



The results and establishment of  
Thailand's digital development indicators  
**Thailand Digital Outlook 2021**



December 2021

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Thailand's digital development indicators  
Thailand Digital Outlook 2021

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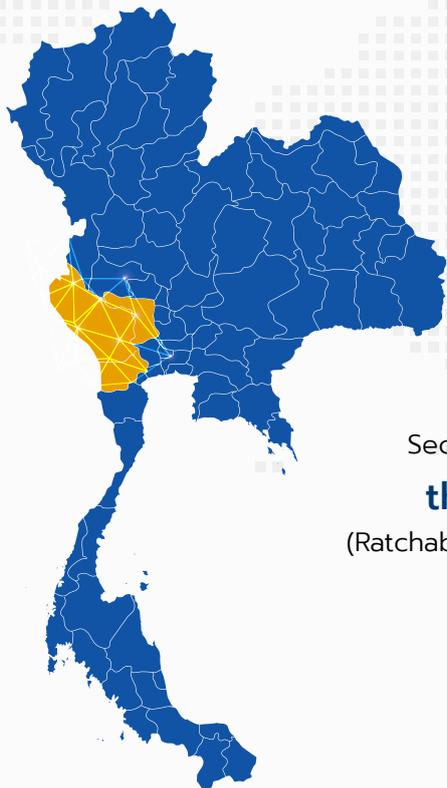
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# Project Overview of Thailand Digital Outlook 1st-2nd phases

## Thailand Digital Outlook Phase 1 (2019)



Under the OECD framework, a pilot research chose **13 economic indicators.**



Secondary data was collected in **three pilot provinces.**  
(Ratchaburi, Kanchanaburi and Suphanburi)



**Thailand Digital Outlook**  
overview presentation

## Thailand Digital Outlook Phase 2 (2020)

Build on the early stage project by expanding the scopes of data collecting, survey and data analyzing according to OECD framework



**36 indicators expansion**



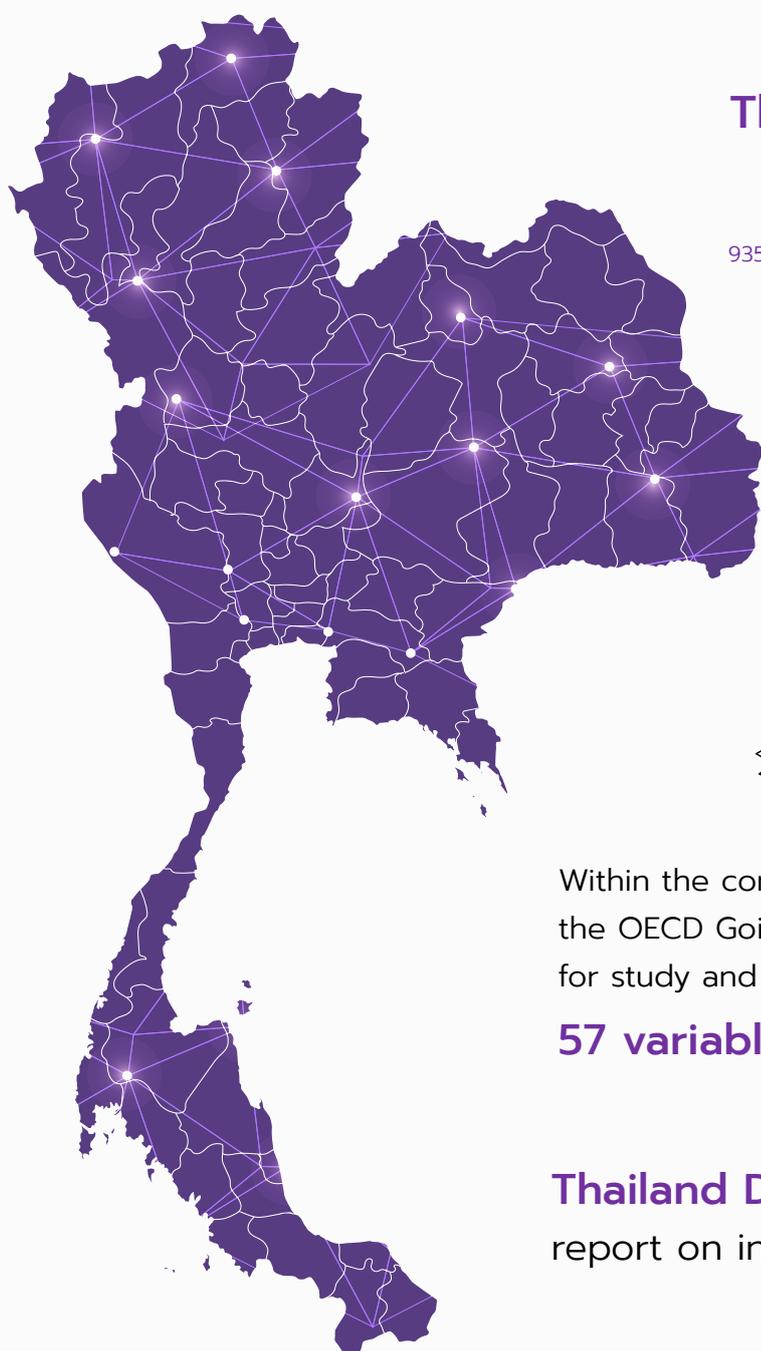
**77 provinces** expand survey  
designing and implementing survey  
about **35,000 samples**



Reporting  
in-depth analysis of  
**Thailand Digital Outlook**

# Thailand Digital Outlook Phase 3

This project builds on 2nd phase by broadening the area of the education data collection survey and analyzing Thailand's data using indicators in accordance with The Organisation for Economic Co-operation and Development (OECD)



The survey results



## Thailand's 77 provinces

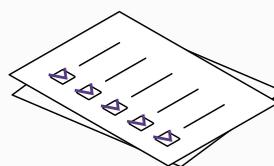
39,145 general public survey respondents

3,381 private sector survey respondents

935 government service center survey respondents

Examining secondary data sources  
from both domestic and  
international organizations

## 24 agencies



Within the context of  
the OECD Going Digital Toolkit Framework  
for study and data collecting in

## 57 variables in Thailand

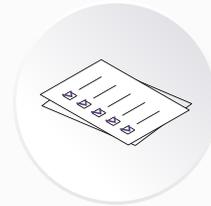
Thailand Digital Outlook  
report on in-depth analysis



# Objectives



Examine worldwide best practices for assessing digital development policy and compare them to the present transformation strategy

