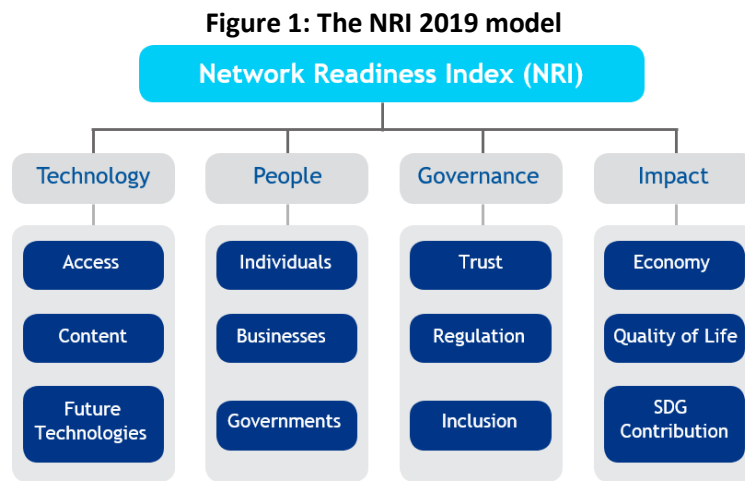


Network Readiness Index 2019

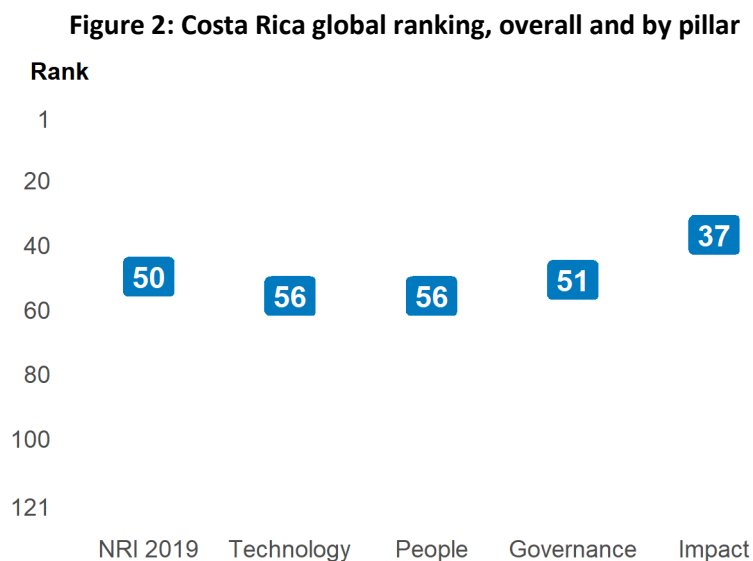
Costa Rica

The Network Readiness Index (NRI) is one of the leading global indices on the application and impact of information and communication technology (ICT) in economies around the world. In its latest version of 2019 the NRI Report maps the network-based readiness landscape of 121 economies based on their performances in four different pillars: Technology, People, Governance, and Impact. Each of these pillars is itself comprised of three sub-pillars (see Figure 1) that have been populated by a total of 62 variables.



Global NRI position of Costa Rica

Costa Rica ranks 50th out of the 121 economies included in the NRI 2019 (Figure 2). Its main strength relates to Impact. The greatest scope for improvement, meanwhile, concerns Technology and People.



Performance at sub-pillar level

When it comes to sub-pillars, the strongest showings of Costa Rica relate to Quality of Life, Individuals and Regulation, among others (Table 1). More could be done, though, to improve the economy's performances in the Access, Trust and Governments sub-pillars.

