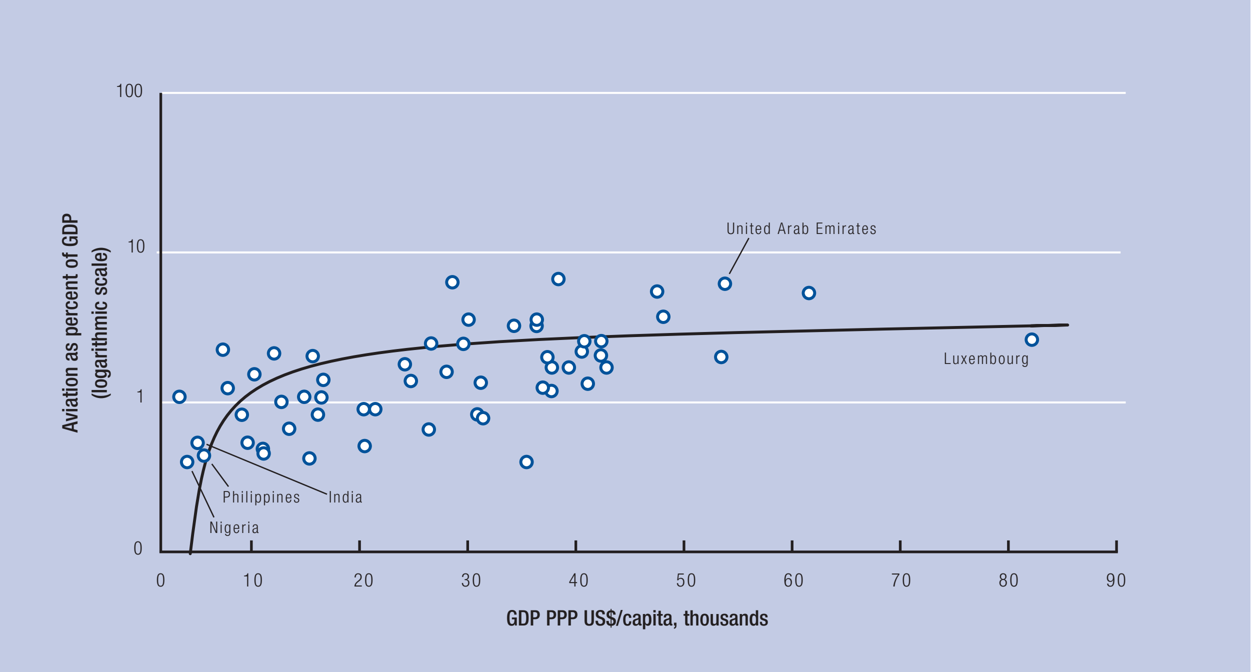
THE ECONOMIC FOOTPRINT OF AVIATION

The aviation industry *directly* generates employment and economic activity across several areas, including the operation of airlines and ground-based infrastructure. The aviation sector's direct impact on jobs and GDP in any given nation is reflected by the domestic resources used to deliver all such services.

The resources deployed by the aviation sector are measured by their gross value added (GVA). Oxford Economics estimated GVA either by considering the output created by the sector less the cost of purchased inputs (a net output measure), or by the sum of profits and wages (before tax) generated from the sector's economic activity (an income measure). This gives the sector's direct contribution to GDP.[2]

Worldwide, in 2010 the aviation sectors directly contributed 8.4 million jobs and US$539 billion to global

Figure 1: The aviation sector as percentage of GDP and GDP per capita



Source: Data from Oxford Economics, 2010.
Note: These data present the GVA of the aviation sector, including direct, indirect, and induced impacts.

GDP—a contribution that is about the same economic magnitude as that of Switzerland or Poland.[3]

The sector's economic footprint is calculated by adding to this direct contribution the output and number of jobs from industries *indirectly* connected to aviation, as well as the output and jobs supported by the spending of those employed in aviation's direct and indirect workforce. In addition, wider catalytic benefits induced by the aviation sector through tourism are also included in the total economic footprint of the industry. These benefits will be detailed in the next section.

Indirect industries are simply defined as the aviation supply chain, which includes businesses such as fuel suppliers, construction companies, and a host of professional service providers. The aviation industry supply chain supported 9.3 million jobs worldwide in 2010, and contributed US$618 billion to global GDP in the same year.[4] Other flow-on impacts of the aviation industry result from the spending and consumption of those directly and indirectly employed in the sector. The economic activity of those individuals supports jobs in other industries, such as retail outlets and a variety of consumer goods and services providers.[5] Globally, the aviation industry has induced 4.4 million jobs through the spending and consumption of air transport's direct and indirect employees. The induced contribution to GDP was estimated to be US$288 billion globally in 2010.[6]

Together, these three channels provide the aviation sector's total impact in terms of jobs and contribution to GDP—over 22 million jobs and US$1.4 trillion in GDP.[7]

The Oxford Economics study of 80 plus nations revealed that aviation was also a significant contributor at the country level. Nations that are geographically isolated and island states showed a greater economic dependence on the aviation sectors. For example, countries such as Iceland and New Zealand have aviation sectors that generated more than 5 percent of their total GDP in 2010. But even nations without these geographical characteristics showed the importance of air transport. Aviation is critical to the economy of the United Arab Emirates (UAE), with the sector opening foreign markets to UAE exports, lowering long-distance transport costs, and increasing the flexibility of labor supply. In this nation, aviation contributes more than 6 percent to GDP.

In a majority of the developed nations studied, aviation was found to contribute at least 2 percent to GDP, suggesting that the aviation industry and a high level of development mutually reinforce each other. That is, as a nation develops, so does the aviation sector, and, as the aviation sector develops, economic activity and living standards are improved. Figure 1 shows that many countries with lower levels of development—including India, Nigeria, and the Philippines—have aviation sectors that contribute less than 1 percent to GDP. The opposite is true for nations with higher levels of development, where aviation makes a more significant contribution to GDP. As a result, one can infer that a well-established air transport industry might play a role in facilitating growth in a nation's standard of living.

WIDER CATALYTIC BENEFITS: TOURISM

The aviation sector also contributes to other industries by facilitating their growth and supporting their operations, even if these industries are far removed from the direct or indirect components of the aviation sector itself. For example, air transport acts as a catalyst for wider benefits in its role as a critical component and facilitator of global business and tourism. Through its speed, convenience, and affordability, air transport has increased the opportunities for both leisure and business travelers to experience a host of geographies, cultures, and markets. With 51 percent of international tourists traveling by air,[8] the aviation sector is critical to the tourism industry, which in turn is an important source of economic growth for many countries, particularly developing ones. Globally, air transport supports 34.5 million jobs within tourism, contributing around US$762 billion per year to world GDP.[9]

When combining the direct, indirect, and induced benefits detailed in the previous section with its tourism catalytic benefits, aviation's global *economic footprint* is estimated to include 56.6 million jobs and contribute US$2.2 trillion to global GDP. Considering its economic footprint results at the country level also presents some interesting findings. For example, through direct, indirect, and induced channels, aviation makes a significant contribution to GDP in both the Maltese and Lebanese economies, composing 2.5 percent and 2.0 percent of the GDP of those countries, respectively. But with a vast majority of visitors arriving by air to both these nations, when air transport's contribution to the tourism industry is added to estimate the total economic footprint, these figures rise to 18 percent of Maltese GDP and 17 percent of Lebanese GDP.[10]

BENEFITS OF AIR TRANSPORT CONNECTIVITY

IATA developed a connectivity indicator to measure the degree of integration a nation has within the global air transport network. The connectivity indicator reflects the number and economic importance of the destinations served from a country's major airports, as well as the frequency of service and the number of onward connections available through each country's aviation network. Connectivity increases when any of these parameters increases.[11]

The development of the aviation industry over recent decades has led to an improvement in this connectivity. As a consequence, air transport passengers have reaped several benefits, including reductions in travel time, increased availability and frequency of services, improved scheduling, and better overall quality of service (including improved reliability and punctuality).

Moreover, improvements in connectivity have also resulted in a gradual drop in air travel costs. The cost of air transport services, in real terms, has fallen by around 1 percent per year over the past 40 years. Air transport has also become more affordable when compared with other modes of travel: its relative cost has fallen by an estimated 2.5 percent per year since the 1990s.[12] These developments have contributed to the rapid expansion in passenger and air freight volumes over the past 40 years. Air transport has also steadily become more competitive relative to other modes of transport.[13]

Apart from the benefits to direct users of air transport services, the largest economic benefit of increased connectivity comes through its impact on the long-term performance of the wider economy.

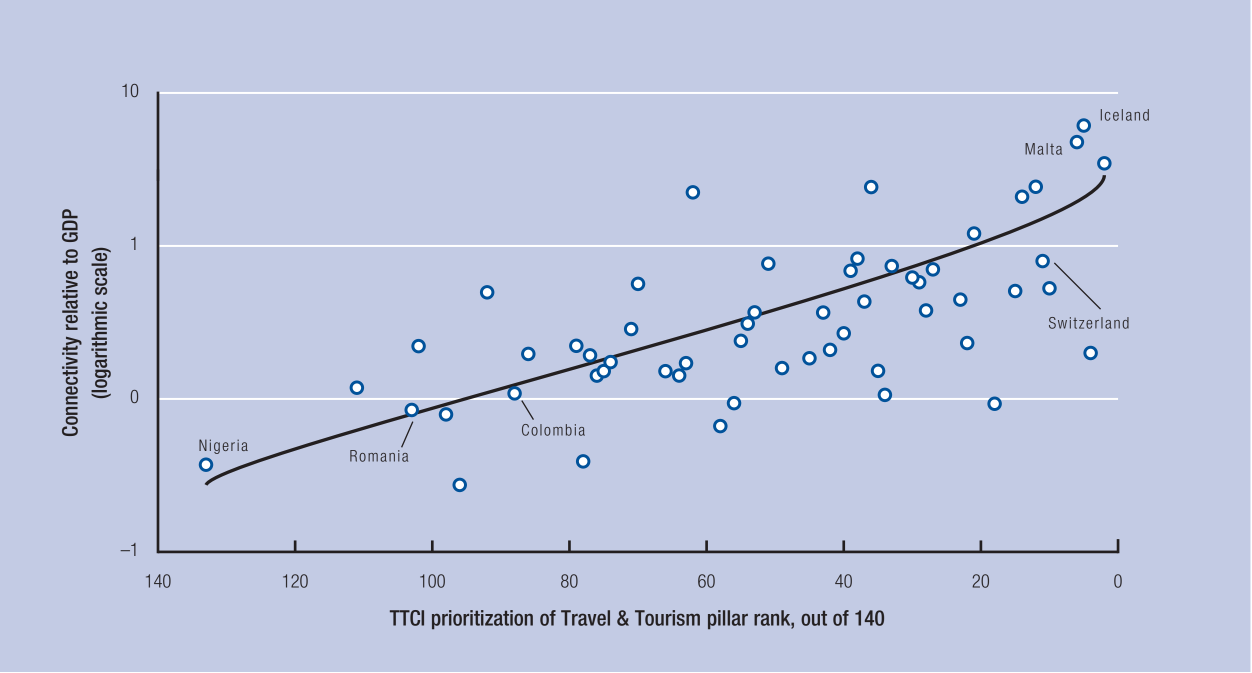
CONNECTIVITY AND ECONOMIC PERFORMANCE

Improvements in connectivity contribute to the economic performance of the wider economy by enhancing its overall level of productivity. Higher productivity in firms outside the aviation sector is achieved in two ways. First, productivity is enhanced for domestic firms by their increased access to foreign markets as well as increased foreign competition in the home market. Second, productivity improvements also result from the freer movement of investment capital and workers between countries.[14]

By giving domestic-based businesses greater access to foreign markets, air transport connectivity supports exports and simultaneously increases competition and choice in the home market from foreign-based producers. This in turn encourages firms to specialize in areas where they possess a comparative advantage, allowing for opportunities to exploit economies of scale, which reduces production costs and ultimately benefits domestic consumers. Costs can also be reduced by the exposure of domestic firms to international best practices in production and management and by encouraging innovation. Competition can further benefit domestic customers by reducing the markup over cost that firms charge their customers, especially in cases where domestic firms have previously experienced some shelter from competition.[15]

Increased connectivity can also improve economic performance by making it easier for firms to invest outside their home country. The clear link between connectivity and FDI is that foreign investment necessarily involves some movement of human resources to facilitate the transfer of technical knowledge and/or management oversight. Moreover, increased connectivity allows firms to exploit the speed and reliability of air transport to ship components between plants in distant locations, thus reducing the need to hold expensive stocks of inventory as a buffer. Finally, improved connectivity may favor inward investment because increased passenger traffic and trade that accompanies improved connectivity can lead to a more favorable environment in which foreign firms can operate.[16]

Figure 2: Air transport connectivity and pillar 5 (prioritization of Travel &Tourism)



Sources: Connectivity data: Oxford Economics, 2010; TTCI data: World Economic Forum.

Variation in the results of previous research suggests that measuring connectivity impacts on long-term economic growth is not straightforward. Because the supply-side benefits of connectivity come through promoting international trade and inward investment, any impact is likely to become evident gradually over time. This prolonged process makes it difficult to extract the specific contribution that improved connectivity has had on long-term economic growth from the many other variables that impact an economy's performance. Based on a conservative estimate, a 10 percent increase in global connectivity (relative to GDP) would see a 0.07 percent increase in long-run GDP per annum.[17] Given the increase in global connectivity from improved air transport over the last decades, Oxford Economics estimates this benefit is valued at over US$200 billion to global GDP.[18]

BENEFITS OF AVIATION AND THE TTCI

In addition to presenting the results of the benefits-of-aviation studies, this chapter will next explore the relationships between performance in the TTCI and the economic benefits of aviation. One possible link between performance and aviation could be that countries performing strongly in particular components of the TTCI would have the government policy and agenda settings to support a more highly developed aviation sector.

The degree to which governments prioritize the Travel & Tourism (T&T) sector has an important impact on T&T competitiveness, and is also likely to have an impact on the development of the aviation sector. By making clear that Travel & Tourism is a sector of primary concern, and by reflecting this in its budget priorities, a government can channel needed funds to essential development projects. This prioritizing signals the government's intentions, which can have positive spillover effects—attracting further private investment into the sector. Prioritization of the sector can also be reflected by the country's attendance at international T&T fairs and commissioning effective marketing campaigns.[19] A component of TTCI subindex A (the T&T regulatory framework) pillar 5, entitled prioritization of Travel & Tourism, is a measure of how governments prioritize the T&T sector.

Figure 2 presents the relationship between a nation's performance in TTCI pillar 5 and air transport connectivity relative to GDP.

The air transport connectivity measure reflects the range, frequency of service, and economic importance of destinations and the number of onward connections available through each country's aviation network. Discussion in the previous section detailed the ways in which greater connectivity leads to economic growth through increases in overall productivity. Given the strength of the relationship presented in Figure 2, it is clear that, when governments place a relatively high emphasis on Travel & Tourism, the results can be far reaching and have important long-term benefits. Budget allocations, campaigns, and signals to the private sector that Travel & Tourism is an agenda priority can help support development of the aviation sector and thereby enable a nation to become more globally connected. This in turn can lead to increased trade and competition, cost reductions for consumer and producers, and increased FDI—all of which will enhance productivity and standards of living in the long run. According to the relationship presented in Figure 2, nations such as Iceland, Malta, and Switzerland stand to benefit from the higher degrees of air transport connectivity that is being supported by strong government prioritization of the T&T sector. Colombia, Nigeria, and Romania could potentially see increased air transport connectivity—and thereby increases in long-term economic growth—if governments placed greater emphasis on developing the T&T sector.

The importance of air transport connectivity is also critical in the short term. Particular events in the recent past have made consumers and producers more aware of the costs of disruptions to the global air transport network—and the substantial benefit of connectivity. For example, when volcanic ash caused the closure of airspace throughout Europe in 2010, businesses of all types—from automotive to IT—experienced supply-chain failures and production delays, creating significant unexpected costs.[20]

CONCLUSION

The aviation sector plays an important role in the global economy by providing connectivity through the only rapid worldwide transport network. In doing so, the direct and wider impact on jobs and GDP globally is enormous—contributing over 22 million jobs and US$1.4 trillion in GDP. Moreover, the aviation sector makes contributions to other industries by facilitating their growth and supporting their operations. With a significant proportion of international tourists depending on air transport, the aviation industry supports 34.5 million jobs within tourism globally, contributing around US$762 billion a year to world GDP.[21]

The benefits go beyond this economic footprint of aviation. The global connectivity that air transport facilitates has positive impacts that enhance overall productivity and economic growth in the long run. Given the increase in global connectivity over the last decades as a result of air transport, Oxford Economics estimates this benefit should be valued at over US$200 billion to global GDP.

Exploring potential relationships between the results of the Oxford Economics studies on the benefits of aviation and the TTCI has found an interesting link. Figure 2 demonstrates the positive relationship between pillar 5, which considers the prioritization of Travel & Tourism within the context of subindex A (the T&T regulatory framework), and air transport connectivity relative to GDP. This suggests that making Travel & Tourism a government priority can enable the development of global connectivity through aviation, which in turn enhances the overall level of productivity and living standards in the long run.

NOTES

1 ATAG 2012.

2 Oxford Economics 2011.

3 ATAG 2012.

4 ATAG 2012.

5 ATAG 2012.

6 ATAG 2012.

7 ATAG 2012.

8 ATAG 2012.

9 ATAG 2012.

10 Oxford Economics 2011.

11 IATA 2007. The connectivity indicator is based on the number of available seats to each destination served (during a given time period). The number of available seats to each destination is weighted by the size of the destination airport (determined by the number of passengers handled each year). The weighting for each destination gives an indication of the economic importance of the destination airport and the number of onward connections it can provide. All the destination weightings are then summed (and divided by a scalar factor of 1,000) to determine the connectivity indicator. A higher figure for the connectivity measure indicated a greater degree of access to the global air transport network.

12 Oxford Economics 2011.

13 Oxford Economics 2011.

14 Oxford Economics 2011.

15 Oxford Economics 2011.

16 Oxford Economics 2011.

17 IATA 2007.

18 ATAG 2012.

19 World Economic Forum 2011.

20 Oxford Economics 2011.

21 ATAG 2012.

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CHAPTER 1.5

Travel & Tourism as a Driver of Employment Growth

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Travel & Tourism (T&T) is one of the leading job creators in the world. The industry employs more than 98 million people directly,[1] representing over 3 percent of all employment. When indirect and induced impacts are included, the industry contributes to around one in every eleven jobs worldwide.[2] The share of world employment in Travel & Tourism is greater than that for the auto manufacturing and chemicals manufacturing industries combined, across every region of the world. Furthermore, the outlook for the industry is relatively positive: job growth in Travel & Tourism is forecast to average 1.9 percent per year over the next decade, compared with 1.2 percent annual growth forecast for total jobs in the global economy.

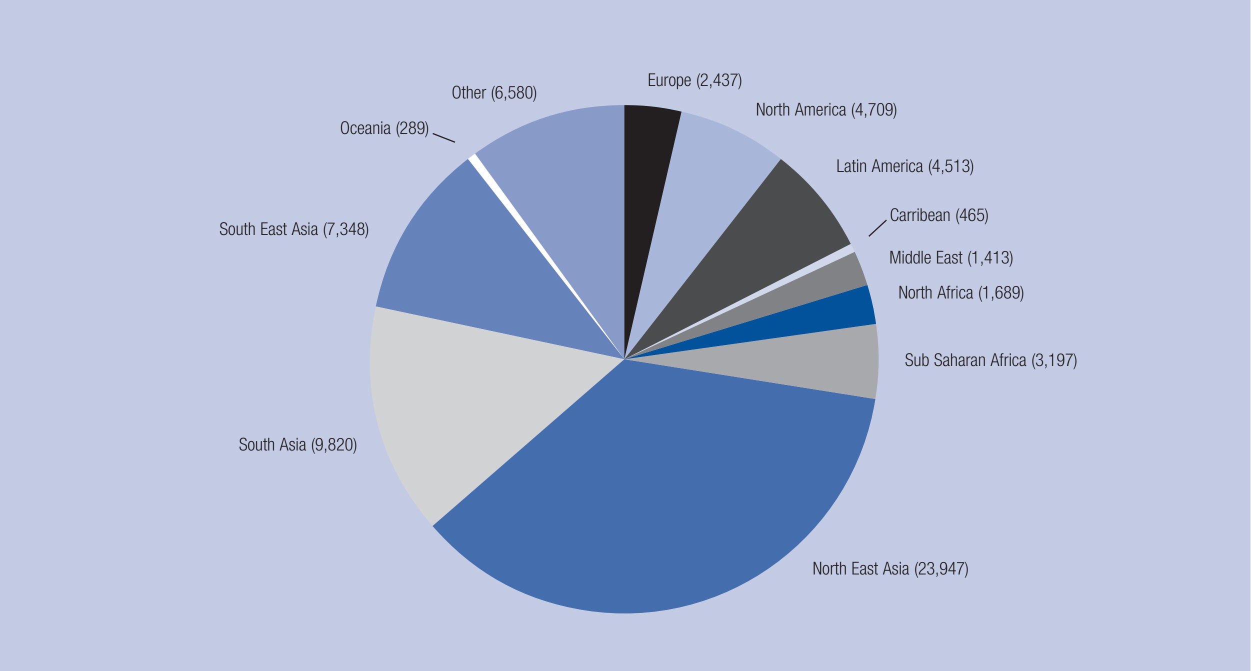
This chapter summarizes recent research by the World Travel & Tourism Council (WTTC) and Oxford Economics on jobs in Travel & Tourism using proprietary data for 20 countries, including both emerging and advanced economies.[3] Travel & Tourism was benchmarked against selected sectors for all regions of the world, and the research examined metrics that include Travel & Tourism's contributions to gross domestic product (GDP), employment, growth, export contribution, the strength of linkages, and job creation potential. Benchmarking the T&T industry provides perspective on its size and growth relative to other industries; it also helps to show how the industry can play an important role in driving employment growth.

The industries chosen as comparators in this research were selected because they have a breadth and global presence similar to Travel & Tourism. These industry sectors are relatively easy to define, and therefore to quantify. They include some that have recently benefitted from overt and well-publicized government support (the multibillion dollar bailout of the US automobile industry in January 2009 is a very recent example). The industry sectors benchmarked against Travel & Tourism in this research are:

- mining, including the extraction of oil, natural gas, coal, and metals;
- education, including all levels of educational services;
- chemicals manufacturing, including drugs and medicines, plastics, rubber, paint, polishes, ink, perfumes, cosmetics, soap, cleaning materials, fertilizer, pesticides, other chemicals;

The research and analysis presented in this chapter was based on custom research completed by Oxford Economics. The input-output portion of the analysis used data generated by the respective national statistics or economic agencies. Some of these data are maintained by and were obtained from Eurostat; for other countries these data were obtained directly from the relevant national agency.

Figure 1: Regional contribution to global T&T total employment growth, thousands of jobs (2012–22)



Source: Oxford Economics, mid-year update 2012 of annual economic impact figures.

- automotive manufacturing, including motor vehicles and parts and accessories;
- communications, including postal services (national and private) and telecommunications; and
- financial services, including banking, investment services, and insurance.

Understanding the significance of Travel & Tourism in many countries and its potential as a driver of employment growth is crucial, especially with the high levels of unemployment or underemployment now prevalent in many countries.

JOB CREATION AND ECONOMIC DEVELOPMENT

Over the last two decades, Travel & Tourism has played a more and more important role in the economic development of many countries. Increased travel across the globe has been driven by growth in real incomes; greater amounts of leisure time; improved and highly accessible transportation systems; ongoing globalization of business linkages, including supply chains; highly effective communication systems that facilitate marketing; and a significant number of new tourism services.

Although initial infrastructure investment is needed, as more people travel, additional tourism infrastructure is built and people are employed to service the needs of the tourists. The more visitors go to a destination, the more hotels, restaurants, and ancillary tourism services are needed and the more jobs in Travel & Tourism are created. The benefits of the Travel & Tourism–related jobs are then further multiplied through the economy to the suppliers that support the industry.

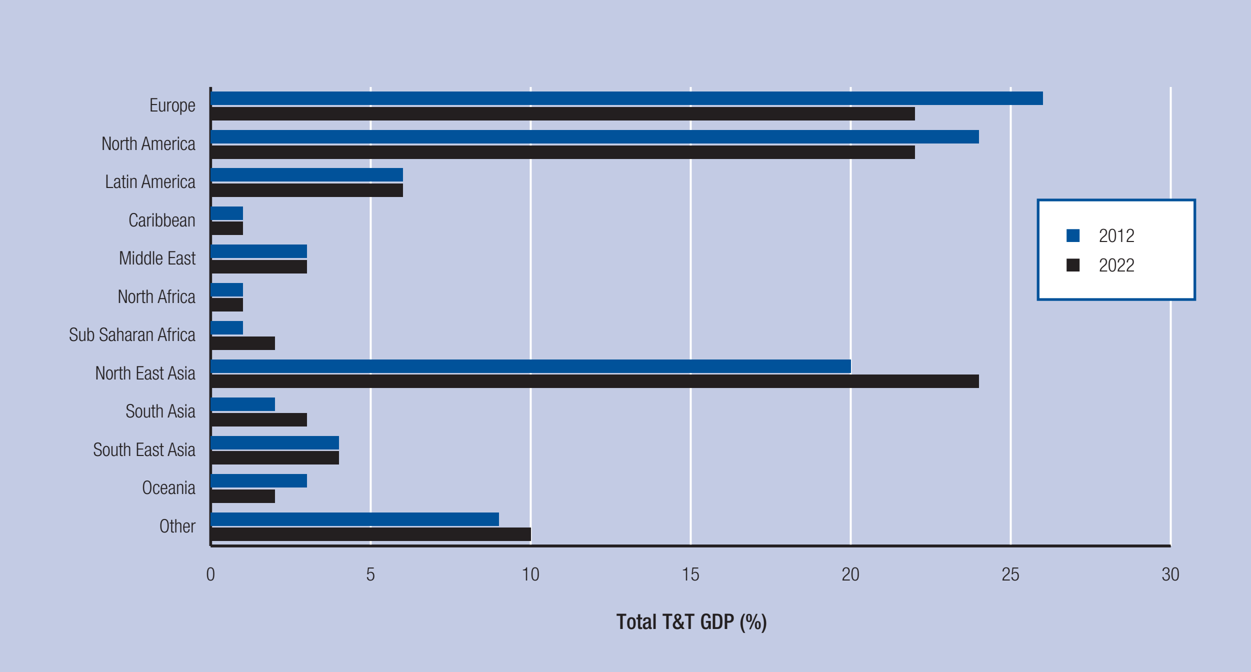
Travel & Tourism is a particularly attractive option for stimulating development in rural and low-income countries and regions that have previously relied heavily on subsistence agriculture, natural resource extraction, or informal self-employment. Tourism development may also be welcomed by local populations because it can generate stable employment and income while promoting cultural heritage and traditions—all elements of a destination that are particularly attractive to visitors.

Although the rise in emerging-market destinations explains some of the observed strong growth in T&T employment, many countries are also shifting away from manufacturing to service economies. These service economies are much more labor-intensive than mechanized, manufacturing economies. As this shift from manufacturing to the service sector increases, so the share of T&T employment out of total employment will probably increase, as will the share of tourism's contribution to total GDP.

Employment in Travel & Tourism as a share of total global employment followed a general upward trend throughout the 1990s and the early 2000s, falling back in more recent years partly because of cyclical patterns and changes in the destination mix for global Travel & Tourism. By the mid-2000s, direct employment in the industry edged over 3.5 percent.

The T&T sector tends to follow the general business cycle in an exaggerated way, with growth stronger than average during periods of expansion and job losses more severe than average during recessions. During

Figure 2: Contribution to global T&T GDP by region, 2012–22



Source: Oxford Economics, mid-year update of 2012 annual economic impact figures.

periods of economic slowdowns, disposable income growth slows and leaves fewer resources available to consumers for travel, resulting in both fewer trips and less-expensive travel options. Seeking out cost savings, leisure travelers might choose a closer-to-home destination (which potentially increases visitor numbers in some destinations) or a shorter holiday package, or reduce their budget for eating out and purchasing souvenirs. Business travel budgets also typically come under pressure during economic downturns, as they are often viewed as an area where companies can save costs. Of course, the dynamics operate in the opposite direction during expansionary periods.

In the late 1990s, global employment in Travel & Tourism was growing at rates of up to 4 percent per year. The pace of growth slowed along with most major economies during the downturn in 2001 and 2002, and the change in employment in Travel & Tourism was more pronounced than it was for employment overall. During the expansion of 2003–06, global employment in the industry returned to its role of outpacing overall employment growth; again, it suffered harsher-than-average losses during the most recent recession in 2009.

Employment recovery has now begun and the forecast expects employment growth in Travel & Tourism to outpace overall employment growth. The annual economic impact research carried out by WTTC and Oxford Economics found, in part, that T&T direct employment is expected to grow at an average 1.9 percent per annum over the next 10 years, compared with total employment growth of 1.2 percent each year through to 2022. This premium can be partly explained by the continued rise in T&T demand from emerging markets. Indeed, looking at the economic impact of Travel & Tourism as a whole, Oxford Economics expects the industry's contribution to GDP to grow at an average annual rate of 4.2 percent over the next 10 years, stronger than overall global growth predictions of 3.6 percent.

BENCHMARKING JOB CREATION REGIONALLY

In all regions of the world except for Africa, employment in Travel & Tourism is expected to be stronger than overall employment growth (Figures 1 and 2). While T&T employment in Africa is still expected to grow by 2.3 percent per year for the next 10 years and reach 2.9 percent of total employment by 2022, the industry faces a number of infrastructure and investment challenges in the region that are holding back its progress, and the transition to service economies on the continent is not as advanced as it is in other parts of the world. Still, with 8 million direct employees in Africa, Travel & Tourism is one of the leading employers in the region, surpassing the direct job creation of each of the chemicals manufacturing, auto manufacturing, communications, mining, and financial services industries.

Incomes continue to rise in Latin America and the Middle East. These regions are expected to lead Travel & Tourism employment growth, with annual growth rates forecast at 2.4 percent and 2.5 percent, respectively. In the Middle East specifically, increased T&T development is also contributing to a wider strategy of greater diversification away from a reliance on hydrocarbons. With 1.8 million direct employees, Travel & Tourism is one of the leading employers in the region, surpassing the job creation of all comparative industries except education. Travel & Tourism directly employs more than twice as many people in the Middle East than the mining industry (including oil extraction), although it is worth much, much less in its contribution to GDP.

Of the increase of 66 million T&T jobs forecast worldwide in the next 10 years, 62 percent are expected in the Asia Pacific region, an expected overall growth rate of 1.9 percent per annum from 2012 to 2022. Within the region, India and China were directly responsible for 48 percent of T&T jobs worldwide during 2011, compared with 43 percent across all other sectors of the economy. In Asia, there are seven times as many T&T jobs as auto manufacturing jobs and five times more than chemicals manufacturing jobs. Travel & Tourism directly employs nearly as many people as the region's entire education sector.

Over the same period, from 2012 to 2022, T&T employment growth in Europe is expected to trail the rest of the world with an annual growth rate of only 1.2 percent. The majority of Travel & Tourism in Europe is intra-regional and is impacted strongly by the ongoing debt challenges and fiscal adjustments in the region. Industry employment reached 10 million in 2011, and exceeds that of the automotive manufacturing sector by a factor of three.

The North American market—which has a higher proportion of people employed in Travel & Tourism than the other regions, at 4.4 percent—is expecting moderate growth of 1.5 percent per annum in the decade to 2022. Travel & Tourism directly supports nearly seven times more jobs than the automotive manufacturing sector and directly supports the same number of jobs as the financial services sector in the United States. In Canada, the industry employs more people than mining, automotive, and chemicals manufacturing.

ECONOMIC BENEFITS AND LINKAGES THROUGHOUT ECONOMIES

Measuring the contribution of one sector of the economy such as Travel & Tourism against the total requires an assessment of economic values on a number of levels. Impacts are measured on a direct basis (e.g., the people employed in a hotel), an indirect basis (e.g., the construction, including workers and materials, required to build a hotel), and an induced basis (e.g., the increased employment and GDP created by hotel and construction workers and the hotel guests buying food from a local shop). However, other issues—such as the strength of the linkages between tourism and other sectors of the economy, multiplier effects (changes in income and employment resulting from a change in expenditure), and leakages (the proportion of tourist expenditure that does not remain in the economy)—must also be assessed.

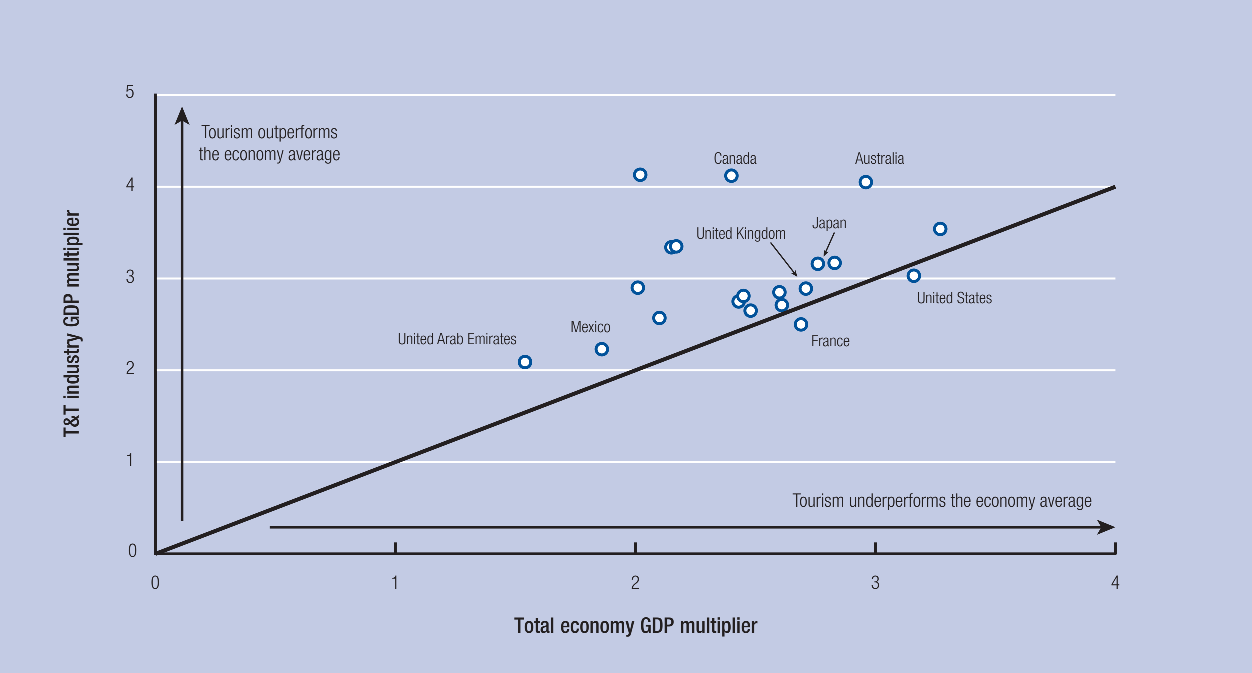
In 2011, Travel & Tourism generated US$2 trillion in direct contributions to the world's economy. This contribution to global GDP is more than double that of the automotive industry and one-third larger than the global chemicals industry. The T&T sector is three-quarters the size of the global education, communications, and mining sectors. With the addition of indirect and induced economic impacts, the total GDP impact of Travel & Tourism was US$6.3 trillion in 2011.

As well as being an important generator of direct employment and new job creation, broader economic benefits are generated by T&T activity. The industry has widely dispersed linkages throughout national economies, both in terms of industrial connections and because of its tendency to be less geographically concentrated than many other industries. The wide distribution of Travel & Tourism within countries is an important dimension to its economic value. Further analysis of the results of this research determine that Travel & Tourism ranks as the second-most evenly distributed industry in terms of employment and GDP across the 20 countries and six comparator industries analyzed (education, as expected, is closely linked to demographics and thus is the most evenly distributed among those benchmarked). As an industry with jobs that are impossible to send off shore, the benefits of Travel & Tourism have to be felt locally.

These strong industry linkages are also reflected in higher-than-average multipliers.[4] In 18 out of the 20 economies analyzed, one dollar spent on Travel & Tourism generates more total economic output than the average dollar spent in the economy as a whole. As can be seen in Figure 3, of the 20 countries studied, only in France and the United States is the value of Travel & Tourism's economic multiplier less than the total income average. This research compares the GDP multiplier for Travel & Tourism with the average economy multiplier for the other countries studied. On average, for every dollar spent across the 20 countries, 2.7 dollars are generated (this includes indirect and induced impacts); yet for every dollar spent on Travel & Tourism, 3.2 dollars are generated. Travel & Tourism's broader impact per unit of direct GDP also exceeds that of communications, financial services, education, and mining and reflects the integrated nature of the T&T industry within an economy. Only chemicals and auto manufacturing were found to have higher multipliers across the 20 countries analyzed.

In terms of job creation, one dollar spent on Travel & Tourism is more powerful than one dollar spent in other sectors across most of the 20 countries. The only countries where this is not the case are those in which agriculture remains a significant employer (such as China, India, and Indonesia). After education, Travel & Tourism is one of the top job creators, with an average

Figure 3: Comparing T&T and total economy multipliers, by income



Source: Oxford Economics.

of 50 jobs created for every US$1 million invested. US$1 million invested in tourism creates twice as many jobs as US$1 million in each of the financial services, communications, and auto manufacturing sectors.[5]

By analyzing input-output data looking at how output from one industrial sector may become input in another, these linkages between Travel & Tourism and the broader economy were identified and quantified, and include both supply chain and income effects. These relationships help to assess the ways in which the rest of the economy benefits from T&T linkages. Increased demand in Travel & Tourism usually spurs additional production in industries that rely heavily on domestic inputs, so the supply chain effects of Travel & Tourism are significant.

Industries can also be evaluated on the basis of how the income they generate flows to households and to other parts of the economy. The industries most supportive of economic development tend to be those that produce the most household income and retain a higher share of expenditure within the local economy. For example, on average across the countries analyzed, for every US$1 million that is spent in Travel & Tourism, US$701,000 in income is generated. This exceeds the income generated for automotive manufacturing, communications, chemicals, and mining. In terms of money retained in the local economy, of the countries looked at in this study, on average, 91 percent of tourism expenditures are retained while just 9 percent leaks out as imports. There are large variations to be found, however, and while other countries might experience far higher leakages, an import leakage in one country will be an export gain in another. On average, the share of income from Travel & Tourism retained in national economies is greater than the share from each of the mining, chemicals, and auto manufacturing sectors.

SUPPORTING BROADER ECONOMIC DEVELOPMENT

The development of Travel & Tourism can support broader economic development in part because the industry cuts across and is linked to many other industries in the economy, generating additional demand in a wide range of services and professions. In addition to the direct and indirect effects described above, Travel & Tourism can also produce other valuable spinoff benefits by contributing to infrastructure that other industries can use, and by boosting trade, skills, and investments.

Business travel, for example, is a vital contributor to the economy of most countries, both developed and developing, and represents almost a quarter of the economic benefit from Travel & Tourism as a whole. It is also highly correlated with export growth—as one expands, the other tends to as well. Causality tests have shown that rising exports have an almost immediate impact on business travel volumes, while travel itself stimulates trade in the following years by building relationships and helping to secure deals.[6]

Additional benefits accrue beyond the advantages reaped by the direct participants because trade advances economic development by lowering prices, creating economies of scale, allowing countries to focus on areas of competitive advantage, spurring innovation, and creating competition. The benefits that business travel brings to international trade also foster domestic and foreign investment. Foreign direct investments that result from business travel introduce capital, technology, skills, people, know-how, and demand for local supplies to the domestic economy; they also bring improvements in trade balances.[7]

In 2011, an estimated US$650 billion in capital investment, or 4.5 percent of total global capital investment, was driven by Travel & Tourism. The bulk of this is related to individual investments in facilities that directly benefit tourists, such as the construction of hotels and resorts, consistent with the definition of T&T investment in the 2008 TSA Recommended Methodological Framework. Beyond this benefit, Travel & Tourism may also drive infrastructure improvements that benefit local residents and the wider economy, in addition to tourists. The development of restaurants, bars, cafés, retail establishments, and other tourism-related businesses can help to improve the quality of life for local residents by expanding the choices available to them in their community. Moreover, Travel & Tourism may help to motivate the development of collective investments in public utilities and transportation infrastructure including roads, airports, harbors, electricity, sewage, potable water, and communications infrastructure.

POLICY IMPLICATIONS

The T&T industry remains under some pressure as the global economy continues on a path to recovery. Leisure travel demand has recovered in most origin markets, but business travel budgets remain constrained. This limitation remains, despite the clear benefits of business travel that may outweigh costs involved. On the supply side, some tourism promotion budgets remain lower than they were in earlier years, as public-sector cost savings are sought. Research from WTTC/Oxford Economics continues to make the case that cutting budgets and support for Travel & Tourism will have significant negative implications for the wider economy. Travel & Tourism is an important tool in economic development and growth strategy, and should be treated as such.

Travel & Tourism is a significant part of many national and regional economies around the globe, and supporting its expansion can be an integral part of a broader economic development strategy for both developed and developing nations as well as a potential tool for generating employment. It is essential for policymakers to differentiate between the global worth of the T&T sector and the relative importance of the industry to individual countries and regions. The contribution to GDP from Travel & Tourism may be small in the actual amount of income generated in a country or region, but if there is little alternative industry, its relative importance and the percentage of the country's GDP that it contributes may be large.

In the 20 countries looked at in this research, Travel & Tourism is one of the most important industries in terms of absolute size of employment and output, and industrial linkages are strong and widely dispersed. The industry can also drive domestic investment and attract foreign direct investment as well, all of which create employment, generate income, and provide additional quality-of-life benefits to local residents. On a comparative scale, Travel & Tourism makes a larger economic contribution to the global economy than some notable high-profile sectors. It is an important industry to support as a potential tool for economic development.

NOTES

1 WTTC 2012.

2 WTTC 2012.

3 The countries analyzed in the study are Argentina, Australia, Brazil, Canada, China, France, Germany, India, Indonesia, Italy, Jamaica, Japan, Mexico, the Russian Federation, South Africa, South Korea, Turkey, the United Arab Emirates, United Kingdom, and the United States.

4 These multipliers have been devised from the analysis of input-output tables across the identified countries. The methodology allows comparable multipliers to be calculated across both sectors and countries. WTTC/Oxford Economics 2012.

5 This multiplier is calculated according to the overall structure of industries- comparing the number of employees for a given level of industry output/revenue generated. We do not differentiate between the source of original investment or demand. It may well be the case that publicly funded projects have a different structure and return than privately funded development. However, we do not seek to make that distinction and a similar effect could exist for all industries.

6 WTTC 2011.

7 Oxford Economics 2011.

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CHAPTER 1.6

Competiveness, Jobs, and Green Growth: A "Glocal" Model

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This chapter details conceptual and operational research, led by the Victoria University Centre for Tourism and Services Research,[1] to create a system through which destinations can identify optimum green growth development scenarios for Travel & Tourism (T&T) in order to build wealth and create jobs in a sustainable manner.[2] Such a system seeks to take rapidly evolving, global socioeconomic concepts and strategies and provide a practical way to apply them to "base-of-the-pyramid" local development in a "glocal" model.[3] It shows the application of a major strategic vision conducted by the authors in a study undertaken for the government of Indonesia in 2012. It focuses on the research dimension of the vision and on how *The Travel & Tourism Competitiveness Report* could add value to the process. Finally, it outlines the econometric modeling process that is being developed to integrate competitiveness into the structure.

BACKGROUND

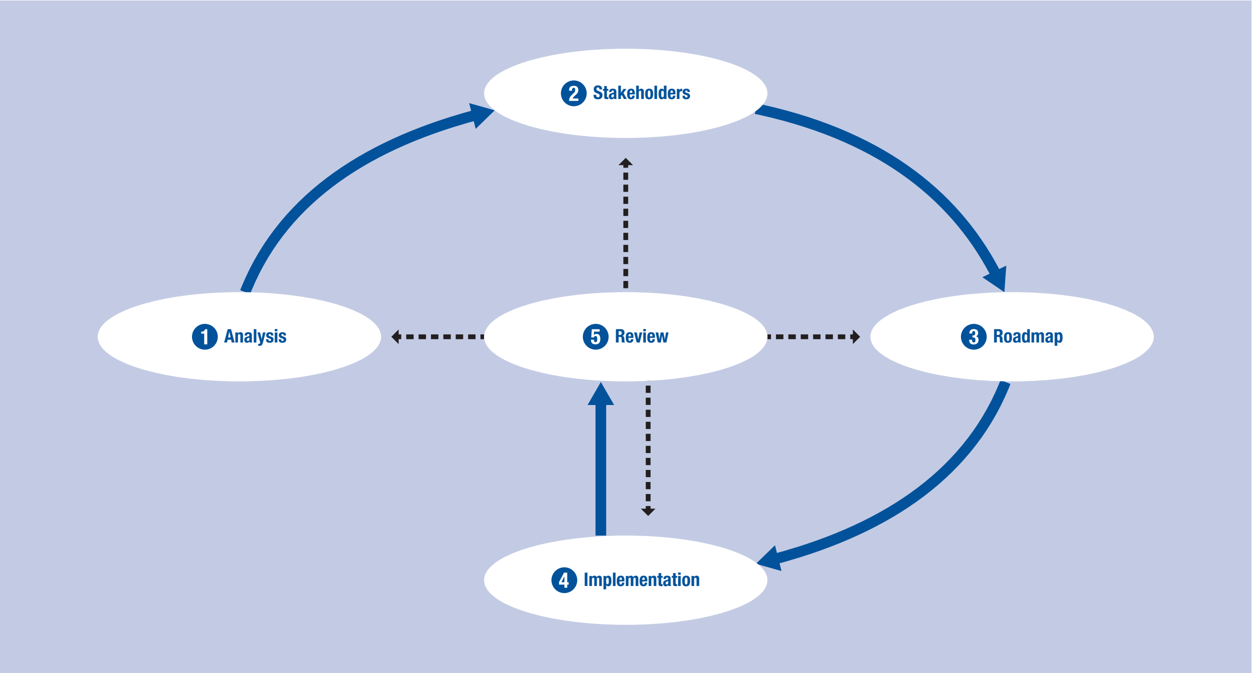
For some years, the idea of green growth has been gaining traction in national, regional, and global socio-political strategies, as has the view that Travel & Tourism is a major contributor to the growth of jobs, gross domestic product, and—particularly—development. Significant examples include the following:

- The G-20 Mexico Summit in June 2012 highlighted these issues in its Final Declaration and the Los Cabos Growth and Action Plan, noting:

  > We commit to continue to help developing countries sustain and strengthen their development through appropriate measures, including those that encourage inclusive green growth. . . . we commit to maintaining a focus on inclusive green growth as part of our G20 agenda and in the light of agreements reached at Rio+20 and the United Nations Framework Convention on Climate Change (UNFCCC). . . . We highlight that green growth and sustainable development have strong potential to stimulate long-term prosperity and well-being. . . . We recognize the role of travel and tourism as a vehicle for job creation, economic growth and development, and, while recognizing the sovereign right of States to control the entry of foreign nationals, we will work towards developing travel facilitation initiatives in support of job creation, quality work, poverty reduction and global growth.[4]

- The UN General Assembly passed a resolution in December 2012, entitled "Promotion of Ecotourism for Poverty Eradication and Environment Protection," which calls on UN Member States to adopt policies that promote ecotourism, highlighting its "positive impact on income generation, job creation, and education, and thus on the fight against poverty and hunger."[5]

Figure 1: Green Growth 2050 Roadmap stages



Note: Details for (1) Analysis can be found in Figure 4; details for (2) Stakeholders can be found in Figure 2; details for (3) Roadmap can be found in Figure 3; and details for (4) Implementation can be found in Figure 5.

- China—which is likely to have the largest domestic, inbound, and outbound travel markets in the world by 2015—has made tourism a strategic pillar of the economy and identified it as a vital engine of consumption in its most recent five-year development plan. This plan is the first time that China has decisively moved its economy onto a green growth path. "China's 12th Five-Year Plan has outlined massive investments in environmental protection and green growth," says European Council President Herman Van Rompuy.[6]

ACTIONS

In order to translate these ideas into practical T&T operational possibilities, the Victoria University Centre for Tourism and Services Research has undertaken a number of interrelated actions under the direction of the authors, increasingly in collaboration with other academic institutions.

Green Growth and Travelism

First, in a volume released at the Rio+20 Earth Summit, we formally identified a conceptual framework for green growth and travelism. This work states that governments, industry, and civil society around the world are urgently focusing on green growth as the best strategy to overcome economic free-fall, pervasive climate change, basic resource depletion, rapidly increasing populations and debilitating poverty. The aim of green growth is to create a fairer, happier society, based on renewable energy, web dynamics, social inclusion, and biodiversity conservation—with global temperature stabilization by 2050 through green transformation of production, consumption, and investment. Travelism—the entire customer, company, community value chain—can play a much more significant role in this transformation.[7]

In this work, we engaged some 50 thought leaders from around the world, both inside and outside the sector, to comment on its relevance and direction. Among these leaders were those who manufacture aircraft, campaign for civil society, and explore futures; heads of governments, ministries, and international agencies; those who shape transport, trade, development, and capacity-building policies; those who run airlines, hotels, trains, cruise ships, convention centers, and national parks; those who provide Internet information as well as the software that runs it; and those who teach and train.

All of these leaders have quite different perspectives and interests, but they share a vision that the most-sought-after human economic activity on the planet—travel—can seriously help in the transformation of our world to a cleaner, greener, fairer future. Many ideas about what Travel & Tourism needs to do to play a key role in societal change, and to shape it in a positive way, are currently being considered. Among these are new transport platforms, networks, and bio-fuels; new climate-proofed hotel design and construction; new green models for business meetings; new tactics for community engagement that are centered on the base of the pyramid; new approaches to financing and investment; new visions for education and training; and new, more coherent, institutional arrangements. The stakes are high, both in terms of the future of our planet and also economically: hundreds of trillions of transformation dollars are going to be spent, and the big question is who pays and how.

For example, Maurice Strong, a key architect of sustainable development, is calling for a tougher T&T green agenda with real action, targets, and measurement. The prime minister of Bhutan identifies the T&T sector as a key potential contributor to his concept of Gross National Happiness. Tom Enders, the chief executive officer of EADS (the parent of Airbus), is calling for a paradigm rethinking education and financing the future. Marthinus van Schalkwyk, the tourism minister of South Africa, discusses the breaking out of the subsector silos to mainstream Travel & Tourism in central policymaking. Sir Richard Branson, chairman of the Virgin Group, shares his views on how we can have a carbon-clean air transport sector in 10 years. Tony Tyler, the director general of the International Air Transport Association (IATA), considers the central role of connectivity in the travelism value chain. And Taleb Rifai, secretary general of the World Tourism Organization (UNWTO), explains the potential of a billion sustainability-minded travelers.

These ideas will form the basis for a continuing academic and policy evaluation around the intersections of green growth and travelism. A particular focus should be placed on education and training, where there is a massive untapped potential and a real opportunity to change mindsets. Through education and training we can move to a more sustainable path and develop future generations of transformation-inspired leaders. This focus on education applies to industry employees, destination residents engaged in the visitor economy, community decision makers, and travelers themselves.[8]

Destination-focused evaluations

Second, in a series of destination-focused evaluations in Africa, Asia, the Pacific and the Caribbean, over the past five years we have been developing a comprehensive framework to bring the global concept of green growth and travelism to the local level.[9] In 2012, this work culminated in a major green growth and travelism–based study of Bali, Indonesia. The study was conducted with local partners for the Minister of Tourism and Creative Economy in Indonesia and the Provincial Governor of Bali.[10]

The resultant Green Growth 2050 Roadmap is a model for this type of approach. It has five distinct phases (Figure 1):

1. Mapping and projecting forward the “visitor economy”
2. Stakeholder engagement and analysis
3. Development of the roadmap
4. Implementation cluster
5. Annual review and course correction

Starting with basic desk and field research, we mapped and modeled the Bali visitor economy in an intensive data-gathering and forecasting exercise. We used international and nationally published economic, trade, development, and environment statistics. Host and visitor surveys formed an integral part of this model. We used forecasting and scenario modeling techniques to create a range of projected environmental, economic, community, travel, industrial, and service alternative futures.

This was followed by in-depth stakeholder visioning sessions that took place in two intensive workshops with some 70 local public, private, and civil society representatives. These sessions considered a wide range of destination needs, including the roles to be played by low-carbon goals and climate resilience; natural resources and waste management; product and destination management; brand marketing and e-distribution; capacity building and green jobs; infrastructure, technology, and communications; and policy reforms, public-private partnerships, finance and investment, and innovation (Figure 2).

These visioning sessions led to the formulation of a structured, bottom-up strategy following best-practice patterns and governance demands, with measurable key performance indicators such as human development, visitor yield, and reduced greenhouse gas emissions. The process built on a community-led, sustainable development and authenticity base by considering strategy factors such as climate, environment, community well-being, jobs, products, markets, infrastructure, and investment. These strategic factors were then framed into a green growth roadmap for 2050 (Figure 3 shows this roadmap for Bali).

Although the strategies have a core goal of greenhouse gas reduction, in line with national commitments, they also considered the enhancement of environments and ecosystems generally, and factored in economic and cultural imperatives within the destination. Other vital considerations included the changing and greening of market demand (i.e., green consumerism), supply chain dynamics, destination competitiveness, brand positioning, and traditional as well as new funding options. Specific policies, actions, and timelines were detailed in each of the key strategic areas.

It is important to emphasize that stakeholders in the value chain were engaged in the process from the outset. They included air, land, and water transport operators and accommodation owners, tour operators, and tourist attractions on the supply side; they also included tourists themselves on the demand side. Separate oversight by the local community and national governance was also a critical element for project control, as was our seminal partnership with a local university and local adviser.

Figure 2: A model for stakeholder engagement

Note: PPP = public-private partnership.

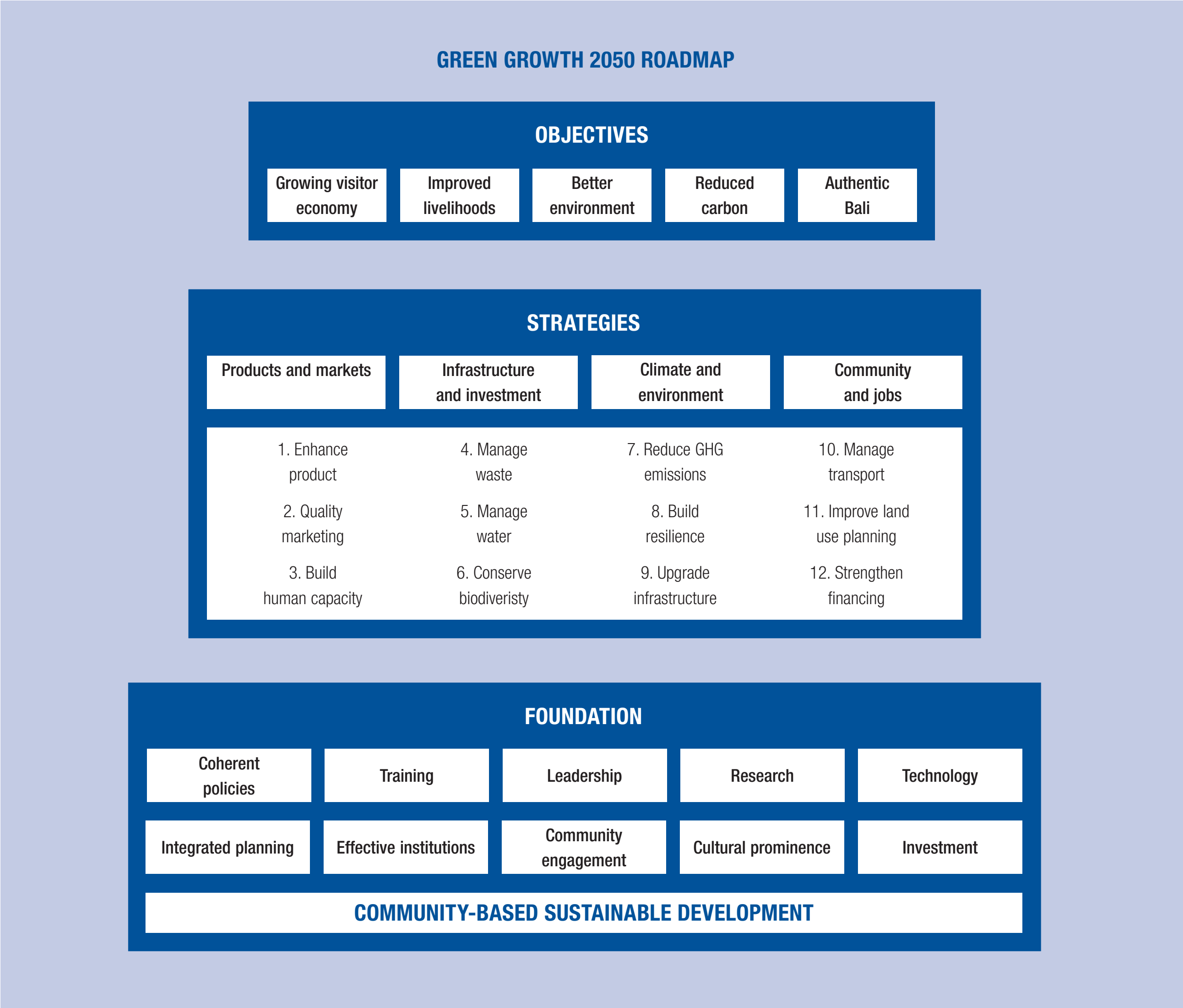
The development of the green growth roadmap for tourism should enhance the long-term competitiveness of destinations and the supporting industries. It must be compatible with national travel, transport, tourism, and trade strategies as well as carbon commitments. It must ensure that socioeconomic growth is inclusive and provides decent jobs. Ultimately, it must bring about new demand and empower communities in the context of a broader balance sheet of societal well-being, including quality of life and environmental sustainability. In this context, carrying capacity and lifecycle analysis were pivotal. Overall, a green growth roadmap must deliver sustainable mobility, lifestyles, and communities.

The report and underlying research framework have been specifically developed to serve as a readily adaptable model green growth 2050 roadmap for Travel & Tourism (travelism) for any country, city, or community with a like-minded vision for green growth and travelism. It helps those who use the framework to:

- respond effectively to a rapidly moving marketplace in very uncertain times;
- engage travelism in a transformation to a low-carbon, resource-efficient future;
- thoroughly assess trends to improve competitiveness and the overall visitor economy;
- handle increasing numbers of visitors and their impacts more sustainably;
- integrate travelism into overall community development, focusing on local livelihoods;
- engage local stakeholders and industry employees in the transformation;
- access global education and training programs for capacity building in the sector;
- consider new and traditional sources of funding to help with implementation; and
- routinely review progress and adjust to both planned and unplanned changes.

The framework allows any country, city, or community to consider these elements through an intensive scoping and visioning program that engages

Figure 3: The structure of green growth roadmap strategies for Bali



Note: GHG = greenhouse gas.

stakeholders at the core. It also provides a framework for integrating the evolution of global and national policy with local implementation (Figure 4).

We are building and refining a number of new tools to support this process. Our toolkit includes a coordinated resident and visitor survey model; a scenario design and decision option model; a structured stakeholder visioning framework; a strategy evaluation program; and the implementation of a cluster systems approach (Figure 5) that specifically uses Internet-based crowdpacting techniques to fully engage potential investors, including visitors themselves;[11] and an annual course correction analysis.[12]

Continuing GETS-led research

In a third interrelated action, we will continue to push the envelope forward in all these areas of green growth 2050 roadmapping by adding experience-based input from continuing studies and projects. However, our central and immediate research focus is on the green economy tourism system (GETS) modeling program. GETS has the capacity to give communities a comprehensive and better decision-making framework, and hence provide an incentive for evaluating the green growth and travelism options.

The GETS model tests green growth and travelism options by integrating large and diverse datasets. It is designed to work in settings characterized by complexity and uncertainty, where limited data availability and an absence of existing frameworks hinder development of targeted, effective strategies.

GETS presents an approach for a decision-support system to assist destinations address challenges and opportunities in periods of rapid change while integrating its core requirement of low-carbon transformation. It incorporates the benchmark principles of sustainable tourism, destination management, competitiveness, and system dynamics. A key design factor of the GETS model is the capacity to support decision making for tourism destinations of varying sizes (from small locations within a country to transnational regions) and varying economic structures (from regions exclusively reliant on tourism to

Figure 4: Analysis

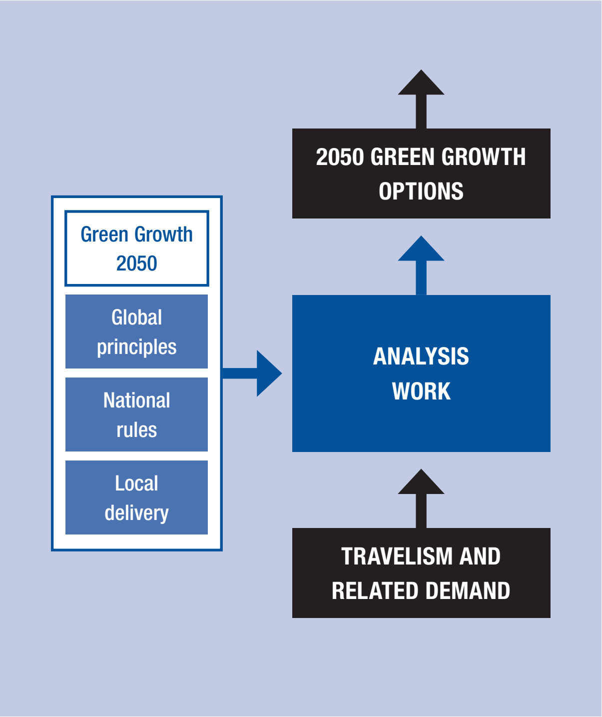
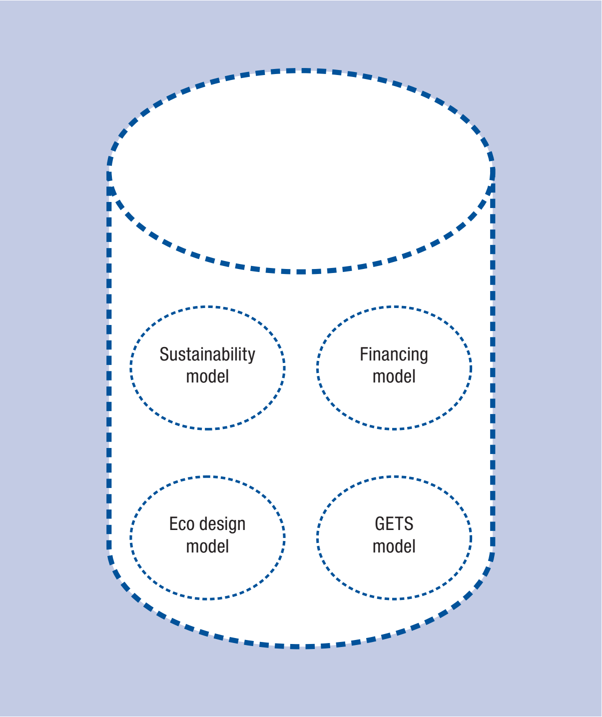


Figure 5: Implementation



those where tourism is a major or even a minor industry) and varying composition (from a destination comprised of large, international, Western-style hotels and resorts to one with small individual businesses with a large number of ecotourism attractions and activities).

GETS does this by maintaining an ever-expanding series of databases of key elements. These include tourism volumes, expenditure patterns, and behaviors; high-level engineering analysis of the impact of various tourism activities on greenhouse gas production; and precedents and models of comparable tourism destinations around the world.

Although the system is strongly centered on systematic analysis and simulation of quantitative data, a key strength of GETS is its interactive scenario analysis. Using this technique, local tourism planners and decision makers can discuss various policy settings, input these into the model, and simulate their impact on the tourism in the region in terms of several key measures: the expected number of visitors; the amount each visitor spends; the amount of infrastructure, labor, and training required by the destination; and the amount of greenhouse gas produced. These different scenarios can then be analyzed to facilitate more informed long-term planning for the green growth 2050 roadmap against the quadruple bottom line of economic growth, cultural and social development, environmental factors, and climate change impacts.

As our field projects have developed, we have been able to refine techniques and processes. For example, in Australia we were able to integrate the two major national tourism databases: the International Visitor Survey (which provides data on international visitors) and the National Visitor Survey (which provides data on residents holidaying in Australia) with the national census statistics (which considers the resident population). Combined surveys can provide a key insight into tourism activities in local areas with relatively higher confidence levels than that provided by the International Visitor Survey or the National Visitor Survey alone. Each of these databases has more than 1 million records with up to 1,700 variables. Data quality has been further enhanced by overlaying Australian Bureau of Statistics data on hotel and motel accommodation performance.

The GETS model can integrate a wide variety of local geographic-based data, such as road traffic counts; the volume of liquid and solid waste generated by an area; and the population’s level of literacy, household wages, and life expectancy, (among others). Therefore this approach can provide stakeholders with additional insight into the *relative* performance of local townships, settlements, and villages within a regional geography or between different subsectors of a region, or along a coastline, major road, or tourism circuit.[13]

The GETS model integrates databases from government, nongovernmental organizations, and businesses, as well as from travelism and other sources, while at the same time maintaining the inherent integrity and confidentiality of each database. This provides a basis for a wide range of data analyses—from big data to macro or micro data analyses—and scenario developments. At the assessment level, we use transformational analytics, which allows us to expand and extend relevant datasets for econometrics, forecasting, and statistics, as well as combining them in multiple ways, using perfunctory measures of ratios, means, frequencies, cross tabulations, and so on, as well as using advanced multivariate techniques.

In its early stages, the GETS model was operated at a fairly basic manual level. However, the processes have become increasingly automated and current activity is focused on delivering a fully automated "high tech, high touch" system. This system will draw data from a wide array of public and private sources, especially online datasets such as those published by governments and major nongovernmental organizations. The advanced system dynamic modeling at the heart of GETS configures those data into strategically meaningful insights. This results in scenario options, in dashboard form, for user assessment and manipulation, allowing users to assess the local economy, investment, employment, resident and visitor satisfaction, the environment, greenhouse gas emissions, and so on.

As we construct the automated version, we are undertaking a proof-of-concept test on a discrete subset model showing the interrelationship among tourist arrivals, investment in infrastructure, and the impact of tourists on the labor market, the environment, and community attitudes. Here we are using investment as the major vector. We show how altering this key variable will affect the community, employment, and the environment. The results are available in various dashboard configurations.

Working with the World Economic Forum

Finally, as a result of discussions in the World Economic Forum's Global Agenda Council (the Council),[14] we are exploring the potential for integrating data from *The Travel & Tourism Competitiveness Report* into this modeling process. The focus of the Global Agenda Council New Models of Travel & Tourism is currently concentrated primarily on the ability of the sector to generate employment. The Council would like to create a methodology to quantify the impact of new investments in the T&T sector in terms of job creation, both at the national level (a macro perspective) and at the company level (a micro perspective).

The Council is considering the Travel & Tourism Competitiveness Index and the indicators in *The Travel & Tourism Competitiveness Report* for possible measures of impacts. We are working with the Council to evaluate how this might be accomplished in the context and framework of GETS modeling. There is a clear correlation between the Index and tourism receipts, and we are exploring other potential data links that are relevant for employment. Among these are log linear and data envelope analysis of infrastructure, investment, competitiveness, and levels of employment, as well as the Boston Matrix analysis of "quality" and "sustainability" of employment outcomes and transformational strategies.

A LOOK TOWARD THE FUTURE

As this work evolves, we will be engaging with the Council and other travelism stakeholders doing similar work to test the concepts in key collaborating markets. In the broader context, we will keep our eye on the green growth and travelism dimension. We will ensure that the techniques used and correlations explored factor green growth into the outcomes of low-carbon linkages, smart border strategies, and green jobs.

NOTES

1 Victoria University, Centre for Tourism and Services Research, Australia and Greenearth.travel, Belgium—also including Oxford Brookes University UK.

2 Lipman and Vorster 2011.

3 *Glocal* principles are those with specific local implementation approaches.

4 G20 Los Caberos Leaders Declaration, Mexico, June 2012.

5 UN General Assembly Resolution A/67/441, December 21, 2012.

6 Remarks of President of the European Council Herman Van Rompuy on China's Five-Year Development Plan. See Fu 2001.

7 Lipman et al. 2012.

8 A Green Growth and Travelism Institute has been established in Belgium with the support of the Province of Limburg to spearhead a global network of universities committed to advancing this conceptual framework and introducing it into graduate and postgraduate programs.

9 These evaluations took place in Sri Lanka—*an Earth Lung*, in 2007: in Sharm El Sheihk, Egypt in 2008; in the Turks and Caicos in 2009: and in Bali, Indonesia, in 2012.

10 Republic of Indonesia, Ministry of Tourism and Creative Economy 2012.

11 *Crowdpacting* is a specific form of crowdfunding that focuses on "impact investment," namely for projects that contain a strong socially or environmentally responsible element.

12 See www.greengrowth2050.com and www.gatetrip.com.

13 In a North Queensland project, for example, we were able to identify and quantify the relative tourism performance in three towns in the Atherton Shire, as well as a new tourism entity made up of townships located along the Kennedy Highway, which has tentatively been named the "Kennedy Tourist Route."

14 Global Agenda Council for New Models of Travel & Tourism. Dubai 2012.

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Part 2

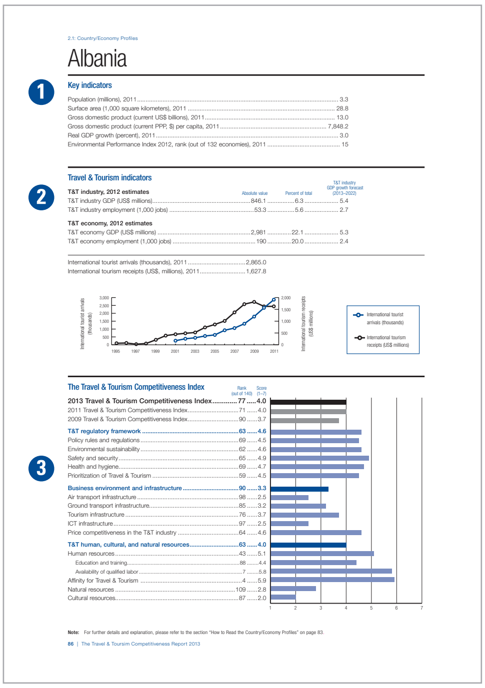
Country/Economy Profiles and Data Presentation

2.1

Country/Economy Profiles

How to Read the Country/Economy Profiles

This section presents two-page profiles for all the 140 economies included in *The Travel & Tourism Competitiveness Report 2013.*



2.1: Country/Economy Profiles

Albania

① **Key indicators**

Population (millions), 2011	3.3
Surface area (1,000 square kilometers), 2011	28.8
Gross domestic product (current US$ billions), 2011	13.0
Gross domestic product (current PPP, $) per capita, 2011	7,848.2
Real GDP growth (percent), 2011	3.0
Environmental Performance Index 2012, rank (out of 132 economies), 2011	15

② **Travel & Tourism indicators**

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	846.1	6.3	5.4
T&T industry employment (1,000 jobs)	53.3	5.6	2.7
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	2,981	22.1	5.3
T&T economy employment (1,000 jobs)	190	20.0	2.4

International tourist arrivals (thousands), 2011	2,865.0
International tourism receipts (US$, millions), 2011	1,627.8

③ **The Travel & Tourism Competitiveness Index**

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	77	4.0
2011 Travel & Tourism Competitiveness Index	71	4.0
2009 Travel & Tourism Competitiveness Index	90	3.7
T&T regulatory framework	63	4.6
Policy rules and regulations	69	4.5
Environmental sustainability	62	4.6
Safety and security	65	4.9
Health and hygiene	69	4.7
Prioritization of Travel & Tourism	59	4.5
Business environment and infrastructure	90	3.3
Air transport infrastructure	98	2.5
Ground transport infrastructure	85	3.2
Tourism infrastructure	76	3.7
ICT infrastructure	97	2.5
Price competitiveness in the T&T industry	64	4.6
T&T human, cultural, and natural resources	63	4.0
Human resources	43	5.1
Education and training	88	4.4
Availability of qualified labor	7	5.8
Affinity for Travel & Tourism	4	5.9
Natural resources	109	2.8
Cultural resources	87	2.0

Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

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LEFT-HAND PAGE

① Key indicators

The first section presents several key indicators that give a sense of the size of the country and its economy. Population and surface area figures are from the World Bank's *World Development Indicators Online Database* (December 2012). GDP numbers are from the International Monetary Fund (IMF)'s *World Economic Outlook Database* (October 2012 edition). The Environmental Performance Index rankings are from YCELP, Yale University and CIESIN, Columbia University. National sources have been consulted where appropriate.

② Travel & Tourism indicators

The second section presents Travel & Tourism (T&T) indicators that aim to provide a measure of the past, current, and projected future activity of Travel & Tourism in each economy. This section is in turn split into two parts:

The first part includes data from the Tourism Satellite Accounting Research carried out annually by the World Travel & Tourism Council (WTTC) and the second part includes data on international tourist arrivals and international tourism receipts over the period 1995 to 2011 provided by the World Tourism Organization (UNWTO). The graph shows all the available data for tourism arrivals and receipts during this period for each economy.

Developed by the UNWTO, the Organisation for Economic Co-operation and Development (OECD), and Eurostat, the Tourism Satellite Accounting (TSA) framework is a statistical tool—including concepts, definitions, aggregates, classifications, and tables—that is compatible with international national accounting guidelines and allows for valid international comparisons. The TSA also makes these estimates comparable with other internationally recognized macroeconomic aggregates and compilations. Using the TSA approach, WTTC estimates the current and projected future economic contribution of Travel & Tourism in terms of an economy's GDP and employment.

WTTC defines the T&T sector in two ways: More narrowly, T&T activity—defined as the T&T industry—captures the production-side industry contribution (that is, its direct impact only). A second, broader definition of the T&T economy takes into consideration the direct as well as the indirect contributions by traditional travel service providers and industry suppliers within the resident economy. This latter perspective is used when one wants to understand the total impact of Travel & Tourism on the resident economy. 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/.

The number of **international tourist arrivals,** expressed in thousands, is the most common unit of measure used to quantify the volume of international tourism for statistical purposes. It includes exclusively overnight visitors—that is, tourists who stay at least one night in a collective or private accommodation in the country visited. Same-day visitors are not included. The number of arrivals does not necessarily correspond to the number of persons. The same person who makes several trips to a given country during a given period will be counted as a new arrival each time.

International tourism receipts, expressed in millions of current US dollars, are the receipts earned by a destination country from inbound tourism and cover all tourism receipts resulting from expenditures made by visitors from abroad, on, for instance, lodging, food and drinks, fuel, transport in the country, entertainment, shopping, and so on. This measure includes receipts generated by overnight as well as by same-day trips. Receipts from same-day trips can be substantial, as in the case of countries where a lot of shopping for goods and services takes place by visitors from neighboring countries.

③ Travel & Tourism Competitiveness Index

The third section of the page presents the economy's performance on the Travel & Tourism Competitiveness Index (TTCI) and its various components. For further analysis, the data tables at the end of the *Report* provide detailed rankings and scores for each of the variables included in the TTCI.

2.1: Country/Economy Profiles

Albania

④ The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.5**	**69**
1.01	Prevalence of foreign ownership	4.1	101
1.02	Property rights	3.1	126
1.03	Business impact of rules on FDI	4.7	65
1.04	Visa requirements, no. of countries*	58.0	102
1.05	Openness bilateral ASAs (0–38)*	10.9	71
1.06	Transparency of government policymaking	4.3	65
1.07	No. of days to start a business*	4	**8**
1.08	Cost to start a business, % GNI/capita*	22.1	101
1.09	GATS commitment restrictiveness (0–100)*	84.9	**7**
	2nd pillar: Environmental sustainability	**4.6**	**62**
2.01	Stringency of environmental regulation	2.9	127
2.02	Enforcement of environmental regulation	2.6	130
2.03	Sustainability of T&T industry development	4.2	78
2.04	Carbon dioxide emission, million tons/capita*	1.3	**43**
2.05	Particulate matter concentration, μg/m³*	36.5	86
2.06	Threatened species, %*	2.8	**26**
2.07	Environm. treaty ratification (0–25)*	20	53
	3rd pillar: Safety and security	**4.9**	**65**
3.01	Business costs of crime and violence	4.7	78
3.02	Reliability of police services	4.0	77
3.03	Road traffic accidents/100,000 pop.*	13.9	55
3.04	Business costs of terrorism	5.6	67
	4th pillar: Health and hygiene	**4.7**	**69**
4.01	Physician density/1,000 pop.*	1.2	85
4.02	Access to improved sanitation, % pop.*	94.0	58
4.03	Access to improved drinking water, % pop.*	95.0	70
4.04	Hospital beds/10,000 pop.*	28.0	66
	5th pillar: Prioritization of Travel & Tourism	**4.5**	**59**
5.01	Government prioritization of the T&T industry	5.2	69
5.02	T&T gov't expenditure, % gov't budget*	3.9	57
5.03	Effectiveness of marketing to attract tourists	4.5	61
5.04	Comprehensiveness of T&T data (0–120)*	76.0	**39**
5.05	Timeliness of T&T data (0–18)*	13.5	71
	6th pillar: Air transport infrastructure	**2.5**	**98**
6.01	Quality of air transport infrastructure	4.8	66
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	23.5	111
6.04	Departures/1,000 pop.*	3.2	72
6.05	Airport density/million pop.*	0.3	103
6.06	No. of operating airlines*	13.0	97
6.07	International air transport network	4.5	78
	7th pillar: Ground transport infrastructure	**3.2**	**85**
7.01	Quality of roads	4.3	59
7.02	Quality of railroad infrastructure	1.2	117
7.03	Quality of port infrastructure	3.7	95
7.04	Quality of ground transport network	3.7	118
7.05	Road density/million pop.*	63.0	**48**

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**3.7**	**76**
8.01	Hotel rooms/100 pop.*	0.3	83
8.02	Presence of major car rental co. (1–7)*	6	**32**
8.03	ATMs accepting Visa cards/million pop.*	223.3	80
	9th pillar: ICT infrastructure	**2.5**	**97**
9.01	ICT use for B-to-B transactions	n/a	n/a
9.02	ICT use for B-to-C transactions	n/a	n/a
9.03	Individuals using the Internet, %*	49.0	57
9.04	Fixed telephone lines/100 pop.*	10.5	90
9.05	Broadband Internet subscribers/100 pop.*	4.0	83
9.06	Mobile telephone subscriptions/100 pop.*	96.4	88
9.07	Mobile broadband subscriptions/100 pop.*	8.8	78
	10th pillar: Price competitiveness in T&T ind.	**4.6**	**64**
10.01	Ticket taxes and airport charges (0–100)*	70.0	102
10.02	Purchasing power parity*	0.5	**22**
10.04	Fuel price, US$ cents/liter*	140.0	98
10.03	Extent and effect of taxation	3.9	**40**
10.05	Hotel price index, US$*	127.0	56
	11th pillar: Human resources	**5.1**	**43**
	Education and training	4.4	88
11.01	Primary education enrollment, net %*	79.9	123
11.02	Secondary education enrollment, gross %*	88.9	68
11.03	Quality of the educational system	4.0	52
11.04	Local availability specialized research & training	3.3	117
11.05	Extent of staff training	4.4	**36**
	Availability of qualified labor	5.8	**7**
11.06	Hiring and firing practices	4.7	**26**
11.07	Ease of hiring foreign labor	5.5	**3**
11.08	HIV prevalence, % adult pop.*	n/a	**1**
11.09	Business impact of HIV/AIDS	6.6	**4**
11.10	Life expectancy, years*	77.0	**38**
	12th pillar: Affinity for Travel & Tourism	**5.9**	**4**
12.01	Tourism openness, % of GDP*	24.6	**5**
12.02	Attitude of population toward foreign visitors	6.0	98
12.03	Extension of business trips recommended	5.6	54
12.04	Degree of customer orientation	5.0	**38**
	13th pillar: Natural resources	**2.8**	**109**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	3.5	117
13.03	Total known species*	393	103
13.04	Terrestrial biome protection (0–17%)*	10.0	75
13.05	Marine protected areas, %*	0.9	**44**
	14th pillar: Cultural resources	**2.0**	**87**
14.01	No. of World Heritage cultural sites*	3	74
14.02	Sports stadiums, seats/million pop.*	55,037.5	**47**
14.03	No. of int'l fairs and exhibitions*	4.7	96
14.04	Creative industries exports, % of world total*	0.0	90

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④ Travel & Tourism Competitiveness Index in detail

This page presents the rank achieved by a country on each of the indicators entering the composition of the TTCI. Indicators are organized by pillar. Please refer to Appendix A of Chapter 1.1 for the detailed 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, Germany—which is ranked 2nd overall—is ranked 7th rank on indicator 6.01 Quality of air transport infrastructure, making this indicator a competitive advantage.

- For those economies ranked from 11 through 50 on the overall TTCI, variables ranked higher than the economy's own rank are considered to be advantages. In the case of Thailand, ranked 43rd overall, its rank of 24th on indicator 5.01, 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 Armenia, ranked 79th overall, indicator 1.08, Cost to start a business, where the country ranks 38th, constitutes a competitive advantage.

Index of Country/Economy Profiles

Albania

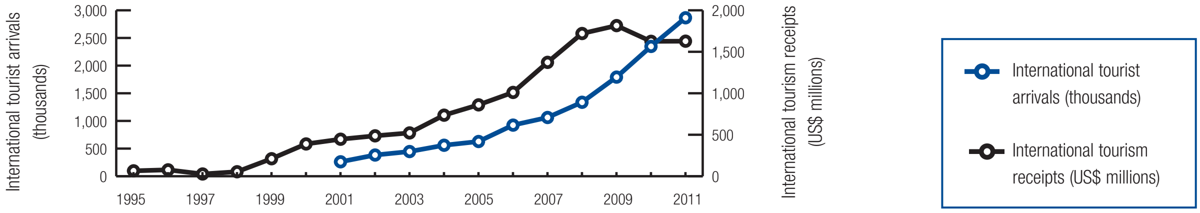
Key indicators

Population (millions), 2011	3.3
Surface area (1,000 square kilometers), 2011	28.8
Gross domestic product (current US$ billions), 2011	13.0
Gross domestic product (current PPP, $) per capita, 2011	7,848.2
Real GDP growth (percent), 2011	3.0
Environmental Performance Index 2012, rank (out of 132 economies), 2011	15

Travel & Tourism indicators

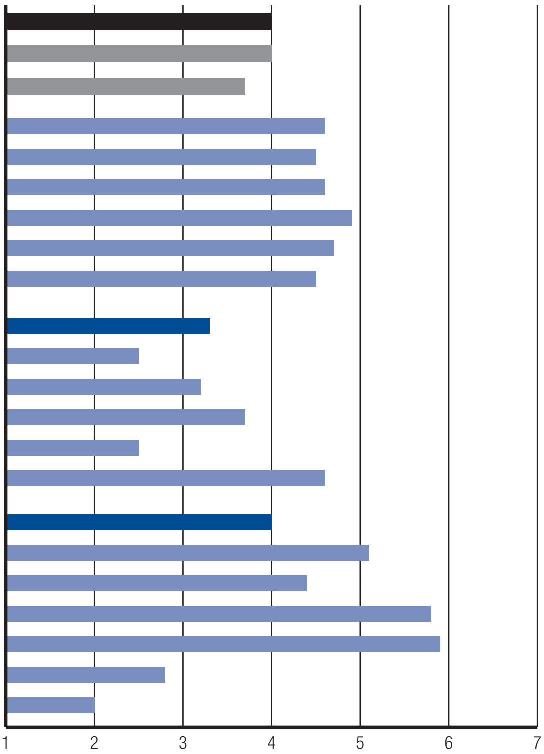
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	846.1	6.3	5.4
T&T industry employment (1,000 jobs)	53.3	5.6	2.7
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	2,981	22.1	5.3
T&T economy employment (1,000 jobs)	190	20.0	2.4

International tourist arrivals (thousands), 2011	2,865.0
International tourism receipts (US$, millions), 2011	1,627.8



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**77**	**4.0**
2011 Travel & Tourism Competitiveness Index	71	4.0
2009 Travel & Tourism Competitiveness Index	90	3.7
T&T regulatory framework	**63**	**4.6**
Policy rules and regulations	69	4.5
Environmental sustainability	62	4.6
Safety and security	65	4.9
Health and hygiene	69	4.7
Prioritization of Travel & Tourism	59	4.5
Business environment and infrastructure	**90**	**3.3**
Air transport infrastructure	98	2.5
Ground transport infrastructure	85	3.2
Tourism infrastructure	76	3.7
ICT infrastructure	97	2.5
Price competitiveness in the T&T industry	64	4.6
T&T human, cultural, and natural resources	**63**	**4.0**
Human resources	43	5.1
Education and training	88	4.4
Availability of qualified labor	7	5.8
Affinity for Travel & Tourism	4	5.9
Natural resources	109	2.8
Cultural resources	87	2.0



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Albania

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.5**	**69**
1.01	Prevalence of foreign ownership	4.1	101
1.02	Property rights	3.1	126
1.03	Business impact of rules on FDI	4.7	65
1.04	Visa requirements, no. of countries*	58.0	102
1.05	Openness bilateral ASAs (0–38)*	10.9	71
1.06	Transparency of government policymaking	4.3	65
1.07	No. of days to start a business*	4	8
1.08	Cost to start a business, % GNI/capita*	22.1	101
1.09	GATS commitment restrictiveness (0–100)*	84.9	7
	2nd pillar: Environmental sustainability	**4.6**	**62**
2.01	Stringency of environmental regulation	2.9	127
2.02	Enforcement of environmental regulation	2.6	130
2.03	Sustainability of T&T industry development	4.2	78
2.04	Carbon dioxide emission, million tons/capita*	1.3	43
2.05	Particulate matter concentration, μg/m³*	36.5	86
2.06	Threatened species, %*	2.8	26
2.07	Environm. treaty ratification (0–25)*	20	53
	3rd pillar: Safety and security	**4.9**	**65**
3.01	Business costs of crime and violence	4.7	78
3.02	Reliability of police services	4.0	77
3.03	Road traffic accidents/100,000 pop.*	13.9	55
3.04	Business costs of terrorism	5.6	67
	4th pillar: Health and hygiene	**4.7**	**69**
4.01	Physician density/1,000 pop.*	1.2	85
4.02	Access to improved sanitation, % pop.*	94.0	58
4.03	Access to improved drinking water, % pop.*	95.0	70
4.04	Hospital beds/10,000 pop.*	28.0	66
	5th pillar: Prioritization of Travel & Tourism	**4.5**	**59**
5.01	Government prioritization of the T&T industry	5.2	69
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5.04	Comprehensiveness of T&T data (0–120)*	76.0	39
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	6th pillar: Air transport infrastructure	**2.5**	**98**
6.01	Quality of air transport infrastructure	4.8	66
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	23.5	111
6.04	Departures/1,000 pop.*	3.2	72
6.05	Airport density/million pop.*	0.3	103
6.06	No. of operating airlines*	13.0	97
6.07	International air transport network	4.5	78
	7th pillar: Ground transport infrastructure	**3.2**	**85**
7.01	Quality of roads	4.3	59
7.02	Quality of railroad infrastructure	1.2	117
7.03	Quality of port infrastructure	3.7	95
7.04	Quality of ground transport network	3.7	118
7.05	Road density/million pop.*	63.0	48

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**3.7**	**76**
8.01	Hotel rooms/100 pop.*	0.3	83
8.02	Presence of major car rental co. (1–7)*	6	32
8.03	ATMs accepting Visa cards/million pop.*	223.3	80
	9th pillar: ICT infrastructure	**2.5**	**97**
9.01	ICT use for B-to-B transactions	n/a	n/a
9.02	ICT use for B-to-C transactions	n/a	n/a
9.03	Individuals using the Internet, %*	49.0	57
9.04	Fixed telephone lines/100 pop.*	10.5	90
9.05	Broadband Internet subscribers/100 pop.*	4.0	83
9.06	Mobile telephone subscriptions/100 pop.*	96.4	88
9.07	Mobile broadband subscriptions/100 pop.*	8.8	78
	10th pillar: Price competitiveness in T&T ind.	**4.6**	**64**
10.01	Ticket taxes and airport charges (0–100)*	70.0	102
10.02	Purchasing power parity*	0.5	22
10.04	Fuel price, US$ cents/liter*	140.0	98
10.03	Extent and effect of taxation	3.9	40
10.05	Hotel price index, US$*	127.0	56
	11th pillar: Human resources	**5.1**	**43**
	Education and training	4.4	88
11.01	Primary education enrollment, net %*	79.9	123
11.02	Secondary education enrollment, gross %*	88.9	68
11.03	Quality of the educational system	4.0	52
11.04	Local availability specialized research & training	3.3	117
11.05	Extent of staff training	4.4	36
	Availability of qualified labor	5.8	7
11.06	Hiring and firing practices	4.7	26
11.07	Ease of hiring foreign labor	5.5	3
11.08	HIV prevalence, % adult pop.*	n/a	1
11.09	Business impact of HIV/AIDS	6.6	4
11.10	Life expectancy, years*	77.0	38
	12th pillar: Affinity for Travel & Tourism	**5.9**	**4**
12.01	Tourism openness, % of GDP*	24.6	5
12.02	Attitude of population toward foreign visitors	6.0	98
12.03	Extension of business trips recommended	5.6	54
12.04	Degree of customer orientation	5.0	38
	13th pillar: Natural resources	**2.8**	**109**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	3.5	117
13.03	Total known species*	393	103
13.04	Terrestrial biome protection (0–17%)*	10.0	75
13.05	Marine protected areas, %*	0.9	44
	14th pillar: Cultural resources	**2.0**	**87**
14.01	No. of World Heritage cultural sites*	3	74
14.02	Sports stadiums, seats/million pop.*	55,037.5	47
14.03	No. of int'l fairs and exhibitions*	4.7	96
14.04	Creative industries exports, % of world total*	0.0	90

Algeria

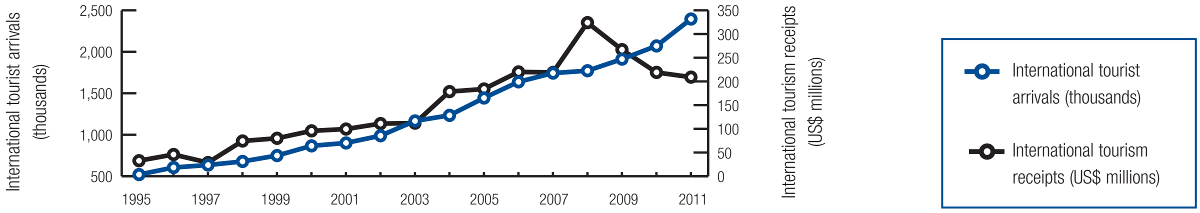
Key indicators

Population (millions), 2011	36.2
Surface area (1,000 square kilometers), 2011	2,381.7
Gross domestic product (current US$ billions), 2011	197.9
Gross domestic product (current PPP, $) per capita, 2011	7,324.5
Real GDP growth (percent), 2011	2.4
Environmental Performance Index 2012, rank (out of 132 economies), 2011	86

Travel & Tourism indicators

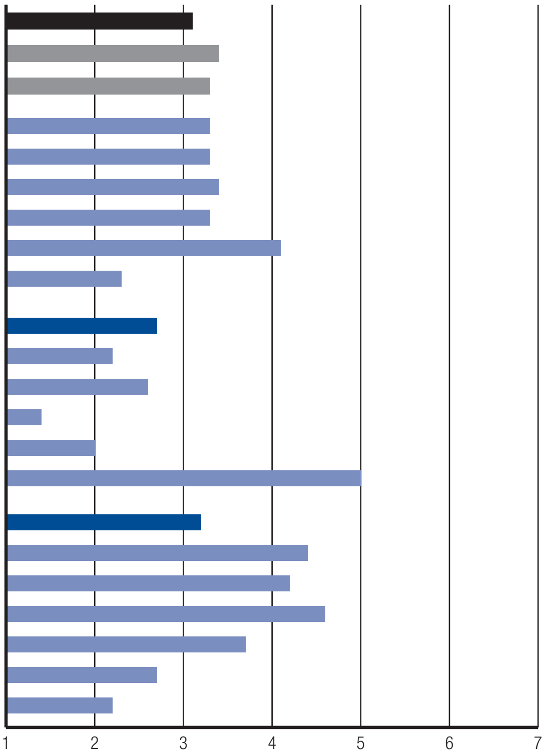
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	7,658.9	4.1	4.1
T&T industry employment (1,000 jobs)	377.3	3.7	2.8
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	14,727	7.9	4.6
T&T economy employment (1,000 jobs)	732	7.1	3.2

International tourist arrivals (thousands), 2011	2,394.9
International tourism receipts (US$, millions), 2011	209.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**132**	**3.1**
2011 Travel & Tourism Competitiveness Index	113	3.4
2009 Travel & Tourism Competitiveness Index	115	3.3
T&T regulatory framework	**134**	**3.3**
Policy rules and regulations	133	3.3
Environmental sustainability	136	3.4
Safety and security	132	3.3
Health and hygiene	90	4.1
Prioritization of Travel & Tourism	140	2.3
Business environment and infrastructure	**126**	**2.7**
Air transport infrastructure	115	2.2
Ground transport infrastructure	126	2.6
Tourism infrastructure	131	1.4
ICT infrastructure	115	2.0
Price competitiveness in the T&T industry	28	5.0
T&T human, cultural, and natural resources	**123**	**3.2**
Human resources	103	4.4
Education and training	104	4.2
Availability of qualified labor	105	4.6
Affinity for Travel & Tourism	137	3.7
Natural resources	121	2.7
Cultural resources	74	2.2



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Algeria

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**3.3**	**133**
1.01	Prevalence of foreign ownership	3.3	133
1.02	Property rights	2.5	136
1.03	Business impact of rules on FDI	3.2	134
1.04	Visa requirements, no. of countries*	11.0	130
1.05	Openness bilateral ASAs (0–38)*	6.3	122
1.06	Transparency of government policymaking	2.6	140
1.07	No. of days to start a business*	25	96
1.08	Cost to start a business, % GNI/capita*	12.1	79
1.09	GATS commitment restrictiveness (0–100)*	n/a	n/a
	2nd pillar: Environmental sustainability	**3.4**	**136**
2.01	Stringency of environmental regulation	2.0	138
2.02	Enforcement of environmental regulation	2.0	136
2.03	Sustainability of T&T industry development	2.3	138
2.04	Carbon dioxide emission, million tons/capita*	3.2	65
2.05	Particulate matter concentration, μg/m³*	74.8	124
2.06	Threatened species, %*	6.5	97
2.07	Environm. treaty ratification (0–25)*	18	84
	3rd pillar: Safety and security	**3.3**	**132**
3.01	Business costs of crime and violence	3.6	115
3.02	Reliability of police services	3.0	117
3.03	Road traffic accidents/100,000 pop.*	n/a	n/a
3.04	Business costs of terrorism	3.5	136
	4th pillar: Health and hygiene	**4.1**	**90**
4.01	Physician density/1,000 pop.*	1.2	82
4.02	Access to improved sanitation, % pop.*	95.0	52
4.03	Access to improved drinking water, % pop.*	83.0	106
4.04	Hospital beds/10,000 pop.*	17.0	92
	5th pillar: Prioritization of Travel & Tourism	**2.3**	**140**
5.01	Government prioritization of the T&T industry	3.0	138
5.02	T&T gov't expenditure, % gov't budget*	1.1	128
5.03	Effectiveness of marketing to attract tourists	2.2	139
5.04	Comprehensiveness of T&T data (0–120)*	40.0	115
5.05	Timeliness of T&T data (0–18)*	3.0	112
	6th pillar: Air transport infrastructure	**2.2**	**115**
6.01	Quality of air transport infrastructure	3.3	123
6.02	Airline seat kms/week, dom., millions*	21.9	43
6.03	Airline seat kms/week, int'l, millions*	129.1	72
6.04	Departures/1,000 pop.*	1.2	94
6.05	Airport density/million pop.*	0.8	58
6.06	No. of operating airlines*	20.0	80
6.07	International air transport network	3.2	137
	7th pillar: Ground transport infrastructure	**2.6**	**126**
7.01	Quality of roads	3.4	87
7.02	Quality of railroad infrastructure	2.0	88
7.03	Quality of port infrastructure	2.7	129
7.04	Quality of ground transport network	3.8	111
7.05	Road density/million pop.*	5.0	127

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**1.4**	**131**
8.01	Hotel rooms/100 pop.*	0.1	104
8.02	Presence of major car rental co. (1–7)*	1	123
8.03	ATMs accepting Visa cards/million pop.*	1.8	136
	9th pillar: ICT infrastructure	**2.0**	**115**
9.01	ICT use for B-to-B transactions	2.7	135
9.02	ICT use for B-to-C transactions	2.4	135
9.03	Individuals using the Internet, %*	14.0	109
9.04	Fixed telephone lines/100 pop.*	8.5	97
9.05	Broadband Internet subscribers/100 pop.*	2.8	88
9.06	Mobile telephone subscriptions/100 pop.*	99.0	84
9.07	Mobile broadband subscriptions/100 pop.*	0.0	128
	10th pillar: Price competitiveness in T&T ind.	**5.0**	**28**
10.01	Ticket taxes and airport charges (0–100)*	84.2	44
10.02	Purchasing power parity*	0.6	57
10.04	Fuel price, US$ cents/liter*	19.0	5
10.03	Extent and effect of taxation	3.2	97
10.05	Hotel price index, US$*	177.2	96
	11th pillar: Human resources	**4.4**	**103**
	Education and training	4.2	104
11.01	Primary education enrollment, net %*	95.6	49
11.02	Secondary education enrollment, gross %*	94.9	51
11.03	Quality of the educational system	2.5	128
11.04	Local availability specialized research & training	2.8	136
11.05	Extent of staff training	2.6	138
	Availability of qualified labor	4.6	105
11.06	Hiring and firing practices	3.3	109
11.07	Ease of hiring foreign labor	3.0	132
11.08	HIV prevalence, % adult pop.*	0.1	12
11.09	Business impact of HIV/AIDS	5.3	69
11.10	Life expectancy, years*	73.1	81
	12th pillar: Affinity for Travel & Tourism	**3.7**	**137**
12.01	Tourism openness, % of GDP*	0.4	138
12.02	Attitude of population toward foreign visitors	6.1	94
12.03	Extension of business trips recommended	4.6	118
12.04	Degree of customer orientation	3.0	140
	13th pillar: Natural resources	**2.7**	**121**
13.01	No. of World Heritage natural sites*	1	45
13.02	Quality of the natural environment	2.8	129
13.03	Total known species*	434	86
13.04	Terrestrial biome protection (0–17%)*	6.3	96
13.05	Marine protected areas, %*	0.1	87
	14th pillar: Cultural resources	**2.2**	**74**
14.01	No. of World Heritage cultural sites*	8	33
14.02	Sports stadiums, seats/million pop.*	17,092.7	95
14.03	No. of int'l fairs and exhibitions*	4.3	102
14.04	Creative industries exports, % of world total*	0.0	126

Argentina

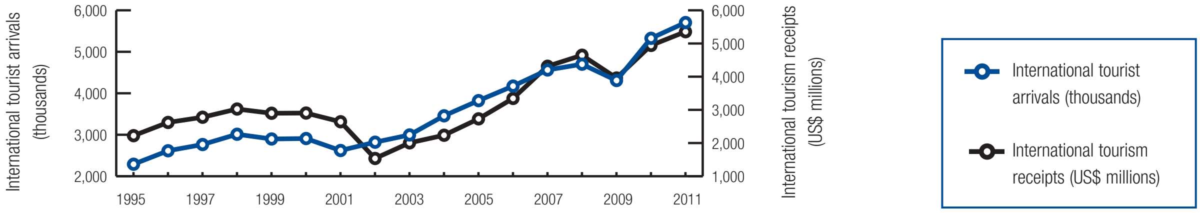
Key indicators

Population (millions), 2011	41.8
Surface area (1,000 square kilometers), 2011	2,780.4
Gross domestic product (current US$ billions), 2011	444.6
Gross domestic product (current PPP, $) per capita, 2011	17,659.5
Real GDP growth (percent), 2011	8.9
Environmental Performance Index 2012, rank (out of 132 economies), 2011	50

Travel & Tourism indicators

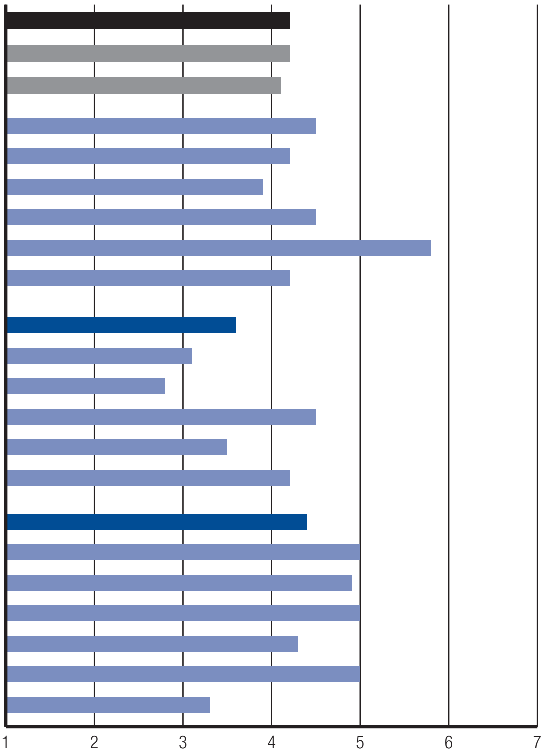
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	17,174.9	3.8	4.0
T&T industry employment (1,000 jobs)	649.5	3.6	2.8
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	47,380	10.5	3.8
T&T economy employment (1,000 jobs)	1,763	9.9	2.5

International tourist arrivals (thousands), 2011	5,704.6
International tourism receipts (US$, millions), 2011	5,355.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**61**	**4.2**
2011 Travel & Tourism Competitiveness Index	60	4.2
2009 Travel & Tourism Competitiveness Index	65	4.1
T&T regulatory framework	**69**	**4.5**
Policy rules and regulations	97	4.2
Environmental sustainability	123	3.9
Safety and security	81	4.5
Health and hygiene	44	5.8
Prioritization of Travel & Tourism	81	4.2
Business environment and infrastructure	**72**	**3.6**
Air transport infrastructure	66	3.1
Ground transport infrastructure	120	2.8
Tourism infrastructure	55	4.5
ICT infrastructure	56	3.5
Price competitiveness in the T&T industry	101	4.2
T&T human, cultural, and natural resources	**41**	**4.4**
Human resources	57	5.0
Education and training	56	4.9
Availability of qualified labor	75	5.0
Affinity for Travel & Tourism	107	4.3
Natural resources	20	5.0
Cultural resources	44	3.3



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Argentina

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.2**	**97**
1.01	Prevalence of foreign ownership	4.9	57
1.02	Property rights	2.6	132
1.03	Business impact of rules on FDI	2.7	138
1.04	Visa requirements, no. of countries*	81.0	**50**
1.05	Openness bilateral ASAs (0–38)*	16.1	**25**
1.06	Transparency of government policymaking	3.2	133
1.07	No. of days to start a business*	26	98
1.08	Cost to start a business, % GNI/capita*	12.3	80
1.09	GATS commitment restrictiveness (0–100)*	75.0	**17**
	2nd pillar: Environmental sustainability	**3.9**	**123**
2.01	Stringency of environmental regulation	3.3	102
2.02	Enforcement of environmental regulation	2.6	129
2.03	Sustainability of T&T industry development	4.0	91
2.04	Carbon dioxide emission, million tons/capita*	4.8	79
2.05	Particulate matter concentration, μg/m³*	60.0	111
2.06	Threatened species, %*	7.7	105
2.07	Environm. treaty ratification (0–25)*	19	71
	3rd pillar: Safety and security	**4.5**	**81**
3.01	Business costs of crime and violence	3.8	111
3.02	Reliability of police services	2.9	127
3.03	Road traffic accidents/100,000 pop.*	13.7	52
3.04	Business costs of terrorism	6.0	**42**
	4th pillar: Health and hygiene	**5.8**	**44**
4.01	Physician density/1,000 pop.*	3.2	**27**
4.02	Access to improved sanitation, % pop.*	90.0	67
4.03	Access to improved drinking water, % pop.*	96.0	63
4.04	Hospital beds/10,000 pop.*	45.0	**39**
	5th pillar: Prioritization of Travel & Tourism	**4.2**	**81**
5.01	Government prioritization of the T&T industry	5.1	78
5.02	T&T gov't expenditure, % gov't budget*	2.5	96
5.03	Effectiveness of marketing to attract tourists	4.3	77
5.04	Comprehensiveness of T&T data (0–120)*	80.0	**28**
5.05	Timeliness of T&T data (0–18)*	13.5	71
	6th pillar: Air transport infrastructure	**3.1**	**66**
6.01	Quality of air transport infrastructure	3.5	113
6.02	Airline seat kms/week, dom., millions*	201.9	**23**
6.03	Airline seat kms/week, int'l, millions*	553.4	**34**
6.04	Departures/1,000 pop.*	2.5	79
6.05	Airport density/million pop.*	1.3	**36**
6.06	No. of operating airlines*	40.0	**43**
6.07	International air transport network	4.2	96
	7th pillar: Ground transport infrastructure	**2.8**	**120**
7.01	Quality of roads	3.0	104
7.02	Quality of railroad infrastructure	1.7	101
7.03	Quality of port infrastructure	3.6	100
7.04	Quality of ground transport network	4.2	90
7.05	Road density/million pop.*	8.0	120

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**4.5**	**55**
8.01	Hotel rooms/100 pop.*	0.6	55
8.02	Presence of major car rental co. (1–7)*	7	**1**
8.03	ATMs accepting Visa cards/million pop.*	290.5	69
	9th pillar: ICT infrastructure	**3.5**	**56**
9.01	ICT use for B-to-B transactions	4.8	84
9.02	ICT use for B-to-C transactions	4.6	65
9.03	Individuals using the Internet, %*	47.7	60
9.04	Fixed telephone lines/100 pop.*	24.9	**50**
9.05	Broadband Internet subscribers/100 pop.*	10.5	54
9.06	Mobile telephone subscriptions/100 pop.*	134.9	**25**
9.07	Mobile broadband subscriptions/100 pop.*	11.7	72
	10th pillar: Price competitiveness in T&T ind.	**4.2**	**101**
10.01	Ticket taxes and airport charges (0–100)*	64.4	111
10.02	Purchasing power parity*	0.6	65
10.04	Fuel price, US$ cents/liter*	105.0	66
10.03	Extent and effect of taxation	2.3	132
10.05	Hotel price index, US$*	137.9	70
	11th pillar: Human resources	**5.0**	**57**
	Education and training	4.9	56
11.01	Primary education enrollment, net %*	99.1	**16**
11.02	Secondary education enrollment, gross %*	88.5	72
11.03	Quality of the educational system	3.4	88
11.04	Local availability specialized research & training	4.3	60
11.05	Extent of staff training	3.8	77
	Availability of qualified labor	5.0	75
11.06	Hiring and firing practices	2.7	135
11.07	Ease of hiring foreign labor	4.6	**35**
11.08	HIV prevalence, % adult pop.*	0.5	85
11.09	Business impact of HIV/AIDS	5.5	54
11.10	Life expectancy, years*	75.8	**46**
	12th pillar: Affinity for Travel & Tourism	**4.3**	**107**
12.01	Tourism openness, % of GDP*	2.5	108
12.02	Attitude of population toward foreign visitors	5.8	113
12.03	Extension of business trips recommended	6.1	**17**
12.04	Degree of customer orientation	3.6	132
	13th pillar: Natural resources	**5.0**	**20**
13.01	No. of World Heritage natural sites*	4	**10**
13.02	Quality of the natural environment	3.9	95
13.03	Total known species*	1,528	**13**
13.04	Terrestrial biome protection (0–17%)*	5.0	107
13.05	Marine protected areas, %*	0.1	79
	14th pillar: Cultural resources	**3.3**	**44**
14.01	No. of World Heritage cultural sites*	5	52
14.02	Sports stadiums, seats/million pop.*	43,478.1	61
14.03	No. of int'l fairs and exhibitions*	183.7	**19**
14.04	Creative industries exports, % of world total*	0.1	59

Armenia

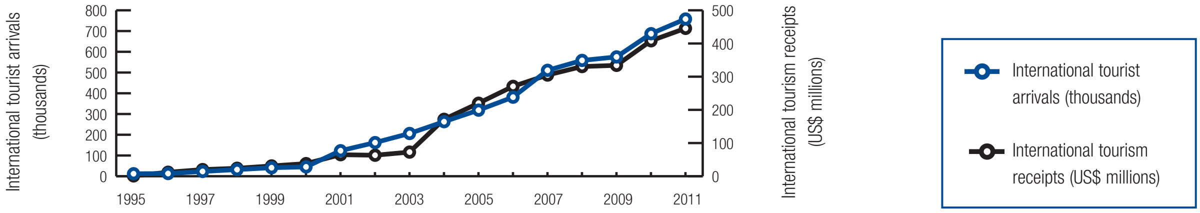
Key indicators

Population (millions), 2011	3.2
Surface area (1,000 square kilometers), 2011	29.7
Gross domestic product (current US$ billions), 2011	10.3
Gross domestic product (current PPP, $) per capita, 2011	5,391.8
Real GDP growth (percent), 2011	4.6
Environmental Performance Index 2012, rank (out of 132 economies), 2011	93

Travel & Tourism indicators

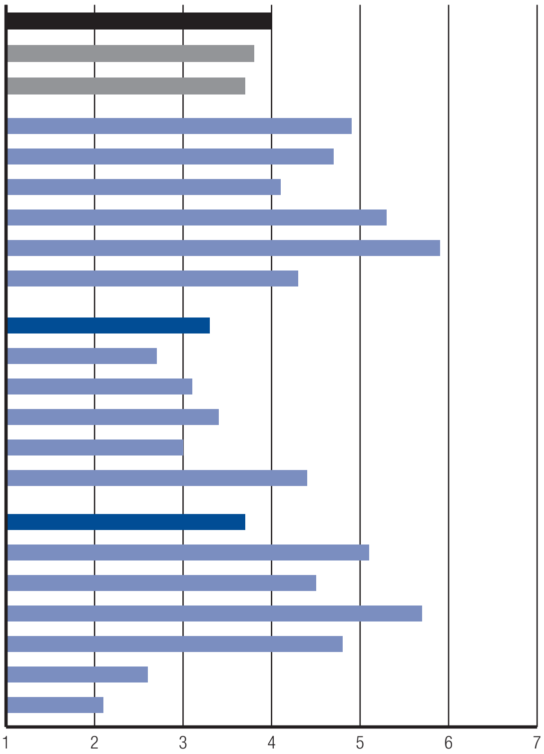
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	214.5	2.0	0.9
T&T industry employment (1,000 jobs)	18.9	1.7	–3.7
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	838	7.6	1.5
T&T economy employment (1,000 jobs)	75	6.8	–3.2

International tourist arrivals (thousands), 2011	757.9
International tourism receipts (US$, millions), 2011	445.6



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**79**	**4.0**
2011 Travel & Tourism Competitiveness Index	90	3.8
2009 Travel & Tourism Competitiveness Index	91	3.7
T&T regulatory framework	**51**	**4.9**
Policy rules and regulations	46	4.7
Environmental sustainability	114	4.1
Safety and security	37	5.3
Health and hygiene	39	5.9
Prioritization of Travel & Tourism	73	4.3
Business environment and infrastructure	**88**	**3.3**
Air transport infrastructure	85	2.7
Ground transport infrastructure	94	3.1
Tourism infrastructure	80	3.4
ICT infrastructure	73	3.0
Price competitiveness in the T&T industry	80	4.4
T&T human, cultural, and natural resources	**94**	**3.7**
Human resources	44	5.1
Education and training	84	4.5
Availability of qualified labor	8	5.7
Affinity for Travel & Tourism	47	4.8
Natural resources	124	2.6
Cultural resources	81	2.1



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Armenia

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.7**	**46**
1.01	Prevalence of foreign ownership	4.3	95
1.02	Property rights	4.3	62
1.03	Business impact of rules on FDI	4.5	84
1.04	Visa requirements, no. of countries*	96.4	35
1.05	Openness bilateral ASAs (0–38)*	7.5	109
1.06	Transparency of government policymaking	5.2	16
1.07	No. of days to start a business*	8	33
1.08	Cost to start a business, % GNI/capita*	2.5	38
1.09	GATS commitment restrictiveness (0–100)*	52.9	75
	2nd pillar: Environmental sustainability	**4.1**	**114**
2.01	Stringency of environmental regulation	3.3	100
2.02	Enforcement of environmental regulation	2.8	120
2.03	Sustainability of T&T industry development	3.8	103
2.04	Carbon dioxide emission, million tons/capita*	1.8	53
2.05	Particulate matter concentration, μg/m³*	60.6	114
2.06	Threatened species, %*	5.6	80
2.07	Environm. treaty ratification (0–25)*	17	96
	3rd pillar: Safety and security	**5.3**	**37**
3.01	Business costs of crime and violence	5.9	13
3.02	Reliability of police services	3.8	91
3.03	Road traffic accidents/100,000 pop.*	13.9	55
3.04	Business costs of terrorism	6.5	8
	4th pillar: Health and hygiene	**5.9**	**39**
4.01	Physician density/1,000 pop.*	3.8	12
4.02	Access to improved sanitation, % pop.*	90.0	67
4.03	Access to improved drinking water, % pop.*	98.0	52
4.04	Hospital beds/10,000 pop.*	37.0	47
	5th pillar: Prioritization of Travel & Tourism	**4.3**	**73**
5.01	Government prioritization of the T&T industry	5.0	83
5.02	T&T gov't expenditure, % gov't budget*	3.7	60
5.03	Effectiveness of marketing to attract tourists	3.8	106
5.04	Comprehensiveness of T&T data (0–120)*	68.0	59
5.05	Timeliness of T&T data (0–18)*	16.5	17
	6th pillar: Air transport infrastructure	**2.7**	**85**
6.01	Quality of air transport infrastructure	4.7	69
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	47.5	94
6.04	Departures/1,000 pop.*	3.0	74
6.05	Airport density/million pop.*	0.6	71
6.06	No. of operating airlines*	27.5	65
6.07	International air transport network	4.3	92
	7th pillar: Ground transport infrastructure	**3.1**	**94**
7.01	Quality of roads	3.7	79
7.02	Quality of railroad infrastructure	2.6	62
7.03	Quality of port infrastructure	3.0	125
7.04	Quality of ground transport network	4.4	76
7.05	Road density/million pop.*	26.0	78

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**3.4**	**80**
8.01	Hotel rooms/100 pop.*	0.1	111
8.02	Presence of major car rental co. (1–7)*	5	66
8.03	ATMs accepting Visa cards/million pop.*	305.1	66
	9th pillar: ICT infrastructure	**3.0**	**73**
9.01	ICT use for B-to-B transactions	5.2	54
9.02	ICT use for B-to-C transactions	4.4	82
9.03	Individuals using the Internet, %*	32.0	83
9.04	Fixed telephone lines/100 pop.*	18.6	69
9.05	Broadband Internet subscribers/100 pop.*	5.0	76
9.06	Mobile telephone subscriptions/100 pop.*	103.6	76
9.07	Mobile broadband subscriptions/100 pop.*	25.9	45
	10th pillar: Price competitiveness in T&T ind.	**4.4**	**80**
10.01	Ticket taxes and airport charges (0–100)*	52.2	128
10.02	Purchasing power parity*	0.6	47
10.04	Fuel price, US$ cents/liter*	99.0	57
10.03	Extent and effect of taxation	3.8	43
10.05	Hotel price index, US$*	142.6	75
	11th pillar: Human resources	**5.1**	**44**
	Education and training	4.5	84
11.01	Primary education enrollment, net %*	87.1	108
11.02	Secondary education enrollment, gross %*	92.0	56
11.03	Quality of the educational system	3.5	78
11.04	Local availability specialized research & training	3.5	105
11.05	Extent of staff training	3.6	96
	Availability of qualified labor	5.7	8
11.06	Hiring and firing practices	5.0	10
11.07	Ease of hiring foreign labor	5.5	2
11.08	HIV prevalence, % adult pop.*	0.1	12
11.09	Business impact of HIV/AIDS	5.7	46
11.10	Life expectancy, years*	73.9	66
	12th pillar: Affinity for Travel & Tourism	**4.8**	**47**
12.01	Tourism openness, % of GDP*	9.0	26
12.02	Attitude of population toward foreign visitors	6.0	95
12.03	Extension of business trips recommended	5.5	59
12.04	Degree of customer orientation	4.4	97
	13th pillar: Natural resources	**2.6**	**124**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	3.5	118
13.03	Total known species*	395	101
13.04	Terrestrial biome protection (0–17%)*	8.0	88
13.05	Marine protected areas, %*	n/a	n/a
	14th pillar: Cultural resources	**2.1**	**81**
14.01	No. of World Heritage cultural sites*	5	52
14.02	Sports stadiums, seats/million pop.*	38,728.7	66
14.03	No. of int'l fairs and exhibitions*	4.7	96
14.04	Creative industries exports, % of world total*	0.0	97

Australia

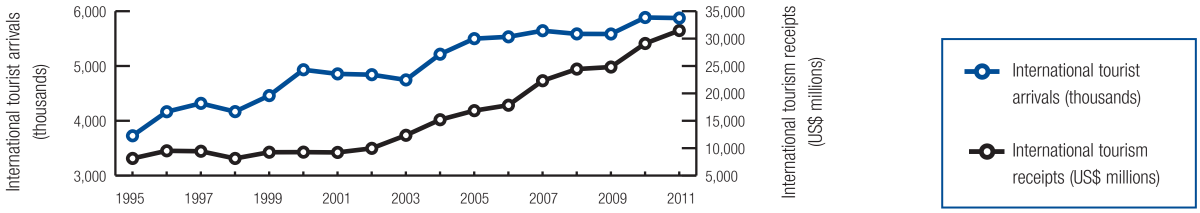
Key indicators

Population (millions), 2011	23.5
Surface area (1,000 square kilometers), 2011	7,741.2
Gross domestic product (current US$ billions), 2011	1,486.9
Gross domestic product (current PPP, $) per capita, 2011	40,847.1
Real GDP growth (percent), 2011	2.1
Environmental Performance Index 2012, rank (out of 132 economies), 2011	48

Travel & Tourism indicators

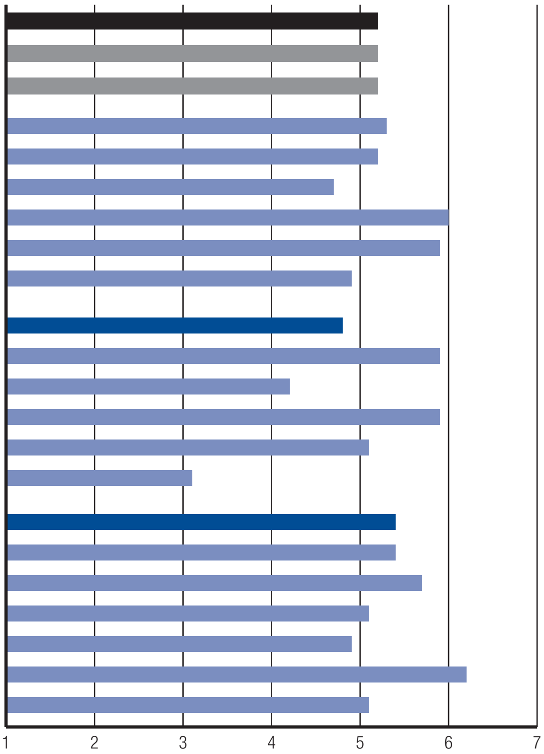
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	36,071.2	2.4	2.7
T&T industry employment (1,000 jobs)	450.8	3.9	0.6
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	147,385	9.6	2.6
T&T economy employment (1,000 jobs)	1,316	11.5	0.9

International tourist arrivals (thousands), 2011	5,875.3
International tourism receipts (US$, millions), 2011	31,473.1



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**11**	**5.2**
2011 Travel & Tourism Competitiveness Index	13	5.2
2009 Travel & Tourism Competitiveness Index	9	5.2
T&T regulatory framework	**23**	**5.3**
Policy rules and regulations	14	5.2
Environmental sustainability	56	4.7
Safety and security	13	6.0
Health and hygiene	40	5.9
Prioritization of Travel & Tourism	39	4.9
Business environment and infrastructure	**25**	**4.8**
Air transport infrastructure	4	5.9
Ground transport infrastructure	49	4.2
Tourism infrastructure	20	5.9
ICT infrastructure	18	5.1
Price competitiveness in the T&T industry	137	3.1
T&T human, cultural, and natural resources	**4**	**5.4**
Human resources	22	5.4
Education and training	17	5.7
Availability of qualified labor	62	5.1
Affinity for Travel & Tourism	38	4.9
Natural resources	2	6.2
Cultural resources	20	5.1



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Australia

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**5.2**	**14**
1.01	Prevalence of foreign ownership	5.8	8
1.02	Property rights	5.5	25
1.03	Business impact of rules on FDI	5.0	42
1.04	Visa requirements, no. of countries*	28.5	115
1.05	Openness bilateral ASAs (0–38)*	26.9	5
1.06	Transparency of government policymaking	4.9	29
1.07	No. of days to start a business*	2	2
1.08	Cost to start a business, % GNI/capita*	0.7	10
1.09	GATS commitment restrictiveness (0–100)*	52.4	78
	2nd pillar: Environmental sustainability	**4.7**	**56**
2.01	Stringency of environmental regulation	5.8	14
2.02	Enforcement of environmental regulation	5.7	14
2.03	Sustainability of T&T industry development	4.9	36
2.04	Carbon dioxide emission, million tons/capita*	18.6	132
2.05	Particulate matter concentration, μg/m³*	13.9	12
2.06	Threatened species, %*	12.1	123
2.07	Environm. treaty ratification (0–25)*	23	13
	3rd pillar: Safety and security	**6.0**	**13**
3.01	Business costs of crime and violence	5.7	25
3.02	Reliability of police services	6.1	12
3.03	Road traffic accidents/100,000 pop.*	7.8	16
3.04	Business costs of terrorism	6.0	47
	4th pillar: Health and hygiene	**5.9**	**40**
4.01	Physician density/1,000 pop.*	3.0	32
4.02	Access to improved sanitation, % pop.*	100.0	1
4.03	Access to improved drinking water, % pop.*	100.0	1
4.04	Hospital beds/10,000 pop.*	38.0	45
	5th pillar: Prioritization of Travel & Tourism	**4.9**	**39**
5.01	Government prioritization of the T&T industry	5.9	35
5.02	T&T gov't expenditure, % gov't budget*	3.8	59
5.03	Effectiveness of marketing to attract tourists	5.2	32
5.04	Comprehensiveness of T&T data (0–120)*	60.0	82
5.05	Timeliness of T&T data (0–18)*	16.5	17
	6th pillar: Air transport infrastructure	**5.9**	**4**
6.01	Quality of air transport infrastructure	5.8	29
6.02	Airline seat kms/week, dom., millions*	1,569.1	6
6.03	Airline seat kms/week, int'l, millions*	2,312.0	9
6.04	Departures/1,000 pop.*	18.8	24
6.05	Airport density/million pop.*	6.8	6
6.06	No. of operating airlines*	60.5	24
6.07	International air transport network	5.9	24
	7th pillar: Ground transport infrastructure	**4.2**	**49**
7.01	Quality of roads	5.1	36
7.02	Quality of railroad infrastructure	4.3	28
7.03	Quality of port infrastructure	5.1	38
7.04	Quality of ground transport network	5.1	31
7.05	Road density/million pop.*	11.0	110

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**5.9**	**20**
8.01	Hotel rooms/100 pop.*	1.0	32
8.02	Presence of major car rental co. (1–7)*	6	32
8.03	ATMs accepting Visa cards/million pop.*	717.6	15
	9th pillar: ICT infrastructure	**5.1**	**18**
9.01	ICT use for B-to-B transactions	5.6	31
9.02	ICT use for B-to-C transactions	5.8	9
9.03	Individuals using the Internet, %*	79.0	18
9.04	Fixed telephone lines/100 pop.*	46.8	16
9.05	Broadband Internet subscribers/100 pop.*	24.3	25
9.06	Mobile telephone subscriptions/100 pop.*	108.3	65
9.07	Mobile broadband subscriptions/100 pop.*	73.0	10
	10th pillar: Price competitiveness in T&T ind.	**3.1**	**137**
10.01	Ticket taxes and airport charges (0–100)*	45.2	130
10.02	Purchasing power parity*	1.5	137
10.04	Fuel price, US$ cents/liter*	123.0	83
10.03	Extent and effect of taxation	3.2	99
10.05	Hotel price index, US$*	174.5	93
	11th pillar: Human resources	**5.4**	**22**
	Education and training	5.7	17
11.01	Primary education enrollment, net %*	97.1	38
11.02	Secondary education enrollment, gross %*	131.3	1
11.03	Quality of the educational system	5.0	15
11.04	Local availability specialized research & training	5.3	18
11.05	Extent of staff training	4.6	28
	Availability of qualified labor	5.1	62
11.06	Hiring and firing practices	3.2	116
11.07	Ease of hiring foreign labor	3.3	124
11.08	HIV prevalence, % adult pop.*	0.1	12
11.09	Business impact of HIV/AIDS	5.9	35
11.10	Life expectancy, years*	81.7	5
	12th pillar: Affinity for Travel & Tourism	**4.9**	**38**
12.01	Tourism openness, % of GDP*	3.9	80
12.02	Attitude of population toward foreign visitors	6.5	27
12.03	Extension of business trips recommended	5.8	33
12.04	Degree of customer orientation	5.3	25
	13th pillar: Natural resources	**6.2**	**2**
13.01	No. of World Heritage natural sites*	16	1
13.02	Quality of the natural environment	6.1	10
13.03	Total known species*	1,266	20
13.04	Terrestrial biome protection (0–17%)*	10.4	73
13.05	Marine protected areas, %*	10.1	8
	14th pillar: Cultural resources	**5.1**	**20**
14.01	No. of World Heritage cultural sites*	7	39
14.02	Sports stadiums, seats/million pop.*	138,856.9	10
14.03	No. of int'l fairs and exhibitions*	219.7	14
14.04	Creative industries exports, % of world total*	0.3	37

Austria

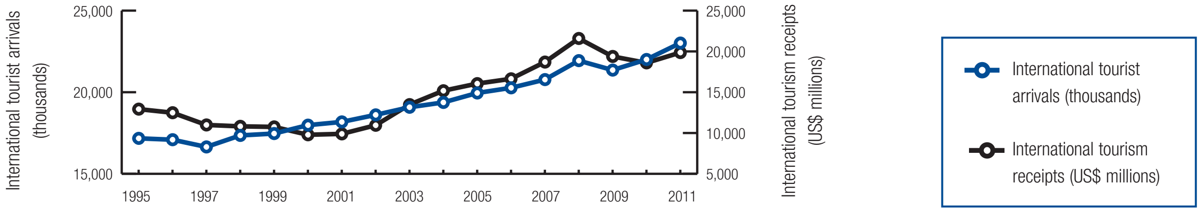
Key indicators

Population (millions), 2011	8.8
Surface area (1,000 square kilometers), 2011	83.9
Gross domestic product (current US$ billions), 2011	418.4
Gross domestic product (current PPP, $) per capita, 2011	41,556.1
Real GDP growth (percent), 2011	2.7
Environmental Performance Index 2012, rank (out of 132 economies), 2011	7

Travel & Tourism indicators

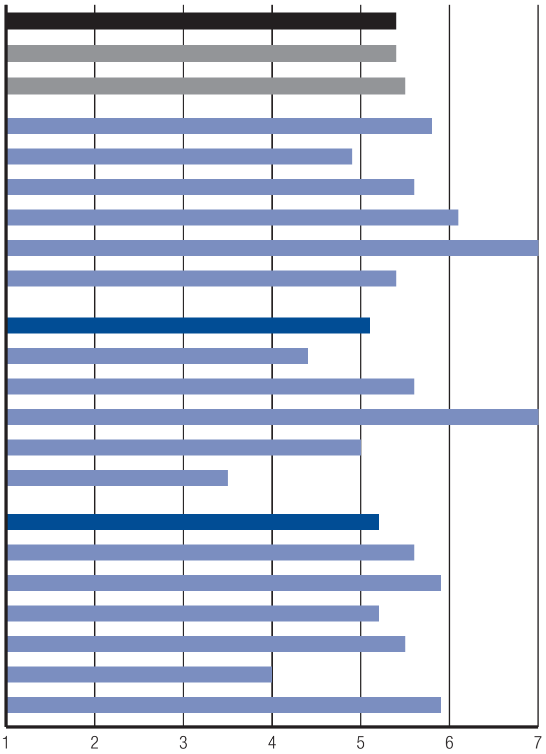
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	20,350.5	4.8	3.0
T&T industry employment (1,000 jobs)	216.0	5.2	1.8
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	57,977	13.7	2.5
T&T economy employment (1,000 jobs)	602	14.6	1.1

International tourist arrivals (thousands), 2011	23,012.0
International tourism receipts (US$, millions), 2011	19,859.7



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**3**	**5.4**
2011 Travel & Tourism Competitiveness Index	4	5.4
2009 Travel & Tourism Competitiveness Index	2	5.5
T&T regulatory framework	**2**	**5.8**
Policy rules and regulations	37	4.9
Environmental sustainability	6	5.6
Safety and security	7	6.1
Health and hygiene	1	7.0
Prioritization of Travel & Tourism	22	5.4
Business environment and infrastructure	**11**	**5.1**
Air transport infrastructure	30	4.4
Ground transport infrastructure	15	5.6
Tourism infrastructure	1	7.0
ICT infrastructure	20	5.0
Price competitiveness in the T&T industry	131	3.5
T&T human, cultural, and natural resources	**9**	**5.2**
Human resources	17	5.6
Education and training	9	5.9
Availability of qualified labor	45	5.2
Affinity for Travel & Tourism	12	5.5
Natural resources	49	4.0
Cultural resources	12	5.9



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Austria

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.9**	**37**
1.01	Prevalence of foreign ownership	5.1	46
1.02	Property rights	5.8	13
1.03	Business impact of rules on FDI	4.8	54
1.04	Visa requirements, no. of countries*	71.0	58
1.05	Openness bilateral ASAs (0–38)*	9.4	88
1.06	Transparency of government policymaking	5.1	20
1.07	No. of days to start a business*	25	96
1.08	Cost to start a business, % GNI/capita*	4.9	51
1.09	GATS commitment restrictiveness (0–100)*	64.7	52
	2nd pillar: Environmental sustainability	**5.6**	**6**
2.01	Stringency of environmental regulation	6.3	4
2.02	Enforcement of environmental regulation	5.9	7
2.03	Sustainability of T&T industry development	5.5	10
2.04	Carbon dioxide emission, million tons/capita*	8.1	107
2.05	Particulate matter concentration, µg/m³*	27.1	57
2.06	Threatened species, %*	2.9	29
2.07	Environm. treaty ratification (0–25)*	21	39
	3rd pillar: Safety and security	**6.1**	**7**
3.01	Business costs of crime and violence	5.8	19
3.02	Reliability of police services	6.0	17
3.03	Road traffic accidents/100,000 pop.*	8.3	17
3.04	Business costs of terrorism	6.6	4
	4th pillar: Health and hygiene	**7.0**	**1**
4.01	Physician density/1,000 pop.*	4.9	2
4.02	Access to improved sanitation, % pop.*	100.0	1
4.03	Access to improved drinking water, % pop.*	100.0	1
4.04	Hospital beds/10,000 pop.*	77.0	6
	5th pillar: Prioritization of Travel & Tourism	**5.4**	**22**
5.01	Government prioritization of the T&T industry	6.3	14
5.02	T&T gov't expenditure, % gov't budget*	4.8	40
5.03	Effectiveness of marketing to attract tourists	6.0	4
5.04	Comprehensiveness of T&T data (0–120)*	67.0	66
5.05	Timeliness of T&T data (0–18)*	16.5	17
	6th pillar: Air transport infrastructure	**4.4**	**30**
6.01	Quality of air transport infrastructure	5.8	31
6.02	Airline seat kms/week, dom., millions*	7.2	53
6.03	Airline seat kms/week, int'l, millions*	410.9	37
6.04	Departures/1,000 pop.*	21.9	18
6.05	Airport density/million pop.*	0.7	63
6.06	No. of operating airlines*	74.0	17
6.07	International air transport network	5.8	27
	7th pillar: Ground transport infrastructure	**5.6**	**15**
7.01	Quality of roads	6.3	7
7.02	Quality of railroad infrastructure	5.3	12
7.03	Quality of port infrastructure	4.9	44
7.04	Quality of ground transport network	5.8	15
7.05	Road density/million pop.*	127.0	29

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**7.0**	**1**
8.01	Hotel rooms/100 pop.*	3.5	4
8.02	Presence of major car rental co. (1–7)*	7	1
8.03	ATMs accepting Visa cards/million pop.*	918.6	10
	9th pillar: ICT infrastructure	**5.0**	**20**
9.01	ICT use for B-to-B transactions	6.2	3
9.02	ICT use for B-to-C transactions	5.6	16
9.03	Individuals using the Internet, %*	79.8	15
9.04	Fixed telephone lines/100 pop.*	40.3	27
9.05	Broadband Internet subscribers/100 pop.*	25.4	21
9.06	Mobile telephone subscriptions/100 pop.*	154.8	12
9.07	Mobile broadband subscriptions/100 pop.*	42.6	23
	10th pillar: Price competitiveness in T&T ind.	**3.5**	**131**
10.01	Ticket taxes and airport charges (0–100)*	53.7	126
10.02	Purchasing power parity*	1.2	126
10.04	Fuel price, US$ cents/liter*	155.0	115
10.03	Extent and effect of taxation	3.2	94
10.05	Hotel price index, US$*	129.5	60
	11th pillar: Human resources	**5.6**	**17**
	Education and training	5.9	9
11.01	Primary education enrollment, net %*	98.4	23
11.02	Secondary education enrollment, gross %*	98.9	36
11.03	Quality of the educational system	4.7	26
11.04	Local availability specialized research & training	6.1	3
11.05	Extent of staff training	5.0	12
	Availability of qualified labor	5.2	45
11.06	Hiring and firing practices	3.5	97
11.07	Ease of hiring foreign labor	3.8	96
11.08	HIV prevalence, % adult pop.*	0.3	66
11.09	Business impact of HIV/AIDS	6.4	9
11.10	Life expectancy, years*	80.4	20
	12th pillar: Affinity for Travel & Tourism	**5.5**	**12**
12.01	Tourism openness, % of GDP*	7.3	34
12.02	Attitude of population toward foreign visitors	6.7	5
12.03	Extension of business trips recommended	6.4	3
12.04	Degree of customer orientation	5.9	3
	13th pillar: Natural resources	**4.0**	**49**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	6.7	1
13.03	Total known species*	417	91
13.04	Terrestrial biome protection (0–17%)*	14.8	35
13.05	Marine protected areas, %*	n/a	n/a
	14th pillar: Cultural resources	**5.9**	**12**
14.01	No. of World Heritage cultural sites*	9	29
14.02	Sports stadiums, seats/million pop.*	71,791.9	35
14.03	No. of int'l fairs and exhibitions*	251.7	12
14.04	Creative industries exports, % of world total*	1.3	19

Azerbaijan

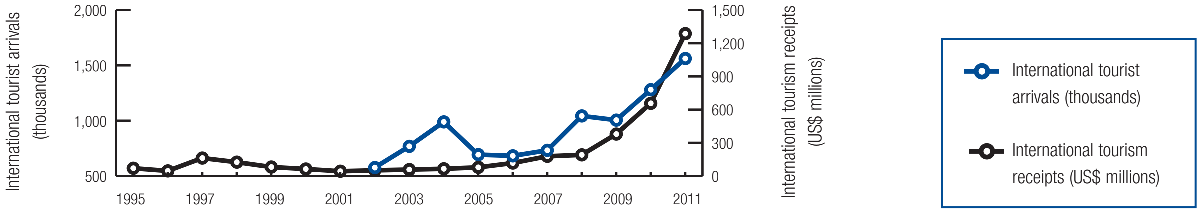
Key indicators

Population (millions), 2011	9.4
Surface area (1,000 square kilometers), 2011	86.6
Gross domestic product (current US$ billions), 2011	64.8
Gross domestic product (current PPP, $) per capita, 2011	10,201.4
Real GDP growth (percent), 2011	0.1
Environmental Performance Index 2012, rank (out of 132 economies), 2011	111

Travel & Tourism indicators

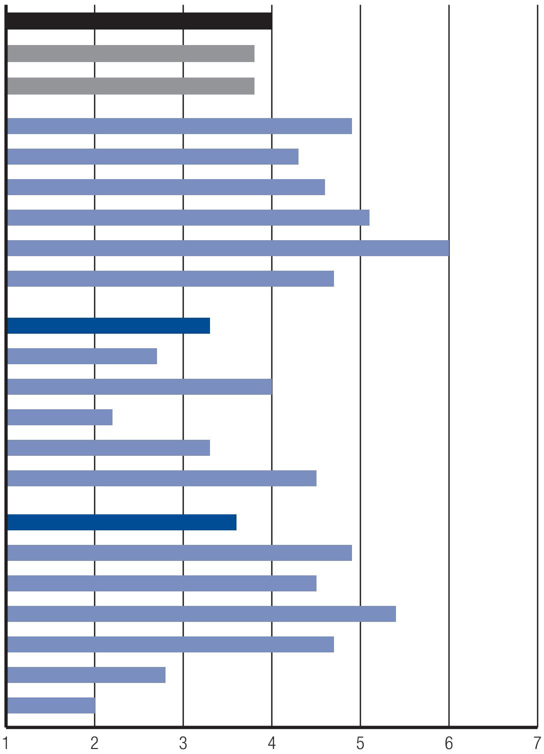
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	1,101.4	1.9	7.5
T&T industry employment (1,000 jobs)	73.3	1.7	2.7
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	4,116	6.9	7.5
T&T economy employment (1,000 jobs)	277	6.3	2.6

International tourist arrivals (thousands), 2011	1,561.9
International tourism receipts (US$, millions), 2011	1,287.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**78**	**4.0**
2011 Travel & Tourism Competitiveness Index	83	3.8
2009 Travel & Tourism Competitiveness Index	76	3.8
T&T regulatory framework	**46**	**4.9**
Policy rules and regulations	85	4.3
Environmental sustainability	67	4.6
Safety and security	52	5.1
Health and hygiene	34	6.0
Prioritization of Travel & Tourism	48	4.7
Business environment and infrastructure	**87**	**3.3**
Air transport infrastructure	83	2.7
Ground transport infrastructure	57	4.0
Tourism infrastructure	109	2.2
ICT infrastructure	63	3.3
Price competitiveness in the T&T industry	77	4.5
T&T human, cultural, and natural resources	**96**	**3.6**
Human resources	59	4.9
Education and training	85	4.5
Availability of qualified labor	19	5.4
Affinity for Travel & Tourism	62	4.7
Natural resources	110	2.8
Cultural resources	85	2.0



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Azerbaijan

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.3**	**85**
1.01	Prevalence of foreign ownership	4.3	96
1.02	Property rights	4.0	85
1.03	Business impact of rules on FDI	4.4	86
1.04	Visa requirements, no. of countries*	9.0	133
1.05	Openness bilateral ASAs (0–38)*	10.7	72
1.06	Transparency of government policymaking	4.5	48
1.07	No. of days to start a business*	8	33
1.08	Cost to start a business, % GNI/capita*	2.3	33
1.09	GATS commitment restrictiveness (0–100)*	n/a	n/a
	2nd pillar: Environmental sustainability	**4.6**	**67**
2.01	Stringency of environmental regulation	4.0	63
2.02	Enforcement of environmental regulation	3.9	54
2.03	Sustainability of T&T industry development	4.9	41
2.04	Carbon dioxide emission, million tons/capita*	5.4	87
2.05	Particulate matter concentration, µg/m³*	28.8	62
2.06	Threatened species, %*	4.9	67
2.07	Environm. treaty ratification (0–25)*	15	123
	3rd pillar: Safety and security	**5.1**	**52**
3.01	Business costs of crime and violence	5.3	50
3.02	Reliability of police services	4.0	79
3.03	Road traffic accidents/100,000 pop.*	13.0	46
3.04	Business costs of terrorism	5.8	53
	4th pillar: Health and hygiene	**6.0**	**34**
4.01	Physician density/1,000 pop.*	3.8	10
4.02	Access to improved sanitation, % pop.*	82.0	82
4.03	Access to improved drinking water, % pop.*	80.0	112
4.04	Hospital beds/10,000 pop.*	75.0	8
	5th pillar: Prioritization of Travel & Tourism	**4.7**	**48**
5.01	Government prioritization of the T&T industry	5.8	41
5.02	T&T gov't expenditure, % gov't budget*	3.1	73
5.03	Effectiveness of marketing to attract tourists	5.0	44
5.04	Comprehensiveness of T&T data (0–120)*	84.0	22
5.05	Timeliness of T&T data (0–18)*	13.5	71
	6th pillar: Air transport infrastructure	**2.7**	**83**
6.01	Quality of air transport infrastructure	5.0	53
6.02	Airline seat kms/week, dom., millions*	0.2	90
6.03	Airline seat kms/week, int'l, millions*	72.3	84
6.04	Departures/1,000 pop.*	1.1	96
6.05	Airport density/million pop.*	0.3	100
6.06	No. of operating airlines*	26.5	67
6.07	International air transport network	4.9	60
	7th pillar: Ground transport infrastructure	**4.0**	**57**
7.01	Quality of roads	4.0	67
7.02	Quality of railroad infrastructure	3.9	35
7.03	Quality of port infrastructure	4.0	77
7.04	Quality of ground transport network	4.8	44
7.05	Road density/million pop.*	61.0	49

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**2.2**	**109**
8.01	Hotel rooms/100 pop.*	0.2	96
8.02	Presence of major car rental co. (1–7)*	1	123
8.03	ATMs accepting Visa cards/million pop.*	246.2	75
	9th pillar: ICT infrastructure	**3.3**	**63**
9.01	ICT use for B-to-B transactions	4.8	78
9.02	ICT use for B-to-C transactions	4.4	77
9.03	Individuals using the Internet, %*	50.0	56
9.04	Fixed telephone lines/100 pop.*	18.1	71
9.05	Broadband Internet subscribers/100 pop.*	10.7	53
9.06	Mobile telephone subscriptions/100 pop.*	108.7	62
9.07	Mobile broadband subscriptions/100 pop.*	21.5	50
	10th pillar: Price competitiveness in T&T ind.	**4.5**	**77**
10.01	Ticket taxes and airport charges (0–100)*	59.3	121
10.02	Purchasing power parity*	0.7	79
10.04	Fuel price, US$ cents/liter*	56.0	17
10.03	Extent and effect of taxation	3.7	46
10.05	Hotel price index, US$*	179.8	97
	11th pillar: Human resources	**4.9**	**59**
	Education and training	4.5	85
11.01	Primary education enrollment, net %*	84.4	116
11.02	Secondary education enrollment, gross %*	84.6	81
11.03	Quality of the educational system	3.1	108
11.04	Local availability specialized research & training	4.4	49
11.05	Extent of staff training	4.1	56
	Availability of qualified labor	5.4	19
11.06	Hiring and firing practices	5.4	4
11.07	Ease of hiring foreign labor	4.5	41
11.08	HIV prevalence, % adult pop.*	0.1	12
11.09	Business impact of HIV/AIDS	5.4	65
11.10	Life expectancy, years*	70.5	92
	12th pillar: Affinity for Travel & Tourism	**4.7**	**62**
12.01	Tourism openness, % of GDP*	4.6	71
12.02	Attitude of population toward foreign visitors	6.2	82
12.03	Extension of business trips recommended	5.6	46
12.04	Degree of customer orientation	4.7	56
	13th pillar: Natural resources	**2.8**	**110**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	4.5	63
13.03	Total known species*	472	79
13.04	Terrestrial biome protection (0–17%)*	6.8	93
13.05	Marine protected areas, %*	n/a	n/a
	14th pillar: Cultural resources	**2.0**	**85**
14.01	No. of World Heritage cultural sites*	6	45
14.02	Sports stadiums, seats/million pop.*	24,998.7	84
14.03	No. of int'l fairs and exhibitions*	2.7	119
14.04	Creative industries exports, % of world total*	0.0	112

Bahrain

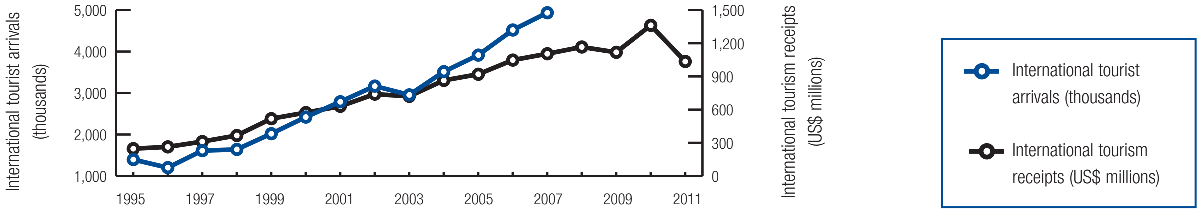
Key indicators

Population (millions), 2011	1.3
Surface area (1,000 square kilometers), 2011	0.8
Gross domestic product (current US$ billions), 2011	25.9
Gross domestic product (current PPP, $) per capita, 2011	27,735.3
Real GDP growth (percent), 2011	2.1
Environmental Performance Index 2012, rank (out of 132 economies), 2011	n/a

Travel & Tourism indicators

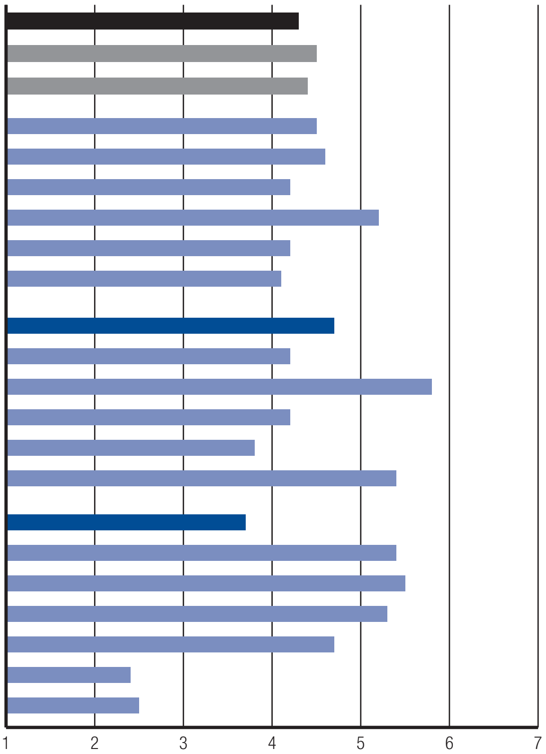
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	1,421.6	5.6	3.7
T&T industry employment (1,000 jobs)	28.4	5.9	2.3
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	3,616	14.3	3.9
T&T economy employment (1,000 jobs)	69	14.3	2.4

International tourist arrivals (thousands), 2007	4,935.0
International tourism receipts (US$, millions), 2011	1,035.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**55**	**4.3**
2011 Travel & Tourism Competitiveness Index	40	4.5
2009 Travel & Tourism Competitiveness Index	41	4.4
T&T regulatory framework	**77**	**4.5**
Policy rules and regulations	57	4.6
Environmental sustainability	103	4.2
Safety and security	49	5.2
Health and hygiene	89	4.2
Prioritization of Travel & Tourism	95	4.1
Business environment and infrastructure	**32**	**4.7**
Air transport infrastructure	38	4.2
Ground transport infrastructure	11	5.8
Tourism infrastructure	66	4.2
ICT infrastructure	47	3.8
Price competitiveness in the T&T industry	7	5.4
T&T human, cultural, and natural resources	**83**	**3.7**
Human resources	26	5.4
Education and training	24	5.5
Availability of qualified labor	33	5.3
Affinity for Travel & Tourism	59	4.7
Natural resources	129	2.4
Cultural resources	67	2.5



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Bahrain

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.6**	**57**
1.01	Prevalence of foreign ownership	5.7	13
1.02	Property rights	5.7	19
1.03	Business impact of rules on FDI	6.0	3
1.04	Visa requirements, no. of countries*	23.0	120
1.05	Openness bilateral ASAs (0–38)*	10.2	76
1.06	Transparency of government policymaking	5.4	12
1.07	No. of days to start a business*	9	42
1.08	Cost to start a business, % GNI/capita*	0.7	10
1.09	GATS commitment restrictiveness (0–100)*	0.0	117
	2nd pillar: Environmental sustainability	**4.2**	**103**
2.01	Stringency of environmental regulation	4.7	42
2.02	Enforcement of environmental regulation	4.5	36
2.03	Sustainability of T&T industry development	4.7	56
2.04	Carbon dioxide emission, million tons/capita*	21.4	133
2.05	Particulate matter concentration, µg/m³*	45.5	98
2.06	Threatened species, %*	2.5	16
2.07	Environm. treaty ratification (0–25)*	17	96
	3rd pillar: Safety and security	**5.2**	**49**
3.01	Business costs of crime and violence	4.9	65
3.02	Reliability of police services	5.6	29
3.03	Road traffic accidents/100,000 pop.*	12.1	35
3.04	Business costs of terrorism	4.9	106
	4th pillar: Health and hygiene	**4.2**	**89**
4.01	Physician density/1,000 pop.*	1.4	76
4.02	Access to improved sanitation, % pop.*	100.0	1
4.03	Access to improved drinking water, % pop.*	n/a	n/a
4.04	Hospital beds/10,000 pop.*	18.0	87
	5th pillar: Prioritization of Travel & Tourism	**4.1**	**95**
5.01	Government prioritization of the T&T industry	6.1	27
5.02	T&T gov't expenditure, % gov't budget*	3.9	53
5.03	Effectiveness of marketing to attract tourists	4.8	57
5.04	Comprehensiveness of T&T data (0–120)*	46.0	106
5.05	Timeliness of T&T data (0–18)*	0.0	126
	6th pillar: Air transport infrastructure	**4.2**	**38**
6.01	Quality of air transport infrastructure	6.0	16
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	223.0	54
6.04	Departures/1,000 pop.*	45.8	6
6.05	Airport density/million pop.*	0.8	59
6.06	No. of operating airlines*	26.5	67
6.07	International air transport network	6.1	13
	7th pillar: Ground transport infrastructure	**5.8**	**11**
7.01	Quality of roads	5.8	18
7.02	Quality of railroad infrastructure	n/a	n/a
7.03	Quality of port infrastructure	6.0	10
7.04	Quality of ground transport network	4.5	62
7.05	Road density/million pop.*	575.0	2

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**4.2**	**66**
8.01	Hotel rooms/100 pop.*	0.7	46
8.02	Presence of major car rental co. (1–7)*	6	32
8.03	ATMs accepting Visa cards/million pop.*	246.3	74
	9th pillar: ICT infrastructure	**3.8**	**47**
9.01	ICT use for B-to-B transactions	5.6	29
9.02	ICT use for B-to-C transactions	4.0	97
9.03	Individuals using the Internet, %*	77.0	21
9.04	Fixed telephone lines/100 pop.*	20.9	61
9.05	Broadband Internet subscribers/100 pop.*	13.8	43
9.06	Mobile telephone subscriptions/100 pop.*	128.0	33
9.07	Mobile broadband subscriptions/100 pop.*	9.5	75
	10th pillar: Price competitiveness in T&T ind.	**5.4**	**7**
10.01	Ticket taxes and airport charges (0–100)*	93.0	10
10.02	Purchasing power parity*	0.8	93
10.04	Fuel price, US$ cents/liter*	13.0	4
10.03	Extent and effect of taxation	6.3	1
10.05	Hotel price index, US$*	219.0	107
	11th pillar: Human resources	**5.4**	**26**
	Education and training	5.5	24
11.01	Primary education enrollment, net %*	97.8	31
11.02	Secondary education enrollment, gross %*	103.1	20
11.03	Quality of the educational system	4.4	35
11.04	Local availability specialized research & training	4.6	41
11.05	Extent of staff training	4.6	25
	Availability of qualified labor	5.3	33
11.06	Hiring and firing practices	4.0	64
11.07	Ease of hiring foreign labor	4.4	48
11.08	HIV prevalence, % adult pop.*	n/a	1
11.09	Business impact of HIV/AIDS	5.8	36
11.10	Life expectancy, years*	75.2	50
	12th pillar: Affinity for Travel & Tourism	**4.7**	**59**
12.01	Tourism openness, % of GDP*	6.8	38
12.02	Attitude of population toward foreign visitors	6.6	20
12.03	Extension of business trips recommended	4.5	123
12.04	Degree of customer orientation	5.0	40
	13th pillar: Natural resources	**2.4**	**129**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	4.3	75
13.03	Total known species*	244	134
13.04	Terrestrial biome protection (0–17%)*	1.3	130
13.05	Marine protected areas, %*	0.4	64
	14th pillar: Cultural resources	**2.5**	**67**
14.01	No. of World Heritage cultural sites*	2	88
14.02	Sports stadiums, seats/million pop.*	108,482.2	21
14.03	No. of int'l fairs and exhibitions*	5.7	89
14.04	Creative industries exports, % of world total*	0.0	88

Bangladesh

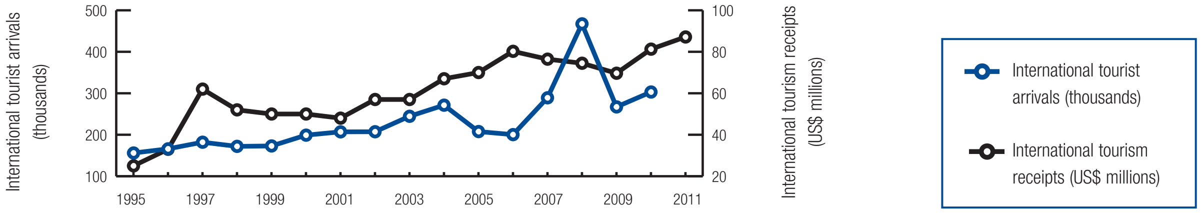
Key indicators

Population (millions), 2011	151.6
Surface area (1,000 square kilometers), 2011	144.0
Gross domestic product (current US$ billions), 2011	113.9
Gross domestic product (current PPP, $) per capita, 2011	1,909.5
Real GDP growth (percent), 2011	6.5
Environmental Performance Index 2012, rank (out of 132 economies), 2011	115

Travel & Tourism indicators

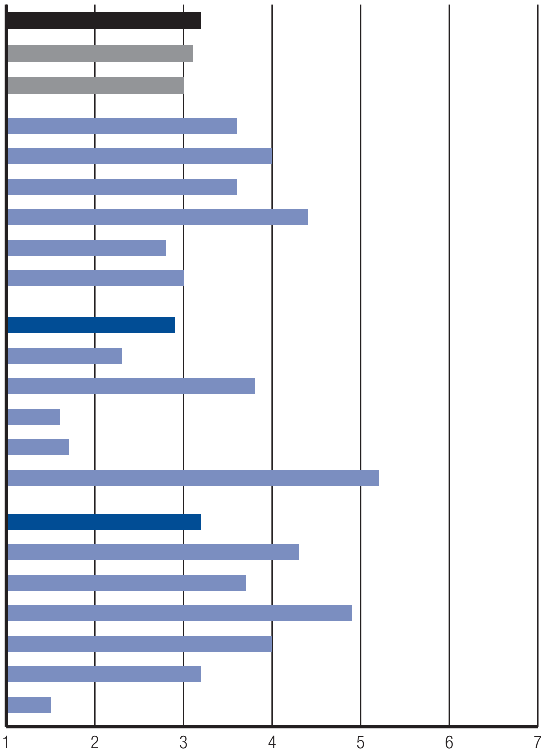
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	2,756.2	2.3	6.1
T&T industry employment (1,000 jobs)	1,377.0	1.9	2.9
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	5,775	4.7	6.5
T&T economy employment (1,000 jobs)	2,992	4.1	3.2

International tourist arrivals (thousands), 2010	303.0
International tourism receipts (US$, millions), 2011	87.1



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**123**	**3.2**
2011 Travel & Tourism Competitiveness Index	129	3.1
2009 Travel & Tourism Competitiveness Index	129	3.0
T&T regulatory framework	**124**	**3.6**
Policy rules and regulations	108	4.0
Environmental sustainability	133	3.6
Safety and security	83	4.4
Health and hygiene	114	2.8
Prioritization of Travel & Tourism	129	3.0
Business environment and infrastructure	**109**	**2.9**
Air transport infrastructure	113	2.3
Ground transport infrastructure	65	3.8
Tourism infrastructure	127	1.6
ICT infrastructure	128	1.7
Price competitiveness in the T&T industry	16	5.2
T&T human, cultural, and natural resources	**124**	**3.2**
Human resources	108	4.3
Education and training	122	3.7
Availability of qualified labor	89	4.9
Affinity for Travel & Tourism	130	4.0
Natural resources	90	3.2
Cultural resources	116	1.5



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Bangladesh

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.0**	**108**
1.01	Prevalence of foreign ownership	4.0	114
1.02	Property rights	3.6	101
1.03	Business impact of rules on FDI	5.2	26
1.04	Visa requirements, no. of countries*	62.0	97
1.05	Openness bilateral ASAs (0–38)*	6.2	123
1.06	Transparency of government policymaking	3.9	98
1.07	No. of days to start a business*	19	80
1.08	Cost to start a business, % GNI/capita*	25.1	105
1.09	GATS commitment restrictiveness (0–100)*	33.1	109
	2nd pillar: Environmental sustainability	**3.6**	**133**
2.01	Stringency of environmental regulation	3.2	110
2.02	Enforcement of environmental regulation	2.7	126
2.03	Sustainability of T&T industry development	3.0	131
2.04	Carbon dioxide emission, million tons/capita*	0.3	20
2.05	Particulate matter concentration, µg/m³*	120.9	136
2.06	Threatened species, %*	8.6	111
2.07	Environm. treaty ratification (0–25)*	19	71
	3rd pillar: Safety and security	**4.4**	**83**
3.01	Business costs of crime and violence	4.3	93
3.02	Reliability of police services	3.0	122
3.03	Road traffic accidents/100,000 pop.*	12.6	40
3.04	Business costs of terrorism	5.1	99
	4th pillar: Health and hygiene	**2.8**	**114**
4.01	Physician density/1,000 pop.*	0.3	110
4.02	Access to improved sanitation, % pop.*	56.0	103
4.03	Access to improved drinking water, % pop.*	81.0	111
4.04	Hospital beds/10,000 pop.*	3.0	137
	5th pillar: Prioritization of Travel & Tourism	**3.0**	**129**
5.01	Government prioritization of the T&T industry	4.3	116
5.02	T&T gov't expenditure, % gov't budget*	2.1	103
5.03	Effectiveness of marketing to attract tourists	3.2	128
5.04	Comprehensiveness of T&T data (0–120)*	34.0	123
5.05	Timeliness of T&T data (0–18)*	3.0	112
	6th pillar: Air transport infrastructure	**2.3**	**113**
6.01	Quality of air transport infrastructure	3.5	118
6.02	Airline seat kms/week, dom., millions*	5.5	57
6.03	Airline seat kms/week, int'l, millions*	196.8	58
6.04	Departures/1,000 pop.*	0.1	128
6.05	Airport density/million pop.*	0.1	138
6.06	No. of operating airlines*	28.0	61
6.07	International air transport network	4.0	109
	7th pillar: Ground transport infrastructure	**3.8**	**65**
7.01	Quality of roads	2.8	111
7.02	Quality of railroad infrastructure	2.5	71
7.03	Quality of port infrastructure	3.3	119
7.04	Quality of ground transport network	3.3	133
7.05	Road density/million pop.*	166.0	19

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**1.6**	**127**
8.01	Hotel rooms/100 pop.*	0.0	139
8.02	Presence of major car rental co. (1–7)*	2	111
8.03	ATMs accepting Visa cards/million pop.*	23.4	117
	9th pillar: ICT infrastructure	**1.7**	**128**
9.01	ICT use for B-to-B transactions	4.1	124
9.02	ICT use for B-to-C transactions	3.6	116
9.03	Individuals using the Internet, %*	5.0	124
9.04	Fixed telephone lines/100 pop.*	0.6	129
9.05	Broadband Internet subscribers/100 pop.*	0.3	111
9.06	Mobile telephone subscriptions/100 pop.*	56.1	124
9.07	Mobile broadband subscriptions/100 pop.*	0.0	127
	10th pillar: Price competitiveness in T&T ind.	**5.2**	**16**
10.01	Ticket taxes and airport charges (0–100)*	68.0	106
10.02	Purchasing power parity*	0.4	11
10.04	Fuel price, US$ cents/liter*	63.0	19
10.03	Extent and effect of taxation	4.0	31
10.05	Hotel price index, US$*	114.1	39
	11th pillar: Human resources	**4.3**	**108**
	Education and training	3.7	122
11.01	Primary education enrollment, net %*	92.2	82
11.02	Secondary education enrollment, gross %*	51.4	113
11.03	Quality of the educational system	3.2	96
11.04	Local availability specialized research & training	2.8	135
11.05	Extent of staff training	3.0	133
	Availability of qualified labor	4.9	89
11.06	Hiring and firing practices	4.7	20
11.07	Ease of hiring foreign labor	3.3	126
11.08	HIV prevalence, % adult pop.*	0.1	12
11.09	Business impact of HIV/AIDS	5.6	50
11.10	Life expectancy, years*	68.9	99
	12th pillar: Affinity for Travel & Tourism	**4.0**	**130**
12.01	Tourism openness, % of GDP*	0.3	139
12.02	Attitude of population toward foreign visitors	6.1	86
12.03	Extension of business trips recommended	4.3	130
12.04	Degree of customer orientation	4.3	98
	13th pillar: Natural resources	**3.2**	**90**
13.01	No. of World Heritage natural sites*	1	45
13.02	Quality of the natural environment	3.8	100
13.03	Total known species*	765	47
13.04	Terrestrial biome protection (0–17%)*	1.8	123
13.05	Marine protected areas, %*	0.4	63
	14th pillar: Cultural resources	**1.5**	**116**
14.01	No. of World Heritage cultural sites*	3	74
14.02	Sports stadiums, seats/million pop.*	2,079.8	137
14.03	No. of int'l fairs and exhibitions*	4.0	107
14.04	Creative industries exports, % of world total*	0.0	63

Barbados

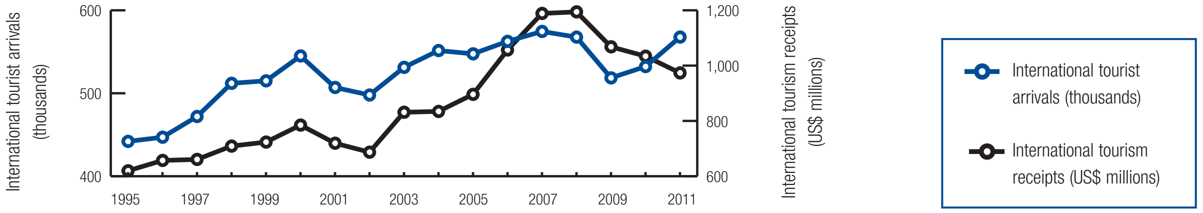
Key indicators

Population (millions), 2011	0.3
Surface area (1,000 square kilometers), 2011	0.4
Gross domestic product (current US$ billions), 2011	4.3
Gross domestic product (current PPP, $) per capita, 2011	24,989.0
Real GDP growth (percent), 2011	0.6
Environmental Performance Index 2012, rank (out of 132 economies), 2011	n/a

Travel & Tourism indicators

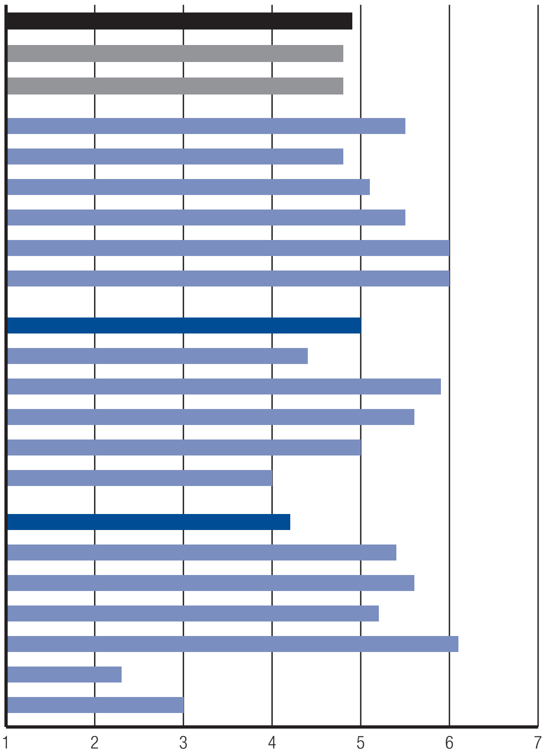
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	536.1	12.6	2.6
T&T industry employment (1,000 jobs)	18.2	12.8	0.9
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	1,815	42.7	2.8
T&T economy employment (1,000 jobs)	60	41.9	0.9

International tourist arrivals (thousands), 2011	567.7
International tourism receipts (US$, millions), 2011	973.6



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**27**	**4.9**
2011 Travel & Tourism Competitiveness Index	28	4.8
2009 Travel & Tourism Competitiveness Index	30	4.8
T&T regulatory framework	**13**	**5.5**
Policy rules and regulations	41	4.8
Environmental sustainability	27	5.1
Safety and security	32	5.5
Health and hygiene	28	6.0
Prioritization of Travel & Tourism	8	6.0
Business environment and infrastructure	**18**	**5.0**
Air transport infrastructure	32	4.4
Ground transport infrastructure	9	5.9
Tourism infrastructure	26	5.6
ICT infrastructure	19	5.0
Price competitiveness in the T&T industry	113	4.0
T&T human, cultural, and natural resources	**50**	**4.2**
Human resources	23	5.4
Education and training	22	5.6
Availability of qualified labor	43	5.2
Affinity for Travel & Tourism	2	6.1
Natural resources	133	2.3
Cultural resources	50	3.0



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Barbados

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.8**	**41**
1.01	Prevalence of foreign ownership	5.5	19
1.02	Property rights	5.4	27
1.03	Business impact of rules on FDI	5.2	22
1.04	Visa requirements, no. of countries*	111.0	27
1.05	Openness bilateral ASAs (0–38)*	15.6	27
1.06	Transparency of government policymaking	5.2	18
1.07	No. of days to start a business*	18	76
1.08	Cost to start a business, % GNI/capita*	7.2	61
1.09	GATS commitment restrictiveness (0–100)*	0.0	117
	2nd pillar: Environmental sustainability	**5.1**	**27**
2.01	Stringency of environmental regulation	4.8	38
2.02	Enforcement of environmental regulation	4.4	39
2.03	Sustainability of T&T industry development	5.7	5
2.04	Carbon dioxide emission, million tons/capita*	5.0	80
2.05	Particulate matter concentration, μg/m^3*	34.3	84
2.06	Threatened species, %*	2.1	10
2.07	Environm. treaty ratification (0–25)*	17	96
	3rd pillar: Safety and security	**5.5**	**32**
3.01	Business costs of crime and violence	4.8	72
3.02	Reliability of police services	5.9	22
3.03	Road traffic accidents/100,000 pop.*	12.2	37
3.04	Business costs of terrorism	6.0	46
	4th pillar: Health and hygiene	**6.0**	**28**
4.01	Physician density/1,000 pop.*	1.8	65
4.02	Access to improved sanitation, % pop.*	100.0	1
4.03	Access to improved drinking water, % pop.*	100.0	1
4.04	Hospital beds/10,000 pop.*	68.0	12
	5th pillar: Prioritization of Travel & Tourism	**6.0**	**8**
5.01	Government prioritization of the T&T industry	6.8	1
5.02	T&T gov't expenditure, % gov't budget*	16.0	6
5.03	Effectiveness of marketing to attract tourists	5.8	7
5.04	Comprehensiveness of T&T data (0–120)*	42.0	114
5.05	Timeliness of T&T data (0–18)*	14.0	69
	6th pillar: Air transport infrastructure	**4.4**	**32**
6.01	Quality of air transport infrastructure	6.3	8
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	83.8	81
6.04	Departures/1,000 pop.*	n/a	n/a
6.05	Airport density/million pop.*	3.7	13
6.06	No. of operating airlines*	13.0	97
6.07	International air transport network	6.1	16
	7th pillar: Ground transport infrastructure	**5.9**	**9**
7.01	Quality of roads	5.2	33
7.02	Quality of railroad infrastructure	n/a	n/a
7.03	Quality of port infrastructure	5.6	17
7.04	Quality of ground transport network	5.8	16
7.05	Road density/million pop.*	372.0	5

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**5.6**	**26**
8.01	Hotel rooms/100 pop.*	2.5	7
8.02	Presence of major car rental co. (1–7)*	2	111
8.03	ATMs accepting Visa cards/million pop.*	708.2	16
	9th pillar: ICT infrastructure	**5.0**	**19**
9.01	ICT use for B-to-B transactions	5.3	49
9.02	ICT use for B-to-C transactions	4.7	60
9.03	Individuals using the Internet, %*	71.8	30
9.04	Fixed telephone lines/100 pop.*	51.4	12
9.05	Broadband Internet subscribers/100 pop.*	22.1	29
9.06	Mobile telephone subscriptions/100 pop.*	127.0	35
9.07	Mobile broadband subscriptions/100 pop.*	77.1	7
	10th pillar: Price competitiveness in T&T ind.	**4.0**	**113**
10.01	Ticket taxes and airport charges (0–100)*	83.4	50
10.02	Purchasing power parity*	0.7	80
10.04	Fuel price, US$ cents/liter*	114.0	77
10.03	Extent and effect of taxation	3.9	35
10.05	Hotel price index, US$*	329.4	116
	11th pillar: Human resources	**5.4**	**23**
	Education and training	5.6	22
11.01	Primary education enrollment, net %*	95.0	55
11.02	Secondary education enrollment, gross %*	100.6	29
11.03	Quality of the educational system	5.4	7
11.04	Local availability specialized research & training	4.6	42
11.05	Extent of staff training	4.6	30
	Availability of qualified labor	5.2	43
11.06	Hiring and firing practices	4.2	47
11.07	Ease of hiring foreign labor	3.9	91
11.08	HIV prevalence, % adult pop.*	1.4	114
11.09	Business impact of HIV/AIDS	4.2	117
11.10	Life expectancy, years*	76.7	40
	12th pillar: Affinity for Travel & Tourism	**6.1**	**2**
12.01	Tourism openness, % of GDP*	26.0	4
12.02	Attitude of population toward foreign visitors	6.6	11
12.03	Extension of business trips recommended	6.2	10
12.04	Degree of customer orientation	4.6	64
	13th pillar: Natural resources	**2.3**	**133**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	5.2	32
13.03	Total known species*	242	135
13.04	Terrestrial biome protection (0–17%)*	0.1	139
13.05	Marine protected areas, %*	0.0	102
	14th pillar: Cultural resources	**3.0**	**50**
14.01	No. of World Heritage cultural sites*	4	63
14.02	Sports stadiums, seats/million pop.*	144,200.1	9
14.03	No. of int'l fairs and exhibitions*	4.3	102
14.04	Creative industries exports, % of world total*	0.0	99

Belgium

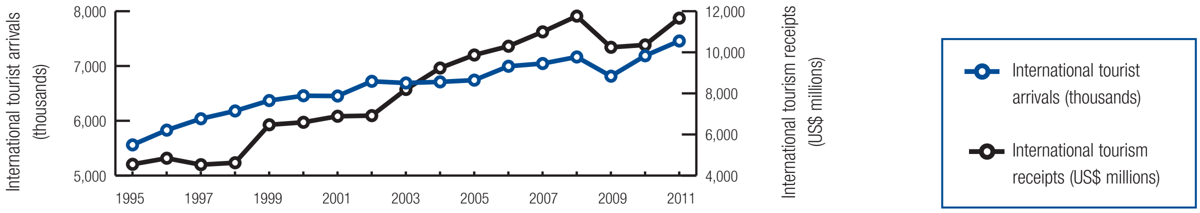
Key indicators

Population (millions), 2011	11.3
Surface area (1,000 square kilometers), 2011	30.5
Gross domestic product (current US$ billions), 2011	514.6
Gross domestic product (current PPP, $) per capita, 2011	37,780.6
Real GDP growth (percent), 2011	1.8
Environmental Performance Index 2012, rank (out of 132 economies), 2011	24

Travel & Tourism indicators

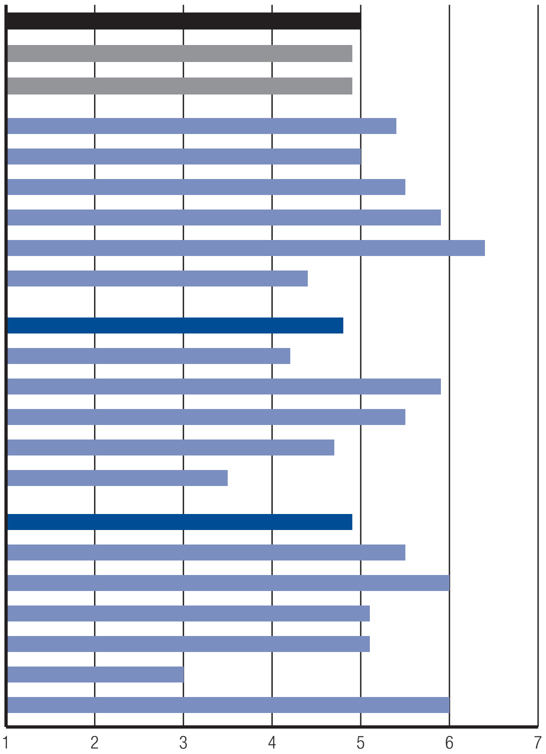
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	9,868.7	1.9	2.2
T&T industry employment (1,000 jobs)	92.4	2.0	0.7
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	25,594	5.0	1.8
T&T economy employment (1,000 jobs)	243	5.4	0.2

International tourist arrivals (thousands), 2011	7,456.5
International tourism receipts (US$, millions), 2011	11,662.2



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**18**	**5.0**
2011 Travel & Tourism Competitiveness Index	23	4.9
2009 Travel & Tourism Competitiveness Index	22	4.9
T&T regulatory framework	**18**	**5.4**
Policy rules and regulations	31	5.0
Environmental sustainability	13	5.5
Safety and security	16	5.9
Health and hygiene	11	6.4
Prioritization of Travel & Tourism	66	4.4
Business environment and infrastructure	**26**	**4.8**
Air transport infrastructure	37	4.2
Ground transport infrastructure	8	5.9
Tourism infrastructure	28	5.5
ICT infrastructure	26	4.7
Price competitiveness in the T&T industry	128	3.5
T&T human, cultural, and natural resources	**18**	**4.9**
Human resources	19	5.5
Education and training	6	6.0
Availability of qualified labor	60	5.1
Affinity for Travel & Tourism	31	5.1
Natural resources	103	3.0
Cultural resources	9	6.0



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Belgium

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**5.0**	**31**
1.01	Prevalence of foreign ownership	5.7	11
1.02	Property rights	5.3	31
1.03	Business impact of rules on FDI	5.2	23
1.04	Visa requirements, no. of countries*	71.0	58
1.05	Openness bilateral ASAs (0–38)*	11.9	54
1.06	Transparency of government policymaking	4.4	60
1.07	No. of days to start a business*	4	8
1.08	Cost to start a business, % GNI/capita*	5.2	56
1.09	GATS commitment restrictiveness (0–100)*	51.6	80
	2nd pillar: Environmental sustainability	**5.5**	**13**
2.01	Stringency of environmental regulation	5.8	13
2.02	Enforcement of environmental regulation	5.5	17
2.03	Sustainability of T&T industry development	4.7	60
2.04	Carbon dioxide emission, million tons/capita*	9.8	117
2.05	Particulate matter concentration, μg/m³*	20.9	39
2.06	Threatened species, %*	1.7	6
2.07	Environm. treaty ratification (0–25)*	22	20
	3rd pillar: Safety and security	**5.9**	**16**
3.01	Business costs of crime and violence	5.8	21
3.02	Reliability of police services	5.7	24
3.03	Road traffic accidents/100,000 pop.*	10.2	27
3.04	Business costs of terrorism	6.2	26
	4th pillar: Health and hygiene	**6.4**	**11**
4.01	Physician density/1,000 pop.*	3.0	30
4.02	Access to improved sanitation, % pop.*	100.0	1
4.03	Access to improved drinking water, % pop.*	100.0	1
4.04	Hospital beds/10,000 pop.*	65.0	17
	5th pillar: Prioritization of Travel & Tourism	**4.4**	**66**
5.01	Government prioritization of the T&T industry	5.3	66
5.02	T&T gov't expenditure, % gov't budget*	3.2	70
5.03	Effectiveness of marketing to attract tourists	4.5	62
5.04	Comprehensiveness of T&T data (0–120)*	64.0	72
5.05	Timeliness of T&T data (0–18)*	14.5	65
	6th pillar: Air transport infrastructure	**4.2**	**37**
6.01	Quality of air transport infrastructure	6.2	14
6.02	Airline seat kms/week, dom., millions*	0.1	99
6.03	Airline seat kms/week, int'l, millions*	558.5	33
6.04	Departures/1,000 pop.*	13.1	32
6.05	Airport density/million pop.*	0.5	85
6.06	No. of operating airlines*	74.0	17
6.07	International air transport network	6.1	15
	7th pillar: Ground transport infrastructure	**5.9**	**8**
7.01	Quality of roads	5.5	26
7.02	Quality of railroad infrastructure	5.2	13
7.03	Quality of port infrastructure	6.3	6
7.04	Quality of ground transport network	5.6	20
7.05	Road density/million pop.*	504.0	3

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**5.5**	**28**
8.01	Hotel rooms/100 pop.*	0.7	50
8.02	Presence of major car rental co. (1–7)*	6	32
8.03	ATMs accepting Visa cards/million pop.*	1,655.9	2
	9th pillar: ICT infrastructure	**4.7**	**26**
9.01	ICT use for B-to-B transactions	5.8	21
9.02	ICT use for B-to-C transactions	5.1	37
9.03	Individuals using the Internet, %*	78.0	19
9.04	Fixed telephone lines/100 pop.*	43.1	22
9.05	Broadband Internet subscribers/100 pop.*	33.0	9
9.06	Mobile telephone subscriptions/100 pop.*	116.6	48
9.07	Mobile broadband subscriptions/100 pop.*	19.4	56
	10th pillar: Price competitiveness in T&T ind.	**3.5**	**128**
10.01	Ticket taxes and airport charges (0–100)*	82.2	55
10.02	Purchasing power parity*	1.2	127
10.04	Fuel price, US$ cents/liter*	162.0	121
10.03	Extent and effect of taxation	2.3	136
10.05	Hotel price index, US$*	142.9	76
	11th pillar: Human resources	**5.5**	**19**
	Education and training	6.0	6
11.01	Primary education enrollment, net %*	98.8	17
11.02	Secondary education enrollment, gross %*	110.5	10
11.03	Quality of the educational system	5.4	5
11.04	Local availability specialized research & training	5.9	5
11.05	Extent of staff training	4.8	20
	Availability of qualified labor	5.1	60
11.06	Hiring and firing practices	2.9	128
11.07	Ease of hiring foreign labor	4.0	88
11.08	HIV prevalence, % adult pop.*	0.2	52
11.09	Business impact of HIV/AIDS	6.0	28
11.10	Life expectancy, years*	79.9	24
	12th pillar: Affinity for Travel & Tourism	**5.1**	**31**
12.01	Tourism openness, % of GDP*	6.6	40
12.02	Attitude of population toward foreign visitors	6.6	19
12.03	Extension of business trips recommended	5.4	66
12.04	Degree of customer orientation	5.6	10
	13th pillar: Natural resources	**3.0**	**103**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	4.7	56
13.03	Total known species*	352	113
13.04	Terrestrial biome protection (0–17%)*	13.8	49
13.05	Marine protected areas, %*	0.0	93
	14th pillar: Cultural resources	**6.0**	**9**
14.01	No. of World Heritage cultural sites*	20	12
14.02	Sports stadiums, seats/million pop.*	79,950.0	28
14.03	No. of int'l fairs and exhibitions*	190.0	18
14.04	Creative industries exports, % of world total*	1.8	11

Benin

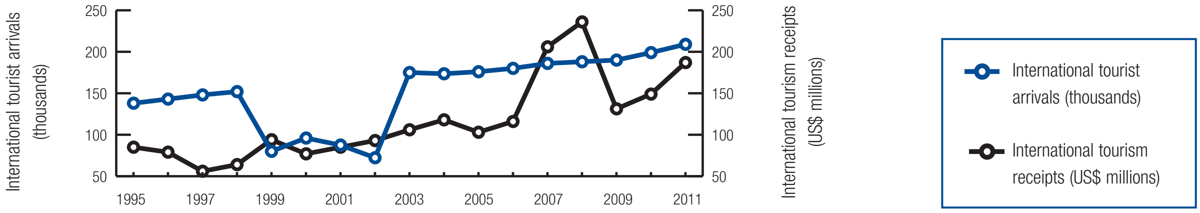
Key indicators

Population (millions), 2011	9.1
Surface area (1,000 square kilometers), 2011	112.6
Gross domestic product (current US$ billions), 2011	7.3
Gross domestic product (current PPP, $) per capita, 2011	1,620.4
Real GDP growth (percent), 2011	3.5
Environmental Performance Index 2012, rank (out of 132 economies), 2011	80

Travel & Tourism indicators

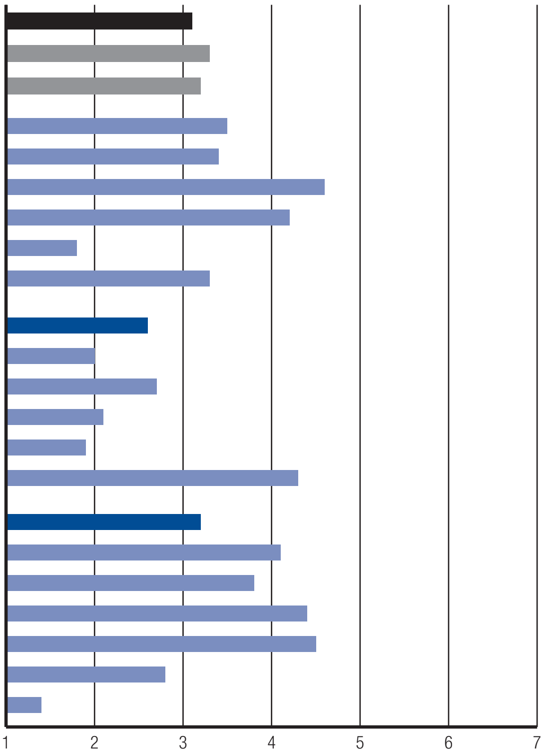
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	197.8	2.6	3.9
T&T industry employment (1,000 jobs)	42.9	2.2	2.5
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	498	6.5	4.2
T&T economy employment (1,000 jobs)	112	5.6	2.7

International tourist arrivals (thousands), 2011	209.0
International tourism receipts (US$, millions), 2011	187.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**130**	**3.1**
2011 Travel & Tourism Competitiveness Index	120	3.3
2009 Travel & Tourism Competitiveness Index	120	3.2
T&T regulatory framework	**127**	**3.5**
Policy rules and regulations	131	3.4
Environmental sustainability	64	4.6
Safety and security	101	4.2
Health and hygiene	132	1.8
Prioritization of Travel & Tourism	122	3.3
Business environment and infrastructure	**130**	**2.6**
Air transport infrastructure	130	2.0
Ground transport infrastructure	122	2.7
Tourism infrastructure	115	2.1
ICT infrastructure	118	1.9
Price competitiveness in the T&T industry	92	4.3
T&T human, cultural, and natural resources	**126**	**3.2**
Human resources	113	4.1
Education and training	117	3.8
Availability of qualified labor	123	4.4
Affinity for Travel & Tourism	88	4.5
Natural resources	112	2.8
Cultural resources	124	1.4



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Benin

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**3.4**	**131**
1.01	Prevalence of foreign ownership	3.5	125
1.02	Property rights	3.9	88
1.03	Business impact of rules on FDI	3.6	121
1.04	Visa requirements, no. of countries*	21.0	122
1.05	Openness bilateral ASAs (0–38)*	4.4	129
1.06	Transparency of government policymaking	3.8	105
1.07	No. of days to start a business*	26	98
1.08	Cost to start a business, % GNI/capita*	126.8	135
1.09	GATS commitment restrictiveness (0–100)*	82.7	9
	2nd pillar: Environmental sustainability	**4.6**	**64**
2.01	Stringency of environmental regulation	3.0	121
2.02	Enforcement of environmental regulation	3.0	102
2.03	Sustainability of T&T industry development	3.2	123
2.04	Carbon dioxide emission, million tons/capita*	0.5	26
2.05	Particulate matter concentration, µg/m³*	48.1	100
2.06	Threatened species, %*	2.9	28
2.07	Environm. treaty ratification (0–25)*	22	20
	3rd pillar: Safety and security	**4.2**	**101**
3.01	Business costs of crime and violence	4.5	86
3.02	Reliability of police services	4.4	61
3.03	Road traffic accidents/100,000 pop.*	31.2	117
3.04	Business costs of terrorism	5.1	97
	4th pillar: Health and hygiene	**1.8**	**132**
4.01	Physician density/1,000 pop.*	0.1	127
4.02	Access to improved sanitation, % pop.*	13.0	135
4.03	Access to improved drinking water, % pop.*	75.0	118
4.04	Hospital beds/10,000 pop.*	5.0	128
	5th pillar: Prioritization of Travel & Tourism	**3.3**	**122**
5.01	Government prioritization of the T&T industry	4.1	123
5.02	T&T gov't expenditure, % gov't budget*	3.1	72
5.03	Effectiveness of marketing to attract tourists	3.4	121
5.04	Comprehensiveness of T&T data (0–120)*	57.0	89
5.05	Timeliness of T&T data (0–18)*	3.0	112
	6th pillar: Air transport infrastructure	**2.0**	**130**
6.01	Quality of air transport infrastructure	3.4	121
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	19.1	118
6.04	Departures/1,000 pop.*	0.1	123
6.05	Airport density/million pop.*	0.1	132
6.06	No. of operating airlines*	14.0	94
6.07	International air transport network	3.6	121
	7th pillar: Ground transport infrastructure	**2.7**	**122**
7.01	Quality of roads	3.1	102
7.02	Quality of railroad infrastructure	1.6	105
7.03	Quality of port infrastructure	3.7	94
7.04	Quality of ground transport network	3.7	117
7.05	Road density/million pop.*	17.0	94

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**2.1**	**115**
8.01	Hotel rooms/100 pop.*	0.1	105
8.02	Presence of major car rental co. (1–7)*	3	97
8.03	ATMs accepting Visa cards/million pop.*	23.7	116
	9th pillar: ICT infrastructure	**1.9**	**118**
9.01	ICT use for B-to-B transactions	4.2	121
9.02	ICT use for B-to-C transactions	4.3	84
9.03	Individuals using the Internet, %*	3.5	129
9.04	Fixed telephone lines/100 pop.*	1.7	120
9.05	Broadband Internet subscribers/100 pop.*	0.0	128
9.06	Mobile telephone subscriptions/100 pop.*	85.3	100
9.07	Mobile broadband subscriptions/100 pop.*	0.0	128
	10th pillar: Price competitiveness in T&T ind.	**4.3**	**92**
10.01	Ticket taxes and airport charges (0–100)*	64.4	112
10.02	Purchasing power parity*	0.5	29
10.04	Fuel price, US$ cents/liter*	121.0	82
10.03	Extent and effect of taxation	2.8	120
10.05	Hotel price index, US$*	n/a	n/a
	11th pillar: Human resources	**4.1**	**113**
	Education and training	3.8	117
11.01	Primary education enrollment, net %*	93.8	66
11.02	Secondary education enrollment, gross %*	37.1	124
11.03	Quality of the educational system	3.6	70
11.04	Local availability specialized research & training	4.1	76
11.05	Extent of staff training	3.1	130
	Availability of qualified labor	4.4	123
11.06	Hiring and firing practices	4.0	63
11.07	Ease of hiring foreign labor	4.4	49
11.08	HIV prevalence, % adult pop.*	1.2	108
11.09	Business impact of HIV/AIDS	4.2	116
11.10	Life expectancy, years*	56.0	121
	12th pillar: Affinity for Travel & Tourism	**4.5**	**88**
12.01	Tourism openness, % of GDP*	3.1	94
12.02	Attitude of population toward foreign visitors	6.1	89
12.03	Extension of business trips recommended	5.5	58
12.04	Degree of customer orientation	4.5	88
	13th pillar: Natural resources	**2.8**	**112**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	2.8	132
13.03	Total known species*	696	53
13.04	Terrestrial biome protection (0–17%)*	16.8	22
13.05	Marine protected areas, %*	0.0	104
	14th pillar: Cultural resources	**1.4**	**124**
14.01	No. of World Heritage cultural sites*	2	88
14.02	Sports stadiums, seats/million pop.*	13,945.2	100
14.03	No. of int'l fairs and exhibitions*	0.7	125
14.04	Creative industries exports, % of world total*	0.0	125

Bolivia

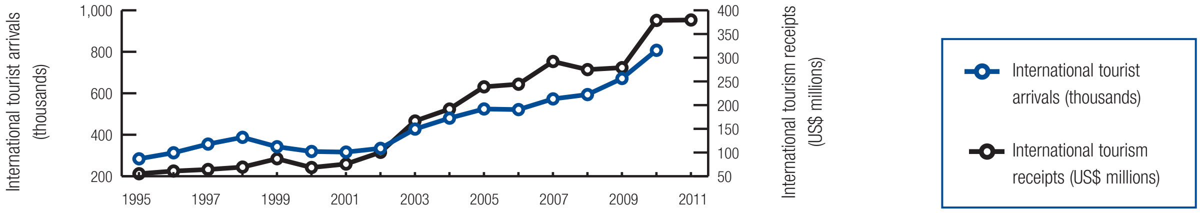
Key indicators

Population (millions), 2011	10.2
Surface area (1,000 square kilometers), 2011	1,098.6
Gross domestic product (current US$ billions), 2011	24.1
Gross domestic product (current PPP, $) per capita, 2011	4,793.0
Real GDP growth (percent), 2011	5.2
Environmental Performance Index 2012, rank (out of 132 economies), 2011	62

Travel & Tourism indicators

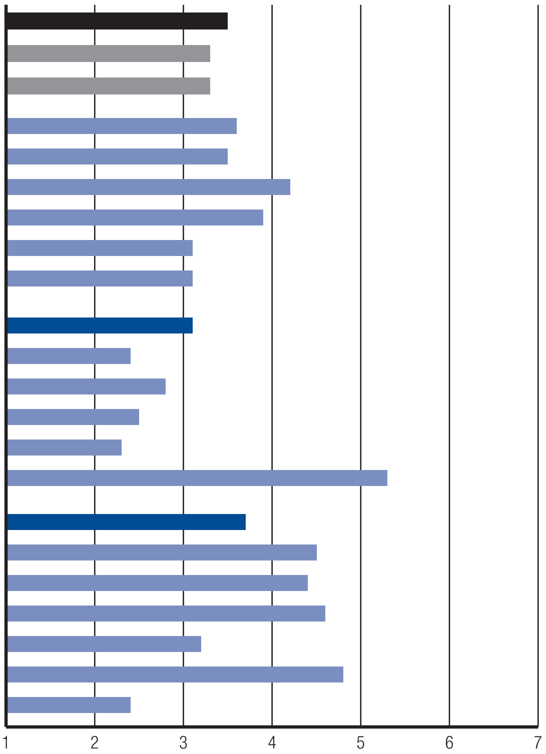
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	621.2	2.6	3.2
T&T industry employment (1,000 jobs)	100.7	2.3	2.1
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	1,519	6.4	3.3
T&T economy employment (1,000 jobs)	253	5.7	2.2

International tourist arrivals (thousands), 2010	807.1
International tourism receipts (US$, millions), 2011	379.6



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**110**	**3.5**
2011 Travel & Tourism Competitiveness Index	117	3.3
2009 Travel & Tourism Competitiveness Index	114	3.3
T&T regulatory framework	**125**	**3.6**
Policy rules and regulations	130	3.5
Environmental sustainability	100	4.2
Safety and security	112	3.9
Health and hygiene	108	3.1
Prioritization of Travel & Tourism	128	3.1
Business environment and infrastructure	**102**	**3.1**
Air transport infrastructure	104	2.4
Ground transport infrastructure	116	2.8
Tourism infrastructure	98	2.5
ICT infrastructure	103	2.3
Price competitiveness in the T&T industry	8	5.3
T&T human, cultural, and natural resources	**85**	**3.7**
Human resources	101	4.5
Education and training	87	4.4
Availability of qualified labor	110	4.6
Affinity for Travel & Tourism	139	3.2
Natural resources	27	4.8
Cultural resources	72	2.4



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Bolivia

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**3.5**	**130**
1.01	Prevalence of foreign ownership	3.5	127
1.02	Property rights	3.2	125
1.03	Business impact of rules on FDI	3.4	126
1.04	Visa requirements, no. of countries*	134.0	21
1.05	Openness bilateral ASAs (0–38)*	9.8	84
1.06	Transparency of government policymaking	3.5	126
1.07	No. of days to start a business*	50	127
1.08	Cost to start a business, % GNI/capita*	74.1	125
1.09	GATS commitment restrictiveness (0–100)*	48.5	88
	2nd pillar: Environmental sustainability	**4.2**	**100**
2.01	Stringency of environmental regulation	3.6	90
2.02	Enforcement of environmental regulation	3.3	91
2.03	Sustainability of T&T industry development	3.4	121
2.04	Carbon dioxide emission, million tons/capita*	1.3	44
2.05	Particulate matter concentration, µg/m³*	60.5	113
2.06	Threatened species, %*	5.3	77
2.07	Environm. treaty ratification (0–25)*	18	84
	3rd pillar: Safety and security	**3.9**	**112**
3.01	Business costs of crime and violence	3.8	105
3.02	Reliability of police services	3.0	118
3.03	Road traffic accidents/100,000 pop.*	16.7	73
3.04	Business costs of terrorism	3.9	132
	4th pillar: Health and hygiene	**3.1**	**108**
4.01	Physician density/1,000 pop.*	1.2	81
4.02	Access to improved sanitation, % pop.*	27.0	123
4.03	Access to improved drinking water, % pop.*	88.0	97
4.04	Hospital beds/10,000 pop.*	11.0	110
	5th pillar: Prioritization of Travel & Tourism	**3.1**	**128**
5.01	Government prioritization of the T&T industry	3.3	136
5.02	T&T gov't expenditure, % gov't budget*	3.1	71
5.03	Effectiveness of marketing to attract tourists	3.3	122
5.04	Comprehensiveness of T&T data (0–120)*	58.0	86
5.05	Timeliness of T&T data (0–18)*	3.0	112
	6th pillar: Air transport infrastructure	**2.4**	**104**
6.01	Quality of air transport infrastructure	3.5	116
6.02	Airline seat kms/week, dom., millions*	23.6	42
6.03	Airline seat kms/week, int'l, millions*	44.6	95
6.04	Departures/1,000 pop.*	3.6	67
6.05	Airport density/million pop.*	1.3	34
6.06	No. of operating airlines*	15.0	91
6.07	International air transport network	3.5	125
	7th pillar: Ground transport infrastructure	**2.8**	**116**
7.01	Quality of roads	3.1	100
7.02	Quality of railroad infrastructure	3.0	57
7.03	Quality of port infrastructure	3.3	120
7.04	Quality of ground transport network	3.4	129
7.05	Road density/million pop.*	7.0	124

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**2.5**	**98**
8.01	Hotel rooms/100 pop.*	0.2	86
8.02	Presence of major car rental co. (1–7)*	3	97
8.03	ATMs accepting Visa cards/million pop.*	149.1	92
	9th pillar: ICT infrastructure	**2.3**	**103**
9.01	ICT use for B-to-B transactions	3.9	130
9.02	ICT use for B-to-C transactions	4.0	100
9.03	Individuals using the Internet, %*	30.0	90
9.04	Fixed telephone lines/100 pop.*	8.7	96
9.05	Broadband Internet subscribers/100 pop.*	0.7	107
9.06	Mobile telephone subscriptions/100 pop.*	82.8	104
9.07	Mobile broadband subscriptions/100 pop.*	2.8	99
	10th pillar: Price competitiveness in T&T ind.	**5.3**	**8**
10.01	Ticket taxes and airport charges (0–100)*	71.1	101
10.02	Purchasing power parity*	0.5	26
10.04	Fuel price, US$ cents/liter*	54.0	16
10.03	Extent and effect of taxation	3.4	72
10.05	Hotel price index, US$*	60.8	3
	11th pillar: Human resources	**4.5**	**101**
	Education and training	4.4	87
11.01	Primary education enrollment, net %*	94.2	61
11.02	Secondary education enrollment, gross %*	80.2	90
11.03	Quality of the educational system	3.3	95
11.04	Local availability specialized research & training	3.5	106
11.05	Extent of staff training	3.6	101
	Availability of qualified labor	4.6	110
11.06	Hiring and firing practices	3.6	91
11.07	Ease of hiring foreign labor	3.6	106
11.08	HIV prevalence, % adult pop.*	0.2	52
11.09	Business impact of HIV/AIDS	3.0	130
11.10	Life expectancy, years*	66.6	107
	12th pillar: Affinity for Travel & Tourism	**3.2**	**139**
12.01	Tourism openness, % of GDP*	2.8	105
12.02	Attitude of population toward foreign visitors	4.1	140
12.03	Extension of business trips recommended	3.6	138
12.04	Degree of customer orientation	3.5	136
	13th pillar: Natural resources	**4.8**	**27**
13.01	No. of World Heritage natural sites*	1	45
13.02	Quality of the natural environment	3.8	101
13.03	Total known species*	2,016	8
13.04	Terrestrial biome protection (0–17%)*	14.7	37
13.05	Marine protected areas, %*	n/a	n/a
	14th pillar: Cultural resources	**2.4**	**72**
14.01	No. of World Heritage cultural sites*	8	33
14.02	Sports stadiums, seats/million pop.*	27,160.7	80
14.03	No. of int'l fairs and exhibitions*	9.3	80
14.04	Creative industries exports, % of world total*	0.0	82

Bosnia and Herzegovina

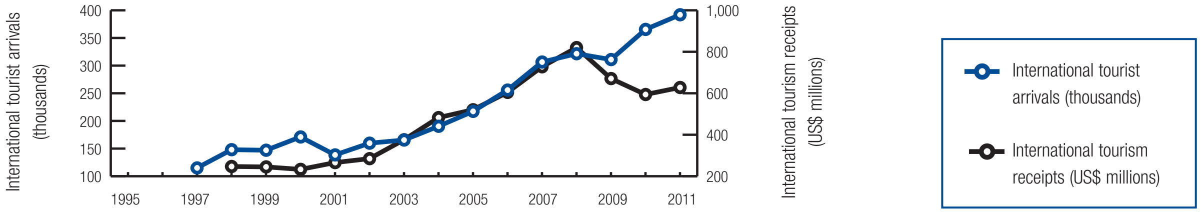
Key indicators

Population (millions), 2011	3.9
Surface area (1,000 square kilometers), 2011	51.2
Gross domestic product (current US$ billions), 2011	18.1
Gross domestic product (current PPP, $) per capita, 2011	8,115.2
Real GDP growth (percent), 2011	1.3
Environmental Performance Index 2012, rank (out of 132 economies), 2011	124

Travel & Tourism indicators

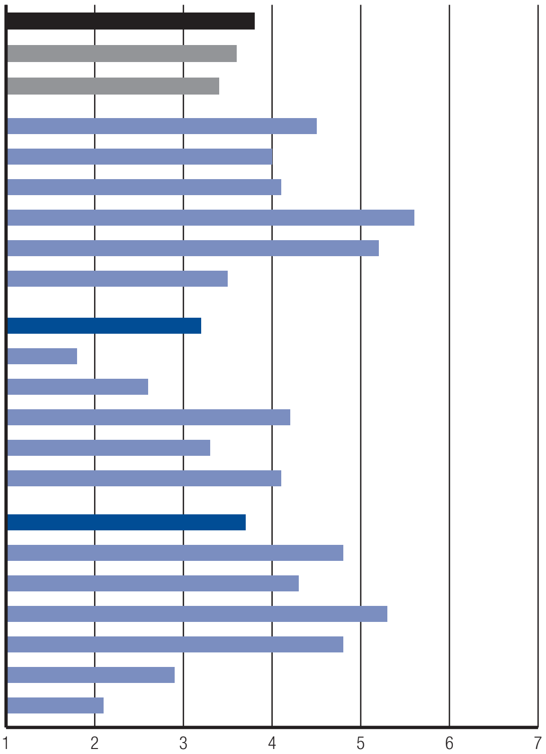
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	386.4	2.0	5.9
T&T industry employment (1,000 jobs)	20.9	1.8	1.9
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	1,398	7.4	6.2
T&T economy employment (1,000 jobs)	76	6.6	2.0

International tourist arrivals (thousands), 2011	391.9
International tourism receipts (US$, millions), 2011	627.9



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**90**	**3.8**
2011 Travel & Tourism Competitiveness Index	97	3.6
2009 Travel & Tourism Competitiveness Index	107	3.4
T&T regulatory framework	**75**	**4.5**
Policy rules and regulations	104	4.0
Environmental sustainability	113	4.1
Safety and security	29	5.6
Health and hygiene	59	5.2
Prioritization of Travel & Tourism	116	3.5
Business environment and infrastructure	**95**	**3.2**
Air transport infrastructure	135	1.8
Ground transport infrastructure	130	2.6
Tourism infrastructure	65	4.2
ICT infrastructure	64	3.3
Price competitiveness in the T&T industry	107	4.1
T&T human, cultural, and natural resources	**92**	**3.7**
Human resources	76	4.8
Education and training	94	4.3
Availability of qualified labor	29	5.3
Affinity for Travel & Tourism	49	4.8
Natural resources	107	2.9
Cultural resources	79	2.1



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Bosnia and Herzegovina

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.0**	**104**
1.01	Prevalence of foreign ownership	4.4	85
1.02	Property rights	3.3	118
1.03	Business impact of rules on FDI	4.0	105
1.04	Visa requirements, no. of countries*	69.0	90
1.05	Openness bilateral ASAs (0–38)*	10.0	80
1.06	Transparency of government policymaking	3.8	109
1.07	No. of days to start a business*	37	118
1.08	Cost to start a business, % GNI/capita*	14.9	88
1.09	GATS commitment restrictiveness (0–100)*	n/a	n/a
	2nd pillar: Environmental sustainability	**4.1**	**113**
2.01	Stringency of environmental regulation	2.8	129
2.02	Enforcement of environmental regulation	2.9	109
2.03	Sustainability of T&T industry development	3.6	112
2.04	Carbon dioxide emission, million tons/capita*	8.3	108
2.05	Particulate matter concentration, µg/m³*	18.8	33
2.06	Threatened species, %*	2.9	30
2.07	Environm. treaty ratification (0–25)*	14	130
	3rd pillar: Safety and security	**5.6**	**29**
3.01	Business costs of crime and violence	5.4	38
3.02	Reliability of police services	4.9	45
3.03	Road traffic accidents/100,000 pop.*	10.9	30
3.04	Business costs of terrorism	6.4	10
	4th pillar: Health and hygiene	**5.2**	**59**
4.01	Physician density/1,000 pop.*	1.6	71
4.02	Access to improved sanitation, % pop.*	95.0	52
4.03	Access to improved drinking water, % pop.*	99.0	42
4.04	Hospital beds/10,000 pop.*	34.0	53
	5th pillar: Prioritization of Travel & Tourism	**3.5**	**116**
5.01	Government prioritization of the T&T industry	3.8	133
5.02	T&T gov't expenditure, % gov't budget*	1.1	129
5.03	Effectiveness of marketing to attract tourists	3.8	105
5.04	Comprehensiveness of T&T data (0–120)*	48.0	100
5.05	Timeliness of T&T data (0–18)*	15.5	48
	6th pillar: Air transport infrastructure	**1.8**	**135**
6.01	Quality of air transport infrastructure	2.3	139
6.02	Airline seat kms/week, dom., millions*	0.0	104
6.03	Airline seat kms/week, int'l, millions*	7.1	133
6.04	Departures/1,000 pop.*	0.5	110
6.05	Airport density/million pop.*	0.8	56
6.06	No. of operating airlines*	12.5	101
6.07	International air transport network	2.6	139
	7th pillar: Ground transport infrastructure	**2.6**	**130**
7.01	Quality of roads	2.5	132
7.02	Quality of railroad infrastructure	2.5	72
7.03	Quality of port infrastructure	1.7	138
7.04	Quality of ground transport network	3.6	121
7.05	Road density/million pop.*	43.0	61

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**4.2**	**65**
8.01	Hotel rooms/100 pop.*	0.3	76
8.02	Presence of major car rental co. (1–7)*	7	1
8.03	ATMs accepting Visa cards/million pop.*	309.7	63
	9th pillar: ICT infrastructure	**3.3**	**64**
9.01	ICT use for B-to-B transactions	4.5	104
9.02	ICT use for B-to-C transactions	4.2	88
9.03	Individuals using the Internet, %*	60.0	42
9.04	Fixed telephone lines/100 pop.*	25.5	48
9.05	Broadband Internet subscribers/100 pop.*	9.7	59
9.06	Mobile telephone subscriptions/100 pop.*	84.5	102
9.07	Mobile broadband subscriptions/100 pop.*	9.2	77
	10th pillar: Price competitiveness in T&T ind.	**4.1**	**107**
10.01	Ticket taxes and airport charges (0–100)*	56.9	123
10.02	Purchasing power parity*	0.5	35
10.04	Fuel price, US$ cents/liter*	142.0	99
10.03	Extent and effect of taxation	3.1	105
10.05	Hotel price index, US$*	n/a	n/a
	11th pillar: Human resources	**4.8**	**76**
	Education and training	4.3	94
11.01	Primary education enrollment, net %*	87.0	109
11.02	Secondary education enrollment, gross %*	91.1	59
11.03	Quality of the educational system	3.1	105
11.04	Local availability specialized research & training	3.4	112
11.05	Extent of staff training	3.5	107
	Availability of qualified labor	5.3	29
11.06	Hiring and firing practices	4.4	38
11.07	Ease of hiring foreign labor	4.1	76
11.08	HIV prevalence, % adult pop.*	n/a	1
11.09	Business impact of HIV/AIDS	6.7	2
11.10	Life expectancy, years*	75.6	48
	12th pillar: Affinity for Travel & Tourism	**4.8**	**49**
12.01	Tourism openness, % of GDP*	4.5	73
12.02	Attitude of population toward foreign visitors	6.6	8
12.03	Extension of business trips recommended	5.9	28
12.04	Degree of customer orientation	4.5	82
	13th pillar: Natural resources	**2.9**	**107**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	5.5	20
13.03	Total known species*	378	107
13.04	Terrestrial biome protection (0–17%)*	0.5	134
13.05	Marine protected areas, %*	0.8	47
	14th pillar: Cultural resources	**2.1**	**79**
14.01	No. of World Heritage cultural sites*	2	88
14.02	Sports stadiums, seats/million pop.*	72,431.1	33
14.03	No. of int'l fairs and exhibitions*	7.0	86
14.04	Creative industries exports, % of world total*	0.0	69

Botswana

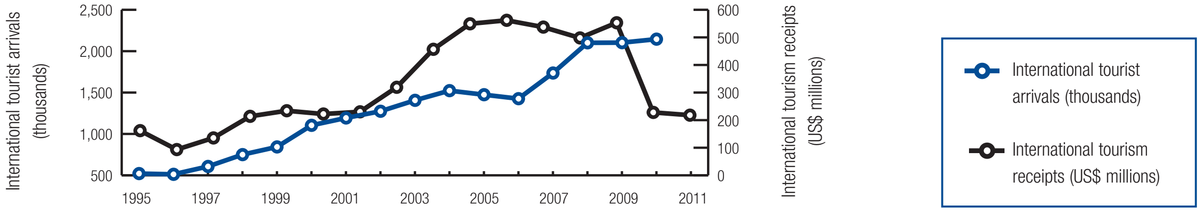
Key indicators

Population (millions), 2011	2.0
Surface area (1,000 square kilometers), 2011	581.7
Gross domestic product (current US$ billions), 2011	17.7
Gross domestic product (current PPP, $) per capita, 2011	16,105.2
Real GDP growth (percent), 2011	5.1
Environmental Performance Index 2012, rank (out of 132 economies), 2011	66

Travel & Tourism indicators

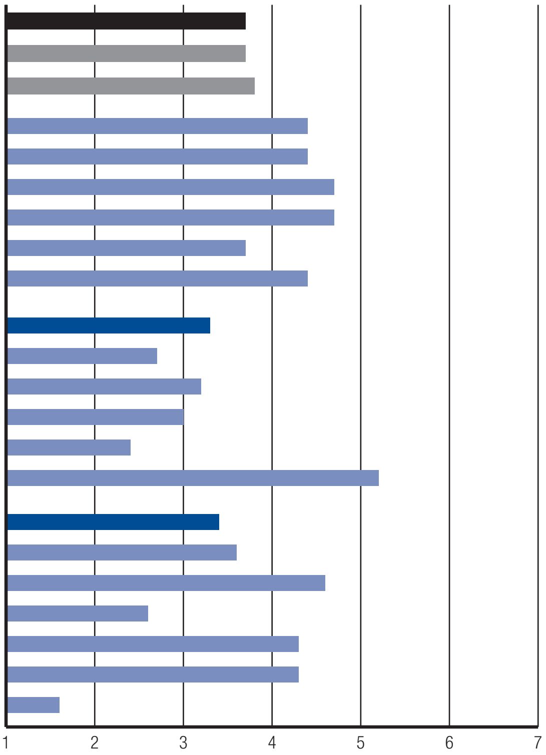
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	524.3	2.5	5.2
T&T industry employment (1,000 jobs)	20.3	3.3	3.2
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	1,429	6.8	5.6
T&T economy employment (1,000 jobs)	49	8.0	4.2

International tourist arrivals (thousands), 2010	2,145.1
International tourism receipts (US$, millions), 2010	218.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**94**	**3.7**
2011 Travel & Tourism Competitiveness Index	91	3.7
2009 Travel & Tourism Competitiveness Index	79	3.8
T&T regulatory framework	**84**	**4.4**
Policy rules and regulations	72	4.4
Environmental sustainability	55	4.7
Safety and security	75	4.7
Health and hygiene	97	3.7
Prioritization of Travel & Tourism	72	4.4
Business environment and infrastructure	**91**	**3.3**
Air transport infrastructure	89	2.7
Ground transport infrastructure	83	3.2
Tourism infrastructure	89	3.0
ICT infrastructure	99	2.4
Price competitiveness in the T&T industry	12	5.2
T&T human, cultural, and natural resources	**112**	**3.4**
Human resources	128	3.6
Education and training	78	4.6
Availability of qualified labor	138	2.6
Affinity for Travel & Tourism	105	4.3
Natural resources	39	4.3
Cultural resources	109	1.6



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Botswana

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.4**	**72**
1.01	Prevalence of foreign ownership	5.3	**35**
1.02	Property rights	4.9	**45**
1.03	Business impact of rules on FDI	4.8	**48**
1.04	Visa requirements, no. of countries*	94.0	**38**
1.05	Openness bilateral ASAs (0–38)*	6.5	120
1.06	Transparency of government policymaking	4.7	**42**
1.07	No. of days to start a business*	61	131
1.08	Cost to start a business, % GNI/capita*	1.6	**22**
1.09	GATS commitment restrictiveness (0–100)*	44.7	98
	2nd pillar: Environmental sustainability	**4.7**	**55**
2.01	Stringency of environmental regulation	4.6	**48**
2.02	Enforcement of environmental regulation	4.5	**35**
2.03	Sustainability of T&T industry development	5.2	**20**
2.04	Carbon dioxide emission, million tons/capita*	2.5	60
2.05	Particulate matter concentration, µg/m³*	66.2	119
2.06	Threatened species, %*	2.3	**13**
2.07	Environm. treaty ratification (0–25)*	15	123
	3rd pillar: Safety and security	**4.7**	**75**
3.01	Business costs of crime and violence	5.1	57
3.02	Reliability of police services	5.0	**43**
3.03	Road traffic accidents/100,000 pop.*	33.8	124
3.04	Business costs of terrorism	6.5	**7**
	4th pillar: Health and hygiene	**3.7**	**97**
4.01	Physician density/1,000 pop.*	0.3	107
4.02	Access to improved sanitation, % pop.*	62.0	100
4.03	Access to improved drinking water, % pop.*	96.0	63
4.04	Hospital beds/10,000 pop.*	18.0	87
	5th pillar: Prioritization of Travel & Tourism	**4.4**	**72**
5.01	Government prioritization of the T&T industry	5.8	**38**
5.02	T&T gov't expenditure, % gov't budget*	6.2	**24**
5.03	Effectiveness of marketing to attract tourists	4.8	52
5.04	Comprehensiveness of T&T data (0–120)*	44.0	111
5.05	Timeliness of T&T data (0–18)*	0.0	126
	6th pillar: Air transport infrastructure	**2.7**	**89**
6.01	Quality of air transport infrastructure	4.1	96
6.02	Airline seat kms/week, dom., millions*	1.5	72
6.03	Airline seat kms/week, int'l, millions*	3.9	137
6.04	Departures/1,000 pop.*	3.8	65
6.05	Airport density/million pop.*	2.0	**23**
6.06	No. of operating airlines*	5.5	129
6.07	International air transport network	3.8	113
	7th pillar: Ground transport infrastructure	**3.2**	**83**
7.01	Quality of roads	4.4	55
7.02	Quality of railroad infrastructure	3.1	55
7.03	Quality of port infrastructure	3.7	96
7.04	Quality of ground transport network	4.0	104
7.05	Road density/million pop.*	4.0	130

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**3.0**	**89**
8.01	Hotel rooms/100 pop.*	0.3	72
8.02	Presence of major car rental co. (1–7)*	4	82
8.03	ATMs accepting Visa cards/million pop.*	152.7	91
	9th pillar: ICT infrastructure	**2.4**	**99**
9.01	ICT use for B-to-B transactions	4.2	119
9.02	ICT use for B-to-C transactions	3.8	107
9.03	Individuals using the Internet, %*	7.0	122
9.04	Fixed telephone lines/100 pop.*	7.4	100
9.05	Broadband Internet subscribers/100 pop.*	0.8	104
9.06	Mobile telephone subscriptions/100 pop.*	142.8	**19**
9.07	Mobile broadband subscriptions/100 pop.*	11.8	71
	10th pillar: Price competitiveness in T&T ind.	**5.2**	**12**
10.01	Ticket taxes and airport charges (0–100)*	94.9	**7**
10.02	Purchasing power parity*	0.6	55
10.04	Fuel price, US$ cents/liter*	97.0	52
10.03	Extent and effect of taxation	4.7	**13**
10.05	Hotel price index, US$*	124.0	**49**
	11th pillar: Human resources	**3.6**	**128**
	Education and training	4.6	78
11.01	Primary education enrollment, net %*	89.7	96
11.02	Secondary education enrollment, gross %*	81.7	87
11.03	Quality of the educational system	4.0	55
11.04	Local availability specialized research & training	3.7	94
11.05	Extent of staff training	3.9	67
	Availability of qualified labor	2.6	138
11.06	Hiring and firing practices	3.1	119
11.07	Ease of hiring foreign labor	3.3	125
11.08	HIV prevalence, % adult pop.*	24.8	139
11.09	Business impact of HIV/AIDS	3.0	132
11.10	Life expectancy, years*	53.0	128
	12th pillar: Affinity for Travel & Tourism	**4.3**	**105**
12.01	Tourism openness, % of GDP*	1.6	124
12.02	Attitude of population toward foreign visitors	5.9	103
12.03	Extension of business trips recommended	5.6	52
12.04	Degree of customer orientation	4.2	104
	13th pillar: Natural resources	**4.3**	**39**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	5.4	**27**
13.03	Total known species*	728	**49**
13.04	Terrestrial biome protection (0–17%)*	17.0	**1**
13.05	Marine protected areas, %*	n/a	n/a
	14th pillar: Cultural resources	**1.6**	**109**
14.01	No. of World Heritage cultural sites*	1	109
14.02	Sports stadiums, seats/million pop.*	41,610.5	64
14.03	No. of int'l fairs and exhibitions*	5.7	89
14.04	Creative industries exports, % of world total*	0.0	96

Brazil

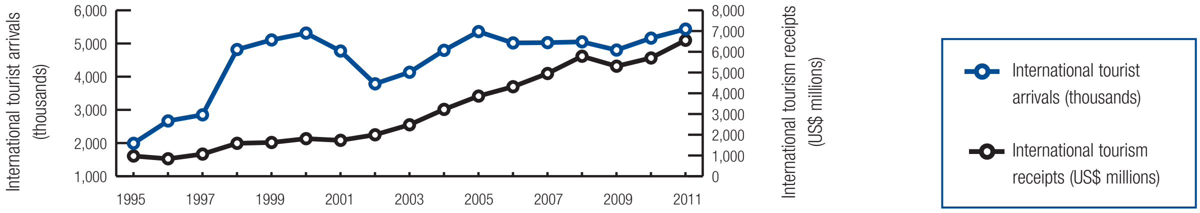
Key indicators

Population (millions), 2011	199.7
Surface area (1,000 square kilometers), 2011	8,514.9
Gross domestic product (current US$ billions), 2011	2,492.9
Gross domestic product (current PPP, $) per capita, 2011	11,769.1
Real GDP growth (percent), 2011	2.7
Environmental Performance Index 2012, rank (out of 132 economies), 2011	30

Travel & Tourism indicators

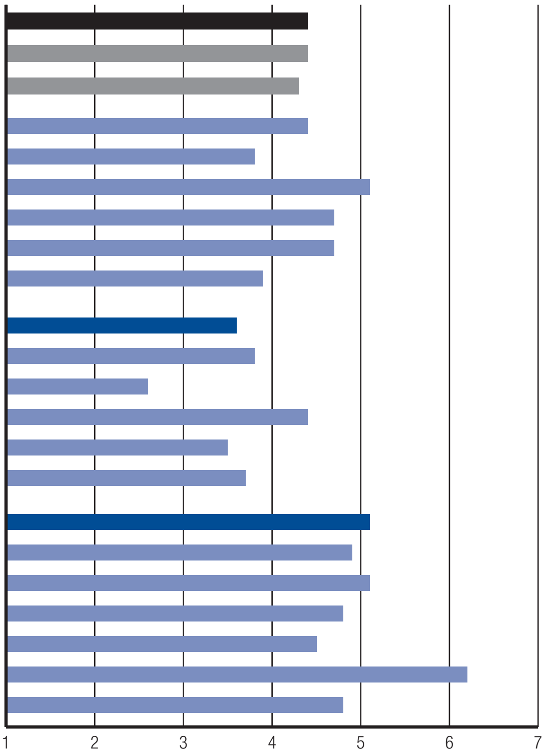
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	84,594.3	3.3	5.0
T&T industry employment (1,000 jobs)	2,875.1	2.9	2.5
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	226,010	8.9	5.1
T&T economy employment (1,000 jobs)	8,045	8.1	2.3

International tourist arrivals (thousands), 2011	5,433.4
International tourism receipts (US$, millions), 2011	6,554.9



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**51**	**4.4**
2011 Travel & Tourism Competitiveness Index	52	4.4
2009 Travel & Tourism Competitiveness Index	45	4.3
T&T regulatory framework	**82**	**4.4**
Policy rules and regulations	119	3.8
Environmental sustainability	30	5.1
Safety and security	73	4.7
Health and hygiene	70	4.7
Prioritization of Travel & Tourism	102	3.9
Business environment and infrastructure	**76**	**3.6**
Air transport infrastructure	48	3.8
Ground transport infrastructure	129	2.6
Tourism infrastructure	60	4.4
ICT infrastructure	55	3.5
Price competitiveness in the T&T industry	126	3.7
T&T human, cultural, and natural resources	**12**	**5.1**
Human resources	62	4.9
Education and training	39	5.1
Availability of qualified labor	96	4.8
Affinity for Travel & Tourism	83	4.5
Natural resources	1	6.2
Cultural resources	23	4.8



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Brazil

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**3.8**	**119**
1.01	Prevalence of foreign ownership	4.5	81
1.02	Property rights	4.7	50
1.03	Business impact of rules on FDI	4.6	75
1.04	Visa requirements, no. of countries*	65.0	94
1.05	Openness bilateral ASAs (0–38)*	14.4	32
1.06	Transparency of government policymaking	4.0	89
1.07	No. of days to start a business*	119	138
1.08	Cost to start a business, % GNI/capita*	4.8	50
1.09	GATS commitment restrictiveness (0–100)*	16.5	116
	2nd pillar: Environmental sustainability	**5.1**	**30**
2.01	Stringency of environmental regulation	5.2	27
2.02	Enforcement of environmental regulation	4.1	49
2.03	Sustainability of T&T industry development	3.9	93
2.04	Carbon dioxide emission, million tons/capita*	2.1	58
2.05	Particulate matter concentration, μg/m³*	19.5	34
2.06	Threatened species, %*	8.3	108
2.07	Environm. treaty ratification (0–25)*	22	20
	3rd pillar: Safety and security	**4.7**	**73**
3.01	Business costs of crime and violence	3.5	118
3.02	Reliability of police services	4.4	60
3.03	Road traffic accidents/100,000 pop.*	18.3	79
3.04	Business costs of terrorism	6.4	11
	4th pillar: Health and hygiene	**4.7**	**70**
4.01	Physician density/1,000 pop.*	1.8	68
4.02	Access to improved sanitation, % pop.*	79.0	84
4.03	Access to improved drinking water, % pop.*	98.0	52
4.04	Hospital beds/10,000 pop.*	24.0	73
	5th pillar: Prioritization of Travel & Tourism	**3.9**	**102**
5.01	Government prioritization of the T&T industry	4.8	100
5.02	T&T gov't expenditure, % gov't budget*	2.8	83
5.03	Effectiveness of marketing to attract tourists	3.9	102
5.04	Comprehensiveness of T&T data (0–120)*	43.0	113
5.05	Timeliness of T&T data (0–18)*	13.5	71
	6th pillar: Air transport infrastructure	**3.8**	**48**
6.01	Quality of air transport infrastructure	3.0	131
6.02	Airline seat kms/week, dom., millions*	2,293.6	3
6.03	Airline seat kms/week, int'l, millions*	1,267.3	19
6.04	Departures/1,000 pop.*	4.5	59
6.05	Airport density/million pop.*	0.5	81
6.06	No. of operating airlines*	54.0	30
6.07	International air transport network	4.6	74
	7th pillar: Ground transport infrastructure	**2.6**	**129**
7.01	Quality of roads	2.7	121
7.02	Quality of railroad infrastructure	1.8	98
7.03	Quality of port infrastructure	2.6	132
7.04	Quality of ground transport network	4.0	99
7.05	Road density/million pop.*	21.0	84

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**4.4**	**60**
8.01	Hotel rooms/100 pop.*	0.5	60
8.02	Presence of major car rental co. (1–7)*	6	32
8.03	ATMs accepting Visa cards/million pop.*	380.1	53
	9th pillar: ICT infrastructure	**3.5**	**55**
9.01	ICT use for B-to-B transactions	5.5	40
9.02	ICT use for B-to-C transactions	5.3	28
9.03	Individuals using the Internet, %*	45.0	62
9.04	Fixed telephone lines/100 pop.*	21.9	54
9.05	Broadband Internet subscribers/100 pop.*	8.6	63
9.06	Mobile telephone subscriptions/100 pop.*	124.3	39
9.07	Mobile broadband subscriptions/100 pop.*	20.9	53
	10th pillar: Price competitiveness in T&T ind.	**3.7**	**126**
10.01	Ticket taxes and airport charges (0–100)*	60.1	118
10.02	Purchasing power parity*	1.1	118
10.04	Fuel price, US$ cents/liter*	114.0	77
10.03	Extent and effect of taxation	2.1	140
10.05	Hotel price index, US$*	138.0	72
	11th pillar: Human resources	**4.9**	**62**
	Education and training	5.1	39
11.01	Primary education enrollment, net %*	94.4	60
11.02	Secondary education enrollment, gross %*	105.8	16
11.03	Quality of the educational system	3.0	115
11.04	Local availability specialized research & training	4.8	34
11.05	Extent of staff training	4.4	33
	Availability of qualified labor	4.8	96
11.06	Hiring and firing practices	3.3	111
11.07	Ease of hiring foreign labor	3.6	109
11.08	HIV prevalence, % adult pop.*	0.6	90
11.09	Business impact of HIV/AIDS	5.2	73
11.10	Life expectancy, years*	73.4	73
	12th pillar: Affinity for Travel & Tourism	**4.5**	**83**
12.01	Tourism openness, % of GDP*	1.1	133
12.02	Attitude of population toward foreign visitors	6.4	43
12.03	Extension of business trips recommended	5.5	55
12.04	Degree of customer orientation	4.8	49
	13th pillar: Natural resources	**6.2**	**1**
13.01	No. of World Heritage natural sites*	7	6
13.02	Quality of the natural environment	5.1	38
13.03	Total known species*	3,188	1
13.04	Terrestrial biome protection (0–17%)*	14.1	47
13.05	Marine protected areas, %*	1.3	36
	14th pillar: Cultural resources	**4.8**	**23**
14.01	No. of World Heritage cultural sites*	17	16
14.02	Sports stadiums, seats/million pop.*	42,319.1	63
14.03	No. of int'l fairs and exhibitions*	295.7	8
14.04	Creative industries exports, % of world total*	0.2	41