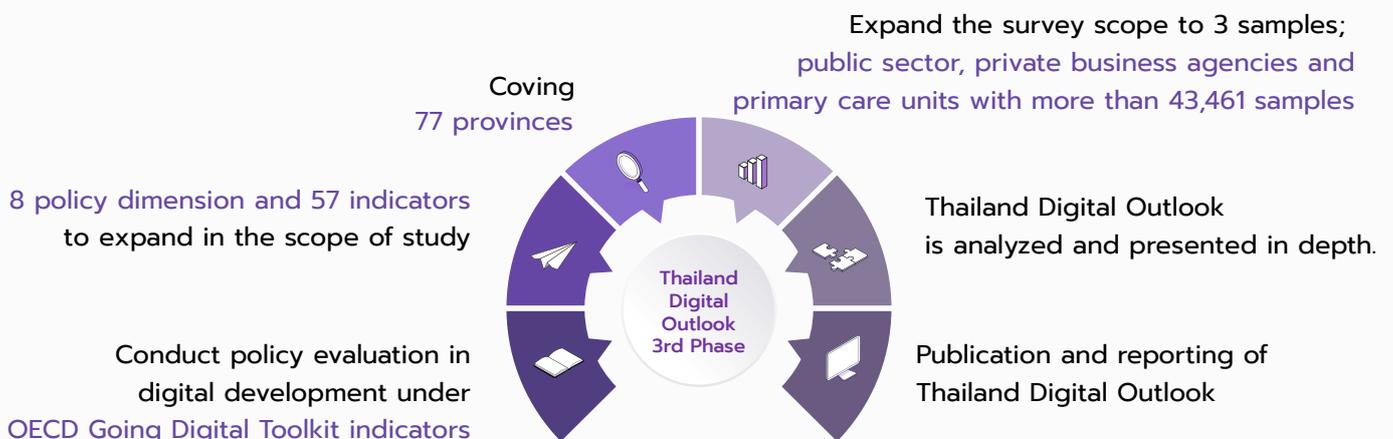


Review the operations of Thailand's digital economy, as well as analyze Thailand's digital development policy reform guidelines to international standards, and be able to interact with relevant agencies in the future



To investigate Thailand's difficulties and roadblocks to the Digital Thailand policy, as well as the direction and measures needed to bring the country into accordance with global standards

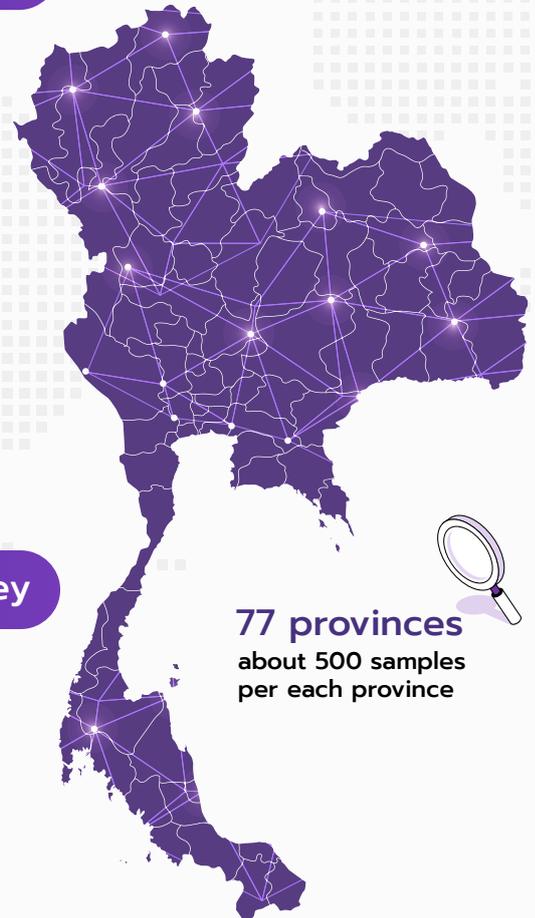
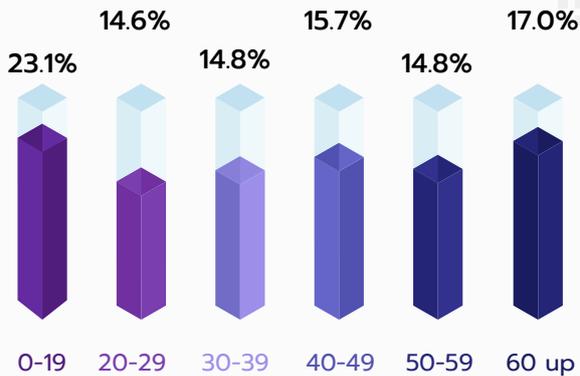
## The summary of data management and procedures



