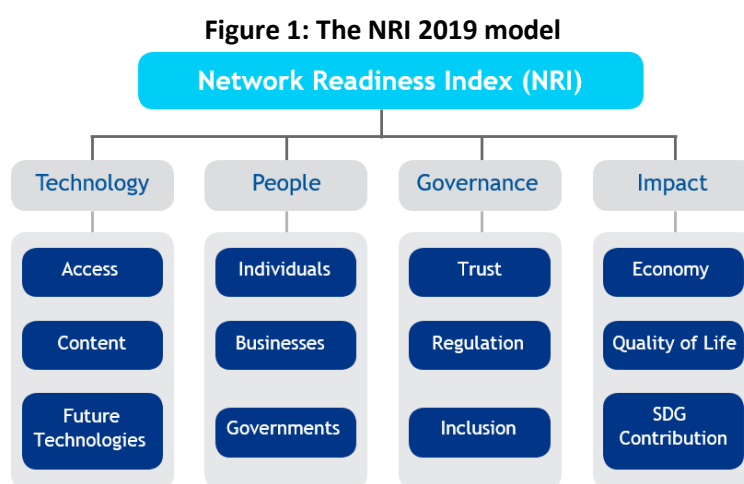


Network Readiness Index 2019

Croatia

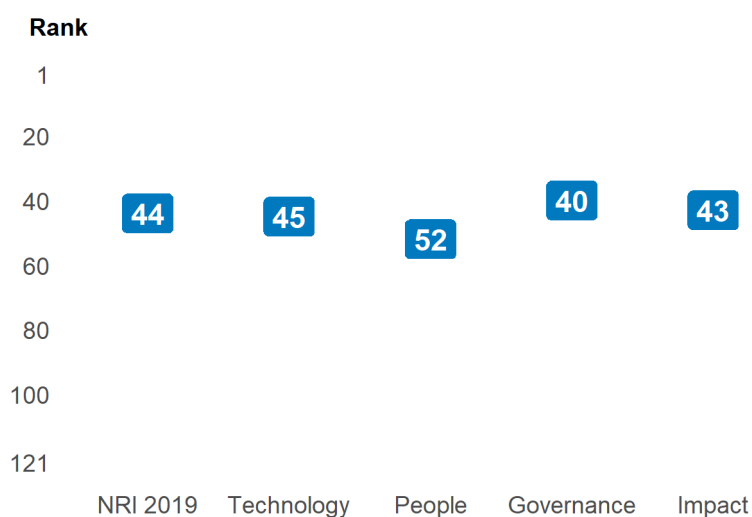
The Network Readiness Index (NRI) is one of the leading global indices on the application and impact of information and communication technology (ICT) in economies around the world. In its latest version of 2019 the NRI Report maps the network-based readiness landscape of 121 economies based on their 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 Croatia

Croatia ranks 44th out of the 121 economies included in the NRI 2019 (Figure 2). Its main strength relates to Governance. The greatest scope for improvement, meanwhile, concerns People.

Figure 2: Croatia global ranking, overall and by pillar



Performance at sub-pillar level

When it comes to sub-pillars, the strongest showings of Croatia relate to SDG Contribution, Content and Trust, among others (Table 1). More could be done, though, to improve the economy's performances in the Quality of Life, Governments and Future Technologies sub-pillars.