Brunei Darussalam

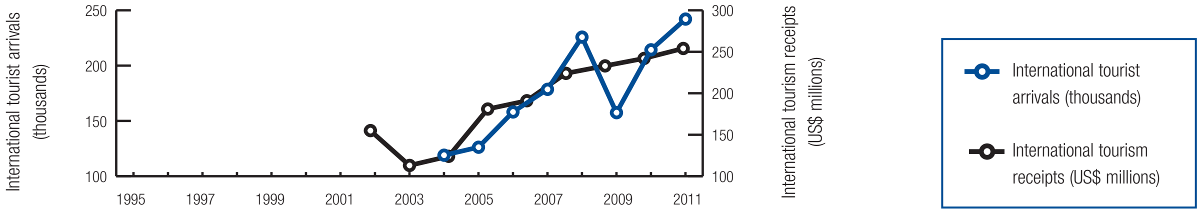
Key indicators

Population (millions), 2011	0.4
Surface area (1,000 square kilometers), 2011	5.8
Gross domestic product (current US$ billions), 2011	16.4
Gross domestic product (current PPP, $) per capita, 2011	49,536.1
Real GDP growth (percent), 2011	2.2
Environmental Performance Index 2012, rank (out of 132 economies), 2011	26

Travel & Tourism indicators

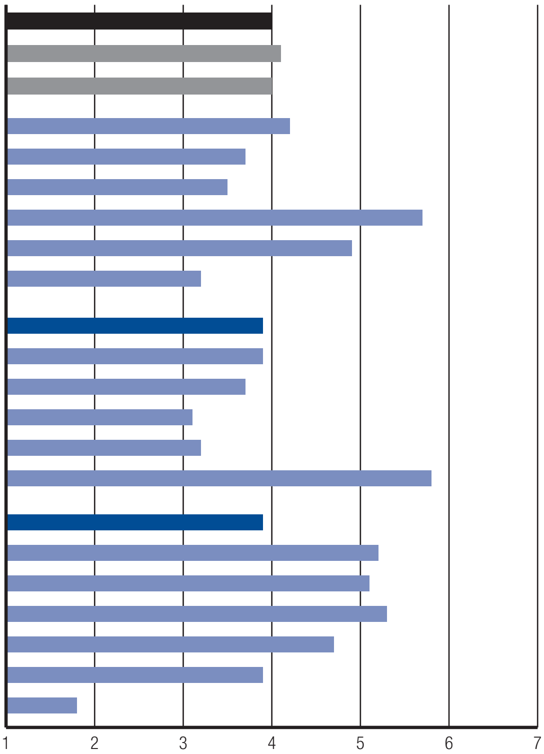
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	282.1	2.0	2.1
T&T industry employment (1,000 jobs)	5.7	2.9	0.7
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	932	6.6	1.9
T&T economy employment (1,000 jobs)	15	7.5	0.6

International tourist arrivals (thousands), 2011	242.1
International tourism receipts (US$, millions), 2009	254.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**72**	**4.0**
2011 Travel & Tourism Competitiveness Index	67	4.1
2009 Travel & Tourism Competitiveness Index	69	4.0
T&T regulatory framework	**94**	**4.2**
Policy rules and regulations	126	3.7
Environmental sustainability	135	3.5
Safety and security	24	5.7
Health and hygiene	65	4.9
Prioritization of Travel & Tourism	123	3.2
Business environment and infrastructure	**57**	**3.9**
Air transport infrastructure	45	3.9
Ground transport infrastructure	67	3.7
Tourism infrastructure	86	3.1
ICT infrastructure	65	3.2
Price competitiveness in the T&T industry	2	5.8
T&T human, cultural, and natural resources	**67**	**3.9**
Human resources	36	5.2
Education and training	38	5.1
Availability of qualified labor	28	5.3
Affinity for Travel & Tourism	63	4.7
Natural resources	53	3.9
Cultural resources	95	1.8



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Brunei Darussalam

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**3.7**	**126**
1.01	Prevalence of foreign ownership	4.6	74
1.02	Property rights	4.6	55
1.03	Business impact of rules on FDI	4.8	51
1.04	Visa requirements, no. of countries*	55.5	104
1.05	Openness bilateral ASAs (0–38)*	17.6	20
1.06	Transparency of government policymaking	4.2	73
1.07	No. of days to start a business*	101	136
1.08	Cost to start a business, % GNI/capita*	10.7	76
1.09	GATS commitment restrictiveness (0–100)*	0.0	117
	2nd pillar: Environmental sustainability	**3.5**	**135**
2.01	Stringency of environmental regulation	4.7	44
2.02	Enforcement of environmental regulation	4.5	33
2.03	Sustainability of T&T industry development	4.8	51
2.04	Carbon dioxide emission, million tons/capita*	27.5	136
2.05	Particulate matter concentration, µg/m³*	48.1	99
2.06	Threatened species, %*	10.1	117
2.07	Environm. treaty ratification (0–25)*	12	135
	3rd pillar: Safety and security	**5.7**	**24**
3.01	Business costs of crime and violence	6.0	11
3.02	Reliability of police services	5.1	35
3.03	Road traffic accidents/100,000 pop.*	13.8	54
3.04	Business costs of terrorism	6.3	17
	4th pillar: Health and hygiene	**4.9**	**65**
4.01	Physician density/1,000 pop.*	1.4	77
4.02	Access to improved sanitation, % pop.*	90.0	67
4.03	Access to improved drinking water, % pop.*	99.9	41
4.04	Hospital beds/10,000 pop.*	26.0	69
	5th pillar: Prioritization of Travel & Tourism	**3.2**	**123**
5.01	Government prioritization of the T&T industry	5.1	80
5.02	T&T gov't expenditure, % gov't budget*	0.7	134
5.03	Effectiveness of marketing to attract tourists	4.5	65
5.04	Comprehensiveness of T&T data (0–120)*	22.0	134
5.05	Timeliness of T&T data (0–18)*	3.0	112
	6th pillar: Air transport infrastructure	**3.9**	**45**
6.01	Quality of air transport infrastructure	4.9	61
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	68.6	85
6.04	Departures/1,000 pop.*	26.7	15
6.05	Airport density/million pop.*	2.5	19
6.06	No. of operating airlines*	6.0	125
6.07	International air transport network	4.7	65
	7th pillar: Ground transport infrastructure	**3.7**	**67**
7.01	Quality of roads	5.2	30
7.02	Quality of railroad infrastructure	2.1	86
7.03	Quality of port infrastructure	4.5	57
7.04	Quality of ground transport network	3.6	124
7.05	Road density/million pop.*	51.0	53

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**3.1**	**86**
8.01	Hotel rooms/100 pop.*	0.9	34
8.02	Presence of major car rental co. (1–7)*	2	111
8.03	ATMs accepting Visa cards/million pop.*	152.7	90
	9th pillar: ICT infrastructure	**3.2**	**65**
9.01	ICT use for B-to-B transactions	5.2	55
9.02	ICT use for B-to-C transactions	4.7	61
9.03	Individuals using the Internet, %*	56.0	47
9.04	Fixed telephone lines/100 pop.*	19.7	66
9.05	Broadband Internet subscribers/100 pop.*	5.7	72
9.06	Mobile telephone subscriptions/100 pop.*	109.2	60
9.07	Mobile broadband subscriptions/100 pop.*	6.3	83
	10th pillar: Price competitiveness in T&T ind.	**5.8**	**2**
10.01	Ticket taxes and airport charges (0–100)*	94.3	8
10.02	Purchasing power parity*	0.6	62
10.04	Fuel price, US$ cents/liter*	24.0	9
10.03	Extent and effect of taxation	4.7	15
10.05	Hotel price index, US$*	n/a	n/a
	11th pillar: Human resources	**5.2**	**36**
	Education and training	5.1	38
11.01	Primary education enrollment, net %*	92.9	75
11.02	Secondary education enrollment, gross %*	109.7	11
11.03	Quality of the educational system	4.7	25
11.04	Local availability specialized research & training	3.5	108
11.05	Extent of staff training	4.1	52
	Availability of qualified labor	5.3	28
11.06	Hiring and firing practices	4.5	37
11.07	Ease of hiring foreign labor	3.7	101
11.08	HIV prevalence, % adult pop.*	0.0	1
11.09	Business impact of HIV/AIDS	5.2	76
11.10	Life expectancy, years*	78.1	36
	12th pillar: Affinity for Travel & Tourism	**4.7**	**63**
12.01	Tourism openness, % of GDP*	6.8	37
12.02	Attitude of population toward foreign visitors	6.2	76
12.03	Extension of business trips recommended	4.7	110
12.04	Degree of customer orientation	4.9	44
	13th pillar: Natural resources	**3.9**	**53**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	5.6	19
13.03	Total known species*	602	62
13.04	Terrestrial biome protection (0–17%)*	17.0	1
13.05	Marine protected areas, %*	1.4	33
	14th pillar: Cultural resources	**1.8**	**95**
14.01	No. of World Heritage cultural sites*	0	125
14.02	Sports stadiums, seats/million pop.*	73,902.9	32
14.03	No. of int'l fairs and exhibitions*	4.7	96
14.04	Creative industries exports, % of world total*	0.0	132

Bulgaria

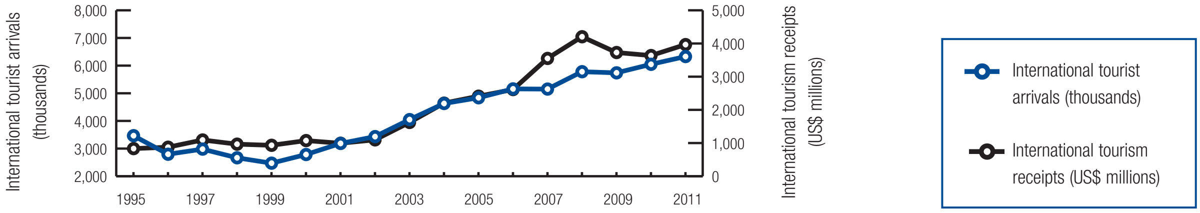
Key indicators

Population (millions), 2011	7.7
Surface area (1,000 square kilometers), 2011	111.0
Gross domestic product (current US$ billions), 2011	53.5
Gross domestic product (current PPP, $) per capita, 2011	13,789.0
Real GDP growth (percent), 2011	1.7
Environmental Performance Index 2012, rank (out of 132 economies), 2011	53

Travel & Tourism indicators

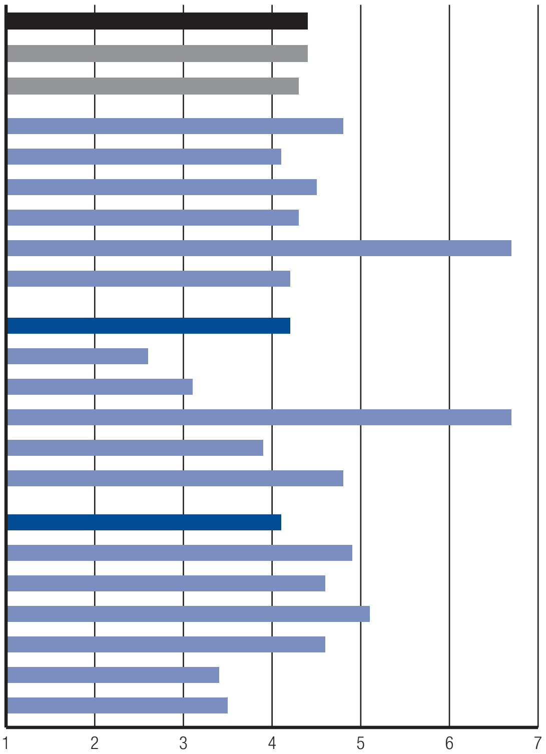
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	1,939.0	3.5	2.6
T&T industry employment (1,000 jobs)	97.4	3.2	–2.0
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	6,900	12.4	2.5
T&T economy employment (1,000 jobs)	347	11.3	–2.2

International tourist arrivals (thousands), 2011	6,328.0
International tourism receipts (US$, millions), 2011	3,966.6



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**50**	**4.4**
2011 Travel & Tourism Competitiveness Index	48	4.4
2009 Travel & Tourism Competitiveness Index	50	4.3
T&T regulatory framework	**58**	**4.8**
Policy rules and regulations	102	4.1
Environmental sustainability	76	4.5
Safety and security	89	4.3
Health and hygiene	5	6.7
Prioritization of Travel & Tourism	82	4.2
Business environment and infrastructure	**45**	**4.2**
Air transport infrastructure	91	2.6
Ground transport infrastructure	91	3.1
Tourism infrastructure	4	6.7
ICT infrastructure	42	3.9
Price competitiveness in the T&T industry	49	4.8
T&T human, cultural, and natural resources	**53**	**4.1**
Human resources	69	4.9
Education and training	73	4.6
Availability of qualified labor	54	5.1
Affinity for Travel & Tourism	67	4.6
Natural resources	76	3.4
Cultural resources	40	3.5



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Bulgaria

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.1**	**102**
1.01	Prevalence of foreign ownership	4.1	105
1.02	Property rights	3.5	112
1.03	Business impact of rules on FDI	3.6	120
1.04	Visa requirements, no. of countries*	71.0	58
1.05	Openness bilateral ASAs (0–38)*	7.3	111
1.06	Transparency of government policymaking	3.6	124
1.07	No. of days to start a business*	18	76
1.08	Cost to start a business, % GNI/capita*	1.1	**17**
1.09	GATS commitment restrictiveness (0–100)*	48.5	88
	2nd pillar: Environmental sustainability	**4.5**	**76**
2.01	Stringency of environmental regulation	3.4	98
2.02	Enforcement of environmental regulation	3.2	93
2.03	Sustainability of T&T industry development	3.8	100
2.04	Carbon dioxide emission, million tons/capita*	6.6	94
2.05	Particulate matter concentration, $\mu g/m^3$*	44.6	96
2.06	Threatened species, %*	4.7	65
2.07	Environm. treaty ratification (0–25)*	23	**13**
	3rd pillar: Safety and security	**4.3**	**89**
3.01	Business costs of crime and violence	3.8	107
3.02	Reliability of police services	3.4	108
3.03	Road traffic accidents/100,000 pop.*	13.2	**47**
3.04	Business costs of terrorism	4.8	109
	4th pillar: Health and hygiene	**6.7**	**5**
4.01	Physician density/1,000 pop.*	3.7	**14**
4.02	Access to improved sanitation, % pop.*	100.0	**1**
4.03	Access to improved drinking water, % pop.*	100.0	**1**
4.04	Hospital beds/10,000 pop.*	66.0	**15**
	5th pillar: Prioritization of Travel & Tourism	**4.2**	**82**
5.01	Government prioritization of the T&T industry	4.5	111
5.02	T&T gov't expenditure, % gov't budget*	3.2	67
5.03	Effectiveness of marketing to attract tourists	3.8	103
5.04	Comprehensiveness of T&T data (0–120)*	77.0	**34**
5.05	Timeliness of T&T data (0–18)*	17.5	**7**
	6th pillar: Air transport infrastructure	**2.6**	**91**
6.01	Quality of air transport infrastructure	4.0	100
6.02	Airline seat kms/week, dom., millions*	2.3	66
6.03	Airline seat kms/week, int'l, millions*	90.3	79
6.04	Departures/1,000 pop.*	4.1	62
6.05	Airport density/million pop.*	0.4	91
6.06	No. of operating airlines*	37.0	**48**
6.07	International air transport network	4.1	105
	7th pillar: Ground transport infrastructure	**3.1**	**91**
7.01	Quality of roads	2.5	127
7.02	Quality of railroad infrastructure	3.0	56
7.03	Quality of port infrastructure	3.7	99
7.04	Quality of ground transport network	4.2	89
7.05	Road density/million pop.*	36.0	65

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**6.7**	**4**
8.01	Hotel rooms/100 pop.*	1.5	**19**
8.02	Presence of major car rental co. (1–7)*	7	**1**
8.03	ATMs accepting Visa cards/million pop.*	691.5	**18**
	9th pillar: ICT infrastructure	**3.9**	**42**
9.01	ICT use for B-to-B transactions	4.6	96
9.02	ICT use for B-to-C transactions	4.6	64
9.03	Individuals using the Internet, %*	51.0	54
9.04	Fixed telephone lines/100 pop.*	31.6	**37**
9.05	Broadband Internet subscribers/100 pop.*	16.4	**38**
9.06	Mobile telephone subscriptions/100 pop.*	140.7	**21**
9.07	Mobile broadband subscriptions/100 pop.*	29.9	**42**
	10th pillar: Price competitiveness in T&T ind.	**4.8**	**49**
10.01	Ticket taxes and airport charges (0–100)*	87.4	**32**
10.02	Purchasing power parity*	0.5	**28**
10.04	Fuel price, US$ cents/liter*	158.0	117
10.03	Extent and effect of taxation	3.4	76
10.05	Hotel price index, US$*	85.6	**14**
	11th pillar: Human resources	**4.9**	**69**
	Education and training	4.6	73
11.01	Primary education enrollment, net %*	98.0	**28**
11.02	Secondary education enrollment, gross %*	88.9	69
11.03	Quality of the educational system	3.2	97
11.04	Local availability specialized research & training	3.8	89
11.05	Extent of staff training	3.3	116
	Availability of qualified labor	5.1	54
11.06	Hiring and firing practices	4.2	**49**
11.07	Ease of hiring foreign labor	4.0	87
11.08	HIV prevalence, % adult pop.*	0.1	**12**
11.09	Business impact of HIV/AIDS	5.5	63
11.10	Life expectancy, years*	73.5	69
	12th pillar: Affinity for Travel & Tourism	**4.6**	**67**
12.01	Tourism openness, % of GDP*	9.9	**22**
12.02	Attitude of population toward foreign visitors	5.5	132
12.03	Extension of business trips recommended	4.7	109
12.04	Degree of customer orientation	4.6	69
	13th pillar: Natural resources	**3.4**	**76**
13.01	No. of World Heritage natural sites*	2	**25**
13.02	Quality of the natural environment	3.4	121
13.03	Total known species*	448	83
13.04	Terrestrial biome protection (0–17%)*	9.1	82
13.05	Marine protected areas, %*	0.6	58
	14th pillar: Cultural resources	**3.5**	**40**
14.01	No. of World Heritage cultural sites*	9	**29**
14.02	Sports stadiums, seats/million pop.*	102,149.8	**22**
14.03	No. of int'l fairs and exhibitions*	23.0	65
14.04	Creative industries exports, % of world total*	0.1	56

Burkina Faso

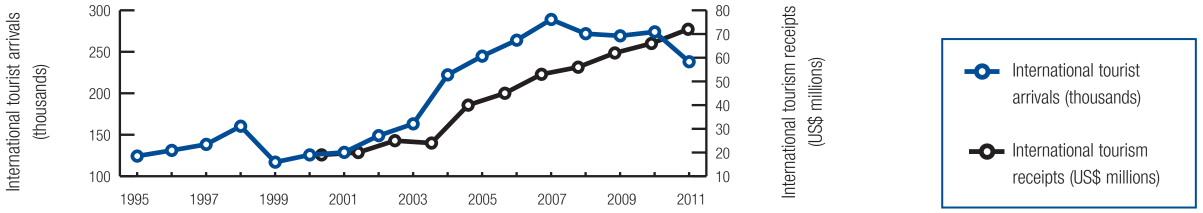
Key indicators

Population (millions), 2011	17.0
Surface area (1,000 square kilometers), 2011	274.2
Gross domestic product (current US$ billions), 2011	10.2
Gross domestic product (current PPP, $) per capita, 2011	1,302.3
Real GDP growth (percent), 2011	4.2
Environmental Performance Index 2012, rank (out of 132 economies), 2011	n/a

Travel & Tourism indicators

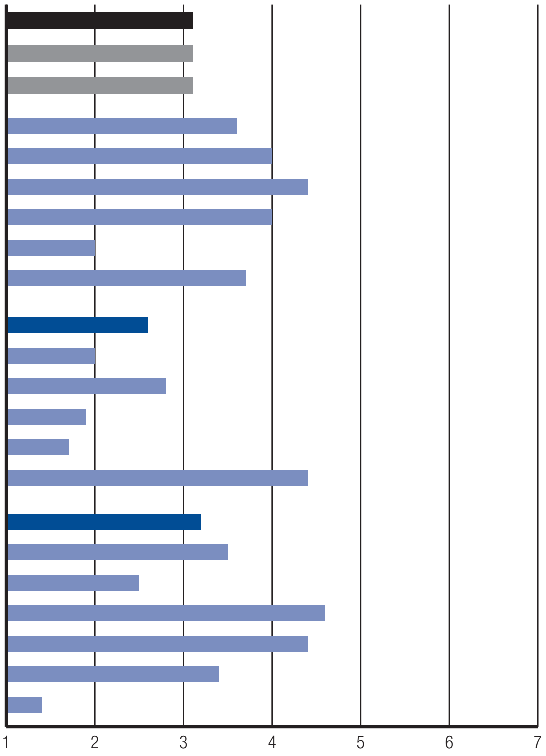
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	148.3	1.5	3.5
T&T industry employment (1,000 jobs)	55.1	1.2	0.1
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	342	3.4	4.1
T&T economy employment (1,000 jobs)	132	3.0	0.7

International tourist arrivals (thousands), 2011	238.0
International tourism receipts (US$, millions), 2010	72.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**128**	**3.1**
2011 Travel & Tourism Competitiveness Index	132	3.1
2009 Travel & Tourism Competitiveness Index	126	3.1
T&T regulatory framework	**120**	**3.6**
Policy rules and regulations	107	4.0
Environmental sustainability	80	4.4
Safety and security	107	4.0
Health and hygiene	126	2.0
Prioritization of Travel & Tourism	106	3.7
Business environment and infrastructure	**134**	**2.6**
Air transport infrastructure	129	2.0
Ground transport infrastructure	112	2.8
Tourism infrastructure	120	1.9
ICT infrastructure	130	1.7
Price competitiveness in the T&T industry	86	4.4
T&T human, cultural, and natural resources	**129**	**3.2**
Human resources	129	3.5
Education and training	138	2.5
Availability of qualified labor	114	4.6
Affinity for Travel & Tourism	94	4.4
Natural resources	81	3.4
Cultural resources	126	1.4



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Burkina Faso

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.0**	**107**
1.01	Prevalence of foreign ownership	4.1	103
1.02	Property rights	4.3	64
1.03	Business impact of rules on FDI	4.8	47
1.04	Visa requirements, no. of countries*	41.2	111
1.05	Openness bilateral ASAs (0–38)*	2.2	137
1.06	Transparency of government policymaking	4.4	58
1.07	No. of days to start a business*	13	61
1.08	Cost to start a business, % GNI/capita*	46.8	116
1.09	GATS commitment restrictiveness (0–100)*	62.3	55
	2nd pillar: Environmental sustainability	**4.4**	**80**
2.01	Stringency of environmental regulation	3.2	106
2.02	Enforcement of environmental regulation	3.2	94
2.03	Sustainability of T&T industry development	4.4	69
2.04	Carbon dioxide emission, million tons/capita*	0.1	10
2.05	Particulate matter concentration, µg/m³*	62.6	117
2.06	Threatened species, %*	3.0	32
2.07	Environm. treaty ratification (0–25)*	17	96
	3rd pillar: Safety and security	**4.0**	**107**
3.01	Business costs of crime and violence	4.3	92
3.02	Reliability of police services	3.8	93
3.03	Road traffic accidents/100,000 pop.*	31.1	116
3.04	Business costs of terrorism	5.4	83
	4th pillar: Health and hygiene	**2.0**	**126**
4.01	Physician density/1,000 pop.*	0.1	126
4.02	Access to improved sanitation, % pop.*	17.0	131
4.03	Access to improved drinking water, % pop.*	79.0	115
4.04	Hospital beds/10,000 pop.*	4.0	132
	5th pillar: Prioritization of Travel & Tourism	**3.7**	**106**
5.01	Government prioritization of the T&T industry	5.4	58
5.02	T&T gov't expenditure, % gov't budget*	1.9	110
5.03	Effectiveness of marketing to attract tourists	4.5	64
5.04	Comprehensiveness of T&T data (0–120)*	57.0	89
5.05	Timeliness of T&T data (0–18)*	3.0	112
	6th pillar: Air transport infrastructure	**2.0**	**129**
6.01	Quality of air transport infrastructure	3.3	125
6.02	Airline seat kms/week, dom., millions*	0.1	102
6.03	Airline seat kms/week, int'l, millions*	12.4	126
6.04	Departures/1,000 pop.*	0.3	119
6.05	Airport density/million pop.*	0.1	128
6.06	No. of operating airlines*	9.0	116
6.07	International air transport network	3.9	110
	7th pillar: Ground transport infrastructure	**2.8**	**112**
7.01	Quality of roads	2.6	123
7.02	Quality of railroad infrastructure	2.0	90
7.03	Quality of port infrastructure	3.6	102
7.04	Quality of ground transport network	3.8	113
7.05	Road density/million pop.*	34.0	68

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**1.9**	**120**
8.01	Hotel rooms/100 pop.*	0.0	129
8.02	Presence of major car rental co. (1–7)*	3	97
8.03	ATMs accepting Visa cards/million pop.*	4.2	130
	9th pillar: ICT infrastructure	**1.7**	**130**
9.01	ICT use for B-to-B transactions	4.3	114
9.02	ICT use for B-to-C transactions	3.6	117
9.03	Individuals using the Internet, %*	3.0	132
9.04	Fixed telephone lines/100 pop.*	0.8	126
9.05	Broadband Internet subscribers/100 pop.*	0.1	122
9.06	Mobile telephone subscriptions/100 pop.*	45.3	129
9.07	Mobile broadband subscriptions/100 pop.*	0.0	128
	10th pillar: Price competitiveness in T&T ind.	**4.4**	**86**
10.01	Ticket taxes and airport charges (0–100)*	59.8	119
10.02	Purchasing power parity*	0.5	23
10.04	Fuel price, US$ cents/liter*	128.0	89
10.03	Extent and effect of taxation	3.3	87
10.05	Hotel price index, US$*	n/a	n/a
	11th pillar: Human resources	**3.5**	**129**
	Education and training	2.5	138
11.01	Primary education enrollment, net %*	63.2	133
11.02	Secondary education enrollment, gross %*	22.6	139
11.03	Quality of the educational system	2.8	123
11.04	Local availability specialized research & training	3.7	92
11.05	Extent of staff training	2.9	134
	Availability of qualified labor	4.6	114
11.06	Hiring and firing practices	4.5	32
11.07	Ease of hiring foreign labor	4.7	20
11.08	HIV prevalence, % adult pop.*	1.2	108
11.09	Business impact of HIV/AIDS	4.5	107
11.10	Life expectancy, years*	55.4	124
	12th pillar: Affinity for Travel & Tourism	**4.4**	**94**
12.01	Tourism openness, % of GDP*	1.6	125
12.02	Attitude of population toward foreign visitors	6.6	10
12.03	Extension of business trips recommended	5.5	57
12.04	Degree of customer orientation	4.0	113
	13th pillar: Natural resources	**3.4**	**81**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	3.4	122
13.03	Total known species*	597	64
13.04	Terrestrial biome protection (0–17%)*	14.3	45
13.05	Marine protected areas, %*	n/a	n/a
	14th pillar: Cultural resources	**1.4**	**126**
14.01	No. of World Heritage cultural sites*	2	88
14.02	Sports stadiums, seats/million pop.*	8,133.0	115
14.03	No. of int'l fairs and exhibitions*	4.3	102
14.04	Creative industries exports, % of world total*	0.0	119

Burundi

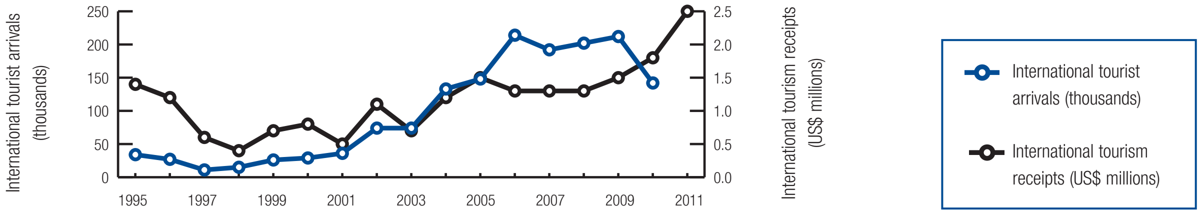
Key indicators

Population (millions), 2011	8.6
Surface area (1,000 square kilometers), 2011	27.8
Gross domestic product (current US$ billions), 2011	2.4
Gross domestic product (current PPP, $) per capita, 2011	605.0
Real GDP growth (percent), 2011	4.2
Environmental Performance Index 2012, rank (out of 132 economies), 2011	n/a

Travel & Tourism indicators

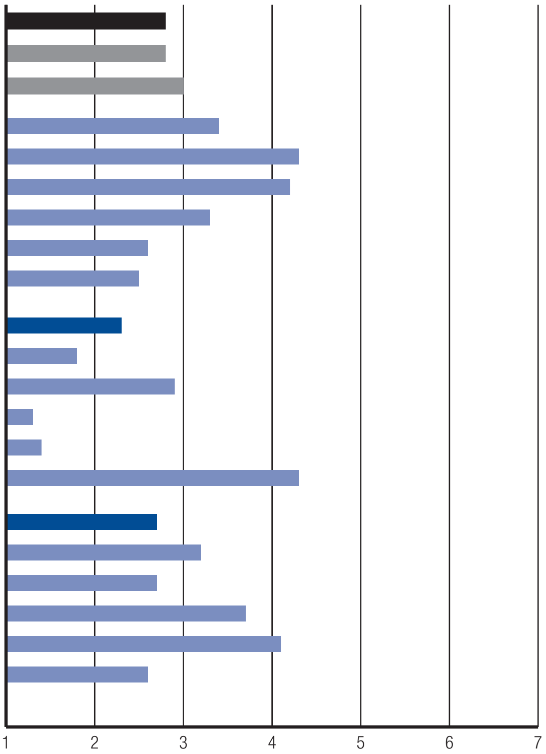
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	59.0	3.3	0.9
T&T industry employment (1,000 jobs)	52.1	2.8	–1.6
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	126	7.1	1.3
T&T economy employment (1,000 jobs)	116	6.2	–1.3

International tourist arrivals (thousands), 2010	142.0
International tourism receipts (US$, millions), 2011	2.5



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**138**	**2.8**
2011 Travel & Tourism Competitiveness Index	137	2.8
2009 Travel & Tourism Competitiveness Index	131	3.0
T&T regulatory framework	**130**	**3.4**
Policy rules and regulations	91	4.3
Environmental sustainability	102	4.2
Safety and security	133	3.3
Health and hygiene	117	2.6
Prioritization of Travel & Tourism	138	2.5
Business environment and infrastructure	**139**	**2.3**
Air transport infrastructure	138	1.8
Ground transport infrastructure	107	2.9
Tourism infrastructure	137	1.3
ICT infrastructure	139	1.4
Price competitiveness in the T&T industry	88	4.3
T&T human, cultural, and natural resources	**138**	**2.7**
Human resources	137	3.2
Education and training	135	2.7
Availability of qualified labor	131	3.7
Affinity for Travel & Tourism	126	4.1
Natural resources	127	2.6
Cultural resources	140	1.0



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Burundi

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.3**	**91**
1.01	Prevalence of foreign ownership	2.8	138
1.02	Property rights	2.4	137
1.03	Business impact of rules on FDI	3.3	129
1.04	Visa requirements, no. of countries*	127.9	24
1.05	Openness bilateral ASAs (0–38)*	10.0	81
1.06	Transparency of government policymaking	3.3	130
1.07	No. of days to start a business*	8	33
1.08	Cost to start a business, % GNI/capita*	18.3	95
1.09	GATS commitment restrictiveness (0–100)*	87.5	3
	2nd pillar: Environmental sustainability	**4.2**	**102**
2.01	Stringency of environmental regulation	2.4	133
2.02	Enforcement of environmental regulation	2.2	133
2.03	Sustainability of T&T industry development	3.2	127
2.04	Carbon dioxide emission, million tons/capita*	0.0	1
2.05	Particulate matter concentration, μg/m^3*	28.2	59
2.06	Threatened species, %*	3.9	50
2.07	Environm. treaty ratification (0–25)*	16	112
	3rd pillar: Safety and security	**3.3**	**133**
3.01	Business costs of crime and violence	3.6	112
3.02	Reliability of police services	2.0	140
3.03	Road traffic accidents/100,000 pop.*	23.4	95
3.04	Business costs of terrorism	4.0	130
	4th pillar: Health and hygiene	**2.6**	**117**
4.01	Physician density/1,000 pop.*	0.0	134
4.02	Access to improved sanitation, % pop.*	46.0	114
4.03	Access to improved drinking water, % pop.*	72.0	120
4.04	Hospital beds/10,000 pop.*	19.0	84
	5th pillar: Prioritization of Travel & Tourism	**2.5**	**138**
5.01	Government prioritization of the T&T industry	4.1	122
5.02	T&T gov't expenditure, % gov't budget*	0.7	133
5.03	Effectiveness of marketing to attract tourists	3.2	129
5.04	Comprehensiveness of T&T data (0–120)*	28.0	130
5.05	Timeliness of T&T data (0–18)*	0.0	126
	6th pillar: Air transport infrastructure	**1.8**	**138**
6.01	Quality of air transport infrastructure	2.8	135
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	2.2	138
6.04	Departures/1,000 pop.*	0.2	120
6.05	Airport density/million pop.*	0.1	129
6.06	No. of operating airlines*	3.0	137
6.07	International air transport network	3.6	120
	7th pillar: Ground transport infrastructure	**2.9**	**107**
7.01	Quality of roads	2.7	119
7.02	Quality of railroad infrastructure	n/a	n/a
7.03	Quality of port infrastructure	2.6	133
7.04	Quality of ground transport network	3.6	123
7.05	Road density/million pop.*	44.0	59

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**1.3**	**137**
8.01	Hotel rooms/100 pop.*	0.0	140
8.02	Presence of major car rental co. (1–7)*	1	123
8.03	ATMs accepting Visa cards/million pop.*	0.7	138
	9th pillar: ICT infrastructure	**1.4**	**139**
9.01	ICT use for B-to-B transactions	3.3	134
9.02	ICT use for B-to-C transactions	2.7	133
9.03	Individuals using the Internet, %*	1.1	138
9.04	Fixed telephone lines/100 pop.*	0.3	136
9.05	Broadband Internet subscribers/100 pop.*	0.0	137
9.06	Mobile telephone subscriptions/100 pop.*	22.3	139
9.07	Mobile broadband subscriptions/100 pop.*	0.0	128
	10th pillar: Price competitiveness in T&T ind.	**4.3**	**88**
10.01	Ticket taxes and airport charges (0–100)*	83.4	49
10.02	Purchasing power parity*	0.4	20
10.04	Fuel price, US$ cents/liter*	142.0	99
10.03	Extent and effect of taxation	2.2	139
10.05	Hotel price index, US$*	n/a	n/a
	11th pillar: Human resources	**3.2**	**137**
	Education and training	2.7	135
11.01	Primary education enrollment, net %*	89.7	95
11.02	Secondary education enrollment, gross %*	24.8	136
11.03	Quality of the educational system	2.0	139
11.04	Local availability specialized research & training	2.2	140
11.05	Extent of staff training	2.4	139
	Availability of qualified labor	3.7	131
11.06	Hiring and firing practices	3.7	84
11.07	Ease of hiring foreign labor	3.5	114
11.08	HIV prevalence, % adult pop.*	3.3	124
11.09	Business impact of HIV/AIDS	2.7	137
11.10	Life expectancy, years*	50.3	134
	12th pillar: Affinity for Travel & Tourism	**4.1**	**126**
12.01	Tourism openness, % of GDP*	1.4	128
12.02	Attitude of population toward foreign visitors	6.3	63
12.03	Extension of business trips recommended	5.1	89
12.04	Degree of customer orientation	3.6	133
	13th pillar: Natural resources	**2.6**	**127**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	2.7	134
13.03	Total known species*	753	48
13.04	Terrestrial biome protection (0–17%)*	5.2	102
13.05	Marine protected areas, %*	n/a	n/a
	14th pillar: Cultural resources	**1.0**	**140**
14.01	No. of World Heritage cultural sites*	0	125
14.02	Sports stadiums, seats/million pop.*	2,565.5	134
14.03	No. of int'l fairs and exhibitions*	0.3	131
14.04	Creative industries exports, % of world total*	0.0	130

Cambodia

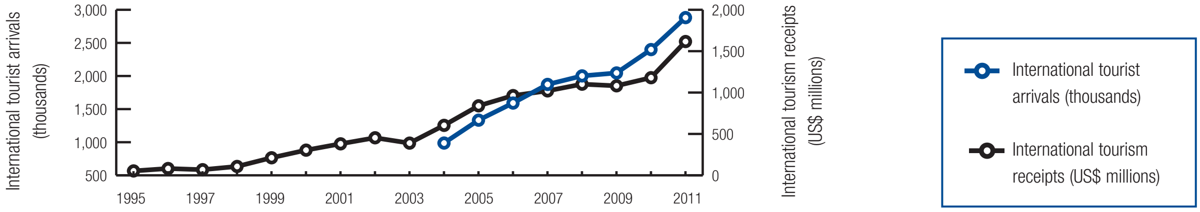
Key indicators

Population (millions), 2011	14.4
Surface area (1,000 square kilometers), 2011	181.0
Gross domestic product (current US$ billions), 2011	12.9
Gross domestic product (current PPP, $) per capita, 2011	2,239.2
Real GDP growth (percent), 2011	7.1
Environmental Performance Index 2012, rank (out of 132 economies), 2011	59

Travel & Tourism indicators

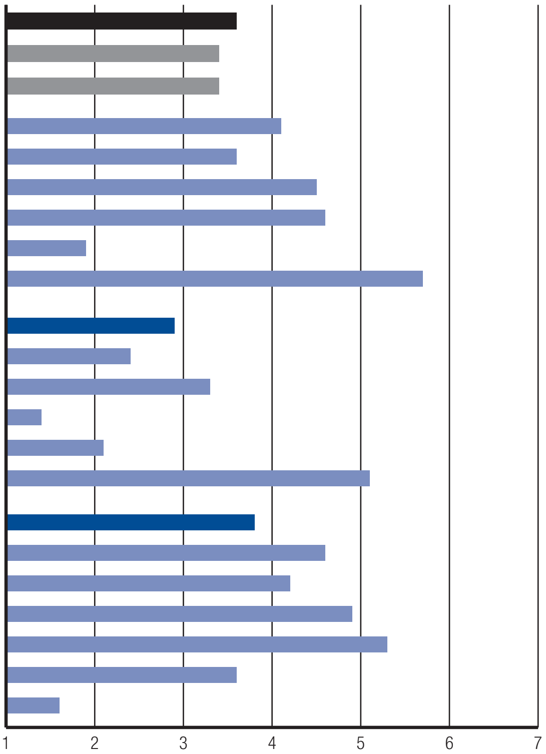
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	1,239.2	9.6	6.0
T&T industry employment (1,000 jobs)	622.7	8.1	3.0
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	2,913	22.5	6.3
T&T economy employment (1,000 jobs)	1,503	19.5	2.6

International tourist arrivals (thousands), 2011	2,881.9
International tourism receipts (US$, millions), 2011	1,616.4



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**106**	**3.6**
2011 Travel & Tourism Competitiveness Index	109	3.4
2009 Travel & Tourism Competitiveness Index	108	3.4
T&T regulatory framework	**105**	**4.1**
Policy rules and regulations	128	3.6
Environmental sustainability	75	4.5
Safety and security	78	4.6
Health and hygiene	129	1.9
Prioritization of Travel & Tourism	13	5.7
Business environment and infrastructure	**112**	**2.9**
Air transport infrastructure	106	2.4
Ground transport infrastructure	81	3.3
Tourism infrastructure	132	1.4
ICT infrastructure	112	2.1
Price competitiveness in the T&T industry	19	5.1
T&T human, cultural, and natural resources	**78**	**3.8**
Human resources	99	4.6
Education and training	100	4.2
Availability of qualified labor	90	4.9
Affinity for Travel & Tourism	20	5.3
Natural resources	67	3.6
Cultural resources	111	1.6



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Cambodia

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**3.6**	**128**
1.01	Prevalence of foreign ownership	4.4	92
1.02	Property rights	3.8	93
1.03	Business impact of rules on FDI	5.0	38
1.04	Visa requirements, no. of countries*	102.1	30
1.05	Openness bilateral ASAs (0–38)*	8.5	101
1.06	Transparency of government policymaking	4.0	92
1.07	No. of days to start a business*	85	134
1.08	Cost to start a business, % GNI/capita*	100.5	131
1.09	GATS commitment restrictiveness (0–100)*	69.1	41
	2nd pillar: Environmental sustainability	**4.5**	**75**
2.01	Stringency of environmental regulation	3.7	82
2.02	Enforcement of environmental regulation	3.7	64
2.03	Sustainability of T&T industry development	4.9	42
2.04	Carbon dioxide emission, million tons/capita*	0.3	21
2.05	Particulate matter concentration, $\mu g/m^3$*	37.0	89
2.06	Threatened species, %*	9.1	115
2.07	Environm. treaty ratification (0–25)*	17	96
	3rd pillar: Safety and security	**4.6**	**78**
3.01	Business costs of crime and violence	4.4	89
3.02	Reliability of police services	3.5	102
3.03	Road traffic accidents/100,000 pop.*	12.1	35
3.04	Business costs of terrorism	5.0	103
	4th pillar: Health and hygiene	**1.9**	**129**
4.01	Physician density/1,000 pop.*	0.2	113
4.02	Access to improved sanitation, % pop.*	31.0	120
4.03	Access to improved drinking water, % pop.*	64.0	126
4.04	Hospital beds/10,000 pop.*	8.4	118
	5th pillar: Prioritization of Travel & Tourism	**5.7**	**13**
5.01	Government prioritization of the T&T industry	5.8	44
5.02	T&T gov't expenditure, % gov't budget*	9.4	12
5.03	Effectiveness of marketing to attract tourists	5.0	43
5.04	Comprehensiveness of T&T data (0–120)*	64.0	72
5.05	Timeliness of T&T data (0–18)*	16.5	17
	6th pillar: Air transport infrastructure	**2.4**	**106**
6.01	Quality of air transport infrastructure	4.4	75
6.02	Airline seat kms/week, dom., millions*	1.0	75
6.03	Airline seat kms/week, int'l, millions*	56.7	89
6.04	Departures/1,000 pop.*	0.4	115
6.05	Airport density/million pop.*	0.3	112
6.06	No. of operating airlines*	19.0	84
6.07	International air transport network	4.3	86
	7th pillar: Ground transport infrastructure	**3.3**	**81**
7.01	Quality of roads	4.0	66
7.02	Quality of railroad infrastructure	2.3	79
7.03	Quality of port infrastructure	4.2	69
7.04	Quality of ground transport network	4.0	98
7.05	Road density/million pop.*	21.0	84

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**1.4**	**132**
8.01	Hotel rooms/100 pop.*	0.3	80
8.02	Presence of major car rental co. (1–7)*	0	136
8.03	ATMs accepting Visa cards/million pop.*	34.7	112
	9th pillar: ICT infrastructure	**2.1**	**112**
9.01	ICT use for B-to-B transactions	4.7	87
9.02	ICT use for B-to-C transactions	4.1	94
9.03	Individuals using the Internet, %*	3.1	131
9.04	Fixed telephone lines/100 pop.*	3.7	110
9.05	Broadband Internet subscribers/100 pop.*	0.2	118
9.06	Mobile telephone subscriptions/100 pop.*	96.2	90
9.07	Mobile broadband subscriptions/100 pop.*	2.2	101
	10th pillar: Price competitiveness in T&T ind.	**5.1**	**19**
10.01	Ticket taxes and airport charges (0–100)*	82.7	54
10.02	Purchasing power parity*	0.4	5
10.04	Fuel price, US$ cents/liter*	98.0	55
10.03	Extent and effect of taxation	4.0	33
10.05	Hotel price index, US$*	120.6	47
	11th pillar: Human resources	**4.6**	**99**
	Education and training	4.2	100
11.01	Primary education enrollment, net %*	95.9	45
11.02	Secondary education enrollment, gross %*	46.2	115
11.03	Quality of the educational system	3.9	57
11.04	Local availability specialized research & training	4.0	78
11.05	Extent of staff training	3.9	73
	Availability of qualified labor	4.9	90
11.06	Hiring and firing practices	4.4	39
11.07	Ease of hiring foreign labor	4.7	27
11.08	HIV prevalence, % adult pop.*	0.5	85
11.09	Business impact of HIV/AIDS	4.7	96
11.10	Life expectancy, years*	63.0	112
	12th pillar: Affinity for Travel & Tourism	**5.3**	**20**
12.01	Tourism openness, % of GDP*	14.5	15
12.02	Attitude of population toward foreign visitors	6.0	100
12.03	Extension of business trips recommended	5.3	75
12.04	Degree of customer orientation	4.9	43
	13th pillar: Natural resources	**3.6**	**67**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	4.4	67
13.03	Total known species*	722	51
13.04	Terrestrial biome protection (0–17%)*	17.0	1
13.05	Marine protected areas, %*	0.2	77
	14th pillar: Cultural resources	**1.6**	**111**
14.01	No. of World Heritage cultural sites*	4	63
14.02	Sports stadiums, seats/million pop.*	3,635.0	129
14.03	No. of int'l fairs and exhibitions*	4.3	102
14.04	Creative industries exports, % of world total*	0.0	84

Cameroon

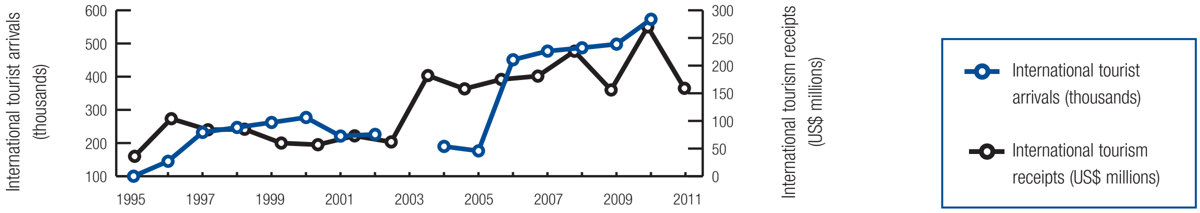
Key indicators

Population (millions), 2011	20.1
Surface area (1,000 square kilometers), 2011	475.4
Gross domestic product (current US$ billions), 2011	25.6
Gross domestic product (current PPP, $) per capita, 2011	2,259.3
Real GDP growth (percent), 2011	4.2
Environmental Performance Index 2012, rank (out of 132 economies), 2011	112

Travel & Tourism indicators

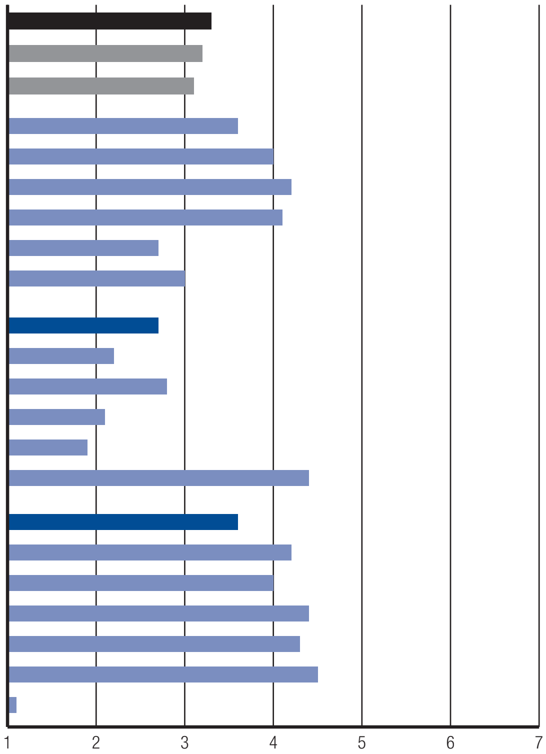
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	633.2	2.5	5.2
T&T industry employment (1,000 jobs)	97.6	2.1	2.7
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	1,411	5.5	5.2
T&T economy employment (1,000 jobs)	224	4.8	2.6

International tourist arrivals (thousands), 2010	573.0
International tourism receipts (US$, millions), 2010	159.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**121**	**3.3**
2011 Travel & Tourism Competitiveness Index	126	3.2
2009 Travel & Tourism Competitiveness Index	125	3.1
T&T regulatory framework	**123**	**3.6**
Policy rules and regulations	111	4.0
Environmental sustainability	108	4.2
Safety and security	102	4.1
Health and hygiene	116	2.7
Prioritization of Travel & Tourism	132	3.0
Business environment and infrastructure	**124**	**2.7**
Air transport infrastructure	117	2.2
Ground transport infrastructure	111	2.8
Tourism infrastructure	114	2.1
ICT infrastructure	123	1.9
Price competitiveness in the T&T industry	85	4.4
T&T human, cultural, and natural resources	**102**	**3.6**
Human resources	112	4.2
Education and training	108	4.0
Availability of qualified labor	121	4.4
Affinity for Travel & Tourism	103	4.3
Natural resources	32	4.5
Cultural resources	136	1.1



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Cameroon

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.0**	**111**
1.01	Prevalence of foreign ownership	5.4	29
1.02	Property rights	3.8	95
1.03	Business impact of rules on FDI	4.8	52
1.04	Visa requirements, no. of countries*	5.0	137
1.05	Openness bilateral ASAs (0–38)*	10.0	78
1.06	Transparency of government policymaking	4.2	71
1.07	No. of days to start a business*	15	68
1.08	Cost to start a business, % GNI/capita*	35.8	112
1.09	GATS commitment restrictiveness (0–100)*	36.4	106
	2nd pillar: Environmental sustainability	**4.2**	**108**
2.01	Stringency of environmental regulation	3.0	120
2.02	Enforcement of environmental regulation	3.0	103
2.03	Sustainability of T&T industry development	3.4	116
2.04	Carbon dioxide emission, million tons/capita*	0.3	19
2.05	Particulate matter concentration, µg/m³*	57.6	109
2.06	Threatened species, %*	8.4	109
2.07	Environm. treaty ratification (0–25)*	21	39
	3rd pillar: Safety and security	**4.1**	**102**
3.01	Business costs of crime and violence	4.3	97
3.02	Reliability of police services	3.9	86
3.03	Road traffic accidents/100,000 pop.*	28.1	107
3.04	Business costs of terrorism	5.2	91
	4th pillar: Health and hygiene	**2.7**	**116**
4.01	Physician density/1,000 pop.*	0.2	115
4.02	Access to improved sanitation, % pop.*	49.0	111
4.03	Access to improved drinking water, % pop.*	77.0	117
4.04	Hospital beds/10,000 pop.*	13.0	103
	5th pillar: Prioritization of Travel & Tourism	**3.0**	**132**
5.01	Government prioritization of the T&T industry	4.4	115
5.02	T&T gov't expenditure, % gov't budget*	1.8	113
5.03	Effectiveness of marketing to attract tourists	3.6	112
5.04	Comprehensiveness of T&T data (0–120)*	37.0	120
5.05	Timeliness of T&T data (0–18)*	0.0	126
	6th pillar: Air transport infrastructure	**2.2**	**117**
6.01	Quality of air transport infrastructure	3.7	107
6.02	Airline seat kms/week, dom., millions*	1.3	73
6.03	Airline seat kms/week, int'l, millions*	42.1	97
6.04	Departures/1,000 pop.*	0.5	109
6.05	Airport density/million pop.*	0.2	118
6.06	No. of operating airlines*	17.0	88
6.07	International air transport network	4.3	87
	7th pillar: Ground transport infrastructure	**2.8**	**111**
7.01	Quality of roads	2.9	110
7.02	Quality of railroad infrastructure	2.5	73
7.03	Quality of port infrastructure	3.7	98
7.04	Quality of ground transport network	4.0	97
7.05	Road density/million pop.*	6.0	125

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**2.1**	**114**
8.01	Hotel rooms/100 pop.*	0.2	90
8.02	Presence of major car rental co. (1–7)*	3	97
8.03	ATMs accepting Visa cards/million pop.*	7.7	126
	9th pillar: ICT infrastructure	**1.9**	**123**
9.01	ICT use for B-to-B transactions	5.2	53
9.02	ICT use for B-to-C transactions	3.9	101
9.03	Individuals using the Internet, %*	5.0	124
9.04	Fixed telephone lines/100 pop.*	3.3	111
9.05	Broadband Internet subscribers/100 pop.*	0.0	135
9.06	Mobile telephone subscriptions/100 pop.*	52.4	126
9.07	Mobile broadband subscriptions/100 pop.*	0.0	128
	10th pillar: Price competitiveness in T&T ind.	**4.4**	**85**
10.01	Ticket taxes and airport charges (0–100)*	59.3	120
10.02	Purchasing power parity*	0.5	37
10.04	Fuel price, US$ cents/liter*	110.0	71
10.03	Extent and effect of taxation	3.3	89
10.05	Hotel price index, US$*	144.2	78
	11th pillar: Human resources	**4.2**	**112**
	Education and training	4.0	108
11.01	Primary education enrollment, net %*	92.4	80
11.02	Secondary education enrollment, gross %*	42.2	119
11.03	Quality of the educational system	3.7	65
11.04	Local availability specialized research & training	4.1	70
11.05	Extent of staff training	3.8	82
	Availability of qualified labor	4.4	121
11.06	Hiring and firing practices	4.9	18
11.07	Ease of hiring foreign labor	5.0	10
11.08	HIV prevalence, % adult pop.*	5.3	128
11.09	Business impact of HIV/AIDS	4.3	113
11.10	Life expectancy, years*	51.6	131
	12th pillar: Affinity for Travel & Tourism	**4.3**	**103**
12.01	Tourism openness, % of GDP*	1.5	126
12.02	Attitude of population toward foreign visitors	6.4	54
12.03	Extension of business trips recommended	5.4	64
12.04	Degree of customer orientation	4.1	109
	13th pillar: Natural resources	**4.5**	**32**
13.01	No. of World Heritage natural sites*	2	25
13.02	Quality of the natural environment	3.9	94
13.03	Total known species*	1,401	15
13.04	Terrestrial biome protection (0–17%)*	9.2	80
13.05	Marine protected areas, %*	0.2	74
	14th pillar: Cultural resources	**1.1**	**136**
14.01	No. of World Heritage cultural sites*	0	125
14.02	Sports stadiums, seats/million pop.*	11,532.5	106
14.03	No. of int'l fairs and exhibitions*	4.7	96
14.04	Creative industries exports, % of world total*	0.0	121

Canada

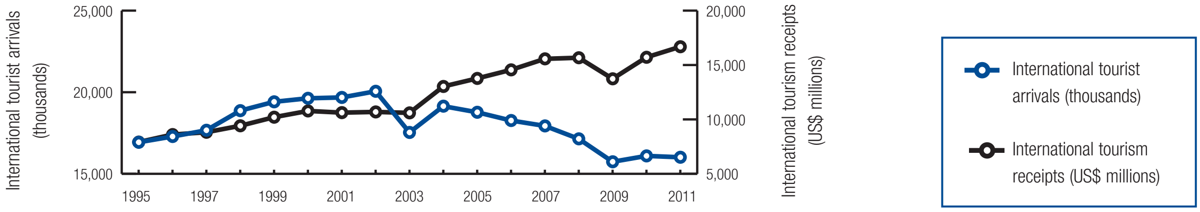
Key indicators

Population (millions), 2011	35.7
Surface area (1,000 square kilometers), 2011	9,984.7
Gross domestic product (current US$ billions), 2011	1,739.0
Gross domestic product (current PPP, $) per capita, 2011	40,519.1
Real GDP growth (percent), 2011	2.4
Environmental Performance Index 2012, rank (out of 132 economies), 2011	37

Travel & Tourism indicators

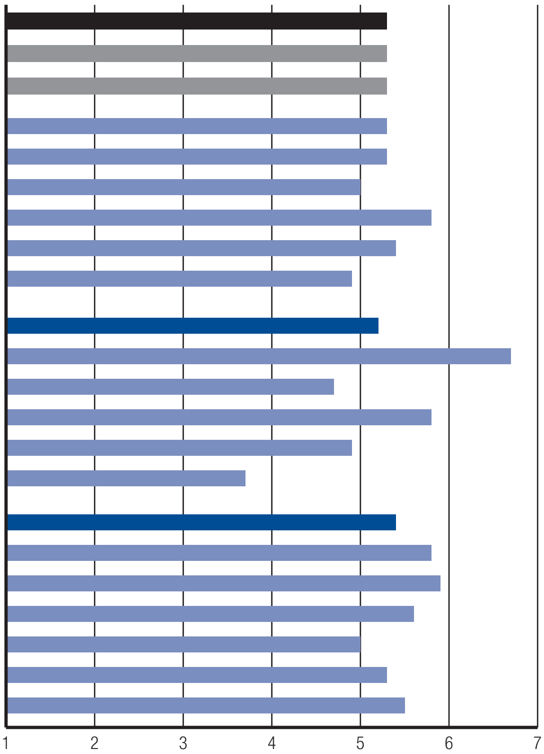
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	18,897.0	1.1	2.9
T&T industry employment (1,000 jobs)	313.2	1.8	0.2
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	77,804	4.4	2.8
T&T economy employment (1,000 jobs)	924	5.3	0.7

International tourist arrivals (thousands), 2011	16,014.4
International tourism receipts (US$, millions), 2011	16,679.6



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**8**	**5.3**
2011 Travel & Tourism Competitiveness Index	9	5.3
2009 Travel & Tourism Competitiveness Index	5	5.3
T&T regulatory framework	**27**	**5.3**
Policy rules and regulations	10	5.3
Environmental sustainability	41	5.0
Safety and security	18	5.8
Health and hygiene	53	5.4
Prioritization of Travel & Tourism	37	4.9
Business environment and infrastructure	**8**	**5.2**
Air transport infrastructure	1	6.7
Ground transport infrastructure	33	4.7
Tourism infrastructure	21	5.8
ICT infrastructure	23	4.9
Price competitiveness in the T&T industry	124	3.7
T&T human, cultural, and natural resources	**5**	**5.4**
Human resources	5	5.8
Education and training	8	5.9
Availability of qualified labor	11	5.6
Affinity for Travel & Tourism	34	5.0
Natural resources	10	5.3
Cultural resources	16	5.5



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Canada

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**5.3**	**10**
1.01	Prevalence of foreign ownership	5.7	10
1.02	Property rights	6.0	8
1.03	Business impact of rules on FDI	4.7	59
1.04	Visa requirements, no. of countries*	54.0	106
1.05	Openness bilateral ASAs (0–38)*	19.5	14
1.06	Transparency of government policymaking	5.4	11
1.07	No. of days to start a business*	5	10
1.08	Cost to start a business, % GNI/capita*	0.4	5
1.09	GATS commitment restrictiveness (0–100)*	66.2	48
	2nd pillar: Environmental sustainability	**5.0**	**41**
2.01	Stringency of environmental regulation	5.1	29
2.02	Enforcement of environmental regulation	5.2	24
2.03	Sustainability of T&T industry development	5.0	30
2.04	Carbon dioxide emission, million tons/capita*	16.3	128
2.05	Particulate matter concentration, µg/m³*	15.6	21
2.06	Threatened species, %*	3.6	43
2.07	Environm. treaty ratification (0–25)*	20	53
	3rd pillar: Safety and security	**5.8**	**18**
3.01	Business costs of crime and violence	5.6	32
3.02	Reliability of police services	6.2	8
3.03	Road traffic accidents/100,000 pop.*	8.8	19
3.04	Business costs of terrorism	5.5	80
	4th pillar: Health and hygiene	**5.4**	**53**
4.01	Physician density/1,000 pop.*	2.0	58
4.02	Access to improved sanitation, % pop.*	100.0	1
4.03	Access to improved drinking water, % pop.*	100.0	1
4.04	Hospital beds/10,000 pop.*	32.0	58
	5th pillar: Prioritization of Travel & Tourism	**4.9**	**37**
5.01	Government prioritization of the T&T industry	5.7	48
5.02	T&T gov't expenditure, % gov't budget*	4.1	49
5.03	Effectiveness of marketing to attract tourists	5.3	27
5.04	Comprehensiveness of T&T data (0–120)*	70.0	54
5.05	Timeliness of T&T data (0–18)*	15.5	48
	6th pillar: Air transport infrastructure	**6.7**	**1**
6.01	Quality of air transport infrastructure	5.9	23
6.02	Airline seat kms/week, dom., millions*	1,159.9	8
6.03	Airline seat kms/week, int'l, millions*	2,043.1	12
6.04	Departures/1,000 pop.*	36.2	8
6.05	Airport density/million pop.*	7.5	5
6.06	No. of operating airlines*	103.5	9
6.07	International air transport network	6.0	17
	7th pillar: Ground transport infrastructure	**4.7**	**33**
7.01	Quality of roads	5.9	16
7.02	Quality of railroad infrastructure	5.0	15
7.03	Quality of port infrastructure	5.7	16
7.04	Quality of ground transport network	5.6	19
7.05	Road density/million pop.*	14.0	100

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**5.8**	**21**
8.01	Hotel rooms/100 pop.*	1.2	23
8.02	Presence of major car rental co. (1–7)*	5	66
8.03	ATMs accepting Visa cards/million pop.*	698.2	17
	9th pillar: ICT infrastructure	**4.9**	**23**
9.01	ICT use for B-to-B transactions	5.7	27
9.02	ICT use for B-to-C transactions	5.6	17
9.03	Individuals using the Internet, %*	83.0	12
9.04	Fixed telephone lines/100 pop.*	53.0	11
9.05	Broadband Internet subscribers/100 pop.*	31.8	12
9.06	Mobile telephone subscriptions/100 pop.*	79.7	107
9.07	Mobile broadband subscriptions/100 pop.*	38.4	30
	10th pillar: Price competitiveness in T&T ind.	**3.7**	**124**
10.01	Ticket taxes and airport charges (0–100)*	36.7	136
10.02	Purchasing power parity*	1.2	131
10.04	Fuel price, US$ cents/liter*	108.0	68
10.03	Extent and effect of taxation	4.1	27
10.05	Hotel price index, US$*	129.3	59
	11th pillar: Human resources	**5.8**	**5**
	Education and training	5.9	8
11.01	Primary education enrollment, net %*	99.8	3
11.02	Secondary education enrollment, gross %*	101.3	24
11.03	Quality of the educational system	5.4	6
11.04	Local availability specialized research & training	5.5	13
11.05	Extent of staff training	4.7	23
	Availability of qualified labor	5.6	11
11.06	Hiring and firing practices	4.9	14
11.07	Ease of hiring foreign labor	4.0	85
11.08	HIV prevalence, % adult pop.*	0.2	52
11.09	Business impact of HIV/AIDS	5.8	37
11.10	Life expectancy, years*	80.8	14
	12th pillar: Affinity for Travel & Tourism	**5.0**	**34**
12.01	Tourism openness, % of GDP*	2.9	102
12.02	Attitude of population toward foreign visitors	6.6	12
12.03	Extension of business trips recommended	6.2	12
12.04	Degree of customer orientation	5.5	13
	13th pillar: Natural resources	**5.3**	**10**
13.01	No. of World Heritage natural sites*	9	5
13.02	Quality of the natural environment	6.2	9
13.03	Total known species*	785	45
13.04	Terrestrial biome protection (0–17%)*	7.6	90
13.05	Marine protected areas, %*	0.7	48
	14th pillar: Cultural resources	**5.5**	**16**
14.01	No. of World Heritage cultural sites*	7	39
14.02	Sports stadiums, seats/million pop.*	55,253.0	45
14.03	No. of int'l fairs and exhibitions*	252.0	11
14.04	Creative industries exports, % of world total*	1.6	13

Cape Verde

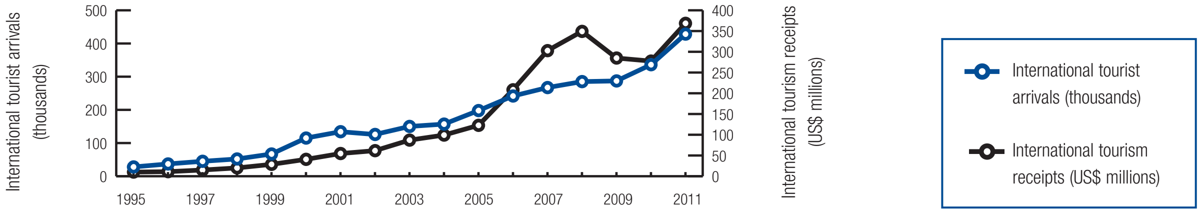
Key indicators

Population (millions), 2011	0.5
Surface area (1,000 square kilometers), 2011	4.0
Gross domestic product (current US$ billions), 2011	1.9
Gross domestic product (current PPP, $) per capita, 2011	3,947.2
Real GDP growth (percent), 2011	5.0
Environmental Performance Index 2012, rank (out of 132 economies), 2011	n/a

Travel & Tourism indicators

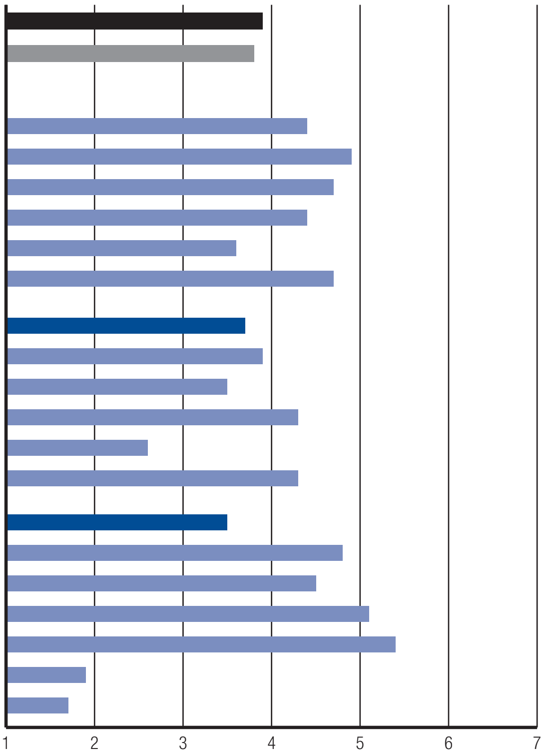
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	332.7	16.6	5.8
T&T industry employment (1,000 jobs)	30.2	14.7	3.5
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	885	44.1	6.4
T&T economy employment (1,000 jobs)	81	39.3	3.9

International tourist arrivals (thousands), 2011	428.3
International tourism receipts (US$, millions), 2011	368.6



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**87**	**3.9**
2011 Travel & Tourism Competitiveness Index	89	3.8
2009 Travel & Tourism Competitiveness Index	n/a	n/a
T&T regulatory framework	**79**	**4.4**
Policy rules and regulations	39	4.9
Environmental sustainability	54	4.7
Safety and security	88	4.4
Health and hygiene	101	3.6
Prioritization of Travel & Tourism	46	4.7
Business environment and infrastructure	**66**	**3.7**
Air transport infrastructure	46	3.9
Ground transport infrastructure	72	3.5
Tourism infrastructure	62	4.3
ICT infrastructure	95	2.6
Price competitiveness in the T&T industry	87	4.3
T&T human, cultural, and natural resources	**107**	**3.5**
Human resources	75	4.8
Education and training	82	4.5
Availability of qualified labor	56	5.1
Affinity for Travel & Tourism	14	5.4
Natural resources	138	1.9
Cultural resources	102	1.7



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Cape Verde

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.9**	**39**
1.01	Prevalence of foreign ownership	4.6	78
1.02	Property rights	4.0	84
1.03	Business impact of rules on FDI	4.5	82
1.04	Visa requirements, no. of countries*	141.2	14
1.05	Openness bilateral ASAs (0–38)*	11.7	55
1.06	Transparency of government policymaking	4.4	56
1.07	No. of days to start a business*	11	53
1.08	Cost to start a business, % GNI/capita*	14.9	88
1.09	GATS commitment restrictiveness (0–100)*	n/a	n/a
	2nd pillar: Environmental sustainability	**4.7**	**54**
2.01	Stringency of environmental regulation	3.6	91
2.02	Enforcement of environmental regulation	3.2	95
2.03	Sustainability of T&T industry development	4.3	77
2.04	Carbon dioxide emission, million tons/capita*	0.6	29
2.05	Particulate matter concentration, μg/m³*	26.3	55
2.06	Threatened species, %*	6.1	89
2.07	Environm. treaty ratification (0–25)*	19	71
	3rd pillar: Safety and security	**4.4**	**88**
3.01	Business costs of crime and violence	4.0	102
3.02	Reliability of police services	4.5	58
3.03	Road traffic accidents/100,000 pop.*	25.1	99
3.04	Business costs of terrorism	5.5	78
	4th pillar: Health and hygiene	**3.6**	**101**
4.01	Physician density/1,000 pop.*	0.6	99
4.02	Access to improved sanitation, % pop.*	61.0	101
4.03	Access to improved drinking water, % pop.*	88.0	97
4.04	Hospital beds/10,000 pop.*	21.0	77
	5th pillar: Prioritization of Travel & Tourism	**4.7**	**46**
5.01	Government prioritization of the T&T industry	5.8	42
5.02	T&T gov't expenditure, % gov't budget*	6.2	25
5.03	Effectiveness of marketing to attract tourists	4.1	89
5.04	Comprehensiveness of T&T data (0–120)*	44.0	111
5.05	Timeliness of T&T data (0–18)*	13.5	71
	6th pillar: Air transport infrastructure	**3.9**	**46**
6.01	Quality of air transport infrastructure	4.3	81
6.02	Airline seat kms/week, dom., millions*	2.3	67
6.03	Airline seat kms/week, int'l, millions*	29.6	105
6.04	Departures/1,000 pop.*	19.7	21
6.05	Airport density/million pop.*	14.0	3
6.06	No. of operating airlines*	6.5	124
6.07	International air transport network	4.4	82
	7th pillar: Ground transport infrastructure	**3.5**	**72**
7.01	Quality of roads	4.1	65
7.02	Quality of railroad infrastructure	n/a	n/a
7.03	Quality of port infrastructure	3.9	84
7.04	Quality of ground transport network	3.9	107
7.05	Road density/million pop.*	33.0	69

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**4.3**	**62**
8.01	Hotel rooms/100 pop.*	1.6	16
8.02	Presence of major car rental co. (1–7)*	2	111
8.03	ATMs accepting Visa cards/million pop.*	307.6	64
	9th pillar: ICT infrastructure	**2.6**	**95**
9.01	ICT use for B-to-B transactions	4.7	91
9.02	ICT use for B-to-C transactions	3.8	106
9.03	Individuals using the Internet, %*	32.0	83
9.04	Fixed telephone lines/100 pop.*	14.9	83
9.05	Broadband Internet subscribers/100 pop.*	4.3	78
9.06	Mobile telephone subscriptions/100 pop.*	79.2	108
9.07	Mobile broadband subscriptions/100 pop.*	3.0	97
	10th pillar: Price competitiveness in T&T ind.	**4.3**	**87**
10.01	Ticket taxes and airport charges (0–100)*	96.0	5
10.02	Purchasing power parity*	0.9	109
10.04	Fuel price, US$ cents/liter*	133.0	93
10.03	Extent and effect of taxation	3.3	81
10.05	Hotel price index, US$*	n/a	n/a
	11th pillar: Human resources	**4.8**	**75**
	Education and training	4.5	82
11.01	Primary education enrollment, net %*	93.2	74
11.02	Secondary education enrollment, gross %*	87.5	75
11.03	Quality of the educational system	3.8	63
11.04	Local availability specialized research & training	3.3	119
11.05	Extent of staff training	3.2	118
	Availability of qualified labor	5.1	56
11.06	Hiring and firing practices	3.6	96
11.07	Ease of hiring foreign labor	4.6	29
11.08	HIV prevalence, % adult pop.*	0.8	96
11.09	Business impact of HIV/AIDS	5.0	86
11.10	Life expectancy, years*	73.9	65
	12th pillar: Affinity for Travel & Tourism	**5.4**	**14**
12.01	Tourism openness, % of GDP*	26.3	3
12.02	Attitude of population toward foreign visitors	6.2	71
12.03	Extension of business trips recommended	4.9	100
12.04	Degree of customer orientation	3.6	134
	13th pillar: Natural resources	**1.9**	**138**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	4.0	91
13.03	Total known species*	114	139
13.04	Terrestrial biome protection (0–17%)*	2.5	118
13.05	Marine protected areas, %*	0.0	104
	14th pillar: Cultural resources	**1.7**	**102**
14.01	No. of World Heritage cultural sites*	1	109
14.02	Sports stadiums, seats/million pop.*	55,934.6	42
14.03	No. of int'l fairs and exhibitions*	0.3	131
14.04	Creative industries exports, % of world total*	0.0	131

Chad

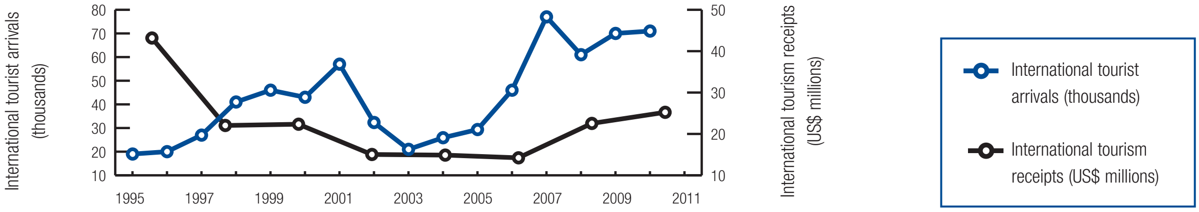
Key indicators

Population (millions), 2011	11.6
Surface area (1,000 square kilometers), 2011	1,284.0
Gross domestic product (current US$ billions), 2011	9.3
Gross domestic product (current PPP, $) per capita, 2011	1,866.8
Real GDP growth (percent), 2011	1.8
Environmental Performance Index 2012, rank (out of 132 economies), 2011	n/a

Travel & Tourism indicators

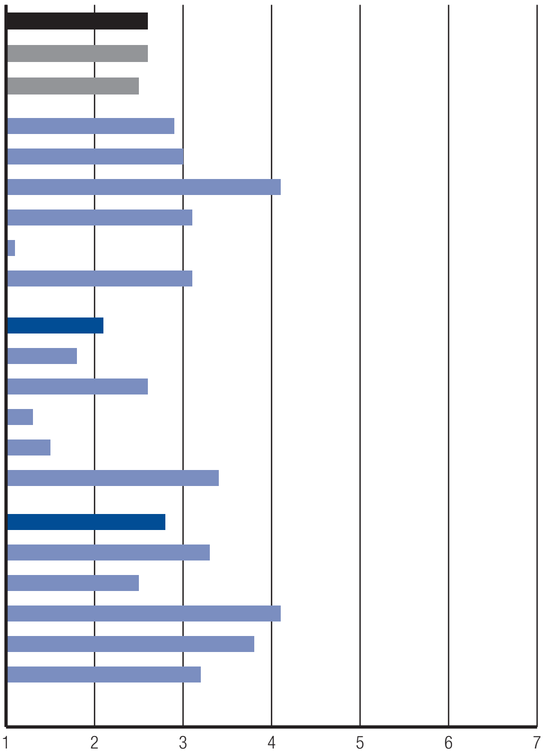
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	145.2	1.5	4.4
T&T industry employment (1,000 jobs)	26.2	1.3	2.0
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	432	4.5	4.3
T&T economy employment (1,000 jobs)	80	3.9	3.1

International tourist arrivals (thousands), 2010	71.0
International tourism receipts (US$, millions), 2002	25.2



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**139**	**2.6**
2011 Travel & Tourism Competitiveness Index	139	2.6
2009 Travel & Tourism Competitiveness Index	133	2.5
T&T regulatory framework	**139**	**2.9**
Policy rules and regulations	139	3.0
Environmental sustainability	111	4.1
Safety and security	138	3.1
Health and hygiene	139	1.1
Prioritization of Travel & Tourism	127	3.1
Business environment and infrastructure	**140**	**2.1**
Air transport infrastructure	139	1.8
Ground transport infrastructure	127	2.6
Tourism infrastructure	136	1.3
ICT infrastructure	137	1.5
Price competitiveness in the T&T industry	132	3.4
T&T human, cultural, and natural resources	**136**	**2.8**
Human resources	135	3.3
Education and training	139	2.5
Availability of qualified labor	130	4.1
Affinity for Travel & Tourism	134	3.8
Natural resources	95	3.2
Cultural resources	139	1.0



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Chad

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**3.0**	**139**
1.01	Prevalence of foreign ownership	3.4	128
1.02	Property rights	2.6	135
1.03	Business impact of rules on FDI	3.5	125
1.04	Visa requirements, no. of countries*	11.0	130
1.05	Openness bilateral ASAs (0–38)*	9.2	93
1.06	Transparency of government policymaking	3.1	134
1.07	No. of days to start a business*	62	132
1.08	Cost to start a business, % GNI/capita*	202.0	139
1.09	GATS commitment restrictiveness (0–100)*	84.9	7
	2nd pillar: Environmental sustainability	**4.1**	**111**
2.01	Stringency of environmental regulation	3.1	113
2.02	Enforcement of environmental regulation	3.4	81
2.03	Sustainability of T&T industry development	3.8	101
2.04	Carbon dioxide emission, million tons/capita*	0.0	3
2.05	Particulate matter concentration, µg/m³*	81.8	127
2.06	Threatened species, %*	3.6	44
2.07	Environm. treaty ratification (0–25)*	17	96
	3rd pillar: Safety and security	**3.1**	**138**
3.01	Business costs of crime and violence	3.6	113
3.02	Reliability of police services	2.4	135
3.03	Road traffic accidents/100,000 pop.*	34.3	126
3.04	Business costs of terrorism	4.4	121
	4th pillar: Health and hygiene	**1.1**	**139**
4.01	Physician density/1,000 pop.*	0.0	132
4.02	Access to improved sanitation, % pop.*	13.0	135
4.03	Access to improved drinking water, % pop.*	51.0	135
4.04	Hospital beds/10,000 pop.*	4.3	131
	5th pillar: Prioritization of Travel & Tourism	**3.1**	**127**
5.01	Government prioritization of the T&T industry	4.2	118
5.02	T&T gov't expenditure, % gov't budget*	3.9	55
5.03	Effectiveness of marketing to attract tourists	3.5	118
5.04	Comprehensiveness of T&T data (0–120)*	20.0	135
5.05	Timeliness of T&T data (0–18)*	0.0	126
	6th pillar: Air transport infrastructure	**1.8**	**139**
6.01	Quality of air transport infrastructure	2.9	133
6.02	Airline seat kms/week, dom., millions*	0.2	94
6.03	Airline seat kms/week, int'l, millions*	9.2	128
6.04	Departures/1,000 pop.*	0.1	127
6.05	Airport density/million pop.*	0.1	135
6.06	No. of operating airlines*	5.5	129
6.07	International air transport network	3.2	136
	7th pillar: Ground transport infrastructure	**2.6**	**127**
7.01	Quality of roads	3.1	101
7.02	Quality of railroad infrastructure	n/a	n/a
7.03	Quality of port infrastructure	2.8	128
7.04	Quality of ground transport network	3.5	127
7.05	Road density/million pop.*	3.0	135

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**1.3**	**136**
8.01	Hotel rooms/100 pop.*	0.0	137
8.02	Presence of major car rental co. (1–7)*	1	123
8.03	ATMs accepting Visa cards/million pop.*	1.4	137
	9th pillar: ICT infrastructure	**1.5**	**137**
9.01	ICT use for B-to-B transactions	3.5	133
9.02	ICT use for B-to-C transactions	2.8	132
9.03	Individuals using the Internet, %*	1.9	135
9.04	Fixed telephone lines/100 pop.*	0.3	138
9.05	Broadband Internet subscribers/100 pop.*	0.0	138
9.06	Mobile telephone subscriptions/100 pop.*	31.8	137
9.07	Mobile broadband subscriptions/100 pop.*	0.0	128
	10th pillar: Price competitiveness in T&T ind.	**3.4**	**132**
10.01	Ticket taxes and airport charges (0–100)*	0.0	140
10.02	Purchasing power parity*	0.5	38
10.04	Fuel price, US$ cents/liter*	131.0	91
10.03	Extent and effect of taxation	2.6	128
10.05	Hotel price index, US$*	135.7	68
	11th pillar: Human resources	**3.3**	**135**
	Education and training	2.5	139
11.01	Primary education enrollment, net %*	62.3	135
11.02	Secondary education enrollment, gross %*	24.6	137
11.03	Quality of the educational system	3.0	112
11.04	Local availability specialized research & training	3.3	116
11.05	Extent of staff training	2.9	136
	Availability of qualified labor	4.1	130
11.06	Hiring and firing practices	4.7	23
11.07	Ease of hiring foreign labor	4.2	66
11.08	HIV prevalence, % adult pop.*	3.4	125
11.09	Business impact of HIV/AIDS	2.9	134
11.10	Life expectancy, years*	49.5	136
	12th pillar: Affinity for Travel & Tourism	**3.8**	**134**
12.01	Tourism openness, % of GDP*	5.3	57
12.02	Attitude of population toward foreign visitors	5.7	124
12.03	Extension of business trips recommended	4.1	135
12.04	Degree of customer orientation	3.1	139
	13th pillar: Natural resources	**3.2**	**95**
13.01	No. of World Heritage natural sites*	1	45
13.02	Quality of the natural environment	2.8	133
13.03	Total known species*	659	56
13.04	Terrestrial biome protection (0–17%)*	9.4	79
13.05	Marine protected areas, %*	n/a	n/a
	14th pillar: Cultural resources	**1.0**	**139**
14.01	No. of World Heritage cultural sites*	0	125
14.02	Sports stadiums, seats/million pop.*	1,735.3	139
14.03	No. of int'l fairs and exhibitions*	n/a	n/a
14.04	Creative industries exports, % of world total*	n/a	n/a

Chile

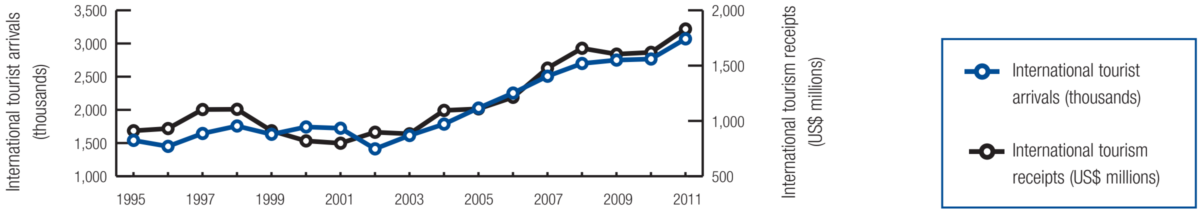
Key indicators

Population (millions), 2011	17.6
Surface area (1,000 square kilometers), 2011	756.1
Gross domestic product (current US$ billions), 2011	248.4
Gross domestic product (current PPP, $) per capita, 2011	17,361.0
Real GDP growth (percent), 2011	5.9
Environmental Performance Index 2012, rank (out of 132 economies), 2011	58

Travel & Tourism indicators

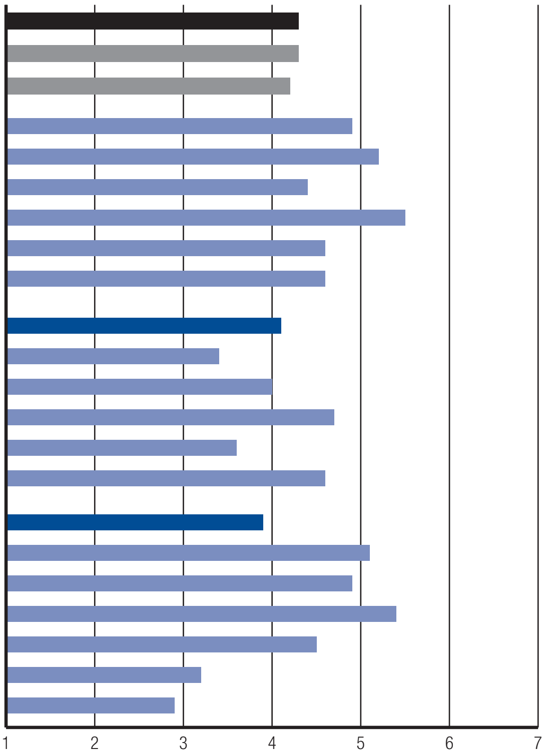
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	6,976.0	2.9	3.9
T&T industry employment (1,000 jobs)	215.1	2.8	1.1
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	20,272	8.4	4.1
T&T economy employment (1,000 jobs)	604	8.0	1.0

International tourist arrivals (thousands), 2011	3,069.8
International tourism receipts (US$, millions), 2011	1,831.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**56**	**4.3**
2011 Travel & Tourism Competitiveness Index	57	4.3
2009 Travel & Tourism Competitiveness Index	57	4.2
T&T regulatory framework	**53**	**4.9**
Policy rules and regulations	12	5.2
Environmental sustainability	88	4.4
Safety and security	31	5.5
Health and hygiene	75	4.6
Prioritization of Travel & Tourism	56	4.6
Business environment and infrastructure	**53**	**4.1**
Air transport infrastructure	55	3.4
Ground transport infrastructure	56	4.0
Tourism infrastructure	49	4.7
ICT infrastructure	52	3.6
Price competitiveness in the T&T industry	60	4.6
T&T human, cultural, and natural resources	**65**	**3.9**
Human resources	39	5.1
Education and training	54	4.9
Availability of qualified labor	23	5.4
Affinity for Travel & Tourism	89	4.5
Natural resources	93	3.2
Cultural resources	53	2.9



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Chile

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**5.2**	**12**
1.01	Prevalence of foreign ownership	5.7	14
1.02	Property rights	5.2	37
1.03	Business impact of rules on FDI	5.5	12
1.04	Visa requirements, no. of countries*	88.0	44
1.05	Openness bilateral ASAs (0–38)*	17.7	18
1.06	Transparency of government policymaking	5.3	15
1.07	No. of days to start a business*	8	33
1.08	Cost to start a business, % GNI/capita*	4.5	48
1.09	GATS commitment restrictiveness (0–100)*	50.0	85
	2nd pillar: Environmental sustainability	**4.4**	**88**
2.01	Stringency of environmental regulation	4.5	51
2.02	Enforcement of environmental regulation	4.4	38
2.03	Sustainability of T&T industry development	4.4	70
2.04	Carbon dioxide emission, million tons/capita*	4.4	73
2.05	Particulate matter concentration, µg/m³*	53.3	104
2.06	Threatened species, %*	11.6	121
2.07	Environm. treaty ratification (0–25)*	21	39
	3rd pillar: Safety and security	**5.5**	**31**
3.01	Business costs of crime and violence	5.0	63
3.02	Reliability of police services	6.1	14
3.03	Road traffic accidents/100,000 pop.*	13.7	52
3.04	Business costs of terrorism	5.9	48
	4th pillar: Health and hygiene	**4.6**	**75**
4.01	Physician density/1,000 pop.*	1.0	88
4.02	Access to improved sanitation, % pop.*	96.0	49
4.03	Access to improved drinking water, % pop.*	96.0	63
4.04	Hospital beds/10,000 pop.*	21.0	77
	5th pillar: Prioritization of Travel & Tourism	**4.6**	**56**
5.01	Government prioritization of the T&T industry	4.8	94
5.02	T&T gov't expenditure, % gov't budget*	4.1	48
5.03	Effectiveness of marketing to attract tourists	4.4	71
5.04	Comprehensiveness of T&T data (0–120)*	77.0	34
5.05	Timeliness of T&T data (0–18)*	16.5	17
	6th pillar: Air transport infrastructure	**3.4**	**55**
6.01	Quality of air transport infrastructure	5.5	39
6.02	Airline seat kms/week, dom., millions*	177.6	26
6.03	Airline seat kms/week, int'l, millions*	298.1	48
6.04	Departures/1,000 pop.*	6.4	50
6.05	Airport density/million pop.*	1.0	41
6.06	No. of operating airlines*	23.5	74
6.07	International air transport network	5.7	33
	7th pillar: Ground transport infrastructure	**4.0**	**56**
7.01	Quality of roads	5.6	23
7.02	Quality of railroad infrastructure	2.6	63
7.03	Quality of port infrastructure	5.2	34
7.04	Quality of ground transport network	5.4	25
7.05	Road density/million pop.*	10.0	116

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**4.7**	**49**
8.01	Hotel rooms/100 pop.*	0.4	62
8.02	Presence of major car rental co. (1–7)*	6	32
8.03	ATMs accepting Visa cards/million pop.*	502.3	35
	9th pillar: ICT infrastructure	**3.6**	**52**
9.01	ICT use for B-to-B transactions	5.5	38
9.02	ICT use for B-to-C transactions	5.2	31
9.03	Individuals using the Internet, %*	53.9	50
9.04	Fixed telephone lines/100 pop.*	19.5	67
9.05	Broadband Internet subscribers/100 pop.*	11.6	49
9.06	Mobile telephone subscriptions/100 pop.*	129.7	31
9.07	Mobile broadband subscriptions/100 pop.*	18.0	59
	10th pillar: Price competitiveness in T&T ind.	**4.6**	**60**
10.01	Ticket taxes and airport charges (0–100)*	83.4	51
10.02	Purchasing power parity*	0.8	98
10.04	Fuel price, US$ cents/liter*	102.0	61
10.03	Extent and effect of taxation	4.3	22
10.05	Hotel price index, US$*	148.6	81
	11th pillar: Human resources	**5.1**	**39**
	Education and training	4.9	54
11.01	Primary education enrollment, net %*	93.6	71
11.02	Secondary education enrollment, gross %*	87.9	74
11.03	Quality of the educational system	3.4	90
11.04	Local availability specialized research & training	4.7	36
11.05	Extent of staff training	4.3	38
	Availability of qualified labor	5.4	23
11.06	Hiring and firing practices	3.6	92
11.07	Ease of hiring foreign labor	4.6	36
11.08	HIV prevalence, % adult pop.*	0.4	76
11.09	Business impact of HIV/AIDS	5.6	52
11.10	Life expectancy, years*	79.0	32
	12th pillar: Affinity for Travel & Tourism	**4.5**	**89**
12.01	Tourism openness, % of GDP*	1.4	129
12.02	Attitude of population toward foreign visitors	6.1	84
12.03	Extension of business trips recommended	5.8	38
12.04	Degree of customer orientation	4.6	68
	13th pillar: Natural resources	**3.2**	**93**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	4.2	78
13.03	Total known species*	637	57
13.04	Terrestrial biome protection (0–17%)*	10.2	74
13.05	Marine protected areas, %*	0.3	68
	14th pillar: Cultural resources	**2.9**	**53**
14.01	No. of World Heritage cultural sites*	6	45
14.02	Sports stadiums, seats/million pop.*	46,153.6	59
14.03	No. of int'l fairs and exhibitions*	92.7	36
14.04	Creative industries exports, % of world total*	0.1	52

China

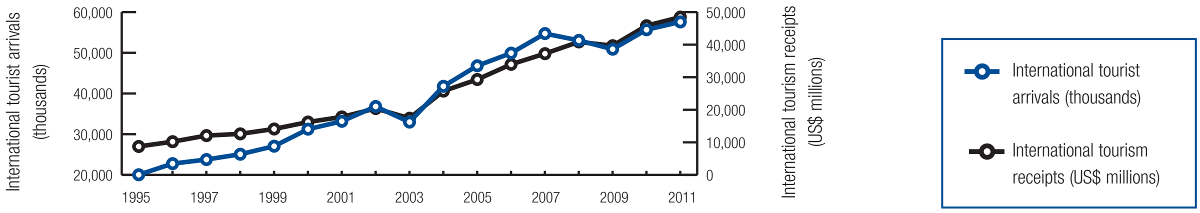
Key indicators

Population (millions), 2011	1,367.0
Surface area (1,000 square kilometers), 2011	9,600.0
Gross domestic product (current US$ billions), 2011	7,298.1
Gross domestic product (current PPP, $) per capita, 2011	8,386.7
Real GDP growth (percent), 2011	9.2
Environmental Performance Index 2012, rank (out of 132 economies), 2011	116

Travel & Tourism indicators

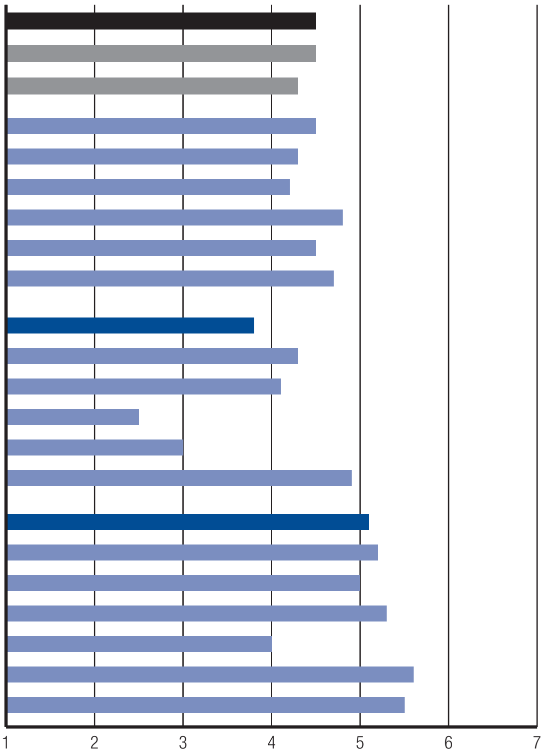
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	199,322.0	2.6	9.2
T&T industry employment (1,000 jobs)	22,500.2	2.9	1.6
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	704,527	9.3	9.2
T&T economy employment (1,000 jobs)	63,311	8.3	3.3

International tourist arrivals (thousands), 2011	57,580.6
International tourism receipts (US$, millions), 2011	48,464.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**45**	**4.5**
2011 Travel & Tourism Competitiveness Index	39	4.5
2009 Travel & Tourism Competitiveness Index	47	4.3
T&T regulatory framework	**71**	**4.5**
Policy rules and regulations	86	4.3
Environmental sustainability	109	4.2
Safety and security	67	4.8
Health and hygiene	82	4.5
Prioritization of Travel & Tourism	45	4.7
Business environment and infrastructure	**63**	**3.8**
Air transport infrastructure	35	4.3
Ground transport infrastructure	51	4.1
Tourism infrastructure	101	2.5
ICT infrastructure	74	3.0
Price competitiveness in the T&T industry	37	4.9
T&T human, cultural, and natural resources	**13**	**5.1**
Human resources	38	5.2
Education and training	43	5.0
Availability of qualified labor	26	5.3
Affinity for Travel & Tourism	129	4.0
Natural resources	5	5.6
Cultural resources	15	5.5



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

China

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.3**	**86**
1.01	Prevalence of foreign ownership	4.3	97
1.02	Property rights	4.9	46
1.03	Business impact of rules on FDI	5.0	41
1.04	Visa requirements, no. of countries*	3.0	139
1.05	Openness bilateral ASAs (0–38)*	7.1	113
1.06	Transparency of government policymaking	4.5	49
1.07	No. of days to start a business*	33	111
1.08	Cost to start a business, % GNI/capita*	2.1	31
1.09	GATS commitment restrictiveness (0–100)*	71.7	39
	2nd pillar: Environmental sustainability	**4.2**	**109**
2.01	Stringency of environmental regulation	4.0	67
2.02	Enforcement of environmental regulation	3.7	63
2.03	Sustainability of T&T industry development	4.7	58
2.04	Carbon dioxide emission, million tons/capita*	5.3	85
2.05	Particulate matter concentration, µg/m³*	60.2	112
2.06	Threatened species, %*	11.8	122
2.07	Environm. treaty ratification (0–25)*	21	39
	3rd pillar: Safety and security	**4.8**	**67**
3.01	Business costs of crime and violence	4.8	68
3.02	Reliability of police services	4.5	59
3.03	Road traffic accidents/100,000 pop.*	16.5	72
3.04	Business costs of terrorism	5.1	98
	4th pillar: Health and hygiene	**4.5**	**82**
4.01	Physician density/1,000 pop.*	1.4	78
4.02	Access to improved sanitation, % pop.*	64.0	99
4.03	Access to improved drinking water, % pop.*	91.0	88
4.04	Hospital beds/10,000 pop.*	42.0	43
	5th pillar: Prioritization of Travel & Tourism	**4.7**	**45**
5.01	Government prioritization of the T&T industry	5.0	85
5.02	T&T gov't expenditure, % gov't budget*	3.9	54
5.03	Effectiveness of marketing to attract tourists	5.1	42
5.04	Comprehensiveness of T&T data (0–120)*	67.0	66
5.05	Timeliness of T&T data (0–18)*	18.0	1
	6th pillar: Air transport infrastructure	**4.3**	**35**
6.01	Quality of air transport infrastructure	4.5	70
6.02	Airline seat kms/week, dom., millions*	7,411.9	2
6.03	Airline seat kms/week, int'l, millions*	2,745.2	8
6.04	Departures/1,000 pop.*	1.8	86
6.05	Airport density/million pop.*	0.1	131
6.06	No. of operating airlines*	112.0	8
6.07	International air transport network	4.7	69
	7th pillar: Ground transport infrastructure	**4.1**	**51**
7.01	Quality of roads	4.4	54
7.02	Quality of railroad infrastructure	4.6	22
7.03	Quality of port infrastructure	4.4	59
7.04	Quality of ground transport network	4.7	49
7.05	Road density/million pop.*	40.0	62

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**2.5**	**101**
8.01	Hotel rooms/100 pop.*	0.1	109
8.02	Presence of major car rental co. (1–7)*	3	97
8.03	ATMs accepting Visa cards/million pop.*	186.0	85
	9th pillar: ICT infrastructure	**3.0**	**74**
9.01	ICT use for B-to-B transactions	4.7	89
9.02	ICT use for B-to-C transactions	4.9	47
9.03	Individuals using the Internet, %*	38.3	74
9.04	Fixed telephone lines/100 pop.*	21.2	59
9.05	Broadband Internet subscribers/100 pop.*	11.6	48
9.06	Mobile telephone subscriptions/100 pop.*	73.2	113
9.07	Mobile broadband subscriptions/100 pop.*	9.5	76
	10th pillar: Price competitiveness in T&T ind.	**4.9**	**37**
10.01	Ticket taxes and airport charges (0–100)*	86.0	37
10.02	Purchasing power parity*	0.6	70
10.04	Fuel price, US$ cents/liter*	104.0	63
10.03	Extent and effect of taxation	3.9	39
10.05	Hotel price index, US$*	116.0	41
	11th pillar: Human resources	**5.2**	**38**
	Education and training	5.0	43
11.01	Primary education enrollment, net %*	99.8	4
11.02	Secondary education enrollment, gross %*	81.2	89
11.03	Quality of the educational system	3.9	56
11.04	Local availability specialized research & training	4.4	55
11.05	Extent of staff training	4.2	45
	Availability of qualified labor	5.3	26
11.06	Hiring and firing practices	4.3	42
11.07	Ease of hiring foreign labor	4.8	17
11.08	HIV prevalence, % adult pop.*	0.1	12
11.09	Business impact of HIV/AIDS	5.3	70
11.10	Life expectancy, years*	73.3	77
	12th pillar: Affinity for Travel & Tourism	**4.0**	**129**
12.01	Tourism openness, % of GDP*	1.7	123
12.02	Attitude of population toward foreign visitors	5.5	130
12.03	Extension of business trips recommended	4.8	105
12.04	Degree of customer orientation	4.5	89
	13th pillar: Natural resources	**5.6**	**5**
13.01	No. of World Heritage natural sites*	13	2
13.02	Quality of the natural environment	3.6	115
13.03	Total known species*	2,119	6
13.04	Terrestrial biome protection (0–17%)*	10.9	68
13.05	Marine protected areas, %*	0.5	60
	14th pillar: Cultural resources	**5.5**	**15**
14.01	No. of World Heritage cultural sites*	70	1
14.02	Sports stadiums, seats/million pop.*	3,210.5	132
14.03	No. of int'l fairs and exhibitions*	316.7	7
14.04	Creative industries exports, % of world total*	27.7	1

Colombia

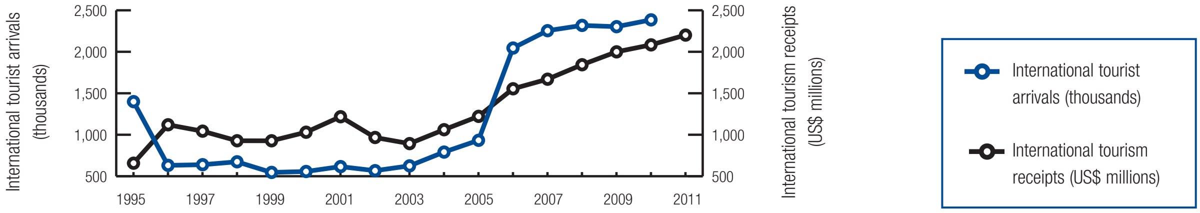
Key indicators

Population (millions), 2011	47.5
Surface area (1,000 square kilometers), 2011	1,141.8
Gross domestic product (current US$ billions), 2011	327.6
Gross domestic product (current PPP, $) per capita, 2011	10,247.0
Real GDP growth (percent), 2011	5.9
Environmental Performance Index 2012, rank (out of 132 economies), 2011	27

Travel & Tourism indicators

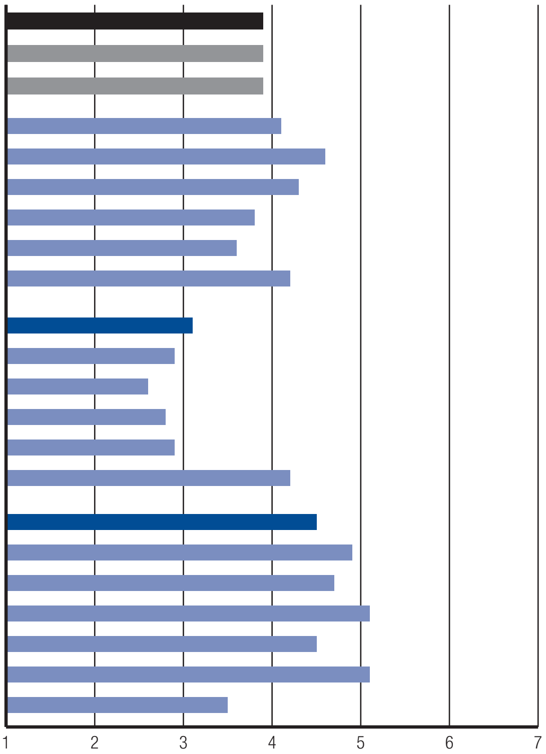
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	5,495.3	1.6	3.5
T&T industry employment (1,000 jobs)	429.0	2.4	2.0
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	16,959	5.1	3.6
T&T economy employment (1,000 jobs)	984	5.5	2.0

International tourist arrivals (thousands), 2010	2,384.9
International tourism receipts (US$, millions), 2011	2,201.4



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**84**	**3.9**
2011 Travel & Tourism Competitiveness Index	77	3.9
2009 Travel & Tourism Competitiveness Index	72	3.9
T&T regulatory framework	**101**	**4.1**
Policy rules and regulations	56	4.6
Environmental sustainability	97	4.3
Safety and security	115	3.8
Health and hygiene	100	3.6
Prioritization of Travel & Tourism	88	4.2
Business environment and infrastructure	**103**	**3.1**
Air transport infrastructure	73	2.9
Ground transport infrastructure	131	2.6
Tourism infrastructure	93	2.8
ICT infrastructure	77	2.9
Price competitiveness in the T&T industry	105	4.2
T&T human, cultural, and natural resources	**34**	**4.5**
Human resources	72	4.9
Education and training	70	4.7
Availability of qualified labor	63	5.1
Affinity for Travel & Tourism	86	4.5
Natural resources	16	5.1
Cultural resources	37	3.5



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Colombia

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.6**	**56**
1.01	Prevalence of foreign ownership	4.4	86
1.02	Property rights	3.8	94
1.03	Business impact of rules on FDI	4.5	81
1.04	Visa requirements, no. of countries*	88.0	44
1.05	Openness bilateral ASAs (0–38)*	17.6	19
1.06	Transparency of government policymaking	4.1	81
1.07	No. of days to start a business*	13	61
1.08	Cost to start a business, % GNI/capita*	7.3	62
1.09	GATS commitment restrictiveness (0–100)*	50.7	82
	2nd pillar: Environmental sustainability	**4.3**	**97**
2.01	Stringency of environmental regulation	3.5	92
2.02	Enforcement of environmental regulation	3.2	96
2.03	Sustainability of T&T industry development	4.6	62
2.04	Carbon dioxide emission, million tons/capita*	1.5	49
2.05	Particulate matter concentration, μg/m³*	19.7	36
2.06	Threatened species, %*	12.7	126
2.07	Environm. treaty ratification (0–25)*	17	96
	3rd pillar: Safety and security	**3.8**	**115**
3.01	Business costs of crime and violence	2.8	132
3.02	Reliability of police services	4.2	74
3.03	Road traffic accidents/100,000 pop.*	11.7	32
3.04	Business costs of terrorism	2.9	140
	4th pillar: Health and hygiene	**3.6**	**100**
4.01	Physician density/1,000 pop.*	0.2	119
4.02	Access to improved sanitation, % pop.*	77.0	88
4.03	Access to improved drinking water, % pop.*	92.0	80
4.04	Hospital beds/10,000 pop.*	10.0	114
	5th pillar: Prioritization of Travel & Tourism	**4.2**	**88**
5.01	Government prioritization of the T&T industry	5.1	75
5.02	T&T gov't expenditure, % gov't budget*	2.0	108
5.03	Effectiveness of marketing to attract tourists	4.9	49
5.04	Comprehensiveness of T&T data (0–120)*	45.0	108
5.05	Timeliness of T&T data (0–18)*	15.5	48
	6th pillar: Air transport infrastructure	**2.9**	**73**
6.01	Quality of air transport infrastructure	3.8	105
6.02	Airline seat kms/week, dom., millions*	164.1	27
6.03	Airline seat kms/week, int'l, millions*	300.2	47
6.04	Departures/1,000 pop.*	3.9	64
6.05	Airport density/million pop.*	1.1	38
6.06	No. of operating airlines*	29.5	59
6.07	International air transport network	4.4	79
	7th pillar: Ground transport infrastructure	**2.6**	**131**
7.01	Quality of roads	2.6	124
7.02	Quality of railroad infrastructure	1.6	107
7.03	Quality of port infrastructure	3.2	123
7.04	Quality of ground transport network	3.9	108
7.05	Road density/million pop.*	15.0	99

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**2.8**	**93**
8.01	Hotel rooms/100 pop.*	0.4	70
8.02	Presence of major car rental co. (1–7)*	3	97
8.03	ATMs accepting Visa cards/million pop.*	190.3	84
	9th pillar: ICT infrastructure	**2.9**	**77**
9.01	ICT use for B-to-B transactions	5.0	70
9.02	ICT use for B-to-C transactions	4.9	45
9.03	Individuals using the Internet, %*	40.4	70
9.04	Fixed telephone lines/100 pop.*	15.2	81
9.05	Broadband Internet subscribers/100 pop.*	6.9	70
9.06	Mobile telephone subscriptions/100 pop.*	98.5	85
9.07	Mobile broadband subscriptions/100 pop.*	3.7	91
	10th pillar: Price competitiveness in T&T ind.	**4.2**	**105**
10.01	Ticket taxes and airport charges (0–100)*	55.9	125
10.02	Purchasing power parity*	0.7	83
10.04	Fuel price, US$ cents/liter*	95.0	49
10.03	Extent and effect of taxation	3.0	112
10.05	Hotel price index, US$*	150.7	84
	11th pillar: Human resources	**4.9**	**72**
	Education and training	4.7	70
11.01	Primary education enrollment, net %*	88.1	103
11.02	Secondary education enrollment, gross %*	96.4	45
11.03	Quality of the educational system	3.6	76
11.04	Local availability specialized research & training	4.1	75
11.05	Extent of staff training	3.6	97
	Availability of qualified labor	5.1	63
11.06	Hiring and firing practices	3.7	85
11.07	Ease of hiring foreign labor	4.3	57
11.08	HIV prevalence, % adult pop.*	0.5	85
11.09	Business impact of HIV/AIDS	4.6	102
11.10	Life expectancy, years*	73.6	68
	12th pillar: Affinity for Travel & Tourism	**4.5**	**86**
12.01	Tourism openness, % of GDP*	1.4	130
12.02	Attitude of population toward foreign visitors	6.1	88
12.03	Extension of business trips recommended	5.5	56
12.04	Degree of customer orientation	5.0	39
	13th pillar: Natural resources	**5.1**	**16**
13.01	No. of World Heritage natural sites*	2	25
13.02	Quality of the natural environment	3.8	99
13.03	Total known species*	2,973	2
13.04	Terrestrial biome protection (0–17%)*	15.1	32
13.05	Marine protected areas, %*	9.1	10
	14th pillar: Cultural resources	**3.5**	**37**
14.01	No. of World Heritage cultural sites*	12	23
14.02	Sports stadiums, seats/million pop.*	22,725.4	87
14.03	No. of int'l fairs and exhibitions*	103.7	34
14.04	Creative industries exports, % of world total*	0.1	51

Costa Rica

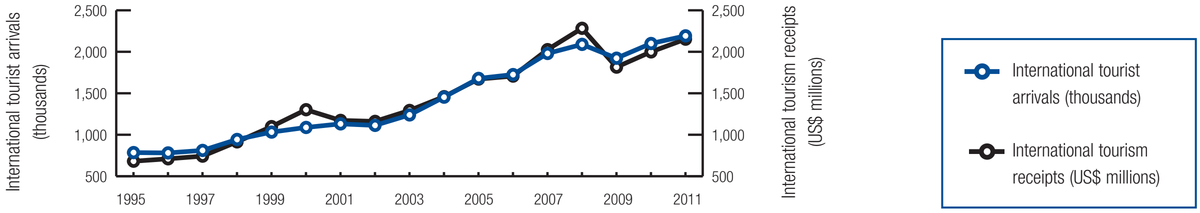
Key indicators

Population (millions), 2011	4.8
Surface area (1,000 square kilometers), 2011	51.1
Gross domestic product (current US$ billions), 2011	40.9
Gross domestic product (current PPP, $) per capita, 2011	11,923.3
Real GDP growth (percent), 2011	4.2
Environmental Performance Index 2012, rank (out of 132 economies), 2011	5

Travel & Tourism indicators

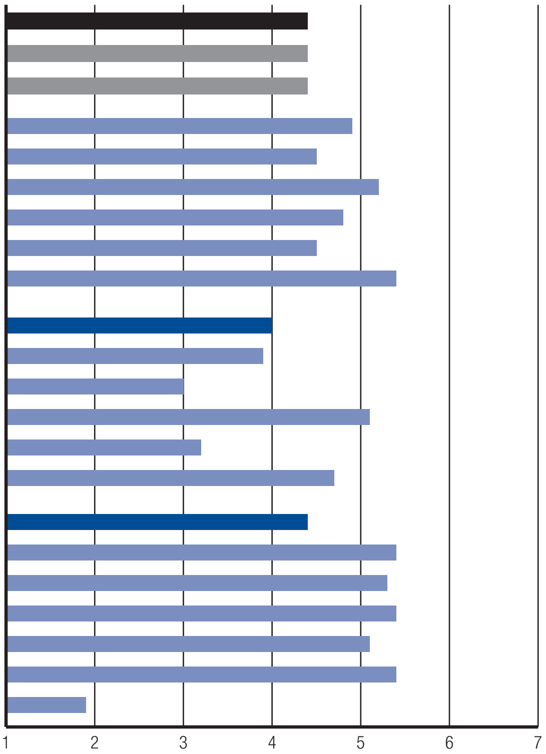
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	2,079.3	4.9	4.1
T&T industry employment (1,000 jobs)	98.8	4.6	2.9
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	5,274	12.5	4.1
T&T economy employment (1,000 jobs)	250	11.7	2.7

International tourist arrivals (thousands), 2011	2,192.1
International tourism receipts (US$, millions), 2011	2,152.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**47**	**4.4**
2011 Travel & Tourism Competitiveness Index	44	4.4
2009 Travel & Tourism Competitiveness Index	42	4.4
T&T regulatory framework	**52**	**4.9**
Policy rules and regulations	68	4.5
Environmental sustainability	26	5.2
Safety and security	68	4.8
Health and hygiene	78	4.5
Prioritization of Travel & Tourism	20	5.4
Business environment and infrastructure	**56**	**4.0**
Air transport infrastructure	44	3.9
Ground transport infrastructure	100	3.0
Tourism infrastructure	33	5.1
ICT infrastructure	67	3.2
Price competitiveness in the T&T industry	56	4.7
T&T human, cultural, and natural resources	**38**	**4.4**
Human resources	27	5.4
Education and training	32	5.3
Availability of qualified labor	22	5.4
Affinity for Travel & Tourism	28	5.1
Natural resources	7	5.4
Cultural resources	93	1.9



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Costa Rica

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.5**	**68**
1.01	Prevalence of foreign ownership	5.5	20
1.02	Property rights	4.5	58
1.03	Business impact of rules on FDI	5.2	24
1.04	Visa requirements, no. of countries*	89.0	42
1.05	Openness bilateral ASAs (0–38)*	23.1	11
1.06	Transparency of government policymaking	4.5	50
1.07	No. of days to start a business*	60	130
1.08	Cost to start a business, % GNI/capita*	11.4	78
1.09	GATS commitment restrictiveness (0–100)*	24.3	111
	2nd pillar: Environmental sustainability	**5.2**	**26**
2.01	Stringency of environmental regulation	4.9	33
2.02	Enforcement of environmental regulation	4.4	37
2.03	Sustainability of T&T industry development	5.6	9
2.04	Carbon dioxide emission, million tons/capita*	1.8	52
2.05	Particulate matter concentration, µg/m³*	29.5	65
2.06	Threatened species, %*	7.2	102
2.07	Environm. treaty ratification (0–25)*	20	53
	3rd pillar: Safety and security	**4.8**	**68**
3.01	Business costs of crime and violence	3.9	104
3.02	Reliability of police services	4.8	46
3.03	Road traffic accidents/100,000 pop.*	15.4	68
3.04	Business costs of terrorism	5.5	75
	4th pillar: Health and hygiene	**4.5**	**78**
4.01	Physician density/1,000 pop.*	1.3	79
4.02	Access to improved sanitation, % pop.*	95.0	52
4.03	Access to improved drinking water, % pop.*	97.0	59
4.04	Hospital beds/10,000 pop.*	12.0	107
	5th pillar: Prioritization of Travel & Tourism	**5.4**	**20**
5.01	Government prioritization of the T&T industry	6.2	21
5.02	T&T gov't expenditure, % gov't budget*	6.2	26
5.03	Effectiveness of marketing to attract tourists	5.9	5
5.04	Comprehensiveness of T&T data (0–120)*	64.0	72
5.05	Timeliness of T&T data (0–18)*	13.5	71
	6th pillar: Air transport infrastructure	**3.9**	**44**
6.01	Quality of air transport infrastructure	4.9	60
6.02	Airline seat kms/week, dom., millions*	1.7	70
6.03	Airline seat kms/week, int'l, millions*	124.0	73
6.04	Departures/1,000 pop.*	10.6	38
6.05	Airport density/million pop.*	3.6	14
6.06	No. of operating airlines*	23.0	76
6.07	International air transport network	5.5	43
	7th pillar: Ground transport infrastructure	**3.0**	**100**
7.01	Quality of roads	2.5	129
7.02	Quality of railroad infrastructure	1.7	104
7.03	Quality of port infrastructure	2.4	136
7.04	Quality of ground transport network	4.5	70
7.05	Road density/million pop.*	76.0	43

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**5.1**	**33**
8.01	Hotel rooms/100 pop.*	0.9	35
8.02	Presence of major car rental co. (1–7)*	7	1
8.03	ATMs accepting Visa cards/million pop.*	357.3	57
	9th pillar: ICT infrastructure	**3.2**	**67**
9.01	ICT use for B-to-B transactions	5.6	34
9.02	ICT use for B-to-C transactions	5.1	38
9.03	Individuals using the Internet, %*	42.1	68
9.04	Fixed telephone lines/100 pop.*	26.1	47
9.05	Broadband Internet subscribers/100 pop.*	8.7	61
9.06	Mobile telephone subscriptions/100 pop.*	92.2	94
9.07	Mobile broadband subscriptions/100 pop.*	2.0	102
	10th pillar: Price competitiveness in T&T ind.	**4.7**	**56**
10.01	Ticket taxes and airport charges (0–100)*	81.4	60
10.02	Purchasing power parity*	0.7	84
10.04	Fuel price, US$ cents/liter*	97.0	52
10.03	Extent and effect of taxation	3.5	66
10.05	Hotel price index, US$*	133.6	64
	11th pillar: Human resources	**5.4**	**27**
	Education and training	5.3	32
11.01	Primary education enrollment, net %*	n/a	n/a
11.02	Secondary education enrollment, gross %*	99.7	33
11.03	Quality of the educational system	4.9	21
11.04	Local availability specialized research & training	4.9	26
11.05	Extent of staff training	4.6	29
	Availability of qualified labor	5.4	22
11.06	Hiring and firing practices	4.2	46
11.07	Ease of hiring foreign labor	3.9	89
11.08	HIV prevalence, % adult pop.*	0.3	66
11.09	Business impact of HIV/AIDS	5.5	59
11.10	Life expectancy, years*	79.3	28
	12th pillar: Affinity for Travel & Tourism	**5.1**	**28**
12.01	Tourism openness, % of GDP*	6.2	44
12.02	Attitude of population toward foreign visitors	6.4	41
12.03	Extension of business trips recommended	6.3	6
12.04	Degree of customer orientation	5.1	37
	13th pillar: Natural resources	**5.4**	**7**
13.01	No. of World Heritage natural sites*	3	18
13.02	Quality of the natural environment	5.4	26
13.03	Total known species*	1,272	19
13.04	Terrestrial biome protection (0–17%)*	16.0	27
13.05	Marine protected areas, %*	0.7	54
	14th pillar: Cultural resources	**1.9**	**93**
14.01	No. of World Heritage cultural sites*	1	109
14.02	Sports stadiums, seats/million pop.*	53,003.1	50
14.03	No. of int'l fairs and exhibitions*	24.3	62
14.04	Creative industries exports, % of world total*	0.0	78

Côte d’Ivoire

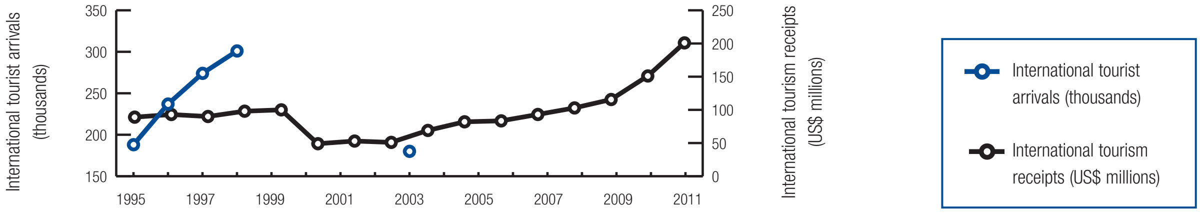
Key indicators

Population (millions), 2011	20.2
Surface area (1,000 square kilometers), 2011	322.5
Gross domestic product (current US$ billions), 2011	24.1
Gross domestic product (current PPP, $) per capita, 2011	1,589.8
Real GDP growth (percent), 2011	-4.7
Environmental Performance Index 2012, rank (out of 132 economies), 2011	67

Travel & Tourism indicators

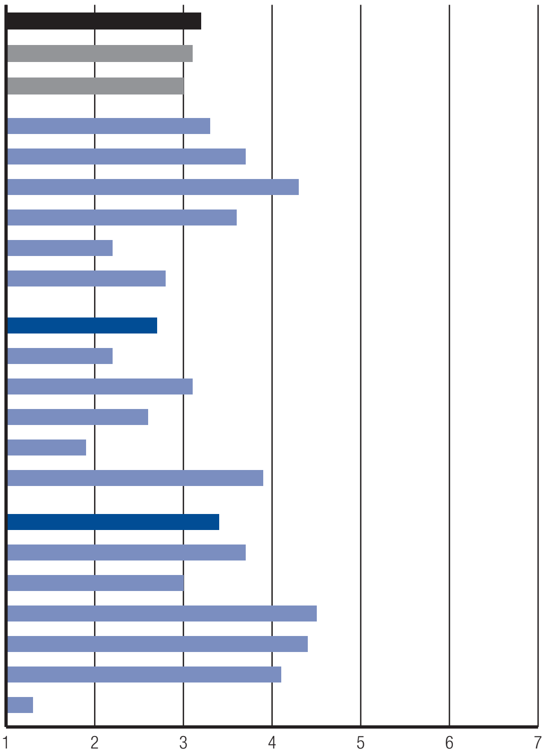
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	738.8	2.8	4.8
T&T industry employment (1,000 jobs)	115.4	2.3	2.6
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	1,501	5.6	4.8
T&T economy employment (1,000 jobs)	242	4.9	2.5

International tourist arrivals (thousands), 2003	180.0
International tourism receipts (US$, millions), 2010	200.9



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**126**	**3.2**
2011 Travel & Tourism Competitiveness Index	131	3.1
2009 Travel & Tourism Competitiveness Index	130	3.0
T&T regulatory framework	**133**	**3.3**
Policy rules and regulations	127	3.7
Environmental sustainability	96	4.3
Safety and security	127	3.6
Health and hygiene	124	2.2
Prioritization of Travel & Tourism	136	2.8
Business environment and infrastructure	**118**	**2.7**
Air transport infrastructure	116	2.2
Ground transport infrastructure	97	3.1
Tourism infrastructure	97	2.6
ICT infrastructure	120	1.9
Price competitiveness in the T&T industry	117	3.9
T&T human, cultural, and natural resources	**114**	**3.4**
Human resources	124	3.7
Education and training	132	3.0
Availability of qualified labor	117	4.5
Affinity for Travel & Tourism	93	4.4
Natural resources	41	4.1
Cultural resources	129	1.3



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Côte d'Ivoire

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**3.7**	**127**
1.01	Prevalence of foreign ownership	5.5	22
1.02	Property rights	3.2	123
1.03	Business impact of rules on FDI	4.8	57
1.04	Visa requirements, no. of countries*	20.0	124
1.05	Openness bilateral ASAs (0–38)*	6.8	117
1.06	Transparency of government policymaking	3.8	103
1.07	No. of days to start a business*	32	107
1.08	Cost to start a business, % GNI/capita*	130.0	136
1.09	GATS commitment restrictiveness (0–100)*	82.7	9
	2nd pillar: Environmental sustainability	**4.3**	**96**
2.01	Stringency of environmental regulation	2.3	135
2.02	Enforcement of environmental regulation	2.1	135
2.03	Sustainability of T&T industry development	3.2	130
2.04	Carbon dioxide emission, million tons/capita*	0.4	23
2.05	Particulate matter concentration, µg/m³*	29.2	64
2.06	Threatened species, %*	5.6	82
2.07	Environm. treaty ratification (0–25)*	20	53
	3rd pillar: Safety and security	**3.6**	**127**
3.01	Business costs of crime and violence	2.8	133
3.02	Reliability of police services	2.8	131
3.03	Road traffic accidents/100,000 pop.*	n/a	n/a
3.04	Business costs of terrorism	5.2	93
	4th pillar: Health and hygiene	**2.2**	**124**
4.01	Physician density/1,000 pop.*	0.1	120
4.02	Access to improved sanitation, % pop.*	24.0	126
4.03	Access to improved drinking water, % pop.*	80.0	112
4.04	Hospital beds/10,000 pop.*	4.0	132
	5th pillar: Prioritization of Travel & Tourism	**2.8**	**136**
5.01	Government prioritization of the T&T industry	4.5	109
5.02	T&T gov't expenditure, % gov't budget*	1.4	119
5.03	Effectiveness of marketing to attract tourists	3.2	127
5.04	Comprehensiveness of T&T data (0–120)*	30.0	129
5.05	Timeliness of T&T data (0–18)*	0.0	126
	6th pillar: Air transport infrastructure	**2.2**	**116**
6.01	Quality of air transport infrastructure	4.3	83
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	21.2	115
6.04	Departures/1,000 pop.*	0.0	133
6.05	Airport density/million pop.*	0.0	139
6.06	No. of operating airlines*	12.5	101
6.07	International air transport network	4.4	83
	7th pillar: Ground transport infrastructure	**3.1**	**97**
7.01	Quality of roads	3.0	105
7.02	Quality of railroad infrastructure	2.1	85
7.03	Quality of port infrastructure	4.6	53
7.04	Quality of ground transport network	3.6	119
7.05	Road density/million pop.*	25.0	80

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**2.6**	**97**
8.01	Hotel rooms/100 pop.*	0.1	107
8.02	Presence of major car rental co. (1–7)*	5	66
8.03	ATMs accepting Visa cards/million pop.*	13.6	122
	9th pillar: ICT infrastructure	**1.9**	**120**
9.01	ICT use for B-to-B transactions	4.5	102
9.02	ICT use for B-to-C transactions	3.5	119
9.03	Individuals using the Internet, %*	2.2	133
9.04	Fixed telephone lines/100 pop.*	1.3	122
9.05	Broadband Internet subscribers/100 pop.*	0.2	115
9.06	Mobile telephone subscriptions/100 pop.*	86.1	99
9.07	Mobile broadband subscriptions/100 pop.*	0.0	128
	10th pillar: Price competitiveness in T&T ind.	**3.9**	**117**
10.01	Ticket taxes and airport charges (0–100)*	42.0	132
10.02	Purchasing power parity*	0.7	76
10.04	Fuel price, US$ cents/liter*	130.0	90
10.03	Extent and effect of taxation	3.4	77
10.05	Hotel price index, US$*	n/a	n/a
	11th pillar: Human resources	**3.7**	**124**
	Education and training	3.0	132
11.01	Primary education enrollment, net %*	61.5	136
11.02	Secondary education enrollment, gross %*	27.1	134
11.03	Quality of the educational system	3.3	94
11.04	Local availability specialized research & training	4.1	71
11.05	Extent of staff training	4.2	44
	Availability of qualified labor	4.5	117
11.06	Hiring and firing practices	4.6	28
11.07	Ease of hiring foreign labor	4.8	15
11.08	HIV prevalence, % adult pop.*	3.4	125
11.09	Business impact of HIV/AIDS	4.3	115
11.10	Life expectancy, years*	55.4	122
	12th pillar: Affinity for Travel & Tourism	**4.4**	**93**
12.01	Tourism openness, % of GDP*	2.4	109
12.02	Attitude of population toward foreign visitors	6.3	58
12.03	Extension of business trips recommended	5.4	65
12.04	Degree of customer orientation	4.3	99
	13th pillar: Natural resources	**4.1**	**41**
13.01	No. of World Heritage natural sites*	3	18
13.02	Quality of the natural environment	2.6	137
13.03	Total known species*	1,011	32
13.04	Terrestrial biome protection (0–17%)*	17.0	1
13.05	Marine protected areas, %*	0.0	99
	14th pillar: Cultural resources	**1.3**	**129**
14.01	No. of World Heritage cultural sites*	2	88
14.02	Sports stadiums, seats/million pop.*	6,401.1	121
14.03	No. of int'l fairs and exhibitions*	3.3	111
14.04	Creative industries exports, % of world total*	0.0	100

Croatia

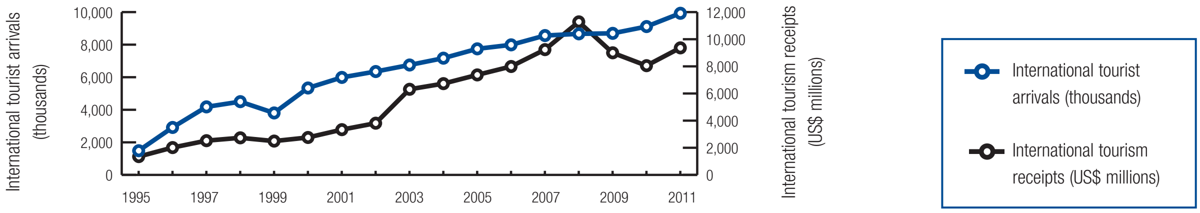
Key indicators

Population (millions), 2011	4.6
Surface area (1,000 square kilometers), 2011	56.6
Gross domestic product (current US$ billions), 2011	62.4
Gross domestic product (current PPP, $) per capita, 2011	18,014.3
Real GDP growth (percent), 2011	0.0
Environmental Performance Index 2012, rank (out of 132 economies), 2011	20

Travel & Tourism indicators

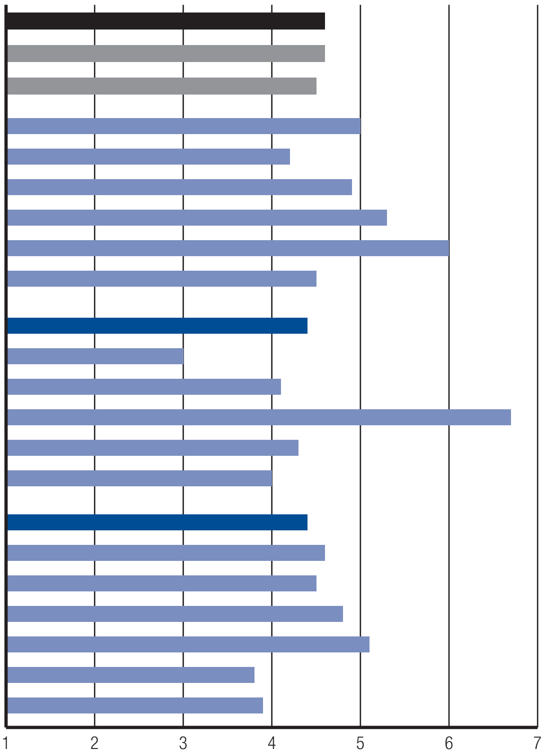
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	6,446.3	11.5	4.7
T&T industry employment (1,000 jobs)	143.9	12.7	1.1
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	15,466	27.7	4.6
T&T economy employment (1,000 jobs)	331	29.3	1.3

International tourist arrivals (thousands), 2011	9,926.7
International tourism receipts (US$, millions), 2011	9,364.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**35**	**4.6**
2011 Travel & Tourism Competitiveness Index	34	4.6
2009 Travel & Tourism Competitiveness Index	34	4.5
T&T regulatory framework	**42**	**5.0**
Policy rules and regulations	96	4.2
Environmental sustainability	44	4.9
Safety and security	38	5.3
Health and hygiene	31	6.0
Prioritization of Travel & Tourism	61	4.5
Business environment and infrastructure	**39**	**4.4**
Air transport infrastructure	68	3.0
Ground transport infrastructure	53	4.1
Tourism infrastructure	5	6.7
ICT infrastructure	30	4.3
Price competitiveness in the T&T industry	109	4.0
T&T human, cultural, and natural resources	**42**	**4.4**
Human resources	93	4.6
Education and training	83	4.5
Availability of qualified labor	98	4.8
Affinity for Travel & Tourism	29	5.1
Natural resources	56	3.8
Cultural resources	32	3.9



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Croatia

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.2**	**96**
1.01	Prevalence of foreign ownership	4.0	108
1.02	Property rights	3.8	98
1.03	Business impact of rules on FDI	3.0	135
1.04	Visa requirements, no. of countries*	71.0	58
1.05	Openness bilateral ASAs (0–38)*	12.1	53
1.06	Transparency of government policymaking	4.0	91
1.07	No. of days to start a business*	9	42
1.08	Cost to start a business, % GNI/capita*	7.3	62
1.09	GATS commitment restrictiveness (0–100)*	47.5	94
	2nd pillar: Environmental sustainability	**4.9**	**44**
2.01	Stringency of environmental regulation	4.3	55
2.02	Enforcement of environmental regulation	3.5	75
2.03	Sustainability of T&T industry development	4.5	67
2.04	Carbon dioxide emission, million tons/capita*	5.3	82
2.05	Particulate matter concentration, µg/m³*	24.9	51
2.06	Threatened species, %*	5.0	69
2.07	Environm. treaty ratification (0–25)*	21	39
	3rd pillar: Safety and security	**5.3**	**38**
3.01	Business costs of crime and violence	5.2	52
3.02	Reliability of police services	4.7	51
3.03	Road traffic accidents/100,000 pop.*	13.6	51
3.04	Business costs of terrorism	6.2	30
	4th pillar: Health and hygiene	**6.0**	**31**
4.01	Physician density/1,000 pop.*	2.6	44
4.02	Access to improved sanitation, % pop.*	99.0	39
4.03	Access to improved drinking water, % pop.*	99.0	42
4.04	Hospital beds/10,000 pop.*	54.0	28
	5th pillar: Prioritization of Travel & Tourism	**4.5**	**61**
5.01	Government prioritization of the T&T industry	5.8	40
5.02	T&T gov't expenditure, % gov't budget*	1.4	121
5.03	Effectiveness of marketing to attract tourists	4.8	51
5.04	Comprehensiveness of T&T data (0–120)*	80.0	28
5.05	Timeliness of T&T data (0–18)*	15.5	48
	6th pillar: Air transport infrastructure	**3.0**	**68**
6.01	Quality of air transport infrastructure	4.3	79
6.02	Airline seat kms/week, dom., millions*	4.1	60
6.03	Airline seat kms/week, int'l, millions*	62.1	86
6.04	Departures/1,000 pop.*	5.8	54
6.05	Airport density/million pop.*	1.8	26
6.06	No. of operating airlines*	26.5	67
6.07	International air transport network	4.2	99
	7th pillar: Ground transport infrastructure	**4.1**	**53**
7.01	Quality of roads	5.3	29
7.02	Quality of railroad infrastructure	3.2	49
7.03	Quality of port infrastructure	4.0	76
7.04	Quality of ground transport network	4.9	41
7.05	Road density/million pop.*	52.0	52

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**6.7**	**5**
8.01	Hotel rooms/100 pop.*	1.7	13
8.02	Presence of major car rental co. (1–7)*	6	32
8.03	ATMs accepting Visa cards/million pop.*	945.1	9
	9th pillar: ICT infrastructure	**4.3**	**30**
9.01	ICT use for B-to-B transactions	5.2	52
9.02	ICT use for B-to-C transactions	4.5	74
9.03	Individuals using the Internet, %*	70.7	33
9.04	Fixed telephone lines/100 pop.*	40.1	28
9.05	Broadband Internet subscribers/100 pop.*	19.6	36
9.06	Mobile telephone subscriptions/100 pop.*	116.4	50
9.07	Mobile broadband subscriptions/100 pop.*	34.9	35
	10th pillar: Price competitiveness in T&T ind.	**4.0**	**109**
10.01	Ticket taxes and airport charges (0–100)*	75.3	82
10.02	Purchasing power parity*	0.7	86
10.04	Fuel price, US$ cents/liter*	149.0	108
10.03	Extent and effect of taxation	2.3	133
10.05	Hotel price index, US$*	135.5	67
	11th pillar: Human resources	**4.6**	**93**
	Education and training	4.5	83
11.01	Primary education enrollment, net %*	86.8	110
11.02	Secondary education enrollment, gross %*	95.7	47
11.03	Quality of the educational system	3.2	98
11.04	Local availability specialized research & training	4.1	74
11.05	Extent of staff training	3.2	122
	Availability of qualified labor	4.8	98
11.06	Hiring and firing practices	3.1	120
11.07	Ease of hiring foreign labor	3.2	129
11.08	HIV prevalence, % adult pop.*	0.1	12
11.09	Business impact of HIV/AIDS	6.6	6
11.10	Life expectancy, years*	76.5	42
	12th pillar: Affinity for Travel & Tourism	**5.1**	**29**
12.01	Tourism openness, % of GDP*	16.4	11
12.02	Attitude of population toward foreign visitors	6.3	65
12.03	Extension of business trips recommended	4.5	121
12.04	Degree of customer orientation	4.2	105
	13th pillar: Natural resources	**3.8**	**56**
13.01	No. of World Heritage natural sites*	1	45
13.02	Quality of the natural environment	5.6	17
13.03	Total known species*	424	89
13.04	Terrestrial biome protection (0–17%)*	12.0	62
13.05	Marine protected areas, %*	1.9	23
	14th pillar: Cultural resources	**3.9**	**32**
14.01	No. of World Heritage cultural sites*	18	14
14.02	Sports stadiums, seats/million pop.*	84,213.8	27
14.03	No. of int'l fairs and exhibitions*	60.0	40
14.04	Creative industries exports, % of world total*	0.1	55

Cyprus

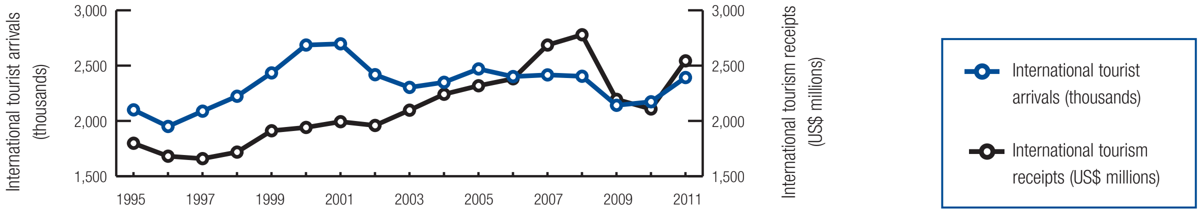
Key indicators

Population (millions), 2011	1.1
Surface area (1,000 square kilometers), 2011	9.3
Gross domestic product (current US$ billions), 2011	24.7
Gross domestic product (current PPP, $) per capita, 2011	27,520.8
Real GDP growth (percent), 2011	0.5
Environmental Performance Index 2012, rank (out of 132 economies), 2011	44

Travel & Tourism indicators

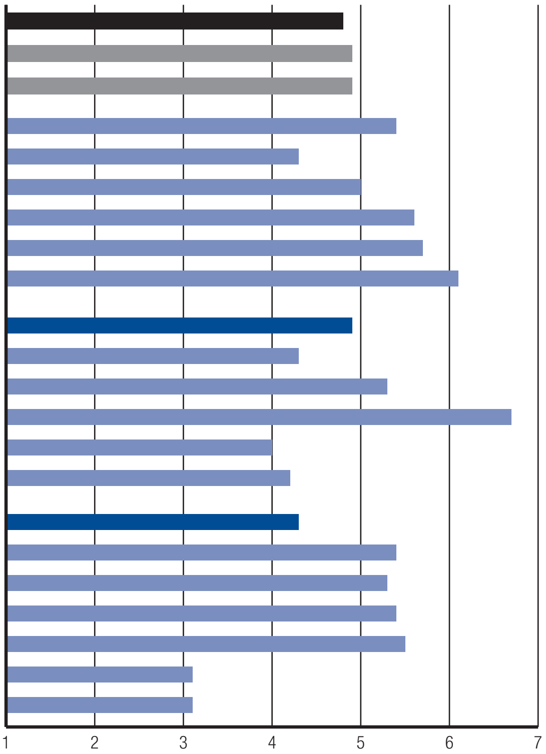
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	1,408.0	5.6	4.2
T&T industry employment (1,000 jobs)	25.2	6.4	1.8
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	4,410	17.5	4.0
T&T economy employment (1,000 jobs)	74	18.8	1.6

International tourist arrivals (thousands), 2011	2,392.2
International tourism receipts (US$, millions), 2011	2,543.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**29**	**4.8**
2011 Travel & Tourism Competitiveness Index	24	4.9
2009 Travel & Tourism Competitiveness Index	21	4.9
T&T regulatory framework	**22**	**5.4**
Policy rules and regulations	88	4.3
Environmental sustainability	38	5.0
Safety and security	27	5.6
Health and hygiene	45	5.7
Prioritization of Travel & Tourism	2	6.1
Business environment and infrastructure	**21**	**4.9**
Air transport infrastructure	36	4.3
Ground transport infrastructure	19	5.3
Tourism infrastructure	5	6.7
ICT infrastructure	40	4.0
Price competitiveness in the T&T industry	102	4.2
T&T human, cultural, and natural resources	**46**	**4.3**
Human resources	24	5.4
Education and training	31	5.3
Availability of qualified labor	20	5.4
Affinity for Travel & Tourism	10	5.5
Natural resources	96	3.1
Cultural resources	48	3.1



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Cyprus

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.3**	**88**
1.01	Prevalence of foreign ownership	4.7	67
1.02	Property rights	5.2	32
1.03	Business impact of rules on FDI	5.0	40
1.04	Visa requirements, no. of countries*	71.0	58
1.05	Openness bilateral ASAs (0–38)*	5.1	127
1.06	Transparency of government policymaking	4.9	31
1.07	No. of days to start a business*	8	33
1.08	Cost to start a business, % GNI/capita*	12.4	81
1.09	GATS commitment restrictiveness (0–100)*	0.0	117
	2nd pillar: Environmental sustainability	**5.0**	**38**
2.01	Stringency of environmental regulation	4.2	58
2.02	Enforcement of environmental regulation	4.0	52
2.03	Sustainability of T&T industry development	4.7	59
2.04	Carbon dioxide emission, million tons/capita*	7.9	106
2.05	Particulate matter concentration, µg/m³*	27.5	58
2.06	Threatened species, %*	3.2	37
2.07	Environm. treaty ratification (0–25)*	22	**20**
	3rd pillar: Safety and security	**5.6**	**27**
3.01	Business costs of crime and violence	5.6	**28**
3.02	Reliability of police services	5.1	36
3.03	Road traffic accidents/100,000 pop.*	10.4	**28**
3.04	Business costs of terrorism	6.0	43
	4th pillar: Health and hygiene	**5.7**	**45**
4.01	Physician density/1,000 pop.*	2.6	45
4.02	Access to improved sanitation, % pop.*	100.0	**1**
4.03	Access to improved drinking water, % pop.*	100.0	**1**
4.04	Hospital beds/10,000 pop.*	38.0	45
	5th pillar: Prioritization of Travel & Tourism	**6.1**	**2**
5.01	Government prioritization of the T&T industry	6.3	**15**
5.02	T&T gov't expenditure, % gov't budget*	9.2	**13**
5.03	Effectiveness of marketing to attract tourists	5.1	39
5.04	Comprehensiveness of T&T data (0–120)*	107.0	**6**
5.05	Timeliness of T&T data (0–18)*	17.5	**7**
	6th pillar: Air transport infrastructure	**4.3**	**36**
6.01	Quality of air transport infrastructure	5.4	43
6.02	Airline seat kms/week, dom., millions*	0.1	98
6.03	Airline seat kms/week, int'l, millions*	185.9	61
6.04	Departures/1,000 pop.*	19.6	**22**
6.05	Airport density/million pop.*	2.7	**18**
6.06	No. of operating airlines*	44.0	38
6.07	International air transport network	5.0	55
	7th pillar: Ground transport infrastructure	**5.3**	**19**
7.01	Quality of roads	5.6	**22**
7.02	Quality of railroad infrastructure	n/a	n/a
7.03	Quality of port infrastructure	5.0	41
7.04	Quality of ground transport network	4.6	60
7.05	Road density/million pop.*	134.0	**25**

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**6.7**	**5**
8.01	Hotel rooms/100 pop.*	3.7	**2**
8.02	Presence of major car rental co. (1–7)*	6	32
8.03	ATMs accepting Visa cards/million pop.*	1,206.4	**6**
	9th pillar: ICT infrastructure	**4.0**	**40**
9.01	ICT use for B-to-B transactions	5.0	62
9.02	ICT use for B-to-C transactions	4.8	48
9.03	Individuals using the Internet, %*	57.7	44
9.04	Fixed telephone lines/100 pop.*	36.3	33
9.05	Broadband Internet subscribers/100 pop.*	18.9	37
9.06	Mobile telephone subscriptions/100 pop.*	97.7	87
9.07	Mobile broadband subscriptions/100 pop.*	30.8	41
	10th pillar: Price competitiveness in T&T ind.	**4.2**	**102**
10.01	Ticket taxes and airport charges (0–100)*	80.2	66
10.02	Purchasing power parity*	1.0	111
10.04	Fuel price, US$ cents/liter*	147.0	104
10.03	Extent and effect of taxation	4.6	**16**
10.05	Hotel price index, US$*	160.4	88
	11th pillar: Human resources	**5.4**	**24**
	Education and training	5.3	31
11.01	Primary education enrollment, net %*	98.7	**19**
11.02	Secondary education enrollment, gross %*	98.8	37
11.03	Quality of the educational system	4.8	**22**
11.04	Local availability specialized research & training	4.4	54
11.05	Extent of staff training	3.8	84
	Availability of qualified labor	5.4	**20**
11.06	Hiring and firing practices	3.8	80
11.07	Ease of hiring foreign labor	4.5	40
11.08	HIV prevalence, % adult pop.*	n/a	**1**
11.09	Business impact of HIV/AIDS	5.8	40
11.10	Life expectancy, years*	79.6	**26**
	12th pillar: Affinity for Travel & Tourism	**5.5**	**10**
12.01	Tourism openness, % of GDP*	15.2	**12**
12.02	Attitude of population toward foreign visitors	6.4	48
12.03	Extension of business trips recommended	5.9	**26**
12.04	Degree of customer orientation	4.5	77
	13th pillar: Natural resources	**3.1**	**96**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	4.4	66
13.03	Total known species*	310	127
13.04	Terrestrial biome protection (0–17%)*	17.0	**1**
13.05	Marine protected areas, %*	0.1	84
	14th pillar: Cultural resources	**3.1**	**48**
14.01	No. of World Heritage cultural sites*	5	52
14.02	Sports stadiums, seats/million pop.*	117,953.8	**16**
14.03	No. of int'l fairs and exhibitions*	28.0	58
14.04	Creative industries exports, % of world total*	0.0	89

Czech Republic

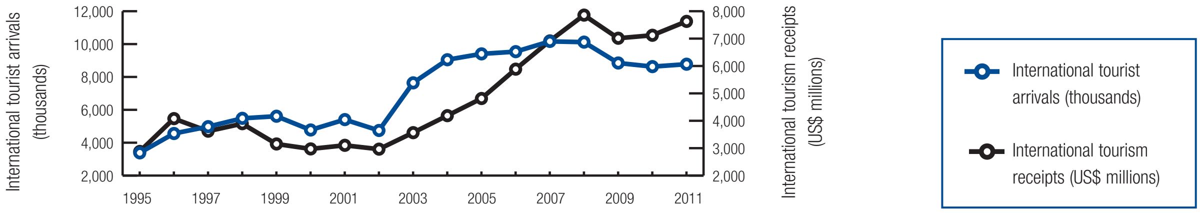
Key indicators

Population (millions), 2011	10.9
Surface area (1,000 square kilometers), 2011	78.9
Gross domestic product (current US$ billions), 2011	215.2
Gross domestic product (current PPP, $) per capita, 2011	27,063.0
Real GDP growth (percent), 2011	1.7
Environmental Performance Index 2012, rank (out of 132 economies), 2011	18

Travel & Tourism indicators

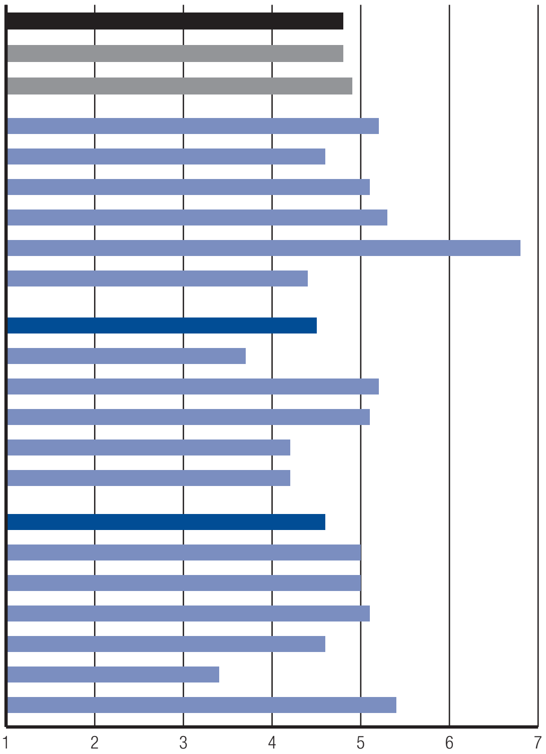
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	5,947.2	2.7	2.4
T&T industry employment (1,000 jobs)	236.5	4.8	–0.2
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	18,093	8.4	2.2
T&T economy employment (1,000 jobs)	500	10.2	–0.5

International tourist arrivals (thousands), 2011	8,775.0
International tourism receipts (US$, millions), 2011	7,628.4



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**31**	**4.8**
2011 Travel & Tourism Competitiveness Index	31	4.8
2009 Travel & Tourism Competitiveness Index	26	4.9
T&T regulatory framework	**28**	**5.2**
Policy rules and regulations	59	4.6
Environmental sustainability	29	5.1
Safety and security	40	5.3
Health and hygiene	4	6.8
Prioritization of Travel & Tourism	64	4.4
Business environment and infrastructure	**37**	**4.5**
Air transport infrastructure	50	3.7
Ground transport infrastructure	23	5.2
Tourism infrastructure	32	5.1
ICT infrastructure	35	4.2
Price competitiveness in the T&T industry	99	4.2
T&T human, cultural, and natural resources	**28**	**4.6**
Human resources	48	5.0
Education and training	46	5.0
Availability of qualified labor	61	5.1
Affinity for Travel & Tourism	70	4.6
Natural resources	77	3.4
Cultural resources	17	5.4



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Czech Republic

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.6**	**59**
1.01	Prevalence of foreign ownership	5.6	**17**
1.02	Property rights	4.1	74
1.03	Business impact of rules on FDI	5.1	34
1.04	Visa requirements, no. of countries*	71.0	58
1.05	Openness bilateral ASAs (0–38)*	12.2	48
1.06	Transparency of government policymaking	4.0	95
1.07	No. of days to start a business*	20	86
1.08	Cost to start a business, % GNI/capita*	8.2	66
1.09	GATS commitment restrictiveness (0–100)*	49.5	87
	2nd pillar: Environmental sustainability	**5.1**	**29**
2.01	Stringency of environmental regulation	5.2	**26**
2.02	Enforcement of environmental regulation	4.7	**30**
2.03	Sustainability of T&T industry development	3.9	98
2.04	Carbon dioxide emission, million tons/capita*	11.2	124
2.05	Particulate matter concentration, µg/m³*	17.1	**29**
2.06	Threatened species, %*	2.3	**12**
2.07	Environm. treaty ratification (0–25)*	21	39
	3rd pillar: Safety and security	**5.3**	**40**
3.01	Business costs of crime and violence	5.4	42
3.02	Reliability of police services	3.8	90
3.03	Road traffic accidents/100,000 pop.*	12.0	34
3.04	Business costs of terrorism	6.5	**5**
	4th pillar: Health and hygiene	**6.8**	**4**
4.01	Physician density/1,000 pop.*	3.7	**16**
4.02	Access to improved sanitation, % pop.*	98.0	42
4.03	Access to improved drinking water, % pop.*	100.0	**1**
4.04	Hospital beds/10,000 pop.*	71.0	**9**
	5th pillar: Prioritization of Travel & Tourism	**4.4**	**64**
5.01	Government prioritization of the T&T industry	5.1	74
5.02	T&T gov't expenditure, % gov't budget*	3.7	62
5.03	Effectiveness of marketing to attract tourists	3.9	96
5.04	Comprehensiveness of T&T data (0–120)*	87.0	**16**
5.05	Timeliness of T&T data (0–18)*	14.5	65
	6th pillar: Air transport infrastructure	**3.7**	**50**
6.01	Quality of air transport infrastructure	6.0	**21**
6.02	Airline seat kms/week, dom., millions*	0.9	77
6.03	Airline seat kms/week, int'l, millions*	187.2	60
6.04	Departures/1,000 pop.*	9.0	41
6.05	Airport density/million pop.*	0.6	76
6.06	No. of operating airlines*	54.0	**30**
6.07	International air transport network	5.9	**25**
	7th pillar: Ground transport infrastructure	**5.2**	**23**
7.01	Quality of roads	3.7	76
7.02	Quality of railroad infrastructure	4.6	**23**
7.03	Quality of port infrastructure	4.6	54
7.04	Quality of ground transport network	5.9	**13**
7.05	Road density/million pop.*	166.0	**19**

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**5.1**	**32**
8.01	Hotel rooms/100 pop.*	1.1	**26**
8.02	Presence of major car rental co. (1–7)*	6	32
8.03	ATMs accepting Visa cards/million pop.*	400.5	51
	9th pillar: ICT infrastructure	**4.2**	**35**
9.01	ICT use for B-to-B transactions	5.8	**23**
9.02	ICT use for B-to-C transactions	5.9	**8**
9.03	Individuals using the Internet, %*	73.0	**27**
9.04	Fixed telephone lines/100 pop.*	21.7	57
9.05	Broadband Internet subscribers/100 pop.*	15.8	39
9.06	Mobile telephone subscriptions/100 pop.*	123.4	41
9.07	Mobile broadband subscriptions/100 pop.*	43.4	**21**
	10th pillar: Price competitiveness in T&T ind.	**4.2**	**99**
10.01	Ticket taxes and airport charges (0–100)*	79.7	71
10.02	Purchasing power parity*	0.8	97
10.04	Fuel price, US$ cents/liter*	169.0	126
10.03	Extent and effect of taxation	3.1	101
10.05	Hotel price index, US$*	98.0	**22**
	11th pillar: Human resources	**5.0**	**48**
	Education and training	5.0	46
11.01	Primary education enrollment, net %*	89.6	99
11.02	Secondary education enrollment, gross %*	90.4	62
11.03	Quality of the educational system	3.9	58
11.04	Local availability specialized research & training	5.1	**23**
11.05	Extent of staff training	4.2	48
	Availability of qualified labor	5.1	61
11.06	Hiring and firing practices	3.4	107
11.07	Ease of hiring foreign labor	3.9	90
11.08	HIV prevalence, % adult pop.*	0.1	**12**
11.09	Business impact of HIV/AIDS	5.4	67
11.10	Life expectancy, years*	77.4	37
	12th pillar: Affinity for Travel & Tourism	**4.6**	**70**
12.01	Tourism openness, % of GDP*	5.7	52
12.02	Attitude of population toward foreign visitors	6.3	66
12.03	Extension of business trips recommended	4.9	97
12.04	Degree of customer orientation	4.7	57
	13th pillar: Natural resources	**3.4**	**77**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	4.4	65
13.03	Total known species*	389	105
13.04	Terrestrial biome protection (0–17%)*	14.3	43
13.05	Marine protected areas, %*	n/a	n/a
	14th pillar: Cultural resources	**5.4**	**17**
14.01	No. of World Heritage cultural sites*	16	**18**
14.02	Sports stadiums, seats/million pop.*	60,765.0	40
14.03	No. of int'l fairs and exhibitions*	124.3	31
14.04	Creative industries exports, % of world total*	1.2	**20**

Denmark

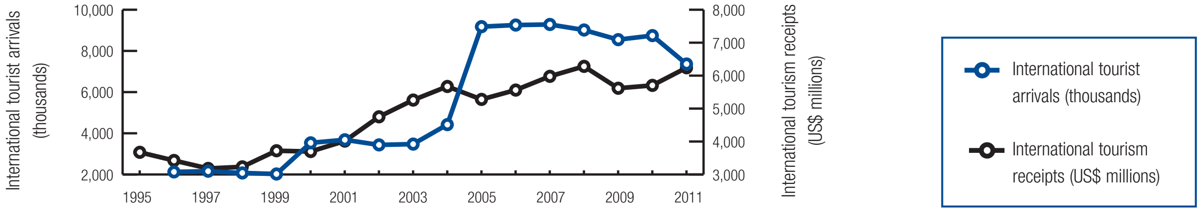
Key indicators

Population (millions), 2011	5.8
Surface area (1,000 square kilometers), 2011	43.1
Gross domestic product (current US$ billions), 2011	332.0
Gross domestic product (current PPP, $) per capita, 2011	37,047.9
Real GDP growth (percent), 2011	0.8
Environmental Performance Index 2012, rank (out of 132 economies), 2011	21

Travel & Tourism indicators

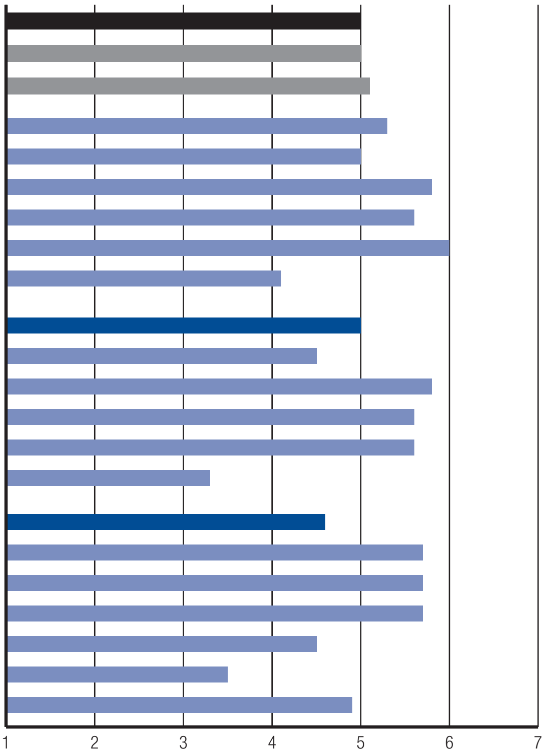
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	6,384.7	1.9	3.4
T&T industry employment (1,000 jobs)	188.9	7.2	1.4
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	20,528	6.1	2.6
T&T economy employment (1,000 jobs)	304	11.6	1.0

International tourist arrivals (thousands), 2011	7,363.0
International tourism receipts (US$, millions), 2011	6,238.7



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**21**	**5.0**
2011 Travel & Tourism Competitiveness Index	16	5.0
2009 Travel & Tourism Competitiveness Index	14	5.1
T&T regulatory framework	**25**	**5.3**
Policy rules and regulations	27	5.0
Environmental sustainability	5	5.8
Safety and security	28	5.6
Health and hygiene	36	6.0
Prioritization of Travel & Tourism	92	4.1
Business environment and infrastructure	**16**	**5.0**
Air transport infrastructure	28	4.5
Ground transport infrastructure	12	5.8
Tourism infrastructure	25	5.6
ICT infrastructure	4	5.6
Price competitiveness in the T&T industry	135	3.3
T&T human, cultural, and natural resources	**26**	**4.6**
Human resources	10	5.7
Education and training	15	5.7
Availability of qualified labor	10	5.7
Affinity for Travel & Tourism	79	4.5
Natural resources	72	3.5
Cultural resources	22	4.9



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Denmark

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**5.0**	**27**
1.01	Prevalence of foreign ownership	5.2	39
1.02	Property rights	5.5	23
1.03	Business impact of rules on FDI	4.7	64
1.04	Visa requirements, no. of countries*	71.0	58
1.05	Openness bilateral ASAs (0–38)*	15.7	26
1.06	Transparency of government policymaking	4.7	44
1.07	No. of days to start a business*	6	16
1.08	Cost to start a business, % GNI/capita*	0.2	2
1.09	GATS commitment restrictiveness (0–100)*	53.1	68
	2nd pillar: Environmental sustainability	**5.8**	**5**
2.01	Stringency of environmental regulation	6.1	5
2.02	Enforcement of environmental regulation	6.1	4
2.03	Sustainability of T&T industry development	4.4	71
2.04	Carbon dioxide emission, million tons/capita*	8.4	110
2.05	Particulate matter concentration, µg/m^3*	15.7	22
2.06	Threatened species, %*	1.7	5
2.07	Environm. treaty ratification (0–25)*	24	1
	3rd pillar: Safety and security	**5.6**	**28**
3.01	Business costs of crime and violence	5.2	53
3.02	Reliability of police services	6.2	7
3.03	Road traffic accidents/100,000 pop.*	n/a	n/a
3.04	Business costs of terrorism	5.5	76
	4th pillar: Health and hygiene	**6.0**	**36**
4.01	Physician density/1,000 pop.*	3.4	23
4.02	Access to improved sanitation, % pop.*	100.0	1
4.03	Access to improved drinking water, % pop.*	100.0	1
4.04	Hospital beds/10,000 pop.*	35.0	50
	5th pillar: Prioritization of Travel & Tourism	**4.1**	**92**
5.01	Government prioritization of the T&T industry	4.6	108
5.02	T&T gov't expenditure, % gov't budget*	2.5	94
5.03	Effectiveness of marketing to attract tourists	4.2	86
5.04	Comprehensiveness of T&T data (0–120)*	72.0	48
5.05	Timeliness of T&T data (0–18)*	15.5	48
	6th pillar: Air transport infrastructure	**4.5**	**28**
6.01	Quality of air transport infrastructure	6.0	19
6.02	Airline seat kms/week, dom., millions*	18.2	44
6.03	Airline seat kms/week, int'l, millions*	402.8	38
6.04	Departures/1,000 pop.*	15.6	28
6.05	Airport density/million pop.*	1.8	27
6.06	No. of operating airlines*	67.0	22
6.07	International air transport network	5.9	21
	7th pillar: Ground transport infrastructure	**5.8**	**12**
7.01	Quality of roads	5.7	19
7.02	Quality of railroad infrastructure	4.8	19
7.03	Quality of port infrastructure	5.8	13
7.04	Quality of ground transport network	5.9	12
7.05	Road density/million pop.*	170.0	18

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**5.6**	**25**
8.01	Hotel rooms/100 pop.*	0.8	42
8.02	Presence of major car rental co. (1–7)*	7	1
8.03	ATMs accepting Visa cards/million pop.*	607.5	25
	9th pillar: ICT infrastructure	**5.6**	**4**
9.01	ICT use for B-to-B transactions	5.8	22
9.02	ICT use for B-to-C transactions	5.5	20
9.03	Individuals using the Internet, %*	90.0	6
9.04	Fixed telephone lines/100 pop.*	45.1	20
9.05	Broadband Internet subscribers/100 pop.*	37.6	3
9.06	Mobile telephone subscriptions/100 pop.*	128.5	32
9.07	Mobile broadband subscriptions/100 pop.*	80.2	6
	10th pillar: Price competitiveness in T&T ind.	**3.3**	**135**
10.01	Ticket taxes and airport charges (0–100)*	82.0	57
10.02	Purchasing power parity*	1.5	136
10.04	Fuel price, US$ cents/liter*	179.0	134
10.03	Extent and effect of taxation	2.6	129
10.05	Hotel price index, US$*	131.9	63
	11th pillar: Human resources	**5.7**	**10**
	Education and training	5.7	15
11.01	Primary education enrollment, net %*	95.5	50
11.02	Secondary education enrollment, gross %*	117.4	7
11.03	Quality of the educational system	5.0	19
11.04	Local availability specialized research & training	5.3	19
11.05	Extent of staff training	5.1	10
	Availability of qualified labor	5.7	10
11.06	Hiring and firing practices	5.3	5
11.07	Ease of hiring foreign labor	4.1	81
11.08	HIV prevalence, % adult pop.*	0.2	52
11.09	Business impact of HIV/AIDS	6.6	3
11.10	Life expectancy, years*	79.1	30
	12th pillar: Affinity for Travel & Tourism	**4.5**	**79**
12.01	Tourism openness, % of GDP*	4.8	65
12.02	Attitude of population toward foreign visitors	5.7	117
12.03	Extension of business trips recommended	4.5	124
12.04	Degree of customer orientation	5.6	8
	13th pillar: Natural resources	**3.5**	**72**
13.01	No. of World Heritage natural sites*	1	45
13.02	Quality of the natural environment	5.5	21
13.03	Total known species*	357	111
13.04	Terrestrial biome protection (0–17%)*	5.1	104
13.05	Marine protected areas, %*	1.9	22
	14th pillar: Cultural resources	**4.9**	**22**
14.01	No. of World Heritage cultural sites*	3	74
14.02	Sports stadiums, seats/million pop.*	111,859.0	17
14.03	No. of int'l fairs and exhibitions*	158.3	22
14.04	Creative industries exports, % of world total*	0.9	28

Dominican Republic

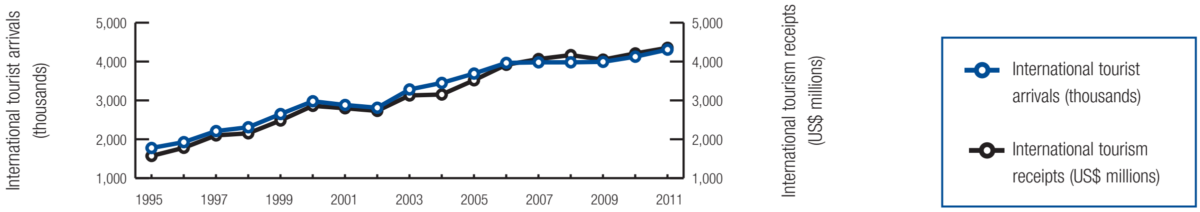
Key indicators

Population (millions), 2011	10.2
Surface area (1,000 square kilometers), 2011	48.7
Gross domestic product (current US$ billions), 2011	55.8
Gross domestic product (current PPP, $) per capita, 2011	9,286.6
Real GDP growth (percent), 2011	4.5
Environmental Performance Index 2012, rank (out of 132 economies), 2011	72

Travel & Tourism indicators

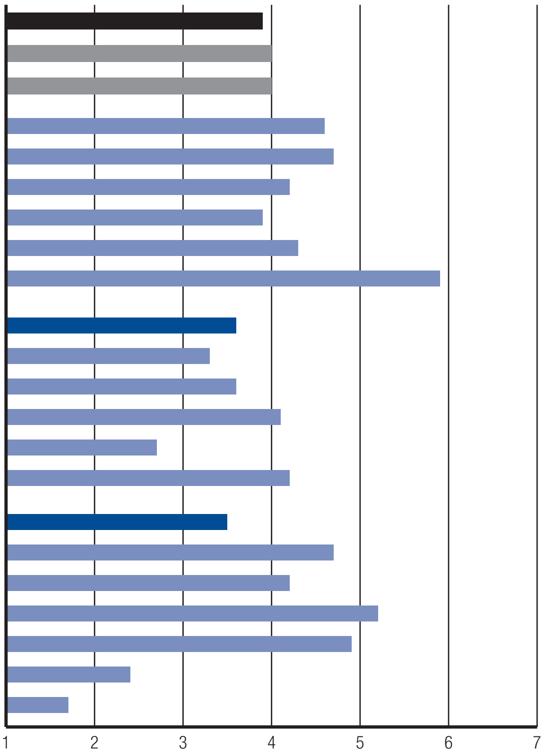
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	2,688.6	4.5	3.0
T&T industry employment (1,000 jobs)	171.3	4.2	1.8
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	8,706	14.7	3.2
T&T economy employment (1,000 jobs)	555	13.6	1.8

International tourist arrivals (thousands), 2011	4,306.4
International tourism receipts (US$, millions), 2011	4,352.8



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**86**	**3.9**
2011 Travel & Tourism Competitiveness Index	72	4.0
2009 Travel & Tourism Competitiveness Index	67	4.0
T&T regulatory framework	**67**	**4.6**
Policy rules and regulations	51	4.7
Environmental sustainability	106	4.2
Safety and security	111	3.9
Health and hygiene	85	4.3
Prioritization of Travel & Tourism	9	5.9
Business environment and infrastructure	**75**	**3.6**
Air transport infrastructure	59	3.3
Ground transport infrastructure	71	3.6
Tourism infrastructure	70	4.1
ICT infrastructure	85	2.7
Price competitiveness in the T&T industry	104	4.2
T&T human, cultural, and natural resources	**108**	**3.5**
Human resources	85	4.7
Education and training	103	4.2
Availability of qualified labor	39	5.2
Affinity for Travel & Tourism	36	4.9
Natural resources	130	2.4
Cultural resources	100	1.7



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Dominican Republic

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.7**	**51**
1.01	Prevalence of foreign ownership	5.0	53
1.02	Property rights	3.9	87
1.03	Business impact of rules on FDI	4.8	58
1.04	Visa requirements, no. of countries*	102.0	**31**
1.05	Openness bilateral ASAs (0–38)*	23.0	**12**
1.06	Transparency of government policymaking	4.3	67
1.07	No. of days to start a business*	19	80
1.08	Cost to start a business, % GNI/capita*	17.3	93
1.09	GATS commitment restrictiveness (0–100)*	36.4	106
	2nd pillar: Environmental sustainability	**4.2**	**106**
2.01	Stringency of environmental regulation	3.2	105
2.02	Enforcement of environmental regulation	2.9	107
2.03	Sustainability of T&T industry development	4.7	57
2.04	Carbon dioxide emission, million tons/capita*	2.2	59
2.05	Particulate matter concentration, µg/m³*	15.8	**24**
2.06	Threatened species, %*	15.0	131
2.07	Environm. treaty ratification (0–25)*	19	71
	3rd pillar: Safety and security	**3.9**	**111**
3.01	Business costs of crime and violence	3.4	123
3.02	Reliability of police services	2.0	139
3.03	Road traffic accidents/100,000 pop.*	17.3	77
3.04	Business costs of terrorism	5.5	71
	4th pillar: Health and hygiene	**4.3**	**85**
4.01	Physician density/1,000 pop.*	1.9	63
4.02	Access to improved sanitation, % pop.*	83.0	80
4.03	Access to improved drinking water, % pop.*	86.0	101
4.04	Hospital beds/10,000 pop.*	16.0	96
	5th pillar: Prioritization of Travel & Tourism	**5.9**	**9**
5.01	Government prioritization of the T&T industry	5.7	**45**
5.02	T&T gov't expenditure, % gov't budget*	21.6	**3**
5.03	Effectiveness of marketing to attract tourists	5.1	**38**
5.04	Comprehensiveness of T&T data (0–120)*	84.0	**22**
5.05	Timeliness of T&T data (0–18)*	16.5	**17**
	6th pillar: Air transport infrastructure	**3.3**	**59**
6.01	Quality of air transport infrastructure	5.4	**41**
6.02	Airline seat kms/week, dom., millions*	0.1	100
6.03	Airline seat kms/week, int'l, millions*	314.2	**45**
6.04	Departures/1,000 pop.*	0.0	132
6.05	Airport density/million pop.*	0.7	65
6.06	No. of operating airlines*	47.5	**36**
6.07	International air transport network	5.7	**34**
	7th pillar: Ground transport infrastructure	**3.6**	**71**
7.01	Quality of roads	4.2	62
7.02	Quality of railroad infrastructure	2.7	61
7.03	Quality of port infrastructure	4.7	51
7.04	Quality of ground transport network	4.5	63
7.05	Road density/million pop.*	26.0	79

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**4.1**	**70**
8.01	Hotel rooms/100 pop.*	0.7	**48**
8.02	Presence of major car rental co. (1–7)*	6	**32**
8.03	ATMs accepting Visa cards/million pop.*	203.8	83
	9th pillar: ICT infrastructure	**2.7**	**85**
9.01	ICT use for B-to-B transactions	5.4	**47**
9.02	ICT use for B-to-C transactions	4.8	**49**
9.03	Individuals using the Internet, %*	35.5	79
9.04	Fixed telephone lines/100 pop.*	10.4	91
9.05	Broadband Internet subscribers/100 pop.*	4.0	82
9.06	Mobile telephone subscriptions/100 pop.*	87.2	97
9.07	Mobile broadband subscriptions/100 pop.*	7.7	81
	10th pillar: Price competitiveness in T&T ind.	**4.2**	**104**
10.01	Ticket taxes and airport charges (0–100)*	30.6	137
10.02	Purchasing power parity*	0.6	**45**
10.04	Fuel price, US$ cents/liter*	103.0	62
10.03	Extent and effect of taxation	2.7	127
10.05	Hotel price index, US$*	92.0	**17**
	11th pillar: Human resources	**4.7**	**85**
	Education and training	4.2	103
11.01	Primary education enrollment, net %*	90.2	92
11.02	Secondary education enrollment, gross %*	76.4	95
11.03	Quality of the educational system	2.4	134
11.04	Local availability specialized research & training	3.9	83
11.05	Extent of staff training	3.9	75
	Availability of qualified labor	5.2	**39**
11.06	Hiring and firing practices	4.0	65
11.07	Ease of hiring foreign labor	4.7	**22**
11.08	HIV prevalence, % adult pop.*	0.9	100
11.09	Business impact of HIV/AIDS	5.0	87
11.10	Life expectancy, years*	73.4	72
	12th pillar: Affinity for Travel & Tourism	**4.9**	**36**
12.01	Tourism openness, % of GDP*	8.6	**29**
12.02	Attitude of population toward foreign visitors	6.3	62
12.03	Extension of business trips recommended	5.8	**34**
12.04	Degree of customer orientation	4.4	94
	13th pillar: Natural resources	**2.4**	**130**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	3.6	116
13.03	Total known species*	333	118
13.04	Terrestrial biome protection (0–17%)*	0.0	140
13.05	Marine protected areas, %*	1.6	**25**
	14th pillar: Cultural resources	**1.7**	**100**
14.01	No. of World Heritage cultural sites*	3	74
14.02	Sports stadiums, seats/million pop.*	15,321.6	97
14.03	No. of int'l fairs and exhibitions*	20.7	67
14.04	Creative industries exports, % of world total*	0.1	60

Ecuador

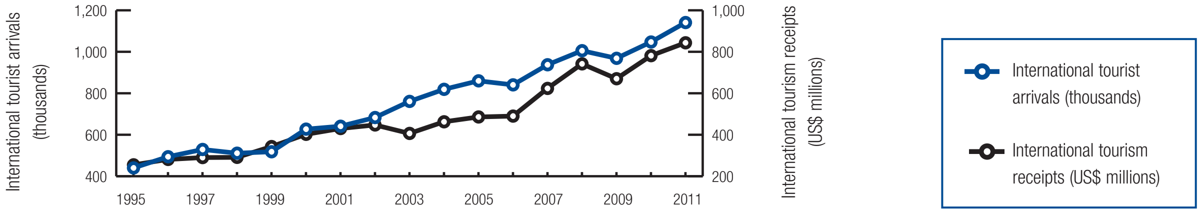
Key indicators

Population (millions), 2011	14.9
Surface area (1,000 square kilometers), 2011	256.4
Gross domestic product (current US$ billions), 2011	66.5
Gross domestic product (current PPP, $) per capita, 2011	8,486.9
Real GDP growth (percent), 2011	7.8
Environmental Performance Index 2012, rank (out of 132 economies), 2011	31

Travel & Tourism indicators

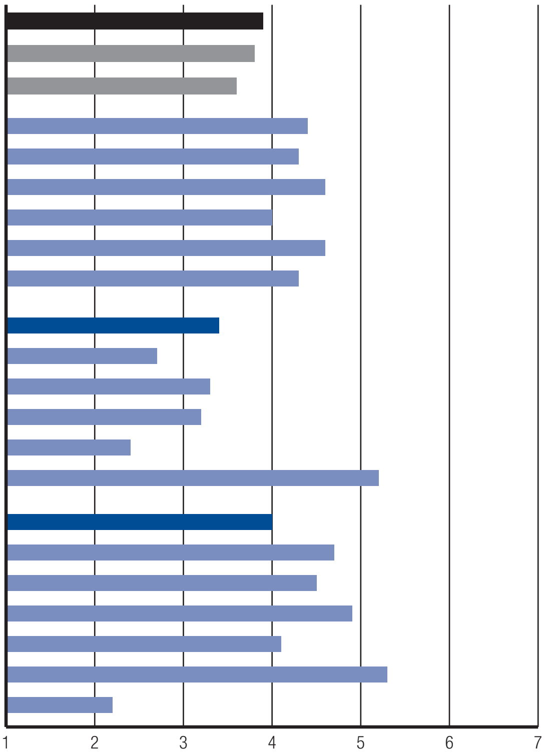
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	1,284.8	1.9	4.2
T&T industry employment (1,000 jobs)	102.5	1.7	2.9
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	3,517	5.1	4.4
T&T economy employment (1,000 jobs)	282	4.6	3.0

International tourist arrivals (thousands), 2011	1,141.0
International tourism receipts (US$, millions), 2011	843.4



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**81**	**3.9**
2011 Travel & Tourism Competitiveness Index	87	3.8
2009 Travel & Tourism Competitiveness Index	96	3.6
T&T regulatory framework	**85**	**4.4**
Policy rules and regulations	89	4.3
Environmental sustainability	65	4.6
Safety and security	104	4.0
Health and hygiene	76	4.6
Prioritization of Travel & Tourism	76	4.3
Business environment and infrastructure	**83**	**3.4**
Air transport infrastructure	84	2.7
Ground transport infrastructure	79	3.3
Tourism infrastructure	84	3.2
ICT infrastructure	98	2.4
Price competitiveness in the T&T industry	11	5.2
T&T human, cultural, and natural resources	**56**	**4.0**
Human resources	88	4.7
Education and training	86	4.5
Availability of qualified labor	88	4.9
Affinity for Travel & Tourism	123	4.1
Natural resources	13	5.3
Cultural resources	76	2.2



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Ecuador

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.3**	**89**
1.01	Prevalence of foreign ownership	4.0	113
1.02	Property rights	3.4	117
1.03	Business impact of rules on FDI	3.2	132
1.04	Visa requirements, no. of countries*	184.0	**2**
1.05	Openness bilateral ASAs (0–38)*	16.2	**23**
1.06	Transparency of government policymaking	4.0	93
1.07	No. of days to start a business*	56	128
1.08	Cost to start a business, % GNI/capita*	29.9	110
1.09	GATS commitment restrictiveness (0–100)*	72.8	**32**
	2nd pillar: Environmental sustainability	**4.6**	**65**
2.01	Stringency of environmental regulation	3.8	75
2.02	Enforcement of environmental regulation	3.4	82
2.03	Sustainability of T&T industry development	4.5	65
2.04	Carbon dioxide emission, million tons/capita*	1.9	55
2.05	Particulate matter concentration, µg/m³*	19.8	**37**
2.06	Threatened species, %*	12.7	125
2.07	Environm. treaty ratification (0–25)*	22	**20**
	3rd pillar: Safety and security	**4.0**	**104**
3.01	Business costs of crime and violence	3.1	127
3.02	Reliability of police services	3.2	112
3.03	Road traffic accidents/100,000 pop.*	11.7	**32**
3.04	Business costs of terrorism	4.4	123
	4th pillar: Health and hygiene	**4.6**	**76**
4.01	Physician density/1,000 pop.*	1.7	69
4.02	Access to improved sanitation, % pop.*	92.0	62
4.03	Access to improved drinking water, % pop.*	94.0	73
4.04	Hospital beds/10,000 pop.*	15.0	99
	5th pillar: Prioritization of Travel & Tourism	**4.3**	**76**
5.01	Government prioritization of the T&T industry	5.1	76
5.02	T&T gov't expenditure, % gov't budget*	3.8	58
5.03	Effectiveness of marketing to attract tourists	4.5	66
5.04	Comprehensiveness of T&T data (0–120)*	45.0	108
5.05	Timeliness of T&T data (0–18)*	13.5	71
	6th pillar: Air transport infrastructure	**2.7**	**84**
6.01	Quality of air transport infrastructure	4.3	80
6.02	Airline seat kms/week, dom., millions*	37.2	**38**
6.03	Airline seat kms/week, int'l, millions*	105.3	75
6.04	Departures/1,000 pop.*	3.4	69
6.05	Airport density/million pop.*	1.0	**46**
6.06	No. of operating airlines*	19.5	83
6.07	International air transport network	4.4	84
	7th pillar: Ground transport infrastructure	**3.3**	**79**
7.01	Quality of roads	4.4	53
7.02	Quality of railroad infrastructure	2.3	76
7.03	Quality of port infrastructure	3.9	87
7.04	Quality of ground transport network	4.3	81
7.05	Road density/million pop.*	17.0	94

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**3.2**	**84**
8.01	Hotel rooms/100 pop.*	0.4	66
8.02	Presence of major car rental co. (1–7)*	4	82
8.03	ATMs accepting Visa cards/million pop.*	207.1	82
	9th pillar: ICT infrastructure	**2.4**	**98**
9.01	ICT use for B-to-B transactions	n/a	n/a
9.02	ICT use for B-to-C transactions	n/a	n/a
9.03	Individuals using the Internet, %*	31.4	88
9.04	Fixed telephone lines/100 pop.*	15.1	82
9.05	Broadband Internet subscribers/100 pop.*	4.2	80
9.06	Mobile telephone subscriptions/100 pop.*	104.5	74
9.07	Mobile broadband subscriptions/100 pop.*	10.3	73
	10th pillar: Price competitiveness in T&T ind.	**5.2**	**11**
10.01	Ticket taxes and airport charges (0–100)*	74.0	91
10.02	Purchasing power parity*	0.5	**40**
10.04	Fuel price, US$ cents/liter*	28.0	**10**
10.03	Extent and effect of taxation	3.0	110
10.05	Hotel price index, US$*	94.8	**19**
	11th pillar: Human resources	**4.7**	**88**
	Education and training	4.5	86
11.01	Primary education enrollment, net %*	97.0	**39**
11.02	Secondary education enrollment, gross %*	74.8	97
11.03	Quality of the educational system	3.3	92
11.04	Local availability specialized research & training	3.6	104
11.05	Extent of staff training	3.7	89
	Availability of qualified labor	4.9	88
11.06	Hiring and firing practices	3.1	121
11.07	Ease of hiring foreign labor	3.8	93
11.08	HIV prevalence, % adult pop.*	0.4	76
11.09	Business impact of HIV/AIDS	4.4	110
11.10	Life expectancy, years*	75.6	**47**
	12th pillar: Affinity for Travel & Tourism	**4.1**	**123**
12.01	Tourism openness, % of GDP*	2.2	113
12.02	Attitude of population toward foreign visitors	5.7	119
12.03	Extension of business trips recommended	5.4	71
12.04	Degree of customer orientation	3.8	125
	13th pillar: Natural resources	**5.3**	**13**
13.01	No. of World Heritage natural sites*	2	**25**
13.02	Quality of the natural environment	4.1	81
13.03	Total known species*	2,423	**5**
13.04	Terrestrial biome protection (0–17%)*	15.6	**28**
13.05	Marine protected areas, %*	12.9	**6**
	14th pillar: Cultural resources	**2.2**	**76**
14.01	No. of World Heritage cultural sites*	3	74
14.02	Sports stadiums, seats/million pop.*	54,649.0	**48**
14.03	No. of int'l fairs and exhibitions*	32.7	56
14.04	Creative industries exports, % of world total*	0.0	93

Egypt

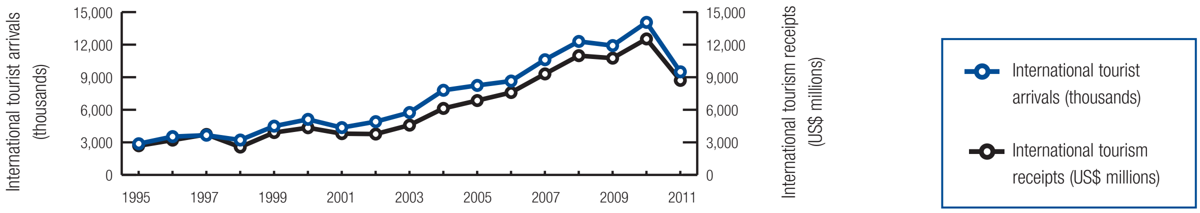
Key indicators

Population (millions), 2011	83.1
Surface area (1,000 square kilometers), 2011	1,001.5
Gross domestic product (current US$ billions), 2011	235.7
Gross domestic product (current PPP, $) per capita, 2011	6,454.8
Real GDP growth (percent), 2011	1.8
Environmental Performance Index 2012, rank (out of 132 economies), 2011	60

Travel & Tourism indicators

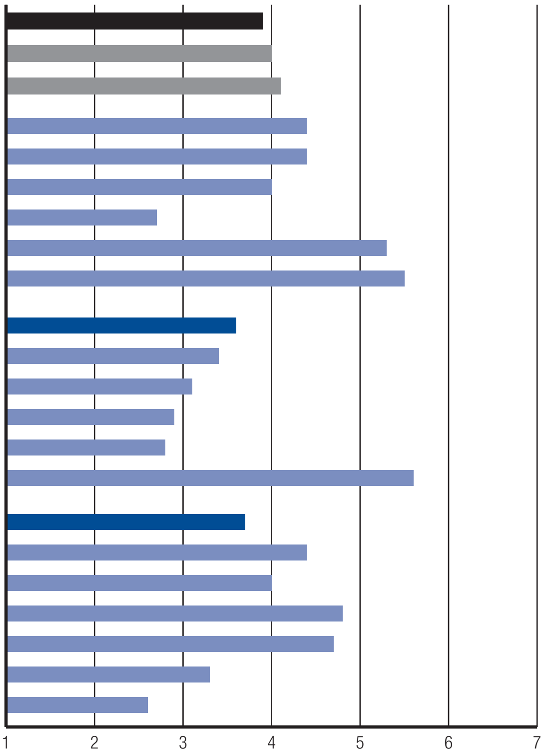
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	15,396.1	6.5	4.6
T&T industry employment (1,000 jobs)	1,361.4	5.6	2.1
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	33,871	14.3	4.8
T&T economy employment (1,000 jobs)	3,073	12.7	2.2

International tourist arrivals (thousands), 2011	9,496.9
International tourism receipts (US$, millions), 2011	8,707.1



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**85**	**3.9**
2011 Travel & Tourism Competitiveness Index	75	4.0
2009 Travel & Tourism Competitiveness Index	64	4.1
T&T regulatory framework	**86**	**4.4**
Policy rules and regulations	76	4.4
Environmental sustainability	121	4.0
Safety and security	140	2.7
Health and hygiene	57	5.3
Prioritization of Travel & Tourism	18	5.5
Business environment and infrastructure	**77**	**3.6**
Air transport infrastructure	57	3.4
Ground transport infrastructure	96	3.1
Tourism infrastructure	90	2.9
ICT infrastructure	80	2.8
Price competitiveness in the T&T industry	4	5.6
T&T human, cultural, and natural resources	**84**	**3.7**
Human resources	105	4.4
Education and training	109	4.0
Availability of qualified labor	99	4.8
Affinity for Travel & Tourism	60	4.7
Natural resources	87	3.3
Cultural resources	61	2.6



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Egypt

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.4**	**76**
1.01	Prevalence of foreign ownership	4.0	109
1.02	Property rights	4.0	83
1.03	Business impact of rules on FDI	4.0	107
1.04	Visa requirements, no. of countries*	89.7	**41**
1.05	Openness bilateral ASAs (0–38)*	7.0	116
1.06	Transparency of government policymaking	3.8	110
1.07	No. of days to start a business*	7	**24**
1.08	Cost to start a business, % GNI/capita*	10.2	73
1.09	GATS commitment restrictiveness (0–100)*	60.7	58
	2nd pillar: Environmental sustainability	**4.0**	**121**
2.01	Stringency of environmental regulation	2.8	128
2.02	Enforcement of environmental regulation	2.7	125
2.03	Sustainability of T&T industry development	4.4	72
2.04	Carbon dioxide emission, million tons/capita*	2.7	62
2.05	Particulate matter concentration, µg/m³*	88.1	129
2.06	Threatened species, %*	5.6	83
2.07	Environm. treaty ratification (0–25)*	20	53
	3rd pillar: Safety and security	**2.7**	**140**
3.01	Business costs of crime and violence	3.0	129
3.02	Reliability of police services	3.5	103
3.03	Road traffic accidents/100,000 pop.*	41.6	135
3.04	Business costs of terrorism	3.1	138
	4th pillar: Health and hygiene	**5.3**	**57**
4.01	Physician density/1,000 pop.*	2.8	**36**
4.02	Access to improved sanitation, % pop.*	95.0	52
4.03	Access to improved drinking water, % pop.*	99.0	**42**
4.04	Hospital beds/10,000 pop.*	17.0	92
	5th pillar: Prioritization of Travel & Tourism	**5.5**	**18**
5.01	Government prioritization of the T&T industry	6.1	**25**
5.02	T&T gov't expenditure, % gov't budget*	6.7	**22**
5.03	Effectiveness of marketing to attract tourists	4.9	**47**
5.04	Comprehensiveness of T&T data (0–120)*	75.0	**45**
5.05	Timeliness of T&T data (0–18)*	18.0	**1**
	6th pillar: Air transport infrastructure	**3.4**	**57**
6.01	Quality of air transport infrastructure	5.0	54
6.02	Airline seat kms/week, dom., millions*	29.7	**41**
6.03	Airline seat kms/week, int'l, millions*	641.9	**29**
6.04	Departures/1,000 pop.*	1.4	93
6.05	Airport density/million pop.*	0.2	122
6.06	No. of operating airlines*	71.5	**20**
6.07	International air transport network	4.7	66
	7th pillar: Ground transport infrastructure	**3.1**	**96**
7.01	Quality of roads	2.9	107
7.02	Quality of railroad infrastructure	3.1	52
7.03	Quality of port infrastructure	4.0	78
7.04	Quality of ground transport network	4.1	91
7.05	Road density/million pop.*	10.0	116

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**2.9**	**90**
8.01	Hotel rooms/100 pop.*	0.3	81
8.02	Presence of major car rental co. (1–7)*	5	66
8.03	ATMs accepting Visa cards/million pop.*	60.5	101
	9th pillar: ICT infrastructure	**2.8**	**80**
9.01	ICT use for B-to-B transactions	4.4	110
9.02	ICT use for B-to-C transactions	4.4	80
9.03	Individuals using the Internet, %*	38.7	73
9.04	Fixed telephone lines/100 pop.*	10.6	89
9.05	Broadband Internet subscribers/100 pop.*	2.2	91
9.06	Mobile telephone subscriptions/100 pop.*	101.1	80
9.07	Mobile broadband subscriptions/100 pop.*	24.0	**46**
	10th pillar: Price competitiveness in T&T ind.	**5.6**	**4**
10.01	Ticket taxes and airport charges (0–100)*	87.0	**33**
10.02	Purchasing power parity*	0.4	**16**
10.04	Fuel price, US$ cents/liter*	32.0	**11**
10.03	Extent and effect of taxation	3.3	83
10.05	Hotel price index, US$*	78.8	**7**
	11th pillar: Human resources	**4.4**	**105**
	Education and training	4.0	109
11.01	Primary education enrollment, net %*	94.4	59
11.02	Secondary education enrollment, gross %*	72.5	100
11.03	Quality of the educational system	2.3	136
11.04	Local availability specialized research & training	3.7	98
11.05	Extent of staff training	3.1	126
	Availability of qualified labor	4.8	99
11.06	Hiring and firing practices	3.3	113
11.07	Ease of hiring foreign labor	3.5	113
11.08	HIV prevalence, % adult pop.*	0.1	**12**
11.09	Business impact of HIV/AIDS	5.1	84
11.10	Life expectancy, years*	73.2	79
	12th pillar: Affinity for Travel & Tourism	**4.7**	**60**
12.01	Tourism openness, % of GDP*	4.6	69
12.02	Attitude of population toward foreign visitors	6.3	61
12.03	Extension of business trips recommended	5.8	**36**
12.04	Degree of customer orientation	4.5	85
	13th pillar: Natural resources	**3.3**	**87**
13.01	No. of World Heritage natural sites*	1	**45**
13.02	Quality of the natural environment	4.0	90
13.03	Total known species*	496	74
13.04	Terrestrial biome protection (0–17%)*	5.9	99
13.05	Marine protected areas, %*	2.2	**21**
	14th pillar: Cultural resources	**2.6**	**61**
14.01	No. of World Heritage cultural sites*	7	**39**
14.02	Sports stadiums, seats/million pop.*	9,152.8	111
14.03	No. of int'l fairs and exhibitions*	36.7	52
14.04	Creative industries exports, % of world total*	0.3	**39**

El Salvador

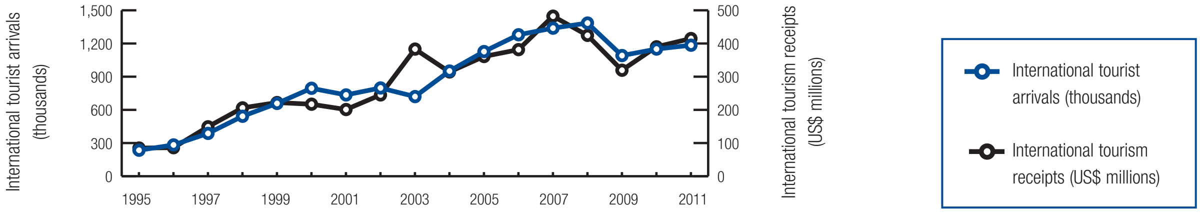
Key indicators

Population (millions), 2011	6.3
Surface area (1,000 square kilometers), 2011	21.0
Gross domestic product (current US$ billions), 2011	22.8
Gross domestic product (current PPP, $) per capita, 2011	7,549.7
Real GDP growth (percent), 2011	1.4
Environmental Performance Index 2012, rank (out of 132 economies), 2011	75

Travel & Tourism indicators

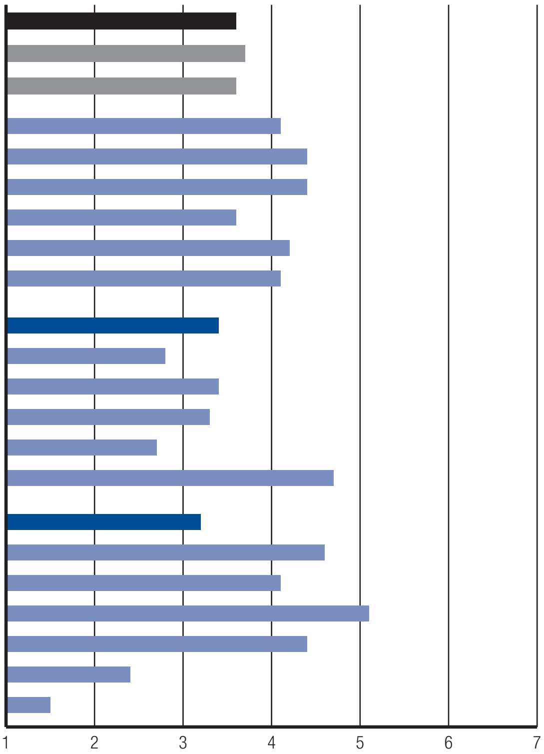
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	589.4	2.6	1.9
T&T industry employment (1,000 jobs)	57.8	2.3	2.5
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	1,583	6.9	1.7
T&T economy employment (1,000 jobs)	157	6.2	2.3

International tourist arrivals (thousands), 2011	1,184.5
International tourism receipts (US$, millions), 2011	414.9



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**104**	**3.6**
2011 Travel & Tourism Competitiveness Index	96	3.7
2009 Travel & Tourism Competitiveness Index	94	3.6
T&T regulatory framework	**99**	**4.1**
Policy rules and regulations	83	4.4
Environmental sustainability	86	4.4
Safety and security	122	3.6
Health and hygiene	88	4.2
Prioritization of Travel & Tourism	93	4.1
Business environment and infrastructure	**82**	**3.4**
Air transport infrastructure	80	2.8
Ground transport infrastructure	78	3.4
Tourism infrastructure	83	3.3
ICT infrastructure	86	2.7
Price competitiveness in the T&T industry	50	4.7
T&T human, cultural, and natural resources	**125**	**3.2**
Human resources	95	4.6
Education and training	105	4.1
Availability of qualified labor	70	5.1
Affinity for Travel & Tourism	90	4.4
Natural resources	132	2.4
Cultural resources	113	1.5



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

El Salvador

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.4**	**83**
1.01	Prevalence of foreign ownership	4.9	62
1.02	Property rights	3.8	97
1.03	Business impact of rules on FDI	3.9	114
1.04	Visa requirements, no. of countries*	83.0	**47**
1.05	Openness bilateral ASAs (0–38)*	27.8	**2**
1.06	Transparency of government policymaking	3.6	121
1.07	No. of days to start a business*	17	74
1.08	Cost to start a business, % GNI/capita*	46.7	115
1.09	GATS commitment restrictiveness (0–100)*	47.1	95
	2nd pillar: Environmental sustainability	**4.4**	**86**
2.01	Stringency of environmental regulation	2.9	124
2.02	Enforcement of environmental regulation	2.5	131
2.03	Sustainability of T&T industry development	3.8	104
2.04	Carbon dioxide emission, million tons/capita*	1.0	**37**
2.05	Particulate matter concentration, µg/m³*	28.4	60
2.06	Threatened species, %*	3.0	**34**
2.07	Environm. treaty ratification (0–25)*	16	112
	3rd pillar: Safety and security	**3.6**	**122**
3.01	Business costs of crime and violence	1.9	139
3.02	Reliability of police services	3.1	114
3.03	Road traffic accidents/100,000 pop.*	12.6	**40**
3.04	Business costs of terrorism	4.2	125
	4th pillar: Health and hygiene	**4.2**	**88**
4.01	Physician density/1,000 pop.*	1.6	72
4.02	Access to improved sanitation, % pop.*	87.0	75
4.03	Access to improved drinking water, % pop.*	88.0	97
4.04	Hospital beds/10,000 pop.*	10.0	114
	5th pillar: Prioritization of Travel & Tourism	**4.1**	**93**
5.01	Government prioritization of the T&T industry	4.7	104
5.02	T&T gov't expenditure, % gov't budget*	2.6	91
5.03	Effectiveness of marketing to attract tourists	3.9	101
5.04	Comprehensiveness of T&T data (0–120)*	73.0	**47**
5.05	Timeliness of T&T data (0–18)*	15.5	**48**
	6th pillar: Air transport infrastructure	**2.8**	**80**
6.01	Quality of air transport infrastructure	5.4	**42**
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	85.9	80
6.04	Departures/1,000 pop.*	3.2	70
6.05	Airport density/million pop.*	0.2	124
6.06	No. of operating airlines*	11.0	112
6.07	International air transport network	5.5	**39**
	7th pillar: Ground transport infrastructure	**3.4**	**78**
7.01	Quality of roads	4.5	52
7.02	Quality of railroad infrastructure	1.8	99
7.03	Quality of port infrastructure	3.9	85
7.04	Quality of ground transport network	4.2	84
7.05	Road density/million pop.*	48.0	56

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**3.3**	**83**
8.01	Hotel rooms/100 pop.*	0.1	103
8.02	Presence of major car rental co. (1–7)*	5	66
8.03	ATMs accepting Visa cards/million pop.*	235.7	77
	9th pillar: ICT infrastructure	**2.7**	**86**
9.01	ICT use for B-to-B transactions	4.3	116
9.02	ICT use for B-to-C transactions	4.7	59
9.03	Individuals using the Internet, %*	17.7	102
9.04	Fixed telephone lines/100 pop.*	16.5	75
9.05	Broadband Internet subscribers/100 pop.*	3.3	85
9.06	Mobile telephone subscriptions/100 pop.*	133.5	**26**
9.07	Mobile broadband subscriptions/100 pop.*	3.6	93
	10th pillar: Price competitiveness in T&T ind.	**4.7**	**50**
10.01	Ticket taxes and airport charges (0–100)*	63.8	114
10.02	Purchasing power parity*	0.5	**39**
10.04	Fuel price, US$ cents/liter*	89.0	**41**
10.03	Extent and effect of taxation	2.8	119
10.05	Hotel price index, US$*	85.2	**13**
	11th pillar: Human resources	**4.6**	**95**
	Education and training	4.1	105
11.01	Primary education enrollment, net %*	93.7	69
11.02	Secondary education enrollment, gross %*	65.0	104
11.03	Quality of the educational system	2.5	131
11.04	Local availability specialized research & training	3.9	80
11.05	Extent of staff training	3.8	80
	Availability of qualified labor	5.1	70
11.06	Hiring and firing practices	3.9	76
11.07	Ease of hiring foreign labor	4.3	54
11.08	HIV prevalence, % adult pop.*	0.8	96
11.09	Business impact of HIV/AIDS	4.9	90
11.10	Life expectancy, years*	71.9	89
	12th pillar: Affinity for Travel & Tourism	**4.4**	**90**
12.01	Tourism openness, % of GDP*	2.7	106
12.02	Attitude of population toward foreign visitors	6.1	90
12.03	Extension of business trips recommended	4.9	101
12.04	Degree of customer orientation	5.1	**35**
	13th pillar: Natural resources	**2.4**	**132**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	2.3	139
13.03	Total known species*	691	54
13.04	Terrestrial biome protection (0–17%)*	0.8	131
13.05	Marine protected areas, %*	0.2	75
	14th pillar: Cultural resources	**1.5**	**113**
14.01	No. of World Heritage cultural sites*	1	109
14.02	Sports stadiums, seats/million pop.*	28,490.6	78
14.03	No. of int'l fairs and exhibitions*	7.7	83
14.04	Creative industries exports, % of world total*	0.0	72

Estonia

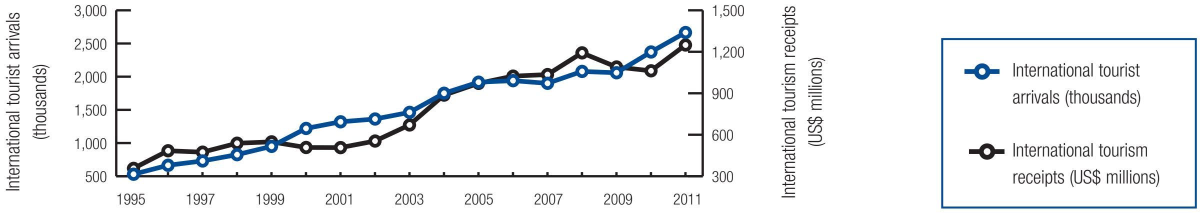
Key indicators

Population (millions), 2011	1.4
Surface area (1,000 square kilometers), 2011	45.2
Gross domestic product (current US$ billions), 2011	22.2
Gross domestic product (current PPP, $) per capita, 2011	20,379.4
Real GDP growth (percent), 2011	7.6
Environmental Performance Index 2012, rank (out of 132 economies), 2011	54

Travel & Tourism indicators

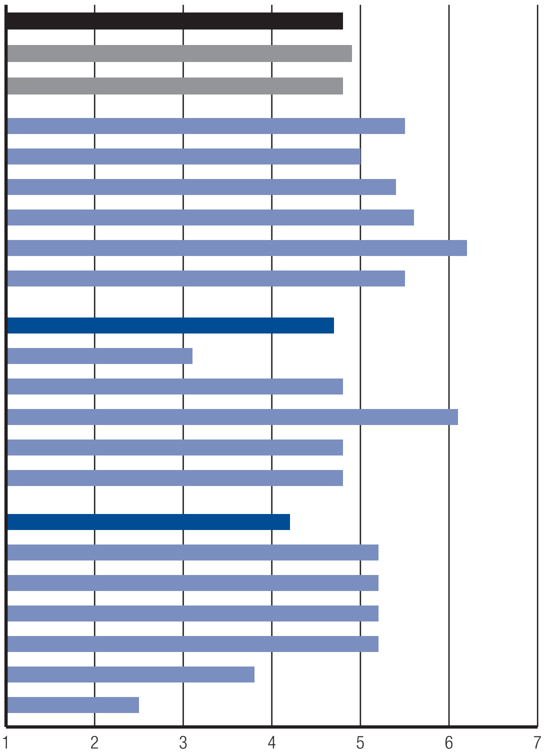
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	736.2	3.2	2.9
T&T industry employment (1,000 jobs)	19.4	3.3	–0.7
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	2,794	12.1	2.8
T&T economy employment (1,000 jobs)	70	11.8	–1.0

International tourist arrivals (thousands), 2011	2,665.0
International tourism receipts (US$, millions), 2011	1,249.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**30**	**4.8**
2011 Travel & Tourism Competitiveness Index	25	4.9
2009 Travel & Tourism Competitiveness Index	27	4.8
T&T regulatory framework	**10**	**5.5**
Policy rules and regulations	26	5.0
Environmental sustainability	14	5.4
Safety and security	25	5.6
Health and hygiene	20	6.2
Prioritization of Travel & Tourism	16	5.5
Business environment and infrastructure	**30**	**4.7**
Air transport infrastructure	65	3.1
Ground transport infrastructure	30	4.8
Tourism infrastructure	18	6.1
ICT infrastructure	25	4.8
Price competitiveness in the T&T industry	44	4.8
T&T human, cultural, and natural resources	**51**	**4.2**
Human resources	37	5.2
Education and training	35	5.2
Availability of qualified labor	49	5.2
Affinity for Travel & Tourism	23	5.2
Natural resources	57	3.8
Cultural resources	63	2.5



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Estonia

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**5.0**	**26**
1.01	Prevalence of foreign ownership	5.4	26
1.02	Property rights	5.2	35
1.03	Business impact of rules on FDI	5.4	15
1.04	Visa requirements, no. of countries*	71.0	58
1.05	Openness bilateral ASAs (0–38)*	3.4	134
1.06	Transparency of government policymaking	5.1	19
1.07	No. of days to start a business*	7	24
1.08	Cost to start a business, % GNI/capita*	1.6	22
1.09	GATS commitment restrictiveness (0–100)*	75.0	17
	2nd pillar: Environmental sustainability	**5.4**	**14**
2.01	Stringency of environmental regulation	5.4	22
2.02	Enforcement of environmental regulation	5.2	25
2.03	Sustainability of T&T industry development	4.8	52
2.04	Carbon dioxide emission, million tons/capita*	13.6	126
2.05	Particulate matter concentration, μg/m³*	8.9	2
2.06	Threatened species, %*	1.8	7
2.07	Environm. treaty ratification (0–25)*	23	13
	3rd pillar: Safety and security	**5.6**	**25**
3.01	Business costs of crime and violence	5.5	36
3.02	Reliability of police services	5.5	31
3.03	Road traffic accidents/100,000 pop.*	14.7	61
3.04	Business costs of terrorism	6.4	9
	4th pillar: Health and hygiene	**6.2**	**20**
4.01	Physician density/1,000 pop.*	3.3	24
4.02	Access to improved sanitation, % pop.*	95.0	52
4.03	Access to improved drinking water, % pop.*	98.0	52
4.04	Hospital beds/10,000 pop.*	54.0	28
	5th pillar: Prioritization of Travel & Tourism	**5.5**	**16**
5.01	Government prioritization of the T&T industry	5.6	51
5.02	T&T gov't expenditure, % gov't budget*	8.2	16
5.03	Effectiveness of marketing to attract tourists	4.9	46
5.04	Comprehensiveness of T&T data (0–120)*	83.0	24
5.05	Timeliness of T&T data (0–18)*	15.5	48
	6th pillar: Air transport infrastructure	**3.1**	**65**
6.01	Quality of air transport infrastructure	4.5	73
6.02	Airline seat kms/week, dom., millions*	0.2	91
6.03	Airline seat kms/week, int'l, millions*	22.1	113
6.04	Departures/1,000 pop.*	8.6	43
6.05	Airport density/million pop.*	2.2	20
6.06	No. of operating airlines*	13.0	97
6.07	International air transport network	4.1	102
	7th pillar: Ground transport infrastructure	**4.8**	**30**
7.01	Quality of roads	4.2	61
7.02	Quality of railroad infrastructure	3.5	44
7.03	Quality of port infrastructure	5.6	18
7.04	Quality of ground transport network	5.1	33
7.05	Road density/million pop.*	129.0	27

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**6.1**	**18**
8.01	Hotel rooms/100 pop.*	1.1	25
8.02	Presence of major car rental co. (1–7)*	7	1
8.03	ATMs accepting Visa cards/million pop.*	614.2	24
	9th pillar: ICT infrastructure	**4.8**	**25**
9.01	ICT use for B-to-B transactions	5.9	15
9.02	ICT use for B-to-C transactions	5.7	15
9.03	Individuals using the Internet, %*	76.5	23
9.04	Fixed telephone lines/100 pop.*	35.2	34
9.05	Broadband Internet subscribers/100 pop.*	24.8	23
9.06	Mobile telephone subscriptions/100 pop.*	139.0	23
9.07	Mobile broadband subscriptions/100 pop.*	42.0	24
	10th pillar: Price competitiveness in T&T ind.	**4.8**	**44**
10.01	Ticket taxes and airport charges (0–100)*	90.6	16
10.02	Purchasing power parity*	0.8	91
10.04	Fuel price, US$ cents/liter*	157.0	116
10.03	Extent and effect of taxation	4.5	18
10.05	Hotel price index, US$*	80.7	11
	11th pillar: Human resources	**5.2**	**37**
	Education and training	5.2	35
11.01	Primary education enrollment, net %*	93.9	63
11.02	Secondary education enrollment, gross %*	103.6	18
11.03	Quality of the educational system	4.1	49
11.04	Local availability specialized research & training	4.6	39
11.05	Extent of staff training	4.2	46
	Availability of qualified labor	5.2	49
11.06	Hiring and firing practices	4.5	36
11.07	Ease of hiring foreign labor	3.7	103
11.08	HIV prevalence, % adult pop.*	1.2	108
11.09	Business impact of HIV/AIDS	5.7	45
11.10	Life expectancy, years*	75.4	49
	12th pillar: Affinity for Travel & Tourism	**5.2**	**23**
12.01	Tourism openness, % of GDP*	9.3	25
12.02	Attitude of population toward foreign visitors	6.4	50
12.03	Extension of business trips recommended	5.9	29
12.04	Degree of customer orientation	5.1	34
	13th pillar: Natural resources	**3.8**	**57**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	5.6	18
13.03	Total known species*	326	124
13.04	Terrestrial biome protection (0–17%)*	17.0	1
13.05	Marine protected areas, %*	18.1	5
	14th pillar: Cultural resources	**2.5**	**63**
14.01	No. of World Heritage cultural sites*	5	52
14.02	Sports stadiums, seats/million pop.*	40,079.1	65
14.03	No. of int'l fairs and exhibitions*	52.3	43
14.04	Creative industries exports, % of world total*	0.1	49

Ethiopia

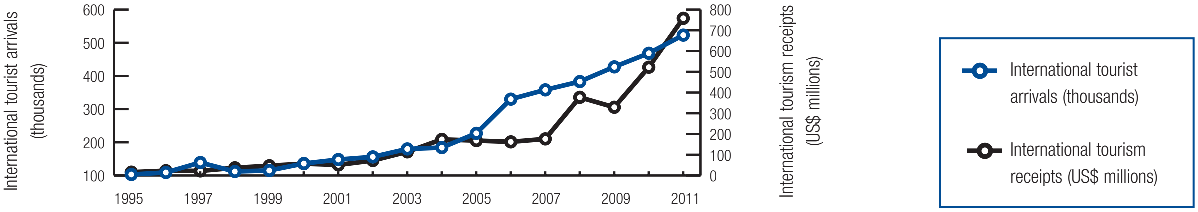
Key indicators

Population (millions), 2011	85.1
Surface area (1,000 square kilometers), 2011	1,104.3
Gross domestic product (current US$ billions), 2011	31.7
Gross domestic product (current PPP, $) per capita, 2011	1,092.3
Real GDP growth (percent), 2011	7.5
Environmental Performance Index 2012, rank (out of 132 economies), 2011	70

Travel & Tourism indicators

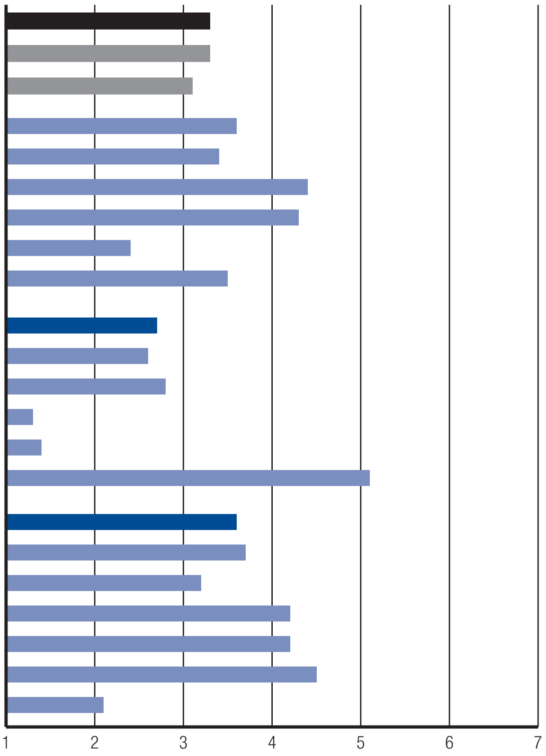
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	1,480.3	4.3	4.4
T&T industry employment (1,000 jobs)	920.5	3.6	0.6
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	3,583	10.5	4.6
T&T economy employment (1,000 jobs)	2,310	9.1	0.7

International tourist arrivals (thousands), 2011	523.0
International tourism receipts (US$, millions), 2011	757.9



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**120**	**3.3**
2011 Travel & Tourism Competitiveness Index	122	3.3
2009 Travel & Tourism Competitiveness Index	123	3.1
T&T regulatory framework	**122**	**3.6**
Policy rules and regulations	132	3.4
Environmental sustainability	90	4.4
Safety and security	90	4.3
Health and hygiene	118	2.4
Prioritization of Travel & Tourism	115	3.5
Business environment and infrastructure	**127**	**2.7**
Air transport infrastructure	90	2.6
Ground transport infrastructure	118	2.8
Tourism infrastructure	135	1.3
ICT infrastructure	138	1.4
Price competitiveness in the T&T industry	22	5.1
T&T human, cultural, and natural resources	**97**	**3.6**
Human resources	126	3.7
Education and training	126	3.2
Availability of qualified labor	126	4.2
Affinity for Travel & Tourism	120	4.2
Natural resources	33	4.5
Cultural resources	82	2.1



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Ethiopia

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**3.4**	**132**
1.01	Prevalence of foreign ownership	3.3	132
1.02	Property rights	4.1	77
1.03	Business impact of rules on FDI	3.9	111
1.04	Visa requirements, no. of countries*	26.5	118
1.05	Openness bilateral ASAs (0–38)*	11.6	57
1.06	Transparency of government policymaking	3.5	125
1.07	No. of days to start a business*	15	68
1.08	Cost to start a business, % GNI/capita*	135.3	137
1.09	GATS commitment restrictiveness (0–100)*	n/a	n/a
	2nd pillar: Environmental sustainability	**4.4**	**90**
2.01	Stringency of environmental regulation	3.9	70
2.02	Enforcement of environmental regulation	3.8	62
2.03	Sustainability of T&T industry development	4.3	75
2.04	Carbon dioxide emission, million tons/capita*	0.1	6
2.05	Particulate matter concentration, μg/m³*	51.2	102
2.06	Threatened species, %*	6.0	87
2.07	Environm. treaty ratification (0–25)*	14	130
	3rd pillar: Safety and security	**4.3**	**90**
3.01	Business costs of crime and violence	5.8	22
3.02	Reliability of police services	4.0	81
3.03	Road traffic accidents/100,000 pop.*	35.0	130
3.04	Business costs of terrorism	5.6	62
	4th pillar: Health and hygiene	**2.4**	**118**
4.01	Physician density/1,000 pop.*	0.0	137
4.02	Access to improved sanitation, % pop.*	21.0	128
4.03	Access to improved drinking water, % pop.*	44.0	139
4.04	Hospital beds/10,000 pop.*	63.0	20
	5th pillar: Prioritization of Travel & Tourism	**3.5**	**115**
5.01	Government prioritization of the T&T industry	5.1	81
5.02	T&T gov't expenditure, % gov't budget*	2.4	98
5.03	Effectiveness of marketing to attract tourists	4.0	95
5.04	Comprehensiveness of T&T data (0–120)*	34.0	123
5.05	Timeliness of T&T data (0–18)*	4.5	111
	6th pillar: Air transport infrastructure	**2.6**	**90**
6.01	Quality of air transport infrastructure	5.1	50
6.02	Airline seat kms/week, dom., millions*	3.7	61
6.03	Airline seat kms/week, int'l, millions*	183.1	63
6.04	Departures/1,000 pop.*	0.6	107
6.05	Airport density/million pop.*	0.3	113
6.06	No. of operating airlines*	11.0	112
6.07	International air transport network	5.2	51
	7th pillar: Ground transport infrastructure	**2.8**	**118**
7.01	Quality of roads	4.1	64
7.02	Quality of railroad infrastructure	1.4	110
7.03	Quality of port infrastructure	3.5	109
7.04	Quality of ground transport network	3.8	112
7.05	Road density/million pop.*	4.0	130

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**1.3**	**135**
8.01	Hotel rooms/100 pop.*	0.0	134
8.02	Presence of major car rental co. (1–7)*	1	123
8.03	ATMs accepting Visa cards/million pop.*	2.3	135
	9th pillar: ICT infrastructure	**1.4**	**138**
9.01	ICT use for B-to-B transactions	4.0	128
9.02	ICT use for B-to-C transactions	3.0	131
9.03	Individuals using the Internet, %*	1.1	139
9.04	Fixed telephone lines/100 pop.*	1.0	125
9.05	Broadband Internet subscribers/100 pop.*	0.0	136
9.06	Mobile telephone subscriptions/100 pop.*	16.7	140
9.07	Mobile broadband subscriptions/100 pop.*	0.3	116
	10th pillar: Price competitiveness in T&T ind.	**5.1**	**22**
10.01	Ticket taxes and airport charges (0–100)*	72.9	95
10.02	Purchasing power parity*	0.3	2
10.04	Fuel price, US$ cents/liter*	78.0	29
10.03	Extent and effect of taxation	3.5	65
10.05	Hotel price index, US$*	115.6	40
	11th pillar: Human resources	**3.7**	**126**
	Education and training	3.2	126
11.01	Primary education enrollment, net %*	81.3	121
11.02	Secondary education enrollment, gross %*	35.7	126
11.03	Quality of the educational system	3.4	84
11.04	Local availability specialized research & training	2.9	132
11.05	Extent of staff training	3.1	127
	Availability of qualified labor	4.2	126
11.06	Hiring and firing practices	3.8	78
11.07	Ease of hiring foreign labor	3.5	112
11.08	HIV prevalence, % adult pop.*	2.1	121
11.09	Business impact of HIV/AIDS	3.7	123
11.10	Life expectancy, years*	59.2	116
	12th pillar: Affinity for Travel & Tourism	**4.2**	**120**
12.01	Tourism openness, % of GDP*	2.9	100
12.02	Attitude of population toward foreign visitors	6.3	67
12.03	Extension of business trips recommended	4.7	114
12.04	Degree of customer orientation	3.9	117
	13th pillar: Natural resources	**4.5**	**33**
13.01	No. of World Heritage natural sites*	1	45
13.02	Quality of the natural environment	4.3	68
13.03	Total known species*	1,137	26
13.04	Terrestrial biome protection (0–17%)*	14.5	39
13.05	Marine protected areas, %*	n/a	n/a
	14th pillar: Cultural resources	**2.1**	**82**
14.01	No. of World Heritage cultural sites*	8	33
14.02	Sports stadiums, seats/million pop.*	1,628.6	140
14.03	No. of int'l fairs and exhibitions*	7.7	83
14.04	Creative industries exports, % of world total*	0.0	101

Finland

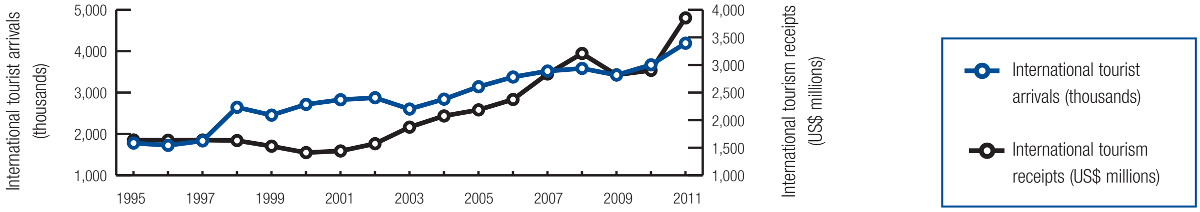
Key indicators

Population (millions), 2011	5.6
Surface area (1,000 square kilometers), 2011	338.4
Gross domestic product (current US$ billions), 2011	263.5
Gross domestic product (current PPP, $) per capita, 2011	35,981.0
Real GDP growth (percent), 2011	2.7
Environmental Performance Index 2012, rank (out of 132 economies), 2011	19

Travel & Tourism indicators

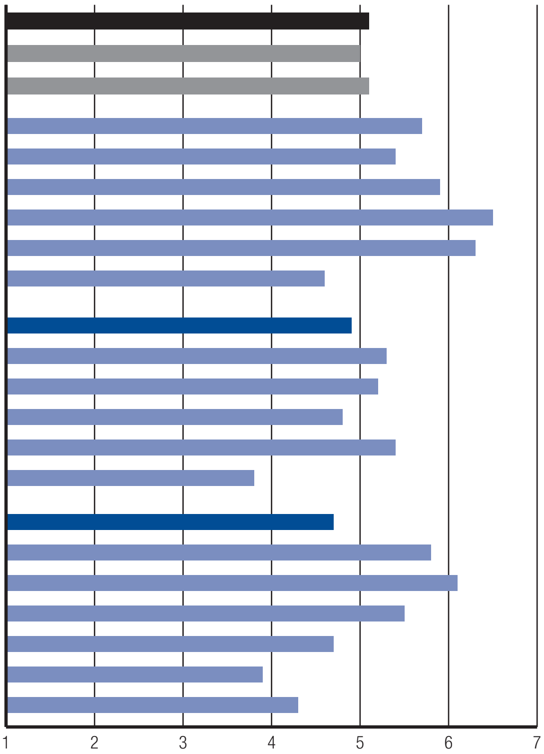
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	5,628.1	2.1	2.7
T&T industry employment (1,000 jobs)	52.3	2.1	1.0
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	16,534	6.1	2.5
T&T economy employment (1,000 jobs)	159	6.5	0.5

International tourist arrivals (thousands), 2011	4,192.0
International tourism receipts (US$, millions), 2011	3,852.8



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**17**	**5.1**
2011 Travel & Tourism Competitiveness Index	17	5.0
2009 Travel & Tourism Competitiveness Index	15	5.1
T&T regulatory framework	**5**	**5.7**
Policy rules and regulations	7	5.4
Environmental sustainability	3	5.9
Safety and security	1	6.5
Health and hygiene	15	6.3
Prioritization of Travel & Tourism	53	4.6
Business environment and infrastructure	**22**	**4.9**
Air transport infrastructure	11	5.3
Ground transport infrastructure	20	5.2
Tourism infrastructure	44	4.8
ICT infrastructure	13	5.4
Price competitiveness in the T&T industry	118	3.8
T&T human, cultural, and natural resources	**24**	**4.7**
Human resources	4	5.8
Education and training	2	6.1
Availability of qualified labor	16	5.5
Affinity for Travel & Tourism	64	4.7
Natural resources	54	3.9
Cultural resources	26	4.3



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Finland

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**5.4**	**7**
1.01	Prevalence of foreign ownership	5.4	27
1.02	Property rights	6.5	1
1.03	Business impact of rules on FDI	5.0	39
1.04	Visa requirements, no. of countries*	71.0	58
1.05	Openness bilateral ASAs (0–38)*	11.4	62
1.06	Transparency of government policymaking	6.1	2
1.07	No. of days to start a business*	14	66
1.08	Cost to start a business, % GNI/capita*	1.0	16
1.09	GATS commitment restrictiveness (0–100)*	87.0	5
	2nd pillar: Environmental sustainability	**5.9**	**3**
2.01	Stringency of environmental regulation	6.4	2
2.02	Enforcement of environmental regulation	6.4	1
2.03	Sustainability of T&T industry development	5.5	12
2.04	Carbon dioxide emission, million tons/capita*	10.6	122
2.05	Particulate matter concentration, µg/m³*	14.9	17
2.06	Threatened species, %*	2.1	11
2.07	Environm. treaty ratification (0–25)*	23	13
	3rd pillar: Safety and security	**6.5**	**1**
3.01	Business costs of crime and violence	6.4	3
3.02	Reliability of police services	6.6	1
3.03	Road traffic accidents/100,000 pop.*	7.2	14
3.04	Business costs of terrorism	6.7	2
	4th pillar: Health and hygiene	**6.3**	**15**
4.01	Physician density/1,000 pop.*	2.9	34
4.02	Access to improved sanitation, % pop.*	100.0	1
4.03	Access to improved drinking water, % pop.*	100.0	1
4.04	Hospital beds/10,000 pop.*	62.0	21
	5th pillar: Prioritization of Travel & Tourism	**4.6**	**53**
5.01	Government prioritization of the T&T industry	4.9	93
5.02	T&T gov't expenditure, % gov't budget*	3.1	74
5.03	Effectiveness of marketing to attract tourists	4.5	67
5.04	Comprehensiveness of T&T data (0–120)*	109.0	4
5.05	Timeliness of T&T data (0–18)*	15.5	48
	6th pillar: Air transport infrastructure	**5.3**	**11**
6.01	Quality of air transport infrastructure	6.2	11
6.02	Airline seat kms/week, dom., millions*	37.1	39
6.03	Airline seat kms/week, int'l, millions*	365.4	43
6.04	Departures/1,000 pop.*	34.2	11
6.05	Airport density/million pop.*	4.1	12
6.06	No. of operating airlines*	36.0	50
6.07	International air transport network	6.1	12
	7th pillar: Ground transport infrastructure	**5.2**	**20**
7.01	Quality of roads	6.1	9
7.02	Quality of railroad infrastructure	5.7	6
7.03	Quality of port infrastructure	6.3	7
7.04	Quality of ground transport network	6.2	4
7.05	Road density/million pop.*	23.0	83