# Overview of survey respond

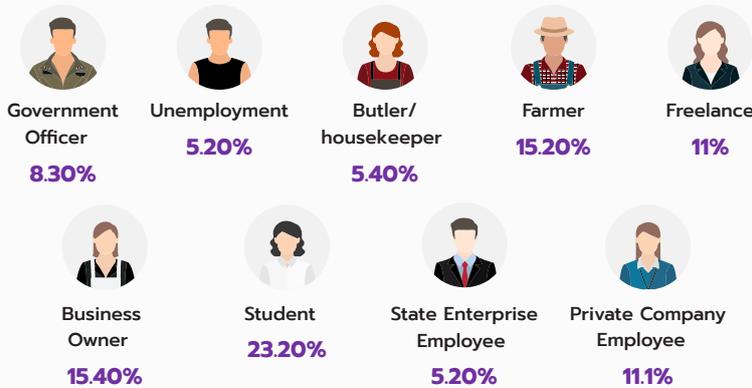
## Public Sector

### The number of survey respondents by age

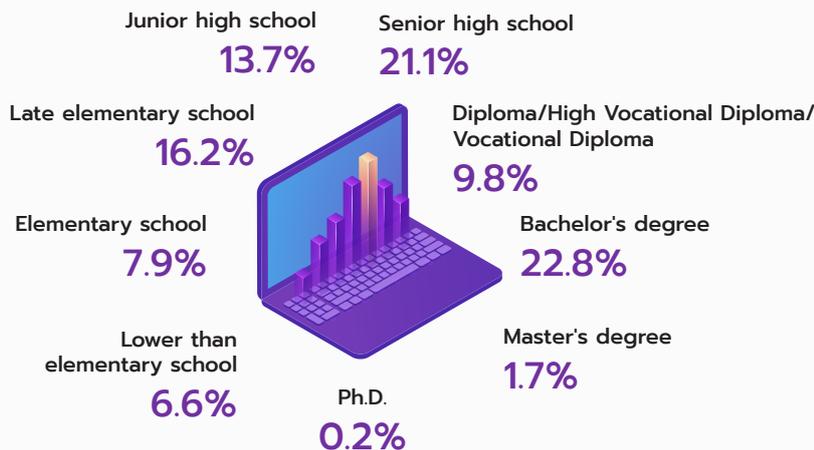


77 provinces  
about 500 samples  
per each province

### The proportion of respondents to the survey



### Educational level of survey respondents

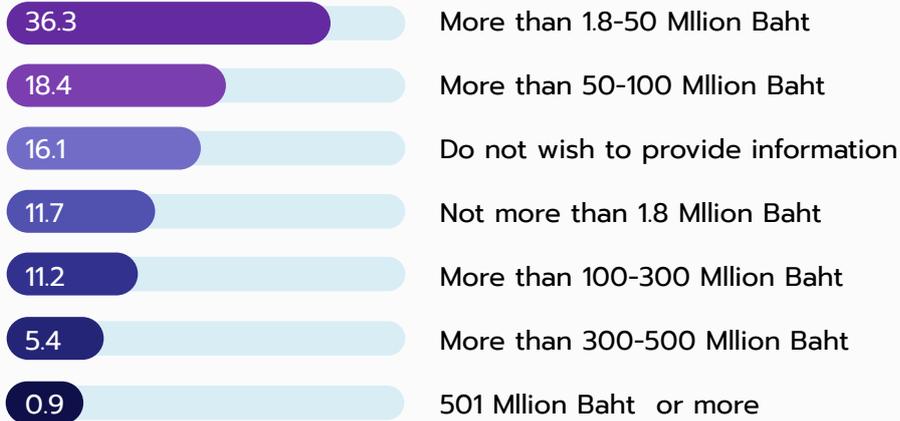


**39,145** Samples in total  
non-municipal area 50.4%    municipal area 49.6%

# Overview of survey respond

## Private Sector

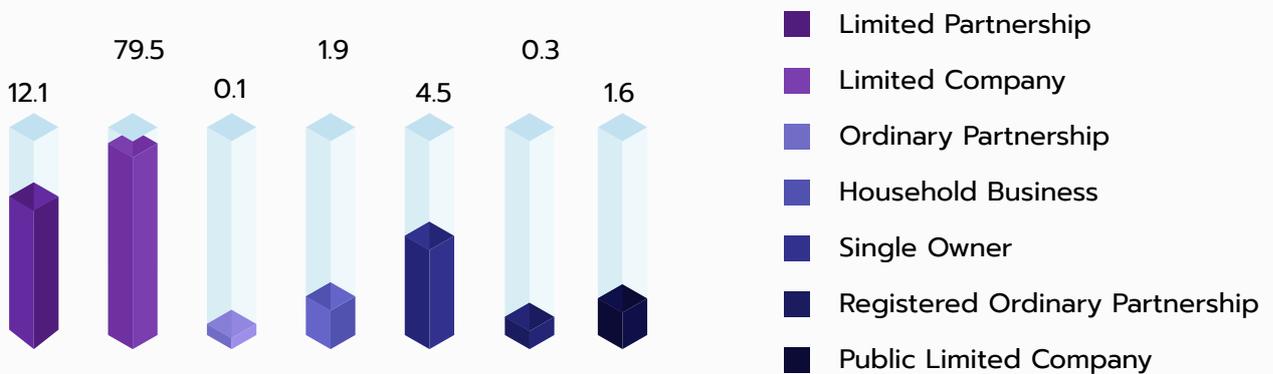
### Percentage of the average annual income



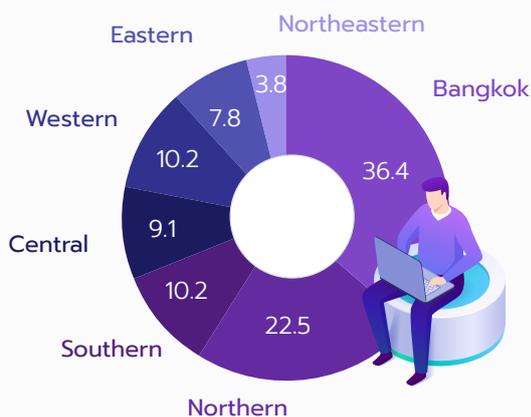
### Entrepreneurs

**3,381** Samples  
 from 7 regions across the country  
 non-municipal area 26.3%    municipal area 73.7%

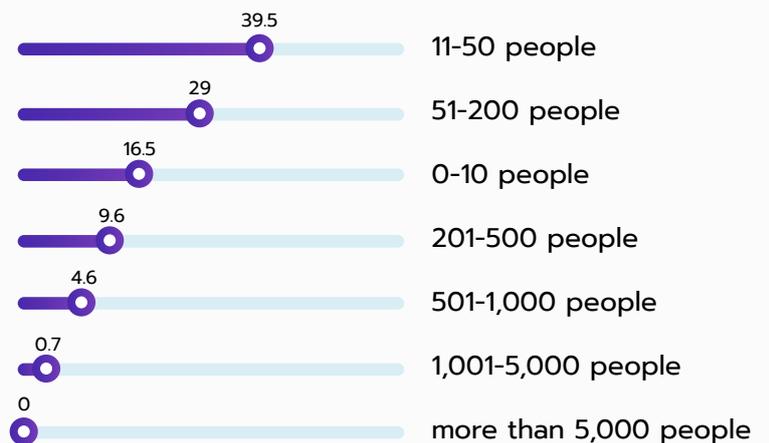
### The proportion of the establishment



### Population by regions



### Number of individuals proportion



# Overview of survey respond

## Primary care units

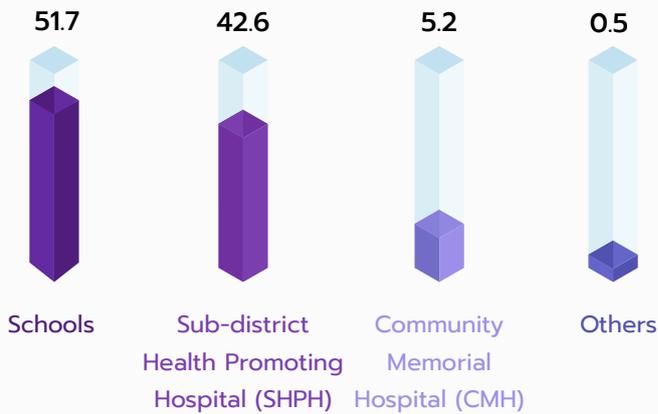
Government offices

**935** samples

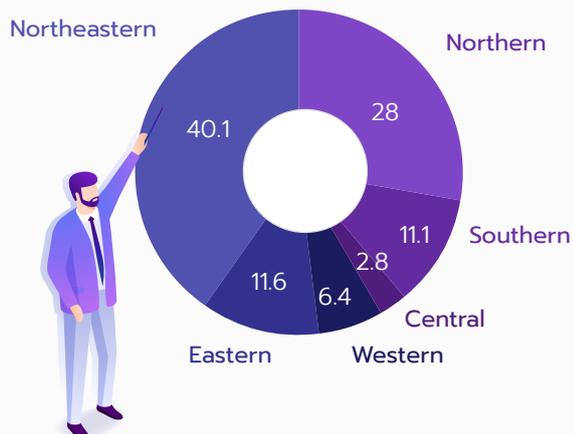
non-municipal area **89.8%**      municipal area **10.2%**



