

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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Reducing Barriers to Economic Growth and Job Creation

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Jennifer Blanke  
Thea Chiesa  
Editors

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The full edition of the *Report*, with profiles of all 140 economies as well as an interactive data platform, is available at [www.weforum.org/ttcr](http://www.weforum.org/ttcr).

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# Preface

BØRGE BRENDE AND ROBERT GREENHILL

World Economic Forum

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/ttci](http://www.weforum.org/ttci); 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 &amp; Tourism Competitiveness Index 2013 and 2011 comparison

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

Country/Economy	SUBINDEXES									
	OVERALL INDEX			T&T regulatory framework		Business environment and infrastructure		T&T human, cultural, and natural resources		
	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<sub>2</sub> 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 &amp; Tourism Competitiveness Index 2013: The Americas

Country/Economy	OVERALL INDEX			SUBINDEXES					
	Regional rank	Overall rank	Score	T&T regulatory framework		Business environment and infrastructure		T&T human, cultural, and natural resources	
				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 &amp; Tourism Competitiveness Index 2013: Asia Pacific

Country/Economy	SUBINDEXES									
	OVERALL INDEX			T&T regulatory framework		Business environment and infrastructure		T&T human, cultural, and natural resources		
	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 TTCl, 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 &amp; Tourism Competitiveness Index 2013: The Middle East and North Africa

Country/Economy	SUBINDEXES								
	OVERALL INDEX			T&T regulatory framework		Business environment and infrastructure		T&T human, cultural, and natural resources	
	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 &amp; Tourism Competitiveness Index 2013: Sub-Saharan Africa

Country/Economy	OVERALL INDEX			SUBINDEXES					
	Regional rank	Overall rank	Score	T&T regulatory framework		Business environment and infrastructure		T&T human, cultural, and natural resources	
				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

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



# 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:<sup>1</sup>

**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.<sup>2</sup> 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 backlash 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.<sup>3</sup>

**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 (WTTTC) 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.

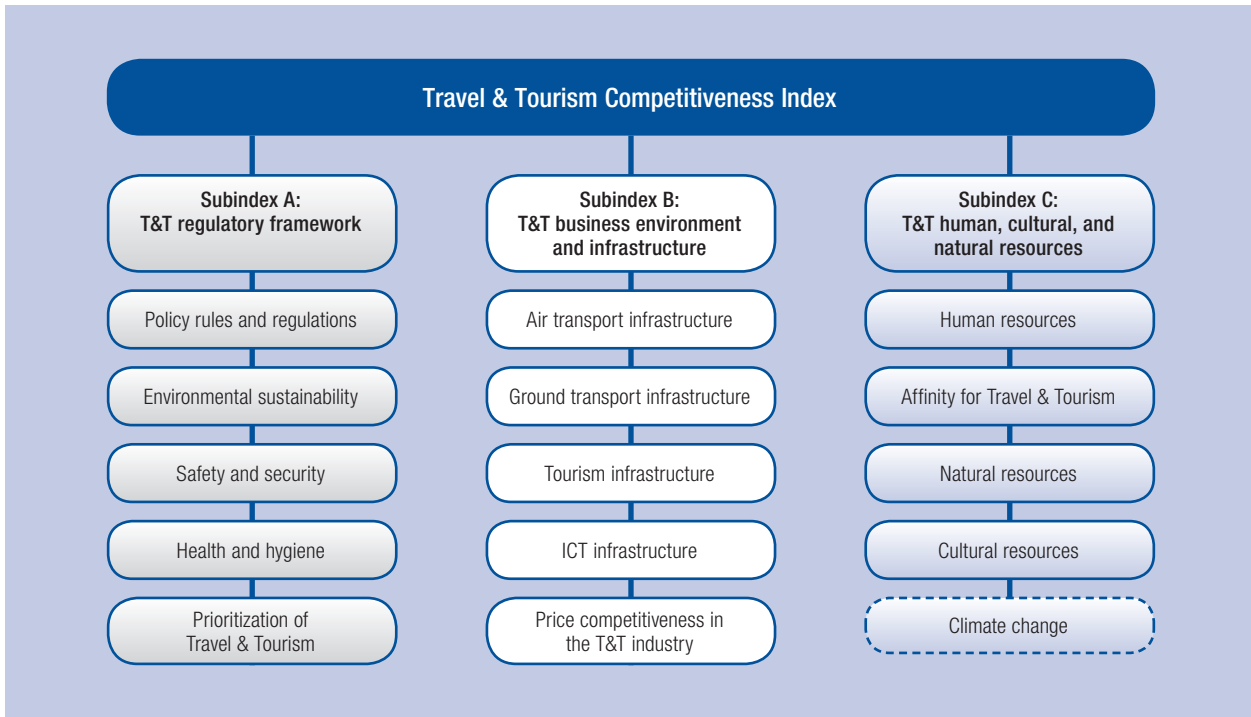
**YOUTH** The travel needs of the Millennial Generation differ from those of previous generations. Social and mobile T&T practices will be required to address them. Personalization and affiliation seem to be the characteristics of these new Millennials. For example, the average Millennial can switch 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 reforestation, 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 WTTTC 2013.
- 3 WTTTC 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.<sup>1</sup>

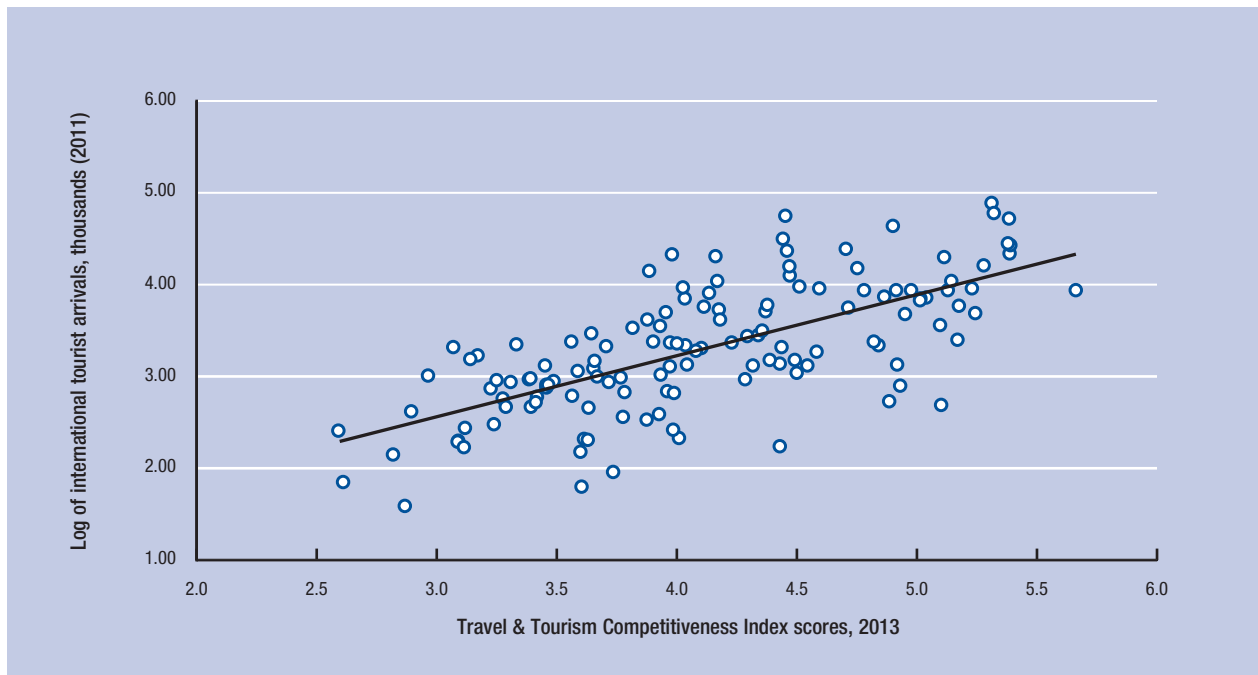
## COUNTRY COVERAGE

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 country (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 &amp; Tourism Competitiveness Index 2013 and 2011 comparison

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

Figure 2: T&amp;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&amp;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



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 price 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

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 country'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

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 &amp; Tourism Competitiveness Index 2013: Asia Pacific

Country/Economy	SUBINDEXES								
	OVERALL INDEX			T&T regulatory framework		Business environment and infrastructure		T&T human, cultural, and natural resources	
	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 &amp; Tourism Competitiveness Index 2013: The Middle East and North Africa

Country/Economy	SUBINDEXES								
	OVERALL INDEX			T&T regulatory framework		Business environment and infrastructure		T&T human, cultural, and natural resources	
	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 &amp; Tourism Competitiveness Index 2013: Sub-Saharan Africa

Country/Economy	SUBINDEXES								
	OVERALL INDEX			T&T regulatory framework		Business environment and infrastructure		T&T human, cultural, and natural resources	
	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

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.<sup>1</sup>

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.

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### 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\*<sup>2</sup>
- 5.05 Timeliness of providing monthly/quarterly T&T data\*<sup>2</sup>

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### 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\*<sup>3</sup>
- 6.03 Available seat kilometers, international\*<sup>3</sup>
- 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<sup>2</sup>
- 9.02 ICT use for business-to-consumers transactions<sup>2</sup>
- 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<sup>4</sup>
- 11.09 Business impact of HIV/AIDS<sup>4</sup>
- 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<sup>2</sup>
- 13.05 Marine protected areas<sup>2</sup>

**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

Economy	SUBINDEXES							
	OVERALL INDEX		T&T regulatory framework		Business environment and infrastructure		T&T human, cultural, and natural resources	
	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 &amp; Tourism Competitiveness Index 2013 (cont'd.)

Economy	SUBINDEXES							
	OVERALL INDEX		T&T regulatory framework		Business environment and infrastructure		T&T human, cultural, and natural resources	
	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 &amp; Tourism Competitiveness Index 2013 (cont'd.)

Economy	SUBINDEXES							
	OVERALL INDEX		T&T regulatory framework		Business environment and infrastructure		T&T human, cultural, and natural resources	
	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 &amp; Tourism Competitiveness Index 2013: Regulatory framework

Country/Economy	T&T REGULATORY FRAMEWORK		PILLARS									
	Rank	Score	1. Policy rules and regulations		2. Environmental sustainability		3. Safety and security		4. Health and hygiene		5. Prioritization of Travel & Tourism	
			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 &amp; Tourism Competitiveness Index 2013: Regulatory framework (cont'd.)

Country/Economy	T&T REGULATORY FRAMEWORK		PILLARS									
	Rank	Score	1. Policy rules and regulations		2. Environmental sustainability		3. Safety and security		4. Health and hygiene		5. Prioritization of Travel & Tourism	
			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

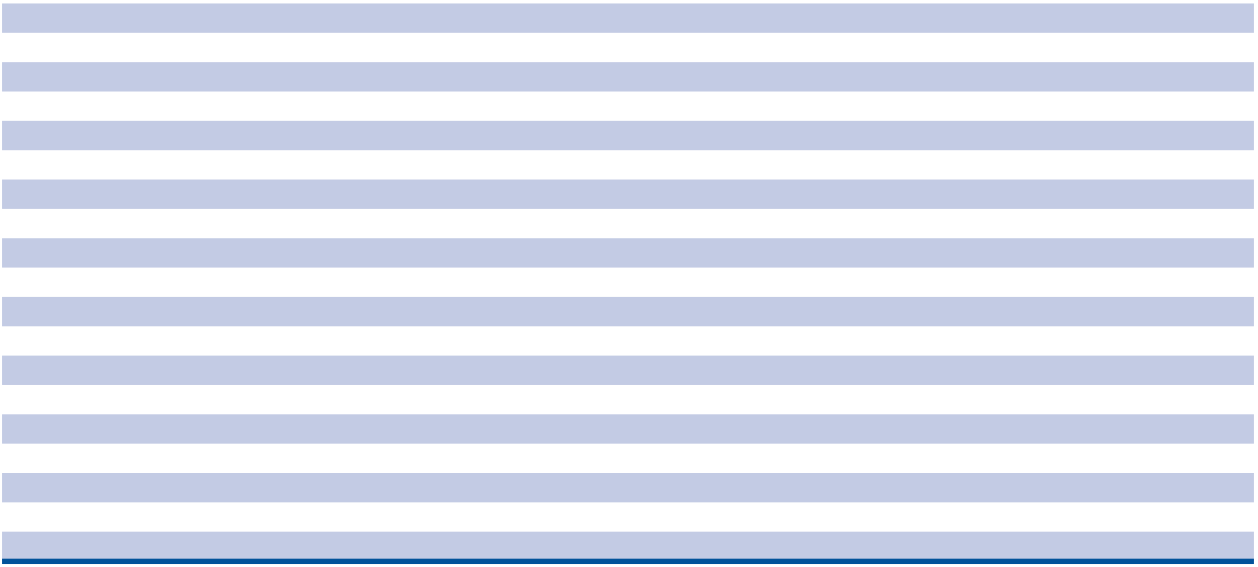
Table B2: The Travel &amp; Tourism Competitiveness Index 2013: Regulatory framework (cont'd.)

Country/Economy	T&T REGULATORY FRAMEWORK		PILLARS									
	Rank	Score	1. Policy rules and regulations		2. Environmental sustainability		3. Safety and security		4. Health and hygiene		5. Prioritization of Travel & Tourism	
			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

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	<b>1.82</b>	130	<b>2.57</b>	65	4.24	64	<b>3.25</b>	107	<b>4.06</b>
Botswana	<b>91</b>	3.31	89	<b>2.65</b>	83							



Swaziland



Sedend

Sitzeriland

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

Country/Economy	PILLARS									
	T&T HUMAN, CULTURAL AND NATURAL RESOURCES		11. Human resources		12. Affinity for Travel & Tourism		13. Natural resources		14. Cultural resources	
	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 &amp; Tourism Competitiveness Index 2013: Human, cultural, and natural resources (cont'd.)

Country/Economy	T&T HUMAN, CULTURAL AND NATURAL RESOURCES		PILLARS							
	Rank	Score	11. Human resources		12. Affinity for Travel & Tourism		13. Natural resources		14. Cultural resources	
			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 &amp; Tourism Competitiveness Index 2013: Human, cultural, and natural resources (cont'd.)

Country/Economy	T&T HUMAN, CULTURAL AND NATURAL RESOURCES		PILLARS							
	Rank	Score	11. Human resources		12. Affinity for Travel & Tourism		13. Natural resources		14. Cultural resources	
			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



# 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).

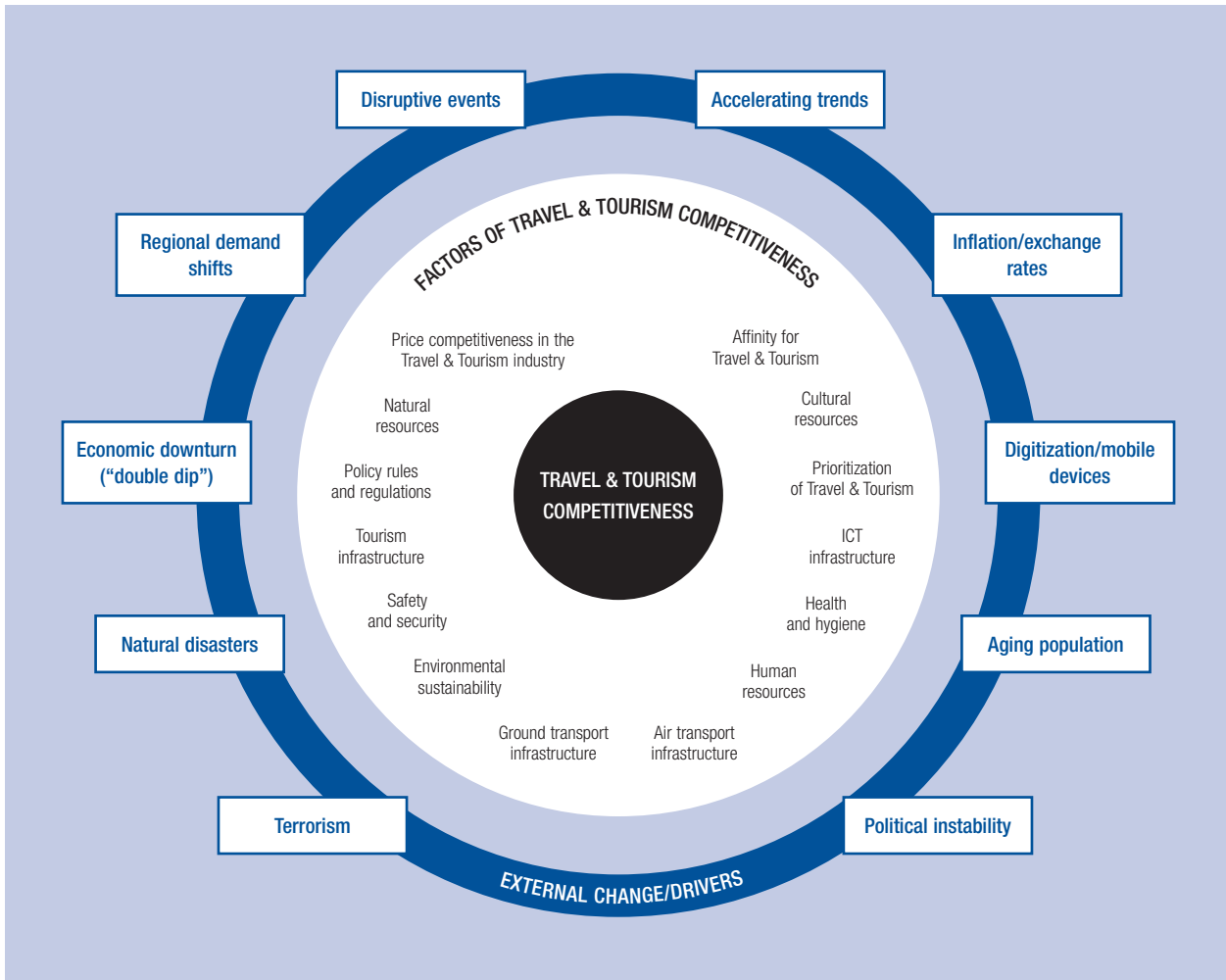
Policymakers responsible for developing and growing their nations as successful tourism destinations face a large variety of change drivers in their home countries and in key tourism source markets. They will need progressively more and more sophisticated methods to nurture the development of the tourism 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 remainder 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

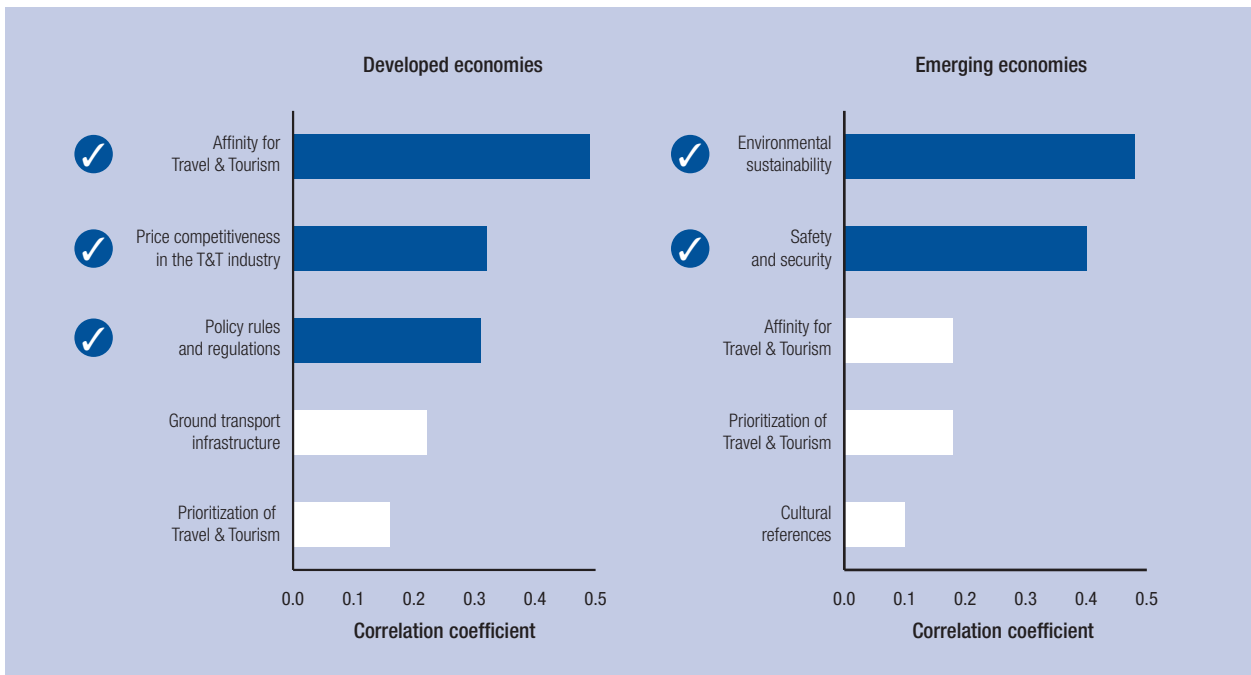
Booz & Company has calculated a Travel & Tourism Stable Growth Performance Score based on international tourist arrivals data from the World Tourism Organization in a sample group of 74 most-visited countries in 2011 as the foremost measure of inbound tourism performance. We define *stable growth performance* 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&amp;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&amp;T stable growth performance

DIFFERENTIATOR	BEST-PRACTICE CAPABILITIES
✓ Affinity for Travel & Tourism	<ul style="list-style-type: none"> <li>• Customer orientation</li> <li>• Openness to foreign visitors</li> <li>• Local stakeholder involvement</li> </ul>
✓ Policy rules and regulations	<ul style="list-style-type: none"> <li>• Low entry barriers</li> <li>• Sector liberalization</li> <li>• Private/public sector cooperation</li> </ul>
✓ Price competitiveness in the T&T industry	<ul style="list-style-type: none"> <li>• Affordable touristic offerings &amp; hotels</li> <li>• Taxation levels</li> <li>• Purchasing power/exchange rates</li> </ul>
✓ Environmental sustainability	<ul style="list-style-type: none"> <li>• Sustainability policies and regulations</li> <li>• Private-sector innovations</li> <li>• Nature conservation</li> </ul>
✓ Safety and security	<ul style="list-style-type: none"> <li>• Protection of touristic areas/facilities</li> <li>• Reliability of authorities</li> <li>• Trust-building campaigns</li> </ul>

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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# 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*,<sup>1</sup> 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."<sup>2</sup>

#### **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,<sup>3</sup> 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.<sup>4</sup>

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";<sup>5</sup> furthermore, they committed to "work towards developing travel facilitation initiatives in support of job creation, quality work, poverty reduction and global growth."<sup>6</sup>

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,<sup>7</sup> 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)

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

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

<sup>a</sup> 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).

<sup>b</sup> *Visa required* means that a visa has to be obtained prior to departure and is not an electronic visa (eVisa).

<sup>c</sup> *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](http://www.imf.org/external/pubs/ft/weo/2012/01).

<sup>d</sup> 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).<sup>8</sup> 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 <sup>a</sup>
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,<sup>9</sup> 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:

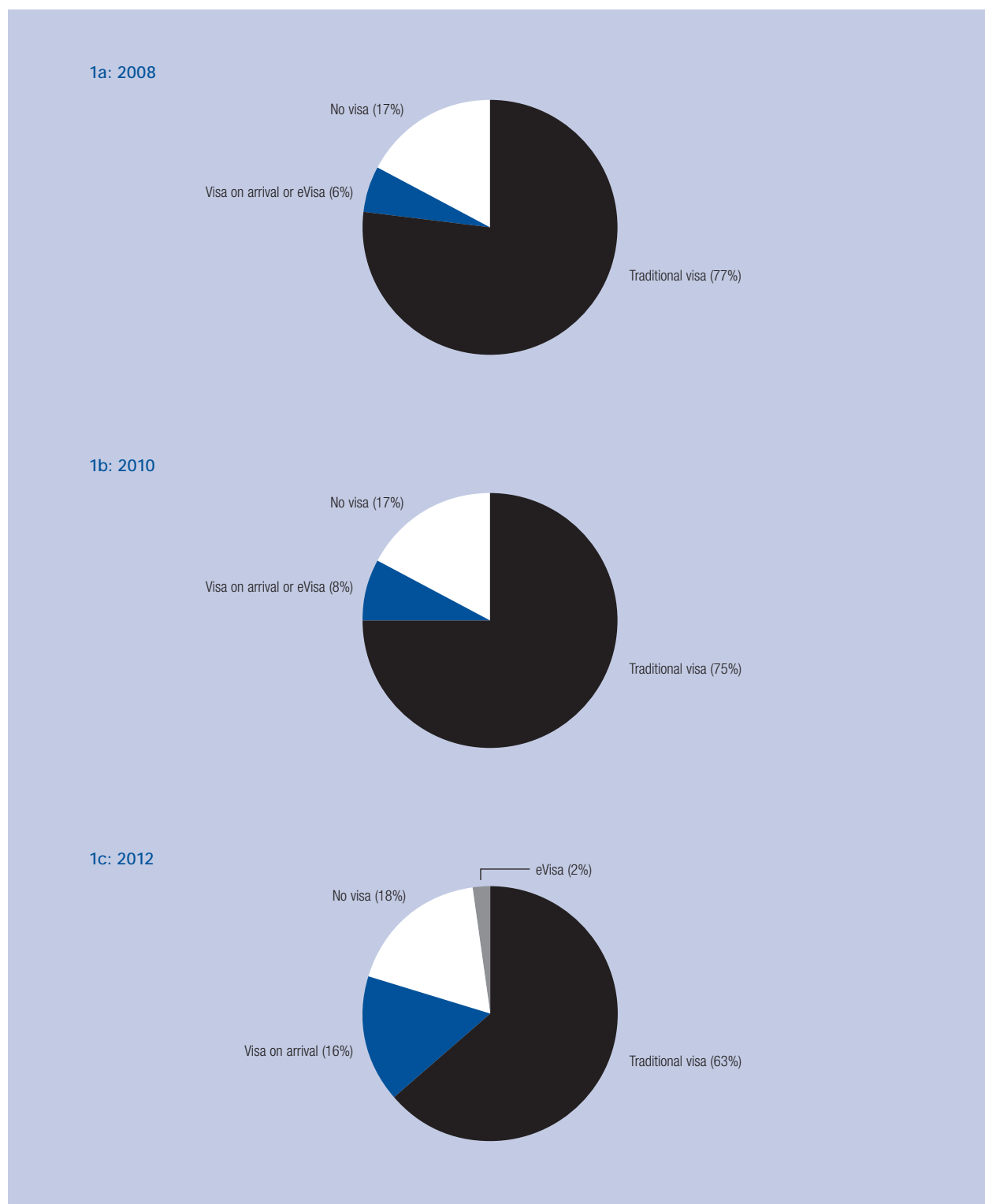
- visa exemption is most common in the Caribbean (39 percent) and Central America (30 percent);
- visa on arrival is comparatively common in East Africa (62 percent) and Southeast Asia (35 percent);
- eVisa is particularly popular in South Asia (11 percent) and the Middle East (10 percent); and
- traditional 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



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 Príncipe	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
<b>SUBTOTAL</b>		<b>5,044</b>
	Other destinations	36
<b>TOTAL</b>		<b>5,080</b>

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/WTTC 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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# 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.<sup>1</sup> 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.

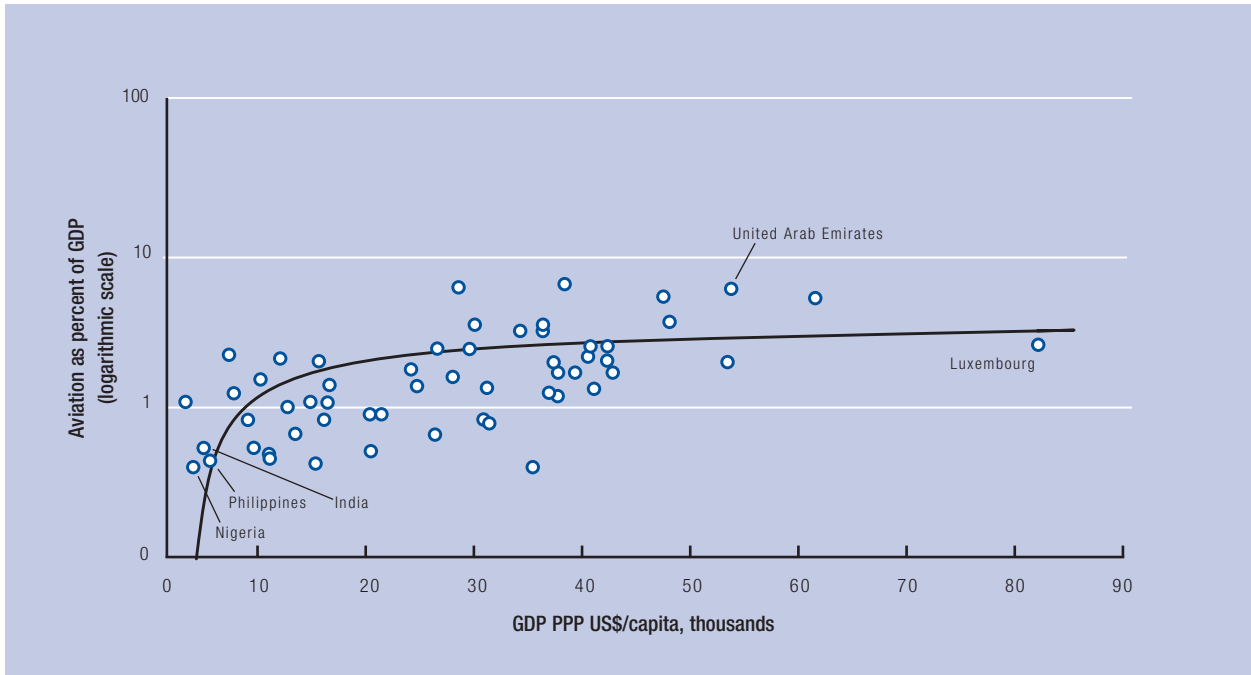
## THE ECONOMIC FOOTPRINT OF AVIATION

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.<sup>2</sup>

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.<sup>3</sup>

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.<sup>4</sup> 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.<sup>5</sup> 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.<sup>6</sup>

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.<sup>7</sup>

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,<sup>8</sup> 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.<sup>9</sup>

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.<sup>10</sup>

### 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.<sup>11</sup>

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.<sup>12</sup> 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.<sup>13</sup>

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.

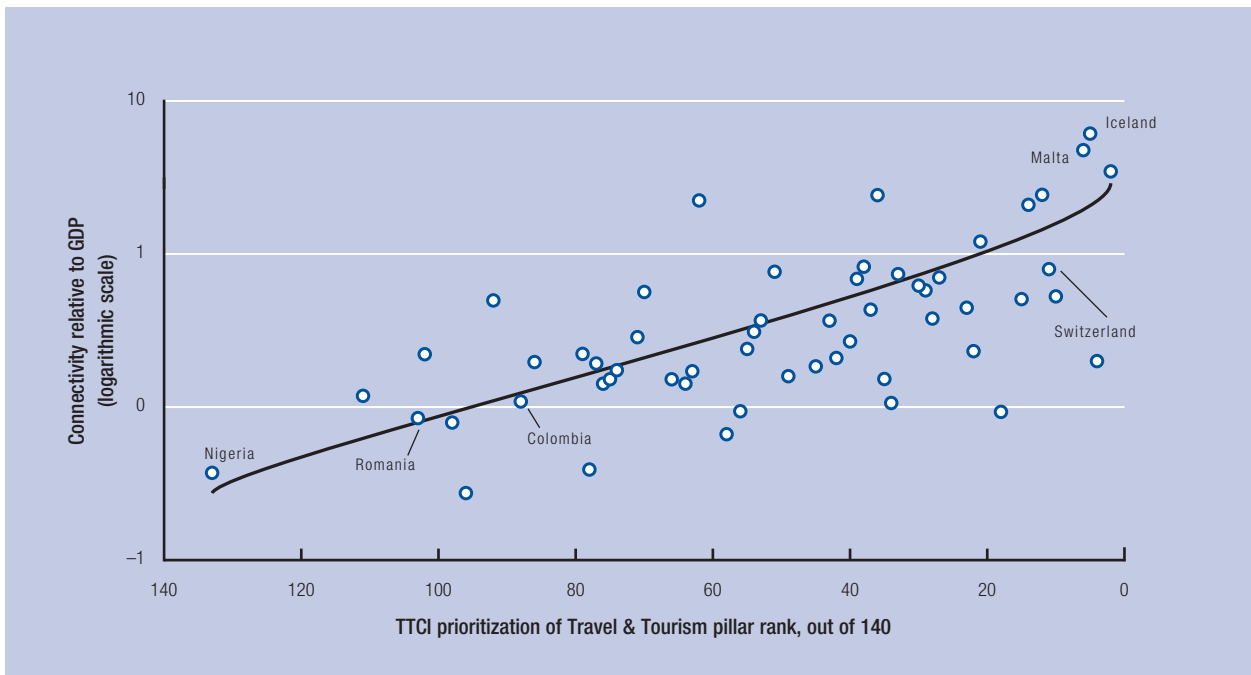
### CONNECTIVITY AND ECONOMIC PERFORMANCE

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.<sup>14</sup>

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.<sup>15</sup>

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.<sup>16</sup>

Figure 2: Air transport connectivity and pillar 5 (prioritization of Travel &amp; 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.<sup>17</sup> 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.<sup>18</sup>

### 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.<sup>19</sup> 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.<sup>20</sup>

## 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.<sup>21</sup>

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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## Travel & Tourism as a Driver of Employment Growth

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ZACHARY SEARS, Oxford Economics

Travel & Tourism (T&T) is one of the leading job creators in the world. The industry employs more than 98 million people directly,<sup>1</sup> 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.<sup>2</sup> 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.<sup>3</sup> 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.

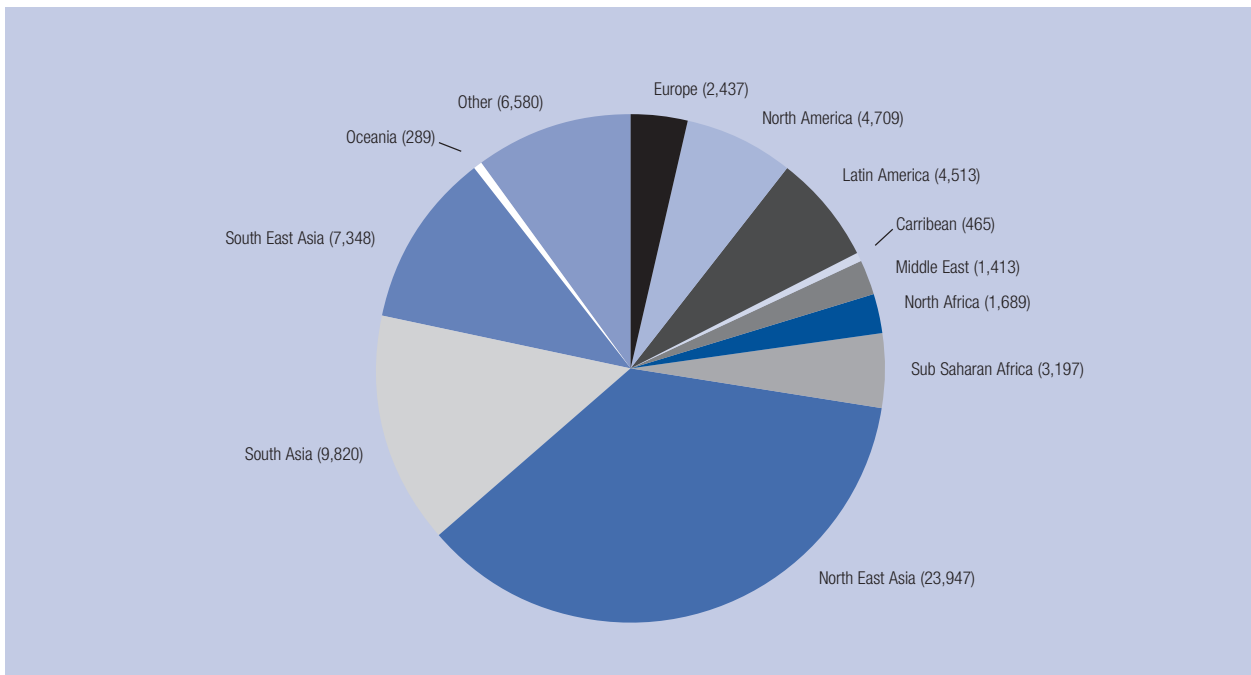
The industries chosen as comparators in this research were selected because they have a breadth and global presence similar to Travel & Tourism. These industry sectors are relatively easy to define, and therefore to quantify. They include some that have recently benefitted from overt and well-publicized 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;

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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&amp;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.

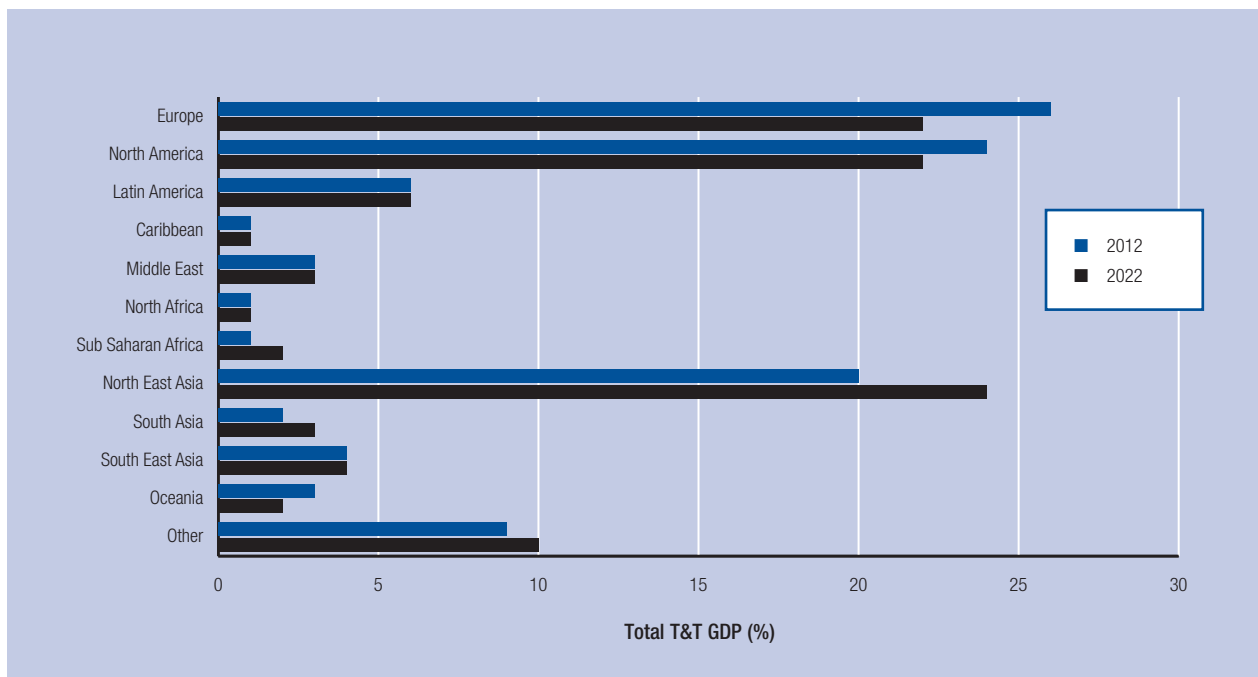
Although the rise in emerging-market destinations explains some of the observed strong growth in T&T employment, many countries are also shifting away from manufacturing to service economies. These service economies are much more labor-intensive than mechanized, manufacturing economies. As this shift 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&amp;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.

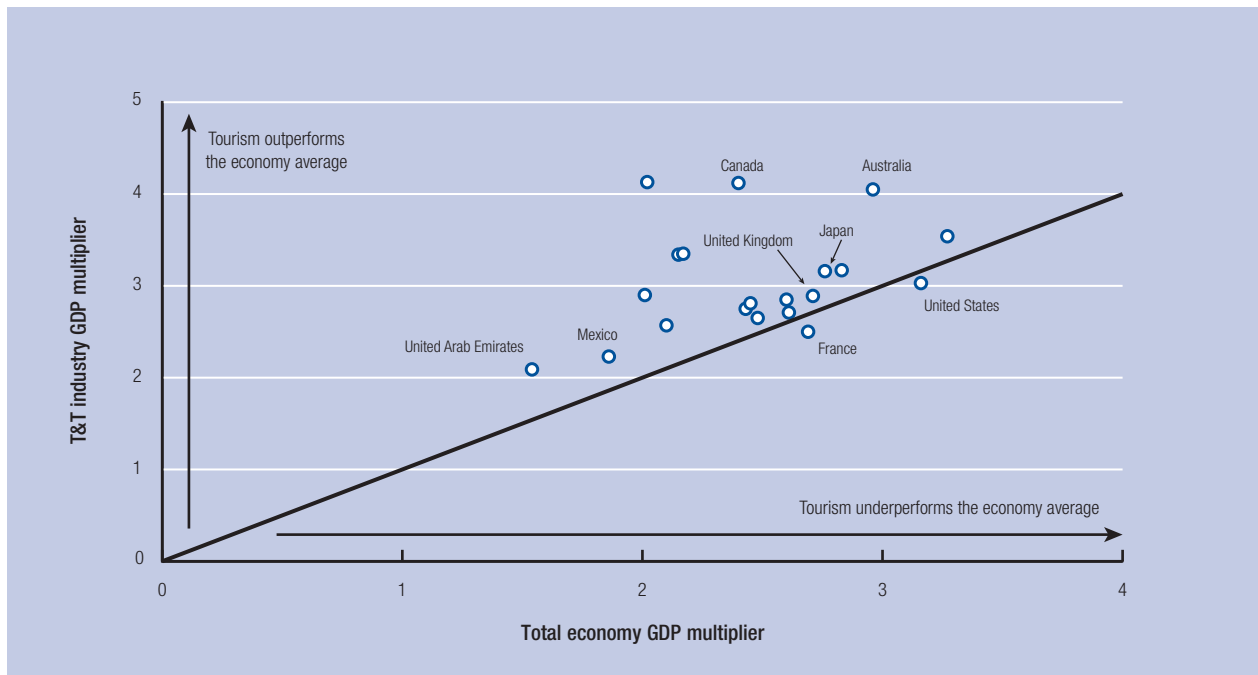
In 2011, Travel & Tourism generated US\$2 trillion in direct contributions to the world's economy. This contribution to global GDP is more than double that of the automotive industry and one-third larger than the global chemicals industry. The T&T sector is three-quarters the size of the global education, 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.<sup>4</sup> 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&amp;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.<sup>5</sup>

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.<sup>6</sup>

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.<sup>7</sup>

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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# Competitiveness, 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,<sup>1</sup> 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.<sup>2</sup> 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.<sup>3</sup> 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

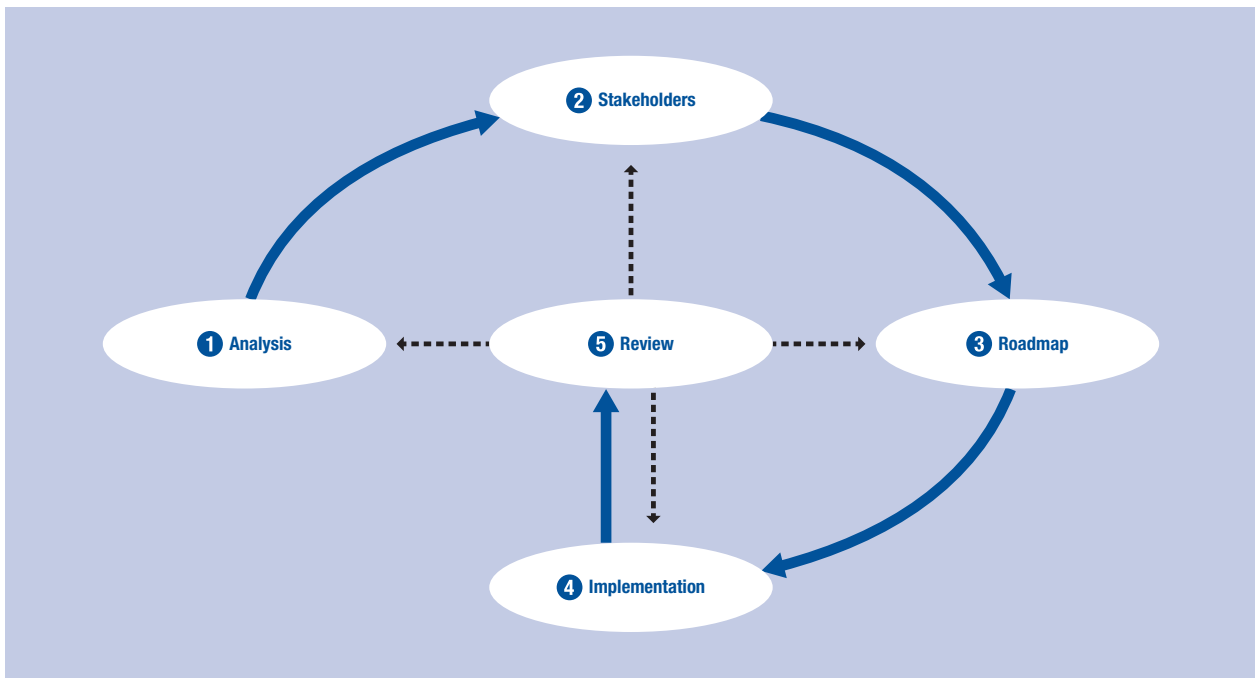
For some years, the idea of green growth has been gaining traction in national, regional, and global socio-political strategies, as has the view that Travel & Tourism is a major contributor to the growth of jobs, gross domestic product, and—particularly—development. Significant examples include the following:

- 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.<sup>4</sup>

- 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.”<sup>5</sup>

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.<sup>6</sup>

## 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.<sup>7</sup>

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.<sup>8</sup>

### 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.<sup>9</sup> 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.<sup>10</sup>

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.

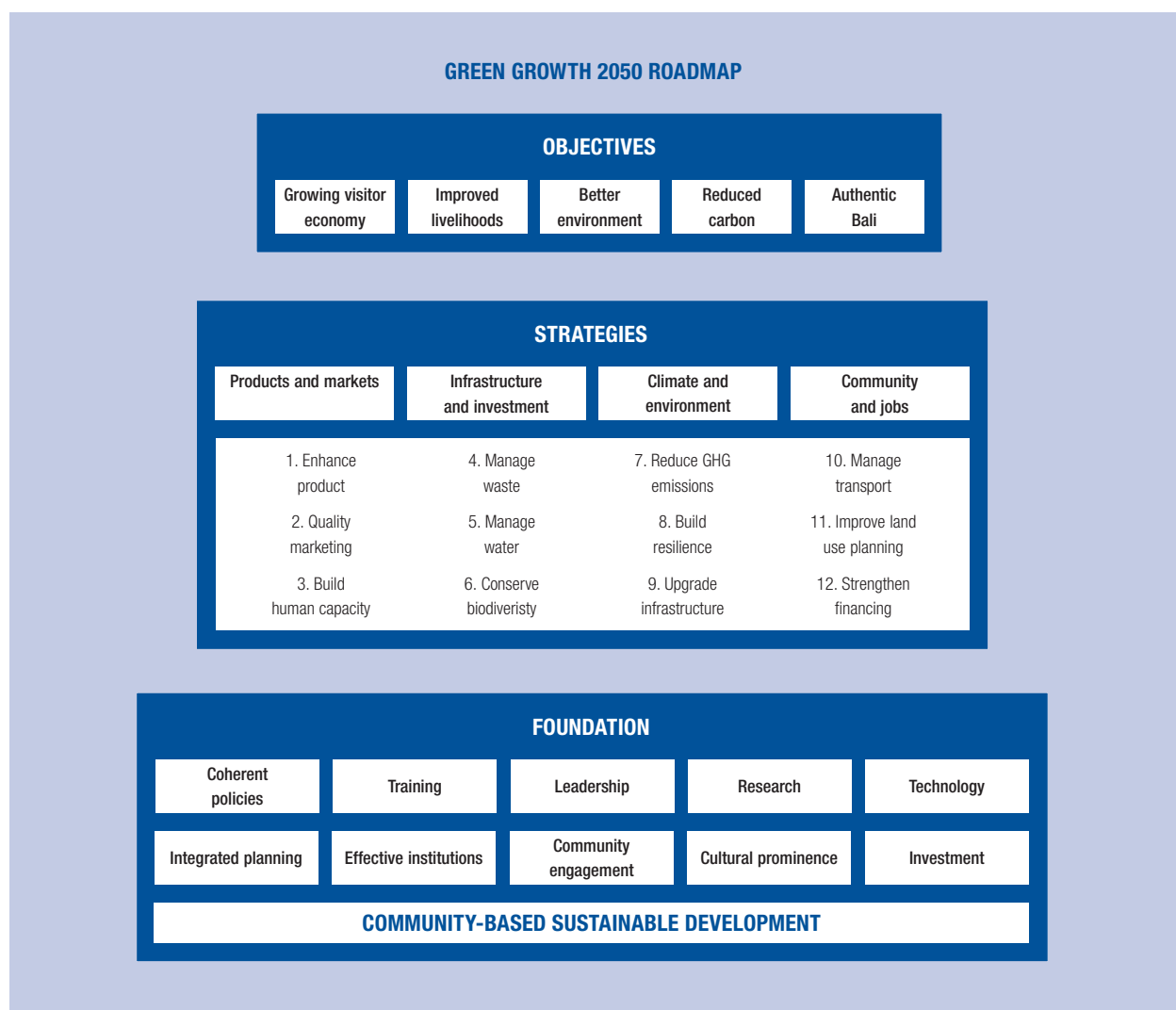
The report and underlying research framework have been specifically developed to serve as a readily adaptable model green growth 2050 roadmap for Travel & Tourism (travelism) for any country, city, or community with a like-minded vision for green growth and travelism. It helps those who use the framework 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 crowd-pacting techniques to fully engage potential investors, including visitors themselves;<sup>11</sup> and an annual course correction analysis.<sup>12</sup>

### 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

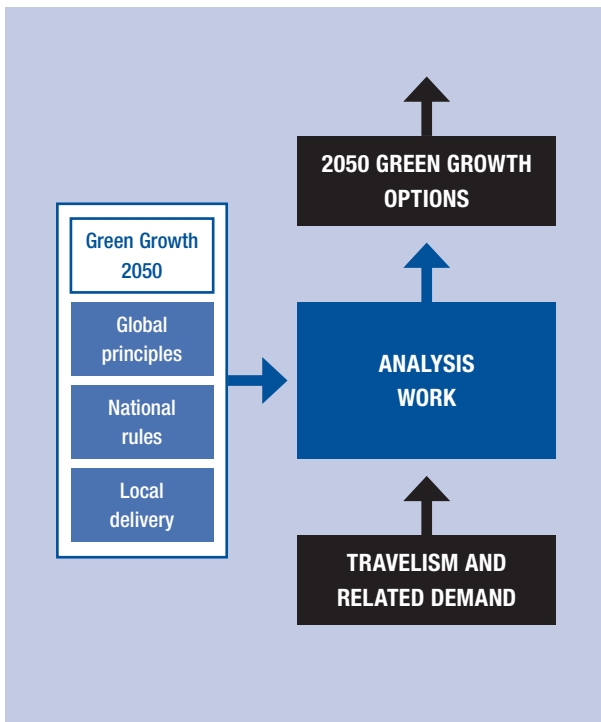
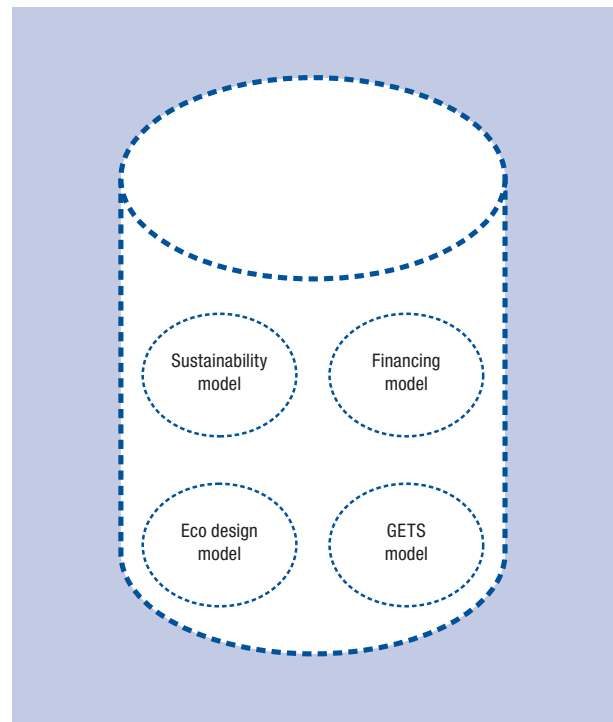


Figure 5: Implementation



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.<sup>13</sup>

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),<sup>14</sup> 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 committe 48(i)9(r)-10(g TQ)-6(-19(i)-196(l H)-21(e)E)9(r



# 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*.

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### 1 Key indicators

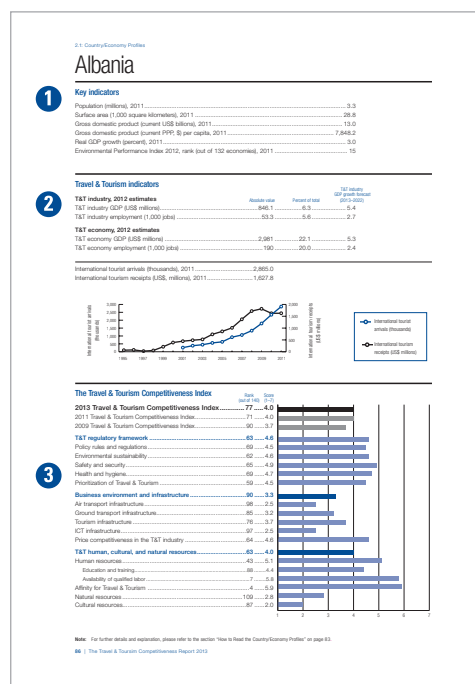
The first section presents several key indicators that give a sense of the size of the country and its economy. Population and surface area figures are from the World Bank's *World Development Indicators Online Database* (December 2012). GDP numbers are from the International Monetary Fund (IMF)'s *World 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/](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.

#### RIGHT-HAND PAGE

##### 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

Albania			The Travel & Tourism Competitiveness Index in detail		
INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>3rd pillar: Policy innovation and regulation</b> ..... 4.7 ..... 69			<b>9th pillar: Tourism infrastructure</b> ..... 2.1 ..... 76		
1.01: Presidential or foreign minister(s) ..... 4.1 ..... 101			9.01: Travel operators/100 pop. .... 0.3 ..... 83		
1.02: Property rights ..... 5.1 ..... 136			9.02: Presence of major air, rail, bus, ..... 2 ..... 82		
1.03: Business impact of laws on T&T ..... 4.7 ..... 65			9.03: ATMAs according to destination point ..... 25.3 ..... 80		
1.04: Visa requirements, no. of countries ..... 55.0 ..... 102			<b>10th pillar: ICT infrastructure</b> ..... 2.5 ..... 87		
1.05: Chairman/Minister/MPs/MP ..... 10.9 ..... 71			10.01: ICT use for B-to-B transactions ..... 0.9 ..... 96		
1.06: Transparency of government policymaking ..... 4.9 ..... 85			10.02: ICT use for B-to-C transactions ..... 0.9 ..... 96		
1.07: No. of bills to create legislation ..... 4 ..... 88			10.03: Individuals using the Internet, % ..... 49.2 ..... 57		
1.08: Cost to start a business, % GDR/GDP ..... 23.1 ..... 101			10.04: Fixed telephone main/100 pop. .... 10.2 ..... 51		
1.09: GDP's commitment to infrastructure (I-SDP) ..... 94.9 ..... 19			10.05: Standard Internet subscriptions/100 pop. .... 4.0 ..... 83		
<b>2nd pillar: Environmental sustainability</b> ..... 4.6 ..... 67			10.06: Mobile telephone subscriptions/100 pop. .... 106.4 ..... 88		
2.01: Stringency of environmental regulation ..... 2.9 ..... 127			10.07: Mobile telephone subscriptions/100 pop. .... 8.8 ..... 78		
2.02: Enforcement of environmental regulation ..... 2.6 ..... 130			<b>11th pillar: Price competitiveness in T&amp;T ind.</b> ..... 4.6 ..... 64		
2.03: Sustainability of T&T industry development ..... 4.2 ..... 78			11.01: Ticket taxes and airport charges (E-100) ..... 70.2 ..... 102		
2.04: Carbon dioxide emissions, million ton/transport ..... 1.3 ..... 43			11.02: Fuel prices, USD barrel/100 ..... 140.0 ..... 58		
2.05: Particulate matter concentration, µg/m <sup>3</sup> ..... 95.1 ..... 38			11.03: Internet and e-mail services ..... 3.9 ..... 40		
2.06: Translated species, % ..... 2.6 ..... 94			11.04: Telephone rates, USD ..... 172.0 ..... 59		
2.07: Ecosystems: Heavy regulation (E-20) ..... 9.0 ..... 53			<b>12th pillar: Human resources</b> ..... 5.1 ..... 63		
<b>1st pillar: Safety and security</b> ..... 4.9 ..... 60			12.01: Education and training ..... 4.4 ..... 88		
3.01: Business costs of crime and violence ..... 4.7 ..... 73			12.02: Primary education enrollment, net/100 ..... 75.8 ..... 122		
3.02: Reliability of public services ..... 4.0 ..... 77			12.03: Secondary education enrollment, gross % ..... 68.3 ..... 68		
3.03: Road traffic accidents/100,000 pop. .... 13.9 ..... 124			12.04: Quality of the educational system ..... 6.0 ..... 52		
3.04: Business costs of terrorism ..... 5.6 ..... 67			12.05: Local tertiary, specialized research & training ..... 2.9 ..... 117		
<b>4th pillar: Health and hygiene</b> ..... 4.7 ..... 69			12.06: Shortage of staff training ..... 4.4 ..... 96		
4.01: Physician density/1,000 pop. .... 1.2 ..... 85			12.07: Availability of qualified staff ..... 5.8 ..... 7		
4.02: Access to improved sanitation, % pop. .... 95.0 ..... 38			12.08: Hiring and firing practices ..... 4.7 ..... 95		
4.03: Access to improved drinking water, % pop. .... 95.0 ..... 38			12.09: State of hiring and firing ..... 5.8 ..... 7		
4.04: Hospital beds/10,000 pop. .... 280.0 ..... 59			12.10: HRD prevalence, % adult pop. .... 0.9 ..... 1		
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> ..... 4.5 ..... 59			12.11: Business travel of HRD/MS ..... 6.8 ..... 4		
5.01: Government prioritization of the T&T industry ..... 5.2 ..... 60			12.12: HRD expenditure, % of GDP ..... 7.7 ..... 38		
5.02: T&T gov't expenditure, % gov't budget ..... 3.9 ..... 87			<b>13th pillar: Natural resources</b> ..... 5.5 ..... 6		
5.03: Effectiveness of measures to attract tourists ..... 4.5 ..... 61			13.01: Tourism openness, % of GDP ..... 24.6 ..... 5		
5.04: Competitiveness of T&T data (E-120) ..... 78.0 ..... 39			13.02: Index of education based on foreign visitors ..... 6.0 ..... 56		
5.05: Timeliness of T&T data (E-18) ..... 13.0 ..... 71			13.03: Extension of business visa recommended ..... 5.4 ..... 54		
<b>6th pillar: Air transport infrastructure</b> ..... 2.5 ..... 96			13.04: Degree of aviation liberalization ..... 5.0 ..... 59		
6.01: Quality of air transport infrastructure ..... 4.0 ..... 65			<b>14th pillar: Cultural resources</b> ..... 2.8 ..... 87		
6.02: Airline and air services, claim, million ..... 5.0 ..... 105			14.01: No. of World Heritage cultural sites ..... 0 ..... 114		
6.03: Airline and air services, net, million ..... 22.0 ..... 111			14.02: Sports stadiums, seats/million pop. .... 55.037 ..... 47		
6.04: Departures/1,000 pop. .... 3.2 ..... 72			14.03: No. of art venues per capita/1000 ..... 4.7 ..... 60		
6.05: Airport development stage ..... 0.3 ..... 109			14.04: Creative industries exports, % of world total ..... 0.0 ..... 80		
6.06: No. of operating airports ..... 13.0 ..... 87					
6.07: International air transport network ..... 4.5 ..... 78					
<b>7th pillar: Ground transport infrastructure</b> ..... 3.2 ..... 85					
7.01: Quality of roads ..... 4.3 ..... 82					
7.02: Quality of national infrastructure ..... 1.2 ..... 117					
7.03: Quality of port infrastructure ..... 3.7 ..... 96					
7.04: Quality of ground transport network ..... 3.7 ..... 118					
7.05: Road density/million pop. .... 93.0 ..... 48					

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.

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# Albania

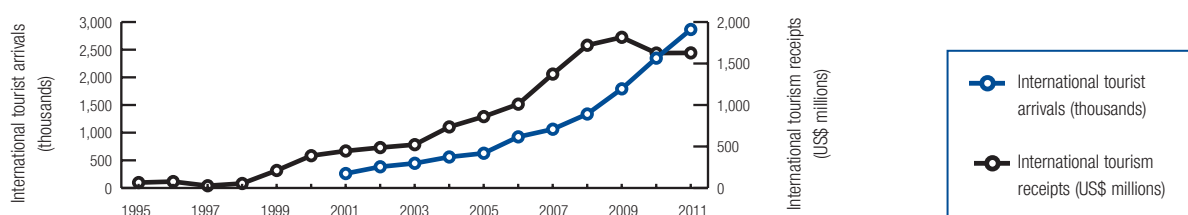
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>77</b>	<b>4.0</b>
2011 Travel & Tourism Competitiveness Index.....	71	4.0
2009 Travel & Tourism Competitiveness Index.....	90	3.7
<b>T&amp;T regulatory framework</b> .....	<b>63</b>	<b>4.6</b>
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
<b>Business environment and infrastructure</b> .....	<b>90</b>	<b>3.3</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>63</b>	<b>4.0</b>
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.

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.5</b> .....	<b>69</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>3.7</b> .....	<b>76</b>
1.01 Prevalence of foreign ownership .....	4.1 .....	101	8.01 Hotel rooms/100 pop.* .....	0.3 .....	83
1.02 Property rights .....	3.1 .....	126	8.02 Presence of major car rental co. (1–7)* .....	6 .....	32
1.03 Business impact of rules on FDI .....	4.7 .....	65	8.03 ATMs accepting Visa cards/million pop.* .....	223.3 .....	80
1.04 Visa requirements, no. of countries* .....	58.0 .....	102	<b>9th pillar: ICT infrastructure</b> .....	<b>2.5</b> .....	<b>97</b>
1.05 Openness bilateral ASAs (0–38)* .....	10.9 .....	71	9.01 ICT use for B-to-B transactions .....	n/a .....	n/a
1.06 Transparency of government policymaking .....	4.3 .....	65	9.02 ICT use for B-to-C transactions .....	n/a .....	n/a
1.07 No. of days to start a business* .....	4 .....	8	9.03 Individuals using the Internet, %* .....	49.0 .....	57
1.08 Cost to start a business, % GNI/capita* .....	22.1 .....	101	9.04 Fixed telephone lines/100 pop.* .....	10.5 .....	90
1.09 GATS commitment restrictiveness (0–100)* .....	84.9 .....	7	9.05 Broadband Internet subscribers/100 pop.* .....	4.0 .....	83
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.6</b> .....	<b>62</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	96.4 .....	88
2.01 Stringency of environmental regulation.....	2.9 .....	127	9.07 Mobile broadband subscriptions/100 pop.* .....	8.8 .....	78
2.02 Enforcement of environmental regulation .....	2.6 .....	130	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.6</b> .....	<b>64</b>
2.03 Sustainability of T&T industry development.....	4.2 .....	78	10.01 Ticket taxes and airport charges (0–100)* .....	70.0 .....	102
2.04 Carbon dioxide emission, million tons/capita* .....	1.3 .....	43	10.02 Purchasing power parity* .....	0.5 .....	22
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	36.5 .....	86	10.04 Fuel price, US\$ cents/liter* .....	140.0 .....	98
2.06 Threatened species, %* .....	2.8 .....	26	10.03 Extent and effect of taxation .....	3.9 .....	40
2.07 Environm. treaty ratification (0–25)* .....	20 .....	53	10.05 Hotel price index, US\$* .....	127.0 .....	56
<b>3rd pillar: Safety and security</b> .....	<b>4.9</b> .....	<b>65</b>	<b>11th pillar: Human resources</b> .....	<b>5.1</b> .....	<b>43</b>
3.01 Business costs of crime and violence .....	4.7 .....	78	<i>Education and training</i> .....	4.4 .....	88
3.02 Reliability of police services.....	4.0 .....	77	11.01 Primary education enrollment, net %* .....	79.9 .....	123
3.03 Road traffic accidents/100,000 pop.* .....	13.9 .....	55	11.02 Secondary education enrollment, gross %* .....	88.9 .....	68
3.04 Business costs of terrorism .....	5.6 .....	67	11.03 Quality of the educational system .....	4.0 .....	52
<b>4th pillar: Health and hygiene</b> .....	<b>4.7</b> .....	<b>69</b>	11.04 Local availability specialized research & training... 3.3 .....	117	
4.01 Physician density/1,000 pop.* .....	1.2 .....	85	11.05 Extent of staff training .....	4.4 .....	36
4.02 Access to improved sanitation, % pop.* .....	94.0 .....	58	<i>Availability of qualified labor</i> .....	5.8 .....	7
4.03 Access to improved drinking water, % pop.* .....	95.0 .....	70	11.06 Hiring and firing practices .....	4.7 .....	26
4.04 Hospital beds/10,000 pop.* .....	28.0 .....	66	11.07 Ease of hiring foreign labor .....	5.5 .....	3
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.5</b> .....	<b>59</b>	11.08 HIV prevalence, % adult pop.* .....	n/a .....	1
5.01 Government prioritization of the T&T industry .....	5.2 .....	69	11.09 Business impact of HIV/AIDS.....	6.6 .....	4
5.02 T&T gov't expenditure, % gov't budget* .....	3.9 .....	57	11.10 Life expectancy, years* .....	77.0 .....	38
5.03 Effectiveness of marketing to attract tourists .....	4.5 .....	61	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>5.9</b> .....	<b>4</b>
5.04 Comprehensiveness of T&T data (0–120)* .....	76.0 .....	39	12.01 Tourism openness, % of GDP* .....	24.6 .....	5
5.05 Timeliness of T&T data (0–18)* .....	13.5 .....	71	12.02 Attitude of population toward foreign visitors .....	6.0 .....	98
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.5</b> .....	<b>98</b>	12.03 Extension of business trips recommended .....	5.6 .....	54
6.01 Quality of air transport infrastructure .....	4.8 .....	66	12.04 Degree of customer orientation.....	5.0 .....	38
6.02 Airline seat kms/week, dom., millions* .....	0.0 .....	105	<b>13th pillar: Natural resources</b> .....	<b>2.8</b> .....	<b>109</b>
6.03 Airline seat kms/week, int'l, millions* .....	23.5 .....	111	13.01 No. of World Heritage natural sites* .....	0 .....	79
6.04 Departures/1,000 pop.* .....	3.2 .....	72	13.02 Quality of the natural environment.....	3.5 .....	117
6.05 Airport density/million pop.* .....	0.3 .....	103	13.03 Total known species* .....	393 .....	103
6.06 No. of operating airlines* .....	13.0 .....	97	13.04 Terrestrial biome protection (0–17%)* .....	10.0 .....	75
6.07 International air transport network .....	4.5 .....	78	13.05 Marine protected areas, %* .....	0.9 .....	44
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.2</b> .....	<b>85</b>	<b>14th pillar: Cultural resources</b> .....	<b>2.0</b> .....	<b>87</b>
7.01 Quality of roads .....	4.3 .....	59	14.01 No. of World Heritage cultural sites* .....	3 .....	74
7.02 Quality of railroad infrastructure .....	1.2 .....	117	14.02 Sports stadiums, seats/million pop.* .....	55,037.5 .....	47
7.03 Quality of port infrastructure.....	3.7 .....	95	14.03 No. of int'l fairs and exhibitions* .....	4.7 .....	96
7.04 Quality of ground transport network .....	3.7 .....	118	14.04 Creative industries exports, % of world total* .....	0.0 .....	90
7.05 Road density/million pop.* .....	63.0 .....	48			

# Algeria

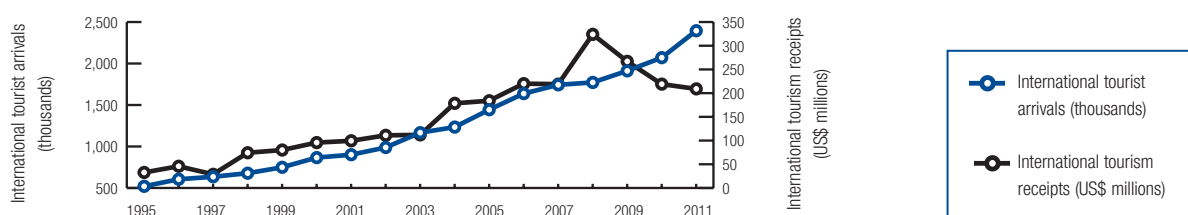
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>132</b>	<b>3.1</b>
2011 Travel & Tourism Competitiveness Index.....	113	3.4
2009 Travel & Tourism Competitiveness Index.....	115	3.3
<b>T&amp;T regulatory framework</b> .....	<b>134</b>	<b>3.3</b>
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
<b>Business environment and infrastructure</b> .....	<b>126</b>	<b>2.7</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>123</b>	<b>3.2</b>
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.



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## The Travel & Tourism Competitiveness Index in detail

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# Argentina

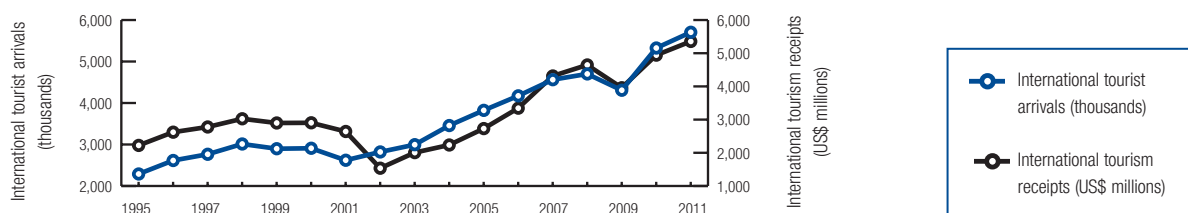
## Key indicators

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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>61</b>	<b>4.2</b>
2011 Travel & Tourism Competitiveness Index.....	60	4.2
2009 Travel & Tourism Competitiveness Index.....	65	4.1
<b>T&amp;T regulatory framework</b> .....	<b>69</b>	<b>4.5</b>
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
<b>Business environment and infrastructure</b> .....	<b>72</b>	<b>3.6</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>41</b>	<b>4.4</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.2</b> .....	<b>97</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>4.5</b> .....	<b>55</b>
1.01 Prevalence of foreign ownership .....	4.9.....	57	8.01 Hotel rooms/100 pop.* .....	0.6.....	55
1.02 Property rights .....	2.6.....	132	8.02 Presence of major car rental co. (1-7)* .....	7.....	1
1.03 Business impact of rules on FDI .....	2.7.....	138	8.03 ATMs accepting Visa cards/million pop.* .....	290.5.....	69
1.04 Visa requirements, no. of countries* .....	81.0.....	50	<b>9th pillar: ICT infrastructure</b> .....	<b>3.5</b> .....	<b>56</b>
1.05 Openness bilateral ASAs (0-38)* .....	16.1.....	25	9.01 ICT use for B-to-B transactions .....	4.8.....	84
1.06 Transparency of government policymaking .....	3.2.....	133	9.02 ICT use for B-to-C transactions .....	4.6.....	65
1.07 No. of days to start a business* .....	26.....	98	9.03 Individuals using the Internet, %* .....	47.7.....	60
1.08 Cost to start a business, % GNI/capita* .....	12.3.....	80	9.04 Fixed telephone lines/100 pop.* .....	24.9.....	50
1.09 GATS commitment restrictiveness (0-100)* .....	75.0.....	17	9.05 Broadband Internet subscribers/100 pop.* .....	10.5.....	54
<b>2nd pillar: Environmental sustainability</b> .....	<b>3.9</b> .....	<b>123</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	134.9.....	25
2.01 Stringency of environmental regulation.....	3.3.....	102	9.07 Mobile broadband subscriptions/100 pop.* .....	11.7.....	72
2.02 Enforcement of environmental regulation .....	2.6.....	129	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.2</b> .....	<b>101</b>
2.03 Sustainability of T&T industry development.....	4.0.....	91	10.01 Ticket taxes and airport charges (0-100)* .....	64.4.....	111
2.04 Carbon dioxide emission, million tons/capita* .....	4.8.....	79	10.02 Purchasing power parity* .....	0.6.....	65
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	60.0.....	111	10.04 Fuel price, US\$ cents/liter* .....	105.0.....	66
2.06 Threatened species, %* .....	7.7.....	105	10.03 Extent and effect of taxation .....	2.3.....	132
2.07 Environm. treaty ratification (0-25)* .....	19.....	71	10.05 Hotel price index, US\$* .....	137.9.....	70
<b>3rd pillar: Safety and security</b> .....	<b>4.5</b> .....	<b>81</b>	<b>11th pillar: Human resources</b> .....	<b>5.0</b> .....	<b>57</b>
3.01 Business costs of crime and violence .....	3.8.....	111	<i>Education and training</i> .....	4.9.....	56
3.02 Reliability of police services.....	2.9.....	127	11.01 Primary education enrollment, net %* .....	99.1.....	16
3.03 Road traffic accidents/100,000 pop.* .....	13.7.....	52	11.02 Secondary education enrollment, gross %* .....	88.5.....	72
3.04 Business costs of terrorism .....	6.0.....	42	11.03 Quality of the educational system .....	3.4.....	88
<b>4th pillar: Health and hygiene</b> .....	<b>5.8</b> .....	<b>44</b>	11.04 Local availability specialized research & training... ..	4.3.....	60
4.01 Physician density/1,000 pop.* .....	3.2.....	27	11.05 Extent of staff training.....	3.8.....	77
4.02 Access to improved sanitation, % pop.* .....	90.0.....	67	<i>Availability of qualified labor</i> .....	5.0.....	75
4.03 Access to improved drinking water, % pop.* .....	96.0.....	63	11.06 Hiring and firing practices .....	2.7.....	135
4.04 Hospital beds/10,000 pop.* .....	45.0.....	39	11.07 Ease of hiring foreign labor .....	4.6.....	35
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.2</b> .....	<b>81</b>	11.08 HIV prevalence, % adult pop.* .....	0.5.....	85
5.01 Government prioritization of the T&T industry .....	5.1.....	78	11.09 Business impact of HIV/AIDS.....	5.5.....	54
5.02 T&T gov't expenditure, % gov't budget* .....	2.5.....	96	11.10 Life expectancy, years* .....	75.8.....	46
5.03 Effectiveness of marketing to attract tourists .....	4.3.....	77	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.3</b> .....	<b>107</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	80.0.....	28	12.01 Tourism openness, % of GDP* .....	2.5.....	108
5.05 Timeliness of T&T data (0-18)* .....	13.5.....	71	12.02 Attitude of population toward foreign visitors .....	5.8.....	113
<b>6th pillar: Air transport infrastructure</b> .....	<b>3.1</b> .....	<b>66</b>	12.03 Extension of business trips recommended .....	6.1.....	17
6.01 Quality of air transport infrastructure .....	3.5.....	113	12.04 Degree of customer orientation.....	3.6.....	132
6.02 Airline seat kms/week, dom., millions* .....	201.9.....	23	<b>13th pillar: Natural resources</b> .....	<b>5.0</b> .....	<b>20</b>
6.03 Airline seat kms/week, int'l, millions* .....	553.4.....	34	13.01 No. of World Heritage natural sites* .....	4.....	10
6.04 Departures/1,000 pop.* .....	2.5.....	79	13.02 Quality of the natural environment.....	3.9.....	95
6.05 Airport density/million pop.* .....	1.3.....	36	13.03 Total known species* .....	1,528.....	13
6.06 No. of operating airlines* .....	40.0.....	43	13.04 Terrestrial biome protection (0-17%)* .....	5.0.....	107
6.07 International air transport network .....	4.2.....	96	13.05 Marine protected areas, %* .....	0.1.....	79
<b>7th pillar: Ground transport infrastructure</b> .....	<b>2.8</b> .....	<b>120</b>	<b>14th pillar: Cultural resources</b> .....	<b>3.3</b> .....	<b>44</b>
7.01 Quality of roads .....	3.0.....	104	14.01 No. of World Heritage cultural sites* .....	5.....	52
7.02 Quality of railroad infrastructure .....	1.7.....	101	14.02 Sports stadiums, seats/million pop.* .....	43,478.1.....	61
7.03 Quality of port infrastructure.....	3.6.....	100	14.03 No. of int'l fairs and exhibitions* .....	183.7.....	19
7.04 Quality of ground transport network .....	4.2.....	90	14.04 Creative industries exports, % of world total* .....	0.1.....	59
7.05 Road density/million pop.* .....	8.0.....	120			

# Armenia

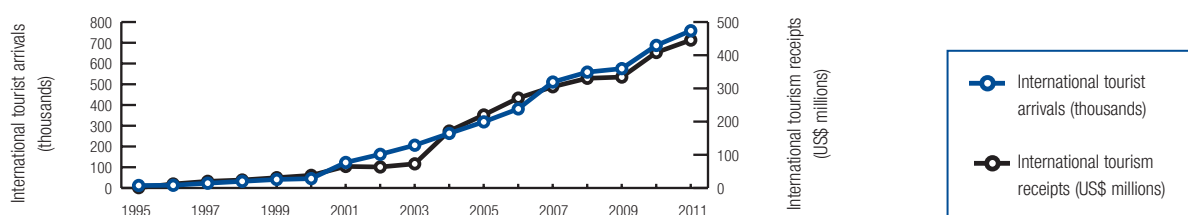
## Key indicators

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)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>79</b>	<b>4.0</b>
2011 Travel & Tourism Competitiveness Index.....	90	3.8
2009 Travel & Tourism Competitiveness Index.....	91	3.7
<b>T&amp;T regulatory framework</b> .....	<b>51</b>	<b>4.9</b>
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
<b>Business environment and infrastructure</b> .....	<b>88</b>	<b>3.3</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>94</b>	<b>3.7</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.7</b>	<b>46</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>3.4</b>	<b>80</b>
1.01 Prevalence of foreign ownership .....	4.3	95	8.01 Hotel rooms/100 pop.* .....	0.1	111
1.02 Property rights .....	4.3	62	8.02 Presence of major car rental co. (1-7)* .....	5	66
1.03 Business impact of rules on FDI .....	4.5	84	8.03 ATMs accepting Visa cards/million pop.* .....	305.1	66
1.04 Visa requirements, no. of countries* .....	96.4	<b>35</b>	<b>9th pillar: ICT infrastructure</b> .....	<b>3.0</b>	<b>73</b>
1.05 Openness bilateral ASAs (0-38)* .....	7.5	109	9.01 ICT use for B-to-B transactions .....	5.2	54
1.06 Transparency of government policymaking .....	5.2	<b>16</b>	9.02 ICT use for B-to-C transactions .....	4.4	82
1.07 No. of days to start a business* .....	8	<b>33</b>	9.03 Individuals using the Internet, %* .....	32.0	83
1.08 Cost to start a business, % GNI/capita* .....	2.5	<b>38</b>	9.04 Fixed telephone lines/100 pop.* .....	18.6	69
1.09 GATS commitment restrictiveness (0-100)* .....	52.9	75	9.05 Broadband Internet subscribers/100 pop.* .....	5.0	76
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.1</b>	<b>114</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	103.6	76
2.01 Stringency of environmental regulation.....	3.3	100	9.07 Mobile broadband subscriptions/100 pop.* .....	25.9	<b>45</b>
2.02 Enforcement of environmental regulation .....	2.8	120	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.4</b>	<b>80</b>
2.03 Sustainability of T&T industry development.....	3.8	103	10.01 Ticket taxes and airport charges (0-100)* .....	52.2	128
2.04 Carbon dioxide emission, million tons/capita* .....	1.8	53	10.02 Purchasing power parity* .....	0.6	<b>47</b>
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	60.6	114	10.04 Fuel price, US\$ cents/liter* .....	99.0	57
2.06 Threatened species, %* .....	5.6	80	10.03 Extent and effect of taxation .....	3.8	<b>43</b>
2.07 Environm. treaty ratification (0-25)* .....	17	96	10.05 Hotel price index, US\$* .....	142.6	75
<b>3rd pillar: Safety and security</b> .....	<b>5.3</b>	<b>37</b>	<b>11th pillar: Human resources</b> .....	<b>5.1</b>	<b>44</b>
3.01 Business costs of crime and violence .....	5.9	<b>13</b>	<i>Education and training</i> .....	4.5	84
3.02 Reliability of police services.....	3.8	91	11.01 Primary education enrollment, net %* .....	87.1	108
3.03 Road traffic accidents/100,000 pop.* .....	13.9	55	11.02 Secondary education enrollment, gross %* .....	92.0	56
3.04 Business costs of terrorism .....	6.5	<b>8</b>	11.03 Quality of the educational system .....	3.5	78
<b>4th pillar: Health and hygiene</b> .....	<b>5.9</b>	<b>39</b>	11.04 Local availability specialized research & training... ..	3.5	105
4.01 Physician density/1,000 pop.* .....	3.8	<b>12</b>	11.05 Extent of staff training.....	3.6	96
4.02 Access to improved sanitation, % pop.* .....	90.0	67	<i>Availability of qualified labor</i> .....	5.7	<b>8</b>
4.03 Access to improved drinking water, % pop.* .....	98.0	52	11.06 Hiring and firing practices .....	5.0	<b>10</b>
4.04 Hospital beds/10,000 pop.* .....	37.0	<b>47</b>	11.07 Ease of hiring foreign labor .....	5.5	<b>2</b>
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.3</b>	<b>73</b>	11.08 HIV prevalence, % adult pop.* .....	0.1	<b>12</b>
5.01 Government prioritization of the T&T industry .....	5.0	83	11.09 Business impact of HIV/AIDS.....	5.7	<b>46</b>
5.02 T&T gov't expenditure, % gov't budget* .....	3.7	60	11.10 Life expectancy, years* .....	73.9	66
5.03 Effectiveness of marketing to attract tourists .....	3.8	106	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.8</b>	<b>47</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	68.0	59	12.01 Tourism openness, % of GDP* .....	9.0	<b>26</b>
5.05 Timeliness of T&T data (0-18)* .....	16.5	<b>17</b>	12.02 Attitude of population toward foreign visitors .....	6.0	95
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.7</b>	<b>85</b>	12.03 Extension of business trips recommended .....	5.5	59
6.01 Quality of air transport infrastructure .....	4.7	69	12.04 Degree of customer orientation.....	4.4	97
6.02 Airline seat kms/week, dom., millions* .....	0.0	105	<b>13th pillar: Natural resources</b> .....	<b>2.6</b>	<b>124</b>
6.03 Airline seat kms/week, int'l, millions* .....	47.5	94	13.01 No. of World Heritage natural sites* .....	0	79
6.04 Departures/1,000 pop.* .....	3.0	74	13.02 Quality of the natural environment.....	3.5	118
6.05 Airport density/million pop.* .....	0.6	71	13.03 Total known species* .....	395	101
6.06 No. of operating airlines* .....	27.5	65	13.04 Terrestrial biome protection (0-17%)* .....	8.0	88
6.07 International air transport network .....	4.3	92	13.05 Marine protected areas, %* .....	n/a	n/a
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.1</b>	<b>94</b>	<b>14th pillar: Cultural resources</b> .....	<b>2.1</b>	<b>81</b>
7.01 Quality of roads .....	3.7	79	14.01 No. of World Heritage cultural sites* .....	5	52
7.02 Quality of railroad infrastructure .....	2.6	62	14.02 Sports stadiums, seats/million pop.* .....	38,728.7	66
7.03 Quality of port infrastructure.....	3.0	125	14.03 No. of int'l fairs and exhibitions* .....	4.7	96
7.04 Quality of ground transport network .....	4.4	76	14.04 Creative industries exports, % of world total* .....	0.0	97
7.05 Road density/million pop.* .....	26.0	78			

# Australia

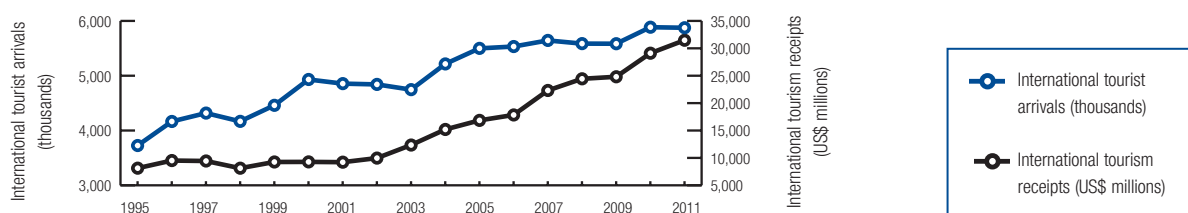
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>11</b>	<b>5.2</b>
2011 Travel & Tourism Competitiveness Index.....	13	5.2
2009 Travel & Tourism Competitiveness Index.....	9	5.2
<b>T&amp;T regulatory framework</b> .....	<b>23</b>	<b>5.3</b>
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
<b>Business environment and infrastructure</b> .....	<b>25</b>	<b>4.8</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>4</b>	<b>5.4</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>5.2</b> .....	<b>14</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>5.9</b> .....	<b>20</b>
1.01 Prevalence of foreign ownership .....	5.8 .....	8	8.01 Hotel rooms/100 pop.* .....	1.0 .....	32
1.02 Property rights .....	5.5 .....	25	8.02 Presence of major car rental co. (1-7)* .....	6 .....	32
1.03 Business impact of rules on FDI .....	5.0 .....	42	8.03 ATMs accepting Visa cards/million pop.* .....	717.6 .....	15
1.04 Visa requirements, no. of countries* .....	28.5 .....	115	<b>9th pillar: ICT infrastructure</b> .....	<b>5.1</b> .....	<b>18</b>
1.05 Openness bilateral ASAs (0-38)* .....	26.9 .....	5	9.01 ICT use for B-to-B transactions .....	5.6 .....	31
1.06 Transparency of government policymaking .....	4.9 .....	29	9.02 ICT use for B-to-C transactions .....	5.8 .....	9
1.07 No. of days to start a business* .....	2 .....	2	9.03 Individuals using the Internet, %* .....	79.0 .....	18
1.08 Cost to start a business, % GNI/capita* .....	0.7 .....	10	9.04 Fixed telephone lines/100 pop.* .....	46.8 .....	16
1.09 GATS commitment restrictiveness (0-100)* .....	52.4 .....	78	9.05 Broadband Internet subscribers/100 pop.* .....	24.3 .....	25
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.7</b> .....	<b>56</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	108.3 .....	65
2.01 Stringency of environmental regulation.....	5.8 .....	14	9.07 Mobile broadband subscriptions/100 pop.* .....	73.0 .....	10
2.02 Enforcement of environmental regulation .....	5.7 .....	14	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>3.1</b> .....	<b>137</b>
2.03 Sustainability of T&T industry development.....	4.9 .....	36	10.01 Ticket taxes and airport charges (0-100)* .....	45.2 .....	130
2.04 Carbon dioxide emission, million tons/capita* ....	18.6 .....	132	10.02 Purchasing power parity* .....	1.5 .....	137
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	13.9 .....	12	10.04 Fuel price, US\$ cents/liter* .....	123.0 .....	83
2.06 Threatened species, %* .....	12.1 .....	123	10.03 Extent and effect of taxation .....	3.2 .....	99
2.07 Environm. treaty ratification (0-25)* .....	23 .....	13	10.05 Hotel price index, US\$* .....	174.5 .....	93
<b>3rd pillar: Safety and security</b> .....	<b>6.0</b> .....	<b>13</b>	<b>11th pillar: Human resources</b> .....	<b>5.4</b> .....	<b>22</b>
3.01 Business costs of crime and violence .....	5.7 .....	25	<i>Education and training</i> .....	5.7 .....	17
3.02 Reliability of police services.....	6.1 .....	12	11.01 Primary education enrollment, net %* .....	97.1 .....	38
3.03 Road traffic accidents/100,000 pop.* .....	7.8 .....	16	11.02 Secondary education enrollment, gross %* .....	131.3 .....	1
3.04 Business costs of terrorism .....	6.0 .....	47	11.03 Quality of the educational system .....	5.0 .....	15
<b>4th pillar: Health and hygiene</b> .....	<b>5.9</b> .....	<b>40</b>	11.04 Local availability specialized research & training... 5.3 .....	18	
4.01 Physician density/1,000 pop.* .....	3.0 .....	32	11.05 Extent of staff training .....	4.6 .....	28
4.02 Access to improved sanitation, % pop.* .....	100.0 .....	1	<i>Availability of qualified labor</i> .....	5.1 .....	62
4.03 Access to improved drinking water, % pop.* ...	100.0 .....	1	11.06 Hiring and firing practices .....	3.2 .....	116
4.04 Hospital beds/10,000 pop.* .....	38.0 .....	45	11.07 Ease of hiring foreign labor .....	3.3 .....	124
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.9</b> .....	<b>39</b>	11.08 HIV prevalence, % adult pop.* .....	0.1 .....	12
5.01 Government prioritization of the T&T industry .....	5.9 .....	35	11.09 Business impact of HIV/AIDS.....	5.9 .....	35
5.02 T&T gov't expenditure, % gov't budget* .....	3.8 .....	59	11.10 Life expectancy, years* .....	81.7 .....	5
5.03 Effectiveness of marketing to attract tourists .....	5.2 .....	32	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.9</b> .....	<b>38</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	60.0 .....	82	12.01 Tourism openness, % of GDP* .....	3.9 .....	80
5.05 Timeliness of T&T data (0-18)* .....	16.5 .....	17	12.02 Attitude of population toward foreign visitors .....	6.5 .....	27
<b>6th pillar: Air transport infrastructure</b> .....	<b>5.9</b> .....	<b>4</b>	12.03 Extension of business trips recommended .....	5.8 .....	33
6.01 Quality of air transport infrastructure .....	5.8 .....	29	12.04 Degree of customer orientation.....	5.3 .....	25
6.02 Airline seat kms/week, dom., millions* .....	1,569.1 .....	6	<b>13th pillar: Natural resources</b> .....	<b>6.2</b> .....	<b>2</b>
6.03 Airline seat kms/week, int'l, millions* .....	2,312.0 .....	9	13.01 No. of World Heritage natural sites* .....	16 .....	1
6.04 Departures/1,000 pop.* .....	18.8 .....	24	13.02 Quality of the natural environment.....	6.1 .....	10
6.05 Airport density/million pop.* .....	6.8 .....	6	13.03 Total known species* .....	1,266 .....	20
6.06 No. of operating airlines* .....	60.5 .....	24	13.04 Terrestrial biome protection (0-17%)* .....	10.4 .....	73
6.07 International air transport network .....	5.9 .....	24	13.05 Marine protected areas, %* .....	10.1 .....	8
<b>7th pillar: Ground transport infrastructure</b> .....	<b>4.2</b> .....	<b>49</b>	<b>14th pillar: Cultural resources</b> .....	<b>5.1</b> .....	<b>20</b>
7.01 Quality of roads .....	5.1 .....	36	14.01 No. of World Heritage cultural sites* .....	7 .....	39
7.02 Quality of railroad infrastructure .....	4.3 .....	28	14.02 Sports stadiums, seats/million pop.* .....	138,856.9 .....	10
7.03 Quality of port infrastructure.....	5.1 .....	38	14.03 No. of int'l fairs and exhibitions* .....	219.7 .....	14
7.04 Quality of ground transport network .....	5.1 .....	31	14.04 Creative industries exports, % of world total* .....	0.3 .....	37
7.05 Road density/million pop.* .....	11.0 .....	110			

# Austria

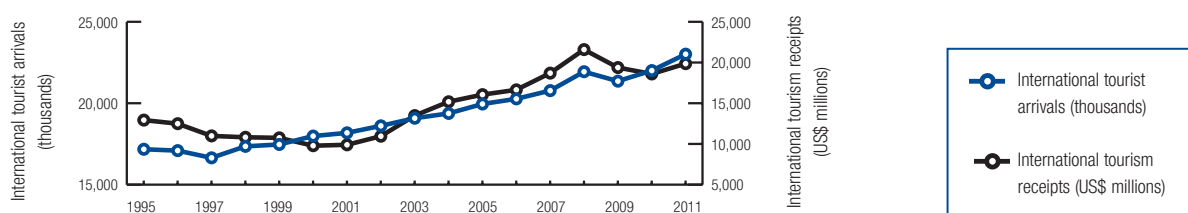
## Key indicators

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

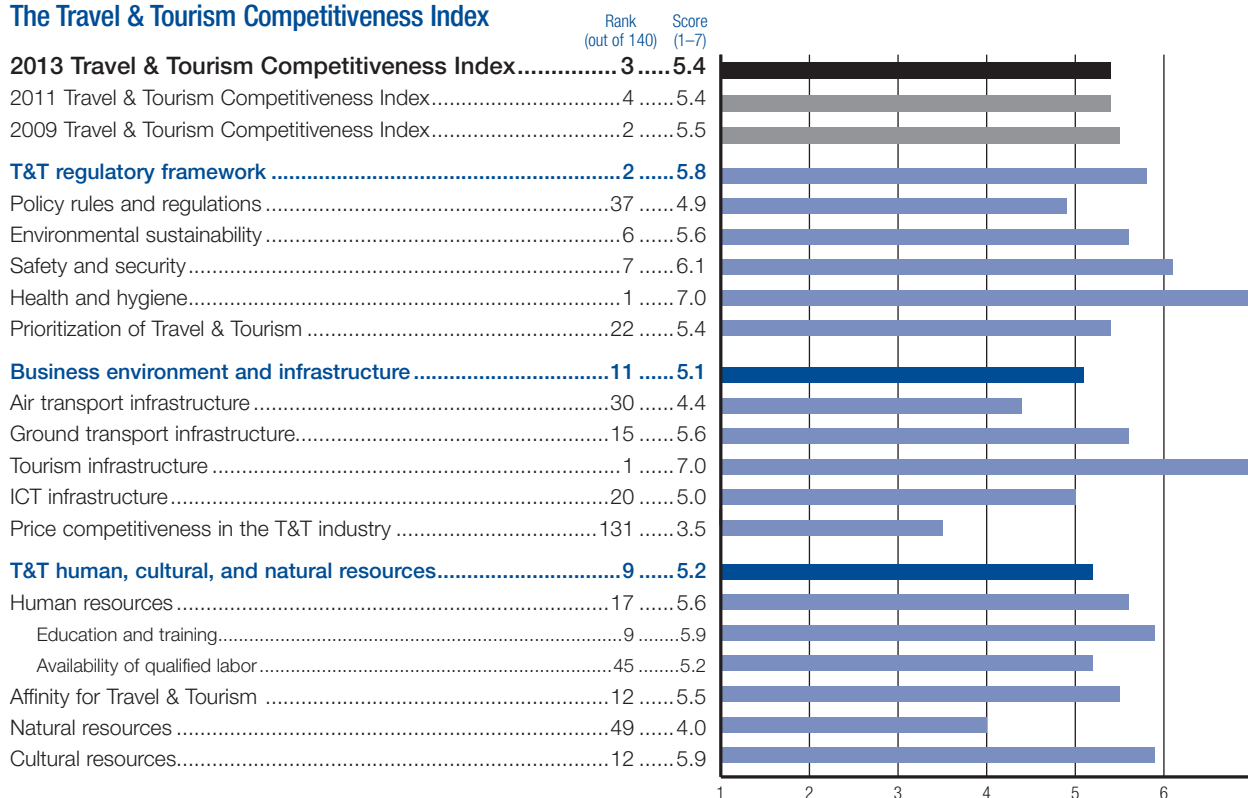
## Travel & Tourism indicators

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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



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



## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.9</b>	<b>37</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>7.0</b>	<b>1</b>
1.01 Prevalence of foreign ownership .....	5.1	46	8.01 Hotel rooms/100 pop.* .....	3.5	4
1.02 Property rights .....	5.8	13	8.02 Presence of major car rental co. (1–7)* .....	7	1
1.03 Business impact of rules on FDI .....	4.8	54	8.03 ATMs accepting Visa cards/million pop.* .....	918.6	10
1.04 Visa requirements, no. of countries* .....	71.0	58			
1.05 Openness bilateral ASAs (0–38)* .....	9.4	88	<b>9th pillar: ICT infrastructure</b> .....	<b>5.0</b>	<b>20</b>
1.06 Transparency of government policymaking .....	5.1	20	9.01 ICT use for B-to-B transactions .....	6.2	3
1.07 No. of days to start a business* .....	25	96	9.02 ICT use for B-to-C transactions .....	5.6	16
1.08 Cost to start a business, % GNI/capita* .....	4.9	51	9.03 Individuals using the Internet, %* .....	79.8	15
1.09 GATS commitment restrictiveness (0–100)* .....	64.7	52	9.04 Fixed telephone lines/100 pop.* .....	40.3	27
			9.05 Broadband Internet subscribers/100 pop.* .....	25.4	21
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.6</b>	<b>6</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	154.8	12
2.01 Stringency of environmental regulation .....	6.3	4	9.07 Mobile broadband subscriptions/100 pop.* .....	42.6	23
2.02 Enforcement of environmental regulation .....	5.9	7			
2.03 Sustainability of T&T industry development .....	5.5	10	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>3.5</b>	<b>131</b>
2.04 Carbon dioxide emission, million tons/capita* .....	8.1	107	10.01 Ticket taxes and airport charges (0–100)* .....	53.7	126
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	27.1	57	10.02 Purchasing power parity* .....	1.2	126
2.06 Threatened species, %* .....	2.9	29	10.04 Fuel price, US\$ cents/liter* .....	155.0	115
2.07 Environm. treaty ratification (0–25)* .....	21	39	10.03 Extent and effect of taxation .....	3.2	94
			10.05 Hotel price index, US\$* .....	129.5	60
<b>3rd pillar: Safety and security</b> .....	<b>6.1</b>	<b>7</b>			
3.01 Business costs of crime and violence .....	5.8	19	<b>11th pillar: Human resources</b> .....	<b>5.6</b>	<b>17</b>
3.02 Reliability of police services .....	6.0	17	<i>Education and training</i> .....	5.9	9
3.03 Road traffic accidents/100,000 pop.* .....	8.3	17	11.01 Primary education enrollment, net %* .....	98.4	23
3.04 Business costs of terrorism .....	6.6	4	11.02 Secondary education enrollment, gross %* .....	98.9	36
			11.03 Quality of the educational system .....	4.7	26
<b>4th pillar: Health and hygiene</b> .....	<b>7.0</b>	<b>1</b>	11.04 Local availability specialized research & training... ..	6.1	3
4.01 Physician density/1,000 pop.* .....	4.9	2	11.05 Extent of staff training .....	5.0	12
4.02 Access to improved sanitation, % pop.* .....	100.0	1	<i>Availability of qualified labor</i> .....	5.2	45
4.03 Access to improved drinking water, % pop.* .....	100.0	1	11.06 Hiring and firing practices .....	3.5	97
4.04 Hospital beds/10,000 pop.* .....	77.0	6	11.07 Ease of hiring foreign labor .....	3.8	96
			11.08 HIV prevalence, % adult pop.* .....	0.3	66
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>5.4</b>	<b>22</b>	11.09 Business impact of HIV/AIDS .....	6.4	9
5.01 Government prioritization of the T&T industry .....	6.3	14	11.10 Life expectancy, years* .....	80.4	20
5.02 T&T gov't expenditure, % gov't budget* .....	4.8	40			
5.03 Effectiveness of marketing to attract tourists .....	6.0	4	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>5.5</b>	<b>12</b>
5.04 Comprehensiveness of T&T data (0–120)* .....	67.0	66	12.01 Tourism openness, % of GDP* .....	7.3	34
5.05 Timeliness of T&T data (0–18)* .....	16.5	17	12.02 Attitude of population toward foreign visitors .....	6.7	5
			12.03 Extension of business trips recommended .....	6.4	3
<b>6th pillar: Air transport infrastructure</b> .....	<b>4.4</b>	<b>30</b>	12.04 Degree of customer orientation .....	5.9	3
6.01 Quality of air transport infrastructure .....	5.8	31			
6.02 Airline seat kms/week, dom., millions* .....	7.2	53	<b>13th pillar: Natural resources</b> .....	<b>4.0</b>	<b>49</b>
6.03 Airline seat kms/week, int'l, millions* .....	410.9	37	13.01 No. of World Heritage natural sites* .....	0	79
6.04 Departures/1,000 pop.* .....	21.9	18	13.02 Quality of the natural environment .....	6.7	1
6.05 Airport density/million pop.* .....	0.7	63	13.03 Total known species* .....	417	91
6.06 No. of operating airlines* .....	74.0	17	13.04 Terrestrial biome protection (0–17%)* .....	14.8	35
6.07 International air transport network .....	5.8	27	13.05 Marine protected areas, %* .....	n/a	n/a
<b>7th pillar: Ground transport infrastructure</b> .....	<b>5.6</b>	<b>15</b>	<b>14th pillar: Cultural resources</b> .....	<b>5.9</b>	<b>12</b>
7.01 Quality of roads .....	6.3	7	14.01 No. of World Heritage cultural sites* .....	9	29
7.02 Quality of railroad infrastructure .....	5.3	12	14.02 Sports stadiums, seats/million pop.* .....	71,791.9	35
7.03 Quality of port infrastructure .....	4.9	44	14.03 No. of int'l fairs and exhibitions* .....	251.7	12
7.04 Quality of ground transport network .....	5.8	15	14.04 Creative industries exports, % of world total* .....	1.3	19
7.05 Road density/million pop.* .....	127.0	29			

# Azerbaijan

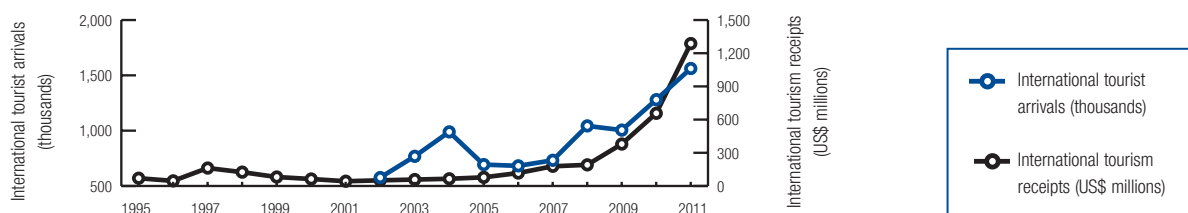
## Key indicators

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)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>78</b>	<b>4.0</b>
2011 Travel & Tourism Competitiveness Index.....	83	3.8
2009 Travel & Tourism Competitiveness Index.....	76	3.8
<b>T&amp;T regulatory framework</b> .....	<b>46</b>	<b>4.9</b>
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
<b>Business environment and infrastructure</b> .....	<b>87</b>	<b>3.3</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>96</b>	<b>3.6</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.3</b> .....	<b>85</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>2.2</b> .....	<b>109</b>
1.01 Prevalence of foreign ownership .....	4.3.....	96	8.01 Hotel rooms/100 pop.* .....	0.2.....	96
1.02 Property rights .....	4.0.....	85	8.02 Presence of major car rental co. (1-7)* .....	1.....	123
1.03 Business impact of rules on FDI .....	4.4.....	86	8.03 ATMs accepting Visa cards/million pop.* .....	246.2.....	75
1.04 Visa requirements, no. of countries* .....	9.0.....	133			
1.05 Openness bilateral ASAs (0-38)* .....	10.7.....	72	<b>9th pillar: ICT infrastructure</b> .....	<b>3.3</b> .....	<b>63</b>
1.06 Transparency of government policymaking .....	4.5.....	48	9.01 ICT use for B-to-B transactions .....	4.8.....	78
1.07 No. of days to start a business* .....	8.....	33	9.02 ICT use for B-to-C transactions .....	4.4.....	77
1.08 Cost to start a business, % GNI/capita* .....	2.3.....	33	9.03 Individuals using the Internet, %* .....	50.0.....	56
1.09 GATS commitment restrictiveness (0-100)* .....	n/a.....	n/a	9.04 Fixed telephone lines/100 pop.* .....	18.1.....	71
			9.05 Broadband Internet subscribers/100 pop.* .....	10.7.....	53
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.6</b> .....	<b>67</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	108.7.....	62
2.01 Stringency of environmental regulation.....	4.0.....	63	9.07 Mobile broadband subscriptions/100 pop.* .....	21.5.....	50
2.02 Enforcement of environmental regulation .....	3.9.....	54			
2.03 Sustainability of T&T industry development.....	4.9.....	41	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.5</b> .....	<b>77</b>
2.04 Carbon dioxide emission, million tons/capita* .....	5.4.....	87	10.01 Ticket taxes and airport charges (0-100)* .....	59.3.....	121
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	28.8.....	62	10.02 Purchasing power parity* .....	0.7.....	79
2.06 Threatened species, %* .....	4.9.....	67	10.04 Fuel price, US\$ cents/liter* .....	56.0.....	17
2.07 Environm. treaty ratification (0-25)* .....	15.....	123	10.03 Extent and effect of taxation .....	3.7.....	46
			10.05 Hotel price index, US\$* .....	179.8.....	97
<b>3rd pillar: Safety and security</b> .....	<b>5.1</b> .....	<b>52</b>			
3.01 Business costs of crime and violence .....	5.3.....	50	<b>11th pillar: Human resources</b> .....	<b>4.9</b> .....	<b>59</b>
3.02 Reliability of police services.....	4.0.....	79	<i>Education and training</i> .....	4.5.....	85
3.03 Road traffic accidents/100,000 pop.* .....	13.0.....	46	11.01 Primary education enrollment, net %* .....	84.4.....	116
3.04 Business costs of terrorism .....	5.8.....	53	11.02 Secondary education enrollment, gross %* .....	84.6.....	81
			11.03 Quality of the educational system .....	3.1.....	108
<b>4th pillar: Health and hygiene</b> .....	<b>6.0</b> .....	<b>34</b>	11.04 Local availability specialized research & training... ..	4.4.....	49
4.01 Physician density/1,000 pop.* .....	3.8.....	10	11.05 Extent of staff training.....	4.1.....	56
4.02 Access to improved sanitation, % pop.* .....	82.0.....	82	<i>Availability of qualified labor</i> .....	5.4.....	19
4.03 Access to improved drinking water, % pop.* .....	80.0.....	112	11.06 Hiring and firing practices .....	5.4.....	4
4.04 Hospital beds/10,000 pop.* .....	75.0.....	8	11.07 Ease of hiring foreign labor .....	4.5.....	41
			11.08 HIV prevalence, % adult pop.* .....	0.1.....	12
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.7</b> .....	<b>48</b>	11.09 Business impact of HIV/AIDS.....	5.4.....	65
5.01 Government prioritization of the T&T industry .....	5.8.....	41	11.10 Life expectancy, years* .....	70.5.....	92
5.02 T&T gov't expenditure, % gov't budget* .....	3.1.....	73			
5.03 Effectiveness of marketing to attract tourists .....	5.0.....	44	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.7</b> .....	<b>62</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	84.0.....	22	12.01 Tourism openness, % of GDP* .....	4.6.....	71
5.05 Timeliness of T&T data (0-18)* .....	13.5.....	71	12.02 Attitude of population toward foreign visitors .....	6.2.....	82
			12.03 Extension of business trips recommended .....	5.6.....	46
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.7</b> .....	<b>83</b>	12.04 Degree of customer orientation.....	4.7.....	56
6.01 Quality of air transport infrastructure .....	5.0.....	53			
6.02 Airline seat kms/week, dom., millions* .....	0.2.....	90	<b>13th pillar: Natural resources</b> .....	<b>2.8</b> .....	<b>110</b>
6.03 Airline seat kms/week, int'l, millions* .....	72.3.....	84	13.01 No. of World Heritage natural sites* .....	0.....	79
6.04 Departures/1,000 pop.* .....	1.1.....	96	13.02 Quality of the natural environment.....	4.5.....	63
6.05 Airport density/million pop.* .....	0.3.....	100	13.03 Total known species* .....	472.....	79
6.06 No. of operating airlines* .....	26.5.....	67	13.04 Terrestrial biome protection (0-17%)* .....	6.8.....	93
6.07 International air transport network .....	4.9.....	60	13.05 Marine protected areas, %* .....	n/a.....	n/a
<b>7th pillar: Ground transport infrastructure</b> .....	<b>4.0</b> .....	<b>57</b>	<b>14th pillar: Cultural resources</b> .....	<b>2.0</b> .....	<b>85</b>
7.01 Quality of roads .....	4.0.....	67	14.01 No. of World Heritage cultural sites* .....	6.....	45
7.02 Quality of railroad infrastructure .....	3.9.....	35	14.02 Sports stadiums, seats/million pop.* .....	24,998.7.....	84
7.03 Quality of port infrastructure.....	4.0.....	77	14.03 No. of int'l fairs and exhibitions* .....	2.7.....	119
7.04 Quality of ground transport network .....	4.8.....	44	14.04 Creative industries exports, % of world total* .....	0.0.....	112
7.05 Road density/million pop.* .....	61.0.....	49			

# Bahrain

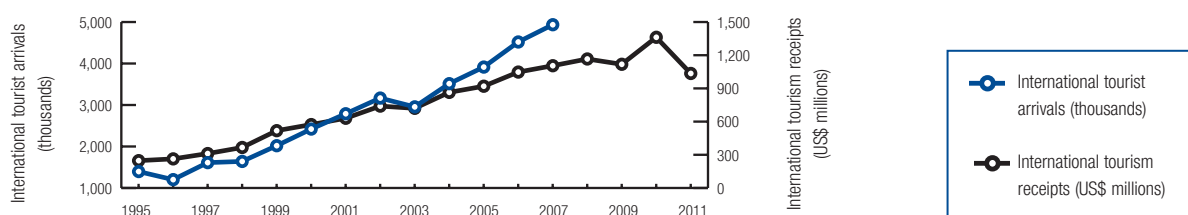
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>55</b>	<b>4.3</b>
2011 Travel & Tourism Competitiveness Index.....	40	4.5
2009 Travel & Tourism Competitiveness Index.....	41	4.4
<b>T&amp;T regulatory framework</b> .....	<b>77</b>	<b>4.5</b>
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
<b>Business environment and infrastructure</b> .....	<b>32</b>	<b>4.7</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>83</b>	<b>3.7</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.6</b> .....	<b>57</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>4.2</b> .....	<b>66</b>
1.01 Prevalence of foreign ownership .....	5.7 .....	<b>13</b>	8.01 Hotel rooms/100 pop.* .....	0.7 .....	<b>46</b>
1.02 Property rights .....	5.7 .....	<b>19</b>	8.02 Presence of major car rental co. (1–7)* .....	6 .....	<b>32</b>
1.03 Business impact of rules on FDI .....	6.0 .....	<b>3</b>	8.03 ATMs accepting Visa cards/million pop.* .....	246.3 .....	74
1.04 Visa requirements, no. of countries* .....	23.0 .....	120	<b>9th pillar: ICT infrastructure</b> .....	<b>3.8</b> .....	<b>47</b>
1.05 Openness bilateral ASAs (0–38)* .....	10.2 .....	76	9.01 ICT use for B-to-B transactions .....	5.6 .....	<b>29</b>
1.06 Transparency of government policymaking .....	5.4 .....	<b>12</b>	9.02 ICT use for B-to-C transactions .....	4.0 .....	97
1.07 No. of days to start a business* .....	9 .....	<b>42</b>	9.03 Individuals using the Internet, %* .....	77.0 .....	<b>21</b>
1.08 Cost to start a business, % GNI/capita* .....	0.7 .....	<b>10</b>	9.04 Fixed telephone lines/100 pop.* .....	20.9 .....	61
1.09 GATS commitment restrictiveness (0–100)* .....	0.0 .....	117	9.05 Broadband Internet subscribers/100 pop.* .....	13.8 .....	<b>43</b>
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.2</b> .....	<b>103</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	128.0 .....	<b>33</b>
2.01 Stringency of environmental regulation.....	4.7 .....	<b>42</b>	9.07 Mobile broadband subscriptions/100 pop.* .....	9.5 .....	75
2.02 Enforcement of environmental regulation .....	4.5 .....	<b>36</b>	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>5.4</b> .....	<b>7</b>
2.03 Sustainability of T&T industry development.....	4.7 .....	56	10.01 Ticket taxes and airport charges (0–100)* .....	93.0 .....	<b>10</b>
2.04 Carbon dioxide emission, million tons/capita* .....	21.4 .....	133	10.02 Purchasing power parity* .....	0.8 .....	93
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	45.5 .....	98	10.04 Fuel price, US\$ cents/liter* .....	13.0 .....	<b>4</b>
2.06 Threatened species, %* .....	2.5 .....	<b>16</b>	10.03 Extent and effect of taxation .....	6.3 .....	<b>1</b>
2.07 Environm. treaty ratification (0–25)* .....	17 .....	96	10.05 Hotel price index, US\$* .....	219.0 .....	107
<b>3rd pillar: Safety and security</b> .....	<b>5.2</b> .....	<b>49</b>	<b>11th pillar: Human resources</b> .....	<b>5.4</b> .....	<b>26</b>
3.01 Business costs of crime and violence .....	4.9 .....	65	<i>Education and training</i> .....	5.5 .....	<b>24</b>
3.02 Reliability of police services.....	5.6 .....	<b>29</b>	11.01 Primary education enrollment, net %* .....	97.8 .....	<b>31</b>
3.03 Road traffic accidents/100,000 pop.* .....	12.1 .....	<b>35</b>	11.02 Secondary education enrollment, gross %* .....	103.1 .....	<b>20</b>
3.04 Business costs of terrorism .....	4.9 .....	106	11.03 Quality of the educational system .....	4.4 .....	<b>35</b>
<b>4th pillar: Health and hygiene</b> .....	<b>4.2</b> .....	<b>89</b>	11.04 Local availability specialized research & training... ..	4.6 .....	<b>41</b>
4.01 Physician density/1,000 pop.* .....	1.4 .....	76	11.05 Extent of staff training.....	4.6 .....	<b>25</b>
4.02 Access to improved sanitation, % pop.* .....	100.0 .....	<b>1</b>	<i>Availability of qualified labor</i> .....	5.3 .....	<b>33</b>
4.03 Access to improved drinking water, % pop.* .....	n/a .....	n/a	11.06 Hiring and firing practices .....	4.0 .....	64
4.04 Hospital beds/10,000 pop.* .....	18.0 .....	87	11.07 Ease of hiring foreign labor .....	4.4 .....	<b>48</b>
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.1</b> .....	<b>95</b>	11.08 HIV prevalence, % adult pop.* .....	n/a .....	<b>1</b>
5.01 Government prioritization of the T&T industry .....	6.1 .....	<b>27</b>	11.09 Business impact of HIV/AIDS.....	5.8 .....	<b>36</b>
5.02 T&T gov't expenditure, % gov't budget* .....	3.9 .....	53	11.10 Life expectancy, years* .....	75.2 .....	<b>50</b>
5.03 Effectiveness of marketing to attract tourists .....	4.8 .....	57	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.7</b> .....	<b>59</b>
5.04 Comprehensiveness of T&T data (0–120)* .....	46.0 .....	106	12.01 Tourism openness, % of GDP* .....	6.8 .....	<b>38</b>
5.05 Timeliness of T&T data (0–18)* .....	0.0 .....	126	12.02 Attitude of population toward foreign visitors .....	6.6 .....	<b>20</b>
<b>6th pillar: Air transport infrastructure</b> .....	<b>4.2</b> .....	<b>38</b>	12.03 Extension of business trips recommended .....	4.5 .....	123
6.01 Quality of air transport infrastructure .....	6.0 .....	<b>16</b>	12.04 Degree of customer orientation.....	5.0 .....	<b>40</b>
6.02 Airline seat kms/week, dom., millions* .....	0.0 .....	105	<b>13th pillar: Natural resources</b> .....	<b>2.4</b> .....	<b>129</b>
6.03 Airline seat kms/week, int'l, millions* .....	223.0 .....	54	13.01 No. of World Heritage natural sites* .....	0 .....	79
6.04 Departures/1,000 pop.* .....	45.8 .....	<b>6</b>	13.02 Quality of the natural environment.....	4.3 .....	75
6.05 Airport density/million pop.* .....	0.8 .....	59	13.03 Total known species* .....	244 .....	134
6.06 No. of operating airlines* .....	26.5 .....	67	13.04 Terrestrial biome protection (0–17%)* .....	1.3 .....	130
6.07 International air transport network .....	6.1 .....	<b>13</b>	13.05 Marine protected areas, %* .....	0.4 .....	64
<b>7th pillar: Ground transport infrastructure</b> .....	<b>5.8</b> .....	<b>11</b>	<b>14th pillar: Cultural resources</b> .....	<b>2.5</b> .....	<b>67</b>
7.01 Quality of roads .....	5.8 .....	<b>18</b>	14.01 No. of World Heritage cultural sites* .....	2 .....	88
7.02 Quality of railroad infrastructure .....	n/a .....	n/a	14.02 Sports stadiums, seats/million pop.* .....	108,482.2 .....	<b>21</b>
7.03 Quality of port infrastructure.....	6.0 .....	<b>10</b>	14.03 No. of int'l fairs and exhibitions* .....	5.7 .....	89
7.04 Quality of ground transport network .....	4.5 .....	62	14.04 Creative industries exports, % of world total* .....	0.0 .....	88
7.05 Road density/million pop.* .....	575.0 .....	<b>2</b>			

# Bangladesh

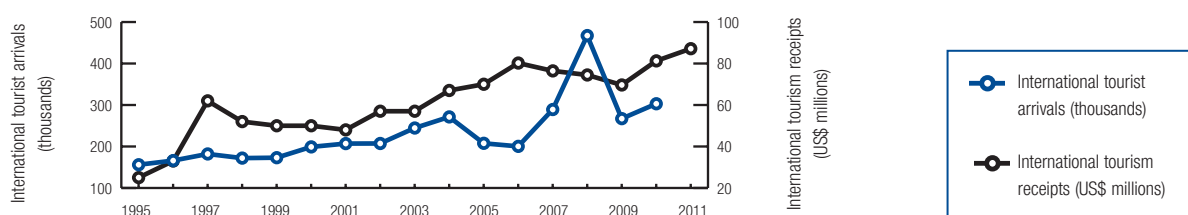
## Key indicators

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

T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US\$ millions).....	2,756.2	2.3	6.1
T&T industry employment (1,000 jobs) .....	1,377.0	1.9	2.9
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>123</b>	<b>3.2</b>
2011 Travel & Tourism Competitiveness Index.....	129	3.1
2009 Travel & Tourism Competitiveness Index.....	129	3.0
<b>T&amp;T regulatory framework</b> .....	<b>124</b>	<b>3.6</b>
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
<b>Business environment and infrastructure</b> .....	<b>109</b>	<b>2.9</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>124</b>	<b>3.2</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.0</b> .....	<b>108</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>1.6</b> .....	<b>127</b>
1.01 Prevalence of foreign ownership .....	4.0.....	114	8.01 Hotel rooms/100 pop.* .....	0.0.....	139
1.02 Property rights .....	3.6.....	101	8.02 Presence of major car rental co. (1-7)* .....	2.....	111
1.03 Business impact of rules on FDI .....	5.2.....	<b>26</b>	8.03 ATMs accepting Visa cards/million pop.* .....	23.4.....	117
1.04 Visa requirements, no. of countries* .....	62.0.....	97	<b>9th pillar: ICT infrastructure</b> .....	<b>1.7</b> .....	<b>128</b>
1.05 Openness bilateral ASAs (0-38)* .....	6.2.....	123	9.01 ICT use for B-to-B transactions .....	4.1.....	124
1.06 Transparency of government policymaking .....	3.9.....	98	9.02 ICT use for B-to-C transactions .....	3.6.....	116
1.07 No. of days to start a business* .....	19.....	80	9.03 Individuals using the Internet, %* .....	5.0.....	124
1.08 Cost to start a business, % GNI/capita* .....	25.1.....	105	9.04 Fixed telephone lines/100 pop.* .....	0.6.....	129
1.09 GATS commitment restrictiveness (0-100)* .....	33.1.....	109	9.05 Broadband Internet subscribers/100 pop.* .....	0.3.....	111
<b>2nd pillar: Environmental sustainability</b> .....	<b>3.6</b> .....	<b>133</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	56.1.....	124
2.01 Stringency of environmental regulation.....	3.2.....	110	9.07 Mobile broadband subscriptions/100 pop.* .....	0.0.....	127
2.02 Enforcement of environmental regulation .....	2.7.....	126	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>5.2</b> .....	<b>16</b>
2.03 Sustainability of T&T industry development.....	3.0.....	131	10.01 Ticket taxes and airport charges (0-100)* .....	68.0.....	106
2.04 Carbon dioxide emission, million tons/capita* .....	0.3.....	<b>20</b>	10.02 Purchasing power parity* .....	0.4.....	<b>11</b>
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	120.9.....	136	10.04 Fuel price, US\$ cents/liter* .....	63.0.....	<b>19</b>
2.06 Threatened species, %* .....	8.6.....	111	10.03 Extent and effect of taxation .....	4.0.....	<b>31</b>
2.07 Environm. treaty ratification (0-25)* .....	19.....	71	10.05 Hotel price index, US\$* .....	114.1.....	<b>39</b>
<b>3rd pillar: Safety and security</b> .....	<b>4.4</b> .....	<b>83</b>	<b>11th pillar: Human resources</b> .....	<b>4.3</b> .....	<b>108</b>
3.01 Business costs of crime and violence .....	4.3.....	93	<i>Education and training</i> .....	3.7.....	122
3.02 Reliability of police services.....	3.0.....	122	11.01 Primary education enrollment, net %* .....	92.2.....	82
3.03 Road traffic accidents/100,000 pop.* .....	12.6.....	<b>40</b>	11.02 Secondary education enrollment, gross %* .....	51.4.....	113
3.04 Business costs of terrorism .....	5.1.....	99	11.03 Quality of the educational system .....	3.2.....	96
<b>4th pillar: Health and hygiene</b> .....	<b>2.8</b> .....	<b>114</b>	11.04 Local availability specialized research & training... ..	2.8.....	135
4.01 Physician density/1,000 pop.* .....	0.3.....	110	11.05 Extent of staff training.....	3.0.....	133
4.02 Access to improved sanitation, % pop.* .....	56.0.....	103	<i>Availability of qualified labor</i> .....	4.9.....	89
4.03 Access to improved drinking water, % pop.* .....	81.0.....	111	11.06 Hiring and firing practices .....	4.7.....	<b>20</b>
4.04 Hospital beds/10,000 pop.* .....	3.0.....	137	11.07 Ease of hiring foreign labor .....	3.3.....	126
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>3.0</b> .....	<b>129</b>	11.08 HIV prevalence, % adult pop.* .....	0.1.....	<b>12</b>
5.01 Government prioritization of the T&T industry .....	4.3.....	116	11.09 Business impact of HIV/AIDS.....	5.6.....	<b>50</b>
5.02 T&T gov't expenditure, % gov't budget* .....	2.1.....	103	11.10 Life expectancy, years* .....	68.9.....	99
5.03 Effectiveness of marketing to attract tourists .....	3.2.....	128	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.0</b> .....	<b>130</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	34.0.....	123	12.01 Tourism openness, % of GDP* .....	0.3.....	139
5.05 Timeliness of T&T data (0-18)* .....	3.0.....	112	12.02 Attitude of population toward foreign visitors .....	6.1.....	86
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.3</b> .....	<b>113</b>	12.03 Extension of business trips recommended .....	4.3.....	130
6.01 Quality of air transport infrastructure .....	3.5.....	118	12.04 Degree of customer orientation.....	4.3.....	98
6.02 Airline seat kms/week, dom., millions* .....	5.5.....	57	<b>13th pillar: Natural resources</b> .....	<b>3.2</b> .....	<b>90</b>
6.03 Airline seat kms/week, int'l, millions* .....	196.8.....	58	13.01 No. of World Heritage natural sites* .....	1.....	<b>45</b>
6.04 Departures/1,000 pop.* .....	0.1.....	128	13.02 Quality of the natural environment.....	3.8.....	100
6.05 Airport density/million pop.* .....	0.1.....	138	13.03 Total known species* .....	765.....	<b>47</b>
6.06 No. of operating airlines* .....	28.0.....	61	13.04 Terrestrial biome protection (0-17%)* .....	1.8.....	123
6.07 International air transport network .....	4.0.....	109	13.05 Marine protected areas, %* .....	0.4.....	63
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.8</b> .....	<b>65</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.5</b> .....	<b>116</b>
7.01 Quality of roads .....	2.8.....	111	14.01 No. of World Heritage cultural sites* .....	3.....	74
7.02 Quality of railroad infrastructure .....	2.5.....	71	14.02 Sports stadiums, seats/million pop.* .....	2,079.8.....	137
7.03 Quality of port infrastructure.....	3.3.....	119	14.03 No. of int'l fairs and exhibitions* .....	4.0.....	107
7.04 Quality of ground transport network .....	3.3.....	133	14.04 Creative industries exports, % of world total* .....	0.0.....	63
7.05 Road density/million pop.* .....	166.0.....	<b>19</b>			

# Barbados

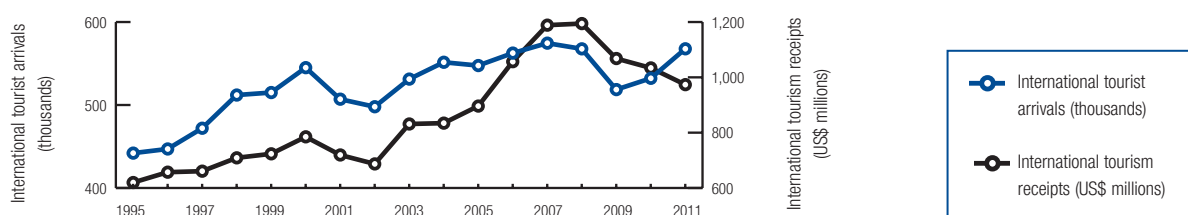
## Key indicators

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

T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>27</b>	<b>4.9</b>
2011 Travel & Tourism Competitiveness Index.....	28	4.8
2009 Travel & Tourism Competitiveness Index.....	30	4.8
<b>T&amp;T regulatory framework</b> .....	<b>13</b>	<b>5.5</b>
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
<b>Business environment and infrastructure</b> .....	<b>18</b>	<b>5.0</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>50</b>	<b>4.2</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.8</b> .....	<b>41</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>5.6</b> .....	<b>26</b>
1.01 Prevalence of foreign ownership .....	5.5 .....	19	8.01 Hotel rooms/100 pop.* .....	2.5 .....	7
1.02 Property rights .....	5.4 .....	27	8.02 Presence of major car rental co. (1-7)* .....	2 .....	111
1.03 Business impact of rules on FDI .....	5.2 .....	22	8.03 ATMs accepting Visa cards/million pop.* .....	708.2 .....	16
1.04 Visa requirements, no. of countries* .....	111.0 .....	27	<b>9th pillar: ICT infrastructure</b> .....	<b>5.0</b> .....	<b>19</b>
1.05 Openness bilateral ASAs (0-38)* .....	15.6 .....	27	9.01 ICT use for B-to-B transactions .....	5.3 .....	49
1.06 Transparency of government policymaking .....	5.2 .....	18	9.02 ICT use for B-to-C transactions .....	4.7 .....	60
1.07 No. of days to start a business* .....	18 .....	76	9.03 Individuals using the Internet, %* .....	71.8 .....	30
1.08 Cost to start a business, % GNI/capita* .....	7.2 .....	61	9.04 Fixed telephone lines/100 pop.* .....	51.4 .....	12
1.09 GATS commitment restrictiveness (0-100)* .....	0.0 .....	117	9.05 Broadband Internet subscribers/100 pop.* .....	22.1 .....	29
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.1</b> .....	<b>27</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	127.0 .....	35
2.01 Stringency of environmental regulation.....	4.8 .....	38	9.07 Mobile broadband subscriptions/100 pop.* .....	77.1 .....	7
2.02 Enforcement of environmental regulation .....	4.4 .....	39	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.0</b> .....	<b>113</b>
2.03 Sustainability of T&T industry development.....	5.7 .....	5	10.01 Ticket taxes and airport charges (0-100)* .....	83.4 .....	50
2.04 Carbon dioxide emission, million tons/capita* .....	5.0 .....	80	10.02 Purchasing power parity* .....	0.7 .....	80
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	34.3 .....	84	10.04 Fuel price, US\$ cents/liter* .....	114.0 .....	77
2.06 Threatened species, %* .....	2.1 .....	10	10.03 Extent and effect of taxation .....	3.9 .....	35
2.07 Environm. treaty ratification (0-25)* .....	17 .....	96	10.05 Hotel price index, US\$* .....	329.4 .....	116
<b>3rd pillar: Safety and security</b> .....	<b>5.5</b> .....	<b>32</b>	<b>11th pillar: Human resources</b> .....	<b>5.4</b> .....	<b>23</b>
3.01 Business costs of crime and violence .....	4.8 .....	72	<i>Education and training</i> .....	5.6 .....	22
3.02 Reliability of police services.....	5.9 .....	22	11.01 Primary education enrollment, net %* .....	95.0 .....	55
3.03 Road traffic accidents/100,000 pop.* .....	12.2 .....	37	11.02 Secondary education enrollment, gross %* .....	100.6 .....	29
3.04 Business costs of terrorism .....	6.0 .....	46	11.03 Quality of the educational system .....	5.4 .....	7
<b>4th pillar: Health and hygiene</b> .....	<b>6.0</b> .....	<b>28</b>	11.04 Local availability specialized research & training... ..	4.6 .....	42
4.01 Physician density/1,000 pop.* .....	1.8 .....	65	11.05 Extent of staff training .....	4.6 .....	30
4.02 Access to improved sanitation, % pop.* .....	100.0 .....	1	<i>Availability of qualified labor</i> .....	5.2 .....	43
4.03 Access to improved drinking water, % pop.* ...	100.0 .....	1	11.06 Hiring and firing practices .....	4.2 .....	47
4.04 Hospital beds/10,000 pop.* .....	68.0 .....	12	11.07 Ease of hiring foreign labor .....	3.9 .....	91
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>6.0</b> .....	<b>8</b>	11.08 HIV prevalence, % adult pop.* .....	1.4 .....	114
5.01 Government prioritization of the T&T industry .....	6.8 .....	1	11.09 Business impact of HIV/AIDS.....	4.2 .....	117
5.02 T&T gov't expenditure, % gov't budget* .....	16.0 .....	6	11.10 Life expectancy, years* .....	76.7 .....	40
5.03 Effectiveness of marketing to attract tourists .....	5.8 .....	7	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>6.1</b> .....	<b>2</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	42.0 .....	114	12.01 Tourism openness, % of GDP* .....	26.0 .....	4
5.05 Timeliness of T&T data (0-18)* .....	14.0 .....	69	12.02 Attitude of population toward foreign visitors .....	6.6 .....	11
<b>6th pillar: Air transport infrastructure</b> .....	<b>4.4</b> .....	<b>32</b>	12.03 Extension of business trips recommended .....	6.2 .....	10
6.01 Quality of air transport infrastructure .....	6.3 .....	8	12.04 Degree of customer orientation.....	4.6 .....	64
6.02 Airline seat kms/week, dom., millions* .....	0.0 .....	105	<b>13th pillar: Natural resources</b> .....	<b>2.3</b> .....	<b>133</b>
6.03 Airline seat kms/week, int'l, millions* .....	83.8 .....	81	13.01 No. of World Heritage natural sites* .....	0 .....	79
6.04 Departures/1,000 pop.* .....	n/a .....	n/a	13.02 Quality of the natural environment.....	5.2 .....	32
6.05 Airport density/million pop.* .....	3.7 .....	13	13.03 Total known species* .....	242 .....	135
6.06 No. of operating airlines* .....	13.0 .....	97	13.04 Terrestrial biome protection (0-17%)* .....	0.1 .....	139
6.07 International air transport network .....	6.1 .....	16	13.05 Marine protected areas, %* .....	0.0 .....	102
<b>7th pillar: Ground transport infrastructure</b> .....	<b>5.9</b> .....	<b>9</b>	<b>14th pillar: Cultural resources</b> .....	<b>3.0</b> .....	<b>50</b>
7.01 Quality of roads .....	5.2 .....	33	14.01 No. of World Heritage cultural sites* .....	4 .....	63
7.02 Quality of railroad infrastructure .....	n/a .....	n/a	14.02 Sports stadiums, seats/million pop.* .....	144,200.1 .....	9
7.03 Quality of port infrastructure.....	5.6 .....	17	14.03 No. of int'l fairs and exhibitions* .....	4.3 .....	102
7.04 Quality of ground transport network .....	5.8 .....	16	14.04 Creative industries exports, % of world total* .....	0.0 .....	99
7.05 Road density/million pop.* .....	372.0 .....	5			

# Belgium

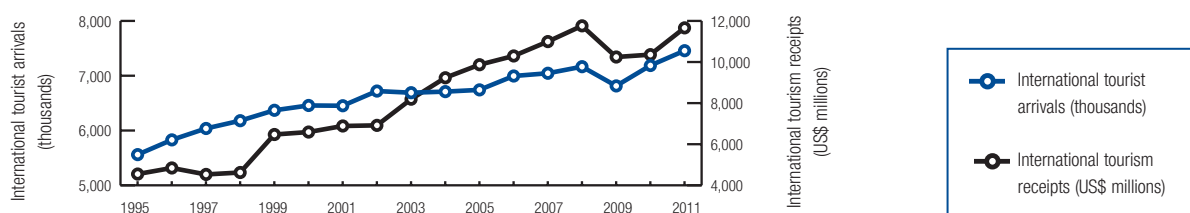
## Key indicators

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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>18</b>	<b>5.0</b>
2011 Travel & Tourism Competitiveness Index.....	23	4.9
2009 Travel & Tourism Competitiveness Index.....	22	4.9
<b>T&amp;T regulatory framework</b> .....	<b>18</b>	<b>5.4</b>
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
<b>Business environment and infrastructure</b> .....	<b>26</b>	<b>4.8</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>18</b>	<b>4.9</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>5.0</b>	<b>31</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>5.5</b>	<b>28</b>
1.01 Prevalence of foreign ownership .....	5.7	11	8.01 Hotel rooms/100 pop.* .....	0.7	50
1.02 Property rights .....	5.3	31	8.02 Presence of major car rental co. (1-7)* .....	6	32
1.03 Business impact of rules on FDI .....	5.2	23	8.03 ATMs accepting Visa cards/million pop.* .....	1,655.9	2
1.04 Visa requirements, no. of countries* .....	71.0	58	<b>9th pillar: ICT infrastructure</b> .....	<b>4.7</b>	<b>26</b>
1.05 Openness bilateral ASAs (0-38)* .....	11.9	54	9.01 ICT use for B-to-B transactions .....	5.8	21
1.06 Transparency of government policymaking .....	4.4	60	9.02 ICT use for B-to-C transactions .....	5.1	37
1.07 No. of days to start a business* .....	4	8	9.03 Individuals using the Internet, %* .....	78.0	19
1.08 Cost to start a business, % GNI/capita* .....	5.2	56	9.04 Fixed telephone lines/100 pop.* .....	43.1	22
1.09 GATS commitment restrictiveness (0-100)* .....	51.6	80	9.05 Broadband Internet subscribers/100 pop.* .....	33.0	9
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.5</b>	<b>13</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	116.6	48
2.01 Stringency of environmental regulation .....	5.8	13	9.07 Mobile broadband subscriptions/100 pop.* .....	19.4	56
2.02 Enforcement of environmental regulation .....	5.5	17	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>3.5</b>	<b>128</b>
2.03 Sustainability of T&T industry development .....	4.7	60	10.01 Ticket taxes and airport charges (0-100)* .....	82.2	55
2.04 Carbon dioxide emission, million tons/capita* .....	9.8	117	10.02 Purchasing power parity* .....	1.2	127
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	20.9	39	10.04 Fuel price, US\$ cents/liter* .....	162.0	121
2.06 Threatened species, %* .....	1.7	6	10.03 Extent and effect of taxation .....	2.3	136
2.07 Environm. treaty ratification (0-25)* .....	22	20	10.05 Hotel price index, US\$* .....	142.9	76
<b>3rd pillar: Safety and security</b> .....	<b>5.9</b>	<b>16</b>	<b>11th pillar: Human resources</b> .....	<b>5.5</b>	<b>19</b>
3.01 Business costs of crime and violence .....	5.8	21	<i>Education and training</i> .....	6.0	6
3.02 Reliability of police services .....	5.7	24	11.01 Primary education enrollment, net %* .....	98.8	17
3.03 Road traffic accidents/100,000 pop.* .....	10.2	27	11.02 Secondary education enrollment, gross %* .....	110.5	10
3.04 Business costs of terrorism .....	6.2	26	11.03 Quality of the educational system .....	5.4	5
<b>4th pillar: Health and hygiene</b> .....	<b>6.4</b>	<b>11</b>	11.04 Local availability specialized research & training .....	5.9	5
4.01 Physician density/1,000 pop.* .....	3.0	30	11.05 Extent of staff training .....	4.8	20
4.02 Access to improved sanitation, % pop.* .....	100.0	1	<i>Availability of qualified labor</i> .....	5.1	60
4.03 Access to improved drinking water, % pop.* .....	100.0	1	11.06 Hiring and firing practices .....	2.9	128
4.04 Hospital beds/10,000 pop.* .....	65.0	17	11.07 Ease of hiring foreign labor .....	4.0	88
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.4</b>	<b>66</b>	11.08 HIV prevalence, % adult pop.* .....	0.2	52
5.01 Government prioritization of the T&T industry .....	5.3	66	11.09 Business impact of HIV/AIDS .....	6.0	28
5.02 T&T gov't expenditure, % gov't budget* .....	3.2	70	11.10 Life expectancy, years* .....	79.9	24
5.03 Effectiveness of marketing to attract tourists .....	4.5	62	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>5.1</b>	<b>31</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	64.0	72	12.01 Tourism openness, % of GDP* .....	6.6	40
5.05 Timeliness of T&T data (0-18)* .....	14.5	65	12.02 Attitude of population toward foreign visitors .....	6.6	19
<b>6th pillar: Air transport infrastructure</b> .....	<b>4.2</b>	<b>37</b>	12.03 Extension of business trips recommended .....	5.4	66
6.01 Quality of air transport infrastructure .....	6.2	14	12.04 Degree of customer orientation .....	5.6	10
6.02 Airline seat kms/week, dom., millions* .....	0.1	99	<b>13th pillar: Natural resources</b> .....	<b>3.0</b>	<b>103</b>
6.03 Airline seat kms/week, int'l, millions* .....	558.5	33	13.01 No. of World Heritage natural sites* .....	0	79
6.04 Departures/1,000 pop.* .....	13.1	32	13.02 Quality of the natural environment .....	4.7	56
6.05 Airport density/million pop.* .....	0.5	85	13.03 Total known species* .....	352	113
6.06 No. of operating airlines* .....	74.0	17	13.04 Terrestrial biome protection (0-17%)* .....	13.8	49
6.07 International air transport network .....	6.1	15	13.05 Marine protected areas, %* .....	0.0	93
<b>7th pillar: Ground transport infrastructure</b> .....	<b>5.9</b>	<b>8</b>	<b>14th pillar: Cultural resources</b> .....	<b>6.0</b>	<b>9</b>
7.01 Quality of roads .....	5.5	26	14.01 No. of World Heritage cultural sites* .....	20	12
7.02 Quality of railroad infrastructure .....	5.2	13	14.02 Sports stadiums, seats/million pop.* .....	79,950.0	28
7.03 Quality of port infrastructure .....	6.3	6	14.03 No. of int'l fairs and exhibitions* .....	190.0	18
7.04 Quality of ground transport network .....	5.6	20	14.04 Creative industries exports, % of world total* .....	1.8	11
7.05 Road density/million pop.* .....	504.0	3			

# Benin

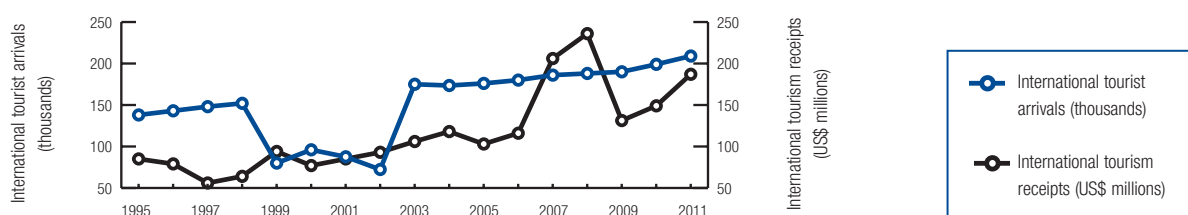
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>130</b>	<b>3.1</b>
2011 Travel & Tourism Competitiveness Index.....	120	3.3
2009 Travel & Tourism Competitiveness Index.....	120	3.2
<b>T&amp;T regulatory framework</b> .....	<b>127</b>	<b>3.5</b>
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
<b>Business environment and infrastructure</b> .....	<b>130</b>	<b>2.6</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>126</b>	<b>3.2</b>
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.

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>3.4</b> .....	<b>131</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>2.1</b> .....	<b>115</b>
1.01 Prevalence of foreign ownership .....	3.5 .....	125	8.01 Hotel rooms/100 pop.* .....	0.1 .....	105
1.02 Property rights .....	3.9 .....	88	8.02 Presence of major car rental co. (1–7)* .....	3 .....	97
1.03 Business impact of rules on FDI .....	3.6 .....	121	8.03 ATMs accepting Visa cards/million pop.* .....	23.7 .....	116
1.04 Visa requirements, no. of countries* .....	21.0 .....	122			
1.05 Openness bilateral ASAs (0–38)* .....	4.4 .....	129	<b>9th pillar: ICT infrastructure</b> .....	<b>1.9</b> .....	<b>118</b>
1.06 Transparency of government policymaking .....	3.8 .....	105	9.01 ICT use for B-to-B transactions .....	4.2 .....	121
1.07 No. of days to start a business* .....	26 .....	98	9.02 ICT use for B-to-C transactions .....	4.3 .....	84
1.08 Cost to start a business, % GNI/capita* .....	126.8 .....	135	9.03 Individuals using the Internet, %* .....	3.5 .....	129
1.09 GATS commitment restrictiveness (0–100)* .....	82.7 .....	<b>9</b>	9.04 Fixed telephone lines/100 pop.* .....	1.7 .....	120
			9.05 Broadband Internet subscribers/100 pop.* .....	0.0 .....	128
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.6</b> .....	<b>64</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	85.3 .....	100
2.01 Stringency of environmental regulation.....	3.0 .....	121	9.07 Mobile broadband subscriptions/100 pop.* .....	0.0 .....	128
2.02 Enforcement of environmental regulation .....	3.0 .....	102			
2.03 Sustainability of T&T industry development.....	3.2 .....	123	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.3</b> .....	<b>92</b>
2.04 Carbon dioxide emission, million tons/capita* .....	0.5 .....	<b>26</b>	10.01 Ticket taxes and airport charges (0–100)* .....	64.4 .....	112
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	48.1 .....	100	10.02 Purchasing power parity* .....	0.5 .....	<b>29</b>
2.06 Threatened species, %* .....	2.9 .....	<b>28</b>	10.04 Fuel price, US\$ cents/liter* .....	121.0 .....	82
2.07 Environm. treaty ratification (0–25)* .....	22 .....	<b>20</b>	10.03 Extent and effect of taxation .....	2.8 .....	120
			10.05 Hotel price index, US\$* .....	n/a .....	n/a
<b>3rd pillar: Safety and security</b> .....	<b>4.2</b> .....	<b>101</b>			
3.01 Business costs of crime and violence .....	4.5 .....	86	<b>11th pillar: Human resources</b> .....	<b>4.1</b> .....	<b>113</b>
3.02 Reliability of police services.....	4.4 .....	61	<i>Education and training</i> .....	3.8 .....	117
3.03 Road traffic accidents/100,000 pop.* .....	31.2 .....	117	11.01 Primary education enrollment, net %* .....	93.8 .....	66
3.04 Business costs of terrorism .....	5.1 .....	97	11.02 Secondary education enrollment, gross %* .....	37.1 .....	124
			11.03 Quality of the educational system .....	3.6 .....	70
<b>4th pillar: Health and hygiene</b> .....	<b>1.8</b> .....	<b>132</b>	11.04 Local availability specialized research & training... ..	4.1 .....	76
4.01 Physician density/1,000 pop.* .....	0.1 .....	127	11.05 Extent of staff training .....	3.1 .....	130
4.02 Access to improved sanitation, % pop.* .....	13.0 .....	135	<i>Availability of qualified labor</i> .....	4.4 .....	123
4.03 Access to improved drinking water, % pop.* .....	75.0 .....	118	11.06 Hiring and firing practices .....	4.0 .....	63
4.04 Hospital beds/10,000 pop.* .....	5.0 .....	128	11.07 Ease of hiring foreign labor .....	4.4 .....	<b>49</b>
			11.08 HIV prevalence, % adult pop.* .....	1.2 .....	108
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>3.3</b> .....	<b>122</b>	11.09 Business impact of HIV/AIDS.....	4.2 .....	116
5.01 Government prioritization of the T&T industry .....	4.1 .....	123	11.10 Life expectancy, years* .....	56.0 .....	121
5.02 T&T gov't expenditure, % gov't budget* .....	3.1 .....	72			
5.03 Effectiveness of marketing to attract tourists .....	3.4 .....	121	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.5</b> .....	<b>88</b>
5.04 Comprehensiveness of T&T data (0–120)* .....	57.0 .....	89	12.01 Tourism openness, % of GDP* .....	3.1 .....	94
5.05 Timeliness of T&T data (0–18)* .....	3.0 .....	112	12.02 Attitude of population toward foreign visitors .....	6.1 .....	89
			12.03 Extension of business trips recommended .....	5.5 .....	58
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.0</b> .....	<b>130</b>	12.04 Degree of customer orientation.....	4.5 .....	88
6.01 Quality of air transport infrastructure .....	3.4 .....	121			
6.02 Airline seat kms/week, dom., millions* .....	0.0 .....	105	<b>13th pillar: Natural resources</b> .....	<b>2.8</b> .....	<b>112</b>
6.03 Airline seat kms/week, int'l, millions* .....	19.1 .....	118	13.01 No. of World Heritage natural sites* .....	0 .....	79
6.04 Departures/1,000 pop.* .....	0.1 .....	123	13.02 Quality of the natural environment.....	2.8 .....	132
6.05 Airport density/million pop.* .....	0.1 .....	132	13.03 Total known species* .....	696 .....	53
6.06 No. of operating airlines* .....	14.0 .....	94	13.04 Terrestrial biome protection (0–17%)* .....	16.8 .....	<b>22</b>
6.07 International air transport network .....	3.6 .....	121	13.05 Marine protected areas, %* .....	0.0 .....	104
<b>7th pillar: Ground transport infrastructure</b> .....	<b>2.7</b> .....	<b>122</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.4</b> .....	<b>124</b>
7.01 Quality of roads .....	3.1 .....	102	14.01 No. of World Heritage cultural sites* .....	2 .....	88
7.02 Quality of railroad infrastructure .....	1.6 .....	105	14.02 Sports stadiums, seats/million pop.* .....	13,945.2 .....	100
7.03 Quality of port infrastructure.....	3.7 .....	94	14.03 No. of int'l fairs and exhibitions* .....	0.7 .....	125
7.04 Quality of ground transport network .....	3.7 .....	117	14.04 Creative industries exports, % of world total* .....	0.0 .....	125
7.05 Road density/million pop.* .....	17.0 .....	94			

# Bolivia

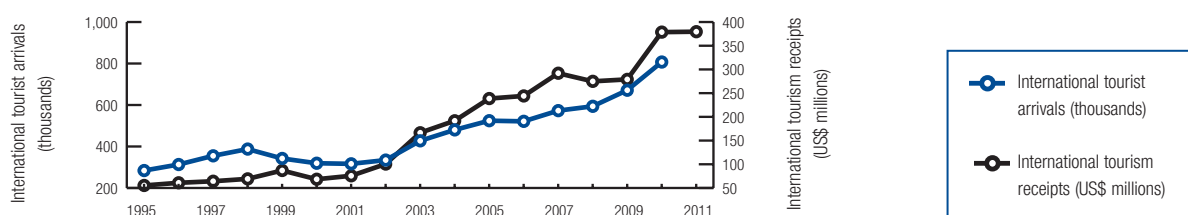
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index.....</b>	<b>110</b>	<b>3.5</b>
2011 Travel & Tourism Competitiveness Index.....	117	3.3
2009 Travel & Tourism Competitiveness Index.....	114	3.3
<b>T&amp;T regulatory framework .....</b>	<b>125</b>	<b>3.6</b>
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
<b>Business environment and infrastructure .....</b>	<b>102</b>	<b>3.1</b>
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
<b>T&amp;T human, cultural, and natural resources.....</b>	<b>85</b>	<b>3.7</b>
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.

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>3.5</b> .....	<b>130</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>2.5</b> .....	<b>98</b>
1.01 Prevalence of foreign ownership .....	3.5 .....	127	8.01 Hotel rooms/100 pop.* .....	0.2 .....	86
1.02 Property rights .....	3.2 .....	125	8.02 Presence of major car rental co. (1–7)* .....	3 .....	97
1.03 Business impact of rules on FDI .....	3.4 .....	126	8.03 ATMs accepting Visa cards/million pop.* .....	149.1 .....	92
1.04 Visa requirements, no. of countries* .....	134.0 .....	<b>21</b>	<b>9th pillar: ICT infrastructure</b> .....	<b>2.3</b> .....	<b>103</b>
1.05 Openness bilateral ASAs (0–38)* .....	9.8 .....	84	9.01 ICT use for B-to-B transactions .....	3.9 .....	130
1.06 Transparency of government policymaking .....	3.5 .....	126	9.02 ICT use for B-to-C transactions .....	4.0 .....	100
1.07 No. of days to start a business* .....	50 .....	127	9.03 Individuals using the Internet, %* .....	30.0 .....	90
1.08 Cost to start a business, % GNI/capita* .....	74.1 .....	125	9.04 Fixed telephone lines/100 pop.* .....	8.7 .....	96
1.09 GATS commitment restrictiveness (0–100)* .....	48.5 .....	88	9.05 Broadband Internet subscribers/100 pop.* .....	0.7 .....	107
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.2</b> .....	<b>100</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	82.8 .....	104
2.01 Stringency of environmental regulation.....	3.6 .....	90	9.07 Mobile broadband subscriptions/100 pop.* .....	2.8 .....	99
2.02 Enforcement of environmental regulation .....	3.3 .....	91	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>5.3</b> .....	<b>8</b>
2.03 Sustainability of T&T industry development.....	3.4 .....	121	10.01 Ticket taxes and airport charges (0–100)* .....	71.1 .....	101
2.04 Carbon dioxide emission, million tons/capita* .....	1.3 .....	<b>44</b>	10.02 Purchasing power parity* .....	0.5 .....	<b>26</b>
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	60.5 .....	113	10.04 Fuel price, US\$ cents/liter* .....	54.0 .....	<b>16</b>
2.06 Threatened species, %* .....	5.3 .....	77	10.03 Extent and effect of taxation .....	3.4 .....	72
2.07 Environm. treaty ratification (0–25)* .....	18 .....	84	10.05 Hotel price index, US\$* .....	60.8 .....	<b>3</b>
<b>3rd pillar: Safety and security</b> .....	<b>3.9</b> .....	<b>112</b>	<b>11th pillar: Human resources</b> .....	<b>4.5</b> .....	<b>101</b>
3.01 Business costs of crime and violence .....	3.8 .....	105	<i>Education and training</i> .....	4.4 .....	87
3.02 Reliability of police services.....	3.0 .....	118	11.01 Primary education enrollment, net %* .....	94.2 .....	61
3.03 Road traffic accidents/100,000 pop.* .....	16.7 .....	73	11.02 Secondary education enrollment, gross %* .....	80.2 .....	90
3.04 Business costs of terrorism .....	3.9 .....	132	11.03 Quality of the educational system .....	3.3 .....	95
<b>4th pillar: Health and hygiene</b> .....	<b>3.1</b> .....	<b>108</b>	11.04 Local availability specialized research & training... ..	3.5 .....	106
4.01 Physician density/1,000 pop.* .....	1.2 .....	81	11.05 Extent of staff training .....	3.6 .....	101
4.02 Access to improved sanitation, % pop.* .....	27.0 .....	123	<i>Availability of qualified labor</i> .....	4.6 .....	110
4.03 Access to improved drinking water, % pop.* .....	88.0 .....	97	11.06 Hiring and firing practices .....	3.6 .....	91
4.04 Hospital beds/10,000 pop.* .....	11.0 .....	110	11.07 Ease of hiring foreign labor .....	3.6 .....	106
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>3.1</b> .....	<b>128</b>	11.08 HIV prevalence, % adult pop.* .....	0.2 .....	52
5.01 Government prioritization of the T&T industry .....	3.3 .....	136	11.09 Business impact of HIV/AIDS.....	3.0 .....	130
5.02 T&T gov't expenditure, % gov't budget* .....	3.1 .....	71	11.10 Life expectancy, years* .....	66.6 .....	107
5.03 Effectiveness of marketing to attract tourists .....	3.3 .....	122	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>3.2</b> .....	<b>139</b>
5.04 Comprehensiveness of T&T data (0–120)* .....	58.0 .....	86	12.01 Tourism openness, % of GDP* .....	2.8 .....	105
5.05 Timeliness of T&T data (0–18)* .....	3.0 .....	112	12.02 Attitude of population toward foreign visitors .....	4.1 .....	140
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.4</b> .....	<b>104</b>	12.03 Extension of business trips recommended .....	3.6 .....	138
6.01 Quality of air transport infrastructure .....	3.5 .....	116	12.04 Degree of customer orientation.....	3.5 .....	136
6.02 Airline seat kms/week, dom., millions* .....	23.6 .....	<b>42</b>	<b>13th pillar: Natural resources</b> .....	<b>4.8</b> .....	<b>27</b>
6.03 Airline seat kms/week, int'l, millions* .....	44.6 .....	95	13.01 No. of World Heritage natural sites* .....	1 .....	<b>45</b>
6.04 Departures/1,000 pop.* .....	3.6 .....	67	13.02 Quality of the natural environment.....	3.8 .....	101
6.05 Airport density/million pop.* .....	1.3 .....	<b>34</b>	13.03 Total known species* .....	2,016 .....	<b>8</b>
6.06 No. of operating airlines* .....	15.0 .....	91	13.04 Terrestrial biome protection (0–17%)* .....	14.7 .....	<b>37</b>
6.07 International air transport network .....	3.5 .....	125	13.05 Marine protected areas, %* .....	n/a .....	n/a
<b>7th pillar: Ground transport infrastructure</b> .....	<b>2.8</b> .....	<b>116</b>	<b>14th pillar: Cultural resources</b> .....	<b>2.4</b> .....	<b>72</b>
7.01 Quality of roads .....	3.1 .....	100	14.01 No. of World Heritage cultural sites* .....	8 .....	<b>33</b>
7.02 Quality of railroad infrastructure .....	3.0 .....	57	14.02 Sports stadiums, seats/million pop.* .....	27,160.7 .....	80
7.03 Quality of port infrastructure.....	3.3 .....	120	14.03 No. of int'l fairs and exhibitions* .....	9.3 .....	80
7.04 Quality of ground transport network .....	3.4 .....	129	14.04 Creative industries exports, % of world total* .....	0.0 .....	82
7.05 Road density/million pop.* .....	7.0 .....	124			

# Bosnia and Herzegovina

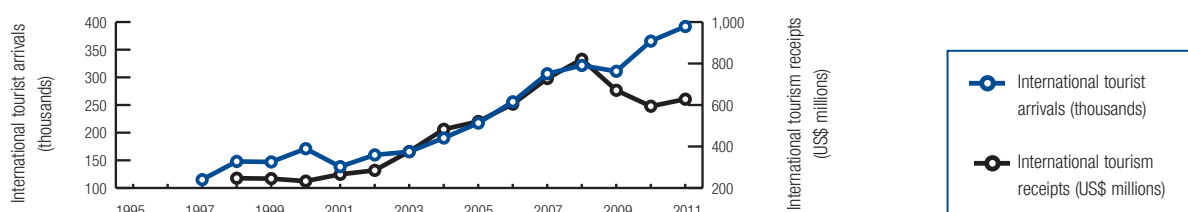
## Key indicators

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)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>90</b>	<b>3.8</b>
2011 Travel & Tourism Competitiveness Index.....	97	3.6
2009 Travel & Tourism Competitiveness Index.....	107	3.4
<b>T&amp;T regulatory framework</b> .....	<b>75</b>	<b>4.5</b>
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
<b>Business environment and infrastructure</b> .....	<b>95</b>	<b>3.2</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>92</b>	<b>3.7</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.0</b> .....	<b>104</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>4.2</b> .....	<b>65</b>
1.01 Prevalence of foreign ownership .....	4.4.....	85	8.01 Hotel rooms/100 pop.* .....	0.3.....	76
1.02 Property rights .....	3.3.....	118	8.02 Presence of major car rental co. (1–7)* .....	7.....	1
1.03 Business impact of rules on FDI .....	4.0.....	105	8.03 ATMs accepting Visa cards/million pop.* .....	309.7.....	63
1.04 Visa requirements, no. of countries* .....	69.0.....	90			
1.05 Openness bilateral ASAs (0–38)* .....	10.0.....	80	<b>9th pillar: ICT infrastructure</b> .....	<b>3.3</b> .....	<b>64</b>
1.06 Transparency of government policymaking .....	3.8.....	109	9.01 ICT use for B-to-B transactions .....	4.5.....	104
1.07 No. of days to start a business* .....	37.....	118	9.02 ICT use for B-to-C transactions .....	4.2.....	88
1.08 Cost to start a business, % GNI/capita* .....	14.9.....	88	9.03 Individuals using the Internet, %* .....	60.0.....	42
1.09 GATS commitment restrictiveness (0–100)* .....	n/a.....	n/a	9.04 Fixed telephone lines/100 pop.* .....	25.5.....	48
			9.05 Broadband Internet subscribers/100 pop.* .....	9.7.....	59
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.1</b> .....	<b>113</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	84.5.....	102
2.01 Stringency of environmental regulation.....	2.8.....	129	9.07 Mobile broadband subscriptions/100 pop.* .....	9.2.....	77
2.02 Enforcement of environmental regulation .....	2.9.....	109			
2.03 Sustainability of T&T industry development.....	3.6.....	112	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.1</b> .....	<b>107</b>
2.04 Carbon dioxide emission, million tons/capita* .....	8.3.....	108	10.01 Ticket taxes and airport charges (0–100)* .....	56.9.....	123
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	18.8.....	33	10.02 Purchasing power parity* .....	0.5.....	35
2.06 Threatened species, %* .....	2.9.....	30	10.04 Fuel price, US\$ cents/liter* .....	142.0.....	99
2.07 Environm. treaty ratification (0–25)* .....	14.....	130	10.03 Extent and effect of taxation .....	3.1.....	105
			10.05 Hotel price index, US\$* .....	n/a.....	n/a
<b>3rd pillar: Safety and security</b> .....	<b>5.6</b> .....	<b>29</b>			
3.01 Business costs of crime and violence .....	5.4.....	38	<b>11th pillar: Human resources</b> .....	<b>4.8</b> .....	<b>76</b>
3.02 Reliability of police services.....	4.9.....	45	<i>Education and training</i> .....	4.3.....	94
3.03 Road traffic accidents/100,000 pop.* .....	10.9.....	30	11.01 Primary education enrollment, net %* .....	87.0.....	109
3.04 Business costs of terrorism .....	6.4.....	10	11.02 Secondary education enrollment, gross %* .....	91.1.....	59
			11.03 Quality of the educational system .....	3.1.....	105
<b>4th pillar: Health and hygiene</b> .....	<b>5.2</b> .....	<b>59</b>	11.04 Local availability specialized research & training... 3.4.....	112	
4.01 Physician density/1,000 pop.* .....	1.6.....	71	11.05 Extent of staff training.....	3.5.....	107
4.02 Access to improved sanitation, % pop.* .....	95.0.....	52	<i>Availability of qualified labor</i> .....	5.3.....	29
4.03 Access to improved drinking water, % pop.* .....	99.0.....	42	11.06 Hiring and firing practices .....	4.4.....	38
4.04 Hospital beds/10,000 pop.* .....	34.0.....	53	11.07 Ease of hiring foreign labor .....	4.1.....	76
			11.08 HIV prevalence, % adult pop.* .....	n/a.....	1
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>3.5</b> .....	<b>116</b>	11.09 Business impact of HIV/AIDS.....	6.7.....	2
5.01 Government prioritization of the T&T industry .....	3.8.....	133	11.10 Life expectancy, years* .....	75.6.....	48
5.02 T&T gov't expenditure, % gov't budget* .....	1.1.....	129			
5.03 Effectiveness of marketing to attract tourists .....	3.8.....	105	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.8</b> .....	<b>49</b>
5.04 Comprehensiveness of T&T data (0–120)* .....	48.0.....	100	12.01 Tourism openness, % of GDP* .....	4.5.....	73
5.05 Timeliness of T&T data (0–18)* .....	15.5.....	48	12.02 Attitude of population toward foreign visitors .....	6.6.....	8
			12.03 Extension of business trips recommended .....	5.9.....	28
<b>6th pillar: Air transport infrastructure</b> .....	<b>1.8</b> .....	<b>135</b>	12.04 Degree of customer orientation.....	4.5.....	82
6.01 Quality of air transport infrastructure .....	2.3.....	139			
6.02 Airline seat kms/week, dom., millions* .....	0.0.....	104	<b>13th pillar: Natural resources</b> .....	<b>2.9</b> .....	<b>107</b>
6.03 Airline seat kms/week, int'l, millions* .....	7.1.....	133	13.01 No. of World Heritage natural sites* .....	0.....	79
6.04 Departures/1,000 pop.* .....	0.5.....	110	13.02 Quality of the natural environment.....	5.5.....	20
6.05 Airport density/million pop.* .....	0.8.....	56	13.03 Total known species* .....	378.....	107
6.06 No. of operating airlines* .....	12.5.....	101	13.04 Terrestrial biome protection (0–17%)* .....	0.5.....	134
6.07 International air transport network .....	2.6.....	139	13.05 Marine protected areas, %* .....	0.8.....	47
<b>7th pillar: Ground transport infrastructure</b> .....	<b>2.6</b> .....	<b>130</b>	<b>14th pillar: Cultural resources</b> .....	<b>2.1</b> .....	<b>79</b>
7.01 Quality of roads .....	2.5.....	132	14.01 No. of World Heritage cultural sites* .....	2.....	88
7.02 Quality of railroad infrastructure .....	2.5.....	72	14.02 Sports stadiums, seats/million pop.* .....	72,431.1.....	33
7.03 Quality of port infrastructure.....	1.7.....	138	14.03 No. of int'l fairs and exhibitions* .....	7.0.....	86
7.04 Quality of ground transport network .....	3.6.....	121	14.04 Creative industries exports, % of world total* .....	0.0.....	69
7.05 Road density/million pop.* .....	43.0.....	61			

# Botswana

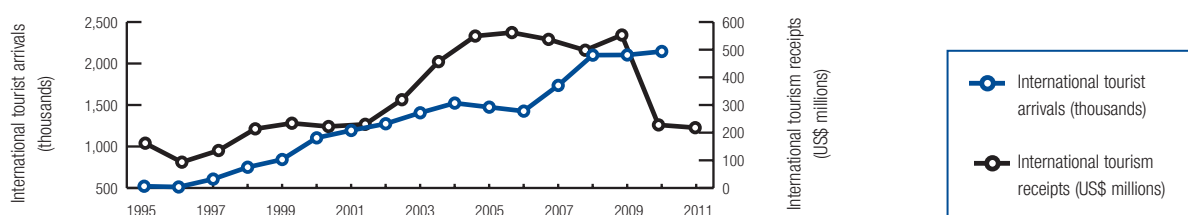
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>94</b>	<b>3.7</b>
2011 Travel & Tourism Competitiveness Index.....	91	3.7
2009 Travel & Tourism Competitiveness Index.....	79	3.8
<b>T&amp;T regulatory framework</b> .....	<b>84</b>	<b>4.4</b>
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
<b>Business environment and infrastructure</b> .....	<b>91</b>	<b>3.3</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>112</b>	<b>3.4</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.4</b>	<b>72</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>3.0</b>	<b>89</b>
1.01 Prevalence of foreign ownership .....	5.3	35	8.01 Hotel rooms/100 pop.* .....	0.3	72
1.02 Property rights .....	4.9	45	8.02 Presence of major car rental co. (1-7)* .....	4	82
1.03 Business impact of rules on FDI .....	4.8	48	8.03 ATMs accepting Visa cards/million pop.* .....	152.7	91
1.04 Visa requirements, no. of countries* .....	94.0	38	<b>9th pillar: ICT infrastructure</b> .....	<b>2.4</b>	<b>99</b>
1.05 Openness bilateral ASAs (0-38)* .....	6.5	120	9.01 ICT use for B-to-B transactions .....	4.2	119
1.06 Transparency of government policymaking .....	4.7	42	9.02 ICT use for B-to-C transactions .....	3.8	107
1.07 No. of days to start a business* .....	61	131	9.03 Individuals using the Internet, %* .....	7.0	122
1.08 Cost to start a business, % GNI/capita* .....	1.6	22	9.04 Fixed telephone lines/100 pop.* .....	7.4	100
1.09 GATS commitment restrictiveness (0-100)* .....	44.7	98	9.05 Broadband Internet subscribers/100 pop.* .....	0.8	104
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.7</b>	<b>55</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	142.8	19
2.01 Stringency of environmental regulation .....	4.6	48	9.07 Mobile broadband subscriptions/100 pop.* .....	11.8	71
2.02 Enforcement of environmental regulation .....	4.5	35	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>5.2</b>	<b>12</b>
2.03 Sustainability of T&T industry development .....	5.2	20	10.01 Ticket taxes and airport charges (0-100)* .....	94.9	7
2.04 Carbon dioxide emission, million tons/capita* .....	2.5	60	10.02 Purchasing power parity* .....	0.6	55
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	66.2	119	10.04 Fuel price, US\$ cents/liter* .....	97.0	52
2.06 Threatened species, %* .....	2.3	13	10.03 Extent and effect of taxation .....	4.7	13
2.07 Environm. treaty ratification (0-25)* .....	15	123	10.05 Hotel price index, US\$* .....	124.0	49
<b>3rd pillar: Safety and security</b> .....	<b>4.7</b>	<b>75</b>	<b>11th pillar: Human resources</b> .....	<b>3.6</b>	<b>128</b>
3.01 Business costs of crime and violence .....	5.1	57	<i>Education and training</i> .....	4.6	78
3.02 Reliability of police services .....	5.0	43	11.01 Primary education enrollment, net %* .....	89.7	96
3.03 Road traffic accidents/100,000 pop.* .....	33.8	124	11.02 Secondary education enrollment, gross %* .....	81.7	87
3.04 Business costs of terrorism .....	6.5	7	11.03 Quality of the educational system .....	4.0	55
<b>4th pillar: Health and hygiene</b> .....	<b>3.7</b>	<b>97</b>	11.04 Local availability specialized research & training... ..	3.7	94
4.01 Physician density/1,000 pop.* .....	0.3	107	11.05 Extent of staff training .....	3.9	67
4.02 Access to improved sanitation, % pop.* .....	62.0	100	<i>Availability of qualified labor</i> .....	2.6	138
4.03 Access to improved drinking water, % pop.* .....	96.0	63	11.06 Hiring and firing practices .....	3.1	119
4.04 Hospital beds/10,000 pop.* .....	18.0	87	11.07 Ease of hiring foreign labor .....	3.3	125
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.4</b>	<b>72</b>	11.08 HIV prevalence, % adult pop.* .....	24.8	139
5.01 Government prioritization of the T&T industry .....	5.8	38	11.09 Business impact of HIV/AIDS .....	3.0	132
5.02 T&T gov't expenditure, % gov't budget* .....	6.2	24	11.10 Life expectancy, years* .....	53.0	128
5.03 Effectiveness of marketing to attract tourists .....	4.8	52	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.3</b>	<b>105</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	44.0	111	12.01 Tourism openness, % of GDP* .....	1.6	124
5.05 Timeliness of T&T data (0-18)* .....	0.0	126	12.02 Attitude of population toward foreign visitors .....	5.9	103
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.7</b>	<b>89</b>	12.03 Extension of business trips recommended .....	5.6	52
6.01 Quality of air transport infrastructure .....	4.1	96	12.04 Degree of customer orientation .....	4.2	104
6.02 Airline seat kms/week, dom., millions* .....	1.5	72	<b>13th pillar: Natural resources</b> .....	<b>4.3</b>	<b>39</b>
6.03 Airline seat kms/week, int'l, millions* .....	3.9	137	13.01 No. of World Heritage natural sites* .....	0	79
6.04 Departures/1,000 pop.* .....	3.8	65	13.02 Quality of the natural environment .....	5.4	27
6.05 Airport density/million pop.* .....	2.0	23	13.03 Total known species* .....	728	49
6.06 No. of operating airlines* .....	5.5	129	13.04 Terrestrial biome protection (0-17%)* .....	17.0	1
6.07 International air transport network .....	3.8	113	13.05 Marine protected areas, %* .....	n/a	n/a
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.2</b>	<b>83</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.6</b>	<b>109</b>
7.01 Quality of roads .....	4.4	55	14.01 No. of World Heritage cultural sites* .....	1	109
7.02 Quality of railroad infrastructure .....	3.1	55	14.02 Sports stadiums, seats/million pop.* .....	41,610.5	64
7.03 Quality of port infrastructure .....	3.7	96	14.03 No. of int'l fairs and exhibitions* .....	5.7	89
7.04 Quality of ground transport network .....	4.0	104	14.04 Creative industries exports, % of world total* .....	0.0	96
7.05 Road density/million pop.* .....	4.0	130			

# Brazil

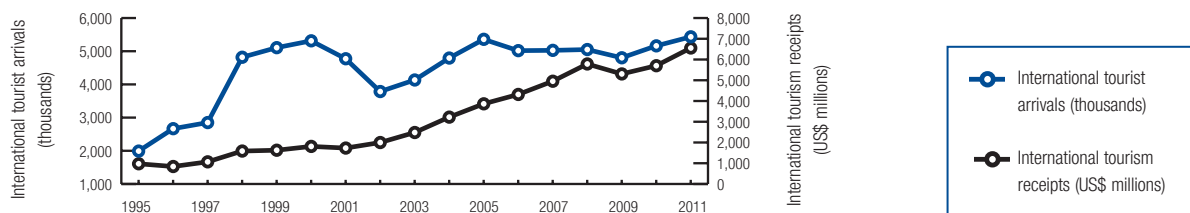
## Key indicators

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)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>51</b>	<b>4.4</b>
2011 Travel & Tourism Competitiveness Index.....	52	4.4
2009 Travel & Tourism Competitiveness Index.....	45	4.3
<b>T&amp;T regulatory framework</b> .....	<b>82</b>	<b>4.4</b>
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
<b>Business environment and infrastructure</b> .....	<b>76</b>	<b>3.6</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>12</b>	<b>5.1</b>
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.