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**4.8**	**44**
8.01	Hotel rooms/100 pop.*	1.0	29
8.02	Presence of major car rental co. (1–7)*	6	32
8.03	ATMs accepting Visa cards/million pop.*	299.6	67
	9th pillar: ICT infrastructure	**5.4**	**13**
9.01	ICT use for B-to-B transactions	6.3	1
9.02	ICT use for B-to-C transactions	6.0	6
9.03	Individuals using the Internet, %*	89.4	7
9.04	Fixed telephone lines/100 pop.*	20.1	65
9.05	Broadband Internet subscribers/100 pop.*	29.5	16
9.06	Mobile telephone subscriptions/100 pop.*	166.0	9
9.07	Mobile broadband subscriptions/100 pop.*	87.1	5
	10th pillar: Price competitiveness in T&T ind.	**3.8**	**118**
10.01	Ticket taxes and airport charges (0–100)*	88.1	29
10.02	Purchasing power parity*	1.3	133
10.04	Fuel price, US$ cents/liter*	160.0	119
10.03	Extent and effect of taxation	3.2	95
10.05	Hotel price index, US$*	125.8	52
	11th pillar: Human resources	**5.8**	**4**
	Education and training	6.1	2
11.01	Primary education enrollment, net %*	97.7	32
11.02	Secondary education enrollment, gross %*	107.5	12
11.03	Quality of the educational system	5.8	2
11.04	Local availability specialized research & training	5.7	8
11.05	Extent of staff training	5.4	2
	Availability of qualified labor	5.5	16
11.06	Hiring and firing practices	3.9	77
11.07	Ease of hiring foreign labor	4.6	32
11.08	HIV prevalence, % adult pop.*	0.1	12
11.09	Business impact of HIV/AIDS	6.7	1
11.10	Life expectancy, years*	79.9	25
	12th pillar: Affinity for Travel & Tourism	**4.7**	**64**
12.01	Tourism openness, % of GDP*	3.3	92
12.02	Attitude of population toward foreign visitors	6.5	31
12.03	Extension of business trips recommended	4.9	99
12.04	Degree of customer orientation	5.4	20
	13th pillar: Natural resources	**3.9**	**54**
13.01	No. of World Heritage natural sites*	1	45
13.02	Quality of the natural environment	6.6	2
13.03	Total known species*	331	120
13.04	Terrestrial biome protection (0–17%)*	8.4	85
13.05	Marine protected areas, %*	3.2	16
	14th pillar: Cultural resources	**4.3**	**26**
14.01	No. of World Heritage cultural sites*	6	45
14.02	Sports stadiums, seats/million pop.*	125,147.6	14
14.03	No. of int'l fairs and exhibitions*	157.7	23
14.04	Creative industries exports, % of world total*	0.2	45

France

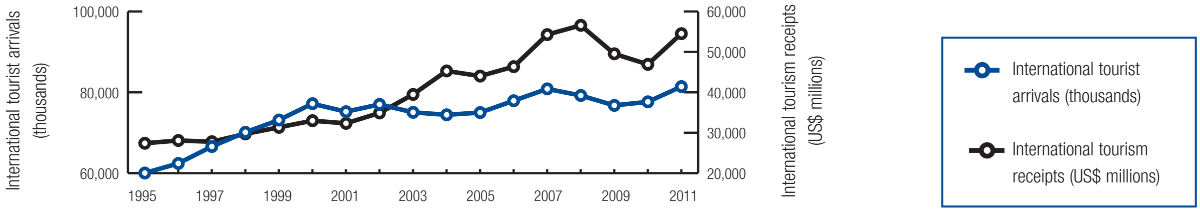
Key indicators

Population (millions), 2011	66.6
Surface area (1,000 square kilometers), 2011	549.2
Gross domestic product (current US$ billions), 2011	2,778.1
Gross domestic product (current PPP, $) per capita, 2011	35,068.2
Real GDP growth (percent), 2011	1.7
Environmental Performance Index 2012, rank (out of 132 economies), 2011	6

Travel & Tourism indicators

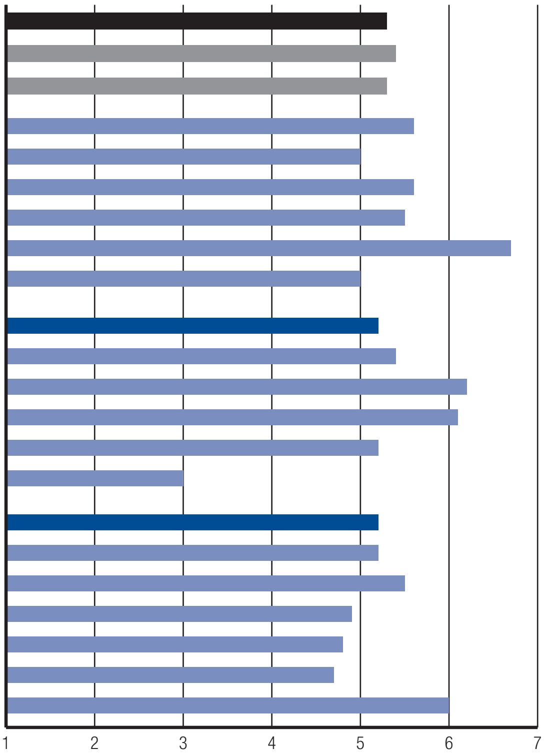
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	103,442.0	3.7	1.9
T&T industry employment (1,000 jobs)	1,156.6	4.3	1.1
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	257,220	9.3	1.7
T&T economy employment (1,000 jobs)	2,781	10.4	0.7

International tourist arrivals (thousands), 2011	81,411.0
International tourism receipts (US$, millions), 2011	54,512.1



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**7**	**5.3**
2011 Travel & Tourism Competitiveness Index	3	5.4
2009 Travel & Tourism Competitiveness Index	4	5.3
T&T regulatory framework	**9**	**5.6**
Policy rules and regulations	25	5.0
Environmental sustainability	11	5.6
Safety and security	33	5.5
Health and hygiene	6	6.7
Prioritization of Travel & Tourism	35	5.0
Business environment and infrastructure	**7**	**5.2**
Air transport infrastructure	8	5.4
Ground transport infrastructure	5	6.2
Tourism infrastructure	17	6.1
ICT infrastructure	15	5.2
Price competitiveness in the T&T industry	140	3.0
T&T human, cultural, and natural resources	**11**	**5.2**
Human resources	35	5.2
Education and training	23	5.5
Availability of qualified labor	87	4.9
Affinity for Travel & Tourism	48	4.8
Natural resources	30	4.7
Cultural resources	8	6.0



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

France

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**5.0**	**25**
1.01	Prevalence of foreign ownership	5.6	18
1.02	Property rights	5.7	18
1.03	Business impact of rules on FDI	4.6	70
1.04	Visa requirements, no. of countries*	71.0	58
1.05	Openness bilateral ASAs (0–38)*	13.6	42
1.06	Transparency of government policymaking	4.6	46
1.07	No. of days to start a business*	7	24
1.08	Cost to start a business, % GNI/capita*	0.9	14
1.09	GATS commitment restrictiveness (0–100)*	56.3	63
	2nd pillar: Environmental sustainability	**5.6**	**11**
2.01	Stringency of environmental regulation	5.1	30
2.02	Enforcement of environmental regulation	4.8	28
2.03	Sustainability of T&T industry development	5.0	31
2.04	Carbon dioxide emission, million tons/capita*	5.9	91
2.05	Particulate matter concentration, µg/m³*	12.5	8
2.06	Threatened species, %*	3.7	46
2.07	Environm. treaty ratification (0–25)*	24	1
	3rd pillar: Safety and security	**5.5**	**33**
3.01	Business costs of crime and violence	5.3	46
3.02	Reliability of police services	5.3	33
3.03	Road traffic accidents/100,000 pop.*	7.5	15
3.04	Business costs of terrorism	5.2	89
	4th pillar: Health and hygiene	**6.7**	**6**
4.01	Physician density/1,000 pop.*	3.5	22
4.02	Access to improved sanitation, % pop.*	100.0	1
4.03	Access to improved drinking water, % pop.*	100.0	1
4.04	Hospital beds/10,000 pop.*	69.0	11
	5th pillar: Prioritization of Travel & Tourism	**5.0**	**35**
5.01	Government prioritization of the T&T industry	6.0	30
5.02	T&T gov't expenditure, % gov't budget*	3.0	78
5.03	Effectiveness of marketing to attract tourists	5.3	29
5.04	Comprehensiveness of T&T data (0–120)*	92.0	11
5.05	Timeliness of T&T data (0–18)*	16.0	44
	6th pillar: Air transport infrastructure	**5.4**	**8**
6.01	Quality of air transport infrastructure	6.2	10
6.02	Airline seat kms/week, dom., millions*	321.5	14
6.03	Airline seat kms/week, int'l, millions*	3,321.4	4
6.04	Departures/1,000 pop.*	11.5	37
6.05	Airport density/million pop.*	1.0	47
6.06	No. of operating airlines*	163.5	3
6.07	International air transport network	6.4	9
	7th pillar: Ground transport infrastructure	**6.2**	**5**
7.01	Quality of roads	6.5	1
7.02	Quality of railroad infrastructure	6.3	4
7.03	Quality of port infrastructure	5.4	26
7.04	Quality of ground transport network	6.0	11
7.05	Road density/million pop.*	173.0	15

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**6.1**	**17**
8.01	Hotel rooms/100 pop.*	0.9	36
8.02	Presence of major car rental co. (1–7)*	7	1
8.03	ATMs accepting Visa cards/million pop.*	856.3	11
	9th pillar: ICT infrastructure	**5.2**	**15**
9.01	ICT use for B-to-B transactions	5.7	25
9.02	ICT use for B-to-C transactions	5.4	25
9.03	Individuals using the Internet, %*	79.6	16
9.04	Fixed telephone lines/100 pop.*	63.2	2
9.05	Broadband Internet subscribers/100 pop.*	36.0	5
9.06	Mobile telephone subscriptions/100 pop.*	94.8	91
9.07	Mobile broadband subscriptions/100 pop.*	36.6	33
	10th pillar: Price competitiveness in T&T ind.	**3.0**	**140**
10.01	Ticket taxes and airport charges (0–100)*	62.3	116
10.02	Purchasing power parity*	1.2	129
10.04	Fuel price, US$ cents/liter*	172.0	131
10.03	Extent and effect of taxation	2.8	124
10.05	Hotel price index, US$*	218.1	106
	11th pillar: Human resources	**5.2**	**35**
	Education and training	5.5	23
11.01	Primary education enrollment, net %*	98.5	22
11.02	Secondary education enrollment, gross %*	113.2	8
11.03	Quality of the educational system	4.2	41
11.04	Local availability specialized research & training	5.4	15
11.05	Extent of staff training	4.3	41
	Availability of qualified labor	4.9	87
11.06	Hiring and firing practices	2.5	137
11.07	Ease of hiring foreign labor	3.4	119
11.08	HIV prevalence, % adult pop.*	0.4	76
11.09	Business impact of HIV/AIDS	5.7	47
11.10	Life expectancy, years*	81.4	11
	12th pillar: Affinity for Travel & Tourism	**4.8**	**48**
12.01	Tourism openness, % of GDP*	3.5	87
12.02	Attitude of population toward foreign visitors	6.2	80
12.03	Extension of business trips recommended	6.5	2
12.04	Degree of customer orientation	4.7	58
	13th pillar: Natural resources	**4.7**	**30**
13.01	No. of World Heritage natural sites*	4	10
13.02	Quality of the natural environment	4.9	49
13.03	Total known species*	511	70
13.04	Terrestrial biome protection (0–17%)*	13.1	56
13.05	Marine protected areas, %*	1.5	31
	14th pillar: Cultural resources	**6.0**	**8**
14.01	No. of World Heritage cultural sites*	45	4
14.02	Sports stadiums, seats/million pop.*	50,213.7	55
14.03	No. of int'l fairs and exhibitions*	423.3	5
14.04	Creative industries exports, % of world total*	4.2	8

Gambia, The

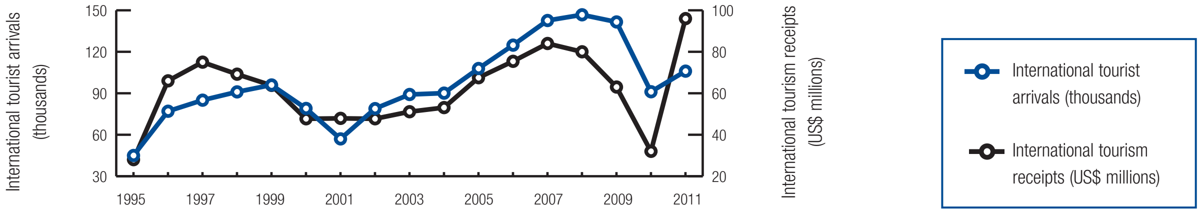
Key indicators

Population (millions), 2011	1.8
Surface area (1,000 square kilometers), 2011	11.3
Gross domestic product (current US$ billions), 2011	1.0
Gross domestic product (current PPP, $) per capita, 2011	1,943.4
Real GDP growth (percent), 2011	3.3
Environmental Performance Index 2012, rank (out of 132 economies), 2011	n/a

Travel & Tourism indicators

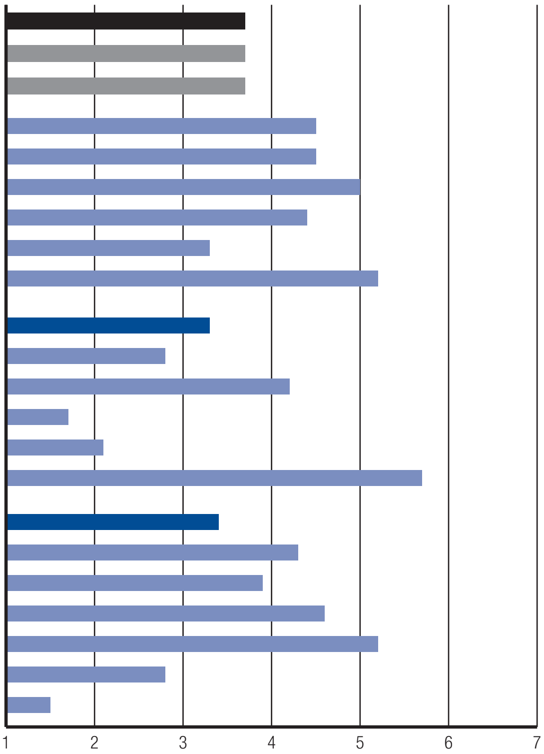
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	53.4	4.6	4.5
T&T industry employment (1,000 jobs)	26.6	3.8	2.5
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	151	12.9	5.3
T&T economy employment (1,000 jobs)	78	11.2	3.3

International tourist arrivals (thousands), 2011	106.0
International tourism receipts (US$, millions), 2011	96.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**92**	**3.7**
2011 Travel & Tourism Competitiveness Index	92	3.7
2009 Travel & Tourism Competitiveness Index	87	3.7
T&T regulatory framework	**72**	**4.5**
Policy rules and regulations	65	4.5
Environmental sustainability	34	5.0
Safety and security	84	4.4
Health and hygiene	105	3.3
Prioritization of Travel & Tourism	25	5.2
Business environment and infrastructure	**93**	**3.3**
Air transport infrastructure	81	2.8
Ground transport infrastructure	50	4.2
Tourism infrastructure	126	1.7
ICT infrastructure	110	2.1
Price competitiveness in the T&T industry	3	5.7
T&T human, cultural, and natural resources	**111**	**3.4**
Human resources	111	4.3
Education and training	114	3.9
Availability of qualified labor	111	4.6
Affinity for Travel & Tourism	21	5.2
Natural resources	114	2.8
Cultural resources	121	1.5



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Gambia, The

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.5**	**65**
1.01	Prevalence of foreign ownership	5.3	**38**
1.02	Property rights	4.9	**44**
1.03	Business impact of rules on FDI	5.2	**28**
1.04	Visa requirements, no. of countries*	148.1	**9**
1.05	Openness bilateral ASAs (0–38)*	9.3	91
1.06	Transparency of government policymaking	4.7	**43**
1.07	No. of days to start a business*	27	102
1.08	Cost to start a business, % GNI/capita*	158.7	138
1.09	GATS commitment restrictiveness (0–100)*	75.0	**17**
	2nd pillar: Environmental sustainability	**5.0**	**34**
2.01	Stringency of environmental regulation	4.8	**40**
2.02	Enforcement of environmental regulation	4.8	**29**
2.03	Sustainability of T&T industry development	5.5	**13**
2.04	Carbon dioxide emission, million tons/capita*	0.3	**17**
2.05	Particulate matter concentration, µg/m³*	61.3	115
2.06	Threatened species, %*	3.3	**40**
2.07	Environm. treaty ratification (0–25)*	17	96
	3rd pillar: Safety and security	**4.4**	**84**
3.01	Business costs of crime and violence	5.3	**44**
3.02	Reliability of police services	4.9	**44**
3.03	Road traffic accidents/100,000 pop.*	36.6	133
3.04	Business costs of terrorism	5.6	63
	4th pillar: Health and hygiene	**3.3**	**105**
4.01	Physician density/1,000 pop.*	0.0	133
4.02	Access to improved sanitation, % pop.*	68.0	97
4.03	Access to improved drinking water, % pop.*	89.0	93
4.04	Hospital beds/10,000 pop.*	11.0	110
	5th pillar: Prioritization of Travel & Tourism	**5.2**	**25**
5.01	Government prioritization of the T&T industry	6.2	**23**
5.02	T&T gov't expenditure, % gov't budget*	9.7	**11**
5.03	Effectiveness of marketing to attract tourists	5.5	**19**
5.04	Comprehensiveness of T&T data (0–120)*	34.0	123
5.05	Timeliness of T&T data (0–18)*	3.0	112
	6th pillar: Air transport infrastructure	**2.8**	**81**
6.01	Quality of air transport infrastructure	4.9	62
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	10.8	127
6.04	Departures/1,000 pop.*	n/a	n/a
6.05	Airport density/million pop.*	0.6	79
6.06	No. of operating airlines*	7.5	119
6.07	International air transport network	4.7	67
	7th pillar: Ground transport infrastructure	**4.2**	**50**
7.01	Quality of roads	4.5	51
7.02	Quality of railroad infrastructure	n/a	n/a
7.03	Quality of port infrastructure	4.8	**47**
7.04	Quality of ground transport network	5.1	**30**
7.05	Road density/million pop.*	33.0	70

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**1.7**	**126**
8.01	Hotel rooms/100 pop.*	0.3	79
8.02	Presence of major car rental co. (1–7)*	1	123
8.03	ATMs accepting Visa cards/million pop.*	11.8	123
	9th pillar: ICT infrastructure	**2.1**	**110**
9.01	ICT use for B-to-B transactions	5.0	64
9.02	ICT use for B-to-C transactions	4.5	75
9.03	Individuals using the Internet, %*	10.9	116
9.04	Fixed telephone lines/100 pop.*	2.8	113
9.05	Broadband Internet subscribers/100 pop.*	0.0	131
9.06	Mobile telephone subscriptions/100 pop.*	78.9	109
9.07	Mobile broadband subscriptions/100 pop.*	0.5	115
	10th pillar: Price competitiveness in T&T ind.	**5.7**	**3**
10.01	Ticket taxes and airport charges (0–100)*	84.8	**41**
10.02	Purchasing power parity*	0.3	**1**
10.04	Fuel price, US$ cents/liter*	79.0	**30**
10.03	Extent and effect of taxation	3.5	63
10.05	Hotel price index, US$*	34.2	**1**
	11th pillar: Human resources	**4.3**	**111**
	Education and training	3.9	114
11.01	Primary education enrollment, net %*	65.5	132
11.02	Secondary education enrollment, gross %*	54.1	112
11.03	Quality of the educational system	4.6	**29**
11.04	Local availability specialized research & training	4.4	52
11.05	Extent of staff training	4.7	**22**
	Availability of qualified labor	4.6	111
11.06	Hiring and firing practices	4.4	**40**
11.07	Ease of hiring foreign labor	4.5	**38**
11.08	HIV prevalence, % adult pop.*	2.0	120
11.09	Business impact of HIV/AIDS	4.8	94
11.10	Life expectancy, years*	58.5	118
	12th pillar: Affinity for Travel & Tourism	**5.2**	**21**
12.01	Tourism openness, % of GDP*	11.0	**19**
12.02	Attitude of population toward foreign visitors	6.4	**44**
12.03	Extension of business trips recommended	5.4	63
12.04	Degree of customer orientation	5.1	**32**
	13th pillar: Natural resources	**2.8**	**114**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	5.1	**42**
13.03	Total known species*	605	61
13.04	Terrestrial biome protection (0–17%)*	1.5	128
13.05	Marine protected areas, %*	0.0	97
	14th pillar: Cultural resources	**1.5**	**121**
14.01	No. of World Heritage cultural sites*	3	74
14.02	Sports stadiums, seats/million pop.*	8,445.5	113
14.03	No. of int'l fairs and exhibitions*	2.0	121
14.04	Creative industries exports, % of world total*	0.0	128

Georgia

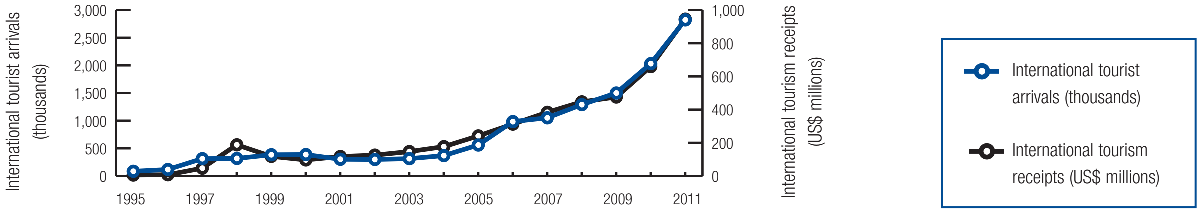
Key indicators

Population (millions), 2011	4.5
Surface area (1,000 square kilometers), 2011	69.7
Gross domestic product (current US$ billions), 2011	14.3
Gross domestic product (current PPP, $) per capita, 2011	5,491.0
Real GDP growth (percent), 2011	7.0
Environmental Performance Index 2012, rank (out of 132 economies), 2011	47

Travel & Tourism indicators

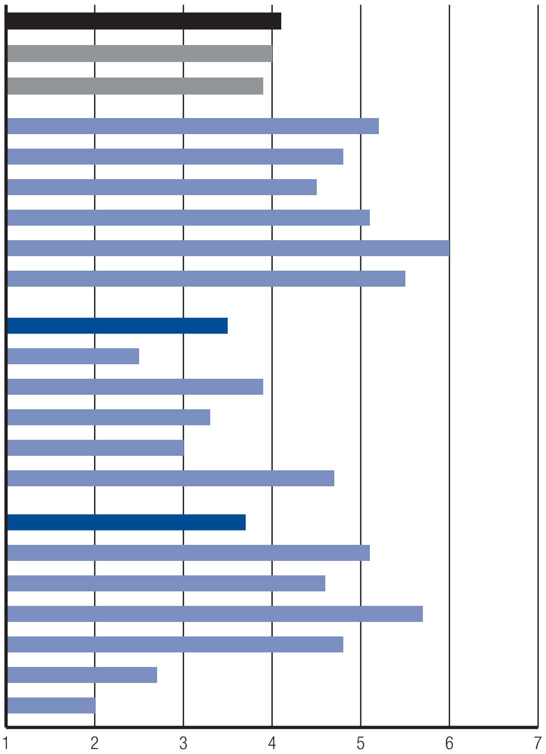
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	n/a	n/a	n/a
T&T industry employment (1,000 jobs)	n/a	n/a	n/a
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	n/a	n/a	n/a
T&T economy employment (1,000 jobs)	n/a	n/a	n/a

International tourist arrivals (thousands), 2011	2,822.4
International tourism receipts (US$, millions), 2011	945.2



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**66**	**4.1**
2011 Travel & Tourism Competitiveness Index	73	4.0
2009 Travel & Tourism Competitiveness Index	73	3.9
T&T regulatory framework	**30**	**5.2**
Policy rules and regulations	40	4.8
Environmental sustainability	74	4.5
Safety and security	51	5.1
Health and hygiene	37	6.0
Prioritization of Travel & Tourism	17	5.5
Business environment and infrastructure	**80**	**3.5**
Air transport infrastructure	101	2.5
Ground transport infrastructure	61	3.9
Tourism infrastructure	82	3.3
ICT infrastructure	75	3.0
Price competitiveness in the T&T industry	52	4.7
T&T human, cultural, and natural resources	**91**	**3.7**
Human resources	40	5.1
Education and training	77	4.6
Availability of qualified labor	9	5.7
Affinity for Travel & Tourism	53	4.8
Natural resources	119	2.7
Cultural resources	84	2.0



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Georgia

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.8**	**40**
1.01	Prevalence of foreign ownership	3.9	118
1.02	Property rights	3.1	128
1.03	Business impact of rules on FDI	4.8	50
1.04	Visa requirements, no. of countries*	159.8	6
1.05	Openness bilateral ASAs (0–38)*	6.8	118
1.06	Transparency of government policymaking	4.8	36
1.07	No. of days to start a business*	2	2
1.08	Cost to start a business, % GNI/capita*	3.8	45
1.09	GATS commitment restrictiveness (0–100)*	52.9	75
	2nd pillar: Environmental sustainability	**4.5**	**74**
2.01	Stringency of environmental regulation	3.4	94
2.02	Enforcement of environmental regulation	3.6	69
2.03	Sustainability of T&T industry development	4.8	47
2.04	Carbon dioxide emission, million tons/capita*	1.2	41
2.05	Particulate matter concentration, µg/m³*	54.1	106
2.06	Threatened species, %*	5.6	80
2.07	Environm. treaty ratification (0–25)*	18	84
	3rd pillar: Safety and security	**5.1**	**51**
3.01	Business costs of crime and violence	5.1	54
3.02	Reliability of police services	5.1	37
3.03	Road traffic accidents/100,000 pop.*	16.8	74
3.04	Business costs of terrorism	5.5	79
	4th pillar: Health and hygiene	**6.0**	**37**
4.01	Physician density/1,000 pop.*	4.8	3
4.02	Access to improved sanitation, % pop.*	95.0	52
4.03	Access to improved drinking water, % pop.*	98.0	52
4.04	Hospital beds/10,000 pop.*	31.0	60
	5th pillar: Prioritization of Travel & Tourism	**5.5**	**17**
5.01	Government prioritization of the T&T industry	6.3	16
5.02	T&T gov't expenditure, % gov't budget*	n/a	n/a
5.03	Effectiveness of marketing to attract tourists	4.9	50
5.04	Comprehensiveness of T&T data (0–120)*	65.0	70
5.05	Timeliness of T&T data (0–18)*	16.5	17
	6th pillar: Air transport infrastructure	**2.5**	**101**
6.01	Quality of air transport infrastructure	4.3	82
6.02	Airline seat kms/week, dom., millions*	0.2	93
6.03	Airline seat kms/week, int'l, millions*	33.1	103
6.04	Departures/1,000 pop.*	1.4	92
6.05	Airport density/million pop.*	0.7	66
6.06	No. of operating airlines*	17.5	87
6.07	International air transport network	4.2	94
	7th pillar: Ground transport infrastructure	**3.9**	**61**
7.01	Quality of roads	4.4	56
7.02	Quality of railroad infrastructure	4.0	34
7.03	Quality of port infrastructure	4.3	65
7.04	Quality of ground transport network	4.6	59
7.05	Road density/million pop.*	29.0	75

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**3.3**	**82**
8.01	Hotel rooms/100 pop.*	0.3	78
8.02	Presence of major car rental co. (1–7)*	3	97
8.03	ATMs accepting Visa cards/million pop.*	373.6	54
	9th pillar: ICT infrastructure	**3.0**	**75**
9.01	ICT use for B-to-B transactions	n/a	n/a
9.02	ICT use for B-to-C transactions	n/a	n/a
9.03	Individuals using the Internet, %*	36.6	76
9.04	Fixed telephone lines/100 pop.*	31.1	38
9.05	Broadband Internet subscribers/100 pop.*	7.5	66
9.06	Mobile telephone subscriptions/100 pop.*	102.3	79
9.07	Mobile broadband subscriptions/100 pop.*	21.3	52
	10th pillar: Price competitiveness in T&T ind.	**4.7**	**52**
10.01	Ticket taxes and airport charges (0–100)*	74.9	86
10.02	Purchasing power parity*	0.6	53
10.04	Fuel price, US$ cents/liter*	113.0	76
10.03	Extent and effect of taxation	3.9	36
10.05	Hotel price index, US$*	135.1	66
	11th pillar: Human resources	**5.1**	**40**
	Education and training	4.6	77
11.01	Primary education enrollment, net %*	99.6	7
11.02	Secondary education enrollment, gross %*	86.2	79
11.03	Quality of the educational system	3.0	113
11.04	Local availability specialized research & training	3.3	118
11.05	Extent of staff training	3.6	99
	Availability of qualified labor	5.7	9
11.06	Hiring and firing practices	5.0	9
11.07	Ease of hiring foreign labor	5.4	5
11.08	HIV prevalence, % adult pop.*	0.1	12
11.09	Business impact of HIV/AIDS	5.2	74
11.10	Life expectancy, years*	73.3	75
	12th pillar: Affinity for Travel & Tourism	**4.8**	**53**
12.01	Tourism openness, % of GDP*	8.1	30
12.02	Attitude of population toward foreign visitors	6.5	33
12.03	Extension of business trips recommended	5.6	50
12.04	Degree of customer orientation	3.9	118
	13th pillar: Natural resources	**2.7**	**119**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	4.6	59
13.03	Total known species*	395	101
13.04	Terrestrial biome protection (0–17%)*	3.6	114
13.05	Marine protected areas, %*	0.1	82
	14th pillar: Cultural resources	**2.0**	**84**
14.01	No. of World Heritage cultural sites*	4	63
14.02	Sports stadiums, seats/million pop.*	49,392.1	56
14.03	No. of int'l fairs and exhibitions*	3.3	111
14.04	Creative industries exports, % of world total*	0.0	106

Germany

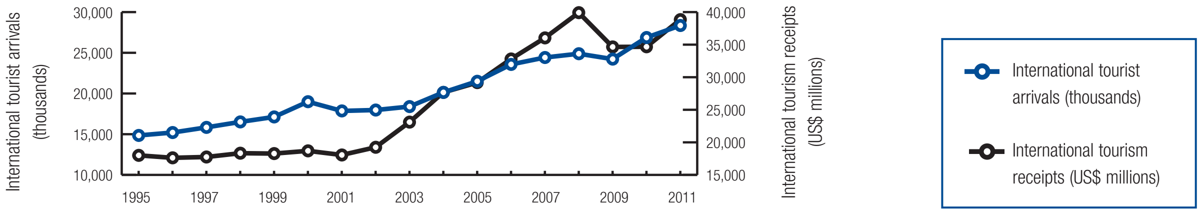
Key indicators

Population (millions), 2011	86.5
Surface area (1,000 square kilometers), 2011	357.1
Gross domestic product (current US$ billions), 2011	3,607.4
Gross domestic product (current PPP, $) per capita, 2011	38,077.2
Real GDP growth (percent), 2011	3.1
Environmental Performance Index 2012, rank (out of 132 economies), 2011	11

Travel & Tourism indicators

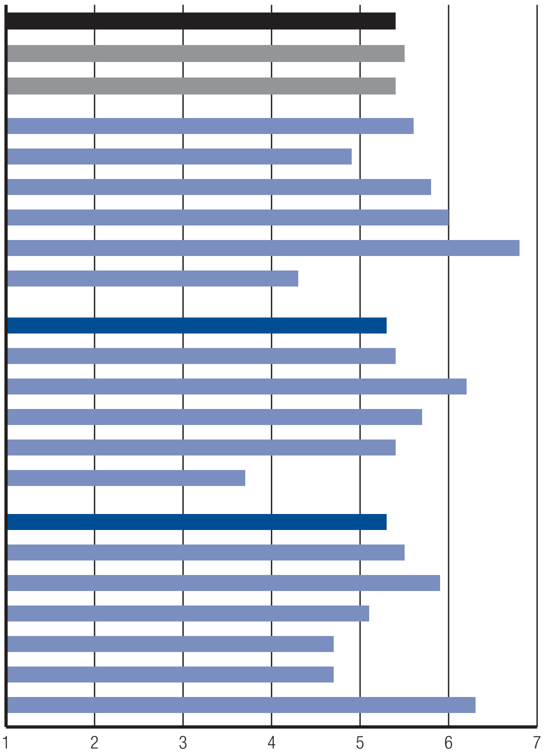
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	58,273.6	1.6	1.4
T&T industry employment (1,000 jobs)	723.0	1.8	–0.2
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	160,797	4.5	1.0
T&T economy employment (1,000 jobs)	1,944	4.7	–0.6

International tourist arrivals (thousands), 2011	28,351.6
International tourism receipts (US$, millions), 2011	38,841.6



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**2**	**5.4**
2011 Travel & Tourism Competitiveness Index	2	5.5
2009 Travel & Tourism Competitiveness Index	3	5.4
T&T regulatory framework	**8**	**5.6**
Policy rules and regulations	33	4.9
Environmental sustainability	4	5.8
Safety and security	14	6.0
Health and hygiene	2	6.8
Prioritization of Travel & Tourism	77	4.3
Business environment and infrastructure	**6**	**5.3**
Air transport infrastructure	7	5.4
Ground transport infrastructure	6	6.2
Tourism infrastructure	23	5.7
ICT infrastructure	11	5.4
Price competitiveness in the T&T industry	125	3.7
T&T human, cultural, and natural resources	**7**	**5.3**
Human resources	18	5.5
Education and training	7	5.9
Availability of qualified labor	53	5.1
Affinity for Travel & Tourism	61	4.7
Natural resources	31	4.7
Cultural resources	4	6.3



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Germany

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.9**	**33**
1.01	Prevalence of foreign ownership	5.1	43
1.02	Property rights	5.8	14
1.03	Business impact of rules on FDI	4.6	71
1.04	Visa requirements, no. of countries*	71.0	58
1.05	Openness bilateral ASAs (0–38)*	13.9	41
1.06	Transparency of government policymaking	5.0	27
1.07	No. of days to start a business*	15	68
1.08	Cost to start a business, % GNI/capita*	4.9	51
1.09	GATS commitment restrictiveness (0–100)*	53.1	68
	2nd pillar: Environmental sustainability	**5.8**	**4**
2.01	Stringency of environmental regulation	6.4	1
2.02	Enforcement of environmental regulation	6.2	3
2.03	Sustainability of T&T industry development	4.9	43
2.04	Carbon dioxide emission, million tons/capita*	9.6	116
2.05	Particulate matter concentration, µg/m³*	15.8	23
2.06	Threatened species, %*	2.8	23
2.07	Environm. treaty ratification (0–25)*	24	1
	3rd pillar: Safety and security	**6.0**	**14**
3.01	Business costs of crime and violence	5.8	20
3.02	Reliability of police services	5.9	20
3.03	Road traffic accidents/100,000 pop.*	6.0	12
3.04	Business costs of terrorism	5.8	54
	4th pillar: Health and hygiene	**6.8**	**2**
4.01	Physician density/1,000 pop.*	3.6	19
4.02	Access to improved sanitation, % pop.*	100.0	1
4.03	Access to improved drinking water, % pop.*	100.0	1
4.04	Hospital beds/10,000 pop.*	82.0	5
	5th pillar: Prioritization of Travel & Tourism	**4.3**	**77**
5.01	Government prioritization of the T&T industry	4.6	106
5.02	T&T gov't expenditure, % gov't budget*	2.1	106
5.03	Effectiveness of marketing to attract tourists	5.0	45
5.04	Comprehensiveness of T&T data (0–120)*	67.0	66
5.05	Timeliness of T&T data (0–18)*	16.5	17
	6th pillar: Air transport infrastructure	**5.4**	**7**
6.01	Quality of air transport infrastructure	6.4	7
6.02	Airline seat kms/week, dom., millions*	289.4	17
6.03	Airline seat kms/week, int'l, millions*	4,351.6	3
6.04	Departures/1,000 pop.*	13.3	30
6.05	Airport density/million pop.*	0.5	86
6.06	No. of operating airlines*	166.0	2
6.07	International air transport network	6.7	5
	7th pillar: Ground transport infrastructure	**6.2**	**6**
7.01	Quality of roads	6.1	10
7.02	Quality of railroad infrastructure	5.7	7
7.03	Quality of port infrastructure	6.0	9
7.04	Quality of ground transport network	6.2	5
7.05	Road density/million pop.*	180.0	14

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**5.7**	**23**
8.01	Hotel rooms/100 pop.*	1.2	24
8.02	Presence of major car rental co. (1–7)*	7	1
8.03	ATMs accepting Visa cards/million pop.*	474.3	40
	9th pillar: ICT infrastructure	**5.4**	**11**
9.01	ICT use for B-to-B transactions	5.9	14
9.02	ICT use for B-to-C transactions	5.7	14
9.03	Individuals using the Internet, %*	83.0	12
9.04	Fixed telephone lines/100 pop.*	63.0	3
9.05	Broadband Internet subscribers/100 pop.*	33.1	8
9.06	Mobile telephone subscriptions/100 pop.*	132.3	27
9.07	Mobile broadband subscriptions/100 pop.*	34.8	36
	10th pillar: Price competitiveness in T&T ind.	**3.7**	**125**
10.01	Ticket taxes and airport charges (0–100)*	65.7	109
10.02	Purchasing power parity*	1.1	121
10.04	Fuel price, US$ cents/liter*	168.0	125
10.03	Extent and effect of taxation	3.5	70
10.05	Hotel price index, US$*	126.9	55
	11th pillar: Human resources	**5.5**	**18**
	Education and training	5.9	7
11.01	Primary education enrollment, net %*	97.7	33
11.02	Secondary education enrollment, gross %*	103.3	19
11.03	Quality of the educational system	4.9	20
11.04	Local availability specialized research & training	6.1	4
11.05	Extent of staff training	5.0	13
	Availability of qualified labor	5.1	53
11.06	Hiring and firing practices	3.1	123
11.07	Ease of hiring foreign labor	4.0	84
11.08	HIV prevalence, % adult pop.*	0.1	12
11.09	Business impact of HIV/AIDS	6.2	20
11.10	Life expectancy, years*	80.0	23
	12th pillar: Affinity for Travel & Tourism	**4.7**	**61**
12.01	Tourism openness, % of GDP*	3.5	89
12.02	Attitude of population toward foreign visitors	6.1	83
12.03	Extension of business trips recommended	5.3	76
12.04	Degree of customer orientation	5.4	15
	13th pillar: Natural resources	**4.7**	**31**
13.01	No. of World Heritage natural sites*	2	25
13.02	Quality of the natural environment	5.9	14
13.03	Total known species*	434	86
13.04	Terrestrial biome protection (0–17%)*	17.0	1
13.05	Marine protected areas, %*	33.5	1
	14th pillar: Cultural resources	**6.3**	**4**
14.01	No. of World Heritage cultural sites*	34	5
14.02	Sports stadiums, seats/million pop.*	78,752.6	29
14.03	No. of int'l fairs and exhibitions*	591.7	2
14.04	Creative industries exports, % of world total*	6.9	3

Ghana

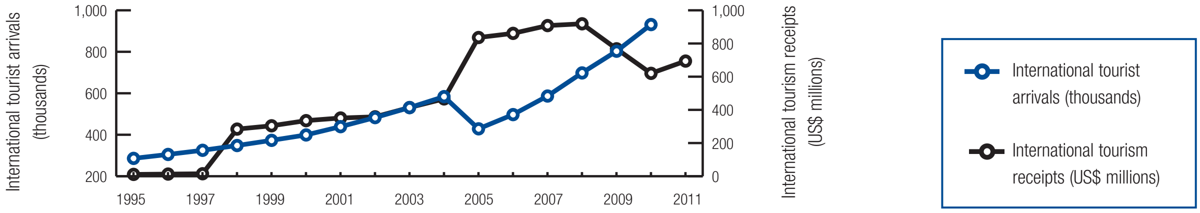
Key indicators

Population (millions), 2011	25.1
Surface area (1,000 square kilometers), 2011	238.5
Gross domestic product (current US$ billions), 2011	38.4
Gross domestic product (current PPP, $) per capita, 2011	3,112.9
Real GDP growth (percent), 2011	14.4
Environmental Performance Index 2012, rank (out of 132 economies), 2011	91

Travel & Tourism indicators

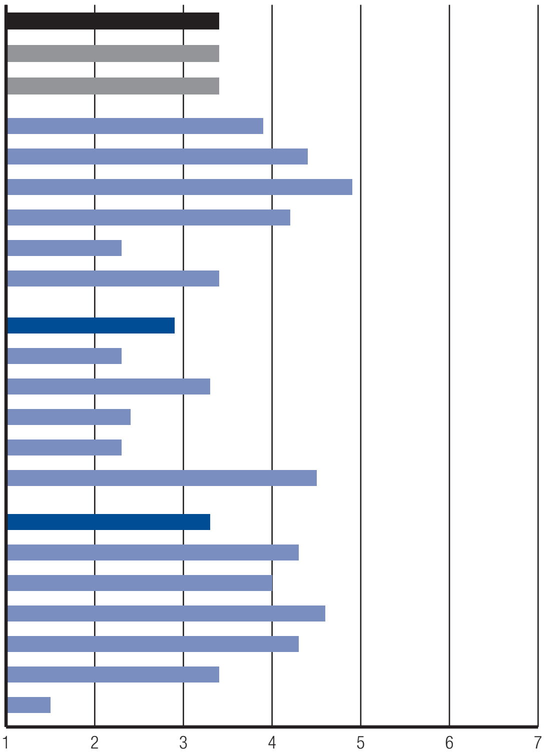
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	873.2	2.2	5.5
T&T industry employment (1,000 jobs)	103.4	1.8	2.8
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	2,102	5.2	5.4
T&T economy employment (1,000 jobs)	255	4.5	2.7

International tourist arrivals (thousands), 2010	931.2
International tourism receipts (US$, millions), 2011	694.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**117**	**3.4**
2011 Travel & Tourism Competitiveness Index	108	3.4
2009 Travel & Tourism Competitiveness Index	110	3.4
T&T regulatory framework	**113**	**3.9**
Policy rules and regulations	78	4.4
Environmental sustainability	42	4.9
Safety and security	98	4.2
Health and hygiene	122	2.3
Prioritization of Travel & Tourism	119	3.4
Business environment and infrastructure	**108**	**2.9**
Air transport infrastructure	109	2.3
Ground transport infrastructure	82	3.3
Tourism infrastructure	102	2.4
ICT infrastructure	104	2.3
Price competitiveness in the T&T industry	76	4.5
T&T human, cultural, and natural resources	**117**	**3.3**
Human resources	109	4.3
Education and training	111	4.0
Availability of qualified labor	115	4.6
Affinity for Travel & Tourism	110	4.3
Natural resources	82	3.4
Cultural resources	114	1.5



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Ghana

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.4**	**78**
1.01	Prevalence of foreign ownership	5.2	41
1.02	Property rights	3.9	89
1.03	Business impact of rules on FDI	4.6	73
1.04	Visa requirements, no. of countries*	17.0	125
1.05	Openness bilateral ASAs (0–38)*	12.2	52
1.06	Transparency of government policymaking	4.0	88
1.07	No. of days to start a business*	12	55
1.08	Cost to start a business, % GNI/capita*	18.5	96
1.09	GATS commitment restrictiveness (0–100)*	72.8	32
	2nd pillar: Environmental sustainability	**4.9**	**42**
2.01	Stringency of environmental regulation	3.4	96
2.02	Enforcement of environmental regulation	3.4	83
2.03	Sustainability of T&T industry development	4.1	87
2.04	Carbon dioxide emission, million tons/capita*	0.4	22
2.05	Particulate matter concentration, µg/m³*	21.1	40
2.06	Threatened species, %*	4.4	56
2.07	Environm. treaty ratification (0–25)*	20	53
	3rd pillar: Safety and security	**4.2**	**98**
3.01	Business costs of crime and violence	4.4	90
3.02	Reliability of police services	4.6	55
3.03	Road traffic accidents/100,000 pop.*	29.6	114
3.04	Business costs of terrorism	5.2	90
	4th pillar: Health and hygiene	**2.3**	**122**
4.01	Physician density/1,000 pop.*	0.1	125
4.02	Access to improved sanitation, % pop.*	14.0	134
4.03	Access to improved drinking water, % pop.*	86.0	101
4.04	Hospital beds/10,000 pop.*	9.0	116
	5th pillar: Prioritization of Travel & Tourism	**3.4**	**119**
5.01	Government prioritization of the T&T industry	4.8	99
5.02	T&T gov't expenditure, % gov't budget*	3.3	66
5.03	Effectiveness of marketing to attract tourists	4.2	88
5.04	Comprehensiveness of T&T data (0–120)*	34.0	123
5.05	Timeliness of T&T data (0–18)*	0.0	126
	6th pillar: Air transport infrastructure	**2.3**	**109**
6.01	Quality of air transport infrastructure	4.1	97
6.02	Airline seat kms/week, dom., millions*	0.7	78
6.03	Airline seat kms/week, int'l, millions*	103.6	76
6.04	Departures/1,000 pop.*	0.2	122
6.05	Airport density/million pop.*	0.2	125
6.06	No. of operating airlines*	23.0	76
6.07	International air transport network	4.2	95
	7th pillar: Ground transport infrastructure	**3.3**	**82**
7.01	Quality of roads	3.5	84
7.02	Quality of railroad infrastructure	1.7	102
7.03	Quality of port infrastructure	4.0	75
7.04	Quality of ground transport network	4.3	79
7.05	Road density/million pop.*	46.0	57
	8th pillar: Tourism infrastructure	**2.4**	**102**
8.01	Hotel rooms/100 pop.*	0.1	108
8.02	Presence of major car rental co. (1–7)*	4	82
8.03	ATMs accepting Visa cards/million pop.*	39.7	109
	9th pillar: ICT infrastructure	**2.3**	**104**
9.01	ICT use for B-to-B transactions	4.8	85
9.02	ICT use for B-to-C transactions	3.8	109
9.03	Individuals using the Internet, %*	14.1	108
9.04	Fixed telephone lines/100 pop.*	1.1	123
9.05	Broadband Internet subscribers/100 pop.*	0.3	114
9.06	Mobile telephone subscriptions/100 pop.*	84.8	101
9.07	Mobile broadband subscriptions/100 pop.*	23.0	47
	10th pillar: Price competitiveness in T&T ind.	**4.5**	**76**
10.01	Ticket taxes and airport charges (0–100)*	45.3	129
10.02	Purchasing power parity*	0.8	99
10.04	Fuel price, US$ cents/liter*	83.0	33
10.03	Extent and effect of taxation	3.6	58
10.05	Hotel price index, US$*	77.8	6
	11th pillar: Human resources	**4.3**	**109**
	Education and training	4.0	111
11.01	Primary education enrollment, net %*	84.0	117
11.02	Secondary education enrollment, gross %*	58.1	109
11.03	Quality of the educational system	3.8	61
11.04	Local availability specialized research & training	3.7	95
11.05	Extent of staff training	3.7	94
	Availability of qualified labor	4.6	115
11.06	Hiring and firing practices	4.5	30
11.07	Ease of hiring foreign labor	3.3	127
11.08	HIV prevalence, % adult pop.*	1.8	118
11.09	Business impact of HIV/AIDS	4.0	118
11.10	Life expectancy, years*	64.2	111
	12th pillar: Affinity for Travel & Tourism	**4.3**	**110**
12.01	Tourism openness, % of GDP*	3.0	98
12.02	Attitude of population toward foreign visitors	6.4	46
12.03	Extension of business trips recommended	4.6	120
12.04	Degree of customer orientation	4.3	100
	13th pillar: Natural resources	**3.4**	**82**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	4.0	88
13.03	Total known species*	1,012	31
13.04	Terrestrial biome protection (0–17%)*	13.3	53
13.05	Marine protected areas, %*	0.0	103
	14th pillar: Cultural resources	**1.5**	**114**
14.01	No. of World Heritage cultural sites*	2	88
14.02	Sports stadiums, seats/million pop.*	11,958.2	105
14.03	No. of int'l fairs and exhibitions*	13.7	73
14.04	Creative industries exports, % of world total*	0.0	71

Greece

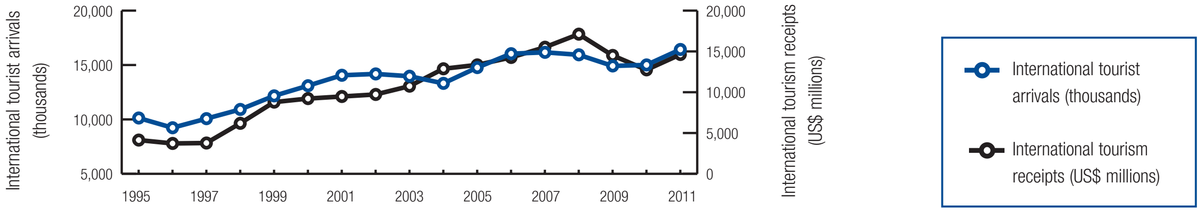
Key indicators

Population (millions), 2011	12.0
Surface area (1,000 square kilometers), 2011	132.0
Gross domestic product (current US$ billions), 2011	299.3
Gross domestic product (current PPP, $) per capita, 2011	26,258.0
Real GDP growth (percent), 2011	-6.9
Environmental Performance Index 2012, rank (out of 132 economies), 2011	33

Travel & Tourism indicators

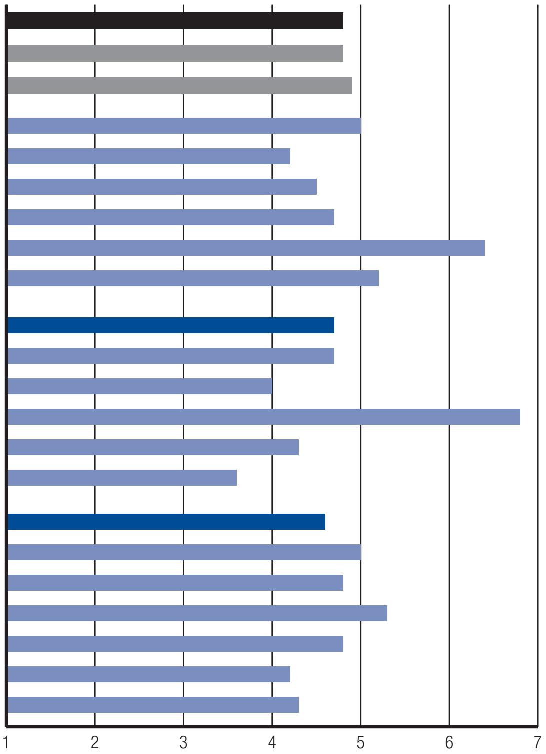
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	16,961.0	6.7	3.3
T&T industry employment (1,000 jobs)	349.9	8.9	2.4
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	42,769	16.8	3.2
T&T economy employment (1,000 jobs)	741	18.7	2.7

International tourist arrivals (thousands), 2011	16,427.2
International tourism receipts (US$, millions), 2011	14,622.6



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**32**	**4.8**
2011 Travel & Tourism Competitiveness Index	29	4.8
2009 Travel & Tourism Competitiveness Index	24	4.9
T&T regulatory framework	**39**	**5.0**
Policy rules and regulations	98	4.2
Environmental sustainability	72	4.5
Safety and security	69	4.7
Health and hygiene	13	6.4
Prioritization of Travel & Tourism	28	5.2
Business environment and infrastructure	**33**	**4.7**
Air transport infrastructure	20	4.7
Ground transport infrastructure	58	4.0
Tourism infrastructure	3	6.8
ICT infrastructure	33	4.3
Price competitiveness in the T&T industry	127	3.6
T&T human, cultural, and natural resources	**30**	**4.6**
Human resources	50	5.0
Education and training	62	4.8
Availability of qualified labor	35	5.3
Affinity for Travel & Tourism	55	4.8
Natural resources	40	4.2
Cultural resources	25	4.3



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Greece

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.2**	**98**
1.01	Prevalence of foreign ownership	4.4	90
1.02	Property rights	4.2	71
1.03	Business impact of rules on FDI	3.2	133
1.04	Visa requirements, no. of countries*	71.0	58
1.05	Openness bilateral ASAs (0–38)*	11.2	65
1.06	Transparency of government policymaking	3.7	118
1.07	No. of days to start a business*	11	53
1.08	Cost to start a business, % GNI/capita*	20.5	100
1.09	GATS commitment restrictiveness (0–100)*	54.7	65
	2nd pillar: Environmental sustainability	**4.5**	**72**
2.01	Stringency of environmental regulation	3.7	83
2.02	Enforcement of environmental regulation	2.9	104
2.03	Sustainability of T&T industry development	3.7	106
2.04	Carbon dioxide emission, million tons/capita*	8.7	113
2.05	Particulate matter concentration, µg/m³*	30.5	73
2.06	Threatened species, %*	5.7	84
2.07	Environm. treaty ratification (0–25)*	24	1
	3rd pillar: Safety and security	**4.7**	**69**
3.01	Business costs of crime and violence	4.7	79
3.02	Reliability of police services	3.9	82
3.03	Road traffic accidents/100,000 pop.*	14.9	64
3.04	Business costs of terrorism	5.3	85
	4th pillar: Health and hygiene	**6.4**	**13**
4.01	Physician density/1,000 pop.*	6.2	1
4.02	Access to improved sanitation, % pop.*	98.0	42
4.03	Access to improved drinking water, % pop.*	100.0	1
4.04	Hospital beds/10,000 pop.*	48.0	36
	5th pillar: Prioritization of Travel & Tourism	**5.2**	**28**
5.01	Government prioritization of the T&T industry	5.5	54
5.02	T&T gov't expenditure, % gov't budget*	8.0	17
5.03	Effectiveness of marketing to attract tourists	3.9	99
5.04	Comprehensiveness of T&T data (0–120)*	68.0	59
5.05	Timeliness of T&T data (0–18)*	16.5	17
	6th pillar: Air transport infrastructure	**4.7**	**20**
6.01	Quality of air transport infrastructure	5.3	45
6.02	Airline seat kms/week, dom., millions*	51.2	36
6.03	Airline seat kms/week, int'l, millions*	526.2	35
6.04	Departures/1,000 pop.*	13.1	33
6.05	Airport density/million pop.*	3.3	15
6.06	No. of operating airlines*	73.5	19
6.07	International air transport network	5.0	58
	7th pillar: Ground transport infrastructure	**4.0**	**58**
7.01	Quality of roads	4.0	71
7.02	Quality of railroad infrastructure	2.5	67
7.03	Quality of port infrastructure	4.2	66
7.04	Quality of ground transport network	4.9	42
7.05	Road density/million pop.*	89.0	39

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**6.8**	**3**
8.01	Hotel rooms/100 pop.*	3.5	3
8.02	Presence of major car rental co. (1–7)*	7	1
8.03	ATMs accepting Visa cards/million pop.*	614.9	23
	9th pillar: ICT infrastructure	**4.3**	**33**
9.01	ICT use for B-to-B transactions	4.7	90
9.02	ICT use for B-to-C transactions	4.3	86
9.03	Individuals using the Internet, %*	53.0	51
9.04	Fixed telephone lines/100 pop.*	50.4	14
9.05	Broadband Internet subscribers/100 pop.*	21.6	33
9.06	Mobile telephone subscriptions/100 pop.*	106.5	69
9.07	Mobile broadband subscriptions/100 pop.*	39.9	28
	10th pillar: Price competitiveness in T&T ind.	**3.6**	**127**
10.01	Ticket taxes and airport charges (0–100)*	80.0	68
10.02	Purchasing power parity*	1.0	112
10.04	Fuel price, US$ cents/liter*	178.0	133
10.03	Extent and effect of taxation	2.3	134
10.05	Hotel price index, US$*	149.7	82
	11th pillar: Human resources	**5.0**	**50**
	Education and training	4.8	62
11.01	Primary education enrollment, net %*	98.3	24
11.02	Secondary education enrollment, gross %*	100.9	27
11.03	Quality of the educational system	3.0	114
11.04	Local availability specialized research & training	3.8	91
11.05	Extent of staff training	3.3	113
	Availability of qualified labor	5.3	35
11.06	Hiring and firing practices	3.3	108
11.07	Ease of hiring foreign labor	4.2	67
11.08	HIV prevalence, % adult pop.*	0.1	12
11.09	Business impact of HIV/AIDS	6.1	21
11.10	Life expectancy, years*	80.4	19
	12th pillar: Affinity for Travel & Tourism	**4.8**	**55**
12.01	Tourism openness, % of GDP*	5.9	48
12.02	Attitude of population toward foreign visitors	6.5	37
12.03	Extension of business trips recommended	5.7	45
12.04	Degree of customer orientation	4.5	90
	13th pillar: Natural resources	**4.2**	**40**
13.01	No. of World Heritage natural sites*	2	25
13.02	Quality of the natural environment	5.3	31
13.03	Total known species*	475	78
13.04	Terrestrial biome protection (0–17%)*	16.3	25
13.05	Marine protected areas, %*	0.7	55
	14th pillar: Cultural resources	**4.3**	**25**
14.01	No. of World Heritage cultural sites*	18	14
14.02	Sports stadiums, seats/million pop.*	65,737.9	38
14.03	No. of int'l fairs and exhibitions*	132.7	28
14.04	Creative industries exports, % of world total*	0.2	42

Guatemala

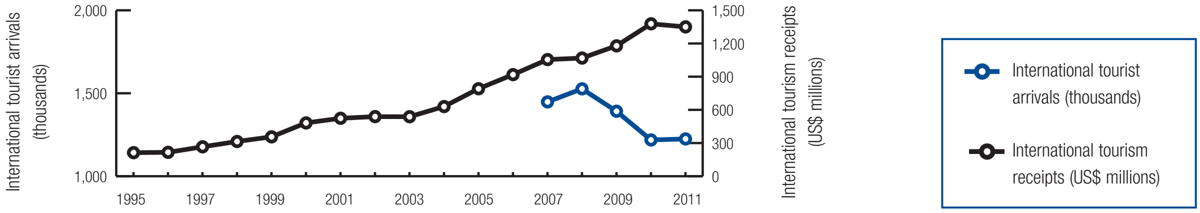
Key indicators

Population (millions), 2011	14.9
Surface area (1,000 square kilometers), 2011	108.9
Gross domestic product (current US$ billions), 2011	46.9
Gross domestic product (current PPP, $) per capita, 2011	5,078.8
Real GDP growth (percent), 2011	3.9
Environmental Performance Index 2012, rank (out of 132 economies), 2011	76

Travel & Tourism indicators

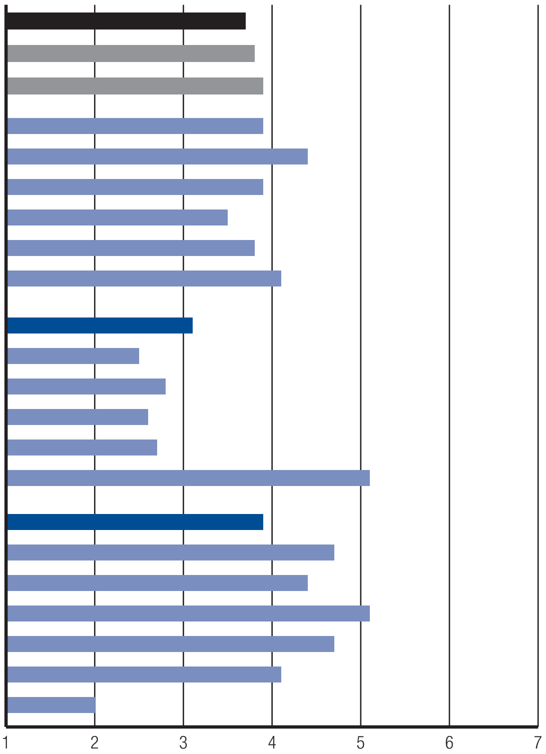
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	1,661.2	3.5	2.4
T&T industry employment (1,000 jobs)	156.4	3.0	2.6
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	4,260	8.9	2.6
T&T economy employment (1,000 jobs)	409	7.9	2.9

International tourist arrivals (thousands), 2011	1,224.8
International tourism receipts (US$, millions), 2011	1,350.2



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**97**	**3.7**
2011 Travel & Tourism Competitiveness Index	86	3.8
2009 Travel & Tourism Competitiveness Index	70	3.9
T&T regulatory framework	**109**	**3.9**
Policy rules and regulations	82	4.4
Environmental sustainability	126	3.9
Safety and security	129	3.5
Health and hygiene	95	3.8
Prioritization of Travel & Tourism	94	4.1
Business environment and infrastructure	**98**	**3.1**
Air transport infrastructure	100	2.5
Ground transport infrastructure	114	2.8
Tourism infrastructure	96	2.6
ICT infrastructure	88	2.7
Price competitiveness in the T&T industry	23	5.1
T&T human, cultural, and natural resources	**69**	**3.9**
Human resources	86	4.7
Education and training	93	4.4
Availability of qualified labor	66	5.1
Affinity for Travel & Tourism	57	4.7
Natural resources	47	4.1
Cultural resources	88	2.0



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Guatemala

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.4**	**82**
1.01	Prevalence of foreign ownership	4.9	60
1.02	Property rights	3.7	99
1.03	Business impact of rules on FDI	4.2	103
1.04	Visa requirements, no. of countries*	83.0	47
1.05	Openness bilateral ASAs (0–38)*	24.8	7
1.06	Transparency of government policymaking	4.7	40
1.07	No. of days to start a business*	40	122
1.08	Cost to start a business, % GNI/capita*	48.1	119
1.09	GATS commitment restrictiveness (0–100)*	60.7	58
	2nd pillar: Environmental sustainability	**3.9**	**126**
2.01	Stringency of environmental regulation	3.3	101
2.02	Enforcement of environmental regulation	2.9	106
2.03	Sustainability of T&T industry development	3.4	115
2.04	Carbon dioxide emission, million tons/capita*	0.9	34
2.05	Particulate matter concentration, µg/m³*	68.4	122
2.06	Threatened species, %*	10.6	119
2.07	Environm. treaty ratification (0–25)*	20	53
	3rd pillar: Safety and security	**3.5**	**129**
3.01	Business costs of crime and violence	1.9	140
3.02	Reliability of police services	2.6	133
3.03	Road traffic accidents/100,000 pop.*	14.7	61
3.04	Business costs of terrorism	4.5	119
	4th pillar: Health and hygiene	**3.8**	**95**
4.01	Physician density/1,000 pop.*	0.9	92
4.02	Access to improved sanitation, % pop.*	78.0	86
4.03	Access to improved drinking water, % pop.*	92.0	80
4.04	Hospital beds/10,000 pop.*	6.0	124
	5th pillar: Prioritization of Travel & Tourism	**4.1**	**94**
5.01	Government prioritization of the T&T industry	4.4	114
5.02	T&T gov't expenditure, % gov't budget*	4.7	42
5.03	Effectiveness of marketing to attract tourists	3.6	111
5.04	Comprehensiveness of T&T data (0–120)*	52.0	95
5.05	Timeliness of T&T data (0–18)*	13.5	71
	6th pillar: Air transport infrastructure	**2.5**	**100**
6.01	Quality of air transport infrastructure	4.9	58
6.02	Airline seat kms/week, dom., millions*	0.4	86
6.03	Airline seat kms/week, int'l, millions*	43.5	96
6.04	Departures/1,000 pop.*	0.6	103
6.05	Airport density/million pop.*	0.1	127
6.06	No. of operating airlines*	12.5	101
6.07	International air transport network	5.0	57
	7th pillar: Ground transport infrastructure	**2.8**	**114**
7.01	Quality of roads	3.3	90
7.02	Quality of railroad infrastructure	1.2	116
7.03	Quality of port infrastructure	4.0	83
7.04	Quality of ground transport network	4.2	87
7.05	Road density/million pop.*	13.0	107

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**2.6**	**96**
8.01	Hotel rooms/100 pop.*	0.3	75
8.02	Presence of major car rental co. (1–7)*	4	82
8.03	ATMs accepting Visa cards/million pop.*	50.1	106
	9th pillar: ICT infrastructure	**2.7**	**88**
9.01	ICT use for B-to-B transactions	5.4	44
9.02	ICT use for B-to-C transactions	4.7	57
9.03	Individuals using the Internet, %*	11.7	114
9.04	Fixed telephone lines/100 pop.*	11.0	88
9.05	Broadband Internet subscribers/100 pop.*	1.8	95
9.06	Mobile telephone subscriptions/100 pop.*	140.4	22
9.07	Mobile broadband subscriptions/100 pop.*	4.1	90
	10th pillar: Price competitiveness in T&T ind.	**5.1**	**23**
10.01	Ticket taxes and airport charges (0–100)*	81.8	58
10.02	Purchasing power parity*	0.6	68
10.04	Fuel price, US$ cents/liter*	85.0	36
10.03	Extent and effect of taxation	3.6	53
10.05	Hotel price index, US$*	79.6	10
	11th pillar: Human resources	**4.7**	**86**
	Education and training	4.4	93
11.01	Primary education enrollment, net %*	96.9	41
11.02	Secondary education enrollment, gross %*	58.5	108
11.03	Quality of the educational system	2.6	127
11.04	Local availability specialized research & training	4.4	53
11.05	Extent of staff training	4.3	40
	Availability of qualified labor	5.1	66
11.06	Hiring and firing practices	4.2	54
11.07	Ease of hiring foreign labor	4.2	59
11.08	HIV prevalence, % adult pop.*	0.8	96
11.09	Business impact of HIV/AIDS	5.5	61
11.10	Life expectancy, years*	71.1	90
	12th pillar: Affinity for Travel & Tourism	**4.7**	**57**
12.01	Tourism openness, % of GDP*	4.4	76
12.02	Attitude of population toward foreign visitors	6.0	97
12.03	Extension of business trips recommended	5.7	44
12.04	Degree of customer orientation	5.1	33
	13th pillar: Natural resources	**4.1**	**47**
13.01	No. of World Heritage natural sites*	1	45
13.02	Quality of the natural environment	3.6	114
13.03	Total known species*	1,069	27
13.04	Terrestrial biome protection (0–17%)*	13.6	51
13.05	Marine protected areas, %*	0.8	46
	14th pillar: Cultural resources	**2.0**	**88**
14.01	No. of World Heritage cultural sites*	5	52
14.02	Sports stadiums, seats/million pop.*	21,677.6	89
14.03	No. of int'l fairs and exhibitions*	17.0	71
14.04	Creative industries exports, % of world total*	0.0	74

Guinea

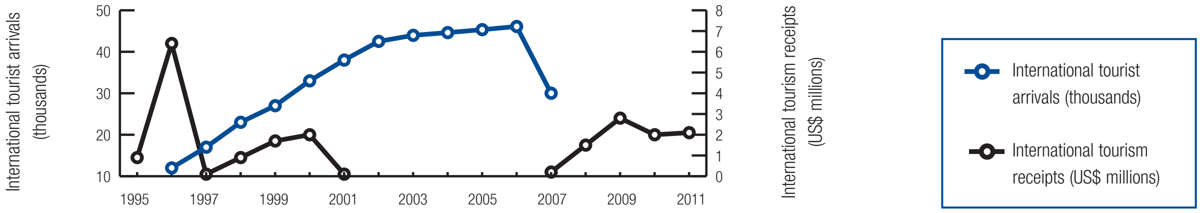
Key indicators

Population (millions), 2011	10.3
Surface area (1,000 square kilometers), 2011	245.9
Gross domestic product (current US$ billions), 2011	5.2
Gross domestic product (current PPP, $) per capita, 2011	1,086.3
Real GDP growth (percent), 2011	3.9
Environmental Performance Index 2012, rank (out of 132 economies), 2011	n/a

Travel & Tourism indicators

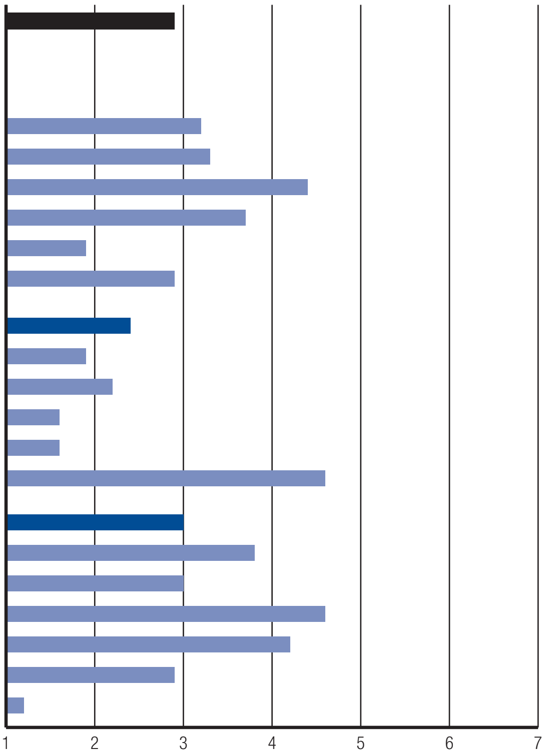
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	102.6	2.0	5.4
T&T industry employment (1,000 jobs)	43.8	1.7	2.6
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	225	4.5	5.5
T&T economy employment (1,000 jobs)	99	3.9	2.6

International tourist arrivals (thousands), 2007	30.0
International tourism receipts (US$, millions), 2011	2.1



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**136**	**2.9**
2011 Travel & Tourism Competitiveness Index	n/a	n/a
2009 Travel & Tourism Competitiveness Index	n/a	n/a
T&T regulatory framework	**136**	**3.2**
Policy rules and regulations	134	3.3
Environmental sustainability	82	4.4
Safety and security	119	3.7
Health and hygiene	130	1.9
Prioritization of Travel & Tourism	134	2.9
Business environment and infrastructure	**137**	**2.4**
Air transport infrastructure	133	1.9
Ground transport infrastructure	138	2.2
Tourism infrastructure	128	1.6
ICT infrastructure	134	1.6
Price competitiveness in the T&T industry	69	4.6
T&T human, cultural, and natural resources	**134**	**3.0**
Human resources	120	3.8
Education and training	130	3.0
Availability of qualified labor	113	4.6
Affinity for Travel & Tourism	119	4.2
Natural resources	105	2.9
Cultural resources	133	1.2



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Guinea

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**3.3**	**134**
1.01	Prevalence of foreign ownership	4.1	106
1.02	Property rights	3.2	124
1.03	Business impact of rules on FDI	3.7	118
1.04	Visa requirements, no. of countries*	21.0	122
1.05	Openness bilateral ASAs (0–38)*	8.5	99
1.06	Transparency of government policymaking	3.6	122
1.07	No. of days to start a business*	35	115
1.08	Cost to start a business, % GNI/capita*	96.9	130
1.09	GATS commitment restrictiveness (0–100)*	62.5	54
	2nd pillar: Environmental sustainability	**4.4**	**82**
2.01	Stringency of environmental regulation	2.9	126
2.02	Enforcement of environmental regulation	2.6	127
2.03	Sustainability of T&T industry development	3.4	117
2.04	Carbon dioxide emission, million tons/capita*	0.1	12
2.05	Particulate matter concentration, µg/m³*	53.6	105
2.06	Threatened species, %*	4.7	62
2.07	Environm. treaty ratification (0–25)*	22	20
	3rd pillar: Safety and security	**3.7**	**119**
3.01	Business costs of crime and violence	3.1	126
3.02	Reliability of police services	3.0	116
3.03	Road traffic accidents/100,000 pop.*	n/a	n/a
3.04	Business costs of terrorism	5.0	104
	4th pillar: Health and hygiene	**1.9**	**130**
4.01	Physician density/1,000 pop.*	0.1	124
4.02	Access to improved sanitation, % pop.*	18.0	129
4.03	Access to improved drinking water, % pop.*	74.0	119
4.04	Hospital beds/10,000 pop.*	3.0	137
	5th pillar: Prioritization of Travel & Tourism	**2.9**	**134**
5.01	Government prioritization of the T&T industry	4.3	117
5.02	T&T gov't expenditure, % gov't budget*	3.0	80
5.03	Effectiveness of marketing to attract tourists	3.1	130
5.04	Comprehensiveness of T&T data (0–120)*	19.0	136
5.05	Timeliness of T&T data (0–18)*	0.0	126
	6th pillar: Air transport infrastructure	**1.9**	**133**
6.01	Quality of air transport infrastructure	3.6	108
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	8.3	130
6.04	Departures/1,000 pop.*	0.1	129
6.05	Airport density/million pop.*	0.1	134
6.06	No. of operating airlines*	6.0	125
6.07	International air transport network	3.2	138
	7th pillar: Ground transport infrastructure	**2.2**	**138**
7.01	Quality of roads	2.0	136
7.02	Quality of railroad infrastructure	1.6	106
7.03	Quality of port infrastructure	3.5	106
7.04	Quality of ground transport network	2.3	139
7.05	Road density/million pop.*	18.0	92

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**1.6**	**128**
8.01	Hotel rooms/100 pop.*	0.0	126
8.02	Presence of major car rental co. (1–7)*	2	111
8.03	ATMs accepting Visa cards/million pop.*	3.4	133
	9th pillar: ICT infrastructure	**1.6**	**134**
9.01	ICT use for B-to-B transactions	4.5	103
9.02	ICT use for B-to-C transactions	3.3	127
9.03	Individuals using the Internet, %*	1.3	137
9.04	Fixed telephone lines/100 pop.*	0.2	140
9.05	Broadband Internet subscribers/100 pop.*	0.0	134
9.06	Mobile telephone subscriptions/100 pop.*	44.0	130
9.07	Mobile broadband subscriptions/100 pop.*	0.0	128
	10th pillar: Price competitiveness in T&T ind.	**4.6**	**69**
10.01	Ticket taxes and airport charges (0–100)*	42.8	131
10.02	Purchasing power parity*	0.4	19
10.04	Fuel price, US$ cents/liter*	95.0	49
10.03	Extent and effect of taxation	4.1	26
10.05	Hotel price index, US$*	n/a	n/a
	11th pillar: Human resources	**3.8**	**120**
	Education and training	3.0	130
11.01	Primary education enrollment, net %*	77.0	126
11.02	Secondary education enrollment, gross %*	38.1	121
11.03	Quality of the educational system	2.7	126
11.04	Local availability specialized research & training	3.1	126
11.05	Extent of staff training	3.3	112
	Availability of qualified labor	4.6	113
11.06	Hiring and firing practices	4.6	27
11.07	Ease of hiring foreign labor	4.9	11
11.08	HIV prevalence, % adult pop.*	1.3	112
11.09	Business impact of HIV/AIDS	3.3	125
11.10	Life expectancy, years*	54.1	126
	12th pillar: Affinity for Travel & Tourism	**4.2**	**119**
12.01	Tourism openness, % of GDP*	0.7	136
12.02	Attitude of population toward foreign visitors	6.3	64
12.03	Extension of business trips recommended	4.7	111
12.04	Degree of customer orientation	4.5	83
	13th pillar: Natural resources	**2.9**	**105**
13.01	No. of World Heritage natural sites*	1	45
13.02	Quality of the natural environment	2.8	130
13.03	Total known species*	924	37
13.04	Terrestrial biome protection (0–17%)*	6.8	94
13.05	Marine protected areas, %*	0.0	104
	14th pillar: Cultural resources	**1.2**	**133**
14.01	No. of World Heritage cultural sites*	1	109
14.02	Sports stadiums, seats/million pop.*	8,315.6	114
14.03	No. of int'l fairs and exhibitions*	0.3	131
14.04	Creative industries exports, % of world total*	0.0	129

Guyana

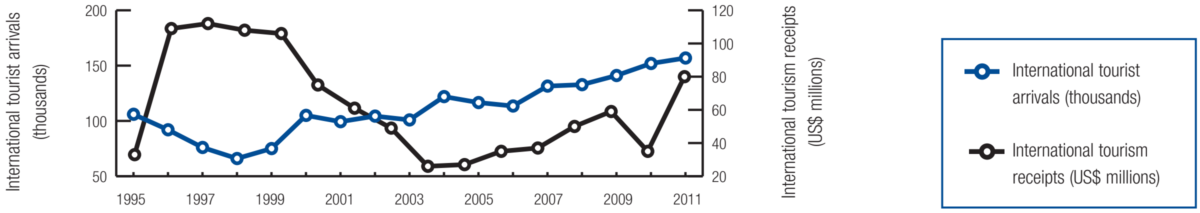
Key indicators

Population (millions), 2011	0.8
Surface area (1,000 square kilometers), 2011	215.0
Gross domestic product (current US$ billions), 2011	2.6
Gross domestic product (current PPP, $) per capita, 2011	7,569.1
Real GDP growth (percent), 2011	5.4
Environmental Performance Index 2012, rank (out of 132 economies), 2011	n/a

Travel & Tourism indicators

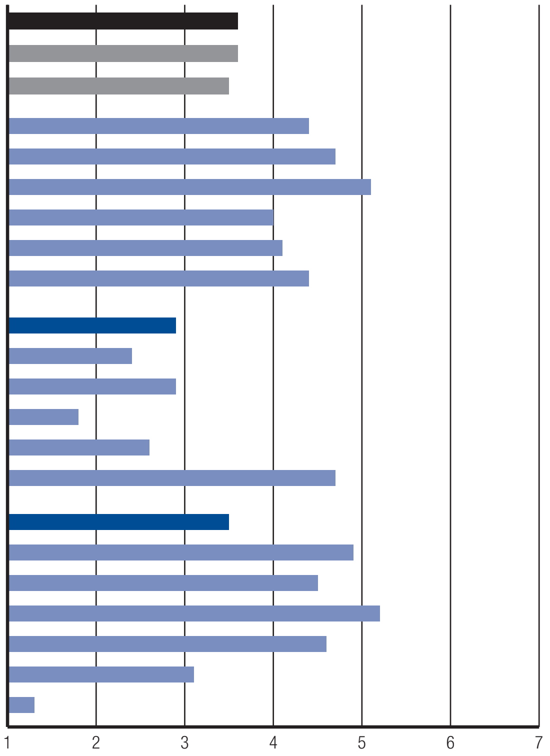
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	87.9	3.6	1.8
T&T industry employment (1,000 jobs)	9.8	3.1	–1.8
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	220	8.9	2.5
T&T economy employment (1,000 jobs)	25	7.9	–1.2

International tourist arrivals (thousands), 2011	156.9
International tourism receipts (US$, millions), 2010	80.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**103**	**3.6**
2011 Travel & Tourism Competitiveness Index	98	3.6
2009 Travel & Tourism Competitiveness Index	102	3.5
T&T regulatory framework	**80**	**4.4**
Policy rules and regulations	52	4.7
Environmental sustainability	32	5.1
Safety and security	110	4.0
Health and hygiene	93	4.1
Prioritization of Travel & Tourism	65	4.4
Business environment and infrastructure	**111**	**2.9**
Air transport infrastructure	105	2.4
Ground transport infrastructure	105	2.9
Tourism infrastructure	121	1.8
ICT infrastructure	91	2.6
Price competitiveness in the T&T industry	51	4.7
T&T human, cultural, and natural resources	**106**	**3.5**
Human resources	73	4.9
Education and training	81	4.5
Availability of qualified labor	38	5.2
Affinity for Travel & Tourism	75	4.6
Natural resources	97	3.1
Cultural resources	132	1.3



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Guyana

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.7**	**52**
1.01	Prevalence of foreign ownership	4.1	107
1.02	Property rights	3.6	102
1.03	Business impact of rules on FDI	4.5	80
1.04	Visa requirements, no. of countries*	147.8	11
1.05	Openness bilateral ASAs (0–38)*	15.1	28
1.06	Transparency of government policymaking	4.2	78
1.07	No. of days to start a business*	20	86
1.08	Cost to start a business, % GNI/capita*	13.9	84
1.09	GATS commitment restrictiveness (0–100)*	50.7	82
	2nd pillar: Environmental sustainability	**5.1**	**32**
2.01	Stringency of environmental regulation	4.2	56
2.02	Enforcement of environmental regulation	3.9	57
2.03	Sustainability of T&T industry development	4.8	50
2.04	Carbon dioxide emission, million tons/capita*	2.0	57
2.05	Particulate matter concentration, µg/m³*	21.9	42
2.06	Threatened species, %*	2.3	14
2.07	Environm. treaty ratification (0–25)*	17	96
	3rd pillar: Safety and security	**4.0**	**110**
3.01	Business costs of crime and violence	3.5	119
3.02	Reliability of police services	2.8	128
3.03	Road traffic accidents/100,000 pop.*	19.9	85
3.04	Business costs of terrorism	5.3	87
	4th pillar: Health and hygiene	**4.1**	**93**
4.01	Physician density/1,000 pop.*	0.5	102
4.02	Access to improved sanitation, % pop.*	84.0	79
4.03	Access to improved drinking water, % pop.*	94.0	73
4.04	Hospital beds/10,000 pop.*	20.0	81
	5th pillar: Prioritization of Travel & Tourism	**4.4**	**65**
5.01	Government prioritization of the T&T industry	5.4	59
5.02	T&T gov't expenditure, % gov't budget*	6.1	27
5.03	Effectiveness of marketing to attract tourists	4.8	56
5.04	Comprehensiveness of T&T data (0–120)*	16.0	138
5.05	Timeliness of T&T data (0–18)*	9.0	103
	6th pillar: Air transport infrastructure	**2.4**	**105**
6.01	Quality of air transport infrastructure	4.1	93
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	7.4	132
6.04	Departures/1,000 pop.*	0.4	113
6.05	Airport density/million pop.*	1.3	32
6.06	No. of operating airlines*	3.0	137
6.07	International air transport network	4.2	93
	7th pillar: Ground transport infrastructure	**2.9**	**105**
7.01	Quality of roads	3.7	78
7.02	Quality of railroad infrastructure	1.8	97
7.03	Quality of port infrastructure	3.3	117
7.04	Quality of ground transport network	4.6	57
7.05	Road density/million pop.*	4.0	134

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**1.8**	**121**
8.01	Hotel rooms/100 pop.*	0.1	113
8.02	Presence of major car rental co. (1–7)*	1	123
8.03	ATMs accepting Visa cards/million pop.*	124.6	94
	9th pillar: ICT infrastructure	**2.6**	**91**
9.01	ICT use for B-to-B transactions	5.1	61
9.02	ICT use for B-to-C transactions	4.5	71
9.03	Individuals using the Internet, %*	32.0	83
9.04	Fixed telephone lines/100 pop.*	20.2	64
9.05	Broadband Internet subscribers/100 pop.*	2.6	89
9.06	Mobile telephone subscriptions/100 pop.*	69.9	116
9.07	Mobile broadband subscriptions/100 pop.*	0.0	128
	10th pillar: Price competitiveness in T&T ind.	**4.7**	**51**
10.01	Ticket taxes and airport charges (0–100)*	88.6	23
10.02	Purchasing power parity*	0.9	103
10.04	Fuel price, US$ cents/liter*	85.0	36
10.03	Extent and effect of taxation	3.5	71
10.05	Hotel price index, US$*	124.5	50
	11th pillar: Human resources	**4.9**	**73**
	Education and training	4.5	81
11.01	Primary education enrollment, net %*	80.6	122
11.02	Secondary education enrollment, gross %*	91.0	60
11.03	Quality of the educational system	4.2	42
11.04	Local availability specialized research & training	3.7	99
11.05	Extent of staff training	4.0	61
	Availability of qualified labor	5.2	38
11.06	Hiring and firing practices	4.9	13
11.07	Ease of hiring foreign labor	4.4	46
11.08	HIV prevalence, % adult pop.*	1.2	108
11.09	Business impact of HIV/AIDS	4.6	97
11.10	Life expectancy, years*	69.9	95
	12th pillar: Affinity for Travel & Tourism	**4.6**	**75**
12.01	Tourism openness, % of GDP*	6.8	39
12.02	Attitude of population toward foreign visitors	6.2	75
12.03	Extension of business trips recommended	4.8	106
12.04	Degree of customer orientation	4.5	80
	13th pillar: Natural resources	**3.1**	**97**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	4.1	83
13.03	Total known species*	1,152	25
13.04	Terrestrial biome protection (0–17%)*	5.0	106
13.05	Marine protected areas, %*	0.0	104
	14th pillar: Cultural resources	**1.3**	**132**
14.01	No. of World Heritage cultural sites*	0	125
14.02	Sports stadiums, seats/million pop.*	29,099.0	77
14.03	No. of int'l fairs and exhibitions*	0.7	125
14.04	Creative industries exports, % of world total*	0.0	115

Haiti

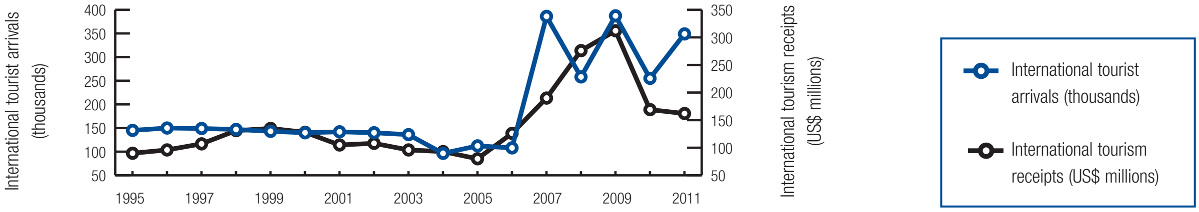
Key indicators

Population (millions), 2011	10.2
Surface area (1,000 square kilometers), 2011	27.8
Gross domestic product (current US$ billions), 2011	7.4
Gross domestic product (current PPP, $) per capita, 2011	1,234.9
Real GDP growth (percent), 2011	5.6
Environmental Performance Index 2012, rank (out of 132 economies), 2011	118

Travel & Tourism indicators

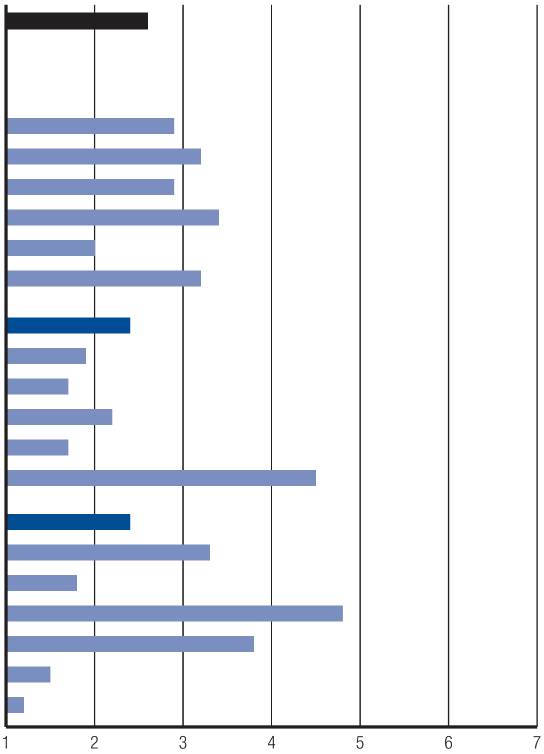
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	120.5	1.5	5.8
T&T industry employment (1,000 jobs)	46.5	1.3	4.0
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	348	4.5	6.4
T&T economy employment (1,000 jobs)	138	3.9	4.5

International tourist arrivals (thousands), 2011	349.0
International tourism receipts (US$, millions), 2011	162.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**140**	**2.6**
2011 Travel & Tourism Competitiveness Index	n/a	n/a
2009 Travel & Tourism Competitiveness Index	n/a	n/a
T&T regulatory framework	**138**	**2.9**
Policy rules and regulations	135	3.2
Environmental sustainability	139	2.9
Safety and security	130	3.4
Health and hygiene	128	2.0
Prioritization of Travel & Tourism	124	3.2
Business environment and infrastructure	**136**	**2.4**
Air transport infrastructure	131	1.9
Ground transport infrastructure	140	1.7
Tourism infrastructure	110	2.2
ICT infrastructure	131	1.7
Price competitiveness in the T&T industry	78	4.5
T&T human, cultural, and natural resources	**140**	**2.4**
Human resources	136	3.3
Education and training	140	1.8
Availability of qualified labor	101	4.8
Affinity for Travel & Tourism	135	3.8
Natural resources	140	1.5
Cultural resources	134	1.2



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Haiti

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**3.2**	**135**
1.01	Prevalence of foreign ownership	3.0	136
1.02	Property rights	2.1	139
1.03	Business impact of rules on FDI	3.3	130
1.04	Visa requirements, no. of countries*	191.0	1
1.05	Openness bilateral ASAs (0–38)*	14.0	38
1.06	Transparency of government policymaking	2.6	139
1.07	No. of days to start a business*	105	137
1.08	Cost to start a business, % GNI/capita*	286.6	140
1.09	GATS commitment restrictiveness (0–100)*	77.2	14
	2nd pillar: Environmental sustainability	**2.9**	**139**
2.01	Stringency of environmental regulation	1.5	140
2.02	Enforcement of environmental regulation	1.4	140
2.03	Sustainability of T&T industry development	2.8	135
2.04	Carbon dioxide emission, million tons/capita*	0.3	16
2.05	Particulate matter concentration, µg/m³*	33.3	80
2.06	Threatened species, %*	18.0	134
2.07	Environm. treaty ratification (0–25)*	10	137
	3rd pillar: Safety and security	**3.4**	**130**
3.01	Business costs of crime and violence	2.5	134
3.02	Reliability of police services	2.6	132
3.03	Road traffic accidents/100,000 pop.*	n/a	n/a
3.04	Business costs of terrorism	5.2	95
	4th pillar: Health and hygiene	**2.0**	**128**
4.01	Physician density/1,000 pop.*	0.3	112
4.02	Access to improved sanitation, % pop.*	17.0	131
4.03	Access to improved drinking water, % pop.*	69.0	124
4.04	Hospital beds/10,000 pop.*	13.0	103
	5th pillar: Prioritization of Travel & Tourism	**3.2**	**124**
5.01	Government prioritization of the T&T industry	4.8	98
5.02	T&T gov't expenditure, % gov't budget*	3.0	81
5.03	Effectiveness of marketing to attract tourists	2.8	135
5.04	Comprehensiveness of T&T data (0–120)*	40.0	115
5.05	Timeliness of T&T data (0–18)*	3.0	112
	6th pillar: Air transport infrastructure	**1.9**	**131**
6.01	Quality of air transport infrastructure	2.2	140
6.02	Airline seat kms/week, dom., millions*	0.1	96
6.03	Airline seat kms/week, int'l, millions*	24.0	108
6.04	Departures/1,000 pop.*	n/a	n/a
6.05	Airport density/million pop.*	0.2	119
6.06	No. of operating airlines*	13.0	97
6.07	International air transport network	3.4	131
	7th pillar: Ground transport infrastructure	**1.7**	**140**
7.01	Quality of roads	1.8	139
7.02	Quality of railroad infrastructure	1.3	114
7.03	Quality of port infrastructure	1.9	137
7.04	Quality of ground transport network	2.2	140
7.05	Road density/million pop.*	15.0	98

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**2.2**	**110**
8.01	Hotel rooms/100 pop.*	0.0	135
8.02	Presence of major car rental co. (1–7)*	4	82
8.03	ATMs accepting Visa cards/million pop.*	4.0	132
	9th pillar: ICT infrastructure	**1.7**	**131**
9.01	ICT use for B-to-B transactions	3.9	129
9.02	ICT use for B-to-C transactions	3.5	121
9.03	Individuals using the Internet, %*	8.4	121
9.04	Fixed telephone lines/100 pop.*	0.5	132
9.05	Broadband Internet subscribers/100 pop.*	0.0	139
9.06	Mobile telephone subscriptions/100 pop.*	41.5	132
9.07	Mobile broadband subscriptions/100 pop.*	0.0	128
	10th pillar: Price competitiveness in T&T ind.	**4.5**	**78**
10.01	Ticket taxes and airport charges (0–100)*	64.7	110
10.02	Purchasing power parity*	0.6	63
10.04	Fuel price, US$ cents/liter*	n/a	n/a
10.03	Extent and effect of taxation	3.0	114
10.05	Hotel price index, US$*	n/a	n/a
	11th pillar: Human resources	**3.3**	**136**
	Education and training	1.8	140
11.01	Primary education enrollment, net %*	56.8	138
11.02	Secondary education enrollment, gross %*	20.8	140
11.03	Quality of the educational system	2.1	138
11.04	Local availability specialized research & training	2.4	139
11.05	Extent of staff training	2.3	140
	Availability of qualified labor	4.8	101
11.06	Hiring and firing practices	4.2	53
11.07	Ease of hiring foreign labor	4.8	19
11.08	HIV prevalence, % adult pop.*	1.9	119
11.09	Business impact of HIV/AIDS	4.4	109
11.10	Life expectancy, years*	62.1	114
	12th pillar: Affinity for Travel & Tourism	**3.8**	**135**
12.01	Tourism openness, % of GDP*	3.0	95
12.02	Attitude of population toward foreign visitors	6.0	99
12.03	Extension of business trips recommended	4.2	134
12.04	Degree of customer orientation	3.2	138
	13th pillar: Natural resources	**1.5**	**140**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	1.4	140
13.03	Total known species*	356	112
13.04	Terrestrial biome protection (0–17%)*	0.3	136
13.05	Marine protected areas, %*	0.0	100
	14th pillar: Cultural resources	**1.2**	**134**
14.01	No. of World Heritage cultural sites*	1	109
14.02	Sports stadiums, seats/million pop.*	2,765.8	133
14.03	No. of int'l fairs and exhibitions*	0.7	125
14.04	Creative industries exports, % of world total*	n/a	n/a

Honduras

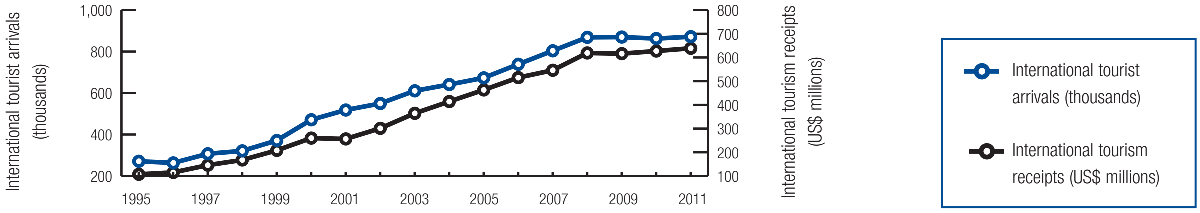
Key indicators

Population (millions), 2011	7.8
Surface area (1,000 square kilometers), 2011	112.5
Gross domestic product (current US$ billions), 2011	17.4
Gross domestic product (current PPP, $) per capita, 2011	4,443.9
Real GDP growth (percent), 2011	3.6
Environmental Performance Index 2012, rank (out of 132 economies), 2011	71

Travel & Tourism indicators

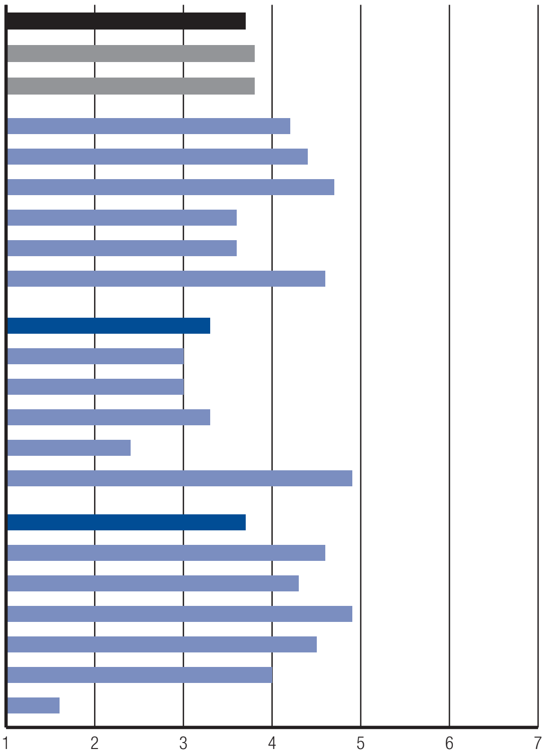
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	1,019.5	5.9	5.3
T&T industry employment (1,000 jobs)	146.8	5.0	3.1
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	2,652	15.2	5.7
T&T economy employment (1,000 jobs)	390	13.4	3.4

International tourist arrivals (thousands), 2011	871.5
International tourism receipts (US$, millions), 2011	638.8



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**93**	**3.7**
2011 Travel & Tourism Competitiveness Index	88	3.8
2009 Travel & Tourism Competitiveness Index	83	3.8
T&T regulatory framework	**97**	**4.2**
Policy rules and regulations	73	4.4
Environmental sustainability	57	4.7
Safety and security	126	3.6
Health and hygiene	103	3.6
Prioritization of Travel & Tourism	57	4.6
Business environment and infrastructure	**92**	**3.3**
Air transport infrastructure	70	3.0
Ground transport infrastructure	101	3.0
Tourism infrastructure	81	3.3
ICT infrastructure	101	2.4
Price competitiveness in the T&T industry	39	4.9
T&T human, cultural, and natural resources	**89**	**3.7**
Human resources	98	4.6
Education and training	98	4.3
Availability of qualified labor	92	4.9
Affinity for Travel & Tourism	85	4.5
Natural resources	48	4.0
Cultural resources	106	1.6



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Honduras

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.4**	**73**
1.01	Prevalence of foreign ownership	4.9	61
1.02	Property rights	3.6	104
1.03	Business impact of rules on FDI	4.4	90
1.04	Visa requirements, no. of countries*	83.0	47
1.05	Openness bilateral ASAs (0–38)*	26.6	6
1.06	Transparency of government policymaking	4.2	77
1.07	No. of days to start a business*	14	66
1.08	Cost to start a business, % GNI/capita*	45.9	114
1.09	GATS commitment restrictiveness (0–100)*	44.1	100
	2nd pillar: Environmental sustainability	**4.7**	**57**
2.01	Stringency of environmental regulation	4.0	65
2.02	Enforcement of environmental regulation	3.7	68
2.03	Sustainability of T&T industry development	4.1	82
2.04	Carbon dioxide emission, million tons/capita*	1.2	42
2.05	Particulate matter concentration, µg/m³*	33.9	83
2.06	Threatened species, %*	7.6	103
2.07	Environm. treaty ratification (0–25)*	20	53
	3rd pillar: Safety and security	**3.6**	**126**
3.01	Business costs of crime and violence	2.0	138
3.02	Reliability of police services	3.0	121
3.03	Road traffic accidents/100,000 pop.*	13.5	49
3.04	Business costs of terrorism	4.2	127
	4th pillar: Health and hygiene	**3.6**	**103**
4.01	Physician density/1,000 pop.*	0.6	100
4.02	Access to improved sanitation, % pop.*	77.0	88
4.03	Access to improved drinking water, % pop.*	87.0	100
4.04	Hospital beds/10,000 pop.*	8.0	119
	5th pillar: Prioritization of Travel & Tourism	**4.6**	**57**
5.01	Government prioritization of the T&T industry	4.9	89
5.02	T&T gov't expenditure, % gov't budget*	4.1	52
5.03	Effectiveness of marketing to attract tourists	4.2	82
5.04	Comprehensiveness of T&T data (0–120)*	77.0	34
5.05	Timeliness of T&T data (0–18)*	17.5	7
	6th pillar: Air transport infrastructure	**3.0**	**70**
6.01	Quality of air transport infrastructure	4.5	71
6.02	Airline seat kms/week, dom., millions*	1.6	71
6.03	Airline seat kms/week, int'l, millions*	23.7	109
6.04	Departures/1,000 pop.*	n/a	n/a
6.05	Airport density/million pop.*	1.2	37
6.06	No. of operating airlines*	15.0	91
6.07	International air transport network	4.7	70
	7th pillar: Ground transport infrastructure	**3.0**	**101**
7.01	Quality of roads	3.3	91
7.02	Quality of railroad infrastructure	1.1	118
7.03	Quality of port infrastructure	4.6	55
7.04	Quality of ground transport network	4.4	75
7.05	Road density/million pop.*	12.0	108

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**3.3**	**81**
8.01	Hotel rooms/100 pop.*	0.3	82
8.02	Presence of major car rental co. (1–7)*	5	66
8.03	ATMs accepting Visa cards/million pop.*	182.2	86
	9th pillar: ICT infrastructure	**2.4**	**101**
9.01	ICT use for B-to-B transactions	5.0	65
9.02	ICT use for B-to-C transactions	4.4	81
9.03	Individuals using the Internet, %*	15.9	104
9.04	Fixed telephone lines/100 pop.*	7.9	99
9.05	Broadband Internet subscribers/100 pop.*	0.4	109
9.06	Mobile telephone subscriptions/100 pop.*	104.0	75
9.07	Mobile broadband subscriptions/100 pop.*	3.7	92
	10th pillar: Price competitiveness in T&T ind.	**4.9**	**39**
10.01	Ticket taxes and airport charges (0–100)*	83.9	46
10.02	Purchasing power parity*	0.5	43
10.04	Fuel price, US$ cents/liter*	92.0	44
10.03	Extent and effect of taxation	2.8	123
10.05	Hotel price index, US$*	104.4	28
	11th pillar: Human resources	**4.6**	**98**
	Education and training	4.3	98
11.01	Primary education enrollment, net %*	94.8	57
11.02	Secondary education enrollment, gross %*	73.5	99
11.03	Quality of the educational system	2.4	132
11.04	Local availability specialized research & training	3.7	93
11.05	Extent of staff training	4.0	63
	Availability of qualified labor	4.9	92
11.06	Hiring and firing practices	3.2	117
11.07	Ease of hiring foreign labor	4.1	77
11.08	HIV prevalence, % adult pop.*	0.8	96
11.09	Business impact of HIV/AIDS	4.6	98
11.10	Life expectancy, years*	73.1	80
	12th pillar: Affinity for Travel & Tourism	**4.5**	**85**
12.01	Tourism openness, % of GDP*	6.0	47
12.02	Attitude of population toward foreign visitors	5.7	125
12.03	Extension of business trips recommended	5.2	79
12.04	Degree of customer orientation	4.5	81
	13th pillar: Natural resources	**4.0**	**48**
13.01	No. of World Heritage natural sites*	1	45
13.02	Quality of the natural environment	3.9	97
13.03	Total known species*	1,032	30
13.04	Terrestrial biome protection (0–17%)*	14.0	48
13.05	Marine protected areas, %*	0.4	66
	14th pillar: Cultural resources	**1.6**	**106**
14.01	No. of World Heritage cultural sites*	2	88
14.02	Sports stadiums, seats/million pop.*	33,463.6	71
14.03	No. of int'l fairs and exhibitions*	5.3	92
14.04	Creative industries exports, % of world total*	0.0	104

Hong Kong SAR

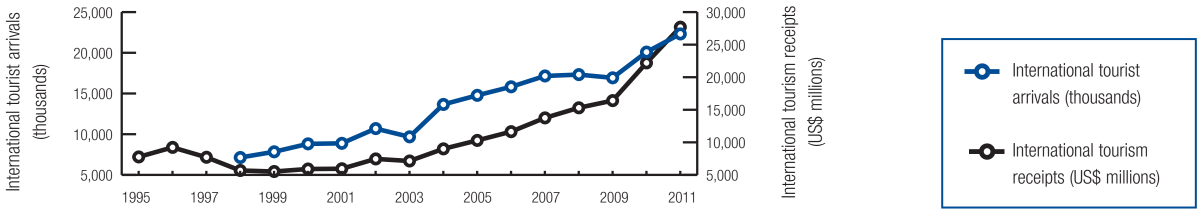
Key indicators

Population (millions), 2011	7.4
Surface area (1,000 square kilometers), 2011	1.1
Gross domestic product (current US$ billions), 2011	243.7
Gross domestic product (current PPP, $) per capita, 2011	49,417.0
Real GDP growth (percent), 2011	5.0
Environmental Performance Index 2012, rank (out of 132 economies), 2011	n/a

Travel & Tourism indicators

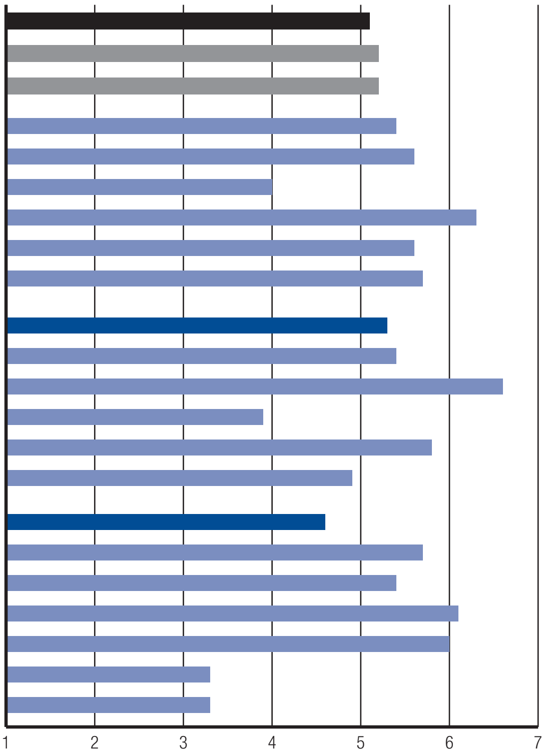
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	16,658.3	6.6	3.8
T&T industry employment (1,000 jobs)	251.7	6.9	1.9
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	37,842	15.0	3.6
T&T economy employment (1,000 jobs)	484	13.2	1.4

International tourist arrivals (thousands), 2011	22,316.1
International tourism receipts (US$, millions), 2011	27,685.9



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**15**	**5.1**
2011 Travel & Tourism Competitiveness Index	12	5.2
2009 Travel & Tourism Competitiveness Index	12	5.2
T&T regulatory framework	**19**	**5.4**
Policy rules and regulations	3	5.6
Environmental sustainability	118	4.0
Safety and security	3	6.3
Health and hygiene	50	5.6
Prioritization of Travel & Tourism	12	5.7
Business environment and infrastructure	**3**	**5.3**
Air transport infrastructure	6	5.4
Ground transport infrastructure	1	6.6
Tourism infrastructure	71	3.9
ICT infrastructure	2	5.8
Price competitiveness in the T&T industry	32	4.9
T&T human, cultural, and natural resources	**29**	**4.6**
Human resources	8	5.7
Education and training	28	5.4
Availability of qualified labor	1	6.1
Affinity for Travel & Tourism	3	6.0
Natural resources	84	3.3
Cultural resources	42	3.3



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Hong Kong SAR

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**5.6**	**3**
1.01	Prevalence of foreign ownership	6.0	5
1.02	Property rights	6.1	7
1.03	Business impact of rules on FDI	6.0	4
1.04	Visa requirements, no. of countries*	148.0	10
1.05	Openness bilateral ASAs (0–38)*	14.8	29
1.06	Transparency of government policymaking	5.9	4
1.07	No. of days to start a business*	3	5
1.08	Cost to start a business, % GNI/capita*	1.9	27
1.09	GATS commitment restrictiveness (0–100)*	35.9	108
	2nd pillar: Environmental sustainability	**4.0**	**118**
2.01	Stringency of environmental regulation	4.1	61
2.02	Enforcement of environmental regulation	3.9	53
2.03	Sustainability of T&T industry development	4.9	37
2.04	Carbon dioxide emission, million tons/capita*	5.5	89
2.05	Particulate matter concentration, µg/m³*	75.1	125
2.06	Threatened species, %*	9.8	116
2.07	Environm. treaty ratification (0–25)*	n/a	n/a
	3rd pillar: Safety and security	**6.3**	**3**
3.01	Business costs of crime and violence	6.0	10
3.02	Reliability of police services	6.2	10
3.03	Road traffic accidents/100,000 pop.*	1.8	1
3.04	Business costs of terrorism	5.9	50
	4th pillar: Health and hygiene	**5.6**	**50**
4.01	Physician density/1,000 pop.*	1.8	67
4.02	Access to improved sanitation, % pop.*	100.0	1
4.03	Access to improved drinking water, % pop.*	100.0	1
4.04	Hospital beds/10,000 pop.*	45.0	39
	5th pillar: Prioritization of Travel & Tourism	**5.7**	**12**
5.01	Government prioritization of the T&T industry	6.2	17
5.02	T&T gov't expenditure, % gov't budget*	7.6	19
5.03	Effectiveness of marketing to attract tourists	5.6	15
5.04	Comprehensiveness of T&T data (0–120)*	64.0	72
5.05	Timeliness of T&T data (0–18)*	16.5	17
	6th pillar: Air transport infrastructure	**5.4**	**6**
6.01	Quality of air transport infrastructure	6.7	2
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	2,280.1	10
6.04	Departures/1,000 pop.*	21.4	20
6.05	Airport density/million pop.*	0.3	111
6.06	No. of operating airlines*	71.5	20
6.07	International air transport network	6.7	2
	7th pillar: Ground transport infrastructure	**6.6**	**1**
7.01	Quality of roads	6.3	8
7.02	Quality of railroad infrastructure	6.4	3
7.03	Quality of port infrastructure	6.5	3
7.04	Quality of ground transport network	6.5	2
7.05	Road density/million pop.*	188.0	13

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**3.9**	**71**
8.01	Hotel rooms/100 pop.*	1.0	33
8.02	Presence of major car rental co. (1–7)*	2	111
8.03	ATMs accepting Visa cards/million pop.*	412.5	50
	9th pillar: ICT infrastructure	**5.8**	**2**
9.01	ICT use for B-to-B transactions	5.9	18
9.02	ICT use for B-to-C transactions	5.5	22
9.03	Individuals using the Internet, %*	74.5	24
9.04	Fixed telephone lines/100 pop.*	61.0	4
9.05	Broadband Internet subscribers/100 pop.*	31.6	14
9.06	Mobile telephone subscriptions/100 pop.*	214.7	1
9.07	Mobile broadband subscriptions/100 pop.*	55.2	15
	10th pillar: Price competitiveness in T&T ind.	**4.9**	**32**
10.01	Ticket taxes and airport charges (0–100)*	85.5	38
10.02	Purchasing power parity*	0.7	81
10.04	Fuel price, US$ cents/liter*	132.0	92
10.03	Extent and effect of taxation	5.6	4
10.05	Hotel price index, US$*	134.5	65
	11th pillar: Human resources	**5.7**	**8**
	Education and training	5.4	28
11.01	Primary education enrollment, net %*	93.8	68
11.02	Secondary education enrollment, gross %*	83.0	84
11.03	Quality of the educational system	4.8	23
11.04	Local availability specialized research & training	5.5	10
11.05	Extent of staff training	4.6	24
	Availability of qualified labor	6.1	1
11.06	Hiring and firing practices	5.8	1
11.07	Ease of hiring foreign labor	4.7	21
11.08	HIV prevalence, % adult pop.*	0.0	1
11.09	Business impact of HIV/AIDS	5.5	64
11.10	Life expectancy, years*	82.9	2
	12th pillar: Affinity for Travel & Tourism	**6.0**	**3**
12.01	Tourism openness, % of GDP*	19.2	6
12.02	Attitude of population toward foreign visitors	6.5	32
12.03	Extension of business trips recommended	5.9	31
12.04	Degree of customer orientation	5.4	14
	13th pillar: Natural resources	**3.3**	**84**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	3.7	108
13.03	Total known species*	276	128
13.04	Terrestrial biome protection (0–17%)*	17.0	1
13.05	Marine protected areas, %*	n/a	n/a
	14th pillar: Cultural resources	**3.3**	**42**
14.01	No. of World Heritage cultural sites*	0	125
14.02	Sports stadiums, seats/million pop.*	27,708.6	79
14.03	No. of int'l fairs and exhibitions*	85.3	38
14.04	Creative industries exports, % of world total*	6.9	4

Hungary

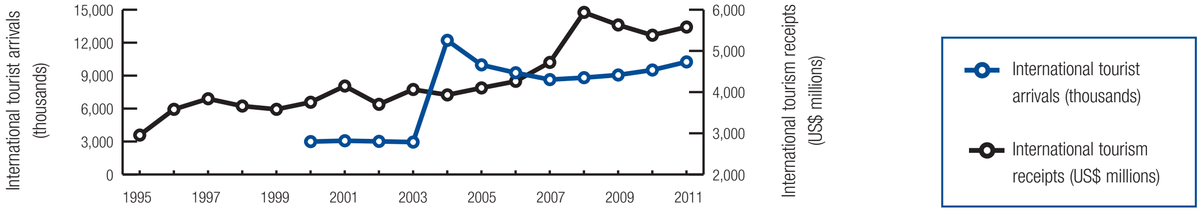
Key indicators

Population (millions), 2011	10.4
Surface area (1,000 square kilometers), 2011	93.0
Gross domestic product (current US$ billions), 2011	140.3
Gross domestic product (current PPP, $) per capita, 2011	19,591.1
Real GDP growth (percent), 2011	1.7
Environmental Performance Index 2012, rank (out of 132 economies), 2011	45

Travel & Tourism indicators

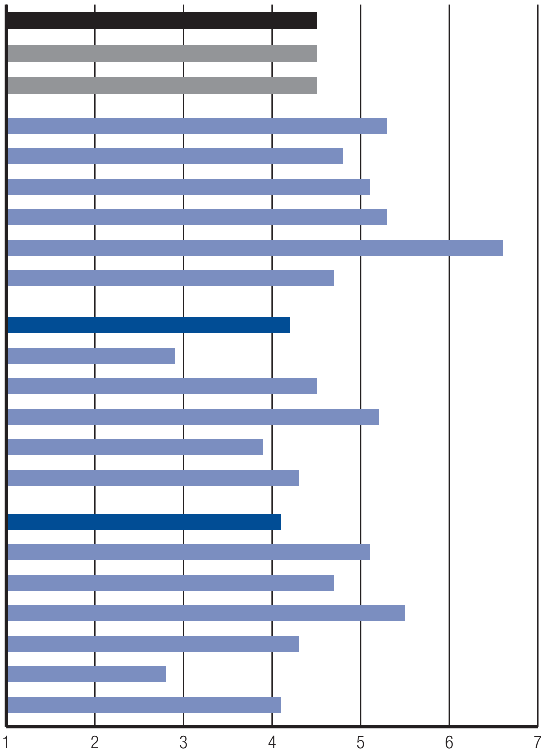
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	5,573.7	4.0	2.8
T&T industry employment (1,000 jobs)	212.7	5.6	0.8
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	14,359	10.3	2.7
T&T economy employment (1,000 jobs)	368	9.7	0.7

International tourist arrivals (thousands), 2011	10,250.0
International tourism receipts (US$, millions), 2011	5,579.7



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**39**	**4.5**
2011 Travel & Tourism Competitiveness Index	38	4.5
2009 Travel & Tourism Competitiveness Index	38	4.5
T&T regulatory framework	**26**	**5.3**
Policy rules and regulations	43	4.8
Environmental sustainability	28	5.1
Safety and security	41	5.3
Health and hygiene	9	6.6
Prioritization of Travel & Tourism	49	4.7
Business environment and infrastructure	**49**	**4.2**
Air transport infrastructure	74	2.9
Ground transport infrastructure	40	4.5
Tourism infrastructure	30	5.2
ICT infrastructure	43	3.9
Price competitiveness in the T&T industry	93	4.3
T&T human, cultural, and natural resources	**54**	**4.1**
Human resources	42	5.1
Education and training	67	4.7
Availability of qualified labor	15	5.5
Affinity for Travel & Tourism	102	4.3
Natural resources	111	2.8
Cultural resources	30	4.1



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Hungary

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.8**	**43**
1.01	Prevalence of foreign ownership	5.6	**16**
1.02	Property rights	3.8	91
1.03	Business impact of rules on FDI	4.6	76
1.04	Visa requirements, no. of countries*	71.0	58
1.05	Openness bilateral ASAs (0–38)*	12.2	50
1.06	Transparency of government policymaking	3.8	112
1.07	No. of days to start a business*	5	**10**
1.08	Cost to start a business, % GNI/capita*	8.9	69
1.09	GATS commitment restrictiveness (0–100)*	72.8	**32**
	2nd pillar: Environmental sustainability	**5.1**	**28**
2.01	Stringency of environmental regulation	4.8	39
2.02	Enforcement of environmental regulation	3.5	76
2.03	Sustainability of T&T industry development	3.8	102
2.04	Carbon dioxide emission, million tons/capita*	5.4	88
2.05	Particulate matter concentration, µg/m³*	15.1	**18**
2.06	Threatened species, %*	3.1	**35**
2.07	Environm. treaty ratification (0–25)*	22	**20**
	3rd pillar: Safety and security	**5.3**	**41**
3.01	Business costs of crime and violence	5.0	59
3.02	Reliability of police services	4.2	70
3.03	Road traffic accidents/100,000 pop.*	12.3	**38**
3.04	Business costs of terrorism	6.5	**6**
	4th pillar: Health and hygiene	**6.6**	**9**
4.01	Physician density/1,000 pop.*	3.0	**29**
4.02	Access to improved sanitation, % pop.*	100.0	**1**
4.03	Access to improved drinking water, % pop.*	100.0	**1**
4.04	Hospital beds/10,000 pop.*	71.0	**9**
	5th pillar: Prioritization of Travel & Tourism	**4.7**	**49**
5.01	Government prioritization of the T&T industry	5.1	77
5.02	T&T gov't expenditure, % gov't budget*	5.2	**35**
5.03	Effectiveness of marketing to attract tourists	3.8	108
5.04	Comprehensiveness of T&T data (0–120)*	108.0	**5**
5.05	Timeliness of T&T data (0–18)*	13.5	71
	6th pillar: Air transport infrastructure	**2.9**	**74**
6.01	Quality of air transport infrastructure	4.2	91
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	132.3	70
6.04	Departures/1,000 pop.*	11.8	**36**
6.05	Airport density/million pop.*	0.3	106
6.06	No. of operating airlines*	35.5	51
6.07	International air transport network	4.0	107
	7th pillar: Ground transport infrastructure	**4.5**	**40**
7.01	Quality of roads	4.0	69
7.02	Quality of railroad infrastructure	3.5	42
7.03	Quality of port infrastructure	4.0	82
7.04	Quality of ground transport network	4.1	94
7.05	Road density/million pop.*	212.0	**9**

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**5.2**	**30**
8.01	Hotel rooms/100 pop.*	0.7	44
8.02	Presence of major car rental co. (1–7)*	7	**1**
8.03	ATMs accepting Visa cards/million pop.*	479.4	**38**
	9th pillar: ICT infrastructure	**3.9**	**43**
9.01	ICT use for B-to-B transactions	5.0	66
9.02	ICT use for B-to-C transactions	4.7	58
9.03	Individuals using the Internet, %*	59.0	43
9.04	Fixed telephone lines/100 pop.*	29.4	41
9.05	Broadband Internet subscribers/100 pop.*	22.2	**28**
9.06	Mobile telephone subscriptions/100 pop.*	117.3	47
9.07	Mobile broadband subscriptions/100 pop.*	11.9	70
	10th pillar: Price competitiveness in T&T ind.	**4.3**	**93**
10.01	Ticket taxes and airport charges (0–100)*	75.1	84
10.02	Purchasing power parity*	0.6	73
10.04	Fuel price, US$ cents/liter*	161.0	120
10.03	Extent and effect of taxation	2.5	130
10.05	Hotel price index, US$*	83.6	**12**
	11th pillar: Human resources	**5.1**	**42**
	Education and training	4.7	67
11.01	Primary education enrollment, net %*	92.4	81
11.02	Secondary education enrollment, gross %*	98.3	39
11.03	Quality of the educational system	3.4	89
11.04	Local availability specialized research & training	3.9	82
11.05	Extent of staff training	3.5	108
	Availability of qualified labor	5.5	**15**
11.06	Hiring and firing practices	4.2	50
11.07	Ease of hiring foreign labor	5.3	**6**
11.08	HIV prevalence, % adult pop.*	0.1	**12**
11.09	Business impact of HIV/AIDS	6.3	**15**
11.10	Life expectancy, years*	74.2	58
	12th pillar: Affinity for Travel & Tourism	**4.3**	**102**
12.01	Tourism openness, % of GDP*	5.7	50
12.02	Attitude of population toward foreign visitors	5.7	116
12.03	Extension of business trips recommended	4.7	107
12.04	Degree of customer orientation	4.3	102
	13th pillar: Natural resources	**2.8**	**111**
13.01	No. of World Heritage natural sites*	1	45
13.02	Quality of the natural environment	4.1	80
13.03	Total known species*	385	106
13.04	Terrestrial biome protection (0–17%)*	5.1	103
13.05	Marine protected areas, %*	n/a	n/a
	14th pillar: Cultural resources	**4.1**	**30**
14.01	No. of World Heritage cultural sites*	9	**29**
14.02	Sports stadiums, seats/million pop.*	72,207.1	**34**
14.03	No. of int'l fairs and exhibitions*	128.7	**29**
14.04	Creative industries exports, % of world total*	0.3	**38**

Iceland

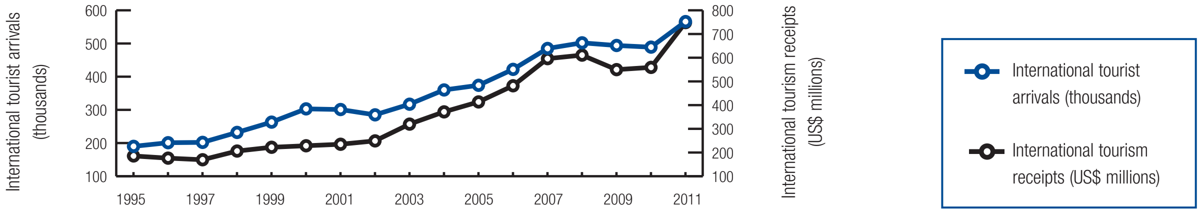
Key indicators

Population (millions), 2011	0.3
Surface area (1,000 square kilometers), 2011	103.0
Gross domestic product (current US$ billions), 2011	14.0
Gross domestic product (current PPP, $) per capita, 2011	38,060.2
Real GDP growth (percent), 2011	3.1
Environmental Performance Index 2012, rank (out of 132 economies), 2011	13

Travel & Tourism indicators

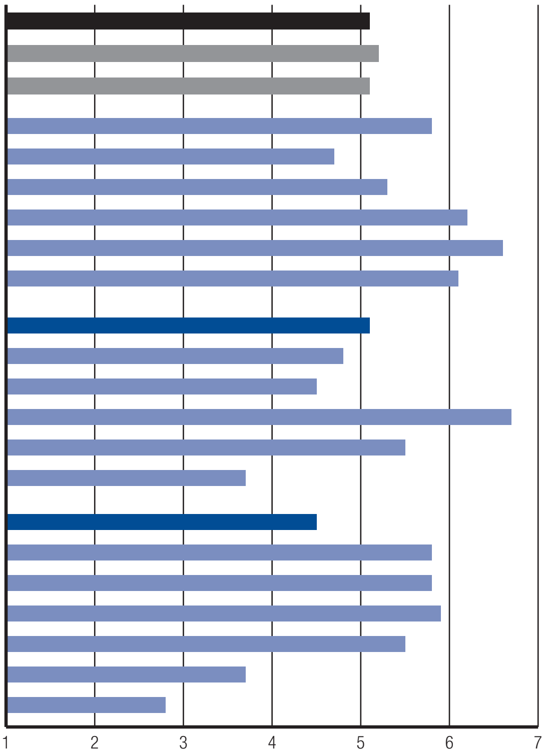
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	728.4	5.1	3.6
T&T industry employment (1,000 jobs)	8.6	5.0	2.6
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	2,454	17.0	3.4
T&T economy employment (1,000 jobs)	31	18.2	2.1

International tourist arrivals (thousands), 2011	566.0
International tourism receipts (US$, millions), 2011	748.3



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**16**	**5.1**
2011 Travel & Tourism Competitiveness Index	11	5.2
2009 Travel & Tourism Competitiveness Index	16	5.1
T&T regulatory framework	**3**	**5.8**
Policy rules and regulations	48	4.7
Environmental sustainability	19	5.3
Safety and security	4	6.2
Health and hygiene	7	6.6
Prioritization of Travel & Tourism	5	6.1
Business environment and infrastructure	**13**	**5.1**
Air transport infrastructure	17	4.8
Ground transport infrastructure	38	4.5
Tourism infrastructure	9	6.7
ICT infrastructure	8	5.5
Price competitiveness in the T&T industry	121	3.7
T&T human, cultural, and natural resources	**36**	**4.5**
Human resources	3	5.8
Education and training	12	5.8
Availability of qualified labor	4	5.9
Affinity for Travel & Tourism	11	5.5
Natural resources	63	3.7
Cultural resources	57	2.8



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Iceland

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.7**	**48**
1.01	Prevalence of foreign ownership	3.1	135
1.02	Property rights	5.1	39
1.03	Business impact of rules on FDI	2.9	136
1.04	Visa requirements, no. of countries*	71.0	58
1.05	Openness bilateral ASAs (0–38)*	16.4	22
1.06	Transparency of government policymaking	5.0	24
1.07	No. of days to start a business*	5	10
1.08	Cost to start a business, % GNI/capita*	3.0	42
1.09	GATS commitment restrictiveness (0–100)*	75.2	16
	2nd pillar: Environmental sustainability	**5.3**	**19**
2.01	Stringency of environmental regulation	5.5	19
2.02	Enforcement of environmental regulation	5.3	20
2.03	Sustainability of T&T industry development	5.3	17
2.04	Carbon dioxide emission, million tons/capita*	7.0	99
2.05	Particulate matter concentration, µg/m³*	15.9	25
2.06	Threatened species, %*	5.2	76
2.07	Environm. treaty ratification (0–25)*	19	71
	3rd pillar: Safety and security	**6.2**	**4**
3.01	Business costs of crime and violence	6.3	5
3.02	Reliability of police services	6.2	9
3.03	Road traffic accidents/100,000 pop.*	10.0	25
3.04	Business costs of terrorism	6.6	3
	4th pillar: Health and hygiene	**6.6**	**7**
4.01	Physician density/1,000 pop.*	3.7	14
4.02	Access to improved sanitation, % pop.*	100.0	1
4.03	Access to improved drinking water, % pop.*	100.0	1
4.04	Hospital beds/10,000 pop.*	58.0	25
	5th pillar: Prioritization of Travel & Tourism	**6.1**	**5**
5.01	Government prioritization of the T&T industry	5.9	33
5.02	T&T gov't expenditure, % gov't budget*	10.7	8
5.03	Effectiveness of marketing to attract tourists	5.7	8
5.04	Comprehensiveness of T&T data (0–120)*	81.0	27
5.05	Timeliness of T&T data (0–18)*	15.5	48
	6th pillar: Air transport infrastructure	**4.8**	**17**
6.01	Quality of air transport infrastructure	6.2	9
6.02	Airline seat kms/week, dom., millions*	2.4	65
6.03	Airline seat kms/week, int'l, millions*	91.6	77
6.04	Departures/1,000 pop.*	35.4	9
6.05	Airport density/million pop.*	27.7	1
6.06	No. of operating airlines*	9.0	116
6.07	International air transport network	6.0	18
	7th pillar: Ground transport infrastructure	**4.5**	**38**
7.01	Quality of roads	5.2	31
7.02	Quality of railroad infrastructure	n/a	n/a
7.03	Quality of port infrastructure	6.2	8
7.04	Quality of ground transport network	5.4	24
7.05	Road density/million pop.*	13.0	103

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**6.7**	**9**
8.01	Hotel rooms/100 pop.*	3.1	5
8.02	Presence of major car rental co. (1–7)*	7	1
8.03	ATMs accepting Visa cards/million pop.*	592.5	27
	9th pillar: ICT infrastructure	**5.5**	**8**
9.01	ICT use for B-to-B transactions	5.6	30
9.02	ICT use for B-to-C transactions	5.3	29
9.03	Individuals using the Internet, %*	95.0	1
9.04	Fixed telephone lines/100 pop.*	58.9	7
9.05	Broadband Internet subscribers/100 pop.*	33.9	7
9.06	Mobile telephone subscriptions/100 pop.*	106.1	70
9.07	Mobile broadband subscriptions/100 pop.*	57.0	14
	10th pillar: Price competitiveness in T&T ind.	**3.7**	**121**
10.01	Ticket taxes and airport charges (0–100)*	84.0	45
10.02	Purchasing power parity*	1.2	130
10.04	Fuel price, US$ cents/liter*	171.0	129
10.03	Extent and effect of taxation	3.0	115
10.05	Hotel price index, US$*	118.4	43
	11th pillar: Human resources	**5.8**	**3**
	Education and training	5.8	12
11.01	Primary education enrollment, net %*	99.4	11
11.02	Secondary education enrollment, gross %*	107.2	13
11.03	Quality of the educational system	5.4	8
11.04	Local availability specialized research & training	4.9	29
11.05	Extent of staff training	4.7	21
	Availability of qualified labor	5.9	4
11.06	Hiring and firing practices	5.2	6
11.07	Ease of hiring foreign labor	4.6	28
11.08	HIV prevalence, % adult pop.*	0.3	66
11.09	Business impact of HIV/AIDS	6.5	7
11.10	Life expectancy, years*	81.5	9
	12th pillar: Affinity for Travel & Tourism	**5.5**	**11**
12.01	Tourism openness, % of GDP*	10.6	20
12.02	Attitude of population toward foreign visitors	6.8	1
12.03	Extension of business trips recommended	5.9	30
12.04	Degree of customer orientation	5.4	17
	13th pillar: Natural resources	**3.7**	**63**
13.01	No. of World Heritage natural sites*	1	45
13.02	Quality of the natural environment	6.4	5
13.03	Total known species*	135	137
13.04	Terrestrial biome protection (0–17%)*	14.5	41
13.05	Marine protected areas, %*	0.4	65
	14th pillar: Cultural resources	**2.8**	**57**
14.01	No. of World Heritage cultural sites*	1	109
14.02	Sports stadiums, seats/million pop.*	244,059.6	1
14.03	No. of int'l fairs and exhibitions*	34.7	54
14.04	Creative industries exports, % of world total*	0.0	111

India

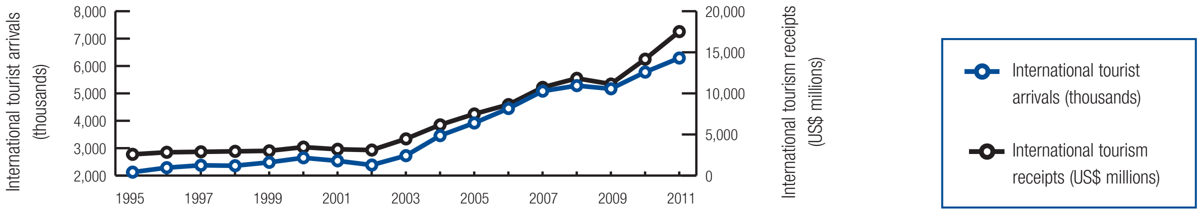
Key indicators

Population (millions), 2011	1,250.2
Surface area (1,000 square kilometers), 2011	3,287.3
Gross domestic product (current US$ billions), 2011	1,826.8
Gross domestic product (current PPP, $) per capita, 2011	3,662.7
Real GDP growth (percent), 2011	6.8
Environmental Performance Index 2012, rank (out of 132 economies), 2011	125

Travel & Tourism indicators

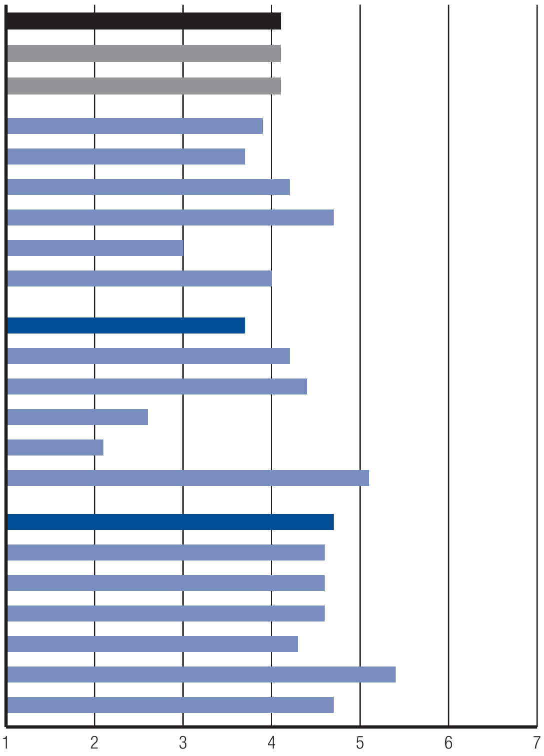
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	38,947.6	1.9	7.7
T&T industry employment (1,000 jobs)	25,733.7	5.0	1.6
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	129,838	6.5	7.8
T&T economy employment (1,000 jobs)	40,451	7.9	1.7

International tourist arrivals (thousands), 2011	6,290.3
International tourism receipts (US$, millions), 2011	17,518.2



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**65**	**4.1**
2011 Travel & Tourism Competitiveness Index	68	4.1
2009 Travel & Tourism Competitiveness Index	62	4.1
T&T regulatory framework	**110**	**3.9**
Policy rules and regulations	125	3.7
Environmental sustainability	107	4.2
Safety and security	74	4.7
Health and hygiene	109	3.0
Prioritization of Travel & Tourism	98	4.0
Business environment and infrastructure	**67**	**3.7**
Air transport infrastructure	39	4.2
Ground transport infrastructure	42	4.4
Tourism infrastructure	95	2.6
ICT infrastructure	111	2.1
Price competitiveness in the T&T industry	20	5.1
T&T human, cultural, and natural resources	**21**	**4.7**
Human resources	96	4.6
Education and training	75	4.6
Availability of qualified labor	109	4.6
Affinity for Travel & Tourism	111	4.3
Natural resources	9	5.4
Cultural resources	24	4.7



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

India

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**3.7**	**125**
1.01	Prevalence of foreign ownership	4.5	83
1.02	Property rights	4.4	60
1.03	Business impact of rules on FDI	4.7	61
1.04	Visa requirements, no. of countries*	10.7	132
1.05	Openness bilateral ASAs (0–38)*	14.6	30
1.06	Transparency of government policymaking	4.3	63
1.07	No. of days to start a business*	27	102
1.08	Cost to start a business, % GNI/capita*	49.8	120
1.09	GATS commitment restrictiveness (0–100)*	18.2	114
	2nd pillar: Environmental sustainability	**4.2**	**107**
2.01	Stringency of environmental regulation	3.9	69
2.02	Enforcement of environmental regulation	3.5	80
2.03	Sustainability of T&T industry development	4.1	86
2.04	Carbon dioxide emission, million tons/capita*	1.5	47
2.05	Particulate matter concentration, µg/m³*	57.1	108
2.06	Threatened species, %*	13.4	129
2.07	Environm. treaty ratification (0–25)*	22	20
	3rd pillar: Safety and security	**4.7**	**74**
3.01	Business costs of crime and violence	5.0	62
3.02	Reliability of police services	4.3	69
3.03	Road traffic accidents/100,000 pop.*	16.8	74
3.04	Business costs of terrorism	4.8	110
	4th pillar: Health and hygiene	**3.0**	**109**
4.01	Physician density/1,000 pop.*	0.7	97
4.02	Access to improved sanitation, % pop.*	34.0	116
4.03	Access to improved drinking water, % pop.*	92.0	80
4.04	Hospital beds/10,000 pop.*	9.0	116
	5th pillar: Prioritization of Travel & Tourism	**4.0**	**98**
5.01	Government prioritization of the T&T industry	4.8	101
5.02	T&T gov't expenditure, % gov't budget*	1.0	130
5.03	Effectiveness of marketing to attract tourists	4.4	72
5.04	Comprehensiveness of T&T data (0–120)*	48.0	100
5.05	Timeliness of T&T data (0–18)*	18.0	1
	6th pillar: Air transport infrastructure	**4.2**	**39**
6.01	Quality of air transport infrastructure	4.7	68
6.02	Airline seat kms/week, dom., millions*	1,362.2	7
6.03	Airline seat kms/week, int'l, millions*	1,794.8	14
6.04	Departures/1,000 pop.*	0.5	108
6.05	Airport density/million pop.*	0.1	136
6.06	No. of operating airlines*	84.5	15
6.07	International air transport network	5.2	52
	7th pillar: Ground transport infrastructure	**4.4**	**42**
7.01	Quality of roads	3.5	85
7.02	Quality of railroad infrastructure	4.4	27
7.03	Quality of port infrastructure	4.0	79
7.04	Quality of ground transport network	4.6	52
7.05	Road density/million pop.*	125.0	30

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**2.6**	**95**
8.01	Hotel rooms/100 pop.*	0.0	136
8.02	Presence of major car rental co. (1–7)*	5	66
8.03	ATMs accepting Visa cards/million pop.*	72.1	98
	9th pillar: ICT infrastructure	**2.1**	**111**
9.01	ICT use for B-to-B transactions	5.1	59
9.02	ICT use for B-to-C transactions	4.4	76
9.03	Individuals using the Internet, %*	10.1	118
9.04	Fixed telephone lines/100 pop.*	2.6	117
9.05	Broadband Internet subscribers/100 pop.*	1.1	101
9.06	Mobile telephone subscriptions/100 pop.*	72.0	115
9.07	Mobile broadband subscriptions/100 pop.*	1.9	103
	10th pillar: Price competitiveness in T&T ind.	**5.1**	**20**
10.01	Ticket taxes and airport charges (0–100)*	88.3	27
10.02	Purchasing power parity*	0.4	9
10.04	Fuel price, US$ cents/liter*	82.0	32
10.03	Extent and effect of taxation	3.8	42
10.05	Hotel price index, US$*	143.2	77
	11th pillar: Human resources	**4.6**	**96**
	Education and training	4.6	75
11.01	Primary education enrollment, net %*	92.1	84
11.02	Secondary education enrollment, gross %*	63.2	106
11.03	Quality of the educational system	4.4	34
11.04	Local availability specialized research & training	4.3	59
11.05	Extent of staff training	4.1	54
	Availability of qualified labor	4.6	109
11.06	Hiring and firing practices	4.0	68
11.07	Ease of hiring foreign labor	3.5	116
11.08	HIV prevalence, % adult pop.*	0.3	66
11.09	Business impact of HIV/AIDS	4.6	100
11.10	Life expectancy, years*	65.5	108
	12th pillar: Affinity for Travel & Tourism	**4.3**	**111**
12.01	Tourism openness, % of GDP*	1.7	120
12.02	Attitude of population toward foreign visitors	5.9	104
12.03	Extension of business trips recommended	5.0	94
12.04	Degree of customer orientation	4.7	60
	13th pillar: Natural resources	**5.4**	**9**
13.01	No. of World Heritage natural sites*	6	7
13.02	Quality of the natural environment	4.1	86
13.03	Total known species*	1,846	10
13.04	Terrestrial biome protection (0–17%)*	5.1	105
13.05	Marine protected areas, %*	0.1	80
	14th pillar: Cultural resources	**4.7**	**24**
14.01	No. of World Heritage cultural sites*	31	8
14.02	Sports stadiums, seats/million pop.*	1,786.0	138
14.03	No. of int'l fairs and exhibitions*	111.7	32
14.04	Creative industries exports, % of world total*	4.9	6

Indonesia

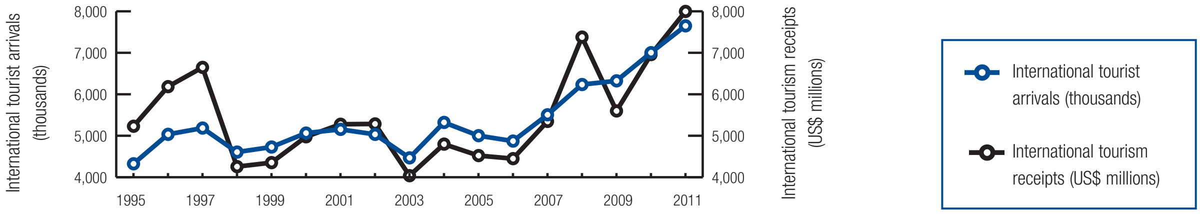
Key indicators

Population (millions), 2011	244.2
Surface area (1,000 square kilometers), 2011	1,904.6
Gross domestic product (current US$ billions), 2011	846.5
Gross domestic product (current PPP, $) per capita, 2011	4,665.9
Real GDP growth (percent), 2011	6.5
Environmental Performance Index 2012, rank (out of 132 economies), 2011	74

Travel & Tourism indicators

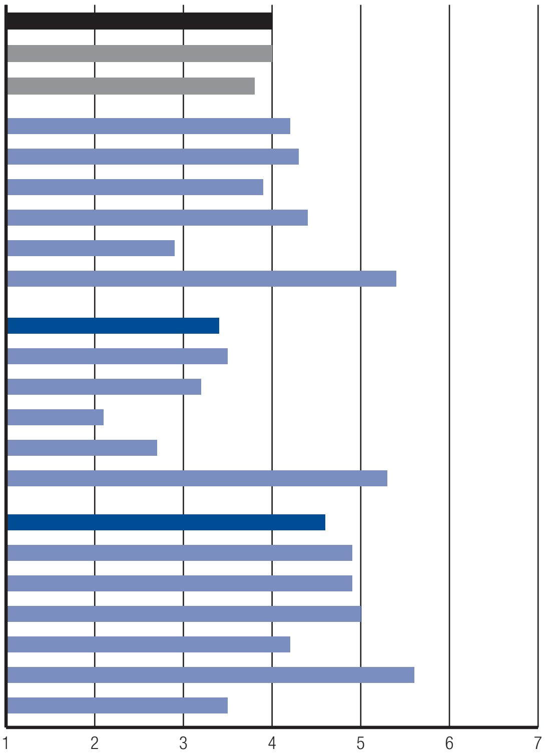
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	27,028.0	3.1	6.9
T&T industry employment (1,000 jobs)	3,048.6	2.7	3.2
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	77,311	8.9	6.9
T&T economy employment (1,000 jobs)	8,908	7.8	3.0

International tourist arrivals (thousands), 2011	7,649.7
International tourism receipts (US$, millions), 2011	7,997.2



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**70**	**4.0**
2011 Travel & Tourism Competitiveness Index	74	4.0
2009 Travel & Tourism Competitiveness Index	81	3.8
T&T regulatory framework	**95**	**4.2**
Policy rules and regulations	93	4.3
Environmental sustainability	125	3.9
Safety and security	85	4.4
Health and hygiene	112	2.9
Prioritization of Travel & Tourism	19	5.4
Business environment and infrastructure	**84**	**3.4**
Air transport infrastructure	54	3.5
Ground transport infrastructure	87	3.2
Tourism infrastructure	113	2.1
ICT infrastructure	87	2.7
Price competitiveness in the T&T industry	9	5.3
T&T human, cultural, and natural resources	**31**	**4.6**
Human resources	61	4.9
Education and training	57	4.9
Availability of qualified labor	77	5.0
Affinity for Travel & Tourism	114	4.2
Natural resources	6	5.6
Cultural resources	38	3.5



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Indonesia

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.3**	**93**
1.01	Prevalence of foreign ownership	4.6	73
1.02	Property rights	4.1	80
1.03	Business impact of rules on FDI	4.6	77
1.04	Visa requirements, no. of countries*	60.1	100
1.05	Openness bilateral ASAs (0–38)*	14.3	33
1.06	Transparency of government policymaking	4.2	80
1.07	No. of days to start a business*	47	126
1.08	Cost to start a business, % GNI/capita*	22.7	102
1.09	GATS commitment restrictiveness (0–100)*	66.7	45
	2nd pillar: Environmental sustainability	**3.9**	**125**
2.01	Stringency of environmental regulation	3.8	76
2.02	Enforcement of environmental regulation	3.6	72
2.03	Sustainability of T&T industry development	4.3	74
2.04	Carbon dioxide emission, million tons/capita*	1.7	51
2.05	Particulate matter concentration, µg/m³*	68.1	121
2.06	Threatened species, %*	13.0	128
2.07	Environm. treaty ratification (0–25)*	18	84
	3rd pillar: Safety and security	**4.4**	**85**
3.01	Business costs of crime and violence	4.3	94
3.02	Reliability of police services	3.9	83
3.03	Road traffic accidents/100,000 pop.*	16.2	71
3.04	Business costs of terrorism	4.6	117
	4th pillar: Health and hygiene	**2.9**	**112**
4.01	Physician density/1,000 pop.*	0.3	111
4.02	Access to improved sanitation, % pop.*	54.0	105
4.03	Access to improved drinking water, % pop.*	82.0	109
4.04	Hospital beds/10,000 pop.*	6.0	124
	5th pillar: Prioritization of Travel & Tourism	**5.4**	**19**
5.01	Government prioritization of the T&T industry	4.9	88
5.02	T&T gov't expenditure, % gov't budget*	9.1	15
5.03	Effectiveness of marketing to attract tourists	4.4	75
5.04	Comprehensiveness of T&T data (0–120)*	92.0	11
5.05	Timeliness of T&T data (0–18)*	16.5	17
	6th pillar: Air transport infrastructure	**3.5**	**54**
6.01	Quality of air transport infrastructure	4.2	89
6.02	Airline seat kms/week, dom., millions*	978.6	9
6.03	Airline seat kms/week, int'l, millions*	703.9	28
6.04	Departures/1,000 pop.*	1.7	88
6.05	Airport density/million pop.*	0.3	115
6.06	No. of operating airlines*	47.5	36
6.07	International air transport network	4.6	71
	7th pillar: Ground transport infrastructure	**3.2**	**87**
7.01	Quality of roads	3.4	89
7.02	Quality of railroad infrastructure	3.2	51
7.03	Quality of port infrastructure	3.6	103
7.04	Quality of ground transport network	4.0	105
7.05	Road density/million pop.*	25.0	80

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**2.1**	**113**
8.01	Hotel rooms/100 pop.*	0.2	97
8.02	Presence of major car rental co. (1–7)*	2	111
8.03	ATMs accepting Visa cards/million pop.*	121.0	95
	9th pillar: ICT infrastructure	**2.7**	**87**
9.01	ICT use for B-to-B transactions	4.6	97
9.02	ICT use for B-to-C transactions	4.9	44
9.03	Individuals using the Internet, %*	18.0	101
9.04	Fixed telephone lines/100 pop.*	15.9	78
9.05	Broadband Internet subscribers/100 pop.*	1.1	100
9.06	Mobile telephone subscriptions/100 pop.*	103.1	77
9.07	Mobile broadband subscriptions/100 pop.*	22.2	48
	10th pillar: Price competitiveness in T&T ind.	**5.3**	**9**
10.01	Ticket taxes and airport charges (0–100)*	91.3	14
10.02	Purchasing power parity*	0.7	90
10.04	Fuel price, US$ cents/liter*	51.0	14
10.03	Extent and effect of taxation	4.1	29
10.05	Hotel price index, US$*	97.6	21
	11th pillar: Human resources	**4.9**	**61**
	Education and training	4.9	57
11.01	Primary education enrollment, net %*	96.0	44
11.02	Secondary education enrollment, gross %*	77.2	94
11.03	Quality of the educational system	4.1	47
11.04	Local availability specialized research & training	4.3	57
11.05	Extent of staff training	4.3	39
	Availability of qualified labor	5.0	77
11.06	Hiring and firing practices	4.2	52
11.07	Ease of hiring foreign labor	4.1	74
11.08	HIV prevalence, % adult pop.*	0.2	52
11.09	Business impact of HIV/AIDS	4.0	122
11.10	Life expectancy, years*	69.3	97
	12th pillar: Affinity for Travel & Tourism	**4.2**	**114**
12.01	Tourism openness, % of GDP*	1.7	122
12.02	Attitude of population toward foreign visitors	5.8	114
12.03	Extension of business trips recommended	5.1	85
12.04	Degree of customer orientation	4.6	72
	13th pillar: Natural resources	**5.6**	**6**
13.01	No. of World Heritage natural sites*	4	10
13.02	Quality of the natural environment	4.0	89
13.03	Total known species*	2,603	4
13.04	Terrestrial biome protection (0–17%)*	13.8	49
13.05	Marine protected areas, %*	1.1	38
	14th pillar: Cultural resources	**3.5**	**38**
14.01	No. of World Heritage cultural sites*	10	27
14.02	Sports stadiums, seats/million pop.*	6,798.4	118
14.03	No. of int'l fairs and exhibitions*	58.3	41
14.04	Creative industries exports, % of world total*	0.6	29

Iran, Islamic Rep.

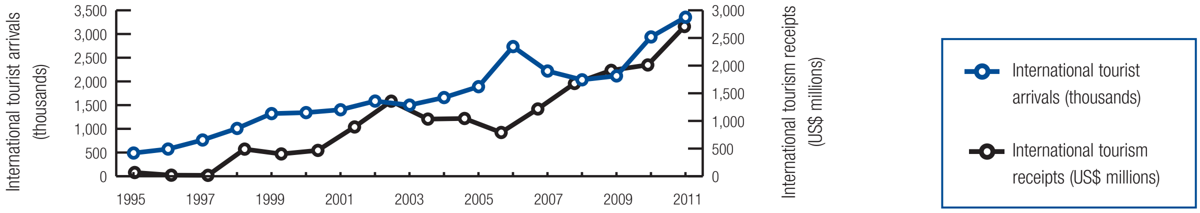
Key indicators

Population (millions), 2011	75.6
Surface area (1,000 square kilometers), 2011	1,745.2
Gross domestic product (current US$ billions), 2011	482.4
Gross domestic product (current PPP, $) per capita, 2011	13,183.9
Real GDP growth (percent), 2011	2.0
Environmental Performance Index 2012, rank (out of 132 economies), 2011	114

Travel & Tourism indicators

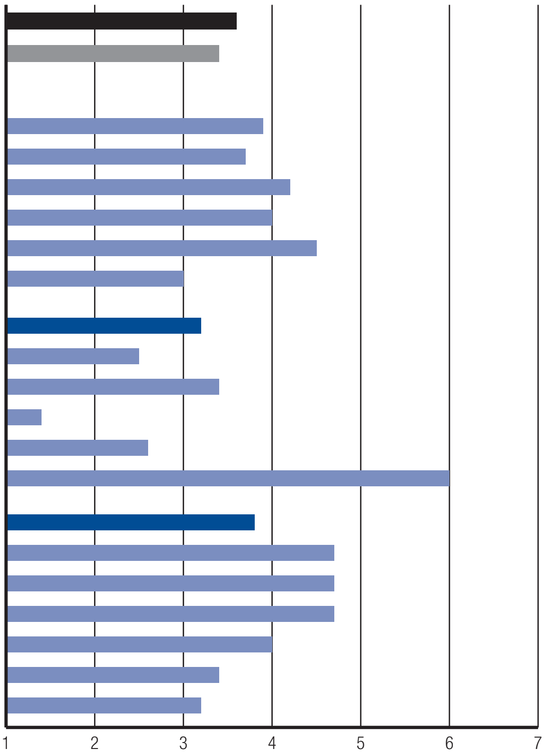
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	11,369.5	2.4	4.0
T&T industry employment (1,000 jobs)	475.1	2.1	2.3
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	30,342	6.3	4.1
T&T economy employment (1,000 jobs)	1,276	5.7	2.3

International tourist arrivals (thousands), 2011	3,354.0
International tourism receipts (US$, millions), 2010	2,707.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**98**	**3.6**
2011 Travel & Tourism Competitiveness Index	114	3.4
2009 Travel & Tourism Competitiveness Index	n/a	n/a
T&T regulatory framework	**112**	**3.9**
Policy rules and regulations	124	3.7
Environmental sustainability	101	4.2
Safety and security	106	4.0
Health and hygiene	79	4.5
Prioritization of Travel & Tourism	130	3.0
Business environment and infrastructure	**96**	**3.2**
Air transport infrastructure	102	2.5
Ground transport infrastructure	76	3.4
Tourism infrastructure	133	1.4
ICT infrastructure	93	2.6
Price competitiveness in the T&T industry	1	6.0
T&T human, cultural, and natural resources	**74**	**3.8**
Human resources	87	4.7
Education and training	64	4.7
Availability of qualified labor	104	4.7
Affinity for Travel & Tourism	128	4.0
Natural resources	74	3.4
Cultural resources	45	3.2



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Iran, Islamic Rep.

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**3.7**	**124**
1.01	Prevalence of foreign ownership	2.2	140
1.02	Property rights	4.6	54
1.03	Business impact of rules on FDI	3.5	123
1.04	Visa requirements, no. of countries*	1.0	140
1.05	Openness bilateral ASAs (0–38)*	5.2	126
1.06	Transparency of government policymaking	3.6	123
1.07	No. of days to start a business*	13	61
1.08	Cost to start a business, % GNI/capita*	3.3	43
1.09	GATS commitment restrictiveness (0–100)*	n/a	n/a
	2nd pillar: Environmental sustainability	**4.2**	**101**
2.01	Stringency of environmental regulation	3.8	74
2.02	Enforcement of environmental regulation	3.6	70
2.03	Sustainability of T&T industry development	3.4	118
2.04	Carbon dioxide emission, million tons/capita*	7.4	102
2.05	Particulate matter concentration, µg/m³*	55.3	107
2.06	Threatened species, %*	6.2	90
2.07	Environm. treaty ratification (0–25)*	21	39
	3rd pillar: Safety and security	**4.0**	**106**
3.01	Business costs of crime and violence	4.7	76
3.02	Reliability of police services	4.5	56
3.03	Road traffic accidents/100,000 pop.*	35.8	132
3.04	Business costs of terrorism	5.1	101
	4th pillar: Health and hygiene	**4.5**	**79**
4.01	Physician density/1,000 pop.*	0.9	93
4.02	Access to improved sanitation, % pop.*	100.0	1
4.03	Access to improved drinking water, % pop.*	96.0	63
4.04	Hospital beds/10,000 pop.*	17.0	92
	5th pillar: Prioritization of Travel & Tourism	**3.0**	**130**
5.01	Government prioritization of the T&T industry	3.7	135
5.02	T&T gov't expenditure, % gov't budget*	3.0	82
5.03	Effectiveness of marketing to attract tourists	3.4	120
5.04	Comprehensiveness of T&T data (0–120)*	25.0	133
5.05	Timeliness of T&T data (0–18)*	3.0	112
	6th pillar: Air transport infrastructure	**2.5**	**102**
6.01	Quality of air transport infrastructure	3.1	129
6.02	Airline seat kms/week, dom., millions*	179.0	25
6.03	Airline seat kms/week, int'l, millions*	171.0	66
6.04	Departures/1,000 pop.*	2.1	83
6.05	Airport density/million pop.*	0.7	68
6.06	No. of operating airlines*	33.5	54
6.07	International air transport network	3.5	124
	7th pillar: Ground transport infrastructure	**3.4**	**76**
7.01	Quality of roads	4.0	68
7.02	Quality of railroad infrastructure	3.4	45
7.03	Quality of port infrastructure	4.0	80
7.04	Quality of ground transport network	4.5	64
7.05	Road density/million pop.*	11.0	110

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**1.4**	**133**
8.01	Hotel rooms/100 pop.*	0.1	110
8.02	Presence of major car rental co. (1–7)*	1	123
8.03	ATMs accepting Visa cards/million pop.*	0.0	139
	9th pillar: ICT infrastructure	**2.6**	**93**
9.01	ICT use for B-to-B transactions	3.9	131
9.02	ICT use for B-to-C transactions	3.6	115
9.03	Individuals using the Internet, %*	21.0	96
9.04	Fixed telephone lines/100 pop.*	37.1	31
9.05	Broadband Internet subscribers/100 pop.*	2.4	90
9.06	Mobile telephone subscriptions/100 pop.*	74.9	111
9.07	Mobile broadband subscriptions/100 pop.*	0.0	128
	10th pillar: Price competitiveness in T&T ind.	**6.0**	**1**
10.01	Ticket taxes and airport charges (0–100)*	97.3	2
10.02	Purchasing power parity*	0.4	6
10.04	Fuel price, US$ cents/liter*	1.6	2
10.03	Extent and effect of taxation	3.5	67
10.05	Hotel price index, US$*	n/a	n/a
	11th pillar: Human resources	**4.7**	**87**
	Education and training	4.7	64
11.01	Primary education enrollment, net %*	99.5	9
11.02	Secondary education enrollment, gross %*	90.9	61
11.03	Quality of the educational system	3.3	93
11.04	Local availability specialized research & training	4.1	73
11.05	Extent of staff training	3.0	131
	Availability of qualified labor	4.7	104
11.06	Hiring and firing practices	3.7	86
11.07	Ease of hiring foreign labor	2.8	134
11.08	HIV prevalence, % adult pop.*	0.2	52
11.09	Business impact of HIV/AIDS	5.5	62
11.10	Life expectancy, years*	72.8	85
	12th pillar: Affinity for Travel & Tourism	**4.0**	**128**
12.01	Tourism openness, % of GDP*	4.0	79
12.02	Attitude of population toward foreign visitors	5.2	135
12.03	Extension of business trips recommended	4.9	98
12.04	Degree of customer orientation	4.0	112
	13th pillar: Natural resources	**3.4**	**74**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	5.2	33
13.03	Total known species*	679	55
13.04	Terrestrial biome protection (0–17%)*	6.9	91
13.05	Marine protected areas, %*	0.7	49
	14th pillar: Cultural resources	**3.2**	**45**
14.01	No. of World Heritage cultural sites*	24	9
14.02	Sports stadiums, seats/million pop.*	18,135.4	93
14.03	No. of int'l fairs and exhibitions*	6.0	88
14.04	Creative industries exports, % of world total*	0.3	32

Ireland

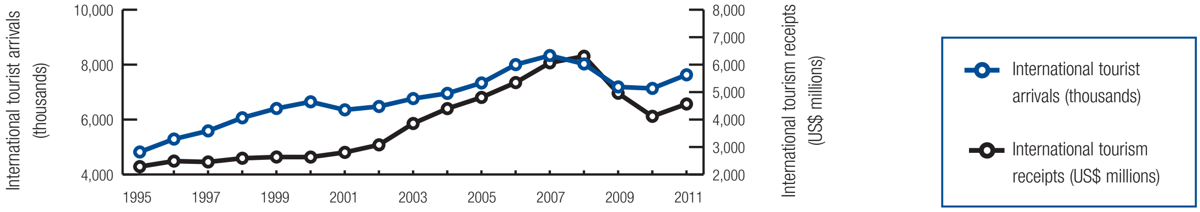
Key indicators

Population (millions), 2011	4.7
Surface area (1,000 square kilometers), 2011	70.3
Gross domestic product (current US$ billions), 2011	221.2
Gross domestic product (current PPP, $) per capita, 2011	40,838.0
Real GDP growth (percent), 2011	1.4
Environmental Performance Index 2012, rank (out of 132 economies), 2011	36

Travel & Tourism indicators

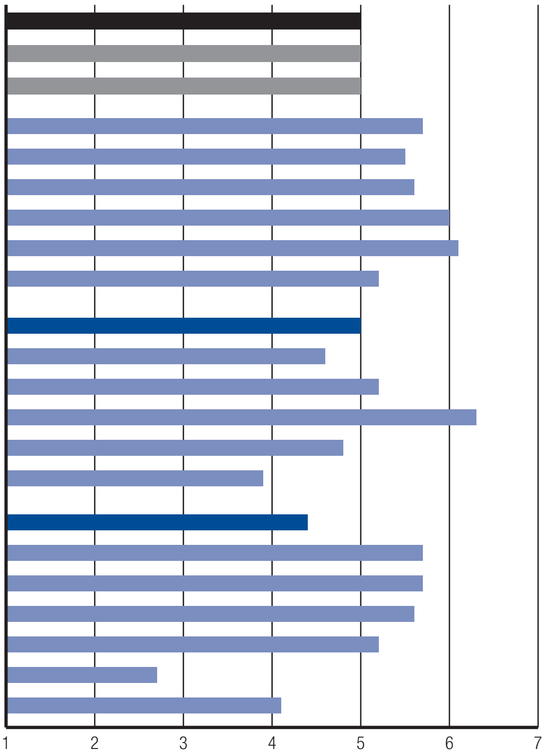
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	4,365.9	2.0	4.1
T&T industry employment (1,000 jobs)	37.3	2.1	1.9
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	15,520	7.1	4.6
T&T economy employment (1,000 jobs)	128	7.2	2.0

International tourist arrivals (thousands), 2011	7,630.0
International tourism receipts (US$, millions), 2011	4,567.2



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**19**	**5.0**
2011 Travel & Tourism Competitiveness Index	21	5.0
2009 Travel & Tourism Competitiveness Index	18	5.0
T&T regulatory framework	**7**	**5.7**
Policy rules and regulations	4	5.5
Environmental sustainability	9	5.6
Safety and security	12	6.0
Health and hygiene	23	6.1
Prioritization of Travel & Tourism	27	5.2
Business environment and infrastructure	**19**	**5.0**
Air transport infrastructure	22	4.6
Ground transport infrastructure	24	5.2
Tourism infrastructure	12	6.3
ICT infrastructure	24	4.8
Price competitiveness in the T&T industry	115	3.9
T&T human, cultural, and natural resources	**40**	**4.4**
Human resources	11	5.7
Education and training	16	5.7
Availability of qualified labor	12	5.6
Affinity for Travel & Tourism	26	5.2
Natural resources	117	2.7
Cultural resources	29	4.1



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Ireland

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**5.5**	**4**
1.01	Prevalence of foreign ownership	5.8	7
1.02	Property rights	5.8	16
1.03	Business impact of rules on FDI	6.6	1
1.04	Visa requirements, no. of countries*	89.0	42
1.05	Openness bilateral ASAs (0–38)*	18.7	16
1.06	Transparency of government policymaking	5.0	28
1.07	No. of days to start a business*	10	48
1.08	Cost to start a business, % GNI/capita*	0.3	3
1.09	GATS commitment restrictiveness (0–100)*	53.1	68
	2nd pillar: Environmental sustainability	**5.6**	**9**
2.01	Stringency of environmental regulation	5.6	16
2.02	Enforcement of environmental regulation	5.3	21
2.03	Sustainability of T&T industry development	5.1	21
2.04	Carbon dioxide emission, million tons/capita*	9.9	118
2.05	Particulate matter concentration, µg/m³*	12.5	9
2.06	Threatened species, %*	3.0	33
2.07	Environm. treaty ratification (0–25)*	24	1
	3rd pillar: Safety and security	**6.0**	**12**
3.01	Business costs of crime and violence	5.6	29
3.02	Reliability of police services	6.0	15
3.03	Road traffic accidents/100,000 pop.*	8.5	18
3.04	Business costs of terrorism	6.3	21
	4th pillar: Health and hygiene	**6.1**	**23**
4.01	Physician density/1,000 pop.*	3.2	26
4.02	Access to improved sanitation, % pop.*	99.0	39
4.03	Access to improved drinking water, % pop.*	100.0	1
4.04	Hospital beds/10,000 pop.*	49.0	35
	5th pillar: Prioritization of Travel & Tourism	**5.2**	**27**
5.01	Government prioritization of the T&T industry	6.3	13
5.02	T&T gov't expenditure, % gov't budget*	3.9	56
5.03	Effectiveness of marketing to attract tourists	5.7	9
5.04	Comprehensiveness of T&T data (0–120)*	71.0	51
5.05	Timeliness of T&T data (0–18)*	16.5	17
	6th pillar: Air transport infrastructure	**4.6**	**22**
6.01	Quality of air transport infrastructure	5.7	32
6.02	Airline seat kms/week, dom., millions*	2.6	64
6.03	Airline seat kms/week, int'l, millions*	393.9	39
6.04	Departures/1,000 pop.*	152.7	1
6.05	Airport density/million pop.*	2.2	22
6.06	No. of operating airlines*	33.0	56
6.07	International air transport network	5.7	35
	7th pillar: Ground transport infrastructure	**5.2**	**24**
7.01	Quality of roads	5.4	28
7.02	Quality of railroad infrastructure	4.1	31
7.03	Quality of port infrastructure	5.3	30
7.04	Quality of ground transport network	4.8	45
7.05	Road density/million pop.*	137.0	24

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**6.3**	**12**
8.01	Hotel rooms/100 pop.*	1.6	15
8.02	Presence of major car rental co. (1–7)*	7	1
8.03	ATMs accepting Visa cards/million pop.*	509.2	33
	9th pillar: ICT infrastructure	**4.8**	**24**
9.01	ICT use for B-to-B transactions	5.6	32
9.02	ICT use for B-to-C transactions	5.3	27
9.03	Individuals using the Internet, %*	76.8	22
9.04	Fixed telephone lines/100 pop.*	45.2	19
9.05	Broadband Internet subscribers/100 pop.*	22.0	32
9.06	Mobile telephone subscriptions/100 pop.*	108.4	64
9.07	Mobile broadband subscriptions/100 pop.*	59.4	13
	10th pillar: Price competitiveness in T&T ind.	**3.9**	**115**
10.01	Ticket taxes and airport charges (0–100)*	76.3	79
10.02	Purchasing power parity*	1.2	124
10.04	Fuel price, US$ cents/liter*	169.0	126
10.03	Extent and effect of taxation	3.8	44
10.05	Hotel price index, US$*	113.3	38
	11th pillar: Human resources	**5.7**	**11**
	Education and training	5.7	16
11.01	Primary education enrollment, net %*	95.1	53
11.02	Secondary education enrollment, gross %*	121.0	4
11.03	Quality of the educational system	5.3	9
11.04	Local availability specialized research & training	5.0	24
11.05	Extent of staff training	4.9	16
	Availability of qualified labor	5.6	12
11.06	Hiring and firing practices	3.9	72
11.07	Ease of hiring foreign labor	5.1	9
11.08	HIV prevalence, % adult pop.*	0.2	52
11.09	Business impact of HIV/AIDS	6.3	14
11.10	Life expectancy, years*	80.3	21
	12th pillar: Affinity for Travel & Tourism	**5.2**	**26**
12.01	Tourism openness, % of GDP*	5.2	58
12.02	Attitude of population toward foreign visitors	6.6	9
12.03	Extension of business trips recommended	6.1	15
12.04	Degree of customer orientation	5.5	11
	13th pillar: Natural resources	**2.7**	**117**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	6.1	11
13.03	Total known species*	265	130
13.04	Terrestrial biome protection (0–17%)*	1.8	124
13.05	Marine protected areas, %*	0.0	94
	14th pillar: Cultural resources	**4.1**	**29**
14.01	No. of World Heritage cultural sites*	2	88
14.02	Sports stadiums, seats/million pop.*	243,076.7	2
14.03	No. of int'l fairs and exhibitions*	92.0	37
14.04	Creative industries exports, % of world total*	0.5	30

Israel

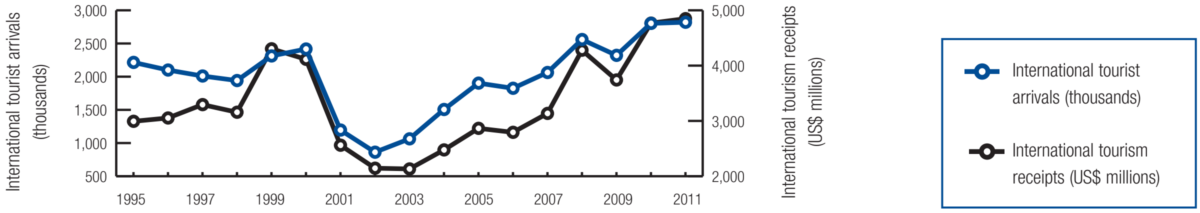
Key indicators

Population (millions), 2011	7.8
Surface area (1,000 square kilometers), 2011	22.1
Gross domestic product (current US$ billions), 2011	243.7
Gross domestic product (current PPP, $) per capita, 2011	31,466.6
Real GDP growth (percent), 2011	4.6
Environmental Performance Index 2012, rank (out of 132 economies), 2011	61

Travel & Tourism indicators

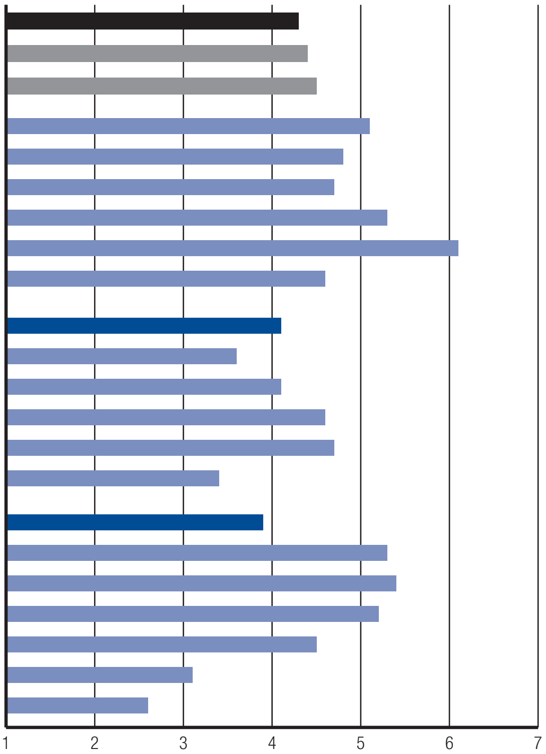
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	6,210.1	2.5	4.2
T&T industry employment (1,000 jobs)	85.8	2.8	1.9
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	20,220	8.0	4.2
T&T economy employment (1,000 jobs)	260	8.5	1.7

International tourist arrivals (thousands), 2011	2,820.2
International tourism receipts (US$, millions), 2011	4,849.1



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**53**	**4.3**
2011 Travel & Tourism Competitiveness Index	46	4.4
2009 Travel & Tourism Competitiveness Index	36	4.5
T&T regulatory framework	**36**	**5.1**
Policy rules and regulations	42	4.8
Environmental sustainability	60	4.7
Safety and security	46	5.3
Health and hygiene	26	6.1
Prioritization of Travel & Tourism	54	4.6
Business environment and infrastructure	**51**	**4.1**
Air transport infrastructure	52	3.6
Ground transport infrastructure	54	4.1
Tourism infrastructure	52	4.6
ICT infrastructure	27	4.7
Price competitiveness in the T&T industry	133	3.4
T&T human, cultural, and natural resources	**71**	**3.9**
Human resources	31	5.3
Education and training	25	5.4
Availability of qualified labor	51	5.2
Affinity for Travel & Tourism	87	4.5
Natural resources	98	3.1
Cultural resources	60	2.6



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Israel

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.8**	**42**
1.01	Prevalence of foreign ownership	5.3	37
1.02	Property rights	5.3	29
1.03	Business impact of rules on FDI	5.4	17
1.04	Visa requirements, no. of countries*	91.0	40
1.05	Openness bilateral ASAs (0–38)*	9.9	82
1.06	Transparency of government policymaking	4.4	52
1.07	No. of days to start a business*	21	89
1.08	Cost to start a business, % GNI/capita*	4.0	46
1.09	GATS commitment restrictiveness (0–100)*	38.1	105
	2nd pillar: Environmental sustainability	**4.7**	**60**
2.01	Stringency of environmental regulation	4.8	41
2.02	Enforcement of environmental regulation	4.3	45
2.03	Sustainability of T&T industry development	4.5	68
2.04	Carbon dioxide emission, million tons/capita*	5.2	81
2.05	Particulate matter concentration, µg/m³*	23.5	48
2.06	Threatened species, %*	6.1	88
2.07	Environm. treaty ratification (0–25)*	15	123
	3rd pillar: Safety and security	**5.3**	**46**
3.01	Business costs of crime and violence	5.5	35
3.02	Reliability of police services	4.8	48
3.03	Road traffic accidents/100,000 pop.*	5.7	11
3.04	Business costs of terrorism	4.3	124
	4th pillar: Health and hygiene	**6.1**	**26**
4.01	Physician density/1,000 pop.*	3.7	17
4.02	Access to improved sanitation, % pop.*	100.0	1
4.03	Access to improved drinking water, % pop.*	100.0	1
4.04	Hospital beds/10,000 pop.*	35.0	50
	5th pillar: Prioritization of Travel & Tourism	**4.6**	**54**
5.01	Government prioritization of the T&T industry	5.3	63
5.02	T&T gov't expenditure, % gov't budget*	2.1	107
5.03	Effectiveness of marketing to attract tourists	4.4	73
5.04	Comprehensiveness of T&T data (0–120)*	106.0	8
5.05	Timeliness of T&T data (0–18)*	17.5	7
	6th pillar: Air transport infrastructure	**3.6**	**52**
6.01	Quality of air transport infrastructure	5.3	48
6.02	Airline seat kms/week, dom., millions*	5.5	56
6.03	Airline seat kms/week, int'l, millions*	503.2	36
6.04	Departures/1,000 pop.*	7.1	46
6.05	Airport density/million pop.*	0.5	83
6.06	No. of operating airlines*	56.0	28
6.07	International air transport network	5.5	40
	7th pillar: Ground transport infrastructure	**4.1**	**54**
7.01	Quality of roads	4.7	46
7.02	Quality of railroad infrastructure	3.2	50
7.03	Quality of port infrastructure	3.9	86
7.04	Quality of ground transport network	4.5	67
7.05	Road density/million pop.*	83.0	41

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**4.6**	**52**
8.01	Hotel rooms/100 pop.*	0.7	49
8.02	Presence of major car rental co. (1–7)*	7	1
8.03	ATMs accepting Visa cards/million pop.*	289.3	70
	9th pillar: ICT infrastructure	**4.7**	**27**
9.01	ICT use for B-to-B transactions	5.4	42
9.02	ICT use for B-to-C transactions	5.5	23
9.03	Individuals using the Internet, %*	70.0	34
9.04	Fixed telephone lines/100 pop.*	46.3	18
9.05	Broadband Internet subscribers/100 pop.*	24.8	22
9.06	Mobile telephone subscriptions/100 pop.*	121.7	44
9.07	Mobile broadband subscriptions/100 pop.*	40.6	26
	10th pillar: Price competitiveness in T&T ind.	**3.4**	**133**
10.01	Ticket taxes and airport charges (0–100)*	75.0	85
10.02	Purchasing power parity*	1.1	122
10.04	Fuel price, US$ cents/liter*	187.0	136
10.03	Extent and effect of taxation	3.5	69
10.05	Hotel price index, US$*	184.0	98
	11th pillar: Human resources	**5.3**	**31**
	Education and training	5.4	25
11.01	Primary education enrollment, net %*	96.9	40
11.02	Secondary education enrollment, gross %*	102.1	22
11.03	Quality of the educational system	4.0	53
11.04	Local availability specialized research & training	4.9	27
11.05	Extent of staff training	4.6	27
	Availability of qualified labor	5.2	51
11.06	Hiring and firing practices	4.0	62
11.07	Ease of hiring foreign labor	2.9	133
11.08	HIV prevalence, % adult pop.*	0.2	52
11.09	Business impact of HIV/AIDS	6.4	10
11.10	Life expectancy, years*	81.5	8
	12th pillar: Affinity for Travel & Tourism	**4.5**	**87**
12.01	Tourism openness, % of GDP*	3.4	90
12.02	Attitude of population toward foreign visitors	6.2	68
12.03	Extension of business trips recommended	5.0	93
12.04	Degree of customer orientation	4.7	55
	13th pillar: Natural resources	**3.1**	**98**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	4.3	70
13.03	Total known species*	507	72
13.04	Terrestrial biome protection (0–17%)*	12.0	63
13.05	Marine protected areas, %*	0.1	86
	14th pillar: Cultural resources	**2.6**	**60**
14.01	No. of World Heritage cultural sites*	7	39
14.02	Sports stadiums, seats/million pop.*	32,826.0	72
14.03	No. of int'l fairs and exhibitions*	30.7	57
14.04	Creative industries exports, % of world total*	0.1	48

Italy

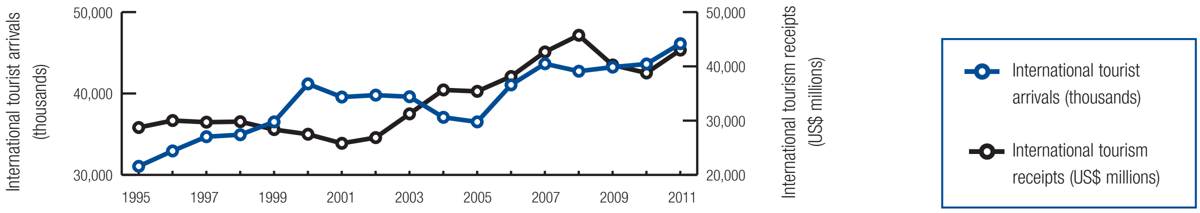
Key indicators

Population (millions), 2011	64.5
Surface area (1,000 square kilometers), 2011	301.3
Gross domestic product (current US$ billions), 2011	2,198.7
Gross domestic product (current PPP, $) per capita, 2011	30,464.0
Real GDP growth (percent), 2011	0.4
Environmental Performance Index 2012, rank (out of 132 economies), 2011	8

Travel & Tourism indicators

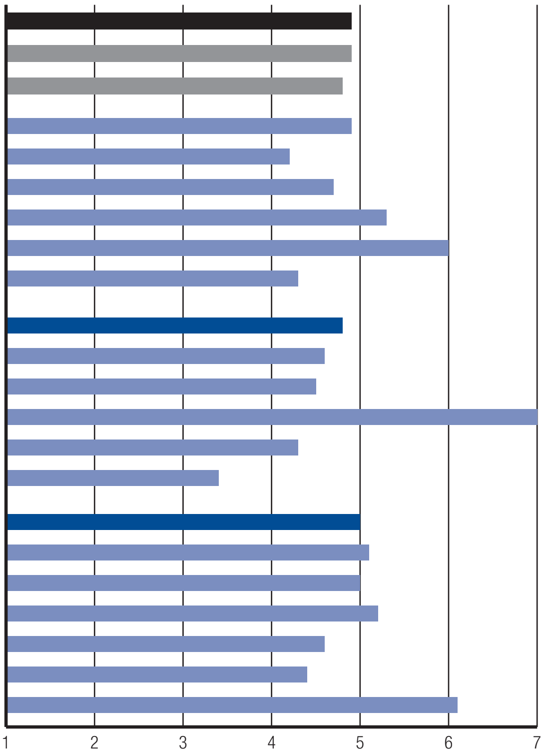
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	70,429.9	3.2	1.9
T&T industry employment (1,000 jobs)	857.1	3.8	1.5
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	185,261	8.5	1.6
T&T economy employment (1,000 jobs)	2,176	9.6	0.9

International tourist arrivals (thousands), 2011	46,118.8
International tourism receipts (US$, millions), 2011	42,999.7



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**26**	**4.9**
2011 Travel & Tourism Competitiveness Index	27	4.9
2009 Travel & Tourism Competitiveness Index	28	4.8
T&T regulatory framework	**50**	**4.9**
Policy rules and regulations	100	4.2
Environmental sustainability	53	4.7
Safety and security	44	5.3
Health and hygiene	29	6.0
Prioritization of Travel & Tourism	79	4.3
Business environment and infrastructure	**29**	**4.8**
Air transport infrastructure	24	4.6
Ground transport infrastructure	39	4.5
Tourism infrastructure	1	7.0
ICT infrastructure	31	4.3
Price competitiveness in the T&T industry	134	3.4
T&T human, cultural, and natural resources	**14**	**5.0**
Human resources	41	5.1
Education and training	45	5.0
Availability of qualified labor	41	5.2
Affinity for Travel & Tourism	72	4.6
Natural resources	34	4.4
Cultural resources	7	6.1



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Italy

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.2**	**100**
1.01	Prevalence of foreign ownership	4.0	115
1.02	Property rights	4.3	67
1.03	Business impact of rules on FDI	3.6	122
1.04	Visa requirements, no. of countries*	71.0	58
1.05	Openness bilateral ASAs (0–38)*	11.6	56
1.06	Transparency of government policymaking	3.1	135
1.07	No. of days to start a business*	6	16
1.08	Cost to start a business, % GNI/capita*	16.5	92
1.09	GATS commitment restrictiveness (0–100)*	48.4	92
	2nd pillar: Environmental sustainability	**4.7**	**53**
2.01	Stringency of environmental regulation	4.5	52
2.02	Enforcement of environmental regulation	3.4	84
2.03	Sustainability of T&T industry development	3.4	119
2.04	Carbon dioxide emission, million tons/capita*	7.4	101
2.05	Particulate matter concentration, µg/m³*	21.3	41
2.06	Threatened species, %*	5.1	74
2.07	Environm. treaty ratification (0–25)*	22	20
	3rd pillar: Safety and security	**5.3**	**44**
3.01	Business costs of crime and violence	4.5	88
3.02	Reliability of police services	5.1	38
3.03	Road traffic accidents/100,000 pop.*	9.6	22
3.04	Business costs of terrorism	5.6	60
	4th pillar: Health and hygiene	**6.0**	**29**
4.01	Physician density/1,000 pop.*	3.5	21
4.02	Access to improved sanitation, % pop.*	100.0	1
4.03	Access to improved drinking water, % pop.*	100.0	1
4.04	Hospital beds/10,000 pop.*	36.0	48
	5th pillar: Prioritization of Travel & Tourism	**4.3**	**79**
5.01	Government prioritization of the T&T industry	4.8	96
5.02	T&T gov't expenditure, % gov't budget*	3.6	63
5.03	Effectiveness of marketing to attract tourists	3.5	116
5.04	Comprehensiveness of T&T data (0–120)*	87.0	16
5.05	Timeliness of T&T data (0–18)*	15.0	63
	6th pillar: Air transport infrastructure	**4.6**	**24**
6.01	Quality of air transport infrastructure	4.7	67
6.02	Airline seat kms/week, dom., millions*	536.9	12
6.03	Airline seat kms/week, int'l, millions*	1,780.0	15
6.04	Departures/1,000 pop.*	6.0	52
6.05	Airport density/million pop.*	0.7	70
6.06	No. of operating airlines*	149.5	5
6.07	International air transport network	4.4	81
	7th pillar: Ground transport infrastructure	**4.5**	**39**
7.01	Quality of roads	4.3	57
7.02	Quality of railroad infrastructure	3.6	40
7.03	Quality of port infrastructure	3.9	88
7.04	Quality of ground transport network	3.8	110
7.05	Road density/million pop.*	162.0	22

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**7.0**	**1**
8.01	Hotel rooms/100 pop.*	1.8	11
8.02	Presence of major car rental co. (1–7)*	7	1
8.03	ATMs accepting Visa cards/million pop.*	972.7	7
	9th pillar: ICT infrastructure	**4.3**	**31**
9.01	ICT use for B-to-B transactions	4.5	101
9.02	ICT use for B-to-C transactions	4.4	83
9.03	Individuals using the Internet, %*	56.8	45
9.04	Fixed telephone lines/100 pop.*	36.4	32
9.05	Broadband Internet subscribers/100 pop.*	22.1	31
9.06	Mobile telephone subscriptions/100 pop.*	157.9	10
9.07	Mobile broadband subscriptions/100 pop.*	33.3	38
	10th pillar: Price competitiveness in T&T ind.	**3.4**	**134**
10.01	Ticket taxes and airport charges (0–100)*	80.2	67
10.02	Purchasing power parity*	1.1	120
10.04	Fuel price, US$ cents/liter*	169.0	126
10.03	Extent and effect of taxation	2.2	137
10.05	Hotel price index, US$*	176.6	95
	11th pillar: Human resources	**5.1**	**41**
	Education and training	5.0	45
11.01	Primary education enrollment, net %*	97.4	35
11.02	Secondary education enrollment, gross %*	100.4	30
11.03	Quality of the educational system	3.4	86
11.04	Local availability specialized research & training	4.8	33
11.05	Extent of staff training	3.2	121
	Availability of qualified labor	5.2	41
11.06	Hiring and firing practices	2.8	132
11.07	Ease of hiring foreign labor	4.4	53
11.08	HIV prevalence, % adult pop.*	0.3	66
11.09	Business impact of HIV/AIDS	5.9	33
11.10	Life expectancy, years*	81.7	4
	12th pillar: Affinity for Travel & Tourism	**4.6**	**72**
12.01	Tourism openness, % of GDP*	3.3	93
12.02	Attitude of population toward foreign visitors	6.2	79
12.03	Extension of business trips recommended	5.6	53
12.04	Degree of customer orientation	4.8	53
	13th pillar: Natural resources	**4.4**	**34**
13.01	No. of World Heritage natural sites*	3	18
13.02	Quality of the natural environment	4.2	76
13.03	Total known species*	509	71
13.04	Terrestrial biome protection (0–17%)*	15.1	33
13.05	Marine protected areas, %*	7.0	11
	14th pillar: Cultural resources	**6.1**	**7**
14.01	No. of World Heritage cultural sites*	47	3
14.02	Sports stadiums, seats/million pop.*	52,072.1	52
14.03	No. of int'l fairs and exhibitions*	410.0	6
14.04	Creative industries exports, % of world total*	6.0	5

Jamaica

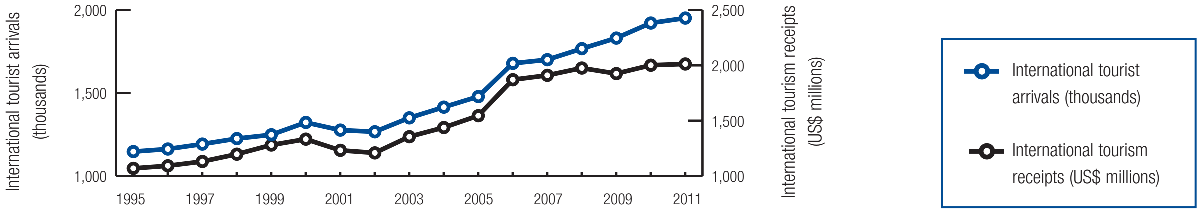
Key indicators

Population (millions), 2011	2.8
Surface area (1,000 square kilometers), 2011	11.0
Gross domestic product (current US$ billions), 2011	14.5
Gross domestic product (current PPP, $) per capita, 2011	8,927.6
Real GDP growth (percent), 2011	1.3
Environmental Performance Index 2012, rank (out of 132 economies), 2011	63

Travel & Tourism indicators

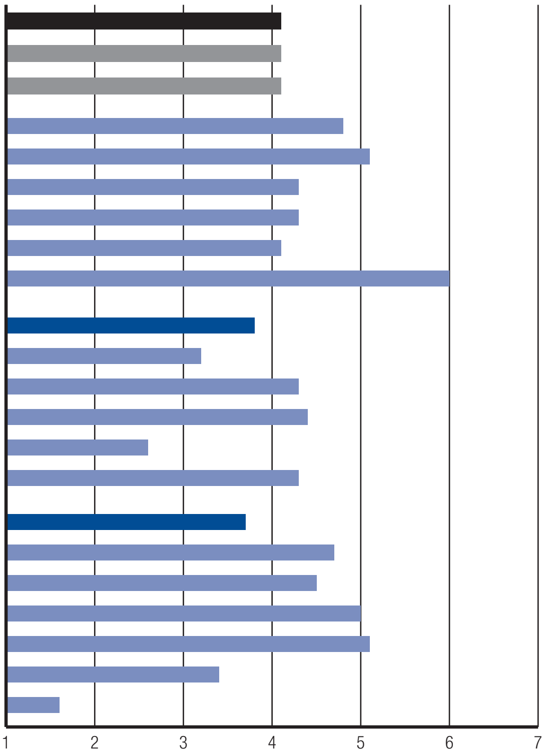
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	1,191.3	7.7	3.6
T&T industry employment (1,000 jobs)	85.3	7.1	2.4
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	3,992	25.7	3.4
T&T economy employment (1,000 jobs)	285	23.8	2.3

International tourist arrivals (thousands), 2011	1,951.8
International tourism receipts (US$, millions), 2011	2,012.5



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**67**	**4.1**
2011 Travel & Tourism Competitiveness Index	65	4.1
2009 Travel & Tourism Competitiveness Index	60	4.1
T&T regulatory framework	**59**	**4.8**
Policy rules and regulations	20	5.1
Environmental sustainability	98	4.3
Safety and security	95	4.3
Health and hygiene	92	4.1
Prioritization of Travel & Tourism	7	6.0
Business environment and infrastructure	**64**	**3.8**
Air transport infrastructure	63	3.2
Ground transport infrastructure	45	4.3
Tourism infrastructure	59	4.4
ICT infrastructure	92	2.6
Price competitiveness in the T&T industry	95	4.3
T&T human, cultural, and natural resources	**87**	**3.7**
Human resources	84	4.7
Education and training	80	4.5
Availability of qualified labor	82	5.0
Affinity for Travel & Tourism	27	5.1
Natural resources	80	3.4
Cultural resources	108	1.6



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Jamaica

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**5.1**	**20**
1.01	Prevalence of foreign ownership	5.0	55
1.02	Property rights	4.2	70
1.03	Business impact of rules on FDI	4.9	45
1.04	Visa requirements, no. of countries*	104.0	29
1.05	Openness bilateral ASAs (0–38)*	24.3	8
1.06	Transparency of government policymaking	3.7	115
1.07	No. of days to start a business*	7	24
1.08	Cost to start a business, % GNI/capita*	6.7	59
1.09	GATS commitment restrictiveness (0–100)*	72.2	38
	2nd pillar: Environmental sustainability	**4.3**	**98**
2.01	Stringency of environmental regulation	3.5	93
2.02	Enforcement of environmental regulation	3.4	88
2.03	Sustainability of T&T industry development	4.9	35
2.04	Carbon dioxide emission, million tons/capita*	4.5	76
2.05	Particulate matter concentration, μg/m³*	28.9	63
2.06	Threatened species, %*	12.4	124
2.07	Environm. treaty ratification (0–25)*	19	71
	3rd pillar: Safety and security	**4.3**	**95**
3.01	Business costs of crime and violence	2.2	137
3.02	Reliability of police services	3.7	96
3.03	Road traffic accidents/100,000 pop.*	12.3	38
3.04	Business costs of terrorism	5.7	55
	4th pillar: Health and hygiene	**4.1**	**92**
4.01	Physician density/1,000 pop.*	0.9	94
4.02	Access to improved sanitation, % pop.*	80.0	83
4.03	Access to improved drinking water, % pop.*	93.0	76
4.04	Hospital beds/10,000 pop.*	19.0	84
	5th pillar: Prioritization of Travel & Tourism	**6.0**	**7**
5.01	Government prioritization of the T&T industry	6.4	9
5.02	T&T gov't expenditure, % gov't budget*	17.0	4
5.03	Effectiveness of marketing to attract tourists	5.6	13
5.04	Comprehensiveness of T&T data (0–120)*	68.0	59
5.05	Timeliness of T&T data (0–18)*	13.5	71
	6th pillar: Air transport infrastructure	**3.2**	**63**
6.01	Quality of air transport infrastructure	5.5	37
6.02	Airline seat kms/week, dom., millions*	0.6	81
6.03	Airline seat kms/week, int'l, millions*	130.0	71
6.04	Departures/1,000 pop.*	6.2	51
6.05	Airport density/million pop.*	0.7	62
6.06	No. of operating airlines*	28.0	61
6.07	International air transport network	5.5	41
	7th pillar: Ground transport infrastructure	**4.3**	**45**
7.01	Quality of roads	3.6	82
7.02	Quality of railroad infrastructure	1.3	115
7.03	Quality of port infrastructure	5.1	39
7.04	Quality of ground transport network	4.5	68
7.05	Road density/million pop.*	201.0	11

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**4.4**	**59**
8.01	Hotel rooms/100 pop.*	1.0	28
8.02	Presence of major car rental co. (1–7)*	6	32
8.03	ATMs accepting Visa cards/million pop.*	162.4	89
	9th pillar: ICT infrastructure	**2.6**	**92**
9.01	ICT use for B-to-B transactions	4.9	77
9.02	ICT use for B-to-C transactions	3.9	103
9.03	Individuals using the Internet, %*	31.5	87
9.04	Fixed telephone lines/100 pop.*	9.9	93
9.05	Broadband Internet subscribers/100 pop.*	3.9	84
9.06	Mobile telephone subscriptions/100 pop.*	108.1	66
9.07	Mobile broadband subscriptions/100 pop.*	1.5	105
	10th pillar: Price competitiveness in T&T ind.	**4.3**	**95**
10.01	Ticket taxes and airport charges (0–100)*	76.1	80
10.02	Purchasing power parity*	0.7	82
10.04	Fuel price, US$ cents/liter*	98.0	55
10.03	Extent and effect of taxation	3.0	111
10.05	Hotel price index, US$*	176.3	94
	11th pillar: Human resources	**4.7**	**84**
	Education and training	4.5	80
11.01	Primary education enrollment, net %*	82.0	120
11.02	Secondary education enrollment, gross %*	92.7	54
11.03	Quality of the educational system	3.6	75
11.04	Local availability specialized research & training	3.9	81
11.05	Extent of staff training	4.1	58
	Availability of qualified labor	5.0	82
11.06	Hiring and firing practices	4.2	48
11.07	Ease of hiring foreign labor	3.6	111
11.08	HIV prevalence, % adult pop.*	1.7	117
11.09	Business impact of HIV/AIDS	4.6	103
11.10	Life expectancy, years*	72.8	84
	12th pillar: Affinity for Travel & Tourism	**5.1**	**27**
12.01	Tourism openness, % of GDP*	15.1	13
12.02	Attitude of population toward foreign visitors	6.2	81
12.03	Extension of business trips recommended	5.5	61
12.04	Degree of customer orientation	3.9	120
	13th pillar: Natural resources	**3.4**	**80**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	5.0	46
13.03	Total known species*	258	131
13.04	Terrestrial biome protection (0–17%)*	17.0	1
13.05	Marine protected areas, %*	0.7	53
	14th pillar: Cultural resources	**1.6**	**108**
14.01	No. of World Heritage cultural sites*	1	109
14.02	Sports stadiums, seats/million pop.*	43,184.6	62
14.03	No. of int'l fairs and exhibitions*	5.7	89
14.04	Creative industries exports, % of world total*	0.0	98

Japan

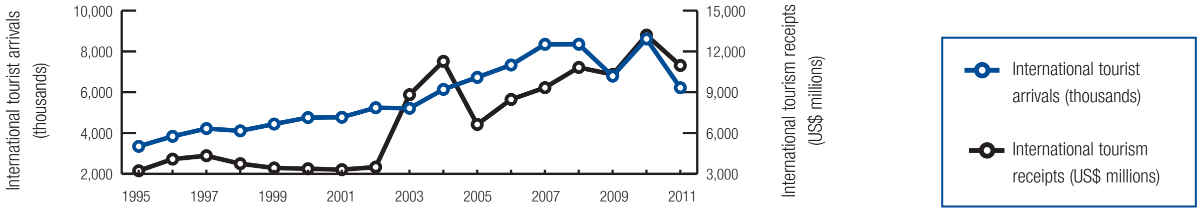
Key indicators

Population (millions), 2011	134.9
Surface area (1,000 square kilometers), 2011	377.9
Gross domestic product (current US$ billions), 2011	5,866.5
Gross domestic product (current PPP, $) per capita, 2011	34,748.1
Real GDP growth (percent), 2011	-0.8
Environmental Performance Index 2012, rank (out of 132 economies), 2011	23

Travel & Tourism indicators

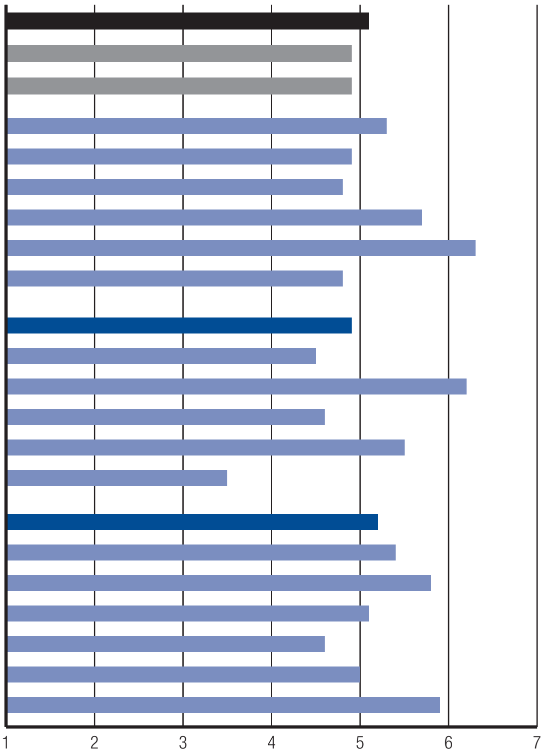
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	128,917.0	2.2	2.2
T&T industry employment (1,000 jobs)	1,415.8	2.3	0.5
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	404,286	6.8	1.8
T&T economy employment (1,000 jobs)	4,405	7.1	0.2

International tourist arrivals (thousands), 2011	6,218.7
International tourism receipts (US$, millions), 2011	10,966.5



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**14**	**5.1**
2011 Travel & Tourism Competitiveness Index	22	4.9
2009 Travel & Tourism Competitiveness Index	25	4.9
T&T regulatory framework	**24**	**5.3**
Policy rules and regulations	36	4.9
Environmental sustainability	47	4.8
Safety and security	20	5.7
Health and hygiene	16	6.3
Prioritization of Travel & Tourism	42	4.8
Business environment and infrastructure	**24**	**4.9**
Air transport infrastructure	25	4.5
Ground transport infrastructure	7	6.2
Tourism infrastructure	53	4.6
ICT infrastructure	7	5.5
Price competitiveness in the T&T industry	130	3.5
T&T human, cultural, and natural resources	**10**	**5.2**
Human resources	21	5.4
Education and training	13	5.8
Availability of qualified labor	69	5.1
Affinity for Travel & Tourism	77	4.6
Natural resources	21	5.0
Cultural resources	11	5.9



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Japan

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.9**	**36**
1.01	Prevalence of foreign ownership	4.4	88
1.02	Property rights	5.8	15
1.03	Business impact of rules on FDI	4.6	66
1.04	Visa requirements, no. of countries*	63.0	96
1.05	Openness bilateral ASAs (0–38)*	23.6	10
1.06	Transparency of government policymaking	5.1	22
1.07	No. of days to start a business*	23	93
1.08	Cost to start a business, % GNI/capita*	7.5	64
1.09	GATS commitment restrictiveness (0–100)*	46.0	96
	2nd pillar: Environmental sustainability	**4.8**	**47**
2.01	Stringency of environmental regulation	5.9	10
2.02	Enforcement of environmental regulation	5.7	12
2.03	Sustainability of T&T industry development	4.5	63
2.04	Carbon dioxide emission, million tons/capita*	9.5	115
2.05	Particulate matter concentration, µg/m³*	24.9	52
2.06	Threatened species, %*	13.5	130
2.07	Environm. treaty ratification (0–25)*	22	20
	3rd pillar: Safety and security	**5.7**	**20**
3.01	Business costs of crime and violence	5.4	40
3.02	Reliability of police services	5.7	26
3.03	Road traffic accidents/100,000 pop.*	5.0	7
3.04	Business costs of terrorism	5.3	86
	4th pillar: Health and hygiene	**6.3**	**16**
4.01	Physician density/1,000 pop.*	2.1	53
4.02	Access to improved sanitation, % pop.*	100.0	1
4.03	Access to improved drinking water, % pop.*	100.0	1
4.04	Hospital beds/10,000 pop.*	137.0	1
	5th pillar: Prioritization of Travel & Tourism	**4.8**	**42**
5.01	Government prioritization of the T&T industry	5.5	55
5.02	T&T gov't expenditure, % gov't budget*	4.2	47
5.03	Effectiveness of marketing to attract tourists	4.6	60
5.04	Comprehensiveness of T&T data (0–120)*	71.0	51
5.05	Timeliness of T&T data (0–18)*	17.5	7
	6th pillar: Air transport infrastructure	**4.5**	**25**
6.01	Quality of air transport infrastructure	5.3	46
6.02	Airline seat kms/week, dom., millions*	1,871.8	4
6.03	Airline seat kms/week, int'l, millions*	2,963.2	7
6.04	Departures/1,000 pop.*	5.1	57
6.05	Airport density/million pop.*	0.6	77
6.06	No. of operating airlines*	79.0	16
6.07	International air transport network	5.3	46
	7th pillar: Ground transport infrastructure	**6.2**	**7**
7.01	Quality of roads	5.9	14
7.02	Quality of railroad infrastructure	6.6	2
7.03	Quality of port infrastructure	5.2	31
7.04	Quality of ground transport network	6.2	6
7.05	Road density/million pop.*	320.0	7

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**4.6**	**53**
8.01	Hotel rooms/100 pop.*	1.2	20
8.02	Presence of major car rental co. (1–7)*	4	82
8.03	ATMs accepting Visa cards/million pop.*	339.5	59
	9th pillar: ICT infrastructure	**5.5**	**7**
9.01	ICT use for B-to-B transactions	6.0	7
9.02	ICT use for B-to-C transactions	5.9	7
9.03	Individuals using the Internet, %*	79.5	17
9.04	Fixed telephone lines/100 pop.*	51.1	13
9.05	Broadband Internet subscribers/100 pop.*	27.6	17
9.06	Mobile telephone subscriptions/100 pop.*	105.0	72
9.07	Mobile broadband subscriptions/100 pop.*	101.3	3
	10th pillar: Price competitiveness in T&T ind.	**3.5**	**130**
10.01	Ticket taxes and airport charges (0–100)*	63.9	113
10.02	Purchasing power parity*	1.3	134
10.04	Fuel price, US$ cents/liter*	137.0	97
10.03	Extent and effect of taxation	3.0	109
10.05	Hotel price index, US$*	137.9	71
	11th pillar: Human resources	**5.4**	**21**
	Education and training	5.8	13
11.01	Primary education enrollment, net %*	100.0	2
11.02	Secondary education enrollment, gross %*	102.2	21
11.03	Quality of the educational system	4.2	43
11.04	Local availability specialized research & training	5.5	12
11.05	Extent of staff training	5.3	5
	Availability of qualified labor	5.1	69
11.06	Hiring and firing practices	2.8	130
11.07	Ease of hiring foreign labor	3.4	118
11.08	HIV prevalence, % adult pop.*	0.1	12
11.09	Business impact of HIV/AIDS	5.5	55
11.10	Life expectancy, years*	82.9	1
	12th pillar: Affinity for Travel & Tourism	**4.6**	**77**
12.01	Tourism openness, % of GDP*	0.7	137
12.02	Attitude of population toward foreign visitors	6.2	74
12.03	Extension of business trips recommended	4.5	125
12.04	Degree of customer orientation	6.4	1
	13th pillar: Natural resources	**5.0**	**21**
13.01	No. of World Heritage natural sites*	4	10
13.02	Quality of the natural environment	5.5	25
13.03	Total known species*	637	57
13.04	Terrestrial biome protection (0–17%)*	14.9	34
13.05	Marine protected areas, %*	0.5	59
	14th pillar: Cultural resources	**5.9**	**11**
14.01	No. of World Heritage cultural sites*	32	7
14.02	Sports stadiums, seats/million pop.*	37,108.6	67
14.03	No. of int'l fairs and exhibitions*	290.3	9
14.04	Creative industries exports, % of world total*	1.5	14

Jordan

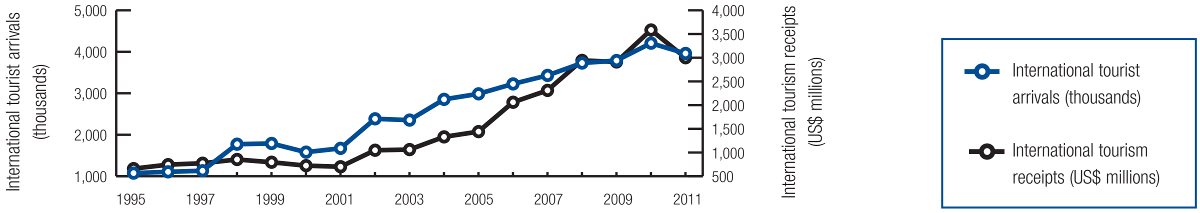
Key indicators

Population (millions), 2011	6.4
Surface area (1,000 square kilometers), 2011	89.3
Gross domestic product (current US$ billions), 2011	28.9
Gross domestic product (current PPP, $) per capita, 2011	5,907.0
Real GDP growth (percent), 2011	2.6
Environmental Performance Index 2012, rank (out of 132 economies), 2011	117

Travel & Tourism indicators

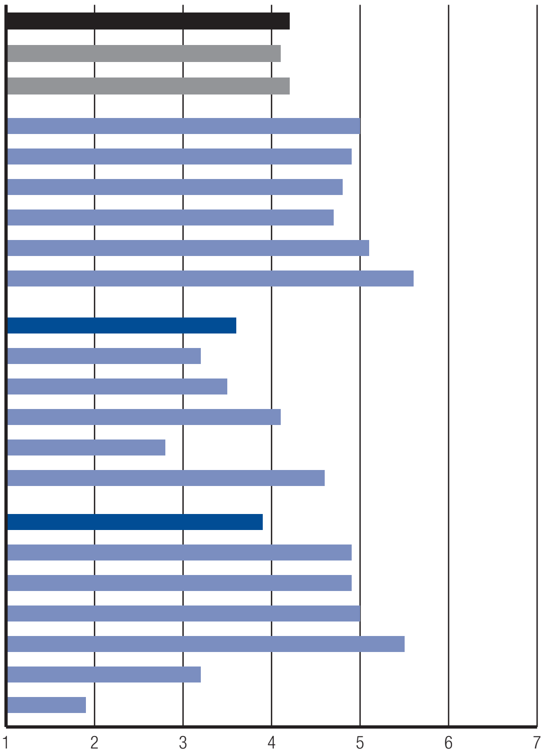
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	2,305.1	8.0	4.2
T&T industry employment (1,000 jobs)	121.0	7.0	2.1
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	5,603	19.4	4.4
T&T economy employment (1,000 jobs)	297	17.3	2.3

International tourist arrivals (thousands), 2011	3,959.7
International tourism receipts (US$, millions), 2011	2,999.7



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**60**	**4.2**
2011 Travel & Tourism Competitiveness Index	64	4.1
2009 Travel & Tourism Competitiveness Index	54	4.2
T&T regulatory framework	**37**	**5.0**
Policy rules and regulations	35	4.9
Environmental sustainability	46	4.8
Safety and security	72	4.7
Health and hygiene	60	5.1
Prioritization of Travel & Tourism	14	5.6
Business environment and infrastructure	**69**	**3.6**
Air transport infrastructure	62	3.2
Ground transport infrastructure	75	3.5
Tourism infrastructure	69	4.1
ICT infrastructure	82	2.8
Price competitiveness in the T&T industry	67	4.6
T&T human, cultural, and natural resources	**72**	**3.9**
Human resources	67	4.9
Education and training	58	4.9
Availability of qualified labor	81	5.0
Affinity for Travel & Tourism	13	5.5
Natural resources	94	3.2
Cultural resources	94	1.9



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Jordan

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.9**	**35**
1.01	Prevalence of foreign ownership	4.6	79
1.02	Property rights	5.3	30
1.03	Business impact of rules on FDI	4.6	69
1.04	Visa requirements, no. of countries*	96.2	36
1.05	Openness bilateral ASAs (0–38)*	11.4	61
1.06	Transparency of government policymaking	4.4	53
1.07	No. of days to start a business*	12	55
1.08	Cost to start a business, % GNI/capita*	13.8	83
1.09	GATS commitment restrictiveness (0–100)*	74.1	30
	2nd pillar: Environmental sustainability	**4.8**	**46**
2.01	Stringency of environmental regulation	3.9	71
2.02	Enforcement of environmental regulation	3.7	66
2.03	Sustainability of T&T industry development	4.5	64
2.04	Carbon dioxide emission, million tons/capita*	3.7	67
2.05	Particulate matter concentration, µg/m³*	29.5	66
2.06	Threatened species, %*	5.5	78
2.07	Environm. treaty ratification (0–25)*	21	39
	3rd pillar: Safety and security	**4.7**	**72**
3.01	Business costs of crime and violence	5.7	26
3.02	Reliability of police services	5.6	28
3.03	Road traffic accidents/100,000 pop.*	34.2	125
3.04	Business costs of terrorism	5.5	73
	4th pillar: Health and hygiene	**5.1**	**60**
4.01	Physician density/1,000 pop.*	2.5	48
4.02	Access to improved sanitation, % pop.*	98.0	42
4.03	Access to improved drinking water, % pop.*	97.0	59
4.04	Hospital beds/10,000 pop.*	18.0	87
	5th pillar: Prioritization of Travel & Tourism	**5.6**	**14**
5.01	Government prioritization of the T&T industry	5.4	57
5.02	T&T gov't expenditure, % gov't budget*	10.5	9
5.03	Effectiveness of marketing to attract tourists	4.7	58
5.04	Comprehensiveness of T&T data (0–120)*	86.0	19
5.05	Timeliness of T&T data (0–18)*	13.5	71
	6th pillar: Air transport infrastructure	**3.2**	**62**
6.01	Quality of air transport infrastructure	5.5	38
6.02	Airline seat kms/week, dom., millions*	0.7	79
6.03	Airline seat kms/week, int'l, millions*	184.0	62
6.04	Departures/1,000 pop.*	6.4	49
6.05	Airport density/million pop.*	0.3	101
6.06	No. of operating airlines*	33.5	54
6.07	International air transport network	5.7	36
	7th pillar: Ground transport infrastructure	**3.5**	**75**
7.01	Quality of roads	4.8	45
7.02	Quality of railroad infrastructure	1.9	94
7.03	Quality of port infrastructure	4.4	62
7.04	Quality of ground transport network	5.0	35
7.05	Road density/million pop.*	9.0	119

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**4.1**	**69**
8.01	Hotel rooms/100 pop.*	0.4	69
8.02	Presence of major car rental co. (1–7)*	7	1
8.03	ATMs accepting Visa cards/million pop.*	227.5	79
	9th pillar: ICT infrastructure	**2.8**	**82**
9.01	ICT use for B-to-B transactions	5.3	50
9.02	ICT use for B-to-C transactions	4.9	42
9.03	Individuals using the Internet, %*	34.9	82
9.04	Fixed telephone lines/100 pop.*	7.4	101
9.05	Broadband Internet subscribers/100 pop.*	3.2	87
9.06	Mobile telephone subscriptions/100 pop.*	118.2	46
9.07	Mobile broadband subscriptions/100 pop.*	4.9	85
	10th pillar: Price competitiveness in T&T ind.	**4.6**	**67**
10.01	Ticket taxes and airport charges (0–100)*	72.8	96
10.02	Purchasing power parity*	0.8	95
10.04	Fuel price, US$ cents/liter*	73.0	24
10.03	Extent and effect of taxation	3.4	79
10.05	Hotel price index, US$*	141.3	74
	11th pillar: Human resources	**4.9**	**67**
	Education and training	4.9	58
11.01	Primary education enrollment, net %*	90.7	91
11.02	Secondary education enrollment, gross %*	86.9	78
11.03	Quality of the educational system	4.4	31
11.04	Local availability specialized research & training	4.5	47
11.05	Extent of staff training	3.8	87
	Availability of qualified labor	5.0	81
11.06	Hiring and firing practices	3.8	82
11.07	Ease of hiring foreign labor	3.7	100
11.08	HIV prevalence, % adult pop.*	0.0	1
11.09	Business impact of HIV/AIDS	6.2	19
11.10	Life expectancy, years*	73.3	76
	12th pillar: Affinity for Travel & Tourism	**5.5**	**13**
12.01	Tourism openness, % of GDP*	14.4	17
12.02	Attitude of population toward foreign visitors	6.4	52
12.03	Extension of business trips recommended	5.7	41
12.04	Degree of customer orientation	4.8	48
	13th pillar: Natural resources	**3.2**	**94**
13.01	No. of World Heritage natural sites*	1	45
13.02	Quality of the natural environment	4.1	84
13.03	Total known species*	417	91
13.04	Terrestrial biome protection (0–17%)*	1.6	126
13.05	Marine protected areas, %*	30.0	2
	14th pillar: Cultural resources	**1.9**	**94**
14.01	No. of World Heritage cultural sites*	5	52
14.02	Sports stadiums, seats/million pop.*	12,619.3	104
14.03	No. of int'l fairs and exhibitions*	7.3	85
14.04	Creative industries exports, % of world total*	0.0	68

Kazakhstan

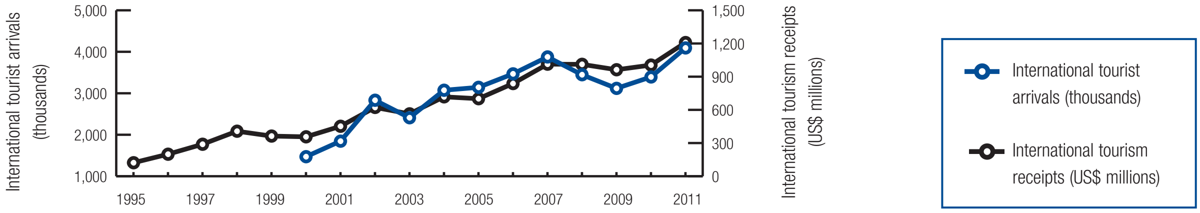
Key indicators

Population (millions), 2011	16.4
Surface area (1,000 square kilometers), 2011	2,724.9
Gross domestic product (current US$ billions), 2011	186.2
Gross domestic product (current PPP, $) per capita, 2011	13,001.2
Real GDP growth (percent), 2011	7.5
Environmental Performance Index 2012, rank (out of 132 economies), 2011	129

Travel & Tourism indicators

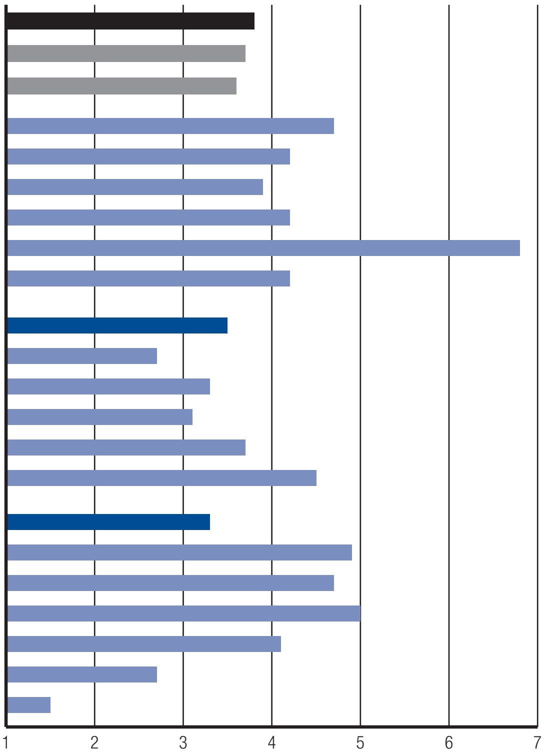
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	2,784.7	1.5	5.1
T&T industry employment (1,000 jobs)	116.4	1.4	–0.5
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	9,138	5.0	5.4
T&T economy employment (1,000 jobs)	374	4.5	–0.7

International tourist arrivals (thousands), 2011	4,093.0
International tourism receipts (US$, millions), 2011	1,208.5



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**88**	**3.8**
2011 Travel & Tourism Competitiveness Index	93	3.7
2009 Travel & Tourism Competitiveness Index	92	3.6
T&T regulatory framework	**62**	**4.7**
Policy rules and regulations	99	4.2
Environmental sustainability	124	3.9
Safety and security	99	4.2
Health and hygiene	3	6.8
Prioritization of Travel & Tourism	90	4.2
Business environment and infrastructure	**79**	**3.5**
Air transport infrastructure	82	2.7
Ground transport infrastructure	80	3.3
Tourism infrastructure	87	3.1
ICT infrastructure	48	3.7
Price competitiveness in the T&T industry	73	4.5
T&T human, cultural, and natural resources	**119**	**3.3**
Human resources	71	4.9
Education and training	66	4.7
Availability of qualified labor	73	5.0
Affinity for Travel & Tourism	121	4.1
Natural resources	120	2.7
Cultural resources	117	1.5



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Kazakhstan

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.2**	**99**
1.01	Prevalence of foreign ownership	4.1	100
1.02	Property rights	4.1	75
1.03	Business impact of rules on FDI	4.3	99
1.04	Visa requirements, no. of countries*	12.0	129
1.05	Openness bilateral ASAs (0–38)*	6.0	124
1.06	Transparency of government policymaking	4.9	**32**
1.07	No. of days to start a business*	19	80
1.08	Cost to start a business, % GNI/capita*	0.6	**8**
1.09	GATS commitment restrictiveness (0–100)*	n/a	n/a
	2nd pillar: Environmental sustainability	**3.9**	**124**
2.01	Stringency of environmental regulation	3.7	85
2.02	Enforcement of environmental regulation	3.4	90
2.03	Sustainability of T&T industry development	3.9	95
2.04	Carbon dioxide emission, million tons/capita*	15.1	127
2.05	Particulate matter concentration, µg/m³*	16.7	**27**
2.06	Threatened species, %*	6.4	95
2.07	Environm. treaty ratification (0–25)*	15	123
	3rd pillar: Safety and security	**4.2**	**99**
3.01	Business costs of crime and violence	5.0	61
3.02	Reliability of police services	3.7	94
3.03	Road traffic accidents/100,000 pop.*	30.6	115
3.04	Business costs of terrorism	5.6	68
	4th pillar: Health and hygiene	**6.8**	**3**
4.01	Physician density/1,000 pop.*	4.1	**6**
4.02	Access to improved sanitation, % pop.*	97.0	**48**
4.03	Access to improved drinking water, % pop.*	95.0	70
4.04	Hospital beds/10,000 pop.*	76.0	**7**
	5th pillar: Prioritization of Travel & Tourism	**4.2**	**90**
5.01	Government prioritization of the T&T industry	4.8	95
5.02	T&T gov't expenditure, % gov't budget*	4.1	**50**
5.03	Effectiveness of marketing to attract tourists	3.2	125
5.04	Comprehensiveness of T&T data (0–120)*	80.0	**28**
5.05	Timeliness of T&T data (0–18)*	13.5	71
	6th pillar: Air transport infrastructure	**2.7**	**82**
6.01	Quality of air transport infrastructure	4.1	95
6.02	Airline seat kms/week, dom., millions*	75.1	**32**
6.03	Airline seat kms/week, int'l, millions*	121.2	74
6.04	Departures/1,000 pop.*	1.7	89
6.05	Airport density/million pop.*	1.0	**43**
6.06	No. of operating airlines*	28.0	61
6.07	International air transport network	4.4	80
	7th pillar: Ground transport infrastructure	**3.3**	**80**
7.01	Quality of roads	2.7	115
7.02	Quality of railroad infrastructure	4.3	**29**
7.03	Quality of port infrastructure	3.4	113
7.04	Quality of ground transport network	4.8	**43**
7.05	Road density/million pop.*	4.0	130

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**3.1**	**87**
8.01	Hotel rooms/100 pop.*	0.2	87
8.02	Presence of major car rental co. (1–7)*	1	123
8.03	ATMs accepting Visa cards/million pop.*	556.2	**30**
	9th pillar: ICT infrastructure	**3.7**	**48**
9.01	ICT use for B-to-B transactions	5.0	63
9.02	ICT use for B-to-C transactions	4.7	62
9.03	Individuals using the Internet, %*	45.0	62
9.04	Fixed telephone lines/100 pop.*	26.3	**46**
9.05	Broadband Internet subscribers/100 pop.*	7.4	68
9.06	Mobile telephone subscriptions/100 pop.*	155.7	**11**
9.07	Mobile broadband subscriptions/100 pop.*	38.4	**29**
	10th pillar: Price competitiveness in T&T ind.	**4.5**	**73**
10.01	Ticket taxes and airport charges (0–100)*	79.9	70
10.02	Purchasing power parity*	0.9	102
10.04	Fuel price, US$ cents/liter*	51.0	**14**
10.03	Extent and effect of taxation	3.9	**37**
10.05	Hotel price index, US$*	199.5	102
	11th pillar: Human resources	**4.9**	**71**
	Education and training	4.7	66
11.01	Primary education enrollment, net %*	88.2	102
11.02	Secondary education enrollment, gross %*	99.6	**34**
11.03	Quality of the educational system	3.2	100
11.04	Local availability specialized research & training	4.1	72
11.05	Extent of staff training	3.9	71
	Availability of qualified labor	5.0	73
11.06	Hiring and firing practices	4.7	**24**
11.07	Ease of hiring foreign labor	4.0	86
11.08	HIV prevalence, % adult pop.*	0.1	**12**
11.09	Business impact of HIV/AIDS	5.2	72
11.10	Life expectancy, years*	68.3	104
	12th pillar: Affinity for Travel & Tourism	**4.1**	**121**
12.01	Tourism openness, % of GDP*	1.5	127
12.02	Attitude of population toward foreign visitors	6.3	60
12.03	Extension of business trips recommended	4.6	119
12.04	Degree of customer orientation	4.3	103
	13th pillar: Natural resources	**2.7**	**120**
13.01	No. of World Heritage natural sites*	1	**45**
13.02	Quality of the natural environment	3.6	113
13.03	Total known species*	609	60
13.04	Terrestrial biome protection (0–17%)*	2.4	120
13.05	Marine protected areas, %*	n/a	n/a
	14th pillar: Cultural resources	**1.5**	**117**
14.01	No. of World Heritage cultural sites*	2	88
14.02	Sports stadiums, seats/million pop.*	18,376.6	92
14.03	No. of int'l fairs and exhibitions*	5.3	92
14.04	Creative industries exports, % of world total*	0.0	86

Kenya

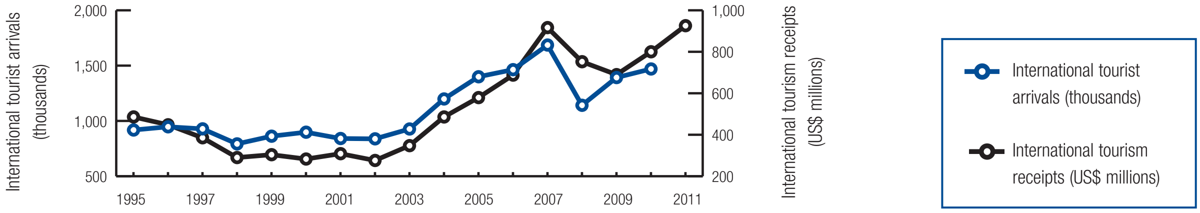
Key indicators

Population (millions), 2011	41.8
Surface area (1,000 square kilometers), 2011	580.4
Gross domestic product (current US$ billions), 2011	34.1
Gross domestic product (current PPP, $) per capita, 2011	1,740.6
Real GDP growth (percent), 2011	4.4
Environmental Performance Index 2012, rank (out of 132 economies), 2011	83

Travel & Tourism indicators

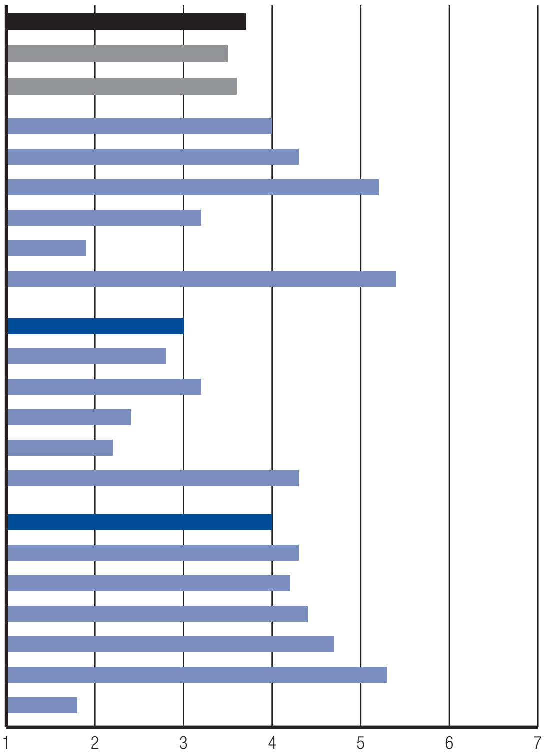
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	1,937.7	5.6	3.4
T&T industry employment (1,000 jobs)	317.4	4.7	1.2
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	4,666	13.6	3.7
T&T economy employment (1,000 jobs)	788	11.8	1.4

International tourist arrivals (thousands), 2010	1,469.6
International tourism receipts (US$, millions), 2011	925.9



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**96**	**3.7**
2011 Travel & Tourism Competitiveness Index	103	3.5
2009 Travel & Tourism Competitiveness Index	97	3.6
T&T regulatory framework	**108**	**4.0**
Policy rules and regulations	95	4.3
Environmental sustainability	21	5.2
Safety and security	135	3.2
Health and hygiene	131	1.9
Prioritization of Travel & Tourism	23	5.4
Business environment and infrastructure	**105**	**3.0**
Air transport infrastructure	77	2.8
Ground transport infrastructure	86	3.2
Tourism infrastructure	104	2.4
ICT infrastructure	106	2.2
Price competitiveness in the T&T industry	91	4.3
T&T human, cultural, and natural resources	**60**	**4.0**
Human resources	106	4.3
Education and training	102	4.2
Availability of qualified labor	124	4.4
Affinity for Travel & Tourism	58	4.7
Natural resources	14	5.3
Cultural resources	97	1.8



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Kenya

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.3**	**95**
1.01	Prevalence of foreign ownership	4.4	91
1.02	Property rights	3.6	107
1.03	Business impact of rules on FDI	4.4	89
1.04	Visa requirements, no. of countries*	137.8	**18**
1.05	Openness bilateral ASAs (0–38)*	7.7	107
1.06	Transparency of government policymaking	3.8	102
1.07	No. of days to start a business*	32	107
1.08	Cost to start a business, % GNI/capita*	40.4	113
1.09	GATS commitment restrictiveness (0–100)*	62.3	55
	2nd pillar: Environmental sustainability	**5.2**	**21**
2.01	Stringency of environmental regulation	3.9	72
2.02	Enforcement of environmental regulation	3.8	59
2.03	Sustainability of T&T industry development	5.3	**18**
2.04	Carbon dioxide emission, million tons/capita*	0.3	**18**
2.05	Particulate matter concentration, µg/m³*	29.6	69
2.06	Threatened species, %*	4.6	59
2.07	Environm. treaty ratification (0–25)*	22	**20**
	3rd pillar: Safety and security	**3.2**	**135**
3.01	Business costs of crime and violence	3.5	116
3.02	Reliability of police services	3.4	110
3.03	Road traffic accidents/100,000 pop.*	34.4	128
3.04	Business costs of terrorism	3.8	133
	4th pillar: Health and hygiene	**1.9**	**131**
4.01	Physician density/1,000 pop.*	0.1	121
4.02	Access to improved sanitation, % pop.*	32.0	118
4.03	Access to improved drinking water, % pop.*	59.0	130
4.04	Hospital beds/10,000 pop.*	14.0	101
	5th pillar: Prioritization of Travel & Tourism	**5.4**	**23**
5.01	Government prioritization of the T&T industry	5.9	**34**
5.02	T&T gov't expenditure, % gov't budget*	7.0	**21**
5.03	Effectiveness of marketing to attract tourists	5.6	**12**
5.04	Comprehensiveness of T&T data (0–120)*	58.0	86
5.05	Timeliness of T&T data (0–18)*	14.0	69
	6th pillar: Air transport infrastructure	**2.8**	**77**
6.01	Quality of air transport infrastructure	4.8	65
6.02	Airline seat kms/week, dom., millions*	15.1	**46**
6.03	Airline seat kms/week, int'l, millions*	253.5	51
6.04	Departures/1,000 pop.*	0.9	97
6.05	Airport density/million pop.*	0.3	114
6.06	No. of operating airlines*	32.0	57
6.07	International air transport network	5.1	54
	7th pillar: Ground transport infrastructure	**3.2**	**86**
7.01	Quality of roads	3.9	72
7.02	Quality of railroad infrastructure	2.5	70
7.03	Quality of port infrastructure	3.8	90
7.04	Quality of ground transport network	4.6	56
7.05	Road density/million pop.*	11.0	110

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**2.4**	**104**
8.01	Hotel rooms/100 pop.*	0.1	122
8.02	Presence of major car rental co. (1–7)*	4	82
8.03	ATMs accepting Visa cards/million pop.*	50.7	105
	9th pillar: ICT infrastructure	**2.2**	**106**
9.01	ICT use for B-to-B transactions	4.9	76
9.02	ICT use for B-to-C transactions	4.5	72
9.03	Individuals using the Internet, %*	28.0	93
9.04	Fixed telephone lines/100 pop.*	0.7	127
9.05	Broadband Internet subscribers/100 pop.*	0.1	121
9.06	Mobile telephone subscriptions/100 pop.*	67.5	118
9.07	Mobile broadband subscriptions/100 pop.*	0.3	118
	10th pillar: Price competitiveness in T&T ind.	**4.3**	**91**
10.01	Ticket taxes and airport charges (0–100)*	57.7	122
10.02	Purchasing power parity*	0.5	**25**
10.04	Fuel price, US$ cents/liter*	127.0	87
10.03	Extent and effect of taxation	3.3	86
10.05	Hotel price index, US$*	144.5	79
	11th pillar: Human resources	**4.3**	**106**
	Education and training	4.2	102
11.01	Primary education enrollment, net %*	82.8	119
11.02	Secondary education enrollment, gross %*	60.2	107
11.03	Quality of the educational system	4.3	**37**
11.04	Local availability specialized research & training	4.3	64
11.05	Extent of staff training	3.9	69
	Availability of qualified labor	4.4	124
11.06	Hiring and firing practices	5.0	**11**
11.07	Ease of hiring foreign labor	4.1	73
11.08	HIV prevalence, % adult pop.*	6.3	130
11.09	Business impact of HIV/AIDS	3.3	126
11.10	Life expectancy, years*	57.1	120
	12th pillar: Affinity for Travel & Tourism	**4.7**	**58**
12.01	Tourism openness, % of GDP*	4.9	64
12.02	Attitude of population toward foreign visitors	6.4	51
12.03	Extension of business trips recommended	5.6	51
12.04	Degree of customer orientation	4.6	63
	13th pillar: Natural resources	**5.3**	**14**
13.01	No. of World Heritage natural sites*	3	**18**
13.02	Quality of the natural environment	4.3	71
13.03	Total known species*	1,502	**14**
13.04	Terrestrial biome protection (0–17%)*	11.4	66
13.05	Marine protected areas, %*	1.2	**37**
	14th pillar: Cultural resources	**1.8**	**97**
14.01	No. of World Heritage cultural sites*	4	63
14.02	Sports stadiums, seats/million pop.*	6,710.0	120
14.03	No. of int'l fairs and exhibitions*	27.7	60
14.04	Creative industries exports, % of world total*	0.0	83

Korea, Rep.