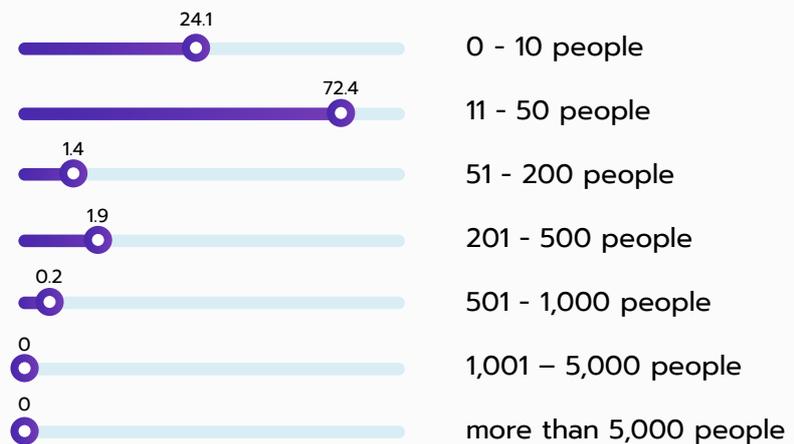
## Structures of the Organization



## Proportion by regions in percentage



## Proportion by a number of personnel in percentage



# The results of Thailand Digital Outlook 3rd Phase



## Access Dimension

In this access dimension, it evaluates access to basic information technologies, including telecommunications systems, connections for use the internet, based on the evaluation and analysis of indicators, showed that all indicators demonstrated the development of access to technology and systems. More telecommunications compared results from the implementation of the Thailand Digital Outlook 2nd Phase which includes providing internet services that provide services that cover to more customer , stationary broadband internet and mobile broadband internet, both in the public assessment dimension. In the assessment of inequality, the company has been assessed in the public area. The analysis showed a lower disparity in internet usage in urban and out-of-town areas, as well as lower internet service prices lower when compared to public income

## The top 3 devices that people use for internet access



Mobile phone is **97.9%**



Laptop is **39.6%**



Tablet is **37.9%**



### Population

in the service area of 4G or faster



### Business entities

installing internet at the speed of 30 megabits per second or more

# The results of Thailand Digital Outlook 3rd Phase

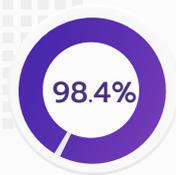


## Use Dimension

It is an examination of internet and online behavior in both the public and commercial sectors, including the use of online channels to produce benefits in business and government services through the application of technology based on the evaluation results and the analysis of the indicators. People have expanded their overall use of the internet and online channels to buy items and services, including a higher usage of government services, according to the findings. Online platforms are also used by entrepreneurs to run their firms. However, the results were derived from a survey conducted during Thailand's acute COVID-19 outbreak, which may have resulted in greater usage of the internet and online channels than usual.



**84.3%** of the people aged 16-74 years internet service uses



**98.4%** of the entrepreneurs internet service uses

## In terms of percentages, the major goal of those who use the internet

- 75.2** for working
- 71.1** for receiving online service in education
- 67.4** for online transactions of goods and service trading
- 65.1** for communication and chatting
- 54.7** for online financial transaction
- 53.1** for recreational activities
- 49.6** for participating in the government operations
- 48.6** for receiving online service in the public health
- 39.1** for general news
- 35.6** for other use
- 28.2** for content creating
- 2.2** for online traveling
- 0.1** Others

The monthly average data traffic of mobile broadband internet users is 18 GB.



**76.6%** of general people prefers to consume online goods and services

**Lazada and Shopee** is the most used platforms

**Food and beverage ordering service** is the famous online service.

Every year, people pay an average of 524,820 Baht through mobile banking.

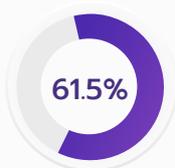
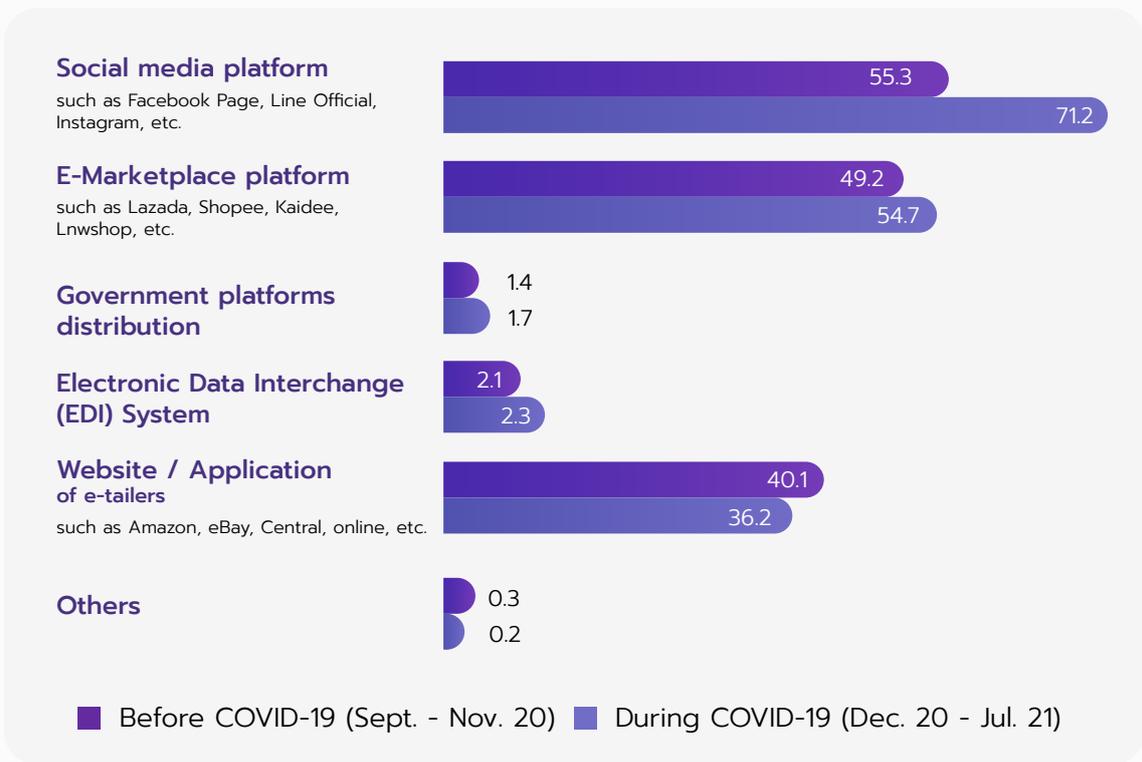


**60.7%** of general people  
have used government online services

**88.5%** Online government services  
have been used by entrepreneurs

**73.9%** have created online distribution  
platforms for goods and services

**The proportion of provided online channels to distribute products or services**

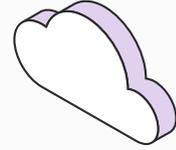
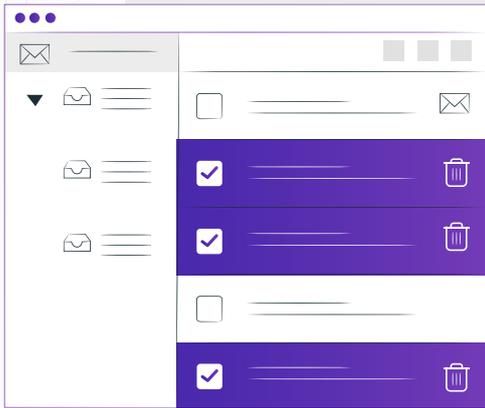