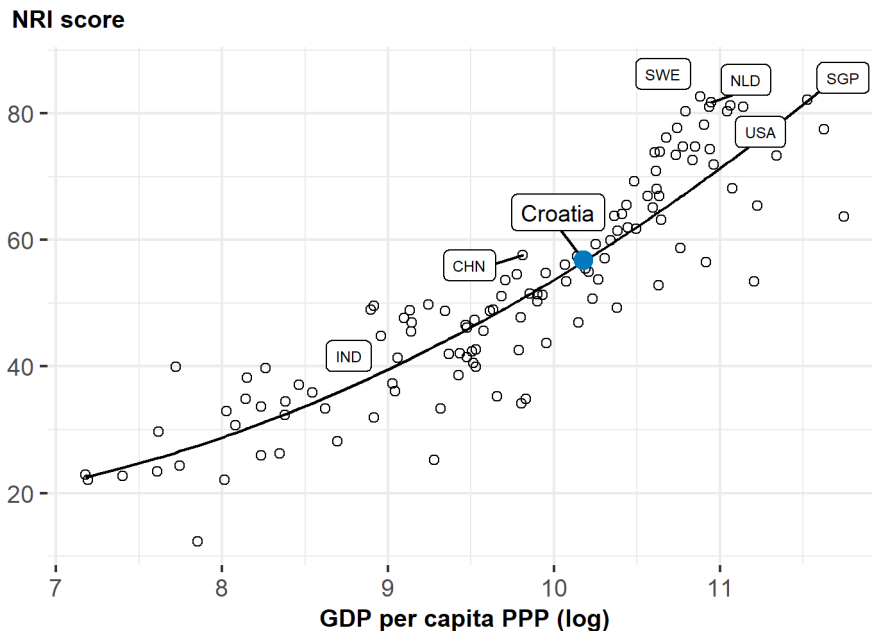
Table 1: Croatia rankings by sub-pillar

Sub-pillar	Rank	Sub-pillar	Rank
SDG Contribution	30	Individuals	51
Content	31	Economy	53
Trust	34	Regulation	61
Businesses	43	Quality of Life	63
Inclusion	44	Governments	70
Access	49	Future Technologies	107

NRI score and income

Figure 3 shows the position of Croatia 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, Croatia is slightly above the trend line, which suggests that its network readiness is more or less in line with what 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. Croatia belongs to the group of high-income countries, where the best performer is Sweden (SWE). The top performer of its region—Europe—is also Sweden (SWE).

Performance against its income group and region

High-income countries

Croatia is ranked 42nd in the group of high-income countries (Figure 4, left panel). In terms of pillar performance, it has a score below the income group average in each of the four pillars. At the sub-pillar level, it outperforms high-income countries in one of the twelve sub-pillars: SDG Contribution.

Europe

Croatia is ranked 30th within Europe (Figure 4, right panel). It lags behind its region in each of the four pillars. With regard to sub-pillars, it outperforms the average in Europe in one of the twelve sub-pillars: SDG Contribution.

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



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

Dimension	Croatia	High-income countries	Europe
NRI	56.75	68.12	65.20
Technology	52.75	66.07	63.08
People	46.45	61.07	57.50
Governance	68.82	77.07	73.99
Impact	58.97	68.29	66.24

Strongest and weakest indicators

The indicators where Croatia performs particularly well include E-commerce legislation, Rural gap in use of digital payments, and ICT regulatory environment (Table 3). By contrast, the economy's weakest indicators include Government procurement of advanced technology products, Extent of staff training, and Legal framework's adaptability to digital business models.

Table 3: Top-ranked and bottom-ranked indicators of Croatia

Strongest indicators	Rank	Weakest indicators	Rank
E-commerce legislation	1	Government online services	72
Rural gap in use of digital payments	5	Computer software spending	77
ICT regulatory environment	11	Use of virtual social networks	78
Adult literacy rate	16	ICT use and government efficiency	87
International Internet bandwidth	19	Social safety net protection	92
Secure Internet servers	20	Company investment in emerging technology	101
Income inequality	21	Freedom to make life choices	103
Technicians and associate professionals	22	Legal framework's adaptability to digital business models	107
Digital participation and content creation	24	Extent of staff training	115
Cybersecurity	26	Government procurement of advanced technology products	117

NRI 2019 At-A-Glance: Croatia

Network Readiness Index

Rank: 44 (out of 121)

Score: 56.75

Pillar/sub-pillar	Rank	Score	Pillar/sub-pillar	Rank	Score
A. Technology pillar	45	52.75	C. Governance pillar	40	68.82
1st sub-pillar: Access	49	74.54	1st sub-pillar: Trust	34	71.94
2nd sub-pillar: Content	31	64.76	2nd sub-pillar: Regulation	61	64.47
3rd sub-pillar: Future Technologies	107	18.95	3rd sub-pillar: Inclusion	44	70.04
B. People pillar	52	46.45	D. Impact pillar	43	58.97
1st sub-pillar: Individuals	51	58.13	1st sub-pillar: Economy	53	23.82
2nd sub-pillar: Businesses	43	39.63	2nd sub-pillar: Quality of Life	63	61.69
3rd sub-pillar: Governments	70	41.58	3rd sub-pillar: SDG Contribution	30	91.40