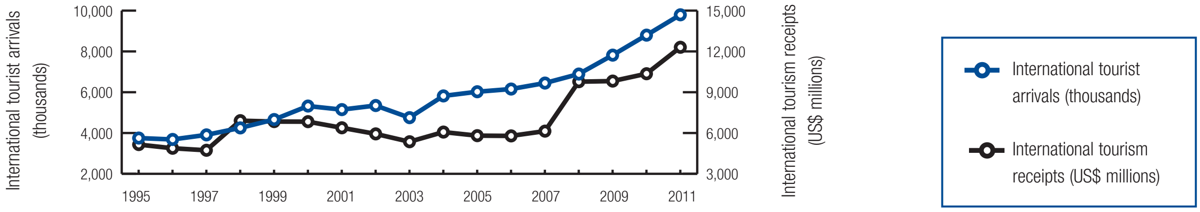
Key indicators

Population (millions), 2011	49.4
Surface area (1,000 square kilometers), 2011	99.9
Gross domestic product (current US$ billions), 2011	1,116.2
Gross domestic product (current PPP, $) per capita, 2011	31,220.5
Real GDP growth (percent), 2011	3.6
Environmental Performance Index 2012, rank (out of 132 economies), 2011	43

Travel & Tourism indicators

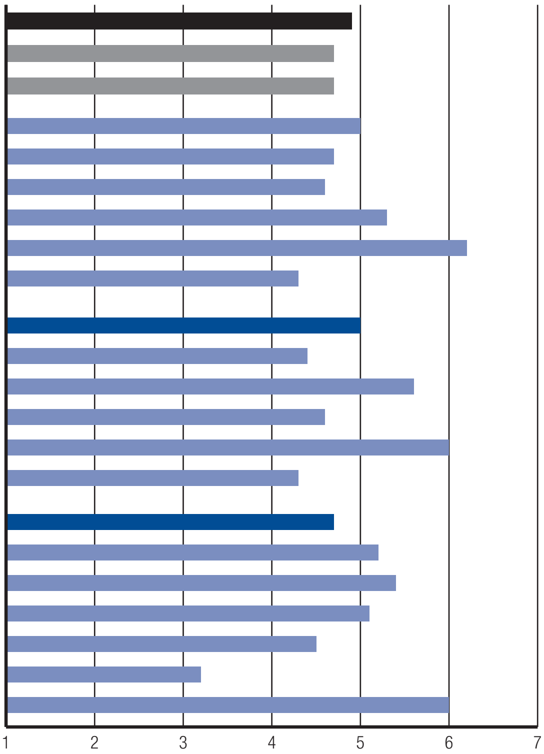
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	21,253.4	1.8	3.5
T&T industry employment (1,000 jobs)	537.2	2.2	0.8
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	60,404	5.2	2.8
T&T economy employment (1,000 jobs)	1,387	5.7	–0.3

International tourist arrivals (thousands), 2011	9,794.8
International tourism receipts (US$, millions), 2011	12,304.3



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**25**	**4.9**
2011 Travel & Tourism Competitiveness Index	32	4.7
2009 Travel & Tourism Competitiveness Index	31	4.7
T&T regulatory framework	**38**	**5.0**
Policy rules and regulations	50	4.7
Environmental sustainability	69	4.6
Safety and security	39	5.3
Health and hygiene	19	6.2
Prioritization of Travel & Tourism	75	4.3
Business environment and infrastructure	**17**	**5.0**
Air transport infrastructure	31	4.4
Ground transport infrastructure	16	5.6
Tourism infrastructure	51	4.6
ICT infrastructure	1	6.0
Price competitiveness in the T&T industry	96	4.3
T&T human, cultural, and natural resources	**20**	**4.7**
Human resources	33	5.2
Education and training	26	5.4
Availability of qualified labor	57	5.1
Affinity for Travel & Tourism	81	4.5
Natural resources	89	3.2
Cultural resources	10	6.0



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Korea, Rep.

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.7**	**50**
1.01	Prevalence of foreign ownership	4.4	89
1.02	Property rights	4.7	51
1.03	Business impact of rules on FDI	4.7	62
1.04	Visa requirements, no. of countries*	113.0	26
1.05	Openness bilateral ASAs (0–38)*	14.5	31
1.06	Transparency of government policymaking	3.3	129
1.07	No. of days to start a business*	7	24
1.08	Cost to start a business, % GNI/capita*	14.6	87
1.09	GATS commitment restrictiveness (0–100)*	52.8	77
	2nd pillar: Environmental sustainability	**4.6**	**69**
2.01	Stringency of environmental regulation	4.5	50
2.02	Enforcement of environmental regulation	4.4	40
2.03	Sustainability of T&T industry development	4.1	85
2.04	Carbon dioxide emission, million tons/capita*	10.4	119
2.05	Particulate matter concentration, µg/m³*	32.5	75
2.06	Threatened species, %*	8.8	113
2.07	Environm. treaty ratification (0–25)*	23	13
	3rd pillar: Safety and security	**5.3**	**39**
3.01	Business costs of crime and violence	5.4	43
3.02	Reliability of police services	5.0	39
3.03	Road traffic accidents/100,000 pop.*	12.8	44
3.04	Business costs of terrorism	5.5	72
	4th pillar: Health and hygiene	**6.2**	**19**
4.01	Physician density/1,000 pop.*	2.0	57
4.02	Access to improved sanitation, % pop.*	100.0	1
4.03	Access to improved drinking water, % pop.*	98.0	52
4.04	Hospital beds/10,000 pop.*	103.0	2
	5th pillar: Prioritization of Travel & Tourism	**4.3**	**75**
5.01	Government prioritization of the T&T industry	5.2	68
5.02	T&T gov't expenditure, % gov't budget*	2.6	92
5.03	Effectiveness of marketing to attract tourists	4.4	69
5.04	Comprehensiveness of T&T data (0–120)*	48.0	100
5.05	Timeliness of T&T data (0–18)*	18.0	1
	6th pillar: Air transport infrastructure	**4.4**	**31**
6.01	Quality of air transport infrastructure	5.9	26
6.02	Airline seat kms/week, dom., millions*	185.3	24
6.03	Airline seat kms/week, int'l, millions*	1,734.9	16
6.04	Departures/1,000 pop.*	9.8	39
6.05	Airport density/million pop.*	0.3	99
6.06	No. of operating airlines*	56.0	28
6.07	International air transport network	5.9	26
	7th pillar: Ground transport infrastructure	**5.6**	**16**
7.01	Quality of roads	5.8	17
7.02	Quality of railroad infrastructure	5.6	10
7.03	Quality of port infrastructure	5.5	20
7.04	Quality of ground transport network	5.9	14
7.05	Road density/million pop.*	105.0	36

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**4.6**	**51**
8.01	Hotel rooms/100 pop.*	0.2	99
8.02	Presence of major car rental co. (1–7)*	5	66
8.03	ATMs accepting Visa cards/million pop.*	1,950.3	1
	9th pillar: ICT infrastructure	**6.0**	**1**
9.01	ICT use for B-to-B transactions	5.9	19
9.02	ICT use for B-to-C transactions	6.3	2
9.03	Individuals using the Internet, %*	83.8	11
9.04	Fixed telephone lines/100 pop.*	60.9	5
9.05	Broadband Internet subscribers/100 pop.*	36.9	4
9.06	Mobile telephone subscriptions/100 pop.*	108.5	63
9.07	Mobile broadband subscriptions/100 pop.*	105.1	2
	10th pillar: Price competitiveness in T&T ind.	**4.3**	**96**
10.01	Ticket taxes and airport charges (0–100)*	89.4	18
10.02	Purchasing power parity*	0.7	89
10.04	Fuel price, US$ cents/liter*	135.0	95
10.03	Extent and effect of taxation	3.1	104
10.05	Hotel price index, US$*	158.2	87
	11th pillar: Human resources	**5.2**	**33**
	Education and training	5.4	26
11.01	Primary education enrollment, net %*	98.6	21
11.02	Secondary education enrollment, gross %*	97.1	42
11.03	Quality of the educational system	4.1	44
11.04	Local availability specialized research & training	4.8	31
11.05	Extent of staff training	4.3	42
	Availability of qualified labor	5.1	57
11.06	Hiring and firing practices	3.4	106
11.07	Ease of hiring foreign labor	3.5	115
11.08	HIV prevalence, % adult pop.*	0.1	12
11.09	Business impact of HIV/AIDS	5.1	78
11.10	Life expectancy, years*	80.8	15
	12th pillar: Affinity for Travel & Tourism	**4.5**	**81**
12.01	Tourism openness, % of GDP*	2.8	104
12.02	Attitude of population toward foreign visitors	5.5	129
12.03	Extension of business trips recommended	5.2	78
12.04	Degree of customer orientation	5.6	9
	13th pillar: Natural resources	**3.2**	**89**
13.01	No. of World Heritage natural sites*	1	45
13.02	Quality of the natural environment	4.3	73
13.03	Total known species*	457	80
13.04	Terrestrial biome protection (0–17%)*	5.8	100
13.05	Marine protected areas, %*	1.0	41
	14th pillar: Cultural resources	**6.0**	**10**
14.01	No. of World Heritage cultural sites*	23	11
14.02	Sports stadiums, seats/million pop.*	75,499.5	31
14.03	No. of int'l fairs and exhibitions*	204.3	17
14.04	Creative industries exports, % of world total*	1.0	25

Kuwait

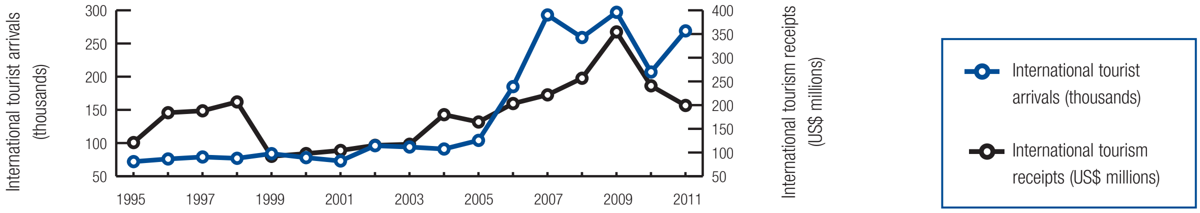
Key indicators

Population (millions), 2011	2.8
Surface area (1,000 square kilometers), 2011	17.8
Gross domestic product (current US$ billions), 2011	161.0
Gross domestic product (current PPP, $) per capita, 2011	41,700.7
Real GDP growth (percent), 2011	8.2
Environmental Performance Index 2012, rank (out of 132 economies), 2011	126

Travel & Tourism indicators

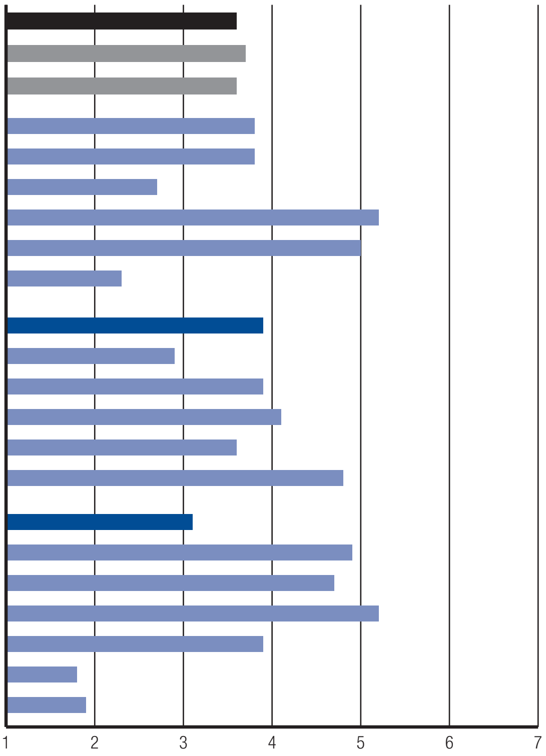
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	4,165.6	2.5	3.1
T&T industry employment (1,000 jobs)	67.8	3.0	1.6
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	8,914	5.4	3.4
T&T economy employment (1,000 jobs)	133	5.9	2.2

International tourist arrivals (thousands), 2011	269.0
International tourism receipts (US$, millions), 2011	199.3



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**101**	**3.6**
2011 Travel & Tourism Competitiveness Index	95	3.7
2009 Travel & Tourism Competitiveness Index	95	3.6
T&T regulatory framework	**114**	**3.8**
Policy rules and regulations	122	3.8
Environmental sustainability	140	2.7
Safety and security	47	5.2
Health and hygiene	62	5.0
Prioritization of Travel & Tourism	139	2.3
Business environment and infrastructure	**62**	**3.9**
Air transport infrastructure	72	2.9
Ground transport infrastructure	59	3.9
Tourism infrastructure	68	4.1
ICT infrastructure	54	3.6
Price competitiveness in the T&T industry	40	4.8
T&T human, cultural, and natural resources	**131**	**3.1**
Human resources	66	4.9
Education and training	69	4.7
Availability of qualified labor	50	5.2
Affinity for Travel & Tourism	132	3.9
Natural resources	139	1.8
Cultural resources	90	1.9



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Kuwait

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**3.8**	**122**
1.01	Prevalence of foreign ownership	3.1	134
1.02	Property rights	5.1	38
1.03	Business impact of rules on FDI	2.9	137
1.04	Visa requirements, no. of countries*	34.4	114
1.05	Openness bilateral ASAs (0–38)*	7.0	115
1.06	Transparency of government policymaking	3.8	107
1.07	No. of days to start a business*	32	107
1.08	Cost to start a business, % GNI/capita*	1.1	17
1.09	GATS commitment restrictiveness (0–100)*	25.0	110
	2nd pillar: Environmental sustainability	**2.7**	**140**
2.01	Stringency of environmental regulation	2.9	125
2.02	Enforcement of environmental regulation	2.9	112
2.03	Sustainability of T&T industry development	2.3	139
2.04	Carbon dioxide emission, million tons/capita*	30.1	137
2.05	Particulate matter concentration, µg/m³*	94.8	130
2.06	Threatened species, %*	4.3	55
2.07	Environm. treaty ratification (0–25)*	16	112
	3rd pillar: Safety and security	**5.2**	**47**
3.01	Business costs of crime and violence	5.8	24
3.02	Reliability of police services	4.8	47
3.03	Road traffic accidents/100,000 pop.*	16.9	76
3.04	Business costs of terrorism	5.6	58
	4th pillar: Health and hygiene	**5.0**	**62**
4.01	Physician density/1,000 pop.*	1.8	66
4.02	Access to improved sanitation, % pop.*	100.0	1
4.03	Access to improved drinking water, % pop.*	99.0	42
4.04	Hospital beds/10,000 pop.*	20.0	81
	5th pillar: Prioritization of Travel & Tourism	**2.3**	**139**
5.01	Government prioritization of the T&T industry	2.7	139
5.02	T&T gov't expenditure, % gov't budget*	1.2	126
5.03	Effectiveness of marketing to attract tourists	2.3	138
5.04	Comprehensiveness of T&T data (0–120)*	45.0	108
5.05	Timeliness of T&T data (0–18)*	3.0	112
	6th pillar: Air transport infrastructure	**2.9**	**72**
6.01	Quality of air transport infrastructure	4.2	87
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	218.9	55
6.04	Departures/1,000 pop.*	7.9	45
6.05	Airport density/million pop.*	0.4	97
6.06	No. of operating airlines*	35.0	52
6.07	International air transport network	4.7	68
	7th pillar: Ground transport infrastructure	**3.9**	**59**
7.01	Quality of roads	4.9	44
7.02	Quality of railroad infrastructure	n/a	n/a
7.03	Quality of port infrastructure	4.1	72
7.04	Quality of ground transport network	4.5	66
7.05	Road density/million pop.*	37.0	64

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**4.1**	**68**
8.01	Hotel rooms/100 pop.*	0.3	77
8.02	Presence of major car rental co. (1–7)*	6	32
8.03	ATMs accepting Visa cards/million pop.*	368.7	55
	9th pillar: ICT infrastructure	**3.6**	**54**
9.01	ICT use for B-to-B transactions	4.9	72
9.02	ICT use for B-to-C transactions	4.8	54
9.03	Individuals using the Internet, %*	74.2	26
9.04	Fixed telephone lines/100 pop.*	18.3	70
9.05	Broadband Internet subscribers/100 pop.*	1.7	98
9.06	Mobile telephone subscriptions/100 pop.*	175.1	7
9.07	Mobile broadband subscriptions/100 pop.*	5.9	84
	10th pillar: Price competitiveness in T&T ind.	**4.8**	**40**
10.01	Ticket taxes and airport charges (0–100)*	95.5	6
10.02	Purchasing power parity*	1.1	123
10.04	Fuel price, US$ cents/liter*	21.0	7
10.03	Extent and effect of taxation	5.5	6
10.05	Hotel price index, US$*	221.0	109
	11th pillar: Human resources	**4.9**	**66**
	Education and training	4.7	69
11.01	Primary education enrollment, net %*	92.1	83
11.02	Secondary education enrollment, gross %*	101.0	25
11.03	Quality of the educational system	3.1	103
11.04	Local availability specialized research & training	3.7	96
11.05	Extent of staff training	3.7	91
	Availability of qualified labor	5.2	50
11.06	Hiring and firing practices	3.6	90
11.07	Ease of hiring foreign labor	4.5	42
11.08	HIV prevalence, % adult pop.*	n/a	50
11.09	Business impact of HIV/AIDS	5.8	39
11.10	Life expectancy, years*	74.6	55
	12th pillar: Affinity for Travel & Tourism	**3.9**	**132**
12.01	Tourism openness, % of GDP*	5.2	60
12.02	Attitude of population toward foreign visitors	5.2	137
12.03	Extension of business trips recommended	3.5	139
12.04	Degree of customer orientation	4.6	62
	13th pillar: Natural resources	**1.8**	**139**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	2.5	138
13.03	Total known species*	329	121
13.04	Terrestrial biome protection (0–17%)*	1.6	125
13.05	Marine protected areas, %*	0.0	98
	14th pillar: Cultural resources	**1.9**	**90**
14.01	No. of World Heritage cultural sites*	0	125
14.02	Sports stadiums, seats/million pop.*	76,471.5	30
14.03	No. of int'l fairs and exhibitions*	3.0	117
14.04	Creative industries exports, % of world total*	0.0	70

Kyrgyz Republic

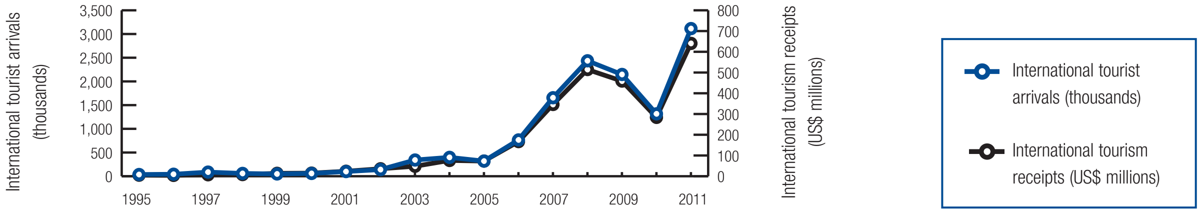
Key indicators

Population (millions), 2011	5.4
Surface area (1,000 square kilometers), 2011	199.9
Gross domestic product (current US$ billions), 2011	5.9
Gross domestic product (current PPP, $) per capita, 2011	2,372.4
Real GDP growth (percent), 2011	5.7
Environmental Performance Index 2012, rank (out of 132 economies), 2011	101

Travel & Tourism indicators

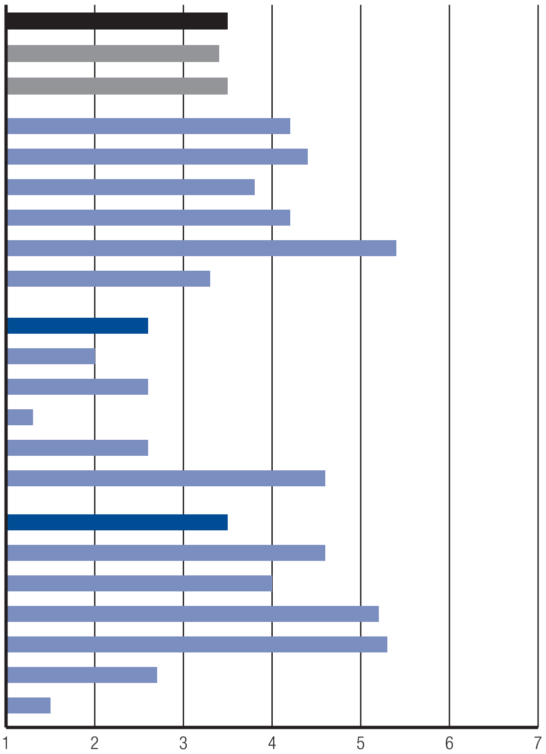
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	63.9	1.1	7.0
T&T industry employment (1,000 jobs)	20.5	0.9	2.6
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	186	3.1	6.6
T&T economy employment (1,000 jobs)	61	2.7	2.2

International tourist arrivals (thousands), 2011	3,114.4
International tourism receipts (US$, millions), 2011	640.4



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**111**	**3.5**
2011 Travel & Tourism Competitiveness Index	107	3.4
2009 Travel & Tourism Competitiveness Index	106	3.5
T&T regulatory framework	**93**	**4.2**
Policy rules and regulations	71	4.4
Environmental sustainability	129	3.8
Safety and security	100	4.2
Health and hygiene	52	5.4
Prioritization of Travel & Tourism	121	3.3
Business environment and infrastructure	**131**	**2.6**
Air transport infrastructure	128	2.0
Ground transport infrastructure	132	2.6
Tourism infrastructure	138	1.3
ICT infrastructure	89	2.6
Price competitiveness in the T&T industry	70	4.6
T&T human, cultural, and natural resources	**103**	**3.5**
Human resources	97	4.6
Education and training	110	4.0
Availability of qualified labor	46	5.2
Affinity for Travel & Tourism	19	5.3
Natural resources	122	2.7
Cultural resources	119	1.5



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Kyrgyz Republic

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.4**	**71**
1.01	Prevalence of foreign ownership	3.6	124
1.02	Property rights	2.4	138
1.03	Business impact of rules on FDI	3.3	127
1.04	Visa requirements, no. of countries*	148.7	**8**
1.05	Openness bilateral ASAs (0–38)*	2.6	136
1.06	Transparency of government policymaking	4.1	85
1.07	No. of days to start a business*	10	**48**
1.08	Cost to start a business, % GNI/capita*	2.8	**40**
1.09	GATS commitment restrictiveness (0–100)*	75.0	**17**
	2nd pillar: Environmental sustainability	**3.8**	**129**
2.01	Stringency of environmental regulation	2.4	132
2.02	Enforcement of environmental regulation	2.1	134
2.03	Sustainability of T&T industry development	2.5	136
2.04	Carbon dioxide emission, million tons/capita*	1.2	**40**
2.05	Particulate matter concentration, µg/m³*	35.2	85
2.06	Threatened species, %*	4.5	57
2.07	Environm. treaty ratification (0–25)*	14	130
	3rd pillar: Safety and security	**4.2**	**100**
3.01	Business costs of crime and violence	4.7	80
3.02	Reliability of police services	2.9	125
3.03	Road traffic accidents/100,000 pop.*	22.8	94
3.04	Business costs of terrorism	5.2	92
	4th pillar: Health and hygiene	**5.4**	**52**
4.01	Physician density/1,000 pop.*	2.3	**50**
4.02	Access to improved sanitation, % pop.*	93.0	61
4.03	Access to improved drinking water, % pop.*	90.0	91
4.04	Hospital beds/10,000 pop.*	51.0	**33**
	5th pillar: Prioritization of Travel & Tourism	**3.3**	**121**
5.01	Government prioritization of the T&T industry	4.8	97
5.02	T&T gov't expenditure, % gov't budget*	1.9	111
5.03	Effectiveness of marketing to attract tourists	3.1	132
5.04	Comprehensiveness of T&T data (0–120)*	52.0	95
5.05	Timeliness of T&T data (0–18)*	6.0	108
	6th pillar: Air transport infrastructure	**2.0**	**128**
6.01	Quality of air transport infrastructure	2.9	132
6.02	Airline seat kms/week, dom., millions*	2.0	68
6.03	Airline seat kms/week, int'l, millions*	34.9	102
6.04	Departures/1,000 pop.*	0.9	98
6.05	Airport density/million pop.*	0.4	95
6.06	No. of operating airlines*	16.5	89
6.07	International air transport network	3.4	132
	7th pillar: Ground transport infrastructure	**2.6**	**132**
7.01	Quality of roads	2.5	131
7.02	Quality of railroad infrastructure	2.3	77
7.03	Quality of port infrastructure	1.5	140
7.04	Quality of ground transport network	4.9	**39**
7.05	Road density/million pop.*	17.0	94

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**1.3**	**138**
8.01	Hotel rooms/100 pop.*	0.1	124
8.02	Presence of major car rental co. (1–7)*	0	136
8.03	ATMs accepting Visa cards/million pop.*	74.6	97
	9th pillar: ICT infrastructure	**2.6**	**89**
9.01	ICT use for B-to-B transactions	4.0	127
9.02	ICT use for B-to-C transactions	4.0	99
9.03	Individuals using the Internet, %*	20.0	98
9.04	Fixed telephone lines/100 pop.*	9.3	95
9.05	Broadband Internet subscribers/100 pop.*	0.7	106
9.06	Mobile telephone subscriptions/100 pop.*	116.4	**49**
9.07	Mobile broadband subscriptions/100 pop.*	n/a	n/a
	10th pillar: Price competitiveness in T&T ind.	**4.6**	**70**
10.01	Ticket taxes and airport charges (0–100)*	73.2	94
10.02	Purchasing power parity*	0.4	**18**
10.04	Fuel price, US$ cents/liter*	79.0	**30**
10.03	Extent and effect of taxation	3.3	88
10.05	Hotel price index, US$*	194.9	100
	11th pillar: Human resources	**4.6**	**97**
	Education and training	4.0	110
11.01	Primary education enrollment, net %*	87.5	107
11.02	Secondary education enrollment, gross %*	84.0	82
11.03	Quality of the educational system	2.8	122
11.04	Local availability specialized research & training	3.1	129
11.05	Extent of staff training	3.1	125
	Availability of qualified labor	5.2	**46**
11.06	Hiring and firing practices	4.8	**19**
11.07	Ease of hiring foreign labor	4.4	52
11.08	HIV prevalence, % adult pop.*	0.3	66
11.09	Business impact of HIV/AIDS	5.5	60
11.10	Life expectancy, years*	69.4	96
	12th pillar: Affinity for Travel & Tourism	**5.3**	**19**
12.01	Tourism openness, % of GDP*	17.9	**8**
12.02	Attitude of population toward foreign visitors	5.9	107
12.03	Extension of business trips recommended	5.3	74
12.04	Degree of customer orientation	4.1	110
	13th pillar: Natural resources	**2.7**	**122**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	5.1	**44**
13.03	Total known species*	403	96
13.04	Terrestrial biome protection (0–17%)*	4.0	113
13.05	Marine protected areas, %*	n/a	n/a
	14th pillar: Cultural resources	**1.5**	**119**
14.01	No. of World Heritage cultural sites*	3	74
14.02	Sports stadiums, seats/million pop.*	9,987.3	110
14.03	No. of int'l fairs and exhibitions*	0.0	134
14.04	Creative industries exports, % of world total*	0.0	107

Latvia

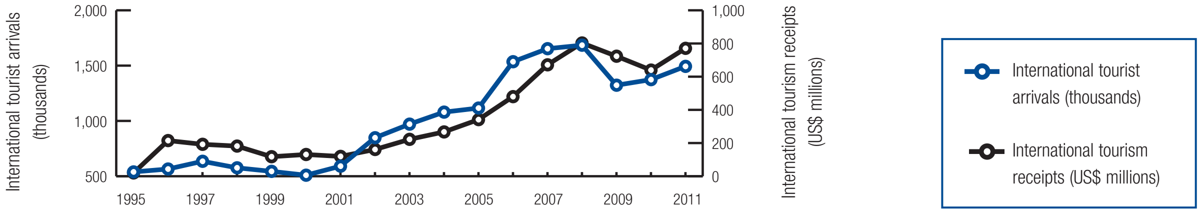
Key indicators

Population (millions), 2011	2.3
Surface area (1,000 square kilometers), 2011	64.6
Gross domestic product (current US$ billions), 2011	28.3
Gross domestic product (current PPP, $) per capita, 2011	16,818.4
Real GDP growth (percent), 2011	5.5
Environmental Performance Index 2012, rank (out of 132 economies), 2011	2

Travel & Tourism indicators

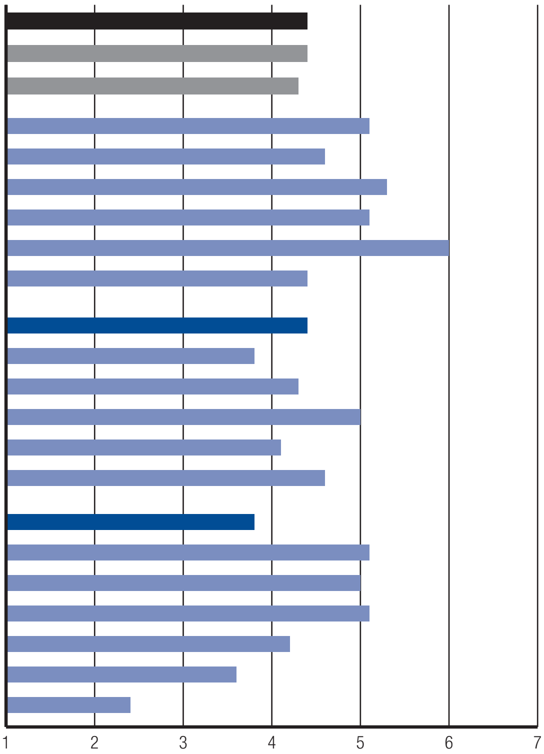
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	862.8	3.1	5.4
T&T industry employment (1,000 jobs)	28.8	2.9	1.2
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	2,268	8.0	5.5
T&T economy employment (1,000 jobs)	74	7.6	1.0

International tourist arrivals (thousands), 2011	1,493.2
International tourism receipts (US$, millions), 2011	770.8



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**48**	**4.4**
2011 Travel & Tourism Competitiveness Index	51	4.4
2009 Travel & Tourism Competitiveness Index	48	4.3
T&T regulatory framework	**35**	**5.1**
Policy rules and regulations	58	4.6
Environmental sustainability	18	5.3
Safety and security	53	5.1
Health and hygiene	32	6.0
Prioritization of Travel & Tourism	70	4.4
Business environment and infrastructure	**40**	**4.4**
Air transport infrastructure	47	3.8
Ground transport infrastructure	44	4.3
Tourism infrastructure	35	5.0
ICT infrastructure	38	4.1
Price competitiveness in the T&T industry	57	4.6
T&T human, cultural, and natural resources	**77**	**3.8**
Human resources	46	5.1
Education and training	50	5.0
Availability of qualified labor	55	5.1
Affinity for Travel & Tourism	113	4.2
Natural resources	70	3.6
Cultural resources	73	2.4



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Latvia

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.6**	**58**
1.01	Prevalence of foreign ownership	4.9	59
1.02	Property rights	4.2	68
1.03	Business impact of rules on FDI	4.3	96
1.04	Visa requirements, no. of countries*	71.0	58
1.05	Openness bilateral ASAs (0–38)*	9.1	95
1.06	Transparency of government policymaking	4.2	72
1.07	No. of days to start a business*	16	71
1.08	Cost to start a business, % GNI/capita*	2.3	**33**
1.09	GATS commitment restrictiveness (0–100)*	65.4	51
	2nd pillar: Environmental sustainability	**5.3**	**18**
2.01	Stringency of environmental regulation	4.4	53
2.02	Enforcement of environmental regulation	4.2	**47**
2.03	Sustainability of T&T industry development	4.1	80
2.04	Carbon dioxide emission, million tons/capita*	3.3	66
2.05	Particulate matter concentration, µg/m³*	11.9	**6**
2.06	Threatened species, %*	2.0	**9**
2.07	Environm. treaty ratification (0–25)*	21	**39**
	3rd pillar: Safety and security	**5.1**	**53**
3.01	Business costs of crime and violence	5.3	**45**
3.02	Reliability of police services	4.3	65
3.03	Road traffic accidents/100,000 pop.*	17.9	78
3.04	Business costs of terrorism	6.0	**41**
	4th pillar: Health and hygiene	**6.0**	**32**
4.01	Physician density/1,000 pop.*	3.0	**33**
4.02	Access to improved sanitation, % pop.*	78.0	86
4.03	Access to improved drinking water, % pop.*	99.0	**42**
4.04	Hospital beds/10,000 pop.*	64.0	**19**
	5th pillar: Prioritization of Travel & Tourism	**4.4**	**70**
5.01	Government prioritization of the T&T industry	4.6	107
5.02	T&T gov't expenditure, % gov't budget*	3.1	75
5.03	Effectiveness of marketing to attract tourists	4.1	90
5.04	Comprehensiveness of T&T data (0–120)*	92.0	**11**
5.05	Timeliness of T&T data (0–18)*	16.5	**17**
	6th pillar: Air transport infrastructure	**3.8**	**47**
6.01	Quality of air transport infrastructure	5.3	**47**
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	75.8	82
6.04	Departures/1,000 pop.*	29.3	**12**
6.05	Airport density/million pop.*	0.9	51
6.06	No. of operating airlines*	18.0	86
6.07	International air transport network	5.3	**47**
	7th pillar: Ground transport infrastructure	**4.3**	**44**
7.01	Quality of roads	3.2	98
7.02	Quality of railroad infrastructure	4.0	**33**
7.03	Quality of port infrastructure	4.8	50
7.04	Quality of ground transport network	4.8	48
7.05	Road density/million pop.*	107.0	**35**

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**5.0**	**35**
8.01	Hotel rooms/100 pop.*	0.6	52
8.02	Presence of major car rental co. (1–7)*	7	**1**
8.03	ATMs accepting Visa cards/million pop.*	465.8	**42**
	9th pillar: ICT infrastructure	**4.1**	**38**
9.01	ICT use for B-to-B transactions	5.4	**45**
9.02	ICT use for B-to-C transactions	5.4	**24**
9.03	Individuals using the Internet, %*	71.7	**31**
9.04	Fixed telephone lines/100 pop.*	23.0	52
9.05	Broadband Internet subscribers/100 pop.*	20.4	**35**
9.06	Mobile telephone subscriptions/100 pop.*	102.9	78
9.07	Mobile broadband subscriptions/100 pop.*	37.6	**32**
	10th pillar: Price competitiveness in T&T ind.	**4.6**	**57**
10.01	Ticket taxes and airport charges (0–100)*	92.6	**11**
10.02	Purchasing power parity*	0.7	85
10.04	Fuel price, US$ cents/liter*	149.0	108
10.03	Extent and effect of taxation	3.1	103
10.05	Hotel price index, US$*	79.4	**9**
	11th pillar: Human resources	**5.1**	**46**
	Education and training	5.0	50
11.01	Primary education enrollment, net %*	95.1	54
11.02	Secondary education enrollment, gross %*	95.2	50
11.03	Quality of the educational system	3.6	73
11.04	Local availability specialized research & training	4.1	69
11.05	Extent of staff training	4.1	53
	Availability of qualified labor	5.1	55
11.06	Hiring and firing practices	4.2	55
11.07	Ease of hiring foreign labor	4.1	75
11.08	HIV prevalence, % adult pop.*	0.7	93
11.09	Business impact of HIV/AIDS	5.6	48
11.10	Life expectancy, years*	73.5	70
	12th pillar: Affinity for Travel & Tourism	**4.2**	**113**
12.01	Tourism openness, % of GDP*	5.4	53
12.02	Attitude of population toward foreign visitors	5.2	136
12.03	Extension of business trips recommended	4.7	112
12.04	Degree of customer orientation	4.6	67
	13th pillar: Natural resources	**3.6**	**70**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	5.2	**36**
13.03	Total known species*	345	116
13.04	Terrestrial biome protection (0–17%)*	17.0	**1**
13.05	Marine protected areas, %*	2.4	**20**
	14th pillar: Cultural resources	**2.4**	**73**
14.01	No. of World Heritage cultural sites*	4	63
14.02	Sports stadiums, seats/million pop.*	55,636.9	**44**
14.03	No. of int'l fairs and exhibitions*	28.0	58
14.04	Creative industries exports, % of world total*	0.1	57

Lebanon

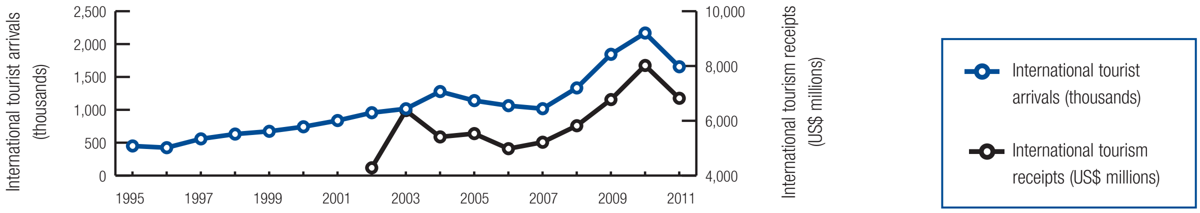
Key indicators

Population (millions), 2011	4.3
Surface area (1,000 square kilometers), 2011	10.5
Gross domestic product (current US$ billions), 2011	39.0
Gross domestic product (current PPP, $) per capita, 2011	15,522.5
Real GDP growth (percent), 2011	1.5
Environmental Performance Index 2012, rank (out of 132 economies), 2011	94

Travel & Tourism indicators

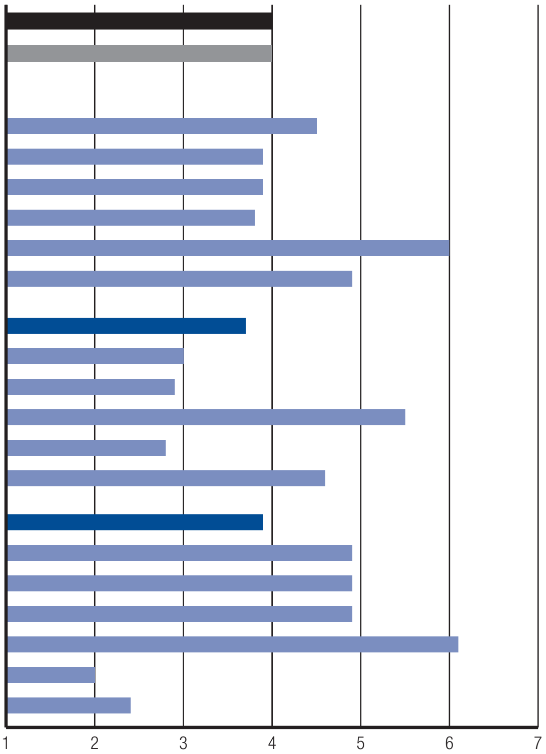
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	4,318.6	9.9	3.0
T&T industry employment (1,000 jobs)	129.4	9.5	0.5
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	15,528	35.5	3.2
T&T economy employment (1,000 jobs)	461	33.8	0.6

International tourist arrivals (thousands), 2011	1,655.1
International tourism receipts (US$, millions), 2011	6,821.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**69**	**4.0**
2011 Travel & Tourism Competitiveness Index	70	4.0
2009 Travel & Tourism Competitiveness Index	n/a	n/a
T&T regulatory framework	**73**	**4.5**
Policy rules and regulations	115	3.9
Environmental sustainability	127	3.9
Safety and security	116	3.8
Health and hygiene	33	6.0
Prioritization of Travel & Tourism	38	4.9
Business environment and infrastructure	**65**	**3.7**
Air transport infrastructure	67	3.0
Ground transport infrastructure	110	2.9
Tourism infrastructure	27	5.5
ICT infrastructure	84	2.8
Price competitiveness in the T&T industry	68	4.6
T&T human, cultural, and natural resources	**70**	**3.9**
Human resources	64	4.9
Education and training	52	4.9
Availability of qualified labor	83	4.9
Affinity for Travel & Tourism	1	6.1
Natural resources	136	2.0
Cultural resources	68	2.4



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Lebanon

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**3.9**	**115**
1.01	Prevalence of foreign ownership	3.9	119
1.02	Property rights	4.3	66
1.03	Business impact of rules on FDI	4.4	91
1.04	Visa requirements, no. of countries*	73.1	54
1.05	Openness bilateral ASAs (0–38)*	9.8	86
1.06	Transparency of government policymaking	3.8	104
1.07	No. of days to start a business*	9	42
1.08	Cost to start a business, % GNI/capita*	67.0	123
1.09	GATS commitment restrictiveness (0–100)*	n/a	n/a
	2nd pillar: Environmental sustainability	**3.9**	**127**
2.01	Stringency of environmental regulation	2.1	137
2.02	Enforcement of environmental regulation	1.9	137
2.03	Sustainability of T&T industry development	3.2	125
2.04	Carbon dioxide emission, million tons/capita*	4.1	70
2.05	Particulate matter concentration, µg/m³*	28.4	61
2.06	Threatened species, %*	5.1	75
2.07	Environm. treaty ratification (0–25)*	16	112
	3rd pillar: Safety and security	**3.8**	**116**
3.01	Business costs of crime and violence	4.8	70
3.02	Reliability of police services	3.5	104
3.03	Road traffic accidents/100,000 pop.*	28.5	110
3.04	Business costs of terrorism	4.0	131
	4th pillar: Health and hygiene	**6.0**	**33**
4.01	Physician density/1,000 pop.*	3.5	20
4.02	Access to improved sanitation, % pop.*	98.0	42
4.03	Access to improved drinking water, % pop.*	100.0	1
4.04	Hospital beds/10,000 pop.*	35.0	50
	5th pillar: Prioritization of Travel & Tourism	**4.9**	**38**
5.01	Government prioritization of the T&T industry	4.9	90
5.02	T&T gov't expenditure, % gov't budget*	9.2	14
5.03	Effectiveness of marketing to attract tourists	4.0	92
5.04	Comprehensiveness of T&T data (0–120)*	48.0	100
5.05	Timeliness of T&T data (0–18)*	12.0	93
	6th pillar: Air transport infrastructure	**3.0**	**67**
6.01	Quality of air transport infrastructure	5.1	51
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	156.8	68
6.04	Departures/1,000 pop.*	3.9	63
6.05	Airport density/million pop.*	0.2	116
6.06	No. of operating airlines*	38.5	44
6.07	International air transport network	5.2	49
	7th pillar: Ground transport infrastructure	**2.9**	**110**
7.01	Quality of roads	2.8	113
7.02	Quality of railroad infrastructure	1.0	122
7.03	Quality of port infrastructure	4.1	71
7.04	Quality of ground transport network	2.9	138
7.05	Road density/million pop.*	67.0	44

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**5.5**	**27**
8.01	Hotel rooms/100 pop.*	0.8	43
8.02	Presence of major car rental co. (1–7)*	6	32
8.03	ATMs accepting Visa cards/million pop.*	672.4	19
	9th pillar: ICT infrastructure	**2.8**	**84**
9.01	ICT use for B-to-B transactions	4.0	126
9.02	ICT use for B-to-C transactions	3.1	129
9.03	Individuals using the Internet, %*	52.0	52
9.04	Fixed telephone lines/100 pop.*	21.1	60
9.05	Broadband Internet subscribers/100 pop.*	5.2	74
9.06	Mobile telephone subscriptions/100 pop.*	78.6	110
9.07	Mobile broadband subscriptions/100 pop.*	0.0	126
	10th pillar: Price competitiveness in T&T ind.	**4.6**	**68**
10.01	Ticket taxes and airport charges (0–100)*	80.9	65
10.02	Purchasing power parity*	0.7	78
10.04	Fuel price, US$ cents/liter*	77.0	25
10.03	Extent and effect of taxation	4.2	23
10.05	Hotel price index, US$*	210.4	105
	11th pillar: Human resources	**4.9**	**64**
	Education and training	4.9	52
11.01	Primary education enrollment, net %*	91.7	86
11.02	Secondary education enrollment, gross %*	81.4	88
11.03	Quality of the educational system	5.3	10
11.04	Local availability specialized research & training	4.3	56
11.05	Extent of staff training	3.6	100
	Availability of qualified labor	4.9	83
11.06	Hiring and firing practices	4.1	56
11.07	Ease of hiring foreign labor	3.4	120
11.08	HIV prevalence, % adult pop.*	0.1	12
11.09	Business impact of HIV/AIDS	5.6	49
11.10	Life expectancy, years*	72.6	86
	12th pillar: Affinity for Travel & Tourism	**6.1**	**1**
12.01	Tourism openness, % of GDP*	28.2	2
12.02	Attitude of population toward foreign visitors	6.5	22
12.03	Extension of business trips recommended	6.0	19
12.04	Degree of customer orientation	4.9	42
	13th pillar: Natural resources	**2.0**	**136**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	2.7	136
13.03	Total known species*	371	108
13.04	Terrestrial biome protection (0–17%)*	0.5	135
13.05	Marine protected areas, %*	0.0	91
	14th pillar: Cultural resources	**2.4**	**68**
14.01	No. of World Heritage cultural sites*	5	52
14.02	Sports stadiums, seats/million pop.*	65,314.3	39
14.03	No. of int'l fairs and exhibitions*	9.7	79
14.04	Creative industries exports, % of world total*	0.0	65

Lesotho

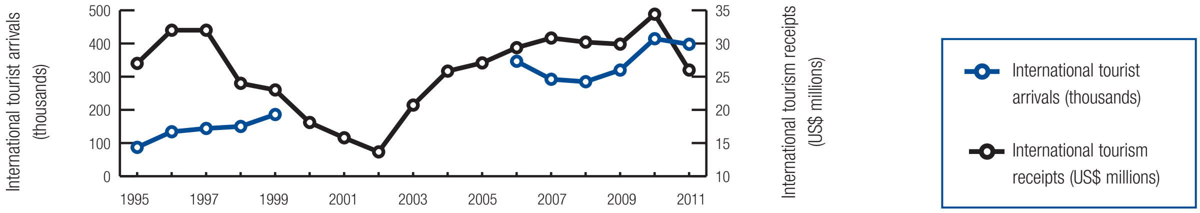
Key indicators

Population (millions), 2011	2.2
Surface area (1,000 square kilometers), 2011	30.4
Gross domestic product (current US$ billions), 2011	2.5
Gross domestic product (current PPP, $) per capita, 2011	1,918.2
Real GDP growth (percent), 2011	4.9
Environmental Performance Index 2012, rank (out of 132 economies), 2011	n/a

Travel & Tourism indicators

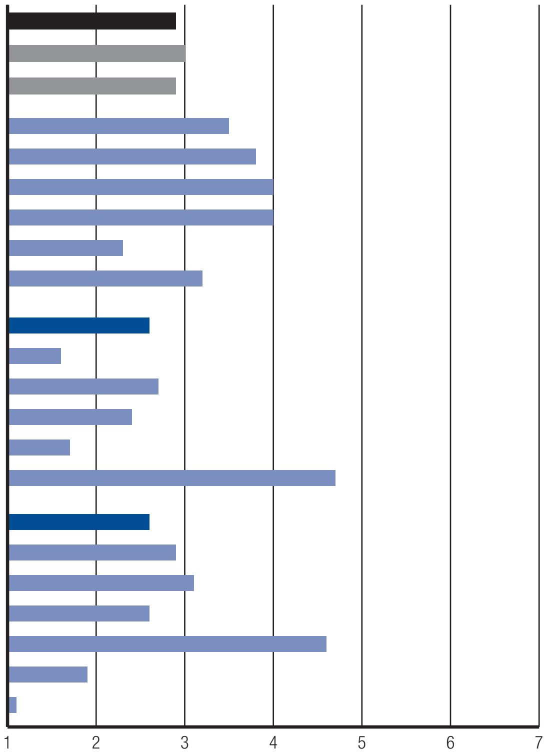
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	152.3	6.9	4.4
T&T industry employment (1,000 jobs)	34.7	5.9	1.4
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	339	15.4	4.6
T&T economy employment (1,000 jobs)	79	13.3	1.6

International tourist arrivals (thousands), 2011	397.7
International tourism receipts (US$, millions), 2011	26.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**135**	**2.9**
2011 Travel & Tourism Competitiveness Index	135	3.0
2009 Travel & Tourism Competitiveness Index	132	2.9
T&T regulatory framework	**126**	**3.5**
Policy rules and regulations	116	3.8
Environmental sustainability	120	4.0
Safety and security	108	4.0
Health and hygiene	121	2.3
Prioritization of Travel & Tourism	125	3.2
Business environment and infrastructure	**132**	**2.6**
Air transport infrastructure	140	1.6
Ground transport infrastructure	125	2.7
Tourism infrastructure	105	2.4
ICT infrastructure	129	1.7
Price competitiveness in the T&T industry	55	4.7
T&T human, cultural, and natural resources	**139**	**2.6**
Human resources	140	2.9
Education and training	128	3.1
Availability of qualified labor	137	2.6
Affinity for Travel & Tourism	74	4.6
Natural resources	137	1.9
Cultural resources	137	1.1



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Lesotho

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**3.8**	**116**
1.01	Prevalence of foreign ownership	4.9	58
1.02	Property rights	3.3	122
1.03	Business impact of rules on FDI	4.4	92
1.04	Visa requirements, no. of countries*	70.0	88
1.05	Openness bilateral ASAs (0–38)*	0.2	138
1.06	Transparency of government policymaking	3.3	131
1.07	No. of days to start a business*	24	94
1.08	Cost to start a business, % GNI/capita*	13.0	82
1.09	GATS commitment restrictiveness (0–100)*	23.5	113
	2nd pillar: Environmental sustainability	**4.0**	**120**
2.01	Stringency of environmental regulation	3.1	115
2.02	Enforcement of environmental regulation	2.9	108
2.03	Sustainability of T&T industry development	3.6	110
2.04	Carbon dioxide emission, million tons/capita*	n/a	n/a
2.05	Particulate matter concentration, µg/m³*	43.4	95
2.06	Threatened species, %*	2.7	21
2.07	Environm. treaty ratification (0–25)*	16	112
	3rd pillar: Safety and security	**4.0**	**108**
3.01	Business costs of crime and violence	3.8	110
3.02	Reliability of police services	3.5	106
3.03	Road traffic accidents/100,000 pop.*	26.7	105
3.04	Business costs of terrorism	5.6	65
	4th pillar: Health and hygiene	**2.3**	**121**
4.01	Physician density/1,000 pop.*	0.1	130
4.02	Access to improved sanitation, % pop.*	26.0	124
4.03	Access to improved drinking water, % pop.*	78.0	116
4.04	Hospital beds/10,000 pop.*	13.3	102
	5th pillar: Prioritization of Travel & Tourism	**3.2**	**125**
5.01	Government prioritization of the T&T industry	4.6	105
5.02	T&T gov't expenditure, % gov't budget*	1.3	125
5.03	Effectiveness of marketing to attract tourists	3.6	113
5.04	Comprehensiveness of T&T data (0–120)*	56.0	91
5.05	Timeliness of T&T data (0–18)*	3.0	112
	6th pillar: Air transport infrastructure	**1.6**	**140**
6.01	Quality of air transport infrastructure	2.5	138
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	0.3	140
6.04	Departures/1,000 pop.*	0.1	125
6.05	Airport density/million pop.*	0.5	87
6.06	No. of operating airlines*	1.0	139
6.07	International air transport network	2.6	140
	7th pillar: Ground transport infrastructure	**2.7**	**125**
7.01	Quality of roads	2.9	109
7.02	Quality of railroad infrastructure	1.6	108
7.03	Quality of port infrastructure	3.4	112
7.04	Quality of ground transport network	3.7	116
7.05	Road density/million pop.*	20.0	88

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**2.4**	**105**
8.01	Hotel rooms/100 pop.*	0.1	106
8.02	Presence of major car rental co. (1–7)*	4	82
8.03	ATMs accepting Visa cards/million pop.*	26.4	114
	9th pillar: ICT infrastructure	**1.7**	**129**
9.01	ICT use for B-to-B transactions	3.8	132
9.02	ICT use for B-to-C transactions	3.1	130
9.03	Individuals using the Internet, %*	4.2	128
9.04	Fixed telephone lines/100 pop.*	1.8	119
9.05	Broadband Internet subscribers/100 pop.*	0.1	126
9.06	Mobile telephone subscriptions/100 pop.*	56.2	123
9.07	Mobile broadband subscriptions/100 pop.*	1.7	104
	10th pillar: Price competitiveness in T&T ind.	**4.7**	**55**
10.01	Ticket taxes and airport charges (0–100)*	83.9	47
10.02	Purchasing power parity*	0.6	72
10.04	Fuel price, US$ cents/liter*	107.0	67
10.03	Extent and effect of taxation	3.3	85
10.05	Hotel price index, US$*	n/a	n/a
	11th pillar: Human resources	**2.9**	**140**
	Education and training	3.1	128
11.01	Primary education enrollment, net %*	73.4	130
11.02	Secondary education enrollment, gross %*	46.4	114
11.03	Quality of the educational system	3.2	101
11.04	Local availability specialized research & training	2.8	134
11.05	Extent of staff training	3.3	115
	Availability of qualified labor	2.6	137
11.06	Hiring and firing practices	3.6	93
11.07	Ease of hiring foreign labor	3.6	108
11.08	HIV prevalence, % adult pop.*	23.6	138
11.09	Business impact of HIV/AIDS	2.8	136
11.10	Life expectancy, years*	48.0	139
	12th pillar: Affinity for Travel & Tourism	**4.6**	**74**
12.01	Tourism openness, % of GDP*	12.7	18
12.02	Attitude of population toward foreign visitors	5.7	120
12.03	Extension of business trips recommended	4.5	128
12.04	Degree of customer orientation	3.8	126
	13th pillar: Natural resources	**1.9**	**137**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	3.7	110
13.03	Total known species*	329	121
13.04	Terrestrial biome protection (0–17%)*	0.2	138
13.05	Marine protected areas, %*	n/a	n/a
	14th pillar: Cultural resources	**1.1**	**137**
14.01	No. of World Heritage cultural sites*	0	125
14.02	Sports stadiums, seats/million pop.*	9,116.4	112
14.03	No. of int'l fairs and exhibitions*	0.7	125
14.04	Creative industries exports, % of world total*	n/a	n/a

Lithuania

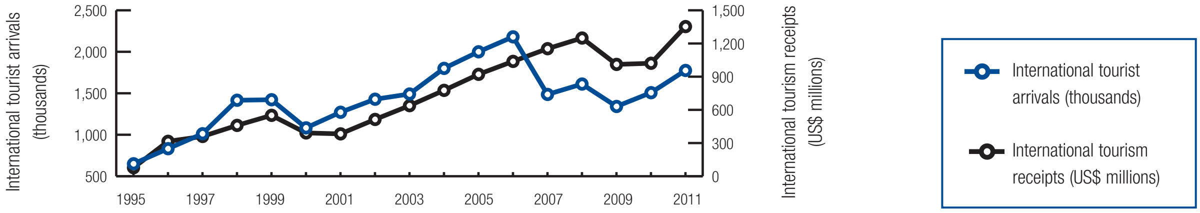
Key indicators

Population (millions), 2011	3.4
Surface area (1,000 square kilometers), 2011	65.3
Gross domestic product (current US$ billions), 2011	42.7
Gross domestic product (current PPP, $) per capita, 2011	19,125.3
Real GDP growth (percent), 2011	5.9
Environmental Performance Index 2012, rank (out of 132 economies), 2011	17

Travel & Tourism indicators

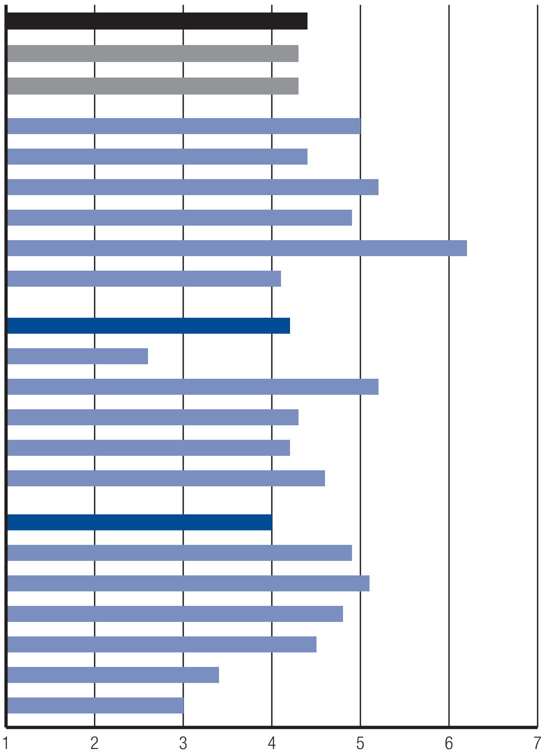
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	682.3	1.6	4.9
T&T industry employment (1,000 jobs)	21.7	1.5	1.6
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	1,743	4.0	4.6
T&T economy employment (1,000 jobs)	54	3.8	1.1

International tourist arrivals (thousands), 2011	1,775.0
International tourism receipts (US$, millions), 2011	1,353.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**49**	**4.4**
2011 Travel & Tourism Competitiveness Index	55	4.3
2009 Travel & Tourism Competitiveness Index	49	4.3
T&T regulatory framework	**41**	**5.0**
Policy rules and regulations	75	4.4
Environmental sustainability	20	5.2
Safety and security	56	4.9
Health and hygiene	18	6.2
Prioritization of Travel & Tourism	91	4.1
Business environment and infrastructure	**48**	**4.2**
Air transport infrastructure	95	2.6
Ground transport infrastructure	21	5.2
Tourism infrastructure	63	4.3
ICT infrastructure	36	4.2
Price competitiveness in the T&T industry	58	4.6
T&T human, cultural, and natural resources	**61**	**4.0**
Human resources	63	4.9
Education and training	40	5.1
Availability of qualified labor	95	4.8
Affinity for Travel & Tourism	78	4.5
Natural resources	73	3.4
Cultural resources	51	3.0



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Lithuania

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.4**	**75**
1.01	Prevalence of foreign ownership	4.4	87
1.02	Property rights	4.3	65
1.03	Business impact of rules on FDI	3.9	113
1.04	Visa requirements, no. of countries*	71.0	58
1.05	Openness bilateral ASAs (0–38)*	9.4	90
1.06	Transparency of government policymaking	4.6	47
1.07	No. of days to start a business*	20	86
1.08	Cost to start a business, % GNI/capita*	1.1	17
1.09	GATS commitment restrictiveness (0–100)*	45.2	97
	2nd pillar: Environmental sustainability	**5.2**	**20**
2.01	Stringency of environmental regulation	4.8	36
2.02	Enforcement of environmental regulation	4.2	46
2.03	Sustainability of T&T industry development	3.6	111
2.04	Carbon dioxide emission, million tons/capita*	4.5	75
2.05	Particulate matter concentration, µg/m³*	15.3	19
2.06	Threatened species, %*	2.8	27
2.07	Environm. treaty ratification (0–25)*	22	20
	3rd pillar: Safety and security	**4.9**	**56**
3.01	Business costs of crime and violence	5.3	47
3.02	Reliability of police services	4.3	66
3.03	Road traffic accidents/100,000 pop.*	22.4	93
3.04	Business costs of terrorism	6.3	22
	4th pillar: Health and hygiene	**6.2**	**18**
4.01	Physician density/1,000 pop.*	3.6	18
4.02	Access to improved sanitation, % pop.*	86.0	76
4.03	Access to improved drinking water, % pop.*	92.0	80
4.04	Hospital beds/10,000 pop.*	68.0	12
	5th pillar: Prioritization of Travel & Tourism	**4.1**	**91**
5.01	Government prioritization of the T&T industry	4.1	121
5.02	T&T gov't expenditure, % gov't budget*	3.1	76
5.03	Effectiveness of marketing to attract tourists	3.5	114
5.04	Comprehensiveness of T&T data (0–120)*	116.0	1
5.05	Timeliness of T&T data (0–18)*	13.5	71
	6th pillar: Air transport infrastructure	**2.6**	**95**
6.01	Quality of air transport infrastructure	4.2	86
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	35.2	99
6.04	Departures/1,000 pop.*	3.5	68
6.05	Airport density/million pop.*	0.9	50
6.06	No. of operating airlines*	19.0	84
6.07	International air transport network	4.0	108
	7th pillar: Ground transport infrastructure	**5.2**	**21**
7.01	Quality of roads	5.2	32
7.02	Quality of railroad infrastructure	4.7	20
7.03	Quality of port infrastructure	5.2	35
7.04	Quality of ground transport network	5.4	27
7.05	Road density/million pop.*	125.0	30

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**4.3**	**63**
8.01	Hotel rooms/100 pop.*	0.4	67
8.02	Presence of major car rental co. (1–7)*	7	1
8.03	ATMs accepting Visa cards/million pop.*	293.5	68
	9th pillar: ICT infrastructure	**4.2**	**36**
9.01	ICT use for B-to-B transactions	5.8	20
9.02	ICT use for B-to-C transactions	5.8	10
9.03	Individuals using the Internet, %*	65.1	39
9.04	Fixed telephone lines/100 pop.*	21.9	55
9.05	Broadband Internet subscribers/100 pop.*	22.1	30
9.06	Mobile telephone subscriptions/100 pop.*	151.3	13
9.07	Mobile broadband subscriptions/100 pop.*	17.2	61
	10th pillar: Price competitiveness in T&T ind.	**4.6**	**58**
10.01	Ticket taxes and airport charges (0–100)*	85.1	40
10.02	Purchasing power parity*	0.7	74
10.04	Fuel price, US$ cents/liter*	142.0	99
10.03	Extent and effect of taxation	2.8	121
10.05	Hotel price index, US$*	72.5	4
	11th pillar: Human resources	**4.9**	**63**
	Education and training	5.1	40
11.01	Primary education enrollment, net %*	92.8	76
11.02	Secondary education enrollment, gross %*	98.7	38
11.03	Quality of the educational system	4.0	54
11.04	Local availability specialized research & training	4.4	48
11.05	Extent of staff training	4.0	65
	Availability of qualified labor	4.8	95
11.06	Hiring and firing practices	3.3	115
11.07	Ease of hiring foreign labor	3.7	104
11.08	HIV prevalence, % adult pop.*	0.1	12
11.09	Business impact of HIV/AIDS	6.1	24
11.10	Life expectancy, years*	73.3	78
	12th pillar: Affinity for Travel & Tourism	**4.5**	**78**
12.01	Tourism openness, % of GDP*	5.0	61
12.02	Attitude of population toward foreign visitors	5.8	112
12.03	Extension of business trips recommended	4.8	104
12.04	Degree of customer orientation	5.2	29
	13th pillar: Natural resources	**3.4**	**73**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	5.0	48
13.03	Total known species*	320	125
13.04	Terrestrial biome protection (0–17%)*	14.6	38
13.05	Marine protected areas, %*	3.9	15
	14th pillar: Cultural resources	**3.0**	**51**
14.01	No. of World Heritage cultural sites*	7	39
14.02	Sports stadiums, seats/million pop.*	52,236.0	51
14.03	No. of int'l fairs and exhibitions*	41.3	49
14.04	Creative industries exports, % of world total*	0.2	40

Luxembourg

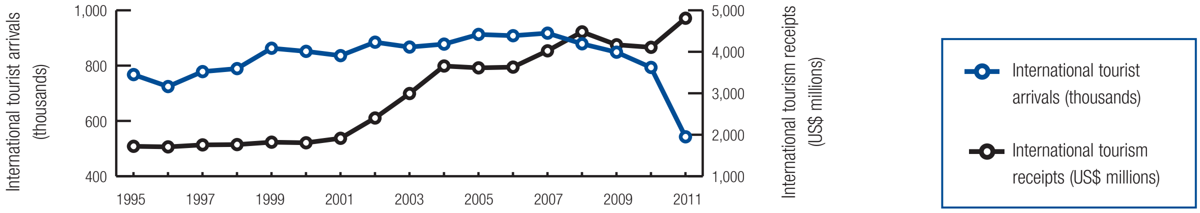
Key indicators

Population (millions), 2011	0.5
Surface area (1,000 square kilometers), 2011	2.6
Gross domestic product (current US$ billions), 2011	59.6
Gross domestic product (current PPP, $) per capita, 2011	80,558.8
Real GDP growth (percent), 2011	1.6
Environmental Performance Index 2012, rank (out of 132 economies), 2011	4

Travel & Tourism indicators

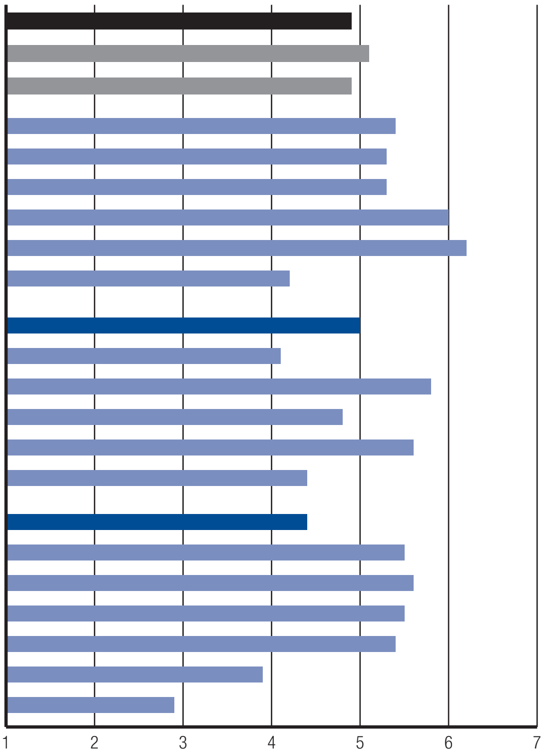
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	1,186.6	2.0	–0.3
T&T industry employment (1,000 jobs)	6.1	2.6	–1.2
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	3,405	5.7	0.9
T&T economy employment (1,000 jobs)	17	7.6	0.1

International tourist arrivals (thousands), 2011	542.6
International tourism receipts (US$, millions), 2011	4,809.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**23**	**4.9**
2011 Travel & Tourism Competitiveness Index	15	5.1
2009 Travel & Tourism Competitiveness Index	23	4.9
T&T regulatory framework	**21**	**5.4**
Policy rules and regulations	11	5.3
Environmental sustainability	17	5.3
Safety and security	11	6.0
Health and hygiene	21	6.2
Prioritization of Travel & Tourism	86	4.2
Business environment and infrastructure	**20**	**5.0**
Air transport infrastructure	41	4.1
Ground transport infrastructure	14	5.8
Tourism infrastructure	43	4.8
ICT infrastructure	5	5.6
Price competitiveness in the T&T industry	83	4.4
T&T human, cultural, and natural resources	**39**	**4.4**
Human resources	20	5.5
Education and training	21	5.6
Availability of qualified labor	18	5.5
Affinity for Travel & Tourism	15	5.4
Natural resources	55	3.9
Cultural resources	55	2.9



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Luxembourg

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**5.3**	**11**
1.01	Prevalence of foreign ownership	6.5	**1**
1.02	Property rights	6.2	**4**
1.03	Business impact of rules on FDI	5.7	**6**
1.04	Visa requirements, no. of countries*	71.0	58
1.05	Openness bilateral ASAs (0–38)*	14.1	35
1.06	Transparency of government policymaking	5.5	**10**
1.07	No. of days to start a business*	19	80
1.08	Cost to start a business, % GNI/capita*	1.9	27
1.09	GATS commitment restrictiveness (0–100)*	53.1	68
	2nd pillar: Environmental sustainability	**5.3**	**17**
2.01	Stringency of environmental regulation	6.1	**7**
2.02	Enforcement of environmental regulation	5.9	**8**
2.03	Sustainability of T&T industry development	4.9	40
2.04	Carbon dioxide emission, million tons/capita*	21.5	134
2.05	Particulate matter concentration, µg/m³*	12.7	**11**
2.06	Threatened species, %*	0.4	**1**
2.07	Environm. treaty ratification (0–25)*	22	**20**
	3rd pillar: Safety and security	**6.0**	**11**
3.01	Business costs of crime and violence	6.2	**6**
3.02	Reliability of police services	5.9	**21**
3.03	Road traffic accidents/100,000 pop.*	9.6	23
3.04	Business costs of terrorism	6.2	27
	4th pillar: Health and hygiene	**6.2**	**21**
4.01	Physician density/1,000 pop.*	2.8	37
4.02	Access to improved sanitation, % pop.*	100.0	**1**
4.03	Access to improved drinking water, % pop.*	100.0	**1**
4.04	Hospital beds/10,000 pop.*	56.0	27
	5th pillar: Prioritization of Travel & Tourism	**4.2**	**86**
5.01	Government prioritization of the T&T industry	5.3	65
5.02	T&T gov't expenditure, % gov't budget*	2.7	86
5.03	Effectiveness of marketing to attract tourists	4.5	68
5.04	Comprehensiveness of T&T data (0–120)*	55.0	94
5.05	Timeliness of T&T data (0–18)*	13.5	71
	6th pillar: Air transport infrastructure	**4.1**	**41**
6.01	Quality of air transport infrastructure	5.8	27
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	21.9	114
6.04	Departures/1,000 pop.*	98.7	**3**
6.05	Airport density/million pop.*	1.9	24
6.06	No. of operating airlines*	12.5	101
6.07	International air transport network	5.2	50
	7th pillar: Ground transport infrastructure	**5.8**	**14**
7.01	Quality of roads	5.9	**15**
7.02	Quality of railroad infrastructure	5.2	**14**
7.03	Quality of port infrastructure	5.5	23
7.04	Quality of ground transport network	5.4	26
7.05	Road density/million pop.*	202.0	**10**

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**4.8**	**43**
8.01	Hotel rooms/100 pop.*	1.7	**14**
8.02	Presence of major car rental co. (1–7)*	6	32
8.03	ATMs accepting Visa cards/million pop.*	54.2	103
	9th pillar: ICT infrastructure	**5.6**	**5**
9.01	ICT use for B-to-B transactions	5.9	**16**
9.02	ICT use for B-to-C transactions	5.1	36
9.03	Individuals using the Internet, %*	90.9	**5**
9.04	Fixed telephone lines/100 pop.*	54.1	**9**
9.05	Broadband Internet subscribers/100 pop.*	32.9	**10**
9.06	Mobile telephone subscriptions/100 pop.*	148.3	**16**
9.07	Mobile broadband subscriptions/100 pop.*	66.7	**12**
	10th pillar: Price competitiveness in T&T ind.	**4.4**	**83**
10.01	Ticket taxes and airport charges (0–100)*	97.2	**3**
10.02	Purchasing power parity*	1.3	132
10.04	Fuel price, US$ cents/liter*	136.0	96
10.03	Extent and effect of taxation	4.8	**12**
10.05	Hotel price index, US$*	119.7	45
	11th pillar: Human resources	**5.5**	**20**
	Education and training	5.6	**21**
11.01	Primary education enrollment, net %*	95.0	56
11.02	Secondary education enrollment, gross %*	97.6	40
11.03	Quality of the educational system	4.4	36
11.04	Local availability specialized research & training	5.2	**22**
11.05	Extent of staff training	5.3	**4**
	Availability of qualified labor	5.5	**18**
11.06	Hiring and firing practices	3.2	118
11.07	Ease of hiring foreign labor	5.2	**7**
11.08	HIV prevalence, % adult pop.*	0.3	66
11.09	Business impact of HIV/AIDS	6.3	**16**
11.10	Life expectancy, years*	80.1	**22**
	12th pillar: Affinity for Travel & Tourism	**5.4**	**15**
12.01	Tourism openness, % of GDP*	14.4	**16**
12.02	Attitude of population toward foreign visitors	6.4	49
12.03	Extension of business trips recommended	5.2	83
12.04	Degree of customer orientation	5.2	30
	13th pillar: Natural resources	**3.9**	**55**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	5.9	**15**
13.03	Total known species*	253	132
13.04	Terrestrial biome protection (0–17%)*	17.0	**1**
13.05	Marine protected areas, %*	n/a	n/a
	14th pillar: Cultural resources	**2.9**	**55**
14.01	No. of World Heritage cultural sites*	2	88
14.02	Sports stadiums, seats/million pop.*	175,307.5	**5**
14.03	No. of int'l fairs and exhibitions*	18.7	69
14.04	Creative industries exports, % of world total*	0.0	76

Macedonia, FYR

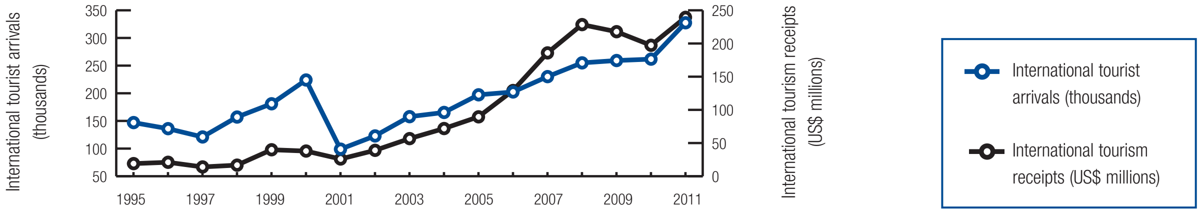
Key indicators

Population (millions), 2011	2.1
Surface area (1,000 square kilometers), 2011	25.7
Gross domestic product (current US$ billions), 2011	10.6
Gross domestic product (current PPP, $) per capita, 2011	10,469.3
Real GDP growth (percent), 2011	3.1
Environmental Performance Index 2012, rank (out of 132 economies), 2011	97

Travel & Tourism indicators

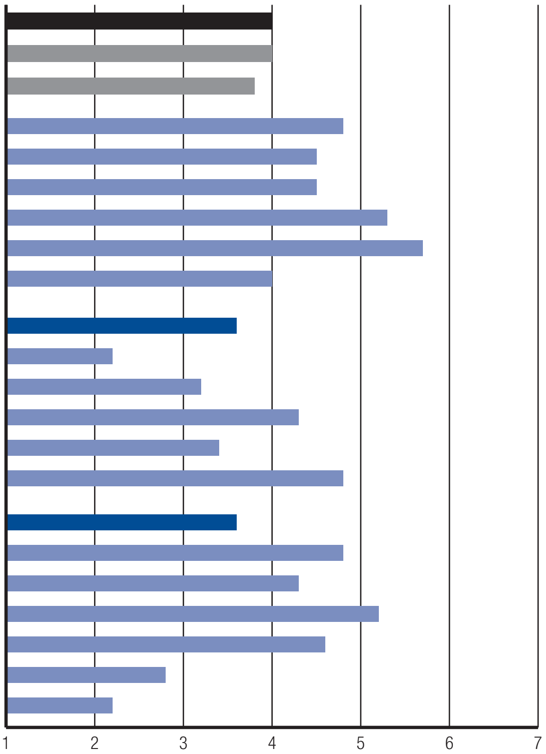
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	142.3	1.3	4.7
T&T industry employment (1,000 jobs)	7.4	1.2	1.6
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	517	4.8	5.0
T&T economy employment (1,000 jobs)	27	4.3	1.8

International tourist arrivals (thousands), 2011	327.5
International tourism receipts (US$, millions), 2011	239.4



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**75**	**4.0**
2011 Travel & Tourism Competitiveness Index	76	4.0
2009 Travel & Tourism Competitiveness Index	80	3.8
T&T regulatory framework	**57**	**4.8**
Policy rules and regulations	66	4.5
Environmental sustainability	73	4.5
Safety and security	43	5.3
Health and hygiene	47	5.7
Prioritization of Travel & Tourism	99	4.0
Business environment and infrastructure	**74**	**3.6**
Air transport infrastructure	122	2.2
Ground transport infrastructure	84	3.2
Tourism infrastructure	64	4.3
ICT infrastructure	60	3.4
Price competitiveness in the T&T industry	46	4.8
T&T human, cultural, and natural resources	**100**	**3.6**
Human resources	81	4.8
Education and training	97	4.3
Availability of qualified labor	37	5.2
Affinity for Travel & Tourism	73	4.6
Natural resources	113	2.8
Cultural resources	75	2.2



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Macedonia, FYR

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.5**	**66**
1.01	Prevalence of foreign ownership	3.8	120
1.02	Property rights	4.0	82
1.03	Business impact of rules on FDI	4.3	98
1.04	Visa requirements, no. of countries*	77.0	52
1.05	Openness bilateral ASAs (0–38)*	7.1	112
1.06	Transparency of government policymaking	4.2	74
1.07	No. of days to start a business*	2	**2**
1.08	Cost to start a business, % GNI/capita*	1.9	**27**
1.09	GATS commitment restrictiveness (0–100)*	n/a	n/a
	2nd pillar: Environmental sustainability	**4.5**	**73**
2.01	Stringency of environmental regulation	3.7	80
2.02	Enforcement of environmental regulation	3.4	86
2.03	Sustainability of T&T industry development	3.8	99
2.04	Carbon dioxide emission, million tons/capita*	5.8	90
2.05	Particulate matter concentration, μg/m³*	18.0	**30**
2.06	Threatened species, %*	3.8	**49**
2.07	Environm. treaty ratification (0–25)*	16	112
	3rd pillar: Safety and security	**5.3**	**43**
3.01	Business costs of crime and violence	5.0	60
3.02	Reliability of police services	4.3	68
3.03	Road traffic accidents/100,000 pop.*	6.9	**13**
3.04	Business costs of terrorism	5.6	66
	4th pillar: Health and hygiene	**5.7**	**47**
4.01	Physician density/1,000 pop.*	2.6	**43**
4.02	Access to improved sanitation, % pop.*	88.0	74
4.03	Access to improved drinking water, % pop.*	100.0	**1**
4.04	Hospital beds/10,000 pop.*	45.0	**39**
	5th pillar: Prioritization of Travel & Tourism	**4.0**	**99**
5.01	Government prioritization of the T&T industry	4.5	110
5.02	T&T gov't expenditure, % gov't budget*	1.3	123
5.03	Effectiveness of marketing to attract tourists	4.2	84
5.04	Comprehensiveness of T&T data (0–120)*	70.0	54
5.05	Timeliness of T&T data (0–18)*	16.5	**17**
	6th pillar: Air transport infrastructure	**2.2**	**122**
6.01	Quality of air transport infrastructure	3.6	109
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	8.5	129
6.04	Departures/1,000 pop.*	0.8	101
6.05	Airport density/million pop.*	1.0	**45**
6.06	No. of operating airlines*	11.5	111
6.07	International air transport network	3.3	134
	7th pillar: Ground transport infrastructure	**3.2**	**84**
7.01	Quality of roads	3.0	106
7.02	Quality of railroad infrastructure	1.9	91
7.03	Quality of port infrastructure	4.2	67
7.04	Quality of ground transport network	4.0	100
7.05	Road density/million pop.*	54.0	**50**

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**4.3**	**64**
8.01	Hotel rooms/100 pop.*	0.3	74
8.02	Presence of major car rental co. (1–7)*	6	**32**
8.03	ATMs accepting Visa cards/million pop.*	418.6	**48**
	9th pillar: ICT infrastructure	**3.4**	**60**
9.01	ICT use for B-to-B transactions	4.9	71
9.02	ICT use for B-to-C transactions	3.9	104
9.03	Individuals using the Internet, %*	56.7	**46**
9.04	Fixed telephone lines/100 pop.*	20.4	63
9.05	Broadband Internet subscribers/100 pop.*	12.6	**47**
9.06	Mobile telephone subscriptions/100 pop.*	107.2	67
9.07	Mobile broadband subscriptions/100 pop.*	18.1	57
	10th pillar: Price competitiveness in T&T ind.	**4.8**	**46**
10.01	Ticket taxes and airport charges (0–100)*	72.3	99
10.02	Purchasing power parity*	0.4	**12**
10.04	Fuel price, US$ cents/liter*	127.0	87
10.03	Extent and effect of taxation	4.1	**25**
10.05	Hotel price index, US$*	n/a	n/a
	11th pillar: Human resources	**4.8**	**81**
	Education and training	4.3	97
11.01	Primary education enrollment, net %*	88.0	104
11.02	Secondary education enrollment, gross %*	83.7	83
11.03	Quality of the educational system	3.4	87
11.04	Local availability specialized research & training	3.8	86
11.05	Extent of staff training	3.1	124
	Availability of qualified labor	5.2	**37**
11.06	Hiring and firing practices	4.3	**43**
11.07	Ease of hiring foreign labor	4.1	78
11.08	HIV prevalence, % adult pop.*	0.0	**1**
11.09	Business impact of HIV/AIDS	5.4	66
11.10	Life expectancy, years*	74.8	53
	12th pillar: Affinity for Travel & Tourism	**4.6**	**73**
12.01	Tourism openness, % of GDP*	3.3	91
12.02	Attitude of population toward foreign visitors	6.7	**4**
12.03	Extension of business trips recommended	5.4	67
12.04	Degree of customer orientation	4.4	91
	13th pillar: Natural resources	**2.8**	**113**
13.01	No. of World Heritage natural sites*	1	**45**
13.02	Quality of the natural environment	4.1	85
13.03	Total known species*	417	91
13.04	Terrestrial biome protection (0–17%)*	4.8	111
13.05	Marine protected areas, %*	n/a	n/a
	14th pillar: Cultural resources	**2.2**	**75**
14.01	No. of World Heritage cultural sites*	1	109
14.02	Sports stadiums, seats/million pop.*	90,712.1	**25**
14.03	No. of int'l fairs and exhibitions*	10.0	78
14.04	Creative industries exports, % of world total*	0.0	95

Madagascar

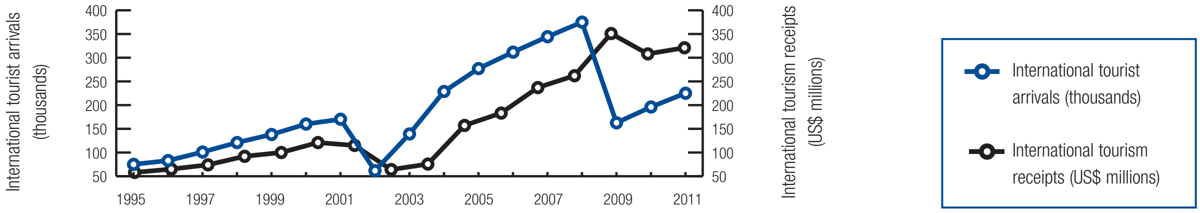
Key indicators

Population (millions), 2011	21.4
Surface area (1,000 square kilometers), 2011	587.0
Gross domestic product (current US$ billions), 2011	9.9
Gross domestic product (current PPP, $) per capita, 2011	944.5
Real GDP growth (percent), 2011	1.8
Environmental Performance Index 2012, rank (out of 132 economies), 2011	n/a

Travel & Tourism indicators

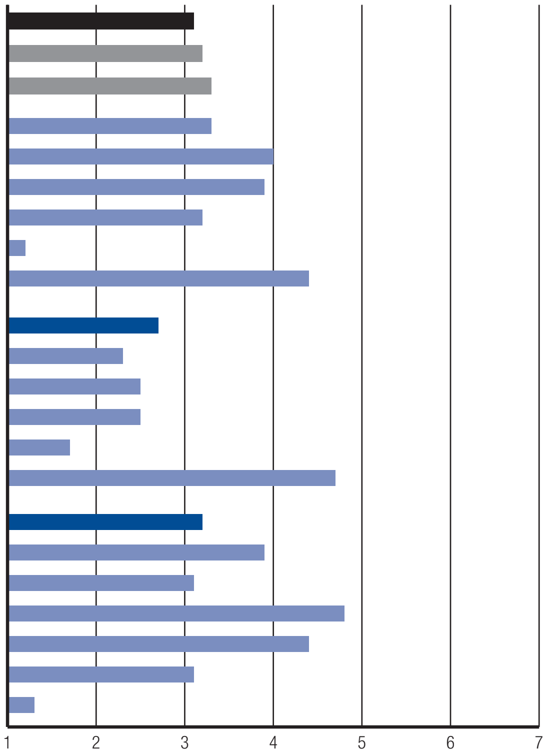
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	614.6	6.0	4.4
T&T industry employment (1,000 jobs)	224.4	4.7	2.8
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	1,652	16.1	4.3
T&T economy employment (1,000 jobs)	642	13.6	2.7

International tourist arrivals (thousands), 2011	225.1
International tourism receipts (US$, millions), 2010	321.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**131**	**3.1**
2011 Travel & Tourism Competitiveness Index	127	3.2
2009 Travel & Tourism Competitiveness Index	116	3.3
T&T regulatory framework	**132**	**3.3**
Policy rules and regulations	112	4.0
Environmental sustainability	122	3.9
Safety and security	134	3.2
Health and hygiene	138	1.2
Prioritization of Travel & Tourism	67	4.4
Business environment and infrastructure	**119**	**2.7**
Air transport infrastructure	111	2.3
Ground transport infrastructure	133	2.5
Tourism infrastructure	100	2.5
ICT infrastructure	132	1.7
Price competitiveness in the T&T industry	54	4.7
T&T human, cultural, and natural resources	**127**	**3.2**
Human resources	118	3.9
Education and training	129	3.1
Availability of qualified labor	97	4.8
Affinity for Travel & Tourism	91	4.4
Natural resources	99	3.1
Cultural resources	131	1.3



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Madagascar

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.0**	**112**
1.01	Prevalence of foreign ownership	4.0	111
1.02	Property rights	2.6	134
1.03	Business impact of rules on FDI	3.8	117
1.04	Visa requirements, no. of countries*	135.8	**19**
1.05	Openness bilateral ASAs (0–38)*	9.1	97
1.06	Transparency of government policymaking	3.0	137
1.07	No. of days to start a business*	8	**33**
1.08	Cost to start a business, % GNI/capita*	10.8	77
1.09	GATS commitment restrictiveness (0–100)*	0.0	117
	2nd pillar: Environmental sustainability	**3.9**	**122**
2.01	Stringency of environmental regulation	2.8	130
2.02	Enforcement of environmental regulation	2.7	124
2.03	Sustainability of T&T industry development	3.6	109
2.04	Carbon dioxide emission, million tons/capita*	0.1	**7**
2.05	Particulate matter concentration, µg/m³*	30.3	72
2.06	Threatened species, %*	23.5	138
2.07	Environm. treaty ratification (0–25)*	20	53
	3rd pillar: Safety and security	**3.2**	**134**
3.01	Business costs of crime and violence	3.3	125
3.02	Reliability of police services	2.3	136
3.03	Road traffic accidents/100,000 pop.*	33.7	123
3.04	Business costs of terrorism	5.1	100
	4th pillar: Health and hygiene	**1.2**	**138**
4.01	Physician density/1,000 pop.*	0.2	116
4.02	Access to improved sanitation, % pop.*	15.0	133
4.03	Access to improved drinking water, % pop.*	46.0	138
4.04	Hospital beds/10,000 pop.*	2.0	139
	5th pillar: Prioritization of Travel & Tourism	**4.4**	**67**
5.01	Government prioritization of the T&T industry	4.9	92
5.02	T&T gov't expenditure, % gov't budget*	5.7	**30**
5.03	Effectiveness of marketing to attract tourists	4.0	94
5.04	Comprehensiveness of T&T data (0–120)*	52.0	95
5.05	Timeliness of T&T data (0–18)*	12.0	93
	6th pillar: Air transport infrastructure	**2.3**	**111**
6.01	Quality of air transport infrastructure	3.6	112
6.02	Airline seat kms/week, dom., millions*	5.1	59
6.03	Airline seat kms/week, int'l, millions*	36.7	98
6.04	Departures/1,000 pop.*	0.6	105
6.05	Airport density/million pop.*	1.3	**33**
6.06	No. of operating airlines*	7.5	119
6.07	International air transport network	3.8	115
	7th pillar: Ground transport infrastructure	**2.5**	**133**
7.01	Quality of roads	2.5	128
7.02	Quality of railroad infrastructure	1.9	96
7.03	Quality of port infrastructure	3.2	121
7.04	Quality of ground transport network	3.4	131
7.05	Road density/million pop.*	8.0	123

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**2.5**	**100**
8.01	Hotel rooms/100 pop.*	0.1	115
8.02	Presence of major car rental co. (1–7)*	5	66
8.03	ATMs accepting Visa cards/million pop.*	3.0	134
	9th pillar: ICT infrastructure	**1.7**	**132**
9.01	ICT use for B-to-B transactions	4.4	109
9.02	ICT use for B-to-C transactions	3.7	112
9.03	Individuals using the Internet, %*	1.9	135
9.04	Fixed telephone lines/100 pop.*	0.6	130
9.05	Broadband Internet subscribers/100 pop.*	0.0	130
9.06	Mobile telephone subscriptions/100 pop.*	40.7	133
9.07	Mobile broadband subscriptions/100 pop.*	0.1	125
	10th pillar: Price competitiveness in T&T ind.	**4.7**	**54**
10.01	Ticket taxes and airport charges (0–100)*	75.3	83
10.02	Purchasing power parity*	0.5	**27**
10.04	Fuel price, US$ cents/liter*	126.0	86
10.03	Extent and effect of taxation	3.3	91
10.05	Hotel price index, US$*	113.3	**37**
	11th pillar: Human resources	**3.9**	**118**
	Education and training	3.1	129
11.01	Primary education enrollment, net %*	79.2	124
11.02	Secondary education enrollment, gross %*	31.1	129
11.03	Quality of the educational system	3.0	116
11.04	Local availability specialized research & training	3.2	122
11.05	Extent of staff training	3.4	111
	Availability of qualified labor	4.8	97
11.06	Hiring and firing practices	4.3	**45**
11.07	Ease of hiring foreign labor	3.8	98
11.08	HIV prevalence, % adult pop.*	0.2	52
11.09	Business impact of HIV/AIDS	5.1	80
11.10	Life expectancy, years*	66.7	106
	12th pillar: Affinity for Travel & Tourism	**4.4**	**91**
12.01	Tourism openness, % of GDP*	4.9	62
12.02	Attitude of population toward foreign visitors	5.9	105
12.03	Extension of business trips recommended	5.1	88
12.04	Degree of customer orientation	4.4	92
	13th pillar: Natural resources	**3.1**	**99**
13.01	No. of World Heritage natural sites*	2	**25**
13.02	Quality of the natural environment	3.0	128
13.03	Total known species*	719	52
13.04	Terrestrial biome protection (0–17%)*	3.1	116
13.05	Marine protected areas, %*	0.0	96
	14th pillar: Cultural resources	**1.3**	**131**
14.01	No. of World Heritage cultural sites*	2	88
14.02	Sports stadiums, seats/million pop.*	4,316.2	126
14.03	No. of int'l fairs and exhibitions*	0.7	125
14.04	Creative industries exports, % of world total*	0.0	79

Malawi

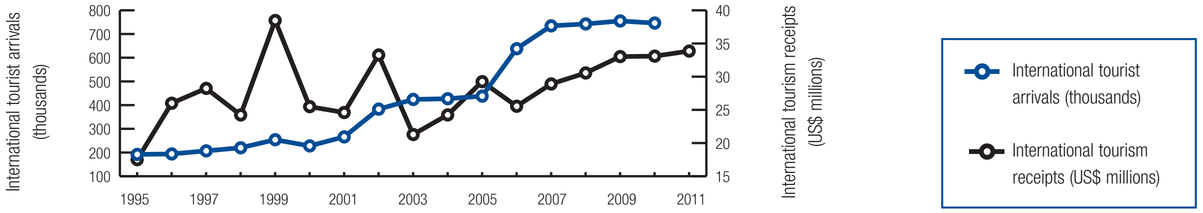
Key indicators

Population (millions), 2011	15.4
Surface area (1,000 square kilometers), 2011	118.5
Gross domestic product (current US$ billions), 2011	5.6
Gross domestic product (current PPP, $) per capita, 2011	850.8
Real GDP growth (percent), 2011	4.3
Environmental Performance Index 2012, rank (out of 132 economies), 2011	n/a

Travel & Tourism indicators

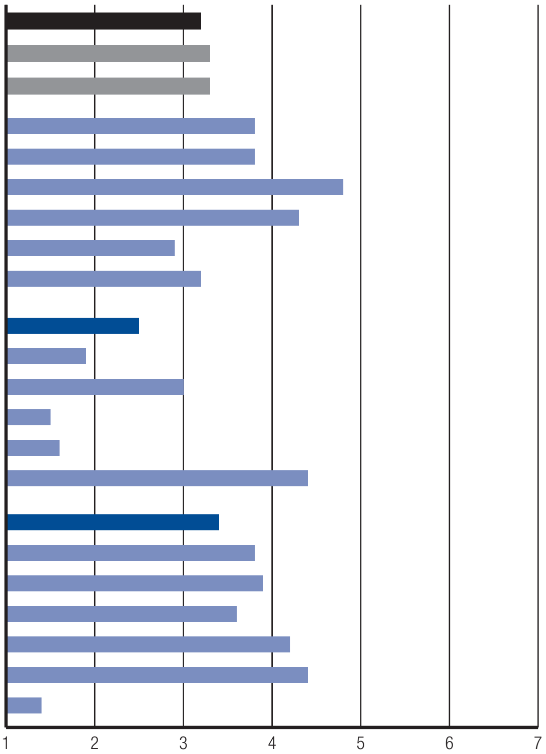
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	171.4	2.9	6.5
T&T industry employment (1,000 jobs)	77.8	2.4	2.5
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	360	6.1	6.5
T&T economy employment (1,000 jobs)	170	5.3	2.5

International tourist arrivals (thousands), 2010	746.1
International tourism receipts (US$, millions), 2011	33.9



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**124**	**3.2**
2011 Travel & Tourism Competitiveness Index	121	3.3
2009 Travel & Tourism Competitiveness Index	117	3.3
T&T regulatory framework	**115**	**3.8**
Policy rules and regulations	121	3.8
Environmental sustainability	50	4.8
Safety and security	94	4.3
Health and hygiene	111	2.9
Prioritization of Travel & Tourism	126	3.2
Business environment and infrastructure	**135**	**2.5**
Air transport infrastructure	134	1.9
Ground transport infrastructure	103	3.0
Tourism infrastructure	129	1.5
ICT infrastructure	135	1.6
Price competitiveness in the T&T industry	82	4.4
T&T human, cultural, and natural resources	**113**	**3.4**
Human resources	123	3.8
Education and training	115	3.9
Availability of qualified labor	133	3.6
Affinity for Travel & Tourism	118	4.2
Natural resources	36	4.4
Cultural resources	123	1.4



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Malawi

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**3.8**	**121**
1.01	Prevalence of foreign ownership	4.6	71
1.02	Property rights	3.9	86
1.03	Business impact of rules on FDI	4.1	104
1.04	Visa requirements, no. of countries*	72.7	57
1.05	Openness bilateral ASAs (0–38)*	9.9	83
1.06	Transparency of government policymaking	3.9	100
1.07	No. of days to start a business*	39	119
1.08	Cost to start a business, % GNI/capita*	83.7	128
1.09	GATS commitment restrictiveness (0–100)*	75.0	17
	2nd pillar: Environmental sustainability	**4.8**	**50**
2.01	Stringency of environmental regulation	3.4	95
2.02	Enforcement of environmental regulation	3.5	79
2.03	Sustainability of T&T industry development	3.9	97
2.04	Carbon dioxide emission, million tons/capita*	0.1	5
2.05	Particulate matter concentration, µg/m³*	32.6	76
2.06	Threatened species, %*	3.0	31
2.07	Environm. treaty ratification (0–25)*	18	84
	3rd pillar: Safety and security	**4.3**	**94**
3.01	Business costs of crime and violence	4.3	95
3.02	Reliability of police services	3.8	89
3.03	Road traffic accidents/100,000 pop.*	26.0	103
3.04	Business costs of terrorism	5.6	59
	4th pillar: Health and hygiene	**2.9**	**111**
4.01	Physician density/1,000 pop.*	0.0	138
4.02	Access to improved sanitation, % pop.*	51.0	109
4.03	Access to improved drinking water, % pop.*	83.0	106
4.04	Hospital beds/10,000 pop.*	13.0	103
	5th pillar: Prioritization of Travel & Tourism	**3.2**	**126**
5.01	Government prioritization of the T&T industry	4.7	103
5.02	T&T gov't expenditure, % gov't budget*	1.3	122
5.03	Effectiveness of marketing to attract tourists	3.9	98
5.04	Comprehensiveness of T&T data (0–120)*	56.0	91
5.05	Timeliness of T&T data (0–18)*	0.0	126
	6th pillar: Air transport infrastructure	**1.9**	**134**
6.01	Quality of air transport infrastructure	3.1	130
6.02	Airline seat kms/week, dom., millions*	0.4	85
6.03	Airline seat kms/week, int'l, millions*	6.7	134
6.04	Departures/1,000 pop.*	0.2	121
6.05	Airport density/million pop.*	0.2	120
6.06	No. of operating airlines*	4.0	134
6.07	International air transport network	3.6	119
	7th pillar: Ground transport infrastructure	**3.0**	**103**
7.01	Quality of roads	3.4	88
7.02	Quality of railroad infrastructure	2.2	82
7.03	Quality of port infrastructure	3.7	93
7.04	Quality of ground transport network	4.0	102
7.05	Road density/million pop.*	13.0	103

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**1.5**	**129**
8.01	Hotel rooms/100 pop.*	0.2	95
8.02	Presence of major car rental co. (1–7)*	1	123
8.03	ATMs accepting Visa cards/million pop.*	16.8	119
	9th pillar: ICT infrastructure	**1.6**	**135**
9.01	ICT use for B-to-B transactions	4.5	105
9.02	ICT use for B-to-C transactions	3.4	123
9.03	Individuals using the Internet, %*	3.3	130
9.04	Fixed telephone lines/100 pop.*	1.1	124
9.05	Broadband Internet subscribers/100 pop.*	0.1	125
9.06	Mobile telephone subscriptions/100 pop.*	25.7	138
9.07	Mobile broadband subscriptions/100 pop.*	3.1	96
	10th pillar: Price competitiveness in T&T ind.	**4.4**	**82**
10.01	Ticket taxes and airport charges (0–100)*	79.9	69
10.02	Purchasing power parity*	0.4	8
10.04	Fuel price, US$ cents/liter*	154.0	114
10.03	Extent and effect of taxation	2.9	116
10.05	Hotel price index, US$*	n/a	n/a
	11th pillar: Human resources	**3.8**	**123**
	Education and training	3.9	115
11.01	Primary education enrollment, net %*	96.9	42
11.02	Secondary education enrollment, gross %*	32.1	128
11.03	Quality of the educational system	3.8	64
11.04	Local availability specialized research & training	3.5	107
11.05	Extent of staff training	3.7	92
	Availability of qualified labor	3.6	133
11.06	Hiring and firing practices	4.1	58
11.07	Ease of hiring foreign labor	3.7	105
11.08	HIV prevalence, % adult pop.*	11.0	132
11.09	Business impact of HIV/AIDS	2.6	139
11.10	Life expectancy, years*	54.1	125
	12th pillar: Affinity for Travel & Tourism	**4.2**	**118**
12.01	Tourism openness, % of GDP*	1.8	117
12.02	Attitude of population toward foreign visitors	5.7	121
12.03	Extension of business trips recommended	5.0	95
12.04	Degree of customer orientation	4.5	79
	13th pillar: Natural resources	**4.4**	**36**
13.01	No. of World Heritage natural sites*	1	45
13.02	Quality of the natural environment	4.2	77
13.03	Total known species*	897	38
13.04	Terrestrial biome protection (0–17%)*	16.1	26
13.05	Marine protected areas, %*	n/a	n/a
	14th pillar: Cultural resources	**1.4**	**123**
14.01	No. of World Heritage cultural sites*	3	74
14.02	Sports stadiums, seats/million pop.*	3,250.8	131
14.03	No. of int'l fairs and exhibitions*	3.7	110
14.04	Creative industries exports, % of world total*	0.0	113

Malaysia

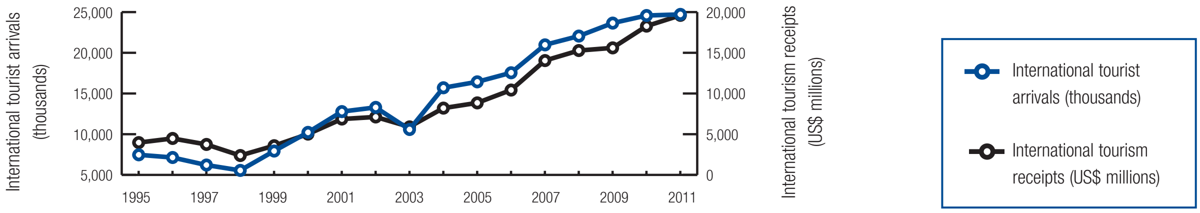
Key indicators

Population (millions), 2011	29.0
Surface area (1,000 square kilometers), 2011	330.8
Gross domestic product (current US$ billions), 2011	287.9
Gross domestic product (current PPP, $) per capita, 2011	16,239.8
Real GDP growth (percent), 2011	5.1
Environmental Performance Index 2012, rank (out of 132 economies), 2011	25

Travel & Tourism indicators

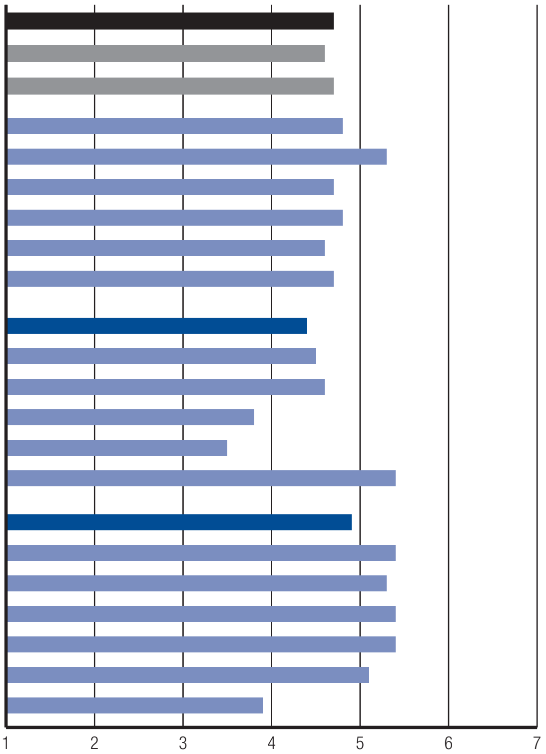
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	19,521.2	6.8	4.3
T&T industry employment (1,000 jobs)	768.9	6.4	2.8
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	43,081	15.1	4.3
T&T economy employment (1,000 jobs)	1,595	13.2	2.8

International tourist arrivals (thousands), 2011	24,714.3
International tourism receipts (US$, millions), 2011	19,599.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**34**	**4.7**
2011 Travel & Tourism Competitiveness Index	35	4.6
2009 Travel & Tourism Competitiveness Index	32	4.7
T&T regulatory framework	**55**	**4.8**
Policy rules and regulations	9	5.3
Environmental sustainability	61	4.7
Safety and security	66	4.8
Health and hygiene	73	4.6
Prioritization of Travel & Tourism	51	4.7
Business environment and infrastructure	**41**	**4.4**
Air transport infrastructure	26	4.5
Ground transport infrastructure	36	4.6
Tourism infrastructure	73	3.8
ICT infrastructure	57	3.5
Price competitiveness in the T&T industry	5	5.4
T&T human, cultural, and natural resources	**17**	**4.9**
Human resources	28	5.4
Education and training	30	5.3
Availability of qualified labor	24	5.4
Affinity for Travel & Tourism	16	5.4
Natural resources	18	5.1
Cultural resources	31	3.9



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Malaysia

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**5.3**	**9**
1.01	Prevalence of foreign ownership	5.0	52
1.02	Property rights	5.4	28
1.03	Business impact of rules on FDI	5.5	10
1.04	Visa requirements, no. of countries*	163.0	3
1.05	Openness bilateral ASAs (0–38)*	12.2	49
1.06	Transparency of government policymaking	5.2	17
1.07	No. of days to start a business*	6	16
1.08	Cost to start a business, % GNI/capita*	15.1	90
1.09	GATS commitment restrictiveness (0–100)*	54.6	66
	2nd pillar: Environmental sustainability	**4.7**	**61**
2.01	Stringency of environmental regulation	5.0	31
2.02	Enforcement of environmental regulation	4.9	27
2.03	Sustainability of T&T industry development	5.6	8
2.04	Carbon dioxide emission, million tons/capita*	7.6	103
2.05	Particulate matter concentration, µg/m^3*	18.6	32
2.06	Threatened species, %*	13.0	127
2.07	Environm. treaty ratification (0–25)*	18	84
	3rd pillar: Safety and security	**4.8**	**66**
3.01	Business costs of crime and violence	4.9	67
3.02	Reliability of police services	5.0	40
3.03	Road traffic accidents/100,000 pop.*	23.6	96
3.04	Business costs of terrorism	5.7	56
	4th pillar: Health and hygiene	**4.6**	**73**
4.01	Physician density/1,000 pop.*	0.9	89
4.02	Access to improved sanitation, % pop.*	96.0	49
4.03	Access to improved drinking water, % pop.*	100.0	1
4.04	Hospital beds/10,000 pop.*	18.0	87
	5th pillar: Prioritization of Travel & Tourism	**4.7**	**51**
5.01	Government prioritization of the T&T industry	6.2	20
5.02	T&T gov't expenditure, % gov't budget*	1.8	114
5.03	Effectiveness of marketing to attract tourists	5.6	14
5.04	Comprehensiveness of T&T data (0–120)*	68.0	59
5.05	Timeliness of T&T data (0–18)*	13.5	71
	6th pillar: Air transport infrastructure	**4.5**	**26**
6.01	Quality of air transport infrastructure	5.9	24
6.02	Airline seat kms/week, dom., millions*	355.7	13
6.03	Airline seat kms/week, int'l, millions*	1,120.1	21
6.04	Departures/1,000 pop.*	8.5	44
6.05	Airport density/million pop.*	1.3	35
6.06	No. of operating airlines*	59.0	26
6.07	International air transport network	5.9	23
	7th pillar: Ground transport infrastructure	**4.6**	**36**
7.01	Quality of roads	5.4	27
7.02	Quality of railroad infrastructure	4.9	17
7.03	Quality of port infrastructure	5.5	21
7.04	Quality of ground transport network	5.1	34
7.05	Road density/million pop.*	30.0	73

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**3.8**	**73**
8.01	Hotel rooms/100 pop.*	0.7	47
8.02	Presence of major car rental co. (1–7)*	3	97
8.03	ATMs accepting Visa cards/million pop.*	415.0	49
	9th pillar: ICT infrastructure	**3.5**	**57**
9.01	ICT use for B-to-B transactions	5.6	33
9.02	ICT use for B-to-C transactions	5.4	26
9.03	Individuals using the Internet, %*	61.0	41
9.04	Fixed telephone lines/100 pop.*	14.7	84
9.05	Broadband Internet subscribers/100 pop.*	7.4	67
9.06	Mobile telephone subscriptions/100 pop.*	127.0	34
9.07	Mobile broadband subscriptions/100 pop.*	12.3	69
	10th pillar: Price competitiveness in T&T ind.	**5.4**	**5**
10.01	Ticket taxes and airport charges (0–100)*	89.3	20
10.02	Purchasing power parity*	0.6	66
10.04	Fuel price, US$ cents/liter*	56.0	17
10.03	Extent and effect of taxation	4.7	14
10.05	Hotel price index, US$*	107.7	31
	11th pillar: Human resources	**5.4**	**28**
	Education and training	5.3	30
11.01	Primary education enrollment, net %*	95.9	46
11.02	Secondary education enrollment, gross %*	68.3	102
11.03	Quality of the educational system	5.1	14
11.04	Local availability specialized research & training	5.4	17
11.05	Extent of staff training	5.2	7
	Availability of qualified labor	5.4	24
11.06	Hiring and firing practices	4.5	34
11.07	Ease of hiring foreign labor	4.4	45
11.08	HIV prevalence, % adult pop.*	0.5	85
11.09	Business impact of HIV/AIDS	4.9	89
11.10	Life expectancy, years*	74.3	57
	12th pillar: Affinity for Travel & Tourism	**5.4**	**16**
12.01	Tourism openness, % of GDP*	10.5	21
12.02	Attitude of population toward foreign visitors	6.3	56
12.03	Extension of business trips recommended	5.9	27
12.04	Degree of customer orientation	5.4	16
	13th pillar: Natural resources	**5.1**	**18**
13.01	No. of World Heritage natural sites*	2	25
13.02	Quality of the natural environment	5.1	43
13.03	Total known species*	1,248	22
13.04	Terrestrial biome protection (0–17%)*	17.0	1
13.05	Marine protected areas, %*	0.7	52
	14th pillar: Cultural resources	**3.9**	**31**
14.01	No. of World Heritage cultural sites*	3	74
14.02	Sports stadiums, seats/million pop.*	32,761.1	73
14.03	No. of int'l fairs and exhibitions*	124.7	30
14.04	Creative industries exports, % of world total*	0.9	26

Mali

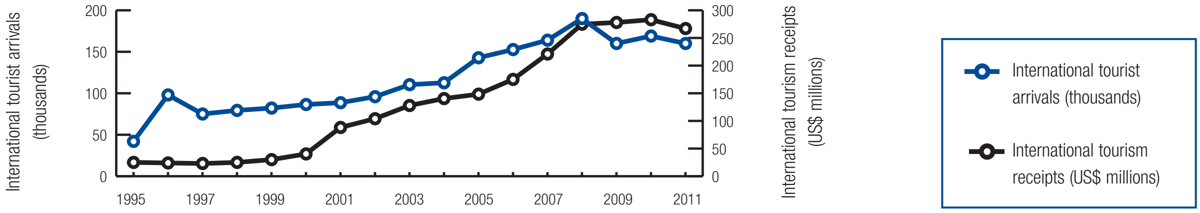
Key indicators

Population (millions), 2011	15.9
Surface area (1,000 square kilometers), 2011	1,240.2
Gross domestic product (current US$ billions), 2011	10.6
Gross domestic product (current PPP, $) per capita, 2011	1,128.0
Real GDP growth (percent), 2011	2.7
Environmental Performance Index 2012, rank (out of 132 economies), 2011	n/a

Travel & Tourism indicators

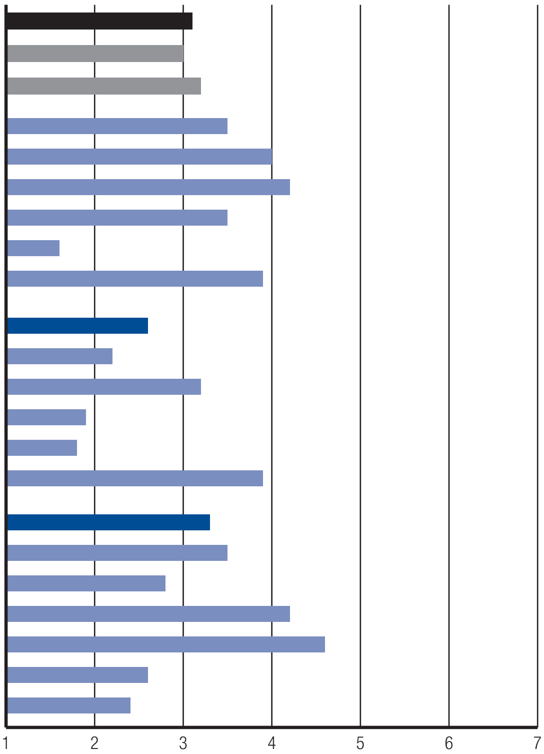
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	620.6	5.6	4.9
T&T industry employment (1,000 jobs)	101.7	4.7	2.8
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	1,377	12.4	5.2
T&T economy employment (1,000 jobs)	233	10.8	3.1

International tourist arrivals (thousands), 2011	160.0
International tourism receipts (US$, millions), 2011	267.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**129**	**3.1**
2011 Travel & Tourism Competitiveness Index	133	3.0
2009 Travel & Tourism Competitiveness Index	119	3.2
T&T regulatory framework	**128**	**3.5**
Policy rules and regulations	105	4.0
Environmental sustainability	110	4.2
Safety and security	128	3.5
Health and hygiene	134	1.6
Prioritization of Travel & Tourism	101	3.9
Business environment and infrastructure	**129**	**2.6**
Air transport infrastructure	119	2.2
Ground transport infrastructure	90	3.2
Tourism infrastructure	117	1.9
ICT infrastructure	125	1.8
Price competitiveness in the T&T industry	116	3.9
T&T human, cultural, and natural resources	**121**	**3.3**
Human resources	131	3.5
Education and training	134	2.8
Availability of qualified labor	127	4.2
Affinity for Travel & Tourism	71	4.6
Natural resources	123	2.6
Cultural resources	70	2.4



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Mali

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.0**	**105**
1.01	Prevalence of foreign ownership	4.0	112
1.02	Property rights	3.6	105
1.03	Business impact of rules on FDI	4.2	101
1.04	Visa requirements, no. of countries*	142.1	13
1.05	Openness bilateral ASAs (0–38)*	6.4	121
1.06	Transparency of government policymaking	3.7	114
1.07	No. of days to start a business*	8	33
1.08	Cost to start a business, % GNI/capita*	86.2	129
1.09	GATS commitment restrictiveness (0–100)*	66.2	48
	2nd pillar: Environmental sustainability	**4.2**	**110**
2.01	Stringency of environmental regulation	3.2	108
2.02	Enforcement of environmental regulation	2.9	111
2.03	Sustainability of T&T industry development	5.0	29
2.04	Carbon dioxide emission, million tons/capita*	0.0	2
2.05	Particulate matter concentration, µg/m³*	106.5	135
2.06	Threatened species, %*	3.5	42
2.07	Environm. treaty ratification (0–25)*	18	84
	3rd pillar: Safety and security	**3.5**	**128**
3.01	Business costs of crime and violence	4.2	99
3.02	Reliability of police services	3.6	100
3.03	Road traffic accidents/100,000 pop.*	32.1	119
3.04	Business costs of terrorism	4.0	128
	4th pillar: Health and hygiene	**1.6**	**134**
4.01	Physician density/1,000 pop.*	0.0	131
4.02	Access to improved sanitation, % pop.*	22.0	127
4.03	Access to improved drinking water, % pop.*	64.0	126
4.04	Hospital beds/10,000 pop.*	1.0	140
	5th pillar: Prioritization of Travel & Tourism	**3.9**	**101**
5.01	Government prioritization of the T&T industry	6.2	22
5.02	T&T gov't expenditure, % gov't budget*	1.7	117
5.03	Effectiveness of marketing to attract tourists	5.2	31
5.04	Comprehensiveness of T&T data (0–120)*	60.0	82
5.05	Timeliness of T&T data (0–18)*	0.0	126
	6th pillar: Air transport infrastructure	**2.2**	**119**
6.01	Quality of air transport infrastructure	4.2	92
6.02	Airline seat kms/week, dom., millions*	0.0	103
6.03	Airline seat kms/week, int'l, millions*	28.8	107
6.04	Departures/1,000 pop.*	0.1	131
6.05	Airport density/million pop.*	0.1	137
6.06	No. of operating airlines*	14.0	94
6.07	International air transport network	4.3	90
	7th pillar: Ground transport infrastructure	**3.2**	**90**
7.01	Quality of roads	3.6	81
7.02	Quality of railroad infrastructure	2.7	60
7.03	Quality of port infrastructure	4.1	73
7.04	Quality of ground transport network	4.4	73
7.05	Road density/million pop.*	2.0	138

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**1.9**	**117**
8.01	Hotel rooms/100 pop.*	0.1	123
8.02	Presence of major car rental co. (1–7)*	3	97
8.03	ATMs accepting Visa cards/million pop.*	4.9	129
	9th pillar: ICT infrastructure	**1.8**	**125**
9.01	ICT use for B-to-B transactions	4.9	75
9.02	ICT use for B-to-C transactions	3.8	105
9.03	Individuals using the Internet, %*	2.0	134
9.04	Fixed telephone lines/100 pop.*	0.7	128
9.05	Broadband Internet subscribers/100 pop.*	0.0	132
9.06	Mobile telephone subscriptions/100 pop.*	68.3	117
9.07	Mobile broadband subscriptions/100 pop.*	0.3	117
	10th pillar: Price competitiveness in T&T ind.	**3.9**	**116**
10.01	Ticket taxes and airport charges (0–100)*	41.9	133
10.02	Purchasing power parity*	0.6	59
10.04	Fuel price, US$ cents/liter*	125.0	85
10.03	Extent and effect of taxation	3.1	102
10.05	Hotel price index, US$*	n/a	n/a
	11th pillar: Human resources	**3.5**	**131**
	Education and training	2.8	134
11.01	Primary education enrollment, net %*	62.9	134
11.02	Secondary education enrollment, gross %*	39.4	120
11.03	Quality of the educational system	2.9	117
11.04	Local availability specialized research & training	3.6	100
11.05	Extent of staff training	3.1	128
	Availability of qualified labor	4.2	127
11.06	Hiring and firing practices	3.9	74
11.07	Ease of hiring foreign labor	4.6	33
11.08	HIV prevalence, % adult pop.*	1.0	103
11.09	Business impact of HIV/AIDS	4.0	119
11.10	Life expectancy, years*	51.4	132
	12th pillar: Affinity for Travel & Tourism	**4.6**	**71**
12.01	Tourism openness, % of GDP*	3.9	81
12.02	Attitude of population toward foreign visitors	6.6	14
12.03	Extension of business trips recommended	5.7	42
12.04	Degree of customer orientation	4.1	111
	13th pillar: Natural resources	**2.6**	**123**
13.01	No. of World Heritage natural sites*	1	45
13.02	Quality of the natural environment	2.8	131
13.03	Total known species*	723	50
13.04	Terrestrial biome protection (0–17%)*	2.4	119
13.05	Marine protected areas, %*	n/a	n/a
	14th pillar: Cultural resources	**2.4**	**70**
14.01	No. of World Heritage cultural sites*	10	27
14.02	Sports stadiums, seats/million pop.*	10,543.2	109
14.03	No. of int'l fairs and exhibitions*	4.7	96
14.04	Creative industries exports, % of world total*	0.0	122

Malta

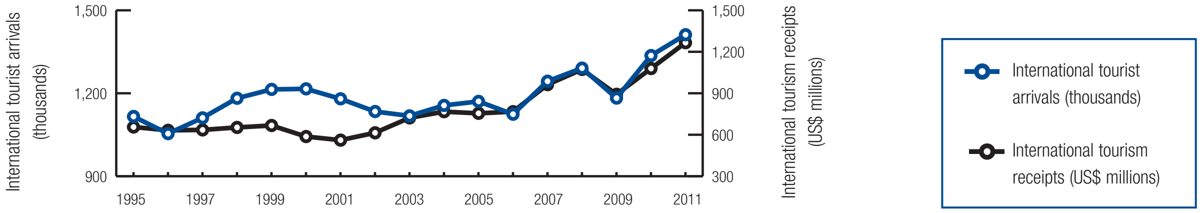
Key indicators

Population (millions), 2011	0.4
Surface area (1,000 square kilometers), 2011	0.3
Gross domestic product (current US$ billions), 2011	8.9
Gross domestic product (current PPP, $) per capita, 2011	25,597.9
Real GDP growth (percent), 2011	2.1
Environmental Performance Index 2012, rank (out of 132 economies), 2011	87

Travel & Tourism indicators

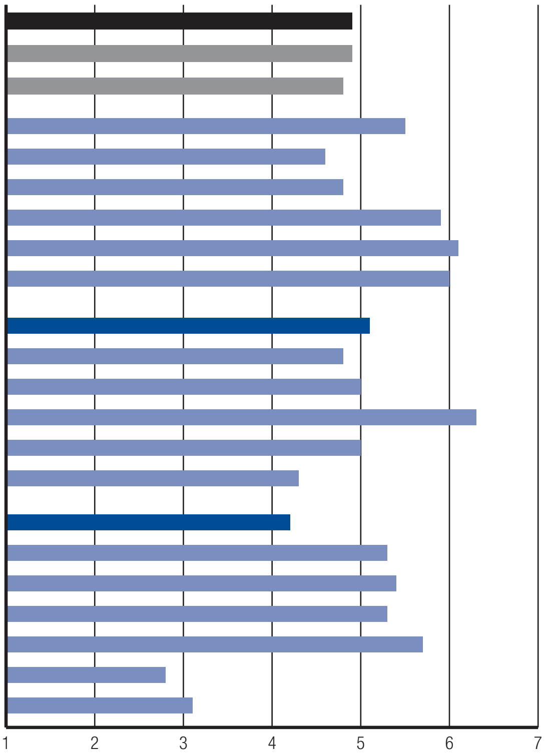
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	1,260.8	13.8	2.7
T&T industry employment (1,000 jobs)	24.1	14.9	0.6
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	2,423	26.4	2.8
T&T economy employment (1,000 jobs)	44	27.2	0.5

International tourist arrivals (thousands), 2011	1,411.7
International tourism receipts (US$, millions), 2011	1,265.9



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**24**	**4.9**
2011 Travel & Tourism Competitiveness Index	26	4.9
2009 Travel & Tourism Competitiveness Index	29	4.8
T&T regulatory framework	**15**	**5.5**
Policy rules and regulations	63	4.6
Environmental sustainability	48	4.8
Safety and security	15	5.9
Health and hygiene	27	6.1
Prioritization of Travel & Tourism	6	6.0
Business environment and infrastructure	**14**	**5.1**
Air transport infrastructure	18	4.8
Ground transport infrastructure	28	5.0
Tourism infrastructure	15	6.3
ICT infrastructure	21	5.0
Price competitiveness in the T&T industry	90	4.3
T&T human, cultural, and natural resources	**49**	**4.2**
Human resources	29	5.3
Education and training	29	5.4
Availability of qualified labor	27	5.3
Affinity for Travel & Tourism	9	5.7
Natural resources	115	2.8
Cultural resources	47	3.1



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Malta

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.6**	**63**
1.01	Prevalence of foreign ownership	4.7	69
1.02	Property rights	5.6	21
1.03	Business impact of rules on FDI	5.4	16
1.04	Visa requirements, no. of countries*	71.0	58
1.05	Openness bilateral ASAs (0–38)*	8.5	100
1.06	Transparency of government policymaking	4.4	55
1.07	No. of days to start a business*	40	122
1.08	Cost to start a business, % GNI/capita*	8.9	69
1.09	GATS commitment restrictiveness (0–100)*	54.6	66
	2nd pillar: Environmental sustainability	**4.8**	**48**
2.01	Stringency of environmental regulation	4.2	57
2.02	Enforcement of environmental regulation	3.9	55
2.03	Sustainability of T&T industry development	4.8	45
2.04	Carbon dioxide emission, million tons/capita*	6.2	93
2.05	Particulate matter concentration, µg/m³*	n/a	n/a
2.06	Threatened species, %*	2.6	17
2.07	Environm. treaty ratification (0–25)*	19	71
	3rd pillar: Safety and security	**5.9**	**15**
3.01	Business costs of crime and violence	5.9	14
3.02	Reliability of police services	5.0	42
3.03	Road traffic accidents/100,000 pop.*	3.4	2
3.04	Business costs of terrorism	5.9	49
	4th pillar: Health and hygiene	**6.1**	**27**
4.01	Physician density/1,000 pop.*	3.1	28
4.02	Access to improved sanitation, % pop.*	100.0	1
4.03	Access to improved drinking water, % pop.*	100.0	1
4.04	Hospital beds/10,000 pop.*	45.0	39
	5th pillar: Prioritization of Travel & Tourism	**6.0**	**6**
5.01	Government prioritization of the T&T industry	6.6	3
5.02	T&T gov't expenditure, % gov't budget*	11.3	7
5.03	Effectiveness of marketing to attract tourists	5.2	35
5.04	Comprehensiveness of T&T data (0–120)*	72.0	48
5.05	Timeliness of T&T data (0–18)*	15.5	48
	6th pillar: Air transport infrastructure	**4.8**	**18**
6.01	Quality of air transport infrastructure	5.9	25
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	61.0	87
6.04	Departures/1,000 pop.*	61.9	4
6.05	Airport density/million pop.*	4.8	10
6.06	No. of operating airlines*	14.5	93
6.07	International air transport network	5.7	32
	7th pillar: Ground transport infrastructure	**5.0**	**28**
7.01	Quality of roads	3.1	103
7.02	Quality of railroad infrastructure	n/a	n/a
7.03	Quality of port infrastructure	5.7	15
7.04	Quality of ground transport network	4.2	88
7.05	Road density/million pop.*	968.0	1

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**6.3**	**15**
8.01	Hotel rooms/100 pop.*	4.2	1
8.02	Presence of major car rental co. (1–7)*	7	1
8.03	ATMs accepting Visa cards/million pop.*	439.1	46
	9th pillar: ICT infrastructure	**5.0**	**21**
9.01	ICT use for B-to-B transactions	6.1	5
9.02	ICT use for B-to-C transactions	4.9	46
9.03	Individuals using the Internet, %*	69.2	36
9.04	Fixed telephone lines/100 pop.*	55.6	8
9.05	Broadband Internet subscribers/100 pop.*	30.9	15
9.06	Mobile telephone subscriptions/100 pop.*	124.9	38
9.07	Mobile broadband subscriptions/100 pop.*	32.6	39
	10th pillar: Price competitiveness in T&T ind.	**4.3**	**90**
10.01	Ticket taxes and airport charges (0–100)*	87.5	31
10.02	Purchasing power parity*	0.8	96
10.04	Fuel price, US$ cents/liter*	166.0	124
10.03	Extent and effect of taxation	3.7	50
10.05	Hotel price index, US$*	126.2	54
	11th pillar: Human resources	**5.3**	**29**
	Education and training	5.4	29
11.01	Primary education enrollment, net %*	93.8	65
11.02	Secondary education enrollment, gross %*	100.9	26
11.03	Quality of the educational system	5.0	16
11.04	Local availability specialized research & training	4.5	45
11.05	Extent of staff training	4.1	50
	Availability of qualified labor	5.3	27
11.06	Hiring and firing practices	3.6	89
11.07	Ease of hiring foreign labor	4.0	82
11.08	HIV prevalence, % adult pop.*	0.1	12
11.09	Business impact of HIV/AIDS	5.5	53
11.10	Life expectancy, years*	80.9	13
	12th pillar: Affinity for Travel & Tourism	**5.7**	**9**
12.01	Tourism openness, % of GDP*	17.9	9
12.02	Attitude of population toward foreign visitors	6.6	17
12.03	Extension of business trips recommended	5.6	47
12.04	Degree of customer orientation	4.5	78
	13th pillar: Natural resources	**2.8**	**115**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	3.6	112
13.03	Total known species*	234	136
13.04	Terrestrial biome protection (0–17%)*	16.9	21
13.05	Marine protected areas, %*	0.0	90
	14th pillar: Cultural resources	**3.1**	**47**
14.01	No. of World Heritage cultural sites*	3	74
14.02	Sports stadiums, seats/million pop.*	149,164.7	8
14.03	No. of int'l fairs and exhibitions*	27.7	60
14.04	Creative industries exports, % of world total*	0.0	67

Mauritania

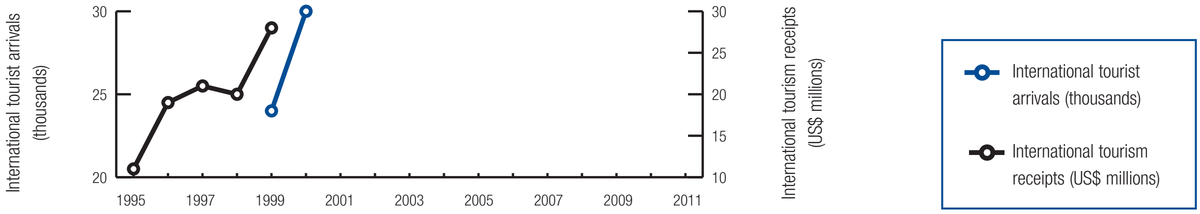
Key indicators

Population (millions), 2011	3.5
Surface area (1,000 square kilometers), 2011	1,030.7
Gross domestic product (current US$ billions), 2011	4.2
Gross domestic product (current PPP, $) per capita, 2011	2,008.3
Real GDP growth (percent), 2011	4.0
Environmental Performance Index 2012, rank (out of 132 economies), 2011	n/a

Travel & Tourism indicators

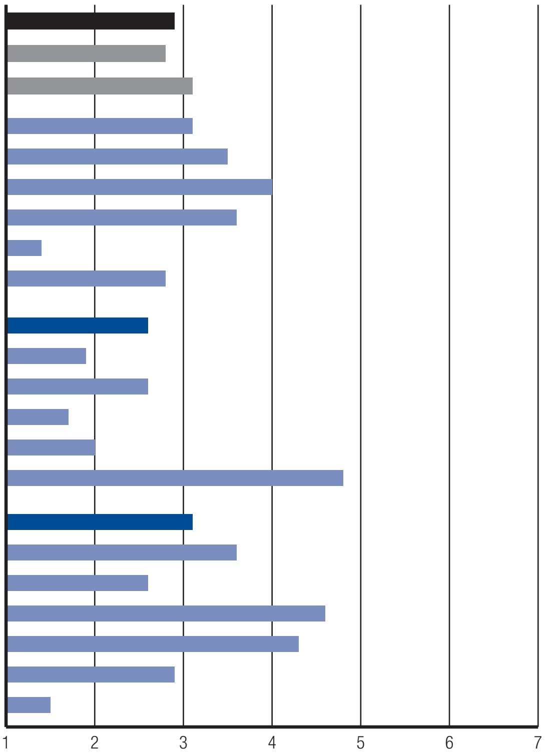
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	n/a	n/a	n/a
T&T industry employment (1,000 jobs)	n/a	n/a	n/a
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	n/a	n/a	n/a
T&T economy employment (1,000 jobs)	n/a	n/a	n/a

International tourist arrivals (thousands), 2000	30.0
International tourism receipts (US$, millions), 1999	28.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**134**	**2.9**
2011 Travel & Tourism Competitiveness Index	136	2.8
2009 Travel & Tourism Competitiveness Index	127	3.1
T&T regulatory framework	**137**	**3.1**
Policy rules and regulations	129	3.5
Environmental sustainability	117	4.0
Safety and security	123	3.6
Health and hygiene	135	1.4
Prioritization of Travel & Tourism	135	2.8
Business environment and infrastructure	**133**	**2.6**
Air transport infrastructure	132	1.9
Ground transport infrastructure	128	2.6
Tourism infrastructure	123	1.7
ICT infrastructure	117	2.0
Price competitiveness in the T&T industry	48	4.8
T&T human, cultural, and natural resources	**132**	**3.1**
Human resources	127	3.6
Education and training	136	2.6
Availability of qualified labor	106	4.6
Affinity for Travel & Tourism	109	4.3
Natural resources	106	2.9
Cultural resources	115	1.5



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Mauritania

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**3.5**	**129**
1.01	Prevalence of foreign ownership	3.3	131
1.02	Property rights	3.4	114
1.03	Business impact of rules on FDI	4.0	109
1.04	Visa requirements, no. of countries*	8.0	135
1.05	Openness bilateral ASAs (0–38)*	9.2	94
1.06	Transparency of government policymaking	3.5	127
1.07	No. of days to start a business*	19	80
1.08	Cost to start a business, % GNI/capita*	47.6	118
1.09	GATS commitment restrictiveness (0–100)*	57.0	62
	2nd pillar: Environmental sustainability	**4.0**	**117**
2.01	Stringency of environmental regulation	2.3	134
2.02	Enforcement of environmental regulation	2.5	132
2.03	Sustainability of T&T industry development	3.2	122
2.04	Carbon dioxide emission, million tons/capita*	0.6	**28**
2.05	Particulate matter concentration, µg/m³*	67.5	120
2.06	Threatened species, %*	5.0	72
2.07	Environm. treaty ratification (0–25)*	20	53
	3rd pillar: Safety and security	**3.6**	**123**
3.01	Business costs of crime and violence	5.3	**48**
3.02	Reliability of police services	2.9	126
3.03	Road traffic accidents/100,000 pop.*	35.5	131
3.04	Business costs of terrorism	4.5	118
	4th pillar: Health and hygiene	**1.4**	**135**
4.01	Physician density/1,000 pop.*	0.1	122
4.02	Access to improved sanitation, % pop.*	26.0	124
4.03	Access to improved drinking water, % pop.*	50.0	136
4.04	Hospital beds/10,000 pop.*	4.0	132
	5th pillar: Prioritization of Travel & Tourism	**2.8**	**135**
5.01	Government prioritization of the T&T industry	4.2	119
5.02	T&T gov't expenditure, % gov't budget*	n/a	n/a
5.03	Effectiveness of marketing to attract tourists	3.2	124
5.04	Comprehensiveness of T&T data (0–120)*	0.0	140
5.05	Timeliness of T&T data (0–18)*	0.0	126
	6th pillar: Air transport infrastructure	**1.9**	**132**
6.01	Quality of air transport infrastructure	2.8	134
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	7.8	131
6.04	Departures/1,000 pop.*	0.3	117
6.05	Airport density/million pop.*	0.6	78
6.06	No. of operating airlines*	5.0	132
6.07	International air transport network	3.4	133
	7th pillar: Ground transport infrastructure	**2.6**	**128**
7.01	Quality of roads	2.7	117
7.02	Quality of railroad infrastructure	2.0	89
7.03	Quality of port infrastructure	3.7	97
7.04	Quality of ground transport network	3.6	125
7.05	Road density/million pop.*	1.0	139

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**1.7**	**123**
8.01	Hotel rooms/100 pop.*	0.1	120
8.02	Presence of major car rental co. (1–7)*	2	111
8.03	ATMs accepting Visa cards/million pop.*	19.5	118
	9th pillar: ICT infrastructure	**2.0**	**117**
9.01	ICT use for B-to-B transactions	4.3	113
9.02	ICT use for B-to-C transactions	3.6	118
9.03	Individuals using the Internet, %*	4.5	126
9.04	Fixed telephone lines/100 pop.*	2.0	118
9.05	Broadband Internet subscribers/100 pop.*	0.2	117
9.06	Mobile telephone subscriptions/100 pop.*	93.6	92
9.07	Mobile broadband subscriptions/100 pop.*	4.9	86
	10th pillar: Price competitiveness in T&T ind.	**4.8**	**48**
10.01	Ticket taxes and airport charges (0–100)*	66.5	108
10.02	Purchasing power parity*	0.4	**21**
10.04	Fuel price, US$ cents/liter*	99.0	57
10.03	Extent and effect of taxation	3.7	**47**
10.05	Hotel price index, US$*	n/a	n/a
	11th pillar: Human resources	**3.6**	**127**
	Education and training	2.6	136
11.01	Primary education enrollment, net %*	74.0	129
11.02	Secondary education enrollment, gross %*	24.4	138
11.03	Quality of the educational system	2.3	135
11.04	Local availability specialized research & training	3.3	121
11.05	Extent of staff training	2.7	137
	Availability of qualified labor	4.6	106
11.06	Hiring and firing practices	4.6	**29**
11.07	Ease of hiring foreign labor	4.2	63
11.08	HIV prevalence, % adult pop.*	0.7	93
11.09	Business impact of HIV/AIDS	4.7	95
11.10	Life expectancy, years*	58.5	117
	12th pillar: Affinity for Travel & Tourism	**4.3**	**109**
12.01	Tourism openness, % of GDP*	6.9	**36**
12.02	Attitude of population toward foreign visitors	5.7	123
12.03	Extension of business trips recommended	4.9	102
12.04	Degree of customer orientation	3.7	129
	13th pillar: Natural resources	**2.9**	**106**
13.01	No. of World Heritage natural sites*	1	**45**
13.02	Quality of the natural environment	3.0	127
13.03	Total known species*	580	65
13.04	Terrestrial biome protection (0–17%)*	0.5	133
13.05	Marine protected areas, %*	4.1	**14**
	14th pillar: Cultural resources	**1.5**	**115**
14.01	No. of World Heritage cultural sites*	2	88
14.02	Sports stadiums, seats/million pop.*	11,294.5	107
14.03	No. of int'l fairs and exhibitions*	n/a	n/a
14.04	Creative industries exports, % of world total*	0.0	132

Mauritius

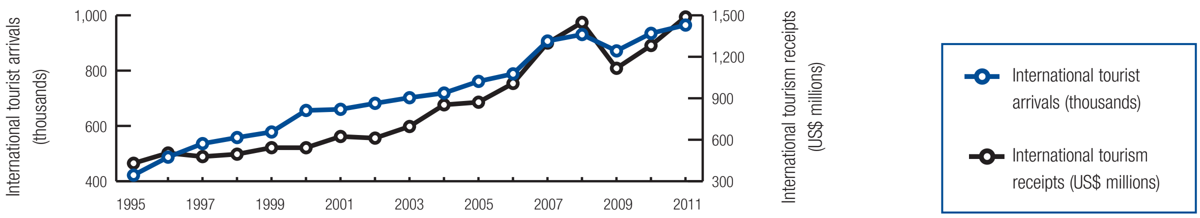
Key indicators

Population (millions), 2011	1.3
Surface area (1,000 square kilometers), 2011	2.0
Gross domestic product (current US$ billions), 2011	11.3
Gross domestic product (current PPP, $) per capita, 2011	14,961.5
Real GDP growth (percent), 2011	4.1
Environmental Performance Index 2012, rank (out of 132 economies), 2011	n/a

Travel & Tourism indicators

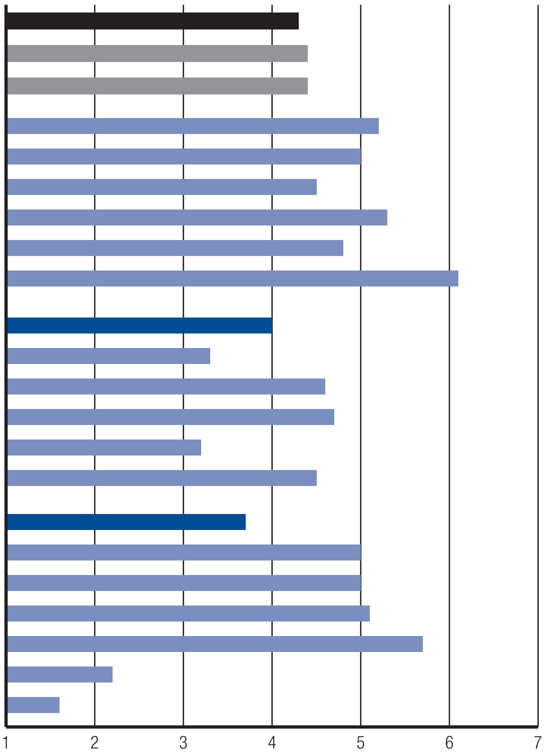
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	1,603.7	13.2	5.6
T&T industry employment (1,000 jobs)	71.5	12.6	3.4
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	3,612	29.7	5.6
T&T economy employment (1,000 jobs)	160	28.1	3.3

International tourist arrivals (thousands), 2011	964.6
International tourism receipts (US$, millions), 2011	1,488.1



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**58**	**4.3**
2011 Travel & Tourism Competitiveness Index	53	4.4
2009 Travel & Tourism Competitiveness Index	40	4.4
T&T regulatory framework	**32**	**5.2**
Policy rules and regulations	28	5.0
Environmental sustainability	77	4.5
Safety and security	36	5.3
Health and hygiene	66	4.8
Prioritization of Travel & Tourism	3	6.1
Business environment and infrastructure	**55**	**4.0**
Air transport infrastructure	60	3.3
Ground transport infrastructure	37	4.6
Tourism infrastructure	48	4.7
ICT infrastructure	69	3.2
Price competitiveness in the T&T industry	75	4.5
T&T human, cultural, and natural resources	**93**	**3.7**
Human resources	49	5.0
Education and training	47	5.0
Availability of qualified labor	68	5.1
Affinity for Travel & Tourism	6	5.7
Natural resources	134	2.2
Cultural resources	110	1.6



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Mauritius

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**5.0**	**28**
1.01	Prevalence of foreign ownership	4.6	80
1.02	Property rights	5.2	**36**
1.03	Business impact of rules on FDI	5.5	**9**
1.04	Visa requirements, no. of countries*	105.2	**28**
1.05	Openness bilateral ASAs (0–38)*	10.5	73
1.06	Transparency of government policymaking	4.7	**41**
1.07	No. of days to start a business*	6	**16**
1.08	Cost to start a business, % GNI/capita*	3.3	**43**
1.09	GATS commitment restrictiveness (0–100)*	51.1	81
	2nd pillar: Environmental sustainability	**4.5**	**77**
2.01	Stringency of environmental regulation	4.0	64
2.02	Enforcement of environmental regulation	3.6	73
2.03	Sustainability of T&T industry development	5.1	**25**
2.04	Carbon dioxide emission, million tons/capita*	3.1	64
2.05	Particulate matter concentration, µg/m³*	14.2	**14**
2.06	Threatened species, %*	18.5	135
2.07	Environm. treaty ratification (0–25)*	20	53
	3rd pillar: Safety and security	**5.3**	**36**
3.01	Business costs of crime and violence	5.1	58
3.02	Reliability of police services	4.5	57
3.03	Road traffic accidents/100,000 pop.*	11.1	**31**
3.04	Business costs of terrorism	6.2	**35**
	4th pillar: Health and hygiene	**4.8**	**66**
4.01	Physician density/1,000 pop.*	1.1	87
4.02	Access to improved sanitation, % pop.*	89.0	73
4.03	Access to improved drinking water, % pop.*	99.0	**42**
4.04	Hospital beds/10,000 pop.*	34.0	53
	5th pillar: Prioritization of Travel & Tourism	**6.1**	**3**
5.01	Government prioritization of the T&T industry	6.5	**7**
5.02	T&T gov't expenditure, % gov't budget*	16.3	**5**
5.03	Effectiveness of marketing to attract tourists	5.5	**22**
5.04	Comprehensiveness of T&T data (0–120)*	64.0	72
5.05	Timeliness of T&T data (0–18)*	17.5	**7**
	6th pillar: Air transport infrastructure	**3.3**	**60**
6.01	Quality of air transport infrastructure	5.2	**49**
6.02	Airline seat kms/week, dom., millions*	1.9	69
6.03	Airline seat kms/week, int'l, millions*	176.5	65
6.04	Departures/1,000 pop.*	9.2	**40**
6.05	Airport density/million pop.*	1.5	**29**
6.06	No. of operating airlines*	12.5	101
6.07	International air transport network	5.0	56
	7th pillar: Ground transport infrastructure	**4.6**	**37**
7.01	Quality of roads	4.3	58
7.02	Quality of railroad infrastructure	n/a	n/a
7.03	Quality of port infrastructure	4.8	**48**
7.04	Quality of ground transport network	4.5	69
7.05	Road density/million pop.*	101.0	**37**

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**4.7**	**48**
8.01	Hotel rooms/100 pop.*	0.9	**38**
8.02	Presence of major car rental co. (1–7)*	6	**32**
8.03	ATMs accepting Visa cards/million pop.*	305.6	65
	9th pillar: ICT infrastructure	**3.2**	**69**
9.01	ICT use for B-to-B transactions	5.3	**48**
9.02	ICT use for B-to-C transactions	4.1	92
9.03	Individuals using the Internet, %*	35.0	81
9.04	Fixed telephone lines/100 pop.*	28.7	**42**
9.05	Broadband Internet subscribers/100 pop.*	8.9	60
9.06	Mobile telephone subscriptions/100 pop.*	99.0	83
9.07	Mobile broadband subscriptions/100 pop.*	12.5	68
	10th pillar: Price competitiveness in T&T ind.	**4.5**	**75**
10.01	Ticket taxes and airport charges (0–100)*	74.3	88
10.02	Purchasing power parity*	0.6	58
10.04	Fuel price, US$ cents/liter*	123.0	83
10.03	Extent and effect of taxation	5.1	**9**
10.05	Hotel price index, US$*	203.3	104
	11th pillar: Human resources	**5.0**	**49**
	Education and training	5.0	**47**
11.01	Primary education enrollment, net %*	93.4	72
11.02	Secondary education enrollment, gross %*	89.4	66
11.03	Quality of the educational system	4.1	**46**
11.04	Local availability specialized research & training	4.2	67
11.05	Extent of staff training	4.3	**37**
	Availability of qualified labor	5.1	68
11.06	Hiring and firing practices	3.9	75
11.07	Ease of hiring foreign labor	4.2	61
11.08	HIV prevalence, % adult pop.*	1.0	103
11.09	Business impact of HIV/AIDS	5.1	83
11.10	Life expectancy, years*	73.0	83
	12th pillar: Affinity for Travel & Tourism	**5.7**	**6**
12.01	Tourism openness, % of GDP*	16.8	**10**
12.02	Attitude of population toward foreign visitors	6.5	**28**
12.03	Extension of business trips recommended	6.0	**24**
12.04	Degree of customer orientation	5.0	**41**
	13th pillar: Natural resources	**2.2**	**134**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	4.6	60
13.03	Total known species*	92	140
13.04	Terrestrial biome protection (0–17%)*	4.8	110
13.05	Marine protected areas, %*	0.0	101
	14th pillar: Cultural resources	**1.6**	**110**
14.01	No. of World Heritage cultural sites*	2	88
14.02	Sports stadiums, seats/million pop.*	26,593.0	82
14.03	No. of int'l fairs and exhibitions*	4.0	107
14.04	Creative industries exports, % of world total*	0.0	75

Mexico

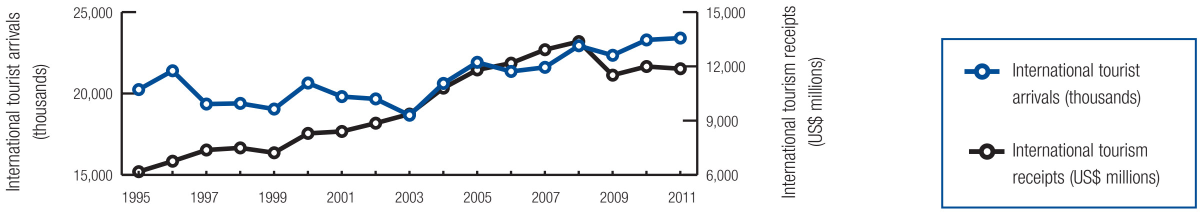
Key indicators

Population (millions), 2011	116.4
Surface area (1,000 square kilometers), 2011	1,964.4
Gross domestic product (current US$ billions), 2011	1,154.0
Gross domestic product (current PPP, $) per capita, 2011	14,652.8
Real GDP growth (percent), 2011	3.9
Environmental Performance Index 2012, rank (out of 132 economies), 2011	84

Travel & Tourism indicators

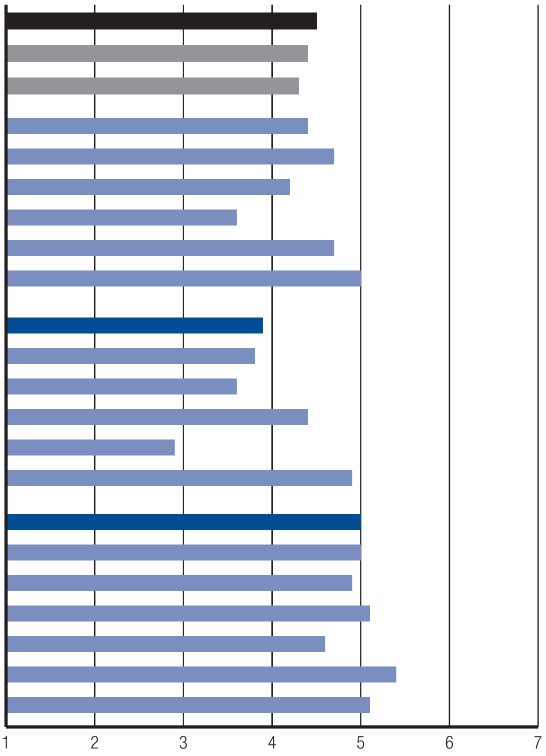
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	65,481.2	5.5	4.4
T&T industry employment (1,000 jobs)	2,952.7	6.3	1.7
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	146,698	12.4	4.5
T&T economy employment (1,000 jobs)	6,421	13.7	1.8

International tourist arrivals (thousands), 2011	23,403.3
International tourism receipts (US$, millions), 2011	11,868.8



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**44**	**4.5**
2011 Travel & Tourism Competitiveness Index	43	4.4
2009 Travel & Tourism Competitiveness Index	51	4.3
T&T regulatory framework	**83**	**4.4**
Policy rules and regulations	54	4.7
Environmental sustainability	105	4.2
Safety and security	121	3.7
Health and hygiene	72	4.7
Prioritization of Travel & Tourism	34	5.0
Business environment and infrastructure	**61**	**3.9**
Air transport infrastructure	49	3.8
Ground transport infrastructure	69	3.6
Tourism infrastructure	61	4.4
ICT infrastructure	78	2.9
Price competitiveness in the T&T industry	33	4.9
T&T human, cultural, and natural resources	**15**	**5.0**
Human resources	53	5.0
Education and training	53	4.9
Availability of qualified labor	65	5.1
Affinity for Travel & Tourism	65	4.6
Natural resources	8	5.4
Cultural resources	21	5.1



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Mexico

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.7**	**54**
1.01	Prevalence of foreign ownership	5.5	24
1.02	Property rights	4.2	69
1.03	Business impact of rules on FDI	5.0	36
1.04	Visa requirements, no. of countries*	60.5	99
1.05	Openness bilateral ASAs (0–38)*	14.0	40
1.06	Transparency of government policymaking	4.4	62
1.07	No. of days to start a business*	9	42
1.08	Cost to start a business, % GNI/capita*	10.1	72
1.09	GATS commitment restrictiveness (0–100)*	43.8	103
	2nd pillar: Environmental sustainability	**4.2**	**105**
2.01	Stringency of environmental regulation	4.1	60
2.02	Enforcement of environmental regulation	3.5	77
2.03	Sustainability of T&T industry development	4.6	61
2.04	Carbon dioxide emission, million tons/capita*	4.3	72
2.05	Particulate matter concentration, µg/m³*	32.6	77
2.06	Threatened species, %*	19.0	137
2.07	Environm. treaty ratification (0–25)*	20	53
	3rd pillar: Safety and security	**3.7**	**121**
3.01	Business costs of crime and violence	2.9	131
3.02	Reliability of police services	2.8	130
3.03	Road traffic accidents/100,000 pop.*	20.7	88
3.04	Business costs of terrorism	4.7	113
	4th pillar: Health and hygiene	**4.7**	**72**
4.01	Physician density/1,000 pop.*	2.0	59
4.02	Access to improved sanitation, % pop.*	85.0	77
4.03	Access to improved drinking water, % pop.*	96.0	63
4.04	Hospital beds/10,000 pop.*	16.0	96
	5th pillar: Prioritization of Travel & Tourism	**5.0**	**34**
5.01	Government prioritization of the T&T industry	5.8	43
5.02	T&T gov't expenditure, % gov't budget*	4.8	41
5.03	Effectiveness of marketing to attract tourists	4.8	53
5.04	Comprehensiveness of T&T data (0–120)*	76.0	39
5.05	Timeliness of T&T data (0–18)*	16.5	17
	6th pillar: Air transport infrastructure	**3.8**	**49**
6.01	Quality of air transport infrastructure	4.8	64
6.02	Airline seat kms/week, dom., millions*	613.8	11
6.03	Airline seat kms/week, int'l, millions*	892.7	22
6.04	Departures/1,000 pop.*	1.6	90
6.05	Airport density/million pop.*	0.5	82
6.06	No. of operating airlines*	57.0	27
6.07	International air transport network	5.2	48
	7th pillar: Ground transport infrastructure	**3.6**	**69**
7.01	Quality of roads	4.5	50
7.02	Quality of railroad infrastructure	2.8	59
7.03	Quality of port infrastructure	4.3	64
7.04	Quality of ground transport network	4.9	36
7.05	Road density/million pop.*	19.0	89

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**4.4**	**61**
8.01	Hotel rooms/100 pop.*	0.6	57
8.02	Presence of major car rental co. (1–7)*	6	32
8.03	ATMs accepting Visa cards/million pop.*	344.9	58
	9th pillar: ICT infrastructure	**2.9**	**78**
9.01	ICT use for B-to-B transactions	5.1	57
9.02	ICT use for B-to-C transactions	4.6	69
9.03	Individuals using the Internet, %*	36.2	78
9.04	Fixed telephone lines/100 pop.*	17.1	73
9.05	Broadband Internet subscribers/100 pop.*	10.2	57
9.06	Mobile telephone subscriptions/100 pop.*	82.4	105
9.07	Mobile broadband subscriptions/100 pop.*	6.5	82
	10th pillar: Price competitiveness in T&T ind.	**4.9**	**33**
10.01	Ticket taxes and airport charges (0–100)*	74.4	87
10.02	Purchasing power parity*	0.7	75
10.04	Fuel price, US$ cents/liter*	72.0	22
10.03	Extent and effect of taxation	3.6	57
10.05	Hotel price index, US$*	103.9	27
	11th pillar: Human resources	**5.0**	**53**
	Education and training	4.9	53
11.01	Primary education enrollment, net %*	97.9	29
11.02	Secondary education enrollment, gross %*	88.8	70
11.03	Quality of the educational system	3.2	99
11.04	Local availability specialized research & training	4.6	44
11.05	Extent of staff training	4.0	66
	Availability of qualified labor	5.1	65
11.06	Hiring and firing practices	3.3	110
11.07	Ease of hiring foreign labor	4.1	69
11.08	HIV prevalence, % adult pop.*	0.3	66
11.09	Business impact of HIV/AIDS	5.4	68
11.10	Life expectancy, years*	76.7	41
	12th pillar: Affinity for Travel & Tourism	**4.6**	**65**
12.01	Tourism openness, % of GDP*	1.7	121
12.02	Attitude of population toward foreign visitors	6.4	45
12.03	Extension of business trips recommended	5.8	35
12.04	Degree of customer orientation	4.9	47
	13th pillar: Natural resources	**5.4**	**8**
13.01	No. of World Heritage natural sites*	4	10
13.02	Quality of the natural environment	3.7	109
13.03	Total known species*	1,961	9
13.04	Terrestrial biome protection (0–17%)*	10.7	70
13.05	Marine protected areas, %*	1.7	24
	14th pillar: Cultural resources	**5.1**	**21**
14.01	No. of World Heritage cultural sites*	34	5
14.02	Sports stadiums, seats/million pop.*	22,750.8	86
14.03	No. of int'l fairs and exhibitions*	160.0	21
14.04	Creative industries exports, % of world total*	0.9	27

Moldova

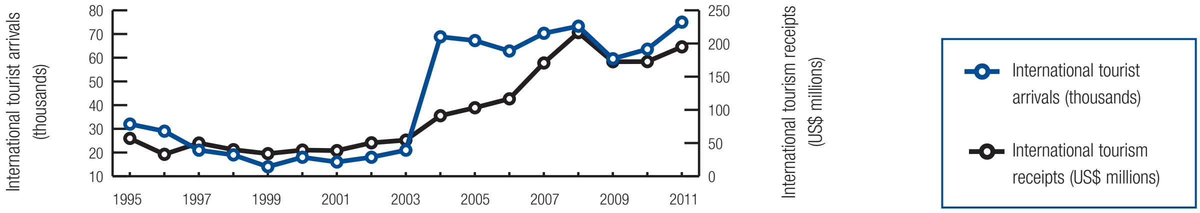
Key indicators

Population (millions), 2011	3.6
Surface area (1,000 square kilometers), 2011	33.9
Gross domestic product (current US$ billions), 2011	7.0
Gross domestic product (current PPP, $) per capita, 2011	3,373.2
Real GDP growth (percent), 2011	6.4
Environmental Performance Index 2012, rank (out of 132 economies), 2011	108

Travel & Tourism indicators

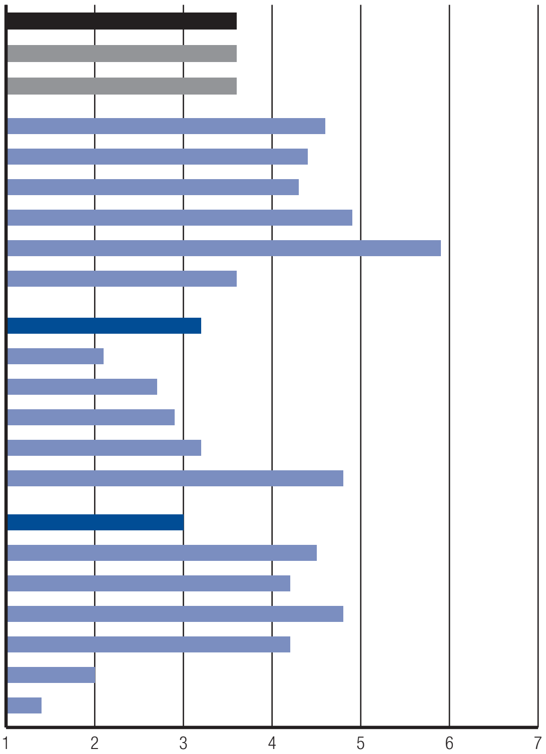
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	90.7	1.3	0.2
T&T industry employment (1,000 jobs)	12.9	1.1	–5.6
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	226	3.1	0.2
T&T economy employment (1,000 jobs)	33	2.7	–5.7

International tourist arrivals (thousands), 2011	75.0
International tourism receipts (US$, millions), 2011	195.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**102**	**3.6**
2011 Travel & Tourism Competitiveness Index	99	3.6
2009 Travel & Tourism Competitiveness Index	93	3.6
T&T regulatory framework	**65**	**4.6**
Policy rules and regulations	81	4.4
Environmental sustainability	93	4.3
Safety and security	61	4.9
Health and hygiene	41	5.9
Prioritization of Travel & Tourism	112	3.6
Business environment and infrastructure	**97**	**3.2**
Air transport infrastructure	125	2.1
Ground transport infrastructure	123	2.7
Tourism infrastructure	91	2.9
ICT infrastructure	66	3.2
Price competitiveness in the T&T industry	41	4.8
T&T human, cultural, and natural resources	**133**	**3.0**
Human resources	102	4.5
Education and training	101	4.2
Availability of qualified labor	100	4.8
Affinity for Travel & Tourism	112	4.2
Natural resources	135	2.0
Cultural resources	125	1.4



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Moldova

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.4**	**81**
1.01	Prevalence of foreign ownership	3.9	117
1.02	Property rights	3.3	119
1.03	Business impact of rules on FDI	3.9	110
1.04	Visa requirements, no. of countries*	48.0	109
1.05	Openness bilateral ASAs (0–38)*	4.6	128
1.06	Transparency of government policymaking	4.4	59
1.07	No. of days to start a business*	9	42
1.08	Cost to start a business, % GNI/capita*	5.7	57
1.09	GATS commitment restrictiveness (0–100)*	87.5	3
	2nd pillar: Environmental sustainability	**4.3**	**93**
2.01	Stringency of environmental regulation	2.9	122
2.02	Enforcement of environmental regulation	2.8	118
2.03	Sustainability of T&T industry development	2.9	134
2.04	Carbon dioxide emission, million tons/capita*	1.3	45
2.05	Particulate matter concentration, μg/m³*	33.4	81
2.06	Threatened species, %*	3.8	48
2.07	Environm. treaty ratification (0–25)*	17	96
	3rd pillar: Safety and security	**4.9**	**61**
3.01	Business costs of crime and violence	5.3	51
3.02	Reliability of police services	3.1	115
3.03	Road traffic accidents/100,000 pop.*	15.1	65
3.04	Business costs of terrorism	6.2	25
	4th pillar: Health and hygiene	**5.9**	**41**
4.01	Physician density/1,000 pop.*	2.7	42
4.02	Access to improved sanitation, % pop.*	85.0	77
4.03	Access to improved drinking water, % pop.*	96.0	63
4.04	Hospital beds/10,000 pop.*	62.0	21
	5th pillar: Prioritization of Travel & Tourism	**3.6**	**112**
5.01	Government prioritization of the T&T industry	3.7	134
5.02	T&T gov't expenditure, % gov't budget*	3.2	68
5.03	Effectiveness of marketing to attract tourists	2.8	137
5.04	Comprehensiveness of T&T data (0–120)*	76.0	39
5.05	Timeliness of T&T data (0–18)*	13.5	71
	6th pillar: Air transport infrastructure	**2.1**	**125**
6.01	Quality of air transport infrastructure	3.6	111
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	15.7	123
6.04	Departures/1,000 pop.*	1.6	91
6.05	Airport density/million pop.*	0.3	109
6.06	No. of operating airlines*	12.0	107
6.07	International air transport network	3.7	117
	7th pillar: Ground transport infrastructure	**2.7**	**123**
7.01	Quality of roads	1.5	140
7.02	Quality of railroad infrastructure	2.5	68
7.03	Quality of port infrastructure	3.0	127
7.04	Quality of ground transport network	4.2	85
7.05	Road density/million pop.*	38.0	63

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**2.9**	**91**
8.01	Hotel rooms/100 pop.*	0.1	119
8.02	Presence of major car rental co. (1–7)*	4	82
8.03	ATMs accepting Visa cards/million pop.*	239.7	76
	9th pillar: ICT infrastructure	**3.2**	**66**
9.01	ICT use for B-to-B transactions	4.7	92
9.02	ICT use for B-to-C transactions	4.0	95
9.03	Individuals using the Internet, %*	38.0	75
9.04	Fixed telephone lines/100 pop.*	33.3	35
9.05	Broadband Internet subscribers/100 pop.*	10.0	58
9.06	Mobile telephone subscriptions/100 pop.*	104.8	73
9.07	Mobile broadband subscriptions/100 pop.*	3.5	94
	10th pillar: Price competitiveness in T&T ind.	**4.8**	**41**
10.01	Ticket taxes and airport charges (0–100)*	73.2	93
10.02	Purchasing power parity*	0.6	52
10.04	Fuel price, US$ cents/liter*	108.0	68
10.03	Extent and effect of taxation	3.3	84
10.05	Hotel price index, US$*	79.1	8
	11th pillar: Human resources	**4.5**	**102**
	Education and training	4.2	101
11.01	Primary education enrollment, net %*	87.6	105
11.02	Secondary education enrollment, gross %*	88.0	73
11.03	Quality of the educational system	3.2	102
11.04	Local availability specialized research & training	3.4	113
11.05	Extent of staff training	3.2	120
	Availability of qualified labor	4.8	100
11.06	Hiring and firing practices	3.7	88
11.07	Ease of hiring foreign labor	3.8	95
11.08	HIV prevalence, % adult pop.*	0.4	76
11.09	Business impact of HIV/AIDS	5.7	43
11.10	Life expectancy, years*	69.2	98
	12th pillar: Affinity for Travel & Tourism	**4.2**	**112**
12.01	Tourism openness, % of GDP*	7.1	35
12.02	Attitude of population toward foreign visitors	6.1	93
12.03	Extension of business trips recommended	4.2	133
12.04	Degree of customer orientation	3.8	122
	13th pillar: Natural resources	**2.0**	**135**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	3.8	103
13.03	Total known species*	315	126
13.04	Terrestrial biome protection (0–17%)*	1.4	129
13.05	Marine protected areas, %*	n/a	n/a
	14th pillar: Cultural resources	**1.4**	**125**
14.01	No. of World Heritage cultural sites*	1	109
14.02	Sports stadiums, seats/million pop.*	22,222.0	88
14.03	No. of int'l fairs and exhibitions*	0.0	134
14.04	Creative industries exports, % of world total*	0.0	77

Mongolia

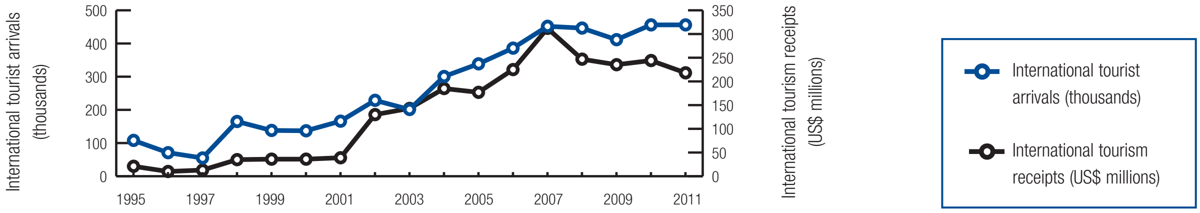
Key indicators

Population (millions), 2011	2.8
Surface area (1,000 square kilometers), 2011	1,564.1
Gross domestic product (current US$ billions), 2011	8.7
Gross domestic product (current PPP, $) per capita, 2011	4,770.4
Real GDP growth (percent), 2011	17.5
Environmental Performance Index 2012, rank (out of 132 economies), 2011	107

Travel & Tourism indicators

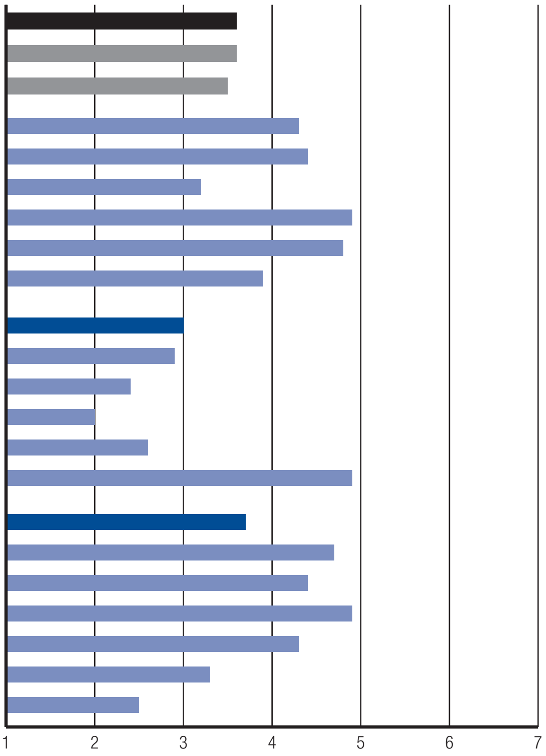
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	292.2	3.4	6.2
T&T industry employment (1,000 jobs)	36.5	3.0	0.9
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	757	8.8	6.1
T&T economy employment (1,000 jobs)	94	7.8	–0.7

International tourist arrivals (thousands), 2011	456.1
International tourism receipts (US$, millions), 2011	218.1



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**99**	**3.6**
2011 Travel & Tourism Competitiveness Index	101	3.6
2009 Travel & Tourism Competitiveness Index	105	3.5
T&T regulatory framework	**91**	**4.3**
Policy rules and regulations	79	4.4
Environmental sustainability	137	3.2
Safety and security	64	4.9
Health and hygiene	67	4.8
Prioritization of Travel & Tourism	100	3.9
Business environment and infrastructure	**107**	**3.0**
Air transport infrastructure	71	2.9
Ground transport infrastructure	135	2.4
Tourism infrastructure	116	2.0
ICT infrastructure	94	2.6
Price competitiveness in the T&T industry	36	4.9
T&T human, cultural, and natural resources	**90**	**3.7**
Human resources	91	4.7
Education and training	91	4.4
Availability of qualified labor	84	4.9
Affinity for Travel & Tourism	100	4.3
Natural resources	85	3.3
Cultural resources	66	2.5



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Mongolia

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.4**	**79**
1.01	Prevalence of foreign ownership	5.1	44
1.02	Property rights	3.4	115
1.03	Business impact of rules on FDI	4.4	87
1.04	Visa requirements, no. of countries*	14.0	128
1.05	Openness bilateral ASAs (0–38)*	7.3	110
1.06	Transparency of government policymaking	3.9	99
1.07	No. of days to start a business*	12	55
1.08	Cost to start a business, % GNI/capita*	2.4	36
1.09	GATS commitment restrictiveness (0–100)*	81.3	11
	2nd pillar: Environmental sustainability	**3.2**	**137**
2.01	Stringency of environmental regulation	2.2	136
2.02	Enforcement of environmental regulation	1.9	138
2.03	Sustainability of T&T industry development	3.0	132
2.04	Carbon dioxide emission, million tons/capita*	4.1	69
2.05	Particulate matter concentration, µg/m³*	100.9	133
2.06	Threatened species, %*	6.3	91
2.07	Environm. treaty ratification (0–25)*	18	84
	3rd pillar: Safety and security	**4.9**	**64**
3.01	Business costs of crime and violence	5.0	64
3.02	Reliability of police services	3.8	87
3.03	Road traffic accidents/100,000 pop.*	19.3	82
3.04	Business costs of terrorism	6.4	12
	4th pillar: Health and hygiene	**4.8**	**67**
4.01	Physician density/1,000 pop.*	2.8	38
4.02	Access to improved sanitation, % pop.*	51.0	109
4.03	Access to improved drinking water, % pop.*	82.0	109
4.04	Hospital beds/10,000 pop.*	58.0	25
	5th pillar: Prioritization of Travel & Tourism	**3.9**	**100**
5.01	Government prioritization of the T&T industry	4.7	102
5.02	T&T gov't expenditure, % gov't budget*	4.1	50
5.03	Effectiveness of marketing to attract tourists	3.1	131
5.04	Comprehensiveness of T&T data (0–120)*	34.0	123
5.05	Timeliness of T&T data (0–18)*	16.5	17
	6th pillar: Air transport infrastructure	**2.9**	**71**
6.01	Quality of air transport infrastructure	3.3	126
6.02	Airline seat kms/week, dom., millions*	3.2	63
6.03	Airline seat kms/week, int'l, millions*	17.8	119
6.04	Departures/1,000 pop.*	2.7	76
6.05	Airport density/million pop.*	5.4	9
6.06	No. of operating airlines*	7.0	121
6.07	International air transport network	3.4	128
	7th pillar: Ground transport infrastructure	**2.4**	**135**
7.01	Quality of roads	2.0	137
7.02	Quality of railroad infrastructure	2.5	69
7.03	Quality of port infrastructure	3.0	124
7.04	Quality of ground transport network	3.3	134
7.05	Road density/million pop.*	3.0	137

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**2.0**	**116**
8.01	Hotel rooms/100 pop.*	0.2	88
8.02	Presence of major car rental co. (1–7)*	0	136
8.03	ATMs accepting Visa cards/million pop.*	260.3	72
	9th pillar: ICT infrastructure	**2.6**	**94**
9.01	ICT use for B-to-B transactions	4.8	83
9.02	ICT use for B-to-C transactions	4.4	79
9.03	Individuals using the Internet, %*	20.0	98
9.04	Fixed telephone lines/100 pop.*	6.7	103
9.05	Broadband Internet subscribers/100 pop.*	3.2	86
9.06	Mobile telephone subscriptions/100 pop.*	105.1	71
9.07	Mobile broadband subscriptions/100 pop.*	17.3	60
	10th pillar: Price competitiveness in T&T ind.	**4.9**	**36**
10.01	Ticket taxes and airport charges (0–100)*	86.4	35
10.02	Purchasing power parity*	0.6	69
10.04	Fuel price, US$ cents/liter*	104.0	63
10.03	Extent and effect of taxation	4.0	34
10.05	Hotel price index, US$*	n/a	n/a
	11th pillar: Human resources	**4.7**	**91**
	Education and training	4.4	91
11.01	Primary education enrollment, net %*	98.7	20
11.02	Secondary education enrollment, gross %*	89.2	67
11.03	Quality of the educational system	2.4	133
11.04	Local availability specialized research & training	2.5	138
11.05	Extent of staff training	4.0	60
	Availability of qualified labor	4.9	84
11.06	Hiring and firing practices	4.5	35
11.07	Ease of hiring foreign labor	3.7	102
11.08	HIV prevalence, % adult pop.*	0.1	12
11.09	Business impact of HIV/AIDS	5.6	51
11.10	Life expectancy, years*	68.5	103
	12th pillar: Affinity for Travel & Tourism	**4.3**	**100**
12.01	Tourism openness, % of GDP*	6.5	43
12.02	Attitude of population toward foreign visitors	5.5	131
12.03	Extension of business trips recommended	5.2	82
12.04	Degree of customer orientation	3.9	116
	13th pillar: Natural resources	**3.3**	**85**
13.01	No. of World Heritage natural sites*	1	45
13.02	Quality of the natural environment	3.2	124
13.03	Total known species*	495	75
13.04	Terrestrial biome protection (0–17%)*	11.8	64
13.05	Marine protected areas, %*	n/a	n/a
	14th pillar: Cultural resources	**2.5**	**66**
14.01	No. of World Heritage cultural sites*	11	25
14.02	Sports stadiums, seats/million pop.*	7,142.6	116
14.03	No. of int'l fairs and exhibitions*	3.3	111
14.04	Creative industries exports, % of world total*	0.0	110

Montenegro

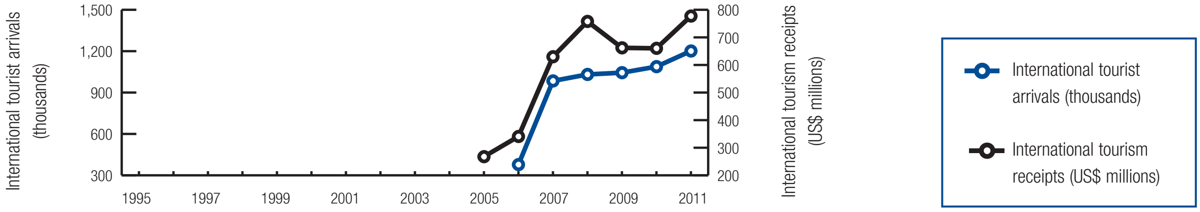
Key indicators

Population (millions), 2011	0.6
Surface area (1,000 square kilometers), 2011	13.8
Gross domestic product (current US$ billions), 2011	4.5
Gross domestic product (current PPP, $) per capita, 2011	11,545.3
Real GDP growth (percent), 2011	2.5
Environmental Performance Index 2012, rank (out of 132 economies), 2011	n/a

Travel & Tourism indicators

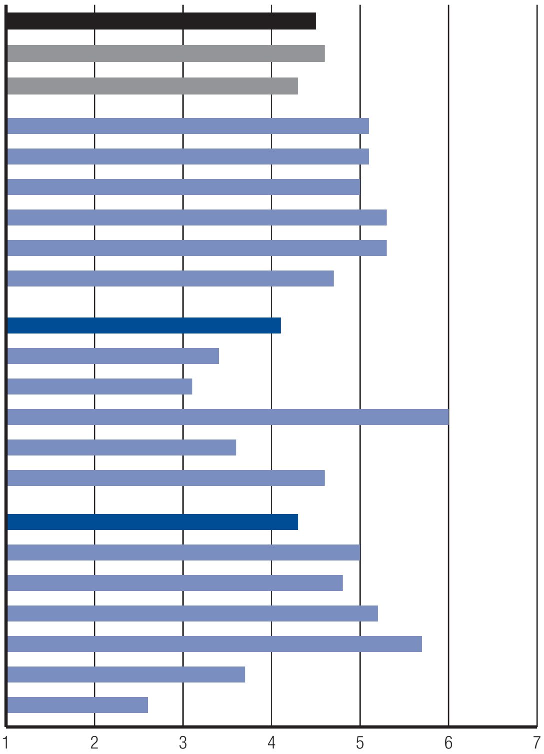
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	414.7	8.6	11.8
T&T industry employment (1,000 jobs)	13.1	7.6	8.3
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	836	17.3	12.4
T&T economy employment (1,000 jobs)	27	15.6	8.8

International tourist arrivals (thousands), 2011	1,201.1
International tourism receipts (US$, millions), 2011	777.3



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**40**	**4.5**
2011 Travel & Tourism Competitiveness Index	36	4.6
2009 Travel & Tourism Competitiveness Index	52	4.3
T&T regulatory framework	**34**	**5.1**
Policy rules and regulations	22	5.1
Environmental sustainability	33	5.0
Safety and security	45	5.3
Health and hygiene	55	5.3
Prioritization of Travel & Tourism	44	4.7
Business environment and infrastructure	**50**	**4.1**
Air transport infrastructure	58	3.4
Ground transport infrastructure	92	3.1
Tourism infrastructure	19	6.0
ICT infrastructure	51	3.6
Price competitiveness in the T&T industry	62	4.6
T&T human, cultural, and natural resources	**47**	**4.3**
Human resources	51	5.0
Education and training	63	4.8
Availability of qualified labor	36	5.2
Affinity for Travel & Tourism	7	5.7
Natural resources	62	3.7
Cultural resources	59	2.6



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Montenegro

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**5.1**	**22**
1.01	Prevalence of foreign ownership	4.6	77
1.02	Property rights	4.6	53
1.03	Business impact of rules on FDI	4.8	56
1.04	Visa requirements, no. of countries*	73.0	55
1.05	Openness bilateral ASAs (0–38)*	n/a	n/a
1.06	Transparency of government policymaking	4.9	30
1.07	No. of days to start a business*	10	48
1.08	Cost to start a business, % GNI/capita*	1.6	22
1.09	GATS commitment restrictiveness (0–100)*	n/a	n/a
	2nd pillar: Environmental sustainability	**5.0**	**33**
2.01	Stringency of environmental regulation	4.4	54
2.02	Enforcement of environmental regulation	4.0	51
2.03	Sustainability of T&T industry development	5.3	16
2.04	Carbon dioxide emission, million tons/capita*	3.1	63
2.05	Particulate matter concentration, µg/m³*	32.9	79
2.06	Threatened species, %*	4.6	58
2.07	Environm. treaty ratification (0–25)*	19	71
	3rd pillar: Safety and security	**5.3**	**45**
3.01	Business costs of crime and violence	5.5	34
3.02	Reliability of police services	5.0	41
3.03	Road traffic accidents/100,000 pop.*	20.4	87
3.04	Business costs of terrorism	6.3	20
	4th pillar: Health and hygiene	**5.3**	**55**
4.01	Physician density/1,000 pop.*	2.1	55
4.02	Access to improved sanitation, % pop.*	90.0	67
4.03	Access to improved drinking water, % pop.*	98.0	52
4.04	Hospital beds/10,000 pop.*	39.0	44
	5th pillar: Prioritization of Travel & Tourism	**4.7**	**44**
5.01	Government prioritization of the T&T industry	5.9	32
5.02	T&T gov't expenditure, % gov't budget*	2.6	90
5.03	Effectiveness of marketing to attract tourists	5.5	20
5.04	Comprehensiveness of T&T data (0–120)*	60.0	82
5.05	Timeliness of T&T data (0–18)*	15.5	48
	6th pillar: Air transport infrastructure	**3.4**	**58**
6.01	Quality of air transport infrastructure	4.4	76
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	17.4	121
6.04	Departures/1,000 pop.*	8.9	42
6.05	Airport density/million pop.*	3.2	16
6.06	No. of operating airlines*	12.0	107
6.07	International air transport network	4.5	77
	7th pillar: Ground transport infrastructure	**3.1**	**92**
7.01	Quality of roads	3.2	92
7.02	Quality of railroad infrastructure	2.9	58
7.03	Quality of port infrastructure	3.6	101
7.04	Quality of ground transport network	4.4	74
7.05	Road density/million pop.*	13.0	103

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**6.0**	**19**
8.01	Hotel rooms/100 pop.*	2.4	8
8.02	Presence of major car rental co. (1–7)*	6	32
8.03	ATMs accepting Visa cards/million pop.*	444.4	44
	9th pillar: ICT infrastructure	**3.6**	**51**
9.01	ICT use for B-to-B transactions	4.8	81
9.02	ICT use for B-to-C transactions	4.4	78
9.03	Individuals using the Internet, %*	40.0	72
9.04	Fixed telephone lines/100 pop.*	26.8	45
9.05	Broadband Internet subscribers/100 pop.*	8.3	64
9.06	Mobile telephone subscriptions/100 pop.*	185.3	4
9.07	Mobile broadband subscriptions/100 pop.*	15.3	63
	10th pillar: Price competitiveness in T&T ind.	**4.6**	**62**
10.01	Ticket taxes and airport charges (0–100)*	78.4	76
10.02	Purchasing power parity*	0.5	34
10.04	Fuel price, US$ cents/liter*	149.0	108
10.03	Extent and effect of taxation	4.2	24
10.05	Hotel price index, US$*	n/a	n/a
	11th pillar: Human resources	**5.0**	**51**
	Education and training	4.8	63
11.01	Primary education enrollment, net %*	83.2	118
11.02	Secondary education enrollment, gross %*	104.0	17
11.03	Quality of the educational system	4.2	38
11.04	Local availability specialized research & training	3.8	88
11.05	Extent of staff training	4.1	51
	Availability of qualified labor	5.2	36
11.06	Hiring and firing practices	4.1	60
11.07	Ease of hiring foreign labor	4.3	55
11.08	HIV prevalence, % adult pop.*	0.0	1
11.09	Business impact of HIV/AIDS	5.9	34
11.10	Life expectancy, years*	74.5	56
	12th pillar: Affinity for Travel & Tourism	**5.7**	**7**
12.01	Tourism openness, % of GDP*	18.0	7
12.02	Attitude of population toward foreign visitors	6.5	36
12.03	Extension of business trips recommended	5.7	40
12.04	Degree of customer orientation	4.5	75
	13th pillar: Natural resources	**3.7**	**62**
13.01	No. of World Heritage natural sites*	1	45
13.02	Quality of the natural environment	5.5	24
13.03	Total known species*	416	94
13.04	Terrestrial biome protection (0–17%)*	13.3	54
13.05	Marine protected areas, %*	0.3	70
	14th pillar: Cultural resources	**2.6**	**59**
14.01	No. of World Heritage cultural sites*	1	109
14.02	Sports stadiums, seats/million pop.*	175,354.8	4
14.03	No. of int'l fairs and exhibitions*	3.3	111
14.04	Creative industries exports, % of world total*	0.0	117

Morocco

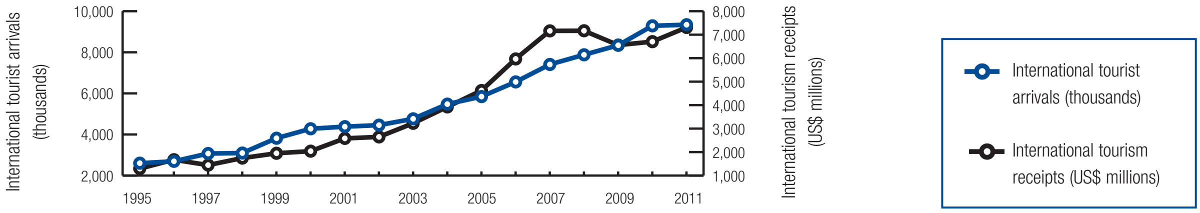
Key indicators

Population (millions), 2011	32.5
Surface area (1,000 square kilometers), 2011	446.6
Gross domestic product (current US$ billions), 2011	99.3
Gross domestic product (current PPP, $) per capita, 2011	5,080.3
Real GDP growth (percent), 2011	4.9
Environmental Performance Index 2012, rank (out of 132 economies), 2011	105

Travel & Tourism indicators

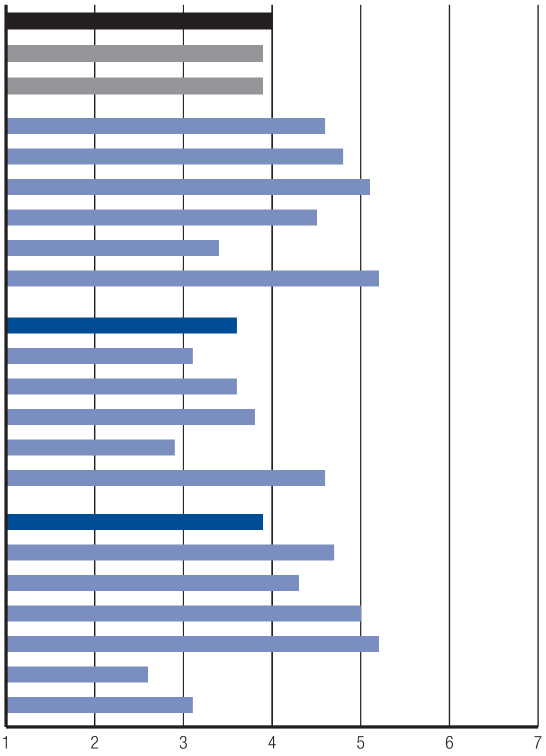
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	9,620.7	9.3	5.5
T&T industry employment (1,000 jobs)	889.2	8.2	2.8
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	20,320	19.6	5.5
T&T economy employment (1,000 jobs)	1,904	17.5	2.6

International tourist arrivals (thousands), 2011	9,342.3
International tourism receipts (US$, millions), 2011	7,307.2



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**71**	**4.0**
2011 Travel & Tourism Competitiveness Index	78	3.9
2009 Travel & Tourism Competitiveness Index	75	3.9
T&T regulatory framework	**68**	**4.6**
Policy rules and regulations	44	4.8
Environmental sustainability	31	5.1
Safety and security	80	4.5
Health and hygiene	104	3.4
Prioritization of Travel & Tourism	26	5.2
Business environment and infrastructure	**73**	**3.6**
Air transport infrastructure	64	3.1
Ground transport infrastructure	70	3.6
Tourism infrastructure	74	3.8
ICT infrastructure	79	2.9
Price competitiveness in the T&T industry	63	4.6
T&T human, cultural, and natural resources	**68**	**3.9**
Human resources	90	4.7
Education and training	96	4.3
Availability of qualified labor	72	5.0
Affinity for Travel & Tourism	22	5.2
Natural resources	126	2.6
Cultural resources	49	3.1



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Morocco

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.8**	**44**
1.01	Prevalence of foreign ownership	5.1	48
1.02	Property rights	4.6	52
1.03	Business impact of rules on FDI	5.1	33
1.04	Visa requirements, no. of countries*	67.0	93
1.05	Openness bilateral ASAs (0–38)*	10.0	79
1.06	Transparency of government policymaking	4.4	51
1.07	No. of days to start a business*	12	55
1.08	Cost to start a business, % GNI/capita*	15.5	91
1.09	GATS commitment restrictiveness (0–100)*	72.6	37
	2nd pillar: Environmental sustainability	**5.1**	**31**
2.01	Stringency of environmental regulation	3.6	89
2.02	Enforcement of environmental regulation	3.4	85
2.03	Sustainability of T&T industry development	5.5	11
2.04	Carbon dioxide emission, million tons/capita*	1.5	50
2.05	Particulate matter concentration, µg/m³*	23.4	47
2.06	Threatened species, %*	6.3	92
2.07	Environm. treaty ratification (0–25)*	22	20
	3rd pillar: Safety and security	**4.5**	**80**
3.01	Business costs of crime and violence	5.1	55
3.02	Reliability of police services	4.3	64
3.03	Road traffic accidents/100,000 pop.*	28.3	108
3.04	Business costs of terrorism	5.6	70
	4th pillar: Health and hygiene	**3.4**	**104**
4.01	Physician density/1,000 pop.*	0.6	98
4.02	Access to improved sanitation, % pop.*	70.0	95
4.03	Access to improved drinking water, % pop.*	83.0	106
4.04	Hospital beds/10,000 pop.*	11.0	110
	5th pillar: Prioritization of Travel & Tourism	**5.2**	**26**
5.01	Government prioritization of the T&T industry	6.6	5
5.02	T&T gov't expenditure, % gov't budget*	3.6	64
5.03	Effectiveness of marketing to attract tourists	5.6	16
5.04	Comprehensiveness of T&T data (0–120)*	66.0	69
5.05	Timeliness of T&T data (0–18)*	17.5	7
	6th pillar: Air transport infrastructure	**3.1**	**64**
6.01	Quality of air transport infrastructure	5.1	52
6.02	Airline seat kms/week, dom., millions*	8.3	51
6.03	Airline seat kms/week, int'l, millions*	375.0	42
6.04	Departures/1,000 pop.*	2.9	75
6.05	Airport density/million pop.*	0.5	84
6.06	No. of operating airlines*	35.0	52
6.07	International air transport network	5.1	53
	7th pillar: Ground transport infrastructure	**3.6**	**70**
7.01	Quality of roads	4.0	70
7.02	Quality of railroad infrastructure	3.9	36
7.03	Quality of port infrastructure	4.8	49
7.04	Quality of ground transport network	4.0	95
7.05	Road density/million pop.*	13.0	103

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**3.8**	**74**
8.01	Hotel rooms/100 pop.*	0.3	84
8.02	Presence of major car rental co. (1–7)*	7	1
8.03	ATMs accepting Visa cards/million pop.*	162.6	88
	9th pillar: ICT infrastructure	**2.9**	**79**
9.01	ICT use for B-to-B transactions	4.8	82
9.02	ICT use for B-to-C transactions	4.2	91
9.03	Individuals using the Internet, %*	51.0	54
9.04	Fixed telephone lines/100 pop.*	11.0	87
9.05	Broadband Internet subscribers/100 pop.*	1.8	94
9.06	Mobile telephone subscriptions/100 pop.*	113.3	54
9.07	Mobile broadband subscriptions/100 pop.*	8.0	80
	10th pillar: Price competitiveness in T&T ind.	**4.6**	**63**
10.01	Ticket taxes and airport charges (0–100)*	81.3	61
10.02	Purchasing power parity*	0.6	61
10.04	Fuel price, US$ cents/liter*	88.0	40
10.03	Extent and effect of taxation	3.6	59
10.05	Hotel price index, US$*	173.6	92
	11th pillar: Human resources	**4.7**	**90**
	Education and training	4.3	96
11.01	Primary education enrollment, net %*	95.7	48
11.02	Secondary education enrollment, gross %*	56.1	111
11.03	Quality of the educational system	3.1	104
11.04	Local availability specialized research & training	4.3	58
11.05	Extent of staff training	3.9	74
	Availability of qualified labor	5.0	72
11.06	Hiring and firing practices	3.9	71
11.07	Ease of hiring foreign labor	4.1	70
11.08	HIV prevalence, % adult pop.*	0.1	12
11.09	Business impact of HIV/AIDS	5.1	79
11.10	Life expectancy, years*	72.1	88
	12th pillar: Affinity for Travel & Tourism	**5.2**	**22**
12.01	Tourism openness, % of GDP*	8.7	27
12.02	Attitude of population toward foreign visitors	6.7	3
12.03	Extension of business trips recommended	6.2	9
12.04	Degree of customer orientation	4.6	65
	13th pillar: Natural resources	**2.6**	**126**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	4.0	93
13.03	Total known species*	477	77
13.04	Terrestrial biome protection (0–17%)*	1.5	127
13.05	Marine protected areas, %*	0.3	69
	14th pillar: Cultural resources	**3.1**	**49**
14.01	No. of World Heritage cultural sites*	13	22
14.02	Sports stadiums, seats/million pop.*	27,152.1	81
14.03	No. of int'l fairs and exhibitions*	33.0	55
14.04	Creative industries exports, % of world total*	0.0	62

Mozambique

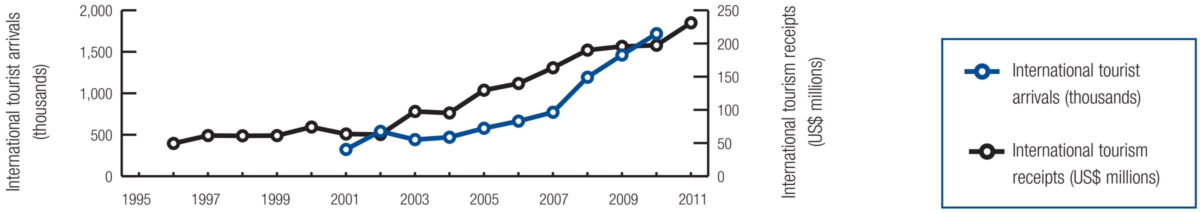
Key indicators

Population (millions), 2011	24.0
Surface area (1,000 square kilometers), 2011	799.4
Gross domestic product (current US$ billions), 2011	12.6
Gross domestic product (current PPP, $) per capita, 2011	1,089.9
Real GDP growth (percent), 2011	7.3
Environmental Performance Index 2012, rank (out of 132 economies), 2011	89

Travel & Tourism indicators

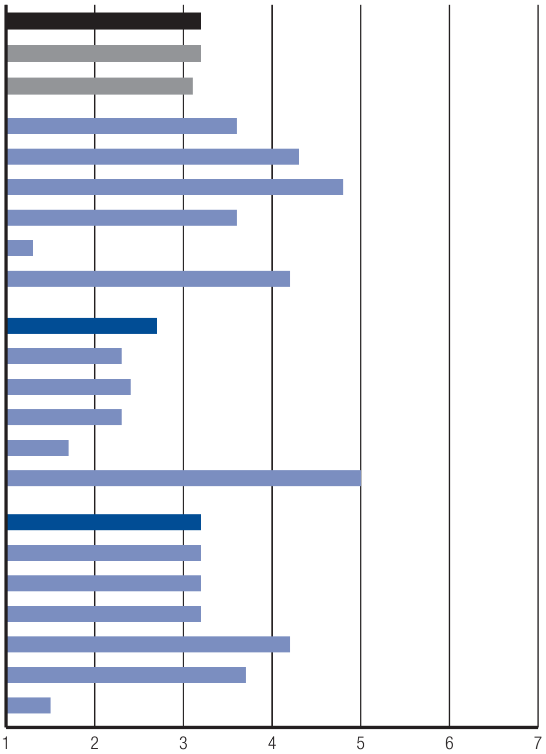
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	385.4	2.9	5.9
T&T industry employment (1,000 jobs)	232.5	2.5	1.9
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	909	6.7	5.9
T&T economy employment (1,000 jobs)	558	6.0	1.2

International tourist arrivals (thousands), 2010	1,717.9
International tourism receipts (US$, millions), 2011	231.1



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**125**	**3.2**
2011 Travel & Tourism Competitiveness Index	128	3.2
2009 Travel & Tourism Competitiveness Index	124	3.1
T&T regulatory framework	**121**	**3.6**
Policy rules and regulations	90	4.3
Environmental sustainability	49	4.8
Safety and security	125	3.6
Health and hygiene	136	1.3
Prioritization of Travel & Tourism	87	4.2
Business environment and infrastructure	**120**	**2.7**
Air transport infrastructure	114	2.3
Ground transport infrastructure	134	2.4
Tourism infrastructure	106	2.3
ICT infrastructure	133	1.7
Price competitiveness in the T&T industry	30	5.0
T&T human, cultural, and natural resources	**130**	**3.2**
Human resources	138	3.2
Education and training	124	3.2
Availability of qualified labor	135	3.2
Affinity for Travel & Tourism	116	4.2
Natural resources	64	3.7
Cultural resources	120	1.5



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Mozambique

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.3**	**90**
1.01	Prevalence of foreign ownership	5.0	54
1.02	Property rights	3.5	109
1.03	Business impact of rules on FDI	4.6	72
1.04	Visa requirements, no. of countries*	139.4	17
1.05	Openness bilateral ASAs (0–38)*	9.2	92
1.06	Transparency of government policymaking	4.3	68
1.07	No. of days to start a business*	13	61
1.08	Cost to start a business, % GNI/capita*	19.7	99
1.09	GATS commitment restrictiveness (0–100)*	0.0	117
	2nd pillar: Environmental sustainability	**4.8**	**49**
2.01	Stringency of environmental regulation	3.1	118
2.02	Enforcement of environmental regulation	2.8	117
2.03	Sustainability of T&T industry development	4.1	84
2.04	Carbon dioxide emission, million tons/capita*	0.1	8
2.05	Particulate matter concentration, µg/m³*	24.2	49
2.06	Threatened species, %*	4.2	54
2.07	Environm. treaty ratification (0–25)*	20	53
	3rd pillar: Safety and security	**3.6**	**125**
3.01	Business costs of crime and violence	4.2	100
3.02	Reliability of police services	3.4	109
3.03	Road traffic accidents/100,000 pop.*	34.7	129
3.04	Business costs of terrorism	4.9	107
	4th pillar: Health and hygiene	**1.3**	**136**
4.01	Physician density/1,000 pop.*	0.0	134
4.02	Access to improved sanitation, % pop.*	18.0	129
4.03	Access to improved drinking water, % pop.*	47.0	137
4.04	Hospital beds/10,000 pop.*	7.0	121
	5th pillar: Prioritization of Travel & Tourism	**4.2**	**87**
5.01	Government prioritization of the T&T industry	5.4	62
5.02	T&T gov't expenditure, % gov't budget*	2.5	95
5.03	Effectiveness of marketing to attract tourists	4.2	83
5.04	Comprehensiveness of T&T data (0–120)*	76.0	39
5.05	Timeliness of T&T data (0–18)*	12.0	93
	6th pillar: Air transport infrastructure	**2.3**	**114**
6.01	Quality of air transport infrastructure	3.9	102
6.02	Airline seat kms/week, dom., millions*	13.5	47
6.03	Airline seat kms/week, int'l, millions*	15.9	122
6.04	Departures/1,000 pop.*	0.6	106
6.05	Airport density/million pop.*	0.6	72
6.06	No. of operating airlines*	9.5	114
6.07	International air transport network	4.0	106
	7th pillar: Ground transport infrastructure	**2.4**	**134**
7.01	Quality of roads	2.4	133
7.02	Quality of railroad infrastructure	2.0	87
7.03	Quality of port infrastructure	3.4	114
7.04	Quality of ground transport network	3.2	135
7.05	Road density/million pop.*	4.0	130

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**2.3**	**106**
8.01	Hotel rooms/100 pop.*	0.1	116
8.02	Presence of major car rental co. (1–7)*	4	82
8.03	ATMs accepting Visa cards/million pop.*	34.7	113
	9th pillar: ICT infrastructure	**1.7**	**133**
9.01	ICT use for B-to-B transactions	4.4	107
9.02	ICT use for B-to-C transactions	3.8	108
9.03	Individuals using the Internet, %*	4.3	127
9.04	Fixed telephone lines/100 pop.*	0.4	134
9.05	Broadband Internet subscribers/100 pop.*	0.1	124
9.06	Mobile telephone subscriptions/100 pop.*	32.8	136
9.07	Mobile broadband subscriptions/100 pop.*	1.0	110
	10th pillar: Price competitiveness in T&T ind.	**5.0**	**30**
10.01	Ticket taxes and airport charges (0–100)*	78.8	75
10.02	Purchasing power parity*	0.5	41
10.04	Fuel price, US$ cents/liter*	86.0	39
10.03	Extent and effect of taxation	3.5	61
10.05	Hotel price index, US$*	111.0	34
	11th pillar: Human resources	**3.2**	**138**
	Education and training	3.2	124
11.01	Primary education enrollment, net %*	89.6	98
11.02	Secondary education enrollment, gross %*	26.4	135
11.03	Quality of the educational system	2.9	118
11.04	Local availability specialized research & training	3.1	127
11.05	Extent of staff training	3.2	117
	Availability of qualified labor	3.2	135
11.06	Hiring and firing practices	3.5	99
11.07	Ease of hiring foreign labor	3.1	131
11.08	HIV prevalence, % adult pop.*	11.5	133
11.09	Business impact of HIV/AIDS	2.9	133
11.10	Life expectancy, years*	50.2	135
	12th pillar: Affinity for Travel & Tourism	**4.2**	**116**
12.01	Tourism openness, % of GDP*	3.8	82
12.02	Attitude of population toward foreign visitors	6.1	91
12.03	Extension of business trips recommended	5.0	96
12.04	Degree of customer orientation	3.8	123
	13th pillar: Natural resources	**3.7**	**64**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	3.7	111
13.03	Total known species*	970	34
13.04	Terrestrial biome protection (0–17%)*	15.4	30
13.05	Marine protected areas, %*	0.4	62
	14th pillar: Cultural resources	**1.5**	**120**
14.01	No. of World Heritage cultural sites*	3	74
14.02	Sports stadiums, seats/million pop.*	6,853.4	117
14.03	No. of int'l fairs and exhibitions*	5.0	94
14.04	Creative industries exports, % of world total*	0.0	118

Namibia

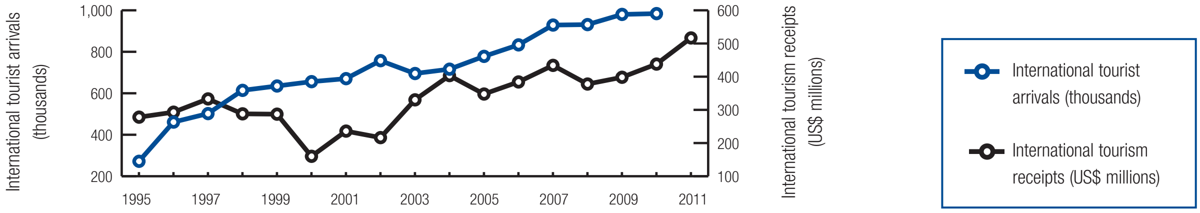
Key indicators

Population (millions), 2011	2.3
Surface area (1,000 square kilometers), 2011	824.3
Gross domestic product (current US$ billions), 2011	12.5
Gross domestic product (current PPP, $) per capita, 2011	7,451.2
Real GDP growth (percent), 2011	4.9
Environmental Performance Index 2012, rank (out of 132 economies), 2011	78

Travel & Tourism indicators

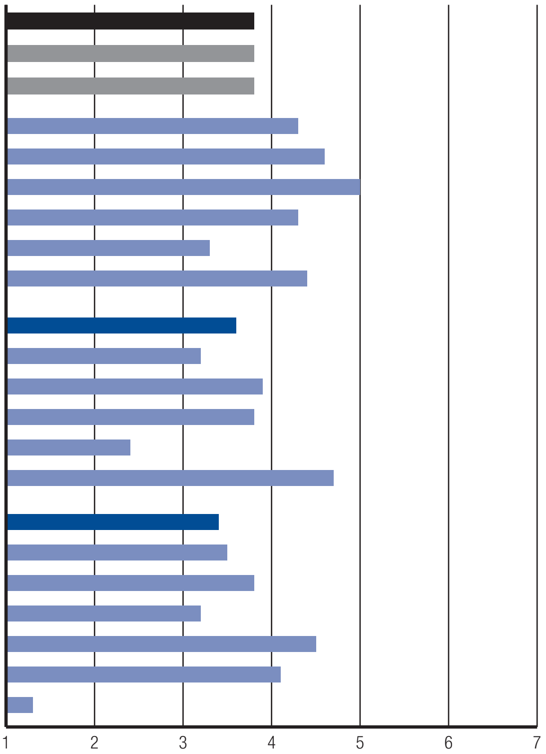
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	534.2	4.5	10.0
T&T industry employment (1,000 jobs)	30.7	6.9	7.4
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	2,444	20.5	8.3
T&T economy employment (1,000 jobs)	120	27.0	6.4

International tourist arrivals (thousands), 2010	984.1
International tourism receipts (US$, millions), 2011	516.7



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**91**	**3.8**
2011 Travel & Tourism Competitiveness Index	84	3.8
2009 Travel & Tourism Competitiveness Index	82	3.8
T&T regulatory framework	**89**	**4.3**
Policy rules and regulations	64	4.6
Environmental sustainability	36	5.0
Safety and security	96	4.3
Health and hygiene	106	3.3
Prioritization of Travel & Tourism	68	4.4
Business environment and infrastructure	**70**	**3.6**
Air transport infrastructure	61	3.2
Ground transport infrastructure	60	3.9
Tourism infrastructure	72	3.8
ICT infrastructure	100	2.4
Price competitiveness in the T&T industry	53	4.7
T&T human, cultural, and natural resources	**115**	**3.4**
Human resources	130	3.5
Education and training	118	3.8
Availability of qualified labor	134	3.2
Affinity for Travel & Tourism	84	4.5
Natural resources	43	4.1
Cultural resources	127	1.3



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Namibia

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.6**	**64**
1.01	Prevalence of foreign ownership	5.1	49
1.02	Property rights	5.1	40
1.03	Business impact of rules on FDI	4.5	83
1.04	Visa requirements, no. of countries*	53.0	107
1.05	Openness bilateral ASAs (0–38)*	17.9	17
1.06	Transparency of government policymaking	4.1	83
1.07	No. of days to start a business*	66	133
1.08	Cost to start a business, % GNI/capita*	18.5	96
1.09	GATS commitment restrictiveness (0–100)*	97.1	1
	2nd pillar: Environmental sustainability	**5.0**	**36**
2.01	Stringency of environmental regulation	4.6	47
2.02	Enforcement of environmental regulation	4.3	43
2.03	Sustainability of T&T industry development	5.2	19
2.04	Carbon dioxide emission, million tons/capita*	1.8	54
2.05	Particulate matter concentration, µg/m³*	45.5	97
2.06	Threatened species, %*	4.7	63
2.07	Environm. treaty ratification (0–25)*	19	71
	3rd pillar: Safety and security	**4.3**	**96**
3.01	Business costs of crime and violence	3.8	109
3.02	Reliability of police services	4.2	73
3.03	Road traffic accidents/100,000 pop.*	28.6	111
3.04	Business costs of terrorism	6.2	34
	4th pillar: Health and hygiene	**3.3**	**106**
4.01	Physician density/1,000 pop.*	0.4	105
4.02	Access to improved sanitation, % pop.*	32.0	118
4.03	Access to improved drinking water, % pop.*	93.0	76
4.04	Hospital beds/10,000 pop.*	26.7	68
	5th pillar: Prioritization of Travel & Tourism	**4.4**	**68**
5.01	Government prioritization of the T&T industry	5.8	39
5.02	T&T gov't expenditure, % gov't budget*	3.2	69
5.03	Effectiveness of marketing to attract tourists	5.1	36
5.04	Comprehensiveness of T&T data (0–120)*	52.0	95
5.05	Timeliness of T&T data (0–18)*	9.0	103
	6th pillar: Air transport infrastructure	**3.2**	**61**
6.01	Quality of air transport infrastructure	4.9	59
6.02	Airline seat kms/week, dom., millions*	0.9	76
6.03	Airline seat kms/week, int'l, millions*	29.6	106
6.04	Departures/1,000 pop.*	3.8	66
6.05	Airport density/million pop.*	3.0	17
6.06	No. of operating airlines*	5.0	132
6.07	International air transport network	4.9	61
	7th pillar: Ground transport infrastructure	**3.9**	**60**
7.01	Quality of roads	5.1	35
7.02	Quality of railroad infrastructure	3.7	39
7.03	Quality of port infrastructure	5.4	27
7.04	Quality of ground transport network	4.3	82
7.05	Road density/million pop.*	5.0	127

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**3.8**	**72**
8.01	Hotel rooms/100 pop.*	0.1	100
8.02	Presence of major car rental co. (1–7)*	6	32
8.03	ATMs accepting Visa cards/million pop.*	333.0	60
	9th pillar: ICT infrastructure	**2.4**	**100**
9.01	ICT use for B-to-B transactions	5.1	58
9.02	ICT use for B-to-C transactions	4.2	90
9.03	Individuals using the Internet, %*	12.0	112
9.04	Fixed telephone lines/100 pop.*	6.8	102
9.05	Broadband Internet subscribers/100 pop.*	0.8	103
9.06	Mobile telephone subscriptions/100 pop.*	96.4	89
9.07	Mobile broadband subscriptions/100 pop.*	20.9	54
	10th pillar: Price competitiveness in T&T ind.	**4.7**	**53**
10.01	Ticket taxes and airport charges (0–100)*	76.6	78
10.02	Purchasing power parity*	0.8	94
10.04	Fuel price, US$ cents/liter*	109.0	70
10.03	Extent and effect of taxation	3.7	48
10.05	Hotel price index, US$*	101.4	25
	11th pillar: Human resources	**3.5**	**130**
	Education and training	3.8	118
11.01	Primary education enrollment, net %*	85.4	113
11.02	Secondary education enrollment, gross %*	64.0	105
11.03	Quality of the educational system	2.7	125
11.04	Local availability specialized research & training	3.0	130
11.05	Extent of staff training	4.1	55
	Availability of qualified labor	3.2	134
11.06	Hiring and firing practices	3.0	126
11.07	Ease of hiring foreign labor	2.2	139
11.08	HIV prevalence, % adult pop.*	13.1	134
11.09	Business impact of HIV/AIDS	2.6	138
11.10	Life expectancy, years*	62.3	113
	12th pillar: Affinity for Travel & Tourism	**4.5**	**84**
12.01	Tourism openness, % of GDP*	5.8	49
12.02	Attitude of population toward foreign visitors	6.1	85
12.03	Extension of business trips recommended	5.6	49
12.04	Degree of customer orientation	3.7	127
	13th pillar: Natural resources	**4.1**	**43**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	5.9	13
13.03	Total known species*	838	42
13.04	Terrestrial biome protection (0–17%)*	14.1	46
13.05	Marine protected areas, %*	1.0	40
	14th pillar: Cultural resources	**1.3**	**127**
14.01	No. of World Heritage cultural sites*	1	109
14.02	Sports stadiums, seats/million pop.*	17,771.1	94
14.03	No. of int'l fairs and exhibitions*	4.0	107
14.04	Creative industries exports, % of world total*	0.0	85

Nepal

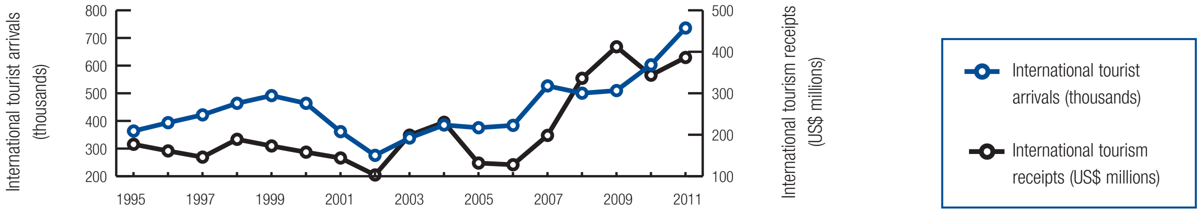
Key indicators

Population (millions), 2011	30.6
Surface area (1,000 square kilometers), 2011	147.2
Gross domestic product (current US$ billions), 2011	19.0
Gross domestic product (current PPP, $) per capita, 2011	1,249.1
Real GDP growth (percent), 2011	3.9
Environmental Performance Index 2012, rank (out of 132 economies), 2011	38

Travel & Tourism indicators

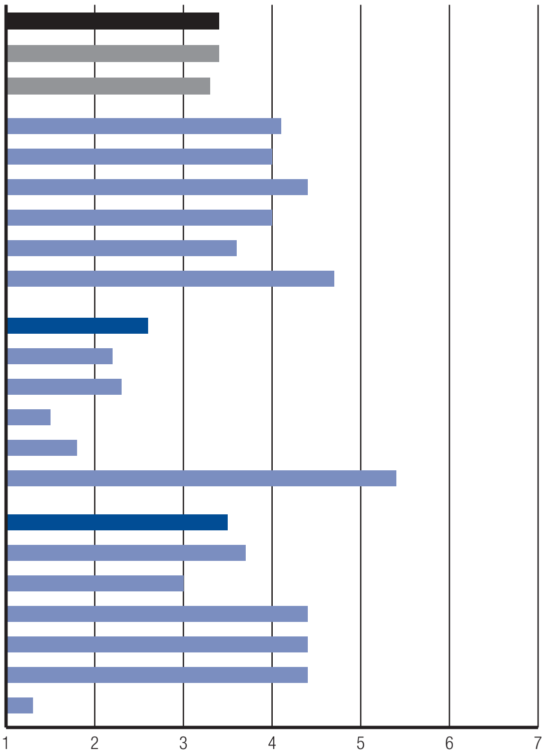
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	748.4	4.0	3.7
T&T industry employment (1,000 jobs)	428.1	3.4	2.8
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	1,666	8.9	4.1
T&T economy employment (1,000 jobs)	988	7.7	3.1

International tourist arrivals (thousands), 2011	735.9
International tourism receipts (US$, millions), 2011	386.3



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**112**	**3.4**
2011 Travel & Tourism Competitiveness Index	112	3.4
2009 Travel & Tourism Competitiveness Index	118	3.3
T&T regulatory framework	**100**	**4.1**
Policy rules and regulations	106	4.0
Environmental sustainability	89	4.4
Safety and security	109	4.0
Health and hygiene	102	3.6
Prioritization of Travel & Tourism	47	4.7
Business environment and infrastructure	**128**	**2.6**
Air transport infrastructure	121	2.2
Ground transport infrastructure	137	2.3
Tourism infrastructure	130	1.5
ICT infrastructure	127	1.8
Price competitiveness in the T&T industry	6	5.4
T&T human, cultural, and natural resources	**105**	**3.5**
Human resources	125	3.7
Education and training	131	3.0
Availability of qualified labor	120	4.4
Affinity for Travel & Tourism	92	4.4
Natural resources	35	4.4
Cultural resources	128	1.3



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Nepal

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.0**	**106**
1.01	Prevalence of foreign ownership	3.0	137
1.02	Property rights	3.5	111
1.03	Business impact of rules on FDI	4.0	108
1.04	Visa requirements, no. of countries*	129.1	23
1.05	Openness bilateral ASAs (0–38)*	3.8	133
1.06	Transparency of government policymaking	3.8	113
1.07	No. of days to start a business*	29	105
1.08	Cost to start a business, % GNI/capita*	33.0	111
1.09	GATS commitment restrictiveness (0–100)*	66.7	45
	2nd pillar: Environmental sustainability	**4.4**	**89**
2.01	Stringency of environmental regulation	3.2	107
2.02	Enforcement of environmental regulation	3.1	100
2.03	Sustainability of T&T industry development	4.1	88
2.04	Carbon dioxide emission, million tons/capita*	0.1	11
2.05	Particulate matter concentration, µg/m³*	29.5	67
2.06	Threatened species, %*	6.5	98
2.07	Environm. treaty ratification (0–25)*	15	123
	3rd pillar: Safety and security	**4.0**	**109**
3.01	Business costs of crime and violence	3.5	120
3.02	Reliability of police services	3.5	105
3.03	Road traffic accidents/100,000 pop.*	15.1	65
3.04	Business costs of terrorism	4.0	129
	4th pillar: Health and hygiene	**3.6**	**102**
4.01	Physician density/1,000 pop.*	0.2	114
4.02	Access to improved sanitation, % pop.*	31.0	120
4.03	Access to improved drinking water, % pop.*	89.0	93
4.04	Hospital beds/10,000 pop.*	50.0	34
	5th pillar: Prioritization of Travel & Tourism	**4.7**	**47**
5.01	Government prioritization of the T&T industry	5.6	52
5.02	T&T gov't expenditure, % gov't budget*	5.1	36
5.03	Effectiveness of marketing to attract tourists	4.3	78
5.04	Comprehensiveness of T&T data (0–120)*	49.0	99
5.05	Timeliness of T&T data (0–18)*	16.5	17
	6th pillar: Air transport infrastructure	**2.2**	**121**
6.01	Quality of air transport infrastructure	3.2	128
6.02	Airline seat kms/week, dom., millions*	5.6	55
6.03	Airline seat kms/week, int'l, millions*	74.7	83
6.04	Departures/1,000 pop.*	0.1	130
6.05	Airport density/million pop.*	0.7	67
6.06	No. of operating airlines*	27.0	66
6.07	International air transport network	3.4	129
	7th pillar: Ground transport infrastructure	**2.3**	**137**
7.01	Quality of roads	2.6	125
7.02	Quality of railroad infrastructure	1.1	120
7.03	Quality of port infrastructure	2.7	130
7.04	Quality of ground transport network	3.5	126
7.05	Road density/million pop.*	14.0	100

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**1.5**	**130**
8.01	Hotel rooms/100 pop.*	0.0	131
8.02	Presence of major car rental co. (1–7)*	1	123
8.03	ATMs accepting Visa cards/million pop.*	64.1	100
	9th pillar: ICT infrastructure	**1.8**	**127**
9.01	ICT use for B-to-B transactions	4.4	111
9.02	ICT use for B-to-C transactions	3.8	110
9.03	Individuals using the Internet, %*	9.0	119
9.04	Fixed telephone lines/100 pop.*	2.8	115
9.05	Broadband Internet subscribers/100 pop.*	0.3	112
9.06	Mobile telephone subscriptions/100 pop.*	43.8	131
9.07	Mobile broadband subscriptions/100 pop.*	0.1	124
	10th pillar: Price competitiveness in T&T ind.	**5.4**	**6**
10.01	Ticket taxes and airport charges (0–100)*	88.4	25
10.02	Purchasing power parity*	0.5	30
10.04	Fuel price, US$ cents/liter*	91.0	42
10.03	Extent and effect of taxation	3.7	49
10.05	Hotel price index, US$*	52.7	2
	11th pillar: Human resources	**3.7**	**125**
	Education and training	3.0	131
11.01	Primary education enrollment, net %*	71.1	131
11.02	Secondary education enrollment, gross %*	43.5	118
11.03	Quality of the educational system	3.4	91
11.04	Local availability specialized research & training	3.1	128
11.05	Extent of staff training	3.1	129
	Availability of qualified labor	4.4	120
11.06	Hiring and firing practices	3.5	102
11.07	Ease of hiring foreign labor	2.8	135
11.08	HIV prevalence, % adult pop.*	0.4	76
11.09	Business impact of HIV/AIDS	4.6	99
11.10	Life expectancy, years*	68.7	102
	12th pillar: Affinity for Travel & Tourism	**4.4**	**92**
12.01	Tourism openness, % of GDP*	3.7	83
12.02	Attitude of population toward foreign visitors	6.2	70
12.03	Extension of business trips recommended	5.4	68
12.04	Degree of customer orientation	4.1	108
	13th pillar: Natural resources	**4.4**	**35**
13.01	No. of World Heritage natural sites*	2	25
13.02	Quality of the natural environment	4.4	64
13.03	Total known species*	1,036	29
13.04	Terrestrial biome protection (0–17%)*	10.6	71
13.05	Marine protected areas, %*	n/a	n/a
	14th pillar: Cultural resources	**1.3**	**128**
14.01	No. of World Heritage cultural sites*	2	88
14.02	Sports stadiums, seats/million pop.*	2,230.5	136
14.03	No. of int'l fairs and exhibitions*	5.0	94
14.04	Creative industries exports, % of world total*	0.0	73

Netherlands

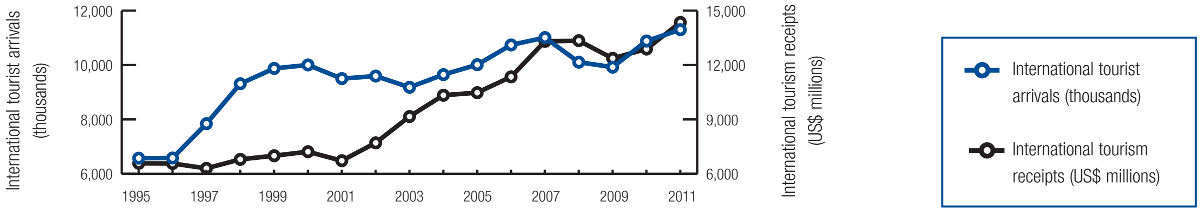
Key indicators

Population (millions), 2011	17.3
Surface area (1,000 square kilometers), 2011	41.5
Gross domestic product (current US$ billions), 2011	838.1
Gross domestic product (current PPP, $) per capita, 2011	42,023.1
Real GDP growth (percent), 2011	1.1
Environmental Performance Index 2012, rank (out of 132 economies), 2011	16