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>3.8</b> .....	<b>119</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>4.4</b> .....	<b>60</b>
1.01 Prevalence of foreign ownership .....	4.5 .....	81	8.01 Hotel rooms/100 pop.* .....	0.5 .....	60
1.02 Property rights .....	4.7 .....	50	8.02 Presence of major car rental co. (1–7)* .....	6 .....	32
1.03 Business impact of rules on FDI .....	4.6 .....	75	8.03 ATMs accepting Visa cards/million pop.* .....	380.1 .....	53
1.04 Visa requirements, no. of countries* .....	65.0 .....	94	<b>9th pillar: ICT infrastructure</b> .....	<b>3.5</b> .....	<b>55</b>
1.05 Openness bilateral ASAs (0–38)* .....	14.4 .....	32	9.01 ICT use for B-to-B transactions .....	5.5 .....	40
1.06 Transparency of government policymaking .....	4.0 .....	89	9.02 ICT use for B-to-C transactions .....	5.3 .....	28
1.07 No. of days to start a business* .....	119 .....	138	9.03 Individuals using the Internet, %* .....	45.0 .....	62
1.08 Cost to start a business, % GNI/capita* .....	4.8 .....	50	9.04 Fixed telephone lines/100 pop.* .....	21.9 .....	54
1.09 GATS commitment restrictiveness (0–100)* .....	16.5 .....	116	9.05 Broadband Internet subscribers/100 pop.* .....	8.6 .....	63
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.1</b> .....	<b>30</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	124.3 .....	39
2.01 Stringency of environmental regulation.....	5.2 .....	27	9.07 Mobile broadband subscriptions/100 pop.* .....	20.9 .....	53
2.02 Enforcement of environmental regulation .....	4.1 .....	49	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>3.7</b> .....	<b>126</b>
2.03 Sustainability of T&T industry development.....	3.9 .....	93	10.01 Ticket taxes and airport charges (0–100)* .....	60.1 .....	118
2.04 Carbon dioxide emission, million tons/capita* .....	2.1 .....	58	10.02 Purchasing power parity* .....	1.1 .....	118
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	19.5 .....	34	10.04 Fuel price, US\$ cents/liter* .....	114.0 .....	77
2.06 Threatened species, %* .....	8.3 .....	108	10.03 Extent and effect of taxation .....	2.1 .....	140
2.07 Environm. treaty ratification (0–25)* .....	22 .....	20	10.05 Hotel price index, US\$* .....	138.0 .....	72
<b>3rd pillar: Safety and security</b> .....	<b>4.7</b> .....	<b>73</b>	<b>11th pillar: Human resources</b> .....	<b>4.9</b> .....	<b>62</b>
3.01 Business costs of crime and violence .....	3.5 .....	118	<i>Education and training</i> .....	5.1 .....	39
3.02 Reliability of police services.....	4.4 .....	60	11.01 Primary education enrollment, net %* .....	94.4 .....	60
3.03 Road traffic accidents/100,000 pop.* .....	18.3 .....	79	11.02 Secondary education enrollment, gross %* .....	105.8 .....	16
3.04 Business costs of terrorism .....	6.4 .....	11	11.03 Quality of the educational system .....	3.0 .....	115
<b>4th pillar: Health and hygiene</b> .....	<b>4.7</b> .....	<b>70</b>	11.04 Local availability specialized research & training... ..	4.8 .....	34
4.01 Physician density/1,000 pop.* .....	1.8 .....	68	11.05 Extent of staff training .....	4.4 .....	33
4.02 Access to improved sanitation, % pop.* .....	79.0 .....	84	<i>Availability of qualified labor</i> .....	4.8 .....	96
4.03 Access to improved drinking water, % pop.* .....	98.0 .....	52	11.06 Hiring and firing practices .....	3.3 .....	111
4.04 Hospital beds/10,000 pop.* .....	24.0 .....	73	11.07 Ease of hiring foreign labor .....	3.6 .....	109
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>3.9</b> .....	<b>102</b>	11.08 HIV prevalence, % adult pop.* .....	0.6 .....	90
5.01 Government prioritization of the T&T industry .....	4.8 .....	100	11.09 Business impact of HIV/AIDS.....	5.2 .....	73
5.02 T&T gov't expenditure, % gov't budget* .....	2.8 .....	83	11.10 Life expectancy, years* .....	73.4 .....	73
5.03 Effectiveness of marketing to attract tourists .....	3.9 .....	102	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.5</b> .....	<b>83</b>
5.04 Comprehensiveness of T&T data (0–120)* .....	43.0 .....	113	12.01 Tourism openness, % of GDP* .....	1.1 .....	133
5.05 Timeliness of T&T data (0–18)* .....	13.5 .....	71	12.02 Attitude of population toward foreign visitors .....	6.4 .....	43
<b>6th pillar: Air transport infrastructure</b> .....	<b>3.8</b> .....	<b>48</b>	12.03 Extension of business trips recommended .....	5.5 .....	55
6.01 Quality of air transport infrastructure .....	3.0 .....	131	12.04 Degree of customer orientation.....	4.8 .....	49
6.02 Airline seat kms/week, dom., millions* .....	2,293.6 .....	3	<b>13th pillar: Natural resources</b> .....	<b>6.2</b> .....	<b>1</b>
6.03 Airline seat kms/week, int'l, millions* .....	1,267.3 .....	19	13.01 No. of World Heritage natural sites* .....	7 .....	6
6.04 Departures/1,000 pop.* .....	4.5 .....	59	13.02 Quality of the natural environment.....	5.1 .....	38
6.05 Airport density/million pop.* .....	0.5 .....	81	13.03 Total known species* .....	3,188 .....	1
6.06 No. of operating airlines* .....	54.0 .....	30	13.04 Terrestrial biome protection (0–17%)* .....	14.1 .....	47
6.07 International air transport network .....	4.6 .....	74	13.05 Marine protected areas, %* .....	1.3 .....	36
<b>7th pillar: Ground transport infrastructure</b> .....	<b>2.6</b> .....	<b>129</b>	<b>14th pillar: Cultural resources</b> .....	<b>4.8</b> .....	<b>23</b>
7.01 Quality of roads .....	2.7 .....	121	14.01 No. of World Heritage cultural sites* .....	17 .....	16
7.02 Quality of railroad infrastructure .....	1.8 .....	98	14.02 Sports stadiums, seats/million pop.* .....	42,319.1 .....	63
7.03 Quality of port infrastructure.....	2.6 .....	132	14.03 No. of int'l fairs and exhibitions* .....	295.7 .....	8
7.04 Quality of ground transport network .....	4.0 .....	99	14.04 Creative industries exports, % of world total* .....	0.2 .....	41
7.05 Road density/million pop.* .....	21.0 .....	84			

# Brunei Darussalam

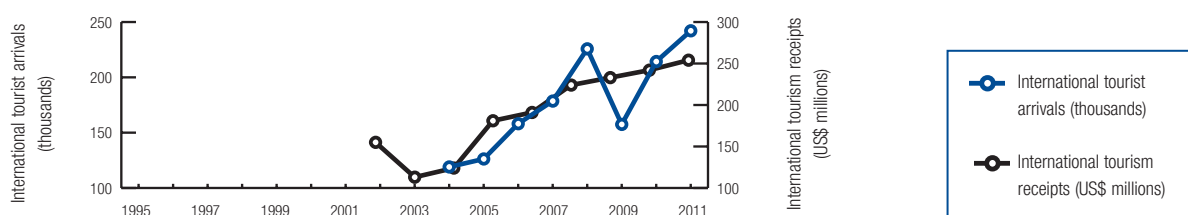
## Key indicators

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)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index.....</b>	<b>72</b>	<b>4.0</b>
2011 Travel & Tourism Competitiveness Index.....	67	4.1
2009 Travel & Tourism Competitiveness Index.....	69	4.0
<b>T&amp;T regulatory framework .....</b>	<b>94</b>	<b>4.2</b>
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
<b>Business environment and infrastructure .....</b>	<b>57</b>	<b>3.9</b>
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
<b>T&amp;T human, cultural, and natural resources.....</b>	<b>67</b>	<b>3.9</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>3.7</b> .....	<b>126</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>3.1</b> .....	<b>86</b>
1.01 Prevalence of foreign ownership .....	4.6.....	74	8.01 Hotel rooms/100 pop.* .....	0.9.....	34
1.02 Property rights .....	4.6.....	55	8.02 Presence of major car rental co. (1-7)* .....	2.....	111
1.03 Business impact of rules on FDI .....	4.8.....	51	8.03 ATMs accepting Visa cards/million pop.* .....	152.7.....	90
1.04 Visa requirements, no. of countries* .....	55.5.....	104	<b>9th pillar: ICT infrastructure</b> .....	<b>3.2</b> .....	<b>65</b>
1.05 Openness bilateral ASAs (0-38)* .....	17.6.....	20	9.01 ICT use for B-to-B transactions .....	5.2.....	55
1.06 Transparency of government policymaking .....	4.2.....	73	9.02 ICT use for B-to-C transactions .....	4.7.....	61
1.07 No. of days to start a business* .....	101.....	136	9.03 Individuals using the Internet, %* .....	56.0.....	47
1.08 Cost to start a business, % GNI/capita* .....	10.7.....	76	9.04 Fixed telephone lines/100 pop.* .....	19.7.....	66
1.09 GATS commitment restrictiveness (0-100)* .....	0.0.....	117	9.05 Broadband Internet subscribers/100 pop.* .....	5.7.....	72
<b>2nd pillar: Environmental sustainability</b> .....	<b>3.5</b> .....	<b>135</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	109.2.....	60
2.01 Stringency of environmental regulation.....	4.7.....	44	9.07 Mobile broadband subscriptions/100 pop.* .....	6.3.....	83
2.02 Enforcement of environmental regulation .....	4.5.....	33	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>5.8</b> .....	<b>2</b>
2.03 Sustainability of T&T industry development.....	4.8.....	51	10.01 Ticket taxes and airport charges (0-100)* .....	94.3.....	8
2.04 Carbon dioxide emission, million tons/capita* .....	27.5.....	136	10.02 Purchasing power parity* .....	0.6.....	62
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	48.1.....	99	10.04 Fuel price, US\$ cents/liter* .....	24.0.....	9
2.06 Threatened species, %* .....	10.1.....	117	10.03 Extent and effect of taxation .....	4.7.....	15
2.07 Environm. treaty ratification (0-25)* .....	12.....	135	10.05 Hotel price index, US\$* .....	n/a.....	n/a
<b>3rd pillar: Safety and security</b> .....	<b>5.7</b> .....	<b>24</b>	<b>11th pillar: Human resources</b> .....	<b>5.2</b> .....	<b>36</b>
3.01 Business costs of crime and violence .....	6.0.....	11	<i>Education and training</i> .....	5.1.....	38
3.02 Reliability of police services.....	5.1.....	35	11.01 Primary education enrollment, net %* .....	92.9.....	75
3.03 Road traffic accidents/100,000 pop.* .....	13.8.....	54	11.02 Secondary education enrollment, gross %* .....	109.7.....	11
3.04 Business costs of terrorism .....	6.3.....	17	11.03 Quality of the educational system .....	4.7.....	25
<b>4th pillar: Health and hygiene</b> .....	<b>4.9</b> .....	<b>65</b>	11.04 Local availability specialized research & training... ..	3.5.....	108
4.01 Physician density/1,000 pop.* .....	1.4.....	77	11.05 Extent of staff training.....	4.1.....	52
4.02 Access to improved sanitation, % pop.* .....	90.0.....	67	<i>Availability of qualified labor</i> .....	5.3.....	28
4.03 Access to improved drinking water, % pop.* .....	99.9.....	41	11.06 Hiring and firing practices .....	4.5.....	37
4.04 Hospital beds/10,000 pop.* .....	26.0.....	69	11.07 Ease of hiring foreign labor .....	3.7.....	101
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>3.2</b> .....	<b>123</b>	11.08 HIV prevalence, % adult pop.* .....	0.0.....	1
5.01 Government prioritization of the T&T industry .....	5.1.....	80	11.09 Business impact of HIV/AIDS.....	5.2.....	76
5.02 T&T gov't expenditure, % gov't budget* .....	0.7.....	134	11.10 Life expectancy, years* .....	78.1.....	36
5.03 Effectiveness of marketing to attract tourists .....	4.5.....	65	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.7</b> .....	<b>63</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	22.0.....	134	12.01 Tourism openness, % of GDP* .....	6.8.....	37
5.05 Timeliness of T&T data (0-18)* .....	3.0.....	112	12.02 Attitude of population toward foreign visitors .....	6.2.....	76
<b>6th pillar: Air transport infrastructure</b> .....	<b>3.9</b> .....	<b>45</b>	12.03 Extension of business trips recommended .....	4.7.....	110
6.01 Quality of air transport infrastructure .....	4.9.....	61	12.04 Degree of customer orientation.....	4.9.....	44
6.02 Airline seat kms/week, dom., millions* .....	0.0.....	105	<b>13th pillar: Natural resources</b> .....	<b>3.9</b> .....	<b>53</b>
6.03 Airline seat kms/week, int'l, millions* .....	68.6.....	85	13.01 No. of World Heritage natural sites* .....	0.....	79
6.04 Departures/1,000 pop.* .....	26.7.....	15	13.02 Quality of the natural environment.....	5.6.....	19
6.05 Airport density/million pop.* .....	2.5.....	19	13.03 Total known species* .....	602.....	62
6.06 No. of operating airlines* .....	6.0.....	125	13.04 Terrestrial biome protection (0-17%)* .....	17.0.....	1
6.07 International air transport network .....	4.7.....	65	13.05 Marine protected areas, %* .....	1.4.....	33
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.7</b> .....	<b>67</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.8</b> .....	<b>95</b>
7.01 Quality of roads .....	5.2.....	30	14.01 No. of World Heritage cultural sites* .....	0.....	125
7.02 Quality of railroad infrastructure .....	2.1.....	86	14.02 Sports stadiums, seats/million pop.* .....	73,902.9.....	32
7.03 Quality of port infrastructure.....	4.5.....	57	14.03 No. of int'l fairs and exhibitions* .....	4.7.....	96
7.04 Quality of ground transport network .....	3.6.....	124	14.04 Creative industries exports, % of world total* .....	0.0.....	132
7.05 Road density/million pop.* .....	51.0.....	53			

Absolute value      Percent of total      T&T industry  
GDP growth forecast  
(2013–2022)

Note:



# Bulgaria

## The Travel & Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.1</b>	<b>102</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>6.7</b>	<b>4</b>
1.01 Prevalence of foreign ownership .....	4.1	105	8.01 Hotel rooms/100 pop.* .....	1.5	19
1.02 Property rights .....	3.5	112	8.02 Presence of major car rental co. (1-7)* .....	7	1
1.03 Business impact of rules on FDI .....	3.6	120	8.03 ATMs accepting Visa cards/million pop.* .....	691.5	18
1.04 Visa requirements, no. of countries* .....	71.0	58	<b>9th pillar: ICT infrastructure</b> .....	<b>3.9</b>	<b>42</b>
1.05 Openness bilateral ASAs (0-38)* .....	7.3	111	9.01 ICT use for B-to-B transactions .....	4.6	96
1.06 Transparency of government policymaking .....	3.6	124	9.02 ICT use for B-to-C transactions .....	4.6	64
1.07 No. of days to start a business* .....	18	76	9.03 Individuals using the Internet, %* .....	51.0	54
1.08 Cost to start a business, % GNI/capita* .....	1.1	17	9.04 Fixed telephone lines/100 pop.* .....	31.6	37
1.09 GATS commitment restrictiveness (0-100)* .....	48.5	88	9.05 Broadband Internet subscribers/100 pop.* .....	16.4	38
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.5</b>	<b>76</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	140.7	21
2.01 Stringency of environmental regulation .....	3.4	98	9.07 Mobile broadband subscriptions/100 pop.* .....	29.9	42
2.02 Enforcement of environmental regulation .....	3.2	93	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.8</b>	<b>49</b>
2.03 Sustainability of T&T industry development .....	3.8	100	10.01 Ticket taxes and airport charges (0-100)* .....	87.4	32
2.04 Carbon dioxide emission, million tons/capita* .....	6.6	94	10.02 Purchasing power parity* .....	0.5	28
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	44.6	96	10.04 Fuel price, US\$ cents/liter* .....	158.0	117
2.06 Threatened species, %* .....	4.7	65	10.03 Extent and effect of taxation .....	3.4	76
2.07 Environm. treaty ratification (0-25)* .....	23	13	10.05 Hotel price index, US\$* .....	85.6	14
<b>3rd pillar: Safety and security</b> .....	<b>4.3</b>	<b>89</b>	<b>11th pillar: Human resources</b> .....	<b>4.9</b>	<b>69</b>
3.01 Business costs of crime and violence .....	3.8	107	<i>Education and training</i> .....	4.6	73
3.02 Reliability of police services .....	3.4	108	11.01 Primary education enrollment, net %* .....	98.0	28
3.03 Road traffic accidents/100,000 pop.* .....	13.2	47	11.02 Secondary education enrollment, gross %* .....	88.9	69
3.04 Business costs of terrorism .....	4.8	109	11.03 Quality of the educational system .....	3.2	97
<b>4th pillar: Health and hygiene</b> .....	<b>6.7</b>	<b>5</b>	11.04 Local availability specialized research & training... ..	3.8	89
4.01 Physician density/1,000 pop.* .....	3.7	14	11.05 Extent of staff training .....	3.3	116
4.02 Access to improved sanitation, % pop.* .....	100.0	1	<i>Availability of qualified labor</i> .....	5.1	54
4.03 Access to improved drinking water, % pop.* ...	100.0	1	11.06 Hiring and firing practices .....	4.2	49
4.04 Hospital beds/10,000 pop.* .....	66.0	15	11.07 Ease of hiring foreign labor .....	4.0	87
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.2</b>	<b>82</b>	11.08 HIV prevalence, % adult pop.* .....	0.1	12
5.01 Government prioritization of the T&T industry .....	4.5	111	11.09 Business impact of HIV/AIDS .....	5.5	63
5.02 T&T gov't expenditure, % gov't budget* .....	3.2	67	11.10 Life expectancy, years* .....	73.5	69
5.03 Effectiveness of marketing to attract tourists .....	3.8	103	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.6</b>	<b>67</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	77.0	34	12.01 Tourism openness, % of GDP* .....	9.9	22
5.05 Timeliness of T&T data (0-18)* .....	17.5	7	12.02 Attitude of population toward foreign visitors .....	5.5	132
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.6</b>	<b>91</b>	12.03 Extension of business trips recommended .....	4.7	109
6.01 Quality of air transport infrastructure .....	4.0	100	12.04 Degree of customer orientation .....	4.6	69
6.02 Airline seat kms/week, dom., millions* .....	2.3	66	<b>13th pillar: Natural resources</b> .....	<b>3.4</b>	<b>76</b>
6.03 Airline seat kms/week, int'l, millions* .....	90.3	79	13.01 No. of World Heritage natural sites* .....	2	25
6.04 Departures/1,000 pop.* .....	4.1	62	13.02 Quality of the natural environment .....	3.4	121
6.05 Airport density/million pop.* .....	0.4	91	13.03 Total known species* .....	448	83
6.06 No. of operating airlines* .....	37.0	48	13.04 Terrestrial biome protection (0-17%)* .....	9.1	82
6.07 International air transport network .....	4.1	105	13.05 Marine protected areas, %* .....	0.6	58
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.1</b>	<b>91</b>	<b>14th pillar: Cultural resources</b> .....	<b>3.5</b>	<b>40</b>
7.01 Quality of roads .....	2.5	127	14.01 No. of World Heritage cultural sites* .....	9	29
7.02 Quality of railroad infrastructure .....	3.0	56	14.02 Sports stadiums, seats/million pop.* .....	102,149.8	22
7.03 Quality of port infrastructure .....	3.7	99	14.03 No. of int'l fairs and exhibitions* .....	23.0	65
7.04 Quality of ground transport network .....	4.2	89	14.04 Creative industries exports, % of world total* .....	0.1	56
7.05 Road density/million pop.* .....	36.0	65			

# Burkina Faso

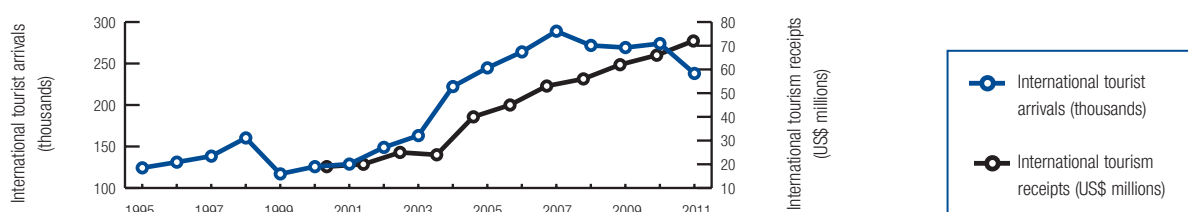
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>128</b>	<b>3.1</b>
2011 Travel & Tourism Competitiveness Index.....	132	3.1
2009 Travel & Tourism Competitiveness Index.....	126	3.1
<b>T&amp;T regulatory framework</b> .....	<b>120</b>	<b>3.6</b>
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
<b>Business environment and infrastructure</b> .....	<b>134</b>	<b>2.6</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>129</b>	<b>3.2</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.0</b> .....	<b>107</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>1.9</b> .....	<b>120</b>
1.01 Prevalence of foreign ownership .....	4.1 .....	103	8.01 Hotel rooms/100 pop.* .....	0.0 .....	129
1.02 Property rights .....	4.3 .....	64	8.02 Presence of major car rental co. (1-7)* .....	3 .....	97
1.03 Business impact of rules on FDI .....	4.8 .....	<b>47</b>	8.03 ATMs accepting Visa cards/million pop.* .....	4.2 .....	130
1.04 Visa requirements, no. of countries* .....	41.2 .....	111	<b>9th pillar: ICT infrastructure</b> .....	<b>1.7</b> .....	<b>130</b>
1.05 Openness bilateral ASAs (0-38)* .....	2.2 .....	137	9.01 ICT use for B-to-B transactions .....	4.3 .....	114
1.06 Transparency of government policymaking .....	4.4 .....	58	9.02 ICT use for B-to-C transactions .....	3.6 .....	117
1.07 No. of days to start a business* .....	13 .....	61	9.03 Individuals using the Internet, %* .....	3.0 .....	132
1.08 Cost to start a business, % GNI/capita* .....	46.8 .....	116	9.04 Fixed telephone lines/100 pop.* .....	0.8 .....	126
1.09 GATS commitment restrictiveness (0-100)* .....	62.3 .....	55	9.05 Broadband Internet subscribers/100 pop.* .....	0.1 .....	122
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.4</b> .....	<b>80</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	45.3 .....	129
2.01 Stringency of environmental regulation.....	3.2 .....	106	9.07 Mobile broadband subscriptions/100 pop.* .....	0.0 .....	128
2.02 Enforcement of environmental regulation .....	3.2 .....	94	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.4</b> .....	<b>86</b>
2.03 Sustainability of T&T industry development.....	4.4 .....	69	10.01 Ticket taxes and airport charges (0-100)* .....	59.8 .....	119
2.04 Carbon dioxide emission, million tons/capita* .....	0.1 .....	<b>10</b>	10.02 Purchasing power parity* .....	0.5 .....	<b>23</b>
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	62.6 .....	117	10.04 Fuel price, US\$ cents/liter* .....	128.0 .....	89
2.06 Threatened species, %* .....	3.0 .....	<b>32</b>	10.03 Extent and effect of taxation .....	3.3 .....	87
2.07 Environm. treaty ratification (0-25)* .....	17 .....	96	10.05 Hotel price index, US\$* .....	n/a .....	n/a
<b>3rd pillar: Safety and security</b> .....	<b>4.0</b> .....	<b>107</b>	<b>11th pillar: Human resources</b> .....	<b>3.5</b> .....	<b>129</b>
3.01 Business costs of crime and violence .....	4.3 .....	92	<i>Education and training</i> .....	2.5 .....	138
3.02 Reliability of police services.....	3.8 .....	93	11.01 Primary education enrollment, net %* .....	63.2 .....	133
3.03 Road traffic accidents/100,000 pop.* .....	31.1 .....	116	11.02 Secondary education enrollment, gross %* .....	22.6 .....	139
3.04 Business costs of terrorism .....	5.4 .....	83	11.03 Quality of the educational system .....	2.8 .....	123
<b>4th pillar: Health and hygiene</b> .....	<b>2.0</b> .....	<b>126</b>	11.04 Local availability specialized research & training... 3.7 .....	92	
4.01 Physician density/1,000 pop.* .....	0.1 .....	126	11.05 Extent of staff training .....	2.9 .....	134
4.02 Access to improved sanitation, % pop.* .....	17.0 .....	131	<i>Availability of qualified labor</i> .....	4.6 .....	114
4.03 Access to improved drinking water, % pop.* .....	79.0 .....	115	11.06 Hiring and firing practices .....	4.5 .....	<b>32</b>
4.04 Hospital beds/10,000 pop.* .....	4.0 .....	132	11.07 Ease of hiring foreign labor .....	4.7 .....	<b>20</b>
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>3.7</b> .....	<b>106</b>	11.08 HIV prevalence, % adult pop.* .....	1.2 .....	108
5.01 Government prioritization of the T&T industry .....	5.4 .....	58	11.09 Business impact of HIV/AIDS.....	4.5 .....	107
5.02 T&T gov't expenditure, % gov't budget* .....	1.9 .....	110	11.10 Life expectancy, years* .....	55.4 .....	124
5.03 Effectiveness of marketing to attract tourists .....	4.5 .....	64	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.4</b> .....	<b>94</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	57.0 .....	89	12.01 Tourism openness, % of GDP* .....	1.6 .....	125
5.05 Timeliness of T&T data (0-18)* .....	3.0 .....	112	12.02 Attitude of population toward foreign visitors .....	6.6 .....	<b>10</b>
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.0</b> .....	<b>129</b>	12.03 Extension of business trips recommended .....	5.5 .....	57
6.01 Quality of air transport infrastructure .....	3.3 .....	125	12.04 Degree of customer orientation.....	4.0 .....	113
6.02 Airline seat kms/week, dom., millions* .....	0.1 .....	102	<b>13th pillar: Natural resources</b> .....	<b>3.4</b> .....	<b>81</b>
6.03 Airline seat kms/week, int'l, millions* .....	12.4 .....	126	13.01 No. of World Heritage natural sites* .....	0 .....	79
6.04 Departures/1,000 pop.* .....	0.3 .....	119	13.02 Quality of the natural environment.....	3.4 .....	122
6.05 Airport density/million pop.* .....	0.1 .....	128	13.03 Total known species* .....	597 .....	64
6.06 No. of operating airlines* .....	9.0 .....	116	13.04 Terrestrial biome protection (0-17%)* .....	14.3 .....	<b>45</b>
6.07 International air transport network .....	3.9 .....	110	13.05 Marine protected areas, %* .....	n/a .....	n/a
<b>7th pillar: Ground transport infrastructure</b> .....	<b>2.8</b> .....	<b>112</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.4</b> .....	<b>126</b>
7.01 Quality of roads .....	2.6 .....	123	14.01 No. of World Heritage cultural sites* .....	2 .....	88
7.02 Quality of railroad infrastructure .....	2.0 .....	90	14.02 Sports stadiums, seats/million pop.* .....	8,133.0 .....	115
7.03 Quality of port infrastructure.....	3.6 .....	102	14.03 No. of int'l fairs and exhibitions* .....	4.3 .....	102
7.04 Quality of ground transport network .....	3.8 .....	113	14.04 Creative industries exports, % of world total* .....	0.0 .....	119
7.05 Road density/million pop.* .....	34.0 .....	68			

# Burundi

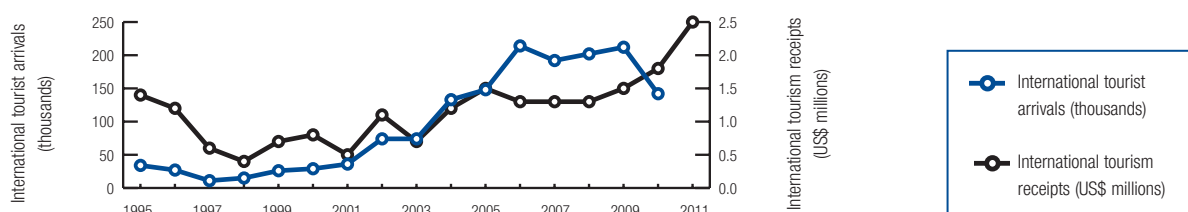
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>138</b>	<b>2.8</b>
2011 Travel & Tourism Competitiveness Index.....	137	2.8
2009 Travel & Tourism Competitiveness Index.....	131	3.0
<b>T&amp;T regulatory framework</b> .....	<b>130</b>	<b>3.4</b>
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
<b>Business environment and infrastructure</b> .....	<b>139</b>	<b>2.3</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>138</b>	<b>2.7</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.3</b> .....	<b>91</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>1.3</b> .....	<b>137</b>
1.01 Prevalence of foreign ownership .....	2.8.....	138	8.01 Hotel rooms/100 pop.* .....	0.0.....	140
1.02 Property rights .....	2.4.....	137	8.02 Presence of major car rental co. (1–7)* .....	1.....	123
1.03 Business impact of rules on FDI .....	3.3.....	129	8.03 ATMs accepting Visa cards/million pop.* .....	0.7.....	138
1.04 Visa requirements, no. of countries* .....	127.9.....	<b>24</b>	<b>9th pillar: ICT infrastructure</b> .....	<b>1.4</b> .....	<b>139</b>
1.05 Openness bilateral ASAs (0–38)* .....	10.0.....	81	9.01 ICT use for B-to-B transactions .....	3.3.....	134
1.06 Transparency of government policymaking .....	3.3.....	130	9.02 ICT use for B-to-C transactions .....	2.7.....	133
1.07 No. of days to start a business* .....	8.....	<b>33</b>	9.03 Individuals using the Internet, %* .....	1.1.....	138
1.08 Cost to start a business, % GNI/capita* .....	18.3.....	95	9.04 Fixed telephone lines/100 pop.* .....	0.3.....	136
1.09 GATS commitment restrictiveness (0–100)* .....	87.5.....	<b>3</b>	9.05 Broadband Internet subscribers/100 pop.* .....	0.0.....	137
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.2</b> .....	<b>102</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	22.3.....	139
2.01 Stringency of environmental regulation.....	2.4.....	133	9.07 Mobile broadband subscriptions/100 pop.* .....	0.0.....	128
2.02 Enforcement of environmental regulation .....	2.2.....	133	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.3</b> .....	<b>88</b>
2.03 Sustainability of T&T industry development.....	3.2.....	127	10.01 Ticket taxes and airport charges (0–100)* .....	83.4.....	<b>49</b>
2.04 Carbon dioxide emission, million tons/capita* .....	0.0.....	<b>1</b>	10.02 Purchasing power parity* .....	0.4.....	<b>20</b>
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	28.2.....	59	10.04 Fuel price, US\$ cents/liter* .....	142.0.....	99
2.06 Threatened species, %* .....	3.9.....	<b>50</b>	10.03 Extent and effect of taxation .....	2.2.....	139
2.07 Environm. treaty ratification (0–25)* .....	16.....	112	10.05 Hotel price index, US\$* .....	n/a.....	n/a
<b>3rd pillar: Safety and security</b> .....	<b>3.3</b> .....	<b>133</b>	<b>11th pillar: Human resources</b> .....	<b>3.2</b> .....	<b>137</b>
3.01 Business costs of crime and violence .....	3.6.....	112	<i>Education and training</i> .....	2.7.....	135
3.02 Reliability of police services.....	2.0.....	140	11.01 Primary education enrollment, net %* .....	89.7.....	95
3.03 Road traffic accidents/100,000 pop.* .....	23.4.....	95	11.02 Secondary education enrollment, gross %* .....	24.8.....	136
3.04 Business costs of terrorism .....	4.0.....	130	11.03 Quality of the educational system .....	2.0.....	139
<b>4th pillar: Health and hygiene</b> .....	<b>2.6</b> .....	<b>117</b>	11.04 Local availability specialized research & training... ..	2.2.....	140
4.01 Physician density/1,000 pop.* .....	0.0.....	134	11.05 Extent of staff training.....	2.4.....	139
4.02 Access to improved sanitation, % pop.* .....	46.0.....	114	<i>Availability of qualified labor</i> .....	3.7.....	131
4.03 Access to improved drinking water, % pop.* .....	72.0.....	120	11.06 Hiring and firing practices .....	3.7.....	84
4.04 Hospital beds/10,000 pop.* .....	19.0.....	84	11.07 Ease of hiring foreign labor .....	3.5.....	114
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>2.5</b> .....	<b>138</b>	11.08 HIV prevalence, % adult pop.* .....	3.3.....	124
5.01 Government prioritization of the T&T industry .....	4.1.....	122	11.09 Business impact of HIV/AIDS.....	2.7.....	137
5.02 T&T gov't expenditure, % gov't budget* .....	0.7.....	133	11.10 Life expectancy, years* .....	50.3.....	134
5.03 Effectiveness of marketing to attract tourists .....	3.2.....	129	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.1</b> .....	<b>126</b>
5.04 Comprehensiveness of T&T data (0–120)* .....	28.0.....	130	12.01 Tourism openness, % of GDP* .....	1.4.....	128
5.05 Timeliness of T&T data (0–18)* .....	0.0.....	126	12.02 Attitude of population toward foreign visitors .....	6.3.....	63
<b>6th pillar: Air transport infrastructure</b> .....	<b>1.8</b> .....	<b>138</b>	12.03 Extension of business trips recommended .....	5.1.....	89
6.01 Quality of air transport infrastructure .....	2.8.....	135	12.04 Degree of customer orientation.....	3.6.....	133
6.02 Airline seat kms/week, dom., millions* .....	0.0.....	105	<b>13th pillar: Natural resources</b> .....	<b>2.6</b> .....	<b>127</b>
6.03 Airline seat kms/week, int'l, millions* .....	2.2.....	138	13.01 No. of World Heritage natural sites* .....	0.....	79
6.04 Departures/1,000 pop.* .....	0.2.....	120	13.02 Quality of the natural environment.....	2.7.....	134
6.05 Airport density/million pop.* .....	0.1.....	129	13.03 Total known species* .....	753.....	<b>48</b>
6.06 No. of operating airlines* .....	3.0.....	137	13.04 Terrestrial biome protection (0–17%)* .....	5.2.....	102
6.07 International air transport network .....	3.6.....	120	13.05 Marine protected areas, %* .....	n/a.....	n/a
<b>7th pillar: Ground transport infrastructure</b> .....	<b>2.9</b> .....	<b>107</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.0</b> .....	<b>140</b>
7.01 Quality of roads .....	2.7.....	119	14.01 No. of World Heritage cultural sites* .....	0.....	125
7.02 Quality of railroad infrastructure .....	n/a.....	n/a	14.02 Sports stadiums, seats/million pop.* .....	2,565.5.....	134
7.03 Quality of port infrastructure.....	2.6.....	133	14.03 No. of int'l fairs and exhibitions* .....	0.3.....	131
7.04 Quality of ground transport network .....	3.6.....	123	14.04 Creative industries exports, % of world total* .....	0.0.....	130
7.05 Road density/million pop.* .....	44.0.....	59			

# Cambodia

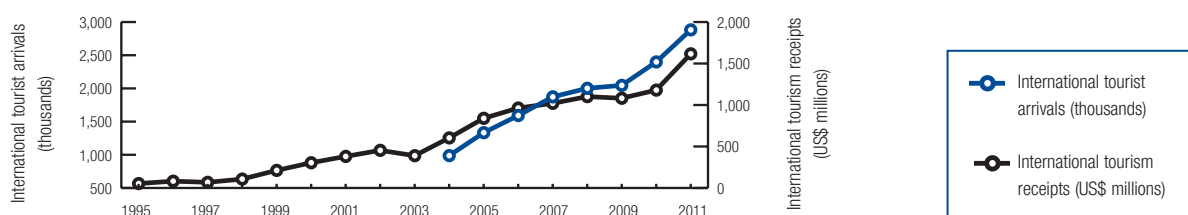
## Key indicators

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)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>106</b>	<b>3.6</b>
2011 Travel & Tourism Competitiveness Index.....	109	3.4
2009 Travel & Tourism Competitiveness Index.....	108	3.4
<b>T&amp;T regulatory framework</b> .....	<b>105</b>	<b>4.1</b>
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
<b>Business environment and infrastructure</b> .....	<b>112</b>	<b>2.9</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>78</b>	<b>3.8</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>3.6</b> .....	<b>128</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>1.4</b> .....	<b>132</b>
1.01 Prevalence of foreign ownership .....	4.4.....	92	8.01 Hotel rooms/100 pop.* .....	0.3.....	80
1.02 Property rights .....	3.8.....	93	8.02 Presence of major car rental co. (1-7)* .....	0.....	136
1.03 Business impact of rules on FDI .....	5.0.....	<b>38</b>	8.03 ATMs accepting Visa cards/million pop.* .....	34.7.....	112
1.04 Visa requirements, no. of countries* .....	102.1.....	<b>30</b>	<b>9th pillar: ICT infrastructure</b> .....	<b>2.1</b> .....	<b>112</b>
1.05 Openness bilateral ASAs (0-38)* .....	8.5.....	101	9.01 ICT use for B-to-B transactions .....	4.7.....	87
1.06 Transparency of government policymaking .....	4.0.....	92	9.02 ICT use for B-to-C transactions .....	4.1.....	94
1.07 No. of days to start a business* .....	85.....	134	9.03 Individuals using the Internet, %* .....	3.1.....	131
1.08 Cost to start a business, % GNI/capita* .....	100.5.....	131	9.04 Fixed telephone lines/100 pop.* .....	3.7.....	110
1.09 GATS commitment restrictiveness (0-100)* .....	69.1.....	<b>41</b>	9.05 Broadband Internet subscribers/100 pop.* .....	0.2.....	118
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.5</b> .....	<b>75</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	96.2.....	90
2.01 Stringency of environmental regulation.....	3.7.....	82	9.07 Mobile broadband subscriptions/100 pop.* .....	2.2.....	101
2.02 Enforcement of environmental regulation .....	3.7.....	64	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>5.1</b> .....	<b>19</b>
2.03 Sustainability of T&T industry development.....	4.9.....	<b>42</b>	10.01 Ticket taxes and airport charges (0-100)* .....	82.7.....	54
2.04 Carbon dioxide emission, million tons/capita* .....	0.3.....	<b>21</b>	10.02 Purchasing power parity* .....	0.4.....	<b>5</b>
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	37.0.....	89	10.04 Fuel price, US\$ cents/liter* .....	98.0.....	55
2.06 Threatened species, %* .....	9.1.....	115	10.03 Extent and effect of taxation .....	4.0.....	<b>33</b>
2.07 Environm. treaty ratification (0-25)* .....	17.....	96	10.05 Hotel price index, US\$* .....	120.6.....	<b>47</b>
<b>3rd pillar: Safety and security</b> .....	<b>4.6</b> .....	<b>78</b>	<b>11th pillar: Human resources</b> .....	<b>4.6</b> .....	<b>99</b>
3.01 Business costs of crime and violence .....	4.4.....	89	<i>Education and training</i> .....	4.2.....	100
3.02 Reliability of police services.....	3.5.....	102	11.01 Primary education enrollment, net %* .....	95.9.....	<b>45</b>
3.03 Road traffic accidents/100,000 pop.* .....	12.1.....	<b>35</b>	11.02 Secondary education enrollment, gross %* .....	46.2.....	115
3.04 Business costs of terrorism .....	5.0.....	103	11.03 Quality of the educational system .....	3.9.....	57
<b>4th pillar: Health and hygiene</b> .....	<b>1.9</b> .....	<b>129</b>	11.04 Local availability specialized research & training... ..	4.0.....	78
4.01 Physician density/1,000 pop.* .....	0.2.....	113	11.05 Extent of staff training.....	3.9.....	73
4.02 Access to improved sanitation, % pop.* .....	31.0.....	120	<i>Availability of qualified labor</i> .....	4.9.....	90
4.03 Access to improved drinking water, % pop.* .....	64.0.....	126	11.06 Hiring and firing practices .....	4.4.....	<b>39</b>
4.04 Hospital beds/10,000 pop.* .....	8.4.....	118	11.07 Ease of hiring foreign labor .....	4.7.....	<b>27</b>
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>5.7</b> .....	<b>13</b>	11.08 HIV prevalence, % adult pop.* .....	0.5.....	85
5.01 Government prioritization of the T&T industry .....	5.8.....	<b>44</b>	11.09 Business impact of HIV/AIDS.....	4.7.....	96
5.02 T&T gov't expenditure, % gov't budget* .....	9.4.....	<b>12</b>	11.10 Life expectancy, years* .....	63.0.....	112
5.03 Effectiveness of marketing to attract tourists .....	5.0.....	<b>43</b>	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>5.3</b> .....	<b>20</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	64.0.....	72	12.01 Tourism openness, % of GDP* .....	14.5.....	<b>15</b>
5.05 Timeliness of T&T data (0-18)* .....	16.5.....	<b>17</b>	12.02 Attitude of population toward foreign visitors .....	6.0.....	100
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.4</b> .....	<b>106</b>	12.03 Extension of business trips recommended .....	5.3.....	75
6.01 Quality of air transport infrastructure .....	4.4.....	75	12.04 Degree of customer orientation.....	4.9.....	<b>43</b>
6.02 Airline seat kms/week, dom., millions* .....	1.0.....	75	<b>13th pillar: Natural resources</b> .....	<b>3.6</b> .....	<b>67</b>
6.03 Airline seat kms/week, int'l, millions* .....	56.7.....	89	13.01 No. of World Heritage natural sites* .....	0.....	79
6.04 Departures/1,000 pop.* .....	0.4.....	115	13.02 Quality of the natural environment.....	4.4.....	67
6.05 Airport density/million pop.* .....	0.3.....	112	13.03 Total known species* .....	722.....	51
6.06 No. of operating airlines* .....	19.0.....	84	13.04 Terrestrial biome protection (0-17%)* .....	17.0.....	<b>1</b>
6.07 International air transport network .....	4.3.....	86	13.05 Marine protected areas, %* .....	0.2.....	77
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.3</b> .....	<b>81</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.6</b> .....	<b>111</b>
7.01 Quality of roads .....	4.0.....	66	14.01 No. of World Heritage cultural sites* .....	4.....	63
7.02 Quality of railroad infrastructure .....	2.3.....	79	14.02 Sports stadiums, seats/million pop.* .....	3,635.0.....	129
7.03 Quality of port infrastructure.....	4.2.....	69	14.03 No. of int'l fairs and exhibitions* .....	4.3.....	102
7.04 Quality of ground transport network .....	4.0.....	98	14.04 Creative industries exports, % of world total* .....	0.0.....	84
7.05 Road density/million pop.* .....	21.0.....	84			





# Cameroon

## The Travel & Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.0</b> .....	<b>111</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>2.1</b> .....	<b>114</b>
1.01 Prevalence of foreign ownership .....	5.4 .....	29	8.01 Hotel rooms/100 pop.* .....	0.2 .....	90
1.02 Property rights .....	3.8 .....	95	8.02 Presence of major car rental co. (1-7)* .....	3 .....	97
1.03 Business impact of rules on FDI .....	4.8 .....	52	8.03 ATMs accepting Visa cards/million pop.* .....	7.7 .....	126
1.04 Visa requirements, no. of countries* .....	5.0 .....	137			
1.05 Openness bilateral ASAs (0-38)* .....	10.0 .....	78	<b>9th pillar: ICT infrastructure</b> .....	<b>1.9</b> .....	<b>123</b>
1.06 Transparency of government policymaking .....	4.2 .....	71	9.01 ICT use for B-to-B transactions .....	5.2 .....	53
1.07 No. of days to start a business* .....	15 .....	68	9.02 ICT use for B-to-C transactions .....	3.9 .....	101
1.08 Cost to start a business, % GNI/capita* .....	35.8 .....	112	9.03 Individuals using the Internet, %* .....	5.0 .....	124
1.09 GATS commitment restrictiveness (0-100)* .....	36.4 .....	106	9.04 Fixed telephone lines/100 pop.* .....	3.3 .....	111
			9.05 Broadband Internet subscribers/100 pop.* .....	0.0 .....	135
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.2</b> .....	<b>108</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	52.4 .....	126
2.01 Stringency of environmental regulation.....	3.0 .....	120	9.07 Mobile broadband subscriptions/100 pop.* .....	0.0 .....	128
2.02 Enforcement of environmental regulation .....	3.0 .....	103			
2.03 Sustainability of T&T industry development.....	3.4 .....	116	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.4</b> .....	<b>85</b>
2.04 Carbon dioxide emission, million tons/capita* .....	0.3 .....	19	10.01 Ticket taxes and airport charges (0-100)* .....	59.3 .....	120
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	57.6 .....	109	10.02 Purchasing power parity* .....	0.5 .....	37
2.06 Threatened species, %* .....	8.4 .....	109	10.04 Fuel price, US\$ cents/liter* .....	110.0 .....	71
2.07 Environm. treaty ratification (0-25)* .....	21 .....	39	10.03 Extent and effect of taxation .....	3.3 .....	89
			10.05 Hotel price index, US\$* .....	144.2 .....	78
<b>3rd pillar: Safety and security</b> .....	<b>4.1</b> .....	<b>102</b>			
3.01 Business costs of crime and violence .....	4.3 .....	97	<b>11th pillar: Human resources</b> .....	<b>4.2</b> .....	<b>112</b>
3.02 Reliability of police services.....	3.9 .....	86	<i>Education and training</i> .....	4.0 .....	108
3.03 Road traffic accidents/100,000 pop.* .....	28.1 .....	107	11.01 Primary education enrollment, net %* .....	92.4 .....	80
3.04 Business costs of terrorism .....	5.2 .....	91	11.02 Secondary education enrollment, gross %* .....	42.2 .....	119
			11.03 Quality of the educational system .....	3.7 .....	65
<b>4th pillar: Health and hygiene</b> .....	<b>2.7</b> .....	<b>116</b>	11.04 Local availability specialized research & training... 4.1 .....	70	
4.01 Physician density/1,000 pop.* .....	0.2 .....	115	11.05 Extent of staff training .....	3.8 .....	82
4.02 Access to improved sanitation, % pop.* .....	49.0 .....	111	<i>Availability of qualified labor</i> .....	4.4 .....	121
4.03 Access to improved drinking water, % pop.* .....	77.0 .....	117	11.06 Hiring and firing practices .....	4.9 .....	18
4.04 Hospital beds/10,000 pop.* .....	13.0 .....	103	11.07 Ease of hiring foreign labor .....	5.0 .....	10
			11.08 HIV prevalence, % adult pop.* .....	5.3 .....	128
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>3.0</b> .....	<b>132</b>	11.09 Business impact of HIV/AIDS.....	4.3 .....	113
5.01 Government prioritization of the T&T industry .....	4.4 .....	115	11.10 Life expectancy, years* .....	51.6 .....	131
5.02 T&T gov't expenditure, % gov't budget* .....	1.8 .....	113			
5.03 Effectiveness of marketing to attract tourists .....	3.6 .....	112	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.3</b> .....	<b>103</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	37.0 .....	120	12.01 Tourism openness, % of GDP* .....	1.5 .....	126
5.05 Timeliness of T&T data (0-18)* .....	0.0 .....	126	12.02 Attitude of population toward foreign visitors .....	6.4 .....	54
			12.03 Extension of business trips recommended .....	5.4 .....	64
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.2</b> .....	<b>117</b>	12.04 Degree of customer orientation.....	4.1 .....	109
6.01 Quality of air transport infrastructure .....	3.7 .....	107			
6.02 Airline seat kms/week, dom., millions* .....	1.3 .....	73	<b>13th pillar: Natural resources</b> .....	<b>4.5</b> .....	<b>32</b>
6.03 Airline seat kms/week, int'l, millions* .....	42.1 .....	97	13.01 No. of World Heritage natural sites* .....	2 .....	25
6.04 Departures/1,000 pop.* .....	0.5 .....	109	13.02 Quality of the natural environment.....	3.9 .....	94
6.05 Airport density/million pop.* .....	0.2 .....	118	13.03 Total known species* .....	1,401 .....	15
6.06 No. of operating airlines* .....	17.0 .....	88	13.04 Terrestrial biome protection (0-17%)* .....	9.2 .....	80
6.07 International air transport network .....	4.3 .....	87	13.05 Marine protected areas, %* .....	0.2 .....	74
<b>7th pillar: Ground transport infrastructure</b> .....	<b>2.8</b> .....	<b>111</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.1</b> .....	<b>136</b>
7.01 Quality of roads .....	2.9 .....	110	14.01 No. of World Heritage cultural sites* .....	0 .....	125
7.02 Quality of railroad infrastructure .....	2.5 .....	73	14.02 Sports stadiums, seats/million pop.* .....	11,532.5 .....	106
7.03 Quality of port infrastructure.....	3.7 .....	98	14.03 No. of int'l fairs and exhibitions* .....	4.7 .....	96
7.04 Quality of ground transport network .....	4.0 .....	97	14.04 Creative industries exports, % of world total* .....	0.0 .....	121
7.05 Road density/million pop.* .....	6.0 .....	125			

# Canada

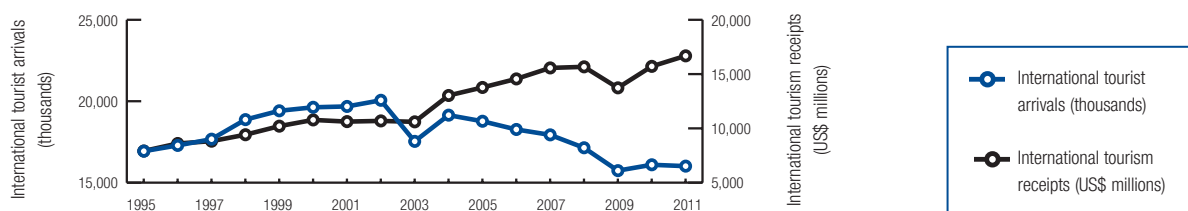
## Key indicators

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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>8</b>	<b>5.3</b>
2011 Travel & Tourism Competitiveness Index.....	9	5.3
2009 Travel & Tourism Competitiveness Index.....	5	5.3
<b>T&amp;T regulatory framework</b> .....	<b>27</b>	<b>5.3</b>
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
<b>Business environment and infrastructure</b> .....	<b>8</b>	<b>5.2</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>5</b>	<b>5.4</b>
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.

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>5.3</b>	<b>10</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>5.8</b>	<b>21</b>
1.01 Prevalence of foreign ownership .....	5.7	10	8.01 Hotel rooms/100 pop.* .....	1.2	23
1.02 Property rights .....	6.0	8	8.02 Presence of major car rental co. (1-7)* .....	5	66
1.03 Business impact of rules on FDI .....	4.7	59	8.03 ATMs accepting Visa cards/million pop.* .....	698.2	17
1.04 Visa requirements, no. of countries* .....	54.0	106	<b>9th pillar: ICT infrastructure</b> .....	<b>4.9</b>	<b>23</b>
1.05 Openness bilateral ASAs (0-38)* .....	19.5	14	9.01 ICT use for B-to-B transactions .....	5.7	27
1.06 Transparency of government policymaking .....	5.4	11	9.02 ICT use for B-to-C transactions .....	5.6	17
1.07 No. of days to start a business* .....	5	10	9.03 Individuals using the Internet, %* .....	83.0	12
1.08 Cost to start a business, % GNI/capita* .....	0.4	5	9.04 Fixed telephone lines/100 pop.* .....	53.0	11
1.09 GATS commitment restrictiveness (0-100)* .....	66.2	48	9.05 Broadband Internet subscribers/100 pop.* .....	31.8	12
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.0</b>	<b>41</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	79.7	107
2.01 Stringency of environmental regulation .....	5.1	29	9.07 Mobile broadband subscriptions/100 pop.* .....	38.4	30
2.02 Enforcement of environmental regulation .....	5.2	24	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>3.7</b>	<b>124</b>
2.03 Sustainability of T&T industry development .....	5.0	30	10.01 Ticket taxes and airport charges (0-100)* .....	36.7	136
2.04 Carbon dioxide emission, million tons/capita* .....	16.3	128	10.02 Purchasing power parity* .....	1.2	131
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	15.6	21	10.04 Fuel price, US\$ cents/liter* .....	108.0	68
2.06 Threatened species, %* .....	3.6	43	10.03 Extent and effect of taxation .....	4.1	27
2.07 Environm. treaty ratification (0-25)* .....	20	53	10.05 Hotel price index, US\$* .....	129.3	59
<b>3rd pillar: Safety and security</b> .....	<b>5.8</b>	<b>18</b>	<b>11th pillar: Human resources</b> .....	<b>5.8</b>	<b>5</b>
3.01 Business costs of crime and violence .....	5.6	32	<i>Education and training</i> .....	5.9	8
3.02 Reliability of police services .....	6.2	8	11.01 Primary education enrollment, net %* .....	99.8	3
3.03 Road traffic accidents/100,000 pop.* .....	8.8	19	11.02 Secondary education enrollment, gross %* .....	101.3	24
3.04 Business costs of terrorism .....	5.5	80	11.03 Quality of the educational system .....	5.4	6
<b>4th pillar: Health and hygiene</b> .....	<b>5.4</b>	<b>53</b>	11.04 Local availability specialized research & training .....	5.5	13
4.01 Physician density/1,000 pop.* .....	2.0	58	11.05 Extent of staff training .....	4.7	23
4.02 Access to improved sanitation, % pop.* .....	100.0	1	<i>Availability of qualified labor</i> .....	5.6	11
4.03 Access to improved drinking water, % pop.* .....	100.0	1	11.06 Hiring and firing practices .....	4.9	14
4.04 Hospital beds/10,000 pop.* .....	32.0	58	11.07 Ease of hiring foreign labor .....	4.0	85
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.9</b>	<b>37</b>	11.08 HIV prevalence, % adult pop.* .....	0.2	52
5.01 Government prioritization of the T&T industry .....	5.7	48	11.09 Business impact of HIV/AIDS .....	5.8	37
5.02 T&T gov't expenditure, % gov't budget* .....	4.1	49	11.10 Life expectancy, years* .....	80.8	14
5.03 Effectiveness of marketing to attract tourists .....	5.3	27	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>5.0</b>	<b>34</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	70.0	54	12.01 Tourism openness, % of GDP* .....	2.9	102
5.05 Timeliness of T&T data (0-18)* .....	15.5	48	12.02 Attitude of population toward foreign visitors .....	6.6	12
<b>6th pillar: Air transport infrastructure</b> .....	<b>6.7</b>	<b>1</b>	12.03 Extension of business trips recommended .....	6.2	12
6.01 Quality of air transport infrastructure .....	5.9	23	12.04 Degree of customer orientation .....	5.5	13
6.02 Airline seat kms/week, dom., millions* .....	1,159.9	8	<b>13th pillar: Natural resources</b> .....	<b>5.3</b>	<b>10</b>
6.03 Airline seat kms/week, int'l, millions* .....	2,043.1	12	13.01 No. of World Heritage natural sites* .....	9	5
6.04 Departures/1,000 pop.* .....	36.2	8	13.02 Quality of the natural environment .....	6.2	9
6.05 Airport density/million pop.* .....	7.5	5	13.03 Total known species* .....	785	45
6.06 No. of operating airlines* .....	103.5	9	13.04 Terrestrial biome protection (0-17%)* .....	7.6	90
6.07 International air transport network .....	6.0	17	13.05 Marine protected areas, %* .....	0.7	48
<b>7th pillar: Ground transport infrastructure</b> .....	<b>4.7</b>	<b>33</b>	<b>14th pillar: Cultural resources</b> .....	<b>5.5</b>	<b>16</b>
7.01 Quality of roads .....	5.9	16	14.01 No. of World Heritage cultural sites* .....	7	39
7.02 Quality of railroad infrastructure .....	5.0	15	14.02 Sports stadiums, seats/million pop.* .....	55,253.0	45
7.03 Quality of port infrastructure .....	5.7	16	14.03 No. of int'l fairs and exhibitions* .....	252.0	11
7.04 Quality of ground transport network .....	5.6	19	14.04 Creative industries exports, % of world total* .....	1.6	13
7.05 Road density/million pop.* .....	14.0	100			

# Cape Verde

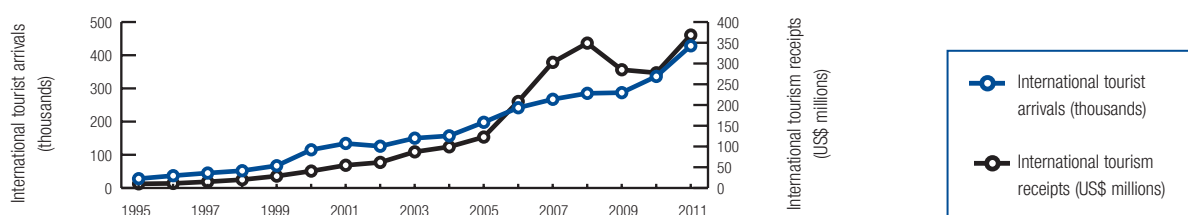
## Key indicators

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)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>87</b>	<b>3.9</b>
2011 Travel & Tourism Competitiveness Index.....	89	3.8
2009 Travel & Tourism Competitiveness Index.....	n/a	n/a
<b>T&amp;T regulatory framework</b> .....	<b>79</b>	<b>4.4</b>
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
<b>Business environment and infrastructure</b> .....	<b>66</b>	<b>3.7</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>107</b>	<b>3.5</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.9</b> .....	<b>39</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>4.3</b> .....	<b>62</b>
1.01 Prevalence of foreign ownership .....	4.6.....	78	8.01 Hotel rooms/100 pop.* .....	1.6.....	16
1.02 Property rights .....	4.0.....	84	8.02 Presence of major car rental co. (1-7)* .....	2.....	111
1.03 Business impact of rules on FDI .....	4.5.....	82	8.03 ATMs accepting Visa cards/million pop.* .....	307.6.....	64
1.04 Visa requirements, no. of countries* .....	141.2.....	14	<b>9th pillar: ICT infrastructure</b> .....	<b>2.6</b> .....	<b>95</b>
1.05 Openness bilateral ASAs (0-38)* .....	11.7.....	55	9.01 ICT use for B-to-B transactions .....	4.7.....	91
1.06 Transparency of government policymaking .....	4.4.....	56	9.02 ICT use for B-to-C transactions .....	3.8.....	106
1.07 No. of days to start a business* .....	11.....	53	9.03 Individuals using the Internet, %* .....	32.0.....	83
1.08 Cost to start a business, % GNI/capita* .....	14.9.....	88	9.04 Fixed telephone lines/100 pop.* .....	14.9.....	83
1.09 GATS commitment restrictiveness (0-100)* .....	n/a.....	n/a	9.05 Broadband Internet subscribers/100 pop.* .....	4.3.....	78
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.7</b> .....	<b>54</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	79.2.....	108
2.01 Stringency of environmental regulation.....	3.6.....	91	9.07 Mobile broadband subscriptions/100 pop.* .....	3.0.....	97
2.02 Enforcement of environmental regulation .....	3.2.....	95	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.3</b> .....	<b>87</b>
2.03 Sustainability of T&T industry development.....	4.3.....	77	10.01 Ticket taxes and airport charges (0-100)* .....	96.0.....	5
2.04 Carbon dioxide emission, million tons/capita* .....	0.6.....	29	10.02 Purchasing power parity* .....	0.9.....	109
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	26.3.....	55	10.04 Fuel price, US\$ cents/liter* .....	133.0.....	93
2.06 Threatened species, %* .....	6.1.....	89	10.03 Extent and effect of taxation .....	3.3.....	81
2.07 Environm. treaty ratification (0-25)* .....	19.....	71	10.05 Hotel price index, US\$* .....	n/a.....	n/a
<b>3rd pillar: Safety and security</b> .....	<b>4.4</b> .....	<b>88</b>	<b>11th pillar: Human resources</b> .....	<b>4.8</b> .....	<b>75</b>
3.01 Business costs of crime and violence .....	4.0.....	102	<i>Education and training</i> .....	4.5.....	82
3.02 Reliability of police services.....	4.5.....	58	11.01 Primary education enrollment, net %* .....	93.2.....	74
3.03 Road traffic accidents/100,000 pop.* .....	25.1.....	99	11.02 Secondary education enrollment, gross %* .....	87.5.....	75
3.04 Business costs of terrorism .....	5.5.....	78	11.03 Quality of the educational system .....	3.8.....	63
<b>4th pillar: Health and hygiene</b> .....	<b>3.6</b> .....	<b>101</b>	11.04 Local availability specialized research & training... 3.3.....	119	
4.01 Physician density/1,000 pop.* .....	0.6.....	99	11.05 Extent of staff training.....	3.2.....	118
4.02 Access to improved sanitation, % pop.* .....	61.0.....	101	<i>Availability of qualified labor</i> .....	5.1.....	56
4.03 Access to improved drinking water, % pop.* .....	88.0.....	97	11.06 Hiring and firing practices .....	3.6.....	96
4.04 Hospital beds/10,000 pop.* .....	21.0.....	77	11.07 Ease of hiring foreign labor .....	4.6.....	29
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.7</b> .....	<b>46</b>	11.08 HIV prevalence, % adult pop.* .....	0.8.....	96
5.01 Government prioritization of the T&T industry .....	5.8.....	42	11.09 Business impact of HIV/AIDS.....	5.0.....	86
5.02 T&T gov't expenditure, % gov't budget* .....	6.2.....	25	11.10 Life expectancy, years* .....	73.9.....	65
5.03 Effectiveness of marketing to attract tourists .....	4.1.....	89	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>5.4</b> .....	<b>14</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	44.0.....	111	12.01 Tourism openness, % of GDP* .....	26.3.....	3
5.05 Timeliness of T&T data (0-18)* .....	13.5.....	71	12.02 Attitude of population toward foreign visitors .....	6.2.....	71
<b>6th pillar: Air transport infrastructure</b> .....	<b>3.9</b> .....	<b>46</b>	12.03 Extension of business trips recommended .....	4.9.....	100
6.01 Quality of air transport infrastructure .....	4.3.....	81	12.04 Degree of customer orientation.....	3.6.....	134
6.02 Airline seat kms/week, dom., millions* .....	2.3.....	67	<b>13th pillar: Natural resources</b> .....	<b>1.9</b> .....	<b>138</b>
6.03 Airline seat kms/week, int'l, millions* .....	29.6.....	105	13.01 No. of World Heritage natural sites* .....	0.....	79
6.04 Departures/1,000 pop.* .....	19.7.....	21	13.02 Quality of the natural environment.....	4.0.....	91
6.05 Airport density/million pop.* .....	14.0.....	3	13.03 Total known species* .....	114.....	139
6.06 No. of operating airlines* .....	6.5.....	124	13.04 Terrestrial biome protection (0-17%)* .....	2.5.....	118
6.07 International air transport network .....	4.4.....	82	13.05 Marine protected areas, %* .....	0.0.....	104
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.5</b> .....	<b>72</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.7</b> .....	<b>102</b>
7.01 Quality of roads .....	4.1.....	65	14.01 No. of World Heritage cultural sites* .....	1.....	109
7.02 Quality of railroad infrastructure .....	n/a.....	n/a	14.02 Sports stadiums, seats/million pop.* .....	55,934.6.....	42
7.03 Quality of port infrastructure.....	3.9.....	84	14.03 No. of int'l fairs and exhibitions* .....	0.3.....	131
7.04 Quality of ground transport network .....	3.9.....	107	14.04 Creative industries exports, % of world total* .....	0.0.....	131
7.05 Road density/million pop.* .....	33.0.....	69			

# Chad

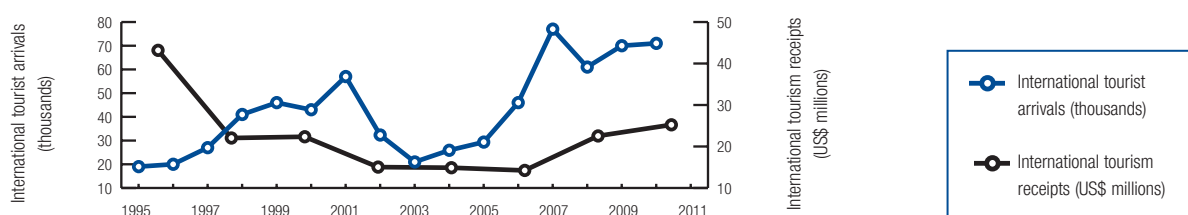
## Key indicators

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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index.....</b>	<b>139</b>	<b>2.6</b>
2011 Travel & Tourism Competitiveness Index.....	139	2.6
2009 Travel & Tourism Competitiveness Index.....	133	2.5
<b>T&amp;T regulatory framework .....</b>	<b>139</b>	<b>2.9</b>
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
<b>Business environment and infrastructure .....</b>	<b>140</b>	<b>2.1</b>
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
<b>T&amp;T human, cultural, and natural resources.....</b>	<b>136</b>	<b>2.8</b>
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.

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>3.0</b> .....	<b>139</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>1.3</b> .....	<b>136</b>
1.01 Prevalence of foreign ownership .....	3.4.....	128	8.01 Hotel rooms/100 pop.* .....	0.0.....	137
1.02 Property rights .....	2.6.....	135	8.02 Presence of major car rental co. (1–7)* .....	1.....	123
1.03 Business impact of rules on FDI .....	3.5.....	125	8.03 ATMs accepting Visa cards/million pop.* .....	1.4.....	137
1.04 Visa requirements, no. of countries* .....	11.0.....	130			
1.05 Openness bilateral ASAs (0–38)* .....	9.2.....	93	<b>9th pillar: ICT infrastructure</b> .....	<b>1.5</b> .....	<b>137</b>
1.06 Transparency of government policymaking .....	3.1.....	134	9.01 ICT use for B-to-B transactions .....	3.5.....	133
1.07 No. of days to start a business* .....	62.....	132	9.02 ICT use for B-to-C transactions .....	2.8.....	132
1.08 Cost to start a business, % GNI/capita* .....	202.0.....	139	9.03 Individuals using the Internet, %* .....	1.9.....	135
1.09 GATS commitment restrictiveness (0–100)* .....	84.9.....	7	9.04 Fixed telephone lines/100 pop.* .....	0.3.....	138
			9.05 Broadband Internet subscribers/100 pop.* .....	0.0.....	138
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.1</b> .....	<b>111</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	31.8.....	137
2.01 Stringency of environmental regulation.....	3.1.....	113	9.07 Mobile broadband subscriptions/100 pop.* .....	0.0.....	128
2.02 Enforcement of environmental regulation .....	3.4.....	81			
2.03 Sustainability of T&T industry development.....	3.8.....	101	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>3.4</b> .....	<b>132</b>
2.04 Carbon dioxide emission, million tons/capita* .....	0.0.....	3	10.01 Ticket taxes and airport charges (0–100)* .....	0.0.....	140
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	81.8.....	127	10.02 Purchasing power parity* .....	0.5.....	38
2.06 Threatened species, %* .....	3.6.....	44	10.04 Fuel price, US\$ cents/liter* .....	131.0.....	91
2.07 Environm. treaty ratification (0–25)* .....	17.....	96	10.03 Extent and effect of taxation .....	2.6.....	128
			10.05 Hotel price index, US\$* .....	135.7.....	68
<b>3rd pillar: Safety and security</b> .....	<b>3.1</b> .....	<b>138</b>			
3.01 Business costs of crime and violence .....	3.6.....	113	<b>11th pillar: Human resources</b> .....	<b>3.3</b> .....	<b>135</b>
3.02 Reliability of police services.....	2.4.....	135	<i>Education and training</i> .....	2.5.....	139
3.03 Road traffic accidents/100,000 pop.* .....	34.3.....	126	11.01 Primary education enrollment, net %* .....	62.3.....	135
3.04 Business costs of terrorism .....	4.4.....	121	11.02 Secondary education enrollment, gross %* .....	24.6.....	137
			11.03 Quality of the educational system .....	3.0.....	112
<b>4th pillar: Health and hygiene</b> .....	<b>1.1</b> .....	<b>139</b>	11.04 Local availability specialized research & training... ..	3.3.....	116
4.01 Physician density/1,000 pop.* .....	0.0.....	132	11.05 Extent of staff training.....	2.9.....	136
4.02 Access to improved sanitation, % pop.* .....	13.0.....	135	<i>Availability of qualified labor</i> .....	4.1.....	130
4.03 Access to improved drinking water, % pop.* .....	51.0.....	135	11.06 Hiring and firing practices .....	4.7.....	23
4.04 Hospital beds/10,000 pop.* .....	4.3.....	131	11.07 Ease of hiring foreign labor .....	4.2.....	66
			11.08 HIV prevalence, % adult pop.* .....	3.4.....	125
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>3.1</b> .....	<b>127</b>	11.09 Business impact of HIV/AIDS.....	2.9.....	134
5.01 Government prioritization of the T&T industry .....	4.2.....	118	11.10 Life expectancy, years* .....	49.5.....	136
5.02 T&T gov't expenditure, % gov't budget* .....	3.9.....	55			
5.03 Effectiveness of marketing to attract tourists .....	3.5.....	118	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>3.8</b> .....	<b>134</b>
5.04 Comprehensiveness of T&T data (0–120)* .....	20.0.....	135	12.01 Tourism openness, % of GDP* .....	5.3.....	57
5.05 Timeliness of T&T data (0–18)* .....	0.0.....	126	12.02 Attitude of population toward foreign visitors .....	5.7.....	124
			12.03 Extension of business trips recommended .....	4.1.....	135
<b>6th pillar: Air transport infrastructure</b> .....	<b>1.8</b> .....	<b>139</b>	12.04 Degree of customer orientation.....	3.1.....	139
6.01 Quality of air transport infrastructure .....	2.9.....	133			
6.02 Airline seat kms/week, dom., millions* .....	0.2.....	94	<b>13th pillar: Natural resources</b> .....	<b>3.2</b> .....	<b>95</b>
6.03 Airline seat kms/week, int'l, millions* .....	9.2.....	128	13.01 No. of World Heritage natural sites* .....	1.....	45
6.04 Departures/1,000 pop.* .....	0.1.....	127	13.02 Quality of the natural environment.....	2.8.....	133
6.05 Airport density/million pop.* .....	0.1.....	135	13.03 Total known species* .....	659.....	56
6.06 No. of operating airlines* .....	5.5.....	129	13.04 Terrestrial biome protection (0–17%)* .....	9.4.....	79
6.07 International air transport network .....	3.2.....	136	13.05 Marine protected areas, %* .....	n/a.....	n/a
<b>7th pillar: Ground transport infrastructure</b> .....	<b>2.6</b> .....	<b>127</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.0</b> .....	<b>139</b>
7.01 Quality of roads .....	3.1.....	101	14.01 No. of World Heritage cultural sites* .....	0.....	125
7.02 Quality of railroad infrastructure .....	n/a.....	n/a	14.02 Sports stadiums, seats/million pop.* .....	1,735.3.....	139
7.03 Quality of port infrastructure.....	2.8.....	128	14.03 No. of int'l fairs and exhibitions* .....	n/a.....	n/a
7.04 Quality of ground transport network .....	3.5.....	127	14.04 Creative industries exports, % of world total* .....	n/a.....	n/a
7.05 Road density/million pop.* .....	3.0.....	135			

# Chile

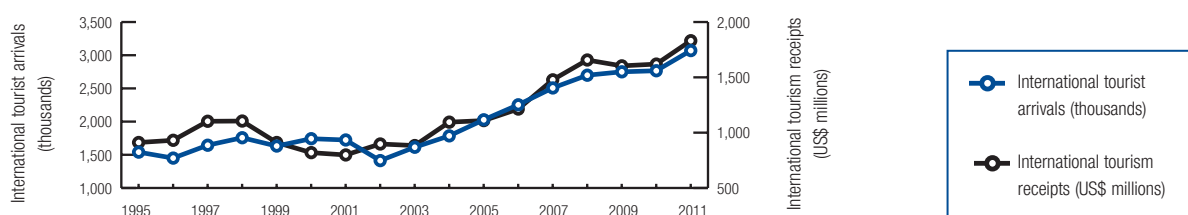
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>56</b>	<b>4.3</b>
2011 Travel & Tourism Competitiveness Index.....	57	4.3
2009 Travel & Tourism Competitiveness Index.....	57	4.2
<b>T&amp;T regulatory framework</b> .....	<b>53</b>	<b>4.9</b>
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
<b>Business environment and infrastructure</b> .....	<b>53</b>	<b>4.1</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>65</b>	<b>3.9</b>
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.



## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>5.2</b> .....	<b>12</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>4.7</b> .....	<b>49</b>
1.01 Prevalence of foreign ownership .....	5.7 .....	14	8.01 Hotel rooms/100 pop.* .....	0.4 .....	62
1.02 Property rights .....	5.2 .....	37	8.02 Presence of major car rental co. (1–7)* .....	6 .....	32
1.03 Business impact of rules on FDI .....	5.5 .....	12	8.03 ATMs accepting Visa cards/million pop.* .....	502.3 .....	35
1.04 Visa requirements, no. of countries* .....	88.0 .....	44	<b>9th pillar: ICT infrastructure</b> .....	<b>3.6</b> .....	<b>52</b>
1.05 Openness bilateral ASAs (0–38)* .....	17.7 .....	18	9.01 ICT use for B-to-B transactions .....	5.5 .....	38
1.06 Transparency of government policymaking .....	5.3 .....	15	9.02 ICT use for B-to-C transactions .....	5.2 .....	31
1.07 No. of days to start a business* .....	8 .....	33	9.03 Individuals using the Internet, %* .....	53.9 .....	50
1.08 Cost to start a business, % GNI/capita* .....	4.5 .....	48	9.04 Fixed telephone lines/100 pop.* .....	19.5 .....	67
1.09 GATS commitment restrictiveness (0–100)* .....	50.0 .....	85	9.05 Broadband Internet subscribers/100 pop.* .....	11.6 .....	49
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.4</b> .....	<b>88</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	129.7 .....	31
2.01 Stringency of environmental regulation.....	4.5 .....	51	9.07 Mobile broadband subscriptions/100 pop.* .....	18.0 .....	59
2.02 Enforcement of environmental regulation .....	4.4 .....	38	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.6</b> .....	<b>60</b>
2.03 Sustainability of T&T industry development.....	4.4 .....	70	10.01 Ticket taxes and airport charges (0–100)* .....	83.4 .....	51
2.04 Carbon dioxide emission, million tons/capita* .....	4.4 .....	73	10.02 Purchasing power parity* .....	0.8 .....	98
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	53.3 .....	104	10.04 Fuel price, US\$ cents/liter* .....	102.0 .....	61
2.06 Threatened species, %* .....	11.6 .....	121	10.03 Extent and effect of taxation .....	4.3 .....	22
2.07 Environm. treaty ratification (0–25)* .....	21 .....	39	10.05 Hotel price index, US\$* .....	148.6 .....	81
<b>3rd pillar: Safety and security</b> .....	<b>5.5</b> .....	<b>31</b>	<b>11th pillar: Human resources</b> .....	<b>5.1</b> .....	<b>39</b>
3.01 Business costs of crime and violence .....	5.0 .....	63	<i>Education and training</i> .....	4.9 .....	54
3.02 Reliability of police services.....	6.1 .....	14	11.01 Primary education enrollment, net %* .....	93.6 .....	71
3.03 Road traffic accidents/100,000 pop.* .....	13.7 .....	52	11.02 Secondary education enrollment, gross %* .....	87.9 .....	74
3.04 Business costs of terrorism .....	5.9 .....	48	11.03 Quality of the educational system .....	3.4 .....	90
<b>4th pillar: Health and hygiene</b> .....	<b>4.6</b> .....	<b>75</b>	11.04 Local availability specialized research & training... ..	4.7 .....	36
4.01 Physician density/1,000 pop.* .....	1.0 .....	88	11.05 Extent of staff training .....	4.3 .....	38
4.02 Access to improved sanitation, % pop.* .....	96.0 .....	49	<i>Availability of qualified labor</i> .....	5.4 .....	23
4.03 Access to improved drinking water, % pop.* .....	96.0 .....	63	11.06 Hiring and firing practices .....	3.6 .....	92
4.04 Hospital beds/10,000 pop.* .....	21.0 .....	77	11.07 Ease of hiring foreign labor .....	4.6 .....	36
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.6</b> .....	<b>56</b>	11.08 HIV prevalence, % adult pop.* .....	0.4 .....	76
5.01 Government prioritization of the T&T industry .....	4.8 .....	94	11.09 Business impact of HIV/AIDS.....	5.6 .....	52
5.02 T&T gov't expenditure, % gov't budget* .....	4.1 .....	48	11.10 Life expectancy, years* .....	79.0 .....	32
5.03 Effectiveness of marketing to attract tourists .....	4.4 .....	71	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.5</b> .....	<b>89</b>
5.04 Comprehensiveness of T&T data (0–120)* .....	77.0 .....	34	12.01 Tourism openness, % of GDP* .....	1.4 .....	129
5.05 Timeliness of T&T data (0–18)* .....	16.5 .....	17	12.02 Attitude of population toward foreign visitors .....	6.1 .....	84
<b>6th pillar: Air transport infrastructure</b> .....	<b>3.4</b> .....	<b>55</b>	12.03 Extension of business trips recommended .....	5.8 .....	38
6.01 Quality of air transport infrastructure .....	5.5 .....	39	12.04 Degree of customer orientation.....	4.6 .....	68
6.02 Airline seat kms/week, dom., millions* .....	177.6 .....	26	<b>13th pillar: Natural resources</b> .....	<b>3.2</b> .....	<b>93</b>
6.03 Airline seat kms/week, int'l, millions* .....	298.1 .....	48	13.01 No. of World Heritage natural sites* .....	0 .....	79
6.04 Departures/1,000 pop.* .....	6.4 .....	50	13.02 Quality of the natural environment.....	4.2 .....	78
6.05 Airport density/million pop.* .....	1.0 .....	41	13.03 Total known species* .....	637 .....	57
6.06 No. of operating airlines* .....	23.5 .....	74	13.04 Terrestrial biome protection (0–17%)* .....	10.2 .....	74
6.07 International air transport network .....	5.7 .....	33	13.05 Marine protected areas, %* .....	0.3 .....	68
<b>7th pillar: Ground transport infrastructure</b> .....	<b>4.0</b> .....	<b>56</b>	<b>14th pillar: Cultural resources</b> .....	<b>2.9</b> .....	<b>53</b>
7.01 Quality of roads .....	5.6 .....	23	14.01 No. of World Heritage cultural sites* .....	6 .....	45
7.02 Quality of railroad infrastructure .....	2.6 .....	63	14.02 Sports stadiums, seats/million pop.* .....	46,153.6 .....	59
7.03 Quality of port infrastructure.....	5.2 .....	34	14.03 No. of int'l fairs and exhibitions* .....	92.7 .....	36
7.04 Quality of ground transport network .....	5.4 .....	25	14.04 Creative industries exports, % of world total* .....	0.1 .....	52
7.05 Road density/million pop.* .....	10.0 .....	116			

Absolute value      Percent of total      T&T industry  
GDP growth forecast  
(2013–2022)

Note:

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.3</b>	<b>86</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>2.5</b>	<b>101</b>
1.01 Prevalence of foreign ownership .....	4.3	97	8.01 Hotel rooms/100 pop.* .....	0.1	109
1.02 Property rights .....	4.9	46	8.02 Presence of major car rental co. (1-7)* .....	3	97
1.03 Business impact of rules on FDI .....	5.0	41	8.03 ATMs accepting Visa cards/million pop.* .....	186.0	85
1.04 Visa requirements, no. of countries* .....	3.0	139	<b>9th pillar: ICT infrastructure</b> .....	<b>3.0</b>	<b>74</b>
1.05 Openness bilateral ASAs (0-38)* .....	7.1	113	9.01 ICT use for B-to-B transactions .....	4.7	89
1.06 Transparency of government policymaking .....	4.5	49	9.02 ICT use for B-to-C transactions .....	4.9	47
1.07 No. of days to start a business* .....	33	111	9.03 Individuals using the Internet, %* .....	38.3	74
1.08 Cost to start a business, % GNI/capita* .....	2.1	31	9.04 Fixed telephone lines/100 pop.* .....	21.2	59
1.09 GATS commitment restrictiveness (0-100)* .....	71.7	39	9.05 Broadband Internet subscribers/100 pop.* .....	11.6	48
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.2</b>	<b>109</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	73.2	113
2.01 Stringency of environmental regulation.....	4.0	67	9.07 Mobile broadband subscriptions/100 pop.* .....	9.5	76
2.02 Enforcement of environmental regulation .....	3.7	63	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.9</b>	<b>37</b>
2.03 Sustainability of T&T industry development.....	4.7	58	10.01 Ticket taxes and airport charges (0-100)* .....	86.0	37
2.04 Carbon dioxide emission, million tons/capita* .....	5.3	85	10.02 Purchasing power parity* .....	0.6	70
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	60.2	112	10.04 Fuel price, US\$ cents/liter* .....	104.0	63
2.06 Threatened species, %* .....	11.8	122	10.03 Extent and effect of taxation .....	3.9	39
2.07 Environm. treaty ratification (0-25)* .....	21	39	10.05 Hotel price index, US\$* .....	116.0	41
<b>3rd pillar: Safety and security</b> .....	<b>4.8</b>	<b>67</b>	<b>11th pillar: Human resources</b> .....	<b>5.2</b>	<b>38</b>
3.01 Business costs of crime and violence .....	4.8	68	<i>Education and training</i> .....	5.0	43
3.02 Reliability of police services.....	4.5	59	11.01 Primary education enrollment, net %* .....	99.8	4
3.03 Road traffic accidents/100,000 pop.* .....	16.5	72	11.02 Secondary education enrollment, gross %* .....	81.2	89
3.04 Business costs of terrorism .....	5.1	98	11.03 Quality of the educational system .....	3.9	56
<b>4th pillar: Health and hygiene</b> .....	<b>4.5</b>	<b>82</b>	11.04 Local availability specialized research & training... ..	4.4	55
4.01 Physician density/1,000 pop.* .....	1.4	78	11.05 Extent of staff training.....	4.2	45
4.02 Access to improved sanitation, % pop.* .....	64.0	99	<i>Availability of qualified labor</i> .....	5.3	26
4.03 Access to improved drinking water, % pop.* .....	91.0	88	11.06 Hiring and firing practices .....	4.3	42
4.04 Hospital beds/10,000 pop.* .....	42.0	43	11.07 Ease of hiring foreign labor .....	4.8	17
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.7</b>	<b>45</b>	11.08 HIV prevalence, % adult pop.* .....	0.1	12
5.01 Government prioritization of the T&T industry .....	5.0	85	11.09 Business impact of HIV/AIDS.....	5.3	70
5.02 T&T gov't expenditure, % gov't budget* .....	3.9	54	11.10 Life expectancy, years* .....	73.3	77
5.03 Effectiveness of marketing to attract tourists .....	5.1	42	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.0</b>	<b>129</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	67.0	66	12.01 Tourism openness, % of GDP* .....	1.7	123
5.05 Timeliness of T&T data (0-18)* .....	18.0	1	12.02 Attitude of population toward foreign visitors .....	5.5	130
<b>6th pillar: Air transport infrastructure</b> .....	<b>4.3</b>	<b>35</b>	12.03 Extension of business trips recommended .....	4.8	105
6.01 Quality of air transport infrastructure .....	4.5	70	12.04 Degree of customer orientation.....	4.5	89
6.02 Airline seat kms/week, dom., millions* .....	7,411.9	2	<b>13th pillar: Natural resources</b> .....	<b>5.6</b>	<b>5</b>
6.03 Airline seat kms/week, int'l, millions* .....	2,745.2	8	13.01 No. of World Heritage natural sites* .....	13	2
6.04 Departures/1,000 pop.* .....	1.8	86	13.02 Quality of the natural environment.....	3.6	115
6.05 Airport density/million pop.* .....	0.1	131	13.03 Total known species* .....	2,119	6
6.06 No. of operating airlines* .....	112.0	8	13.04 Terrestrial biome protection (0-17%)* .....	10.9	68
6.07 International air transport network .....	4.7	69	13.05 Marine protected areas, %* .....	0.5	60
<b>7th pillar: Ground transport infrastructure</b> .....	<b>4.1</b>	<b>51</b>	<b>14th pillar: Cultural resources</b> .....	<b>5.5</b>	<b>15</b>
7.01 Quality of roads .....	4.4	54	14.01 No. of World Heritage cultural sites* .....	70	1
7.02 Quality of railroad infrastructure .....	4.6	22	14.02 Sports stadiums, seats/million pop.* .....	3,210.5	132
7.03 Quality of port infrastructure.....	4.4	59	14.03 No. of int'l fairs and exhibitions* .....	316.7	7
7.04 Quality of ground transport network .....	4.7	49	14.04 Creative industries exports, % of world total* .....	27.7	1
7.05 Road density/million pop.* .....	40.0	62			

# Colombia

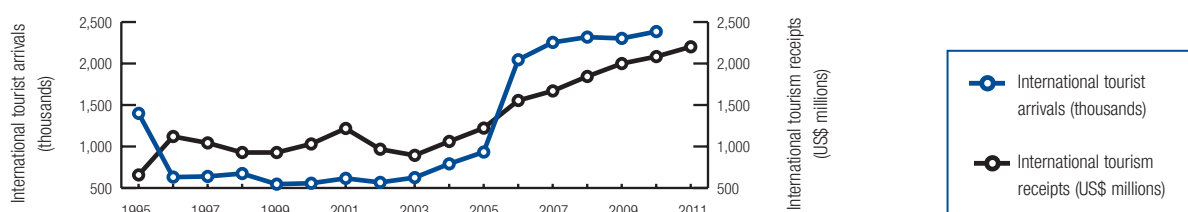
## Key indicators

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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>84</b>	<b>3.9</b>
2011 Travel & Tourism Competitiveness Index.....	77	3.9
2009 Travel & Tourism Competitiveness Index.....	72	3.9
<b>T&amp;T regulatory framework</b> .....	<b>101</b>	<b>4.1</b>
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
<b>Business environment and infrastructure</b> .....	<b>103</b>	<b>3.1</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>34</b>	<b>4.5</b>
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.

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.6</b> .....	<b>56</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>2.8</b> .....	<b>93</b>
1.01 Prevalence of foreign ownership .....	4.4.....	86	8.01 Hotel rooms/100 pop.* .....	0.4.....	70
1.02 Property rights .....	3.8.....	94	8.02 Presence of major car rental co. (1-7)* .....	3.....	97
1.03 Business impact of rules on FDI .....	4.5.....	81	8.03 ATMs accepting Visa cards/million pop.* .....	190.3.....	84
1.04 Visa requirements, no. of countries* .....	88.0.....	<b>44</b>	<b>9th pillar: ICT infrastructure</b> .....	<b>2.9</b> .....	<b>77</b>
1.05 Openness bilateral ASAs (0-38)* .....	17.6.....	<b>19</b>	9.01 ICT use for B-to-B transactions .....	5.0.....	70
1.06 Transparency of government policymaking .....	4.1.....	81	9.02 ICT use for B-to-C transactions .....	4.9.....	<b>45</b>
1.07 No. of days to start a business* .....	13.....	61	9.03 Individuals using the Internet, %* .....	40.4.....	70
1.08 Cost to start a business, % GNI/capita* .....	7.3.....	62	9.04 Fixed telephone lines/100 pop.* .....	15.2.....	81
1.09 GATS commitment restrictiveness (0-100)* .....	50.7.....	82	9.05 Broadband Internet subscribers/100 pop.* .....	6.9.....	70
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.3</b> .....	<b>97</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	98.5.....	85
2.01 Stringency of environmental regulation.....	3.5.....	92	9.07 Mobile broadband subscriptions/100 pop.* .....	3.7.....	91
2.02 Enforcement of environmental regulation .....	3.2.....	96	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.2</b> .....	<b>105</b>
2.03 Sustainability of T&T industry development.....	4.6.....	62	10.01 Ticket taxes and airport charges (0-100)* .....	55.9.....	125
2.04 Carbon dioxide emission, million tons/capita* .....	1.5.....	<b>49</b>	10.02 Purchasing power parity* .....	0.7.....	83
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	19.7.....	<b>36</b>	10.04 Fuel price, US\$ cents/liter* .....	95.0.....	<b>49</b>
2.06 Threatened species, %* .....	12.7.....	126	10.03 Extent and effect of taxation .....	3.0.....	112
2.07 Environm. treaty ratification (0-25)* .....	17.....	96	10.05 Hotel price index, US\$* .....	150.7.....	84
<b>3rd pillar: Safety and security</b> .....	<b>3.8</b> .....	<b>115</b>	<b>11th pillar: Human resources</b> .....	<b>4.9</b> .....	<b>72</b>
3.01 Business costs of crime and violence .....	2.8.....	132	<i>Education and training</i> .....	4.7.....	70
3.02 Reliability of police services.....	4.2.....	74	11.01 Primary education enrollment, net %* .....	88.1.....	103
3.03 Road traffic accidents/100,000 pop.* .....	11.7.....	<b>32</b>	11.02 Secondary education enrollment, gross %* .....	96.4.....	<b>45</b>
3.04 Business costs of terrorism .....	2.9.....	140	11.03 Quality of the educational system .....	3.6.....	76
<b>4th pillar: Health and hygiene</b> .....	<b>3.6</b> .....	<b>100</b>	11.04 Local availability specialized research & training... ..	4.1.....	75
4.01 Physician density/1,000 pop.* .....	0.2.....	119	11.05 Extent of staff training.....	3.6.....	97
4.02 Access to improved sanitation, % pop.* .....	77.0.....	88	<i>Availability of qualified labor</i> .....	5.1.....	63
4.03 Access to improved drinking water, % pop.* .....	92.0.....	80	11.06 Hiring and firing practices .....	3.7.....	85
4.04 Hospital beds/10,000 pop.* .....	10.0.....	114	11.07 Ease of hiring foreign labor .....	4.3.....	57
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.2</b> .....	<b>88</b>	11.08 HIV prevalence, % adult pop.* .....	0.5.....	85
5.01 Government prioritization of the T&T industry .....	5.1.....	75	11.09 Business impact of HIV/AIDS.....	4.6.....	102
5.02 T&T gov't expenditure, % gov't budget* .....	2.0.....	108	11.10 Life expectancy, years* .....	73.6.....	68
5.03 Effectiveness of marketing to attract tourists .....	4.9.....	<b>49</b>	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.5</b> .....	<b>86</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	45.0.....	108	12.01 Tourism openness, % of GDP* .....	1.4.....	130
5.05 Timeliness of T&T data (0-18)* .....	15.5.....	<b>48</b>	12.02 Attitude of population toward foreign visitors .....	6.1.....	88
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.9</b> .....	<b>73</b>	12.03 Extension of business trips recommended .....	5.5.....	56
6.01 Quality of air transport infrastructure .....	3.8.....	105	12.04 Degree of customer orientation.....	5.0.....	<b>39</b>
6.02 Airline seat kms/week, dom., millions* .....	164.1.....	<b>27</b>	<b>13th pillar: Natural resources</b> .....	<b>5.1</b> .....	<b>16</b>
6.03 Airline seat kms/week, int'l, millions* .....	300.2.....	<b>47</b>	13.01 No. of World Heritage natural sites* .....	2.....	<b>25</b>
6.04 Departures/1,000 pop.* .....	3.9.....	64	13.02 Quality of the natural environment.....	3.8.....	99
6.05 Airport density/million pop.* .....	1.1.....	<b>38</b>	13.03 Total known species* .....	2,973.....	<b>2</b>
6.06 No. of operating airlines* .....	29.5.....	59	13.04 Terrestrial biome protection (0-17%)* .....	15.1.....	<b>32</b>
6.07 International air transport network .....	4.4.....	79	13.05 Marine protected areas, %* .....	9.1.....	<b>10</b>
<b>7th pillar: Ground transport infrastructure</b> .....	<b>2.6</b> .....	<b>131</b>	<b>14th pillar: Cultural resources</b> .....	<b>3.5</b> .....	<b>37</b>
7.01 Quality of roads .....	2.6.....	124	14.01 No. of World Heritage cultural sites* .....	12.....	<b>23</b>
7.02 Quality of railroad infrastructure .....	1.6.....	107	14.02 Sports stadiums, seats/million pop.* .....	22,725.4.....	87
7.03 Quality of port infrastructure.....	3.2.....	123	14.03 No. of int'l fairs and exhibitions* .....	103.7.....	<b>34</b>
7.04 Quality of ground transport network .....	3.9.....	108	14.04 Creative industries exports, % of world total* .....	0.1.....	51
7.05 Road density/million pop.* .....	15.0.....	99			

# Costa Rica

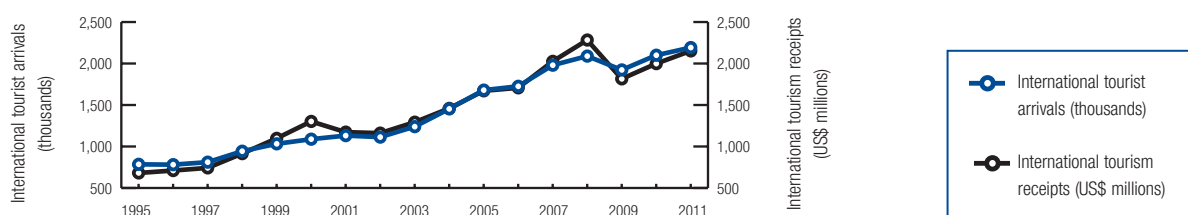
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>47</b>	<b>4.4</b>
2011 Travel & Tourism Competitiveness Index.....	44	4.4
2009 Travel & Tourism Competitiveness Index.....	42	4.4
<b>T&amp;T regulatory framework</b> .....	<b>52</b>	<b>4.9</b>
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
<b>Business environment and infrastructure</b> .....	<b>56</b>	<b>4.0</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>38</b>	<b>4.4</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.5</b> .....	<b>68</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>5.1</b> .....	<b>33</b>
1.01 Prevalence of foreign ownership .....	5.5 .....	20	8.01 Hotel rooms/100 pop.* .....	0.9 .....	35
1.02 Property rights .....	4.5 .....	58	8.02 Presence of major car rental co. (1-7)* .....	7 .....	1
1.03 Business impact of rules on FDI .....	5.2 .....	24	8.03 ATMs accepting Visa cards/million pop.* .....	357.3 .....	57
1.04 Visa requirements, no. of countries* .....	89.0 .....	42	<b>9th pillar: ICT infrastructure</b> .....	<b>3.2</b> .....	<b>67</b>
1.05 Openness bilateral ASAs (0-38)* .....	23.1 .....	11	9.01 ICT use for B-to-B transactions .....	5.6 .....	34
1.06 Transparency of government policymaking .....	4.5 .....	50	9.02 ICT use for B-to-C transactions .....	5.1 .....	38
1.07 No. of days to start a business* .....	60 .....	130	9.03 Individuals using the Internet, %* .....	42.1 .....	68
1.08 Cost to start a business, % GNI/capita* .....	11.4 .....	78	9.04 Fixed telephone lines/100 pop.* .....	26.1 .....	47
1.09 GATS commitment restrictiveness (0-100)* .....	24.3 .....	111	9.05 Broadband Internet subscribers/100 pop.* .....	8.7 .....	61
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.2</b> .....	<b>26</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	92.2 .....	94
2.01 Stringency of environmental regulation.....	4.9 .....	33	9.07 Mobile broadband subscriptions/100 pop.* .....	2.0 .....	102
2.02 Enforcement of environmental regulation .....	4.4 .....	37	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.7</b> .....	<b>56</b>
2.03 Sustainability of T&T industry development.....	5.6 .....	9	10.01 Ticket taxes and airport charges (0-100)* .....	81.4 .....	60
2.04 Carbon dioxide emission, million tons/capita* .....	1.8 .....	52	10.02 Purchasing power parity* .....	0.7 .....	84
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	29.5 .....	65	10.04 Fuel price, US\$ cents/liter* .....	97.0 .....	52
2.06 Threatened species, %* .....	7.2 .....	102	10.03 Extent and effect of taxation .....	3.5 .....	66
2.07 Environm. treaty ratification (0-25)* .....	20 .....	53	10.05 Hotel price index, US\$* .....	133.6 .....	64
<b>3rd pillar: Safety and security</b> .....	<b>4.8</b> .....	<b>68</b>	<b>11th pillar: Human resources</b> .....	<b>5.4</b> .....	<b>27</b>
3.01 Business costs of crime and violence .....	3.9 .....	104	<i>Education and training</i> .....	5.3 .....	32
3.02 Reliability of police services.....	4.8 .....	46	11.01 Primary education enrollment, net %* .....	n/a .....	n/a
3.03 Road traffic accidents/100,000 pop.* .....	15.4 .....	68	11.02 Secondary education enrollment, gross %* .....	99.7 .....	33
3.04 Business costs of terrorism .....	5.5 .....	75	11.03 Quality of the educational system .....	4.9 .....	21
<b>4th pillar: Health and hygiene</b> .....	<b>4.5</b> .....	<b>78</b>	11.04 Local availability specialized research & training... ..	4.9 .....	26
4.01 Physician density/1,000 pop.* .....	1.3 .....	79	11.05 Extent of staff training .....	4.6 .....	29
4.02 Access to improved sanitation, % pop.* .....	95.0 .....	52	<i>Availability of qualified labor</i> .....	5.4 .....	22
4.03 Access to improved drinking water, % pop.* .....	97.0 .....	59	11.06 Hiring and firing practices .....	4.2 .....	46
4.04 Hospital beds/10,000 pop.* .....	12.0 .....	107	11.07 Ease of hiring foreign labor .....	3.9 .....	89
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>5.4</b> .....	<b>20</b>	11.08 HIV prevalence, % adult pop.* .....	0.3 .....	66
5.01 Government prioritization of the T&T industry .....	6.2 .....	21	11.09 Business impact of HIV/AIDS.....	5.5 .....	59
5.02 T&T gov't expenditure, % gov't budget* .....	6.2 .....	26	11.10 Life expectancy, years* .....	79.3 .....	28
5.03 Effectiveness of marketing to attract tourists .....	5.9 .....	5	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>5.1</b> .....	<b>28</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	64.0 .....	72	12.01 Tourism openness, % of GDP* .....	6.2 .....	44
5.05 Timeliness of T&T data (0-18)* .....	13.5 .....	71	12.02 Attitude of population toward foreign visitors .....	6.4 .....	41
<b>6th pillar: Air transport infrastructure</b> .....	<b>3.9</b> .....	<b>44</b>	12.03 Extension of business trips recommended .....	6.3 .....	6
6.01 Quality of air transport infrastructure .....	4.9 .....	60	12.04 Degree of customer orientation.....	5.1 .....	37
6.02 Airline seat kms/week, dom., millions* .....	1.7 .....	70	<b>13th pillar: Natural resources</b> .....	<b>5.4</b> .....	<b>7</b>
6.03 Airline seat kms/week, int'l, millions* .....	124.0 .....	73	13.01 No. of World Heritage natural sites* .....	3 .....	18
6.04 Departures/1,000 pop.* .....	10.6 .....	38	13.02 Quality of the natural environment.....	5.4 .....	26
6.05 Airport density/million pop.* .....	3.6 .....	14	13.03 Total known species* .....	1,272 .....	19
6.06 No. of operating airlines* .....	23.0 .....	76	13.04 Terrestrial biome protection (0-17%)* .....	16.0 .....	27
6.07 International air transport network .....	5.5 .....	43	13.05 Marine protected areas, %* .....	0.7 .....	54
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.0</b> .....	<b>100</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.9</b> .....	<b>93</b>
7.01 Quality of roads .....	2.5 .....	129	14.01 No. of World Heritage cultural sites* .....	1 .....	109
7.02 Quality of railroad infrastructure .....	1.7 .....	104	14.02 Sports stadiums, seats/million pop.* .....	53,003.1 .....	50
7.03 Quality of port infrastructure.....	2.4 .....	136	14.03 No. of int'l fairs and exhibitions* .....	24.3 .....	62
7.04 Quality of ground transport network .....	4.5 .....	70	14.04 Creative industries exports, % of world total* .....	0.0 .....	78
7.05 Road density/million pop.* .....	76.0 .....	43			

# Côte d'Ivoire

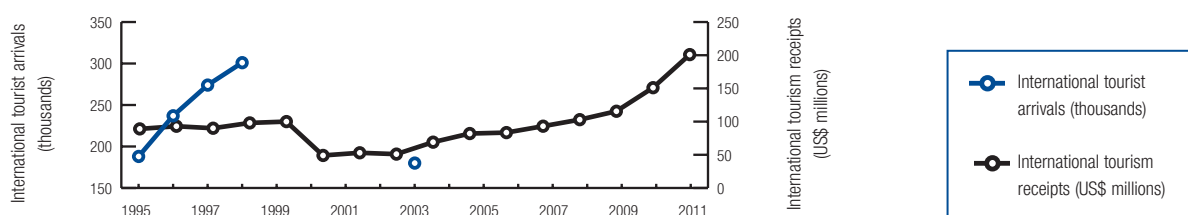
## Key indicators

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

T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index.....</b>	<b>126</b>	<b>3.2</b>
2011 Travel & Tourism Competitiveness Index.....	131	3.1
2009 Travel & Tourism Competitiveness Index.....	130	3.0
<b>T&amp;T regulatory framework .....</b>	<b>133</b>	<b>3.3</b>
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
<b>Business environment and infrastructure .....</b>	<b>118</b>	<b>2.7</b>
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
<b>T&amp;T human, cultural, and natural resources.....</b>	<b>114</b>	<b>3.4</b>
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 &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>3.7</b> .....	<b>127</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>2.6</b> .....	<b>97</b>
1.01 Prevalence of foreign ownership .....	5.5 .....	22	8.01 Hotel rooms/100 pop.* .....	0.1 .....	107
1.02 Property rights .....	3.2 .....	123	8.02 Presence of major car rental co. (1-7)* .....	5 .....	66
1.03 Business impact of rules on FDI .....	4.8 .....	57	8.03 ATMs accepting Visa cards/million pop.* .....	13.6 .....	122
1.04 Visa requirements, no. of countries* .....	20.0 .....	124	<b>9th pillar: ICT infrastructure</b> .....	<b>1.9</b> .....	<b>120</b>
1.05 Openness bilateral ASAs (0-38)* .....	6.8 .....	117	9.01 ICT use for B-to-B transactions .....	4.5 .....	102
1.06 Transparency of government policymaking .....	3.8 .....	103	9.02 ICT use for B-to-C transactions .....	3.5 .....	119
1.07 No. of days to start a business* .....	32 .....	107	9.03 Individuals using the Internet, %* .....	2.2 .....	133
1.08 Cost to start a business, % GNI/capita* .....	130.0 .....	136	9.04 Fixed telephone lines/100 pop.* .....	1.3 .....	122
1.09 GATS commitment restrictiveness (0-100)* .....	82.7 .....	9	9.05 Broadband Internet subscribers/100 pop.* .....	0.2 .....	115
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.3</b> .....	<b>96</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	86.1 .....	99
2.01 Stringency of environmental regulation.....	2.3 .....	135	9.07 Mobile broadband subscriptions/100 pop.* .....	0.0 .....	128
2.02 Enforcement of environmental regulation .....	2.1 .....	135	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>3.9</b> .....	<b>117</b>
2.03 Sustainability of T&T industry development.....	3.2 .....	130	10.01 Ticket taxes and airport charges (0-100)* .....	42.0 .....	132
2.04 Carbon dioxide emission, million tons/capita* .....	0.4 .....	23	10.02 Purchasing power parity* .....	0.7 .....	76
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	29.2 .....	64	10.04 Fuel price, US\$ cents/liter* .....	130.0 .....	90
2.06 Threatened species, %* .....	5.6 .....	82	10.03 Extent and effect of taxation .....	3.4 .....	77
2.07 Environm. treaty ratification (0-25)* .....	20 .....	53	10.05 Hotel price index, US\$* .....	n/a .....	n/a
<b>3rd pillar: Safety and security</b> .....	<b>3.6</b> .....	<b>127</b>	<b>11th pillar: Human resources</b> .....	<b>3.7</b> .....	<b>124</b>
3.01 Business costs of crime and violence .....	2.8 .....	133	<i>Education and training</i> .....	3.0 .....	132
3.02 Reliability of police services.....	2.8 .....	131	11.01 Primary education enrollment, net %* .....	61.5 .....	136
3.03 Road traffic accidents/100,000 pop.* .....	n/a .....	n/a	11.02 Secondary education enrollment, gross %* .....	27.1 .....	134
3.04 Business costs of terrorism .....	5.2 .....	93	11.03 Quality of the educational system .....	3.3 .....	94
<b>4th pillar: Health and hygiene</b> .....	<b>2.2</b> .....	<b>124</b>	11.04 Local availability specialized research & training... ..	4.1 .....	71
4.01 Physician density/1,000 pop.* .....	0.1 .....	120	11.05 Extent of staff training .....	4.2 .....	44
4.02 Access to improved sanitation, % pop.* .....	24.0 .....	126	<i>Availability of qualified labor</i> .....	4.5 .....	117
4.03 Access to improved drinking water, % pop.* .....	80.0 .....	112	11.06 Hiring and firing practices .....	4.6 .....	28
4.04 Hospital beds/10,000 pop.* .....	4.0 .....	132	11.07 Ease of hiring foreign labor .....	4.8 .....	15
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>2.8</b> .....	<b>136</b>	11.08 HIV prevalence, % adult pop.* .....	3.4 .....	125
5.01 Government prioritization of the T&T industry .....	4.5 .....	109	11.09 Business impact of HIV/AIDS.....	4.3 .....	115
5.02 T&T gov't expenditure, % gov't budget* .....	1.4 .....	119	11.10 Life expectancy, years* .....	55.4 .....	122
5.03 Effectiveness of marketing to attract tourists .....	3.2 .....	127	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.4</b> .....	<b>93</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	30.0 .....	129	12.01 Tourism openness, % of GDP* .....	2.4 .....	109
5.05 Timeliness of T&T data (0-18)* .....	0.0 .....	126	12.02 Attitude of population toward foreign visitors .....	6.3 .....	58
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.2</b> .....	<b>116</b>	12.03 Extension of business trips recommended .....	5.4 .....	65
6.01 Quality of air transport infrastructure .....	4.3 .....	83	12.04 Degree of customer orientation.....	4.3 .....	99
6.02 Airline seat kms/week, dom., millions* .....	0.0 .....	105	<b>13th pillar: Natural resources</b> .....	<b>4.1</b> .....	<b>41</b>
6.03 Airline seat kms/week, int'l, millions* .....	21.2 .....	115	13.01 No. of World Heritage natural sites* .....	3 .....	18
6.04 Departures/1,000 pop.* .....	0.0 .....	133	13.02 Quality of the natural environment.....	2.6 .....	137
6.05 Airport density/million pop.* .....	0.0 .....	139	13.03 Total known species* .....	1,011 .....	32
6.06 No. of operating airlines* .....	12.5 .....	101	13.04 Terrestrial biome protection (0-17%)* .....	17.0 .....	1
6.07 International air transport network .....	4.4 .....	83	13.05 Marine protected areas, %* .....	0.0 .....	99
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.1</b> .....	<b>97</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.3</b> .....	<b>129</b>
7.01 Quality of roads .....	3.0 .....	105	14.01 No. of World Heritage cultural sites* .....	2 .....	88
7.02 Quality of railroad infrastructure .....	2.1 .....	85	14.02 Sports stadiums, seats/million pop.* .....	6,401.1 .....	121
7.03 Quality of port infrastructure.....	4.6 .....	53	14.03 No. of int'l fairs and exhibitions* .....	3.3 .....	111
7.04 Quality of ground transport network .....	3.6 .....	119	14.04 Creative industries exports, % of world total* .....	0.0 .....	100
7.05 Road density/million pop.* .....	25.0 .....	80			

# Croatia

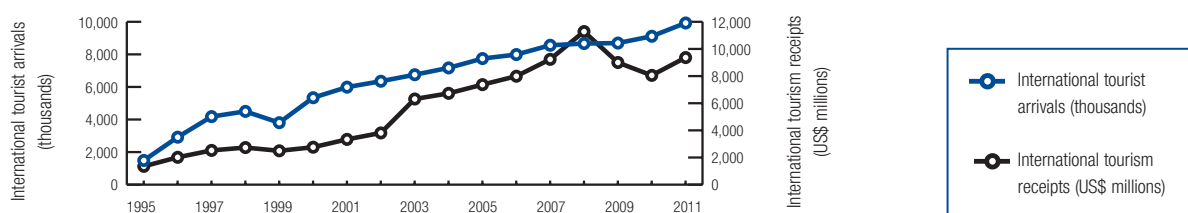
## Key indicators

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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>35</b>	<b>4.6</b>
2011 Travel & Tourism Competitiveness Index.....	34	4.6
2009 Travel & Tourism Competitiveness Index.....	34	4.5
<b>T&amp;T regulatory framework</b> .....	<b>42</b>	<b>5.0</b>
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
<b>Business environment and infrastructure</b> .....	<b>39</b>	<b>4.4</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>42</b>	<b>4.4</b>
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.

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.2</b> .....	<b>96</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>6.7</b> .....	<b>5</b>
1.01 Prevalence of foreign ownership .....	4.0.....	108	8.01 Hotel rooms/100 pop.* .....	1.7.....	13
1.02 Property rights .....	3.8.....	98	8.02 Presence of major car rental co. (1–7)* .....	6.....	32
1.03 Business impact of rules on FDI .....	3.0.....	135	8.03 ATMs accepting Visa cards/million pop.* .....	945.1.....	9
1.04 Visa requirements, no. of countries* .....	71.0.....	58	<b>9th pillar: ICT infrastructure</b> .....	<b>4.3</b> .....	<b>30</b>
1.05 Openness bilateral ASAs (0–38)* .....	12.1.....	53	9.01 ICT use for B-to-B transactions .....	5.2.....	52
1.06 Transparency of government policymaking .....	4.0.....	91	9.02 ICT use for B-to-C transactions .....	4.5.....	74
1.07 No. of days to start a business* .....	9.....	42	9.03 Individuals using the Internet, %* .....	70.7.....	33
1.08 Cost to start a business, % GNI/capita* .....	7.3.....	62	9.04 Fixed telephone lines/100 pop.* .....	40.1.....	28
1.09 GATS commitment restrictiveness (0–100)* .....	47.5.....	94	9.05 Broadband Internet subscribers/100 pop.* .....	19.6.....	36
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.9</b> .....	<b>44</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	116.4.....	50
2.01 Stringency of environmental regulation.....	4.3.....	55	9.07 Mobile broadband subscriptions/100 pop.* .....	34.9.....	35
2.02 Enforcement of environmental regulation .....	3.5.....	75	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.0</b> .....	<b>109</b>
2.03 Sustainability of T&T industry development.....	4.5.....	67	10.01 Ticket taxes and airport charges (0–100)* .....	75.3.....	82
2.04 Carbon dioxide emission, million tons/capita* .....	5.3.....	82	10.02 Purchasing power parity* .....	0.7.....	86
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	24.9.....	51	10.04 Fuel price, US\$ cents/liter* .....	149.0.....	108
2.06 Threatened species, %* .....	5.0.....	69	10.03 Extent and effect of taxation .....	2.3.....	133
2.07 Environm. treaty ratification (0–25)* .....	21.....	39	10.05 Hotel price index, US\$* .....	135.5.....	67
<b>3rd pillar: Safety and security</b> .....	<b>5.3</b> .....	<b>38</b>	<b>11th pillar: Human resources</b> .....	<b>4.6</b> .....	<b>93</b>
3.01 Business costs of crime and violence .....	5.2.....	52	<i>Education and training</i> .....	4.5.....	83
3.02 Reliability of police services.....	4.7.....	51	11.01 Primary education enrollment, net %* .....	86.8.....	110
3.03 Road traffic accidents/100,000 pop.* .....	13.6.....	51	11.02 Secondary education enrollment, gross %* .....	95.7.....	47
3.04 Business costs of terrorism .....	6.2.....	30	11.03 Quality of the educational system .....	3.2.....	98
<b>4th pillar: Health and hygiene</b> .....	<b>6.0</b> .....	<b>31</b>	11.04 Local availability specialized research & training... ..	4.1.....	74
4.01 Physician density/1,000 pop.* .....	2.6.....	44	11.05 Extent of staff training.....	3.2.....	122
4.02 Access to improved sanitation, % pop.* .....	99.0.....	39	<i>Availability of qualified labor</i> .....	4.8.....	98
4.03 Access to improved drinking water, % pop.* .....	99.0.....	42	11.06 Hiring and firing practices .....	3.1.....	120
4.04 Hospital beds/10,000 pop.* .....	54.0.....	28	11.07 Ease of hiring foreign labor .....	3.2.....	129
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.5</b> .....	<b>61</b>	11.08 HIV prevalence, % adult pop.* .....	0.1.....	12
5.01 Government prioritization of the T&T industry .....	5.8.....	40	11.09 Business impact of HIV/AIDS.....	6.6.....	6
5.02 T&T gov't expenditure, % gov't budget* .....	1.4.....	121	11.10 Life expectancy, years* .....	76.5.....	42
5.03 Effectiveness of marketing to attract tourists .....	4.8.....	51	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>5.1</b> .....	<b>29</b>
5.04 Comprehensiveness of T&T data (0–120)* .....	80.0.....	28	12.01 Tourism openness, % of GDP* .....	16.4.....	11
5.05 Timeliness of T&T data (0–18)* .....	15.5.....	48	12.02 Attitude of population toward foreign visitors .....	6.3.....	65
<b>6th pillar: Air transport infrastructure</b> .....	<b>3.0</b> .....	<b>68</b>	12.03 Extension of business trips recommended .....	4.5.....	121
6.01 Quality of air transport infrastructure .....	4.3.....	79	12.04 Degree of customer orientation.....	4.2.....	105
6.02 Airline seat kms/week, dom., millions* .....	4.1.....	60	<b>13th pillar: Natural resources</b> .....	<b>3.8</b> .....	<b>56</b>
6.03 Airline seat kms/week, int'l, millions* .....	62.1.....	86	13.01 No. of World Heritage natural sites* .....	1.....	45
6.04 Departures/1,000 pop.* .....	5.8.....	54	13.02 Quality of the natural environment.....	5.6.....	17
6.05 Airport density/million pop.* .....	1.8.....	26	13.03 Total known species* .....	424.....	89
6.06 No. of operating airlines* .....	26.5.....	67	13.04 Terrestrial biome protection (0–17%)* .....	12.0.....	62
6.07 International air transport network .....	4.2.....	99	13.05 Marine protected areas, %* .....	1.9.....	23
<b>7th pillar: Ground transport infrastructure</b> .....	<b>4.1</b> .....	<b>53</b>	<b>14th pillar: Cultural resources</b> .....	<b>3.9</b> .....	<b>32</b>
7.01 Quality of roads .....	5.3.....	29	14.01 No. of World Heritage cultural sites* .....	18.....	14
7.02 Quality of railroad infrastructure .....	3.2.....	49	14.02 Sports stadiums, seats/million pop.* .....	84,213.8.....	27
7.03 Quality of port infrastructure.....	4.0.....	76	14.03 No. of int'l fairs and exhibitions* .....	60.0.....	40
7.04 Quality of ground transport network .....	4.9.....	41	14.04 Creative industries exports, % of world total* .....	0.1.....	55
7.05 Road density/million pop.* .....	52.0.....	52			

# Cyprus

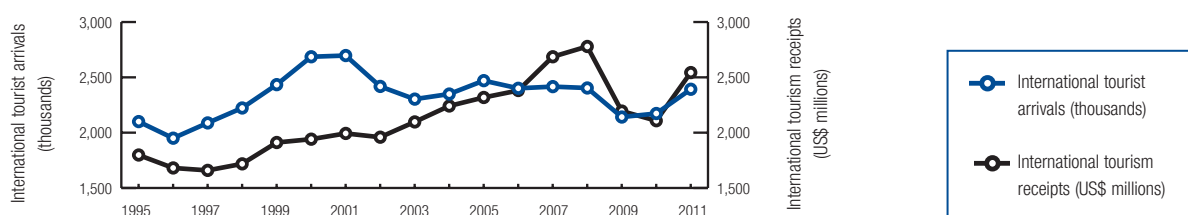
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>29</b>	<b>4.8</b>
2011 Travel & Tourism Competitiveness Index.....	24	4.9
2009 Travel & Tourism Competitiveness Index.....	21	4.9
<b>T&amp;T regulatory framework</b> .....	<b>22</b>	<b>5.4</b>
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
<b>Business environment and infrastructure</b> .....	<b>21</b>	<b>4.9</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>46</b>	<b>4.3</b>
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.

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.3</b> .....	<b>88</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>6.7</b> .....	<b>5</b>
1.01 Prevalence of foreign ownership .....	4.7 .....	67	8.01 Hotel rooms/100 pop.* .....	3.7 .....	2
1.02 Property rights .....	5.2 .....	32	8.02 Presence of major car rental co. (1–7)* .....	6 .....	32
1.03 Business impact of rules on FDI .....	5.0 .....	40	8.03 ATMs accepting Visa cards/million pop.* .....	1,206.4 .....	6
1.04 Visa requirements, no. of countries* .....	71.0 .....	58	<b>9th pillar: ICT infrastructure</b> .....	<b>4.0</b> .....	<b>40</b>
1.05 Openness bilateral ASAs (0–38)* .....	5.1 .....	127	9.01 ICT use for B-to-B transactions .....	5.0 .....	62
1.06 Transparency of government policymaking .....	4.9 .....	31	9.02 ICT use for B-to-C transactions .....	4.8 .....	48
1.07 No. of days to start a business* .....	8 .....	33	9.03 Individuals using the Internet, %* .....	57.7 .....	44
1.08 Cost to start a business, % GNI/capita* .....	12.4 .....	81	9.04 Fixed telephone lines/100 pop.* .....	36.3 .....	33
1.09 GATS commitment restrictiveness (0–100)* .....	0.0 .....	117	9.05 Broadband Internet subscribers/100 pop.* .....	18.9 .....	37
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.0</b> .....	<b>38</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	97.7 .....	87
2.01 Stringency of environmental regulation.....	4.2 .....	58	9.07 Mobile broadband subscriptions/100 pop.* .....	30.8 .....	41
2.02 Enforcement of environmental regulation .....	4.0 .....	52	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.2</b> .....	<b>102</b>
2.03 Sustainability of T&T industry development.....	4.7 .....	59	10.01 Ticket taxes and airport charges (0–100)* .....	80.2 .....	66
2.04 Carbon dioxide emission, million tons/capita* .....	7.9 .....	106	10.02 Purchasing power parity* .....	1.0 .....	111
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	27.5 .....	58	10.04 Fuel price, US\$ cents/liter* .....	147.0 .....	104
2.06 Threatened species, %* .....	3.2 .....	37	10.03 Extent and effect of taxation .....	4.6 .....	16
2.07 Environm. treaty ratification (0–25)* .....	22 .....	20	10.05 Hotel price index, US\$* .....	160.4 .....	88
<b>3rd pillar: Safety and security</b> .....	<b>5.6</b> .....	<b>27</b>	<b>11th pillar: Human resources</b> .....	<b>5.4</b> .....	<b>24</b>
3.01 Business costs of crime and violence .....	5.6 .....	28	<i>Education and training</i> .....	5.3 .....	31
3.02 Reliability of police services.....	5.1 .....	36	11.01 Primary education enrollment, net %* .....	98.7 .....	19
3.03 Road traffic accidents/100,000 pop.* .....	10.4 .....	28	11.02 Secondary education enrollment, gross %* .....	98.8 .....	37
3.04 Business costs of terrorism .....	6.0 .....	43	11.03 Quality of the educational system .....	4.8 .....	22
<b>4th pillar: Health and hygiene</b> .....	<b>5.7</b> .....	<b>45</b>	11.04 Local availability specialized research & training... ..	4.4 .....	54
4.01 Physician density/1,000 pop.* .....	2.6 .....	45	11.05 Extent of staff training .....	3.8 .....	84
4.02 Access to improved sanitation, % pop.* .....	100.0 .....	1	<i>Availability of qualified labor</i> .....	5.4 .....	20
4.03 Access to improved drinking water, % pop.* ...	100.0 .....	1	11.06 Hiring and firing practices .....	3.8 .....	80
4.04 Hospital beds/10,000 pop.* .....	38.0 .....	45	11.07 Ease of hiring foreign labor .....	4.5 .....	40
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>6.1</b> .....	<b>2</b>	11.08 HIV prevalence, % adult pop.* .....	n/a.....	1
5.01 Government prioritization of the T&T industry .....	6.3 .....	15	11.09 Business impact of HIV/AIDS.....	5.8 .....	40
5.02 T&T gov't expenditure, % gov't budget* .....	9.2 .....	13	11.10 Life expectancy, years* .....	79.6 .....	26
5.03 Effectiveness of marketing to attract tourists .....	5.1 .....	39	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>5.5</b> .....	<b>10</b>
5.04 Comprehensiveness of T&T data (0–120)* .....	107.0 .....	6	12.01 Tourism openness, % of GDP* .....	15.2 .....	12
5.05 Timeliness of T&T data (0–18)* .....	17.5 .....	7	12.02 Attitude of population toward foreign visitors .....	6.4 .....	48
<b>6th pillar: Air transport infrastructure</b> .....	<b>4.3</b> .....	<b>36</b>	12.03 Extension of business trips recommended .....	5.9 .....	26
6.01 Quality of air transport infrastructure .....	5.4 .....	43	12.04 Degree of customer orientation.....	4.5 .....	77
6.02 Airline seat kms/week, dom., millions* .....	0.1 .....	98	<b>13th pillar: Natural resources</b> .....	<b>3.1</b> .....	<b>96</b>
6.03 Airline seat kms/week, int'l, millions* .....	185.9 .....	61	13.01 No. of World Heritage natural sites* .....	0 .....	79
6.04 Departures/1,000 pop.* .....	19.6 .....	22	13.02 Quality of the natural environment.....	4.4 .....	66
6.05 Airport density/million pop.* .....	2.7 .....	18	13.03 Total known species* .....	310 .....	127
6.06 No. of operating airlines* .....	44.0 .....	38	13.04 Terrestrial biome protection (0–17%)* .....	17.0 .....	1
6.07 International air transport network .....	5.0 .....	55	13.05 Marine protected areas, %* .....	0.1 .....	84
<b>7th pillar: Ground transport infrastructure</b> .....	<b>5.3</b> .....	<b>19</b>	<b>14th pillar: Cultural resources</b> .....	<b>3.1</b> .....	<b>48</b>
7.01 Quality of roads .....	5.6 .....	22	14.01 No. of World Heritage cultural sites* .....	5 .....	52
7.02 Quality of railroad infrastructure .....	n/a .....	n/a	14.02 Sports stadiums, seats/million pop.* .....	117,953.8 .....	16
7.03 Quality of port infrastructure.....	5.0 .....	41	14.03 No. of int'l fairs and exhibitions* .....	28.0 .....	58
7.04 Quality of ground transport network .....	4.6 .....	60	14.04 Creative industries exports, % of world total* .....	0.0 .....	89
7.05 Road density/million pop.* .....	134.0 .....	25			



Absolute value      Percent of total      T&T industry  
GDP growth forecast  
(2013–2022)

## The Travel & Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK
<b>8th pillar: Tourism infrastructure</b> .....	<b>5.1</b> .....	<b>32</b>
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
<b>9th pillar: ICT infrastructure</b> .....	<b>4.2</b> .....	<b>35</b>
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
<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.2</b> .....	<b>99</b>
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
<b>11th pillar: Human resources</b> .....	<b>5.0</b> .....	<b>48</b>
<i>Education and training</i> .....	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
<i>Availability of qualified labor</i> .....	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
<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.6</b> .....	<b>70</b>
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
<b>13th pillar: Natural resources</b> .....	<b>3.4</b> .....	<b>77</b>
13.01 No. of World Heritage natural site ( Affinity )g.73.4...0e(HIV7T9.....)-160(7.6 )	.....	.....
.....12.03.....38 ( )23(.....)-160(5.4 )159(.....)-86(107)TJ -3.263 -1.679 Td ( )-791	.....	.....

# 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

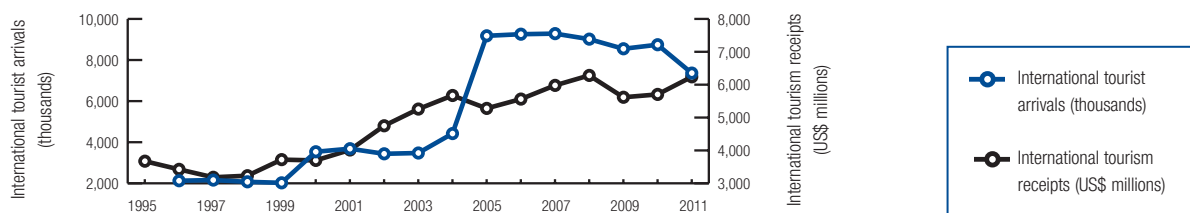
	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
T&T industry GDP (US\$ millions).....	6,384.7	1.9	3.4
T&T industry employment (1,000 jobs) .....	188.9	7.2	1.4

### 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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>21</b>	<b>5.0</b>
2011 Travel & Tourism Competitiveness Index.....	16	5.0
2009 Travel & Tourism Competitiveness Index.....	14	5.1
<b>T&amp;T regulatory framework</b> .....	<b>25</b>	<b>5.3</b>
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
<b>Business environment and infrastructure</b> .....	<b>16</b>	<b>5.0</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>26</b>	<b>4.6</b>
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 &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>5.0</b> .....	<b>27</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>5.6</b> .....	<b>25</b>
1.01 Prevalence of foreign ownership .....	5.2.....	39	8.01 Hotel rooms/100 pop.* .....	0.8.....	42
1.02 Property rights .....	5.5.....	23	8.02 Presence of major car rental co. (1-7)* .....	7.....	1
1.03 Business impact of rules on FDI .....	4.7.....	64	8.03 ATMs accepting Visa cards/million pop.* .....	607.5.....	25
1.04 Visa requirements, no. of countries* .....	71.0.....	58	<b>9th pillar: ICT infrastructure</b> .....	<b>5.6</b> .....	<b>4</b>
1.05 Openness bilateral ASAs (0-38)* .....	15.7.....	26	9.01 ICT use for B-to-B transactions .....	5.8.....	22
1.06 Transparency of government policymaking .....	4.7.....	44	9.02 ICT use for B-to-C transactions .....	5.5.....	20
1.07 No. of days to start a business* .....	6.....	16	9.03 Individuals using the Internet, %* .....	90.0.....	6
1.08 Cost to start a business, % GNI/capita* .....	0.2.....	2	9.04 Fixed telephone lines/100 pop.* .....	45.1.....	20
1.09 GATS commitment restrictiveness (0-100)* .....	53.1.....	68	9.05 Broadband Internet subscribers/100 pop.* .....	37.6.....	3
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.8</b> .....	<b>5</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	128.5.....	32
2.01 Stringency of environmental regulation.....	6.1.....	5	9.07 Mobile broadband subscriptions/100 pop.* .....	80.2.....	6
2.02 Enforcement of environmental regulation .....	6.1.....	4	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>3.3</b> .....	<b>135</b>
2.03 Sustainability of T&T industry development.....	4.4.....	71	10.01 Ticket taxes and airport charges (0-100)* .....	82.0.....	57
2.04 Carbon dioxide emission, million tons/capita* .....	8.4.....	110	10.02 Purchasing power parity* .....	1.5.....	136
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	15.7.....	22	10.04 Fuel price, US\$ cents/liter* .....	179.0.....	134
2.06 Threatened species, %* .....	1.7.....	5	10.03 Extent and effect of taxation .....	2.6.....	129
2.07 Environm. treaty ratification (0-25)* .....	24.....	1	10.05 Hotel price index, US\$* .....	131.9.....	63
<b>3rd pillar: Safety and security</b> .....	<b>5.6</b> .....	<b>28</b>	<b>11th pillar: Human resources</b> .....	<b>5.7</b> .....	<b>10</b>
3.01 Business costs of crime and violence .....	5.2.....	53	<i>Education and training</i> .....	5.7.....	15
3.02 Reliability of police services.....	6.2.....	7	11.01 Primary education enrollment, net %* .....	95.5.....	50
3.03 Road traffic accidents/100,000 pop.* .....	n/a.....	n/a	11.02 Secondary education enrollment, gross %* .....	117.4.....	7
3.04 Business costs of terrorism .....	5.5.....	76	11.03 Quality of the educational system .....	5.0.....	19
<b>4th pillar: Health and hygiene</b> .....	<b>6.0</b> .....	<b>36</b>	11.04 Local availability specialized research & training... ..	5.3.....	19
4.01 Physician density/1,000 pop.* .....	3.4.....	23	11.05 Extent of staff training.....	5.1.....	10
4.02 Access to improved sanitation, % pop.* .....	100.0.....	1	<i>Availability of qualified labor</i> .....	5.7.....	10
4.03 Access to improved drinking water, % pop.* ...	100.0.....	1	11.06 Hiring and firing practices .....	5.3.....	5
4.04 Hospital beds/10,000 pop.* .....	35.0.....	50	11.07 Ease of hiring foreign labor .....	4.1.....	81
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.1</b> .....	<b>92</b>	11.08 HIV prevalence, % adult pop.* .....	0.2.....	52
5.01 Government prioritization of the T&T industry .....	4.6.....	108	11.09 Business impact of HIV/AIDS.....	6.6.....	3
5.02 T&T gov't expenditure, % gov't budget* .....	2.5.....	94	11.10 Life expectancy, years* .....	79.1.....	30
5.03 Effectiveness of marketing to attract tourists .....	4.2.....	86	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.5</b> .....	<b>79</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	72.0.....	48	12.01 Tourism openness, % of GDP* .....	4.8.....	65
5.05 Timeliness of T&T data (0-18)* .....	15.5.....	48	12.02 Attitude of population toward foreign visitors .....	5.7.....	117
<b>6th pillar: Air transport infrastructure</b> .....	<b>4.5</b> .....	<b>28</b>	12.03 Extension of business trips recommended .....	4.5.....	124
6.01 Quality of air transport infrastructure .....	6.0.....	19	12.04 Degree of customer orientation.....	5.6.....	8
6.02 Airline seat kms/week, dom., millions* .....	18.2.....	44	<b>13th pillar: Natural resources</b> .....	<b>3.5</b> .....	<b>72</b>
6.03 Airline seat kms/week, int'l, millions* .....	402.8.....	38	13.01 No. of World Heritage natural sites* .....	1.....	45
6.04 Departures/1,000 pop.* .....	15.6.....	28	13.02 Quality of the natural environment.....	5.5.....	21
6.05 Airport density/million pop.* .....	1.8.....	27	13.03 Total known species* .....	357.....	111
6.06 No. of operating airlines* .....	67.0.....	22	13.04 Terrestrial biome protection (0-17%)* .....	5.1.....	104
6.07 International air transport network .....	5.9.....	21	13.05 Marine protected areas, %* .....	1.9.....	22
<b>7th pillar: Ground transport infrastructure</b> .....	<b>5.8</b> .....	<b>12</b>	<b>14th pillar: Cultural resources</b> .....	<b>4.9</b> .....	<b>22</b>
7.01 Quality of roads .....	5.7.....	19	14.01 No. of World Heritage cultural sites* .....	3.....	74
7.02 Quality of railroad infrastructure .....	4.8.....	19	14.02 Sports stadiums, seats/million pop.* .....	111,859.0.....	17
7.03 Quality of port infrastructure.....	5.8.....	13	14.03 No. of int'l fairs and exhibitions* .....	158.3.....	22
7.04 Quality of ground transport network .....	5.9.....	12	14.04 Creative industries exports, % of world total* .....	0.9.....	28
7.05 Road density/million pop.* .....	170.0.....	18			

# Dominican Republic

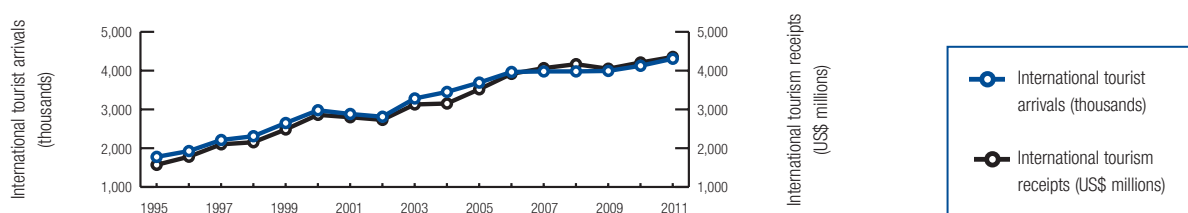
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>86</b>	<b>3.9</b>
2011 Travel & Tourism Competitiveness Index.....	72	4.0
2009 Travel & Tourism Competitiveness Index.....	67	4.0
<b>T&amp;T regulatory framework</b> .....	<b>67</b>	<b>4.6</b>
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
<b>Business environment and infrastructure</b> .....	<b>75</b>	<b>3.6</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>108</b>	<b>3.5</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.7</b>	<b>51</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>4.1</b>	<b>70</b>
1.01 Prevalence of foreign ownership .....	5.0	53	8.01 Hotel rooms/100 pop.* .....	0.7	48
1.02 Property rights .....	3.9	87	8.02 Presence of major car rental co. (1-7)* .....	6	32
1.03 Business impact of rules on FDI .....	4.8	58	8.03 ATMs accepting Visa cards/million pop.* .....	203.8	83
1.04 Visa requirements, no. of countries* .....	102.0	31	<b>9th pillar: ICT infrastructure</b> .....	<b>2.7</b>	<b>85</b>
1.05 Openness bilateral ASAs (0-38)* .....	23.0	12	9.01 ICT use for B-to-B transactions .....	5.4	47
1.06 Transparency of government policymaking .....	4.3	67	9.02 ICT use for B-to-C transactions .....	4.8	49
1.07 No. of days to start a business* .....	19	80	9.03 Individuals using the Internet, %* .....	35.5	79
1.08 Cost to start a business, % GNI/capita* .....	17.3	93	9.04 Fixed telephone lines/100 pop.* .....	10.4	91
1.09 GATS commitment restrictiveness (0-100)* .....	36.4	106	9.05 Broadband Internet subscribers/100 pop.* .....	4.0	82
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.2</b>	<b>106</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	87.2	97
2.01 Stringency of environmental regulation .....	3.2	105	9.07 Mobile broadband subscriptions/100 pop.* .....	7.7	81
2.02 Enforcement of environmental regulation .....	2.9	107	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.2</b>	<b>104</b>
2.03 Sustainability of T&T industry development .....	4.7	57	10.01 Ticket taxes and airport charges (0-100)* .....	30.6	137
2.04 Carbon dioxide emission, million tons/capita* .....	2.2	59	10.02 Purchasing power parity* .....	0.6	45
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	15.8	24	10.04 Fuel price, US\$ cents/liter* .....	103.0	62
2.06 Threatened species, %* .....	15.0	131	10.03 Extent and effect of taxation .....	2.7	127
2.07 Environm. treaty ratification (0-25)* .....	19	71	10.05 Hotel price index, US\$* .....	92.0	17
<b>3rd pillar: Safety and security</b> .....	<b>3.9</b>	<b>111</b>	<b>11th pillar: Human resources</b> .....	<b>4.7</b>	<b>85</b>
3.01 Business costs of crime and violence .....	3.4	123	<i>Education and training</i> .....	4.2	103
3.02 Reliability of police services .....	2.0	139	11.01 Primary education enrollment, net %* .....	90.2	92
3.03 Road traffic accidents/100,000 pop.* .....	17.3	77	11.02 Secondary education enrollment, gross %* .....	76.4	95
3.04 Business costs of terrorism .....	5.5	71	11.03 Quality of the educational system .....	2.4	134
<b>4th pillar: Health and hygiene</b> .....	<b>4.3</b>	<b>85</b>	11.04 Local availability specialized research & training... ..	3.9	83
4.01 Physician density/1,000 pop.* .....	1.9	63	11.05 Extent of staff training .....	3.9	75
4.02 Access to improved sanitation, % pop.* .....	83.0	80	<i>Availability of qualified labor</i> .....	5.2	39
4.03 Access to improved drinking water, % pop.* .....	86.0	101	11.06 Hiring and firing practices .....	4.0	65
4.04 Hospital beds/10,000 pop.* .....	16.0	96	11.07 Ease of hiring foreign labor .....	4.7	22
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>5.9</b>	<b>9</b>	11.08 HIV prevalence, % adult pop.* .....	0.9	100
5.01 Government prioritization of the T&T industry .....	5.7	45	11.09 Business impact of HIV/AIDS .....	5.0	87
5.02 T&T gov't expenditure, % gov't budget* .....	21.6	3	11.10 Life expectancy, years* .....	73.4	72
5.03 Effectiveness of marketing to attract tourists .....	5.1	38	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.9</b>	<b>36</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	84.0	22	12.01 Tourism openness, % of GDP* .....	8.6	29
5.05 Timeliness of T&T data (0-18)* .....	16.5	17	12.02 Attitude of population toward foreign visitors .....	6.3	62
<b>6th pillar: Air transport infrastructure</b> .....	<b>3.3</b>	<b>59</b>	12.03 Extension of business trips recommended .....	5.8	34
6.01 Quality of air transport infrastructure .....	5.4	41	12.04 Degree of customer orientation .....	4.4	94
6.02 Airline seat kms/week, dom., millions* .....	0.1	100	<b>13th pillar: Natural resources</b> .....	<b>2.4</b>	<b>130</b>
6.03 Airline seat kms/week, int'l, millions* .....	314.2	45	13.01 No. of World Heritage natural sites* .....	0	79
6.04 Departures/1,000 pop.* .....	0.0	132	13.02 Quality of the natural environment .....	3.6	116
6.05 Airport density/million pop.* .....	0.7	65	13.03 Total known species* .....	333	118
6.06 No. of operating airlines* .....	47.5	36	13.04 Terrestrial biome protection (0-17%)* .....	0.0	140
6.07 International air transport network .....	5.7	34	13.05 Marine protected areas, %* .....	1.6	25
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.6</b>	<b>71</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.7</b>	<b>100</b>
7.01 Quality of roads .....	4.2	62	14.01 No. of World Heritage cultural sites* .....	3	74
7.02 Quality of railroad infrastructure .....	2.7	61	14.02 Sports stadiums, seats/million pop.* .....	15,321.6	97
7.03 Quality of port infrastructure .....	4.7	51	14.03 No. of int'l fairs and exhibitions* .....	20.7	67
7.04 Quality of ground transport network .....	4.5	63	14.04 Creative industries exports, % of world total* .....	0.1	60
7.05 Road density/million pop.* .....	26.0	79			



## Ecuador

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.3</b> .....	<b>89</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>3.2</b> .....	<b>84</b>
1.01 Prevalence of foreign ownership .....	4.0.....	113	8.01 Hotel rooms/100 pop.* .....	0.4.....	66
1.02 Property rights .....	3.4.....	117	8.02 Presence of major car rental co. (1-7)* .....	4.....	82
1.03 Business impact of rules on FDI .....	3.2.....	132	8.03 ATMs accepting Visa cards/million pop.* .....	207.1.....	82
1.04 Visa requirements, no. of countries* .....	184.0.....	<b>2</b>	<b>9th pillar: ICT infrastructure</b> .....	<b>2.4</b> .....	<b>98</b>
1.05 Openness bilateral ASAs (0-38)* .....	16.2.....	<b>23</b>	9.01 ICT use for B-to-B transactions .....	n/a.....	n/a
1.06 Transparency of government policymaking .....	4.0.....	93	9.02 ICT use for B-to-C transactions .....	n/a.....	n/a
1.07 No. of days to start a business* .....	56.....	128	9.03 Individuals using the Internet, %* .....	31.4.....	88
1.08 Cost to start a business, % GNI/capita* .....	29.9.....	110	9.04 Fixed telephone lines/100 pop.* .....	15.1.....	82
1.09 GATS commitment restrictiveness (0-100)* .....	72.8.....	<b>32</b>	9.05 Broadband Internet subscribers/100 pop.* .....	4.2.....	80
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.6</b> .....	<b>65</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	104.5.....	74
2.01 Stringency of environmental regulation.....	3.8.....	75	9.07 Mobile broadband subscriptions/100 pop.* .....	10.3.....	73
2.02 Enforcement of environmental regulation .....	3.4.....	82	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>5.2</b> .....	<b>11</b>
2.03 Sustainability of T&T industry development.....	4.5.....	65	10.01 Ticket taxes and airport charges (0-100)* .....	74.0.....	91
2.04 Carbon dioxide emission, million tons/capita* .....	1.9.....	55	10.02 Purchasing power parity* .....	0.5.....	<b>40</b>
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	19.8.....	<b>37</b>	10.04 Fuel price, US\$ cents/liter* .....	28.0.....	<b>10</b>
2.06 Threatened species, %* .....	12.7.....	125	10.03 Extent and effect of taxation .....	3.0.....	110
2.07 Environm. treaty ratification (0-25)* .....	22.....	<b>20</b>	10.05 Hotel price index, US\$* .....	94.8.....	<b>19</b>
<b>3rd pillar: Safety and security</b> .....	<b>4.0</b> .....	<b>104</b>	<b>11th pillar: Human resources</b> .....	<b>4.7</b> .....	<b>88</b>
3.01 Business costs of crime and violence .....	3.1.....	127	<i>Education and training</i> .....	4.5.....	86
3.02 Reliability of police services.....	3.2.....	112	11.01 Primary education enrollment, net %* .....	97.0.....	<b>39</b>
3.03 Road traffic accidents/100,000 pop.* .....	11.7.....	<b>32</b>	11.02 Secondary education enrollment, gross %* .....	74.8.....	97
3.04 Business costs of terrorism .....	4.4.....	123	11.03 Quality of the educational system .....	3.3.....	92
<b>4th pillar: Health and hygiene</b> .....	<b>4.6</b> .....	<b>76</b>	11.04 Local availability specialized research & training... ..	3.6.....	104
4.01 Physician density/1,000 pop.* .....	1.7.....	69	11.05 Extent of staff training.....	3.7.....	89
4.02 Access to improved sanitation, % pop.* .....	92.0.....	62	<i>Availability of qualified labor</i> .....	4.9.....	88
4.03 Access to improved drinking water, % pop.* .....	94.0.....	73	11.06 Hiring and firing practices .....	3.1.....	121
4.04 Hospital beds/10,000 pop.* .....	15.0.....	99	11.07 Ease of hiring foreign labor .....	3.8.....	93
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.3</b> .....	<b>76</b>	11.08 HIV prevalence, % adult pop.* .....	0.4.....	76
5.01 Government prioritization of the T&T industry .....	5.1.....	76	11.09 Business impact of HIV/AIDS.....	4.4.....	110
5.02 T&T gov't expenditure, % gov't budget* .....	3.8.....	58	11.10 Life expectancy, years* .....	75.6.....	<b>47</b>
5.03 Effectiveness of marketing to attract tourists .....	4.5.....	66	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.1</b> .....	<b>123</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	45.0.....	108	12.01 Tourism openness, % of GDP* .....	2.2.....	113
5.05 Timeliness of T&T data (0-18)* .....	13.5.....	71	12.02 Attitude of population toward foreign visitors .....	5.7.....	119
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.7</b> .....	<b>84</b>	12.03 Extension of business trips recommended .....	5.4.....	71
6.01 Quality of air transport infrastructure .....	4.3.....	80	12.04 Degree of customer orientation.....	3.8.....	125
6.02 Airline seat kms/week, dom., millions* .....	37.2.....	<b>38</b>	<b>13th pillar: Natural resources</b> .....	<b>5.3</b> .....	<b>13</b>
6.03 Airline seat kms/week, int'l, millions* .....	105.3.....	75	13.01 No. of World Heritage natural sites* .....	2.....	<b>25</b>
6.04 Departures/1,000 pop.* .....	3.4.....	69	13.02 Quality of the natural environment.....	4.1.....	81
6.05 Airport density/million pop.* .....	1.0.....	<b>46</b>	13.03 Total known species* .....	2,423.....	<b>5</b>
6.06 No. of operating airlines* .....	19.5.....	83	13.04 Terrestrial biome protection (0-17%)* .....	15.6.....	<b>28</b>
6.07 International air transport network .....	4.4.....	84	13.05 Marine protected areas, %* .....	12.9.....	<b>6</b>
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.3</b> .....	<b>79</b>	<b>14th pillar: Cultural resources</b> .....	<b>2.2</b> .....	<b>76</b>
7.01 Quality of roads .....	4.4.....	53	14.01 No. of World Heritage cultural sites* .....	3.....	74
7.02 Quality of railroad infrastructure .....	2.3.....	76	14.02 Sports stadiums, seats/million pop.* .....	54,649.0.....	<b>48</b>
7.03 Quality of port infrastructure.....	3.9.....	87	14.03 No. of int'l fairs and exhibitions* .....	32.7.....	56
7.04 Quality of ground transport network .....	4.3.....	81	14.04 Creative industries exports, % of world total* .....	0.0.....	93
7.05 Road density/million pop.* .....	17.0.....	94			

# Egypt

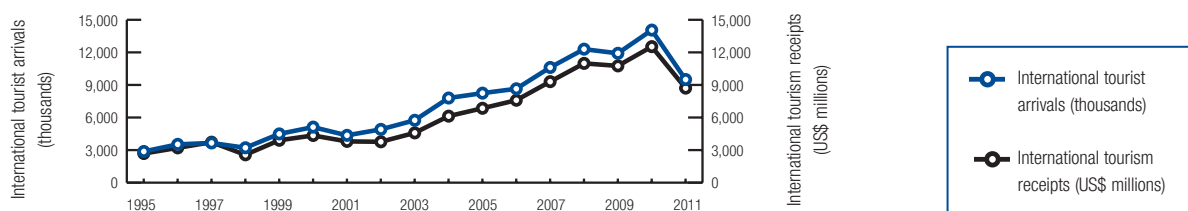
## Key indicators

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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>85</b>	<b>3.9</b>
2011 Travel & Tourism Competitiveness Index.....	75	4.0
2009 Travel & Tourism Competitiveness Index.....	64	4.1
<b>T&amp;T regulatory framework</b> .....	<b>86</b>	<b>4.4</b>
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
<b>Business environment and infrastructure</b> .....	<b>77</b>	<b>3.6</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>84</b>	<b>3.7</b>
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.

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.4</b> .....	<b>76</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>2.9</b> .....	<b>90</b>
1.01 Prevalence of foreign ownership .....	4.0.....	109	8.01 Hotel rooms/100 pop.* .....	0.3.....	81
1.02 Property rights .....	4.0.....	83	8.02 Presence of major car rental co. (1–7)* .....	5.....	66
1.03 Business impact of rules on FDI .....	4.0.....	107	8.03 ATMs accepting Visa cards/million pop.* .....	60.5.....	101
1.04 Visa requirements, no. of countries* .....	89.7.....	41	<b>9th pillar: ICT infrastructure</b> .....	<b>2.8</b> .....	<b>80</b>
1.05 Openness bilateral ASAs (0–38)* .....	7.0.....	116	9.01 ICT use for B-to-B transactions .....	4.4.....	110
1.06 Transparency of government policymaking .....	3.8.....	110	9.02 ICT use for B-to-C transactions .....	4.4.....	80
1.07 No. of days to start a business* .....	7.....	24	9.03 Individuals using the Internet, %* .....	38.7.....	73
1.08 Cost to start a business, % GNI/capita* .....	10.2.....	73	9.04 Fixed telephone lines/100 pop.* .....	10.6.....	89
1.09 GATS commitment restrictiveness (0–100)* .....	60.7.....	58	9.05 Broadband Internet subscribers/100 pop.* .....	2.2.....	91
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.0</b> .....	<b>121</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	101.1.....	80
2.01 Stringency of environmental regulation.....	2.8.....	128	9.07 Mobile broadband subscriptions/100 pop.* .....	24.0.....	46
2.02 Enforcement of environmental regulation .....	2.7.....	125	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>5.6</b> .....	<b>4</b>
2.03 Sustainability of T&T industry development.....	4.4.....	72	10.01 Ticket taxes and airport charges (0–100)* .....	87.0.....	33
2.04 Carbon dioxide emission, million tons/capita* .....	2.7.....	62	10.02 Purchasing power parity* .....	0.4.....	16
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	88.1.....	129	10.04 Fuel price, US\$ cents/liter* .....	32.0.....	11
2.06 Threatened species, %* .....	5.6.....	83	10.03 Extent and effect of taxation .....	3.3.....	83
2.07 Environm. treaty ratification (0–25)* .....	20.....	53	10.05 Hotel price index, US\$* .....	78.8.....	7
<b>3rd pillar: Safety and security</b> .....	<b>2.7</b> .....	<b>140</b>	<b>11th pillar: Human resources</b> .....	<b>4.4</b> .....	<b>105</b>
3.01 Business costs of crime and violence .....	3.0.....	129	<i>Education and training</i> .....	4.0.....	109
3.02 Reliability of police services.....	3.5.....	103	11.01 Primary education enrollment, net %* .....	94.4.....	59
3.03 Road traffic accidents/100,000 pop.* .....	41.6.....	135	11.02 Secondary education enrollment, gross %* .....	72.5.....	100
3.04 Business costs of terrorism .....	3.1.....	138	11.03 Quality of the educational system .....	2.3.....	136
<b>4th pillar: Health and hygiene</b> .....	<b>5.3</b> .....	<b>57</b>	11.04 Local availability specialized research & training... ..	3.7.....	98
4.01 Physician density/1,000 pop.* .....	2.8.....	36	11.05 Extent of staff training.....	3.1.....	126
4.02 Access to improved sanitation, % pop.* .....	95.0.....	52	<i>Availability of qualified labor</i> .....	4.8.....	99
4.03 Access to improved drinking water, % pop.* .....	99.0.....	42	11.06 Hiring and firing practices .....	3.3.....	113
4.04 Hospital beds/10,000 pop.* .....	17.0.....	92	11.07 Ease of hiring foreign labor .....	3.5.....	113
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>5.5</b> .....	<b>18</b>	11.08 HIV prevalence, % adult pop.* .....	0.1.....	12
5.01 Government prioritization of the T&T industry .....	6.1.....	25	11.09 Business impact of HIV/AIDS.....	5.1.....	84
5.02 T&T gov't expenditure, % gov't budget* .....	6.7.....	22	11.10 Life expectancy, years* .....	73.2.....	79
5.03 Effectiveness of marketing to attract tourists .....	4.9.....	47	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.7</b> .....	<b>60</b>
5.04 Comprehensiveness of T&T data (0–120)* .....	75.0.....	45	12.01 Tourism openness, % of GDP* .....	4.6.....	69
5.05 Timeliness of T&T data (0–18)* .....	18.0.....	1	12.02 Attitude of population toward foreign visitors .....	6.3.....	61
<b>6th pillar: Air transport infrastructure</b> .....	<b>3.4</b> .....	<b>57</b>	12.03 Extension of business trips recommended .....	5.8.....	36
6.01 Quality of air transport infrastructure .....	5.0.....	54	12.04 Degree of customer orientation.....	4.5.....	85
6.02 Airline seat kms/week, dom., millions* .....	29.7.....	41	<b>13th pillar: Natural resources</b> .....	<b>3.3</b> .....	<b>87</b>
6.03 Airline seat kms/week, int'l, millions* .....	641.9.....	29	13.01 No. of World Heritage natural sites* .....	1.....	45
6.04 Departures/1,000 pop.* .....	1.4.....	93	13.02 Quality of the natural environment.....	4.0.....	90
6.05 Airport density/million pop.* .....	0.2.....	122	13.03 Total known species* .....	496.....	74
6.06 No. of operating airlines* .....	71.5.....	20	13.04 Terrestrial biome protection (0–17%)* .....	5.9.....	99
6.07 International air transport network .....	4.7.....	66	13.05 Marine protected areas, %* .....	2.2.....	21
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.1</b> .....	<b>96</b>	<b>14th pillar: Cultural resources</b> .....	<b>2.6</b> .....	<b>61</b>
7.01 Quality of roads .....	2.9.....	107	14.01 No. of World Heritage cultural sites* .....	7.....	39
7.02 Quality of railroad infrastructure .....	3.1.....	52	14.02 Sports stadiums, seats/million pop.* .....	9,152.8.....	111
7.03 Quality of port infrastructure.....	4.0.....	78	14.03 No. of int'l fairs and exhibitions* .....	36.7.....	52
7.04 Quality of ground transport network .....	4.1.....	91	14.04 Creative industries exports, % of world total* .....	0.3.....	39
7.05 Road density/million pop.* .....	10.0.....	116			

# El Salvador

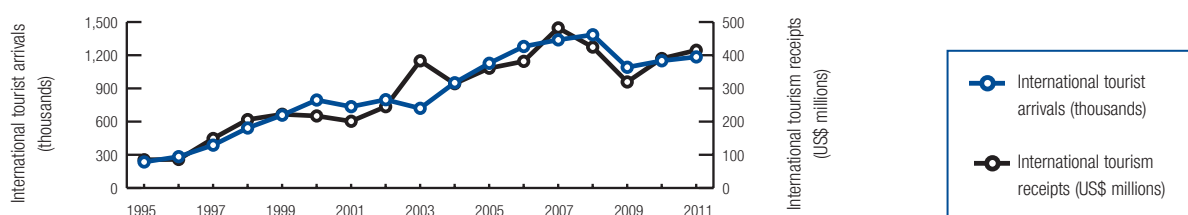
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>104</b>	<b>3.6</b>
2011 Travel & Tourism Competitiveness Index.....	96	3.7
2009 Travel & Tourism Competitiveness Index.....	94	3.6
<b>T&amp;T regulatory framework</b> .....	<b>99</b>	<b>4.1</b>
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
<b>Business environment and infrastructure</b> .....	<b>82</b>	<b>3.4</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>125</b>	<b>3.2</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.4</b> .....	<b>83</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>3.3</b> .....	<b>83</b>
1.01 Prevalence of foreign ownership .....	4.9.....	62	8.01 Hotel rooms/100 pop.* .....	0.1.....	103
1.02 Property rights .....	3.8.....	97	8.02 Presence of major car rental co. (1-7)* .....	5.....	66
1.03 Business impact of rules on FDI .....	3.9.....	114	8.03 ATMs accepting Visa cards/million pop.* .....	235.7.....	77
1.04 Visa requirements, no. of countries* .....	83.0.....	<b>47</b>	<b>9th pillar: ICT infrastructure</b> .....	<b>2.7</b> .....	<b>86</b>
1.05 Openness bilateral ASAs (0-38)* .....	27.8.....	<b>2</b>	9.01 ICT use for B-to-B transactions .....	4.3.....	116
1.06 Transparency of government policymaking .....	3.6.....	121	9.02 ICT use for B-to-C transactions .....	4.7.....	59
1.07 No. of days to start a business* .....	17.....	74	9.03 Individuals using the Internet, %* .....	17.7.....	102
1.08 Cost to start a business, % GNI/capita* .....	46.7.....	115	9.04 Fixed telephone lines/100 pop.* .....	16.5.....	75
1.09 GATS commitment restrictiveness (0-100)* .....	47.1.....	95	9.05 Broadband Internet subscribers/100 pop.* .....	3.3.....	85
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.4</b> .....	<b>86</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	133.5.....	<b>26</b>
2.01 Stringency of environmental regulation.....	2.9.....	124	9.07 Mobile broadband subscriptions/100 pop.* .....	3.6.....	93
2.02 Enforcement of environmental regulation .....	2.5.....	131	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.7</b> .....	<b>50</b>
2.03 Sustainability of T&T industry development.....	3.8.....	104	10.01 Ticket taxes and airport charges (0-100)* .....	63.8.....	114
2.04 Carbon dioxide emission, million tons/capita* .....	1.0.....	<b>37</b>	10.02 Purchasing power parity* .....	0.5.....	<b>39</b>
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	28.4.....	60	10.04 Fuel price, US\$ cents/liter* .....	89.0.....	<b>41</b>
2.06 Threatened species, %* .....	3.0.....	<b>34</b>	10.03 Extent and effect of taxation .....	2.8.....	119
2.07 Environm. treaty ratification (0-25)* .....	16.....	112	10.05 Hotel price index, US\$* .....	85.2.....	<b>13</b>
<b>3rd pillar: Safety and security</b> .....	<b>3.6</b> .....	<b>122</b>	<b>11th pillar: Human resources</b> .....	<b>4.6</b> .....	<b>95</b>
3.01 Business costs of crime and violence .....	1.9.....	139	<i>Education and training</i> .....	4.1.....	105
3.02 Reliability of police services.....	3.1.....	114	11.01 Primary education enrollment, net %* .....	93.7.....	69
3.03 Road traffic accidents/100,000 pop.* .....	12.6.....	<b>40</b>	11.02 Secondary education enrollment, gross %* .....	65.0.....	104
3.04 Business costs of terrorism .....	4.2.....	125	11.03 Quality of the educational system .....	2.5.....	131
<b>4th pillar: Health and hygiene</b> .....	<b>4.2</b> .....	<b>88</b>	11.04 Local availability specialized research & training... ..	3.9.....	80
4.01 Physician density/1,000 pop.* .....	1.6.....	72	11.05 Extent of staff training.....	3.8.....	80
4.02 Access to improved sanitation, % pop.* .....	87.0.....	75	<i>Availability of qualified labor</i> .....	5.1.....	70
4.03 Access to improved drinking water, % pop.* .....	88.0.....	97	11.06 Hiring and firing practices .....	3.9.....	76
4.04 Hospital beds/10,000 pop.* .....	10.0.....	114	11.07 Ease of hiring foreign labor .....	4.3.....	54
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.1</b> .....	<b>93</b>	11.08 HIV prevalence, % adult pop.* .....	0.8.....	96
5.01 Government prioritization of the T&T industry .....	4.7.....	104	11.09 Business impact of HIV/AIDS.....	4.9.....	90
5.02 T&T gov't expenditure, % gov't budget* .....	2.6.....	91	11.10 Life expectancy, years* .....	71.9.....	89
5.03 Effectiveness of marketing to attract tourists .....	3.9.....	101	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.4</b> .....	<b>90</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	73.0.....	<b>47</b>	12.01 Tourism openness, % of GDP* .....	2.7.....	106
5.05 Timeliness of T&T data (0-18)* .....	15.5.....	<b>48</b>	12.02 Attitude of population toward foreign visitors .....	6.1.....	90
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.8</b> .....	<b>80</b>	12.03 Extension of business trips recommended .....	4.9.....	101
6.01 Quality of air transport infrastructure .....	5.4.....	<b>42</b>	12.04 Degree of customer orientation.....	5.1.....	<b>35</b>
6.02 Airline seat kms/week, dom., millions* .....	0.0.....	105	<b>13th pillar: Natural resources</b> .....	<b>2.4</b> .....	<b>132</b>
6.03 Airline seat kms/week, int'l, millions* .....	85.9.....	80	13.01 No. of World Heritage natural sites* .....	0.....	79
6.04 Departures/1,000 pop.* .....	3.2.....	70	13.02 Quality of the natural environment.....	2.3.....	139
6.05 Airport density/million pop.* .....	0.2.....	124	13.03 Total known species* .....	691.....	54
6.06 No. of operating airlines* .....	11.0.....	112	13.04 Terrestrial biome protection (0-17%)* .....	0.8.....	131
6.07 International air transport network .....	5.5.....	<b>39</b>	13.05 Marine protected areas, %* .....	0.2.....	75
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.4</b> .....	<b>78</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.5</b> .....	<b>113</b>
7.01 Quality of roads .....	4.5.....	52	14.01 No. of World Heritage cultural sites* .....	1.....	109
7.02 Quality of railroad infrastructure .....	1.8.....	99	14.02 Sports stadiums, seats/million pop.* .....	28,490.6.....	78
7.03 Quality of port infrastructure.....	3.9.....	85	14.03 No. of int'l fairs and exhibitions* .....	7.7.....	83
7.04 Quality of ground transport network .....	4.2.....	84	14.04 Creative industries exports, % of world total* .....	0.0.....	72
7.05 Road density/million pop.* .....	48.0.....	56			

# Estonia

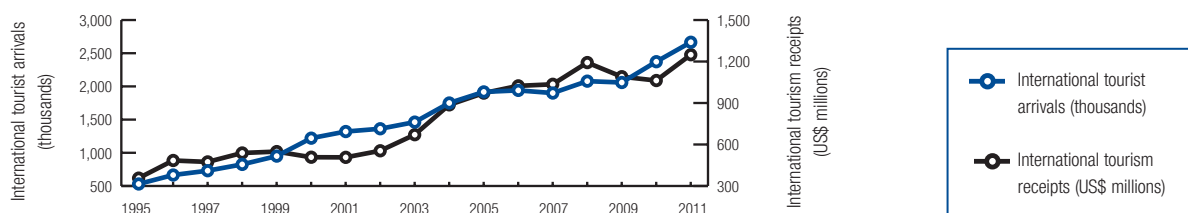
## Key indicators

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)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>30</b>	<b>4.8</b>
2011 Travel & Tourism Competitiveness Index.....	25	4.9
2009 Travel & Tourism Competitiveness Index.....	27	4.8
<b>T&amp;T regulatory framework</b> .....	<b>10</b>	<b>5.5</b>
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
<b>Business environment and infrastructure</b> .....	<b>30</b>	<b>4.7</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>51</b>	<b>4.2</b>
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.

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>5.0</b> .....	<b>26</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>6.1</b> .....	<b>18</b>
1.01 Prevalence of foreign ownership .....	5.4 .....	26	8.01 Hotel rooms/100 pop.* .....	1.1 .....	25
1.02 Property rights .....	5.2 .....	35	8.02 Presence of major car rental co. (1–7)* .....	7 .....	1
1.03 Business impact of rules on FDI .....	5.4 .....	15	8.03 ATMs accepting Visa cards/million pop.* .....	614.2 .....	24
1.04 Visa requirements, no. of countries* .....	71.0 .....	58	<b>9th pillar: ICT infrastructure</b> .....	<b>4.8</b> .....	<b>25</b>
1.05 Openness bilateral ASAs (0–38)* .....	3.4 .....	134	9.01 ICT use for B-to-B transactions .....	5.9 .....	15
1.06 Transparency of government policymaking .....	5.1 .....	19	9.02 ICT use for B-to-C transactions .....	5.7 .....	15
1.07 No. of days to start a business* .....	7 .....	24	9.03 Individuals using the Internet, %* .....	76.5 .....	23
1.08 Cost to start a business, % GNI/capita* .....	1.6 .....	22	9.04 Fixed telephone lines/100 pop.* .....	35.2 .....	34
1.09 GATS commitment restrictiveness (0–100)* .....	75.0 .....	17	9.05 Broadband Internet subscribers/100 pop.* .....	24.8 .....	23
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.4</b> .....	<b>14</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	139.0 .....	23
2.01 Stringency of environmental regulation.....	5.4 .....	22	9.07 Mobile broadband subscriptions/100 pop.* .....	42.0 .....	24
2.02 Enforcement of environmental regulation .....	5.2 .....	25	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.8</b> .....	<b>44</b>
2.03 Sustainability of T&T industry development.....	4.8 .....	52	10.01 Ticket taxes and airport charges (0–100)* .....	90.6 .....	16
2.04 Carbon dioxide emission, million tons/capita* ....	13.6 .....	126	10.02 Purchasing power parity* .....	0.8 .....	91
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	8.9 .....	2	10.04 Fuel price, US\$ cents/liter* .....	157.0 .....	116
2.06 Threatened species, %* .....	1.8 .....	7	10.03 Extent and effect of taxation .....	4.5 .....	18
2.07 Environm. treaty ratification (0–25)* .....	23 .....	13	10.05 Hotel price index, US\$* .....	80.7 .....	11
<b>3rd pillar: Safety and security</b> .....	<b>5.6</b> .....	<b>25</b>	<b>11th pillar: Human resources</b> .....	<b>5.2</b> .....	<b>37</b>
3.01 Business costs of crime and violence .....	5.5 .....	36	<i>Education and training</i> .....	5.2 .....	35
3.02 Reliability of police services.....	5.5 .....	31	11.01 Primary education enrollment, net %* .....	93.9 .....	63
3.03 Road traffic accidents/100,000 pop.* .....	14.7 .....	61	11.02 Secondary education enrollment, gross %* .....	103.6 .....	18
3.04 Business costs of terrorism .....	6.4 .....	9	11.03 Quality of the educational system .....	4.1 .....	49
<b>4th pillar: Health and hygiene</b> .....	<b>6.2</b> .....	<b>20</b>	11.04 Local availability specialized research & training... ..	4.6 .....	39
4.01 Physician density/1,000 pop.* .....	3.3 .....	24	11.05 Extent of staff training .....	4.2 .....	46
4.02 Access to improved sanitation, % pop.* .....	95.0 .....	52	<i>Availability of qualified labor</i> .....	5.2 .....	49
4.03 Access to improved drinking water, % pop.* .....	98.0 .....	52	11.06 Hiring and firing practices .....	4.5 .....	36
4.04 Hospital beds/10,000 pop.* .....	54.0 .....	28	11.07 Ease of hiring foreign labor .....	3.7 .....	103
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>5.5</b> .....	<b>16</b>	11.08 HIV prevalence, % adult pop.* .....	1.2 .....	108
5.01 Government prioritization of the T&T industry .....	5.6 .....	51	11.09 Business impact of HIV/AIDS.....	5.7 .....	45
5.02 T&T gov't expenditure, % gov't budget* .....	8.2 .....	16	11.10 Life expectancy, years* .....	75.4 .....	49
5.03 Effectiveness of marketing to attract tourists .....	4.9 .....	46	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>5.2</b> .....	<b>23</b>
5.04 Comprehensiveness of T&T data (0–120)* .....	83.0 .....	24	12.01 Tourism openness, % of GDP* .....	9.3 .....	25
5.05 Timeliness of T&T data (0–18)* .....	15.5 .....	48	12.02 Attitude of population toward foreign visitors .....	6.4 .....	50
<b>6th pillar: Air transport infrastructure</b> .....	<b>3.1</b> .....	<b>65</b>	12.03 Extension of business trips recommended .....	5.9 .....	29
6.01 Quality of air transport infrastructure .....	4.5 .....	73	12.04 Degree of customer orientation.....	5.1 .....	34
6.02 Airline seat kms/week, dom., millions* .....	0.2 .....	91	<b>13th pillar: Natural resources</b> .....	<b>3.8</b> .....	<b>57</b>
6.03 Airline seat kms/week, int'l, millions* .....	22.1 .....	113	13.01 No. of World Heritage natural sites* .....	0 .....	79
6.04 Departures/1,000 pop.* .....	8.6 .....	43	13.02 Quality of the natural environment.....	5.6 .....	18
6.05 Airport density/million pop.* .....	2.2 .....	20	13.03 Total known species* .....	326 .....	124
6.06 No. of operating airlines* .....	13.0 .....	97	13.04 Terrestrial biome protection (0–17%)* .....	17.0 .....	1
6.07 International air transport network .....	4.1 .....	102	13.05 Marine protected areas, %* .....	18.1 .....	5
<b>7th pillar: Ground transport infrastructure</b> .....	<b>4.8</b> .....	<b>30</b>	<b>14th pillar: Cultural resources</b> .....	<b>2.5</b> .....	<b>63</b>
7.01 Quality of roads .....	4.2 .....	61	14.01 No. of World Heritage cultural sites* .....	5 .....	52
7.02 Quality of railroad infrastructure .....	3.5 .....	44	14.02 Sports stadiums, seats/million pop.* .....	40,079.1 .....	65
7.03 Quality of port infrastructure.....	5.6 .....	18	14.03 No. of int'l fairs and exhibitions* .....	52.3 .....	43
7.04 Quality of ground transport network .....	5.1 .....	33	14.04 Creative industries exports, % of world total* .....	0.1 .....	49
7.05 Road density/million pop.* .....	129.0 .....	27			



Absolute value      Percent of total      T&T industry  
GDP growth forecast  
(2013–2022)

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>3.4</b> .....	<b>132</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>1.3</b> .....	<b>135</b>
1.01 Prevalence of foreign ownership .....	3.3.....	132	8.01 Hotel rooms/100 pop.* .....	0.0.....	134
1.02 Property rights .....	4.1.....	77	8.02 Presence of major car rental co. (1-7)* .....	1.....	123
1.03 Business impact of rules on FDI .....	3.9.....	111	8.03 ATMs accepting Visa cards/million pop.* .....	2.3.....	135
1.04 Visa requirements, no. of countries* .....	26.5.....	118	<b>9th pillar: ICT infrastructure</b> .....	<b>1.4</b> .....	<b>138</b>
1.05 Openness bilateral ASAs (0-38)* .....	11.6.....	57	9.01 ICT use for B-to-B transactions .....	4.0.....	128
1.06 Transparency of government policymaking .....	3.5.....	125	9.02 ICT use for B-to-C transactions .....	3.0.....	131
1.07 No. of days to start a business* .....	15.....	68	9.03 Individuals using the Internet, %* .....	1.1.....	139
1.08 Cost to start a business, % GNI/capita* .....	135.3.....	137	9.04 Fixed telephone lines/100 pop.* .....	1.0.....	125
1.09 GATS commitment restrictiveness (0-100)* .....	n/a.....	n/a	9.05 Broadband Internet subscribers/100 pop.* .....	0.0.....	136
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.4</b> .....	<b>90</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	16.7.....	140
2.01 Stringency of environmental regulation.....	3.9.....	70	9.07 Mobile broadband subscriptions/100 pop.* .....	0.3.....	116
2.02 Enforcement of environmental regulation .....	3.8.....	62	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>5.1</b> .....	<b>22</b>
2.03 Sustainability of T&T industry development.....	4.3.....	75	10.01 Ticket taxes and airport charges (0-100)* .....	72.9.....	95
2.04 Carbon dioxide emission, million tons/capita* .....	0.1.....	6	10.02 Purchasing power parity* .....	0.3.....	2
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	51.2.....	102	10.04 Fuel price, US\$ cents/liter* .....	78.0.....	29
2.06 Threatened species, %* .....	6.0.....	87	10.03 Extent and effect of taxation .....	3.5.....	65
2.07 Environm. treaty ratification (0-25)* .....	14.....	130	10.05 Hotel price index, US\$* .....	115.6.....	40
<b>3rd pillar: Safety and security</b> .....	<b>4.3</b> .....	<b>90</b>	<b>11th pillar: Human resources</b> .....	<b>3.7</b> .....	<b>126</b>
3.01 Business costs of crime and violence .....	5.8.....	22	<i>Education and training</i> .....	3.2.....	126
3.02 Reliability of police services.....	4.0.....	81	11.01 Primary education enrollment, net %* .....	81.3.....	121
3.03 Road traffic accidents/100,000 pop.* .....	35.0.....	130	11.02 Secondary education enrollment, gross %* .....	35.7.....	126
3.04 Business costs of terrorism .....	5.6.....	62	11.03 Quality of the educational system .....	3.4.....	84
<b>4th pillar: Health and hygiene</b> .....	<b>2.4</b> .....	<b>118</b>	11.04 Local availability specialized research & training... ..	2.9.....	132
4.01 Physician density/1,000 pop.* .....	0.0.....	137	11.05 Extent of staff training.....	3.1.....	127
4.02 Access to improved sanitation, % pop.* .....	21.0.....	128	<i>Availability of qualified labor</i> .....	4.2.....	126
4.03 Access to improved drinking water, % pop.* .....	44.0.....	139	11.06 Hiring and firing practices .....	3.8.....	78
4.04 Hospital beds/10,000 pop.* .....	63.0.....	20	11.07 Ease of hiring foreign labor .....	3.5.....	112
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>3.5</b> .....	<b>115</b>	11.08 HIV prevalence, % adult pop.* .....	2.1.....	121
5.01 Government prioritization of the T&T industry .....	5.1.....	81	11.09 Business impact of HIV/AIDS.....	3.7.....	123
5.02 T&T gov't expenditure, % gov't budget* .....	2.4.....	98	11.10 Life expectancy, years* .....	59.2.....	116
5.03 Effectiveness of marketing to attract tourists .....	4.0.....	95	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.2</b> .....	<b>120</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	34.0.....	123	12.01 Tourism openness, % of GDP* .....	2.9.....	100
5.05 Timeliness of T&T data (0-18)* .....	4.5.....	111	12.02 Attitude of population toward foreign visitors .....	6.3.....	67
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.6</b> .....	<b>90</b>	12.03 Extension of business trips recommended .....	4.7.....	114
6.01 Quality of air transport infrastructure .....	5.1.....	50	12.04 Degree of customer orientation.....	3.9.....	117
6.02 Airline seat kms/week, dom., millions* .....	3.7.....	61	<b>13th pillar: Natural resources</b> .....	<b>4.5</b> .....	<b>33</b>
6.03 Airline seat kms/week, int'l, millions* .....	183.1.....	63	13.01 No. of World Heritage natural sites* .....	1.....	45
6.04 Departures/1,000 pop.* .....	0.6.....	107	13.02 Quality of the natural environment.....	4.3.....	68
6.05 Airport density/million pop.* .....	0.3.....	113	13.03 Total known species* .....	1,137.....	26
6.06 No. of operating airlines* .....	11.0.....	112	13.04 Terrestrial biome protection (0-17%)* .....	14.5.....	39
6.07 International air transport network .....	5.2.....	51	13.05 Marine protected areas, %* .....	n/a.....	n/a
<b>7th pillar: Ground transport infrastructure</b> .....	<b>2.8</b> .....	<b>118</b>	<b>14th pillar: Cultural resources</b> .....	<b>2.1</b> .....	<b>82</b>
7.01 Quality of roads .....	4.1.....	64	14.01 No. of World Heritage cultural sites* .....	8.....	33
7.02 Quality of railroad infrastructure .....	1.4.....	110	14.02 Sports stadiums, seats/million pop.* .....	1,628.6.....	140
7.03 Quality of port infrastructure.....	3.5.....	109	14.03 No. of int'l fairs and exhibitions* .....	7.7.....	83
7.04 Quality of ground transport network .....	3.8.....	112	14.04 Creative industries exports, % of world total* .....	0.0.....	101
7.05 Road density/million pop.* .....	4.0.....	130			

# Finland

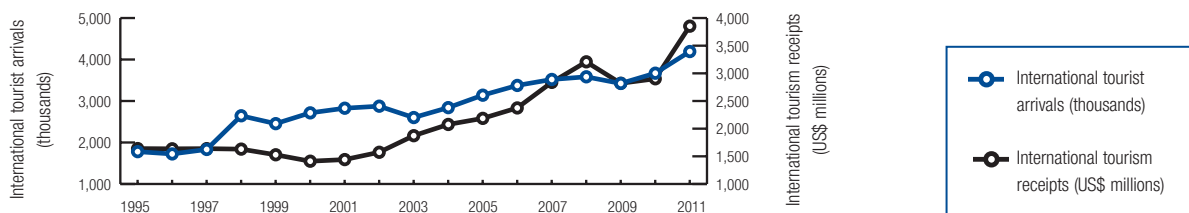
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index.....</b>	<b>17</b>	<b>5.1</b>
2011 Travel & Tourism Competitiveness Index.....	17	5.0
2009 Travel & Tourism Competitiveness Index.....	15	5.1
<b>T&amp;T regulatory framework .....</b>	<b>5</b>	<b>5.7</b>
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
<b>Business environment and infrastructure .....</b>	<b>22</b>	<b>4.9</b>
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
<b>T&amp;T human, cultural, and natural resources.....</b>	<b>24</b>	<b>4.7</b>
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.