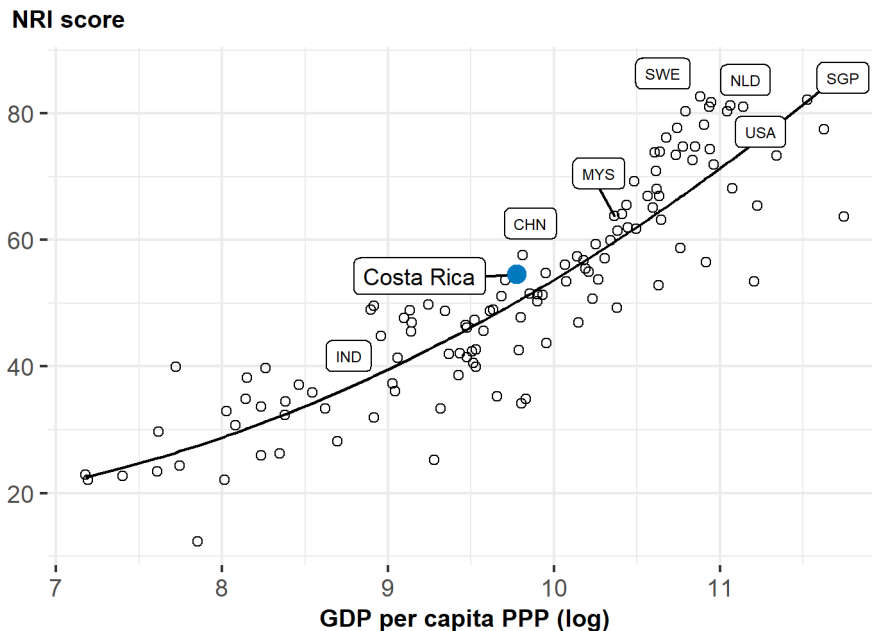
Table 1: Costa Rica rankings by sub-pillar

Sub-pillar	Rank	Sub-pillar	Rank
Quality of Life	25	Inclusion	52
Individuals	31	Future Technologies	54
Regulation	42	Economy	61
SDG Contribution	48	Access	66
Content	50	Trust	68
Businesses	51	Governments	82

NRI score and income

Figure 3 shows the position of Costa Rica in terms of both NRI score and GDP per capita (PPP). The trend line shows the expected NRI score given an economy's income level. As can be seen, Costa Rica is well above the trend line, which suggests that it has a greater network readiness than would be expected given its income level.

Figure 3: NRI score and GDP per capita PPP (log)



Note: SWE = Sweden (rank: 1), SGP = Singapore (2), NLD = Netherlands (3), CHN = China (41), IND = India (79). USA is ranked 8th. Costa Rica belongs to the group of upper-middle-income countries, where the best performer is Malaysia (MYS). The top performer of its region—The Americas—is United States (USA).

Performance against its income group and region

Upper-middle-income countries

Costa Rica is ranked 6th in the group of upper-middle-income countries (Figure 4, left panel). In terms of pillar performance, it has a score higher than the income group average in each of the four pillars. At the sub-pillar level, it outperforms upper-middle-income countries in eleven of the twelve sub-pillars: Access, Content, Future Technology, Individuals, Businesses, Trust, Regulation, Inclusion, Economy, Quality of Life and SDG Contribution.

The Americas

Costa Rica is ranked 5th within The Americas (Figure 4, right panel). It outperforms its region in each of the four pillars. With regard to sub-pillars, it outperforms the average in The Americas in eleven of the twelve sub-pillars: Access, Content, Future Technology, Individuals, Businesses, Trust, Regulation, Inclusion, Economy, Quality of Life and SDG Contribution.