Travel & Tourism indicators

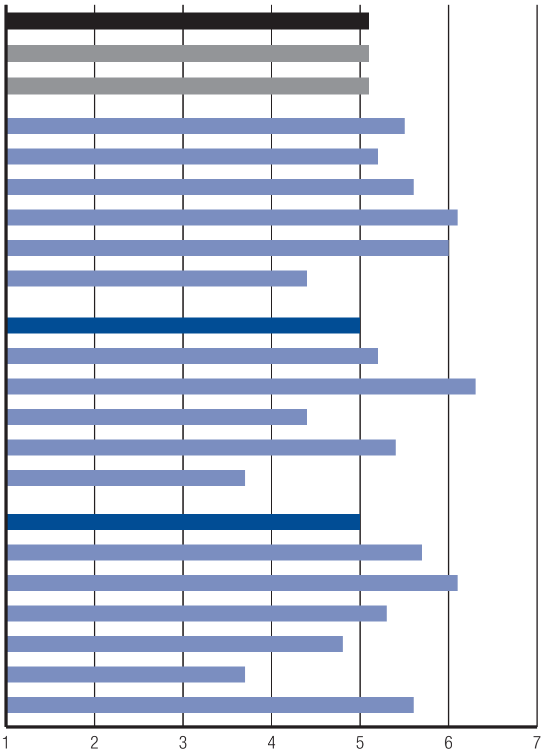
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	17,063.3	2.0	3.6
T&T industry employment (1,000 jobs)	489.4	6.7	1.8
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	48,504	5.8	3.5
T&T economy employment (1,000 jobs)	755	10.3	1.7

International tourist arrivals (thousands), 2011	11,299.5
International tourism receipts (US$, millions), 2011	14,347.9



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**13**	**5.1**
2011 Travel & Tourism Competitiveness Index	14	5.1
2009 Travel & Tourism Competitiveness Index	13	5.1
T&T regulatory framework	**16**	**5.5**
Policy rules and regulations	15	5.2
Environmental sustainability	10	5.6
Safety and security	6	6.1
Health and hygiene	30	6.0
Prioritization of Travel & Tourism	71	4.4
Business environment and infrastructure	**15**	**5.0**
Air transport infrastructure	13	5.2
Ground transport infrastructure	4	6.3
Tourism infrastructure	58	4.4
ICT infrastructure	12	5.4
Price competitiveness in the T&T industry	122	3.7
T&T human, cultural, and natural resources	**16**	**5.0**
Human resources	9	5.7
Education and training	3	6.1
Availability of qualified labor	25	5.3
Affinity for Travel & Tourism	52	4.8
Natural resources	60	3.7
Cultural resources	14	5.6



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Netherlands

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**5.2**	**15**
1.01	Prevalence of foreign ownership	5.5	21
1.02	Property rights	6.0	9
1.03	Business impact of rules on FDI	5.3	19
1.04	Visa requirements, no. of countries*	71.0	58
1.05	Openness bilateral ASAs (0–38)*	14.1	36
1.06	Transparency of government policymaking	5.3	14
1.07	No. of days to start a business*	5	10
1.08	Cost to start a business, % GNI/capita*	5.1	55
1.09	GATS commitment restrictiveness (0–100)*	53.1	68
	2nd pillar: Environmental sustainability	**5.6**	**10**
2.01	Stringency of environmental regulation	6.0	8
2.02	Enforcement of environmental regulation	5.9	6
2.03	Sustainability of T&T industry development	4.8	46
2.04	Carbon dioxide emission, million tons/capita*	10.6	121
2.05	Particulate matter concentration, µg/m³*	29.6	68
2.06	Threatened species, %*	1.9	8
2.07	Environm. treaty ratification (0–25)*	24	1
	3rd pillar: Safety and security	**6.1**	**6**
3.01	Business costs of crime and violence	5.6	31
3.02	Reliability of police services	6.2	6
3.03	Road traffic accidents/100,000 pop.*	4.8	4
3.04	Business costs of terrorism	6.1	39
	4th pillar: Health and hygiene	**6.0**	**30**
4.01	Physician density/1,000 pop.*	2.9	35
4.02	Access to improved sanitation, % pop.*	100.0	1
4.03	Access to improved drinking water, % pop.*	100.0	1
4.04	Hospital beds/10,000 pop.*	47.0	37
	5th pillar: Prioritization of Travel & Tourism	**4.4**	**71**
5.01	Government prioritization of the T&T industry	5.2	71
5.02	T&T gov't expenditure, % gov't budget*	2.2	101
5.03	Effectiveness of marketing to attract tourists	5.1	40
5.04	Comprehensiveness of T&T data (0–120)*	64.0	72
5.05	Timeliness of T&T data (0–18)*	14.5	65
	6th pillar: Air transport infrastructure	**5.2**	**13**
6.01	Quality of air transport infrastructure	6.6	4
6.02	Airline seat kms/week, dom., millions*	0.2	92
6.03	Airline seat kms/week, int'l, millions*	1,701.2	17
6.04	Departures/1,000 pop.*	14.6	29
6.05	Airport density/million pop.*	0.3	107
6.06	No. of operating airlines*	97.5	11
6.07	International air transport network	6.7	4
	7th pillar: Ground transport infrastructure	**6.3**	**4**
7.01	Quality of roads	6.0	11
7.02	Quality of railroad infrastructure	5.7	9
7.03	Quality of port infrastructure	6.8	1
7.04	Quality of ground transport network	6.1	7
7.05	Road density/million pop.*	329.0	6

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**4.4**	**58**
8.01	Hotel rooms/100 pop.*	0.6	51
8.02	Presence of major car rental co. (1–7)*	7	1
8.03	ATMs accepting Visa cards/million pop.*	249.4	73
	9th pillar: ICT infrastructure	**5.4**	**12**
9.01	ICT use for B-to-B transactions	6.0	12
9.02	ICT use for B-to-C transactions	6.0	4
9.03	Individuals using the Internet, %*	92.3	3
9.04	Fixed telephone lines/100 pop.*	43.5	21
9.05	Broadband Internet subscribers/100 pop.*	38.7	2
9.06	Mobile telephone subscriptions/100 pop.*	115.4	52
9.07	Mobile broadband subscriptions/100 pop.*	49.2	19
	10th pillar: Price competitiveness in T&T ind.	**3.7**	**122**
10.01	Ticket taxes and airport charges (0–100)*	72.8	97
10.02	Purchasing power parity*	1.2	125
10.04	Fuel price, US$ cents/liter*	171.0	129
10.03	Extent and effect of taxation	4.1	28
10.05	Hotel price index, US$*	150.8	85
	11th pillar: Human resources	**5.7**	**9**
	Education and training	6.1	3
11.01	Primary education enrollment, net %*	99.8	5
11.02	Secondary education enrollment, gross %*	121.5	3
11.03	Quality of the educational system	5.3	13
11.04	Local availability specialized research & training	6.1	2
11.05	Extent of staff training	5.2	8
	Availability of qualified labor	5.3	25
11.06	Hiring and firing practices	3.1	122
11.07	Ease of hiring foreign labor	4.7	26
11.08	HIV prevalence, % adult pop.*	0.2	52
11.09	Business impact of HIV/AIDS	6.3	13
11.10	Life expectancy, years*	80.7	16
	12th pillar: Affinity for Travel & Tourism	**4.8**	**52**
12.01	Tourism openness, % of GDP*	4.2	78
12.02	Attitude of population toward foreign visitors	6.4	47
12.03	Extension of business trips recommended	5.4	69
12.04	Degree of customer orientation	5.3	24
	13th pillar: Natural resources	**3.7**	**60**
13.01	No. of World Heritage natural sites*	1	45
13.02	Quality of the natural environment	5.1	41
13.03	Total known species*	364	109
13.04	Terrestrial biome protection (0–17%)*	12.2	61
13.05	Marine protected areas, %*	5.1	13
	14th pillar: Cultural resources	**5.6**	**14**
14.01	No. of World Heritage cultural sites*	8	33
14.02	Sports stadiums, seats/million pop.*	55,816.5	43
14.03	No. of int'l fairs and exhibitions*	276.7	10
14.04	Creative industries exports, % of world total*	2.0	10

New Zealand

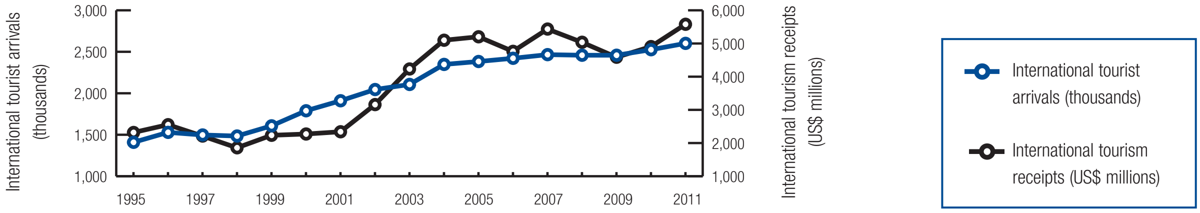
Key indicators

Population (millions), 2011	4.6
Surface area (1,000 square kilometers), 2011	267.7
Gross domestic product (current US$ billions), 2011	158.9
Gross domestic product (current PPP, $) per capita, 2011	28,011.5
Real GDP growth (percent), 2011	1.3
Environmental Performance Index 2012, rank (out of 132 economies), 2011	14

Travel & Tourism indicators

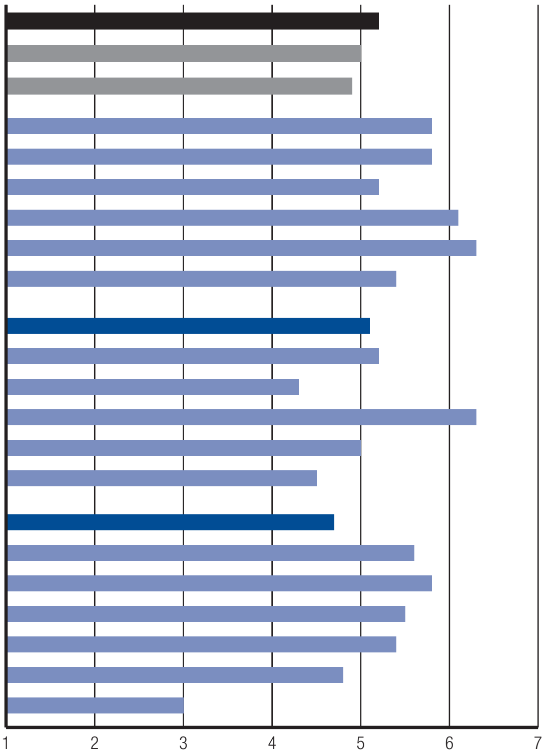
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	5,919.0	3.5	2.5
T&T industry employment (1,000 jobs)	92.7	4.2	0.9
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	25,019	15.0	2.6
T&T economy employment (1,000 jobs)	383	17.2	1.4

International tourist arrivals (thousands), 2011	2,601.4
International tourism receipts (US$, millions), 2011	5,578.9



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**12**	**5.2**
2011 Travel & Tourism Competitiveness Index	19	5.0
2009 Travel & Tourism Competitiveness Index	20	4.9
T&T regulatory framework	**4**	**5.8**
Policy rules and regulations	2	5.8
Environmental sustainability	22	5.2
Safety and security	9	6.1
Health and hygiene	17	6.3
Prioritization of Travel & Tourism	21	5.4
Business environment and infrastructure	**12**	**5.1**
Air transport infrastructure	12	5.2
Ground transport infrastructure	46	4.3
Tourism infrastructure	11	6.3
ICT infrastructure	22	5.0
Price competitiveness in the T&T industry	74	4.5
T&T human, cultural, and natural resources	**22**	**4.7**
Human resources	13	5.6
Education and training	14	5.8
Availability of qualified labor	17	5.5
Affinity for Travel & Tourism	17	5.4
Natural resources	26	4.8
Cultural resources	52	3.0



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

New Zealand

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**5.8**	**2**
1.01	Prevalence of foreign ownership	6.0	6
1.02	Property rights	6.1	6
1.03	Business impact of rules on FDI	4.9	43
1.04	Visa requirements, no. of countries*	57.0	103
1.05	Openness bilateral ASAs (0–38)*	35.6	1
1.06	Transparency of government policymaking	6.0	3
1.07	No. of days to start a business*	1	1
1.08	Cost to start a business, % GNI/capita*	0.4	5
1.09	GATS commitment restrictiveness (0–100)*	75.0	17
	2nd pillar: Environmental sustainability	**5.2**	**22**
2.01	Stringency of environmental regulation	6.0	9
2.02	Enforcement of environmental regulation	5.9	9
2.03	Sustainability of T&T industry development	6.1	2
2.04	Carbon dioxide emission, million tons/capita*	7.8	104
2.05	Particulate matter concentration, µg/m³*	11.7	5
2.06	Threatened species, %*	30.7	139
2.07	Environm. treaty ratification (0–25)*	23	13
	3rd pillar: Safety and security	**6.1**	**9**
3.01	Business costs of crime and violence	5.9	16
3.02	Reliability of police services	6.3	4
3.03	Road traffic accidents/100,000 pop.*	10.1	26
3.04	Business costs of terrorism	6.2	23
	4th pillar: Health and hygiene	**6.3**	**17**
4.01	Physician density/1,000 pop.*	2.7	40
4.02	Access to improved sanitation, % pop.*	100.0	1
4.03	Access to improved drinking water, % pop.*	100.0	1
4.04	Hospital beds/10,000 pop.*	61.8	23
	5th pillar: Prioritization of Travel & Tourism	**5.4**	**21**
5.01	Government prioritization of the T&T industry	6.7	2
5.02	T&T gov't expenditure, % gov't budget*	3.1	77
5.03	Effectiveness of marketing to attract tourists	6.1	3
5.04	Comprehensiveness of T&T data (0–120)*	92.0	11
5.05	Timeliness of T&T data (0–18)*	16.5	17
	6th pillar: Air transport infrastructure	**5.2**	**12**
6.01	Quality of air transport infrastructure	6.2	12
6.02	Airline seat kms/week, dom., millions*	113.2	29
6.03	Airline seat kms/week, int'l, millions*	585.8	32
6.04	Departures/1,000 pop.*	42.6	7
6.05	Airport density/million pop.*	6.1	8
6.06	No. of operating airlines*	20.0	80
6.07	International air transport network	6.2	10
	7th pillar: Ground transport infrastructure	**4.3**	**46**
7.01	Quality of roads	4.9	41
7.02	Quality of railroad infrastructure	3.6	41
7.03	Quality of port infrastructure	5.5	22
7.04	Quality of ground transport network	5.1	32
7.05	Road density/million pop.*	35.0	66

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**6.3**	**11**
8.01	Hotel rooms/100 pop.*	2.0	9
8.02	Presence of major car rental co. (1–7)*	6	32
8.03	ATMs accepting Visa cards/million pop.*	570.2	28
	9th pillar: ICT infrastructure	**5.0**	**22**
9.01	ICT use for B-to-B transactions	6.0	11
9.02	ICT use for B-to-C transactions	5.6	18
9.03	Individuals using the Internet, %*	86.0	9
9.04	Fixed telephone lines/100 pop.*	42.6	25
9.05	Broadband Internet subscribers/100 pop.*	25.8	19
9.06	Mobile telephone subscriptions/100 pop.*	109.2	59
9.07	Mobile broadband subscriptions/100 pop.*	53.1	16
	10th pillar: Price competitiveness in T&T ind.	**4.5**	**74**
10.01	Ticket taxes and airport charges (0–100)*	79.0	73
10.02	Purchasing power parity*	1.2	128
10.04	Fuel price, US$ cents/liter*	97.0	52
10.03	Extent and effect of taxation	4.6	17
10.05	Hotel price index, US$*	109.0	33
	11th pillar: Human resources	**5.6**	**13**
	Education and training	5.8	14
11.01	Primary education enrollment, net %*	99.3	12
11.02	Secondary education enrollment, gross %*	119.1	6
11.03	Quality of the educational system	5.3	11
11.04	Local availability specialized research & training	4.8	32
11.05	Extent of staff training	4.8	18
	Availability of qualified labor	5.5	17
11.06	Hiring and firing practices	4.0	66
11.07	Ease of hiring foreign labor	4.3	56
11.08	HIV prevalence, % adult pop.*	0.1	12
11.09	Business impact of HIV/AIDS	6.4	11
11.10	Life expectancy, years*	80.7	16
	12th pillar: Affinity for Travel & Tourism	**5.4**	**17**
12.01	Tourism openness, % of GDP*	5.7	51
12.02	Attitude of population toward foreign visitors	6.8	2
12.03	Extension of business trips recommended	6.5	1
12.04	Degree of customer orientation	5.7	7
	13th pillar: Natural resources	**4.8**	**26**
13.01	No. of World Heritage natural sites*	3	18
13.02	Quality of the natural environment	6.5	3
13.03	Total known species*	270	129
13.04	Terrestrial biome protection (0–17%)*	14.3	44
13.05	Marine protected areas, %*	27.5	3
	14th pillar: Cultural resources	**3.0**	**52**
14.01	No. of World Heritage cultural sites*	1	109
14.02	Sports stadiums, seats/million pop.*	149,810.0	7
14.03	No. of int'l fairs and exhibitions*	39.3	50
14.04	Creative industries exports, % of world total*	0.1	58

Nicaragua

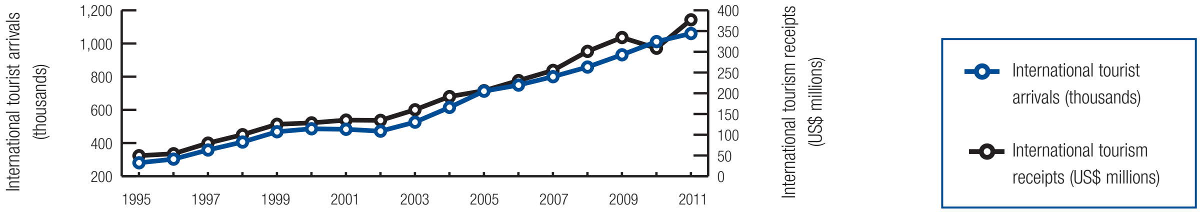
Key indicators

Population (millions), 2011	5.9
Surface area (1,000 square kilometers), 2011	130.4
Gross domestic product (current US$ billions), 2011	7.3
Gross domestic product (current PPP, $) per capita, 2011	3,205.6
Real GDP growth (percent), 2011	4.7
Environmental Performance Index 2012, rank (out of 132 economies), 2011	35

Travel & Tourism indicators

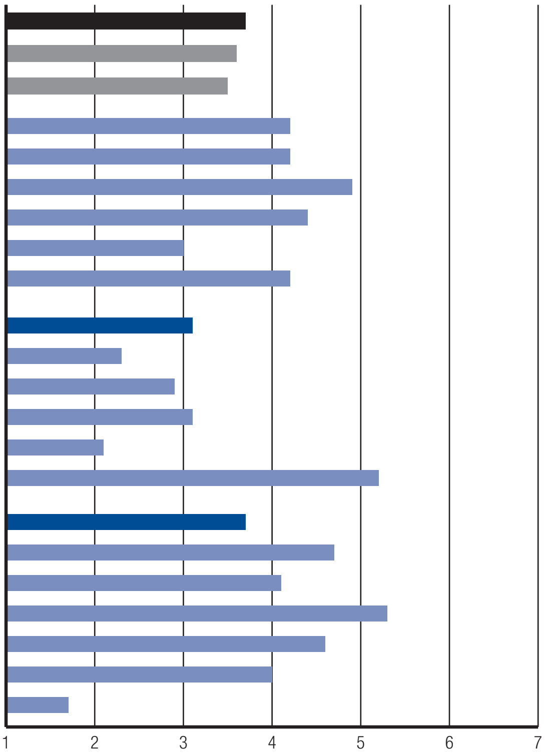
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	315.9	4.4	4.2
T&T industry employment (1,000 jobs)	89.1	3.8	3.1
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	722	10.1	3.8
T&T economy employment (1,000 jobs)	208	8.8	2.6

International tourist arrivals (thousands), 2011	1,060.0
International tourism receipts (US$, millions), 2011	377.1



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**95**	**3.7**
2011 Travel & Tourism Competitiveness Index	100	3.6
2009 Travel & Tourism Competitiveness Index	103	3.5
T&T regulatory framework	**98**	**4.2**
Policy rules and regulations	101	4.2
Environmental sustainability	43	4.9
Safety and security	82	4.4
Health and hygiene	110	3.0
Prioritization of Travel & Tourism	83	4.2
Business environment and infrastructure	**101**	**3.1**
Air transport infrastructure	112	2.3
Ground transport infrastructure	106	2.9
Tourism infrastructure	88	3.1
ICT infrastructure	113	2.1
Price competitiveness in the T&T industry	17	5.2
T&T human, cultural, and natural resources	**82**	**3.7**
Human resources	89	4.7
Education and training	107	4.1
Availability of qualified labor	31	5.3
Affinity for Travel & Tourism	68	4.6
Natural resources	52	4.0
Cultural resources	101	1.7



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Nicaragua

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.2**	**101**
1.01	Prevalence of foreign ownership	4.3	98
1.02	Property rights	3.3	120
1.03	Business impact of rules on FDI	4.3	100
1.04	Visa requirements, no. of countries*	162.5	4
1.05	Openness bilateral ASAs (0–38)*	26.9	4
1.06	Transparency of government policymaking	3.7	116
1.07	No. of days to start a business*	39	119
1.08	Cost to start a business, % GNI/capita*	100.6	132
1.09	GATS commitment restrictiveness (0–100)*	48.5	88
	2nd pillar: Environmental sustainability	**4.9**	**43**
2.01	Stringency of environmental regulation	3.6	88
2.02	Enforcement of environmental regulation	3.7	67
2.03	Sustainability of T&T industry development	4.2	79
2.04	Carbon dioxide emission, million tons/capita*	0.8	33
2.05	Particulate matter concentration, µg/m³*	24.4	50
2.06	Threatened species, %*	3.2	36
2.07	Environm. treaty ratification (0–25)*	18	84
	3rd pillar: Safety and security	**4.4**	**82**
3.01	Business costs of crime and violence	4.1	101
3.02	Reliability of police services	3.8	92
3.03	Road traffic accidents/100,000 pop.*	14.2	59
3.04	Business costs of terrorism	4.8	112
	4th pillar: Health and hygiene	**3.0**	**110**
4.01	Physician density/1,000 pop.*	0.4	106
4.02	Access to improved sanitation, % pop.*	52.0	107
4.03	Access to improved drinking water, % pop.*	85.0	104
4.04	Hospital beds/10,000 pop.*	8.0	119
	5th pillar: Prioritization of Travel & Tourism	**4.2**	**83**
5.01	Government prioritization of the T&T industry	4.9	87
5.02	T&T gov't expenditure, % gov't budget*	2.1	104
5.03	Effectiveness of marketing to attract tourists	4.2	87
5.04	Comprehensiveness of T&T data (0–120)*	86.0	19
5.05	Timeliness of T&T data (0–18)*	15.5	48
	6th pillar: Air transport infrastructure	**2.3**	**112**
6.01	Quality of air transport infrastructure	4.2	90
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	17.5	120
6.04	Departures/1,000 pop.*	0.1	126
6.05	Airport density/million pop.*	0.7	69
6.06	No. of operating airlines*	8.5	118
6.07	International air transport network	4.1	104
	7th pillar: Ground transport infrastructure	**2.9**	**106**
7.01	Quality of roads	3.8	75
7.02	Quality of railroad infrastructure	2.2	83
7.03	Quality of port infrastructure	3.2	122
7.04	Quality of ground transport network	3.8	114
7.05	Road density/million pop.*	17.0	94

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**3.1**	**88**
8.01	Hotel rooms/100 pop.*	0.2	91
8.02	Presence of major car rental co. (1–7)*	6	32
8.03	ATMs accepting Visa cards/million pop.*	68.3	99
	9th pillar: ICT infrastructure	**2.1**	**113**
9.01	ICT use for B-to-B transactions	4.2	122
9.02	ICT use for B-to-C transactions	3.9	102
9.03	Individuals using the Internet, %*	10.6	117
9.04	Fixed telephone lines/100 pop.*	4.9	107
9.05	Broadband Internet subscribers/100 pop.*	1.4	99
9.06	Mobile telephone subscriptions/100 pop.*	82.2	106
9.07	Mobile broadband subscriptions/100 pop.*	0.8	112
	10th pillar: Price competitiveness in T&T ind.	**5.2**	**17**
10.01	Ticket taxes and airport charges (0–100)*	81.3	62
10.02	Purchasing power parity*	0.4	13
10.04	Fuel price, US$ cents/liter*	99.0	57
10.03	Extent and effect of taxation	3.4	80
10.05	Hotel price index, US$*	73.3	5
	11th pillar: Human resources	**4.7**	**89**
	Education and training	4.1	107
11.01	Primary education enrollment, net %*	92.5	79
11.02	Secondary education enrollment, gross %*	69.4	101
11.03	Quality of the educational system	2.8	120
11.04	Local availability specialized research & training	3.2	123
11.05	Extent of staff training	3.6	95
	Availability of qualified labor	5.3	31
11.06	Hiring and firing practices	4.1	61
11.07	Ease of hiring foreign labor	4.6	31
11.08	HIV prevalence, % adult pop.*	0.2	52
11.09	Business impact of HIV/AIDS	5.2	75
11.10	Life expectancy, years*	74.0	61
	12th pillar: Affinity for Travel & Tourism	**4.6**	**68**
12.01	Tourism openness, % of GDP*	8.6	28
12.02	Attitude of population toward foreign visitors	6.1	92
12.03	Extension of business trips recommended	5.2	80
12.04	Degree of customer orientation	3.8	121
	13th pillar: Natural resources	**4.0**	**52**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	3.8	98
13.03	Total known species*	950	35
13.04	Terrestrial biome protection (0–17%)*	15.5	29
13.05	Marine protected areas, %*	9.5	9
	14th pillar: Cultural resources	**1.7**	**101**
14.01	No. of World Heritage cultural sites*	4	63
14.02	Sports stadiums, seats/million pop.*	18,807.9	91
14.03	No. of int'l fairs and exhibitions*	6.3	87
14.04	Creative industries exports, % of world total*	0.0	116

Nigeria

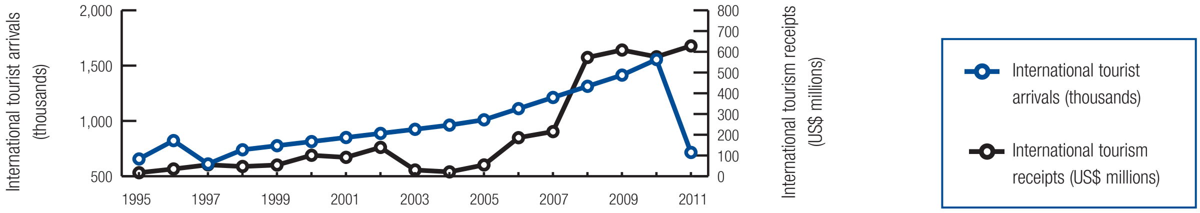
Key indicators

Population (millions), 2011	163.1
Surface area (1,000 square kilometers), 2011	923.8
Gross domestic product (current US$ billions), 2011	244.1
Gross domestic product (current PPP, $) per capita, 2011	2,582.2
Real GDP growth (percent), 2011	7.4
Environmental Performance Index 2012, rank (out of 132 economies), 2011	119

Travel & Tourism indicators

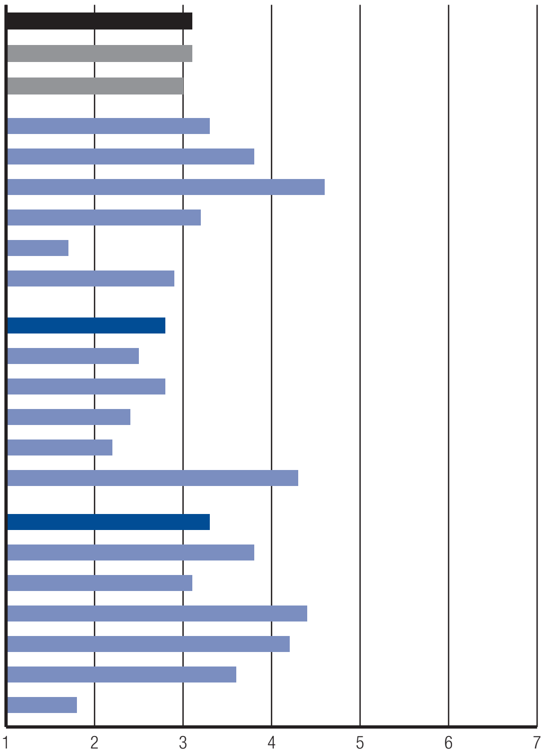
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	4,290.5	1.7	6.3
T&T industry employment (1,000 jobs)	897.4	1.4	3.7
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	8,812	3.4	7.0
T&T economy employment (1,000 jobs)	1,895	3.0	4.4

International tourist arrivals (thousands), 2011	715.0
International tourism receipts (US$, millions), 2011	628.4



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**127**	**3.1**
2011 Travel & Tourism Competitiveness Index	130	3.1
2009 Travel & Tourism Competitiveness Index	128	3.0
T&T regulatory framework	**135**	**3.3**
Policy rules and regulations	117	3.8
Environmental sustainability	63	4.6
Safety and security	136	3.2
Health and hygiene	133	1.7
Prioritization of Travel & Tourism	133	2.9
Business environment and infrastructure	**114**	**2.8**
Air transport infrastructure	99	2.5
Ground transport infrastructure	119	2.8
Tourism infrastructure	103	2.4
ICT infrastructure	105	2.2
Price competitiveness in the T&T industry	89	4.3
T&T human, cultural, and natural resources	**118**	**3.3**
Human resources	122	3.8
Education and training	127	3.1
Availability of qualified labor	119	4.4
Affinity for Travel & Tourism	117	4.2
Natural resources	68	3.6
Cultural resources	98	1.8



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Nigeria

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**3.8**	**117**
1.01	Prevalence of foreign ownership	4.7	66
1.02	Property rights	3.4	116
1.03	Business impact of rules on FDI	4.4	85
1.04	Visa requirements, no. of countries*	15.0	126
1.05	Openness bilateral ASAs (0–38)*	12.4	46
1.06	Transparency of government policymaking	4.4	61
1.07	No. of days to start a business*	34	113
1.08	Cost to start a business, % GNI/capita*	60.4	121
1.09	GATS commitment restrictiveness (0–100)*	75.0	17
	2nd pillar: Environmental sustainability	**4.6**	**63**
2.01	Stringency of environmental regulation	3.1	117
2.02	Enforcement of environmental regulation	3.2	97
2.03	Sustainability of T&T industry development	3.6	108
2.04	Carbon dioxide emission, million tons/capita*	0.6	30
2.05	Particulate matter concentration, µg/m³*	41.6	92
2.06	Threatened species, %*	4.6	60
2.07	Environm. treaty ratification (0–25)*	21	39
	3rd pillar: Safety and security	**3.2**	**136**
3.01	Business costs of crime and violence	3.3	124
3.02	Reliability of police services	3.2	111
3.03	Road traffic accidents/100,000 pop.*	32.3	120
3.04	Business costs of terrorism	3.7	135
	4th pillar: Health and hygiene	**1.7**	**133**
4.01	Physician density/1,000 pop.*	0.4	104
4.02	Access to improved sanitation, % pop.*	31.0	120
4.03	Access to improved drinking water, % pop.*	58.0	131
4.04	Hospital beds/10,000 pop.*	5.3	127
	5th pillar: Prioritization of Travel & Tourism	**2.9**	**133**
5.01	Government prioritization of the T&T industry	4.1	125
5.02	T&T gov't expenditure, % gov't budget*	0.3	137
5.03	Effectiveness of marketing to attract tourists	4.0	93
5.04	Comprehensiveness of T&T data (0–120)*	47.0	104
5.05	Timeliness of T&T data (0–18)*	3.0	112
	6th pillar: Air transport infrastructure	**2.5**	**99**
6.01	Quality of air transport infrastructure	4.0	99
6.02	Airline seat kms/week, dom., millions*	83.1	30
6.03	Airline seat kms/week, int'l, millions*	199.7	57
6.04	Departures/1,000 pop.*	0.1	124
6.05	Airport density/million pop.*	0.1	133
6.06	No. of operating airlines*	28.0	61
6.07	International air transport network	4.6	73
	7th pillar: Ground transport infrastructure	**2.8**	**119**
7.01	Quality of roads	2.8	112
7.02	Quality of railroad infrastructure	1.9	93
7.03	Quality of port infrastructure	3.6	105
7.04	Quality of ground transport network	3.9	109
7.05	Road density/million pop.*	21.0	84

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**2.4**	**103**
8.01	Hotel rooms/100 pop.*	0.1	117
8.02	Presence of major car rental co. (1–7)*	4	82
8.03	ATMs accepting Visa cards/million pop.*	45.0	107
	9th pillar: ICT infrastructure	**2.2**	**105**
9.01	ICT use for B-to-B transactions	4.6	99
9.02	ICT use for B-to-C transactions	4.5	70
9.03	Individuals using the Internet, %*	28.4	92
9.04	Fixed telephone lines/100 pop.*	0.4	133
9.05	Broadband Internet subscribers/100 pop.*	0.1	119
9.06	Mobile telephone subscriptions/100 pop.*	58.6	122
9.07	Mobile broadband subscriptions/100 pop.*	10.0	74
	10th pillar: Price competitiveness in T&T ind.	**4.3**	**89**
10.01	Ticket taxes and airport charges (0–100)*	69.8	103
10.02	Purchasing power parity*	0.6	50
10.04	Fuel price, US$ cents/liter*	77.0	25
10.03	Extent and effect of taxation	4.3	21
10.05	Hotel price index, US$*	255.7	115
	11th pillar: Human resources	**3.8**	**122**
	Education and training	3.1	127
11.01	Primary education enrollment, net %*	57.6	137
11.02	Secondary education enrollment, gross %*	44.0	117
11.03	Quality of the educational system	3.5	82
11.04	Local availability specialized research & training	4.2	68
11.05	Extent of staff training	4.1	57
	Availability of qualified labor	4.4	119
11.06	Hiring and firing practices	4.9	17
11.07	Ease of hiring foreign labor	4.8	16
11.08	HIV prevalence, % adult pop.*	3.6	127
11.09	Business impact of HIV/AIDS	4.3	112
11.10	Life expectancy, years*	51.9	130
	12th pillar: Affinity for Travel & Tourism	**4.2**	**117**
12.01	Tourism openness, % of GDP*	3.0	99
12.02	Attitude of population toward foreign visitors	5.8	110
12.03	Extension of business trips recommended	4.5	122
12.04	Degree of customer orientation	4.5	87
	13th pillar: Natural resources	**3.6**	**68**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	3.5	119
13.03	Total known species*	1,235	23
13.04	Terrestrial biome protection (0–17%)*	12.9	58
13.05	Marine protected areas, %*	0.0	95
	14th pillar: Cultural resources	**1.8**	**98**
14.01	No. of World Heritage cultural sites*	5	52
14.02	Sports stadiums, seats/million pop.*	4,507.4	123
14.03	No. of int'l fairs and exhibitions*	13.3	74
14.04	Creative industries exports, % of world total*	0.0	102

Norway

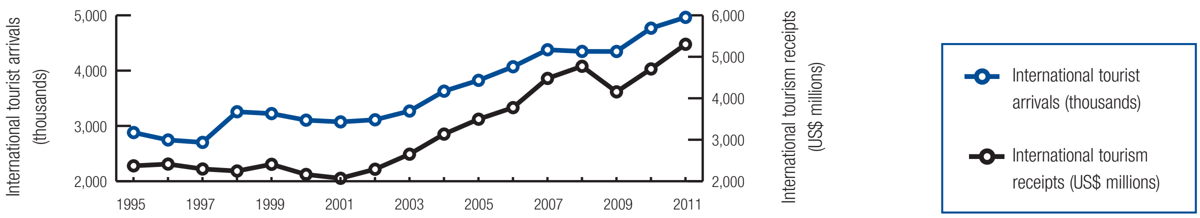
Key indicators

Population (millions), 2011	5.1
Surface area (1,000 square kilometers), 2011	323.8
Gross domestic product (current US$ billions), 2011	485.4
Gross domestic product (current PPP, $) per capita, 2011	53,396.3
Real GDP growth (percent), 2011	1.5
Environmental Performance Index 2012, rank (out of 132 economies), 2011	3

Travel & Tourism indicators

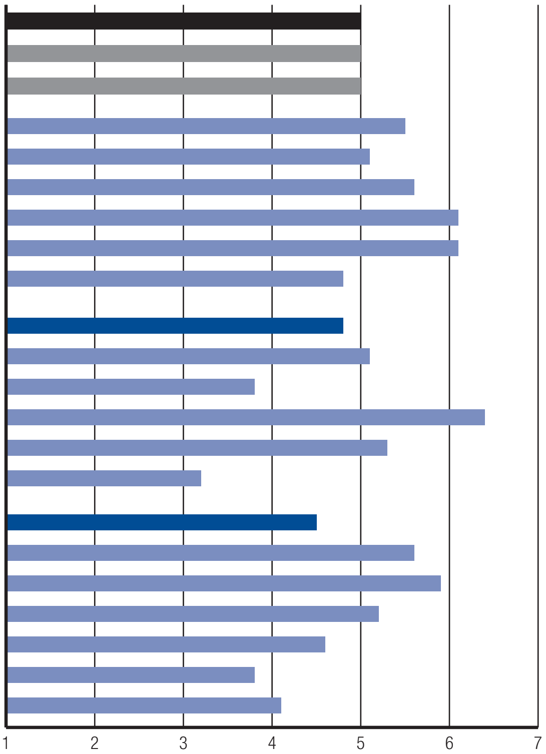
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	12,952.3	2.6	2.0
T&T industry employment (1,000 jobs)	101.9	4.0	–0.6
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	29,829	6.1	1.9
T&T economy employment (1,000 jobs)	209	8.2	–0.6

International tourist arrivals (thousands), 2011	4,963.0
International tourism receipts (US$, millions), 2011	5,301.4



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**22**	**5.0**
2011 Travel & Tourism Competitiveness Index	20	5.0
2009 Travel & Tourism Competitiveness Index	19	5.0
T&T regulatory framework	**11**	**5.5**
Policy rules and regulations	21	5.1
Environmental sustainability	8	5.6
Safety and security	10	6.1
Health and hygiene	22	6.1
Prioritization of Travel & Tourism	43	4.8
Business environment and infrastructure	**28**	**4.8**
Air transport infrastructure	15	5.1
Ground transport infrastructure	64	3.8
Tourism infrastructure	10	6.4
ICT infrastructure	14	5.3
Price competitiveness in the T&T industry	136	3.2
T&T human, cultural, and natural resources	**33**	**4.5**
Human resources	16	5.6
Education and training	11	5.9
Availability of qualified labor	40	5.2
Affinity for Travel & Tourism	66	4.6
Natural resources	59	3.8
Cultural resources	27	4.1



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Norway

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**5.1**	**21**
1.01	Prevalence of foreign ownership	5.3	30
1.02	Property rights	5.9	10
1.03	Business impact of rules on FDI	4.5	78
1.04	Visa requirements, no. of countries*	71.0	58
1.05	Openness bilateral ASAs (0–38)*	10.1	77
1.06	Transparency of government policymaking	5.1	23
1.07	No. of days to start a business*	7	24
1.08	Cost to start a business, % GNI/capita*	1.7	25
1.09	GATS commitment restrictiveness (0–100)*	75.0	17
	2nd pillar: Environmental sustainability	**5.6**	**8**
2.01	Stringency of environmental regulation	5.9	11
2.02	Enforcement of environmental regulation	5.8	11
2.03	Sustainability of T&T industry development	4.7	55
2.04	Carbon dioxide emission, million tons/capita*	10.5	120
2.05	Particulate matter concentration, µg/m³*	14.8	16
2.06	Threatened species, %*	3.3	39
2.07	Environm. treaty ratification (0–25)*	24	1
	3rd pillar: Safety and security	**6.1**	**10**
3.01	Business costs of crime and violence	5.8	17
3.02	Reliability of police services	6.0	18
3.03	Road traffic accidents/100,000 pop.*	5.0	7
3.04	Business costs of terrorism	5.9	51
	4th pillar: Health and hygiene	**6.1**	**22**
4.01	Physician density/1,000 pop.*	4.2	5
4.02	Access to improved sanitation, % pop.*	100.0	1
4.03	Access to improved drinking water, % pop.*	100.0	1
4.04	Hospital beds/10,000 pop.*	33.0	55
	5th pillar: Prioritization of Travel & Tourism	**4.8**	**43**
5.01	Government prioritization of the T&T industry	5.0	84
5.02	T&T gov't expenditure, % gov't budget*	5.8	29
5.03	Effectiveness of marketing to attract tourists	4.3	76
5.04	Comprehensiveness of T&T data (0–120)*	72.0	48
5.05	Timeliness of T&T data (0–18)*	15.5	48
	6th pillar: Air transport infrastructure	**5.1**	**15**
6.01	Quality of air transport infrastructure	6.2	13
6.02	Airline seat kms/week, dom., millions*	152.9	28
6.03	Airline seat kms/week, int'l, millions*	288.1	49
6.04	Departures/1,000 pop.*	22.9	17
6.05	Airport density/million pop.*	10.2	4
6.06	No. of operating airlines*	41.0	42
6.07	International air transport network	5.9	20
	7th pillar: Ground transport infrastructure	**3.8**	**64**
7.01	Quality of roads	3.6	83
7.02	Quality of railroad infrastructure	3.3	47
7.03	Quality of port infrastructure	5.4	25
7.04	Quality of ground transport network	4.6	54
7.05	Road density/million pop.*	29.0	75

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**6.4**	**10**
8.01	Hotel rooms/100 pop.*	1.6	18
8.02	Presence of major car rental co. (1–7)*	7	1
8.03	ATMs accepting Visa cards/million pop.*	559.4	29
	9th pillar: ICT infrastructure	**5.3**	**14**
9.01	ICT use for B-to-B transactions	6.0	8
9.02	ICT use for B-to-C transactions	5.7	13
9.03	Individuals using the Internet, %*	94.0	2
9.04	Fixed telephone lines/100 pop.*	31.0	39
9.05	Broadband Internet subscribers/100 pop.*	35.4	6
9.06	Mobile telephone subscriptions/100 pop.*	115.6	51
9.07	Mobile broadband subscriptions/100 pop.*	76.5	8
	10th pillar: Price competitiveness in T&T ind.	**3.2**	**136**
10.01	Ticket taxes and airport charges (0–100)*	89.3	19
10.02	Purchasing power parity*	1.6	138
10.04	Fuel price, US$ cents/liter*	201.0	138
10.03	Extent and effect of taxation	3.6	56
10.05	Hotel price index, US$*	160.5	89
	11th pillar: Human resources	**5.6**	**16**
	Education and training	5.9	11
11.01	Primary education enrollment, net %*	99.1	15
11.02	Secondary education enrollment, gross %*	111.0	9
11.03	Quality of the educational system	5.0	18
11.04	Local availability specialized research & training	5.4	14
11.05	Extent of staff training	5.2	9
	Availability of qualified labor	5.2	40
11.06	Hiring and firing practices	2.8	131
11.07	Ease of hiring foreign labor	4.5	43
11.08	HIV prevalence, % adult pop.*	0.1	12
11.09	Business impact of HIV/AIDS	6.6	5
11.10	Life expectancy, years*	81.0	12
	12th pillar: Affinity for Travel & Tourism	**4.6**	**66**
12.01	Tourism openness, % of GDP*	4.4	75
12.02	Attitude of population toward foreign visitors	6.3	59
12.03	Extension of business trips recommended	4.8	103
12.04	Degree of customer orientation	5.2	31
	13th pillar: Natural resources	**3.8**	**59**
13.01	No. of World Heritage natural sites*	1	45
13.02	Quality of the natural environment	6.3	6
13.03	Total known species*	337	117
13.04	Terrestrial biome protection (0–17%)*	12.7	60
13.05	Marine protected areas, %*	0.2	76
	14th pillar: Cultural resources	**4.1**	**27**
14.01	No. of World Heritage cultural sites*	6	45
14.02	Sports stadiums, seats/million pop.*	134,420.2	11
14.03	No. of int'l fairs and exhibitions*	140.0	25
14.04	Creative industries exports, % of world total*	0.1	54

Oman

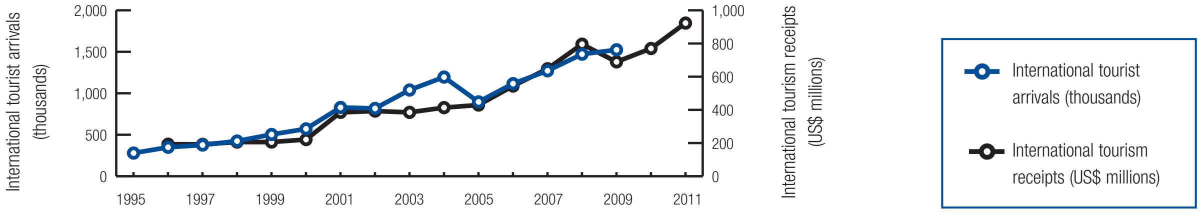
Key indicators

Population (millions), 2011	2.9
Surface area (1,000 square kilometers), 2011	309.5
Gross domestic product (current US$ billions), 2011	72.7
Gross domestic product (current PPP, $) per capita, 2011	27,567.0
Real GDP growth (percent), 2011	5.4
Environmental Performance Index 2012, rank (out of 132 economies), 2011	110

Travel & Tourism indicators

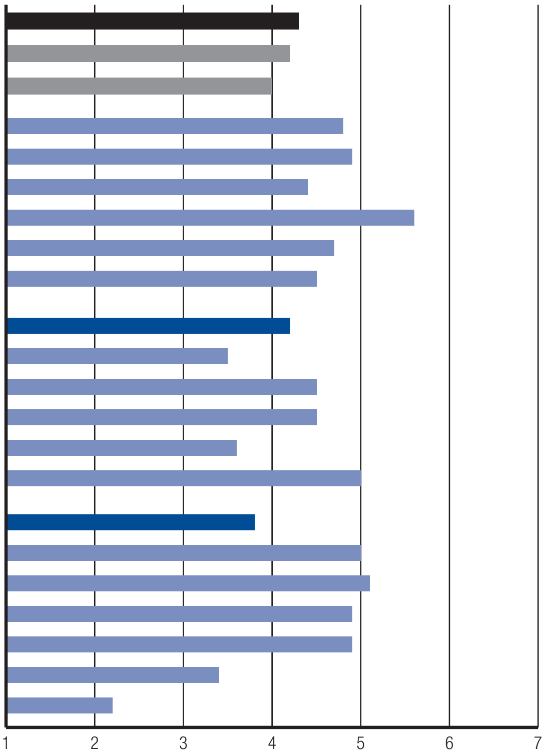
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	2,112.9	3.1	5.2
T&T industry employment (1,000 jobs)	36.7	3.3	3.4
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	4,538	6.6	5.3
T&T economy employment (1,000 jobs)	73	6.5	3.4

International tourist arrivals (thousands), 2009	1,524.0
International tourism receipts (US$, millions), 2011	923.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**57**	**4.3**
2011 Travel & Tourism Competitiveness Index	61	4.2
2009 Travel & Tourism Competitiveness Index	68	4.0
T&T regulatory framework	**56**	**4.8**
Policy rules and regulations	38	4.9
Environmental sustainability	87	4.4
Safety and security	30	5.6
Health and hygiene	71	4.7
Prioritization of Travel & Tourism	60	4.5
Business environment and infrastructure	**47**	**4.2**
Air transport infrastructure	53	3.5
Ground transport infrastructure	41	4.5
Tourism infrastructure	57	4.5
ICT infrastructure	53	3.6
Price competitiveness in the T&T industry	29	5.0
T&T human, cultural, and natural resources	**76**	**3.8**
Human resources	54	5.0
Education and training	42	5.1
Availability of qualified labor	86	4.9
Affinity for Travel & Tourism	43	4.9
Natural resources	79	3.4
Cultural resources	78	2.2



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Oman

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.9**	**38**
1.01	Prevalence of foreign ownership	4.7	68
1.02	Property rights	5.5	24
1.03	Business impact of rules on FDI	5.1	30
1.04	Visa requirements, no. of countries*	52.9	108
1.05	Openness bilateral ASAs (0–38)*	7.8	105
1.06	Transparency of government policymaking	5.0	25
1.07	No. of days to start a business*	8	33
1.08	Cost to start a business, % GNI/capita*	2.6	39
1.09	GATS commitment restrictiveness (0–100)*	66.7	45
	2nd pillar: Environmental sustainability	**4.4**	**87**
2.01	Stringency of environmental regulation	5.5	20
2.02	Enforcement of environmental regulation	5.5	16
2.03	Sustainability of T&T industry development	5.7	6
2.04	Carbon dioxide emission, million tons/capita*	17.3	130
2.05	Particulate matter concentration, µg/m^3*	81.9	128
2.06	Threatened species, %*	4.7	64
2.07	Environm. treaty ratification (0–25)*	20	53
	3rd pillar: Safety and security	**5.6**	**30**
3.01	Business costs of crime and violence	6.1	8
3.02	Reliability of police services	5.7	25
3.03	Road traffic accidents/100,000 pop.*	21.3	89
3.04	Business costs of terrorism	6.4	15
	4th pillar: Health and hygiene	**4.7**	**71**
4.01	Physician density/1,000 pop.*	1.9	62
4.02	Access to improved sanitation, % pop.*	99.0	39
4.03	Access to improved drinking water, % pop.*	89.0	93
4.04	Hospital beds/10,000 pop.*	18.0	87
	5th pillar: Prioritization of Travel & Tourism	**4.5**	**60**
5.01	Government prioritization of the T&T industry	6.3	12
5.02	T&T gov't expenditure, % gov't budget*	1.3	124
5.03	Effectiveness of marketing to attract tourists	5.4	23
5.04	Comprehensiveness of T&T data (0–120)*	71.0	51
5.05	Timeliness of T&T data (0–18)*	11.0	97
	6th pillar: Air transport infrastructure	**3.5**	**53**
6.01	Quality of air transport infrastructure	5.5	40
6.02	Airline seat kms/week, dom., millions*	8.6	49
6.03	Airline seat kms/week, int'l, millions*	151.1	69
6.04	Departures/1,000 pop.*	12.4	34
6.05	Airport density/million pop.*	1.1	40
6.06	No. of operating airlines*	29.0	60
6.07	International air transport network	5.4	45
	7th pillar: Ground transport infrastructure	**4.5**	**41**
7.01	Quality of roads	6.4	5
7.02	Quality of railroad infrastructure	n/a	n/a
7.03	Quality of port infrastructure	5.4	24
7.04	Quality of ground transport network	4.5	61
7.05	Road density/million pop.*	18.0	92

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**4.5**	**57**
8.01	Hotel rooms/100 pop.*	0.4	64
8.02	Presence of major car rental co. (1–7)*	7	1
8.03	ATMs accepting Visa cards/million pop.*	332.0	61
	9th pillar: ICT infrastructure	**3.6**	**53**
9.01	ICT use for B-to-B transactions	4.9	73
9.02	ICT use for B-to-C transactions	4.2	89
9.03	Individuals using the Internet, %*	68.0	37
9.04	Fixed telephone lines/100 pop.*	10.1	92
9.05	Broadband Internet subscribers/100 pop.*	1.8	93
9.06	Mobile telephone subscriptions/100 pop.*	169.0	8
9.07	Mobile broadband subscriptions/100 pop.*	37.8	31
	10th pillar: Price competitiveness in T&T ind.	**5.0**	**29**
10.01	Ticket taxes and airport charges (0–100)*	93.7	9
10.02	Purchasing power parity*	0.9	104
10.04	Fuel price, US$ cents/liter*	38.0	13
10.03	Extent and effect of taxation	5.6	5
10.05	Hotel price index, US$*	226.9	112
	11th pillar: Human resources	**5.0**	**54**
	Education and training	5.1	42
11.01	Primary education enrollment, net %*	93.6	70
11.02	Secondary education enrollment, gross %*	100.3	31
11.03	Quality of the educational system	3.9	59
11.04	Local availability specialized research & training	3.9	85
11.05	Extent of staff training	4.4	34
	Availability of qualified labor	4.9	86
11.06	Hiring and firing practices	3.9	70
11.07	Ease of hiring foreign labor	3.4	121
11.08	HIV prevalence, % adult pop.*	0.1	12
11.09	Business impact of HIV/AIDS	5.2	71
11.10	Life expectancy, years*	73.3	74
	12th pillar: Affinity for Travel & Tourism	**4.9**	**43**
12.01	Tourism openness, % of GDP*	2.9	101
12.02	Attitude of population toward foreign visitors	6.5	35
12.03	Extension of business trips recommended	6.0	23
12.04	Degree of customer orientation	5.2	28
	13th pillar: Natural resources	**3.4**	**79**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	6.0	12
13.03	Total known species*	407	95
13.04	Terrestrial biome protection (0–17%)*	10.6	71
13.05	Marine protected areas, %*	0.1	81
	14th pillar: Cultural resources	**2.2**	**78**
14.01	No. of World Heritage cultural sites*	5	52
14.02	Sports stadiums, seats/million pop.*	46,729.9	58
14.03	No. of int'l fairs and exhibitions*	4.3	102
14.04	Creative industries exports, % of world total*	0.0	92

Pakistan

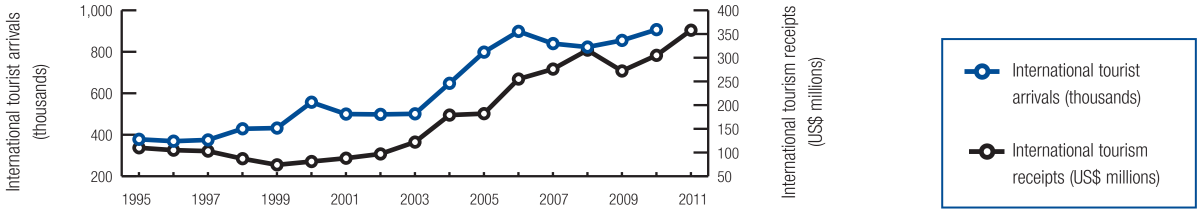
Key indicators

Population (millions), 2011	177.8
Surface area (1,000 square kilometers), 2011	796.1
Gross domestic product (current US$ billions), 2011	210.2
Gross domestic product (current PPP, $) per capita, 2011	2,785.8
Real GDP growth (percent), 2011	3.0
Environmental Performance Index 2012, rank (out of 132 economies), 2011	120

Travel & Tourism indicators

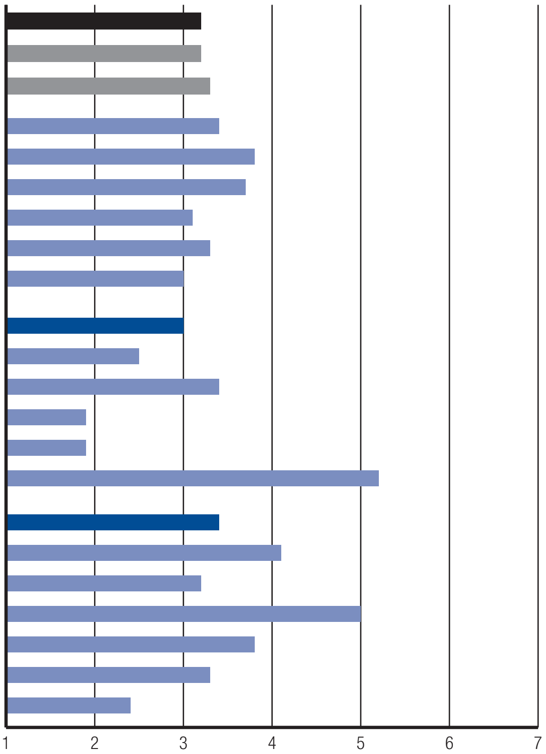
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	6,808.4	3.2	5.5
T&T industry employment (1,000 jobs)	1,612.9	2.7	2.3
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	15,705	7.3	5.8
T&T economy employment (1,000 jobs)	3,853	6.4	2.5

International tourist arrivals (thousands), 2010	906.8
International tourism receipts (US$, millions), 2011	358.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**122**	**3.2**
2011 Travel & Tourism Competitiveness Index	125	3.2
2009 Travel & Tourism Competitiveness Index	113	3.3
T&T regulatory framework	**131**	**3.4**
Policy rules and regulations	120	3.8
Environmental sustainability	132	3.7
Safety and security	137	3.1
Health and hygiene	107	3.3
Prioritization of Travel & Tourism	131	3.0
Business environment and infrastructure	**104**	**3.0**
Air transport infrastructure	96	2.5
Ground transport infrastructure	77	3.4
Tourism infrastructure	119	1.9
ICT infrastructure	121	1.9
Price competitiveness in the T&T industry	15	5.2
T&T human, cultural, and natural resources	**116**	**3.4**
Human resources	115	4.1
Education and training	125	3.2
Availability of qualified labor	79	5.0
Affinity for Travel & Tourism	136	3.8
Natural resources	86	3.3
Cultural resources	71	2.4



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Pakistan

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**3.8**	**120**
1.01	Prevalence of foreign ownership	3.9	116
1.02	Property rights	3.5	113
1.03	Business impact of rules on FDI	4.4	94
1.04	Visa requirements, no. of countries*	7.0	136
1.05	Openness bilateral ASAs (0–38)*	11.0	69
1.06	Transparency of government policymaking	3.8	106
1.07	No. of days to start a business*	21	89
1.08	Cost to start a business, % GNI/capita*	9.9	71
1.09	GATS commitment restrictiveness (0–100)*	24.3	111
	2nd pillar: Environmental sustainability	**3.7**	**132**
2.01	Stringency of environmental regulation	3.1	116
2.02	Enforcement of environmental regulation	2.8	116
2.03	Sustainability of T&T industry development	3.0	133
2.04	Carbon dioxide emission, million tons/capita*	1.0	36
2.05	Particulate matter concentration, μg/m³*	100.8	132
2.06	Threatened species, %*	6.4	96
2.07	Environm. treaty ratification (0–25)*	20	53
	3rd pillar: Safety and security	**3.1**	**137**
3.01	Business costs of crime and violence	3.1	128
3.02	Reliability of police services	3.0	123
3.03	Road traffic accidents/100,000 pop.*	25.3	101
3.04	Business costs of terrorism	3.1	139
	4th pillar: Health and hygiene	**3.3**	**107**
4.01	Physician density/1,000 pop.*	0.8	95
4.02	Access to improved sanitation, % pop.*	48.0	112
4.03	Access to improved drinking water, % pop.*	92.0	80
4.04	Hospital beds/10,000 pop.*	6.0	124
	5th pillar: Prioritization of Travel & Tourism	**3.0**	**131**
5.01	Government prioritization of the T&T industry	3.3	137
5.02	T&T gov't expenditure, % gov't budget*	2.0	109
5.03	Effectiveness of marketing to attract tourists	2.9	134
5.04	Comprehensiveness of T&T data (0–120)*	38.0	118
5.05	Timeliness of T&T data (0–18)*	10.0	99
	6th pillar: Air transport infrastructure	**2.5**	**96**
6.01	Quality of air transport infrastructure	4.3	78
6.02	Airline seat kms/week, dom., millions*	79.1	31
6.03	Airline seat kms/week, int'l, millions*	300.6	46
6.04	Departures/1,000 pop.*	0.3	118
6.05	Airport density/million pop.*	0.1	126
6.06	No. of operating airlines*	23.0	76
6.07	International air transport network	4.3	89
	7th pillar: Ground transport infrastructure	**3.4**	**77**
7.01	Quality of roads	3.9	73
7.02	Quality of railroad infrastructure	2.6	65
7.03	Quality of port infrastructure	4.4	60
7.04	Quality of ground transport network	4.1	92
7.05	Road density/million pop.*	32.0	71

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**1.9**	**119**
8.01	Hotel rooms/100 pop.*	0.0	133
8.02	Presence of major car rental co. (1–7)*	3	97
8.03	ATMs accepting Visa cards/million pop.*	16.0	120
	9th pillar: ICT infrastructure	**1.9**	**121**
9.01	ICT use for B-to-B transactions	4.3	115
9.02	ICT use for B-to-C transactions	3.8	111
9.03	Individuals using the Internet, %*	9.0	119
9.04	Fixed telephone lines/100 pop.*	3.2	112
9.05	Broadband Internet subscribers/100 pop.*	0.4	110
9.06	Mobile telephone subscriptions/100 pop.*	61.6	120
9.07	Mobile broadband subscriptions/100 pop.*	0.2	121
	10th pillar: Price competitiveness in T&T ind.	**5.2**	**15**
10.01	Ticket taxes and airport charges (0–100)*	83.1	52
10.02	Purchasing power parity*	0.4	15
10.04	Fuel price, US$ cents/liter*	92.0	44
10.03	Extent and effect of taxation	3.5	68
10.05	Hotel price index, US$*	89.7	15
	11th pillar: Human resources	**4.1**	**115**
	Education and training	3.2	125
11.01	Primary education enrollment, net %*	74.1	128
11.02	Secondary education enrollment, gross %*	34.2	127
11.03	Quality of the educational system	3.6	74
11.04	Local availability specialized research & training	3.6	101
11.05	Extent of staff training	3.4	110
	Availability of qualified labor	5.0	79
11.06	Hiring and firing practices	4.7	21
11.07	Ease of hiring foreign labor	4.2	65
11.08	HIV prevalence, % adult pop.*	0.1	12
11.09	Business impact of HIV/AIDS	4.5	104
11.10	Life expectancy, years*	65.2	110
	12th pillar: Affinity for Travel & Tourism	**3.8**	**136**
12.01	Tourism openness, % of GDP*	0.7	135
12.02	Attitude of population toward foreign visitors	5.3	134
12.03	Extension of business trips recommended	4.3	132
12.04	Degree of customer orientation	4.4	95
	13th pillar: Natural resources	**3.3**	**86**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	3.7	106
13.03	Total known species*	810	44
13.04	Terrestrial biome protection (0–17%)*	10.0	76
13.05	Marine protected areas, %*	0.3	72
	14th pillar: Cultural resources	**2.4**	**71**
14.01	No. of World Heritage cultural sites*	7	39
14.02	Sports stadiums, seats/million pop.*	4,212.1	127
14.03	No. of int'l fairs and exhibitions*	3.0	117
14.04	Creative industries exports, % of world total*	0.3	35

Panama

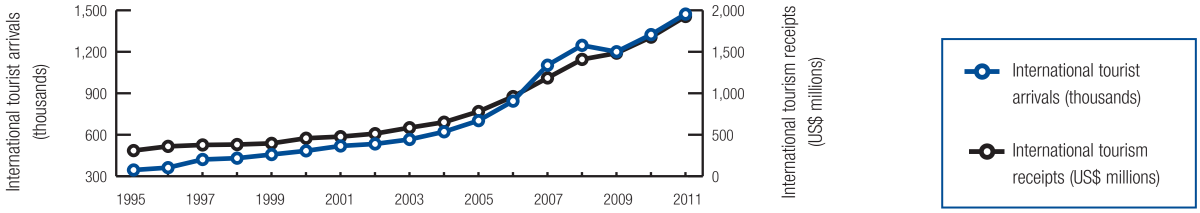
Key indicators

Population (millions), 2011	3.6
Surface area (1,000 square kilometers), 2011	75.4
Gross domestic product (current US$ billions), 2011	30.6
Gross domestic product (current PPP, $) per capita, 2011	14,096.5
Real GDP growth (percent), 2011	10.6
Environmental Performance Index 2012, rank (out of 132 economies), 2011	39

Travel & Tourism indicators

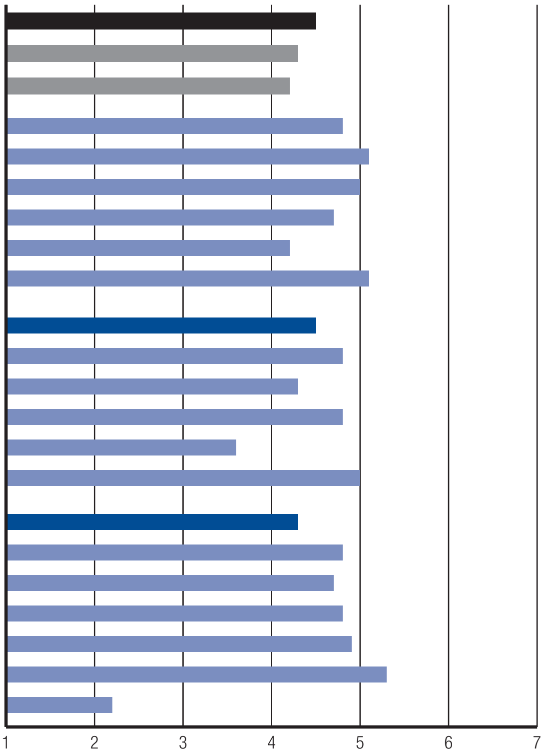
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	1,348.6	4.1	4.9
T&T industry employment (1,000 jobs)	63.3	4.0	2.6
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	3,308	10.1	5.2
T&T economy employment (1,000 jobs)	153	9.6	2.7

International tourist arrivals (thousands), 2011	1,472.6
International tourism receipts (US$, millions), 2011	1,925.6



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**37**	**4.5**
2011 Travel & Tourism Competitiveness Index	56	4.3
2009 Travel & Tourism Competitiveness Index	55	4.2
T&T regulatory framework	**54**	**4.8**
Policy rules and regulations	18	5.1
Environmental sustainability	40	5.0
Safety and security	70	4.7
Health and hygiene	86	4.2
Prioritization of Travel & Tourism	32	5.1
Business environment and infrastructure	**36**	**4.5**
Air transport infrastructure	16	4.8
Ground transport infrastructure	47	4.3
Tourism infrastructure	42	4.8
ICT infrastructure	50	3.6
Price competitiveness in the T&T industry	26	5.0
T&T human, cultural, and natural resources	**45**	**4.3**
Human resources	79	4.8
Education and training	65	4.7
Availability of qualified labor	94	4.8
Affinity for Travel & Tourism	41	4.9
Natural resources	11	5.3
Cultural resources	77	2.2



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Panama

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**5.1**	**18**
1.01	Prevalence of foreign ownership	5.8	9
1.02	Property rights	4.9	43
1.03	Business impact of rules on FDI	5.8	5
1.04	Visa requirements, no. of countries*	73.0	55
1.05	Openness bilateral ASAs (0–38)*	19.3	15
1.06	Transparency of government policymaking	4.8	33
1.07	No. of days to start a business*	7	24
1.08	Cost to start a business, % GNI/capita*	8.8	68
1.09	GATS commitment restrictiveness (0–100)*	50.7	82
	2nd pillar: Environmental sustainability	**5.0**	**40**
2.01	Stringency of environmental regulation	4.1	59
2.02	Enforcement of environmental regulation	3.4	89
2.03	Sustainability of T&T industry development	5.1	27
2.04	Carbon dioxide emission, million tons/capita*	2.0	56
2.05	Particulate matter concentration, µg/m³*	32.7	78
2.06	Threatened species, %*	6.4	93
2.07	Environm. treaty ratification (0–25)*	22	20
	3rd pillar: Safety and security	**4.7**	**70**
3.01	Business costs of crime and violence	3.6	114
3.02	Reliability of police services	4.7	52
3.03	Road traffic accidents/100,000 pop.*	12.7	42
3.04	Business costs of terrorism	5.4	84
	4th pillar: Health and hygiene	**4.2**	**86**
4.01	Physician density/1,000 pop.*	1.5	75
4.02	Access to improved sanitation, % pop.*	68.0	97
4.03	Access to improved drinking water, % pop.*	93.0	76
4.04	Hospital beds/10,000 pop.*	22.0	75
	5th pillar: Prioritization of Travel & Tourism	**5.1**	**32**
5.01	Government prioritization of the T&T industry	5.7	49
5.02	T&T gov't expenditure, % gov't budget*	4.9	39
5.03	Effectiveness of marketing to attract tourists	5.3	26
5.04	Comprehensiveness of T&T data (0–120)*	68.0	59
5.05	Timeliness of T&T data (0–18)*	16.0	44
	6th pillar: Air transport infrastructure	**4.8**	**16**
6.01	Quality of air transport infrastructure	6.4	6
6.02	Airline seat kms/week, dom., millions*	3.3	62
6.03	Airline seat kms/week, int'l, millions*	231.4	52
6.04	Departures/1,000 pop.*	23.1	16
6.05	Airport density/million pop.*	6.2	7
6.06	No. of operating airlines*	20.0	80
6.07	International air transport network	6.2	11
	7th pillar: Ground transport infrastructure	**4.3**	**47**
7.01	Quality of roads	4.5	49
7.02	Quality of railroad infrastructure	4.0	32
7.03	Quality of port infrastructure	6.4	4
7.04	Quality of ground transport network	4.6	55
7.05	Road density/million pop.*	19.0	89

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**4.8**	**42**
8.01	Hotel rooms/100 pop.*	0.6	54
8.02	Presence of major car rental co. (1–7)*	6	32
8.03	ATMs accepting Visa cards/million pop.*	507.1	34
	9th pillar: ICT infrastructure	**3.6**	**50**
9.01	ICT use for B-to-B transactions	5.5	39
9.02	ICT use for B-to-C transactions	5.5	19
9.03	Individuals using the Internet, %*	42.7	66
9.04	Fixed telephone lines/100 pop.*	15.7	80
9.05	Broadband Internet subscribers/100 pop.*	7.9	65
9.06	Mobile telephone subscriptions/100 pop.*	188.6	3
9.07	Mobile broadband subscriptions/100 pop.*	14.5	66
	10th pillar: Price competitiveness in T&T ind.	**5.0**	**26**
10.01	Ticket taxes and airport charges (0–100)*	79.4	72
10.02	Purchasing power parity*	0.5	42
10.04	Fuel price, US$ cents/liter*	77.0	25
10.03	Extent and effect of taxation	4.0	32
10.05	Hotel price index, US$*	130.1	61
	11th pillar: Human resources	**4.8**	**79**
	Education and training	4.7	65
11.01	Primary education enrollment, net %*	98.0	25
11.02	Secondary education enrollment, gross %*	74.1	98
11.03	Quality of the educational system	3.0	111
11.04	Local availability specialized research & training	4.6	43
11.05	Extent of staff training	4.2	43
	Availability of qualified labor	4.8	94
11.06	Hiring and firing practices	3.4	103
11.07	Ease of hiring foreign labor	3.1	130
11.08	HIV prevalence, % adult pop.*	0.9	100
11.09	Business impact of HIV/AIDS	4.4	111
11.10	Life expectancy, years*	76.1	45
	12th pillar: Affinity for Travel & Tourism	**4.9**	**41**
12.01	Tourism openness, % of GDP*	7.8	31
12.02	Attitude of population toward foreign visitors	5.8	111
12.03	Extension of business trips recommended	6.0	21
12.04	Degree of customer orientation	4.7	59
	13th pillar: Natural resources	**5.3**	**11**
13.01	No. of World Heritage natural sites*	3	18
13.02	Quality of the natural environment	4.7	55
13.03	Total known species*	1,320	18
13.04	Terrestrial biome protection (0–17%)*	15.4	30
13.05	Marine protected areas, %*	0.9	43
	14th pillar: Cultural resources	**2.2**	**77**
14.01	No. of World Heritage cultural sites*	2	88
14.02	Sports stadiums, seats/million pop.*	45,923.1	60
14.03	No. of int'l fairs and exhibitions*	24.0	63
14.04	Creative industries exports, % of world total*	0.2	43

Paraguay

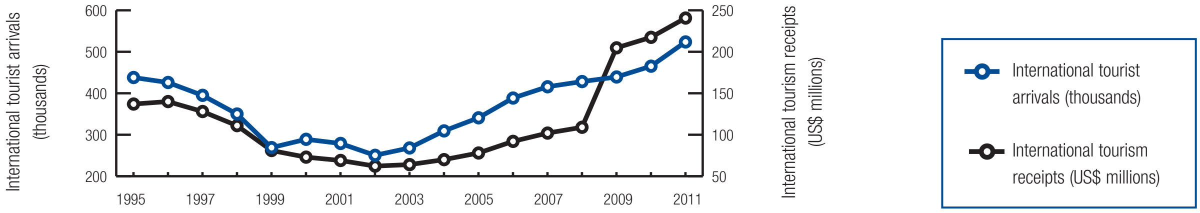
Key indicators

Population (millions), 2011	6.6
Surface area (1,000 square kilometers), 2011	406.8
Gross domestic product (current US$ billions), 2011	24.1
Gross domestic product (current PPP, $) per capita, 2011	6,223.9
Real GDP growth (percent), 2011	4.3
Environmental Performance Index 2012, rank (out of 132 economies), 2011	73

Travel & Tourism indicators

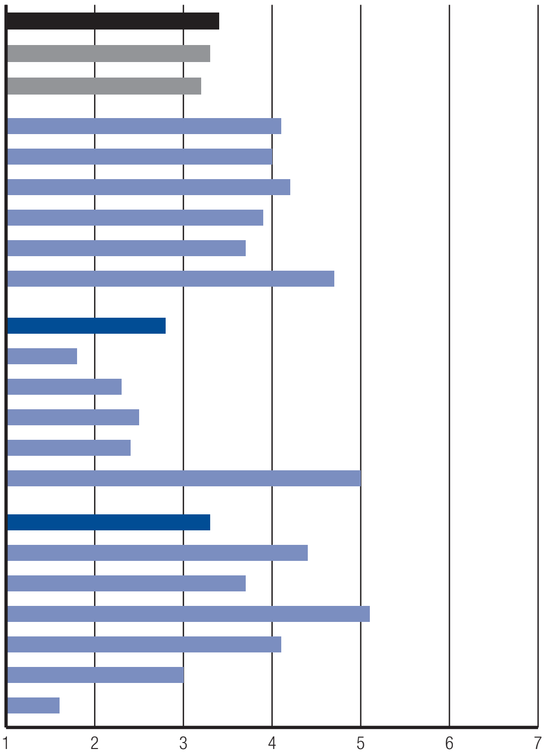
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	342.6	1.5	2.9
T&T industry employment (1,000 jobs)	39.5	1.3	1.7
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	925	4.0	2.8
T&T economy employment (1,000 jobs)	109	3.5	1.5

International tourist arrivals (thousands), 2011	523.7
International tourism receipts (US$, millions), 2011	240.7



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**115**	**3.4**
2011 Travel & Tourism Competitiveness Index	123	3.3
2009 Travel & Tourism Competitiveness Index	122	3.2
T&T regulatory framework	**103**	**4.1**
Policy rules and regulations	110	4.0
Environmental sustainability	104	4.2
Safety and security	114	3.9
Health and hygiene	96	3.7
Prioritization of Travel & Tourism	52	4.7
Business environment and infrastructure	**115**	**2.8**
Air transport infrastructure	136	1.8
Ground transport infrastructure	136	2.3
Tourism infrastructure	99	2.5
ICT infrastructure	102	2.4
Price competitiveness in the T&T industry	27	5.0
T&T human, cultural, and natural resources	**120**	**3.3**
Human resources	104	4.4
Education and training	119	3.7
Availability of qualified labor	67	5.1
Affinity for Travel & Tourism	124	4.1
Natural resources	100	3.0
Cultural resources	107	1.6



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Paraguay

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.0**	**110**
1.01	Prevalence of foreign ownership	4.5	82
1.02	Property rights	3.0	129
1.03	Business impact of rules on FDI	4.4	95
1.04	Visa requirements, no. of countries*	55.0	105
1.05	Openness bilateral ASAs (0–38)*	12.4	**47**
1.06	Transparency of government policymaking	4.1	84
1.07	No. of days to start a business*	35	115
1.08	Cost to start a business, % GNI/capita*	46.8	116
1.09	GATS commitment restrictiveness (0–100)*	74.8	**28**
	2nd pillar: Environmental sustainability	**4.2**	**104**
2.01	Stringency of environmental regulation	3.6	87
2.02	Enforcement of environmental regulation	2.9	105
2.03	Sustainability of T&T industry development	3.4	120
2.04	Carbon dioxide emission, million tons/capita*	0.7	**31**
2.05	Particulate matter concentration, µg/m³*	65.5	118
2.06	Threatened species, %*	3.9	52
2.07	Environm. treaty ratification (0–25)*	17	96
	3rd pillar: Safety and security	**3.9**	**114**
3.01	Business costs of crime and violence	3.5	117
3.02	Reliability of police services	2.6	134
3.03	Road traffic accidents/100,000 pop.*	19.7	84
3.04	Business costs of terrorism	5.1	102
	4th pillar: Health and hygiene	**3.7**	**96**
4.01	Physician density/1,000 pop.*	1.1	86
4.02	Access to improved sanitation, % pop.*	71.0	93
4.03	Access to improved drinking water, % pop.*	86.0	101
4.04	Hospital beds/10,000 pop.*	13.0	103
	5th pillar: Prioritization of Travel & Tourism	**4.7**	**52**
5.01	Government prioritization of the T&T industry	3.9	132
5.02	T&T gov't expenditure, % gov't budget*	8.0	**18**
5.03	Effectiveness of marketing to attract tourists	3.5	119
5.04	Comprehensiveness of T&T data (0–120)*	74.0	**46**
5.05	Timeliness of T&T data (0–18)*	16.5	**17**
	6th pillar: Air transport infrastructure	**1.8**	**136**
6.01	Quality of air transport infrastructure	2.5	137
6.02	Airline seat kms/week, dom., millions*	0.7	80
6.03	Airline seat kms/week, int'l, millions*	14.2	125
6.04	Departures/1,000 pop.*	0.9	99
6.05	Airport density/million pop.*	0.3	104
6.06	No. of operating airlines*	7.0	121
6.07	International air transport network	3.3	135
	7th pillar: Ground transport infrastructure	**2.3**	**136**
7.01	Quality of roads	2.5	130
7.02	Quality of railroad infrastructure	1.1	121
7.03	Quality of port infrastructure	3.6	104
7.04	Quality of ground transport network	3.0	137
7.05	Road density/million pop.*	8.0	120

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**2.5**	**99**
8.01	Hotel rooms/100 pop.*	0.2	93
8.02	Presence of major car rental co. (1–7)*	3	97
8.03	ATMs accepting Visa cards/million pop.*	172.5	87
	9th pillar: ICT infrastructure	**2.4**	**102**
9.01	ICT use for B-to-B transactions	4.4	112
9.02	ICT use for B-to-C transactions	4.2	87
9.03	Individuals using the Internet, %*	23.9	94
9.04	Fixed telephone lines/100 pop.*	5.7	105
9.05	Broadband Internet subscribers/100 pop.*	0.9	102
9.06	Mobile telephone subscriptions/100 pop.*	99.4	81
9.07	Mobile broadband subscriptions/100 pop.*	4.4	89
	10th pillar: Price competitiveness in T&T ind.	**5.0**	**27**
10.01	Ticket taxes and airport charges (0–100)*	82.0	56
10.02	Purchasing power parity*	0.7	77
10.04	Fuel price, US$ cents/liter*	101.0	60
10.03	Extent and effect of taxation	4.8	**11**
10.05	Hotel price index, US$*	122.5	**48**
	11th pillar: Human resources	**4.4**	**104**
	Education and training	3.7	119
11.01	Primary education enrollment, net %*	85.1	115
11.02	Secondary education enrollment, gross %*	66.9	103
11.03	Quality of the educational system	2.5	130
11.04	Local availability specialized research & training	3.3	120
11.05	Extent of staff training	3.5	105
	Availability of qualified labor	5.1	67
11.06	Hiring and firing practices	3.3	112
11.07	Ease of hiring foreign labor	4.8	**13**
11.08	HIV prevalence, % adult pop.*	0.3	66
11.09	Business impact of HIV/AIDS	5.1	77
11.10	Life expectancy, years*	72.5	87
	12th pillar: Affinity for Travel & Tourism	**4.1**	**124**
12.01	Tourism openness, % of GDP*	1.7	118
12.02	Attitude of population toward foreign visitors	6.0	101
12.03	Extension of business trips recommended	4.5	126
12.04	Degree of customer orientation	4.5	86
	13th pillar: Natural resources	**3.0**	**100**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	3.8	105
13.03	Total known species*	926	**36**
13.04	Terrestrial biome protection (0–17%)*	5.4	101
13.05	Marine protected areas, %*	n/a	n/a
	14th pillar: Cultural resources	**1.6**	**107**
14.01	No. of World Heritage cultural sites*	1	109
14.02	Sports stadiums, seats/million pop.*	33,570.4	70
14.03	No. of int'l fairs and exhibitions*	23.3	64
14.04	Creative industries exports, % of world total*	0.0	91

Peru

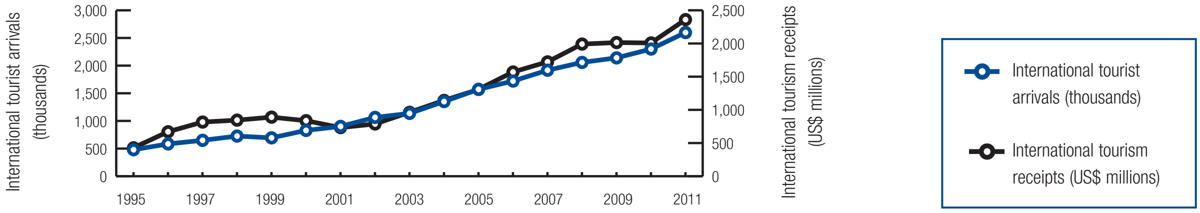
Key indicators

Population (millions), 2011	29.7
Surface area (1,000 square kilometers), 2011	1,285.2
Gross domestic product (current US$ billions), 2011	177.2
Gross domestic product (current PPP, $) per capita, 2011	10,062.3
Real GDP growth (percent), 2011	6.9
Environmental Performance Index 2012, rank (out of 132 economies), 2011	81

Travel & Tourism indicators

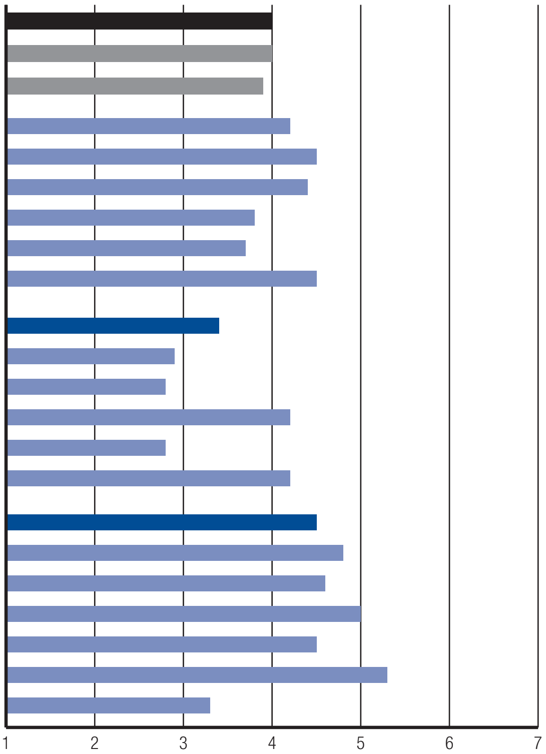
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	6,361.8	3.5	5.0
T&T industry employment (1,000 jobs)	360.8	2.7	3.1
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	16,501	9.1	5.0
T&T economy employment (1,000 jobs)	1,046	7.8	3.0

International tourist arrivals (thousands), 2011	2,597.8
International tourism receipts (US$, millions), 2011	2,359.7



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**73**	**4.0**
2011 Travel & Tourism Competitiveness Index	69	4.0
2009 Travel & Tourism Competitiveness Index	74	3.9
T&T regulatory framework	**96**	**4.2**
Policy rules and regulations	70	4.5
Environmental sustainability	85	4.4
Safety and security	118	3.8
Health and hygiene	98	3.7
Prioritization of Travel & Tourism	58	4.5
Business environment and infrastructure	**85**	**3.4**
Air transport infrastructure	75	2.9
Ground transport infrastructure	121	2.8
Tourism infrastructure	67	4.2
ICT infrastructure	83	2.8
Price competitiveness in the T&T industry	103	4.2
T&T human, cultural, and natural resources	**37**	**4.5**
Human resources	80	4.8
Education and training	74	4.6
Availability of qualified labor	78	5.0
Affinity for Travel & Tourism	82	4.5
Natural resources	12	5.3
Cultural resources	43	3.3



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Peru

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.5**	**70**
1.01	Prevalence of foreign ownership	5.3	**34**
1.02	Property rights	3.8	96
1.03	Business impact of rules on FDI	5.3	**21**
1.04	Visa requirements, no. of countries*	92.0	**39**
1.05	Openness bilateral ASAs (0–38)*	17.1	**21**
1.06	Transparency of government policymaking	4.1	86
1.07	No. of days to start a business*	26	98
1.08	Cost to start a business, % GNI/capita*	10.6	75
1.09	GATS commitment restrictiveness (0–100)*	18.2	114
	2nd pillar: Environmental sustainability	**4.4**	**85**
2.01	Stringency of environmental regulation	3.7	79
2.02	Enforcement of environmental regulation	3.1	99
2.03	Sustainability of T&T industry development	4.8	53
2.04	Carbon dioxide emission, million tons/capita*	1.4	**46**
2.05	Particulate matter concentration, μg/m³*	43.0	94
2.06	Threatened species, %*	10.2	118
2.07	Environm. treaty ratification (0–25)*	20	53
	3rd pillar: Safety and security	**3.8**	**118**
3.01	Business costs of crime and violence	3.4	121
3.02	Reliability of police services	3.0	124
3.03	Road traffic accidents/100,000 pop.*	21.5	90
3.04	Business costs of terrorism	4.7	115
	4th pillar: Health and hygiene	**3.7**	**98**
4.01	Physician density/1,000 pop.*	0.9	91
4.02	Access to improved sanitation, % pop.*	71.0	93
4.03	Access to improved drinking water, % pop.*	85.0	104
4.04	Hospital beds/10,000 pop.*	15.0	99
	5th pillar: Prioritization of Travel & Tourism	**4.5**	**58**
5.01	Government prioritization of the T&T industry	5.4	60
5.02	T&T gov't expenditure, % gov't budget*	2.7	87
5.03	Effectiveness of marketing to attract tourists	5.3	**28**
5.04	Comprehensiveness of T&T data (0–120)*	70.0	54
5.05	Timeliness of T&T data (0–18)*	13.5	71
	6th pillar: Air transport infrastructure	**2.9**	**75**
6.01	Quality of air transport infrastructure	4.5	74
6.02	Airline seat kms/week, dom., millions*	74.9	**33**
6.03	Airline seat kms/week, int'l, millions*	333.4	**44**
6.04	Departures/1,000 pop.*	2.3	82
6.05	Airport density/million pop.*	0.6	75
6.06	No. of operating airlines*	25.0	71
6.07	International air transport network	5.0	59
	7th pillar: Ground transport infrastructure	**2.8**	**121**
7.01	Quality of roads	3.1	99
7.02	Quality of railroad infrastructure	1.9	95
7.03	Quality of port infrastructure	3.5	110
7.04	Quality of ground transport network	4.0	101
7.05	Road density/million pop.*	10.0	116

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**4.2**	**67**
8.01	Hotel rooms/100 pop.*	0.7	**45**
8.02	Presence of major car rental co. (1–7)*	6	**32**
8.03	ATMs accepting Visa cards/million pop.*	220.0	81
	9th pillar: ICT infrastructure	**2.8**	**83**
9.01	ICT use for B-to-B transactions	4.8	79
9.02	ICT use for B-to-C transactions	4.6	67
9.03	Individuals using the Internet, %*	36.5	77
9.04	Fixed telephone lines/100 pop.*	12.5	85
9.05	Broadband Internet subscribers/100 pop.*	4.0	81
9.06	Mobile telephone subscriptions/100 pop.*	110.4	57
9.07	Mobile broadband subscriptions/100 pop.*	1.4	107
	10th pillar: Price competitiveness in T&T ind.	**4.2**	**103**
10.01	Ticket taxes and airport charges (0–100)*	41.1	135
10.02	Purchasing power parity*	0.6	54
10.04	Fuel price, US$ cents/liter*	110.0	71
10.03	Extent and effect of taxation	3.4	75
10.05	Hotel price index, US$*	130.8	62
	11th pillar: Human resources	**4.8**	**80**
	Education and training	4.6	74
11.01	Primary education enrollment, net %*	95.4	51
11.02	Secondary education enrollment, gross %*	91.4	58
11.03	Quality of the educational system	2.5	129
11.04	Local availability specialized research & training	3.9	84
11.05	Extent of staff training	3.8	83
	Availability of qualified labor	5.0	78
11.06	Hiring and firing practices	3.4	104
11.07	Ease of hiring foreign labor	4.0	83
11.08	HIV prevalence, % adult pop.*	0.4	76
11.09	Business impact of HIV/AIDS	5.0	85
11.10	Life expectancy, years*	74.0	62
	12th pillar: Affinity for Travel & Tourism	**4.5**	**82**
12.01	Tourism openness, % of GDP*	2.1	114
12.02	Attitude of population toward foreign visitors	6.0	96
12.03	Extension of business trips recommended	5.6	**48**
12.04	Degree of customer orientation	4.9	**45**
	13th pillar: Natural resources	**5.3**	**12**
13.01	No. of World Heritage natural sites*	4	**10**
13.02	Quality of the natural environment	3.4	123
13.03	Total known species*	2,733	**3**
13.04	Terrestrial biome protection (0–17%)*	13.4	52
13.05	Marine protected areas, %*	0.3	71
	14th pillar: Cultural resources	**3.3**	**43**
14.01	No. of World Heritage cultural sites*	16	**18**
14.02	Sports stadiums, seats/million pop.*	36,082.0	68
14.03	No. of int'l fairs and exhibitions*	56.3	**42**
14.04	Creative industries exports, % of world total*	0.1	61

Philippines

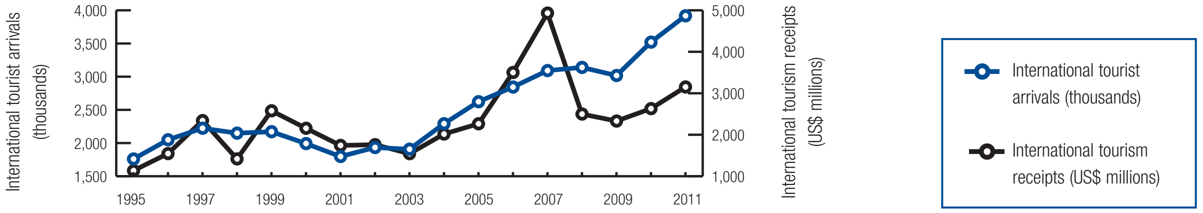
Key indicators

Population (millions), 2011	95.3
Surface area (1,000 square kilometers), 2011	300.0
Gross domestic product (current US$ billions), 2011	224.8
Gross domestic product (current PPP, $) per capita, 2011	4,080.3
Real GDP growth (percent), 2011	3.9
Environmental Performance Index 2012, rank (out of 132 economies), 2011	42

Travel & Tourism indicators

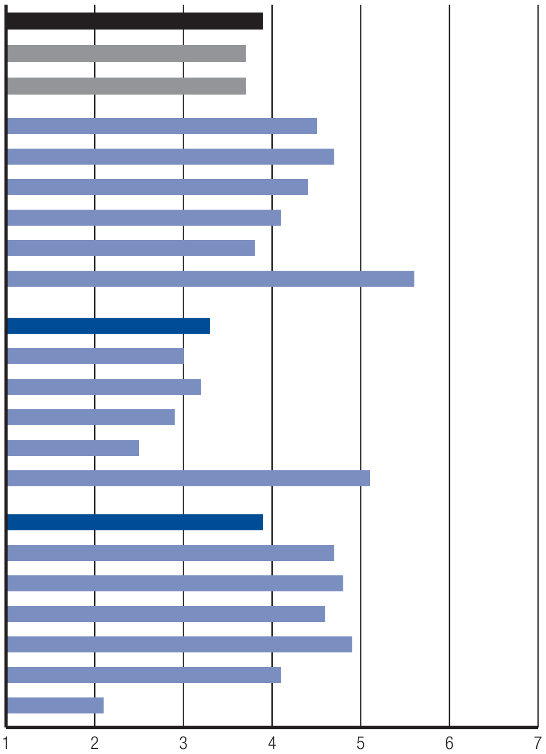
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	4,940.2	2.1	6.5
T&T industry employment (1,000 jobs)	822.1	2.2	3.3
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	20,668	8.8	5.2
T&T economy employment (1,000 jobs)	3,677	9.8	1.9

International tourist arrivals (thousands), 2011	3,917.5
International tourism receipts (US$, millions), 2011	3,152.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**82**	**3.9**
2011 Travel & Tourism Competitiveness Index	94	3.7
2009 Travel & Tourism Competitiveness Index	86	3.7
T&T regulatory framework	**70**	**4.5**
Policy rules and regulations	53	4.7
Environmental sustainability	83	4.4
Safety and security	103	4.1
Health and hygiene	94	3.8
Prioritization of Travel & Tourism	15	5.6
Business environment and infrastructure	**89**	**3.3**
Air transport infrastructure	69	3.0
Ground transport infrastructure	89	3.2
Tourism infrastructure	92	2.9
ICT infrastructure	96	2.5
Price competitiveness in the T&T industry	24	5.1
T&T human, cultural, and natural resources	**64**	**3.9**
Human resources	82	4.7
Education and training	59	4.8
Availability of qualified labor	108	4.6
Affinity for Travel & Tourism	42	4.9
Natural resources	44	4.1
Cultural resources	83	2.1



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Philippines

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.7**	**53**
1.01	Prevalence of foreign ownership	4.8	65
1.02	Property rights	4.1	72
1.03	Business impact of rules on FDI	4.6	68
1.04	Visa requirements, no. of countries*	151.0	**7**
1.05	Openness bilateral ASAs (0–38)*	11.2	66
1.06	Transparency of government policymaking	4.0	94
1.07	No. of days to start a business*	36	117
1.08	Cost to start a business, % GNI/capita*	18.1	94
1.09	GATS commitment restrictiveness (0–100)*	62.3	55
	2nd pillar: Environmental sustainability	**4.4**	**83**
2.01	Stringency of environmental regulation	4.0	66
2.02	Enforcement of environmental regulation	3.3	92
2.03	Sustainability of T&T industry development	4.1	83
2.04	Carbon dioxide emission, million tons/capita*	0.9	**35**
2.05	Particulate matter concentration, µg/m³*	17.1	**28**
2.06	Threatened species, %*	18.6	136
2.07	Environm. treaty ratification (0–25)*	21	**39**
	3rd pillar: Safety and security	**4.1**	**103**
3.01	Business costs of crime and violence	3.9	103
3.02	Reliability of police services	3.6	97
3.03	Road traffic accidents/100,000 pop.*	20.0	86
3.04	Business costs of terrorism	4.4	122
	4th pillar: Health and hygiene	**3.8**	**94**
4.01	Physician density/1,000 pop.*	1.2	84
4.02	Access to improved sanitation, % pop.*	74.0	91
4.03	Access to improved drinking water, % pop.*	92.0	80
4.04	Hospital beds/10,000 pop.*	5.0	128
	5th pillar: Prioritization of Travel & Tourism	**5.6**	**15**
5.01	Government prioritization of the T&T industry	5.7	**46**
5.02	T&T gov't expenditure, % gov't budget*	27.7	**1**
5.03	Effectiveness of marketing to attract tourists	4.2	85
5.04	Comprehensiveness of T&T data (0–120)*	69.0	58
5.05	Timeliness of T&T data (0–18)*	16.5	**17**
	6th pillar: Air transport infrastructure	**3.0**	**69**
6.01	Quality of air transport infrastructure	3.6	110
6.02	Airline seat kms/week, dom., millions*	231.0	**20**
6.03	Airline seat kms/week, int'l, millions*	636.0	**31**
6.04	Departures/1,000 pop.*	1.8	85
6.05	Airport density/million pop.*	0.4	88
6.06	No. of operating airlines*	43.0	**39**
6.07	International air transport network	4.3	88
	7th pillar: Ground transport infrastructure	**3.2**	**89**
7.01	Quality of roads	3.4	86
7.02	Quality of railroad infrastructure	1.9	92
7.03	Quality of port infrastructure	3.3	118
7.04	Quality of ground transport network	3.7	115
7.05	Road density/million pop.*	67.0	**44**

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**2.9**	**92**
8.01	Hotel rooms/100 pop.*	0.0	132
8.02	Presence of major car rental co. (1–7)*	6	**32**
8.03	ATMs accepting Visa cards/million pop.*	55.6	102
	9th pillar: ICT infrastructure	**2.5**	**96**
9.01	ICT use for B-to-B transactions	5.2	51
9.02	ICT use for B-to-C transactions	4.8	51
9.03	Individuals using the Internet, %*	29.0	91
9.04	Fixed telephone lines/100 pop.*	3.7	109
9.05	Broadband Internet subscribers/100 pop.*	1.9	92
9.06	Mobile telephone subscriptions/100 pop.*	99.3	82
9.07	Mobile broadband subscriptions/100 pop.*	3.4	95
	10th pillar: Price competitiveness in T&T ind.	**5.1**	**24**
10.01	Ticket taxes and airport charges (0–100)*	89.6	**17**
10.02	Purchasing power parity*	0.6	**49**
10.04	Fuel price, US$ cents/liter*	84.0	**34**
10.03	Extent and effect of taxation	3.6	54
10.05	Hotel price index, US$*	112.3	**36**
	11th pillar: Human resources	**4.7**	**82**
	Education and training	4.8	59
11.01	Primary education enrollment, net %*	88.3	101
11.02	Secondary education enrollment, gross %*	84.8	80
11.03	Quality of the educational system	4.1	**45**
11.04	Local availability specialized research & training	4.3	62
11.05	Extent of staff training	4.6	**32**
	Availability of qualified labor	4.6	108
11.06	Hiring and firing practices	3.4	105
11.07	Ease of hiring foreign labor	3.5	117
11.08	HIV prevalence, % adult pop.*	0.1	**12**
11.09	Business impact of HIV/AIDS	5.1	81
11.10	Life expectancy, years*	68.8	101
	12th pillar: Affinity for Travel & Tourism	**4.9**	**42**
12.01	Tourism openness, % of GDP*	3.0	97
12.02	Attitude of population toward foreign visitors	6.5	**26**
12.03	Extension of business trips recommended	6.0	**20**
12.04	Degree of customer orientation	5.3	**27**
	13th pillar: Natural resources	**4.1**	**44**
13.01	No. of World Heritage natural sites*	2	**25**
13.02	Quality of the natural environment	4.0	92
13.03	Total known species*	858	**40**
13.04	Terrestrial biome protection (0–17%)*	10.9	69
13.05	Marine protected areas, %*	1.0	**39**
	14th pillar: Cultural resources	**2.1**	**83**
14.01	No. of World Heritage cultural sites*	5	52
14.02	Sports stadiums, seats/million pop.*	3,416.7	130
14.03	No. of int'l fairs and exhibitions*	38.3	51
14.04	Creative industries exports, % of world total*	0.1	**50**

Poland

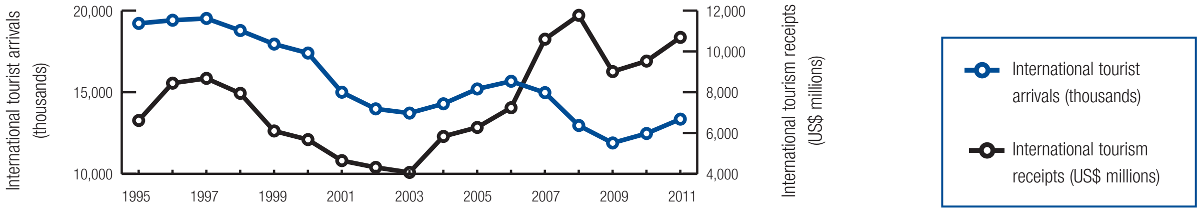
Key indicators

Population (millions), 2011	39.7
Surface area (1,000 square kilometers), 2011	312.7
Gross domestic product (current US$ billions), 2011	514.5
Gross domestic product (current PPP, $) per capita, 2011	20,183.6
Real GDP growth (percent), 2011	4.3
Environmental Performance Index 2012, rank (out of 132 economies), 2011	22

Travel & Tourism indicators

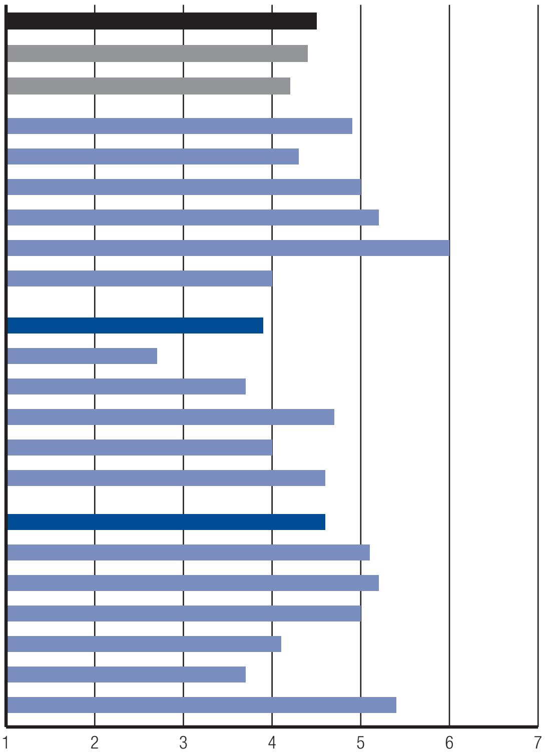
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	9,689.4	1.8	5.5
T&T industry employment (1,000 jobs)	302.9	1.9	2.8
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	24,936	4.8	5.4
T&T economy employment (1,000 jobs)	749	4.6	2.4

International tourist arrivals (thousands), 2011	13,350.0
International tourism receipts (US$, millions), 2011	10,687.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**42**	**4.5**
2011 Travel & Tourism Competitiveness Index	49	4.4
2009 Travel & Tourism Competitiveness Index	58	4.2
T&T regulatory framework	**49**	**4.9**
Policy rules and regulations	84	4.3
Environmental sustainability	37	5.0
Safety and security	48	5.2
Health and hygiene	35	6.0
Prioritization of Travel & Tourism	96	4.0
Business environment and infrastructure	**58**	**3.9**
Air transport infrastructure	86	2.7
Ground transport infrastructure	66	3.7
Tourism infrastructure	46	4.7
ICT infrastructure	41	4.0
Price competitiveness in the T&T industry	61	4.6
T&T human, cultural, and natural resources	**32**	**4.6**
Human resources	45	5.1
Education and training	37	5.2
Availability of qualified labor	74	5.0
Affinity for Travel & Tourism	125	4.1
Natural resources	66	3.7
Cultural resources	18	5.4



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Poland

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.3**	**84**
1.01	Prevalence of foreign ownership	4.7	70
1.02	Property rights	4.4	61
1.03	Business impact of rules on FDI	4.2	102
1.04	Visa requirements, no. of countries*	71.0	58
1.05	Openness bilateral ASAs (0–38)*	11.1	67
1.06	Transparency of government policymaking	3.8	101
1.07	No. of days to start a business*	32	107
1.08	Cost to start a business, % GNI/capita*	14.4	86
1.09	GATS commitment restrictiveness (0–100)*	60.7	58
	2nd pillar: Environmental sustainability	**5.0**	**37**
2.01	Stringency of environmental regulation	4.8	35
2.02	Enforcement of environmental regulation	4.2	48
2.03	Sustainability of T&T industry development	3.7	107
2.04	Carbon dioxide emission, million tons/capita*	8.3	109
2.05	Particulate matter concentration, µg/m³*	33.6	82
2.06	Threatened species, %*	3.3	38
2.07	Environm. treaty ratification (0–25)*	24	1
	3rd pillar: Safety and security	**5.2**	**48**
3.01	Business costs of crime and violence	5.5	37
3.02	Reliability of police services	4.3	67
3.03	Road traffic accidents/100,000 pop.*	14.7	61
3.04	Business costs of terrorism	6.1	40
	4th pillar: Health and hygiene	**6.0**	**35**
4.01	Physician density/1,000 pop.*	2.2	52
4.02	Access to improved sanitation, % pop.*	90.0	67
4.03	Access to improved drinking water, % pop.*	100.0	1
4.04	Hospital beds/10,000 pop.*	67.0	14
	5th pillar: Prioritization of Travel & Tourism	**4.0**	**96**
5.01	Government prioritization of the T&T industry	4.0	128
5.02	T&T gov't expenditure, % gov't budget*	2.7	88
5.03	Effectiveness of marketing to attract tourists	3.8	104
5.04	Comprehensiveness of T&T data (0–120)*	105.0	9
5.05	Timeliness of T&T data (0–18)*	13.5	71
	6th pillar: Air transport infrastructure	**2.7**	**86**
6.01	Quality of air transport infrastructure	3.8	104
6.02	Airline seat kms/week, dom., millions*	8.5	50
6.03	Airline seat kms/week, int'l, millions*	265.5	50
6.04	Departures/1,000 pop.*	2.4	81
6.05	Airport density/million pop.*	0.3	108
6.06	No. of operating airlines*	42.5	41
6.07	International air transport network	4.3	91
	7th pillar: Ground transport infrastructure	**3.7**	**66**
7.01	Quality of roads	2.6	122
7.02	Quality of railroad infrastructure	2.4	75
7.03	Quality of port infrastructure	3.5	107
7.04	Quality of ground transport network	4.3	78
7.05	Road density/million pop.*	123.0	32

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**4.7**	**46**
8.01	Hotel rooms/100 pop.*	0.3	73
8.02	Presence of major car rental co. (1–7)*	7	1
8.03	ATMs accepting Visa cards/million pop.*	466.5	41
	9th pillar: ICT infrastructure	**4.0**	**41**
9.01	ICT use for B-to-B transactions	4.7	95
9.02	ICT use for B-to-C transactions	4.9	43
9.03	Individuals using the Internet, %*	64.9	40
9.04	Fixed telephone lines/100 pop.*	17.9	72
9.05	Broadband Internet subscribers/100 pop.*	14.7	42
9.06	Mobile telephone subscriptions/100 pop.*	131.0	29
9.07	Mobile broadband subscriptions/100 pop.*	49.6	18
	10th pillar: Price competitiveness in T&T ind.	**4.6**	**61**
10.01	Ticket taxes and airport charges (0–100)*	85.3	39
10.02	Purchasing power parity*	0.6	67
10.04	Fuel price, US$ cents/liter*	150.0	111
10.03	Extent and effect of taxation	3.3	92
10.05	Hotel price index, US$*	91.7	16
	11th pillar: Human resources	**5.1**	**45**
	Education and training	5.2	37
11.01	Primary education enrollment, net %*	95.9	47
11.02	Secondary education enrollment, gross %*	97.0	44
11.03	Quality of the educational system	3.7	67
11.04	Local availability specialized research & training	4.8	30
11.05	Extent of staff training	4.0	59
	Availability of qualified labor	5.0	74
11.06	Hiring and firing practices	3.5	100
11.07	Ease of hiring foreign labor	3.8	97
11.08	HIV prevalence, % adult pop.*	0.1	12
11.09	Business impact of HIV/AIDS	5.9	30
11.10	Life expectancy, years*	76.2	43
	12th pillar: Affinity for Travel & Tourism	**4.1**	**125**
12.01	Tourism openness, % of GDP*	3.6	84
12.02	Attitude of population toward foreign visitors	5.7	118
12.03	Extension of business trips recommended	3.8	137
12.04	Degree of customer orientation	4.9	46
	13th pillar: Natural resources	**3.7**	**66**
13.01	No. of World Heritage natural sites*	1	45
13.02	Quality of the natural environment	4.3	72
13.03	Total known species*	399	98
13.04	Terrestrial biome protection (0–17%)*	17.0	1
13.05	Marine protected areas, %*	1.4	34
	14th pillar: Cultural resources	**5.4**	**18**
14.01	No. of World Heritage cultural sites*	12	23
14.02	Sports stadiums, seats/million pop.*	47,941.3	57
14.03	No. of int'l fairs and exhibitions*	141.0	24
14.04	Creative industries exports, % of world total*	1.2	21

Portugal

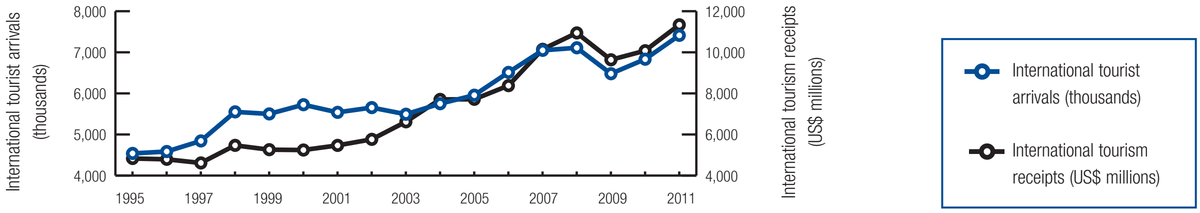
Key indicators

Population (millions), 2011	11.2
Surface area (1,000 square kilometers), 2011	92.1
Gross domestic product (current US$ billions), 2011	237.8
Gross domestic product (current PPP, $) per capita, 2011	23,362.6
Real GDP growth (percent), 2011	-1.7
Environmental Performance Index 2012, rank (out of 132 economies), 2011	41

Travel & Tourism indicators

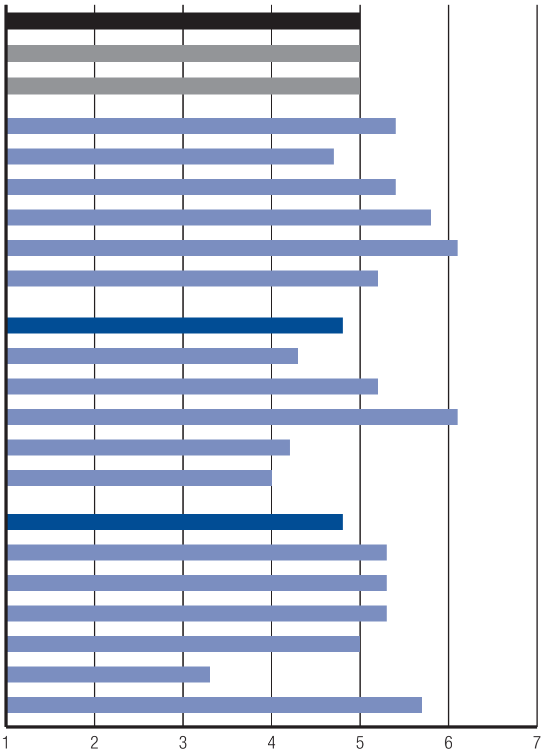
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	12,469.0	5.4	1.7
T&T industry employment (1,000 jobs)	321.1	6.7	1.2
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	35,725	15.4	1.8
T&T economy employment (1,000 jobs)	864	17.9	1.2

International tourist arrivals (thousands), 2011	7,412.2
International tourism receipts (US$, millions), 2011	11,338.6



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**20**	**5.0**
2011 Travel & Tourism Competitiveness Index	18	5.0
2009 Travel & Tourism Competitiveness Index	17	5.0
T&T regulatory framework	**20**	**5.4**
Policy rules and regulations	49	4.7
Environmental sustainability	15	5.4
Safety and security	19	5.8
Health and hygiene	25	6.1
Prioritization of Travel & Tourism	29	5.2
Business environment and infrastructure	**27**	**4.8**
Air transport infrastructure	34	4.3
Ground transport infrastructure	22	5.2
Tourism infrastructure	16	6.1
ICT infrastructure	34	4.2
Price competitiveness in the T&T industry	108	4.0
T&T human, cultural, and natural resources	**19**	**4.8**
Human resources	32	5.3
Education and training	33	5.3
Availability of qualified labor	34	5.3
Affinity for Travel & Tourism	32	5.0
Natural resources	83	3.3
Cultural resources	13	5.7



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Portugal

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.7**	**49**
1.01	Prevalence of foreign ownership	4.4	84
1.02	Property rights	4.8	48
1.03	Business impact of rules on FDI	4.6	74
1.04	Visa requirements, no. of countries*	71.0	58
1.05	Openness bilateral ASAs (0–38)*	13.3	44
1.06	Transparency of government policymaking	4.3	69
1.07	No. of days to start a business*	5	10
1.08	Cost to start a business, % GNI/capita*	2.3	33
1.09	GATS commitment restrictiveness (0–100)*	48.4	92
	2nd pillar: Environmental sustainability	**5.4**	**15**
2.01	Stringency of environmental regulation	5.2	28
2.02	Enforcement of environmental regulation	4.3	42
2.03	Sustainability of T&T industry development	4.8	54
2.04	Carbon dioxide emission, million tons/capita*	5.3	84
2.05	Particulate matter concentration, µg/m³*	19.9	38
2.06	Threatened species, %*	5.0	71
2.07	Environm. treaty ratification (0–25)*	24	1
	3rd pillar: Safety and security	**5.8**	**19**
3.01	Business costs of crime and violence	5.9	15
3.02	Reliability of police services	5.2	34
3.03	Road traffic accidents/100,000 pop.*	10.4	28
3.04	Business costs of terrorism	6.3	18
	4th pillar: Health and hygiene	**6.1**	**25**
4.01	Physician density/1,000 pop.*	3.9	9
4.02	Access to improved sanitation, % pop.*	100.0	1
4.03	Access to improved drinking water, % pop.*	99.0	42
4.04	Hospital beds/10,000 pop.*	33.0	55
	5th pillar: Prioritization of Travel & Tourism	**5.2**	**29**
5.01	Government prioritization of the T&T industry	6.1	29
5.02	T&T gov't expenditure, % gov't budget*	5.9	28
5.03	Effectiveness of marketing to attract tourists	4.8	55
5.04	Comprehensiveness of T&T data (0–120)*	64.0	72
5.05	Timeliness of T&T data (0–18)*	16.5	17
	6th pillar: Air transport infrastructure	**4.3**	**34**
6.01	Quality of air transport infrastructure	5.6	35
6.02	Airline seat kms/week, dom., millions*	70.8	34
6.03	Airline seat kms/week, int'l, millions*	636.9	30
6.04	Departures/1,000 pop.*	16.1	26
6.05	Airport density/million pop.*	1.5	30
6.06	No. of operating airlines*	52.5	34
6.07	International air transport network	5.6	38
	7th pillar: Ground transport infrastructure	**5.2**	**22**
7.01	Quality of roads	6.4	4
7.02	Quality of railroad infrastructure	4.5	26
7.03	Quality of port infrastructure	5.0	40
7.04	Quality of ground transport network	5.8	17
7.05	Road density/million pop.*	90.0	38

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**6.1**	**16**
8.01	Hotel rooms/100 pop.*	1.2	21
8.02	Presence of major car rental co. (1–7)*	6	32
8.03	ATMs accepting Visa cards/million pop.*	1,439.9	4
	9th pillar: ICT infrastructure	**4.2**	**34**
9.01	ICT use for B-to-B transactions	5.6	37
9.02	ICT use for B-to-C transactions	5.1	35
9.03	Individuals using the Internet, %*	55.3	48
9.04	Fixed telephone lines/100 pop.*	42.4	26
9.05	Broadband Internet subscribers/100 pop.*	21.0	34
9.06	Mobile telephone subscriptions/100 pop.*	115.4	53
9.07	Mobile broadband subscriptions/100 pop.*	27.4	44
	10th pillar: Price competitiveness in T&T ind.	**4.0**	**108**
10.01	Ticket taxes and airport charges (0–100)*	83.0	53
10.02	Purchasing power parity*	0.9	106
10.04	Fuel price, US$ cents/liter*	158.0	117
10.03	Extent and effect of taxation	2.4	131
10.05	Hotel price index, US$*	112.3	35
	11th pillar: Human resources	**5.3**	**32**
	Education and training	5.3	33
11.01	Primary education enrollment, net %*	99.2	13
11.02	Secondary education enrollment, gross %*	106.7	15
11.03	Quality of the educational system	3.8	60
11.04	Local availability specialized research & training	4.7	37
11.05	Extent of staff training	3.9	72
	Availability of qualified labor	5.3	34
11.06	Hiring and firing practices	2.9	127
11.07	Ease of hiring foreign labor	4.8	12
11.08	HIV prevalence, % adult pop.*	0.6	90
11.09	Business impact of HIV/AIDS	5.8	41
11.10	Life expectancy, years*	79.0	31
	12th pillar: Affinity for Travel & Tourism	**5.0**	**32**
12.01	Tourism openness, % of GDP*	6.5	42
12.02	Attitude of population toward foreign visitors	6.6	7
12.03	Extension of business trips recommended	6.0	22
12.04	Degree of customer orientation	4.8	54
	13th pillar: Natural resources	**3.3**	**83**
13.01	No. of World Heritage natural sites*	1	45
13.02	Quality of the natural environment	5.0	45
13.03	Total known species*	421	90
13.04	Terrestrial biome protection (0–17%)*	8.3	86
13.05	Marine protected areas, %*	0.1	83
	14th pillar: Cultural resources	**5.7**	**13**
14.01	No. of World Heritage cultural sites*	14	20
14.02	Sports stadiums, seats/million pop.*	133,368.8	12
14.03	No. of int'l fairs and exhibitions*	216.3	15
14.04	Creative industries exports, % of world total*	0.3	31

Puerto Rico

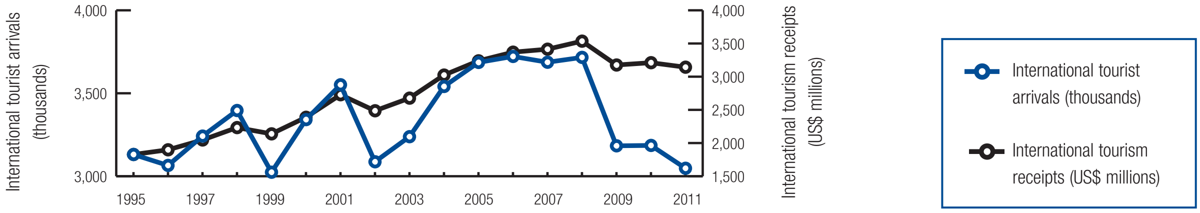
Key indicators

Population (millions), 2011	3.9
Surface area (1,000 square kilometers), 2011	8.9
Gross domestic product (current US$ billions), 2011	98.8
Gross domestic product (current PPP, $) per capita, 2011	n/a
Real GDP growth (percent), 2011	n/a
Environmental Performance Index 2012, rank (out of 132 economies), 2011	n/a

Travel & Tourism indicators

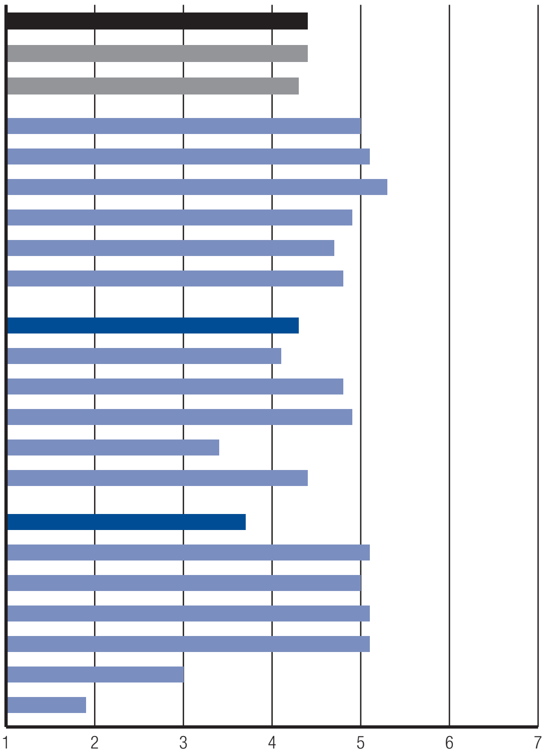
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	2,326.4	2.3	2.3
T&T industry employment (1,000 jobs)	19.9	1.8	1.5
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	6,510	6.4	2.2
T&T economy employment (1,000 jobs)	62	5.5	1.1

International tourist arrivals (thousands), 2011	3,047.9
International tourism receipts (US$, millions), 2011	3,142.8



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**52**	**4.4**
2011 Travel & Tourism Competitiveness Index	45	4.4
2009 Travel & Tourism Competitiveness Index	53	4.3
T&T regulatory framework	**40**	**5.0**
Policy rules and regulations	19	5.1
Environmental sustainability	16	5.3
Safety and security	62	4.9
Health and hygiene	68	4.7
Prioritization of Travel & Tourism	41	4.8
Business environment and infrastructure	**43**	**4.3**
Air transport infrastructure	40	4.1
Ground transport infrastructure	32	4.8
Tourism infrastructure	41	4.9
ICT infrastructure	62	3.4
Price competitiveness in the T&T industry	79	4.4
T&T human, cultural, and natural resources	**81**	**3.7**
Human resources	47	5.1
Education and training	44	5.0
Availability of qualified labor	59	5.1
Affinity for Travel & Tourism	30	5.1
Natural resources	104	3.0
Cultural resources	92	1.9



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Puerto Rico

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**5.1**	**19**
1.01	Prevalence of foreign ownership	5.2	**42**
1.02	Property rights	5.8	**17**
1.03	Business impact of rules on FDI	4.9	**44**
1.04	Visa requirements, no. of countries*	38.0	113
1.05	Openness bilateral ASAs (0–38)*	n/a	n/a
1.06	Transparency of government policymaking	4.2	79
1.07	No. of days to start a business*	6	**16**
1.08	Cost to start a business, % GNI/capita*	0.9	**14**
1.09	GATS commitment restrictiveness (0–100)*	n/a	n/a
	2nd pillar: Environmental sustainability	**5.3**	**16**
2.01	Stringency of environmental regulation	5.6	**17**
2.02	Enforcement of environmental regulation	5.2	**26**
2.03	Sustainability of T&T industry development	5.1	**28**
2.04	Carbon dioxide emission, million tons/capita*	4.8	78
2.05	Particulate matter concentration, µg/m³*	14.4	**15**
2.06	Threatened species, %*	7.6	104
2.07	Environm. treaty ratification (0–25)*	n/a	n/a
	3rd pillar: Safety and security	**4.9**	**62**
3.01	Business costs of crime and violence	3.8	108
3.02	Reliability of police services	4.6	54
3.03	Road traffic accidents/100,000 pop.*	12.8	**44**
3.04	Business costs of terrorism	5.8	52
	4th pillar: Health and hygiene	**4.7**	**68**
4.01	Physician density/1,000 pop.*	2.5	**47**
4.02	Access to improved sanitation, % pop.*	n/a	n/a
4.03	Access to improved drinking water, % pop.*	97.0	59
4.04	Hospital beds/10,000 pop.*	23.9	74
	5th pillar: Prioritization of Travel & Tourism	**4.8**	**41**
5.01	Government prioritization of the T&T industry	6.2	**18**
5.02	T&T gov't expenditure, % gov't budget*	4.3	**46**
5.03	Effectiveness of marketing to attract tourists	5.4	**24**
5.04	Comprehensiveness of T&T data (0–120)*	68.0	59
5.05	Timeliness of T&T data (0–18)*	10.0	99
	6th pillar: Air transport infrastructure	**4.1**	**40**
6.01	Quality of air transport infrastructure	5.8	**28**
6.02	Airline seat kms/week, dom., millions*	0.2	89
6.03	Airline seat kms/week, int'l, millions*	224.9	53
6.04	Departures/1,000 pop.*	21.7	**19**
6.05	Airport density/million pop.*	1.6	**28**
6.06	No. of operating airlines*	37.0	**48**
6.07	International air transport network	5.4	**44**
	7th pillar: Ground transport infrastructure	**4.8**	**32**
7.01	Quality of roads	5.0	**37**
7.02	Quality of railroad infrastructure	2.1	84
7.03	Quality of port infrastructure	5.2	**32**
7.04	Quality of ground transport network	4.4	72
7.05	Road density/million pop.*	301.0	**8**

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**4.9**	**41**
8.01	Hotel rooms/100 pop.*	0.4	68
8.02	Presence of major car rental co. (1–7)*	5	66
8.03	ATMs accepting Visa cards/million pop.*	744.3	**14**
	9th pillar: ICT infrastructure	**3.4**	**62**
9.01	ICT use for B-to-B transactions	5.5	**41**
9.02	ICT use for B-to-C transactions	5.2	**32**
9.03	Individuals using the Internet, %*	48.0	59
9.04	Fixed telephone lines/100 pop.*	22.1	53
9.05	Broadband Internet subscribers/100 pop.*	14.9	**41**
9.06	Mobile telephone subscriptions/100 pop.*	83.0	103
9.07	Mobile broadband subscriptions/100 pop.*	14.7	65
	10th pillar: Price competitiveness in T&T ind.	**4.4**	**79**
10.01	Ticket taxes and airport charges (0–100)*	96.6	**4**
10.02	Purchasing power parity*	1.0	114
10.04	Fuel price, US$ cents/liter*	94.0	**47**
10.03	Extent and effect of taxation	3.6	55
10.05	Hotel price index, US$*	168.1	91
	11th pillar: Human resources	**5.1**	**47**
	Education and training	5.0	**44**
11.01	Primary education enrollment, net %*	85.5	112
11.02	Secondary education enrollment, gross %*	82.2	86
11.03	Quality of the educational system	4.0	51
11.04	Local availability specialized research & training	5.5	**11**
11.05	Extent of staff training	4.8	**19**
	Availability of qualified labor	5.1	59
11.06	Hiring and firing practices	3.5	101
11.07	Ease of hiring foreign labor	3.6	107
11.08	HIV prevalence, % adult pop.*	0.3	75
11.09	Business impact of HIV/AIDS	5.1	82
11.10	Life expectancy, years*	78.9	**33**
	12th pillar: Affinity for Travel & Tourism	**5.1**	**30**
12.01	Tourism openness, % of GDP*	4.5	74
12.02	Attitude of population toward foreign visitors	6.4	**38**
12.03	Extension of business trips recommended	6.3	**5**
12.04	Degree of customer orientation	5.4	**23**
	13th pillar: Natural resources	**3.0**	**104**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	5.1	**39**
13.03	Total known species*	328	123
13.04	Terrestrial biome protection (0–17%)*	8.2	87
13.05	Marine protected areas, %*	0.1	78
	14th pillar: Cultural resources	**1.9**	**92**
14.01	No. of World Heritage cultural sites*	0	125
14.02	Sports stadiums, seats/million pop.*	51,734.6	53
14.03	No. of int'l fairs and exhibitions*	17.7	70
14.04	Creative industries exports, % of world total*	n/a	n/a

Qatar

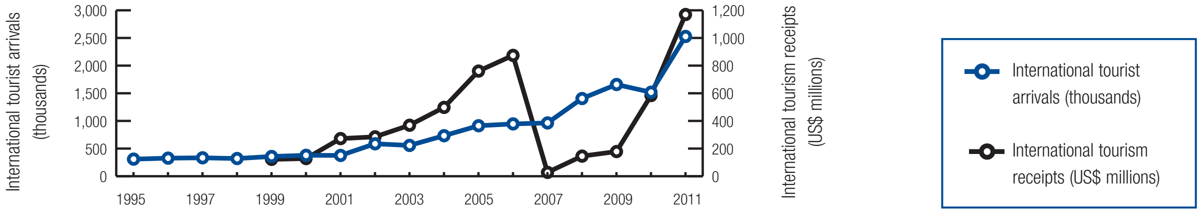
Key indicators

Population (millions), 2011	1.9
Surface area (1,000 square kilometers), 2011	11.6
Gross domestic product (current US$ billions), 2011	173.5
Gross domestic product (current PPP, $) per capita, 2011	98,947.5
Real GDP growth (percent), 2011	14.1
Environmental Performance Index 2012, rank (out of 132 economies), 2011	100

Travel & Tourism indicators

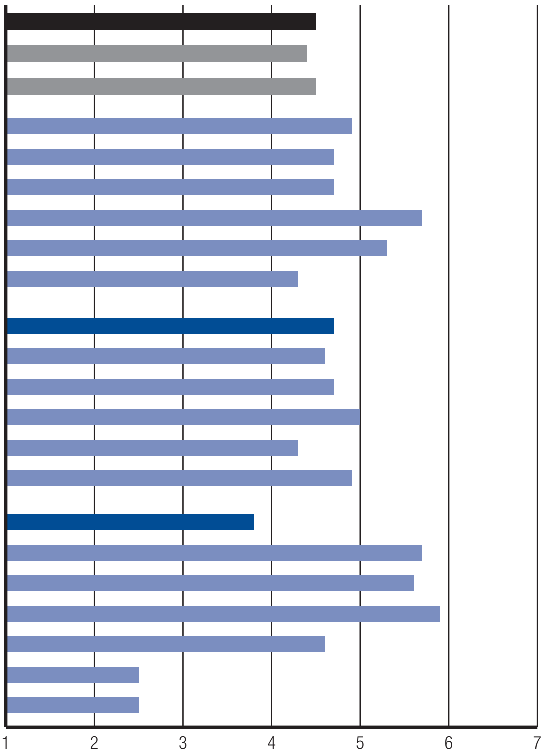
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	1,300.3	0.7	5.7
T&T industry employment (1,000 jobs)	9.9	0.8	3.1
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	6,567	3.4	5.8
T&T economy employment (1,000 jobs)	39	3.1	3.8

International tourist arrivals (thousands), 2011	2,527.3
International tourism receipts (US$, millions), 2011	1,169.5



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**41**	**4.5**
2011 Travel & Tourism Competitiveness Index	42	4.4
2009 Travel & Tourism Competitiveness Index	37	4.5
T&T regulatory framework	**48**	**4.9**
Policy rules and regulations	47	4.7
Environmental sustainability	59	4.7
Safety and security	21	5.7
Health and hygiene	58	5.3
Prioritization of Travel & Tourism	80	4.3
Business environment and infrastructure	**31**	**4.7**
Air transport infrastructure	23	4.6
Ground transport infrastructure	35	4.7
Tourism infrastructure	37	5.0
ICT infrastructure	32	4.3
Price competitiveness in the T&T industry	31	4.9
T&T human, cultural, and natural resources	**75**	**3.8**
Human resources	7	5.7
Education and training	20	5.6
Availability of qualified labor	5	5.9
Affinity for Travel & Tourism	76	4.6
Natural resources	128	2.5
Cultural resources	62	2.5



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Qatar

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.7**	**47**
1.01	Prevalence of foreign ownership	4.9	63
1.02	Property rights	5.5	22
1.03	Business impact of rules on FDI	5.1	29
1.04	Visa requirements, no. of countries*	28.1	116
1.05	Openness bilateral ASAs (0–38)*	10.2	75
1.06	Transparency of government policymaking	5.5	9
1.07	No. of days to start a business*	9	42
1.08	Cost to start a business, % GNI/capita*	4.9	51
1.09	GATS commitment restrictiveness (0–100)*	44.1	100
	2nd pillar: Environmental sustainability	**4.7**	**59**
2.01	Stringency of environmental regulation	5.3	25
2.02	Enforcement of environmental regulation	5.2	23
2.03	Sustainability of T&T industry development	5.3	15
2.04	Carbon dioxide emission, million tons/capita*	49.1	139
2.05	Particulate matter concentration, µg/m³*	30.9	74
2.06	Threatened species, %*	2.8	25
2.07	Environm. treaty ratification (0–25)*	18	84
	3rd pillar: Safety and security	**5.7**	**21**
3.01	Business costs of crime and violence	6.6	1
3.02	Reliability of police services	6.3	5
3.03	Road traffic accidents/100,000 pop.*	23.7	97
3.04	Business costs of terrorism	6.4	13
	4th pillar: Health and hygiene	**5.3**	**58**
4.01	Physician density/1,000 pop.*	2.8	39
4.02	Access to improved sanitation, % pop.*	100.0	1
4.03	Access to improved drinking water, % pop.*	100.0	1
4.04	Hospital beds/10,000 pop.*	12.0	107
	5th pillar: Prioritization of Travel & Tourism	**4.3**	**80**
5.01	Government prioritization of the T&T industry	5.5	56
5.02	T&T gov't expenditure, % gov't budget*	5.6	32
5.03	Effectiveness of marketing to attract tourists	5.1	37
5.04	Comprehensiveness of T&T data (0–120)*	27.0	132
5.05	Timeliness of T&T data (0–18)*	3.0	112
	6th pillar: Air transport infrastructure	**4.6**	**23**
6.01	Quality of air transport infrastructure	6.0	18
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	784.6	27
6.04	Departures/1,000 pop.*	51.6	5
6.05	Airport density/million pop.*	1.1	39
6.06	No. of operating airlines*	26.5	67
6.07	International air transport network	6.4	7
	7th pillar: Ground transport infrastructure	**4.7**	**35**
7.01	Quality of roads	5.1	34
7.02	Quality of railroad infrastructure	n/a	n/a
7.03	Quality of port infrastructure	5.2	36
7.04	Quality of ground transport network	4.9	40
7.05	Road density/million pop.*	67.0	44

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**5.0**	**37**
8.01	Hotel rooms/100 pop.*	0.5	59
8.02	Presence of major car rental co. (1–7)*	7	1
8.03	ATMs accepting Visa cards/million pop.*	483.4	37
	9th pillar: ICT infrastructure	**4.3**	**32**
9.01	ICT use for B-to-B transactions	6.0	13
9.02	ICT use for B-to-C transactions	5.2	33
9.03	Individuals using the Internet, %*	86.2	8
9.04	Fixed telephone lines/100 pop.*	16.4	77
9.05	Broadband Internet subscribers/100 pop.*	8.7	62
9.06	Mobile telephone subscriptions/100 pop.*	123.1	42
9.07	Mobile broadband subscriptions/100 pop.*	70.3	11
	10th pillar: Price competitiveness in T&T ind.	**4.9**	**31**
10.01	Ticket taxes and airport charges (0–100)*	92.4	12
10.02	Purchasing power parity*	1.0	116
10.04	Fuel price, US$ cents/liter*	19.0	5
10.03	Extent and effect of taxation	5.7	3
10.05	Hotel price index, US$*	225.8	111
	11th pillar: Human resources	**5.7**	**7**
	Education and training	5.6	20
11.01	Primary education enrollment, net %*	92.0	85
11.02	Secondary education enrollment, gross %*	93.7	53
11.03	Quality of the educational system	5.7	4
11.04	Local availability specialized research & training	5.0	25
11.05	Extent of staff training	5.0	11
	Availability of qualified labor	5.9	5
11.06	Hiring and firing practices	4.9	15
11.07	Ease of hiring foreign labor	5.4	4
11.08	HIV prevalence, % adult pop.*	0.1	12
11.09	Business impact of HIV/AIDS	4.9	92
11.10	Life expectancy, years*	78.2	34
	12th pillar: Affinity for Travel & Tourism	**4.6**	**76**
12.01	Tourism openness, % of GDP*	1.7	119
12.02	Attitude of population toward foreign visitors	5.8	109
12.03	Extension of business trips recommended	5.3	77
12.04	Degree of customer orientation	5.8	5
	13th pillar: Natural resources	**2.5**	**128**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	4.8	54
13.03	Total known species*	251	133
13.04	Terrestrial biome protection (0–17%)*	2.4	121
13.05	Marine protected areas, %*	0.1	85
	14th pillar: Cultural resources	**2.5**	**62**
14.01	No. of World Heritage cultural sites*	1	109
14.02	Sports stadiums, seats/million pop.*	123,473.2	15
14.03	No. of int'l fairs and exhibitions*	14.0	72
14.04	Creative industries exports, % of world total*	0.0	87

Romania

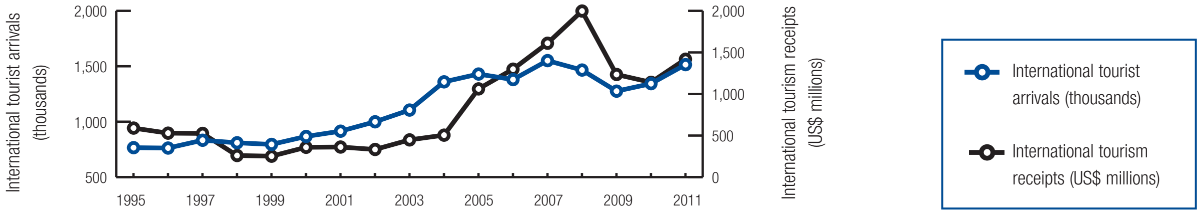
Key indicators

Population (millions), 2011	22.1
Surface area (1,000 square kilometers), 2011	238.4
Gross domestic product (current US$ billions), 2011	189.8
Gross domestic product (current PPP, $) per capita, 2011	12,492.8
Real GDP growth (percent), 2011	2.5
Environmental Performance Index 2012, rank (out of 132 economies), 2011	88

Travel & Tourism indicators

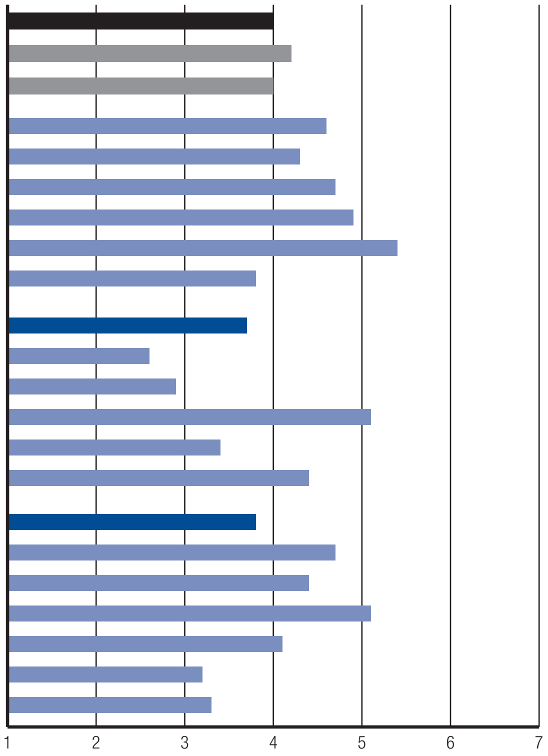
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	2,892.2	1.5	6.9
T&T industry employment (1,000 jobs)	198.2	2.3	1.6
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	8,870	4.7	7.1
T&T economy employment (1,000 jobs)	454	5.3	2.1

International tourist arrivals (thousands), 2011	1,514.8
International tourism receipts (US$, millions), 2011	1,418.3



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**68**	**4.0**
2011 Travel & Tourism Competitiveness Index	63	4.2
2009 Travel & Tourism Competitiveness Index	66	4.0
T&T regulatory framework	**66**	**4.6**
Policy rules and regulations	87	4.3
Environmental sustainability	58	4.7
Safety and security	63	4.9
Health and hygiene	54	5.4
Prioritization of Travel & Tourism	103	3.8
Business environment and infrastructure	**68**	**3.7**
Air transport infrastructure	93	2.6
Ground transport infrastructure	109	2.9
Tourism infrastructure	34	5.1
ICT infrastructure	59	3.4
Price competitiveness in the T&T industry	84	4.4
T&T human, cultural, and natural resources	**73**	**3.8**
Human resources	83	4.7
Education and training	89	4.4
Availability of qualified labor	71	5.1
Affinity for Travel & Tourism	122	4.1
Natural resources	88	3.2
Cultural resources	41	3.3



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Romania

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.3**	**87**
1.01	Prevalence of foreign ownership	4.1	104
1.02	Property rights	3.9	90
1.03	Business impact of rules on FDI	3.8	116
1.04	Visa requirements, no. of countries*	71.0	58
1.05	Openness bilateral ASAs (0–38)*	8.0	104
1.06	Transparency of government policymaking	3.3	132
1.07	No. of days to start a business*	10	48
1.08	Cost to start a business, % GNI/capita*	2.8	40
1.09	GATS commitment restrictiveness (0–100)*	62.9	53
	2nd pillar: Environmental sustainability	**4.7**	**58**
2.01	Stringency of environmental regulation	3.2	109
2.02	Enforcement of environmental regulation	3.0	101
2.03	Sustainability of T&T industry development	3.2	129
2.04	Carbon dioxide emission, million tons/capita*	4.4	74
2.05	Particulate matter concentration, µg/m³*	14.2	13
2.06	Threatened species, %*	4.8	66
2.07	Environm. treaty ratification (0–25)*	22	20
	3rd pillar: Safety and security	**4.9**	**63**
3.01	Business costs of crime and violence	5.1	56
3.02	Reliability of police services	3.4	107
3.03	Road traffic accidents/100,000 pop.*	12.7	42
3.04	Business costs of terrorism	5.7	57
	4th pillar: Health and hygiene	**5.4**	**54**
4.01	Physician density/1,000 pop.*	2.3	51
4.02	Access to improved sanitation, % pop.*	73.0	92
4.03	Access to improved drinking water, % pop.*	89.0	93
4.04	Hospital beds/10,000 pop.*	66.0	15
	5th pillar: Prioritization of Travel & Tourism	**3.8**	**103**
5.01	Government prioritization of the T&T industry	3.9	129
5.02	T&T gov't expenditure, % gov't budget*	1.8	112
5.03	Effectiveness of marketing to attract tourists	3.3	123
5.04	Comprehensiveness of T&T data (0–120)*	88.0	15
5.05	Timeliness of T&T data (0–18)*	16.5	17
	6th pillar: Air transport infrastructure	**2.6**	**93**
6.01	Quality of air transport infrastructure	3.4	119
6.02	Airline seat kms/week, dom., millions*	7.7	52
6.03	Airline seat kms/week, int'l, millions*	167.0	67
6.04	Departures/1,000 pop.*	3.1	73
6.05	Airport density/million pop.*	0.7	64
6.06	No. of operating airlines*	38.0	45
6.07	International air transport network	3.8	114
	7th pillar: Ground transport infrastructure	**2.9**	**109**
7.01	Quality of roads	1.9	138
7.02	Quality of railroad infrastructure	2.2	81
7.03	Quality of port infrastructure	2.6	134
7.04	Quality of ground transport network	3.4	130
7.05	Road density/million pop.*	83.0	41

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**5.1**	**34**
8.01	Hotel rooms/100 pop.*	0.6	56
8.02	Presence of major car rental co. (1–7)*	7	1
8.03	ATMs accepting Visa cards/million pop.*	489.5	36
	9th pillar: ICT infrastructure	**3.4**	**59**
9.01	ICT use for B-to-B transactions	4.7	86
9.02	ICT use for B-to-C transactions	5.0	41
9.03	Individuals using the Internet, %*	44.0	64
9.04	Fixed telephone lines/100 pop.*	21.8	56
9.05	Broadband Internet subscribers/100 pop.*	15.2	40
9.06	Mobile telephone subscriptions/100 pop.*	109.2	61
9.07	Mobile broadband subscriptions/100 pop.*	14.1	67
	10th pillar: Price competitiveness in T&T ind.	**4.4**	**84**
10.01	Ticket taxes and airport charges (0–100)*	81.0	64
10.02	Purchasing power parity*	0.6	44
10.04	Fuel price, US$ cents/liter*	146.0	103
10.03	Extent and effect of taxation	2.2	138
10.05	Hotel price index, US$*	96.5	20
	11th pillar: Human resources	**4.7**	**83**
	Education and training	4.4	89
11.01	Primary education enrollment, net %*	87.6	106
11.02	Secondary education enrollment, gross %*	97.2	41
11.03	Quality of the educational system	3.1	107
11.04	Local availability specialized research & training	3.5	111
11.05	Extent of staff training	3.4	109
	Availability of qualified labor	5.1	71
11.06	Hiring and firing practices	3.6	94
11.07	Ease of hiring foreign labor	4.2	60
11.08	HIV prevalence, % adult pop.*	0.1	12
11.09	Business impact of HIV/AIDS	5.5	58
11.10	Life expectancy, years*	73.5	71
	12th pillar: Affinity for Travel & Tourism	**4.1**	**122**
12.01	Tourism openness, % of GDP*	1.8	116
12.02	Attitude of population toward foreign visitors	5.7	122
12.03	Extension of business trips recommended	5.4	70
12.04	Degree of customer orientation	4.0	114
	13th pillar: Natural resources	**3.2**	**88**
13.01	No. of World Heritage natural sites*	1	45
13.02	Quality of the natural environment	3.7	107
13.03	Total known species*	439	84
13.04	Terrestrial biome protection (0–17%)*	6.8	92
13.05	Marine protected areas, %*	6.6	12
	14th pillar: Cultural resources	**3.3**	**41**
14.01	No. of World Heritage cultural sites*	8	33
14.02	Sports stadiums, seats/million pop.*	53,050.8	49
14.03	No. of int'l fairs and exhibitions*	47.7	46
14.04	Creative industries exports, % of world total*	0.3	34

Russian Federation

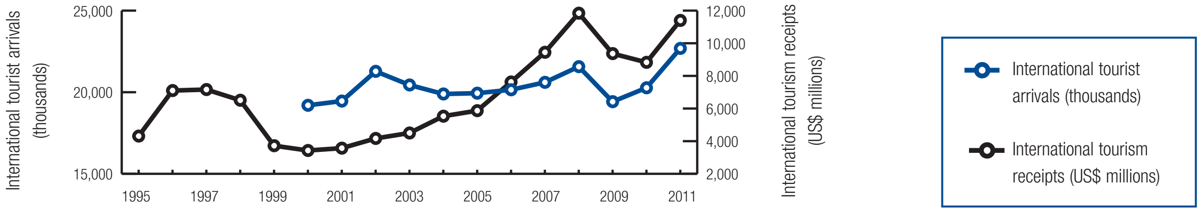
Key indicators

Population (millions), 2011	147.1
Surface area (1,000 square kilometers), 2011	17,098.2
Gross domestic product (current US$ billions), 2011	1,850.4
Gross domestic product (current PPP, $) per capita, 2011	16,735.8
Real GDP growth (percent), 2011	4.3
Environmental Performance Index 2012, rank (out of 132 economies), 2011	106

Travel & Tourism indicators

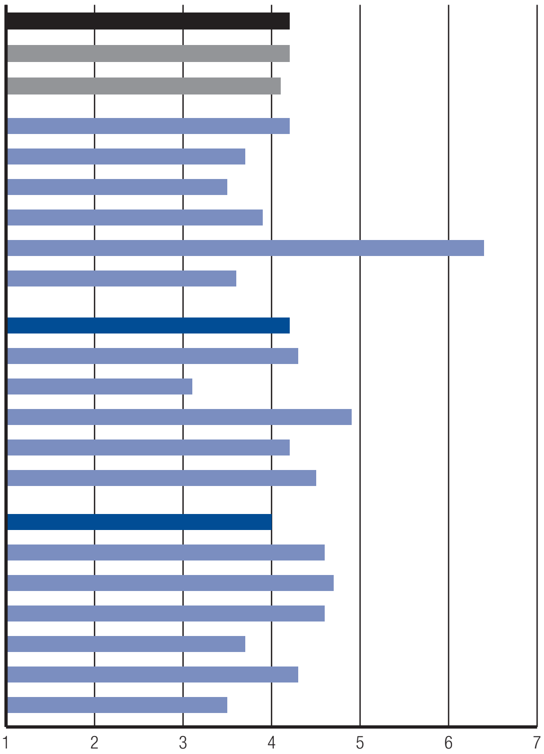
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	27,071.0	1.5	3.9
T&T industry employment (1,000 jobs)	981.3	1.4	0.4
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	110,623	5.9	3.8
T&T economy employment (1,000 jobs)	3,933	5.5	0.1

International tourist arrivals (thousands), 2011	22,685.9
International tourism receipts (US$, millions), 2011	11,398.4



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**63**	**4.2**
2011 Travel & Tourism Competitiveness Index	59	4.2
2009 Travel & Tourism Competitiveness Index	59	4.1
T&T regulatory framework	**92**	**4.2**
Policy rules and regulations	123	3.7
Environmental sustainability	134	3.5
Safety and security	113	3.9
Health and hygiene	14	6.4
Prioritization of Travel & Tourism	111	3.6
Business environment and infrastructure	**46**	**4.2**
Air transport infrastructure	33	4.3
Ground transport infrastructure	93	3.1
Tourism infrastructure	40	4.9
ICT infrastructure	37	4.2
Price competitiveness in the T&T industry	72	4.5
T&T human, cultural, and natural resources	**58**	**4.0**
Human resources	92	4.6
Education and training	71	4.7
Availability of qualified labor	107	4.6
Affinity for Travel & Tourism	138	3.7
Natural resources	37	4.3
Cultural resources	39	3.5



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Russian Federation

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**3.7**	**123**
1.01	Prevalence of foreign ownership	3.4	130
1.02	Property rights	2.8	130
1.03	Business impact of rules on FDI	3.5	124
1.04	Visa requirements, no. of countries*	26.0	119
1.05	Openness bilateral ASAs (0–38)*	5.7	125
1.06	Transparency of government policymaking	3.6	120
1.07	No. of days to start a business*	18	76
1.08	Cost to start a business, % GNI/capita*	2.0	30
1.09	GATS commitment restrictiveness (0–100)*	n/a	n/a
	2nd pillar: Environmental sustainability	**3.5**	**134**
2.01	Stringency of environmental regulation	3.3	103
2.02	Enforcement of environmental regulation	2.8	115
2.03	Sustainability of T&T industry development	3.2	126
2.04	Carbon dioxide emission, million tons/capita*	12.0	125
2.05	Particulate matter concentration, µg/m³*	15.6	20
2.06	Threatened species, %*	34.3	140
2.07	Environm. treaty ratification (0–25)*	19	71
	3rd pillar: Safety and security	**3.9**	**113**
3.01	Business costs of crime and violence	4.5	87
3.02	Reliability of police services	2.8	129
3.03	Road traffic accidents/100,000 pop.*	25.2	100
3.04	Business costs of terrorism	4.7	114
	4th pillar: Health and hygiene	**6.4**	**14**
4.01	Physician density/1,000 pop.*	4.3	4
4.02	Access to improved sanitation, % pop.*	70.0	95
4.03	Access to improved drinking water, % pop.*	97.0	59
4.04	Hospital beds/10,000 pop.*	97.0	3
	5th pillar: Prioritization of Travel & Tourism	**3.6**	**111**
5.01	Government prioritization of the T&T industry	4.1	124
5.02	T&T gov't expenditure, % gov't budget*	2.7	89
5.03	Effectiveness of marketing to attract tourists	3.2	126
5.04	Comprehensiveness of T&T data (0–120)*	62.0	81
5.05	Timeliness of T&T data (0–18)*	13.5	71
	6th pillar: Air transport infrastructure	**4.3**	**33**
6.01	Quality of air transport infrastructure	3.8	103
6.02	Airline seat kms/week, dom., millions*	1,790.9	5
6.03	Airline seat kms/week, int'l, millions*	1,315.3	18
6.04	Departures/1,000 pop.*	4.7	58
6.05	Airport density/million pop.*	0.7	60
6.06	No. of operating airlines*	123.5	6
6.07	International air transport network	4.1	103
	7th pillar: Ground transport infrastructure	**3.1**	**93**
7.01	Quality of roads	2.3	134
7.02	Quality of railroad infrastructure	4.2	30
7.03	Quality of port infrastructure	3.7	92
7.04	Quality of ground transport network	4.2	86
7.05	Road density/million pop.*	6.0	125

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**4.9**	**40**
8.01	Hotel rooms/100 pop.*	0.2	89
8.02	Presence of major car rental co. (1–7)*	6	32
8.03	ATMs accepting Visa cards/million pop.*	812.8	12
	9th pillar: ICT infrastructure	**4.2**	**37**
9.01	ICT use for B-to-B transactions	4.4	106
9.02	ICT use for B-to-C transactions	4.6	63
9.03	Individuals using the Internet, %*	49.0	57
9.04	Fixed telephone lines/100 pop.*	30.9	40
9.05	Broadband Internet subscribers/100 pop.*	13.1	46
9.06	Mobile telephone subscriptions/100 pop.*	179.3	5
9.07	Mobile broadband subscriptions/100 pop.*	47.9	20
	10th pillar: Price competitiveness in T&T ind.	**4.5**	**72**
10.01	Ticket taxes and airport charges (0–100)*	75.7	81
10.02	Purchasing power parity*	0.6	64
10.04	Fuel price, US$ cents/liter*	72.0	22
10.03	Extent and effect of taxation	2.9	117
10.05	Hotel price index, US$*	166.0	90
	11th pillar: Human resources	**4.6**	**92**
	Education and training	4.7	71
11.01	Primary education enrollment, net %*	93.4	73
11.02	Secondary education enrollment, gross %*	88.6	71
11.03	Quality of the educational system	3.4	85
11.04	Local availability specialized research & training	4.0	79
11.05	Extent of staff training	3.7	88
	Availability of qualified labor	4.6	107
11.06	Hiring and firing practices	3.7	87
11.07	Ease of hiring foreign labor	3.4	122
11.08	HIV prevalence, % adult pop.*	1.0	103
11.09	Business impact of HIV/AIDS	5.5	56
11.10	Life expectancy, years*	68.8	100
	12th pillar: Affinity for Travel & Tourism	**3.7**	**138**
12.01	Tourism openness, % of GDP*	2.4	110
12.02	Attitude of population toward foreign visitors	5.0	138
12.03	Extension of business trips recommended	4.4	129
12.04	Degree of customer orientation	3.7	130
	13th pillar: Natural resources	**4.3**	**37**
13.01	No. of World Heritage natural sites*	10	4
13.02	Quality of the natural environment	3.4	120
13.03	Total known species*	332	119
13.04	Terrestrial biome protection (0–17%)*	9.1	81
13.05	Marine protected areas, %*	2.9	18
	14th pillar: Cultural resources	**3.5**	**39**
14.01	No. of World Heritage cultural sites*	17	16
14.02	Sports stadiums, seats/million pop.*	14,841.8	98
14.03	No. of int'l fairs and exhibitions*	62.7	39
14.04	Creative industries exports, % of world total*	0.3	33

Rwanda

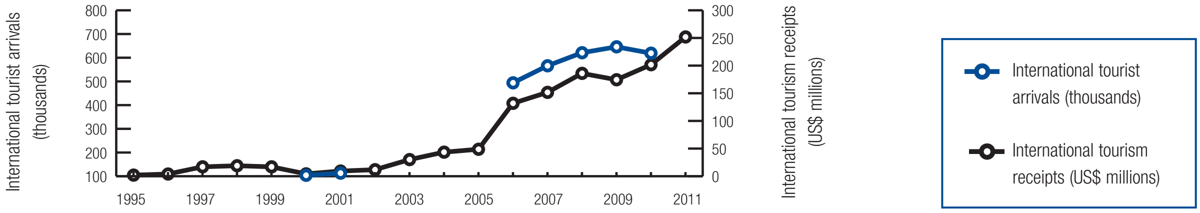
Key indicators

Population (millions), 2011	11.0
Surface area (1,000 square kilometers), 2011	26.3
Gross domestic product (current US$ billions), 2011	6.3
Gross domestic product (current PPP, $) per capita, 2011	1,334.3
Real GDP growth (percent), 2011	8.6
Environmental Performance Index 2012, rank (out of 132 economies), 2011	n/a

Travel & Tourism indicators

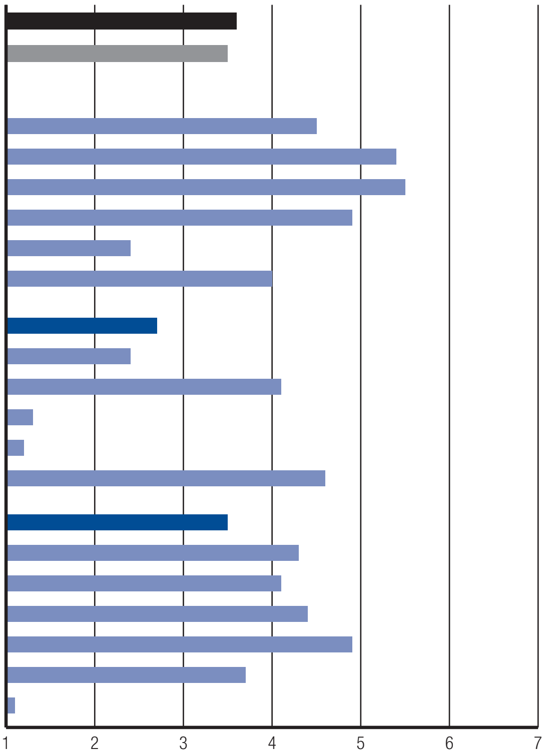
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	208.8	3.2	5.4
T&T industry employment (1,000 jobs)	56.3	2.7	2.6
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	533	8.2	5.5
T&T economy employment (1,000 jobs)	149	7.1	2.7

International tourist arrivals (thousands), 2010	619.0
International tourism receipts (US$, millions), 2011	251.8



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**105**	**3.6**
2011 Travel & Tourism Competitiveness Index	102	3.5
2009 Travel & Tourism Competitiveness Index	n/a	n/a
T&T regulatory framework	**78**	**4.5**
Policy rules and regulations	6	5.4
Environmental sustainability	12	5.5
Safety and security	59	4.9
Health and hygiene	119	2.4
Prioritization of Travel & Tourism	97	4.0
Business environment and infrastructure	**117**	**2.7**
Air transport infrastructure	103	2.4
Ground transport infrastructure	55	4.1
Tourism infrastructure	134	1.3
ICT infrastructure	140	1.2
Price competitiveness in the T&T industry	59	4.6
T&T human, cultural, and natural resources	**104**	**3.5**
Human resources	110	4.3
Education and training	106	4.1
Availability of qualified labor	122	4.4
Affinity for Travel & Tourism	40	4.9
Natural resources	61	3.7
Cultural resources	138	1.1



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Rwanda

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**5.4**	**6**
1.01	Prevalence of foreign ownership	4.6	76
1.02	Property rights	5.2	**34**
1.03	Business impact of rules on FDI	5.3	**18**
1.04	Visa requirements, no. of countries*	139.7	**16**
1.05	Openness bilateral ASAs (0–38)*	11.1	68
1.06	Transparency of government policymaking	5.5	**7**
1.07	No. of days to start a business*	3	**5**
1.08	Cost to start a business, % GNI/capita*	4.3	**47**
1.09	GATS commitment restrictiveness (0–100)*	77.2	**14**
	2nd pillar: Environmental sustainability	**5.5**	**12**
2.01	Stringency of environmental regulation	5.9	**12**
2.02	Enforcement of environmental regulation	5.8	**10**
2.03	Sustainability of T&T industry development	5.9	**4**
2.04	Carbon dioxide emission, million tons/capita*	0.1	**4**
2.05	Particulate matter concentration, μg/m³*	22.9	**45**
2.06	Threatened species, %*	4.9	68
2.07	Environm. treaty ratification (0–25)*	15	123
	3rd pillar: Safety and security	**4.9**	**59**
3.01	Business costs of crime and violence	5.6	**30**
3.02	Reliability of police services	5.9	**19**
3.03	Road traffic accidents/100,000 pop.*	31.6	118
3.04	Business costs of terrorism	5.6	64
	4th pillar: Health and hygiene	**2.4**	**119**
4.01	Physician density/1,000 pop.*	0.0	136
4.02	Access to improved sanitation, % pop.*	55.0	104
4.03	Access to improved drinking water, % pop.*	65.0	125
4.04	Hospital beds/10,000 pop.*	16.0	96
	5th pillar: Prioritization of Travel & Tourism	**4.0**	**97**
5.01	Government prioritization of the T&T industry	6.2	**19**
5.02	T&T gov't expenditure, % gov't budget*	1.7	118
5.03	Effectiveness of marketing to attract tourists	5.6	**10**
5.04	Comprehensiveness of T&T data (0–120)*	47.0	104
5.05	Timeliness of T&T data (0–18)*	0.0	126
	6th pillar: Air transport infrastructure	**2.4**	**103**
6.01	Quality of air transport infrastructure	4.3	84
6.02	Airline seat kms/week, dom., millions*	0.1	97
6.03	Airline seat kms/week, int'l, millions*	6.1	135
6.04	Departures/1,000 pop.*	n/a	n/a
6.05	Airport density/million pop.*	0.2	121
6.06	No. of operating airlines*	4.0	134
6.07	International air transport network	4.5	75
	7th pillar: Ground transport infrastructure	**4.1**	**55**
7.01	Quality of roads	5.0	**40**
7.02	Quality of railroad infrastructure	n/a	n/a
7.03	Quality of port infrastructure	3.5	108
7.04	Quality of ground transport network	4.8	**47**
7.05	Road density/million pop.*	53.0	51

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**1.3**	**134**
8.01	Hotel rooms/100 pop.*	0.0	130
8.02	Presence of major car rental co. (1–7)*	1	123
8.03	ATMs accepting Visa cards/million pop.*	5.8	128
	9th pillar: ICT infrastructure	**1.2**	**140**
9.01	ICT use for B-to-B transactions	n/a	n/a
9.02	ICT use for B-to-C transactions	n/a	n/a
9.03	Individuals using the Internet, %*	7.0	122
9.04	Fixed telephone lines/100 pop.*	0.4	135
9.05	Broadband Internet subscribers/100 pop.*	0.0	129
9.06	Mobile telephone subscriptions/100 pop.*	40.6	134
9.07	Mobile broadband subscriptions/100 pop.*	1.0	111
	10th pillar: Price competitiveness in T&T ind.	**4.6**	**59**
10.01	Ticket taxes and airport charges (0–100)*	77.0	77
10.02	Purchasing power parity*	0.5	**24**
10.04	Fuel price, US$ cents/liter*	162.0	121
10.03	Extent and effect of taxation	4.4	**19**
10.05	Hotel price index, US$*	n/a	n/a
	11th pillar: Human resources	**4.3**	**110**
	Education and training	4.1	106
11.01	Primary education enrollment, net %*	98.7	**18**
11.02	Secondary education enrollment, gross %*	35.8	125
11.03	Quality of the educational system	4.1	**50**
11.04	Local availability specialized research & training	3.5	109
11.05	Extent of staff training	3.9	68
	Availability of qualified labor	4.4	122
11.06	Hiring and firing practices	4.1	59
11.07	Ease of hiring foreign labor	4.8	**18**
11.08	HIV prevalence, % adult pop.*	2.9	122
11.09	Business impact of HIV/AIDS	4.0	120
11.10	Life expectancy, years*	55.4	123
	12th pillar: Affinity for Travel & Tourism	**4.9**	**40**
12.01	Tourism openness, % of GDP*	5.4	55
12.02	Attitude of population toward foreign visitors	6.6	**21**
12.03	Extension of business trips recommended	6.1	**16**
12.04	Degree of customer orientation	4.5	84
	13th pillar: Natural resources	**3.7**	**61**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	5.4	**28**
13.03	Total known species*	853	**41**
13.04	Terrestrial biome protection (0–17%)*	9.7	78
13.05	Marine protected areas, %*	n/a	n/a
	14th pillar: Cultural resources	**1.1**	**138**
14.01	No. of World Heritage cultural sites*	0	125
14.02	Sports stadiums, seats/million pop.*	4,477.8	124
14.03	No. of int'l fairs and exhibitions*	3.3	111
14.04	Creative industries exports, % of world total*	0.0	124

Saudi Arabia

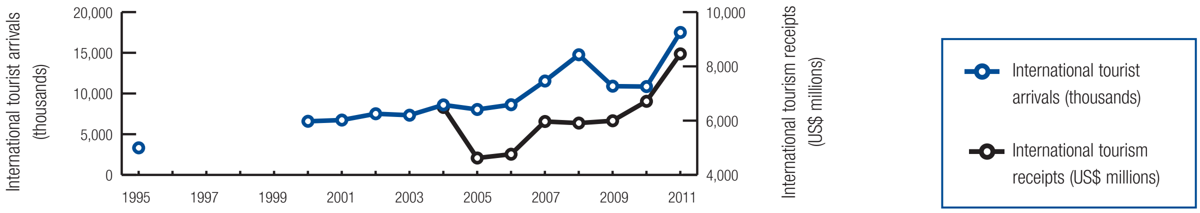
Key indicators

Population (millions), 2011	28.3
Surface area (1,000 square kilometers), 2011	2,149.7
Gross domestic product (current US$ billions), 2011	597.1
Gross domestic product (current PPP, $) per capita, 2011	24,411.4
Real GDP growth (percent), 2011	7.1
Environmental Performance Index 2012, rank (out of 132 economies), 2011	82

Travel & Tourism indicators

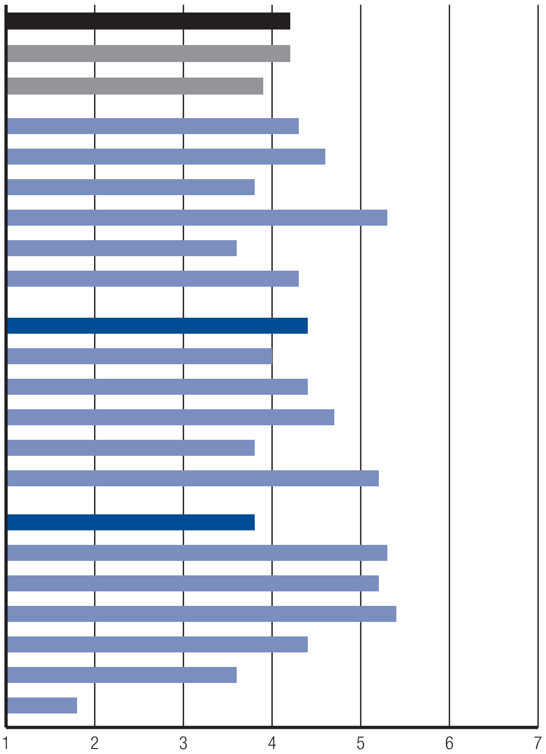
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	13,230.3	2.2	4.2
T&T industry employment (1,000 jobs)	239.3	2.3	2.9
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	32,132	5.4	4.1
T&T economy employment (1,000 jobs)	539	5.3	2.7

International tourist arrivals (thousands), 2011	17,498.0
International tourism receipts (US$, millions), 2011	8,459.4



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**62**	**4.2**
2011 Travel & Tourism Competitiveness Index	62	4.2
2009 Travel & Tourism Competitiveness Index	71	3.9
T&T regulatory framework	**87**	**4.3**
Policy rules and regulations	61	4.6
Environmental sustainability	130	3.8
Safety and security	42	5.3
Health and hygiene	99	3.6
Prioritization of Travel & Tourism	78	4.3
Business environment and infrastructure	**38**	**4.4**
Air transport infrastructure	42	4.0
Ground transport infrastructure	43	4.4
Tourism infrastructure	47	4.7
ICT infrastructure	45	3.8
Price competitiveness in the T&T industry	14	5.2
T&T human, cultural, and natural resources	**80**	**3.8**
Human resources	30	5.3
Education and training	34	5.2
Availability of qualified labor	21	5.4
Affinity for Travel & Tourism	98	4.4
Natural resources	69	3.6
Cultural resources	96	1.8



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Saudi Arabia

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.6**	**61**
1.01	Prevalence of foreign ownership	4.6	75
1.02	Property rights	5.6	20
1.03	Business impact of rules on FDI	5.2	27
1.04	Visa requirements, no. of countries*	5.0	137
1.05	Openness bilateral ASAs (0–38)*	6.8	119
1.06	Transparency of government policymaking	4.8	34
1.07	No. of days to start a business*	21	89
1.08	Cost to start a business, % GNI/capita*	5.0	54
1.09	GATS commitment restrictiveness (0–100)*	74.5	29
	2nd pillar: Environmental sustainability	**3.8**	**130**
2.01	Stringency of environmental regulation	4.7	45
2.02	Enforcement of environmental regulation	4.6	32
2.03	Sustainability of T&T industry development	4.8	48
2.04	Carbon dioxide emission, million tons/capita*	16.6	129
2.05	Particulate matter concentration, µg/m³*	102.8	134
2.06	Threatened species, %*	5.0	70
2.07	Environm. treaty ratification (0–25)*	19	71
	3rd pillar: Safety and security	**5.3**	**42**
3.01	Business costs of crime and violence	6.3	4
3.02	Reliability of police services	5.6	27
3.03	Road traffic accidents/100,000 pop.*	29.0	112
3.04	Business costs of terrorism	6.3	16
	4th pillar: Health and hygiene	**3.6**	**99**
4.01	Physician density/1,000 pop.*	0.9	90
4.02	Access to improved sanitation, % pop.*	n/a	n/a
4.03	Access to improved drinking water, % pop.*	90.0	91
4.04	Hospital beds/10,000 pop.*	22.0	75
	5th pillar: Prioritization of Travel & Tourism	**4.3**	**78**
5.01	Government prioritization of the T&T industry	5.1	79
5.02	T&T gov't expenditure, % gov't budget*	1.0	131
5.03	Effectiveness of marketing to attract tourists	4.4	70
5.04	Comprehensiveness of T&T data (0–120)*	116.0	1
5.05	Timeliness of T&T data (0–18)*	13.5	71
	6th pillar: Air transport infrastructure	**4.0**	**42**
6.01	Quality of air transport infrastructure	5.7	34
6.02	Airline seat kms/week, dom., millions*	250.4	18
6.03	Airline seat kms/week, int'l, millions*	838.7	26
6.04	Departures/1,000 pop.*	6.0	53
6.05	Airport density/million pop.*	0.9	48
6.06	No. of operating airlines*	53.0	32
6.07	International air transport network	6.0	19
	7th pillar: Ground transport infrastructure	**4.4**	**43**
7.01	Quality of roads	6.0	12
7.02	Quality of railroad infrastructure	3.7	38
7.03	Quality of port infrastructure	5.3	28
7.04	Quality of ground transport network	5.5	21
7.05	Road density/million pop.*	11.0	110

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**4.7**	**47**
8.01	Hotel rooms/100 pop.*	0.9	39
8.02	Presence of major car rental co. (1–7)*	5	66
8.03	ATMs accepting Visa cards/million pop.*	439.3	45
	9th pillar: ICT infrastructure	**3.8**	**45**
9.01	ICT use for B-to-B transactions	5.7	28
9.02	ICT use for B-to-C transactions	4.8	50
9.03	Individuals using the Internet, %*	47.5	61
9.04	Fixed telephone lines/100 pop.*	16.5	76
9.05	Broadband Internet subscribers/100 pop.*	5.6	73
9.06	Mobile telephone subscriptions/100 pop.*	191.2	2
9.07	Mobile broadband subscriptions/100 pop.*	40.4	27
	10th pillar: Price competitiveness in T&T ind.	**5.2**	**14**
10.01	Ticket taxes and airport charges (0–100)*	91.6	13
10.02	Purchasing power parity*	0.8	100
10.04	Fuel price, US$ cents/liter*	6.7	3
10.03	Extent and effect of taxation	5.1	10
10.05	Hotel price index, US$*	200.7	103
	11th pillar: Human resources	**5.3**	**30**
	Education and training	5.2	34
11.01	Primary education enrollment, net %*	89.9	94
11.02	Secondary education enrollment, gross %*	100.6	28
11.03	Quality of the educational system	4.4	32
11.04	Local availability specialized research & training	4.7	35
11.05	Extent of staff training	4.4	35
	Availability of qualified labor	5.4	21
11.06	Hiring and firing practices	4.7	22
11.07	Ease of hiring foreign labor	4.4	44
11.08	HIV prevalence, % adult pop.*	0.0	1
11.09	Business impact of HIV/AIDS	6.1	23
11.10	Life expectancy, years*	73.9	67
	12th pillar: Affinity for Travel & Tourism	**4.4**	**98**
12.01	Tourism openness, % of GDP*	4.3	77
12.02	Attitude of population toward foreign visitors	5.5	128
12.03	Extension of business trips recommended	4.7	113
12.04	Degree of customer orientation	5.1	36
	13th pillar: Natural resources	**3.6**	**69**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	4.7	57
13.03	Total known species*	484	76
13.04	Terrestrial biome protection (0–17%)*	17.0	1
13.05	Marine protected areas, %*	1.6	26
	14th pillar: Cultural resources	**1.8**	**96**
14.01	No. of World Heritage cultural sites*	3	74
14.02	Sports stadiums, seats/million pop.*	14,382.6	99
14.03	No. of int'l fairs and exhibitions*	2.3	120
14.04	Creative industries exports, % of world total*	0.1	47

Senegal

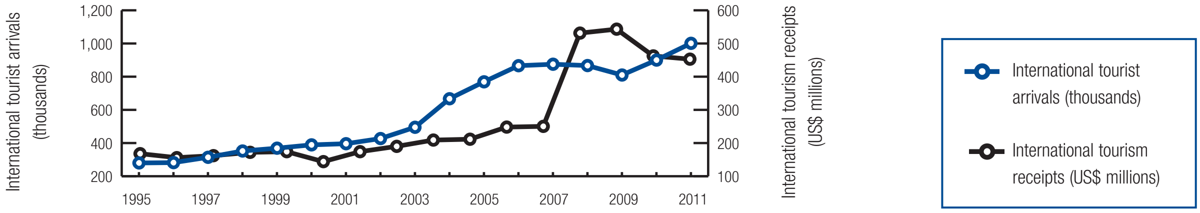
Key indicators

Population (millions), 2011	12.8
Surface area (1,000 square kilometers), 2011	196.7
Gross domestic product (current US$ billions), 2011	14.5
Gross domestic product (current PPP, $) per capita, 2011	1,970.0
Real GDP growth (percent), 2011	2.6
Environmental Performance Index 2012, rank (out of 132 economies), 2011	98

Travel & Tourism indicators

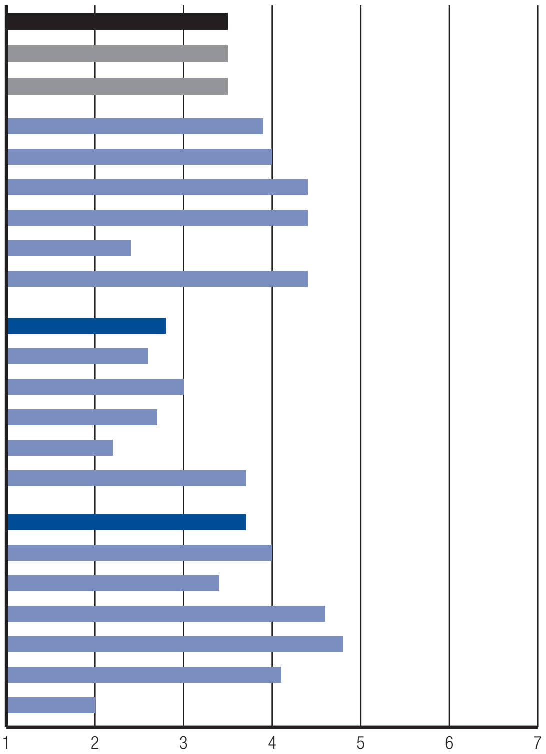
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	840.6	5.4	4.7
T&T industry employment (1,000 jobs)	133.6	4.6	2.3
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	1,850	11.9	4.8
T&T economy employment (1,000 jobs)	303	10.4	2.5

International tourist arrivals (thousands), 2011	1,001.0
International tourism receipts (US$, millions), 2010	452.8



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**107**	**3.5**
2011 Travel & Tourism Competitiveness Index	104	3.5
2009 Travel & Tourism Competitiveness Index	101	3.5
T&T regulatory framework	**111**	**3.9**
Policy rules and regulations	109	4.0
Environmental sustainability	81	4.4
Safety and security	86	4.4
Health and hygiene	120	2.4
Prioritization of Travel & Tourism	69	4.4
Business environment and infrastructure	**113**	**2.8**
Air transport infrastructure	94	2.6
Ground transport infrastructure	99	3.0
Tourism infrastructure	94	2.7
ICT infrastructure	107	2.2
Price competitiveness in the T&T industry	123	3.7
T&T human, cultural, and natural resources	**88**	**3.7**
Human resources	117	4.0
Education and training	123	3.4
Availability of qualified labor	116	4.6
Affinity for Travel & Tourism	56	4.8
Natural resources	46	4.1
Cultural resources	89	2.0



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Senegal

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.0**	**109**
1.01	Prevalence of foreign ownership	5.2	40
1.02	Property rights	4.1	76
1.03	Business impact of rules on FDI	4.6	67
1.04	Visa requirements, no. of countries*	45.0	110
1.05	Openness bilateral ASAs (0–38)*	9.6	87
1.06	Transparency of government policymaking	4.1	82
1.07	No. of days to start a business*	5	10
1.08	Cost to start a business, % GNI/capita*	64.4	122
1.09	GATS commitment restrictiveness (0–100)*	44.7	98
	2nd pillar: Environmental sustainability	**4.4**	**81**
2.01	Stringency of environmental regulation	3.2	104
2.02	Enforcement of environmental regulation	3.2	98
2.03	Sustainability of T&T industry development	4.0	92
2.04	Carbon dioxide emission, million tons/capita*	0.4	24
2.05	Particulate matter concentration, µg/m³*	79.7	126
2.06	Threatened species, %*	3.8	47
2.07	Environm. treaty ratification (0–25)*	22	20
	3rd pillar: Safety and security	**4.4**	**86**
3.01	Business costs of crime and violence	5.4	39
3.02	Reliability of police services	4.4	62
3.03	Road traffic accidents/100,000 pop.*	32.5	121
3.04	Business costs of terrorism	5.4	81
	4th pillar: Health and hygiene	**2.4**	**120**
4.01	Physician density/1,000 pop.*	0.1	127
4.02	Access to improved sanitation, % pop.*	52.0	107
4.03	Access to improved drinking water, % pop.*	72.0	120
4.04	Hospital beds/10,000 pop.*	3.4	136
	5th pillar: Prioritization of Travel & Tourism	**4.4**	**69**
5.01	Government prioritization of the T&T industry	5.8	37
5.02	T&T gov't expenditure, % gov't budget*	3.7	61
5.03	Effectiveness of marketing to attract tourists	4.4	74
5.04	Comprehensiveness of T&T data (0–120)*	58.0	86
5.05	Timeliness of T&T data (0–18)*	10.0	99
	6th pillar: Air transport infrastructure	**2.6**	**94**
6.01	Quality of air transport infrastructure	4.4	77
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	91.6	78
6.04	Departures/1,000 pop.*	0.6	104
6.05	Airport density/million pop.*	0.4	93
6.06	No. of operating airlines*	24.0	72
6.07	International air transport network	4.9	63
	7th pillar: Ground transport infrastructure	**3.0**	**99**
7.01	Quality of roads	3.2	96
7.02	Quality of railroad infrastructure	1.7	103
7.03	Quality of port infrastructure	4.5	58
7.04	Quality of ground transport network	4.4	77
7.05	Road density/million pop.*	8.0	120

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**2.7**	**94**
8.01	Hotel rooms/100 pop.*	0.2	98
8.02	Presence of major car rental co. (1–7)*	5	66
8.03	ATMs accepting Visa cards/million pop.*	34.8	111
	9th pillar: ICT infrastructure	**2.2**	**107**
9.01	ICT use for B-to-B transactions	5.1	56
9.02	ICT use for B-to-C transactions	4.5	73
9.03	Individuals using the Internet, %*	17.5	103
9.04	Fixed telephone lines/100 pop.*	2.7	116
9.05	Broadband Internet subscribers/100 pop.*	0.7	105
9.06	Mobile telephone subscriptions/100 pop.*	73.3	112
9.07	Mobile broadband subscriptions/100 pop.*	1.5	106
	10th pillar: Price competitiveness in T&T ind.	**3.7**	**123**
10.01	Ticket taxes and airport charges (0–100)*	25.1	138
10.02	Purchasing power parity*	0.6	46
10.04	Fuel price, US$ cents/liter*	134.0	94
10.03	Extent and effect of taxation	2.8	125
10.05	Hotel price index, US$*	136.3	69
	11th pillar: Human resources	**4.0**	**117**
	Education and training	3.4	123
11.01	Primary education enrollment, net %*	75.5	127
11.02	Secondary education enrollment, gross %*	37.4	123
11.03	Quality of the educational system	3.6	72
11.04	Local availability specialized research & training	4.7	38
11.05	Extent of staff training	3.0	132
	Availability of qualified labor	4.6	116
11.06	Hiring and firing practices	3.9	73
11.07	Ease of hiring foreign labor	4.6	34
11.08	HIV prevalence, % adult pop.*	0.9	100
11.09	Business impact of HIV/AIDS	4.8	93
11.10	Life expectancy, years*	59.3	115
	12th pillar: Affinity for Travel & Tourism	**4.8**	**56**
12.01	Tourism openness, % of GDP*	4.8	68
12.02	Attitude of population toward foreign visitors	6.7	6
12.03	Extension of business trips recommended	5.3	72
12.04	Degree of customer orientation	4.8	51
	13th pillar: Natural resources	**4.1**	**46**
13.01	No. of World Heritage natural sites*	2	25
13.02	Quality of the natural environment	3.1	126
13.03	Total known species*	767	46
13.04	Terrestrial biome protection (0–17%)*	16.9	20
13.05	Marine protected areas, %*	1.0	42
	14th pillar: Cultural resources	**2.0**	**89**
14.01	No. of World Heritage cultural sites*	6	45
14.02	Sports stadiums, seats/million pop.*	15,860.5	96
14.03	No. of int'l fairs and exhibitions*	12.3	76
14.04	Creative industries exports, % of world total*	0.0	109

Serbia

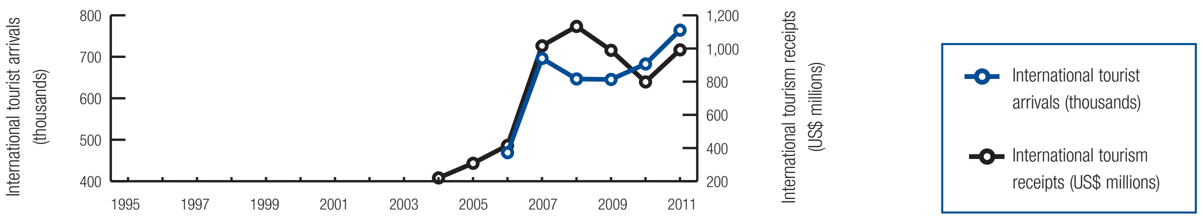
Key indicators

Population (millions), 2011	10.2
Surface area (1,000 square kilometers), 2011	88.4
Gross domestic product (current US$ billions), 2011	43.3
Gross domestic product (current PPP, $) per capita, 2011	10,409.3
Real GDP growth (percent), 2011	1.6
Environmental Performance Index 2012, rank (out of 132 economies), 2011	103

Travel & Tourism indicators

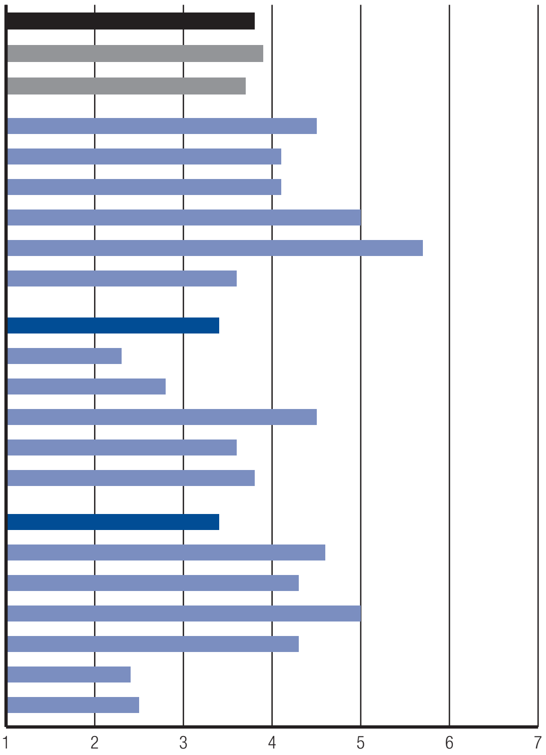
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	819.4	1.7	5.3
T&T industry employment (1,000 jobs)	26.6	1.6	0.8
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	2,974	6.2	5.2
T&T economy employment (1,000 jobs)	97	5.7	0.5

International tourist arrivals (thousands), 2011	764.2
International tourism receipts (US$, millions), 2011	991.7



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**89**	**3.8**
2011 Travel & Tourism Competitiveness Index	82	3.9
2009 Travel & Tourism Competitiveness Index	88	3.7
T&T regulatory framework	**74**	**4.5**
Policy rules and regulations	103	4.1
Environmental sustainability	115	4.1
Safety and security	55	5.0
Health and hygiene	46	5.7
Prioritization of Travel & Tourism	108	3.6
Business environment and infrastructure	**81**	**3.4**
Air transport infrastructure	110	2.3
Ground transport infrastructure	117	2.8
Tourism infrastructure	56	4.5
ICT infrastructure	49	3.6
Price competitiveness in the T&T industry	119	3.8
T&T human, cultural, and natural resources	**109**	**3.4**
Human resources	94	4.6
Education and training	95	4.3
Availability of qualified labor	80	5.0
Affinity for Travel & Tourism	104	4.3
Natural resources	131	2.4
Cultural resources	65	2.5



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Serbia

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.1**	**103**
1.01	Prevalence of foreign ownership	3.8	121
1.02	Property rights	3.1	127
1.03	Business impact of rules on FDI	3.7	119
1.04	Visa requirements, no. of countries*	62.0	97
1.05	Openness bilateral ASAs (0–38)*	8.7	98
1.06	Transparency of government policymaking	3.8	108
1.07	No. of days to start a business*	12	55
1.08	Cost to start a business, % GNI/capita*	7.7	65
1.09	GATS commitment restrictiveness (0–100)*	n/a	n/a
	2nd pillar: Environmental sustainability	**4.1**	**115**
2.01	Stringency of environmental regulation	3.4	97
2.02	Enforcement of environmental regulation	2.7	122
2.03	Sustainability of T&T industry development	3.5	114
2.04	Carbon dioxide emission, million tons/capita*	6.8	96
2.05	Particulate matter concentration, µg/m³*	n/a	n/a
2.06	Threatened species, %*	4.0	53
2.07	Environm. treaty ratification (0–25)*	18	84
	3rd pillar: Safety and security	**5.0**	**55**
3.01	Business costs of crime and violence	4.6	82
3.02	Reliability of police services	4.0	78
3.03	Road traffic accidents/100,000 pop.*	9.8	24
3.04	Business costs of terrorism	5.6	69
	4th pillar: Health and hygiene	**5.7**	**46**
4.01	Physician density/1,000 pop.*	2.1	54
4.02	Access to improved sanitation, % pop.*	92.0	62
4.03	Access to improved drinking water, % pop.*	99.0	42
4.04	Hospital beds/10,000 pop.*	54.0	28
	5th pillar: Prioritization of Travel & Tourism	**3.6**	**108**
5.01	Government prioritization of the T&T industry	4.1	120
5.02	T&T gov't expenditure, % gov't budget*	0.8	132
5.03	Effectiveness of marketing to attract tourists	3.7	110
5.04	Comprehensiveness of T&T data (0–120)*	68.0	59
5.05	Timeliness of T&T data (0–18)*	16.5	17
	6th pillar: Air transport infrastructure	**2.3**	**110**
6.01	Quality of air transport infrastructure	3.2	127
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	53.7	92
6.04	Departures/1,000 pop.*	2.4	80
6.05	Airport density/million pop.*	0.3	105
6.06	No. of operating airlines*	38.0	45
6.07	International air transport network	3.5	123
	7th pillar: Ground transport infrastructure	**2.8**	**117**
7.01	Quality of roads	2.7	120
7.02	Quality of railroad infrastructure	1.7	100
7.03	Quality of port infrastructure	2.7	131
7.04	Quality of ground transport network	4.0	103
7.05	Road density/million pop.*	50.0	54

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**4.5**	**56**
8.01	Hotel rooms/100 pop.*	0.4	71
8.02	Presence of major car rental co. (1–7)*	7	1
8.03	ATMs accepting Visa cards/million pop.*	366.6	56
	9th pillar: ICT infrastructure	**3.6**	**49**
9.01	ICT use for B-to-B transactions	4.2	117
9.02	ICT use for B-to-C transactions	3.5	122
9.03	Individuals using the Internet, %*	42.2	67
9.04	Fixed telephone lines/100 pop.*	37.3	30
9.05	Broadband Internet subscribers/100 pop.*	11.3	51
9.06	Mobile telephone subscriptions/100 pop.*	125.4	37
9.07	Mobile broadband subscriptions/100 pop.*	34.5	37
	10th pillar: Price competitiveness in T&T ind.	**3.8**	**119**
10.01	Ticket taxes and airport charges (0–100)*	73.8	92
10.02	Purchasing power parity*	0.5	33
10.04	Fuel price, US$ cents/liter*	148.0	106
10.03	Extent and effect of taxation	2.9	118
10.05	Hotel price index, US$*	243.1	113
	11th pillar: Human resources	**4.6**	**94**
	Education and training	4.3	95
11.01	Primary education enrollment, net %*	92.7	77
11.02	Secondary education enrollment, gross %*	91.4	57
11.03	Quality of the educational system	3.1	110
11.04	Local availability specialized research & training	3.2	124
11.05	Extent of staff training	2.9	135
	Availability of qualified labor	5.0	80
11.06	Hiring and firing practices	3.6	95
11.07	Ease of hiring foreign labor	3.8	94
11.08	HIV prevalence, % adult pop.*	0.1	12
11.09	Business impact of HIV/AIDS	6.0	29
11.10	Life expectancy, years*	73.9	64
	12th pillar: Affinity for Travel & Tourism	**4.3**	**104**
12.01	Tourism openness, % of GDP*	4.9	63
12.02	Attitude of population toward foreign visitors	6.1	87
12.03	Extension of business trips recommended	5.1	86
12.04	Degree of customer orientation	3.7	131
	13th pillar: Natural resources	**2.4**	**131**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	3.2	125
13.03	Total known species*	426	88
13.04	Terrestrial biome protection (0–17%)*	6.0	98
13.05	Marine protected areas, %*	n/a	n/a
	14th pillar: Cultural resources	**2.5**	**65**
14.01	No. of World Heritage cultural sites*	4	63
14.02	Sports stadiums, seats/million pop.*	59,349.1	41
14.03	No. of int'l fairs and exhibitions*	45.7	48
14.04	Creative industries exports, % of world total*	0.0	64

Seychelles

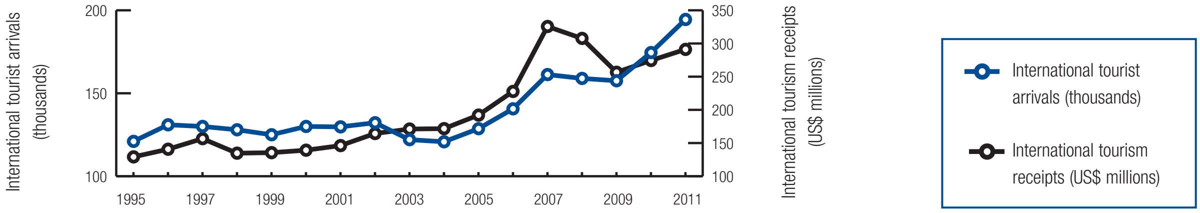
Key indicators

Population (millions), 2011	0.1
Surface area (1,000 square kilometers), 2011	0.5
Gross domestic product (current US$ billions), 2011	1.0
Gross domestic product (current PPP, $) per capita, 2011	25,356.7
Real GDP growth (percent), 2011	5.1
Environmental Performance Index 2012, rank (out of 132 economies), 2011	n/a

Travel & Tourism indicators

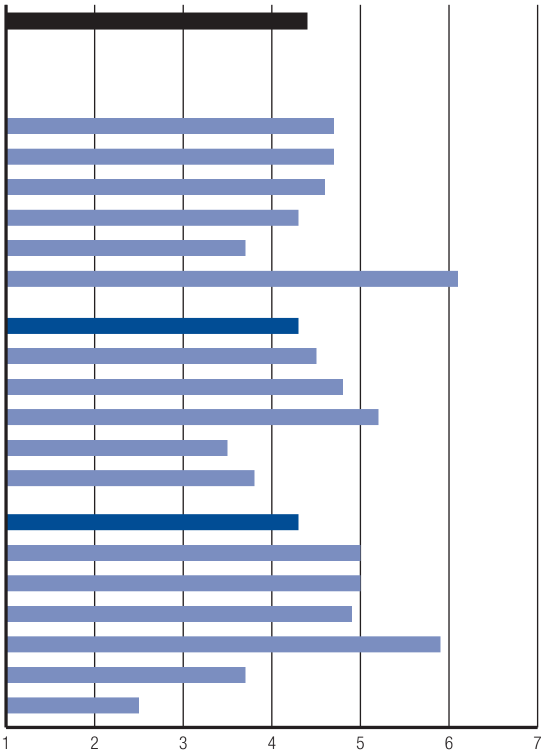
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	245.1	23.5	3.6
T&T industry employment (1,000 jobs)	10.6	25.0	1.3
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	604	57.9	3.5
T&T economy employment (1,000 jobs)	24	57.8	0.9

International tourist arrivals (thousands), 2011	194.5
International tourism receipts (US$, millions), 2011	291.1



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**38**	**4.5**
2011 Travel & Tourism Competitiveness Index	n/a	n/a
2009 Travel & Tourism Competitiveness Index	n/a	n/a
T&T regulatory framework	**47**	**4.9**
Policy rules and regulations	55	4.7
Environmental sustainability	70	4.6
Safety and security	91	4.3
Health and hygiene	63	5.0
Prioritization of Travel & Tourism	1	6.1
Business environment and infrastructure	**42**	**4.3**
Air transport infrastructure	27	4.5
Ground transport infrastructure	31	4.8
Tourism infrastructure	29	5.2
ICT infrastructure	58	3.5
Price competitiveness in the T&T industry	120	3.8
T&T human, cultural, and natural resources	**48**	**4.3**
Human resources	56	5.0
Education and training	48	5.0
Availability of qualified labor	85	4.9
Affinity for Travel & Tourism	5	5.9
Natural resources	65	3.7
Cultural resources	64	2.5



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Seychelles

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.7**	**55**
1.01	Prevalence of foreign ownership	5.0	56
1.02	Property rights	4.7	49
1.03	Business impact of rules on FDI	4.9	46
1.04	Visa requirements, no. of countries*	135.8	19
1.05	Openness bilateral ASAs (0–38)*	2.6	135
1.06	Transparency of government policymaking	4.8	37
1.07	No. of days to start a business*	39	119
1.08	Cost to start a business, % GNI/capita*	14.3	85
1.09	GATS commitment restrictiveness (0–100)*	n/a	n/a
	2nd pillar: Environmental sustainability	**4.6**	**70**
2.01	Stringency of environmental regulation	5.8	15
2.02	Enforcement of environmental regulation	5.5	15
2.03	Sustainability of T&T industry development	5.5	14
2.04	Carbon dioxide emission, million tons/capita*	7.8	105
2.05	Particulate matter concentration, µg/m³*	n/a	n/a
2.06	Threatened species, %*	16.2	132
2.07	Environm. treaty ratification (0–25)*	20	53
	3rd pillar: Safety and security	**4.3**	**91**
3.01	Business costs of crime and violence	4.2	98
3.02	Reliability of police services	3.7	95
3.03	Road traffic accidents/100,000 pop.*	18.5	81
3.04	Business costs of terrorism	4.9	108
	4th pillar: Health and hygiene	**5.0**	**63**
4.01	Physician density/1,000 pop.*	1.5	74
4.02	Access to improved sanitation, % pop.*	98.0	42
4.03	Access to improved drinking water, % pop.*	93.0	76
4.04	Hospital beds/10,000 pop.*	36.0	48
	5th pillar: Prioritization of Travel & Tourism	**6.1**	**1**
5.01	Government prioritization of the T&T industry	6.6	4
5.02	T&T gov't expenditure, % gov't budget*	22.3	2
5.03	Effectiveness of marketing to attract tourists	5.5	18
5.04	Comprehensiveness of T&T data (0–120)*	64.0	72
5.05	Timeliness of T&T data (0–18)*	16.5	17
	6th pillar: Air transport infrastructure	**4.5**	**27**
6.01	Quality of air transport infrastructure	5.0	55
6.02	Airline seat kms/week, dom., millions*	0.2	87
6.03	Airline seat kms/week, int'l, millions*	30.6	104
6.04	Departures/1,000 pop.*	149.9	2
6.05	Airport density/million pop.*	23.0	2
6.06	No. of operating airlines*	6.0	125
6.07	International air transport network	5.5	42
	7th pillar: Ground transport infrastructure	**4.8**	**31**
7.01	Quality of roads	4.3	60
7.02	Quality of railroad infrastructure	n/a	n/a
7.03	Quality of port infrastructure	5.0	43
7.04	Quality of ground transport network	4.9	38
7.05	Road density/million pop.*	110.0	34

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**5.2**	**29**
8.01	Hotel rooms/100 pop.*	2.9	6
8.02	Presence of major car rental co. (1–7)*	4	82
8.03	ATMs accepting Visa cards/million pop.*	383.7	52
	9th pillar: ICT infrastructure	**3.5**	**58**
9.01	ICT use for B-to-B transactions	5.0	68
9.02	ICT use for B-to-C transactions	3.7	113
9.03	Individuals using the Internet, %*	43.2	65
9.04	Fixed telephone lines/100 pop.*	32.1	36
9.05	Broadband Internet subscribers/100 pop.*	10.4	55
9.06	Mobile telephone subscriptions/100 pop.*	145.7	17
9.07	Mobile broadband subscriptions/100 pop.*	4.7	87
	10th pillar: Price competitiveness in T&T ind.	**3.8**	**120**
10.01	Ticket taxes and airport charges (0–100)*	74.2	89
10.02	Purchasing power parity*	0.4	17
10.04	Fuel price, US$ cents/liter*	148.7	107
10.03	Extent and effect of taxation	3.4	78
10.05	Hotel price index, US$*	470.0	117
	11th pillar: Human resources	**5.0**	**56**
	Education and training	5.0	48
11.01	Primary education enrollment, net %*	95.1	52
11.02	Secondary education enrollment, gross %*	119.2	5
11.03	Quality of the educational system	4.1	48
11.04	Local availability specialized research & training	3.5	110
11.05	Extent of staff training	4.0	62
	Availability of qualified labor	4.9	85
11.06	Hiring and firing practices	3.8	79
11.07	Ease of hiring foreign labor	4.1	79
11.08	HIV prevalence, % adult pop.*	3.0	123
11.09	Business impact of HIV/AIDS	3.6	124
11.10	Life expectancy, years*	73.0	82
	12th pillar: Affinity for Travel & Tourism	**5.9**	**5**
12.01	Tourism openness, % of GDP*	32.5	1
12.02	Attitude of population toward foreign visitors	6.5	29
12.03	Extension of business trips recommended	5.8	37
12.04	Degree of customer orientation	4.2	107
	13th pillar: Natural resources	**3.7**	**65**
13.01	No. of World Heritage natural sites*	2	25
13.02	Quality of the natural environment	6.3	8
13.03	Total known species*	130	138
13.04	Terrestrial biome protection (0–17%)*	12.8	59
13.05	Marine protected areas, %*	0.0	92
	14th pillar: Cultural resources	**2.5**	**64**
14.01	No. of World Heritage cultural sites*	0	125
14.02	Sports stadiums, seats/million pop.*	197,674.4	3
14.03	No. of int'l fairs and exhibitions*	0.0	134
14.04	Creative industries exports, % of world total*	0.0	127

Sierra Leone

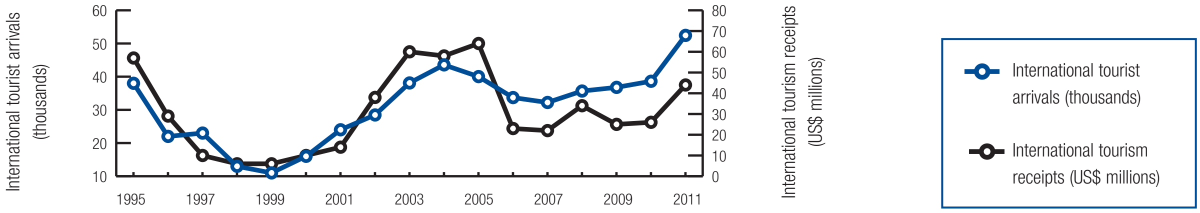
Key indicators

Population (millions), 2011	6.0
Surface area (1,000 square kilometers), 2011	71.7
Gross domestic product (current US$ billions), 2011	2.9
Gross domestic product (current PPP, $) per capita, 2011	1,132.5
Real GDP growth (percent), 2011	6.0
Environmental Performance Index 2012, rank (out of 132 economies), 2011	n/a

Travel & Tourism indicators

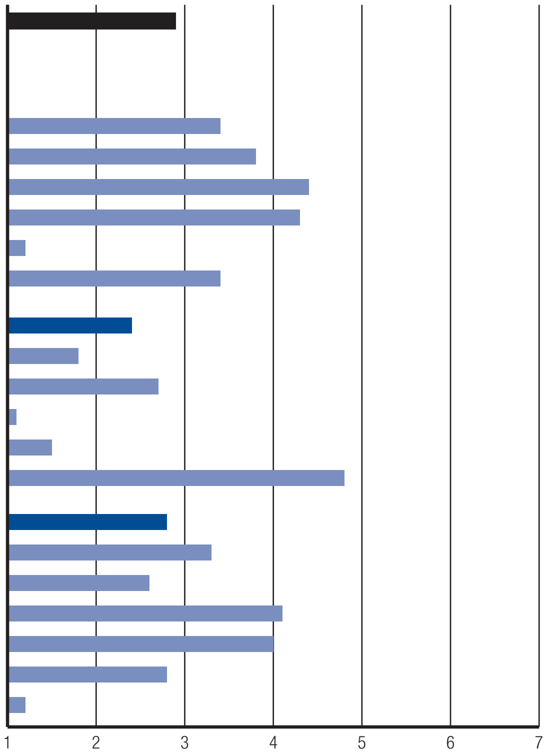
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	84.5	3.3	5.3
T&T industry employment (1,000 jobs)	32.7	2.8	2.8
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	187	7.4	5.5
T&T economy employment (1,000 jobs)	75	6.4	2.9

International tourist arrivals (thousands), 2011	52.4
International tourism receipts (US$, millions), 2011	44.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**137**	**2.9**
2011 Travel & Tourism Competitiveness Index	n/a	n/a
2009 Travel & Tourism Competitiveness Index	n/a	n/a
T&T regulatory framework	**129**	**3.4**
Policy rules and regulations	118	3.8
Environmental sustainability	84	4.4
Safety and security	93	4.3
Health and hygiene	137	1.2
Prioritization of Travel & Tourism	118	3.4
Business environment and infrastructure	**138**	**2.4**
Air transport infrastructure	137	1.8
Ground transport infrastructure	124	2.7
Tourism infrastructure	140	1.1
ICT infrastructure	136	1.5
Price competitiveness in the T&T industry	47	4.8
T&T human, cultural, and natural resources	**137**	**2.8**
Human resources	133	3.3
Education and training	137	2.6
Availability of qualified labor	129	4.1
Affinity for Travel & Tourism	131	4.0
Natural resources	116	2.8
Cultural resources	135	1.2



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Sierra Leone

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**3.8**	**118**
1.01	Prevalence of foreign ownership	5.0	51
1.02	Property rights	3.6	108
1.03	Business impact of rules on FDI	4.5	79
1.04	Visa requirements, no. of countries*	15.0	126
1.05	Openness bilateral ASAs (0–38)*	12.2	51
1.06	Transparency of government policymaking	3.8	111
1.07	No. of days to start a business*	12	55
1.08	Cost to start a business, % GNI/capita*	80.4	127
1.09	GATS commitment restrictiveness (0–100)*	75.0	17
	2nd pillar: Environmental sustainability	**4.4**	**84**
2.01	Stringency of environmental regulation	3.2	112
2.02	Enforcement of environmental regulation	2.9	110
2.03	Sustainability of T&T industry development	3.9	96
2.04	Carbon dioxide emission, million tons/capita*	0.2	15
2.05	Particulate matter concentration, µg/m³*	37.4	90
2.06	Threatened species, %*	3.9	51
2.07	Environm. treaty ratification (0–25)*	16	112
	3rd pillar: Safety and security	**4.3**	**93**
3.01	Business costs of crime and violence	4.6	81
3.02	Reliability of police services	3.6	101
3.03	Road traffic accidents/100,000 pop.*	28.3	108
3.04	Business costs of terrorism	6.0	44
	4th pillar: Health and hygiene	**1.2**	**137**
4.01	Physician density/1,000 pop.*	0.0	139
4.02	Access to improved sanitation, % pop.*	13.0	135
4.03	Access to improved drinking water, % pop.*	55.0	132
4.04	Hospital beds/10,000 pop.*	4.0	132
	5th pillar: Prioritization of Travel & Tourism	**3.4**	**118**
5.01	Government prioritization of the T&T industry	4.0	127
5.02	T&T gov't expenditure, % gov't budget*	2.4	97
5.03	Effectiveness of marketing to attract tourists	3.5	117
5.04	Comprehensiveness of T&T data (0–120)*	60.0	82
5.05	Timeliness of T&T data (0–18)*	9.0	103
	6th pillar: Air transport infrastructure	**1.8**	**137**
6.01	Quality of air transport infrastructure	2.7	136
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	5.3	136
6.04	Departures/1,000 pop.*	0.0	134
6.05	Airport density/million pop.*	0.2	123
6.06	No. of operating airlines*	6.0	125
6.07	International air transport network	3.4	130
	7th pillar: Ground transport infrastructure	**2.7**	**124**
7.01	Quality of roads	2.8	114
7.02	Quality of railroad infrastructure	1.3	112
7.03	Quality of port infrastructure	3.3	116
7.04	Quality of ground transport network	3.3	132
7.05	Road density/million pop.*	n/a	n/a
	8th pillar: Tourism infrastructure	**1.1**	**140**
8.01	Hotel rooms/100 pop.*	0.0	128
8.02	Presence of major car rental co. (1–7)*	0	136
8.03	ATMs accepting Visa cards/million pop.*	4.0	131
	9th pillar: ICT infrastructure	**1.5**	**136**
9.01	ICT use for B-to-B transactions	4.0	125
9.02	ICT use for B-to-C transactions	2.6	134
9.03	Individuals using the Internet, %*	0.3	140
9.04	Fixed telephone lines/100 pop.*	0.2	139
9.05	Broadband Internet subscribers/100 pop.*	0.0	139
9.06	Mobile telephone subscriptions/100 pop.*	35.6	135
9.07	Mobile broadband subscriptions/100 pop.*	0.3	119
	10th pillar: Price competitiveness in T&T ind.	**4.8**	**47**
10.01	Ticket taxes and airport charges (0–100)*	62.0	117
10.02	Purchasing power parity*	0.4	14
10.04	Fuel price, US$ cents/liter*	94.0	47
10.03	Extent and effect of taxation	3.8	45
10.05	Hotel price index, US$*	n/a	n/a
	11th pillar: Human resources	**3.3**	**133**
	Education and training	2.6	137
11.01	Primary education enrollment, net %*	n/a	n/a
11.02	Secondary education enrollment, gross %*	27.6	132
11.03	Quality of the educational system	2.8	124
11.04	Local availability specialized research & training	2.8	133
11.05	Extent of staff training	3.1	123
	Availability of qualified labor	4.1	129
11.06	Hiring and firing practices	4.7	25
11.07	Ease of hiring foreign labor	4.1	71
11.08	HIV prevalence, % adult pop.*	1.6	116
11.09	Business impact of HIV/AIDS	4.3	114
11.10	Life expectancy, years*	47.8	140
	12th pillar: Affinity for Travel & Tourism	**4.0**	**131**
12.01	Tourism openness, % of GDP*	2.1	115
12.02	Attitude of population toward foreign visitors	6.4	39
12.03	Extension of business trips recommended	4.0	136
12.04	Degree of customer orientation	3.9	119
	13th pillar: Natural resources	**2.8**	**116**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	4.1	79
13.03	Total known species*	824	43
13.04	Terrestrial biome protection (0–17%)*	4.9	108
13.05	Marine protected areas, %*	0.0	104
	14th pillar: Cultural resources	**1.2**	**135**
14.01	No. of World Heritage cultural sites*	0	125
14.02	Sports stadiums, seats/million pop.*	13,589.0	101
14.03	No. of int'l fairs and exhibitions*	0.0	134
14.04	Creative industries exports, % of world total*	n/a	n/a

Singapore

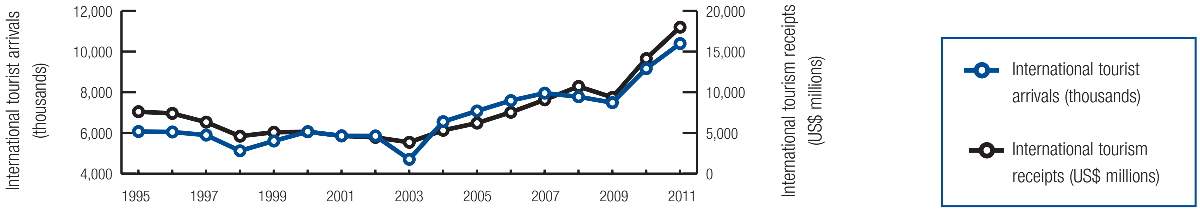
Key indicators

Population (millions), 2011	5.3
Surface area (1,000 square kilometers), 2011	0.7
Gross domestic product (current US$ billions), 2011	259.8
Gross domestic product (current PPP, $) per capita, 2011	59,710.3
Real GDP growth (percent), 2011	4.9
Environmental Performance Index 2012, rank (out of 132 economies), 2011	52

Travel & Tourism indicators

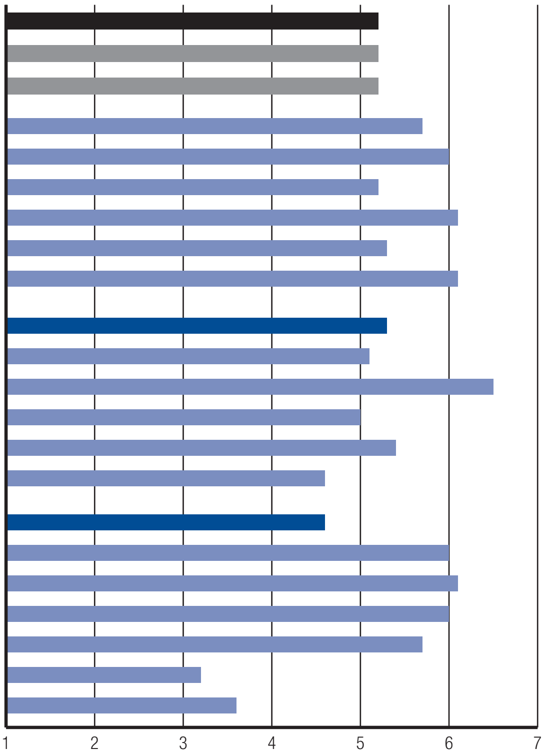
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	13,477.0	4.8	4.1
T&T industry employment (1,000 jobs)	136.9	4.4	2.5
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	28,748	10.3	4.3
T&T economy employment (1,000 jobs)	281	8.9	1.3

International tourist arrivals (thousands), 2011	10,390.3
International tourism receipts (US$, millions), 2011	17,989.9



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**10**	**5.2**
2011 Travel & Tourism Competitiveness Index	10	5.2
2009 Travel & Tourism Competitiveness Index	10	5.2
T&T regulatory framework	**6**	**5.7**
Policy rules and regulations	1	6.0
Environmental sustainability	23	5.2
Safety and security	5	6.1
Health and hygiene	56	5.3
Prioritization of Travel & Tourism	4	6.1
Business environment and infrastructure	**4**	**5.3**
Air transport infrastructure	14	5.1
Ground transport infrastructure	2	6.5
Tourism infrastructure	38	5.0
ICT infrastructure	9	5.4
Price competitiveness in the T&T industry	66	4.6
T&T human, cultural, and natural resources	**25**	**4.6**
Human resources	2	6.0
Education and training	4	6.1
Availability of qualified labor	3	6.0
Affinity for Travel & Tourism	8	5.7
Natural resources	92	3.2
Cultural resources	35	3.6



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Singapore

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**6.0**	**1**
1.01	Prevalence of foreign ownership	6.1	3
1.02	Property rights	6.4	3
1.03	Business impact of rules on FDI	6.3	2
1.04	Visa requirements, no. of countries*	161.0	5
1.05	Openness bilateral ASAs (0–38)*	16.1	24
1.06	Transparency of government policymaking	6.2	1
1.07	No. of days to start a business*	3	5
1.08	Cost to start a business, % GNI/capita*	0.6	8
1.09	GATS commitment restrictiveness (0–100)*	59.0	61
	2nd pillar: Environmental sustainability	**5.2**	**23**
2.01	Stringency of environmental regulation	5.6	18
2.02	Enforcement of environmental regulation	5.7	13
2.03	Sustainability of T&T industry development	6.0	3
2.04	Carbon dioxide emission, million tons/capita*	6.7	95
2.05	Particulate matter concentration, µg/m³*	23.2	46
2.06	Threatened species, %*	5.7	85
2.07	Environm. treaty ratification (0–25)*	16	112
	3rd pillar: Safety and security	**6.1**	**5**
3.01	Business costs of crime and violence	6.1	9
3.02	Reliability of police services	6.4	3
3.03	Road traffic accidents/100,000 pop.*	4.8	4
3.04	Business costs of terrorism	5.5	74
	4th pillar: Health and hygiene	**5.3**	**56**
4.01	Physician density/1,000 pop.*	1.8	64
4.02	Access to improved sanitation, % pop.*	100.0	1
4.03	Access to improved drinking water, % pop.*	100.0	1
4.04	Hospital beds/10,000 pop.*	31.0	60
	5th pillar: Prioritization of Travel & Tourism	**6.1**	**4**
5.01	Government prioritization of the T&T industry	6.4	8
5.02	T&T gov't expenditure, % gov't budget*	10.2	10
5.03	Effectiveness of marketing to attract tourists	6.2	2
5.04	Comprehensiveness of T&T data (0–120)*	56.0	91
5.05	Timeliness of T&T data (0–18)*	13.5	71
	6th pillar: Air transport infrastructure	**5.1**	**14**
6.01	Quality of air transport infrastructure	6.8	1
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	2,069.1	11
6.04	Departures/1,000 pop.*	16.0	27
6.05	Airport density/million pop.*	0.4	94
6.06	No. of operating airlines*	60.5	24
6.07	International air transport network	6.8	1
	7th pillar: Ground transport infrastructure	**6.5**	**2**
7.01	Quality of roads	6.5	3
7.02	Quality of railroad infrastructure	5.7	5
7.03	Quality of port infrastructure	6.8	2
7.04	Quality of ground transport network	6.3	3
7.05	Road density/million pop.*	473.0	4

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**5.0**	**38**
8.01	Hotel rooms/100 pop.*	0.9	37
8.02	Presence of major car rental co. (1–7)*	5	66
8.03	ATMs accepting Visa cards/million pop.*	516.6	32
	9th pillar: ICT infrastructure	**5.4**	**9**
9.01	ICT use for B-to-B transactions	6.0	10
9.02	ICT use for B-to-C transactions	5.3	30
9.03	Individuals using the Internet, %*	71.0	32
9.04	Fixed telephone lines/100 pop.*	38.9	29
9.05	Broadband Internet subscribers/100 pop.*	25.6	20
9.06	Mobile telephone subscriptions/100 pop.*	150.2	14
9.07	Mobile broadband subscriptions/100 pop.*	114.1	1
	10th pillar: Price competitiveness in T&T ind.	**4.6**	**66**
10.01	Ticket taxes and airport charges (0–100)*	84.7	42
10.02	Purchasing power parity*	0.8	92
10.04	Fuel price, US$ cents/liter*	104.0	63
10.03	Extent and effect of taxation	5.5	7
10.05	Hotel price index, US$*	220.6	108
	11th pillar: Human resources	**6.0**	**2**
	Education and training	6.1	4
11.01	Primary education enrollment, net %*	100.0	1
11.02	Secondary education enrollment, gross %*	107.0	14
11.03	Quality of the educational system	5.8	3
11.04	Local availability specialized research & training	5.4	16
11.05	Extent of staff training	5.3	3
	Availability of qualified labor	6.0	3
11.06	Hiring and firing practices	5.7	2
11.07	Ease of hiring foreign labor	4.5	37
11.08	HIV prevalence, % adult pop.*	0.1	12
11.09	Business impact of HIV/AIDS	5.5	57
11.10	Life expectancy, years*	81.6	6
	12th pillar: Affinity for Travel & Tourism	**5.7**	**8**
12.01	Tourism openness, % of GDP*	15.0	14
12.02	Attitude of population toward foreign visitors	6.6	16
12.03	Extension of business trips recommended	5.5	60
12.04	Degree of customer orientation	5.5	12
	13th pillar: Natural resources	**3.2**	**92**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	5.5	23
13.03	Total known species*	457	80
13.04	Terrestrial biome protection (0–17%)*	4.8	109
13.05	Marine protected areas, %*	1.3	35
	14th pillar: Cultural resources	**3.6**	**35**
14.01	No. of World Heritage cultural sites*	0	125
14.02	Sports stadiums, seats/million pop.*	29,971.6	75
14.03	No. of int'l fairs and exhibitions*	136.7	26
14.04	Creative industries exports, % of world total*	1.6	12

Slovak Republic

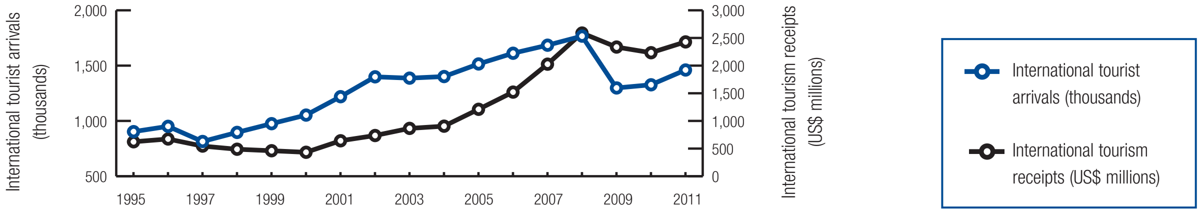
Key indicators

Population (millions), 2011	5.6
Surface area (1,000 square kilometers), 2011	49.0
Gross domestic product (current US$ billions), 2011	96.1
Gross domestic product (current PPP, $) per capita, 2011	23,303.5
Real GDP growth (percent), 2011	3.3
Environmental Performance Index 2012, rank (out of 132 economies), 2011	12

Travel & Tourism indicators

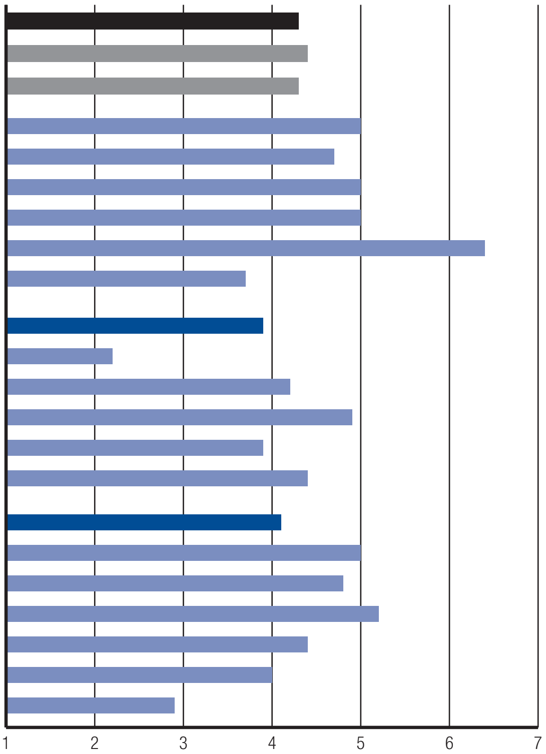
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	2,224.8	2.3	3.0
T&T industry employment (1,000 jobs)	55.1	2.4	0.6
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	5,681	5.9	2.9
T&T economy employment (1,000 jobs)	133	5.7	0.1

International tourist arrivals (thousands), 2011	1,460.4
International tourism receipts (US$, millions), 2011	2,428.6



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**54**	**4.3**
2011 Travel & Tourism Competitiveness Index	54	4.4
2009 Travel & Tourism Competitiveness Index	46	4.3
T&T regulatory framework	**43**	**5.0**
Policy rules and regulations	45	4.7
Environmental sustainability	39	5.0
Safety and security	54	5.0
Health and hygiene	12	6.4
Prioritization of Travel & Tourism	107	3.7
Business environment and infrastructure	**60**	**3.9**
Air transport infrastructure	123	2.2
Ground transport infrastructure	48	4.2
Tourism infrastructure	39	4.9
ICT infrastructure	44	3.9
Price competitiveness in the T&T industry	81	4.4
T&T human, cultural, and natural resources	**55**	**4.1**
Human resources	52	5.0
Education and training	61	4.8
Availability of qualified labor	42	5.2
Affinity for Travel & Tourism	96	4.4
Natural resources	51	4.0
Cultural resources	54	2.9



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Slovak Republic

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.7**	**45**
1.01	Prevalence of foreign ownership	6.1	**2**
1.02	Property rights	4.1	73
1.03	Business impact of rules on FDI	5.5	**8**
1.04	Visa requirements, no. of countries*	71.0	58
1.05	Openness bilateral ASAs (0–38)*	7.7	108
1.06	Transparency of government policymaking	4.2	76
1.07	No. of days to start a business*	16	71
1.08	Cost to start a business, % GNI/capita*	1.8	**26**
1.09	GATS commitment restrictiveness (0–100)*	50.0	85
	2nd pillar: Environmental sustainability	**5.0**	**39**
2.01	Stringency of environmental regulation	4.7	**43**
2.02	Enforcement of environmental regulation	3.8	61
2.03	Sustainability of T&T industry development	3.2	124
2.04	Carbon dioxide emission, million tons/capita*	6.9	97
2.05	Particulate matter concentration, µg/m³*	12.4	**7**
2.06	Threatened species, %*	2.8	**22**
2.07	Environm. treaty ratification (0–25)*	21	**39**
	3rd pillar: Safety and security	**5.0**	**54**
3.01	Business costs of crime and violence	4.9	66
3.02	Reliability of police services	3.9	84
3.03	Road traffic accidents/100,000 pop.*	15.1	65
3.04	Business costs of terrorism	6.2	**24**
	4th pillar: Health and hygiene	**6.4**	**12**
4.01	Physician density/1,000 pop.*	3.0	**31**
4.02	Access to improved sanitation, % pop.*	100.0	**1**
4.03	Access to improved drinking water, % pop.*	100.0	**1**
4.04	Hospital beds/10,000 pop.*	65.0	**17**
	5th pillar: Prioritization of Travel & Tourism	**3.7**	**107**
5.01	Government prioritization of the T&T industry	3.9	131
5.02	T&T gov't expenditure, % gov't budget*	2.1	102
5.03	Effectiveness of marketing to attract tourists	2.8	136
5.04	Comprehensiveness of T&T data (0–120)*	87.0	**16**
5.05	Timeliness of T&T data (0–18)*	16.0	**44**
	6th pillar: Air transport infrastructure	**2.2**	**123**
6.01	Quality of air transport infrastructure	3.4	122
6.02	Airline seat kms/week, dom., millions*	0.2	88
6.03	Airline seat kms/week, int'l, millions*	19.3	117
6.04	Departures/1,000 pop.*	2.6	77
6.05	Airport density/million pop.*	0.9	**49**
6.06	No. of operating airlines*	5.5	129
6.07	International air transport network	3.5	122
	7th pillar: Ground transport infrastructure	**4.2**	**48**
7.01	Quality of roads	3.7	77
7.02	Quality of railroad infrastructure	4.5	**25**
7.03	Quality of port infrastructure	4.0	81
7.04	Quality of ground transport network	4.5	65
7.05	Road density/million pop.*	89.0	**39**

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**4.9**	**39**
8.01	Hotel rooms/100 pop.*	0.8	**40**
8.02	Presence of major car rental co. (1–7)*	6	**32**
8.03	ATMs accepting Visa cards/million pop.*	447.2	**43**
	9th pillar: ICT infrastructure	**3.9**	**44**
9.01	ICT use for B-to-B transactions	5.4	**43**
9.02	ICT use for B-to-C transactions	5.0	**39**
9.03	Individuals using the Internet, %*	74.4	**25**
9.04	Fixed telephone lines/100 pop.*	19.3	68
9.05	Broadband Internet subscribers/100 pop.*	13.6	**44**
9.06	Mobile telephone subscriptions/100 pop.*	109.3	58
9.07	Mobile broadband subscriptions/100 pop.*	31.9	**40**
	10th pillar: Price competitiveness in T&T ind.	**4.4**	**81**
10.01	Ticket taxes and airport charges (0–100)*	78.9	74
10.02	Purchasing power parity*	0.7	88
10.04	Fuel price, US$ cents/liter*	153.0	113
10.03	Extent and effect of taxation	3.5	62
10.05	Hotel price index, US$*	101.5	**26**
	11th pillar: Human resources	**5.0**	**52**
	Education and training	4.8	61
11.01	Primary education enrollment, net %*	97.4	**36**
11.02	Secondary education enrollment, gross %*	90.4	63
11.03	Quality of the educational system	2.8	119
11.04	Local availability specialized research & training	4.6	**40**
11.05	Extent of staff training	3.7	93
	Availability of qualified labor	5.2	**42**
11.06	Hiring and firing practices	3.5	98
11.07	Ease of hiring foreign labor	4.7	**23**
11.08	HIV prevalence, % adult pop.*	0.1	**12**
11.09	Business impact of HIV/AIDS	6.1	**26**
11.10	Life expectancy, years*	75.1	51
	12th pillar: Affinity for Travel & Tourism	**4.4**	**96**
12.01	Tourism openness, % of GDP*	4.8	66
12.02	Attitude of population toward foreign visitors	5.5	133
12.03	Extension of business trips recommended	5.1	87
12.04	Degree of customer orientation	4.6	74
	13th pillar: Natural resources	**4.0**	**51**
13.01	No. of World Heritage natural sites*	2	**25**
13.02	Quality of the natural environment	4.3	74
13.03	Total known species*	400	97
13.04	Terrestrial biome protection (0–17%)*	14.4	**42**
13.05	Marine protected areas, %*	n/a	n/a
	14th pillar: Cultural resources	**2.9**	**54**
14.01	No. of World Heritage cultural sites*	6	**45**
14.02	Sports stadiums, seats/million pop.*	55,242.5	**46**
14.03	No. of int'l fairs and exhibitions*	22.0	66
14.04	Creative industries exports, % of world total*	0.3	**36**