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>5.4</b>	<b>7</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>4.8</b>	<b>44</b>
1.01 Prevalence of foreign ownership .....	5.4	27	8.01 Hotel rooms/100 pop.* .....	1.0	29
1.02 Property rights .....	6.5	1	8.02 Presence of major car rental co. (1-7)* .....	6	32
1.03 Business impact of rules on FDI .....	5.0	39	8.03 ATMs accepting Visa cards/million pop.* .....	299.6	67
1.04 Visa requirements, no. of countries* .....	71.0	58	<b>9th pillar: ICT infrastructure</b> .....	<b>5.4</b>	<b>13</b>
1.05 Openness bilateral ASAs (0-38)* .....	11.4	62	9.01 ICT use for B-to-B transactions .....	6.3	1
1.06 Transparency of government policymaking .....	6.1	2	9.02 ICT use for B-to-C transactions .....	6.0	6
1.07 No. of days to start a business* .....	14	66	9.03 Individuals using the Internet, %* .....	89.4	7
1.08 Cost to start a business, % GNI/capita* .....	1.0	16	9.04 Fixed telephone lines/100 pop.* .....	20.1	65
1.09 GATS commitment restrictiveness (0-100)* .....	87.0	5	9.05 Broadband Internet subscribers/100 pop.* .....	29.5	16
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.9</b>	<b>3</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	166.0	9
2.01 Stringency of environmental regulation .....	6.4	2	9.07 Mobile broadband subscriptions/100 pop.* .....	87.1	5
2.02 Enforcement of environmental regulation .....	6.4	1	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>3.8</b>	<b>118</b>
2.03 Sustainability of T&T industry development .....	5.5	12	10.01 Ticket taxes and airport charges (0-100)* .....	88.1	29
2.04 Carbon dioxide emission, million tons/capita* .....	10.6	122	10.02 Purchasing power parity* .....	1.3	133
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	14.9	17	10.04 Fuel price, US\$ cents/liter* .....	160.0	119
2.06 Threatened species, %* .....	2.1	11	10.03 Extent and effect of taxation .....	3.2	95
2.07 Environm. treaty ratification (0-25)* .....	23	13	10.05 Hotel price index, US\$* .....	125.8	52
<b>3rd pillar: Safety and security</b> .....	<b>6.5</b>	<b>1</b>	<b>11th pillar: Human resources</b> .....	<b>5.8</b>	<b>4</b>
3.01 Business costs of crime and violence .....	6.4	3	<i>Education and training</i> .....	6.1	2
3.02 Reliability of police services .....	6.6	1	11.01 Primary education enrollment, net %* .....	97.7	32
3.03 Road traffic accidents/100,000 pop.* .....	7.2	14	11.02 Secondary education enrollment, gross %* .....	107.5	12
3.04 Business costs of terrorism .....	6.7	2	11.03 Quality of the educational system .....	5.8	2
<b>4th pillar: Health and hygiene</b> .....	<b>6.3</b>	<b>15</b>	11.04 Local availability specialized research & training .....	5.7	8
4.01 Physician density/1,000 pop.* .....	2.9	34	11.05 Extent of staff training .....	5.4	2
4.02 Access to improved sanitation, % pop.* .....	100.0	1	<i>Availability of qualified labor</i> .....	5.5	16
4.03 Access to improved drinking water, % pop.* .....	100.0	1	11.06 Hiring and firing practices .....	3.9	77
4.04 Hospital beds/10,000 pop.* .....	62.0	21	11.07 Ease of hiring foreign labor .....	4.6	32
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.6</b>	<b>53</b>	11.08 HIV prevalence, % adult pop.* .....	0.1	12
5.01 Government prioritization of the T&T industry .....	4.9	93	11.09 Business impact of HIV/AIDS .....	6.7	1
5.02 T&T gov't expenditure, % gov't budget* .....	3.1	74	11.10 Life expectancy, years* .....	79.9	25
5.03 Effectiveness of marketing to attract tourists .....	4.5	67	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.7</b>	<b>64</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	109.0	4	12.01 Tourism openness, % of GDP* .....	3.3	92
5.05 Timeliness of T&T data (0-18)* .....	15.5	48	12.02 Attitude of population toward foreign visitors .....	6.5	31
<b>6th pillar: Air transport infrastructure</b> .....	<b>5.3</b>	<b>11</b>	12.03 Extension of business trips recommended .....	4.9	99
6.01 Quality of air transport infrastructure .....	6.2	11	12.04 Degree of customer orientation .....	5.4	20
6.02 Airline seat kms/week, dom., millions* .....	37.1	39	<b>13th pillar: Natural resources</b> .....	<b>3.9</b>	<b>54</b>
6.03 Airline seat kms/week, int'l, millions* .....	365.4	43	13.01 No. of World Heritage natural sites* .....	1	45
6.04 Departures/1,000 pop.* .....	34.2	11	13.02 Quality of the natural environment .....	6.6	2
6.05 Airport density/million pop.* .....	4.1	12	13.03 Total known species* .....	331	120
6.06 No. of operating airlines* .....	36.0	50	13.04 Terrestrial biome protection (0-17%)* .....	8.4	85
6.07 International air transport network .....	6.1	12	13.05 Marine protected areas, %* .....	3.2	16
<b>7th pillar: Ground transport infrastructure</b> .....	<b>5.2</b>	<b>20</b>	<b>14th pillar: Cultural resources</b> .....	<b>4.3</b>	<b>26</b>
7.01 Quality of roads .....	6.1	9	14.01 No. of World Heritage cultural sites* .....	6	45
7.02 Quality of railroad infrastructure .....	5.7	6	14.02 Sports stadiums, seats/million pop.* .....	125,147.6	14
7.03 Quality of port infrastructure .....	6.3	7	14.03 No. of int'l fairs and exhibitions* .....	157.7	23
7.04 Quality of ground transport network .....	6.2	4	14.04 Creative industries exports, % of world total* .....	0.2	45
7.05 Road density/million pop.* .....	23.0	83			

# France

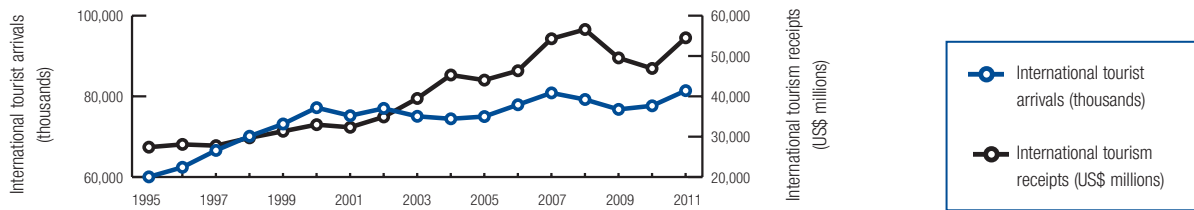
## Key indicators

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

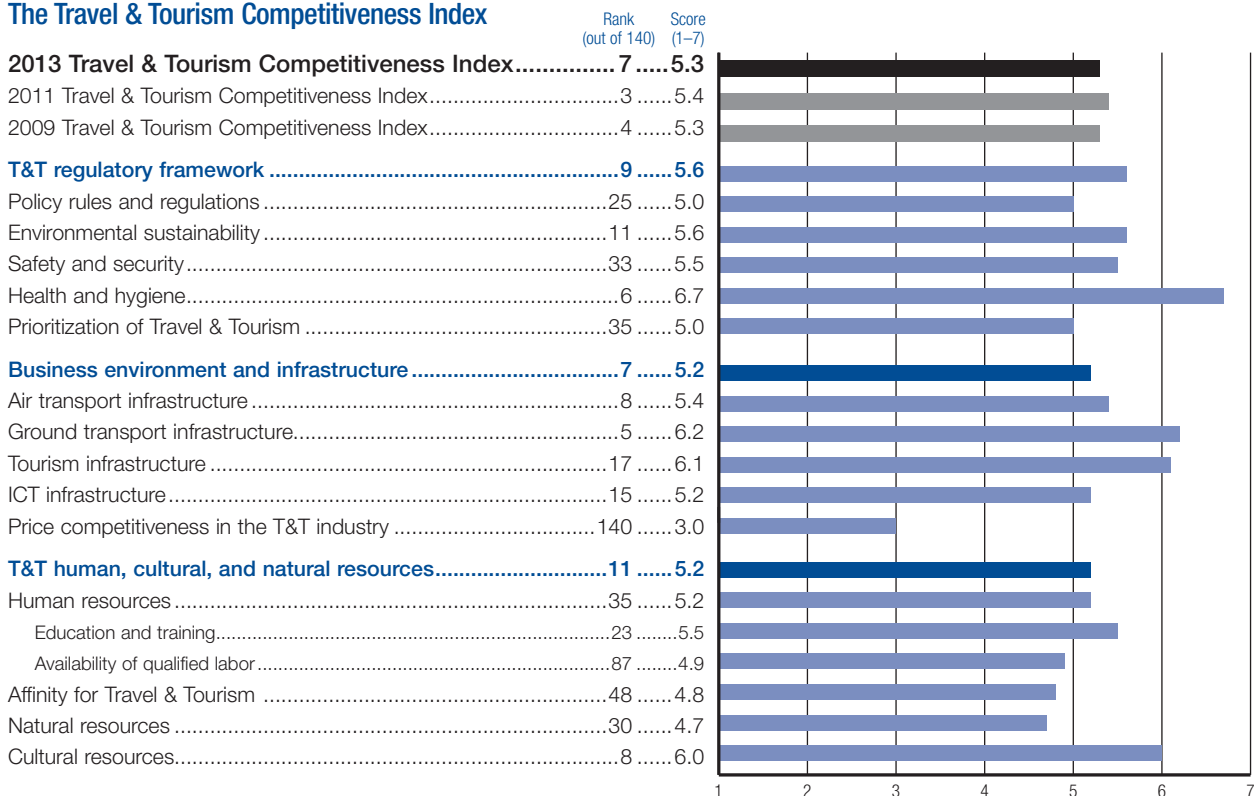
## Travel & Tourism indicators

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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



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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>5.0</b> .....	<b>25</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>6.1</b> .....	<b>17</b>
1.01 Prevalence of foreign ownership .....	5.6.....	18	8.01 Hotel rooms/100 pop.* .....	0.9.....	36
1.02 Property rights .....	5.7.....	18	8.02 Presence of major car rental co. (1-7)* .....	7.....	1
1.03 Business impact of rules on FDI .....	4.6.....	70	8.03 ATMs accepting Visa cards/million pop.* .....	856.3.....	11
1.04 Visa requirements, no. of countries* .....	71.0.....	58			
1.05 Openness bilateral ASAs (0-38)* .....	13.6.....	42	<b>9th pillar: ICT infrastructure</b> .....	<b>5.2</b> .....	<b>15</b>
1.06 Transparency of government policymaking .....	4.6.....	46	9.01 ICT use for B-to-B transactions .....	5.7.....	25
1.07 No. of days to start a business* .....	7.....	24	9.02 ICT use for B-to-C transactions .....	5.4.....	25
1.08 Cost to start a business, % GNI/capita* .....	0.9.....	14	9.03 Individuals using the Internet, %* .....	79.6.....	16
1.09 GATS commitment restrictiveness (0-100)* .....	56.3.....	63	9.04 Fixed telephone lines/100 pop.* .....	63.2.....	2
			9.05 Broadband Internet subscribers/100 pop.* .....	36.0.....	5
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.6</b> .....	<b>11</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	94.8.....	91
2.01 Stringency of environmental regulation.....	5.1.....	30	9.07 Mobile broadband subscriptions/100 pop.* .....	36.6.....	33
2.02 Enforcement of environmental regulation .....	4.8.....	28			
2.03 Sustainability of T&T industry development.....	5.0.....	31	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>3.0</b> .....	<b>140</b>
2.04 Carbon dioxide emission, million tons/capita* .....	5.9.....	91	10.01 Ticket taxes and airport charges (0-100)* .....	62.3.....	116
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	12.5.....	8	10.02 Purchasing power parity* .....	1.2.....	129
2.06 Threatened species, %* .....	3.7.....	46	10.04 Fuel price, US\$ cents/liter* .....	172.0.....	131
2.07 Environm. treaty ratification (0-25)* .....	24.....	1	10.03 Extent and effect of taxation .....	2.8.....	124
			10.05 Hotel price index, US\$* .....	218.1.....	106
<b>3rd pillar: Safety and security</b> .....	<b>5.5</b> .....	<b>33</b>			
3.01 Business costs of crime and violence .....	5.3.....	46	<b>11th pillar: Human resources</b> .....	<b>5.2</b> .....	<b>35</b>
3.02 Reliability of police services.....	5.3.....	33	<i>Education and training</i> .....	5.5.....	23
3.03 Road traffic accidents/100,000 pop.* .....	7.5.....	15	11.01 Primary education enrollment, net %* .....	98.5.....	22
3.04 Business costs of terrorism .....	5.2.....	89	11.02 Secondary education enrollment, gross %* .....	113.2.....	8
			11.03 Quality of the educational system .....	4.2.....	41
<b>4th pillar: Health and hygiene</b> .....	<b>6.7</b> .....	<b>6</b>	11.04 Local availability specialized research & training... ..	5.4.....	15
4.01 Physician density/1,000 pop.* .....	3.5.....	22	11.05 Extent of staff training.....	4.3.....	41
4.02 Access to improved sanitation, % pop.* .....	100.0.....	1	<i>Availability of qualified labor</i> .....	4.9.....	87
4.03 Access to improved drinking water, % pop.* ..	100.0.....	1	11.06 Hiring and firing practices .....	2.5.....	137
4.04 Hospital beds/10,000 pop.* .....	69.0.....	11	11.07 Ease of hiring foreign labor .....	3.4.....	119
			11.08 HIV prevalence, % adult pop.* .....	0.4.....	76
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>5.0</b> .....	<b>35</b>	11.09 Business impact of HIV/AIDS.....	5.7.....	47
5.01 Government prioritization of the T&T industry .....	6.0.....	30	11.10 Life expectancy, years* .....	81.4.....	11
5.02 T&T gov't expenditure, % gov't budget* .....	3.0.....	78			
5.03 Effectiveness of marketing to attract tourists .....	5.3.....	29	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.8</b> .....	<b>48</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	92.0.....	11	12.01 Tourism openness, % of GDP* .....	3.5.....	87
5.05 Timeliness of T&T data (0-18)* .....	16.0.....	44	12.02 Attitude of population toward foreign visitors .....	6.2.....	80
			12.03 Extension of business trips recommended .....	6.5.....	2
<b>6th pillar: Air transport infrastructure</b> .....	<b>5.4</b> .....	<b>8</b>	12.04 Degree of customer orientation.....	4.7.....	58
6.01 Quality of air transport infrastructure .....	6.2.....	10			
6.02 Airline seat kms/week, dom., millions* .....	321.5.....	14	<b>13th pillar: Natural resources</b> .....	<b>4.7</b> .....	<b>30</b>
6.03 Airline seat kms/week, int'l, millions* .....	3,321.4.....	4	13.01 No. of World Heritage natural sites* .....	4.....	10
6.04 Departures/1,000 pop.* .....	11.5.....	37	13.02 Quality of the natural environment.....	4.9.....	49
6.05 Airport density/million pop.* .....	1.0.....	47	13.03 Total known species* .....	511.....	70
6.06 No. of operating airlines* .....	163.5.....	3	13.04 Terrestrial biome protection (0-17%)* .....	13.1.....	56
6.07 International air transport network .....	6.4.....	9	13.05 Marine protected areas, %* .....	1.5.....	31
<b>7th pillar: Ground transport infrastructure</b> .....	<b>6.2</b> .....	<b>5</b>	<b>14th pillar: Cultural resources</b> .....	<b>6.0</b> .....	<b>8</b>
7.01 Quality of roads .....	6.5.....	1	14.01 No. of World Heritage cultural sites* .....	45.....	4
7.02 Quality of railroad infrastructure .....	6.3.....	4	14.02 Sports stadiums, seats/million pop.* .....	50,213.7.....	55
7.03 Quality of port infrastructure.....	5.4.....	26	14.03 No. of int'l fairs and exhibitions* .....	423.3.....	5
7.04 Quality of ground transport network .....	6.0.....	11	14.04 Creative industries exports, % of world total* .....	4.2.....	8
7.05 Road density/million pop.* .....	173.0.....	15			

# Gambia, The

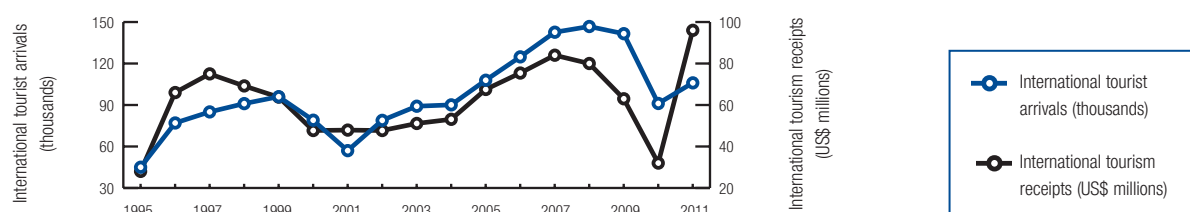
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>92</b>	<b>3.7</b>
2011 Travel & Tourism Competitiveness Index.....	92	3.7
2009 Travel & Tourism Competitiveness Index.....	87	3.7
<b>T&amp;T regulatory framework</b> .....	<b>72</b>	<b>4.5</b>
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
<b>Business environment and infrastructure</b> .....	<b>93</b>	<b>3.3</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>111</b>	<b>3.4</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.5</b> .....	<b>65</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>1.7</b> .....	<b>126</b>
1.01 Prevalence of foreign ownership .....	5.3 .....	38	8.01 Hotel rooms/100 pop.* .....	0.3 .....	79
1.02 Property rights .....	4.9 .....	44	8.02 Presence of major car rental co. (1-7)* .....	1 .....	123
1.03 Business impact of rules on FDI .....	5.2 .....	28	8.03 ATMs accepting Visa cards/million pop.* .....	11.8 .....	123
1.04 Visa requirements, no. of countries* .....	148.1 .....	9	<b>9th pillar: ICT infrastructure</b> .....	<b>2.1</b> .....	<b>110</b>
1.05 Openness bilateral ASAs (0-38)* .....	9.3 .....	91	9.01 ICT use for B-to-B transactions .....	5.0 .....	64
1.06 Transparency of government policymaking .....	4.7 .....	43	9.02 ICT use for B-to-C transactions .....	4.5 .....	75
1.07 No. of days to start a business* .....	27 .....	102	9.03 Individuals using the Internet, %* .....	10.9 .....	116
1.08 Cost to start a business, % GNI/capita* .....	158.7 .....	138	9.04 Fixed telephone lines/100 pop.* .....	2.8 .....	113
1.09 GATS commitment restrictiveness (0-100)* .....	75.0 .....	17	9.05 Broadband Internet subscribers/100 pop.* .....	0.0 .....	131
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.0</b> .....	<b>34</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	78.9 .....	109
2.01 Stringency of environmental regulation.....	4.8 .....	40	9.07 Mobile broadband subscriptions/100 pop.* .....	0.5 .....	115
2.02 Enforcement of environmental regulation .....	4.8 .....	29	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>5.7</b> .....	<b>3</b>
2.03 Sustainability of T&T industry development.....	5.5 .....	13	10.01 Ticket taxes and airport charges (0-100)* .....	84.8 .....	41
2.04 Carbon dioxide emission, million tons/capita* .....	0.3 .....	17	10.02 Purchasing power parity* .....	0.3 .....	1
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	61.3 .....	115	10.04 Fuel price, US\$ cents/liter* .....	79.0 .....	30
2.06 Threatened species, %* .....	3.3 .....	40	10.03 Extent and effect of taxation .....	3.5 .....	63
2.07 Environm. treaty ratification (0-25)* .....	17 .....	96	10.05 Hotel price index, US\$* .....	34.2 .....	1
<b>3rd pillar: Safety and security</b> .....	<b>4.4</b> .....	<b>84</b>	<b>11th pillar: Human resources</b> .....	<b>4.3</b> .....	<b>111</b>
3.01 Business costs of crime and violence .....	5.3 .....	44	<i>Education and training</i> .....	3.9 .....	114
3.02 Reliability of police services.....	4.9 .....	44	11.01 Primary education enrollment, net %* .....	65.5 .....	132
3.03 Road traffic accidents/100,000 pop.* .....	36.6 .....	133	11.02 Secondary education enrollment, gross %* .....	54.1 .....	112
3.04 Business costs of terrorism .....	5.6 .....	63	11.03 Quality of the educational system .....	4.6 .....	29
<b>4th pillar: Health and hygiene</b> .....	<b>3.3</b> .....	<b>105</b>	11.04 Local availability specialized research & training... ..	4.4 .....	52
4.01 Physician density/1,000 pop.* .....	0.0 .....	133	11.05 Extent of staff training .....	4.7 .....	22
4.02 Access to improved sanitation, % pop.* .....	68.0 .....	97	<i>Availability of qualified labor</i> .....	4.6 .....	111
4.03 Access to improved drinking water, % pop.* .....	89.0 .....	93	11.06 Hiring and firing practices .....	4.4 .....	40
4.04 Hospital beds/10,000 pop.* .....	11.0 .....	110	11.07 Ease of hiring foreign labor .....	4.5 .....	38
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>5.2</b> .....	<b>25</b>	11.08 HIV prevalence, % adult pop.* .....	2.0 .....	120
5.01 Government prioritization of the T&T industry .....	6.2 .....	23	11.09 Business impact of HIV/AIDS.....	4.8 .....	94
5.02 T&T gov't expenditure, % gov't budget* .....	9.7 .....	11	11.10 Life expectancy, years* .....	58.5 .....	118
5.03 Effectiveness of marketing to attract tourists .....	5.5 .....	19	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>5.2</b> .....	<b>21</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	34.0 .....	123	12.01 Tourism openness, % of GDP* .....	11.0 .....	19
5.05 Timeliness of T&T data (0-18)* .....	3.0 .....	112	12.02 Attitude of population toward foreign visitors .....	6.4 .....	44
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.8</b> .....	<b>81</b>	12.03 Extension of business trips recommended .....	5.4 .....	63
6.01 Quality of air transport infrastructure .....	4.9 .....	62	12.04 Degree of customer orientation.....	5.1 .....	32
6.02 Airline seat kms/week, dom., millions* .....	0.0 .....	105	<b>13th pillar: Natural resources</b> .....	<b>2.8</b> .....	<b>114</b>
6.03 Airline seat kms/week, int'l, millions* .....	10.8 .....	127	13.01 No. of World Heritage natural sites* .....	0 .....	79
6.04 Departures/1,000 pop.* .....	n/a .....	n/a	13.02 Quality of the natural environment.....	5.1 .....	42
6.05 Airport density/million pop.* .....	0.6 .....	79	13.03 Total known species* .....	605 .....	61
6.06 No. of operating airlines* .....	7.5 .....	119	13.04 Terrestrial biome protection (0-17%)* .....	1.5 .....	128
6.07 International air transport network .....	4.7 .....	67	13.05 Marine protected areas, %* .....	0.0 .....	97
<b>7th pillar: Ground transport infrastructure</b> .....	<b>4.2</b> .....	<b>50</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.5</b> .....	<b>121</b>
7.01 Quality of roads .....	4.5 .....	51	14.01 No. of World Heritage cultural sites* .....	3 .....	74
7.02 Quality of railroad infrastructure .....	n/a .....	n/a	14.02 Sports stadiums, seats/million pop.* .....	8,445.5 .....	113
7.03 Quality of port infrastructure.....	4.8 .....	47	14.03 No. of int'l fairs and exhibitions* .....	2.0 .....	121
7.04 Quality of ground transport network .....	5.1 .....	30	14.04 Creative industries exports, % of world total* .....	0.0 .....	128
7.05 Road density/million pop.* .....	33.0 .....	70			

# Georgia

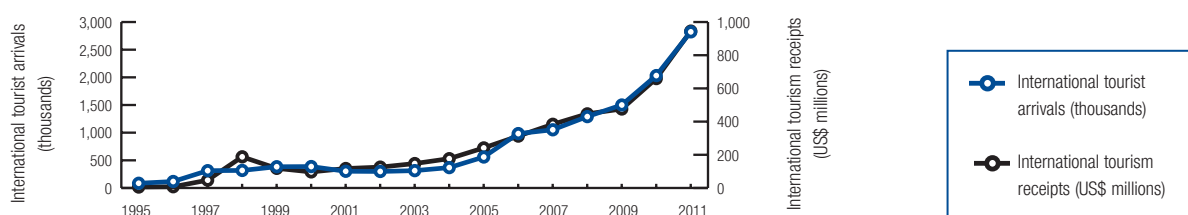
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>66</b>	<b>4.1</b>
2011 Travel & Tourism Competitiveness Index.....	73	4.0
2009 Travel & Tourism Competitiveness Index.....	73	3.9
<b>T&amp;T regulatory framework</b> .....	<b>30</b>	<b>5.2</b>
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
<b>Business environment and infrastructure</b> .....	<b>80</b>	<b>3.5</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>91</b>	<b>3.7</b>
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.

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.8</b> .....	<b>40</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>3.3</b> .....	<b>82</b>
1.01 Prevalence of foreign ownership .....	3.9.....	118	8.01 Hotel rooms/100 pop.* .....	0.3.....	78
1.02 Property rights .....	3.1.....	128	8.02 Presence of major car rental co. (1–7)* .....	3.....	97
1.03 Business impact of rules on FDI .....	4.8.....	<b>50</b>	8.03 ATMs accepting Visa cards/million pop.* .....	373.6.....	54
1.04 Visa requirements, no. of countries* .....	159.8.....	<b>6</b>	<b>9th pillar: ICT infrastructure</b> .....	<b>3.0</b> .....	<b>75</b>
1.05 Openness bilateral ASAs (0–38)* .....	6.8.....	118	9.01 ICT use for B-to-B transactions .....	n/a.....	n/a
1.06 Transparency of government policymaking .....	4.8.....	<b>36</b>	9.02 ICT use for B-to-C transactions .....	n/a.....	n/a
1.07 No. of days to start a business* .....	2.....	<b>2</b>	9.03 Individuals using the Internet, %* .....	36.6.....	76
1.08 Cost to start a business, % GNI/capita* .....	3.8.....	<b>45</b>	9.04 Fixed telephone lines/100 pop.* .....	31.1.....	<b>38</b>
1.09 GATS commitment restrictiveness (0–100)* .....	52.9.....	75	9.05 Broadband Internet subscribers/100 pop.* .....	7.5.....	66
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.5</b> .....	<b>74</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	102.3.....	79
2.01 Stringency of environmental regulation.....	3.4.....	94	9.07 Mobile broadband subscriptions/100 pop.* .....	21.3.....	52
2.02 Enforcement of environmental regulation .....	3.6.....	69	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.7</b> .....	<b>52</b>
2.03 Sustainability of T&T industry development.....	4.8.....	<b>47</b>	10.01 Ticket taxes and airport charges (0–100)* .....	74.9.....	86
2.04 Carbon dioxide emission, million tons/capita* .....	1.2.....	<b>41</b>	10.02 Purchasing power parity* .....	0.6.....	53
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	54.1.....	106	10.04 Fuel price, US\$ cents/liter* .....	113.0.....	76
2.06 Threatened species, %* .....	5.6.....	80	10.03 Extent and effect of taxation .....	3.9.....	<b>36</b>
2.07 Environm. treaty ratification (0–25)* .....	18.....	84	10.05 Hotel price index, US\$* .....	135.1.....	66
<b>3rd pillar: Safety and security</b> .....	<b>5.1</b> .....	<b>51</b>	<b>11th pillar: Human resources</b> .....	<b>5.1</b> .....	<b>40</b>
3.01 Business costs of crime and violence .....	5.1.....	54	<i>Education and training</i> .....	4.6.....	77
3.02 Reliability of police services.....	5.1.....	<b>37</b>	11.01 Primary education enrollment, net %* .....	99.6.....	<b>7</b>
3.03 Road traffic accidents/100,000 pop.* .....	16.8.....	74	11.02 Secondary education enrollment, gross %* .....	86.2.....	79
3.04 Business costs of terrorism .....	5.5.....	79	11.03 Quality of the educational system .....	3.0.....	113
<b>4th pillar: Health and hygiene</b> .....	<b>6.0</b> .....	<b>37</b>	11.04 Local availability specialized research & training... 3.3.....	118	
4.01 Physician density/1,000 pop.* .....	4.8.....	<b>3</b>	11.05 Extent of staff training.....	3.6.....	99
4.02 Access to improved sanitation, % pop.* .....	95.0.....	52	<i>Availability of qualified labor</i> .....	5.7.....	<b>9</b>
4.03 Access to improved drinking water, % pop.* .....	98.0.....	52	11.06 Hiring and firing practices .....	5.0.....	<b>9</b>
4.04 Hospital beds/10,000 pop.* .....	31.0.....	60	11.07 Ease of hiring foreign labor .....	5.4.....	<b>5</b>
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>5.5</b> .....	<b>17</b>	11.08 HIV prevalence, % adult pop.* .....	0.1.....	<b>12</b>
5.01 Government prioritization of the T&T industry .....	6.3.....	<b>16</b>	11.09 Business impact of HIV/AIDS.....	5.2.....	74
5.02 T&T gov't expenditure, % gov't budget* .....	n/a.....	n/a	11.10 Life expectancy, years* .....	73.3.....	75
5.03 Effectiveness of marketing to attract tourists .....	4.9.....	<b>50</b>	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.8</b> .....	<b>53</b>
5.04 Comprehensiveness of T&T data (0–120)* .....	65.0.....	70	12.01 Tourism openness, % of GDP* .....	8.1.....	<b>30</b>
5.05 Timeliness of T&T data (0–18)* .....	16.5.....	<b>17</b>	12.02 Attitude of population toward foreign visitors .....	6.5.....	<b>33</b>
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.5</b> .....	<b>101</b>	12.03 Extension of business trips recommended .....	5.6.....	<b>50</b>
6.01 Quality of air transport infrastructure .....	4.3.....	82	12.04 Degree of customer orientation.....	3.9.....	118
6.02 Airline seat kms/week, dom., millions* .....	0.2.....	93	<b>13th pillar: Natural resources</b> .....	<b>2.7</b> .....	<b>119</b>
6.03 Airline seat kms/week, int'l, millions* .....	33.1.....	103	13.01 No. of World Heritage natural sites* .....	0.....	79
6.04 Departures/1,000 pop.* .....	1.4.....	92	13.02 Quality of the natural environment.....	4.6.....	59
6.05 Airport density/million pop.* .....	0.7.....	66	13.03 Total known species* .....	395.....	101
6.06 No. of operating airlines* .....	17.5.....	87	13.04 Terrestrial biome protection (0–17%)* .....	3.6.....	114
6.07 International air transport network .....	4.2.....	94	13.05 Marine protected areas, %* .....	0.1.....	82
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.9</b> .....	<b>61</b>	<b>14th pillar: Cultural resources</b> .....	<b>2.0</b> .....	<b>84</b>
7.01 Quality of roads .....	4.4.....	56	14.01 No. of World Heritage cultural sites* .....	4.....	63
7.02 Quality of railroad infrastructure .....	4.0.....	<b>34</b>	14.02 Sports stadiums, seats/million pop.* .....	49,392.1.....	56
7.03 Quality of port infrastructure.....	4.3.....	65	14.03 No. of int'l fairs and exhibitions* .....	3.3.....	111
7.04 Quality of ground transport network .....	4.6.....	59	14.04 Creative industries exports, % of world total* .....	0.0.....	106
7.05 Road density/million pop.* .....	29.0.....	75			

# Germany

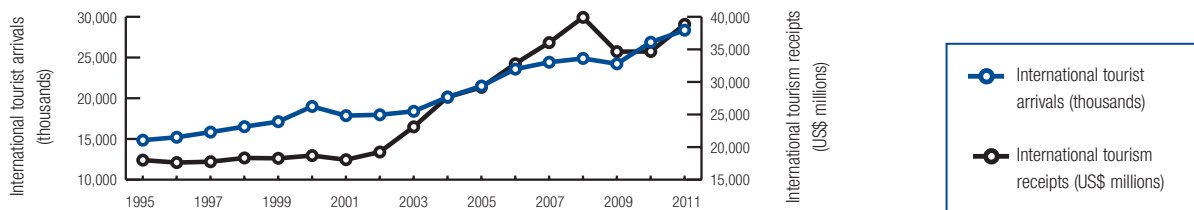
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>2</b>	<b>5.4</b>
2011 Travel & Tourism Competitiveness Index.....	2	5.5
2009 Travel & Tourism Competitiveness Index.....	3	5.4
<b>T&amp;T regulatory framework</b> .....	<b>8</b>	<b>5.6</b>
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
<b>Business environment and infrastructure</b> .....	<b>6</b>	<b>5.3</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>7</b>	<b>5.3</b>
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

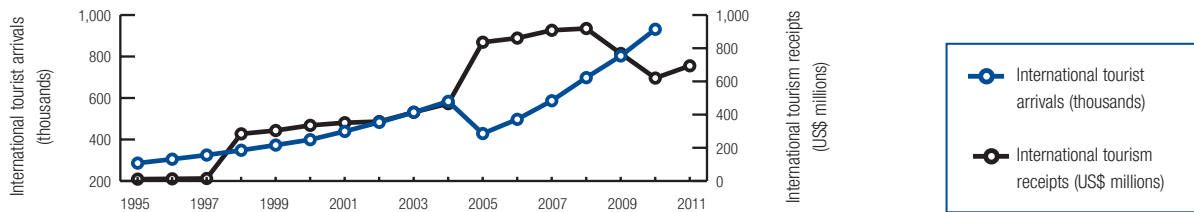
## The Travel & Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.9</b> .....	<b>33</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>5.7</b> .....	<b>23</b>
1.01 Prevalence of foreign ownership .....	5.1 .....	43	8.01 Hotel rooms/100 pop.* .....	1.2 .....	24
1.02 Property rights .....	5.8 .....	14	8.02 Presence of major car rental co. (1-7)* .....	7 .....	1
1.03 Business impact of rules on FDI .....	4.6 .....	71	8.03 ATMs accepting Visa cards/million pop.* .....	474.3 .....	40
1.04 Visa requirements, no. of countries* .....	71.0 .....	58	<b>9th pillar: ICT infrastructure</b> .....	<b>5.4</b> .....	<b>11</b>
1.05 Openness bilateral ASAs (0-38)* .....	13.9 .....	41	9.01 ICT use for B-to-B transactions .....	5.9 .....	14
1.06 Transparency of government policymaking .....	5.0 .....	27	9.02 ICT use for B-to-C transactions .....	5.7 .....	14
1.07 No. of days to start a business* .....	15 .....	68	9.03 Individuals using the Internet, %* .....	83.0 .....	12
1.08 Cost to start a business, % GNI/capita* .....	4.9 .....	51	9.04 Fixed telephone lines/100 pop.* .....	63.0 .....	3
1.09 GATS commitment restrictiveness (0-100)* .....	53.1 .....	68	9.05 Broadband Internet subscribers/100 pop.* .....	33.1 .....	8
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.8</b> .....	<b>4</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	132.3 .....	27
2.01 Stringency of environmental regulation.....	6.4 .....	1	9.07 Mobile broadband subscriptions/100 pop.* .....	34.8 .....	36
2.02 Enforcement of environmental regulation .....	6.2 .....	3	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>3.7</b> .....	<b>125</b>
2.03 Sustainability of T&T industry development.....	4.9 .....	43	10.01 Ticket taxes and airport charges (0-100)* .....	65.7 .....	109
2.04 Carbon dioxide emission, million tons/capita* .....	9.6 .....	116	10.02 Purchasing power parity* .....	1.1 .....	121
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	15.8 .....	23	10.04 Fuel price, US\$ cents/liter* .....	168.0 .....	125
2.06 Threatened species, %* .....	2.8 .....	23	10.03 Extent and effect of taxation .....	3.5 .....	70
2.07 Environm. treaty ratification (0-25)* .....	24 .....	1	10.05 Hotel price index, US\$* .....	126.9 .....	55
<b>3rd pillar: Safety and security</b> .....	<b>6.0</b> .....	<b>14</b>	<b>11th pillar: Human resources</b> .....	<b>5.5</b> .....	<b>18</b>
3.01 Business costs of crime and violence .....	5.8 .....	20	<i>Education and training</i> .....	5.9 .....	7
3.02 Reliability of police services.....	5.9 .....	20	11.01 Primary education enrollment, net %* .....	97.7 .....	33
3.03 Road traffic accidents/100,000 pop.* .....	6.0 .....	12	11.02 Secondary education enrollment, gross %* .....	103.3 .....	19
3.04 Business costs of terrorism .....	5.8 .....	54	11.03 Quality of the educational system .....	4.9 .....	20
<b>4th pillar: Health and hygiene</b> .....	<b>6.8</b> .....	<b>2</b>	11.04 Local availability specialized research & training... 6.1 .....	4 .....	4
4.01 Physician density/1,000 pop.* .....	3.6 .....	19	11.05 Extent of staff training.....	5.0 .....	13
4.02 Access to improved sanitation, % pop.* .....	100.0 .....	1	<i>Availability of qualified labor</i> .....	5.1 .....	53
4.03 Access to improved drinking water, % pop.* ... 100.0 .....	100.0 .....	1	11.06 Hiring and firing practices .....	3.1 .....	123
4.04 Hospital beds/10,000 pop.* .....	82.0 .....	5	11.07 Ease of hiring foreign labor .....	4.0 .....	84
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.3</b> .....	<b>77</b>	11.08 HIV prevalence, % adult pop.* .....	0.1 .....	12
5.01 Government prioritization of the T&T industry .....	4.6 .....	106	11.09 Business impact of HIV/AIDS.....	6.2 .....	20
5.02 T&T gov't expenditure, % gov't budget* .....	2.1 .....	106	11.10 Life expectancy, years* .....	80.0 .....	23
5.03 Effectiveness of marketing to attract tourists .....	5.0 .....	45	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.7</b> .....	<b>61</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	67.0 .....	66	12.01 Tourism openness, % of GDP* .....	3.5 .....	89
5.05 Timeliness of T&T data (0-18)* .....	16.5 .....	17	12.02 Attitude of population toward foreign visitors .....	6.1 .....	83
<b>6th pillar: Air transport infrastructure</b> .....	<b>5.4</b> .....	<b>7</b>	12.03 Extension of business trips recommended .....	5.3 .....	76
6.01 Quality of air transport infrastructure .....	6.4 .....	7	12.04 Degree of customer orientation.....	5.4 .....	15
6.02 Airline seat kms/week, dom., millions* .....	289.4 .....	17	<b>13th pillar: Natural resources</b> .....	<b>4.7</b> .....	<b>31</b>
6.03 Airline seat kms/week, int'l, millions* .....	4,351.6 .....	3	13.01 No. of World Heritage natural sites* .....	2 .....	25
6.04 Departures/1,000 pop.* .....	13.3 .....	30	13.02 Quality of the natural environment.....	5.9 .....	14
6.05 Airport density/million pop.* .....	0.5 .....	86	13.03 Total known species* .....	434 .....	86
6.06 No. of operating airlines* .....	166.0 .....	2	13.04 Terrestrial biome protection (0-17%)* .....	17.0 .....	1
6.07 International air transport network .....	6.7 .....	5	13.05 Marine protected areas, %* .....	33.5 .....	1
<b>7th pillar: Ground transport infrastructure</b> .....	<b>6.2</b> .....	<b>6</b>	<b>14th pillar: Cultural resources</b> .....	<b>6.3</b> .....	<b>4</b>
7.01 Quality of roads .....	6.1 .....	10	14.01 No. of World Heritage cultural sites* .....	34 .....	5
7.02 Quality of railroad infrastructure .....	5.7 .....	7	14.02 Sports stadiums, seats/million pop.* .....	78,752.6 .....	29
7.03 Quality of port infrastructure.....	6.0 .....	9	14.03 No. of int'l fairs and exhibitions* .....	591.7 .....	2
7.04 Quality of ground transport network .....	6.2 .....	5	14.04 Creative industries exports, % of world total* .....	6.9 .....	3
7.05 Road density/million pop.* .....	180.0 .....	14			

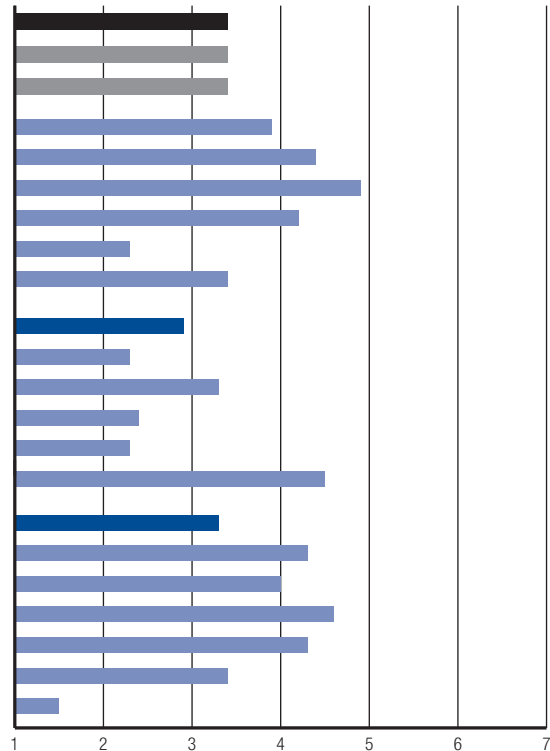
# Ghana

## Travel & Tourism indicators

Absolute value      Percent of total      T&T industry GDP growth forecast (2013–2022)



Rank (out of 140)      Score (1–7)



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



## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.4</b> .....	<b>78</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>2.4</b> .....	<b>102</b>
1.01 Prevalence of foreign ownership .....	5.2.....	41	8.01 Hotel rooms/100 pop.* .....	0.1.....	108
1.02 Property rights .....	3.9.....	89	8.02 Presence of major car rental co. (1-7)* .....	4.....	82
1.03 Business impact of rules on FDI .....	4.6.....	73	8.03 ATMs accepting Visa cards/million pop.* .....	39.7.....	109
1.04 Visa requirements, no. of countries* .....	17.0.....	125	<b>9th pillar: ICT infrastructure</b> .....	<b>2.3</b> .....	<b>104</b>
1.05 Openness bilateral ASAs (0-38)* .....	12.2.....	52	9.01 ICT use for B-to-B transactions .....	4.8.....	85
1.06 Transparency of government policymaking .....	4.0.....	88	9.02 ICT use for B-to-C transactions .....	3.8.....	109
1.07 No. of days to start a business* .....	12.....	55	9.03 Individuals using the Internet, %* .....	14.1.....	108
1.08 Cost to start a business, % GNI/capita* .....	18.5.....	96	9.04 Fixed telephone lines/100 pop.* .....	1.1.....	123
1.09 GATS commitment restrictiveness (0-100)* .....	72.8.....	32	9.05 Broadband Internet subscribers/100 pop.* .....	0.3.....	114
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.9</b> .....	<b>42</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	84.8.....	101
2.01 Stringency of environmental regulation.....	3.4.....	96	9.07 Mobile broadband subscriptions/100 pop.* .....	23.0.....	47
2.02 Enforcement of environmental regulation .....	3.4.....	83	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.5</b> .....	<b>76</b>
2.03 Sustainability of T&T industry development.....	4.1.....	87	10.01 Ticket taxes and airport charges (0-100)* .....	45.3.....	129
2.04 Carbon dioxide emission, million tons/capita* .....	0.4.....	22	10.02 Purchasing power parity* .....	0.8.....	99
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	21.1.....	40	10.04 Fuel price, US\$ cents/liter* .....	83.0.....	33
2.06 Threatened species, %* .....	4.4.....	56	10.03 Extent and effect of taxation .....	3.6.....	58
2.07 Environm. treaty ratification (0-25)* .....	20.....	53	10.05 Hotel price index, US\$* .....	77.8.....	6
<b>3rd pillar: Safety and security</b> .....	<b>4.2</b> .....	<b>98</b>	<b>11th pillar: Human resources</b> .....	<b>4.3</b> .....	<b>109</b>
3.01 Business costs of crime and violence .....	4.4.....	90	<i>Education and training</i> .....	4.0.....	111
3.02 Reliability of police services.....	4.6.....	55	11.01 Primary education enrollment, net %* .....	84.0.....	117
3.03 Road traffic accidents/100,000 pop.* .....	29.6.....	114	11.02 Secondary education enrollment, gross %* .....	58.1.....	109
3.04 Business costs of terrorism .....	5.2.....	90	11.03 Quality of the educational system .....	3.8.....	61
<b>4th pillar: Health and hygiene</b> .....	<b>2.3</b> .....	<b>122</b>	11.04 Local availability specialized research & training... ..	3.7.....	95
4.01 Physician density/1,000 pop.* .....	0.1.....	125	11.05 Extent of staff training.....	3.7.....	94
4.02 Access to improved sanitation, % pop.* .....	14.0.....	134	<i>Availability of qualified labor</i> .....	4.6.....	115
4.03 Access to improved drinking water, % pop.* .....	86.0.....	101	11.06 Hiring and firing practices .....	4.5.....	30
4.04 Hospital beds/10,000 pop.* .....	9.0.....	116	11.07 Ease of hiring foreign labor .....	3.3.....	127
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>3.4</b> .....	<b>119</b>	11.08 HIV prevalence, % adult pop.* .....	1.8.....	118
5.01 Government prioritization of the T&T industry .....	4.8.....	99	11.09 Business impact of HIV/AIDS.....	4.0.....	118
5.02 T&T gov't expenditure, % gov't budget* .....	3.3.....	66	11.10 Life expectancy, years* .....	64.2.....	111
5.03 Effectiveness of marketing to attract tourists .....	4.2.....	88	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.3</b> .....	<b>110</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	34.0.....	123	12.01 Tourism openness, % of GDP* .....	3.0.....	98
5.05 Timeliness of T&T data (0-18)* .....	0.0.....	126	12.02 Attitude of population toward foreign visitors .....	6.4.....	46
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.3</b> .....	<b>109</b>	12.03 Extension of business trips recommended .....	4.6.....	120
6.01 Quality of air transport infrastructure .....	4.1.....	97	12.04 Degree of customer orientation.....	4.3.....	100
6.02 Airline seat kms/week, dom., millions* .....	0.7.....	78	<b>13th pillar: Natural resources</b> .....	<b>3.4</b> .....	<b>82</b>
6.03 Airline seat kms/week, int'l, millions* .....	103.6.....	76	13.01 No. of World Heritage natural sites* .....	0.....	79
6.04 Departures/1,000 pop.* .....	0.2.....	122	13.02 Quality of the natural environment.....	4.0.....	88
6.05 Airport density/million pop.* .....	0.2.....	125	13.03 Total known species* .....	1,012.....	31
6.06 No. of operating airlines* .....	23.0.....	76	13.04 Terrestrial biome protection (0-17%)* .....	13.3.....	53
6.07 International air transport network .....	4.2.....	95	13.05 Marine protected areas, %* .....	0.0.....	103
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.3</b> .....	<b>82</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.5</b> .....	<b>114</b>
7.01 Quality of roads .....	3.5.....	84	14.01 No. of World Heritage cultural sites* .....	2.....	88
7.02 Quality of railroad infrastructure .....	1.7.....	102	14.02 Sports stadiums, seats/million pop.* .....	11,958.2.....	105
7.03 Quality of port infrastructure.....	4.0.....	75	14.03 No. of int'l fairs and exhibitions* .....	13.7.....	73
7.04 Quality of ground transport network .....	4.3.....	79	14.04 Creative industries exports, % of world total* .....	0.0.....	71
7.05 Road density/million pop.* .....	46.0.....	57			

# Greece

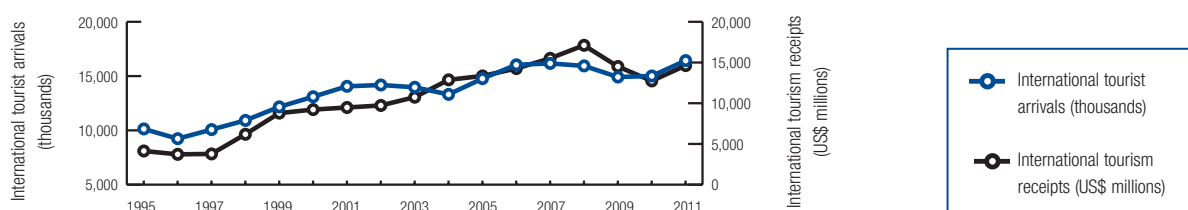
## Key indicators

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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>32</b>	<b>4.8</b>
2011 Travel & Tourism Competitiveness Index.....	29	4.8
2009 Travel & Tourism Competitiveness Index.....	24	4.9
<b>T&amp;T regulatory framework</b> .....	<b>39</b>	<b>5.0</b>
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
<b>Business environment and infrastructure</b> .....	<b>33</b>	<b>4.7</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>30</b>	<b>4.6</b>
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.

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.2</b> .....	<b>98</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>6.8</b> .....	<b>3</b>
1.01 Prevalence of foreign ownership .....	4.4 .....	90	8.01 Hotel rooms/100 pop.* .....	3.5 .....	3
1.02 Property rights .....	4.2 .....	71	8.02 Presence of major car rental co. (1-7)* .....	7 .....	1
1.03 Business impact of rules on FDI .....	3.2 .....	133	8.03 ATMs accepting Visa cards/million pop.* .....	614.9 .....	23
1.04 Visa requirements, no. of countries* .....	71.0 .....	58	<b>9th pillar: ICT infrastructure</b> .....	<b>4.3</b> .....	<b>33</b>
1.05 Openness bilateral ASAs (0-38)* .....	11.2 .....	65	9.01 ICT use for B-to-B transactions .....	4.7 .....	90
1.06 Transparency of government policymaking .....	3.7 .....	118	9.02 ICT use for B-to-C transactions .....	4.3 .....	86
1.07 No. of days to start a business* .....	11 .....	53	9.03 Individuals using the Internet, %* .....	53.0 .....	51
1.08 Cost to start a business, % GNI/capita* .....	20.5 .....	100	9.04 Fixed telephone lines/100 pop.* .....	50.4 .....	14
1.09 GATS commitment restrictiveness (0-100)* .....	54.7 .....	65	9.05 Broadband Internet subscribers/100 pop.* .....	21.6 .....	33
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.5</b> .....	<b>72</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	106.5 .....	69
2.01 Stringency of environmental regulation.....	3.7 .....	83	9.07 Mobile broadband subscriptions/100 pop.* .....	39.9 .....	28
2.02 Enforcement of environmental regulation .....	2.9 .....	104	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>3.6</b> .....	<b>127</b>
2.03 Sustainability of T&T industry development.....	3.7 .....	106	10.01 Ticket taxes and airport charges (0-100)* .....	80.0 .....	68
2.04 Carbon dioxide emission, million tons/capita* .....	8.7 .....	113	10.02 Purchasing power parity* .....	1.0 .....	112
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	30.5 .....	73	10.04 Fuel price, US\$ cents/liter* .....	178.0 .....	133
2.06 Threatened species, %* .....	5.7 .....	84	10.03 Extent and effect of taxation .....	2.3 .....	134
2.07 Environm. treaty ratification (0-25)* .....	24 .....	1	10.05 Hotel price index, US\$* .....	149.7 .....	82
<b>3rd pillar: Safety and security</b> .....	<b>4.7</b> .....	<b>69</b>	<b>11th pillar: Human resources</b> .....	<b>5.0</b> .....	<b>50</b>
3.01 Business costs of crime and violence .....	4.7 .....	79	<i>Education and training</i> .....	4.8 .....	62
3.02 Reliability of police services.....	3.9 .....	82	11.01 Primary education enrollment, net %* .....	98.3 .....	24
3.03 Road traffic accidents/100,000 pop.* .....	14.9 .....	64	11.02 Secondary education enrollment, gross %* .....	100.9 .....	27
3.04 Business costs of terrorism .....	5.3 .....	85	11.03 Quality of the educational system .....	3.0 .....	114
<b>4th pillar: Health and hygiene</b> .....	<b>6.4</b> .....	<b>13</b>	11.04 Local availability specialized research & training... ..	3.8 .....	91
4.01 Physician density/1,000 pop.* .....	6.2 .....	1	11.05 Extent of staff training .....	3.3 .....	113
4.02 Access to improved sanitation, % pop.* .....	98.0 .....	42	<i>Availability of qualified labor</i> .....	5.3 .....	35
4.03 Access to improved drinking water, % pop.* ...	100.0 .....	1	11.06 Hiring and firing practices .....	3.3 .....	108
4.04 Hospital beds/10,000 pop.* .....	48.0 .....	36	11.07 Ease of hiring foreign labor .....	4.2 .....	67
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>5.2</b> .....	<b>28</b>	11.08 HIV prevalence, % adult pop.* .....	0.1 .....	12
5.01 Government prioritization of the T&T industry .....	5.5 .....	54	11.09 Business impact of HIV/AIDS.....	6.1 .....	21
5.02 T&T gov't expenditure, % gov't budget* .....	8.0 .....	17	11.10 Life expectancy, years* .....	80.4 .....	19
5.03 Effectiveness of marketing to attract tourists .....	3.9 .....	99	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.8</b> .....	<b>55</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	68.0 .....	59	12.01 Tourism openness, % of GDP* .....	5.9 .....	48
5.05 Timeliness of T&T data (0-18)* .....	16.5 .....	17	12.02 Attitude of population toward foreign visitors .....	6.5 .....	37
<b>6th pillar: Air transport infrastructure</b> .....	<b>4.7</b> .....	<b>20</b>	12.03 Extension of business trips recommended .....	5.7 .....	45
6.01 Quality of air transport infrastructure .....	5.3 .....	45	12.04 Degree of customer orientation.....	4.5 .....	90
6.02 Airline seat kms/week, dom., millions* .....	51.2 .....	36	<b>13th pillar: Natural resources</b> .....	<b>4.2</b> .....	<b>40</b>
6.03 Airline seat kms/week, int'l, millions* .....	526.2 .....	35	13.01 No. of World Heritage natural sites* .....	2 .....	25
6.04 Departures/1,000 pop.* .....	13.1 .....	33	13.02 Quality of the natural environment.....	5.3 .....	31
6.05 Airport density/million pop.* .....	3.3 .....	15	13.03 Total known species* .....	475 .....	78
6.06 No. of operating airlines* .....	73.5 .....	19	13.04 Terrestrial biome protection (0-17%)* .....	16.3 .....	25
6.07 International air transport network .....	5.0 .....	58	13.05 Marine protected areas, %* .....	0.7 .....	55
<b>7th pillar: Ground transport infrastructure</b> .....	<b>4.0</b> .....	<b>58</b>	<b>14th pillar: Cultural resources</b> .....	<b>4.3</b> .....	<b>25</b>
7.01 Quality of roads .....	4.0 .....	71	14.01 No. of World Heritage cultural sites* .....	18 .....	14
7.02 Quality of railroad infrastructure .....	2.5 .....	67	14.02 Sports stadiums, seats/million pop.* .....	65,737.9 .....	38
7.03 Quality of port infrastructure.....	4.2 .....	66	14.03 No. of int'l fairs and exhibitions* .....	132.7 .....	28
7.04 Quality of ground transport network .....	4.9 .....	42	14.04 Creative industries exports, % of world total* .....	0.2 .....	42
7.05 Road density/million pop.* .....	89.0 .....	39			

# Guatemala

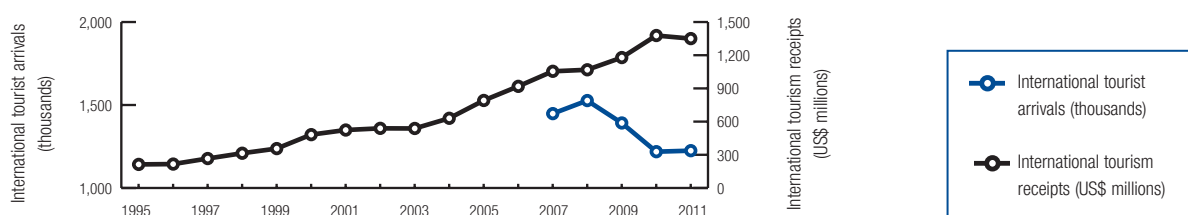
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>97</b>	<b>3.7</b>
2011 Travel & Tourism Competitiveness Index.....	86	3.8
2009 Travel & Tourism Competitiveness Index.....	70	3.9
<b>T&amp;T regulatory framework</b> .....	<b>109</b>	<b>3.9</b>
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
<b>Business environment and infrastructure</b> .....	<b>98</b>	<b>3.1</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>69</b>	<b>3.9</b>
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.

## The Travel & Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.4</b> .....	<b>82</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>2.6</b> .....	<b>96</b>
1.01 Prevalence of foreign ownership .....	4.9.....	60	8.01 Hotel rooms/100 pop.* .....	0.3.....	75
1.02 Property rights .....	3.7.....	99	8.02 Presence of major car rental co. (1–7)* .....	4.....	82
1.03 Business impact of rules on FDI .....	4.2.....	103	8.03 ATMs accepting Visa cards/million pop.* .....	50.1.....	106
1.04 Visa requirements, no. of countries* .....	83.0.....	<b>47</b>	<b>9th pillar: ICT infrastructure</b> .....	<b>2.7</b> .....	<b>88</b>
1.05 Openness bilateral ASAs (0–38)* .....	24.8.....	<b>7</b>	9.01 ICT use for B-to-B transactions .....	5.4.....	<b>44</b>
1.06 Transparency of government policymaking .....	4.7.....	<b>40</b>	9.02 ICT use for B-to-C transactions .....	4.7.....	57
1.07 No. of days to start a business* .....	40.....	122	9.03 Individuals using the Internet, %* .....	11.7.....	114
1.08 Cost to start a business, % GNI/capita* .....	48.1.....	119	9.04 Fixed telephone lines/100 pop.* .....	11.0.....	88
1.09 GATS commitment restrictiveness (0–100)* .....	60.7.....	58	9.05 Broadband Internet subscribers/100 pop.* .....	1.8.....	95
<b>2nd pillar: Environmental sustainability</b> .....	<b>3.9</b> .....	<b>126</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	140.4.....	<b>22</b>
2.01 Stringency of environmental regulation.....	3.3.....	101	9.07 Mobile broadband subscriptions/100 pop.* .....	4.1.....	90
2.02 Enforcement of environmental regulation .....	2.9.....	106	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>5.1</b> .....	<b>23</b>
2.03 Sustainability of T&T industry development.....	3.4.....	115	10.01 Ticket taxes and airport charges (0–100)* .....	81.8.....	58
2.04 Carbon dioxide emission, million tons/capita* .....	0.9.....	<b>34</b>	10.02 Purchasing power parity* .....	0.6.....	68
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	68.4.....	122	10.04 Fuel price, US\$ cents/liter* .....	85.0.....	<b>36</b>
2.06 Threatened species, %* .....	10.6.....	119	10.03 Extent and effect of taxation .....	3.6.....	53
2.07 Environm. treaty ratification (0–25)* .....	20.....	53	10.05 Hotel price index, US\$* .....	79.6.....	<b>10</b>
<b>3rd pillar: Safety and security</b> .....	<b>3.5</b> .....	<b>129</b>	<b>11th pillar: Human resources</b> .....	<b>4.7</b> .....	<b>86</b>
3.01 Business costs of crime and violence .....	1.9.....	140	<i>Education and training</i> .....	4.4.....	93
3.02 Reliability of police services.....	2.6.....	133	11.01 Primary education enrollment, net %* .....	96.9.....	<b>41</b>
3.03 Road traffic accidents/100,000 pop.* .....	14.7.....	61	11.02 Secondary education enrollment, gross %* .....	58.5.....	108
3.04 Business costs of terrorism .....	4.5.....	119	11.03 Quality of the educational system .....	2.6.....	127
<b>4th pillar: Health and hygiene</b> .....	<b>3.8</b> .....	<b>95</b>	11.04 Local availability specialized research & training... ..	4.4.....	53
4.01 Physician density/1,000 pop.* .....	0.9.....	92	11.05 Extent of staff training.....	4.3.....	<b>40</b>
4.02 Access to improved sanitation, % pop.* .....	78.0.....	86	<i>Availability of qualified labor</i> .....	5.1.....	66
4.03 Access to improved drinking water, % pop.* .....	92.0.....	80	11.06 Hiring and firing practices .....	4.2.....	54
4.04 Hospital beds/10,000 pop.* .....	6.0.....	124	11.07 Ease of hiring foreign labor .....	4.2.....	59
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.1</b> .....	<b>94</b>	11.08 HIV prevalence, % adult pop.* .....	0.8.....	96
5.01 Government prioritization of the T&T industry .....	4.4.....	114	11.09 Business impact of HIV/AIDS.....	5.5.....	61
5.02 T&T gov't expenditure, % gov't budget* .....	4.7.....	<b>42</b>	11.10 Life expectancy, years* .....	71.1.....	90
5.03 .....			<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.7</b> .....	<b>57</b>
			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.....	<b>44</b>
			12.04 Degree of customer orientation.....	5.1.....	<b>33</b>
			<b>13th pillar: Natural resources</b> .....	<b>4.1</b> .....	<b>47</b>
			13.01 No. of World Heritage natural sites* .....	1.....	<b>45</b>
			13.02 Quality of the natural environment.....	3.6.....	114
			13.03 Total known species* .....	1,069.....	<b>27</b>
			13.04 Terrestrial biome protection (0–17%)* .....	13.6.....	51
			13.05 Marine protected areas, %* .....	0.8.....	<b>46</b>
			<b>14th pillar: Cultural resources</b> .....	<b>2.0</b> .....	<b>88</b>
			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

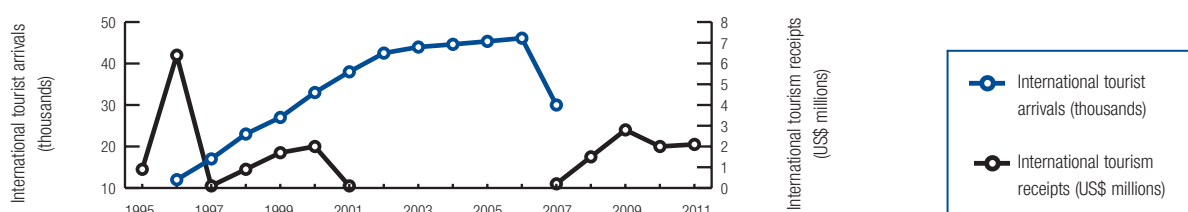
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>136</b>	<b>2.9</b>
2011 Travel & Tourism Competitiveness Index.....	n/a	n/a
2009 Travel & Tourism Competitiveness Index.....	n/a	n/a
<b>T&amp;T regulatory framework</b> .....	<b>136</b>	<b>3.2</b>
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
<b>Business environment and infrastructure</b> .....	<b>137</b>	<b>2.4</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>134</b>	<b>3.0</b>
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.

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>3.3</b> .....	<b>134</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>1.6</b> .....	<b>128</b>
1.01 Prevalence of foreign ownership .....	4.1 .....	106	8.01 Hotel rooms/100 pop.* .....	0.0 .....	126
1.02 Property rights .....	3.2 .....	124	8.02 Presence of major car rental co. (1–7)* .....	2 .....	111
1.03 Business impact of rules on FDI .....	3.7 .....	118	8.03 ATMs accepting Visa cards/million pop.* .....	3.4 .....	133
1.04 Visa requirements, no. of countries* .....	21.0 .....	122	<b>9th pillar: ICT infrastructure</b> .....	<b>1.6</b> .....	<b>134</b>
1.05 Openness bilateral ASAs (0–38)* .....	8.5 .....	99	9.01 ICT use for B-to-B transactions .....	4.5 .....	103
1.06 Transparency of government policymaking .....	3.6 .....	122	9.02 ICT use for B-to-C transactions .....	3.3 .....	127
1.07 No. of days to start a business* .....	35 .....	115	9.03 Individuals using the Internet, %* .....	1.3 .....	137
1.08 Cost to start a business, % GNI/capita* .....	96.9 .....	130	9.04 Fixed telephone lines/100 pop.* .....	0.2 .....	140
1.09 GATS commitment restrictiveness (0–100)* .....	62.5 .....	54	9.05 Broadband Internet subscribers/100 pop.* .....	0.0 .....	134
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.4</b> .....	<b>82</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	44.0 .....	130
2.01 Stringency of environmental regulation.....	2.9 .....	126	9.07 Mobile broadband subscriptions/100 pop.* .....	0.0 .....	128
2.02 Enforcement of environmental regulation .....	2.6 .....	127	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.6</b> .....	<b>69</b>
2.03 Sustainability of T&T industry development.....	3.4 .....	117	10.01 Ticket taxes and airport charges (0–100)* .....	42.8 .....	131
2.04 Carbon dioxide emission, million tons/capita* .....	0.1 .....	12	10.02 Purchasing power parity* .....	0.4 .....	19
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	53.6 .....	105	10.04 Fuel price, US\$ cents/liter* .....	95.0 .....	49
2.06 Threatened species, %* .....	4.7 .....	62	10.03 Extent and effect of taxation .....	4.1 .....	26
2.07 Environm. treaty ratification (0–25)* .....	22 .....	20	10.05 Hotel price index, US\$* .....	n/a .....	n/a
<b>3rd pillar: Safety and security</b> .....	<b>3.7</b> .....	<b>119</b>	<b>11th pillar: Human resources</b> .....	<b>3.8</b> .....	<b>120</b>
3.01 Business costs of crime and violence .....	3.1 .....	126	<i>Education and training</i> .....	3.0 .....	130
3.02 Reliability of police services.....	3.0 .....	116	11.01 Primary education enrollment, net %* .....	77.0 .....	126
3.03 Road traffic accidents/100,000 pop.* .....	n/a .....	n/a	11.02 Secondary education enrollment, gross %* .....	38.1 .....	121
3.04 Business costs of terrorism .....	5.0 .....	104	11.03 Quality of the educational system .....	2.7 .....	126
<b>4th pillar: Health and hygiene</b> .....	<b>1.9</b> .....	<b>130</b>	11.04 Local availability specialized research & training... 3.1 .....	126	
4.01 Physician density/1,000 pop.* .....	0.1 .....	124	11.05 Extent of staff training .....	3.3 .....	112
4.02 Access to improved sanitation, % pop.* .....	18.0 .....	129	<i>Availability of qualified labor</i> .....	4.6 .....	113
4.03 Access to improved drinking water, % pop.* .....	74.0 .....	119	11.06 Hiring and firing practices .....	4.6 .....	27
4.04 Hospital beds/10,000 pop.* .....	3.0 .....	137	11.07 Ease of hiring foreign labor .....	4.9 .....	11
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>2.9</b> .....	<b>134</b>	11.08 HIV prevalence, % adult pop.* .....	1.3 .....	112
5.01 Government prioritization of the T&T industry .....	4.3 .....	117	11.09 Business impact of HIV/AIDS.....	3.3 .....	125
5.02 T&T gov't expenditure, % gov't budget* .....	3.0 .....	80	11.10 Life expectancy, years* .....	54.1 .....	126
5.03 Effectiveness of marketing to attract tourists .....	3.1 .....	130	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.2</b> .....	<b>119</b>
5.04 Comprehensiveness of T&T data (0–120)* .....	19.0 .....	136	12.01 Tourism openness, % of GDP* .....	0.7 .....	136
5.05 Timeliness of T&T data (0–18)* .....	0.0 .....	126	12.02 Attitude of population toward foreign visitors .....	6.3 .....	64
<b>6th pillar: Air transport infrastructure</b> .....	<b>1.9</b> .....	<b>133</b>	12.03 Extension of business trips recommended .....	4.7 .....	111
6.01 Quality of air transport infrastructure .....	3.6 .....	108	12.04 Degree of customer orientation.....	4.5 .....	83
6.02 Airline seat kms/week, dom., millions* .....	0.0 .....	105	<b>13th pillar: Natural resources</b> .....	<b>2.9</b> .....	<b>105</b>
6.03 Airline seat kms/week, int'l, millions* .....	8.3 .....	130	13.01 No. of World Heritage natural sites* .....	1 .....	45
6.04 Departures/1,000 pop.* .....	0.1 .....	129	13.02 Quality of the natural environment.....	2.8 .....	130
6.05 Airport density/million pop.* .....	0.1 .....	134	13.03 Total known species* .....	924 .....	37
6.06 No. of operating airlines* .....	6.0 .....	125	13.04 Terrestrial biome protection (0–17%)* .....	6.8 .....	94
6.07 International air transport network .....	3.2 .....	138	13.05 Marine protected areas, %* .....	0.0 .....	104
<b>7th pillar: Ground transport infrastructure</b> .....	<b>2.2</b> .....	<b>138</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.2</b> .....	<b>133</b>
7.01 Quality of roads .....	2.0 .....	136	14.01 No. of World Heritage cultural sites* .....	1 .....	109
7.02 Quality of railroad infrastructure .....	1.6 .....	106	14.02 Sports stadiums, seats/million pop.* .....	8,315.6 .....	114
7.03 Quality of port infrastructure.....	3.5 .....	106	14.03 No. of int'l fairs and exhibitions* .....	0.3 .....	131
7.04 Quality of ground transport network .....	2.3 .....	139	14.04 Creative industries exports, % of world total* .....	0.0 .....	129
7.05 Road density/million pop.* .....	18.0 .....	92			

# Guyana

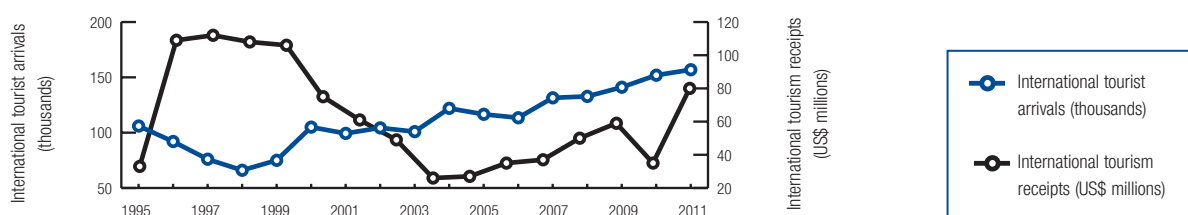
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>103</b>	<b>3.6</b>
2011 Travel & Tourism Competitiveness Index.....	98	3.6
2009 Travel & Tourism Competitiveness Index.....	102	3.5
<b>T&amp;T regulatory framework</b> .....	<b>80</b>	<b>4.4</b>
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
<b>Business environment and infrastructure</b> .....	<b>111</b>	<b>2.9</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>106</b>	<b>3.5</b>
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.



## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.7</b>	<b>52</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>1.8</b>	<b>121</b>
1.01 Prevalence of foreign ownership .....	4.1	107	8.01 Hotel rooms/100 pop.* .....	0.1	113
1.02 Property rights .....	3.6	102	8.02 Presence of major car rental co. (1-7)* .....	1	123
1.03 Business impact of rules on FDI .....	4.5	80	8.03 ATMs accepting Visa cards/million pop.* .....	124.6	94
1.04 Visa requirements, no. of countries* .....	147.8	11	<b>9th pillar: ICT infrastructure</b> .....	<b>2.6</b>	<b>91</b>
1.05 Openness bilateral ASAs (0-38)* .....	15.1	28	9.01 ICT use for B-to-B transactions .....	5.1	61
1.06 Transparency of government policymaking .....	4.2	78	9.02 ICT use for B-to-C transactions .....	4.5	71
1.07 No. of days to start a business* .....	20	86	9.03 Individuals using the Internet, %* .....	32.0	83
1.08 Cost to start a business, % GNI/capita* .....	13.9	84	9.04 Fixed telephone lines/100 pop.* .....	20.2	64
1.09 GATS commitment restrictiveness (0-100)* .....	50.7	82	9.05 Broadband Internet subscribers/100 pop.* .....	2.6	89
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.1</b>	<b>32</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	69.9	116
2.01 Stringency of environmental regulation .....	4.2	56	9.07 Mobile broadband subscriptions/100 pop.* .....	0.0	128
2.02 Enforcement of environmental regulation .....	3.9	57	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.7</b>	<b>51</b>
2.03 Sustainability of T&T industry development .....	4.8	50	10.01 Ticket taxes and airport charges (0-100)* .....	88.6	23
2.04 Carbon dioxide emission, million tons/capita* .....	2.0	57	10.02 Purchasing power parity* .....	0.9	103
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	21.9	42	10.04 Fuel price, US\$ cents/liter* .....	85.0	36
2.06 Threatened species, %* .....	2.3	14	10.03 Extent and effect of taxation .....	3.5	71
2.07 Environm. treaty ratification (0-25)* .....	17	96	10.05 Hotel price index, US\$* .....	124.5	50
<b>3rd pillar: Safety and security</b> .....	<b>4.0</b>	<b>110</b>	<b>11th pillar: Human resources</b> .....	<b>4.9</b>	<b>73</b>
3.01 Business costs of crime and violence .....	3.5	119	<i>Education and training</i> .....	4.5	81
3.02 Reliability of police services .....	2.8	128	11.01 Primary education enrollment, net %* .....	80.6	122
3.03 Road traffic accidents/100,000 pop.* .....	19.9	85	11.02 Secondary education enrollment, gross %* .....	91.0	60
3.04 Business costs of terrorism .....	5.3	87	11.03 Quality of the educational system .....	4.2	42
<b>4th pillar: Health and hygiene</b> .....	<b>4.1</b>	<b>93</b>	11.04 Local availability specialized research & training... ..	3.7	99
4.01 Physician density/1,000 pop.* .....	0.5	102	11.05 Extent of staff training .....	4.0	61
4.02 Access to improved sanitation, % pop.* .....	84.0	79	<i>Availability of qualified labor</i> .....	5.2	38
4.03 Access to improved drinking water, % pop.* .....	94.0	73	11.06 Hiring and firing practices .....	4.9	13
4.04 Hospital beds/10,000 pop.* .....	20.0	81	11.07 Ease of hiring foreign labor .....	4.4	46
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.4</b>	<b>65</b>	11.08 HIV prevalence, % adult pop.* .....	1.2	108
5.01 Government prioritization of the T&T industry .....	5.4	59	11.09 Business impact of HIV/AIDS .....	4.6	97
5.02 T&T gov't expenditure, % gov't budget* .....	6.1	27	11.10 Life expectancy, years* .....	69.9	95
5.03 Effectiveness of marketing to attract tourists .....	4.8	56	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.6</b>	<b>75</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	16.0	138	12.01 Tourism openness, % of GDP* .....	6.8	39
5.05 Timeliness of T&T data (0-18)* .....	9.0	103	12.02 Attitude of population toward foreign visitors .....	6.2	75
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.4</b>	<b>105</b>	12.03 Extension of business trips recommended .....	4.8	106
6.01 Quality of air transport infrastructure .....	4.1	93	12.04 Degree of customer orientation .....	4.5	80
6.02 Airline seat kms/week, dom., millions* .....	0.0	105	<b>13th pillar: Natural resources</b> .....	<b>3.1</b>	<b>97</b>
6.03 Airline seat kms/week, int'l, millions* .....	7.4	132	13.01 No. of World Heritage natural sites* .....	0	79
6.04 Departures/1,000 pop.* .....	0.4	113	13.02 Quality of the natural environment .....	4.1	83
6.05 Airport density/million pop.* .....	1.3	32	13.03 Total known species* .....	1,152	25
6.06 No. of operating airlines* .....	3.0	137	13.04 Terrestrial biome protection (0-17%)* .....	5.0	106
6.07 International air transport network .....	4.2	93	13.05 Marine protected areas, %* .....	0.0	104
<b>7th pillar: Ground transport infrastructure</b> .....	<b>2.9</b>	<b>105</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.3</b>	<b>132</b>
7.01 Quality of roads .....	3.7	78	14.01 No. of World Heritage cultural sites* .....	0	125
7.02 Quality of railroad infrastructure .....	1.8	97	14.02 Sports stadiums, seats/million pop.* .....	29,099.0	77
7.03 Quality of port infrastructure .....	3.3	117	14.03 No. of int'l fairs and exhibitions* .....	0.7	125
7.04 Quality of ground transport network .....	4.6	57	14.04 Creative industries exports, % of world total* .....	0.0	115
7.05 Road density/million pop.* .....	4.0	134			

# Haiti

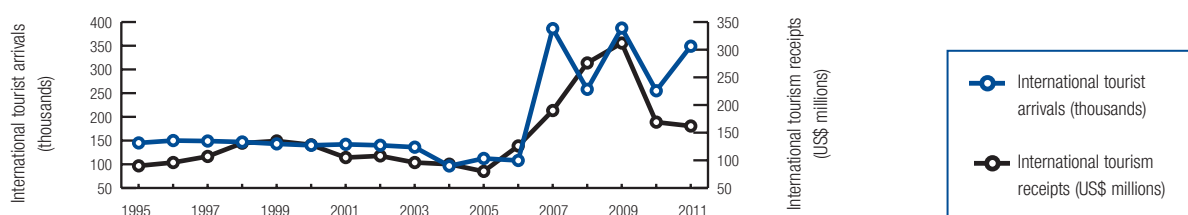
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>140</b>	<b>2.6</b>
2011 Travel & Tourism Competitiveness Index.....	n/a	n/a
2009 Travel & Tourism Competitiveness Index.....	n/a	n/a
<b>T&amp;T regulatory framework</b> .....	<b>138</b>	<b>2.9</b>
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
<b>Business environment and infrastructure</b> .....	<b>136</b>	<b>2.4</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>140</b>	<b>2.4</b>
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.

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>3.2</b> .....	<b>135</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>2.2</b> .....	<b>110</b>
1.01 Prevalence of foreign ownership .....	3.0.....	136	8.01 Hotel rooms/100 pop.* .....	0.0.....	135
1.02 Property rights .....	2.1.....	139	8.02 Presence of major car rental co. (1-7)* .....	4.....	82
1.03 Business impact of rules on FDI .....	3.3.....	130	8.03 ATMs accepting Visa cards/million pop.* .....	4.0.....	132
1.04 Visa requirements, no. of countries* .....	191.0.....	<b>1</b>	<b>9th pillar: ICT infrastructure</b> .....	<b>1.7</b> .....	<b>131</b>
1.05 Openness bilateral ASAs (0-38)* .....	14.0.....	<b>38</b>	9.01 ICT use for B-to-B transactions .....	3.9.....	129
1.06 Transparency of government policymaking .....	2.6.....	139	9.02 ICT use for B-to-C transactions .....	3.5.....	121
1.07 No. of days to start a business* .....	105.....	137	9.03 Individuals using the Internet, %* .....	8.4.....	121
1.08 Cost to start a business, % GNI/capita* .....	286.6.....	140	9.04 Fixed telephone lines/100 pop.* .....	0.5.....	132
1.09 GATS commitment restrictiveness (0-100)* .....	77.2.....	<b>14</b>	9.05 Broadband Internet subscribers/100 pop.* .....	0.0.....	139
<b>2nd pillar: Environmental sustainability</b> .....	<b>2.9</b> .....	<b>139</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	41.5.....	132
2.01 Stringency of environmental regulation.....	1.5.....	140	9.07 Mobile broadband subscriptions/100 pop.* .....	0.0.....	128
2.02 Enforcement of environmental regulation .....	1.4.....	140	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.5</b> .....	<b>78</b>
2.03 Sustainability of T&T industry development.....	2.8.....	135	10.01 Ticket taxes and airport charges (0-100)* .....	64.7.....	110
2.04 Carbon dioxide emission, million tons/capita* .....	0.3.....	<b>16</b>	10.02 Purchasing power parity* .....	0.6.....	63
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	33.3.....	80	10.04 Fuel price, US\$ cents/liter* .....	n/a.....	n/a
2.06 Threatened species, %* .....	18.0.....	134	10.03 Extent and effect of taxation .....	3.0.....	114
2.07 Environm. treaty ratification (0-25)* .....	10.....	137	10.05 Hotel price index, US\$* .....	n/a.....	n/a
<b>3rd pillar: Safety and security</b> .....	<b>3.4</b> .....	<b>130</b>	<b>11th pillar: Human resources</b> .....	<b>3.3</b> .....	<b>136</b>
3.01 Business costs of crime and violence .....	2.5.....	134	<i>Education and training</i> .....	1.8.....	140
3.02 Reliability of police services.....	2.6.....	132	11.01 Primary education enrollment, net %* .....	56.8.....	138
3.03 Road traffic accidents/100,000 pop.* .....	n/a.....	n/a	11.02 Secondary education enrollment, gross %* .....	20.8.....	140
3.04 Business costs of terrorism .....	5.2.....	95	11.03 Quality of the educational system .....	2.1.....	138
<b>4th pillar: Health and hygiene</b> .....	<b>2.0</b> .....	<b>128</b>	11.04 Local availability specialized research & training... ..	2.4.....	139
4.01 Physician density/1,000 pop.* .....	0.3.....	112	11.05 Extent of staff training.....	2.3.....	140
4.02 Access to improved sanitation, % pop.* .....	17.0.....	131	<i>Availability of qualified labor</i> .....	4.8.....	101
4.03 Access to improved drinking water, % pop.* .....	69.0.....	124	11.06 Hiring and firing practices .....	4.2.....	53
4.04 Hospital beds/10,000 pop.* .....	13.0.....	103	11.07 Ease of hiring foreign labor .....	4.8.....	<b>19</b>
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>3.2</b> .....	<b>124</b>	11.08 HIV prevalence, % adult pop.* .....	1.9.....	119
5.01 Government prioritization of the T&T industry .....	4.8.....	98	11.09 Business impact of HIV/AIDS.....	4.4.....	109
5.02 T&T gov't expenditure, % gov't budget* .....	3.0.....	81	11.10 Life expectancy, years* .....	62.1.....	114
5.03 Effectiveness of marketing to attract tourists .....	2.8.....	135	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>3.8</b> .....	<b>135</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	40.0.....	115	12.01 Tourism openness, % of GDP* .....	3.0.....	95
5.05 Timeliness of T&T data (0-18)* .....	3.0.....	112	12.02 Attitude of population toward foreign visitors .....	6.0.....	99
<b>6th pillar: Air transport infrastructure</b> .....	<b>1.9</b> .....	<b>131</b>	12.03 Extension of business trips recommended .....	4.2.....	134
6.01 Quality of air transport infrastructure .....	2.2.....	140	12.04 Degree of customer orientation.....	3.2.....	138
6.02 Airline seat kms/week, dom., millions* .....	0.1.....	96	<b>13th pillar: Natural resources</b> .....	<b>1.5</b> .....	<b>140</b>
6.03 Airline seat kms/week, int'l, millions* .....	24.0.....	108	13.01 No. of World Heritage natural sites* .....	0.....	79
6.04 Departures/1,000 pop.* .....	n/a.....	n/a	13.02 Quality of the natural environment.....	1.4.....	140
6.05 Airport density/million pop.* .....	0.2.....	119	13.03 Total known species* .....	356.....	112
6.06 No. of operating airlines* .....	13.0.....	97	13.04 Terrestrial biome protection (0-17%)* .....	0.3.....	136
6.07 International air transport network .....	3.4.....	131	13.05 Marine protected areas, %* .....	0.0.....	100
<b>7th pillar: Ground transport infrastructure</b> .....	<b>1.7</b> .....	<b>140</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.2</b> .....	<b>134</b>
7.01 Quality of roads .....	1.8.....	139	14.01 No. of World Heritage cultural sites* .....	1.....	109
7.02 Quality of railroad infrastructure .....	1.3.....	114	14.02 Sports stadiums, seats/million pop.* .....	2,765.8.....	133
7.03 Quality of port infrastructure.....	1.9.....	137	14.03 No. of int'l fairs and exhibitions* .....	0.7.....	125
7.04 Quality of ground transport network .....	2.2.....	140	14.04 Creative industries exports, % of world total* .....	n/a.....	n/a
7.05 Road density/million pop.* .....	15.0.....	98			

Absolute value      Percent of total      T&T industry  
GDP growth forecast  
(2013–2022)

## The Travel & Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK
<b>8th pillar: Tourism infrastructure</b> .....	<b>3.3</b> .....	<b>81</b>
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
<b>9th pillar: ICT infrastructure</b> .....	<b>2.4</b> .....	<b>101</b>
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
<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.9</b> .....	<b>39</b>
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
<b>11th pillar: Human resources</b> .....	<b>4.6</b> .....	<b>98</b>
<i>Education and training</i> .....	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
<i>Availability of qualified labor</i> .....	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
<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.5</b> .....	<b>85</b>
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
<b>13th pillar: Natural resources</b> .....	<b>4.0</b> .....	<b>48</b>
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.....	

# Hong Kong SAR

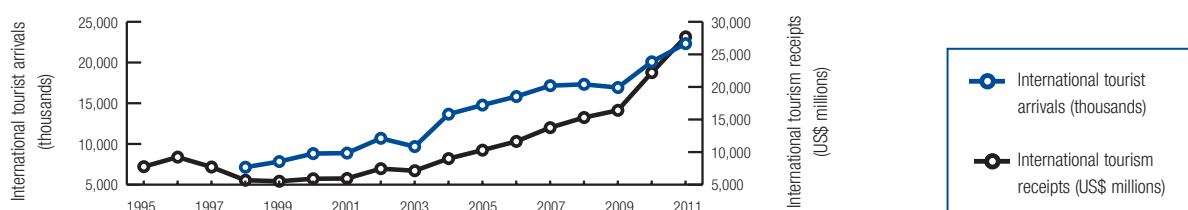
## Key indicators

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)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>15</b>	<b>5.1</b>
2011 Travel & Tourism Competitiveness Index.....	12	5.2
2009 Travel & Tourism Competitiveness Index.....	12	5.2
<b>T&amp;T regulatory framework</b> .....	<b>19</b>	<b>5.4</b>
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
<b>Business environment and infrastructure</b> .....	<b>3</b>	<b>5.3</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>29</b>	<b>4.6</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>5.6</b> .....	<b>3</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>3.9</b> .....	<b>71</b>
1.01 Prevalence of foreign ownership .....	6.0.....	5	8.01 Hotel rooms/100 pop.* .....	1.0.....	33
1.02 Property rights .....	6.1.....	7	8.02 Presence of major car rental co. (1-7)* .....	2.....	111
1.03 Business impact of rules on FDI .....	6.0.....	4	8.03 ATMs accepting Visa cards/million pop.* .....	412.5.....	50
1.04 Visa requirements, no. of countries* .....	148.0.....	10	<b>9th pillar: ICT infrastructure</b> .....	<b>5.8</b> .....	<b>2</b>
1.05 Openness bilateral ASAs (0-38)* .....	14.8.....	29	9.01 ICT use for B-to-B transactions .....	5.9.....	18
1.06 Transparency of government policymaking .....	5.9.....	4	9.02 ICT use for B-to-C transactions .....	5.5.....	22
1.07 No. of days to start a business* .....	3.....	5	9.03 Individuals using the Internet, %* .....	74.5.....	24
1.08 Cost to start a business, % GNI/capita* .....	1.9.....	27	9.04 Fixed telephone lines/100 pop.* .....	61.0.....	4
1.09 GATS commitment restrictiveness (0-100)* .....	35.9.....	108	9.05 Broadband Internet subscribers/100 pop.* .....	31.6.....	14
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.0</b> .....	<b>118</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	214.7.....	1
2.01 Stringency of environmental regulation.....	4.1.....	61	9.07 Mobile broadband subscriptions/100 pop.* .....	55.2.....	15
2.02 Enforcement of environmental regulation .....	3.9.....	53	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.9</b> .....	<b>32</b>
2.03 Sustainability of T&T industry development.....	4.9.....	37	10.01 Ticket taxes and airport charges (0-100)* .....	85.5.....	38
2.04 Carbon dioxide emission, million tons/capita* .....	5.5.....	89	10.02 Purchasing power parity* .....	0.7.....	81
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	75.1.....	125	10.04 Fuel price, US\$ cents/liter* .....	132.0.....	92
2.06 Threatened species, %* .....	9.8.....	116	10.03 Extent and effect of taxation .....	5.6.....	4
2.07 Environm. treaty ratification (0-25)* .....	n/a.....	n/a	10.05 Hotel price index, US\$* .....	134.5.....	65
<b>3rd pillar: Safety and security</b> .....	<b>6.3</b> .....	<b>3</b>	<b>11th pillar: Human resources</b> .....	<b>5.7</b> .....	<b>8</b>
3.01 Business costs of crime and violence .....	6.0.....	10	<i>Education and training</i> .....	5.4.....	28
3.02 Reliability of police services.....	6.2.....	10	11.01 Primary education enrollment, net %* .....	93.8.....	68
3.03 Road traffic accidents/100,000 pop.* .....	1.8.....	1	11.02 Secondary education enrollment, gross %* .....	83.0.....	84
3.04 Business costs of terrorism .....	5.9.....	50	11.03 Quality of the educational system .....	4.8.....	23
<b>4th pillar: Health and hygiene</b> .....	<b>5.6</b> .....	<b>50</b>	11.04 Local availability specialized research & training... ..	5.5.....	10
4.01 Physician density/1,000 pop.* .....	1.8.....	67	11.05 Extent of staff training.....	4.6.....	24
4.02 Access to improved sanitation, % pop.* .....	100.0.....	1	<i>Availability of qualified labor</i> .....	6.1.....	1
4.03 Access to improved drinking water, % pop.* ..	100.0.....	1	11.06 Hiring and firing practices .....	5.8.....	1
4.04 Hospital beds/10,000 pop.* .....	45.0.....	39	11.07 Ease of hiring foreign labor .....	4.7.....	21
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>5.7</b> .....	<b>12</b>	11.08 HIV prevalence, % adult pop.* .....	0.0.....	1
5.01 Government prioritization of the T&T industry .....	6.2.....	17	11.09 Business impact of HIV/AIDS.....	5.5.....	64
5.02 T&T gov't expenditure, % gov't budget* .....	7.6.....	19	11.10 Life expectancy, years* .....	82.9.....	2
5.03 Effectiveness of marketing to attract tourists .....	5.6.....	15	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>6.0</b> .....	<b>3</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	64.0.....	72	12.01 Tourism openness, % of GDP* .....	19.2.....	6
5.05 Timeliness of T&T data (0-18)* .....	16.5.....	17	12.02 Attitude of population toward foreign visitors .....	6.5.....	32
<b>6th pillar: Air transport infrastructure</b> .....	<b>5.4</b> .....	<b>6</b>	12.03 Extension of business trips recommended .....	5.9.....	31
6.01 Quality of air transport infrastructure .....	6.7.....	2	12.04 Degree of customer orientation.....	5.4.....	14
6.02 Airline seat kms/week, dom., millions* .....	0.0.....	105	<b>13th pillar: Natural resources</b> .....	<b>3.3</b> .....	<b>84</b>
6.03 Airline seat kms/week, int'l, millions* .....	2,280.1 .....	10	13.01 No. of World Heritage natural sites* .....	0.....	79
6.04 Departures/1,000 pop.* .....	21.4.....	20	13.02 Quality of the natural environment.....	3.7.....	108
6.05 Airport density/million pop.* .....	0.3.....	111	13.03 Total known species* .....	276.....	128
6.06 No. of operating airlines* .....	71.5.....	20	13.04 Terrestrial biome protection (0-17%)* .....	17.0.....	1
6.07 International air transport network .....	6.7.....	2	13.05 Marine protected areas, %* .....	n/a.....	n/a
<b>7th pillar: Ground transport infrastructure</b> .....	<b>6.6</b> .....	<b>1</b>	<b>14th pillar: Cultural resources</b> .....	<b>3.3</b> .....	<b>42</b>
7.01 Quality of roads .....	6.3.....	8	14.01 No. of World Heritage cultural sites* .....	0.....	125
7.02 Quality of railroad infrastructure .....	6.4.....	3	14.02 Sports stadiums, seats/million pop.* .....	27,708.6.....	79
7.03 Quality of port infrastructure.....	6.5.....	3	14.03 No. of int'l fairs and exhibitions* .....	85.3.....	38
7.04 Quality of ground transport network .....	6.5.....	2	14.04 Creative industries exports, % of world total* .....	6.9.....	4
7.05 Road density/million pop.* .....	188.0.....	13			

# Hungary

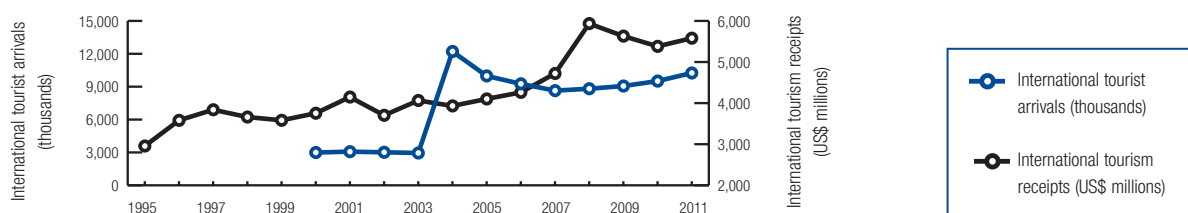
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>39</b>	<b>4.5</b>
2011 Travel & Tourism Competitiveness Index.....	38	4.5
2009 Travel & Tourism Competitiveness Index.....	38	4.5
<b>T&amp;T regulatory framework</b> .....	<b>26</b>	<b>5.3</b>
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
<b>Business environment and infrastructure</b> .....	<b>49</b>	<b>4.2</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>54</b>	<b>4.1</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.8</b> .....	<b>43</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>5.2</b> .....	<b>30</b>
1.01 Prevalence of foreign ownership .....	5.6.....	16	8.01 Hotel rooms/100 pop.* .....	0.7.....	44
1.02 Property rights .....	3.8.....	91	8.02 Presence of major car rental co. (1-7)* .....	7.....	1
1.03 Business impact of rules on FDI .....	4.6.....	76	8.03 ATMs accepting Visa cards/million pop.* .....	479.4.....	38
1.04 Visa requirements, no. of countries* .....	71.0.....	58	<b>9th pillar: ICT infrastructure</b> .....	<b>3.9</b> .....	<b>43</b>
1.05 Openness bilateral ASAs (0-38)* .....	12.2.....	50	9.01 ICT use for B-to-B transactions .....	5.0.....	66
1.06 Transparency of government policymaking .....	3.8.....	112	9.02 ICT use for B-to-C transactions .....	4.7.....	58
1.07 No. of days to start a business* .....	5.....	10	9.03 Individuals using the Internet, %* .....	59.0.....	43
1.08 Cost to start a business, % GNI/capita* .....	8.9.....	69	9.04 Fixed telephone lines/100 pop.* .....	29.4.....	41
1.09 GATS commitment restrictiveness (0-100)* .....	72.8.....	32	9.05 Broadband Internet subscribers/100 pop.* .....	22.2.....	28
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.1</b> .....	<b>28</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	117.3.....	47
2.01 Stringency of environmental regulation.....	4.8.....	39	9.07 Mobile broadband subscriptions/100 pop.* .....	11.9.....	70
2.02 Enforcement of environmental regulation .....	3.5.....	76	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.3</b> .....	<b>93</b>
2.03 Sustainability of T&T industry development.....	3.8.....	102	10.01 Ticket taxes and airport charges (0-100)* .....	75.1.....	84
2.04 Carbon dioxide emission, million tons/capita* .....	5.4.....	88	10.02 Purchasing power parity* .....	0.6.....	73
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	15.1.....	18	10.04 Fuel price, US\$ cents/liter* .....	161.0.....	120
2.06 Threatened species, %* .....	3.1.....	35	10.03 Extent and effect of taxation .....	2.5.....	130
2.07 Environm. treaty ratification (0-25)* .....	22.....	20	10.05 Hotel price index, US\$* .....	83.6.....	12
<b>3rd pillar: Safety and security</b> .....	<b>5.3</b> .....	<b>41</b>	<b>11th pillar: Human resources</b> .....	<b>5.1</b> .....	<b>42</b>
3.01 Business costs of crime and violence .....	5.0.....	59	<i>Education and training</i> .....	4.7.....	67
3.02 Reliability of police services.....	4.2.....	70	11.01 Primary education enrollment, net %* .....	92.4.....	81
3.03 Road traffic accidents/100,000 pop.* .....	12.3.....	38	11.02 Secondary education enrollment, gross %* .....	98.3.....	39
3.04 Business costs of terrorism .....	6.5.....	6	11.03 Quality of the educational system .....	3.4.....	89
<b>4th pillar: Health and hygiene</b> .....	<b>6.6</b> .....	<b>9</b>	11.04 Local availability specialized research & training... ..	3.9.....	82
4.01 Physician density/1,000 pop.* .....	3.0.....	29	11.05 Extent of staff training.....	3.5.....	108
4.02 Access to improved sanitation, % pop.* .....	100.0.....	1	<i>Availability of qualified labor</i> .....	5.5.....	15
4.03 Access to improved drinking water, % pop.* ...	100.0.....	1	11.06 Hiring and firing practices .....	4.2.....	50
4.04 Hospital beds/10,000 pop.* .....	71.0.....	9	11.07 Ease of hiring foreign labor .....	5.3.....	6
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.7</b> .....	<b>49</b>	11.08 HIV prevalence, % adult pop.* .....	0.1.....	12
5.01 Government prioritization of the T&T industry .....	5.1.....	77	11.09 Business impact of HIV/AIDS.....	6.3.....	15
5.02 T&T gov't expenditure, % gov't budget* .....	5.2.....	35	11.10 Life expectancy, years* .....	74.2.....	58
5.03 Effectiveness of marketing to attract tourists .....	3.8.....	108	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.3</b> .....	<b>102</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	108.0.....	5	12.01 Tourism openness, % of GDP* .....	5.7.....	50
5.05 Timeliness of T&T data (0-18)* .....	13.5.....	71	12.02 Attitude of population toward foreign visitors .....	5.7.....	116
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.9</b> .....	<b>74</b>	12.03 Extension of business trips recommended .....	4.7.....	107
6.01 Quality of air transport infrastructure .....	4.2.....	91	12.04 Degree of customer orientation.....	4.3.....	102
6.02 Airline seat kms/week, dom., millions* .....	0.0.....	105	<b>13th pillar: Natural resources</b> .....	<b>2.8</b> .....	<b>111</b>
6.03 Airline seat kms/week, int'l, millions* .....	132.3.....	70	13.01 No. of World Heritage natural sites* .....	1.....	45
6.04 Departures/1,000 pop.* .....	11.8.....	36	13.02 Quality of the natural environment.....	4.1.....	80
6.05 Airport density/million pop.* .....	0.3.....	106	13.03 Total known species* .....	385.....	106
6.06 No. of operating airlines* .....	35.5.....	51	13.04 Terrestrial biome protection (0-17%)* .....	5.1.....	103
6.07 International air transport network .....	4.0.....	107	13.05 Marine protected areas, %* .....	n/a.....	n/a
<b>7th pillar: Ground transport infrastructure</b> .....	<b>4.5</b> .....	<b>40</b>	<b>14th pillar: Cultural resources</b> .....	<b>4.1</b> .....	<b>30</b>
7.01 Quality of roads .....	4.0.....	69	14.01 No. of World Heritage cultural sites* .....	9.....	29
7.02 Quality of railroad infrastructure .....	3.5.....	42	14.02 Sports stadiums, seats/million pop.* .....	72,207.1.....	34
7.03 Quality of port infrastructure.....	4.0.....	82	14.03 No. of int'l fairs and exhibitions* .....	128.7.....	29
7.04 Quality of ground transport network .....	4.1.....	94	14.04 Creative industries exports, % of world total* .....	0.3.....	38
7.05 Road density/million pop.* .....	212.0.....	9			

# Iceland

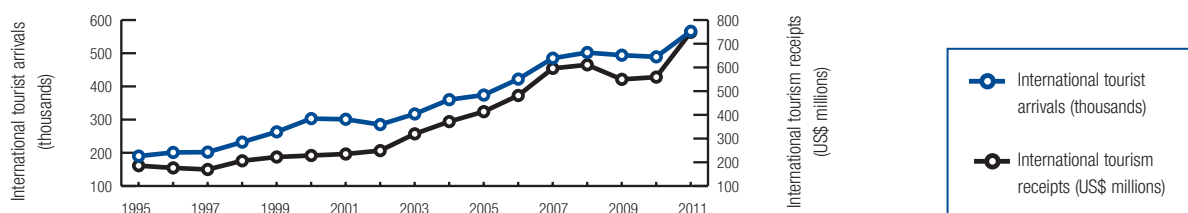
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>16</b>	<b>5.1</b>
2011 Travel & Tourism Competitiveness Index.....	11	5.2
2009 Travel & Tourism Competitiveness Index.....	16	5.1
<b>T&amp;T regulatory framework</b> .....	<b>3</b>	<b>5.8</b>
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
<b>Business environment and infrastructure</b> .....	<b>13</b>	<b>5.1</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>36</b>	<b>4.5</b>
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.

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.7</b>	<b>48</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>6.7</b>	<b>9</b>
1.01 Prevalence of foreign ownership .....	3.1	135	8.01 Hotel rooms/100 pop.* .....	3.1	5
1.02 Property rights .....	5.1	39	8.02 Presence of major car rental co. (1-7)* .....	7	1
1.03 Business impact of rules on FDI .....	2.9	136	8.03 ATMs accepting Visa cards/million pop.* .....	592.5	27
1.04 Visa requirements, no. of countries* .....	71.0	58	<b>9th pillar: ICT infrastructure</b> .....	<b>5.5</b>	<b>8</b>
1.05 Openness bilateral ASAs (0-38)* .....	16.4	22	9.01 ICT use for B-to-B transactions .....	5.6	30
1.06 Transparency of government policymaking .....	5.0	24	9.02 ICT use for B-to-C transactions .....	5.3	29
1.07 No. of days to start a business* .....	5	10	9.03 Individuals using the Internet, %* .....	95.0	1
1.08 Cost to start a business, % GNI/capita* .....	3.0	42	9.04 Fixed telephone lines/100 pop.* .....	58.9	7
1.09 GATS commitment restrictiveness (0-100)* .....	75.2	16	9.05 Broadband Internet subscribers/100 pop.* .....	33.9	7
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.3</b>	<b>19</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	106.1	70
2.01 Stringency of environmental regulation .....	5.5	19	9.07 Mobile broadband subscriptions/100 pop.* .....	57.0	14
2.02 Enforcement of environmental regulation .....	5.3	20	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>3.7</b>	<b>121</b>
2.03 Sustainability of T&T industry development .....	5.3	17	10.01 Ticket taxes and airport charges (0-100)* .....	84.0	45
2.04 Carbon dioxide emission, million tons/capita* .....	7.0	99	10.02 Purchasing power parity* .....	1.2	130
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	15.9	25	10.04 Fuel price, US\$ cents/liter* .....	171.0	129
2.06 Threatened species, %* .....	5.2	76	10.03 Extent and effect of taxation .....	3.0	115
2.07 Environm. treaty ratification (0-25)* .....	19	71	10.05 Hotel price index, US\$* .....	118.4	43
<b>3rd pillar: Safety and security</b> .....	<b>6.2</b>	<b>4</b>	<b>11th pillar: Human resources</b> .....	<b>5.8</b>	<b>3</b>
3.01 Business costs of crime and violence .....	6.3	5	<i>Education and training</i> .....	5.8	12
3.02 Reliability of police services .....	6.2	9	11.01 Primary education enrollment, net %* .....	99.4	11
3.03 Road traffic accidents/100,000 pop.* .....	10.0	25	11.02 Secondary education enrollment, gross %* .....	107.2	13
3.04 Business costs of terrorism .....	6.6	3	11.03 Quality of the educational system .....	5.4	8
<b>4th pillar: Health and hygiene</b> .....	<b>6.6</b>	<b>7</b>	11.04 Local availability specialized research & training .....	4.9	29
4.01 Physician density/1,000 pop.* .....	3.7	14	11.05 Extent of staff training .....	4.7	21
4.02 Access to improved sanitation, % pop.* .....	100.0	1	<i>Availability of qualified labor</i> .....	5.9	4
4.03 Access to improved drinking water, % pop.* .....	100.0	1	11.06 Hiring and firing practices .....	5.2	6
4.04 Hospital beds/10,000 pop.* .....	58.0	25	11.07 Ease of hiring foreign labor .....	4.6	28
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>6.1</b>	<b>5</b>	11.08 HIV prevalence, % adult pop.* .....	0.3	66
5.01 Government prioritization of the T&T industry .....	5.9	33	11.09 Business impact of HIV/AIDS .....	6.5	7
5.02 T&T gov't expenditure, % gov't budget* .....	10.7	8	11.10 Life expectancy, years* .....	81.5	9
5.03 Effectiveness of marketing to attract tourists .....	5.7	8	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>5.5</b>	<b>11</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	81.0	27	12.01 Tourism openness, % of GDP* .....	10.6	20
5.05 Timeliness of T&T data (0-18)* .....	15.5	48	12.02 Attitude of population toward foreign visitors .....	6.8	1
<b>6th pillar: Air transport infrastructure</b> .....	<b>4.8</b>	<b>17</b>	12.03 Extension of business trips recommended .....	5.9	30
6.01 Quality of air transport infrastructure .....	6.2	9	12.04 Degree of customer orientation .....	5.4	17
6.02 Airline seat kms/week, dom., millions* .....	2.4	65	<b>13th pillar: Natural resources</b> .....	<b>3.7</b>	<b>63</b>
6.03 Airline seat kms/week, int'l, millions* .....	91.6	77	13.01 No. of World Heritage natural sites* .....	1	45
6.04 Departures/1,000 pop.* .....	35.4	9	13.02 Quality of the natural environment .....	6.4	5
6.05 Airport density/million pop.* .....	27.7	1	13.03 Total known species* .....	135	137
6.06 No. of operating airlines* .....	9.0	116	13.04 Terrestrial biome protection (0-17%)* .....	14.5	41
6.07 International air transport network .....	6.0	18	13.05 Marine protected areas, %* .....	0.4	65
<b>7th pillar: Ground transport infrastructure</b> .....	<b>4.5</b>	<b>38</b>	<b>14th pillar: Cultural resources</b> .....	<b>2.8</b>	<b>57</b>
7.01 Quality of roads .....	5.2	31	14.01 No. of World Heritage cultural sites* .....	1	109
7.02 Quality of railroad infrastructure .....	n/a	n/a	14.02 Sports stadiums, seats/million pop.* .....	244,059.6	1
7.03 Quality of port infrastructure .....	6.2	8	14.03 No. of int'l fairs and exhibitions* .....	34.7	54
7.04 Quality of ground transport network .....	5.4	24	14.04 Creative industries exports, % of world total* .....	0.0	111
7.05 Road density/million pop.* .....	13.0	103			

# India

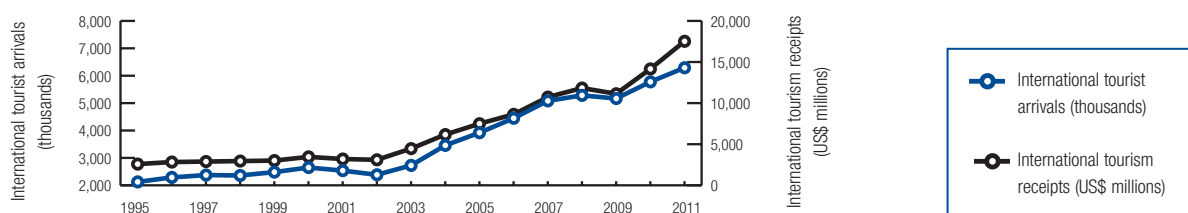
## Key indicators

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)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>65</b>	<b>4.1</b>
2011 Travel & Tourism Competitiveness Index.....	68	4.1
2009 Travel & Tourism Competitiveness Index.....	62	4.1
<b>T&amp;T regulatory framework</b> .....	<b>110</b>	<b>3.9</b>
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
<b>Business environment and infrastructure</b> .....	<b>67</b>	<b>3.7</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>21</b>	<b>4.7</b>
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.

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>3.7</b> .....	<b>125</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>2.6</b> .....	<b>95</b>
1.01 Prevalence of foreign ownership .....	4.5 .....	83	8.01 Hotel rooms/100 pop.* .....	0.0 .....	136
1.02 Property rights .....	4.4 .....	60	8.02 Presence of major car rental co. (1-7)* .....	5 .....	66
1.03 Business impact of rules on FDI .....	4.7 .....	61	8.03 ATMs accepting Visa cards/million pop.* .....	72.1 .....	98
1.04 Visa requirements, no. of countries* .....	10.7 .....	132	<b>9th pillar: ICT infrastructure</b> .....	<b>2.1</b> .....	<b>111</b>
1.05 Openness bilateral ASAs (0-38)* .....	14.6 .....	<b>30</b>	9.01 ICT use for B-to-B transactions .....	5.1 .....	59
1.06 Transparency of government policymaking .....	4.3 .....	63	9.02 ICT use for B-to-C transactions .....	4.4 .....	76
1.07 No. of days to start a business* .....	27 .....	102	9.03 Individuals using the Internet, %* .....	10.1 .....	118
1.08 Cost to start a business, % GNI/capita* .....	49.8 .....	120	9.04 Fixed telephone lines/100 pop.* .....	2.6 .....	117
1.09 GATS commitment restrictiveness (0-100)* .....	18.2 .....	114	9.05 Broadband Internet subscribers/100 pop.* .....	1.1 .....	101
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.2</b> .....	<b>107</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	72.0 .....	115
2.01 Stringency of environmental regulation.....	3.9 .....	69	9.07 Mobile broadband subscriptions/100 pop.* .....	1.9 .....	103
2.02 Enforcement of environmental regulation .....	3.5 .....	80	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>5.1</b> .....	<b>20</b>
2.03 Sustainability of T&T industry development.....	4.1 .....	86	10.01 Ticket taxes and airport charges (0-100)* .....	88.3 .....	<b>27</b>
2.04 Carbon dioxide emission, million tons/capita* .....	1.5 .....	<b>47</b>	10.02 Purchasing power parity* .....	0.4 .....	<b>9</b>
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	57.1 .....	108	10.04 Fuel price, US\$ cents/liter* .....	82.0 .....	<b>32</b>
2.06 Threatened species, %* .....	13.4 .....	129	10.03 Extent and effect of taxation .....	3.8 .....	<b>42</b>
2.07 Environm. treaty ratification (0-25)* .....	22 .....	<b>20</b>	10.05 Hotel price index, US\$* .....	143.2 .....	77
<b>3rd pillar: Safety and security</b> .....	<b>4.7</b> .....	<b>74</b>	<b>11th pillar: Human resources</b> .....	<b>4.6</b> .....	<b>96</b>
3.01 Business costs of crime and violence .....	5.0 .....	62	<i>Education and training</i> .....	4.6 .....	75
3.02 Reliability of police services.....	4.3 .....	69	11.01 Primary education enrollment, net %* .....	92.1 .....	84
3.03 Road traffic accidents/100,000 pop.* .....	16.8 .....	74	11.02 Secondary education enrollment, gross %* .....	63.2 .....	106
3.04 Business costs of terrorism .....	4.8 .....	110	11.03 Quality of the educational system .....	4.4 .....	<b>34</b>
<b>4th pillar: Health and hygiene</b> .....	<b>3.0</b> .....	<b>109</b>	11.04 Local availability specialized research & training... ..	4.3 .....	59
4.01 Physician density/1,000 pop.* .....	0.7 .....	97	11.05 Extent of staff training .....	4.1 .....	54
4.02 Access to improved sanitation, % pop.* .....	34.0 .....	116	<i>Availability of qualified labor</i> .....	4.6 .....	109
4.03 Access to improved drinking water, % pop.* .....	92.0 .....	80	11.06 Hiring and firing practices .....	4.0 .....	68
4.04 Hospital beds/10,000 pop.* .....	9.0 .....	116	11.07 Ease of hiring foreign labor .....	3.5 .....	116
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.0</b> .....	<b>98</b>	11.08 HIV prevalence, % adult pop.* .....	0.3 .....	66
5.01 Government prioritization of the T&T industry .....	4.8 .....	101	11.09 Business impact of HIV/AIDS.....	4.6 .....	100
5.02 T&T gov't expenditure, % gov't budget* .....	1.0 .....	130	11.10 Life expectancy, years* .....	65.5 .....	108
5.03 Effectiveness of marketing to attract tourists .....	4.4 .....	72	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.3</b> .....	<b>111</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	48.0 .....	100	12.01 Tourism openness, % of GDP* .....	1.7 .....	120
5.05 Timeliness of T&T data (0-18)* .....	18.0 .....	<b>1</b>	12.02 Attitude of population toward foreign visitors .....	5.9 .....	104
<b>6th pillar: Air transport infrastructure</b> .....	<b>4.2</b> .....	<b>39</b>	12.03 Extension of business trips recommended .....	5.0 .....	94
6.01 Quality of air transport infrastructure .....	4.7 .....	68	12.04 Degree of customer orientation.....	4.7 .....	60
6.02 Airline seat kms/week, dom., millions* .....	1,362.2 .....	<b>7</b>	<b>13th pillar: Natural resources</b> .....	<b>5.4</b> .....	<b>9</b>
6.03 Airline seat kms/week, int'l, millions* .....	1,794.8 .....	<b>14</b>	13.01 No. of World Heritage natural sites* .....	6 .....	<b>7</b>
6.04 Departures/1,000 pop.* .....	0.5 .....	108	13.02 Quality of the natural environment.....	4.1 .....	86
6.05 Airport density/million pop.* .....	0.1 .....	136	13.03 Total known species* .....	1,846 .....	<b>10</b>
6.06 No. of operating airlines* .....	84.5 .....	<b>15</b>	13.04 Terrestrial biome protection (0-17%)* .....	5.1 .....	105
6.07 International air transport network .....	5.2 .....	52	13.05 Marine protected areas, %* .....	0.1 .....	80
<b>7th pillar: Ground transport infrastructure</b> .....	<b>4.4</b> .....	<b>42</b>	<b>14th pillar: Cultural resources</b> .....	<b>4.7</b> .....	<b>24</b>
7.01 Quality of roads .....	3.5 .....	85	14.01 No. of World Heritage cultural sites* .....	31 .....	<b>8</b>
7.02 Quality of railroad infrastructure .....	4.4 .....	<b>27</b>	14.02 Sports stadiums, seats/million pop.* .....	1,786.0 .....	138
7.03 Quality of port infrastructure.....	4.0 .....	79	14.03 No. of int'l fairs and exhibitions* .....	111.7 .....	<b>32</b>
7.04 Quality of ground transport network .....	4.6 .....	52	14.04 Creative industries exports, % of world total* .....	4.9 .....	<b>6</b>
7.05 Road density/million pop.* .....	125.0 .....	<b>30</b>			

# Indonesia

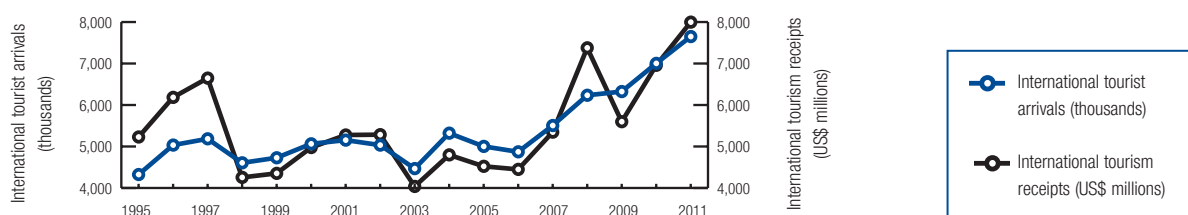
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>70</b>	<b>4.0</b>
2011 Travel & Tourism Competitiveness Index.....	74	4.0
2009 Travel & Tourism Competitiveness Index.....	81	3.8
<b>T&amp;T regulatory framework</b> .....	<b>95</b>	<b>4.2</b>
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
<b>Business environment and infrastructure</b> .....	<b>84</b>	<b>3.4</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>31</b>	<b>4.6</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.3</b>	<b>93</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>2.1</b>	<b>113</b>
1.01 Prevalence of foreign ownership .....	4.6	73	8.01 Hotel rooms/100 pop.* .....	0.2	97
1.02 Property rights .....	4.1	80	8.02 Presence of major car rental co. (1-7)* .....	2	111
1.03 Business impact of rules on FDI .....	4.6	77	8.03 ATMs accepting Visa cards/million pop.* .....	121.0	95
1.04 Visa requirements, no. of countries* .....	60.1	100	<b>9th pillar: ICT infrastructure</b> .....	<b>2.7</b>	<b>87</b>
1.05 Openness bilateral ASAs (0-38)* .....	14.3	<b>33</b>	9.01 ICT use for B-to-B transactions .....	4.6	97
1.06 Transparency of government policymaking .....	4.2	80	9.02 ICT use for B-to-C transactions .....	4.9	<b>44</b>
1.07 No. of days to start a business* .....	47	126	9.03 Individuals using the Internet, %* .....	18.0	101
1.08 Cost to start a business, % GNI/capita* .....	22.7	102	9.04 Fixed telephone lines/100 pop.* .....	15.9	78
1.09 GATS commitment restrictiveness (0-100)* .....	66.7	<b>45</b>	9.05 Broadband Internet subscribers/100 pop.* .....	1.1	100
<b>2nd pillar: Environmental sustainability</b> .....	<b>3.9</b>	<b>125</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	103.1	77
2.01 Stringency of environmental regulation .....	3.8	76	9.07 Mobile broadband subscriptions/100 pop.* .....	22.2	<b>48</b>
2.02 Enforcement of environmental regulation .....	3.6	72	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>5.3</b>	<b>9</b>
2.03 Sustainability of T&T industry development .....	4.3	74	10.01 Ticket taxes and airport charges (0-100)* .....	91.3	<b>14</b>
2.04 Carbon dioxide emission, million tons/capita* .....	1.7	51	10.02 Purchasing power parity* .....	0.7	90
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	68.1	121	10.04 Fuel price, US\$ cents/liter* .....	51.0	<b>14</b>
2.06 Threatened species, %* .....	13.0	128	10.03 Extent and effect of taxation .....	4.1	<b>29</b>
2.07 Environm. treaty ratification (0-25)* .....	18	84	10.05 Hotel price index, US\$* .....	97.6	<b>21</b>
<b>3rd pillar: Safety and security</b> .....	<b>4.4</b>	<b>85</b>	<b>11th pillar: Human resources</b> .....	<b>4.9</b>	<b>61</b>
3.01 Business costs of crime and violence .....	4.3	94	<i>Education and training</i> .....	4.9	57
3.02 Reliability of police services .....	3.9	83	11.01 Primary education enrollment, net %* .....	96.0	<b>44</b>
3.03 Road traffic accidents/100,000 pop.* .....	16.2	71	11.02 Secondary education enrollment, gross %* .....	77.2	94
3.04 Business costs of terrorism .....	4.6	117	11.03 Quality of the educational system .....	4.1	<b>47</b>
<b>4th pillar: Health and hygiene</b> .....	<b>2.9</b>	<b>112</b>	11.04 Local availability specialized research & training... ..	4.3	57
4.01 Physician density/1,000 pop.* .....	0.3	111	11.05 Extent of staff training .....	4.3	<b>39</b>
4.02 Access to improved sanitation, % pop.* .....	54.0	105	<i>Availability of qualified labor</i> .....	5.0	77
4.03 Access to improved drinking water, % pop.* .....	82.0	109	11.06 Hiring and firing practices .....	4.2	52
4.04 Hospital beds/10,000 pop.* .....	6.0	124	11.07 Ease of hiring foreign labor .....	4.1	74
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>5.4</b>	<b>19</b>	11.08 HIV prevalence, % adult pop.* .....	0.2	52
5.01 Government prioritization of the T&T industry .....	4.9	88	11.09 Business impact of HIV/AIDS .....	4.0	122
5.02 T&T gov't expenditure, % gov't budget* .....	9.1	<b>15</b>	11.10 Life expectancy, years* .....	69.3	97
5.03 Effectiveness of marketing to attract tourists .....	4.4	75	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.2</b>	<b>114</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	92.0	<b>11</b>	12.01 Tourism openness, % of GDP* .....	1.7	122
5.05 Timeliness of T&T data (0-18)* .....	16.5	<b>17</b>	12.02 Attitude of population toward foreign visitors .....	5.8	114
<b>6th pillar: Air transport infrastructure</b> .....	<b>3.5</b>	<b>54</b>	12.03 Extension of business trips recommended .....	5.1	85
6.01 Quality of air transport infrastructure .....	4.2	89	12.04 Degree of customer orientation .....	4.6	72
6.02 Airline seat kms/week, dom., millions* .....	978.6	<b>9</b>	<b>13th pillar: Natural resources</b> .....	<b>5.6</b>	<b>6</b>
6.03 Airline seat kms/week, int'l, millions* .....	703.9	<b>28</b>	13.01 No. of World Heritage natural sites* .....	4	<b>10</b>
6.04 Departures/1,000 pop.* .....	1.7	88	13.02 Quality of the natural environment .....	4.0	89
6.05 Airport density/million pop.* .....	0.3	115	13.03 Total known species* .....	2,603	<b>4</b>
6.06 No. of operating airlines* .....	47.5	<b>36</b>	13.04 Terrestrial biome protection (0-17%)* .....	13.8	<b>49</b>
6.07 International air transport network .....	4.6	71	13.05 Marine protected areas, %* .....	1.1	<b>38</b>
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.2</b>	<b>87</b>	<b>14th pillar: Cultural resources</b> .....	<b>3.5</b>	<b>38</b>
7.01 Quality of roads .....	3.4	89	14.01 No. of World Heritage cultural sites* .....	10	<b>27</b>
7.02 Quality of railroad infrastructure .....	3.2	51	14.02 Sports stadiums, seats/million pop.* .....	6,798.4	118
7.03 Quality of port infrastructure .....	3.6	103	14.03 No. of int'l fairs and exhibitions* .....	58.3	<b>41</b>
7.04 Quality of ground transport network .....	4.0	105	14.04 Creative industries exports, % of world total* .....	0.6	<b>29</b>
7.05 Road density/million pop.* .....	25.0	80			



Absolute value      Percent of total      T&T industry  
GDP growth forecast  
(2013–2022)





# Iran, Islamic Rep.

## The Travel & Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>3.7</b> .....	<b>124</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>1.4</b> .....	<b>133</b>
1.01 Prevalence of foreign ownership .....	2.2.....	140	8.01 Hotel rooms/100 pop.* .....	0.1.....	110
1.02 Property rights .....	4.6.....	54	8.02 Presence of major car rental co. (1-7)* .....	1.....	123
1.03 Business impact of rules on FDI .....	3.5.....	123	8.03 ATMs accepting Visa cards/million pop.* .....	0.0.....	139
1.04 Visa requirements, no. of countries* .....	1.0.....	140			
1.05 Openness bilateral ASAs (0-38)* .....	5.2.....	126	<b>9th pillar: ICT infrastructure</b> .....	<b>2.6</b> .....	<b>93</b>
1.06 Transparency of government policymaking .....	3.6.....	123	9.01 ICT use for B-to-B transactions .....	3.9.....	131
1.07 No. of days to start a business* .....	13.....	61	9.02 ICT use for B-to-C transactions .....	3.6.....	115
1.08 Cost to start a business, % GNI/capita* .....	3.3.....	<b>43</b>	9.03 Individuals using the Internet, %* .....	21.0.....	96
1.09 GATS commitment restrictiveness (0-100)* .....	n/a.....	n/a	9.04 Fixed telephone lines/100 pop.* .....	37.1.....	<b>31</b>
			9.05 Broadband Internet subscribers/100 pop.* .....	2.4.....	90
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.2</b> .....	<b>101</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	74.9.....	111
2.01 Stringency of environmental regulation.....	3.8.....	74	9.07 Mobile broadband subscriptions/100 pop.* .....	0.0.....	128
2.02 Enforcement of environmental regulation .....	3.6.....	70			
2.03 Sustainability of T&T industry development.....	3.4.....	118	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>6.0</b> .....	<b>1</b>
2.04 Carbon dioxide emission, million tons/capita* .....	7.4.....	102	10.01 Ticket taxes and airport charges (0-100)* .....	97.3.....	<b>2</b>
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	55.3.....	107	10.02 Purchasing power parity* .....	0.4.....	<b>6</b>
2.06 Threatened species, %* .....	6.2.....	90	10.04 Fuel price, US\$ cents/liter* .....	1.6.....	<b>2</b>
2.07 Environm. treaty ratification (0-25)* .....	21.....	<b>39</b>	10.03 Extent and effect of taxation .....	3.5.....	67
			10.05 Hotel price index, US\$* .....	n/a.....	n/a
<b>3rd pillar: Safety and security</b> .....	<b>4.0</b> .....	<b>106</b>			
3.01 Business costs of crime and violence .....	4.7.....	76	<b>11th pillar: Human resources</b> .....	<b>4.7</b> .....	<b>87</b>
3.02 Reliability of police services.....	4.5.....	56	<i>Education and training</i> .....	4.7.....	64
3.03 Road traffic accidents/100,000 pop.* .....	35.8.....	132	11.01 Primary education enrollment, net %* .....	99.5.....	<b>9</b>
3.04 Business costs of terrorism .....	5.1.....	101	11.02 Secondary education enrollment, gross %* .....	90.9.....	61
			11.03 Quality of the educational system .....	3.3.....	93
<b>4th pillar: Health and hygiene</b> .....	<b>4.5</b> .....	<b>79</b>	11.04 Local availability specialized research & training... ..	4.1.....	73
4.01 Physician density/1,000 pop.* .....	0.9.....	93	11.05 Extent of staff training.....	3.0.....	131
4.02 Access to improved sanitation, % pop.* .....	100.0.....	<b>1</b>	<i>Availability of qualified labor</i> .....	4.7.....	104
4.03 Access to improved drinking water, % pop.* .....	96.0.....	63	11.06 Hiring and firing practices .....	3.7.....	86
4.04 Hospital beds/10,000 pop.* .....	17.0.....	92	11.07 Ease of hiring foreign labor .....	2.8.....	134
			11.08 HIV prevalence, % adult pop.* .....	0.2.....	52
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>3.0</b> .....	<b>130</b>	11.09 Business impact of HIV/AIDS.....	5.5.....	62
5.01 Government prioritization of the T&T industry .....	3.7.....	135	11.10 Life expectancy, years* .....	72.8.....	85
5.02 T&T gov't expenditure, % gov't budget* .....	3.0.....	82			
5.03 Effectiveness of marketing to attract tourists .....	3.4.....	120	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.0</b> .....	<b>128</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	25.0.....	133	12.01 Tourism openness, % of GDP* .....	4.0.....	79
5.05 Timeliness of T&T data (0-18)* .....	3.0.....	112	12.02 Attitude of population toward foreign visitors .....	5.2.....	135
			12.03 Extension of business trips recommended .....	4.9.....	98
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.5</b> .....	<b>102</b>	12.04 Degree of customer orientation.....	4.0.....	112
6.01 Quality of air transport infrastructure .....	3.1.....	129			
6.02 Airline seat kms/week, dom., millions* .....	179.0.....	<b>25</b>	<b>13th pillar: Natural resources</b> .....	<b>3.4</b> .....	<b>74</b>
6.03 Airline seat kms/week, int'l, millions* .....	171.0.....	66	13.01 No. of World Heritage natural sites* .....	0.....	79
6.04 Departures/1,000 pop.* .....	2.1.....	83	13.02 Quality of the natural environment.....	5.2.....	<b>33</b>
6.05 Airport density/million pop.* .....	0.7.....	68	13.03 Total known species* .....	679.....	55
6.06 No. of operating airlines* .....	33.5.....	54	13.04 Terrestrial biome protection (0-17%)* .....	6.9.....	91
6.07 International air transport network .....	3.5.....	124	13.05 Marine protected areas, %* .....	0.7.....	<b>49</b>
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.4</b> .....	<b>76</b>	<b>14th pillar: Cultural resources</b> .....	<b>3.2</b> .....	<b>45</b>
7.01 Quality of roads .....	4.0.....	68	14.01 No. of World Heritage cultural sites* .....	24.....	<b>9</b>
7.02 Quality of railroad infrastructure .....	3.4.....	<b>45</b>	14.02 Sports stadiums, seats/million pop.* .....	18,135.4.....	93
7.03 Quality of port infrastructure.....	4.0.....	80	14.03 No. of int'l fairs and exhibitions* .....	6.0.....	88
7.04 Quality of ground transport network .....	4.5.....	64	14.04 Creative industries exports, % of world total* .....	0.3.....	<b>32</b>
7.05 Road density/million pop.* .....	11.0.....	110			

# Ireland

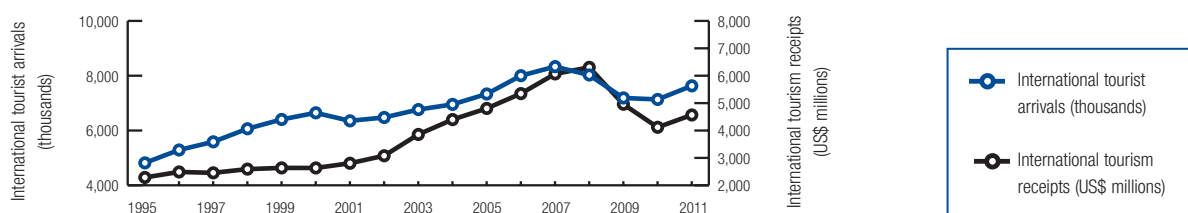
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>19</b>	<b>5.0</b>
2011 Travel & Tourism Competitiveness Index.....	21	5.0
2009 Travel & Tourism Competitiveness Index.....	18	5.0
<b>T&amp;T regulatory framework</b> .....	<b>7</b>	<b>5.7</b>
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
<b>Business environment and infrastructure</b> .....	<b>19</b>	<b>5.0</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>40</b>	<b>4.4</b>
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.

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>5.5</b> .....	<b>4</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>6.3</b> .....	<b>12</b>
1.01 Prevalence of foreign ownership .....	5.8 .....	7	8.01 Hotel rooms/100 pop.* .....	1.6 .....	15
1.02 Property rights .....	5.8 .....	16	8.02 Presence of major car rental co. (1-7)* .....	7 .....	1
1.03 Business impact of rules on FDI .....	6.6 .....	1	8.03 ATMs accepting Visa cards/million pop.* .....	509.2 .....	33
1.04 Visa requirements, no. of countries* .....	89.0 .....	42	<b>9th pillar: ICT infrastructure</b> .....	<b>4.8</b> .....	<b>24</b>
1.05 Openness bilateral ASAs (0-38)* .....	18.7 .....	16	9.01 ICT use for B-to-B transactions .....	5.6 .....	32
1.06 Transparency of government policymaking .....	5.0 .....	28	9.02 ICT use for B-to-C transactions .....	5.3 .....	27
1.07 No. of days to start a business* .....	10 .....	48	9.03 Individuals using the Internet, %* .....	76.8 .....	22
1.08 Cost to start a business, % GNI/capita* .....	0.3 .....	3	9.04 Fixed telephone lines/100 pop.* .....	45.2 .....	19
1.09 GATS commitment restrictiveness (0-100)* .....	53.1 .....	68	9.05 Broadband Internet subscribers/100 pop.* .....	22.0 .....	32
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.6</b> .....	<b>9</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	108.4 .....	64
2.01 Stringency of environmental regulation.....	5.6 .....	16	9.07 Mobile broadband subscriptions/100 pop.* .....	59.4 .....	13
2.02 Enforcement of environmental regulation .....	5.3 .....	21	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>3.9</b> .....	<b>115</b>
2.03 Sustainability of T&T industry development.....	5.1 .....	21	10.01 Ticket taxes and airport charges (0-100)* .....	76.3 .....	79
2.04 Carbon dioxide emission, million tons/capita* .....	9.9 .....	118	10.02 Purchasing power parity* .....	1.2 .....	124
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	12.5 .....	9	10.04 Fuel price, US\$ cents/liter* .....	169.0 .....	126
2.06 Threatened species, %* .....	3.0 .....	33	10.03 Extent and effect of taxation .....	3.8 .....	44
2.07 Environm. treaty ratification (0-25)* .....	24 .....	1	10.05 Hotel price index, US\$* .....	113.3 .....	38
<b>3rd pillar: Safety and security</b> .....	<b>6.0</b> .....	<b>12</b>	<b>11th pillar: Human resources</b> .....	<b>5.7</b> .....	<b>11</b>
3.01 Business costs of crime and violence .....	5.6 .....	29	<i>Education and training</i> .....	5.7 .....	16
3.02 Reliability of police services.....	6.0 .....	15	11.01 Primary education enrollment, net %* .....	95.1 .....	53
3.03 Road traffic accidents/100,000 pop.* .....	8.5 .....	18	11.02 Secondary education enrollment, gross %* .....	121.0 .....	4
3.04 Business costs of terrorism .....	6.3 .....	21	11.03 Quality of the educational system .....	5.3 .....	9
<b>4th pillar: Health and hygiene</b> .....	<b>6.1</b> .....	<b>23</b>	11.04 Local availability specialized research & training... ..	5.0 .....	24
4.01 Physician density/1,000 pop.* .....	3.2 .....	26	11.05 Extent of staff training .....	4.9 .....	16
4.02 Access to improved sanitation, % pop.* .....	99.0 .....	39	<i>Availability of qualified labor</i> .....	5.6 .....	12
4.03 Access to improved drinking water, % pop.* ...	100.0 .....	1	11.06 Hiring and firing practices .....	3.9 .....	72
4.04 Hospital beds/10,000 pop.* .....	49.0 .....	35	11.07 Ease of hiring foreign labor .....	5.1 .....	9
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>5.2</b> .....	<b>27</b>	11.08 HIV prevalence, % adult pop.* .....	0.2 .....	52
5.01 Government prioritization of the T&T industry .....	6.3 .....	13	11.09 Business impact of HIV/AIDS.....	6.3 .....	14
5.02 T&T gov't expenditure, % gov't budget* .....	3.9 .....	56	11.10 Life expectancy, years* .....	80.3 .....	21
5.03 Effectiveness of marketing to attract tourists .....	5.7 .....	9	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>5.2</b> .....	<b>26</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	71.0 .....	51	12.01 Tourism openness, % of GDP* .....	5.2 .....	58
5.05 Timeliness of T&T data (0-18)* .....	16.5 .....	17	12.02 Attitude of population toward foreign visitors .....	6.6 .....	9
<b>6th pillar: Air transport infrastructure</b> .....	<b>4.6</b> .....	<b>22</b>	12.03 Extension of business trips recommended .....	6.1 .....	15
6.01 Quality of air transport infrastructure .....	5.7 .....	32	12.04 Degree of customer orientation.....	5.5 .....	11
6.02 Airline seat kms/week, dom., millions* .....	2.6 .....	64	<b>13th pillar: Natural resources</b> .....	<b>2.7</b> .....	<b>117</b>
6.03 Airline seat kms/week, int'l, millions* .....	393.9 .....	39	13.01 No. of World Heritage natural sites* .....	0 .....	79
6.04 Departures/1,000 pop.* .....	152.7 .....	1	13.02 Quality of the natural environment.....	6.1 .....	11
6.05 Airport density/million pop.* .....	2.2 .....	22	13.03 Total known species* .....	265 .....	130
6.06 No. of operating airlines* .....	33.0 .....	56	13.04 Terrestrial biome protection (0-17%)* .....	1.8 .....	124
6.07 International air transport network .....	5.7 .....	35	13.05 Marine protected areas, %* .....	0.0 .....	94
<b>7th pillar: Ground transport infrastructure</b> .....	<b>5.2</b> .....	<b>24</b>	<b>14th pillar: Cultural resources</b> .....	<b>4.1</b> .....	<b>29</b>
7.01 Quality of roads .....	5.4 .....	28	14.01 No. of World Heritage cultural sites* .....	2 .....	88
7.02 Quality of railroad infrastructure .....	4.1 .....	31	14.02 Sports stadiums, seats/million pop.* .....	243,076.7 .....	2
7.03 Quality of port infrastructure.....	5.3 .....	30	14.03 No. of int'l fairs and exhibitions* .....	92.0 .....	37
7.04 Quality of ground transport network .....	4.8 .....	45	14.04 Creative industries exports, % of world total* .....	0.5 .....	30
7.05 Road density/million pop.* .....	137.0 .....	24			

# Israel

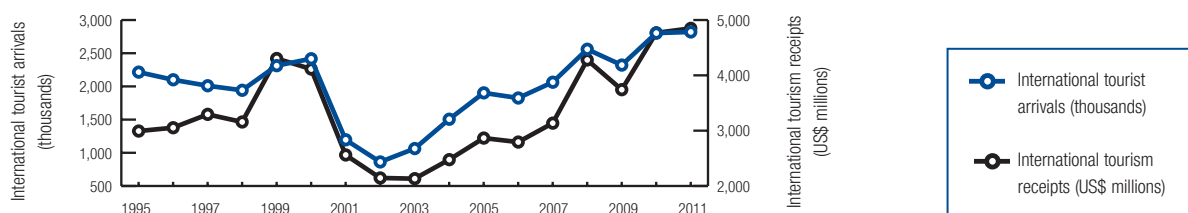
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>53</b>	<b>4.3</b>
2011 Travel & Tourism Competitiveness Index.....	46	4.4
2009 Travel & Tourism Competitiveness Index.....	36	4.5
<b>T&amp;T regulatory framework</b> .....	<b>36</b>	<b>5.1</b>
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
<b>Business environment and infrastructure</b> .....	<b>51</b>	<b>4.1</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>71</b>	<b>3.9</b>
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.

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.8</b>	<b>42</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>4.6</b>	<b>52</b>
1.01 Prevalence of foreign ownership .....	5.3	37	8.01 Hotel rooms/100 pop.* .....	0.7	49
1.02 Property rights .....	5.3	29	8.02 Presence of major car rental co. (1-7)* .....	7	1
1.03 Business impact of rules on FDI .....	5.4	17	8.03 ATMs accepting Visa cards/million pop.* .....	289.3	70
1.04 Visa requirements, no. of countries* .....	91.0	40	<b>9th pillar: ICT infrastructure</b> .....	<b>4.7</b>	<b>27</b>
1.05 Openness bilateral ASAs (0-38)* .....	9.9	82	9.01 ICT use for B-to-B transactions .....	5.4	42
1.06 Transparency of government policymaking .....	4.4	52	9.02 ICT use for B-to-C transactions .....	5.5	23
1.07 No. of days to start a business* .....	21	89	9.03 Individuals using the Internet, %* .....	70.0	34
1.08 Cost to start a business, % GNI/capita* .....	4.0	46	9.04 Fixed telephone lines/100 pop.* .....	46.3	18
1.09 GATS commitment restrictiveness (0-100)* .....	38.1	105	9.05 Broadband Internet subscribers/100 pop.* .....	24.8	22
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.7</b>	<b>60</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	121.7	44
2.01 Stringency of environmental regulation.....	4.8	41	9.07 Mobile broadband subscriptions/100 pop.* .....	40.6	26
2.02 Enforcement of environmental regulation .....	4.3	45	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>3.4</b>	<b>133</b>
2.03 Sustainability of T&T industry development.....	4.5	68	10.01 Ticket taxes and airport charges (0-100)* .....	75.0	85
2.04 Carbon dioxide emission, million tons/capita* .....	5.2	81	10.02 Purchasing power parity* .....	1.1	122
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	23.5	48	10.04 Fuel price, US\$ cents/liter* .....	187.0	136
2.06 Threatened species, %* .....	6.1	88	10.03 Extent and effect of taxation .....	3.5	69
2.07 Environm. treaty ratification (0-25)* .....	15	123	10.05 Hotel price index, US\$* .....	184.0	98
<b>3rd pillar: Safety and security</b> .....	<b>5.3</b>	<b>46</b>	<b>11th pillar: Human resources</b> .....	<b>5.3</b>	<b>31</b>
3.01 Business costs of crime and violence .....	5.5	35	<i>Education and training</i> .....	5.4	25
3.02 Reliability of police services.....	4.8	48	11.01 Primary education enrollment, net %* .....	96.9	40
3.03 Road traffic accidents/100,000 pop.* .....	5.7	11	11.02 Secondary education enrollment, gross %* .....	102.1	22
3.04 Business costs of terrorism .....	4.3	124	11.03 Quality of the educational system .....	4.0	53
<b>4th pillar: Health and hygiene</b> .....	<b>6.1</b>	<b>26</b>	11.04 Local availability specialized research & training... ..	4.9	27
4.01 Physician density/1,000 pop.* .....	3.7	17	11.05 Extent of staff training.....	4.6	27
4.02 Access to improved sanitation, % pop.* .....	100.0	1	<i>Availability of qualified labor</i> .....	5.2	51
4.03 Access to improved drinking water, % pop.* ...	100.0	1	11.06 Hiring and firing practices .....	4.0	62
4.04 Hospital beds/10,000 pop.* .....	35.0	50	11.07 Ease of hiring foreign labor .....	2.9	133
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.6</b>	<b>54</b>	11.08 HIV prevalence, % adult pop.* .....	0.2	52
5.01 Government prioritization of the T&T industry .....	5.3	63	11.09 Business impact of HIV/AIDS.....	6.4	10
5.02 T&T gov't expenditure, % gov't budget* .....	2.1	107	11.10 Life expectancy, years* .....	81.5	8
5.03 Effectiveness of marketing to attract tourists .....	4.4	73	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.5</b>	<b>87</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	106.0	8	12.01 Tourism openness, % of GDP* .....	3.4	90
5.05 Timeliness of T&T data (0-18)* .....	17.5	7	12.02 Attitude of population toward foreign visitors .....	6.2	68
<b>6th pillar: Air transport infrastructure</b> .....	<b>3.6</b>	<b>52</b>	12.03 Extension of business trips recommended .....	5.0	93
6.01 Quality of air transport infrastructure .....	5.3	48	12.04 Degree of customer orientation.....	4.7	55
6.02 Airline seat kms/week, dom., millions* .....	5.5	56	<b>13th pillar: Natural resources</b> .....	<b>3.1</b>	<b>98</b>
6.03 Airline seat kms/week, int'l, millions* .....	503.2	36	13.01 No. of World Heritage natural sites* .....	0	79
6.04 Departures/1,000 pop.* .....	7.1	46	13.02 Quality of the natural environment.....	4.3	70
6.05 Airport density/million pop.* .....	0.5	83	13.03 Total known species* .....	507	72
6.06 No. of operating airlines* .....	56.0	28	13.04 Terrestrial biome protection (0-17%)* .....	12.0	63
6.07 International air transport network .....	5.5	40	13.05 Marine protected areas, %* .....	0.1	86
<b>7th pillar: Ground transport infrastructure</b> .....	<b>4.1</b>	<b>54</b>	<b>14th pillar: Cultural resources</b> .....	<b>2.6</b>	<b>60</b>
7.01 Quality of roads .....	4.7	46	14.01 No. of World Heritage cultural sites* .....	7	39
7.02 Quality of railroad infrastructure .....	3.2	50	14.02 Sports stadiums, seats/million pop.* .....	32,826.0	72
7.03 Quality of port infrastructure.....	3.9	86	14.03 No. of int'l fairs and exhibitions* .....	30.7	57
7.04 Quality of ground transport network .....	4.5	67	14.04 Creative industries exports, % of world total* .....	0.1	48
7.05 Road density/million pop.* .....	83.0	41			

# Italy

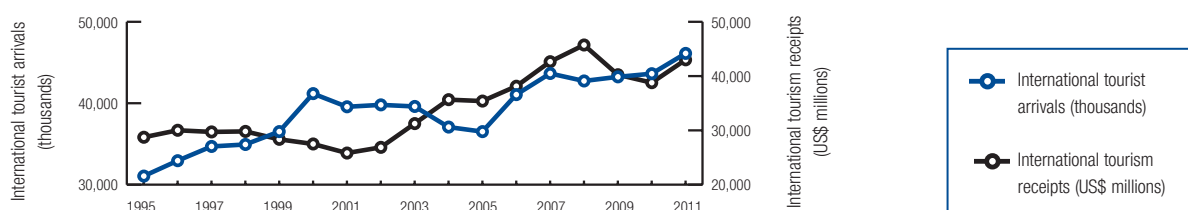
## Key indicators

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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>26</b>	<b>4.9</b>
2011 Travel & Tourism Competitiveness Index.....	27	4.9
2009 Travel & Tourism Competitiveness Index.....	28	4.8
<b>T&amp;T regulatory framework</b> .....	<b>50</b>	<b>4.9</b>
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
<b>Business environment and infrastructure</b> .....	<b>29</b>	<b>4.8</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>14</b>	<b>5.0</b>
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.

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.2</b> .....	<b>100</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>7.0</b> .....	<b>1</b>
1.01 Prevalence of foreign ownership .....	4.0.....	115	8.01 Hotel rooms/100 pop.* .....	1.8.....	11
1.02 Property rights .....	4.3.....	67	8.02 Presence of major car rental co. (1-7)* .....	7.....	1
1.03 Business impact of rules on FDI .....	3.6.....	122	8.03 ATMs accepting Visa cards/million pop.* .....	972.7.....	7
1.04 Visa requirements, no. of countries* .....	71.0.....	58	<b>9th pillar: ICT infrastructure</b> .....	<b>4.3</b> .....	<b>31</b>
1.05 Openness bilateral ASAs (0-38)* .....	11.6.....	56	9.01 ICT use for B-to-B transactions .....	4.5.....	101
1.06 Transparency of government policymaking .....	3.1.....	135	9.02 ICT use for B-to-C transactions .....	4.4.....	83
1.07 No. of days to start a business* .....	6.....	16	9.03 Individuals using the Internet, %* .....	56.8.....	45
1.08 Cost to start a business, % GNI/capita* .....	16.5.....	92	9.04 Fixed telephone lines/100 pop.* .....	36.4.....	32
1.09 GATS commitment restrictiveness (0-100)* .....	48.4.....	92	9.05 Broadband Internet subscribers/100 pop.* .....	22.1.....	31
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.7</b> .....	<b>53</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	157.9.....	10
2.01 Stringency of environmental regulation.....	4.5.....	52	9.07 Mobile broadband subscriptions/100 pop.* .....	33.3.....	38
2.02 Enforcement of environmental regulation .....	3.4.....	84	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>3.4</b> .....	<b>134</b>
2.03 Sustainability of T&T industry development.....	3.4.....	119	10.01 Ticket taxes and airport charges (0-100)* .....	80.2.....	67
2.04 Carbon dioxide emission, million tons/capita* .....	7.4.....	101	10.02 Purchasing power parity* .....	1.1.....	120
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	21.3.....	41	10.04 Fuel price, US\$ cents/liter* .....	169.0.....	126
2.06 Threatened species, %* .....	5.1.....	74	10.03 Extent and effect of taxation .....	2.2.....	137
2.07 Environm. treaty ratification (0-25)* .....	22.....	20	10.05 Hotel price index, US\$* .....	176.6.....	95
<b>3rd pillar: Safety and security</b> .....	<b>5.3</b> .....	<b>44</b>	<b>11th pillar: Human resources</b> .....	<b>5.1</b> .....	<b>41</b>
3.01 Business costs of crime and violence .....	4.5.....	88	<i>Education and training</i> .....	5.0.....	45
3.02 Reliability of police services.....	5.1.....	38	11.01 Primary education enrollment, net %* .....	97.4.....	35
3.03 Road traffic accidents/100,000 pop.* .....	9.6.....	22	11.02 Secondary education enrollment, gross %* .....	100.4.....	30
3.04 Business costs of terrorism .....	5.6.....	60	11.03 Quality of the educational system .....	3.4.....	86
<b>4th pillar: Health and hygiene</b> .....	<b>6.0</b> .....	<b>29</b>	11.04 Local availability specialized research & training... ..	4.8.....	33
4.01 Physician density/1,000 pop.* .....	3.5.....	21	11.05 Extent of staff training.....	3.2.....	121
4.02 Access to improved sanitation, % pop.* .....	100.0.....	1	<i>Availability of qualified labor</i> .....	5.2.....	41
4.03 Access to improved drinking water, % pop.* ...	100.0.....	1	11.06 Hiring and firing practices .....	2.8.....	132
4.04 Hospital beds/10,000 pop.* .....	36.0.....	48	11.07 Ease of hiring foreign labor .....	4.4.....	53
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.3</b> .....	<b>79</b>	11.08 HIV prevalence, % adult pop.* .....	0.3.....	66
5.01 Government prioritization of the T&T industry .....	4.8.....	96	11.09 Business impact of HIV/AIDS.....	5.9.....	33
5.02 T&T gov't expenditure, % gov't budget* .....	3.6.....	63	11.10 Life expectancy, years* .....	81.7.....	4
5.03 Effectiveness of marketing to attract tourists .....	3.5.....	116	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.6</b> .....	<b>72</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	87.0.....	16	12.01 Tourism openness, % of GDP* .....	3.3.....	93
5.05 Timeliness of T&T data (0-18)* .....	15.0.....	63	12.02 Attitude of population toward foreign visitors .....	6.2.....	79
<b>6th pillar: Air transport infrastructure</b> .....	<b>4.6</b> .....	<b>24</b>	12.03 Extension of business trips recommended .....	5.6.....	53
6.01 Quality of air transport infrastructure .....	4.7.....	67	12.04 Degree of customer orientation.....	4.8.....	53
6.02 Airline seat kms/week, dom., millions* .....	536.9.....	12	<b>13th pillar: Natural resources</b> .....	<b>4.4</b> .....	<b>34</b>
6.03 Airline seat kms/week, int'l, millions* .....	1,780.0.....	15	13.01 No. of World Heritage natural sites* .....	3.....	18
6.04 Departures/1,000 pop.* .....	6.0.....	52	13.02 Quality of the natural environment.....	4.2.....	76
6.05 Airport density/million pop.* .....	0.7.....	70	13.03 Total known species* .....	509.....	71
6.06 No. of operating airlines* .....	149.5.....	5	13.04 Terrestrial biome protection (0-17%)* .....	15.1.....	33
6.07 International air transport network .....	4.4.....	81	13.05 Marine protected areas, %* .....	7.0.....	11
<b>7th pillar: Ground transport infrastructure</b> .....	<b>4.5</b> .....	<b>39</b>	<b>14th pillar: Cultural resources</b> .....	<b>6.1</b> .....	<b>7</b>
7.01 Quality of roads .....	4.3.....	57	14.01 No. of World Heritage cultural sites* .....	47.....	3
7.02 Quality of railroad infrastructure .....	3.6.....	40	14.02 Sports stadiums, seats/million pop.* .....	52,072.1.....	52
7.03 Quality of port infrastructure.....	3.9.....	88	14.03 No. of int'l fairs and exhibitions* .....	410.0.....	6
7.04 Quality of ground transport network .....	3.8.....	110	14.04 Creative industries exports, % of world total* .....	6.0.....	5
7.05 Road density/million pop.* .....	162.0.....	22			

# Jamaica

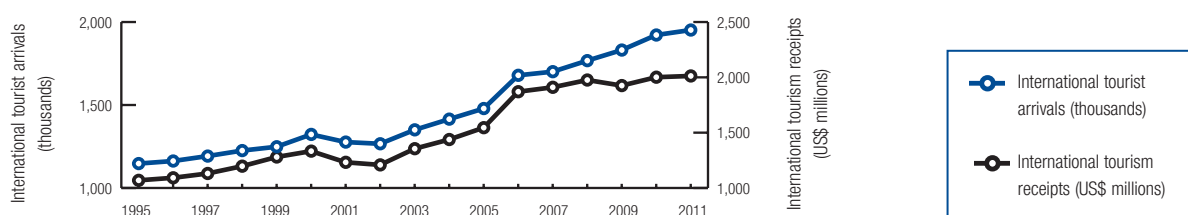
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>67</b>	<b>4.1</b>
2011 Travel & Tourism Competitiveness Index.....	65	4.1
2009 Travel & Tourism Competitiveness Index.....	60	4.1
<b>T&amp;T regulatory framework</b> .....	<b>59</b>	<b>4.8</b>
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
<b>Business environment and infrastructure</b> .....	<b>64</b>	<b>3.8</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>87</b>	<b>3.7</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>5.1</b>	<b>20</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>4.4</b>	<b>59</b>
1.01 Prevalence of foreign ownership .....	5.0	55	8.01 Hotel rooms/100 pop.* .....	1.0	28
1.02 Property rights .....	4.2	70	8.02 Presence of major car rental co. (1-7)* .....	6	32
1.03 Business impact of rules on FDI .....	4.9	45	8.03 ATMs accepting Visa cards/million pop.* .....	162.4	89
1.04 Visa requirements, no. of countries* .....	104.0	29	<b>9th pillar: ICT infrastructure</b> .....	<b>2.6</b>	<b>92</b>
1.05 Openness bilateral ASAs (0-38)* .....	24.3	8	9.01 ICT use for B-to-B transactions .....	4.9	77
1.06 Transparency of government policymaking .....	3.7	115	9.02 ICT use for B-to-C transactions .....	3.9	103
1.07 No. of days to start a business* .....	7	24	9.03 Individuals using the Internet, %* .....	31.5	87
1.08 Cost to start a business, % GNI/capita* .....	6.7	59	9.04 Fixed telephone lines/100 pop.* .....	9.9	93
1.09 GATS commitment restrictiveness (0-100)* .....	72.2	38	9.05 Broadband Internet subscribers/100 pop.* .....	3.9	84
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.3</b>	<b>98</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	108.1	66
2.01 Stringency of environmental regulation .....	3.5	93	9.07 Mobile broadband subscriptions/100 pop.* .....	1.5	105
2.02 Enforcement of environmental regulation .....	3.4	88	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.3</b>	<b>95</b>
2.03 Sustainability of T&T industry development .....	4.9	35	10.01 Ticket taxes and airport charges (0-100)* .....	76.1	80
2.04 Carbon dioxide emission, million tons/capita* .....	4.5	76	10.02 Purchasing power parity* .....	0.7	82
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	28.9	63	10.04 Fuel price, US\$ cents/liter* .....	98.0	55
2.06 Threatened species, %* .....	12.4	124	10.03 Extent and effect of taxation .....	3.0	111
2.07 Environm. treaty ratification (0-25)* .....	19	71	10.05 Hotel price index, US\$* .....	176.3	94
<b>3rd pillar: Safety and security</b> .....	<b>4.3</b>	<b>95</b>	<b>11th pillar: Human resources</b> .....	<b>4.7</b>	<b>84</b>
3.01 Business costs of crime and violence .....	2.2	137	<i>Education and training</i> .....	4.5	80
3.02 Reliability of police services .....	3.7	96	11.01 Primary education enrollment, net %* .....	82.0	120
3.03 Road traffic accidents/100,000 pop.* .....	12.3	38	11.02 Secondary education enrollment, gross %* .....	92.7	54
3.04 Business costs of terrorism .....	5.7	55	11.03 Quality of the educational system .....	3.6	75
<b>4th pillar: Health and hygiene</b> .....	<b>4.1</b>	<b>92</b>	11.04 Local availability specialized research & training... ..	3.9	81
4.01 Physician density/1,000 pop.* .....	0.9	94	11.05 Extent of staff training .....	4.1	58
4.02 Access to improved sanitation, % pop.* .....	80.0	83	<i>Availability of qualified labor</i> .....	5.0	82
4.03 Access to improved drinking water, % pop.* .....	93.0	76	11.06 Hiring and firing practices .....	4.2	48
4.04 Hospital beds/10,000 pop.* .....	19.0	84	11.07 Ease of hiring foreign labor .....	3.6	111
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>6.0</b>	<b>7</b>	11.08 HIV prevalence, % adult pop.* .....	1.7	117
5.01 Government prioritization of the T&T industry .....	6.4	9	11.09 Business impact of HIV/AIDS .....	4.6	103
5.02 T&T gov't expenditure, % gov't budget* .....	17.0	4	11.10 Life expectancy, years* .....	72.8	84
5.03 Effectiveness of marketing to attract tourists .....	5.6	13	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>5.1</b>	<b>27</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	68.0	59	12.01 Tourism openness, % of GDP* .....	15.1	13
5.05 Timeliness of T&T data (0-18)* .....	13.5	71	12.02 Attitude of population toward foreign visitors .....	6.2	81
<b>6th pillar: Air transport infrastructure</b> .....	<b>3.2</b>	<b>63</b>	12.03 Extension of business trips recommended .....	5.5	61
6.01 Quality of air transport infrastructure .....	5.5	37	12.04 Degree of customer orientation .....	3.9	120
6.02 Airline seat kms/week, dom., millions* .....	0.6	81	<b>13th pillar: Natural resources</b> .....	<b>3.4</b>	<b>80</b>
6.03 Airline seat kms/week, int'l, millions* .....	130.0	71	13.01 No. of World Heritage natural sites* .....	0	79
6.04 Departures/1,000 pop.* .....	6.2	51	13.02 Quality of the natural environment .....	5.0	46
6.05 Airport density/million pop.* .....	0.7	62	13.03 Total known species* .....	258	131
6.06 No. of operating airlines* .....	28.0	61	13.04 Terrestrial biome protection (0-17%)* .....	17.0	1
6.07 International air transport network .....	5.5	41	13.05 Marine protected areas, %* .....	0.7	53
<b>7th pillar: Ground transport infrastructure</b> .....	<b>4.3</b>	<b>45</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.6</b>	<b>108</b>
7.01 Quality of roads .....	3.6	82	14.01 No. of World Heritage cultural sites* .....	1	109
7.02 Quality of railroad infrastructure .....	1.3	115	14.02 Sports stadiums, seats/million pop.* .....	43,184.6	62
7.03 Quality of port infrastructure .....	5.1	39	14.03 No. of int'l fairs and exhibitions* .....	5.7	89
7.04 Quality of ground transport network .....	4.5	68	14.04 Creative industries exports, % of world total* .....	0.0	98
7.05 Road density/million pop.* .....	201.0	11			

# Japan

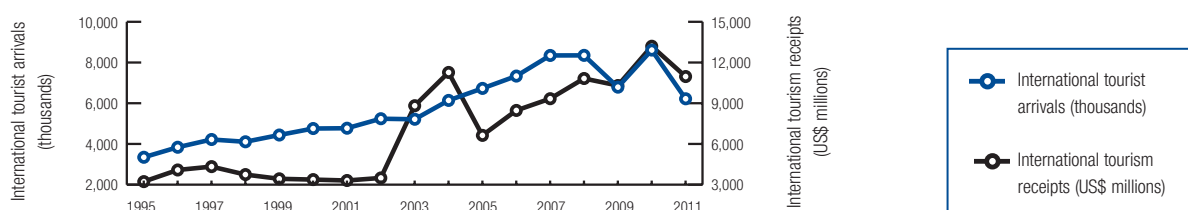
## Key indicators

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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>14</b>	<b>5.1</b>
2011 Travel & Tourism Competitiveness Index.....	22	4.9
2009 Travel & Tourism Competitiveness Index.....	25	4.9
<b>T&amp;T regulatory framework</b> .....	<b>24</b>	<b>5.3</b>
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
<b>Business environment and infrastructure</b> .....	<b>24</b>	<b>4.9</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>10</b>	<b>5.2</b>
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.

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.9</b> .....	<b>36</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>4.6</b> .....	<b>53</b>
1.01 Prevalence of foreign ownership .....	4.4.....	88	8.01 Hotel rooms/100 pop.* .....	1.2.....	20
1.02 Property rights .....	5.8.....	15	8.02 Presence of major car rental co. (1-7)* .....	4.....	82
1.03 Business impact of rules on FDI .....	4.6.....	66	8.03 ATMs accepting Visa cards/million pop.* .....	339.5.....	59
1.04 Visa requirements, no. of countries* .....	63.0.....	96	<b>9th pillar: ICT infrastructure</b> .....	<b>5.5</b> .....	<b>7</b>
1.05 Openness bilateral ASAs (0-38)* .....	23.6.....	10	9.01 ICT use for B-to-B transactions .....	6.0.....	7
1.06 Transparency of government policymaking .....	5.1.....	22	9.02 ICT use for B-to-C transactions .....	5.9.....	7
1.07 No. of days to start a business* .....	23.....	93	9.03 Individuals using the Internet, %* .....	79.5.....	17
1.08 Cost to start a business, % GNI/capita* .....	7.5.....	64	9.04 Fixed telephone lines/100 pop.* .....	51.1.....	13
1.09 GATS commitment restrictiveness (0-100)* .....	46.0.....	96	9.05 Broadband Internet subscribers/100 pop.* .....	27.6.....	17
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.8</b> .....	<b>47</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	105.0.....	72
2.01 Stringency of environmental regulation.....	5.9.....	10	9.07 Mobile broadband subscriptions/100 pop.* .....	101.3.....	3
2.02 Enforcement of environmental regulation .....	5.7.....	12	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>3.5</b> .....	<b>130</b>
2.03 Sustainability of T&T industry development.....	4.5.....	63	10.01 Ticket taxes and airport charges (0-100)* .....	63.9.....	113
2.04 Carbon dioxide emission, million tons/capita* .....	9.5.....	115	10.02 Purchasing power parity* .....	1.3.....	134
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	24.9.....	52	10.04 Fuel price, US\$ cents/liter* .....	137.0.....	97
2.06 Threatened species, %* .....	13.5.....	130	10.03 Extent and effect of taxation .....	3.0.....	109
2.07 Environm. treaty ratification (0-25)* .....	22.....	20	10.05 Hotel price index, US\$* .....	137.9.....	71
<b>3rd pillar: Safety and security</b> .....	<b>5.7</b> .....	<b>20</b>	<b>11th pillar: Human resources</b> .....	<b>5.4</b> .....	<b>21</b>
3.01 Business costs of crime and violence .....	5.4.....	40	<i>Education and training</i> .....	5.8.....	13
3.02 Reliability of police services.....	5.7.....	26	11.01 Primary education enrollment, net %* .....	100.0.....	2
3.03 Road traffic accidents/100,000 pop.* .....	5.0.....	7	11.02 Secondary education enrollment, gross %* .....	102.2.....	21
3.04 Business costs of terrorism .....	5.3.....	86	11.03 Quality of the educational system .....	4.2.....	43
<b>4th pillar: Health and hygiene</b> .....	<b>6.3</b> .....	<b>16</b>	11.04 Local availability specialized research & training... ..	5.5.....	12
4.01 Physician density/1,000 pop.* .....	2.1.....	53	11.05 Extent of staff training.....	5.3.....	5
4.02 Access to improved sanitation, % pop.* .....	100.0.....	1	<i>Availability of qualified labor</i> .....	5.1.....	69
4.03 Access to improved drinking water, % pop.* .....	100.0.....	1	11.06 Hiring and firing practices .....	2.8.....	130
4.04 Hospital beds/10,000 pop.* .....	137.0.....	1	11.07 Ease of hiring foreign labor .....	3.4.....	118
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.8</b> .....	<b>42</b>	11.08 HIV prevalence, % adult pop.* .....	0.1.....	12
5.01 Government prioritization of the T&T industry .....	5.5.....	55	11.09 Business impact of HIV/AIDS.....	5.5.....	55
5.02 T&T gov't expenditure, % gov't budget* .....	4.2.....	47	11.10 Life expectancy, years* .....	82.9.....	1
5.03 Effectiveness of marketing to attract tourists .....	4.6.....	60	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.6</b> .....	<b>77</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	71.0.....	51	12.01 Tourism openness, % of GDP* .....	0.7.....	137
5.05 Timeliness of T&T data (0-18)* .....	17.5.....	7	12.02 Attitude of population toward foreign visitors .....	6.2.....	74
<b>6th pillar: Air transport infrastructure</b> .....	<b>4.5</b> .....	<b>25</b>	12.03 Extension of business trips recommended .....	4.5.....	125
6.01 Quality of air transport infrastructure .....	5.3.....	46	12.04 Degree of customer orientation.....	6.4.....	1
6.02 Airline seat kms/week, dom., millions* .....	1,871.8.....	4	<b>13th pillar: Natural resources</b> .....	<b>5.0</b> .....	<b>21</b>
6.03 Airline seat kms/week, int'l, millions* .....	2,963.2.....	7	13.01 No. of World Heritage natural sites* .....	4.....	10
6.04 Departures/1,000 pop.* .....	5.1.....	57	13.02 Quality of the natural environment.....	5.5.....	25
6.05 Airport density/million pop.* .....	0.6.....	77	13.03 Total known species* .....	637.....	57
6.06 No. of operating airlines* .....	79.0.....	16	13.04 Terrestrial biome protection (0-17%)* .....	14.9.....	34
6.07 International air transport network .....	5.3.....	46	13.05 Marine protected areas, %* .....	0.5.....	59
<b>7th pillar: Ground transport infrastructure</b> .....	<b>6.2</b> .....	<b>7</b>	<b>14th pillar: Cultural resources</b> .....	<b>5.9</b> .....	<b>11</b>
7.01 Quality of roads .....	5.9.....	14	14.01 No. of World Heritage cultural sites* .....	32.....	7
7.02 Quality of railroad infrastructure .....	6.6.....	2	14.02 Sports stadiums, seats/million pop.* .....	37,108.6.....	67
7.03 Quality of port infrastructure.....	5.2.....	31	14.03 No. of int'l fairs and exhibitions* .....	290.3.....	9
7.04 Quality of ground transport network .....	6.2.....	6	14.04 Creative industries exports, % of world total* .....	1.5.....	14
7.05 Road density/million pop.* .....	320.0.....	7			

# Jordan

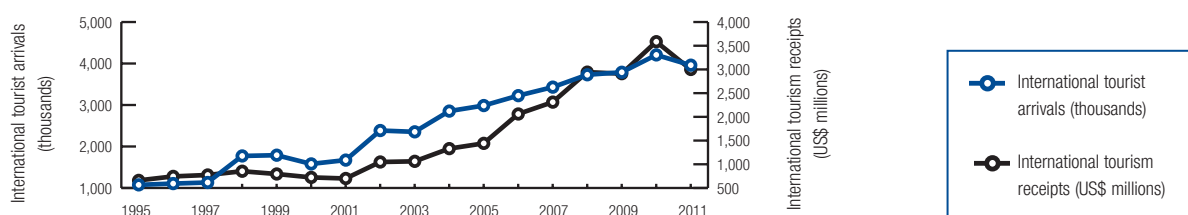
## Key indicators

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)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>60</b>	<b>4.2</b>
2011 Travel & Tourism Competitiveness Index.....	64	4.1
2009 Travel & Tourism Competitiveness Index.....	54	4.2
<b>T&amp;T regulatory framework</b> .....	<b>37</b>	<b>5.0</b>
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
<b>Business environment and infrastructure</b> .....	<b>69</b>	<b>3.6</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>72</b>	<b>3.9</b>
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.

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.9</b> .....	<b>35</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>4.1</b> .....	<b>69</b>
1.01 Prevalence of foreign ownership .....	4.6.....	79	8.01 Hotel rooms/100 pop.* .....	0.4.....	69
1.02 Property rights .....	5.3.....	30	8.02 Presence of major car rental co. (1-7)* .....	7.....	1
1.03 Business impact of rules on FDI .....	4.6.....	69	8.03 ATMs accepting Visa cards/million pop.* .....	227.5.....	79
1.04 Visa requirements, no. of countries* .....	96.2.....	36	<b>9th pillar: ICT infrastructure</b> .....	<b>2.8</b> .....	<b>82</b>
1.05 Openness bilateral ASAs (0-38)* .....	11.4.....	61	9.01 ICT use for B-to-B transactions .....	5.3.....	50
1.06 Transparency of government policymaking .....	4.4.....	53	9.02 ICT use for B-to-C transactions .....	4.9.....	42
1.07 No. of days to start a business* .....	12.....	55	9.03 Individuals using the Internet, %* .....	34.9.....	82
1.08 Cost to start a business, % GNI/capita* .....	13.8.....	83	9.04 Fixed telephone lines/100 pop.* .....	7.4.....	101
1.09 GATS commitment restrictiveness (0-100)* .....	74.1.....	30	9.05 Broadband Internet subscribers/100 pop.* .....	3.2.....	87
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.8</b> .....	<b>46</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	118.2.....	46
2.01 Stringency of environmental regulation.....	3.9.....	71	9.07 Mobile broadband subscriptions/100 pop.* .....	4.9.....	85
2.02 Enforcement of environmental regulation .....	3.7.....	66	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.6</b> .....	<b>67</b>
2.03 Sustainability of T&T industry development.....	4.5.....	64	10.01 Ticket taxes and airport charges (0-100)* .....	72.8.....	96
2.04 Carbon dioxide emission, million tons/capita* .....	3.7.....	67	10.02 Purchasing power parity* .....	0.8.....	95
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	29.5.....	66	10.04 Fuel price, US\$ cents/liter* .....	73.0.....	24
2.06 Threatened species, %* .....	5.5.....	78	10.03 Extent and effect of taxation .....	3.4.....	79
2.07 Environm. treaty ratification (0-25)* .....	21.....	39	10.05 Hotel price index, US\$* .....	141.3.....	74
<b>3rd pillar: Safety and security</b> .....	<b>4.7</b> .....	<b>72</b>	<b>11th pillar: Human resources</b> .....	<b>4.9</b> .....	<b>67</b>
3.01 Business costs of crime and violence .....	5.7.....	26	<i>Education and training</i> .....	4.9.....	58
3.02 Reliability of police services.....	5.6.....	28	11.01 Primary education enrollment, net %* .....	90.7.....	91
3.03 Road traffic accidents/100,000 pop.* .....	34.2.....	125	11.02 Secondary education enrollment, gross %* .....	86.9.....	78
3.04 Business costs of terrorism .....	5.5.....	73	11.03 Quality of the educational system .....	4.4.....	31
<b>4th pillar: Health and hygiene</b> .....	<b>5.1</b> .....	<b>60</b>	11.04 Local availability specialized research & training... ..	4.5.....	47
4.01 Physician density/1,000 pop.* .....	2.5.....	48	11.05 Extent of staff training.....	3.8.....	87
4.02 Access to improved sanitation, % pop.* .....	98.0.....	42	<i>Availability of qualified labor</i> .....	5.0.....	81
4.03 Access to improved drinking water, % pop.* .....	97.0.....	59	11.06 Hiring and firing practices .....	3.8.....	82
4.04 Hospital beds/10,000 pop.* .....	18.0.....	87	11.07 Ease of hiring foreign labor .....	3.7.....	100
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>5.6</b> .....	<b>14</b>	11.08 HIV prevalence, % adult pop.* .....	0.0.....	1
5.01 Government prioritization of the T&T industry .....	5.4.....	57	11.09 Business impact of HIV/AIDS.....	6.2.....	19
5.02 T&T gov't expenditure, % gov't budget* .....	10.5.....	9	11.10 Life expectancy, years* .....	73.3.....	76
5.03 Effectiveness of marketing to attract tourists .....	4.7.....	58	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>5.5</b> .....	<b>13</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	86.0.....	19	12.01 Tourism openness, % of GDP* .....	14.4.....	17
5.05 Timeliness of T&T data (0-18)* .....	13.5.....	71	12.02 Attitude of population toward foreign visitors .....	6.4.....	52
<b>6th pillar: Air transport infrastructure</b> .....	<b>3.2</b> .....	<b>62</b>	12.03 Extension of business trips recommended .....	5.7.....	41
6.01 Quality of air transport infrastructure .....	5.5.....	38	12.04 Degree of customer orientation.....	4.8.....	48
6.02 Airline seat kms/week, dom., millions* .....	0.7.....	79	<b>13th pillar: Natural resources</b> .....	<b>3.2</b> .....	<b>94</b>
6.03 Airline seat kms/week, int'l, millions* .....	184.0.....	62	13.01 No. of World Heritage natural sites* .....	1.....	45
6.04 Departures/1,000 pop.* .....	6.4.....	49	13.02 Quality of the natural environment.....	4.1.....	84
6.05 Airport density/million pop.* .....	0.3.....	101	13.03 Total known species* .....	417.....	91
6.06 No. of operating airlines* .....	33.5.....	54	13.04 Terrestrial biome protection (0-17%)* .....	1.6.....	126
6.07 International air transport network .....	5.7.....	36	13.05 Marine protected areas, %* .....	30.0.....	2
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.5</b> .....	<b>75</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.9</b> .....	<b>94</b>
7.01 Quality of roads .....	4.8.....	45	14.01 No. of World Heritage cultural sites* .....	5.....	52
7.02 Quality of railroad infrastructure .....	1.9.....	94	14.02 Sports stadiums, seats/million pop.* .....	12,619.3.....	104
7.03 Quality of port infrastructure.....	4.4.....	62	14.03 No. of int'l fairs and exhibitions* .....	7.3.....	85
7.04 Quality of ground transport network .....	5.0.....	35	14.04 Creative industries exports, % of world total* .....	0.0.....	68
7.05 Road density/million pop.* .....	9.0.....	119			

# Kazakhstan

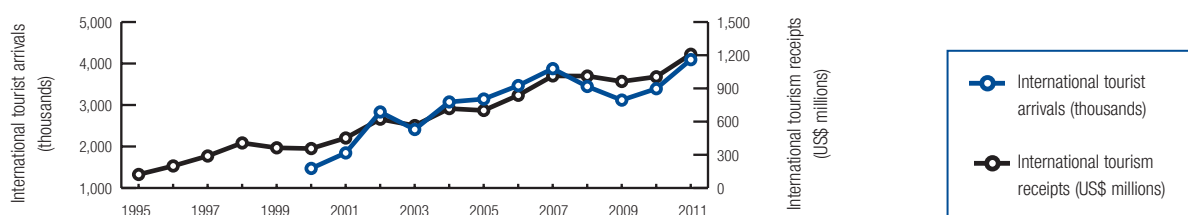
## Key indicators

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)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>88</b>	<b>3.8</b>
2011 Travel & Tourism Competitiveness Index.....	93	3.7
2009 Travel & Tourism Competitiveness Index.....	92	3.6
<b>T&amp;T regulatory framework</b> .....	<b>62</b>	<b>4.7</b>
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
<b>Business environment and infrastructure</b> .....	<b>79</b>	<b>3.5</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>119</b>	<b>3.3</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.2</b> .....	<b>99</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>3.1</b> .....	<b>87</b>
1.01 Prevalence of foreign ownership .....	4.1 .....	100	8.01 Hotel rooms/100 pop.* .....	0.2 .....	87
1.02 Property rights .....	4.1 .....	75	8.02 Presence of major car rental co. (1-7)* .....	1 .....	123
1.03 Business impact of rules on FDI .....	4.3 .....	99	8.03 ATMs accepting Visa cards/million pop.* .....	556.2 .....	<b>30</b>
1.04 Visa requirements, no. of countries* .....	12.0 .....	129	<b>9th pillar: ICT infrastructure</b> .....	<b>3.7</b> .....	<b>48</b>
1.05 Openness bilateral ASAs (0-38)* .....	6.0 .....	124	9.01 ICT use for B-to-B transactions .....	5.0 .....	63
1.06 Transparency of government policymaking .....	4.9 .....	<b>32</b>	9.02 ICT use for B-to-C transactions .....	4.7 .....	62
1.07 No. of days to start a business* .....	19 .....	80	9.03 Individuals using the Internet, %* .....	45.0 .....	62
1.08 Cost to start a business, % GNI/capita* .....	0.6 .....	<b>8</b>	9.04 Fixed telephone lines/100 pop.* .....	26.3 .....	<b>46</b>
1.09 GATS commitment restrictiveness (0-100)* .....	n/a .....	n/a	9.05 Broadband Internet subscribers/100 pop.* .....	7.4 .....	68
<b>2nd pillar: Environmental sustainability</b> .....	<b>3.9</b> .....	<b>124</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	155.7 .....	<b>11</b>
2.01 Stringency of environmental regulation.....	3.7 .....	85	9.07 Mobile broadband subscriptions/100 pop.* .....	38.4 .....	<b>29</b>
2.02 Enforcement of environmental regulation .....	3.4 .....	90	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.5</b> .....	<b>73</b>
2.03 Sustainability of T&T industry development.....	3.9 .....	95	10.01 Ticket taxes and airport charges (0-100)* .....	79.9 .....	70
2.04 Carbon dioxide emission, million tons/capita* .....	15.1 .....	127	10.02 Purchasing power parity* .....	0.9 .....	102
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	16.7 .....	<b>27</b>	10.04 Fuel price, US\$ cents/liter* .....	51.0 .....	<b>14</b>
2.06 Threatened species, %* .....	6.4 .....	95	10.03 Extent and effect of taxation .....	3.9 .....	<b>37</b>
2.07 Environm. treaty ratification (0-25)* .....	15 .....	123	10.05 Hotel price index, US\$* .....	199.5 .....	102
<b>3rd pillar: Safety and security</b> .....	<b>4.2</b> .....	<b>99</b>	<b>11th pillar: Human resources</b> .....	<b>4.9</b> .....	<b>71</b>
3.01 Business costs of crime and violence .....	5.0 .....	61	<i>Education and training</i> .....	4.7 .....	66
3.02 Reliability of police services.....	3.7 .....	94	11.01 Primary education enrollment, net %* .....	88.2 .....	102
3.03 Road traffic accidents/100,000 pop.* .....	30.6 .....	115	11.02 Secondary education enrollment, gross %* .....	99.6 .....	<b>34</b>
3.04 Business costs of terrorism .....	5.6 .....	68	11.03 Quality of the educational system .....	3.2 .....	100
<b>4th pillar: Health and hygiene</b> .....	<b>6.8</b> .....	<b>3</b>	11.04 Local availability specialized research & training... ..	4.1 .....	72
4.01 Physician density/1,000 pop.* .....	4.1 .....	<b>6</b>	11.05 Extent of staff training .....	3.9 .....	71
4.02 Access to improved sanitation, % pop.* .....	97.0 .....	<b>48</b>	<i>Availability of qualified labor</i> .....	5.0 .....	73
4.03 Access to improved drinking water, % pop.* .....	95.0 .....	70	11.06 Hiring and firing practices .....	4.7 .....	<b>24</b>
4.04 Hospital beds/10,000 pop.* .....	76.0 .....	<b>7</b>	11.07 Ease of hiring foreign labor .....	4.0 .....	86
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.2</b> .....	<b>90</b>	11.08 HIV prevalence, % adult pop.* .....	0.1 .....	<b>12</b>
5.01 Government prioritization of the T&T industry .....	4.8 .....	95	11.09 Business impact of HIV/AIDS.....	5.2 .....	72
5.02 T&T gov't expenditure, % gov't budget* .....	4.1 .....	<b>50</b>	11.10 Life expectancy, years* .....	68.3 .....	104
5.03 Effectiveness of marketing to attract tourists .....	3.2 .....	125	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.1</b> .....	<b>121</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	80.0 .....	<b>28</b>	12.01 Tourism openness, % of GDP* .....	1.5 .....	127
5.05 Timeliness of T&T data (0-18)* .....	13.5 .....	71	12.02 Attitude of population toward foreign visitors .....	6.3 .....	60
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.7</b> .....	<b>82</b>	12.03 Extension of business trips recommended .....	4.6 .....	119
6.01 Quality of air transport infrastructure .....	4.1 .....	95	12.04 Degree of customer orientation.....	4.3 .....	103
6.02 Airline seat kms/week, dom., millions* .....	75.1 .....	<b>32</b>	<b>13th pillar: Natural resources</b> .....	<b>2.7</b> .....	<b>120</b>
6.03 Airline seat kms/week, int'l, millions* .....	121.2 .....	74	13.01 No. of World Heritage natural sites* .....	1 .....	<b>45</b>
6.04 Departures/1,000 pop.* .....	1.7 .....	89	13.02 Quality of the natural environment.....	3.6 .....	113
6.05 Airport density/million pop.* .....	1.0 .....	<b>43</b>	13.03 Total known species* .....	609 .....	60
6.06 No. of operating airlines* .....	28.0 .....	61	13.04 Terrestrial biome protection (0-17%)* .....	2.4 .....	120
6.07 International air transport network .....	4.4 .....	80	13.05 Marine protected areas, %* .....	n/a .....	n/a
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.3</b> .....	<b>80</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.5</b> .....	<b>117</b>
7.01 Quality of roads .....	2.7 .....	115	14.01 No. of World Heritage cultural sites* .....	2 .....	88
7.02 Quality of railroad infrastructure .....	4.3 .....	<b>29</b>	14.02 Sports stadiums, seats/million pop.* .....	18,376.6 .....	92
7.03 Quality of port infrastructure.....	3.4 .....	113	14.03 No. of int'l fairs and exhibitions* .....	5.3 .....	92
7.04 Quality of ground transport network .....	4.8 .....	<b>43</b>	14.04 Creative industries exports, % of world total* .....	0.0 .....	86
7.05 Road density/million pop.* .....	4.0 .....	130			

# Kenya

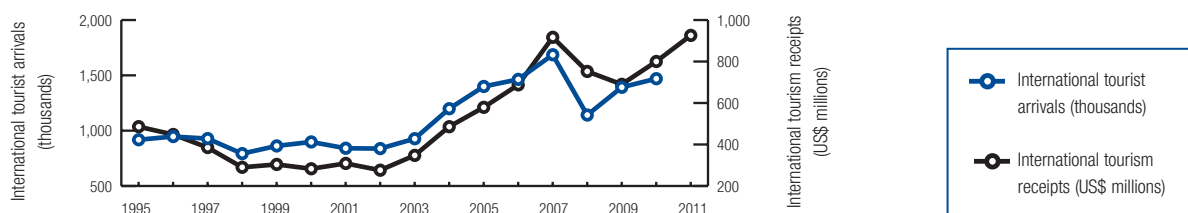
## Key indicators

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)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>96</b>	<b>3.7</b>
2011 Travel & Tourism Competitiveness Index.....	103	3.5
2009 Travel & Tourism Competitiveness Index.....	97	3.6
<b>T&amp;T regulatory framework</b> .....	<b>108</b>	<b>4.0</b>
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
<b>Business environment and infrastructure</b> .....	<b>105</b>	<b>3.0</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>60</b>	<b>4.0</b>
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.



## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.3</b>	<b>95</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>2.4</b>	<b>104</b>
1.01 Prevalence of foreign ownership .....	4.4	91	8.01 Hotel rooms/100 pop.* .....	0.1	122
1.02 Property rights .....	3.6	107	8.02 Presence of major car rental co. (1-7)* .....	4	82
1.03 Business impact of rules on FDI .....	4.4	89	8.03 ATMs accepting Visa cards/million pop.* .....	50.7	105
1.04 Visa requirements, no. of countries* .....	137.8	<b>18</b>	<b>9th pillar: ICT infrastructure</b> .....	<b>2.2</b>	<b>106</b>
1.05 Openness bilateral ASAs (0-38)* .....	7.7	107	9.01 ICT use for B-to-B transactions .....	4.9	76
1.06 Transparency of government policymaking .....	3.8	102	9.02 ICT use for B-to-C transactions .....	4.5	72
1.07 No. of days to start a business* .....	32	107	9.03 Individuals using the Internet, %* .....	28.0	93
1.08 Cost to start a business, % GNI/capita* .....	40.4	113	9.04 Fixed telephone lines/100 pop.* .....	0.7	127
1.09 GATS commitment restrictiveness (0-100)* .....	62.3	55	9.05 Broadband Internet subscribers/100 pop.* .....	0.1	121
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.2</b>	<b>21</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	67.5	118
2.01 Stringency of environmental regulation .....	3.9	72	9.07 Mobile broadband subscriptions/100 pop.* .....	0.3	118
2.02 Enforcement of environmental regulation .....	3.8	59	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.3</b>	<b>91</b>
2.03 Sustainability of T&T industry development .....	5.3	<b>18</b>	10.01 Ticket taxes and airport charges (0-100)* .....	57.7	122
2.04 Carbon dioxide emission, million tons/capita* .....	0.3	<b>18</b>	10.02 Purchasing power parity* .....	0.5	<b>25</b>
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	29.6	69	10.04 Fuel price, US\$ cents/liter* .....	127.0	87
2.06 Threatened species, %* .....	4.6	59	10.03 Extent and effect of taxation .....	3.3	86
2.07 Environm. treaty ratification (0-25)* .....	22	<b>20</b>	10.05 Hotel price index, US\$* .....	144.5	79
<b>3rd pillar: Safety and security</b> .....	<b>3.2</b>	<b>135</b>	<b>11th pillar: Human resources</b> .....	<b>4.3</b>	<b>106</b>
3.01 Business costs of crime and violence .....	3.5	116	<i>Education and training</i> .....	4.2	102
3.02 Reliability of police services .....	3.4	110	11.01 Primary education enrollment, net %* .....	82.8	119
3.03 Road traffic accidents/100,000 pop.* .....	34.4	128	11.02 Secondary education enrollment, gross %* .....	60.2	107
3.04 Business costs of terrorism .....	3.8	133	11.03 Quality of the educational system .....	4.3	<b>37</b>
<b>4th pillar: Health and hygiene</b> .....	<b>1.9</b>	<b>131</b>	11.04 Local availability specialized research & training... ..	4.3	64
4.01 Physician density/1,000 pop.* .....	0.1	121	11.05 Extent of staff training .....	3.9	69
4.02 Access to improved sanitation, % pop.* .....	32.0	118	<i>Availability of qualified labor</i> .....	4.4	124
4.03 Access to improved drinking water, % pop.* .....	59.0	130	11.06 Hiring and firing practices .....	5.0	<b>11</b>
4.04 Hospital beds/10,000 pop.* .....	14.0	101	11.07 Ease of hiring foreign labor .....	4.1	73
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>5.4</b>	<b>23</b>	11.08 HIV prevalence, % adult pop.* .....	6.3	130
5.01 Government prioritization of the T&T industry .....	5.9	<b>34</b>	11.09 Business impact of HIV/AIDS .....	3.3	126
5.02 T&T gov't expenditure, % gov't budget* .....	7.0	<b>21</b>	11.10 Life expectancy, years* .....	57.1	120
5.03 Effectiveness of marketing to attract tourists .....	5.6	<b>12</b>	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.7</b>	<b>58</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	58.0	86	12.01 Tourism openness, % of GDP* .....	4.9	64
5.05 Timeliness of T&T data (0-18)* .....	14.0	69	12.02 Attitude of population toward foreign visitors .....	6.4	51
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.8</b>	<b>77</b>	12.03 Extension of business trips recommended .....	5.6	51
6.01 Quality of air transport infrastructure .....	4.8	65	12.04 Degree of customer orientation .....	4.6	63
6.02 Airline seat kms/week, dom., millions* .....	15.1	<b>46</b>	<b>13th pillar: Natural resources</b> .....	<b>5.3</b>	<b>14</b>
6.03 Airline seat kms/week, int'l, millions* .....	253.5	51	13.01 No. of World Heritage natural sites* .....	3	<b>18</b>
6.04 Departures/1,000 pop.* .....	0.9	97	13.02 Quality of the natural environment .....	4.3	71
6.05 Airport density/million pop.* .....	0.3	114	13.03 Total known species* .....	1,502	<b>14</b>
6.06 No. of operating airlines* .....	32.0	57	13.04 Terrestrial biome protection (0-17%)* .....	11.4	66
6.07 International air transport network .....	5.1	54	13.05 Marine protected areas, %* .....	1.2	<b>37</b>
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.2</b>	<b>86</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.8</b>	<b>97</b>
7.01 Quality of roads .....	3.9	72	14.01 No. of World Heritage cultural sites* .....	4	63
7.02 Quality of railroad infrastructure .....	2.5	70	14.02 Sports stadiums, seats/million pop.* .....	6,710.0	120
7.03 Quality of port infrastructure .....	3.8	90	14.03 No. of int'l fairs and exhibitions* .....	27.7	60
7.04 Quality of ground transport network .....	4.6	56	14.04 Creative industries exports, % of world total* .....	0.0	83
7.05 Road density/million pop.* .....	11.0	110			

# Korea, Rep.

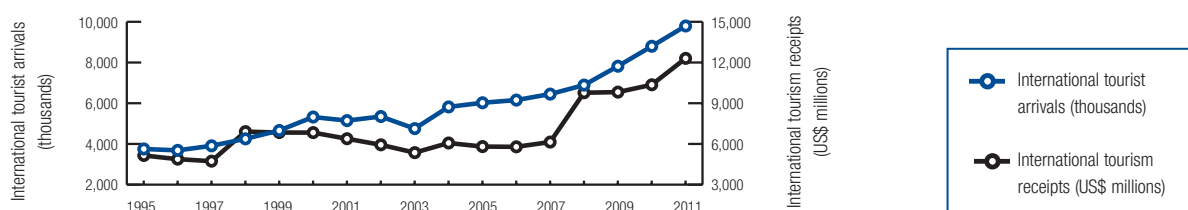
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>25</b>	<b>4.9</b>
2011 Travel & Tourism Competitiveness Index.....	32	4.7
2009 Travel & Tourism Competitiveness Index.....	31	4.7
<b>T&amp;T regulatory framework</b> .....	<b>38</b>	<b>5.0</b>
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
<b>Business environment and infrastructure</b> .....	<b>17</b>	<b>5.0</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>20</b>	<b>4.7</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.7</b> .....	<b>50</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>4.6</b> .....	<b>51</b>
1.01 Prevalence of foreign ownership .....	4.4.....	89	8.01 Hotel rooms/100 pop.* .....	0.2.....	99
1.02 Property rights .....	4.7.....	51	8.02 Presence of major car rental co. (1-7)* .....	5.....	66
1.03 Business impact of rules on FDI .....	4.7.....	62	8.03 ATMs accepting Visa cards/million pop.* .....	1,950.3.....	1
1.04 Visa requirements, no. of countries* .....	113.0.....	26	<b>9th pillar: ICT infrastructure</b> .....	<b>6.0</b> .....	<b>1</b>
1.05 Openness bilateral ASAs (0-38)* .....	14.5.....	31	9.01 ICT use for B-to-B transactions .....	5.9.....	19
1.06 Transparency of government policymaking .....	3.3.....	129	9.02 ICT use for B-to-C transactions .....	6.3.....	2
1.07 No. of days to start a business* .....	7.....	24	9.03 Individuals using the Internet, %* .....	83.8.....	11
1.08 Cost to start a business, % GNI/capita* .....	14.6.....	87	9.04 Fixed telephone lines/100 pop.* .....	60.9.....	5
1.09 GATS commitment restrictiveness (0-100)* .....	52.8.....	77	9.05 Broadband Internet subscribers/100 pop.* .....	36.9.....	4
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.6</b> .....	<b>69</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	108.5.....	63
2.01 Stringency of environmental regulation.....	4.5.....	50	9.07 Mobile broadband subscriptions/100 pop.* .....	105.1.....	2
2.02 Enforcement of environmental regulation .....	4.4.....	40	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.3</b> .....	<b>96</b>
2.03 Sustainability of T&T industry development.....	4.1.....	85	10.01 Ticket taxes and airport charges (0-100)* .....	89.4.....	18
2.04 Carbon dioxide emission, million tons/capita* .....	10.4.....	119	10.02 Purchasing power parity* .....	0.7.....	89
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	32.5.....	75	10.04 Fuel price, US\$ cents/liter* .....	135.0.....	95
2.06 Threatened species, %* .....	8.8.....	113	10.03 Extent and effect of taxation .....	3.1.....	104
2.07 Environm. treaty ratification (0-25)* .....	23.....	13	10.05 Hotel price index, US\$* .....	158.2.....	87
<b>3rd pillar: Safety and security</b> .....	<b>5.3</b> .....	<b>39</b>	<b>11th pillar: Human resources</b> .....	<b>5.2</b> .....	<b>33</b>
3.01 Business costs of crime and violence .....	5.4.....	43	<i>Education and training</i> .....	5.4.....	26
3.02 Reliability of police services.....	5.0.....	39	11.01 Primary education enrollment, net %* .....	98.6.....	21
3.03 Road traffic accidents/100,000 pop.* .....	12.8.....	44	11.02 Secondary education enrollment, gross %* .....	97.1.....	42
3.04 Business costs of terrorism .....	5.5.....	72	11.03 Quality of the educational system .....	4.1.....	44
<b>4th pillar: Health and hygiene</b> .....	<b>6.2</b> .....	<b>19</b>	11.04 Local availability specialized research & training... ..	4.8.....	31
4.01 Physician density/1,000 pop.* .....	2.0.....	57	11.05 Extent of staff training.....	4.3.....	42
4.02 Access to improved sanitation, % pop.* .....	100.0.....	1	<i>Availability of qualified labor</i> .....	5.1.....	57
4.03 Access to improved drinking water, % pop.* .....	98.0.....	52	11.06 Hiring and firing practices .....	3.4.....	106
4.04 Hospital beds/10,000 pop.* .....	103.0.....	2	11.07 Ease of hiring foreign labor .....	3.5.....	115
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.3</b> .....	<b>75</b>	11.08 HIV prevalence, % adult pop.* .....	0.1.....	12
5.01 Government prioritization of the T&T industry .....	5.2.....	68	11.09 Business impact of HIV/AIDS.....	5.1.....	78
5.02 T&T gov't expenditure, % gov't budget* .....	2.6.....	92	11.10 Life expectancy, years* .....	80.8.....	15
5.03 Effectiveness of marketing to attract tourists .....	4.4.....	69	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.5</b> .....	<b>81</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	48.0.....	100	12.01 Tourism openness, % of GDP* .....	2.8.....	104
5.05 Timeliness of T&T data (0-18)* .....	18.0.....	1	12.02 Attitude of population toward foreign visitors .....	5.5.....	129
<b>6th pillar: Air transport infrastructure</b> .....	<b>4.4</b> .....	<b>31</b>	12.03 Extension of business trips recommended .....	5.2.....	78
6.01 Quality of air transport infrastructure .....	5.9.....	26	12.04 Degree of customer orientation.....	5.6.....	9
6.02 Airline seat kms/week, dom., millions* .....	185.3.....	24	<b>13th pillar: Natural resources</b> .....	<b>3.2</b> .....	<b>89</b>
6.03 Airline seat kms/week, int'l, millions* .....	1,734.9.....	16	13.01 No. of World Heritage natural sites* .....	1.....	45
6.04 Departures/1,000 pop.* .....	9.8.....	39	13.02 Quality of the natural environment.....	4.3.....	73
6.05 Airport density/million pop.* .....	0.3.....	99	13.03 Total known species* .....	457.....	80
6.06 No. of operating airlines* .....	56.0.....	28	13.04 Terrestrial biome protection (0-17%)* .....	5.8.....	100
6.07 International air transport network .....	5.9.....	26	13.05 Marine protected areas, %* .....	1.0.....	41
<b>7th pillar: Ground transport infrastructure</b> .....	<b>5.6</b> .....	<b>16</b>	<b>14th pillar: Cultural resources</b> .....	<b>6.0</b> .....	<b>10</b>
7.01 Quality of roads .....	5.8.....	17	14.01 No. of World Heritage cultural sites* .....	23.....	11
7.02 Quality of railroad infrastructure .....	5.6.....	10	14.02 Sports stadiums, seats/million pop.* .....	75,499.5.....	31
7.03 Quality of port infrastructure.....	5.5.....	20	14.03 No. of int'l fairs and exhibitions* .....	204.3.....	17
7.04 Quality of ground transport network .....	5.9.....	14	14.04 Creative industries exports, % of world total* .....	1.0.....	25
7.05 Road density/million pop.* .....	105.0.....	36			

# Kuwait

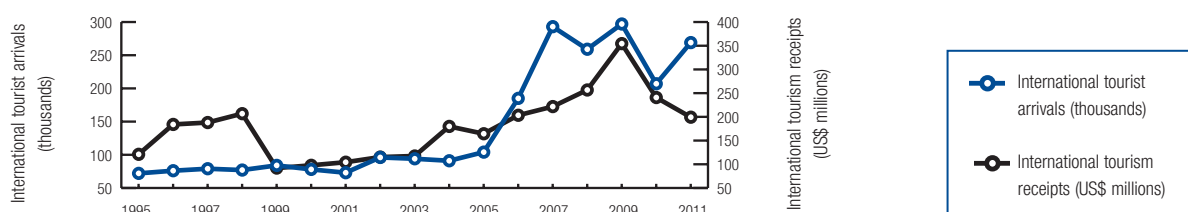
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>101</b>	<b>3.6</b>
2011 Travel & Tourism Competitiveness Index.....	95	3.7
2009 Travel & Tourism Competitiveness Index.....	95	3.6
<b>T&amp;T regulatory framework</b> .....	<b>114</b>	<b>3.8</b>
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
<b>Business environment and infrastructure</b> .....	<b>62</b>	<b>3.9</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>131</b>	<b>3.1</b>
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.

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>3.8</b> .....	<b>122</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>4.1</b> .....	<b>68</b>
1.01 Prevalence of foreign ownership .....	3.1 .....	134	8.01 Hotel rooms/100 pop.* .....	0.3 .....	77
1.02 Property rights .....	5.1 .....	<b>38</b>	8.02 Presence of major car rental co. (1–7)* .....	6 .....	<b>32</b>
1.03 Business impact of rules on FDI .....	2.9 .....	137	8.03 ATMs accepting Visa cards/million pop.* .....	368.7 .....	55
1.04 Visa requirements, no. of countries* .....	34.4 .....	114	<b>9th pillar: ICT infrastructure</b> .....	<b>3.6</b> .....	<b>54</b>
1.05 Openness bilateral ASAs (0–38)* .....	7.0 .....	115	9.01 ICT use for B-to-B transactions .....	4.9 .....	72
1.06 Transparency of government policymaking .....	3.8 .....	107	9.02 ICT use for B-to-C transactions .....	4.8 .....	54
1.07 No. of days to start a business* .....	32 .....	107	9.03 Individuals using the Internet, %* .....	74.2 .....	<b>26</b>
1.08 Cost to start a business, % GNI/capita* .....	1.1 .....	<b>17</b>	9.04 Fixed telephone lines/100 pop.* .....	18.3 .....	70
1.09 GATS commitment restrictiveness (0–100)* .....	25.0 .....	110	9.05 Broadband Internet subscribers/100 pop.* .....	1.7 .....	98
<b>2nd pillar: Environmental sustainability</b> .....	<b>2.7</b> .....	<b>140</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	175.1 .....	<b>7</b>
2.01 Stringency of environmental regulation.....	2.9.....	125	9.07 Mobile broadband subscriptions/100 pop.* .....	5.9.....	84
2.02 Enforcement of environmental regulation .....	2.9.....	112	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.8</b> .....	<b>40</b>
2.03 Sustainability of T&T industry development.....	2.3.....	139	10.01 Ticket taxes and airport charges (0–100)* .....	95.5.....	<b>6</b>
2.04 Carbon dioxide emission, million tons/capita* .....	30.1 .....	137	10.02 Purchasing power parity* .....	1.1 .....	123
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	94.8 .....	130	10.04 Fuel price, US\$ cents/liter* .....	21.0 .....	<b>7</b>
2.06 Threatened species, %* .....	4.3 .....	55	10.03 Extent and effect of taxation .....	5.5 .....	<b>6</b>
2.07 Environm. treaty ratification (0–25)* .....	16.....	112	10.05 Hotel price index, US\$* .....	221.0 .....	109
<b>3rd pillar: Safety and security</b> .....	<b>5.2</b> .....	<b>47</b>	<b>11th pillar: Human resources</b> .....	<b>4.9</b> .....	<b>66</b>
3.01 Business costs of crime and violence .....	5.8 .....	<b>24</b>	<i>Education and training</i> .....	4.7 .....	69
3.02 Reliability of police services.....	4.8 .....	<b>47</b>	11.01 Primary education enrollment, net %* .....	92.1 .....	83
3.03 Road traffic accidents/100,000 pop.* .....	16.9 .....	76	11.02 Secondary education enrollment, gross %* .....	101.0 .....	<b>25</b>
3.04 Business costs of terrorism .....	5.6.....	58	11.03 Quality of the educational system .....	3.1 .....	103
<b>4th pillar: Health and hygiene</b> .....	<b>5.0</b> .....	<b>62</b>	11.04 Local availability specialized research & training... ..	3.7 .....	96
4.01 Physician density/1,000 pop.* .....	1.8 .....	66	11.05 Extent of staff training.....	3.7 .....	91
4.02 Access to improved sanitation, % pop.* .....	100.0 .....	<b>1</b>	<i>Availability of qualified labor</i> .....	5.2 .....	<b>50</b>
4.03 Access to improved drinking water, % pop.* .....	99.0 .....	<b>42</b>	11.06 Hiring and firing practices .....	3.6 .....	90
4.04 Hospital beds/10,000 pop.* .....	20.0 .....	81	11.07 Ease of hiring foreign labor .....	4.5 .....	<b>42</b>
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>2.3</b> .....	<b>139</b>	11.08 HIV prevalence, % adult pop.* .....	n/a.....	<b>50</b>
5.01 Government prioritization of the T&T industry .....	2.7 .....	139	11.09 Business impact of HIV/AIDS.....	5.8 .....	<b>39</b>
5.02 T&T gov't expenditure, % gov't budget* .....	1.2 .....	126	11.10 Life expectancy, years* .....	74.6 .....	55
5.03 Effectiveness of marketing to attract tourists .....	2.3 .....	138	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>3.9</b> .....	<b>132</b>
5.04 Comprehensiveness of T&T data (0–120)* .....	45.0 .....	108	12.01 Tourism openness, % of GDP* .....	5.2 .....	60
5.05 Timeliness of T&T data (0–18)* .....	3.0 .....	112	12.02 Attitude of population toward foreign visitors .....	5.2 .....	137
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.9</b> .....	<b>72</b>	12.03 Extension of business trips recommended .....	3.5 .....	139
6.01 Quality of air transport infrastructure .....	4.2 .....	87	12.04 Degree of customer orientation.....	4.6 .....	62
6.02 Airline seat kms/week, dom., millions* .....	0.0 .....	105	<b>13th pillar: Natural resources</b> .....	<b>1.8</b> .....	<b>139</b>
6.03 Airline seat kms/week, int'l, millions* .....	218.9 .....	55	13.01 No. of World Heritage natural sites* .....	0 .....	79
6.04 Departures/1,000 pop.* .....	7.9 .....	<b>45</b>	13.02 Quality of the natural environment.....	2.5 .....	138
6.05 Airport density/million pop.* .....	0.4 .....	97	13.03 Total known species* .....	329 .....	121
6.06 No. of operating airlines* .....	35.0 .....	52	13.04 Terrestrial biome protection (0–17%)* .....	1.6 .....	125
6.07 International air transport network .....	4.7 .....	68	13.05 Marine protected areas, %* .....	0.0 .....	98
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.9</b> .....	<b>59</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.9</b> .....	<b>90</b>
7.01 Quality of roads .....	4.9 .....	<b>44</b>	14.01 No. of World Heritage cultural sites* .....	0 .....	125
7.02 Quality of railroad infrastructure .....	n/a .....	n/a	14.02 Sports stadiums, seats/million pop.* .....	76,471.5 .....	<b>30</b>
7.03 Quality of port infrastructure.....	4.1 .....	72	14.03 No. of int'l fairs and exhibitions* .....	3.0 .....	117
7.04 Quality of ground transport network .....	4.5 .....	66	14.04 Creative industries exports, % of world total* .....	0.0 .....	70
7.05 Road density/million pop.* .....	37.0 .....	64			



# Kyrgyz Republic

## The Travel & Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.4</b> .....	<b>71</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>1.3</b> .....	<b>138</b>
1.01 Prevalence of foreign ownership .....	3.6.....	124	8.01 Hotel rooms/100 pop.* .....	0.1.....	124
1.02 Property rights .....	2.4.....	138	8.02 Presence of major car rental co. (1–7)* .....	0.....	136
1.03 Business impact of rules on FDI .....	3.3.....	127	8.03 ATMs accepting Visa cards/million pop.* .....	74.6.....	97
1.04 Visa requirements, no. of countries* .....	148.7.....	<b>8</b>	<b>9th pillar: ICT infrastructure</b> .....	<b>2.6</b> .....	<b>89</b>
1.05 Openness bilateral ASAs (0–38)* .....	2.6.....	136	9.01 ICT use for B-to-B transactions .....	4.0.....	127
1.06 Transparency of government policymaking .....	4.1.....	85	9.02 ICT use for B-to-C transactions .....	4.0.....	99
1.07 No. of days to start a business* .....	10.....	<b>48</b>	9.03 Individuals using the Internet, %* .....	20.0.....	98
1.08 Cost to start a business, % GNI/capita* .....	2.8.....	<b>40</b>	9.04 Fixed telephone lines/100 pop.* .....	9.3.....	95
1.09 GATS commitment restrictiveness (0–100)* .....	75.0.....	<b>17</b>	9.05 Broadband Internet subscribers/100 pop.* .....	0.7.....	106
<b>2nd pillar: Environmental sustainability</b> .....	<b>3.8</b> .....	<b>129</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	116.4.....	<b>49</b>
2.01 Stringency of environmental regulation.....	2.4.....	132	9.07 Mobile broadband subscriptions/100 pop.* .....	n/a.....	n/a
2.02 Enforcement of environmental regulation .....	2.1.....	134	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.6</b> .....	<b>70</b>
2.03 Sustainability of T&T industry development.....	2.5.....	136	10.01 Ticket taxes and airport charges (0–100)* .....	73.2.....	94
2.04 Carbon dioxide emission, million tons/capita* .....	1.2.....	<b>40</b>	10.02 Purchasing power parity* .....	0.4.....	<b>18</b>
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	35.2.....	85	10.04 Fuel price, US\$ cents/liter* .....	79.0.....	<b>30</b>
2.06 Threatened species, %* .....	4.5.....	57	10.03 Extent and effect of taxation .....	3.3.....	88
2.07 Environm. treaty ratification (0–25)* .....	14.....	130	10.05 Hotel price index, US\$* .....	194.9.....	100
<b>3rd pillar: Safety and security</b> .....	<b>4.2</b> .....	<b>100</b>	<b>11th pillar: Human resources</b> .....	<b>4.6</b> .....	<b>97</b>
3.01 Business costs of crime and violence .....	4.7.....	80	<i>Education and training</i> .....	4.0.....	110
3.02 Reliability of police services.....	2.9.....	125	11.01 Primary education enrollment, net %* .....	87.5.....	107
3.03 Road traffic accidents/100,000 pop.* .....	22.8.....	94	11.02 Secondary education enrollment, gross %* .....	84.0.....	82
3.04 Business costs of terrorism .....	5.2.....	92	11.03 Quality of the educational system .....	2.8.....	122
<b>4th pillar: Health and hygiene</b> .....	<b>5.4</b> .....	<b>52</b>	11.04 Local availability specialized research & training... ..	3.1.....	129
4.01 Physician density/1,000 pop.* .....	2.3.....	<b>50</b>	11.05 Extent of staff training.....	3.1.....	125
4.02 Access to improved sanitation, % pop.* .....	93.0.....	61	<i>Availability of qualified labor</i> .....	5.2.....	<b>46</b>
4.03 Access to improved drinking water, % pop.* .....	90.0.....	91	11.06 Hiring and firing practices .....	4.8.....	<b>19</b>
4.04 Hospital beds/10,000 pop.* .....	51.0.....	<b>33</b>	11.07 Ease of hiring foreign labor .....	4.4.....	52
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>3.3</b> .....	<b>121</b>	11.08 HIV prevalence, % adult pop.* .....	0.3.....	66
5.01 Government prioritization of the T&T industry .....	4.8.....	97	11.09 Business impact of HIV/AIDS.....	5.5.....	60
5.02 T&T gov't expenditure, % gov't budget* .....	1.9.....	111	11.10 Life expectancy, years* .....	69.4.....	96
5.03 Effectiveness of marketing to attract tourists .....	3.1.....	132	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>5.3</b> .....	<b>19</b>
5.04 Comprehensiveness of T&T data (0–120)* .....	52.0.....	95	12.01 Tourism openness, % of GDP* .....	17.9.....	<b>8</b>
5.05 Timeliness of T&T data (0–18)* .....	6.0.....	108	12.02 Attitude of population toward foreign visitors .....	5.9.....	107
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.0</b> .....	<b>128</b>	12.03 Extension of business trips recommended .....	5.3.....	74
6.01 Quality of air transport infrastructure .....	2.9.....	132	12.04 Degree of customer orientation.....	4.1.....	110
6.02 Airline seat kms/week, dom., millions* .....	2.0.....	68	<b>13th pillar: Natural resources</b> .....	<b>2.7</b> .....	<b>122</b>
6.03 Airline seat kms/week, int'l, millions* .....	34.9.....	102	13.01 No. of World Heritage natural sites* .....	0.....	79
6.04 Departures/1,000 pop.* .....	0.9.....	98	13.02 Quality of the natural environment.....	5.1.....	<b>44</b>
6.05 Airport density/million pop.* .....	0.4.....	95	13.03 Total known species* .....	403.....	96
6.06 No. of operating airlines* .....	16.5.....	89	13.04 Terrestrial biome protection (0–17%)* .....	4.0.....	113
6.07 International air transport network .....	3.4.....	132	13.05 Marine protected areas, %* .....	n/a.....	n/a
<b>7th pillar: Ground transport infrastructure</b> .....	<b>2.6</b> .....	<b>132</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.5</b> .....	<b>119</b>
7.01 Quality of roads .....	2.5.....	131	14.01 No. of World Heritage cultural sites* .....	3.....	74
7.02 Quality of railroad infrastructure .....	2.3.....	77	14.02 Sports stadiums, seats/million pop.* .....	9,987.3.....	110
7.03 Quality of port infrastructure.....	1.5.....	140	14.03 No. of int'l fairs and exhibitions* .....	0.0.....	134
7.04 Quality of ground transport network .....	4.9.....	<b>39</b>	14.04 Creative industries exports, % of world total* .....	0.0.....	107
7.05 Road density/million pop.* .....	17.0.....	94			

# Latvia

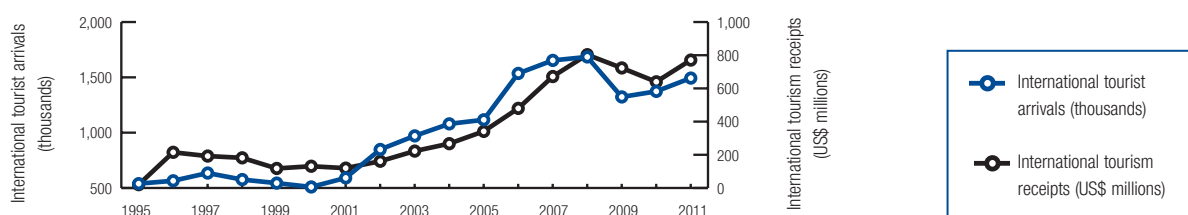
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>48</b>	<b>4.4</b>
2011 Travel & Tourism Competitiveness Index.....	51	4.4
2009 Travel & Tourism Competitiveness Index.....	48	4.3
<b>T&amp;T regulatory framework</b> .....	<b>35</b>	<b>5.1</b>
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
<b>Business environment and infrastructure</b> .....	<b>40</b>	<b>4.4</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>77</b>	<b>3.8</b>
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.



## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.6</b> .....	<b>58</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>5.0</b> .....	<b>35</b>
1.01 Prevalence of foreign ownership .....	4.9.....	59	8.01 Hotel rooms/100 pop.* .....	0.6.....	52
1.02 Property rights .....	4.2.....	68	8.02 Presence of major car rental co. (1–7)* .....	7.....	1
1.03 Business impact of rules on FDI .....	4.3.....	96	8.03 ATMs accepting Visa cards/million pop.* .....	465.8.....	42
1.04 Visa requirements, no. of countries* .....	71.0.....	58	<b>9th pillar: ICT infrastructure</b> .....	<b>4.1</b> .....	<b>38</b>
1.05 Openness bilateral ASAs (0–38)* .....	9.1.....	95	9.01 ICT use for B-to-B transactions .....	5.4.....	45
1.06 Transparency of government policymaking .....	4.2.....	72	9.02 ICT use for B-to-C transactions .....	5.4.....	24
1.07 No. of days to start a business* .....	16.....	71	9.03 Individuals using the Internet, %* .....	71.7.....	31
1.08 Cost to start a business, % GNI/capita* .....	2.3.....	33	9.04 Fixed telephone lines/100 pop.* .....	23.0.....	52
1.09 GATS commitment restrictiveness (0–100)* .....	65.4.....	51	9.05 Broadband Internet subscribers/100 pop.* .....	20.4.....	35
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.3</b> .....	<b>18</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	102.9.....	78
2.01 Stringency of environmental regulation.....	4.4.....	53	9.07 Mobile broadband subscriptions/100 pop.* .....	37.6.....	32
2.02 Enforcement of environmental regulation .....	4.2.....	47	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.6</b> .....	<b>57</b>
2.03 Sustainability of T&T industry development.....	4.1.....	80	10.01 Ticket taxes and airport charges (0–100)* .....	92.6.....	11
2.04 Carbon dioxide emission, million tons/capita* .....	3.3.....	66	10.02 Purchasing power parity* .....	0.7.....	85
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	11.9.....	6	10.04 Fuel price, US\$ cents/liter* .....	149.0.....	108
2.06 Threatened species, %* .....	2.0.....	9	10.03 Extent and effect of taxation .....	3.1.....	103
2.07 Environm. treaty ratification (0–25)* .....	21.....	39	10.05 Hotel price index, US\$* .....	79.4.....	9
<b>3rd pillar: Safety and security</b> .....	<b>5.1</b> .....	<b>53</b>	<b>11th pillar: Human resources</b> .....	<b>5.1</b> .....	<b>46</b>
3.01 Business costs of crime and violence .....	5.3.....	45	<i>Education and training</i> .....	5.0.....	50
3.02 Reliability of police services.....	4.3.....	65	11.01 Primary education enrollment, net %* .....	95.1.....	54
3.03 Road traffic accidents/100,000 pop.* .....	17.9.....	78	11.02 Secondary education enrollment, gross %* .....	95.2.....	50
3.04 Business costs of terrorism .....	6.0.....	41	11.03 Quality of the educational system .....	3.6.....	73
<b>4th pillar: Health and hygiene</b> .....	<b>6.0</b> .....	<b>32</b>	11.04 Local availability specialized research & training... ..	4.1.....	69
4.01 Physician density/1,000 pop.* .....	3.0.....	33	11.05 Extent of staff training.....	4.1.....	53
4.02 Access to improved sanitation, % pop.* .....	78.0.....	86	<i>Availability of qualified labor</i> .....	5.1.....	55
4.03 Access to improved drinking water, % pop.* .....	99.0.....	42	11.06 Hiring and firing practices .....	4.2.....	55
4.04 Hospital beds/10,000 pop.* .....	64.0.....	19	11.07 Ease of hiring foreign labor .....	4.1.....	75
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.4</b> .....	<b>70</b>	11.08 HIV prevalence, % adult pop.* .....	0.7.....	93
5.01 Government prioritization of the T&T industry .....	4.6.....	107	11.09 Business impact of HIV/AIDS.....	5.6.....	48
5.02 T&T gov't expenditure, % gov't budget* .....	3.1.....	75	11.10 Life expectancy, years* .....	73.5.....	70
5.03 Effectiveness of marketing to attract tourists .....	4.1.....	90	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.2</b> .....	<b>113</b>
5.04 Comprehensiveness of T&T data (0–120)* .....	92.0.....	11	12.01 Tourism openness, % of GDP* .....	5.4.....	53
5.05 Timeliness of T&T data (0–18)* .....	16.5.....	17	12.02 Attitude of population toward foreign visitors .....	5.2.....	136
<b>6th pillar: Air transport infrastructure</b> .....	<b>3.8</b> .....	<b>47</b>	12.03 Extension of business trips recommended .....	4.7.....	112
6.01 Quality of air transport infrastructure .....	5.3.....	47	12.04 Degree of customer orientation.....	4.6.....	67
6.02 Airline seat kms/week, dom., millions* .....	0.0.....	105	<b>13th pillar: Natural resources</b> .....	<b>3.6</b> .....	<b>70</b>
6.03 Airline seat kms/week, int'l, millions* .....	75.8.....	82	13.01 No. of World Heritage natural sites* .....	0.....	79
6.04 Departures/1,000 pop.* .....	29.3.....	12	13.02 Quality of the natural environment.....	5.2.....	36
6.05 Airport density/million pop.* .....	0.9.....	51	13.03 Total known species* .....	345.....	116
6.06 No. of operating airlines* .....	18.0.....	86	13.04 Terrestrial biome protection (0–17%)* .....	17.0.....	1
6.07 International air transport network .....	5.3.....	47	13.05 Marine protected areas, %* .....	2.4.....	20
<b>7th pillar: Ground transport infrastructure</b> .....	<b>4.3</b> .....	<b>44</b>	<b>14th pillar: Cultural resources</b> .....	<b>2.4</b> .....	<b>73</b>
7.01 Quality of roads .....	3.2.....	98	14.01 No. of World Heritage cultural sites* .....	4.....	63
7.02 Quality of railroad infrastructure .....	4.0.....	33	14.02 Sports stadiums, seats/million pop.* .....	55,636.9.....	44
7.03 Quality of port infrastructure.....	4.8.....	50	14.03 No. of int'l fairs and exhibitions* .....	28.0.....	58
7.04 Quality of ground transport network .....	4.8.....	48	14.04 Creative industries exports, % of world total* .....	0.1.....	57
7.05 Road density/million pop.* .....	107.0.....	35			

# Lebanon

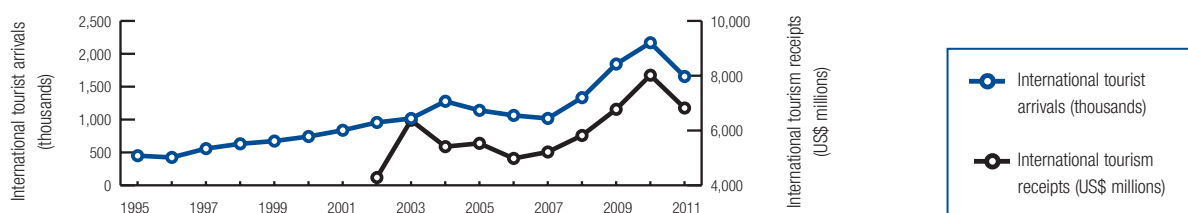
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>69</b>	<b>4.0</b>
2011 Travel & Tourism Competitiveness Index.....	70	4.0
2009 Travel & Tourism Competitiveness Index.....	n/a	n/a
<b>T&amp;T regulatory framework</b> .....	<b>73</b>	<b>4.5</b>
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
<b>Business environment and infrastructure</b> .....	<b>65</b>	<b>3.7</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>70</b>	<b>3.9</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>3.9</b> .....	<b>115</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>5.5</b> .....	<b>27</b>
1.01 Prevalence of foreign ownership .....	3.9.....	119	8.01 Hotel rooms/100 pop.* .....	0.8.....	43
1.02 Property rights .....	4.3.....	66	8.02 Presence of major car rental co. (1-7)* .....	6.....	32
1.03 Business impact of rules on FDI .....	4.4.....	91	8.03 ATMs accepting Visa cards/million pop.* .....	672.4.....	19
1.04 Visa requirements, no. of countries* .....	73.1.....	54	<b>9th pillar: ICT infrastructure</b> .....	<b>2.8</b> .....	<b>84</b>
1.05 Openness bilateral ASAs (0-38)* .....	9.8.....	86	9.01 ICT use for B-to-B transactions .....	4.0.....	126
1.06 Transparency of government policymaking .....	3.8.....	104	9.02 ICT use for B-to-C transactions .....	3.1.....	129
1.07 No. of days to start a business* .....	9.....	42	9.03 Individuals using the Internet, %* .....	52.0.....	52
1.08 Cost to start a business, % GNI/capita* .....	67.0.....	123	9.04 Fixed telephone lines/100 pop.* .....	21.1.....	60
1.09 GATS commitment restrictiveness (0-100)* .....	n/a.....	n/a	9.05 Broadband Internet subscribers/100 pop.* .....	5.2.....	74
<b>2nd pillar: Environmental sustainability</b> .....	<b>3.9</b> .....	<b>127</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	78.6.....	110
2.01 Stringency of environmental regulation.....	2.1.....	137	9.07 Mobile broadband subscriptions/100 pop.* .....	0.0.....	126
2.02 Enforcement of environmental regulation .....	1.9.....	137	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.6</b> .....	<b>68</b>
2.03 Sustainability of T&T industry development.....	3.2.....	125	10.01 Ticket taxes and airport charges (0-100)* .....	80.9.....	65
2.04 Carbon dioxide emission, million tons/capita* .....	4.1.....	70	10.02 Purchasing power parity* .....	0.7.....	78
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	28.4.....	61	10.04 Fuel price, US\$ cents/liter* .....	77.0.....	25
2.06 Threatened species, %* .....	5.1.....	75	10.03 Extent and effect of taxation .....	4.2.....	23
2.07 Environm. treaty ratification (0-25)* .....	16.....	112	10.05 Hotel price index, US\$* .....	210.4.....	105
<b>3rd pillar: Safety and security</b> .....	<b>3.8</b> .....	<b>116</b>	<b>11th pillar: Human resources</b> .....	<b>4.9</b> .....	<b>64</b>
3.01 Business costs of crime and violence .....	4.8.....	70	<i>Education and training</i> .....	4.9.....	52
3.02 Reliability of police services.....	3.5.....	104	11.01 Primary education enrollment, net %* .....	91.7.....	86
3.03 Road traffic accidents/100,000 pop.* .....	28.5.....	110	11.02 Secondary education enrollment, gross %* .....	81.4.....	88
3.04 Business costs of terrorism .....	4.0.....	131	11.03 Quality of the educational system .....	5.3.....	10
<b>4th pillar: Health and hygiene</b> .....	<b>6.0</b> .....	<b>33</b>	11.04 Local availability specialized research & training... ..	4.3.....	56
4.01 Physician density/1,000 pop.* .....	3.5.....	20	11.05 Extent of staff training.....	3.6.....	100
4.02 Access to improved sanitation, % pop.* .....	98.0.....	42	<i>Availability of qualified labor</i> .....	4.9.....	83
4.03 Access to improved drinking water, % pop.* ...	100.0.....	1	11.06 Hiring and firing practices .....	4.1.....	56
4.04 Hospital beds/10,000 pop.* .....	35.0.....	50	11.07 Ease of hiring foreign labor .....	3.4.....	120
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.9</b> .....	<b>38</b>	11.08 HIV prevalence, % adult pop.* .....	0.1.....	12
5.01 Government prioritization of the T&T industry .....	4.9.....	90	11.09 Business impact of HIV/AIDS.....	5.6.....	49
5.02 T&T gov't expenditure, % gov't budget* .....	9.2.....	14	11.10 Life expectancy, years* .....	72.6.....	86
5.03 Effectiveness of marketing to attract tourists .....	4.0.....	92	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>6.1</b> .....	<b>1</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	48.0.....	100	12.01 Tourism openness, % of GDP* .....	28.2.....	2
5.05 Timeliness of T&T data (0-18)* .....	12.0.....	93	12.02 Attitude of population toward foreign visitors .....	6.5.....	22
<b>6th pillar: Air transport infrastructure</b> .....	<b>3.0</b> .....	<b>67</b>	12.03 Extension of business trips recommended .....	6.0.....	19
6.01 Quality of air transport infrastructure .....	5.1.....	51	12.04 Degree of customer orientation.....	4.9.....	42
6.02 Airline seat kms/week, dom., millions* .....	0.0.....	105	<b>13th pillar: Natural resources</b> .....	<b>2.0</b> .....	<b>136</b>
6.03 Airline seat kms/week, int'l, millions* .....	156.8.....	68	13.01 No. of World Heritage natural sites* .....	0.....	79
6.04 Departures/1,000 pop.* .....	3.9.....	63	13.02 Quality of the natural environment.....	2.7.....	136
6.05 Airport density/million pop.* .....	0.2.....	116	13.03 Total known species* .....	371.....	108
6.06 No. of operating airlines* .....	38.5.....	44	13.04 Terrestrial biome protection (0-17%)* .....	0.5.....	135
6.07 International air transport network .....	5.2.....	49	13.05 Marine protected areas, %* .....	0.0.....	91
<b>7th pillar: Ground transport infrastructure</b> .....	<b>2.9</b> .....	<b>110</b>	<b>14th pillar: Cultural resources</b> .....	<b>2.4</b> .....	<b>68</b>
7.01 Quality of roads .....	2.8.....	113	14.01 No. of World Heritage cultural sites* .....	5.....	52
7.02 Quality of railroad infrastructure .....	1.0.....	122	14.02 Sports stadiums, seats/million pop.* .....	65,314.3.....	39
7.03 Quality of port infrastructure.....	4.1.....	71	14.03 No. of int'l fairs and exhibitions* .....	9.7.....	79
7.04 Quality of ground transport network .....	2.9.....	138	14.04 Creative industries exports, % of world total* .....	0.0.....	65
7.05 Road density/million pop.* .....	67.0.....	44			

# Lesotho

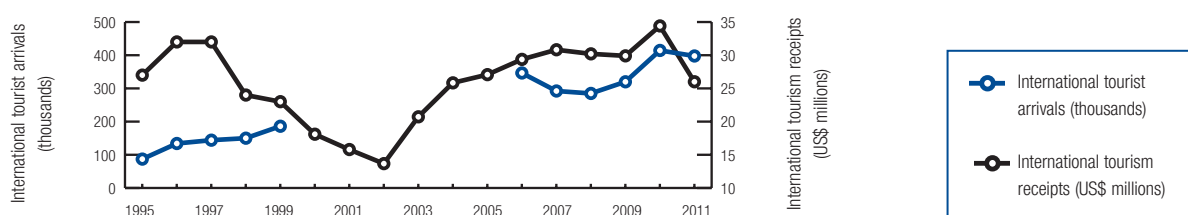
## Key indicators

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)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>135</b>	<b>2.9</b>
2011 Travel & Tourism Competitiveness Index.....	135	3.0
2009 Travel & Tourism Competitiveness Index.....	132	2.9
<b>T&amp;T regulatory framework</b> .....	<b>126</b>	<b>3.5</b>
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
<b>Business environment and infrastructure</b> .....	<b>132</b>	<b>2.6</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>139</b>	<b>2.6</b>
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 &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>3.8</b> .....	<b>116</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>2.4</b> .....	<b>105</b>
1.01 Prevalence of foreign ownership .....	4.9.....	58	8.01 Hotel rooms/100 pop.* .....	0.1.....	106
1.02 Property rights .....	3.3.....	122	8.02 Presence of major car rental co. (1-7)* .....	4.....	82
1.03 Business impact of rules on FDI .....	4.4.....	92	8.03 ATMs accepting Visa cards/million pop.* .....	26.4.....	114
1.04 Visa requirements, no. of countries* .....	70.0.....	88			
1.05 Openness bilateral ASAs (0-38)* .....	0.2.....	138	<b>9th pillar: ICT infrastructure</b> .....	<b>1.7</b> .....	<b>129</b>
1.06 Transparency of government policymaking .....	3.3.....	131	9.01 ICT use for B-to-B transactions .....	3.8.....	132
1.07 No. of days to start a business* .....	24.....	94	9.02 ICT use for B-to-C transactions .....	3.1.....	130
1.08 Cost to start a business, % GNI/capita* .....	13.0.....	82	9.03 Individuals using the Internet, %* .....	4.2.....	128
1.09 GATS commitment restrictiveness (0-100)* .....	23.5.....	113	9.04 Fixed telephone lines/100 pop.* .....	1.8.....	119
			9.05 Broadband Internet subscribers/100 pop.* .....	0.1.....	126
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.0</b> .....	<b>120</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	56.2.....	123
2.01 Stringency of environmental regulation.....	3.1.....	115	9.07 Mobile broadband subscriptions/100 pop.* .....	1.7.....	104
2.02 Enforcement of environmental regulation .....	2.9.....	108			
2.03 Sustainability of T&T industry development.....	3.6.....	110	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.7</b> .....	<b>55</b>
2.04 Carbon dioxide emission, million tons/capita* .....	n/a.....	n/a	10.01 Ticket taxes and airport charges (0-100)* .....	83.9.....	47
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	43.4.....	95	10.02 Purchasing power parity* .....	0.6.....	72
2.06 Threatened species, %* .....	2.7.....	21	10.04 Fuel price, US\$ cents/liter* .....	107.0.....	67
2.07 Environm. treaty ratification (0-25)* .....	16.....	112	10.03 Extent and effect of taxation .....	3.3.....	85
			10.05 Hotel price index, US\$* .....	n/a.....	n/a
<b>3rd pillar: Safety and security</b> .....	<b>4.0</b> .....	<b>108</b>			
3.01 Business costs of crime and violence .....	3.8.....	110	<b>11th pillar: Human resources</b> .....	<b>2.9</b> .....	<b>140</b>
3.02 Reliability of police services.....	3.5.....	106	<i>Education and training</i> .....	3.1.....	128
3.03 Road traffic accidents/100,000 pop.* .....	26.7.....	105	11.01 Primary education enrollment, net %* .....	73.4.....	130
3.04 Business costs of terrorism .....	5.6.....	65	11.02 Secondary education enrollment, gross %* .....	46.4.....	114
			11.03 Quality of the educational system .....	3.2.....	101
<b>4th pillar: Health and hygiene</b> .....	<b>2.3</b> .....	<b>121</b>	11.04 Local availability specialized research & training... ..	2.8.....	134
4.01 Physician density/1,000 pop.* .....	0.1.....	130	11.05 Extent of staff training.....	3.3.....	115
4.02 Access to improved sanitation, % pop.* .....	26.0.....	124	<i>Availability of qualified labor</i> .....	2.6.....	137
4.03 Access to improved drinking water, % pop.* .....	78.0.....	116	11.06 Hiring and firing practices .....	3.6.....	93
4.04 Hospital beds/10,000 pop.* .....	13.3.....	102	11.07 Ease of hiring foreign labor .....	3.6.....	108
			11.08 HIV prevalence, % adult pop.* .....	23.6.....	138
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>3.2</b> .....	<b>125</b>	11.09 Business impact of HIV/AIDS.....	2.8.....	136
5.01 Government prioritization of the T&T industry .....	4.6.....	105	11.10 Life expectancy, years* .....	48.0.....	139
5.02 T&T gov't expenditure, % gov't budget* .....	1.3.....	125			
5.03 Effectiveness of marketing to attract tourists .....	3.6.....	113	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.6</b> .....	<b>74</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	56.0.....	91	12.01 Tourism openness, % of GDP* .....	12.7.....	18
5.05 Timeliness of T&T data (0-18)* .....	3.0.....	112	12.02 Attitude of population toward foreign visitors .....	5.7.....	120
			12.03 Extension of business trips recommended .....	4.5.....	128
<b>6th pillar: Air transport infrastructure</b> .....	<b>1.6</b> .....	<b>140</b>	12.04 Degree of customer orientation.....	3.8.....	126
6.01 Quality of air transport infrastructure .....	2.5.....	138			
6.02 Airline seat kms/week, dom., millions* .....	0.0.....	105	<b>13th pillar: Natural resources</b> .....	<b>1.9</b> .....	<b>137</b>
6.03 Airline seat kms/week, int'l, millions* .....	0.3.....	140	13.01 No. of World Heritage natural sites* .....	0.....	79
6.04 Departures/1,000 pop.* .....	0.1.....	125	13.02 Quality of the natural environment.....	3.7.....	110
6.05 Airport density/million pop.* .....	0.5.....	87	13.03 Total known species* .....	329.....	121
6.06 No. of operating airlines* .....	1.0.....	139	13.04 Terrestrial biome protection (0-17%)* .....	0.2.....	138
6.07 International air transport network .....	2.6.....	140	13.05 Marine protected areas, %* .....	n/a.....	n/a
<b>7th pillar: Ground transport infrastructure</b> .....	<b>2.7</b> .....	<b>125</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.1</b> .....	<b>137</b>
7.01 Quality of roads .....	2.9.....	109	14.01 No. of World Heritage cultural sites* .....	0.....	125
7.02 Quality of railroad infrastructure .....	1.6.....	108	14.02 Sports stadiums, seats/million pop.* .....	9,116.4.....	112
7.03 Quality of port infrastructure.....	3.4.....	112	14.03 No. of int'l fairs and exhibitions* .....	0.7.....	125
7.04 Quality of ground transport network .....	3.7.....	116	14.04 Creative industries exports, % of world total* .....	n/a.....	n/a
7.05 Road density/million pop.* .....	20.0.....	88			

# Lithuania

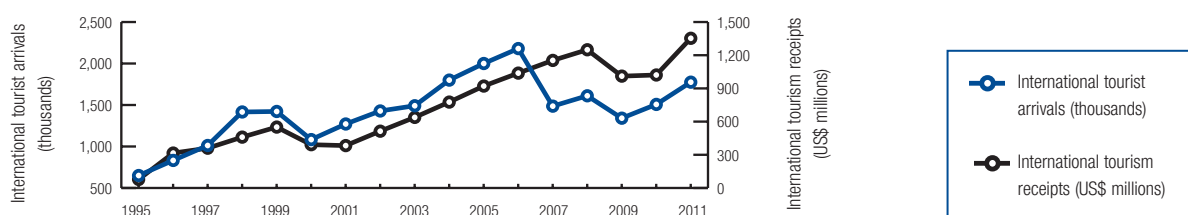
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>49</b>	<b>4.4</b>
2011 Travel & Tourism Competitiveness Index.....	55	4.3
2009 Travel & Tourism Competitiveness Index.....	49	4.3
<b>T&amp;T regulatory framework</b> .....	<b>41</b>	<b>5.0</b>
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
<b>Business environment and infrastructure</b> .....	<b>48</b>	<b>4.2</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>61</b>	<b>4.0</b>
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.

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.4</b> .....	<b>75</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>4.3</b> .....	<b>63</b>
1.01 Prevalence of foreign ownership .....	4.4.....	87	8.01 Hotel rooms/100 pop.* .....	0.4.....	67
1.02 Property rights .....	4.3.....	65	8.02 Presence of major car rental co. (1–7)* .....	7.....	1
1.03 Business impact of rules on FDI .....	3.9.....	113	8.03 ATMs accepting Visa cards/million pop.* .....	293.5.....	68
1.04 Visa requirements, no. of countries* .....	71.0.....	58	<b>9th pillar: ICT infrastructure</b> .....	<b>4.2</b> .....	<b>36</b>
1.05 Openness bilateral ASAs (0–38)* .....	9.4.....	90	9.01 ICT use for B-to-B transactions .....	5.8.....	20
1.06 Transparency of government policymaking .....	4.6.....	47	9.02 ICT use for B-to-C transactions .....	5.8.....	10
1.07 No. of days to start a business* .....	20.....	86	9.03 Individuals using the Internet, %* .....	65.1.....	39
1.08 Cost to start a business, % GNI/capita* .....	1.1.....	17	9.04 Fixed telephone lines/100 pop.* .....	21.9.....	55
1.09 GATS commitment restrictiveness (0–100)* .....	45.2.....	97	9.05 Broadband Internet subscribers/100 pop.* .....	22.1.....	30
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.2</b> .....	<b>20</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	151.3.....	13
2.01 Stringency of environmental regulation.....	4.8.....	36	9.07 Mobile broadband subscriptions/100 pop.* .....	17.2.....	61
2.02 Enforcement of environmental regulation .....	4.2.....	46	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.6</b> .....	<b>58</b>
2.03 Sustainability of T&T industry development.....	3.6.....	111	10.01 Ticket taxes and airport charges (0–100)* .....	85.1.....	40
2.04 Carbon dioxide emission, million tons/capita* .....	4.5.....	75	10.02 Purchasing power parity* .....	0.7.....	74
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	15.3.....	19	10.04 Fuel price, US\$ cents/liter* .....	142.0.....	99
2.06 Threatened species, %* .....	2.8.....	27	10.03 Extent and effect of taxation .....	2.8.....	121
2.07 Environm. treaty ratification (0–25)* .....	22.....	20	10.05 Hotel price index, US\$* .....	72.5.....	4
<b>3rd pillar: Safety and security</b> .....	<b>4.9</b> .....	<b>56</b>	<b>11th pillar: Human resources</b> .....	<b>4.9</b> .....	<b>63</b>
3.01 Business costs of crime and violence .....	5.3.....	47	<i>Education and training</i> .....	5.1.....	40
3.02 Reliability of police services.....	4.3.....	66	11.01 Primary education enrollment, net %* .....	92.8.....	76
3.03 Road traffic accidents/100,000 pop.* .....	22.4.....	93	11.02 Secondary education enrollment, gross %* .....	98.7.....	38
3.04 Business costs of terrorism .....	6.3.....	22	11.03 Quality of the educational system .....	4.0.....	54
<b>4th pillar: Health and hygiene</b> .....	<b>6.2</b> .....	<b>18</b>	11.04 Local availability specialized research & training... ..	4.4.....	48
4.01 Physician density/1,000 pop.* .....	3.6.....	18	11.05 Extent of staff training.....	4.0.....	65
4.02 Access to improved sanitation, % pop.* .....	86.0.....	76	<i>Availability of qualified labor</i> .....	4.8.....	95
4.03 Access to improved drinking water, % pop.* .....	92.0.....	80	11.06 Hiring and firing practices .....	3.3.....	115
4.04 Hospital beds/10,000 pop.* .....	68.0.....	12	11.07 Ease of hiring foreign labor .....	3.7.....	104
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.1</b> .....	<b>91</b>	11.08 HIV prevalence, % adult pop.* .....	0.1.....	12
5.01 Government prioritization of the T&T industry .....	4.1.....	121	11.09 Business impact of HIV/AIDS.....	6.1.....	24
5.02 T&T gov't expenditure, % gov't budget* .....	3.1.....	76	11.10 Life expectancy, years* .....	73.3.....	78
5.03 Effectiveness of marketing to attract tourists .....	3.5.....	114	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.5</b> .....	<b>78</b>
5.04 Comprehensiveness of T&T data (0–120)* .....	116.0.....	1	12.01 Tourism openness, % of GDP* .....	5.0.....	61
5.05 Timeliness of T&T data (0–18)* .....	13.5.....	71	12.02 Attitude of population toward foreign visitors .....	5.8.....	112
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.6</b> .....	<b>95</b>	12.03 Extension of business trips recommended .....	4.8.....	104
6.01 Quality of air transport infrastructure .....	4.2.....	86	12.04 Degree of customer orientation.....	5.2.....	29
6.02 Airline seat kms/week, dom., millions* .....	0.0.....	105	<b>13th pillar: Natural resources</b> .....	<b>3.4</b> .....	<b>73</b>
6.03 Airline seat kms/week, int'l, millions* .....	35.2.....	99	13.01 No. of World Heritage natural sites* .....	0.....	79
6.04 Departures/1,000 pop.* .....	3.5.....	68	13.02 Quality of the natural environment.....	5.0.....	48
6.05 Airport density/million pop.* .....	0.9.....	50	13.03 Total known species* .....	320.....	125
6.06 No. of operating airlines* .....	19.0.....	84	13.04 Terrestrial biome protection (0–17%)* .....	14.6.....	38
6.07 International air transport network .....	4.0.....	108	13.05 Marine protected areas, %* .....	3.9.....	15
<b>7th pillar: Ground transport infrastructure</b> .....	<b>5.2</b> .....	<b>21</b>	<b>14th pillar: Cultural resources</b> .....	<b>3.0</b> .....	<b>51</b>
7.01 Quality of roads .....	5.2.....	32	14.01 No. of World Heritage cultural sites* .....	7.....	39
7.02 Quality of railroad infrastructure .....	4.7.....	20	14.02 Sports stadiums, seats/million pop.* .....	52,236.0.....	51
7.03 Quality of port infrastructure.....	5.2.....	35	14.03 No. of int'l fairs and exhibitions* .....	41.3.....	49
7.04 Quality of ground transport network .....	5.4.....	27	14.04 Creative industries exports, % of world total* .....	0.2.....	40
7.05 Road density/million pop.* .....	125.0.....	30			

# Luxembourg

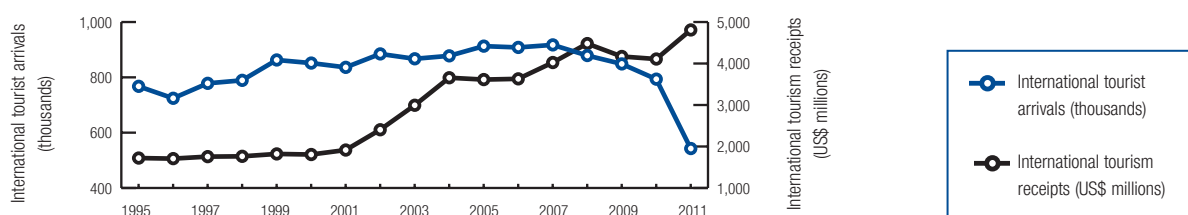
## Key indicators

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)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>23</b>	<b>4.9</b>
2011 Travel & Tourism Competitiveness Index.....	15	5.1
2009 Travel & Tourism Competitiveness Index.....	23	4.9
<b>T&amp;T regulatory framework</b> .....	<b>21</b>	<b>5.4</b>
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
<b>Business environment and infrastructure</b> .....	<b>20</b>	<b>5.0</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>39</b>	<b>4.4</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>5.3</b> .....	<b>11</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>4.8</b> .....	<b>43</b>
1.01 Prevalence of foreign ownership .....	6.5 .....	1	8.01 Hotel rooms/100 pop.* .....	1.7 .....	14
1.02 Property rights .....	6.2 .....	4	8.02 Presence of major car rental co. (1-7)* .....	6 .....	32
1.03 Business impact of rules on FDI .....	5.7 .....	6	8.03 ATMs accepting Visa cards/million pop.* .....	54.2 .....	103
1.04 Visa requirements, no. of countries* .....	71.0 .....	58	<b>9th pillar: ICT infrastructure</b> .....	<b>5.6</b> .....	<b>5</b>
1.05 Openness bilateral ASAs (0-38)* .....	14.1 .....	35	9.01 ICT use for B-to-B transactions .....	5.9 .....	16
1.06 Transparency of government policymaking .....	5.5 .....	10	9.02 ICT use for B-to-C transactions .....	5.1 .....	36
1.07 No. of days to start a business* .....	19 .....	80	9.03 Individuals using the Internet, %* .....	90.9 .....	5
1.08 Cost to start a business, % GNI/capita* .....	1.9 .....	27	9.04 Fixed telephone lines/100 pop.* .....	54.1 .....	9
1.09 GATS commitment restrictiveness (0-100)* .....	53.1 .....	68	9.05 Broadband Internet subscribers/100 pop.* .....	32.9 .....	10
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.3</b> .....	<b>17</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	148.3 .....	16
2.01 Stringency of environmental regulation.....	6.1 .....	7	9.07 Mobile broadband subscriptions/100 pop.* .....	66.7 .....	12
2.02 Enforcement of environmental regulation .....	5.9 .....	8	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.4</b> .....	<b>83</b>
2.03 Sustainability of T&T industry development.....	4.9 .....	40	10.01 Ticket taxes and airport charges (0-100)* .....	97.2 .....	3
2.04 Carbon dioxide emission, million tons/capita* .....	21.5 .....	134	10.02 Purchasing power parity* .....	1.3 .....	132
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	12.7 .....	11	10.04 Fuel price, US\$ cents/liter* .....	136.0 .....	96
2.06 Threatened species, %* .....	0.4 .....	1	10.03 Extent and effect of taxation .....	4.8 .....	12
2.07 Environm. treaty ratification (0-25)* .....	22 .....	20	10.05 Hotel price index, US\$* .....	119.7 .....	45
<b>3rd pillar: Safety and security</b> .....	<b>6.0</b> .....	<b>11</b>	<b>11th pillar: Human resources</b> .....	<b>5.5</b> .....	<b>20</b>
3.01 Business costs of crime and violence .....	6.2 .....	6	<i>Education and training</i> .....	5.6 .....	21
3.02 Reliability of police services.....	5.9 .....	21	11.01 Primary education enrollment, net %* .....	95.0 .....	56
3.03 Road traffic accidents/100,000 pop.* .....	9.6 .....	23	11.02 Secondary education enrollment, gross %* .....	97.6 .....	40
3.04 Business costs of terrorism .....	6.2 .....	27	11.03 Quality of the educational system .....	4.4 .....	36
<b>4th pillar: Health and hygiene</b> .....	<b>6.2</b> .....	<b>21</b>	11.04 Local availability specialized research & training... ..	5.2 .....	22
4.01 Physician density/1,000 pop.* .....	2.8 .....	37	11.05 Extent of staff training .....	5.3 .....	4
4.02 Access to improved sanitation, % pop.* .....	100.0 .....	1	<i>Availability of qualified labor</i> .....	5.5 .....	18
4.03 Access to improved drinking water, % pop.* .....	100.0 .....	1	11.06 Hiring and firing practices .....	3.2 .....	118
4.04 Hospital beds/10,000 pop.* .....	56.0 .....	27	11.07 Ease of hiring foreign labor .....	5.2 .....	7
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.2</b> .....	<b>86</b>	11.08 HIV prevalence, % adult pop.* .....	0.3 .....	66
5.01 Government prioritization of the T&T industry .....	5.3 .....	65	11.09 Business impact of HIV/AIDS.....	6.3 .....	16
5.02 T&T gov't expenditure, % gov't budget* .....	2.7 .....	86	11.10 Life expectancy, years* .....	80.1 .....	22
5.03 Effectiveness of marketing to attract tourists .....	4.5 .....	68	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>5.4</b> .....	<b>15</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	55.0 .....	94	12.01 Tourism openness, % of GDP* .....	14.4 .....	16
5.05 Timeliness of T&T data (0-18)* .....	13.5 .....	71	12.02 Attitude of population toward foreign visitors .....	6.4 .....	49
<b>6th pillar: Air transport infrastructure</b> .....	<b>4.1</b> .....	<b>41</b>	12.03 Extension of business trips recommended .....	5.2 .....	83
6.01 Quality of air transport infrastructure .....	5.8 .....	27	12.04 Degree of customer orientation.....	5.2 .....	30
6.02 Airline seat kms/week, dom., millions* .....	0.0 .....	105	<b>13th pillar: Natural resources</b> .....	<b>3.9</b> .....	<b>55</b>
6.03 Airline seat kms/week, int'l, millions* .....	21.9 .....	114	13.01 No. of World Heritage natural sites* .....	0 .....	79
6.04 Departures/1,000 pop.* .....	98.7 .....	3	13.02 Quality of the natural environment.....	5.9 .....	15
6.05 Airport density/million pop.* .....	1.9 .....	24	13.03 Total known species* .....	253 .....	132
6.06 No. of operating airlines* .....	12.5 .....	101	13.04 Terrestrial biome protection (0-17%)* .....	17.0 .....	1
6.07 International air transport network .....	5.2 .....	50	13.05 Marine protected areas, %* .....	n/a .....	n/a
<b>7th pillar: Ground transport infrastructure</b> .....	<b>5.8</b> .....	<b>14</b>	<b>14th pillar: Cultural resources</b> .....	<b>2.9</b> .....	<b>55</b>
7.01 Quality of roads .....	5.9 .....	15	14.01 No. of World Heritage cultural sites* .....	2 .....	88
7.02 Quality of railroad infrastructure .....	5.2 .....	14	14.02 Sports stadiums, seats/million pop.* .....	175,307.5 .....	5
7.03 Quality of port infrastructure.....	5.5 .....	23	14.03 No. of int'l fairs and exhibitions* .....	18.7 .....	69
7.04 Quality of ground transport network .....	5.4 .....	26	14.04 Creative industries exports, % of world total* .....	0.0 .....	76
7.05 Road density/million pop.* .....	202.0 .....	10			

# Macedonia, FYR

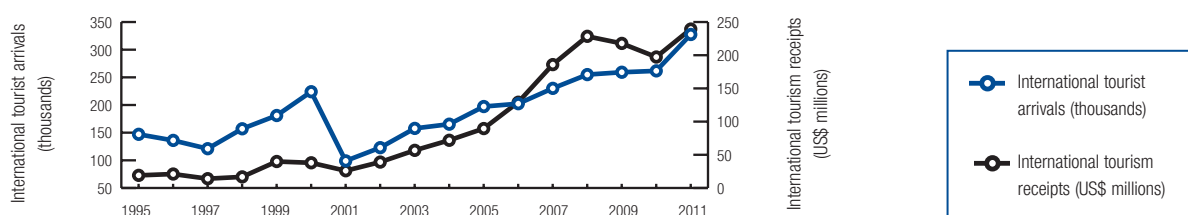
## Key indicators

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

T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>75</b>	<b>4.0</b>
2011 Travel & Tourism Competitiveness Index.....	76	4.0
2009 Travel & Tourism Competitiveness Index.....	80	3.8
<b>T&amp;T regulatory framework</b> .....	<b>57</b>	<b>4.8</b>
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
<b>Business environment and infrastructure</b> .....	<b>74</b>	<b>3.6</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>100</b>	<b>3.6</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.5</b> .....	<b>66</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>4.3</b> .....	<b>64</b>
1.01 Prevalence of foreign ownership .....	3.8.....	120	8.01 Hotel rooms/100 pop.* .....	0.3.....	74
1.02 Property rights .....	4.0.....	82	8.02 Presence of major car rental co. (1-7)* .....	6.....	32
1.03 Business impact of rules on FDI .....	4.3.....	98	8.03 ATMs accepting Visa cards/million pop.* .....	418.6.....	48
1.04 Visa requirements, no. of countries* .....	77.0.....	52	<b>9th pillar: ICT infrastructure</b> .....	<b>3.4</b> .....	<b>60</b>
1.05 Openness bilateral ASAs (0-38)* .....	7.1.....	112	9.01 ICT use for B-to-B transactions .....	4.9.....	71
1.06 Transparency of government policymaking .....	4.2.....	74	9.02 ICT use for B-to-C transactions .....	3.9.....	104
1.07 No. of days to start a business* .....	2.....	2	9.03 Individuals using the Internet, %* .....	56.7.....	46
1.08 Cost to start a business, % GNI/capita* .....	1.9.....	27	9.04 Fixed telephone lines/100 pop.* .....	20.4.....	63
1.09 GATS commitment restrictiveness (0-100)* .....	n/a.....	n/a	9.05 Broadband Internet subscribers/100 pop.* .....	12.6.....	47
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.5</b> .....	<b>73</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	107.2.....	67
2.01 Stringency of environmental regulation.....	3.7.....	80	9.07 Mobile broadband subscriptions/100 pop.* .....	18.1.....	57
2.02 Enforcement of environmental regulation .....	3.4.....	86	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.8</b> .....	<b>46</b>
2.03 Sustainability of T&T industry development.....	3.8.....	99	10.01 Ticket taxes and airport charges (0-100)* .....	72.3.....	99
2.04 Carbon dioxide emission, million tons/capita* .....	5.8.....	90	10.02 Purchasing power parity* .....	0.4.....	12
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	18.0.....	30	10.04 Fuel price, US\$ cents/liter* .....	127.0.....	87
2.06 Threatened species, %* .....	3.8.....	49	10.03 Extent and effect of taxation .....	4.1.....	25
2.07 Environm. treaty ratification (0-25)* .....	16.....	112	10.05 Hotel price index, US\$* .....	n/a.....	n/a
<b>3rd pillar: Safety and security</b> .....	<b>5.3</b> .....	<b>43</b>	<b>11th pillar: Human resources</b> .....	<b>4.8</b> .....	<b>81</b>
3.01 Business costs of crime and violence .....	5.0.....	60	<i>Education and training</i> .....	4.3.....	97
3.02 Reliability of police services.....	4.3.....	68	11.01 Primary education enrollment, net %* .....	88.0.....	104
3.03 Road traffic accidents/100,000 pop.* .....	6.9.....	13	11.02 Secondary education enrollment, gross %* .....	83.7.....	83
3.04 Business costs of terrorism .....	5.6.....	66	11.03 Quality of the educational system .....	3.4.....	87
<b>4th pillar: Health and hygiene</b> .....	<b>5.7</b> .....	<b>47</b>	11.04 Local availability specialized research & training... ..	3.8.....	86
4.01 Physician density/1,000 pop.* .....	2.6.....	43	11.05 Extent of staff training.....	3.1.....	124
4.02 Access to improved sanitation, % pop.* .....	88.0.....	74	<i>Availability of qualified labor</i> .....	5.2.....	37
4.03 Access to improved drinking water, % pop.* ...	100.0.....	1	11.06 Hiring and firing practices .....	4.3.....	43
4.04 Hospital beds/10,000 pop.* .....	45.0.....	39	11.07 Ease of hiring foreign labor .....	4.1.....	78
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.0</b> .....	<b>99</b>	11.08 HIV prevalence, % adult pop.* .....	0.0.....	1
5.01 Government prioritization of the T&T industry .....	4.5.....	110	11.09 Business impact of HIV/AIDS.....	5.4.....	66
5.02 T&T gov't expenditure, % gov't budget* .....	1.3.....	123	11.10 Life expectancy, years* .....	74.8.....	53
5.03 Effectiveness of marketing to attract tourists .....	4.2.....	84	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.6</b> .....	<b>73</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	70.0.....	54	12.01 Tourism openness, % of GDP* .....	3.3.....	91
5.05 Timeliness of T&T data (0-18)* .....	16.5.....	17	12.02 Attitude of population toward foreign visitors .....	6.7.....	4
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.2</b> .....	<b>122</b>	12.03 Extension of business trips recommended .....	5.4.....	67
6.01 Quality of air transport infrastructure .....	3.6.....	109	12.04 Degree of customer orientation.....	4.4.....	91
6.02 Airline seat kms/week, dom., millions* .....	0.0.....	105	<b>13th pillar: Natural resources</b> .....	<b>2.8</b> .....	<b>113</b>
6.03 Airline seat kms/week, int'l, millions* .....	8.5.....	129	13.01 No. of World Heritage natural sites* .....	1.....	45
6.04 Departures/1,000 pop.* .....	0.8.....	101	13.02 Quality of the natural environment.....	4.1.....	85
6.05 Airport density/million pop.* .....	1.0.....	45	13.03 Total known species* .....	417.....	91
6.06 No. of operating airlines* .....	11.5.....	111	13.04 Terrestrial biome protection (0-17%)* .....	4.8.....	111
6.07 International air transport network .....	3.3.....	134	13.05 Marine protected areas, %* .....	n/a.....	n/a
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.2</b> .....	<b>84</b>	<b>14th pillar: Cultural resources</b> .....	<b>2.2</b> .....	<b>75</b>
7.01 Quality of roads .....	3.0.....	106	14.01 No. of World Heritage cultural sites* .....	1.....	109
7.02 Quality of railroad infrastructure .....	1.9.....	91	14.02 Sports stadiums, seats/million pop.* .....	90,712.1.....	25
7.03 Quality of port infrastructure.....	4.2.....	67	14.03 No. of int'l fairs and exhibitions* .....	10.0.....	78
7.04 Quality of ground transport network .....	4.0.....	100	14.04 Creative industries exports, % of world total* .....	0.0.....	95
7.05 Road density/million pop.* .....	54.0.....	50			

# Madagascar

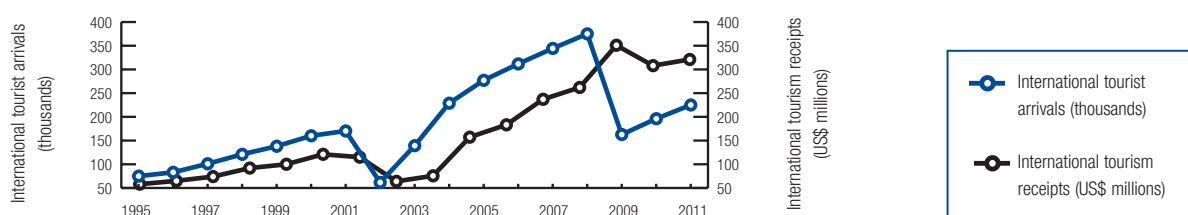
## Key indicators

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

T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index.....</b>	<b>131</b>	<b>3.1</b>
2011 Travel & Tourism Competitiveness Index.....	127	3.2
2009 Travel & Tourism Competitiveness Index.....	116	3.3
<b>T&amp;T regulatory framework .....</b>	<b>132</b>	<b>3.3</b>
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
<b>Business environment and infrastructure .....</b>	<b>119</b>	<b>2.7</b>
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
<b>T&amp;T human, cultural, and natural resources.....</b>	<b>127</b>	<b>3.2</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.0</b> .....	<b>112</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>2.5</b> .....	<b>100</b>
1.01 Prevalence of foreign ownership .....	4.0.....	111	8.01 Hotel rooms/100 pop.* .....	0.1.....	115
1.02 Property rights .....	2.6.....	134	8.02 Presence of major car rental co. (1–7)* .....	5.....	66
1.03 Business impact of rules on FDI .....	3.8.....	117	8.03 ATMs accepting Visa cards/million pop.* .....	3.0.....	134
1.04 Visa requirements, no. of countries* .....	135.8.....	<b>19</b>	<b>9th pillar: ICT infrastructure</b> .....	<b>1.7</b> .....	<b>132</b>
1.05 Openness bilateral ASAs (0–38)* .....	9.1.....	97	9.01 ICT use for B-to-B transactions .....	4.4.....	109
1.06 Transparency of government policymaking .....	3.0.....	137	9.02 ICT use for B-to-C transactions .....	3.7.....	112
1.07 No. of days to start a business* .....	8.....	<b>33</b>	9.03 Individuals using the Internet, %* .....	1.9.....	135
1.08 Cost to start a business, % GNI/capita* .....	10.8.....	77	9.04 Fixed telephone lines/100 pop.* .....	0.6.....	130
1.09 GATS commitment restrictiveness (0–100)* .....	0.0.....	117	9.05 Broadband Internet subscribers/100 pop.* .....	0.0.....	130
<b>2nd pillar: Environmental sustainability</b> .....	<b>3.9</b> .....	<b>122</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	40.7.....	133
2.01 Stringency of environmental regulation.....	2.8.....	130	9.07 Mobile broadband subscriptions/100 pop.* .....	0.1.....	125
2.02 Enforcement of environmental regulation .....	2.7.....	124	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.7</b> .....	<b>54</b>
2.03 Sustainability of T&T industry development.....	3.6.....	109	10.01 Ticket taxes and airport charges (0–100)* .....	75.3.....	83
2.04 Carbon dioxide emission, million tons/capita* .....	0.1.....	<b>7</b>	10.02 Purchasing power parity* .....	0.5.....	<b>27</b>
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	30.3.....	72	10.04 Fuel price, US\$ cents/liter* .....	126.0.....	86
2.06 Threatened species, %* .....	23.5.....	138	10.03 Extent and effect of taxation .....	3.3.....	91
2.07 Environm. treaty ratification (0–25)* .....	20.....	53	10.05 Hotel price index, US\$* .....	113.3.....	<b>37</b>
<b>3rd pillar: Safety and security</b> .....	<b>3.2</b> .....	<b>134</b>	<b>11th pillar: Human resources</b> .....	<b>3.9</b> .....	<b>118</b>
3.01 Business costs of crime and violence .....	3.3.....	125	<i>Education and training</i> .....	3.1.....	129
3.02 Reliability of police services.....	2.3.....	136	11.01 Primary education enrollment, net %* .....	79.2.....	124
3.03 Road traffic accidents/100,000 pop.* .....	33.7.....	123	11.02 Secondary education enrollment, gross %* .....	31.1.....	129
3.04 Business costs of terrorism .....	5.1.....	100	11.03 Quality of the educational system .....	3.0.....	116
<b>4th pillar: Health and hygiene</b> .....	<b>1.2</b> .....	<b>138</b>	11.04 Local availability specialized research & training... ..	3.2.....	122
4.01 Physician density/1,000 pop.* .....	0.2.....	116	11.05 Extent of staff training.....	3.4.....	111
4.02 Access to improved sanitation, % pop.* .....	15.0.....	133	<i>Availability of qualified labor</i> .....	4.8.....	97
4.03 Access to improved drinking water, % pop.* .....	46.0.....	138	11.06 Hiring and firing practices .....	4.3.....	<b>45</b>
4.04 Hospital beds/10,000 pop.* .....	2.0.....	139	11.07 Ease of hiring foreign labor .....	3.8.....	98
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.4</b> .....	<b>67</b>	11.08 HIV prevalence, % adult pop.* .....	0.2.....	52
5.01 Government prioritization of the T&T industry .....	4.9.....	92	11.09 Business impact of HIV/AIDS.....	5.1.....	80
5.02 T&T gov't expenditure, % gov't budget* .....	5.7.....	<b>30</b>	11.10 Life expectancy, years* .....	66.7.....	106
5.03 Effectiveness of marketing to attract tourists .....	4.0.....	94	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.4</b> .....	<b>91</b>
5.04 Comprehensiveness of T&T data (0–120)* .....	52.0.....	95	12.01 Tourism openness, % of GDP* .....	4.9.....	62
5.05 Timeliness of T&T data (0–18)* .....	12.0.....	93	12.02 Attitude of population toward foreign visitors .....	5.9.....	105
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.3</b> .....	<b>111</b>	12.03 Extension of business trips recommended .....	5.1.....	88
6.01 Quality of air transport infrastructure .....	3.6.....	112	12.04 Degree of customer orientation.....	4.4.....	92
6.02 Airline seat kms/week, dom., millions* .....	5.1.....	59	<b>13th pillar: Natural resources</b> .....	<b>3.1</b> .....	<b>99</b>
6.03 Airline seat kms/week, int'l, millions* .....	36.7.....	98	13.01 No. of World Heritage natural sites* .....	2.....	<b>25</b>
6.04 Departures/1,000 pop.* .....	0.6.....	105	13.02 Quality of the natural environment.....	3.0.....	128
6.05 Airport density/million pop.* .....	1.3.....	<b>33</b>	13.03 Total known species* .....	719.....	52
6.06 No. of operating airlines* .....	7.5.....	119	13.04 Terrestrial biome protection (0–17%)* .....	3.1.....	116
6.07 International air transport network .....	3.8.....	115	13.05 Marine protected areas, %* .....	0.0.....	96
<b>7th pillar: Ground transport infrastructure</b> .....	<b>2.5</b> .....	<b>133</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.3</b> .....	<b>131</b>
7.01 Quality of roads .....	2.5.....	128	14.01 No. of World Heritage cultural sites* .....	2.....	88
7.02 Quality of railroad infrastructure .....	1.9.....	96	14.02 Sports stadiums, seats/million pop.* .....	4,316.2.....	126
7.03 Quality of port infrastructure.....	3.2.....	121	14.03 No. of int'l fairs and exhibitions* .....	0.7.....	125
7.04 Quality of ground transport network .....	3.4.....	131	14.04 Creative industries exports, % of world total* .....	0.0.....	79
7.05 Road density/million pop.* .....	8.0.....	123			

# Malawi

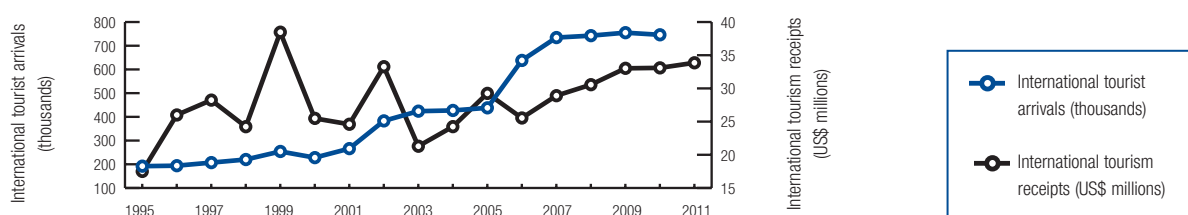
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>124</b>	<b>3.2</b>
2011 Travel & Tourism Competitiveness Index.....	121	3.3
2009 Travel & Tourism Competitiveness Index.....	117	3.3
<b>T&amp;T regulatory framework</b> .....	<b>115</b>	<b>3.8</b>
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
<b>Business environment and infrastructure</b> .....	<b>135</b>	<b>2.5</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>113</b>	<b>3.4</b>
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.

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>3.8</b> .....	<b>121</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>1.5</b> .....	<b>129</b>
1.01 Prevalence of foreign ownership .....	4.6.....	71	8.01 Hotel rooms/100 pop.* .....	0.2.....	95
1.02 Property rights .....	3.9.....	86	8.02 Presence of major car rental co. (1-7)* .....	1.....	123
1.03 Business impact of rules on FDI .....	4.1.....	104	8.03 ATMs accepting Visa cards/million pop.* .....	16.8.....	119
1.04 Visa requirements, no. of countries* .....	72.7.....	57			
1.05 Openness bilateral ASAs (0-38)* .....	9.9.....	83	<b>9th pillar: ICT infrastructure</b> .....	<b>1.6</b> .....	<b>135</b>
1.06 Transparency of government policymaking .....	3.9.....	100	9.01 ICT use for B-to-B transactions .....	4.5.....	105
1.07 No. of days to start a business* .....	39.....	119	9.02 ICT use for B-to-C transactions .....	3.4.....	123
1.08 Cost to start a business, % GNI/capita* .....	83.7.....	128	9.03 Individuals using the Internet, %* .....	3.3.....	130
1.09 GATS commitment restrictiveness (0-100)* .....	75.0.....	17	9.04 Fixed telephone lines/100 pop.* .....	1.1.....	124
			9.05 Broadband Internet subscribers/100 pop.* .....	0.1.....	125
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.8</b> .....	<b>50</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	25.7.....	138
2.01 Stringency of environmental regulation.....	3.4.....	95	9.07 Mobile broadband subscriptions/100 pop.* .....	3.1.....	96
2.02 Enforcement of environmental regulation .....	3.5.....	79			
2.03 Sustainability of T&T industry development.....	3.9.....	97	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.4</b> .....	<b>82</b>
2.04 Carbon dioxide emission, million tons/capita* .....	0.1.....	5	10.01 Ticket taxes and airport charges (0-100)* .....	79.9.....	69
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	32.6.....	76	10.02 Purchasing power parity* .....	0.4.....	8
2.06 Threatened species, %* .....	3.0.....	31	10.04 Fuel price, US\$ cents/liter* .....	154.0.....	114
2.07 Environm. treaty ratification (0-25)* .....	18.....	84	10.03 Extent and effect of taxation .....	2.9.....	116
			10.05 Hotel price index, US\$* .....	n/a.....	n/a
<b>3rd pillar: Safety and security</b> .....	<b>4.3</b> .....	<b>94</b>			
3.01 Business costs of crime and violence .....	4.3.....	95	<b>11th pillar: Human resources</b> .....	<b>3.8</b> .....	<b>123</b>
3.02 Reliability of police services.....	3.8.....	89	<i>Education and training</i> .....	3.9.....	115
3.03 Road traffic accidents/100,000 pop.* .....	26.0.....	103	11.01 Primary education enrollment, net %* .....	96.9.....	42
3.04 Business costs of terrorism .....	5.6.....	59	11.02 Secondary education enrollment, gross %* .....	32.1.....	128
			11.03 Quality of the educational system .....	3.8.....	64
<b>4th pillar: Health and hygiene</b> .....	<b>2.9</b> .....	<b>111</b>	11.04 Local availability specialized research & training... ..	3.5.....	107
4.01 Physician density/1,000 pop.* .....	0.0.....	138	11.05 Extent of staff training.....	3.7.....	92
4.02 Access to improved sanitation, % pop.* .....	51.0.....	109	<i>Availability of qualified labor</i> .....	3.6.....	133
4.03 Access to improved drinking water, % pop.* .....	83.0.....	106	11.06 Hiring and firing practices .....	4.1.....	58
4.04 Hospital beds/10,000 pop.* .....	13.0.....	103	11.07 Ease of hiring foreign labor .....	3.7.....	105
			11.08 HIV prevalence, % adult pop.* .....	11.0.....	132
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>3.2</b> .....	<b>126</b>	11.09 Business impact of HIV/AIDS.....	2.6.....	139
5.01 Government prioritization of the T&T industry .....	4.7.....	103	11.10 Life expectancy, years* .....	54.1.....	125
5.02 T&T gov't expenditure, % gov't budget* .....	1.3.....	122			
5.03 Effectiveness of marketing to attract tourists .....	3.9.....	98	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.2</b> .....	<b>118</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	56.0.....	91	12.01 Tourism openness, % of GDP* .....	1.8.....	117
5.05 Timeliness of T&T data (0-18)* .....	0.0.....	126	12.02 Attitude of population toward foreign visitors .....	5.7.....	121
			12.03 Extension of business trips recommended .....	5.0.....	95
<b>6th pillar: Air transport infrastructure</b> .....	<b>1.9</b> .....	<b>134</b>	12.04 Degree of customer orientation.....	4.5.....	79
6.01 Quality of air transport infrastructure .....	3.1.....	130			
6.02 Airline seat kms/week, dom., millions* .....	0.4.....	85	<b>13th pillar: Natural resources</b> .....	<b>4.4</b> .....	<b>36</b>
6.03 Airline seat kms/week, int'l, millions* .....	6.7.....	134	13.01 No. of World Heritage natural sites* .....	1.....	45
6.04 Departures/1,000 pop.* .....	0.2.....	121	13.02 Quality of the natural environment.....	4.2.....	77
6.05 Airport density/million pop.* .....	0.2.....	120	13.03 Total known species* .....	897.....	38
6.06 No. of operating airlines* .....	4.0.....	134	13.04 Terrestrial biome protection (0-17%)* .....	16.1.....	26
6.07 International air transport network .....	3.6.....	119	13.05 Marine protected areas, %* .....	n/a.....	n/a
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.0</b> .....	<b>103</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.4</b> .....	<b>123</b>
7.01 Quality of roads .....	3.4.....	88	14.01 No. of World Heritage cultural sites* .....	3.....	74
7.02 Quality of railroad infrastructure .....	2.2.....	82	14.02 Sports stadiums, seats/million pop.* .....	3,250.8.....	131
7.03 Quality of port infrastructure.....	3.7.....	93	14.03 No. of int'l fairs and exhibitions* .....	3.7.....	110
7.04 Quality of ground transport network .....	4.0.....	102	14.04 Creative industries exports, % of world total* .....	0.0.....	113
7.05 Road density/million pop.* .....	13.0.....	103			

# Malaysia

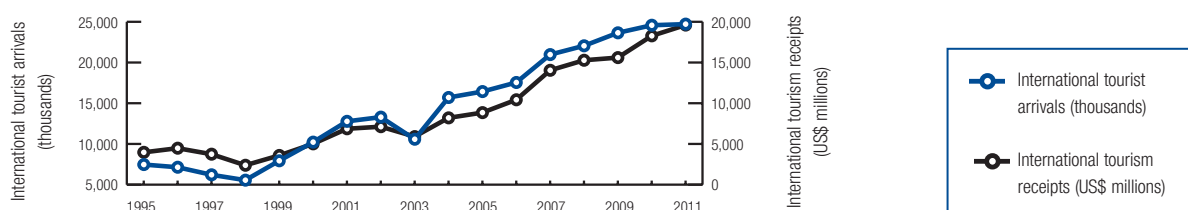
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>34</b>	<b>4.7</b>
2011 Travel & Tourism Competitiveness Index.....	35	4.6
2009 Travel & Tourism Competitiveness Index.....	32	4.7
<b>T&amp;T regulatory framework</b> .....	<b>55</b>	<b>4.8</b>
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
<b>Business environment and infrastructure</b> .....	<b>41</b>	<b>4.4</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>17</b>	<b>4.9</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>5.3</b> .....	<b>9</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>3.8</b> .....	<b>73</b>
1.01 Prevalence of foreign ownership .....	5.0.....	52	8.01 Hotel rooms/100 pop.* .....	0.7.....	47
1.02 Property rights .....	5.4.....	28	8.02 Presence of major car rental co. (1-7)* .....	3.....	97
1.03 Business impact of rules on FDI .....	5.5.....	10	8.03 ATMs accepting Visa cards/million pop.* .....	415.0.....	49
1.04 Visa requirements, no. of countries* .....	163.0.....	3	<b>9th pillar: ICT infrastructure</b> .....	<b>3.5</b> .....	<b>57</b>
1.05 Openness bilateral ASAs (0-38)* .....	12.2.....	49	9.01 ICT use for B-to-B transactions .....	5.6.....	33
1.06 Transparency of government policymaking .....	5.2.....	17	9.02 ICT use for B-to-C transactions .....	5.4.....	26
1.07 No. of days to start a business* .....	6.....	16	9.03 Individuals using the Internet, %* .....	61.0.....	41
1.08 Cost to start a business, % GNI/capita* .....	15.1.....	90	9.04 Fixed telephone lines/100 pop.* .....	14.7.....	84
1.09 GATS commitment restrictiveness (0-100)* .....	54.6.....	66	9.05 Broadband Internet subscribers/100 pop.* .....	7.4.....	67
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.7</b> .....	<b>61</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	127.0.....	34
2.01 Stringency of environmental regulation.....	5.0.....	31	9.07 Mobile broadband subscriptions/100 pop.* .....	12.3.....	69
2.02 Enforcement of environmental regulation .....	4.9.....	27	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>5.4</b> .....	<b>5</b>
2.03 Sustainability of T&T industry development.....	5.6.....	8	10.01 Ticket taxes and airport charges (0-100)* .....	89.3.....	20
2.04 Carbon dioxide emission, million tons/capita* .....	7.6.....	103	10.02 Purchasing power parity* .....	0.6.....	66
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	18.6.....	32	10.04 Fuel price, US\$ cents/liter* .....	56.0.....	17
2.06 Threatened species, %* .....	13.0.....	127	10.03 Extent and effect of taxation .....	4.7.....	14
2.07 Environm. treaty ratification (0-25)* .....	18.....	84	10.05 Hotel price index, US\$* .....	107.7.....	31
<b>3rd pillar: Safety and security</b> .....	<b>4.8</b> .....	<b>66</b>	<b>11th pillar: Human resources</b> .....	<b>5.4</b> .....	<b>28</b>
3.01 Business costs of crime and violence .....	4.9.....	67	<i>Education and training</i> .....	5.3.....	30
3.02 Reliability of police services.....	5.0.....	40	11.01 Primary education enrollment, net %* .....	95.9.....	46
3.03 Road traffic accidents/100,000 pop.* .....	23.6.....	96	11.02 Secondary education enrollment, gross %* .....	68.3.....	102
3.04 Business costs of terrorism .....	5.7.....	56	11.03 Quality of the educational system .....	5.1.....	14
<b>4th pillar: Health and hygiene</b> .....	<b>4.6</b> .....	<b>73</b>	11.04 Local availability specialized research & training... ..	5.4.....	17
4.01 Physician density/1,000 pop.* .....	0.9.....	89	11.05 Extent of staff training.....	5.2.....	7
4.02 Access to improved sanitation, % pop.* .....	96.0.....	49	<i>Availability of qualified labor</i> .....	5.4.....	24
4.03 Access to improved drinking water, % pop.* ...	100.0.....	1	11.06 Hiring and firing practices .....	4.5.....	34
4.04 Hospital beds/10,000 pop.* .....	18.0.....	87	11.07 Ease of hiring foreign labor .....	4.4.....	45
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.7</b> .....	<b>51</b>	11.08 HIV prevalence, % adult pop.* .....	0.5.....	85
5.01 Government prioritization of the T&T industry .....	6.2.....	20	11.09 Business impact of HIV/AIDS.....	4.9.....	89
5.02 T&T gov't expenditure, % gov't budget* .....	1.8.....	114	11.10 Life expectancy, years* .....	74.3.....	57
5.03 Effectiveness of marketing to attract tourists .....	5.6.....	14	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>5.4</b> .....	<b>16</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	68.0.....	59	12.01 Tourism openness, % of GDP* .....	10.5.....	21
5.05 Timeliness of T&T data (0-18)* .....	13.5.....	71	12.02 Attitude of population toward foreign visitors .....	6.3.....	56
<b>6th pillar: Air transport infrastructure</b> .....	<b>4.5</b> .....	<b>26</b>	12.03 Extension of business trips recommended .....	5.9.....	27
6.01 Quality of air transport infrastructure .....	5.9.....	24	12.04 Degree of customer orientation.....	5.4.....	16
6.02 Airline seat kms/week, dom., millions* .....	355.7.....	13	<b>13th pillar: Natural resources</b> .....	<b>5.1</b> .....	<b>18</b>
6.03 Airline seat kms/week, int'l, millions* .....	1,120.1.....	21	13.01 No. of World Heritage natural sites* .....	2.....	25
6.04 Departures/1,000 pop.* .....	8.5.....	44	13.02 Quality of the natural environment.....	5.1.....	43
6.05 Airport density/million pop.* .....	1.3.....	35	13.03 Total known species* .....	1,248.....	22
6.06 No. of operating airlines* .....	59.0.....	26	13.04 Terrestrial biome protection (0-17%)* .....	17.0.....	1
6.07 International air transport network .....	5.9.....	23	13.05 Marine protected areas, %* .....	0.7.....	52
<b>7th pillar: Ground transport infrastructure</b> .....	<b>4.6</b> .....	<b>36</b>	<b>14th pillar: Cultural resources</b> .....	<b>3.9</b> .....	<b>31</b>
7.01 Quality of roads .....	5.4.....	27	14.01 No. of World Heritage cultural sites* .....	3.....	74
7.02 Quality of railroad infrastructure .....	4.9.....	17	14.02 Sports stadiums, seats/million pop.* .....	32,761.1.....	73
7.03 Quality of port infrastructure.....	5.5.....	21	14.03 No. of int'l fairs and exhibitions* .....	124.7.....	30
7.04 Quality of ground transport network .....	5.1.....	34	14.04 Creative industries exports, % of world total* .....	0.9.....	26
7.05 Road density/million pop.* .....	30.0.....	73			

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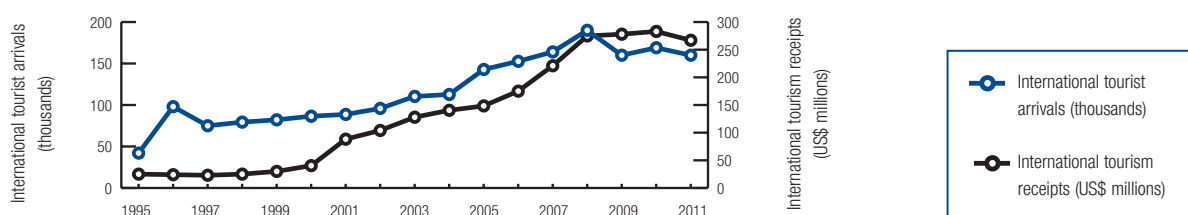
## Key indicators

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)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>129</b>	<b>3.1</b>
2011 Travel & Tourism Competitiveness Index.....	133	3.0
2009 Travel & Tourism Competitiveness Index.....	119	3.2
<b>T&amp;T regulatory framework</b> .....	<b>128</b>	<b>3.5</b>
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
<b>Business environment and infrastructure</b> .....	<b>129</b>	<b>2.6</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>121</b>	<b>3.3</b>
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.

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.0</b> .....	<b>105</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>1.9</b> .....	<b>117</b>
1.01 Prevalence of foreign ownership .....	4.0.....	112	8.01 Hotel rooms/100 pop.* .....	0.1.....	123
1.02 Property rights .....	3.6.....	105	8.02 Presence of major car rental co. (1-7)* .....	3.....	97
1.03 Business impact of rules on FDI .....	4.2.....	101	8.03 ATMs accepting Visa cards/million pop.* .....	4.9.....	129
1.04 Visa requirements, no. of countries* .....	142.1.....	<b>13</b>	<b>9th pillar: ICT infrastructure</b> .....	<b>1.8</b> .....	<b>125</b>
1.05 Openness bilateral ASAs (0-38)* .....	6.4.....	121	9.01 ICT use for B-to-B transactions .....	4.9.....	75
1.06 Transparency of government policymaking .....	3.7.....	114	9.02 ICT use for B-to-C transactions .....	3.8.....	105
1.07 No. of days to start a business* .....	8.....	<b>33</b>	9.03 Individuals using the Internet, %* .....	2.0.....	134
1.08 Cost to start a business, % GNI/capita* .....	86.2.....	129	9.04 Fixed telephone lines/100 pop.* .....	0.7.....	128
1.09 GATS commitment restrictiveness (0-100)* .....	66.2.....	<b>48</b>	9.05 Broadband Internet subscribers/100 pop.* .....	0.0.....	132
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.2</b> .....	<b>110</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	68.3.....	117
2.01 Stringency of environmental regulation.....	3.2.....	108	9.07 Mobile broadband subscriptions/100 pop.* .....	0.3.....	117
2.02 Enforcement of environmental regulation .....	2.9.....	111	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>3.9</b> .....	<b>116</b>
2.03 Sustainability of T&T industry development.....	5.0.....	<b>29</b>	10.01 Ticket taxes and airport charges (0-100)* .....	41.9.....	133
2.04 Carbon dioxide emission, million tons/capita* .....	0.0.....	<b>2</b>	10.02 Purchasing power parity* .....	0.6.....	59
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	106.5.....	135	10.04 Fuel price, US\$ cents/liter* .....	125.0.....	85
2.06 Threatened species, %* .....	3.5.....	<b>42</b>	10.03 Extent and effect of taxation .....	3.1.....	102
2.07 Environm. treaty ratification (0-25)* .....	18.....	84	10.05 Hotel price index, US\$* .....	n/a.....	n/a
<b>3rd pillar: Safety and security</b> .....	<b>3.5</b> .....	<b>128</b>	<b>11th pillar: Human resources</b> .....	<b>3.5</b> .....	<b>131</b>
3.01 Business costs of crime and violence .....	4.2.....	99	<i>Education and training</i> .....	2.8.....	134
3.02 Reliability of police services.....	3.6.....	100	11.01 Primary education enrollment, net %* .....	62.9.....	134
3.03 Road traffic accidents/100,000 pop.* .....	32.1.....	119	11.02 Secondary education enrollment, gross %* .....	39.4.....	120
3.04 Business costs of terrorism .....	4.0.....	128	11.03 Quality of the educational system .....	2.9.....	117
<b>4th pillar: Health and hygiene</b> .....	<b>1.6</b> .....	<b>134</b>	11.04 Local availability specialized research & training... ..	3.6.....	100
4.01 Physician density/1,000 pop.* .....	0.0.....	131	11.05 Extent of staff training.....	3.1.....	128
4.02 Access to improved sanitation, % pop.* .....	22.0.....	127	<i>Availability of qualified labor</i> .....	4.2.....	127
4.03 Access to improved drinking water, % pop.* .....	64.0.....	126	11.06 Hiring and firing practices .....	3.9.....	74
4.04 Hospital beds/10,000 pop.* .....	1.0.....	140	11.07 Ease of hiring foreign labor .....	4.6.....	<b>33</b>
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>3.9</b> .....	<b>101</b>	11.08 HIV prevalence, % adult pop.* .....	1.0.....	103
5.01 Government prioritization of the T&T industry .....	6.2.....	<b>22</b>	11.09 Business impact of HIV/AIDS.....	4.0.....	119
5.02 T&T gov't expenditure, % gov't budget* .....	1.7.....	117	11.10 Life expectancy, years* .....	51.4.....	132
5.03 Effectiveness of marketing to attract tourists .....	5.2.....	<b>31</b>	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.6</b> .....	<b>71</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	60.0.....	82	12.01 Tourism openness, % of GDP* .....	3.9.....	81
5.05 Timeliness of T&T data (0-18)* .....	0.0.....	126	12.02 Attitude of population toward foreign visitors .....	6.6.....	<b>14</b>
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.2</b> .....	<b>119</b>	12.03 Extension of business trips recommended .....	5.7.....	<b>42</b>
6.01 Quality of air transport infrastructure .....	4.2.....	92	12.04 Degree of customer orientation.....	4.1.....	111
6.02 Airline seat kms/week, dom., millions* .....	0.0.....	103	<b>13th pillar: Natural resources</b> .....	<b>2.6</b> .....	<b>123</b>
6.03 Airline seat kms/week, int'l, millions* .....	28.8.....	107	13.01 No. of World Heritage natural sites* .....	1.....	<b>45</b>
6.04 Departures/1,000 pop.* .....	0.1.....	131	13.02 Quality of the natural environment.....	2.8.....	131
6.05 Airport density/million pop.* .....	0.1.....	137	13.03 Total known species* .....	723.....	<b>50</b>
6.06 No. of operating airlines* .....	14.0.....	94	13.04 Terrestrial biome protection (0-17%)* .....	2.4.....	119
6.07 International air transport network .....	4.3.....	90	13.05 Marine protected areas, %* .....	n/a.....	n/a
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.2</b> .....	<b>90</b>	<b>14th pillar: Cultural resources</b> .....	<b>2.4</b> .....	<b>70</b>
7.01 Quality of roads .....	3.6.....	81	14.01 No. of World Heritage cultural sites* .....	10.....	<b>27</b>
7.02 Quality of railroad infrastructure .....	2.7.....	60	14.02 Sports stadiums, seats/million pop.* .....	10,543.2.....	109
7.03 Quality of port infrastructure.....	4.1.....	73	14.03 No. of int'l fairs and exhibitions* .....	4.7.....	96
7.04 Quality of ground transport network .....	4.4.....	73	14.04 Creative industries exports, % of world total* .....	0.0.....	122
7.05 Road density/million pop.* .....	2.0.....	138			

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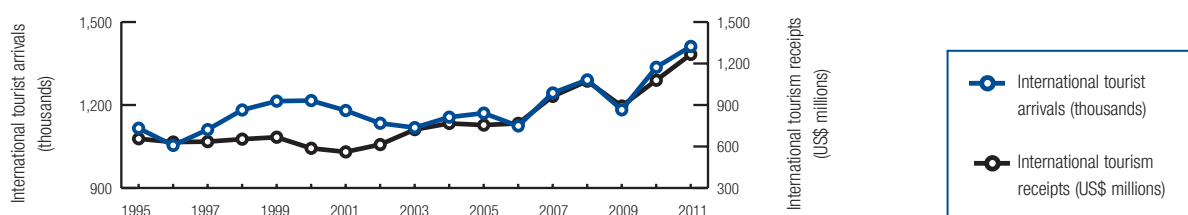
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>24</b>	<b>4.9</b>
2011 Travel & Tourism Competitiveness Index.....	26	4.9
2009 Travel & Tourism Competitiveness Index.....	29	4.8
<b>T&amp;T regulatory framework</b> .....	<b>15</b>	<b>5.5</b>
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
<b>Business environment and infrastructure</b> .....	<b>14</b>	<b>5.1</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>49</b>	<b>4.2</b>
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.

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.6</b> .....	<b>63</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>6.3</b> .....	<b>15</b>
1.01 Prevalence of foreign ownership .....	4.7 .....	69	8.01 Hotel rooms/100 pop.* .....	4.2 .....	1
1.02 Property rights .....	5.6 .....	21	8.02 Presence of major car rental co. (1-7)* .....	7 .....	1
1.03 Business impact of rules on FDI .....	5.4 .....	16	8.03 ATMs accepting Visa cards/million pop.* .....	439.1 .....	46
1.04 Visa requirements, no. of countries* .....	71.0 .....	58	<b>9th pillar: ICT infrastructure</b> .....	<b>5.0</b> .....	<b>21</b>
1.05 Openness bilateral ASAs (0-38)* .....	8.5 .....	100	9.01 ICT use for B-to-B transactions .....	6.1 .....	5
1.06 Transparency of government policymaking .....	4.4 .....	55	9.02 ICT use for B-to-C transactions .....	4.9 .....	46
1.07 No. of days to start a business* .....	40 .....	122	9.03 Individuals using the Internet, %* .....	69.2 .....	36
1.08 Cost to start a business, % GNI/capita* .....	8.9 .....	69	9.04 Fixed telephone lines/100 pop.* .....	55.6 .....	8
1.09 GATS commitment restrictiveness (0-100)* .....	54.6 .....	66	9.05 Broadband Internet subscribers/100 pop.* .....	30.9 .....	15
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.8</b> .....	<b>48</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	124.9 .....	38
2.01 Stringency of environmental regulation.....	4.2 .....	57	9.07 Mobile broadband subscriptions/100 pop.* .....	32.6 .....	39
2.02 Enforcement of environmental regulation .....	3.9 .....	55	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.3</b> .....	<b>90</b>
2.03 Sustainability of T&T industry development.....	4.8 .....	45	10.01 Ticket taxes and airport charges (0-100)* .....	87.5 .....	31
2.04 Carbon dioxide emission, million tons/capita* .....	6.2 .....	93	10.02 Purchasing power parity* .....	0.8 .....	96
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	n/a .....	n/a	10.04 Fuel price, US\$ cents/liter* .....	166.0 .....	124
2.06 Threatened species, %* .....	2.6 .....	17	10.03 Extent and effect of taxation .....	3.7 .....	50
2.07 Environm. treaty ratification (0-25)* .....	19 .....	71	10.05 Hotel price index, US\$* .....	126.2 .....	54
<b>3rd pillar: Safety and security</b> .....	<b>5.9</b> .....	<b>15</b>	<b>11th pillar: Human resources</b> .....	<b>5.3</b> .....	<b>29</b>
3.01 Business costs of crime and violence .....	5.9 .....	14	<i>Education and training</i> .....	5.4 .....	29
3.02 Reliability of police services.....	5.0 .....	42	11.01 Primary education enrollment, net %* .....	93.8 .....	65
3.03 Road traffic accidents/100,000 pop.* .....	3.4 .....	2	11.02 Secondary education enrollment, gross %* .....	100.9 .....	26
3.04 Business costs of terrorism .....	5.9 .....	49	11.03 Quality of the educational system .....	5.0 .....	16
<b>4th pillar: Health and hygiene</b> .....	<b>6.1</b> .....	<b>27</b>	11.04 Local availability specialized research & training... ..	4.5 .....	45
4.01 Physician density/1,000 pop.* .....	3.1 .....	28	11.05 Extent of staff training .....	4.1 .....	50
4.02 Access to improved sanitation, % pop.* .....	100.0 .....	1	<i>Availability of qualified labor</i> .....	5.3 .....	27
4.03 Access to improved drinking water, % pop.* ...	100.0 .....	1	11.06 Hiring and firing practices .....	3.6 .....	89
4.04 Hospital beds/10,000 pop.* .....	45.0 .....	39	11.07 Ease of hiring foreign labor .....	4.0 .....	82
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>6.0</b> .....	<b>6</b>	11.08 HIV prevalence, % adult pop.* .....	0.1 .....	12
5.01 Government prioritization of the T&T industry .....	6.6 .....	3	11.09 Business impact of HIV/AIDS.....	5.5 .....	53
5.02 T&T gov't expenditure, % gov't budget* .....	11.3 .....	7	11.10 Life expectancy, years* .....	80.9 .....	13
5.03 Effectiveness of marketing to attract tourists .....	5.2 .....	35	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>5.7</b> .....	<b>9</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	72.0 .....	48	12.01 Tourism openness, % of GDP* .....	17.9 .....	9
5.05 Timeliness of T&T data (0-18)* .....	15.5 .....	48	12.02 Attitude of population toward foreign visitors .....	6.6 .....	17
<b>6th pillar: Air transport infrastructure</b> .....	<b>4.8</b> .....	<b>18</b>	12.03 Extension of business trips recommended .....	5.6 .....	47
6.01 Quality of air transport infrastructure .....	5.9 .....	25	12.04 Degree of customer orientation.....	4.5 .....	78
6.02 Airline seat kms/week, dom., millions* .....	0.0 .....	105	<b>13th pillar: Natural resources</b> .....	<b>2.8</b> .....	<b>115</b>
6.03 Airline seat kms/week, int'l, millions* .....	61.0 .....	87	13.01 No. of World Heritage natural sites* .....	0 .....	79
6.04 Departures/1,000 pop.* .....	61.9 .....	4	13.02 Quality of the natural environment.....	3.6 .....	112
6.05 Airport density/million pop.* .....	4.8 .....	10	13.03 Total known species* .....	234 .....	136
6.06 No. of operating airlines* .....	14.5 .....	93	13.04 Terrestrial biome protection (0-17%)* .....	16.9 .....	21
6.07 International air transport network .....	5.7 .....	32	13.05 Marine protected areas, %* .....	0.0 .....	90
<b>7th pillar: Ground transport infrastructure</b> .....	<b>5.0</b> .....	<b>28</b>	<b>14th pillar: Cultural resources</b> .....	<b>3.1</b> .....	<b>47</b>
7.01 Quality of roads .....	3.1 .....	103	14.01 No. of World Heritage cultural sites* .....	3 .....	74
7.02 Quality of railroad infrastructure .....	n/a .....	n/a	14.02 Sports stadiums, seats/million pop.* .....	149,164.7 .....	8
7.03 Quality of port infrastructure.....	5.7 .....	15	14.03 No. of int'l fairs and exhibitions* .....	27.7 .....	60
7.04 Quality of ground transport network .....	4.2 .....	88	14.04 Creative industries exports, % of world total* .....	0.0 .....	67
7.05 Road density/million pop.* .....	968.0 .....	1			

# Mauritania

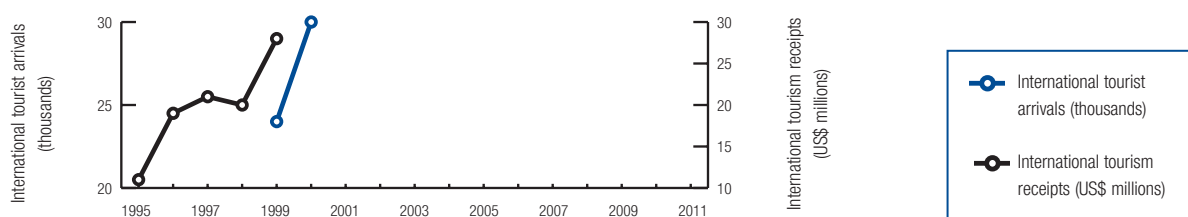
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index.....</b>	<b>134</b>	<b>2.9</b>
2011 Travel & Tourism Competitiveness Index.....	136	2.8
2009 Travel & Tourism Competitiveness Index.....	127	3.1
<b>T&amp;T regulatory framework .....</b>	<b>137</b>	<b>3.1</b>
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
<b>Business environment and infrastructure .....</b>	<b>133</b>	<b>2.6</b>
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
<b>T&amp;T human, cultural, and natural resources.....</b>	<b>132</b>	<b>3.1</b>
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.

## The Travel & Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>3.5</b> .....	<b>129</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>1.7</b> .....	<b>123</b>
1.01 Prevalence of foreign ownership .....	3.3.....	131	8.01 Hotel rooms/100 pop.* .....	0.1.....	120
1.02 Property rights .....	3.4.....	114	8.02 Presence of major car rental co. (1-7)* .....	2.....	111
1.03 Business impact of rules on FDI .....	4.0.....	109	8.03 ATMs accepting Visa cards/million pop.* .....	19.5.....	118
1.04 Visa requirements, no. of countries* .....	8.0.....	135	<b>9th pillar: ICT infrastructure</b> .....	<b>2.0</b> .....	<b>117</b>
1.05 Openness bilateral ASAs (0-38)* .....	9.2.....	94	9.01 ICT use for B-to-B transactions .....	4.3.....	113
1.06 Transparency of government policymaking .....	3.5.....	127	9.02 ICT use for B-to-C transactions .....	3.6.....	118
1.07 No. of days to start a business* .....	19.....	80	9.03 Individuals using the Internet, %* .....	4.5.....	126
1.08 Cost to start a business, % GNI/capita* .....	47.6.....	118	9.04 Fixed telephone lines/100 pop.* .....	2.0.....	118
1.09 GATS commitment restrictiveness (0-100)* .....	57.0.....	62	9.05 Broadband Internet subscribers/100 pop.* .....	0.2.....	117
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.0</b> .....	<b>117</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	93.6.....	92
2.01 Stringency of environmental regulation.....	2.3.....	134	9.07 Mobile broadband subscriptions/100 pop.* .....	4.9.....	86
2.02 Enforcement of environmental regulation .....	2.5.....	132	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.8</b> .....	<b>48</b>
2.03 Sustainability of T&T industry development.....	3.2.....	122	10.01 Ticket taxes and airport charges (0-100)* .....	66.5.....	108
2.04 Carbon dioxide emission, million tons/capita* .....	0.6.....	28	10.02 Purchasing power parity* .....	0.4.....	21
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	67.5.....	120	10.04 Fuel price, US\$ cents/liter* .....	99.0.....	57
2.06 Threatened species, %* .....	5.0.....	72	10.03 Extent and effect of taxation .....	3.7.....	47
2.07 Environm. treaty ratification (0-25)* .....	20.....	53	10.05 Hotel price index, US\$* .....	n/a.....	n/a
<b>3rd pillar: Safety and security</b> .....	<b>3.6</b> .....	<b>123</b>	<b>11th pillar: Human resources</b> .....	<b>3.6</b> .....	<b>127</b>
3.01 Business costs of crime and violence .....	5.3.....	48	<i>Education and training</i> .....	2.6.....	136
3.02 Reliability of police services.....	2.9.....	126	11.01 Primary education enrollment, net %* .....	74.0.....	129
3.03 Road traffic accidents/100,000 pop.* .....	35.5.....	131	11.02 Secondary education enrollment, gross %* .....	24.4.....	138
3.04 Business costs of terrorism .....	4.5.....	118	11.03 Quality of the educational system .....	2.3.....	135
<b>4th pillar: Health and hygiene</b> .....	<b>1.4</b> .....	<b>135</b>	11.04 Local availability specialized research & training... ..	3.3.....	121
4.01 Physician density/1,000 pop.* .....	0.1.....	122	11.05 Extent of staff training.....	2.7.....	137
4.02 Access to improved sanitation, % pop.* .....	26.0.....	124	<i>Availability of qualified labor</i> .....	4.6.....	106
4.03 Access to improved drinking water, % pop.* .....	50.0.....	136	11.06 Hiring and firing practices .....	4.6.....	29
4.04 Hospital beds/10,000 pop.* .....	4.0.....	132	11.07 Ease of hiring foreign labor .....	4.2.....	63
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>2.8</b> .....	<b>135</b>	11.08 HIV prevalence, % adult pop.* .....	0.7.....	93
5.01 Government prioritization of the T&T industry .....	4.2.....	119	11.09 Business impact of HIV/AIDS.....	4.7.....	95
5.02 T&T gov't expenditure, % gov't budget* .....	n/a.....	n/a	11.10 Life expectancy, years* .....	58.5.....	117
5.03 Effectiveness of marketing to (d52tg tourists*)TJ 0 Tw 28.725 0 Td ( 175(.....)-12170(12.01).....)	159(2170).....	109	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.3</b> .....	<b>109</b>
.....12.01 Tourism business, % of GDP* .....	6.9.....	36	12.01 Tourism business, % of GDP* .....	6.9.....	36
.....12.02 Attitude of population toward foreign visitors .....	5.7.....	123	.....12.02 Attitude of population toward foreign visitors .....	5.7.....	123
1319(.....)12.03 Extent of business trips recommended .....	4.9.....	102	.....12.03 Extent of business trips recommended .....	4.9.....	102
.....12.04 Degree of customer orientation.....	3.7.....	129	.....12.04 Degree of customer orientation.....	3.7.....	129
zatiotalair. t(nsportTnetworke)TJ 0 Tw14.543 0 Td ( )48(.....).....)159(340)159(.....).....)86(136)TJ /T1_	14.543.....	109	<b>13th pillar: Natural resources</b> .....	<b>2.9</b> .....	<b>106</b>
.....13.01 No. of World Heritage natural sites* .....	1.....	45	13.01 No. of World Heritage natural sites* .....	1.....	45
.....13.02 Quality of the natural environment.....	3.0.....	127	13.02 Quality of the natural environment.....	3.0.....	127
.....13.03 Total known species* .....	580.....	65	13.03 Total known species* .....	580.....	65
.....13.04 Terrestrial biome protection (0-17%)* .....	0.5.....	133	13.04 Terrestrial biome protection (0-17%)* .....	0.5.....	133
.....13.05 Marine protected areas, %* .....	4.1.....	14	13.05 Marine protected areas, %* .....	4.1.....	14
<b>14th pillar: Cultural resources</b> .....	<b>1.5</b> .....	<b>115</b>	14.01 No. of World Heritage cultural sites* .....	2.....	88
14.01 No. of World Heritage cultural sites* .....	2.....	88	14.02 Sports stadiums, seats/million pop.* .....	11,294.5.....	107
14.02 Sports stadiums, seats/million pop.* .....	11,294.5.....	107	14.03 No. of int'l fairs and exhibitions* .....	n/a.....	n/a
14.03 No. of int'l fairs and exhibitions* .....	n/a.....	n/a	14.04 Creative industries exports, % of world total* .....	0.0.....	132
14.04 Creative industries exports, % of world total* .....	0.0.....	132			

Absolute value      Percent of total      T&T industry  
GDP growth forecast  
(2013–2022)



# Mauritius

## The Travel & Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>5.0</b>	<b>28</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>4.7</b>	<b>48</b>
1.01 Prevalence of foreign ownership .....	4.6	80	8.01 Hotel rooms/100 pop.* .....	0.9	38
1.02 Property rights .....	5.2	36	8.02 Presence of major car rental co. (1–7)* .....	6	32
1.03 Business impact of rules on FDI .....	5.5	9	8.03 ATMs accepting Visa cards/million pop.* .....	305.6	65
1.04 Visa requirements, no. of countries* .....	105.2	28	<b>9th pillar: ICT infrastructure</b> .....	<b>3.2</b>	<b>69</b>
1.05 Openness bilateral ASAs (0–38)* .....	10.5	73	9.01 ICT use for B-to-B transactions .....	5.3	48
1.06 Transparency of government policymaking .....	4.7	41	9.02 ICT use for B-to-C transactions .....	4.1	92
1.07 No. of days to start a business* .....	6	16	9.03 Individuals using the Internet, %* .....	35.0	81
1.08 Cost to start a business, % GNI/capita* .....	3.3	43	9.04 Fixed telephone lines/100 pop.* .....	28.7	42
1.09 GATS commitment restrictiveness (0–100)* .....	51.1	81	9.05 Broadband Internet subscribers/100 pop.* .....	8.9	60
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.5</b>	<b>77</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	99.0	83
2.01 Stringency of environmental regulation .....	4.0	64	9.07 Mobile broadband subscriptions/100 pop.* .....	12.5	68
2.02 Enforcement of environmental regulation .....	3.6	73	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.5</b>	<b>75</b>
2.03 Sustainability of T&T industry development .....	5.1	25	10.01 Ticket taxes and airport charges (0–100)* .....	74.3	88
2.04 Carbon dioxide emission, million tons/capita* .....	3.1	64	10.02 Purchasing power parity* .....	0.6	58
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	14.2	14	10.04 Fuel price, US\$ cents/liter* .....	123.0	83
2.06 Threatened species, %* .....	18.5	135	10.03 Extent and effect of taxation .....	5.1	9
2.07 Environm. treaty ratification (0–25)* .....	20	53	10.05 Hotel price index, US\$* .....	203.3	104
<b>3rd pillar: Safety and security</b> .....	<b>5.3</b>	<b>36</b>	<b>11th pillar: Human resources</b> .....	<b>5.0</b>	<b>49</b>
3.01 Business costs of crime and violence .....	5.1	58	<i>Education and training</i> .....	5.0	47
3.02 Reliability of police services .....	4.5	57	11.01 Primary education enrollment, net %* .....	93.4	72
3.03 Road traffic accidents/100,000 pop.* .....	11.1	31	11.02 Secondary education enrollment, gross %* .....	89.4	66
3.04 Business costs of terrorism .....	6.2	35	11.03 Quality of the educational system .....	4.1	46
<b>4th pillar: Health and hygiene</b> .....	<b>4.8</b>	<b>66</b>	11.04 Local availability specialized research & training... ..	4.2	67
4.01 Physician density/1,000 pop.* .....	1.1	87	11.05 Extent of staff training .....	4.3	37
4.02 Access to improved sanitation, % pop.* .....	89.0	73	<i>Availability of qualified labor</i> .....	5.1	68
4.03 Access to improved drinking water, % pop.* .....	99.0	42	11.06 Hiring and firing practices .....	3.9	75
4.04 Hospital beds/10,000 pop.* .....	34.0	53	11.07 Ease of hiring foreign labor .....	4.2	61
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>6.1</b>	<b>3</b>	11.08 HIV prevalence, % adult pop.* .....	1.0	103
5.01 Government prioritization of the T&T industry .....	6.5	7	11.09 Business impact of HIV/AIDS .....	5.1	83
5.02 T&T gov't expenditure, % gov't budget* .....	16.3	5	11.10 Life expectancy, years* .....	73.0	83
5.03 Effectiveness of marketing to attract tourists .....	5.5	22	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>5.7</b>	<b>6</b>
5.04 Comprehensiveness of T&T data (0–120)* .....	64.0	72	12.01 Tourism openness, % of GDP* .....	16.8	10
5.05 Timeliness of T&T data (0–18)* .....	17.5	7	12.02 Attitude of population toward foreign visitors .....	6.5	28
<b>6th pillar: Air transport infrastructure</b> .....	<b>3.3</b>	<b>60</b>	12.03 Extension of business trips recommended .....	6.0	24
6.01 Quality of air transport infrastructure .....	5.2	49	12.04 Degree of customer orientation .....	5.0	41
6.02 Airline seat kms/week, dom., millions* .....	1.9	69	<b>13th pillar: Natural resources</b> .....	<b>2.2</b>	<b>134</b>
6.03 Airline seat kms/week, int'l, millions* .....	176.5	65	13.01 No. of World Heritage natural sites* .....	0	79
6.04 Departures/1,000 pop.* .....	9.2	40	13.02 Quality of the natural environment .....	4.6	60
6.05 Airport density/million pop.* .....	1.5	29	13.03 Total known species* .....	92	140
6.06 No. of operating airlines* .....	12.5	101	13.04 Terrestrial biome protection (0–17%)* .....	4.8	110
6.07 International air transport network .....	5.0	56	13.05 Marine protected areas, %* .....	0.0	101
<b>7th pillar: Ground transport infrastructure</b> .....	<b>4.6</b>	<b>37</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.6</b>	<b>110</b>
7.01 Quality of roads .....	4.3	58	14.01 No. of World Heritage cultural sites* .....	2	88
7.02 Quality of railroad infrastructure .....	n/a	n/a	14.02 Sports stadiums, seats/million pop.* .....	26,593.0	82
7.03 Quality of port infrastructure .....	4.8	48	14.03 No. of int'l fairs and exhibitions* .....	4.0	107
7.04 Quality of ground transport network .....	4.5	69	14.04 Creative industries exports, % of world total* .....	0.0	75
7.05 Road density/million pop.* .....	101.0	37			

# Mexico

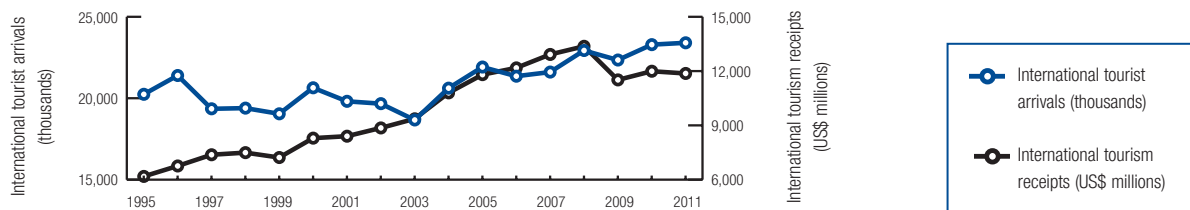
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>44</b>	<b>4.5</b>
2011 Travel & Tourism Competitiveness Index.....	43	4.4
2009 Travel & Tourism Competitiveness Index.....	51	4.3
<b>T&amp;T regulatory framework</b> .....	<b>83</b>	<b>4.4</b>
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
<b>Business environment and infrastructure</b> .....	<b>61</b>	<b>3.9</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>15</b>	<b>5.0</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.7</b>	<b>54</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>4.4</b>	<b>61</b>
1.01 Prevalence of foreign ownership .....	5.5	24	8.01 Hotel rooms/100 pop.* .....	0.6	57
1.02 Property rights .....	4.2	69	8.02 Presence of major car rental co. (1-7)* .....	6	32
1.03 Business impact of rules on FDI .....	5.0	36	8.03 ATMs accepting Visa cards/million pop.* .....	344.9	58
1.04 Visa requirements, no. of countries* .....	60.5	99	<b>9th pillar: ICT infrastructure</b> .....	<b>2.9</b>	<b>78</b>
1.05 Openness bilateral ASAs (0-38)* .....	14.0	40	9.01 ICT use for B-to-B transactions .....	5.1	57
1.06 Transparency of government policymaking .....	4.4	62	9.02 ICT use for B-to-C transactions .....	4.6	69
1.07 No. of days to start a business* .....	9	42	9.03 Individuals using the Internet, %* .....	36.2	78
1.08 Cost to start a business, % GNI/capita* .....	10.1	72	9.04 Fixed telephone lines/100 pop.* .....	17.1	73
1.09 GATS commitment restrictiveness (0-100)* .....	43.8	103	9.05 Broadband Internet subscribers/100 pop.* .....	10.2	57
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.2</b>	<b>105</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	82.4	105
2.01 Stringency of environmental regulation .....	4.1	60	9.07 Mobile broadband subscriptions/100 pop.* .....	6.5	82
2.02 Enforcement of environmental regulation .....	3.5	77	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.9</b>	<b>33</b>
2.03 Sustainability of T&T industry development .....	4.6	61	10.01 Ticket taxes and airport charges (0-100)* .....	74.4	87
2.04 Carbon dioxide emission, million tons/capita* .....	4.3	72	10.02 Purchasing power parity* .....	0.7	75
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	32.6	77	10.04 Fuel price, US\$ cents/liter* .....	72.0	22
2.06 Threatened species, %* .....	19.0	137	10.03 Extent and effect of taxation .....	3.6	57
2.07 Environm. treaty ratification (0-25)* .....	20	53	10.05 Hotel price index, US\$* .....	103.9	27
<b>3rd pillar: Safety and security</b> .....	<b>3.7</b>	<b>121</b>	<b>11th pillar: Human resources</b> .....	<b>5.0</b>	<b>53</b>
3.01 Business costs of crime and violence .....	2.9	131	<i>Education and training</i> .....	4.9	53
3.02 Reliability of police services .....	2.8	130	11.01 Primary education enrollment, net %* .....	97.9	29
3.03 Road traffic accidents/100,000 pop.* .....	20.7	88	11.02 Secondary education enrollment, gross %* .....	88.8	70
3.04 Business costs of terrorism .....	4.7	113	11.03 Quality of the educational system .....	3.2	99
<b>4th pillar: Health and hygiene</b> .....	<b>4.7</b>	<b>72</b>	11.04 Local availability specialized research & training... ..	4.6	44
4.01 Physician density/1,000 pop.* .....	2.0	59	11.05 Extent of staff training .....	4.0	66
4.02 Access to improved sanitation, % pop.* .....	85.0	77	<i>Availability of qualified labor</i> .....	5.1	65
4.03 Access to improved drinking water, % pop.* .....	96.0	63	11.06 Hiring and firing practices .....	3.3	110
4.04 Hospital beds/10,000 pop.* .....	16.0	96	11.07 Ease of hiring foreign labor .....	4.1	69
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>5.0</b>	<b>34</b>	11.08 HIV prevalence, % adult pop.* .....	0.3	66
5.01 Government prioritization of the T&T industry .....	5.8	43	11.09 Business impact of HIV/AIDS .....	5.4	68
5.02 T&T gov't expenditure, % gov't budget* .....	4.8	41	11.10 Life expectancy, years* .....	76.7	41
5.03 Effectiveness of marketing to attract tourists .....	4.8	53	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.6</b>	<b>65</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	76.0	39	12.01 Tourism openness, % of GDP* .....	1.7	121
5.05 Timeliness of T&T data (0-18)* .....	16.5	17	12.02 Attitude of population toward foreign visitors .....	6.4	45
<b>6th pillar: Air transport infrastructure</b> .....	<b>3.8</b>	<b>49</b>	12.03 Extension of business trips recommended .....	5.8	35
6.01 Quality of air transport infrastructure .....	4.8	64	12.04 Degree of customer orientation .....	4.9	47
6.02 Airline seat kms/week, dom., millions* .....	613.8	11	<b>13th pillar: Natural resources</b> .....	<b>5.4</b>	<b>8</b>
6.03 Airline seat kms/week, int'l, millions* .....	892.7	22	13.01 No. of World Heritage natural sites* .....	4	10
6.04 Departures/1,000 pop.* .....	1.6	90	13.02 Quality of the natural environment .....	3.7	109
6.05 Airport density/million pop.* .....	0.5	82	13.03 Total known species* .....	1,961	9
6.06 No. of operating airlines* .....	57.0	27	13.04 Terrestrial biome protection (0-17%)* .....	10.7	70
6.07 International air transport network .....	5.2	48	13.05 Marine protected areas, %* .....	1.7	24
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.6</b>	<b>69</b>	<b>14th pillar: Cultural resources</b> .....	<b>5.1</b>	<b>21</b>
7.01 Quality of roads .....	4.5	50	14.01 No. of World Heritage cultural sites* .....	34	5
7.02 Quality of railroad infrastructure .....	2.8	59	14.02 Sports stadiums, seats/million pop.* .....	22,750.8	86
7.03 Quality of port infrastructure .....	4.3	64	14.03 No. of int'l fairs and exhibitions* .....	160.0	21
7.04 Quality of ground transport network .....	4.9	36	14.04 Creative industries exports, % of world total* .....	0.9	27
7.05 Road density/million pop.* .....	19.0	89			

# Moldova

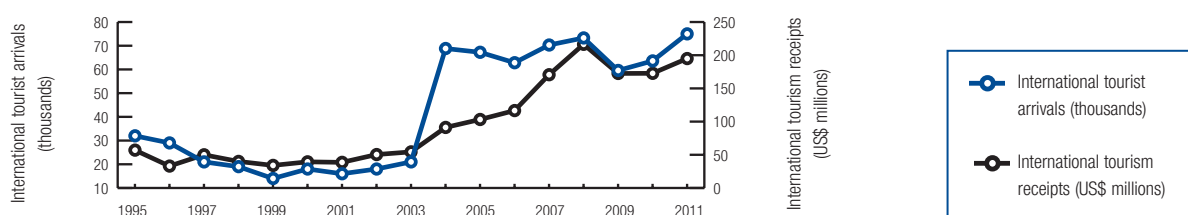
## Key indicators

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)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>102</b>	<b>3.6</b>
2011 Travel & Tourism Competitiveness Index.....	99	3.6
2009 Travel & Tourism Competitiveness Index.....	93	3.6
<b>T&amp;T regulatory framework</b> .....	<b>65</b>	<b>4.6</b>
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
<b>Business environment and infrastructure</b> .....	<b>97</b>	<b>3.2</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>133</b>	<b>3.0</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.4</b> .....	<b>81</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>2.9</b> .....	<b>91</b>
1.01 Prevalence of foreign ownership .....	3.9.....	117	8.01 Hotel rooms/100 pop.* .....	0.1.....	119
1.02 Property rights .....	3.3.....	119	8.02 Presence of major car rental co. (1–7)* .....	4.....	82
1.03 Business impact of rules on FDI .....	3.9.....	110	8.03 ATMs accepting Visa cards/million pop.* .....	239.7.....	76
1.04 Visa requirements, no. of countries* .....	48.0.....	109			
1.05 Openness bilateral ASAs (0–38)* .....	4.6.....	128	<b>9th pillar: ICT infrastructure</b> .....	<b>3.2</b> .....	<b>66</b>
1.06 Transparency of government policymaking .....	4.4.....	59	9.01 ICT use for B-to-B transactions .....	4.7.....	92
1.07 No. of days to start a business* .....	9.....	<b>42</b>	9.02 ICT use for B-to-C transactions .....	4.0.....	95
1.08 Cost to start a business, % GNI/capita* .....	5.7.....	57	9.03 Individuals using the Internet, %* .....	38.0.....	75
1.09 GATS commitment restrictiveness (0–100)* .....	87.5.....	<b>3</b>	9.04 Fixed telephone lines/100 pop.* .....	33.3.....	<b>35</b>
			9.05 Broadband Internet subscribers/100 pop.* .....	10.0.....	58
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.3</b> .....	<b>93</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	104.8.....	73
2.01 Stringency of environmental regulation.....	2.9.....	122	9.07 Mobile broadband subscriptions/100 pop.* .....	3.5.....	94
2.02 Enforcement of environmental regulation .....	2.8.....	118			
2.03 Sustainability of T&T industry development.....	2.9.....	134	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.8</b> .....	<b>41</b>
2.04 Carbon dioxide emission, million tons/capita* .....	1.3.....	<b>45</b>	10.01 Ticket taxes and airport charges (0–100)* .....	73.2.....	93
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	33.4.....	81	10.02 Purchasing power parity* .....	0.6.....	52
2.06 Threatened species, %* .....	3.8.....	<b>48</b>	10.04 Fuel price, US\$ cents/liter* .....	108.0.....	68
2.07 Environm. treaty ratification (0–25)* .....	17.....	96	10.03 Extent and effect of taxation .....	3.3.....	84
			10.05 Hotel price index, US\$* .....	79.1.....	<b>8</b>
<b>3rd pillar: Safety and security</b> .....	<b>4.9</b> .....	<b>61</b>			
3.01 Business costs of crime and violence .....	5.3.....	51	<b>11th pillar: Human resources</b> .....	<b>4.5</b> .....	<b>102</b>
3.02 Reliability of police services.....	3.1.....	115	<i>Education and training</i> .....	4.2.....	101
3.03 Road traffic accidents/100,000 pop.* .....	15.1.....	65	11.01 Primary education enrollment, net %* .....	87.6.....	105
3.04 Business costs of terrorism .....	6.2.....	<b>25</b>	11.02 Secondary education enrollment, gross %* .....	88.0.....	73
			11.03 Quality of the educational system .....	3.2.....	102
<b>4th pillar: Health and hygiene</b> .....	<b>5.9</b> .....	<b>41</b>	11.04 Local availability specialized research & training... ..	3.4.....	113
4.01 Physician density/1,000 pop.* .....	2.7.....	<b>42</b>	11.05 Extent of staff training.....	3.2.....	120
4.02 Access to improved sanitation, % pop.* .....	85.0.....	77	<i>Availability of qualified labor</i> .....	4.8.....	100
4.03 Access to improved drinking water, % pop.* .....	96.0.....	63	11.06 Hiring and firing practices .....	3.7.....	88
4.04 Hospital beds/10,000 pop.* .....	62.0.....	<b>21</b>	11.07 Ease of hiring foreign labor .....	3.8.....	95
			11.08 HIV prevalence, % adult pop.* .....	0.4.....	76
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>3.6</b> .....	<b>112</b>	11.09 Business impact of HIV/AIDS.....	5.7.....	<b>43</b>
5.01 Government prioritization of the T&T industry .....	3.7.....	134	11.10 Life expectancy, years* .....	69.2.....	98
5.02 T&T gov't expenditure, % gov't budget* .....	3.2.....	68			
5.03 Effectiveness of marketing to attract tourists .....	2.8.....	137	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.2</b> .....	<b>112</b>
5.04 Comprehensiveness of T&T data (0–120)* .....	76.0.....	<b>39</b>	12.01 Tourism openness, % of GDP* .....	7.1.....	<b>35</b>
5.05 Timeliness of T&T data (0–18)* .....	13.5.....	71	12.02 Attitude of population toward foreign visitors .....	6.1.....	93
			12.03 Extension of business trips recommended .....	4.2.....	133
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.1</b> .....	<b>125</b>	12.04 Degree of customer orientation.....	3.8.....	122
6.01 Quality of air transport infrastructure .....	3.6.....	111			
6.02 Airline seat kms/week, dom., millions* .....	0.0.....	105	<b>13th pillar: Natural resources</b> .....	<b>2.0</b> .....	<b>135</b>
6.03 Airline seat kms/week, int'l, millions* .....	15.7.....	123	13.01 No. of World Heritage natural sites* .....	0.....	79
6.04 Departures/1,000 pop.* .....	1.6.....	91	13.02 Quality of the natural environment.....	3.8.....	103
6.05 Airport density/million pop.* .....	0.3.....	109	13.03 Total known species* .....	315.....	126
6.06 No. of operating airlines* .....	12.0.....	107	13.04 Terrestrial biome protection (0–17%)* .....	1.4.....	129
6.07 International air transport network .....	3.7.....	117	13.05 Marine protected areas, %* .....	n/a.....	n/a
<b>7th pillar: Ground transport infrastructure</b> .....	<b>2.7</b> .....	<b>123</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.4</b> .....	<b>125</b>
7.01 Quality of roads .....	1.5.....	140	14.01 No. of World Heritage cultural sites* .....	1.....	109
7.02 Quality of railroad infrastructure .....	2.5.....	68	14.02 Sports stadiums, seats/million pop.* .....	22,222.0.....	88
7.03 Quality of port infrastructure.....	3.0.....	127	14.03 No. of int'l fairs and exhibitions* .....	0.0.....	134
7.04 Quality of ground transport network .....	4.2.....	85	14.04 Creative industries exports, % of world total* .....	0.0.....	77
7.05 Road density/million pop.* .....	38.0.....	63			

# Mongolia

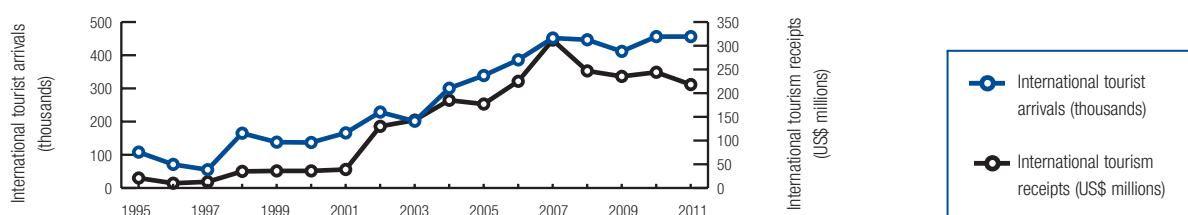
## Key indicators

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

T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>99</b>	<b>3.6</b>
2011 Travel & Tourism Competitiveness Index.....	101	3.6
2009 Travel & Tourism Competitiveness Index.....	105	3.5
<b>T&amp;T regulatory framework</b> .....	<b>91</b>	<b>4.3</b>
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
<b>Business environment and infrastructure</b> .....	<b>107</b>	<b>3.0</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>90</b>	<b>3.7</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.4</b> .....	<b>79</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>2.0</b> .....	<b>116</b>
1.01 Prevalence of foreign ownership .....	5.1 .....	44	8.01 Hotel rooms/100 pop.* .....	0.2 .....	88
1.02 Property rights .....	3.4 .....	115	8.02 Presence of major car rental co. (1-7)* .....	0 .....	136
1.03 Business impact of rules on FDI .....	4.4 .....	87	8.03 ATMs accepting Visa cards/million pop.* .....	260.3 .....	72
1.04 Visa requirements, no. of countries* .....	14.0 .....	128	<b>9th pillar: ICT infrastructure</b> .....	<b>2.6</b> .....	<b>94</b>
1.05 Openness bilateral ASAs (0-38)* .....	7.3 .....	110	9.01 ICT use for B-to-B transactions .....	4.8 .....	83
1.06 Transparency of government policymaking .....	3.9 .....	99	9.02 ICT use for B-to-C transactions .....	4.4 .....	79
1.07 No. of days to start a business* .....	12 .....	55	9.03 Individuals using the Internet, %* .....	20.0 .....	98
1.08 Cost to start a business, % GNI/capita* .....	2.4 .....	36	9.04 Fixed telephone lines/100 pop.* .....	6.7 .....	103
1.09 GATS commitment restrictiveness (0-100)* .....	81.3 .....	11	9.05 Broadband Internet subscribers/100 pop.* .....	3.2 .....	86
<b>2nd pillar: Environmental sustainability</b> .....	<b>3.2</b> .....	<b>137</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	105.1 .....	71
2.01 Stringency of environmental regulation.....	2.2 .....	136	9.07 Mobile broadband subscriptions/100 pop.* .....	17.3 .....	60
2.02 Enforcement of environmental regulation .....	1.9 .....	138	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.9</b> .....	<b>36</b>
2.03 Sustainability of T&T industry development.....	3.0 .....	132	10.01 Ticket taxes and airport charges (0-100)* .....	86.4 .....	35
2.04 Carbon dioxide emission, million tons/capita* .....	4.1 .....	69	10.02 Purchasing power parity* .....	0.6 .....	69
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	100.9 .....	133	10.04 Fuel price, US\$ cents/liter* .....	104.0 .....	63
2.06 Threatened species, %* .....	6.3 .....	91	10.03 Extent and effect of taxation .....	4.0 .....	34
2.07 Environm. treaty ratification (0-25)* .....	18 .....	84	10.05 Hotel price index, US\$* .....	n/a .....	n/a
<b>3rd pillar: Safety and security</b> .....	<b>4.9</b> .....	<b>64</b>	<b>11th pillar: Human resources</b> .....	<b>4.7</b> .....	<b>91</b>
3.01 Business costs of crime and violence .....	5.0 .....	64	<i>Education and training</i> .....	4.4 .....	91
3.02 Reliability of police services.....	3.8 .....	87	11.01 Primary education enrollment, net %* .....	98.7 .....	20
3.03 Road traffic accidents/100,000 pop.* .....	19.3 .....	82	11.02 Secondary education enrollment, gross %* .....	89.2 .....	67
3.04 Business costs of terrorism .....	6.4 .....	12	11.03 Quality of the educational system .....	2.4 .....	133
<b>4th pillar: Health and hygiene</b> .....	<b>4.8</b> .....	<b>67</b>	11.04 Local availability specialized research & training... ..	2.5 .....	138
4.01 Physician density/1,000 pop.* .....	2.8 .....	38	11.05 Extent of staff training .....	4.0 .....	60
4.02 Access to improved sanitation, % pop.* .....	51.0 .....	109	<i>Availability of qualified labor</i> .....	4.9 .....	84
4.03 Access to improved drinking water, % pop.* .....	82.0 .....	109	11.06 Hiring and firing practices .....	4.5 .....	35
4.04 Hospital beds/10,000 pop.* .....	58.0 .....	25	11.07 Ease of hiring foreign labor .....	3.7 .....	102
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>3.9</b> .....	<b>100</b>	11.08 HIV prevalence, % adult pop.* .....	0.1 .....	12
5.01 Government prioritization of the T&T industry .....	4.7 .....	102	11.09 Business impact of HIV/AIDS.....	5.6 .....	51
5.02 T&T gov't expenditure, % gov't budget* .....	4.1 .....	50	11.10 Life expectancy, years* .....	68.5 .....	103
5.03 Effectiveness of marketing to attract tourists .....	3.1 .....	131	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.3</b> .....	<b>100</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	34.0 .....	123	12.01 Tourism openness, % of GDP* .....	6.5 .....	43
5.05 Timeliness of T&T data (0-18)* .....	16.5 .....	17	12.02 Attitude of population toward foreign visitors .....	5.5 .....	131
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.9</b> .....	<b>71</b>	12.03 Extension of business trips recommended .....	5.2 .....	82
6.01 Quality of air transport infrastructure .....	3.3 .....	126	12.04 Degree of customer orientation.....	3.9 .....	116
6.02 Airline seat kms/week, dom., millions* .....	3.2 .....	63	<b>13th pillar: Natural resources</b> .....	<b>3.3</b> .....	<b>85</b>
6.03 Airline seat kms/week, int'l, millions* .....	17.8 .....	119	13.01 No. of World Heritage natural sites* .....	1 .....	45
6.04 Departures/1,000 pop.* .....	2.7 .....	76	13.02 Quality of the natural environment.....	3.2 .....	124
6.05 Airport density/million pop.* .....	5.4 .....	9	13.03 Total known species* .....	495 .....	75
6.06 No. of operating airlines* .....	7.0 .....	121	13.04 Terrestrial biome protection (0-17%)* .....	11.8 .....	64
6.07 International air transport network .....	3.4 .....	128	13.05 Marine protected areas, %* .....	n/a .....	n/a
<b>7th pillar: Ground transport infrastructure</b> .....	<b>2.4</b> .....	<b>135</b>	<b>14th pillar: Cultural resources</b> .....	<b>2.5</b> .....	<b>66</b>
7.01 Quality of roads .....	2.0 .....	137	14.01 No. of World Heritage cultural sites* .....	11 .....	25
7.02 Quality of railroad infrastructure .....	2.5 .....	69	14.02 Sports stadiums, seats/million pop.* .....	7,142.6 .....	116
7.03 Quality of port infrastructure.....	3.0 .....	124	14.03 No. of int'l fairs and exhibitions* .....	3.3 .....	111
7.04 Quality of ground transport network .....	3.3 .....	134	14.04 Creative industries exports, % of world total* .....	0.0 .....	110
7.05 Road density/million pop.* .....	3.0 .....	137			

# Montenegro

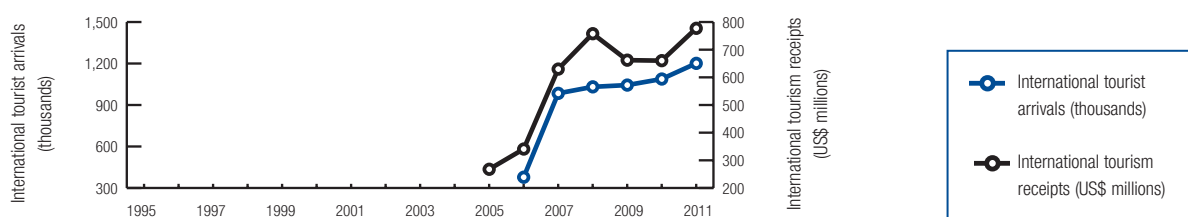
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>40</b>	<b>4.5</b>
2011 Travel & Tourism Competitiveness Index.....	36	4.6
2009 Travel & Tourism Competitiveness Index.....	52	4.3
<b>T&amp;T regulatory framework</b> .....	<b>34</b>	<b>5.1</b>
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
<b>Business environment and infrastructure</b> .....	<b>50</b>	<b>4.1</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>47</b>	<b>4.3</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>5.1</b>	<b>22</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>6.0</b>	<b>19</b>
1.01 Prevalence of foreign ownership .....	4.6	77	8.01 Hotel rooms/100 pop.* .....	2.4	8
1.02 Property rights .....	4.6	53	8.02 Presence of major car rental co. (1-7)* .....	6	32
1.03 Business impact of rules on FDI .....	4.8	56	8.03 ATMs accepting Visa cards/million pop.* .....	444.4	44
1.04 Visa requirements, no. of countries* .....	73.0	55	<b>9th pillar: ICT infrastructure</b> .....	<b>3.6</b>	<b>51</b>
1.05 Openness bilateral ASAs (0-38)* .....	n/a	n/a	9.01 ICT use for B-to-B transactions .....	4.8	81
1.06 Transparency of government policymaking .....	4.9	30	9.02 ICT use for B-to-C transactions .....	4.4	78
1.07 No. of days to start a business* .....	10	48	9.03 Individuals using the Internet, %* .....	40.0	72
1.08 Cost to start a business, % GNI/capita* .....	1.6	22	9.04 Fixed telephone lines/100 pop.* .....	26.8	45
1.09 GATS commitment restrictiveness (0-100)* .....	n/a	n/a	9.05 Broadband Internet subscribers/100 pop.* .....	8.3	64
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.0</b>	<b>33</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	185.3	4
2.01 Stringency of environmental regulation .....	4.4	54	9.07 Mobile broadband subscriptions/100 pop.* .....	15.3	63
2.02 Enforcement of environmental regulation .....	4.0	51	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.6</b>	<b>62</b>
2.03 Sustainability of T&T industry development .....	5.3	16	10.01 Ticket taxes and airport charges (0-100)* .....	78.4	76
2.04 Carbon dioxide emission, million tons/capita* .....	3.1	63	10.02 Purchasing power parity* .....	0.5	34
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	32.9	79	10.04 Fuel price, US\$ cents/liter* .....	149.0	108
2.06 Threatened species, %* .....	4.6	58	10.03 Extent and effect of taxation .....	4.2	24
2.07 Environm. treaty ratification (0-25)* .....	19	71	10.05 Hotel price index, US\$* .....	n/a	n/a
<b>3rd pillar: Safety and security</b> .....	<b>5.3</b>	<b>45</b>	<b>11th pillar: Human resources</b> .....	<b>5.0</b>	<b>51</b>
3.01 Business costs of crime and violence .....	5.5	34	<i>Education and training</i> .....	4.8	63
3.02 Reliability of police services .....	5.0	41	11.01 Primary education enrollment, net %* .....	83.2	118
3.03 Road traffic accidents/100,000 pop.* .....	20.4	87	11.02 Secondary education enrollment, gross %* .....	104.0	17
3.04 Business costs of terrorism .....	6.3	20	11.03 Quality of the educational system .....	4.2	38
<b>4th pillar: Health and hygiene</b> .....	<b>5.3</b>	<b>55</b>	11.04 Local availability specialized research & training .....	3.8	88
4.01 Physician density/1,000 pop.* .....	2.1	55	11.05 Extent of staff training .....	4.1	51
4.02 Access to improved sanitation, % pop.* .....	90.0	67	<i>Availability of qualified labor</i> .....	5.2	36
4.03 Access to improved drinking water, % pop.* .....	98.0	52	11.06 Hiring and firing practices .....	4.1	60
4.04 Hospital beds/10,000 pop.* .....	39.0	44	11.07 Ease of hiring foreign labor .....	4.3	55
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.7</b>	<b>44</b>	11.08 HIV prevalence, % adult pop.* .....	0.0	1
5.01 Government prioritization of the T&T industry .....	5.9	32	11.09 Business impact of HIV/AIDS .....	5.9	34
5.02 T&T gov't expenditure, % gov't budget* .....	2.6	90	11.10 Life expectancy, years* .....	74.5	56
5.03 Effectiveness of marketing to attract tourists .....	5.5	20	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>5.7</b>	<b>7</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	60.0	82	12.01 Tourism openness, % of GDP* .....	18.0	7
5.05 Timeliness of T&T data (0-18)* .....	15.5	48	12.02 Attitude of population toward foreign visitors .....	6.5	36
<b>6th pillar: Air transport infrastructure</b> .....	<b>3.4</b>	<b>58</b>	12.03 Extension of business trips recommended .....	5.7	40
6.01 Quality of air transport infrastructure .....	4.4	76	12.04 Degree of customer orientation .....	4.5	75
6.02 Airline seat kms/week, dom., millions* .....	0.0	105	<b>13th pillar: Natural resources</b> .....	<b>3.7</b>	<b>62</b>
6.03 Airline seat kms/week, int'l, millions* .....	17.4	121	13.01 No. of World Heritage natural sites* .....	1	45
6.04 Departures/1,000 pop.* .....	8.9	42	13.02 Quality of the natural environment .....	5.5	24
6.05 Airport density/million pop.* .....	3.2	16	13.03 Total known species* .....	416	94
6.06 No. of operating airlines* .....	12.0	107	13.04 Terrestrial biome protection (0-17%)* .....	13.3	54
6.07 International air transport network .....	4.5	77	13.05 Marine protected areas, %* .....	0.3	70
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.1</b>	<b>92</b>	<b>14th pillar: Cultural resources</b> .....	<b>2.6</b>	<b>59</b>
7.01 Quality of roads .....	3.2	92	14.01 No. of World Heritage cultural sites* .....	1	109
7.02 Quality of railroad infrastructure .....	2.9	58	14.02 Sports stadiums, seats/million pop.* .....	175,354.8	4
7.03 Quality of port infrastructure .....	3.6	101	14.03 No. of int'l fairs and exhibitions* .....	3.3	111
7.04 Quality of ground transport network .....	4.4	74	14.04 Creative industries exports, % of world total* .....	0.0	117
7.05 Road density/million pop.* .....	13.0	103			

# Morocco

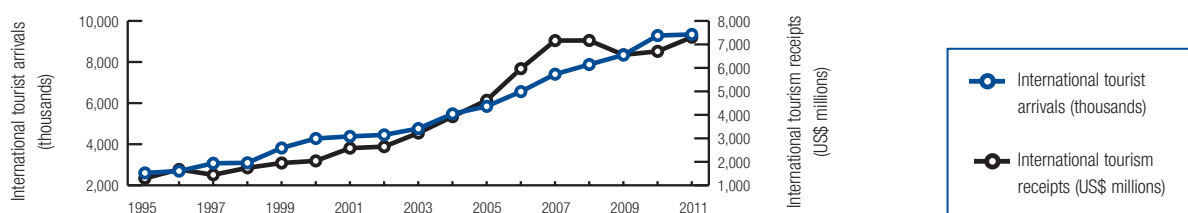
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>71</b>	<b>4.0</b>
2011 Travel & Tourism Competitiveness Index.....	78	3.9
2009 Travel & Tourism Competitiveness Index.....	75	3.9
<b>T&amp;T regulatory framework</b> .....	<b>68</b>	<b>4.6</b>
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
<b>Business environment and infrastructure</b> .....	<b>73</b>	<b>3.6</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>68</b>	<b>3.9</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.8</b> .....	<b>44</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>3.8</b> .....	<b>74</b>
1.01 Prevalence of foreign ownership .....	5.1 .....	48	8.01 Hotel rooms/100 pop.* .....	0.3 .....	84
1.02 Property rights .....	4.6 .....	52	8.02 Presence of major car rental co. (1–7)* .....	7 .....	1
1.03 Business impact of rules on FDI .....	5.1 .....	33	8.03 ATMs accepting Visa cards/million pop.* .....	162.6 .....	88
1.04 Visa requirements, no. of countries* .....	67.0 .....	93	<b>9th pillar: ICT infrastructure</b> .....	<b>2.9</b> .....	<b>79</b>
1.05 Openness bilateral ASAs (0–38)* .....	10.0 .....	79	9.01 ICT use for B-to-B transactions .....	4.8 .....	82
1.06 Transparency of government policymaking .....	4.4 .....	51	9.02 ICT use for B-to-C transactions .....	4.2 .....	91
1.07 No. of days to start a business* .....	12 .....	55	9.03 Individuals using the Internet, %* .....	51.0 .....	54
1.08 Cost to start a business, % GNI/capita* .....	15.5 .....	91	9.04 Fixed telephone lines/100 pop.* .....	11.0 .....	87
1.09 GATS commitment restrictiveness (0–100)* .....	72.6 .....	37	9.05 Broadband Internet subscribers/100 pop.* .....	1.8 .....	94
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.1</b> .....	<b>31</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	113.3 .....	54
2.01 Stringency of environmental regulation.....	3.6 .....	89	9.07 Mobile broadband subscriptions/100 pop.* .....	8.0 .....	80
2.02 Enforcement of environmental regulation .....	3.4 .....	85	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.6</b> .....	<b>63</b>
2.03 Sustainability of T&T industry development.....	5.5 .....	11	10.01 Ticket taxes and airport charges (0–100)* .....	81.3 .....	61
2.04 Carbon dioxide emission, million tons/capita* .....	1.5 .....	50	10.02 Purchasing power parity* .....	0.6 .....	61
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	23.4 .....	47	10.04 Fuel price, US\$ cents/liter* .....	88.0 .....	40
2.06 Threatened species, %* .....	6.3 .....	92	10.03 Extent and effect of taxation .....	3.6 .....	59
2.07 Environm. treaty ratification (0–25)* .....	22 .....	20	10.05 Hotel price index, US\$* .....	173.6 .....	92
<b>3rd pillar: Safety and security</b> .....	<b>4.5</b> .....	<b>80</b>	<b>11th pillar: Human resources</b> .....	<b>4.7</b> .....	<b>90</b>
3.01 Business costs of crime and violence .....	5.1 .....	55	<i>Education and training</i> .....	4.3 .....	96
3.02 Reliability of police services.....	4.3 .....	64	11.01 Primary education enrollment, net %* .....	95.7 .....	48
3.03 Road traffic accidents/100,000 pop.* .....	28.3 .....	108	11.02 Secondary education enrollment, gross %* .....	56.1 .....	111
3.04 Business costs of terrorism .....	5.6 .....	70	11.03 Quality of the educational system .....	3.1 .....	104
<b>4th pillar: Health and hygiene</b> .....	<b>3.4</b> .....	<b>104</b>	11.04 Local availability specialized research & training... ..	4.3 .....	58
4.01 Physician density/1,000 pop.* .....	0.6 .....	98	11.05 Extent of staff training .....	3.9 .....	74
4.02 Access to improved sanitation, % pop.* .....	70.0 .....	95	<i>Availability of qualified labor</i> .....	5.0 .....	72
4.03 Access to improved drinking water, % pop.* .....	83.0 .....	106	11.06 Hiring and firing practices .....	3.9 .....	71
4.04 Hospital beds/10,000 pop.* .....	11.0 .....	110	11.07 Ease of hiring foreign labor .....	4.1 .....	70
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>5.2</b> .....	<b>26</b>	11.08 HIV prevalence, % adult pop.* .....	0.1 .....	12
5.01 Government prioritization of the T&T industry .....	6.6 .....	5	11.09 Business impact of HIV/AIDS.....	5.1 .....	79
5.02 T&T gov't expenditure, % gov't budget* .....	3.6 .....	64	11.10 Life expectancy, years* .....	72.1 .....	88
5.03 Effectiveness of marketing to attract tourists .....	5.6 .....	16	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>5.2</b> .....	<b>22</b>
5.04 Comprehensiveness of T&T data (0–120)* .....	66.0 .....	69	12.01 Tourism openness, % of GDP* .....	8.7 .....	27
5.05 Timeliness of T&T data (0–18)* .....	17.5 .....	7	12.02 Attitude of population toward foreign visitors .....	6.7 .....	3
<b>6th pillar: Air transport infrastructure</b> .....	<b>3.1</b> .....	<b>64</b>	12.03 Extension of business trips recommended .....	6.2 .....	9
6.01 Quality of air transport infrastructure .....	5.1 .....	52	12.04 Degree of customer orientation.....	4.6 .....	65
6.02 Airline seat kms/week, dom., millions* .....	8.3 .....	51	<b>13th pillar: Natural resources</b> .....	<b>2.6</b> .....	<b>126</b>
6.03 Airline seat kms/week, int'l, millions* .....	375.0 .....	42	13.01 No. of World Heritage natural sites* .....	0 .....	79
6.04 Departures/1,000 pop.* .....	2.9 .....	75	13.02 Quality of the natural environment.....	4.0 .....	93
6.05 Airport density/million pop.* .....	0.5 .....	84	13.03 Total known species* .....	477 .....	77
6.06 No. of operating airlines* .....	35.0 .....	52	13.04 Terrestrial biome protection (0–17%)* .....	1.5 .....	127
6.07 International air transport network .....	5.1 .....	53	13.05 Marine protected areas, %* .....	0.3 .....	69
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.6</b> .....	<b>70</b>	<b>14th pillar: Cultural resources</b> .....	<b>3.1</b> .....	<b>49</b>
7.01 Quality of roads .....	4.0 .....	70	14.01 No. of World Heritage cultural sites* .....	13 .....	22
7.02 Quality of railroad infrastructure .....	3.9 .....	36	14.02 Sports stadiums, seats/million pop.* .....	27,152.1 .....	81
7.03 Quality of port infrastructure.....	4.8 .....	49	14.03 No. of int'l fairs and exhibitions* .....	33.0 .....	55
7.04 Quality of ground transport network .....	4.0 .....	95	14.04 Creative industries exports, % of world total* .....	0.0 .....	62
7.05 Road density/million pop.* .....	13.0 .....	103			

# Mozambique

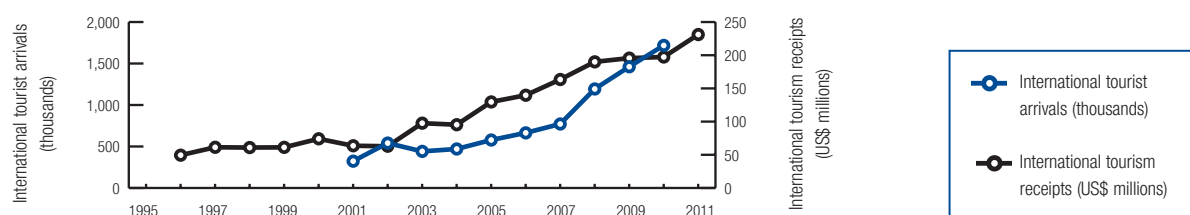
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>125</b>	<b>3.2</b>
2011 Travel & Tourism Competitiveness Index.....	128	3.2
2009 Travel & Tourism Competitiveness Index.....	124	3.1
<b>T&amp;T regulatory framework</b> .....	<b>121</b>	<b>3.6</b>
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
<b>Business environment and infrastructure</b> .....	<b>120</b>	<b>2.7</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>130</b>	<b>3.2</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.3</b> .....	<b>90</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>2.3</b> .....	<b>106</b>
1.01 Prevalence of foreign ownership .....	5.0.....	54	8.01 Hotel rooms/100 pop.* .....	0.1.....	116
1.02 Property rights .....	3.5.....	109	8.02 Presence of major car rental co. (1–7)* .....	4.....	82
1.03 Business impact of rules on FDI .....	4.6.....	72	8.03 ATMs accepting Visa cards/million pop.* .....	34.7.....	113
1.04 Visa requirements, no. of countries* .....	139.4.....	<b>17</b>	<b>9th pillar: ICT infrastructure</b> .....	<b>1.7</b> .....	<b>133</b>
1.05 Openness bilateral ASAs (0–38)* .....	9.2.....	92	9.01 ICT use for B-to-B transactions .....	4.4.....	107
1.06 Transparency of government policymaking .....	4.3.....	68	9.02 ICT use for B-to-C transactions .....	3.8.....	108
1.07 No. of days to start a business* .....	13.....	61	9.03 Individuals using the Internet, %* .....	4.3.....	127
1.08 Cost to start a business, % GNI/capita* .....	19.7.....	99	9.04 Fixed telephone lines/100 pop.* .....	0.4.....	134
1.09 GATS commitment restrictiveness (0–100)* .....	0.0.....	117	9.05 Broadband Internet subscribers/100 pop.* .....	0.1.....	124
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.8</b> .....	<b>49</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	32.8.....	136
2.01 Stringency of environmental regulation.....	3.1.....	118	9.07 Mobile broadband subscriptions/100 pop.* .....	1.0.....	110
2.02 Enforcement of environmental regulation .....	2.8.....	117	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>5.0</b> .....	<b>30</b>
2.03 Sustainability of T&T industry development.....	4.1.....	84	10.01 Ticket taxes and airport charges (0–100)* .....	78.8.....	75
2.04 Carbon dioxide emission, million tons/capita* .....	0.1.....	<b>8</b>	10.02 Purchasing power parity* .....	0.5.....	<b>41</b>
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	24.2.....	<b>49</b>	10.04 Fuel price, US\$ cents/liter* .....	86.0.....	<b>39</b>
2.06 Threatened species, %* .....	4.2.....	54	10.03 Extent and effect of taxation .....	3.5.....	61
2.07 Environm. treaty ratification (0–25)* .....	20.....	53	10.05 Hotel price index, US\$* .....	111.0.....	<b>34</b>
<b>3rd pillar: Safety and security</b> .....	<b>3.6</b> .....	<b>125</b>	<b>11th pillar: Human resources</b> .....	<b>3.2</b> .....	<b>138</b>
3.01 Business costs of crime and violence .....	4.2.....	100	<i>Education and training</i> .....	3.2.....	124
3.02 Reliability of police services.....	3.4.....	109	11.01 Primary education enrollment, net %* .....	89.6.....	98
3.03 Road traffic accidents/100,000 pop.* .....	34.7.....	129	11.02 Secondary education enrollment, gross %* .....	26.4.....	135
3.04 Business costs of terrorism .....	4.9.....	107	11.03 Quality of the educational system .....	2.9.....	118
<b>4th pillar: Health and hygiene</b> .....	<b>1.3</b> .....	<b>136</b>	11.04 Local availability specialized research & training... ..	3.1.....	127
4.01 Physician density/1,000 pop.* .....	0.0.....	134	11.05 Extent of staff training.....	3.2.....	117
4.02 Access to improved sanitation, % pop.* .....	18.0.....	129	<i>Availability of qualified labor</i> .....	3.2.....	135
4.03 Access to improved drinking water, % pop.* .....	47.0.....	137	11.06 Hiring and firing practices .....	3.5.....	99
4.04 Hospital beds/10,000 pop.* .....	7.0.....	121	11.07 Ease of hiring foreign labor .....	3.1.....	131
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.2</b> .....	<b>87</b>	11.08 HIV prevalence, % adult pop.* .....	11.5.....	133
5.01 Government prioritization of the T&T industry .....	5.4.....	62	11.09 Business impact of HIV/AIDS.....	2.9.....	133
5.02 T&T gov't expenditure, % gov't budget* .....	2.5.....	95	11.10 Life expectancy, years* .....	50.2.....	135
5.03 Effectiveness of marketing to attract tourists .....	4.2.....	83	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.2</b> .....	<b>116</b>
5.04 Comprehensiveness of T&T data (0–120)* .....	76.0.....	<b>39</b>	12.01 Tourism openness, % of GDP* .....	3.8.....	82
5.05 Timeliness of T&T data (0–18)* .....	12.0.....	93	12.02 Attitude of population toward foreign visitors .....	6.1.....	91
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.3</b> .....	<b>114</b>	12.03 Extension of business trips recommended .....	5.0.....	96
6.01 Quality of air transport infrastructure .....	3.9.....	102	12.04 Degree of customer orientation.....	3.8.....	123
6.02 Airline seat kms/week, dom., millions* .....	13.5.....	<b>47</b>	<b>13th pillar: Natural resources</b> .....	<b>3.7</b> .....	<b>64</b>
6.03 Airline seat kms/week, int'l, millions* .....	15.9.....	122	13.01 No. of World Heritage natural sites* .....	0.....	79
6.04 Departures/1,000 pop.* .....	0.6.....	106	13.02 Quality of the natural environment.....	3.7.....	111
6.05 Airport density/million pop.* .....	0.6.....	72	13.03 Total known species* .....	970.....	<b>34</b>
6.06 No. of operating airlines* .....	9.5.....	114	13.04 Terrestrial biome protection (0–17%)* .....	15.4.....	<b>30</b>
6.07 International air transport network .....	4.0.....	106	13.05 Marine protected areas, %* .....	0.4.....	62
<b>7th pillar: Ground transport infrastructure</b> .....	<b>2.4</b> .....	<b>134</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.5</b> .....	<b>120</b>
7.01 Quality of roads .....	2.4.....	133	14.01 No. of World Heritage cultural sites* .....	3.....	74
7.02 Quality of railroad infrastructure .....	2.0.....	87	14.02 Sports stadiums, seats/million pop.* .....	6,853.4.....	117
7.03 Quality of port infrastructure.....	3.4.....	114	14.03 No. of int'l fairs and exhibitions* .....	5.0.....	94
7.04 Quality of ground transport network .....	3.2.....	135	14.04 Creative industries exports, % of world total* .....	0.0.....	118
7.05 Road density/million pop.* .....	4.0.....	130			

# Namibia

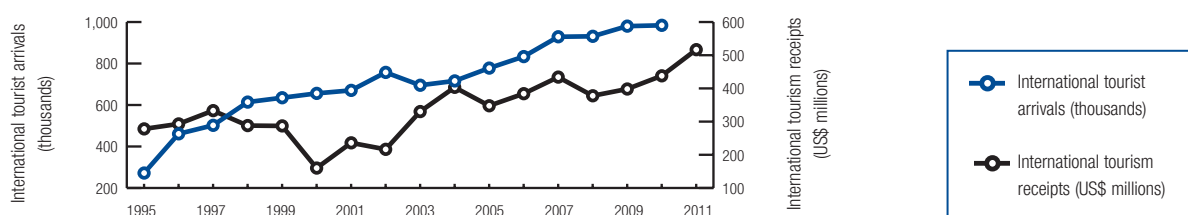
## Key indicators

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)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>91</b>	<b>3.8</b>
2011 Travel & Tourism Competitiveness Index.....	84	3.8
2009 Travel & Tourism Competitiveness Index.....	82	3.8
<b>T&amp;T regulatory framework</b> .....	<b>89</b>	<b>4.3</b>
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
<b>Business environment and infrastructure</b> .....	<b>70</b>	<b>3.6</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>115</b>	<b>3.4</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.6</b> .....	<b>64</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>3.8</b> .....	<b>72</b>
1.01 Prevalence of foreign ownership .....	5.1 .....	49	8.01 Hotel rooms/100 pop.* .....	0.1 .....	100
1.02 Property rights .....	5.1 .....	40	8.02 Presence of major car rental co. (1-7)* .....	6 .....	32
1.03 Business impact of rules on FDI .....	4.5 .....	83	8.03 ATMs accepting Visa cards/million pop.* .....	333.0 .....	60
1.04 Visa requirements, no. of countries* .....	53.0 .....	107			
1.05 Openness bilateral ASAs (0-38)* .....	17.9 .....	17	<b>9th pillar: ICT infrastructure</b> .....	<b>2.4</b> .....	<b>100</b>
1.06 Transparency of government policymaking .....	4.1 .....	83	9.01 ICT use for B-to-B transactions .....	5.1 .....	58
1.07 No. of days to start a business* .....	66 .....	133	9.02 ICT use for B-to-C transactions .....	4.2 .....	90
1.08 Cost to start a business, % GNI/capita* .....	18.5 .....	96	9.03 Individuals using the Internet, %* .....	12.0 .....	112
1.09 GATS commitment restrictiveness (0-100)* .....	97.1 .....	1	9.04 Fixed telephone lines/100 pop.* .....	6.8 .....	102
			9.05 Broadband Internet subscribers/100 pop.* .....	0.8 .....	103
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.0</b> .....	<b>36</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	96.4 .....	89
2.01 Stringency of environmental regulation.....	4.6 .....	47	9.07 Mobile broadband subscriptions/100 pop.* .....	20.9 .....	54
2.02 Enforcement of environmental regulation .....	4.3 .....	43			
2.03 Sustainability of T&T industry development.....	5.2 .....	19	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.7</b> .....	<b>53</b>
2.04 Carbon dioxide emission, million tons/capita* .....	1.8 .....	54	10.01 Ticket taxes and airport charges (0-100)* .....	76.6 .....	78
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	45.5 .....	97	10.02 Purchasing power parity* .....	0.8 .....	94
2.06 Threatened species, %* .....	4.7 .....	63	10.04 Fuel price, US\$ cents/liter* .....	109.0 .....	70
2.07 Environm. treaty ratification (0-25)* .....	19 .....	71	10.03 Extent and effect of taxation .....	3.7 .....	48
			10.05 Hotel price index, US\$* .....	101.4 .....	25
<b>3rd pillar: Safety and security</b> .....	<b>4.3</b> .....	<b>96</b>			
3.01 Business costs of crime and violence .....	3.8 .....	109	<b>11th pillar: Human resources</b> .....	<b>3.5</b> .....	<b>130</b>
3.02 Reliability of police services.....	4.2 .....	73	<i>Education and training</i> .....	3.8 .....	118
3.03 Road traffic accidents/100,000 pop.* .....	28.6 .....	111	11.01 Primary education enrollment, net %* .....	85.4 .....	113
3.04 Business costs of terrorism .....	6.2 .....	34	11.02 Secondary education enrollment, gross %* .....	64.0 .....	105
			11.03 Quality of the educational system .....	2.7 .....	125
<b>4th pillar: Health and hygiene</b> .....	<b>3.3</b> .....	<b>106</b>	11.04 Local availability specialized research & training... ..	3.0 .....	130
4.01 Physician density/1,000 pop.* .....	0.4 .....	105	11.05 Extent of staff training .....	4.1 .....	55
4.02 Access to improved sanitation, % pop.* .....	32.0 .....	118	<i>Availability of qualified labor</i> .....	3.2 .....	134
4.03 Access to improved drinking water, % pop.* .....	93.0 .....	76	11.06 Hiring and firing practices .....	3.0 .....	126
4.04 Hospital beds/10,000 pop.* .....	26.7 .....	68	11.07 Ease of hiring foreign labor .....	2.2 .....	139
			11.08 HIV prevalence, % adult pop.* .....	13.1 .....	134
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.4</b> .....	<b>68</b>	11.09 Business impact of HIV/AIDS.....	2.6 .....	138
5.01 Government prioritization of the T&T industry .....	5.8 .....	39	11.10 Life expectancy, years* .....	62.3 .....	113
5.02 T&T gov't expenditure, % gov't budget* .....	3.2 .....	69			
5.03 Effectiveness of marketing to attract tourists .....	5.1 .....	36	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.5</b> .....	<b>84</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	52.0 .....	95	12.01 Tourism openness, % of GDP* .....	5.8 .....	49
5.05 Timeliness of T&T data (0-18)* .....	9.0 .....	103	12.02 Attitude of population toward foreign visitors .....	6.1 .....	85
			12.03 Extension of business trips recommended .....	5.6 .....	49
<b>6th pillar: Air transport infrastructure</b> .....	<b>3.2</b> .....	<b>61</b>	12.04 Degree of customer orientation.....	3.7 .....	127
6.01 Quality of air transport infrastructure .....	4.9 .....	59			
6.02 Airline seat kms/week, dom., millions* .....	0.9 .....	76	<b>13th pillar: Natural resources</b> .....	<b>4.1</b> .....	<b>43</b>
6.03 Airline seat kms/week, int'l, millions* .....	29.6 .....	106	13.01 No. of World Heritage natural sites* .....	0 .....	79
6.04 Departures/1,000 pop.* .....	3.8 .....	66	13.02 Quality of the natural environment.....	5.9 .....	13
6.05 Airport density/million pop.* .....	3.0 .....	17	13.03 Total known species* .....	838 .....	42
6.06 No. of operating airlines* .....	5.0 .....	132	13.04 Terrestrial biome protection (0-17%)* .....	14.1 .....	46
6.07 International air transport network .....	4.9 .....	61	13.05 Marine protected areas, %* .....	1.0 .....	40
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.9</b> .....	<b>60</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.3</b> .....	<b>127</b>
7.01 Quality of roads .....	5.1 .....	35	14.01 No. of World Heritage cultural sites* .....	1 .....	109
7.02 Quality of railroad infrastructure .....	3.7 .....	39	14.02 Sports stadiums, seats/million pop.* .....	17,771.1 .....	94
7.03 Quality of port infrastructure.....	5.4 .....	27	14.03 No. of int'l fairs and exhibitions* .....	4.0 .....	107
7.04 Quality of ground transport network .....	4.3 .....	82	14.04 Creative industries exports, % of world total* .....	0.0 .....	85
7.05 Road density/million pop.* .....	5.0 .....	127			



Absolute value      Percent of total      T&T industry  
GDP growth forecast  
(2013–2022)



## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.0</b> .....	<b>106</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>1.5</b> .....	<b>130</b>
1.01 Prevalence of foreign ownership .....	3.0.....	137	8.01 Hotel rooms/100 pop.* .....	0.0.....	131
1.02 Property rights .....	3.5.....	111	8.02 Presence of major car rental co. (1-7)* .....	1.....	123
1.03 Business impact of rules on FDI .....	4.0.....	108	8.03 ATMs accepting Visa cards/million pop.* .....	64.1.....	100
1.04 Visa requirements, no. of countries* .....	129.1.....	<b>23</b>	<b>9th pillar: ICT infrastructure</b> .....	<b>1.8</b> .....	<b>127</b>
1.05 Openness bilateral ASAs (0-38)* .....	3.8.....	133	9.01 ICT use for B-to-B transactions .....	4.4.....	111
1.06 Transparency of government policymaking .....	3.8.....	113	9.02 ICT use for B-to-C transactions .....	3.8.....	110
1.07 No. of days to start a business* .....	29.....	105	9.03 Individuals using the Internet, %* .....	9.0.....	119
1.08 Cost to start a business, % GNI/capita* .....	33.0.....	111	9.04 Fixed telephone lines/100 pop.* .....	2.8.....	115
1.09 GATS commitment restrictiveness (0-100)* .....	66.7.....	<b>45</b>	9.05 Broadband Internet subscribers/100 pop.* .....	0.3.....	112
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.4</b> .....	<b>89</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	43.8.....	131
2.01 Stringency of environmental regulation.....	3.2.....	107	9.07 Mobile broadband subscriptions/100 pop.* .....	0.1.....	124
2.02 Enforcement of environmental regulation .....	3.1.....	100	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>5.4</b> .....	<b>6</b>
2.03 Sustainability of T&T industry development.....	4.1.....	88	10.01 Ticket taxes and airport charges (0-100)* .....	88.4.....	<b>25</b>
2.04 Carbon dioxide emission, million tons/capita* .....	0.1.....	<b>11</b>	10.02 Purchasing power parity* .....	0.5.....	<b>30</b>
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	29.5.....	67	10.04 Fuel price, US\$ cents/liter* .....	91.0.....	<b>42</b>
2.06 Threatened species, %* .....	6.5.....	98	10.03 Extent and effect of taxation .....	3.7.....	<b>49</b>
2.07 Environm. treaty ratification (0-25)* .....	15.....	123	10.05 Hotel price index, US\$* .....	52.7.....	<b>2</b>
<b>3rd pillar: Safety and security</b> .....	<b>4.0</b> .....	<b>109</b>	<b>11th pillar: Human resources</b> .....	<b>3.7</b> .....	<b>125</b>
3.01 Business costs of crime and violence .....	3.5.....	120	<i>Education and training</i> .....	3.0.....	131
3.02 Reliability of police services.....	3.5.....	105	11.01 Primary education enrollment, net %* .....	71.1.....	131
3.03 Road traffic accidents/100,000 pop.* .....	15.1.....	65	11.02 Secondary education enrollment, gross %* .....	43.5.....	118
3.04 Business costs of terrorism .....	4.0.....	129	11.03 Quality of the educational system .....	3.4.....	91
<b>4th pillar: Health and hygiene</b> .....	<b>3.6</b> .....	<b>102</b>	11.04 Local availability specialized research & training... ..	3.1.....	128
4.01 Physician density/1,000 pop.* .....	0.2.....	114	11.05 Extent of staff training.....	3.1.....	129
4.02 Access to improved sanitation, % pop.* .....	31.0.....	120	<i>Availability of qualified labor</i> .....	4.4.....	120
4.03 Access to improved drinking water, % pop.* .....	89.0.....	93	11.06 Hiring and firing practices .....	3.5.....	102
4.04 Hospital beds/10,000 pop.* .....	50.0.....	<b>34</b>	11.07 Ease of hiring foreign labor .....	2.8.....	135
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.7</b> .....	<b>47</b>	11.08 HIV prevalence, % adult pop.* .....	0.4.....	76
5.01 Government prioritization of the T&T industry .....	5.6.....	52	11.09 Business impact of HIV/AIDS.....	4.6.....	99
5.02 T&T gov't expenditure, % gov't budget* .....	5.1.....	<b>36</b>	11.10 Life expectancy, years* .....	68.7.....	102
5.03 Effectiveness of marketing to attract tourists .....	4.3.....	78	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.4</b> .....	<b>92</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	49.0.....	99	12.01 Tourism openness, % of GDP* .....	3.7.....	83
5.05 Timeliness of T&T data (0-18)* .....	16.5.....	<b>17</b>	12.02 Attitude of population toward foreign visitors .....	6.2.....	70
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.2</b> .....	<b>121</b>	12.03 Extension of business trips recommended .....	5.4.....	68
6.01 Quality of air transport infrastructure .....	3.2.....	128	12.04 Degree of customer orientation.....	4.1.....	108
6.02 Airline seat kms/week, dom., millions* .....	5.6.....	55	<b>13th pillar: Natural resources</b> .....	<b>4.4</b> .....	<b>35</b>
6.03 Airline seat kms/week, int'l, millions* .....	74.7.....	83	13.01 No. of World Heritage natural sites* .....	2.....	<b>25</b>
6.04 Departures/1,000 pop.* .....	0.1.....	130	13.02 Quality of the natural environment.....	4.4.....	64
6.05 Airport density/million pop.* .....	0.7.....	67	13.03 Total known species* .....	1,036.....	<b>29</b>
6.06 No. of operating airlines* .....	27.0.....	66	13.04 Terrestrial biome protection (0-17%)* .....	10.6.....	71
6.07 International air transport network .....	3.4.....	129	13.05 Marine protected areas, %* .....	n/a.....	n/a
<b>7th pillar: Ground transport infrastructure</b> .....	<b>2.3</b> .....	<b>137</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.3</b> .....	<b>128</b>
7.01 Quality of roads .....	2.6.....	125	14.01 No. of World Heritage cultural sites* .....	2.....	88
7.02 Quality of railroad infrastructure .....	1.1.....	120	14.02 Sports stadiums, seats/million pop.* .....	2,230.5.....	136
7.03 Quality of port infrastructure.....	2.7.....	130	14.03 No. of int'l fairs and exhibitions* .....	5.0.....	94
7.04 Quality of ground transport network .....	3.5.....	126	14.04 Creative industries exports, % of world total* .....	0.0.....	73
7.05 Road density/million pop.* .....	14.0.....	100			

# Netherlands

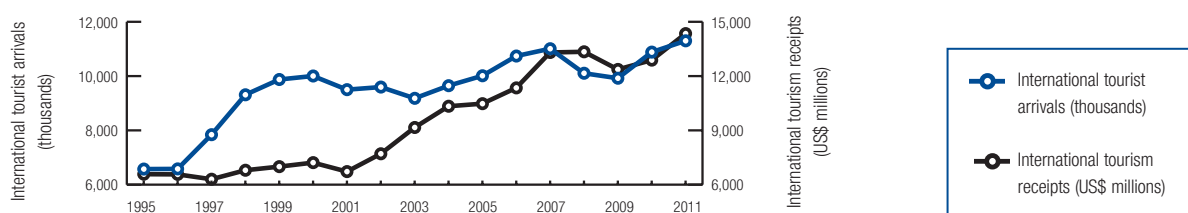
## Key indicators

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)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>13</b>	<b>5.1</b>
2011 Travel & Tourism Competitiveness Index.....	14	5.1
2009 Travel & Tourism Competitiveness Index.....	13	5.1
<b>T&amp;T regulatory framework</b> .....	<b>16</b>	<b>5.5</b>
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
<b>Business environment and infrastructure</b> .....	<b>15</b>	<b>5.0</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>16</b>	<b>5.0</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>5.2</b> .....	<b>15</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>4.4</b> .....	<b>58</b>
1.01 Prevalence of foreign ownership .....	5.5 .....	21	8.01 Hotel rooms/100 pop.* .....	0.6 .....	51
1.02 Property rights .....	6.0 .....	9	8.02 Presence of major car rental co. (1-7)* .....	7 .....	1
1.03 Business impact of rules on FDI .....	5.3 .....	19	8.03 ATMs accepting Visa cards/million pop.* .....	249.4 .....	73
1.04 Visa requirements, no. of countries* .....	71.0 .....	58			
1.05 Openness bilateral ASAs (0-38)* .....	14.1 .....	36	<b>9th pillar: ICT infrastructure</b> .....	<b>5.4</b> .....	<b>12</b>
1.06 Transparency of government policymaking .....	5.3 .....	14	9.01 ICT use for B-to-B transactions .....	6.0 .....	12
1.07 No. of days to start a business* .....	5 .....	10	9.02 ICT use for B-to-C transactions .....	6.0 .....	4
1.08 Cost to start a business, % GNI/capita* .....	5.1 .....	55	9.03 Individuals using the Internet, %* .....	92.3 .....	3
1.09 GATS commitment restrictiveness (0-100)* .....	53.1 .....	68	9.04 Fixed telephone lines/100 pop.* .....	43.5 .....	21
			9.05 Broadband Internet subscribers/100 pop.* .....	38.7 .....	2
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.6</b> .....	<b>10</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	115.4 .....	52
2.01 Stringency of environmental regulation.....	6.0 .....	8	9.07 Mobile broadband subscriptions/100 pop.* .....	49.2 .....	19
2.02 Enforcement of environmental regulation .....	5.9 .....	6			
2.03 Sustainability of T&T industry development.....	4.8 .....	46	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>3.7</b> .....	<b>122</b>
2.04 Carbon dioxide emission, million tons/capita* ....	10.6 .....	121	10.01 Ticket taxes and airport charges (0-100)* .....	72.8 .....	97
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	29.6 .....	68	10.02 Purchasing power parity* .....	1.2 .....	125
2.06 Threatened species, %* .....	1.9 .....	8	10.04 Fuel price, US\$ cents/liter* .....	171.0 .....	129
2.07 Environm. treaty ratification (0-25)* .....	24 .....	1	10.03 Extent and effect of taxation .....	4.1 .....	28
			10.05 Hotel price index, US\$* .....	150.8 .....	85
<b>3rd pillar: Safety and security</b> .....	<b>6.1</b> .....	<b>6</b>			
3.01 Business costs of crime and violence .....	5.6 .....	31	<b>11th pillar: Human resources</b> .....	<b>5.7</b> .....	<b>9</b>
3.02 Reliability of police services.....	6.2 .....	6	<i>Education and training</i> .....	6.1 .....	3
3.03 Road traffic accidents/100,000 pop.* .....	4.8 .....	4	11.01 Primary education enrollment, net %* .....	99.8 .....	5
3.04 Business costs of terrorism .....	6.1 .....	39	11.02 Secondary education enrollment, gross %* .....	121.5 .....	3
			11.03 Quality of the educational system .....	5.3 .....	13
<b>4th pillar: Health and hygiene</b> .....	<b>6.0</b> .....	<b>30</b>	11.04 Local availability specialized research & training... 6.1 .....	2	
4.01 Physician density/1,000 pop.* .....	2.9 .....	35	11.05 Extent of staff training .....	5.2 .....	8
4.02 Access to improved sanitation, % pop.* .....	100.0 .....	1	<i>Availability of qualified labor</i> .....	5.3 .....	25
4.03 Access to improved drinking water, % pop.* ...	100.0 .....	1	11.06 Hiring and firing practices .....	3.1 .....	122
4.04 Hospital beds/10,000 pop.* .....	47.0 .....	37	11.07 Ease of hiring foreign labor .....	4.7 .....	26
			11.08 HIV prevalence, % adult pop.* .....	0.2 .....	52
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.4</b> .....	<b>71</b>	11.09 Business impact of HIV/AIDS.....	6.3 .....	13
5.01 Government prioritization of the T&T industry .....	5.2 .....	71	11.10 Life expectancy, years* .....	80.7 .....	16
5.02 T&T gov't expenditure, % gov't budget* .....	2.2 .....	101			
5.03 Effectiveness of marketing to attract tourists .....	5.1 .....	40	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.8</b> .....	<b>52</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	64.0 .....	72	12.01 Tourism openness, % of GDP* .....	4.2 .....	78
5.05 Timeliness of T&T data (0-18)* .....	14.5 .....	65	12.02 Attitude of population toward foreign visitors .....	6.4 .....	47
			12.03 Extension of business trips recommended .....	5.4 .....	69
<b>6th pillar: Air transport infrastructure</b> .....	<b>5.2</b> .....	<b>13</b>	12.04 Degree of customer orientation.....	5.3 .....	24
6.01 Quality of air transport infrastructure .....	6.6 .....	4			
6.02 Airline seat kms/week, dom., millions* .....	0.2 .....	92	<b>13th pillar: Natural resources</b> .....	<b>3.7</b> .....	<b>60</b>
6.03 Airline seat kms/week, int'l, millions* .....	1,701.2 .....	17	13.01 No. of World Heritage natural sites* .....	1 .....	45
6.04 Departures/1,000 pop.* .....	14.6 .....	29	13.02 Quality of the natural environment.....	5.1 .....	41
6.05 Airport density/million pop.* .....	0.3 .....	107	13.03 Total known species* .....	364 .....	109
6.06 No. of operating airlines* .....	97.5 .....	11	13.04 Terrestrial biome protection (0-17%)* .....	12.2 .....	61
6.07 International air transport network .....	6.7 .....	4	13.05 Marine protected areas, %* .....	5.1 .....	13
<b>7th pillar: Ground transport infrastructure</b> .....	<b>6.3</b> .....	<b>4</b>	<b>14th pillar: Cultural resources</b> .....	<b>5.6</b> .....	<b>14</b>
7.01 Quality of roads .....	6.0 .....	11	14.01 No. of World Heritage cultural sites* .....	8 .....	33
7.02 Quality of railroad infrastructure .....	5.7 .....	9	14.02 Sports stadiums, seats/million pop.* .....	55,816.5 .....	43
7.03 Quality of port infrastructure.....	6.8 .....	1	14.03 No. of int'l fairs and exhibitions* .....	276.7 .....	10
7.04 Quality of ground transport network .....	6.1 .....	7	14.04 Creative industries exports, % of world total* .....	2.0 .....	10
7.05 Road density/million pop.* .....	329.0 .....	6			

# New Zealand

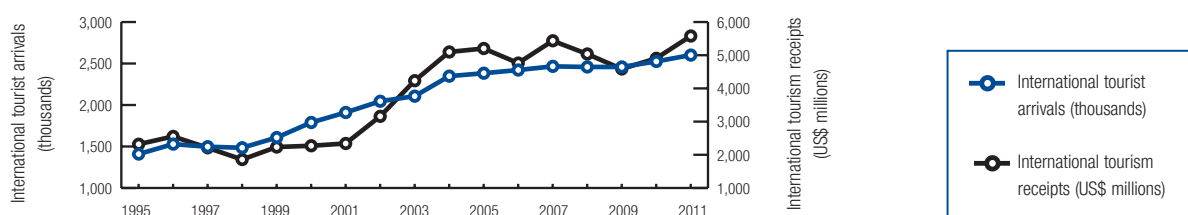
## Key indicators

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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>12</b>	<b>5.2</b>
2011 Travel & Tourism Competitiveness Index.....	19	5.0
2009 Travel & Tourism Competitiveness Index.....	20	4.9
<b>T&amp;T regulatory framework</b> .....	<b>4</b>	<b>5.8</b>
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
<b>Business environment and infrastructure</b> .....	<b>12</b>	<b>5.1</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>22</b>	<b>4.7</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>5.8</b> .....	<b>2</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>6.3</b> .....	<b>11</b>
1.01 Prevalence of foreign ownership .....	6.0.....	6	8.01 Hotel rooms/100 pop.* .....	2.0.....	9
1.02 Property rights .....	6.1.....	6	8.02 Presence of major car rental co. (1-7)* .....	6.....	32
1.03 Business impact of rules on FDI .....	4.9.....	43	8.03 ATMs accepting Visa cards/million pop.* .....	570.2.....	28
1.04 Visa requirements, no. of countries* .....	57.0.....	103	<b>9th pillar: ICT infrastructure</b> .....	<b>5.0</b> .....	<b>22</b>
1.05 Openness bilateral ASAs (0-38)* .....	35.6.....	1	9.01 ICT use for B-to-B transactions .....	6.0.....	11
1.06 Transparency of government policymaking .....	6.0.....	3	9.02 ICT use for B-to-C transactions .....	5.6.....	18
1.07 No. of days to start a business* .....	1.....	1	9.03 Individuals using the Internet, %* .....	86.0.....	9
1.08 Cost to start a business, % GNI/capita* .....	0.4.....	5	9.04 Fixed telephone lines/100 pop.* .....	42.6.....	25
1.09 GATS commitment restrictiveness (0-100)* .....	75.0.....	17	9.05 Broadband Internet subscribers/100 pop.* .....	25.8.....	19
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.2</b> .....	<b>22</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	109.2.....	59
2.01 Stringency of environmental regulation.....	6.0.....	9	9.07 Mobile broadband subscriptions/100 pop.* .....	53.1.....	16
2.02 Enforcement of environmental regulation .....	5.9.....	9	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.5</b> .....	<b>74</b>
2.03 Sustainability of T&T industry development.....	6.1.....	2	10.01 Ticket taxes and airport charges (0-100)* .....	79.0.....	73
2.04 Carbon dioxide emission, million tons/capita* .....	7.8.....	104	10.02 Purchasing power parity* .....	1.2.....	128
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	11.7.....	5	10.04 Fuel price, US\$ cents/liter* .....	97.0.....	52
2.06 Threatened species, %* .....	30.7.....	139	10.03 Extent and effect of taxation .....	4.6.....	17
2.07 Environm. treaty ratification (0-25)* .....	23.....	13	10.05 Hotel price index, US\$* .....	109.0.....	33
<b>3rd pillar: Safety and security</b> .....	<b>6.1</b> .....	<b>9</b>	<b>11th pillar: Human resources</b> .....	<b>5.6</b> .....	<b>13</b>
3.01 Business costs of crime and violence .....	5.9.....	16	<i>Education and training</i> .....	5.8.....	14
3.02 Reliability of police services.....	6.3.....	4	11.01 Primary education enrollment, net %* .....	99.3.....	12
3.03 Road traffic accidents/100,000 pop.* .....	10.1.....	26	11.02 Secondary education enrollment, gross %* .....	119.1.....	6
3.04 Business costs of terrorism .....	6.2.....	23	11.03 Quality of the educational system .....	5.3.....	11
<b>4th pillar: Health and hygiene</b> .....	<b>6.3</b> .....	<b>17</b>	11.04 Local availability specialized research & training... ..	4.8.....	32
4.01 Physician density/1,000 pop.* .....	2.7.....	40	11.05 Extent of staff training.....	4.8.....	18
4.02 Access to improved sanitation, % pop.* .....	100.0.....	1	<i>Availability of qualified labor</i> .....	5.5.....	17
4.03 Access to improved drinking water, % pop.* ...	100.0.....	1	11.06 Hiring and firing practices .....	4.0.....	66
4.04 Hospital beds/10,000 pop.* .....	61.8.....	23	11.07 Ease of hiring foreign labor .....	4.3.....	56
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>5.4</b> .....	<b>21</b>	11.08 HIV prevalence, % adult pop.* .....	0.1.....	12
5.01 Government prioritization of the T&T industry .....	6.7.....	2	11.09 Business impact of HIV/AIDS.....	6.4.....	11
5.02 T&T gov't expenditure, % gov't budget* .....	3.1.....	77	11.10 Life expectancy, years* .....	80.7.....	16
5.03 Effectiveness of marketing to attract tourists .....	6.1.....	3	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>5.4</b> .....	<b>17</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	92.0.....	11	12.01 Tourism openness, % of GDP* .....	5.7.....	51
5.05 Timeliness of T&T data (0-18)* .....	16.5.....	17	12.02 Attitude of population toward foreign visitors .....	6.8.....	2
<b>6th pillar: Air transport infrastructure</b> .....	<b>5.2</b> .....	<b>12</b>	12.03 Extension of business trips recommended .....	6.5.....	1
6.01 Quality of air transport infrastructure .....	6.2.....	12	12.04 Degree of customer orientation.....	5.7.....	7
6.02 Airline seat kms/week, dom., millions* .....	113.2.....	29	<b>13th pillar: Natural resources</b> .....	<b>4.8</b> .....	<b>26</b>
6.03 Airline seat kms/week, int'l, millions* .....	585.8.....	32	13.01 No. of World Heritage natural sites* .....	3.....	18
6.04 Departures/1,000 pop.* .....	42.6.....	7	13.02 Quality of the natural environment.....	6.5.....	3
6.05 Airport density/million pop.* .....	6.1.....	8	13.03 Total known species* .....	270.....	129
6.06 No. of operating airlines* .....	20.0.....	80	13.04 Terrestrial biome protection (0-17%)* .....	14.3.....	44
6.07 International air transport network .....	6.2.....	10	13.05 Marine protected areas, %* .....	27.5.....	3
<b>7th pillar: Ground transport infrastructure</b> .....	<b>4.3</b> .....	<b>46</b>	<b>14th pillar: Cultural resources</b> .....	<b>3.0</b> .....	<b>52</b>
7.01 Quality of roads .....	4.9.....	41	14.01 No. of World Heritage cultural sites* .....	1.....	109
7.02 Quality of railroad infrastructure .....	3.6.....	41	14.02 Sports stadiums, seats/million pop.* .....	149,810.0.....	7
7.03 Quality of port infrastructure.....	5.5.....	22	14.03 No. of int'l fairs and exhibitions* .....	39.3.....	50
7.04 Quality of ground transport network .....	5.1.....	32	14.04 Creative industries exports, % of world total* .....	0.1.....	58
7.05 Road density/million pop.* .....	35.0.....	66			

# Nicaragua

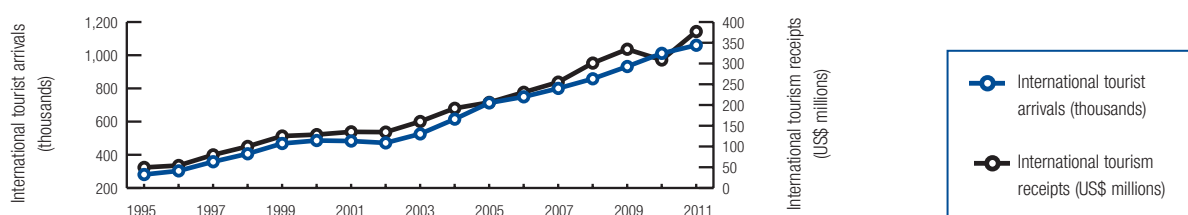
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>95</b>	<b>3.7</b>
2011 Travel & Tourism Competitiveness Index.....	100	3.6
2009 Travel & Tourism Competitiveness Index.....	103	3.5
<b>T&amp;T regulatory framework</b> .....	<b>98</b>	<b>4.2</b>
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
<b>Business environment and infrastructure</b> .....	<b>101</b>	<b>3.1</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>82</b>	<b>3.7</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.2</b> .....	<b>101</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>3.1</b> .....	<b>88</b>
1.01 Prevalence of foreign ownership .....	4.3.....	98	8.01 Hotel rooms/100 pop.* .....	0.2.....	91
1.02 Property rights .....	3.3.....	120	8.02 Presence of major car rental co. (1-7)* .....	6.....	32
1.03 Business impact of rules on FDI .....	4.3.....	100	8.03 ATMs accepting Visa cards/million pop.* .....	68.3.....	99
1.04 Visa requirements, no. of countries* .....	162.5.....	4	<b>9th pillar: ICT infrastructure</b> .....	<b>2.1</b> .....	<b>113</b>
1.05 Openness bilateral ASAs (0-38)* .....	26.9.....	4	9.01 ICT use for B-to-B transactions .....	4.2.....	122
1.06 Transparency of government policymaking .....	3.7.....	116	9.02 ICT use for B-to-C transactions .....	3.9.....	102
1.07 No. of days to start a business* .....	39.....	119	9.03 Individuals using the Internet, %* .....	10.6.....	117
1.08 Cost to start a business, % GNI/capita* .....	100.6.....	132	9.04 Fixed telephone lines/100 pop.* .....	4.9.....	107
1.09 GATS commitment restrictiveness (0-100)* .....	48.5.....	88	9.05 Broadband Internet subscribers/100 pop.* .....	1.4.....	99
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.9</b> .....	<b>43</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	82.2.....	106
2.01 Stringency of environmental regulation.....	3.6.....	88	9.07 Mobile broadband subscriptions/100 pop.* .....	0.8.....	112
2.02 Enforcement of environmental regulation .....	3.7.....	67	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>5.2</b> .....	<b>17</b>
2.03 Sustainability of T&T industry development.....	4.2.....	79	10.01 Ticket taxes and airport charges (0-100)* .....	81.3.....	62
2.04 Carbon dioxide emission, million tons/capita* .....	0.8.....	33	10.02 Purchasing power parity* .....	0.4.....	13
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	24.4.....	50	10.04 Fuel price, US\$ cents/liter* .....	99.0.....	57
2.06 Threatened species, %* .....	3.2.....	36	10.03 Extent and effect of taxation .....	3.4.....	80
2.07 Environm. treaty ratification (0-25)* .....	18.....	84	10.05 Hotel price index, US\$* .....	73.3.....	5
<b>3rd pillar: Safety and security</b> .....	<b>4.4</b> .....	<b>82</b>	<b>11th pillar: Human resources</b> .....	<b>4.7</b> .....	<b>89</b>
3.01 Business costs of crime and violence .....	4.1.....	101	<i>Education and training</i> .....	4.1.....	107
3.02 Reliability of police services.....	3.8.....	92	11.01 Primary education enrollment, net %* .....	92.5.....	79
3.03 Road traffic accidents/100,000 pop.* .....	14.2.....	59	11.02 Secondary education enrollment, gross %* .....	69.4.....	101
3.04 Business costs of terrorism .....	4.8.....	112	11.03 Quality of the educational system .....	2.8.....	120
<b>4th pillar: Health and hygiene</b> .....	<b>3.0</b> .....	<b>110</b>	11.04 Local availability specialized research & training... ..	3.2.....	123
4.01 Physician density/1,000 pop.* .....	0.4.....	106	11.05 Extent of staff training.....	3.6.....	95
4.02 Access to improved sanitation, % pop.* .....	52.0.....	107	<i>Availability of qualified labor</i> .....	5.3.....	31
4.03 Access to improved drinking water, % pop.* .....	85.0.....	104	11.06 Hiring and firing practices .....	4.1.....	61
4.04 Hospital beds/10,000 pop.* .....	8.0.....	119	11.07 Ease of hiring foreign labor .....	4.6.....	31
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.2</b> .....	<b>83</b>	11.08 HIV prevalence, % adult pop.* .....	0.2.....	52
5.01 Government prioritization of the T&T industry .....	4.9.....	87	11.09 Business impact of HIV/AIDS.....	5.2.....	75
5.02 T&T gov't expenditure, % gov't budget* .....	2.1.....	104	11.10 Life expectancy, years* .....	74.0.....	61
5.03 Effectiveness of marketing to attract tourists .....	4.2.....	87	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.6</b> .....	<b>68</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	86.0.....	19	12.01 Tourism openness, % of GDP* .....	8.6.....	28
5.05 Timeliness of T&T data (0-18)* .....	15.5.....	48	12.02 Attitude of population toward foreign visitors .....	6.1.....	92
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.3</b> .....	<b>112</b>	12.03 Extension of business trips recommended .....	5.2.....	80
6.01 Quality of air transport infrastructure .....	4.2.....	90	12.04 Degree of customer orientation.....	3.8.....	121
6.02 Airline seat kms/week, dom., millions* .....	0.0.....	105	<b>13th pillar: Natural resources</b> .....	<b>4.0</b> .....	<b>52</b>
6.03 Airline seat kms/week, int'l, millions* .....	17.5.....	120	13.01 No. of World Heritage natural sites* .....	0.....	79
6.04 Departures/1,000 pop.* .....	0.1.....	126	13.02 Quality of the natural environment.....	3.8.....	98
6.05 Airport density/million pop.* .....	0.7.....	69	13.03 Total known species* .....	950.....	35
6.06 No. of operating airlines* .....	8.5.....	118	13.04 Terrestrial biome protection (0-17%)* .....	15.5.....	29
6.07 International air transport network .....	4.1.....	104	13.05 Marine protected areas, %* .....	9.5.....	9
<b>7th pillar: Ground transport infrastructure</b> .....	<b>2.9</b> .....	<b>106</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.7</b> .....	<b>101</b>
7.01 Quality of roads .....	3.8.....	75	14.01 No. of World Heritage cultural sites* .....	4.....	63
7.02 Quality of railroad infrastructure .....	2.2.....	83	14.02 Sports stadiums, seats/million pop.* .....	18,807.9.....	91
7.03 Quality of port infrastructure.....	3.2.....	122	14.03 No. of int'l fairs and exhibitions* .....	6.3.....	87
7.04 Quality of ground transport network .....	3.8.....	114	14.04 Creative industries exports, % of world total* .....	0.0.....	116
7.05 Road density/million pop.* .....	17.0.....	94			

# Nigeria

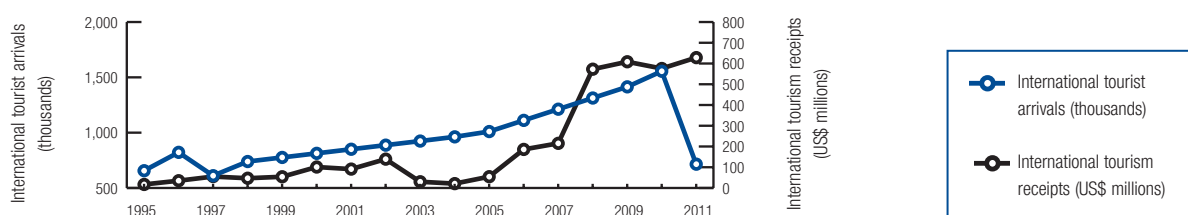
## Key indicators

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)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>127</b>	<b>3.1</b>
2011 Travel & Tourism Competitiveness Index.....	130	3.1
2009 Travel & Tourism Competitiveness Index.....	128	3.0
<b>T&amp;T regulatory framework</b> .....	<b>135</b>	<b>3.3</b>
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
<b>Business environment and infrastructure</b> .....	<b>114</b>	<b>2.8</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>118</b>	<b>3.3</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>3.8</b> .....	<b>117</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>2.4</b> .....	<b>103</b>
1.01 Prevalence of foreign ownership .....	4.7 .....	66	8.01 Hotel rooms/100 pop.* .....	0.1 .....	117
1.02 Property rights .....	3.4 .....	116	8.02 Presence of major car rental co. (1–7)* .....	4 .....	82
1.03 Business impact of rules on FDI .....	4.4 .....	85	8.03 ATMs accepting Visa cards/million pop.* .....	45.0 .....	107
1.04 Visa requirements, no. of countries* .....	15.0 .....	126	<b>9th pillar: ICT infrastructure</b> .....	<b>2.2</b> .....	<b>105</b>
1.05 Openness bilateral ASAs (0–38)* .....	12.4 .....	46	9.01 ICT use for B-to-B transactions .....	4.6 .....	99
1.06 Transparency of government policymaking .....	4.4 .....	61	9.02 ICT use for B-to-C transactions .....	4.5 .....	70
1.07 No. of days to start a business* .....	34 .....	113	9.03 Individuals using the Internet, %* .....	28.4 .....	92
1.08 Cost to start a business, % GNI/capita* .....	60.4 .....	121	9.04 Fixed telephone lines/100 pop.* .....	0.4 .....	133
1.09 GATS commitment restrictiveness (0–100)* .....	75.0 .....	17	9.05 Broadband Internet subscribers/100 pop.* .....	0.1 .....	119
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.6</b> .....	<b>63</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	58.6 .....	122
2.01 Stringency of environmental regulation.....	3.1 .....	117	9.07 Mobile broadband subscriptions/100 pop.* .....	10.0 .....	74
2.02 Enforcement of environmental regulation .....	3.2 .....	97	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.3</b> .....	<b>89</b>
2.03 Sustainability of T&T industry development.....	3.6 .....	108	10.01 Ticket taxes and airport charges (0–100)* .....	69.8 .....	103
2.04 Carbon dioxide emission, million tons/capita* .....	0.6 .....	30	10.02 Purchasing power parity* .....	0.6 .....	50
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	41.6 .....	92	10.04 Fuel price, US\$ cents/liter* .....	77.0 .....	25
2.06 Threatened species, %* .....	4.6 .....	60	10.03 Extent and effect of taxation .....	4.3 .....	21
2.07 Environm. treaty ratification (0–25)* .....	21 .....	39	10.05 Hotel price index, US\$* .....	255.7 .....	115
<b>3rd pillar: Safety and security</b> .....	<b>3.2</b> .....	<b>136</b>	<b>11th pillar: Human resources</b> .....	<b>3.8</b> .....	<b>122</b>
3.01 Business costs of crime and violence .....	3.3 .....	124	<i>Education and training</i> .....	3.1 .....	127
3.02 Reliability of police services.....	3.2 .....	111	11.01 Primary education enrollment, net %* .....	57.6 .....	137
3.03 Road traffic accidents/100,000 pop.* .....	32.3 .....	120	11.02 Secondary education enrollment, gross %* .....	44.0 .....	117
3.04 Business costs of terrorism .....	3.7 .....	135	11.03 Quality of the educational system .....	3.5 .....	82
<b>4th pillar: Health and hygiene</b> .....	<b>1.7</b> .....	<b>133</b>	11.04 Local availability specialized research & training... ..	4.2 .....	68
4.01 Physician density/1,000 pop.* .....	0.4 .....	104	11.05 Extent of staff training .....	4.1 .....	57
4.02 Access to improved sanitation, % pop.* .....	31.0 .....	120	<i>Availability of qualified labor</i> .....	4.4 .....	119
4.03 Access to improved drinking water, % pop.* .....	58.0 .....	131	11.06 Hiring and firing practices .....	4.9 .....	17
4.04 Hospital beds/10,000 pop.* .....	5.3 .....	127	11.07 Ease of hiring foreign labor .....	4.8 .....	16
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>2.9</b> .....	<b>133</b>	11.08 HIV prevalence, % adult pop.* .....	3.6 .....	127
5.01 Government prioritization of the T&T industry .....	4.1 .....	125	11.09 Business impact of HIV/AIDS.....	4.3 .....	112
5.02 T&T gov't expenditure, % gov't budget* .....	0.3 .....	137	11.10 Life expectancy, years* .....	51.9 .....	130
5.03 Effectiveness of marketing to attract tourists .....	4.0 .....	93	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.2</b> .....	<b>117</b>
5.04 Comprehensiveness of T&T data (0–120)* .....	47.0 .....	104	12.01 Tourism openness, % of GDP* .....	3.0 .....	99
5.05 Timeliness of T&T data (0–18)* .....	3.0 .....	112	12.02 Attitude of population toward foreign visitors .....	5.8 .....	110
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.5</b> .....	<b>99</b>	12.03 Extension of business trips recommended .....	4.5 .....	122
6.01 Quality of air transport infrastructure .....	4.0 .....	99	12.04 Degree of customer orientation.....	4.5 .....	87
6.02 Airline seat kms/week, dom., millions* .....	83.1 .....	30	<b>13th pillar: Natural resources</b> .....	<b>3.6</b> .....	<b>68</b>
6.03 Airline seat kms/week, int'l, millions* .....	199.7 .....	57	13.01 No. of World Heritage natural sites* .....	0 .....	79
6.04 Departures/1,000 pop.* .....	0.1 .....	124	13.02 Quality of the natural environment.....	3.5 .....	119
6.05 Airport density/million pop.* .....	0.1 .....	133	13.03 Total known species* .....	1,235 .....	23
6.06 No. of operating airlines* .....	28.0 .....	61	13.04 Terrestrial biome protection (0–17%)* .....	12.9 .....	58
6.07 International air transport network .....	4.6 .....	73	13.05 Marine protected areas, %* .....	0.0 .....	95
<b>7th pillar: Ground transport infrastructure</b> .....	<b>2.8</b> .....	<b>119</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.8</b> .....	<b>98</b>
7.01 Quality of roads .....	2.8 .....	112	14.01 No. of World Heritage cultural sites* .....	5 .....	52
7.02 Quality of railroad infrastructure .....	1.9 .....	93	14.02 Sports stadiums, seats/million pop.* .....	4,507.4 .....	123
7.03 Quality of port infrastructure.....	3.6 .....	105	14.03 No. of int'l fairs and exhibitions* .....	13.3 .....	74
7.04 Quality of ground transport network .....	3.9 .....	109	14.04 Creative industries exports, % of world total* .....	0.0 .....	102
7.05 Road density/million pop.* .....	21.0 .....	84			

Absolute value      Percent of total      T&T industry  
GDP growth forecast  
(2013–2022)

Note:

# Norway

## The Travel & Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>5.1</b>	<b>21</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>6.4</b>	<b>10</b>
1.01 Prevalence of foreign ownership .....	5.3	30	8.01 Hotel rooms/100 pop.* .....	1.6	18
1.02 Property rights .....	5.9	10	8.02 Presence of major car rental co. (1-7)* .....	7	1
1.03 Business impact of rules on FDI .....	4.5	78	8.03 ATMs accepting Visa cards/million pop.* .....	559.4	29
1.04 Visa requirements, no. of countries* .....	71.0	58	<b>9th pillar: ICT infrastructure</b> .....	<b>5.3</b>	<b>14</b>
1.05 Openness bilateral ASAs (0-38)* .....	10.1	77	9.01 ICT use for B-to-B transactions .....	6.0	8
1.06 Transparency of government policymaking .....	5.1	23	9.02 ICT use for B-to-C transactions .....	5.7	13
1.07 No. of days to start a business* .....	7	24	9.03 Individuals using the Internet, %* .....	94.0	2
1.08 Cost to start a business, % GNI/capita* .....	1.7	25	9.04 Fixed telephone lines/100 pop.* .....	31.0	39
1.09 GATS commitment restrictiveness (0-100)* .....	75.0	17	9.05 Broadband Internet subscribers/100 pop.* .....	35.4	6
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.6</b>	<b>8</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	115.6	51
2.01 Stringency of environmental regulation .....	5.9	11	9.07 Mobile broadband subscriptions/100 pop.* .....	76.5	8
2.02 Enforcement of environmental regulation .....	5.8	11	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>3.2</b>	<b>136</b>
2.03 Sustainability of T&T industry development .....	4.7	55	10.01 Ticket taxes and airport charges (0-100)* .....	89.3	19
2.04 Carbon dioxide emission, million tons/capita* .....	10.5	120	10.02 Purchasing power parity* .....	1.6	138
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	14.8	16	10.04 Fuel price, US\$ cents/liter* .....	201.0	138
2.06 Threatened species, %* .....	3.3	39	10.03 Extent and effect of taxation .....	3.6	56
2.07 Environm. treaty ratification (0-25)* .....	24	1	10.05 Hotel price index, US\$* .....	160.5	89
<b>3rd pillar: Safety and security</b> .....	<b>6.1</b>	<b>10</b>	<b>11th pillar: Human resources</b> .....	<b>5.6</b>	<b>16</b>
3.01 Business costs of crime and violence .....	5.8	17	<i>Education and training</i> .....	5.9	11
3.02 Reliability of police services .....	6.0	18	11.01 Primary education enrollment, net %* .....	99.1	15
3.03 Road traffic accidents/100,000 pop.* .....	5.0	7	11.02 Secondary education enrollment, gross %* .....	111.0	9
3.04 Business costs of terrorism .....	5.9	51	11.03 Quality of the educational system .....	5.0	18
<b>4th pillar: Health and hygiene</b> .....	<b>6.1</b>	<b>22</b>	11.04 Local availability specialized research & training .....	5.4	14
4.01 Physician density/1,000 pop.* .....	4.2	5	11.05 Extent of staff training .....	5.2	9
4.02 Access to improved sanitation, % pop.* .....	100.0	1	<i>Availability of qualified labor</i> .....	5.2	40
4.03 Access to improved drinking water, % pop.* .....	100.0	1	11.06 Hiring and firing practices .....	2.8	131
4.04 Hospital beds/10,000 pop.* .....	33.0	55	11.07 Ease of hiring foreign labor .....	4.5	43
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.8</b>	<b>43</b>	11.08 HIV prevalence, % adult pop.* .....	0.1	12
5.01 Government prioritization of the T&T industry .....	5.0	84	11.09 Business impact of HIV/AIDS .....	6.6	5
5.02 T&T gov't expenditure, % gov't budget* .....	5.8	29	11.10 Life expectancy, years* .....	81.0	12
5.03 Effectiveness of marketing to attract tourists .....	4.3	76	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.6</b>	<b>66</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	72.0	48	12.01 Tourism openness, % of GDP* .....	4.4	75
5.05 Timeliness of T&T data (0-18)* .....	15.5	48	12.02 Attitude of population toward foreign visitors .....	6.3	59
<b>6th pillar: Air transport infrastructure</b> .....	<b>5.1</b>	<b>15</b>	12.03 Extension of business trips recommended .....	4.8	103
6.01 Quality of air transport infrastructure .....	6.2	13	12.04 Degree of customer orientation .....	5.2	31
6.02 Airline seat kms/week, dom., millions* .....	152.9	28	<b>13th pillar: Natural resources</b> .....	<b>3.8</b>	<b>59</b>
6.03 Airline seat kms/week, int'l, millions* .....	288.1	49	13.01 No. of World Heritage natural sites* .....	1	45
6.04 Departures/1,000 pop.* .....	22.9	17	13.02 Quality of the natural environment .....	6.3	6
6.05 Airport density/million pop.* .....	10.2	4	13.03 Total known species* .....	337	117
6.06 No. of operating airlines* .....	41.0	42	13.04 Terrestrial biome protection (0-17%)* .....	12.7	60
6.07 International air transport network .....	5.9	20	13.05 Marine protected areas, %* .....	0.2	76
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.8</b>	<b>64</b>	<b>14th pillar: Cultural resources</b> .....	<b>4.1</b>	<b>27</b>
7.01 Quality of roads .....	3.6	83	14.01 No. of World Heritage cultural sites* .....	6	45
7.02 Quality of railroad infrastructure .....	3.3	47	14.02 Sports stadiums, seats/million pop.* .....	134,420.2	11
7.03 Quality of port infrastructure .....	5.4	25	14.03 No. of int'l fairs and exhibitions* .....	140.0	25
7.04 Quality of ground transport network .....	4.6	54	14.04 Creative industries exports, % of world total* .....	0.1	54
7.05 Road density/million pop.* .....	29.0	75			



## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.9</b> .....	<b>38</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>4.5</b> .....	<b>57</b>
1.01 Prevalence of foreign ownership .....	4.7 .....	68	8.01 Hotel rooms/100 pop.* .....	0.4 .....	64
1.02 Property rights .....	5.5 .....	24	8.02 Presence of major car rental co. (1-7)* .....	7 .....	1
1.03 Business impact of rules on FDI .....	5.1 .....	30	8.03 ATMs accepting Visa cards/million pop.* .....	332.0 .....	61
1.04 Visa requirements, no. of countries* .....	52.9 .....	108			
1.05 Openness bilateral ASAs (0-38)* .....	7.8 .....	105	<b>9th pillar: ICT infrastructure</b> .....	<b>3.6</b> .....	<b>53</b>
1.06 Transparency of government policymaking .....	5.0 .....	25	9.01 ICT use for B-to-B transactions .....	4.9 .....	73
1.07 No. of days to start a business* .....	8 .....	33	9.02 ICT use for B-to-C transactions .....	4.2 .....	89
1.08 Cost to start a business, % GNI/capita* .....	2.6 .....	39	9.03 Individuals using the Internet, %* .....	68.0 .....	37
1.09 GATS commitment restrictiveness (0-100)* .....	66.7 .....	45	9.04 Fixed telephone lines/100 pop.* .....	10.1 .....	92
			9.05 Broadband Internet subscribers/100 pop.* .....	1.8 .....	93
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.4</b> .....	<b>87</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	169.0 .....	8
2.01 Stringency of environmental regulation.....	5.5 .....	20	9.07 Mobile broadband subscriptions/100 pop.* .....	37.8 .....	31
2.02 Enforcement of environmental regulation .....	5.5 .....	16			
2.03 Sustainability of T&T industry development.....	5.7 .....	6	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>5.0</b> .....	<b>29</b>
2.04 Carbon dioxide emission, million tons/capita* ....	17.3 .....	130	10.01 Ticket taxes and airport charges (0-100)* .....	93.7 .....	9
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	81.9 .....	128	10.02 Purchasing power parity* .....	0.9 .....	104
2.06 Threatened species, %* .....	4.7 .....	64	10.04 Fuel price, US\$ cents/liter* .....	38.0 .....	13
2.07 Environm. treaty ratification (0-25)* .....	20 .....	53	10.03 Extent and effect of taxation .....	5.6 .....	5
			10.05 Hotel price index, US\$* .....	226.9 .....	112
<b>3rd pillar: Safety and security</b> .....	<b>5.6</b> .....	<b>30</b>			
3.01 Business costs of crime and violence .....	6.1 .....	8	<b>11th pillar: Human resources</b> .....	<b>5.0</b> .....	<b>54</b>
3.02 Reliability of police services.....	5.7 .....	25	<i>Education and training</i> .....	5.1 .....	42
3.03 Road traffic accidents/100,000 pop.* .....	21.3 .....	89	11.01 Primary education enrollment, net %* .....	93.6 .....	70
3.04 Business costs of terrorism .....	6.4 .....	15	11.02 Secondary education enrollment, gross %* .....	100.3 .....	31
			11.03 Quality of the educational system .....	3.9 .....	59
<b>4th pillar: Health and hygiene</b> .....	<b>4.7</b> .....	<b>71</b>	11.04 Local availability specialized research & training... 3.9 .....	85	
4.01 Physician density/1,000 pop.* .....	1.9 .....	62	11.05 Extent of staff training .....	4.4 .....	34
4.02 Access to improved sanitation, % pop.* .....	99.0 .....	39	<i>Availability of qualified labor</i> .....	4.9 .....	86
4.03 Access to improved drinking water, % pop.* .....	89.0 .....	93	11.06 Hiring and firing practices .....	3.9 .....	70
4.04 Hospital beds/10,000 pop.* .....	18.0 .....	87	11.07 Ease of hiring foreign labor .....	3.4 .....	121
			11.08 HIV prevalence, % adult pop.* .....	0.1 .....	12
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.5</b> .....	<b>60</b>	11.09 Business impact of HIV/AIDS.....	5.2 .....	71
5.01 Government prioritization of the T&T industry .....	6.3 .....	12	11.10 Life expectancy, years* .....	73.3 .....	74
5.02 T&T gov't expenditure, % gov't budget* .....	1.3 .....	124			
5.03 Effectiveness of marketing to attract tourists .....	5.4 .....	23	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.9</b> .....	<b>43</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	71.0 .....	51	12.01 Tourism openness, % of GDP* .....	2.9 .....	101
5.05 Timeliness of T&T data (0-18)* .....	11.0 .....	97	12.02 Attitude of population toward foreign visitors .....	6.5 .....	35
			12.03 Extension of business trips recommended .....	6.0 .....	23
<b>6th pillar: Air transport infrastructure</b> .....	<b>3.5</b> .....	<b>53</b>	12.04 Degree of customer orientation.....	5.2 .....	28
6.01 Quality of air transport infrastructure .....	5.5 .....	40			
6.02 Airline seat kms/week, dom., millions* .....	8.6 .....	49	<b>13th pillar: Natural resources</b> .....	<b>3.4</b> .....	<b>79</b>
6.03 Airline seat kms/week, int'l, millions* .....	151.1 .....	69	13.01 No. of World Heritage natural sites* .....	0 .....	79
6.04 Departures/1,000 pop.* .....	12.4 .....	34	13.02 Quality of the natural environment.....	6.0 .....	12
6.05 Airport density/million pop.* .....	1.1 .....	40	13.03 Total known species* .....	407 .....	95
6.06 No. of operating airlines* .....	29.0 .....	60	13.04 Terrestrial biome protection (0-17%)* .....	10.6 .....	71
6.07 International air transport network .....	5.4 .....	45	13.05 Marine protected areas, %* .....	0.1 .....	81
<b>7th pillar: Ground transport infrastructure</b> .....	<b>4.5</b> .....	<b>41</b>	<b>14th pillar: Cultural resources</b> .....	<b>2.2</b> .....	<b>78</b>
7.01 Quality of roads .....	6.4 .....	5	14.01 No. of World Heritage cultural sites* .....	5 .....	52
7.02 Quality of railroad infrastructure .....	n/a .....	n/a	14.02 Sports stadiums, seats/million pop.* .....	46,729.9 .....	58
7.03 Quality of port infrastructure.....	5.4 .....	24	14.03 No. of int'l fairs and exhibitions* .....	4.3 .....	102
7.04 Quality of ground transport network .....	4.5 .....	61	14.04 Creative industries exports, % of world total* .....	0.0 .....	92
7.05 Road density/million pop.* .....	18.0 .....	92			

# Pakistan

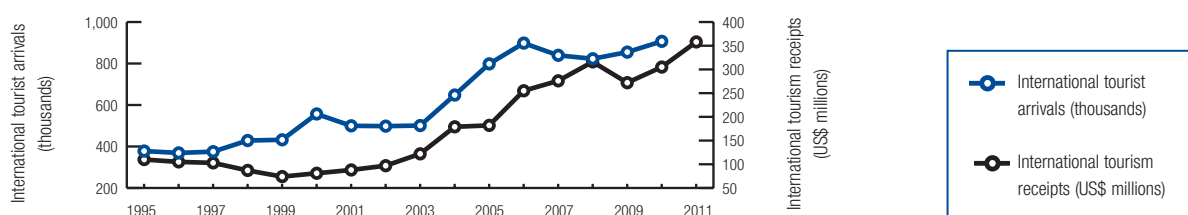
## Key indicators

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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>122</b>	<b>3.2</b>
2011 Travel & Tourism Competitiveness Index.....	125	3.2
2009 Travel & Tourism Competitiveness Index.....	113	3.3
<b>T&amp;T regulatory framework</b> .....	<b>131</b>	<b>3.4</b>
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
<b>Business environment and infrastructure</b> .....	<b>104</b>	<b>3.0</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>116</b>	<b>3.4</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>3.8</b> .....	<b>120</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>1.9</b> .....	<b>119</b>
1.01 Prevalence of foreign ownership .....	3.9.....	116	8.01 Hotel rooms/100 pop.* .....	0.0.....	133
1.02 Property rights .....	3.5.....	113	8.02 Presence of major car rental co. (1-7)* .....	3.....	97
1.03 Business impact of rules on FDI .....	4.4.....	94	8.03 ATMs accepting Visa cards/million pop.* .....	16.0.....	120
1.04 Visa requirements, no. of countries* .....	7.0.....	136			
1.05 Openness bilateral ASAs (0-38)* .....	11.0.....	69	<b>9th pillar: ICT infrastructure</b> .....	<b>1.9</b> .....	<b>121</b>
1.06 Transparency of government policymaking .....	3.8.....	106	9.01 ICT use for B-to-B transactions .....	4.3.....	115
1.07 No. of days to start a business* .....	21.....	89	9.02 ICT use for B-to-C transactions .....	3.8.....	111
1.08 Cost to start a business, % GNI/capita* .....	9.9.....	71	9.03 Individuals using the Internet, %* .....	9.0.....	119
1.09 GATS commitment restrictiveness (0-100)* .....	24.3.....	111	9.04 Fixed telephone lines/100 pop.* .....	3.2.....	112
			9.05 Broadband Internet subscribers/100 pop.* .....	0.4.....	110
<b>2nd pillar: Environmental sustainability</b> .....	<b>3.7</b> .....	<b>132</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	61.6.....	120
2.01 Stringency of environmental regulation.....	3.1.....	116	9.07 Mobile broadband subscriptions/100 pop.* .....	0.2.....	121
2.02 Enforcement of environmental regulation .....	2.8.....	116			
2.03 Sustainability of T&T industry development.....	3.0.....	133	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>5.2</b> .....	<b>15</b>
2.04 Carbon dioxide emission, million tons/capita* .....	1.0.....	36	10.01 Ticket taxes and airport charges (0-100)* .....	83.1.....	52
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	100.8.....	132	10.02 Purchasing power parity* .....	0.4.....	15
2.06 Threatened species, %* .....	6.4.....	96	10.04 Fuel price, US\$ cents/liter* .....	92.0.....	44
2.07 Environm. treaty ratification (0-25)* .....	20.....	53	10.03 Extent and effect of taxation .....	3.5.....	68
			10.05 Hotel price index, US\$* .....	89.7.....	15
<b>3rd pillar: Safety and security</b> .....	<b>3.1</b> .....	<b>137</b>			
3.01 Business costs of crime and violence .....	3.1.....	128	<b>11th pillar: Human resources</b> .....	<b>4.1</b> .....	<b>115</b>
3.02 Reliability of police services.....	3.0.....	123	<i>Education and training</i> .....	3.2.....	125
3.03 Road traffic accidents/100,000 pop.* .....	25.3.....	101	11.01 Primary education enrollment, net %* .....	74.1.....	128
3.04 Business costs of terrorism .....	3.1.....	139	11.02 Secondary education enrollment, gross %* .....	34.2.....	127
			11.03 Quality of the educational system .....	3.6.....	74
<b>4th pillar: Health and hygiene</b> .....	<b>3.3</b> .....	<b>107</b>	11.04 Local availability specialized research & training... ..	3.6.....	101
4.01 Physician density/1,000 pop.* .....	0.8.....	95	11.05 Extent of staff training.....	3.4.....	110
4.02 Access to improved sanitation, % pop.* .....	48.0.....	112	<i>Availability of qualified labor</i> .....	5.0.....	79
4.03 Access to improved drinking water, % pop.* .....	92.0.....	80	11.06 Hiring and firing practices .....	4.7.....	21
4.04 Hospital beds/10,000 pop.* .....	6.0.....	124	11.07 Ease of hiring foreign labor .....	4.2.....	65
			11.08 HIV prevalence, % adult pop.* .....	0.1.....	12
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>3.0</b> .....	<b>131</b>	11.09 Business impact of HIV/AIDS.....	4.5.....	104
5.01 Government prioritization of the T&T industry .....	3.3.....	137	11.10 Life expectancy, years* .....	65.2.....	110
5.02 T&T gov't expenditure, % gov't budget* .....	2.0.....	109			
5.03 Effectiveness of marketing to attract tourists .....	2.9.....	134	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>3.8</b> .....	<b>136</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	38.0.....	118	12.01 Tourism openness, % of GDP* .....	0.7.....	135
5.05 Timeliness of T&T data (0-18)* .....	10.0.....	99	12.02 Attitude of population toward foreign visitors .....	5.3.....	134
			12.03 Extension of business trips recommended .....	4.3.....	132
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.5</b> .....	<b>96</b>	12.04 Degree of customer orientation.....	4.4.....	95
6.01 Quality of air transport infrastructure .....	4.3.....	78			
6.02 Airline seat kms/week, dom., millions* .....	79.1.....	31	<b>13th pillar: Natural resources</b> .....	<b>3.3</b> .....	<b>86</b>
6.03 Airline seat kms/week, int'l, millions* .....	300.6.....	46	13.01 No. of World Heritage natural sites* .....	0.....	79
6.04 Departures/1,000 pop.* .....	0.3.....	118	13.02 Quality of the natural environment.....	3.7.....	106
6.05 Airport density/million pop.* .....	0.1.....	126	13.03 Total known species* .....	810.....	44
6.06 No. of operating airlines* .....	23.0.....	76	13.04 Terrestrial biome protection (0-17%)* .....	10.0.....	76
6.07 International air transport network .....	4.3.....	89	13.05 Marine protected areas, %* .....	0.3.....	72
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.4</b> .....	<b>77</b>	<b>14th pillar: Cultural resources</b> .....	<b>2.4</b> .....	<b>71</b>
7.01 Quality of roads .....	3.9.....	73	14.01 No. of World Heritage cultural sites* .....	7.....	39
7.02 Quality of railroad infrastructure .....	2.6.....	65	14.02 Sports stadiums, seats/million pop.* .....	4,212.1.....	127
7.03 Quality of port infrastructure.....	4.4.....	60	14.03 No. of int'l fairs and exhibitions* .....	3.0.....	117
7.04 Quality of ground transport network .....	4.1.....	92	14.04 Creative industries exports, % of world total* .....	0.3.....	35
7.05 Road density/million pop.* .....	32.0.....	71			

# Panama

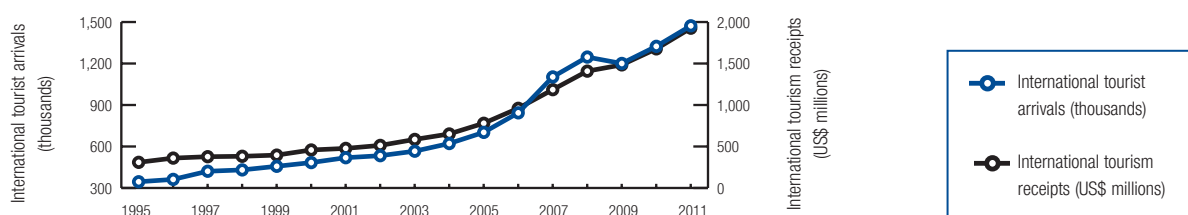
## Key indicators

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)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>37</b>	<b>4.5</b>
2011 Travel & Tourism Competitiveness Index.....	56	4.3
2009 Travel & Tourism Competitiveness Index.....	55	4.2
<b>T&amp;T regulatory framework</b> .....	<b>54</b>	<b>4.8</b>
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
<b>Business environment and infrastructure</b> .....	<b>36</b>	<b>4.5</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>45</b>	<b>4.3</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>5.1</b>	<b>18</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>4.8</b>	<b>42</b>
1.01 Prevalence of foreign ownership .....	5.8	9	8.01 Hotel rooms/100 pop.* .....	0.6	54
1.02 Property rights .....	4.9	43	8.02 Presence of major car rental co. (1–7)* .....	6	32
1.03 Business impact of rules on FDI .....	5.8	5	8.03 ATMs accepting Visa cards/million pop.* .....	507.1	34
1.04 Visa requirements, no. of countries* .....	73.0	55	<b>9th pillar: ICT infrastructure</b> .....	<b>3.6</b>	<b>50</b>
1.05 Openness bilateral ASAs (0–38)* .....	19.3	15	9.01 ICT use for B-to-B transactions .....	5.5	39
1.06 Transparency of government policymaking .....	4.8	33	9.02 ICT use for B-to-C transactions .....	5.5	19
1.07 No. of days to start a business* .....	7	24	9.03 Individuals using the Internet, %* .....	42.7	66
1.08 Cost to start a business, % GNI/capita* .....	8.8	68	9.04 Fixed telephone lines/100 pop.* .....	15.7	80
1.09 GATS commitment restrictiveness (0–100)* .....	50.7	82	9.05 Broadband Internet subscribers/100 pop.* .....	7.9	65
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.0</b>	<b>40</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	188.6	3
2.01 Stringency of environmental regulation .....	4.1	59	9.07 Mobile broadband subscriptions/100 pop.* .....	14.5	66
2.02 Enforcement of environmental regulation .....	3.4	89	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>5.0</b>	<b>26</b>
2.03 Sustainability of T&T industry development .....	5.1	27	10.01 Ticket taxes and airport charges (0–100)* .....	79.4	72
2.04 Carbon dioxide emission, million tons/capita* .....	2.0	56	10.02 Purchasing power parity* .....	0.5	42
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	32.7	78	10.04 Fuel price, US\$ cents/liter* .....	77.0	25
2.06 Threatened species, %* .....	6.4	93	10.03 Extent and effect of taxation .....	4.0	32
2.07 Environm. treaty ratification (0–25)* .....	22	20	10.05 Hotel price index, US\$* .....	130.1	61
<b>3rd pillar: Safety and security</b> .....	<b>4.7</b>	<b>70</b>	<b>11th pillar: Human resources</b> .....	<b>4.8</b>	<b>79</b>
3.01 Business costs of crime and violence .....	3.6	114	<i>Education and training</i> .....	4.7	65
3.02 Reliability of police services .....	4.7	52	11.01 Primary education enrollment, net %* .....	98.0	25
3.03 Road traffic accidents/100,000 pop.* .....	12.7	42	11.02 Secondary education enrollment, gross %* .....	74.1	98
3.04 Business costs of terrorism .....	5.4	84	11.03 Quality of the educational system .....	3.0	111
<b>4th pillar: Health and hygiene</b> .....	<b>4.2</b>	<b>86</b>	11.04 Local availability specialized research & training .....	4.6	43
4.01 Physician density/1,000 pop.* .....	1.5	75	11.05 Extent of staff training .....	4.2	43
4.02 Access to improved sanitation, % pop.* .....	68.0	97	<i>Availability of qualified labor</i> .....	4.8	94
4.03 Access to improved drinking water, % pop.* .....	93.0	76	11.06 Hiring and firing practices .....	3.4	103
4.04 Hospital beds/10,000 pop.* .....	22.0	75	11.07 Ease of hiring foreign labor .....	3.1	130
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>5.1</b>	<b>32</b>	11.08 HIV prevalence, % adult pop.* .....	0.9	100
5.01 Government prioritization of the T&T industry .....	5.7	49	11.09 Business impact of HIV/AIDS .....	4.4	111
5.02 T&T gov't expenditure, % gov't budget* .....	4.9	39	11.10 Life expectancy, years* .....	76.1	45
5.03 Effectiveness of marketing to attract tourists .....	5.3	26	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.9</b>	<b>41</b>
5.04 Comprehensiveness of T&T data (0–120)* .....	68.0	59	12.01 Tourism openness, % of GDP* .....	7.8	31
5.05 Timeliness of T&T data (0–18)* .....	16.0	44	12.02 Attitude of population toward foreign visitors .....	5.8	111
<b>6th pillar: Air transport infrastructure</b> .....	<b>4.8</b>	<b>16</b>	12.03 Extension of business trips recommended .....	6.0	21
6.01 Quality of air transport infrastructure .....	6.4	6	12.04 Degree of customer orientation .....	4.7	59
6.02 Airline seat kms/week, dom., millions* .....	3.3	62	<b>13th pillar: Natural resources</b> .....	<b>5.3</b>	<b>11</b>
6.03 Airline seat kms/week, int'l, millions* .....	231.4	52	13.01 No. of World Heritage natural sites* .....	3	18
6.04 Departures/1,000 pop.* .....	23.1	16	13.02 Quality of the natural environment .....	4.7	55
6.05 Airport density/million pop.* .....	6.2	7	13.03 Total known species* .....	1,320	18
6.06 No. of operating airlines* .....	20.0	80	13.04 Terrestrial biome protection (0–17%)* .....	15.4	30
6.07 International air transport network .....	6.2	11	13.05 Marine protected areas, %* .....	0.9	43
<b>7th pillar: Ground transport infrastructure</b> .....	<b>4.3</b>	<b>47</b>	<b>14th pillar: Cultural resources</b> .....	<b>2.2</b>	<b>77</b>
7.01 Quality of roads .....	4.5	49	14.01 No. of World Heritage cultural sites* .....	2	88
7.02 Quality of railroad infrastructure .....	4.0	32	14.02 Sports stadiums, seats/million pop.* .....	45,923.1	60
7.03 Quality of port infrastructure .....	6.4	4	14.03 No. of int'l fairs and exhibitions* .....	24.0	63
7.04 Quality of ground transport network .....	4.6	55	14.04 Creative industries exports, % of world total* .....	0.2	43
7.05 Road density/million pop.* .....	19.0	89			

# Paraguay

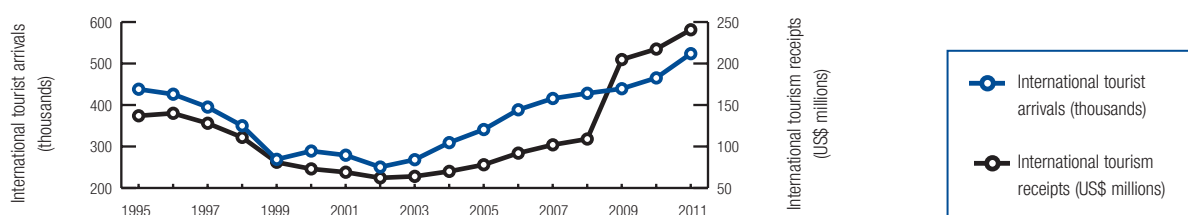
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>115</b>	<b>3.4</b>
2011 Travel & Tourism Competitiveness Index.....	123	3.3
2009 Travel & Tourism Competitiveness Index.....	122	3.2
<b>T&amp;T regulatory framework</b> .....	<b>103</b>	<b>4.1</b>
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
<b>Business environment and infrastructure</b> .....	<b>115</b>	<b>2.8</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>120</b>	<b>3.3</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.0</b> .....	<b>110</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>2.5</b> .....	<b>99</b>
1.01 Prevalence of foreign ownership .....	4.5 .....	82	8.01 Hotel rooms/100 pop.* .....	0.2 .....	93
1.02 Property rights .....	3.0 .....	129	8.02 Presence of major car rental co. (1-7)* .....	3 .....	97
1.03 Business impact of rules on FDI .....	4.4 .....	95	8.03 ATMs accepting Visa cards/million pop.* .....	172.5 .....	87
1.04 Visa requirements, no. of countries* .....	55.0 .....	105	<b>9th pillar: ICT infrastructure</b> .....	<b>2.4</b> .....	<b>102</b>
1.05 Openness bilateral ASAs (0-38)* .....	12.4 .....	47	9.01 ICT use for B-to-B transactions .....	4.4 .....	112
1.06 Transparency of government policymaking .....	4.1 .....	84	9.02 ICT use for B-to-C transactions .....	4.2 .....	87
1.07 No. of days to start a business* .....	35 .....	115	9.03 Individuals using the Internet, %* .....	23.9 .....	94
1.08 Cost to start a business, % GNI/capita* .....	46.8 .....	116	9.04 Fixed telephone lines/100 pop.* .....	5.7 .....	105
1.09 GATS commitment restrictiveness (0-100)* .....	74.8 .....	28	9.05 Broadband Internet subscribers/100 pop.* .....	0.9 .....	102
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.2</b> .....	<b>104</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	99.4 .....	81
2.01 Stringency of environmental regulation.....	3.6 .....	87	9.07 Mobile broadband subscriptions/100 pop.* .....	4.4 .....	89
2.02 Enforcement of environmental regulation .....	2.9 .....	105	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>5.0</b> .....	<b>27</b>
2.03 Sustainability of T&T industry development.....	3.4 .....	120	10.01 Ticket taxes and airport charges (0-100)* .....	82.0 .....	56
2.04 Carbon dioxide emission, million tons/capita* .....	0.7 .....	31	10.02 Purchasing power parity* .....	0.7 .....	77
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	65.5 .....	118	10.04 Fuel price, US\$ cents/liter* .....	101.0 .....	60
2.06 Threatened species, %* .....	3.9 .....	52	10.03 Extent and effect of taxation .....	4.8 .....	11
2.07 Environm. treaty ratification (0-25)* .....	17 .....	96	10.05 Hotel price index, US\$* .....	122.5 .....	48
<b>3rd pillar: Safety and security</b> .....	<b>3.9</b> .....	<b>114</b>	<b>11th pillar: Human resources</b> .....	<b>4.4</b> .....	<b>104</b>
3.01 Business costs of crime and violence .....	3.5 .....	117	<i>Education and training</i> .....	3.7 .....	119
3.02 Reliability of police services.....	2.6 .....	134	11.01 Primary education enrollment, net %* .....	85.1 .....	115
3.03 Road traffic accidents/100,000 pop.* .....	19.7 .....	84	11.02 Secondary education enrollment, gross %* .....	66.9 .....	103
3.04 Business costs of terrorism .....	5.1 .....	102	11.03 Quality of the educational system .....	2.5 .....	130
<b>4th pillar: Health and hygiene</b> .....	<b>3.7</b> .....	<b>96</b>	11.04 Local availability specialized research & training... 3.3 .....	120	
4.01 Physician density/1,000 pop.* .....	1.1 .....	86	11.05 Extent of staff training .....	3.5 .....	105
4.02 Access to improved sanitation, % pop.* .....	71.0 .....	93	<i>Availability of qualified labor</i> .....	5.1 .....	67
4.03 Access to improved drinking water, % pop.* .....	86.0 .....	101	11.06 Hiring and firing practices .....	3.3 .....	112
4.04 Hospital beds/10,000 pop.* .....	13.0 .....	103	11.07 Ease of hiring foreign labor .....	4.8 .....	13
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.7</b> .....	<b>52</b>	11.08 HIV prevalence, % adult pop.* .....	0.3 .....	66
5.01 Government prioritization of the T&T industry .....	3.9 .....	132	11.09 Business impact of HIV/AIDS.....	5.1 .....	77
5.02 T&T gov't expenditure, % gov't budget* .....	8.0 .....	18	11.10 Life expectancy, years* .....	72.5 .....	87
5.03 Effectiveness of marketing to attract tourists .....	3.5 .....	119	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.1</b> .....	<b>124</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	74.0 .....	46	12.01 Tourism openness, % of GDP* .....	1.7 .....	118
5.05 Timeliness of T&T data (0-18)* .....	16.5 .....	17	12.02 Attitude of population toward foreign visitors .....	6.0 .....	101
<b>6th pillar: Air transport infrastructure</b> .....	<b>1.8</b> .....	<b>136</b>	12.03 Extension of business trips recommended .....	4.5 .....	126
6.01 Quality of air transport infrastructure .....	2.5 .....	137	12.04 Degree of customer orientation.....	4.5 .....	86
6.02 Airline seat kms/week, dom., millions* .....	0.7 .....	80	<b>13th pillar: Natural resources</b> .....	<b>3.0</b> .....	<b>100</b>
6.03 Airline seat kms/week, int'l, millions* .....	14.2 .....	125	13.01 No. of World Heritage natural sites* .....	0 .....	79
6.04 Departures/1,000 pop.* .....	0.9 .....	99	13.02 Quality of the natural environment.....	3.8 .....	105
6.05 Airport density/million pop.* .....	0.3 .....	104	13.03 Total known species* .....	926 .....	36
6.06 No. of operating airlines* .....	7.0 .....	121	13.04 Terrestrial biome protection (0-17%)* .....	5.4 .....	101
6.07 International air transport network .....	3.3 .....	135	13.05 Marine protected areas, %* .....	n/a .....	n/a
<b>7th pillar: Ground transport infrastructure</b> .....	<b>2.3</b> .....	<b>136</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.6</b> .....	<b>107</b>
7.01 Quality of roads .....	2.5 .....	130	14.01 No. of World Heritage cultural sites* .....	1 .....	109
7.02 Quality of railroad infrastructure .....	1.1 .....	121	14.02 Sports stadiums, seats/million pop.* .....	33,570.4 .....	70
7.03 Quality of port infrastructure.....	3.6 .....	104	14.03 No. of int'l fairs and exhibitions* .....	23.3 .....	64
7.04 Quality of ground transport network .....	3.0 .....	137	14.04 Creative industries exports, % of world total* .....	0.0 .....	91
7.05 Road density/million pop.* .....	8.0 .....	120			

Absolute value      Percent of total      T&T industry  
GDP growth forecast  
(2013–2022)

Note:

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.5</b> .....	<b>70</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>4.2</b> .....	<b>67</b>
1.01 Prevalence of foreign ownership .....	5.3 .....	34	8.01 Hotel rooms/100 pop.* .....	0.7 .....	45
1.02 Property rights .....	3.8 .....	96	8.02 Presence of major car rental co. (1-7)* .....	6 .....	32
1.03 Business impact of rules on FDI .....	5.3 .....	21	8.03 ATMs accepting Visa cards/million pop.* .....	220.0 .....	81
1.04 Visa requirements, no. of countries* .....	92.0 .....	39	<b>9th pillar: ICT infrastructure</b> .....	<b>2.8</b> .....	<b>83</b>
1.05 Openness bilateral ASAs (0-38)* .....	17.1 .....	21	9.01 ICT use for B-to-B transactions .....	4.8 .....	79
1.06 Transparency of government policymaking .....	4.1 .....	86	9.02 ICT use for B-to-C transactions .....	4.6 .....	67
1.07 No. of days to start a business* .....	26 .....	98	9.03 Individuals using the Internet, %* .....	36.5 .....	77
1.08 Cost to start a business, % GNI/capita* .....	10.6 .....	75	9.04 Fixed telephone lines/100 pop.* .....	12.5 .....	85
1.09 GATS commitment restrictiveness (0-100)* .....	18.2 .....	114	9.05 Broadband Internet subscribers/100 pop.* .....	4.0 .....	81
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.4</b> .....	<b>85</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	110.4 .....	57
2.01 Stringency of environmental regulation.....	3.7 .....	79	9.07 Mobile broadband subscriptions/100 pop.* .....	1.4 .....	107
2.02 Enforcement of environmental regulation .....	3.1 .....	99	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.2</b> .....	<b>103</b>
2.03 Sustainability of T&T industry development.....	4.8 .....	53	10.01 Ticket taxes and airport charges (0-100)* .....	41.1 .....	135
2.04 Carbon dioxide emission, million tons/capita* .....	1.4 .....	46	10.02 Purchasing power parity* .....	0.6 .....	54
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	43.0 .....	94	10.04 Fuel price, US\$ cents/liter* .....	110.0 .....	71
2.06 Threatened species, %* .....	10.2 .....	118	10.03 Extent and effect of taxation .....	3.4 .....	75
2.07 Environm. treaty ratification (0-25)* .....	20 .....	53	10.05 Hotel price index, US\$* .....	130.8 .....	62
<b>3rd pillar: Safety and security</b> .....	<b>3.8</b> .....	<b>118</b>	<b>11th pillar: Human resources</b> .....	<b>4.8</b> .....	<b>80</b>
3.01 Business costs of crime and violence .....	3.4 .....	121	<i>Education and training</i> .....	4.6 .....	74
3.02 Reliability of police services.....	3.0 .....	124	11.01 Primary education enrollment, net %* .....	95.4 .....	51
3.03 Road traffic accidents/100,000 pop.* .....	21.5 .....	90	11.02 Secondary education enrollment, gross %* .....	91.4 .....	58
3.04 Business costs of terrorism .....	4.7 .....	115	11.03 Quality of the educational system .....	2.5 .....	129
<b>4th pillar: Health and hygiene</b> .....	<b>3.7</b> .....	<b>98</b>	11.04 Local availability specialized research & training... ..	3.9 .....	84
4.01 Physician density/1,000 pop.* .....	0.9 .....	91	11.05 Extent of staff training .....	3.8 .....	83
4.02 Access to improved sanitation, % pop.* .....	71.0 .....	93	<i>Availability of qualified labor</i> .....	5.0 .....	78
4.03 Access to improved drinking water, % pop.* .....	85.0 .....	104	11.06 Hiring and firing practices .....	3.4 .....	104
4.04 Hospital beds/10,000 pop.* .....	15.0 .....	99	11.07 Ease of hiring foreign labor .....	4.0 .....	83
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.5</b> .....	<b>58</b>	11.08 HIV prevalence, % adult pop.* .....	0.4 .....	76
5.01 Government prioritization of the T&T industry .....	5.4 .....	60	11.09 Business impact of HIV/AIDS.....	5.0 .....	85
5.02 T&T gov't expenditure, % gov't budget* .....	2.7 .....	87	11.10 Life expectancy, years* .....	74.0 .....	62
5.03 Effectiveness of marketing to attract tourists .....	5.3 .....	28	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.5</b> .....	<b>82</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	70.0 .....	54	12.01 Tourism openness, % of GDP* .....	2.1 .....	114
5.05 Timeliness of T&T data (0-18)* .....	13.5 .....	71	12.02 Attitude of population toward foreign visitors .....	6.0 .....	96
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.9</b> .....	<b>75</b>	12.03 Extension of business trips recommended .....	5.6 .....	48
6.01 Quality of air transport infrastructure .....	4.5 .....	74	12.04 Degree of customer orientation.....	4.9 .....	45
6.02 Airline seat kms/week, dom., millions* .....	74.9 .....	33	<b>13th pillar: Natural resources</b> .....	<b>5.3</b> .....	<b>12</b>
6.03 Airline seat kms/week, int'l, millions* .....	333.4 .....	44	13.01 No. of World Heritage natural sites* .....	4 .....	10
6.04 Departures/1,000 pop.* .....	2.3 .....	82	13.02 Quality of the natural environment.....	3.4 .....	123
6.05 Airport density/million pop.* .....	0.6 .....	75	13.03 Total known species* .....	2,733 .....	3
6.06 No. of operating airlines* .....	25.0 .....	71	13.04 Terrestrial biome protection (0-17%)* .....	13.4 .....	52
6.07 International air transport network .....	5.0 .....	59	13.05 Marine protected areas, %* .....	0.3 .....	71
<b>7th pillar: Ground transport infrastructure</b> .....	<b>2.8</b> .....	<b>121</b>	<b>14th pillar: Cultural resources</b> .....	<b>3.3</b> .....	<b>43</b>
7.01 Quality of roads .....	3.1 .....	99	14.01 No. of World Heritage cultural sites* .....	16 .....	18
7.02 Quality of railroad infrastructure .....	1.9 .....	95	14.02 Sports stadiums, seats/million pop.* .....	36,082.0 .....	68
7.03 Quality of port infrastructure.....	3.5 .....	110	14.03 No. of int'l fairs and exhibitions* .....	56.3 .....	42
7.04 Quality of ground transport network .....	4.0 .....	101	14.04 Creative industries exports, % of world total* .....	0.1 .....	61
7.05 Road density/million pop.* .....	10.0 .....	116			

# Philippines

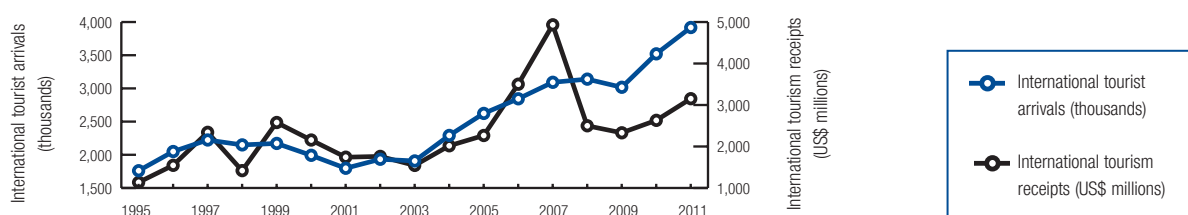
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>82</b>	<b>3.9</b>
2011 Travel & Tourism Competitiveness Index.....	94	3.7
2009 Travel & Tourism Competitiveness Index.....	86	3.7
<b>T&amp;T regulatory framework</b> .....	<b>70</b>	<b>4.5</b>
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
<b>Business environment and infrastructure</b> .....	<b>89</b>	<b>3.3</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>64</b>	<b>3.9</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.7</b>	<b>53</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>2.9</b>	<b>92</b>
1.01 Prevalence of foreign ownership .....	4.8	65	8.01 Hotel rooms/100 pop.* .....	0.0	132
1.02 Property rights .....	4.1	72	8.02 Presence of major car rental co. (1–7)* .....	6	32
1.03 Business impact of rules on FDI .....	4.6	68	8.03 ATMs accepting Visa cards/million pop.* .....	55.6	102
1.04 Visa requirements, no. of countries* .....	151.0	7	<b>9th pillar: ICT infrastructure</b> .....	<b>2.5</b>	<b>96</b>
1.05 Openness bilateral ASAs (0–38)* .....	11.2	66	9.01 ICT use for B-to-B transactions .....	5.2	51
1.06 Transparency of government policymaking .....	4.0	94	9.02 ICT use for B-to-C transactions .....	4.8	51
1.07 No. of days to start a business* .....	36	117	9.03 Individuals using the Internet, %* .....	29.0	91
1.08 Cost to start a business, % GNI/capita* .....	18.1	94	9.04 Fixed telephone lines/100 pop.* .....	3.7	109
1.09 GATS commitment restrictiveness (0–100)* .....	62.3	55	9.05 Broadband Internet subscribers/100 pop.* .....	1.9	92
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.4</b>	<b>83</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	99.3	82
2.01 Stringency of environmental regulation .....	4.0	66	9.07 Mobile broadband subscriptions/100 pop.* .....	3.4	95
2.02 Enforcement of environmental regulation .....	3.3	92	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>5.1</b>	<b>24</b>
2.03 Sustainability of T&T industry development .....	4.1	83	10.01 Ticket taxes and airport charges (0–100)* .....	89.6	17
2.04 Carbon dioxide emission, million tons/capita* .....	0.9	35	10.02 Purchasing power parity* .....	0.6	49
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	17.1	28	10.04 Fuel price, US\$ cents/liter* .....	84.0	34
2.06 Threatened species, %* .....	18.6	136	10.03 Extent and effect of taxation .....	3.6	54
2.07 Environm. treaty ratification (0–25)* .....	21	39	10.05 Hotel price index, US\$* .....	112.3	36
<b>3rd pillar: Safety and security</b> .....	<b>4.1</b>	<b>103</b>	<b>11th pillar: Human resources</b> .....	<b>4.7</b>	<b>82</b>
3.01 Business costs of crime and violence .....	3.9	103	<i>Education and training</i> .....	4.8	59
3.02 Reliability of police services .....	3.6	97	11.01 Primary education enrollment, net %* .....	88.3	101
3.03 Road traffic accidents/100,000 pop.* .....	20.0	86	11.02 Secondary education enrollment, gross %* .....	84.8	80
3.04 Business costs of terrorism .....	4.4	122	11.03 Quality of the educational system .....	4.1	45
<b>4th pillar: Health and hygiene</b> .....	<b>3.8</b>	<b>94</b>	11.04 Local availability specialized research & training... ..	4.3	62
4.01 Physician density/1,000 pop.* .....	1.2	84	11.05 Extent of staff training .....	4.6	32
4.02 Access to improved sanitation, % pop.* .....	74.0	91	<i>Availability of qualified labor</i> .....	4.6	108
4.03 Access to improved drinking water, % pop.* .....	92.0	80	11.06 Hiring and firing practices .....	3.4	105
4.04 Hospital beds/10,000 pop.* .....	5.0	128	11.07 Ease of hiring foreign labor .....	3.5	117
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>5.6</b>	<b>15</b>	11.08 HIV prevalence, % adult pop.* .....	0.1	12
5.01 Government prioritization of the T&T industry .....	5.7	46	11.09 Business impact of HIV/AIDS .....	5.1	81
5.02 T&T gov't expenditure, % gov't budget* .....	27.7	1	11.10 Life expectancy, years* .....	68.8	101
5.03 Effectiveness of marketing to attract tourists .....	4.2	85	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.9</b>	<b>42</b>
5.04 Comprehensiveness of T&T data (0–120)* .....	69.0	58	12.01 Tourism openness, % of GDP* .....	3.0	97
5.05 Timeliness of T&T data (0–18)* .....	16.5	17	12.02 Attitude of population toward foreign visitors .....	6.5	26
<b>6th pillar: Air transport infrastructure</b> .....	<b>3.0</b>	<b>69</b>	12.03 Extension of business trips recommended .....	6.0	20
6.01 Quality of air transport infrastructure .....	3.6	110	12.04 Degree of customer orientation .....	5.3	27
6.02 Airline seat kms/week, dom., millions* .....	231.0	20	<b>13th pillar: Natural resources</b> .....	<b>4.1</b>	<b>44</b>
6.03 Airline seat kms/week, int'l, millions* .....	636.0	31	13.01 No. of World Heritage natural sites* .....	2	25
6.04 Departures/1,000 pop.* .....	1.8	85	13.02 Quality of the natural environment .....	4.0	92
6.05 Airport density/million pop.* .....	0.4	88	13.03 Total known species* .....	858	40
6.06 No. of operating airlines* .....	43.0	39	13.04 Terrestrial biome protection (0–17%)* .....	10.9	69
6.07 International air transport network .....	4.3	88	13.05 Marine protected areas, %* .....	1.0	39
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.2</b>	<b>89</b>	<b>14th pillar: Cultural resources</b> .....	<b>2.1</b>	<b>83</b>
7.01 Quality of roads .....	3.4	86	14.01 No. of World Heritage cultural sites* .....	5	52
7.02 Quality of railroad infrastructure .....	1.9	92	14.02 Sports stadiums, seats/million pop.* .....	3,416.7	130
7.03 Quality of port infrastructure .....	3.3	118	14.03 No. of int'l fairs and exhibitions* .....	38.3	51
7.04 Quality of ground transport network .....	3.7	115	14.04 Creative industries exports, % of world total* .....	0.1	50
7.05 Road density/million pop.* .....	67.0	44			

# Poland

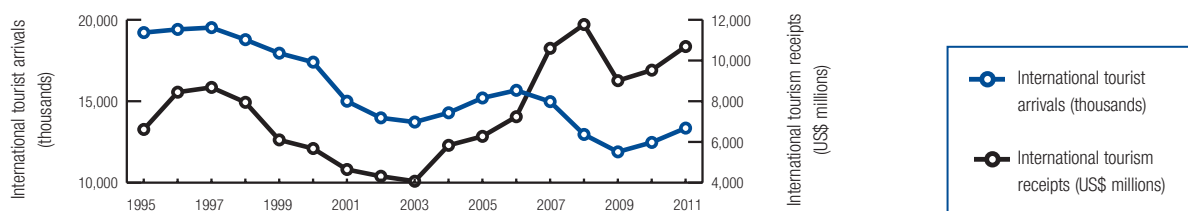
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>42</b>	<b>4.5</b>
2011 Travel & Tourism Competitiveness Index.....	49	4.4
2009 Travel & Tourism Competitiveness Index.....	58	4.2
<b>T&amp;T regulatory framework</b> .....	<b>49</b>	<b>4.9</b>
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
<b>Business environment and infrastructure</b> .....	<b>58</b>	<b>3.9</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>32</b>	<b>4.6</b>
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.



## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.3</b>	<b>84</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>4.7</b>	<b>46</b>
1.01 Prevalence of foreign ownership .....	4.7	70	8.01 Hotel rooms/100 pop.* .....	0.3	73
1.02 Property rights .....	4.4	61	8.02 Presence of major car rental co. (1–7)* .....	7	1
1.03 Business impact of rules on FDI .....	4.2	102	8.03 ATMs accepting Visa cards/million pop.* .....	466.5	41
1.04 Visa requirements, no. of countries* .....	71.0	58			
1.05 Openness bilateral ASAs (0–38)* .....	11.1	67	<b>9th pillar: ICT infrastructure</b> .....	<b>4.0</b>	<b>41</b>
1.06 Transparency of government policymaking .....	3.8	101	9.01 ICT use for B-to-B transactions .....	4.7	95
1.07 No. of days to start a business* .....	32	107	9.02 ICT use for B-to-C transactions .....	4.9	43
1.08 Cost to start a business, % GNI/capita* .....	14.4	86	9.03 Individuals using the Internet, %* .....	64.9	40
1.09 GATS commitment restrictiveness (0–100)* .....	60.7	58	9.04 Fixed telephone lines/100 pop.* .....	17.9	72
			9.05 Broadband Internet subscribers/100 pop.* .....	14.7	42
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.0</b>	<b>37</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	131.0	29
2.01 Stringency of environmental regulation .....	4.8	35	9.07 Mobile broadband subscriptions/100 pop.* .....	49.6	18
2.02 Enforcement of environmental regulation .....	4.2	48			
2.03 Sustainability of T&T industry development .....	3.7	107	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.6</b>	<b>61</b>
2.04 Carbon dioxide emission, million tons/capita* .....	8.3	109	10.01 Ticket taxes and airport charges (0–100)* .....	85.3	39
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	33.6	82	10.02 Purchasing power parity* .....	0.6	67
2.06 Threatened species, %* .....	3.3	38	10.04 Fuel price, US\$ cents/liter* .....	150.0	111
2.07 Environm. treaty ratification (0–25)* .....	24	1	10.03 Extent and effect of taxation .....	3.3	92
			10.05 Hotel price index, US\$* .....	91.7	16
<b>3rd pillar: Safety and security</b> .....	<b>5.2</b>	<b>48</b>			
3.01 Business costs of crime and violence .....	5.5	37	<b>11th pillar: Human resources</b> .....	<b>5.1</b>	<b>45</b>
3.02 Reliability of police services .....	4.3	67	<i>Education and training</i> .....	5.2	37
3.03 Road traffic accidents/100,000 pop.* .....	14.7	61	11.01 Primary education enrollment, net %* .....	95.9	47
3.04 Business costs of terrorism .....	6.1	40	11.02 Secondary education enrollment, gross %* .....	97.0	44
			11.03 Quality of the educational system .....	3.7	67
<b>4th pillar: Health and hygiene</b> .....	<b>6.0</b>	<b>35</b>	11.04 Local availability specialized research & training... ..	4.8	30
4.01 Physician density/1,000 pop.* .....	2.2	52	11.05 Extent of staff training .....	4.0	59
4.02 Access to improved sanitation, % pop.* .....	90.0	67	<i>Availability of qualified labor</i> .....	5.0	74
4.03 Access to improved drinking water, % pop.* ...	100.0	1	11.06 Hiring and firing practices .....	3.5	100
4.04 Hospital beds/10,000 pop.* .....	67.0	14	11.07 Ease of hiring foreign labor .....	3.8	97
			11.08 HIV prevalence, % adult pop.* .....	0.1	12
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.0</b>	<b>96</b>	11.09 Business impact of HIV/AIDS .....	5.9	30
5.01 Government prioritization of the T&T industry .....	4.0	128	11.10 Life expectancy, years* .....	76.2	43
5.02 T&T gov't expenditure, % gov't budget* .....	2.7	88			
5.03 Effectiveness of marketing to attract tourists .....	3.8	104	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.1</b>	<b>125</b>
5.04 Comprehensiveness of T&T data (0–120)* .....	105.0	9	12.01 Tourism openness, % of GDP* .....	3.6	84
5.05 Timeliness of T&T data (0–18)* .....	13.5	71	12.02 Attitude of population toward foreign visitors .....	5.7	118
			12.03 Extension of business trips recommended .....	3.8	137
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.7</b>	<b>86</b>	12.04 Degree of customer orientation .....	4.9	46
6.01 Quality of air transport infrastructure .....	3.8	104			
6.02 Airline seat kms/week, dom., millions* .....	8.5	50	<b>13th pillar: Natural resources</b> .....	<b>3.7</b>	<b>66</b>
6.03 Airline seat kms/week, int'l, millions* .....	265.5	50	13.01 No. of World Heritage natural sites* .....	1	45
6.04 Departures/1,000 pop.* .....	2.4	81	13.02 Quality of the natural environment .....	4.3	72
6.05 Airport density/million pop.* .....	0.3	108	13.03 Total known species* .....	399	98
6.06 No. of operating airlines* .....	42.5	41	13.04 Terrestrial biome protection (0–17%)* .....	17.0	1
6.07 International air transport network .....	4.3	91	13.05 Marine protected areas, %* .....	1.4	34
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.7</b>	<b>66</b>	<b>14th pillar: Cultural resources</b> .....	<b>5.4</b>	<b>18</b>
7.01 Quality of roads .....	2.6	122	14.01 No. of World Heritage cultural sites* .....	12	23
7.02 Quality of railroad infrastructure .....	2.4	75	14.02 Sports stadiums, seats/million pop.* .....	47,941.3	57
7.03 Quality of port infrastructure .....	3.5	107	14.03 No. of int'l fairs and exhibitions* .....	141.0	24
7.04 Quality of ground transport network .....	4.3	78	14.04 Creative industries exports, % of world total* .....	1.2	21
7.05 Road density/million pop.* .....	123.0	32			

Absolute value      Percent of total      T&T industry  
GDP growth forecast  
(2013–2022)

Note:

# Portugal

## The Travel & Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.7</b>	<b>49</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>6.1</b>	<b>16</b>
1.01 Prevalence of foreign ownership .....	4.4	84	8.01 Hotel rooms/100 pop.* .....	1.2	21
1.02 Property rights .....	4.8	48	8.02 Presence of major car rental co. (1-7)* .....	6	32
1.03 Business impact of rules on FDI .....	4.6	74	8.03 ATMs accepting Visa cards/million pop.* .....	1,439.9	4
1.04 Visa requirements, no. of countries* .....	71.0	58	<b>9th pillar: ICT infrastructure</b> .....	<b>4.2</b>	<b>34</b>
1.05 Openness bilateral ASAs (0-38)* .....	13.3	44	9.01 ICT use for B-to-B transactions .....	5.6	37
1.06 Transparency of government policymaking .....	4.3	69	9.02 ICT use for B-to-C transactions .....	5.1	35
1.07 No. of days to start a business* .....	5	10	9.03 Individuals using the Internet, %* .....	55.3	48
1.08 Cost to start a business, % GNI/capita* .....	2.3	33	9.04 Fixed telephone lines/100 pop.* .....	42.4	26
1.09 GATS commitment restrictiveness (0-100)* .....	48.4	92	9.05 Broadband Internet subscribers/100 pop.* .....	21.0	34
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.4</b>	<b>15</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	115.4	53
2.01 Stringency of environmental regulation .....	5.2	28	9.07 Mobile broadband subscriptions/100 pop.* .....	27.4	44
2.02 Enforcement of environmental regulation .....	4.3	42	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.0</b>	<b>108</b>
2.03 Sustainability of T&T industry development .....	4.8	54	10.01 Ticket taxes and airport charges (0-100)* .....	83.0	53
2.04 Carbon dioxide emission, million tons/capita* .....	5.3	84	10.02 Purchasing power parity* .....	0.9	106
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	19.9	38	10.04 Fuel price, US\$ cents/liter* .....	158.0	117
2.06 Threatened species, %* .....	5.0	71	10.03 Extent and effect of taxation .....	2.4	131
2.07 Environm. treaty ratification (0-25)* .....	24	1	10.05 Hotel price index, US\$* .....	112.3	35
<b>3rd pillar: Safety and security</b> .....	<b>5.8</b>	<b>19</b>	<b>11th pillar: Human resources</b> .....	<b>5.3</b>	<b>32</b>
3.01 Business costs of crime and violence .....	5.9	15	<i>Education and training</i> .....	5.3	33
3.02 Reliability of police services .....	5.2	34	11.01 Primary education enrollment, net %* .....	99.2	13
3.03 Road traffic accidents/100,000 pop.* .....	10.4	28	11.02 Secondary education enrollment, gross %* .....	106.7	15
3.04 Business costs of terrorism .....	6.3	18	11.03 Quality of the educational system .....	3.8	60
<b>4th pillar: Health and hygiene</b> .....	<b>6.1</b>	<b>25</b>	11.04 Local availability specialized research & training... ..	4.7	37
4.01 Physician density/1,000 pop.* .....	3.9	9	11.05 Extent of staff training .....	3.9	72
4.02 Access to improved sanitation, % pop.* .....	100.0	1	<i>Availability of qualified labor</i> .....	5.3	34
4.03 Access to improved drinking water, % pop.* .....	99.0	42	11.06 Hiring and firing practices .....	2.9	127
4.04 Hospital beds/10,000 pop.* .....	33.0	55	11.07 Ease of hiring foreign labor .....	4.8	12
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>5.2</b>	<b>29</b>	11.08 HIV prevalence, % adult pop.* .....	0.6	90
5.01 Government prioritization of the T&T industry .....	6.1	29	11.09 Business impact of HIV/AIDS .....	5.8	41
5.02 T&T gov't expenditure, % gov't budget* .....	5.9	28	11.10 Life expectancy, years* .....	79.0	31
5.03 Effectiveness of marketing to attract tourists .....	4.8	55	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>5.0</b>	<b>32</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	64.0	72	12.01 Tourism openness, % of GDP* .....	6.5	42
5.05 Timeliness of T&T data (0-18)* .....	16.5	17	12.02 Attitude of population toward foreign visitors .....	6.6	7
<b>6th pillar: Air transport infrastructure</b> .....	<b>4.3</b>	<b>34</b>	12.03 Extension of business trips recommended .....	6.0	22
6.01 Quality of air transport infrastructure .....	5.6	35	12.04 Degree of customer orientation .....	4.8	54
6.02 Airline seat kms/week, dom., millions* .....	70.8	34	<b>13th pillar: Natural resources</b> .....	<b>3.3</b>	<b>83</b>
6.03 Airline seat kms/week, int'l, millions* .....	636.9	30	13.01 No. of World Heritage natural sites* .....	1	45
6.04 Departures/1,000 pop.* .....	16.1	26	13.02 Quality of the natural environment .....	5.0	45
6.05 Airport density/million pop.* .....	1.5	30	13.03 Total known species* .....	421	90
6.06 No. of operating airlines* .....	52.5	34	13.04 Terrestrial biome protection (0-17%)* .....	8.3	86
6.07 International air transport network .....	5.6	38	13.05 Marine protected areas, %* .....	0.1	83
<b>7th pillar: Ground transport infrastructure</b> .....	<b>5.2</b>	<b>22</b>	<b>14th pillar: Cultural resources</b> .....	<b>5.7</b>	<b>13</b>
7.01 Quality of roads .....	6.4	4	14.01 No. of World Heritage cultural sites* .....	14	20
7.02 Quality of railroad infrastructure .....	4.5	26	14.02 Sports stadiums, seats/million pop.* .....	133,368.8	12
7.03 Quality of port infrastructure .....	5.0	40	14.03 No. of int'l fairs and exhibitions* .....	216.3	15
7.04 Quality of ground transport network .....	5.8	17	14.04 Creative industries exports, % of world total* .....	0.3	31
7.05 Road density/million pop.* .....	90.0	38			

# Puerto Rico

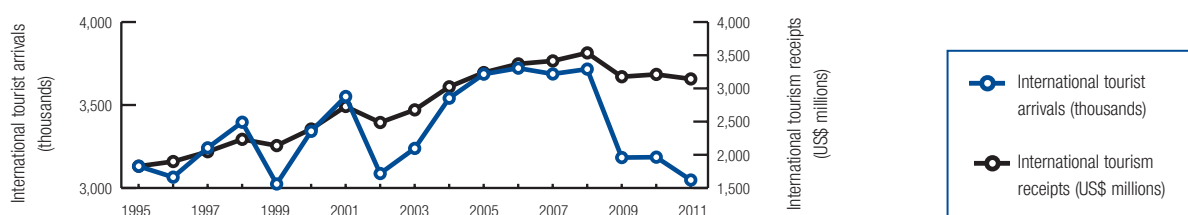
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>52</b>	<b>4.4</b>
2011 Travel & Tourism Competitiveness Index.....	45	4.4
2009 Travel & Tourism Competitiveness Index.....	53	4.3
<b>T&amp;T regulatory framework</b> .....	<b>40</b>	<b>5.0</b>
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
<b>Business environment and infrastructure</b> .....	<b>43</b>	<b>4.3</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>81</b>	<b>3.7</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>5.1</b> .....	<b>19</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>4.9</b> .....	<b>41</b>
1.01 Prevalence of foreign ownership .....	5.2.....	42	8.01 Hotel rooms/100 pop.* .....	0.4.....	68
1.02 Property rights .....	5.8.....	17	8.02 Presence of major car rental co. (1-7)* .....	5.....	66
1.03 Business impact of rules on FDI .....	4.9.....	44	8.03 ATMs accepting Visa cards/million pop.* .....	744.3.....	14
1.04 Visa requirements, no. of countries* .....	38.0.....	113			
1.05 Openness bilateral ASAs (0-38)* .....	n/a.....	n/a	<b>9th pillar: ICT infrastructure</b> .....	<b>3.4</b> .....	<b>62</b>
1.06 Transparency of government policymaking .....	4.2.....	79	9.01 ICT use for B-to-B transactions .....	5.5.....	41
1.07 No. of days to start a business* .....	6.....	16	9.02 ICT use for B-to-C transactions .....	5.2.....	32
1.08 Cost to start a business, % GNI/capita* .....	0.9.....	14	9.03 Individuals using the Internet, %* .....	48.0.....	59
1.09 GATS commitment restrictiveness (0-100)* .....	n/a.....	n/a	9.04 Fixed telephone lines/100 pop.* .....	22.1.....	53
			9.05 Broadband Internet subscribers/100 pop.* .....	14.9.....	41
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.3</b> .....	<b>16</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	83.0.....	103
2.01 Stringency of environmental regulation.....	5.6.....	17	9.07 Mobile broadband subscriptions/100 pop.* .....	14.7.....	65
2.02 Enforcement of environmental regulation .....	5.2.....	26			
2.03 Sustainability of T&T industry development.....	5.1.....	28	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.4</b> .....	<b>79</b>
2.04 Carbon dioxide emission, million tons/capita* .....	4.8.....	78	10.01 Ticket taxes and airport charges (0-100)* .....	96.6.....	4
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	14.4.....	15	10.02 Purchasing power parity* .....	1.0.....	114
2.06 Threatened species, %* .....	7.6.....	104	10.04 Fuel price, US\$ cents/liter* .....	94.0.....	47
2.07 Environm. treaty ratification (0-25)* .....	n/a.....	n/a	10.03 Extent and effect of taxation .....	3.6.....	55
			10.05 Hotel price index, US\$* .....	168.1.....	91
<b>3rd pillar: Safety and security</b> .....	<b>4.9</b> .....	<b>62</b>			
3.01 Business costs of crime and violence .....	3.8.....	108	<b>11th pillar: Human resources</b> .....	<b>5.1</b> .....	<b>47</b>
3.02 Reliability of police services.....	4.6.....	54	<i>Education and training</i> .....	5.0.....	44
3.03 Road traffic accidents/100,000 pop.* .....	12.8.....	44	11.01 Primary education enrollment, net %* .....	85.5.....	112
3.04 Business costs of terrorism .....	5.8.....	52	11.02 Secondary education enrollment, gross %* .....	82.2.....	86
			11.03 Quality of the educational system .....	4.0.....	51
<b>4th pillar: Health and hygiene</b> .....	<b>4.7</b> .....	<b>68</b>	11.04 Local availability specialized research & training... ..	5.5.....	11
4.01 Physician density/1,000 pop.* .....	2.5.....	47	11.05 Extent of staff training.....	4.8.....	19
4.02 Access to improved sanitation, % pop.* .....	n/a.....	n/a	<i>Availability of qualified labor</i> .....	5.1.....	59
4.03 Access to improved drinking water, % pop.* .....	97.0.....	59	11.06 Hiring and firing practices .....	3.5.....	101
4.04 Hospital beds/10,000 pop.* .....	23.9.....	74	11.07 Ease of hiring foreign labor .....	3.6.....	107
			11.08 HIV prevalence, % adult pop.* .....	0.3.....	75
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.8</b> .....	<b>41</b>	11.09 Business impact of HIV/AIDS.....	5.1.....	82
5.01 Government prioritization of the T&T industry .....	6.2.....	18	11.10 Life expectancy, years* .....	78.9.....	33
5.02 T&T gov't expenditure, % gov't budget* .....	4.3.....	46			
5.03 Effectiveness of marketing to attract tourists .....	5.4.....	24	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>5.1</b> .....	<b>30</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	68.0.....	59	12.01 Tourism openness, % of GDP* .....	4.5.....	74
5.05 Timeliness of T&T data (0-18)* .....	10.0.....	99	12.02 Attitude of population toward foreign visitors .....	6.4.....	38
			12.03 Extension of business trips recommended .....	6.3.....	5
<b>6th pillar: Air transport infrastructure</b> .....	<b>4.1</b> .....	<b>40</b>	12.04 Degree of customer orientation.....	5.4.....	23
6.01 Quality of air transport infrastructure .....	5.8.....	28			
6.02 Airline seat kms/week, dom., millions* .....	0.2.....	89	<b>13th pillar: Natural resources</b> .....	<b>3.0</b> .....	<b>104</b>
6.03 Airline seat kms/week, int'l, millions* .....	224.9.....	53	13.01 No. of World Heritage natural sites* .....	0.....	79
6.04 Departures/1,000 pop.* .....	21.7.....	19	13.02 Quality of the natural environment.....	5.1.....	39
6.05 Airport density/million pop.* .....	1.6.....	28	13.03 Total known species* .....	328.....	123
6.06 No. of operating airlines* .....	37.0.....	48	13.04 Terrestrial biome protection (0-17%)* .....	8.2.....	87
6.07 International air transport network .....	5.4.....	44	13.05 Marine protected areas, %* .....	0.1.....	78
<b>7th pillar: Ground transport infrastructure</b> .....	<b>4.8</b> .....	<b>32</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.9</b> .....	<b>92</b>
7.01 Quality of roads .....	5.0.....	37	14.01 No. of World Heritage cultural sites* .....	0.....	125
7.02 Quality of railroad infrastructure .....	2.1.....	84	14.02 Sports stadiums, seats/million pop.* .....	51,734.6.....	53
7.03 Quality of port infrastructure.....	5.2.....	32	14.03 No. of int'l fairs and exhibitions* .....	17.7.....	70
7.04 Quality of ground transport network .....	4.4.....	72	14.04 Creative industries exports, % of world total* .....	n/a.....	n/a
7.05 Road density/million pop.* .....	301.0.....	8			

# Qatar

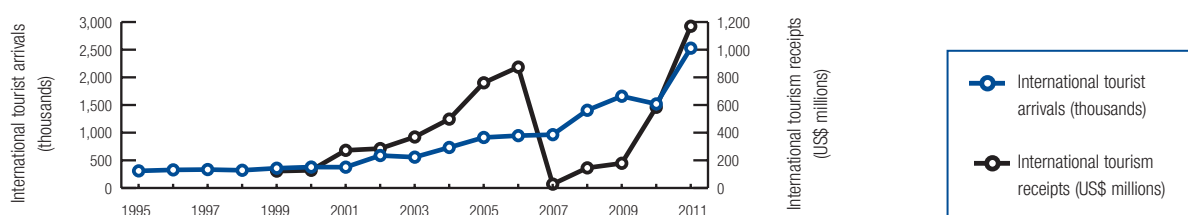
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>41</b>	<b>4.5</b>
2011 Travel & Tourism Competitiveness Index.....	42	4.4
2009 Travel & Tourism Competitiveness Index.....	37	4.5
<b>T&amp;T regulatory framework</b> .....	<b>48</b>	<b>4.9</b>
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
<b>Business environment and infrastructure</b> .....	<b>31</b>	<b>4.7</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>75</b>	<b>3.8</b>
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.

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.7</b>	<b>47</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>5.0</b>	<b>37</b>
1.01 Prevalence of foreign ownership .....	4.9	63	8.01 Hotel rooms/100 pop.* .....	0.5	59
1.02 Property rights .....	5.5	22	8.02 Presence of major car rental co. (1-7)* .....	7	1
1.03 Business impact of rules on FDI .....	5.1	29	8.03 ATMs accepting Visa cards/million pop.* .....	483.4	37
1.04 Visa requirements, no. of countries* .....	28.1	116	<b>9th pillar: ICT infrastructure</b> .....	<b>4.3</b>	<b>32</b>
1.05 Openness bilateral ASAs (0-38)* .....	10.2	75	9.01 ICT use for B-to-B transactions .....	6.0	13
1.06 Transparency of government policymaking .....	5.5	9	9.02 ICT use for B-to-C transactions .....	5.2	33
1.07 No. of days to start a business* .....	9	42	9.03 Individuals using the Internet, %* .....	86.2	8
1.08 Cost to start a business, % GNI/capita* .....	4.9	51	9.04 Fixed telephone lines/100 pop.* .....	16.4	77
1.09 GATS commitment restrictiveness (0-100)* .....	44.1	100	9.05 Broadband Internet subscribers/100 pop.* .....	8.7	62
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.7</b>	<b>59</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	123.1	42
2.01 Stringency of environmental regulation .....	5.3	25	9.07 Mobile broadband subscriptions/100 pop.* .....	70.3	11
2.02 Enforcement of environmental regulation .....	5.2	23	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.9</b>	<b>31</b>
2.03 Sustainability of T&T industry development .....	5.3	15	10.01 Ticket taxes and airport charges (0-100)* .....	92.4	12
2.04 Carbon dioxide emission, million tons/capita* .....	49.1	139	10.02 Purchasing power parity* .....	1.0	116
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	30.9	74	10.04 Fuel price, US\$ cents/liter* .....	19.0	5
2.06 Threatened species, %* .....	2.8	25	10.03 Extent and effect of taxation .....	5.7	3
2.07 Environm. treaty ratification (0-25)* .....	18	84	10.05 Hotel price index, US\$* .....	225.8	111
<b>3rd pillar: Safety and security</b> .....	<b>5.7</b>	<b>21</b>	<b>11th pillar: Human resources</b> .....	<b>5.7</b>	<b>7</b>
3.01 Business costs of crime and violence .....	6.6	1	<i>Education and training</i> .....	5.6	20
3.02 Reliability of police services .....	6.3	5	11.01 Primary education enrollment, net %* .....	92.0	85
3.03 Road traffic accidents/100,000 pop.* .....	23.7	97	11.02 Secondary education enrollment, gross %* .....	93.7	53
3.04 Business costs of terrorism .....	6.4	13	11.03 Quality of the educational system .....	5.7	4
<b>4th pillar: Health and hygiene</b> .....	<b>5.3</b>	<b>58</b>	11.04 Local availability specialized research & training .....	5.0	25
4.01 Physician density/1,000 pop.* .....	2.8	39	11.05 Extent of staff training .....	5.0	11
4.02 Access to improved sanitation, % pop.* .....	100.0	1	<i>Availability of qualified labor</i> .....	5.9	5
4.03 Access to improved drinking water, % pop.* .....	100.0	1	11.06 Hiring and firing practices .....	4.9	15
4.04 Hospital beds/10,000 pop.* .....	12.0	107	11.07 Ease of hiring foreign labor .....	5.4	4
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.3</b>	<b>80</b>	11.08 HIV prevalence, % adult pop.* .....	0.1	12
5.01 Government prioritization of the T&T industry .....	5.5	56	11.09 Business impact of HIV/AIDS .....	4.9	92
5.02 T&T gov't expenditure, % gov't budget* .....	5.6	32	11.10 Life expectancy, years* .....	78.2	34
5.03 Effectiveness of marketing to attract tourists .....	5.1	37	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.6</b>	<b>76</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	27.0	132	12.01 Tourism openness, % of GDP* .....	1.7	119
5.05 Timeliness of T&T data (0-18)* .....	3.0	112	12.02 Attitude of population toward foreign visitors .....	5.8	109
<b>6th pillar: Air transport infrastructure</b> .....	<b>4.6</b>	<b>23</b>	12.03 Extension of business trips recommended .....	5.3	77
6.01 Quality of air transport infrastructure .....	6.0	18	12.04 Degree of customer orientation .....	5.8	5
6.02 Airline seat kms/week, dom., millions* .....	0.0	105	<b>13th pillar: Natural resources</b> .....	<b>2.5</b>	<b>128</b>
6.03 Airline seat kms/week, int'l, millions* .....	784.6	27	13.01 No. of World Heritage natural sites* .....	0	79
6.04 Departures/1,000 pop.* .....	51.6	5	13.02 Quality of the natural environment .....	4.8	54
6.05 Airport density/million pop.* .....	1.1	39	13.03 Total known species* .....	251	133
6.06 No. of operating airlines* .....	26.5	67	13.04 Terrestrial biome protection (0-17%)* .....	2.4	121
6.07 International air transport network .....	6.4	7	13.05 Marine protected areas, %* .....	0.1	85
<b>7th pillar: Ground transport infrastructure</b> .....	<b>4.7</b>	<b>35</b>	<b>14th pillar: Cultural resources</b> .....	<b>2.5</b>	<b>62</b>
7.01 Quality of roads .....	5.1	34	14.01 No. of World Heritage cultural sites* .....	1	109
7.02 Quality of railroad infrastructure .....	n/a	n/a	14.02 Sports stadiums, seats/million pop.* .....	123,473.2	15
7.03 Quality of port infrastructure .....	5.2	36	14.03 No. of int'l fairs and exhibitions* .....	14.0	72
7.04 Quality of ground transport network .....	4.9	40	14.04 Creative industries exports, % of world total* .....	0.0	87
7.05 Road density/million pop.* .....	67.0	44			

# Romania

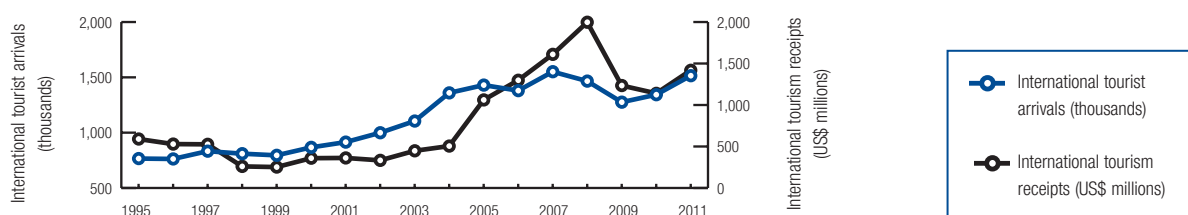
## Key indicators

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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>68</b>	<b>4.0</b>
2011 Travel & Tourism Competitiveness Index.....	63	4.2
2009 Travel & Tourism Competitiveness Index.....	66	4.0
<b>T&amp;T regulatory framework</b> .....	<b>66</b>	<b>4.6</b>
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
<b>Business environment and infrastructure</b> .....	<b>68</b>	<b>3.7</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>73</b>	<b>3.8</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.3</b> .....	<b>87</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>5.1</b> .....	<b>34</b>
1.01 Prevalence of foreign ownership .....	4.1 .....	104	8.01 Hotel rooms/100 pop.* .....	0.6 .....	56
1.02 Property rights .....	3.9 .....	90	8.02 Presence of major car rental co. (1-7)* .....	7 .....	1
1.03 Business impact of rules on FDI .....	3.8 .....	116	8.03 ATMs accepting Visa cards/million pop.* .....	489.5 .....	36
1.04 Visa requirements, no. of countries* .....	71.0 .....	58	<b>9th pillar: ICT infrastructure</b> .....	<b>3.4</b> .....	<b>59</b>
1.05 Openness bilateral ASAs (0-38)* .....	8.0 .....	104	9.01 ICT use for B-to-B transactions .....	4.7 .....	86
1.06 Transparency of government policymaking .....	3.3 .....	132	9.02 ICT use for B-to-C transactions .....	5.0 .....	41
1.07 No. of days to start a business* .....	10 .....	48	9.03 Individuals using the Internet, %* .....	44.0 .....	64
1.08 Cost to start a business, % GNI/capita* .....	2.8 .....	40	9.04 Fixed telephone lines/100 pop.* .....	21.8 .....	56
1.09 GATS commitment restrictiveness (0-100)* .....	62.9 .....	53	9.05 Broadband Internet subscribers/100 pop.* .....	15.2 .....	40
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.7</b> .....	<b>58</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	109.2 .....	61
2.01 Stringency of environmental regulation.....	3.2 .....	109	9.07 Mobile broadband subscriptions/100 pop.* .....	14.1 .....	67
2.02 Enforcement of environmental regulation .....	3.0 .....	101	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.4</b> .....	<b>84</b>
2.03 Sustainability of T&T industry development.....	3.2 .....	129	10.01 Ticket taxes and airport charges (0-100)* .....	81.0 .....	64
2.04 Carbon dioxide emission, million tons/capita* .....	4.4 .....	74	10.02 Purchasing power parity* .....	0.6 .....	44
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	14.2 .....	13	10.04 Fuel price, US\$ cents/liter* .....	146.0 .....	103
2.06 Threatened species, %* .....	4.8 .....	66	10.03 Extent and effect of taxation .....	2.2 .....	138
2.07 Environm. treaty ratification (0-25)* .....	22 .....	20	10.05 Hotel price index, US\$* .....	96.5 .....	20
<b>3rd pillar: Safety and security</b> .....	<b>4.9</b> .....	<b>63</b>	<b>11th pillar: Human resources</b> .....	<b>4.7</b> .....	<b>83</b>
3.01 Business costs of crime and violence .....	5.1 .....	56	<i>Education and training</i> .....	4.4 .....	89
3.02 Reliability of police services.....	3.4 .....	107	11.01 Primary education enrollment, net %* .....	87.6 .....	106
3.03 Road traffic accidents/100,000 pop.* .....	12.7 .....	42	11.02 Secondary education enrollment, gross %* .....	97.2 .....	41
3.04 Business costs of terrorism .....	5.7 .....	57	11.03 Quality of the educational system .....	3.1 .....	107
<b>4th pillar: Health and hygiene</b> .....	<b>5.4</b> .....	<b>54</b>	11.04 Local availability specialized research & training... ..	3.5 .....	111
4.01 Physician density/1,000 pop.* .....	2.3 .....	51	11.05 Extent of staff training .....	3.4 .....	109
4.02 Access to improved sanitation, % pop.* .....	73.0 .....	92	<i>Availability of qualified labor</i> .....	5.1 .....	71
4.03 Access to improved drinking water, % pop.* .....	89.0 .....	93	11.06 Hiring and firing practices .....	3.6 .....	94
4.04 Hospital beds/10,000 pop.* .....	66.0 .....	15	11.07 Ease of hiring foreign labor .....	4.2 .....	60
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>3.8</b> .....	<b>103</b>	11.08 HIV prevalence, % adult pop.* .....	0.1 .....	12
5.01 Government prioritization of the T&T industry .....	3.9 .....	129	11.09 Business impact of HIV/AIDS.....	5.5 .....	58
5.02 T&T gov't expenditure, % gov't budget* .....	1.8 .....	112	11.10 Life expectancy, years* .....	73.5 .....	71
5.03 Effectiveness of marketing to attract tourists .....	3.3 .....	123	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.1</b> .....	<b>122</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	88.0 .....	15	12.01 Tourism openness, % of GDP* .....	1.8 .....	116
5.05 Timeliness of T&T data (0-18)* .....	16.5 .....	17	12.02 Attitude of population toward foreign visitors .....	5.7 .....	122
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.6</b> .....	<b>93</b>	12.03 Extension of business trips recommended .....	5.4 .....	70
6.01 Quality of air transport infrastructure .....	3.4 .....	119	12.04 Degree of customer orientation.....	4.0 .....	114
6.02 Airline seat kms/week, dom., millions* .....	7.7 .....	52	<b>13th pillar: Natural resources</b> .....	<b>3.2</b> .....	<b>88</b>
6.03 Airline seat kms/week, int'l, millions* .....	167.0 .....	67	13.01 No. of World Heritage natural sites* .....	1 .....	45
6.04 Departures/1,000 pop.* .....	3.1 .....	73	13.02 Quality of the natural environment.....	3.7 .....	107
6.05 Airport density/million pop.* .....	0.7 .....	64	13.03 Total known species* .....	439 .....	84
6.06 No. of operating airlines* .....	38.0 .....	45	13.04 Terrestrial biome protection (0-17%)* .....	6.8 .....	92
6.07 International air transport network .....	3.8 .....	114	13.05 Marine protected areas, %* .....	6.6 .....	12
<b>7th pillar: Ground transport infrastructure</b> .....	<b>2.9</b> .....	<b>109</b>	<b>14th pillar: Cultural resources</b> .....	<b>3.3</b> .....	<b>41</b>
7.01 Quality of roads .....	1.9 .....	138	14.01 No. of World Heritage cultural sites* .....	8 .....	33
7.02 Quality of railroad infrastructure .....	2.2 .....	81	14.02 Sports stadiums, seats/million pop.* .....	53,050.8 .....	49
7.03 Quality of port infrastructure.....	2.6 .....	134	14.03 No. of int'l fairs and exhibitions* .....	47.7 .....	46
7.04 Quality of ground transport network .....	3.4 .....	130	14.04 Creative industries exports, % of world total* .....	0.3 .....	34
7.05 Road density/million pop.* .....	83.0 .....	41			

# Russian Federation

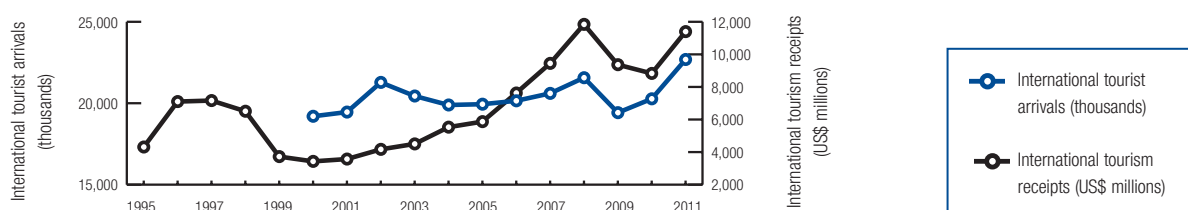
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>63</b>	<b>4.2</b>
2011 Travel & Tourism Competitiveness Index.....	59	4.2
2009 Travel & Tourism Competitiveness Index.....	59	4.1
<b>T&amp;T regulatory framework</b> .....	<b>92</b>	<b>4.2</b>
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
<b>Business environment and infrastructure</b> .....	<b>46</b>	<b>4.2</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>58</b>	<b>4.0</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>3.7</b> .....	<b>123</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>4.9</b> .....	<b>40</b>
1.01 Prevalence of foreign ownership .....	3.4.....	130	8.01 Hotel rooms/100 pop.* .....	0.2.....	89
1.02 Property rights .....	2.8.....	130	8.02 Presence of major car rental co. (1-7)* .....	6.....	32
1.03 Business impact of rules on FDI .....	3.5.....	124	8.03 ATMs accepting Visa cards/million pop.* .....	812.8.....	12
1.04 Visa requirements, no. of countries* .....	26.0.....	119	<b>9th pillar: ICT infrastructure</b> .....	<b>4.2</b> .....	<b>37</b>
1.05 Openness bilateral ASAs (0-38)* .....	5.7.....	125	9.01 ICT use for B-to-B transactions .....	4.4.....	106
1.06 Transparency of government policymaking .....	3.6.....	120	9.02 ICT use for B-to-C transactions .....	4.6.....	63
1.07 No. of days to start a business* .....	18.....	76	9.03 Individuals using the Internet, %* .....	49.0.....	57
1.08 Cost to start a business, % GNI/capita* .....	2.0.....	30	9.04 Fixed telephone lines/100 pop.* .....	30.9.....	40
1.09 GATS commitment restrictiveness (0-100)* .....	n/a.....	n/a	9.05 Broadband Internet subscribers/100 pop.* .....	13.1.....	46
<b>2nd pillar: Environmental sustainability</b> .....	<b>3.5</b> .....	<b>134</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	179.3.....	5
2.01 Stringency of environmental regulation.....	3.3.....	103	9.07 Mobile broadband subscriptions/100 pop.* .....	47.9.....	20
2.02 Enforcement of environmental regulation .....	2.8.....	115	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.5</b> .....	<b>72</b>
2.03 Sustainability of T&T industry development.....	3.2.....	126	10.01 Ticket taxes and airport charges (0-100)* .....	75.7.....	81
2.04 Carbon dioxide emission, million tons/capita* .....	12.0.....	125	10.02 Purchasing power parity* .....	0.6.....	64
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	15.6.....	20	10.04 Fuel price, US\$ cents/liter* .....	72.0.....	22
2.06 Threatened species, %* .....	34.3.....	140	10.03 Extent and effect of taxation .....	2.9.....	117
2.07 Environm. treaty ratification (0-25)* .....	19.....	71	10.05 Hotel price index, US\$* .....	166.0.....	90
<b>3rd pillar: Safety and security</b> .....	<b>3.9</b> .....	<b>113</b>	<b>11th pillar: Human resources</b> .....	<b>4.6</b> .....	<b>92</b>
3.01 Business costs of crime and violence .....	4.5.....	87	<i>Education and training</i> .....	4.7.....	71
3.02 Reliability of police services.....	2.8.....	129	11.01 Primary education enrollment, net %* .....	93.4.....	73
3.03 Road traffic accidents/100,000 pop.* .....	25.2.....	100	11.02 Secondary education enrollment, gross %* .....	88.6.....	71
3.04 Business costs of terrorism .....	4.7.....	114	11.03 Quality of the educational system .....	3.4.....	85
<b>4th pillar: Health and hygiene</b> .....	<b>6.4</b> .....	<b>14</b>	11.04 Local availability specialized research & training... ..	4.0.....	79
4.01 Physician density/1,000 pop.* .....	4.3.....	4	11.05 Extent of staff training.....	3.7.....	88
4.02 Access to improved sanitation, % pop.* .....	70.0.....	95	<i>Availability of qualified labor</i> .....	4.6.....	107
4.03 Access to improved drinking water, % pop.* .....	97.0.....	59	11.06 Hiring and firing practices .....	3.7.....	87
4.04 Hospital beds/10,000 pop.* .....	97.0.....	3	11.07 Ease of hiring foreign labor .....	3.4.....	122
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>3.6</b> .....	<b>111</b>	11.08 HIV prevalence, % adult pop.* .....	1.0.....	103
5.01 Government prioritization of the T&T industry .....	4.1.....	124	11.09 Business impact of HIV/AIDS.....	5.5.....	56
5.02 T&T gov't expenditure, % gov't budget* .....	2.7.....	89	11.10 Life expectancy, years* .....	68.8.....	100
5.03 Effectiveness of marketing to attract tourists .....	3.2.....	126	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>3.7</b> .....	<b>138</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	62.0.....	81	12.01 Tourism openness, % of GDP* .....	2.4.....	110
5.05 Timeliness of T&T data (0-18)* .....	13.5.....	71	12.02 Attitude of population toward foreign visitors .....	5.0.....	138
<b>6th pillar: Air transport infrastructure</b> .....	<b>4.3</b> .....	<b>33</b>	12.03 Extension of business trips recommended .....	4.4.....	129
6.01 Quality of air transport infrastructure .....	3.8.....	103	12.04 Degree of customer orientation.....	3.7.....	130
6.02 Airline seat kms/week, dom., millions* .....	1,790.9.....	5	<b>13th pillar: Natural resources</b> .....	<b>4.3</b> .....	<b>37</b>
6.03 Airline seat kms/week, int'l, millions* .....	1,315.3.....	18	13.01 No. of World Heritage natural sites* .....	10.....	4
6.04 Departures/1,000 pop.* .....	4.7.....	58	13.02 Quality of the natural environment.....	3.4.....	120
6.05 Airport density/million pop.* .....	0.7.....	60	13.03 Total known species* .....	332.....	119
6.06 No. of operating airlines* .....	123.5.....	6	13.04 Terrestrial biome protection (0-17%)* .....	9.1.....	81
6.07 International air transport network .....	4.1.....	103	13.05 Marine protected areas, %* .....	2.9.....	18
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.1</b> .....	<b>93</b>	<b>14th pillar: Cultural resources</b> .....	<b>3.5</b> .....	<b>39</b>
7.01 Quality of roads .....	2.3.....	134	14.01 No. of World Heritage cultural sites* .....	17.....	16
7.02 Quality of railroad infrastructure .....	4.2.....	30	14.02 Sports stadiums, seats/million pop.* .....	14,841.8.....	98
7.03 Quality of port infrastructure.....	3.7.....	92	14.03 No. of int'l fairs and exhibitions* .....	62.7.....	39
7.04 Quality of ground transport network .....	4.2.....	86	14.04 Creative industries exports, % of world total* .....	0.3.....	33
7.05 Road density/million pop.* .....	6.0.....	125			

# Rwanda

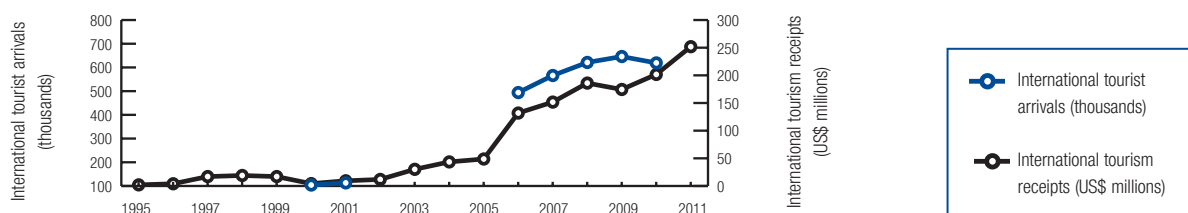
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>105</b>	<b>3.6</b>
2011 Travel & Tourism Competitiveness Index.....	102	3.5
2009 Travel & Tourism Competitiveness Index.....	n/a	n/a
<b>T&amp;T regulatory framework</b> .....	<b>78</b>	<b>4.5</b>
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
<b>Business environment and infrastructure</b> .....	<b>117</b>	<b>2.7</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>104</b>	<b>3.5</b>
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.

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>5.4</b> .....	<b>6</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>1.3</b> .....	<b>134</b>
1.01 Prevalence of foreign ownership .....	4.6.....	76	8.01 Hotel rooms/100 pop.* .....	0.0.....	130
1.02 Property rights .....	5.2.....	34	8.02 Presence of major car rental co. (1-7)* .....	1.....	123
1.03 Business impact of rules on FDI .....	5.3.....	18	8.03 ATMs accepting Visa cards/million pop.* .....	5.8.....	128
1.04 Visa requirements, no. of countries* .....	139.7.....	16	<b>9th pillar: ICT infrastructure</b> .....	<b>1.2</b> .....	<b>140</b>
1.05 Openness bilateral ASAs (0-38)* .....	11.1.....	68	9.01 ICT use for B-to-B transactions .....	n/a.....	n/a
1.06 Transparency of government policymaking .....	5.5.....	7	9.02 ICT use for B-to-C transactions .....	n/a.....	n/a
1.07 No. of days to start a business* .....	3.....	5	9.03 Individuals using the Internet, %* .....	7.0.....	122
1.08 Cost to start a business, % GNI/capita* .....	4.3.....	47	9.04 Fixed telephone lines/100 pop.* .....	0.4.....	135
1.09 GATS commitment restrictiveness (0-100)* .....	77.2.....	14	9.05 Broadband Internet subscribers/100 pop.* .....	0.0.....	129
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.5</b> .....	<b>12</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	40.6.....	134
2.01 Stringency of environmental regulation.....	5.9.....	12	9.07 Mobile broadband subscriptions/100 pop.* .....	1.0.....	111
2.02 Enforcement of environmental regulation .....	5.8.....	10	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.6</b> .....	<b>59</b>
2.03 Sustainability of T&T industry development.....	5.9.....	4	10.01 Ticket taxes and airport charges (0-100)* .....	77.0.....	77
2.04 Carbon dioxide emission, million tons/capita* .....	0.1.....	4	10.02 Purchasing power parity* .....	0.5.....	24
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	22.9.....	45	10.04 Fuel price, US\$ cents/liter* .....	162.0.....	121
2.06 Threatened species, %* .....	4.9.....	68	10.03 Extent and effect of taxation .....	4.4.....	19
2.07 Environm. treaty ratification (0-25)* .....	15.....	123	10.05 Hotel price index, US\$* .....	n/a.....	n/a
<b>3rd pillar: Safety and security</b> .....	<b>4.9</b> .....	<b>59</b>	<b>11th pillar: Human resources</b> .....	<b>4.3</b> .....	<b>110</b>
3.01 Business costs of crime and violence .....	5.6.....	30	<i>Education and training</i> .....	4.1.....	106
3.02 Reliability of police services.....	5.9.....	19	11.01 Primary education enrollment, net %* .....	98.7.....	18
3.03 Road traffic accidents/100,000 pop.* .....	31.6.....	118	11.02 Secondary education enrollment, gross %* .....	35.8.....	125
3.04 Business costs of terrorism .....	5.6.....	64	11.03 Quality of the educational system .....	4.1.....	50
<b>4th pillar: Health and hygiene</b> .....	<b>2.4</b> .....	<b>119</b>	11.04 Local availability specialized research & training... ..	3.5.....	109
4.01 Physician density/1,000 pop.* .....	0.0.....	136	11.05 Extent of staff training.....	3.9.....	68
4.02 Access to improved sanitation, % pop.* .....	55.0.....	104	<i>Availability of qualified labor</i> .....	4.4.....	122
4.03 Access to improved drinking water, % pop.* .....	65.0.....	125	11.06 Hiring and firing practices .....	4.1.....	59
4.04 Hospital beds/10,000 pop.* .....	16.0.....	96	11.07 Ease of hiring foreign labor .....	4.8.....	18
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.0</b> .....	<b>97</b>	11.08 HIV prevalence, % adult pop.* .....	2.9.....	122
5.01 Government prioritization of the T&T industry .....	6.2.....	19	11.09 Business impact of HIV/AIDS.....	4.0.....	120
5.02 T&T gov't expenditure, % gov't budget* .....	1.7.....	118	11.10 Life expectancy, years* .....	55.4.....	123
5.03 Effectiveness of marketing to attract tourists .....	5.6.....	10	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.9</b> .....	<b>40</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	47.0.....	104	12.01 Tourism openness, % of GDP* .....	5.4.....	55
5.05 Timeliness of T&T data (0-18)* .....	0.0.....	126	12.02 Attitude of population toward foreign visitors .....	6.6.....	21
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.4</b> .....	<b>103</b>	12.03 Extension of business trips recommended .....	6.1.....	16
6.01 Quality of air transport infrastructure .....	4.3.....	84	12.04 Degree of customer orientation.....	4.5.....	84
6.02 Airline seat kms/week, dom., millions* .....	0.1.....	97	<b>13th pillar: Natural resources</b> .....	<b>3.7</b> .....	<b>61</b>
6.03 Airline seat kms/week, int'l, millions* .....	6.1.....	135	13.01 No. of World Heritage natural sites* .....	0.....	79
6.04 Departures/1,000 pop.* .....	n/a.....	n/a	13.02 Quality of the natural environment.....	5.4.....	28
6.05 Airport density/million pop.* .....	0.2.....	121	13.03 Total known species* .....	853.....	41
6.06 No. of operating airlines* .....	4.0.....	134	13.04 Terrestrial biome protection (0-17%)* .....	9.7.....	78
6.07 International air transport network .....	4.5.....	75	13.05 Marine protected areas, %* .....	n/a.....	n/a
<b>7th pillar: Ground transport infrastructure</b> .....	<b>4.1</b> .....	<b>55</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.1</b> .....	<b>138</b>
7.01 Quality of roads .....	5.0.....	40	14.01 No. of World Heritage cultural sites* .....	0.....	125
7.02 Quality of railroad infrastructure .....	n/a.....	n/a	14.02 Sports stadiums, seats/million pop.* .....	4,477.8.....	124
7.03 Quality of port infrastructure.....	3.5.....	108	14.03 No. of int'l fairs and exhibitions* .....	3.3.....	111
7.04 Quality of ground transport network .....	4.8.....	47	14.04 Creative industries exports, % of world total* .....	0.0.....	124
7.05 Road density/million pop.* .....	53.0.....	51			

# Saudi Arabia

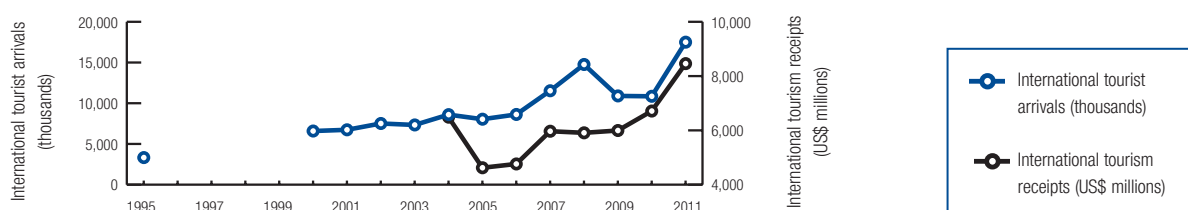
## Key indicators

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)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>62</b>	<b>4.2</b>
2011 Travel & Tourism Competitiveness Index.....	62	4.2
2009 Travel & Tourism Competitiveness Index.....	71	3.9
<b>T&amp;T regulatory framework</b> .....	<b>87</b>	<b>4.3</b>
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
<b>Business environment and infrastructure</b> .....	<b>38</b>	<b>4.4</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>80</b>	<b>3.8</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.6</b> .....	<b>61</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>4.7</b> .....	<b>47</b>
1.01 Prevalence of foreign ownership .....	4.6.....	75	8.01 Hotel rooms/100 pop.* .....	0.9.....	39
1.02 Property rights .....	5.6.....	20	8.02 Presence of major car rental co. (1-7)* .....	5.....	66
1.03 Business impact of rules on FDI .....	5.2.....	27	8.03 ATMs accepting Visa cards/million pop.* .....	439.3.....	45
1.04 Visa requirements, no. of countries* .....	5.0.....	137	<b>9th pillar: ICT infrastructure</b> .....	<b>3.8</b> .....	<b>45</b>
1.05 Openness bilateral ASAs (0-38)* .....	6.8.....	119	9.01 ICT use for B-to-B transactions .....	5.7.....	28
1.06 Transparency of government policymaking .....	4.8.....	34	9.02 ICT use for B-to-C transactions .....	4.8.....	50
1.07 No. of days to start a business* .....	21.....	89	9.03 Individuals using the Internet, %* .....	47.5.....	61
1.08 Cost to start a business, % GNI/capita* .....	5.0.....	54	9.04 Fixed telephone lines/100 pop.* .....	16.5.....	76
1.09 GATS commitment restrictiveness (0-100)* .....	74.5.....	29	9.05 Broadband Internet subscribers/100 pop.* .....	5.6.....	73
<b>2nd pillar: Environmental sustainability</b> .....	<b>3.8</b> .....	<b>130</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	191.2.....	2
2.01 Stringency of environmental regulation.....	4.7.....	45	9.07 Mobile broadband subscriptions/100 pop.* .....	40.4.....	27
2.02 Enforcement of environmental regulation .....	4.6.....	32	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>5.2</b> .....	<b>14</b>
2.03 Sustainability of T&T industry development.....	4.8.....	48	10.01 Ticket taxes and airport charges (0-100)* .....	91.6.....	13
2.04 Carbon dioxide emission, million tons/capita* .....	16.6.....	129	10.02 Purchasing power parity* .....	0.8.....	100
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	102.8.....	134	10.04 Fuel price, US\$ cents/liter* .....	6.7.....	3
2.06 Threatened species, %* .....	5.0.....	70	10.03 Extent and effect of taxation .....	5.1.....	10
2.07 Environm. treaty ratification (0-25)* .....	19.....	71	10.05 Hotel price index, US\$* .....	200.7.....	103
<b>3rd pillar: Safety and security</b> .....	<b>5.3</b> .....	<b>42</b>	<b>11th pillar: Human resources</b> .....	<b>5.3</b> .....	<b>30</b>
3.01 Business costs of crime and violence .....	6.3.....	4	<i>Education and training</i> .....	5.2.....	34
3.02 Reliability of police services.....	5.6.....	27	11.01 Primary education enrollment, net %* .....	89.9.....	94
3.03 Road traffic accidents/100,000 pop.* .....	29.0.....	112	11.02 Secondary education enrollment, gross %* .....	100.6.....	28
3.04 Business costs of terrorism .....	6.3.....	16	11.03 Quality of the educational system .....	4.4.....	32
<b>4th pillar: Health and hygiene</b> .....	<b>3.6</b> .....	<b>99</b>	11.04 Local availability specialized research & training... ..	4.7.....	35
4.01 Physician density/1,000 pop.* .....	0.9.....	90	11.05 Extent of staff training.....	4.4.....	35
4.02 Access to improved sanitation, % pop.* .....	n/a.....	n/a	<i>Availability of qualified labor</i> .....	5.4.....	21
4.03 Access to improved drinking water, % pop.* .....	90.0.....	91	11.06 Hiring and firing practices .....	4.7.....	22
4.04 Hospital beds/10,000 pop.* .....	22.0.....	75	11.07 Ease of hiring foreign labor .....	4.4.....	44
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.3</b> .....	<b>78</b>	11.08 HIV prevalence, % adult pop.* .....	0.0.....	1
5.01 Government prioritization of the T&T industry .....	5.1.....	79	11.09 Business impact of HIV/AIDS.....	6.1.....	23
5.02 T&T gov't expenditure, % gov't budget* .....	1.0.....	131	11.10 Life expectancy, years* .....	73.9.....	67
5.03 Effectiveness of marketing to attract tourists .....	4.4.....	70	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.4</b> .....	<b>98</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	116.0.....	1	12.01 Tourism openness, % of GDP* .....	4.3.....	77
5.05 Timeliness of T&T data (0-18)* .....	13.5.....	71	12.02 Attitude of population toward foreign visitors .....	5.5.....	128
<b>6th pillar: Air transport infrastructure</b> .....	<b>4.0</b> .....	<b>42</b>	12.03 Extension of business trips recommended .....	4.7.....	113
6.01 Quality of air transport infrastructure .....	5.7.....	34	12.04 Degree of customer orientation.....	5.1.....	36
6.02 Airline seat kms/week, dom., millions* .....	250.4.....	18	<b>13th pillar: Natural resources</b> .....	<b>3.6</b> .....	<b>69</b>
6.03 Airline seat kms/week, int'l, millions* .....	838.7.....	26	13.01 No. of World Heritage natural sites* .....	0.....	79
6.04 Departures/1,000 pop.* .....	6.0.....	53	13.02 Quality of the natural environment.....	4.7.....	57
6.05 Airport density/million pop.* .....	0.9.....	48	13.03 Total known species* .....	484.....	76
6.06 No. of operating airlines* .....	53.0.....	32	13.04 Terrestrial biome protection (0-17%)* .....	17.0.....	1
6.07 International air transport network .....	6.0.....	19	13.05 Marine protected areas, %* .....	1.6.....	26
<b>7th pillar: Ground transport infrastructure</b> .....	<b>4.4</b> .....	<b>43</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.8</b> .....	<b>96</b>
7.01 Quality of roads .....	6.0.....	12	14.01 No. of World Heritage cultural sites* .....	3.....	74
7.02 Quality of railroad infrastructure .....	3.7.....	38	14.02 Sports stadiums, seats/million pop.* .....	14,382.6.....	99
7.03 Quality of port infrastructure.....	5.3.....	28	14.03 No. of int'l fairs and exhibitions* .....	2.3.....	120
7.04 Quality of ground transport network .....	5.5.....	21	14.04 Creative industries exports, % of world total* .....	0.1.....	47
7.05 Road density/million pop.* .....	11.0.....	110			

# Senegal

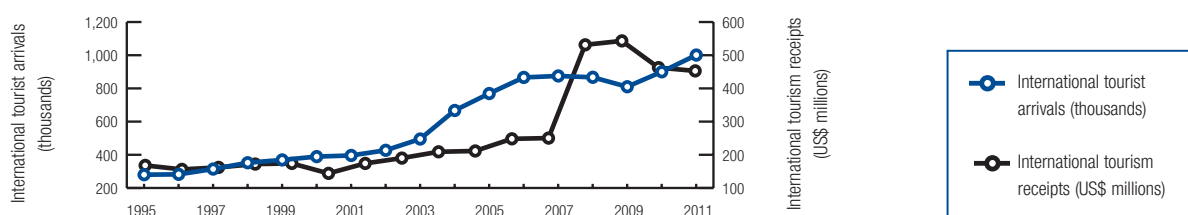
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>107</b>	<b>3.5</b>
2011 Travel & Tourism Competitiveness Index.....	104	3.5
2009 Travel & Tourism Competitiveness Index.....	101	3.5
<b>T&amp;T regulatory framework</b> .....	<b>111</b>	<b>3.9</b>
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
<b>Business environment and infrastructure</b> .....	<b>113</b>	<b>2.8</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>88</b>	<b>3.7</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.0</b> .....	<b>109</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>2.7</b> .....	<b>94</b>
1.01 Prevalence of foreign ownership .....	5.2.....	40	8.01 Hotel rooms/100 pop.* .....	0.2.....	98
1.02 Property rights .....	4.1.....	76	8.02 Presence of major car rental co. (1-7)* .....	5.....	66
1.03 Business impact of rules on FDI .....	4.6.....	67	8.03 ATMs accepting Visa cards/million pop.* .....	34.8.....	111
1.04 Visa requirements, no. of countries* .....	45.0.....	110			
1.05 Openness bilateral ASAs (0-38)* .....	9.6.....	87	<b>9th pillar: ICT infrastructure</b> .....	<b>2.2</b> .....	<b>107</b>
1.06 Transparency of government policymaking .....	4.1.....	82	9.01 ICT use for B-to-B transactions .....	5.1.....	56
1.07 No. of days to start a business* .....	5.....	10	9.02 ICT use for B-to-C transactions .....	4.5.....	73
1.08 Cost to start a business, % GNI/capita* .....	64.4.....	122	9.03 Individuals using the Internet, %* .....	17.5.....	103
1.09 GATS commitment restrictiveness (0-100)* .....	44.7.....	98	9.04 Fixed telephone lines/100 pop.* .....	2.7.....	116
			9.05 Broadband Internet subscribers/100 pop.* .....	0.7.....	105
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.4</b> .....	<b>81</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	73.3.....	112
2.01 Stringency of environmental regulation.....	3.2.....	104	9.07 Mobile broadband subscriptions/100 pop.* .....	1.5.....	106
2.02 Enforcement of environmental regulation .....	3.2.....	98			
2.03 Sustainability of T&T industry development.....	4.0.....	92	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>3.7</b> .....	<b>123</b>
2.04 Carbon dioxide emission, million tons/capita* .....	0.4.....	24	10.01 Ticket taxes and airport charges (0-100)* .....	25.1.....	138
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	79.7.....	126	10.02 Purchasing power parity* .....	0.6.....	46
2.06 Threatened species, %* .....	3.8.....	47	10.04 Fuel price, US\$ cents/liter* .....	134.0.....	94
2.07 Environm. treaty ratification (0-25)* .....	22.....	20	10.03 Extent and effect of taxation .....	2.8.....	125
			10.05 Hotel price index, US\$* .....	136.3.....	69
<b>3rd pillar: Safety and security</b> .....	<b>4.4</b> .....	<b>86</b>			
3.01 Business costs of crime and violence .....	5.4.....	39	<b>11th pillar: Human resources</b> .....	<b>4.0</b> .....	<b>117</b>
3.02 Reliability of police services.....	4.4.....	62	<i>Education and training</i> .....	3.4.....	123
3.03 Road traffic accidents/100,000 pop.* .....	32.5.....	121	11.01 Primary education enrollment, net %* .....	75.5.....	127
3.04 Business costs of terrorism .....	5.4.....	81	11.02 Secondary education enrollment, gross %* .....	37.4.....	123
			11.03 Quality of the educational system .....	3.6.....	72
<b>4th pillar: Health and hygiene</b> .....	<b>2.4</b> .....	<b>120</b>	11.04 Local availability specialized research & training... ..	4.7.....	38
4.01 Physician density/1,000 pop.* .....	0.1.....	127	11.05 Extent of staff training.....	3.0.....	132
4.02 Access to improved sanitation, % pop.* .....	52.0.....	107	<i>Availability of qualified labor</i> .....	4.6.....	116
4.03 Access to improved drinking water, % pop.* .....	72.0.....	120	11.06 Hiring and firing practices .....	3.9.....	73
4.04 Hospital beds/10,000 pop.* .....	3.4.....	136	11.07 Ease of hiring foreign labor .....	4.6.....	34
			11.08 HIV prevalence, % adult pop.* .....	0.9.....	100
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.4</b> .....	<b>69</b>	11.09 Business impact of HIV/AIDS.....	4.8.....	93
5.01 Government prioritization of the T&T industry .....	5.8.....	37	11.10 Life expectancy, years* .....	59.3.....	115
5.02 T&T gov't expenditure, % gov't budget* .....	3.7.....	61			
5.03 Effectiveness of marketing to attract tourists .....	4.4.....	74	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.8</b> .....	<b>56</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	58.0.....	86	12.01 Tourism openness, % of GDP* .....	4.8.....	68
5.05 Timeliness of T&T data (0-18)* .....	10.0.....	99	12.02 Attitude of population toward foreign visitors .....	6.7.....	6
			12.03 Extension of business trips recommended .....	5.3.....	72
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.6</b> .....	<b>94</b>	12.04 Degree of customer orientation.....	4.8.....	51
6.01 Quality of air transport infrastructure .....	4.4.....	77			
6.02 Airline seat kms/week, dom., millions* .....	0.0.....	105	<b>13th pillar: Natural resources</b> .....	<b>4.1</b> .....	<b>46</b>
6.03 Airline seat kms/week, int'l, millions* .....	91.6.....	78	13.01 No. of World Heritage natural sites* .....	2.....	25
6.04 Departures/1,000 pop.* .....	0.6.....	104	13.02 Quality of the natural environment.....	3.1.....	126
6.05 Airport density/million pop.* .....	0.4.....	93	13.03 Total known species* .....	767.....	46
6.06 No. of operating airlines* .....	24.0.....	72	13.04 Terrestrial biome protection (0-17%)* .....	16.9.....	20
6.07 International air transport network .....	4.9.....	63	13.05 Marine protected areas, %* .....	1.0.....	42
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.0</b> .....	<b>99</b>	<b>14th pillar: Cultural resources</b> .....	<b>2.0</b> .....	<b>89</b>
7.01 Quality of roads .....	3.2.....	96	14.01 No. of World Heritage cultural sites* .....	6.....	45
7.02 Quality of railroad infrastructure .....	1.7.....	103	14.02 Sports stadiums, seats/million pop.* .....	15,860.5.....	96
7.03 Quality of port infrastructure.....	4.5.....	58	14.03 No. of int'l fairs and exhibitions* .....	12.3.....	76
7.04 Quality of ground transport network .....	4.4.....	77	14.04 Creative industries exports, % of world total* .....	0.0.....	109
7.05 Road density/million pop.* .....	8.0.....	120			

# Serbia

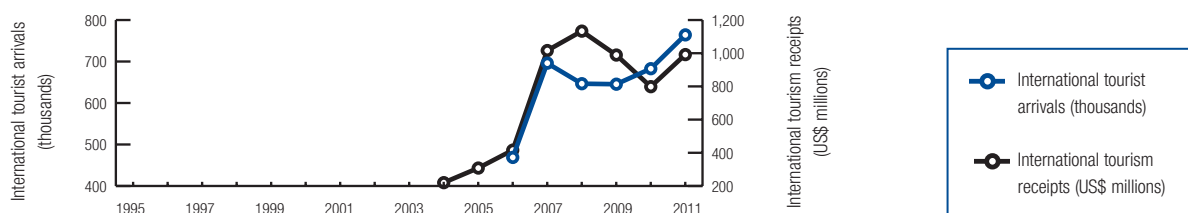
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>89</b>	<b>3.8</b>
2011 Travel & Tourism Competitiveness Index.....	82	3.9
2009 Travel & Tourism Competitiveness Index.....	88	3.7
<b>T&amp;T regulatory framework</b> .....	<b>74</b>	<b>4.5</b>
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
<b>Business environment and infrastructure</b> .....	<b>81</b>	<b>3.4</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>109</b>	<b>3.4</b>
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.

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.1</b> .....	<b>103</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>4.5</b> .....	<b>56</b>
1.01 Prevalence of foreign ownership .....	3.8.....	121	8.01 Hotel rooms/100 pop.* .....	0.4.....	71
1.02 Property rights .....	3.1.....	127	8.02 Presence of major car rental co. (1–7)* .....	7.....	1
1.03 Business impact of rules on FDI .....	3.7.....	119	8.03 ATMs accepting Visa cards/million pop.* .....	366.6.....	56
1.04 Visa requirements, no. of countries* .....	62.0.....	97	<b>9th pillar: ICT infrastructure</b> .....	<b>3.6</b> .....	<b>49</b>
1.05 Openness bilateral ASAs (0–38)* .....	8.7.....	98	9.01 ICT use for B-to-B transactions .....	4.2.....	117
1.06 Transparency of government policymaking .....	3.8.....	108	9.02 ICT use for B-to-C transactions .....	3.5.....	122
1.07 No. of days to start a business* .....	12.....	55	9.03 Individuals using the Internet, %* .....	42.2.....	67
1.08 Cost to start a business, % GNI/capita* .....	7.7.....	65	9.04 Fixed telephone lines/100 pop.* .....	37.3.....	30
1.09 GATS commitment restrictiveness (0–100)* .....	n/a.....	n/a	9.05 Broadband Internet subscribers/100 pop.* .....	11.3.....	51
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.1</b> .....	<b>115</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	125.4.....	37
2.01 Stringency of environmental regulation.....	3.4.....	97	9.07 Mobile broadband subscriptions/100 pop.* .....	34.5.....	37
2.02 Enforcement of environmental regulation .....	2.7.....	122	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>3.8</b> .....	<b>119</b>
2.03 Sustainability of T&T industry development.....	3.5.....	114	10.01 Ticket taxes and airport charges (0–100)* .....	73.8.....	92
2.04 Carbon dioxide emission, million tons/capita* .....	6.8.....	96	10.02 Purchasing power parity* .....	0.5.....	33
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	n/a.....	n/a	10.04 Fuel price, US\$ cents/liter* .....	148.0.....	106
2.06 Threatened species, %* .....	4.0.....	53	10.03 Extent and effect of taxation .....	2.9.....	118
2.07 Environm. treaty ratification (0–25)* .....	18.....	84	10.05 Hotel price index, US\$* .....	243.1.....	113
<b>3rd pillar: Safety and security</b> .....	<b>5.0</b> .....	<b>55</b>	<b>11th pillar: Human resources</b> .....	<b>4.6</b> .....	<b>94</b>
3.01 Business costs of crime and violence .....	4.6.....	82	<i>Education and training</i> .....	4.3.....	95
3.02 Reliability of police services.....	4.0.....	78	11.01 Primary education enrollment, net %* .....	92.7.....	77
3.03 Road traffic accidents/100,000 pop.* .....	9.8.....	24	11.02 Secondary education enrollment, gross %* .....	91.4.....	57
3.04 Business costs of terrorism .....	5.6.....	69	11.03 Quality of the educational system .....	3.1.....	110
<b>4th pillar: Health and hygiene</b> .....	<b>5.7</b> .....	<b>46</b>	11.04 Local availability specialized research & training... ..	3.2.....	124
4.01 Physician density/1,000 pop.* .....	2.1.....	54	11.05 Extent of staff training.....	2.9.....	135
4.02 Access to improved sanitation, % pop.* .....	92.0.....	62	<i>Availability of qualified labor</i> .....	5.0.....	80
4.03 Access to improved drinking water, % pop.* .....	99.0.....	42	11.06 Hiring and firing practices .....	3.6.....	95
4.04 Hospital beds/10,000 pop.* .....	54.0.....	28	11.07 Ease of hiring foreign labor .....	3.8.....	94
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>3.6</b> .....	<b>108</b>	11.08 HIV prevalence, % adult pop.* .....	0.1.....	12
5.01 Government prioritization of the T&T industry .....	4.1.....	120	11.09 Business impact of HIV/AIDS.....	6.0.....	29
5.02 T&T gov't expenditure, % gov't budget* .....	0.8.....	132	11.10 Life expectancy, years* .....	73.9.....	64
5.03 Effectiveness of marketing to attract tourists .....	3.7.....	110	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.3</b> .....	<b>104</b>
5.04 Comprehensiveness of T&T data (0–120)* .....	68.0.....	59	12.01 Tourism openness, % of GDP* .....	4.9.....	63
5.05 Timeliness of T&T data (0–18)* .....	16.5.....	17	12.02 Attitude of population toward foreign visitors .....	6.1.....	87
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.3</b> .....	<b>110</b>	12.03 Extension of business trips recommended .....	5.1.....	86
6.01 Quality of air transport infrastructure .....	3.2.....	127	12.04 Degree of customer orientation.....	3.7.....	131
6.02 Airline seat kms/week, dom., millions* .....	0.0.....	105	<b>13th pillar: Natural resources</b> .....	<b>2.4</b> .....	<b>131</b>
6.03 Airline seat kms/week, int'l, millions* .....	53.7.....	92	13.01 No. of World Heritage natural sites* .....	0.....	79
6.04 Departures/1,000 pop.* .....	2.4.....	80	13.02 Quality of the natural environment.....	3.2.....	125
6.05 Airport density/million pop.* .....	0.3.....	105	13.03 Total known species* .....	426.....	88
6.06 No. of operating airlines* .....	38.0.....	45	13.04 Terrestrial biome protection (0–17%)* .....	6.0.....	98
6.07 International air transport network .....	3.5.....	123	13.05 Marine protected areas, %* .....	n/a.....	n/a
<b>7th pillar: Ground transport infrastructure</b> .....	<b>2.8</b> .....	<b>117</b>	<b>14th pillar: Cultural resources</b> .....	<b>2.5</b> .....	<b>65</b>
7.01 Quality of roads .....	2.7.....	120	14.01 No. of World Heritage cultural sites* .....	4.....	63
7.02 Quality of railroad infrastructure .....	1.7.....	100	14.02 Sports stadiums, seats/million pop.* .....	59,349.1.....	41
7.03 Quality of port infrastructure.....	2.7.....	131	14.03 No. of int'l fairs and exhibitions* .....	45.7.....	48
7.04 Quality of ground transport network .....	4.0.....	103	14.04 Creative industries exports, % of world total* .....	0.0.....	64
7.05 Road density/million pop.* .....	50.0.....	54			

# Seychelles

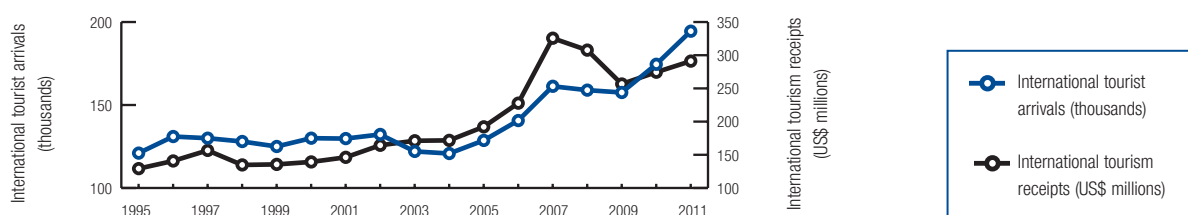
## Key indicators

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)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>38</b>	<b>4.5</b>
2011 Travel & Tourism Competitiveness Index.....	n/a	n/a
2009 Travel & Tourism Competitiveness Index.....	n/a	n/a
<b>T&amp;T regulatory framework</b> .....	<b>47</b>	<b>4.9</b>
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
<b>Business environment and infrastructure</b> .....	<b>42</b>	<b>4.3</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>48</b>	<b>4.3</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.7</b> .....	<b>55</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>5.2</b> .....	<b>29</b>
1.01 Prevalence of foreign ownership .....	5.0.....	56	8.01 Hotel rooms/100 pop.* .....	2.9.....	6
1.02 Property rights .....	4.7.....	49	8.02 Presence of major car rental co. (1-7)* .....	4.....	82
1.03 Business impact of rules on FDI .....	4.9.....	46	8.03 ATMs accepting Visa cards/million pop.* .....	383.7.....	52
1.04 Visa requirements, no. of countries* .....	135.8.....	19	<b>9th pillar: ICT infrastructure</b> .....	<b>3.5</b> .....	<b>58</b>
1.05 Openness bilateral ASAs (0-38)* .....	2.6.....	135	9.01 ICT use for B-to-B transactions .....	5.0.....	68
1.06 Transparency of government policymaking .....	4.8.....	37	9.02 ICT use for B-to-C transactions .....	3.7.....	113
1.07 No. of days to start a business* .....	39.....	119	9.03 Individuals using the Internet, %* .....	43.2.....	65
1.08 Cost to start a business, % GNI/capita* .....	14.3.....	85	9.04 Fixed telephone lines/100 pop.* .....	32.1.....	36
1.09 GATS commitment restrictiveness (0-100)* .....	n/a.....	n/a	9.05 Broadband Internet subscribers/100 pop.* .....	10.4.....	55
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.6</b> .....	<b>70</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	145.7.....	17
2.01 Stringency of environmental regulation.....	5.8.....	15	9.07 Mobile broadband subscriptions/100 pop.* .....	4.7.....	87
2.02 Enforcement of environmental regulation .....	5.5.....	15	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>3.8</b> .....	<b>120</b>
2.03 Sustainability of T&T industry development.....	5.5.....	14	10.01 Ticket taxes and airport charges (0-100)* .....	74.2.....	89
2.04 Carbon dioxide emission, million tons/capita* .....	7.8.....	105	10.02 Purchasing power parity* .....	0.4.....	17
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	n/a.....	n/a	10.04 Fuel price, US\$ cents/liter* .....	148.7.....	107
2.06 Threatened species, %* .....	16.2.....	132	10.03 Extent and effect of taxation .....	3.4.....	78
2.07 Environm. treaty ratification (0-25)* .....	20.....	53	10.05 Hotel price index, US\$* .....	470.0.....	117
<b>3rd pillar: Safety and security</b> .....	<b>4.3</b> .....	<b>91</b>	<b>11th pillar: Human resources</b> .....	<b>5.0</b> .....	<b>56</b>
3.01 Business costs of crime and violence .....	4.2.....	98	<i>Education and training</i> .....	5.0.....	48
3.02 Reliability of police services.....	3.7.....	95	11.01 Primary education enrollment, net %* .....	95.1.....	52
3.03 Road traffic accidents/100,000 pop.* .....	18.5.....	81	11.02 Secondary education enrollment, gross %* .....	119.2.....	5
3.04 Business costs of terrorism .....	4.9.....	108	11.03 Quality of the educational system .....	4.1.....	48
<b>4th pillar: Health and hygiene</b> .....	<b>5.0</b> .....	<b>63</b>	11.04 Local availability specialized research & training... ..	3.5.....	110
4.01 Physician density/1,000 pop.* .....	1.5.....	74	11.05 Extent of staff training.....	4.0.....	62
4.02 Access to improved sanitation, % pop.* .....	98.0.....	42	<i>Availability of qualified labor</i> .....	4.9.....	85
4.03 Access to improved drinking water, % pop.* .....	93.0.....	76	11.06 Hiring and firing practices .....	3.8.....	79
4.04 Hospital beds/10,000 pop.* .....	36.0.....	48	11.07 Ease of hiring foreign labor .....	4.1.....	79
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>6.1</b> .....	<b>1</b>	11.08 HIV prevalence, % adult pop.* .....	3.0.....	123
5.01 Government prioritization of the T&T industry .....	6.6.....	4	11.09 Business impact of HIV/AIDS.....	3.6.....	124
5.02 T&T gov't expenditure, % gov't budget* .....	22.3.....	2	11.10 Life expectancy, years* .....	73.0.....	82
5.03 Effectiveness of marketing to attract tourists .....	5.5.....	18	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>5.9</b> .....	<b>5</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	64.0.....	72	12.01 Tourism openness, % of GDP* .....	32.5.....	1
5.05 Timeliness of T&T data (0-18)* .....	16.5.....	17	12.02 Attitude of population toward foreign visitors .....	6.5.....	29
<b>6th pillar: Air transport infrastructure</b> .....	<b>4.5</b> .....	<b>27</b>	12.03 Extension of business trips recommended .....	5.8.....	37
6.01 Quality of air transport infrastructure .....	5.0.....	55	12.04 Degree of customer orientation.....	4.2.....	107
6.02 Airline seat kms/week, dom., millions* .....	0.2.....	87	<b>13th pillar: Natural resources</b> .....	<b>3.7</b> .....	<b>65</b>
6.03 Airline seat kms/week, int'l, millions* .....	30.6.....	104	13.01 No. of World Heritage natural sites* .....	2.....	25
6.04 Departures/1,000 pop.* .....	149.9.....	2	13.02 Quality of the natural environment.....	6.3.....	8
6.05 Airport density/million pop.* .....	23.0.....	2	13.03 Total known species* .....	130.....	138
6.06 No. of operating airlines* .....	6.0.....	125	13.04 Terrestrial biome protection (0-17%)* .....	12.8.....	59
6.07 International air transport network .....	5.5.....	42	13.05 Marine protected areas, %* .....	0.0.....	92
<b>7th pillar: Ground transport infrastructure</b> .....	<b>4.8</b> .....	<b>31</b>	<b>14th pillar: Cultural resources</b> .....	<b>2.5</b> .....	<b>64</b>
7.01 Quality of roads .....	4.3.....	60	14.01 No. of World Heritage cultural sites* .....	0.....	125
7.02 Quality of railroad infrastructure .....	n/a.....	n/a	14.02 Sports stadiums, seats/million pop.* .....	197,674.4.....	3
7.03 Quality of port infrastructure.....	5.0.....	43	14.03 No. of int'l fairs and exhibitions* .....	0.0.....	134
7.04 Quality of ground transport network .....	4.9.....	38	14.04 Creative industries exports, % of world total* .....	0.0.....	127
7.05 Road density/million pop.* .....	110.0.....	34			

# Sierra Leone

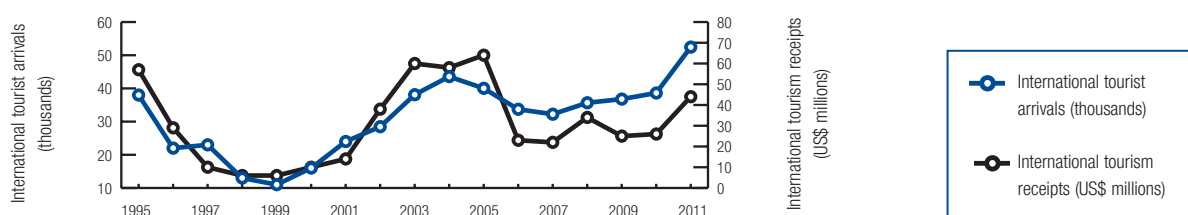
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>137</b>	<b>2.9</b>
2011 Travel & Tourism Competitiveness Index.....	n/a	n/a
2009 Travel & Tourism Competitiveness Index.....	n/a	n/a
<b>T&amp;T regulatory framework</b> .....	<b>129</b>	<b>3.4</b>
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
<b>Business environment and infrastructure</b> .....	<b>138</b>	<b>2.4</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>137</b>	<b>2.8</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>3.8</b> .....	<b>118</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>1.1</b> .....	<b>140</b>
1.01 Prevalence of foreign ownership .....	5.0.....	51	8.01 Hotel rooms/100 pop.* .....	0.0.....	128
1.02 Property rights .....	3.6.....	108	8.02 Presence of major car rental co. (1-7)* .....	0.....	136
1.03 Business impact of rules on FDI .....	4.5.....	79	8.03 ATMs accepting Visa cards/million pop.* .....	4.0.....	131
1.04 Visa requirements, no. of countries* .....	15.0.....	126			
1.05 Openness bilateral ASAs (0-38)* .....	12.2.....	51	<b>9th pillar: ICT infrastructure</b> .....	<b>1.5</b> .....	<b>136</b>
1.06 Transparency of government policymaking .....	3.8.....	111	9.01 ICT use for B-to-B transactions .....	4.0.....	125
1.07 No. of days to start a business* .....	12.....	55	9.02 ICT use for B-to-C transactions .....	2.6.....	134
1.08 Cost to start a business, % GNI/capita* .....	80.4.....	127	9.03 Individuals using the Internet, %* .....	0.3.....	140
1.09 GATS commitment restrictiveness (0-100)* .....	75.0.....	17	9.04 Fixed telephone lines/100 pop.* .....	0.2.....	139
			9.05 Broadband Internet subscribers/100 pop.* .....	0.0.....	139
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.4</b> .....	<b>84</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	35.6.....	135
2.01 Stringency of environmental regulation.....	3.2.....	112	9.07 Mobile broadband subscriptions/100 pop.* .....	0.3.....	119
2.02 Enforcement of environmental regulation .....	2.9.....	110			
2.03 Sustainability of T&T industry development.....	3.9.....	96	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.8</b> .....	<b>47</b>
2.04 Carbon dioxide emission, million tons/capita* .....	0.2.....	15	10.01 Ticket taxes and airport charges (0-100)* .....	62.0.....	117
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	37.4.....	90	10.02 Purchasing power parity* .....	0.4.....	14
2.06 Threatened species, %* .....	3.9.....	51	10.04 Fuel price, US\$ cents/liter* .....	94.0.....	47
2.07 Environm. treaty ratification (0-25)* .....	16.....	112	10.03 Extent and effect of taxation .....	3.8.....	45
			10.05 Hotel price index, US\$* .....	n/a.....	n/a
<b>3rd pillar: Safety and security</b> .....	<b>4.3</b> .....	<b>93</b>			
3.01 Business costs of crime and violence .....	4.6.....	81	<b>11th pillar: Human resources</b> .....	<b>3.3</b> .....	<b>133</b>
3.02 Reliability of police services.....	3.6.....	101	<i>Education and training</i> .....	2.6.....	137
3.03 Road traffic accidents/100,000 pop.* .....	28.3.....	108	11.01 Primary education enrollment, net %* .....	n/a.....	n/a
3.04 Business costs of terrorism .....	6.0.....	44	11.02 Secondary education enrollment, gross %* .....	27.6.....	132
			11.03 Quality of the educational system .....	2.8.....	124
<b>4th pillar: Health and hygiene</b> .....	<b>1.2</b> .....	<b>137</b>	11.04 Local availability specialized research & training... ..	2.8.....	133
4.01 Physician density/1,000 pop.* .....	0.0.....	139	11.05 Extent of staff training.....	3.1.....	123
4.02 Access to improved sanitation, % pop.* .....	13.0.....	135	<i>Availability of qualified labor</i> .....	4.1.....	129
4.03 Access to improved drinking water, % pop.* .....	55.0.....	132	11.06 Hiring and firing practices .....	4.7.....	25
4.04 Hospital beds/10,000 pop.* .....	4.0.....	132	11.07 Ease of hiring foreign labor .....	4.1.....	71
			11.08 HIV prevalence, % adult pop.* .....	1.6.....	116
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>3.4</b> .....	<b>118</b>	11.09 Business impact of HIV/AIDS.....	4.3.....	114
5.01 Government prioritization of the T&T industry .....	4.0.....	127	11.10 Life expectancy, years* .....	47.8.....	140
5.02 T&T gov't expenditure, % gov't budget* .....	2.4.....	97			
5.03 Effectiveness of marketing to attract tourists .....	3.5.....	117	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.0</b> .....	<b>131</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	60.0.....	82	12.01 Tourism openness, % of GDP* .....	2.1.....	115
5.05 Timeliness of T&T data (0-18)* .....	9.0.....	103	12.02 Attitude of population toward foreign visitors .....	6.4.....	39
			12.03 Extension of business trips recommended .....	4.0.....	136
<b>6th pillar: Air transport infrastructure</b> .....	<b>1.8</b> .....	<b>137</b>	12.04 Degree of customer orientation.....	3.9.....	119
6.01 Quality of air transport infrastructure .....	2.7.....	136			
6.02 Airline seat kms/week, dom., millions* .....	0.0.....	105	<b>13th pillar: Natural resources</b> .....	<b>2.8</b> .....	<b>116</b>
6.03 Airline seat kms/week, int'l, millions* .....	5.3.....	136	13.01 No. of World Heritage natural sites* .....	0.....	79
6.04 Departures/1,000 pop.* .....	0.0.....	134	13.02 Quality of the natural environment.....	4.1.....	79
6.05 Airport density/million pop.* .....	0.2.....	123	13.03 Total known species* .....	824.....	43
6.06 No. of operating airlines* .....	6.0.....	125	13.04 Terrestrial biome protection (0-17%)* .....	4.9.....	108
6.07 International air transport network .....	3.4.....	130	13.05 Marine protected areas, %* .....	0.0.....	104
<b>7th pillar: Ground transport infrastructure</b> .....	<b>2.7</b> .....	<b>124</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.2</b> .....	<b>135</b>
7.01 Quality of roads .....	2.8.....	114	14.01 No. of World Heritage cultural sites* .....	0.....	125
7.02 Quality of railroad infrastructure .....	1.3.....	112	14.02 Sports stadiums, seats/million pop.* .....	13,589.0.....	101
7.03 Quality of port infrastructure.....	3.3.....	116	14.03 No. of int'l fairs and exhibitions* .....	0.0.....	134
7.04 Quality of ground transport network .....	3.3.....	132	14.04 Creative industries exports, % of world total* .....	n/a.....	n/a
7.05 Road density/million pop.* .....	n/a.....	n/a			

# Singapore

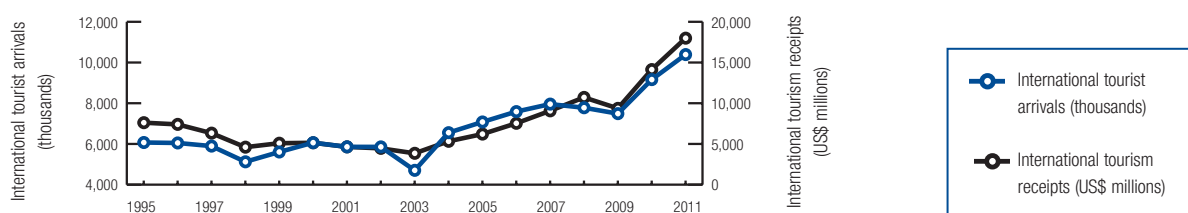
## Key indicators

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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>10</b>	<b>5.2</b>
2011 Travel & Tourism Competitiveness Index.....	10	5.2
2009 Travel & Tourism Competitiveness Index.....	10	5.2
<b>T&amp;T regulatory framework</b> .....	<b>6</b>	<b>5.7</b>
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
<b>Business environment and infrastructure</b> .....	<b>4</b>	<b>5.3</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>25</b>	<b>4.6</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>6.0</b> .....	<b>1</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>5.0</b> .....	<b>38</b>
1.01 Prevalence of foreign ownership .....	6.1 .....	3	8.01 Hotel rooms/100 pop.* .....	0.9 .....	37
1.02 Property rights .....	6.4 .....	3	8.02 Presence of major car rental co. (1-7)* .....	5 .....	66
1.03 Business impact of rules on FDI .....	6.3 .....	2	8.03 ATMs accepting Visa cards/million pop.* .....	516.6 .....	32
1.04 Visa requirements, no. of countries* .....	161.0 .....	5	<b>9th pillar: ICT infrastructure</b> .....	<b>5.4</b> .....	<b>9</b>
1.05 Openness bilateral ASAs (0-38)* .....	16.1 .....	24	9.01 ICT use for B-to-B transactions .....	6.0 .....	10
1.06 Transparency of government policymaking .....	6.2 .....	1	9.02 ICT use for B-to-C transactions .....	5.3 .....	30
1.07 No. of days to start a business* .....	3 .....	5	9.03 Individuals using the Internet, %* .....	71.0 .....	32
1.08 Cost to start a business, % GNI/capita* .....	0.6 .....	8	9.04 Fixed telephone lines/100 pop.* .....	38.9 .....	29
1.09 GATS commitment restrictiveness (0-100)* .....	59.0 .....	61	9.05 Broadband Internet subscribers/100 pop.* .....	25.6 .....	20
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.2</b> .....	<b>23</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	150.2 .....	14
2.01 Stringency of environmental regulation.....	5.6 .....	18	9.07 Mobile broadband subscriptions/100 pop.* .....	114.1 .....	1
2.02 Enforcement of environmental regulation .....	5.7 .....	13	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.6</b> .....	<b>66</b>
2.03 Sustainability of T&T industry development.....	6.0 .....	3	10.01 Ticket taxes and airport charges (0-100)* .....	84.7 .....	42
2.04 Carbon dioxide emission, million tons/capita* .....	6.7 .....	95	10.02 Purchasing power parity* .....	0.8 .....	92
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	23.2 .....	46	10.04 Fuel price, US\$ cents/liter* .....	104.0 .....	63
2.06 Threatened species, %* .....	5.7 .....	85	10.03 Extent and effect of taxation .....	5.5 .....	7
2.07 Environm. treaty ratification (0-25)* .....	16 .....	112	10.05 Hotel price index, US\$* .....	220.6 .....	108
<b>3rd pillar: Safety and security</b> .....	<b>6.1</b> .....	<b>5</b>	<b>11th pillar: Human resources</b> .....	<b>6.0</b> .....	<b>2</b>
3.01 Business costs of crime and violence .....	6.1 .....	9	<i>Education and training</i> .....	6.1 .....	4
3.02 Reliability of police services.....	6.4 .....	3	11.01 Primary education enrollment, net %* .....	100.0 .....	1
3.03 Road traffic accidents/100,000 pop.* .....	4.8 .....	4	11.02 Secondary education enrollment, gross %* .....	107.0 .....	14
3.04 Business costs of terrorism .....	5.5 .....	74	11.03 Quality of the educational system .....	5.8 .....	3
<b>4th pillar: Health and hygiene</b> .....	<b>5.3</b> .....	<b>56</b>	11.04 Local availability specialized research & training... ..	5.4 .....	16
4.01 Physician density/1,000 pop.* .....	1.8 .....	64	11.05 Extent of staff training .....	5.3 .....	3
4.02 Access to improved sanitation, % pop.* .....	100.0 .....	1	<i>Availability of qualified labor</i> .....	6.0 .....	3
4.03 Access to improved drinking water, % pop.* .....	100.0 .....	1	11.06 Hiring and firing practices .....	5.7 .....	2
4.04 Hospital beds/10,000 pop.* .....	31.0 .....	60	11.07 Ease of hiring foreign labor .....	4.5 .....	37
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>6.1</b> .....	<b>4</b>	11.08 HIV prevalence, % adult pop.* .....	0.1 .....	12
5.01 Government prioritization of the T&T industry .....	6.4 .....	8	11.09 Business impact of HIV/AIDS.....	5.5 .....	57
5.02 T&T gov't expenditure, % gov't budget* .....	10.2 .....	10	11.10 Life expectancy, years* .....	81.6 .....	6
5.03 Effectiveness of marketing to attract tourists .....	6.2 .....	2	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>5.7</b> .....	<b>8</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	56.0 .....	91	12.01 Tourism openness, % of GDP* .....	15.0 .....	14
5.05 Timeliness of T&T data (0-18)* .....	13.5 .....	71	12.02 Attitude of population toward foreign visitors .....	6.6 .....	16
<b>6th pillar: Air transport infrastructure</b> .....	<b>5.1</b> .....	<b>14</b>	12.03 Extension of business trips recommended .....	5.5 .....	60
6.01 Quality of air transport infrastructure .....	6.8 .....	1	12.04 Degree of customer orientation.....	5.5 .....	12
6.02 Airline seat kms/week, dom., millions* .....	0.0 .....	105	<b>13th pillar: Natural resources</b> .....	<b>3.2</b> .....	<b>92</b>
6.03 Airline seat kms/week, int'l, millions* .....	2,069.1 .....	11	13.01 No. of World Heritage natural sites* .....	0 .....	79
6.04 Departures/1,000 pop.* .....	16.0 .....	27	13.02 Quality of the natural environment.....	5.5 .....	23
6.05 Airport density/million pop.* .....	0.4 .....	94	13.03 Total known species* .....	457 .....	80
6.06 No. of operating airlines* .....	60.5 .....	24	13.04 Terrestrial biome protection (0-17%)* .....	4.8 .....	109
6.07 International air transport network .....	6.8 .....	1	13.05 Marine protected areas, %* .....	1.3 .....	35
<b>7th pillar: Ground transport infrastructure</b> .....	<b>6.5</b> .....	<b>2</b>	<b>14th pillar: Cultural resources</b> .....	<b>3.6</b> .....	<b>35</b>
7.01 Quality of roads .....	6.5 .....	3	14.01 No. of World Heritage cultural sites* .....	0 .....	125
7.02 Quality of railroad infrastructure .....	5.7 .....	5	14.02 Sports stadiums, seats/million pop.* .....	29,971.6 .....	75
7.03 Quality of port infrastructure.....	6.8 .....	2	14.03 No. of int'l fairs and exhibitions* .....	136.7 .....	26
7.04 Quality of ground transport network .....	6.3 .....	3	14.04 Creative industries exports, % of world total* .....	1.6 .....	12
7.05 Road density/million pop.* .....	473.0 .....	4			