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	44	70.84	3.1.1 Rule of law	48	60.74
1.1.2 Handset prices	61	46.85	3.1.2 Software piracy rate	43	52.70
1.1.3 Internet access	42	80.28	3.1.3 Secure Internet servers	20	84.30
1.1.4 4G mobile network coverage	35	98.50	3.1.4 Cybersecurity	26	90.02
1.1.5 Fixed-broadband subscriptions	52	76.31	3.1.5 Online trust and safety	NA	NA
1.1.6 International Internet bandwidth	19	74.44	<i>2nd sub-pillar: Regulation</i>		
1.1.7 Internet access in schools	NA	NA	3.2.1 Regulatory quality	49	61.27
<i>2nd sub-pillar: Content</i>			3.2.2 Ease of doing business	49	76.75
1.2.1 Digital participation and content creation	*	*	3.2.3 Legal framework's adaptability to digital business models	107	23.45
1.2.2 Mobile apps development	41	72.10	3.2.4 E-commerce legislation	1	100.00
1.2.3 Intellectual property receipts	38	1.07	3.2.5 Social safety net protection	92	29.21
<i>3rd sub-pillar: Future Technologies</i>			3.2.6 ICT regulatory environment	11	96.14
1.3.1 Availability of latest technologies	63	53.04	<i>3rd sub-pillar: Inclusion</i>		
1.3.2 Company investment in emerging technology	101	19.02	3.3.1 E-Participation	57	73.89
1.3.3 Government procurement of advanced technology products	117	12.92	3.3.2 Socioeconomic gap in use of digital payments	28	86.57
1.3.4 ICT PCT patent applications	40	17.65	3.3.3 Availability of local online content	67	51.20
1.3.5 Computer software spending	77	9.09	3.3.4 Gender gap in internet use	59	58.08
1.3.6 Robot density	46	2.01	3.3.5 Rural gap in use of digital payments	5	80.46
B. People pillar			D. Impact pillar		
<i>1st sub-pillar: Individuals</i>			<i>1st sub-pillar: Economy</i>		
2.1.1 Internet users	58	69.99	4.1.1 Medium and high-tech industry	46	39.18
2.1.2 Active mobile-broadband subscriptions	59	30.10	4.1.2 High-tech exports	53	16.85
2.1.3 Use of virtual social networks	78	46.99	4.1.3 PCT patent applications	41	2.70
2.1.4 Tertiary enrolment	36	48.39	4.1.4 Labour productivity per employee	48	36.54
2.1.5 Adult literacy rate	16	98.68	<i>2nd sub-pillar: Quality of Life</i>		
2.1.6 ICT skills	31	54.62	4.2.1 Happiness	67	51.63
<i>2nd sub-pillar: Businesses</i>			4.2.2 Freedom to make life choices	103	37.57
2.2.1 Firms with website	34	66.98	4.2.3 Income inequality	21	83.95
2.2.2 Internet shopping	38	37.96	4.2.4 Healthy life expectancy at birth	33	73.63
2.2.3 Professionals	33	45.65	<i>3rd sub-pillar: SDG Contribution</i>		
2.2.4 Technicians and associate professionals	22	62.68	4.3.1 Access to basic services	46	97.44
2.2.5 Extent of staff training	115	13.81	4.3.2 Pollution	52	87.25
2.2.6 R&D expenditure by businesses	40	10.68	4.3.3 Road safety	35	83.12
<i>3rd sub-pillar: Governments</i>			4.3.4 Reading proficiency in schools	NA	NA
2.3.1 Government online services	72	64.62	4.3.5 Maths proficiency in schools	NA	NA
2.3.2 Publication and use of open data	57	26.75	4.3.6 Use of clean fuels and technology	68	97.78
2.3.3 ICT use and government efficiency	87	34.63			
2.3.4 R&D expenditure by governments and higher education	40	40.31			

* Confidential data

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