**Private Business entities**  
Data Analytics Providing



**Government offices**  
To promote the mission, government offices employ online means.  
or offering services through government service agencies' online platforms



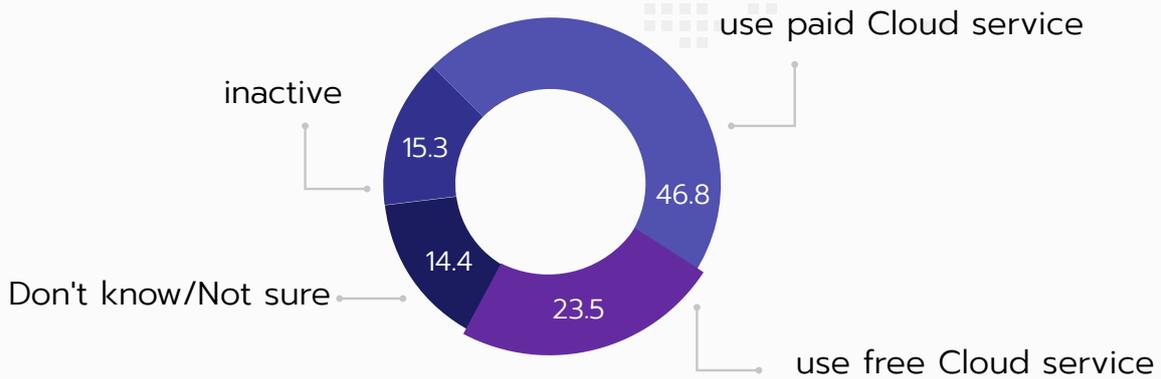


**70.3%**

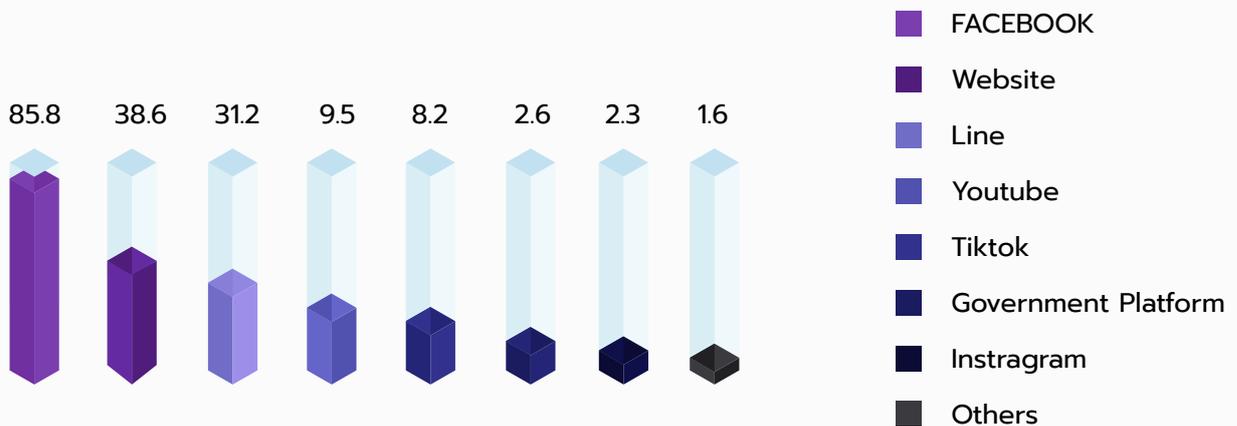
**of business owners**

have purchased or used cloud services, primarily to store electronic files and manage their email systems

**The proportion of purchasing cloud services in percentages**



**Online channel platforms of agencies in percentage**

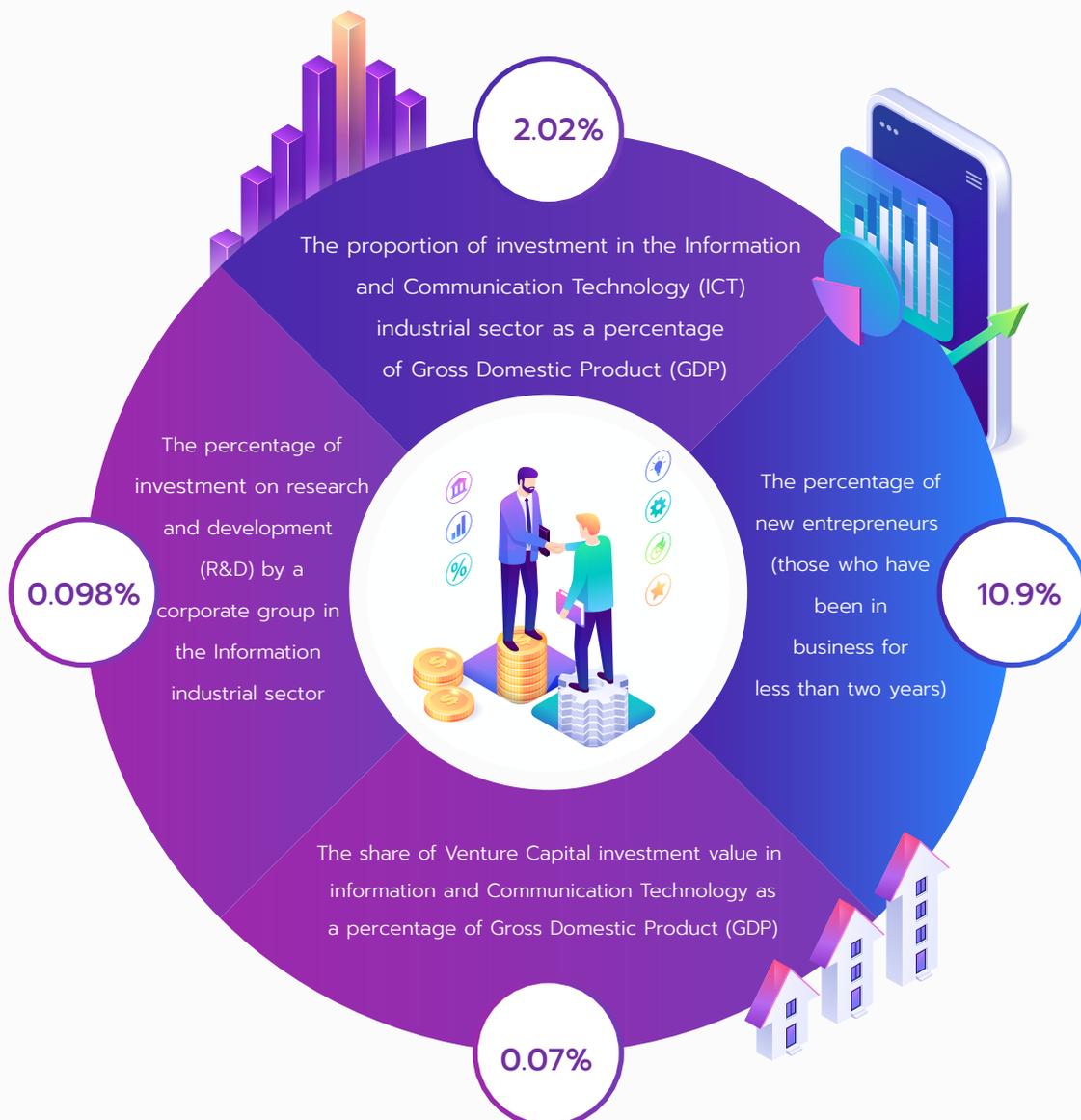


# The results of Thailand Digital Outlook 3rd Phase



## Innovation Dimension

It is a study of the industrial and national potential for supporting industrial development in the digital and information technology industries. It also evaluates the environment and related elements based on the findings of the evaluation and analysis of the indicators. Direct investments in information and communication technology, as well as start-ups, were found to account for a significant share of the total. The number of new entrepreneurs has also risen, indicating the elements that are promoting the growth of the information technology and digital industries. However, an analysis of investment indicators in the information industry's research and development (R&D) indicated that the proportion of investment value declined marginally. This could hinder the development of the innovation.