# Slovak Republic

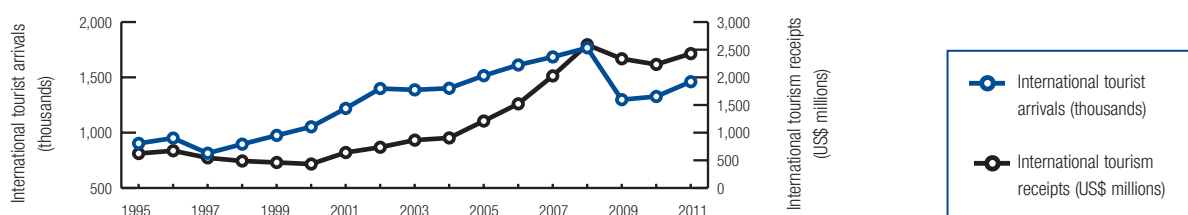
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>54</b>	<b>4.3</b>
2011 Travel & Tourism Competitiveness Index.....	54	4.4
2009 Travel & Tourism Competitiveness Index.....	46	4.3
<b>T&amp;T regulatory framework</b> .....	<b>43</b>	<b>5.0</b>
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
<b>Business environment and infrastructure</b> .....	<b>60</b>	<b>3.9</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>55</b>	<b>4.1</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.7</b>	<b>45</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>4.9</b>	<b>39</b>
1.01 Prevalence of foreign ownership .....	6.1	2	8.01 Hotel rooms/100 pop.* .....	0.8	40
1.02 Property rights .....	4.1	73	8.02 Presence of major car rental co. (1-7)* .....	6	32
1.03 Business impact of rules on FDI .....	5.5	8	8.03 ATMs accepting Visa cards/million pop.* .....	447.2	43
1.04 Visa requirements, no. of countries* .....	71.0	58	<b>9th pillar: ICT infrastructure</b> .....	<b>3.9</b>	<b>44</b>
1.05 Openness bilateral ASAs (0-38)* .....	7.7	108	9.01 ICT use for B-to-B transactions .....	5.4	43
1.06 Transparency of government policymaking .....	4.2	76	9.02 ICT use for B-to-C transactions .....	5.0	39
1.07 No. of days to start a business* .....	16	71	9.03 Individuals using the Internet, %* .....	74.4	25
1.08 Cost to start a business, % GNI/capita* .....	1.8	26	9.04 Fixed telephone lines/100 pop.* .....	19.3	68
1.09 GATS commitment restrictiveness (0-100)* .....	50.0	85	9.05 Broadband Internet subscribers/100 pop.* .....	13.6	44
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.0</b>	<b>39</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	109.3	58
2.01 Stringency of environmental regulation .....	4.7	43	9.07 Mobile broadband subscriptions/100 pop.* .....	31.9	40
2.02 Enforcement of environmental regulation .....	3.8	61	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.4</b>	<b>81</b>
2.03 Sustainability of T&T industry development .....	3.2	124	10.01 Ticket taxes and airport charges (0-100)* .....	78.9	74
2.04 Carbon dioxide emission, million tons/capita* .....	6.9	97	10.02 Purchasing power parity* .....	0.7	88
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	12.4	7	10.04 Fuel price, US\$ cents/liter* .....	153.0	113
2.06 Threatened species, %* .....	2.8	22	10.03 Extent and effect of taxation .....	3.5	62
2.07 Environm. treaty ratification (0-25)* .....	21	39	10.05 Hotel price index, US\$* .....	101.5	26
<b>3rd pillar: Safety and security</b> .....	<b>5.0</b>	<b>54</b>	<b>11th pillar: Human resources</b> .....	<b>5.0</b>	<b>52</b>
3.01 Business costs of crime and violence .....	4.9	66	<i>Education and training</i> .....	4.8	61
3.02 Reliability of police services .....	3.9	84	11.01 Primary education enrollment, net %* .....	97.4	36
3.03 Road traffic accidents/100,000 pop.* .....	15.1	65	11.02 Secondary education enrollment, gross %* .....	90.4	63
3.04 Business costs of terrorism .....	6.2	24	11.03 Quality of the educational system .....	2.8	119
<b>4th pillar: Health and hygiene</b> .....	<b>6.4</b>	<b>12</b>	11.04 Local availability specialized research & training .....	4.6	40
4.01 Physician density/1,000 pop.* .....	3.0	31	11.05 Extent of staff training .....	3.7	93
4.02 Access to improved sanitation, % pop.* .....	100.0	1	<i>Availability of qualified labor</i> .....	5.2	42
4.03 Access to improved drinking water, % pop.* .....	100.0	1	11.06 Hiring and firing practices .....	3.5	98
4.04 Hospital beds/10,000 pop.* .....	65.0	17	11.07 Ease of hiring foreign labor .....	4.7	23
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>3.7</b>	<b>107</b>	11.08 HIV prevalence, % adult pop.* .....	0.1	12
5.01 Government prioritization of the T&T industry .....	3.9	131	11.09 Business impact of HIV/AIDS .....	6.1	26
5.02 T&T gov't expenditure, % gov't budget* .....	2.1	102	11.10 Life expectancy, years* .....	75.1	51
5.03 Effectiveness of marketing to attract tourists .....	2.8	136	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.4</b>	<b>96</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	87.0	16	12.01 Tourism openness, % of GDP* .....	4.8	66
5.05 Timeliness of T&T data (0-18)* .....	16.0	44	12.02 Attitude of population toward foreign visitors .....	5.5	133
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.2</b>	<b>123</b>	12.03 Extension of business trips recommended .....	5.1	87
6.01 Quality of air transport infrastructure .....	3.4	122	12.04 Degree of customer orientation .....	4.6	74
6.02 Airline seat kms/week, dom., millions* .....	0.2	88	<b>13th pillar: Natural resources</b> .....	<b>4.0</b>	<b>51</b>
6.03 Airline seat kms/week, int'l, millions* .....	19.3	117	13.01 No. of World Heritage natural sites* .....	2	25
6.04 Departures/1,000 pop.* .....	2.6	77	13.02 Quality of the natural environment .....	4.3	74
6.05 Airport density/million pop.* .....	0.9	49	13.03 Total known species* .....	400	97
6.06 No. of operating airlines* .....	5.5	129	13.04 Terrestrial biome protection (0-17%)* .....	14.4	42
6.07 International air transport network .....	3.5	122	13.05 Marine protected areas, %* .....	n/a	n/a
<b>7th pillar: Ground transport infrastructure</b> .....	<b>4.2</b>	<b>48</b>	<b>14th pillar: Cultural resources</b> .....	<b>2.9</b>	<b>54</b>
7.01 Quality of roads .....	3.7	77	14.01 No. of World Heritage cultural sites* .....	6	45
7.02 Quality of railroad infrastructure .....	4.5	25	14.02 Sports stadiums, seats/million pop.* .....	55,242.5	46
7.03 Quality of port infrastructure .....	4.0	81	14.03 No. of int'l fairs and exhibitions* .....	22.0	66
7.04 Quality of ground transport network .....	4.5	65	14.04 Creative industries exports, % of world total* .....	0.3	36
7.05 Road density/million pop.* .....	89.0	39			

# Slovenia

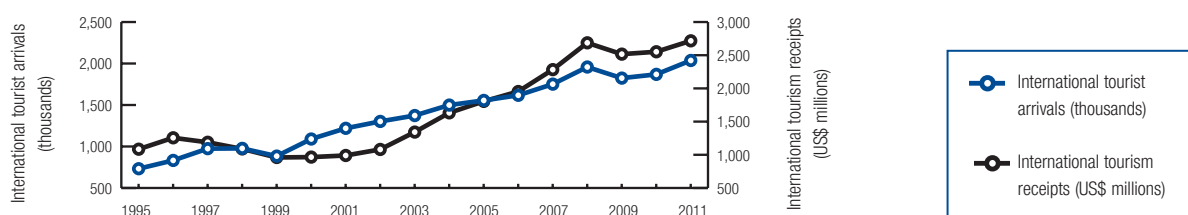
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>36</b>	<b>4.6</b>
2011 Travel & Tourism Competitiveness Index.....	33	4.6
2009 Travel & Tourism Competitiveness Index.....	35	4.5
<b>T&amp;T regulatory framework</b> .....	<b>33</b>	<b>5.1</b>
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
<b>Business environment and infrastructure</b> .....	<b>35</b>	<b>4.5</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>52</b>	<b>4.1</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.3</b> .....	<b>92</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>6.3</b> .....	<b>14</b>
1.01 Prevalence of foreign ownership .....	3.4.....	129	8.01 Hotel rooms/100 pop.* .....	1.1.....	27
1.02 Property rights .....	4.4.....	59	8.02 Presence of major car rental co. (1-7)* .....	7.....	1
1.03 Business impact of rules on FDI .....	3.2.....	131	8.03 ATMs accepting Visa cards/million pop.* .....	969.8.....	8
1.04 Visa requirements, no. of countries* .....	71.0.....	58	<b>9th pillar: ICT infrastructure</b> .....	<b>4.5</b> .....	<b>29</b>
1.05 Openness bilateral ASAs (0-38)* .....	4.2.....	130	9.01 ICT use for B-to-B transactions .....	5.7.....	26
1.06 Transparency of government policymaking .....	4.7.....	38	9.02 ICT use for B-to-C transactions .....	4.8.....	55
1.07 No. of days to start a business* .....	6.....	16	9.03 Individuals using the Internet, %* .....	72.0.....	28
1.08 Cost to start a business, % GNI/capita* .....	0.0.....	1	9.04 Fixed telephone lines/100 pop.* .....	42.9.....	23
1.09 GATS commitment restrictiveness (0-100)* .....	44.1.....	100	9.05 Broadband Internet subscribers/100 pop.* .....	24.3.....	24
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.2</b> .....	<b>24</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	106.6.....	68
2.01 Stringency of environmental regulation.....	5.0.....	32	9.07 Mobile broadband subscriptions/100 pop.* .....	29.3.....	43
2.02 Enforcement of environmental regulation .....	4.3.....	44	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.0</b> .....	<b>111</b>
2.03 Sustainability of T&T industry development.....	4.1.....	81	10.01 Ticket taxes and airport charges (0-100)* .....	72.7.....	98
2.04 Carbon dioxide emission, million tons/capita* .....	8.5.....	111	10.02 Purchasing power parity* .....	0.9.....	107
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	26.2.....	54	10.04 Fuel price, US\$ cents/liter* .....	162.0.....	121
2.06 Threatened species, %* .....	2.8.....	24	10.03 Extent and effect of taxation .....	2.8.....	126
2.07 Environm. treaty ratification (0-25)* .....	24.....	1	10.05 Hotel price index, US\$* .....	104.8.....	29
<b>3rd pillar: Safety and security</b> .....	<b>5.6</b> .....	<b>26</b>	<b>11th pillar: Human resources</b> .....	<b>5.0</b> .....	<b>55</b>
3.01 Business costs of crime and violence .....	6.0.....	12	<i>Education and training</i> .....	5.1.....	41
3.02 Reliability of police services.....	4.7.....	50	11.01 Primary education enrollment, net %* .....	96.8.....	43
3.03 Road traffic accidents/100,000 pop.* .....	14.6.....	60	11.02 Secondary education enrollment, gross %* .....	97.1.....	43
3.04 Business costs of terrorism .....	6.7.....	1	11.03 Quality of the educational system .....	3.8.....	62
<b>4th pillar: Health and hygiene</b> .....	<b>5.8</b> .....	<b>42</b>	11.04 Local availability specialized research & training... ..	4.4.....	50
4.01 Physician density/1,000 pop.* .....	2.5.....	46	11.05 Extent of staff training.....	3.7.....	90
4.02 Access to improved sanitation, % pop.* .....	100.0.....	1	<i>Availability of qualified labor</i> .....	4.9.....	93
4.03 Access to improved drinking water, % pop.* .....	99.0.....	42	11.06 Hiring and firing practices .....	2.3.....	138
4.04 Hospital beds/10,000 pop.* .....	46.0.....	38	11.07 Ease of hiring foreign labor .....	3.7.....	99
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.7</b> .....	<b>50</b>	11.08 HIV prevalence, % adult pop.* .....	0.1.....	12
5.01 Government prioritization of the T&T industry .....	4.5.....	113	11.09 Business impact of HIV/AIDS.....	6.2.....	18
5.02 T&T gov't expenditure, % gov't budget* .....	4.3.....	45	11.10 Life expectancy, years* .....	79.4.....	27
5.03 Effectiveness of marketing to attract tourists .....	4.2.....	81	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.8</b> .....	<b>50</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	107.0.....	6	12.01 Tourism openness, % of GDP* .....	7.7.....	33
5.05 Timeliness of T&T data (0-18)* .....	17.5.....	7	12.02 Attitude of population toward foreign visitors .....	6.2.....	73
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.8</b> .....	<b>76</b>	12.03 Extension of business trips recommended .....	5.2.....	84
6.01 Quality of air transport infrastructure .....	4.5.....	72	12.04 Degree of customer orientation.....	4.8.....	52
6.02 Airline seat kms/week, dom., millions* .....	0.0.....	105	<b>13th pillar: Natural resources</b> .....	<b>3.8</b> .....	<b>58</b>
6.03 Airline seat kms/week, int'l, millions* .....	14.7.....	124	13.01 No. of World Heritage natural sites* .....	1.....	45
6.04 Departures/1,000 pop.* .....	12.3.....	35	13.02 Quality of the natural environment.....	5.7.....	16
6.05 Airport density/million pop.* .....	1.0.....	44	13.03 Total known species* .....	396.....	100
6.06 No. of operating airlines* .....	7.0.....	121	13.04 Terrestrial biome protection (0-17%)* .....	13.1.....	56
6.07 International air transport network .....	4.2.....	97	13.05 Marine protected areas, %* .....	0.7.....	51
<b>7th pillar: Ground transport infrastructure</b> .....	<b>5.0</b> .....	<b>25</b>	<b>14th pillar: Cultural resources</b> .....	<b>2.9</b> .....	<b>56</b>
7.01 Quality of roads .....	5.0.....	38	14.01 No. of World Heritage cultural sites* .....	2.....	88
7.02 Quality of railroad infrastructure .....	3.1.....	54	14.02 Sports stadiums, seats/million pop.* .....	97,124.3.....	24
7.03 Quality of port infrastructure.....	5.2.....	33	14.03 No. of int'l fairs and exhibitions* .....	50.7.....	44
7.04 Quality of ground transport network .....	4.9.....	37	14.04 Creative industries exports, % of world total* .....	0.2.....	44
7.05 Road density/million pop.* .....	192.0.....	12			

# South Africa

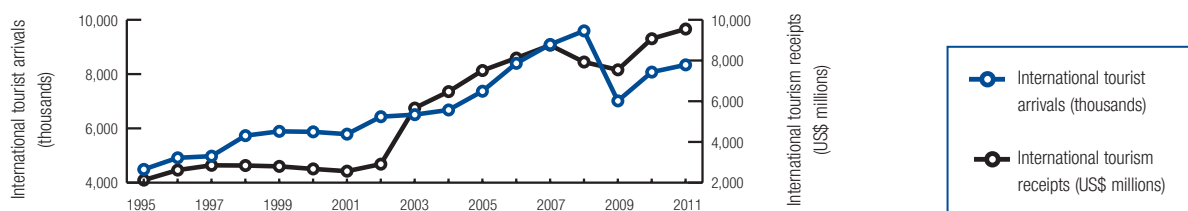
## Key indicators

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)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>64</b>	<b>4.1</b>
2011 Travel & Tourism Competitiveness Index.....	66	4.1
2009 Travel & Tourism Competitiveness Index.....	61	4.1
<b>T&amp;T regulatory framework</b> .....	<b>81</b>	<b>4.4</b>
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
<b>Business environment and infrastructure</b> .....	<b>59</b>	<b>3.9</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>57</b>	<b>4.0</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>5.0</b> .....	<b>29</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>4.5</b> .....	<b>54</b>
1.01 Prevalence of foreign ownership .....	5.3 .....	31	8.01 Hotel rooms/100 pop.* .....	0.1 .....	102
1.02 Property rights .....	5.4 .....	26	8.02 Presence of major car rental co. (1–7)* .....	7 .....	1
1.03 Business impact of rules on FDI .....	4.7 .....	60	8.03 ATMs accepting Visa cards/million pop.* .....	476.0 .....	39
1.04 Visa requirements, no. of countries* .....	76.0 .....	53			
1.05 Openness bilateral ASAs (0–38)* .....	11.6 .....	59	<b>9th pillar: ICT infrastructure</b> .....	<b>2.8</b> .....	<b>81</b>
1.06 Transparency of government policymaking .....	4.8 .....	35	9.01 ICT use for B-to-B transactions .....	5.6 .....	36
1.07 No. of days to start a business* .....	19 .....	80	9.02 ICT use for B-to-C transactions .....	4.8 .....	52
1.08 Cost to start a business, % GNI/capita* .....	0.3 .....	3	9.03 Individuals using the Internet, %* .....	21.0 .....	96
1.09 GATS commitment restrictiveness (0–100)* .....	68.8 .....	42	9.04 Fixed telephone lines/100 pop.* .....	8.2 .....	98
			9.05 Broadband Internet subscribers/100 pop.* .....	1.8 .....	96
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.7</b> .....	<b>52</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	126.8 .....	36
2.01 Stringency of environmental regulation.....	4.7 .....	46	9.07 Mobile broadband subscriptions/100 pop.* .....	19.8 .....	55
2.02 Enforcement of environmental regulation .....	3.8 .....	60			
2.03 Sustainability of T&T industry development.....	5.0 .....	34	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.6</b> .....	<b>71</b>
2.04 Carbon dioxide emission, million tons/capita* .....	8.9 .....	114	10.01 Ticket taxes and airport charges (0–100)* .....	68.2 .....	105
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	26.4 .....	56	10.02 Purchasing power parity* .....	0.7 .....	87
2.06 Threatened species, %* .....	7.2 .....	99	10.04 Fuel price, US\$ cents/liter* .....	114.0 .....	77
2.07 Environm. treaty ratification (0–25)* .....	21 .....	39	10.03 Extent and effect of taxation .....	4.0 .....	30
			10.05 Hotel price index, US\$* .....	118.5 .....	44
<b>3rd pillar: Safety and security</b> .....	<b>3.8</b> .....	<b>117</b>			
3.01 Business costs of crime and violence .....	2.9 .....	130	<b>11th pillar: Human resources</b> .....	<b>3.4</b> .....	<b>132</b>
3.02 Reliability of police services.....	3.8 .....	88	<i>Education and training</i> .....	4.6 .....	79
3.03 Road traffic accidents/100,000 pop.* .....	33.2 .....	122	11.01 Primary education enrollment, net %* .....	85.1 .....	114
3.04 Business costs of terrorism .....	6.2 .....	29	11.02 Secondary education enrollment, gross %* .....	93.8 .....	52
			11.03 Quality of the educational system .....	2.2 .....	137
<b>4th pillar: Health and hygiene</b> .....	<b>4.2</b> .....	<b>87</b>	11.04 Local availability specialized research & training... ..	4.4 .....	51
4.01 Physician density/1,000 pop.* .....	0.8 .....	96	11.05 Extent of staff training .....	4.6 .....	26
4.02 Access to improved sanitation, % pop.* .....	79.0 .....	84	<i>Availability of qualified labor</i> .....	2.3 .....	139
4.03 Access to improved drinking water, % pop.* .....	91.0 .....	88	11.06 Hiring and firing practices .....	2.2 .....	139
4.04 Hospital beds/10,000 pop.* .....	28.4 .....	65	11.07 Ease of hiring foreign labor .....	2.1 .....	140
			11.08 HIV prevalence, % adult pop.* .....	17.8 .....	137
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.5</b> .....	<b>62</b>	11.09 Business impact of HIV/AIDS.....	3.0 .....	131
5.01 Government prioritization of the T&T industry .....	6.0 .....	31	11.10 Life expectancy, years* .....	52.1 .....	129
5.02 T&T gov't expenditure, % gov't budget* .....	0.5 .....	135			
5.03 Effectiveness of marketing to attract tourists .....	5.2 .....	34	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.9</b> .....	<b>44</b>
5.04 Comprehensiveness of T&T data (0–120)* .....	82.0 .....	25	12.01 Tourism openness, % of GDP* .....	3.6 .....	85
5.05 Timeliness of T&T data (0–18)* .....	14.5 .....	65	12.02 Attitude of population toward foreign visitors .....	6.4 .....	42
			12.03 Extension of business trips recommended .....	6.4 .....	4
<b>6th pillar: Air transport infrastructure</b> .....	<b>4.0</b> .....	<b>43</b>	12.04 Degree of customer orientation.....	4.7 .....	61
6.01 Quality of air transport infrastructure .....	6.1 .....	15			
6.02 Airline seat kms/week, dom., millions* .....	303.5 .....	16	<b>13th pillar: Natural resources</b> .....	<b>5.1</b> .....	<b>17</b>
6.03 Airline seat kms/week, int'l, millions* .....	849.1 .....	24	13.01 No. of World Heritage natural sites* .....	4 .....	10
6.04 Departures/1,000 pop.* .....	4.2 .....	61	13.02 Quality of the natural environment.....	5.3 .....	30
6.05 Airport density/million pop.* .....	0.4 .....	92	13.03 Total known species* .....	1,170 .....	24
6.06 No. of operating airlines* .....	53.0 .....	32	13.04 Terrestrial biome protection (0–17%)* .....	6.5 .....	95
6.07 International air transport network .....	6.1 .....	14	13.05 Marine protected areas, %* .....	0.3 .....	67
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.8</b> .....	<b>63</b>	<b>14th pillar: Cultural resources</b> .....	<b>2.7</b> .....	<b>58</b>
7.01 Quality of roads .....	4.9 .....	42	14.01 No. of World Heritage cultural sites* .....	5 .....	52
7.02 Quality of railroad infrastructure .....	3.4 .....	46	14.02 Sports stadiums, seats/million pop.* .....	35,716.8 .....	69
7.03 Quality of port infrastructure.....	4.7 .....	52	14.03 No. of int'l fairs and exhibitions* .....	95.7 .....	35
7.04 Quality of ground transport network .....	3.9 .....	106	14.04 Creative industries exports, % of world total* .....	0.1 .....	53
7.05 Road density/million pop.* .....	30.0 .....	72			





## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.5</b> .....	<b>67</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>6.7</b> .....	<b>5</b>
1.01 Prevalence of foreign ownership .....	5.1 .....	45	8.01 Hotel rooms/100 pop.* .....	2.0 .....	10
1.02 Property rights .....	4.8 .....	47	8.02 Presence of major car rental co. (1-7)* .....	6 .....	32
1.03 Business impact of rules on FDI .....	4.4 .....	88	8.03 ATMs accepting Visa cards/million pop.* .....	1,237.1 .....	5
1.04 Visa requirements, no. of countries* .....	71.0 .....	58			
1.05 Openness bilateral ASAs (0-38)* .....	8.3 .....	103	<b>9th pillar: ICT infrastructure</b> .....	<b>4.5</b> .....	<b>28</b>
1.06 Transparency of government policymaking .....	4.2 .....	75	9.01 ICT use for B-to-B transactions .....	5.4 .....	46
1.07 No. of days to start a business* .....	28 .....	104	9.02 ICT use for B-to-C transactions .....	5.0 .....	40
1.08 Cost to start a business, % GNI/capita* .....	4.7 .....	49	9.03 Individuals using the Internet, %* .....	67.6 .....	38
1.09 GATS commitment restrictiveness (0-100)* .....	53.1 .....	68	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
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.2</b> .....	<b>25</b>	9.07 Mobile broadband subscriptions/100 pop.* .....	41.6 .....	25
2.01 Stringency of environmental regulation.....	4.8 .....	37			
2.02 Enforcement of environmental regulation .....	4.5 .....	34	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.1</b> .....	<b>106</b>
2.03 Sustainability of T&T industry development.....	5.1 .....	26	10.01 Ticket taxes and airport charges (0-100)* .....	83.7 .....	48
2.04 Carbon dioxide emission, million tons/capita* .....	7.2 .....	100	10.02 Purchasing power parity* .....	1.0 .....	113
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	25.4 .....	53	10.04 Fuel price, US\$ cents/liter* .....	147.0 .....	104
2.06 Threatened species, %* .....	6.4 .....	94	10.03 Extent and effect of taxation .....	3.0 .....	107
2.07 Environm. treaty ratification (0-25)* .....	24 .....	1	10.05 Hotel price index, US\$* .....	116.8 .....	42
<b>3rd pillar: Safety and security</b> .....	<b>5.7</b> .....	<b>23</b>	<b>11th pillar: Human resources</b> .....	<b>5.2</b> .....	<b>34</b>
3.01 Business costs of crime and violence .....	5.5 .....	33	<i>Education and training</i> .....	5.2 .....	36
3.02 Reliability of police services.....	6.0 .....	16	11.01 Primary education enrollment, net %* .....	99.7 .....	6
3.03 Road traffic accidents/100,000 pop.* .....	9.3 .....	21	11.02 Secondary education enrollment, gross %* .....	124.7 .....	2
3.04 Business costs of terrorism .....	5.3 .....	88	11.03 Quality of the educational system .....	3.5 .....	80
			11.04 Local availability specialized research & training... ..	4.9 .....	28
<b>4th pillar: Health and hygiene</b> .....	<b>6.1</b> .....	<b>24</b>	11.05 Extent of staff training .....	3.6 .....	103
4.01 Physician density/1,000 pop.* .....	4.0 .....	8	<i>Availability of qualified labor</i> .....	5.3 .....	30
4.02 Access to improved sanitation, % pop.* .....	100.0 .....	1	11.06 Hiring and firing practices .....	3.0 .....	125
4.03 Access to improved drinking water, % pop.* .....	100.0 .....	1	11.07 Ease of hiring foreign labor .....	4.4 .....	51
4.04 Hospital beds/10,000 pop.* .....	32.0 .....	58	11.08 HIV prevalence, % adult pop.* .....	0.4 .....	76
			11.09 Business impact of HIV/AIDS.....	6.1 .....	22
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>5.9</b> .....	<b>10</b>	11.10 Life expectancy, years* .....	81.6 .....	7
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	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.9</b> .....	<b>39</b>
5.03 Effectiveness of marketing to attract tourists .....	5.6 .....	17	12.01 Tourism openness, % of GDP* .....	5.2 .....	59
5.04 Comprehensiveness of T&T data (0-120)* .....	113.0 .....	3	12.02 Attitude of population toward foreign visitors .....	6.3 .....	57
5.05 Timeliness of T&T data (0-18)* .....	17.5 .....	7	12.03 Extension of business trips recommended .....	6.3 .....	8
			12.04 Degree of customer orientation.....	4.6 .....	66
<b>6th pillar: Air transport infrastructure</b> .....	<b>5.3</b> .....	<b>10</b>			
6.01 Quality of air transport infrastructure .....	6.0 .....	17	<b>13th pillar: Natural resources</b> .....	<b>4.8</b> .....	<b>29</b>
6.02 Airline seat kms/week, dom., millions* .....	693.9 .....	10	13.01 No. of World Heritage natural sites* .....	5 .....	8
6.03 Airline seat kms/week, int'l, millions* .....	2,996.8 .....	6	13.02 Quality of the natural environment.....	4.8 .....	52
6.04 Departures/1,000 pop.* .....	13.1 .....	31	13.03 Total known species* .....	533 .....	69
6.05 Airport density/million pop.* .....	0.9 .....	54	13.04 Terrestrial biome protection (0-17%)* .....	8.6 .....	83
6.06 No. of operating airlines* .....	123.0 .....	7	13.05 Marine protected areas, %* .....	0.7 .....	50
6.07 International air transport network .....	5.8 .....	28			
			<b>14th pillar: Cultural resources</b> .....	<b>6.6</b> .....	<b>1</b>
<b>7th pillar: Ground transport infrastructure</b> .....	<b>5.9</b> .....	<b>10</b>	14.01 No. of World Heritage cultural sites* .....	53 .....	2
7.01 Quality of roads .....	5.9 .....	13	14.02 Sports stadiums, seats/million pop.* .....	99,938.3 .....	23
7.02 Quality of railroad infrastructure .....	5.7 .....	8	14.03 No. of int'l fairs and exhibitions* .....	472.3 .....	3
7.03 Quality of port infrastructure.....	5.8 .....	14	14.04 Creative industries exports, % of world total* .....	1.3 .....	18
7.04 Quality of ground transport network .....	6.0 .....	10			
7.05 Road density/million pop.* .....	132.0 .....	26			

# Sri Lanka

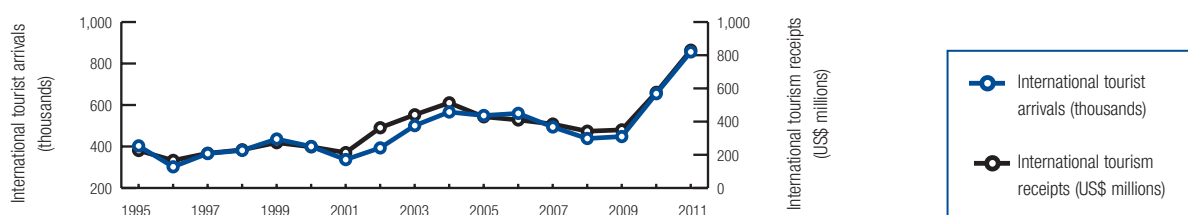
## Key indicators

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)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>74</b>	<b>4.0</b>
2011 Travel & Tourism Competitiveness Index.....	81	3.9
2009 Travel & Tourism Competitiveness Index.....	78	3.8
<b>T&amp;T regulatory framework</b> .....	<b>61</b>	<b>4.7</b>
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
<b>Business environment and infrastructure</b> .....	<b>86</b>	<b>3.4</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>66</b>	<b>3.9</b>
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.

## The Travel & Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.6</b> .....	<b>62</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>2.3</b> .....	<b>108</b>
1.01 Prevalence of foreign ownership .....	5.1 .....	47	8.01 Hotel rooms/100 pop.* .....	0.1 .....	112
1.02 Property rights .....	4.3 .....	63	8.02 Presence of major car rental co. (1-7)* .....	3 .....	97
1.03 Business impact of rules on FDI .....	5.1 .....	35	8.03 ATMs accepting Visa cards/million pop.* .....	106.3 .....	96
1.04 Visa requirements, no. of countries* .....	97.0 .....	34	<b>9th pillar: ICT infrastructure</b> .....	<b>2.0</b> .....	<b>116</b>
1.05 Openness bilateral ASAs (0-38)* .....	8.4 .....	102	9.01 ICT use for B-to-B transactions .....	n/a .....	n/a
1.06 Transparency of government policymaking .....	4.3 .....	64	9.02 ICT use for B-to-C transactions .....	n/a .....	n/a
1.07 No. of days to start a business* .....	7 .....	24	9.03 Individuals using the Internet, %* .....	15.0 .....	106
1.08 Cost to start a business, % GNI/capita* .....	19.1 .....	98	9.04 Fixed telephone lines/100 pop.* .....	17.1 .....	74
1.09 GATS commitment restrictiveness (0-100)* .....	38.6 .....	104	9.05 Broadband Internet subscribers/100 pop.* .....	1.7 .....	97
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.0</b> .....	<b>119</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	87.0 .....	98
2.01 Stringency of environmental regulation.....	3.9.....	73	9.07 Mobile broadband subscriptions/100 pop.* .....	2.3 .....	100
2.02 Enforcement of environmental regulation .....	3.9 .....	56	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.9</b> .....	<b>34</b>
2.03 Sustainability of T&T industry development.....	4.9.....	39	10.01 Ticket taxes and airport charges (0-100)* .....	56.1 .....	124
2.04 Carbon dioxide emission, million tons/capita* .....	0.6 .....	27	10.02 Purchasing power parity* .....	0.5 .....	32
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	70.6 .....	123	10.04 Fuel price, US\$ cents/liter* .....	66.0 .....	20
2.06 Threatened species, %* .....	16.7 .....	133	10.03 Extent and effect of taxation .....	3.8 .....	41
2.07 Environm. t028 Twm090 gs /T14Ea* .....	19.17 ( )21.....	73	10.05 Hotel price index, US\$* .....	107.2 .....	30
			<b>11th pillar: Human resources</b> .....	<b>4.8</b> .....	<b>78</b>
			<i>Education and training</i> .....	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
			<i>Availability of qualified labor</i> .....	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
			<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.8</b> .....	<b>51</b>
			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
			<b>13th pillar: Natural resources</b> .....	<b>4.1</b> .....	<b>42</b>
			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
			<b>14th pillar: Cultural resources</b> .....	<b>2.0</b> .....	<b>86</b>
			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

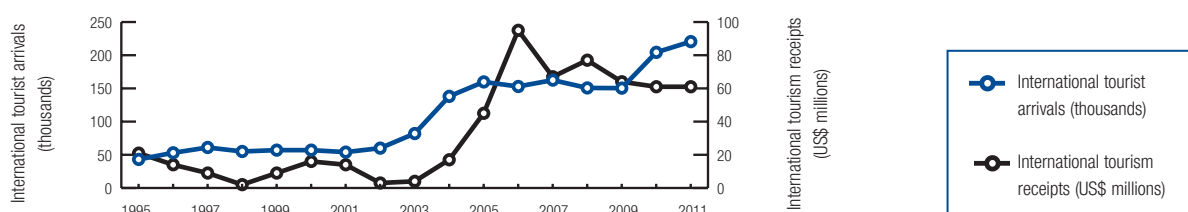
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>100</b>	<b>3.6</b>
2011 Travel & Tourism Competitiveness Index.....	n/a	n/a
2009 Travel & Tourism Competitiveness Index.....	99	3.5
<b>T&amp;T regulatory framework</b> .....	<b>106</b>	<b>4.1</b>
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
<b>Business environment and infrastructure</b> .....	<b>100</b>	<b>3.1</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>86</b>	<b>3.7</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>3.1</b> .....	<b>136</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>3.1</b> .....	<b>85</b>
1.01 Prevalence of foreign ownership .....	4.1 .....	102	8.01 Hotel rooms/100 pop.* .....	0.2 .....	85
1.02 Property rights .....	3.6 .....	106	8.02 Presence of major car rental co. (1-7)* .....	4 .....	82
1.03 Business impact of rules on FDI .....	3.9 .....	112	8.03 ATMs accepting Visa cards/million pop.* .....	n/a .....	n/a
1.04 Visa requirements, no. of countries* .....	27.7 .....	117	<b>9th pillar: ICT infrastructure</b> .....	<b>3.0</b> .....	<b>76</b>
1.05 Openness bilateral ASAs (0-38)* .....	13.4 .....	43	9.01 ICT use for B-to-B transactions .....	4.2 .....	123
1.06 Transparency of government policymaking .....	3.7 .....	117	9.02 ICT use for B-to-C transactions .....	3.4 .....	124
1.07 No. of days to start a business* .....	694 .....	140	9.03 Individuals using the Internet, %* .....	32.0 .....	83
1.08 Cost to start a business, % GNI/capita* .....	110.9 .....	134	9.04 Fixed telephone lines/100 pop.* .....	15.9 .....	79
1.09 GATS commitment restrictiveness (0-100)* .....	72.8 .....	32	9.05 Broadband Internet subscribers/100 pop.* .....	4.6 .....	77
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.6</b> .....	<b>68</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	178.9 .....	6
2.01 Stringency of environmental regulation .....	2.9 .....	123	9.07 Mobile broadband subscriptions/100 pop.* .....	0.0 .....	128
2.02 Enforcement of environmental regulation .....	2.8 .....	121	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.0</b> .....	<b>114</b>
2.03 Sustainability of T&T industry development .....	4.0 .....	90	10.01 Ticket taxes and airport charges (0-100)* .....	69.7 .....	104
2.04 Carbon dioxide emission, million tons/capita* .....	4.7 .....	77	10.02 Purchasing power parity* .....	1.1 .....	117
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	22.1 .....	44	10.04 Fuel price, US\$ cents/liter* .....	112.0 .....	75
2.06 Threatened species, %* .....	1.6 .....	4	10.03 Extent and effect of taxation .....	3.3 .....	82
2.07 Environm. treaty ratification (0-25)* .....	18 .....	84	10.05 Hotel price index, US\$* .....	n/a .....	n/a
<b>3rd pillar: Safety and security</b> .....	<b>4.9</b> .....	<b>60</b>	<b>11th pillar: Human resources</b> .....	<b>4.5</b> .....	<b>100</b>
3.01 Business costs of crime and violence .....	4.3 .....	91	<i>Education and training</i> .....	4.4 .....	92
3.02 Reliability of police services .....	4.7 .....	49	11.01 Primary education enrollment, net %* .....	90.9 .....	88
3.03 Road traffic accidents/100,000 pop.* .....	18.3 .....	79	11.02 Secondary education enrollment, gross %* .....	74.8 .....	96
3.04 Business costs of terrorism .....	6.0 .....	45	11.03 Quality of the educational system .....	3.4 .....	83
<b>4th pillar: Health and hygiene</b> .....	<b>4.1</b> .....	<b>91</b>	11.04 Local availability specialized research & training... ..	3.4 .....	114
4.01 Physician density/1,000 pop.* .....	0.5 .....	103	11.05 Extent of staff training .....	4.2 .....	47
4.02 Access to improved sanitation, % pop.* .....	83.0 .....	80	<i>Availability of qualified labor</i> .....	4.7 .....	103
4.03 Access to improved drinking water, % pop.* .....	92.0 .....	80	11.06 Hiring and firing practices .....	2.8 .....	133
4.04 Hospital beds/10,000 pop.* .....	26.0 .....	69	11.07 Ease of hiring foreign labor .....	4.2 .....	62
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>3.6</b> .....	<b>114</b>	11.08 HIV prevalence, % adult pop.* .....	1.0 .....	103
5.01 Government prioritization of the T&T industry .....	4.9 .....	91	11.09 Business impact of HIV/AIDS .....	4.5 .....	105
5.02 T&T gov't expenditure, % gov't budget* .....	1.7 .....	115	11.10 Life expectancy, years* .....	70.6 .....	91
5.03 Effectiveness of marketing to attract tourists .....	3.9 .....	100	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.2</b> .....	<b>115</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	36.0 .....	121	12.01 Tourism openness, % of GDP* .....	2.3 .....	111
5.05 Timeliness of T&T data (0-18)* .....	10.0 .....	99	12.02 Attitude of population toward foreign visitors .....	6.2 .....	72
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.5</b> .....	<b>97</b>	12.03 Extension of business trips recommended .....	5.3 .....	73
6.01 Quality of air transport infrastructure .....	4.0 .....	98	12.04 Degree of customer orientation .....	3.7 .....	128
6.02 Airline seat kms/week, dom., millions* .....	0.0 .....	105	<b>13th pillar: Natural resources</b> .....	<b>4.3</b> .....	<b>38</b>
6.03 Airline seat kms/week, int'l, millions* .....	23.4 .....	112	13.01 No. of World Heritage natural sites* .....	1 .....	45
6.04 Departures/1,000 pop.* .....	3.2 .....	71	13.02 Quality of the natural environment .....	5.1 .....	40
6.05 Airport density/million pop.* .....	1.9 .....	25	13.03 Total known species* .....	1,004 .....	33
6.06 No. of operating airlines* .....	4.0 .....	134	13.04 Terrestrial biome protection (0-17%)* .....	10.0 .....	77
6.07 International air transport network .....	3.4 .....	126	13.05 Marine protected areas, %* .....	1.5 .....	29
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.0</b> .....	<b>102</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.9</b> .....	<b>91</b>
7.01 Quality of roads .....	4.1 .....	63	14.01 No. of World Heritage cultural sites* .....	1 .....	109
7.02 Quality of railroad infrastructure .....	1.1 .....	119	14.02 Sports stadiums, seats/million pop.* .....	69,887.9 .....	36
7.03 Quality of port infrastructure .....	5.0 .....	42	14.03 No. of int'l fairs and exhibitions* .....	2.0 .....	121
7.04 Quality of ground transport network .....	3.5 .....	128	14.04 Creative industries exports, % of world total* .....	0.0 .....	123
7.05 Road density/million pop.* .....	3.0 .....	135			

# Swaziland

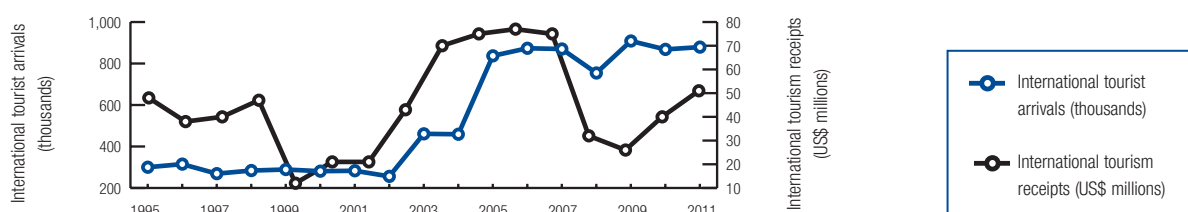
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index.....</b>	<b>119</b>	<b>3.3</b>
2011 Travel & Tourism Competitiveness Index.....	116	3.4
2009 Travel & Tourism Competitiveness Index.....	n/a	n/a
<b>T&amp;T regulatory framework .....</b>	<b>107</b>	<b>4.0</b>
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
<b>Business environment and infrastructure .....</b>	<b>106</b>	<b>3.0</b>
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
<b>T&amp;T human, cultural, and natural resources.....</b>	<b>135</b>	<b>2.9</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.3</b> .....	<b>94</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>2.2</b> .....	<b>111</b>
1.01 Prevalence of foreign ownership .....	5.3.....	36	8.01 Hotel rooms/100 pop.* .....	0.1.....	101
1.02 Property rights .....	4.0.....	81	8.02 Presence of major car rental co. (1-7)* .....	3.....	97
1.03 Business impact of rules on FDI .....	4.3.....	97	8.03 ATMs accepting Visa cards/million pop.* .....	45.0.....	108
1.04 Visa requirements, no. of countries* .....	78.6.....	51			
1.05 Openness bilateral ASAs (0-38)* .....	14.0.....	38	<b>9th pillar: ICT infrastructure</b> .....	<b>2.0</b> .....	<b>114</b>
1.06 Transparency of government policymaking .....	3.5.....	128	9.01 ICT use for B-to-B transactions .....	4.6.....	98
1.07 No. of days to start a business* .....	56.....	128	9.02 ICT use for B-to-C transactions .....	3.3.....	126
1.08 Cost to start a business, % GNI/capita* .....	24.1.....	103	9.03 Individuals using the Internet, %* .....	18.1.....	100
1.09 GATS commitment restrictiveness (0-100)* .....	71.7.....	39	9.04 Fixed telephone lines/100 pop.* .....	6.3.....	104
			9.05 Broadband Internet subscribers/100 pop.* .....	0.2.....	116
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.5</b> .....	<b>71</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	63.7.....	119
2.01 Stringency of environmental regulation.....	3.7.....	81	9.07 Mobile broadband subscriptions/100 pop.* .....	0.7.....	113
2.02 Enforcement of environmental regulation .....	3.6.....	71			
2.03 Sustainability of T&T industry development.....	4.1.....	89	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.9</b> .....	<b>38</b>
2.04 Carbon dioxide emission, million tons/capita* .....	1.1.....	39	10.01 Ticket taxes and airport charges (0-100)* .....	98.0.....	1
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	37.6.....	91	10.02 Purchasing power parity* .....	0.6.....	60
2.06 Threatened species, %* .....	2.7.....	20	10.04 Fuel price, US\$ cents/liter* .....	110.0.....	71
2.07 Environm. treaty ratification (0-25)* .....	14.....	130	10.03 Extent and effect of taxation .....	3.2.....	96
			10.05 Hotel price index, US\$* .....	n/a.....	n/a
<b>3rd pillar: Safety and security</b> .....	<b>4.3</b> .....	<b>92</b>			
3.01 Business costs of crime and violence .....	4.3.....	96	<b>11th pillar: Human resources</b> .....	<b>2.9</b> .....	<b>139</b>
3.02 Reliability of police services.....	4.2.....	75	<i>Education and training</i> .....	3.7.....	120
3.03 Road traffic accidents/100,000 pop.* .....	26.3.....	104	11.01 Primary education enrollment, net %* .....	85.5.....	111
3.04 Business costs of terrorism .....	5.5.....	77	11.02 Secondary education enrollment, gross %* .....	58.1.....	110
			11.03 Quality of the educational system .....	3.1.....	109
<b>4th pillar: Health and hygiene</b> .....	<b>2.8</b> .....	<b>113</b>	11.04 Local availability specialized research & training... ..	3.0.....	131
4.01 Physician density/1,000 pop.* .....	0.2.....	117	11.05 Extent of staff training.....	3.8.....	86
4.02 Access to improved sanitation, % pop.* .....	57.0.....	102	<i>Availability of qualified labor</i> .....	2.2.....	140
4.03 Access to improved drinking water, % pop.* .....	71.0.....	123	11.06 Hiring and firing practices .....	3.3.....	114
4.04 Hospital beds/10,000 pop.* .....	21.0.....	77	11.07 Ease of hiring foreign labor .....	3.2.....	128
			11.08 HIV prevalence, % adult pop.* .....	25.9.....	140
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.2</b> .....	<b>89</b>	11.09 Business impact of HIV/AIDS.....	2.1.....	140
5.01 Government prioritization of the T&T industry .....	5.1.....	73	11.10 Life expectancy, years* .....	48.7.....	138
5.02 T&T gov't expenditure, % gov't budget* .....	3.0.....	79			
5.03 Effectiveness of marketing to attract tourists .....	4.3.....	79	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.4</b> .....	<b>95</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	70.0.....	54	12.01 Tourism openness, % of GDP* .....	3.0.....	96
5.05 Timeliness of T&T data (0-18)* .....	11.0.....	97	12.02 Attitude of population toward foreign visitors .....	6.2.....	69
			12.03 Extension of business trips recommended .....	5.1.....	92
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.1</b> .....	<b>126</b>	12.04 Degree of customer orientation.....	4.4.....	93
6.01 Quality of air transport infrastructure .....	3.5.....	114			
6.02 Airline seat kms/week, dom., millions* .....	0.0.....	105	<b>13th pillar: Natural resources</b> .....	<b>2.7</b> .....	<b>118</b>
6.03 Airline seat kms/week, int'l, millions* .....	0.3.....	139	13.01 No. of World Heritage natural sites* .....	0.....	79
6.04 Departures/1,000 pop.* .....	2.6.....	78	13.02 Quality of the natural environment.....	4.6.....	58
6.05 Airport density/million pop.* .....	0.8.....	55	13.03 Total known species* .....	628.....	59
6.06 No. of operating airlines* .....	1.0.....	139	13.04 Terrestrial biome protection (0-17%)* .....	3.0.....	117
6.07 International air transport network .....	3.4.....	127	13.05 Marine protected areas, %* .....	n/a.....	n/a
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.7</b> .....	<b>68</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.7</b> .....	<b>99</b>
7.01 Quality of roads .....	4.6.....	47	14.01 No. of World Heritage cultural sites* .....	0.....	125
7.02 Quality of railroad infrastructure .....	3.2.....	48	14.02 Sports stadiums, seats/million pop.* .....	51,509.1.....	54
7.03 Quality of port infrastructure.....	4.2.....	68	14.03 No. of int'l fairs and exhibitions* .....	1.0.....	124
7.04 Quality of ground transport network .....	4.4.....	71	14.04 Creative industries exports, % of world total* .....	n/a.....	n/a
7.05 Road density/million pop.* .....	21.0.....	87			

# Sweden

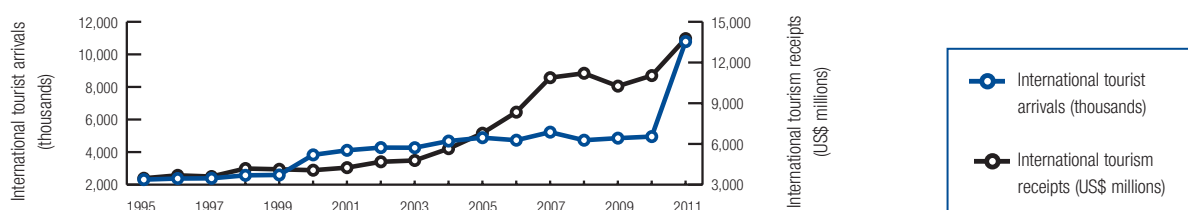
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>9</b>	<b>5.2</b>
2011 Travel & Tourism Competitiveness Index.....	5	5.3
2009 Travel & Tourism Competitiveness Index.....	7	5.3
<b>T&amp;T regulatory framework</b> .....	<b>12</b>	<b>5.5</b>
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
<b>Business environment and infrastructure</b> .....	<b>23</b>	<b>4.9</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>8</b>	<b>5.3</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>5.2</b> .....	<b>16</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>5.0</b> .....	<b>36</b>
1.01 Prevalence of foreign ownership .....	5.5 .....	23	8.01 Hotel rooms/100 pop.* .....	1.2 .....	22
1.02 Property rights .....	5.9 .....	11	8.02 Presence of major car rental co. (1-7)* .....	6 .....	32
1.03 Business impact of rules on FDI .....	5.1 .....	32	8.03 ATMs accepting Visa cards/million pop.* .....	313.8 .....	62
1.04 Visa requirements, no. of countries* .....	71.0 .....	58	<b>9th pillar: ICT infrastructure</b> .....	<b>5.7</b> .....	<b>3</b>
1.05 Openness bilateral ASAs (0-38)* .....	10.9 .....	70	9.01 ICT use for B-to-B transactions .....	6.1 .....	6
1.06 Transparency of government policymaking .....	5.5 .....	8	9.02 ICT use for B-to-C transactions .....	5.8 .....	11
1.07 No. of days to start a business* .....	16 .....	71	9.03 Individuals using the Internet, %* .....	91.0 .....	4
1.08 Cost to start a business, % GNI/capita* .....	0.5 .....	7	9.04 Fixed telephone lines/100 pop.* .....	48.7 .....	15
1.09 GATS commitment restrictiveness (0-100)* .....	68.4 .....	43	9.05 Broadband Internet subscribers/100 pop.* .....	31.8 .....	13
<b>2nd pillar: Environmental sustainability</b> .....	<b>6.1</b> .....	<b>1</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	118.6 .....	45
2.01 Stringency of environmental regulation.....	6.1 .....	6	9.07 Mobile broadband subscriptions/100 pop.* .....	91.5 .....	4
2.02 Enforcement of environmental regulation .....	6.1 .....	5	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>3.5</b> .....	<b>129</b>
2.03 Sustainability of T&T industry development.....	5.1 .....	23	10.01 Ticket taxes and airport charges (0-100)* .....	84.4 .....	43
2.04 Carbon dioxide emission, million tons/capita* .....	5.3 .....	86	10.02 Purchasing power parity* .....	1.4 .....	135
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	9.6 .....	3	10.04 Fuel price, US\$ cents/liter* .....	182.0 .....	135
2.06 Threatened species, %* .....	1.4 .....	2	10.03 Extent and effect of taxation .....	3.1 .....	100
2.07 Environm. treaty ratification (0-25)* .....	24 .....	1	10.05 Hotel price index, US\$* .....	128.4 .....	58
<b>3rd pillar: Safety and security</b> .....	<b>6.1</b> .....	<b>8</b>	<b>11th pillar: Human resources</b> .....	<b>5.7</b> .....	<b>12</b>
3.01 Business costs of crime and violence .....	5.7 .....	27	<i>Education and training</i> .....	6.0 .....	5
3.02 Reliability of police services.....	6.1 .....	13	11.01 Primary education enrollment, net %* .....	99.4 .....	10
3.03 Road traffic accidents/100,000 pop.* .....	5.2 .....	9	11.02 Secondary education enrollment, gross %* .....	99.2 .....	35
3.04 Business costs of terrorism .....	6.2 .....	32	11.03 Quality of the educational system .....	5.3 .....	12
<b>4th pillar: Health and hygiene</b> .....	<b>6.0</b> .....	<b>38</b>	11.04 Local availability specialized research & training... ..	5.8 .....	7
4.01 Physician density/1,000 pop.* .....	3.8 .....	11	11.05 Extent of staff training .....	5.2 .....	6
4.02 Access to improved sanitation, % pop.* .....	100.0 .....	1	<i>Availability of qualified labor</i> .....	5.3 .....	32
4.03 Access to improved drinking water, % pop.* ...	100.0 .....	1	11.06 Hiring and firing practices .....	2.9 .....	129
4.04 Hospital beds/10,000 pop.* .....	28.0 .....	66	11.07 Ease of hiring foreign labor .....	4.5 .....	39
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.3</b> .....	<b>74</b>	11.08 HIV prevalence, % adult pop.* .....	0.1 .....	12
5.01 Government prioritization of the T&T industry .....	5.3 .....	64	11.09 Business impact of HIV/AIDS.....	6.5 .....	8
5.02 T&T gov't expenditure, % gov't budget* .....	2.2 .....	100	11.10 Life expectancy, years* .....	81.5 .....	9
5.03 Effectiveness of marketing to attract tourists .....	4.7 .....	59	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>5.0</b> .....	<b>33</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	64.0 .....	72	12.01 Tourism openness, % of GDP* .....	5.4 .....	54
5.05 Timeliness of T&T data (0-18)* .....	15.5 .....	48	12.02 Attitude of population toward foreign visitors .....	6.5 .....	24
<b>6th pillar: Air transport infrastructure</b> .....	<b>4.7</b> .....	<b>19</b>	12.03 Extension of business trips recommended .....	5.2 .....	81
6.01 Quality of air transport infrastructure .....	6.0 .....	20	12.04 Degree of customer orientation.....	5.8 .....	4
6.02 Airline seat kms/week, dom., millions* .....	60.7 .....	35	<b>13th pillar: Natural resources</b> .....	<b>4.1</b> .....	<b>45</b>
6.03 Airline seat kms/week, int'l, millions* .....	391.4 .....	40	13.01 No. of World Heritage natural sites* .....	2 .....	25
6.04 Departures/1,000 pop.* .....	6.6 .....	48	13.02 Quality of the natural environment.....	6.3 .....	7
6.05 Airport density/million pop.* .....	4.3 .....	11	13.03 Total known species* .....	363 .....	110
6.06 No. of operating airlines* .....	65.5 .....	23	13.04 Terrestrial biome protection (0-17%)* .....	7.9 .....	89
6.07 International air transport network .....	5.8 .....	29	13.05 Marine protected areas, %* .....	2.8 .....	19
<b>7th pillar: Ground transport infrastructure</b> .....	<b>5.5</b> .....	<b>17</b>	<b>14th pillar: Cultural resources</b> .....	<b>6.4</b> .....	<b>2</b>
7.01 Quality of roads .....	5.6 .....	25	14.01 No. of World Heritage cultural sites* .....	14 .....	20
7.02 Quality of railroad infrastructure .....	4.7 .....	21	14.02 Sports stadiums, seats/million pop.* .....	109,773.3 .....	20
7.03 Quality of port infrastructure.....	5.9 .....	11	14.03 No. of int'l fairs and exhibitions* .....	213.0 .....	16
7.04 Quality of ground transport network .....	5.7 .....	18	14.04 Creative industries exports, % of world total* .....	1.0 .....	24
7.05 Road density/million pop.* .....	129.0 .....	27			

# Switzerland

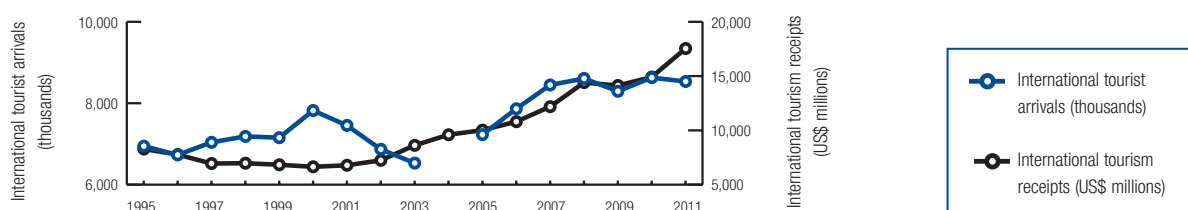
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>1</b>	<b>5.7</b>
2011 Travel & Tourism Competitiveness Index.....	1	5.7
2009 Travel & Tourism Competitiveness Index.....	1	5.7
<b>T&amp;T regulatory framework</b> .....	<b>1</b>	<b>5.9</b>
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
<b>Business environment and infrastructure</b> .....	<b>1</b>	<b>5.4</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>2</b>	<b>5.6</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>5.2</b> .....	<b>17</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>6.7</b> .....	<b>5</b>
1.01 Prevalence of foreign ownership .....	5.6.....	15	8.01 Hotel rooms/100 pop.* .....	1.8.....	12
1.02 Property rights .....	6.4.....	2	8.02 Presence of major car rental co. (1-7)* .....	6.....	32
1.03 Business impact of rules on FDI .....	5.2.....	25	8.03 ATMs accepting Visa cards/million pop.* .....	790.4.....	13
1.04 Visa requirements, no. of countries* .....	71.0.....	58	<b>9th pillar: ICT infrastructure</b> .....	<b>5.6</b> .....	<b>6</b>
1.05 Openness bilateral ASAs (0-38)* .....	11.6.....	58	9.01 ICT use for B-to-B transactions .....	6.3.....	2
1.06 Transparency of government policymaking .....	5.9.....	5	9.02 ICT use for B-to-C transactions .....	5.8.....	12
1.07 No. of days to start a business* .....	18.....	76	9.03 Individuals using the Internet, %* .....	85.2.....	10
1.08 Cost to start a business, % GNI/capita* .....	2.1.....	31	9.04 Fixed telephone lines/100 pop.* .....	59.9.....	6
1.09 GATS commitment restrictiveness (0-100)* .....	52.4.....	78	9.05 Broadband Internet subscribers/100 pop.* .....	40.0.....	1
<b>2nd pillar: Environmental sustainability</b> .....	<b>6.0</b> .....	<b>2</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	131.4.....	28
2.01 Stringency of environmental regulation.....	6.3.....	3	9.07 Mobile broadband subscriptions/100 pop.* .....	35.6.....	34
2.02 Enforcement of environmental regulation .....	6.2.....	2	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>3.0</b> .....	<b>139</b>
2.03 Sustainability of T&T industry development.....	5.6.....	7	10.01 Ticket taxes and airport charges (0-100)* .....	74.0.....	90
2.04 Carbon dioxide emission, million tons/capita* .....	5.3.....	83	10.02 Purchasing power parity* .....	1.6.....	139
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	22.0.....	43	10.04 Fuel price, US\$ cents/liter* .....	177.0.....	132
2.06 Threatened species, %* .....	1.5.....	3	10.03 Extent and effect of taxation .....	5.2.....	8
2.07 Environm. treaty ratification (0-25)* .....	22.....	20	10.05 Hotel price index, US\$* .....	251.1.....	114
<b>3rd pillar: Safety and security</b> .....	<b>6.3</b> .....	<b>2</b>	<b>11th pillar: Human resources</b> .....	<b>6.1</b> .....	<b>1</b>
3.01 Business costs of crime and violence .....	6.1.....	7	<i>Education and training</i> .....	6.2.....	1
3.02 Reliability of police services.....	6.4.....	2	11.01 Primary education enrollment, net %* .....	93.8.....	67
3.03 Road traffic accidents/100,000 pop.* .....	4.9.....	6	11.02 Secondary education enrollment, gross %* .....	95.4.....	49
3.04 Business costs of terrorism .....	6.1.....	37	11.03 Quality of the educational system .....	6.0.....	1
<b>4th pillar: Health and hygiene</b> .....	<b>6.5</b> .....	<b>10</b>	11.04 Local availability specialized research & training... ..	6.4.....	1
4.01 Physician density/1,000 pop.* .....	4.1.....	7	11.05 Extent of staff training.....	5.6.....	1
4.02 Access to improved sanitation, % pop.* .....	100.0.....	1	<i>Availability of qualified labor</i> .....	6.0.....	2
4.03 Access to improved drinking water, % pop.* ...	100.0.....	1	11.06 Hiring and firing practices .....	5.6.....	3
4.04 Hospital beds/10,000 pop.* .....	52.0.....	31	11.07 Ease of hiring foreign labor .....	4.7.....	24
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>5.7</b> .....	<b>11</b>	11.08 HIV prevalence, % adult pop.* .....	0.4.....	76
5.01 Government prioritization of the T&T industry .....	6.1.....	28	11.09 Business impact of HIV/AIDS.....	6.0.....	27
5.02 T&T gov't expenditure, % gov't budget* .....	7.2.....	20	11.10 Life expectancy, years* .....	82.2.....	3
5.03 Effectiveness of marketing to attract tourists .....	5.8.....	6	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>5.2</b> .....	<b>25</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	78.0.....	33	12.01 Tourism openness, % of GDP* .....	4.8.....	67
5.05 Timeliness of T&T data (0-18)* .....	16.5.....	17	12.02 Attitude of population toward foreign visitors .....	6.5.....	23
<b>6th pillar: Air transport infrastructure</b> .....	<b>5.4</b> .....	<b>9</b>	12.03 Extension of business trips recommended .....	6.1.....	14
6.01 Quality of air transport infrastructure .....	6.5.....	5	12.04 Degree of customer orientation.....	5.9.....	2
6.02 Airline seat kms/week, dom., millions* .....	5.2.....	58	<b>13th pillar: Natural resources</b> .....	<b>5.0</b> .....	<b>19</b>
6.03 Airline seat kms/week, int'l, millions* .....	876.2.....	23	13.01 No. of World Heritage natural sites* .....	3.....	18
6.04 Departures/1,000 pop.* .....	28.1.....	14	13.02 Quality of the natural environment.....	6.5.....	4
6.05 Airport density/million pop.* .....	0.8.....	57	13.03 Total known species* .....	392.....	104
6.06 No. of operating airlines* .....	102.5.....	10	13.04 Terrestrial biome protection (0-17%)* .....	16.7.....	24
6.07 International air transport network .....	6.4.....	6	13.05 Marine protected areas, %* .....	n/a.....	n/a
<b>7th pillar: Ground transport infrastructure</b> .....	<b>6.4</b> .....	<b>3</b>	<b>14th pillar: Cultural resources</b> .....	<b>6.2</b> .....	<b>6</b>
7.01 Quality of roads .....	6.4.....	6	14.01 No. of World Heritage cultural sites* .....	8.....	33
7.02 Quality of railroad infrastructure .....	6.8.....	1	14.02 Sports stadiums, seats/million pop.* .....	110,303.5.....	18
7.03 Quality of port infrastructure.....	5.2.....	37	14.03 No. of int'l fairs and exhibitions* .....	247.7.....	13
7.04 Quality of ground transport network .....	6.7.....	1	14.04 Creative industries exports, % of world total* .....	2.8.....	9
7.05 Road density/million pop.* .....	173.0.....	15			

# Taiwan, China

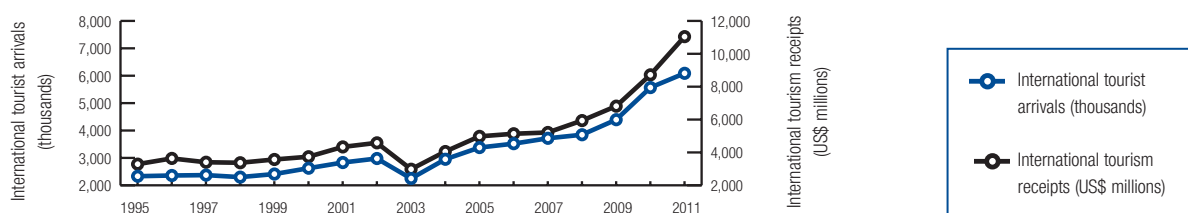
## Key indicators

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)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>33</b>	<b>4.7</b>
2011 Travel & Tourism Competitiveness Index.....	37	4.6
2009 Travel & Tourism Competitiveness Index.....	43	4.4
<b>T&amp;T regulatory framework</b> .....	<b>29</b>	<b>5.2</b>
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
<b>Business environment and infrastructure</b> .....	<b>34</b>	<b>4.6</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>44</b>	<b>4.3</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>5.5</b> .....	<b>5</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>3.8</b> .....	<b>75</b>
1.01 Prevalence of foreign ownership .....	5.4 .....	28	8.01 Hotel rooms/100 pop.* .....	0.6 .....	53
1.02 Property rights .....	5.9 .....	12	8.02 Presence of major car rental co. (1-7)* .....	1 .....	123
1.03 Business impact of rules on FDI .....	5.5 .....	11	8.03 ATMs accepting Visa cards/million pop.* .....	628.6 .....	22
1.04 Visa requirements, no. of countries* .....	41.0 .....	112			
1.05 Openness bilateral ASAs (0-38)* .....	27.5 .....	3	<b>9th pillar: ICT infrastructure</b> .....	<b>5.1</b> .....	<b>16</b>
1.06 Transparency of government policymaking .....	5.6 .....	6	9.01 ICT use for B-to-B transactions .....	6.0 .....	9
1.07 No. of days to start a business* .....	10 .....	48	9.02 ICT use for B-to-C transactions .....	6.0 .....	5
1.08 Cost to start a business, % GNI/capita* .....	2.4 .....	36	9.03 Individuals using the Internet, %* .....	72.0 .....	28
1.09 GATS commitment restrictiveness (0-100)* .....	n/a .....	n/a	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
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.3</b> .....	<b>94</b>	9.07 Mobile broadband subscriptions/100 pop.* .....	42.7 .....	22
2.01 Stringency of environmental regulation.....	4.8 .....	34			
2.02 Enforcement of environmental regulation .....	4.7 .....	31	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>5.1</b> .....	<b>21</b>
2.03 Sustainability of T&T industry development.....	5.1 .....	24	10.01 Ticket taxes and airport charges (0-100)* .....	91.2 .....	15
2.04 Carbon dioxide emission, million tons/capita* .....	10.7 .....	123	10.02 Purchasing power parity* .....	0.5 .....	36
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	59.1 .....	110	10.04 Fuel price, US\$ cents/liter* .....	85.0 .....	36
2.06 Threatened species, %* .....	8.7 .....	112	10.03 Extent and effect of taxation .....	4.4 .....	20
2.07 Environm. treaty ratification (0-25)* .....	n/a .....	n/a	10.05 Hotel price index, US\$* .....	150.7 .....	83
<b>3rd pillar: Safety and security</b> .....	<b>5.8</b> .....	<b>17</b>	<b>11th pillar: Human resources</b> .....	<b>5.4</b> .....	<b>25</b>
3.01 Business costs of crime and violence .....	5.8 .....	18	<i>Education and training</i> .....	5.7 .....	18
3.02 Reliability of police services.....	5.3 .....	32	11.01 Primary education enrollment, net %* .....	97.9 .....	30
3.03 Road traffic accidents/100,000 pop.* .....	8.8 .....	20	11.02 Secondary education enrollment, gross %* .....	100.0 .....	32
3.04 Business costs of terrorism .....	6.2 .....	31	11.03 Quality of the educational system .....	4.8 .....	24
			11.04 Local availability specialized research & training... ..	5.2 .....	20
<b>4th pillar: Health and hygiene</b> .....	<b>5.8</b> .....	<b>43</b>	11.05 Extent of staff training .....	4.6 .....	31
4.01 Physician density/1,000 pop.* .....	1.7 .....	70	<i>Availability of qualified labor</i> .....	5.1 .....	58
4.02 Access to improved sanitation, % pop.* .....	100.0 .....	1	11.06 Hiring and firing practices .....	3.7 .....	83
4.03 Access to improved drinking water, % pop.* .....	100.0 .....	1	11.07 Ease of hiring foreign labor .....	3.3 .....	123
4.04 Hospital beds/10,000 pop.* .....	58.3 .....	24	11.08 HIV prevalence, % adult pop.* .....	0.2 .....	51
			11.09 Business impact of HIV/AIDS.....	5.9 .....	32
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.6</b> .....	<b>55</b>	11.10 Life expectancy, years* .....	79.2 .....	29
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	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.9</b> .....	<b>37</b>
5.03 Effectiveness of marketing to attract tourists .....	5.2 .....	33	12.01 Tourism openness, % of GDP* .....	4.5 .....	72
5.04 Comprehensiveness of T&T data (0-120)* .....	76.0 .....	39	12.02 Attitude of population toward foreign visitors .....	6.2 .....	78
5.05 Timeliness of T&T data (0-18)* .....	16.5 .....	17	12.03 Extension of business trips recommended .....	5.7 .....	43
			12.04 Degree of customer orientation.....	5.7 .....	6
<b>6th pillar: Air transport infrastructure</b> .....	<b>3.7</b> .....	<b>51</b>			
6.01 Quality of air transport infrastructure .....	5.4 .....	44	<b>13th pillar: Natural resources</b> .....	<b>3.2</b> .....	<b>91</b>
6.02 Airline seat kms/week, dom., millions* .....	30.6 .....	40	13.01 No. of World Heritage natural sites* .....	0 .....	79
6.03 Airline seat kms/week, int'l, millions* .....	846.5 .....	25	13.02 Quality of the natural environment.....	4.3 .....	69
6.04 Departures/1,000 pop.* .....	7.1 .....	47	13.03 Total known species* .....	504 .....	73
6.05 Airport density/million pop.* .....	0.7 .....	61	13.04 Terrestrial biome protection (0-17%)* .....	11.5 .....	65
6.06 No. of operating airlines* .....	38.0 .....	45	13.05 Marine protected areas, %* .....	0.6 .....	56
6.07 International air transport network .....	5.6 .....	37			
			<b>14th pillar: Cultural resources</b> .....	<b>3.6</b> .....	<b>34</b>
<b>7th pillar: Ground transport infrastructure</b> .....	<b>5.5</b> .....	<b>18</b>	14.01 No. of World Heritage cultural sites* .....	0 .....	125
7.01 Quality of roads .....	5.7 .....	21	14.02 Sports stadiums, seats/million pop.* .....	32,587.0 .....	74
7.02 Quality of railroad infrastructure .....	5.5 .....	11	14.03 No. of int'l fairs and exhibitions* .....	133.3 .....	27
7.03 Quality of port infrastructure.....	5.3 .....	29	14.04 Creative industries exports, % of world total* .....	1.0 .....	23
7.04 Quality of ground transport network .....	6.0 .....	9			
7.05 Road density/million pop.* .....	113.0 .....	33			

# Tajikistan

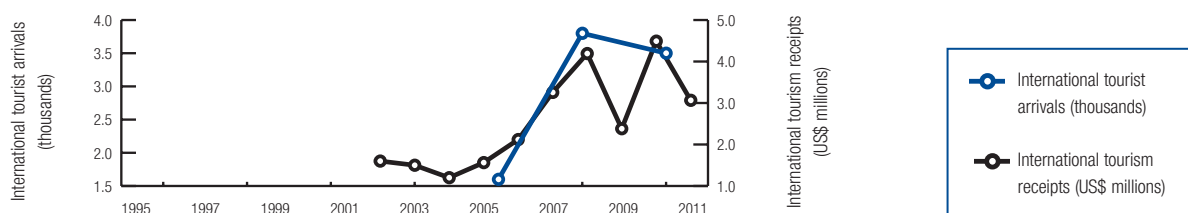
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>114</b>	<b>3.4</b>
2011 Travel & Tourism Competitiveness Index.....	118	3.3
2009 Travel & Tourism Competitiveness Index.....	109	3.4
<b>T&amp;T regulatory framework</b> .....	<b>90</b>	<b>4.3</b>
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
<b>Business environment and infrastructure</b> .....	<b>123</b>	<b>2.7</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>122</b>	<b>3.3</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>3.9</b> .....	<b>113</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>1.2</b> .....	<b>139</b>
1.01 Prevalence of foreign ownership .....	3.6.....	122	8.01 Hotel rooms/100 pop.* .....	0.0.....	138
1.02 Property rights .....	3.8.....	92	8.02 Presence of major car rental co. (1-7)* .....	0.....	136
1.03 Business impact of rules on FDI .....	4.0.....	106	8.03 ATMs accepting Visa cards/million pop.* .....	53.7.....	104
1.04 Visa requirements, no. of countries* .....	64.2.....	95	<b>9th pillar: ICT infrastructure</b> .....	<b>2.1</b> .....	<b>109</b>
1.05 Openness bilateral ASAs (0-38)* .....	4.0.....	132	9.01 ICT use for B-to-B transactions .....	4.2.....	118
1.06 Transparency of government policymaking .....	4.3.....	66	9.02 ICT use for B-to-C transactions .....	4.0.....	96
1.07 No. of days to start a business* .....	24.....	94	9.03 Individuals using the Internet, %* .....	13.0.....	110
1.08 Cost to start a business, % GNI/capita* .....	27.1.....	107	9.04 Fixed telephone lines/100 pop.* .....	5.4.....	106
1.09 GATS commitment restrictiveness (0-100)* .....	n/a.....	n/a	9.05 Broadband Internet subscribers/100 pop.* .....	0.1.....	123
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.4</b> .....	<b>79</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	90.6.....	95
2.01 Stringency of environmental regulation.....	3.9.....	68	9.07 Mobile broadband subscriptions/100 pop.* .....	0.6.....	114
2.02 Enforcement of environmental regulation .....	3.9.....	58	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.8</b> .....	<b>42</b>
2.03 Sustainability of T&T industry development.....	4.3.....	76	10.01 Ticket taxes and airport charges (0-100)* .....	63.5.....	115
2.04 Carbon dioxide emission, million tons/capita* .....	0.5.....	25	10.02 Purchasing power parity* .....	0.4.....	7
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	29.7.....	70	10.04 Fuel price, US\$ cents/liter* .....	91.0.....	42
2.06 Threatened species, %* .....	5.0.....	73	10.03 Extent and effect of taxation .....	3.7.....	51
2.07 Environm. treaty ratification (0-25)* .....	11.....	136	10.05 Hotel price index, US\$* .....	n/a.....	n/a
<b>3rd pillar: Safety and security</b> .....	<b>4.7</b> .....	<b>71</b>	<b>11th pillar: Human resources</b> .....	<b>4.9</b> .....	<b>60</b>
3.01 Business costs of crime and violence .....	4.8.....	73	<i>Education and training</i> .....	4.8.....	60
3.02 Reliability of police services.....	4.0.....	76	11.01 Primary education enrollment, net %* .....	97.3.....	37
3.03 Road traffic accidents/100,000 pop.* .....	14.1.....	58	11.02 Secondary education enrollment, gross %* .....	87.2.....	76
3.04 Business costs of terrorism .....	5.0.....	105	11.03 Quality of the educational system .....	3.7.....	66
<b>4th pillar: Health and hygiene</b> .....	<b>4.6</b> .....	<b>77</b>	11.04 Local availability specialized research & training... ..	3.8.....	87
4.01 Physician density/1,000 pop.* .....	2.1.....	55	11.05 Extent of staff training.....	3.8.....	78
4.02 Access to improved sanitation, % pop.* .....	94.0.....	58	<i>Availability of qualified labor</i> .....	5.1.....	64
4.03 Access to improved drinking water, % pop.* .....	64.0.....	126	11.06 Hiring and firing practices .....	4.2.....	51
4.04 Hospital beds/10,000 pop.* .....	52.0.....	31	11.07 Ease of hiring foreign labor .....	4.8.....	14
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>3.8</b> .....	<b>104</b>	11.08 HIV prevalence, % adult pop.* .....	0.2.....	52
5.01 Government prioritization of the T&T industry .....	5.1.....	82	11.09 Business impact of HIV/AIDS.....	4.5.....	106
5.02 T&T gov't expenditure, % gov't budget* .....	n/a.....	n/a	11.10 Life expectancy, years* .....	67.5.....	105
5.03 Effectiveness of marketing to attract tourists .....	3.8.....	107	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.1</b> .....	<b>127</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	18.0.....	137	12.01 Tourism openness, % of GDP* .....	0.2.....	140
5.05 Timeliness of T&T data (0-18)* .....	6.0.....	108	12.02 Attitude of population toward foreign visitors .....	6.5.....	30
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.4</b> .....	<b>107</b>	12.03 Extension of business trips recommended .....	4.5.....	127
6.01 Quality of air transport infrastructure .....	4.2.....	88	12.04 Degree of customer orientation.....	4.3.....	101
6.02 Airline seat kms/week, dom., millions* .....	0.5.....	83	<b>13th pillar: Natural resources</b> .....	<b>2.6</b> .....	<b>125</b>
6.03 Airline seat kms/week, int'l, millions* .....	49.5.....	93	13.01 No. of World Heritage natural sites* .....	0.....	79
6.04 Departures/1,000 pop.* .....	0.7.....	102	13.02 Quality of the natural environment.....	4.8.....	53
6.05 Airport density/million pop.* .....	0.4.....	90	13.03 Total known species* .....	398.....	99
6.06 No. of operating airlines* .....	20.5.....	79	13.04 Terrestrial biome protection (0-17%)* .....	4.1.....	112
6.07 International air transport network .....	4.1.....	100	13.05 Marine protected areas, %* .....	n/a.....	n/a
<b>7th pillar: Ground transport infrastructure</b> .....	<b>2.9</b> .....	<b>104</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.4</b> .....	<b>122</b>
7.01 Quality of roads .....	3.2.....	97	14.01 No. of World Heritage cultural sites* .....	2.....	88
7.02 Quality of railroad infrastructure .....	3.5.....	43	14.02 Sports stadiums, seats/million pop.* .....	6,736.5.....	119
7.03 Quality of port infrastructure.....	1.7.....	139	14.03 No. of int'l fairs and exhibitions* .....	0.7.....	125
7.04 Quality of ground transport network .....	4.6.....	58	14.04 Creative industries exports, % of world total* .....	n/a.....	n/a
7.05 Road density/million pop.* .....	19.0.....	91			

# Tanzania

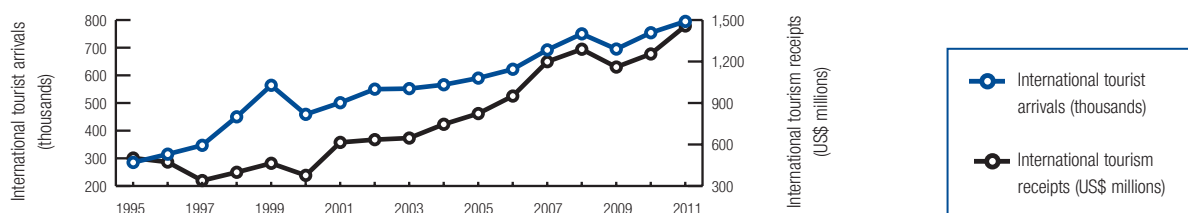
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>109</b>	<b>3.5</b>
2011 Travel & Tourism Competitiveness Index.....	110	3.4
2009 Travel & Tourism Competitiveness Index.....	98	3.6
<b>T&amp;T regulatory framework</b> .....	<b>118</b>	<b>3.7</b>
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
<b>Business environment and infrastructure</b> .....	<b>125</b>	<b>2.7</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>59</b>	<b>4.0</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.4</b>	<b>74</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>1.7</b>	<b>125</b>
1.01 Prevalence of foreign ownership .....	4.3	94	8.01 Hotel rooms/100 pop.* .....	0.1	118
1.02 Property rights .....	3.6	103	8.02 Presence of major car rental co. (1-7)* .....	2	111
1.03 Business impact of rules on FDI .....	4.8	<b>49</b>	8.03 ATMs accepting Visa cards/million pop.* .....	7.8	125
1.04 Visa requirements, no. of countries* .....	122.9	<b>25</b>	<b>9th pillar: ICT infrastructure</b> .....	<b>1.8</b>	<b>126</b>
1.05 Openness bilateral ASAs (0-38)* .....	11.4	60	9.01 ICT use for B-to-B transactions .....	4.2	120
1.06 Transparency of government policymaking .....	4.0	90	9.02 ICT use for B-to-C transactions .....	3.4	125
1.07 No. of days to start a business* .....	26	98	9.03 Individuals using the Internet, %* .....	12.0	112
1.08 Cost to start a business, % GNI/capita* .....	28.2	109	9.04 Fixed telephone lines/100 pop.* .....	0.3	137
1.09 GATS commitment restrictiveness (0-100)* .....	55.2	64	9.05 Broadband Internet subscribers/100 pop.* .....	0.0	133
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.9</b>	<b>45</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	55.5	125
2.01 Stringency of environmental regulation .....	3.8	77	9.07 Mobile broadband subscriptions/100 pop.* .....	1.2	108
2.02 Enforcement of environmental regulation .....	3.7	65	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.8</b>	<b>43</b>
2.03 Sustainability of T&T industry development .....	4.5	66	10.01 Ticket taxes and airport charges (0-100)* .....	81.8	59
2.04 Carbon dioxide emission, million tons/capita* .....	0.2	<b>14</b>	10.02 Purchasing power parity* .....	0.3	<b>3</b>
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	19.7	<b>35</b>	10.04 Fuel price, US\$ cents/liter* .....	119.0	81
2.06 Threatened species, %* .....	8.6	110	10.03 Extent and effect of taxation .....	3.3	90
2.07 Environm. treaty ratification (0-25)* .....	21	<b>39</b>	10.05 Hotel price index, US\$* .....	127.6	57
<b>3rd pillar: Safety and security</b> .....	<b>3.7</b>	<b>120</b>	<b>11th pillar: Human resources</b> .....	<b>4.0</b>	<b>116</b>
3.01 Business costs of crime and violence .....	4.5	84	<i>Education and training</i> .....	3.8	116
3.02 Reliability of police services .....	3.6	99	11.01 Primary education enrollment, net %* .....	98.0	<b>27</b>
3.03 Road traffic accidents/100,000 pop.* .....	34.3	126	11.02 Secondary education enrollment, gross %* .....	27.4	133
3.04 Business costs of terrorism .....	4.6	116	11.03 Quality of the educational system .....	3.5	79
<b>4th pillar: Health and hygiene</b> .....	<b>1.1</b>	<b>140</b>	11.04 Local availability specialized research & training... ..	3.6	102
4.01 Physician density/1,000 pop.* .....	0.0	140	11.05 Extent of staff training .....	3.8	76
4.02 Access to improved sanitation, % pop.* .....	10.0	138	<i>Availability of qualified labor</i> .....	4.2	128
4.03 Access to improved drinking water, % pop.* .....	53.0	134	11.06 Hiring and firing practices .....	4.0	67
4.04 Hospital beds/10,000 pop.* .....	7.0	121	11.07 Ease of hiring foreign labor .....	4.1	72
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.2</b>	<b>85</b>	11.08 HIV prevalence, % adult pop.* .....	5.6	129
5.01 Government prioritization of the T&T industry .....	5.2	72	11.09 Business impact of HIV/AIDS .....	3.2	127
5.02 T&T gov't expenditure, % gov't budget* .....	5.6	<b>31</b>	11.10 Life expectancy, years* .....	58.2	119
5.03 Effectiveness of marketing to attract tourists .....	4.2	80	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.5</b>	<b>80</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	39.0	117	12.01 Tourism openness, % of GDP* .....	9.9	<b>23</b>
5.05 Timeliness of T&T data (0-18)* .....	7.5	107	12.02 Attitude of population toward foreign visitors .....	5.8	115
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.2</b>	<b>118</b>	12.03 Extension of business trips recommended .....	4.3	131
6.01 Quality of air transport infrastructure .....	3.5	115	12.04 Degree of customer orientation .....	4.4	96
6.02 Airline seat kms/week, dom., millions* .....	11.4	<b>48</b>	<b>13th pillar: Natural resources</b> .....	<b>5.9</b>	<b>4</b>
6.03 Airline seat kms/week, int'l, millions* .....	58.1	88	13.01 No. of World Heritage natural sites* .....	4	<b>10</b>
6.04 Departures/1,000 pop.* .....	0.5	111	13.02 Quality of the natural environment .....	4.5	61
6.05 Airport density/million pop.* .....	0.3	110	13.03 Total known species* .....	1,590	<b>12</b>
6.06 No. of operating airlines* .....	23.5	74	13.04 Terrestrial biome protection (0-17%)* .....	17.0	<b>18</b>
6.07 International air transport network .....	3.9	112	13.05 Marine protected areas, %* .....	1.5	<b>30</b>
<b>7th pillar: Ground transport infrastructure</b> .....	<b>2.8</b>	<b>113</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.7</b>	<b>104</b>
7.01 Quality of roads .....	3.2	93	14.01 No. of World Heritage cultural sites* .....	4	63
7.02 Quality of railroad infrastructure .....	2.3	80	14.02 Sports stadiums, seats/million pop.* .....	5,841.8	122
7.03 Quality of port infrastructure .....	3.3	115	14.03 No. of int'l fairs and exhibitions* .....	12.7	75
7.04 Quality of ground transport network .....	4.0	96	14.04 Creative industries exports, % of world total* .....	0.0	81
7.05 Road density/million pop.* .....	11.0	110			

# Thailand

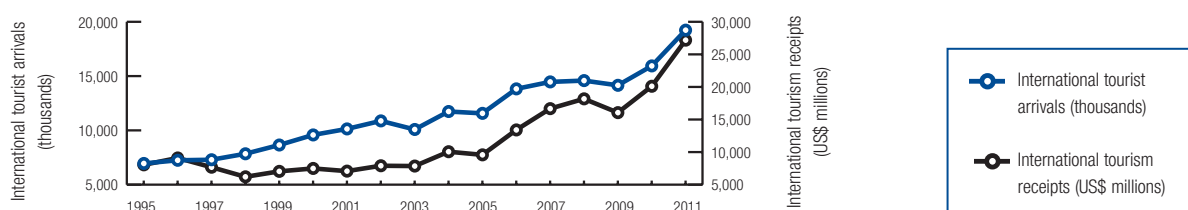
## Key indicators

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)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>43</b>	<b>4.5</b>
2011 Travel & Tourism Competitiveness Index.....	41	4.5
2009 Travel & Tourism Competitiveness Index.....	39	4.4
<b>T&amp;T regulatory framework</b> .....	<b>76</b>	<b>4.5</b>
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
<b>Business environment and infrastructure</b> .....	<b>44</b>	<b>4.3</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>23</b>	<b>4.7</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.4</b> .....	<b>77</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>5.2</b> .....	<b>31</b>
1.01 Prevalence of foreign ownership .....	4.8.....	64	8.01 Hotel rooms/100 pop.* .....	0.8.....	41
1.02 Property rights .....	3.7.....	100	8.02 Presence of major car rental co. (1-7)* .....	5.....	66
1.03 Business impact of rules on FDI .....	5.3.....	20	8.03 ATMs accepting Visa cards/million pop.* .....	645.2.....	20
1.04 Visa requirements, no. of countries* .....	69.0.....	90			
1.05 Openness bilateral ASAs (0-38)* .....	9.8.....	85	<b>9th pillar: ICT infrastructure</b> .....	<b>2.6</b> .....	<b>90</b>
1.06 Transparency of government policymaking .....	4.0.....	87	9.01 ICT use for B-to-B transactions .....	4.7.....	93
1.07 No. of days to start a business* .....	29.....	105	9.02 ICT use for B-to-C transactions .....	4.8.....	53
1.08 Cost to start a business, % GNI/capita* .....	6.7.....	59	9.03 Individuals using the Internet, %* .....	23.7.....	95
1.09 GATS commitment restrictiveness (0-100)* .....	48.5.....	88	9.04 Fixed telephone lines/100 pop.* .....	9.6.....	94
			9.05 Broadband Internet subscribers/100 pop.* .....	5.0.....	75
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.3</b> .....	<b>99</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	111.6.....	56
2.01 Stringency of environmental regulation.....	3.8.....	78	9.07 Mobile broadband subscriptions/100 pop.* .....	0.1.....	122
2.02 Enforcement of environmental regulation .....	3.6.....	74			
2.03 Sustainability of T&T industry development.....	4.9.....	38	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>5.0</b> .....	<b>25</b>
2.04 Carbon dioxide emission, million tons/capita* .....	4.2.....	71	10.01 Ticket taxes and airport charges (0-100)* .....	86.5.....	34
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	52.6.....	103	10.02 Purchasing power parity* .....	0.6.....	48
2.06 Threatened species, %* .....	7.8.....	107	10.04 Fuel price, US\$ cents/liter* .....	95.0.....	49
2.07 Environm. treaty ratification (0-25)* .....	17.....	96	10.03 Extent and effect of taxation .....	3.6.....	52
			10.05 Hotel price index, US\$* .....	101.3.....	24
<b>3rd pillar: Safety and security</b> .....	<b>4.4</b> .....	<b>87</b>			
3.01 Business costs of crime and violence .....	4.8.....	75	<b>11th pillar: Human resources</b> .....	<b>4.9</b> .....	<b>70</b>
3.02 Reliability of police services.....	3.6.....	98	<i>Education and training</i> .....	4.6.....	76
3.03 Road traffic accidents/100,000 pop.* .....	19.6.....	83	11.01 Primary education enrollment, net %* .....	89.7.....	97
3.04 Business costs of terrorism .....	4.8.....	111	11.02 Secondary education enrollment, gross %* .....	79.2.....	91
			11.03 Quality of the educational system .....	3.5.....	77
<b>4th pillar: Health and hygiene</b> .....	<b>4.3</b> .....	<b>84</b>	11.04 Local availability specialized research & training... ..	4.2.....	66
4.01 Physician density/1,000 pop.* .....	0.3.....	109	11.05 Extent of staff training.....	4.2.....	49
4.02 Access to improved sanitation, % pop.* .....	96.0.....	49	<i>Availability of qualified labor</i> .....	5.2.....	47
4.03 Access to improved drinking water, % pop.* .....	96.0.....	63	11.06 Hiring and firing practices .....	4.3.....	41
4.04 Hospital beds/10,000 pop.* .....	21.0.....	77	11.07 Ease of hiring foreign labor .....	4.1.....	68
			11.08 HIV prevalence, % adult pop.* .....	1.3.....	112
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>5.0</b> .....	<b>33</b>	11.09 Business impact of HIV/AIDS.....	4.6.....	101
5.01 Government prioritization of the T&T industry .....	6.1.....	24	11.10 Life expectancy, years* .....	74.1.....	60
5.02 T&T gov't expenditure, % gov't budget* .....	2.7.....	85			
5.03 Effectiveness of marketing to attract tourists .....	5.6.....	11	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>5.4</b> .....	<b>18</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	80.0.....	28	12.01 Tourism openness, % of GDP* .....	9.5.....	24
5.05 Timeliness of T&T data (0-18)* .....	16.5.....	17	12.02 Attitude of population toward foreign visitors .....	6.6.....	13
			12.03 Extension of business trips recommended .....	6.0.....	25
<b>6th pillar: Air transport infrastructure</b> .....	<b>4.6</b> .....	<b>21</b>	12.04 Degree of customer orientation.....	5.4.....	21
6.01 Quality of air transport infrastructure .....	5.7.....	33			
6.02 Airline seat kms/week, dom., millions* .....	222.9.....	22	<b>13th pillar: Natural resources</b> .....	<b>4.9</b> .....	<b>23</b>
6.03 Airline seat kms/week, int'l, millions* .....	1,956.7.....	13	13.01 No. of World Heritage natural sites* .....	2.....	25
6.04 Departures/1,000 pop.* .....	1.8.....	87	13.02 Quality of the natural environment.....	4.1.....	82
6.05 Airport density/million pop.* .....	0.4.....	89	13.03 Total known species* .....	1,377.....	16
6.06 No. of operating airlines* .....	93.5.....	13	13.04 Terrestrial biome protection (0-17%)* .....	13.2.....	55
6.07 International air transport network .....	5.7.....	31	13.05 Marine protected areas, %* .....	1.6.....	27
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.8</b> .....	<b>62</b>	<b>14th pillar: Cultural resources</b> .....	<b>3.6</b> .....	<b>36</b>
7.01 Quality of roads .....	5.0.....	39	14.01 No. of World Heritage cultural sites* .....	3.....	74
7.02 Quality of railroad infrastructure .....	2.6.....	64	14.02 Sports stadiums, seats/million pop.* .....	10,575.9.....	108
7.03 Quality of port infrastructure.....	4.6.....	56	14.03 No. of int'l fairs and exhibitions* .....	104.0.....	33
7.04 Quality of ground transport network .....	4.6.....	53	14.04 Creative industries exports, % of world total* .....	1.3.....	17
7.05 Road density/million pop.* .....	35.0.....	66			

# Trinidad and Tobago

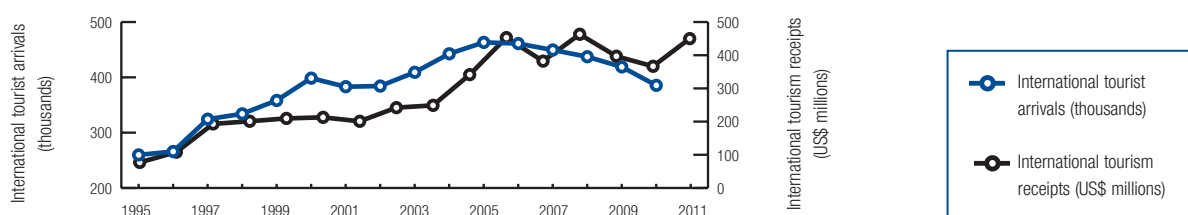
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>83</b>	<b>3.9</b>
2011 Travel & Tourism Competitiveness Index.....	79	3.9
2009 Travel & Tourism Competitiveness Index.....	84	3.7
<b>T&amp;T regulatory framework</b> .....	<b>104</b>	<b>4.1</b>
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
<b>Business environment and infrastructure</b> .....	<b>54</b>	<b>4.1</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>95</b>	<b>3.6</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>5.0</b> .....	<b>30</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>3.6</b> .....	<b>77</b>
1.01 Prevalence of foreign ownership .....	4.6.....	72	8.01 Hotel rooms/100 pop.* .....	0.5.....	61
1.02 Property rights .....	4.1.....	79	8.02 Presence of major car rental co. (1-7)* .....	5.....	66
1.03 Business impact of rules on FDI .....	4.8.....	55	8.03 ATMs accepting Visa cards/million pop.* .....	230.3.....	78
1.04 Visa requirements, no. of countries* .....	100.8.....	<b>32</b>	<b>9th pillar: ICT infrastructure</b> .....	<b>3.4</b> .....	<b>61</b>
1.05 Openness bilateral ASAs (0-38)* .....	21.6.....	<b>13</b>	9.01 ICT use for B-to-B transactions .....	5.0.....	67
1.06 Transparency of government policymaking .....	3.9.....	96	9.02 ICT use for B-to-C transactions .....	4.1.....	93
1.07 No. of days to start a business* .....	41.....	125	9.03 Individuals using the Internet, %* .....	55.2.....	<b>49</b>
1.08 Cost to start a business, % GNI/capita* .....	0.7.....	<b>10</b>	9.04 Fixed telephone lines/100 pop.* .....	21.7.....	58
1.09 GATS commitment restrictiveness (0-100)* .....	94.9.....	<b>2</b>	9.05 Broadband Internet subscribers/100 pop.* .....	11.5.....	<b>50</b>
<b>2nd pillar: Environmental sustainability</b> .....	<b>3.2</b> .....	<b>138</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	135.6.....	<b>24</b>
2.01 Stringency of environmental regulation.....	3.1.....	114	9.07 Mobile broadband subscriptions/100 pop.* .....	1.2.....	109
2.02 Enforcement of environmental regulation .....	2.8.....	119	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>5.2</b> .....	<b>13</b>
2.03 Sustainability of T&T industry development.....	3.5.....	113	10.01 Ticket taxes and airport charges (0-100)* .....	89.2.....	<b>21</b>
2.04 Carbon dioxide emission, million tons/capita* .....	37.4.....	138	10.02 Purchasing power parity* .....	0.6.....	71
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	97.9.....	131	10.04 Fuel price, US\$ cents/liter* .....	36.0.....	<b>12</b>
2.06 Threatened species, %* .....	2.7.....	<b>19</b>	10.03 Extent and effect of taxation .....	3.9.....	<b>38</b>
2.07 Environm. treaty ratification (0-25)* .....	20.....	53	10.05 Hotel price index, US\$* .....	145.5.....	80
<b>3rd pillar: Safety and security</b> .....	<b>4.0</b> .....	<b>105</b>	<b>11th pillar: Human resources</b> .....	<b>4.8</b> .....	<b>74</b>
3.01 Business costs of crime and violence .....	2.5.....	135	<i>Education and training</i> .....	5.0.....	<b>49</b>
3.02 Reliability of police services.....	3.2.....	113	11.01 Primary education enrollment, net %* .....	93.9.....	64
3.03 Road traffic accidents/100,000 pop.* .....	15.5.....	69	11.02 Secondary education enrollment, gross %* .....	89.9.....	65
3.04 Business costs of terrorism .....	5.6.....	61	11.03 Quality of the educational system .....	4.2.....	<b>40</b>
<b>4th pillar: Health and hygiene</b> .....	<b>4.6</b> .....	<b>74</b>	11.04 Local availability specialized research & training... ..	4.3.....	65
4.01 Physician density/1,000 pop.* .....	1.2.....	83	11.05 Extent of staff training.....	3.9.....	70
4.02 Access to improved sanitation, % pop.* .....	92.0.....	62	<i>Availability of qualified labor</i> .....	4.7.....	102
4.03 Access to improved drinking water, % pop.* .....	94.0.....	73	11.06 Hiring and firing practices .....	3.8.....	81
4.04 Hospital beds/10,000 pop.* .....	26.0.....	69	11.07 Ease of hiring foreign labor .....	3.6.....	110
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>3.5</b> .....	<b>117</b>	11.08 HIV prevalence, % adult pop.* .....	1.5.....	115
5.01 Government prioritization of the T&T industry .....	4.5.....	112	11.09 Business impact of HIV/AIDS.....	4.0.....	121
5.02 T&T gov't expenditure, % gov't budget* .....	4.6.....	<b>43</b>	11.10 Life expectancy, years* .....	70.0.....	94
5.03 Effectiveness of marketing to attract tourists .....	3.5.....	115	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>3.9</b> .....	<b>133</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	46.0.....	106	12.01 Tourism openness, % of GDP* .....	2.5.....	107
5.05 Timeliness of T&T data (0-18)* .....	0.0.....	126	12.02 Attitude of population toward foreign visitors .....	5.6.....	126
<b>6th pillar: Air transport infrastructure</b> .....	<b>3.4</b> .....	<b>56</b>	12.03 Extension of business trips recommended .....	4.6.....	116
6.01 Quality of air transport infrastructure .....	5.0.....	56	12.04 Degree of customer orientation.....	3.6.....	135
6.02 Airline seat kms/week, dom., millions* .....	1.1.....	74	<b>13th pillar: Natural resources</b> .....	<b>3.4</b> .....	<b>75</b>
6.03 Airline seat kms/week, int'l, millions* .....	55.9.....	90	13.01 No. of World Heritage natural sites* .....	0.....	79
6.04 Departures/1,000 pop.* .....	18.3.....	<b>25</b>	13.02 Quality of the natural environment.....	4.0.....	87
6.05 Airport density/million pop.* .....	1.5.....	<b>31</b>	13.03 Total known species* .....	562.....	67
6.06 No. of operating airlines* .....	9.5.....	114	13.04 Terrestrial biome protection (0-17%)* .....	16.8.....	<b>23</b>
6.07 International air transport network .....	4.9.....	62	13.05 Marine protected areas, %* .....	0.6.....	57
<b>7th pillar: Ground transport infrastructure</b> .....	<b>4.7</b> .....	<b>34</b>	<b>14th pillar: Cultural resources</b> .....	<b>2.4</b> .....	<b>69</b>
7.01 Quality of roads .....	3.8.....	74	14.01 No. of World Heritage cultural sites* .....	0.....	125
7.02 Quality of railroad infrastructure .....	n/a.....	n/a	14.02 Sports stadiums, seats/million pop.* .....	130,723.8.....	<b>13</b>
7.03 Quality of port infrastructure.....	3.8.....	91	14.03 No. of int'l fairs and exhibitions* .....	3.3.....	111
7.04 Quality of ground transport network .....	4.2.....	83	14.04 Creative industries exports, % of world total* .....	0.0.....	103
7.05 Road density/million pop.* .....	162.0.....	<b>21</b>			

Absolute value      Percent of total      T&T industry  
GDP growth forecast  
(2013–2022)

Note:

# Turkey

## The Travel & Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.9</b> .....	<b>34</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>4.8</b> .....	<b>45</b>
1.01 Prevalence of foreign ownership .....	4.2.....	99	8.01 Hotel rooms/100 pop.* .....	0.4.....	63
1.02 Property rights .....	4.5.....	56	8.02 Presence of major car rental co. (1-7)* .....	7.....	1
1.03 Business impact of rules on FDI .....	4.8.....	53	8.03 ATMs accepting Visa cards/million pop.* .....	438.3.....	47
1.04 Visa requirements, no. of countries* .....	94.7.....	37	<b>9th pillar: ICT infrastructure</b> .....	<b>3.1</b> .....	<b>71</b>
1.05 Openness bilateral ASAs (0-38)* .....	11.3.....	63	9.01 ICT use for B-to-B transactions .....	4.9.....	74
1.06 Transparency of government policymaking .....	4.7.....	39	9.02 ICT use for B-to-C transactions .....	4.7.....	56
1.07 No. of days to start a business* .....	6.....	16	9.03 Individuals using the Internet, %* .....	42.1.....	69
1.08 Cost to start a business, % GNI/capita* .....	10.5.....	74	9.04 Fixed telephone lines/100 pop.* .....	20.7.....	62
1.09 GATS commitment restrictiveness (0-100)* .....	78.9.....	12	9.05 Broadband Internet subscribers/100 pop.* .....	10.3.....	56
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.3</b> .....	<b>95</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	88.7.....	96
2.01 Stringency of environmental regulation.....	3.7.....	84	9.07 Mobile broadband subscriptions/100 pop.* .....	8.8.....	79
2.02 Enforcement of environmental regulation .....	3.5.....	78	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.0</b> .....	<b>112</b>
2.03 Sustainability of T&T industry development.....	4.8.....	49	10.01 Ticket taxes and airport charges (0-100)* .....	88.4.....	26
2.04 Carbon dioxide emission, million tons/capita* .....	4.0.....	68	10.02 Purchasing power parity* .....	0.6.....	56
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	36.7.....	87	10.04 Fuel price, US\$ cents/liter* .....	203.0.....	139
2.06 Threatened species, %* .....	7.7.....	106	10.03 Extent and effect of taxation .....	3.0.....	113
2.07 Environm. treaty ratification (0-25)* .....	15.....	123	10.05 Hotel price index, US\$* .....	157.0.....	86
<b>3rd pillar: Safety and security</b> .....	<b>4.6</b> .....	<b>79</b>	<b>11th pillar: Human resources</b> .....	<b>4.9</b> .....	<b>68</b>
3.01 Business costs of crime and violence .....	4.8.....	74	<i>Education and training</i> .....	4.7.....	68
3.02 Reliability of police services.....	4.0.....	80	11.01 Primary education enrollment, net %* .....	97.5.....	34
3.03 Road traffic accidents/100,000 pop.* .....	13.4.....	48	11.02 Secondary education enrollment, gross %* .....	77.6.....	92
3.04 Business costs of terrorism .....	4.2.....	126	11.03 Quality of the educational system .....	3.5.....	81
<b>4th pillar: Health and hygiene</b> .....	<b>4.9</b> .....	<b>64</b>	11.04 Local availability specialized research & training... ..	4.0.....	77
4.01 Physician density/1,000 pop.* .....	1.5.....	73	11.05 Extent of staff training.....	4.0.....	64
4.02 Access to improved sanitation, % pop.* .....	90.0.....	67	<i>Availability of qualified labor</i> .....	5.2.....	52
4.03 Access to improved drinking water, % pop.* ...	100.0.....	1	11.06 Hiring and firing practices .....	4.3.....	44
4.04 Hospital beds/10,000 pop.* .....	25.0.....	72	11.07 Ease of hiring foreign labor .....	3.9.....	92
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.5</b> .....	<b>63</b>	11.08 HIV prevalence, % adult pop.* .....	0.1.....	12
5.01 Government prioritization of the T&T industry .....	5.8.....	36	11.09 Business impact of HIV/AIDS.....	6.3.....	12
5.02 T&T gov't expenditure, % gov't budget* .....	0.5.....	136	11.10 Life expectancy, years* .....	73.9.....	63
5.03 Effectiveness of marketing to attract tourists .....	4.9.....	48	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>5.0</b> .....	<b>35</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	82.0.....	25	12.01 Tourism openness, % of GDP* .....	3.6.....	86
5.05 Timeliness of T&T data (0-18)* .....	17.5.....	7	12.02 Attitude of population toward foreign visitors .....	6.4.....	53
<b>6th pillar: Air transport infrastructure</b> .....	<b>4.5</b> .....	<b>29</b>	12.03 Extension of business trips recommended .....	6.2.....	11
6.01 Quality of air transport infrastructure .....	5.6.....	36	12.04 Degree of customer orientation.....	5.4.....	22
6.02 Airline seat kms/week, dom., millions* .....	320.6.....	15	<b>13th pillar: Natural resources</b> .....	<b>3.4</b> .....	<b>78</b>
6.03 Airline seat kms/week, int'l, millions* .....	1,206.8.....	20	13.01 No. of World Heritage natural sites* .....	2.....	25
6.04 Departures/1,000 pop.* .....	5.5.....	56	13.02 Quality of the natural environment.....	3.9.....	96
6.05 Airport density/million pop.* .....	0.6.....	80	13.03 Total known species* .....	571.....	66
6.06 No. of operating airlines* .....	93.5.....	13	13.04 Terrestrial biome protection (0-17%)* .....	1.9.....	122
6.07 International air transport network .....	5.7.....	30	13.05 Marine protected areas, %* .....	0.8.....	45
<b>7th pillar: Ground transport infrastructure</b> .....	<b>4.1</b> .....	<b>52</b>	<b>14th pillar: Cultural resources</b> .....	<b>5.2</b> .....	<b>19</b>
7.01 Quality of roads .....	4.9.....	43	14.01 No. of World Heritage cultural sites* .....	20.....	12
7.02 Quality of railroad infrastructure .....	3.1.....	53	14.02 Sports stadiums, seats/million pop.* .....	25,008.2.....	83
7.03 Quality of port infrastructure.....	4.4.....	63	14.03 No. of int'l fairs and exhibitions* .....	162.7.....	20
7.04 Quality of ground transport network .....	5.3.....	28	14.04 Creative industries exports, % of world total* .....	1.4.....	16
7.05 Road density/million pop.* .....	46.0.....	57			

# Uganda

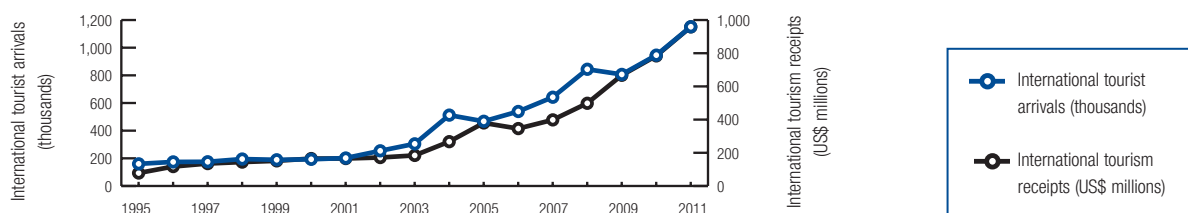
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>116</b>	<b>3.4</b>
2011 Travel & Tourism Competitiveness Index.....	115	3.4
2009 Travel & Tourism Competitiveness Index.....	111	3.4
<b>T&amp;T regulatory framework</b> .....	<b>116</b>	<b>3.7</b>
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
<b>Business environment and infrastructure</b> .....	<b>121</b>	<b>2.7</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>79</b>	<b>3.8</b>
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.



## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.4</b> .....	<b>80</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>1.7</b> .....	<b>124</b>
1.01 Prevalence of foreign ownership .....	5.3 .....	32	8.01 Hotel rooms/100 pop.* .....	0.1 .....	121
1.02 Property rights .....	4.1 .....	78	8.02 Presence of major car rental co. (1-7)* .....	2 .....	111
1.03 Business impact of rules on FDI .....	5.1 .....	31	8.03 ATMs accepting Visa cards/million pop.* .....	10.5 .....	124
1.04 Visa requirements, no. of countries* .....	145.7 .....	12	<b>9th pillar: ICT infrastructure</b> .....	<b>1.9</b> .....	<b>124</b>
1.05 Openness bilateral ASAs (0-38)* .....	7.8 .....	106	9.01 ICT use for B-to-B transactions .....	4.7 .....	94
1.06 Transparency of government policymaking .....	4.4 .....	57	9.02 ICT use for B-to-C transactions .....	3.7 .....	114
1.07 No. of days to start a business* .....	33 .....	111	9.03 Individuals using the Internet, %* .....	13.0 .....	111
1.08 Cost to start a business, % GNI/capita* .....	76.7 .....	126	9.04 Fixed telephone lines/100 pop.* .....	1.3 .....	121
1.09 GATS commitment restrictiveness (0-100)* .....	78.9 .....	12	9.05 Broadband Internet subscribers/100 pop.* .....	0.1 .....	120
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.8</b> .....	<b>51</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	48.4 .....	127
2.01 Stringency of environmental regulation.....	3.0 .....	119	9.07 Mobile broadband subscriptions/100 pop.* .....	2.8 .....	98
2.02 Enforcement of environmental regulation .....	2.7 .....	123	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.8</b> .....	<b>45</b>
2.03 Sustainability of T&T industry development.....	4.3 .....	73	10.01 Ticket taxes and airport charges (0-100)* .....	72.0 .....	100
2.04 Carbon dioxide emission, million tons/capita* .....	0.1 .....	9	10.02 Purchasing power parity* .....	0.4 .....	4
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	10.8 .....	4	10.04 Fuel price, US\$ cents/liter* .....	111.0 .....	74
2.06 Threatened species, %* .....	3.7 .....	45	10.03 Extent and effect of taxation .....	3.2 .....	98
2.07 Environm. treaty ratification (0-25)* .....	17 .....	96	10.05 Hotel price index, US\$* .....	108.0 .....	32
<b>3rd pillar: Safety and security</b> .....	<b>3.6</b> .....	<b>124</b>	<b>11th pillar: Human resources</b> .....	<b>4.1</b> .....	<b>114</b>
3.01 Business costs of crime and violence .....	3.4 .....	122	<i>Education and training</i> .....	3.7 .....	121
3.02 Reliability of police services.....	3.9 .....	85	11.01 Primary education enrollment, net %* .....	90.9 .....	89
3.03 Road traffic accidents/100,000 pop.* .....	24.7 .....	98	11.02 Secondary education enrollment, gross %* .....	28.1 .....	131
3.04 Business costs of terrorism .....	3.7 .....	134	11.03 Quality of the educational system .....	3.7 .....	68
<b>4th pillar: Health and hygiene</b> .....	<b>2.1</b> .....	<b>125</b>	11.04 Local availability specialized research & training... ..	3.8 .....	90
4.01 Physician density/1,000 pop.* .....	0.1 .....	123	11.05 Extent of staff training .....	3.6 .....	98
4.02 Access to improved sanitation, % pop.* .....	34.0 .....	116	<i>Availability of qualified labor</i> .....	4.5 .....	118
4.03 Access to improved drinking water, % pop.* .....	72.0 .....	120	11.06 Hiring and firing practices .....	5.2 .....	7
4.04 Hospital beds/10,000 pop.* .....	5.0 .....	128	11.07 Ease of hiring foreign labor .....	5.2 .....	8
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>3.6</b> .....	<b>109</b>	11.08 HIV prevalence, % adult pop.* .....	6.5 .....	131
5.01 Government prioritization of the T&T industry .....	5.0 .....	86	11.09 Business impact of HIV/AIDS.....	3.1 .....	128
5.02 T&T gov't expenditure, % gov't budget* .....	2.3 .....	99	11.10 Life expectancy, years* .....	54.1 .....	127
5.03 Effectiveness of marketing to attract tourists .....	4.5 .....	63	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.8</b> .....	<b>54</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	32.0 .....	128	12.01 Tourism openness, % of GDP* .....	7.8 .....	32
5.05 Timeliness of T&T data (0-18)* .....	6.0 .....	108	12.02 Attitude of population toward foreign visitors .....	6.4 .....	40
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.2</b> .....	<b>120</b>	12.03 Extension of business trips recommended .....	5.1 .....	91
6.01 Quality of air transport infrastructure .....	3.8 .....	106	12.04 Degree of customer orientation.....	4.6 .....	73
6.02 Airline seat kms/week, dom., millions* .....	0.1 .....	101	<b>13th pillar: Natural resources</b> .....	<b>4.8</b> .....	<b>25</b>
6.03 Airline seat kms/week, int'l, millions* .....	35.0 .....	101	13.01 No. of World Heritage natural sites* .....	2 .....	25
6.04 Departures/1,000 pop.* .....	0.0 .....	135	13.02 Quality of the natural environment.....	4.5 .....	62
6.05 Airport density/million pop.* .....	0.1 .....	130	13.03 Total known species* .....	1,372 .....	17
6.06 No. of operating airlines* .....	15.5 .....	90	13.04 Terrestrial biome protection (0-17%)* .....	11.2 .....	67
6.07 International air transport network .....	4.5 .....	76	13.05 Marine protected areas, %* .....	n/a .....	n/a
<b>7th pillar: Ground transport infrastructure</b> .....	<b>2.9</b> .....	<b>108</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.3</b> .....	<b>130</b>
7.01 Quality of roads .....	2.9 .....	108	14.01 No. of World Heritage cultural sites* .....	2 .....	88
7.02 Quality of railroad infrastructure .....	1.4 .....	109	14.02 Sports stadiums, seats/million pop.* .....	2,324.0 .....	135
7.03 Quality of port infrastructure.....	3.8 .....	89	14.03 No. of int'l fairs and exhibitions* .....	9.3 .....	80
7.04 Quality of ground transport network .....	4.3 .....	80	14.04 Creative industries exports, % of world total* .....	0.0 .....	108
7.05 Road density/million pop.* .....	29.0 .....	74			

# Ukraine

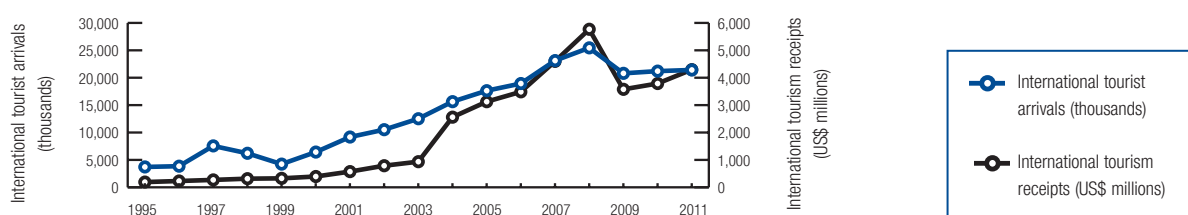
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>76</b>	<b>4.0</b>
2011 Travel & Tourism Competitiveness Index.....	85	3.8
2009 Travel & Tourism Competitiveness Index.....	77	3.8
<b>T&amp;T regulatory framework</b> .....	<b>60</b>	<b>4.7</b>
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
<b>Business environment and infrastructure</b> .....	<b>71</b>	<b>3.6</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>99</b>	<b>3.6</b>
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 &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK		
<b>1st pillar: Policy rules and regulations</b> .....	<b>3.9</b> .....	<b>114</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>4.6</b> .....	<b>50</b>		
1.01 Prevalence of foreign ownership .....	3.6.....	123	8.01 Hotel rooms/100 pop.* .....	0.2.....	94		
1.02 Property rights .....	2.7.....	131	8.02 Presence of major car rental co. (1-7)* .....	6.....	32		
1.03 Business impact of rules on FDI .....	3.3.....	128	8.03 ATMs accepting Visa cards/million pop.* .....	603.7.....	26		
1.04 Visa requirements, no. of countries* .....	59.1.....	101	<b>9th pillar: ICT infrastructure</b> .....	<b>3.1</b> .....	<b>70</b>		
1.05 Openness bilateral ASAs (0-38)* .....	7.0.....	114	9.01 ICT use for B-to-B transactions .....	4.8.....	80		
1.06 Transparency of government policymaking .....	3.6.....	119	9.02 ICT use for B-to-C transactions .....	4.6.....	68		
1.07 No. of days to start a business* .....	22.....	92	9.03 Individuals using the Internet, %* .....	30.6.....	89		
1.08 Cost to start a business, % GNI/capita* .....	1.5.....	21	9.04 Fixed telephone lines/100 pop.* .....	28.1.....	44		
1.09 GATS commitment restrictiveness (0-100)* .....	n/a.....	n/a	9.05 Broadband Internet subscribers/100 pop.* .....	7.0.....	69		
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.3</b> .....	<b>92</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	123.0.....	43		
2.01 Stringency of environmental regulation.....	3.2.....	111	9.07 Mobile broadband subscriptions/100 pop.* .....	4.4.....	88		
2.02 Enforcement of environmental regulation .....	2.8.....	114	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.0</b> .....	<b>110</b>		
2.03 Sustainability of T&T industry development.....	3.2.....	128	10.01 Ticket taxes and airport charges (0-100)* .....	66.9.....	107		
2.04 Carbon dioxide emission, million tons/capita* .....	7.0.....	98	10.02 Purchasing power parity* .....	0.5.....	31		
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	16.6.....	26	10.04 Fuel price, US\$ cents/liter* .....	92.0.....	44		
2.06 Threatened species, %* .....	5.6.....	79	10.03 Extent and effect of taxation .....	2.3.....	135		
2.07 Environm. treaty ratification (0-25)* .....	19.....	71	10.05 Hotel price index, US\$* .....	225.5.....	110		
<b>3rd pillar: Safety and security</b> .....	<b>4.7</b> .....	<b>77</b>	<b>11th pillar: Human resources</b> .....	<b>4.9</b> .....	<b>65</b>		
3.01 Business costs of crime and violence .....	5.4.....	41	<i>Education and training</i> .....	4.7.....	72		
3.02 Reliability of police services.....	3.0.....	119	11.01 Primary education enrollment, net %* .....	90.7.....	90		
3.03 Road traffic accidents/100,000 pop.* .....	21.5.....	90	11.02 Secondary education enrollment, gross %* .....	95.6.....	48		
3.04 Business costs of terrorism .....	6.1.....	36	11.03 Quality of the educational system .....	3.6.....	69		
<b>4th pillar: Health and hygiene</b> .....	<b>6.6</b> .....	<b>8</b>	11.04 Local availability specialized research & training... 3.7.....	97	11.05 Extent of staff training.....	3.6.....	104
4.01 Physician density/1,000 pop.* .....	3.3.....	25	<i>Availability of qualified labor</i> .....	5.2.....	44		
4.02 Access to improved sanitation, % pop.* .....	94.0.....	58	11.06 Hiring and firing practices .....	4.9.....	16		
4.03 Access to improved drinking water, % pop.* .....	98.0.....	52	11.07 Ease of hiring foreign labor .....	4.2.....	58		
4.04 Hospital beds/10,000 pop.* .....	87.0.....	4	11.08 HIV prevalence, % adult pop.* .....	1.1.....	107		
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.2</b> .....	<b>84</b>	11.09 Business impact of HIV/AIDS.....	5.7.....	42		
5.01 Government prioritization of the T&T industry .....	4.0.....	126	11.10 Life expectancy, years* .....	70.3.....	93		
5.02 T&T gov't expenditure, % gov't budget* .....	5.0.....	38	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.3</b> .....	<b>101</b>		
5.03 Effectiveness of marketing to attract tourists .....	3.7.....	109	12.01 Tourism openness, % of GDP* .....	5.3.....	56		
5.04 Comprehensiveness of T&T data (0-120)* .....	80.0.....	28	12.02 Attitude of population toward foreign visitors .....	5.6.....	127		
5.05 Timeliness of T&T data (0-18)* .....	13.5.....	71	12.03 Extension of business trips recommended .....	4.7.....	108		
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.8</b> .....	<b>78</b>	12.04 Degree of customer orientation.....	4.6.....	70		
6.01 Quality of air transport infrastructure .....	4.3.....	85	<b>13th pillar: Natural resources</b> .....	<b>3.0</b> .....	<b>102</b>		
6.02 Airline seat kms/week, dom., millions* .....	15.5.....	45	13.01 No. of World Heritage natural sites* .....	1.....	45		
6.03 Airline seat kms/week, int'l, millions* .....	191.3.....	59	13.02 Quality of the natural environment.....	3.8.....	104		
6.04 Departures/1,000 pop.* .....	1.8.....	84	13.03 Total known species* .....	450.....	82		
6.05 Airport density/million pop.* .....	0.4.....	98	13.04 Terrestrial biome protection (0-17%)* .....	3.5.....	115		
6.06 No. of operating airlines* .....	50.5.....	35	13.05 Marine protected areas, %* .....	1.5.....	28		
6.07 International air transport network .....	4.1.....	101	<b>14th pillar: Cultural resources</b> .....	<b>2.1</b> .....	<b>80</b>		
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.5</b> .....	<b>73</b>	14.01 No. of World Heritage cultural sites* .....	4.....	63		
7.01 Quality of roads .....	2.3.....	135	14.02 Sports stadiums, seats/million pop.* .....	24,417.6.....	85		
7.02 Quality of railroad infrastructure .....	4.5.....	24	14.03 No. of int'l fairs and exhibitions* .....	12.3.....	76		
7.03 Quality of port infrastructure.....	4.0.....	74	14.04 Creative industries exports, % of world total* .....	0.2.....	46		
7.04 Quality of ground transport network .....	4.7.....	51					
7.05 Road density/million pop.* .....	28.0.....	77					

# United Arab Emirates

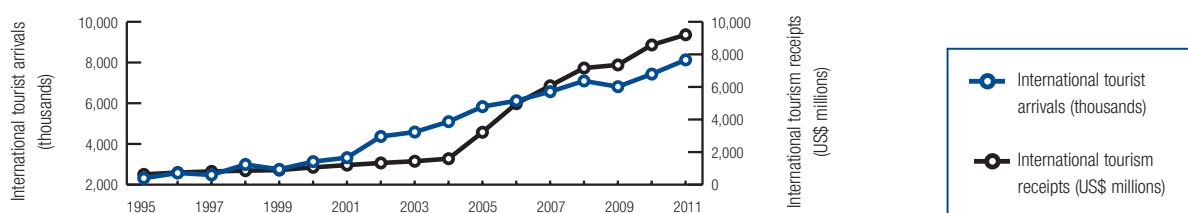
## Key indicators

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)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>28</b>	<b>4.9</b>
2011 Travel & Tourism Competitiveness Index.....	30	4.8
2009 Travel & Tourism Competitiveness Index.....	33	4.6
<b>T&amp;T regulatory framework</b> .....	<b>45</b>	<b>4.9</b>
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
<b>Business environment and infrastructure</b> .....	<b>9</b>	<b>5.1</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>35</b>	<b>4.5</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>5.2</b> .....	<b>13</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>5.7</b> .....	<b>24</b>
1.01 Prevalence of foreign ownership .....	5.3.....	33	8.01 Hotel rooms/100 pop.* .....	1.0.....	31
1.02 Property rights .....	5.2.....	33	8.02 Presence of major car rental co. (1-7)* .....	7.....	1
1.03 Business impact of rules on FDI .....	5.4.....	14	8.03 ATMs accepting Visa cards/million pop.* .....	525.3.....	31
1.04 Visa requirements, no. of countries* .....	99.0.....	33			
1.05 Openness bilateral ASAs (0-38)* .....	11.3.....	64	<b>9th pillar: ICT infrastructure</b> .....	<b>4.0</b> .....	<b>39</b>
1.06 Transparency of government policymaking .....	5.1.....	21	9.01 ICT use for B-to-B transactions .....	5.9.....	17
1.07 No. of days to start a business* .....	8.....	33	9.02 ICT use for B-to-C transactions .....	5.5.....	21
1.08 Cost to start a business, % GNI/capita* .....	6.0.....	58	9.03 Individuals using the Internet, %* .....	70.0.....	34
1.09 GATS commitment restrictiveness (0-100)* .....	68.4.....	43	9.04 Fixed telephone lines/100 pop.* .....	23.1.....	51
			9.05 Broadband Internet subscribers/100 pop.* .....	11.0.....	52
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.4</b> .....	<b>91</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	148.6.....	15
2.01 Stringency of environmental regulation.....	5.3.....	24	9.07 Mobile broadband subscriptions/100 pop.* .....	21.7.....	49
2.02 Enforcement of environmental regulation .....	5.3.....	19			
2.03 Sustainability of T&T industry development.....	6.2.....	1	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.9</b> .....	<b>35</b>
2.04 Carbon dioxide emission, million tons/capita* .....	25.0.....	135	10.01 Ticket taxes and airport charges (0-100)* .....	88.5.....	24
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	62.4.....	116	10.02 Purchasing power parity* .....	0.9.....	110
2.06 Threatened species, %* .....	4.6.....	61	10.04 Fuel price, US\$ cents/liter* .....	71.0.....	21
2.07 Environm. treaty ratification (0-25)* .....	17.....	96	10.03 Extent and effect of taxation .....	6.2.....	2
			10.05 Hotel price index, US\$* .....	195.7.....	101
<b>3rd pillar: Safety and security</b> .....	<b>5.2</b> .....	<b>50</b>			
3.01 Business costs of crime and violence .....	6.5.....	2	<b>11th pillar: Human resources</b> .....	<b>5.6</b> .....	<b>15</b>
3.02 Reliability of police services.....	6.1.....	11	<i>Education and training</i> .....	5.4.....	27
3.03 Road traffic accidents/100,000 pop.* .....	37.1.....	134	11.01 Primary education enrollment, net %* .....	88.4.....	100
3.04 Business costs of terrorism .....	6.4.....	14	11.02 Secondary education enrollment, gross %* .....	92.3.....	55
			11.03 Quality of the educational system .....	5.0.....	17
<b>4th pillar: Health and hygiene</b> .....	<b>5.1</b> .....	<b>61</b>	11.04 Local availability specialized research & training... ..	5.2.....	21
4.01 Physician density/1,000 pop.* .....	1.9.....	61	11.05 Extent of staff training.....	4.9.....	17
4.02 Access to improved sanitation, % pop.* .....	98.0.....	42	<i>Availability of qualified labor</i> .....	5.9.....	6
4.03 Access to improved drinking water, % pop.* ...	100.0.....	1	11.06 Hiring and firing practices .....	5.0.....	12
4.04 Hospital beds/10,000 pop.* .....	19.0.....	84	11.07 Ease of hiring foreign labor .....	5.5.....	1
			11.08 HIV prevalence, % adult pop.* .....	0.0.....	1
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>5.0</b> .....	<b>36</b>	11.09 Business impact of HIV/AIDS.....	5.7.....	44
5.01 Government prioritization of the T&T industry .....	6.5.....	6	11.10 Life expectancy, years* .....	76.7.....	39
5.02 T&T gov't expenditure, % gov't budget* .....	5.5.....	33			
5.03 Effectiveness of marketing to attract tourists .....	6.4.....	1	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>5.2</b> .....	<b>24</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	8.0.....	139	12.01 Tourism openness, % of GDP* .....	6.6.....	41
5.05 Timeliness of T&T data (0-18)* .....	9.0.....	103	12.02 Attitude of population toward foreign visitors .....	6.6.....	15
			12.03 Extension of business trips recommended .....	6.1.....	13
<b>6th pillar: Air transport infrastructure</b> .....	<b>6.1</b> .....	<b>3</b>	12.04 Degree of customer orientation.....	5.4.....	19
6.01 Quality of air transport infrastructure .....	6.6.....	3			
6.02 Airline seat kms/week, dom., millions* .....	0.0.....	105	<b>13th pillar: Natural resources</b> .....	<b>3.5</b> .....	<b>71</b>
6.03 Airline seat kms/week, int'l, millions* .....	3,214.3.....	5	13.01 No. of World Heritage natural sites* .....	0.....	79
6.04 Departures/1,000 pop.* .....	34.8.....	10	13.02 Quality of the natural environment.....	5.2.....	37
6.05 Airport density/million pop.* .....	0.9.....	52	13.03 Total known species* .....	346.....	115
6.06 No. of operating airlines* .....	97.0.....	12	13.04 Terrestrial biome protection (0-17%)* .....	14.8.....	36
6.07 International air transport network .....	6.7.....	3	13.05 Marine protected areas, %* .....	1.5.....	32
<b>7th pillar: Ground transport infrastructure</b> .....	<b>5.0</b> .....	<b>26</b>	<b>14th pillar: Cultural resources</b> .....	<b>3.7</b> .....	<b>33</b>
7.01 Quality of roads .....	6.5.....	2	14.01 No. of World Heritage cultural sites* .....	2.....	88
7.02 Quality of railroad infrastructure .....	n/a.....	n/a	14.02 Sports stadiums, seats/million pop.* .....	66,285.8.....	37
7.03 Quality of port infrastructure.....	6.4.....	5	14.03 No. of int'l fairs and exhibitions* .....	47.3.....	47
7.04 Quality of ground transport network .....	6.1.....	8	14.04 Creative industries exports, % of world total* .....	1.2.....	22
7.05 Road density/million pop.* .....	5.0.....	127			

# United Kingdom

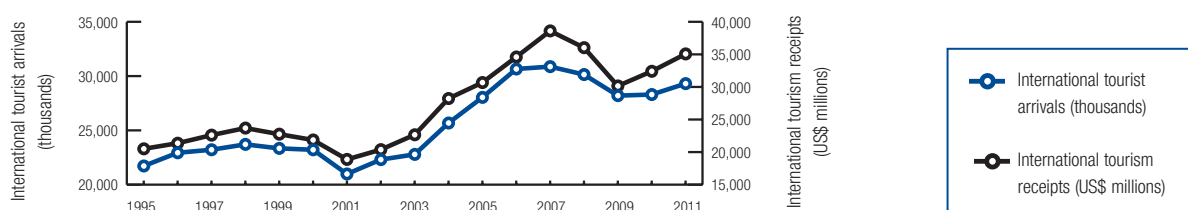
## Key indicators

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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>5</b>	<b>5.4</b>
2011 Travel & Tourism Competitiveness Index.....	7	5.3
2009 Travel & Tourism Competitiveness Index.....	11	5.2
<b>T&amp;T regulatory framework</b> .....	<b>17</b>	<b>5.4</b>
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
<b>Business environment and infrastructure</b> .....	<b>10</b>	<b>5.1</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>3</b>	<b>5.6</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>5.3</b>	<b>8</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>5.8</b>	<b>22</b>
1.01 Prevalence of foreign ownership .....	6.1	4	8.01 Hotel rooms/100 pop.* .....	1.0	30
1.02 Property rights .....	6.2	5	8.02 Presence of major car rental co. (1-7)* .....	6	32
1.03 Business impact of rules on FDI .....	5.4	13	8.03 ATMs accepting Visa cards/million pop.* .....	639.6	21
1.04 Visa requirements, no. of countries* .....	87.0	46	<b>9th pillar: ICT infrastructure</b> .....	<b>5.4</b>	<b>10</b>
1.05 Openness bilateral ASAs (0-38)* .....	14.3	34	9.01 ICT use for B-to-B transactions .....	6.1	4
1.06 Transparency of government policymaking .....	5.3	13	9.02 ICT use for B-to-C transactions .....	6.3	1
1.07 No. of days to start a business* .....	13	61	9.03 Individuals using the Internet, %* .....	82.0	14
1.08 Cost to start a business, % GNI/capita* .....	0.7	10	9.04 Fixed telephone lines/100 pop.* .....	53.3	10
1.09 GATS commitment restrictiveness (0-100)* .....	53.1	68	9.05 Broadband Internet subscribers/100 pop.* .....	32.7	11
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.6</b>	<b>7</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	130.8	30
2.01 Stringency of environmental regulation .....	5.5	21	9.07 Mobile broadband subscriptions/100 pop.* .....	52.6	17
2.02 Enforcement of environmental regulation .....	5.4	18	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>3.0</b>	<b>138</b>
2.03 Sustainability of T&T industry development .....	5.0	33	10.01 Ticket taxes and airport charges (0-100)* .....	24.5	139
2.04 Carbon dioxide emission, million tons/capita* .....	8.5	112	10.02 Purchasing power parity* .....	1.1	119
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	12.7	10	10.04 Fuel price, US\$ cents/liter* .....	198.0	137
2.06 Threatened species, %* .....	2.6	17	10.03 Extent and effect of taxation .....	3.4	73
2.07 Environm. treaty ratification (0-25)* .....	23	13	10.05 Hotel price index, US\$* .....	125.9	53
<b>3rd pillar: Safety and security</b> .....	<b>5.7</b>	<b>22</b>	<b>11th pillar: Human resources</b> .....	<b>5.8</b>	<b>6</b>
3.01 Business costs of crime and violence .....	5.3	49	<i>Education and training</i> .....	5.9	10
3.02 Reliability of police services .....	5.9	23	11.01 Primary education enrollment, net %* .....	99.6	8
3.03 Road traffic accidents/100,000 pop.* .....	5.4	10	11.02 Secondary education enrollment, gross %* .....	101.8	23
3.04 Business costs of terrorism .....	5.2	94	11.03 Quality of the educational system .....	4.7	27
<b>4th pillar: Health and hygiene</b> .....	<b>5.7</b>	<b>48</b>	11.04 Local availability specialized research & training .....	5.9	6
4.01 Physician density/1,000 pop.* .....	2.7	40	11.05 Extent of staff training .....	5.0	14
4.02 Access to improved sanitation, % pop.* .....	100.0	1	<i>Availability of qualified labor</i> .....	5.6	13
4.03 Access to improved drinking water, % pop.* .....	100.0	1	11.06 Hiring and firing practices .....	4.5	33
4.04 Hospital beds/10,000 pop.* .....	33.0	55	11.07 Ease of hiring foreign labor .....	4.4	50
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>4.9</b>	<b>40</b>	11.08 HIV prevalence, % adult pop.* .....	0.2	52
5.01 Government prioritization of the T&T industry .....	5.7	47	11.09 Business impact of HIV/AIDS .....	5.9	31
5.02 T&T gov't expenditure, % gov't budget* .....	2.8	84	11.10 Life expectancy, years* .....	80.4	18
5.03 Effectiveness of marketing to attract tourists .....	5.5	21	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.9</b>	<b>45</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	85.0	21	12.01 Tourism openness, % of GDP* .....	3.5	88
5.05 Timeliness of T&T data (0-18)* .....	15.5	48	12.02 Attitude of population toward foreign visitors .....	6.4	55
<b>6th pillar: Air transport infrastructure</b> .....	<b>5.6</b>	<b>5</b>	12.03 Extension of business trips recommended .....	5.9	32
6.01 Quality of air transport infrastructure .....	6.0	22	12.04 Degree of customer orientation .....	5.3	26
6.02 Airline seat kms/week, dom., millions* .....	239.2	19	<b>13th pillar: Natural resources</b> .....	<b>5.2</b>	<b>15</b>
6.03 Airline seat kms/week, int'l, millions* .....	5,990.3	2	13.01 No. of World Heritage natural sites* .....	5	8
6.04 Departures/1,000 pop.* .....	18.9	23	13.02 Quality of the natural environment .....	5.2	34
6.05 Airport density/million pop.* .....	1.0	42	13.03 Total known species* .....	351	114
6.06 No. of operating airlines* .....	156.5	4	13.04 Terrestrial biome protection (0-17%)* .....	17.0	1
6.07 International air transport network .....	6.4	8	13.05 Marine protected areas, %* .....	18.4	4
<b>7th pillar: Ground transport infrastructure</b> .....	<b>5.8</b>	<b>13</b>	<b>14th pillar: Cultural resources</b> .....	<b>6.4</b>	<b>3</b>
7.01 Quality of roads .....	5.6	24	14.01 No. of World Heritage cultural sites* .....	24	9
7.02 Quality of railroad infrastructure .....	5.0	16	14.02 Sports stadiums, seats/million pop.* .....	87,427.9	26
7.03 Quality of port infrastructure .....	5.8	12	14.03 No. of int'l fairs and exhibitions* .....	449.0	4
7.04 Quality of ground transport network .....	5.5	22	14.04 Creative industries exports, % of world total* .....	4.3	7
7.05 Road density/million pop.* .....	172.0	17			

# United States

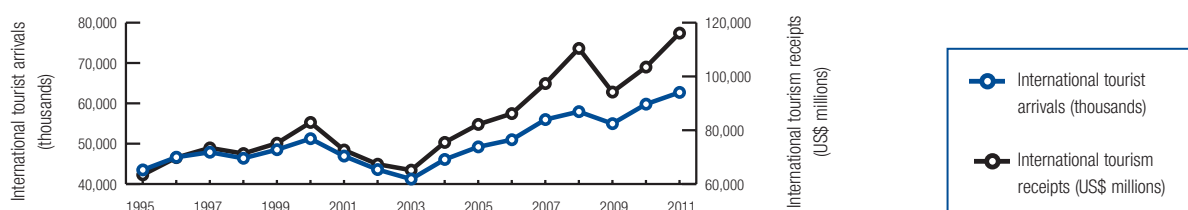
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>6</b>	<b>5.3</b>
2011 Travel & Tourism Competitiveness Index.....	6	5.3
2009 Travel & Tourism Competitiveness Index.....	8	5.3
<b>T&amp;T regulatory framework</b> .....	<b>44</b>	<b>4.9</b>
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
<b>Business environment and infrastructure</b> .....	<b>2</b>	<b>5.4</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>1</b>	<b>5.7</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>5.1</b>	<b>23</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>6.3</b>	<b>13</b>
1.01 Prevalence of foreign ownership .....	5.0	50	8.01 Hotel rooms/100 pop.* .....	1.6	17
1.02 Property rights .....	5.0	42	8.02 Presence of major car rental co. (1-7)* .....	5	66
1.03 Business impact of rules on FDI .....	4.7	63	8.03 ATMs accepting Visa cards/million pop.* .....	1,564.2	3
1.04 Visa requirements, no. of countries* .....	22.0	121	<b>9th pillar: ICT infrastructure</b> .....	<b>5.1</b>	<b>17</b>
1.05 Openness bilateral ASAs (0-38)* .....	24.2	9	9.01 ICT use for B-to-B transactions .....	5.6	35
1.06 Transparency of government policymaking .....	4.4	54	9.02 ICT use for B-to-C transactions .....	6.0	3
1.07 No. of days to start a business* .....	6	16	9.03 Individuals using the Internet, %* .....	77.9	20
1.08 Cost to start a business, % GNI/capita* .....	1.4	20	9.04 Fixed telephone lines/100 pop.* .....	46.6	17
1.09 GATS commitment restrictiveness (0-100)* .....	86.8	6	9.05 Broadband Internet subscribers/100 pop.* .....	27.4	18
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.1</b>	<b>112</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	92.7	93
2.01 Stringency of environmental regulation .....	5.4	23	9.07 Mobile broadband subscriptions/100 pop.* .....	74.5	9
2.02 Enforcement of environmental regulation .....	5.2	22	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.3</b>	<b>94</b>
2.03 Sustainability of T&T industry development .....	5.0	32	10.01 Ticket taxes and airport charges (0-100)* .....	52.9	127
2.04 Carbon dioxide emission, million tons/capita* .....	18.0	131	10.02 Purchasing power parity* .....	1.0	114
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	18.0	31	10.04 Fuel price, US\$ cents/liter* .....	84.0	34
2.06 Threatened species, %* .....	10.7	120	10.03 Extent and effect of taxation .....	3.5	64
2.07 Environm. treaty ratification (0-25)* .....	14	130	10.05 Hotel price index, US\$* .....	100.9	23
<b>3rd pillar: Safety and security</b> .....	<b>4.9</b>	<b>57</b>	<b>11th pillar: Human resources</b> .....	<b>5.6</b>	<b>14</b>
3.01 Business costs of crime and violence .....	4.5	83	<i>Education and training</i> .....	5.6	19
3.02 Reliability of police services .....	5.5	30	11.01 Primary education enrollment, net %* .....	94.6	58
3.03 Road traffic accidents/100,000 pop.* .....	13.9	55	11.02 Secondary education enrollment, gross %* .....	96.0	46
3.04 Business costs of terrorism .....	4.4	120	11.03 Quality of the educational system .....	4.7	28
<b>4th pillar: Health and hygiene</b> .....	<b>5.5</b>	<b>51</b>	11.04 Local availability specialized research & training .....	5.6	9
4.01 Physician density/1,000 pop.* .....	2.4	49	11.05 Extent of staff training .....	5.0	15
4.02 Access to improved sanitation, % pop.* .....	100.0	1	<i>Availability of qualified labor</i> .....	5.6	14
4.03 Access to improved drinking water, % pop.* .....	99.0	42	11.06 Hiring and firing practices .....	5.0	8
4.04 Hospital beds/10,000 pop.* .....	30.0	64	11.07 Ease of hiring foreign labor .....	4.2	64
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>5.1</b>	<b>30</b>	11.08 HIV prevalence, % adult pop.* .....	0.6	90
5.01 Government prioritization of the T&T industry .....	5.2	67	11.09 Business impact of HIV/AIDS .....	5.0	88
5.02 T&T gov't expenditure, % gov't budget* .....	5.2	34	11.10 Life expectancy, years* .....	78.2	35
5.03 Effectiveness of marketing to attract tourists .....	5.2	30	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.6</b>	<b>69</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	96.0	10	12.01 Tourism openness, % of GDP* .....	1.3	131
5.05 Timeliness of T&T data (0-18)* .....	16.0	44	12.02 Attitude of population toward foreign visitors .....	6.0	102
<b>6th pillar: Air transport infrastructure</b> .....	<b>6.2</b>	<b>2</b>	12.03 Extension of business trips recommended .....	5.8	39
6.01 Quality of air transport infrastructure .....	5.8	30	12.04 Degree of customer orientation .....	5.4	18
6.02 Airline seat kms/week, dom., millions* .....	21,470.9	1	<b>13th pillar: Natural resources</b> .....	<b>6.1</b>	<b>3</b>
6.03 Airline seat kms/week, int'l, millions* .....	10,615.0	1	13.01 No. of World Heritage natural sites* .....	13	2
6.04 Departures/1,000 pop.* .....	28.9	13	13.02 Quality of the natural environment .....	5.2	35
6.05 Airport density/million pop.* .....	2.2	21	13.03 Total known species* .....	1,594	11
6.06 No. of operating airlines* .....	188.5	1	13.04 Terrestrial biome protection (0-17%)* .....	8.4	84
6.07 International air transport network .....	5.9	22	13.05 Marine protected areas, %* .....	11.6	7
<b>7th pillar: Ground transport infrastructure</b> .....	<b>5.0</b>	<b>27</b>	<b>14th pillar: Cultural resources</b> .....	<b>6.3</b>	<b>5</b>
7.01 Quality of roads .....	5.7	20	14.01 No. of World Heritage cultural sites* .....	9	29
7.02 Quality of railroad infrastructure .....	4.8	18	14.02 Sports stadiums, seats/million pop.* .....	109,953.7	19
7.03 Quality of port infrastructure .....	5.6	19	14.03 No. of int'l fairs and exhibitions* .....	790.3	1
7.04 Quality of ground transport network .....	5.4	23	14.04 Creative industries exports, % of world total* .....	7.6	2
7.05 Road density/million pop.* .....	67.0	44			

# Uruguay

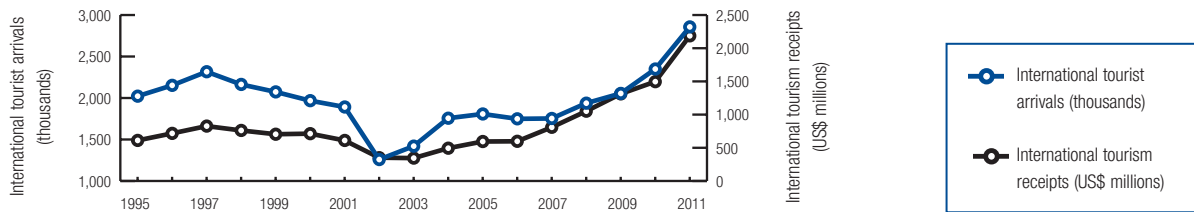
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>59</b>	<b>4.2</b>
2011 Travel & Tourism Competitiveness Index.....	58	4.2
2009 Travel & Tourism Competitiveness Index.....	63	4.1
<b>T&amp;T regulatory framework</b> .....	<b>31</b>	<b>5.2</b>
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
<b>Business environment and infrastructure</b> .....	<b>78</b>	<b>3.5</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>62</b>	<b>4.0</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>5.1</b>	<b>24</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>3.4</b>	<b>79</b>
1.01 Prevalence of foreign ownership .....	5.7	12	8.01 Hotel rooms/100 pop.* .....	0.6	58
1.02 Property rights .....	5.0	41	8.02 Presence of major car rental co. (1-7)* .....	6	32
1.03 Business impact of rules on FDI .....	5.7	7	8.03 ATMs accepting Visa cards/million pop.* .....	25.2	115
1.04 Visa requirements, no. of countries* .....	71.0	58			
1.05 Openness bilateral ASAs (0-38)* .....	14.1	37	<b>9th pillar: ICT infrastructure</b> .....	<b>3.8</b>	<b>46</b>
1.06 Transparency of government policymaking .....	5.0	26	9.01 ICT use for B-to-B transactions .....	5.0	69
1.07 No. of days to start a business* .....	7	24	9.02 ICT use for B-to-C transactions .....	4.6	66
1.08 Cost to start a business, % GNI/capita* .....	24.3	104	9.03 Individuals using the Internet, %* .....	51.4	53
1.09 GATS commitment restrictiveness (0-100)* .....	75.0	17	9.04 Fixed telephone lines/100 pop.* .....	28.5	43
			9.05 Broadband Internet subscribers/100 pop.* .....	13.5	45
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.5</b>	<b>78</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	140.8	20
2.01 Stringency of environmental regulation .....	4.5	49	9.07 Mobile broadband subscriptions/100 pop.* .....	21.5	51
2.02 Enforcement of environmental regulation .....	4.3	41			
2.03 Sustainability of T&T industry development .....	5.1	22	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.2</b>	<b>98</b>
2.04 Carbon dioxide emission, million tons/capita* .....	2.5	61	10.01 Ticket taxes and airport charges (0-100)* .....	88.2	28
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	141.5	137	10.02 Purchasing power parity* .....	0.9	108
2.06 Threatened species, %* .....	7.2	101	10.04 Fuel price, US\$ cents/liter* .....	144.0	102
2.07 Environm. treaty ratification (0-25)* .....	22	20	10.03 Extent and effect of taxation .....	3.1	106
			10.05 Hotel price index, US\$* .....	120.2	46
<b>3rd pillar: Safety and security</b> .....	<b>5.4</b>	<b>34</b>			
3.01 Business costs of crime and violence .....	4.5	85	<b>11th pillar: Human resources</b> .....	<b>5.0</b>	<b>58</b>
3.02 Reliability of police services .....	4.2	71	<i>Education and training</i> .....	4.9	55
3.03 Road traffic accidents/100,000 pop.* .....	4.3	3	11.01 Primary education enrollment, net %* .....	99.1	14
3.04 Business costs of terrorism .....	6.3	19	11.02 Secondary education enrollment, gross %* .....	90.2	64
			11.03 Quality of the educational system .....	3.1	106
<b>4th pillar: Health and hygiene</b> .....	<b>5.6</b>	<b>49</b>	11.04 Local availability specialized research & training... ..	4.5	46
4.01 Physician density/1,000 pop.* .....	3.7	13	11.05 Extent of staff training .....	3.8	85
4.02 Access to improved sanitation, % pop.* .....	100.0	1	<i>Availability of qualified labor</i> .....	5.0	76
4.03 Access to improved drinking water, % pop.* ..	100.0	1	11.06 Hiring and firing practices .....	2.7	134
4.04 Hospital beds/10,000 pop.* .....	12.0	107	11.07 Ease of hiring foreign labor .....	4.4	47
			11.08 HIV prevalence, % adult pop.* .....	0.5	85
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>5.3</b>	<b>24</b>	11.09 Business impact of HIV/AIDS .....	6.1	25
5.01 Government prioritization of the T&T industry .....	6.1	26	11.10 Life expectancy, years* .....	76.2	44
5.02 T&T gov't expenditure, % gov't budget* .....	5.1	37			
5.03 Effectiveness of marketing to attract tourists .....	5.3	25	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.8</b>	<b>46</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	77.0	34	12.01 Tourism openness, % of GDP* .....	6.1	45
5.05 Timeliness of T&T data (0-18)* .....	18.0	1	12.02 Attitude of population toward foreign visitors .....	6.2	77
			12.03 Extension of business trips recommended .....	6.0	18
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.7</b>	<b>87</b>	12.04 Degree of customer orientation .....	4.5	76
6.01 Quality of air transport infrastructure .....	4.9	63			
6.02 Airline seat kms/week, dom., millions* .....	0.0	105	<b>13th pillar: Natural resources</b> .....	<b>2.9</b>	<b>108</b>
6.03 Airline seat kms/week, int'l, millions* .....	54.8	91	13.01 No. of World Heritage natural sites* .....	0	79
6.04 Departures/1,000 pop.* .....	5.7	55	13.02 Quality of the natural environment .....	5.5	22
6.05 Airport density/million pop.* .....	0.6	74	13.03 Total known species* .....	554	68
6.06 No. of operating airlines* .....	12.0	107	13.04 Terrestrial biome protection (0-17%)* .....	0.3	137
6.07 International air transport network .....	4.4	85	13.05 Marine protected areas, %* .....	0.1	89
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.5</b>	<b>74</b>	<b>14th pillar: Cultural resources</b> .....	<b>3.2</b>	<b>46</b>
7.01 Quality of roads .....	3.6	80	14.01 No. of World Heritage cultural sites* .....	3	74
7.02 Quality of railroad infrastructure .....	1.3	113	14.02 Sports stadiums, seats/million pop.* .....	161,078.7	6
7.03 Quality of port infrastructure .....	4.9	46	14.03 No. of int'l fairs and exhibitions* .....	48.0	45
7.04 Quality of ground transport network .....	5.2	29	14.04 Creative industries exports, % of world total* .....	0.0	80
7.05 Road density/million pop.* .....	44.0	59			

# Venezuela

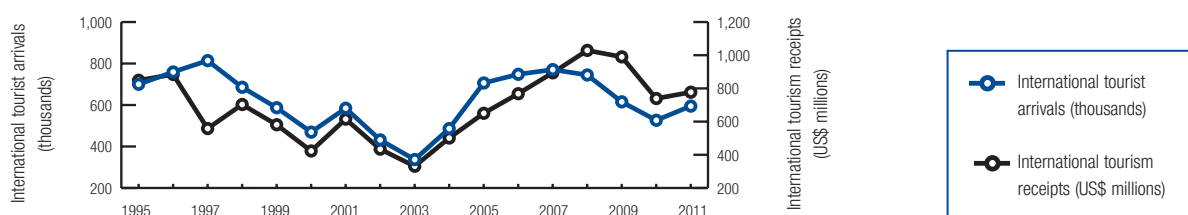
## Key indicators

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

T&T industry, 2012 estimates	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>113</b>	<b>3.4</b>
2011 Travel & Tourism Competitiveness Index.....	106	3.5
2009 Travel & Tourism Competitiveness Index.....	104	3.5
<b>T&amp;T regulatory framework</b> .....	<b>119</b>	<b>3.7</b>
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
<b>Business environment and infrastructure</b> .....	<b>99</b>	<b>3.1</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>110</b>	<b>3.4</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>3.1</b> .....	<b>137</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>3.4</b> .....	<b>78</b>
1.01 Prevalence of foreign ownership .....	3.5 .....	126	8.01 Hotel rooms/100 pop.* .....	0.4 .....	65
1.02 Property rights .....	1.8 .....	140	8.02 Presence of major car rental co. (1-7)* .....	4 .....	82
1.03 Business impact of rules on FDI .....	1.9 .....	140	8.03 ATMs accepting Visa cards/million pop.* .....	284.3 .....	71
1.04 Visa requirements, no. of countries* .....	70.0 .....	88	<b>9th pillar: ICT infrastructure</b> .....	<b>3.1</b> .....	<b>72</b>
1.05 Openness bilateral ASAs (0-38)* .....	9.4 .....	89	9.01 ICT use for B-to-B transactions .....	4.4 .....	108
1.06 Transparency of government policymaking .....	3.0 .....	138	9.02 ICT use for B-to-C transactions .....	4.3 .....	85
1.07 No. of days to start a business* .....	144 .....	139	9.03 Individuals using the Internet, %* .....	40.2 .....	71
1.08 Cost to start a business, % GNI/capita* .....	27.7 .....	108	9.04 Fixed telephone lines/100 pop.* .....	24.9 .....	49
1.09 GATS commitment restrictiveness (0-100)* .....	72.8 .....	32	9.05 Broadband Internet subscribers/100 pop.* .....	6.2 .....	71
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.0</b> .....	<b>116</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	97.8 .....	86
2.01 Stringency of environmental regulation.....	3.3 .....	99	9.07 Mobile broadband subscriptions/100 pop.* .....	16.1 .....	62
2.02 Enforcement of environmental regulation .....	2.6 .....	128	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.3</b> .....	<b>97</b>
2.03 Sustainability of T&T industry development.....	2.1 .....	140	10.01 Ticket taxes and airport charges (0-100)* .....	41.3 .....	134
2.04 Carbon dioxide emission, million tons/capita* .....	6.1 .....	92	10.02 Purchasing power parity* .....	0.8 .....	101
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	8.9 .....	1	10.04 Fuel price, US\$ cents/liter* .....	1.1 .....	1
2.06 Threatened species, %* .....	7.2 .....	100	10.03 Extent and effect of taxation .....	3.0 .....	108
2.07 Environm. treaty ratification (0-25)* .....	17 .....	96	10.05 Hotel price index, US\$* .....	188.7 .....	99
<b>3rd pillar: Safety and security</b> .....	<b>3.4</b> .....	<b>131</b>	<b>11th pillar: Human resources</b> .....	<b>4.3</b> .....	<b>107</b>
3.01 Business costs of crime and violence .....	2.3 .....	136	<i>Education and training</i> .....	4.3 .....	99
3.02 Reliability of police services.....	2.1 .....	138	11.01 Primary education enrollment, net %* .....	92.5 .....	78
3.03 Road traffic accidents/100,000 pop.* .....	21.8 .....	92	11.02 Secondary education enrollment, gross %* .....	82.5 .....	85
3.04 Business costs of terrorism .....	5.1 .....	96	11.03 Quality of the educational system .....	2.8 .....	121
<b>4th pillar: Health and hygiene</b> .....	<b>4.5</b> .....	<b>80</b>	11.04 Local availability specialized research & training... 3.4 .....	115	
4.01 Physician density/1,000 pop.* .....	1.9 .....	60	11.05 Extent of staff training.....	3.6 .....	102
4.02 Access to improved sanitation, % pop.* .....	91.0 .....	66	<i>Availability of qualified labor</i> .....	4.3 .....	125
4.03 Access to improved drinking water, % pop.* .....	92.0 .....	80	11.06 Hiring and firing practices .....	2.1 .....	140
4.04 Hospital beds/10,000 pop.* .....	11.0 .....	110	11.07 Ease of hiring foreign labor .....	2.7 .....	137
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>3.3</b> .....	<b>120</b>	11.08 HIV prevalence, % adult pop.* .....	0.7 .....	93
5.01 Government prioritization of the T&T industry .....	2.4 .....	140	11.09 Business impact of HIV/AIDS.....	4.9 .....	91
5.02 T&T gov't expenditure, % gov't budget* .....	3.5 .....	65	11.10 Life expectancy, years* .....	74.1 .....	59
5.03 Effectiveness of marketing to attract tourists .....	2.1 .....	140	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>3.0</b> .....	<b>140</b>
5.04 Comprehensiveness of T&T data (0-120)* .....	77.0 .....	34	12.01 Tourism openness, % of GDP* .....	1.0 .....	134
5.05 Timeliness of T&T data (0-18)* .....	18.0 .....	1	12.02 Attitude of population toward foreign visitors .....	4.5 .....	139
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.6</b> .....	<b>92</b>	12.03 Extension of business trips recommended .....	2.8 .....	140
6.01 Quality of air transport infrastructure .....	3.3 .....	124	12.04 Degree of customer orientation.....	3.4 .....	137
6.02 Airline seat kms/week, dom., millions* .....	41.7 .....	37	<b>13th pillar: Natural resources</b> .....	<b>4.8</b> .....	<b>24</b>
6.03 Airline seat kms/week, int'l, millions* .....	180.7 .....	64	13.01 No. of World Heritage natural sites* .....	1 .....	45
6.04 Departures/1,000 pop.* .....	4.4 .....	60	13.02 Quality of the natural environment.....	3.8 .....	102
6.05 Airport density/million pop.* .....	0.9 .....	53	13.03 Total known species* .....	2,033 .....	7
6.06 No. of operating airlines* .....	32.0 .....	57	13.04 Terrestrial biome protection (0-17%)* .....	17.0 .....	1
6.07 International air transport network .....	3.7 .....	118	13.05 Marine protected areas, %* .....	3.1 .....	17
<b>7th pillar: Ground transport infrastructure</b> .....	<b>2.2</b> .....	<b>139</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.7</b> .....	<b>103</b>
7.01 Quality of roads .....	2.6 .....	126	14.01 No. of World Heritage cultural sites* .....	2 .....	88
7.02 Quality of railroad infrastructure .....	1.4 .....	111	14.02 Sports stadiums, seats/million pop.* .....	29,881.7 .....	76
7.03 Quality of port infrastructure.....	2.5 .....	135	14.03 No. of int'l fairs and exhibitions* .....	19.0 .....	68
7.04 Quality of ground transport network .....	3.2 .....	136	14.04 Creative industries exports, % of world total* .....	0.0 .....	120
7.05 Road density/million pop.* .....	11.0 .....	115			

# Vietnam

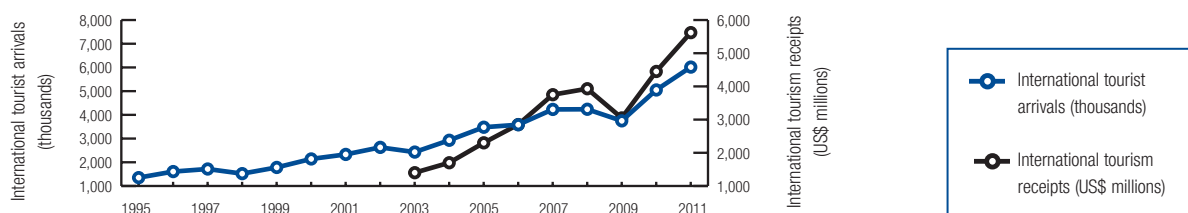
## Key indicators

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)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>80</b>	<b>4.0</b>
2011 Travel & Tourism Competitiveness Index.....	80	3.9
2009 Travel & Tourism Competitiveness Index.....	89	3.7
<b>T&amp;T regulatory framework</b> .....	<b>88</b>	<b>4.3</b>
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
<b>Business environment and infrastructure</b> .....	<b>94</b>	<b>3.3</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>43</b>	<b>4.3</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>4.6</b> .....	<b>60</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>2.2</b> .....	<b>112</b>
1.01 Prevalence of foreign ownership .....	4.0.....	110	8.01 Hotel rooms/100 pop.* .....	0.2.....	92
1.02 Property rights .....	3.5.....	110	8.02 Presence of major car rental co. (1–7)* .....	2.....	111
1.03 Business impact of rules on FDI .....	4.4.....	93	8.03 ATMs accepting Visa cards/million pop.* .....	134.3.....	93
1.04 Visa requirements, no. of countries* .....	140.3.....	<b>15</b>	<b>9th pillar: ICT infrastructure</b> .....	<b>3.2</b> .....	<b>68</b>
1.05 Openness bilateral ASAs (0–38)* .....	13.1.....	<b>45</b>	9.01 ICT use for B-to-B transactions .....	5.7.....	<b>24</b>
1.06 Transparency of government policymaking .....	3.9.....	97	9.02 ICT use for B-to-C transactions .....	5.2.....	<b>34</b>
1.07 No. of days to start a business* .....	34.....	113	9.03 Individuals using the Internet, %* .....	35.1.....	80
1.08 Cost to start a business, % GNI/capita* .....	8.7.....	67	9.04 Fixed telephone lines/100 pop.* .....	11.5.....	86
1.09 GATS commitment restrictiveness (0–100)* .....	66.2.....	<b>48</b>	9.05 Broadband Internet subscribers/100 pop.* .....	4.3.....	79
<b>2nd pillar: Environmental sustainability</b> .....	<b>3.8</b> .....	<b>128</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	143.4.....	<b>18</b>
2.01 Stringency of environmental regulation.....	2.7.....	131	9.07 Mobile broadband subscriptions/100 pop.* .....	18.0.....	58
2.02 Enforcement of environmental regulation .....	2.9.....	113	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>5.1</b> .....	<b>18</b>
2.03 Sustainability of T&T industry development.....	3.8.....	105	10.01 Ticket taxes and airport charges (0–100)* .....	88.8.....	<b>22</b>
2.04 Carbon dioxide emission, million tons/capita* .....	1.5.....	<b>48</b>	10.02 Purchasing power parity* .....	0.4.....	<b>10</b>
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	50.4.....	101	10.04 Fuel price, US\$ cents/liter* .....	77.0.....	<b>25</b>
2.06 Threatened species, %* .....	9.1.....	114	10.03 Extent and effect of taxation .....	3.4.....	74
2.07 Environm. treaty ratification (0–25)* .....	16.....	112	10.05 Hotel price index, US\$* .....	125.1.....	51
<b>3rd pillar: Safety and security</b> .....	<b>4.9</b> .....	<b>58</b>	<b>11th pillar: Human resources</b> .....	<b>4.8</b> .....	<b>77</b>
3.01 Business costs of crime and violence .....	4.8.....	69	<i>Education and training</i> .....	4.4.....	90
3.02 Reliability of police services.....	4.6.....	53	11.01 Primary education enrollment, net %* .....	98.0.....	<b>26</b>
3.03 Road traffic accidents/100,000 pop.* .....	16.1.....	70	11.02 Secondary education enrollment, gross %* .....	77.2.....	93
3.04 Business costs of terrorism .....	5.4.....	82	11.03 Quality of the educational system .....	3.6.....	71
<b>4th pillar: Health and hygiene</b> .....	<b>4.5</b> .....	<b>81</b>	11.04 Local availability specialized research & training... 3.1.....	125	
4.01 Physician density/1,000 pop.* .....	1.2.....	80	11.05 Extent of staff training.....	3.3.....	114
4.02 Access to improved sanitation, % pop.* .....	76.0.....	90	<i>Availability of qualified labor</i> .....	5.2.....	<b>48</b>
4.03 Access to improved drinking water, % pop.* .....	95.0.....	70	11.06 Hiring and firing practices .....	4.1.....	57
4.04 Hospital beds/10,000 pop.* .....	31.0.....	60	11.07 Ease of hiring foreign labor .....	4.1.....	80
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>3.6</b> .....	<b>110</b>	11.08 HIV prevalence, % adult pop.* .....	0.4.....	76
5.01 Government prioritization of the T&T industry .....	5.2.....	70	11.09 Business impact of HIV/AIDS.....	4.4.....	108
5.02 T&T gov't expenditure, % gov't budget* .....	1.4.....	120	11.10 Life expectancy, years* .....	74.8.....	52
5.03 Effectiveness of marketing to attract tourists .....	3.9.....	97	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.3</b> .....	<b>108</b>
5.04 Comprehensiveness of T&T data (0–120)* .....	28.0.....	130	12.01 Tourism openness, % of GDP* .....	6.0.....	<b>46</b>
5.05 Timeliness of T&T data (0–18)* .....	12.0.....	93	12.02 Attitude of population toward foreign visitors .....	5.9.....	108
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.8</b> .....	<b>79</b>	12.03 Extension of business trips recommended .....	4.7.....	115
6.01 Quality of air transport infrastructure .....	4.1.....	94	12.04 Degree of customer orientation.....	4.0.....	115
6.02 Airline seat kms/week, dom., millions* .....	230.9.....	<b>21</b>	<b>13th pillar: Natural resources</b> .....	<b>4.0</b> .....	<b>50</b>
6.03 Airline seat kms/week, int'l, millions* .....	379.9.....	<b>41</b>	13.01 No. of World Heritage natural sites* .....	2.....	<b>25</b>
6.04 Departures/1,000 pop.* .....	1.2.....	95	13.02 Quality of the natural environment.....	2.7.....	135
6.05 Airport density/million pop.* .....	0.2.....	117	13.03 Total known species* .....	1,263.....	<b>21</b>
6.06 No. of operating airlines* .....	43.0.....	<b>39</b>	13.04 Terrestrial biome protection (0–17%)* .....	6.2.....	97
6.07 International air transport network .....	3.9.....	111	13.05 Marine protected areas, %* .....	0.5.....	61
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.0</b> .....	<b>98</b>	<b>14th pillar: Cultural resources</b> .....	<b>4.1</b> .....	<b>28</b>
7.01 Quality of roads .....	2.7.....	118	14.01 No. of World Heritage cultural sites* .....	11.....	<b>25</b>
7.02 Quality of railroad infrastructure .....	2.6.....	66	14.02 Sports stadiums, seats/million pop.* .....	4,371.6.....	125
7.03 Quality of port infrastructure.....	3.4.....	111	14.03 No. of int'l fairs and exhibitions* .....	35.0.....	53
7.04 Quality of ground transport network .....	3.6.....	120	14.04 Creative industries exports, % of world total* .....	1.5.....	<b>15</b>
7.05 Road density/million pop.* .....	48.0.....	55			

# Yemen

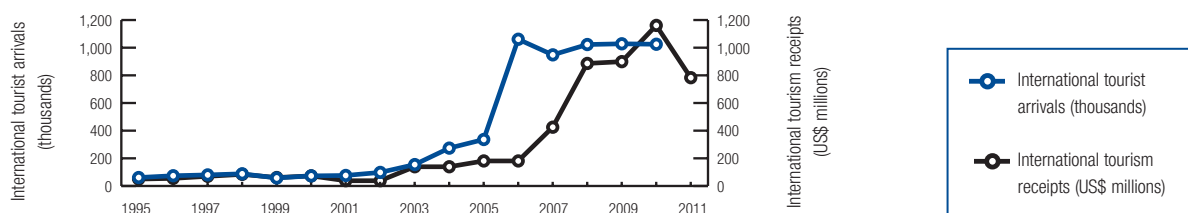
## Key indicators

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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index.....</b>	<b>133</b>	<b>3.0</b>
2011 Travel & Tourism Competitiveness Index.....	n/a	n/a
2009 Travel & Tourism Competitiveness Index.....	n/a	n/a
<b>T&amp;T regulatory framework .....</b>	<b>140</b>	<b>2.8</b>
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
<b>Business environment and infrastructure .....</b>	<b>110</b>	<b>2.9</b>
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
<b>T&amp;T human, cultural, and natural resources.....</b>	<b>128</b>	<b>3.2</b>
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.