Figure 4: Performance of Costa Rica against its income group and region, overall and by pillar

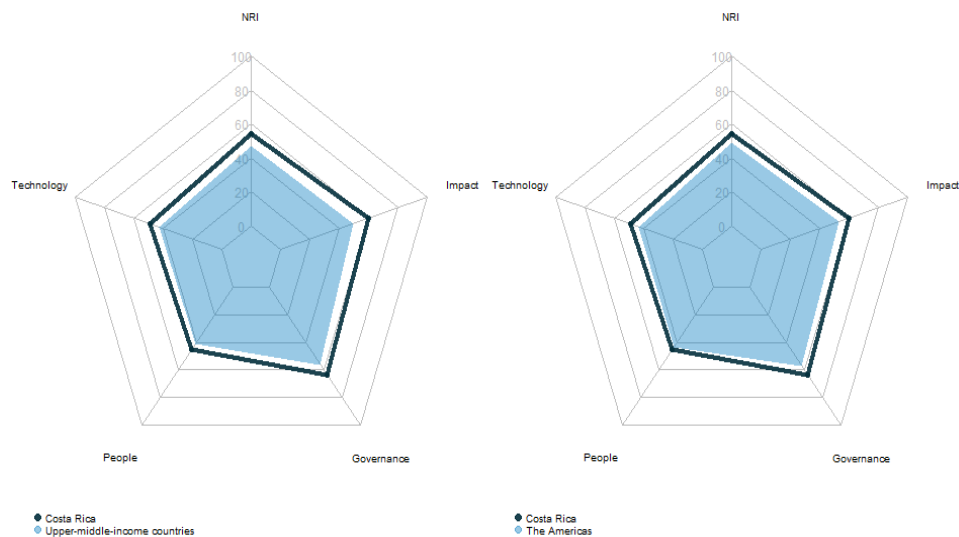


Table 2: Costa Rica scores vs. averages of its income group and region, overall and by pillar

Dimension	Costa Rica	Upper-middle-income countries	The Americas
NRI	54.59	47.40	49.08
Technology	48.74	42.66	43.12
People	45.44	41.07	43.32
Governance	63.98	56.24	57.13
Impact	60.18	49.62	52.73

Strongest and weakest indicators

The indicators where Costa Rica performs particularly well include E-commerce legislation, Use of clean fuels and technology, and Gender gap in internet use (Table 3). By contrast, the economy's weakest indicators include Cybersecurity, Government procurement of advanced technology products, and Income inequality.

Table 3: Top-ranked and bottom-ranked indicators of Costa Rica

Strongest indicators	Rank	Weakest indicators	Rank
E-commerce legislation	1	Publication and use of open data	68
Use of clean fuels and technology	1	Government online services	73
Gender gap in internet use	8	Road safety	73
Freedom to make life choices	8	Intellectual property receipts	74
Online trust and safety	10	Medium and high-tech industry	76
Happiness	14	Fixed-broadband subscriptions	86
Maths proficiency in schools	17	Rural gap in use of digital payments	91
Use of virtual social networks	18	Income inequality	94
High-tech exports	23	Government procurement of advanced technology products	101
Social safety net protection	28	Cybersecurity	106

NRI 2019 At-A-Glance: Costa Rica

Network Readiness Index

Rank: 50 (out of 121)

Score: 54.59

Pillar/sub-pillar	Rank	Score	Pillar/sub-pillar	Rank	Score
A. Technology pillar	56	48.74	C. Governance pillar	51	63.98
1st sub-pillar: Access	66	63.42	1st sub-pillar: Trust	68	54.32
2nd sub-pillar: Content	50	50.23	2nd sub-pillar: Regulation	42	71.44
3rd sub-pillar: Future Technologies	54	32.59	3rd sub-pillar: Inclusion	52	66.19
B. People pillar	56	45.44	D. Impact pillar	37	60.18
1st sub-pillar: Individuals	31	63.53	1st sub-pillar: Economy	61	21.51
2nd sub-pillar: Businesses	51	33.76	2nd sub-pillar: Quality of Life	25	75.01
3rd sub-pillar: Governments	82	39.03	3rd sub-pillar: SDG Contribution	48	84.03