# The results of Thailand Digital Outlook 3rd Phase

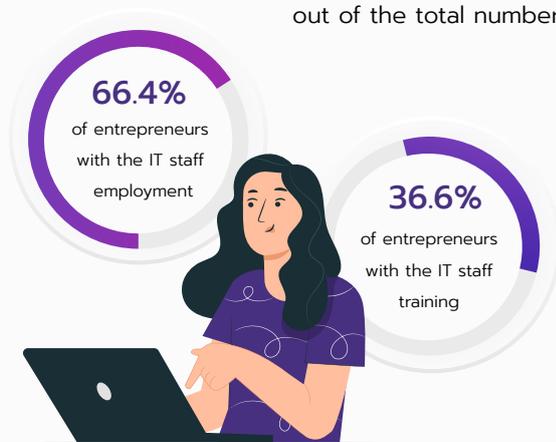


## Jobs Dimension

It is a quantitative assessment of the overall state of the workforce in the digital industry, as well as supporting elements such as skill development implementation and labor market investment. According to the findings of the assessment and analysis of the indicators, the digital industry continues to encounter labor development issues. Many of the indicators in this dimension reflect a decrease in the size of the entire workforce industry, as well as deteriorating labor productivity, which reflects the problem of labor shortages in both quantity and quality, as well as supporting factors such as workers' average salary. The importance of workforce development in the digital economy to satisfy the needs of the fast-growing industry is demonstrated by data from the jobs dimension.

## Private business entities

The **1.15 percentage** of employees who work in information technology out of the total number of employees



Higher education graduates account for **22.39 percent** of all graduates, with science, technology, engineering, and mathematics accounting for **22.39 percent** of all graduates

The proportion of government expenditure on labor market policy implementation to Gross Domestic Product (GDP) is **0.061 percent**

## Primary care units (Schools, Sub-district Health Promoting Hospitals and Community Memorial Hospitals)

**<5%** The proportion of the most IT in departments



The most IT staff are responsible for website maintenance and development

**<10%** The proportion of the most IT staff receiving the training in the primary care units

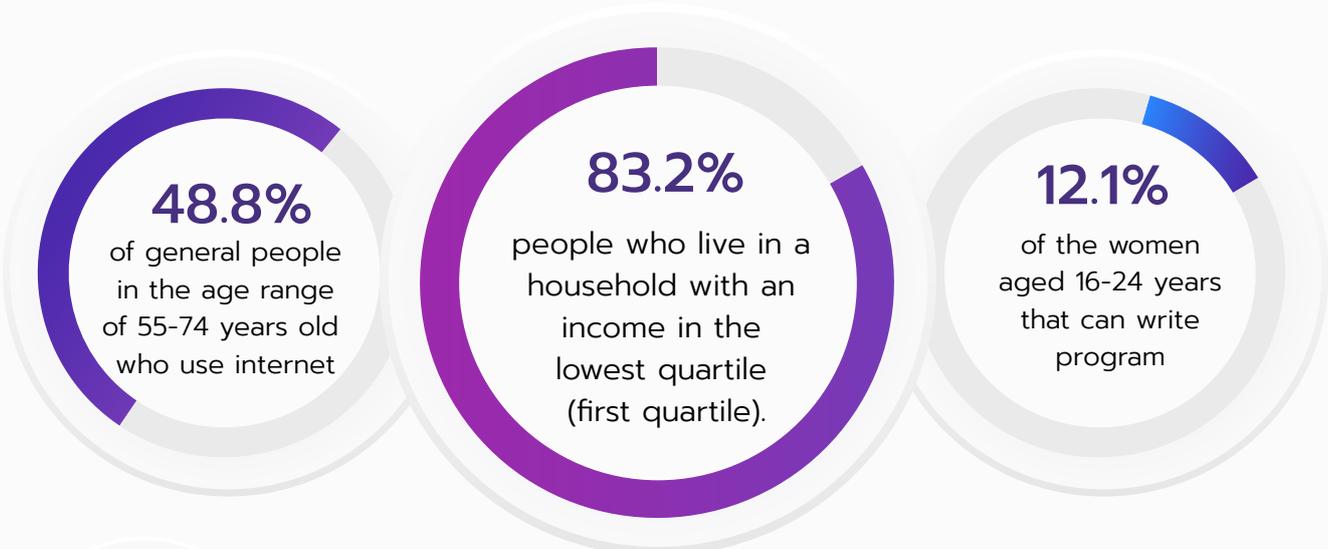


# The results of Thailand Digital Outlook 3rd Phase



## Society Dimension

It is a study of the social conditions surrounding access to and use of information and digital technology, as well as the readiness of society to become a digital society in which everyone in society participates in access to and use of technology (Digital Inclusion) without discrimination based on gender, age, education, or economic status, and reaps the benefits of technology for the entire society. Most indicators showed a greater readiness for a digital society, according to the results of the indicators assessment and analysis, such as a percentage increase in the general population in families with the lowest household income level of 25% (1st quartile) in accessing the internet. The percentage of people who use digital tools for working remotely once or more per week is increasing, as is the readiness for a digital government, but there are some indicators that have decreased the outcomes or still have a low proportion, such as the percentage of people aged 55-74 who use the internet and the proportion of women aged 16-24 who can program



**Students between the ages of 15 and 16** who received a high PISA score in Math, Reading Intelligence, and Science (levels 5 and above) (per total number of students taking PISA assessments)



**kilogram per population**  
The amount of electronic waste generated in the country

# The results of Thailand Digital Outlook 3rd Phase



## Trust Dimension

This is a poll of public and private sector entrepreneurs' trust in the use of technology and the internet. It is rated based on how people use technology and information, as well as their concerns and experiences with technological and informational challenges. Overall, people and entrepreneurs were more confident in using technology and online platforms, according to the assessment and analysis of indicators. The drop in the proportion of online difficulties when consumers are more confident is a contributing element. The entrepreneurs provide the safer and more reliable maintaining to digital systems and online channels. The opportunities for the technology and digital industries to be more growing up will be even higher



### General population

**43.6%** PDPA is a well-known substance

**43.1%**

used to experience the problem in **technology security**



The most safety is **change password.**

**13.6%**

of all internet users will not choose online products/services because of **the concern on product returning**