Slovenia

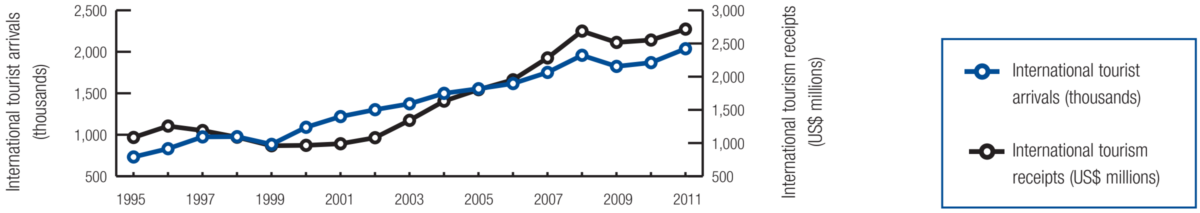
Key indicators

Population (millions), 2011	2.1
Surface area (1,000 square kilometers), 2011	20.3
Gross domestic product (current US$ billions), 2011	50.3
Gross domestic product (current PPP, $) per capita, 2011	28,842.7
Real GDP growth (percent), 2011	0.6
Environmental Performance Index 2012, rank (out of 132 economies), 2011	28

Travel & Tourism indicators

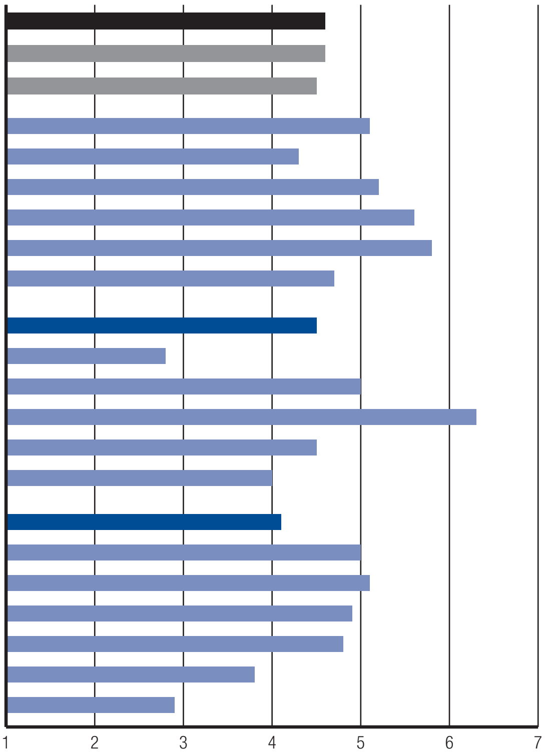
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	1,767.3	3.5	2.8
T&T industry employment (1,000 jobs)	32.8	3.9	0.5
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	6,514	12.8	2.9
T&T economy employment (1,000 jobs)	111	13.0	0.4

International tourist arrivals (thousands), 2011	2,036.7
International tourism receipts (US$, millions), 2011	2,716.6



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**36**	**4.6**
2011 Travel & Tourism Competitiveness Index	33	4.6
2009 Travel & Tourism Competitiveness Index	35	4.5
T&T regulatory framework	**33**	**5.1**
Policy rules and regulations	92	4.3
Environmental sustainability	24	5.2
Safety and security	26	5.6
Health and hygiene	42	5.8
Prioritization of Travel & Tourism	50	4.7
Business environment and infrastructure	**35**	**4.5**
Air transport infrastructure	76	2.8
Ground transport infrastructure	25	5.0
Tourism infrastructure	14	6.3
ICT infrastructure	29	4.5
Price competitiveness in the T&T industry	111	4.0
T&T human, cultural, and natural resources	**52**	**4.1**
Human resources	55	5.0
Education and training	41	5.1
Availability of qualified labor	93	4.9
Affinity for Travel & Tourism	50	4.8
Natural resources	58	3.8
Cultural resources	56	2.9



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Slovenia

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.3**	**92**
1.01	Prevalence of foreign ownership	3.4	129
1.02	Property rights	4.4	59
1.03	Business impact of rules on FDI	3.2	131
1.04	Visa requirements, no. of countries*	71.0	58
1.05	Openness bilateral ASAs (0–38)*	4.2	130
1.06	Transparency of government policymaking	4.7	38
1.07	No. of days to start a business*	6	16
1.08	Cost to start a business, % GNI/capita*	0.0	1
1.09	GATS commitment restrictiveness (0–100)*	44.1	100
	2nd pillar: Environmental sustainability	**5.2**	**24**
2.01	Stringency of environmental regulation	5.0	32
2.02	Enforcement of environmental regulation	4.3	44
2.03	Sustainability of T&T industry development	4.1	81
2.04	Carbon dioxide emission, million tons/capita*	8.5	111
2.05	Particulate matter concentration, µg/m³*	26.2	54
2.06	Threatened species, %*	2.8	24
2.07	Environm. treaty ratification (0–25)*	24	1
	3rd pillar: Safety and security	**5.6**	**26**
3.01	Business costs of crime and violence	6.0	12
3.02	Reliability of police services	4.7	50
3.03	Road traffic accidents/100,000 pop.*	14.6	60
3.04	Business costs of terrorism	6.7	1
	4th pillar: Health and hygiene	**5.8**	**42**
4.01	Physician density/1,000 pop.*	2.5	46
4.02	Access to improved sanitation, % pop.*	100.0	1
4.03	Access to improved drinking water, % pop.*	99.0	42
4.04	Hospital beds/10,000 pop.*	46.0	38
	5th pillar: Prioritization of Travel & Tourism	**4.7**	**50**
5.01	Government prioritization of the T&T industry	4.5	113
5.02	T&T gov't expenditure, % gov't budget*	4.3	45
5.03	Effectiveness of marketing to attract tourists	4.2	81
5.04	Comprehensiveness of T&T data (0–120)*	107.0	6
5.05	Timeliness of T&T data (0–18)*	17.5	7
	6th pillar: Air transport infrastructure	**2.8**	**76**
6.01	Quality of air transport infrastructure	4.5	72
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	14.7	124
6.04	Departures/1,000 pop.*	12.3	35
6.05	Airport density/million pop.*	1.0	44
6.06	No. of operating airlines*	7.0	121
6.07	International air transport network	4.2	97
	7th pillar: Ground transport infrastructure	**5.0**	**25**
7.01	Quality of roads	5.0	38
7.02	Quality of railroad infrastructure	3.1	54
7.03	Quality of port infrastructure	5.2	33
7.04	Quality of ground transport network	4.9	37
7.05	Road density/million pop.*	192.0	12

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**6.3**	**14**
8.01	Hotel rooms/100 pop.*	1.1	27
8.02	Presence of major car rental co. (1–7)*	7	1
8.03	ATMs accepting Visa cards/million pop.*	969.8	8
	9th pillar: ICT infrastructure	**4.5**	**29**
9.01	ICT use for B-to-B transactions	5.7	26
9.02	ICT use for B-to-C transactions	4.8	55
9.03	Individuals using the Internet, %*	72.0	28
9.04	Fixed telephone lines/100 pop.*	42.9	23
9.05	Broadband Internet subscribers/100 pop.*	24.3	24
9.06	Mobile telephone subscriptions/100 pop.*	106.6	68
9.07	Mobile broadband subscriptions/100 pop.*	29.3	43
	10th pillar: Price competitiveness in T&T ind.	**4.0**	**111**
10.01	Ticket taxes and airport charges (0–100)*	72.7	98
10.02	Purchasing power parity*	0.9	107
10.04	Fuel price, US$ cents/liter*	162.0	121
10.03	Extent and effect of taxation	2.8	126
10.05	Hotel price index, US$*	104.8	29
	11th pillar: Human resources	**5.0**	**55**
	Education and training	5.1	41
11.01	Primary education enrollment, net %*	96.8	43
11.02	Secondary education enrollment, gross %*	97.1	43
11.03	Quality of the educational system	3.8	62
11.04	Local availability specialized research & training	4.4	50
11.05	Extent of staff training	3.7	90
	Availability of qualified labor	4.9	93
11.06	Hiring and firing practices	2.3	138
11.07	Ease of hiring foreign labor	3.7	99
11.08	HIV prevalence, % adult pop.*	0.1	12
11.09	Business impact of HIV/AIDS	6.2	18
11.10	Life expectancy, years*	79.4	27
	12th pillar: Affinity for Travel & Tourism	**4.8**	**50**
12.01	Tourism openness, % of GDP*	7.7	33
12.02	Attitude of population toward foreign visitors	6.2	73
12.03	Extension of business trips recommended	5.2	84
12.04	Degree of customer orientation	4.8	52
	13th pillar: Natural resources	**3.8**	**58**
13.01	No. of World Heritage natural sites*	1	45
13.02	Quality of the natural environment	5.7	16
13.03	Total known species*	396	100
13.04	Terrestrial biome protection (0–17%)*	13.1	56
13.05	Marine protected areas, %*	0.7	51
	14th pillar: Cultural resources	**2.9**	**56**
14.01	No. of World Heritage cultural sites*	2	88
14.02	Sports stadiums, seats/million pop.*	97,124.3	24
14.03	No. of int'l fairs and exhibitions*	50.7	44
14.04	Creative industries exports, % of world total*	0.2	44

South Africa

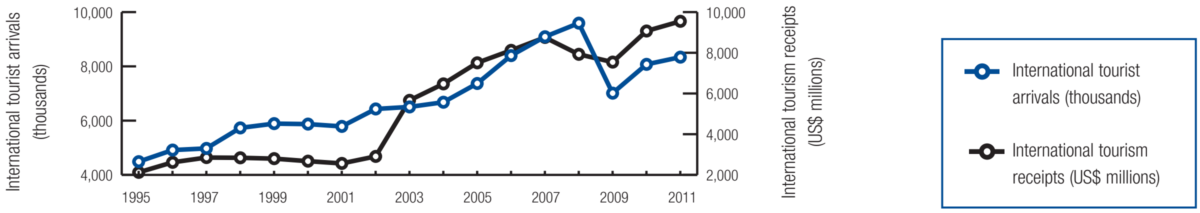
Key indicators

Population (millions), 2011	50.8
Surface area (1,000 square kilometers), 2011	1,219.1
Gross domestic product (current US$ billions), 2011	408.7
Gross domestic product (current PPP, $) per capita, 2011	10,970.3
Real GDP growth (percent), 2011	3.1
Environmental Performance Index 2012, rank (out of 132 economies), 2011	128

Travel & Tourism indicators

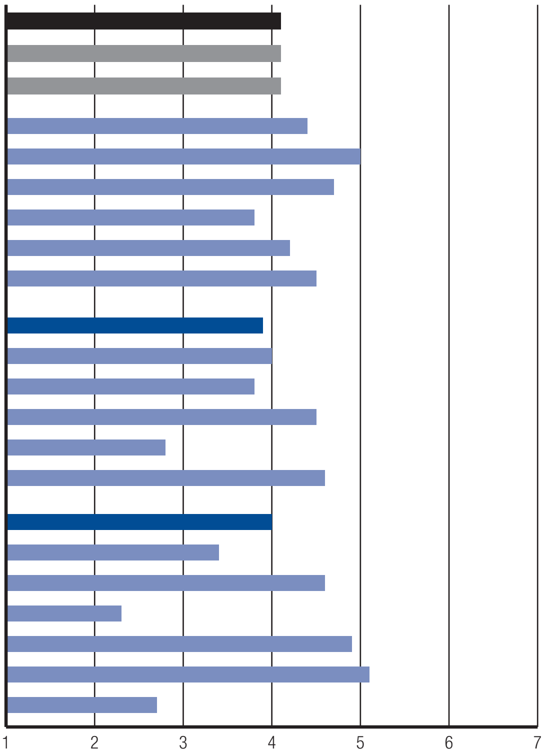
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	11,582.8	2.8	4.3
T&T industry employment (1,000 jobs)	536.7	4.0	2.4
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	36,061	8.7	3.9
T&T economy employment (1,000 jobs)	1,226	9.2	2.0

International tourist arrivals (thousands), 2011	8,339.4
International tourism receipts (US$, millions), 2011	9,546.7



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**64**	**4.1**
2011 Travel & Tourism Competitiveness Index	66	4.1
2009 Travel & Tourism Competitiveness Index	61	4.1
T&T regulatory framework	**81**	**4.4**
Policy rules and regulations	29	5.0
Environmental sustainability	52	4.7
Safety and security	117	3.8
Health and hygiene	87	4.2
Prioritization of Travel & Tourism	62	4.5
Business environment and infrastructure	**59**	**3.9**
Air transport infrastructure	43	4.0
Ground transport infrastructure	63	3.8
Tourism infrastructure	54	4.5
ICT infrastructure	81	2.8
Price competitiveness in the T&T industry	71	4.6
T&T human, cultural, and natural resources	**57**	**4.0**
Human resources	132	3.4
Education and training	79	4.6
Availability of qualified labor	139	2.3
Affinity for Travel & Tourism	44	4.9
Natural resources	17	5.1
Cultural resources	58	2.7



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

South Africa

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**5.0**	**29**
1.01	Prevalence of foreign ownership	5.3	**31**
1.02	Property rights	5.4	**26**
1.03	Business impact of rules on FDI	4.7	60
1.04	Visa requirements, no. of countries*	76.0	53
1.05	Openness bilateral ASAs (0–38)*	11.6	59
1.06	Transparency of government policymaking	4.8	**35**
1.07	No. of days to start a business*	19	80
1.08	Cost to start a business, % GNI/capita*	0.3	**3**
1.09	GATS commitment restrictiveness (0–100)*	68.8	**42**
	2nd pillar: Environmental sustainability	**4.7**	**52**
2.01	Stringency of environmental regulation	4.7	**46**
2.02	Enforcement of environmental regulation	3.8	60
2.03	Sustainability of T&T industry development	5.0	**34**
2.04	Carbon dioxide emission, million tons/capita*	8.9	114
2.05	Particulate matter concentration, µg/m³*	26.4	56
2.06	Threatened species, %*	7.2	99
2.07	Environm. treaty ratification (0–25)*	21	**39**
	3rd pillar: Safety and security	**3.8**	**117**
3.01	Business costs of crime and violence	2.9	130
3.02	Reliability of police services	3.8	88
3.03	Road traffic accidents/100,000 pop.*	33.2	122
3.04	Business costs of terrorism	6.2	**29**
	4th pillar: Health and hygiene	**4.2**	**87**
4.01	Physician density/1,000 pop.*	0.8	96
4.02	Access to improved sanitation, % pop.*	79.0	84
4.03	Access to improved drinking water, % pop.*	91.0	88
4.04	Hospital beds/10,000 pop.*	28.4	65
	5th pillar: Prioritization of Travel & Tourism	**4.5**	**62**
5.01	Government prioritization of the T&T industry	6.0	**31**
5.02	T&T gov't expenditure, % gov't budget*	0.5	135
5.03	Effectiveness of marketing to attract tourists	5.2	**34**
5.04	Comprehensiveness of T&T data (0–120)*	82.0	**25**
5.05	Timeliness of T&T data (0–18)*	14.5	65
	6th pillar: Air transport infrastructure	**4.0**	**43**
6.01	Quality of air transport infrastructure	6.1	**15**
6.02	Airline seat kms/week, dom., millions*	303.5	**16**
6.03	Airline seat kms/week, int'l, millions*	849.1	**24**
6.04	Departures/1,000 pop.*	4.2	61
6.05	Airport density/million pop.*	0.4	92
6.06	No. of operating airlines*	53.0	**32**
6.07	International air transport network	6.1	**14**
	7th pillar: Ground transport infrastructure	**3.8**	**63**
7.01	Quality of roads	4.9	**42**
7.02	Quality of railroad infrastructure	3.4	**46**
7.03	Quality of port infrastructure	4.7	52
7.04	Quality of ground transport network	3.9	106
7.05	Road density/million pop.*	30.0	72

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**4.5**	**54**
8.01	Hotel rooms/100 pop.*	0.1	102
8.02	Presence of major car rental co. (1–7)*	7	**1**
8.03	ATMs accepting Visa cards/million pop.*	476.0	**39**
	9th pillar: ICT infrastructure	**2.8**	**81**
9.01	ICT use for B-to-B transactions	5.6	**36**
9.02	ICT use for B-to-C transactions	4.8	52
9.03	Individuals using the Internet, %*	21.0	96
9.04	Fixed telephone lines/100 pop.*	8.2	98
9.05	Broadband Internet subscribers/100 pop.*	1.8	96
9.06	Mobile telephone subscriptions/100 pop.*	126.8	**36**
9.07	Mobile broadband subscriptions/100 pop.*	19.8	55
	10th pillar: Price competitiveness in T&T ind.	**4.6**	**71**
10.01	Ticket taxes and airport charges (0–100)*	68.2	105
10.02	Purchasing power parity*	0.7	87
10.04	Fuel price, US$ cents/liter*	114.0	77
10.03	Extent and effect of taxation	4.0	**30**
10.05	Hotel price index, US$*	118.5	**44**
	11th pillar: Human resources	**3.4**	**132**
	Education and training	4.6	79
11.01	Primary education enrollment, net %*	85.1	114
11.02	Secondary education enrollment, gross %*	93.8	52
11.03	Quality of the educational system	2.2	137
11.04	Local availability specialized research & training	4.4	51
11.05	Extent of staff training	4.6	**26**
	Availability of qualified labor	2.3	139
11.06	Hiring and firing practices	2.2	139
11.07	Ease of hiring foreign labor	2.1	140
11.08	HIV prevalence, % adult pop.*	17.8	137
11.09	Business impact of HIV/AIDS	3.0	131
11.10	Life expectancy, years*	52.1	129
	12th pillar: Affinity for Travel & Tourism	**4.9**	**44**
12.01	Tourism openness, % of GDP*	3.6	85
12.02	Attitude of population toward foreign visitors	6.4	**42**
12.03	Extension of business trips recommended	6.4	**4**
12.04	Degree of customer orientation	4.7	61
	13th pillar: Natural resources	**5.1**	**17**
13.01	No. of World Heritage natural sites*	4	**10**
13.02	Quality of the natural environment	5.3	**30**
13.03	Total known species*	1,170	**24**
13.04	Terrestrial biome protection (0–17%)*	6.5	95
13.05	Marine protected areas, %*	0.3	67
	14th pillar: Cultural resources	**2.7**	**58**
14.01	No. of World Heritage cultural sites*	5	52
14.02	Sports stadiums, seats/million pop.*	35,716.8	69
14.03	No. of int'l fairs and exhibitions*	95.7	**35**
14.04	Creative industries exports, % of world total*	0.1	53

Spain

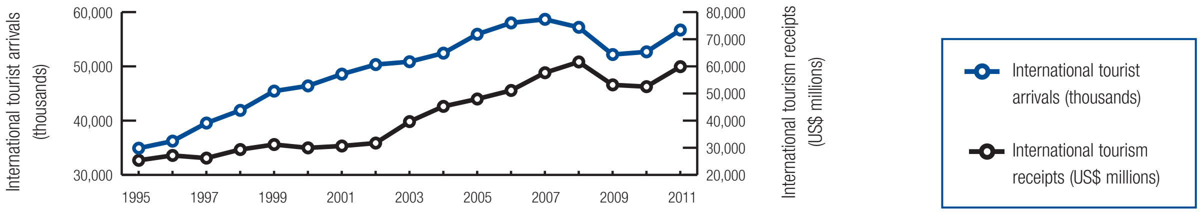
Key indicators

Population (millions), 2011	48.8
Surface area (1,000 square kilometers), 2011	505.4
Gross domestic product (current US$ billions), 2011	1,479.6
Gross domestic product (current PPP, $) per capita, 2011	30,477.7
Real GDP growth (percent), 2011	0.4
Environmental Performance Index 2012, rank (out of 132 economies), 2011	32

Travel & Tourism indicators

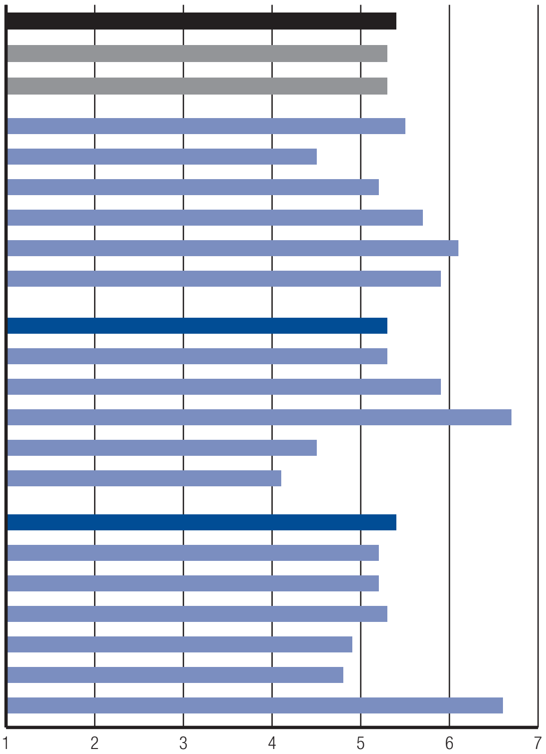
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	79,024.1	5.3	1.0
T&T industry employment (1,000 jobs)	482.2	2.7	1.1
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	218,733	14.7	0.7
T&T economy employment (1,000 jobs)	2,248	12.7	0.5

International tourist arrivals (thousands), 2011	56,694.3
International tourism receipts (US$, millions), 2011	59,892.3



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**4**	**5.4**
2011 Travel & Tourism Competitiveness Index	8	5.3
2009 Travel & Tourism Competitiveness Index	6	5.3
T&T regulatory framework	**14**	**5.5**
Policy rules and regulations	67	4.5
Environmental sustainability	25	5.2
Safety and security	23	5.7
Health and hygiene	24	6.1
Prioritization of Travel & Tourism	10	5.9
Business environment and infrastructure	**5**	**5.3**
Air transport infrastructure	10	5.3
Ground transport infrastructure	10	5.9
Tourism infrastructure	5	6.7
ICT infrastructure	28	4.5
Price competitiveness in the T&T industry	106	4.1
T&T human, cultural, and natural resources	**6**	**5.4**
Human resources	34	5.2
Education and training	36	5.2
Availability of qualified labor	30	5.3
Affinity for Travel & Tourism	39	4.9
Natural resources	29	4.8
Cultural resources	1	6.6



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Spain

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.5**	**67**
1.01	Prevalence of foreign ownership	5.1	45
1.02	Property rights	4.8	47
1.03	Business impact of rules on FDI	4.4	88
1.04	Visa requirements, no. of countries*	71.0	58
1.05	Openness bilateral ASAs (0–38)*	8.3	103
1.06	Transparency of government policymaking	4.2	75
1.07	No. of days to start a business*	28	104
1.08	Cost to start a business, % GNI/capita*	4.7	49
1.09	GATS commitment restrictiveness (0–100)*	53.1	68
	2nd pillar: Environmental sustainability	**5.2**	**25**
2.01	Stringency of environmental regulation	4.8	37
2.02	Enforcement of environmental regulation	4.5	34
2.03	Sustainability of T&T industry development	5.1	26
2.04	Carbon dioxide emission, million tons/capita*	7.2	100
2.05	Particulate matter concentration, µg/m³*	25.4	53
2.06	Threatened species, %*	6.4	94
2.07	Environm. treaty ratification (0–25)*	24	1
	3rd pillar: Safety and security	**5.7**	**23**
3.01	Business costs of crime and violence	5.5	33
3.02	Reliability of police services	6.0	16
3.03	Road traffic accidents/100,000 pop.*	9.3	21
3.04	Business costs of terrorism	5.3	88
	4th pillar: Health and hygiene	**6.1**	**24**
4.01	Physician density/1,000 pop.*	4.0	8
4.02	Access to improved sanitation, % pop.*	100.0	1
4.03	Access to improved drinking water, % pop.*	100.0	1
4.04	Hospital beds/10,000 pop.*	32.0	58
	5th pillar: Prioritization of Travel & Tourism	**5.9**	**10**
5.01	Government prioritization of the T&T industry	6.4	10
5.02	T&T gov't expenditure, % gov't budget*	6.6	23
5.03	Effectiveness of marketing to attract tourists	5.6	17
5.04	Comprehensiveness of T&T data (0–120)*	113.0	3
5.05	Timeliness of T&T data (0–18)*	17.5	7
	6th pillar: Air transport infrastructure	**5.3**	**10**
6.01	Quality of air transport infrastructure	6.0	17
6.02	Airline seat kms/week, dom., millions*	693.9	10
6.03	Airline seat kms/week, int'l, millions*	2,996.8	6
6.04	Departures/1,000 pop.*	13.1	31
6.05	Airport density/million pop.*	0.9	54
6.06	No. of operating airlines*	123.0	7
6.07	International air transport network	5.8	28
	7th pillar: Ground transport infrastructure	**5.9**	**10**
7.01	Quality of roads	5.9	13
7.02	Quality of railroad infrastructure	5.7	8
7.03	Quality of port infrastructure	5.8	14
7.04	Quality of ground transport network	6.0	10
7.05	Road density/million pop.*	132.0	26

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**6.7**	**5**
8.01	Hotel rooms/100 pop.*	2.0	10
8.02	Presence of major car rental co. (1–7)*	6	32
8.03	ATMs accepting Visa cards/million pop.*	1,237.1	5
	9th pillar: ICT infrastructure	**4.5**	**28**
9.01	ICT use for B-to-B transactions	5.4	46
9.02	ICT use for B-to-C transactions	5.0	40
9.03	Individuals using the Internet, %*	67.6	38
9.04	Fixed telephone lines/100 pop.*	42.8	24
9.05	Broadband Internet subscribers/100 pop.*	23.8	26
9.06	Mobile telephone subscriptions/100 pop.*	113.2	55
9.07	Mobile broadband subscriptions/100 pop.*	41.6	25
	10th pillar: Price competitiveness in T&T ind.	**4.1**	**106**
10.01	Ticket taxes and airport charges (0–100)*	83.7	48
10.02	Purchasing power parity*	1.0	113
10.04	Fuel price, US$ cents/liter*	147.0	104
10.03	Extent and effect of taxation	3.0	107
10.05	Hotel price index, US$*	116.8	42
	11th pillar: Human resources	**5.2**	**34**
	Education and training	5.2	36
11.01	Primary education enrollment, net %*	99.7	6
11.02	Secondary education enrollment, gross %*	124.7	2
11.03	Quality of the educational system	3.5	80
11.04	Local availability specialized research & training	4.9	28
11.05	Extent of staff training	3.6	103
	Availability of qualified labor	5.3	30
11.06	Hiring and firing practices	3.0	125
11.07	Ease of hiring foreign labor	4.4	51
11.08	HIV prevalence, % adult pop.*	0.4	76
11.09	Business impact of HIV/AIDS	6.1	22
11.10	Life expectancy, years*	81.6	7
	12th pillar: Affinity for Travel & Tourism	**4.9**	**39**
12.01	Tourism openness, % of GDP*	5.2	59
12.02	Attitude of population toward foreign visitors	6.3	57
12.03	Extension of business trips recommended	6.3	8
12.04	Degree of customer orientation	4.6	66
	13th pillar: Natural resources	**4.8**	**29**
13.01	No. of World Heritage natural sites*	5	8
13.02	Quality of the natural environment	4.8	52
13.03	Total known species*	533	69
13.04	Terrestrial biome protection (0–17%)*	8.6	83
13.05	Marine protected areas, %*	0.7	50
	14th pillar: Cultural resources	**6.6**	**1**
14.01	No. of World Heritage cultural sites*	53	2
14.02	Sports stadiums, seats/million pop.*	99,938.3	23
14.03	No. of int'l fairs and exhibitions*	472.3	3
14.04	Creative industries exports, % of world total*	1.3	18

Sri Lanka

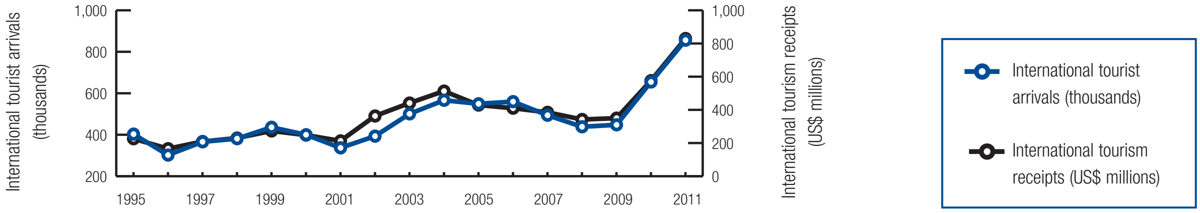
Key indicators

Population (millions), 2011	21.4
Surface area (1,000 square kilometers), 2011	65.6
Gross domestic product (current US$ billions), 2011	59.2
Gross domestic product (current PPP, $) per capita, 2011	5,663.6
Real GDP growth (percent), 2011	8.3
Environmental Performance Index 2012, rank (out of 132 economies), 2011	55

Travel & Tourism indicators

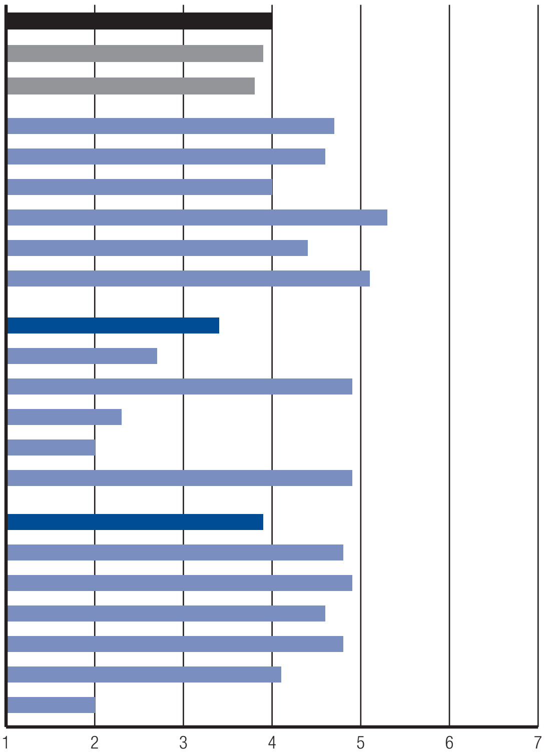
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	2,099.7	3.4	5.7
T&T industry employment (1,000 jobs)	237.0	3.0	2.2
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	5,202	8.4	5.9
T&T economy employment (1,000 jobs)	594	7.5	1.7

International tourist arrivals (thousands), 2011	856.0
International tourism receipts (US$, millions), 2011	830.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**74**	**4.0**
2011 Travel & Tourism Competitiveness Index	81	3.9
2009 Travel & Tourism Competitiveness Index	78	3.8
T&T regulatory framework	**61**	**4.7**
Policy rules and regulations	62	4.6
Environmental sustainability	119	4.0
Safety and security	35	5.3
Health and hygiene	83	4.4
Prioritization of Travel & Tourism	31	5.1
Business environment and infrastructure	**86**	**3.4**
Air transport infrastructure	88	2.7
Ground transport infrastructure	29	4.9
Tourism infrastructure	108	2.3
ICT infrastructure	116	2.0
Price competitiveness in the T&T industry	34	4.9
T&T human, cultural, and natural resources	**66**	**3.9**
Human resources	78	4.8
Education and training	51	4.9
Availability of qualified labor	112	4.6
Affinity for Travel & Tourism	51	4.8
Natural resources	42	4.1
Cultural resources	86	2.0



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Sri Lanka

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.6**	**62**
1.01	Prevalence of foreign ownership	5.1	47
1.02	Property rights	4.3	63
1.03	Business impact of rules on FDI	5.1	35
1.04	Visa requirements, no. of countries*	97.0	34
1.05	Openness bilateral ASAs (0–38)*	8.4	102
1.06	Transparency of government policymaking	4.3	64
1.07	No. of days to start a business*	7	24
1.08	Cost to start a business, % GNI/capita*	19.1	98
1.09	GATS commitment restrictiveness (0–100)*	38.6	104
	2nd pillar: Environmental sustainability	**4.0**	**119**
2.01	Stringency of environmental regulation	3.9	73
2.02	Enforcement of environmental regulation	3.9	56
2.03	Sustainability of T&T industry development	4.9	39
2.04	Carbon dioxide emission, million tons/capita*	0.6	27
2.05	Particulate matter concentration, µg/m³*	70.6	123
2.06	Threatened species, %*	16.7	133
2.07	Environm. treaty ratification (0–25)*	19	71
	3rd pillar: Safety and security	**5.3**	**35**
3.01	Business costs of crime and violence	5.8	23
3.02	Reliability of police services	4.2	72
3.03	Road traffic accidents/100,000 pop.*	13.5	49
3.04	Business costs of terrorism	6.2	33
	4th pillar: Health and hygiene	**4.4**	**83**
4.01	Physician density/1,000 pop.*	0.5	101
4.02	Access to improved sanitation, % pop.*	92.0	62
4.03	Access to improved drinking water, % pop.*	91.0	88
4.04	Hospital beds/10,000 pop.*	31.0	60
	5th pillar: Prioritization of Travel & Tourism	**5.1**	**31**
5.01	Government prioritization of the T&T industry	6.4	11
5.02	T&T gov't expenditure, % gov't budget*	4.4	44
5.03	Effectiveness of marketing to attract tourists	5.1	41
5.04	Comprehensiveness of T&T data (0–120)*	76.0	39
5.05	Timeliness of T&T data (0–18)*	15.0	63
	6th pillar: Air transport infrastructure	**2.7**	**88**
6.01	Quality of air transport infrastructure	5.0	57
6.02	Airline seat kms/week, dom., millions*	0.1	95
6.03	Airline seat kms/week, int'l, millions*	210.4	56
6.04	Departures/1,000 pop.*	0.8	100
6.05	Airport density/million pop.*	0.0	140
6.06	No. of operating airlines*	24.0	72
6.07	International air transport network	4.9	64
	7th pillar: Ground transport infrastructure	**4.9**	**29**
7.01	Quality of roads	4.6	48
7.02	Quality of railroad infrastructure	3.8	37
7.03	Quality of port infrastructure	4.9	45
7.04	Quality of ground transport network	4.7	50
7.05	Road density/million pop.*	148.0	23

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**2.3**	**108**
8.01	Hotel rooms/100 pop.*	0.1	112
8.02	Presence of major car rental co. (1–7)*	3	97
8.03	ATMs accepting Visa cards/million pop.*	106.3	96
	9th pillar: ICT infrastructure	**2.0**	**116**
9.01	ICT use for B-to-B transactions	n/a	n/a
9.02	ICT use for B-to-C transactions	n/a	n/a
9.03	Individuals using the Internet, %*	15.0	106
9.04	Fixed telephone lines/100 pop.*	17.1	74
9.05	Broadband Internet subscribers/100 pop.*	1.7	97
9.06	Mobile telephone subscriptions/100 pop.*	87.0	98
9.07	Mobile broadband subscriptions/100 pop.*	2.3	100
	10th pillar: Price competitiveness in T&T ind.	**4.9**	**34**
10.01	Ticket taxes and airport charges (0–100)*	56.1	124
10.02	Purchasing power parity*	0.5	32
10.04	Fuel price, US$ cents/liter*	66.0	20
10.03	Extent and effect of taxation	3.8	41
10.05	Hotel price index, US$*	107.2	30
	11th pillar: Human resources	**4.8**	**78**
	Education and training	4.9	51
11.01	Primary education enrollment, net %*	94.0	62
11.02	Secondary education enrollment, gross %*	87.1	77
11.03	Quality of the educational system	4.4	33
11.04	Local availability specialized research & training	4.3	63
11.05	Extent of staff training	3.8	79
	Availability of qualified labor	4.6	112
11.06	Hiring and firing practices	3.1	124
11.07	Ease of hiring foreign labor	2.8	136
11.08	HIV prevalence, % adult pop.*	0.1	12
11.09	Business impact of HIV/AIDS	6.3	17
11.10	Life expectancy, years*	74.7	54
	12th pillar: Affinity for Travel & Tourism	**4.8**	**51**
12.01	Tourism openness, % of GDP*	2.3	112
12.02	Attitude of population toward foreign visitors	6.5	25
12.03	Extension of business trips recommended	6.3	7
12.04	Degree of customer orientation	4.8	50
	13th pillar: Natural resources	**4.1**	**42**
13.01	No. of World Heritage natural sites*	2	25
13.02	Quality of the natural environment	5.3	29
13.03	Total known species*	598	63
13.04	Terrestrial biome protection (0–17%)*	14.5	40
13.05	Marine protected areas, %*	0.1	88
	14th pillar: Cultural resources	**2.0**	**86**
14.01	No. of World Heritage cultural sites*	6	45
14.02	Sports stadiums, seats/million pop.*	12,808.5	103
14.03	No. of int'l fairs and exhibitions*	9.3	80
14.04	Creative industries exports, % of world total*	0.0	66

Suriname

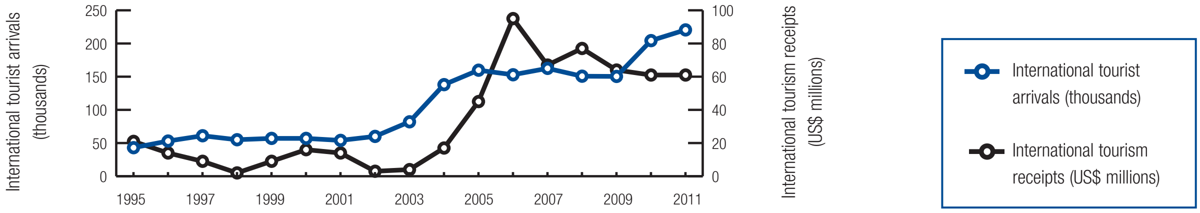
Key indicators

Population (millions), 2011	0.5
Surface area (1,000 square kilometers), 2011	163.8
Gross domestic product (current US$ billions), 2011	4.6
Gross domestic product (current PPP, $) per capita, 2011	11,751.2
Real GDP growth (percent), 2011	4.2
Environmental Performance Index 2012, rank (out of 132 economies), 2011	n/a

Travel & Tourism indicators

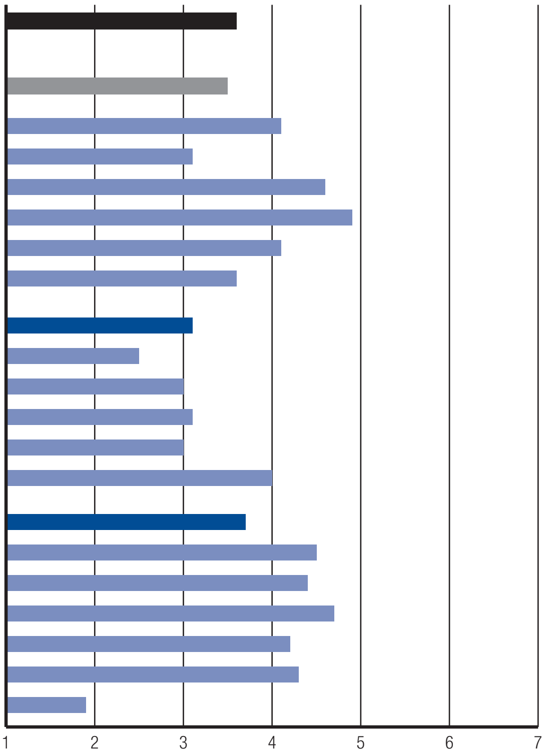
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	61.6	1.7	3.2
T&T industry employment (1,000 jobs)	2.8	1.5	1.0
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	155	4.2	3.4
T&T economy employment (1,000 jobs)	7	3.9	1.1

International tourist arrivals (thousands), 2011	220.5
International tourism receipts (US$, millions), 2011	61.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**100**	**3.6**
2011 Travel & Tourism Competitiveness Index	n/a	n/a
2009 Travel & Tourism Competitiveness Index	99	3.5
T&T regulatory framework	**106**	**4.1**
Policy rules and regulations	136	3.1
Environmental sustainability	68	4.6
Safety and security	60	4.9
Health and hygiene	91	4.1
Prioritization of Travel & Tourism	114	3.6
Business environment and infrastructure	**100**	**3.1**
Air transport infrastructure	97	2.5
Ground transport infrastructure	102	3.0
Tourism infrastructure	85	3.1
ICT infrastructure	76	3.0
Price competitiveness in the T&T industry	114	4.0
T&T human, cultural, and natural resources	**86**	**3.7**
Human resources	100	4.5
Education and training	92	4.4
Availability of qualified labor	103	4.7
Affinity for Travel & Tourism	115	4.2
Natural resources	38	4.3
Cultural resources	91	1.9



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Suriname

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**3.1**	**136**
1.01	Prevalence of foreign ownership	4.1	102
1.02	Property rights	3.6	106
1.03	Business impact of rules on FDI	3.9	112
1.04	Visa requirements, no. of countries*	27.7	117
1.05	Openness bilateral ASAs (0–38)*	13.4	**43**
1.06	Transparency of government policymaking	3.7	117
1.07	No. of days to start a business*	694	140
1.08	Cost to start a business, % GNI/capita*	110.9	134
1.09	GATS commitment restrictiveness (0–100)*	72.8	**32**
	2nd pillar: Environmental sustainability	**4.6**	**68**
2.01	Stringency of environmental regulation	2.9	123
2.02	Enforcement of environmental regulation	2.8	121
2.03	Sustainability of T&T industry development	4.0	90
2.04	Carbon dioxide emission, million tons/capita*	4.7	77
2.05	Particulate matter concentration, µg/m³*	22.1	**44**
2.06	Threatened species, %*	1.6	**4**
2.07	Environm. treaty ratification (0–25)*	18	84
	3rd pillar: Safety and security	**4.9**	**60**
3.01	Business costs of crime and violence	4.3	91
3.02	Reliability of police services	4.7	**49**
3.03	Road traffic accidents/100,000 pop.*	18.3	79
3.04	Business costs of terrorism	6.0	**45**
	4th pillar: Health and hygiene	**4.1**	**91**
4.01	Physician density/1,000 pop.*	0.5	103
4.02	Access to improved sanitation, % pop.*	83.0	80
4.03	Access to improved drinking water, % pop.*	92.0	80
4.04	Hospital beds/10,000 pop.*	26.0	69
	5th pillar: Prioritization of Travel & Tourism	**3.6**	**114**
5.01	Government prioritization of the T&T industry	4.9	91
5.02	T&T gov't expenditure, % gov't budget*	1.7	115
5.03	Effectiveness of marketing to attract tourists	3.9	100
5.04	Comprehensiveness of T&T data (0–120)*	36.0	121
5.05	Timeliness of T&T data (0–18)*	10.0	99
	6th pillar: Air transport infrastructure	**2.5**	**97**
6.01	Quality of air transport infrastructure	4.0	98
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	23.4	112
6.04	Departures/1,000 pop.*	3.2	71
6.05	Airport density/million pop.*	1.9	**25**
6.06	No. of operating airlines*	4.0	134
6.07	International air transport network	3.4	126
	7th pillar: Ground transport infrastructure	**3.0**	**102**
7.01	Quality of roads	4.1	63
7.02	Quality of railroad infrastructure	1.1	119
7.03	Quality of port infrastructure	5.0	**42**
7.04	Quality of ground transport network	3.5	128
7.05	Road density/million pop.*	3.0	135

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**3.1**	**85**
8.01	Hotel rooms/100 pop.*	0.2	85
8.02	Presence of major car rental co. (1–7)*	4	82
8.03	ATMs accepting Visa cards/million pop.*	n/a	n/a
	9th pillar: ICT infrastructure	**3.0**	**76**
9.01	ICT use for B-to-B transactions	4.2	123
9.02	ICT use for B-to-C transactions	3.4	124
9.03	Individuals using the Internet, %*	32.0	83
9.04	Fixed telephone lines/100 pop.*	15.9	79
9.05	Broadband Internet subscribers/100 pop.*	4.6	77
9.06	Mobile telephone subscriptions/100 pop.*	178.9	**6**
9.07	Mobile broadband subscriptions/100 pop.*	0.0	128
	10th pillar: Price competitiveness in T&T ind.	**4.0**	**114**
10.01	Ticket taxes and airport charges (0–100)*	69.7	104
10.02	Purchasing power parity*	1.1	117
10.04	Fuel price, US$ cents/liter*	112.0	75
10.03	Extent and effect of taxation	3.3	82
10.05	Hotel price index, US$*	n/a	n/a
	11th pillar: Human resources	**4.5**	**100**
	Education and training	4.4	92
11.01	Primary education enrollment, net %*	90.9	88
11.02	Secondary education enrollment, gross %*	74.8	96
11.03	Quality of the educational system	3.4	83
11.04	Local availability specialized research & training	3.4	114
11.05	Extent of staff training	4.2	**47**
	Availability of qualified labor	4.7	103
11.06	Hiring and firing practices	2.8	133
11.07	Ease of hiring foreign labor	4.2	62
11.08	HIV prevalence, % adult pop.*	1.0	103
11.09	Business impact of HIV/AIDS	4.5	105
11.10	Life expectancy, years*	70.6	91
	12th pillar: Affinity for Travel & Tourism	**4.2**	**115**
12.01	Tourism openness, % of GDP*	2.3	111
12.02	Attitude of population toward foreign visitors	6.2	72
12.03	Extension of business trips recommended	5.3	73
12.04	Degree of customer orientation	3.7	128
	13th pillar: Natural resources	**4.3**	**38**
13.01	No. of World Heritage natural sites*	1	**45**
13.02	Quality of the natural environment	5.1	**40**
13.03	Total known species*	1,004	**33**
13.04	Terrestrial biome protection (0–17%)*	10.0	77
13.05	Marine protected areas, %*	1.5	**29**
	14th pillar: Cultural resources	**1.9**	**91**
14.01	No. of World Heritage cultural sites*	1	109
14.02	Sports stadiums, seats/million pop.*	69,887.9	**36**
14.03	No. of int'l fairs and exhibitions*	2.0	121
14.04	Creative industries exports, % of world total*	0.0	123

Swaziland

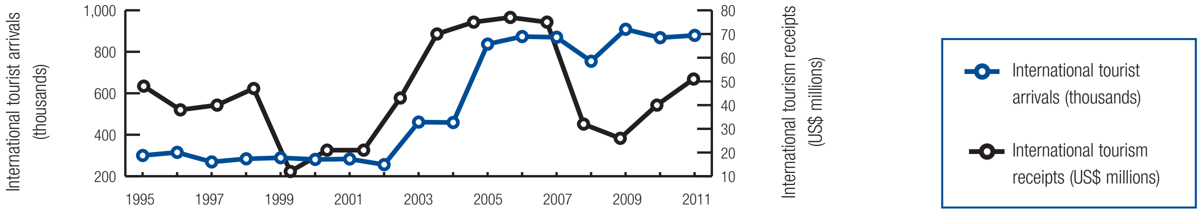
Key indicators

Population (millions), 2011	1.2
Surface area (1,000 square kilometers), 2011	17.4
Gross domestic product (current US$ billions), 2011	4.0
Gross domestic product (current PPP, $) per capita, 2011	5,300.7
Real GDP growth (percent), 2011	0.3
Environmental Performance Index 2012, rank (out of 132 economies), 2011	n/a

Travel & Tourism indicators

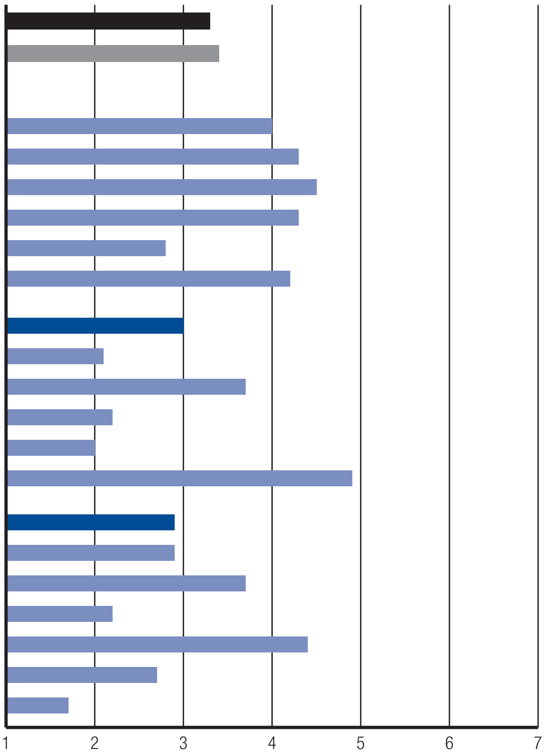
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	75.5	1.8	2.0
T&T industry employment (1,000 jobs)	5.7	1.6	1.3
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	162	3.9	1.8
T&T economy employment (1,000 jobs)	12	3.4	1.1

International tourist arrivals (thousands), 2011	879.0
International tourism receipts (US$, millions), 2010	51.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**119**	**3.3**
2011 Travel & Tourism Competitiveness Index	116	3.4
2009 Travel & Tourism Competitiveness Index	n/a	n/a
T&T regulatory framework	**107**	**4.0**
Policy rules and regulations	94	4.3
Environmental sustainability	71	4.5
Safety and security	92	4.3
Health and hygiene	113	2.8
Prioritization of Travel & Tourism	89	4.2
Business environment and infrastructure	**106**	**3.0**
Air transport infrastructure	126	2.1
Ground transport infrastructure	68	3.7
Tourism infrastructure	111	2.2
ICT infrastructure	114	2.0
Price competitiveness in the T&T industry	38	4.9
T&T human, cultural, and natural resources	**135**	**2.9**
Human resources	139	2.9
Education and training	120	3.7
Availability of qualified labor	140	2.2
Affinity for Travel & Tourism	95	4.4
Natural resources	118	2.7
Cultural resources	99	1.7



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Swaziland

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.3**	**94**
1.01	Prevalence of foreign ownership	5.3	36
1.02	Property rights	4.0	81
1.03	Business impact of rules on FDI	4.3	97
1.04	Visa requirements, no. of countries*	78.6	51
1.05	Openness bilateral ASAs (0–38)*	14.0	38
1.06	Transparency of government policymaking	3.5	128
1.07	No. of days to start a business*	56	128
1.08	Cost to start a business, % GNI/capita*	24.1	103
1.09	GATS commitment restrictiveness (0–100)*	71.7	39
	2nd pillar: Environmental sustainability	**4.5**	**71**
2.01	Stringency of environmental regulation	3.7	81
2.02	Enforcement of environmental regulation	3.6	71
2.03	Sustainability of T&T industry development	4.1	89
2.04	Carbon dioxide emission, million tons/capita*	1.1	39
2.05	Particulate matter concentration, µg/m³*	37.6	91
2.06	Threatened species, %*	2.7	20
2.07	Environm. treaty ratification (0–25)*	14	130
	3rd pillar: Safety and security	**4.3**	**92**
3.01	Business costs of crime and violence	4.3	96
3.02	Reliability of police services	4.2	75
3.03	Road traffic accidents/100,000 pop.*	26.3	104
3.04	Business costs of terrorism	5.5	77
	4th pillar: Health and hygiene	**2.8**	**113**
4.01	Physician density/1,000 pop.*	0.2	117
4.02	Access to improved sanitation, % pop.*	57.0	102
4.03	Access to improved drinking water, % pop.*	71.0	123
4.04	Hospital beds/10,000 pop.*	21.0	77
	5th pillar: Prioritization of Travel & Tourism	**4.2**	**89**
5.01	Government prioritization of the T&T industry	5.1	73
5.02	T&T gov't expenditure, % gov't budget*	3.0	79
5.03	Effectiveness of marketing to attract tourists	4.3	79
5.04	Comprehensiveness of T&T data (0–120)*	70.0	54
5.05	Timeliness of T&T data (0–18)*	11.0	97
	6th pillar: Air transport infrastructure	**2.1**	**126**
6.01	Quality of air transport infrastructure	3.5	114
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	0.3	139
6.04	Departures/1,000 pop.*	2.6	78
6.05	Airport density/million pop.*	0.8	55
6.06	No. of operating airlines*	1.0	139
6.07	International air transport network	3.4	127
	7th pillar: Ground transport infrastructure	**3.7**	**68**
7.01	Quality of roads	4.6	47
7.02	Quality of railroad infrastructure	3.2	48
7.03	Quality of port infrastructure	4.2	68
7.04	Quality of ground transport network	4.4	71
7.05	Road density/million pop.*	21.0	87

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**2.2**	**111**
8.01	Hotel rooms/100 pop.*	0.1	101
8.02	Presence of major car rental co. (1–7)*	3	97
8.03	ATMs accepting Visa cards/million pop.*	45.0	108
	9th pillar: ICT infrastructure	**2.0**	**114**
9.01	ICT use for B-to-B transactions	4.6	98
9.02	ICT use for B-to-C transactions	3.3	126
9.03	Individuals using the Internet, %*	18.1	100
9.04	Fixed telephone lines/100 pop.*	6.3	104
9.05	Broadband Internet subscribers/100 pop.*	0.2	116
9.06	Mobile telephone subscriptions/100 pop.*	63.7	119
9.07	Mobile broadband subscriptions/100 pop.*	0.7	113
	10th pillar: Price competitiveness in T&T ind.	**4.9**	**38**
10.01	Ticket taxes and airport charges (0–100)*	98.0	1
10.02	Purchasing power parity*	0.6	60
10.04	Fuel price, US$ cents/liter*	110.0	71
10.03	Extent and effect of taxation	3.2	96
10.05	Hotel price index, US$*	n/a	n/a
	11th pillar: Human resources	**2.9**	**139**
	Education and training	3.7	120
11.01	Primary education enrollment, net %*	85.5	111
11.02	Secondary education enrollment, gross %*	58.1	110
11.03	Quality of the educational system	3.1	109
11.04	Local availability specialized research & training	3.0	131
11.05	Extent of staff training	3.8	86
	Availability of qualified labor	2.2	140
11.06	Hiring and firing practices	3.3	114
11.07	Ease of hiring foreign labor	3.2	128
11.08	HIV prevalence, % adult pop.*	25.9	140
11.09	Business impact of HIV/AIDS	2.1	140
11.10	Life expectancy, years*	48.7	138
	12th pillar: Affinity for Travel & Tourism	**4.4**	**95**
12.01	Tourism openness, % of GDP*	3.0	96
12.02	Attitude of population toward foreign visitors	6.2	69
12.03	Extension of business trips recommended	5.1	92
12.04	Degree of customer orientation	4.4	93
	13th pillar: Natural resources	**2.7**	**118**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	4.6	58
13.03	Total known species*	628	59
13.04	Terrestrial biome protection (0–17%)*	3.0	117
13.05	Marine protected areas, %*	n/a	n/a
	14th pillar: Cultural resources	**1.7**	**99**
14.01	No. of World Heritage cultural sites*	0	125
14.02	Sports stadiums, seats/million pop.*	51,509.1	54
14.03	No. of int'l fairs and exhibitions*	1.0	124
14.04	Creative industries exports, % of world total*	n/a	n/a

Sweden

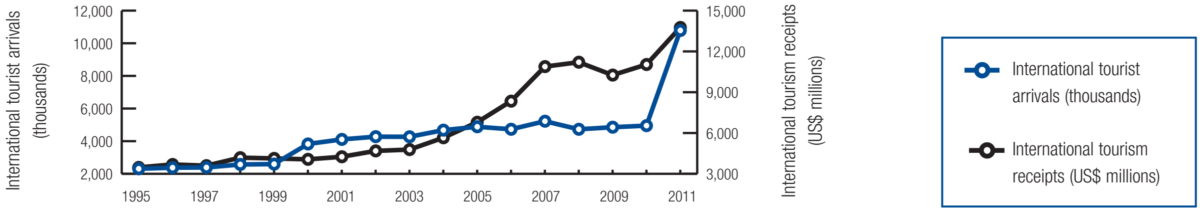
Key indicators

Population (millions), 2011	9.9
Surface area (1,000 square kilometers), 2011	450.3
Gross domestic product (current US$ billions), 2011	544.7
Gross domestic product (current PPP, $) per capita, 2011	40,704.8
Real GDP growth (percent), 2011	4.0
Environmental Performance Index 2012, rank (out of 132 economies), 2011	9

Travel & Tourism indicators

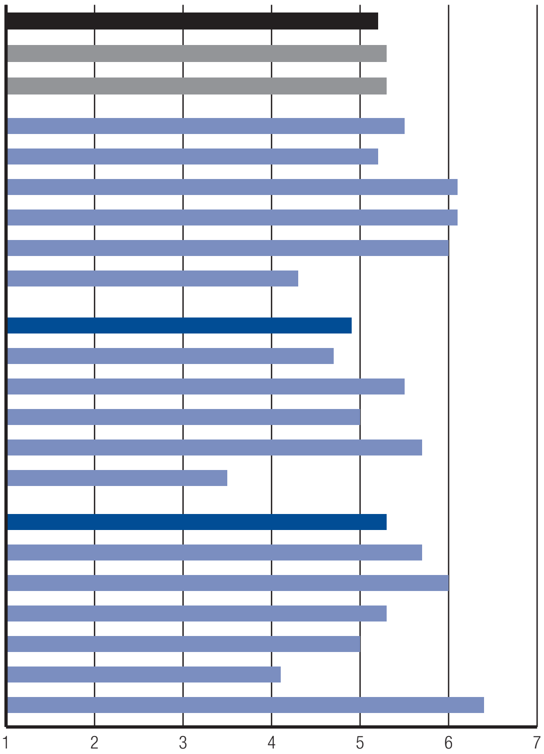
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	9,484.4	1.8	5.2
T&T industry employment (1,000 jobs)	80.3	1.7	3.2
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	29,550	5.5	4.3
T&T economy employment (1,000 jobs)	260	5.6	2.7

International tourist arrivals (thousands), 2011	10,784.0
International tourism receipts (US$, millions), 2011	13,761.4



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**9**	**5.2**
2011 Travel & Tourism Competitiveness Index	5	5.3
2009 Travel & Tourism Competitiveness Index	7	5.3
T&T regulatory framework	**12**	**5.5**
Policy rules and regulations	16	5.2
Environmental sustainability	1	6.1
Safety and security	8	6.1
Health and hygiene	38	6.0
Prioritization of Travel & Tourism	74	4.3
Business environment and infrastructure	**23**	**4.9**
Air transport infrastructure	19	4.7
Ground transport infrastructure	17	5.5
Tourism infrastructure	36	5.0
ICT infrastructure	3	5.7
Price competitiveness in the T&T industry	129	3.5
T&T human, cultural, and natural resources	**8**	**5.3**
Human resources	12	5.7
Education and training	5	6.0
Availability of qualified labor	32	5.3
Affinity for Travel & Tourism	33	5.0
Natural resources	45	4.1
Cultural resources	2	6.4



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Sweden

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**5.2**	**16**
1.01	Prevalence of foreign ownership	5.5	23
1.02	Property rights	5.9	11
1.03	Business impact of rules on FDI	5.1	32
1.04	Visa requirements, no. of countries*	71.0	58
1.05	Openness bilateral ASAs (0–38)*	10.9	70
1.06	Transparency of government policymaking	5.5	8
1.07	No. of days to start a business*	16	71
1.08	Cost to start a business, % GNI/capita*	0.5	7
1.09	GATS commitment restrictiveness (0–100)*	68.4	43
	2nd pillar: Environmental sustainability	**6.1**	**1**
2.01	Stringency of environmental regulation	6.1	6
2.02	Enforcement of environmental regulation	6.1	5
2.03	Sustainability of T&T industry development	5.1	23
2.04	Carbon dioxide emission, million tons/capita*	5.3	86
2.05	Particulate matter concentration, µg/m³*	9.6	3
2.06	Threatened species, %*	1.4	2
2.07	Environm. treaty ratification (0–25)*	24	1
	3rd pillar: Safety and security	**6.1**	**8**
3.01	Business costs of crime and violence	5.7	27
3.02	Reliability of police services	6.1	13
3.03	Road traffic accidents/100,000 pop.*	5.2	9
3.04	Business costs of terrorism	6.2	32
	4th pillar: Health and hygiene	**6.0**	**38**
4.01	Physician density/1,000 pop.*	3.8	11
4.02	Access to improved sanitation, % pop.*	100.0	1
4.03	Access to improved drinking water, % pop.*	100.0	1
4.04	Hospital beds/10,000 pop.*	28.0	66
	5th pillar: Prioritization of Travel & Tourism	**4.3**	**74**
5.01	Government prioritization of the T&T industry	5.3	64
5.02	T&T gov't expenditure, % gov't budget*	2.2	100
5.03	Effectiveness of marketing to attract tourists	4.7	59
5.04	Comprehensiveness of T&T data (0–120)*	64.0	72
5.05	Timeliness of T&T data (0–18)*	15.5	48
	6th pillar: Air transport infrastructure	**4.7**	**19**
6.01	Quality of air transport infrastructure	6.0	20
6.02	Airline seat kms/week, dom., millions*	60.7	35
6.03	Airline seat kms/week, int'l, millions*	391.4	40
6.04	Departures/1,000 pop.*	6.6	48
6.05	Airport density/million pop.*	4.3	11
6.06	No. of operating airlines*	65.5	23
6.07	International air transport network	5.8	29
	7th pillar: Ground transport infrastructure	**5.5**	**17**
7.01	Quality of roads	5.6	25
7.02	Quality of railroad infrastructure	4.7	21
7.03	Quality of port infrastructure	5.9	11
7.04	Quality of ground transport network	5.7	18
7.05	Road density/million pop.*	129.0	27

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**5.0**	**36**
8.01	Hotel rooms/100 pop.*	1.2	22
8.02	Presence of major car rental co. (1–7)*	6	32
8.03	ATMs accepting Visa cards/million pop.*	313.8	62
	9th pillar: ICT infrastructure	**5.7**	**3**
9.01	ICT use for B-to-B transactions	6.1	6
9.02	ICT use for B-to-C transactions	5.8	11
9.03	Individuals using the Internet, %*	91.0	4
9.04	Fixed telephone lines/100 pop.*	48.7	15
9.05	Broadband Internet subscribers/100 pop.*	31.8	13
9.06	Mobile telephone subscriptions/100 pop.*	118.6	45
9.07	Mobile broadband subscriptions/100 pop.*	91.5	4
	10th pillar: Price competitiveness in T&T ind.	**3.5**	**129**
10.01	Ticket taxes and airport charges (0–100)*	84.4	43
10.02	Purchasing power parity*	1.4	135
10.04	Fuel price, US$ cents/liter*	182.0	135
10.03	Extent and effect of taxation	3.1	100
10.05	Hotel price index, US$*	128.4	58
	11th pillar: Human resources	**5.7**	**12**
	Education and training	6.0	5
11.01	Primary education enrollment, net %*	99.4	10
11.02	Secondary education enrollment, gross %*	99.2	35
11.03	Quality of the educational system	5.3	12
11.04	Local availability specialized research & training	5.8	7
11.05	Extent of staff training	5.2	6
	Availability of qualified labor	5.3	32
11.06	Hiring and firing practices	2.9	129
11.07	Ease of hiring foreign labor	4.5	39
11.08	HIV prevalence, % adult pop.*	0.1	12
11.09	Business impact of HIV/AIDS	6.5	8
11.10	Life expectancy, years*	81.5	9
	12th pillar: Affinity for Travel & Tourism	**5.0**	**33**
12.01	Tourism openness, % of GDP*	5.4	54
12.02	Attitude of population toward foreign visitors	6.5	24
12.03	Extension of business trips recommended	5.2	81
12.04	Degree of customer orientation	5.8	4
	13th pillar: Natural resources	**4.1**	**45**
13.01	No. of World Heritage natural sites*	2	25
13.02	Quality of the natural environment	6.3	7
13.03	Total known species*	363	110
13.04	Terrestrial biome protection (0–17%)*	7.9	89
13.05	Marine protected areas, %*	2.8	19
	14th pillar: Cultural resources	**6.4**	**2**
14.01	No. of World Heritage cultural sites*	14	20
14.02	Sports stadiums, seats/million pop.*	109,773.3	20
14.03	No. of int'l fairs and exhibitions*	213.0	16
14.04	Creative industries exports, % of world total*	1.0	24

Switzerland

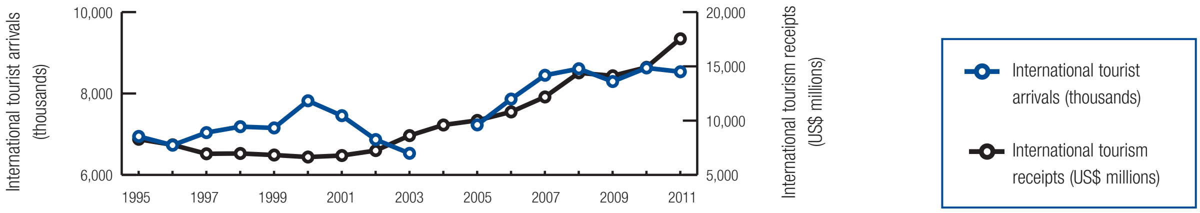
Key indicators

Population (millions), 2011	8.1
Surface area (1,000 square kilometers), 2011	41.3
Gross domestic product (current US$ billions), 2011	660.8
Gross domestic product (current PPP, $) per capita, 2011	44,451.6
Real GDP growth (percent), 2011	1.9
Environmental Performance Index 2012, rank (out of 132 economies), 2011	1

Travel & Tourism indicators

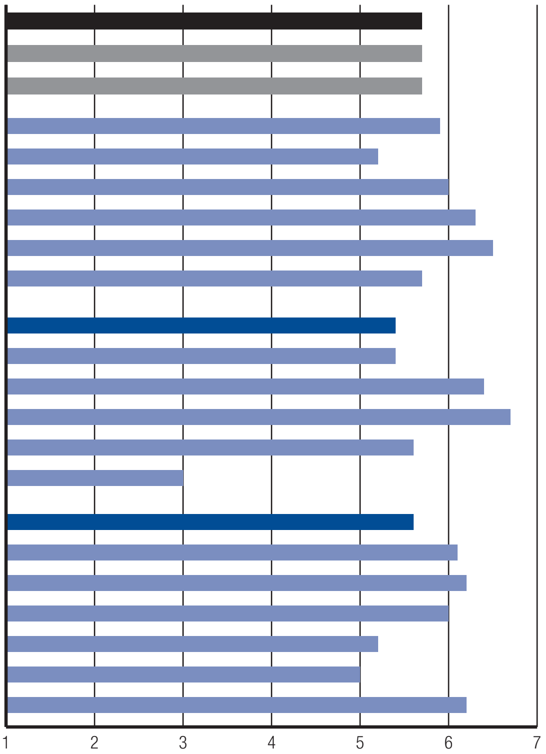
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	15,787.7	2.5	1.5
T&T industry employment (1,000 jobs)	153.5	3.3	1.7
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	54,644	8.6	0.9
T&T economy employment (1,000 jobs)	502	10.7	1.0

International tourist arrivals (thousands), 2011	8,534.3
International tourism receipts (US$, millions), 2011	17,540.4



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**1**	**5.7**
2011 Travel & Tourism Competitiveness Index	1	5.7
2009 Travel & Tourism Competitiveness Index	1	5.7
T&T regulatory framework	**1**	**5.9**
Policy rules and regulations	17	5.2
Environmental sustainability	2	6.0
Safety and security	2	6.3
Health and hygiene	10	6.5
Prioritization of Travel & Tourism	11	5.7
Business environment and infrastructure	**1**	**5.4**
Air transport infrastructure	9	5.4
Ground transport infrastructure	3	6.4
Tourism infrastructure	5	6.7
ICT infrastructure	6	5.6
Price competitiveness in the T&T industry	139	3.0
T&T human, cultural, and natural resources	**2**	**5.6**
Human resources	1	6.1
Education and training	1	6.2
Availability of qualified labor	2	6.0
Affinity for Travel & Tourism	25	5.2
Natural resources	19	5.0
Cultural resources	6	6.2



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Switzerland

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**5.2**	**17**
1.01	Prevalence of foreign ownership	5.6	15
1.02	Property rights	6.4	2
1.03	Business impact of rules on FDI	5.2	25
1.04	Visa requirements, no. of countries*	71.0	58
1.05	Openness bilateral ASAs (0–38)*	11.6	58
1.06	Transparency of government policymaking	5.9	5
1.07	No. of days to start a business*	18	76
1.08	Cost to start a business, % GNI/capita*	2.1	31
1.09	GATS commitment restrictiveness (0–100)*	52.4	78
	2nd pillar: Environmental sustainability	**6.0**	**2**
2.01	Stringency of environmental regulation	6.3	3
2.02	Enforcement of environmental regulation	6.2	2
2.03	Sustainability of T&T industry development	5.6	7
2.04	Carbon dioxide emission, million tons/capita*	5.3	83
2.05	Particulate matter concentration, µg/m³*	22.0	43
2.06	Threatened species, %*	1.5	3
2.07	Environm. treaty ratification (0–25)*	22	20
	3rd pillar: Safety and security	**6.3**	**2**
3.01	Business costs of crime and violence	6.1	7
3.02	Reliability of police services	6.4	2
3.03	Road traffic accidents/100,000 pop.*	4.9	6
3.04	Business costs of terrorism	6.1	37
	4th pillar: Health and hygiene	**6.5**	**10**
4.01	Physician density/1,000 pop.*	4.1	7
4.02	Access to improved sanitation, % pop.*	100.0	1
4.03	Access to improved drinking water, % pop.*	100.0	1
4.04	Hospital beds/10,000 pop.*	52.0	31
	5th pillar: Prioritization of Travel & Tourism	**5.7**	**11**
5.01	Government prioritization of the T&T industry	6.1	28
5.02	T&T gov't expenditure, % gov't budget*	7.2	20
5.03	Effectiveness of marketing to attract tourists	5.8	6
5.04	Comprehensiveness of T&T data (0–120)*	78.0	33
5.05	Timeliness of T&T data (0–18)*	16.5	17
	6th pillar: Air transport infrastructure	**5.4**	**9**
6.01	Quality of air transport infrastructure	6.5	5
6.02	Airline seat kms/week, dom., millions*	5.2	58
6.03	Airline seat kms/week, int'l, millions*	876.2	23
6.04	Departures/1,000 pop.*	28.1	14
6.05	Airport density/million pop.*	0.8	57
6.06	No. of operating airlines*	102.5	10
6.07	International air transport network	6.4	6
	7th pillar: Ground transport infrastructure	**6.4**	**3**
7.01	Quality of roads	6.4	6
7.02	Quality of railroad infrastructure	6.8	1
7.03	Quality of port infrastructure	5.2	37
7.04	Quality of ground transport network	6.7	1
7.05	Road density/million pop.*	173.0	15

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**6.7**	**5**
8.01	Hotel rooms/100 pop.*	1.8	12
8.02	Presence of major car rental co. (1–7)*	6	32
8.03	ATMs accepting Visa cards/million pop.*	790.4	13
	9th pillar: ICT infrastructure	**5.6**	**6**
9.01	ICT use for B-to-B transactions	6.3	2
9.02	ICT use for B-to-C transactions	5.8	12
9.03	Individuals using the Internet, %*	85.2	10
9.04	Fixed telephone lines/100 pop.*	59.9	6
9.05	Broadband Internet subscribers/100 pop.*	40.0	1
9.06	Mobile telephone subscriptions/100 pop.*	131.4	28
9.07	Mobile broadband subscriptions/100 pop.*	35.6	34
	10th pillar: Price competitiveness in T&T ind.	**3.0**	**139**
10.01	Ticket taxes and airport charges (0–100)*	74.0	90
10.02	Purchasing power parity*	1.6	139
10.04	Fuel price, US$ cents/liter*	177.0	132
10.03	Extent and effect of taxation	5.2	8
10.05	Hotel price index, US$*	251.1	114
	11th pillar: Human resources	**6.1**	**1**
	Education and training	6.2	1
11.01	Primary education enrollment, net %*	93.8	67
11.02	Secondary education enrollment, gross %*	95.4	49
11.03	Quality of the educational system	6.0	1
11.04	Local availability specialized research & training	6.4	1
11.05	Extent of staff training	5.6	1
	Availability of qualified labor	6.0	2
11.06	Hiring and firing practices	5.6	3
11.07	Ease of hiring foreign labor	4.7	24
11.08	HIV prevalence, % adult pop.*	0.4	76
11.09	Business impact of HIV/AIDS	6.0	27
11.10	Life expectancy, years*	82.2	3
	12th pillar: Affinity for Travel & Tourism	**5.2**	**25**
12.01	Tourism openness, % of GDP*	4.8	67
12.02	Attitude of population toward foreign visitors	6.5	23
12.03	Extension of business trips recommended	6.1	14
12.04	Degree of customer orientation	5.9	2
	13th pillar: Natural resources	**5.0**	**19**
13.01	No. of World Heritage natural sites*	3	18
13.02	Quality of the natural environment	6.5	4
13.03	Total known species*	392	104
13.04	Terrestrial biome protection (0–17%)*	16.7	24
13.05	Marine protected areas, %*	n/a	n/a
	14th pillar: Cultural resources	**6.2**	**6**
14.01	No. of World Heritage cultural sites*	8	33
14.02	Sports stadiums, seats/million pop.*	110,303.5	18
14.03	No. of int'l fairs and exhibitions*	247.7	13
14.04	Creative industries exports, % of world total*	2.8	9

Taiwan, China

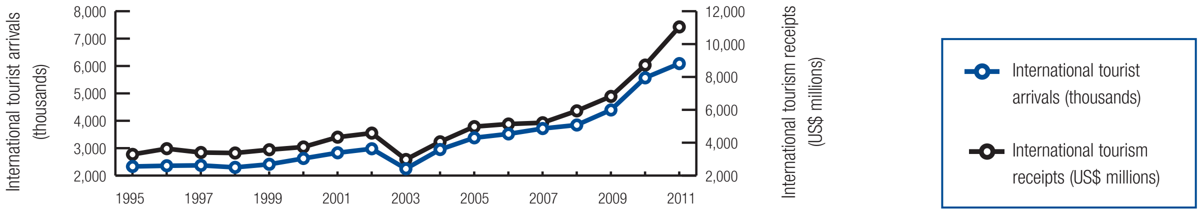
Key indicators

Population (millions), 2011	23.2
Surface area (1,000 square kilometers), 2011	n/a
Gross domestic product (current US$ billions), 2011	466.4
Gross domestic product (current PPP, $) per capita, 2011	37,715.6
Real GDP growth (percent), 2011	4.0
Environmental Performance Index 2012, rank (out of 132 economies), 2011	29

Travel & Tourism indicators

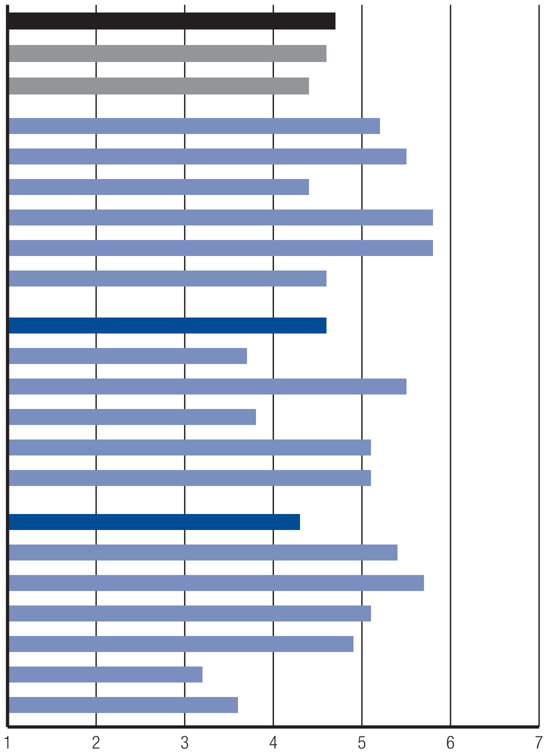
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	8,186.3	1.7	2.3
T&T industry employment (1,000 jobs)	216.1	2.0	1.9
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	21,743	4.5	2.1
T&T economy employment (1,000 jobs)	530	4.9	0.9

International tourist arrivals (thousands), 2011	6,087.5
International tourism receipts (US$, millions), 2011	11,044.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**33**	**4.7**
2011 Travel & Tourism Competitiveness Index	37	4.6
2009 Travel & Tourism Competitiveness Index	43	4.4
T&T regulatory framework	**29**	**5.2**
Policy rules and regulations	5	5.5
Environmental sustainability	94	4.3
Safety and security	17	5.8
Health and hygiene	43	5.8
Prioritization of Travel & Tourism	55	4.6
Business environment and infrastructure	**34**	**4.6**
Air transport infrastructure	51	3.7
Ground transport infrastructure	18	5.5
Tourism infrastructure	75	3.8
ICT infrastructure	16	5.1
Price competitiveness in the T&T industry	21	5.1
T&T human, cultural, and natural resources	**44**	**4.3**
Human resources	25	5.4
Education and training	18	5.7
Availability of qualified labor	58	5.1
Affinity for Travel & Tourism	37	4.9
Natural resources	91	3.2
Cultural resources	34	3.6



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Taiwan, China

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**5.5**	**5**
1.01	Prevalence of foreign ownership	5.4	28
1.02	Property rights	5.9	12
1.03	Business impact of rules on FDI	5.5	11
1.04	Visa requirements, no. of countries*	41.0	112
1.05	Openness bilateral ASAs (0–38)*	27.5	3
1.06	Transparency of government policymaking	5.6	6
1.07	No. of days to start a business*	10	48
1.08	Cost to start a business, % GNI/capita*	2.4	36
1.09	GATS commitment restrictiveness (0–100)*	n/a	n/a
	2nd pillar: Environmental sustainability	**4.3**	**94**
2.01	Stringency of environmental regulation	4.8	34
2.02	Enforcement of environmental regulation	4.7	31
2.03	Sustainability of T&T industry development	5.1	24
2.04	Carbon dioxide emission, million tons/capita*	10.7	123
2.05	Particulate matter concentration, µg/m³*	59.1	110
2.06	Threatened species, %*	8.7	112
2.07	Environm. treaty ratification (0–25)*	n/a	n/a
	3rd pillar: Safety and security	**5.8**	**17**
3.01	Business costs of crime and violence	5.8	18
3.02	Reliability of police services	5.3	32
3.03	Road traffic accidents/100,000 pop.*	8.8	20
3.04	Business costs of terrorism	6.2	31
	4th pillar: Health and hygiene	**5.8**	**43**
4.01	Physician density/1,000 pop.*	1.7	70
4.02	Access to improved sanitation, % pop.*	100.0	1
4.03	Access to improved drinking water, % pop.*	100.0	1
4.04	Hospital beds/10,000 pop.*	58.3	24
	5th pillar: Prioritization of Travel & Tourism	**4.6**	**55**
5.01	Government prioritization of the T&T industry	5.6	50
5.02	T&T gov't expenditure, % gov't budget*	1.7	116
5.03	Effectiveness of marketing to attract tourists	5.2	33
5.04	Comprehensiveness of T&T data (0–120)*	76.0	39
5.05	Timeliness of T&T data (0–18)*	16.5	17
	6th pillar: Air transport infrastructure	**3.7**	**51**
6.01	Quality of air transport infrastructure	5.4	44
6.02	Airline seat kms/week, dom., millions*	30.6	40
6.03	Airline seat kms/week, int'l, millions*	846.5	25
6.04	Departures/1,000 pop.*	7.1	47
6.05	Airport density/million pop.*	0.7	61
6.06	No. of operating airlines*	38.0	45
6.07	International air transport network	5.6	37
	7th pillar: Ground transport infrastructure	**5.5**	**18**
7.01	Quality of roads	5.7	21
7.02	Quality of railroad infrastructure	5.5	11
7.03	Quality of port infrastructure	5.3	29
7.04	Quality of ground transport network	6.0	9
7.05	Road density/million pop.*	113.0	33

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**3.8**	**75**
8.01	Hotel rooms/100 pop.*	0.6	53
8.02	Presence of major car rental co. (1–7)*	1	123
8.03	ATMs accepting Visa cards/million pop.*	628.6	22
	9th pillar: ICT infrastructure	**5.1**	**16**
9.01	ICT use for B-to-B transactions	6.0	9
9.02	ICT use for B-to-C transactions	6.0	5
9.03	Individuals using the Internet, %*	72.0	28
9.04	Fixed telephone lines/100 pop.*	72.7	1
9.05	Broadband Internet subscribers/100 pop.*	23.7	27
9.06	Mobile telephone subscriptions/100 pop.*	124.1	40
9.07	Mobile broadband subscriptions/100 pop.*	42.7	22
	10th pillar: Price competitiveness in T&T ind.	**5.1**	**21**
10.01	Ticket taxes and airport charges (0–100)*	91.2	15
10.02	Purchasing power parity*	0.5	36
10.04	Fuel price, US$ cents/liter*	85.0	36
10.03	Extent and effect of taxation	4.4	20
10.05	Hotel price index, US$*	150.7	83
	11th pillar: Human resources	**5.4**	**25**
	Education and training	5.7	18
11.01	Primary education enrollment, net %*	97.9	30
11.02	Secondary education enrollment, gross %*	100.0	32
11.03	Quality of the educational system	4.8	24
11.04	Local availability specialized research & training	5.2	20
11.05	Extent of staff training	4.6	31
	Availability of qualified labor	5.1	58
11.06	Hiring and firing practices	3.7	83
11.07	Ease of hiring foreign labor	3.3	123
11.08	HIV prevalence, % adult pop.*	0.2	51
11.09	Business impact of HIV/AIDS	5.9	32
11.10	Life expectancy, years*	79.2	29
	12th pillar: Affinity for Travel & Tourism	**4.9**	**37**
12.01	Tourism openness, % of GDP*	4.5	72
12.02	Attitude of population toward foreign visitors	6.2	78
12.03	Extension of business trips recommended	5.7	43
12.04	Degree of customer orientation	5.7	6
	13th pillar: Natural resources	**3.2**	**91**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	4.3	69
13.03	Total known species*	504	73
13.04	Terrestrial biome protection (0–17%)*	11.5	65
13.05	Marine protected areas, %*	0.6	56
	14th pillar: Cultural resources	**3.6**	**34**
14.01	No. of World Heritage cultural sites*	0	125
14.02	Sports stadiums, seats/million pop.*	32,587.0	74
14.03	No. of int'l fairs and exhibitions*	133.3	27
14.04	Creative industries exports, % of world total*	1.0	23

Tajikistan

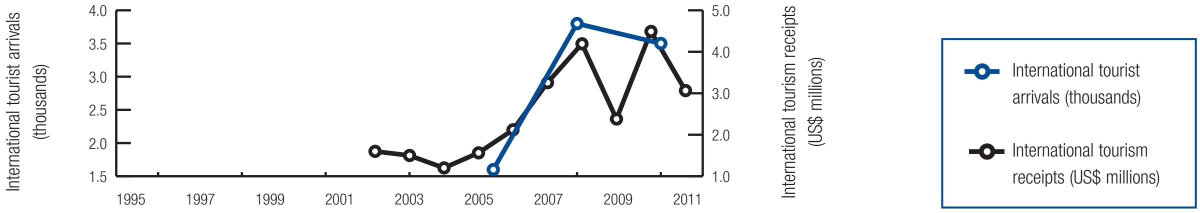
Key indicators

Population (millions), 2011	7.0
Surface area (1,000 square kilometers), 2011	142.6
Gross domestic product (current US$ billions), 2011	6.5
Gross domestic product (current PPP, $) per capita, 2011	2,079.4
Real GDP growth (percent), 2011	7.4
Environmental Performance Index 2012, rank (out of 132 economies), 2011	121

Travel & Tourism indicators

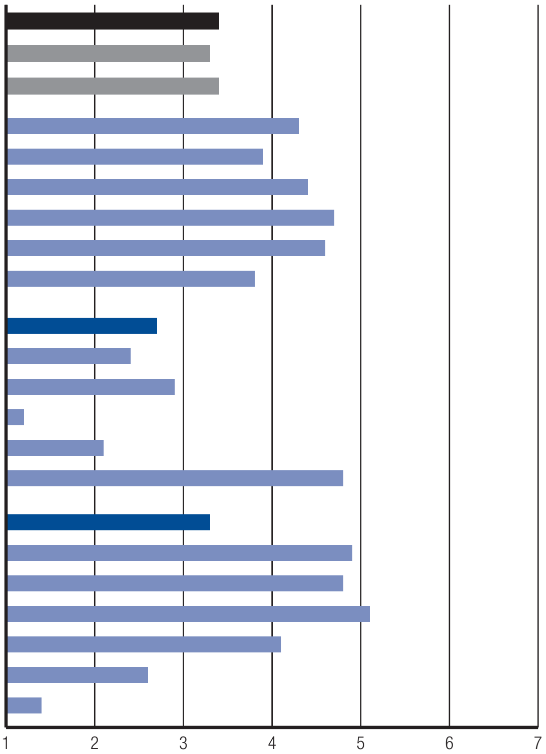
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	n/a	n/a	n/a
T&T industry employment (1,000 jobs)	n/a	n/a	n/a
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	n/a	n/a	n/a
T&T economy employment (1,000 jobs)	n/a	n/a	n/a

International tourist arrivals (thousands), 2001	3.5
International tourism receipts (US$, millions), 2011	3.1



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**114**	**3.4**
2011 Travel & Tourism Competitiveness Index	118	3.3
2009 Travel & Tourism Competitiveness Index	109	3.4
T&T regulatory framework	**90**	**4.3**
Policy rules and regulations	113	3.9
Environmental sustainability	79	4.4
Safety and security	71	4.7
Health and hygiene	77	4.6
Prioritization of Travel & Tourism	104	3.8
Business environment and infrastructure	**123**	**2.7**
Air transport infrastructure	107	2.4
Ground transport infrastructure	104	2.9
Tourism infrastructure	139	1.2
ICT infrastructure	109	2.1
Price competitiveness in the T&T industry	42	4.8
T&T human, cultural, and natural resources	**122**	**3.3**
Human resources	60	4.9
Education and training	60	4.8
Availability of qualified labor	64	5.1
Affinity for Travel & Tourism	127	4.1
Natural resources	125	2.6
Cultural resources	122	1.4



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Tajikistan

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**3.9**	**113**
1.01	Prevalence of foreign ownership	3.6	122
1.02	Property rights	3.8	92
1.03	Business impact of rules on FDI	4.0	106
1.04	Visa requirements, no. of countries*	64.2	95
1.05	Openness bilateral ASAs (0–38)*	4.0	132
1.06	Transparency of government policymaking	4.3	66
1.07	No. of days to start a business*	24	94
1.08	Cost to start a business, % GNI/capita*	27.1	107
1.09	GATS commitment restrictiveness (0–100)*	n/a	n/a
	2nd pillar: Environmental sustainability	**4.4**	**79**
2.01	Stringency of environmental regulation	3.9	68
2.02	Enforcement of environmental regulation	3.9	58
2.03	Sustainability of T&T industry development	4.3	76
2.04	Carbon dioxide emission, million tons/capita*	0.5	25
2.05	Particulate matter concentration, μg/m³*	29.7	70
2.06	Threatened species, %*	5.0	73
2.07	Environm. treaty ratification (0–25)*	11	136
	3rd pillar: Safety and security	**4.7**	**71**
3.01	Business costs of crime and violence	4.8	73
3.02	Reliability of police services	4.0	76
3.03	Road traffic accidents/100,000 pop.*	14.1	58
3.04	Business costs of terrorism	5.0	105
	4th pillar: Health and hygiene	**4.6**	**77**
4.01	Physician density/1,000 pop.*	2.1	55
4.02	Access to improved sanitation, % pop.*	94.0	58
4.03	Access to improved drinking water, % pop.*	64.0	126
4.04	Hospital beds/10,000 pop.*	52.0	31
	5th pillar: Prioritization of Travel & Tourism	**3.8**	**104**
5.01	Government prioritization of the T&T industry	5.1	82
5.02	T&T gov't expenditure, % gov't budget*	n/a	n/a
5.03	Effectiveness of marketing to attract tourists	3.8	107
5.04	Comprehensiveness of T&T data (0–120)*	18.0	137
5.05	Timeliness of T&T data (0–18)*	6.0	108
	6th pillar: Air transport infrastructure	**2.4**	**107**
6.01	Quality of air transport infrastructure	4.2	88
6.02	Airline seat kms/week, dom., millions*	0.5	83
6.03	Airline seat kms/week, int'l, millions*	49.5	93
6.04	Departures/1,000 pop.*	0.7	102
6.05	Airport density/million pop.*	0.4	90
6.06	No. of operating airlines*	20.5	79
6.07	International air transport network	4.1	100
	7th pillar: Ground transport infrastructure	**2.9**	**104**
7.01	Quality of roads	3.2	97
7.02	Quality of railroad infrastructure	3.5	43
7.03	Quality of port infrastructure	1.7	139
7.04	Quality of ground transport network	4.6	58
7.05	Road density/million pop.*	19.0	91

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**1.2**	**139**
8.01	Hotel rooms/100 pop.*	0.0	138
8.02	Presence of major car rental co. (1–7)*	0	136
8.03	ATMs accepting Visa cards/million pop.*	53.7	104
	9th pillar: ICT infrastructure	**2.1**	**109**
9.01	ICT use for B-to-B transactions	4.2	118
9.02	ICT use for B-to-C transactions	4.0	96
9.03	Individuals using the Internet, %*	13.0	110
9.04	Fixed telephone lines/100 pop.*	5.4	106
9.05	Broadband Internet subscribers/100 pop.*	0.1	123
9.06	Mobile telephone subscriptions/100 pop.*	90.6	95
9.07	Mobile broadband subscriptions/100 pop.*	0.6	114
	10th pillar: Price competitiveness in T&T ind.	**4.8**	**42**
10.01	Ticket taxes and airport charges (0–100)*	63.5	115
10.02	Purchasing power parity*	0.4	7
10.04	Fuel price, US$ cents/liter*	91.0	42
10.03	Extent and effect of taxation	3.7	51
10.05	Hotel price index, US$*	n/a	n/a
	11th pillar: Human resources	**4.9**	**60**
	Education and training	4.8	60
11.01	Primary education enrollment, net %*	97.3	37
11.02	Secondary education enrollment, gross %*	87.2	76
11.03	Quality of the educational system	3.7	66
11.04	Local availability specialized research & training	3.8	87
11.05	Extent of staff training	3.8	78
	Availability of qualified labor	5.1	64
11.06	Hiring and firing practices	4.2	51
11.07	Ease of hiring foreign labor	4.8	14
11.08	HIV prevalence, % adult pop.*	0.2	52
11.09	Business impact of HIV/AIDS	4.5	106
11.10	Life expectancy, years*	67.5	105
	12th pillar: Affinity for Travel & Tourism	**4.1**	**127**
12.01	Tourism openness, % of GDP*	0.2	140
12.02	Attitude of population toward foreign visitors	6.5	30
12.03	Extension of business trips recommended	4.5	127
12.04	Degree of customer orientation	4.3	101
	13th pillar: Natural resources	**2.6**	**125**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	4.8	53
13.03	Total known species*	398	99
13.04	Terrestrial biome protection (0–17%)*	4.1	112
13.05	Marine protected areas, %*	n/a	n/a
	14th pillar: Cultural resources	**1.4**	**122**
14.01	No. of World Heritage cultural sites*	2	88
14.02	Sports stadiums, seats/million pop.*	6,736.5	119
14.03	No. of int'l fairs and exhibitions*	0.7	125
14.04	Creative industries exports, % of world total*	n/a	n/a

Tanzania

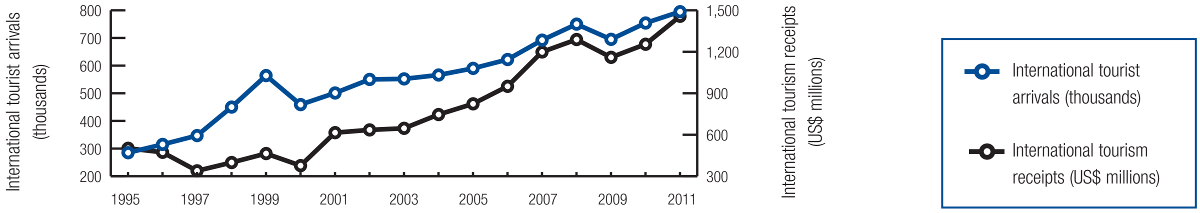
Key indicators

Population (millions), 2011	46.4
Surface area (1,000 square kilometers), 2011	947.3
Gross domestic product (current US$ billions), 2011	23.9
Gross domestic product (current PPP, $) per capita, 2011	1,610.0
Real GDP growth (percent), 2011	6.4
Environmental Performance Index 2012, rank (out of 132 economies), 2011	64

Travel & Tourism indicators

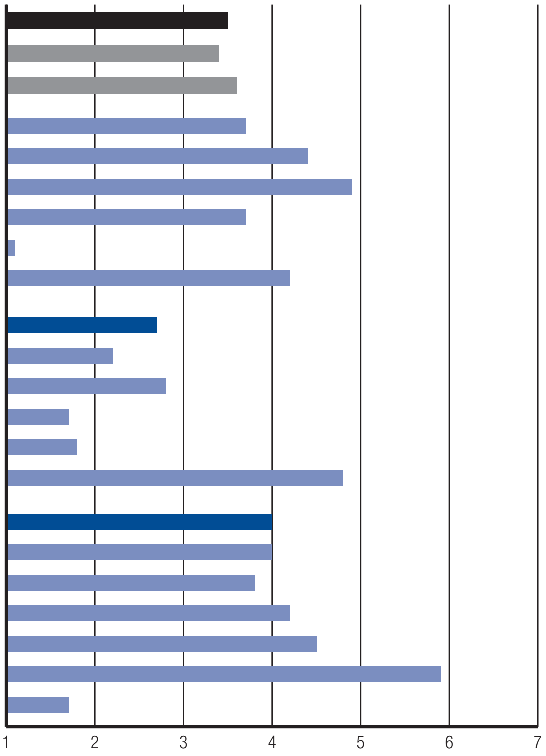
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	1,334.3	4.9	5.5
T&T industry employment (1,000 jobs)	434.6	4.2	1.4
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	3,592	13.3	6.1
T&T economy employment (1,000 jobs)	1,209	11.6	1.9

International tourist arrivals (thousands), 2011	795.0
International tourism receipts (US$, millions), 2011	1,456.9



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**109**	**3.5**
2011 Travel & Tourism Competitiveness Index	110	3.4
2009 Travel & Tourism Competitiveness Index	98	3.6
T&T regulatory framework	**118**	**3.7**
Policy rules and regulations	74	4.4
Environmental sustainability	45	4.9
Safety and security	120	3.7
Health and hygiene	140	1.1
Prioritization of Travel & Tourism	85	4.2
Business environment and infrastructure	**125**	**2.7**
Air transport infrastructure	118	2.2
Ground transport infrastructure	113	2.8
Tourism infrastructure	125	1.7
ICT infrastructure	126	1.8
Price competitiveness in the T&T industry	43	4.8
T&T human, cultural, and natural resources	**59**	**4.0**
Human resources	116	4.0
Education and training	116	3.8
Availability of qualified labor	128	4.2
Affinity for Travel & Tourism	80	4.5
Natural resources	4	5.9
Cultural resources	104	1.7



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Tanzania

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.4**	**74**
1.01	Prevalence of foreign ownership	4.3	94
1.02	Property rights	3.6	103
1.03	Business impact of rules on FDI	4.8	49
1.04	Visa requirements, no. of countries*	122.9	25
1.05	Openness bilateral ASAs (0–38)*	11.4	60
1.06	Transparency of government policymaking	4.0	90
1.07	No. of days to start a business*	26	98
1.08	Cost to start a business, % GNI/capita*	28.2	109
1.09	GATS commitment restrictiveness (0–100)*	55.2	64
	2nd pillar: Environmental sustainability	**4.9**	**45**
2.01	Stringency of environmental regulation	3.8	77
2.02	Enforcement of environmental regulation	3.7	65
2.03	Sustainability of T&T industry development	4.5	66
2.04	Carbon dioxide emission, million tons/capita*	0.2	14
2.05	Particulate matter concentration, µg/m³*	19.7	35
2.06	Threatened species, %*	8.6	110
2.07	Environm. treaty ratification (0–25)*	21	39
	3rd pillar: Safety and security	**3.7**	**120**
3.01	Business costs of crime and violence	4.5	84
3.02	Reliability of police services	3.6	99
3.03	Road traffic accidents/100,000 pop.*	34.3	126
3.04	Business costs of terrorism	4.6	116
	4th pillar: Health and hygiene	**1.1**	**140**
4.01	Physician density/1,000 pop.*	0.0	140
4.02	Access to improved sanitation, % pop.*	10.0	138
4.03	Access to improved drinking water, % pop.*	53.0	134
4.04	Hospital beds/10,000 pop.*	7.0	121
	5th pillar: Prioritization of Travel & Tourism	**4.2**	**85**
5.01	Government prioritization of the T&T industry	5.2	72
5.02	T&T gov't expenditure, % gov't budget*	5.6	31
5.03	Effectiveness of marketing to attract tourists	4.2	80
5.04	Comprehensiveness of T&T data (0–120)*	39.0	117
5.05	Timeliness of T&T data (0–18)*	7.5	107
	6th pillar: Air transport infrastructure	**2.2**	**118**
6.01	Quality of air transport infrastructure	3.5	115
6.02	Airline seat kms/week, dom., millions*	11.4	48
6.03	Airline seat kms/week, int'l, millions*	58.1	88
6.04	Departures/1,000 pop.*	0.5	111
6.05	Airport density/million pop.*	0.3	110
6.06	No. of operating airlines*	23.5	74
6.07	International air transport network	3.9	112
	7th pillar: Ground transport infrastructure	**2.8**	**113**
7.01	Quality of roads	3.2	93
7.02	Quality of railroad infrastructure	2.3	80
7.03	Quality of port infrastructure	3.3	115
7.04	Quality of ground transport network	4.0	96
7.05	Road density/million pop.*	11.0	110

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**1.7**	**125**
8.01	Hotel rooms/100 pop.*	0.1	118
8.02	Presence of major car rental co. (1–7)*	2	111
8.03	ATMs accepting Visa cards/million pop.*	7.8	125
	9th pillar: ICT infrastructure	**1.8**	**126**
9.01	ICT use for B-to-B transactions	4.2	120
9.02	ICT use for B-to-C transactions	3.4	125
9.03	Individuals using the Internet, %*	12.0	112
9.04	Fixed telephone lines/100 pop.*	0.3	137
9.05	Broadband Internet subscribers/100 pop.*	0.0	133
9.06	Mobile telephone subscriptions/100 pop.*	55.5	125
9.07	Mobile broadband subscriptions/100 pop.*	1.2	108
	10th pillar: Price competitiveness in T&T ind.	**4.8**	**43**
10.01	Ticket taxes and airport charges (0–100)*	81.8	59
10.02	Purchasing power parity*	0.3	3
10.04	Fuel price, US$ cents/liter*	119.0	81
10.03	Extent and effect of taxation	3.3	90
10.05	Hotel price index, US$*	127.6	57
	11th pillar: Human resources	**4.0**	**116**
	Education and training	3.8	116
11.01	Primary education enrollment, net %*	98.0	27
11.02	Secondary education enrollment, gross %*	27.4	133
11.03	Quality of the educational system	3.5	79
11.04	Local availability specialized research & training	3.6	102
11.05	Extent of staff training	3.8	76
	Availability of qualified labor	4.2	128
11.06	Hiring and firing practices	4.0	67
11.07	Ease of hiring foreign labor	4.1	72
11.08	HIV prevalence, % adult pop.*	5.6	129
11.09	Business impact of HIV/AIDS	3.2	127
11.10	Life expectancy, years*	58.2	119
	12th pillar: Affinity for Travel & Tourism	**4.5**	**80**
12.01	Tourism openness, % of GDP*	9.9	23
12.02	Attitude of population toward foreign visitors	5.8	115
12.03	Extension of business trips recommended	4.3	131
12.04	Degree of customer orientation	4.4	96
	13th pillar: Natural resources	**5.9**	**4**
13.01	No. of World Heritage natural sites*	4	10
13.02	Quality of the natural environment	4.5	61
13.03	Total known species*	1,590	12
13.04	Terrestrial biome protection (0–17%)*	17.0	18
13.05	Marine protected areas, %*	1.5	30
	14th pillar: Cultural resources	**1.7**	**104**
14.01	No. of World Heritage cultural sites*	4	63
14.02	Sports stadiums, seats/million pop.*	5,841.8	122
14.03	No. of int'l fairs and exhibitions*	12.7	75
14.04	Creative industries exports, % of world total*	0.0	81

Thailand

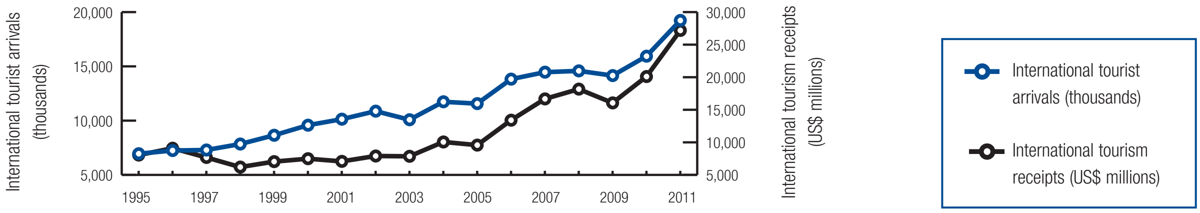
Key indicators

Population (millions), 2011	70.7
Surface area (1,000 square kilometers), 2011	513.1
Gross domestic product (current US$ billions), 2011	345.7
Gross domestic product (current PPP, $) per capita, 2011	9,398.5
Real GDP growth (percent), 2011	0.1
Environmental Performance Index 2012, rank (out of 132 economies), 2011	34

Travel & Tourism indicators

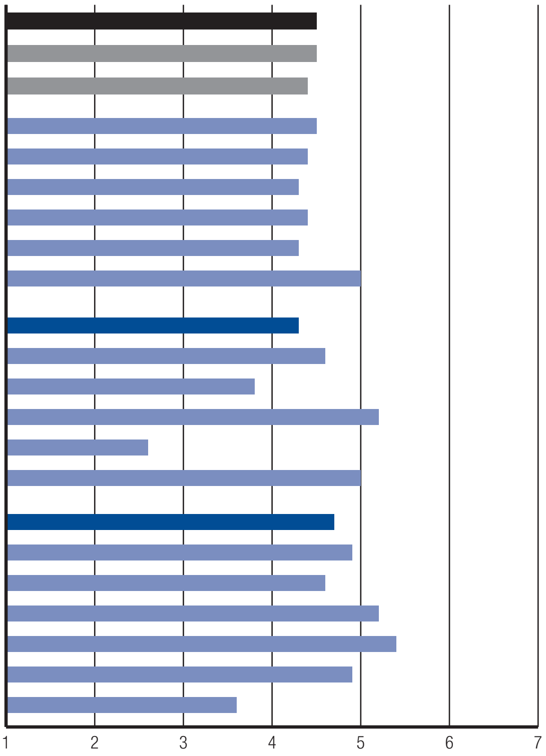
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	25,295.1	7.0	6.3
T&T industry employment (1,000 jobs)	1,954.6	5.0	4.6
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	58,171	16.0	6.4
T&T economy employment (1,000 jobs)	4,660	11.9	3.9

International tourist arrivals (thousands), 2011	19,230.5
International tourism receipts (US$, millions), 2011	27,184.1



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**43**	**4.5**
2011 Travel & Tourism Competitiveness Index	41	4.5
2009 Travel & Tourism Competitiveness Index	39	4.4
T&T regulatory framework	**76**	**4.5**
Policy rules and regulations	77	4.4
Environmental sustainability	99	4.3
Safety and security	87	4.4
Health and hygiene	84	4.3
Prioritization of Travel & Tourism	33	5.0
Business environment and infrastructure	**44**	**4.3**
Air transport infrastructure	21	4.6
Ground transport infrastructure	62	3.8
Tourism infrastructure	31	5.2
ICT infrastructure	90	2.6
Price competitiveness in the T&T industry	25	5.0
T&T human, cultural, and natural resources	**23**	**4.7**
Human resources	70	4.9
Education and training	76	4.6
Availability of qualified labor	47	5.2
Affinity for Travel & Tourism	18	5.4
Natural resources	23	4.9
Cultural resources	36	3.6



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Thailand

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.4**	**77**
1.01	Prevalence of foreign ownership	4.8	64
1.02	Property rights	3.7	100
1.03	Business impact of rules on FDI	5.3	**20**
1.04	Visa requirements, no. of countries*	69.0	90
1.05	Openness bilateral ASAs (0–38)*	9.8	85
1.06	Transparency of government policymaking	4.0	87
1.07	No. of days to start a business*	29	105
1.08	Cost to start a business, % GNI/capita*	6.7	59
1.09	GATS commitment restrictiveness (0–100)*	48.5	88
	2nd pillar: Environmental sustainability	**4.3**	**99**
2.01	Stringency of environmental regulation	3.8	78
2.02	Enforcement of environmental regulation	3.6	74
2.03	Sustainability of T&T industry development	4.9	**38**
2.04	Carbon dioxide emission, million tons/capita*	4.2	71
2.05	Particulate matter concentration, µg/m³*	52.6	103
2.06	Threatened species, %*	7.8	107
2.07	Environm. treaty ratification (0–25)*	17	96
	3rd pillar: Safety and security	**4.4**	**87**
3.01	Business costs of crime and violence	4.8	75
3.02	Reliability of police services	3.6	98
3.03	Road traffic accidents/100,000 pop.*	19.6	83
3.04	Business costs of terrorism	4.8	111
	4th pillar: Health and hygiene	**4.3**	**84**
4.01	Physician density/1,000 pop.*	0.3	109
4.02	Access to improved sanitation, % pop.*	96.0	49
4.03	Access to improved drinking water, % pop.*	96.0	63
4.04	Hospital beds/10,000 pop.*	21.0	77
	5th pillar: Prioritization of Travel & Tourism	**5.0**	**33**
5.01	Government prioritization of the T&T industry	6.1	**24**
5.02	T&T gov't expenditure, % gov't budget*	2.7	85
5.03	Effectiveness of marketing to attract tourists	5.6	**11**
5.04	Comprehensiveness of T&T data (0–120)*	80.0	**28**
5.05	Timeliness of T&T data (0–18)*	16.5	**17**
	6th pillar: Air transport infrastructure	**4.6**	**21**
6.01	Quality of air transport infrastructure	5.7	**33**
6.02	Airline seat kms/week, dom., millions*	222.9	**22**
6.03	Airline seat kms/week, int'l, millions*	1,956.7	**13**
6.04	Departures/1,000 pop.*	1.8	87
6.05	Airport density/million pop.*	0.4	89
6.06	No. of operating airlines*	93.5	**13**
6.07	International air transport network	5.7	**31**
	7th pillar: Ground transport infrastructure	**3.8**	**62**
7.01	Quality of roads	5.0	**39**
7.02	Quality of railroad infrastructure	2.6	64
7.03	Quality of port infrastructure	4.6	56
7.04	Quality of ground transport network	4.6	53
7.05	Road density/million pop.*	35.0	66

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**5.2**	**31**
8.01	Hotel rooms/100 pop.*	0.8	**41**
8.02	Presence of major car rental co. (1–7)*	5	66
8.03	ATMs accepting Visa cards/million pop.*	645.2	**20**
	9th pillar: ICT infrastructure	**2.6**	**90**
9.01	ICT use for B-to-B transactions	4.7	93
9.02	ICT use for B-to-C transactions	4.8	53
9.03	Individuals using the Internet, %*	23.7	95
9.04	Fixed telephone lines/100 pop.*	9.6	94
9.05	Broadband Internet subscribers/100 pop.*	5.0	75
9.06	Mobile telephone subscriptions/100 pop.*	111.6	56
9.07	Mobile broadband subscriptions/100 pop.*	0.1	122
	10th pillar: Price competitiveness in T&T ind.	**5.0**	**25**
10.01	Ticket taxes and airport charges (0–100)*	86.5	**34**
10.02	Purchasing power parity*	0.6	48
10.04	Fuel price, US$ cents/liter*	95.0	49
10.03	Extent and effect of taxation	3.6	52
10.05	Hotel price index, US$*	101.3	**24**
	11th pillar: Human resources	**4.9**	**70**
	Education and training	4.6	76
11.01	Primary education enrollment, net %*	89.7	97
11.02	Secondary education enrollment, gross %*	79.2	91
11.03	Quality of the educational system	3.5	77
11.04	Local availability specialized research & training	4.2	66
11.05	Extent of staff training	4.2	49
	Availability of qualified labor	5.2	47
11.06	Hiring and firing practices	4.3	**41**
11.07	Ease of hiring foreign labor	4.1	68
11.08	HIV prevalence, % adult pop.*	1.3	112
11.09	Business impact of HIV/AIDS	4.6	101
11.10	Life expectancy, years*	74.1	60
	12th pillar: Affinity for Travel & Tourism	**5.4**	**18**
12.01	Tourism openness, % of GDP*	9.5	**24**
12.02	Attitude of population toward foreign visitors	6.6	**13**
12.03	Extension of business trips recommended	6.0	**25**
12.04	Degree of customer orientation	5.4	**21**
	13th pillar: Natural resources	**4.9**	**23**
13.01	No. of World Heritage natural sites*	2	**25**
13.02	Quality of the natural environment	4.1	82
13.03	Total known species*	1,377	**16**
13.04	Terrestrial biome protection (0–17%)*	13.2	55
13.05	Marine protected areas, %*	1.6	**27**
	14th pillar: Cultural resources	**3.6**	**36**
14.01	No. of World Heritage cultural sites*	3	74
14.02	Sports stadiums, seats/million pop.*	10,575.9	108
14.03	No. of int'l fairs and exhibitions*	104.0	**33**
14.04	Creative industries exports, % of world total*	1.3	**17**

Trinidad and Tobago

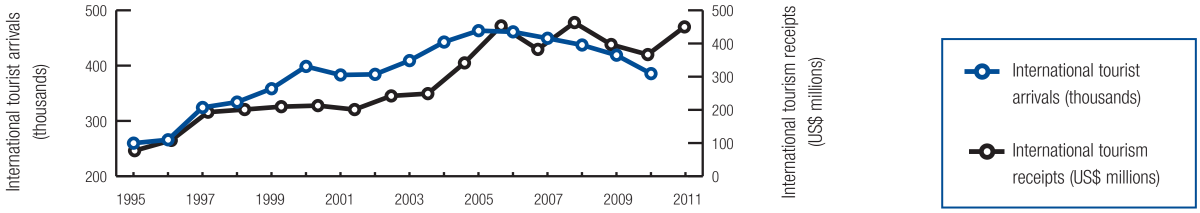
Key indicators

Population (millions), 2011	1.4
Surface area (1,000 square kilometers), 2011	5.1
Gross domestic product (current US$ billions), 2011	22.6
Gross domestic product (current PPP, $) per capita, 2011	20,019.2
Real GDP growth (percent), 2011	-1.5
Environmental Performance Index 2012, rank (out of 132 economies), 2011	96

Travel & Tourism indicators

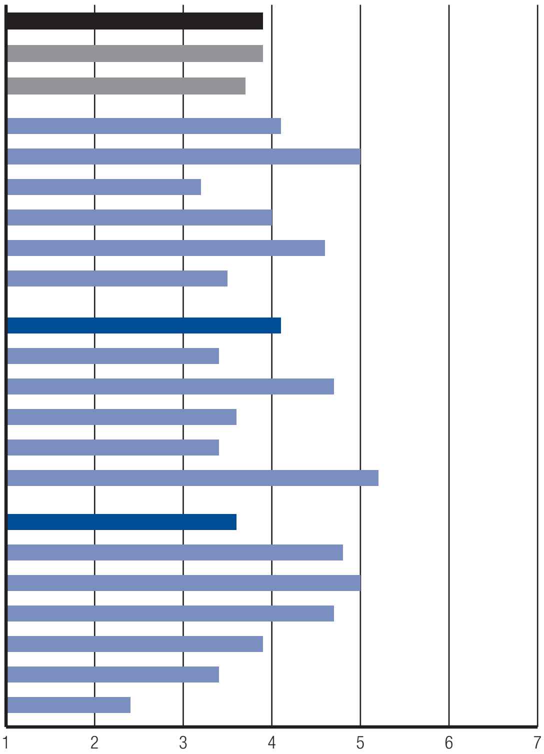
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	1,017.2	3.8	3.1
T&T industry employment (1,000 jobs)	32.2	5.3	1.0
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	1,938	7.2	3.2
T&T economy employment (1,000 jobs)	58	9.5	1.1

International tourist arrivals (thousands), 2010	385.5
International tourism receipts (US$, millions), 2010	450.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**83**	**3.9**
2011 Travel & Tourism Competitiveness Index	79	3.9
2009 Travel & Tourism Competitiveness Index	84	3.7
T&T regulatory framework	**104**	**4.1**
Policy rules and regulations	30	5.0
Environmental sustainability	138	3.2
Safety and security	105	4.0
Health and hygiene	74	4.6
Prioritization of Travel & Tourism	117	3.5
Business environment and infrastructure	**54**	**4.1**
Air transport infrastructure	56	3.4
Ground transport infrastructure	34	4.7
Tourism infrastructure	77	3.6
ICT infrastructure	61	3.4
Price competitiveness in the T&T industry	13	5.2
T&T human, cultural, and natural resources	**95**	**3.6**
Human resources	74	4.8
Education and training	49	5.0
Availability of qualified labor	102	4.7
Affinity for Travel & Tourism	133	3.9
Natural resources	75	3.4
Cultural resources	69	2.4



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Trinidad and Tobago

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**5.0**	**30**
1.01	Prevalence of foreign ownership	4.6	72
1.02	Property rights	4.1	79
1.03	Business impact of rules on FDI	4.8	55
1.04	Visa requirements, no. of countries*	100.8	32
1.05	Openness bilateral ASAs (0–38)*	21.6	13
1.06	Transparency of government policymaking	3.9	96
1.07	No. of days to start a business*	41	125
1.08	Cost to start a business, % GNI/capita*	0.7	10
1.09	GATS commitment restrictiveness (0–100)*	94.9	2
	2nd pillar: Environmental sustainability	**3.2**	**138**
2.01	Stringency of environmental regulation	3.1	114
2.02	Enforcement of environmental regulation	2.8	119
2.03	Sustainability of T&T industry development	3.5	113
2.04	Carbon dioxide emission, million tons/capita*	37.4	138
2.05	Particulate matter concentration, µg/m³*	97.9	131
2.06	Threatened species, %*	2.7	19
2.07	Environm. treaty ratification (0–25)*	20	53
	3rd pillar: Safety and security	**4.0**	**105**
3.01	Business costs of crime and violence	2.5	135
3.02	Reliability of police services	3.2	113
3.03	Road traffic accidents/100,000 pop.*	15.5	69
3.04	Business costs of terrorism	5.6	61
	4th pillar: Health and hygiene	**4.6**	**74**
4.01	Physician density/1,000 pop.*	1.2	83
4.02	Access to improved sanitation, % pop.*	92.0	62
4.03	Access to improved drinking water, % pop.*	94.0	73
4.04	Hospital beds/10,000 pop.*	26.0	69
	5th pillar: Prioritization of Travel & Tourism	**3.5**	**117**
5.01	Government prioritization of the T&T industry	4.5	112
5.02	T&T gov't expenditure, % gov't budget*	4.6	43
5.03	Effectiveness of marketing to attract tourists	3.5	115
5.04	Comprehensiveness of T&T data (0–120)*	46.0	106
5.05	Timeliness of T&T data (0–18)*	0.0	126
	6th pillar: Air transport infrastructure	**3.4**	**56**
6.01	Quality of air transport infrastructure	5.0	56
6.02	Airline seat kms/week, dom., millions*	1.1	74
6.03	Airline seat kms/week, int'l, millions*	55.9	90
6.04	Departures/1,000 pop.*	18.3	25
6.05	Airport density/million pop.*	1.5	31
6.06	No. of operating airlines*	9.5	114
6.07	International air transport network	4.9	62
	7th pillar: Ground transport infrastructure	**4.7**	**34**
7.01	Quality of roads	3.8	74
7.02	Quality of railroad infrastructure	n/a	n/a
7.03	Quality of port infrastructure	3.8	91
7.04	Quality of ground transport network	4.2	83
7.05	Road density/million pop.*	162.0	21

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**3.6**	**77**
8.01	Hotel rooms/100 pop.*	0.5	61
8.02	Presence of major car rental co. (1–7)*	5	66
8.03	ATMs accepting Visa cards/million pop.*	230.3	78
	9th pillar: ICT infrastructure	**3.4**	**61**
9.01	ICT use for B-to-B transactions	5.0	67
9.02	ICT use for B-to-C transactions	4.1	93
9.03	Individuals using the Internet, %*	55.2	49
9.04	Fixed telephone lines/100 pop.*	21.7	58
9.05	Broadband Internet subscribers/100 pop.*	11.5	50
9.06	Mobile telephone subscriptions/100 pop.*	135.6	24
9.07	Mobile broadband subscriptions/100 pop.*	1.2	109
	10th pillar: Price competitiveness in T&T ind.	**5.2**	**13**
10.01	Ticket taxes and airport charges (0–100)*	89.2	21
10.02	Purchasing power parity*	0.6	71
10.04	Fuel price, US$ cents/liter*	36.0	12
10.03	Extent and effect of taxation	3.9	38
10.05	Hotel price index, US$*	145.5	80
	11th pillar: Human resources	**4.8**	**74**
	Education and training	5.0	49
11.01	Primary education enrollment, net %*	93.9	64
11.02	Secondary education enrollment, gross %*	89.9	65
11.03	Quality of the educational system	4.2	40
11.04	Local availability specialized research & training	4.3	65
11.05	Extent of staff training	3.9	70
	Availability of qualified labor	4.7	102
11.06	Hiring and firing practices	3.8	81
11.07	Ease of hiring foreign labor	3.6	110
11.08	HIV prevalence, % adult pop.*	1.5	115
11.09	Business impact of HIV/AIDS	4.0	121
11.10	Life expectancy, years*	70.0	94
	12th pillar: Affinity for Travel & Tourism	**3.9**	**133**
12.01	Tourism openness, % of GDP*	2.5	107
12.02	Attitude of population toward foreign visitors	5.6	126
12.03	Extension of business trips recommended	4.6	116
12.04	Degree of customer orientation	3.6	135
	13th pillar: Natural resources	**3.4**	**75**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	4.0	87
13.03	Total known species*	562	67
13.04	Terrestrial biome protection (0–17%)*	16.8	23
13.05	Marine protected areas, %*	0.6	57
	14th pillar: Cultural resources	**2.4**	**69**
14.01	No. of World Heritage cultural sites*	0	125
14.02	Sports stadiums, seats/million pop.*	130,723.8	13
14.03	No. of int'l fairs and exhibitions*	3.3	111
14.04	Creative industries exports, % of world total*	0.0	103

Turkey

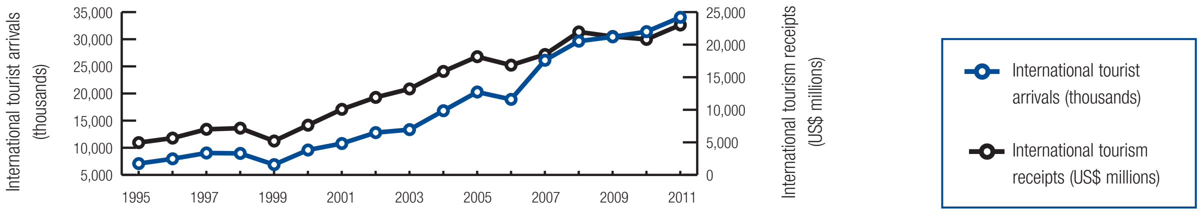
Key indicators

Population (millions), 2011	74.3
Surface area (1,000 square kilometers), 2011	783.6
Gross domestic product (current US$ billions), 2011	774.3
Gross domestic product (current PPP, $) per capita, 2011	14,392.5
Real GDP growth (percent), 2011	8.5
Environmental Performance Index 2012, rank (out of 132 economies), 2011	109

Travel & Tourism indicators

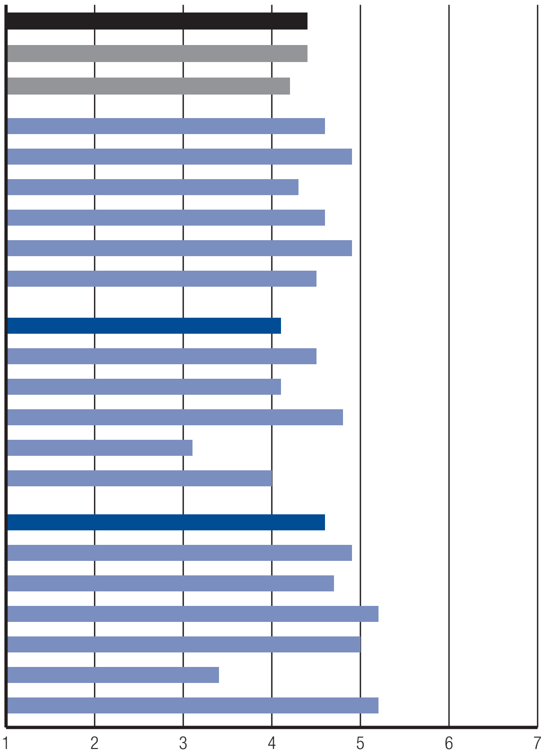
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	33,520.3	4.2	2.9
T&T industry employment (1,000 jobs)	532.2	2.2	2.6
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	86,436	10.9	3.0
T&T economy employment (1,000 jobs)	2,004	8.2	1.4

International tourist arrivals (thousands), 2011	34,038.0
International tourism receipts (US$, millions), 2011	23,020.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**46**	**4.4**
2011 Travel & Tourism Competitiveness Index	50	4.4
2009 Travel & Tourism Competitiveness Index	56	4.2
T&T regulatory framework	**64**	**4.6**
Policy rules and regulations	34	4.9
Environmental sustainability	95	4.3
Safety and security	79	4.6
Health and hygiene	64	4.9
Prioritization of Travel & Tourism	63	4.5
Business environment and infrastructure	**52**	**4.1**
Air transport infrastructure	29	4.5
Ground transport infrastructure	52	4.1
Tourism infrastructure	45	4.8
ICT infrastructure	71	3.1
Price competitiveness in the T&T industry	112	4.0
T&T human, cultural, and natural resources	**27**	**4.6**
Human resources	68	4.9
Education and training	68	4.7
Availability of qualified labor	52	5.2
Affinity for Travel & Tourism	35	5.0
Natural resources	78	3.4
Cultural resources	19	5.2



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Turkey

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.9**	**34**
1.01	Prevalence of foreign ownership	4.2	99
1.02	Property rights	4.5	56
1.03	Business impact of rules on FDI	4.8	53
1.04	Visa requirements, no. of countries*	94.7	37
1.05	Openness bilateral ASAs (0–38)*	11.3	63
1.06	Transparency of government policymaking	4.7	39
1.07	No. of days to start a business*	6	16
1.08	Cost to start a business, % GNI/capita*	10.5	74
1.09	GATS commitment restrictiveness (0–100)*	78.9	12
	2nd pillar: Environmental sustainability	**4.3**	**95**
2.01	Stringency of environmental regulation	3.7	84
2.02	Enforcement of environmental regulation	3.5	78
2.03	Sustainability of T&T industry development	4.8	49
2.04	Carbon dioxide emission, million tons/capita*	4.0	68
2.05	Particulate matter concentration, µg/m³*	36.7	87
2.06	Threatened species, %*	7.7	106
2.07	Environm. treaty ratification (0–25)*	15	123
	3rd pillar: Safety and security	**4.6**	**79**
3.01	Business costs of crime and violence	4.8	74
3.02	Reliability of police services	4.0	80
3.03	Road traffic accidents/100,000 pop.*	13.4	48
3.04	Business costs of terrorism	4.2	126
	4th pillar: Health and hygiene	**4.9**	**64**
4.01	Physician density/1,000 pop.*	1.5	73
4.02	Access to improved sanitation, % pop.*	90.0	67
4.03	Access to improved drinking water, % pop.*	100.0	1
4.04	Hospital beds/10,000 pop.*	25.0	72
	5th pillar: Prioritization of Travel & Tourism	**4.5**	**63**
5.01	Government prioritization of the T&T industry	5.8	36
5.02	T&T gov't expenditure, % gov't budget*	0.5	136
5.03	Effectiveness of marketing to attract tourists	4.9	48
5.04	Comprehensiveness of T&T data (0–120)*	82.0	25
5.05	Timeliness of T&T data (0–18)*	17.5	7
	6th pillar: Air transport infrastructure	**4.5**	**29**
6.01	Quality of air transport infrastructure	5.6	36
6.02	Airline seat kms/week, dom., millions*	320.6	15
6.03	Airline seat kms/week, int'l, millions*	1,206.8	20
6.04	Departures/1,000 pop.*	5.5	56
6.05	Airport density/million pop.*	0.6	80
6.06	No. of operating airlines*	93.5	13
6.07	International air transport network	5.7	30
	7th pillar: Ground transport infrastructure	**4.1**	**52**
7.01	Quality of roads	4.9	43
7.02	Quality of railroad infrastructure	3.1	53
7.03	Quality of port infrastructure	4.4	63
7.04	Quality of ground transport network	5.3	28
7.05	Road density/million pop.*	46.0	57

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**4.8**	**45**
8.01	Hotel rooms/100 pop.*	0.4	63
8.02	Presence of major car rental co. (1–7)*	7	1
8.03	ATMs accepting Visa cards/million pop.*	438.3	47
	9th pillar: ICT infrastructure	**3.1**	**71**
9.01	ICT use for B-to-B transactions	4.9	74
9.02	ICT use for B-to-C transactions	4.7	56
9.03	Individuals using the Internet, %*	42.1	69
9.04	Fixed telephone lines/100 pop.*	20.7	62
9.05	Broadband Internet subscribers/100 pop.*	10.3	56
9.06	Mobile telephone subscriptions/100 pop.*	88.7	96
9.07	Mobile broadband subscriptions/100 pop.*	8.8	79
	10th pillar: Price competitiveness in T&T ind.	**4.0**	**112**
10.01	Ticket taxes and airport charges (0–100)*	88.4	26
10.02	Purchasing power parity*	0.6	56
10.04	Fuel price, US$ cents/liter*	203.0	139
10.03	Extent and effect of taxation	3.0	113
10.05	Hotel price index, US$*	157.0	86
	11th pillar: Human resources	**4.9**	**68**
	Education and training	4.7	68
11.01	Primary education enrollment, net %*	97.5	34
11.02	Secondary education enrollment, gross %*	77.6	92
11.03	Quality of the educational system	3.5	81
11.04	Local availability specialized research & training	4.0	77
11.05	Extent of staff training	4.0	64
	Availability of qualified labor	5.2	52
11.06	Hiring and firing practices	4.3	44
11.07	Ease of hiring foreign labor	3.9	92
11.08	HIV prevalence, % adult pop.*	0.1	12
11.09	Business impact of HIV/AIDS	6.3	12
11.10	Life expectancy, years*	73.9	63
	12th pillar: Affinity for Travel & Tourism	**5.0**	**35**
12.01	Tourism openness, % of GDP*	3.6	86
12.02	Attitude of population toward foreign visitors	6.4	53
12.03	Extension of business trips recommended	6.2	11
12.04	Degree of customer orientation	5.4	22
	13th pillar: Natural resources	**3.4**	**78**
13.01	No. of World Heritage natural sites*	2	25
13.02	Quality of the natural environment	3.9	96
13.03	Total known species*	571	66
13.04	Terrestrial biome protection (0–17%)*	1.9	122
13.05	Marine protected areas, %*	0.8	45
	14th pillar: Cultural resources	**5.2**	**19**
14.01	No. of World Heritage cultural sites*	20	12
14.02	Sports stadiums, seats/million pop.*	25,008.2	83
14.03	No. of int'l fairs and exhibitions*	162.7	20
14.04	Creative industries exports, % of world total*	1.4	16

Uganda

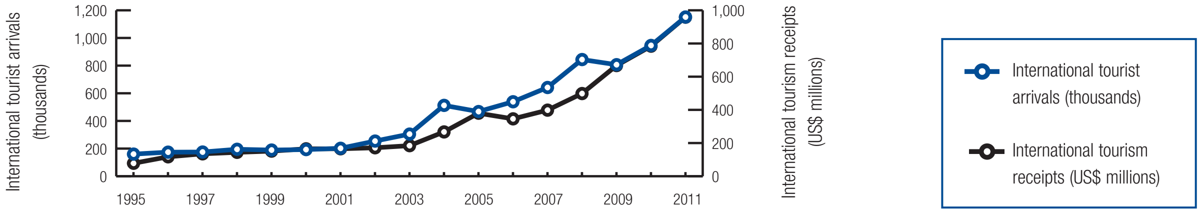
Key indicators

Population (millions), 2011	34.6
Surface area (1,000 square kilometers), 2011	241.6
Gross domestic product (current US$ billions), 2011	17.4
Gross domestic product (current PPP, $) per capita, 2011	1,384.5
Real GDP growth (percent), 2011	5.1
Environmental Performance Index 2012, rank (out of 132 economies), 2011	n/a

Travel & Tourism indicators

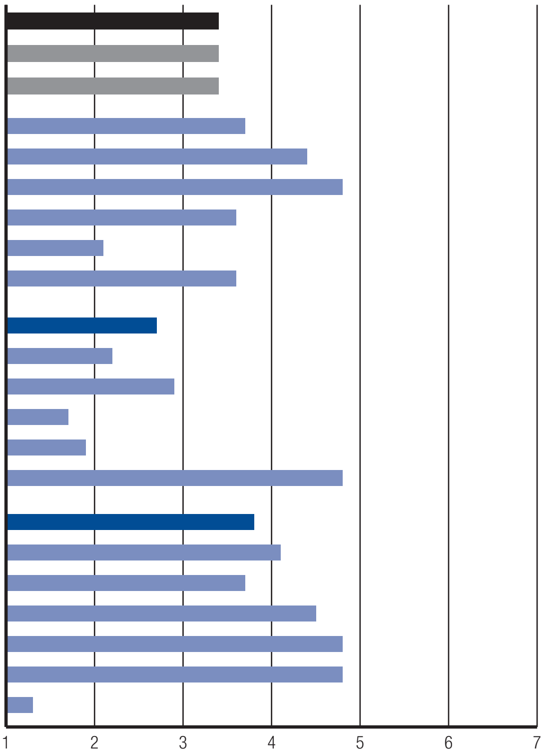
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	784.0	3.9	5.2
T&T industry employment (1,000 jobs)	227.1	3.3	2.8
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	1,765	8.8	5.5
T&T economy employment (1,000 jobs)	530	7.7	3.1

International tourist arrivals (thousands), 2011	1,151.4
International tourism receipts (US$, millions), 2011	958.6



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**116**	**3.4**
2011 Travel & Tourism Competitiveness Index	115	3.4
2009 Travel & Tourism Competitiveness Index	111	3.4
T&T regulatory framework	**116**	**3.7**
Policy rules and regulations	80	4.4
Environmental sustainability	51	4.8
Safety and security	124	3.6
Health and hygiene	125	2.1
Prioritization of Travel & Tourism	109	3.6
Business environment and infrastructure	**121**	**2.7**
Air transport infrastructure	120	2.2
Ground transport infrastructure	108	2.9
Tourism infrastructure	124	1.7
ICT infrastructure	124	1.9
Price competitiveness in the T&T industry	45	4.8
T&T human, cultural, and natural resources	**79**	**3.8**
Human resources	114	4.1
Education and training	121	3.7
Availability of qualified labor	118	4.5
Affinity for Travel & Tourism	54	4.8
Natural resources	25	4.8
Cultural resources	130	1.3



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Uganda

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.4**	**80**
1.01	Prevalence of foreign ownership	5.3	32
1.02	Property rights	4.1	78
1.03	Business impact of rules on FDI	5.1	31
1.04	Visa requirements, no. of countries*	145.7	12
1.05	Openness bilateral ASAs (0–38)*	7.8	106
1.06	Transparency of government policymaking	4.4	57
1.07	No. of days to start a business*	33	111
1.08	Cost to start a business, % GNI/capita*	76.7	126
1.09	GATS commitment restrictiveness (0–100)*	78.9	12
	2nd pillar: Environmental sustainability	**4.8**	**51**
2.01	Stringency of environmental regulation	3.0	119
2.02	Enforcement of environmental regulation	2.7	123
2.03	Sustainability of T&T industry development	4.3	73
2.04	Carbon dioxide emission, million tons/capita*	0.1	9
2.05	Particulate matter concentration, µg/m³*	10.8	4
2.06	Threatened species, %*	3.7	45
2.07	Environm. treaty ratification (0–25)*	17	96
	3rd pillar: Safety and security	**3.6**	**124**
3.01	Business costs of crime and violence	3.4	122
3.02	Reliability of police services	3.9	85
3.03	Road traffic accidents/100,000 pop.*	24.7	98
3.04	Business costs of terrorism	3.7	134
	4th pillar: Health and hygiene	**2.1**	**125**
4.01	Physician density/1,000 pop.*	0.1	123
4.02	Access to improved sanitation, % pop.*	34.0	116
4.03	Access to improved drinking water, % pop.*	72.0	120
4.04	Hospital beds/10,000 pop.*	5.0	128
	5th pillar: Prioritization of Travel & Tourism	**3.6**	**109**
5.01	Government prioritization of the T&T industry	5.0	86
5.02	T&T gov't expenditure, % gov't budget*	2.3	99
5.03	Effectiveness of marketing to attract tourists	4.5	63
5.04	Comprehensiveness of T&T data (0–120)*	32.0	128
5.05	Timeliness of T&T data (0–18)*	6.0	108
	6th pillar: Air transport infrastructure	**2.2**	**120**
6.01	Quality of air transport infrastructure	3.8	106
6.02	Airline seat kms/week, dom., millions*	0.1	101
6.03	Airline seat kms/week, int'l, millions*	35.0	101
6.04	Departures/1,000 pop.*	0.0	135
6.05	Airport density/million pop.*	0.1	130
6.06	No. of operating airlines*	15.5	90
6.07	International air transport network	4.5	76
	7th pillar: Ground transport infrastructure	**2.9**	**108**
7.01	Quality of roads	2.9	108
7.02	Quality of railroad infrastructure	1.4	109
7.03	Quality of port infrastructure	3.8	89
7.04	Quality of ground transport network	4.3	80
7.05	Road density/million pop.*	29.0	74

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**1.7**	**124**
8.01	Hotel rooms/100 pop.*	0.1	121
8.02	Presence of major car rental co. (1–7)*	2	111
8.03	ATMs accepting Visa cards/million pop.*	10.5	124
	9th pillar: ICT infrastructure	**1.9**	**124**
9.01	ICT use for B-to-B transactions	4.7	94
9.02	ICT use for B-to-C transactions	3.7	114
9.03	Individuals using the Internet, %*	13.0	111
9.04	Fixed telephone lines/100 pop.*	1.3	121
9.05	Broadband Internet subscribers/100 pop.*	0.1	120
9.06	Mobile telephone subscriptions/100 pop.*	48.4	127
9.07	Mobile broadband subscriptions/100 pop.*	2.8	98
	10th pillar: Price competitiveness in T&T ind.	**4.8**	**45**
10.01	Ticket taxes and airport charges (0–100)*	72.0	100
10.02	Purchasing power parity*	0.4	4
10.04	Fuel price, US$ cents/liter*	111.0	74
10.03	Extent and effect of taxation	3.2	98
10.05	Hotel price index, US$*	108.0	32
	11th pillar: Human resources	**4.1**	**114**
	Education and training	3.7	121
11.01	Primary education enrollment, net %*	90.9	89
11.02	Secondary education enrollment, gross %*	28.1	131
11.03	Quality of the educational system	3.7	68
11.04	Local availability specialized research & training	3.8	90
11.05	Extent of staff training	3.6	98
	Availability of qualified labor	4.5	118
11.06	Hiring and firing practices	5.2	7
11.07	Ease of hiring foreign labor	5.2	8
11.08	HIV prevalence, % adult pop.*	6.5	131
11.09	Business impact of HIV/AIDS	3.1	128
11.10	Life expectancy, years*	54.1	127
	12th pillar: Affinity for Travel & Tourism	**4.8**	**54**
12.01	Tourism openness, % of GDP*	7.8	32
12.02	Attitude of population toward foreign visitors	6.4	40
12.03	Extension of business trips recommended	5.1	91
12.04	Degree of customer orientation	4.6	73
	13th pillar: Natural resources	**4.8**	**25**
13.01	No. of World Heritage natural sites*	2	25
13.02	Quality of the natural environment	4.5	62
13.03	Total known species*	1,372	17
13.04	Terrestrial biome protection (0–17%)*	11.2	67
13.05	Marine protected areas, %*	n/a	n/a
	14th pillar: Cultural resources	**1.3**	**130**
14.01	No. of World Heritage cultural sites*	2	88
14.02	Sports stadiums, seats/million pop.*	2,324.0	135
14.03	No. of int'l fairs and exhibitions*	9.3	80
14.04	Creative industries exports, % of world total*	0.0	108

Ukraine

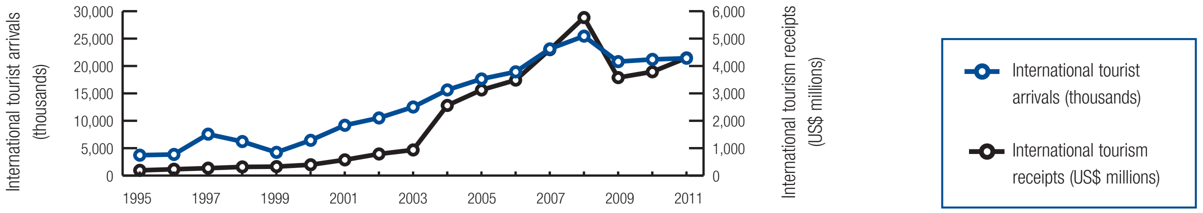
Key indicators

Population (millions), 2011	46.8
Surface area (1,000 square kilometers), 2011	603.6
Gross domestic product (current US$ billions), 2011	165.2
Gross domestic product (current PPP, $) per capita, 2011	7,222.4
Real GDP growth (percent), 2011	5.2
Environmental Performance Index 2012, rank (out of 132 economies), 2011	102

Travel & Tourism indicators

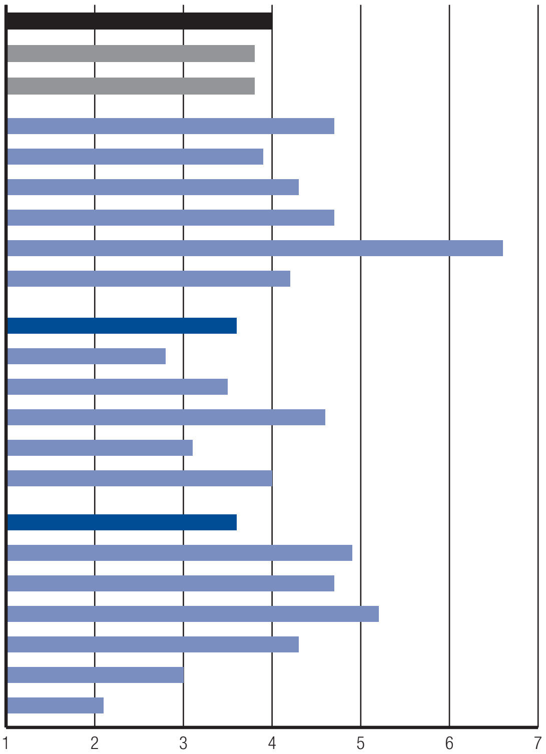
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	3,166.6	2.0	4.0
T&T industry employment (1,000 jobs)	350.0	1.7	–1.3
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	11,858	7.4	3.9
T&T economy employment (1,000 jobs)	1,332	6.5	–1.4

International tourist arrivals (thousands), 2011	21,415.3
International tourism receipts (US$, millions), 2011	4,294.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**76**	**4.0**
2011 Travel & Tourism Competitiveness Index	85	3.8
2009 Travel & Tourism Competitiveness Index	77	3.8
T&T regulatory framework	**60**	**4.7**
Policy rules and regulations	114	3.9
Environmental sustainability	92	4.3
Safety and security	77	4.7
Health and hygiene	8	6.6
Prioritization of Travel & Tourism	84	4.2
Business environment and infrastructure	**71**	**3.6**
Air transport infrastructure	78	2.8
Ground transport infrastructure	73	3.5
Tourism infrastructure	50	4.6
ICT infrastructure	70	3.1
Price competitiveness in the T&T industry	110	4.0
T&T human, cultural, and natural resources	**99**	**3.6**
Human resources	65	4.9
Education and training	72	4.7
Availability of qualified labor	44	5.2
Affinity for Travel & Tourism	101	4.3
Natural resources	102	3.0
Cultural resources	80	2.1



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Ukraine

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**3.9**	**114**
1.01	Prevalence of foreign ownership	3.6	123
1.02	Property rights	2.7	131
1.03	Business impact of rules on FDI	3.3	128
1.04	Visa requirements, no. of countries*	59.1	101
1.05	Openness bilateral ASAs (0–38)*	7.0	114
1.06	Transparency of government policymaking	3.6	119
1.07	No. of days to start a business*	22	92
1.08	Cost to start a business, % GNI/capita*	1.5	21
1.09	GATS commitment restrictiveness (0–100)*	n/a	n/a
	2nd pillar: Environmental sustainability	**4.3**	**92**
2.01	Stringency of environmental regulation	3.2	111
2.02	Enforcement of environmental regulation	2.8	114
2.03	Sustainability of T&T industry development	3.2	128
2.04	Carbon dioxide emission, million tons/capita*	7.0	98
2.05	Particulate matter concentration, μg/m³*	16.6	26
2.06	Threatened species, %*	5.6	79
2.07	Environm. treaty ratification (0–25)*	19	71
	3rd pillar: Safety and security	**4.7**	**77**
3.01	Business costs of crime and violence	5.4	41
3.02	Reliability of police services	3.0	119
3.03	Road traffic accidents/100,000 pop.*	21.5	90
3.04	Business costs of terrorism	6.1	36
	4th pillar: Health and hygiene	**6.6**	**8**
4.01	Physician density/1,000 pop.*	3.3	25
4.02	Access to improved sanitation, % pop.*	94.0	58
4.03	Access to improved drinking water, % pop.*	98.0	52
4.04	Hospital beds/10,000 pop.*	87.0	4
	5th pillar: Prioritization of Travel & Tourism	**4.2**	**84**
5.01	Government prioritization of the T&T industry	4.0	126
5.02	T&T gov't expenditure, % gov't budget*	5.0	38
5.03	Effectiveness of marketing to attract tourists	3.7	109
5.04	Comprehensiveness of T&T data (0–120)*	80.0	28
5.05	Timeliness of T&T data (0–18)*	13.5	71
	6th pillar: Air transport infrastructure	**2.8**	**78**
6.01	Quality of air transport infrastructure	4.3	85
6.02	Airline seat kms/week, dom., millions*	15.5	45
6.03	Airline seat kms/week, int'l, millions*	191.3	59
6.04	Departures/1,000 pop.*	1.8	84
6.05	Airport density/million pop.*	0.4	98
6.06	No. of operating airlines*	50.5	35
6.07	International air transport network	4.1	101
	7th pillar: Ground transport infrastructure	**3.5**	**73**
7.01	Quality of roads	2.3	135
7.02	Quality of railroad infrastructure	4.5	24
7.03	Quality of port infrastructure	4.0	74
7.04	Quality of ground transport network	4.7	51
7.05	Road density/million pop.*	28.0	77

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**4.6**	**50**
8.01	Hotel rooms/100 pop.*	0.2	94
8.02	Presence of major car rental co. (1–7)*	6	32
8.03	ATMs accepting Visa cards/million pop.*	603.7	26
	9th pillar: ICT infrastructure	**3.1**	**70**
9.01	ICT use for B-to-B transactions	4.8	80
9.02	ICT use for B-to-C transactions	4.6	68
9.03	Individuals using the Internet, %*	30.6	89
9.04	Fixed telephone lines/100 pop.*	28.1	44
9.05	Broadband Internet subscribers/100 pop.*	7.0	69
9.06	Mobile telephone subscriptions/100 pop.*	123.0	43
9.07	Mobile broadband subscriptions/100 pop.*	4.4	88
	10th pillar: Price competitiveness in T&T ind.	**4.0**	**110**
10.01	Ticket taxes and airport charges (0–100)*	66.9	107
10.02	Purchasing power parity*	0.5	31
10.04	Fuel price, US$ cents/liter*	92.0	44
10.03	Extent and effect of taxation	2.3	135
10.05	Hotel price index, US$*	225.5	110
	11th pillar: Human resources	**4.9**	**65**
	Education and training	4.7	72
11.01	Primary education enrollment, net %*	90.7	90
11.02	Secondary education enrollment, gross %*	95.6	48
11.03	Quality of the educational system	3.6	69
11.04	Local availability specialized research & training	3.7	97
11.05	Extent of staff training	3.6	104
	Availability of qualified labor	5.2	44
11.06	Hiring and firing practices	4.9	16
11.07	Ease of hiring foreign labor	4.2	58
11.08	HIV prevalence, % adult pop.*	1.1	107
11.09	Business impact of HIV/AIDS	5.7	42
11.10	Life expectancy, years*	70.3	93
	12th pillar: Affinity for Travel & Tourism	**4.3**	**101**
12.01	Tourism openness, % of GDP*	5.3	56
12.02	Attitude of population toward foreign visitors	5.6	127
12.03	Extension of business trips recommended	4.7	108
12.04	Degree of customer orientation	4.6	70
	13th pillar: Natural resources	**3.0**	**102**
13.01	No. of World Heritage natural sites*	1	45
13.02	Quality of the natural environment	3.8	104
13.03	Total known species*	450	82
13.04	Terrestrial biome protection (0–17%)*	3.5	115
13.05	Marine protected areas, %*	1.5	28
	14th pillar: Cultural resources	**2.1**	**80**
14.01	No. of World Heritage cultural sites*	4	63
14.02	Sports stadiums, seats/million pop.*	24,417.6	85
14.03	No. of int'l fairs and exhibitions*	12.3	76
14.04	Creative industries exports, % of world total*	0.2	46

United Arab Emirates

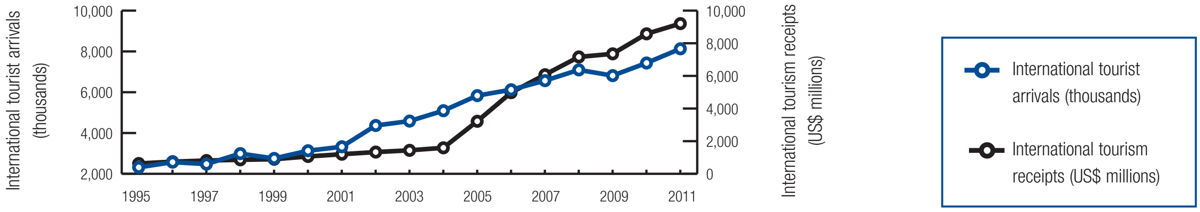
Key indicators

Population (millions), 2011	7.9
Surface area (1,000 square kilometers), 2011	83.6
Gross domestic product (current US$ billions), 2011	342.0
Gross domestic product (current PPP, $) per capita, 2011	47,728.8
Real GDP growth (percent), 2011	5.2
Environmental Performance Index 2012, rank (out of 132 economies), 2011	77

Travel & Tourism indicators

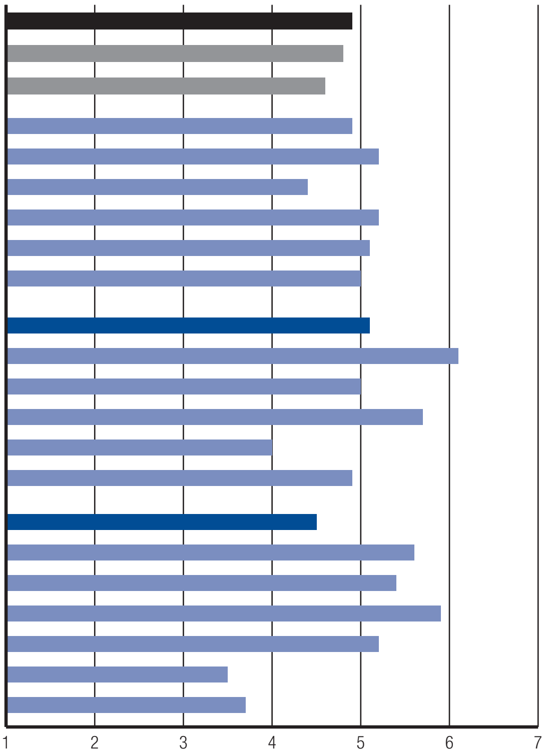
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	23,873.8	6.6	4.2
T&T industry employment (1,000 jobs)	172.9	4.6	3.2
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	49,782	13.7	4.3
T&T economy employment (1,000 jobs)	404	10.9	3.1

International tourist arrivals (thousands), 2011	8,128.7
International tourism receipts (US$, millions), 2011	9,203.5



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**28**	**4.9**
2011 Travel & Tourism Competitiveness Index	30	4.8
2009 Travel & Tourism Competitiveness Index	33	4.6
T&T regulatory framework	**45**	**4.9**
Policy rules and regulations	13	5.2
Environmental sustainability	91	4.4
Safety and security	50	5.2
Health and hygiene	61	5.1
Prioritization of Travel & Tourism	36	5.0
Business environment and infrastructure	**9**	**5.1**
Air transport infrastructure	3	6.1
Ground transport infrastructure	26	5.0
Tourism infrastructure	24	5.7
ICT infrastructure	39	4.0
Price competitiveness in the T&T industry	35	4.9
T&T human, cultural, and natural resources	**35**	**4.5**
Human resources	15	5.6
Education and training	27	5.4
Availability of qualified labor	6	5.9
Affinity for Travel & Tourism	24	5.2
Natural resources	71	3.5
Cultural resources	33	3.7



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

United Arab Emirates

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**5.2**	**13**
1.01	Prevalence of foreign ownership	5.3	33
1.02	Property rights	5.2	33
1.03	Business impact of rules on FDI	5.4	14
1.04	Visa requirements, no. of countries*	99.0	33
1.05	Openness bilateral ASAs (0–38)*	11.3	64
1.06	Transparency of government policymaking	5.1	21
1.07	No. of days to start a business*	8	33
1.08	Cost to start a business, % GNI/capita*	6.0	58
1.09	GATS commitment restrictiveness (0–100)*	68.4	43
	2nd pillar: Environmental sustainability	**4.4**	**91**
2.01	Stringency of environmental regulation	5.3	24
2.02	Enforcement of environmental regulation	5.3	19
2.03	Sustainability of T&T industry development	6.2	1
2.04	Carbon dioxide emission, million tons/capita*	25.0	135
2.05	Particulate matter concentration, µg/m³*	62.4	116
2.06	Threatened species, %*	4.6	61
2.07	Environm. treaty ratification (0–25)*	17	96
	3rd pillar: Safety and security	**5.2**	**50**
3.01	Business costs of crime and violence	6.5	2
3.02	Reliability of police services	6.1	11
3.03	Road traffic accidents/100,000 pop.*	37.1	134
3.04	Business costs of terrorism	6.4	14
	4th pillar: Health and hygiene	**5.1**	**61**
4.01	Physician density/1,000 pop.*	1.9	61
4.02	Access to improved sanitation, % pop.*	98.0	42
4.03	Access to improved drinking water, % pop.*	100.0	1
4.04	Hospital beds/10,000 pop.*	19.0	84
	5th pillar: Prioritization of Travel & Tourism	**5.0**	**36**
5.01	Government prioritization of the T&T industry	6.5	6
5.02	T&T gov't expenditure, % gov't budget*	5.5	33
5.03	Effectiveness of marketing to attract tourists	6.4	1
5.04	Comprehensiveness of T&T data (0–120)*	8.0	139
5.05	Timeliness of T&T data (0–18)*	9.0	103
	6th pillar: Air transport infrastructure	**6.1**	**3**
6.01	Quality of air transport infrastructure	6.6	3
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	3,214.3	5
6.04	Departures/1,000 pop.*	34.8	10
6.05	Airport density/million pop.*	0.9	52
6.06	No. of operating airlines*	97.0	12
6.07	International air transport network	6.7	3
	7th pillar: Ground transport infrastructure	**5.0**	**26**
7.01	Quality of roads	6.5	2
7.02	Quality of railroad infrastructure	n/a	n/a
7.03	Quality of port infrastructure	6.4	5
7.04	Quality of ground transport network	6.1	8
7.05	Road density/million pop.*	5.0	127

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**5.7**	**24**
8.01	Hotel rooms/100 pop.*	1.0	31
8.02	Presence of major car rental co. (1–7)*	7	1
8.03	ATMs accepting Visa cards/million pop.*	525.3	31
	9th pillar: ICT infrastructure	**4.0**	**39**
9.01	ICT use for B-to-B transactions	5.9	17
9.02	ICT use for B-to-C transactions	5.5	21
9.03	Individuals using the Internet, %*	70.0	34
9.04	Fixed telephone lines/100 pop.*	23.1	51
9.05	Broadband Internet subscribers/100 pop.*	11.0	52
9.06	Mobile telephone subscriptions/100 pop.*	148.6	15
9.07	Mobile broadband subscriptions/100 pop.*	21.7	49
	10th pillar: Price competitiveness in T&T ind.	**4.9**	**35**
10.01	Ticket taxes and airport charges (0–100)*	88.5	24
10.02	Purchasing power parity*	0.9	110
10.04	Fuel price, US$ cents/liter*	71.0	21
10.03	Extent and effect of taxation	6.2	2
10.05	Hotel price index, US$*	195.7	101
	11th pillar: Human resources	**5.6**	**15**
	Education and training	5.4	27
11.01	Primary education enrollment, net %*	88.4	100
11.02	Secondary education enrollment, gross %*	92.3	55
11.03	Quality of the educational system	5.0	17
11.04	Local availability specialized research & training	5.2	21
11.05	Extent of staff training	4.9	17
	Availability of qualified labor	5.9	6
11.06	Hiring and firing practices	5.0	12
11.07	Ease of hiring foreign labor	5.5	1
11.08	HIV prevalence, % adult pop.*	0.0	1
11.09	Business impact of HIV/AIDS	5.7	44
11.10	Life expectancy, years*	76.7	39
	12th pillar: Affinity for Travel & Tourism	**5.2**	**24**
12.01	Tourism openness, % of GDP*	6.6	41
12.02	Attitude of population toward foreign visitors	6.6	15
12.03	Extension of business trips recommended	6.1	13
12.04	Degree of customer orientation	5.4	19
	13th pillar: Natural resources	**3.5**	**71**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	5.2	37
13.03	Total known species*	346	115
13.04	Terrestrial biome protection (0–17%)*	14.8	36
13.05	Marine protected areas, %*	1.5	32
	14th pillar: Cultural resources	**3.7**	**33**
14.01	No. of World Heritage cultural sites*	2	88
14.02	Sports stadiums, seats/million pop.*	66,285.8	37
14.03	No. of int'l fairs and exhibitions*	47.3	47
14.04	Creative industries exports, % of world total*	1.2	22

United Kingdom

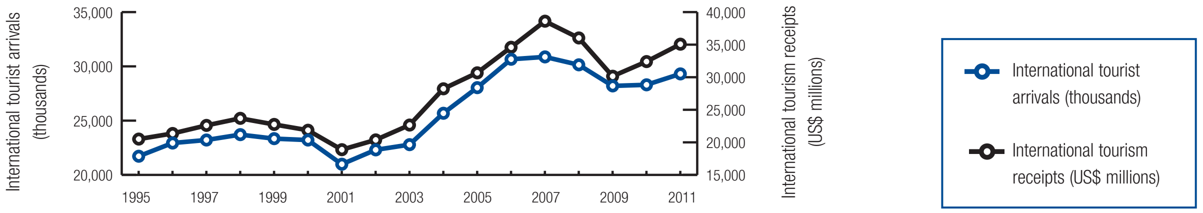
Key indicators

Population (millions), 2011	65.3
Surface area (1,000 square kilometers), 2011	243.6
Gross domestic product (current US$ billions), 2011	2,431.3
Gross domestic product (current PPP, $) per capita, 2011	36,521.6
Real GDP growth (percent), 2011	0.8
Environmental Performance Index 2012, rank (out of 132 economies), 2011	9

Travel & Tourism indicators

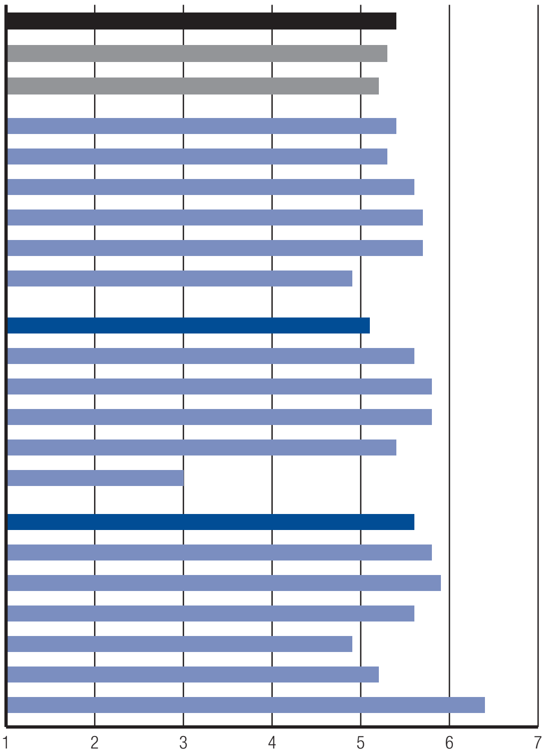
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	56,859.5	2.3	4.1
T&T industry employment (1,000 jobs)	954.6	3.1	2.2
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	163,360	6.7	3.8
T&T economy employment (1,000 jobs)	2,315	7.4	2.1

International tourist arrivals (thousands), 2011	29,305.6
International tourism receipts (US$, millions), 2011	35,069.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**5**	**5.4**
2011 Travel & Tourism Competitiveness Index	7	5.3
2009 Travel & Tourism Competitiveness Index	11	5.2
T&T regulatory framework	**17**	**5.4**
Policy rules and regulations	8	5.3
Environmental sustainability	7	5.6
Safety and security	22	5.7
Health and hygiene	48	5.7
Prioritization of Travel & Tourism	40	4.9
Business environment and infrastructure	**10**	**5.1**
Air transport infrastructure	5	5.6
Ground transport infrastructure	13	5.8
Tourism infrastructure	22	5.8
ICT infrastructure	10	5.4
Price competitiveness in the T&T industry	138	3.0
T&T human, cultural, and natural resources	**3**	**5.6**
Human resources	6	5.8
Education and training	10	5.9
Availability of qualified labor	13	5.6
Affinity for Travel & Tourism	45	4.9
Natural resources	15	5.2
Cultural resources	3	6.4



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

United Kingdom

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**5.3**	**8**
1.01	Prevalence of foreign ownership	6.1	4
1.02	Property rights	6.2	5
1.03	Business impact of rules on FDI	5.4	13
1.04	Visa requirements, no. of countries*	87.0	46
1.05	Openness bilateral ASAs (0–38)*	14.3	34
1.06	Transparency of government policymaking	5.3	13
1.07	No. of days to start a business*	13	61
1.08	Cost to start a business, % GNI/capita*	0.7	10
1.09	GATS commitment restrictiveness (0–100)*	53.1	68
	2nd pillar: Environmental sustainability	**5.6**	**7**
2.01	Stringency of environmental regulation	5.5	21
2.02	Enforcement of environmental regulation	5.4	18
2.03	Sustainability of T&T industry development	5.0	33
2.04	Carbon dioxide emission, million tons/capita*	8.5	112
2.05	Particulate matter concentration, µg/m³*	12.7	10
2.06	Threatened species, %*	2.6	17
2.07	Environm. treaty ratification (0–25)*	23	13
	3rd pillar: Safety and security	**5.7**	**22**
3.01	Business costs of crime and violence	5.3	49
3.02	Reliability of police services	5.9	23
3.03	Road traffic accidents/100,000 pop.*	5.4	10
3.04	Business costs of terrorism	5.2	94
	4th pillar: Health and hygiene	**5.7**	**48**
4.01	Physician density/1,000 pop.*	2.7	40
4.02	Access to improved sanitation, % pop.*	100.0	1
4.03	Access to improved drinking water, % pop.*	100.0	1
4.04	Hospital beds/10,000 pop.*	33.0	55
	5th pillar: Prioritization of Travel & Tourism	**4.9**	**40**
5.01	Government prioritization of the T&T industry	5.7	47
5.02	T&T gov't expenditure, % gov't budget*	2.8	84
5.03	Effectiveness of marketing to attract tourists	5.5	21
5.04	Comprehensiveness of T&T data (0–120)*	85.0	21
5.05	Timeliness of T&T data (0–18)*	15.5	48
	6th pillar: Air transport infrastructure	**5.6**	**5**
6.01	Quality of air transport infrastructure	6.0	22
6.02	Airline seat kms/week, dom., millions*	239.2	19
6.03	Airline seat kms/week, int'l, millions*	5,990.3	2
6.04	Departures/1,000 pop.*	18.9	23
6.05	Airport density/million pop.*	1.0	42
6.06	No. of operating airlines*	156.5	4
6.07	International air transport network	6.4	8
	7th pillar: Ground transport infrastructure	**5.8**	**13**
7.01	Quality of roads	5.6	24
7.02	Quality of railroad infrastructure	5.0	16
7.03	Quality of port infrastructure	5.8	12
7.04	Quality of ground transport network	5.5	22
7.05	Road density/million pop.*	172.0	17

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**5.8**	**22**
8.01	Hotel rooms/100 pop.*	1.0	30
8.02	Presence of major car rental co. (1–7)*	6	32
8.03	ATMs accepting Visa cards/million pop.*	639.6	21
	9th pillar: ICT infrastructure	**5.4**	**10**
9.01	ICT use for B-to-B transactions	6.1	4
9.02	ICT use for B-to-C transactions	6.3	1
9.03	Individuals using the Internet, %*	82.0	14
9.04	Fixed telephone lines/100 pop.*	53.3	10
9.05	Broadband Internet subscribers/100 pop.*	32.7	11
9.06	Mobile telephone subscriptions/100 pop.*	130.8	30
9.07	Mobile broadband subscriptions/100 pop.*	52.6	17
	10th pillar: Price competitiveness in T&T ind.	**3.0**	**138**
10.01	Ticket taxes and airport charges (0–100)*	24.5	139
10.02	Purchasing power parity*	1.1	119
10.04	Fuel price, US$ cents/liter*	198.0	137
10.03	Extent and effect of taxation	3.4	73
10.05	Hotel price index, US$*	125.9	53
	11th pillar: Human resources	**5.8**	**6**
	Education and training	5.9	10
11.01	Primary education enrollment, net %*	99.6	8
11.02	Secondary education enrollment, gross %*	101.8	23
11.03	Quality of the educational system	4.7	27
11.04	Local availability specialized research & training	5.9	6
11.05	Extent of staff training	5.0	14
	Availability of qualified labor	5.6	13
11.06	Hiring and firing practices	4.5	33
11.07	Ease of hiring foreign labor	4.4	50
11.08	HIV prevalence, % adult pop.*	0.2	52
11.09	Business impact of HIV/AIDS	5.9	31
11.10	Life expectancy, years*	80.4	18
	12th pillar: Affinity for Travel & Tourism	**4.9**	**45**
12.01	Tourism openness, % of GDP*	3.5	88
12.02	Attitude of population toward foreign visitors	6.4	55
12.03	Extension of business trips recommended	5.9	32
12.04	Degree of customer orientation	5.3	26
	13th pillar: Natural resources	**5.2**	**15**
13.01	No. of World Heritage natural sites*	5	8
13.02	Quality of the natural environment	5.2	34
13.03	Total known species*	351	114
13.04	Terrestrial biome protection (0–17%)*	17.0	1
13.05	Marine protected areas, %*	18.4	4
	14th pillar: Cultural resources	**6.4**	**3**
14.01	No. of World Heritage cultural sites*	24	9
14.02	Sports stadiums, seats/million pop.*	87,427.9	26
14.03	No. of int'l fairs and exhibitions*	449.0	4
14.04	Creative industries exports, % of world total*	4.3	7

United States

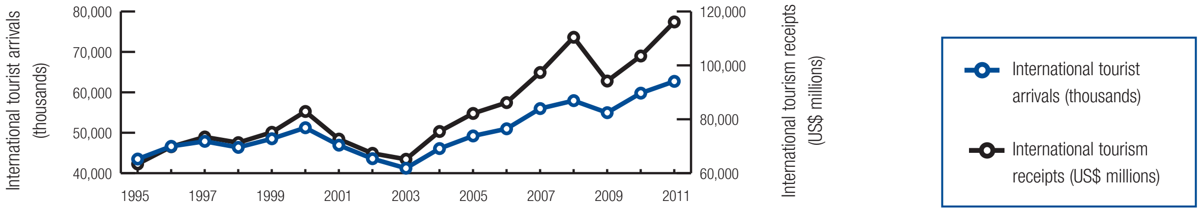
Key indicators

Population (millions), 2011	325.1
Surface area (1,000 square kilometers), 2011	9,831.5
Gross domestic product (current US$ billions), 2011	15,075.7
Gross domestic product (current PPP, $) per capita, 2011	48,327.9
Real GDP growth (percent), 2011	1.8
Environmental Performance Index 2012, rank (out of 132 economies), 2011	49

Travel & Tourism indicators

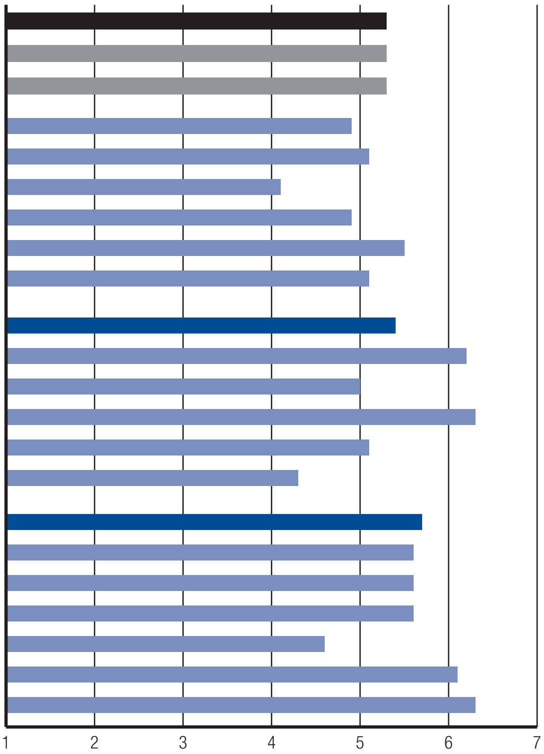
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	439,078.0	2.8	–0.0
T&T industry employment (1,000 jobs)	5,648.4	4.0	1.5
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	1,325,840	8.6	3.1
T&T economy employment (1,000 jobs)	14,200	10.0	1.9

International tourist arrivals (thousands), 2011	62,711.2
International tourism receipts (US$, millions), 2011	116,115.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**6**	**5.3**
2011 Travel & Tourism Competitiveness Index	6	5.3
2009 Travel & Tourism Competitiveness Index	8	5.3
T&T regulatory framework	**44**	**4.9**
Policy rules and regulations	23	5.1
Environmental sustainability	112	4.1
Safety and security	57	4.9
Health and hygiene	51	5.5
Prioritization of Travel & Tourism	30	5.1
Business environment and infrastructure	**2**	**5.4**
Air transport infrastructure	2	6.2
Ground transport infrastructure	27	5.0
Tourism infrastructure	13	6.3
ICT infrastructure	17	5.1
Price competitiveness in the T&T industry	94	4.3
T&T human, cultural, and natural resources	**1**	**5.7**
Human resources	14	5.6
Education and training	19	5.6
Availability of qualified labor	14	5.6
Affinity for Travel & Tourism	69	4.6
Natural resources	3	6.1
Cultural resources	5	6.3



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

United States

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**5.1**	**23**
1.01	Prevalence of foreign ownership	5.0	50
1.02	Property rights	5.0	42
1.03	Business impact of rules on FDI	4.7	63
1.04	Visa requirements, no. of countries*	22.0	121
1.05	Openness bilateral ASAs (0–38)*	24.2	9
1.06	Transparency of government policymaking	4.4	54
1.07	No. of days to start a business*	6	16
1.08	Cost to start a business, % GNI/capita*	1.4	20
1.09	GATS commitment restrictiveness (0–100)*	86.8	6
	2nd pillar: Environmental sustainability	**4.1**	**112**
2.01	Stringency of environmental regulation	5.4	23
2.02	Enforcement of environmental regulation	5.2	22
2.03	Sustainability of T&T industry development	5.0	32
2.04	Carbon dioxide emission, million tons/capita*	18.0	131
2.05	Particulate matter concentration, μg/m³*	18.0	31
2.06	Threatened species, %*	10.7	120
2.07	Environm. treaty ratification (0–25)*	14	130
	3rd pillar: Safety and security	**4.9**	**57**
3.01	Business costs of crime and violence	4.5	83
3.02	Reliability of police services	5.5	30
3.03	Road traffic accidents/100,000 pop.*	13.9	55
3.04	Business costs of terrorism	4.4	120
	4th pillar: Health and hygiene	**5.5**	**51**
4.01	Physician density/1,000 pop.*	2.4	49
4.02	Access to improved sanitation, % pop.*	100.0	1
4.03	Access to improved drinking water, % pop.*	99.0	42
4.04	Hospital beds/10,000 pop.*	30.0	64
	5th pillar: Prioritization of Travel & Tourism	**5.1**	**30**
5.01	Government prioritization of the T&T industry	5.2	67
5.02	T&T gov't expenditure, % gov't budget*	5.2	34
5.03	Effectiveness of marketing to attract tourists	5.2	30
5.04	Comprehensiveness of T&T data (0–120)*	96.0	10
5.05	Timeliness of T&T data (0–18)*	16.0	44
	6th pillar: Air transport infrastructure	**6.2**	**2**
6.01	Quality of air transport infrastructure	5.8	30
6.02	Airline seat kms/week, dom., millions*	21,470.9	1
6.03	Airline seat kms/week, int'l, millions*	10,615.0	1
6.04	Departures/1,000 pop.*	28.9	13
6.05	Airport density/million pop.*	2.2	21
6.06	No. of operating airlines*	188.5	1
6.07	International air transport network	5.9	22
	7th pillar: Ground transport infrastructure	**5.0**	**27**
7.01	Quality of roads	5.7	20
7.02	Quality of railroad infrastructure	4.8	18
7.03	Quality of port infrastructure	5.6	19
7.04	Quality of ground transport network	5.4	23
7.05	Road density/million pop.*	67.0	44

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**6.3**	**13**
8.01	Hotel rooms/100 pop.*	1.6	17
8.02	Presence of major car rental co. (1–7)*	5	66
8.03	ATMs accepting Visa cards/million pop.*	1,564.2	3
	9th pillar: ICT infrastructure	**5.1**	**17**
9.01	ICT use for B-to-B transactions	5.6	35
9.02	ICT use for B-to-C transactions	6.0	3
9.03	Individuals using the Internet, %*	77.9	20
9.04	Fixed telephone lines/100 pop.*	46.6	17
9.05	Broadband Internet subscribers/100 pop.*	27.4	18
9.06	Mobile telephone subscriptions/100 pop.*	92.7	93
9.07	Mobile broadband subscriptions/100 pop.*	74.5	9
	10th pillar: Price competitiveness in T&T ind.	**4.3**	**94**
10.01	Ticket taxes and airport charges (0–100)*	52.9	127
10.02	Purchasing power parity*	1.0	114
10.04	Fuel price, US$ cents/liter*	84.0	34
10.03	Extent and effect of taxation	3.5	64
10.05	Hotel price index, US$*	100.9	23
	11th pillar: Human resources	**5.6**	**14**
	Education and training	5.6	19
11.01	Primary education enrollment, net %*	94.6	58
11.02	Secondary education enrollment, gross %*	96.0	46
11.03	Quality of the educational system	4.7	28
11.04	Local availability specialized research & training	5.6	9
11.05	Extent of staff training	5.0	15
	Availability of qualified labor	5.6	14
11.06	Hiring and firing practices	5.0	8
11.07	Ease of hiring foreign labor	4.2	64
11.08	HIV prevalence, % adult pop.*	0.6	90
11.09	Business impact of HIV/AIDS	5.0	88
11.10	Life expectancy, years*	78.2	35
	12th pillar: Affinity for Travel & Tourism	**4.6**	**69**
12.01	Tourism openness, % of GDP*	1.3	131
12.02	Attitude of population toward foreign visitors	6.0	102
12.03	Extension of business trips recommended	5.8	39
12.04	Degree of customer orientation	5.4	18
	13th pillar: Natural resources	**6.1**	**3**
13.01	No. of World Heritage natural sites*	13	2
13.02	Quality of the natural environment	5.2	35
13.03	Total known species*	1,594	11
13.04	Terrestrial biome protection (0–17%)*	8.4	84
13.05	Marine protected areas, %*	11.6	7
	14th pillar: Cultural resources	**6.3**	**5**
14.01	No. of World Heritage cultural sites*	9	29
14.02	Sports stadiums, seats/million pop.*	109,953.7	19
14.03	No. of int'l fairs and exhibitions*	790.3	1
14.04	Creative industries exports, % of world total*	7.6	2

Uruguay

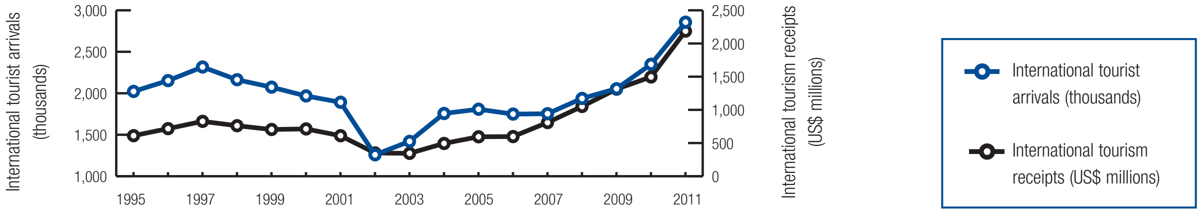
Key indicators

Population (millions), 2011	3.5
Surface area (1,000 square kilometers), 2011	176.2
Gross domestic product (current US$ billions), 2011	46.7
Gross domestic product (current PPP, $) per capita, 2011	15,112.3
Real GDP growth (percent), 2011	5.7
Environmental Performance Index 2012, rank (out of 132 economies), 2011	46

Travel & Tourism indicators

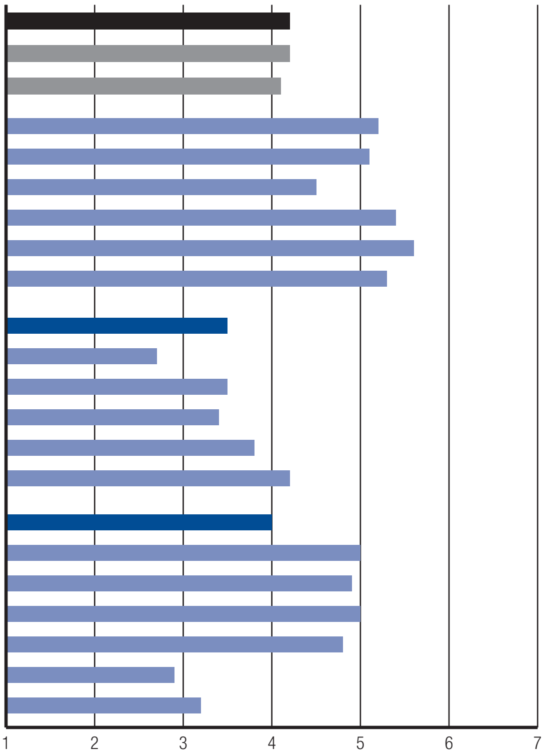
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	1,754.8	3.6	3.8
T&T industry employment (1,000 jobs)	53.7	3.4	1.4
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	5,049	10.2	3.7
T&T economy employment (1,000 jobs)	151	9.7	1.2

International tourist arrivals (thousands), 2011	2,856.7
International tourism receipts (US$, millions), 2011	2,186.6



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**59**	**4.2**
2011 Travel & Tourism Competitiveness Index	58	4.2
2009 Travel & Tourism Competitiveness Index	63	4.1
T&T regulatory framework	**31**	**5.2**
Policy rules and regulations	24	5.1
Environmental sustainability	78	4.5
Safety and security	34	5.4
Health and hygiene	49	5.6
Prioritization of Travel & Tourism	24	5.3
Business environment and infrastructure	**78**	**3.5**
Air transport infrastructure	87	2.7
Ground transport infrastructure	74	3.5
Tourism infrastructure	79	3.4
ICT infrastructure	46	3.8
Price competitiveness in the T&T industry	98	4.2
T&T human, cultural, and natural resources	**62**	**4.0**
Human resources	58	5.0
Education and training	55	4.9
Availability of qualified labor	76	5.0
Affinity for Travel & Tourism	46	4.8
Natural resources	108	2.9
Cultural resources	46	3.2



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Uruguay

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**5.1**	**24**
1.01	Prevalence of foreign ownership	5.7	12
1.02	Property rights	5.0	41
1.03	Business impact of rules on FDI	5.7	7
1.04	Visa requirements, no. of countries*	71.0	58
1.05	Openness bilateral ASAs (0–38)*	14.1	37
1.06	Transparency of government policymaking	5.0	26
1.07	No. of days to start a business*	7	24
1.08	Cost to start a business, % GNI/capita*	24.3	104
1.09	GATS commitment restrictiveness (0–100)*	75.0	17
	2nd pillar: Environmental sustainability	**4.5**	**78**
2.01	Stringency of environmental regulation	4.5	49
2.02	Enforcement of environmental regulation	4.3	41
2.03	Sustainability of T&T industry development	5.1	22
2.04	Carbon dioxide emission, million tons/capita*	2.5	61
2.05	Particulate matter concentration, µg/m³*	141.5	137
2.06	Threatened species, %*	7.2	101
2.07	Environm. treaty ratification (0–25)*	22	20
	3rd pillar: Safety and security	**5.4**	**34**
3.01	Business costs of crime and violence	4.5	85
3.02	Reliability of police services	4.2	71
3.03	Road traffic accidents/100,000 pop.*	4.3	3
3.04	Business costs of terrorism	6.3	19
	4th pillar: Health and hygiene	**5.6**	**49**
4.01	Physician density/1,000 pop.*	3.7	13
4.02	Access to improved sanitation, % pop.*	100.0	1
4.03	Access to improved drinking water, % pop.*	100.0	1
4.04	Hospital beds/10,000 pop.*	12.0	107
	5th pillar: Prioritization of Travel & Tourism	**5.3**	**24**
5.01	Government prioritization of the T&T industry	6.1	26
5.02	T&T gov't expenditure, % gov't budget*	5.1	37
5.03	Effectiveness of marketing to attract tourists	5.3	25
5.04	Comprehensiveness of T&T data (0–120)*	77.0	34
5.05	Timeliness of T&T data (0–18)*	18.0	1
	6th pillar: Air transport infrastructure	**2.7**	**87**
6.01	Quality of air transport infrastructure	4.9	63
6.02	Airline seat kms/week, dom., millions*	0.0	105
6.03	Airline seat kms/week, int'l, millions*	54.8	91
6.04	Departures/1,000 pop.*	5.7	55
6.05	Airport density/million pop.*	0.6	74
6.06	No. of operating airlines*	12.0	107
6.07	International air transport network	4.4	85
	7th pillar: Ground transport infrastructure	**3.5**	**74**
7.01	Quality of roads	3.6	80
7.02	Quality of railroad infrastructure	1.3	113
7.03	Quality of port infrastructure	4.9	46
7.04	Quality of ground transport network	5.2	29
7.05	Road density/million pop.*	44.0	59

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**3.4**	**79**
8.01	Hotel rooms/100 pop.*	0.6	58
8.02	Presence of major car rental co. (1–7)*	6	32
8.03	ATMs accepting Visa cards/million pop.*	25.2	115
	9th pillar: ICT infrastructure	**3.8**	**46**
9.01	ICT use for B-to-B transactions	5.0	69
9.02	ICT use for B-to-C transactions	4.6	66
9.03	Individuals using the Internet, %*	51.4	53
9.04	Fixed telephone lines/100 pop.*	28.5	43
9.05	Broadband Internet subscribers/100 pop.*	13.5	45
9.06	Mobile telephone subscriptions/100 pop.*	140.8	20
9.07	Mobile broadband subscriptions/100 pop.*	21.5	51
	10th pillar: Price competitiveness in T&T ind.	**4.2**	**98**
10.01	Ticket taxes and airport charges (0–100)*	88.2	28
10.02	Purchasing power parity*	0.9	108
10.04	Fuel price, US$ cents/liter*	144.0	102
10.03	Extent and effect of taxation	3.1	106
10.05	Hotel price index, US$*	120.2	46
	11th pillar: Human resources	**5.0**	**58**
	Education and training	4.9	55
11.01	Primary education enrollment, net %*	99.1	14
11.02	Secondary education enrollment, gross %*	90.2	64
11.03	Quality of the educational system	3.1	106
11.04	Local availability specialized research & training	4.5	46
11.05	Extent of staff training	3.8	85
	Availability of qualified labor	5.0	76
11.06	Hiring and firing practices	2.7	134
11.07	Ease of hiring foreign labor	4.4	47
11.08	HIV prevalence, % adult pop.*	0.5	85
11.09	Business impact of HIV/AIDS	6.1	25
11.10	Life expectancy, years*	76.2	44
	12th pillar: Affinity for Travel & Tourism	**4.8**	**46**
12.01	Tourism openness, % of GDP*	6.1	45
12.02	Attitude of population toward foreign visitors	6.2	77
12.03	Extension of business trips recommended	6.0	18
12.04	Degree of customer orientation	4.5	76
	13th pillar: Natural resources	**2.9**	**108**
13.01	No. of World Heritage natural sites*	0	79
13.02	Quality of the natural environment	5.5	22
13.03	Total known species*	554	68
13.04	Terrestrial biome protection (0–17%)*	0.3	137
13.05	Marine protected areas, %*	0.1	89
	14th pillar: Cultural resources	**3.2**	**46**
14.01	No. of World Heritage cultural sites*	3	74
14.02	Sports stadiums, seats/million pop.*	161,078.7	6
14.03	No. of int'l fairs and exhibitions*	48.0	45
14.04	Creative industries exports, % of world total*	0.0	80

Venezuela

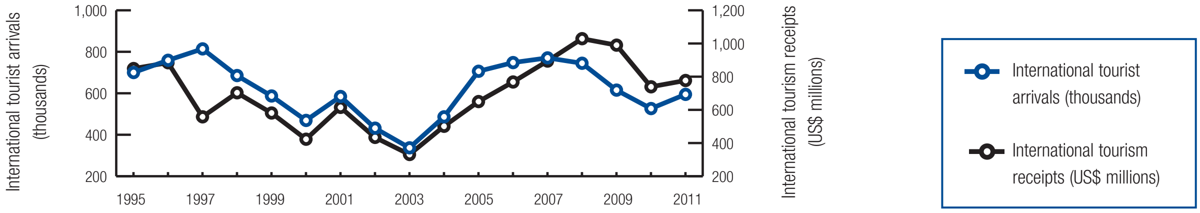
Key indicators

Population (millions), 2011	29.7
Surface area (1,000 square kilometers), 2011	912.1
Gross domestic product (current US$ billions), 2011	316.4
Gross domestic product (current PPP, $) per capita, 2011	12,567.8
Real GDP growth (percent), 2011	4.2
Environmental Performance Index 2012, rank (out of 132 economies), 2011	56

Travel & Tourism indicators

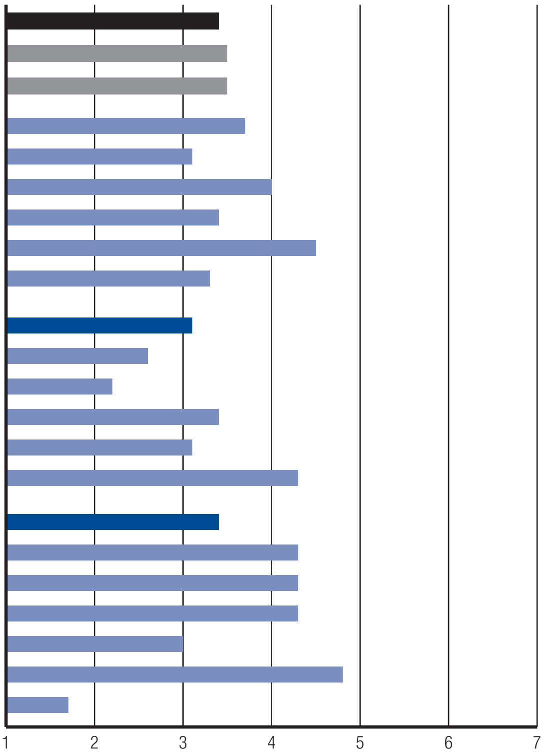
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	10,500.8	3.6	4.2
T&T industry employment (1,000 jobs)	399.5	3.2	2.9
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	28,190	9.8	4.2
T&T economy employment (1,000 jobs)	1,044	8.4	2.9

International tourist arrivals (thousands), 2011	594.7
International tourism receipts (US$, millions), 2011	777.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**113**	**3.4**
2011 Travel & Tourism Competitiveness Index	106	3.5
2009 Travel & Tourism Competitiveness Index	104	3.5
T&T regulatory framework	**119**	**3.7**
Policy rules and regulations	137	3.1
Environmental sustainability	116	4.0
Safety and security	131	3.4
Health and hygiene	80	4.5
Prioritization of Travel & Tourism	120	3.3
Business environment and infrastructure	**99**	**3.1**
Air transport infrastructure	92	2.6
Ground transport infrastructure	139	2.2
Tourism infrastructure	78	3.4
ICT infrastructure	72	3.1
Price competitiveness in the T&T industry	97	4.3
T&T human, cultural, and natural resources	**110**	**3.4**
Human resources	107	4.3
Education and training	99	4.3
Availability of qualified labor	125	4.3
Affinity for Travel & Tourism	140	3.0
Natural resources	24	4.8
Cultural resources	103	1.7



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Venezuela

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**3.1**	**137**
1.01	Prevalence of foreign ownership	3.5	126
1.02	Property rights	1.8	140
1.03	Business impact of rules on FDI	1.9	140
1.04	Visa requirements, no. of countries*	70.0	88
1.05	Openness bilateral ASAs (0–38)*	9.4	89
1.06	Transparency of government policymaking	3.0	138
1.07	No. of days to start a business*	144	139
1.08	Cost to start a business, % GNI/capita*	27.7	108
1.09	GATS commitment restrictiveness (0–100)*	72.8	32
	2nd pillar: Environmental sustainability	**4.0**	**116**
2.01	Stringency of environmental regulation	3.3	99
2.02	Enforcement of environmental regulation	2.6	128
2.03	Sustainability of T&T industry development	2.1	140
2.04	Carbon dioxide emission, million tons/capita*	6.1	92
2.05	Particulate matter concentration, µg/m³*	8.9	1
2.06	Threatened species, %*	7.2	100
2.07	Environm. treaty ratification (0–25)*	17	96
	3rd pillar: Safety and security	**3.4**	**131**
3.01	Business costs of crime and violence	2.3	136
3.02	Reliability of police services	2.1	138
3.03	Road traffic accidents/100,000 pop.*	21.8	92
3.04	Business costs of terrorism	5.1	96
	4th pillar: Health and hygiene	**4.5**	**80**
4.01	Physician density/1,000 pop.*	1.9	60
4.02	Access to improved sanitation, % pop.*	91.0	66
4.03	Access to improved drinking water, % pop.*	92.0	80
4.04	Hospital beds/10,000 pop.*	11.0	110
	5th pillar: Prioritization of Travel & Tourism	**3.3**	**120**
5.01	Government prioritization of the T&T industry	2.4	140
5.02	T&T gov't expenditure, % gov't budget*	3.5	65
5.03	Effectiveness of marketing to attract tourists	2.1	140
5.04	Comprehensiveness of T&T data (0–120)*	77.0	34
5.05	Timeliness of T&T data (0–18)*	18.0	1
	6th pillar: Air transport infrastructure	**2.6**	**92**
6.01	Quality of air transport infrastructure	3.3	124
6.02	Airline seat kms/week, dom., millions*	41.7	37
6.03	Airline seat kms/week, int'l, millions*	180.7	64
6.04	Departures/1,000 pop.*	4.4	60
6.05	Airport density/million pop.*	0.9	53
6.06	No. of operating airlines*	32.0	57
6.07	International air transport network	3.7	118
	7th pillar: Ground transport infrastructure	**2.2**	**139**
7.01	Quality of roads	2.6	126
7.02	Quality of railroad infrastructure	1.4	111
7.03	Quality of port infrastructure	2.5	135
7.04	Quality of ground transport network	3.2	136
7.05	Road density/million pop.*	11.0	115

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**3.4**	**78**
8.01	Hotel rooms/100 pop.*	0.4	65
8.02	Presence of major car rental co. (1–7)*	4	82
8.03	ATMs accepting Visa cards/million pop.*	284.3	71
	9th pillar: ICT infrastructure	**3.1**	**72**
9.01	ICT use for B-to-B transactions	4.4	108
9.02	ICT use for B-to-C transactions	4.3	85
9.03	Individuals using the Internet, %*	40.2	71
9.04	Fixed telephone lines/100 pop.*	24.9	49
9.05	Broadband Internet subscribers/100 pop.*	6.2	71
9.06	Mobile telephone subscriptions/100 pop.*	97.8	86
9.07	Mobile broadband subscriptions/100 pop.*	16.1	62
	10th pillar: Price competitiveness in T&T ind.	**4.3**	**97**
10.01	Ticket taxes and airport charges (0–100)*	41.3	134
10.02	Purchasing power parity*	0.8	101
10.04	Fuel price, US$ cents/liter*	1.1	1
10.03	Extent and effect of taxation	3.0	108
10.05	Hotel price index, US$*	188.7	99
	11th pillar: Human resources	**4.3**	**107**
	Education and training	4.3	99
11.01	Primary education enrollment, net %*	92.5	78
11.02	Secondary education enrollment, gross %*	82.5	85
11.03	Quality of the educational system	2.8	121
11.04	Local availability specialized research & training	3.4	115
11.05	Extent of staff training	3.6	102
	Availability of qualified labor	4.3	125
11.06	Hiring and firing practices	2.1	140
11.07	Ease of hiring foreign labor	2.7	137
11.08	HIV prevalence, % adult pop.*	0.7	93
11.09	Business impact of HIV/AIDS	4.9	91
11.10	Life expectancy, years*	74.1	59
	12th pillar: Affinity for Travel & Tourism	**3.0**	**140**
12.01	Tourism openness, % of GDP*	1.0	134
12.02	Attitude of population toward foreign visitors	4.5	139
12.03	Extension of business trips recommended	2.8	140
12.04	Degree of customer orientation	3.4	137
	13th pillar: Natural resources	**4.8**	**24**
13.01	No. of World Heritage natural sites*	1	45
13.02	Quality of the natural environment	3.8	102
13.03	Total known species*	2,033	7
13.04	Terrestrial biome protection (0–17%)*	17.0	1
13.05	Marine protected areas, %*	3.1	17
	14th pillar: Cultural resources	**1.7**	**103**
14.01	No. of World Heritage cultural sites*	2	88
14.02	Sports stadiums, seats/million pop.*	29,881.7	76
14.03	No. of int'l fairs and exhibitions*	19.0	68
14.04	Creative industries exports, % of world total*	0.0	120

Vietnam

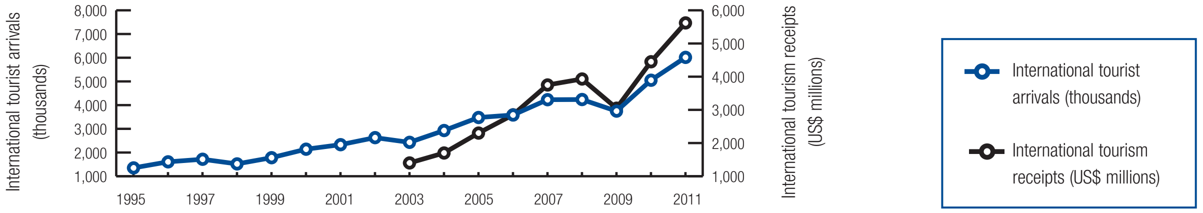
Key indicators

Population (millions), 2011	90.0
Surface area (1,000 square kilometers), 2011	331.1
Gross domestic product (current US$ billions), 2011	122.7
Gross domestic product (current PPP, $) per capita, 2011	3,358.6
Real GDP growth (percent), 2011	5.9
Environmental Performance Index 2012, rank (out of 132 economies), 2011	79

Travel & Tourism indicators

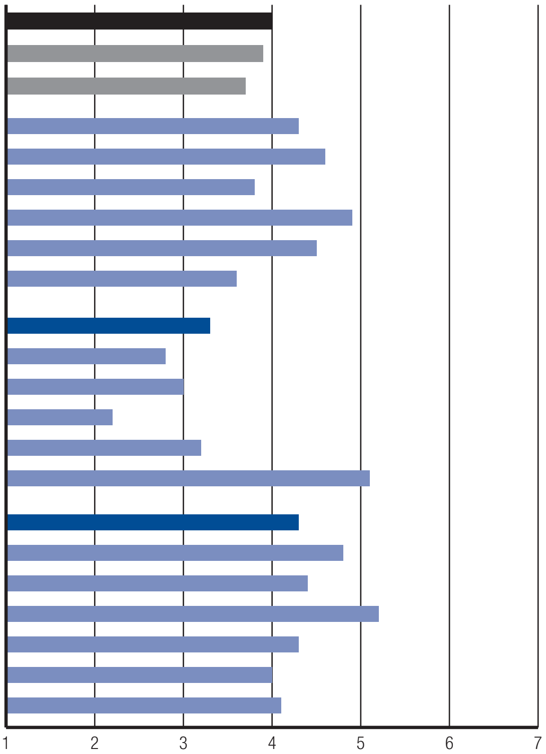
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	5,420.7	4.3	6.1
T&T industry employment (1,000 jobs)	1,861.4	3.7	1.3
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	12,433	9.9	6.0
T&T economy employment (1,000 jobs)	4,355	8.6	1.1

International tourist arrivals (thousands), 2011	6,014.0
International tourism receipts (US$, millions), 2011	5,620.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**80**	**4.0**
2011 Travel & Tourism Competitiveness Index	80	3.9
2009 Travel & Tourism Competitiveness Index	89	3.7
T&T regulatory framework	**88**	**4.3**
Policy rules and regulations	60	4.6
Environmental sustainability	128	3.8
Safety and security	58	4.9
Health and hygiene	81	4.5
Prioritization of Travel & Tourism	110	3.6
Business environment and infrastructure	**94**	**3.3**
Air transport infrastructure	79	2.8
Ground transport infrastructure	98	3.0
Tourism infrastructure	112	2.2
ICT infrastructure	68	3.2
Price competitiveness in the T&T industry	18	5.1
T&T human, cultural, and natural resources	**43**	**4.3**
Human resources	77	4.8
Education and training	90	4.4
Availability of qualified labor	48	5.2
Affinity for Travel & Tourism	108	4.3
Natural resources	50	4.0
Cultural resources	28	4.1



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Vietnam

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**4.6**	**60**
1.01	Prevalence of foreign ownership	4.0	110
1.02	Property rights	3.5	110
1.03	Business impact of rules on FDI	4.4	93
1.04	Visa requirements, no. of countries*	140.3	15
1.05	Openness bilateral ASAs (0–38)*	13.1	45
1.06	Transparency of government policymaking	3.9	97
1.07	No. of days to start a business*	34	113
1.08	Cost to start a business, % GNI/capita*	8.7	67
1.09	GATS commitment restrictiveness (0–100)*	66.2	48
	2nd pillar: Environmental sustainability	**3.8**	**128**
2.01	Stringency of environmental regulation	2.7	131
2.02	Enforcement of environmental regulation	2.9	113
2.03	Sustainability of T&T industry development	3.8	105
2.04	Carbon dioxide emission, million tons/capita*	1.5	48
2.05	Particulate matter concentration, μg/m³*	50.4	101
2.06	Threatened species, %*	9.1	114
2.07	Environm. treaty ratification (0–25)*	16	112
	3rd pillar: Safety and security	**4.9**	**58**
3.01	Business costs of crime and violence	4.8	69
3.02	Reliability of police services	4.6	53
3.03	Road traffic accidents/100,000 pop.*	16.1	70
3.04	Business costs of terrorism	5.4	82
	4th pillar: Health and hygiene	**4.5**	**81**
4.01	Physician density/1,000 pop.*	1.2	80
4.02	Access to improved sanitation, % pop.*	76.0	90
4.03	Access to improved drinking water, % pop.*	95.0	70
4.04	Hospital beds/10,000 pop.*	31.0	60
	5th pillar: Prioritization of Travel & Tourism	**3.6**	**110**
5.01	Government prioritization of the T&T industry	5.2	70
5.02	T&T gov't expenditure, % gov't budget*	1.4	120
5.03	Effectiveness of marketing to attract tourists	3.9	97
5.04	Comprehensiveness of T&T data (0–120)*	28.0	130
5.05	Timeliness of T&T data (0–18)*	12.0	93
	6th pillar: Air transport infrastructure	**2.8**	**79**
6.01	Quality of air transport infrastructure	4.1	94
6.02	Airline seat kms/week, dom., millions*	230.9	21
6.03	Airline seat kms/week, int'l, millions*	379.9	41
6.04	Departures/1,000 pop.*	1.2	95
6.05	Airport density/million pop.*	0.2	117
6.06	No. of operating airlines*	43.0	39
6.07	International air transport network	3.9	111
	7th pillar: Ground transport infrastructure	**3.0**	**98**
7.01	Quality of roads	2.7	118
7.02	Quality of railroad infrastructure	2.6	66
7.03	Quality of port infrastructure	3.4	111
7.04	Quality of ground transport network	3.6	120
7.05	Road density/million pop.*	48.0	55

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**2.2**	**112**
8.01	Hotel rooms/100 pop.*	0.2	92
8.02	Presence of major car rental co. (1–7)*	2	111
8.03	ATMs accepting Visa cards/million pop.*	134.3	93
	9th pillar: ICT infrastructure	**3.2**	**68**
9.01	ICT use for B-to-B transactions	5.7	24
9.02	ICT use for B-to-C transactions	5.2	34
9.03	Individuals using the Internet, %*	35.1	80
9.04	Fixed telephone lines/100 pop.*	11.5	86
9.05	Broadband Internet subscribers/100 pop.*	4.3	79
9.06	Mobile telephone subscriptions/100 pop.*	143.4	18
9.07	Mobile broadband subscriptions/100 pop.*	18.0	58
	10th pillar: Price competitiveness in T&T ind.	**5.1**	**18**
10.01	Ticket taxes and airport charges (0–100)*	88.8	22
10.02	Purchasing power parity*	0.4	10
10.04	Fuel price, US$ cents/liter*	77.0	25
10.03	Extent and effect of taxation	3.4	74
10.05	Hotel price index, US$*	125.1	51
	11th pillar: Human resources	**4.8**	**77**
	Education and training	4.4	90
11.01	Primary education enrollment, net %*	98.0	26
11.02	Secondary education enrollment, gross %*	77.2	93
11.03	Quality of the educational system	3.6	71
11.04	Local availability specialized research & training	3.1	125
11.05	Extent of staff training	3.3	114
	Availability of qualified labor	5.2	48
11.06	Hiring and firing practices	4.1	57
11.07	Ease of hiring foreign labor	4.1	80
11.08	HIV prevalence, % adult pop.*	0.4	76
11.09	Business impact of HIV/AIDS	4.4	108
11.10	Life expectancy, years*	74.8	52
	12th pillar: Affinity for Travel & Tourism	**4.3**	**108**
12.01	Tourism openness, % of GDP*	6.0	46
12.02	Attitude of population toward foreign visitors	5.9	108
12.03	Extension of business trips recommended	4.7	115
12.04	Degree of customer orientation	4.0	115
	13th pillar: Natural resources	**4.0**	**50**
13.01	No. of World Heritage natural sites*	2	25
13.02	Quality of the natural environment	2.7	135
13.03	Total known species*	1,263	21
13.04	Terrestrial biome protection (0–17%)*	6.2	97
13.05	Marine protected areas, %*	0.5	61
	14th pillar: Cultural resources	**4.1**	**28**
14.01	No. of World Heritage cultural sites*	11	25
14.02	Sports stadiums, seats/million pop.*	4,371.6	125
14.03	No. of int'l fairs and exhibitions*	35.0	53
14.04	Creative industries exports, % of world total*	1.5	15

Yemen

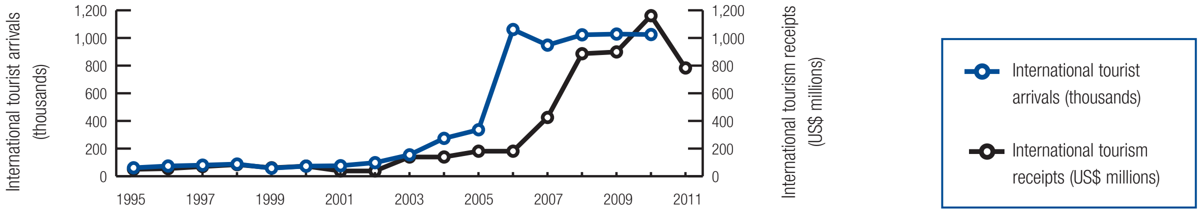
Key indicators

Population (millions), 2011	24.9
Surface area (1,000 square kilometers), 2011	528.0
Gross domestic product (current US$ billions), 2011	33.8
Gross domestic product (current PPP, $) per capita, 2011	2,306.7
Real GDP growth (percent), 2011	-10.5
Environmental Performance Index 2012, rank (out of 132 economies), 2011	127

Travel & Tourism indicators

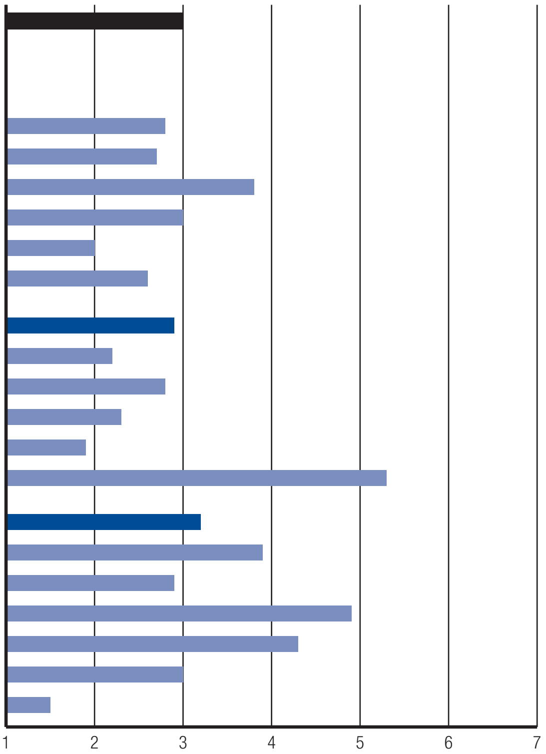
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	1,263.7	3.1	3.4
T&T industry employment (1,000 jobs)	158.6	2.7	2.2
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	2,979	7.4	3.5
T&T economy employment (1,000 jobs)	386	6.5	2.7

International tourist arrivals (thousands), 2010	1,024.8
International tourism receipts (US$, millions), 2011	783.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**133**	**3.0**
2011 Travel & Tourism Competitiveness Index	n/a	n/a
2009 Travel & Tourism Competitiveness Index	n/a	n/a
T&T regulatory framework	**140**	**2.8**
Policy rules and regulations	140	2.7
Environmental sustainability	131	3.8
Safety and security	139	3.0
Health and hygiene	127	2.0
Prioritization of Travel & Tourism	137	2.6
Business environment and infrastructure	**110**	**2.9**
Air transport infrastructure	124	2.2
Ground transport infrastructure	115	2.8
Tourism infrastructure	107	2.3
ICT infrastructure	122	1.9
Price competitiveness in the T&T industry	10	5.3
T&T human, cultural, and natural resources	**128**	**3.2**
Human resources	119	3.9
Education and training	133	2.9
Availability of qualified labor	91	4.9
Affinity for Travel & Tourism	106	4.3
Natural resources	101	3.0
Cultural resources	112	1.5



Note: For further details and explanation, please refer to the section "How to Read the Country/Economy Profiles" on page 83.

Yemen

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**2.7**	**140**
1.01	Prevalence of foreign ownership	2.4	139
1.02	Property rights	3.3	121
1.03	Business impact of rules on FDI	3.9	115
1.04	Visa requirements, no. of countries*	9.0	133
1.05	Openness bilateral ASAs (0–38)*	4.0	131
1.06	Transparency of government policymaking	3.1	136
1.07	No. of days to start a business*	40	122
1.08	Cost to start a business, % GNI/capita*	71.9	124
1.09	GATS commitment restrictiveness (0–100)*	n/a	n/a
	2nd pillar: Environmental sustainability	**3.8**	**131**
2.01	Stringency of environmental regulation	2.0	139
2.02	Enforcement of environmental regulation	1.8	139
2.03	Sustainability of T&T industry development	2.5	137
2.04	Carbon dioxide emission, million tons/capita*	1.0	38
2.05	Particulate matter concentration, µg/m³*	42.9	93
2.06	Threatened species, %*	5.7	86
2.07	Environm. treaty ratification (0–25)*	17	96
	3rd pillar: Safety and security	**3.0**	**139**
3.01	Business costs of crime and violence	3.8	106
3.02	Reliability of police services	2.2	137
3.03	Road traffic accidents/100,000 pop.*	29.3	113
3.04	Business costs of terrorism	3.2	137
	4th pillar: Health and hygiene	**2.0**	**127**
4.01	Physician density/1,000 pop.*	0.3	108
4.02	Access to improved sanitation, % pop.*	53.0	106
4.03	Access to improved drinking water, % pop.*	55.0	132
4.04	Hospital beds/10,000 pop.*	7.0	121
	5th pillar: Prioritization of Travel & Tourism	**2.6**	**137**
5.01	Government prioritization of the T&T industry	3.9	130
5.02	T&T gov't expenditure, % gov't budget*	1.2	127
5.03	Effectiveness of marketing to attract tourists	3.0	133
5.04	Comprehensiveness of T&T data (0–120)*	38.0	118
5.05	Timeliness of T&T data (0–18)*	0.0	126
	6th pillar: Air transport infrastructure	**2.2**	**124**
6.01	Quality of air transport infrastructure	3.5	117
6.02	Airline seat kms/week, dom., millions*	5.6	54
6.03	Airline seat kms/week, int'l, millions*	35.1	100
6.04	Departures/1,000 pop.*	0.4	112
6.05	Airport density/million pop.*	0.4	96
6.06	No. of operating airlines*	12.5	101
6.07	International air transport network	4.2	98
	7th pillar: Ground transport infrastructure	**2.8**	**115**
7.01	Quality of roads	2.7	116
7.02	Quality of railroad infrastructure	n/a	n/a
7.03	Quality of port infrastructure	3.0	126
7.04	Quality of ground transport network	4.1	93
7.05	Road density/million pop.*	14.0	100

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**2.3**	**107**
8.01	Hotel rooms/100 pop.*	0.1	114
8.02	Presence of major car rental co. (1–7)*	4	82
8.03	ATMs accepting Visa cards/million pop.*	13.9	121
	9th pillar: ICT infrastructure	**1.9**	**122**
9.01	ICT use for B-to-B transactions	4.7	88
9.02	ICT use for B-to-C transactions	3.2	128
9.03	Individuals using the Internet, %*	14.9	107
9.04	Fixed telephone lines/100 pop.*	4.3	108
9.05	Broadband Internet subscribers/100 pop.*	0.4	108
9.06	Mobile telephone subscriptions/100 pop.*	47.0	128
9.07	Mobile broadband subscriptions/100 pop.*	0.1	123
	10th pillar: Price competitiveness in T&T ind.	**5.3**	**10**
10.01	Ticket taxes and airport charges (0–100)*	86.3	36
10.02	Purchasing power parity*	0.6	51
10.04	Fuel price, US$ cents/liter*	23.0	8
10.03	Extent and effect of taxation	2.8	122
10.05	Hotel price index, US$*	n/a	n/a
	11th pillar: Human resources	**3.9**	**119**
	Education and training	2.9	133
11.01	Primary education enrollment, net %*	77.6	125
11.02	Secondary education enrollment, gross %*	44.1	116
11.03	Quality of the educational system	1.8	140
11.04	Local availability specialized research & training	2.5	137
11.05	Extent of staff training	3.2	119
	Availability of qualified labor	4.9	91
11.06	Hiring and firing practices	4.0	69
11.07	Ease of hiring foreign labor	4.6	30
11.08	HIV prevalence, % adult pop.*	0.2	52
11.09	Business impact of HIV/AIDS	5.8	38
11.10	Life expectancy, years*	65.5	109
	12th pillar: Affinity for Travel & Tourism	**4.3**	**106**
12.01	Tourism openness, % of GDP*	2.9	103
12.02	Attitude of population toward foreign visitors	6.6	18
12.03	Extension of business trips recommended	4.6	117
12.04	Degree of customer orientation	4.2	106
	13th pillar: Natural resources	**3.0**	**101**
13.01	No. of World Heritage natural sites*	1	45
13.02	Quality of the natural environment	4.9	50
13.03	Total known species*	436	85
13.04	Terrestrial biome protection (0–17%)*	0.6	132
13.05	Marine protected areas, %*	0.2	73
	14th pillar: Cultural resources	**1.5**	**112**
14.01	No. of World Heritage cultural sites*	4	63
14.02	Sports stadiums, seats/million pop.*	3,830.7	128
14.03	No. of int'l fairs and exhibitions*	0.0	134
14.04	Creative industries exports, % of world total*	0.0	105

Zambia

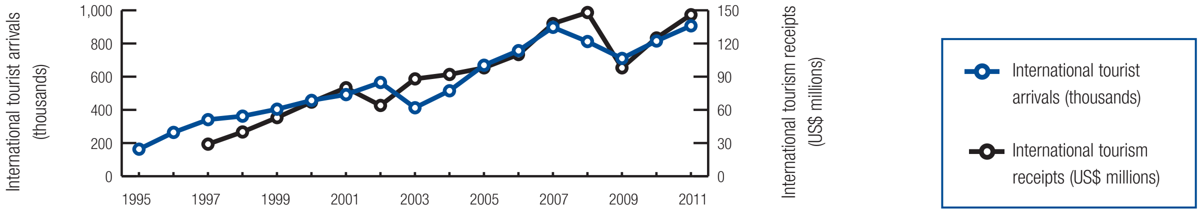
Key indicators

Population (millions), 2011	13.5
Surface area (1,000 square kilometers), 2011	752.6
Gross domestic product (current US$ billions), 2011	19.2
Gross domestic product (current PPP, $) per capita, 2011	1,610.7
Real GDP growth (percent), 2011	6.6
Environmental Performance Index 2012, rank (out of 132 economies), 2011	57

Travel & Tourism indicators

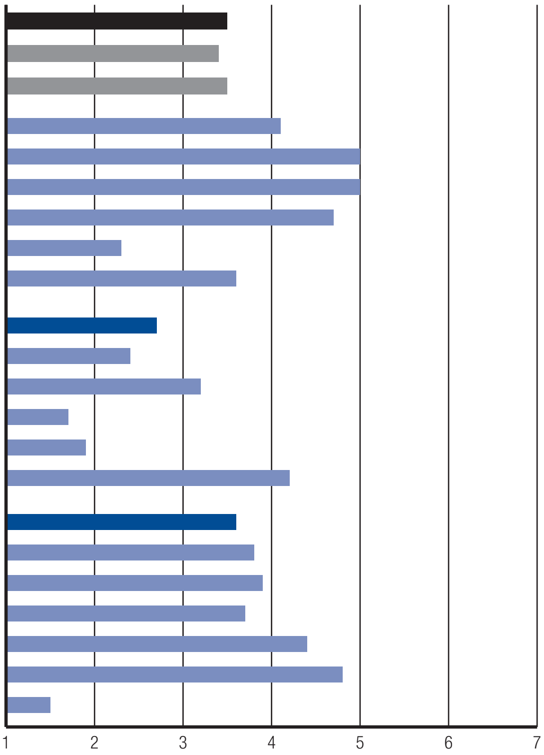
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry, 2012 estimates			
T&T industry GDP (US$ millions)	423.1	2.2	6.7
T&T industry employment (1,000 jobs)	22.4	1.4	2.2
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	966	5.1	7.2
T&T economy employment (1,000 jobs)	59	3.7	2.8

International tourist arrivals (thousands), 2011	906.4
International tourism receipts (US$, millions), 2011	146.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**108**	**3.5**
2011 Travel & Tourism Competitiveness Index	111	3.4
2009 Travel & Tourism Competitiveness Index	100	3.5
T&T regulatory framework	**102**	**4.1**
Policy rules and regulations	32	5.0
Environmental sustainability	35	5.0
Safety and security	76	4.7
Health and hygiene	123	2.3
Prioritization of Travel & Tourism	113	3.6
Business environment and infrastructure	**122**	**2.7**
Air transport infrastructure	108	2.4
Ground transport infrastructure	88	3.2
Tourism infrastructure	122	1.7
ICT infrastructure	119	1.9
Price competitiveness in the T&T industry	100	4.2
T&T human, cultural, and natural resources	**98**	**3.6**
Human resources	121	3.8
Education and training	113	3.9
Availability of qualified labor	132	3.7
Affinity for Travel & Tourism	97	4.4
Natural resources	28	4.8
Cultural resources	118	1.5



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Zambia

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**5.0**	**32**
1.01	Prevalence of foreign ownership	5.5	25
1.02	Property rights	4.5	57
1.03	Business impact of rules on FDI	5.0	37
1.04	Visa requirements, no. of countries*	130.0	22
1.05	Openness bilateral ASAs (0–38)*	10.4	74
1.06	Transparency of government policymaking	4.6	45
1.07	No. of days to start a business*	17	74
1.08	Cost to start a business, % GNI/capita*	26.6	106
1.09	GATS commitment restrictiveness (0–100)*	75.0	17
	2nd pillar: Environmental sustainability	**5.0**	**35**
2.01	Stringency of environmental regulation	4.0	62
2.02	Enforcement of environmental regulation	4.0	50
2.03	Sustainability of T&T industry development	4.9	44
2.04	Carbon dioxide emission, million tons/capita*	0.2	13
2.05	Particulate matter concentration, µg/m³*	30.0	71
2.06	Threatened species, %*	2.4	15
2.07	Environm. treaty ratification (0–25)*	16	112
	3rd pillar: Safety and security	**4.7**	**76**
3.01	Business costs of crime and violence	4.7	77
3.02	Reliability of police services	4.4	63
3.03	Road traffic accidents/100,000 pop.*	25.6	102
3.04	Business costs of terrorism	6.2	28
	4th pillar: Health and hygiene	**2.3**	**123**
4.01	Physician density/1,000 pop.*	0.1	129
4.02	Access to improved sanitation, % pop.*	48.0	112
4.03	Access to improved drinking water, % pop.*	61.0	129
4.04	Hospital beds/10,000 pop.*	20.0	81
	5th pillar: Prioritization of Travel & Tourism	**3.6**	**113**
5.01	Government prioritization of the T&T industry	5.6	53
5.02	T&T gov't expenditure, % gov't budget*	2.1	105
5.03	Effectiveness of marketing to attract tourists	4.8	54
5.04	Comprehensiveness of T&T data (0–120)*	36.0	121
5.05	Timeliness of T&T data (0–18)*	0.0	126
	6th pillar: Air transport infrastructure	**2.4**	**108**
6.01	Quality of air transport infrastructure	3.9	101
6.02	Airline seat kms/week, dom., millions*	0.6	82
6.03	Airline seat kms/week, int'l, millions*	23.6	110
6.04	Departures/1,000 pop.*	0.4	116
6.05	Airport density/million pop.*	0.6	73
6.06	No. of operating airlines*	14.0	94
6.07	International air transport network	4.6	72
	7th pillar: Ground transport infrastructure	**3.2**	**88**
7.01	Quality of roads	3.2	95
7.02	Quality of railroad infrastructure	2.3	78
7.03	Quality of port infrastructure	4.1	70
7.04	Quality of ground transport network	4.8	46
7.05	Road density/million pop.*	12.0	108

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**1.7**	**122**
8.01	Hotel rooms/100 pop.*	0.0	127
8.02	Presence of major car rental co. (1–7)*	2	111
8.03	ATMs accepting Visa cards/million pop.*	36.7	110
	9th pillar: ICT infrastructure	**1.9**	**119**
9.01	ICT use for B-to-B transactions	5.1	60
9.02	ICT use for B-to-C transactions	4.0	98
9.03	Individuals using the Internet, %*	11.5	115
9.04	Fixed telephone lines/100 pop.*	0.6	131
9.05	Broadband Internet subscribers/100 pop.*	0.1	127
9.06	Mobile telephone subscriptions/100 pop.*	60.6	121
9.07	Mobile broadband subscriptions/100 pop.*	0.2	120
	10th pillar: Price competitiveness in T&T ind.	**4.2**	**100**
10.01	Ticket taxes and airport charges (0–100)*	87.7	30
10.02	Purchasing power parity*	0.9	105
10.04	Fuel price, US$ cents/liter*	152.0	112
10.03	Extent and effect of taxation	3.5	60
10.05	Hotel price index, US$*	138.9	73
	11th pillar: Human resources	**3.8**	**121**
	Education and training	3.9	113
11.01	Primary education enrollment, net %*	91.4	87
11.02	Secondary education enrollment, gross %*	30.4	130
11.03	Quality of the educational system	4.2	39
11.04	Local availability specialized research & training	4.3	61
11.05	Extent of staff training	3.5	106
	Availability of qualified labor	3.7	132
11.06	Hiring and firing practices	4.5	31
11.07	Ease of hiring foreign labor	4.7	25
11.08	HIV prevalence, % adult pop.*	13.5	135
11.09	Business impact of HIV/AIDS	2.8	135
11.10	Life expectancy, years*	49.0	137
	12th pillar: Affinity for Travel & Tourism	**4.4**	**97**
12.01	Tourism openness, % of GDP*	1.2	132
12.02	Attitude of population toward foreign visitors	6.5	34
12.03	Extension of business trips recommended	5.1	90
12.04	Degree of customer orientation	4.6	71
	13th pillar: Natural resources	**4.8**	**28**
13.01	No. of World Heritage natural sites*	1	45
13.02	Quality of the natural environment	4.8	51
13.03	Total known species*	1,043	28
13.04	Terrestrial biome protection (0–17%)*	17.0	1
13.05	Marine protected areas, %*	n/a	n/a
	14th pillar: Cultural resources	**1.5**	**118**
14.01	No. of World Heritage cultural sites*	2	88
14.02	Sports stadiums, seats/million pop.*	19,510.3	90
14.03	No. of int'l fairs and exhibitions*	4.7	96
14.04	Creative industries exports, % of world total*	0.0	114

Zimbabwe

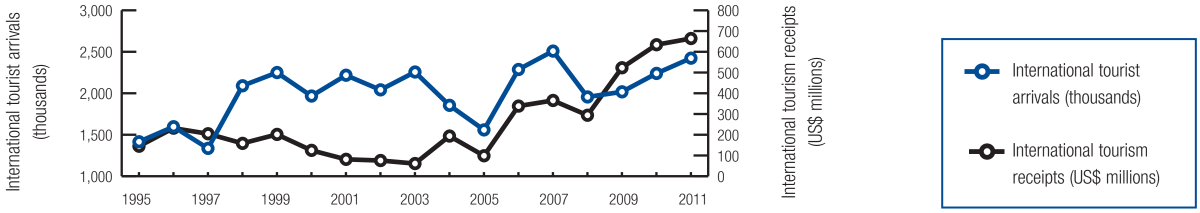
Key indicators

Population (millions), 2011	12.8
Surface area (1,000 square kilometers), 2011	390.8
Gross domestic product (current US$ billions), 2011	9.5
Gross domestic product (current PPP, $) per capita, 2011	514.8
Real GDP growth (percent), 2011	9.4
Environmental Performance Index 2012, rank (out of 132 economies), 2011	68

Travel & Tourism indicators

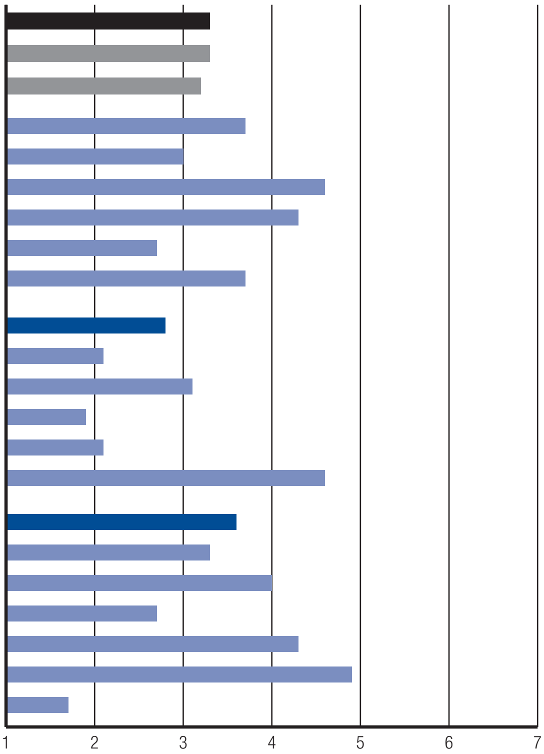
T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US$ millions)	392.8	5.7	5.0
T&T industry employment (1,000 jobs)	44.5	4.0	3.4
T&T economy, 2012 estimates			
T&T economy GDP (US$ millions)	811	11.8	5.1
T&T economy employment (1,000 jobs)	97	8.8	2.0

International tourist arrivals (thousands), 2011	2,423.0
International tourism receipts (US$, millions), 2011	664.0



The Travel & Tourism Competitiveness Index

	Rank (out of 140)	Score (1–7)
2013 Travel & Tourism Competitiveness Index	**118**	**3.3**
2011 Travel & Tourism Competitiveness Index	119	3.3
2009 Travel & Tourism Competitiveness Index	121	3.2
T&T regulatory framework	**117**	**3.7**
Policy rules and regulations	138	3.0
Environmental sustainability	66	4.6
Safety and security	97	4.3
Health and hygiene	115	2.7
Prioritization of Travel & Tourism	105	3.7
Business environment and infrastructure	**116**	**2.8**
Air transport infrastructure	127	2.1
Ground transport infrastructure	95	3.1
Tourism infrastructure	118	1.9
ICT infrastructure	108	2.1
Price competitiveness in the T&T industry	65	4.6
T&T human, cultural, and natural resources	**101**	**3.6**
Human resources	134	3.3
Education and training	112	4.0
Availability of qualified labor	136	2.7
Affinity for Travel & Tourism	99	4.3
Natural resources	22	4.9
Cultural resources	105	1.7



Note: For further details and explanation, please refer to the section “How to Read the Country/Economy Profiles” on page 83.