The Network Readiness Index in detail

Indicator	Rank	Score	Indicator	Rank	Score
A. Technology pillar			C. Governance pillar		
<i>1st sub-pillar: Access</i>			<i>1st sub-pillar: Trust</i>		
1.1.1 Mobile tariffs	35	74.54	3.1.1 Rule of law	41	64.25
1.1.2 Handset prices	51	52.49	3.1.2 Software piracy rate	54	41.89
1.1.3 Internet access	57	71.28	3.1.3 Secure Internet servers	62	60.53
1.1.4 4G mobile network coverage	68	89.90	3.1.4 Cybersecurity	106	22.15
1.1.5 Fixed-broadband subscriptions	86	23.71	3.1.5 Online trust and safety	10	82.80
1.1.6 International Internet bandwidth	31	72.94	<i>2nd sub-pillar: Regulation</i>		
1.1.7 Internet access in schools	39	59.08	3.2.1 Regulatory quality	47	61.97
<i>2nd sub-pillar: Content</i>			3.2.2 Ease of doing business	67	69.00
1.2.1 Digital participation and content creation	*	*	3.2.3 Legal framework's adaptability to digital business models	65	42.59
1.2.2 Mobile apps development	50	66.32	3.2.4 E-commerce legislation	1	100.00
1.2.3 Intellectual property receipts	74	0.18	3.2.5 Social safety net protection	28	69.36
<i>3rd sub-pillar: Future Technologies</i>			3.2.6 ICT regulatory environment	60	85.72
1.3.1 Availability of latest technologies	45	62.32	<i>3rd sub-pillar: Inclusion</i>		
1.3.2 Company investment in emerging technology	48	44.01	3.3.1 E-Participation	57	73.89
1.3.3 Government procurement of advanced technology products	101	26.18	3.3.2 Socioeconomic gap in use of digital payments	57	70.91
1.3.4 ICT PCT patent applications	61	3.16	3.3.3 Availability of local online content	40	65.01
1.3.5 Computer software spending	30	27.27	3.3.4 Gender gap in internet use	8	68.61
1.3.6 Robot density	NA	NA	3.3.5 Rural gap in use of digital payments	91	52.52
B. People pillar			D. Impact pillar		
<i>1st sub-pillar: Individuals</i>			<i>1st sub-pillar: Economy</i>		
2.1.1 Internet users	55	71.55	4.1.1 Medium and high-tech industry	76	26.40
2.1.2 Active mobile-broadband subscriptions	32	37.37	4.1.2 High-tech exports	23	35.09
2.1.3 Use of virtual social networks	18	71.93	4.1.3 PCT patent applications	50	1.01
2.1.4 Tertiary enrolment	50	40.05	4.1.4 Labour productivity per employee	63	23.52
2.1.5 Adult literacy rate	31	96.73	<i>2nd sub-pillar: Quality of Life</i>		
2.1.6 ICT skills	NA	NA	4.2.1 Happiness	14	85.06
<i>2nd sub-pillar: Businesses</i>			4.2.2 Freedom to make life choices	8	95.71
2.2.1 Firms with website	63	45.95	4.2.3 Income inequality	94	38.68
2.2.2 Internet shopping	55	23.13	4.2.4 Healthy life expectancy at birth	28	80.59
2.2.3 Professionals	49	31.96	<i>3rd sub-pillar: SDG Contribution</i>		
2.2.4 Technicians and associate professionals	51	42.30	4.3.1 Access to basic services	39	98.36
2.2.5 Extent of staff training	36	55.38	4.3.2 Pollution	47	88.57
2.2.6 R&D expenditure by businesses	54	3.81	4.3.3 Road safety	73	56.25
<i>3rd sub-pillar: Governments</i>			4.3.4 Reading proficiency in schools	29	82.89
2.3.1 Government online services	73	63.85	4.3.5 Maths proficiency in schools	17	78.11
2.3.2 Publication and use of open data	68	19.87	4.3.6 Use of clean fuels and technology	1	100.00
2.3.3 ICT use and government efficiency	58	45.34			
2.3.4 R&D expenditure by governments and higher education	58	27.07			

* Confidential data

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