### Private business entities

**80.5%** knows PDPA

**27.1%**

used to experience the problem in **technology security**



The most safety is using **the authentication system.**



**28.6%**

of business sectors operating in the field of Information Technological security or data protection for company operated by the company employees

### Primary care units

(Schools, Sub-district Health Promoting Hospitals and Community Memorial Hospitals)

Proportion of the government primary care agencies that recognize PDPA

**69.7%**

knows PDPA



**30.3%**

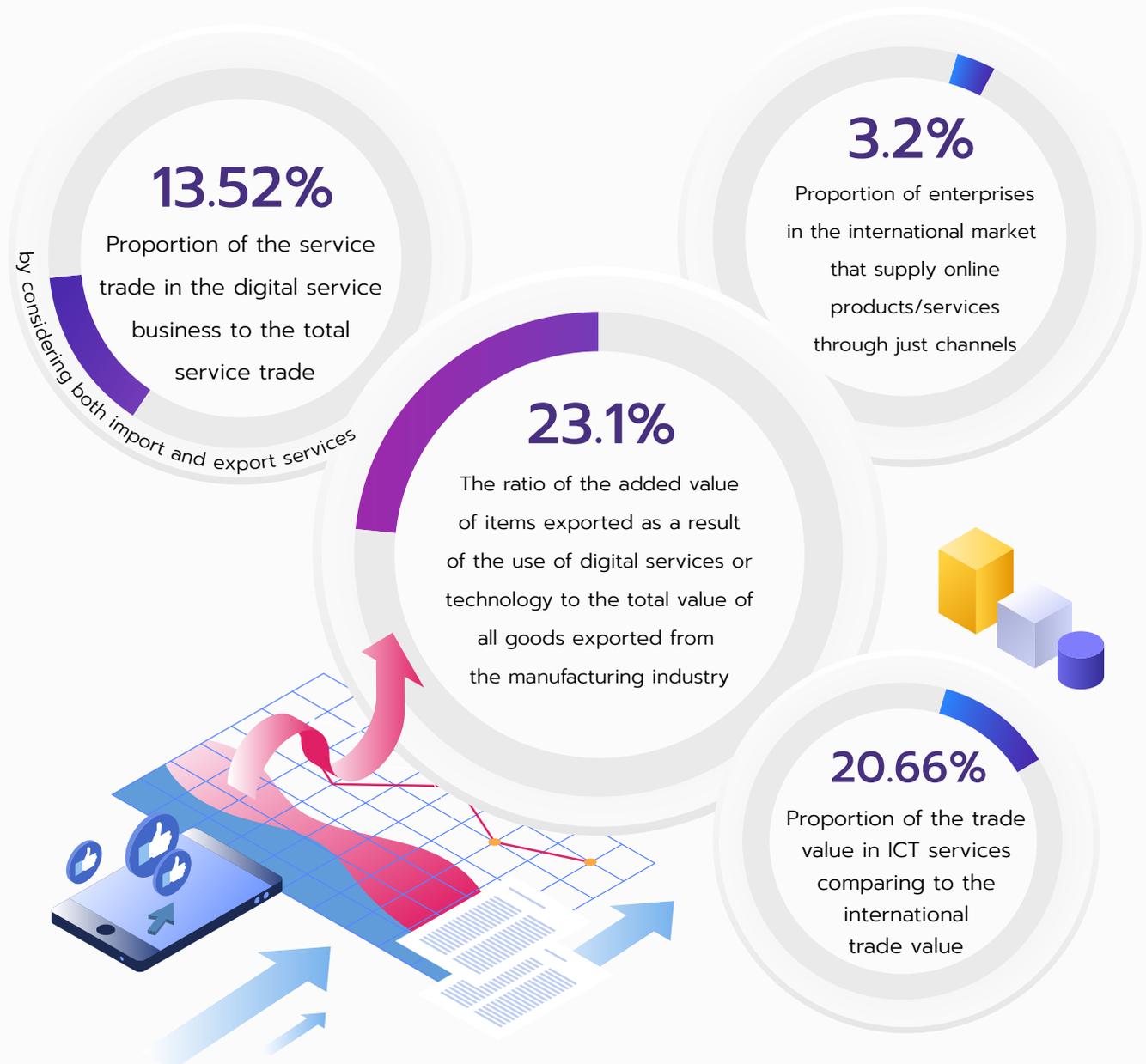
not know PDPA

# The results of Thailand Digital Outlook 3rd Phase



## Market Openness Dimension

It is a measurement of multinational business's competitiveness in terms of distributing products and providing services via online channels while also adding value to the economy. According to the findings of the assessment and analysis of the indicators, the proportion of products and services distributed through online channels in the international market and businesses with digital services is growing, and the proportion of trade value in Information and Communication Technology (ICT) goods and services is also very high when compared to the total value of international trade.

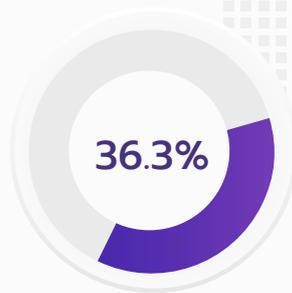


# The results of Thailand Digital Outlook 3rd Phase



## Growth & Well Being Dimension

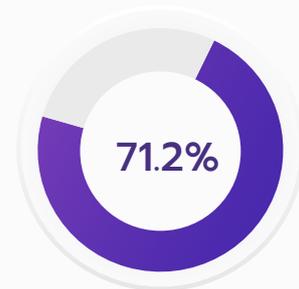
It is a study of social and economic factors as well as the impact of technological use. Overall, the assessment and analysis of the indicators revealed that there were still economic and social issues that needed to be addressed, such as the average annual growth rate in value added in the declining digital sector, which has an impact on quality of life due to the use of technology and the internet in stressful and anxiety patterns. However, there is a tendency toward improvement in terms of usability and dependability, as evidenced by an increase in the usage of digital tools for remote working and a decrease in the percentage of persons who have experienced personal data or privacy breaches.



The average annual growth rate of added value in the digital business sector



Employees who are anxious because they are using a computer spend more than half of their working time on it.