Zimbabwe

The Travel & Tourism Competitiveness Index in detail

	INDICATOR	SCORE	RANK
	1st pillar: Policy rules and regulations	**3.0**	**138**
1.01	Prevalence of foreign ownership	4.3	93
1.02	Property rights	2.6	133
1.03	Business impact of rules on FDI	2.4	139
1.04	Visa requirements, no. of countries*	67.4	92
1.05	Openness bilateral ASAs (0–38)*	9.1	96
1.06	Transparency of government policymaking	4.3	70
1.07	No. of days to start a business*	90	135
1.08	Cost to start a business, % GNI/capita*	107.0	133
1.09	GATS commitment restrictiveness (0–100)*	73.5	31
	2nd pillar: Environmental sustainability	**4.6**	**66**
2.01	Stringency of environmental regulation	3.7	86
2.02	Enforcement of environmental regulation	3.4	87
2.03	Sustainability of T&T industry development	3.9	94
2.04	Carbon dioxide emission, million tons/capita*	0.7	32
2.05	Particulate matter concentration, µg/m³*	36.8	88
2.06	Threatened species, %*	3.4	41
2.07	Environm. treaty ratification (0–25)*	16	112
	3rd pillar: Safety and security	**4.3**	**97**
3.01	Business costs of crime and violence	4.8	71
3.02	Reliability of police services	3.0	120
3.03	Road traffic accidents/100,000 pop.*	27.5	106
3.04	Business costs of terrorism	6.1	38
	4th pillar: Health and hygiene	**2.7**	**115**
4.01	Physician density/1,000 pop.*	0.2	117
4.02	Access to improved sanitation, % pop.*	40.0	115
4.03	Access to improved drinking water, % pop.*	80.0	112
4.04	Hospital beds/10,000 pop.*	17.0	92
	5th pillar: Prioritization of Travel & Tourism	**3.7**	**105**
5.01	Government prioritization of the T&T industry	5.4	61
5.02	T&T gov't expenditure, % gov't budget*	2.5	93
5.03	Effectiveness of marketing to attract tourists	4.1	91
5.04	Comprehensiveness of T&T data (0–120)*	65.0	70
5.05	Timeliness of T&T data (0–18)*	3.0	112
	6th pillar: Air transport infrastructure	**2.1**	**127**
6.01	Quality of air transport infrastructure	3.4	120
6.02	Airline seat kms/week, dom., millions*	0.5	84
6.03	Airline seat kms/week, int'l, millions*	20.5	116
6.04	Departures/1,000 pop.*	0.4	114
6.05	Airport density/million pop.*	0.3	102
6.06	No. of operating airlines*	12.0	107
6.07	International air transport network	3.7	116
	7th pillar: Ground transport infrastructure	**3.1**	**95**
7.01	Quality of roads	3.2	94
7.02	Quality of railroad infrastructure	2.4	74
7.03	Quality of port infrastructure	4.4	61
7.04	Quality of ground transport network	3.6	122
7.05	Road density/million pop.*	25.0	80

	INDICATOR	SCORE	RANK
	8th pillar: Tourism infrastructure	**1.9**	**118**
8.01	Hotel rooms/100 pop.*	0.0	125
8.02	Presence of major car rental co. (1–7)*	3	97
8.03	ATMs accepting Visa cards/million pop.*	7.3	127
	9th pillar: ICT infrastructure	**2.1**	**108**
9.01	ICT use for B-to-B transactions	4.6	100
9.02	ICT use for B-to-C transactions	3.5	120
9.03	Individuals using the Internet, %*	15.7	105
9.04	Fixed telephone lines/100 pop.*	2.8	114
9.05	Broadband Internet subscribers/100 pop.*	0.3	113
9.06	Mobile telephone subscriptions/100 pop.*	72.1	114
9.07	Mobile broadband subscriptions/100 pop.*	14.9	64
	10th pillar: Price competitiveness in T&T ind.	**4.6**	**65**
10.01	Ticket taxes and airport charges (0–100)*	81.0	63
10.02	Purchasing power parity*	n/a	n/a
10.04	Fuel price, US$ cents/liter*	115.0	80
10.03	Extent and effect of taxation	3.3	93
10.05	Hotel price index, US$*	92.3	18
	11th pillar: Human resources	**3.3**	**134**
	Education and training	4.0	112
11.01	Primary education enrollment, net %*	90.0	93
11.02	Secondary education enrollment, gross %*	38.0	122
11.03	Quality of the educational system	4.5	30
11.04	Local availability specialized research & training	3.6	103
11.05	Extent of staff training	3.8	81
	Availability of qualified labor	2.7	136
11.06	Hiring and firing practices	2.6	136
11.07	Ease of hiring foreign labor	2.4	138
11.08	HIV prevalence, % adult pop.*	14.3	136
11.09	Business impact of HIV/AIDS	3.1	129
11.10	Life expectancy, years*	51.2	133
	12th pillar: Affinity for Travel & Tourism	**4.3**	**99**
12.01	Tourism openness, % of GDP*	4.6	70
12.02	Attitude of population toward foreign visitors	5.9	106
12.03	Extension of business trips recommended	5.4	62
12.04	Degree of customer orientation	3.8	124
	13th pillar: Natural resources	**4.9**	**22**
13.01	No. of World Heritage natural sites*	2	25
13.02	Quality of the natural environment	5.0	47
13.03	Total known species*	886	39
13.04	Terrestrial biome protection (0–17%)*	17.0	19
13.05	Marine protected areas, %*	n/a	n/a
	14th pillar: Cultural resources	**1.7**	**105**
14.01	No. of World Heritage cultural sites*	4	63
14.02	Sports stadiums, seats/million pop.*	13,524.8	102
14.03	No. of int'l fairs and exhibitions*	1.3	123
14.04	Creative industries exports, % of world total*	0.0	94

2.2

Data Tables

How to Read the Data Tables

The following pages present the data for all of the variables included in the Travel & Tourism Competitiveness Index 2013 (TTCI) for all 140 economies covered by the study. The tables are organized in 14 sections, which correspond to the 14 pillars of the TTCI.

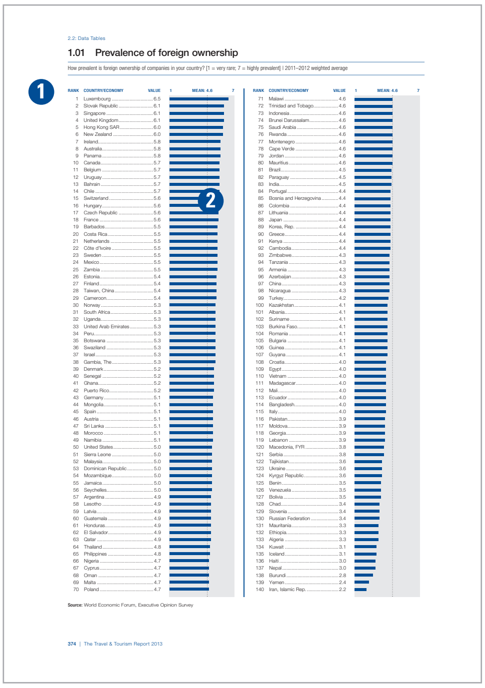
The number preceding the title of each variable serves to identify the pillar to which the variable belongs.

Two types of data are used in the TTCI: Executive Opinion Survey indicators and those 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 2011 and 2012.



2.2: Data Tables

1.01 Prevalence of foreign ownership

How prevalent is foreign ownership of companies in your country? [1 = very rare; 7 = highly prevalent] I 2011–2012 weighted average

RANK	COUNTRY/ECONOMY	VALUE
1	Luxembourg	6.5
2	Slovak Republic	6.1
3	Singapore	6.1
4	United Kingdom	6.1
5	Hong Kong SAR	6.0
6	New Zealand	6.0
7	Ireland	5.8
8	Australia	5.8
9	Panama	5.8
10	Canada	5.7
11	Belgium	5.7
12	Uruguay	5.7
13	Bahrain	5.7
14	Chile	5.7
15	Switzerland	5.6
16	Hungary	5.6
17	Czech Republic	5.6
18	France	5.6
19	Barbados	5.5
20	Costa Rica	5.5
21	Netherlands	5.5
22	Côte d'Ivoire	5.5
23	Sweden	5.5
24	Mexico	5.5
25	Zambia	5.5
26	Estonia	5.4
27	Finland	5.4
28	Taiwan, China	5.4
29	Cameroon	5.4
30	Norway	5.3
31	South Africa	5.3
32	Uganda	5.3
33	United Arab Emirates	5.3
34	Peru	5.3
35	Botswana	5.3
36	Swaziland	5.3
37	Israel	5.3
38	Gambia, The	5.3
39	Denmark	5.2
40	Senegal	5.2
41	Ghana	5.2
42	Puerto Rico	5.2
43	Germany	5.1
44	Mongolia	5.1
45	Spain	5.1
46	Austria	5.1
47	Sri Lanka	5.1
48	Morocco	5.1
49	Namibia	5.1
50	United States	5.0
51	Sierra Leone	5.0
52	Malaysia	5.0
53	Dominican Republic	5.0
54	Mozambique	5.0
55	Jamaica	5.0
56	Seychelles	5.0
57	Argentina	4.9
58	Lesotho	4.9
59	Latvia	4.9
60	Guatemala	4.9
61	Honduras	4.9
62	El Salvador	4.9
63	Qatar	4.9
64	Thailand	4.8
65	Philippines	4.8
66	Nigeria	4.7
67	Cyprus	4.7
68	Oman	4.7
69	Malta	4.7
70	Poland	4.7
71	Malawi	4.6
72	Trinidad and Tobago	4.6
73	Indonesia	4.6
74	Brunei Darussalam	4.6
75	Saudi Arabia	4.6
76	Rwanda	4.6
77	Montenegro	4.6
78	Cape Verde	4.6
79	Jordan	4.6
80	Mauritius	4.6
81	Brazil	4.5
82	Paraguay	4.5
83	India	4.5
84	Portugal	4.4
85	Bosnia and Herzegovina	4.4
86	Colombia	4.4
87	Lithuania	4.4
88	Japan	4.4
89	Korea, Rep.	4.4
90	Greece	4.4
91	Kenya	4.4
92	Cambodia	4.4
93	Zimbabwe	4.3
94	Tanzania	4.3
95	Armenia	4.3
96	Azerbaijan	4.3
97	China	4.3
98	Nicaragua	4.3
99	Turkey	4.2
100	Kazakhstan	4.1
101	Albania	4.1
102	Suriname	4.1
103	Burkina Faso	4.1
104	Romania	4.1
105	Bulgaria	4.1
106	Guinea	4.1
107	Guyana	4.1
108	Croatia	4.0
109	Egypt	4.0
110	Vietnam	4.0
111	Madagascar	4.0
112	Mali	4.0
113	Ecuador	4.0
114	Bangladesh	4.0
115	Italy	4.0
116	Pakistan	3.9
117	Moldova	3.9
118	Georgia	3.9
119	Lebanon	3.9
120	Macedonia, FYR	3.8
121	Serbia	3.8
122	Tajikistan	3.6
123	Ukraine	3.6
124	Kyrgyz Republic	3.6
125	Benin	3.5
126	Venezuela	3.5
127	Bolivia	3.5
128	Chad	3.4
129	Slovenia	3.4
130	Russian Federation	3.4
131	Mauritania	3.3
132	Ethiopia	3.3
133	Algeria	3.3
134	Kuwait	3.1
135	Iceland	3.1
136	Haiti	3.0
137	Nepal	3.0
138	Burundi	2.8
139	Yemen	2.4
140	Iran, Islamic Rep.	2.2

Source: World Economic Forum, Executive Opinion Survey

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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 variable, 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 140 countries.

OTHER INDICATORS

③ Quantitative 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 (Booz & Company, the International Air Transport Association, the International Union for Conservation of Nature, the United Nations World Tourism Organization, and the World Travel & Tourism Council). Other indicators entering the TTCI were obtained from international organizations (for example, the International Monetary Fund, the International Telecommunication Union, the World Bank, the World Trade Organization, and so on) and, in some cases, from national sources.

A detailed description and full source for each variable can be found in the Technical Notes and Sources section at the end 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.

Index of Data Tables

Subindex A T&T regulatory framework

Subindex B T&T business environment and infrastructure

Subindex C T&T human, cultural, and natural resources

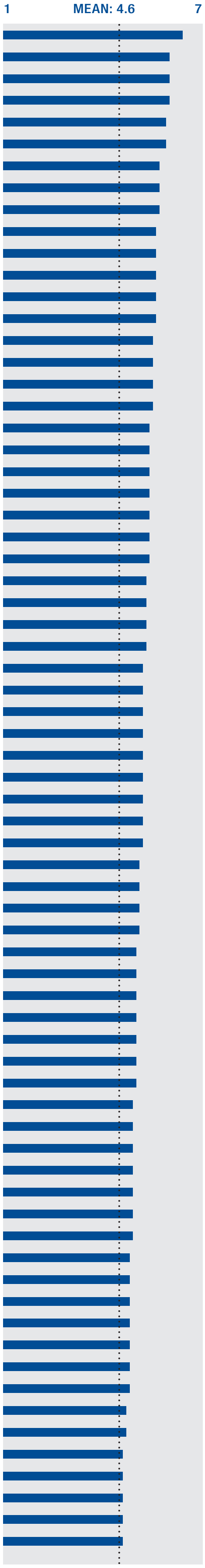
1st pillar

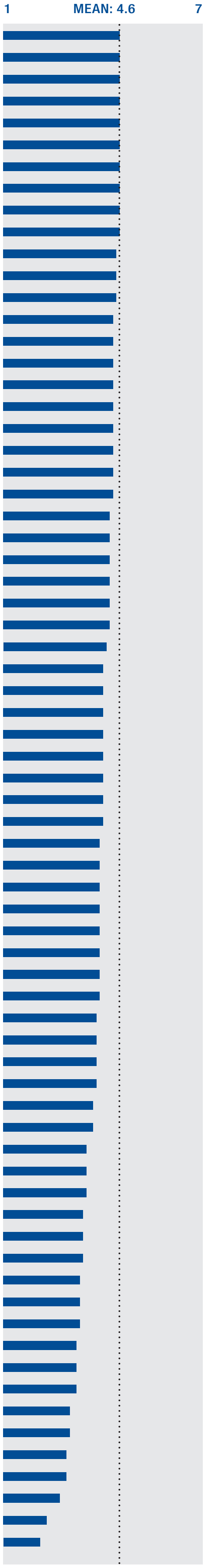
Policy rules and regulations

1.01 Prevalence of foreign ownership

How prevalent is foreign ownership of companies in your country? [1 = very rare; 7 = highly prevalent] | 2011–2012 weighted average

RANK	COUNTRY/ECONOMY	VALUE
1	Luxembourg	6.5
2	Slovak Republic	6.1
3	Singapore	6.1
4	United Kingdom	6.1
5	Hong Kong SAR	6.0
6	New Zealand	6.0
7	Ireland	5.8
8	Australia	5.8
9	Panama	5.8
10	Canada	5.7
11	Belgium	5.7
12	Uruguay	5.7
13	Bahrain	5.7
14	Chile	5.7
15	Switzerland	5.6
16	Hungary	5.6
17	Czech Republic	5.6
18	France	5.6
19	Barbados	5.5
20	Costa Rica	5.5
21	Netherlands	5.5
22	Côte d'Ivoire	5.5
23	Sweden	5.5
24	Mexico	5.5
25	Zambia	5.5
26	Estonia	5.4
27	Finland	5.4
28	Taiwan, China	5.4
29	Cameroon	5.4
30	Norway	5.3
31	South Africa	5.3
32	Uganda	5.3
33	United Arab Emirates	5.3
34	Peru	5.3
35	Botswana	5.3
36	Swaziland	5.3
37	Israel	5.3
38	Gambia, The	5.3
39	Denmark	5.2
40	Senegal	5.2
41	Ghana	5.2
42	Puerto Rico	5.2
43	Germany	5.1
44	Mongolia	5.1
45	Spain	5.1
46	Austria	5.1
47	Sri Lanka	5.1
48	Morocco	5.1
49	Namibia	5.1
50	United States	5.0
51	Sierra Leone	5.0
52	Malaysia	5.0
53	Dominican Republic	5.0
54	Mozambique	5.0
55	Jamaica	5.0
56	Seychelles	5.0
57	Argentina	4.9
58	Lesotho	4.9
59	Latvia	4.9
60	Guatemala	4.9
61	Honduras	4.9
62	El Salvador	4.9
63	Qatar	4.9
64	Thailand	4.8
65	Philippines	4.8
66	Nigeria	4.7
67	Cyprus	4.7
68	Oman	4.7
69	Malta	4.7
70	Poland	4.7
71	Malawi	4.6
72	Trinidad and Tobago	4.6
73	Indonesia	4.6
74	Brunei Darussalam	4.6
75	Saudi Arabia	4.6
76	Rwanda	4.6
77	Montenegro	4.6
78	Cape Verde	4.6
79	Jordan	4.6
80	Mauritius	4.6
81	Brazil	4.5
82	Paraguay	4.5
83	India	4.5
84	Portugal	4.4
85	Bosnia and Herzegovina	4.4
86	Colombia	4.4
87	Lithuania	4.4
88	Japan	4.4
89	Korea, Rep.	4.4
90	Greece	4.4
91	Kenya	4.4
92	Cambodia	4.4
93	Zimbabwe	4.3
94	Tanzania	4.3
95	Armenia	4.3
96	Azerbaijan	4.3
97	China	4.3
98	Nicaragua	4.3
99	Turkey	4.2
100	Kazakhstan	4.1
101	Albania	4.1
102	Suriname	4.1
103	Burkina Faso	4.1
104	Romania	4.1
105	Bulgaria	4.1
106	Guinea	4.1
107	Guyana	4.1
108	Croatia	4.0
109	Egypt	4.0
110	Vietnam	4.0
111	Madagascar	4.0
112	Mali	4.0
113	Ecuador	4.0
114	Bangladesh	4.0
115	Italy	4.0
116	Pakistan	3.9
117	Moldova	3.9
118	Georgia	3.9
119	Lebanon	3.9
120	Macedonia, FYR	3.8
121	Serbia	3.8
122	Tajikistan	3.6
123	Ukraine	3.6
124	Kyrgyz Republic	3.6
125	Benin	3.5
126	Venezuela	3.5
127	Bolivia	3.5
128	Chad	3.4
129	Slovenia	3.4
130	Russian Federation	3.4
131	Mauritania	3.3
132	Ethiopia	3.3
133	Algeria	3.3
134	Kuwait	3.1
135	Iceland	3.1
136	Haiti	3.0
137	Nepal	3.0
138	Burundi	2.8
139	Yemen	2.4
140	Iran, Islamic Rep.	2.2



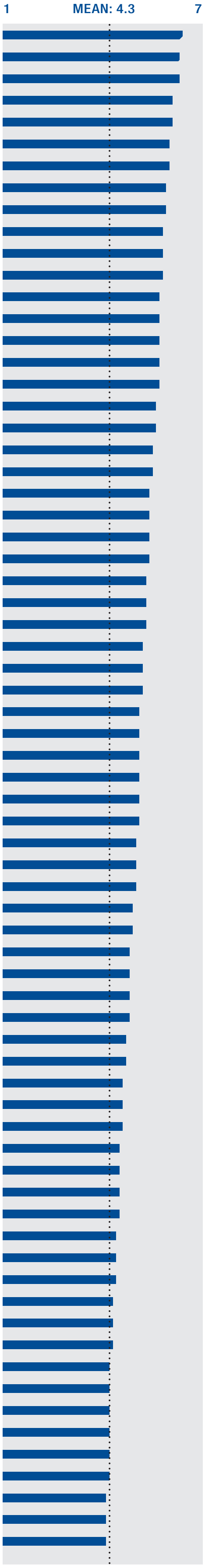


Source: World Economic Forum, Executive Opinion Survey

1.02 Property rights

How would you rate the protection of property rights, including financial assets, in your country? [1 = very weak; 7 = very strong] | 2011–2012 weighted average

RANK	COUNTRY/ECONOMY	VALUE
1	Finland	6.5
2	Switzerland	6.4
3	Singapore	6.4
4	Luxembourg	6.2
5	United Kingdom	6.2
6	New Zealand	6.1
7	Hong Kong SAR	6.1
8	Canada	6.0
9	Netherlands	6.0
10	Norway	5.9
11	Sweden	5.9
12	Taiwan, China	5.9
13	Austria	5.8
14	Germany	5.8
15	Japan	5.8
16	Ireland	5.8
17	Puerto Rico	5.8
18	France	5.7
19	Bahrain	5.7
20	Saudi Arabia	5.6
21	Malta	5.6
22	Qatar	5.5
23	Denmark	5.5
24	Oman	5.5
25	Australia	5.5
26	South Africa	5.4
27	Barbados	5.4
28	Malaysia	5.4
29	Israel	5.3
30	Jordan	5.3
31	Belgium	5.3
32	Cyprus	5.2
33	United Arab Emirates	5.2
34	Rwanda	5.2
35	Estonia	5.2
36	Mauritius	5.2
37	Chile	5.2
38	Kuwait	5.1
39	Iceland	5.1
40	Namibia	5.1
41	Uruguay	5.0
42	United States	5.0
43	Panama	4.9
44	Gambia, The	4.9
45	Botswana	4.9
46	China	4.9
47	Spain	4.8
48	Portugal	4.8
49	Seychelles	4.7
50	Brazil	4.7
51	Korea, Rep.	4.7
52	Morocco	4.6
53	Montenegro	4.6
54	Iran, Islamic Rep.	4.6
55	Brunei Darussalam	4.6
56	Turkey	4.5
57	Zambia	4.5
58	Costa Rica	4.5
59	Slovenia	4.4
60	India	4.4
61	Poland	4.4
62	Armenia	4.3
63	Sri Lanka	4.3
64	Burkina Faso	4.3
65	Lithuania	4.3
66	Lebanon	4.3
67	Italy	4.3
68	Latvia	4.2
69	Mexico	4.2
70	Jamaica	4.2
71	Greece	4.2
72	Philippines	4.1
73	Slovak Republic	4.1
74	Czech Republic	4.1
75	Kazakhstan	4.1
76	Senegal	4.1
77	Ethiopia	4.1
78	Uganda	4.1
79	Trinidad and Tobago	4.1
80	Indonesia	4.1
81	Swaziland	4.0
82	Macedonia, FYR	4.0
83	Egypt	4.0
84	Cape Verde	4.0
85	Azerbaijan	4.0
86	Malawi	3.9
87	Dominican Republic	3.9
88	Benin	3.9
89	Ghana	3.9
90	Romania	3.9
91	Hungary	3.8
92	Tajikistan	3.8
93	Cambodia	3.8
94	Colombia	3.8
95	Cameroon	3.8
96	Peru	3.8
97	El Salvador	3.8
98	Croatia	3.8
99	Guatemala	3.7
100	Thailand	3.7
101	Bangladesh	3.6
102	Guyana	3.6
103	Tanzania	3.6
104	Honduras	3.6
105	Mali	3.6
106	Suriname	3.6
107	Kenya	3.6
108	Sierra Leone	3.6
109	Mozambique	3.5
110	Vietnam	3.5
111	Nepal	3.5
112	Bulgaria	3.5
113	Pakistan	3.5
114	Mauritania	3.4
115	Mongolia	3.4
116	Nigeria	3.4
117	Ecuador	3.4
118	Bosnia and Herzegovina	3.3
119	Moldova	3.3
120	Nicaragua	3.3
121	Yemen	3.3
122	Lesotho	3.3
123	Côte d'Ivoire	3.2
124	Guinea	3.2
125	Bolivia	3.2
126	Albania	3.1
127	Serbia	3.1
128	Georgia	3.1
129	Paraguay	3.0
130	Russian Federation	2.8
131	Ukraine	2.7
132	Argentina	2.6
133	Zimbabwe	2.6
134	Madagascar	2.6
135	Chad	2.6
136	Algeria	2.5
137	Burundi	2.4
138	Kyrgyz Republic	2.4
139	Haiti	2.1
140	Venezuela	1.8

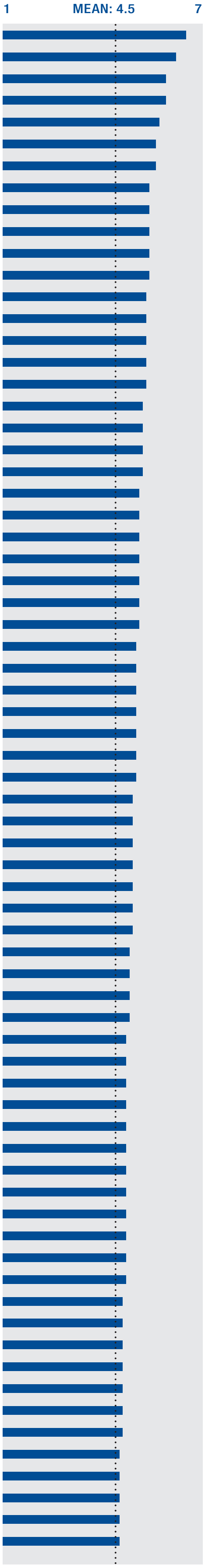


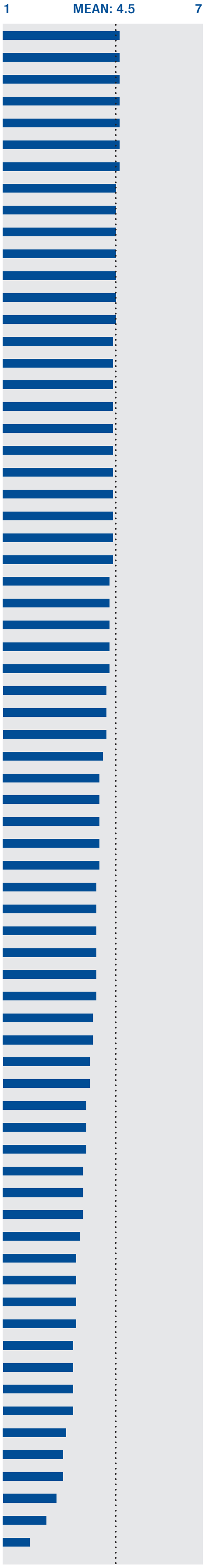
Source: World Economic Forum, Executive Opinion Survey

1.03 Business impact of rules on FDI

To what extent do rules governing foreign direct investment (FDI) encourage or discourage it? [1 = strongly discourage FDI; 7 = strongly encourage FDI] | 2011–2012 weighted average

RANK	COUNTRY/ECONOMY	VALUE
1	Ireland	6.6
2	Singapore	6.3
3	Bahrain	6.0
4	Hong Kong SAR	6.0
5	Panama	5.8
6	Luxembourg	5.7
7	Uruguay	5.7
8	Slovak Republic	5.5
9	Mauritius	5.5
10	Malaysia	5.5
11	Taiwan, China	5.5
12	Chile	5.5
13	United Kingdom	5.4
14	United Arab Emirates	5.4
15	Estonia	5.4
16	Malta	5.4
17	Israel	5.4
18	Rwanda	5.3
19	Netherlands	5.3
20	Thailand	5.3
21	Peru	5.3
22	Barbados	5.2
23	Belgium	5.2
24	Costa Rica	5.2
25	Switzerland	5.2
26	Bangladesh	5.2
27	Saudi Arabia	5.2
28	Gambia, The	5.2
29	Qatar	5.1
30	Oman	5.1
31	Uganda	5.1
32	Sweden	5.1
33	Morocco	5.1
34	Czech Republic	5.1
35	Sri Lanka	5.1
36	Mexico	5.0
37	Zambia	5.0
38	Cambodia	5.0
39	Finland	5.0
40	Cyprus	5.0
41	China	5.0
42	Australia	5.0
43	New Zealand	4.9
44	Puerto Rico	4.9
45	Jamaica	4.9
46	Seychelles	4.9
47	Burkina Faso	4.8
48	Botswana	4.8
49	Tanzania	4.8
50	Georgia	4.8
51	Brunei Darussalam	4.8
52	Cameroon	4.8
53	Turkey	4.8
54	Austria	4.8
55	Trinidad and Tobago	4.8
56	Montenegro	4.8
57	Côte d'Ivoire	4.8
58	Dominican Republic	4.8
59	Canada	4.7
60	South Africa	4.7
61	India	4.7
62	Korea, Rep.	4.7
63	United States	4.7
64	Denmark	4.7
65	Albania	4.7
66	Japan	4.6
67	Senegal	4.6
68	Philippines	4.6
69	Jordan	4.6
70	France	4.6
71	Germany	4.6
72	Mozambique	4.6
73	Ghana	4.6
74	Portugal	4.6
75	Brazil	4.6
76	Hungary	4.6
77	Indonesia	4.6
78	Norway	4.5
79	Sierra Leone	4.5
80	Guyana	4.5
81	Colombia	4.5
82	Cape Verde	4.5
83	Namibia	4.5
84	Armenia	4.5
85	Nigeria	4.4
86	Azerbaijan	4.4
87	Mongolia	4.4
88	Spain	4.4
89	Kenya	4.4
90	Honduras	4.4
91	Lebanon	4.4
92	Lesotho	4.4
93	Vietnam	4.4
94	Pakistan	4.4
95	Paraguay	4.4
96	Latvia	4.3
97	Swaziland	4.3
98	Macedonia, FYR	4.3
99	Kazakhstan	4.3
100	Nicaragua	4.3
101	Mali	4.2
102	Poland	4.2
103	Guatemala	4.2
104	Malawi	4.1
105	Bosnia and Herzegovina	4.0
106	Tajikistan	4.0
107	Egypt	4.0
108	Nepal	4.0
109	Mauritania	4.0
110	Moldova	3.9
111	Ethiopia	3.9
112	Suriname	3.9
113	Lithuania	3.9
114	El Salvador	3.9
115	Yemen	3.9
116	Romania	3.8
117	Madagascar	3.8
118	Guinea	3.7
119	Serbia	3.7
120	Bulgaria	3.6
121	Benin	3.6
122	Italy	3.6
123	Iran, Islamic Rep.	3.5
124	Russian Federation	3.5
125	Chad	3.5
126	Bolivia	3.4
127	Kyrgyz Republic	3.3
128	Ukraine	3.3
129	Burundi	3.3
130	Haiti	3.3
131	Slovenia	3.2
132	Ecuador	3.2
133	Greece	3.2
134	Algeria	3.2
135	Croatia	3.0
136	Iceland	2.9
137	Kuwait	2.9
138	Argentina	2.7
139	Zimbabwe	2.4
140	Venezuela	1.9





Source: World Economic Forum, Executive Opinion Survey

1.04 Visa requirements

Number of countries whose citizens are exempt from obtaining a visa [= 1.0], able to obtain one upon arrival [= 0.70], or obtain an electronic visa [= 0.50] out of all UN countries | 2012 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Haiti	191.0
2	Ecuador	184.0
3	Malaysia	163.0
4	Nicaragua	162.5
5	Singapore	161.0
6	Georgia	159.8
7	Philippines	151.0
8	Kyrgyz Republic	148.7
9	Gambia, The	148.1
10	Hong Kong SAR	148.0
11	Guyana	147.8
12	Uganda	145.7
13	Mali	142.1
14	Cape Verde	141.2
15	Vietnam	140.3
16	Rwanda	139.7
17	Mozambique	139.4
18	Kenya	137.8
19	Madagascar	135.8
19	Seychelles	135.8
21	Bolivia	134.0
22	Zambia	130.0
23	Nepal	129.1
24	Burundi	127.9
25	Tanzania	122.9
26	Korea, Rep.	113.0
27	Barbados	111.0
28	Mauritius	105.2
29	Jamaica	104.0
30	Cambodia	102.1
31	Dominican Republic	102.0
32	Trinidad and Tobago	100.8
33	United Arab Emirates	99.0
34	Sri Lanka	97.0
35	Armenia	96.4
36	Jordan	96.2
37	Turkey	94.7
38	Botswana	94.0
39	Peru	92.0
40	Israel	91.0
41	Egypt	89.7
42	Costa Rica	89.0
42	Ireland	89.0
44	Chile	88.0
44	Colombia	88.0
46	United Kingdom	87.0
47	El Salvador	83.0
47	Guatemala	83.0
47	Honduras	83.0
50	Argentina	81.0
51	Swaziland	78.6
52	Macedonia, FYR	77.0
53	South Africa	76.0
54	Lebanon	73.1
55	Montenegro	73.0
55	Panama	73.0
57	Malawi	72.7
58	Austria	71.0
58	Belgium	71.0
58	Bulgaria	71.0
58	Croatia	71.0
58	Cyprus	71.0
58	Czech Republic	71.0
58	Denmark	71.0
58	Estonia	71.0
58	Finland	71.0
58	France	71.0
58	Germany	71.0
58	Greece	71.0
58	Hungary	71.0
58	Iceland	71.0
58	Italy	71.0
58	Latvia	71.0
58	Lithuania	71.0
58	Luxembourg	71.0
58	Malta	71.0
58	Netherlands	71.0
58	Norway	71.0
58	Poland	71.0
58	Portugal	71.0
58	Romania	71.0
58	Slovak Republic	71.0
58	Slovenia	71.0
58	Spain	71.0
58	Sweden	71.0
58	Switzerland	71.0
58	Uruguay	71.0
88	Lesotho	70.0
88	Venezuela	70.0
90	Bosnia and Herzegovina	69.0
90	Thailand	69.0
92	Zimbabwe	67.4
93	Morocco	67.0
94	Brazil	65.0
95	Tajikistan	64.2
96	Japan	63.0
97	Bangladesh	62.0
97	Serbia	62.0
99	Mexico	60.5
100	Indonesia	60.1
101	Ukraine	59.1
102	Albania	58.0
103	New Zealand	57.0
104	Brunei Darussalam	55.5
105	Paraguay	55.0
106	Canada	54.0
107	Namibia	53.0
108	Oman	52.9
109	Moldova	48.0
110	Senegal	45.0
111	Burkina Faso	41.2
112	Taiwan, China	41.0
113	Puerto Rico	38.0
114	Kuwait	34.4
115	Australia	28.5
116	Qatar	28.1
117	Suriname	27.7
118	Ethiopia	26.5
119	Russian Federation	26.0
120	Bahrain	23.0
121	United States	22.0
122	Benin	21.0
122	Guinea	21.0
124	Côte d'Ivoire	20.0
125	Ghana	17.0
126	Nigeria	15.0
126	Sierra Leone	15.0
128	Mongolia	14.0
129	Kazakhstan	12.0
130	Algeria	11.0
130	Chad	11.0
132	India	10.7
133	Azerbaijan	9.0
133	Yemen	9.0
135	Mauritania	8.0
136	Pakistan	7.0
137	Cameroon	5.0
137	Saudi Arabia	5.0
139	China	3.0
140	Iran, Islamic Rep.	1.0

Source: United Nations World Tourism Organization

1.05 Openness of bilateral Air Service Agreements

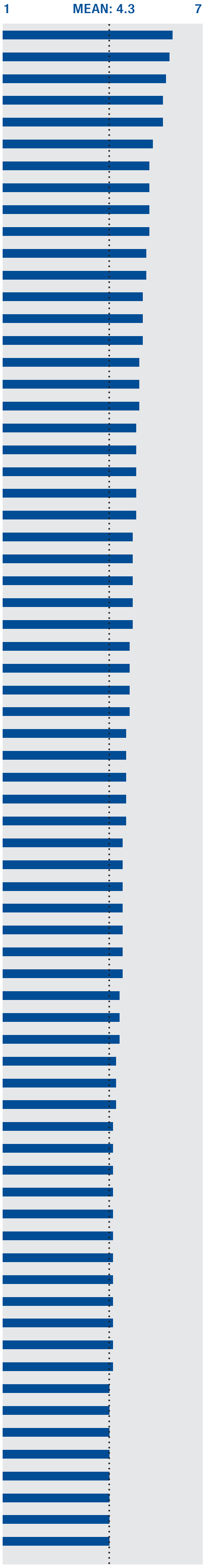
Index measuring the average openness of Air Service Agreements [0 = most restricted, 38 = most liberal] | 2011 or most recent

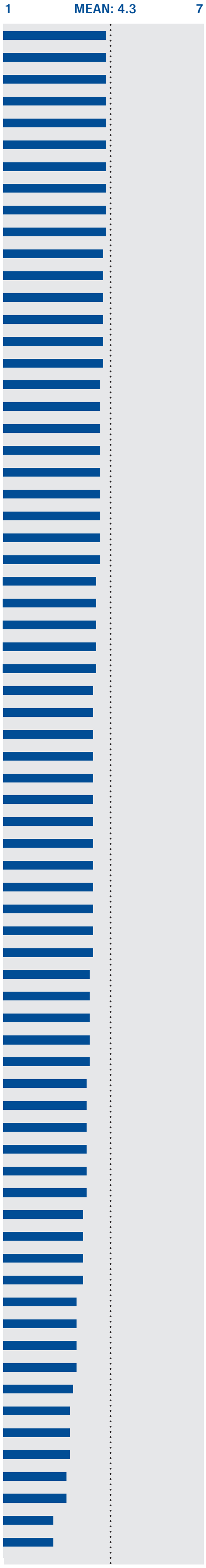
RANK	COUNTRY/ECONOMY	VALUE
1	New Zealand	35.6
2	El Salvador	27.8
3	Taiwan, China	27.5
4	Nicaragua	26.9
5	Australia	26.9
6	Honduras	26.6
7	Guatemala	24.8
8	Jamaica	24.3
9	United States	24.2
10	Japan	23.6
11	Costa Rica	23.1
12	Dominican Republic	23.0
13	Trinidad and Tobago	21.6
14	Canada	19.5
15	Panama	19.3
16	Ireland	18.7
17	Namibia	17.9
18	Chile	17.7
19	Colombia	17.6
20	Brunei Darussalam	17.6
21	Peru	17.1
22	Iceland	16.4
23	Ecuador	16.2
24	Singapore	16.1
25	Argentina	16.1
26	Denmark	15.7
27	Barbados	15.6
28	Guyana	15.1
29	Hong Kong SAR	14.8
30	India	14.6
31	Korea, Rep.	14.5
32	Brazil	14.4
33	Indonesia	14.3
34	United Kingdom	14.3
35	Luxembourg	14.1
36	Netherlands	14.1
37	Uruguay	14.1
38	Haiti	14.0
38	Swaziland	14.0
40	Mexico	14.0
41	Germany	13.9
42	France	13.6
43	Suriname	13.4
44	Portugal	13.3
45	Vietnam	13.1
46	Nigeria	12.4
47	Paraguay	12.4
48	Czech Republic	12.2
49	Malaysia	12.2
50	Hungary	12.2
51	Sierra Leone	12.2
52	Ghana	12.2
53	Croatia	12.1
54	Belgium	11.9
55	Cape Verde	11.7
56	Italy	11.6
57	Ethiopia	11.6
58	Switzerland	11.6
59	South Africa	11.6
60	Tanzania	11.4
61	Jordan	11.4
62	Finland	11.4
63	Turkey	11.3
64	United Arab Emirates	11.3
65	Greece	11.2
66	Philippines	11.2
67	Poland	11.1
68	Rwanda	11.1
69	Pakistan	11.0
70	Sweden	10.9
71	Albania	10.9
72	Azerbaijan	10.7
73	Mauritius	10.5
74	Zambia	10.4
75	Qatar	10.2
76	Bahrain	10.2
77	Norway	10.1
78	Cameroon	10.0
79	Morocco	10.0
80	Bosnia and Herzegovina	10.0
81	Burundi	10.0
82	Israel	9.9
83	Malawi	9.9
84	Bolivia	9.8
85	Thailand	9.8
86	Lebanon	9.8
87	Senegal	9.6
88	Austria	9.4
89	Venezuela	9.4
90	Lithuania	9.4
91	Gambia, The	9.3
92	Mozambique	9.2
93	Chad	9.2
94	Mauritania	9.2
95	Latvia	9.1
96	Zimbabwe	9.1
97	Madagascar	9.1
98	Serbia	8.7
99	Guinea	8.5
100	Malta	8.5
101	Cambodia	8.5
102	Sri Lanka	8.4
103	Spain	8.3
104	Romania	8.0
105	Oman	7.8
106	Uganda	7.8
107	Kenya	7.7
108	Slovak Republic	7.7
109	Armenia	7.5
110	Mongolia	7.3
111	Bulgaria	7.3
112	Macedonia, FYR	7.1
113	China	7.1
114	Ukraine	7.0
115	Kuwait	7.0
116	Egypt	7.0
117	Côte d'Ivoire	6.8
118	Georgia	6.8
119	Saudi Arabia	6.8
120	Botswana	6.5
121	Mali	6.4
122	Algeria	6.3
123	Bangladesh	6.2
124	Kazakhstan	6.0
125	Russian Federation	5.7
126	Iran, Islamic Rep.	5.2
127	Cyprus	5.1
128	Moldova	4.6
129	Benin	4.4
130	Slovenia	4.2
131	Yemen	4.0
132	Tajikistan	4.0
133	Nepal	3.8
134	Estonia	3.4
135	Seychelles	2.6
136	Kyrgyz Republic	2.6
137	Burkina Faso	2.2
138	Lesotho	0.2
n/a	Montenegro	n/a
n/a	Puerto Rico	n/a

Source: World Trade Organization, based on ICAO and IATA data

1.06 Transparency of government policymaking

How easy is it for businesses in your country to obtain information about changes in government policies and regulations affecting their activities? [1 = impossible; 7 = extremely easy] | 2011–2012 weighted average





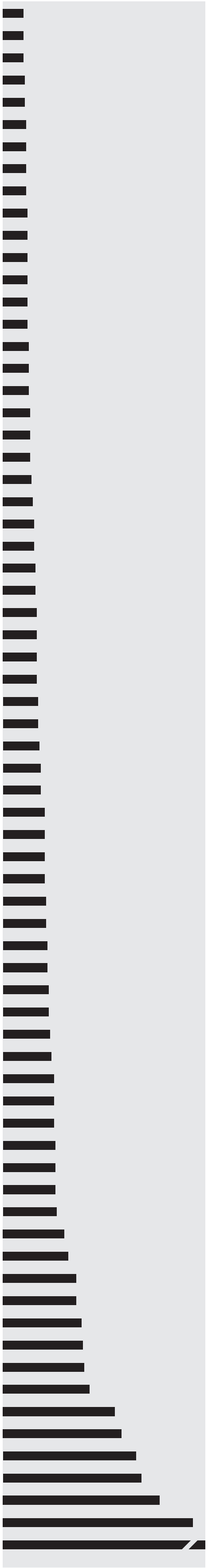
RANK	COUNTRY/ECONOMY	VALUE
1	Singapore	6.2
2	Finland	6.1
3	New Zealand	6.0
4	Hong Kong SAR	5.9
5	Switzerland	5.9
6	Taiwan, China	5.6
7	Rwanda	5.5
8	Sweden	5.5
9	Qatar	5.5
10	Luxembourg	5.5
11	Canada	5.4
12	Bahrain	5.4
13	United Kingdom	5.3
14	Netherlands	5.3
15	Chile	5.3
16	Armenia	5.2
17	Malaysia	5.2
18	Barbados	5.2
19	Estonia	5.1
20	Austria	5.1
21	United Arab Emirates	5.1
22	Japan	5.1
23	Norway	5.1
24	Iceland	5.0
25	Oman	5.0
26	Uruguay	5.0
27	Germany	5.0
28	Ireland	5.0
29	Australia	4.9
30	Montenegro	4.9
31	Cyprus	4.9
32	Kazakhstan	4.9
33	Panama	4.8
34	Saudi Arabia	4.8
35	South Africa	4.8
36	Georgia	4.8
37	Seychelles	4.8
38	Slovenia	4.7
39	Turkey	4.7
40	Guatemala	4.7
41	Mauritius	4.7
42	Botswana	4.7
43	Gambia, The	4.7
44	Denmark	4.7
45	Zambia	4.6
46	France	4.6
47	Lithuania	4.6
48	Azerbaijan	4.5
49	China	4.5
50	Costa Rica	4.5
51	Morocco	4.4
52	Israel	4.4
53	Jordan	4.4
54	United States	4.4
55	Malta	4.4
56	Cape Verde	4.4
57	Uganda	4.4
58	Burkina Faso	4.4
59	Moldova	4.4
60	Belgium	4.4
61	Nigeria	4.4
62	Mexico	4.4
63	India	4.3
64	Sri Lanka	4.3
65	Albania	4.3
66	Tajikistan	4.3
67	Dominican Republic	4.3
68	Mozambique	4.3
69	Portugal	4.3
70	Zimbabwe	4.3
71	Cameroon	4.2
72	Latvia	4.2
73	Brunei Darussalam	4.2
74	Macedonia, FYR	4.2
75	Spain	4.2
76	Slovak Republic	4.2
77	Honduras	4.2
78	Guyana	4.2
79	Puerto Rico	4.2
80	Indonesia	4.2
81	Colombia	4.1
82	Senegal	4.1
83	Namibia	4.1
84	Paraguay	4.1
85	Kyrgyz Republic	4.1
86	Peru	4.1
87	Thailand	4.0
88	Ghana	4.0
89	Brazil	4.0
90	Tanzania	4.0
91	Croatia	4.0
92	Cambodia	4.0
93	Ecuador	4.0
94	Philippines	4.0
95	Czech Republic	4.0
96	Trinidad and Tobago	3.9
97	Vietnam	3.9
98	Bangladesh	3.9
99	Mongolia	3.9
100	Malawi	3.9
101	Poland	3.8
102	Kenya	3.8
103	Côte d'Ivoire	3.8
104	Lebanon	3.8
105	Benin	3.8
106	Pakistan	3.8
107	Kuwait	3.8
108	Serbia	3.8
109	Bosnia and Herzegovina	3.8
110	Egypt	3.8
111	Sierra Leone	3.8
112	Hungary	3.8
113	Nepal	3.8
114	Mali	3.7
115	Jamaica	3.7
116	Nicaragua	3.7
117	Suriname	3.7
118	Greece	3.7
119	Ukraine	3.6
120	Russian Federation	3.6
121	El Salvador	3.6
122	Guinea	3.6
123	Iran, Islamic Rep.	3.6
124	Bulgaria	3.6
125	Ethiopia	3.5
126	Bolivia	3.5
127	Mauritania	3.5
128	Swaziland	3.5
129	Korea, Rep.	3.3
130	Burundi	3.3
131	Lesotho	3.3
132	Romania	3.3
133	Argentina	3.2
134	Chad	3.1
135	Italy	3.1
136	Yemen	3.1
137	Madagascar	3.0
138	Venezuela	3.0
139	Haiti	2.6
140	Algeria	2.6

Source: World Economic Forum, Executive Opinion Survey

1.07 Time required to start a business

Number of days required to start a business | 2012 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	New Zealand	1
2	Australia	2
2	Georgia	2
2	Macedonia, FYR	2
5	Hong Kong SAR	3
5	Rwanda	3
5	Singapore	3
8	Albania	4
8	Belgium	4
10	Canada	5
10	Hungary	5
10	Iceland	5
10	Netherlands	5
10	Portugal	5
10	Senegal	5
16	Denmark	6
16	Italy	6
16	Malaysia	6
16	Mauritius	6
16	Puerto Rico	6
16	Slovenia	6
16	Turkey	6
16	United States	6
24	Egypt	7
24	Estonia	7
24	France	7
24	Jamaica	7
24	Korea, Rep.	7
24	Norway	7
24	Panama	7
24	Sri Lanka	7
24	Uruguay	7
33	Armenia	8
33	Azerbaijan	8
33	Burundi	8
33	Chile	8
33	Cyprus	8
33	Madagascar	8
33	Mali	8
33	Oman	8
33	United Arab Emirates	8
42	Bahrain	9
42	Croatia	9
42	Lebanon	9
42	Mexico	9
42	Moldova	9
42	Qatar	9
48	Ireland	10
48	Kyrgyz Republic	10
48	Montenegro	10
48	Romania	10
48	Taiwan, China	10
53	Cape Verde	11
53	Greece	11
55	Ghana	12
55	Jordan	12
55	Mongolia	12
55	Morocco	12
55	Serbia	12
55	Sierra Leone	12
61	Burkina Faso	13
61	Colombia	13
61	Iran, Islamic Rep.	13
61	Mozambique	13
61	United Kingdom	13
66	Finland	14
66	Honduras	14
68	Cameroon	15
68	Ethiopia	15
68	Germany	15
71	Latvia	16
71	Slovak Republic	16
71	Sweden	16
74	El Salvador	17
74	Zambia	17
76	Barbados	18
76	Bulgaria	18
76	Russian Federation	18
76	Switzerland	18
80	Bangladesh	19
80	Dominican Republic	19
80	Kazakhstan	19
80	Luxembourg	19
80	Mauritania	19
80	South Africa	19
86	Czech Republic	20
86	Guyana	20
86	Lithuania	20
89	Israel	21
89	Pakistan	21
89	Saudi Arabia	21
92	Ukraine	22
93	Japan	23
94	Lesotho	24
94	Tajikistan	24
96	Algeria	25
96	Austria	25
98	Argentina	26
98	Benin	26
98	Peru	26
98	Tanzania	26
102	Gambia, The	27
102	India	27
104	Spain	28
105	Nepal	29
105	Thailand	29
107	Côte d'Ivoire	32
107	Kenya	32
107	Kuwait	32
107	Poland	32
111	China	33
111	Uganda	33
113	Nigeria	34
113	Vietnam	34
115	Guinea	35
115	Paraguay	35
117	Philippines	36
118	Bosnia and Herzegovina	37
119	Malawi	39
119	Nicaragua	39
119	Seychelles	39
122	Guatemala	40
122	Malta	40
122	Yemen	40
125	Trinidad and Tobago	41
126	Indonesia	47
127	Bolivia	50
128	Ecuador	56
128	Swaziland	56
130	Costa Rica	60
131	Botswana	61
132	Chad	62
133	Namibia	66
134	Cambodia	85
135	Zimbabwe	90
136	Brunei Darussalam	101
137	Haiti	105
138	Brazil	119
139	Venezuela	144
140	Suriname	694



Source: World Bank/International Finance Corporation, *Doing Business 2013*

1.08 Cost to start a business

Cost to start a business as a percentage of the economy's income (GNI) per capita | 2012 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Slovenia	0.0
2	Denmark	0.2
3	Ireland	0.3
3	South Africa	0.3
5	Canada	0.4
5	New Zealand	0.4
7	Sweden	0.5
8	Kazakhstan	0.6
8	Singapore	0.6
10	Australia	0.7
10	Bahrain	0.7
10	Trinidad and Tobago	0.7
10	United Kingdom	0.7
14	France	0.9
14	Puerto Rico	0.9
16	Finland	1.0
17	Bulgaria	1.1
17	Kuwait	1.1
17	Lithuania	1.1
20	United States	1.4
21	Ukraine	1.5
22	Botswana	1.6
22	Estonia	1.6
22	Montenegro	1.6
25	Norway	1.7
26	Slovak Republic	1.8
27	Hong Kong SAR	1.9
27	Luxembourg	1.9
27	Macedonia, FYR	1.9
30	Russian Federation	2.0
31	China	2.1
31	Switzerland	2.1
33	Azerbaijan	2.3
33	Latvia	2.3
33	Portugal	2.3
36	Mongolia	2.4
36	Taiwan, China	2.4
38	Armenia	2.5
39	Oman	2.6
40	Kyrgyz Republic	2.8
40	Romania	2.8
42	Iceland	3.0
43	Iran, Islamic Rep.	3.3
43	Mauritius	3.3
45	Georgia	3.8
46	Israel	4.0
47	Rwanda	4.3
48	Chile	4.5
49	Spain	4.7
50	Brazil	4.8
51	Austria	4.9
51	Germany	4.9
51	Qatar	4.9
54	Saudi Arabia	5.0
55	Netherlands	5.1
56	Belgium	5.2
57	Moldova	5.7
58	United Arab Emirates	6.0
59	Jamaica	6.7
59	Thailand	6.7
61	Barbados	7.2
62	Colombia	7.3
62	Croatia	7.3
64	Japan	7.5
65	Serbia	7.7
66	Czech Republic	8.2
67	Vietnam	8.7
68	Panama	8.8
69	Hungary	8.9
69	Malta	8.9
71	Pakistan	9.9
72	Mexico	10.1
73	Egypt	10.2
74	Turkey	10.5
75	Peru	10.6
76	Brunei Darussalam	10.7
77	Madagascar	10.8
78	Costa Rica	11.4
79	Algeria	12.1
80	Argentina	12.3
81	Cyprus	12.4
82	Lesotho	13.0
83	Jordan	13.8
84	Guyana	13.9
85	Seychelles	14.3
86	Poland	14.4
87	Korea, Rep.	14.6
88	Bosnia and Herzegovina	14.9
88	Cape Verde	14.9
90	Malaysia	15.1
91	Morocco	15.5
92	Italy	16.5
93	Dominican Republic	17.3
94	Philippines	18.1
95	Burundi	18.3
96	Ghana	18.5
96	Namibia	18.5
98	Sri Lanka	19.1
99	Mozambique	19.7
100	Greece	20.5
101	Albania	22.1
102	Indonesia	22.7
103	Swaziland	24.1
104	Uruguay	24.3
105	Bangladesh	25.1
106	Zambia	26.6
107	Tajikistan	27.1
108	Venezuela	27.7
109	Tanzania	28.2
110	Ecuador	29.9
111	Nepal	33.0
112	Cameroon	35.8
113	Kenya	40.4
114	Honduras	45.9
115	El Salvador	46.7
116	Burkina Faso	46.8
116	Paraguay	46.8
118	Mauritania	47.6
119	Guatemala	48.1
120	India	49.8
121	Nigeria	60.4
122	Senegal	64.4
123	Lebanon	67.0
124	Yemen	71.9
125	Bolivia	74.1
126	Uganda	76.7
127	Sierra Leone	80.4
128	Malawi	83.7
129	Mali	86.2
130	Guinea	96.9
131	Cambodia	100.5
132	Nicaragua	100.6
133	Zimbabwe	107.0
134	Suriname	110.9
135	Benin	126.8
136	Côte d'Ivoire	130.0
137	Ethiopia	135.3
138	Gambia, The	158.7
139	Chad	202.0
140	Haiti	286.6

Source: World Bank/International Finance Corporation, *Doing Business 2013*

1.09 GATS commitments restrictiveness index (Tourism)

Index [0=most restricted, 100=most liberal] | 2006–2009 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Namibia	97.1
2	Trinidad and Tobago	94.9
3	Burundi	87.5
3	Moldova	87.5
5	Finland	87.0
6	United States	86.8
7	Albania	84.9
7	Chad	84.9
9	Benin	82.7
9	Côte d'Ivoire	82.7
11	Mongolia	81.3
12	Turkey	78.9
12	Uganda	78.9
14	Haiti	77.2
14	Rwanda	77.2
16	Iceland	75.2
17	Argentina	75.0
17	Estonia	75.0
17	Gambia, The	75.0
17	Kyrgyz Republic	75.0
17	Malawi	75.0
17	New Zealand	75.0
17	Nigeria	75.0
17	Norway	75.0
17	Sierra Leone	75.0
17	Uruguay	75.0
17	Zambia	75.0
28	Paraguay	74.8
29	Saudi Arabia	74.5
30	Jordan	74.1
31	Zimbabwe	73.5
32	Ecuador	72.8
32	Ghana	72.8
32	Hungary	72.8
32	Suriname	72.8
32	Venezuela	72.8
37	Morocco	72.6
38	Jamaica	72.2
39	China	71.7
39	Swaziland	71.7
41	Cambodia	69.1
42	South Africa	68.8
43	Sweden	68.4
43	United Arab Emirates	68.4
45	Indonesia	66.7
45	Nepal	66.7
45	Oman	66.7
48	Canada	66.2
48	Mali	66.2
48	Vietnam	66.2
51	Latvia	65.4
52	Austria	64.7
53	Romania	62.9
54	Guinea	62.5
55	Burkina Faso	62.3
55	Kenya	62.3
55	Philippines	62.3
58	Egypt	60.7
58	Guatemala	60.7
58	Poland	60.7
61	Singapore	59.0
62	Mauritania	57.0
63	France	56.3
64	Tanzania	55.2
65	Greece	54.7
66	Malaysia	54.6
66	Malta	54.6
68	Denmark	53.1
68	Germany	53.1
68	Ireland	53.1
68	Luxembourg	53.1
68	Netherlands	53.1
68	Spain	53.1
68	United Kingdom	53.1
75	Armenia	52.9
75	Georgia	52.9
77	Korea, Rep.	52.8
78	Australia	52.4
78	Switzerland	52.4
80	Belgium	51.6
81	Mauritius	51.1
82	Colombia	50.7
82	Guyana	50.7
82	Panama	50.7
85	Chile	50.0
85	Slovak Republic	50.0
87	Czech Republic	49.5
88	Bolivia	48.5
88	Bulgaria	48.5
88	Nicaragua	48.5
88	Thailand	48.5
92	Italy	48.4
92	Portugal	48.4
94	Croatia	47.5
95	El Salvador	47.1
96	Japan	46.0
97	Lithuania	45.2
98	Botswana	44.7
98	Senegal	44.7
100	Honduras	44.1
100	Qatar	44.1
100	Slovenia	44.1
103	Mexico	43.8
104	Sri Lanka	38.6
105	Israel	38.1
106	Cameroon	36.4
106	Dominican Republic	36.4
108	Hong Kong SAR	35.9
109	Bangladesh	33.1
110	Kuwait	25.0
111	Costa Rica	24.3
111	Pakistan	24.3
113	Lesotho	23.5
114	India	18.2
114	Peru	18.2
116	Brazil	16.5
117	Bahrain	0.0
117	Barbados	0.0
117	Brunei Darussalam	0.0
117	Cyprus	0.0
117	Madagascar	0.0
117	Mozambique	0.0
n/a	Algeria	n/a
n/a	Azerbaijan	n/a
n/a	Bosnia and Herzegovina	n/a
n/a	Cape Verde	n/a
n/a	Ethiopia	n/a
n/a	Iran, Islamic Rep.	n/a
n/a	Kazakhstan	n/a
n/a	Lebanon	n/a
n/a	Macedonia, FYR	n/a
n/a	Montenegro	n/a
n/a	Puerto Rico	n/a
n/a	Russian Federation	n/a
n/a	Serbia	n/a
n/a	Seychelles	n/a
n/a	Taiwan, China	n/a
n/a	Tajikistan	n/a
n/a	Ukraine	n/a
n/a	Yemen	n/a

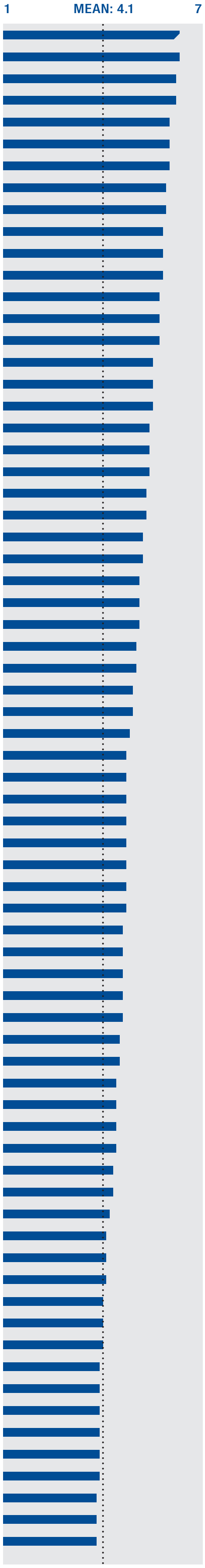
Source: The World Bank Institute

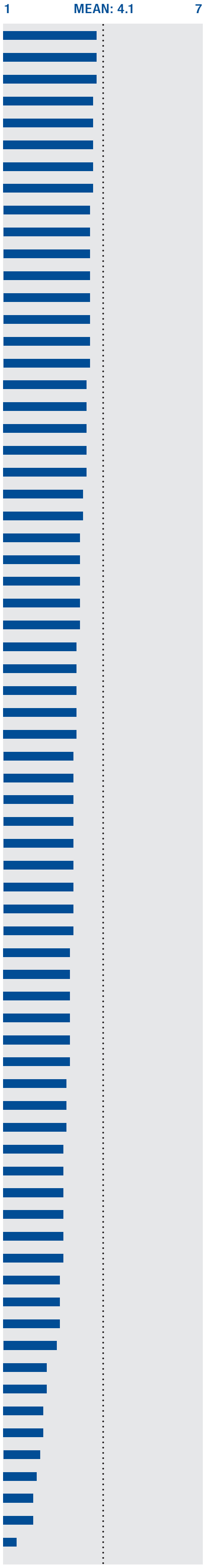
2nd pillar
Environmental sustainability

2.01 Stringency of environmental regulation

How would you assess the stringency of your country's environmental regulations? [1 = very lax; 7 = among the world's most stringent] | 2011–2012 weighted average

RANK	COUNTRY/ECONOMY	VALUE
1	Germany	6.4
2	Finland	6.4
3	Switzerland	6.3
4	Austria	6.3
5	Denmark	6.1
6	Sweden	6.1
7	Luxembourg	6.1
8	Netherlands	6.0
9	New Zealand	6.0
10	Japan	5.9
11	Norway	5.9
12	Rwanda	5.9
13	Belgium	5.8
14	Australia	5.8
15	Seychelles	5.8
16	Ireland	5.6
17	Puerto Rico	5.6
18	Singapore	5.6
19	Iceland	5.5
20	Oman	5.5
21	United Kingdom	5.5
22	Estonia	5.4
23	United States	5.4
24	United Arab Emirates	5.3
25	Qatar	5.3
26	Czech Republic	5.2
27	Brazil	5.2
28	Portugal	5.2
29	Canada	5.1
30	France	5.1
31	Malaysia	5.0
32	Slovenia	5.0
33	Costa Rica	4.9
34	Taiwan, China	4.8
35	Poland	4.8
36	Lithuania	4.8
37	Spain	4.8
38	Barbados	4.8
39	Hungary	4.8
40	Gambia, The	4.8
41	Israel	4.8
42	Bahrain	4.7
43	Slovak Republic	4.7
44	Brunei Darussalam	4.7
45	Saudi Arabia	4.7
46	South Africa	4.7
47	Namibia	4.6
48	Botswana	4.6
49	Uruguay	4.5
50	Korea, Rep.	4.5
51	Chile	4.5
52	Italy	4.5
53	Latvia	4.4
54	Montenegro	4.4
55	Croatia	4.3
56	Guyana	4.2
57	Malta	4.2
58	Cyprus	4.2
59	Panama	4.1
60	Mexico	4.1
61	Hong Kong SAR	4.1
62	Zambia	4.0
63	Azerbaijan	4.0
64	Mauritius	4.0
65	Honduras	4.0
66	Philippines	4.0
67	China	4.0
68	Tajikistan	3.9
69	India	3.9
70	Ethiopia	3.9
71	Jordan	3.9
72	Kenya	3.9
73	Sri Lanka	3.9
74	Iran, Islamic Rep.	3.8
75	Ecuador	3.8
76	Indonesia	3.8
77	Tanzania	3.8
78	Thailand	3.8
79	Peru	3.7
80	Macedonia, FYR	3.7
81	Swaziland	3.7
82	Cambodia	3.7
83	Greece	3.7
84	Turkey	3.7
85	Kazakhstan	3.7
86	Zimbabwe	3.7
87	Paraguay	3.6
88	Nicaragua	3.6
89	Morocco	3.6
90	Bolivia	3.6
91	Cape Verde	3.6
92	Colombia	3.5
93	Jamaica	3.5
94	Georgia	3.4
95	Malawi	3.4
96	Ghana	3.4
97	Serbia	3.4
98	Bulgaria	3.4
99	Venezuela	3.3
100	Armenia	3.3
101	Guatemala	3.3
102	Argentina	3.3
103	Russian Federation	3.3
104	Senegal	3.2
105	Dominican Republic	3.2
106	Burkina Faso	3.2
107	Nepal	3.2
108	Mali	3.2
109	Romania	3.2
110	Bangladesh	3.2
111	Ukraine	3.2
112	Sierra Leone	3.2
113	Chad	3.1
114	Trinidad and Tobago	3.1
115	Lesotho	3.1
116	Pakistan	3.1
117	Nigeria	3.1
118	Mozambique	3.1
119	Uganda	3.0
120	Cameroon	3.0
121	Benin	3.0
122	Moldova	2.9
123	Suriname	2.9
124	El Salvador	2.9
125	Kuwait	2.9
126	Guinea	2.9
127	Albania	2.9
128	Egypt	2.8
129	Bosnia and Herzegovina	2.8
130	Madagascar	2.8
131	Vietnam	2.7
132	Kyrgyz Republic	2.4
133	Burundi	2.4
134	Mauritania	2.3
135	Côte d'Ivoire	2.3
136	Mongolia	2.2
137	Lebanon	2.1
138	Algeria	2.0
139	Yemen	2.0
140	Haiti	1.5



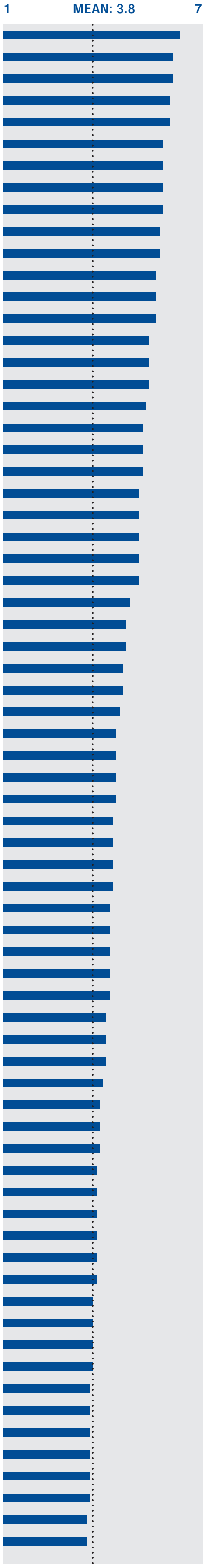


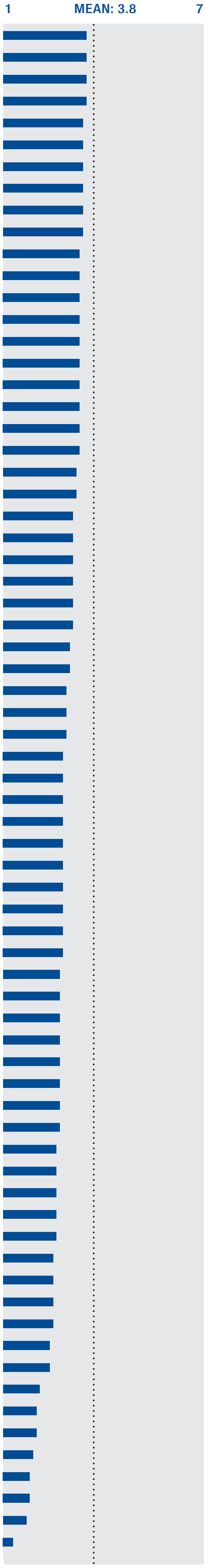
Source: World Economic Forum, Executive Opinion Survey

2.02 Enforcement of environmental regulation

How would you assess the enforcement of environmental regulations in your country? [1 = very lax; 7 = among the world's most rigorous] | 2011–2012 weighted average

RANK	COUNTRY/ECONOMY	VALUE
1	Finland	6.4
2	Switzerland	6.2
3	Germany	6.2
4	Denmark	6.1
5	Sweden	6.1
6	Netherlands	5.9
7	Austria	5.9
8	Luxembourg	5.9
9	New Zealand	5.9
10	Rwanda	5.8
11	Norway	5.8
12	Japan	5.7
13	Singapore	5.7
14	Australia	5.7
15	Seychelles	5.5
16	Oman	5.5
17	Belgium	5.5
18	United Kingdom	5.4
19	United Arab Emirates	5.3
20	Iceland	5.3
21	Ireland	5.3
22	United States	5.2
23	Qatar	5.2
24	Canada	5.2
25	Estonia	5.2
26	Puerto Rico	5.2
27	Malaysia	4.9
28	France	4.8
29	Gambia, The	4.8
30	Czech Republic	4.7
31	Taiwan, China	4.7
32	Saudi Arabia	4.6
33	Brunei Darussalam	4.5
34	Spain	4.5
35	Botswana	4.5
36	Bahrain	4.5
37	Costa Rica	4.4
38	Chile	4.4
39	Barbados	4.4
40	Korea, Rep.	4.4
41	Uruguay	4.3
42	Portugal	4.3
43	Namibia	4.3
44	Slovenia	4.3
45	Israel	4.3
46	Lithuania	4.2
47	Latvia	4.2
48	Poland	4.2
49	Brazil	4.1
50	Zambia	4.0
51	Montenegro	4.0
52	Cyprus	4.0
53	Hong Kong SAR	3.9
54	Azerbaijan	3.9
55	Malta	3.9
56	Sri Lanka	3.9
57	Guyana	3.9
58	Tajikistan	3.9
59	Kenya	3.8
60	South Africa	3.8
61	Slovak Republic	3.8
62	Ethiopia	3.8
63	China	3.7
64	Cambodia	3.7
65	Tanzania	3.7
66	Jordan	3.7
67	Nicaragua	3.7
68	Honduras	3.7
69	Georgia	3.6
70	Iran, Islamic Rep.	3.6
71	Swaziland	3.6
72	Indonesia	3.6
73	Mauritius	3.6
74	Thailand	3.6
75	Croatia	3.5
76	Hungary	3.5
77	Mexico	3.5
78	Turkey	3.5
79	Malawi	3.5
80	India	3.5
81	Chad	3.4
82	Ecuador	3.4
83	Ghana	3.4
84	Italy	3.4
85	Morocco	3.4
86	Macedonia, FYR	3.4
87	Zimbabwe	3.4
88	Jamaica	3.4
89	Panama	3.4
90	Kazakhstan	3.4
91	Bolivia	3.3
92	Philippines	3.3
93	Bulgaria	3.2
94	Burkina Faso	3.2
95	Cape Verde	3.2
96	Colombia	3.2
97	Nigeria	3.2
98	Senegal	3.2
99	Peru	3.1
100	Nepal	3.1
101	Romania	3.0
102	Benin	3.0
103	Cameroon	3.0
104	Greece	2.9
105	Paraguay	2.9
106	Guatemala	2.9
107	Dominican Republic	2.9
108	Lesotho	2.9
109	Bosnia and Herzegovina	2.9
110	Sierra Leone	2.9
111	Mali	2.9
112	Kuwait	2.9
113	Vietnam	2.9
114	Ukraine	2.8
115	Russian Federation	2.8
116	Pakistan	2.8
117	Mozambique	2.8
118	Moldova	2.8
119	Trinidad and Tobago	2.8
120	Armenia	2.8
121	Suriname	2.8
122	Serbia	2.7
123	Uganda	2.7
124	Madagascar	2.7
125	Egypt	2.7
126	Bangladesh	2.7
127	Guinea	2.6
128	Venezuela	2.6
129	Argentina	2.6
130	Albania	2.6
131	El Salvador	2.5
132	Mauritania	2.5
133	Burundi	2.2
134	Kyrgyz Republic	2.1
135	Côte d'Ivoire	2.1
136	Algeria	2.0
137	Lebanon	1.9
138	Mongolia	1.9
139	Yemen	1.8
140	Haiti	1.4



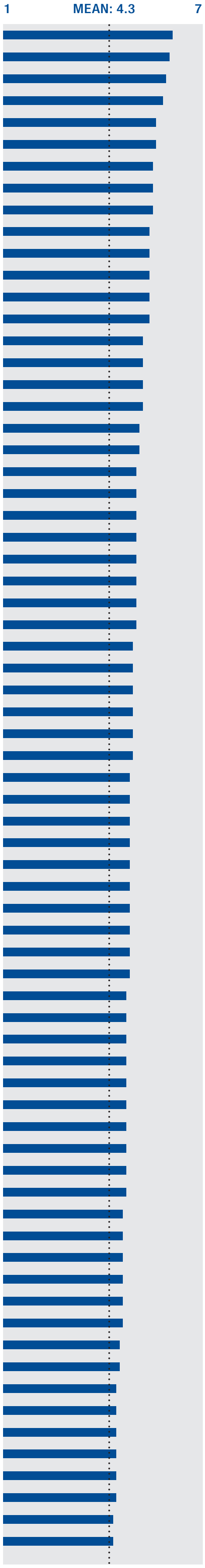


Source: World Economic Forum, Executive Opinion Survey

2.03 Sustainability of T&T industry development

How would you assess the effectiveness of your government’s efforts to ensure that the T&T 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] | 2011–2012 weighted average

RANK	COUNTRY/ECONOMY	VALUE
1	United Arab Emirates	6.2
2	New Zealand	6.1
3	Singapore	6.0
4	Rwanda	5.9
5	Barbados	5.7
6	Oman	5.7
7	Switzerland	5.6
8	Malaysia	5.6
9	Costa Rica	5.6
10	Austria	5.5
11	Morocco	5.5
12	Finland	5.5
13	Gambia, The	5.5
14	Seychelles	5.5
15	Qatar	5.3
16	Montenegro	5.3
17	Iceland	5.3
18	Kenya	5.3
19	Namibia	5.2
20	Botswana	5.2
21	Ireland	5.1
22	Uruguay	5.1
23	Sweden	5.1
24	Taiwan, China	5.1
25	Mauritius	5.1
26	Spain	5.1
27	Panama	5.1
28	Puerto Rico	5.1
29	Mali	5.0
30	Canada	5.0
31	France	5.0
32	United States	5.0
33	United Kingdom	5.0
34	South Africa	5.0
35	Jamaica	4.9
36	Australia	4.9
37	Hong Kong SAR	4.9
38	Thailand	4.9
39	Sri Lanka	4.9
40	Luxembourg	4.9
41	Azerbaijan	4.9
42	Cambodia	4.9
43	Germany	4.9
44	Zambia	4.9
45	Malta	4.8
46	Netherlands	4.8
47	Georgia	4.8
48	Saudi Arabia	4.8
49	Turkey	4.8
50	Guyana	4.8
51	Brunei Darussalam	4.8
52	Estonia	4.8
53	Peru	4.8
54	Portugal	4.8
55	Norway	4.7
56	Bahrain	4.7
57	Dominican Republic	4.7
58	China	4.7
59	Cyprus	4.7
60	Belgium	4.7
61	Mexico	4.6
62	Colombia	4.6
63	Japan	4.5
64	Jordan	4.5
65	Ecuador	4.5
66	Tanzania	4.5
67	Croatia	4.5
68	Israel	4.5
69	Burkina Faso	4.4
70	Chile	4.4
71	Denmark	4.4
72	Egypt	4.4
73	Uganda	4.3
74	Indonesia	4.3
75	Ethiopia	4.3
76	Tajikistan	4.3
77	Cape Verde	4.3
78	Albania	4.2
79	Nicaragua	4.2
80	Latvia	4.1
81	Slovenia	4.1
82	Honduras	4.1
83	Philippines	4.1
84	Mozambique	4.1
85	Korea, Rep.	4.1
86	India	4.1
87	Ghana	4.1
88	Nepal	4.1
89	Swaziland	4.1
90	Suriname	4.0
91	Argentina	4.0
92	Senegal	4.0
93	Brazil	3.9
94	Zimbabwe	3.9
95	Kazakhstan	3.9
96	Sierra Leone	3.9
97	Malawi	3.9
98	Czech Republic	3.9
99	Macedonia, FYR	3.8
100	Bulgaria	3.8
101	Chad	3.8
102	Hungary	3.8
103	Armenia	3.8
104	El Salvador	3.8
105	Vietnam	3.8
106	Greece	3.7
107	Poland	3.7
108	Nigeria	3.6
109	Madagascar	3.6
110	Lesotho	3.6
111	Lithuania	3.6
112	Bosnia and Herzegovina	3.6
113	Trinidad and Tobago	3.5
114	Serbia	3.5
115	Guatemala	3.4
116	Cameroon	3.4
117	Guinea	3.4
118	Iran, Islamic Rep.	3.4
119	Italy	3.4
120	Paraguay	3.4
121	Bolivia	3.4
122	Mauritania	3.2
123	Benin	3.2
124	Slovak Republic	3.2
125	Lebanon	3.2
126	Russian Federation	3.2
127	Burundi	3.2
128	Ukraine	3.2
129	Romania	3.2
130	Côte d’Ivoire	3.2
131	Bangladesh	3.0
132	Mongolia	3.0
133	Pakistan	3.0
134	Moldova	2.9
135	Haiti	2.8
136	Kyrgyz Republic	2.5
137	Yemen	2.5
138	Algeria	2.3
139	Kuwait	2.3
140	Venezuela	2.1



Source: World Economic Forum, Executive Opinion Survey

2.04 Carbon dioxide emissions

Emissions, metric tons per capita | 2008 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Burundi	0.0
2	Mali	0.0
3	Chad	0.0
4	Rwanda	0.1
5	Malawi	0.1
6	Ethiopia	0.1
7	Madagascar	0.1
8	Mozambique	0.1
9	Uganda	0.1
10	Burkina Faso	0.1
11	Nepal	0.1
12	Guinea	0.1
13	Zambia	0.2
14	Tanzania	0.2
15	Sierra Leone	0.2
16	Haiti	0.3
17	Gambia, The	0.3
18	Kenya	0.3
19	Cameroon	0.3
20	Bangladesh	0.3
21	Cambodia	0.3
22	Ghana	0.4
23	Côte d'Ivoire	0.4
24	Senegal	0.4
25	Tajikistan	0.5
26	Benin	0.5
27	Sri Lanka	0.6
28	Mauritania	0.6
29	Cape Verde	0.6
30	Nigeria	0.6
31	Paraguay	0.7
32	Zimbabwe	0.7
33	Nicaragua	0.8
34	Guatemala	0.9
35	Philippines	0.9
36	Pakistan	1.0
37	El Salvador	1.0
38	Yemen	1.0
39	Swaziland	1.1
40	Kyrgyz Republic	1.2
41	Georgia	1.2
42	Honduras	1.2
43	Albania	1.3
44	Bolivia	1.3
45	Moldova	1.3
46	Peru	1.4
47	India	1.5
48	Vietnam	1.5
49	Colombia	1.5
50	Morocco	1.5
51	Indonesia	1.7
52	Costa Rica	1.8
53	Armenia	1.8
54	Namibia	1.8
55	Ecuador	1.9
56	Panama	2.0
57	Guyana	2.0
58	Brazil	2.1
59	Dominican Republic	2.2
60	Botswana	2.5
61	Uruguay	2.5
62	Egypt	2.7
63	Montenegro	3.1
64	Mauritius	3.1
65	Algeria	3.2
66	Latvia	3.3
67	Jordan	3.7
68	Turkey	4.0
69	Mongolia	4.1
70	Lebanon	4.1
71	Thailand	4.2
72	Mexico	4.3
73	Chile	4.4
74	Romania	4.4
75	Lithuania	4.5
76	Jamaica	4.5
77	Suriname	4.7
78	Puerto Rico[1]	4.8
79	Argentina	4.8
80	Barbados	5.0
81	Israel	5.2
82	Croatia	5.3
83	Switzerland	5.3
84	Portugal	5.3
85	China	5.3
86	Sweden	5.3
87	Azerbaijan	5.4
88	Hungary	5.4
89	Hong Kong SAR	5.5
90	Macedonia, FYR	5.8
91	France	5.9
92	Venezuela	6.1
93	Malta	6.2
94	Bulgaria	6.6
95	Singapore	6.7
96	Serbia	6.8
97	Slovak Republic	6.9
98	Ukraine	7.0
99	Iceland	7.0
100	Spain	7.2
101	Italy	7.4
102	Iran, Islamic Rep.	7.4
103	Malaysia	7.6
104	New Zealand	7.8
105	Seychelles	7.8
106	Cyprus	7.9
107	Austria	8.1
108	Bosnia and Herzegovina	8.3
109	Poland	8.3
110	Denmark	8.4
111	Slovenia	8.5
112	United Kingdom	8.5
113	Greece	8.7
114	South Africa	8.9
115	Japan	9.5
116	Germany	9.6
117	Belgium	9.8
118	Ireland	9.9
119	Korea, Rep.	10.4
120	Norway	10.5
121	Netherlands	10.6
122	Finland	10.6
123	Taiwan, China[1]	10.7
124	Czech Republic	11.2
125	Russian Federation	12.0
126	Estonia	13.6
127	Kazakhstan	15.1
128	Canada	16.3
129	Saudi Arabia	16.6
130	Oman	17.3
131	United States	18.0
132	Australia	18.6
133	Bahrain	21.4
134	Luxembourg	21.5
135	United Arab Emirates	25.0
136	Brunei Darussalam	27.5
137	Kuwait	30.1
138	Trinidad and Tobago	37.4
139	Qatar	49.1
n/a	Lesotho	n/a

Source: The World Bank, *World Development Indicators* (September 2012 edition)

[1] 2010

2.05 Particulate matter concentration (PM_{10})

Urban population–weighted PM_{10} micrograms per cubic meter | 2009 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Venezuela	8.9
2	Estonia	8.9
3	Sweden	9.6
4	Uganda	10.8
5	New Zealand	11.7
6	Latvia	11.9
7	Slovak Republic	12.4
8	France	12.5
9	Ireland	12.5
10	United Kingdom	12.7
11	Luxembourg	12.7
12	Australia	13.9
13	Romania	14.2
14	Mauritius	14.2
15	Puerto Rico	14.4
16	Norway	14.8
17	Finland	14.9
18	Hungary	15.1
19	Lithuania	15.3
20	Russian Federation	15.6
21	Canada	15.6
22	Denmark	15.7
23	Germany	15.8
24	Dominican Republic	15.8
25	Iceland	15.9
26	Ukraine	16.6
27	Kazakhstan	16.7
28	Philippines	17.1
29	Czech Republic	17.1
30	Macedonia, FYR	18.0
31	United States	18.0
32	Malaysia	18.6
33	Bosnia and Herzegovina	18.8
34	Brazil	19.5
35	Tanzania	19.7
36	Colombia	19.7
37	Ecuador	19.8
38	Portugal	19.9
39	Belgium	20.9
40	Ghana	21.1
41	Italy	21.3
42	Guyana	21.9
43	Switzerland	22.0
44	Suriname	22.1
45	Rwanda	22.9
46	Singapore	23.2
47	Morocco	23.4
48	Israel	23.5
49	Mozambique	24.2
50	Nicaragua	24.4
51	Croatia	24.9
52	Japan	24.9
53	Spain	25.4
54	Slovenia	26.2
55	Cape Verde	26.3
56	South Africa	26.4
57	Austria	27.1
58	Cyprus	27.5
59	Burundi	28.2
60	El Salvador	28.4
61	Lebanon	28.4
62	Azerbaijan	28.8
63	Jamaica	28.9
64	Côte d'Ivoire	29.2
65	Costa Rica	29.5
66	Jordan	29.5
67	Nepal	29.5
68	Netherlands	29.6
69	Kenya	29.6
70	Tajikistan	29.7
71	Zambia	30.0
72	Madagascar	30.3
73	Greece	30.5
74	Qatar	30.9
75	Korea, Rep.	32.5
76	Malawi	32.6
77	Mexico	32.6
78	Panama	32.7
79	Montenegro	32.9
80	Haiti	33.3
81	Moldova	33.4
82	Poland	33.6
83	Honduras	33.9
84	Barbados	34.3
85	Kyrgyz Republic	35.2
86	Albania	36.5
87	Turkey	36.7
88	Zimbabwe	36.8
89	Cambodia	37.0
90	Sierra Leone	37.4
91	Swaziland	37.6
92	Nigeria	41.6
93	Yemen	42.9
94	Peru	43.0
95	Lesotho	43.4
96	Bulgaria	44.6
97	Namibia	45.5
98	Bahrain	45.5
99	Brunei Darussalam	48.1
100	Benin	48.1
101	Vietnam	50.4
102	Ethiopia	51.2
103	Thailand	52.6
104	Chile	53.3
105	Guinea	53.6
106	Georgia	54.1
107	Iran, Islamic Rep.	55.3
108	India	57.1
109	Cameroon	57.6
110	Taiwan, China[1]	59.1
111	Argentina	60.0
112	China	60.2
113	Bolivia	60.5
114	Armenia	60.6
115	Gambia, The	61.3
116	United Arab Emirates	62.4
117	Burkina Faso	62.6
118	Paraguay	65.5
119	Botswana	66.2
120	Mauritania	67.5
121	Indonesia	68.1
122	Guatemala	68.4
123	Sri Lanka	70.6
124	Algeria	74.8
125	Hong Kong SAR[2]	75.1
126	Senegal	79.7
127	Chad	81.8
128	Oman	81.9
129	Egypt	88.1
130	Kuwait	94.8
131	Trinidad and Tobago	97.9
132	Pakistan	100.8
133	Mongolia	100.9
134	Saudi Arabia	102.8
135	Mali	106.5
136	Bangladesh	120.9
137	Uruguay	141.5
n/a	Malta	n/a
n/a	Serbia	n/a
n/a	Seychelles	n/a

Source: The World Bank, *World Development Indicators* (September 2012 edition)

[1] 2007 [2] 2005

2.06 Threatened species

Threatened species as a percentage of total species (mammals, birds, amphibians) | 2012 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Luxembourg	0.4
2	Sweden	1.4
3	Switzerland	1.5
4	Suriname	1.6
5	Denmark	1.7
6	Belgium	1.7
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	Botswana	2.3
14	Guyana	2.3
15	Zambia	2.4
16	Bahrain	2.5
17	Malta	2.6
17	United Kingdom	2.6
19	Trinidad and Tobago	2.7
20	Swaziland	2.7
21	Lesotho	2.7
22	Slovak Republic	2.8
23	Germany	2.8
24	Slovenia	2.8
25	Qatar	2.8
26	Albania	2.8
27	Lithuania	2.8
28	Benin	2.9
29	Austria	2.9
30	Bosnia and Herzegovina	2.9
31	Malawi	3.0
32	Burkina Faso	3.0
33	Ireland	3.0
34	El Salvador	3.0
35	Hungary	3.1
36	Nicaragua	3.2
37	Cyprus	3.2
38	Poland	3.3
39	Norway	3.3
40	Gambia, The	3.3
41	Zimbabwe	3.4
42	Mali	3.5
43	Canada	3.6
44	Chad	3.6
45	Uganda	3.7
46	France	3.7
47	Senegal	3.8
48	Moldova	3.8
49	Macedonia, FYR	3.8
50	Burundi	3.9
51	Sierra Leone	3.9
52	Paraguay	3.9
53	Serbia	4.0
54	Mozambique	4.2
55	Kuwait	4.3
56	Ghana	4.4
57	Kyrgyz Republic	4.5
58	Montenegro	4.6
59	Kenya	4.6
60	Nigeria	4.6
61	United Arab Emirates	4.6
62	Guinea	4.7
63	Namibia	4.7
64	Oman	4.7
65	Bulgaria	4.7
66	Romania	4.8
67	Azerbaijan	4.9
68	Rwanda	4.9
69	Croatia	5.0
70	Saudi Arabia	5.0
71	Portugal	5.0
72	Mauritania	5.0
73	Tajikistan	5.0
74	Italy	5.1
75	Lebanon	5.1
76	Iceland	5.2
77	Bolivia	5.3
78	Jordan	5.5
79	Ukraine	5.6
80	Armenia	5.6
80	Georgia	5.6
82	Côte d'Ivoire	5.6
83	Egypt	5.6
84	Greece	5.7
85	Singapore	5.7
86	Yemen	5.7
87	Ethiopia	6.0
88	Israel	6.1
89	Cape Verde	6.1
90	Iran, Islamic Rep.	6.2
91	Mongolia	6.3
92	Morocco	6.3
93	Panama	6.4
94	Spain	6.4
95	Kazakhstan	6.4
96	Pakistan	6.4
97	Algeria	6.5
98	Nepal	6.5
99	South Africa	7.2
100	Venezuela	7.2
101	Uruguay	7.2
102	Costa Rica	7.2
103	Honduras	7.6
104	Puerto Rico	7.6
105	Argentina	7.7
106	Turkey	7.7
107	Thailand	7.8
108	Brazil	8.3
109	Cameroon	8.4
110	Tanzania	8.6
111	Bangladesh	8.6
112	Taiwan, China	8.7
113	Korea, Rep.	8.8
114	Vietnam	9.1
115	Cambodia	9.1
116	Hong Kong SAR	9.8
117	Brunei Darussalam	10.1
118	Peru	10.2
119	Guatemala	10.6
120	United States	10.7
121	Chile	11.6
122	China	11.8
123	Australia	12.1
124	Jamaica	12.4
125	Ecuador	12.7
126	Colombia	12.7
127	Malaysia	13.0
128	Indonesia	13.0
129	India	13.4
130	Japan	13.5
131	Dominican Republic	15.0
132	Seychelles	16.2
133	Sri Lanka	16.7
134	Haiti	18.0
135	Mauritius	18.5
136	Philippines	18.6
137	Mexico	19.0
138	Madagascar	23.5
139	New Zealand	30.7
140	Russian Federation	34.3

Source: The International Union for Conservation of Nature (IUCN), Red List of Threatened Species 2012

2.07 Environmental treaty ratification

Total number of ratified environmental treaties | 2012 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Denmark	24
1	France	24
1	Germany	24
1	Greece	24
1	Ireland	24
1	Netherlands	24
1	Norway	24
1	Poland	24
1	Portugal	24
1	Slovenia	24
1	Spain	24
1	Sweden	24
13	Australia	23
13	Bulgaria	23
13	Estonia	23
13	Finland	23
13	Korea, Rep.	23
13	New Zealand	23
13	United Kingdom	23
20	Belgium	22
20	Benin	22
20	Brazil	22
20	Cyprus	22
20	Ecuador	22
20	Guinea	22
20	Hungary	22
20	India	22
20	Italy	22
20	Japan	22
20	Kenya	22
20	Lithuania	22
20	Luxembourg	22
20	Morocco	22
20	Panama	22
20	Romania	22
20	Senegal	22
20	Switzerland	22
20	Uruguay	22
39	Austria	21
39	Cameroon	21
39	Chile	21
39	China	21
39	Croatia	21
39	Czech Republic	21
39	Iran, Islamic Rep.	21
39	Jordan	21
39	Latvia	21
39	Nigeria	21
39	Philippines	21
39	Slovak Republic	21
39	South Africa	21
39	Tanzania	21
53	Albania	20
53	Canada	20
53	Costa Rica	20
53	Côte d'Ivoire	20
53	Egypt	20
53	Ghana	20
53	Guatemala	20
53	Honduras	20
53	Madagascar	20
53	Mauritania	20
53	Mauritius	20
53	Mexico	20
53	Mozambique	20
53	Oman	20
53	Pakistan	20
53	Peru	20
53	Seychelles	20
53	Trinidad and Tobago	20
71	Argentina	19
71	Bangladesh	19
71	Cape Verde	19
71	Dominican Republic	19
71	Iceland	19
71	Jamaica	19
71	Malta	19
71	Montenegro	19
71	Namibia	19
71	Russian Federation	19
71	Saudi Arabia	19
71	Sri Lanka	19
71	Ukraine	19
84	Algeria	18
84	Bolivia	18
84	Georgia	18
84	Indonesia	18
84	Malawi	18
84	Malaysia	18
84	Mali	18
84	Mongolia	18
84	Nicaragua	18
84	Qatar	18
84	Serbia	18
84	Suriname	18
96	Armenia	17
96	Bahrain	17
96	Barbados	17
96	Burkina Faso	17
96	Cambodia	17
96	Chad	17
96	Colombia	17
96	Gambia, The	17
96	Guyana	17
96	Moldova	17
96	Paraguay	17
96	Thailand	17
96	Uganda	17
96	United Arab Emirates	17
96	Venezuela	17
96	Yemen	17
112	Burundi	16
112	El Salvador	16
112	Kuwait	16
112	Lebanon	16
112	Lesotho	16
112	Macedonia, FYR	16
112	Sierra Leone	16
112	Singapore	16
112	Vietnam	16
112	Zambia	16
112	Zimbabwe	16
123	Azerbaijan	15
123	Botswana	15
123	Israel	15
123	Kazakhstan	15
123	Nepal	15
123	Rwanda	15
123	Turkey	15
130	Bosnia and Herzegovina	14
130	Ethiopia	14
130	Kyrgyz Republic	14
130	Swaziland	14
130	United States	14
135	Brunei Darussalam	12
136	Tajikistan	11
137	Haiti	10
n/a	Hong Kong SAR	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*

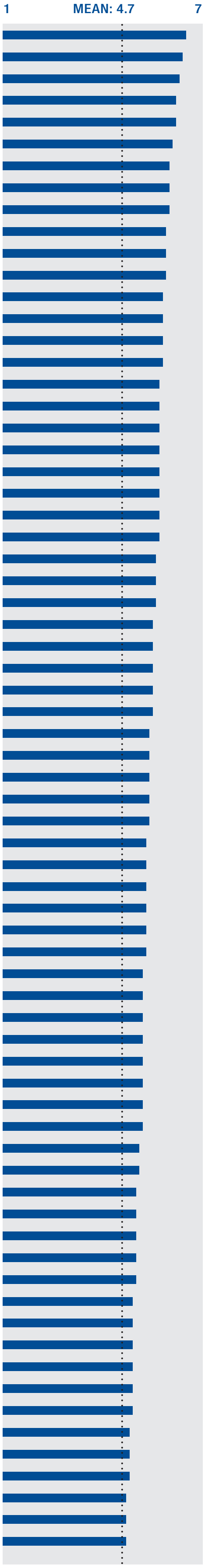
3rd pillar

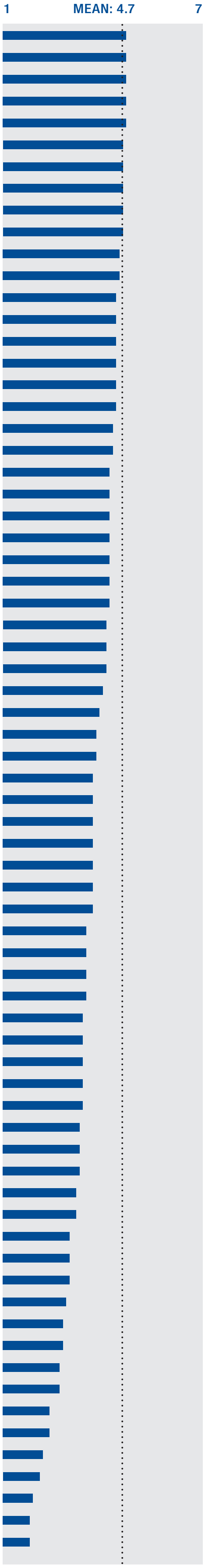
Safety and security

3.01 Business costs of crime and violence

To what extent does the incidence of crime and violence impose costs on businesses in your country? [1 = to a great extent; 7 = not at all] | 2011–2012 weighted average

RANK	COUNTRY/ECONOMY	VALUE
1	Qatar	6.6
2	United Arab Emirates	6.5
3	Finland	6.4
4	Saudi Arabia	6.3
5	Iceland	6.3
6	Luxembourg	6.2
7	Switzerland	6.1
8	Oman	6.1
9	Singapore	6.1
10	Hong Kong SAR	6.0
11	Brunei Darussalam	6.0
12	Slovenia	6.0
13	Armenia	5.9
14	Malta	5.9
15	Portugal	5.9
16	New Zealand	5.9
17	Norway	5.8
18	Taiwan, China	5.8
19	Austria	5.8
20	Germany	5.8
21	Belgium	5.8
22	Ethiopia	5.8
23	Sri Lanka	5.8
24	Kuwait	5.8
25	Australia	5.7
26	Jordan	5.7
27	Sweden	5.7
28	Cyprus	5.6
29	Ireland	5.6
30	Rwanda	5.6
31	Netherlands	5.6
32	Canada	5.6
33	Spain	5.5
34	Montenegro	5.5
35	Israel	5.5
36	Estonia	5.5
37	Poland	5.5
38	Bosnia and Herzegovina	5.4
39	Senegal	5.4
40	Japan	5.4
41	Ukraine	5.4
42	Czech Republic	5.4
43	Korea, Rep.	5.4
44	Gambia, The	5.3
45	Latvia	5.3
46	France	5.3
47	Lithuania	5.3
48	Mauritania	5.3
49	United Kingdom	5.3
50	Azerbaijan	5.3
51	Moldova	5.3
52	Croatia	5.2
53	Denmark	5.2
54	Georgia	5.1
55	Morocco	5.1
56	Romania	5.1
57	Botswana	5.1
58	Mauritius	5.1
59	Hungary	5.0
60	Macedonia, FYR	5.0
61	Kazakhstan	5.0
62	India	5.0
63	Chile	5.0
64	Mongolia	5.0
65	Bahrain	4.9
66	Slovak Republic	4.9
67	Malaysia	4.9
68	China	4.8
69	Vietnam	4.8
70	Lebanon	4.8
71	Zimbabwe	4.8
72	Barbados	4.8
73	Tajikistan	4.8
74	Turkey	4.8
75	Thailand	4.8
76	Iran, Islamic Rep.	4.7
77	Zambia	4.7
78	Albania	4.7
79	Greece	4.7
80	Kyrgyz Republic	4.7
81	Sierra Leone	4.6
82	Serbia	4.6
83	United States	4.5
84	Tanzania	4.5
85	Uruguay	4.5
86	Benin	4.5
87	Russian Federation	4.5
88	Italy	4.5
89	Cambodia	4.4
90	Ghana	4.4
91	Suriname	4.3
92	Burkina Faso	4.3
93	Bangladesh	4.3
94	Indonesia	4.3
95	Malawi	4.3
96	Swaziland	4.3
97	Cameroon	4.3
98	Seychelles	4.2
99	Mali	4.2
100	Mozambique	4.2
101	Nicaragua	4.1
102	Cape Verde	4.0
103	Philippines	3.9
104	Costa Rica	3.9
105	Bolivia	3.8
106	Yemen	3.8
107	Bulgaria	3.8
108	Puerto Rico	3.8
109	Namibia	3.8
110	Lesotho	3.8
111	Argentina	3.8
112	Burundi	3.6
113	Chad	3.6
114	Panama	3.6
115	Algeria	3.6
116	Kenya	3.5
117	Paraguay	3.5
118	Brazil	3.5
119	Guyana	3.5
120	Nepal	3.5
121	Peru	3.4
122	Uganda	3.4
123	Dominican Republic	3.4
124	Nigeria	3.3
125	Madagascar	3.3
126	Guinea	3.1
127	Ecuador	3.1
128	Pakistan	3.1
129	Egypt	3.0
130	South Africa	2.9
131	Mexico	2.9
132	Colombia	2.8
133	Côte d'Ivoire	2.8
134	Haiti	2.5
135	Trinidad and Tobago	2.5
136	Venezuela	2.3
137	Jamaica	2.2
138	Honduras	2.0
139	El Salvador	1.9
140	Guatemala	1.9



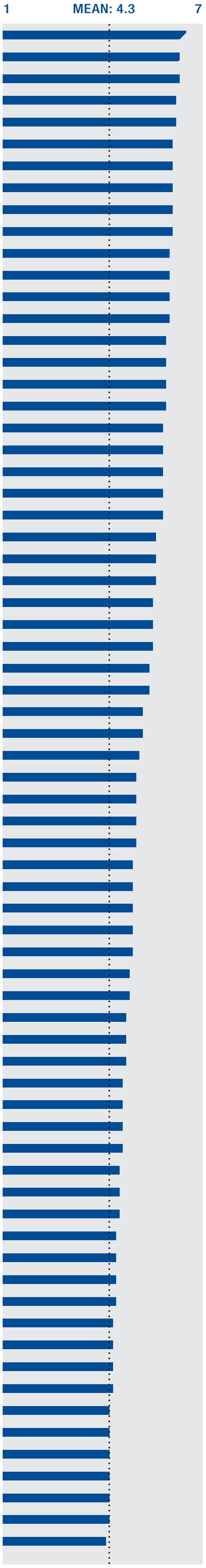


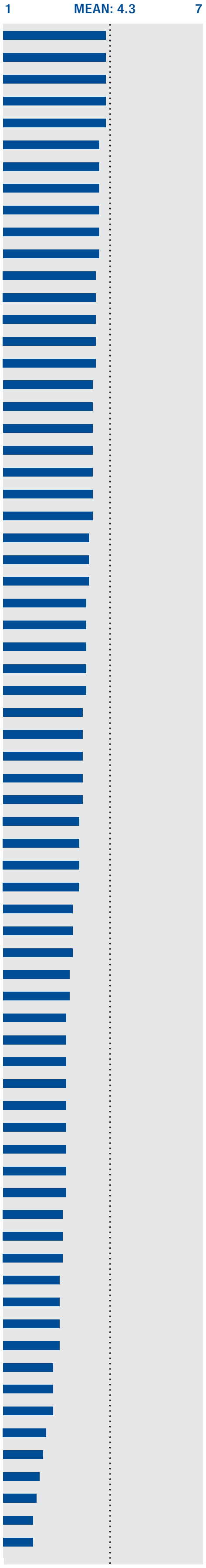
Source: World Economic Forum, Executive Opinion Survey

3.02 Reliability of police services

To what extent can police services be relied upon to enforce law and order in your country? [1 = cannot be relied upon at all; 7 = can be completely relied upon] | 2011–2012 weighted average

RANK	COUNTRY/ECONOMY	VALUE
1	Finland	6.6
2	Switzerland	6.4
3	Singapore	6.4
4	New Zealand	6.3
5	Qatar	6.3
6	Netherlands	6.2
7	Denmark	6.2
8	Canada	6.2
9	Iceland	6.2
10	Hong Kong SAR	6.2
11	United Arab Emirates	6.1
12	Australia	6.1
13	Sweden	6.1
14	Chile	6.1
15	Ireland	6.0
16	Spain	6.0
17	Austria	6.0
18	Norway	6.0
19	Rwanda	5.9
20	Germany	5.9
21	Luxembourg	5.9
22	Barbados	5.9
23	United Kingdom	5.9
24	Belgium	5.7
25	Oman	5.7
26	Japan	5.7
27	Saudi Arabia	5.6
28	Jordan	5.6
29	Bahrain	5.6
30	United States	5.5
31	Estonia	5.5
32	Taiwan, China	5.3
33	France	5.3
34	Portugal	5.2
35	Brunei Darussalam	5.1
36	Cyprus	5.1
37	Georgia	5.1
38	Italy	5.1
39	Korea, Rep.	5.0
40	Malaysia	5.0
41	Montenegro	5.0
42	Malta	5.0
43	Botswana	5.0
44	Gambia, The	4.9
45	Bosnia and Herzegovina	4.9
46	Costa Rica	4.8
47	Kuwait	4.8
48	Israel	4.8
49	Suriname	4.7
50	Slovenia	4.7
51	Croatia	4.7
52	Panama	4.7
53	Vietnam	4.6
54	Puerto Rico	4.6
55	Ghana	4.6
56	Iran, Islamic Rep.	4.5
57	Mauritius	4.5
58	Cape Verde	4.5
59	China	4.5
60	Brazil	4.4
61	Benin	4.4
62	Senegal	4.4
63	Zambia	4.4
64	Morocco	4.3
65	Latvia	4.3
66	Lithuania	4.3
67	Poland	4.3
68	Macedonia, FYR	4.3
69	India	4.3
70	Hungary	4.2
71	Uruguay	4.2
72	Sri Lanka	4.2
73	Namibia	4.2
74	Colombia	4.2
75	Swaziland	4.2
76	Tajikistan	4.0
77	Albania	4.0
78	Serbia	4.0
79	Azerbaijan	4.0
80	Turkey	4.0
81	Ethiopia	4.0
82	Greece	3.9
83	Indonesia	3.9
84	Slovak Republic	3.9
85	Uganda	3.9
86	Cameroon	3.9
87	Mongolia	3.8
88	South Africa	3.8
89	Malawi	3.8
90	Czech Republic	3.8
91	Armenia	3.8
92	Nicaragua	3.8
93	Burkina Faso	3.8
94	Kazakhstan	3.7
95	Seychelles	3.7
96	Jamaica	3.7
97	Philippines	3.6
98	Thailand	3.6
99	Tanzania	3.6
100	Mali	3.6
101	Sierra Leone	3.6
102	Cambodia	3.5
103	Egypt	3.5
104	Lebanon	3.5
105	Nepal	3.5
106	Lesotho	3.5
107	Romania	3.4
108	Bulgaria	3.4
109	Mozambique	3.4
110	Kenya	3.4
111	Nigeria	3.2
112	Ecuador	3.2
113	Trinidad and Tobago	3.2
114	El Salvador	3.1
115	Moldova	3.1
116	Guinea	3.0
117	Algeria	3.0
118	Bolivia	3.0
119	Ukraine	3.0
120	Zimbabwe	3.0
121	Honduras	3.0
122	Bangladesh	3.0
123	Pakistan	3.0
124	Peru	3.0
125	Kyrgyz Republic	2.9
126	Mauritania	2.9
127	Argentina	2.9
128	Guyana	2.8
129	Russian Federation	2.8
130	Mexico	2.8
131	Côte d'Ivoire	2.8
132	Haiti	2.6
133	Guatemala	2.6
134	Paraguay	2.6
135	Chad	2.4
136	Madagascar	2.3
137	Yemen	2.2
138	Venezuela	2.1
139	Dominican Republic	2.0
140	Burundi	2.0





Source: World Economic Forum, Executive Opinion Survey

3.03 Road traffic accidents

Estimated deaths due to road traffic accidents per 100,000 population | 2007 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Hong Kong SAR[2]	1.8
2	Malta	3.4
3	Uruguay	4.3
4	Netherlands	4.8
4	Singapore	4.8
6	Switzerland[3]	4.9
7	Japan	5.0
7	Norway	5.0
9	Sweden	5.2
10	United Kingdom[3]	5.4
11	Israel	5.7
12	Germany	6.0
13	Macedonia, FYR[3]	6.9
14	Finland	7.2
15	France	7.5
16	Australia	7.8
17	Austria	8.3
18	Ireland[3]	8.5
19	Canada[3]	8.8
20	Taiwan, China[1]	8.8
21	Spain[3]	9.3
22	Italy[3]	9.6
23	Luxembourg[2]	9.6
24	Serbia	9.8
25	Iceland[3]	10.0
26	New Zealand	10.1
27	Belgium	10.2
28	Cyprus	10.4
28	Portugal	10.4
30	Bosnia and Herzegovina	10.9
31	Mauritius	11.1
32	Colombia	11.7
32	Ecuador	11.7
34	Czech Republic	12.0
35	Bahrain	12.1
35	Cambodia	12.1
37	Barbados	12.2
38	Hungary	12.3
38	Jamaica	12.3
40	Bangladesh	12.6
40	El Salvador	12.6
42	Panama	12.7
42	Romania	12.7
44	Korea, Rep.	12.8
44	Puerto Rico	12.8
46	Azerbaijan	13.0
47	Bulgaria	13.2
48	Turkey	13.4
49	Honduras	13.5
49	Sri Lanka	13.5
51	Croatia	13.6
52	Argentina	13.7
52	Chile[3]	13.7
54	Brunei Darussalam	13.8
55	Albania	13.9
55	Armenia	13.9
55	United States[3]	13.9
58	Tajikistan	14.1
59	Nicaragua	14.2
60	Slovenia	14.6
61	Estonia	14.7
61	Guatemala	14.7
61	Poland	14.7
64	Greece[3]	14.9
65	Moldova	15.1
65	Nepal	15.1
65	Slovak Republic	15.1
68	Costa Rica	15.4
69	Trinidad and Tobago	15.5
70	Vietnam	16.1
71	Indonesia	16.2
72	China	16.5
73	Bolivia	16.7
74	Georgia	16.8
74	India	16.8
76	Kuwait[3]	16.9
77	Dominican Republic	17.3
78	Latvia[3]	17.9
79	Brazil[3]	18.3
79	Suriname	18.3
81	Seychelles	18.5
82	Mongolia	19.3
83	Thailand	19.6
84	Paraguay	19.7
85	Guyana	19.9
86	Philippines	20.0
87	Montenegro	20.4
88	Mexico[3]	20.7
89	Oman	21.3
90	Peru	21.5
90	Ukraine	21.5
92	Venezuela[3]	21.8
93	Lithuania[3]	22.4
94	Kyrgyz Republic	22.8
95	Burundi	23.4
96	Malaysia	23.6
97	Qatar	23.7
98	Uganda	24.7
99	Cape Verde	25.1
100	Russian Federation	25.2
101	Pakistan	25.3
102	Zambia	25.6
103	Malawi	26.0
104	Swaziland	26.3
105	Lesotho	26.7
106	Zimbabwe	27.5
107	Cameroon	28.1
108	Morocco	28.3
108	Sierra Leone	28.3
110	Lebanon	28.5
111	Namibia	28.6
112	Saudi Arabia	29.0
113	Yemen	29.3
114	Ghana	29.6
115	Kazakhstan	30.6
116	Burkina Faso	31.1
117	Benin	31.2
118	Rwanda	31.6
119	Mali	32.1
120	Nigeria	32.3
121	Senegal	32.5
122	South Africa	33.2
123	Madagascar	33.7
124	Botswana	33.8
125	Jordan	34.2
126	Chad	34.3
126	Tanzania	34.3
128	Kenya	34.4
129	Mozambique	34.7
130	Ethiopia	35.0
131	Mauritania	35.5
132	Iran, Islamic Rep.	35.8
133	Gambia, The	36.6
134	United Arab Emirates	37.1
135	Egypt	41.6
n/a	Algeria	n/a
n/a	Côte d'Ivoire	n/a
n/a	Denmark	n/a
n/a	Guinea	n/a
n/a	Haiti	n/a

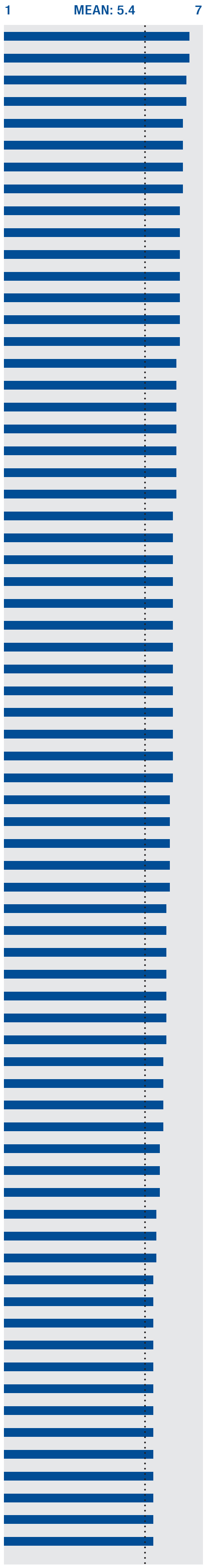
Source: World Health Organization, *World Health Statistics 2012*

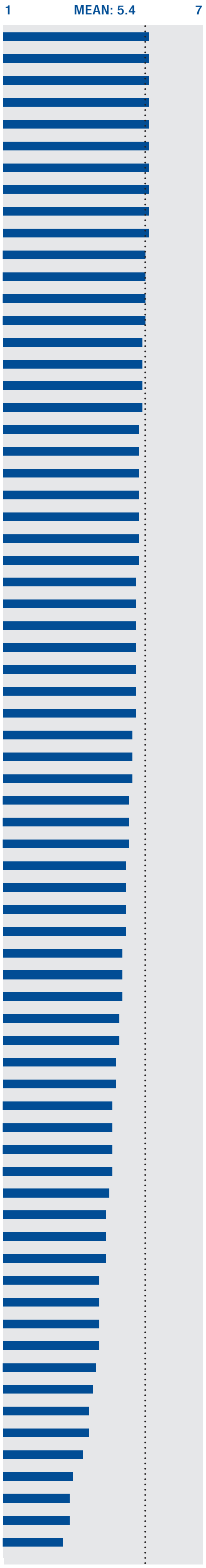
[1] 2010 [2] 2009 [3] 2006

3.04 Business costs of terrorism

To what extent does the threat of terrorism impose costs on businesses in your country? [1 = to a great extent; 7 = not at all] | 2011–2012 weighted average

RANK	COUNTRY/ECONOMY	VALUE
1	Slovenia	6.7
2	Finland	6.7
3	Iceland	6.6
4	Austria	6.6
5	Czech Republic	6.5
6	Hungary	6.5
7	Botswana	6.5
8	Armenia	6.5
9	Estonia	6.4
10	Bosnia and Herzegovina	6.4
11	Brazil	6.4
12	Mongolia	6.4
13	Qatar	6.4
14	United Arab Emirates	6.4
15	Oman	6.4
16	Saudi Arabia	6.3
17	Brunei Darussalam	6.3
18	Portugal	6.3
19	Uruguay	6.3
20	Montenegro	6.3
21	Ireland	6.3
22	Lithuania	6.3
23	New Zealand	6.2
24	Slovak Republic	6.2
25	Moldova	6.2
26	Belgium	6.2
27	Luxembourg	6.2
28	Zambia	6.2
29	South Africa	6.2
30	Croatia	6.2
31	Taiwan, China	6.2
32	Sweden	6.2
33	Sri Lanka	6.2
34	Namibia	6.2
35	Mauritius	6.2
36	Ukraine	6.1
37	Switzerland	6.1
38	Zimbabwe	6.1
39	Netherlands	6.1
40	Poland	6.1
41	Latvia	6.0
42	Argentina	6.0
43	Cyprus	6.0
44	Sierra Leone	6.0
45	Suriname	6.0
46	Barbados	6.0
47	Australia	6.0
48	Chile	5.9
49	Malta	5.9
50	Hong Kong SAR	5.9
51	Norway	5.9
52	Puerto Rico	5.8
53	Azerbaijan	5.8
54	Germany	5.8
55	Jamaica	5.7
56	Malaysia	5.7
57	Romania	5.7
58	Kuwait	5.6
59	Malawi	5.6
60	Italy	5.6
61	Trinidad and Tobago	5.6
62	Ethiopia	5.6
63	Gambia, The	5.6
64	Rwanda	5.6
65	Lesotho	5.6
66	Macedonia, FYR	5.6
67	Albania	5.6
68	Kazakhstan	5.6
69	Serbia	5.6
70	Morocco	5.6
71	Dominican Republic	5.5
72	Korea, Rep.	5.5
73	Jordan	5.5
74	Singapore	5.5
75	Costa Rica	5.5
76	Denmark	5.5
77	Swaziland	5.5
78	Cape Verde	5.5
79	Georgia	5.5
80	Canada	5.5
81	Senegal	5.4
82	Vietnam	5.4
83	Burkina Faso	5.4
84	Panama	5.4
85	Greece	5.3
86	Japan	5.3
87	Guyana	5.3
88	Spain	5.3
89	France	5.2
90	Ghana	5.2
91	Cameroon	5.2
92	Kyrgyz Republic	5.2
93	Côte d'Ivoire	5.2
94	United Kingdom	5.2
95	Haiti	5.2
96	Venezuela	5.1
97	Benin	5.1
98	China	5.1
99	Bangladesh	5.1
100	Madagascar	5.1
101	Iran, Islamic Rep.	5.1
102	Paraguay	5.1
103	Cambodia	5.0
104	Guinea	5.0
105	Tajikistan	5.0
106	Bahrain	4.9
107	Mozambique	4.9
108	Seychelles	4.9
109	Bulgaria	4.8
110	India	4.8
111	Thailand	4.8
112	Nicaragua	4.8
113	Mexico	4.7
114	Russian Federation	4.7
115	Peru	4.7
116	Tanzania	4.6
117	Indonesia	4.6
118	Mauritania	4.5
119	Guatemala	4.5
120	United States	4.4
121	Chad	4.4
122	Philippines	4.4
123	Ecuador	4.4
124	Israel	4.3
125	El Salvador	4.2
126	Turkey	4.2
127	Honduras	4.2
128	Mali	4.0
129	Nepal	4.0
130	Burundi	4.0
131	Lebanon	4.0
132	Bolivia	3.9
133	Kenya	3.8
134	Uganda	3.7
135	Nigeria	3.7
136	Algeria	3.5
137	Yemen	3.2
138	Egypt	3.1
139	Pakistan	3.1
140	Colombia	2.9





Source: World Economic Forum, Executive Opinion Survey

4th pillar

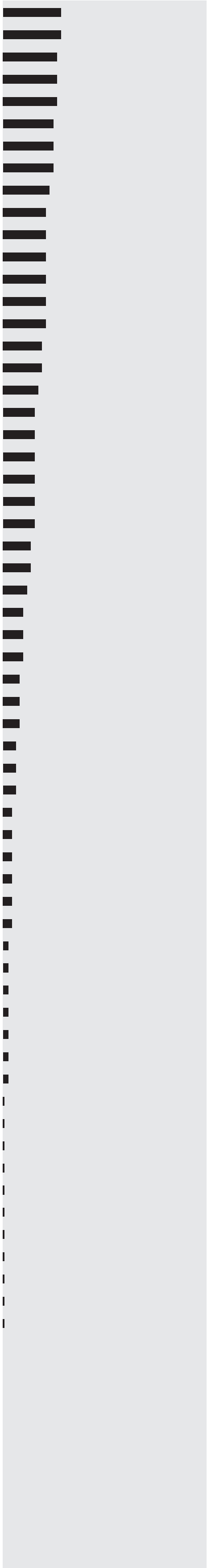
Health and hygiene

4.01 Physician density

Physician density per 1,000 population | 2009 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Greece	6.2
2	Austria[1]	4.9
3	Georgia	4.8
4	Russian Federation[4]	4.3
5	Norway	4.2
6	Kazakhstan	4.1
7	Switzerland	4.1
8	Spain[1]	4.0
9	Portugal[1]	3.9
10	Azerbaijan	3.8
11	Sweden[2]	3.8
12	Armenia	3.8
13	Uruguay[2]	3.7
14	Bulgaria	3.7
14	Iceland[1]	3.7
16	Czech Republic	3.7
17	Israel[1]	3.7
18	Lithuania	3.6
19	Germany	3.6
20	Lebanon	3.5
21	Italy	3.5
22	France[1]	3.5
23	Denmark	3.4
24	Estonia	3.3
25	Ukraine	3.3
26	Ireland[1]	3.2
27	Argentina[6]	3.2
28	Malta[1]	3.1
29	Hungary	3.0
30	Belgium	3.0
31	Slovak Republic[3]	3.0
32	Australia	3.0
33	Latvia	3.0
34	Finland	2.9
35	Netherlands[2]	2.9
36	Egypt	2.8
37	Luxembourg	2.8
38	Mongolia[2]	2.8
39	Qatar[4]	2.8
40	New Zealand[1]	2.7
40	United Kingdom[1]	2.7
42	Moldova	2.7
43	Macedonia, FYR[2]	2.6
44	Croatia	2.6
45	Cyprus[2]	2.6
46	Slovenia	2.5
47	Puerto Rico[1]	2.5
48	Jordan	2.5
49	United States	2.4
50	Kyrgyz Republic[3]	2.3
51	Romania	2.3
52	Poland	2.2
53	Japan[2]	2.1
54	Serbia	2.1
55	Montenegro	2.1
55	Tajikistan	2.1
57	Korea, Rep.[1]	2.0
58	Canada[2]	2.0
59	Mexico	2.0
60	Venezuela[9]	1.9
61	United Arab Emirates[3]	1.9
62	Oman[2]	1.9
63	Dominican Republic[10]	1.9
64	Singapore	1.8
65	Barbados[5]	1.8
66	Kuwait	1.8
67	Hong Kong SAR[1]	1.8
68	Brazil[2]	1.8
69	Ecuador	1.7
70	Taiwan, China[1]	1.7

RANK	COUNTRY/ECONOMY	VALUE
71	Bosnia and Herzegovina	1.6
72	El Salvador[2]	1.6
73	Turkey	1.5
74	Seychelles[6]	1.5
75	Panama[10]	1.5
76	Bahrain[2]	1.4
77	Brunei Darussalam[2]	1.4
78	China	1.4
79	Costa Rica[10]	1.3
80	Vietnam[2]	1.2
81	Bolivia[9]	1.2
82	Algeria[3]	1.2
83	Trinidad and Tobago[3]	1.2
84	Philippines[6]	1.2
85	Albania	1.2
86	Paraguay[8]	1.1
87	Mauritius[6]	1.1
88	Chile	1.0
89	Malaysia[2]	0.9
90	Saudi Arabia[2]	0.9
91	Peru	0.9
92	Guatemala[11]	0.9
93	Iran, Islamic Rep.[5]	0.9
94	Jamaica[7]	0.9
95	Pakistan	0.8
96	South Africa[6]	0.8
97	India	0.7
98	Morocco	0.6
99	Cape Verde[2]	0.6
100	Honduras[10]	0.6
101	Sri Lanka[4]	0.5
102	Guyana[10]	0.5
103	Suriname[10]	0.5
104	Nigeria[2]	0.4
105	Namibia[3]	0.4
106	Nicaragua[7]	0.4
107	Botswana[4]	0.3
108	Yemen	0.3
109	Thailand[6]	0.3
110	Bangladesh[3]	0.3
111	Indonesia[3]	0.3
112	Haiti[12]	0.3
113	Cambodia[2]	0.2
114	Nepal[6]	0.2
115	Cameroon[6]	0.2
116	Madagascar[3]	0.2
117	Swaziland[6]	0.2
117	Zimbabwe[6]	0.2
119	Colombia[1]	0.2
120	Côte d'Ivoire[2]	0.1
121	Kenya[8]	0.1
122	Mauritania	0.1
123	Uganda[5]	0.1
124	Guinea[5]	0.1
125	Ghana	0.1
126	Burkina Faso[2]	0.1
127	Benin[2]	0.1
127	Senegal[2]	0.1
129	Zambia[4]	0.1
130	Lesotho[7]	0.1
131	Mali[2]	0.0
132	Chad[6]	0.0
133	Gambia, The[2]	0.0
134	Burundi[6]	0.0
134	Mozambique[2]	0.0
136	Rwanda[5]	0.0
137	Ethiopia[3]	0.0
138	Malawi[2]	0.0
139	Sierra Leone[2]	0.0
140	Tanzania[4]	0.0



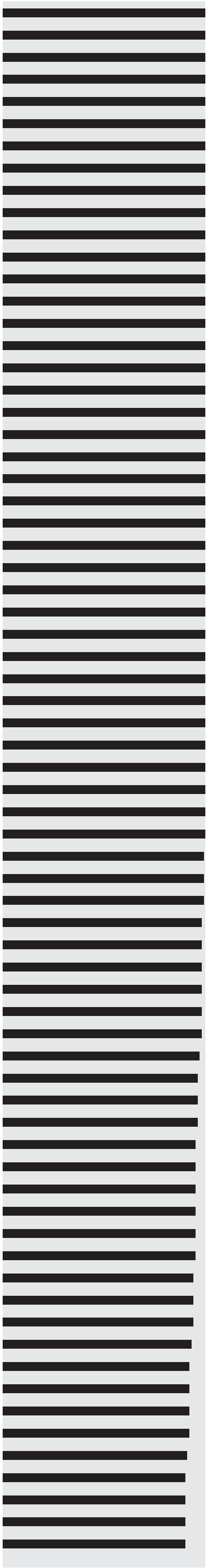
Source: World Health Organization, *World Health Statistics 2012*

[1] 2010 [2] 2008 [3] 2007 [4] 2006 [5] 2005 [6] 2004 [7] 2003 [8] 2002 [9] 2001 [10] 2000 [11] 1999 [12] 1998

4.02 Access to improved sanitation

Access to adequate sanitation as a percentage of total population | 2010 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Australia	100.0
1	Austria	100.0
1	Bahrain[2]	100.0
1	Barbados	100.0
1	Belgium	100.0
1	Bulgaria	100.0
1	Canada	100.0
1	Cyprus	100.0
1	Denmark	100.0
1	Finland	100.0
1	France	100.0
1	Germany	100.0
1	Hong Kong SAR[3]	100.0
1	Hungary	100.0
1	Iceland	100.0
1	Iran, Islamic Rep.	100.0
1	Israel	100.0
1	Italy[3]	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[3]	100.0
1	Norway	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	100.0
1	United Kingdom	100.0
1	United States	100.0
1	Uruguay	100.0
39	Croatia	99.0
39	Ireland	99.0
39	Oman	99.0
42	Czech Republic	98.0
42	Greece	98.0
42	Jordan	98.0
42	Lebanon[4]	98.0
42	Seychelles	98.0
42	United Arab Emirates	98.0
48	Kazakhstan	97.0
49	Chile	96.0
49	Malaysia	96.0
49	Thailand	96.0
52	Algeria	95.0
52	Bosnia and Herzegovina	95.0
52	Costa Rica	95.0
52	Egypt	95.0
52	Estonia	95.0
52	Georgia	95.0
58	Albania	94.0
58	Tajikistan	94.0
58	Ukraine	94.0
61	Kyrgyz Republic	93.0
62	Ecuador	92.0
62	Serbia	92.0
62	Sri Lanka	92.0
62	Trinidad and Tobago	92.0
66	Venezuela[4]	91.0
67	Argentina[4]	90.0
67	Armenia	90.0
67	Brunei Darussalam[1]	90.0
67	Montenegro	90.0
67	Poland[4]	90.0
67	Turkey	90.0
73	Mauritius	89.0
74	Macedonia, FYR	88.0
75	El Salvador	87.0
76	Lithuania[4]	86.0
77	Mexico	85.0
77	Moldova	85.0
79	Guyana	84.0
80	Dominican Republic	83.0
80	Suriname	83.0
82	Azerbaijan	82.0
83	Jamaica	80.0
84	Brazil	79.0
84	South Africa	79.0
86	Guatemala	78.0
86	Latvia[4]	78.0
88	Colombia	77.0
88	Honduras	77.0
90	Vietnam	76.0
91	Philippines	74.0
92	Romania[4]	73.0
93	Paraguay	71.0
93	Peru	71.0
95	Morocco	70.0
95	Russian Federation	70.0
97	Gambia, The	68.0
97	Panama[4]	68.0
99	China	64.0
100	Botswana	62.0
101	Cape Verde	61.0
102	Swaziland	57.0
103	Bangladesh	56.0
104	Rwanda	55.0
105	Indonesia	54.0
106	Yemen	53.0
107	Nicaragua	52.0
107	Senegal	52.0
109	Malawi	51.0
109	Mongolia	51.0
111	Cameroon	49.0
112	Pakistan	48.0
112	Zambia	48.0
114	Burundi	46.0
115	Zimbabwe	40.0
116	India	34.0
116	Uganda	34.0
118	Kenya	32.0
118	Namibia	32.0
120	Cambodia	31.0
120	Nepal	31.0
120	Nigeria	31.0
123	Bolivia	27.0
124	Lesotho	26.0
124	Mauritania	26.0
126	Côte d'Ivoire	24.0
127	Mali	22.0
128	Ethiopia	21.0
129	Guinea	18.0
129	Mozambique	18.0
131	Burkina Faso	17.0
131	Haiti	17.0
133	Madagascar	15.0
134	Ghana	14.0
135	Benin	13.0
135	Chad	13.0
135	Sierra Leone	13.0
138	Tanzania	10.0
n/a	Puerto Rico	n/a
n/a	Saudi Arabia	n/a



Source: World Health Organization, *World Health Statistics 2012*

[1] 2009 [2] 2008 [3] 2006 [4] 2005

4.03 Access to improved drinking water

Access to safe drinking water as a percentage of total population | 2010 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Australia	100.0
1	Austria	100.0
1	Barbados	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	Greece	100.0
1	Hong Kong SAR[2]	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	Macedonia, FYR	100.0
1	Malaysia	100.0
1	Malta	100.0
1	Netherlands	100.0
1	New Zealand	100.0
1	Norway	100.0
1	Poland[1]	100.0
1	Qatar	100.0
1	Singapore	100.0
1	Slovak Republic	100.0
1	Spain	100.0
1	Sweden	100.0
1	Switzerland	100.0
1	Taiwan, China	100.0
1	Turkey	100.0
1	United Arab Emirates	100.0
1	United Kingdom	100.0
1	Uruguay	100.0
41	Brunei Darussalam[1]	99.9
42	Bosnia and Herzegovina	99.0
42	Croatia	99.0
42	Egypt	99.0
42	Kuwait	99.0
42	Latvia	99.0
42	Mauritius	99.0
42	Portugal	99.0
42	Serbia	99.0
42	Slovenia	99.0
42	United States	99.0
52	Armenia	98.0
52	Brazil	98.0
52	Estonia	98.0
52	Georgia	98.0
52	Korea, Rep.	98.0
52	Montenegro	98.0
52	Ukraine	98.0
59	Costa Rica	97.0
59	Jordan	97.0
59	Puerto Rico[2]	97.0
59	Russian Federation	97.0
63	Argentina[3]	96.0
63	Botswana	96.0
63	Chile	96.0
63	Iran, Islamic Rep.	96.0
63	Mexico	96.0
63	Moldova	96.0
63	Thailand	96.0
70	Albania	95.0
70	Kazakhstan	95.0
70	Vietnam	95.0
73	Ecuador	94.0
73	Guyana	94.0
73	Trinidad and Tobago	94.0
76	Jamaica	93.0
76	Namibia	93.0
76	Panama[3]	93.0
76	Seychelles	93.0
80	Colombia	92.0
80	Guatemala	92.0
80	India	92.0
80	Lithuania[3]	92.0
80	Pakistan	92.0
80	Philippines	92.0
80	Suriname	92.0
80	Venezuela[3]	92.0
88	China	91.0
88	South Africa	91.0
88	Sri Lanka	91.0
91	Kyrgyz Republic	90.0
91	Saudi Arabia[4]	90.0
93	Gambia, The	89.0
93	Nepal	89.0
93	Oman	89.0
93	Romania[3]	89.0
97	Bolivia	88.0
97	Cape Verde	88.0
97	El Salvador	88.0
100	Honduras	87.0
101	Dominican Republic	86.0
101	Ghana	86.0
101	Paraguay	86.0
104	Nicaragua	85.0
104	Peru	85.0
106	Algeria	83.0
106	Malawi	83.0
106	Morocco	83.0
109	Indonesia	82.0
109	Mongolia	82.0
111	Bangladesh	81.0
112	Azerbaijan	80.0
112	Côte d'Ivoire	80.0
112	Zimbabwe	80.0
115	Burkina Faso	79.0
116	Lesotho	78.0
117	Cameroon	77.0
118	Benin	75.0
119	Guinea	74.0
120	Burundi	72.0
120	Senegal	72.0
120	Uganda	72.0
123	Swaziland	71.0
124	Haiti	69.0
125	Rwanda	65.0
126	Cambodia	64.0
126	Mali	64.0
126	Tajikistan	64.0
129	Zambia	61.0
130	Kenya	59.0
131	Nigeria	58.0
132	Sierra Leone	55.0
132	Yemen	55.0
134	Tanzania	53.0
135	Chad	51.0
136	Mauritania	50.0
137	Mozambique	47.0
138	Madagascar	46.0
139	Ethiopia	44.0
n/a	Bahrain	n/a

Source: World Health Organization, *World Health Statistics 2012*

[1] 2008 [2] 2007 [3] 2005 [4] 1995

4.04 Hospital beds

Hospital beds per 10,000 population | 2009 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Japan	137.0
2	Korea, Rep.	103.0
3	Russian Federation[5]	97.0
4	Ukraine	87.0
5	Germany	82.0
6	Austria	77.0
7	Kazakhstan	76.0
8	Azerbaijan	75.0
9	Czech Republic	71.0
9	Hungary	71.0
11	France	69.0
12	Barbados	68.0
12	Lithuania	68.0
14	Poland	67.0
15	Bulgaria	66.0
15	Romania	66.0
17	Belgium[2]	65.0
17	Slovak Republic	65.0
19	Latvia	64.0
20	Ethiopia[1]	63.0
21	Finland	62.0
21	Moldova	62.0
23	New Zealand[8]	61.8
24	Taiwan, China[1]	58.3
25	Iceland[4]	58.0
25	Mongolia[2]	58.0
27	Luxembourg	56.0
28	Croatia	54.0
28	Estonia	54.0
28	Serbia	54.0
31	Switzerland	52.0
31	Tajikistan	52.0
33	Kyrgyz Republic[4]	51.0
34	Nepal[5]	50.0
35	Ireland[3]	49.0
36	Greece	48.0
37	Netherlands	47.0
38	Slovenia	46.0
39	Argentina[2]	45.0
39	Hong Kong SAR[2]	45.0
39	Macedonia, FYR	45.0
39	Malta[2]	45.0
43	China	42.0
44	Montenegro	39.0
45	Australia	38.0
45	Cyprus[3]	38.0
47	Armenia	37.0
48	Italy	36.0
48	Seychelles[1]	36.0
50	Denmark	35.0
50	Israel[2]	35.0
50	Lebanon	35.0
53	Bosnia and Herzegovina	34.0
53	Mauritius[1]	34.0
55	Norway	33.0
55	Portugal	33.0
55	United Kingdom	33.0
58	Canada	32.0
58	Spain	32.0
60	Georgia	31.0
60	Singapore[3]	31.0
60	Sri Lanka[7]	31.0
60	Vietnam	31.0
64	United States	30.0
65	South Africa[6]	28.4
66	Albania	28.0
66	Sweden	28.0
68	Namibia	26.7
69	Brunei Darussalam	26.0
69	Suriname	26.0
69	Trinidad and Tobago	26.0
72	Turkey	25.0
73	Brazil[2]	24.0
74	Puerto Rico[1]	23.9
75	Panama	22.0
75	Saudi Arabia	22.0
77	Cape Verde[2]	21.0
77	Chile[2]	21.0
77	Swaziland[1]	21.0
77	Thailand[2]	21.0
81	Guyana	20.0
81	Kuwait	20.0
81	Zambia[2]	20.0
84	Burundi[1]	19.0
84	Jamaica[2]	19.0
84	United Arab Emirates[3]	19.0
87	Bahrain	18.0
87	Botswana[2]	18.0
87	Jordan[2]	18.0
87	Malaysia[2]	18.0
87	Oman	18.0
92	Algeria[7]	17.0
92	Egypt[2]	17.0
92	Iran, Islamic Rep.	17.0
92	Zimbabwe[1]	17.0
96	Dominican Republic[2]	16.0
96	Mexico	16.0
96	Rwanda[4]	16.0
99	Ecuador	15.0
99	Peru[2]	15.0
101	Kenya[2]	14.0
102	Lesotho[5]	13.3
103	Cameroon[2]	13.0
103	Haiti[4]	13.0
103	Malawi[1]	13.0
103	Paraguay[2]	13.0
107	Costa Rica[2]	12.0
107	Qatar	12.0
107	Uruguay[2]	12.0
110	Bolivia	11.0
110	Gambia, The[1]	11.0
110	Morocco	11.0
110	Venezuela	11.0
114	Colombia[4]	10.0
114	El Salvador[2]	10.0
116	Ghana[1]	9.0
116	India[6]	9.0
118	Cambodia[2]	8.4
119	Honduras[2]	8.0
119	Nicaragua[2]	8.0
121	Mozambique[1]	7.0
121	Tanzania[2]	7.0
121	Yemen[2]	7.0
124	Guatemala[2]	6.0
124	Indonesia[2]	6.0
124	Pakistan[2]	6.0
127	Nigeria[7]	5.3
128	Benin[2]	5.0
128	Philippines	5.0
128	Uganda[2]	5.0
131	Chad[6]	4.3
132	Burkina Faso[2]	4.0
132	Côte d'Ivoire[5]	4.0
132	Mauritania[5]	4.0
132	Sierra Leone[5]	4.0
136	Senegal[3]	3.4
137	Bangladesh[6]	3.0
137	Guinea[1]	3.0
139	Madagascar[2]	2.0
140	Mali[2]	1.0

Source: The World Bank, *World Development Indicators* (September 2012 edition)

[1] 2011 [2] 2010 [3] 2008 [4] 2007 [5] 2006 [6] 2005 [7] 2004 [8] 2002

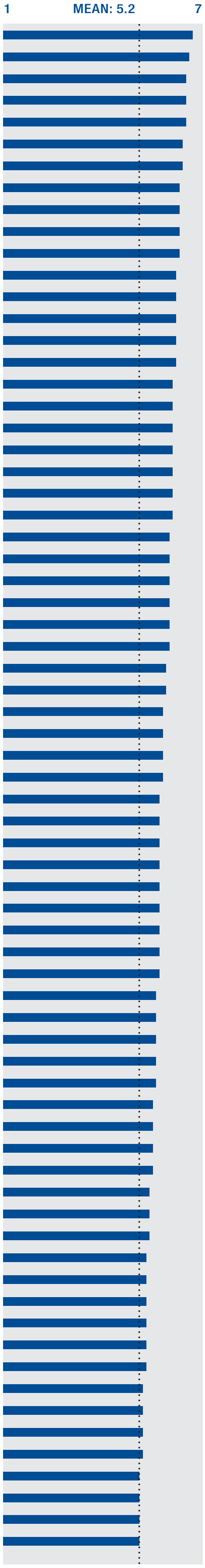
5th pillar

Prioritization of Travel & Tourism

5.01 Government prioritization of the T&T industry

How much of a priority is the development of the T&T industry for the government of your country? [1 = not a priority at all; 7 = a top priority] | 2011–2012 weighted average

RANK	COUNTRY/ECONOMY	VALUE
1	Barbados	6.8
2	New Zealand	6.7
3	Malta	6.6
4	Seychelles	6.6
5	Morocco	6.6
6	United Arab Emirates	6.5
7	Mauritius	6.5
8	Singapore	6.4
9	Jamaica	6.4
10	Spain	6.4
11	Sri Lanka	6.4
12	Oman	6.3
13	Ireland	6.3
14	Austria	6.3
15	Cyprus	6.3
16	Georgia	6.3
17	Hong Kong SAR	6.2
18	Puerto Rico	6.2
19	Rwanda	6.2
20	Malaysia	6.2
21	Costa Rica	6.2
22	Mali	6.2
23	Gambia, The	6.2
24	Thailand	6.1
25	Egypt	6.1
26	Uruguay	6.1
27	Bahrain	6.1
28	Switzerland	6.1
29	Portugal	6.1
30	France	6.0
31	South Africa	6.0
32	Montenegro	5.9
33	Iceland	5.9
34	Kenya	5.9
35	Australia	5.9
36	Turkey	5.8
37	Senegal	5.8
38	Botswana	5.8
39	Namibia	5.8
40	Croatia	5.8
41	Azerbaijan	5.8
42	Cape Verde	5.8
43	Mexico	5.8
44	Cambodia	5.8
45	Dominican Republic	5.7
46	Philippines	5.7
47	United Kingdom	5.7
48	Canada	5.7
49	Panama	5.7
50	Taiwan, China	5.6
51	Estonia	5.6
52	Nepal	5.6
53	Zambia	5.6
54	Greece	5.5
55	Japan	5.5
56	Qatar	5.5
57	Jordan	5.4
58	Burkina Faso	5.4
59	Guyana	5.4
60	Peru	5.4
61	Zimbabwe	5.4
62	Mozambique	5.4
63	Israel	5.3
64	Sweden	5.3
65	Luxembourg	5.3
66	Belgium	5.3
67	United States	5.2
68	Korea, Rep.	5.2
69	Albania	5.2
70	Vietnam	5.2
71	Netherlands	5.2
72	Tanzania	5.2
73	Swaziland	5.1
74	Czech Republic	5.1
75	Colombia	5.1
76	Ecuador	5.1
77	Hungary	5.1
78	Argentina	5.1
79	Saudi Arabia	5.1
80	Brunei Darussalam	5.1
81	Ethiopia	5.1
82	Tajikistan	5.1
83	Armenia	5.0
84	Norway	5.0
85	China	5.0
86	Uganda	5.0
87	Nicaragua	4.9
88	Indonesia	4.9
89	Honduras	4.9
90	Lebanon	4.9
91	Suriname	4.9
92	Madagascar	4.9
93	Finland	4.9
94	Chile	4.8
95	Kazakhstan	4.8
96	Italy	4.8
97	Kyrgyz Republic	4.8
98	Haiti	4.8
99	Ghana	4.8
100	Brazil	4.8
101	India	4.8
102	Mongolia	4.7
103	Malawi	4.7
104	El Salvador	4.7
105	Lesotho	4.6
106	Germany	4.6
107	Latvia	4.6
108	Denmark	4.6
109	Côte d'Ivoire	4.5
110	Macedonia, FYR	4.5
111	Bulgaria	4.5
112	Trinidad and Tobago	4.5
113	Slovenia	4.5
114	Guatemala	4.4
115	Cameroon	4.4
116	Bangladesh	4.3
117	Guinea	4.3
118	Chad	4.2
119	Mauritania	4.2
120	Serbia	4.1
121	Lithuania	4.1
122	Burundi	4.1
123	Benin	4.1
124	Russian Federation	4.1
125	Nigeria	4.1
126	Ukraine	4.0
127	Sierra Leone	4.0
128	Poland	4.0
129	Romania	3.9
130	Yemen	3.9
131	Slovak Republic	3.9
132	Paraguay	3.9
133	Bosnia and Herzegovina	3.8
134	Moldova	3.7
135	Iran, Islamic Rep.	3.7
136	Bolivia	3.3
137	Pakistan	3.3
138	Algeria	3.0
139	Kuwait	2.7
140	Venezuela	2.4



Source: World Economic Forum, Executive Opinion Survey

5.02 T&T government expenditure

T&T government expenditure as a percentage of total government budget | 2011 or most recent

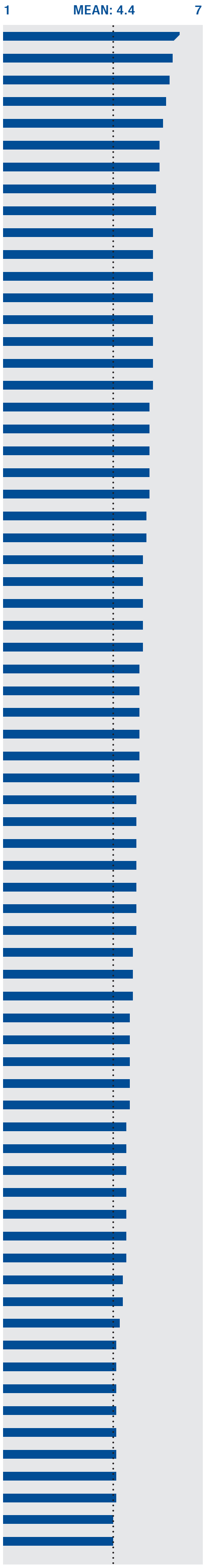
RANK	COUNTRY/ECONOMY	VALUE
1	Philippines	27.7
2	Seychelles	22.3
3	Dominican Republic	21.6
4	Jamaica	17.0
5	Mauritius	16.3
6	Barbados	16.0
7	Malta	11.3
8	Iceland	10.7
9	Jordan	10.5
10	Singapore	10.2
11	Gambia, The	9.7
12	Cambodia	9.4
13	Cyprus	9.2
14	Lebanon	9.2
15	Indonesia	9.1
16	Estonia	8.2
17	Greece	8.0
18	Paraguay	8.0
19	Hong Kong SAR	7.6
20	Switzerland	7.2
21	Kenya	7.0
22	Egypt	6.7
23	Spain	6.6
24	Botswana	6.2
25	Cape Verde	6.2
26	Costa Rica	6.2
27	Guyana	6.1
28	Portugal	5.9
29	Norway	5.8
30	Madagascar	5.7
31	Tanzania	5.6
32	Qatar	5.6
33	United Arab Emirates	5.5
34	United States	5.2
35	Hungary	5.2
36	Nepal	5.1
37	Uruguay	5.1
38	Ukraine	5.0
39	Panama	4.9
40	Austria	4.8
41	Mexico	4.8
42	Guatemala	4.7
43	Trinidad and Tobago	4.6
44	Sri Lanka	4.4
45	Slovenia	4.3
46	Puerto Rico	4.3
47	Japan	4.2
48	Chile	4.1
49	Canada	4.1
50	Kazakhstan	4.1
50	Mongolia	4.1
52	Honduras	4.1
53	Bahrain	3.9
54	China	3.9
55	Chad	3.9
56	Ireland	3.9
57	Albania	3.9
58	Ecuador	3.8
59	Australia	3.8
60	Armenia	3.7
61	Senegal	3.7
62	Czech Republic	3.7
63	Italy	3.6
64	Morocco	3.6
65	Venezuela	3.5
66	Ghana	3.3
67	Bulgaria	3.2
68	Moldova	3.2
69	Namibia	3.2
70	Belgium	3.2
71	Bolivia	3.1
72	Benin	3.1
73	Azerbaijan	3.1
74	Finland	3.1
75	Latvia	3.1
76	Lithuania	3.1
77	New Zealand	3.1
78	France	3.0
79	Swaziland	3.0
80	Guinea	3.0
81	Haiti	3.0
82	Iran, Islamic Rep.	3.0
83	Brazil	2.8
84	United Kingdom	2.8
85	Thailand	2.7
86	Luxembourg	2.7
87	Peru	2.7
88	Poland	2.7
89	Russian Federation	2.7
90	Montenegro	2.6
91	El Salvador	2.6
92	Korea, Rep.	2.6
93	Zimbabwe	2.5
94	Denmark	2.5
95	Mozambique	2.5
96	Argentina	2.5
97	Sierra Leone	2.4
98	Ethiopia	2.4
99	Uganda	2.3
100	Sweden	2.2
101	Netherlands	2.2
102	Slovak Republic	2.1
103	Bangladesh	2.1
104	Nicaragua	2.1
105	Zambia	2.1
106	Germany	2.1
107	Israel	2.1
108	Colombia	2.0
109	Pakistan	2.0
110	Burkina Faso	1.9
111	Kyrgyz Republic	1.9
112	Romania	1.8
113	Cameroon	1.8
114	Malaysia	1.8
115	Suriname	1.7
116	Taiwan, China	1.7
117	Mali	1.7
118	Rwanda	1.7
119	Côte d'Ivoire	1.4
120	Vietnam	1.4
121	Croatia	1.4
122	Malawi	1.3
123	Macedonia, FYR	1.3
124	Oman	1.3
125	Lesotho	1.3
126	Kuwait	1.2
127	Yemen	1.2
128	Algeria	1.1
129	Bosnia and Herzegovina	1.1
130	India	1.0
131	Saudi Arabia	1.0
132	Serbia	0.8
133	Burundi	0.7
134	Brunei Darussalam	0.7
135	South Africa	0.5
136	Turkey	0.5
137	Nigeria	0.3
n/a	Georgia	n/a
n/a	Mauritania	n/a
n/a	Tajikistan	n/a

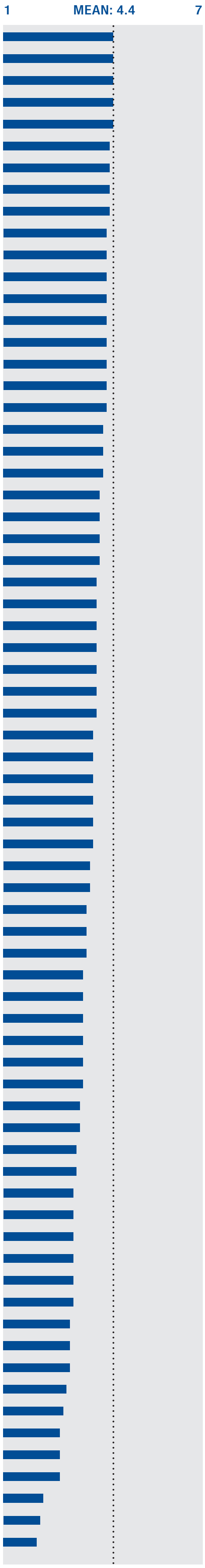
Source: World Travel & Tourism Council, Tourism Satellite Accounting Research 2012

5.03 Effectiveness of marketing and branding to attract tourists

How would you assess the effectiveness of your country's marketing and branding campaigns to attract tourists? [1 = very ineffective; 7 = very effective] | 2011–2012 weighted average

RANK	COUNTRY/ECONOMY	VALUE
1	United Arab Emirates	6.4
2	Singapore	6.2
3	New Zealand	6.1
4	Austria	6.0
5	Costa Rica	5.9
6	Switzerland	5.8
7	Barbados	5.8
8	Iceland	5.7
9	Ireland	5.7
10	Rwanda	5.6
11	Thailand	5.6
12	Kenya	5.6
13	Jamaica	5.6
14	Malaysia	5.6
15	Hong Kong SAR	5.6
16	Morocco	5.6
17	Spain	5.6
18	Seychelles	5.5
19	Gambia, The	5.5
20	Montenegro	5.5
21	United Kingdom	5.5
22	Mauritius	5.5
23	Oman	5.4
24	Puerto Rico	5.4
25	Uruguay	5.3
26	Panama	5.3
27	Canada	5.3
28	Peru	5.3
29	France	5.3
30	United States	5.2
31	Mali	5.2
32	Australia	5.2
33	Taiwan, China	5.2
34	South Africa	5.2
35	Malta	5.2
36	Namibia	5.1
37	Qatar	5.1
38	Dominican Republic	5.1
39	Cyprus	5.1
40	Netherlands	5.1
41	Sri Lanka	5.1
42	China	5.1
43	Cambodia	5.0
44	Azerbaijan	5.0
45	Germany	5.0
46	Estonia	4.9
47	Egypt	4.9
48	Turkey	4.9
49	Colombia	4.9
50	Georgia	4.9
51	Croatia	4.8
52	Botswana	4.8
53	Mexico	4.8
54	Zambia	4.8
55	Portugal	4.8
56	Guyana	4.8
57	Bahrain	4.8
58	Jordan	4.7
59	Sweden	4.7
60	Japan	4.6
61	Albania	4.5
62	Belgium	4.5
63	Uganda	4.5
64	Burkina Faso	4.5
65	Brunei Darussalam	4.5
66	Ecuador	4.5
67	Finland	4.5
68	Luxembourg	4.5
69	Korea, Rep.	4.4
70	Saudi Arabia	4.4
71	Chile	4.4
72	India	4.4
73	Israel	4.4
74	Senegal	4.4
75	Indonesia	4.4
76	Norway	4.3
77	Argentina	4.3
78	Nepal	4.3
79	Swaziland	4.3
80	Tanzania	4.2
81	Slovenia	4.2
82	Honduras	4.2
83	Mozambique	4.2
84	Macedonia, FYR	4.2
85	Philippines	4.2
86	Denmark	4.2
87	Nicaragua	4.2
88	Ghana	4.2
89	Cape Verde	4.1
90	Latvia	4.1
91	Zimbabwe	4.1
92	Lebanon	4.0
93	Nigeria	4.0
94	Madagascar	4.0
95	Ethiopia	4.0
96	Czech Republic	3.9
97	Vietnam	3.9
98	Malawi	3.9
99	Greece	3.9
100	Suriname	3.9
101	El Salvador	3.9
102	Brazil	3.9
103	Bulgaria	3.8
104	Poland	3.8
105	Bosnia and Herzegovina	3.8
106	Armenia	3.8
107	Tajikistan	3.8
108	Hungary	3.8
109	Ukraine	3.7
110	Serbia	3.7
111	Guatemala	3.6
112	Cameroon	3.6
113	Lesotho	3.6
114	Lithuania	3.5
115	Trinidad and Tobago	3.5
116	Italy	3.5
117	Sierra Leone	3.5
118	Chad	3.5
119	Paraguay	3.5
120	Iran, Islamic Rep.	3.4
121	Benin	3.4
122	Bolivia	3.3
123	Romania	3.3
124	Mauritania	3.2
125	Kazakhstan	3.2
126	Russian Federation	3.2
127	Côte d'Ivoire	3.2
128	Bangladesh	3.2
129	Burundi	3.2
130	Guinea	3.1
131	Mongolia	3.1
132	Kyrgyz Republic	3.1
133	Yemen	3.0
134	Pakistan	2.9
135	Haiti	2.8
136	Slovak Republic	2.8
137	Moldova	2.8
138	Kuwait	2.3
139	Algeria	2.2
140	Venezuela	2.1



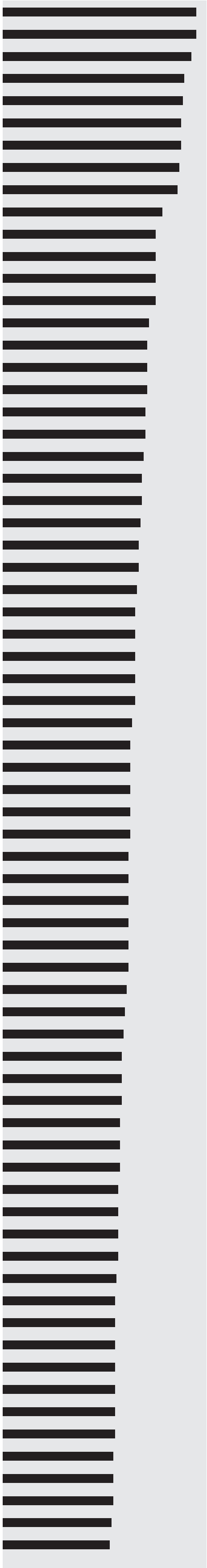


Source: World Economic Forum, Executive Opinion Survey

5.04 Comprehensiveness of annual T&T data

Number of data available [0 = no data, 120 = all selected indicators are available] | 2012 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Lithuania	116.0
1	Saudi Arabia	116.0
3	Spain	113.0
4	Finland	109.0
5	Hungary	108.0
6	Cyprus	107.0
6	Slovenia	107.0
8	Israel	106.0
9	Poland	105.0
10	United States	96.0
11	France	92.0
11	Indonesia	92.0
11	Latvia	92.0
11	New Zealand	92.0
15	Romania	88.0
16	Czech Republic	87.0
16	Italy	87.0
16	Slovak Republic	87.0
19	Jordan	86.0
19	Nicaragua	86.0
21	United Kingdom	85.0
22	Azerbaijan	84.0
22	Dominican Republic	84.0
24	Estonia	83.0
25	South Africa	82.0
25	Turkey	82.0
27	Iceland	81.0
28	Argentina	80.0
28	Croatia	80.0
28	Kazakhstan	80.0
28	Thailand	80.0
28	Ukraine	80.0
33	Switzerland	78.0
34	Bulgaria	77.0
34	Chile	77.0
34	Honduras	77.0
34	Uruguay	77.0
34	Venezuela	77.0
39	Albania	76.0
39	Mexico	76.0
39	Moldova	76.0
39	Mozambique	76.0
39	Sri Lanka	76.0
39	Taiwan, China	76.0
45	Egypt	75.0
46	Paraguay	74.0
47	El Salvador	73.0
48	Denmark	72.0
48	Malta	72.0
48	Norway	72.0
51	Ireland	71.0
51	Japan	71.0
51	Oman	71.0
54	Canada	70.0
54	Macedonia, FYR	70.0
54	Peru	70.0
54	Swaziland	70.0
58	Philippines	69.0
59	Armenia	68.0
59	Greece	68.0
59	Jamaica	68.0
59	Malaysia	68.0
59	Panama	68.0
59	Puerto Rico	68.0
59	Serbia	68.0
66	Austria	67.0
66	China	67.0
66	Germany	67.0
69	Morocco	66.0
70	Georgia	65.0



RANK	COUNTRY/ECONOMY	VALUE
70	Zimbabwe	65.0
72	Belgium	64.0
72	Cambodia	64.0
72	Costa Rica	64.0
72	Hong Kong SAR	64.0
72	Mauritius	64.0
72	Netherlands	64.0
72	Portugal	64.0
72	Seychelles	64.0
72	Sweden	64.0
81	Russian Federation	62.0
82	Australia	60.0
82	Mali	60.0
82	Montenegro	60.0
82	Sierra Leone	60.0
86	Bolivia	58.0
86	Kenya	58.0
86	Senegal	58.0
89	Benin	57.0
89	Burkina Faso	57.0
91	Lesotho	56.0
91	Malawi	56.0
91	Singapore	56.0
94	Luxembourg	55.0
95	Guatemala	52.0
95	Kyrgyz Republic	52.0
95	Madagascar	52.0
95	Namibia	52.0
99	Nepal	49.0
100	Bosnia and Herzegovina	48.0
100	India	48.0
100	Korea, Rep.	48.0
100	Lebanon	48.0
104	Nigeria	47.0
104	Rwanda	47.0
106	Bahrain	46.0
106	Trinidad and Tobago	46.0
108	Colombia	45.0
108	Ecuador	45.0
108	Kuwait	45.0
111	Botswana	44.0
111	Cape Verde	44.0
113	Brazil	43.0
114	Barbados	42.0
115	Algeria	40.0
115	Haiti	40.0
117	Tanzania	39.0
118	Pakistan	38.0
118	Yemen	38.0
120	Cameroon	37.0
121	Suriname	36.0
121	Zambia	36.0
123	Bangladesh	34.0
123	Ethiopia	34.0
123	Gambia, The	34.0
123	Ghana	34.0
123	Mongolia	34.0
128	Uganda	32.0
129	Côte d'Ivoire	30.0
130	Burundi	28.0
130	Vietnam	28.0
132	Qatar	27.0
133	Iran, Islamic Rep.	25.0
134	Brunei Darussalam	22.0
135	Chad	20.0
136	Guinea	19.0
137	Tajikistan	18.0
138	Guyana	16.0
139	United Arab Emirates	8.0
140	Mauritania	0.0

Source: United Nations World Tourism Organization

5.05 Timeliness of providing monthly/quarterly T&T data

Number of latest data available [0 = no data, 18 = data reported for all the periods considered] | 2012 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	China	18.0
1	Egypt	18.0
1	India	18.0
1	Korea, Rep.	18.0
1	Uruguay	18.0
1	Venezuela	18.0
7	Bulgaria	17.5
7	Cyprus	17.5
7	Honduras	17.5
7	Israel	17.5
7	Japan	17.5
7	Mauritius	17.5
7	Morocco	17.5
7	Slovenia	17.5
7	Spain	17.5
7	Turkey	17.5
17	Armenia	16.5
17	Australia	16.5
17	Austria	16.5
17	Cambodia	16.5
17	Chile	16.5
17	Dominican Republic	16.5
17	Georgia	16.5
17	Germany	16.5
17	Greece	16.5
17	Hong Kong SAR	16.5
17	Indonesia	16.5
17	Ireland	16.5
17	Latvia	16.5
17	Macedonia, FYR	16.5
17	Mexico	16.5
17	Mongolia	16.5
17	Nepal	16.5
17	New Zealand	16.5
17	Paraguay	16.5
17	Philippines	16.5
17	Portugal	16.5
17	Romania	16.5
17	Serbia	16.5
17	Seychelles	16.5
17	Switzerland	16.5
17	Taiwan, China	16.5
17	Thailand	16.5
44	France	16.0
44	Panama	16.0
44	Slovak Republic	16.0
44	United States	16.0
48	Bosnia and Herzegovina	15.5
48	Canada	15.5
48	Colombia	15.5
48	Croatia	15.5
48	Denmark	15.5
48	El Salvador	15.5
48	Estonia	15.5
48	Finland	15.5
48	Iceland	15.5
48	Malta	15.5
48	Montenegro	15.5
48	Nicaragua	15.5
48	Norway	15.5
48	Sweden	15.5
48	United Kingdom	15.5
63	Italy	15.0
63	Sri Lanka	15.0
65	Belgium	14.5
65	Czech Republic	14.5
65	Netherlands	14.5
65	South Africa	14.5
69	Barbados	14.0
69	Kenya	14.0
71	Albania	13.5
71	Argentina	13.5
71	Azerbaijan	13.5
71	Brazil	13.5
71	Cape Verde	13.5
71	Costa Rica	13.5
71	Ecuador	13.5
71	Guatemala	13.5
71	Hungary	13.5
71	Jamaica	13.5
71	Jordan	13.5
71	Kazakhstan	13.5
71	Lithuania	13.5
71	Luxembourg	13.5
71	Malaysia	13.5
71	Moldova	13.5
71	Peru	13.5
71	Poland	13.5
71	Russian Federation	13.5
71	Saudi Arabia	13.5
71	Singapore	13.5
71	Ukraine	13.5
93	Lebanon	12.0
93	Madagascar	12.0
93	Mozambique	12.0
93	Vietnam	12.0
97	Oman	11.0
97	Swaziland	11.0
99	Pakistan	10.0
99	Puerto Rico	10.0
99	Senegal	10.0
99	Suriname	10.0
103	Guyana	9.0
103	Namibia	9.0
103	Sierra Leone	9.0
103	United Arab Emirates	9.0
107	Tanzania	7.5
108	Kyrgyz Republic	6.0
108	Tajikistan	6.0
108	Uganda	6.0
111	Ethiopia	4.5
112	Algeria	3.0
112	Bangladesh	3.0
112	Benin	3.0
112	Bolivia	3.0
112	Brunei Darussalam	3.0
112	Burkina Faso	3.0
112	Gambia, The	3.0
112	Haiti	3.0
112	Iran, Islamic Rep.	3.0
112	Kuwait	3.0
112	Lesotho	3.0
112	Nigeria	3.0
112	Qatar	3.0
112	Zimbabwe	3.0
126	Bahrain	0.0
126	Botswana	0.0
126	Burundi	0.0
126	Cameroon	0.0
126	Chad	0.0
126	Côte d'Ivoire	0.0
126	Ghana	0.0
126	Guinea	0.0
126	Malawi	0.0
126	Mali	0.0
126	Mauritania	0.0
126	Rwanda	0.0
126	Trinidad and Tobago	0.0
126	Yemen	0.0
126	Zambia	0.0

Source: United Nations World Tourism Organization

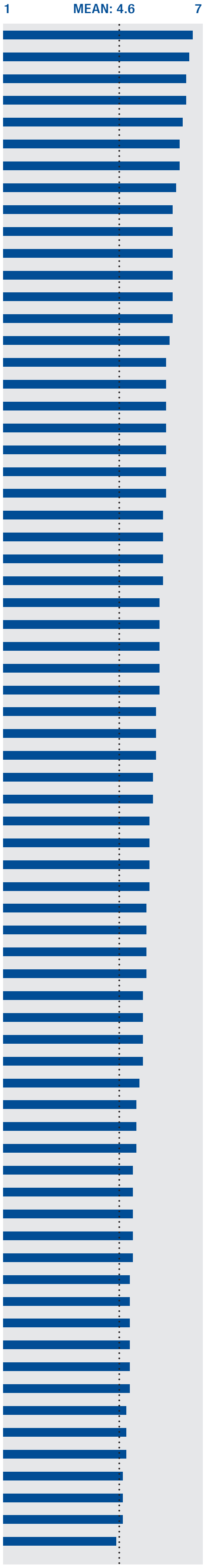
6th pillar

Air transport infrastructure

6.01 Quality of air transport infrastructure

How would you assess air transport infrastructure in your country? [1 = extremely underdeveloped; 7 = extensive and efficient by international standards] | 2011–2012 weighted average

RANK	COUNTRY/ECONOMY	VALUE
1	Singapore	6.8
2	Hong Kong SAR	6.7
3	United Arab Emirates	6.6
4	Netherlands	6.6
5	Switzerland	6.5
6	Panama	6.4
7	Germany	6.4
8	Barbados	6.3
9	Iceland	6.2
10	France	6.2
11	Finland	6.2
12	New Zealand	6.2
13	Norway	6.2
14	Belgium	6.2
15	South Africa	6.1
16	Bahrain	6.0
17	Spain	6.0
18	Qatar	6.0
19	Denmark	6.0
20	Sweden	6.0
21	Czech Republic	6.0
22	United Kingdom	6.0
23	Canada	5.9
24	Malaysia	5.9
25	Malta	5.9
26	Korea, Rep.	5.9
27	Luxembourg	5.8
28	Puerto Rico	5.8
29	Australia	5.8
30	United States	5.8
31	Austria	5.8
32	Ireland	5.7
33	Thailand	5.7
34	Saudi Arabia	5.7
35	Portugal	5.6
36	Turkey	5.6
37	Jamaica	5.5
38	Jordan	5.5
39	Chile	5.5
40	Oman	5.5
41	Dominican Republic	5.4
42	El Salvador	5.4
43	Cyprus	5.4
44	Taiwan, China	5.4
45	Greece	5.3
46	Japan	5.3
47	Latvia	5.3
48	Israel	5.3
49	Mauritius	5.2
50	Ethiopia	5.1
51	Lebanon	5.1
52	Morocco	5.1
53	Azerbaijan	5.0
54	Egypt	5.0
55	Seychelles	5.0
56	Trinidad and Tobago	5.0
57	Sri Lanka	5.0
58	Guatemala	4.9
59	Namibia	4.9
60	Costa Rica	4.9
61	Brunei Darussalam	4.9
62	Gambia, The	4.9
63	Uruguay	4.9
64	Mexico	4.8
65	Kenya	4.8
66	Albania	4.8
67	Italy	4.7
68	India	4.7
69	Armenia	4.7
70	China	4.5
71	Honduras	4.5
72	Slovenia	4.5
73	Estonia	4.5
74	Peru	4.5
75	Cambodia	4.4
76	Montenegro	4.4
77	Senegal	4.4
78	Pakistan	4.3
79	Croatia	4.3
80	Ecuador	4.3
81	Cape Verde	4.3
82	Georgia	4.3
83	Côte d'Ivoire	4.3
84	Rwanda	4.3
85	Ukraine	4.3
86	Lithuania	4.2
87	Kuwait	4.2
88	Tajikistan	4.2
89	Indonesia	4.2
90	Nicaragua	4.2
91	Hungary	4.2
92	Mali	4.2
93	Guyana	4.1
94	Vietnam	4.1
95	Kazakhstan	4.1
96	Botswana	4.1
97	Ghana	4.1
98	Suriname	4.0
99	Nigeria	4.0
100	Bulgaria	4.0
101	Zambia	3.9
102	Mozambique	3.9
103	Russian Federation	3.8
104	Poland	3.8
105	Colombia	3.8
106	Uganda	3.8
107	Cameroon	3.7
108	Guinea	3.6
109	Macedonia, FYR	3.6
110	Philippines	3.6
111	Moldova	3.6
112	Madagascar	3.6
113	Argentina	3.5
114	Swaziland	3.5
115	Tanzania	3.5
116	Bolivia	3.5
117	Yemen	3.5
118	Bangladesh	3.5
119	Romania	3.4
120	Zimbabwe	3.4
121	Benin	3.4
122	Slovak Republic	3.4
123	Algeria	3.3
124	Venezuela	3.3
125	Burkina Faso	3.3
126	Mongolia	3.3
127	Serbia	3.2
128	Nepal	3.2
129	Iran, Islamic Rep.	3.1
130	Malawi	3.1
131	Brazil	3.0
132	Kyrgyz Republic	2.9
133	Chad	2.9
134	Mauritania	2.8
135	Burundi	2.8
136	Sierra Leone	2.7
137	Paraguay	2.5
138	Lesotho	2.5
139	Bosnia and Herzegovina	2.3
140	Haiti	2.2

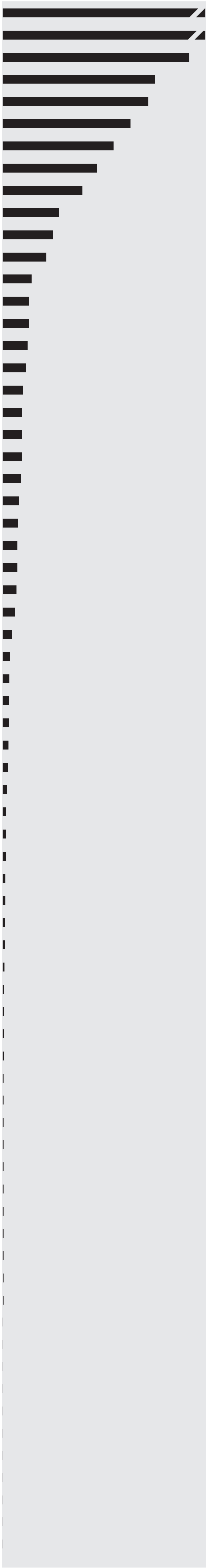


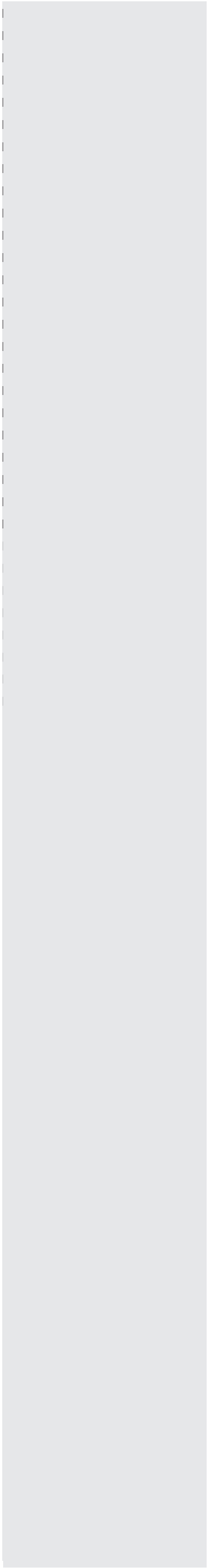
Source: World Economic Forum, Executive Opinion Survey

6.02 Available seat kilometers, domestic

Scheduled available domestic seat kilometers per week originating in country (in millions) | 2011 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	United States	21,470.9
2	China	7,411.9
3	Brazil	2,293.6
4	Japan	1,871.8
5	Russian Federation	1,790.9
6	Australia	1,569.1
7	India	1,362.2
8	Canada	1,159.9
9	Indonesia	978.6
10	Spain	693.9
11	Mexico	613.8
12	Italy	536.9
13	Malaysia	355.7
14	France	321.5
15	Turkey	320.6
16	South Africa	303.5
17	Germany	289.4
18	Saudi Arabia	250.4
19	United Kingdom	239.2
20	Philippines	231.0
21	Vietnam	230.9
22	Thailand	222.9
23	Argentina	201.9
24	Korea, Rep.	185.3
25	Iran, Islamic Rep.	179.0
26	Chile	177.6
27	Colombia	164.1
28	Norway	152.9
29	New Zealand	113.2
30	Nigeria	83.1
31	Pakistan	79.1
32	Kazakhstan	75.1
33	Peru	74.9
34	Portugal	70.8
35	Sweden	60.7
36	Greece	51.2
37	Venezuela	41.7
38	Ecuador	37.2
39	Finland	37.1
40	Taiwan, China	30.6
41	Egypt	29.7
42	Bolivia	23.6
43	Algeria	21.9
44	Denmark	18.2
45	Ukraine	15.5
46	Kenya	15.1
47	Mozambique	13.5
48	Tanzania	11.4
49	Oman	8.6
50	Poland	8.5
51	Morocco	8.3
52	Romania	7.7
53	Austria	7.2
54	Yemen	5.6
55	Nepal	5.6
56	Israel	5.5
57	Bangladesh	5.5
58	Switzerland	5.2
59	Madagascar	5.1
60	Croatia	4.1
61	Ethiopia	3.7
62	Panama	3.3
63	Mongolia	3.2
64	Ireland	2.6
65	Iceland	2.4
66	Bulgaria	2.3
67	Cape Verde	2.3
68	Kyrgyz Republic	2.0
69	Mauritius	1.9
70	Costa Rica	1.7
71	Honduras	1.6
72	Botswana	1.5
73	Cameroon	1.3
74	Trinidad and Tobago	1.1
75	Cambodia	1.0
76	Namibia	0.9
77	Czech Republic	0.9
78	Ghana	0.7
79	Jordan	0.7
80	Paraguay	0.7
81	Jamaica	0.6
82	Zambia	0.6
83	Tajikistan	0.5
84	Zimbabwe	0.5
85	Malawi	0.4
86	Guatemala	0.4
87	Seychelles	0.2
88	Slovak Republic	0.2
89	Puerto Rico	0.2
90	Azerbaijan	0.2
91	Estonia	0.2
92	Netherlands	0.2
93	Georgia	0.2
94	Chad	0.2
95	Sri Lanka	0.1
96	Haiti	0.1
97	Rwanda	0.1
98	Cyprus	0.1
99	Belgium	0.1
100	Dominican Republic	0.1
101	Uganda	0.1
102	Burkina Faso	0.1
103	Mali	0.0
104	Bosnia and Herzegovina	0.0
105	Albania	0.0
105	Armenia	0.0
105	Bahrain	0.0
105	Barbados	0.0
105	Benin	0.0
105	Brunei Darussalam	0.0
105	Burundi	0.0
105	Côte d'Ivoire	0.0
105	El Salvador	0.0
105	Gambia, The	0.0
105	Guinea	0.0
105	Guyana	0.0
105	Hong Kong SAR	0.0
105	Hungary	0.0
105	Kuwait	0.0
105	Latvia	0.0
105	Lebanon	0.0
105	Lesotho	0.0
105	Lithuania	0.0
105	Luxembourg	0.0
105	Macedonia, FYR	0.0
105	Malta	0.0
105	Mauritania	0.0
105	Moldova	0.0
105	Montenegro	0.0
105	Nicaragua	0.0
105	Qatar	0.0
105	Senegal	0.0
105	Serbia	0.0
105	Sierra Leone	0.0
105	Singapore	0.0
105	Slovenia	0.0
105	Suriname	0.0
105	Swaziland	0.0
105	United Arab Emirates	0.0
105	Uruguay	0.0





Source: International Air Transport Association, SRS Analyser

6.03 Available seat kilometers, international

Scheduled available international seat kilometers per week originating in country (in millions) | 2011 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	United States	10,615.0
2	United Kingdom	5,990.3
3	Germany	4,351.6
4	France	3,321.4
5	United Arab Emirates	3,214.3
6	Spain	2,996.8
7	Japan	2,963.2
8	China	2,745.2
9	Australia	2,312.0
10	Hong Kong SAR	2,280.1
11	Singapore	2,069.1
12	Canada	2,043.1
13	Thailand	1,956.7
14	India	1,794.8
15	Italy	1,780.0
16	Korea, Rep.	1,734.9
17	Netherlands	1,701.2
18	Russian Federation	1,315.3
19	Brazil	1,267.3
20	Turkey	1,206.8
21	Malaysia	1,120.1
22	Mexico	892.7
23	Switzerland	876.2
24	South Africa	849.1
25	Taiwan, China	846.5
26	Saudi Arabia	838.7
27	Qatar	784.6
28	Indonesia	703.9
29	Egypt	641.9
30	Portugal	636.9
31	Philippines	636.0
32	New Zealand	585.8
33	Belgium	558.5
34	Argentina	553.4
35	Greece	526.2
36	Israel	503.2
37	Austria	410.9
38	Denmark	402.8
39	Ireland	393.9
40	Sweden	391.4
41	Vietnam	379.9
42	Morocco	375.0
43	Finland	365.4
44	Peru	333.4
45	Dominican Republic	314.2
46	Pakistan	300.6
47	Colombia	300.2
48	Chile	298.1
49	Norway	288.1
50	Poland	265.5
51	Kenya	253.5
52	Panama	231.4
53	Puerto Rico	224.9
54	Bahrain	223.0
55	Kuwait	218.9
56	Sri Lanka	210.4
57	Nigeria	199.7
58	Bangladesh	196.8
59	Ukraine	191.3
60	Czech Republic	187.2
61	Cyprus	185.9
62	Jordan	184.0
63	Ethiopia	183.1
64	Venezuela	180.7
65	Mauritius	176.5
66	Iran, Islamic Rep.	171.0
67	Romania	167.0
68	Lebanon	156.8
69	Oman	151.1
70	Hungary	132.3
71	Jamaica	130.0
72	Algeria	129.1
73	Costa Rica	124.0
74	Kazakhstan	121.2
75	Ecuador	105.3
76	Ghana	103.6
77	Iceland	91.6
78	Senegal	91.6
79	Bulgaria	90.3
80	El Salvador	85.9
81	Barbados	83.8
82	Latvia	75.8
83	Nepal	74.7
84	Azerbaijan	72.3
85	Brunei Darussalam	68.6
86	Croatia	62.1
87	Malta	61.0
88	Tanzania	58.1
89	Cambodia	56.7
90	Trinidad and Tobago	55.9
91	Uruguay	54.8
92	Serbia	53.7
93	Tajikistan	49.5
94	Armenia	47.5
95	Bolivia	44.6
96	Guatemala	43.5
97	Cameroon	42.1
98	Madagascar	36.7
99	Lithuania	35.2
100	Yemen	35.1
101	Uganda	35.0
102	Kyrgyz Republic	34.9
103	Georgia	33.1
104	Seychelles	30.6
105	Cape Verde	29.6
106	Namibia	29.6
107	Mali	28.8
108	Haiti	24.0
109	Honduras	23.7
110	Zambia	23.6
111	Albania	23.5
112	Suriname	23.4
113	Estonia	22.1
114	Luxembourg	21.9
115	Côte d'Ivoire	21.2
116	Zimbabwe	20.5
117	Slovak Republic	19.3
118	Benin	19.1
119	Mongolia	17.8
120	Nicaragua	17.5
121	Montenegro	17.4
122	Mozambique	15.9
123	Moldova	15.7
124	Slovenia	14.7
125	Paraguay	14.2
126	Burkina Faso	12.4
127	Gambia, The	10.8
128	Chad	9.2
129	Macedonia, FYR	8.5
130	Guinea	8.3
131	Mauritania	7.8
132	Guyana	7.4
133	Bosnia and Herzegovina	7.1
134	Malawi	6.7
135	Rwanda	6.1
136	Sierra Leone	5.3
137	Botswana	3.9
138	Burundi	2.2
139	Swaziland	0.3
140	Lesotho	0.3

Source: International Air Transport Association, SRS Analyser

6.04 Departures per 1,000 population

Number of departures per 1,000 population | 2010 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Ireland	152.7
2	Seychelles	149.9
3	Luxembourg	98.7
4	Malta	61.9
5	Qatar	51.6
6	Bahrain	45.8
7	New Zealand	42.6
8	Canada	36.2
9	Iceland	35.4
10	United Arab Emirates	34.8
11	Finland	34.2
12	Latvia	29.3
13	United States	28.9
14	Switzerland	28.1
15	Brunei Darussalam	26.7
16	Panama	23.1
17	Norway[2]	22.9
18	Austria	21.9
19	Puerto Rico[1]	21.7
20	Hong Kong SAR	21.4
21	Cape Verde	19.7
22	Cyprus	19.6
23	United Kingdom	18.9
24	Australia	18.8
25	Trinidad and Tobago	18.3
26	Portugal	16.1
27	Singapore	16.0
28	Denmark[2]	15.6
29	Netherlands	14.6
30	Germany	13.3
31	Spain	13.1
32	Belgium	13.1
33	Greece	13.1
34	Oman	12.4
35	Slovenia	12.3
36	Hungary	11.8
37	France	11.5
38	Costa Rica	10.6
39	Korea, Rep.	9.8
40	Mauritius	9.2
41	Czech Republic	9.0
42	Montenegro[4]	8.9
43	Estonia	8.6
44	Malaysia	8.5
45	Kuwait	7.9
46	Israel	7.1
47	Taiwan, China	7.1
48	Sweden[2]	6.6
49	Jordan	6.4
50	Chile	6.4
51	Jamaica[2]	6.2
52	Italy	6.0
53	Saudi Arabia	6.0
54	Croatia	5.8
55	Uruguay	5.7
56	Turkey	5.5
57	Japan	5.1
58	Russian Federation	4.7
59	Brazil	4.5
60	Venezuela	4.4
61	South Africa	4.2
62	Bulgaria	4.1
63	Lebanon	3.9
64	Colombia	3.9
65	Botswana	3.8
66	Namibia	3.8
67	Bolivia	3.6
68	Lithuania[2]	3.5
69	Ecuador	3.4
70	El Salvador	3.2
71	Suriname	3.2
72	Albania	3.2
73	Romania	3.1
74	Armenia	3.0
75	Morocco	2.9
76	Mongolia	2.7
77	Slovak Republic	2.6
78	Swaziland[7]	2.6
79	Argentina	2.5
80	Serbia	2.4
81	Poland	2.4
82	Peru	2.3
83	Iran, Islamic Rep.	2.1
84	Ukraine	1.8
85	Philippines	1.8
86	China	1.8
87	Thailand	1.8
88	Indonesia	1.7
89	Kazakhstan	1.7
90	Mexico	1.6
91	Moldova	1.6
92	Georgia	1.4
93	Egypt	1.4
94	Algeria	1.2
95	Vietnam	1.2
96	Azerbaijan	1.1
97	Kenya	0.9
98	Kyrgyz Republic	0.9
99	Paraguay	0.9
100	Sri Lanka	0.8
101	Macedonia, FYR	0.8
102	Tajikistan	0.7
103	Guatemala[9]	0.6
104	Senegal[4]	0.6
105	Madagascar	0.6
106	Mozambique	0.6
107	Ethiopia	0.6
108	India	0.5
109	Cameroon[2]	0.5
110	Bosnia and Herzegovina	0.5
111	Tanzania	0.5
112	Yemen	0.4
113	Guyana[6]	0.4
114	Zimbabwe	0.4
115	Cambodia	0.4
116	Zambia[3]	0.4
117	Mauritania	0.3
118	Pakistan	0.3
119	Burkina Faso	0.3
120	Burundi[9]	0.2
121	Malawi	0.2
122	Ghana[5]	0.2
123	Benin[6]	0.1
124	Nigeria	0.1
125	Lesotho[8]	0.1
126	Nicaragua[7]	0.1
127	Chad[6]	0.1
128	Bangladesh	0.1
129	Guinea[8]	0.1
130	Nepal	0.1
131	Mali[6]	0.1
132	Dominican Republic[8]	0.0
133	Côte d'Ivoire[6]	0.0
134	Sierra Leone	0.0
135	Uganda	0.0
n/a	Barbados	n/a
n/a	Gambia, The	n/a
n/a	Haiti	n/a
n/a	Honduras	n/a
n/a	Rwanda	n/a

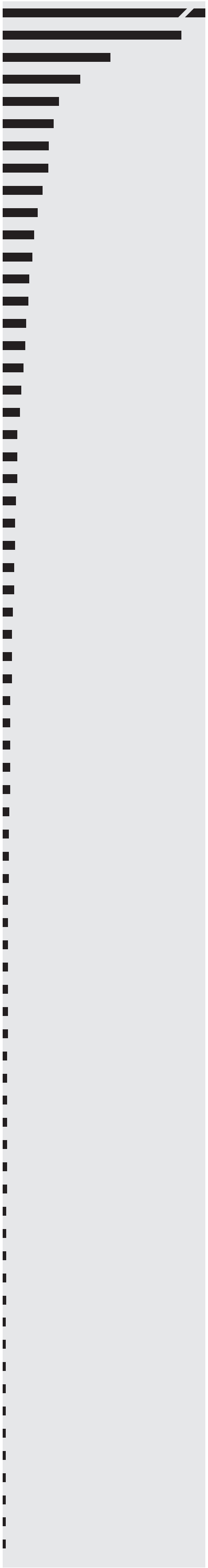
Source: Booz & Company, based on World Bank data

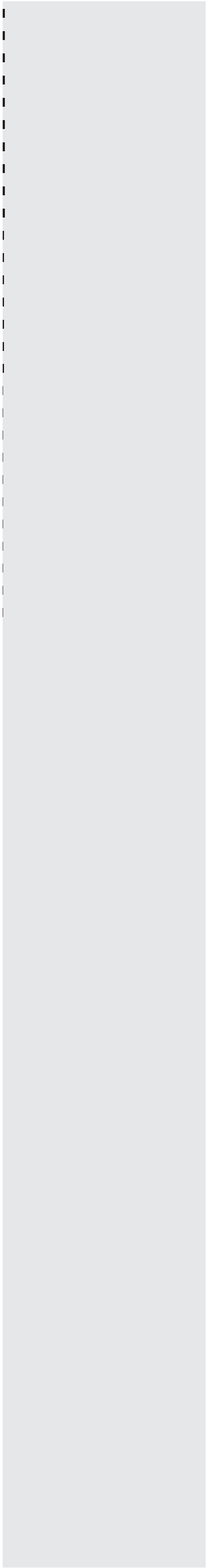
[1] 2011 [2] 2009 [3] 2008 [4] 2005 [5] 2004 [6] 2001 [7] 2000 [8] 1999 [9] 1998

6.05 Airport density

Number of airports with at least one scheduled flight per million population | 2011 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Iceland	27.7
2	Seychelles	23.0
3	Cape Verde	14.0
4	Norway	10.2
5	Canada	7.5
6	Australia	6.8
7	Panama	6.2
8	New Zealand	6.1
9	Mongolia	5.4
10	Malta	4.8
11	Sweden	4.3
12	Finland	4.1
13	Barbados	3.7
14	Costa Rica	3.6
15	Greece	3.3
16	Montenegro	3.2
17	Namibia	3.0
18	Cyprus	2.7
19	Brunei Darussalam	2.5
20	Estonia	2.2
21	United States	2.2
22	Ireland	2.2
23	Botswana	2.0
24	Luxembourg	1.9
25	Suriname	1.9
26	Croatia	1.8
27	Denmark	1.8
28	Puerto Rico	1.6
29	Mauritius	1.5
30	Portugal	1.5
31	Trinidad and Tobago	1.5
32	Guyana	1.3
33	Madagascar	1.3
34	Bolivia	1.3
35	Malaysia	1.3
36	Argentina	1.3
37	Honduras	1.2
38	Colombia	1.1
39	Qatar	1.1
40	Oman	1.1
41	Chile	1.0
42	United Kingdom	1.0
43	Kazakhstan	1.0
44	Slovenia	1.0
45	Macedonia, FYR	1.0
46	Ecuador	1.0
47	France	1.0
48	Saudi Arabia	0.9
49	Slovak Republic	0.9
50	Lithuania	0.9
51	Latvia	0.9
52	United Arab Emirates	0.9
53	Venezuela	0.9
54	Spain	0.9
55	Swaziland	0.8
56	Bosnia and Herzegovina	0.8
57	Switzerland	0.8
58	Algeria	0.8
59	Bahrain	0.8
60	Russian Federation	0.7
61	Taiwan, China	0.7
62	Jamaica	0.7
63	Austria	0.7
64	Romania	0.7
65	Dominican Republic	0.7
66	Georgia	0.7
67	Nepal	0.7
68	Iran, Islamic Rep.	0.7
69	Nicaragua	0.7
70	Italy	0.7
71	Armenia	0.6
72	Mozambique	0.6
73	Zambia	0.6
74	Uruguay	0.6
75	Peru	0.6
76	Czech Republic	0.6
77	Japan	0.6
78	Mauritania	0.6
79	Gambia, The	0.6
80	Turkey	0.6
81	Brazil	0.5
82	Mexico	0.5
83	Israel	0.5
84	Morocco	0.5
85	Belgium	0.5
86	Germany	0.5
87	Lesotho	0.5
88	Philippines	0.4
89	Thailand	0.4
90	Tajikistan	0.4
91	Bulgaria	0.4
92	South Africa	0.4
93	Senegal	0.4
94	Singapore	0.4
95	Kyrgyz Republic	0.4
96	Yemen	0.4
97	Kuwait	0.4
98	Ukraine	0.4
99	Korea, Rep.	0.3
100	Azerbaijan	0.3
101	Jordan	0.3
102	Zimbabwe	0.3
103	Albania	0.3
104	Paraguay	0.3
105	Serbia	0.3
106	Hungary	0.3
107	Netherlands	0.3
108	Poland	0.3
109	Moldova	0.3
110	Tanzania	0.3
111	Hong Kong SAR	0.3
112	Cambodia	0.3
113	Ethiopia	0.3
114	Kenya	0.3
115	Indonesia	0.3
116	Lebanon	0.2
117	Vietnam	0.2
118	Cameroon	0.2
119	Haiti	0.2
120	Malawi	0.2
121	Rwanda	0.2
122	Egypt	0.2
123	Sierra Leone	0.2
124	El Salvador	0.2
125	Ghana	0.2
126	Pakistan	0.1
127	Guatemala	0.1
128	Burkina Faso	0.1
129	Burundi	0.1
130	Uganda	0.1
131	China	0.1
132	Benin	0.1
133	Nigeria	0.1
134	Guinea	0.1
135	Chad	0.1
136	India	0.1
137	Mali	0.1
138	Bangladesh	0.1
139	Côte d'Ivoire	0.0
140	Sri Lanka	0.0





Source: International Air Transport Association, SRS Analyser

6.06 Number of operating airlines

Number of airlines with scheduled flights originating in country | January 2011 – July 2011 average or most recent

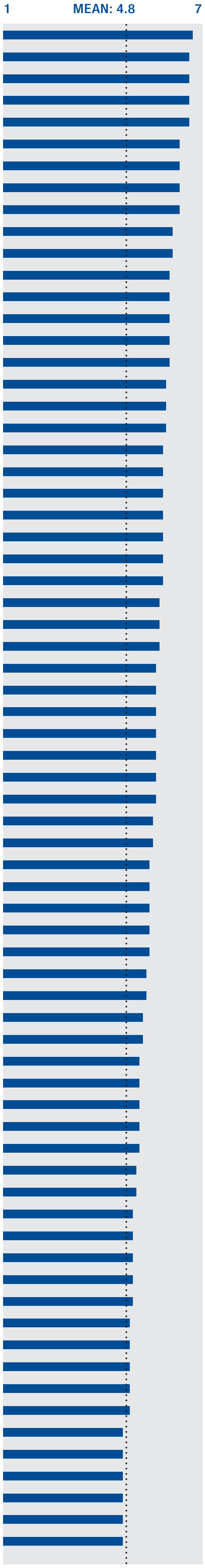
RANK	COUNTRY/ECONOMY	VALUE
1	United States	188.5
2	Germany	166.0
3	France	163.5
4	United Kingdom	156.5
5	Italy	149.5
6	Russian Federation	123.5
7	Spain	123.0
8	China	112.0
9	Canada	103.5
10	Switzerland	102.5
11	Netherlands	97.5
12	United Arab Emirates	97.0
13	Thailand	93.5
13	Turkey	93.5
15	India	84.5
16	Japan	79.0
17	Austria	74.0
17	Belgium	74.0
19	Greece	73.5
20	Egypt	71.5
20	Hong Kong SAR	71.5
22	Denmark	67.0
23	Sweden	65.5
24	Australia	60.5
24	Singapore	60.5
26	Malaysia	59.0
27	Mexico	57.0
28	Israel	56.0
28	Korea, Rep.	56.0
30	Brazil	54.0
30	Czech Republic	54.0
32	Saudi Arabia	53.0
32	South Africa	53.0
34	Portugal	52.5
35	Ukraine	50.5
36	Dominican Republic	47.5
36	Indonesia	47.5
38	Cyprus	44.0
39	Philippines	43.0
39	Vietnam	43.0
41	Poland	42.5
42	Norway	41.0
43	Argentina	40.0
44	Lebanon	38.5
45	Romania	38.0
45	Serbia	38.0
45	Taiwan, China	38.0
48	Bulgaria	37.0
48	Puerto Rico[[	37.0
50	Finland	36.0
51	Hungary	35.5
52	Kuwait	35.0
52	Morocco	35.0
54	Iran, Islamic Rep.	33.5
54	Jordan	33.5
56	Ireland	33.0
57	Kenya	32.0
57	Venezuela	32.0
59	Colombia	29.5
60	Oman	29.0
61	Bangladesh	28.0
61	Jamaica	28.0
61	Kazakhstan	28.0
61	Nigeria	28.0
65	Armenia	27.5
66	Nepal	27.0
67	Azerbaijan	26.5
67	Bahrain	26.5
67	Croatia	26.5
67	Qatar	26.5
71	Peru	25.0
72	Senegal	24.0
72	Sri Lanka	24.0
74	Chile	23.5
74	Tanzania	23.5
76	Costa Rica	23.0
76	Ghana	23.0
76	Pakistan	23.0
79	Tajikistan	20.5
80	Algeria	20.0
80	New Zealand	20.0
80	Panama	20.0
83	Ecuador	19.5
84	Cambodia	19.0
84	Lithuania	19.0
86	Latvia	18.0
87	Georgia	17.5
88	Cameroon	17.0
89	Kyrgyz Republic	16.5
90	Uganda	15.5
91	Bolivia	15.0
91	Honduras	15.0
93	Malta	14.5
94	Benin	14.0
94	Mali	14.0
94	Zambia	14.0
97	Albania	13.0
97	Barbados	13.0
97	Estonia	13.0
97	Haiti	13.0
101	Bosnia and Herzegovina	12.5
101	Côte d'Ivoire	12.5
101	Guatemala	12.5
101	Luxembourg	12.5
101	Mauritius	12.5
101	Yemen	12.5
107	Moldova	12.0
107	Montenegro	12.0
107	Uruguay	12.0
107	Zimbabwe	12.0
111	Macedonia, FYR	11.5
112	El Salvador	11.0
112	Ethiopia	11.0
114	Mozambique	9.5
114	Trinidad and Tobago	9.5
116	Burkina Faso	9.0
116	Iceland	9.0
118	Nicaragua	8.5
119	Gambia, The	7.5
119	Madagascar	7.5
121	Mongolia	7.0
121	Paraguay	7.0
121	Slovenia	7.0
124	Cape Verde	6.5
125	Brunei Darussalam	6.0
125	Guinea	6.0
125	Seychelles	6.0
125	Sierra Leone	6.0
129	Botswana	5.5
129	Chad	5.5
129	Slovak Republic	5.5
132	Mauritania	5.0
132	Namibia	5.0
134	Malawi	4.0
134	Rwanda	4.0
134	Suriname	4.0
137	Burundi	3.0
137	Guyana	3.0
139	Lesotho	1.0
139	Swaziland	1.0

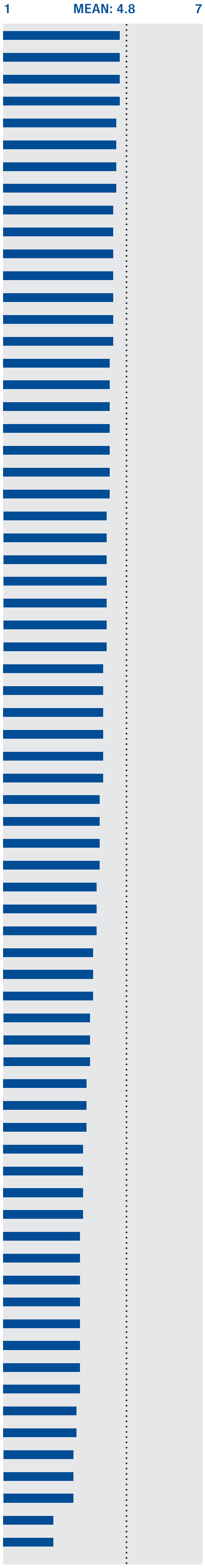
Source: International Air Transport Association, SRS Analyser

6.07 International air transport network

To what extent does the air transport network in your country provide connections to the overseas markets offering the greatest potential to your country's businesses? [1 = not at all; 7 = extremely well] | 2011–2012 weighted average

RANK	COUNTRY/ECONOMY	VALUE
1	Singapore	6.8
2	Hong Kong SAR	6.7
3	United Arab Emirates	6.7
4	Netherlands	6.7
5	Germany	6.7
6	Switzerland	6.4
7	Qatar	6.4
8	United Kingdom	6.4
9	France	6.4
10	New Zealand	6.2
11	Panama	6.2
12	Finland	6.1
13	Bahrain	6.1
14	South Africa	6.1
15	Belgium	6.1
16	Barbados	6.1
17	Canada	6.0
18	Iceland	6.0
19	Saudi Arabia	6.0
20	Norway	5.9
21	Denmark	5.9
22	United States	5.9
23	Malaysia	5.9
24	Australia	5.9
25	Czech Republic	5.9
26	Korea, Rep.	5.9
27	Austria	5.8
28	Spain	5.8
29	Sweden	5.8
30	Turkey	5.7
31	Thailand	5.7
32	Malta	5.7
33	Chile	5.7
34	Dominican Republic	5.7
35	Ireland	5.7
36	Jordan	5.7
37	Taiwan, China	5.6
38	Portugal	5.6
39	El Salvador	5.5
40	Israel	5.5
41	Jamaica	5.5
42	Seychelles	5.5
43	Costa Rica	5.5
44	Puerto Rico	5.4
45	Oman	5.4
46	Japan	5.3
47	Latvia	5.3
48	Mexico	5.2
49	Lebanon	5.2
50	Luxembourg	5.2
51	Ethiopia	5.2
52	India	5.2
53	Morocco	5.1
54	Kenya	5.1
55	Cyprus	5.0
56	Mauritius	5.0
57	Guatemala	5.0
58	Greece	5.0
59	Peru	5.0
60	Azerbaijan	4.9
61	Namibia	4.9
62	Trinidad and Tobago	4.9
63	Senegal	4.9
64	Sri Lanka	4.9
65	Brunei Darussalam	4.7
66	Egypt	4.7
67	Gambia, The	4.7
68	Kuwait	4.7
69	China	4.7
70	Honduras	4.7
71	Indonesia	4.6
72	Zambia	4.6
73	Nigeria	4.6
74	Brazil	4.6
75	Rwanda	4.5
76	Uganda	4.5
77	Montenegro	4.5
78	Albania	4.5
79	Colombia	4.4
80	Kazakhstan	4.4
81	Italy	4.4
82	Cape Verde	4.4
83	Côte d'Ivoire	4.4
84	Ecuador	4.4
85	Uruguay	4.4
86	Cambodia	4.3
87	Cameroon	4.3
88	Philippines	4.3
89	Pakistan	4.3
90	Mali	4.3
91	Poland	4.3
92	Armenia	4.3
93	Guyana	4.2
94	Georgia	4.2
95	Ghana	4.2
96	Argentina	4.2
97	Slovenia	4.2
98	Yemen	4.2
99	Croatia	4.2
100	Tajikistan	4.1
101	Ukraine	4.1
102	Estonia	4.1
103	Russian Federation	4.1
104	Nicaragua	4.1
105	Bulgaria	4.1
106	Mozambique	4.0
107	Hungary	4.0
108	Lithuania	4.0
109	Bangladesh	4.0
110	Burkina Faso	3.9
111	Vietnam	3.9
112	Tanzania	3.9
113	Botswana	3.8
114	Romania	3.8
115	Madagascar	3.8
116	Zimbabwe	3.7
117	Moldova	3.7
118	Venezuela	3.7
119	Malawi	3.6
120	Burundi	3.6
121	Benin	3.6
122	Slovak Republic	3.5
123	Serbia	3.5
124	Iran, Islamic Rep.	3.5
125	Bolivia	3.5
126	Suriname	3.4
127	Swaziland	3.4
128	Mongolia	3.4
129	Nepal	3.4
130	Sierra Leone	3.4
131	Haiti	3.4
132	Kyrgyz Republic	3.4
133	Mauritania	3.4
134	Macedonia, FYR	3.3
135	Paraguay	3.3
136	Chad	3.2
137	Algeria	3.2
138	Guinea	3.2
139	Bosnia and Herzegovina	2.6
140	Lesotho	2.6





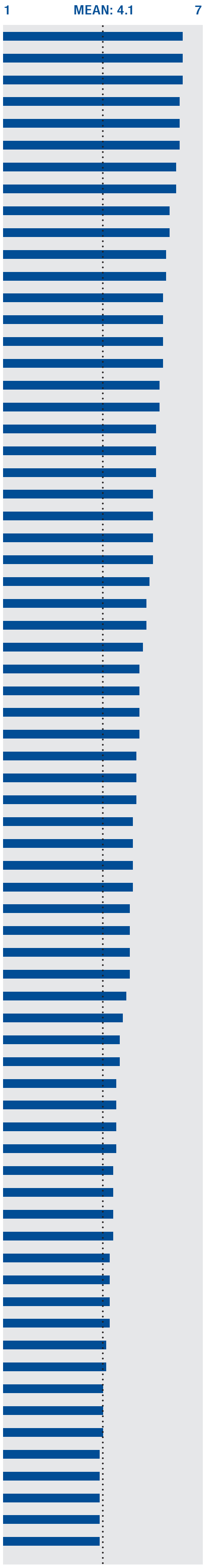
Source: World Economic Forum, Executive Opinion Survey

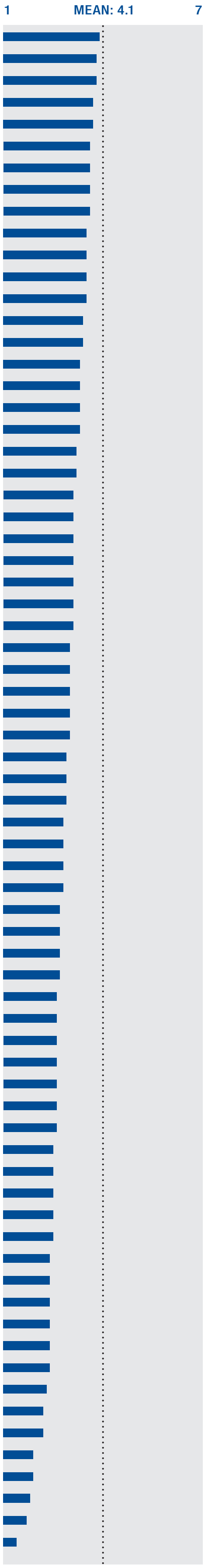
7th pillar
Ground transport infrastructure

7.01 Quality of roads

How would you assess roads in your country? [1 = extremely underdeveloped; 7 = extensive and efficient by international standards] | 2011–2012 weighted average

RANK	COUNTRY/ECONOMY	VALUE
1	France	6.5
2	United Arab Emirates	6.5
3	Singapore	6.5
4	Portugal	6.4
5	Oman	6.4
6	Switzerland	6.4
7	Austria	6.3
8	Hong Kong SAR	6.3
9	Finland	6.1
10	Germany	6.1
11	Netherlands	6.0
12	Saudi Arabia	6.0
13	Spain	5.9
14	Japan	5.9
15	Luxembourg	5.9
16	Canada	5.9
17	Korea, Rep.	5.8
18	Bahrain	5.8
19	Denmark	5.7
20	United States	5.7
21	Taiwan, China	5.7
22	Cyprus	5.6
23	Chile	5.6
24	United Kingdom	5.6
25	Sweden	5.6
26	Belgium	5.5
27	Malaysia	5.4
28	Ireland	5.4
29	Croatia	5.3
30	Brunei Darussalam	5.2
31	Iceland	5.2
32	Lithuania	5.2
33	Barbados	5.2
34	Qatar	5.1
35	Namibia	5.1
36	Australia	5.1
37	Puerto Rico	5.0
38	Slovenia	5.0
39	Thailand	5.0
40	Rwanda	5.0
41	New Zealand	4.9
42	South Africa	4.9
43	Turkey	4.9
44	Kuwait	4.9
45	Jordan	4.8
46	Israel	4.7
47	Swaziland	4.6
48	Sri Lanka	4.6
49	Panama	4.5
50	Mexico	4.5
51	Gambia, The	4.5
52	El Salvador	4.5
53	Ecuador	4.4
54	China	4.4
55	Botswana	4.4
56	Georgia	4.4
57	Italy	4.3
58	Mauritius	4.3
59	Albania	4.3
60	Seychelles	4.3
61	Estonia	4.2
62	Dominican Republic	4.2
63	Suriname	4.1
64	Ethiopia	4.1
65	Cape Verde	4.1
66	Cambodia	4.0
67	Azerbaijan	4.0
68	Iran, Islamic Rep.	4.0
69	Hungary	4.0
70	Morocco	4.0
71	Greece	4.0
72	Kenya	3.9
73	Pakistan	3.9
74	Trinidad and Tobago	3.8
75	Nicaragua	3.8
76	Czech Republic	3.7
77	Slovak Republic	3.7
78	Guyana	3.7
79	Armenia	3.7
80	Uruguay	3.6
81	Mali	3.6
82	Jamaica	3.6
83	Norway	3.6
84	Ghana	3.5
85	India	3.5
86	Philippines	3.4
87	Algeria	3.4
88	Malawi	3.4
89	Indonesia	3.4
90	Guatemala	3.3
91	Honduras	3.3
92	Montenegro	3.2
93	Tanzania	3.2
94	Zimbabwe	3.2
95	Zambia	3.2
96	Senegal	3.2
97	Tajikistan	3.2
98	Latvia	3.2
99	Peru	3.1
100	Bolivia	3.1
101	Chad	3.1
102	Benin	3.1
103	Malta	3.1
104	Argentina	3.0
105	Côte d'Ivoire	3.0
106	Macedonia, FYR	3.0
107	Egypt	2.9
108	Uganda	2.9
109	Lesotho	2.9
110	Cameroon	2.9
111	Bangladesh	2.8
112	Nigeria	2.8
113	Lebanon	2.8
114	Sierra Leone	2.8
115	Kazakhstan	2.7
116	Yemen	2.7
117	Mauritania	2.7
118	Vietnam	2.7
119	Burundi	2.7
120	Serbia	2.7
121	Brazil	2.7
122	Poland	2.6
123	Burkina Faso	2.6
124	Colombia	2.6
125	Nepal	2.6
126	Venezuela	2.6
127	Bulgaria	2.5
128	Madagascar	2.5
129	Costa Rica	2.5
130	Paraguay	2.5
131	Kyrgyz Republic	2.5
132	Bosnia and Herzegovina	2.5
133	Mozambique	2.4
134	Russian Federation	2.3
135	Ukraine	2.3
136	Guinea	2.0
137	Mongolia	2.0
138	Romania	1.9
139	Haiti	1.8
140	Moldova	1.5



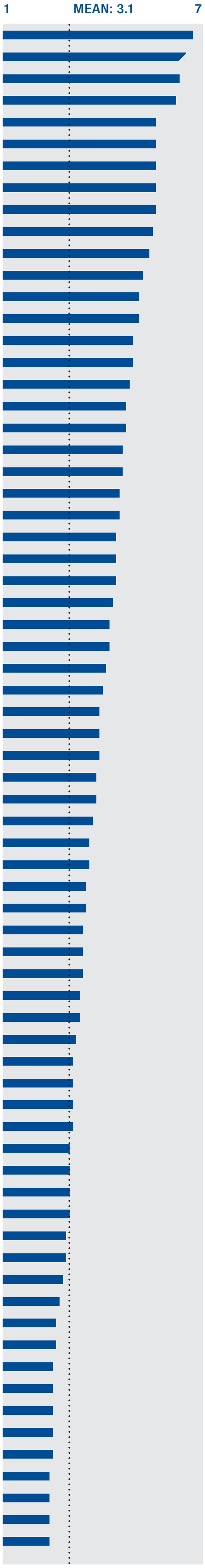


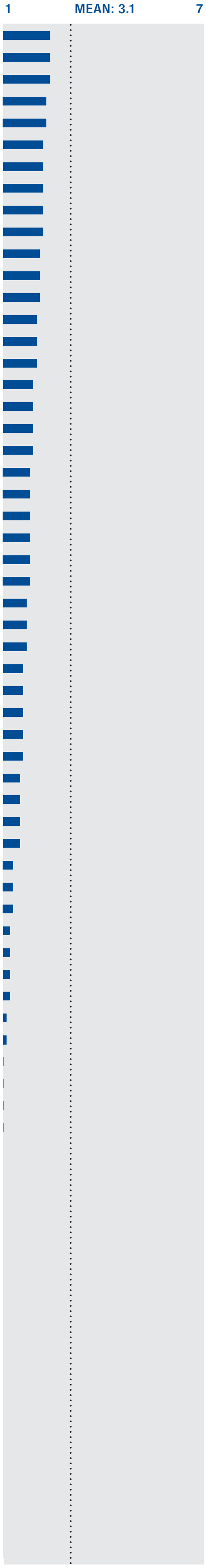
Source: World Economic Forum, Executive Opinion Survey

7.02 Quality of railroad infrastructure

How would you assess the railroad system in your country? [1 = extremely underdeveloped; 7 = extensive and efficient by international standards] | 2011–2012 weighted average

RANK	COUNTRY/ECONOMY	VALUE
1	Switzerland	6.8
2	Japan	6.6
3	Hong Kong SAR	6.4
4	France	6.3
5	Singapore	5.7
6	Finland	5.7
7	Germany	5.7
8	Spain	5.7
9	Netherlands	5.7
10	Korea, Rep.	5.6
11	Taiwan, China	5.5
12	Austria	5.3
13	Belgium	5.2
14	Luxembourg	5.2
15	Canada	5.0
16	United Kingdom	5.0
17	Malaysia	4.9
18	United States	4.8
19	Denmark	4.8
20	Lithuania	4.7
21	Sweden	4.7
22	China	4.6
23	Czech Republic	4.6
24	Ukraine	4.5
25	Slovak Republic	4.5
26	Portugal	4.5
27	India	4.4
28	Australia	4.3
29	Kazakhstan	4.3
30	Russian Federation	4.2
31	Ireland	4.1
32	Panama	4.0
33	Latvia	4.0
34	Georgia	4.0
35	Azerbaijan	3.9
36	Morocco	3.9
37	Sri Lanka	3.8
38	Saudi Arabia	3.7
39	Namibia	3.7
40	Italy	3.6
41	New Zealand	3.6
42	Hungary	3.5
43	Tajikistan	3.5
44	Estonia	3.5
45	Iran, Islamic Rep.	3.4
46	South Africa	3.4
47	Norway	3.3
48	Swaziland	3.2
49	Croatia	3.2
50	Israel	3.2
51	Indonesia	3.2
52	Egypt	3.1
53	Turkey	3.1
54	Slovenia	3.1
55	Botswana	3.1
56	Bulgaria	3.0
57	Bolivia	3.0
58	Montenegro	2.9
59	Mexico	2.8
60	Mali	2.7
61	Dominican Republic	2.7
62	Armenia	2.6
63	Chile	2.6
64	Thailand	2.6
65	Pakistan	2.6
66	Vietnam	2.6
67	Greece	2.5
68	Moldova	2.5
69	Mongolia	2.5
70	Kenya	2.5
71	Bangladesh	2.5
72	Bosnia and Herzegovina	2.5
73	Cameroon	2.5
74	Zimbabwe	2.4
75	Poland	2.4
76	Ecuador	2.3
77	Kyrgyz Republic	2.3
78	Zambia	2.3
79	Cambodia	2.3
80	Tanzania	2.3
81	Romania	2.2
82	Malawi	2.2
83	Nicaragua	2.2
84	Puerto Rico	2.1
85	Côte d'Ivoire	2.1
86	Brunei Darussalam	2.1
87	Mozambique	2.0
88	Algeria	2.0
89	Mauritania	2.0
90	Burkina Faso	2.0
91	Macedonia, FYR	1.9
92	Philippines	1.9
93	Nigeria	1.9
94	Jordan	1.9
95	Peru	1.9
96	Madagascar	1.9
97	Guyana	1.8
98	Brazil	1.8
99	El Salvador	1.8
100	Serbia	1.7
101	Argentina	1.7
102	Ghana	1.7
103	Senegal	1.7
104	Costa Rica	1.7
105	Benin	1.6
106	Guinea	1.6
107	Colombia	1.6
108	Lesotho	1.6
109	Uganda	1.4
110	Ethiopia	1.4
111	Venezuela	1.4
112	Sierra Leone	1.3
113	Uruguay	1.3
114	Haiti	1.3
115	Jamaica	1.3
116	Guatemala	1.2
117	Albania	1.2
118	Honduras	1.1
119	Suriname	1.1
120	Nepal	1.1
121	Paraguay	1.1
122	Lebanon	1.0
n/a	Bahrain	n/a
n/a	Barbados	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	Gambia, The	n/a
n/a	Iceland	n/a
n/a	Kuwait	n/a
n/a	Malta	n/a
n/a	Mauritius	n/a
n/a	Oman	n/a
n/a	Qatar	n/a
n/a	Rwanda	n/a
n/a	Seychelles	n/a
n/a	Trinidad and Tobago	n/a
n/a	United Arab Emirates	n/a
n/a	Yemen	n/a



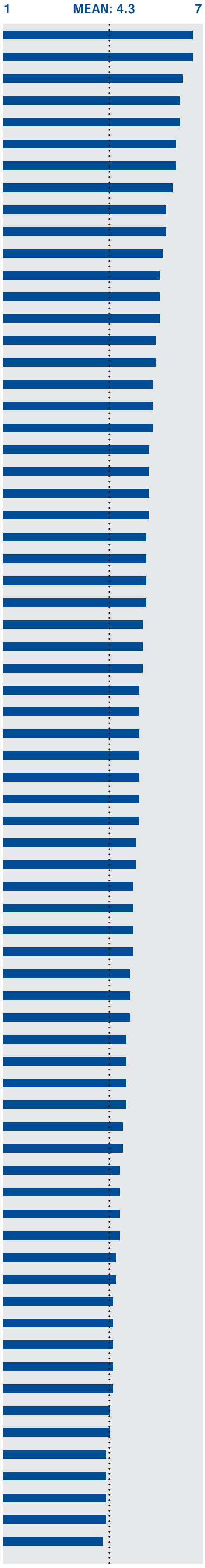


Source: World Economic Forum, Executive Opinion Survey

7.03 Quality of port infrastructure

How would you assess port facilities in your country? * For landlocked countries, how accessible are port facilities? [1 = extremely underdeveloped; 7 = well developed and efficient by international standards] | 2011–2012 weighted average

RANK	COUNTRY/ECONOMY	VALUE
1	Netherlands	6.8
2	Singapore	6.8
3	Hong Kong SAR	6.5
4	Panama	6.4
5	United Arab Emirates	6.4
6	Belgium	6.3
7	Finland	6.3
8	Iceland	6.2
9	Germany	6.0
10	Bahrain	6.0
11	Sweden	5.9
12	United Kingdom	5.8
13	Denmark	5.8
14	Spain	5.8
15	Malta	5.7
16	Canada	5.7
17	Barbados	5.6
18	Estonia	5.6
19	United States	5.6
20	Korea, Rep.	5.5
21	Malaysia	5.5
22	New Zealand	5.5
23	Luxembourg	5.5
24	Oman	5.4
25	Norway	5.4
26	France	5.4
27	Namibia	5.4
28	Saudi Arabia	5.3
29	Taiwan, China	5.3
30	Ireland	5.3
31	Japan	5.2
32	Puerto Rico	5.2
33	Slovenia	5.2
34	Chile	5.2
35	Lithuania	5.2
36	Qatar	5.2
37	Switzerland	5.2
38	Australia	5.1
39	Jamaica	5.1
40	Portugal	5.0
41	Cyprus	5.0
42	Suriname	5.0
43	Seychelles	5.0
44	Austria	4.9
45	Sri Lanka	4.9
46	Uruguay	4.9
47	Gambia, The	4.8
48	Mauritius	4.8
49	Morocco	4.8
50	Latvia	4.8
51	Dominican Republic	4.7
52	South Africa	4.7
53	Côte d'Ivoire	4.6
54	Czech Republic	4.6
55	Honduras	4.6
56	Thailand	4.6
57	Brunei Darussalam	4.5
58	Senegal	4.5
59	China	4.4
60	Pakistan	4.4
61	Zimbabwe	4.4
62	Jordan	4.4
63	Turkey	4.4
64	Mexico	4.3
65	Georgia	4.3
66	Greece	4.2
67	Macedonia, FYR	4.2
68	Swaziland	4.2
69	Cambodia	4.2
70	Zambia	4.1
71	Lebanon	4.1
72	Kuwait	4.1
73	Mali	4.1
74	Ukraine	4.0
75	Ghana	4.0
76	Croatia	4.0
77	Azerbaijan	4.0
78	Egypt	4.0
79	India	4.0
80	Iran, Islamic Rep.	4.0
81	Slovak Republic	4.0
82	Hungary	4.0
83	Guatemala	4.0
84	Cape Verde	3.9
85	El Salvador	3.9
86	Israel	3.9
87	Ecuador	3.9
88	Italy	3.9
89	Uganda	3.8
90	Kenya	3.8
91	Trinidad and Tobago	3.8
92	Russian Federation	3.7
93	Malawi	3.7
94	Benin	3.7
95	Albania	3.7
96	Botswana	3.7
97	Mauritania	3.7
98	Cameroon	3.7
99	Bulgaria	3.7
100	Argentina	3.6
101	Montenegro	3.6
102	Burkina Faso	3.6
103	Indonesia	3.6
104	Paraguay	3.6
105	Nigeria	3.6
106	Guinea	3.5
107	Poland	3.5
108	Rwanda	3.5
109	Ethiopia	3.5
110	Peru	3.5
111	Vietnam	3.4
112	Lesotho	3.4
113	Kazakhstan	3.4
114	Mozambique	3.4
115	Tanzania	3.3
116	Sierra Leone	3.3
117	Guyana	3.3
118	Philippines	3.3
119	Bangladesh	3.3
120	Bolivia	3.3
121	Madagascar	3.2
122	Nicaragua	3.2
123	Colombia	3.2
124	Mongolia	3.0
125	Armenia	3.0
126	Yemen	3.0
127	Moldova	3.0
128	Chad	2.8
129	Algeria	2.7
130	Nepal	2.7
131	Serbia	2.7
132	Brazil	2.6
133	Burundi	2.6
134	Romania	2.6
135	Venezuela	2.5
136	Costa Rica	2.4
137	Haiti	1.9
138	Bosnia and Herzegovina	1.7
139	Tajikistan	1.7
140	Kyrgyz Republic	1.5

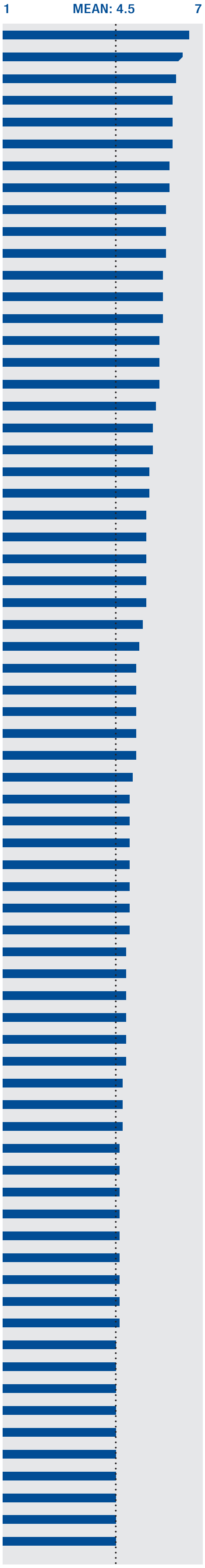


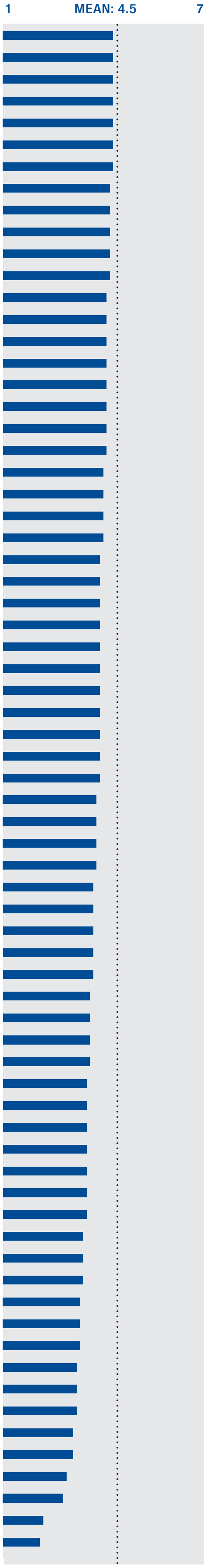
Source: World Economic Forum, Executive Opinion Survey

7.04 Quality of ground transport network

To what extent does your national ground transport network (buses, trains, trucks, taxis, etc.) offer efficient transportation within your country? [1 = not at all; 7 = extremely well] | 2011–2012 weighted average

RANK	COUNTRY/ECONOMY	VALUE
1	Switzerland	6.7
2	Hong Kong SAR	6.5
3	Singapore	6.3
4	Finland	6.2
5	Germany	6.2
6	Japan	6.2
7	Netherlands	6.1
8	United Arab Emirates	6.1
9	Taiwan, China	6.0
10	Spain	6.0
11	France	6.0
12	Denmark	5.9
13	Czech Republic	5.9
14	Korea, Rep.	5.9
15	Austria	5.8
16	Barbados	5.8
17	Portugal	5.8
18	Sweden	5.7
19	Canada	5.6
20	Belgium	5.6
21	Saudi Arabia	5.5
22	United Kingdom	5.5
23	United States	5.4
24	Iceland	5.4
25	Chile	5.4
26	Luxembourg	5.4
27	Lithuania	5.4
28	Turkey	5.3
29	Uruguay	5.2
30	Gambia, The	5.1
31	Australia	5.1
32	New Zealand	5.1
33	Estonia	5.1
34	Malaysia	5.1
35	Jordan	5.0
36	Mexico	4.9
37	Slovenia	4.9
38	Seychelles	4.9
39	Kyrgyz Republic	4.9
40	Qatar	4.9
41	Croatia	4.9
42	Greece	4.9
43	Kazakhstan	4.8
44	Azerbaijan	4.8
45	Ireland	4.8
46	Zambia	4.8
47	Rwanda	4.8
48	Latvia	4.8
49	China	4.7
50	Sri Lanka	4.7
51	Ukraine	4.7
52	India	4.6
53	Thailand	4.6
54	Norway	4.6
55	Panama	4.6
56	Kenya	4.6
57	Guyana	4.6
58	Tajikistan	4.6
59	Georgia	4.6
60	Cyprus	4.6
61	Oman	4.5
62	Bahrain	4.5
63	Dominican Republic	4.5
64	Iran, Islamic Rep.	4.5
65	Slovak Republic	4.5
66	Kuwait	4.5
67	Israel	4.5
68	Jamaica	4.5
69	Mauritius	4.5
70	Costa Rica	4.5
71	Swaziland	4.4
72	Puerto Rico	4.4
73	Mali	4.4
74	Montenegro	4.4
75	Honduras	4.4
76	Armenia	4.4
77	Senegal	4.4
78	Poland	4.3
79	Ghana	4.3
80	Uganda	4.3
81	Ecuador	4.3
82	Namibia	4.3
83	Trinidad and Tobago	4.2
84	El Salvador	4.2
85	Moldova	4.2
86	Russian Federation	4.2
87	Guatemala	4.2
88	Malta	4.2
89	Bulgaria	4.2
90	Argentina	4.2
91	Egypt	4.1
92	Pakistan	4.1
93	Yemen	4.1
94	Hungary	4.1
95	Morocco	4.0
96	Tanzania	4.0
97	Cameroon	4.0
98	Cambodia	4.0
99	Brazil	4.0
100	Macedonia, FYR	4.0
101	Peru	4.0
102	Malawi	4.0
103	Serbia	4.0
104	Botswana	4.0
105	Indonesia	4.0
106	South Africa	3.9
107	Cape Verde	3.9
108	Colombia	3.9
109	Nigeria	3.9
110	Italy	3.8
111	Algeria	3.8
112	Ethiopia	3.8
113	Burkina Faso	3.8
114	Nicaragua	3.8
115	Philippines	3.7
116	Lesotho	3.7
117	Benin	3.7
118	Albania	3.7
119	Côte d'Ivoire	3.6
120	Vietnam	3.6
121	Bosnia and Herzegovina	3.6
122	Zimbabwe	3.6
123	Burundi	3.6
124	Brunei Darussalam	3.6
125	Mauritania	3.6
126	Nepal	3.5
127	Chad	3.5
128	Suriname	3.5
129	Bolivia	3.4
130	Romania	3.4
131	Madagascar	3.4
132	Sierra Leone	3.3
133	Bangladesh	3.3
134	Mongolia	3.3
135	Mozambique	3.2
136	Venezuela	3.2
137	Paraguay	3.0
138	Lebanon	2.9
139	Guinea	2.3
140	Haiti	2.2

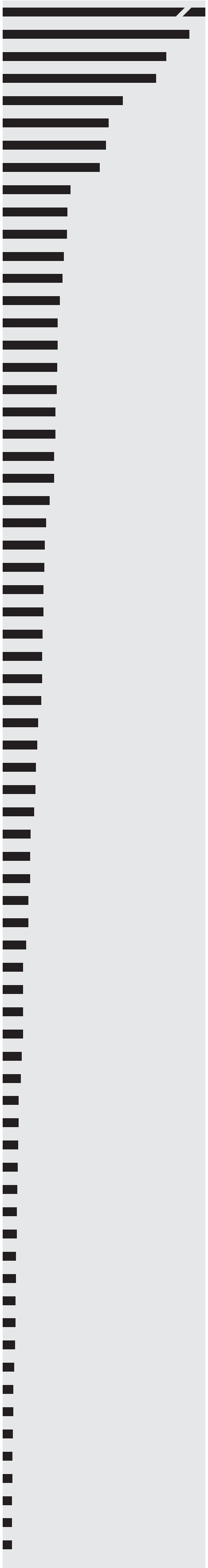




Source: World Economic Forum, Executive Opinion Survey

7.05 Road density

Kilometers of road per 100 square kilometers of land | 2009 or most recent



RANK	COUNTRY/ECONOMY	VALUE
1	Malta[2]	968.0
2	Bahrain	575.0
3	Belgium	504.0
4	Singapore	473.0
5	Barbados[6]	372.0
6	Netherlands	329.0
7	Japan	320.0
8	Puerto Rico[2]	301.0
9	Hungary	212.0
10	Luxembourg[6]	202.0
11	Jamaica	201.0
12	Slovenia	192.0
13	Hong Kong SAR	188.0
14	Germany	180.0
15	France	173.0
15	Switzerland	173.0
17	United Kingdom	172.0
18	Denmark	170.0
19	Bangladesh[7]	166.0
19	Czech Republic[2]	166.0
21	Trinidad and Tobago[9]	162.0
22	Italy[5]	162.0
23	Sri Lanka[7]	148.0
24	Ireland[2]	137.0
25	Cyprus	134.0
26	Spain[3]	132.0
27	Estonia	129.0
27	Sweden	129.0
29	Austria	127.0
30	India[2]	125.0
30	Lithuania	125.0
32	Poland	123.0
33	Taiwan, China[1]	113.0
34	Seychelles	110.0
35	Latvia	107.0
36	Korea, Rep.	105.0
37	Mauritius	101.0
38	Portugal[5]	90.0
39	Greece	89.0
39	Slovak Republic	89.0
41	Israel	83.0
41	Romania[6]	83.0
43	Costa Rica	76.0
44	Lebanon[5]	67.0
44	Philippines[7]	67.0
44	Qatar[4]	67.0
44	United States	67.0
48	Albania[8]	63.0
49	Azerbaijan[4]	61.0
50	Macedonia, FYR	54.0
51	Rwanda[6]	53.0
52	Croatia	52.0
53	Brunei Darussalam[3]	51.0
54	Serbia	50.0
55	Vietnam[3]	48.0
56	El Salvador[9]	48.0
57	Ghana	46.0
57	Turkey	46.0
59	Burundi[6]	44.0
59	Uruguay[6]	44.0
61	Bosnia and Herzegovina[5]	43.0
62	China	40.0
63	Moldova	38.0
64	Kuwait	37.0
65	Bulgaria[5]	36.0
66	New Zealand	35.0
66	Thailand[4]	35.0
68	Burkina Faso[6]	34.0
69	Cape Verde[9]	33.0
70	Gambia, The[6]	33.0
71	Pakistan	32.0
72	South Africa[9]	30.0
73	Malaysia[6]	30.0
74	Uganda[7]	29.0
75	Georgia[3]	29.0
75	Norway	29.0
77	Ukraine	28.0
78	Armenia	26.0
79	Dominican Republic[9]	26.0
80	Côte d'Ivoire[3]	25.0
80	Indonesia	25.0
80	Zimbabwe[8]	25.0
83	Finland	23.0
84	Brazil[6]	21.0
84	Cambodia[6]	21.0
84	Nigeria[6]	21.0
87	Swaziland[8]	21.0
88	Lesotho[9]	20.0
89	Mexico	19.0
89	Panama	19.0
91	Tajikistan[9]	19.0
92	Guinea[7]	18.0
92	Oman	18.0
94	Benin[6]	17.0
94	Ecuador[3]	17.0
94	Kyrgyz Republic[3]	17.0
94	Nicaragua	17.0
98	Haiti[9]	15.0
99	Colombia	15.0
100	Canada	14.0
100	Nepal[2]	14.0
100	Yemen[5]	14.0
103	Iceland	13.0
103	Malawi[7]	13.0
103	Montenegro	13.0
103	Morocco	13.0
107	Guatemala[9]	13.0
108	Honduras[9]	12.0
108	Zambia[9]	12.0
110	Australia	11.0
110	Iran, Islamic Rep.	11.0
110	Kenya	11.0
110	Saudi Arabia[5]	11.0
110	Tanzania	11.0
115	Venezuela[9]	11.0
116	Chile	10.0
116	Egypt	10.0
116	Peru	10.0
119	Jordan	9.0
120	Argentina[7]	8.0
120	Paraguay[2]	8.0
120	Senegal	8.0
123	Madagascar[9]	8.0
124	Bolivia	7.0
125	Cameroon[2]	6.0
125	Russian Federation	6.0
127	Algeria	5.0
127	Namibia	5.0
127	United Arab Emirates[2]	5.0
130	Botswana[5]	4.0
130	Ethiopia[3]	4.0
130	Kazakhstan	4.0
130	Mozambique	4.0
134	Guyana[9]	4.0
135	Chad[4]	3.0
135	Suriname[7]	3.0
137	Mongolia[8]	3.0
138	Mali	2.0
139	Mauritania[3]	1.0
n/a	Sierra Leone	n/a