## The Travel &amp; Tourism Competitiveness Index in detail

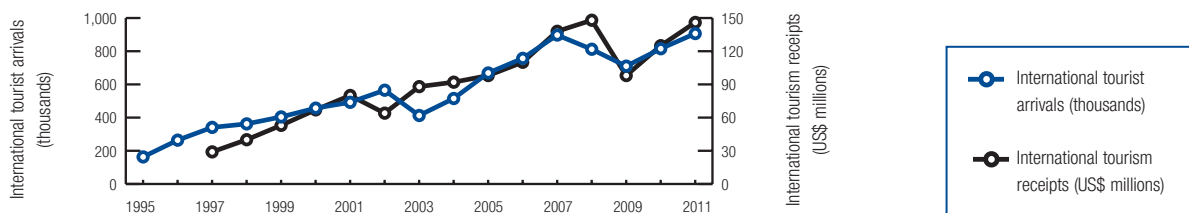
INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>2.7</b> .....	<b>140</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>2.3</b> .....	<b>107</b>
1.01 Prevalence of foreign ownership .....	2.4.....	139	8.01 Hotel rooms/100 pop.* .....	0.1.....	114
1.02 Property rights .....	3.3.....	121	8.02 Presence of major car rental co. (1–7)* .....	4.....	82
1.03 Business impact of rules on FDI .....	3.9.....	115	8.03 ATMs accepting Visa cards/million pop.* .....	13.9.....	121
1.04 Visa requirements, no. of countries* .....	9.0.....	133			
1.05 Openness bilateral ASAs (0–38)* .....	4.0.....	131	<b>9th pillar: ICT infrastructure</b> .....	<b>1.9</b> .....	<b>122</b>
1.06 Transparency of government policymaking .....	3.1.....	136	9.01 ICT use for B-to-B transactions .....	4.7.....	88
1.07 No. of days to start a business* .....	40.....	122	9.02 ICT use for B-to-C transactions .....	3.2.....	128
1.08 Cost to start a business, % GNI/capita* .....	71.9.....	124	9.03 Individuals using the Internet, %* .....	14.9.....	107
1.09 GATS commitment restrictiveness (0–100)* .....	n/a.....	n/a	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
<b>2nd pillar: Environmental sustainability</b> .....	<b>3.8</b> .....	<b>131</b>	9.07 Mobile broadband subscriptions/100 pop.* .....	0.1.....	123
2.01 Stringency of environmental regulation.....	2.0.....	139			
2.02 Enforcement of environmental regulation .....	1.8.....	139	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>5.3</b> .....	<b>10</b>
2.03 Sustainability of T&T industry development.....	2.5.....	137	10.01 Ticket taxes and airport charges (0–100)* .....	86.3.....	36
2.04 Carbon dioxide emission, million tons/capita* .....	1.0.....	38	10.02 Purchasing power parity* .....	0.6.....	51
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	42.9.....	93	10.04 Fuel price, US\$ cents/liter* .....	23.0.....	8
2.06 Threatened species, %* .....	5.7.....	86	10.03 Extent and effect of taxation .....	2.8.....	122
2.07 Environm. treaty ratification (0–25)* .....	17.....	96	10.05 Hotel price index, US\$* .....	n/a.....	n/a
<b>3rd pillar: Safety and security</b> .....	<b>3.0</b> .....	<b>139</b>	<b>11th pillar: Human resources</b> .....	<b>3.9</b> .....	<b>119</b>
3.01 Business costs of crime and violence .....	3.8.....	106	<i>Education and training</i> .....	2.9.....	133
3.02 Reliability of police services.....	2.2.....	137	11.01 Primary education enrollment, net %* .....	77.6.....	125
3.03 Road traffic accidents/100,000 pop.* .....	29.3.....	113	11.02 Secondary education enrollment, gross %* .....	44.1.....	116
3.04 Business costs of terrorism .....	3.2.....	137	11.03 Quality of the educational system .....	1.8.....	140
			11.04 Local availability specialized research & training... ..	2.5.....	137
<b>4th pillar: Health and hygiene</b> .....	<b>2.0</b> .....	<b>127</b>	11.05 Extent of staff training.....	3.2.....	119
4.01 Physician density/1,000 pop.* .....	0.3.....	108	<i>Availability of qualified labor</i> .....	4.9.....	91
4.02 Access to improved sanitation, % pop.* .....	53.0.....	106	11.06 Hiring and firing practices .....	4.0.....	69
4.03 Access to improved drinking water, % pop.* .....	55.0.....	132	11.07 Ease of hiring foreign labor .....	4.6.....	30
4.04 Hospital beds/10,000 pop.* .....	7.0.....	121	11.08 HIV prevalence, % adult pop.* .....	0.2.....	52
			11.09 Business impact of HIV/AIDS.....	5.8.....	38
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>2.6</b> .....	<b>137</b>	11.10 Life expectancy, years* .....	65.5.....	109
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	<b>12th pillar: Affinity for Travel &amp; Tourism</b> .....	<b>4.3</b> .....	<b>106</b>
5.03 Effectiveness of marketing to attract tourists .....	3.0.....	133	12.01 Tourism openness, % of GDP* .....	2.9.....	103
5.04 Comprehensiveness of T&T data (0–120)* .....	38.0.....	118	12.02 Attitude of population toward foreign visitors .....	6.6.....	18
5.05 Timeliness of T&T data (0–18)* .....	0.0.....	126	12.03 Extension of business trips recommended .....	4.6.....	117
			12.04 Degree of customer orientation.....	4.2.....	106
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.2</b> .....	<b>124</b>			
6.01 Quality of air transport infrastructure .....	3.5.....	117	<b>13th pillar: Natural resources</b> .....	<b>3.0</b> .....	<b>101</b>
6.02 Airline seat kms/week, dom., millions* .....	5.6.....	54	13.01 No. of World Heritage natural sites* .....	1.....	45
6.03 Airline seat kms/week, int'l, millions* .....	35.1.....	100	13.02 Quality of the natural environment.....	4.9.....	50
6.04 Departures/1,000 pop.* .....	0.4.....	112	13.03 Total known species* .....	436.....	85
6.05 Airport density/million pop.* .....	0.4.....	96	13.04 Terrestrial biome protection (0–17%)* .....	0.6.....	132
6.06 No. of operating airlines* .....	12.5.....	101	13.05 Marine protected areas, %* .....	0.2.....	73
6.07 International air transport network .....	4.2.....	98			
			<b>14th pillar: Cultural resources</b> .....	<b>1.5</b> .....	<b>112</b>
<b>7th pillar: Ground transport infrastructure</b> .....	<b>2.8</b> .....	<b>115</b>	14.01 No. of World Heritage cultural sites* .....	4.....	63
7.01 Quality of roads .....	2.7.....	116	14.02 Sports stadiums, seats/million pop.* .....	3,830.7.....	128
7.02 Quality of railroad infrastructure .....	n/a.....	n/a	14.03 No. of int'l fairs and exhibitions* .....	0.0.....	134
7.03 Quality of port infrastructure.....	3.0.....	126	14.04 Creative industries exports, % of world total* .....	0.0.....	105
7.04 Quality of ground transport network .....	4.1.....	93			
7.05 Road density/million pop.* .....	14.0.....	100			

# Zambia

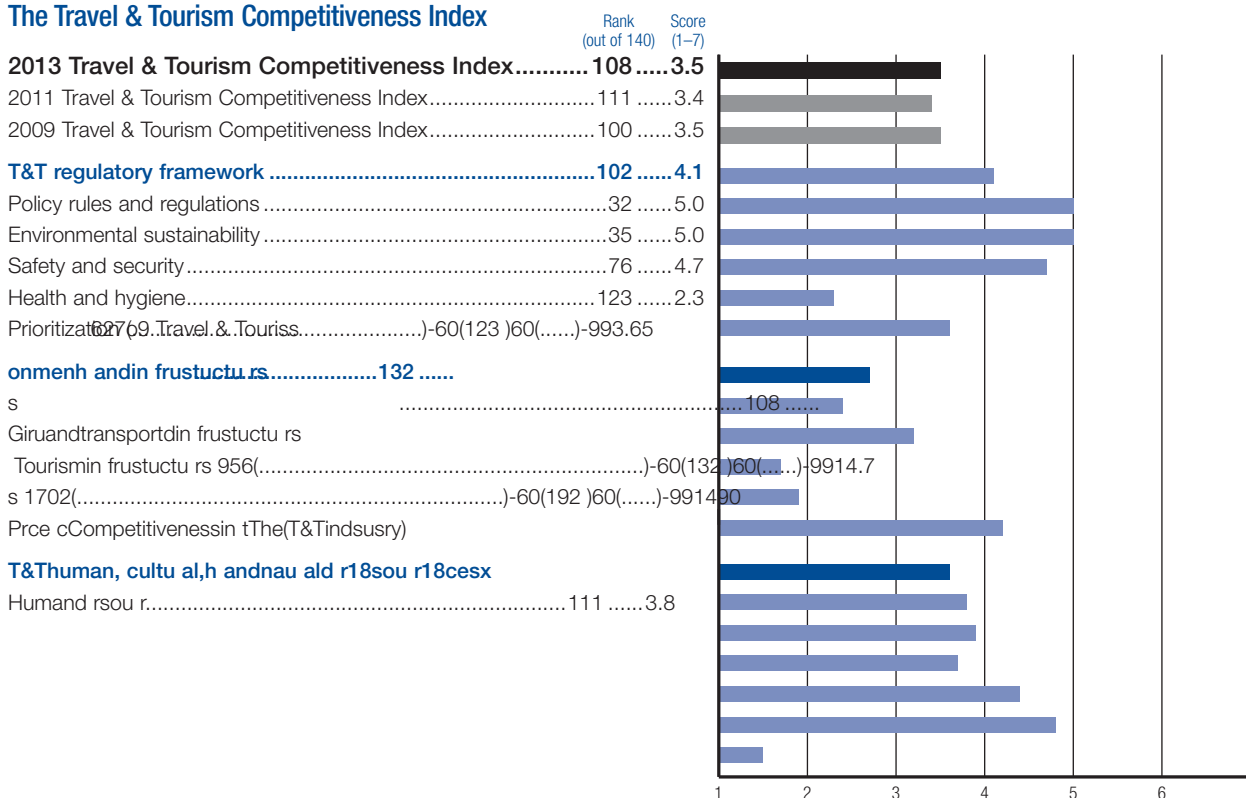
## Travel & Tourism indicators

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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



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

## The Travel &amp; Tourism Competitiveness Index in detail

INDICATOR	SCORE	RANK	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>5.0</b> .....	<b>32</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>1.7</b> .....	<b>122</b>
1.01 Prevalence of foreign ownership .....	5.5 .....	25	8.01 Hotel rooms/100 pop.* .....	0.0 .....	127
1.02 Property rights .....	4.5 .....	57	8.02 Presence of major car rental co. (1-7)* .....	2 .....	111
1.03 Business impact of rules on FDI .....	5.0 .....	37	8.03 ATMs accepting Visa cards/million pop.* .....	36.7 .....	110
1.04 Visa requirements, no. of countries* .....	130.0 .....	22	<b>9th pillar: ICT infrastructure</b> .....	<b>1.9</b> .....	<b>119</b>
1.05 Openness bilateral ASAs (0-38)* .....	10.4 .....	74	9.01 ICT use for B-to-B transactions .....	5.1 .....	60
1.06 Transparency of government policymaking .....	4.6 .....	45	9.02 ICT use for B-to-C transactions .....	4.0 .....	98
1.07 No. of days to start a business* .....	17 .....	74	9.03 Individuals using the Internet, %* .....	11.5 .....	115
1.08 Cost to start a business, % GNI/capita* .....	26.6 .....	106	9.04 Fixed telephone lines/100 pop.* .....	0.6 .....	131
1.09 GATS commitment restrictiveness (0-100)* .....	75.0 .....	17	9.05 Broadband Internet subscribers/100 pop.* .....	0.1 .....	127
<b>2nd pillar: Environmental sustainability</b> .....	<b>5.0</b> .....	<b>35</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	60.6 .....	121
2.01 Stringency of environmental regulation.....	4.0 .....	62	9.07 Mobile broadband subscriptions/100 pop.* .....	0.2 .....	120
2.02 Enforcement of environmental regulation .....	4.0 .....	50	<b>10th pillar: Price competitiveness in T&amp;T ind.</b> .....	<b>4.2</b> .....	<b>100</b>
2.03 Sustainability of T&T industry development.....	4.9 .....	44	10.01 Ticket taxes and airport charges (0-100)* .....	87.7 .....	30
2.04 Carbon dioxide emission, million tons/capita* .....	0.2 .....	13	10.02 Purchasing power parity* .....	0.9 .....	105
2.05 Particulate matter concentration, µg/m <sup>3</sup> * .....	30.0 .....	71	10.04 Fuel price, US\$ cents/liter* .....	152.0 .....	112
2.06 Threatened species, %* .....	2.4 .....	15	10.03 Extent and effect of taxation .....	3.5 .....	60
2.07 Environm. treaty ratification (0-25)* .....	16 .....	112	10.05 Hotel price index, US\$* .....	138.9 .....	73
<b>3rd pillar: Safety and security</b> .....	<b>4.7</b> .....	<b>76</b>	<b>11th pillar: Human resources</b> .....	<b>3.8</b> .....	<b>121</b>
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3.03 Road traffic accidents/100,000 pop.* .....	25.6 .....	102	11.02 Secondary education enrollment, gross %* .....	30.4 .....	130
3.04 Business costs of terrorism .....	6.2 .....	28	11.03 Quality of the educational system .....	4.2 .....	39
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4.01 Physician density/1,000 pop.* .....	0.1 .....	129	11.05 Extent of staff training .....	3.5 .....	106
4.02 Access to improved sanitation, % pop.* .....	48.0 .....	112	<i>Availability of qualified labor</i> .....	3.7 .....	132
4.03 Access to improved drinking water, % pop.* .....	61.0 .....	129	11.06 Hiring and firing practices .....	4.5 .....	31
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6.06 No. of operating airlines* .....	14.0 .....	94	13.04 Terrestrial biome protection (0-17%)* .....	17.0 .....	1
6.07 International air transport network .....	4.6 .....	72	13.05 Marine protected areas, %* .....	n/a .....	n/a
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# Zimbabwe

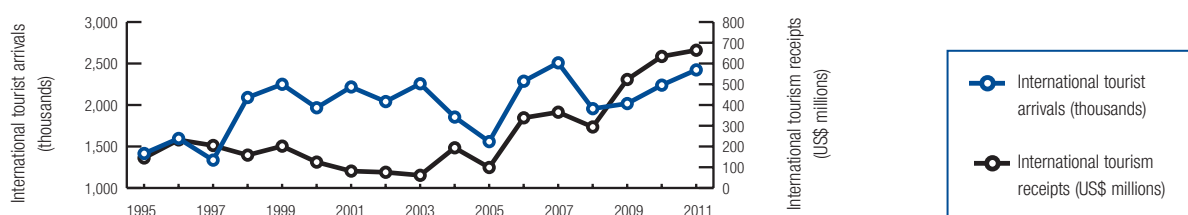
## Key indicators

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

	Absolute value	Percent of total	T&T industry GDP growth forecast (2013–2022)
<b>T&amp;T industry, 2012 estimates</b>			
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
<b>T&amp;T economy, 2012 estimates</b>			
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)
<b>2013 Travel &amp; Tourism Competitiveness Index</b> .....	<b>118</b>	<b>3.3</b>
2011 Travel & Tourism Competitiveness Index.....	119	3.3
2009 Travel & Tourism Competitiveness Index.....	121	3.2
<b>T&amp;T regulatory framework</b> .....	<b>117</b>	<b>3.7</b>
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
<b>Business environment and infrastructure</b> .....	<b>116</b>	<b>2.8</b>
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
<b>T&amp;T human, cultural, and natural resources</b> .....	<b>101</b>	<b>3.6</b>
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	INDICATOR	SCORE	RANK
<b>1st pillar: Policy rules and regulations</b> .....	<b>3.0</b> .....	<b>138</b>	<b>8th pillar: Tourism infrastructure</b> .....	<b>1.9</b> .....	<b>118</b>
1.01 Prevalence of foreign ownership .....	4.3.....	93	8.01 Hotel rooms/100 pop.* .....	0.0.....	125
1.02 Property rights .....	2.6.....	133	8.02 Presence of major car rental co. (1-7)* .....	3.....	97
1.03 Business impact of rules on FDI .....	2.4.....	139	8.03 ATMs accepting Visa cards/million pop.* .....	7.3.....	127
1.04 Visa requirements, no. of countries* .....	67.4.....	92			
1.05 Openness bilateral ASAs (0-38)* .....	9.1.....	96	<b>9th pillar: ICT infrastructure</b> .....	<b>2.1</b> .....	<b>108</b>
1.06 Transparency of government policymaking .....	4.3.....	70	9.01 ICT use for B-to-B transactions .....	4.6.....	100
1.07 No. of days to start a business* .....	90.....	135	9.02 ICT use for B-to-C transactions .....	3.5.....	120
1.08 Cost to start a business, % GNI/capita* .....	107.0.....	133	9.03 Individuals using the Internet, %* .....	15.7.....	105
1.09 GATS commitment restrictiveness (0-100)* .....	73.5.....	<b>31</b>	9.04 Fixed telephone lines/100 pop.* .....	2.8.....	114
			9.05 Broadband Internet subscribers/100 pop.* .....	0.3.....	113
<b>2nd pillar: Environmental sustainability</b> .....	<b>4.6</b> .....	<b>66</b>	9.06 Mobile telephone subscriptions/100 pop.* .....	72.1.....	114
2.01 Stringency of environmental regulation.....	3.7.....	86	9.07 Mobile broadband subscriptions/100 pop.* .....	14.9.....	64
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2.04 Carbon dioxide emission, million tons/capita* .....	0.7.....	<b>32</b>	10.01 Ticket taxes and airport charges (0-100)* .....	81.0.....	63
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			10.05 Hotel price index, US\$* .....	92.3.....	<b>18</b>
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3.01 Business costs of crime and violence .....	4.8.....	71	<b>11th pillar: Human resources</b> .....	<b>3.3</b> .....	<b>134</b>
3.02 Reliability of police services.....	3.0.....	120	<i>Education and training</i> .....	4.0.....	112
3.03 Road traffic accidents/100,000 pop.* .....	27.5.....	106	11.01 Primary education enrollment, net %* .....	90.0.....	93
3.04 Business costs of terrorism .....	6.1.....	<b>38</b>	11.02 Secondary education enrollment, gross %* .....	38.0.....	122
			11.03 Quality of the educational system .....	4.5.....	<b>30</b>
<b>4th pillar: Health and hygiene</b> .....	<b>2.7</b> .....	<b>115</b>	11.04 Local availability specialized research & training... ..	3.6.....	103
4.01 Physician density/1,000 pop.* .....	0.2.....	117	11.05 Extent of staff training.....	3.8.....	81
4.02 Access to improved sanitation, % pop.* .....	40.0.....	115	<i>Availability of qualified labor</i> .....	2.7.....	136
4.03 Access to improved drinking water, % pop.* .....	80.0.....	112	11.06 Hiring and firing practices .....	2.6.....	136
4.04 Hospital beds/10,000 pop.* .....	17.0.....	92	11.07 Ease of hiring foreign labor .....	2.4.....	138
			11.08 HIV prevalence, % adult pop.* .....	14.3.....	136
<b>5th pillar: Prioritization of Travel &amp; Tourism</b> .....	<b>3.7</b> .....	<b>105</b>	11.09 Business impact of HIV/AIDS.....	3.1.....	129
5.01 Government prioritization of the T&T industry .....	5.4.....	61	11.10 Life expectancy, years* .....	51.2.....	133
5.02 T&T gov't expenditure, % gov't budget* .....	2.5.....	93			
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5.05 Timeliness of T&T data (0-18)* .....	3.0.....	112	12.02 Attitude of population toward foreign visitors .....	5.9.....	106
			12.03 Extension of business trips recommended .....	5.4.....	62
<b>6th pillar: Air transport infrastructure</b> .....	<b>2.1</b> .....	<b>127</b>	12.04 Degree of customer orientation.....	3.8.....	124
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6.03 Airline seat kms/week, int'l, millions* .....	20.5.....	116	13.01 No. of World Heritage natural sites* .....	2.....	<b>25</b>
6.04 Departures/1,000 pop.* .....	0.4.....	114	13.02 Quality of the natural environment.....	5.0.....	<b>47</b>
6.05 Airport density/million pop.* .....	0.3.....	102	13.03 Total known species* .....	886.....	<b>39</b>
6.06 No. of operating airlines* .....	12.0.....	107	13.04 Terrestrial biome protection (0-17%)* .....	17.0.....	<b>19</b>
6.07 International air transport network .....	3.7.....	116	13.05 Marine protected areas, %* .....	n/a.....	n/a
<b>7th pillar: Ground transport infrastructure</b> .....	<b>3.1</b> .....	<b>95</b>	<b>14th pillar: Cultural resources</b> .....	<b>1.7</b> .....	<b>105</b>
7.01 Quality of roads .....	3.2.....	94	14.01 No. of World Heritage cultural sites* .....	4.....	63
7.02 Quality of railroad infrastructure .....	2.4.....	74	14.02 Sports stadiums, seats/million pop.* .....	13,524.8.....	102
7.03 Quality of port infrastructure.....	4.4.....	61	14.03 No. of int'l fairs and exhibitions* .....	1.3.....	123
7.04 Quality of ground transport network .....	3.6.....	122	14.04 Creative industries exports, % of world total* .....	0.0.....	94
7.05 Road density/million pop.* .....	25.0.....	80			



# 2.2

## Data Tables





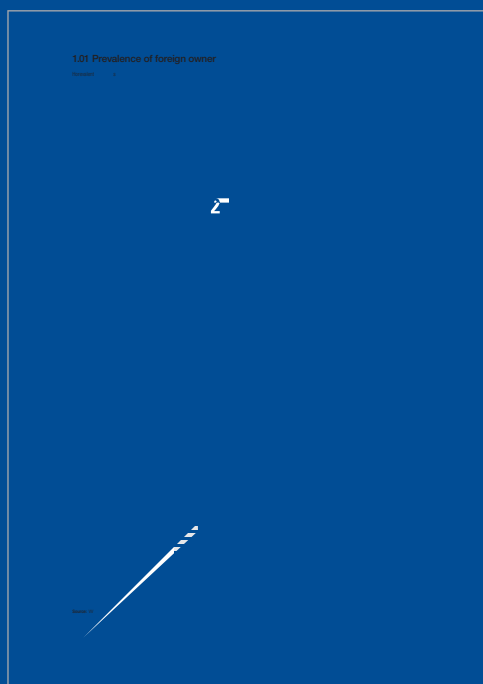
# How to Read

The following pages provide a list of variables included in the Travel and Tourism Competitiveness Index 2013 (TTCI) for the study. The tables are organized to correspond to the 14 indicators.

The number preceding each variable serves to identify the page number.

Two types of data sources are used: the Opinion Survey indicators and the international sources.

Page



Observation  
from  
Tourism  
the TTCI were  
organizations (for  
Monetary Fund, the  
ation Union, the World  
Organization, and so on) and,  
international sources.

Description and full source for each indicator are found in the Technical Notes and Appendix at the end of this Report.

When data are not available or are out of date, the value 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



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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	MEAN: 4.6	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 4.6	7
1	Luxembourg	6.5				71	Malawi	4.6			
2	Slovak Republic	6.1				72	Trinidad and Tobago	4.6			
3	Singapore	6.1				73	Indonesia	4.6			
4	United Kingdom	6.1				74	Brunei Darussalam	4.6			
5	Hong Kong SAR	6.0				75	Saudi Arabia	4.6			
6	New Zealand	6.0				76	Rwanda	4.6			
7	Ireland	5.8				77	Montenegro	4.6			
8	Australia	5.8				78	Cape Verde	4.6			
9	Panama	5.8				79	Jordan	4.6			
10	Canada	5.7				80	Mauritius	4.6			
11	Belgium	5.7				81	Brazil	4.5			
12	Uruguay	5.7				82	Paraguay	4.5			
13	Bahrain	5.7				83	India	4.5			
14	Chile	5.7				84	Portugal	4.4			
15	Switzerland	5.6				85	Bosnia and Herzegovina	4.4			
16	Hungary	5.6				86	Colombia	4.4			
17	Czech Republic	5.6				87	Lithuania	4.4			
18	France	5.6				88	Japan	4.4			
19	Barbados	5.5				89	Korea, Rep.	4.4			
20	Costa Rica	5.5				90	Greece	4.4			
21	Netherlands	5.5				91	Kenya	4.4			
22	Côte d'Ivoire	5.5				92	Cambodia	4.4			
23	Sweden	5.5				93	Zimbabwe	4.3			
24	Mexico	5.5				94	Tanzania	4.3			
25	Zambia	5.5				95	Armenia	4.3			
26	Estonia	5.4				96	Azerbaijan	4.3			
27	Finland	5.4				97	China	4.3			
28	Taiwan, China	5.4				98	Nicaragua	4.3			
29	Cameroon	5.4				99	Turkey	4.2			
30	Norway	5.3				100	Kazakhstan	4.1			
31	South Africa	5.3				101	Albania	4.1			
32	Uganda	5.3				102	Suriname	4.1			
33	United Arab Emirates	5.3				103	Burkina Faso	4.1			
34	Peru	5.3				104	Romania	4.1			
35	Botswana	5.3				105	Bulgaria	4.1			
36	Swaziland	5.3				106	Guinea	4.1			
37	Israel	5.3				107	Guyana	4.1			
38	Gambia, The	5.3				108	Croatia	4.0			
39	Denmark	5.2				109	Egypt	4.0			
40	Senegal	5.2				110	Vietnam	4.0			
41	Ghana	5.2				111	Madagascar	4.0			
42	Puerto Rico	5.2				112	Mali	4.0			
43	Germany	5.1				113	Ecuador	4.0			
44	Mongolia	5.1				114	Bangladesh	4.0			
45	Spain	5.1				115	Italy	4.0			
46	Austria	5.1				116	Pakistan	3.9			
47	Sri Lanka	5.1				117	Moldova	3.9			
48	Morocco	5.1				118	Georgia	3.9			
49	Namibia	5.1				119	Lebanon	3.9			
50	United States	5.0				120	Macedonia, FYR	3.8			
51	Sierra Leone	5.0				121	Serbia	3.8			
52	Malaysia	5.0				122	Tajikistan	3.6			
53	Dominican Republic	5.0				123	Ukraine	3.6			
54	Mozambique	5.0				124	Kyrgyz Republic	3.6			
55	Jamaica	5.0				125	Benin	3.5			
56	Seychelles	5.0				126	Venezuela	3.5			
57	Argentina	4.9				127	Bolivia	3.5			
58	Lesotho	4.9				128	Chad	3.4			
59	Latvia	4.9				129	Slovenia	3.4			
60	Guatemala	4.9				130	Russian Federation	3.4			
61	Honduras	4.9				131	Mauritania	3.3			
62	El Salvador	4.9				132	Ethiopia	3.3			
63	Qatar	4.9				133	Algeria	3.3			
64	Thailand	4.8				134	Kuwait	3.1			
65	Philippines	4.8				135	Iceland	3.1			
66	Nigeria	4.7				136	Haiti	3.0			
67	Cyprus	4.7				137	Nepal	3.0			
68	Oman	4.7				138	Burundi	2.8			
69	Malta	4.7				139	Yemen	2.4			
70	Poland	4.7				140	Iran, Islamic Rep.	2.2			

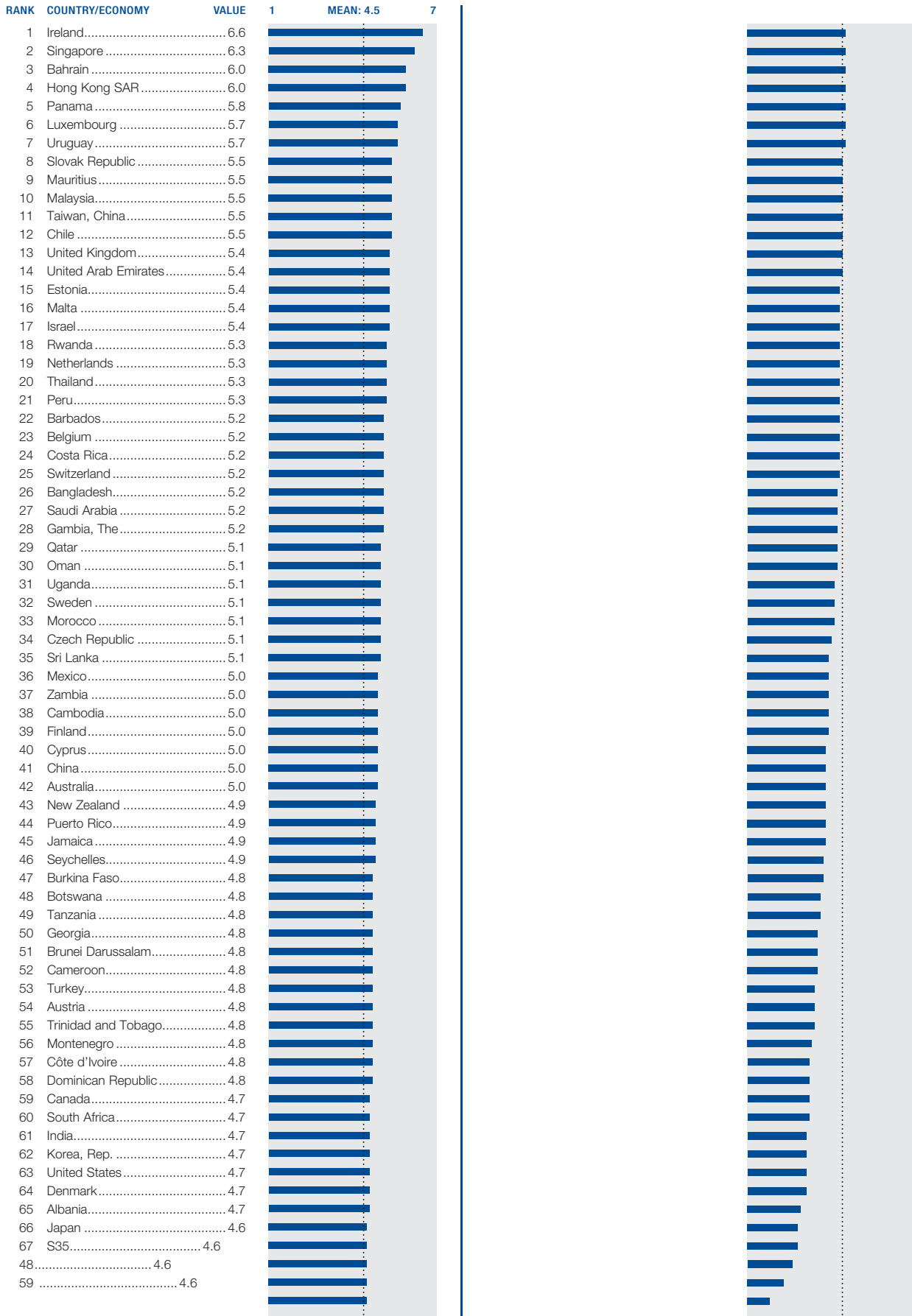
Source: World Economic Forum, Executive Opinion Survey

## 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	MEAN: 4.3	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 4.3	7
1	Finland.....	6.5				71	Greece.....	4.2			
2	Switzerland.....	6.4				72	Philippines.....	4.1			
3	Singapore.....	6.4				73	Slovak Republic.....	4.1			
4	Luxembourg.....	6.2				74	Czech Republic.....	4.1			
5	United Kingdom.....	6.2				75	Kazakhstan.....	4.1			
6	New Zealand.....	6.1				76	Senegal.....	4.1			
7	Hong Kong SAR.....	6.1				77	Ethiopia.....	4.1			
8	Canada.....	6.0				78	Uganda.....	4.1			
9	Netherlands.....	6.0				79	Trinidad and Tobago.....	4.1			
10	Norway.....	5.9				80	Indonesia.....	4.1			
11	Sweden.....	5.9				81	Swaziland.....	4.0			
12	Taiwan, China.....	5.9				82	Macedonia, FYR.....	4.0			
13	Austria.....	5.8				83	Egypt.....	4.0			
14	Germany.....	5.8				84	Cape Verde.....	4.0			
15	Japan.....	5.8				85	Azerbaijan.....	4.0			
16	Ireland.....	5.8				86	Malawi.....	3.9			
17	Puerto Rico.....	5.8				87	Dominican Republic.....	3.9			
18	France.....	5.7				88	Benin.....	3.9			
19	Bahrain.....	5.7				89	Ghana.....	3.9			
20	Saudi Arabia.....	5.6				90	Romania.....	3.9			
21	Malta.....	5.6				91	Hungary.....	3.8			
22	Qatar.....	5.5				92	Tajikistan.....	3.8			
23	Denmark.....	5.5				93	Cambodia.....	3.8			
24	Oman.....	5.5				94	Colombia.....	3.8			
25	Australia.....	5.5				95	Cameroon.....	3.8			
26	South Africa.....	5.4				96	Peru.....	3.8			
27	Barbados.....	5.4				97	El Salvador.....	3.8			
28	Malaysia.....	5.4				98	Croatia.....	3.8			
29	Israel.....	5.3				99	Guatemala.....	3.7			
30	Jordan.....	5.3				100	Thailand.....	3.7			
31	Belgium.....	5.3				101	Bangladesh.....	3.6			
32	Cyprus.....	5.2				102	Guyana.....	3.6			
33	United Arab Emirates.....	5.2				103	Tanzania.....	3.6			
34	Rwanda.....	5.2				104	Honduras.....	3.6			
35	Estonia.....	5.2				105	Mali.....	3.6			
36	Mauritius.....	5.2				106	Suriname.....	3.6			
37	Chile.....	5.2				107	Kenya.....	3.6			
38	Kuwait.....	5.1				108	Sierra Leone.....	3.6			
39	Iceland.....	5.1				109	Mozambique.....	3.5			
40	Namibia.....	5.1				110	Vietnam.....	3.5			
41	Uruguay.....	5.0				111	Nepal.....	3.5			
42	United States.....	5.0				112	Bulgaria.....	3.5			
43	Panama.....	4.9				113	Pakistan.....	3.5			
44	Gambia, The.....	4.9				114	Mauritania.....	3.4			
45	Botswana.....	4.9				115	Mongolia.....	3.4			
46	China.....	4.9				116	Nigeria.....	3.4			
47	Spain.....	4.8				117	Ecuador.....	3.4			
48	Portugal.....	4.8				118	Bosnia and Herzegovina.....	3.3			
49	Seychelles.....	4.7				119	Moldova.....	3.3			
50	Brazil.....	4.7				120	Nicaragua.....	3.3			
51	Korea, Rep.....	4.7				121	Yemen.....	3.3			
52	Morocco.....	4.6				122	Lesotho.....	3.3			
53	Montenegro.....	4.6				123	Côte d'Ivoire.....	3.2			
54	Iran, Islamic Rep.....	4.6				124	Guinea.....	3.2			
55	Brunei Darussalam.....	4.6				125	Bolivia.....	3.2			
56	Turkey.....	4.5				126	Albania.....	3.1			
57	Zambia.....	4.5				127	Serbia.....	3.1			
58	Costa Rica.....	4.5				128	Georgia.....	3.1			
59	Slovenia.....	4.4				129	Paraguay.....	3.0			
60	India.....	4.4				130	Russian Federation.....	2.8			
61	Poland.....	4.4				131	Ukraine.....	2.7			
62	Armenia.....	4.3				132	Argentina.....	2.6			
63	Sri Lanka.....	4.3				133	Zimbabwe.....	2.6			
64	Burkina Faso.....	4.3				134	Madagascar.....	2.6			
65	Lithuania.....	4.3				135	Chad.....	2.6			
66	Lebanon.....	4.3				136	Algeria.....	2.5			
67	Italy.....	4.3				137	Burundi.....	2.4			
68	Latvia.....	4.2				138	Kyrgyz Republic.....	2.4			
69	Mexico.....	4.2				139	Haiti.....	2.1			
70	Jamaica.....	4.2				140	Venezuela.....	1.8			

Source: World Economic Forum, Executive Opinion Survey



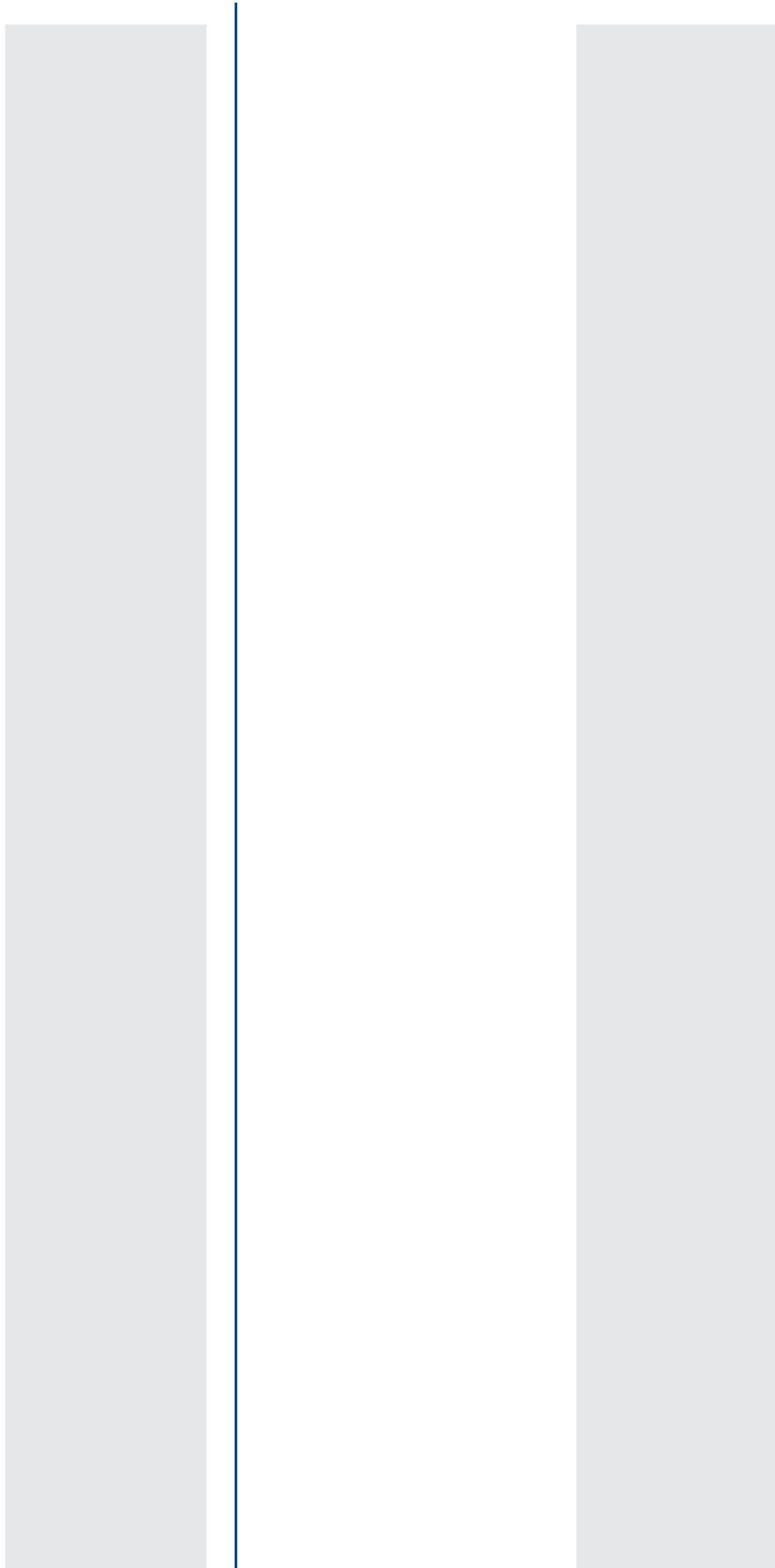


## 1.04 Visa requirements

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	RANK	COUNTRY/ECONOMY	VALUE
1	Haiti	191.0	58	Iceland	71.0
2	Ecuador	184.0	58	Italy	71.0
3	Malaysia	163.0	58	Latvia	71.0
4	Nicaragua	162.5	58	Lithuania	71.0
5	Singapore	161.0	58	Luxembourg	71.0
6	Georgia	159.8	58	Malta	71.0
7	Philippines	151.0	58	Netherlands	71.0
8	Kyrgyz Republic	148.7	58	Norway	71.0
9	Gambia, The	148.1	58	Poland	71.0
10	Hong Kong SAR	148.0	58	Portugal	71.0
11	Guyana	147.8	58	Romania	71.0
12	Uganda	145.7	58	Slovak Republic	71.0
13	Mali	142.1	58	Slovenia	71.0
14	Cape Verde	141.2	58	Spain	71.0
15	Vietnam	140.3	58	Sweden	71.0
16	Rwanda	139.7	58	Switzerland	71.0
17	Mozambique	139.4	58	Uruguay	71.0
18	Kenya	137.8	88	Lesotho	70.0
19	Madagascar	135.8	88	Venezuela	70.0
19	Seychelles	135.8	90	Bosnia and Herzegovina	69.0
21	Bolivia	134.0	90	Thailand	69.0
22	Zambia	130.0	92	Zimbabwe	67.4
23	Nepal	129.1	93	Morocco	67.0
24	Burundi	127.9	94	Brazil	65.0
25	Tanzania	122.9	95	Tajikistan	64.2
26	Korea, Rep.	113.0	96	Japan	63.0
27	Barbados	111.0	97	Bangladesh	62.0
28	Mauritius	105.2	97	Serbia	62.0
29	Jamaica	104.0	99	Mexico	60.5
30	Cambodia	102.1	100	Indonesia	60.1
31	Dominican Republic	102.0	101	Ukraine	59.1
32	Trinidad and Tobago	100.8	102	Albania	58.0
33	United Arab Emirates	99.0	103	New Zealand	57.0
34	Sri Lanka	97.0	104	Brunei Darussalam	55.5
35	Armenia	96.4	105	Paraguay	55.0
36	Jordan	96.2	106	Canada	54.0
37	Turkey	94.7	107	Namibia	53.0
38	Botswana	94.0	108	Oman	52.9
39	Peru	92.0	109	Moldova	48.0
40	Israel	91.0	110	Senegal	45.0
41	Egypt	89.7	111	Burkina Faso	41.2
42	Costa Rica	89.0	112	Taiwan, China	41.0
42	Ireland	89.0	113	Puerto Rico	38.0
44	Chile	88.0	114	Kuwait	34.4
44	Colombia	88.0	115	Australia	28.5
46	United Kingdom	87.0	116	Qatar	28.1
47	El Salvador	83.0	117	Suriname	27.7
47	Guatemala	83.0	118	Ethiopia	26.5
47	Honduras	83.0	119	Russian Federation	26.0
50	Argentina	81.0	120	Bahrain	23.0
51	Swaziland	78.6	121	United States	22.0
52	Macedonia, FYR	77.0	122	Benin	21.0
53	South Africa	76.0	122	Guinea	21.0
54	Lebanon	73.1	124	Côte d'Ivoire	20.0
55	Montenegro	73.0	125	Ghana	17.0
55	Panama	73.0	126	Nigeria	15.0
57	Malawi	72.7	126	Sierra Leone	15.0
58	Austria	71.0	128	Mongolia	14.0
58	Belgium	71.0	129	Kazakhstan	12.0
58	Bulgaria	71.0	130	Algeria	11.0
58	Croatia	71.0	130	Chad	11.0
58	Cyprus	71.0	132	India	10.7
58	Czech Republic	71.0	133	Azerbaijan	9.0
58	Denmark	71.0	133	Yemen	9.0
58	Estonia	71.0	135	Mauritania	8.0
58	Finland	71.0	136	Pakistan	7.0
58	France	71.0	137	Cameroon	5.0
58	Germany	71.0	137	Saudi Arabia	5.0
58	Greece	71.0	139	China	3.0
58	Hungary	71.0	140	Iran, Islamic Rep.	1.0

Source: United Nations World Tourism Organization



## 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	MEAN: 4.3	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 4.3	7
1	Singapore	6.2				71	Cameroon	4.2			
2	Finland	6.1				72	Latvia	4.2			
3	New Zealand	6.0				73	Brunei Darussalam	4.2			
4	Hong Kong SAR	5.9				74	Macedonia, FYR	4.2			
5	Switzerland	5.9				75	Spain	4.2			
6	Taiwan, China	5.6				76	Slovak Republic	4.2			
7	Rwanda	5.5				77	Honduras	4.2			
8	Sweden	5.5				78	Guyana	4.2			
9	Qatar	5.5				79	Puerto Rico	4.2			
10	Luxembourg	5.5				80	Indonesia	4.2			
11	Canada	5.4				81	Colombia	4.1			
12	Bahrain	5.4				82	Senegal	4.1			
13	United Kingdom	5.3				83	Namibia	4.1			
14	Netherlands	5.3				84	Paraguay	4.1			
15	Chile	5.3				85	Kyrgyz Republic	4.1			
16	Armenia	5.2				86	Peru	4.1			
17	Malaysia	5.2				87	Thailand	4.0			
18	Barbados	5.2				88	Ghana	4.0			
19	Estonia	5.1				89	Brazil	4.0			
20	Austria	5.1				90	Tanzania	4.0			
21	United Arab Emirates	5.1				91	Croatia	4.0			
22	Japan	5.1				92	Cambodia	4.0			
23	Norway	5.1				93	Ecuador	4.0			
24	Iceland	5.0				94	Philippines	4.0			
25	Oman	5.0				95	Czech Republic	4.0			
26	Uruguay	5.0				96	Trinidad and Tobago	3.9			
27	Germany	5.0				97	Vietnam	3.9			
28	Ireland	5.0				98	Bangladesh	3.9			
29	Australia	4.9				99	Mongolia	3.9			
30	Montenegro	4.9				100	Malawi	3.9			
31	Cyprus	4.9				101	Poland	3.8			
32	Kazakhstan	4.9				102	Kenya	3.8			
33	Panama	4.8				103	Côte d'Ivoire	3.8			
34	Saudi Arabia	4.8				104	Lebanon	3.8			
35	South Africa	4.8				105	Benin	3.8			
36	Georgia	4.8				106	Pakistan	3.8			
37	Seychelles	4.8				107	Kuwait	3.8			
38	Slovenia	4.7				108	Serbia	3.8			
39	Turkey	4.7				109	Bosnia and Herzegovina	3.8			
40	Guatemala	4.7				110	Egypt	3.8			
41	Mauritius	4.7				111	Sierra Leone	3.8			
42	Botswana	4.7				112	Hungary	3.8			
43	Gambia, The	4.7				113	Nepal	3.8			
44	Denmark	4.7				114	Mali	3.7			
45	Zambia	4.6				115	Jamaica	3.7			
46	France	4.6				116	Nicaragua	3.7			
47	Lithuania	4.6				117	Suriname	3.7			
48	Azerbaijan	4.5				118	Greece	3.7			
49	China	4.5				119	Ukraine	3.6			
50	Costa Rica	4.5				120	Russian Federation	3.6			
51	Morocco	4.4				121	El Salvador	3.6			
52	Israel	4.4				122	Guinea	3.6			
53	Jordan	4.4				123	Iran, Islamic Rep.	3.6			
54	United States	4.4				124	Bulgaria	3.6			
55	Malta	4.4				125	Ethiopia	3.5			
56	Cape Verde	4.4				126	Bolivia	3.5			
57	Uganda	4.4				127	Mauritania	3.5			
58	Burkina Faso	4.4				128	Swaziland	3.5			
59	Moldova	4.4				129	Korea, Rep.	3.3			
60	Belgium	4.4				130	Burundi	3.3			
61	Nigeria	4.4				131	Lesotho	3.3			
62	Mexico	4.4				132	Romania	3.3			
63	India	4.3				133	Argentina	3.2			
64	Sri Lanka	4.3				134	Chad	3.1			
65	Albania	4.3				135	Italy	3.1			
66	Tajikistan	4.3				136	Yemen	3.1			
67	Dominican Republic	4.3				137	Madagascar	3.0			
68	Mozambique	4.3				138	Venezuela	3.0			
69	Portugal	4.3				139	Haiti	2.6			
70	Zimbabwe	4.3				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	RANK	COUNTRY/ECONOMY	VALUE
1	New Zealand	1	71	Latvia	16
2	Australia	2	71	Slovak Republic	16
2	Georgia	2	71	Sweden	16
2	Macedonia, FYR	2	74	El Salvador	17
5	Hong Kong SAR	3	74	Zambia	17
5	Rwanda	3	76	Barbados	18
5	Singapore	3	76	Bulgaria	18
8	Albania	4	76	Russian Federation	18
8	Belgium	4	76	Switzerland	18
10	Canada	5	80	Bangladesh	19
10	Hungary	5	80	Dominican Republic	19
10	Iceland	5	80	Kazakhstan	19
10	Netherlands	5	80	Luxembourg	19
10	Portugal	5	80	Mauritania	19
10	Senegal	5	80	South Africa	19
16	Denmark	6	86	Czech Republic	20
16	Italy	6	86	Guyana	20
16	Malaysia	6	86	Lithuania	20
16	Mauritius	6	89	Israel	21
16	Puerto Rico	6	89	Pakistan	21
16	Slovenia	6	89	Saudi Arabia	21
16	Turkey	6	92	Ukraine	22
16	United States	6	93	Japan	23
24	Egypt	7	94	Lesotho	24
24	Estonia	7	94	Tajikistan	24
24	France	7	96	Algeria	25
24	Jamaica	7	96	Austria	25
24	Korea, Rep.	7	98	Argentina	26
24	Norway	7	98	Benin	26
24	Panama	7	98	Peru	26
24	Sri Lanka	7	98	Tanzania	26
24	Uruguay	7	102	Gambia, The	27
33	Armenia	8	102	India	27
33	Azerbaijan	8	104	Spain	28
33	Burundi	8	105	Nepal	29
33	Chile	8	105	Thailand	29
33	Cyprus	8	107	Côte d'Ivoire	32
33	Madagascar	8	107	Kenya	32
33	Mali	8	107	Kuwait	32
33	Oman	8	107	Poland	32
33	United Arab Emirates	8	111	China	33
42	Bahrain	9	111	Uganda	33
42	Croatia	9	113	Nigeria	34
42	Lebanon	9	113	Vietnam	34
42	Mexico	9	115	Guinea	35
42	Moldova	9	115	Paraguay	35
42	Qatar	9	117	Philippines	36
48	Ireland	10	118	Bosnia and Herzegovina	37
48	Kyrgyz Republic	10	119	Malawi	39
48	Montenegro	10	119	Nicaragua	39
48	Romania	10	119	Seychelles	39
48	Taiwan, China	10	122	Guatemala	40
53	Cape Verde	11	122	Malta	40
53	Greece	11	122	Yemen	40
55	Ghana	12	125	Trinidad and Tobago	41
55	Jordan	12	126	Indonesia	47
55	Mongolia	12	127	Bolivia	50
55	Morocco	12	128	Ecuador	56
55	Serbia	12	128	Swaziland	56
55	Sierra Leone	12	130	Costa Rica	60
61	Burkina Faso	13	131	Botswana	61
61	Colombia	13	132	Chad	62
61	Iran, Islamic Rep.	13	133	Namibia	66
61	Mozambique	13	134	Cambodia	85
61	United Kingdom	13	135	Zimbabwe	90
66	Finland	14	136	Brunei Darussalam	101
66	Honduras	14	137	Haiti	105
68	Cameroon	15	138	Brazil	119
68	Ethiopia	15	139	Venezuela	144
68	Germany	15	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	RANK	COUNTRY/ECONOMY	VALUE
1	Slovenia	0.0	71	Pakistan	9.9
2	Denmark	0.2	72	Mexico	10.1
3	Ireland	0.3	73	Egypt	10.2
3	South Africa	0.3	74	Turkey	10.5
5	Canada	0.4	75	Peru	10.6
5	New Zealand	0.4	76	Brunei Darussalam	10.7
7	Sweden	0.5	77	Madagascar	10.8
8	Kazakhstan	0.6	78	Costa Rica	11.4
8	Singapore	0.6	79	Algeria	12.1
10	Australia	0.7	80	Argentina	12.3
10	Bahrain	0.7	81	Cyprus	12.4
10	Trinidad and Tobago	0.7	82	Lesotho	13.0
10	United Kingdom	0.7	83	Jordan	13.8
14	France	0.9	84	Guyana	13.9
14	Puerto Rico	0.9	85	Seychelles	14.3
16	Finland	1.0	86	Poland	14.4
17	Bulgaria	1.1	87	Korea, Rep.	14.6
17	Kuwait	1.1	88	Bosnia and Herzegovina	14.9
17	Lithuania	1.1	88	Cape Verde	14.9
20	United States	1.4	90	Malaysia	15.1
21	Ukraine	1.5	91	Morocco	15.5
22	Botswana	1.6	92	Italy	16.5
22	Estonia	1.6	93	Dominican Republic	17.3
22	Montenegro	1.6	94	Philippines	18.1
25	Norway	1.7	95	Burundi	18.3
26	Slovak Republic	1.8	96	Ghana	18.5
27	Hong Kong SAR	1.9	96	Namibia	18.5
27	Luxembourg	1.9	98	Sri Lanka	19.1
27	Macedonia, FYR	1.9	99	Mozambique	19.7
30	Russian Federation	2.0	100	Greece	20.5
31	China	2.1	101	Albania	22.1
31	Switzerland	2.1	102	Indonesia	22.7
33	Azerbaijan	2.3	103	Swaziland	24.1
33	Latvia	2.3	104	Uruguay	24.3
33	Portugal	2.3	105	Bangladesh	25.1
36	Mongolia	2.4	106	Zambia	26.6
36	Taiwan, China	2.4	107	Tajikistan	27.1
38	Armenia	2.5	108	Venezuela	27.7
39	Oman	2.6	109	Tanzania	28.2
40	Kyrgyz Republic	2.8	110	Ecuador	29.9
40	Romania	2.8	111	Nepal	33.0
42	Iceland	3.0	112	Cameroon	35.8
43	Iran, Islamic Rep.	3.3	113	Kenya	40.4
43	Mauritius	3.3	114	Honduras	45.9
45	Georgia	3.8	115	El Salvador	46.7
46	Israel	4.0	116	Burkina Faso	46.8
47	Rwanda	4.3	116	Paraguay	46.8
48	Chile	4.5	118	Mauritania	47.6
49	Spain	4.7	119	Guatemala	48.1
50	Brazil	4.8	120	India	49.8
51	Austria	4.9	121	Nigeria	60.4
51	Germany	4.9	122	Senegal	64.4
51	Qatar	4.9	123	Lebanon	67.0
54	Saudi Arabia	5.0	124	Yemen	71.9
55	Netherlands	5.1	125	Bolivia	74.1
56	Belgium	5.2	126	Uganda	76.7
57	Moldova	5.7	127	Sierra Leone	80.4
58	United Arab Emirates	6.0	128	Malawi	83.7
59	Jamaica	6.7	129	Mali	86.2
59	Thailand	6.7	130	Guinea	96.9
61	Barbados	7.2	131	Cambodia	100.5
62	Colombia	7.3	132	Nicaragua	100.6
62	Croatia	7.3	133	Zimbabwe	107.0
64	Japan	7.5	134	Suriname	110.9
65	Serbia	7.7	135	Benin	126.8
66	Czech Republic	8.2	136	Côte d'Ivoire	130.0
67	Vietnam	8.7	137	Ethiopia	135.3
68	Panama	8.8	138	Gambia, The	158.7
69	Hungary	8.9	139	Chad	202.0
69	Malta	8.9	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	RANK	COUNTRY/ECONOMY	VALUE
1	Namibia	97.1	68	Luxembourg	53.1
2	Trinidad and Tobago	94.9	68	Netherlands	53.1
3	Burundi	87.5	68	Spain	53.1
3	Moldova	87.5	68	United Kingdom	53.1
5	Finland	87.0	75	Armenia	52.9
6	United States	86.8	75	Georgia	52.9
7	Albania	84.9	77	Korea, Rep.	52.8
7	Chad	84.9	78	Australia	52.4
9	Benin	82.7	78	Switzerland	52.4
9	Côte d'Ivoire	82.7	80	Belgium	51.6
11	Mongolia	81.3	81	Mauritius	51.1
12	Turkey	78.9	82	Colombia	50.7
12	Uganda	78.9	82	Guyana	50.7
14	Haiti	77.2	82	Panama	50.7
14	Rwanda	77.2	85	Chile	50.0
16	Iceland	75.2	85	Slovak Republic	50.0
17	Argentina	75.0	87	Czech Republic	49.5
17	Estonia	75.0	88	Bolivia	48.5
17	Gambia, The	75.0	88	Bulgaria	48.5
17	Kyrgyz Republic	75.0	88	Nicaragua	48.5
17	Malawi	75.0	88	Thailand	48.5
17	New Zealand	75.0	92	Italy	48.4
17	Nigeria	75.0	92	Portugal	48.4
17	Norway	75.0	94	Croatia	47.5
17	Sierra Leone	75.0	95	El Salvador	47.1
17	Uruguay	75.0	96	Japan	46.0
17	Zambia	75.0	97	Lithuania	45.2
28	Paraguay	74.8	98	Botswana	44.7
29	Saudi Arabia	74.5	98	Senegal	44.7
30	Jordan	74.1	100	Honduras	44.1
31	Zimbabwe	73.5	100	Qatar	44.1
32	Ecuador	72.8	100	Slovenia	44.1
32	Ghana	72.8	103	Mexico	43.8
32	Hungary	72.8	104	Sri Lanka	38.6
32	Suriname	72.8	105	Israel	38.1
32	Venezuela	72.8	106	Cameroon	36.4
37	Morocco	72.6	106	Dominican Republic	36.4
38	Jamaica	72.2	108	Hong Kong SAR	35.9
39	China	71.7	109	Bangladesh	33.1
39	Swaziland	71.7	110	Kuwait	25.0
41	Cambodia	69.1	111	Costa Rica	24.3
42	South Africa	68.8	111	Pakistan	24.3
43	Sweden	68.4	113	Lesotho	23.5
43	United Arab Emirates	68.4	114	India	18.2
45	Indonesia	66.7	114	Peru	18.2
45	Nepal	66.7	116	Brazil	16.5
45	Oman	66.7	117	Bahrain	0.0
48	Canada	66.2	117	Barbados	0.0
48	Mali	66.2	117	Brunei Darussalam	0.0
48	Vietnam	66.2	117	Cyprus	0.0
51	Latvia	65.4	117	Madagascar	0.0
52	Austria	64.7	117	Mozambique	0.0
53	Romania	62.9	n/a	Algeria	n/a
54	Guinea	62.5	n/a	Azerbaijan	n/a
55	Burkina Faso	62.3	n/a	Bosnia and Herzegovina	n/a
55	Kenya	62.3	n/a	Cape Verde	n/a
55	Philippines	62.3	n/a	Ethiopia	n/a
58	Egypt	60.7	n/a	Iran, Islamic Rep.	n/a
58	Guatemala	60.7	n/a	Kazakhstan	n/a
58	Poland	60.7	n/a	Lebanon	n/a
61	Singapore	59.0	n/a	Macedonia, FYR	n/a
62	Mauritania	57.0	n/a	Montenegro	n/a
63	France	56.3	n/a	Puerto Rico	n/a
64	Tanzania	55.2	n/a	Russian Federation	n/a
65	Greece	54.7	n/a	Serbia	n/a
66	Malaysia	54.6	n/a	Seychelles	n/a
66	Malta	54.6	n/a	Taiwan, China	n/a
68	Denmark	53.1	n/a	Tajikistan	n/a
68	Germany	53.1	n/a	Ukraine	n/a
68	Ireland	53.1	n/a	Yemen	n/a

Source: The World Bank Institute

2nd pillar

Environmental sustainability

RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 4.1	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 4.1	7
1	Germany	6.4				71	Jordan	3.9			
2	Finland	6.4				72	Kenya	3.9			
3	Switzerland	6.3				73	Sri Lanka	3.9			
4	Austria	6.3				74	Iran, Islamic Rep.	3.8			
5	Denmark	6.1				75	Ecuador	3.8			
6	Sweden	6.1				76	Indonesia	3.8			
7	Luxembourg	6.1				77	Tanzania	3.8			
8	Netherlands	6.0				78	Thailand	3.8			
9	New Zealand	6.0				79	Peru	3.7			
10	Japan	5.9				80	Macedonia, FYR	3.7			
11	Norway	5.9				81	Swaziland	3.7			
12	Rwanda	5.9				82	Cambodia	3.7			
13	Belgium	5.8				83	Greece	3.7			
14	Australia	5.8				84	Turkey	3.7			
15	Seychelles	5.8				85	Kazakhstan	3.7			
16	Ireland	5.6				86	Zimbabwe	3.7			
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									



## 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	MEAN: 3.8	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 3.8	7
1	Finland.....	6.4	██████████			71	Swaziland .....	3.6	██████████		
2	Switzerland .....	6.2	██████████			72	Indonesia .....	3.6	██████████		
3	Germany.....	6.2	██████████			73	Mauritius.....	3.6	██████████		
4	Denmark.....	6.1	██████████			74	Thailand.....	3.6	██████████		
5	Sweden .....	6.1	██████████			75	Croatia.....	3.5	██████████		
6	Netherlands .....	5.9	██████████			76	Hungary.....	3.5	██████████		
7	Austria.....	5.9	██████████			77	Mexico.....	3.5	██████████		
8	Luxembourg .....	5.9	██████████			78	Turkey.....	3.5	██████████		
9	New Zealand .....	5.9	██████████			79	Malawi .....	3.5	██████████		
10	Rwanda .....	5.8	██████████			80	India.....	3.5	██████████		
11	Norway .....	5.8	██████████			81	Chad.....	3.4	██████████		
12	Japan .....	5.7	██████████			82	Ecuador.....	3.4	██████████		
13	Singapore.....	5.7	██████████			83	Ghana.....	3.4	██████████		
14	Australia.....	5.7	██████████			84	Italy.....	3.4	██████████		
15	Seychelles.....	5.5	██████████			85	Morocco.....	3.4	██████████		
16	Oman .....	5.5	██████████			86	Macedonia, FYR.....	3.4	██████████		
17	Belgium .....	5.5	██████████			87	Zimbabwe.....	3.4	██████████		
18	United Kingdom.....	5.4	██████████			88	Jamaica.....	3.4	██████████		
19	United Arab Emirates.....	5.3	██████████			89	Panama .....	3.4	██████████		
20	Iceland.....	5.3	██████████			90	Kazakhstan.....	3.4	██████████		
21	Ireland.....	5.3	██████████			91	Bolivia .....	3.3	██████████		
22	United States.....	5.2	██████████			92	Philippines .....	3.3	██████████		
23	Qatar .....	5.2	██████████			93	Bulgaria .....	3.2	██████████		
24	Canada.....	5.2	██████████			94	Burkina Faso.....	3.2	██████████		
25	Estonia.....	5.2	██████████			95	Cape Verde .....	3.2	██████████		
26	Puerto Rico.....	5.2	██████████			96	Colombia .....	3.2	██████████		
27	Malaysia.....	4.9	██████████			97	Nigeria .....	3.2	██████████		
28	France .....	4.8	██████████			98	Senegal .....	3.2	██████████		
29	Gambia, The.....	4.8	██████████			99	Peru.....	3.1	██████████		
30	Czech Republic .....	4.7	██████████			100	Nepal.....	3.1	██████████		
31	Taiwan, China.....	4.7	██████████			101	Romania .....	3.0	██████████		
32	Saudi Arabia .....	4.6	██████████			102	Benin .....	3.0	██████████		
33	Brunei Darussalam.....	4.5	██████████			103	Cameroon.....	3.0	██████████		
34	Spain .....	4.5	██████████			104	Greece.....	2.9	██████████		
35	Botswana .....	4.5	██████████			105	Paraguay .....	2.9	██████████		
36	Bahrain .....	4.5	██████████			106	Guatemala .....	2.9	██████████		
37	Costa Rica.....	4.4	██████████			107	Dominican Republic.....	2.9	██████████		
38	Chile .....	4.4	██████████			108	Lesotho .....	2.9	██████████		
39	Barbados.....	4.4	██████████			109	Bosnia and Herzegovina.....	2.9	██████████		
40	Korea, Rep. ....	4.4	██████████			110	Sierra Leone .....	2.9	██████████		
41	Uruguay.....	4.3	██████████			111	Mali.....	2.9	██████████		
42	Portugal.....	4.3	██████████			112	Kuwait .....	2.9	██████████		
43	Namibia .....	4.3	██████████			113	Vietnam .....	2.9	██████████		
44	Slovenia.....	4.3	██████████			114	Ukraine .....	2.8	██████████		
45	Israel .....	4.3	██████████			115	Russian Federation .....	2.8	██████████		
46	Lithuania.....	4.2	██████████			116	Pakistan.....	2.8	██████████		
47	Latvia.....	4.2	██████████			117	Mozambique.....	2.8	██████████		
48	Poland.....	4.2	██████████			118	Moldova.....	2.8	██████████		
49	Brazil.....	4.1	██████████			119	Trinidad and Tobago.....	2.8	██████████		
50	Zambia .....	4.0	██████████			120	Armenia .....	2.8	██████████		
51	Montenegro .....	4.0	██████████			121	Suriname .....	2.8	██████████		
52	Cyprus.....	4.0	██████████			122	Serbia .....	2.7	██████████		
53	Hong Kong SAR.....	3.9	██████████			123	Uganda.....	2.7	██████████		
54	Azerbaijan.....	3.9	██████████			124	Madagascar.....	2.7	██████████		
55	Malta .....	3.9	██████████			125	Egypt .....	2.7	██████████		
56	Sri Lanka .....	3.9	██████████			126	Bangladesh.....	2.7	██████████		
57	Guyana .....	3.9	██████████			127	Guinea.....	2.6	██████████		
58	Tajikistan.....	3.9	██████████			128	Venezuela .....	2.6	██████████		
59	Kenya .....	3.8	██████████			129	Argentina .....	2.6	██████████		
60	South Africa.....	3.8	██████████			130	Albania.....	2.6	██████████		
61	Slovak Republic.....	3.8	██████████			131	El Salvador.....	2.5	██████████		
62	Ethiopia.....	3.8	██████████			132	Mauritania .....	2.5	██████████		
63	China.....	3.7	██████████			133	Burundi .....	2.2	██████████		
64	Cambodia.....	3.7	██████████			134	Kyrgyz Republic.....	2.1	██████████		
65	Tanzania.....	3.7	██████████			135	Côte d'Ivoire.....	2.1	██████████		
66	Jordan.....	3.7	██████████			136	Algeria .....	2.0	██████████		
67	Nicaragua.....	3.7	██████████			137	Lebanon .....	1.9	██████████		
68	Honduras.....	3.7	██████████			138	Mongolia.....	1.9	██████████		
69	Georgia.....	3.6	██████████			139	Yemen.....	1.8	██████████		
70	Iran, Islamic Rep. ....	3.6	██████████			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	MEAN: 4.3	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 4.3	7
1	United Arab Emirates	6.2				71	Denmark	4.4			
2	New Zealand	6.1				72	Egypt	4.4			
3	Singapore	6.0				73	Uganda	4.3			
4	Rwanda	5.9				74	Indonesia	4.3			
5	Barbados	5.7				75	Ethiopia	4.3			
6	Oman	5.7				76	Tajikistan	4.3			
7	Switzerland	5.6				77	Cape Verde	4.3			
8	Malaysia	5.6				78	Albania	4.2			
9	Costa Rica	5.6				79	Nicaragua	4.2			
10	Austria	5.5				80	Latvia	4.1			
11	Morocco	5.5				81	Slovenia	4.1			
12	Finland	5.5				82	Honduras	4.1			
13	Gambia, The	5.5				83	Philippines	4.1			
14	Seychelles	5.5				84	Mozambique	4.1			
15	Qatar	5.3				85	Korea, Rep.	4.1			
16	Montenegro	5.3				86	India	4.1			
17	Iceland	5.3				87	Ghana	4.1			
18	Kenya	5.3				88	Nepal	4.1			
19	Namibia	5.2				89	Swaziland	4.1			
20	Botswana	5.2				90	Suriname	4.0			
21	Ireland	5.1				91	Argentina	4.0			
22	Uruguay	5.1				92	Senegal	4.0			
23	Sweden	5.1				93	Brazil	3.9			
24	Taiwan, China	5.1				94	Zimbabwe	3.9			
25	Mauritius	5.1				95	Kazakhstan	3.9			
26	Spain	5.1				96	Sierra Leone	3.9			
27	Panama	5.1				97	Malawi	3.9			
28	Puerto Rico	5.1				98	Czech Republic	3.9			
29	Mali	5.0				99	Macedonia, FYR	3.8			
30	Canada	5.0				100	Bulgaria	3.8			
31	France	5.0				101	Chad	3.8			
32	United States	5.0				102	Hungary	3.8			
33	United Kingdom	5.0				103	Armenia	3.8			
34	South Africa	5.0				104	El Salvador	3.8			
35	Jamaica	4.9				105	Vietnam	3.8			
36	Australia	4.9				106	Greece	3.7			
37	Hong Kong SAR	4.9				107	Poland	3.7			
38	Thailand	4.9				108	Nigeria	3.6			
39	Sri Lanka	4.9				109	Madagascar	3.6			
40	Luxembourg	4.9				110	Lesotho	3.6			
41	Azerbaijan	4.9				111	Lithuania	3.6			
42	Cambodia	4.9				112	Bosnia and Herzegovina	3.6			
43	Germany	4.9				113	Trinidad and Tobago	3.5			
44	Zambia	4.9				114	Serbia	3.5			
45	Malta	4.8				115	Guatemala	3.4			
46	Netherlands	4.8				116	Cameroon	3.4			
47	Georgia	4.8				117	Guinea	3.4			
48	Saudi Arabia	4.8				118	Iran, Islamic Rep.	3.4			
49	Turkey	4.8				119	Italy	3.4			
50	Guyana	4.8				120	Paraguay	3.4			
51	Brunei Darussalam	4.8				121	Bolivia	3.4			
52	Estonia	4.8				122	Mauritania	3.2			
53	Peru	4.8				123	Benin	3.2			
54	Portugal	4.8				124	Slovak Republic	3.2			
55	Norway	4.7				125	Lebanon	3.2			
56	Bahrain	4.7				126	Russian Federation	3.2			
57	Dominican Republic	4.7				127	Burundi	3.2			
58	China	4.7				128	Ukraine	3.2			
59	Cyprus	4.7				129	Romania	3.2			
60	Belgium	4.7				130	Côte d'Ivoire	3.2			
61	Mexico	4.6				131	Bangladesh	3.0			
62	Colombia	4.6				132	Mongolia	3.0			
63	Japan	4.5				133	Pakistan	3.0			
64	Jordan	4.5				134	Moldova	2.9			
65	Ecuador	4.5				135	Haiti	2.8			
66	Tanzania	4.5				136	Kyrgyz Republic	2.5			
67	Croatia	4.5				137	Yemen	2.5			
68	Israel	4.5				138	Algeria	2.3			
69	Burkina Faso	4.4				139	Kuwait	2.3			
70	Chile	4.4				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	RANK	COUNTRY/ECONOMY	VALUE
1	Burundi	0.0	71	Thailand	4.2
2	Mali	0.0	72	Mexico	4.3
3	Chad	0.0	73	Chile	4.4
4	Rwanda	0.1	74	Romania	4.4
5	Malawi	0.1	75	Lithuania	4.5
6	Ethiopia	0.1	76	Jamaica	4.5
7	Madagascar	0.1	77	Suriname	4.7
8	Mozambique	0.1	78	Puerto Rico <sup>1</sup>	4.8
9	Uganda	0.1	79	Argentina	4.8
10	Burkina Faso	0.1	80	Barbados	5.0
11	Nepal	0.1	81	Israel	5.2
12	Guinea	0.1	82	Croatia	5.3
13	Zambia	0.2	83	Switzerland	5.3
14	Tanzania	0.2	84	Portugal	5.3
15	Sierra Leone	0.2	85	China	5.3
16	Haiti	0.3	86	Sweden	5.3
17	Gambia, The	0.3	87	Azerbaijan	5.4
18	Kenya	0.3	88	Hungary	5.4
19	Cameroon	0.3	89	Hong Kong SAR	5.5
20	Bangladesh	0.3	90	Macedonia, FYR	5.8
21	Cambodia	0.3	91	France	5.9
22	Ghana	0.4	92	Venezuela	6.1
23	Côte d'Ivoire	0.4	93	Malta	6.2
24	Senegal	0.4	94	Bulgaria	6.6
25	Tajikistan	0.5	95	Singapore	6.7
26	Benin	0.5	96	Serbia	6.8
27	Sri Lanka	0.6	97	Slovak Republic	6.9
28	Mauritania	0.6	98	Ukraine	7.0
29	Cape Verde	0.6	99	Iceland	7.0
30	Nigeria	0.6	100	Spain	7.2
31	Paraguay	0.7	101	Italy	7.4
32	Zimbabwe	0.7	102	Iran, Islamic Rep.	7.4
33	Nicaragua	0.8	103	Malaysia	7.6
34	Guatemala	0.9	104	New Zealand	7.8
35	Philippines	0.9	105	Seychelles	7.8
36	Pakistan	1.0	106	Cyprus	7.9
37	El Salvador	1.0	107	Austria	8.1
38	Yemen	1.0	108	Bosnia and Herzegovina	8.3
39	Swaziland	1.1	109	Poland	8.3
40	Kyrgyz Republic	1.2	110	Denmark	8.4
41	Georgia	1.2	111	Slovenia	8.5
42	Honduras	1.2	112	United Kingdom	8.5
43	Albania	1.3	113	Greece	8.7
44	Bolivia	1.3	114	South Africa	8.9
45	Moldova	1.3	115	Japan	9.5
46	Peru	1.4	116	Germany	9.6
47	India	1.5	117	Belgium	9.8
48	Vietnam	1.5	118	Ireland	9.9
49	Colombia	1.5	119	Korea, Rep.	10.4
50	Morocco	1.5	120	Norway	10.5
51	Indonesia	1.7	121	Netherlands	10.6
52	Costa Rica	1.8	122	Finland	10.6
53	Armenia	1.8	123	Taiwan, China <sup>1</sup>	10.7
54	Namibia	1.8	124	Czech Republic	11.2
55	Ecuador	1.9	125	Russian Federation	12.0
56	Panama	2.0	126	Estonia	13.6
57	Guyana	2.0	127	Kazakhstan	15.1
58	Brazil	2.1	128	Canada	16.3
59	Dominican Republic	2.2	129	Saudi Arabia	16.6
60	Botswana	2.5	130	Oman	17.3
61	Uruguay	2.5	131	United States	18.0
62	Egypt	2.7	132	Australia	18.6
63	Montenegro	3.1	133	Bahrain	21.4
64	Mauritius	3.1	134	Luxembourg	21.5
65	Algeria	3.2	135	United Arab Emirates	25.0
66	Latvia	3.3	136	Brunei Darussalam	27.5
67	Jordan	3.7	137	Kuwait	30.1
68	Turkey	4.0	138	Trinidad and Tobago	37.4
69	Mongolia	4.1	139	Qatar	49.1
70	Lebanon	4.1	n/a	Lesotho	n/a

Source: The World Bank, *World Development Indicators* (September 2012 edition)

<sup>1</sup> 2010

## 2.05 Particulate matter concentration (PM<sub>10</sub>)

Urban population-weighted PM<sub>10</sub> micrograms per cubic meter | 2009 or most recent

RANK	COUNTRY/ECONOMY	VALUE	RANK	COUNTRY/ECONOMY	VALUE
1	Venezuela	8.9	71	Zambia	30.0
2	Estonia	8.9	72	Madagascar	30.3
3	Sweden	9.6	73	Greece	30.5
4	Uganda	10.8	74	Qatar	30.9
5	New Zealand	11.7	75	Korea, Rep.	32.5
6	Latvia	11.9	76	Malawi	32.6
7	Slovak Republic	12.4	77	Mexico	32.6
8	France	12.5	78	Panama	32.7
9	Ireland	12.5	79	Montenegro	32.9
10	United Kingdom	12.7	80	Haiti	33.3
11	Luxembourg	12.7	81	Moldova	33.4
12	Australia	13.9	82	Poland	33.6
13	Romania	14.2	83	Honduras	33.9
14	Mauritius	14.2	84	Barbados	34.3
15	Puerto Rico	14.4	85	Kyrgyz Republic	35.2
16	Norway	14.8	86	Albania	36.5
17	Finland	14.9	87	Turkey	36.7
18	Hungary	15.1	88	Zimbabwe	36.8
19	Lithuania	15.3	89	Cambodia	37.0
20	Russian Federation	15.6	90	Sierra Leone	37.4
21	Canada	15.6	91	Swaziland	37.6
22	Denmark	15.7	92	Nigeria	41.6
23	Germany	15.8	93	Yemen	42.9
24	Dominican Republic	15.8	94	Peru	43.0
25	Iceland	15.9	95	Lesotho	43.4
26	Ukraine	16.6	96	Bulgaria	44.6
27	Kazakhstan	16.7	97	Namibia	45.5
28	Philippines	17.1	98	Bahrain	45.5
29	Czech Republic	17.1	99	Brunei Darussalam	48.1
30	Macedonia, FYR	18.0	100	Benin	48.1
31	United States	18.0	101	Vietnam	50.4
32	Malaysia	18.6	102	Ethiopia	51.2
33	Bosnia and Herzegovina	18.8	103	Thailand	52.6
34	Brazil	19.5	104	Chile	53.3
35	Tanzania	19.7	105	Guinea	53.6
36	Colombia	19.7	106	Georgia	54.1
37	Ecuador	19.8	107	Iran, Islamic Rep.	55.3
38	Portugal	19.9	108	India	57.1
39	Belgium	20.9	109	Cameroon	57.6
40	Ghana	21.1	110	Taiwan, China <sup>1</sup>	59.1
41	Italy	21.3	111	Argentina	60.0
42	Guyana	21.9	112	China	60.2
43	Switzerland	22.0	113	Bolivia	60.5
44	Suriname	22.1	114	Armenia	60.6
45	Rwanda	22.9	115	Gambia, The	61.3
46	Singapore	23.2	116	United Arab Emirates	62.4
47	Morocco	23.4	117	Burkina Faso	62.6
48	Israel	23.5	118	Paraguay	65.5
49	Mozambique	24.2	119	Botswana	66.2
50	Nicaragua	24.4	120	Mauritania	67.5
51	Croatia	24.9	121	Indonesia	68.1
52	Japan	24.9	122	Guatemala	68.4
53	Spain	25.4	123	Sri Lanka	70.6
54	Slovenia	26.2	124	Algeria	74.8
55	Cape Verde	26.3	125	Hong Kong SAR <sup>2</sup>	75.1
56	South Africa	26.4	126	Senegal	79.7
57	Austria	27.1	127	Chad	81.8
58	Cyprus	27.5	128	Oman	81.9
59	Burundi	28.2	129	Egypt	88.1
60	El Salvador	28.4	130	Kuwait	94.8
61	Lebanon	28.4	131	Trinidad and Tobago	97.9
62	Azerbaijan	28.8	132	Pakistan	100.8
63	Jamaica	28.9	133	Mongolia	100.9
64	Côte d'Ivoire	29.2	134	Saudi Arabia	102.8
65	Costa Rica	29.5	135	Mali	106.5
66	Jordan	29.5	136	Bangladesh	120.9
67	Nepal	29.5	137	Uruguay	141.5
68	Netherlands	29.6	n/a	Malta	n/a
69	Kenya	29.6	n/a	Serbia	n/a
70	Tajikistan	29.7	n/a	Seychelles	n/a

Source: The World Bank, *World Development Indicators* (September 2012 edition)

<sup>1</sup> 2007    <sup>2</sup> 2005

## 2.06 Threatened species

Threatened species as a percentage of total species (mammals, birds, amphibians) | 2012 or most recent

RANK	COUNTRY/ECONOMY	VALUE	RANK	COUNTRY/ECONOMY	VALUE
1	Luxembourg	0.4	71	Portugal	5.0
2	Sweden	1.4	72	Mauritania	5.0
3	Switzerland	1.5	73	Tajikistan	5.0
4	Suriname	1.6	74	Italy	5.1
5	Denmark	1.7	75	Lebanon	5.1
6	Belgium	1.7	76	Iceland	5.2
7	Estonia	1.8	77	Bolivia	5.3
8	Netherlands	1.9	78	Jordan	5.5
9	Latvia	2.0	79	Ukraine	5.6
10	Barbados	2.1	80	Armenia	5.6
11	Finland	2.1	80	Georgia	5.6
12	Czech Republic	2.3	82	Côte d'Ivoire	5.6
13	Botswana	2.3	83	Egypt	5.6
14	Guyana	2.3	84	Greece	5.7
15	Zambia	2.4	85	Singapore	5.7
16	Bahrain	2.5	86	Yemen	5.7
17	Malta	2.6	87	Ethiopia	6.0
17	United Kingdom	2.6	88	Israel	6.1
19	Trinidad and Tobago	2.7	89	Cape Verde	6.1
20	Swaziland	2.7	90	Iran, Islamic Rep.	6.2
21	Lesotho	2.7	91	Mongolia	6.3
22	Slovak Republic	2.8	92	Morocco	6.3
23	Germany	2.8	93	Panama	6.4
24	Slovenia	2.8	94	Spain	6.4
25	Qatar	2.8	95	Kazakhstan	6.4
26	Albania	2.8	96	Pakistan	6.4
27	Lithuania	2.8	97	Algeria	6.5
28	Benin	2.9	98	Nepal	6.5
29	Austria	2.9	99	South Africa	7.2
30	Bosnia and Herzegovina	2.9	100	Venezuela	7.2
31	Malawi	3.0	101	Uruguay	7.2
32	Burkina Faso	3.0	102	Costa Rica	7.2
33	Ireland	3.0	103	Honduras	7.6
34	El Salvador	3.0	104	Puerto Rico	7.6
35	Hungary	3.1	105	Argentina	7.7
36	Nicaragua	3.2	106	Turkey	7.7
37	Cyprus	3.2	107	Thailand	7.8
38	Poland	3.3	108	Brazil	8.3
39	Norway	3.3	109	Cameroon	8.4
40	Gambia, The	3.3	110	Tanzania	8.6
41	Zimbabwe	3.4	111	Bangladesh	8.6
42	Mali	3.5	112	Taiwan, China	8.7
43	Canada	3.6	113	Korea, Rep.	8.8
44	Chad	3.6	114	Vietnam	9.1
45	Uganda	3.7	115	Cambodia	9.1
46	France	3.7	116	Hong Kong SAR	9.8
47	Senegal	3.8	117	Brunei Darussalam	10.1
48	Moldova	3.8	118	Peru	10.2
49	Macedonia, FYR	3.8	119	Guatemala	10.6
50	Burundi	3.9	120	United States	10.7
51	Sierra Leone	3.9	121	Chile	11.6
52	Paraguay	3.9	122	China	11.8
53	Serbia	4.0	123	Australia	12.1
54	Mozambique	4.2	124	Jamaica	12.4
55	Kuwait	4.3	125	Ecuador	12.7
56	Ghana	4.4	126	Colombia	12.7
57	Kyrgyz Republic	4.5	127	Malaysia	13.0
58	Montenegro	4.6	128	Indonesia	13.0
59	Kenya	4.6	129	India	13.4
60	Nigeria	4.6	130	Japan	13.5
61	United Arab Emirates	4.6	131	Dominican Republic	15.0
62	Guinea	4.7	132	Seychelles	16.2
63	Namibia	4.7	133	Sri Lanka	16.7
64	Oman	4.7	134	Haiti	18.0
65	Bulgaria	4.7	135	Mauritius	18.5
66	Romania	4.8	136	Philippines	18.6
67	Azerbaijan	4.9	137	Mexico	19.0
68	Rwanda	4.9	138	Madagascar	23.5
69	Croatia	5.0	139	New Zealand	30.7
70	Saudi Arabia	5.0	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	RANK	COUNTRY/ECONOMY	VALUE
1	Denmark	24	71	Argentina	19
1	France	24	71	Bangladesh	19
1	Germany	24	71	Cape Verde	19
1	Greece	24	71	Dominican Republic	19
1	Ireland	24	71	Iceland	19
1	Netherlands	24	71	Jamaica	19
1	Norway	24	71	Malta	19
1	Poland	24	71	Montenegro	19
1	Portugal	24	71	Namibia	19
1	Slovenia	24	71	Russian Federation	19
1	Spain	24	71	Saudi Arabia	19
1	Sweden	24	71	Sri Lanka	19
13	Australia	23	71	Ukraine	19
13	Bulgaria	23	84	Algeria	18
13	Estonia	23	84	Bolivia	18
13	Finland	23	84	Georgia	18
13	Korea, Rep.	23	84	Indonesia	18
13	New Zealand	23	84	Malawi	18
13	United Kingdom	23	84	Malaysia	18
20	Belgium	22	84	Mali	18
20	Benin	22	84	Mongolia	18
20	Brazil	22	84	Nicaragua	18
20	Cyprus	22	84	Qatar	18
20	Ecuador	22	84	Serbia	18
20	Guinea	22	84	Suriname	18
20	Hungary	22	96	Armenia	17
20	India	22	96	Bahrain	17
20	Italy	22	96	Barbados	17
20	Japan	22	96	Burkina Faso	17
20	Kenya	22	96	Cambodia	17
20	Lithuania	22	96	Chad	17
20	Luxembourg	22	96	Colombia	17
20	Morocco	22	96	Gambia, The	17
20	Panama	22	96	Guyana	17
20	Romania	22	96	Moldova	17
20	Senegal	22	96	Paraguay	17
20	Switzerland	22	96	Thailand	17
20	Uruguay	22	96	Uganda	17
39	Austria	21	96	United Arab Emirates	17
39	Cameroon	21	96	Venezuela	17
39	Chile	21	96	Yemen	17
39	China	21	112	Burundi	16
39	Croatia	21	112	El Salvador	16
39	Czech Republic	21	112	Kuwait	16
39	Iran, Islamic Rep.	21	112	Lebanon	16
39	Jordan	21	112	Lesotho	16
39	Latvia	21	112	Macedonia, FYR	16
39	Nigeria	21	112	Sierra Leone	16
39	Philippines	21	112	Singapore	16
39	Slovak Republic	21	112	Vietnam	16
39	South Africa	21	112	Zambia	16
39	Tanzania	21	112	Zimbabwe	16
53	Albania	20	123	Azerbaijan	15
53	Canada	20	123	Botswana	15
53	Costa Rica	20	123	Israel	15
53	Côte d'Ivoire	20	123	Kazakhstan	15
53	Egypt	20	123	Nepal	15
53	Ghana	20	123	Rwanda	15
53	Guatemala	20	123	Turkey	15
53	Honduras	20	130	Bosnia and Herzegovina	14
53	Madagascar	20	130	Ethiopia	14
53	Mauritania	20	130	Kyrgyz Republic	14
53	Mauritius	20	130	Swaziland	14
53	Mexico	20	130	United States	14
53	Mozambique	20	135	Brunei Darussalam	12
53	Oman	20	136	Tajikistan	11
53	Pakistan	20	137	Haiti	10
53	Peru	20	n/a	Hong Kong SAR	n/a
53	Seychelles	20	n/a	Puerto Rico	n/a
53	Trinidad and Tobago	20	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	MEAN: 4.7	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 4.7	7
1	Qatar	6.6				71	Zimbabwe	4.8			
2	United Arab Emirates	6.5				72	Barbados	4.8			
3	Finland	6.4				73	Tajikistan	4.8			
4	Saudi Arabia	6.3				74	Turkey	4.8			
5	Iceland	6.3				75	Thailand	4.8			
6	Luxembourg	6.2				76	Iran, Islamic Rep.	4.7			
7	Switzerland	6.1				77	Zambia	4.7			
8	Oman	6.1				78	Albania	4.7			
9	Singapore	6.1				79	Greece	4.7			
10	Hong Kong SAR	6.0				80	Kyrgyz Republic	4.7			
11	Brunei Darussalam	6.0				81	Sierra Leone	4.6			
12	Slovenia	6.0				82	Serbia	4.6			
13	Armenia	5.9				83	United States	4.5			
14	Malta	5.9				84	Tanzania	4.5			
15	Portugal	5.9				85	Uruguay	4.5			
16	New Zealand	5.9				86	Benin	4.5			
17	Norway	5.8				87	Russian Federation	4.5			
18	Taiwan, China	5.8				88	Italy	4.5			
19	Austria	5.8				89	Cambodia	4.4			
20	Germany	5.8				90	Ghana	4.4			
21	Belgium	5.8				91	Suriname	4.3			
22	Ethiopia	5.8				92	Burkina Faso	4.3			
23	Sri Lanka	5.8				93	Bangladesh	4.3			
24	Kuwait	5.8				94	Indonesia	4.3			
25	Australia	5.7				95	Malawi	4.3			
26	Jordan	5.7				96	Swaziland	4.3			
27	Sweden	5.7				97	Cameroon	4.3			
28	Cyprus	5.6				98	Seychelles	4.2			
29	Ireland	5.6				99	Mali	4.2			
30	Rwanda	5.6				100	Mozambique	4.2			
31	Netherlands	5.6				101	Nicaragua	4.1			
32	Canada	5.6				102	Cape Verde	4.0			
33	Spain	5.5				103	Philippines	3.9			
34	Montenegro	5.5				104	Costa Rica	3.9			
35	Israel	5.5				105	Bolivia	3.8			
36	Estonia	5.5				106	Yemen	3.8			
37	Poland	5.5				107	Bulgaria	3.8			
38	Bosnia and Herzegovina	5.4				108	Puerto Rico	3.8			
39	Senegal	5.4				109	Namibia	3.8			
40	Japan	5.4				110	Lesotho	3.8			
41	Ukraine	5.4				111	Argentina	3.8			
42	Czech Republic	5.4				112	Burundi	3.6			
43	Korea, Rep.	5.4				113	Chad	3.6			
44	Gambia, The	5.3				114	Panama	3.6			
45	Latvia	5.3				115	Algeria	3.6			
46	France	5.3				116	Kenya	3.5			
47	Lithuania	5.3				117	Paraguay	3.5			
48	Mauritania	5.3				118	Brazil	3.5			
49	United Kingdom	5.3				119	Guyana	3.5			
50	Azerbaijan	5.3				120	Nepal	3.5			
51	Moldova	5.3				121	Peru	3.4			
52	Croatia	5.2				122	Uganda	3.4			
53	Denmark	5.2				123	Dominican Republic	3.4			
54	Georgia	5.1				124	Nigeria	3.3			
55	Morocco	5.1				125	Madagascar	3.3			
56	Romania	5.1				126	Guinea	3.1			
57	Botswana	5.1				127	Ecuador	3.1			
58	Mauritius	5.1				128	Pakistan	3.1			
59	Hungary	5.0				129	Egypt	3.0			
60	Macedonia, FYR	5.0				130	South Africa	2.9			
61	Kazakhstan	5.0				131	Mexico	2.9			
62	India	5.0				132	Colombia	2.8			
63	Chile	5.0				133	Côte d'Ivoire	2.8			
64	Mongolia	5.0				134	Haiti	2.5			
65	Bahrain	4.9				135	Trinidad and Tobago	2.5			
66	Slovak Republic	4.9				136	Venezuela	2.3			
67	Malaysia	4.9				137	Jamaica	2.2			
68	China	4.8				138	Honduras	2.0			
69	Vietnam	4.8				139	El Salvador	1.9			
70	Lebanon	4.8				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	MEAN: 4.3	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 4.3	7
1	Finland.....	6.6				71	Uruguay.....	4.2			
2	Switzerland.....	6.4				72	Sri Lanka.....	4.2			
3	Singapore.....	6.4				73	Namibia.....	4.2			
4	New Zealand.....	6.3				74	Colombia.....	4.2			
5	Qatar.....	6.3				75	Swaziland.....	4.2			
6	Netherlands.....	6.2				76	Tajikistan.....	4.0			
7	Denmark.....	6.2				77	Albania.....	4.0			
8	Canada.....	6.2				78	Serbia.....	4.0			
9	Iceland.....	6.2				79	Azerbaijan.....	4.0			
10	Hong Kong SAR.....	6.2				80	Turkey.....	4.0			
11	United Arab Emirates.....	6.1				81	Ethiopia.....	4.0			
12	Australia.....	6.1				82	Greece.....	3.9			
13	Sweden.....	6.1				83	Indonesia.....	3.9			
14	Chile.....	6.1				84	Slovak Republic.....	3.9			
15	Ireland.....	6.0				85	Uganda.....	3.9			
16	Spain.....	6.0				86	Cameroon.....	3.9			
17	Austria.....	6.0				87	Mongolia.....	3.8			
18	Norway.....	6.0				88	South Africa.....	3.8			
19	Rwanda.....	5.9				89	Malawi.....	3.8			
20	Germany.....	5.9				90	Czech Republic.....	3.8			
21	Luxembourg.....	5.9				91	Armenia.....	3.8			
22	Barbados.....	5.9				92	Nicaragua.....	3.8			
23	United Kingdom.....	5.9				93	Burkina Faso.....	3.8			
24	Belgium.....	5.7				94	Kazakhstan.....	3.7			
25	Oman.....	5.7				95	Seychelles.....	3.7			
26	Japan.....	5.7				96	Jamaica.....	3.7			
27	Saudi Arabia.....	5.6				97	Philippines.....	3.6			
28	Jordan.....	5.6				98	Thailand.....	3.6			
29	Bahrain.....	5.6				99	Tanzania.....	3.6			
30	United States.....	5.5				100	Mali.....	3.6			
31	Estonia.....	5.5				101	Sierra Leone.....	3.6			
32	Taiwan, China.....	5.3				102	Cambodia.....	3.5			
33	France.....	5.3				103	Egypt.....	3.5			
34	Portugal.....	5.2				104	Lebanon.....	3.5			
35	Brunei Darussalam.....	5.1				105	Nepal.....	3.5			
36	Cyprus.....	5.1				106	Lesotho.....	3.5			
37	Georgia.....	5.1				107	Romania.....	3.4			
38	Italy.....	5.1				108	Bulgaria.....	3.4			
39	Korea, Rep.....	5.0				109	Mozambique.....	3.4			
40	Malaysia.....	5.0				110	Kenya.....	3.4			
41	Montenegro.....	5.0				111	Nigeria.....	3.2			
42	Malta.....	5.0				112	Ecuador.....	3.2			
43	Botswana.....	5.0				113	Trinidad and Tobago.....	3.2			
44	Gambia, The.....	4.9				114	El Salvador.....	3.1			
45	Bosnia and Herzegovina.....	4.9				115	Moldova.....	3.1			
46	Costa Rica.....	4.8				116	Guinea.....	3.0			
47	Kuwait.....	4.8				117	Algeria.....	3.0			
48	Israel.....	4.8				118	Bolivia.....	3.0			
49	Suriname.....	4.7				119	Ukraine.....	3.0			
50	Slovenia.....	4.7				120	Zimbabwe.....	3.0			
51	Croatia.....	4.7				121	Honduras.....	3.0			
52	Panama.....	4.7				122	Bangladesh.....	3.0			
53	Vietnam.....	4.6				123	Pakistan.....	3.0			
54	Puerto Rico.....	4.6				124	Peru.....	3.0			
55	Ghana.....	4.6				125	Kyrgyz Republic.....	2.9			
56	Iran, Islamic Rep.....	4.5				126	Mauritania.....	2.9			
57	Mauritius.....	4.5				127	Argentina.....	2.9			
58	Cape Verde.....	4.5				128	Guyana.....	2.8			
59	China.....	4.5				129	Russian Federation.....	2.8			
60	Brazil.....	4.4				130	Mexico.....	2.8			
61	Benin.....	4.4				131	Côte d'Ivoire.....	2.8			
62	Senegal.....	4.4				132	Haiti.....	2.6			
63	Zambia.....	4.4				133	Guatemala.....	2.6			
64	Morocco.....	4.3				134	Paraguay.....	2.6			
65	Latvia.....	4.3				135	Chad.....	2.4			
66	Lithuania.....	4.3				136	Madagascar.....	2.3			
67	Poland.....	4.3				137	Yemen.....	2.2			
68	Macedonia, FYR.....	4.3				138	Venezuela.....	2.1			
69	India.....	4.3				139	Dominican Republic.....	2.0			
70	Hungary.....	4.2				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	RANK	COUNTRY/ECONOMY	VALUE
1	Hong Kong SAR <sup>2</sup>	1.8	71	Indonesia	16.2
2	Malta	3.4	72	China	16.5
3	Uruguay	4.3	73	Bolivia	16.7
4	Netherlands	4.8	74	Georgia	16.8
4	Singapore	4.8	74	India	16.8
6	Switzerland <sup>3</sup>	4.9	76	Kuwait <sup>3</sup>	16.9
7	Japan	5.0	77	Dominican Republic	17.3
7	Norway	5.0	78	Latvia <sup>3</sup>	17.9
9	Sweden	5.2	79	Brazil <sup>3</sup>	18.3
10	United Kingdom <sup>3</sup>	5.4	79	Suriname	18.3
11	Israel	5.7	81	Seychelles	18.5
12	Germany	6.0	82	Mongolia	19.3
13	Macedonia, FYR <sup>3</sup>	6.9	83	Thailand	19.6
14	Finland	7.2	84	Paraguay	19.7
15	France	7.5	85	Guyana	19.9
16	Australia	7.8	86	Philippines	20.0
17	Austria	8.3	87	Montenegro	20.4
18	Ireland <sup>3</sup>	8.5	88	Mexico <sup>3</sup>	20.7
19	Canada <sup>3</sup>	8.8	89	Oman	21.3
20	Taiwan, China <sup>1</sup>	8.8	90	Peru	21.5
21	Spain <sup>3</sup>	9.3	90	Ukraine	21.5
22	Italy <sup>3</sup>	9.6	92	Venezuela <sup>3</sup>	21.8
23	Luxembourg <sup>2</sup>	9.6	93	Lithuania <sup>3</sup>	22.4
24	Serbia	9.8	94	Kyrgyz Republic	22.8
25	Iceland <sup>3</sup>	10.0	95	Burundi	23.4
26	New Zealand	10.1	96	Malaysia	23.6
27	Belgium	10.2	97	Qatar	23.7
28	Cyprus	10.4	98	Uganda	24.7
28	Portugal	10.4	99	Cape Verde	25.1
30	Bosnia and Herzegovina	10.9	100	Russian Federation	25.2
31	Mauritius	11.1	101	Pakistan	25.3
32	Colombia	11.7	102	Zambia	25.6
32	Ecuador	11.7	103	Malawi	26.0
34	Czech Republic	12.0	104	Swaziland	26.3
35	Bahrain	12.1	105	Lesotho	26.7
35	Cambodia	12.1	106	Zimbabwe	27.5
37	Barbados	12.2	107	Cameroon	28.1
38	Hungary	12.3	108	Morocco	28.3
38	Jamaica	12.3	108	Sierra Leone	28.3
40	Bangladesh	12.6	110	Lebanon	28.5
40	El Salvador	12.6	111	Namibia	28.6
42	Panama	12.7	112	Saudi Arabia	29.0
42	Romania	12.7	113	Yemen	29.3
44	Korea, Rep.	12.8	114	Ghana	29.6
44	Puerto Rico	12.8	115	Kazakhstan	30.6
46	Azerbaijan	13.0	116	Burkina Faso	31.1
47	Bulgaria	13.2	117	Benin	31.2
48	Turkey	13.4	118	Rwanda	31.6
49	Honduras	13.5	119	Mali	32.1
49	Sri Lanka	13.5	120	Nigeria	32.3
51	Croatia	13.6	121	Senegal	32.5
52	Argentina	13.7	122	South Africa	33.2
52	Chile <sup>3</sup>	13.7	123	Madagascar	33.7
54	Brunei Darussalam	13.8	124	Botswana	33.8
55	Albania	13.9	125	Jordan	34.2
55	Armenia	13.9	126	Chad	34.3
55	United States <sup>3</sup>	13.9	126	Tanzania	34.3
58	Tajikistan	14.1	128	Kenya	34.4
59	Nicaragua	14.2	129	Mozambique	34.7
60	Slovenia	14.6	130	Ethiopia	35.0
61	Estonia	14.7	131	Mauritania	35.5
61	Guatemala	14.7	132	Iran, Islamic Rep.	35.8
61	Poland	14.7	133	Gambia, The	36.6
64	Greece <sup>3</sup>	14.9	134	United Arab Emirates	37.1
65	Moldova	15.1	135	Egypt	41.6
65	Nepal	15.1	n/a	Algeria	n/a
65	Slovak Republic	15.1	n/a	Côte d'Ivoire	n/a
68	Costa Rica	15.4	n/a	Denmark	n/a
69	Trinidad and Tobago	15.5	n/a	Guinea	n/a
70	Vietnam	16.1	n/a	Haiti	n/a

Source: World Health Organization, *World Health Statistics 2012*

<sup>1</sup> 2010   <sup>2</sup> 2009   <sup>3</sup> 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	MEAN: 5.4	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 5.4	7
1	Slovenia	6.7				71	Dominican Republic	5.5			
2	Finland	6.7				72	Korea, Rep.	5.5			
3	Iceland	6.6				73	Jordan	5.5			
4	Austria	6.6				74	Singapore	5.5			
5	Czech Republic	6.5				75	Costa Rica	5.5			
6	Hungary	6.5				76	Denmark	5.5			
7	Botswana	6.5				77	Swaziland	5.5			
8	Armenia	6.5				78	Cape Verde	5.5			
9	Estonia	6.4				79	Georgia	5.5			
10	Bosnia and Herzegovina	6.4				80	Canada	5.5			
11	Brazil	6.4				81	Senegal	5.4			
12	Mongolia	6.4				82	Vietnam	5.4			
13	Qatar	6.4				83	Burkina Faso	5.4			
14	United Arab Emirates	6.4				84	Panama	5.4			
15	Oman	6.4				85	Greece	5.3			
16	Saudi Arabia	6.3				86	Japan	5.3			
17	Brunei Darussalam	6.3				87	Guyana	5.3			
18	Portugal	6.3				88	Spain	5.3			
19	Uruguay	6.3				89	France	5.2			
20	Montenegro	6.3				90	Ghana	5.2			
21	Ireland	6.3				91	Cameroon	5.2			
22	Lithuania	6.3				92	Kyrgyz Republic	5.2			
23	New Zealand	6.2				93	Côte d'Ivoire	5.2			
24	Slovak Republic	6.2				94	United Kingdom	5.2			
25	Moldova	6.2				95	Haiti	5.2			
26	Belgium	6.2				96	Venezuela	5.1			
27	Luxembourg	6.2				97	Benin	5.1			
28	Zambia	6.2				98	China	5.1			
29	South Africa	6.2				99	Bangladesh	5.1			
30	Croatia	6.2				100	Madagascar	5.1			
31	Taiwan, China	6.2				101	Iran, Islamic Rep.	5.1			
32	Sweden	6.2				102	Paraguay	5.1			
33	Sri Lanka	6.2				103	Cambodia	5.0			
34	Namibia	6.2				104	Guinea	5.0			
35	Mauritius	6.2				105	Tajikistan	5.0			
36	Ukraine	6.1				106	Bahrain	4.9			
37	Switzerland	6.1				107	Mozambique	4.9			
38	Zimbabwe	6.1				108	Seychelles	4.9			
39	Netherlands	6.1				109	Bulgaria	4.8			
40	Poland	6.1				110	India	4.8			
41	Latvia	6.0				111	Thailand	4.8			
42	Argentina	6.0				112	Nicaragua	4.8			
43	Cyprus	6.0				113	Mexico	4.7			
44	Sierra Leone	6.0				114	Russian Federation	4.7			
45	Suriname	6.0				115	Peru	4.7			
46	Barbados	6.0				116	Tanzania	4.6			
47	Australia	6.0				117	Indonesia	4.6			
48	Chile	5.9				118	Mauritania	4.5			
49	Malta	5.9				119	Guatemala	4.5			
50	Hong Kong SAR	5.9				120	United States	4.4			
51	Norway	5.9				121	Chad	4.4			
52	Puerto Rico	5.8				122	Philippines	4.4			
53	Azerbaijan	5.8				123	Ecuador	4.4			
54	Germany	5.8				124	Israel	4.3			
55	Jamaica	5.7				125	El Salvador	4.2			
56	Malaysia	5.7				126	Turkey	4.2			
57	Romania	5.7				127	Honduras	4.2			
58	Kuwait	5.6				128	Mali	4.0			
59	Malawi	5.6				129	Nepal	4.0			
60	Italy	5.6				130	Burundi	4.0			
61	Trinidad and Tobago	5.6				131	Lebanon	4.0			
62	Ethiopia	5.6				132	Bolivia	3.9			
63	Gambia, The	5.6				133	Kenya	3.8			
64	Rwanda	5.6				134	Uganda	3.7			
65	Lesotho	5.6				135	Nigeria	3.7			
66	Macedonia, FYR	5.6				136	Algeria	3.5			
67	Albania	5.6				137	Yemen	3.2			
68	Kazakhstan	5.6				138	Egypt	3.1			
69	Serbia	5.6				139	Pakistan	3.1			
70	Morocco	5.6				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	RANK	COUNTRY/ECONOMY	VALUE
1	Greece.....	6.2	71	Bosnia and Herzegovina.....	1.6
2	Austria <sup>1</sup> .....	4.9	72	El Salvador <sup>2</sup> .....	1.6
3	Georgia.....	4.8	73	Turkey.....	1.5
4	Russian Federation <sup>4</sup> .....	4.3	74	Seychelles <sup>6</sup> .....	1.5
5	Norway.....	4.2	75	Panama <sup>10</sup> .....	1.5
6	Kazakhstan.....	4.1	76	Bahrain <sup>2</sup> .....	1.4
7	Switzerland.....	4.1	77	Brunei Darussalam <sup>2</sup> .....	1.4
8	Spain <sup>1</sup> .....	4.0	78	China.....	1.4
9	Portugal <sup>1</sup> .....	3.9	79	Costa Rica <sup>10</sup> .....	1.3
10	Azerbaijan.....	3.8	80	Vietnam <sup>2</sup> .....	1.2
11	Sweden <sup>2</sup> .....	3.8	81	Bolivia <sup>9</sup> .....	1.2
12	Armenia.....	3.8	82	Algeria <sup>3</sup> .....	1.2
13	Uruguay <sup>2</sup> .....	3.7	83	Trinidad and Tobago <sup>3</sup> .....	1.2
14	Bulgaria.....	3.7	84	Philippines <sup>6</sup> .....	1.2
14	Iceland <sup>1</sup> .....	3.7	85	Albania.....	1.2
16	Czech Republic.....	3.7	86	Paraguay <sup>8</sup> .....	1.1
17	Israel <sup>1</sup> .....	3.7	87	Mauritius <sup>6</sup> .....	1.1
18	Lithuania.....	3.6	88	Chile.....	1.0
19	Germany.....	3.6	89	Malaysia <sup>2</sup> .....	0.9
20	Lebanon.....	3.5	90	Saudi Arabia <sup>2</sup> .....	0.9
21	Italy.....	3.5	91	Peru.....	0.9
22	France <sup>1</sup> .....	3.5	92	Guatemala <sup>11</sup> .....	0.9
23	Denmark.....	3.4	93	Iran, Islamic Rep. <sup>5</sup> .....	0.9
24	Estonia.....	3.3	94	Jamaica <sup>7</sup> .....	0.9
25	Ukraine.....	3.3	95	Pakistan.....	0.8
26	Ireland <sup>1</sup> .....	3.2	96	South Africa <sup>6</sup> .....	0.8
27	Argentina <sup>6</sup> .....	3.2	97	India.....	0.7
28	Malta <sup>1</sup> .....	3.1	98	Morocco.....	0.6
29	Hungary.....	3.0	99	Cape Verde <sup>2</sup> .....	0.6
30	Belgium.....	3.0	100	Honduras <sup>10</sup> .....	0.6
31	Slovak Republic <sup>3</sup> .....	3.0	101	Sri Lanka <sup>4</sup> .....	0.5
32	Australia.....	3.0	102	Guyana <sup>10</sup> .....	0.5
33	Latvia.....	3.0	103	Suriname <sup>10</sup> .....	0.5
34	Finland.....	2.9	104	Nigeria <sup>2</sup> .....	0.4
35	Netherlands <sup>2</sup> .....	2.9	105	Namibia <sup>3</sup> .....	0.4
36	Egypt.....	2.8	106	Nicaragua <sup>7</sup> .....	0.4
37	Luxembourg.....	2.8	107	Botswana <sup>4</sup> .....	0.3
38	Mongolia <sup>2</sup> .....	2.8	108	Yemen.....	0.3
39	Qatar <sup>4</sup> .....	2.8	109	Thailand <sup>6</sup> .....	0.3
40	New Zealand <sup>1</sup> .....	2.7	110	Bangladesh <sup>3</sup> .....	0.3
40	United Kingdom <sup>1</sup> .....	2.7	111	Indonesia <sup>3</sup> .....	0.3
42	Moldova.....	2.7	112	Haiti <sup>12</sup> .....	0.3
43	Macedonia, FYR <sup>2</sup> .....	2.6	113	Cambodia <sup>2</sup> .....	0.2
44	Croatia.....	2.6	114	Nepal <sup>6</sup> .....	0.2
45	Cyprus <sup>2</sup> .....	2.6	115	Cameroon <sup>6</sup> .....	0.2
46	Slovenia.....	2.5	116	Madagascar <sup>3</sup> .....	0.2
47	Puerto Rico <sup>1</sup> .....	2.5	117	Swaziland <sup>6</sup> .....	0.2
48	Jordan.....	2.5	117	Zimbabwe <sup>6</sup> .....	0.2
49	United States.....	2.4	119	Colombia <sup>1</sup> .....	0.2
50	Kyrgyz Republic <sup>3</sup> .....	2.3	120	Côte d'Ivoire <sup>2</sup> .....	0.1
51	Romania.....	2.3	121	Kenya <sup>8</sup> .....	0.1
52	Poland.....	2.2	122	Mauritania.....	0.1
53	Japan <sup>2</sup> .....	2.1	123	Uganda <sup>5</sup> .....	0.1
54	Serbia.....	2.1	124	Guinea <sup>5</sup> .....	0.1
55	Montenegro.....	2.1	125	Ghana.....	0.1
55	Tajikistan.....	2.1	126	Burkina Faso <sup>2</sup> .....	0.1
57	Korea, Rep. <sup>1</sup> .....	2.0	127	Benin <sup>2</sup> .....	0.1
58	Canada <sup>2</sup> .....	2.0	127	Senegal <sup>2</sup> .....	0.1
59	Mexico.....	2.0	129	Zambia <sup>4</sup> .....	0.1
60	Venezuela <sup>9</sup> .....	1.9	130	Lesotho <sup>7</sup> .....	0.1
61	United Arab Emirates <sup>3</sup> .....	1.9	131	Mali <sup>2</sup> .....	0.0
62	Oman <sup>2</sup> .....	1.9	132	Chad <sup>6</sup> .....	0.0
63	Dominican Republic <sup>10</sup> .....	1.9	133	Gambia, The <sup>2</sup> .....	0.0
64	Singapore.....	1.8	134	Burundi <sup>6</sup> .....	0.0
65	Barbados <sup>5</sup> .....	1.8	134	Mozambique <sup>2</sup> .....	0.0
66	Kuwait.....	1.8	136	Rwanda <sup>5</sup> .....	0.0
67	Hong Kong SAR <sup>1</sup> .....	1.8	137	Ethiopia <sup>3</sup> .....	0.0
68	Brazil <sup>2</sup> .....	1.8	138	Malawi <sup>2</sup> .....	0.0
69	Ecuador.....	1.7	139	Sierra Leone <sup>2</sup> .....	0.0
70	Taiwan, China <sup>1</sup> .....	1.7	140	Tanzania <sup>4</sup> .....	0.0

Source: World Health Organization, *World Health Statistics 2012*

<sup>1</sup> 2010 <sup>2</sup> 2008 <sup>3</sup> 2007 <sup>4</sup> 2006 <sup>5</sup> 2005 <sup>6</sup> 2004 <sup>7</sup> 2003 <sup>8</sup> 2002 <sup>9</sup> 2001 <sup>10</sup> 2000 <sup>11</sup> 1999 <sup>12</sup> 1998

## 4.02 Access to improved sanitation

RANK	COUNTRY/ECONOMY	VALUE	RANK	COUNTRY/ECONOMY	VALUE
1	Australia	100.0	67	Poland <sup>4</sup>	90.0
1	Austria	100.0	67	Turkey	90.0
1	Bahrain <sup>2</sup>	100.0	73	Mauritius	89.0
1	Barbados	100.0	74	Macedonia, FYR	88.0
1	Belgium	100.0	75	El Salvador	87.0
1	Bulgaria	100.0	76	Lithuania <sup>4</sup>	86.0
1	Canada	100.0	77	Mexico	85.0
1	Cyprus	100.0	77	Moldova	85.0
1	Denmark	100.0	79	Guyana	84.0
1	Finland	100.0	80	Dominican Republic	83.0
1	France	100.0	80	Suriname	83.0
1	Germany	100.0	82	Azerbaijan	82.0
1	Hong Kong SAR <sup>3</sup>	100.0	83	Jamaica	80.0
1	Hungary	100.0	84	Brazil	79.0
1	Iceland	100.0	84	South Africa	79.0
1	Iran, Islamic Rep.	100.0	86	Guatemala	78.0
1	Israel	100.0	86	Latvia <sup>4</sup>	78.0
1	Italy <sup>3</sup>	100.0	88	Colombia	77.0
1	Japan	100.0	88	Honduras	77.0
1	Korea, Rep.	100.0	90	Vietnam	76.0
1	Kuwait	100.0	91	Philippines	74.0
1	Luxembourg	100.0	92	Romania <sup>4</sup>	73.0
1	Malta	100.0	93	Paraguay	71.0
1	Netherlands	100.0	93	Peru	71.0
1	New Zealand <sup>3</sup>	100.0	95	Morocco	70.0
1	Norway	100.0	95	Russian Federation	70.0
1	Portugal	100.0	97	Gambia, The	68.0
1	Qatar	100.0	97	Panama <sup>4</sup>	68.0
1	Singapore	100.0	99	China	64.0
1	Slovak Republic	100.0	100	Botswana	62.0
1	Slovenia	100.0	101	Cape Verde	61.0
1	Spain	100.0	102	Swaziland	57.0
1	Sweden	100.0	103	Bangladesh	56.0
1	Switzerland	100.0	104	Rwanda	55.0
1	Taiwan, China	100.0	105	Indonesia	54.0
1	United Kingdom	100.0	106	Yemen	53.0
1	United States	100.0	107	Nicaragua	52.0
1	Uruguay	100.0	107	Senegal	52.0
39	Croatia	99.0	109	Malawi	51.0
39	Ireland	99.0	109	Mongolia	51.0
39	Oman	99.0	111	Cameroon	49.0
42	Czech Republic	98.0	112	Pakistan	48.0
42	Greece	98.0	112	Zambia	48.0
42	Jordan	98.0	114	Burundi	46.0
42	Lebanon <sup>4</sup>	98.0	115	Zimbabwe	40.0
42	Seychelles	98.0	116	India	34.0
42	United Arab Emirates	98.0	116	Uganda	34.0
48	Kazakhstan	97.0	118	Kenya	32.0
49	Chile	96.0	118	Namibia	32.0
49	Malaysia	96.0	120	Cambodia	31.0
49	Thailand	96.0	120	Nepal	31.0
52	Algeria	95.0	120	Nigeria	31.0
52	Bosnia and Herzegovina	95.0	123	Bolivia	27.0
52	Costa Rica	95.0	124	Lesotho	26.0
52	Egypt	95.0	124	Mauritania	26.0
52	Estonia	95.0	126	Côte d'Ivoire	24.0
52	Georgia	95.0	127	Mali	22.0
58	Albania	94.0	128	Ethiopia	21.0
58	Tajikistan	94.0	129	Guinea	18.0
58	Ukraine	94.0	129	Mozambique	18.0
61	Kyrgyz Republic	93.0	131	Burkina Faso	17.0
62	Ecuador	92.0	131	Haiti	17.0
62	Serbia	92.0	133	Madagascar	15.0
62	Sri Lanka	92.0	134	Ghana	14.0
62	Trinidad and Tobago	92.0	135	Benin	13.0
66	Venezuela <sup>4</sup>	91.0	135	Chad	13.0
67	Argentina <sup>4</sup>	90.0	135	Sierra Leone	13.0
67	Armenia	90.0	138	Tanzania	10.0
67	Brunei Darussalam <sup>1</sup>	90.0	n/a	Puerto Rico	n/a
67	Montenegro	90.0	n/a	Saudi Arabia	n/a

## 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	RANK	COUNTRY/ECONOMY	VALUE
1	Australia	100.0	70	Kazakhstan	95.0
1	Austria	100.0	70	Vietnam	95.0
1	Barbados	100.0	73	Ecuador	94.0
1	Belgium	100.0	73	Guyana	94.0
1	Bulgaria	100.0	73	Trinidad and Tobago	94.0
1	Canada	100.0	76	Jamaica	93.0
1	Cyprus	100.0	76	Namibia	93.0
1	Czech Republic	100.0	76	Panama <sup>3</sup>	93.0
1	Denmark	100.0	76	Seychelles	93.0
1	Finland	100.0	80	Colombia	92.0
1	France	100.0	80	Guatemala	92.0
1	Germany	100.0	80	India	92.0
1	Greece	100.0	80	Lithuania <sup>3</sup>	92.0
1	Hong Kong SAR <sup>2</sup>	100.0	80	Pakistan	92.0
1	Hungary	100.0	80	Philippines	92.0
1	Iceland	100.0	80	Suriname	92.0
1	Ireland	100.0	80	Venezuela <sup>3</sup>	92.0
1	Israel	100.0	88	China	91.0
1	Italy	100.0	88	South Africa	91.0
1	Japan	100.0	88	Sri Lanka	91.0
1	Lebanon	100.0	91	Kyrgyz Republic	90.0
1	Luxembourg	100.0	91	Saudi Arabia <sup>4</sup>	90.0
1	Macedonia, FYR	100.0	93	Gambia, The	89.0
1	Malaysia	100.0	93	Nepal	89.0
1	Malta	100.0	93	Oman	89.0
1	Netherlands	100.0	93	Romania <sup>3</sup>	89.0
1	New Zealand	100.0	97	Bolivia	88.0
1	Norway	100.0	97	Cape Verde	88.0
1	Poland <sup>1</sup>	100.0	97	El Salvador	88.0
1	Qatar	100.0	100	Honduras	87.0
1	Singapore	100.0	101	Dominican Republic	86.0
1	Slovak Republic	100.0	101	Ghana	86.0
1	Spain	100.0	101	Paraguay	86.0
1	Sweden	100.0	104	Nicaragua	85.0
1	Switzerland	100.0	104	Peru	85.0
1	Taiwan, China	100.0	106	Algeria	83.0
1	Turkey	100.0	106	Malawi	83.0
1	United Arab Emirates	100.0	106	Morocco	83.0
1	United Kingdom	100.0	109	Indonesia	82.0
1	Uruguay	100.0	109	Mongolia	82.0
41	Brunei Darussalam <sup>1</sup>	99.9	111	Bangladesh	81.0
42	Bosnia and Herzegovina	99.0	112	Azerbaijan	80.0
42	Croatia	99.0	112	Côte d'Ivoire	80.0
42	Egypt	99.0	112	Zimbabwe	80.0
42	Kuwait	99.0	115	Burkina Faso	79.0
42	Latvia	99.0	116	Lesotho	78.0
42	Mauritius	99.0	117	Cameroon	77.0
42	Portugal	99.0	118	Benin	75.0
42	Serbia	99.0	119	Guinea	74.0
42	Slovenia	99.0	120	Burundi	72.0
42	United States	99.0	120	Senegal	72.0
52	Armenia	98.0	120	Uganda	72.0
52	Brazil	98.0	123	Swaziland	71.0
52	Estonia	98.0	124	Haiti	69.0
52	Georgia	98.0	125	Rwanda	65.0
52	Korea, Rep.	98.0	126	Cambodia	64.0
52	Montenegro	98.0	126	Mali	64.0
52	Ukraine	98.0	126	Tajikistan	64.0
59	Costa Rica	97.0	129	Zambia	61.0
59	Jordan	97.0	130	Kenya	59.0
59	Puerto Rico <sup>2</sup>	97.0	131	Nigeria	58.0
59	Russian Federation	97.0	132	Sierra Leone	55.0
63	Argentina <sup>3</sup>	96.0	132	Yemen	55.0
63	Botswana	96.0	134	Tanzania	53.0
63	Chile	96.0	135	Chad	51.0
63	Iran, Islamic Rep.	96.0	136	Mauritania	50.0
63	Mexico	96.0	137	Mozambique	47.0
63	Moldova	96.0	138	Madagascar	46.0
63	Thailand	96.0	139	Ethiopia	44.0
70	Albania	95.0	n/a	Bahrain	n/a

Source: World Health Organization, *World Health Statistics 2012*

<sup>1</sup> 2008   <sup>2</sup> 2007   <sup>3</sup> 2005   <sup>4</sup> 1995







# 5th pillar

## Prioritization of Travel & Tourism

## 5.01 Government prioritization of the T&einry1

RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 5.2	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 5.2	7
1	Barbados	6.8				71	Netherlands	5.2			
2	New Zealand	6.7				72	Tanzania	5.2			
3	Malta	6.6				73	Swaziland	5.1			
4	Seychelles	6.6				74	Czech Republic	5.1			
5	Morocco	6.6				75	Colombia	5.1			
6	United Arab Emirates	6.5				76	Ecuador	5.1			
7	Mauritius	6.5				77	Hungary	5.1			
8	Singapore	6.4				78	Argentina	5.1			
9	Jamaica	6.4				79	Saudi Arabia	5.1			
10	Spain	6.4				80	Brunei Darussalam	5.1			
11	Sri Lanka	6.4				81	Ethiopia	5.1			
12	Oman	6.3				82	Tajikistan	5.1			
13	Ireland	6.3				83	Armenia	5.0			
14	Austria	6.3				84	Norway	5.0			
15	Cyprus	6.3				85	China	5.0			
16	Georgia	6.3				86	Uganda	5.0			
17	Hong Kong SAR	6.2				87	Nicaragua	4.9			
18	Puerto Rico	6.2				88	Indonesia	4.9			
19	Rwanda	6.2				89	Honduras	4.9			
20	Malaysia	6.2				90	Lebanon	4.9			
21	Costa Rica	6.2				91	Suriname	4.9			
22	Mali	6.2				92	Madagascar	4.9			
23	Gambia, The	6.2				93	Finland	4.9			
24	Thailand	6.1				94	Chile	4.8			
25	Egypt	6.1				95	Kazakhstan	4.8			
26	Uruguay	6.1				96	Italy	4.8			
27	Bahrain	6.1				97	Kyrgyz Republic	4.8			
28	Switzerland	6.1				98	Haiti	4.8			
29	Portugal	6.1				99	Ghana	4.8			
30	France	6.0				100	Brazil	4.8			
31	South Africa	6.0				101	India	4.8			
32	Montenegro	5.9				102	Mongolia	4.7			
33	Iceland	5.9				103	Malawi	4.7			
34	Kenya	5.9				104	El Salvador	4.7			
35	Australia	5.9				105	Lesotho	4.6			
36	Turkey	5.8				106	Germany	4.6			
37	Senegal	5.8				107	Latvia	4.6			
38	Botswana	5.8				108	Denmark	4.6			
39	Namibia	5.8				109	Côte d'Ivoire	4.5			
40	Croatia	5.8				110	Macedonia, FYR	4.5			
41	Azerbaijan	5.8				111	Bulgaria	4.5			
42	Cape Verde	5.8				112	Trinidad and Tobago	4.5			
43	Mexico	5.8				113	Slovenia	4.5			
44	Cambodia	5.8				114	Guatemala	4.4			
45	Dominican Republic	5.7				115	Cameroon	4.4			
46	Philippines	5.7				116	Bangladesh	4.3			
47	United Kingdom	5.7				117	Guinea	4.3			
48	Canada	5.7				118	Chad	4.2			
49	Panama	5.7				119	Mauritania	4.2			
50	Taiwan, China	5.6				120	Serbia	4.1			
51	Estonia	5.6				121	Lithuania	4.1			
52	Nepal	5.6				122	Burundi	4.1			
53	Zambia	5.6				123	Benin	4.1			
54	Greece	5.5				124	Russian Federation	4.1			
55	Japan	5.5				125	Nigeria	4.1			
56	Qatar	5.5				126	Ukraine	4.0			
57	Jordan	5.4				127	Sierra Leone	4.0			
58	Burkina Faso	5.4				128	Poland	4.0			
59	Guyana	5.4				129	Romania	3.9			
60	Peru	5.4				130	Yemen	3.9			
61	Zimbabwe	5.4				131	Slovak Republic	3.9			
62	Mozambique	5.4				132	Paraguay	3.9			
63	Israel	5.3				133	Bosnia and Herzegovina	3.8			
64	Sweden	5.3				134	Moldova	3.7			
65	Luxembourg	5.3				135	Iran, Islamic Rep.	3.7			
66	Belgium	5.3				136	Bolivia	3.3			
67	United States	5.2				137	Pakistan	3.3			
68	Korea, Rep.	5.2				138	Algeria	3.0			
69	Albania	5.2				139	Kuwait	2.7			
70	Vietnam	5.2				140	Venezuela	2.4			

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RANK	COUNTRY/ECONOMY	VALUE	RANK	COUNTRY/ECONOMY	VALUE
1	Philippines	27.7	71	Bolivia	3.1
2	Seychelles	22.3	72	Benin	3.1
3	Dominican Republic	21.6	73	Azerbaijan	3.1
4	Jamaica	17.0	74	Finland	3.1
5	Mauritius	16.3	75	Latvia	3.1
6	Barbados	16.0	76	Lithuania	3.1
7	Malta	11.3	77	New Zealand	3.1
8	Iceland	10.7	78	France	3.0
9	Jordan	10.5	79	Swaziland	3.0
10	Singapore	10.2	80	Guinea	3.0
11	Gambia, The	9.7	81	Haiti	3.0
12	Cambodia	9.4	82	Iran, Islamic Rep.	3.0
13	Cyprus	9.2	83	Brazil	2.8
14	Lebanon	9.2	84	United Kingdom	2.8
15	Indonesia	9.1	85	Thailand	2.7
16	Estonia	8.2	86	Luxembourg	2.7
17	Greece	8.0	87	Peru	2.7
18	Paraguay	8.0	88	Poland	2.7
19	Hong Kong SAR	7.6	89	Russian Federation	2.7
20	Switzerland	7.2	90	Montenegro	2.6
21	Kenya	7.0	91	El Salvador	2.6
22	Egypt	6.7	92	Korea, Rep.	2.6
23	Spain	6.6	93	Zimbabwe	2.5
24	Botswana	6.2	94	Denmark	2.5
25	Cape Verde	6.2	95	Mozambique	2.5
26	Costa Rica	6.2	96	Argentina	2.5
27	Guyana	6.1	97	Sierra Leone	2.4
28	Portugal	5.9	98	Ethiopia	2.4
29	Norway	5.8	99	Uganda	2.3
30	Madagascar	5.7	100	Sweden	2.2
31	Tanzania	5.6	101	Netherlands	2.2
32	Qatar	5.6	102	Slovak Republic	2.1
33	United Arab Emirates	5.5	103	Bangladesh	2.1
34	United States	5.2	104	Nicaragua	2.1
35	Hungary	5.2	105	Zambia	2.1
36	Nepal	5.1	106	Germany	2.1
37	Uruguay	5.1	107	Israel	2.1
38	Ukraine	5.0	108	Colombia	2.0
39	Panama	4.9	109	Pakistan	2.0
40	Austria	4.8	110	Burkina Faso	1.9
41	Mexico	4.8	111	Kyrgyz Republic	1.9
42	Guatemala	4.7	112	Romania	1.8
43	Trinidad and Tobago	4.6	113	Cameroon	1.8
44	Sri Lanka	4.4	114	Malaysia	1.8
45	Slovenia	4.3	115	Suriname	1.7
46	Puerto Rico	4.3	116	Taiwan, China	1.7
47	Japan	4.2	117	Mali	1.7
48	Chile	4.1	118	Rwanda	1.7
49	Canada	4.1	119	Côte d'Ivoire	1.4
50	Kazakhstan	4.1	120	Vietnam	1.4
50	Mongolia	4.1	121	Croatia	1.4
52	Honduras	4.1	122	Malawi	1.3
53	Bahrain	3.9	123	Macedonia, FYR	1.3
54	China	3.9	124	Oman	1.3
55	Chad	3.9	125	Lesotho	1.3
56	Ireland	3.9	126	Kuwait	1.2
57	Albania	3.9	127	Yemen	1.2
58	Ecuador	3.8	128	Algeria	1.1
59	Australia	3.8	129	Bosnia and Herzegovina	1.1
60	Armenia	3.7	130	India	1.0
61	Senegal	3.7	131	Saudi Arabia	1.0
62	Czech Republic	3.7	132	Serbia	0.8
63	Italy	3.6	133	Burundi	0.7
64	Morocco	3.6	134	Brunei Darussalam	0.7
65	Venezuela	3.5	135	South Africa	0.5
66	Ghana	3.3	136	Turkey	0.5
67	Bulgaria	3.2	137	Nigeria	0.3
68	Moldova	3.2	n/a	Georgia	n/a
69	Namibia	3.2	n/a	Mauritania	n/a
70	Belgium	3.2	n/a	Tajikistan	n/a

## 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	MEAN: 4.4	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 4.4	7
1	United Arab Emirates	6.4				71	Chile	4.4			
2	Singapore	6.2				72	India	4.4			
3	New Zealand	6.1				73	Israel	4.4			
4	Austria	6.0				74	Senegal	4.4			
5	Costa Rica	5.9				75	Indonesia	4.4			
6	Switzerland	5.8				76	Norway	4.3			
7	Barbados	5.8				77	Argentina	4.3			
8	Iceland	5.7				78	Nepal	4.3			
9	Ireland	5.7				79	Swaziland	4.3			
10	Rwanda	5.6				80	Tanzania	4.2			
11	Thailand	5.6				81	Slovenia	4.2			
12	Kenya	5.6				82	Honduras	4.2			
13	Jamaica	5.6				83	Mozambique	4.2			
14	Malaysia	5.6				84	Macedonia, FYR	4.2			
15	Hong Kong SAR	5.6				85	Philippines	4.2			
16	Morocco	5.6				86	Denmark	4.2			
17	Spain	5.6				87	Nicaragua	4.2			
18	Seychelles	5.5				88	Ghana	4.2			
19	Gambia, The	5.5				89	Cape Verde	4.1			
20	Montenegro	5.5				90	Latvia	4.1			
21	United Kingdom	5.5				91	Zimbabwe	4.1			
22	Mauritius	5.5				92	Lebanon	4.0			
23	Oman	5.4				93	Nigeria	4.0			
24	Puerto Rico	5.4				94	Madagascar	4.0			
25	Uruguay	5.3				95	Ethiopia	4.0			
26	Panama	5.3				96	Czech Republic	3.9			
27	Canada	5.3				97	Vietnam	3.9			
28	Peru	5.3				98	Malawi	3.9			
29	France	5.3				99	Greece	3.9			
30	United States	5.2				100	Suriname	3.9			
31	Mali	5.2				101	El Salvador	3.9			
32	Australia	5.2				102	Brazil	3.9			
33	Taiwan, China	5.2				103	Bulgaria	3.8			
34	South Africa	5.2				104	Poland	3.8			
35	Malta	5.2				105	Bosnia and Herzegovina	3.8			
36	Namibia	5.1				106	Armenia	3.8			
37	Qatar	5.1				107	Tajikistan	3.8			
38	Dominican Republic	5.1				108	Hungary	3.8			
39	Cyprus	5.1				109	Ukraine	3.7			
40	Netherlands	5.1				110	Serbia	3.7			
41	Sri Lanka	5.1				111	Guatemala	3.6			
42	China	5.1				112	Cameroon	3.6			
43	Cambodia	5.0				113	Lesotho	3.6			
44	Azerbaijan	5.0				114	Lithuania	3.5			
45	Germany	5.0				115	Trinidad and Tobago	3.5			
46	Estonia	4.9				116	Italy	3.5			
47	Egypt	4.9				117	Sierra Leone	3.5			
48	Turkey	4.9				118	Chad	3.5			
49	Colombia	4.9				119	Paraguay	3.5			
50	Georgia	4.9				120	Iran, Islamic Rep.	3.4			
51	Croatia	4.8				121	Benin	3.4			
52	Botswana	4.8				122	Bolivia	3.3			
53	Mexico	4.8				123	Romania	3.3			
54	Zambia	4.8				124	Mauritania	3.2			
55	Portugal	4.8				125	Kazakhstan	3.2			
56	Guyana	4.8				126	Russian Federation	3.2			
57	Bahrain	4.8				127	Côte d'Ivoire	3.2			
58	Jordan	4.7				128	Bangladesh	3.2			
59	Sweden	4.7				129	Burundi	3.2			
60	Japan	4.6				130	Guinea	3.1			
61	Albania	4.5				131	Mongolia	3.1			
62	Belgium	4.5				132	Kyrgyz Republic	3.1			
63	Uganda	4.5				133	Yemen	3.0			
64	Burkina Faso	4.5				134	Pakistan	2.9			
65	Brunei Darussalam	4.5				135	Haiti	2.8			
66	Ecuador	4.5				136	Slovak Republic	2.8			
67	Finland	4.5				137	Moldova	2.8			
68	Luxembourg	4.5				138	Kuwait	2.3			
69	Korea, Rep.	4.4				139	Algeria	2.2			
70	Saudi Arabia	4.4				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		RANK	COUNTRY/ECONOMY	VALUE	
1	Lithuania	116.0	████████████████████	70	Zimbabwe	65.0	████████████████
1	Saudi Arabia	116.0	████████████████████	72	Belgium	64.0	████████████████
3	Spain	113.0	████████████████████	72	Cambodia	64.0	████████████████
4	Finland	109.0	████████████████████	72	Costa Rica	64.0	████████████████
5	Hungary	108.0	████████████████████	72	Hong Kong SAR	64.0	████████████████
6	Cyprus	107.0	████████████████████	72	Mauritius	64.0	████████████████
6	Slovenia	107.0	████████████████████	72	Netherlands	64.0	████████████████
8	Israel	106.0	████████████████████	72	Portugal	64.0	████████████████
9	Poland	105.0	████████████████████	72	Seychelles	64.0	████████████████
10	United States	96.0	████████████████████	72	Sweden	64.0	████████████████
11	France	92.0	████████████████████	81	Russian Federation	62.0	████████████████
11	Indonesia	92.0	████████████████████	82	Australia	60.0	████████████████
11	Latvia	92.0	████████████████████	82	Mali	60.0	████████████████
11	New Zealand	92.0	████████████████████	82	Montenegro	60.0	████████████████
15	Romania	88.0	████████████████████	82	Sierra Leone	60.0	████████████████
16	Czech Republic	87.0	████████████████████	86	Bolivia	58.0	████████████████
16	Italy	87.0	████████████████████	86	Kenya	58.0	████████████████
16	Slovak Republic	87.0	████████████████████	86	Senegal	58.0	████████████████
19	Jordan	86.0	████████████████████	89	Benin	57.0	████████████████
19	Nicaragua	86.0	████████████████████	89	Burkina Faso	57.0	████████████████
21	United Kingdom	85.0	████████████████████	91	Lesotho	56.0	████████████████
22	Azerbaijan	84.0	████████████████████	91	Malawi	56.0	████████████████
22	Dominican Republic	84.0	████████████████████	91	Singapore	56.0	████████████████
24	Estonia	83.0	████████████████████	94	Luxembourg	55.0	████████████████
25	South Africa	82.0	████████████████████	95	Guatemala	52.0	████████████████
25	Turkey	82.0	████████████████████	95	Kyrgyz Republic	52.0	████████████████
27	Iceland	81.0	████████████████████	95	Madagascar	52.0	████████████████
28	Argentina	80.0	████████████████████	95	Namibia	52.0	████████████████
28	Croatia	80.0	████████████████████	99	Nepal	49.0	████████████████
28	Kazakhstan	80.0	████████████████████	100	Bosnia and Herzegovina	48.0	████████████████
28	Thailand	80.0	████████████████████	100	India	48.0	████████████████
28	Ukraine	80.0	████████████████████	100	Korea, Rep.	48.0	████████████████
33	Switzerland	78.0	████████████████████	100	Lebanon	48.0	████████████████
34	Bulgaria	77.0	████████████████████	104	Nigeria	47.0	████████████████
34	Chile	77.0	████████████████████	104	Rwanda	47.0	████████████████
34	Honduras	77.0	████████████████████	106	Bahrain	46.0	████████████████
34	Uruguay	77.0	████████████████████	106	Trinidad and Tobago	46.0	████████████████
34	Venezuela	77.0	████████████████████	108	Colombia	45.0	████████████████
39	Albania	76.0	████████████████████	108	Ecuador	45.0	████████████████
39	Mexico	76.0	████████████████████	108	Kuwait	45.0	████████████████
39	Moldova	76.0	████████████████████	111	Botswana	44.0	████████████████
39	Mozambique	76.0	████████████████████	111	Cape Verde	44.0	████████████████
39	Sri Lanka	76.0	████████████████████	113	Brazil	43.0	████████████████
39	Taiwan, China	76.0	████████████████████	114	Barbados	42.0	████████████████
45	Egypt	75.0	████████████████████	115	Algeria	40.0	████████████████
46	Paraguay	74.0	████████████████████	115	Haiti	40.0	████████████████
47	El Salvador	73.0	████████████████████	117	Tanzania	39.0	████████████████
48	Denmark	72.0	████████████████████	118	Pakistan	38.0	████████████████
48	Malta	72.0	████████████████████	118	Yemen	38.0	████████████████
48	Norway	72.0	████████████████████	120	Cameroon	37.0	████████████████
51	Ireland	71.0	████████████████████	121	Suriname	36.0	████████████████
51	Japan	71.0	████████████████████	121	Zambia	36.0	████████████████
51	Oman	71.0	████████████████████	123	Bangladesh	34.0	████████████████
54	Canada	70.0	████████████████████	123	Ethiopia	34.0	████████████████
54	Macedonia, FYR	70.0	████████████████████	123	Gambia, The	34.0	████████████████
54	Peru	70.0	████████████████████	123	Ghana	34.0	████████████████
54	Swaziland	70.0	████████████████████	123	Mongolia	34.0	████████████████
58	Philippines	69.0	████████████████████	128	Uganda	32.0	████████████████
59	Armenia	68.0	████████████████████	129	Côte d'Ivoire	30.0	████████████████
59	Greece	68.0	████████████████████	130	Burundi	28.0	████████████████
59	Jamaica	68.0	████████████████████	130	Vietnam	28.0	████████████████
59	Malaysia	68.0	████████████████████	132	Qatar	27.0	████████████████
59	Panama	68.0	████████████████████	133	Iran, Islamic Rep.	25.0	████████████████
59	Puerto Rico	68.0	████████████████████	134	Brunei Darussalam	22.0	████████████████
59	Serbia	68.0	████████████████████	135	Chad	20.0	████████████████
66	Austria	67.0	████████████████████	136	Guinea	19.0	████████████████
66	China	67.0	████████████████████	137	Tajikistan	18.0	████████████████
66	Germany	67.0	████████████████████	138	Guyana	16.0	████████████████
69	Morocco	66.0	████████████████████	139	United Arab Emirates	8.0	████████████████
70	Georgia	65.0	████████████████████	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	RANK	COUNTRY/ECONOMY	VALUE
1	China	18.0	71	Albania	13.5
1	Egypt	18.0	71	Argentina	13.5
1	India	18.0	71	Azerbaijan	13.5
1	Korea, Rep.	18.0	71	Brazil	13.5
1	Uruguay	18.0	71	Cape Verde	13.5
1	Venezuela	18.0	71	Costa Rica	13.5
7	Bulgaria	17.5	71	Ecuador	13.5
7	Cyprus	17.5	71	Guatemala	13.5
7	Honduras	17.5	71	Hungary	13.5
7	Israel	17.5	71	Jamaica	13.5
7	Japan	17.5	71	Jordan	13.5
7	Mauritius	17.5	71	Kazakhstan	13.5
7	Morocco	17.5	71	Lithuania	13.5
7	Slovenia	17.5	71	Luxembourg	13.5
7	Spain	17.5	71	Malaysia	13.5
7	Turkey	17.5	71	Moldova	13.5
17	Armenia	16.5	71	Peru	13.5
17	Australia	16.5	71	Poland	13.5
17	Austria	16.5	71	Russian Federation	13.5
17	Cambodia	16.5	71	Saudi Arabia	13.5
17	Chile	16.5	71	Singapore	13.5
17	Dominican Republic	16.5	71	Ukraine	13.5
17	Georgia	16.5	93	Lebanon	12.0
17	Germany	16.5	93	Madagascar	12.0
17	Greece	16.5	93	Mozambique	12.0
17	Hong Kong SAR	16.5	93	Vietnam	12.0
17	Indonesia	16.5	97	Oman	11.0
17	Ireland	16.5	97	Swaziland	11.0
17	Latvia	16.5	99	Pakistan	10.0
17	Macedonia, FYR	16.5	99	Puerto Rico	10.0
17	Mexico	16.5	99	Senegal	10.0
17	Mongolia	16.5	99	Suriname	10.0
17	Nepal	16.5	103	Guyana	9.0
17	New Zealand	16.5	103	Namibia	9.0
17	Paraguay	16.5	103	Sierra Leone	9.0
17	Philippines	16.5	103	United Arab Emirates	9.0
17	Portugal	16.5	107	Tanzania	7.5
17	Romania	16.5	108	Kyrgyz Republic	6.0
17	Serbia	16.5	108	Tajikistan	6.0
17	Seychelles	16.5	108	Uganda	6.0
17	Switzerland	16.5	111	Ethiopia	4.5
17	Taiwan, China	16.5	112	Algeria	3.0
17	Thailand	16.5	112	Bangladesh	3.0
44	France	16.0	112	Benin	3.0
44	Panama	16.0	112	Bolivia	3.0
44	Slovak Republic	16.0	112	Brunei Darussalam	3.0
44	United States	16.0	112	Burkina Faso	3.0
48	Bosnia and Herzegovina	15.5	112	Gambia, The	3.0
48	Canada	15.5	112	Haiti	3.0
48	Colombia	15.5	112	Iran, Islamic Rep.	3.0
48	Croatia	15.5	112	Kuwait	3.0
48	Denmark	15.5	112	Lesotho	3.0
48	El Salvador	15.5	112	Nigeria	3.0
48	Estonia	15.5	112	Qatar	3.0
48	Finland	15.5	112	Zimbabwe	3.0
48	Iceland	15.5	126	Bahrain	0.0
48	Malta	15.5	126	Botswana	0.0
48	Montenegro	15.5	126	Burundi	0.0
48	Nicaragua	15.5	126	Cameroon	0.0
48	Norway	15.5	126	Chad	0.0
48	Sweden	15.5	126	Côte d'Ivoire	0.0
48	United Kingdom	15.5	126	Ghana	0.0
63	Italy	15.0	126	Guinea	0.0
63	Sri Lanka	15.0	126	Malawi	0.0
65	Belgium	14.5	126	Mali	0.0
65	Czech Republic	14.5	126	Mauritania	0.0
65	Netherlands	14.5	126	Rwanda	0.0
65	South Africa	14.5	126	Trinidad and Tobago	0.0
69	Barbados	14.0	126	Yemen	0.0
69	Kenya	14.0	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	MEAN: 4.6	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 4.6	7
1	Singapore	6.8				71	Honduras	4.5			
2	Hong Kong SAR	6.7				72	Slovenia	4.5			
3	United Arab Emirates	6.6				73	Estonia	4.5			
4	Netherlands	6.6				74	Peru	4.5			
5	Switzerland	6.5				75	Cambodia	4.4			
6	Panama	6.4				76	Montenegro	4.4			
7	Germany	6.4				77	Senegal	4.4			
8	Barbados	6.3				78	Pakistan	4.3			
9	Iceland	6.2				79	Croatia	4.3			
10	France	6.2				80	Ecuador	4.3			
11	Finland	6.2				81	Cape Verde	4.3			
12	New Zealand	6.2				82	Georgia	4.3			
13	Norway	6.2				83	Côte d'Ivoire	4.3			
14	Belgium	6.2				84	Rwanda	4.3			
15	South Africa	6.1				85	Ukraine	4.3			
16	Bahrain	6.0				86	Lithuania	4.2			
17	Spain	6.0				87	Kuwait	4.2			
18	Qatar	6.0				88	Tajikistan	4.2			
19	Denmark	6.0				89	Indonesia	4.2			
20	Sweden	6.0				90	Nicaragua	4.2			
21	Czech Republic	6.0				91	Hungary	4.2			
22	United Kingdom	6.0				92	Mali	4.2			
23	Canada	5.9				93	Guyana	4.1			
24	Malaysia	5.9				94	Vietnam	4.1			
25	Malta	5.9				95	Kazakhstan	4.1			
26	Korea, Rep.	5.9				96	Botswana	4.1			
27	Luxembourg	5.8				97	Ghana	4.1			
28	Puerto Rico	5.8				98	Suriname	4.0			
29	Australia	5.8				99	Nigeria	4.0			
30	United States	5.8				100	Bulgaria	4.0			
31	Austria	5.8				101	Zambia	3.9			
32	Ireland	5.7				102	Mozambique	3.9			
33	Thailand	5.7				103	Russian Federation	3.8			
34	Saudi Arabia	5.7				104	Poland	3.8			
35	Portugal	5.6				105	Colombia	3.8			
36	Turkey	5.6				106	Uganda	3.8			
37	Jamaica	5.5				107	Cameroon	3.7			
38	Jordan	5.5				108	Guinea	3.6			
39	Chile	5.5				109	Macedonia, FYR	3.6			
40	Oman	5.5				110	Philippines	3.6			
41	Dominican Republic	5.4				111	Moldova	3.6			
42	El Salvador	5.4				112	Madagascar	3.6			
43	Cyprus	5.4				113	Argentina	3.5			
44	Taiwan, China	5.4				114	Swaziland	3.5			
45	Greece	5.3				115	Tanzania	3.5			
46	Japan	5.3				116	Bolivia	3.5			
47	Latvia	5.3				117	Yemen	3.5			
48	Israel	5.3				118	Bangladesh	3.5			
49	Mauritius	5.2				119	Romania	3.4			
50	Ethiopia	5.1				120	Zimbabwe	3.4			
51	Lebanon	5.1				121	Benin	3.4			
52	Morocco	5.1				122	Slovak Republic	3.4			
53	Azerbaijan	5.0				123	Algeria	3.3			
54	Egypt	5.0				124	Venezuela	3.3			
55	Seychelles	5.0				125	Burkina Faso	3.3			
56	Trinidad and Tobago	5.0				126	Mongolia	3.3			
57	Sri Lanka	5.0				127	Serbia	3.2			
58	Guatemala	4.9				128	Nepal	3.2			
59	Namibia	4.9				129	Iran, Islamic Rep.	3.1			
60	Costa Rica	4.9				130	Malawi	3.1			
61	Brunei Darussalam	4.9				131	Brazil	3.0			
62	Gambia, The	4.9				132	Kyrgyz Republic	2.9			
63	Uruguay	4.9				133	Chad	2.9			
64	Mexico	4.8				134	Mauritania	2.8			
65	Kenya	4.8				135	Burundi	2.8			
66	Albania	4.8				136	Sierra Leone	2.7			
67	Italy	4.7				137	Paraguay	2.5			
68	India	4.7				138	Lesotho	2.5			
69	Armenia	4.7				139	Bosnia and Herzegovina	2.3			
70	China	4.5				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	RANK	COUNTRY/ECONOMY	VALUE
1	United States	21,470.9	71	Honduras	1.6
2	China	7,411.9	72	Botswana	1.5
3	Brazil	2,293.6	73	Cameroon	1.3
4	Japan	1,871.8	74	Trinidad and Tobago	1.1
5	Russian Federation	1,790.9	75	Cambodia	1.0
6	Australia	1,569.1	76	Namibia	0.9
7	India	1,362.2	77	Czech Republic	0.9
8	Canada	1,159.9	78	Ghana	0.7
9	Indonesia	978.6	79	Jordan	0.7
10	Spain	693.9	80	Paraguay	0.7
11	Mexico	613.8	81	Jamaica	0.6
12	Italy	536.9	82	Zambia	0.6
13	Malaysia	355.7	83	Tajikistan	0.5
14	France	321.5	84	Zimbabwe	0.5
15	Turkey	320.6	85	Malawi	0.4
16	South Africa	303.5	86	Guatemala	0.4
17	Germany	289.4	87	Seychelles	0.2
18	Saudi Arabia	250.4	88	Slovak Republic	0.2
19	United Kingdom	239.2	89	Puerto Rico	0.2
20	Philippines	231.0	90	Azerbaijan	0.2
21	Vietnam	230.9	91	Estonia	0.2
22	Thailand	222.9	92	Netherlands	0.2
23	Argentina	201.9	93	Georgia	0.2
24	Korea, Rep.	185.3	94	Chad	0.2
25	Iran, Islamic Rep.	179.0	95	Sri Lanka	0.1
26	Chile	177.6	96	Haiti	0.1
27	Colombia	164.1	97	Rwanda	0.1
28	Norway	152.9	98	Cyprus	0.1
29	New Zealand	113.2	99	Belgium	0.1
30	Nigeria	83.1	100	Dominican Republic	0.1
31	Pakistan	79.1	101	Uganda	0.1
32	Kazakhstan	75.1	102	Burkina Faso	0.1
33	Peru	74.9	103	Mali	0.0
34	Portugal	70.8	104	Bosnia and Herzegovina	0.0
35	Sweden	60.7	105	Albania	0.0
36	Greece	51.2	105	Armenia	0.0
37	Venezuela	41.7	105	Bahrain	0.0
38	Ecuador	37.2	105	Barbados	0.0
39	Finland	37.1	105	Benin	0.0
40	Taiwan, China	30.6	105	Brunei Darussalam	0.0
41	Egypt	29.7	105	Burundi	0.0
42	Bolivia	23.6	105	Côte d'Ivoire	0.0
43	Algeria	21.9	105	El Salvador	0.0
44	Denmark	18.2	105	Gambia, The	0.0
45	Ukraine	15.5	105	Guinea	0.0
46	Kenya	15.1	105	Guyana	0.0
47	Mozambique	13.5	105	Hong Kong SAR	0.0
48	Tanzania	11.4	105	Hungary	0.0
49	Oman	8.6	105	Kuwait	0.0
50	Poland	8.5	105	Latvia	0.0
51	Morocco	8.3	105	Lebanon	0.0
52	Romania	7.7	105	Lesotho	0.0
53	Austria	7.2	105	Lithuania	0.0
54	Yemen	5.6	105	Luxembourg	0.0
55	Nepal	5.6	105	Macedonia, FYR	0.0
56	Israel	5.5	105	Malta	0.0
57	Bangladesh	5.5	105	Mauritania	0.0
58	Switzerland	5.2	105	Moldova	0.0
59	Madagascar	5.1	105	Montenegro	0.0
60	Croatia	4.1	105	Nicaragua	0.0
61	Ethiopia	3.7	105	Qatar	0.0
62	Panama	3.3	105	Senegal	0.0
63	Mongolia	3.2	105	Serbia	0.0
64	Ireland	2.6	105	Sierra Leone	0.0
65	Iceland	2.4	105	Singapore	0.0
66	Bulgaria	2.3	105	Slovenia	0.0
67	Cape Verde	2.3	105	Suriname	0.0
68	Kyrgyz Republic	2.0	105	Swaziland	0.0
69	Mauritius	1.9	105	United Arab Emirates	0.0
70	Costa Rica	1.7	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	RANK	COUNTRY/ECONOMY	VALUE
1	United States.....	10,615.0	71	Jamaica .....	130.0
2	United Kingdom.....	5,990.3	72	Algeria .....	129.1
3	Germany.....	4,351.6	73	Costa Rica.....	124.0
4	France .....	3,321.4	74	Kazakhstan.....	121.2
5	United Arab Emirates.....	3,214.3	75	Ecuador.....	105.3
6	Spain .....	2,996.8	76	Ghana.....	103.6
7	Japan .....	2,963.2	77	Iceland.....	91.6
8	China.....	2,745.2	78	Senegal .....	91.6
9	Australia.....	2,312.0	79	Bulgaria .....	90.3
10	Hong Kong SAR.....	2,280.1	80	El Salvador.....	85.9
11	Singapore .....	2,069.1	81	Barbados.....	83.8
12	Canada.....	2,043.1	82	Latvia .....	75.8
13	Thailand.....	1,956.7	83	Nepal .....	74.7
14	India.....	1,794.8	84	Azerbaijan .....	72.3
15	Italy.....	1,780.0	85	Brunei Darussalam.....	68.6
16	Korea, Rep. ....	1,734.9	86	Croatia.....	62.1
17	Netherlands .....	1,701.2	87	Malta .....	61.0
18	Russian Federation .....	1,315.3	88	Tanzania .....	58.1
19	Brazil.....	1,267.3	89	Cambodia.....	56.7
20	Turkey.....	1,206.8	90	Trinidad and Tobago.....	55.9
21	Malaysia.....	1,120.1	91	Uruguay .....	54.8
22	Mexico.....	892.7	92	Serbia .....	53.7
23	Switzerland .....	876.2	93	Tajikistan.....	49.5
24	South Africa.....	849.1	94	Armenia .....	47.5
25	Taiwan, China.....	846.5	95	Bolivia .....	44.6
26	Saudi Arabia .....	838.7	96	Guatemala .....	43.5
27	Qatar .....	784.6	97	Cameroon.....	42.1
28	Indonesia .....	703.9	98	Madagascar.....	36.7
29	Egypt .....	641.9	99	Lithuania .....	35.2
30	Portugal.....	636.9	100	Yemen .....	35.1
31	Philippines .....	636.0	101	Uganda.....	35.0
32	New Zealand .....	585.8	102	Kyrgyz Republic.....	34.9
33	Belgium .....	558.5	103	Georgia.....	33.1
34	Argentina .....	553.4	104	Seychelles.....	30.6
35	Greece.....	526.2	105	Cape Verde .....	29.6
36	Israel.....	503.2	106	Namibia .....	29.6
37	Austria .....	410.9	107	Mali.....	28.8
38	Denmark.....	402.8	108	Haiti.....	24.0
39	Ireland.....	393.9	109	Honduras.....	23.7
40	Sweden .....	391.4	110	Zambia .....	23.6
41	Vietnam .....	379.9	111	Albania.....	23.5
42	Morocco.....	375.0	112	Suriname .....	23.4
43	Finland.....	365.4	113	Estonia.....	22.1
44	Peru.....	333.4	114	Luxembourg .....	21.9
45	Dominican Republic.....	314.2	115	Côte d'Ivoire .....	21.2
46	Pakistan.....	300.6	116	Zimbabwe.....	20.5
47	Colombia .....	300.2	117	Slovak Republic.....	19.3
48	Chile .....	298.1	118	Benin .....	19.1
49	Norway .....	288.1	119	Mongolia.....	17.8
50	Poland.....	265.5	120	Nicaragua .....	17.5
51	Kenya .....	253.5	121	Montenegro .....	17.4
52	Panama .....	231.4	122	Mozambique.....	15.9
53	Puerto Rico.....	224.9	123	Moldova.....	15.7
54	Bahrain .....	223.0	124	Slovenia.....	14.7
55	Kuwait .....	218.9	125	Paraguay .....	14.2
56	Sri Lanka .....	210.4	126	Burkina Faso.....	12.4
57	Nigeria.....	199.7	127	Gambia, The.....	10.8
58	Bangladesh.....	196.8	128	Chad.....	9.2
59	Ukraine .....	191.3	129	Macedonia, FYR .....	8.5
60	Czech Republic .....	187.2	130	Guinea.....	8.3
61	Cyprus.....	185.9	131	Mauritania.....	7.8
62	Jordan.....	184.0	132	Guyana .....	7.4
63	Ethiopia.....	183.1	133	Bosnia and Herzegovina .....	7.1
64	Venezuela .....	180.7	134	Malawi .....	6.7
65	Mauritius .....	176.5	135	Rwanda .....	6.1
66	Iran, Islamic Rep. ....	171.0	136	Sierra Leone .....	5.3
67	Romania .....	167.0	137	Botswana .....	3.9
68	Lebanon .....	156.8	138	Burundi.....	2.2
69	Oman .....	151.1	139	Swaziland .....	0.3
70	Hungary.....	132.3	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	RANK	COUNTRY/ECONOMY	VALUE
1	Ireland.....	152.7	71	Suriname.....	3.2
2	Seychelles.....	149.9	72	Albania.....	3.2
3	Luxembourg.....	98.7	73	Romania.....	3.1
4	Malta.....	61.9	74	Armenia.....	3.0
5	Qatar.....	51.6	75	Morocco.....	2.9
6	Bahrain.....	45.8	76	Mongolia.....	2.7
7	New Zealand.....	42.6	77	Slovak Republic.....	2.6
8	Canada.....	36.2	78	Swaziland <sup>7</sup> .....	2.6
9	Iceland.....	35.4	79	Argentina.....	2.5
10	United Arab Emirates.....	34.8	80	Serbia.....	2.4
11	Finland.....	34.2	81	Poland.....	2.4
12	Latvia.....	29.3	82	Peru.....	2.3
13	United States.....	28.9	83	Iran, Islamic Rep.....	2.1
14	Switzerland.....	28.1	84	Ukraine.....	1.8
15	Brunei Darussalam.....	26.7	85	Philippines.....	1.8
16	Panama.....	23.1	86	China.....	1.8
17	Norway <sup>2</sup> .....	22.9	87	Thailand.....	1.8
18	Austria.....	21.9	88	Indonesia.....	1.7
19	Puerto Rico <sup>1</sup> .....	21.7	89	Kazakhstan.....	1.7
20	Hong Kong SAR.....	21.4	90	Mexico.....	1.6
21	Cape Verde.....	19.7	91	Moldova.....	1.6
22	Cyprus.....	19.6	92	Georgia.....	1.4
23	United Kingdom.....	18.9	93	Egypt.....	1.4
24	Australia.....	18.8	94	Algeria.....	1.2
25	Trinidad and Tobago.....	18.3	95	Vietnam.....	1.2
26	Portugal.....	16.1	96	Azerbaijan.....	1.1
27	Singapore.....	16.0	97	Kenya.....	0.9
28	Denmark <sup>2</sup> .....	15.6	98	Kyrgyz Republic.....	0.9
29	Netherlands.....	14.6	99	Paraguay.....	0.9
30	Germany.....	13.3	100	Sri Lanka.....	0.8
31	Spain.....	13.1	101	Macedonia, FYR.....	0.8
32	Belgium.....	13.1	102	Tajikistan.....	0.7
33	Greece.....	13.1	103	Guatemala <sup>9</sup> .....	0.6
34	Oman.....	12.4	104	Senegal <sup>4</sup> .....	0.6
35	Slovenia.....	12.3	105	Madagascar.....	0.6
36	Hungary.....	11.8	106	Mozambique.....	0.6
37	France.....	11.5	107	Ethiopia.....	0.6
38	Costa Rica.....	10.6	108	India.....	0.5
39	Korea, Rep.....	9.8	109	Cameroon <sup>2</sup> .....	0.5
40	Mauritius.....	9.2	110	Bosnia and Herzegovina.....	0.5
41	Czech Republic.....	9.0	111	Tanzania.....	0.5
42	Montenegro <sup>4</sup> .....	8.9	112	Yemen.....	0.4
43	Estonia.....	8.6	113	Guyana <sup>6</sup> .....	0.4
44	Malaysia.....	8.5	114	Zimbabwe.....	0.4
45	Kuwait.....	7.9	115	Cambodia.....	0.4
46	Israel.....	7.1	116	Zambia <sup>3</sup> .....	0.4
47	Taiwan, China.....	7.1	117	Mauritania.....	0.3
48	Sweden <sup>2</sup> .....	6.6	118	Pakistan.....	0.3
49	Jordan.....	6.4	119	Burkina Faso.....	0.3
50	Chile.....	6.4	120	Burundi <sup>9</sup> .....	0.2
51	Jamaica <sup>2</sup> .....	6.2	121	Malawi.....	0.2
52	Italy.....	6.0	122	Ghana <sup>5</sup> .....	0.2
53	Saudi Arabia.....	6.0	123	Benin <sup>6</sup> .....	0.1
54	Croatia.....	5.8	124	Nigeria.....	0.1
55	Uruguay.....	5.7	125	Lesotho <sup>8</sup> .....	0.1
56	Turkey.....	5.5	126	Nicaragua <sup>7</sup> .....	0.1
57	Japan.....	5.1	127	Chad <sup>6</sup> .....	0.1
58	Russian Federation.....	4.7	128	Bangladesh.....	0.1
59	Brazil.....	4.5	129	Guinea <sup>8</sup> .....	0.1
60	Venezuela.....	4.4	130	Nepal.....	0.1
61	South Africa.....	4.2	131	Mali <sup>6</sup> .....	0.1
62	Bulgaria.....	4.1	132	Dominican Republic <sup>8</sup> .....	0.0
63	Lebanon.....	3.9	133	Côte d'Ivoire <sup>6</sup> .....	0.0
64	Colombia.....	3.9	134	Sierra Leone.....	0.0
65	Botswana.....	3.8	135	Uganda.....	0.0
66	Namibia.....	3.8	n/a	Barbados.....	n/a
67	Bolivia.....	3.6	n/a	Gambia, The.....	n/a
68	Lithuania <sup>2</sup> .....	3.5	n/a	Haiti.....	n/a
69	Ecuador.....	3.4	n/a	Honduras.....	n/a
70	El Salvador.....	3.2	n/a	Rwanda.....	n/a

## 6.05 Airport density

Number of airports with at least one scheduled flight per million population | 2011 or most recent

RANK	COUNTRY/ECONOMY	VALUE	RANK	COUNTRY/ECONOMY	VALUE
1	Iceland.....	27.7	71	Armenia.....	0.6
2	Seychelles.....	23.0	72	Mozambique.....	0.6
3	Cape Verde.....	14.0	73	Zambia.....	0.6
4	Norway.....	10.2	74	Uruguay.....	0.6
5	Canada.....	7.5	75	Peru.....	0.6
6	Australia.....	6.8	76	Czech Republic.....	0.6
7	Panama.....	6.2	77	Japan.....	0.6
8	New Zealand.....	6.1	78	Mauritania.....	0.6
9	Mongolia.....	5.4	79	Gambia, The.....	0.6
10	Malta.....	4.8	80	Turkey.....	0.6
11	Sweden.....	4.3	81	Brazil.....	0.5
12	Finland.....	4.1	82	Mexico.....	0.5
13	Barbados.....	3.7	83	Israel.....	0.5
14	Costa Rica.....	3.6	84	Morocco.....	0.5
15	Greece.....	3.3	85	Belgium.....	0.5
16	Montenegro.....	3.2	86	Germany.....	0.5
17	Namibia.....	3.0	87	Lesotho.....	0.5
18	Cyprus.....	2.7	88	Philippines.....	0.4
19	Brunei Darussalam.....	2.5	89	Thailand.....	0.4
20	Estonia.....	2.2	90	Tajikistan.....	0.4
21	United States.....	2.2	91	Bulgaria.....	0.4
22	Ireland.....	2.2	92	South Africa.....	0.4
23	Botswana.....	2.0	93	Senegal.....	0.4
24	Luxembourg.....	1.9	94	Singapore.....	0.4
25	Suriname.....	1.9	95	Kyrgyz Republic.....	0.4
26	Croatia.....	1.8	96	Yemen.....	0.4
27	Denmark.....	1.8	97	Kuwait.....	0.4
28	Puerto Rico.....	1.6	98	Ukraine.....	0.4
29	Mauritius.....	1.5	99	Korea, Rep.....	0.3
30	Portugal.....	1.5	100	Azerbaijan.....	0.3
31	Trinidad and Tobago.....	1.5	101	Jordan.....	0.3
32	Guyana.....	1.3	102	Zimbabwe.....	0.3
33	Madagascar.....	1.3	103	Albania.....	0.3
34	Bolivia.....	1.3	104	Paraguay.....	0.3
35	Malaysia.....	1.3	105	Serbia.....	0.3
36	Argentina.....	1.3	106	Hungary.....	0.3
37	Honduras.....	1.2	107	Netherlands.....	0.3
38	Colombia.....	1.1	108	Poland.....	0.3
39	Qatar.....	1.1	109	Moldova.....	0.3
40	Oman.....	1.1	110	Tanzania.....	0.3
41	Chile.....	1.0	111	Hong Kong SAR.....	0.3
42	United Kingdom.....	1.0	112	Cambodia.....	0.3
43	Kazakhstan.....	1.0	113	Ethiopia.....	0.3
44	Slovenia.....	1.0	114	Kenya.....	0.3
45	Macedonia, FYR.....	1.0	115	Indonesia.....	0.3
46	Ecuador.....	1.0	116	Lebanon.....	0.2
47	France.....	1.0	117	Vietnam.....	0.2
48	Saudi Arabia.....	0.9	118	Cameroon.....	0.2
49	Slovak Republic.....	0.9	119	Haiti.....	0.2
50	Lithuania.....	0.9	120	Malawi.....	0.2
51	Latvia.....	0.9	121	Rwanda.....	0.2
52	United Arab Emirates.....	0.9	122	Egypt.....	0.2
53	Venezuela.....	0.9	123	Sierra Leone.....	0.2
54	Spain.....	0.9	124	El Salvador.....	0.2
55	Swaziland.....	0.8	125	Ghana.....	0.2
56	Bosnia and Herzegovina.....	0.8	126	Pakistan.....	0.1
57	Switzerland.....	0.8	127	Guatemala.....	0.1
58	Algeria.....	0.8	128	Burkina Faso.....	0.1
59	Bahrain.....	0.8	129	Burundi.....	0.1
60	Russian Federation.....	0.7	130	Uganda.....	0.1
61	Taiwan, China.....	0.7	131	China.....	0.1
62	Jamaica.....	0.7	132	Benin.....	0.1
63	Austria.....	0.7	133	Nigeria.....	0.1
64	Romania.....	0.7	134	Guinea.....	0.1
65	Dominican Republic.....	0.7	135	Chad.....	0.1
66	Georgia.....	0.7	136	India.....	0.1
67	Nepal.....	0.7	137	Mali.....	0.1
68	Iran, Islamic Rep.....	0.7	138	Bangladesh.....	0.1
69	Nicaragua.....	0.7	139	Côte d'Ivoire.....	0.0
70	Italy.....	0.7	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	RANK	COUNTRY/ECONOMY	VALUE
1	United States	188.5	71	Peru	25.0
2	Germany	166.0	72	Senegal	24.0
3	France	163.5	72	Sri Lanka	24.0
4	United Kingdom	156.5	74	Chile	23.5
5	Italy	149.5	74	Tanzania	23.5
6	Russian Federation	123.5	76	Costa Rica	23.0
7	Spain	123.0	76	Ghana	23.0
8	China	112.0	76	Pakistan	23.0
9	Canada	103.5	79	Tajikistan	20.5
10	Switzerland	102.5	80	Algeria	20.0
11	Netherlands	97.5	80	New Zealand	20.0
12	United Arab Emirates	97.0	80	Panama	20.0
13	Thailand	93.5	83	Ecuador	19.5
13	Turkey	93.5	84	Cambodia	19.0
15	India	84.5	84	Lithuania	19.0
16	Japan	79.0	86	Latvia	18.0
17	Austria	74.0	87	Georgia	17.5
17	Belgium	74.0	88	Cameroon	17.0
19	Greece	73.5	89	Kyrgyz Republic	16.5
20	Egypt	71.5	90	Uganda	15.5
20	Hong Kong SAR	71.5	91	Bolivia	15.0
22	Denmark	67.0	91	Honduras	15.0
23	Sweden	65.5	93	Malta	14.5
24	Australia	60.5	94	Benin	14.0
24	Singapore	60.5	94	Mali	14.0
26	Malaysia	59.0	94	Zambia	14.0
27	Mexico	57.0	97	Albania	13.0
28	Israel	56.0	97	Barbados	13.0
28	Korea, Rep.	56.0	97	Estonia	13.0
30	Brazil	54.0	97	Haiti	13.0
30	Czech Republic	54.0	101	Bosnia and Herzegovina	12.5
32	Saudi Arabia	53.0	101	Côte d'Ivoire	12.5
32	South Africa	53.0	101	Guatemala	12.5
34	Portugal	52.5	101	Luxembourg	12.5
35	Ukraine	50.5	101	Mauritius	12.5
36	Dominican Republic	47.5	101	Yemen	12.5
36	Indonesia	47.5	107	Moldova	12.0
38	Cyprus	44.0	107	Montenegro	12.0
39	Philippines	43.0	107	Uruguay	12.0
39	Vietnam	43.0	107	Zimbabwe	12.0
41	Poland	42.5	111	Macedonia, FYR	11.5
42	Norway	41.0	112	El Salvador	11.0
43	Argentina	40.0	112	Ethiopia	11.0
44	Lebanon	38.5	114	Mozambique	9.5
45	Romania	38.0	114	Trinidad and Tobago	9.5
45	Serbia	38.0	116	Burkina Faso	9.0
45	Taiwan, China	38.0	116	Iceland	9.0
48	Bulgaria	37.0	118	Nicaragua	8.5
48	Puerto Rico	37.0	119	Gambia, The	7.5
50	Finland	36.0	119	Madagascar	7.5
51	Hungary	35.5	121	Mongolia	7.0
52	Kuwait	35.0	121	Paraguay	7.0
52	Morocco	35.0	121	Slovenia	7.0
54	Iran, Islamic Rep.	33.5	124	Cape Verde	6.5
54	Jordan	33.5	125	Brunei Darussalam	6.0
56	Ireland	33.0	125	Guinea	6.0
57	Kenya	32.0	125	Seychelles	6.0
57	Venezuela	32.0	125	Sierra Leone	6.0
59	Colombia	29.5	129	Botswana	5.5
60	Oman	29.0	129	Chad	5.5
61	Bangladesh	28.0	129	Slovak Republic	5.5
61	Jamaica	28.0	132	Mauritania	5.0
61	Kazakhstan	28.0	132	Namibia	5.0
61	Nigeria	28.0	134	Malawi	4.0
65	Armenia	27.5	134	Rwanda	4.0
66	Nepal	27.0	134	Suriname	4.0
67	Azerbaijan	26.5	137	Burundi	3.0
67	Bahrain	26.5	137	Guyana	3.0
67	Croatia	26.5	139	Lesotho	1.0
67	Qatar	26.5	139	Swaziland	1.0

Source: International Air Transport Association, SRS Analyser

RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 4.8	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 4.8	7
1	Singapore	6.8				71	Indonesia	4.6			
2	Hong Kong SAR	6.7				72	Zambia	4.6			
3	United Arab Emirates	6.7				73	Nigeria	4.6			
4	Netherlands	6.7				74	Brazil	4.6			
5	Germany	6.7				75	Rwanda	4.5			
6	Switzerland	6.4				76	Uganda	4.5			
7	Qatar	6.4				77	Montenegro	4.5			
8	United Kingdom	6.4				78	Albania	4.5			
9	France	6.4				79	Colombia	4.4			
10	New Zealand	6.2				80	Kazakhstan	4.4			
11	Panama	6.2				81	Italy	4.4			
12	Finland	6.1				82	Cape Verde	4.4			
13	Bahrain	6.1				83	Côte d'Ivoire	4.4			
14	South Africa	6.1				84	Ecuador	4.4			
15	Belgium	6.1				85	Uruguay	4.4			
16	Barbados	6.1				86	Cambodia	4.3			
17	Canada	6.0				87	Cameroon	4.3			
18	Iceland	6.0				88	Philippines	4.3			
19	Saudi Arabia	6.0				89	Pakistan	4.3			
20	Norway	5.9				90	Mali	4.3			
21	Denmark	5.9				91	Poland	4.3			
22	United States	5.9				92	Armenia	4.3			
23	Malaysia	5.9				93	Guyana	4.2			
24	Australia	5.9				94	Georgia	4.2			
25	Czech Republic	5.9				95	Ghana	4.2			
26	Korea, Rep.	5.9				96	Argentina	4.2			
27	Austria	5.8				97	Slovenia	4.2			
28	Spain	5.8				98	Yemen	4.2			
29	Sweden	5.8				99	Croatia	4.2			
30	Turkey	5.7				100	Tajikistan	4.1			
31	Thailand	5.7				101	Ukraine	4.1			
32	Malta	5.7				102	Estonia	4.1			
33	Chile	5.7				103	Russian Federation	4.1			
34	Dominican Republic	5.7				104	Nicaragua	4.1			
35	Ireland	5.7				105	Bulgaria	4.1			
36	Jordan	5.7				106	Mozambique	4.0			
37	Taiwan, China	5.6				107	Hungary	4.0			
38	Portugal	5.6				108	Lithuania	4.0			
39	El Salvador	5.5				109	Bangladesh	4.0			
40	Israel	5.5				110	Burkina Faso	3.9			
41	Jamaica	5.5				111	Vietnam	3.9			
42	Seychelles	5.5				112	Tanzania	3.9			
43	Costa Rica	5.5				113	Botswana	3.8			
44	Puerto Rico	5.4				114	Romania	3.8			
45	Oman	5.4				115	Madagascar	3.8			
46	Japan	5.3				116	Zimbabwe	3.7			
47	Latvia	5.3				117	Moldova	3.7			
48	Mexico	5.2				118	Venezuela	3.7			
49	Lebanon	5.2				119	Malawi	3.6			
50	Luxembourg	5.2				120	Burundi	3.6			
51	Ethiopia	5.2				121	Benin	3.6			
52	India	5.2				122	Slovak Republic	3.5			
53	Morocco	5.1				123	Serbia	3.5			
54	Kenya	5.1				124	Iran, Islamic Rep.	3.5			
55	Cyprus	5.0				125	Bolivia	3.5			
56	Mauritius	5.0				126	Suriname	3.4			
57	Guatemala	5.0				127	Swaziland	3.4			
58	Greece	5.0				128	Mongolia	3.4			
59	Peru	5.0				129	Nepal	3.4			
60	Azerbaijan	4.9				130	Sierra Leone	3.4			
61	Namibia	4.9				131	Haiti	3.4			
62	Trinidad and Tobago	4.9				132	Kyrgyz Republic	3.4			
63	Senegal	4.9				133	Mauritania	3.4			
64	Sri Lanka	4.9				134	Macedonia, FYR	3.3			
65	Brunei Darussalam	4.7				135	Paraguay	3.3			
66	Egypt	4.7				136	Chad	3.2			
67	Gambia, The	4.7				137	Algeria	3.2			
68	Kuwait	4.7				138	Guinea	3.2			
69	China	4.7				139	Bosnia and Herzegovina	2.6			
70	Honduras	4.7				140	Lesotho	2.6			



## 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	MEAN: 4.1	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 4.1	7
1	France	6.5				71	Greece	4.0			
2	United Arab Emirates	6.5				72	Kenya	3.9			
3	Singapore	6.5				73	Pakistan	3.9			
4	Portugal	6.4				74	Trinidad and Tobago	3.8			
5	Oman	6.4				75	Nicaragua	3.8			
6	Switzerland	6.4				76	Czech Republic	3.7			
7	Austria	6.3				77	Slovak Republic	3.7			
8	Hong Kong SAR	6.3				78	Guyana	3.7			
9	Finland	6.1				79	Armenia	3.7			
10	Germany	6.1				80	Uruguay	3.6			
11	Netherlands	6.0				81	Mali	3.6			
12	Saudi Arabia	6.0				82	Jamaica	3.6			
13	Spain	5.9				83	Norway	3.6			
14	Japan	5.9				84	Ghana	3.5			
15	Luxembourg	5.9				85	India	3.5			
16	Canada	5.9				86	Philippines	3.4			
17	Korea, Rep.	5.8				87	Algeria	3.4			
18	Bahrain	5.8				88	Malawi	3.4			
19	Denmark	5.7				89	Indonesia	3.4			
20	United States	5.7				90	Guatemala	3.3			
21	Taiwan, China	5.7				91	Honduras	3.3			
22	Cyprus	5.6				92	Montenegro	3.2			
23	Chile	5.6				93	Tanzania	3.2			
24	United Kingdom	5.6				94	Zimbabwe	3.2			
25	Sweden	5.6				95	Zambia	3.2			
26	Belgium	5.5				96	Senegal	3.2			
27	Malaysia	5.4				97	Tajikistan	3.2			
28	Ireland	5.4				98	Latvia	3.2			
29	Croatia	5.3				99	Peru	3.1			
30	Brunei Darussalam	5.2				100	Bolivia	3.1			
31	Iceland	5.2				101	Chad	3.1			
32	Lithuania	5.2				102	Benin	3.1			
33	Barbados	5.2				103	Malta	3.1			
34	Qatar	5.1				104	Argentina	3.0			
35	Namibia	5.1				105	Côte d'Ivoire	3.0			
36	Australia	5.1				106	Macedonia, FYR	3.0			
37	Puerto Rico	5.0				107	Egypt	2.9			
38	Slovenia	5.0				108	Uganda	2.9			
39	Thailand	5.0				109	Lesotho	2.9			
40	Rwanda	5.0				110	Cameroon	2.9			
41	New Zealand	4.9				111	Bangladesh	2.8			
42	South Africa	4.9				112	Nigeria	2.8			
43	Turkey	4.9				113	Lebanon	2.8			
44	Kuwait	4.9				114	Sierra Leone	2.8			
45	Jordan	4.8				115	Kazakhstan	2.7			
46	Israel	4.7				116	Yemen	2.7			
47	Swaziland	4.6				117	Mauritania	2.7			
48	Sri Lanka	4.6				118	Vietnam	2.7			
49	Panama	4.5				119	Burundi	2.7			
50	Mexico	4.5				120	Serbia	2.7			
51	Gambia, The	4.5				121	Brazil	2.7			
52	El Salvador	4.5				122	Poland	2.6			
53	Ecuador	4.4				123	Burkina Faso	2.6			
54	China	4.4				124	Colombia	2.6			
55	Botswana	4.4				125	Nepal	2.6			
56	Georgia	4.4				126	Venezuela	2.6			
57	Italy	4.3				127	Bulgaria	2.5			
58	Mauritius	4.3				128	Madagascar	2.5			
59	Albania	4.3				129	Costa Rica	2.5			
60	Seychelles	4.3				130	Paraguay	2.5			
61	Estonia	4.2				131	Kyrgyz Republic	2.5			
62	Dominican Republic	4.2				132	Bosnia and Herzegovina	2.5			
63	Suriname	4.1				133	Mozambique	2.4			
64	Ethiopia	4.1				134	Russian Federation	2.3			
65	Cape Verde	4.1				135	Ukraine	2.3			
66	Cambodia	4.0				136	Guinea	2.0			
67	Azerbaijan	4.0				137	Mongolia	2.0			
68	Iran, Islamic Rep.	4.0				138	Romania	1.9			
69	Hungary	4.0				139	Haiti	1.8			
70	Morocco	4.0				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	MEAN: 3.1	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 3.1	7
1	Switzerland	6.8				71	Bangladesh	2.5			
2	Japan	6.6				72	Bosnia and Herzegovina	2.5			
3	Hong Kong SAR	6.4				73	Cameroon	2.5			
4	France	6.3				74	Zimbabwe	2.4			
5	Singapore	5.7				75	Poland	2.4			
6	Finland	5.7				76	Ecuador	2.3			
7	Germany	5.7				77	Kyrgyz Republic	2.3			
8	Spain	5.7				78	Zambia	2.3			
9	Netherlands	5.7				79	Cambodia	2.3			
10	Korea, Rep.	5.6				80	Tanzania	2.3			
11	Taiwan, China	5.5				81	Romania	2.2			
12	Austria	5.3				82	Malawi	2.2			
13	Belgium	5.2				83	Nicaragua	2.2			
14	Luxembourg	5.2				84	Puerto Rico	2.1			
15	Canada	5.0				85	Côte d'Ivoire	2.1			
16	United Kingdom	5.0				86	Brunei Darussalam	2.1			
17	Malaysia	4.9				87	Mozambique	2.0			
18	United States	4.8				88	Algeria	2.0			
19	Denmark	4.8				89	Mauritania	2.0			
20	Lithuania	4.7				90	Burkina Faso	2.0			
21	Sweden	4.7				91	Macedonia, FYR	1.9			
22	China	4.6				92	Philippines	1.9			
23	Czech Republic	4.6				93	Nigeria	1.9			
24	Ukraine	4.5				94	Jordan	1.9			
25	Slovak Republic	4.5				95	Peru	1.9			
26	Portugal	4.5				96	Madagascar	1.9			
27	India	4.4				97	Guyana	1.8			
28	Australia	4.3				98	Brazil	1.8			
29	Kazakhstan	4.3				99	El Salvador	1.8			
30	Russian Federation	4.2				100	Serbia	1.7			
31	Ireland	4.1				101	Argentina	1.7			
32	Panama	4.0				102	Ghana	1.7			
33	Latvia	4.0				103	Senegal	1.7			
34	Georgia	4.0				104	Costa Rica	1.7			
35	Azerbaijan	3.9				105	Benin	1.6			
36	Morocco	3.9				106	Guinea	1.6			
37	Sri Lanka	3.8				107	Colombia	1.6			
38	Saudi Arabia	3.7				108	Lesotho	1.6			
39	Namibia	3.7				109	Uganda	1.4			
40	Italy	3.6				110	Ethiopia	1.4			
41	New Zealand	3.6				111	Venezuela	1.4			
42	Hungary	3.5				112	Sierra Leone	1.3			
43	Tajikistan	3.5				113	Uruguay	1.3			
44	Estonia	3.5				114	Haiti	1.3			
45	Iran, Islamic Rep.	3.4				115	Jamaica	1.3			
46	South Africa	3.4				116	Guatemala	1.2			
47	Norway	3.3				117	Albania	1.2			
48	Swaziland	3.2				118	Honduras	1.1			
49	Croatia	3.2				119	Suriname	1.1			
50	Israel	3.2				120	Nepal	1.1			
51	Indonesia	3.2				121	Paraguay	1.1			
52	Egypt	3.1				122	Lebanon	1.0			
53	Turkey	3.1				n/a	Bahrain	n/a			
54	Slovenia	3.1				n/a	Barbados	n/a			
55	Botswana	3.1				n/a	Burundi	n/a			
56	Bulgaria	3.0				n/a	Cape Verde	n/a			
57	Bolivia	3.0				n/a	Chad	n/a			
58	Montenegro	2.9				n/a	Cyprus	n/a			
59	Mexico	2.8				n/a	Gambia, The	n/a			
60	Mali	2.7				n/a	Iceland	n/a			
61	Dominican Republic	2.7				n/a	Kuwait	n/a			
62	Armenia	2.6				n/a	Malta	n/a			
63	Chile	2.6				n/a	Mauritius	n/a			
64	Thailand	2.6				n/a	Oman	n/a			
65	Pakistan	2.6				n/a	Qatar	n/a			
66	Vietnam	2.6				n/a	Rwanda	n/a			
67	Greece	2.5				n/a	Seychelles	n/a			
68	Moldova	2.5				n/a	Trinidad and Tobago	n/a			
69	Mongolia	2.5				n/a	United Arab Emirates	n/a			
70	Kenya	2.5				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	MEAN: 4.3	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 4.3	7
1	Netherlands	6.8				71	Lebanon	4.1			
2	Singapore	6.8				72	Kuwait	4.1			
3	Hong Kong SAR	6.5				73	Mali	4.1			
4	Panama	6.4				74	Ukraine	4.0			
5	United Arab Emirates	6.4				75	Ghana	4.0			
6	Belgium	6.3				76	Croatia	4.0			
7	Finland	6.3				77	Azerbaijan	4.0			
8	Iceland	6.2				78	Egypt	4.0			
9	Germany	6.0				79	India	4.0			
10	Bahrain	6.0				80	Iran, Islamic Rep.	4.0			
11	Sweden	5.9				81	Slovak Republic	4.0			
12	United Kingdom	5.8				82	Hungary	4.0			
13	Denmark	5.8				83	Guatemala	4.0			
14	Spain	5.8				84	Cape Verde	3.9			
15	Malta	5.7				85	El Salvador	3.9			
16	Canada	5.7				86	Israel	3.9			
17	Barbados	5.6				87	Ecuador	3.9			
18	Estonia	5.6				88	Italy	3.9			
19	United States	5.6				89	Uganda	3.8			
20	Korea, Rep.	5.5				90	Kenya	3.8			
21	Malaysia	5.5				91	Trinidad and Tobago	3.8			
22	New Zealand	5.5				92	Russian Federation	3.7			
23	Luxembourg	5.5				93	Malawi	3.7			
24	Oman	5.4				94	Benin	3.7			
25	Norway	5.4				95	Albania	3.7			
26	France	5.4				96	Botswana	3.7			
27	Namibia	5.4				97	Mauritania	3.7			
28	Saudi Arabia	5.3				98	Cameroon	3.7			
29	Taiwan, China	5.3				99	Bulgaria	3.7			
30	Ireland	5.3				100	Argentina	3.6			
31	Japan	5.2				101	Montenegro	3.6			
32	Puerto Rico	5.2				102	Burkina Faso	3.6			
33	Slovenia	5.2				103	Indonesia	3.6			
34	Chile	5.2				104	Paraguay	3.6			
35	Lithuania	5.2				105	Nigeria	3.6			
36	Qatar	5.2				106	Guinea	3.5			
37	Switzerland	5.2				107	Poland	3.5			
38	Australia	5.1				108	Rwanda	3.5			
39	Jamaica	5.1				109	Ethiopia	3.5			
40	Portugal	5.0				110	Peru	3.5			
41	Cyprus	5.0				111	Vietnam	3.4			
42	Suriname	5.0				112	Lesotho	3.4			
43	Seychelles	5.0				113	Kazakhstan	3.4			
44	Austria	4.9				114	Mozambique	3.4			
45	Sri Lanka	4.9				115	Tanzania	3.3			
46	Uruguay	4.9				116	Sierra Leone	3.3			
47	Gambia, The	4.8				117	Guyana	3.3			
48	Mauritius	4.8				118	Philippines	3.3			
49	Morocco	4.8				119	Bangladesh	3.3			
50	Latvia	4.8				120	Bolivia	3.3			
51	Dominican Republic	4.7				121	Madagascar	3.2			
52	South Africa	4.7				122	Nicaragua	3.2			
53	Côte d'Ivoire	4.6				123	Colombia	3.2			
54	Czech Republic	4.6				124	Mongolia	3.0			
55	Honduras	4.6				125	Armenia	3.0			
56	Thailand	4.6				126	Yemen	3.0			
57	Brunei Darussalam	4.5				127	Moldova	3.0			
58	Senegal	4.5				128	Chad	2.8			
59	China	4.4				129	Algeria	2.7			
60	Pakistan	4.4				130	Nepal	2.7			
61	Zimbabwe	4.4				131	Serbia	2.7			
62	Jordan	4.4				132	Brazil	2.6			
63	Turkey	4.4				133	Burundi	2.6			
64	Mexico	4.3				134	Romania	2.6			
65	Georgia	4.3				135	Venezuela	2.5			
66	Greece	4.2				136	Costa Rica	2.4			
67	Macedonia, FYR	4.2				137	Haiti	1.9			
68	Swaziland	4.2				138	Bosnia and Herzegovina	1.7			
69	Cambodia	4.2				139	Tajikistan	1.7			
70	Zambia	4.1				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	MEAN: 4.5	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 4.5	7
1	Switzerland	6.7				71	Swaziland	4.4			
2	Hong Kong SAR	6.5				72	Puerto Rico	4.4			
3	Singapore	6.3				73	Mali	4.4			
4	Finland	6.2				74	Montenegro	4.4			
5	Germany	6.2				75	Honduras	4.4			
6	Japan	6.2				76	Armenia	4.4			
7	Netherlands	6.1				77	Senegal	4.4			
8	United Arab Emirates	6.1				78	Poland	4.3			
9	Taiwan, China	6.0				79	Ghana	4.3			
10	Spain	6.0				80	Uganda	4.3			
11	France	6.0				81	Ecuador	4.3			
12	Denmark	5.9				82	Namibia	4.3			
13	Czech Republic	5.9				83	Trinidad and Tobago	4.2			
14	Korea, Rep.	5.9				84	El Salvador	4.2			
15	Austria	5.8				85	Moldova	4.2			
16	Barbados	5.8				86	Russian Federation	4.2			
17	Portugal	5.8				87	Guatemala	4.2			
18	Sweden	5.7				88	Malta	4.2			
19	Canada	5.6				89	Bulgaria	4.2			
20	Belgium	5.6				90	Argentina	4.2			
21	Saudi Arabia	5.5				91	Egypt	4.1			
22	United Kingdom	5.5				92	Pakistan	4.1			
23	United States	5.4				93	Yemen	4.1			
24	Iceland	5.4				94	Hungary	4.1			
25	Chile	5.4				95	Morocco	4.0			
26	Luxembourg	5.4				96	Tanzania	4.0			
27	Lithuania	5.4				97	Cameroon	4.0			
28	Turkey	5.3				98	Cambodia	4.0			
29	Uruguay	5.2				99	Brazil	4.0			
30	Gambia, The	5.1				100	Macedonia, FYR	4.0			
31	Australia	5.1				101	Peru	4.0			
32	New Zealand	5.1				102	Malawi	4.0			
33	Estonia	5.1				103	Serbia	4.0			
34	Malaysia	5.1				104	Botswana	4.0			
35	Jordan	5.0				105	Indonesia	4.0			
36	Mexico	4.9				106	South Africa	3.9			
37	Slovenia	4.9				107	Cape Verde	3.9			
38	Seychelles	4.9				108	Colombia	3.9			
39	Kyrgyz Republic	4.9				109	Nigeria	3.9			
40	Qatar	4.9				110	Italy	3.8			
41	Croatia	4.9				111	Algeria	3.8			
42	Greece	4.9				112	Ethiopia	3.8			
43	Kazakhstan	4.8				113	Burkina Faso	3.8			
44	Azerbaijan	4.8				114	Nicaragua	3.8			
45	Ireland	4.8				115	Philippines	3.7			
46	Zambia	4.8				116	Lesotho	3.7			
47	Rwanda	4.8				117	Benin	3.7			
48	Latvia	4.8				118	Albania	3.7			
49	China	4.7				119	Côte d'Ivoire	3.6			
50	Sri Lanka	4.7				120	Vietnam	3.6			
51	Ukraine	4.7				121	Bosnia and Herzegovina	3.6			
52	India	4.6				122	Zimbabwe	3.6			
53	Thailand	4.6				123	Burundi	3.6			
54	Norway	4.6				124	Brunei Darussalam	3.6			
55	Panama	4.6				125	Mauritania	3.6			
56	Kenya	4.6				126	Nepal	3.5			
57	Guyana	4.6				127	Chad	3.5			
58	Tajikistan	4.6				128	Suriname	3.5			
59	Georgia	4.6				129	Bolivia	3.4			
60	Cyprus	4.6				130	Romania	3.4			
61	Oman	4.5				131	Madagascar	3.4			
62	Bahrain	4.5				132	Sierra Leone	3.3			
63	Dominican Republic	4.5				133	Bangladesh	3.3			
64	Iran, Islamic Rep.	4.5				134	Mongolia	3.3			
65	Slovak Republic	4.5				135	Mozambique	3.2			
66	Kuwait	4.5				136	Venezuela	3.2			
67	Israel	4.5				137	Paraguay	3.0			
68	Jamaica	4.5				138	Lebanon	2.9			
69	Mauritius	4.5				139	Guinea	2.3			
70	Costa Rica	4.5				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	RANK	COUNTRY/ECONOMY	VALUE
1	Malta <sup>2</sup>	968.0	71	Pakistan	32.0
2	Bahrain	675.0	72	South Africa <sup>9</sup>	30.0
3	Belgium	504.0	73	Malaysia <sup>6</sup>	30.0
4	Singapore	473.0	74	Uganda <sup>7</sup>	29.0
5	Barbados <sup>6</sup>	372.0	75	Georgia <sup>3</sup>	29.0
6	Netherlands	329.0	75	Norway	29.0
7	Japan	320.0	77	Ukraine	28.0
8	Puerto Rico <sup>2</sup>	301.0	78	Armenia	26.0
9	Hungary	212.0	79	Dominican Republic <sup>9</sup>	26.0
10	Luxembourg <sup>6</sup>	202.0	80	Côte d'Ivoire <sup>3</sup>	25.0
11	Jamaica	201.0	80	Indonesia	25.0
12	Slovenia	192.0	80	Zimbabwe <sup>8</sup>	25.0
13	Hong Kong SAR	188.0	83	Finland	23.0
14	Germany	180.0	84	Brazil <sup>6</sup>	21.0
15	France	173.0	84	Cambodia <sup>6</sup>	21.0
15	Switzerland	173.0	84	Nigeria <sup>6</sup>	21.0
17	United Kingdom	172.0	87	Swaziland <sup>8</sup>	21.0
18	Denmark	170.0	88	Lesotho <sup>9</sup>	20.0
19	Bangladesh <sup>7</sup>	166.0	89	Mexico	19.0
19	Czech Republic <sup>2</sup>	166.0	89	Panama	19.0
21	Trinidad and Tobago <sup>9</sup>	162.0	91	Tajikistan <sup>9</sup>	19.0
22	Italy <sup>5</sup>	162.0	92	Guinea <sup>7</sup>	18.0
23	Sri Lanka <sup>7</sup>	148.0	92	Oman	18.0
24	Ireland <sup>2</sup>	137.0	94	Benin <sup>6</sup>	17.0
25	Cyprus	134.0	94	Ecuador <sup>3</sup>	17.0
26	Spain <sup>3</sup>	132.0	94	Kyrgyz Republic <sup>3</sup>	17.0
27	Estonia	129.0	94	Nicaragua	17.0
27	Sweden	129.0	98	Haiti <sup>9</sup>	15.0
29	Austria	127.0	99	Colombia	15.0
30	India <sup>2</sup>	125.0	100	Canada	14.0
30	Lithuania	125.0	100	Nepal <sup>2</sup>	14.0
32	Poland	123.0	100	Yemen <sup>5</sup>	14.0
33	Taiwan, China <sup>1</sup>	113.0	103	Iceland	13.0
34	Seychelles	110.0	103	Malawi <sup>7</sup>	13.0
35	Latvia	107.0	103	Montenegro	13.0
36	Korea, Rep.	105.0	103	Morocco	13.0
37	Mauritius	101.0	107	Guatemala <sup>9</sup>	13.0
38	Portugal <sup>5</sup>	90.0	108	Honduras <sup>9</sup>	12.0
39	Greece	89.0	108	Zambia <sup>9</sup>	12.0
39	Slovak Republic	89.0	110	Australia	11.0
41	Israel	83.0	110	Iran, Islamic Rep.	11.0
41	Romania <sup>6</sup>	83.0	110	Kenya	11.0
43	Costa Rica	76.0	110	Saudi Arabia <sup>5</sup>	11.0
44	Lebanon <sup>5</sup>	67.0	110	Tanzania	11.0
44	Philippines <sup>7</sup>	67.0	115	Venezuela <sup>9</sup>	11.0
44	Qatar <sup>4</sup>	67.0	116	Chile	10.0
44	United States	67.0	116	Egypt	10.0
48	Albania <sup>8</sup>	63.0	116	Peru	10.0
49	Azerbaijan <sup>4</sup>	61.0	119	Jordan	9.0
50	Macedonia, FYR	54.0	120	Argentina <sup>7</sup>	8.0
51	Rwanda <sup>6</sup>	53.0	120	Paraguay <sup>2</sup>	8.0
52	Croatia	52.0	120	Senegal	8.0
53	Brunei Darussalam <sup>3</sup>	51.0	123	Madagascar <sup>9</sup>	8.0
54	Serbia	50.0	124	Bolivia	7.0
55	Vietnam <sup>3</sup>	48.0	125	Cameroon <sup>2</sup>	6.0
56	El Salvador <sup>9</sup>	48.0	125	Russian Federation	6.0
57	Ghana	46.0	127	Algeria	5.0
57	Turkey	46.0	127	Namibia	5.0
59	Burundi <sup>6</sup>	44.0	127	United Arab Emirates <sup>2</sup>	5.0
59	Uruguay <sup>6</sup>	44.0	130	Botswana <sup>5</sup>	4.0
61	Bosnia and Herzegovina <sup>5</sup>	43.0	130	Ethiopia <sup>3</sup>	4.0
62	China	40.0	130	Kazakhstan	4.0
63	Moldova	38.0	130	Mozambique	4.0
64	Kuwait	37.0	134	Guyana <sup>9</sup>	4.0
65	Bulgaria <sup>5</sup>	36.0	135	Chad <sup>4</sup>	3.0
66	New Zealand	35.0	135	Suriname <sup>7</sup>	3.0
66	Thailand <sup>4</sup>	35.0	137	Mongolia <sup>8</sup>	3.0
68	Burkina Faso <sup>6</sup>	34.0	138	Mali	2.0
69	Cape Verde <sup>9</sup>	33.0	139	Mauritania <sup>3</sup>	1.0
70	Gambia, The <sup>6</sup>	33.0	n/a	Sierra Leone	n/a