Source: The World Bank, *World Development Indicators* (September 2012 edition)

[1] 2011 [2] 2008 [3] 2007 [4] 2006 [5] 2005 [6] 2004 [7] 2003 [8] 2002 [9] 2001

8th pillar

Tourism infrastructure

8.01 Hotel rooms

Number of hotel rooms per 100 population | 2011 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Malta	4.2
2	Cyprus	3.7
3	Greece	3.5
4	Austria	3.5
5	Iceland	3.1
6	Seychelles[1]	2.9
7	Barbados	2.5
8	Montenegro	2.4
9	New Zealand	2.0
10	Spain	2.0
11	Italy	1.8
12	Switzerland	1.8
13	Croatia	1.7
14	Luxembourg	1.7
15	Ireland	1.6
16	Cape Verde	1.6
17	United States	1.6
18	Norway	1.6
19	Bulgaria	1.5
20	Japan[1]	1.2
21	Portugal	1.2
22	Sweden	1.2
23	Canada[7]	1.2
24	Germany	1.2
25	Estonia	1.1
26	Czech Republic	1.1
27	Slovenia	1.1
28	Jamaica	1.0
29	Finland	1.0
30	United Kingdom	1.0
31	United Arab Emirates[6]	1.0
32	Australia	1.0
33	Hong Kong SAR	1.0
34	Brunei Darussalam	0.9
35	Costa Rica	0.9
36	France	0.9
37	Singapore[1]	0.9
38	Mauritius	0.9
39	Saudi Arabia	0.9
40	Slovak Republic	0.8
41	Thailand	0.8
42	Denmark	0.8
43	Lebanon	0.8
44	Hungary	0.7
45	Peru	0.7
46	Bahrain[1]	0.7
47	Malaysia	0.7
48	Dominican Republic	0.7
49	Israel	0.7
50	Belgium	0.7
51	Netherlands	0.6
52	Latvia	0.6
53	Taiwan, China	0.6
54	Panama	0.6
55	Argentina	0.6
56	Romania	0.6
57	Mexico	0.6
58	Uruguay	0.6
59	Qatar	0.5
60	Brazil[2]	0.5
61	Trinidad and Tobago[3]	0.5
62	Chile	0.4
63	Turkey	0.4
64	Oman	0.4
65	Venezuela	0.4
66	Ecuador	0.4
67	Lithuania	0.4
68	Puerto Rico	0.4
69	Jordan	0.4
70	Colombia[1]	0.4
71	Serbia	0.4
72	Botswana[1]	0.3
73	Poland	0.3
74	Macedonia, FYR	0.3
75	Guatemala	0.3
76	Bosnia and Herzegovina	0.3
77	Kuwait	0.3
78	Georgia	0.3
79	Gambia, The[2]	0.3
80	Cambodia[1]	0.3
81	Egypt[1]	0.3
82	Honduras[4]	0.3
83	Albania[2]	0.3
84	Morocco	0.3
85	Suriname	0.2
86	Bolivia[1]	0.2
87	Kazakhstan[1]	0.2
88	Mongolia[3]	0.2
89	Russian Federation[1]	0.2
90	Cameroon[3]	0.2
91	Nicaragua	0.2
92	Vietnam[5]	0.2
93	Paraguay	0.2
94	Ukraine	0.2
95	Malawi[7]	0.2
96	Azerbaijan	0.2
97	Indonesia	0.2
98	Senegal	0.2
99	Korea, Rep.	0.2
100	Namibia[1]	0.1
101	Swaziland	0.1
102	South Africa	0.1
103	El Salvador[1]	0.1
104	Algeria	0.1
105	Benin	0.1
106	Lesotho	0.1
107	Côte d'Ivoire[1]	0.1
108	Ghana[1]	0.1
109	China	0.1
110	Iran, Islamic Rep.	0.1
111	Armenia[5]	0.1
112	Sri Lanka	0.1
113	Guyana[10]	0.1
114	Yemen[2]	0.1
115	Madagascar	0.1
116	Mozambique[1]	0.1
117	Nigeria	0.1
118	Tanzania[6]	0.1
119	Moldova	0.1
120	Mauritania[11]	0.1
121	Uganda[8]	0.1
122	Kenya[1]	0.1
123	Mali	0.1
124	Kyrgyz Republic	0.1
125	Zimbabwe	0.0
126	Guinea[5]	0.0
127	Zambia[3]	0.0
128	Sierra Leone[5]	0.0
129	Burkina Faso[1]	0.0
130	Rwanda[1]	0.0
131	Nepal	0.0
132	Philippines	0.0
133	Pakistan[3]	0.0
134	Ethiopia	0.0
135	Haiti[11]	0.0
136	India[1]	0.0
137	Chad[6]	0.0
138	Tajikistan[9]	0.0
139	Bangladesh[1]	0.0
140	Burundi[5]	0.0

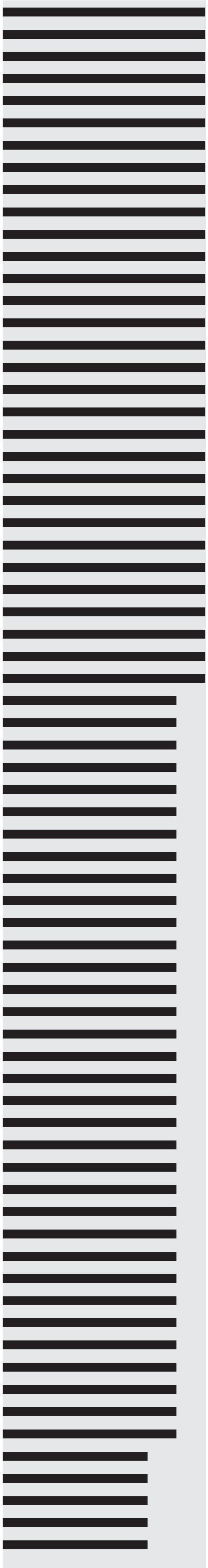
Source: United Nations World Tourism Organization

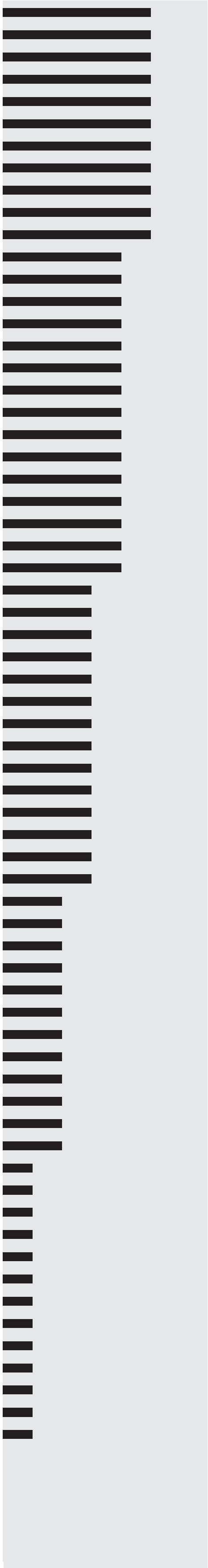
[1] 2010 [2] 2009 [3] 2008 [4] 2007 [5] 2006 [6] 2005 [7] 2004 [8] 2002 [9] 2001 [10] 2000 [11] 1999

8.02 Presence of major car rental companies

Index of presence of major car rental companies [1 = no company is present, 7 = all the 7 considered companies are present] | 2012 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Argentina	7
1	Austria	7
1	Bosnia and Herzegovina	7
1	Bulgaria	7
1	Costa Rica	7
1	Denmark	7
1	Estonia	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	Latvia	7
1	Lithuania	7
1	Malta	7
1	Morocco	7
1	Netherlands	7
1	Norway	7
1	Oman	7
1	Poland	7
1	Qatar	7
1	Romania	7
1	Serbia	7
1	Slovenia	7
1	South Africa	7
1	Turkey	7
1	United Arab Emirates	7
32	Albania	6
32	Australia	6
32	Bahrain	6
32	Belgium	6
32	Brazil	6
32	Chile	6
32	Croatia	6
32	Cyprus	6
32	Czech Republic	6
32	Dominican Republic	6
32	Finland	6
32	Jamaica	6
32	Kuwait	6
32	Lebanon	6
32	Luxembourg	6
32	Macedonia, FYR	6
32	Mauritius	6
32	Mexico	6
32	Montenegro	6
32	Namibia	6
32	New Zealand	6
32	Nicaragua	6
32	Panama	6
32	Peru	6
32	Philippines	6
32	Portugal	6
32	Russian Federation	6
32	Slovak Republic	6
32	Spain	6
32	Sweden	6
32	Switzerland	6
32	Ukraine	6
32	United Kingdom	6
32	Uruguay	6
66	Armenia	5
66	Canada	5
66	Côte d'Ivoire	5
66	Egypt	5
66	El Salvador	5
66	Honduras	5
66	India	5
66	Korea, Rep.	5
66	Madagascar	5
66	Puerto Rico	5
66	Saudi Arabia	5
66	Senegal	5
66	Singapore	5
66	Thailand	5
66	Trinidad and Tobago	5
66	United States	5
82	Botswana	4
82	Ecuador	4
82	Ghana	4
82	Guatemala	4
82	Haiti	4
82	Japan	4
82	Kenya	4
82	Lesotho	4
82	Moldova	4
82	Mozambique	4
82	Nigeria	4
82	Seychelles	4
82	Suriname	4
82	Venezuela	4
82	Yemen	4
97	Benin	3
97	Bolivia	3
97	Burkina Faso	3
97	Cameroon	3
97	China	3
97	Colombia	3
97	Georgia	3
97	Malaysia	3
97	Mali	3
97	Pakistan	3
97	Paraguay	3
97	Sri Lanka	3
97	Swaziland	3
97	Zimbabwe	3
111	Bangladesh	2
111	Barbados	2
111	Brunei Darussalam	2
111	Cape Verde	2
111	Guinea	2
111	Hong Kong SAR	2
111	Indonesia	2
111	Mauritania	2
111	Tanzania	2
111	Uganda	2
111	Vietnam	2
111	Zambia	2
123	Algeria	1
123	Azerbaijan	1
123	Burundi	1
123	Chad	1
123	Ethiopia	1
123	Gambia, The	1
123	Guyana	1
123	Iran, Islamic Rep.	1
123	Kazakhstan	1
123	Malawi	1
123	Nepal	1
123	Rwanda	1
123	Taiwan, China	1
136	Cambodia	0
136	Kyrgyz Republic	0
136	Mongolia	0
136	Sierra Leone	0
136	Tajikistan	0



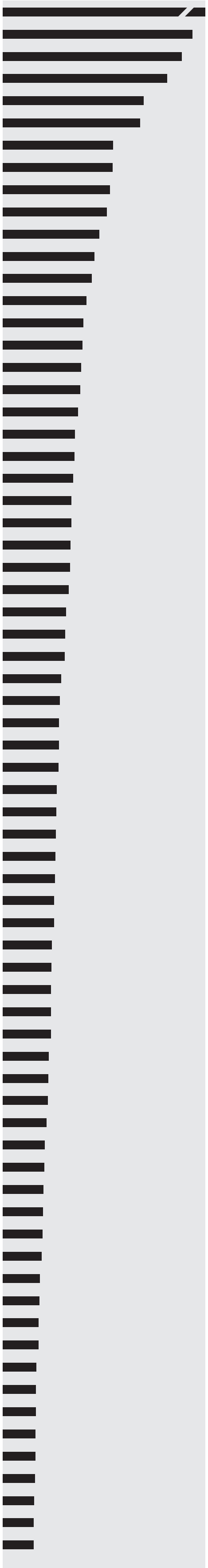


Source: Individual rental car websites, online research

8.03 ATMs accepting Visa cards

Number of automated teller machines (ATMs) accepting Visa credit cards per million population | 2012 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Korea, Rep.	1,950.3
2	Belgium	1,655.9
3	United States	1,564.2
4	Portugal	1,439.9
5	Spain	1,237.1
6	Cyprus	1,206.4
7	Italy	972.7
8	Slovenia	969.8
9	Croatia	945.1
10	Austria	918.6
11	France	856.3
12	Russian Federation	812.8
13	Switzerland	790.4
14	Puerto Rico	744.3
15	Australia	717.6
16	Barbados	708.2
17	Canada	698.2
18	Bulgaria	691.5
19	Lebanon	672.4
20	Thailand	645.2
21	United Kingdom	639.6
22	Taiwan, China	628.6
23	Greece	614.9
24	Estonia	614.2
25	Denmark	607.5
26	Ukraine	603.7
27	Iceland	592.5
28	New Zealand	570.2
29	Norway	559.4
30	Kazakhstan	556.2
31	United Arab Emirates	525.3
32	Singapore	516.6
33	Ireland	509.2
34	Panama	507.1
35	Chile	502.3
36	Romania	489.5
37	Qatar	483.4
38	Hungary	479.4
39	South Africa	476.0
40	Germany	474.3
41	Poland	466.5
42	Latvia	465.8
43	Slovak Republic	447.2
44	Montenegro	444.4
45	Saudi Arabia	439.3
46	Malta	439.1
47	Turkey	438.3
48	Macedonia, FYR	418.6
49	Malaysia	415.0
50	Hong Kong SAR	412.5
51	Czech Republic	400.5
52	Seychelles	383.7
53	Brazil	380.1
54	Georgia	373.6
55	Kuwait	368.7
56	Serbia	366.6
57	Costa Rica	357.3
58	Mexico	344.9
59	Japan	339.5
60	Namibia	333.0
61	Oman	332.0
62	Sweden	313.8
63	Bosnia and Herzegovina	309.7
64	Cape Verde	307.6
65	Mauritius	305.6
66	Armenia	305.1
67	Finland	299.6
68	Lithuania	293.5
69	Argentina	290.5
70	Israel	289.3
71	Venezuela	284.3
72	Mongolia	260.3
73	Netherlands	249.4
74	Bahrain	246.3
75	Azerbaijan	246.2
76	Moldova	239.7
77	El Salvador	235.7
78	Trinidad and Tobago	230.3
79	Jordan	227.5
80	Albania	223.3
81	Peru	220.0
82	Ecuador	207.1
83	Dominican Republic	203.8
84	Colombia	190.3
85	China	186.0
86	Honduras	182.2
87	Paraguay	172.5
88	Morocco	162.6
89	Jamaica	162.4
90	Brunei Darussalam	152.7
91	Botswana	152.7
92	Bolivia	149.1
93	Vietnam	134.3
94	Guyana[1]	124.6
95	Indonesia	121.0
96	Sri Lanka	106.3
97	Kyrgyz Republic	74.6
98	India	72.1
99	Nicaragua	68.3
100	Nepal	64.1
101	Egypt	60.5
102	Philippines	55.6
103	Luxembourg	54.2
104	Tajikistan	53.7
105	Kenya	50.7
106	Guatemala	50.1
107	Nigeria	45.0
108	Swaziland	45.0
109	Ghana	39.7
110	Zambia	36.7
111	Senegal	34.8
112	Cambodia	34.7
113	Mozambique	34.7
114	Lesotho	26.4
115	Uruguay	25.2
116	Benin	23.7
117	Bangladesh	23.4
118	Mauritania	19.5
119	Malawi	16.8
120	Pakistan	16.0
121	Yemen	13.9
122	Côte d'Ivoire	13.6
123	Gambia, The	11.8
124	Uganda	10.5
125	Tanzania	7.8
126	Cameroon	7.7
127	Zimbabwe	7.3
128	Rwanda	5.8
129	Mali	4.9
130	Burkina Faso	4.2
131	Sierra Leone	4.0
132	Haiti	4.0
133	Guinea	3.4
134	Madagascar	3.0
135	Ethiopia	2.3
136	Algeria	1.8
137	Chad	1.4
138	Burundi	0.7
139	Iran, Islamic Rep.[1]	0.0
n/a	Suriname	n/a



Source: Visa

[1] 2010

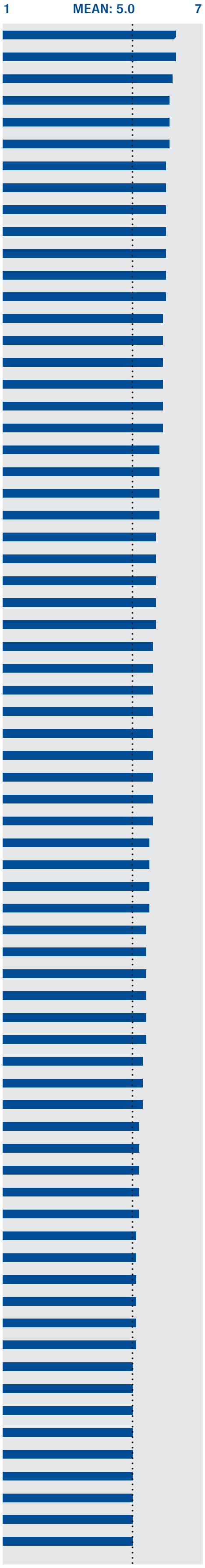
9th pillar

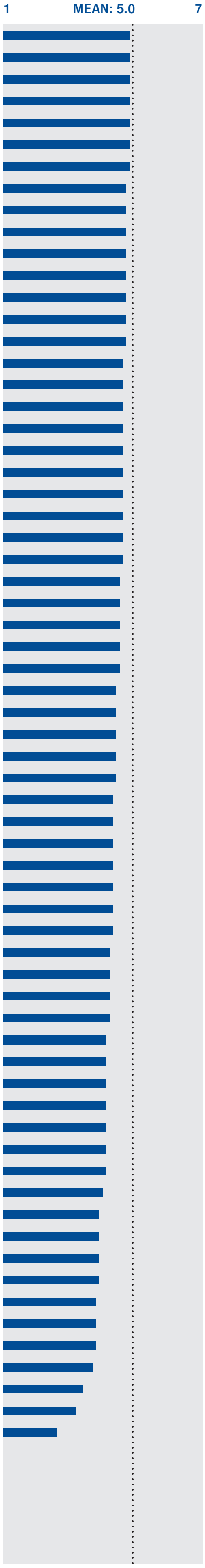
ICT infrastructure

9.01 ICT use for business-to-business transactions

To what extent do businesses in your country use ICTs for communicating and carrying out transactions with other businesses? [1 = not at all; 7 = extensively] | 2011–2012 weighted average

RANK	COUNTRY/ECONOMY	VALUE
1	Finland	6.3
2	Switzerland	6.3
3	Austria	6.2
4	United Kingdom	6.1
5	Malta	6.1
6	Sweden	6.1
7	Japan	6.0
8	Norway	6.0
9	Taiwan, China	6.0
10	Singapore	6.0
11	New Zealand	6.0
12	Netherlands	6.0
13	Qatar	6.0
14	Germany	5.9
15	Estonia	5.9
16	Luxembourg	5.9
17	United Arab Emirates	5.9
18	Hong Kong SAR	5.9
19	Korea, Rep.	5.9
20	Lithuania	5.8
21	Belgium	5.8
22	Denmark	5.8
23	Czech Republic	5.8
24	Vietnam	5.7
25	France	5.7
26	Slovenia	5.7
27	Canada	5.7
28	Saudi Arabia	5.7
29	Bahrain	5.6
30	Iceland	5.6
31	Australia	5.6
32	Ireland	5.6
33	Malaysia	5.6
34	Costa Rica	5.6
35	United States	5.6
36	South Africa	5.6
37	Portugal	5.6
38	Chile	5.5
39	Panama	5.5
40	Brazil	5.5
41	Puerto Rico	5.5
42	Israel	5.4
43	Slovak Republic	5.4
44	Guatemala	5.4
45	Latvia	5.4
46	Spain	5.4
47	Dominican Republic	5.4
48	Mauritius	5.3
49	Barbados	5.3
50	Jordan	5.3
51	Philippines	5.2
52	Croatia	5.2
53	Cameroon	5.2
54	Armenia	5.2
55	Brunei Darussalam	5.2
56	Senegal	5.1
57	Mexico	5.1
58	Namibia	5.1
59	India	5.1
60	Zambia	5.1
61	Guyana	5.1
62	Cyprus	5.0
63	Kazakhstan	5.0
64	Gambia, The	5.0
65	Honduras	5.0
66	Hungary	5.0
67	Trinidad and Tobago	5.0
68	Seychelles	5.0
69	Uruguay	5.0
70	Colombia	5.0
71	Macedonia, FYR	4.9
72	Kuwait	4.9
73	Oman	4.9
74	Turkey	4.9
75	Mali	4.9
76	Kenya	4.9
77	Jamaica	4.9
78	Azerbaijan	4.8
79	Peru	4.8
80	Ukraine	4.8
81	Montenegro	4.8
82	Morocco	4.8
83	Mongolia	4.8
84	Argentina	4.8
85	Ghana	4.8
86	Romania	4.7
87	Cambodia	4.7
88	Yemen	4.7
89	China	4.7
90	Greece	4.7
91	Cape Verde	4.7
92	Moldova	4.7
93	Thailand	4.7
94	Uganda	4.7
95	Poland	4.7
96	Bulgaria	4.6
97	Indonesia	4.6
98	Swaziland	4.6
99	Nigeria	4.6
100	Zimbabwe	4.6
101	Italy	4.5
102	Côte d'Ivoire	4.5
103	Guinea	4.5
104	Bosnia and Herzegovina	4.5
105	Malawi	4.5
106	Russian Federation	4.4
107	Mozambique	4.4
108	Venezuela	4.4
109	Madagascar	4.4
110	Egypt	4.4
111	Nepal	4.4
112	Paraguay	4.4
113	Mauritania	4.3
114	Burkina Faso	4.3
115	Pakistan	4.3
116	El Salvador	4.3
117	Serbia	4.2
118	Tajikistan	4.2
119	Botswana	4.2
120	Tanzania	4.2
121	Benin	4.2
122	Nicaragua	4.2
123	Suriname	4.2
124	Bangladesh	4.1
125	Sierra Leone	4.0
126	Lebanon	4.0
127	Kyrgyz Republic	4.0
128	Ethiopia	4.0
129	Haiti	3.9
130	Bolivia	3.9
131	Iran, Islamic Rep.	3.9
132	Lesotho	3.8
133	Chad	3.5
134	Burundi	3.3
135	Algeria	2.7
n/a	Albania	n/a
n/a	Ecuador	n/a
n/a	Georgia	n/a
n/a	Rwanda	n/a
n/a	Sri Lanka	n/a



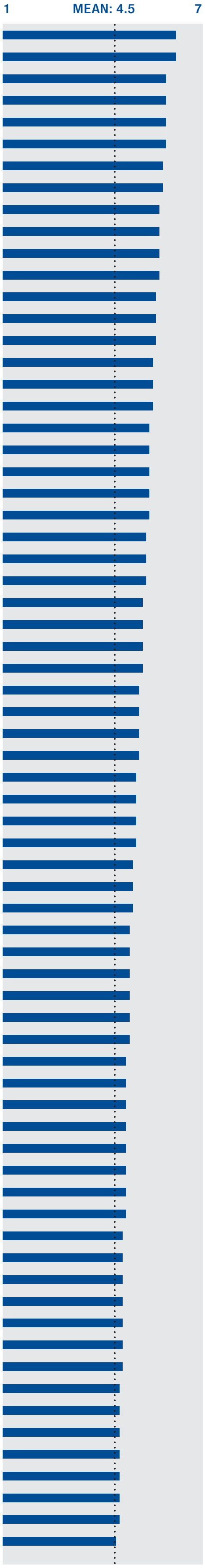


Source: World Economic Forum, Executive Opinion Survey

9.02 Internet use for business-to-consumer transactions

To what extent do businesses in your country use the Internet for selling their goods and services to consumers? [1 = not at all; 7 = extensively] | 2011–2012 weighted average

RANK	COUNTRY/ECONOMY	VALUE
1	United Kingdom	6.3
2	Korea, Rep.	6.3
3	United States	6.0
4	Netherlands	6.0
5	Taiwan, China	6.0
6	Finland	6.0
7	Japan	5.9
8	Czech Republic	5.9
9	Australia	5.8
10	Lithuania	5.8
11	Sweden	5.8
12	Switzerland	5.8
13	Norway	5.7
14	Germany	5.7
15	Estonia	5.7
16	Austria	5.6
17	Canada	5.6
18	New Zealand	5.6
19	Panama	5.5
20	Denmark	5.5
21	United Arab Emirates	5.5
22	Hong Kong SAR	5.5
23	Israel	5.5
24	Latvia	5.4
25	France	5.4
26	Malaysia	5.4
27	Ireland	5.3
28	Brazil	5.3
29	Iceland	5.3
30	Singapore	5.3
31	Chile	5.2
32	Puerto Rico	5.2
33	Qatar	5.2
34	Vietnam	5.2
35	Portugal	5.1
36	Luxembourg	5.1
37	Belgium	5.1
38	Costa Rica	5.1
39	Slovak Republic	5.0
40	Spain	5.0
41	Romania	5.0
42	Jordan	4.9
43	Poland	4.9
44	Indonesia	4.9
45	Colombia	4.9
46	Malta	4.9
47	China	4.9
48	Cyprus	4.8
49	Dominican Republic	4.8
50	Saudi Arabia	4.8
51	Philippines	4.8
52	South Africa	4.8
53	Thailand	4.8
54	Kuwait	4.8
55	Slovenia	4.8
56	Turkey	4.7
57	Guatemala	4.7
58	Hungary	4.7
59	El Salvador	4.7
60	Barbados	4.7
61	Brunei Darussalam	4.7
62	Kazakhstan	4.7
63	Russian Federation	4.6
64	Bulgaria	4.6
65	Argentina	4.6
66	Uruguay	4.6
67	Peru	4.6
68	Ukraine	4.6
69	Mexico	4.6
70	Nigeria	4.5
71	Guyana	4.5
72	Kenya	4.5
73	Senegal	4.5
74	Croatia	4.5
75	Gambia, The	4.5
76	India	4.4
77	Azerbaijan	4.4
78	Montenegro	4.4
79	Mongolia	4.4
80	Egypt	4.4
81	Honduras	4.4
82	Armenia	4.4
83	Italy	4.4
84	Benin	4.3
85	Venezuela	4.3
86	Greece	4.3
87	Paraguay	4.2
88	Bosnia and Herzegovina	4.2
89	Oman	4.2
90	Namibia	4.2
91	Morocco	4.2
92	Mauritius	4.1
93	Trinidad and Tobago	4.1
94	Cambodia	4.1
95	Moldova	4.0
96	Tajikistan	4.0
97	Bahrain	4.0
98	Zambia	4.0
99	Kyrgyz Republic	4.0
100	Bolivia	4.0
101	Cameroon	3.9
102	Nicaragua	3.9
103	Jamaica	3.9
104	Macedonia, FYR	3.9
105	Mali	3.8
106	Cape Verde	3.8
107	Botswana	3.8
108	Mozambique	3.8
109	Ghana	3.8
110	Nepal	3.8
111	Pakistan	3.8
112	Madagascar	3.7
113	Seychelles	3.7
114	Uganda	3.7
115	Iran, Islamic Rep.	3.6
116	Bangladesh	3.6
117	Burkina Faso	3.6
118	Mauritania	3.6
119	Côte d'Ivoire	3.5
120	Zimbabwe	3.5
121	Haiti	3.5
122	Serbia	3.5
123	Malawi	3.4
124	Suriname	3.4
125	Tanzania	3.4
126	Swaziland	3.3
127	Guinea	3.3
128	Yemen	3.2
129	Lebanon	3.1
130	Lesotho	3.1
131	Ethiopia	3.0
132	Chad	2.8
133	Burundi	2.7
134	Sierra Leone	2.6
135	Algeria	2.4
n/a	Albania	n/a
n/a	Ecuador	n/a
n/a	Georgia	n/a
n/a	Rwanda	n/a
n/a	Sri Lanka	n/a



Source: World Economic Forum, Executive Opinion Survey

9.03 Individuals using the Internet

Percentage of individuals using the Internet | 2011 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Iceland	95.0
2	Norway	94.0
3	Netherlands	92.3
4	Sweden	91.0
5	Luxembourg	90.9
6	Denmark	90.0
7	Finland	89.4
8	Qatar	86.2
9	New Zealand	86.0
10	Switzerland	85.2
11	Korea, Rep.	83.8
12	Canada	83.0
12	Germany	83.0
14	United Kingdom	82.0
15	Austria	79.8
16	France	79.6
17	Japan	79.5
18	Australia	79.0
19	Belgium	78.0
20	United States	77.9
21	Bahrain	77.0
22	Ireland	76.8
23	Estonia	76.5
24	Hong Kong SAR	74.5
25	Slovak Republic	74.4
26	Kuwait	74.2
27	Czech Republic	73.0
28	Slovenia	72.0
28	Taiwan, China	72.0
30	Barbados	71.8
31	Latvia	71.7
32	Singapore	71.0
33	Croatia	70.7
34	Israel	70.0
34	United Arab Emirates	70.0
36	Malta	69.2
37	Oman	68.0
38	Spain	67.6
39	Lithuania	65.1
40	Poland	64.9
41	Malaysia	61.0
42	Bosnia and Herzegovina	60.0
43	Hungary	59.0
44	Cyprus	57.7
45	Italy	56.8
46	Macedonia, FYR	56.7
47	Brunei Darussalam	56.0
48	Portugal	55.3
49	Trinidad and Tobago	55.2
50	Chile	53.9
51	Greece	53.0
52	Lebanon	52.0
53	Uruguay	51.4
54	Bulgaria	51.0
54	Morocco	51.0
56	Azerbaijan	50.0
57	Albania	49.0
57	Russian Federation	49.0
59	Puerto Rico	48.0
60	Argentina	47.7
61	Saudi Arabia	47.5
62	Brazil	45.0
62	Kazakhstan	45.0
64	Romania	44.0
65	Seychelles	43.2
66	Panama	42.7
67	Serbia	42.2
68	Costa Rica	42.1
69	Turkey	42.1
70	Colombia	40.4
71	Venezuela	40.2
72	Montenegro	40.0
73	Egypt	38.7
74	China	38.3
75	Moldova	38.0
76	Georgia	36.6
77	Peru	36.5
78	Mexico	36.2
79	Dominican Republic	35.5
80	Vietnam	35.1
81	Mauritius	35.0
82	Jordan	34.9
83	Armenia	32.0
83	Cape Verde	32.0
83	Guyana	32.0
83	Suriname	32.0
87	Jamaica	31.5
88	Ecuador	31.4
89	Ukraine	30.6
90	Bolivia	30.0
91	Philippines	29.0
92	Nigeria	28.4
93	Kenya	28.0
94	Paraguay	23.9
95	Thailand	23.7
96	Iran, Islamic Rep.	21.0
96	South Africa	21.0
98	Kyrgyz Republic	20.0
98	Mongolia	20.0
100	Swaziland	18.1
101	Indonesia	18.0
102	El Salvador	17.7
103	Senegal	17.5
104	Honduras	15.9
105	Zimbabwe	15.7
106	Sri Lanka	15.0
107	Yemen	14.9
108	Ghana	14.1
109	Algeria	14.0
110	Tajikistan	13.0
111	Uganda	13.0
112	Namibia	12.0
112	Tanzania	12.0
114	Guatemala	11.7
115	Zambia	11.5
116	Gambia, The	10.9
117	Nicaragua	10.6
118	India	10.1
119	Nepal	9.0
119	Pakistan	9.0
121	Haiti[1]	8.4
122	Botswana	7.0
122	Rwanda	7.0
124	Bangladesh	5.0
124	Cameroon	5.0
126	Mauritania	4.5
127	Mozambique	4.3
128	Lesotho	4.2
129	Benin	3.5
130	Malawi	3.3
131	Cambodia	3.1
132	Burkina Faso	3.0
133	Côte d'Ivoire	2.2
134	Mali	2.0
135	Chad	1.9
135	Madagascar	1.9
137	Guinea	1.3
138	Burundi	1.1
139	Ethiopia	1.1
140	Sierra Leone[2]	0.3

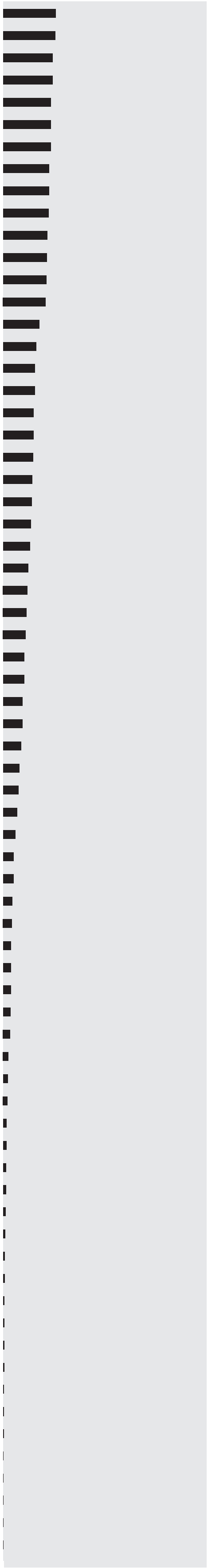
Source: International Telecommunication Union, *World Telecommunication Indicators 2012,* December update

[1] 2010 [2] 2009

9.04 Fixed telephone lines

Number of active fixed telephone lines per 100 population | 2011 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Taiwan, China	72.7
2	France	63.2
3	Germany	63.0
4	Hong Kong SAR	61.0
5	Korea, Rep.	60.9
6	Switzerland	59.9
7	Iceland	58.9
8	Malta	55.6
9	Luxembourg	54.1
10	United Kingdom	53.3
11	Canada	53.0
12	Barbados	51.4
13	Japan	51.1
14	Greece	50.4
15	Sweden	48.7
16	Australia	46.8
17	United States	46.6
18	Israel	46.3
19	Ireland	45.2
20	Denmark	45.1
21	Netherlands[1]	43.5
22	Belgium	43.1
23	Slovenia	42.9
24	Spain	42.8
25	New Zealand	42.6
26	Portugal	42.4
27	Austria	40.3
28	Croatia	40.1
29	Singapore	38.9
30	Serbia	37.3
31	Iran, Islamic Rep.	37.1
32	Italy	36.4
33	Cyprus	36.3
34	Estonia	35.2
35	Moldova	33.3
36	Seychelles	32.1
37	Bulgaria	31.6
38	Georgia	31.1
39	Norway	31.0
40	Russian Federation	30.9
41	Hungary	29.4
42	Mauritius	28.7
43	Uruguay	28.5
44	Ukraine	28.1
45	Montenegro[1]	26.8
46	Kazakhstan	26.3
47	Costa Rica	26.1
48	Bosnia and Herzegovina	25.5
49	Venezuela	24.9
50	Argentina	24.9
51	United Arab Emirates	23.1
52	Latvia	23.0
53	Puerto Rico	22.1
54	Brazil	21.9
55	Lithuania	21.9
56	Romania	21.8
57	Czech Republic	21.7
58	Trinidad and Tobago	21.7
59	China	21.2
60	Lebanon	21.1
61	Bahrain	20.9
62	Turkey	20.7
63	Macedonia, FYR	20.4
64	Guyana	20.2
65	Finland	20.1
66	Brunei Darussalam	19.7
67	Chile	19.5
68	Slovak Republic	19.3
69	Armenia	18.6
70	Kuwait	18.3
71	Azerbaijan	18.1
72	Poland	17.9
73	Mexico	17.1
74	Sri Lanka	17.1
75	El Salvador	16.5
76	Saudi Arabia	16.5
77	Qatar	16.4
78	Indonesia	15.9
79	Suriname	15.9
80	Panama	15.7
81	Colombia	15.2
82	Ecuador	15.1
83	Cape Verde	14.9
84	Malaysia	14.7
85	Peru	12.5
86	Vietnam	11.5
87	Morocco	11.0
88	Guatemala	11.0
89	Egypt	10.6
90	Albania	10.5
91	Dominican Republic	10.4
92	Oman	10.1
93	Jamaica	9.9
94	Thailand	9.6
95	Kyrgyz Republic	9.3
96	Bolivia	8.7
97	Algeria	8.5
98	South Africa	8.2
99	Honduras	7.9
100	Botswana	7.4
101	Jordan	7.4
102	Namibia	6.8
103	Mongolia	6.7
104	Swaziland	6.3
105	Paraguay	5.7
106	Tajikistan	5.4
107	Nicaragua	4.9
108	Yemen	4.3
109	Philippines	3.7
110	Cambodia	3.7
111	Cameroon	3.3
112	Pakistan	3.2
113	Gambia, The	2.8
114	Zimbabwe	2.8
115	Nepal	2.8
116	Senegal	2.7
117	India	2.6
118	Mauritania	2.0
119	Lesotho	1.8
120	Benin	1.7
121	Uganda	1.3
122	Côte d'Ivoire	1.3
123	Ghana	1.1
124	Malawi	1.1
125	Ethiopia	1.0
126	Burkina Faso	0.8
127	Kenya	0.7
128	Mali	0.7
129	Bangladesh	0.6
130	Madagascar	0.6
131	Zambia	0.6
132	Haiti[1]	0.5
133	Nigeria	0.4
134	Mozambique	0.4
135	Rwanda	0.4
136	Burundi	0.3
137	Tanzania	0.3
138	Chad	0.3
139	Sierra Leone[1]	0.2
140	Guinea	0.2



Source: International Telecommunication Union, *World Telecommunication Indicators 2012,* December update

[1] 2010

9.05 Broadband Internet subscribers

Fixed broadband Internet subscriptions per 100 population | 2011 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Switzerland	40.0
2	Netherlands	38.7
3	Denmark	37.6
4	Korea, Rep.	36.9
5	France	36.0
6	Norway	35.4
7	Iceland	33.9
8	Germany	33.1
9	Belgium	33.0
10	Luxembourg	32.9
11	United Kingdom	32.7
12	Canada	31.8
13	Sweden	31.8
14	Hong Kong SAR	31.6
15	Malta	30.9
16	Finland	29.5
17	Japan	27.6
18	United States	27.4
19	New Zealand	25.8
20	Singapore	25.6
21	Austria	25.4
22	Israel	24.8
23	Estonia	24.8
24	Slovenia	24.3
25	Australia	24.3
26	Spain	23.8
27	Taiwan, China	23.7
28	Hungary	22.2
29	Barbados	22.1
30	Lithuania	22.1
31	Italy	22.1
32	Ireland	22.0
33	Greece	21.6
34	Portugal	21.0
35	Latvia	20.4
36	Croatia	19.6
37	Cyprus	18.9
38	Bulgaria	16.4
39	Czech Republic	15.8
40	Romania	15.2
41	Puerto Rico	14.9
42	Poland	14.7
43	Bahrain	13.8
44	Slovak Republic	13.6
45	Uruguay	13.5
46	Russian Federation	13.1
47	Macedonia, FYR	12.6
48	China	11.6
49	Chile	11.6
50	Trinidad and Tobago	11.5
51	Serbia	11.3
52	United Arab Emirates	11.0
53	Azerbaijan	10.7
54	Argentina	10.5
55	Seychelles	10.4
56	Turkey	10.3
57	Mexico	10.2
58	Moldova	10.0
59	Bosnia and Herzegovina	9.7
60	Mauritius	8.9
61	Costa Rica	8.7
62	Qatar	8.7
63	Brazil	8.6
64	Montenegro[1]	8.3
65	Panama	7.9
66	Georgia	7.5
67	Malaysia	7.4
68	Kazakhstan	7.4
69	Ukraine	7.0
70	Colombia	6.9
71	Venezuela	6.2
72	Brunei Darussalam	5.7
73	Saudi Arabia	5.6
74	Lebanon	5.2
75	Thailand	5.0
76	Armenia	5.0
77	Suriname	4.6
78	Cape Verde	4.3
79	Vietnam	4.3
80	Ecuador	4.2
81	Peru	4.0
82	Dominican Republic	4.0
83	Albania	4.0
84	Jamaica	3.9
85	El Salvador	3.3
86	Mongolia	3.2
87	Jordan	3.2
88	Algeria	2.8
89	Guyana	2.6
90	Iran, Islamic Rep.	2.4
91	Egypt	2.2
92	Philippines	1.9
93	Oman	1.8
94	Morocco	1.8
95	Guatemala[1]	1.8
96	South Africa	1.8
97	Sri Lanka	1.7
98	Kuwait[1]	1.7
99	Nicaragua	1.4
100	Indonesia	1.1
101	India	1.1
102	Paraguay	0.9
103	Namibia	0.8
104	Botswana	0.8
105	Senegal	0.7
106	Kyrgyz Republic	0.7
107	Bolivia	0.7
108	Yemen	0.4
109	Honduras	0.4
110	Pakistan	0.4
111	Bangladesh	0.3
112	Nepal	0.3
113	Zimbabwe	0.3
114	Ghana	0.3
115	Côte d'Ivoire	0.2
116	Swaziland	0.2
117	Mauritania	0.2
118	Cambodia	0.2
119	Nigeria	0.1
120	Uganda	0.1
121	Kenya	0.1
122	Burkina Faso	0.1
123	Tajikistan	0.1
124	Mozambique	0.1
125	Malawi	0.1
126	Lesotho	0.1
127	Zambia	0.1
128	Benin	0.0
129	Rwanda	0.0
130	Madagascar	0.0
131	Gambia, The	0.0
132	Mali	0.0
133	Tanzania	0.0
134	Guinea	0.0
135	Cameroon	0.0
136	Ethiopia	0.0
137	Burundi[1]	0.0
138	Chad	0.0
139	Haiti	0.0
139	Sierra Leone[2]	0.0

Source: International Telecommunication Union, *World Telecommunication Indicators 2012,* December update

[1] 2010 [2] 2007

9.06 Mobile telephone subscriptions

Number of mobile telephone subscriptions per 100 population | 2011 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Hong Kong SAR	214.7
2	Saudi Arabia	191.2
3	Panama	188.6
4	Montenegro[1]	185.3
5	Russian Federation	179.3
6	Suriname	178.9
7	Kuwait	175.1
8	Oman	169.0
9	Finland	166.0
10	Italy	157.9
11	Kazakhstan	155.7
12	Austria	154.8
13	Lithuania	151.3
14	Singapore	150.2
15	United Arab Emirates	148.6
16	Luxembourg	148.3
17	Seychelles	145.7
18	Vietnam	143.4
19	Botswana	142.8
20	Uruguay	140.8
21	Bulgaria	140.7
22	Guatemala	140.4
23	Estonia	139.0
24	Trinidad and Tobago	135.6
25	Argentina	134.9
26	El Salvador	133.5
27	Germany	132.3
28	Switzerland	131.4
29	Poland	131.0
30	United Kingdom	130.8
31	Chile	129.7
32	Denmark	128.5
33	Bahrain	128.0
34	Malaysia	127.0
35	Barbados	127.0
36	South Africa	126.8
37	Serbia	125.4
38	Malta	124.9
39	Brazil	124.3
40	Taiwan, China	124.1
41	Czech Republic	123.4
42	Qatar	123.1
43	Ukraine	123.0
44	Israel	121.7
45	Sweden	118.6
46	Jordan	118.2
47	Hungary	117.3
48	Belgium	116.6
49	Kyrgyz Republic	116.4
50	Croatia	116.4
51	Norway	115.6
52	Netherlands[1]	115.4
53	Portugal	115.4
54	Morocco	113.3
55	Spain	113.2
56	Thailand	111.6
57	Peru	110.4
58	Slovak Republic	109.3
59	New Zealand	109.2
60	Brunei Darussalam	109.2
61	Romania	109.2
62	Azerbaijan	108.7
63	Korea, Rep.	108.5
64	Ireland	108.4
65	Australia	108.3
66	Jamaica	108.1
67	Macedonia, FYR	107.2
68	Slovenia	106.6
69	Greece	106.5
70	Iceland	106.1
71	Mongolia	105.1
72	Japan	105.0
73	Moldova	104.8
74	Ecuador	104.5
75	Honduras	104.0
76	Armenia	103.6
77	Indonesia	103.1
78	Latvia	102.9
79	Georgia	102.3
80	Egypt	101.1
81	Paraguay	99.4
82	Philippines	99.3
83	Mauritius	99.0
84	Algeria	99.0
85	Colombia	98.5
86	Venezuela	97.8
87	Cyprus	97.7
88	Albania	96.4
89	Namibia	96.4
90	Cambodia	96.2
91	France	94.8
92	Mauritania	93.6
93	United States	92.7
94	Costa Rica	92.2
95	Tajikistan	90.6
96	Turkey	88.7
97	Dominican Republic	87.2
98	Sri Lanka	87.0
99	Côte d'Ivoire	86.1
100	Benin	85.3
101	Ghana	84.8
102	Bosnia and Herzegovina	84.5
103	Puerto Rico	83.0
104	Bolivia	82.8
105	Mexico	82.4
106	Nicaragua	82.2
107	Canada	79.7
108	Cape Verde	79.2
109	Gambia, The	78.9
110	Lebanon	78.6
111	Iran, Islamic Rep.	74.9
112	Senegal	73.3
113	China	73.2
114	Zimbabwe	72.1
115	India	72.0
116	Guyana	69.9
117	Mali	68.3
118	Kenya	67.5
119	Swaziland	63.7
120	Pakistan	61.6
121	Zambia	60.6
122	Nigeria	58.6
123	Lesotho	56.2
124	Bangladesh	56.1
125	Tanzania	55.5
126	Cameroon	52.4
127	Uganda	48.4
128	Yemen	47.0
129	Burkina Faso	45.3
130	Guinea	44.0
131	Nepal	43.8
132	Haiti	41.5
133	Madagascar	40.7
134	Rwanda	40.6
135	Sierra Leone	35.6
136	Mozambique	32.8
137	Chad	31.8
138	Malawi	25.7
139	Burundi	22.3
140	Ethiopia	16.7

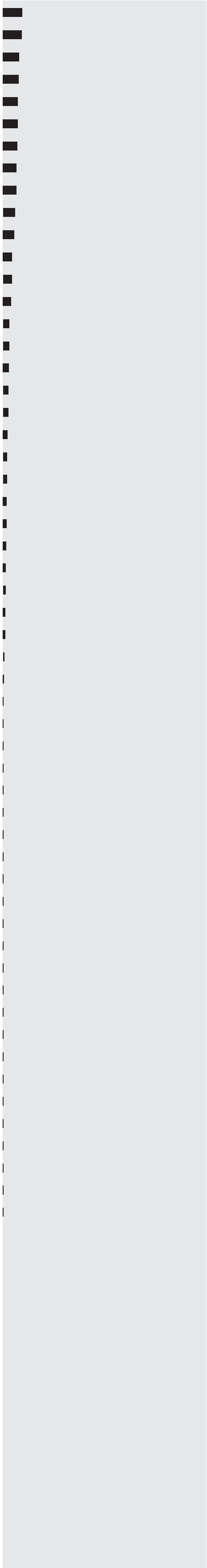
Source: International Telecommunication Union, *World Telecommunication Indicators 2012,* December update

[1] 2010

9.07 Mobile broadband subscriptions

Mobile broadband subscriptions per 100 population | 2011 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Singapore	114.1
2	Korea, Rep.	105.1
3	Japan	101.3
4	Sweden	91.5
5	Finland	87.1
6	Denmark	80.2
7	Barbados	77.1
8	Norway	76.5
9	United States	74.5
10	Australia	73.0
11	Qatar	70.3
12	Luxembourg	66.7
13	Ireland	59.4
14	Iceland	57.0
15	Hong Kong SAR	55.2
16	New Zealand	53.1
17	United Kingdom	52.6
18	Poland	49.6
19	Netherlands	49.2
20	Russian Federation	47.9
21	Czech Republic	43.4
22	Taiwan, China	42.7
23	Austria	42.6
24	Estonia	42.0
25	Spain	41.6
26	Israel	40.6
27	Saudi Arabia	40.4
28	Greece	39.9
29	Kazakhstan	38.4
30	Canada	38.4
31	Oman	37.8
32	Latvia	37.6
33	France[1]	36.6
34	Switzerland	35.6
35	Croatia	34.9
36	Germany	34.8
37	Serbia	34.5
38	Italy	33.3
39	Malta	32.6
40	Slovak Republic	31.9
41	Cyprus	30.8
42	Bulgaria	29.9
43	Slovenia	29.3
44	Portugal	27.4
45	Armenia	25.9
46	Egypt	24.0
47	Ghana	23.0
48	Indonesia	22.2
49	United Arab Emirates	21.7
50	Azerbaijan	21.5
51	Uruguay	21.5
52	Georgia	21.3
53	Brazil	20.9
54	Namibia	20.9
55	South Africa	19.8
56	Belgium	19.4
57	Macedonia, FYR	18.1
58	Vietnam	18.0
59	Chile	18.0
60	Mongolia	17.3
61	Lithuania	17.2
62	Venezuela	16.1
63	Montenegro	15.3
64	Zimbabwe	14.9
65	Puerto Rico	14.7
66	Panama	14.5
67	Romania	14.1
68	Mauritius	12.5
69	Malaysia	12.3
70	Hungary	11.9
71	Botswana	11.8
72	Argentina	11.7
73	Ecuador	10.3
74	Nigeria	10.0
75	Bahrain	9.5
76	China	9.5
77	Bosnia and Herzegovina	9.2
78	Albania	8.8
79	Turkey	8.8
80	Morocco	8.0
81	Dominican Republic	7.7
82	Mexico	6.5
83	Brunei Darussalam	6.3
84	Kuwait[1]	5.9
85	Jordan	4.9
86	Mauritania	4.9
87	Seychelles	4.7
88	Ukraine	4.4
89	Paraguay	4.4
90	Guatemala	4.1
91	Colombia	3.7
92	Honduras	3.7
93	El Salvador	3.6
94	Moldova	3.5
95	Philippines	3.4
96	Malawi	3.1
97	Cape Verde	3.0
98	Uganda	2.8
99	Bolivia	2.8
100	Sri Lanka	2.3
101	Cambodia	2.2
102	Costa Rica	2.0
103	India	1.9
104	Lesotho[1]	1.7
105	Jamaica	1.5
106	Senegal	1.5
107	Peru	1.4
108	Tanzania	1.2
109	Trinidad and Tobago	1.2
110	Mozambique	1.0
111	Rwanda	1.0
112	Nicaragua	0.8
113	Swaziland	0.7
114	Tajikistan[1]	0.6
115	Gambia, The	0.5
116	Ethiopia	0.3
117	Mali	0.3
118	Kenya	0.3
119	Sierra Leone	0.3
120	Zambia	0.2
121	Pakistan	0.2
122	Thailand	0.1
123	Yemen	0.1
124	Nepal[1]	0.1
125	Madagascar	0.1
126	Lebanon	0.0
127	Bangladesh	0.0
128	Algeria	0.0
128	Benin	0.0
128	Burkina Faso	0.0
128	Burundi	0.0
128	Cameroon	0.0
128	Chad	0.0
128	Côte d'Ivoire	0.0
128	Guinea	0.0
128	Guyana	0.0
128	Haiti	0.0
128	Iran, Islamic Rep.	0.0
128	Suriname	0.0
n/a	Kyrgyz Republic	n/a



Source: International Telecommunication Union, *World Telecommunication Indicators 2012,* December update

[1] 2010

10th pillar

Price competitiveness in the T&T industry

10.01 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] | 2012 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Swaziland	98.0
2	Iran, Islamic Rep.	97.3
3	Luxembourg	97.2
4	Puerto Rico	96.6
5	Cape Verde	96.0
6	Kuwait	95.5
7	Botswana	94.9
8	Brunei Darussalam	94.3
9	Oman	93.7
10	Bahrain	93.0
11	Latvia	92.6
12	Qatar	92.4
13	Saudi Arabia	91.6
14	Indonesia	91.3
15	Taiwan, China	91.2
16	Estonia	90.6
17	Philippines	89.6
18	Korea, Rep.	89.4
19	Norway	89.3
20	Malaysia	89.3
21	Trinidad and Tobago	89.2
22	Vietnam	88.8
23	Guyana	88.6
24	United Arab Emirates	88.5
25	Nepal	88.4
26	Turkey	88.4
27	India	88.3
28	Uruguay	88.2
29	Finland	88.1
30	Zambia	87.7
31	Malta	87.5
32	Bulgaria	87.4
33	Egypt	87.0
34	Thailand	86.5
35	Mongolia	86.4
36	Yemen	86.3
37	China	86.0
38	Hong Kong SAR	85.5
39	Poland	85.3
40	Lithuania	85.1
41	Gambia, The	84.8
42	Singapore	84.7
43	Sweden	84.4
44	Algeria	84.2
45	Iceland	84.0
46	Honduras	83.9
47	Lesotho	83.9
48	Spain	83.7
49	Burundi	83.4
50	Barbados	83.4
51	Chile	83.4
52	Pakistan	83.1
53	Portugal	83.0
54	Cambodia	82.7
55	Belgium	82.2
56	Paraguay	82.0
57	Denmark	82.0
58	Guatemala	81.8
59	Tanzania	81.8
60	Costa Rica	81.4
61	Morocco	81.3
62	Nicaragua	81.3
63	Zimbabwe	81.0
64	Romania	81.0
65	Lebanon	80.9
66	Cyprus	80.2
67	Italy	80.2
68	Greece	80.0
69	Malawi	79.9
70	Kazakhstan	79.9
71	Czech Republic	79.7
72	Panama	79.4
73	New Zealand	79.0
74	Slovak Republic	78.9
75	Mozambique	78.8
76	Montenegro	78.4
77	Rwanda	77.0
78	Namibia	76.6
79	Ireland	76.3
80	Jamaica	76.1
81	Russian Federation	75.7
82	Croatia	75.3
83	Madagascar	75.3
84	Hungary	75.1
85	Israel	75.0
86	Georgia	74.9
87	Mexico	74.4
88	Mauritius	74.3
89	Seychelles	74.2
90	Switzerland	74.0
91	Ecuador	74.0
92	Serbia	73.8
93	Moldova	73.2
94	Kyrgyz Republic	73.2
95	Ethiopia	72.9
96	Jordan	72.8
97	Netherlands	72.8
98	Slovenia	72.7
99	Macedonia, FYR	72.3
100	Uganda	72.0
101	Bolivia	71.1
102	Albania	70.0
103	Nigeria	69.8
104	Suriname	69.7
105	South Africa	68.2
106	Bangladesh	68.0
107	Ukraine	66.9
108	Mauritania	66.5
109	Germany	65.7
110	Haiti	64.7
111	Argentina	64.4
112	Benin	64.4
113	Japan	63.9
114	El Salvador	63.8
115	Tajikistan	63.5
116	France	62.3
117	Sierra Leone	62.0
118	Brazil	60.1
119	Burkina Faso	59.8
120	Cameroon	59.3
121	Azerbaijan	59.3
122	Kenya	57.7
123	Bosnia and Herzegovina	56.9
124	Sri Lanka	56.1
125	Colombia	55.9
126	Austria	53.7
127	United States	52.9
128	Armenia	52.2
129	Ghana	45.3
130	Australia	45.2
131	Guinea	42.8
132	Côte d'Ivoire	42.0
133	Mali	41.9
134	Venezuela	41.3
135	Peru	41.1
136	Canada	36.7
137	Dominican Republic	30.6
138	Senegal	25.1
139	United Kingdom	24.5
140	Chad	0.0

Source: International Air Transport Association, SRS Analyser

10.02 Purchasing power parity

Ratio of purchasing power parity (PPP) conversion factor to official exchange rate | 2011 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Gambia, The	0.3
2	Ethiopia	0.3
3	Tanzania	0.3
4	Uganda	0.4
5	Cambodia	0.4
6	Iran, Islamic Rep.[2]	0.4
7	Tajikistan	0.4
8	Malawi	0.4
9	India	0.4
10	Vietnam	0.4
11	Bangladesh	0.4
12	Macedonia, FYR	0.4
13	Nicaragua	0.4
14	Sierra Leone	0.4
15	Pakistan	0.4
16	Egypt	0.4
17	Seychelles	0.4
18	Kyrgyz Republic	0.4
19	Guinea	0.4
20	Burundi	0.4
21	Mauritania	0.4
22	Albania	0.5
23	Burkina Faso	0.5
24	Rwanda	0.5
25	Kenya	0.5
26	Bolivia	0.5
27	Madagascar	0.5
28	Bulgaria	0.5
29	Benin	0.5
30	Nepal	0.5
31	Ukraine	0.5
32	Sri Lanka	0.5
33	Serbia	0.5
34	Montenegro	0.5
35	Bosnia and Herzegovina	0.5
36	Taiwan, China	0.5
37	Cameroon	0.5
38	Chad	0.5
39	El Salvador	0.5
40	Ecuador	0.5
41	Mozambique	0.5
42	Panama	0.5
43	Honduras	0.5
44	Romania	0.6
45	Dominican Republic	0.6
46	Senegal	0.6
47	Armenia	0.6
48	Thailand	0.6
49	Philippines	0.6
50	Nigeria	0.6
51	Yemen	0.6
52	Moldova	0.6
53	Georgia	0.6
54	Peru	0.6
55	Botswana	0.6
56	Turkey	0.6
57	Algeria	0.6
58	Mauritius	0.6
59	Mali	0.6
60	Swaziland	0.6
61	Morocco	0.6
62	Brunei Darussalam[1]	0.6
63	Haiti	0.6
64	Russian Federation	0.6
65	Argentina	0.6
66	Malaysia	0.6
67	Poland	0.6
68	Guatemala	0.6
69	Mongolia	0.6
70	China	0.6
71	Trinidad and Tobago	0.6
72	Lesotho	0.6
73	Hungary	0.6
74	Lithuania	0.7
75	Mexico	0.7
76	Côte d'Ivoire	0.7
77	Paraguay	0.7
78	Lebanon	0.7
79	Azerbaijan	0.7
80	Barbados[2]	0.7
81	Hong Kong SAR	0.7
82	Jamaica	0.7
83	Colombia	0.7
84	Costa Rica	0.7
85	Latvia	0.7
86	Croatia	0.7
87	South Africa	0.7
88	Slovak Republic	0.7
89	Korea, Rep.	0.7
90	Indonesia	0.7
91	Estonia	0.8
92	Singapore	0.8
93	Bahrain[1]	0.8
94	Namibia	0.8
95	Jordan	0.8
96	Malta	0.8
97	Czech Republic	0.8
98	Chile	0.8
99	Ghana	0.8
100	Saudi Arabia	0.8
101	Venezuela	0.8
102	Kazakhstan	0.9
103	Guyana[1]	0.9
104	Oman	0.9
105	Zambia	0.9
106	Portugal	0.9
107	Slovenia	0.9
108	Uruguay	0.9
109	Cape Verde	0.9
110	United Arab Emirates	0.9
111	Cyprus	1.0
112	Greece	1.0
113	Spain	1.0
114	Puerto Rico	1.0
114	United States	1.0
116	Qatar	1.0
117	Suriname[1]	1.1
118	Brazil	1.1
119	United Kingdom	1.1
120	Italy	1.1
121	Germany	1.1
122	Israel	1.1
123	Kuwait	1.1
124	Ireland	1.2
125	Netherlands	1.2
126	Austria	1.2
127	Belgium	1.2
128	New Zealand	1.2
129	France	1.2
130	Iceland	1.2
131	Canada	1.2
132	Luxembourg	1.3
133	Finland	1.3
134	Japan	1.3
135	Sweden	1.4
136	Denmark	1.5
137	Australia	1.5
138	Norway	1.6
139	Switzerland	1.6
n/a	Zimbabwe	n/a

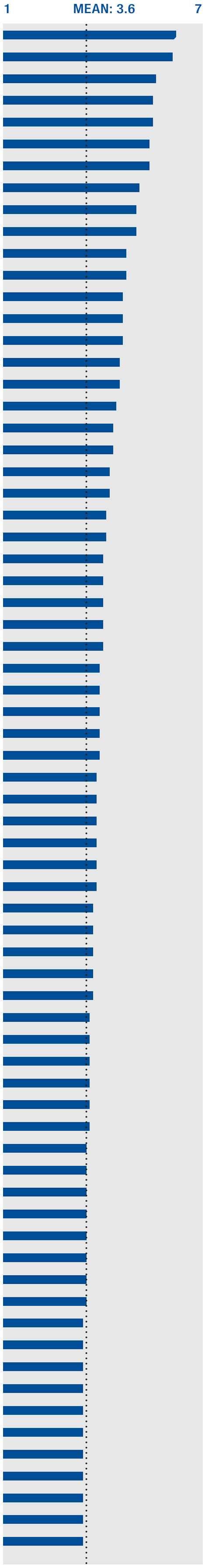
Source: The World Bank, *World Development Indicators* (September 2012 edition)

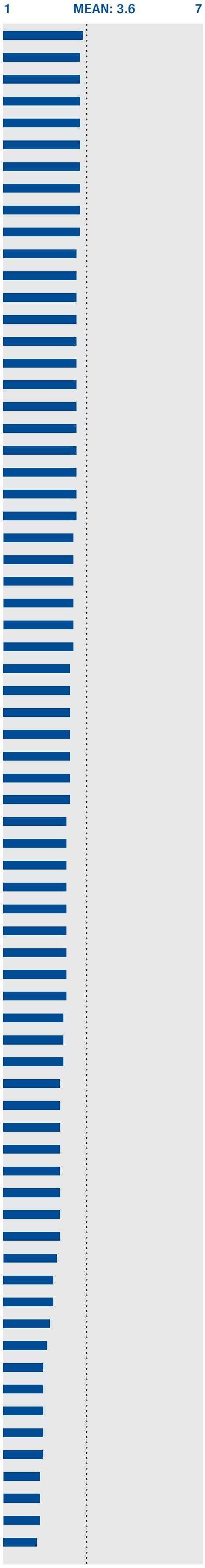
[1] 2010 [2] 2009

10.03 Extent and effect of taxation

What impact does the level of taxes in your country have on incentives to work or invest? [1 = significantly limits incentives to work or invest; 7 = has no impact on incentives to work or invest] | 2011–2012 weighted average

RANK	COUNTRY/ECONOMY	VALUE
1	Bahrain	6.3
2	United Arab Emirates	6.2
3	Qatar	5.7
4	Hong Kong SAR	5.6
5	Oman	5.6
6	Kuwait	5.5
7	Singapore	5.5
8	Switzerland	5.2
9	Mauritius	5.1
10	Saudi Arabia	5.1
11	Paraguay	4.8
12	Luxembourg	4.8
13	Botswana	4.7
14	Malaysia	4.7
15	Brunei Darussalam	4.7
16	Cyprus	4.6
17	New Zealand	4.6
18	Estonia	4.5
19	Rwanda	4.4
20	Taiwan, China	4.4
21	Nigeria	4.3
22	Chile	4.3
23	Lebanon	4.2
24	Montenegro	4.2
25	Macedonia, FYR	4.1
26	Guinea	4.1
27	Canada	4.1
28	Netherlands	4.1
29	Indonesia	4.1
30	South Africa	4.0
31	Bangladesh	4.0
32	Panama	4.0
33	Cambodia	4.0
34	Mongolia	4.0
35	Barbados	3.9
36	Georgia	3.9
37	Kazakhstan	3.9
38	Trinidad and Tobago	3.9
39	China	3.9
40	Albania	3.9
41	Sri Lanka	3.8
42	India	3.8
43	Armenia	3.8
44	Ireland	3.8
45	Sierra Leone	3.8
46	Azerbaijan	3.7
47	Mauritania	3.7
48	Namibia	3.7
49	Nepal	3.7
50	Malta	3.7
51	Tajikistan	3.7
52	Thailand	3.6
53	Guatemala	3.6
54	Philippines	3.6
55	Puerto Rico	3.6
56	Norway	3.6
57	Mexico	3.6
58	Ghana	3.6
59	Morocco	3.6
60	Zambia	3.5
61	Mozambique	3.5
62	Slovak Republic	3.5
63	Gambia, The	3.5
64	United States	3.5
65	Ethiopia	3.5
66	Costa Rica	3.5
67	Iran, Islamic Rep.	3.5
68	Pakistan	3.5
69	Israel	3.5
70	Germany	3.5
71	Guyana	3.5
72	Bolivia	3.4
73	United Kingdom	3.4
74	Vietnam	3.4
75	Peru	3.4
76	Bulgaria	3.4
77	Côte d'Ivoire	3.4
78	Seychelles	3.4
79	Jordan	3.4
80	Nicaragua	3.4
81	Cape Verde	3.3
82	Suriname	3.3
83	Egypt	3.3
84	Moldova	3.3
85	Lesotho	3.3
86	Kenya	3.3
87	Burkina Faso	3.3
88	Kyrgyz Republic	3.3
89	Cameroon	3.3
90	Tanzania	3.3
91	Madagascar	3.3
92	Poland	3.3
93	Zimbabwe	3.3
94	Austria	3.2
95	Finland	3.2
96	Swaziland	3.2
97	Algeria	3.2
98	Uganda	3.2
99	Australia	3.2
100	Sweden	3.1
101	Czech Republic	3.1
102	Mali	3.1
103	Latvia	3.1
104	Korea, Rep.	3.1
105	Bosnia and Herzegovina	3.1
106	Uruguay	3.1
107	Spain	3.0
108	Venezuela	3.0
109	Japan	3.0
110	Ecuador	3.0
111	Jamaica	3.0
112	Colombia	3.0
113	Turkey	3.0
114	Haiti	3.0
115	Iceland	3.0
116	Malawi	2.9
117	Russian Federation	2.9
118	Serbia	2.9
119	El Salvador	2.8
120	Benin	2.8
121	Lithuania	2.8
122	Yemen	2.8
123	Honduras	2.8
124	France	2.8
125	Senegal	2.8
126	Slovenia	2.8
127	Dominican Republic	2.7
128	Chad	2.6
129	Denmark	2.6
130	Hungary	2.5
131	Portugal	2.4
132	Argentina	2.3
133	Croatia	2.3
134	Greece	2.3
135	Ukraine	2.3
136	Belgium	2.3
137	Italy	2.2
138	Romania	2.2
139	Burundi	2.2
140	Brazil	2.1





Source: World Economic Forum, Executive Opinion Survey

10.04 Fuel price levels

Retail diesel fuel prices, US cents per liter | 2010 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Venezuela	1.1
2	Iran, Islamic Rep.	1.6
3	Saudi Arabia	6.7
4	Bahrain	13.0
5	Algeria	19.0
5	Qatar	19.0
7	Kuwait	21.0
8	Yemen	23.0
9	Brunei Darussalam	24.0
10	Ecuador	28.0
11	Egypt	32.0
12	Trinidad and Tobago[2]	36.0
13	Oman	38.0
14	Indonesia	51.0
14	Kazakhstan	51.0
16	Bolivia	54.0
17	Azerbaijan	56.0
17	Malaysia	56.0
19	Bangladesh	63.0
20	Sri Lanka	66.0
21	United Arab Emirates	71.0
22	Mexico	72.0
22	Russian Federation	72.0
24	Jordan	73.0
25	Lebanon	77.0
25	Nigeria	77.0
25	Panama	77.0
25	Vietnam	77.0
29	Ethiopia	78.0
30	Gambia, The[2]	79.0
30	Kyrgyz Republic	79.0
32	India	82.0
33	Ghana	83.0
34	Philippines	84.0
34	United States	84.0
36	Guatemala	85.0
36	Guyana	85.0
36	Taiwan, China	85.0
39	Mozambique	86.0
40	Morocco	88.0
41	El Salvador	89.0
42	Nepal	91.0
42	Tajikistan	91.0
44	Honduras	92.0
44	Pakistan	92.0
44	Ukraine	92.0
47	Puerto Rico[1]	94.0
47	Sierra Leone	94.0
49	Colombia	95.0
49	Guinea	95.0
49	Thailand	95.0
52	Botswana	97.0
52	Costa Rica	97.0
52	New Zealand	97.0
55	Cambodia	98.0
55	Jamaica	98.0
57	Armenia	99.0
57	Mauritania	99.0
57	Nicaragua	99.0
60	Paraguay	101.0
61	Chile	102.0
62	Dominican Republic	103.0
63	China	104.0
63	Mongolia	104.0
63	Singapore	104.0
66	Argentina	105.0
67	Lesotho	107.0
68	Canada	108.0
68	Moldova	108.0
70	Namibia	109.0
71	Cameroon	110.0
71	Peru	110.0
71	Swaziland	110.0
74	Uganda	111.0
75	Suriname	112.0
76	Georgia	113.0
77	Barbados	114.0
77	Brazil	114.0
77	South Africa	114.0
80	Zimbabwe	115.0
81	Tanzania	119.0
82	Benin	121.0
83	Australia	123.0
83	Mauritius	123.0
85	Mali	125.0
86	Madagascar	126.0
87	Kenya	127.0
87	Macedonia, FYR	127.0
89	Burkina Faso	128.0
90	Côte d'Ivoire	130.0
91	Chad	131.0
92	Hong Kong SAR	132.0
93	Cape Verde	133.0
94	Senegal	134.0
95	Korea, Rep.	135.0
96	Luxembourg	136.0
97	Japan	137.0
98	Albania	140.0
99	Bosnia and Herzegovina	142.0
99	Burundi	142.0
99	Lithuania	142.0
102	Uruguay	144.0
103	Romania	146.0
104	Cyprus	147.0
104	Spain	147.0
106	Serbia	148.0
107	Seychelles[1]	148.7
108	Croatia	149.0
108	Latvia	149.0
108	Montenegro	149.0
111	Poland	150.0
112	Zambia	152.0
113	Slovak Republic	153.0
114	Malawi	154.0
115	Austria	155.0
116	Estonia	157.0
117	Bulgaria	158.0
117	Portugal	158.0
119	Finland	160.0
120	Hungary	161.0
121	Belgium	162.0
121	Rwanda	162.0
121	Slovenia	162.0
124	Malta	166.0
125	Germany	168.0
126	Czech Republic	169.0
126	Ireland	169.0
126	Italy	169.0
129	Iceland	171.0
129	Netherlands	171.0
131	France	172.0
132	Switzerland	177.0
133	Greece	178.0
134	Denmark	179.0
135	Sweden	182.0
136	Israel	187.0
137	United Kingdom	198.0
138	Norway	201.0
139	Turkey	203.0
n/a	Haiti	n/a

Source: The World Bank, *World Development Indicators* (September 2012 edition)

[1] 2011 [2] 2008

10.05 Hotel price index

Average room rates calculated for first-class branded hotels for calendar year (in US dollars) | 2012 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Gambia, The[2]	34.2
2	Nepal[2]	52.7
3	Bolivia[2]	60.8
4	Lithuania	72.5
5	Nicaragua	73.3
6	Ghana[2]	77.8
7	Egypt	78.8
8	Moldova[2]	79.1
9	Latvia	79.4
10	Guatemala	79.6
11	Estonia	80.7
12	Hungary	83.6
13	El Salvador	85.2
14	Bulgaria	85.6
15	Pakistan[1]	89.7
16	Poland	91.7
17	Dominican Republic	92.0
18	Zimbabwe	92.3
19	Ecuador	94.8
20	Romania	96.5
21	Indonesia	97.6
22	Czech Republic	98.0
23	United States	100.9
24	Thailand	101.3
25	Namibia	101.4
26	Slovak Republic	101.5
27	Mexico	103.9
28	Honduras	104.4
29	Slovenia[2]	104.8
30	Sri Lanka	107.2
31	Malaysia	107.7
32	Uganda[2]	108.0
33	New Zealand	109.0
34	Mozambique[2]	111.0
35	Portugal	112.3
36	Philippines	112.3
37	Madagascar[2]	113.3
38	Ireland	113.3
39	Bangladesh[1]	114.1
40	Ethiopia[2]	115.6
41	China	116.0
42	Spain	116.8
43	Iceland	118.4
44	South Africa	118.5
45	Luxembourg	119.7
46	Uruguay	120.2
47	Cambodia	120.6
48	Paraguay[2]	122.5
49	Botswana	124.0
50	Guyana[2]	124.5
51	Vietnam	125.1
52	Finland	125.8
53	United Kingdom	125.9
54	Malta	126.2
55	Germany	126.9
56	Albania[2]	127.0
57	Tanzania	127.6
58	Sweden[1]	128.4
59	Canada	129.3
60	Austria	129.5
61	Panama	130.1
62	Peru	130.8
63	Denmark	131.9
64	Costa Rica	133.6
65	Hong Kong SAR[1]	134.5
66	Georgia	135.1
67	Croatia	135.5
68	Chad[2]	135.7
69	Senegal[2]	136.3
70	Argentina	137.9
71	Japan	137.9
72	Brazil	138.0
73	Zambia	138.9
74	Jordan	141.3
75	Armenia[2]	142.6
76	Belgium	142.9
77	India	143.2
78	Cameroon[2]	144.2
79	Kenya	144.5
80	Trinidad and Tobago	145.5
81	Chile	148.6
82	Greece	149.7
83	Taiwan, China	150.7
84	Colombia	150.7
85	Netherlands	150.8
86	Turkey	157.0
87	Korea, Rep.	158.2
88	Cyprus	160.4
89	Norway	160.5
90	Russian Federation	166.0
91	Puerto Rico	168.1
92	Morocco	173.6
93	Australia	174.5
94	Jamaica	176.3
95	Italy	176.6
96	Algeria[1]	177.2
97	Azerbaijan	179.8
98	Israel	184.0
99	Venezuela	188.7
100	Kyrgyz Republic[2]	194.9
101	United Arab Emirates	195.7
102	Kazakhstan	199.5
103	Saudi Arabia	200.7
104	Mauritius	203.3
105	Lebanon	210.4
106	France	218.1
107	Bahrain	219.0
108	Singapore	220.6
109	Kuwait	221.0
110	Ukraine	225.5
111	Qatar	225.8
112	Oman	226.9
113	Serbia[2]	243.1
114	Switzerland	251.1
115	Nigeria	255.7
116	Barbados	329.4
117	Seychelles	470.0
n/a	Benin	n/a
n/a	Bosnia and Herzegovina	n/a
n/a	Brunei Darussalam	n/a
n/a	Burkina Faso	n/a
n/a	Burundi	n/a
n/a	Cape Verde	n/a
n/a	Côte d'Ivoire	n/a
n/a	Guinea	n/a
n/a	Haiti	n/a
n/a	Iran, Islamic Rep.	n/a
n/a	Lesotho	n/a
n/a	Macedonia, FYR	n/a
n/a	Malawi	n/a
n/a	Mali	n/a
n/a	Mauritania	n/a
n/a	Mongolia	n/a
n/a	Montenegro	n/a
n/a	Rwanda	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	Yemen	n/a

Source: Deloitte–STR Global and Smith Travel Research Inc.

[1] 2009 [2] 2007

11th Pillar

Human resources

11.01 Primary education enrollment

Net primary education enrollment rate | 2010 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Singapore	100.0
2	Japan	100.0
3	Canada[8]	99.8
4	China[1]	99.8
5	Netherlands	99.8
6	Spain	99.7
7	Georgia[2]	99.6
8	United Kingdom[2]	99.6
9	Iran, Islamic Rep.[4]	99.5
10	Sweden	99.4
11	Iceland[2]	99.4
12	New Zealand	99.3
13	Portugal[2]	99.2
14	Uruguay[2]	99.1
15	Norway	99.1
16	Argentina[6]	99.1
17	Belgium[2]	98.8
18	Rwanda	98.7
19	Cyprus	98.7
20	Mongolia	98.7
21	Korea, Rep.	98.6
22	France	98.5
23	Austria[2]	98.4
24	Greece[4]	98.3
25	Panama	98.0
26	Vietnam	98.0
27	Tanzania[3]	98.0
28	Bulgaria	98.0
29	Mexico	97.9
30	Taiwan, China[1]	97.9
31	Bahrain[5]	97.8
32	Finland	97.7
33	Germany	97.7
34	Turkey[2]	97.5
35	Italy	97.4
36	Slovak Republic[2]	97.4
37	Tajikistan	97.3
38	Australia	97.1
39	Ecuador[2]	97.0
40	Israel[2]	96.9
41	Guatemala	96.9
42	Malawi[2]	96.9
43	Slovenia[2]	96.8
44	Indonesia	96.0
45	Cambodia	95.9
46	Malaysia[6]	95.9
47	Poland[2]	95.9
48	Morocco[1]	95.7
49	Algeria	95.6
50	Denmark[2]	95.5
51	Peru	95.4
52	Seychelles[6]	95.1
53	Ireland	95.1
54	Latvia	95.1
55	Barbados[3]	95.0
56	Luxembourg[3]	95.0
57	Honduras	94.8
58	United States	94.6
59	Egypt	94.4
60	Brazil[6]	94.4
61	Bolivia[4]	94.2
62	Sri Lanka	94.0
63	Estonia[2]	93.9
64	Trinidad and Tobago	93.9
65	Malta	93.8
66	Benin	93.8
67	Switzerland	93.8
68	Hong Kong SAR	93.8
69	El Salvador	93.7
70	Oman[2]	93.6
71	Chile[2]	93.6
72	Mauritius	93.4
73	Russian Federation[2]	93.4
74	Cape Verde	93.2
75	Brunei Darussalam[2]	92.9
76	Lithuania	92.8
77	Serbia	92.7
78	Venezuela	92.5
79	Nicaragua	92.5
80	Cameroon	92.4
81	Hungary[2]	92.4
82	Bangladesh[2]	92.2
83	Kuwait[3]	92.1
84	India[3]	92.1
85	Qatar	92.0
86	Lebanon	91.7
87	Zambia	91.4
88	Suriname[2]	90.9
89	Uganda	90.9
90	Ukraine	90.7
91	Jordan	90.7
92	Dominican Republic	90.2
93	Zimbabwe[5]	90.0
94	Saudi Arabia[2]	89.9
95	Burundi[4]	89.7
96	Botswana[1]	89.7
97	Thailand[2]	89.7
98	Mozambique[1]	89.6
99	Czech Republic[5]	89.6
100	United Arab Emirates[5]	88.4
101	Philippines[2]	88.3
102	Kazakhstan[1]	88.2
103	Colombia	88.1
104	Macedonia, FYR	88.0
105	Moldova	87.6
106	Romania	87.6
107	Kyrgyz Republic	87.5
108	Armenia[4]	87.1
109	Bosnia and Herzegovina	87.0
110	Croatia	86.8
111	Swaziland	85.5
112	Puerto Rico	85.5
113	Namibia[2]	85.4
114	South Africa[2]	85.1
115	Paraguay[2]	85.1
116	Azerbaijan	84.4
117	Ghana[1]	84.0
118	Montenegro	83.2
119	Kenya[2]	82.8
120	Jamaica	82.0
121	Ethiopia	81.3
122	Guyana	80.6
123	Albania	79.9
124	Madagascar[7]	79.2
125	Yemen	77.6
126	Guinea	77.0
127	Senegal	75.5
128	Pakistan	74.1
129	Mauritania	74.0
130	Lesotho	73.4
131	Nepal[8]	71.1
132	Gambia, The	65.5
133	Burkina Faso[1]	63.2
134	Mali[1]	62.9
135	Chad[7]	62.3
136	Côte d'Ivoire[2]	61.5
137	Nigeria	57.6
138	Haiti[9]	56.8
n/a	Costa Rica	n/a
n/a	Sierra Leone	n/a

Source: UNESCO Institute for Statistics; Organization for Economic Co-operation and Development (OECD), [i]Education at a Glance 2011[1]

[1] 2011 [2] 2009 [3] 2008 [4] 2007 [5] 2006 [6] 2005 [7] 2003 [8] 2000 [9] 1997

11.02 Secondary education enrollment

Gross secondary education enrollment rate | 2010 or most recent

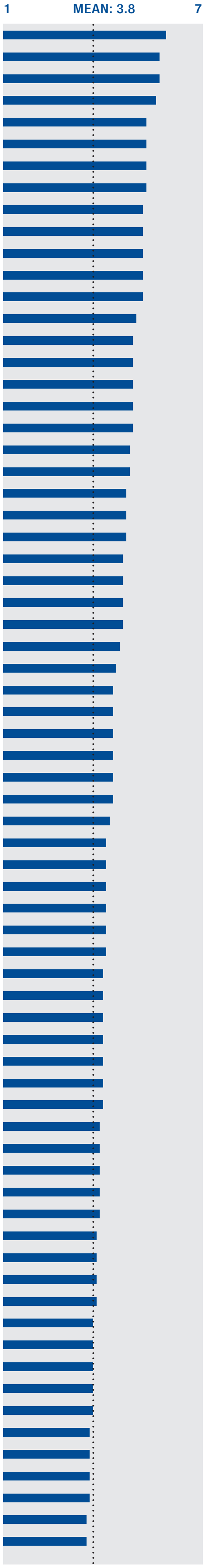
RANK	COUNTRY/ECONOMY	VALUE
1	Australia	131.3
2	Spain	124.7
3	Netherlands	121.5
4	Ireland	121.0
5	Seychelles	119.2
6	New Zealand	119.1
7	Denmark[2]	117.4
8	France	113.2
9	Norway	111.0
10	Belgium[2]	110.5
11	Brunei Darussalam	109.7
12	Finland	107.5
13	Iceland[2]	107.2
14	Singapore	107.0
15	Portugal[2]	106.7
16	Brazil[6]	105.8
17	Montenegro	104.0
18	Estonia[2]	103.6
19	Germany	103.3
20	Bahrain[5]	103.1
21	Japan	102.2
22	Israel[2]	102.1
23	United Kingdom[2]	101.8
24	Canada[3]	101.3
25	Kuwait[3]	101.0
26	Malta	100.9
27	Greece[4]	100.9
28	Saudi Arabia	100.6
29	Barbados	100.6
30	Italy	100.4
31	Oman[2]	100.3
32	Taiwan, China[1]	100.0
33	Costa Rica	99.7
34	Kazakhstan[1]	99.6
35	Sweden	99.2
36	Austria	98.9
37	Cyprus	98.8
38	Lithuania	98.7
39	Hungary[2]	98.3
40	Luxembourg[3]	97.6
41	Romania	97.2
42	Korea, Rep.	97.1
43	Slovenia[2]	97.1
44	Poland[2]	97.0
45	Colombia	96.4
46	United States	96.0
47	Croatia	95.7
48	Ukraine	95.6
49	Switzerland	95.4
50	Latvia	95.2
51	Algeria[2]	94.9
52	South Africa[2]	93.8
53	Qatar	93.7
54	Jamaica	92.7
55	United Arab Emirates[5]	92.3
56	Armenia	92.0
57	Serbia	91.4
58	Peru	91.4
59	Bosnia and Herzegovina	91.1
60	Guyana	91.0
61	Iran, Islamic Rep.	90.9
62	Czech Republic[2]	90.4
63	Slovak Republic	90.4
64	Uruguay[2]	90.2
65	Trinidad and Tobago[3]	89.9
66	Mauritius	89.4
67	Mongolia	89.2
68	Albania	88.9
69	Bulgaria	88.9
70	Mexico	88.8
71	Russian Federation[2]	88.6
72	Argentina[2]	88.5
73	Moldova	88.0
74	Chile[2]	87.9
75	Cape Verde	87.5
76	Tajikistan	87.2
77	Sri Lanka[7]	87.1
78	Jordan	86.9
79	Georgia[2]	86.2
80	Philippines[2]	84.8
81	Azerbaijan	84.6
82	Kyrgyz Republic	84.0
83	Macedonia, FYR	83.7
84	Hong Kong SAR	83.0
85	Venezuela	82.5
86	Puerto Rico	82.2
87	Botswana[2]	81.7
88	Lebanon	81.4
89	China	81.2
90	Bolivia[2]	80.2
91	Thailand[1]	79.2
92	Turkey[2]	77.6
93	Vietnam	77.2
94	Indonesia	77.2
95	Dominican Republic	76.4
96	Suriname[2]	74.8
97	Ecuador[3]	74.8
98	Panama	74.1
99	Honduras	73.5
100	Egypt	72.5
101	Nicaragua	69.4
102	Malaysia[2]	68.3
103	Paraguay[2]	66.9
104	El Salvador	65.0
105	Namibia[4]	64.0
106	India	63.2
107	Kenya[2]	60.2
108	Guatemala	58.5
109	Ghana[1]	58.1
110	Swaziland	58.1
111	Morocco[4]	56.1
112	Gambia, The	54.1
113	Bangladesh	51.4
114	Lesotho	46.4
115	Cambodia	46.2
116	Yemen	44.1
117	Nigeria	44.0
118	Nepal[5]	43.5
119	Cameroon	42.2
120	Mali[1]	39.4
121	Guinea[2]	38.1
122	Zimbabwe[5]	38.0
123	Senegal	37.4
124	Benin[6]	37.1
125	Rwanda[1]	35.8
126	Ethiopia	35.7
127	Pakistan	34.2
128	Malawi	32.1
129	Madagascar[2]	31.1
130	Zambia[5]	30.4
131	Uganda	28.1
132	Sierra Leone[9]	27.6
133	Tanzania[2]	27.4
134	Côte d'Ivoire[8]	27.1
135	Mozambique[1]	26.4
136	Burundi	24.8
137	Chad	24.6
138	Mauritania	24.4
139	Burkina Faso[1]	22.6
140	Haiti[9]	20.8

Source: UNESCO Institute for Statistics

[1] 2011 [2] 2009 [3] 2008 [4] 2007 [5] 2006 [6] 2005 [7] 2004 [8] 2002 [9] 2001 [9] 1991

11.03 Quality of the educational system

How well does the educational system in your country meet the needs of a competitive economy? [1 = not well at all; 7 = very well] | 2011–2012 weighted average



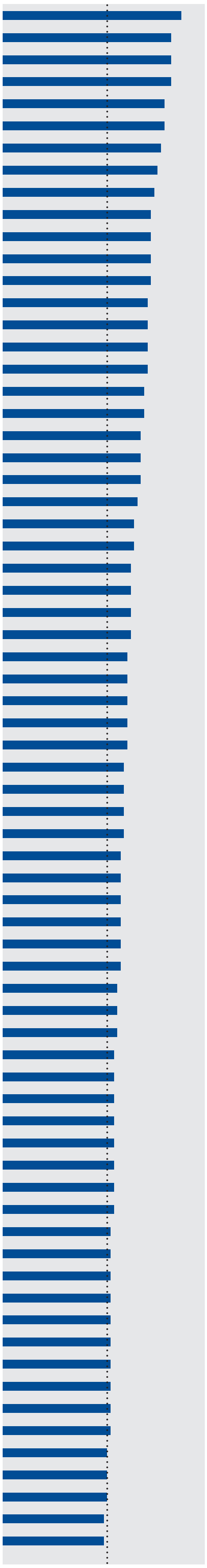
RANK	COUNTRY/ECONOMY	VALUE
1	Switzerland	6.0
2	Finland	5.8
3	Singapore	5.8
4	Qatar	5.7
5	Belgium	5.4
6	Canada	5.4
7	Barbados	5.4
8	Iceland	5.4
9	Ireland	5.3
10	Lebanon	5.3
11	New Zealand	5.3
12	Sweden	5.3
13	Netherlands	5.3
14	Malaysia	5.1
15	Australia	5.0
16	Malta	5.0
17	United Arab Emirates	5.0
18	Norway	5.0
19	Denmark	5.0
20	Germany	4.9
21	Costa Rica	4.9
22	Cyprus	4.8
23	Hong Kong SAR	4.8
24	Taiwan, China	4.8
25	Brunei Darussalam	4.7
26	Austria	4.7
27	United Kingdom	4.7
28	United States	4.7
29	Gambia, The	4.6
30	Zimbabwe	4.5
31	Jordan	4.4
32	Saudi Arabia	4.4
33	Sri Lanka	4.4
34	India	4.4
35	Bahrain	4.4
36	Luxembourg	4.4
37	Kenya	4.3
38	Montenegro	4.2
39	Zambia	4.2
40	Trinidad and Tobago	4.2
41	France	4.2
42	Guyana	4.2
43	Japan	4.2
44	Korea, Rep.	4.1
45	Philippines	4.1
46	Mauritius	4.1
47	Indonesia	4.1
48	Seychelles	4.1
49	Estonia	4.1
50	Rwanda	4.1
51	Puerto Rico	4.0
52	Albania	4.0
53	Israel	4.0
54	Lithuania	4.0
55	Botswana	4.0
56	China	3.9
57	Cambodia	3.9
58	Czech Republic	3.9
59	Oman	3.9
60	Portugal	3.8
61	Ghana	3.8
62	Slovenia	3.8
63	Cape Verde	3.8
64	Malawi	3.8
65	Cameroon	3.7
66	Tajikistan	3.7
67	Poland	3.7
68	Uganda	3.7
69	Ukraine	3.6
70	Benin	3.6
71	Vietnam	3.6
72	Senegal	3.6
73	Latvia	3.6
74	Pakistan	3.6
75	Jamaica	3.6
76	Colombia	3.6
77	Thailand	3.5
78	Armenia	3.5
79	Tanzania	3.5
80	Spain	3.5
81	Turkey	3.5
82	Nigeria	3.5
83	Suriname	3.4
84	Ethiopia	3.4
85	Russian Federation	3.4
86	Italy	3.4
87	Macedonia, FYR	3.4
88	Argentina	3.4
89	Hungary	3.4
90	Chile	3.4
91	Nepal	3.4
92	Ecuador	3.3
93	Iran, Islamic Rep.	3.3
94	Côte d'Ivoire	3.3
95	Bolivia	3.3
96	Bangladesh	3.2
97	Bulgaria	3.2
98	Croatia	3.2
99	Mexico	3.2
100	Kazakhstan	3.2
101	Lesotho	3.2
102	Moldova	3.2
103	Kuwait	3.1
104	Morocco	3.1
105	Bosnia and Herzegovina	3.1
106	Uruguay	3.1
107	Romania	3.1
108	Azerbaijan	3.1
109	Swaziland	3.1
110	Serbia	3.1
111	Panama	3.0
112	Chad	3.0
113	Georgia	3.0
114	Greece	3.0
115	Brazil	3.0
116	Madagascar	3.0
117	Mali	2.9
118	Mozambique	2.9
119	Slovak Republic	2.8
120	Nicaragua	2.8
121	Venezuela	2.8
122	Kyrgyz Republic	2.8
123	Burkina Faso	2.8
124	Sierra Leone	2.8
125	Namibia	2.7
126	Guinea	2.7
127	Guatemala	2.6
128	Algeria	2.5
129	Peru	2.5
130	Paraguay	2.5
131	El Salvador	2.5
132	Honduras	2.4
133	Mongolia	2.4
134	Dominican Republic	2.4
135	Mauritania	2.3
136	Egypt	2.3
137	South Africa	2.2
138	Haiti	2.1
139	Burundi	2.0
140	Yemen	1.8

Source: World Economic Forum, Executive Opinion Survey

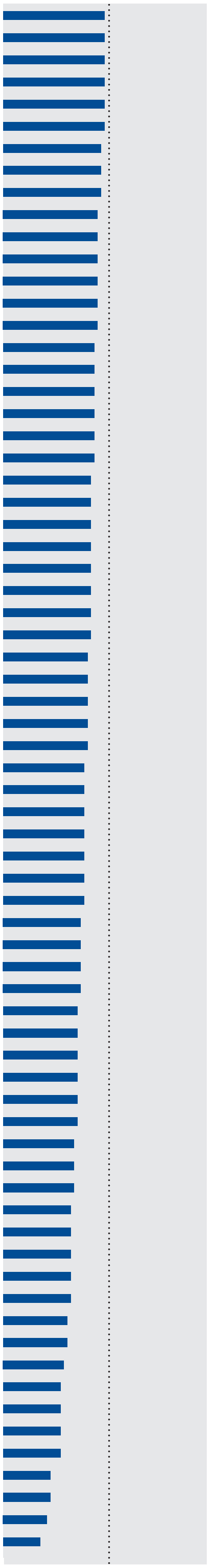
11.04 Local availability of specialized research and training services

In your country, to what extent are high-quality, specialized training services available? [1 = not at all available; 7 = widely available] | 2011–2012 weighted average

RANK	COUNTRY/ECONOMY	VALUE
1	Switzerland	6.4
2	Netherlands	6.1
3	Austria	6.1
4	Germany	6.1
5	Belgium	5.9
6	United Kingdom	5.9
7	Sweden	5.8
8	Finland	5.7
9	United States	5.6
10	Hong Kong SAR	5.5
11	Puerto Rico	5.5
12	Japan	5.5
13	Canada	5.5
14	Norway	5.4
15	France	5.4
16	Singapore	5.4
17	Malaysia	5.4
18	Australia	5.3
19	Denmark	5.3
20	Taiwan, China	5.2
21	United Arab Emirates	5.2
22	Luxembourg	5.2
23	Czech Republic	5.1
24	Ireland	5.0
25	Qatar	5.0
26	Costa Rica	4.9
27	Israel	4.9
28	Spain	4.9
29	Iceland	4.9
30	Poland	4.8
31	Korea, Rep.	4.8
32	New Zealand	4.8
33	Italy	4.8
34	Brazil	4.8
35	Saudi Arabia	4.7
36	Chile	4.7
37	Portugal	4.7
38	Senegal	4.7
39	Estonia	4.6
40	Slovak Republic	4.6
41	Bahrain	4.6
42	Barbados	4.6
43	Panama	4.6
44	Mexico	4.6
45	Malta	4.5
46	Uruguay	4.5
47	Jordan	4.5
48	Lithuania	4.4
49	Azerbaijan	4.4
50	Slovenia	4.4
51	South Africa	4.4
52	Gambia, The	4.4
53	Guatemala	4.4
54	Cyprus	4.4
55	China	4.4
56	Lebanon	4.3
57	Indonesia	4.3
58	Morocco	4.3
59	India	4.3
60	Argentina	4.3
61	Zambia	4.3
62	Philippines	4.3
63	Sri Lanka	4.3
64	Kenya	4.3
65	Trinidad and Tobago	4.3
66	Thailand	4.2
67	Mauritius	4.2
68	Nigeria	4.2
69	Latvia	4.1
70	Cameroon	4.1



RANK	COUNTRY/ECONOMY	VALUE
71	Côte d'Ivoire	4.1
72	Kazakhstan	4.1
73	Iran, Islamic Rep.	4.1
74	Croatia	4.1
75	Colombia	4.1
76	Benin	4.1
77	Turkey	4.0
78	Cambodia	4.0
79	Russian Federation	4.0
80	El Salvador	3.9
81	Jamaica	3.9
82	Hungary	3.9
83	Dominican Republic	3.9
84	Peru	3.9
85	Oman	3.9
86	Macedonia, FYR	3.8
87	Tajikistan	3.8
88	Montenegro	3.8
89	Bulgaria	3.8
90	Uganda	3.8
91	Greece	3.8
92	Burkina Faso	3.7
93	Honduras	3.7
94	Botswana	3.7
95	Ghana	3.7
96	Kuwait	3.7
97	Ukraine	3.7
98	Egypt	3.7
99	Guyana	3.7
100	Mali	3.6
101	Pakistan	3.6
102	Tanzania	3.6
103	Zimbabwe	3.6
104	Ecuador	3.6
105	Armenia	3.5
106	Bolivia	3.5
107	Malawi	3.5
108	Brunei Darussalam	3.5
109	Rwanda	3.5
110	Seychelles	3.5
111	Romania	3.5
112	Bosnia and Herzegovina	3.4
113	Moldova	3.4
114	Suriname	3.4
115	Venezuela	3.4
116	Chad	3.3
117	Albania	3.3
118	Georgia	3.3
119	Cape Verde	3.3
120	Paraguay	3.3
121	Mauritania	3.3
122	Madagascar	3.2
123	Nicaragua	3.2
124	Serbia	3.2
125	Vietnam	3.1
126	Guinea	3.1
127	Mozambique	3.1
128	Nepal	3.1
129	Kyrgyz Republic	3.1
130	Namibia	3.0
131	Swaziland	3.0
132	Ethiopia	2.9
133	Sierra Leone	2.8
134	Lesotho	2.8
135	Bangladesh	2.8
136	Algeria	2.8
137	Yemen	2.5
138	Mongolia	2.5
139	Haiti	2.4
140	Burundi	2.2

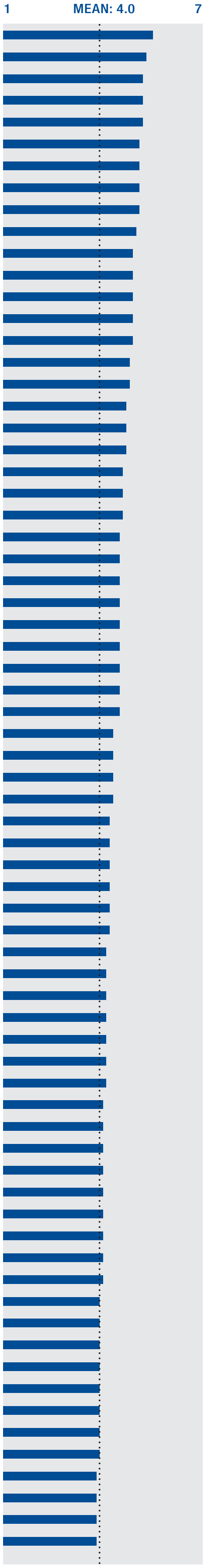


Source: World Economic Forum, Executive Opinion Survey

11.05 Extent of staff training

To what extent do companies in your country invest in training and employee development? [1 = hardly at all; 7 = to a great extent] | 2011–2012 weighted average

RANK	COUNTRY/ECONOMY	VALUE
1	Switzerland	5.6
2	Finland	5.4
3	Singapore	5.3
4	Luxembourg	5.3
5	Japan	5.3
6	Sweden	5.2
7	Malaysia	5.2
8	Netherlands	5.2
9	Norway	5.2
10	Denmark	5.1
11	Qatar	5.0
12	Austria	5.0
13	Germany	5.0
14	United Kingdom	5.0
15	United States	5.0
16	Ireland	4.9
17	United Arab Emirates	4.9
18	New Zealand	4.8
19	Puerto Rico	4.8
20	Belgium	4.8
21	Iceland	4.7
22	Gambia, The	4.7
23	Canada	4.7
24	Hong Kong SAR	4.6
25	Bahrain	4.6
26	South Africa	4.6
27	Israel	4.6
28	Australia	4.6
29	Costa Rica	4.6
30	Barbados	4.6
31	Taiwan, China	4.6
32	Philippines	4.6
33	Brazil	4.4
34	Oman	4.4
35	Saudi Arabia	4.4
36	Albania	4.4
37	Mauritius	4.3
38	Chile	4.3
39	Indonesia	4.3
40	Guatemala	4.3
41	France	4.3
42	Korea, Rep.	4.3
43	Panama	4.2
44	Côte d'Ivoire	4.2
45	China	4.2
46	Estonia	4.2
47	Suriname	4.2
48	Czech Republic	4.2
49	Thailand	4.2
50	Malta	4.1
51	Montenegro	4.1
52	Brunei Darussalam	4.1
53	Latvia	4.1
54	India	4.1
55	Namibia	4.1
56	Azerbaijan	4.1
57	Nigeria	4.1
58	Jamaica	4.1
59	Poland	4.0
60	Mongolia	4.0
61	Guyana	4.0
62	Seychelles	4.0
63	Honduras	4.0
64	Turkey	4.0
65	Lithuania	4.0
66	Mexico	4.0
67	Botswana	3.9
68	Rwanda	3.9
69	Kenya	3.9
70	Trinidad and Tobago	3.9
71	Kazakhstan	3.9
72	Portugal	3.9
73	Cambodia	3.9
74	Morocco	3.9
75	Dominican Republic	3.9
76	Tanzania	3.8
77	Argentina	3.8
78	Tajikistan	3.8
79	Sri Lanka	3.8
80	El Salvador	3.8
81	Zimbabwe	3.8
82	Cameroon	3.8
83	Peru	3.8
84	Cyprus	3.8
85	Uruguay	3.8
86	Swaziland	3.8
87	Jordan	3.8
88	Russian Federation	3.7
89	Ecuador	3.7
90	Slovenia	3.7
91	Kuwait	3.7
92	Malawi	3.7
93	Slovak Republic	3.7
94	Ghana	3.7
95	Nicaragua	3.6
96	Armenia	3.6
97	Colombia	3.6
98	Uganda	3.6
99	Georgia	3.6
100	Lebanon	3.6
101	Bolivia	3.6
102	Venezuela	3.6
103	Spain	3.6
104	Ukraine	3.6
105	Paraguay	3.5
106	Zambia	3.5
107	Bosnia and Herzegovina	3.5
108	Hungary	3.5
109	Romania	3.4
110	Pakistan	3.4
111	Madagascar	3.4
112	Guinea	3.3
113	Greece	3.3
114	Vietnam	3.3
115	Lesotho	3.3
116	Bulgaria	3.3
117	Mozambique	3.2
118	Cape Verde	3.2
119	Yemen	3.2
120	Moldova	3.2
121	Italy	3.2
122	Croatia	3.2
123	Sierra Leone	3.1
124	Macedonia, FYR	3.1
125	Kyrgyz Republic	3.1
126	Egypt	3.1
127	Ethiopia	3.1
128	Mali	3.1
129	Nepal	3.1
130	Benin	3.1
131	Iran, Islamic Rep.	3.0
132	Senegal	3.0
133	Bangladesh	3.0
134	Burkina Faso	2.9
135	Serbia	2.9
136	Chad	2.9
137	Mauritania	2.7
138	Algeria	2.6
139	Burundi	2.4
140	Haiti	2.3

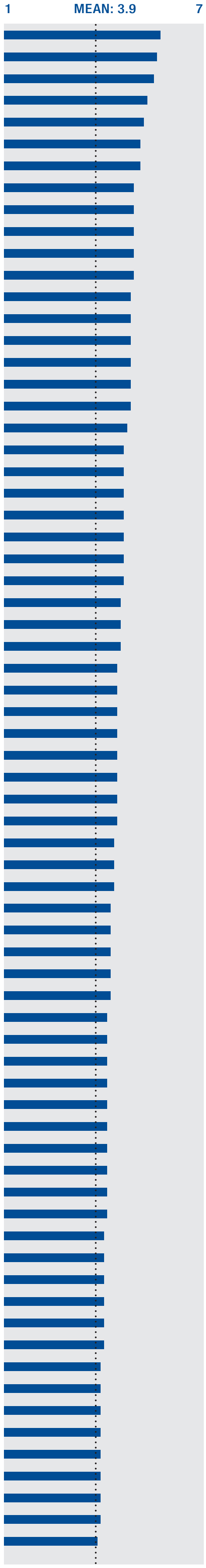


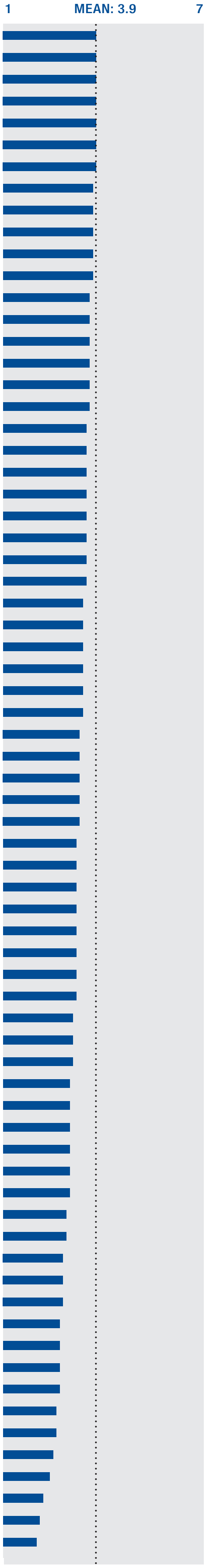
Source: World Economic Forum, Executive Opinion Survey

11.06 Hiring and firing practices

How would you characterize the hiring and firing of workers in your country? [1 = impeded by regulations; 7 = flexibly determined by employers] | 2011–2012 weighted average

RANK	COUNTRY/ECONOMY	VALUE
1	Hong Kong SAR	5.8
2	Singapore	5.7
3	Switzerland	5.6
4	Azerbaijan	5.4
5	Denmark	5.3
6	Iceland	5.2
7	Uganda	5.2
8	United States	5.0
9	Georgia	5.0
10	Armenia	5.0
11	Kenya	5.0
12	United Arab Emirates	5.0
13	Guyana	4.9
14	Canada	4.9
15	Qatar	4.9
16	Ukraine	4.9
17	Nigeria	4.9
18	Cameroon	4.9
19	Kyrgyz Republic	4.8
20	Bangladesh	4.7
21	Pakistan	4.7
22	Saudi Arabia	4.7
23	Chad	4.7
24	Kazakhstan	4.7
25	Sierra Leone	4.7
26	Albania	4.7
27	Guinea	4.6
28	Côte d'Ivoire	4.6
29	Mauritania	4.6
30	Ghana	4.5
31	Zambia	4.5
32	Burkina Faso	4.5
33	United Kingdom	4.5
34	Malaysia	4.5
35	Mongolia	4.5
36	Estonia	4.5
37	Brunei Darussalam	4.5
38	Bosnia and Herzegovina	4.4
39	Cambodia	4.4
40	Gambia, The	4.4
41	Thailand	4.3
42	China	4.3
43	Macedonia, FYR	4.3
44	Turkey	4.3
45	Madagascar	4.3
46	Costa Rica	4.2
47	Barbados	4.2
48	Jamaica	4.2
49	Bulgaria	4.2
50	Hungary	4.2
51	Tajikistan	4.2
52	Indonesia	4.2
53	Haiti	4.2
54	Guatemala	4.2
55	Latvia	4.2
56	Lebanon	4.1
57	Vietnam	4.1
58	Malawi	4.1
59	Rwanda	4.1
60	Montenegro	4.1
61	Nicaragua	4.1
62	Israel	4.0
63	Benin	4.0
64	Bahrain	4.0
65	Dominican Republic	4.0
66	New Zealand	4.0
67	Tanzania	4.0
68	India	4.0
69	Yemen	4.0
70	Oman	3.9
71	Morocco	3.9
72	Ireland	3.9
73	Senegal	3.9
74	Mali	3.9
75	Mauritius	3.9
76	El Salvador	3.9
77	Finland	3.9
78	Ethiopia	3.8
79	Seychelles	3.8
80	Cyprus	3.8
81	Trinidad and Tobago	3.8
82	Jordan	3.8
83	Taiwan, China	3.7
84	Burundi	3.7
85	Colombia	3.7
86	Iran, Islamic Rep.	3.7
87	Russian Federation	3.7
88	Moldova	3.7
89	Malta	3.6
90	Kuwait	3.6
91	Bolivia	3.6
92	Chile	3.6
93	Lesotho	3.6
94	Romania	3.6
95	Serbia	3.6
96	Cape Verde	3.6
97	Austria	3.5
98	Slovak Republic	3.5
99	Mozambique	3.5
100	Poland	3.5
101	Puerto Rico	3.5
102	Nepal	3.5
103	Panama	3.4
104	Peru	3.4
105	Philippines	3.4
106	Korea, Rep.	3.4
107	Czech Republic	3.4
108	Greece	3.3
109	Algeria	3.3
110	Mexico	3.3
111	Brazil	3.3
112	Paraguay	3.3
113	Egypt	3.3
114	Swaziland	3.3
115	Lithuania	3.3
116	Australia	3.2
117	Honduras	3.2
118	Luxembourg	3.2
119	Botswana	3.1
120	Croatia	3.1
121	Ecuador	3.1
122	Netherlands	3.1
123	Germany	3.1
124	Sri Lanka	3.1
125	Spain	3.0
126	Namibia	3.0
127	Portugal	2.9
128	Belgium	2.9
129	Sweden	2.9
130	Japan	2.8
131	Norway	2.8
132	Italy	2.8
133	Suriname	2.8
134	Uruguay	2.7
135	Argentina	2.7
136	Zimbabwe	2.6
137	France	2.5
138	Slovenia	2.3
139	South Africa	2.2
140	Venezuela	2.1





Source: World Economic Forum, Executive Opinion Survey

11.07 Ease of hiring foreign labor

To what extent does labor regulation in your country limit the ability to hire foreign labor? [1 = very much limits hiring foreign labor; 7 = does not limit hiring foreign labor at all] | 2011–2012 weighted average

RANK	COUNTRY/ECONOMY	VALUE
1	United Arab Emirates	5.5
2	Armenia	5.5
3	Albania	5.5
4	Qatar	5.4
5	Georgia	5.4
6	Hungary	5.3
7	Luxembourg	5.2
8	Uganda	5.2
9	Ireland	5.1
10	Cameroon	5.0
11	Guinea	4.9
12	Portugal	4.8
13	Paraguay	4.8
14	Tajikistan	4.8
15	Côte d'Ivoire	4.8
16	Nigeria	4.8
17	China	4.8
18	Rwanda	4.8
19	Haiti	4.8
20	Burkina Faso	4.7
21	Hong Kong SAR	4.7
22	Dominican Republic	4.7
23	Slovak Republic	4.7
24	Switzerland	4.7
25	Zambia	4.7
26	Netherlands	4.7
27	Cambodia	4.7
28	Iceland	4.6
29	Cape Verde	4.6
30	Yemen	4.6
31	Nicaragua	4.6
32	Finland	4.6
33	Mali	4.6
34	Senegal	4.6
35	Argentina	4.6
36	Chile	4.6
37	Singapore	4.5
38	Gambia, The	4.5
39	Sweden	4.5
40	Cyprus	4.5
41	Azerbaijan	4.5
42	Kuwait	4.5
43	Norway	4.5
44	Saudi Arabia	4.4
45	Malaysia	4.4
46	Guyana	4.4
47	Uruguay	4.4
48	Bahrain	4.4
49	Benin	4.4
50	United Kingdom	4.4
51	Spain	4.4
52	Kyrgyz Republic	4.4
53	Italy	4.4
54	El Salvador	4.3
55	Montenegro	4.3
56	New Zealand	4.3
57	Colombia	4.3
58	Ukraine	4.2
59	Guatemala	4.2
60	Romania	4.2
61	Mauritius	4.2
62	Suriname	4.2
63	Mauritania	4.2
64	United States	4.2
65	Pakistan	4.2
66	Chad	4.2
67	Greece	4.2
68	Thailand	4.1
69	Mexico	4.1
70	Morocco	4.1
71	Sierra Leone	4.1
72	Tanzania	4.1
73	Kenya	4.1
74	Indonesia	4.1
75	Latvia	4.1
76	Bosnia and Herzegovina	4.1
77	Honduras	4.1
78	Macedonia, FYR	4.1
79	Seychelles	4.1
80	Vietnam	4.1
81	Denmark	4.1
82	Malta	4.0
83	Peru	4.0
84	Germany	4.0
85	Canada	4.0
86	Kazakhstan	4.0
87	Bulgaria	4.0
88	Belgium	4.0
89	Costa Rica	3.9
90	Czech Republic	3.9
91	Barbados	3.9
92	Turkey	3.9
93	Ecuador	3.8
94	Serbia	3.8
95	Moldova	3.8
96	Austria	3.8
97	Poland	3.8
98	Madagascar	3.8
99	Slovenia	3.7
100	Jordan	3.7
101	Brunei Darussalam	3.7
102	Mongolia	3.7
103	Estonia	3.7
104	Lithuania	3.7
105	Malawi	3.7
106	Bolivia	3.6
107	Puerto Rico	3.6
108	Lesotho	3.6
109	Brazil	3.6
110	Trinidad and Tobago	3.6
111	Jamaica	3.6
112	Ethiopia	3.5
113	Egypt	3.5
114	Burundi	3.5
115	Korea, Rep.	3.5
116	India	3.5
117	Philippines	3.5
118	Japan	3.4
119	France	3.4
120	Lebanon	3.4
121	Oman	3.4
122	Russian Federation	3.4
123	Taiwan, China	3.3
124	Australia	3.3
125	Botswana	3.3
126	Bangladesh	3.3
127	Ghana	3.3
128	Swaziland	3.2
129	Croatia	3.2
130	Panama	3.1
131	Mozambique	3.1
132	Algeria	3.0
133	Israel	2.9
134	Iran, Islamic Rep.	2.8
135	Nepal	2.8
136	Sri Lanka	2.8
137	Venezuela	2.7
138	Zimbabwe	2.4
139	Namibia	2.2
140	South Africa	2.1

Source: World Economic Forum, Executive Opinion Survey

11.08 HIV prevalence

HIV prevalence as a percentage of adults aged 15–49 years | 2009 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Albania[1]	<0.1
1	Bahrain[4]	<0.1
1	Bosnia and Herzegovina[4]	<0.1
1	Brunei Darussalam	0.0
1	Cyprus[2]	<0.1
1	Hong Kong SAR	0.0
1	Jordan[1]	0.0
1	Macedonia, FYR[2]	0.0
1	Montenegro[1]	0.0
1	Saudi Arabia[1]	0.0
1	United Arab Emirates[1]	0.0
12	Algeria	0.1
12	Armenia	0.1
12	Australia	0.1
12	Azerbaijan	0.1
12	Bangladesh	0.1
12	Bulgaria	0.1
12	China	0.1
12	Croatia	0.1
12	Czech Republic	0.1
12	Egypt	0.1
12	Finland	0.1
12	Georgia	0.1
12	Germany	0.1
12	Greece	0.1
12	Hungary	0.1
12	Japan	0.1
12	Kazakhstan	0.1
12	Korea, Rep.	0.1
12	Lebanon	0.1
12	Lithuania	0.1
12	Malta	0.1
12	Mongolia	0.1
12	Morocco	0.1
12	New Zealand	0.1
12	Norway	0.1
12	Oman	0.1
12	Pakistan	0.1
12	Philippines	0.1
12	Poland	0.1
12	Qatar	0.1
12	Romania	0.1
12	Serbia	0.1
12	Singapore	0.1
12	Slovak Republic	0.1
12	Slovenia	0.1
12	Sri Lanka	0.1
12	Sweden	0.1
12	Turkey	0.1
50	Kuwait[4]	<0.2
51	Taiwan, China[1]	0.2
52	Belgium	0.2
52	Bolivia	0.2
52	Canada	0.2
52	Denmark	0.2
52	Indonesia	0.2
52	Iran, Islamic Rep.	0.2
52	Ireland	0.2
52	Israel	0.2
52	Madagascar	0.2
52	Netherlands	0.2
52	Nicaragua	0.2
52	Tajikistan	0.2
52	United Kingdom	0.2
52	Yemen[1]	0.2
66	Austria	0.3
66	Costa Rica	0.3
66	Iceland	0.3
66	India	0.3
66	Italy	0.3
66	Kyrgyz Republic	0.3
66	Luxembourg	0.3
66	Mexico	0.3
66	Paraguay	0.3
75	Puerto Rico[2]	0.3
76	Chile	0.4
76	Ecuador	0.4
76	France	0.4
76	Moldova	0.4
76	Nepal	0.4
76	Peru	0.4
76	Spain	0.4
76	Switzerland	0.4
76	Vietnam	0.4
85	Argentina	0.5
85	Cambodia	0.5
85	Colombia	0.5
85	Malaysia	0.5
85	Uruguay	0.5
90	Brazil	0.6
90	Portugal	0.6
90	United States	0.6
93	Latvia	0.7
93	Mauritania	0.7
93	Venezuela[5]	0.7
96	Cape Verde[3]	0.8
96	El Salvador	0.8
96	Guatemala	0.8
96	Honduras	0.8
100	Dominican Republic	0.9
100	Panama	0.9
100	Senegal	0.9
103	Mali	1.0
103	Mauritius	1.0
103	Russian Federation	1.0
103	Suriname	1.0
107	Ukraine	1.1
108	Benin	1.2
108	Burkina Faso	1.2
108	Estonia	1.2
108	Guyana	1.2
112	Guinea	1.3
112	Thailand	1.3
114	Barbados	1.4
115	Trinidad and Tobago	1.5
116	Sierra Leone	1.6
117	Jamaica	1.7
118	Ghana	1.8
119	Haiti	1.9
120	Gambia, The	2.0
121	Ethiopia[4]	2.1
122	Rwanda	2.9
123	Seychelles[2]	3.0
124	Burundi	3.3
125	Chad	3.4
125	Côte d'Ivoire	3.4
127	Nigeria	3.6
128	Cameroon	5.3
129	Tanzania	5.6
130	Kenya	6.3
131	Uganda	6.5
132	Malawi	11.0
133	Mozambique	11.5
134	Namibia	13.1
135	Zambia	13.5
136	Zimbabwe	14.3
137	South Africa	17.8
138	Lesotho	23.6
139	Botswana	24.8
140	Swaziland	25.9

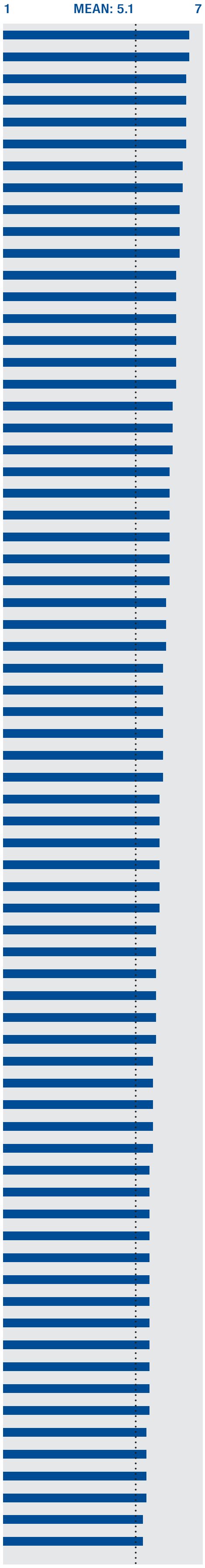
Source: The World Bank, *World Development Indicators* (April 2012 edition); UNAIDS, *Global Report on the Global AIDS Epidemic* (2008 edition)

[1] 2011 [2] 2010 [3] 2008 [4] 2007 [5] 2005

11.09 Business impact of HIV/AIDS

How serious an impact do you consider HIV will have on your company in the next five years (e.g., death, disability, medical and funeral expenses, productivity and absenteeism, recruitment and training expenses, revenues)? [1 = a serious impact; 7 = no impact at all] | 2011–2012 weighted average

RANK	COUNTRY/ECONOMY	VALUE
1	Finland	6.7
2	Bosnia and Herzegovina	6.7
3	Denmark	6.6
4	Albania	6.6
5	Norway	6.6
6	Croatia	6.6
7	Iceland	6.5
8	Sweden	6.5
9	Austria	6.4
10	Israel	6.4
11	New Zealand	6.4
12	Turkey	6.3
13	Netherlands	6.3
14	Ireland	6.3
15	Hungary	6.3
16	Luxembourg	6.3
17	Sri Lanka	6.3
18	Slovenia	6.2
19	Jordan	6.2
20	Germany	6.2
21	Greece	6.1
22	Spain	6.1
23	Saudi Arabia	6.1
24	Lithuania	6.1
25	Uruguay	6.1
26	Slovak Republic	6.1
27	Switzerland	6.0
28	Belgium	6.0
29	Serbia	6.0
30	Poland	5.9
31	United Kingdom	5.9
32	Taiwan, China	5.9
33	Italy	5.9
34	Montenegro	5.9
35	Australia	5.9
36	Bahrain	5.8
37	Canada	5.8
38	Yemen	5.8
39	Kuwait	5.8
40	Cyprus	5.8
41	Portugal	5.8
42	Ukraine	5.7
43	Moldova	5.7
44	United Arab Emirates	5.7
45	Estonia	5.7
46	Armenia	5.7
47	France	5.7
48	Latvia	5.6
49	Lebanon	5.6
50	Bangladesh	5.6
51	Mongolia	5.6
52	Chile	5.6
53	Malta	5.5
54	Argentina	5.5
55	Japan	5.5
56	Russian Federation	5.5
57	Singapore	5.5
58	Romania	5.5
59	Costa Rica	5.5
60	Kyrgyz Republic	5.5
61	Guatemala	5.5
62	Iran, Islamic Rep.	5.5
63	Bulgaria	5.5
64	Hong Kong SAR	5.5
65	Azerbaijan	5.4
66	Macedonia, FYR	5.4
67	Czech Republic	5.4
68	Mexico	5.4
69	Algeria	5.3
70	China	5.3
71	Oman	5.2
72	Kazakhstan	5.2
73	Brazil	5.2
74	Georgia	5.2
75	Nicaragua	5.2
76	Brunei Darussalam	5.2
77	Paraguay	5.1
78	Korea, Rep.	5.1
79	Morocco	5.1
80	Madagascar	5.1
81	Philippines	5.1
82	Puerto Rico	5.1
83	Mauritius	5.1
84	Egypt	5.1
85	Peru	5.0
86	Cape Verde	5.0
87	Dominican Republic	5.0
88	United States	5.0
89	Malaysia	4.9
90	El Salvador	4.9
91	Venezuela	4.9
92	Qatar	4.9
93	Senegal	4.8
94	Gambia, The	4.8
95	Mauritania	4.7
96	Cambodia	4.7
97	Guyana	4.6
98	Honduras	4.6
99	Nepal	4.6
100	India	4.6
101	Thailand	4.6
102	Colombia	4.6
103	Jamaica	4.6
104	Pakistan	4.5
105	Suriname	4.5
106	Tajikistan	4.5
107	Burkina Faso	4.5
108	Vietnam	4.4
109	Haiti	4.4
110	Ecuador	4.4
111	Panama	4.4
112	Nigeria	4.3
113	Cameroon	4.3
114	Sierra Leone	4.3
115	Côte d'Ivoire	4.3
116	Benin	4.2
117	Barbados	4.2
118	Ghana	4.0
119	Mali	4.0
120	Rwanda	4.0
121	Trinidad and Tobago	4.0
122	Indonesia	4.0
123	Ethiopia	3.7
124	Seychelles	3.6
125	Guinea	3.3
126	Kenya	3.3
127	Tanzania	3.2
128	Uganda	3.1
129	Zimbabwe	3.1
130	Bolivia	3.0
131	South Africa	3.0
132	Botswana	3.0
133	Mozambique	2.9
134	Chad	2.9
135	Zambia	2.8
136	Lesotho	2.8
137	Burundi	2.7
138	Namibia	2.6
139	Malawi	2.6
140	Swaziland	2.1



Source: World Economic Forum, Executive Opinion Survey

11.10 Life expectancy

Life expectancy at birth in years | 2011 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Japan[1]	82.9
2	Hong Kong SAR[1]	82.9
3	Switzerland[1]	82.2
4	Italy[1]	81.7
5	Australia[1]	81.7
6	Singapore[1]	81.6
7	Spain[1]	81.6
8	Israel[1]	81.5
9	Iceland[1]	81.5
9	Sweden[1]	81.5
11	France[1]	81.4
12	Norway[1]	81.0
13	Malta[1]	80.9
14	Canada[1]	80.8
15	Korea, Rep.[1]	80.8
16	Netherlands[1]	80.7
16	New Zealand[1]	80.7
18	United Kingdom[1]	80.4
19	Greece[1]	80.4
20	Austria[1]	80.4
21	Ireland[1]	80.3
22	Luxembourg[1]	80.1
23	Germany[1]	80.0
24	Belgium[1]	79.9
25	Finland[1]	79.9
26	Cyprus	79.6
27	Slovenia[1]	79.4
28	Costa Rica	79.3
29	Taiwan, China[1]	79.2
30	Denmark[1]	79.1
31	Portugal[1]	79.0
32	Chile	79.0
33	Puerto Rico[1]	78.9
34	Qatar	78.2
35	United States[1]	78.2
36	Brunei Darussalam	78.1
37	Czech Republic[1]	77.4
38	Albania	77.0
39	United Arab Emirates	76.7
40	Barbados	76.7
41	Mexico[1]	76.7
42	Croatia[1]	76.5
43	Poland[1]	76.2
44	Uruguay[1]	76.2
45	Panama	76.1
46	Argentina	75.8
47	Ecuador	75.6
48	Bosnia and Herzegovina	75.6
49	Estonia[1]	75.4
50	Bahrain	75.2
51	Slovak Republic[1]	75.1
52	Vietnam[1]	74.8
53	Macedonia, FYR	74.8
54	Sri Lanka[1]	74.7
55	Kuwait[1]	74.6
56	Montenegro	74.5
57	Malaysia	74.3
58	Hungary[1]	74.2
59	Venezuela[1]	74.1
60	Thailand	74.1
61	Nicaragua	74.0
62	Peru	74.0
63	Turkey	73.9
64	Serbia[1]	73.9
65	Cape Verde	73.9
66	Armenia	73.9
67	Saudi Arabia[1]	73.9
68	Colombia	73.6
69	Bulgaria[1]	73.5
70	Latvia[1]	73.5
71	Romania[1]	73.5
72	Dominican Republic	73.4
73	Brazil	73.4
74	Oman	73.3
75	Georgia[1]	73.3
76	Jordan[1]	73.3
77	China[1]	73.3
78	Lithuania[1]	73.3
79	Egypt	73.2
80	Honduras	73.1
81	Algeria	73.1
82	Seychelles[1]	73.0
83	Mauritius[1]	73.0
84	Jamaica[1]	72.8
85	Iran, Islamic Rep.[1]	72.8
86	Lebanon	72.6
87	Paraguay	72.5
88	Morocco	72.1
89	El Salvador	71.9
90	Guatemala	71.1
91	Suriname	70.6
92	Azerbaijan[1]	70.5
93	Ukraine[1]	70.3
94	Trinidad and Tobago	70.0
95	Guyana	69.9
96	Kyrgyz Republic[1]	69.4
97	Indonesia	69.3
98	Moldova	69.2
99	Bangladesh	68.9
100	Russian Federation[1]	68.8
101	Philippines	68.8
102	Nepal	68.7
103	Mongolia	68.5
104	Kazakhstan[1]	68.3
105	Tajikistan	67.5
106	Madagascar	66.7
107	Bolivia	66.6
108	India	65.5
109	Yemen	65.5
110	Pakistan[1]	65.2
111	Ghana	64.2
112	Cambodia	63.0
113	Namibia	62.3
114	Haiti	62.1
115	Senegal	59.3
116	Ethiopia	59.2
117	Mauritania	58.5
118	Gambia, The	58.5
119	Tanzania	58.2
120	Kenya	57.1
121	Benin	56.0
122	Côte d'Ivoire	55.4
123	Rwanda	55.4
124	Burkina Faso	55.4
125	Malawi	54.1
126	Guinea	54.1
127	Uganda	54.1
128	Botswana	53.0
129	South Africa[1]	52.1
130	Nigeria	51.9
131	Cameroon	51.6
132	Mali	51.4
133	Zimbabwe	51.2
134	Burundi	50.3
135	Mozambique	50.2
136	Chad	49.5
137	Zambia	49.0
138	Swaziland	48.7
139	Lesotho	48.0
140	Sierra Leone	47.8

Source: The World Bank, *World Development Indicators* (September 2012 edition)

[1] 2010

12th Pillar

Affinity for Travel & Tourism

12.01 Tourism openness

Tourism expenditure and receipts as a percentage of GDP | 2011 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Seychelles	32.5
2	Lebanon	28.2
3	Cape Verde	26.3
4	Barbados[1]	26.0
5	Albania	24.6
6	Hong Kong SAR	19.2
7	Montenegro	18.0
8	Kyrgyz Republic	17.9
9	Malta	17.9
10	Mauritius	16.8
11	Croatia	16.4
12	Cyprus	15.2
13	Jamaica	15.1
14	Singapore	15.0
15	Cambodia	14.5
16	Luxembourg	14.4
17	Jordan	14.4
18	Lesotho	12.7
19	Gambia, The	11.0
20	Iceland	10.6
21	Malaysia	10.5
22	Bulgaria	9.9
23	Tanzania	9.9
24	Thailand	9.5
25	Estonia	9.3
26	Armenia	9.0
27	Morocco	8.7
28	Nicaragua	8.6
29	Dominican Republic	8.6
30	Georgia	8.1
31	Panama	7.8
32	Uganda	7.8
33	Slovenia	7.7
34	Austria	7.3
35	Moldova	7.1
36	Mauritania[4]	6.9
37	Brunei Darussalam[2]	6.8
38	Bahrain	6.8
39	Guyana[1]	6.8
40	Belgium	6.6
41	United Arab Emirates	6.6
42	Portugal	6.5
43	Mongolia	6.5
44	Costa Rica	6.2
45	Uruguay	6.1
46	Vietnam	6.0
47	Honduras	6.0
48	Greece	5.9
49	Namibia	5.8
50	Hungary	5.7
51	New Zealand	5.7
52	Czech Republic	5.7
53	Latvia	5.4
54	Sweden	5.4
55	Rwanda	5.4
56	Ukraine	5.3
57	Chad[3]	5.3
58	Ireland	5.2
59	Spain	5.2
60	Kuwait	5.2
61	Lithuania	5.0
62	Madagascar[1]	4.9
63	Serbia	4.9
64	Kenya	4.9
65	Denmark	4.8
66	Slovak Republic	4.8
67	Switzerland	4.8
68	Senegal[1]	4.8
69	Egypt	4.6
70	Zimbabwe[5]	4.6
71	Azerbaijan	4.6
72	Taiwan, China	4.5
73	Bosnia and Herzegovina	4.5
74	Puerto Rico[1]	4.5
75	Norway	4.4
76	Guatemala	4.4
77	Saudi Arabia	4.3
78	Netherlands	4.2
79	Iran, Islamic Rep.[1]	4.0
80	Australia	3.9
81	Mali	3.9
82	Mozambique	3.8
83	Nepal	3.7
84	Poland	3.6
85	South Africa	3.6
86	Turkey	3.6
87	France	3.5
88	United Kingdom	3.5
89	Germany	3.5
90	Israel	3.4
91	Macedonia, FYR	3.3
92	Finland	3.3
93	Italy	3.3
94	Benin[1]	3.1
95	Haiti	3.0
96	Swaziland[1]	3.0
97	Philippines	3.0
98	Ghana	3.0
99	Nigeria	3.0
100	Ethiopia	2.9
101	Oman	2.9
102	Canada	2.9
103	Yemen	2.9
104	Korea, Rep.	2.8
105	Bolivia	2.8
106	El Salvador	2.7
107	Trinidad and Tobago[1]	2.5
108	Argentina	2.5
109	Côte d'Ivoire[1]	2.4
110	Russian Federation	2.4
111	Suriname	2.3
112	Sri Lanka	2.3
113	Ecuador	2.2
114	Peru	2.1
115	Sierra Leone	2.1
116	Romania	1.8
117	Malawi	1.8
118	Paraguay	1.7
119	Qatar	1.7
120	India	1.7
121	Mexico	1.7
122	Indonesia	1.7
123	China	1.7
124	Botswana[1]	1.6
125	Burkina Faso[1]	1.6
126	Cameroon[1]	1.5
127	Kazakhstan	1.5
128	Burundi	1.4
129	Chile	1.4
130	Colombia	1.4
131	United States	1.3
132	Zambia	1.2
133	Brazil	1.1
134	Venezuela	1.0
135	Pakistan	0.7
136	Guinea	0.7
137	Japan	0.7
138	Algeria	0.4
139	Bangladesh	0.3
140	Tajikistan	0.2

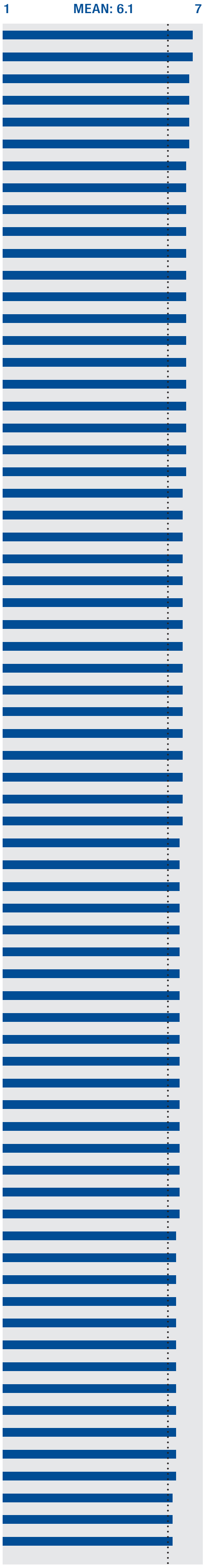
Source: United Nations World Tourism Organization; International Monetary Fund, *World Economic Outlook, 2012*

[1] 2010 [2] 2009 [3] 2002 [4] 1999 [5] 1998

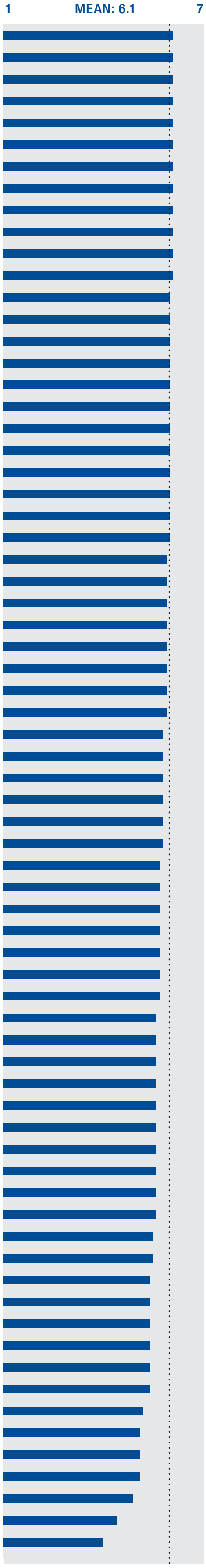
12.02 Attitude of population toward foreign visitors

How welcome are foreign visitors in your country? [1 = very unwelcome; 7 = very welcome] | 2011–2012 weighted average

RANK	COUNTRY/ECONOMY	VALUE
1	Iceland	6.8
2	New Zealand	6.8
3	Morocco	6.7
4	Macedonia, FYR	6.7
5	Austria	6.7
6	Senegal	6.7
7	Portugal	6.6
8	Bosnia and Herzegovina	6.6
9	Ireland	6.6
10	Burkina Faso	6.6
11	Barbados	6.6
12	Canada	6.6
13	Thailand	6.6
14	Mali	6.6
15	United Arab Emirates	6.6
16	Singapore	6.6
17	Malta	6.6
18	Yemen	6.6
19	Belgium	6.6
20	Bahrain	6.6
21	Rwanda	6.6
22	Lebanon	6.5
23	Switzerland	6.5
24	Sweden	6.5
25	Sri Lanka	6.5
26	Philippines	6.5
27	Australia	6.5
28	Mauritius	6.5
29	Seychelles	6.5
30	Tajikistan	6.5
31	Finland	6.5
32	Hong Kong SAR	6.5
33	Georgia	6.5
34	Zambia	6.5
35	Oman	6.5
36	Montenegro	6.5
37	Greece	6.5
38	Puerto Rico	6.4
39	Sierra Leone	6.4
40	Uganda	6.4
41	Costa Rica	6.4
42	South Africa	6.4
43	Brazil	6.4
44	Gambia, The	6.4
45	Mexico	6.4
46	Ghana	6.4
47	Netherlands	6.4
48	Cyprus	6.4
49	Luxembourg	6.4
50	Estonia	6.4
51	Kenya	6.4
52	Jordan	6.4
53	Turkey	6.4
54	Cameroon	6.4
55	United Kingdom	6.4
56	Malaysia	6.3
57	Spain	6.3
58	Côte d'Ivoire	6.3
59	Norway	6.3
60	Kazakhstan	6.3
61	Egypt	6.3
62	Dominican Republic	6.3
63	Burundi	6.3
64	Guinea	6.3
65	Croatia	6.3
66	Czech Republic	6.3
67	Ethiopia	6.3
68	Israel	6.2
69	Swaziland	6.2
70	Nepal	6.2



RANK	COUNTRY/ECONOMY	VALUE
71	Cape Verde	6.2
72	Suriname	6.2
73	Slovenia	6.2
74	Japan	6.2
75	Guyana	6.2
76	Brunei Darussalam	6.2
77	Uruguay	6.2
78	Taiwan, China	6.2
79	Italy	6.2
80	France	6.2
81	Jamaica	6.2
82	Azerbaijan	6.2
83	Germany	6.1
84	Chile	6.1
85	Namibia	6.1
86	Bangladesh	6.1
87	Serbia	6.1
88	Colombia	6.1
89	Benin	6.1
90	El Salvador	6.1
91	Mozambique	6.1
92	Nicaragua	6.1
93	Moldova	6.1
94	Algeria	6.1
95	Armenia	6.0
96	Peru	6.0
97	Guatemala	6.0
98	Albania	6.0
99	Haiti	6.0
100	Cambodia	6.0
101	Paraguay	6.0
102	United States	6.0
103	Botswana	5.9
104	India	5.9
105	Madagascar	5.9
106	Zimbabwe	5.9
107	Kyrgyz Republic	5.9
108	Vietnam	5.9
109	Qatar	5.8
110	Nigeria	5.8
111	Panama	5.8
112	Lithuania	5.8
113	Argentina	5.8
114	Indonesia	5.8
115	Tanzania	5.8
116	Hungary	5.7
117	Denmark	5.7
118	Poland	5.7
119	Ecuador	5.7
120	Lesotho	5.7
121	Malawi	5.7
122	Romania	5.7
123	Mauritania	5.7
124	Chad	5.7
125	Honduras	5.7
126	Trinidad and Tobago	5.6
127	Ukraine	5.6
128	Saudi Arabia	5.5
129	Korea, Rep.	5.5
130	China	5.5
131	Mongolia	5.5
132	Bulgaria	5.5
133	Slovak Republic	5.5
134	Pakistan	5.3
135	Iran, Islamic Rep.	5.2
136	Latvia	5.2
137	Kuwait	5.2
138	Russian Federation	5.0
139	Venezuela	4.5
140	Bolivia	4.1

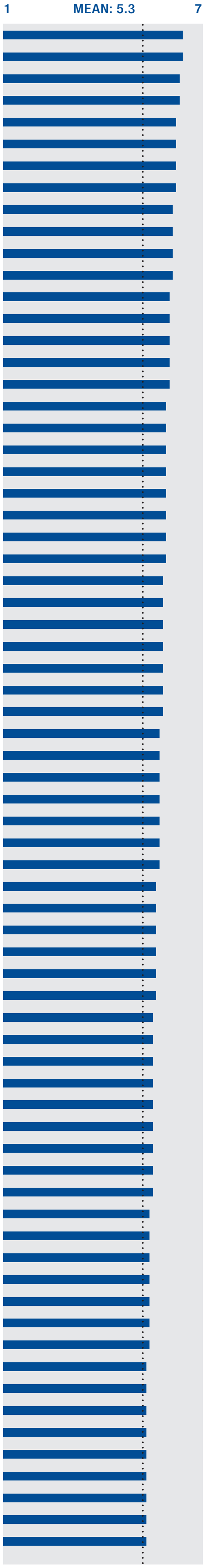


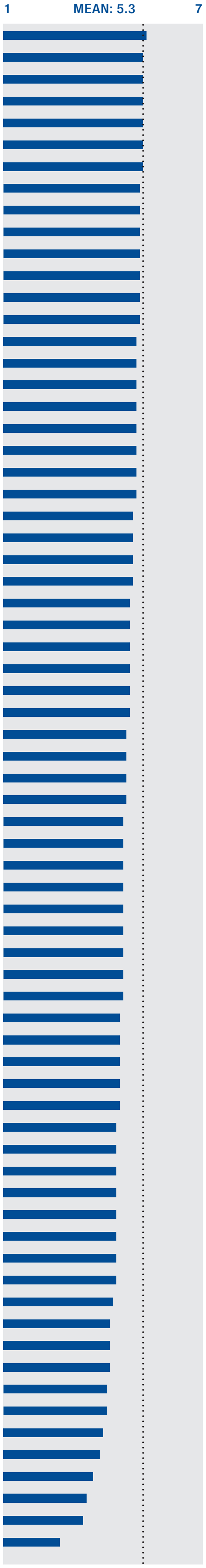
Source: World Economic Forum, Executive Opinion Survey

12.03 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] | 2011–2012 weighted average

RANK	COUNTRY/ECONOMY	VALUE
1	New Zealand	6.5
2	France	6.5
3	Austria	6.4
4	South Africa	6.4
5	Puerto Rico	6.3
6	Costa Rica	6.3
7	Sri Lanka	6.3
8	Spain	6.3
9	Morocco	6.2
10	Barbados	6.2
11	Turkey	6.2
12	Canada	6.2
13	United Arab Emirates	6.1
14	Switzerland	6.1
15	Ireland	6.1
16	Rwanda	6.1
17	Argentina	6.1
18	Uruguay	6.0
19	Lebanon	6.0
20	Philippines	6.0
21	Panama	6.0
22	Portugal	6.0
23	Oman	6.0
24	Mauritius	6.0
25	Thailand	6.0
26	Cyprus	5.9
27	Malaysia	5.9
28	Bosnia and Herzegovina	5.9
29	Estonia	5.9
30	Iceland	5.9
31	Hong Kong SAR	5.9
32	United Kingdom	5.9
33	Australia	5.8
34	Dominican Republic	5.8
35	Mexico	5.8
36	Egypt	5.8
37	Seychelles	5.8
38	Chile	5.8
39	United States	5.8
40	Montenegro	5.7
41	Jordan	5.7
42	Mali	5.7
43	Taiwan, China	5.7
44	Guatemala	5.7
45	Greece	5.7
46	Azerbaijan	5.6
47	Malta	5.6
48	Peru	5.6
49	Namibia	5.6
50	Georgia	5.6
51	Kenya	5.6
52	Botswana	5.6
53	Italy	5.6
54	Albania	5.6
55	Brazil	5.5
56	Colombia	5.5
57	Burkina Faso	5.5
58	Benin	5.5
59	Armenia	5.5
60	Singapore	5.5
61	Jamaica	5.5
62	Zimbabwe	5.4
63	Gambia, The	5.4
64	Cameroon	5.4
65	Côte d'Ivoire	5.4
66	Belgium	5.4
67	Macedonia, FYR	5.4
68	Nepal	5.4
69	Netherlands	5.4
70	Romania	5.4
71	Ecuador	5.4
72	Senegal	5.3
73	Suriname	5.3
74	Kyrgyz Republic	5.3
75	Cambodia	5.3
76	Germany	5.3
77	Qatar	5.3
78	Korea, Rep.	5.2
79	Honduras	5.2
80	Nicaragua	5.2
81	Sweden	5.2
82	Mongolia	5.2
83	Luxembourg	5.2
84	Slovenia	5.2
85	Indonesia	5.1
86	Serbia	5.1
87	Slovak Republic	5.1
88	Madagascar	5.1
89	Burundi	5.1
90	Zambia	5.1
91	Uganda	5.1
92	Swaziland	5.1
93	Israel	5.0
94	India	5.0
95	Malawi	5.0
96	Mozambique	5.0
97	Czech Republic	4.9
98	Iran, Islamic Rep.	4.9
99	Finland	4.9
100	Cape Verde	4.9
101	El Salvador	4.9
102	Mauritania	4.9
103	Norway	4.8
104	Lithuania	4.8
105	China	4.8
106	Guyana	4.8
107	Hungary	4.7
108	Ukraine	4.7
109	Bulgaria	4.7
110	Brunei Darussalam	4.7
111	Guinea	4.7
112	Latvia	4.7
113	Saudi Arabia	4.7
114	Ethiopia	4.7
115	Vietnam	4.7
116	Trinidad and Tobago	4.6
117	Yemen	4.6
118	Algeria	4.6
119	Kazakhstan	4.6
120	Ghana	4.6
121	Croatia	4.5
122	Nigeria	4.5
123	Bahrain	4.5
124	Denmark	4.5
125	Japan	4.5
126	Paraguay	4.5
127	Tajikistan	4.5
128	Lesotho	4.5
129	Russian Federation	4.4
130	Bangladesh	4.3
131	Tanzania	4.3
132	Pakistan	4.3
133	Moldova	4.2
134	Haiti	4.2
135	Chad	4.1
136	Sierra Leone	4.0
137	Poland	3.8
138	Bolivia	3.6
139	Kuwait	3.5
140	Venezuela	2.8





Source: World Economic Forum, Executive Opinion Survey

12.04 Degree of customer orientation

How well do companies in your country treat customers? [1 = generally treat their customers badly; 7 = are highly responsive to customers and seek customer retention] | 2011–2012 weighted average

RANK	COUNTRY/ECONOMY	VALUE
1	Japan	6.4
2	Switzerland	5.9
3	Austria	5.9
4	Sweden	5.8
5	Qatar	5.8
6	Taiwan, China	5.7
7	New Zealand	5.7
8	Denmark	5.6
9	Korea, Rep.	5.6
10	Belgium	5.6
11	Ireland	5.5
12	Singapore	5.5
13	Canada	5.5
14	Hong Kong SAR	5.4
15	Germany	5.4
16	Malaysia	5.4
17	Iceland	5.4
18	United States	5.4
19	United Arab Emirates	5.4
20	Finland	5.4
21	Thailand	5.4
22	Turkey	5.4
23	Puerto Rico	5.4
24	Netherlands	5.3
25	Australia	5.3
26	United Kingdom	5.3
27	Philippines	5.3
28	Oman	5.2
29	Lithuania	5.2
30	Luxembourg	5.2
31	Norway	5.2
32	Gambia, The	5.1
33	Guatemala	5.1
34	Estonia	5.1
35	El Salvador	5.1
36	Saudi Arabia	5.1
37	Costa Rica	5.1
38	Albania	5.0
39	Colombia	5.0
40	Bahrain	5.0
41	Mauritius	5.0
42	Lebanon	4.9
43	Cambodia	4.9
44	Brunei Darussalam	4.9
45	Peru	4.9
46	Poland	4.9
47	Mexico	4.9
48	Jordan	4.8
49	Brazil	4.8
50	Sri Lanka	4.8
51	Senegal	4.8
52	Slovenia	4.8
53	Italy	4.8
54	Portugal	4.8
55	Israel	4.7
56	Azerbaijan	4.7
57	Czech Republic	4.7
58	France	4.7
59	Panama	4.7
60	India	4.7
61	South Africa	4.7
62	Kuwait	4.6
63	Kenya	4.6
64	Barbados	4.6
65	Morocco	4.6
66	Spain	4.6
67	Latvia	4.6
68	Chile	4.6
69	Bulgaria	4.6
70	Ukraine	4.6
71	Zambia	4.6
72	Indonesia	4.6
73	Uganda	4.6
74	Slovak Republic	4.6
75	Montenegro	4.5
76	Uruguay	4.5
77	Cyprus	4.5
78	Malta	4.5
79	Malawi	4.5
80	Guyana	4.5
81	Honduras	4.5
82	Bosnia and Herzegovina	4.5
83	Guinea	4.5
84	Rwanda	4.5
85	Egypt	4.5
86	Paraguay	4.5
87	Nigeria	4.5
88	Benin	4.5
89	China	4.5
90	Greece	4.5
91	Macedonia, FYR	4.4
92	Madagascar	4.4
93	Swaziland	4.4
94	Dominican Republic	4.4
95	Pakistan	4.4
96	Tanzania	4.4
97	Armenia	4.4
98	Bangladesh	4.3
99	Côte d'Ivoire	4.3
100	Ghana	4.3
101	Tajikistan	4.3
102	Hungary	4.3
103	Kazakhstan	4.3
104	Botswana	4.2
105	Croatia	4.2
106	Yemen	4.2
107	Seychelles	4.2
108	Nepal	4.1
109	Cameroon	4.1
110	Kyrgyz Republic	4.1
111	Mali	4.1
112	Iran, Islamic Rep.	4.0
113	Burkina Faso	4.0
114	Romania	4.0
115	Vietnam	4.0
116	Mongolia	3.9
117	Ethiopia	3.9
118	Georgia	3.9
119	Sierra Leone	3.9
120	Jamaica	3.9
121	Nicaragua	3.8
122	Moldova	3.8
123	Mozambique	3.8
124	Zimbabwe	3.8
125	Ecuador	3.8
126	Lesotho	3.8
127	Namibia	3.7
128	Suriname	3.7
129	Mauritania	3.7
130	Russian Federation	3.7
131	Serbia	3.7
132	Argentina	3.6
133	Burundi	3.6
134	Cape Verde	3.6
135	Trinidad and Tobago	3.6
136	Bolivia	3.5
137	Venezuela	3.4
138	Haiti	3.2
139	Chad	3.1
140	Algeria	3.0

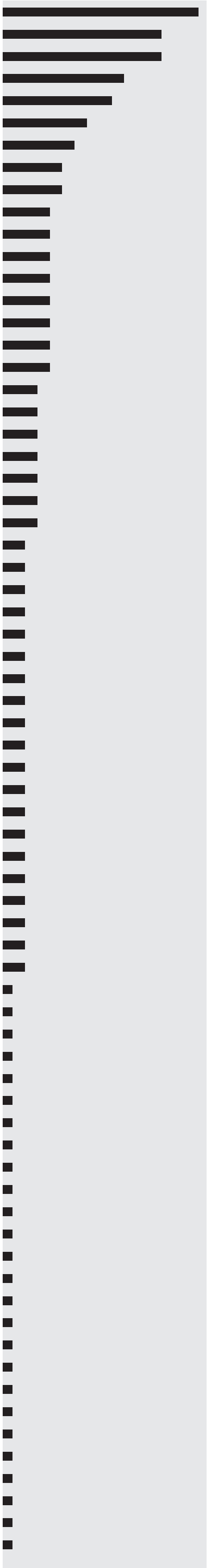
Source: World Economic Forum, Executive Opinion Survey

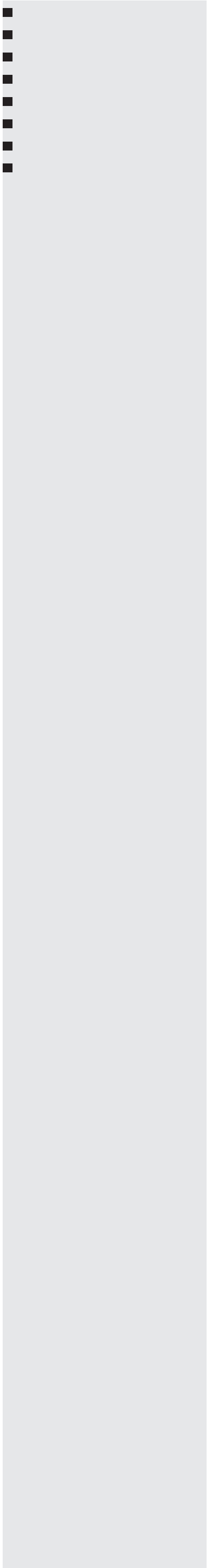
13th Pillar

Natural resources

13.01 Number of World Heritage natural sites

Number of World Heritage natural sites in the country | 2012 or most recent





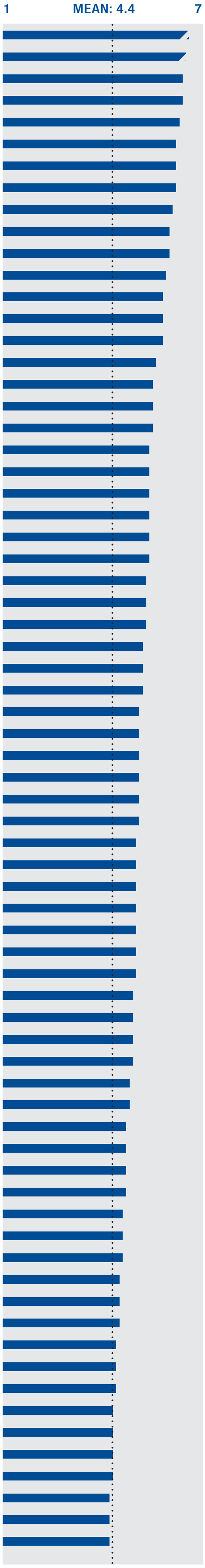
RANK	COUNTRY/ECONOMY	VALUE
1	Australia	16
2	China	13
2	United States	13
4	Russian Federation	10
5	Canada	9
6	Brazil	7
7	India	6
8	Spain	5
8	United Kingdom	5
10	Argentina	4
10	France	4
10	Indonesia	4
10	Japan	4
10	Mexico	4
10	Peru	4
10	South Africa	4
10	Tanzania	4
18	Costa Rica	3
18	Côte d'Ivoire	3
18	Italy	3
18	Kenya	3
18	New Zealand	3
18	Panama	3
18	Switzerland	3
25	Bulgaria	2
25	Cameroon	2
25	Colombia	2
25	Ecuador	2
25	Germany	2
25	Greece	2
25	Madagascar	2
25	Malaysia	2
25	Nepal	2
25	Philippines	2
25	Senegal	2
25	Seychelles	2
25	Slovak Republic	2
25	Sri Lanka	2
25	Sweden	2
25	Thailand	2
25	Turkey	2
25	Uganda	2
25	Vietnam	2
25	Zimbabwe	2
45	Algeria	1
45	Bangladesh	1
45	Bolivia	1
45	Chad	1
45	Croatia	1
45	Denmark	1
45	Egypt	1
45	Ethiopia	1
45	Finland	1
45	Guatemala	1
45	Guinea	1
45	Honduras	1
45	Hungary	1
45	Iceland	1
45	Jordan	1
45	Kazakhstan	1
45	Korea, Rep.	1
45	Macedonia, FYR	1
45	Malawi	1
45	Mali	1
45	Mauritania	1
45	Mongolia	1
45	Montenegro	1
45	Netherlands	1
45	Norway	1
45	Poland	1
45	Portugal	1
45	Romania	1
45	Slovenia	1
45	Suriname	1
45	Ukraine	1
45	Venezuela	1
45	Yemen	1
45	Zambia	1
79	Albania	0
79	Armenia	0
79	Austria	0
79	Azerbaijan	0
79	Bahrain	0
79	Barbados	0
79	Belgium	0
79	Benin	0
79	Bosnia and Herzegovina	0
79	Botswana	0
79	Brunei Darussalam	0
79	Burkina Faso	0
79	Burundi	0
79	Cambodia	0
79	Cape Verde	0
79	Chile	0
79	Cyprus	0
79	Czech Republic	0
79	Dominican Republic	0
79	El Salvador	0
79	Estonia	0
79	Gambia, The	0
79	Georgia	0
79	Ghana	0
79	Guyana	0
79	Haiti	0
79	Hong Kong SAR	0
79	Iran, Islamic Rep.	0
79	Ireland	0
79	Israel	0
79	Jamaica	0
79	Kuwait	0
79	Kyrgyz Republic	0
79	Latvia	0
79	Lebanon	0
79	Lesotho	0
79	Lithuania	0
79	Luxembourg	0
79	Malta	0
79	Mauritius	0
79	Moldova	0
79	Morocco	0
79	Mozambique	0
79	Namibia	0
79	Nicaragua	0
79	Nigeria	0
79	Oman	0
79	Pakistan	0
79	Paraguay	0
79	Puerto Rico	0
79	Qatar	0
79	Rwanda	0
79	Saudi Arabia	0
79	Serbia	0
79	Sierra Leone	0
79	Singapore	0
79	Swaziland	0
79	Taiwan, China	0
79	Tajikistan	0
79	Trinidad and Tobago	0
79	United Arab Emirates	0
79	Uruguay	0

Source: UNESCO World Heritage List, available at http://whc.unesco.org/en/list/

13.02 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] | 2011–2012 weighted average

RANK	COUNTRY/ECONOMY	VALUE
1	Austria	6.7
2	Finland	6.6
3	New Zealand	6.5
4	Switzerland	6.5
5	Iceland	6.4
6	Norway	6.3
7	Sweden	6.3
8	Seychelles	6.3
9	Canada	6.2
10	Australia	6.1
11	Ireland	6.1
12	Oman	6.0
13	Namibia	5.9
14	Germany	5.9
15	Luxembourg	5.9
16	Slovenia	5.7
17	Croatia	5.6
18	Estonia	5.6
19	Brunei Darussalam	5.6
20	Bosnia and Herzegovina	5.5
21	Denmark	5.5
22	Uruguay	5.5
23	Singapore	5.5
24	Montenegro	5.5
25	Japan	5.5
26	Costa Rica	5.4
27	Botswana	5.4
28	Rwanda	5.4
29	Sri Lanka	5.3
30	South Africa	5.3
31	Greece	5.3
32	Barbados	5.2
33	Iran, Islamic Rep.	5.2
34	United Kingdom	5.2
35	United States	5.2
36	Latvia	5.2
37	United Arab Emirates	5.2
38	Brazil	5.1
39	Puerto Rico	5.1
40	Suriname	5.1
41	Netherlands	5.1
42	Gambia, The	5.1
43	Malaysia	5.1
44	Kyrgyz Republic	5.1
45	Portugal	5.0
46	Jamaica	5.0
47	Zimbabwe	5.0
48	Lithuania	5.0
49	France	4.9
50	Yemen	4.9
51	Zambia	4.8
52	Spain	4.8
53	Tajikistan	4.8
54	Qatar	4.8
55	Panama	4.7
56	Belgium	4.7
57	Saudi Arabia	4.7
58	Swaziland	4.6
59	Georgia	4.6
60	Mauritius	4.6
61	Tanzania	4.5
62	Uganda	4.5
63	Azerbaijan	4.5
64	Nepal	4.4
65	Czech Republic	4.4
66	Cyprus	4.4
67	Cambodia	4.4
68	Ethiopia	4.3
69	Taiwan, China	4.3
70	Israel	4.3
71	Kenya	4.3
72	Poland	4.3
73	Korea, Rep.	4.3
74	Slovak Republic	4.3
75	Bahrain	4.3
76	Italy	4.2
77	Malawi	4.2
78	Chile	4.2
79	Sierra Leone	4.1
80	Hungary	4.1
81	Ecuador	4.1
82	Thailand	4.1
83	Guyana	4.1
84	Jordan	4.1
85	Macedonia, FYR	4.1
86	India	4.1
87	Trinidad and Tobago	4.0
88	Ghana	4.0
89	Indonesia	4.0
90	Egypt	4.0
91	Cape Verde	4.0
92	Philippines	4.0
93	Morocco	4.0
94	Cameroon	3.9
95	Argentina	3.9
96	Turkey	3.9
97	Honduras	3.9
98	Nicaragua	3.8
99	Colombia	3.8
100	Bangladesh	3.8
101	Bolivia	3.8
102	Venezuela	3.8
103	Moldova	3.8
104	Ukraine	3.8
105	Paraguay	3.8
106	Pakistan	3.7
107	Romania	3.7
108	Hong Kong SAR	3.7
109	Mexico	3.7
110	Lesotho	3.7
111	Mozambique	3.7
112	Malta	3.6
113	Kazakhstan	3.6
114	Guatemala	3.6
115	China	3.6
116	Dominican Republic	3.6
117	Albania	3.5
118	Armenia	3.5
119	Nigeria	3.5
120	Russian Federation	3.4
121	Bulgaria	3.4
122	Burkina Faso	3.4
123	Peru	3.4
124	Mongolia	3.2
125	Serbia	3.2
126	Senegal	3.1
127	Mauritania	3.0
128	Madagascar	3.0
129	Algeria	2.8
130	Guinea	2.8
131	Mali	2.8
132	Benin	2.8
133	Chad	2.8
134	Burundi	2.7
135	Vietnam	2.7
136	Lebanon	2.7
137	Côte d'Ivoire	2.6
138	Kuwait	2.5
139	El Salvador	2.3
140	Haiti	1.4



Source: World Economic Forum, Executive Opinion Survey

13.03 Total known species

Total known species (mammals, birds, amphibians) in the country | 2012 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Brazil	3,188
2	Colombia	2,973
3	Peru	2,733
4	Indonesia	2,603
5	Ecuador	2,423
6	China	2,119
7	Venezuela	2,033
8	Bolivia	2,016
9	Mexico	1,961
10	India	1,846
11	United States	1,594
12	Tanzania	1,590
13	Argentina	1,528
14	Kenya	1,502
15	Cameroon	1,401
16	Thailand	1,377
17	Uganda	1,372
18	Panama	1,320
19	Costa Rica	1,272
20	Australia	1,266
21	Vietnam	1,263
22	Malaysia	1,248
23	Nigeria	1,235
24	South Africa	1,170
25	Guyana	1,152
26	Ethiopia	1,137
27	Guatemala	1,069
28	Zambia	1,043
29	Nepal	1,036
30	Honduras	1,032
31	Ghana	1,012
32	Côte d'Ivoire	1,011
33	Suriname	1,004
34	Mozambique	970
35	Nicaragua	950
36	Paraguay	926
37	Guinea	924
38	Malawi	897
39	Zimbabwe	886
40	Philippines	858
41	Rwanda	853
42	Namibia	838
43	Sierra Leone	824
44	Pakistan	810
45	Canada	785
46	Senegal	767
47	Bangladesh	765
48	Burundi	753
49	Botswana	728
50	Mali	723
51	Cambodia	722
52	Madagascar	719
53	Benin	696
54	El Salvador	691
55	Iran, Islamic Rep.	679
56	Chad	659
57	Chile	637
57	Japan	637
59	Swaziland	628
60	Kazakhstan	609
61	Gambia, The	605
62	Brunei Darussalam	602
63	Sri Lanka	598
64	Burkina Faso	597
65	Mauritania	580
66	Turkey	571
67	Trinidad and Tobago	562
68	Uruguay	554
69	Spain	533
70	France	511
71	Italy	509
72	Israel	507
73	Taiwan, China	504
74	Egypt	496
75	Mongolia	495
76	Saudi Arabia	484
77	Morocco	477
78	Greece	475
79	Azerbaijan	472
80	Korea, Rep.	457
80	Singapore	457
82	Ukraine	450
83	Bulgaria	448
84	Romania	439
85	Yemen	436
86	Algeria	434
86	Germany	434
88	Serbia	426
89	Croatia	424
90	Portugal	421
91	Austria	417
91	Jordan	417
91	Macedonia, FYR	417
94	Montenegro	416
95	Oman	407
96	Kyrgyz Republic	403
97	Slovak Republic	400
98	Poland	399
99	Tajikistan	398
100	Slovenia	396
101	Armenia	395
101	Georgia	395
103	Albania	393
104	Switzerland	392
105	Czech Republic	389
106	Hungary	385
107	Bosnia and Herzegovina	378
108	Lebanon	371
109	Netherlands	364
110	Sweden	363
111	Denmark	357
112	Haiti	356
113	Belgium	352
114	United Kingdom	351
115	United Arab Emirates	346
116	Latvia	345
117	Norway	337
118	Dominican Republic	333
119	Russian Federation	332
120	Finland	331
121	Kuwait	329
121	Lesotho	329
123	Puerto Rico	328
124	Estonia	326
125	Lithuania	320
126	Moldova	315
127	Cyprus	310
128	Hong Kong SAR	276
129	New Zealand	270
130	Ireland	265
131	Jamaica	258
132	Luxembourg	253
133	Qatar	251
134	Bahrain	244
135	Barbados	242
136	Malta	234
137	Iceland	135
138	Seychelles	130
139	Cape Verde	114
140	Mauritius	92

Source: The International Union for Conservation of Nature (IUCN), Red List Threatened Species 2012

13.04 Terrestrial biome protection

This is a measures of the degree to which a country achieves the target of protecting 17 percent of each terrestrial biome within its borders. Therefore it is expressed as the average of the percentage of land protected by biome. It ranges between 0 and 17 percent. | 2010 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Botswana	17.0
1	Brunei Darussalam	17.0
1	Cambodia	17.0
1	Côte d'Ivoire	17.0
1	Cyprus	17.0
1	Estonia	17.0
1	Germany	17.0
1	Hong Kong SAR	17.0
1	Jamaica	17.0
1	Latvia	17.0
1	Luxembourg	17.0
1	Malaysia	17.0
1	Poland	17.0
1	Saudi Arabia	17.0
1	United Kingdom	17.0
1	Venezuela	17.0
1	Zambia	17.0
18	Tanzania	17.0
19	Zimbabwe	17.0
20	Senegal	16.9
21	Malta	16.9
22	Benin	16.8
23	Trinidad and Tobago	16.8
24	Switzerland	16.7
25	Greece	16.3
26	Malawi	16.1
27	Costa Rica	16.0
28	Ecuador	15.6
29	Nicaragua	15.5
30	Mozambique	15.4
30	Panama	15.4
32	Colombia	15.1
33	Italy	15.1
34	Japan	14.9
35	Austria	14.8
36	United Arab Emirates	14.8
37	Bolivia	14.7
38	Lithuania	14.6
39	Ethiopia	14.5
40	Sri Lanka	14.5
41	Iceland	14.5
42	Slovak Republic	14.4
43	Czech Republic	14.3
44	New Zealand	14.3
45	Burkina Faso	14.3
46	Namibia	14.1
47	Brazil	14.1
48	Honduras	14.0
49	Belgium	13.8
49	Indonesia	13.8
51	Guatemala	13.6
52	Peru	13.4
53	Ghana	13.3
54	Montenegro	13.3
55	Thailand	13.2
56	France	13.1
56	Slovenia	13.1
58	Nigeria	12.9
59	Seychelles	12.8
60	Norway	12.7
61	Netherlands	12.2
62	Croatia	12.0
63	Israel	12.0
64	Mongolia	11.8
65	Taiwan, China	11.5
66	Kenya	11.4
67	Uganda	11.2
68	China	10.9
69	Philippines	10.9
70	Mexico	10.7
71	Nepal	10.6
71	Oman	10.6
73	Australia	10.4
74	Chile	10.2
75	Albania	10.0
76	Pakistan	10.0
77	Suriname	10.0
78	Rwanda	9.7
79	Chad	9.4
80	Cameroon	9.2
81	Russian Federation	9.1
82	Bulgaria	9.1
83	Spain	8.6
84	United States	8.4
85	Finland	8.4
86	Portugal	8.3
87	Puerto Rico	8.2
88	Armenia	8.0
89	Sweden	7.9
90	Canada	7.6
91	Iran, Islamic Rep.	6.9
92	Romania	6.8
93	Azerbaijan	6.8
94	Guinea	6.8
95	South Africa	6.5
96	Algeria	6.3
97	Vietnam	6.2
98	Serbia[1]	6.0
99	Egypt	5.9
100	Korea, Rep.	5.8
101	Paraguay	5.4
102	Burundi	5.2
103	Hungary	5.1
104	Denmark	5.1
105	India	5.1
106	Guyana	5.0
107	Argentina	5.0
108	Sierra Leone	4.9
109	Singapore	4.8
110	Mauritius	4.8
111	Macedonia, FYR	4.8
112	Tajikistan	4.1
113	Kyrgyz Republic	4.0
114	Georgia	3.6
115	Ukraine	3.5
116	Madagascar	3.1
117	Swaziland	3.0
118	Cape Verde	2.5
119	Mali	2.4
120	Kazakhstan	2.4
121	Qatar	2.4
122	Turkey	1.9
123	Bangladesh	1.8
124	Ireland	1.8
125	Kuwait	1.6
126	Jordan	1.6
127	Morocco	1.5
128	Gambia, The	1.5
129	Moldova	1.4
130	Bahrain	1.3
131	El Salvador	0.8
132	Yemen	0.6
133	Mauritania	0.5
134	Bosnia and Herzegovina	0.5
135	Lebanon	0.5
136	Haiti	0.3
137	Uruguay	0.3
138	Lesotho	0.2
139	Barbados	0.1
140	Dominican Republic	0.0

Source: Yale University-CIESIN, Environmental Performance Index 2012, based on UNEP World Conservation Monitoring Centre

[1] 2009

13.05 Marine protected areas

Percentage of each country's exclusive economic zone (EEZ, 0-200 nautical miles) that is under protection by a marine protected area (MPA) | 2010 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Germany	33.5
2	Jordan	30.0
3	New Zealand	27.5
4	United Kingdom	18.4
5	Estonia	18.1
6	Ecuador	12.9
7	United States	11.6
8	Australia	10.1
9	Nicaragua	9.5
10	Colombia	9.1
11	Italy	7.0
12	Romania	6.6
13	Netherlands	5.1
14	Mauritania	4.1
15	Lithuania	3.9
16	Finland	3.2
17	Venezuela	3.1
18	Russian Federation	2.9
19	Sweden	2.8
20	Latvia	2.4
21	Egypt	2.2
22	Denmark	1.9
23	Croatia	1.9
24	Mexico	1.7
25	Dominican Republic	1.6
26	Saudi Arabia	1.6
27	Thailand	1.6
28	Ukraine	1.5
29	Suriname	1.5
30	Tanzania	1.5
31	France	1.5
32	United Arab Emirates	1.5
33	Brunei Darussalam	1.4
34	Poland	1.4
35	Singapore	1.3
36	Brazil	1.3
37	Kenya	1.2
38	Indonesia	1.1
39	Philippines	1.0
40	Namibia	1.0
41	Korea, Rep.	1.0
42	Senegal	1.0
43	Panama	0.9
44	Albania	0.9
45	Turkey	0.8
46	Guatemala	0.8
47	Bosnia and Herzegovina	0.8
48	Canada	0.7
49	Iran, Islamic Rep.	0.7
50	Spain	0.7
51	Slovenia	0.7
52	Malaysia	0.7
53	Jamaica	0.7
54	Costa Rica	0.7
55	Greece	0.7
56	Taiwan, China	0.6
57	Trinidad and Tobago	0.6
58	Bulgaria	0.6
59	Japan	0.5
60	China	0.5
61	Vietnam	0.5
62	Mozambique	0.4
63	Bangladesh	0.4
64	Bahrain	0.4
65	Iceland	0.4
66	Honduras	0.4
67	South Africa	0.3
68	Chile	0.3
69	Morocco	0.3
70	Montenegro	0.3
71	Peru	0.3
72	Pakistan	0.3
73	Yemen	0.2
74	Cameroon	0.2
75	El Salvador	0.2
76	Norway	0.2
77	Cambodia	0.2
78	Puerto Rico	0.1
79	Argentina	0.1
80	India	0.1
81	Oman	0.1
82	Georgia	0.1
83	Portugal	0.1
84	Cyprus	0.1
85	Qatar	0.1
86	Israel	0.1
87	Algeria	0.1
88	Sri Lanka	0.1
89	Uruguay	0.1
90	Malta	0.0
91	Lebanon	0.0
92	Seychelles	0.0
93	Belgium	0.0
94	Ireland	0.0
95	Nigeria	0.0
96	Madagascar	0.0
97	Gambia, The	0.0
98	Kuwait	0.0
99	Côte d'Ivoire	0.0
100	Haiti	0.0
101	Mauritius	0.0
102	Barbados	0.0
103	Ghana	0.0
104	Benin	0.0
104	Cape Verde	0.0
104	Guinea	0.0
104	Guyana	0.0
104	Sierra Leone	0.0
n/a	Armenia	n/a
n/a	Austria	n/a
n/a	Azerbaijan	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	Hong Kong SAR	n/a
n/a	Hungary	n/a
n/a	Kazakhstan	n/a
n/a	Kyrgyz Republic	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	Serbia	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 University-CIESIN, Environmental Performance Index 2012, based on IUCN and UNEP-WCMC The World Database on Protected Areas (WDPA)

14th Pillar

Cultural resources

14.01 Number of World Heritage cultural sites

Number of World Heritage cultural sites and Oral & Intangible Heritage. | 2012 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	China	70
2	Spain	53
3	Italy	47
4	France	45
5	Germany	34
5	Mexico	34
7	Japan	32
8	India	31
9	Iran, Islamic Rep.	24
9	United Kingdom	24
11	Korea, Rep.	23
12	Belgium	20
12	Turkey	20
14	Croatia	18
14	Greece	18
16	Brazil	17
16	Russian Federation	17
18	Czech Republic	16
18	Peru	16
20	Portugal	14
20	Sweden	14
22	Morocco	13
23	Colombia	12
23	Poland	12
25	Mongolia	11
25	Vietnam	11
27	Indonesia	10
27	Mali	10
29	Austria	9
29	Bulgaria	9
29	Hungary	9
29	United States	9
33	Algeria	8
33	Bolivia	8
33	Ethiopia	8
33	Netherlands	8
33	Romania	8
33	Switzerland	8
39	Australia	7
39	Canada	7
39	Egypt	7
39	Israel	7
39	Lithuania	7
39	Pakistan	7
45	Azerbaijan	6
45	Chile	6
45	Finland	6
45	Norway	6
45	Senegal	6
45	Slovak Republic	6
45	Sri Lanka	6
52	Argentina	5
52	Armenia	5
52	Cyprus	5
52	Estonia	5
52	Guatemala	5
52	Jordan	5
52	Lebanon	5
52	Nigeria	5
52	Oman	5
52	Philippines	5
52	South Africa	5
63	Barbados	4
63	Cambodia	4
63	Georgia	4
63	Kenya	4
63	Latvia	4
63	Nicaragua	4
63	Serbia	4
63	Tanzania	4
63	Ukraine	4
63	Yemen	4
63	Zimbabwe	4
74	Albania	3
74	Bangladesh	3
74	Denmark	3
74	Dominican Republic	3
74	Ecuador	3
74	Gambia, The	3
74	Kyrgyz Republic	3
74	Malawi	3
74	Malaysia	3
74	Malta	3
74	Mozambique	3
74	Saudi Arabia	3
74	Thailand	3
74	Uruguay	3
88	Bahrain	2
88	Benin	2
88	Bosnia and Herzegovina	2
88	Burkina Faso	2
88	Côte d'Ivoire	2
88	Ghana	2
88	Honduras	2
88	Ireland	2
88	Kazakhstan	2
88	Luxembourg	2
88	Madagascar	2
88	Mauritania	2
88	Mauritius	2
88	Nepal	2
88	Panama	2
88	Slovenia	2
88	Tajikistan	2
88	Uganda	2
88	United Arab Emirates	2
88	Venezuela	2
88	Zambia	2
109	Botswana	1
109	Cape Verde	1
109	Costa Rica	1
109	El Salvador	1
109	Guinea	1
109	Haiti	1
109	Iceland	1
109	Jamaica	1
109	Macedonia, FYR	1
109	Moldova	1
109	Montenegro	1
109	Namibia	1
109	New Zealand	1
109	Paraguay	1
109	Qatar	1
109	Suriname	1
125	Brunei Darussalam	0
125	Burundi	0
125	Cameroon	0
125	Chad	0
125	Guyana	0
125	Hong Kong SAR	0
125	Kuwait	0
125	Lesotho	0
125	Puerto Rico	0
125	Rwanda	0
125	Seychelles	0
125	Sierra Leone	0
125	Singapore	0
125	Swaziland	0
125	Taiwan, China	0
125	Trinidad and Tobago	0

Source: UNESCO World Heritage List, available at http://whc.unesco.org/en/list/ and http://www.unesco.org/culture/ich/index.php?lg=en&pg=00011.

14.02 Sports stadiums

Sports stadium capacity per million population. | 2011 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	Iceland	244,059.6
2	Ireland	243,076.7
3	Seychelles	197,674.4
4	Montenegro	175,354.8
5	Luxembourg	175,307.5
6	Uruguay	161,078.7
7	New Zealand	149,810.0
8	Malta	149,164.7
9	Barbados	144,200.1
10	Australia	138,856.9
11	Norway	134,420.2
12	Portugal	133,368.8
13	Trinidad and Tobago	130,723.8
14	Finland	125,147.6
15	Qatar	123,473.2
16	Cyprus	117,953.8
17	Denmark	111,859.0
18	Switzerland	110,303.5
19	United States	109,953.7
20	Sweden	109,773.3
21	Bahrain	108,482.2
22	Bulgaria	102,149.8
23	Spain	99,938.3
24	Slovenia	97,124.3
25	Macedonia, FYR	90,712.1
26	United Kingdom	87,427.9
27	Croatia	84,213.8
28	Belgium	79,950.0
29	Germany	78,752.6
30	Kuwait	76,471.5
31	Korea, Rep.	75,499.5
32	Brunei Darussalam	73,902.9
33	Bosnia and Herzegovina	72,431.1
34	Hungary	72,207.1
35	Austria	71,791.9
36	Suriname	69,887.9
37	United Arab Emirates	66,285.8
38	Greece	65,737.9
39	Lebanon	65,314.3
40	Czech Republic	60,765.0
41	Serbia	59,349.1
42	Cape Verde	55,934.6
43	Netherlands	55,816.5
44	Latvia	55,636.9
45	Canada	55,253.0
46	Slovak Republic	55,242.5
47	Albania	55,037.5
48	Ecuador	54,649.0
49	Romania	53,050.8
50	Costa Rica	53,003.1
51	Lithuania	52,236.0
52	Italy	52,072.1
53	Puerto Rico	51,734.6
54	Swaziland	51,509.1
55	France	50,213.7
56	Georgia	49,392.1
57	Poland	47,941.3
58	Oman	46,729.9
59	Chile	46,153.6
60	Panama	45,923.1
61	Argentina	43,478.1
62	Jamaica	43,184.6
63	Brazil	42,319.1
64	Botswana	41,610.5
65	Estonia	40,079.1
66	Armenia	38,728.7
67	Japan	37,108.6
68	Peru	36,082.0
69	South Africa	35,716.8
70	Paraguay	33,570.4

RANK	COUNTRY/ECONOMY	VALUE
71	Honduras	33,463.6
72	Israel	32,826.0
73	Malaysia	32,761.1
74	Taiwan, China	32,587.0
75	Singapore	29,971.6
76	Venezuela	29,881.7
77	Guyana	29,099.0
78	El Salvador	28,490.6
79	Hong Kong SAR	27,708.6
80	Bolivia	27,160.7
81	Morocco	27,152.1
82	Mauritius	26,593.0
83	Turkey	25,008.2
84	Azerbaijan	24,998.7
85	Ukraine	24,417.6
86	Mexico	22,750.8
87	Colombia	22,725.4
88	Moldova	22,222.0
89	Guatemala	21,677.6
90	Zambia	19,510.3
91	Nicaragua	18,807.9
92	Kazakhstan	18,376.6
93	Iran, Islamic Rep.	18,135.4
94	Namibia	17,771.1
95	Algeria	17,092.7
96	Senegal	15,860.5
97	Dominican Republic	15,321.6
98	Russian Federation	14,841.8
99	Saudi Arabia	14,382.6
100	Benin	13,945.2
101	Sierra Leone	13,589.0
102	Zimbabwe	13,524.8
103	Sri Lanka	12,808.5
104	Jordan	12,619.3
105	Ghana	11,958.2
106	Cameroon	11,532.5
107	Mauritania	11,294.5
108	Thailand	10,575.9
109	Mali	10,543.2
110	Kyrgyz Republic	9,987.3
111	Egypt	9,152.8
112	Lesotho	9,116.4
113	Gambia, The	8,445.5
114	Guinea	8,315.6
115	Burkina Faso	8,133.0
116	Mongolia	7,142.6
117	Mozambique	6,853.4
118	Indonesia	6,798.4
119	Tajikistan	6,736.5
120	Kenya	6,710.0
121	Côte d'Ivoire	6,401.1
122	Tanzania	5,841.8
123	Nigeria	4,507.4
124	Rwanda	4,477.8
125	Vietnam	4,371.6
126	Madagascar	4,316.2
127	Pakistan	4,212.1
128	Yemen	3,830.7
129	Cambodia	3,635.0
130	Philippines	3,416.7
131	Malawi	3,250.8
132	China	3,210.5
133	Haiti	2,765.8
134	Burundi	2,565.5
135	Uganda	2,324.0
136	Nepal	2,230.5
137	Bangladesh	2,079.8
138	India	1,786.0
139	Chad	1,735.3
140	Ethiopia	1,628.6

Source: Booz & Company, based on Worldstadiums.com

14.03 Number of international fairs and exhibitions

Number of international fairs and exhibitions held in the country annually. | 2009–11 average or most recent

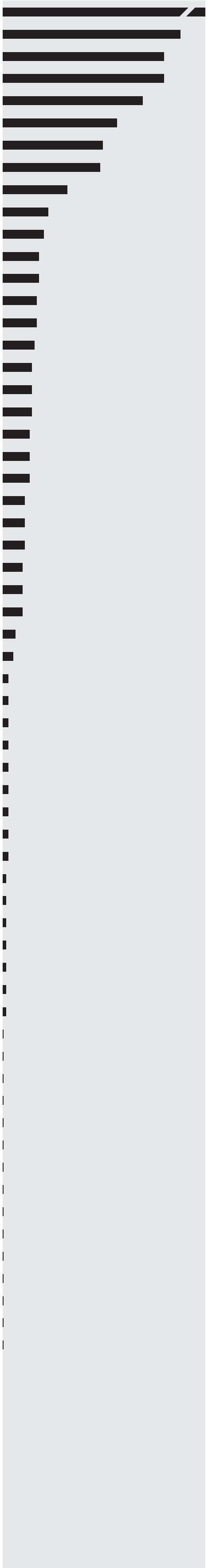
RANK	COUNTRY/ECONOMY	VALUE
1	United States	790.3
2	Germany	591.7
3	Spain	472.3
4	United Kingdom	449.0
5	France	423.3
6	Italy	410.0
7	China	316.7
8	Brazil	295.7
9	Japan	290.3
10	Netherlands	276.7
11	Canada	252.0
12	Austria	251.7
13	Switzerland	247.7
14	Australia	219.7
15	Portugal	216.3
16	Sweden	213.0
17	Korea, Rep.	204.3
18	Belgium	190.0
19	Argentina	183.7
20	Turkey	162.7
21	Mexico	160.0
22	Denmark	158.3
23	Finland	157.7
24	Poland	141.0
25	Norway	140.0
26	Singapore	136.7
27	Taiwan, China	133.3
28	Greece	132.7
29	Hungary	128.7
30	Malaysia	124.7
31	Czech Republic	124.3
32	India	111.7
33	Thailand	104.0
34	Colombia	103.7
35	South Africa	95.7
36	Chile	92.7
37	Ireland	92.0
38	Hong Kong SAR	85.3
39	Russian Federation	62.7
40	Croatia	60.0
41	Indonesia	58.3
42	Peru	56.3
43	Estonia	52.3
44	Slovenia	50.7
45	Uruguay	48.0
46	Romania	47.7
47	United Arab Emirates	47.3
48	Serbia	45.7
49	Lithuania	41.3
50	New Zealand	39.3
51	Philippines	38.3
52	Egypt	36.7
53	Vietnam	35.0
54	Iceland	34.7
55	Morocco	33.0
56	Ecuador	32.7
57	Israel	30.7
58	Cyprus	28.0
58	Latvia	28.0
60	Kenya	27.7
60	Malta	27.7
62	Costa Rica	24.3
63	Panama	24.0
64	Paraguay	23.3
65	Bulgaria	23.0
66	Slovak Republic	22.0
67	Dominican Republic	20.7
68	Venezuela	19.0
69	Luxembourg	18.7
70	Puerto Rico	17.7
71	Guatemala	17.0
72	Qatar	14.0
73	Ghana	13.7
74	Nigeria	13.3
75	Tanzania	12.7
76	Senegal	12.3
76	Ukraine	12.3
78	Macedonia, FYR	10.0
79	Lebanon	9.7
80	Bolivia	9.3
80	Sri Lanka	9.3
80	Uganda	9.3
83	El Salvador	7.7
83	Ethiopia	7.7
85	Jordan	7.3
86	Bosnia and Herzegovina	7.0
87	Nicaragua	6.3
88	Iran, Islamic Rep.	6.0
89	Bahrain	5.7
89	Botswana	5.7
89	Jamaica	5.7
92	Honduras	5.3
92	Kazakhstan	5.3
94	Mozambique	5.0
94	Nepal	5.0
96	Albania	4.7
96	Armenia	4.7
96	Brunei Darussalam	4.7
96	Cameroon	4.7
96	Mali	4.7
96	Zambia	4.7
102	Algeria	4.3
102	Barbados	4.3
102	Burkina Faso	4.3
102	Cambodia	4.3
102	Oman	4.3
107	Bangladesh	4.0
107	Mauritius	4.0
107	Namibia	4.0
110	Malawi	3.7
111	Côte d'Ivoire	3.3
111	Georgia	3.3
111	Mongolia	3.3
111	Montenegro	3.3
111	Rwanda	3.3
111	Trinidad and Tobago	3.3
117	Kuwait	3.0
117	Pakistan	3.0
119	Azerbaijan	2.7
120	Saudi Arabia	2.3
121	Gambia, The	2.0
121	Suriname	2.0
123	Zimbabwe	1.3
124	Swaziland	1.0
125	Benin	0.7
125	Guyana	0.7
125	Haiti	0.7
125	Lesotho	0.7
125	Madagascar	0.7
125	Tajikistan	0.7
131	Burundi	0.3
131	Cape Verde	0.3
131	Guinea	0.3
134	Kyrgyz Republic	0.0
134	Moldova	0.0
134	Seychelles	0.0
134	Sierra Leone	0.0
134	Yemen	0.0
n/a	Chad	n/a
n/a	Mauritania	n/a

Source: International Congress and Convention Association

14.04 Creative industries exports

Exports of creative industries products as a share of world total in such exports. | 2011 or most recent

RANK	COUNTRY/ECONOMY	VALUE
1	China	27.7
2	United States	7.6
3	Germany	6.9
4	Hong Kong SAR	6.9
5	Italy	6.0
6	India	4.9
7	United Kingdom	4.3
8	France	4.2
9	Switzerland	2.8
10	Netherlands	2.0
11	Belgium	1.8
12	Singapore	1.6
13	Canada	1.6
14	Japan	1.5
15	Vietnam[1]	1.5
16	Turkey	1.4
17	Thailand	1.3
18	Spain	1.3
19	Austria	1.3
20	Czech Republic	1.2
21	Poland	1.2
22	United Arab Emirates[3]	1.2
23	Taiwan, China	1.0
24	Sweden	1.0
25	Korea, Rep.	1.0
26	Malaysia	0.9
27	Mexico	0.9
28	Denmark	0.9
29	Indonesia	0.6
30	Ireland	0.5
31	Portugal	0.3
32	Iran, Islamic Rep.[1]	0.3
33	Russian Federation	0.3
34	Romania	0.3
35	Pakistan	0.3
36	Slovak Republic	0.3
37	Australia	0.3
38	Hungary	0.3
39	Egypt	0.3
40	Lithuania	0.2
41	Brazil	0.2
42	Greece	0.2
43	Panama	0.2
44	Slovenia	0.2
45	Finland	0.2
46	Ukraine	0.2
47	Saudi Arabia[1]	0.1
48	Israel	0.1
49	Estonia	0.1
50	Philippines	0.1
51	Colombia	0.1
52	Chile	0.1
53	South Africa	0.1
54	Norway	0.1
55	Croatia	0.1
56	Bulgaria	0.1
57	Latvia	0.1
58	New Zealand	0.1
59	Argentina	0.1
60	Dominican Republic	0.1
61	Peru	0.1
62	Morocco[1]	0.0
63	Bangladesh[4]	0.0
64	Serbia	0.0
65	Lebanon	0.0
66	Sri Lanka	0.0
67	Malta	0.0
68	Jordan	0.0
69	Bosnia and Herzegovina	0.0
70	Kuwait[2]	0.0
71	Ghana	0.0
72	El Salvador[1]	0.0
73	Nepal	0.0
74	Guatemala	0.0
75	Mauritius	0.0
76	Luxembourg	0.0
77	Moldova	0.0
78	Costa Rica	0.0
79	Madagascar	0.0
80	Uruguay[2]	0.0
81	Tanzania	0.0
82	Bolivia	0.0
83	Kenya[1]	0.0
84	Cambodia	0.0
85	Namibia	0.0
86	Kazakhstan	0.0
87	Qatar[2]	0.0
88	Bahrain	0.0
89	Cyprus	0.0
90	Albania	0.0
91	Paraguay	0.0
92	Oman	0.0
93	Ecuador	0.0
94	Zimbabwe[1]	0.0
95	Macedonia, FYR	0.0
96	Botswana	0.0
97	Armenia	0.0
98	Jamaica[1]	0.0
99	Barbados	0.0
100	Côte d'Ivoire	0.0
101	Ethiopia	0.0
102	Nigeria	0.0
103	Trinidad and Tobago[1]	0.0
104	Honduras[2]	0.0
105	Yemen	0.0
106	Georgia[1]	0.0
107	Kyrgyz Republic	0.0
108	Uganda	0.0
109	Senegal	0.0
110	Mongolia[4]	0.0
111	Iceland	0.0
112	Azerbaijan	0.0
113	Malawi	0.0
114	Zambia	0.0
115	Guyana	0.0
116	Nicaragua	0.0
117	Montenegro	0.0
118	Mozambique	0.0
119	Burkina Faso	0.0
120	Venezuela	0.0
121	Cameroon[1]	0.0
122	Mali[1]	0.0
123	Suriname	0.0
124	Rwanda	0.0
125	Benin[1]	0.0
126	Algeria	0.0
127	Seychelles[3]	0.0
128	Gambia, The	0.0
129	Guinea[3]	0.0
130	Burundi[1]	0.0
131	Cape Verde[1]	0.0
132	Brunei Darussalam[5]	0.0
132	Mauritania[5]	0.0
n/a	Chad	n/a
n/a	Haiti	n/a
n/a	Lesotho	n/a
n/a	Puerto Rico	n/a
n/a	Sierra Leone	n/a
n/a	Swaziland	n/a
n/a	Tajikistan	n/a



Source: United Nations Conference on Trade and Development (UNCTAD), Creative industry database, *Creative Economy Report 2012*

[1] 2010 [2] 2009 [3] 2008 [4] 2007 [5] 2006

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 2013 (TTCI).

The number next to the variable 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 "hard" data from external sources. The latter represent the best available estimates from various national authorities, international agencies, and private sources at the time the *Report* was prepared. It is possible that some data will have been revised or updated by national sources after publication.

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: POLICY RULES AND REGULATIONS

1.01 Prevalence of foreign ownership

How prevalent is foreign ownership of companies in your country? [1 = very rare; 7 = highly prevalent] | 2011–2012 weighted average

Source: World Economic Forum, Executive Opinion Survey

1.02 Property rights

How would you rate the protection of property rights, including financial assets, in your country? [1 = very weak; 7 = very strong] | 2011–2012 weighted average

Source: World Economic Forum, Executive Opinion Survey

1.03 Business impact of rules on FDI

To what extent do rules governing foreign direct investment (FDI) encourage or discourage it? [1 = strongly discourage FDI; 7 = strongly encourage FDI] | 2011–2012 weighted average

Source: World Economic Forum, Executive Opinion Survey

1.04 Visa requirements

Number of countries whose citizens are exempt from obtaining a visa [= 1], able to obtain one upon arrival [= 0.70], or obtain an electronic visa [= 0.50] out of all UN countries | 2012

This variable is based on visitor visa requirements of all UN countries. The score refers to the percentage of UN countries whose citizens require a visa to enter the country. In compiling the data, each country that requires no visa at all receives a "1," each country for which it is possible to obtain a visa upon arrival receives a "0.70," and each country for which it is possible to obtain an electronic visa (e-visa) receives a "0.50." Those countries for which a visa is required prior to departure would receive a "0." We first count the number of countries falling in each category, and then we multiply each of these three figures by the relative weight. Finally, the sum across these weighted scores produces the final score shown in the table.

Source: World Tourism Organization

1.05 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.

Sources: World Trade Organization, based on ICAO and IATA data

1.06 Transparency of government policymaking

How easy is it for businesses in your country to obtain information about changes in government policies and regulations affecting their activities? [1 = impossible; 7 = extremely easy] | 2011–2012 weighted average

Source: World Economic Forum, Executive Opinion Survey

1.07 Time required to start a business

Number of days required to start a business | 2012

This variable 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/methodologysurveys/.

Source: World Bank/International Finance Corporation, *Doing Business 2013*

1.08 Cost to start a business

Cost to start a business as a percentage of the economy's income (GNI) per capita | 2012

This variable 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/methodologysurveys/.

Source: World Bank/International Finance Corporation, *Doing Business 2013*

1.09 GATS commitments restrictiveness index (Tourism)

Index [0 = most restricted; 100 = most liberal] | 2006–2009

This index measures the extent of GATS commitments for tourism services as classified by the GATS and in the four modes of the GATS. Each entry in the country's schedule is assigned scores based on its relative restrictiveness, using a criterion set out by Bernard Hoekman's methodology. The results range from 0 (unbound or no commitments) to 100 (completely liberalized), with an intermediate value of 50 for partial commitments. A simple average of the subsectoral scores were used to generate aggregate sectoral scores (for the 12 main services sectors as classified by the GATS), the four modes scores, and market access and national treatment scores.

Source: The World Bank Institute

PILLAR 2: ENVIRONMENTAL SUSTAINABILITY

2.01 Stringency of environmental regulation

How would you assess the stringency of your country's environmental regulations? [1 = very lax; 7 = among the world's most stringent] | 2011–2012 weighted average

Source: World Economic Forum, Executive Opinion Survey

2.02 Enforcement of environmental regulation

How would you assess the enforcement of environmental regulations in your country? [1 = very lax; 7 = among the world's most rigorous] | 2011–2012 weighted average

Source: World Economic Forum, Executive Opinion Survey

2.03 Sustainability of T&T industry development

How would you assess the effectiveness of your government's efforts to ensure that the T&T 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] | 2011–2012 weighted average

Source: World Economic Forum, Executive Opinion Survey

2.04 Carbon dioxide emissions

Emissions, metric tons per capita | 2008

According to the World Bank, *carbon dioxide emissions* are those emanating from the burning of fossil fuels and the manufacture of cement. They include carbon dioxide produced during the consumption of solid, liquid, and gas fuels and gas flaring. In the World Development Indicators, this indicator is labeled "CO_2 emissions (metric tons per capita)."

Source: The World Bank, *World Development Indicators* (September 2012 edition)

2.05 Particulate matter concentration (PM_{10})

Urban population–weighted PM_{10} micrograms per cubic meter | 2009

Particulate matter concentrations refers to fine, suspended particulates less than 10 microns in diameter (PM_{10}) that are capable of penetrating deep into the respiratory tract and causing significant health damage. Data for countries and aggregates for regions and income groups are urban population–weighted PM_{10} levels in residential areas of cities with more than 100,000 residents. The estimates represent the average annual exposure level of the average urban resident to outdoor particulate matter. The state of a country's technology and pollution control is an important determinant of particulate matter concentrations.

Source: The World Bank, *World Development Indicators* (September 2012 edition)

2.06 Threatened species

Threatened species as a percentage of total species (mammals, birds, amphibians) | 2012

This variable 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 2012

2.07 Environmental treaty ratification

Total number of ratified environmental treaties | 2012

This variable measures the total number of international treaties from a set of 25 for which a state is a participant. A state is acknowledged as a "participant" whenever its 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, 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.

Source: The International Union for Conservation of Nature (IUCN), Environmental Law Centre *ELIS Treaty Database*

PILLAR 3: SAFETY AND SECURITY

3.01 Business costs of crime and violence

To what extent does the incidence of crime and violence impose costs on businesses in your country? [1 = to a great extent; 7 = not at all] | 2011–2012 weighted average

Source: World Economic Forum, Executive Opinion Survey

3.02 Reliability of police services

To what extent can police services be relied upon to enforce law and order in your country? [1 = cannot be relied upon at all; 7 = can be completely relied upon] | 2011–2012 weighted average

Source: World Economic Forum, Executive Opinion Survey

3.03 Road traffic accidents

Estimated deaths due to road traffic accidents per 100,000 population | 2007

This indicator is estimated using fatal road traffic injury data.

Source: World Health Organization, *World Health Statistics 2012*

3.04 Business costs of terrorism

To what extent does the threat of terrorism impose costs on businesses in your country? [1 = to a great extent; 7 = not at all] | 2011–2012 weighted average

Source: World Economic Forum, Executive Opinion Survey

PILLAR 4: HEALTH AND HYGIENE

4.01 Physician density

Physician density per 1,000 population | 2009

This variable measures the number of physicians in the country per 1,000 population. The World Bank defines *physicians* as graduates of any faculty of medicine who are working in the country in any medical field (practice, teaching, research).

Source: World Health Organization, *World Health Statistics 2012*

4.02 Access to improved sanitation

Access to adequate sanitation as a percentage of total population | 2010

This variable 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: World Health Organization, *World Health Statistics 2012*

4.03 Access to improved drinking water

Access to safe drinking water as a percentage of total population | 2010

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, or rainwater collection. Unimproved sources include vendors, tanker trucks, and unprotected wells and springs. *Reasonable access* is defined as the availability of at least 20 liters a person a day from a source within one kilometer of the dwelling.

Source: World Health Organization, *World Health Statistics 2012*

4.04 Hospital beds

Hospital beds per 10,000 population | 2009

Hospital beds includes inpatient beds available in public, private, general, and specialized hospitals and rehabilitation centers. In most cases, beds for both acute and chronic care are included.

Source: The World Bank, *World Development Indicators* (September 2012 edition)

PILLAR 5: PRIORITIZATION OF TRAVEL & TOURISM

5.01 Government prioritization of the T&T industry

How much of a priority is the development of the T&T industry for the government of your country? [1 = not a priority at all; 7 = a top priority] | 2011–2012 weighted average

Source: World Economic Forum, Executive Opinion Survey

5.02 T&T government expenditure

T&T government expenditure as a percentage of total government budget | 2011

This measure 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 Accounting Research 2012

5.03 Effectiveness of marketing and branding to attract tourists

How would you assess the effectiveness of your country's marketing and branding campaigns to attract tourists? [1 = very ineffective; 7 = very effective] | 2011–2012 weighted average

Source: World Economic Forum, Executive Opinion Survey

5.04 Comprehensiveness of annual T&T data

Number of data available [0 = no data; 120 = all selected indicators are available] | 2012

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 the 2007 through 2010 period. 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

5.05 Timeliness of providing monthly/quarterly T&T data

Number of latest data available [0 = no data; 18 = data reported for all the periods considered] | 2012

This variable 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 2011 to September 2012. The UNWTO has calculated the score of each country based on the data included in the October 2012 issue of the 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 18 (the maximum number of period counts a country can get is 12 for one measure and 6 for the other).

Source: World Tourism Organization

PILLAR 6: AIR TRANSPORT INFRASTRUCTURE

6.01 Quality of air transport infrastructure

How would you assess air transport infrastructure in your country? [1 = extremely underdeveloped; 7 = extensive and efficient by international standards] | 2011–2012 weighted average

Source: World Economic Forum, Executive Opinion Survey

6.02 Available seat kilometers, domestic

Scheduled available domestic seat kilometers per week originating in country (in millions) | 2011

This variable 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 kilometers. The resulting variable is an average of the total for all scheduled flights in a week during January 2011 (winter schedule) and July 2011 (summer schedule).

Source: International Air Transport Association, SRS Analyser

6.03 Available seat kilometers, international

Scheduled available international seat kilometers per week originating in country (in millions) | 2011

This variable 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 kilometers. The resulting variable is an average of the total for all scheduled flights in a week during January 2011 (winter schedule) and July 2011 (summer schedule).

Source: International Air Transport Association, SRS Analyser

6.04 Departures per 1,000 population

Number of departures per 1,000 population | 2010

Aircraft departures are the number of domestic and international take-offs of air carriers registered in the country.

Source: Booz & Company, based on World Bank data

6.05 Airport density

Number of airports with at least one scheduled flight per million population | 2011

Source: International Air Transport Association, SRS Analyser

6.06 Number of operating airlines

Number of airlines with scheduled flights originating in country | January 2011 – July 2011 average

Number of airlines with scheduled flights originating in country.

Source: International Air Transport Association, SRS Analyser

6.07 International air transport network

To what extent does the air transport network in your country provide connections to the overseas markets offering the greatest potential to your country's businesses? [1 = not at all; 7 = extremely well] | 2011–2012 weighted average

Source: World Economic Forum, Executive Opinion Survey

PILLAR 7: GROUND TRANSPORT INFRASTRUCTURE

7.01 Quality of roads

How would you assess roads in your country? [1 = extremely underdeveloped; 7 = extensive and efficient by international standards] | 2011–2012 weighted average

Source: World Economic Forum, Executive Opinion Survey

7.02 Quality of railroad infrastructure

How would you assess the railroad system in your country? [1 = extremely underdeveloped; 7 = extensive and efficient by international standards] | 2011–2012 weighted average

Source: World Economic Forum, Executive Opinion Survey

7.03 Quality of port infrastructure

How would you assess port facilities in your country? * For landlocked countries, how accessible are port facilities? [1 = extremely underdeveloped; 7 = well developed and efficient by international standards] | 2011–2012 weighted average

Source: World Economic Forum, Executive Opinion Survey

7.04 Quality of ground transport network

To what extent does your national ground transport network (buses, trains, trucks, taxis, etc.) offer efficient transportation within your country? [1 = not at all; 7 = extremely well] | 2011–2012 weighted average

Source: World Economic Forum, Executive Opinion Survey

7.05 Road density

Kilometers of road per 100 square kilometers of land | 2009

Source: The World Bank, *World Development Indicators* (September 2012 edition)

PILLAR 8: TOURISM INFRASTRUCTURE

8.01 Hotel rooms

Number of hotel rooms per 100 population | 2011

Source: World Tourism Organization

8.02 Presence of major car rental companies

Index of presence of major car rental companies [1 = no company is present; 7 = all the 7 considered companies are present] | 2012

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.

Sources: Individual rental car websites, online research

8.03 ATMs accepting Visa cards

Number of automated teller machines (ATMs) accepting Visa credit cards per million population | 2012

Source: Visa

PILLAR 9: ICT INFRASTRUCTURE

9.01 ICT use for business-to-business transactions

To what extent do businesses in your country use ICTs for communicating and carrying out transactions with other businesses? [1 = not at all; 7 = extensively] | 2011–2012 weighted average

Source: World Economic Forum, Executive Opinion Survey

9.02 Internet use for business-to-consumer transactions

To what extent do businesses in your country use the Internet for selling their goods and services to consumers? [1 = not at all; 7 = extensively] | 2011–2012 weighted average

Source: World Economic Forum, Executive Opinion Survey

9.03 Individual using internet

Percentage of individuals using the Internet | 2011

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 2012,* December update

9.04 Fixed telephone lines

Number of active fixed telephone lines per 100 population | 2011

A *fixed telephone line* is an active line connecting the subscriber's terminal equipment to the public switched telephone network (PSTN) and that has a dedicated port in the telephone exchange equipment. *Active lines* are those that have registered an activity in the past three months.

Source: International Telecommunication Union, *World Telecommunication Indicators 2012,* December update

9.05 Broadband Internet subscribers

Fixed broadband Internet subscriptions per 100 population | 2011

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 2012,* December update

9.06 Mobile telephone subscriptions

Number of mobile telephone subscriptions per 100 population | 2011

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 analog 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 2012,* December update

9.07 Mobile broadband subscriptions

Mobile broadband subscriptions per 100 population | 2011

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 2012,* December update

PILLAR 10: PRICE COMPETITIVENESS IN THE T&T INDUSTRY

10.01 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] | 2012

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 percent 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

10.02 Purchasing power parity

Ratio of purchasing power parity (PPP) conversion factor to official exchange rate | 2011

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* (September 2012 edition)

10.03 Extent and effect of taxation

What impact does the level of taxes in your country have on incentives to work or invest? [1 = significantly limits incentives to work or invest; 7 = has no impact on incentives to work or invest] | 2011–2012 weighted average

Source: World Economic Forum, Executive Opinion Survey

10.04 Fuel price levels

Retail diesel fuel prices, US cents per liter | 2010

According to the World Bank, this variable refers to the pump prices of the most widely sold grade diesel fuel.

Source: The World Bank, *World Development Indicators* (September 2012 edition)

10.05 Hotel price index

Average room rates calculated for first-class branded hotels for calendar year (in US dollars) | 2012

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.

PILLAR 11: HUMAN RESOURCES

11.01 Primary education enrollment

Net primary education enrollment rate | 2010

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.

Sources: UNESCO Institute for Statistics; Organisation for Economic Co-operation and Development (OECD), *Education at a Glance 2011*

11.02 Secondary education enrollment

Gross secondary education enrollment rate | 2010

The reported value corresponds to the ratio of total secondary enrollment, 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

11.03 Quality of the educational system

How well does the educational system in your country meet the needs of a competitive economy? [1 = not well at all; 7 = very well] | 2011–2012 weighted average

Source: World Economic Forum, Executive Opinion Survey

11.04 Local availability of specialized research and training services

In your country, to what extent are high-quality, specialized training services available? [1 = not at all available; 7 = widely available] | 2011–2012 weighted average

Source: World Economic Forum, Executive Opinion Survey

11.05 Extent of staff training

To what extent do companies in your country invest in training and employee development? [1 = hardly at all; 7 = to a great extent] | 2011–2012 weighted average

Source: World Economic Forum, Executive Opinion Survey

11.06 Hiring and firing practices

How would you characterize the hiring and firing of workers in your country? [1 = impeded by regulations; 7 = flexibly determined by employers] | 2011–2012 weighted average

Source: World Economic Forum, Executive Opinion Survey

11.07 Ease of hiring foreign labor

To what extent does labor regulation in your country limit the ability to hire foreign labor? [1 = very much limits hiring foreign labor; 7 = does not limit hiring foreign labor at all] | 2011–2012 weighted average

Source: World Economic Forum, Executive Opinion Survey

11.08 HIV prevalence

HIV prevalence as a percentage of adults aged 15–49 years | 2009

HIV prevalence refers to the number of infections at a particular point in time, no matter when infection occurred.

Sources: The World Bank, *World Development Indicators* (April 2012 edition); UNAIDS, *Global Report on the Global AIDS Epidemic* (2008 edition)

11.09 Business impact of HIV/AIDS

How serious an impact do you consider HIV will have on your company in the next five years (e.g., death, disability, medical and funeral expenses, productivity and absenteeism, recruitment and training expenses, revenues)? [1 = a serious impact; 7 = no impact at all] | 2011–2012 weighted average

Source: World Economic Forum, Executive Opinion Survey

11.10 Life expectancy

Life expectancy at birth in years | 2011

Life expectancy at birth indicates the number of years a newborn infant would live if prevailing patterns of mortality at the time of its birth were to stay the same throughout its life.

Source: The World Bank, *World Development Indicators* (September 2012 edition)

PILLAR 12: AFFINITY FOR TRAVEL & TOURISM

12.01 Tourism openness

Tourism expenditure and receipts as a percentage of GDP | 2011

This variable is the ratio of the sum of international tourism expenditures and receipts to GDP. *International tourism expenditures* are expenditures of international outbound visitors in other countries, including payments to foreign carriers for international transport. *International tourism receipts* are expenditures of international inbound visitors in other countries, including payments to foreign carriers for international transport.

Sources: World Tourism Organization; International Monetary Fund, *World Economic Outlook, 2012*

12.02 Attitude of population toward foreign visitors

How welcome are foreign visitors in your country? [1 = very unwelcome; 7 = very welcome] | 2011–2012 weighted average

Source: World Economic Forum, Executive Opinion Survey

12.03 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] | 2011–2012 weighted average

Source: World Economic Forum, Executive Opinion Survey

12.04 Degree of customer orientation

How well do companies in your country treat customers? [1 = generally treat their customers badly; 7 = are highly responsive to customers and seek customer retention] | 2011–2012 weighted average

Source: World Economic Forum, Executive Opinion Survey

PILLAR 13: NATURAL RESOURCES

13.01 Number of World Heritage natural sites

Number of World Heritage natural sites in the country | 2012

The 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 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] | 2011–2012 weighted average

Source: World Economic Forum, Executive Opinion Survey

13.03 Total known species

Total known species (mammals, birds, amphibians) in the country | 2012

This variable measures the total known species of mammals, birds, and amphibians.

Source: The International Union for Conservation of Nature (IUCN), Red List Threatened Species 2012

13.04 Terrestrial biome protection

This is a measure of the degree to which a country achieves the target of protecting 17 percent of each terrestrial biome within its borders. Therefore it is expressed as the average of the percentage of land protected by biome. It ranges between 0 and 17 percent. | 2010

This indicator is calculated by Columbia University's Center for International Earth Science Information Network (CIESIN) by overlaying the protected area mask on terrestrial biome data developed by the World Wildlife Fund (WWF)'s Terrestrial Eco-Regions of the World for each country. A *biome* is defined as a major regional or global biotic community, such as a grassland or desert, characterized chiefly by the dominant forms of plant life and the prevailing climate. Scores are capped at 17 percent per biome such that higher levels of protection of some biomes cannot be used to offset lower levels of protection of other biomes, hence the maximum level of protection a country can achieve is 17 percent. CIESIN uses time series of the World Database on Protected Areas (WDPA) developed by the United Nations Environment Programme (UNEP) World Conservation Monitoring Centre (WCMC) in 2011, which provides a spatial time series of protected area coverage from 1990 to 2010. The WCMC considers all nationally designated protected areas whose location and extent is known. Boundaries were defined by polygons where available; where they were not available, protected-area centroids were buffered to create a circle in accordance with the protected area size. The WCMC removed all overlaps between different protected areas by dissolving the boundaries to create a protected areas mask.

Source: Yale University-CIESIN, Environmental Performance Index 2012, based on UNEP World Conservation Monitoring Centre

13.05 Marine protected areas

Percentage of each country's exclusive economic zone (EEZ, 0–200 nautical miles) that is under protection by a marine protected area (MPA) | 2010

The January 2011 version of the World Database on Protected Areas was used by the UNEP World Conservation Monitoring Centre for a spatial time series analysis of protected area coverage from 1990 to 2010. WCMC considered all nationally designated protected areas whose location and extent is known. They used polygons where available, otherwise they used buffered points. WCMC removed all overlaps between different designations and categories, buffered points and polygons, and dissolved the boundaries so as to create a protected areas mask. The time series was generated based on the date of gazetting of the protected areas. Dated and undated protected areas were used; protected areas with unknown year of establishment were assumed to have been established before 1990. A logarithmic transformation is applied to the scores in order to spread the data distribution. Landlocked countries are excluded in the calculation of this indicator.

Source: Yale University-CIESIN, Environmental Performance Index 2012, based on IUCN and UNEP-WCMC The World Database on Protected Areas (WDPA)

PILLAR 14: CULTURAL RESOURCES

14.01 Number of World Heritage cultural sites

Number of World Heritage cultural sites and Oral & Intangible Heritage | 2012

The World Heritage cultural sites are those properties that the World Heritage Committee considers as having outstanding universal value. Intangible Cultural Heritage 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.

Source: UNESCO World Heritage List, available at http://whc.unesco.org/en/list/ and http://www.unesco.org/culture/ich/index.php?lg=en&pg=00011

14.02 Sports stadiums

Sports stadium capacity per million population | 2011

This variable is calculated as the ratio of total seats for all major sports stadiums in the country to the total population (in millions).

Source: Booz & Company, based on Worldstadiums.com

14.03 Number of international fairs and exhibitions

Number of international fairs and exhibitions held in the country annually | 2009–11 average

This variable measures the average number of international fairs and exhibitions held annually in each country between 2009 and 2011. Data on international fairs and exhibitions were obtained from the International Congress and Convention Association (ICCA), which includes meetings organized by international associations attended by at least 50 participants that take place on a regular basis (one-time events are not included) and rotate between a minimum of three countries.

Source: International Congress and Convention Association

14.04 Creative industries exports

Exports of creative industries products as a share of world total in such exports. | 2011

This variable measures the share of the world's total exports of the following creative industries products: art crafts such as carpets, celebration articles, paperware, wickerware, yarn, other; films; architecture, fashion, glassware, jewelry; music; books, newspapers and other; antiques, paintings, photography, sculpture, and other. Data were obtained from the UNCTAD's Creative Industries database and HS 2002 codes were used.

Source: United Nations Conference on Trade and Development (UNCTAD), Creative industry database, *Creative Economy Report 2012*

About the Authors

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Jennifer Blanke is Chief Economist and Head of the Global Competitiveness and Benchmarking Network at the World Economic Forum. Since joining the team in 2002, she has written and lectured extensively on issues related to national competitiveness and has edited a number of competitiveness reports, with a particular regional focus on Western Europe and sub-Saharan Africa. From 1998 to 2002, she was Senior Programme Manager responsible for developing the business, management, and technology section of the World Economic Forum's Annual Meeting in Davos. Before joining the Forum, Dr Blanke worked for a number of years as a management consultant for Eurogroup, Mazars Group in Paris, France, where she specialized in banking and financial market organization. Dr Blanke obtained a BA in International Relations from Hamilton College, a Master in International Affairs from Columbia University, and an MA and a PhD in International Economics from the Graduate Institute of International Studies (Geneva).

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Dirk Glaesser joined the World Tourism Organization (UNWTO) in 1997 as Sales and Marketing Representative. He was appointed Chief of Publications in 2001 and, in addition, Chief, Risk and Crisis Management in 2007. Since 2007, he has supervised the UNWTO Consulting Unit on Biodiversity and Tourism. Dr Glaesser has authored several publications, which have been widely translated. He received a PhD from the University of Lüneburg (Germany) and was awarded in 2001 the International Tourism Exchange's (ITB) scientific prize for his work on crisis management.

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Airbus is a leading aircraft manufacturer with the most modern and comprehensive family of airliners on the market, ranging in capacity from 107 to 525 seats. Over 9,800 Airbus aircraft have been sold to more than 400 customers and operators worldwide and more than 6,400 of these have been delivered since the company first entered the market in the early seventies. As an eco-efficient enterprise Airbus provides leadership by delivering responsible solutions for a demanding world, so the aviation sector can continue to prosper with less impact on the environment.

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The Bahrain Economic Development Board (EDB) is a dynamic public agency with overall responsibility for attracting inward investment into Bahrain, and is focusing on target economic sectors in which the Kingdom offers significant strengths. Key areas include manufacturing, ICT, and logistics and transport services. The financial services sector in Bahrain is particularly strong and the EDB supports in the continuing growth of the banking industry and key sub-sectors, including Islamic finance, wealth management, asset management, insurance and re-insurance.

Bombardier is the world's only manufacturer of both planes and trains. Looking far ahead while delivering today, it is evolving mobility worldwide by answering the call for more efficient, sustainable and enjoyable transportation everywhere. Bombardier is headquartered in Montreal, Canada. Its shares are traded on the Toronto Stock Exchange (BBD) and it is listed on the Dow Jones Sustainability World and North America indexes. In the fiscal year ended 31 December 2011, it posted revenues of US$ 18.3 billion.

Booz & Company is a leading global management consulting firm, helping the world's top businesses, governments and organizations. The founder, Edwin Booz, defined the profession when he established the first management consulting firm in 1914. Today, with more than 3,300 people in 60 offices around the world, the company brings foresight and knowledge, deep functional expertise and a practical approach to building capabilities and delivering real impact. Booz & Company works closely with its clients to create and deliver essential advantage. The independent White Space report ranked Booz & Company number one among consulting firms for "the best thought leadership" in 2011.

Delta Air Lines serves more than 160 million customers each year on its industry-leading global network, with service to 319 destinations in 59 countries on six continents. Headquartered in Atlanta, Delta employs 80,000 employees worldwide and operates a mainline fleet of more than 700 aircraft.

Embraer S.A. (NYSE: ERJ; BM&FBOVESPA: EMBR3) is the world's largest manufacturer of commercial jets up to 120 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 defense and security segments. It also provides after sales support and services to customers worldwide. For more information, please visit www.embraer.com.br.

Etihad Airways, the national airline of the United Arab Emirates, based in its capital, Abu Dhabi, made its first commercial flight in November 2003. Since then, the airline has grown faster than any other in commercial aviation history, currently serving 67 destinations in Africa, Asia, Australia, Europe, the Middle East and North America with a young and environmentally-efficient fleet of 57 aircraft. Etihad 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 600 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 two consecutive years. Aligned with the Emirate of Abu Dhabi's 2030 Plan, the airline plays a definitive role in the economic development of the emirate, in 2010, contributing USD 5.5 billion to its non-oil GDP and helping to generate and support a total of 93,200 jobs across the UAE. Etihad Airways has set its sights on flying 25 million passengers a year to at least 100 destinations by 2020.

Hilton Worldwide is a leading global hospitality company, spanning the lodging sector from luxurious full-service hotels and resorts to extended-stay suites and mid-priced hotels. For 93 years, Hilton Worldwide has offered business and leisure travelers the finest in accommodations, service, amenities and value. The company is dedicated to continuing its tradition of providing exceptional guest experiences across its global brands. Its brands are comprised of more than 3,900 hotels and timeshare properties, with 650,000 rooms in 90 countries and territories and include Waldorf Astoria Hotels & Resorts, Conrad Hotels & Resorts, Hilton Hotels & Resorts, 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 the world-class guest reward program Hilton HHonors®.

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. Today IATA represents 230 airlines comprising 93 percent of international scheduled air traffic.

IUCN, International Union for Conservation of Nature, helps the world find pragmatic solutions to our most pressing environment and development challenges. IUCN works on biodiversity, climate change, energy, human livelihoods and greening the world economy by supporting scientific research, managing field projects all over the world, and bringing governments, NGOs, the UN and companies together to develop policy, laws and best practice. IUCN is the world's oldest and largest global environmental organization, with more than 1,000 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 60 offices and hundreds of partners in public, NGO and private sectors around the world.

Jet Airways is India's premier international airline. One of the fastest growing airlines in the world, it currently flies to 47 domestic and 24 international destinations across North America, Europe, Asia, Africa and the Gulf. Jet Airways' current fleet of 97 state-of-the-art wide and narrow bodied aircraft is also one of the youngest in the world, and includes 10 Boeing 777-300 ER aircraft, 12 Airbus 330-200 aircraft, 55 next-generation Boeing 737-700/800/900 aircraft and 20 modern ATR 72-500 turboprop aircraft.

Headquartered in Bethesda, Md., Lockheed Martin is a global security and aerospace company that employs about 120,000 people worldwide and is principally engaged in the research, design, development, manufacture, integration, and sustainment of advanced technology systems, products, and services.

The Lufthansa Group, headquartered in Germany, operates in passenger transportation (passenger airline group), logistics, MRO, catering and IT services. Lufthansa, Austrian Airlines, SWISS and Germanwings, along with stakeholdings in Brussels Airlines, JetBlue and SunExpress, are engaged in the passenger transportation business. In 2011, the Lufthansa Group transported over 100 million passengers. Lufthansa, Austrian Airlines, Brussels Airlines and SWISS serve a total of 253 destinations in 103 countries on four continents via their Brussels, Frankfurt, Munich, Vienna and Zurich hubs.

Marriott International, Inc. (NYSE: MAR) is a leading lodging company based in Bethesda, Maryland, USA with nearly 3,800 properties in 74 countries and territories and reported revenues of over $12 billion in fiscal year 2011. The company operates and franchises hotels and licenses vacation ownership resorts under 18 brands, including Marriott Hotels & Resorts, The Ritz-Carlton, JW Marriott, Bulgari, EDITION, Renaissance, Gaylord Hotels, Autograph Collection, AC Hotels by Marriott, Courtyard, Fairfield Inn & Suites, SpringHill Suites, Residence Inn, TownePlace Suites, Marriott Executive Apartments, Marriott Vacation Club, Grand Residences by Marriott, and The Ritz-Carlton Destination Club. There are approximately 300,000 employees at headquarters, managed and franchised properties. Marriott is consistently recognized as a top employer and for its superior business operations, which it conducts based on five core values: put people first, pursue excellence, embrace change, act with integrity, and serve our world. 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 Safran group has more than 60,000 employees. Safran's global presence enhances its competitiveness and allows it to build industrial and commercial relations with the world's leading prime contractors and operators, while providing fast local service to customers everywhere. 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. Safran is listed on NYSE 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 1,134 properties in nearly 100 countries and 171,000 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 ElementSM. 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.

Deutsche Lufthansa/Swiss International Air Lines serves 69 destinations in 37 countries worldwide (winter schedule 2012/13) from its Zurich hub and the Swiss international airports of Basel and Geneva with a fleet of 91 aircraft. As part of the Lufthansa Group and a member of Star Alliance, its mission is to provide quality air services that link Switzerland with Europe and the world.

The World Tourism Organization (UNWTO: www.UNWTO.org), a United Nations specialized agency, is the leading international organization with the decisive and central role in promoting the development of responsible, sustainable and universally accessible tourism. It serves as a global forum for tourism policy issues and a practical source of tourism know-how. Its membership includes 154 countries, 7 territories, 2 permanent observers and over 400 Affiliate Members.

A global payments technology company that connects consumers, businesses, financial institutions and governments in more than 200 countries and territories to digital currency. VisaNet, one of the world's most advanced processing networks, is capable of handling more than 20,000 transaction messages a second, with fraud protection for consumers and guaranteed payment for merchants. Its services enable its financial institution customers to offer consumers more choices: pay now with debit, ahead of time with prepaid or later with credit product.

The World Travel & Tourism Council (WTTC) is the global business leaders' forum for Travel & Tourism. Its Members are the Chairs and Chief Executives of around 100 of the world's foremost companies representing all regions of the world and all sectors of the industry. Travel & Tourism is one of the world's largest industries, contributing US$5,834.5 billion to global GDP, 9.3% of the total in 2010. It also supports over 235 million jobs, and these are forecast to increase to just over 303 million by 2020. As the voice of the private sector, WTTC promotes the importance of the industry as a generator of economic growth, encourages public-private partnerships, and persuades governments to adopt policies that will enable the industry 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 181 countries around the world.

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The fifth edition of *The Travel & Tourism Competitiveness Report* is released at time when the Travel & Tourism (T&T) industry is navigating through an economic outlook characterized by a fragile global recovery, high unemployment in many countries, macroeconomic tensions, and increased interconnectivity. Over the past few years, the industry has remained resilient and continues to be a critical sector worldwide, providing significant potential for economic growth and development. A growing national T&T sector contributes to employment, raises national income, and can improve a country's balance of payments. The sector is an important driver of growth and prosperity and, particularly within developing countries, it can play a leading role in reducing poverty.

The Travel & Tourism Competitiveness Report 2013 measures and analyzes the drivers of T&T competitiveness in economies around the world. Its main goal is to provide a useful tool for governments and business leaders in overcoming the obstacles to T&T competitiveness, thus allowing them to benefit fully from the sector's development. The *Report* includes an analysis of the rankings of the Travel & Tourism Competitiveness Index (TTCI), which aims to measure the factors and policies that make it attractive to develop the T&T sector in 140 industrialized and emerging economies. It also features a variety of essays on key T&T issues by prominent industry thinkers.

This year's *Report,* published under the theme "Reducing Barriers to Economic Growth and Job Creation," stresses the importance of addressing the many complexities that still face the industry and the difficulties that must be overcome to ensure strong sectoral growth going into the future. The topics covered in the analytical chapters explore issues such as how visa facilitation can play a relevant role in stimulating economic growth, the importance of policymakers leveraging local competitive advantages to thrive in a volatile environment, the impact of the tourism sector on employment creation, how the connectivity that the aviation sector creates sustains economic development, and the essential role of green growth in enhancing the resilience of the sector.

The last part of the *Report* contains detailed profiles for the 140 economies covered, together with data tables for each indicator used in the Index's computation. Written in a non-technical style, the *Report* appeals to a broad audience including policymakers, business leaders, and members of the academic community. As part of the series produced by the World Economic Forum's Global Competitiveness and Benchmarking Network, the *Report* also brings together a range of leading experts in the field.

The full version of the *Report* with Country/Economy Profiles and Data Tables is available at: **www.weforum.org/ttcr**.

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