Source: The World Bank, *World Development Indicators* (September 2012 edition)

<sup>1</sup> 2011 <sup>2</sup> 2008 <sup>3</sup> 2007 <sup>4</sup> 2006 <sup>5</sup> 2005 <sup>6</sup> 2004 <sup>7</sup> 2003 <sup>8</sup> 2002 <sup>9</sup> 2001

# 8th pillar

## Tourism infrastructure

## 8.01 Hotel rooms

Number of hotel rooms per 100 population | 2011 or most recent

RANK	COUNTRY/ECONOMY	VALUE	RANK	COUNTRY/ECONOMY	VALUE
1	Malta	4.2	71	Serbia	0.4
2	Cyprus	3.7	72	Botswana <sup>1</sup>	0.3
3	Greece	3.5	73	Poland	0.3
4	Austria	3.5	74	Macedonia, FYR	0.3
5	Iceland	3.1	75	Guatemala	0.3
6	Seychelles <sup>1</sup>	2.9	76	Bosnia and Herzegovina	0.3
7	Barbados	2.5	77	Kuwait	0.3
8	Montenegro	2.4	78	Georgia	0.3
9	New Zealand	2.0	79	Gambia, The <sup>2</sup>	0.3
10	Spain	2.0	80	Cambodia <sup>1</sup>	0.3
11	Italy	1.8	81	Egypt <sup>1</sup>	0.3
12	Switzerland	1.8	82	Honduras <sup>4</sup>	0.3
13	Croatia	1.7	83	Albania <sup>2</sup>	0.3
14	Luxembourg	1.7	84	Morocco	0.3
15	Ireland	1.6	85	Suriname	0.2
16	Cape Verde	1.6	86	Bolivia <sup>1</sup>	0.2
17	United States	1.6	87	Kazakhstan <sup>1</sup>	0.2
18	Norway	1.6	88	Mongolia <sup>3</sup>	0.2
19	Bulgaria	1.5	89	Russian Federation <sup>1</sup>	0.2
20	Japan <sup>1</sup>	1.2	90	Cameroon <sup>3</sup>	0.2
21	Portugal	1.2	91	Nicaragua	0.2
22	Sweden	1.2	92	Vietnam <sup>5</sup>	0.2
23	Canada <sup>7</sup>	1.2	93	Paraguay	0.2
24	Germany	1.2	94	Ukraine	0.2
25	Estonia	1.1	95	Malawi <sup>7</sup>	0.2
26	Czech Republic	1.1	96	Azerbaijan	0.2
27	Slovenia	1.1	97	Indonesia	0.2
28	Jamaica	1.0	98	Senegal	0.2
29	Finland	1.0	99	Korea, Rep.	0.2
30	United Kingdom	1.0	100	Namibia <sup>1</sup>	0.1
31	United Arab Emirates <sup>6</sup>	1.0	101	Swaziland	0.1
32	Australia	1.0	102	South Africa	0.1
33	Hong Kong SAR	1.0	103	El Salvador <sup>1</sup>	0.1
34	Brunei Darussalam	0.9	104	Algeria	0.1
35	Costa Rica	0.9	105	Benin	0.1
36	France	0.9	106	Lesotho	0.1
37	Singapore <sup>1</sup>	0.9	107	Côte d'Ivoire <sup>1</sup>	0.1
38	Mauritius	0.9	108	Ghana <sup>1</sup>	0.1
39	Saudi Arabia	0.9	109	China	0.1
40	Slovak Republic	0.8	110	Iran, Islamic Rep.	0.1
41	Thailand	0.8	111	Armenia <sup>5</sup>	0.1
42	Denmark	0.8	112	Sri Lanka	0.1
43	Lebanon	0.8	113	Guyana <sup>10</sup>	0.1
44	Hungary	0.7	114	Yemen <sup>2</sup>	0.1
45	Peru	0.7	115	Madagascar	0.1
46	Bahrain <sup>1</sup>	0.7	116	Mozambique <sup>1</sup>	0.1
47	Malaysia	0.7	117	Nigeria	0.1
48	Dominican Republic	0.7	118	Tanzania <sup>6</sup>	0.1
49	Israel	0.7	119	Moldova	0.1
50	Belgium	0.7	120	Mauritania <sup>11</sup>	0.1
51	Netherlands	0.6	121	Uganda <sup>8</sup>	0.1
52	Latvia	0.6	122	Kenya <sup>1</sup>	0.1
53	Taiwan, China	0.6	123	Mali	0.1
54	Panama	0.6	124	Kyrgyz Republic	0.1
55	Argentina	0.6	125	Zimbabwe	0.0
56	Romania	0.6	126	Guinea <sup>5</sup>	0.0
57	Mexico	0.6	127	Zambia <sup>3</sup>	0.0
58	Uruguay	0.6	128	Sierra Leone <sup>5</sup>	0.0
59	Qatar	0.5	129	Burkina Faso <sup>1</sup>	0.0
60	Brazil <sup>2</sup>	0.5	130	Rwanda <sup>1</sup>	0.0
61	Trinidad and Tobago <sup>3</sup>	0.5	131	Nepal	0.0
62	Chile	0.4	132	Philippines	0.0
63	Turkey	0.4	133	Pakistan <sup>3</sup>	0.0
64	Oman	0.4	134	Ethiopia	0.0
65	Venezuela	0.4	135	Haiti <sup>11</sup>	0.0
66	Ecuador	0.4	136	India <sup>1</sup>	0.0
67	Lithuania	0.4	137	Chad <sup>6</sup>	0.0
68	Puerto Rico	0.4	138	Tajikistan <sup>9</sup>	0.0
69	Jordan	0.4	139	Bangladesh <sup>1</sup>	0.0
70	Colombia <sup>1</sup>	0.4	140	Burundi <sup>5</sup>	0.0

Source: United Nations World Tourism Organization

<sup>1</sup> 2010 <sup>2</sup> 2009 <sup>3</sup> 2008 <sup>4</sup> 2007 <sup>5</sup> 2006 <sup>6</sup> 2005 <sup>7</sup> 2004 <sup>8</sup> 2002 <sup>9</sup> 2001 <sup>10</sup> 2000 <sup>11</sup> 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	RANK	COUNTRY/ECONOMY	VALUE
1	Argentina	7	66	Honduras	5
1	Austria	7	66	India	5
1	Bosnia and Herzegovina	7	66	Korea, Rep.	5
1	Bulgaria	7	66	Madagascar	5
1	Costa Rica	7	66	Puerto Rico	5
1	Denmark	7	66	Saudi Arabia	5
1	Estonia	7	66	Senegal	5
1	France	7	66	Singapore	5
1	Germany	7	66	Thailand	5
1	Greece	7	66	Trinidad and Tobago	5
1	Hungary	7	66	United States	5
1	Iceland	7	82	Botswana	4
1	Ireland	7	82	Ecuador	4
1	Israel	7	82	Ghana	4
1	Italy	7	82	Guatemala	4
1	Jordan	7	82	Haiti	4
1	Latvia	7	82	Japan	4
1	Lithuania	7	82	Kenya	4
1	Malta	7	82	Lesotho	4
1	Morocco	7	82	Moldova	4
1	Netherlands	7	82	Mozambique	4
1	Norway	7	82	Nigeria	4
1	Oman	7	82	Seychelles	4
1	Poland	7	82	Suriname	4
1	Qatar	7	82	Venezuela	4
1	Romania	7	82	Yemen	4
1	Serbia	7	97	Benin	3
1	Slovenia	7	97	Bolivia	3
1	South Africa	7	97	Burkina Faso	3
1	Turkey	7	97	Cameroon	3
1	United Arab Emirates	7	97	China	3
32	Albania	6	97	Colombia	3
32	Australia	6	97	Georgia	3
32	Bahrain	6	97	Malaysia	3
32	Belgium	6	97	Mali	3
32	Brazil	6	97	Pakistan	3
32	Chile	6	97	Paraguay	3
32	Croatia	6	97	Sri Lanka	3
32	Cyprus	6	97	Swaziland	3
32	Czech Republic	6	97	Zimbabwe	3
32	Dominican Republic	6	111	Bangladesh	2
32	Finland	6	111	Barbados	2
32	Jamaica	6	111	Brunei Darussalam	2
32	Kuwait	6	111	Cape Verde	2
32	Lebanon	6	111	Guinea	2
32	Luxembourg	6	111	Hong Kong SAR	2
32	Macedonia, FYR	6	111	Indonesia	2
32	Mauritius	6	111	Mauritania	2
32	Mexico	6	111	Tanzania	2
32	Montenegro	6	111	Uganda	2
32	Namibia	6	111	Vietnam	2
32	New Zealand	6	111	Zambia	2
32	Nicaragua	6	123	Algeria	1
32	Panama	6	123	Azerbaijan	1
32	Peru	6	123	Burundi	1
32	Philippines	6	123	Chad	1
32	Portugal	6	123	Ethiopia	1
32	Russian Federation	6	123	Gambia, The	1
32	Slovak Republic	6	123	Guyana	1
32	Spain	6	123	Iran, Islamic Rep.	1
32	Sweden	6	123	Kazakhstan	1
32	Switzerland	6	123	Malawi	1
32	Ukraine	6	123	Nepal	1
32	United Kingdom	6	123	Rwanda	1
32	Uruguay	6	123	Taiwan, China	1
66	Armenia	5	136	Cambodia	0
66	Canada	5	136	Kyrgyz Republic	0
66	Côte d'Ivoire	5	136	Mongolia	0
66	Egypt	5	136	Sierra Leone	0
66	El Salvador	5	136	Tajikistan	0

Source: Individual rental car websites, online research

RANK	COUNTRY/ECONOMY	VALUE	RANK	COUNTRY/ECONOMY	VALUE
1	Korea, Rep.	1,950.3	71	Venezuela	284.3
2	Belgium	1,655.9	72	Mongolia	260.3
3	United States	1,564.2	73	Netherlands	249.4
4	Portugal	1,439.9	74	Bahrain	246.3
5	Spain	1,237.1	75	Azerbaijan	246.2
6	Cyprus	1,206.4	76	Moldova	239.7
7	Italy	972.7	77	El Salvador	235.7
8	Slovenia	969.8	78	Trinidad and Tobago	230.3
9	Croatia	945.1	79	Jordan	227.5
10	Austria	918.6	80	Albania	223.3
11	France	856.3	81	Peru	220.0
12	Russian Federation	812.8	82	Ecuador	207.1
13	Switzerland	790.4	83	Dominican Republic	203.8
14	Puerto Rico	744.3	84	Colombia	190.3
15	Australia	717.6	85	China	186.0
16	Barbados	708.2	86	Honduras	182.2
17	Canada	698.2	87	Paraguay	172.5
18	Bulgaria	691.5	88	Morocco	162.6
19	Lebanon	672.4	89	Jamaica	162.4
20	Thailand	645.2	90	Brunei Darussalam	152.7
21	United Kingdom	639.6	91	Botswana	152.7
22	Taiwan, China	628.6	92	Bolivia	149.1
23	Greece	614.9	93	Vietnam	134.3
24	Estonia	614.2	94	Guyana <sup>1</sup>	124.6
25	Denmark	607.5	95	Indonesia	121.0
26	Ukraine	603.7	96	Sri Lanka	106.3
27	Iceland	592.5	97	Kyrgyz Republic	74.6
28	New Zealand	570.2	98	India	72.1
29	Norway	559.4	99	Nicaragua	68.3
30	Kazakhstan	556.2	100	Nepal	64.1
31	United Arab Emirates	525.3	101	Egypt	60.5
32	Singapore	516.6	102	Philippines	55.6
33	Ireland	509.2	103	Luxembourg	54.2
34	Panama	507.1	104	Tajikistan	53.7
35	Chile	502.3	105	Kenya	50.7
36	Romania	489.5	106	Guatemala	50.1
37	Qatar	483.4	107	Nigeria	45.0
38	Hungary	479.4	108	Swaziland	45.0
39	South Africa	476.0	109	Ghana	39.7
40	Germany	474.3	110	Zambia	36.7
41	Poland	466.5	111	Senegal	34.8
42	Latvia	465.8	112	Cambodia	34.7
43	Slovak Republic	447.2	113	Mozambique	34.7
44	Montenegro	444.4	114	Lesotho	26.4
45	Saudi Arabia	439.3	115	Uruguay	25.2
46	Malta	439.1	116	Benin	23.7
47	Turkey	438.3	117	Banladesh( )246(.....)-23(2347)TJ T ( ( )-204(108 )-796Mauritbaniy.....	
48	Macedonia, FYR	418.6	198	.....64.8	
49	Malaysia	415.0	210	.....64.0	
50	Hong Kong SAR	412.5	211	.....1.90	
51	Czech Republic	400.5	227	199(.....)-23(1..6)TJ 8.7117 -1.44 Td ( ( )-204(237 )TJ 0.028 Tw 3.225 0 Td GZa	
52	Seychelles	383.7	215	.....4.8	
53	Brazil	380.1	262	Caeroon( )257(.....)-23(4.7)TJ T ( ( )-204(217 )-796Zimbabwen.....	
54	Georgia	373.6	208	.....4.8	
55	Kuwait	368.7	298	.....	
56	Serbia	366.6	307	2165(.....)-234.28	
57	Costa Rica	357.3	316	idca(Ledanc.....)-234.08	
58	Mexico	344.9	312	.....	
59	Japan	339.5	313	.....	
60	Namibia	333.0	348	.....	
61	Oman	332.0	315	.....8.3	
62	Sweden	313.8	362	.....	
63	Bosnia and Herzegovina	309.7	317	.....	
64	Cape Verde	307.6	308	.....	
65	Mauritius	305.6	396	.....	
66	Armenia	305.1			
67	Finland	299.6			
68	Lithuania	293.5			
69	Argentina	290.5			
70	Israel	289.3			

# 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	MEAN: 5.0	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 5.0	7
1	Finland	6.3				71	Macedonia, FYR	4.9			
2	Switzerland	6.3				72	Kuwait	4.9			
3	Austria	6.2				73	Oman	4.9			
4	United Kingdom	6.1				74	Turkey	4.9			
5	Malta	6.1				75	Mali	4.9			
6	Sweden	6.1				76	Kenya	4.9			
7	Japan	6.0				77	Jamaica	4.9			
8	Norway	6.0				78	Azerbaijan	4.8			
9	Taiwan, China	6.0				79	Peru	4.8			
10	Singapore	6.0				80	Ukraine	4.8			
11	New Zealand	6.0				81	Montenegro	4.8			
12	Netherlands	6.0				82	Morocco	4.8			
13	Qatar	6.0				83	Mongolia	4.8			
14	Germany	5.9				84	Argentina	4.8			
15	Estonia	5.9				85	Ghana	4.8			
16	Luxembourg	5.9				86	Romania	4.7			
17	United Arab Emirates	5.9				87	Cambodia	4.7			
18	Hong Kong SAR	5.9				88	Yemen	4.7			
19	Korea, Rep.	5.9				89	China	4.7			
20	Lithuania	5.8				90	Greece	4.7			
21	Belgium	5.8				91	Cape Verde	4.7			
22	Denmark	5.8				92	Moldova	4.7			
23	Czech Republic	5.8				93	Thailand	4.7			
24	Vietnam	5.7				94	Uganda	4.7			
25	France	5.7				95	Poland	4.7			
26	Slovenia	5.7				96	Bulgaria	4.6			
27	Canada	5.7				97	Indonesia	4.6			
28	Saudi Arabia	5.7				98	Swaziland	4.6			
29	Bahrain	5.6				99	Nigeria	4.6			
30	Iceland	5.6				100	Zimbabwe	4.6			
31	Australia	5.6				101	Italy	4.5			
32	Ireland	5.6				102	Côte d'Ivoire	4.5			
33	Malaysia	5.6				103	Guinea	4.5			
34	Costa Rica	5.6				104	Bosnia and Herzegovina	4.5			
35	United States	5.6				105	Malawi	4.5			
36	South Africa	5.6				106	Russian Federation	4.4			
37	Portugal	5.6				107	Mozambique	4.4			
38	Chile	5.5				108	Venezuela	4.4			
39	Panama	5.5				109	Madagascar	4.4			
40	Brazil	5.5				110	Egypt	4.4			
41	Puerto Rico	5.5				111	Nepal	4.4			
42	Israel	5.4				112	Paraguay	4.4			
43	Slovak Republic	5.4				113	Mauritania	4.3			
44	Guatemala	5.4				114	Burkina Faso	4.3			
45	Latvia	5.4				115	Pakistan	4.3			
46	Spain	5.4				116	El Salvador	4.3			
47	Dominican Republic	5.4				117	Serbia	4.2			
48	Mauritius	5.3				118	Tajikistan	4.2			
49	Barbados	5.3				119	Botswana	4.2			
50	Jordan	5.3				120	Tanzania	4.2			
51	Philippines	5.2				121	Benin	4.2			
52	Croatia	5.2				122	Nicaragua	4.2			
53	Cameroon	5.2				123	Suriname	4.2			
54	Armenia	5.2				124	Bangladesh	4.1			
55	Brunei Darussalam	5.2				125	Sierra Leone	4.0			
56	Senegal	5.1				126	Lebanon	4.0			
57	Mexico	5.1				127	Kyrgyz Republic	4.0			
58	Namibia	5.1				128	Ethiopia	4.0			
59	India	5.1				129	Haiti	3.9			
60	Zambia	5.1				130	Bolivia	3.9			
61	Guyana	5.1				131	Iran, Islamic Rep.	3.9			
62	Cyprus	5.0				132	Lesotho	3.8			
63	Kazakhstan	5.0				133	Chad	3.5			
64	Gambia, The	5.0				134	Burundi	3.3			
65	Honduras	5.0				135	Algeria	2.7			
66	Hungary	5.0				n/a	Albania	n/a			
67	Trinidad and Tobago	5.0				n/a	Ecuador	n/a			
68	Seychelles	5.0				n/a	Georgia	n/a			
69	Uruguay	5.0				n/a	Rwanda	n/a			
70	Colombia	5.0				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	MEAN: 4.5	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 4.5	7
1	United Kingdom	6.3				71	Guyana	4.5			
2	Korea, Rep.	6.3				72	Kenya	4.5			
3	United States	6.0				73	Senegal	4.5			
4	Netherlands	6.0				74	Croatia	4.5			
5	Taiwan, China	6.0				75	Gambia, The	4.5			
6	Finland	6.0				76	India	4.4			
7	Japan	5.9				77	Azerbaijan	4.4			
8	Czech Republic	5.9				78	Montenegro	4.4			
9	Australia	5.8				79	Mongolia	4.4			
10	Lithuania	5.8				80	Egypt	4.4			
11	Sweden	5.8				81	Honduras	4.4			
12	Switzerland	5.8				82	Armenia	4.4			
13	Norway	5.7				83	Italy	4.4			
14	Germany	5.7				84	Benin	4.3			
15	Estonia	5.7				85	Venezuela	4.3			
16	Austria	5.6				86	Greece	4.3			
17	Canada	5.6				87	Paraguay	4.2			
18	New Zealand	5.6				88	Bosnia and Herzegovina	4.2			
19	Panama	5.5				89	Oman	4.2			
20	Denmark	5.5				90	Namibia	4.2			
21	United Arab Emirates	5.5				91	Morocco	4.2			
22	Hong Kong SAR	5.5				92	Mauritius	4.1			
23	Israel	5.5				93	Trinidad and Tobago	4.1			
24	Latvia	5.4				94	Cambodia	4.1			
25	France	5.4				95	Moldova	4.0			
26	Malaysia	5.4				96	Tajikistan	4.0			
27	Ireland	5.3				97	Bahrain	4.0			
28	Brazil	5.3				98	Zambia	4.0			
29	Iceland	5.3				99	Kyrgyz Republic	4.0			
30	Singapore	5.3				100	Bolivia	4.0			
31	Chile	5.2				101	Cameroon	3.9			
32	Puerto Rico	5.2				102	Nicaragua	3.9			
33	Qatar	5.2				103	Jamaica	3.9			
34	Vietnam	5.2				104	Macedonia, FYR	3.9			
35	Portugal	5.1				105	Mali	3.8			
36	Luxembourg	5.1				106	Cape Verde	3.8			
37	Belgium	5.1				107	Botswana	3.8			
38	Costa Rica	5.1				108	Mozambique	3.8			
39	Slovak Republic	5.0				109	Ghana	3.8			
40	Spain	5.0				110	Nepal	3.8			
41	Romania	5.0				111	Pakistan	3.8			
42	Jordan	4.9				112	Madagascar	3.7			
43	Poland	4.9				113	Seychelles	3.7			
44	Indonesia	4.9				114	Uganda	3.7			
45	Colombia	4.9				115	Iran, Islamic Rep.	3.6			
46	Malta	4.9				116	Bangladesh	3.6			
47	China	4.9				117	Burkina Faso	3.6			
48	Cyprus	4.8				118	Mauritania	3.6			
49	Dominican Republic	4.8				119	Côte d'Ivoire	3.5			
50	Saudi Arabia	4.8				120	Zimbabwe	3.5			
51	Philippines	4.8				121	Haiti	3.5			
52	South Africa	4.8				122	Serbia	3.5			
53	Thailand	4.8				123	Malawi	3.4			
54	Kuwait	4.8				124	Suriname	3.4			
55	Slovenia	4.8				125	Tanzania	3.4			
56	Turkey	4.7				126	Swaziland	3.3			
57	Guatemala	4.7				127	Guinea	3.3			
58	Hungary	4.7				128	Yemen	3.2			
59	El Salvador	4.7				129	Lebanon	3.1			
60	Barbados	4.7				130	Lesotho	3.1			
61	Brunei Darussalam	4.7				131	Ethiopia	3.0			
62	Kazakhstan	4.7				132	Chad	2.8			
63	Russian Federation	4.6				133	Burundi	2.7			
64	Bulgaria	4.6				134	Sierra Leone	2.6			
65	Argentina	4.6				135	Algeria	2.4			
66	Uruguay	4.6				n/a	Albania	n/a			
67	Peru	4.6				n/a	Ecuador	n/a			
68	Ukraine	4.6				n/a	Georgia	n/a			
69	Mexico	4.6				n/a	Rwanda	n/a			
70	Nigeria	4.5				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	RANK	COUNTRY/ECONOMY	VALUE
1	Iceland	95.0	71	Venezuela	40.2
2	Norway	94.0	72	Montenegro	40.0
3	Netherlands	92.3	73	Egypt	38.7
4	Sweden	91.0	74	China	38.3
5	Luxembourg	90.9	75	Moldova	38.0
6	Denmark	90.0	76	Georgia	36.6
7	Finland	89.4	77	Peru	36.5
8	Qatar	86.2	78	Mexico	36.2
9	New Zealand	86.0	79	Dominican Republic	35.5
10	Switzerland	85.2	80	Vietnam	35.1
11	Korea, Rep.	83.8	81	Mauritius	35.0
12	Canada	83.0	82	Jordan	34.9
12	Germany	83.0	83	Armenia	32.0
14	United Kingdom	82.0	83	Cape Verde	32.0
15	Austria	79.8	83	Guyana	32.0
16	France	79.6	83	Suriname	32.0
17	Japan	79.5	87	Jamaica	31.5
18	Australia	79.0	88	Ecuador	31.4
19	Belgium	78.0	89	Ukraine	30.6
20	United States	77.9	90	Bolivia	30.0
21	Bahrain	77.0	91	Philippines	29.0
22	Ireland	76.8	92	Nigeria	28.4
23	Estonia	76.5	93	Kenya	28.0
24	Hong Kong SAR	74.5	94	Paraguay	23.9
25	Slovak Republic	74.4	95	Thailand	23.7
26	Kuwait	74.2	96	Iran, Islamic Rep.	21.0
27	Czech Republic	73.0	96	South Africa	21.0
28	Slovenia	72.0	98	Kyrgyz Republic	20.0
28	Taiwan, China	72.0	98	Mongolia	20.0
30	Barbados	71.8	100	Swaziland	18.1
31	Latvia	71.7	101	Indonesia	18.0
32	Singapore	71.0	102	El Salvador	17.7
33	Croatia	70.7	103	Senegal	17.5
34	Israel	70.0	104	Honduras	15.9
34	United Arab Emirates	70.0	105	Zimbabwe	15.7
36	Malta	69.2	106	Sri Lanka	15.0
37	Oman	68.0	107	Yemen	14.9
38	Spain	67.6	108	Ghana	14.1
39	Lithuania	65.1	109	Algeria	14.0
40	Poland	64.9	110	Tajikistan	13.0
41	Malaysia	61.0	111	Uganda	13.0
42	Bosnia and Herzegovina	60.0	112	Namibia	12.0
43	Hungary	59.0	112	Tanzania	12.0
44	Cyprus	57.7	114	Guatemala	11.7
45	Italy	56.8	115	Zambia	11.5
46	Macedonia, FYR	56.7	116	Gambia, The	10.9
47	Brunei Darussalam	56.0	117	Nicaragua	10.6
48	Portugal	55.3	118	India	10.1
49	Trinidad and Tobago	55.2	119	Nepal	9.0
50	Chile	53.9	119	Pakistan	9.0
51	Greece	53.0	121	Haiti <sup>1</sup>	8.4
52	Lebanon	52.0	122	Botswana	7.0
53	Uruguay	51.4	122	Rwanda	7.0
54	Bulgaria	51.0	124	Bangladesh	5.0
54	Morocco	51.0	124	Cameroon	5.0
56	Azerbaijan	50.0	126	Mauritania	4.5
57	Albania	49.0	127	Mozambique	4.3
57	Russian Federation	49.0	128	Lesotho	4.2
59	Puerto Rico	48.0	129	Benin	3.5
60	Argentina	47.7	130	Malawi	3.3
61	Saudi Arabia	47.5	131	Cambodia	3.1
62	Brazil	45.0	132	Burkina Faso	3.0
62	Kazakhstan	45.0	133	Côte d'Ivoire	2.2
64	Romania	44.0	134	Mali	2.0
65	Seychelles	43.2	135	Chad	1.9
66	Panama	42.7	135	Madagascar	1.9
67	Serbia	42.2	137	Guinea	1.3
68	Costa Rica	42.1	138	Burundi	1.1
69	Turkey	42.1	139	Ethiopia	1.1
70	Colombia	40.4	140	Sierra Leone <sup>2</sup>	0.3

Source: International Telecommunication Union, *World Telecommunication Indicators 2012*, December update

<sup>1</sup> 2010    <sup>2</sup> 2009

## 9.04 Fixed telephone lines

Number of active fixed telephone lines per 100 population | 2011 or most recent

RANK	COUNTRY/ECONOMY	VALUE	RANK	COUNTRY/ECONOMY	VALUE
1	Taiwan, China	72.7	71	Azerbaijan	18.1
2	France	63.2	72	Poland	17.9
3	Germany	63.0	73	Mexico	17.1
4	Hong Kong SAR	61.0	74	Sri Lanka	17.1
5	Korea, Rep.	60.9	75	El Salvador	16.5
6	Switzerland	59.9	76	Saudi Arabia	16.5
7	Iceland	58.9	77	Qatar	16.4
8	Malta	55.6	78	Indonesia	15.9
9	Luxembourg	54.1	79	Suriname	15.9
10	United Kingdom	53.3	80	Panama	15.7
11	Canada	53.0	81	Colombia	15.2
12	Barbados	51.4	82	Ecuador	15.1
13	Japan	51.1	83	Cape Verde	14.9
14	Greece	50.4	84	Malaysia	14.7
15	Sweden	48.7	85	Peru	12.5
16	Australia	46.8	86	Vietnam	11.5
17	United States	46.6	87	Morocco	11.0
18	Israel	46.3	88	Guatemala	11.0
19	Ireland	45.2	89	Egypt	10.6
20	Denmark	45.1	90	Albania	10.5
21	Netherlands <sup>1</sup>	43.5	91	Dominican Republic	10.4
22	Belgium	43.1	92	Oman	10.1
23	Slovenia	42.9	93	Jamaica	9.9
24	Spain	42.8	94	Thailand	9.6
25	New Zealand	42.6	95	Kyrgyz Republic	9.3
26	Portugal	42.4	96	Bolivia	8.7
27	Austria	40.3	97	Algeria	8.5
28	Croatia	40.1	98	South Africa	8.2
29	Singapore	38.9	99	Honduras	7.9
30	Serbia	37.3	100	Botswana	7.4
31	Iran, Islamic Rep.	37.1	101	Jordan	7.4
32	Italy	36.4	102	Namibia	6.8
33	Cyprus	36.3	103	Mongolia	6.7
34	Estonia	35.2	104	Swaziland	6.3
35	Moldova	33.3	105	Paraguay	5.7
36	Seychelles	32.1	106	Tajikistan	5.4
37	Bulgaria	31.6	107	Nicaragua	4.9
38	Georgia	31.1	108	Yemen	4.3
39	Norway	31.0	109	Philippines	3.7
40	Russian Federation	30.9	110	Cambodia	3.7
41	Hungary	29.4	111	Cameroon	3.3
42	Mauritius	28.7	112	Pakistan	3.2
43	Uruguay	28.5	113	Gambia, The	2.8
44	Ukraine	28.1	114	Zimbabwe	2.8
45	Montenegro <sup>1</sup>	26.8	115	Nepal	2.8
46	Kazakhstan	26.3	116	Senegal	2.7
47	Costa Rica	26.1	117	India	2.6
48	Bosnia and Herzegovina	25.5	118	Mauritania	2.0
49	Venezuela	24.9	119	Lesotho	1.8
50	Argentina	24.9	120	Benin	1.7
51	United Arab Emirates	23.1	121	Uganda	1.3
52	Latvia	23.0	122	Côte d'Ivoire	1.3
53	Puerto Rico	22.1	123	Ghana	1.1
54	Brazil	21.9	124	Malawi	1.1
55	Lithuania	21.9	125	Ethiopia	1.0
56	Romania	21.8	126	Burkina Faso	0.8
57	Czech Republic	21.7	127	Kenya	0.7
58	Trinidad and Tobago	21.7	128	Mali	0.7
59	China	21.2	129	Bangladesh	0.6
60	Lebanon	21.1	130	Madagascar	0.6
61	Bahrain	20.9	131	Zambia	0.6
62	Turkey	20.7	132	Haiti <sup>1</sup>	0.5
63	Macedonia, FYR	20.4	133	Nigeria	0.4
64	Guyana	20.2	134	Mozambique	0.4
65	Finland	20.1	135	Rwanda	0.4
66	Brunei Darussalam	19.7	136	Burundi	0.3
67	Chile	19.5	137	Tanzania	0.3
68	Slovak Republic	19.3	138	Chad	0.3
69	Armenia	18.6	139	Sierra Leone <sup>1</sup>	0.2
70	Kuwait	18.3	140	Guinea	0.2

Source: International Telecommunication Union, *World Telecommunication Indicators 2012*, December update

<sup>1</sup> 2010

## 9.05 Broadband Internet subscribers

Fixed broadband Internet subscriptions per 100 population | 2011 or most recent

RANK	COUNTRY/ECONOMY	VALUE	RANK	COUNTRY/ECONOMY	VALUE
1	Switzerland	40.0	71	Venezuela	6.2
2	Netherlands	38.7	72	Brunei Darussalam	5.7
3	Denmark	37.6	73	Saudi Arabia	5.6
4	Korea, Rep.	36.9	74	Lebanon	5.2
5	France	36.0	75	Thailand	5.0
6	Norway	35.4	76	Armenia	5.0
7	Iceland	33.9	77	Suriname	4.6
8	Germany	33.1	78	Cape Verde	4.3
9	Belgium	33.0	79	Vietnam	4.3
10	Luxembourg	32.9	80	Ecuador	4.2
11	United Kingdom	32.7	81	Peru	4.0
12	Canada	31.8	82	Dominican Republic	4.0
13	Sweden	31.8	83	Albania	4.0
14	Hong Kong SAR	31.6	84	Jamaica	3.9
15	Malta	30.9	85	El Salvador	3.3
16	Finland	29.5	86	Mongolia	3.2
17	Japan	27.6	87	Jordan	3.2
18	United States	27.4	88	Algeria	2.8
19	New Zealand	25.8	89	Guyana	2.6
20	Singapore	25.6	90	Iran, Islamic Rep.	2.4
21	Austria	25.4	91	Egypt	2.2
22	Israel	24.8	92	Philippines	1.9
23	Estonia	24.8	93	Oman	1.8
24	Slovenia	24.3	94	Morocco	1.8
25	Australia	24.3	95	Guatemala <sup>1</sup>	1.8
26	Spain	23.8	96	South Africa	1.8
27	Taiwan, China	23.7	97	Sri Lanka	1.7
28	Hungary	22.2	98	Kuwait <sup>1</sup>	1.7
29	Barbados	22.1	99	Nicaragua	1.4
30	Lithuania	22.1	100	Indonesia	1.1
31	Italy	22.1	101	India	1.1
32	Ireland	22.0	102	Paraguay	0.9
33	Greece	21.6	103	Namibia	0.8
34	Portugal	21.0	104	Botswana	0.8
35	Latvia	20.4	105	Senegal	0.7
36	Croatia	19.6	106	Kyrgyz Republic	0.7
37	Cyprus	18.9	107	Bolivia	0.7
38	Bulgaria	16.4	108	Yemen	0.4
39	Czech Republic	15.8	109	Honduras	0.4
40	Romania	15.2	110	Pakistan	0.4
41	Puerto Rico	14.9	111	Bangladesh	0.3
42	Poland	14.7	112	Nepal	0.3
43	Bahrain	13.8	113	Zimbabwe	0.3
44	Slovak Republic	13.6	114	Ghana	0.3
45	Uruguay	13.5	115	Côte d'Ivoire	0.2
46	Russian Federation	13.1	116	Swaziland	0.2
47	Macedonia, FYR	12.6	117	Mauritania	0.2
48	China	11.6	118	Cambodia	0.2
49	Chile	11.6	119	Nigeria	0.1
50	Trinidad and Tobago	11.5	120	Uganda	0.1
51	Serbia	11.3	121	Kenya	0.1
52	United Arab Emirates	11.0	122	Burkina Faso	0.1
53	Azerbaijan	10.7	123	Tajikistan	0.1
54	Argentina	10.5	124	Mozambique	0.1
55	Seychelles	10.4	125	Malawi	0.1
56	Turkey	10.3	126	Lesotho	0.1
57	Mexico	10.2	127	Zambia	0.1
58	Moldova	10.0	128	Benin	0.0
59	Bosnia and Herzegovina	9.7	129	Rwanda	0.0
60	Mauritius	8.9	130	Madagascar	0.0
61	Costa Rica	8.7	131	Gambia, The	0.0
62	Qatar	8.7	132	Mali	0.0
63	Brazil	8.6	133	Tanzania	0.0
64	Montenegro <sup>1</sup>	8.3	134	Guinea	0.0
65	Panama	7.9	135	Cameroon	0.0
66	Georgia	7.5	136	Ethiopia	0.0
67	Malaysia	7.4	137	Burundi <sup>1</sup>	0.0
68	Kazakhstan	7.4	138	Chad	0.0
69	Ukraine	7.0	139	Haiti	0.0
70	Colombia	6.9	139	Sierra Leone <sup>2</sup>	0.0

Source: International Telecommunication Union, *World Telecommunication Indicators 2012*, December update

<sup>1</sup> 2010    <sup>2</sup> 2007





## 9.07 Mobile broadband subscriptions

Mobile broadband subscriptions per 100 population | 2011 or most recent

RANK	COUNTRY/ECONOMY	VALUE	RANK	COUNTRY/ECONOMY	VALUE
1	Singapore	114.1	71	Botswana	11.8
2	Korea, Rep.	105.1	72	Argentina	11.7
3	Japan	101.3	73	Ecuador	10.3
4	Sweden	91.5	74	Nigeria	10.0
5	Finland	87.1	75	Bahrain	9.5
6	Denmark	80.2	76	China	9.5
7	Barbados	77.1	77	Bosnia and Herzegovina	9.2
8	Norway	76.5	78	Albania	8.8
9	United States	74.5	79	Turkey	8.8
10	Australia	73.0	80	Morocco	8.0
11	Qatar	70.3	81	Dominican Republic	7.7
12	Luxembourg	66.7	82	Mexico	6.5
13	Ireland	59.4	83	Brunei Darussalam	6.3
14	Iceland	57.0	84	Kuwait <sup>1</sup>	5.9
15	Hong Kong SAR	55.2	85	Jordan	4.9
16	New Zealand	53.1	86	Mauritania	4.9
17	United Kingdom	52.6	87	Seychelles	4.7
18	Poland	49.6	88	Ukraine	4.4
19	Netherlands	49.2	89	Paraguay	4.4
20	Russian Federation	47.9	90	Guatemala	4.1
21	Czech Republic	43.4	91	Colombia	3.7
22	Taiwan, China	42.7	92	Honduras	3.7
23	Austria	42.6	93	El Salvador	3.6
24	Estonia	42.0	94	Moldova	3.5
25	Spain	41.6	95	Philippines	3.4
26	Israel	40.6	96	Malawi	3.1
27	Saudi Arabia	40.4	97	Cape Verde	3.0
28	Greece	39.9	98	Uganda	2.8
29	Kazakhstan	38.4	99	Bolivia	2.8
30	Canada	38.4	100	Sri Lanka	2.3
31	Oman	37.8	101	Cambodia	2.2
32	Latvia	37.6	102	Costa Rica	2.0
33	France <sup>1</sup>	36.6	103	India	1.9
34	Switzerland	35.6	104	Lesotho <sup>1</sup>	1.7
35	Croatia	34.9	105	Jamaica	1.5
36	Germany	34.8	106	Senegal	1.5
37	Serbia	34.5	107	Peru	1.4
38	Italy	33.3	108	Tanzania	1.2
39	Malta	32.6	109	Trinidad and Tobago	1.2
40	Slovak Republic	31.9	110	Mozambique	1.0
41	Cyprus	30.8	111	Rwanda	1.0
42	Bulgaria	29.9	112	Nicaragua	0.8
43	Slovenia	29.3	113	Swaziland	0.7
44	Portugal	27.4	114	Tajikistan <sup>1</sup>	0.6
45	Armenia	25.9	115	Gambia, The	0.5
46	Egypt	24.0	116	Ethiopia	0.3
47	Ghana	23.0	117	Mali	0.3
48	Indonesia	22.2	118	Kenya	0.3
49	United Arab Emirates	21.7	119	Sierra Leone	0.3
50	Azerbaijan	21.5	120	Zambia	0.2
51	Uruguay	21.5	121	Pakistan	0.2
52	Georgia	21.3	122	Thailand	0.1
53	Brazil	20.9	123	Yemen	0.1
54	Namibia	20.9	124	Nepal <sup>1</sup>	0.1
55	South Africa	19.8	125	Madagascar	0.1
56	Belgium	19.4	126	Lebanon	0.0
57	Macedonia, FYR	18.1	127	Bangladesh	0.0
58	Vietnam	18.0	128	Algeria	0.0
59	Chile	18.0	128	Benin	0.0
60	Mongolia	17.3	128	Burkina Faso	0.0
61	Lithuania	17.2	128	Burundi	0.0
62	Venezuela	16.1	128	Cameroon	0.0
63	Montenegro	15.3	128	Chad	0.0
64	Zimbabwe	14.9	128	Côte d'Ivoire	0.0
65	Puerto Rico	14.7	128	Guinea	0.0
66	Panama	14.5	128	Guyana	0.0
67	Romania	14.1	128	Haiti	0.0
68	Mauritius	12.5	128	Iran, Islamic Rep.	0.0
69	Malaysia	12.3	128	Suriname	0.0
70	Hungary	11.9	n/a	Kyrgyz Republic	n/a

Source: International Telecommunication Union, *World Telecommunication Indicators 2012*, December update

<sup>1</sup> 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	RANK	COUNTRY/ECONOMY	VALUE
1	Swaziland	98.0	71	Czech Republic	79.7
2	Iran, Islamic Rep.	97.3	72	Panama	79.4
3	Luxembourg	97.2	73	New Zealand	79.0
4	Puerto Rico	96.6	74	Slovak Republic	78.9
5	Cape Verde	96.0	75	Mozambique	78.8
6	Kuwait	95.5	76	Montenegro	78.4
7	Botswana	94.9	77	Rwanda	77.0
8	Brunei Darussalam	94.3	78	Namibia	76.6
9	Oman	93.7	79	Ireland	76.3
10	Bahrain	93.0	80	Jamaica	76.1
11	Latvia	92.6	81	Russian Federation	75.7
12	Qatar	92.4	82	Croatia	75.3
13	Saudi Arabia	91.6	83	Madagascar	75.3
14	Indonesia	91.3	84	Hungary	75.1
15	Taiwan, China	91.2	85	Israel	75.0
16	Estonia	90.6	86	Georgia	74.9
17	Philippines	89.6	87	Mexico	74.4
18	Korea, Rep.	89.4	88	Mauritius	74.3
19	Norway	89.3	89	Seychelles	74.2
20	Malaysia	89.3	90	Switzerland	74.0
21	Trinidad and Tobago	89.2	91	Ecuador	74.0
22	Vietnam	88.8	92	Serbia	73.8
23	Guyana	88.6	93	Moldova	73.2
24	United Arab Emirates	88.5	94	Kyrgyz Republic	73.2
25	Nepal	88.4	95	Ethiopia	72.9
26	Turkey	88.4	96	Jordan	72.8
27	India	88.3	97	Netherlands	72.8
28	Uruguay	88.2	98	Slovenia	72.7
29	Finland	88.1	99	Macedonia, FYR	72.3
30	Zambia	87.7	100	Uganda	72.0
31	Malta	87.5	101	Bolivia	71.1
32	Bulgaria	87.4	102	Albania	70.0
33	Egypt	87.0	103	Nigeria	69.8
34	Thailand	86.5	104	Suriname	69.7
35	Mongolia	86.4	105	South Africa	68.2
36	Yemen	86.3	106	Bangladesh	68.0
37	China	86.0	107	Ukraine	66.9
38	Hong Kong SAR	85.5	108	Mauritania	66.5
39	Poland	85.3	109	Germany	65.7
40	Lithuania	85.1	110	Haiti	64.7
41	Gambia, The	84.8	111	Argentina	64.4
42	Singapore	84.7	112	Benin	64.4
43	Sweden	84.4	113	Japan	63.9
44	Algeria	84.2	114	El Salvador	63.8
45	Iceland	84.0	115	Tajikistan	63.5
46	Honduras	83.9	116	France	62.3
47	Lesotho	83.9	117	Sierra Leone	62.0
48	Spain	83.7	118	Brazil	60.1
49	Burundi	83.4	119	Burkina Faso	59.8
50	Barbados	83.4	120	Cameroon	59.3
51	Chile	83.4	121	Azerbaijan	59.3
52	Pakistan	83.1	122	Kenya	57.7
53	Portugal	83.0	123	Bosnia and Herzegovina	56.9
54	Cambodia	82.7	124	Sri Lanka	56.1
55	Belgium	82.2	125	Colombia	55.9
56	Paraguay	82.0	126	Austria	53.7
57	Denmark	82.0	127	United States	52.9
58	Guatemala	81.8	128	Armenia	52.2
59	Tanzania	81.8	129	Ghana	45.3
60	Costa Rica	81.4	130	Australia	45.2
61	Morocco	81.3	131	Guinea	42.8
62	Nicaragua	81.3	132	Côte d'Ivoire	42.0
63	Zimbabwe	81.0	133	Mali	41.9
64	Romania	81.0	134	Venezuela	41.3
65	Lebanon	80.9	135	Peru	41.1
66	Cyprus	80.2	136	Canada	36.7
67	Italy	80.2	137	Dominican Republic	30.6
68	Greece	80.0	138	Senegal	25.1
69	Malawi	79.9	139	United Kingdom	24.5
70	Kazakhstan	79.9	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	RANK	COUNTRY/ECONOMY	VALUE
1	Gambia, The.....	0.3	71	Trinidad and Tobago.....	0.6
2	Ethiopia.....	0.3	72	Lesotho.....	0.6
3	Tanzania.....	0.3	73	Hungary.....	0.6
4	Uganda.....	0.4	74	Lithuania.....	0.7
5	Cambodia.....	0.4	75	Mexico.....	0.7
6	Iran, Islamic Rep. <sup>2</sup> .....	0.4	76	Côte d'Ivoire.....	0.7
7	Tajikistan.....	0.4	77	Paraguay.....	0.7
8	Malawi.....	0.4	78	Lebanon.....	0.7
9	India.....	0.4	79	Azerbaijan.....	0.7
10	Vietnam.....	0.4	80	Barbados <sup>2</sup> .....	0.7
11	Bangladesh.....	0.4	81	Hong Kong SAR.....	0.7
12	Macedonia, FYR.....	0.4	82	Jamaica.....	0.7
13	Nicaragua.....	0.4	83	Colombia.....	0.7
14	Sierra Leone.....	0.4	84	Costa Rica.....	0.7
15	Pakistan.....	0.4	85	Latvia.....	0.7
16	Egypt.....	0.4	86	Croatia.....	0.7
17	Seychelles.....	0.4	87	South Africa.....	0.7
18	Kyrgyz Republic.....	0.4	88	Slovak Republic.....	0.7
19	Guinea.....	0.4	89	Korea, Rep.....	0.7
20	Burundi.....	0.4	90	Indonesia.....	0.7
21	Mauritania.....	0.4	91	Estonia.....	0.8
22	Albania.....	0.5	92	Singapore.....	0.8
23	Burkina Faso.....	0.5	93	Bahrain <sup>1</sup> .....	0.8
24	Rwanda.....	0.5	94	Namibia.....	0.8
25	Kenya.....	0.5	95	Jordan.....	0.8
26	Bolivia.....	0.5	96	Malta.....	0.8
27	Madagascar.....	0.5	97	Czech Republic.....	0.8
28	Bulgaria.....	0.5	98	Chile.....	0.8
29	Benin.....	0.5	99	Ghana.....	0.8
30	Nepal.....	0.5	100	Saudi Arabia.....	0.8
31	Ukraine.....	0.5	101	Venezuela.....	0.8
32	Sri Lanka.....	0.5	102	Kazakhstan.....	0.9
33	Serbia.....	0.5	103	Guyana <sup>1</sup> .....	0.9
34	Montenegro.....	0.5	104	Oman.....	0.9
35	Bosnia and Herzegovina.....	0.5	105	Zambia.....	0.9
36	Taiwan, China.....	0.5	106	Portugal.....	0.9
37	Cameroon.....	0.5	107	Slovenia.....	0.9
38	Chad.....	0.5	108	Uruguay.....	0.9
39	El Salvador.....	0.5	109	Cape Verde.....	0.9
40	Ecuador.....	0.5	110	United Arab Emirates.....	0.9
41	Mozambique.....	0.5	111	Cyprus.....	1.0
42	Panama.....	0.5	112	Greece.....	1.0
43	Honduras.....	0.5	113	Spain.....	1.0
44	Romania.....	0.6	114	Puerto Rico.....	1.0
45	Dominican Republic.....	0.6	114	United States.....	1.0
46	Senegal.....	0.6	116	Qatar.....	1.0
47	Armenia.....	0.6	117	Suriname <sup>1</sup> .....	1.1
48	Thailand.....	0.6	118	Brazil.....	1.1
49	Philippines.....	0.6	119	United Kingdom.....	1.1
50	Nigeria.....	0.6	120	Italy.....	1.1
51	Yemen.....	0.6	121	Germany.....	1.1
52	Moldova.....	0.6	122	Israel.....	1.1
53	Georgia.....	0.6	123	Kuwait.....	1.1
54	Peru.....	0.6	124	Ireland.....	1.2
55	Botswana.....	0.6	125	Netherlands.....	1.2
56	Turkey.....	0.6	126	Austria.....	1.2
57	Algeria.....	0.6	127	Belgium.....	1.2
58	Mauritius.....	0.6	128	New Zealand.....	1.2
59	Mali.....	0.6	129	France.....	1.2
60	Swaziland.....	0.6	130	Iceland.....	1.2
61	Morocco.....	0.6	131	Canada.....	1.2
62	Brunei Darussalam <sup>1</sup> .....	0.6	132	Luxembourg.....	1.3
63	Haiti.....	0.6	133	Finland.....	1.3
64	Russian Federation.....	0.6	134	Japan.....	1.3
65	Argentina.....	0.6	135	Sweden.....	1.4
66	Malaysia.....	0.6	136	Denmark.....	1.5
67	Poland.....	0.6	137	Australia.....	1.5
68	Guatemala.....	0.6	138	Norway.....	1.6
69	Mongolia.....	0.6	139	Switzerland.....	1.6
70	China.....	0.6	n/a	Zimbabwe.....	n/a

Source: The World Bank, *World Development Indicators* (September 2012 edition)

<sup>1</sup> 2010    <sup>2</sup> 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	MEAN: 3.6	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 3.6	7
1	Bahrain	6.3				71	Guyana	3.5			
2	United Arab Emirates	6.2				72	Bolivia	3.4			
3	Qatar	5.7				73	United Kingdom	3.4			
4	Hong Kong SAR	5.6				74	Vietnam	3.4			
5	Oman	5.6				75	Peru	3.4			
6	Kuwait	5.5				76	Bulgaria	3.4			
7	Singapore	5.5				77	Côte d'Ivoire	3.4			
8	Switzerland	5.2				78	Seychelles	3.4			
9	Mauritius	5.1				79	Jordan	3.4			
10	Saudi Arabia	5.1				80	Nicaragua	3.4			
11	Paraguay	4.8				81	Cape Verde	3.3			
12	Luxembourg	4.8				82	Suriname	3.3			
13	Botswana	4.7				83	Egypt	3.3			
14	Malaysia	4.7				84	Moldova	3.3			
15	Brunei Darussalam	4.7				85	Lesotho	3.3			
16	Cyprus	4.6				86	Kenya	3.3			
17	New Zealand	4.6				87	Burkina Faso	3.3			
18	Estonia	4.5				88	Kyrgyz Republic	3.3			
19	Rwanda	4.4				89	Cameroon	3.3			
20	Taiwan, China	4.4				90	Tanzania	3.3			
21	Nigeria	4.3				91	Madagascar	3.3			
22	Chile	4.3				92	Poland	3.3			
23	Lebanon	4.2				93	Zimbabwe	3.3			
24	Montenegro	4.2				94	Austria	3.2			
25	Macedonia, FYR	4.1				95	Finland	3.2			
26	Guinea	4.1				96	Swaziland	3.2			
27	Canada	4.1				97	Algeria	3.2			
28	Netherlands	4.1				98	Uganda	3.2			
29	Indonesia	4.1				99	Australia	3.2			
30	South Africa	4.0				100	Sweden	3.1			
31	Bangladesh	4.0				101	Czech Republic	3.1			
32	Panama	4.0				102	Mali	3.1			
33	Cambodia	4.0				103	Latvia	3.1			
34	Mongolia	4.0				104	Korea, Rep.	3.1			
35	Barbados	3.9				105	Bosnia and Herzegovina	3.1			
36	Georgia	3.9				106	Uruguay	3.1			
37	Kazakhstan	3.9				107	Spain	3.0			
38	Trinidad and Tobago	3.9				108	Venezuela	3.0			
39	China	3.9				109	Japan	3.0			
40	Albania	3.9				110	Ecuador	3.0			
41	Sri Lanka	3.8				111	Jamaica	3.0			
42	India	3.8				112	Colombia	3.0			
43	Armenia	3.8				113	Turkey	3.0			
44	Ireland	3.8				114	Haiti	3.0			
45	Sierra Leone	3.8				115	Iceland	3.0			
46	Azerbaijan	3.7				116	Malawi	2.9			
47	Mauritania	3.7				117	Russian Federation	2.9			
48	Namibia	3.7				118	Serbia	2.9			
49	Nepal	3.7				119	El Salvador	2.8			
50	Malta	3.7				120	Benin	2.8			
51	Tajikistan	3.7				121	Lithuania	2.8			
52	Thailand	3.6				122	Yemen	2.8			
53	Guatemala	3.6				123	Honduras	2.8			
54	Philippines	3.6				124	France	2.8			
55	Puerto Rico	3.6				125	Senegal	2.8			
56	Norway	3.6				126	Slovenia	2.8			
57	Mexico	3.6				127	Dominican Republic	2.7			
58	Ghana	3.6				128	Chad	2.6			
59	Morocco	3.6				129	Denmark	2.6			
60	Zambia	3.5				130	Hungary	2.5			
61	Mozambique	3.5				131	Portugal	2.4			
62	Slovak Republic	3.5				132	Argentina	2.3			
63	Gambia, The	3.5				133	Croatia	2.3			
64	United States	3.5				134	Greece	2.3			
65	Ethiopia	3.5				135	Ukraine	2.3			
66	Costa Rica	3.5				136	Belgium	2.3			
67	Iran, Islamic Rep.	3.5				137	Italy	2.2			
68	Pakistan	3.5				138	Romania	2.2			
69	Israel	3.5				139	Burundi	2.2			
70	Germany	3.5				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	RANK	COUNTRY/ECONOMY	VALUE
1	Venezuela	1.1	71	Cameroon	110.0
2	Iran, Islamic Rep.	1.6	71	Peru	110.0
3	Saudi Arabia	6.7	71	Swaziland	110.0
4	Bahrain	13.0	74	Uganda	111.0
5	Algeria	19.0	75	Suriname	112.0
5	Qatar	19.0	76	Georgia	113.0
7	Kuwait	21.0	77	Barbados	114.0
8	Yemen	23.0	77	Brazil	114.0
9	Brunei Darussalam	24.0	77	South Africa	114.0
10	Ecuador	28.0	80	Zimbabwe	115.0
11	Egypt	32.0	81	Tanzania	119.0
12	Trinidad and Tobago <sup>2</sup>	36.0	82	Benin	121.0
13	Oman	38.0	83	Australia	123.0
14	Indonesia	51.0	83	Mauritius	123.0
14	Kazakhstan	51.0	85	Mali	125.0
16	Bolivia	54.0	86	Madagascar	126.0
17	Azerbaijan	56.0	87	Kenya	127.0
17	Malaysia	56.0	87	Macedonia, FYR	127.0
19	Bangladesh	63.0	89	Burkina Faso	128.0
20	Sri Lanka	66.0	90	Côte d'Ivoire	130.0
21	United Arab Emirates	71.0	91	Chad	131.0
22	Mexico	72.0	92	Hong Kong SAR	132.0
22	Russian Federation	72.0	93	Cape Verde	133.0
24	Jordan	73.0	94	Senegal	134.0
25	Lebanon	77.0	95	Korea, Rep.	135.0
25	Nigeria	77.0	96	Luxembourg	136.0
25	Panama	77.0	97	Japan	137.0
25	Vietnam	77.0	98	Albania	140.0
29	Ethiopia	78.0	99	Bosnia and Herzegovina	142.0
30	Gambia, The <sup>2</sup>	79.0	99	Burundi	142.0
30	Kyrgyz Republic	79.0	99	Lithuania	142.0
32	India	82.0	102	Uruguay	144.0
33	Ghana	83.0	103	Romania	146.0
34	Philippines	84.0	104	Cyprus	147.0
34	United States	84.0	104	Spain	147.0
36	Guatemala	85.0	106	Serbia	148.0
36	Guyana	85.0	107	Seychelles <sup>1</sup>	148.7
36	Taiwan, China	85.0	108	Croatia	149.0
39	Mozambique	86.0	108	Latvia	149.0
40	Morocco	88.0	108	Montenegro	149.0
41	El Salvador	89.0	111	Poland	150.0
42	Nepal	91.0	112	Zambia	152.0
42	Tajikistan	91.0	113	Slovak Republic	153.0
44	Honduras	92.0	114	Malawi	154.0
44	Pakistan	92.0	115	Austria	155.0
44	Ukraine	92.0	116	Estonia	157.0
47	Puerto Rico <sup>1</sup>	94.0	117	Bulgaria	158.0
47	Sierra Leone	94.0	117	Portugal	158.0
49	Colombia	95.0	119	Finland	160.0
49	Guinea	95.0	120	Hungary	161.0
49	Thailand	95.0	121	Belgium	162.0
52	Botswana	97.0	121	Rwanda	162.0
52	Costa Rica	97.0	121	Slovenia	162.0
52	New Zealand	97.0	124	Malta	166.0
55	Cambodia	98.0	125	Germany	168.0
55	Jamaica	98.0	126	Czech Republic	169.0
57	Armenia	99.0	126	Ireland	169.0
57	Mauritania	99.0	126	Italy	169.0
57	Nicaragua	99.0	129	Iceland	171.0
60	Paraguay	101.0	129	Netherlands	171.0
61	Chile	102.0	131	France	172.0
62	Dominican Republic	103.0	132	Switzerland	177.0
63	China	104.0	133	Greece	178.0
63	Mongolia	104.0	134	Denmark	179.0
63	Singapore	104.0	135	Sweden	182.0
66	Argentina	105.0	136	Israel	187.0
67	Lesotho	107.0	137	United Kingdom	198.0
68	Canada	108.0	138	Norway	201.0
68	Moldova	108.0	139	Turkey	203.0
70	Namibia	109.0	n/a	Haiti	n/a

Source: The World Bank, *World Development Indicators* (September 2012 edition)

<sup>1</sup> 2011    <sup>2</sup> 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	RANK	COUNTRY/ECONOMY	VALUE
1	Gambia, The <sup>2</sup>	34.2	71	Japan	137.9
2	Nepal <sup>2</sup>	52.7	72	Brazil	138.0
3	Bolivia <sup>2</sup>	60.8	73	Zambia	138.9
4	Lithuania	72.5	74	Jordan	141.3
5	Nicaragua	73.3	75	Armenia <sup>2</sup>	142.6
6	Ghana <sup>2</sup>	77.8	76	Belgium	142.9
7	Egypt	78.8	77	India	143.2
8	Moldova <sup>2</sup>	79.1	78	Cameroon <sup>2</sup>	144.2
9	Latvia	79.4	79	Kenya	144.5
10	Guatemala	79.6	80	Trinidad and Tobago	145.5
11	Estonia	80.7	81	Chile	148.6
12	Hungary	83.6	82	Greece	149.7
13	El Salvador	85.2	83	Taiwan, China	150.7
14	Bulgaria	85.6	84	Colombia	150.7
15	Pakistan <sup>1</sup>	89.7	85	Netherlands	150.8
16	Poland	91.7	86	Turkey	157.0
17	Dominican Republic	92.0	87	Korea, Rep.	158.2
18	Zimbabwe	92.3	88	Cyprus	160.4
19	Ecuador	94.8	89	Norway	160.5
20	Romania	96.5	90	Russian Federation	166.0
21	Indonesia	97.6	91	Puerto Rico	168.1
22	Czech Republic	98.0	92	Morocco	173.6
23	United States	100.9	93	Australia	174.5
24	Thailand	101.3	94	Jamaica	176.3
25	Namibia	101.4	95	Italy	176.6
26	Slovak Republic	101.5	96	Algeria <sup>1</sup>	177.2
27	Mexico	103.9	97	Azerbaijan	179.8
28	Honduras	104.4	98	Israel	184.0
29	Slovenia <sup>2</sup>	104.8	99	Venezuela	188.7
30	Sri Lanka	107.2	100	Kyrgyz Republic <sup>2</sup>	194.9
31	Malaysia	107.7	101	United Arab Emirates	195.7
32	Uganda <sup>2</sup>	108.0	102	Kazakhstan	199.5
33	New Zealand	109.0	103	Saudi Arabia	200.7
34	Mozambique <sup>2</sup>	111.0	104	Mauritius	203.3
35	Portugal	112.3	105	Lebanon	210.4
36	Philippines	112.3	106	France	218.1
37	Madagascar <sup>2</sup>	113.3	107	Bahrain	219.0
38	Ireland	113.3	108	Singapore	220.6
39	Bangladesh <sup>1</sup>	114.1	109	Kuwait	221.0
40	Ethiopia <sup>2</sup>	115.6	110	Ukraine	225.5
41	China	116.0	111	Qatar	225.8
42	Spain	116.8	112	Oman	226.9
43	Iceland	118.4	113	Serbia <sup>2</sup>	243.1
44	South Africa	118.5	114	Switzerland	251.1
45	Luxembourg	119.7	115	Nigeria	255.7
46	Uruguay	120.2	116	Barbados	329.4
47	Cambodia	120.6	117	Seychelles	470.0
48	Paraguay <sup>2</sup>	122.5	n/a	Benin	n/a
49	Botswana	124.0	n/a	Bosnia and Herzegovina	n/a
50	Guyana <sup>2</sup>	124.5	n/a	Brunei Darussalam	n/a
51	Vietnam	125.1	n/a	Burkina Faso	n/a
52	Finland	125.8	n/a	Burundi	n/a
53	United Kingdom	125.9	n/a	Cape Verde	n/a
54	Malta	126.2	n/a	Côte d'Ivoire	n/a
55	Germany	126.9	n/a	Guinea	n/a
56	Albania <sup>2</sup>	127.0	n/a	Haiti	n/a
57	Tanzania	127.6	n/a	Iran, Islamic Rep.	n/a
58	Sweden <sup>1</sup>	128.4	n/a	Lesotho	n/a
59	Canada	129.3	n/a	Macedonia, FYR	n/a
60	Austria	129.5	n/a	Malawi	n/a
61	Panama	130.1	n/a	Mali	n/a
62	Peru	130.8	n/a	Mauritania	n/a
63	Denmark	131.9	n/a	Mongolia	n/a
64	Costa Rica	133.6	n/a	Montenegro	n/a
65	Hong Kong SAR <sup>1</sup>	134.5	n/a	Rwanda	n/a
66	Georgia	135.1	n/a	Sierra Leone	n/a
67	Croatia	135.5	n/a	Suriname	n/a
68	Chad <sup>2</sup>	135.7	n/a	Swaziland	n/a
69	Senegal <sup>2</sup>	136.3	n/a	Tajikistan	n/a
70	Argentina	137.9	n/a	Yemen	n/a

Source: Deloitte-STR Global and Smith Travel Research Inc.

<sup>1</sup> 2009    <sup>2</sup> 2007



# 11th Pillar

## Human resources

## 11.01 Primary education enrollment

Net primary education enrollment rate | 2010 or most recent

RANK	COUNTRY/ECONOMY	VALUE	RANK	COUNTRY/ECONOMY	VALUE
1	Singapore	100.0	71	Chile <sup>2</sup>	93.6
2	Japan	100.0	72	Mauritius	93.4
3	Canada <sup>8</sup>	99.8	73	Russian Federation <sup>2</sup>	93.4
4	China <sup>1</sup>	99.8	74	Cape Verde	93.2
5	Netherlands	99.8	75	Brunei Darussalam <sup>2</sup>	92.9
6	Spain	99.7	76	Lithuania	92.8
7	Georgia <sup>2</sup>	99.6	77	Serbia	92.7
8	United Kingdom <sup>2</sup>	99.6	78	Venezuela	92.5
9	Iran, Islamic Rep. <sup>4</sup>	99.5	79	Nicaragua	92.5
10	Sweden	99.4	80	Cameroon	92.4
11	Iceland <sup>2</sup>	99.4	81	Hungary <sup>2</sup>	92.4
12	New Zealand	99.3	82	Bangladesh <sup>2</sup>	92.2
13	Portugal <sup>2</sup>	99.2	83	Kuwait <sup>3</sup>	92.1
14	Uruguay <sup>2</sup>	99.1	84	India <sup>3</sup>	92.1
15	Norway	99.1	85	Qatar	92.0
16	Argentina <sup>6</sup>	99.1	86	Lebanon	91.7
17	Belgium <sup>2</sup>	98.8	87	Zambia	91.4
18	Rwanda	98.7	88	Suriname <sup>2</sup>	90.9
19	Cyprus	98.7	89	Uganda	90.9
20	Mongolia	98.7	90	Ukraine	90.7
21	Korea, Rep.	98.6	91	Jordan	90.7
22	France	98.5	92	Dominican Republic	90.2
23	Austria <sup>2</sup>	98.4	93	Zimbabwe <sup>5</sup>	90.0
24	Greece <sup>4</sup>	98.3	94	Saudi Arabia <sup>2</sup>	89.9
25	Panama	98.0	95	Burundi <sup>4</sup>	89.7
26	Vietnam	98.0	96	Botswana <sup>1</sup>	89.7
27	Tanzania <sup>3</sup>	98.0	97	Thailand <sup>2</sup>	89.7
28	Bulgaria	98.0	98	Mozambique <sup>1</sup>	89.6
29	Mexico	97.9	99	Czech Republic <sup>5</sup>	89.6
30	Taiwan, China <sup>1</sup>	97.9	100	United Arab Emirates <sup>5</sup>	88.4
31	Bahrain <sup>5</sup>	97.8	101	Philippines <sup>2</sup>	88.3
32	Finland	97.7	102	Kazakhstan <sup>1</sup>	88.2
33	Germany	97.7	103	Colombia	88.1
34	Turkey <sup>2</sup>	97.5	104	Macedonia, FYR	88.0
35	Italy	97.4	105	Moldova	87.6
36	Slovak Republic <sup>2</sup>	97.4	106	Romania	87.6
37	Tajikistan	97.3	107	Kyrgyz Republic	87.5
38	Australia	97.1	108	Armenia <sup>4</sup>	87.1
39	Ecuador <sup>2</sup>	97.0	109	Bosnia and Herzegovina	87.0
40	Israel <sup>2</sup>	96.9	110	Croatia	86.8
41	Guatemala	96.9	111	Swaziland	85.5
42	Malawi <sup>2</sup>	96.9	112	Puerto Rico	85.5
43	Slovenia <sup>2</sup>	96.8	113	Namibia <sup>2</sup>	85.4
44	Indonesia	96.0	114	South Africa <sup>2</sup>	85.1
45	Cambodia	95.9	115	Paraguay <sup>2</sup>	85.1
46	Malaysia <sup>6</sup>	95.9	116	Azerbaijan	84.4
47	Poland <sup>2</sup>	95.9	117	Ghana <sup>1</sup>	84.0
48	Morocco <sup>1</sup>	95.7	118	Montenegro	83.2
49	Algeria	95.6	119	Kenya <sup>2</sup>	82.8
50	Denmark <sup>2</sup>	95.5	120	Jamaica	82.0
51	Peru	95.4	121	Ethiopia	81.3
52	Seychelles <sup>6</sup>	95.1	122	Guyana	80.6
53	Ireland	95.1	123	Albania	79.9
54	Latvia	95.1	124	Madagascar <sup>7</sup>	79.2
55	Barbados <sup>3</sup>	95.0	125	Yemen	77.6
56	Luxembourg <sup>3</sup>	95.0	126	Guinea	77.0
57	Honduras	94.8	127	Senegal	75.5
58	United States	94.6	128	Pakistan	74.1
59	Egypt	94.4	129	Mauritania	74.0
60	Brazil <sup>6</sup>	94.4	130	Lesotho	73.4
61	Bolivia <sup>4</sup>	94.2	131	Nepal <sup>8</sup>	71.1
62	Sri Lanka	94.0	132	Gambia, The	65.5
63	Estonia <sup>2</sup>	93.9	133	Burkina Faso <sup>1</sup>	63.2
64	Trinidad and Tobago	93.9	134	Mali <sup>1</sup>	62.9
65	Malta	93.8	135	Chad <sup>7</sup>	62.3
66	Benin	93.8	136	Côte d'Ivoire <sup>2</sup>	61.5
67	Switzerland	93.8	137	Nigeria	57.6
68	Hong Kong SAR	93.8	138	Haiti <sup>9</sup>	56.8
69	El Salvador	93.7	n/a	Costa Rica	n/a
70	Oman <sup>2</sup>	93.6	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]

<sup>1</sup> 2011 <sup>2</sup> 2009 <sup>3</sup> 2008 <sup>4</sup> 2007 <sup>5</sup> 2006 <sup>6</sup> 2005 <sup>7</sup> 2003 <sup>8</sup> 2000 <sup>9</sup> 1997

## 11.02 Secondary education enrollment

Gross secondary education enrollment rate | 2010 or most recent

RANK	COUNTRY/ECONOMY	VALUE	RANK	COUNTRY/ECONOMY	VALUE
1	Australia	131.3	71	Russian Federation <sup>2</sup>	88.6
2	Spain	124.7	72	Argentina <sup>2</sup>	88.5
3	Netherlands	121.5	73	Moldova	88.0
4	Ireland	121.0	74	Chile <sup>2</sup>	87.9
5	Seychelles	119.2	75	Cape Verde	87.5
6	New Zealand	119.1	76	Tajikistan	87.2
7	Denmark <sup>2</sup>	117.4	77	Sri Lanka <sup>7</sup>	87.1
8	France	113.2	78	Jordan	86.9
9	Norway	111.0	79	Georgia <sup>2</sup>	86.2
10	Belgium <sup>2</sup>	110.5	80	Philippines <sup>2</sup>	84.8
11	Brunei Darussalam	109.7	81	Azerbaijan	84.6
12	Finland	107.5	82	Kyrgyz Republic	84.0
13	Iceland <sup>2</sup>	107.2	83	Macedonia, FYR	83.7
14	Singapore	107.0	84	Hong Kong SAR	83.0
15	Portugal <sup>2</sup>	106.7	85	Venezuela	82.5
16	Brazil <sup>6</sup>	105.8	86	Puerto Rico	82.2
17	Montenegro	104.0	87	Botswana <sup>2</sup>	81.7
18	Estonia <sup>2</sup>	103.6	88	Lebanon	81.4
19	Germany	103.3	89	China	81.2
20	Bahrain <sup>5</sup>	103.1	90	Bolivia <sup>2</sup>	80.2
21	Japan	102.2	91	Thailand <sup>1</sup>	79.2
22	Israel <sup>2</sup>	102.1	92	Turkey <sup>2</sup>	77.6
23	United Kingdom <sup>2</sup>	101.8	93	Vietnam	77.2
24	Canada <sup>3</sup>	101.3	94	Indonesia	77.2
25	Kuwait <sup>3</sup>	101.0	95	Dominican Republic	76.4
26	Malta	100.9	96	Suriname <sup>2</sup>	74.8
27	Greece <sup>4</sup>	100.9	97	Ecuador <sup>3</sup>	74.8
28	Saudi Arabia	100.6	98	Panama	74.1
29	Barbados	100.6	99	Honduras	73.5
30	Italy	100.4	100	Egypt	72.5
31	Oman <sup>2</sup>	100.3	101	Nicaragua	69.4
32	Taiwan, China <sup>1</sup>	100.0	102	Malaysia <sup>2</sup>	68.3
33	Costa Rica	99.7	103	Paraguay <sup>2</sup>	66.9
34	Kazakhstan <sup>1</sup>	99.6	104	El Salvador	65.0
35	Sweden	99.2	105	Namibia <sup>4</sup>	64.0
36	Austria	98.9	106	India	63.2
37	Cyprus	98.8	107	Kenya <sup>2</sup>	60.2
38	Lithuania	98.7	108	Guatemala	58.5
39	Hungary <sup>2</sup>	98.3	109	Ghana <sup>1</sup>	58.1
40	Luxembourg <sup>3</sup>	97.6	110	Swaziland	58.1
41	Romania	97.2	111	Morocco <sup>4</sup>	56.1
42	Korea, Rep.	97.1	112	Gambia, The	54.1
43	Slovenia <sup>2</sup>	97.1	113	Bangladesh	51.4
44	Poland <sup>2</sup>	97.0	114	Lesotho	46.4
45	Colombia	96.4	115	Cambodia	46.2
46	United States	96.0	116	Yemen	44.1
47	Croatia	95.7	117	Nigeria	44.0
48	Ukraine	95.6	118	Nepal <sup>5</sup>	43.5
49	Switzerland	95.4	119	Cameroon	42.2
50	Latvia	95.2	120	Mali <sup>1</sup>	39.4
51	Algeria <sup>2</sup>	94.9	121	Guinea <sup>2</sup>	38.1
52	South Africa <sup>2</sup>	93.8	122	Zimbabwe <sup>5</sup>	38.0
53	Qatar	93.7	123	Senegal	37.4
54	Jamaica	92.7	124	Benin <sup>6</sup>	37.1
55	United Arab Emirates <sup>5</sup>	92.3	125	Rwanda <sup>1</sup>	35.8
56	Armenia	92.0	126	Ethiopia	35.7
57	Serbia	91.4	127	Pakistan	34.2
58	Peru	91.4	128	Malawi	32.1
59	Bosnia and Herzegovina	91.1	129	Madagascar <sup>2</sup>	31.1
60	Guyana	91.0	130	Zambia <sup>5</sup>	30.4
61	Iran, Islamic Rep.	90.9	131	Uganda	28.1
62	Czech Republic <sup>2</sup>	90.4	132	Sierra Leone <sup>9</sup>	27.6
63	Slovak Republic	90.4	133	Tanzania <sup>2</sup>	27.4
64	Uruguay <sup>2</sup>	90.2	134	Côte d'Ivoire <sup>8</sup>	27.1
65	Trinidad and Tobago <sup>3</sup>	89.9	135	Mozambique <sup>1</sup>	26.4
66	Mauritius	89.4	136	Burundi	24.8
67	Mongolia	89.2	137	Chad	24.6
68	Albania	88.9	138	Mauritania	24.4
69	Bulgaria	88.9	139	Burkina Faso <sup>1</sup>	22.6
70	Mexico	88.8	140	Haiti <sup>9</sup>	20.8

Source: UNESCO Institute for Statistics

<sup>1</sup> 2011   <sup>2</sup> 2009   <sup>3</sup> 2008   <sup>4</sup> 2007   <sup>5</sup> 2006   <sup>6</sup> 2005   <sup>7</sup> 2004   <sup>8</sup> 2002   <sup>9</sup> 2001   <sup>9</sup> 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	MEAN: 3.8	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 3.8	7
1	Switzerland	6.0				71	Vietnam	3.6			
2	Finland	5.8				72	Senegal	3.6			
3	Singapore	5.8				73	Latvia	3.6			
4	Qatar	5.7				74	Pakistan	3.6			
5	Belgium	5.4				75	Jamaica	3.6			
6	Canada	5.4				76	Colombia	3.6			
7	Barbados	5.4				77	Thailand	3.5			
8	Iceland	5.4				78	Armenia	3.5			
9	Ireland	5.3				79	Tanzania	3.5			
10	Lebanon	5.3				80	Spain	3.5			
11	New Zealand	5.3				81	Turkey	3.5			
12	Sweden	5.3				82	Nigeria	3.5			
13	Netherlands	5.3				83	Suriname	3.4			
14	Malaysia	5.1				84	Ethiopia	3.4			
15	Australia	5.0				85	Russian Federation	3.4			
16	Malta	5.0				86	Italy	3.4			
17	United Arab Emirates	5.0				87	Macedonia, FYR	3.4			
18	Norway	5.0				88	Argentina	3.4			
19	Denmark	5.0				89	Hungary	3.4			
20	Germany	4.9				90	Chile	3.4			
21	Costa Rica	4.9				91	Nepal	3.4			
22	Cyprus	4.8				92	Ecuador	3.3			
23	Hong Kong SAR	4.8				93	Iran, Islamic Rep.	3.3			
24	Taiwan, China	4.8				94	Côte d'Ivoire	3.3			
25	Brunei Darussalam	4.7				95	Bolivia	3.3			
26	Austria	4.7				96	Bangladesh	3.2			
27	United Kingdom	4.7				97	Bulgaria	3.2			
28	United States	4.7				98	Croatia	3.2			
29	Gambia, The	4.6				99	Mexico	3.2			
30	Zimbabwe	4.5				100	Kazakhstan	3.2			
31	Jordan	4.4				101	Lesotho	3.2			
32	Saudi Arabia	4.4				102	Moldova	3.2			
33	Sri Lanka	4.4				103	Kuwait	3.1			
34	India	4.4				104	Morocco	3.1			
35	Bahrain	4.4				105	Bosnia and Herzegovina	3.1			
36	Luxembourg	4.4				106	Uruguay	3.1			
37	Kenya	4.3				107	Romania	3.1			
38	Montenegro	4.2				108	Azerbaijan	3.1			
39	Zambia	4.2				109	Swaziland	3.1			
40	Trinidad and Tobago	4.2				110	Serbia	3.1			
41	France	4.2				111	Panama	3.0			
42	Guyana	4.2				112	Chad	3.0			
43	Japan	4.2				113	Georgia	3.0			
44	Korea, Rep.	4.1				114	Greece	3.0			
45	Philippines	4.1				115	Brazil	3.0			
46	Mauritius	4.1				116	Madagascar	3.0			
47	Indonesia	4.1				117	Mali	2.9			
48	Seychelles	4.1				118	Mozambique	2.9			
49	Estonia	4.1				119	Slovak Republic	2.8			
50	Rwanda	4.1				120	Nicaragua	2.8			
51	Puerto Rico	4.0				121	Venezuela	2.8			
52	Albania	4.0				122	Kyrgyz Republic	2.8			
53	Israel	4.0				123	Burkina Faso	2.8			
54	Lithuania	4.0				124	Sierra Leone	2.8			
55	Botswana	4.0				125	Namibia	2.7			
56	China	3.9				126	Guinea	2.7			
57	Cambodia	3.9				127	Guatemala	2.6			
58	Czech Republic	3.9				128	Algeria	2.5			
59	Oman	3.9				129	Peru	2.5			
60	Portugal	3.8				130	Paraguay	2.5			
61	Ghana	3.8				131	El Salvador	2.5			
62	Slovenia	3.8				132	Honduras	2.4			
63	Cape Verde	3.8				133	Mongolia	2.4			
64	Malawi	3.8				134	Dominican Republic	2.4			
65	Cameroon	3.7				135	Mauritania	2.3			
66	Tajikistan	3.7				136	Egypt	2.3			
67	Poland	3.7				137	South Africa	2.2			
68	Uganda	3.7				138	Haiti	2.1			
69	Ukraine	3.6				139	Burundi	2.0			
70	Benin	3.6				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	MEAN: 4.2	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 4.2	7
1	Switzerland	6.4				71	Côte d'Ivoire	4.1			
2	Netherlands	6.1				72	Kazakhstan	4.1			
3	Austria	6.1				73	Iran, Islamic Rep.	4.1			
4	Germany	6.1				74	Croatia	4.1			
5	Belgium	5.9				75	Colombia	4.1			
6	United Kingdom	5.9				76	Benin	4.1			
7	Sweden	5.8				77	Turkey	4.0			
8	Finland	5.7				78	Cambodia	4.0			
9	United States	5.6				79	Russian Federation	4.0			
10	Hong Kong SAR	5.5				80	El Salvador	3.9			
11	Puerto Rico	5.5				81	Jamaica	3.9			
12	Japan	5.5				82	Hungary	3.9			
13	Canada	5.5				83	Dominican Republic	3.9			
14	Norway	5.4				84	Peru	3.9			
15	France	5.4				85	Oman	3.9			
16	Singapore	5.4				86	Macedonia, FYR	3.8			
17	Malaysia	5.4				87	Tajikistan	3.8			
18	Australia	5.3				88	Montenegro	3.8			
19	Denmark	5.3				89	Bulgaria	3.8			
20	Taiwan, China	5.2				90	Uganda	3.8			
21	United Arab Emirates	5.2				91	Greece	3.8			
22	Luxembourg	5.2				92	Burkina Faso	3.7			
23	Czech Republic	5.1				93	Honduras	3.7			
24	Ireland	5.0				94	Botswana	3.7			
25	Qatar	5.0				95	Ghana	3.7			
26	Costa Rica	4.9				96	Kuwait	3.7			
27	Israel	4.9				97	Ukraine	3.7			
28	Spain	4.9				98	Egypt	3.7			
29	Iceland	4.9				99	Guyana	3.7			
30	Poland	4.8				100	Mali	3.6			
31	Korea, Rep.	4.8				101	Pakistan	3.6			
32	New Zealand	4.8				102	Tanzania	3.6			
33	Italy	4.8				103	Zimbabwe	3.6			
34	Brazil	4.8				104	Ecuador	3.6			
35	Saudi Arabia	4.7				105	Armenia	3.5			
36	Chile	4.7				106	Bolivia	3.5			
37	Portugal	4.7				107	Malawi	3.5			
38	Senegal	4.7				108	Brunei Darussalam	3.5			
39	Estonia	4.6				109	Rwanda	3.5			
40	Slovak Republic	4.6				110	Seychelles	3.5			
41	Bahrain	4.6				111	Romania	3.5			
42	Barbados	4.6				112	Bosnia and Herzegovina	3.4			
43	Panama	4.6				113	Moldova	3.4			
44	Mexico	4.6				114	Suriname	3.4			
45	Malta	4.5				115	Venezuela	3.4			
46	Uruguay	4.5				116	Chad	3.3			
47	Jordan	4.5				117	Albania	3.3			
48	Lithuania	4.4				118	Georgia	3.3			
49	Azerbaijan	4.4				119	Cape Verde	3.3			
50	Slovenia	4.4				120	Paraguay	3.3			
51	South Africa	4.4				121	Mauritania	3.3			
52	Gambia, The	4.4				122	Madagascar	3.2			
53	Guatemala	4.4				123	Nicaragua	3.2			
54	Cyprus	4.4				124	Serbia	3.2			
55	China	4.4				125	Vietnam	3.1			
56	Lebanon	4.3				126	Guinea	3.1			
57	Indonesia	4.3				127	Mozambique	3.1			
58	Morocco	4.3				128	Nepal	3.1			
59	India	4.3				129	Kyrgyz Republic	3.1			
60	Argentina	4.3				130	Namibia	3.0			
61	Zambia	4.3				131	Swaziland	3.0			
62	Philippines	4.3				132	Ethiopia	2.9			
63	Sri Lanka	4.3				133	Sierra Leone	2.8			
64	Kenya	4.3				134	Lesotho	2.8			
65	Trinidad and Tobago	4.3				135	Bangladesh	2.8			
66	Thailand	4.2				136	Algeria	2.8			
67	Mauritius	4.2				137	Yemen	2.5			
68	Nigeria	4.2				138	Mongolia	2.5			
69	Latvia	4.1				139	Haiti	2.4			
70	Cameroon	4.1				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	MEAN: 4.0	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 4.0	7
1	Switzerland	5.6				71	Kazakhstan	3.9			
2	Finland	5.4				72	Portugal	3.9			
3	Singapore	5.3				73	Cambodia	3.9			
4	Luxembourg	5.3				74	Morocco	3.9			
5	Japan	5.3				75	Dominican Republic	3.9			
6	Sweden	5.2				76	Tanzania	3.8			
7	Malaysia	5.2				77	Argentina	3.8			
8	Netherlands	5.2				78	Tajikistan	3.8			
9	Norway	5.2				79	Sri Lanka	3.8			
10	Denmark	5.1				80	El Salvador	3.8			
11	Qatar	5.0				81	Zimbabwe	3.8			
12	Austria	5.0				82	Cameroon	3.8			
13	Germany	5.0				83	Peru	3.8			
14	United Kingdom	5.0				84	Cyprus	3.8			
15	United States	5.0				85	Uruguay	3.8			
16	Ireland	4.9				86	Swaziland	3.8			
17	United Arab Emirates	4.9				87	Jordan	3.8			
18	New Zealand	4.8				88	Russian Federation	3.7			
19	Puerto Rico	4.8				89	Ecuador	3.7			
20	Belgium	4.8				90	Slovenia	3.7			
21	Iceland	4.7				91	Kuwait	3.7			
22	Gambia, The	4.7				92	Malawi	3.7			
23	Canada	4.7				93	Slovak Republic	3.7			
24	Hong Kong SAR	4.6				94	Ghana	3.7			
25	Bahrain	4.6				95	Nicaragua	3.6			
26	South Africa	4.6				96	Armenia	3.6			
27	Israel	4.6				97	Colombia	3.6			
28	Australia	4.6				98	Uganda	3.6			
29	Costa Rica	4.6				99	Georgia	3.6			
30	Barbados	4.6				100	Lebanon	3.6			
31	Taiwan, China	4.6				101	Bolivia	3.6			
32	Philippines	4.6				102	Venezuela	3.6			
33	Brazil	4.4				103	Spain	3.6			
34	Oman	4.4				104	Ukraine	3.6			
35	Saudi Arabia	4.4				105	Paraguay	3.5			
36	Albania	4.4				106	Zambia	3.5			
37	Mauritius	4.3				107	Bosnia and Herzegovina	3.5			
38	Chile	4.3				108	Hungary	3.5			
39	Indonesia	4.3				109	Romania	3.4			
40	Guatemala	4.3				110	Pakistan	3.4			
41	France	4.3				111	Madagascar	3.4			
42	Korea, Rep.	4.3				112	Guinea	3.3			
43	Panama	4.2				113	Greece	3.3			
44	Côte d'Ivoire	4.2				114	Vietnam	3.3			
45	China	4.2				115	Lesotho	3.3			
46	Estonia	4.2				116	Bulgaria	3.3			
47	Suriname	4.2				117	Mozambique	3.2			
48	Czech Republic	4.2				118	Cape Verde	3.2			
49	Thailand	4.2				119	Yemen	3.2			
50	Malta	4.1				120	Moldova	3.2			
51	Montenegro	4.1				121	Italy	3.2			
52	Brunei Darussalam	4.1				122	Croatia	3.2			
53	Latvia	4.1				123	Sierra Leone	3.1			
54	India	4.1				124	Macedonia, FYR	3.1			
55	Namibia	4.1				125	Kyrgyz Republic	3.1			
56	Azerbaijan	4.1				126	Egypt	3.1			
57	Nigeria	4.1				127	Ethiopia	3.1			
58	Jamaica	4.1				128	Mali	3.1			
59	Poland	4.0				129	Nepal	3.1			
60	Mongolia	4.0				130	Benin	3.1			
61	Guyana	4.0				131	Iran, Islamic Rep.	3.0			
62	Seychelles	4.0				132	Senegal	3.0			
63	Honduras	4.0				133	Bangladesh	3.0			
64	Turkey	4.0				134	Burkina Faso	2.9			
65	Lithuania	4.0				135	Serbia	2.9			
66	Mexico	4.0				136	Chad	2.9			
67	Botswana	3.9				137	Mauritania	2.7			
68	Rwanda	3.9				138	Algeria	2.6			
69	Kenya	3.9				139	Burundi	2.4			
70	Trinidad and Tobago	3.9				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	MEAN: 3.9	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 3.9	7
1	Hong Kong SAR	5.8				71	Morocco	3.9			
2	Singapore	5.7				72	Ireland	3.9			
3	Switzerland	5.6				73	Senegal	3.9			
4	Azerbaijan	5.4				74	Mali	3.9			
5	Denmark	5.3				75	Mauritius	3.9			
6	Iceland	5.2				76	El Salvador	3.9			
7	Uganda	5.2				77	Finland	3.9			
8	United States	5.0				78	Ethiopia	3.8			
9	Georgia	5.0				79	Seychelles	3.8			
10	Armenia	5.0				80	Cyprus	3.8			
11	Kenya	5.0				81	Trinidad and Tobago	3.8			
12	United Arab Emirates	5.0				82	Jordan	3.8			
13	Guyana	4.9				83	Taiwan, China	3.7			
14	Canada	4.9				84	Burundi	3.7			
15	Qatar	4.9				85	Colombia	3.7			
16	Ukraine	4.9				86	Iran, Islamic Rep.	3.7			
17	Nigeria	4.9				87	Russian Federation	3.7			
18	Cameroon	4.9				88	Moldova	3.7			
19	Kyrgyz Republic	4.8				89	Malta	3.6			
20	Bangladesh	4.7				90	Kuwait	3.6			
21	Pakistan	4.7				91	Bolivia	3.6			
22	Saudi Arabia	4.7				92	Chile	3.6			
23	Chad	4.7				93	Lesotho	3.6			
24	Kazakhstan	4.7				94	Romania	3.6			
25	Sierra Leone	4.7				95	Serbia	3.6			
26	Albania	4.7				96	Cape Verde	3.6			
27	Guinea	4.6				97	Austria	3.5			
28	Côte d'Ivoire	4.6				98	Slovak Republic	3.5			
29	Mauritania	4.6				99	Mozambique	3.5			
30	Ghana	4.5				100	Poland	3.5			
31	Zambia	4.5				101	Puerto Rico	3.5			
32	Burkina Faso	4.5				102	Nepal	3.5			
33	United Kingdom	4.5				103	Panama	3.4			
34	Malaysia	4.5				104	Peru	3.4			
35	Mongolia	4.5				105	Philippines	3.4			
36	Estonia	4.5				106	Korea, Rep.	3.4			
37	Brunei Darussalam	4.5				107	Czech Republic	3.4			
38	Bosnia and Herzegovina	4.4				108	Greece	3.3			
39	Cambodia	4.4				109	Algeria	3.3			
40	Gambia, The	4.4				110	Mexico	3.3			
41	Thailand	4.3				111	Brazil	3.3			
42	China	4.3				112	Paraguay	3.3			
43	Macedonia, FYR	4.3				113	Egypt	3.3			
44	Turkey	4.3				114	Swaziland	3.3			
45	Madagascar	4.3				115	Lithuania	3.3			
46	Costa Rica	4.2				116	Australia	3.2			
47	Barbados	4.2				117	Honduras	3.2			
48	Jamaica	4.2				118	Luxembourg	3.2			
49	Bulgaria	4.2				119	Botswana	3.1			
50	Hungary	4.2				120	Croatia	3.1			
51	Tajikistan	4.2				121	Ecuador	3.1			
52	Indonesia	4.2				122	Netherlands	3.1			
53	Haiti	4.2				123	Germany	3.1			
54	Guatemala	4.2				124	Sri Lanka	3.1			
55	Latvia	4.2				125	Spain	3.0			
56	Lebanon	4.1				126	Namibia	3.0			
57	Vietnam	4.1				127	Portugal	2.9			
58	Malawi	4.1				128	Belgium	2.9			
59	Rwanda	4.1				129	Sweden	2.9			
60	Montenegro	4.1				130	Japan	2.8			
61	Nicaragua	4.1				131	Norway	2.8			
62	Israel	4.0				132	Italy	2.8			
63	Benin	4.0				133	Suriname	2.8			
64	Bahrain	4.0				134	Uruguay	2.7			
65	Dominican Republic	4.0				135	Argentina	2.7			
66	New Zealand	4.0				136	Zimbabwe	2.6			
67	Tanzania	4.0				137	France	2.5			
68	India	4.0				138	Slovenia	2.3			
69	Yemen	4.0				139	South Africa	2.2			
70	Oman	3.9				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	MEAN: 4.1	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 4.1	7
1	United Arab Emirates	5.5				71	Sierra Leone	4.1			
2	Armenia	5.5				72	Tanzania	4.1			
3	Albania	5.5				73	Kenya	4.1			
4	Qatar	5.4				74	Indonesia	4.1			
5	Georgia	5.4				75	Latvia	4.1			
6	Hungary	5.3				76	Bosnia and Herzegovina	4.1			
7	Luxembourg	5.2				77	Honduras	4.1			
8	Uganda	5.2				78	Macedonia, FYR	4.1			
9	Ireland	5.1				79	Seychelles	4.1			
10	Cameroon	5.0				80	Vietnam	4.1			
11	Guinea	4.9				81	Denmark	4.1			
12	Portugal	4.8				82	Malta	4.0			
13	Paraguay	4.8				83	Peru	4.0			
14	Tajikistan	4.8				84	Germany	4.0			
15	Côte d'Ivoire	4.8				85	Canada	4.0			
16	Nigeria	4.8				86	Kazakhstan	4.0			
17	China	4.8				87	Bulgaria	4.0			
18	Rwanda	4.8				88	Belgium	4.0			
19	Haiti	4.8				89	Costa Rica	3.9			
20	Burkina Faso	4.7				90	Czech Republic	3.9			
21	Hong Kong SAR	4.7				91	Barbados	3.9			
22	Dominican Republic	4.7				92	Turkey	3.9			
23	Slovak Republic	4.7				93	Ecuador	3.8			
24	Switzerland	4.7				94	Serbia	3.8			
25	Zambia	4.7				95	Moldova	3.8			
26	Netherlands	4.7				96	Austria	3.8			
27	Cambodia	4.7				97	Poland	3.8			
28	Iceland	4.6				98	Madagascar	3.8			
29	Cape Verde	4.6				99	Slovenia	3.7			
30	Yemen	4.6				100	Jordan	3.7			
31	Nicaragua	4.6				101	Brunei Darussalam	3.7			
32	Finland	4.6				102	Mongolia	3.7			
33	Mali	4.6				103	Estonia	3.7			
34	Senegal	4.6				104	Lithuania	3.7			
35	Argentina	4.6				105	Malawi	3.7			
36	Chile	4.6				106	Bolivia	3.6			
37	Singapore	4.5				107	Puerto Rico	3.6			
38	Gambia, The	4.5				108	Lesotho	3.6			
39	Sweden	4.5				109	Brazil	3.6			
40	Cyprus	4.5				110	Trinidad and Tobago	3.6			
41	Azerbaijan	4.5				111	Jamaica	3.6			
42	Kuwait	4.5				112	Ethiopia	3.5			
43	Norway	4.5				113	Egypt	3.5			
44	Saudi Arabia	4.4				114	Burundi	3.5			
45	Malaysia	4.4				115	Korea, Rep.	3.5			
46	Guyana	4.4				116	India	3.5			
47	Uruguay	4.4				117	Philippines	3.5			
48	Bahrain	4.4				118	Japan	3.4			
49	Benin	4.4				119	France	3.4			
50	United Kingdom	4.4				120	Lebanon	3.4			
51	Spain	4.4				121	Oman	3.4			
52	Kyrgyz Republic	4.4				122	Russian Federation	3.4			
53	Italy	4.4				123	Taiwan, China	3.3			
54	El Salvador	4.3				124	Australia	3.3			
55	Montenegro	4.3				125	Botswana	3.3			
56	New Zealand	4.3				126	Bangladesh	3.3			
57	Colombia	4.3				127	Ghana	3.3			
58	Ukraine	4.2				128	Swaziland	3.2			
59	Guatemala	4.2				129	Croatia	3.2			
60	Romania	4.2				130	Panama	3.1			
61	Mauritius	4.2				131	Mozambique	3.1			
62	Suriname	4.2				132	Algeria	3.0			
63	Mauritania	4.2				133	Israel	2.9			
64	United States	4.2				134	Iran, Islamic Rep.	2.8			
65	Pakistan	4.2				135	Nepal	2.8			
66	Chad	4.2				136	Sri Lanka	2.8			
67	Greece	4.2				137	Venezuela	2.7			
68	Thailand	4.1				138	Zimbabwe	2.4			
69	Mexico	4.1				139	Namibia	2.2			
70	Morocco	4.1				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	RANK	COUNTRY/ECONOMY	VALUE
1	Albania <sup>1</sup>	<0.1	66	Kyrgyz Republic	0.3
1	Bahrain <sup>4</sup>	<0.1	66	Luxembourg	0.3
1	Bosnia and Herzegovina <sup>4</sup>	<0.1	66	Mexico	0.3
1	Brunei Darussalam	0.0	66	Paraguay	0.3
1	Cyprus <sup>2</sup>	<0.1	75	Puerto Rico <sup>2</sup>	0.3
1	Hong Kong SAR	0.0	76	Chile	0.4
1	Jordan <sup>1</sup>	0.0	76	Ecuador	0.4
1	Macedonia, FYR <sup>2</sup>	0.0	76	France	0.4
1	Montenegro <sup>1</sup>	0.0	76	Moldova	0.4
1	Saudi Arabia <sup>1</sup>	0.0	76	Nepal	0.4
1	United Arab Emirates <sup>1</sup>	0.0	76	Peru	0.4
12	Algeria	0.1	76	Spain	0.4
12	Armenia	0.1	76	Switzerland	0.4
12	Australia	0.1	76	Vietnam	0.4
12	Azerbaijan	0.1	85	Argentina	0.5
12	Bangladesh	0.1	85	Cambodia	0.5
12	Bulgaria	0.1	85	Colombia	0.5
12	China	0.1	85	Malaysia	0.5
12	Croatia	0.1	85	Uruguay	0.5
12	Czech Republic	0.1	90	Brazil	0.6
12	Egypt	0.1	90	Portugal	0.6
12	Finland	0.1	90	United States	0.6
12	Georgia	0.1	93	Latvia	0.7
12	Germany	0.1	93	Mauritania	0.7
12	Greece	0.1	93	Venezuela <sup>5</sup>	0.7
12	Hungary	0.1	96	Cape Verde <sup>3</sup>	0.8
12	Japan	0.1	96	El Salvador	0.8
12	Kazakhstan	0.1	96	Guatemala	0.8
12	Korea, Rep.	0.1	96	Honduras	0.8
12	Lebanon	0.1	100	Dominican Republic	0.9
12	Lithuania	0.1	100	Panama	0.9
12	Malta	0.1	100	Senegal	0.9
12	Mongolia	0.1	103	Mali	1.0
12	Morocco	0.1	103	Mauritius	1.0
12	New Zealand	0.1	103	Russian Federation	1.0
12	Norway	0.1	103	Suriname	1.0
12	Oman	0.1	107	Ukraine	1.1
12	Pakistan	0.1	108	Benin	1.2
12	Philippines	0.1	108	Burkina Faso	1.2
12	Poland	0.1	108	Estonia	1.2
12	Qatar	0.1	108	Guyana	1.2
12	Romania	0.1	112	Guinea	1.3
12	Serbia	0.1	112	Thailand	1.3
12	Singapore	0.1	114	Barbados	1.4
12	Slovak Republic	0.1	115	Trinidad and Tobago	1.5
12	Slovenia	0.1	116	Sierra Leone	1.6
12	Sri Lanka	0.1	117	Jamaica	1.7
12	Sweden	0.1	118	Ghana	1.8
12	Turkey	0.1	119	Haiti	1.9
50	Kuwait <sup>4</sup>	<0.2	120	Gambia, The	2.0
51	Taiwan, China <sup>1</sup>	0.2	121	Ethiopia <sup>4</sup>	2.1
52	Belgium	0.2	122	Rwanda	2.9
52	Bolivia	0.2	123	Seychelles <sup>2</sup>	3.0
52	Canada	0.2	124	Burundi	3.3
52	Denmark	0.2	125	Chad	3.4
52	Indonesia	0.2	125	Côte d'Ivoire	3.4
52	Iran, Islamic Rep.	0.2	127	Nigeria	3.6
52	Ireland	0.2	128	Cameroon	5.3
52	Israel	0.2	129	Tanzania	5.6
52	Madagascar	0.2	130	Kenya	6.3
52	Netherlands	0.2	131	Uganda	6.5
52	Nicaragua	0.2	132	Malawi	11.0
52	Tajikistan	0.2	133	Mozambique	11.5
52	United Kingdom	0.2	134	Namibia	13.1
52	Yemen <sup>1</sup>	0.2	135	Zambia	13.5
66	Austria	0.3	136	Zimbabwe	14.3
66	Costa Rica	0.3	137	South Africa	17.8
66	Iceland	0.3	138	Lesotho	23.6
66	India	0.3	139	Botswana	24.8
66	Italy	0.3	140	Swaziland	25.9

Source: The World Bank, *World Development Indicators* (April 2012 edition); UNAIDS, *Global Report on the Global AIDS Epidemic* (2008 edition)

<sup>1</sup> 2011   <sup>2</sup> 2010   <sup>3</sup> 2008   <sup>4</sup> 2007   <sup>5</sup> 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	MEAN: 5.1	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 5.1	7
1	Finland	6.7				71	Oman	5.2			
2	Bosnia and Herzegovina	6.7				72	Kazakhstan	5.2			
3	Denmark	6.6				73	Brazil	5.2			
4	Albania	6.6				74	Georgia	5.2			
5	Norway	6.6				75	Nicaragua	5.2			
6	Croatia	6.6				76	Brunei Darussalam	5.2			
7	Iceland	6.5				77	Paraguay	5.1			
8	Sweden	6.5				78	Korea, Rep.	5.1			
9	Austria	6.4				79	Morocco	5.1			
10	Israel	6.4				80	Madagascar	5.1			
11	New Zealand	6.4				81	Philippines	5.1			
12	Turkey	6.3				82	Puerto Rico	5.1			
13	Netherlands	6.3				83	Mauritius	5.1			
14	Ireland	6.3				84	Egypt	5.1			
15	Hungary	6.3				85	Peru	5.0			
16	Luxembourg	6.3				86	Cape Verde	5.0			
17	Sri Lanka	6.3				87	Dominican Republic	5.0			
18	Slovenia	6.2				88	United States	5.0			
19	Jordan	6.2				89	Malaysia	4.9			
20	Germany	6.2				90	El Salvador	4.9			
21	Greece	6.1				91	Venezuela	4.9			
22	Spain	6.1				92	Qatar	4.9			
23	Saudi Arabia	6.1				93	Senegal	4.8			
24	Lithuania	6.1				94	Gambia, The	4.8			
25	Uruguay	6.1				95	Mauritania	4.7			
26	Slovak Republic	6.1				96	Cambodia	4.7			
27	Switzerland	6.0				97	Guyana	4.6			
28	Belgium	6.0				98	Honduras	4.6			
29	Serbia	6.0				99	Nepal	4.6			
30	Poland	5.9				100	India	4.6			
31	United Kingdom	5.9				101	Thailand	4.6			
32	Taiwan, China	5.9				102	Colombia	4.6			
33	Italy	5.9				103	Jamaica	4.6			
34	Montenegro	5.9				104	Pakistan	4.5			
35	Australia	5.9				105	Suriname	4.5			
36	Bahrain	5.8				106	Tajikistan	4.5			
37	Canada	5.8				107	Burkina Faso	4.5			
38	Yemen	5.8				108	Vietnam	4.4			
39	Kuwait	5.8				109	Haiti	4.4			
40	Cyprus	5.8				110	Ecuador	4.4			
41	Portugal	5.8				111	Panama	4.4			
42	Ukraine	5.7				112	Nigeria	4.3			
43	Moldova	5.7				113	Cameroon	4.3			
44	United Arab Emirates	5.7				114	Sierra Leone	4.3			
45	Estonia	5.7				115	Côte d'Ivoire	4.3			
46	Armenia	5.7				116	Benin	4.2			
47	France	5.7				117	Barbados	4.2			
48	Latvia	5.6				118	Ghana	4.0			
49	Lebanon	5.6				119	Mali	4.0			
50	Bangladesh	5.6				120	Rwanda	4.0			
51	Mongolia	5.6				121	Trinidad and Tobago	4.0			
52	Chile	5.6				122	Indonesia	4.0			
53	Malta	5.5				123	Ethiopia	3.7			
54	Argentina	5.5				124	Seychelles	3.6			
55	Japan	5.5				125	Guinea	3.3			
56	Russian Federation	5.5				126	Kenya	3.3			
57	Singapore	5.5				127	Tanzania	3.2			
58	Romania	5.5				128	Uganda	3.1			
59	Costa Rica	5.5				129	Zimbabwe	3.1			
60	Kyrgyz Republic	5.5				130	Bolivia	3.0			
61	Guatemala	5.5				131	South Africa	3.0			
62	Iran, Islamic Rep.	5.5				132	Botswana	3.0			
63	Bulgaria	5.5				133	Mozambique	2.9			
64	Hong Kong SAR	5.5				134	Chad	2.9			
65	Azerbaijan	5.4				135	Zambia	2.8			
66	Macedonia, FYR	5.4				136	Lesotho	2.8			
67	Czech Republic	5.4				137	Burundi	2.7			
68	Mexico	5.4				138	Namibia	2.6			
69	Algeria	5.3				139	Malawi	2.6			
70	China	5.3				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	RANK	COUNTRY/ECONOMY	VALUE
1	Japan <sup>1</sup>	82.9	71	Romania <sup>1</sup>	73.5
2	Hong Kong SAR <sup>1</sup>	82.9	72	Dominican Republic	73.4
3	Switzerland <sup>1</sup>	82.2	73	Brazil	73.4
4	Italy <sup>1</sup>	81.7	74	Oman	73.3
5	Australia <sup>1</sup>	81.7	75	Georgia <sup>1</sup>	73.3
6	Singapore <sup>1</sup>	81.6	76	Jordan <sup>1</sup>	73.3
7	Spain <sup>1</sup>	81.6	77	China <sup>1</sup>	73.3
8	Israel <sup>1</sup>	81.5	78	Lithuania <sup>1</sup>	73.3
9	Iceland <sup>1</sup>	81.5	79	Egypt	73.2
9	Sweden <sup>1</sup>	81.5	80	Honduras	73.1
11	France <sup>1</sup>	81.4	81	Algeria	73.1
12	Norway <sup>1</sup>	81.0	82	Seychelles <sup>1</sup>	73.0
13	Malta <sup>1</sup>	80.9	83	Mauritius <sup>1</sup>	73.0
14	Canada <sup>1</sup>	80.8	84	Jamaica <sup>1</sup>	72.8
15	Korea, Rep. <sup>1</sup>	80.8	85	Iran, Islamic Rep. <sup>1</sup>	72.8
16	Netherlands <sup>1</sup>	80.7	86	Lebanon	72.6
16	New Zealand <sup>1</sup>	80.7	87	Paraguay	72.5
18	United Kingdom <sup>1</sup>	80.4	88	Morocco	72.1
19	Greece <sup>1</sup>	80.4	89	El Salvador	71.9
20	Austria <sup>1</sup>	80.4	90	Guatemala	71.1
21	Ireland <sup>1</sup>	80.3	91	Suriname	70.6
22	Luxembourg <sup>1</sup>	80.1	92	Azerbaijan <sup>1</sup>	70.5
23	Germany <sup>1</sup>	80.0	93	Ukraine <sup>1</sup>	70.3
24	Belgium <sup>1</sup>	79.9	94	Trinidad and Tobago	70.0
25	Finland <sup>1</sup>	79.9	95	Guyana	69.9
26	Cyprus	79.6	96	Kyrgyz Republic <sup>1</sup>	69.4
27	Slovenia <sup>1</sup>	79.4	97	Indonesia	69.3
28	Costa Rica	79.3	98	Moldova	69.2
29	Taiwan, China <sup>1</sup>	79.2	99	Bangladesh	68.9
30	Denmark <sup>1</sup>	79.1	100	Russian Federation <sup>1</sup>	68.8
31	Portugal <sup>1</sup>	79.0	101	Philippines	68.8
32	Chile	79.0	102	Nepal	68.7
33	Puerto Rico <sup>1</sup>	78.9	103	Mongolia	68.5
34	Qatar	78.2	104	Kazakhstan <sup>1</sup>	68.3
35	United States <sup>1</sup>	78.2	105	Tajikistan	67.5
36	Brunei Darussalam	78.1	106	Madagascar	66.7
37	Czech Republic <sup>1</sup>	77.4	107	Bolivia	66.6
38	Albania	77.0	108	India	65.5
39	United Arab Emirates	76.7	109	Yemen	65.5
40	Barbados	76.7	110	Pakistan <sup>1</sup>	65.2
41	Mexico <sup>1</sup>	76.7	111	Ghana	64.2
42	Croatia <sup>1</sup>	76.5	112	Cambodia	63.0
43	Poland <sup>1</sup>	76.2	113	Namibia	62.3
44	Uruguay <sup>1</sup>	76.2	114	Haiti	62.1
45	Panama	76.1	115	Senegal	59.3
46	Argentina	75.8	116	Ethiopia	59.2
47	Ecuador	75.6	117	Mauritania	58.5
48	Bosnia and Herzegovina	75.6	118	Gambia, The	58.5
49	Estonia <sup>1</sup>	75.4	119	Tanzania	58.2
50	Bahrain	75.2	120	Kenya	57.1
51	Slovak Republic <sup>1</sup>	75.1	121	Benin	56.0
52	Vietnam <sup>1</sup>	74.8	122	Côte d'Ivoire	55.4
53	Macedonia, FYR	74.8	123	Rwanda	55.4
54	Sri Lanka <sup>1</sup>	74.7	124	Burkina Faso	55.4
55	Kuwait <sup>1</sup>	74.6	125	Malawi	54.1
56	Montenegro	74.5	126	Guinea	54.1
57	Malaysia	74.3	127	Uganda	54.1
58	Hungary <sup>1</sup>	74.2	128	Botswana	53.0
59	Venezuela <sup>1</sup>	74.1	129	South Africa <sup>1</sup>	52.1
60	Thailand	74.1	130	Nigeria	51.9
61	Nicaragua	74.0	131	Cameroon	51.6
62	Peru	74.0	132	Mali	51.4
63	Turkey	73.9	133	Zimbabwe	51.2
64	Serbia <sup>1</sup>	73.9	134	Burundi	50.3
65	Cape Verde	73.9	135	Mozambique	50.2
66	Armenia	73.9	136	Chad	49.5
67	Saudi Arabia <sup>1</sup>	73.9	137	Zambia	49.0
68	Colombia	73.6	138	Swaziland	48.7
69	Bulgaria <sup>1</sup>	73.5	139	Lesotho	48.0
70	Latvia <sup>1</sup>	73.5	140	Sierra Leone	47.8

Source: The World Bank, *World Development Indicators* (September 2012 edition)

<sup>1</sup> 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	RANK	COUNTRY/ECONOMY	VALUE
1	Seychelles.....	32.5	71	Azerbaijan.....	4.6
2	Lebanon.....	28.2	72	Taiwan, China.....	4.5
3	Cape Verde.....	26.3	73	Bosnia and Herzegovina.....	4.5
4	Barbados <sup>1</sup> .....	26.0	74	Puerto Rico <sup>1</sup> .....	4.5
5	Albania.....	24.6	75	Norway.....	4.4
6	Hong Kong SAR.....	19.2	76	Guatemala.....	4.4
7	Montenegro.....	18.0	77	Saudi Arabia.....	4.3
8	Kyrgyz Republic.....	17.9	78	Netherlands.....	4.2
9	Malta.....	17.9	79	Iran, Islamic Rep. <sup>1</sup> .....	4.0
10	Mauritius.....	16.8	80	Australia.....	3.9
11	Croatia.....	16.4	81	Mali.....	3.9
12	Cyprus.....	15.2	82	Mozambique.....	3.8
13	Jamaica.....	15.1	83	Nepal.....	3.7
14	Singapore.....	15.0	84	Poland.....	3.6
15	Cambodia.....	14.5	85	South Africa.....	3.6
16	Luxembourg.....	14.4	86	Turkey.....	3.6
17	Jordan.....	14.4	87	France.....	3.5
18	Lesotho.....	12.7	88	United Kingdom.....	3.5
19	Gambia, The.....	11.0	89	Germany.....	3.5
20	Iceland.....	10.6	90	Israel.....	3.4
21	Malaysia.....	10.5	91	Macedonia, FYR.....	3.3
22	Bulgaria.....	9.9	92	Finland.....	3.3
23	Tanzania.....	9.9	93	Italy.....	3.3
24	Thailand.....	9.5	94	Benin <sup>1</sup> .....	3.1
25	Estonia.....	9.3	95	Haiti.....	3.0
26	Armenia.....	9.0	96	Swaziland <sup>1</sup> .....	3.0
27	Morocco.....	8.7	97	Philippines.....	3.0
28	Nicaragua.....	8.6	98	Ghana.....	3.0
29	Dominican Republic.....	8.6	99	Nigeria.....	3.0
30	Georgia.....	8.1	100	Ethiopia.....	2.9
31	Panama.....	7.8	101	Oman.....	2.9
32	Uganda.....	7.8	102	Canada.....	2.9
33	Slovenia.....	7.7	103	Yemen.....	2.9
34	Austria.....	7.3	104	Korea, Rep.....	2.8
35	Moldova.....	7.1	105	Bolivia.....	2.8
36	Mauritania <sup>4</sup> .....	6.9	106	El Salvador.....	2.7
37	Brunei Darussalam <sup>2</sup> .....	6.8	107	Trinidad and Tobago <sup>1</sup> .....	2.5
38	Bahrain.....	6.8	108	Argentina.....	2.5
39	Guyana <sup>1</sup> .....	6.8	109	Côte d'Ivoire <sup>1</sup> .....	2.4
40	Belgium.....	6.6	110	Russian Federation.....	2.4
41	United Arab Emirates.....	6.6	111	Suriname.....	2.3
42	Portugal.....	6.5	112	Sri Lanka.....	2.3
43	Mongolia.....	6.5	113	Ecuador.....	2.2
44	Costa Rica.....	6.2	114	Peru.....	2.1
45	Uruguay.....	6.1	115	Sierra Leone.....	2.1
46	Vietnam.....	6.0	116	Romania.....	1.8
47	Honduras.....	6.0	117	Malawi.....	1.8
48	Greece.....	5.9	118	Paraguay.....	1.7
49	Namibia.....	5.8	119	Qatar.....	1.7
50	Hungary.....	5.7	120	India.....	1.7
51	New Zealand.....	5.7	121	Mexico.....	1.7
52	Czech Republic.....	5.7	122	Indonesia.....	1.7
53	Latvia.....	5.4	123	China.....	1.7
54	Sweden.....	5.4	124	Botswana <sup>1</sup> .....	1.6
55	Rwanda.....	5.4	125	Burkina Faso <sup>1</sup> .....	1.6
56	Ukraine.....	5.3	126	Cameroon <sup>1</sup> .....	1.5
57	Chad <sup>3</sup> .....	5.3	127	Kazakhstan.....	1.5
58	Ireland.....	5.2	128	Burundi.....	1.4
59	Spain.....	5.2	129	Chile.....	1.4
60	Kuwait.....	5.2	130	Colombia.....	1.4
61	Lithuania.....	5.0	131	United States.....	1.3
62	Madagascar <sup>1</sup> .....	4.9	132	Zambia.....	1.2
63	Serbia.....	4.9	133	Brazil.....	1.1
64	Kenya.....	4.9	134	Venezuela.....	1.0
65	Denmark.....	4.8	135	Pakistan.....	0.7
66	Slovak Republic.....	4.8	136	Guinea.....	0.7
67	Switzerland.....	4.8	137	Japan.....	0.7
68	Senegal <sup>1</sup> .....	4.8	138	Algeria.....	0.4
69	Egypt.....	4.6	139	Bangladesh.....	0.3
70	Zimbabwe <sup>5</sup> .....	4.6	140	Tajikistan.....	0.2

Source: United Nations World Tourism Organization; International Monetary Fund, *World Economic Outlook, 2012*

<sup>1</sup> 2010 <sup>2</sup> 2009 <sup>3</sup> 2002 <sup>4</sup> 1999 <sup>5</sup> 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	MEAN: 6.1	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 6.1	7
1	Iceland.....	6.8				71	Cape Verde .....	6.2			
2	New Zealand .....	6.8				72	Suriname .....	6.2			
3	Morocco .....	6.7				73	Slovenia .....	6.2			
4	Macedonia, FYR .....	6.7				74	Japan .....	6.2			
5	Austria .....	6.7				75	Guyana .....	6.2			
6	Senegal .....	6.7				76	Brunei Darussalam.....	6.2			
7	Portugal .....	6.6				77	Uruguay .....	6.2			
8	Bosnia and Herzegovina .....	6.6				78	Taiwan, China.....	6.2			
9	Ireland.....	6.6				79	Italy .....	6.2			
10	Burkina Faso.....	6.6				80	France .....	6.2			
11	Barbados.....	6.6				81	Jamaica .....	6.2			
12	Canada.....	6.6				82	Azerbaijan .....	6.2			
13	Thailand.....	6.6				83	Germany.....	6.1			
14	Mali.....	6.6				84	Chile .....	6.1			
15	United Arab Emirates.....	6.6				85	Namibia .....	6.1			
16	Singapore.....	6.6				86	Bangladesh.....	6.1			
17	Malta .....	6.6				87	Serbia .....	6.1			
18	Yemen .....	6.6				88	Colombia .....	6.1			
19	Belgium .....	6.6				89	Benin .....	6.1			
20	Bahrain .....	6.6				90	El Salvador.....	6.1			
21	Rwanda .....	6.6				91	Mozambique.....	6.1			
22	Lebanon .....	6.5				92	Nicaragua .....	6.1			
23	Switzerland .....	6.5				93	Moldova.....	6.1			
24	Sweden .....	6.5				94	Algeria .....	6.1			
25	Sri Lanka .....	6.5				95	Armenia .....	6.0			
26	Philippines .....	6.5				96	Peru.....	6.0			
27	Australia.....	6.5				97	Guatemala .....	6.0			
28	Mauritius.....	6.5				98	Albania.....	6.0			
29	Seychelles.....	6.5				99	Haiti .....	6.0			
30	Tajikistan.....	6.5				100	Cambodia.....	6.0			
31	Finland.....	6.5				101	Paraguay .....	6.0			
32	Hong Kong SAR .....	6.5				102	United States.....	6.0			
33	Georgia.....	6.5				103	Botswana .....	5.9			
34	Zambia .....	6.5				104	India.....	5.9			
35	Oman .....	6.5				105	Madagascar .....	5.9			
36	Montenegro .....	6.5				106	Zimbabwe.....	5.9			
37	Greece.....	6.5				107	Kyrgyz Republic.....	5.9			
38	Puerto Rico.....	6.4				108	Vietnam .....	5.9			
39	Sierra Leone .....	6.4				109	Qatar .....	5.8			
40	Uganda.....	6.4				110	Nigeria .....	5.8			
41	Costa Rica.....	6.4				111	Panama .....	5.8			
42	South Africa .....	6.4				112	Lithuania .....	5.8			
43	Brazil.....	6.4				113	Argentina .....	5.8			
44	Gambia, The.....	6.4				114	Indonesia .....	5.8			
45	Mexico.....	6.4				115	Tanzania .....	5.8			
46	Ghana.....	6.4				116	Hungary.....	5.7			
47	Netherlands .....	6.4				117	Denmark.....	5.7			
48	Cyprus.....	6.4				118	Poland .....	5.7			
49	Luxembourg .....	6.4				119	Ecuador.....	5.7			
50	Estonia.....	6.4				120	Lesotho .....	5.7			
51	Kenya .....	6.4				121	Malawi .....	5.7			
52	Jordan .....	6.4				122	Romania .....	5.7			
53	Turkey.....	6.4				123	Mauritania .....	5.7			
54	Cameroon.....	6.4				124	Chad.....	5.7			
55	United Kingdom.....	6.4				125	Honduras.....	5.7			
56	Malaysia.....	6.3				126	Trinidad and Tobago.....	5.6			
57	Spain .....	6.3				127	Ukraine .....	5.6			
58	Côte d'Ivoire.....	6.3				128	Saudi Arabia.....	5.5			
59	Norway .....	6.3				129	Korea, Rep. ....	5.5			
60	Kazakhstan.....	6.3				130	China .....	5.5			
61	Egypt .....	6.3				131	Mongolia.....	5.5			
62	Dominican Republic.....	6.3				132	Bulgaria .....	5.5			
63	Burundi .....	6.3				133	Slovak Republic.....	5.5			
64	Guinea.....	6.3				134	Pakistan.....	5.3			
65	Croatia.....	6.3				135	Iran, Islamic Rep. ....	5.2			
66	Czech Republic .....	6.3				136	Latvia .....	5.2			
67	Ethiopia.....	6.3				137	Kuwait .....	5.2			
68	Israel .....	6.2				138	Russian Federation .....	5.0			
69	Swaziland .....	6.2				139	Venezuela .....	4.5			
70	Nepal.....	6.2				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	MEAN: 5.3	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 5.3	7
1	New Zealand	6.5				71	Ecuador	5.4			
2	France	6.5				72	Senegal	5.3			
3	Austria	6.4				73	Suriname	5.3			
4	South Africa	6.4				74	Kyrgyz Republic	5.3			
5	Puerto Rico	6.3				75	Cambodia	5.3			
6	Costa Rica	6.3				76	Germany	5.3			
7	Sri Lanka	6.3				77	Qatar	5.3			
8	Spain	6.3				78	Korea, Rep.	5.2			
9	Morocco	6.2				79	Honduras	5.2			
10	Barbados	6.2				80	Nicaragua	5.2			
11	Turkey	6.2				81	Sweden	5.2			
12	Canada	6.2				82	Mongolia	5.2			
13	United Arab Emirates	6.1				83	Luxembourg	5.2			
14	Switzerland	6.1				84	Slovenia	5.2			
15	Ireland	6.1				85	Indonesia	5.1			
16	Rwanda	6.1				86	Serbia	5.1			
17	Argentina	6.1				87	Slovak Republic	5.1			
18	Uruguay	6.0				88	Madagascar	5.1			
19	Lebanon	6.0				89	Burundi	5.1			
20	Philippines	6.0				90	Zambia	5.1			
21	Panama	6.0				91	Uganda	5.1			
22	Portugal	6.0				92	Swaziland	5.1			
23	Oman	6.0				93	Israel	5.0			
24	Mauritius	6.0				94	India	5.0			
25	Thailand	6.0				95	Malawi	5.0			
26	Cyprus	5.9				96	Mozambique	5.0			
27	Malaysia	5.9				97	Czech Republic	4.9			
28	Bosnia and Herzegovina	5.9				98	Iran, Islamic Rep.	4.9			
29	Estonia	5.9				99	Finland	4.9			
30	Iceland	5.9				100	Cape Verde	4.9			
31	Hong Kong SAR	5.9				101	El Salvador	4.9			
32	United Kingdom	5.9				102	Mauritania	4.9			
33	Australia	5.8				103	Norway	4.8			
34	Dominican Republic	5.8				104	Lithuania	4.8			
35	Mexico	5.8				105	China	4.8			
36	Egypt	5.8				106	Guyana	4.8			
37	Seychelles	5.8				107	Hungary	4.7			
38	Chile	5.8				108	Ukraine	4.7			
39	United States	5.8				109	Bulgaria	4.7			
40	Montenegro	5.7				110	Brunei Darussalam	4.7			
41	Jordan	5.7				111	Guinea	4.7			
42	Mali	5.7				112	Latvia	4.7			
43	Taiwan, China	5.7				113	Saudi Arabia	4.7			
44	Guatemala	5.7				114	Ethiopia	4.7			
45	Greece	5.7				115	Vietnam	4.7			
46	Azerbaijan	5.6				116	Trinidad and Tobago	4.6			
47	Malta	5.6				117	Yemen	4.6			
48	Peru	5.6				118	Algeria	4.6			
49	Namibia	5.6				119	Kazakhstan	4.6			
50	Georgia	5.6				120	Ghana	4.6			
51	Kenya	5.6				121	Croatia	4.5			
52	Botswana	5.6				122	Nigeria	4.5			
53	Italy	5.6				123	Bahrain	4.5			
54	Albania	5.6				124	Denmark	4.5			
55	Brazil	5.5				125	Japan	4.5			
56	Colombia	5.5				126	Paraguay	4.5			
57	Burkina Faso	5.5				127	Tajikistan	4.5			
58	Benin	5.5				128	Lesotho	4.5			
59	Armenia	5.5				129	Russian Federation	4.4			
60	Singapore	5.5				130	Bangladesh	4.3			
61	Jamaica	5.5				131	Tanzania	4.3			
62	Zimbabwe	5.4				132	Pakistan	4.3			
63	Gambia, The	5.4				133	Moldova	4.2			
64	Cameroon	5.4				134	Haiti	4.2			
65	Côte d'Ivoire	5.4				135	Chad	4.1			
66	Belgium	5.4				136	Sierra Leone	4.0			
67	Macedonia, FYR	5.4				137	Poland	3.8			
68	Nepal	5.4				138	Bolivia	3.6			
69	Netherlands	5.4				139	Kuwait	3.5			
70	Romania	5.4				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	MEAN: 4.6	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 4.6	7
1	Japan	6.4				71	Zambia	4.6			
2	Switzerland	5.9				72	Indonesia	4.6			
3	Austria	5.9				73	Uganda	4.6			
4	Sweden	5.8				74	Slovak Republic	4.6			
5	Qatar	5.8				75	Montenegro	4.5			
6	Taiwan, China	5.7				76	Uruguay	4.5			
7	New Zealand	5.7				77	Cyprus	4.5			
8	Denmark	5.6				78	Malta	4.5			
9	Korea, Rep.	5.6				79	Malawi	4.5			
10	Belgium	5.6				80	Guyana	4.5			
11	Ireland	5.5				81	Honduras	4.5			
12	Singapore	5.5				82	Bosnia and Herzegovina	4.5			
13	Canada	5.5				83	Guinea	4.5			
14	Hong Kong SAR	5.4				84	Rwanda	4.5			
15	Germany	5.4				85	Egypt	4.5			
16	Malaysia	5.4				86	Paraguay	4.5			
17	Iceland	5.4				87	Nigeria	4.5			
18	United States	5.4				88	Benin	4.5			
19	United Arab Emirates	5.4				89	China	4.5			
20	Finland	5.4				90	Greece	4.5			
21	Thailand	5.4				91	Macedonia, FYR	4.4			
22	Turkey	5.4				92	Madagascar	4.4			
23	Puerto Rico	5.4				93	Swaziland	4.4			
24	Netherlands	5.3				94	Dominican Republic	4.4			
25	Australia	5.3				95	Pakistan	4.4			
26	United Kingdom	5.3				96	Tanzania	4.4			
27	Philippines	5.3				97	Armenia	4.4			
28	Oman	5.2				98	Bangladesh	4.3			
29	Lithuania	5.2				99	Côte d'Ivoire	4.3			
30	Luxembourg	5.2				100	Ghana	4.3			
31	Norway	5.2				101	Tajikistan	4.3			
32	Gambia, The	5.1				102	Hungary	4.3			
33	Guatemala	5.1				103	Kazakhstan	4.3			
34	Estonia	5.1				104	Botswana	4.2			
35	El Salvador	5.1				105	Croatia	4.2			
36	Saudi Arabia	5.1				106	Yemen	4.2			
37	Costa Rica	5.1				107	Seychelles	4.2			
38	Albania	5.0				108	Nepal	4.1			
39	Colombia	5.0				109	Cameroon	4.1			
40	Bahrain	5.0				110	Kyrgyz Republic	4.1			
41	Mauritius	5.0				111	Mali	4.1			
42	Lebanon	4.9				112	Iran, Islamic Rep.	4.0			
43	Cambodia	4.9				113	Burkina Faso	4.0			
44	Brunei Darussalam	4.9				114	Romania	4.0			
45	Peru	4.9				115	Vietnam	4.0			
46	Poland	4.9				116	Mongolia	3.9			
47	Mexico	4.9				117	Ethiopia	3.9			
48	Jordan	4.8				118	Georgia	3.9			
49	Brazil	4.8				119	Sierra Leone	3.9			
50	Sri Lanka	4.8				120	Jamaica	3.9			
51	Senegal	4.8				121	Nicaragua	3.8			
52	Slovenia	4.8				122	Moldova	3.8			
53	Italy	4.8				123	Mozambique	3.8			
54	Portugal	4.8				124	Zimbabwe	3.8			
55	Israel	4.7				125	Ecuador	3.8			
56	Azerbaijan	4.7				126	Lesotho	3.8			
57	Czech Republic	4.7				127	Namibia	3.7			
58	France	4.7				128	Suriname	3.7			
59	Panama	4.7				129	Mauritania	3.7			
60	India	4.7				130	Russian Federation	3.7			
61	South Africa	4.7				131	Serbia	3.7			
62	Kuwait	4.6				132	Argentina	3.6			
63	Kenya	4.6				133	Burundi	3.6			
64	Barbados	4.6				134	Cape Verde	3.6			
65	Morocco	4.6				135	Trinidad and Tobago	3.6			
66	Spain	4.6				136	Bolivia	3.5			
67	Latvia	4.6				137	Venezuela	3.4			
68	Chile	4.6				138	Haiti	3.2			
69	Bulgaria	4.6				139	Chad	3.1			
70	Ukraine	4.6				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	RANK	COUNTRY/ECONOMY	VALUE
1	Australia	16	45	Portugal	1
2	China	13	45	Romania	1
2	United States	13	45	Slovenia	1
4	Russian Federation	10	45	Suriname	1
5	Canada	9	45	Ukraine	1
6	Brazil	7	45	Venezuela	1
7	India	6	45	Yemen	1
8	Spain	5	45	Zambia	1
8	United Kingdom	5	79	Albania	0
10	Argentina	4	79	Armenia	0
10	France	4	79	Austria	0
10	Indonesia	4	79	Azerbaijan	0
10	Japan	4	79	Bahrain	0
10	Mexico	4	79	Barbados	0
10	Peru	4	79	Belgium	0
10	South Africa	4	79	Benin	0
10	Tanzania	4	79	Bosnia and Herzegovina	0
18	Costa Rica	3	79	Botswana	0
18	Côte d'Ivoire	3	79	Brunei Darussalam	0
18	Italy	3	79	Burkina Faso	0
18	Kenya	3	79	Burundi	0
18	New Zealand	3	79	Cambodia	0
18	Panama	3	79	Cape Verde	0
18	Switzerland	3	79	Chile	0
25	Bulgaria	2	79	Cyprus	0
25	Cameroon	2	79	Czech Republic	0
25	Colombia	2	79	Dominican Republic	0
25	Ecuador	2	79	El Salvador	0
25	Germany	2	79	Estonia	0
25	Greece	2	79	Gambia, The	0
25	Madagascar	2	79	Georgia	0
25	Malaysia	2	79	Ghana	0
25	Nepal	2	79	Guyana	0
25	Philippines	2	79	Haiti	0
25	Senegal	2	79	Hong Kong SAR	0
25	Seychelles	2	79	Iran, Islamic Rep.	0
25	Slovak Republic	2	79	Ireland	0
25	Sri Lanka	2	79	Israel	0
25	Sweden	2	79	Jamaica	0
25	Thailand	2	79	Kuwait	0
25	Turkey	2	79	Kyrgyz Republic	0
25	Uganda	2	79	Latvia	0
25	Vietnam	2	79	Lebanon	0
25	Zimbabwe	2	79	Lesotho	0
45	Algeria	1	79	Lithuania	0
45	Bangladesh	1	79	Luxembourg	0
45	Bolivia	1	79	Malta	0
45	Chad	1	79	Mauritius	0
45	Croatia	1	79	Moldova	0
45	Denmark	1	79	Morocco	0
45	Egypt	1	79	Mozambique	0
45	Ethiopia	1	79	Namibia	0
45	Finland	1	79	Nicaragua	0
45	Guatemala	1	79	Nigeria	0
45	Guinea	1	79	Oman	0
45	Honduras	1	79	Pakistan	0
45	Hungary	1	79	Paraguay	0
45	Iceland	1	79	Puerto Rico	0
45	Jordan	1	79	Qatar	0
45	Kazakhstan	1	79	Rwanda	0
45	Korea, Rep.	1	79	Saudi Arabia	0
45	Macedonia, FYR	1	79	Serbia	0
45	Malawi	1	79	Sierra Leone	0
45	Mali	1	79	Singapore	0
45	Mauritania	1	79	Swaziland	0
45	Mongolia	1	79	Taiwan, China	0
45	Montenegro	1	79	Tajikistan	0
45	Netherlands	1	79	Trinidad and Tobago	0
45	Norway	1	79	United Arab Emirates	0
45	Poland	1	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	MEAN: 4.4	7	RANK	COUNTRY/ECONOMY	VALUE	1	MEAN: 4.4	7
1	Austria	6.7				71	Kenya	4.3			
2	Finland	6.6				72	Poland	4.3			
3	New Zealand	6.5				73	Korea, Rep.	4.3			
4	Switzerland	6.5				74	Slovak Republic	4.3			
5	Iceland	6.4				75	Bahrain	4.3			
6	Norway	6.3				76	Italy	4.2			
7	Sweden	6.3				77	Malawi	4.2			
8	Seychelles	6.3				78	Chile	4.2			
9	Canada	6.2				79	Sierra Leone	4.1			
10	Australia	6.1				80	Hungary	4.1			
11	Ireland	6.1				81	Ecuador	4.1			
12	Oman	6.0				82	Thailand	4.1			
13	Namibia	5.9				83	Guyana	4.1			
14	Germany	5.9				84	Jordan	4.1			
15	Luxembourg	5.9				85	Macedonia, FYR	4.1			
16	Slovenia	5.7				86	India	4.1			
17	Croatia	5.6				87	Trinidad and Tobago	4.0			
18	Estonia	5.6				88	Ghana	4.0			
19	Brunei Darussalam	5.6				89	Indonesia	4.0			
20	Bosnia and Herzegovina	5.5				90	Egypt	4.0			
21	Denmark	5.5				91	Cape Verde	4.0			
22	Uruguay	5.5				92	Philippines	4.0			
23	Singapore	5.5				93	Morocco	4.0			
24	Montenegro	5.5				94	Cameroon	3.9			
25	Japan	5.5				95	Argentina	3.9			
26	Costa Rica	5.4				96	Turkey	3.9			
27	Botswana	5.4				97	Honduras	3.9			
28	Rwanda	5.4				98	Nicaragua	3.8			
29	Sri Lanka	5.3				99	Colombia	3.8			
30	South Africa	5.3				100	Bangladesh	3.8			
31	Greece	5.3				101	Bolivia	3.8			
32	Barbados	5.2				102	Venezuela	3.8			
33	Iran, Islamic Rep.	5.2				103	Moldova	3.8			
34	United Kingdom	5.2				104	Ukraine	3.8			
35	United States	5.2				105	Paraguay	3.8			
36	Latvia	5.2				106	Pakistan	3.7			
37	United Arab Emirates	5.2				107	Romania	3.7			
38	Brazil	5.1				108	Hong Kong SAR	3.7			
39	Puerto Rico	5.1				109	Mexico	3.7			
40	Suriname	5.1				110	Lesotho	3.7			
41	Netherlands	5.1				111	Mozambique	3.7			
42	Gambia, The	5.1				112	Malta	3.6			
43	Malaysia	5.1				113	Kazakhstan	3.6			
44	Kyrgyz Republic	5.1				114	Guatemala	3.6			
45	Portugal	5.0				115	China	3.6			
46	Jamaica	5.0				116	Dominican Republic	3.6			
47	Zimbabwe	5.0				117	Albania	3.5			
48	Lithuania	5.0				118	Armenia	3.5			
49	France	4.9				119	Nigeria	3.5			
50	Yemen	4.9				120	Russian Federation	3.4			
51	Zambia	4.8				121	Bulgaria	3.4			
52	Spain	4.8				122	Burkina Faso	3.4			
53	Tajikistan	4.8				123	Peru	3.4			
54	Qatar	4.8				124	Mongolia	3.2			
55	Panama	4.7				125	Serbia	3.2			
56	Belgium	4.7				126	Senegal	3.1			
57	Saudi Arabia	4.7				127	Mauritania	3.0			
58	Swaziland	4.6				128	Madagascar	3.0			
59	Georgia	4.6				129	Algeria	2.8			
60	Mauritius	4.6				130	Guinea	2.8			
61	Tanzania	4.5				131	Mali	2.8			
62	Uganda	4.5				132	Benin	2.8			
63	Azerbaijan	4.5				133	Chad	2.8			
64	Nepal	4.4				134	Burundi	2.7			
65	Czech Republic	4.4				135	Vietnam	2.7			
66	Cyprus	4.4				136	Lebanon	2.7			
67	Cambodia	4.4				137	Côte d'Ivoire	2.6			
68	Ethiopia	4.3				138	Kuwait	2.5			
69	Taiwan, China	4.3				139	El Salvador	2.3			
70	Israel	4.3				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	RANK	COUNTRY/ECONOMY	VALUE
1	Brazil.....	3,188	71	Italy.....	509
2	Colombia.....	2,973	72	Israel.....	507
3	Peru.....	2,733	73	Taiwan, China.....	504
4	Indonesia.....	2,603	74	Egypt.....	496
5	Ecuador.....	2,423	75	Mongolia.....	495
6	China.....	2,119	76	Saudi Arabia.....	484
7	Venezuela.....	2,033	77	Morocco.....	477
8	Bolivia.....	2,016	78	Greece.....	475
9	Mexico.....	1,961	79	Azerbaijan.....	472
10	India.....	1,846	80	Korea, Rep.....	457
11	United States.....	1,594	80	Singapore.....	457
12	Tanzania.....	1,590	82	Ukraine.....	450
13	Argentina.....	1,528	83	Bulgaria.....	448
14	Kenya.....	1,502	84	Romania.....	439
15	Cameroon.....	1,401	85	Yemen.....	436
16	Thailand.....	1,377	86	Algeria.....	434
17	Uganda.....	1,372	86	Germany.....	434
18	Panama.....	1,320	88	Serbia.....	426
19	Costa Rica.....	1,272	89	Croatia.....	424
20	Australia.....	1,266	90	Portugal.....	421
21	Vietnam.....	1,263	91	Austria.....	417
22	Malaysia.....	1,248	91	Jordan.....	417
23	Nigeria.....	1,235	91	Macedonia, FYR.....	417
24	South Africa.....	1,170	94	Montenegro.....	416
25	Guyana.....	1,152	95	Oman.....	407
26	Ethiopia.....	1,137	96	Kyrgyz Republic.....	403
27	Guatemala.....	1,069	97	Slovak Republic.....	400
28	Zambia.....	1,043	98	Poland.....	399
29	Nepal.....	1,036	99	Tajikistan.....	398
30	Honduras.....	1,032	100	Slovenia.....	396
31	Ghana.....	1,012	101	Armenia.....	395
32	Côte d'Ivoire.....	1,011	101	Georgia.....	395
33	Suriname.....	1,004	103	Albania.....	393
34	Mozambique.....	970	104	Switzerland.....	392
35	Nicaragua.....	950	105	Czech Republic.....	389
36	Paraguay.....	926	106	Hungary.....	385
37	Guinea.....	924	107	Bosnia and Herzegovina.....	378
38	Malawi.....	897	108	Lebanon.....	371
39	Zimbabwe.....	886	109	Netherlands.....	364
40	Philippines.....	858	110	Sweden.....	363
41	Rwanda.....	853	111	Denmark.....	357
42	Namibia.....	838	112	Haiti.....	356
43	Sierra Leone.....	824	113	Belgium.....	352
44	Pakistan.....	810	114	United Kingdom.....	351
45	Canada.....	785	115	United Arab Emirates.....	346
46	Senegal.....	767	116	Latvia.....	345
47	Bangladesh.....	765	117	Norway.....	337
48	Burundi.....	753	118	Dominican Republic.....	333
49	Botswana.....	728	119	Russian Federation.....	332
50	Mali.....	723	120	Finland.....	331
51	Cambodia.....	722	121	Kuwait.....	329
52	Madagascar.....	719	121	Lesotho.....	329
53	Benin.....	696	123	Puerto Rico.....	328
54	El Salvador.....	691	124	Estonia.....	326
55	Iran, Islamic Rep.....	679	125	Lithuania.....	320
56	Chad.....	659	126	Moldova.....	315
57	Chile.....	637	127	Cyprus.....	310
57	Japan.....	637	128	Hong Kong SAR.....	276
59	Swaziland.....	628	129	New Zealand.....	270
60	Kazakhstan.....	609	130	Ireland.....	265
61	Gambia, The.....	605	131	Jamaica.....	258
62	Brunei Darussalam.....	602	132	Luxembourg.....	253
63	Sri Lanka.....	598	133	Qatar.....	251
64	Burkina Faso.....	597	134	Bahrain.....	244
65	Mauritania.....	580	135	Barbados.....	242
66	Turkey.....	571	136	Malta.....	234
67	Trinidad and Tobago.....	562	137	Iceland.....	135
68	Uruguay.....	554	138	Seychelles.....	130
69	Spain.....	533	139	Cape Verde.....	114
70	France.....	511	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 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 or most recent

RANK	COUNTRY/ECONOMY	VALUE	RANK	COUNTRY/ECONOMY	VALUE
1	Botswana	17.0	71	Nepal	10.6
1	Brunei Darussalam	17.0	71	Oman	10.6
1	Cambodia	17.0	73	Australia	10.4
1	Côte d'Ivoire	17.0	74	Chile	10.2
1	Cyprus	17.0	75	Albania	10.0
1	Estonia	17.0	76	Pakistan	10.0
1	Germany	17.0	77	Suriname	10.0
1	Hong Kong SAR	17.0	78	Rwanda	9.7
1	Jamaica	17.0	79	Chad	9.4
1	Latvia	17.0	80	Cameroon	9.2
1	Luxembourg	17.0	81	Russian Federation	9.1
1	Malaysia	17.0	82	Bulgaria	9.1
1	Poland	17.0	83	Spain	8.6
1	Saudi Arabia	17.0	84	United States	8.4
1	United Kingdom	17.0	85	Finland	8.4
1	Venezuela	17.0	86	Portugal	8.3
1	Zambia	17.0	87	Puerto Rico	8.2
18	Tanzania	17.0	88	Armenia	8.0
19	Zimbabwe	17.0	89	Sweden	7.9
20	Senegal	16.9	90	Canada	7.6
21	Malta	16.9	91	Iran, Islamic Rep.	6.9
22	Benin	16.8	92	Romania	6.8
23	Trinidad and Tobago	16.8	93	Azerbaijan	6.8
24	Switzerland	16.7	94	Guinea	6.8
25	Greece	16.3	95	South Africa	6.5
26	Malawi	16.1	96	Algeria	6.3
27	Costa Rica	16.0	97	Vietnam	6.2
28	Ecuador	15.6	98	Serbia <sup>1</sup>	6.0
29	Nicaragua	15.5	99	Egypt	5.9
30	Mozambique	15.4	100	Korea, Rep.	5.8
30	Panama	15.4	101	Paraguay	5.4
32	Colombia	15.1	102	Burundi	5.2
33	Italy	15.1	103	Hungary	5.1
34	Japan	14.9	104	Denmark	5.1
35	Austria	14.8	105	India	5.1
36	United Arab Emirates	14.8	106	Guyana	5.0
37	Bolivia	14.7	107	Argentina	5.0
38	Lithuania	14.6	108	Sierra Leone	4.9
39	Ethiopia	14.5	109	Singapore	4.8
40	Sri Lanka	14.5	110	Mauritius	4.8
41	Iceland	14.5	111	Macedonia, FYR	4.8
42	Slovak Republic	14.4	112	Tajikistan	4.1
43	Czech Republic	14.3	113	Kyrgyz Republic	4.0
44	New Zealand	14.3	114	Georgia	3.6
45	Burkina Faso	14.3	115	Ukraine	3.5
46	Namibia	14.1	116	Madagascar	3.1
47	Brazil	14.1	117	Swaziland	3.0
48	Honduras	14.0	118	Cape Verde	2.5
49	Belgium	13.8	119	Mali	2.4
49	Indonesia	13.8	120	Kazakhstan	2.4
51	Guatemala	13.6	121	Qatar	2.4
52	Peru	13.4	122	Turkey	1.9
53	Ghana	13.3	123	Bangladesh	1.8
54	Montenegro	13.3	124	Ireland	1.8
55	Thailand	13.2	125	Kuwait	1.6
56	France	13.1	126	Jordan	1.6
56	Slovenia	13.1	127	Morocco	1.5
58	Nigeria	12.9	128	Gambia, The	1.5
59	Seychelles	12.8	129	Moldova	1.4
60	Norway	12.7	130	Bahrain	1.3
61	Netherlands	12.2	131	El Salvador	0.8
62	Croatia	12.0	132	Yemen	0.6
63	Israel	12.0	133	Mauritania	0.5
64	Mongolia	11.8	134	Bosnia and Herzegovina	0.5
65	Taiwan, China	11.5	135	Lebanon	0.5
66	Kenya	11.4	136	Haiti	0.3
67	Uganda	11.2	137	Uruguay	0.3
68	China	10.9	138	Lesotho	0.2
69	Philippines	10.9	139	Barbados	0.1
70	Mexico	10.7	140	Dominican Republic	0.0

Source: Yale University-CIESIN, Environmental Performance Index 2012, based on UNEP World Conservation Monitoring Centre

<sup>1</sup> 2009

RANK	COUNTRY/ECONOMY	VALUE	RANK	COUNTRY/ECONOMY	VALUE
1	Germany	33.5	71	Peru	0.3
2	Jordan	30.0	72	Pakistan	0.3
3	New Zealand	27.5	73	Yemen	0.2
4	United Kingdom	18.4	74	Cameroon	0.2
5	Estonia	18.1	75	El Salvador	0.2
6	Ecuador	12.9	76	Norway	0.2
7	United States	11.6	77	Cambodia	0.2
8	Australia	10.1	78	Puerto Rico	0.1
9	Nicaragua	9.5	79	Argentina	0.1
10	Colombia	9.1	80	India	0.1
11	Italy	7.0	81	Oman	0.1
12	Romania	6.6	82	Georgia	0.1
13	Netherlands	5.1	83	Portugal	0.1
14	Mauritania	4.1	84	Cyprus	0.1
15	Lithuania	3.9	85	Qatar	0.1
16	Finland	3.2	86	Israel	0.1
17	Venezuela	3.1	87	Algeria	0.1
18	Russian Federation	2.9	88	Sri Lanka	0.1
19	Sweden	2.8	89	Uruguay	0.1
20	Latvia	2.4	90	Malta	0.0
21	Egypt	2.2	91	Lebanon	0.0
22	Denmark	1.9	92	Seychelles	0.0
23	Croatia	1.9	93	Belgium	0.0
24	Mexico	1.7	94	Ireland	0.0
25	Dominican Republic	1.6	95	Nigeria	0.0
26	Saudi Arabia	1.6	96	Madagascar	0.0
27	Thailand	1.6	97	Gambia, The	0.0
28	Ukraine	1.5	98	Kuwait	0.0
29	Suriname	1.5	99	Côte d'Ivoire	0.0
30	Tanzania	1.5	100	Haiti	0.0
31	France	1.5	101	Mauritius	0.0
32	United Arab Emirates	1.5	102	Barbados	0.0
33	Brunei Darussalam	1.4	103	Ghana	0.0
34	Poland	1.4	104	Benin	0.0
35	Singapore	1.3	104	Cape Verde	0.0
36	Brazil	1.3	104	Guinea	0.0
37	Kenya	1.2	104	Guyana	0.0
38	Indonesia	1.1	104	Sierra Leone	0.0
39	Philippines	1.0	n/a	Armenia	n/a
40	Namibia	1.0	n/a	Austria	n/a
41	Korea, Rep.	1.0	n/a	Azerbaijan	n/a
42	Senegal	1.0	n/a	Bolivia	n/a
43	Panama	0.9	n/a	Botswana	n/a
44	Albania	0.9	n/a	Burkina Faso	n/a
45	Turkey	0.8	n/a	Malta	n/a
46	Guatemala	0.8	n/a	Burkina Faso	6.80
47	Bosnia and Herzegovina	0.8	n/a	Burkina Faso	7.18
48	Canada	0.7	n/a	Burkina Faso	7.18
49	Iran, Islamic Rep.	0.7	Israel	n/a	
50	Spain	0.7	896(Austria)71(.....)-24(n/a)]TJ T [( )-483(n/a)]TJ 0.028 TwKyrgyz Republic(Burkina 6.973T] 0 Tw		
51	Slovenia	0.7	Armenia	n/a	
52	Malaysia	0.7	.....n/a		
53	Jamaica	0.7	na-796(Barbados)201(.....)-24(n/a)]TJ T [( )-4Nepal96(Ahelles)1( )275(.....)		
54	Costa Rica	0.7	Benin	n/a	
55	Greece	0.7	n/a	n/a	
56	Taiwan, China	0.6	104 Burkina 6.91		
57	Trinidad and Tobago	0.6	Austria	n/a	
58	Bulgaria	0.6	n/a	n/a	
59	Japan	0.5	.....n/a		
60	China	0.5	Armenia	n/a	
61	Vietnam	0.5	Belgium	n/a	
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			



# 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	RANK	COUNTRY/ECONOMY	VALUE
1	China	70	63	Ukraine	4
2	Spain	53	63	Yemen	4
3	Italy	47	63	Zimbabwe	4
4	France	45	74	Albania	3
5	Germany	34	74	Bangladesh	3
5	Mexico	34	74	Denmark	3
7	Japan	32	74	Dominican Republic	3
8	India	31	74	Ecuador	3
9	Iran, Islamic Rep.	24	74	Gambia, The	3
9	United Kingdom	24	74	Kyrgyz Republic	3
11	Korea, Rep.	23	74	Malawi	3
12	Belgium	20	74	Malaysia	3
12	Turkey	20	74	Malta	3
14	Croatia	18	74	Mozambique	3
14	Greece	18	74	Saudi Arabia	3
16	Brazil	17	74	Thailand	3
16	Russian Federation	17	74	Uruguay	3
18	Czech Republic	16	88	Bahrain	2
18	Peru	16	88	Benin	2
20	Portugal	14	88	Bosnia and Herzegovina	2
20	Sweden	14	88	Burkina Faso	2
22	Morocco	13	88	Côte d'Ivoire	2
23	Colombia	12	88	Ghana	2
23	Poland	12	88	Honduras	2
25	Mongolia	11	88	Ireland	2
25	Vietnam	11	88	Kazakhstan	2
27	Indonesia	10	88	Luxembourg	2
27	Mali	10	88	Madagascar	2
29	Austria	9	88	Mauritania	2
29	Bulgaria	9	88	Mauritius	2
29	Hungary	9	88	Nepal	2
29	United States	9	88	Panama	2
33	Algeria	8	88	Slovenia	2
33	Bolivia	8	88	Tajikistan	2
33	Ethiopia	8	88	Uganda	2
33	Netherlands	8	88	United Arab Emirates	2
33	Romania	8	88	Venezuela	2
33	Switzerland	8	88	Zambia	2
39	Australia	7	109	Botswana	1
39	Canada	7	109	Cape Verde	1
39	Egypt	7	109	Costa Rica	1
39	Israel	7	109	El Salvador	1
39	Lithuania	7	109	Guinea	1
39	Pakistan	7	109	Haiti	1
45	Azerbaijan	6	109	Iceland	1
45	Chile	6	109	Jamaica	1
45	Finland	6	109	Macedonia, FYR	1
45	Norway	6	109	Moldova	1
45	Senegal	6	109	Montenegro	1
45	Slovak Republic	6	109	Namibia	1
45	Sri Lanka	6	109	New Zealand	1
52	Argentina	5	109	Paraguay	1
52	Armenia	5	109	Qatar	1
52	Cyprus	5	109	Suriname	1
52	Estonia	5	125	Brunei Darussalam	0
52	Guatemala	5	125	Burundi	0
52	Jordan	5	125	Cameroon	0
52	Lebanon	5	125	Chad	0
52	Nigeria	5	125	Guyana	0
52	Oman	5	125	Hong Kong SAR	0
52	Philippines	5	125	Kuwait	0
52	South Africa	5	125	Lesotho	0
63	Barbados	4	125	Puerto Rico	0
63	Cambodia	4	125	Rwanda	0
63	Georgia	4	125	Seychelles	0
63	Kenya	4	125	Sierra Leone	0
63	Latvia	4	125	Singapore	0
63	Nicaragua	4	125	Swaziland	0
63	Serbia	4	125	Taiwan, China	0
63	Tanzania	4	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	RANK	COUNTRY/ECONOMY	VALUE
1	Iceland.....	244,059.6	71	Honduras.....	33,463.6
2	Ireland.....	243,076.7	72	Israel.....	32,826.0
3	Seychelles.....	197,674.4	73	Malaysia.....	32,761.1
4	Montenegro.....	175,354.8	74	Taiwan, China.....	32,587.0
5	Luxembourg.....	175,307.5	75	Singapore.....	29,971.6
6	Uruguay.....	161,078.7	76	Venezuela.....	29,881.7
7	New Zealand.....	149,810.0	77	Guyana.....	29,099.0
8	Malta.....	149,164.7	78	El Salvador.....	28,490.6
9	Barbados.....	144,200.1	79	Hong Kong SAR.....	27,708.6
10	Australia.....	138,856.9	80	Bolivia.....	27,160.7
11	Norway.....	134,420.2	81	Morocco.....	27,152.1
12	Portugal.....	133,368.8	82	Mauritius.....	26,593.0
13	Trinidad and Tobago.....	130,723.8	83	Turkey.....	25,008.2
14	Finland.....	125,147.6	84	Azerbaijan.....	24,998.7
15	Qatar.....	123,473.2	85	Ukraine.....	24,417.6
16	Cyprus.....	117,953.8	86	Mexico.....	22,750.8
17	Denmark.....	111,859.0	87	Colombia.....	22,725.4
18	Switzerland.....	110,303.5	88	Moldova.....	22,222.0
19	United States.....	109,953.7	89	Guatemala.....	21,677.6
20	Sweden.....	109,773.3	90	Zambia.....	19,510.3
21	Bahrain.....	108,482.2	91	Nicaragua.....	18,807.9
22	Bulgaria.....	102,149.8	92	Kazakhstan.....	18,376.6
23	Spain.....	99,938.3	93	Iran, Islamic Rep.....	18,135.4
24	Slovenia.....	97,124.3	94	Namibia.....	17,771.1
25	Macedonia, FYR.....	90,712.1	95	Algeria.....	17,092.7
26	United Kingdom.....	87,427.9	96	Senegal.....	15,860.5
27	Croatia.....	84,213.8	97	Dominican Republic.....	15,321.6
28	Belgium.....	79,950.0	98	Russian Federation.....	14,841.8
29	Germany.....	78,752.6	99	Saudi Arabia.....	14,382.6
30	Kuwait.....	76,471.5	100	Benin.....	13,945.2
31	Korea, Rep.....	75,499.5	101	Sierra Leone.....	13,589.0
32	Brunei Darussalam.....	73,902.9	102	Zimbabwe.....	13,524.8
33	Bosnia and Herzegovina.....	72,431.1	103	Sri Lanka.....	12,808.5
34	Hungary.....	72,207.1	104	Jordan.....	12,619.3
35	Austria.....	71,791.9	105	Ghana.....	11,958.2
36	Suriname.....	69,887.9	106	Cameroon.....	11,532.5
37	United Arab Emirates.....	66,285.8	107	Mauritania.....	11,294.5
38	Greece.....	65,737.9	108	Thailand.....	10,575.9
39	Lebanon.....	65,314.3	109	Mali.....	10,543.2
40	Czech Republic.....	60,765.0	110	Kyrgyz Republic.....	9,987.3
41	Serbia.....	59,349.1	111	Egypt.....	9,152.8
42	Cape Verde.....	55,934.6	112	Lesotho.....	9,116.4
43	Netherlands.....	55,816.5	113	Gambia, The.....	8,445.5
44	Latvia.....	55,636.9	114	Guinea.....	8,315.6
45	Canada.....	55,253.0	115	Burkina Faso.....	8,133.0
46	Slovak Republic.....	55,242.5	116	Mongolia.....	7,142.6
47	Albania.....	55,037.5	117	Mozambique.....	6,853.4
48	Ecuador.....	54,649.0	118	Indonesia.....	6,798.4
49	Romania.....	53,050.8	119	Tajikistan.....	6,736.5
50	Costa Rica.....	53,003.1	120	Kenya.....	6,710.0
51	Lithuania.....	52,236.0	121	Côte d'Ivoire.....	6,401.1
52	Italy.....	52,072.1	122	Tanzania.....	5,841.8
53	Puerto Rico.....	51,734.6	123	Nigeria.....	4,507.4
54	Swaziland.....	51,509.1	124	Rwanda.....	4,477.8
55	France.....	50,213.7	125	Vietnam.....	4,371.6
56	Georgia.....	49,392.1	126	Madagascar.....	4,316.2
57	Poland.....	47,941.3	127	Pakistan.....	4,212.1
58	Oman.....	46,729.9	128	Yemen.....	3,830.7
59	Chile.....	46,153.6	129	Cambodia.....	3,635.0
60	Panama.....	45,923.1	130	Philippines.....	3,416.7
61	Argentina.....	43,478.1	131	Malawi.....	3,250.8
62	Jamaica.....	43,184.6	132	China.....	3,210.5
63	Brazil.....	42,319.1	133	Haiti.....	2,765.8
64	Botswana.....	41,610.5	134	Burundi.....	2,565.5
65	Estonia.....	40,079.1	135	Uganda.....	2,324.0
66	Armenia.....	38,728.7	136	Nepal.....	2,230.5
67	Japan.....	37,108.6	137	Bangladesh.....	2,079.8
68	Peru.....	36,082.0	138	India.....	1,786.0
69	South Africa.....	35,716.8	139	Chad.....	1,735.3
70	Paraguay.....	33,570.4	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	RANK	COUNTRY/ECONOMY	VALUE
1	United States	790.3	71	Guatemala	17.0
2	Germany	591.7	72	Qatar	14.0
3	Spain	472.3	73	Ghana	13.7
4	United Kingdom	449.0	74	Nigeria	13.3
5	France	423.3	75	Tanzania	12.7
6	Italy	410.0	76	Senegal	12.3
7	China	316.7	76	Ukraine	12.3
8	Brazil	295.7	78	Macedonia, FYR	10.0
9	Japan	290.3	79	Lebanon	9.7
10	Netherlands	276.7	80	Bolivia	9.3
11	Canada	252.0	80	Sri Lanka	9.3
12	Austria	251.7	80	Uganda	9.3
13	Switzerland	247.7	83	El Salvador	7.7
14	Australia	219.7	83	Ethiopia	7.7
15	Portugal	216.3	85	Jordan	7.3
16	Sweden	213.0	86	Bosnia and Herzegovina	7.0
17	Korea, Rep.	204.3	87	Nicaragua	6.3
18	Belgium	190.0	88	Iran, Islamic Rep.	6.0
19	Argentina	183.7	89	Bahrain	5.7
20	Turkey	162.7	89	Botswana	5.7
21	Mexico	160.0	89	Jamaica	5.7
22	Denmark	158.3	92	Honduras	5.3
23	Finland	157.7	92	Kazakhstan	5.3
24	Poland	141.0	94	Mozambique	5.0
25	Norway	140.0	94	Nepal	5.0
26	Singapore	136.7	96	Albania	4.7
27	Taiwan, China	133.3	96	Armenia	4.7
28	Greece	132.7	96	Brunei Darussalam	4.7
29	Hungary	128.7	96	Cameroon	4.7
30	Malaysia	124.7	96	Mali	4.7
31	Czech Republic	124.3	96	Zambia	4.7
32	India	111.7	102	Algeria	4.3
33	Thailand	104.0	102	Barbados	4.3
34	Colombia	103.7	102	Burkina Faso	4.3
35	South Africa	95.7	102	Cambodia	4.3
36	Chile	92.7	102	Oman	4.3
37	Ireland	92.0	107	Bangladesh	4.0
38	Hong Kong SAR	85.3	107	Mauritius	4.0
39	Russian Federation	62.7	107	Namibia	4.0
40	Croatia	60.0	110	Malawi	3.7
41	Indonesia	58.3	111	Côte d'Ivoire	3.3
42	Peru	56.3	111	Georgia	3.3
43	Estonia	52.3	111	Mongolia	3.3
44	Slovenia	50.7	111	Montenegro	3.3
45	Uruguay	48.0	111	Rwanda	3.3
46	Romania	47.7	111	Trinidad and Tobago	3.3
47	United Arab Emirates	47.3	117	Kuwait	3.0
48	Serbia	45.7	117	Pakistan	3.0
49	Lithuania	41.3	119	Azerbaijan	2.7
50	New Zealand	39.3	120	Saudi Arabia	2.3
51	Philippines	38.3	121	Gambia, The	2.0
52	Egypt	36.7	121	Suriname	2.0
53	Vietnam	35.0	123	Zimbabwe	1.3
54	Iceland	34.7	124	Swaziland	1.0
55	Morocco	33.0	125	Benin	0.7
56	Ecuador	32.7	125	Guyana	0.7
57	Israel	30.7	125	Haiti	0.7
58	Cyprus	28.0	125	Lesotho	0.7
58	Latvia	28.0	125	Madagascar	0.7
60	Kenya	27.7	125	Tajikistan	0.7
60	Malta	27.7	131	Burundi	0.3
62	Costa Rica	24.3	131	Cape Verde	0.3
63	Panama	24.0	131	Guinea	0.3
64	Paraguay	23.3	134	Kyrgyz Republic	0.0
65	Bulgaria	23.0	134	Moldova	0.0
66	Slovak Republic	22.0	134	Seychelles	0.0
67	Dominican Republic	20.7	134	Sierra Leone	0.0
68	Venezuela	19.0	134	Yemen	0.0
69	Luxembourg	18.7	n/a	Chad	n/a
70	Puerto Rico	17.7	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		RANK	COUNTRY/ECONOMY	VALUE
1	China	27.7		71	Ghana	0.0
2	United States	7.6		72	El Salvador <sup>1</sup>	0.0
3	Germany	6.9		73	Nepal	0.0
4	Hong Kong SAR	6.9		74	Guatemala	0.0
5	Italy	6.0		75	Mauritius	0.0
6	India	4.9		76	Luxembourg	0.0
7	United Kingdom	4.3		77	Moldova	0.0
8	France	4.2		78	Costa Rica	0.0
9	Switzerland	2.8		79	Madagascar	0.0
10	Netherlands	2.0		80	Uruguay <sup>2</sup>	0.0
11	Belgium	1.8		81	Tanzania	0.0
12	Singapore	1.6		82	Bolivia	0.0
13	Canada	1.6		83	Kenya <sup>1</sup>	0.0
14	Japan	1.5		84	Cambodia	0.0
15	Vietnam <sup>1</sup>	1.5		85	Namibia	0.0
16	Turkey	1.4		86	Kazakhstan	0.0
17	Thailand	1.3		87	Qatar <sup>2</sup>	0.0
18	Spain	1.3		88	Bahrain	0.0
19	Austria	1.3		89	Cyprus	0.0
20	Czech Republic	1.2		90	Albania	0.0
21	Poland	1.2		91	Paraguay	0.0
22	United Arab Emirates <sup>3</sup>	1.2		92	Oman	0.0
23	Taiwan, China	1.0		93	Ecuador	0.0
24	Sweden	1.0		94	Zimbabwe <sup>1</sup>	0.0
25	Korea, Rep.	1.0		95	Macedonia, FYR	0.0
26	Malaysia	0.9		96	Botswana	0.0
27	Mexico	0.9		97	Armenia	0.0
28	Denmark	0.9		98	Jamaica <sup>1</sup>	0.0
29	Indonesia	0.6		99	Barbados	0.0
30	Ireland	0.5		100	Côte d'Ivoire	0.0
31	Portugal	0.3		101	Ethiopia	0.0
32	Iran, Islamic Rep. <sup>1</sup>	0.3		102	Nigeria	0.0
33	Russian Federation	0.3		103	Trinidad and Tobago <sup>1</sup>	0.0
34	Romania	0.3		104	Honduras <sup>2</sup>	0.0
35	Pakistan	0.3		105	Yemen	0.0
36	Slovak Republic	0.3		106	Georgia <sup>1</sup>	0.0
37	Australia	0.3		107	Kyrgyz Republic	0.0
38	Hungary	0.3		108	Uganda	0.0
39	Egypt	0.3		109	Senegal	0.0
40	Lithuania	0.2		110	Mongolia <sup>4</sup>	0.0
41	Brazil	0.2		111	Iceland	0.0
42	Greece	0.2		112	Azerbaijan	0.0
43	Panama	0.2		113	Malawi	0.0
44	Slovenia	0.2		114	Zambia	0.0
45	Finland	0.2		115	Guyana	0.0
46	Ukraine	0.2		116	Nicaragua	0.0
47	Saudi Arabia <sup>1</sup>	0.1		117	Montenegro	0.0
48	Israel	0.1		118	Mozambique	0.0
49	Estonia	0.1		119	Burkina Faso	0.0
50	Philippines	0.1		120	Venezuela	0.0
51	Colombia	0.1		121	Cameroon <sup>1</sup>	0.0
52	Chile	0.1		122	Mali <sup>1</sup>	0.0
53	South Africa	0.1		123	Suriname	0.0
54	Norway	0.1		124	Rwanda	0.0
55	Croatia	0.1		125	Benin <sup>1</sup>	0.0
56	Bulgaria	0.1		126	Algeria	0.0
57	Latvia	0.1		127	Seychelles <sup>3</sup>	0.0
58	New Zealand	0.1		128	Gambia, The	0.0
59	Argentina	0.1		129	Guinea <sup>3</sup>	0.0
60	Dominican Republic	0.1		130	Burundi <sup>1</sup>	0.0
61	Peru	0.1		131	Cape Verde <sup>1</sup>	0.0
62	Morocco <sup>1</sup>	0.0		132	Brunei Darussalam <sup>5</sup>	0.0
63	Bangladesh <sup>4</sup>	0.0		132	Mauritania <sup>5</sup>	0.0
64	Serbia	0.0		n/a	Chad	n/a
65	Lebanon	0.0		n/a	Haiti	n/a
66	Sri Lanka	0.0		n/a	Lesotho	n/a
67	Malta	0.0		n/a	Puerto Rico	n/a
68	Jordan	0.0		n/a	Sierra Leone	n/a
69	Bosnia and Herzegovina	0.0		n/a	Swaziland	n/a
70	Kuwait <sup>2</sup>	0.0		n/a	Tajikistan	n/a

Source: United Nations Conference on Trade and Development (UNCTAD), Creative industry database, *Creative Economy Report 2012*

<sup>1</sup> 2010   <sup>2</sup> 2009   <sup>3</sup> 2008   <sup>4</sup> 2007   <sup>5</sup> 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<sub>2</sub> emissions (metric tons per capita)."

Source: The World Bank, *World Development Indicators* (September 2012 edition)

### 2.05 Particulate matter concentration (PM<sub>10</sub>)

#### Urban population-weighted PM<sub>10</sub> micrograms per cubic meter | 2009

*Particulate matter concentrations* refers to fine, suspended particulates less than 10 microns in diameter (PM<sub>10</sub>) 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<sub>10</sub> 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

## Jennifer Blanke

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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Thea Chiesa is Director and Head of Aviation & Travel Services at the World Economic Forum. She has a background in business development and strategic planning in the aerospace/telecom industry, having spent nine years working with Telespazio as part of both Telecom Italia and Finmeccanica. She was part of the founding team of TVFiles SpA, an Italian telecommunications startup offering satellite broadband services to the media, pharmaceutical, and 3G industries, where she held the role of business development and was responsible for the relations with the European Union and the European Space Agency. At the Forum, she has developed an expertise in the Travel & Tourism industry, having headed the community for eleven years. Coupled with her background in advanced communications systems, Ms Chiesa has developed a passion for the Travel & Tourism industry and has experience analyzing consumer trends. She is currently working with key government and industry leaders in developing strategies and implementing innovative projects in the fields of T&T competitiveness, the future of travel and transportation industries, trade related to the transportation industry, and managing transportation risk. Ms Chiesa has a BSc in Management from Boston College and a Master in International Relations from Boston University. She is an alumna of the World Economic Forum's Global Leadership Fellows Programme.

## Roberto Crotti

Roberto Crotti is a Quantitative Economist and Manager with the Global Competitiveness and Benchmarking Network at the World Economic Forum. His responsibilities include the computation of a range of indexes as well as data analysis for various projects and studies. His main areas of expertise are quantitative research, forecasting, macroeconomics, and public economics. Prior to joining the Forum, he worked as an Analyst in the private consulting and forecasting sector. Mr Crotti holds an undergraduate degree in Economics/Economic Policy from Università Cattolica del Sacro Cuore in Milan, Italy, and an MA in Economics from Boston University in the United States.

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## Dirk Glaesser

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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### Jürgen Ringbeck

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### Zachary Sears

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### Rochelle Turner

Rochelle Turner joined the World Travel & Tourism Council (WTTC) as Research Manager in September 2012. Her responsibilities include planning and conducting policy and economic research studies that feed recommendations to governments as well as managing the relationship with WTTC's economic research partner, Oxford Economics. Ms Turner has a background in consumer and market research and has conducted research in or for the travel industry for nearly 15 years. Prior to joining WTTC, Ms Turner was the Head of Travel Research at Which?, the United Kingdom's consumer organization. She holds a BA in Anthropology and Economics from the University of Manitoba, Canada, and an MSc in Tourism Management from the University of Surrey in the United Kingdom.

### Paul A Whitelaw

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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.



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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.



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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](http://www.marriott.com), and for the latest company news, visit [www.marriottnewscenter.com](http://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](http://www.starwoodhotels.com).



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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.

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The World Tourism Organization (UNWTO: [www.UNWTO.org](http://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.

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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.

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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 a 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](http://www.weforum.org/ttcr).

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