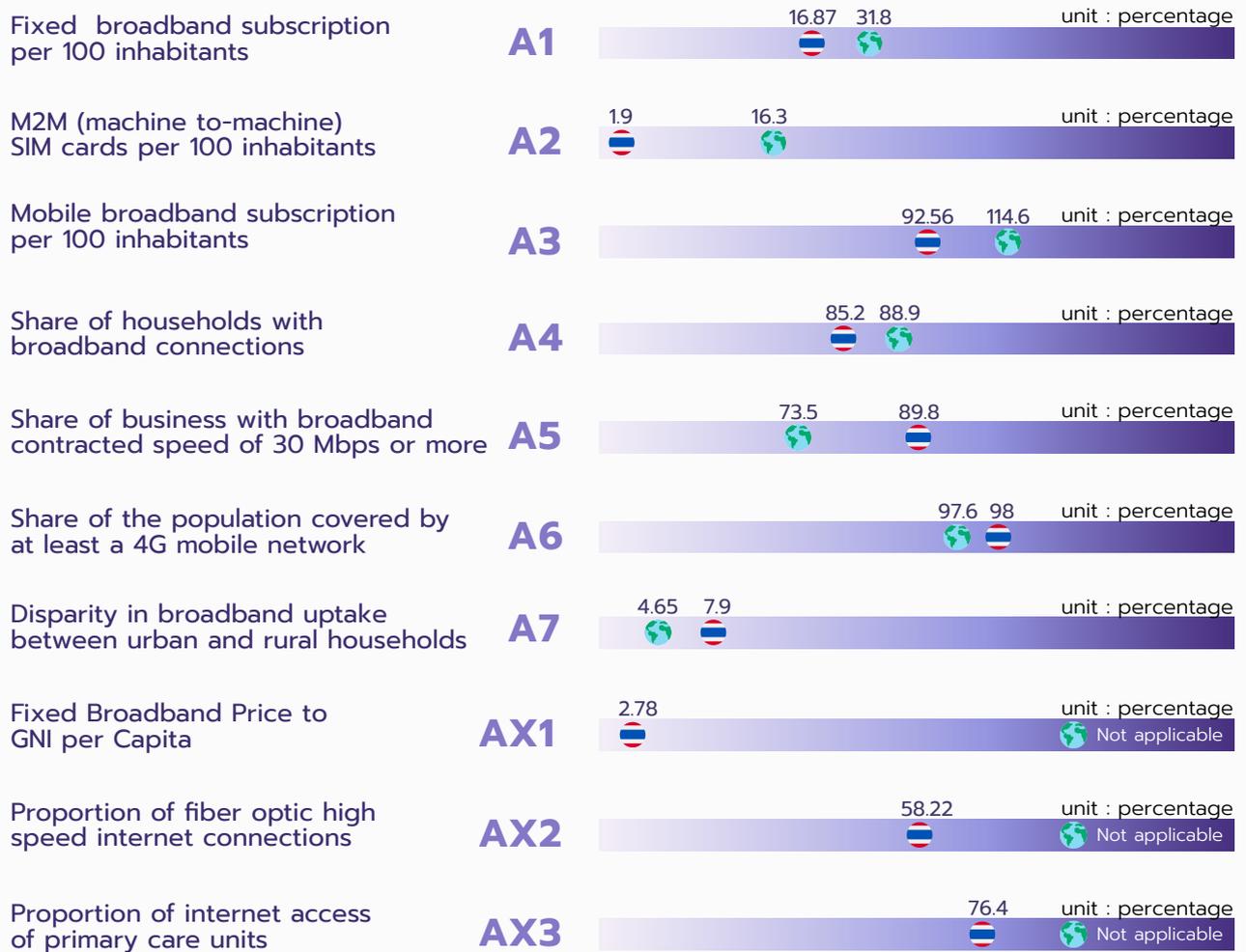


Proportion of students aged 15-16 that are uneasy when they can't connect to the internet

# Summary of Thailand's Digital Development Indicators as of 2021, in accordance to the framework of the OECD compared to an OECD average



## Access Dimension



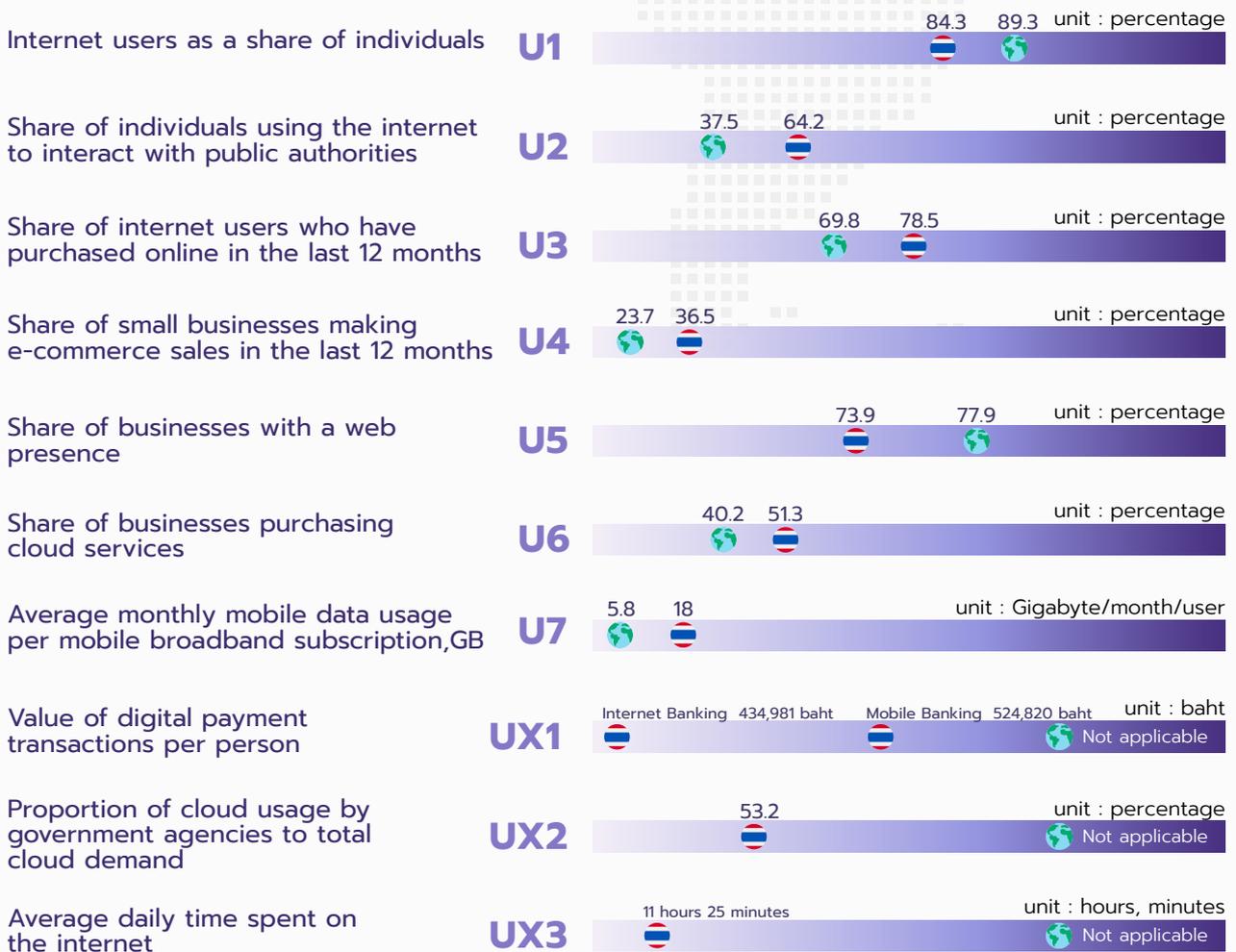
### Indicators ranking of OECD countries



# Summary of Thailand's Digital Development Indicators as of 2021, in accordance to the framework of the OECD compared to an OECD average



## Use Dimension



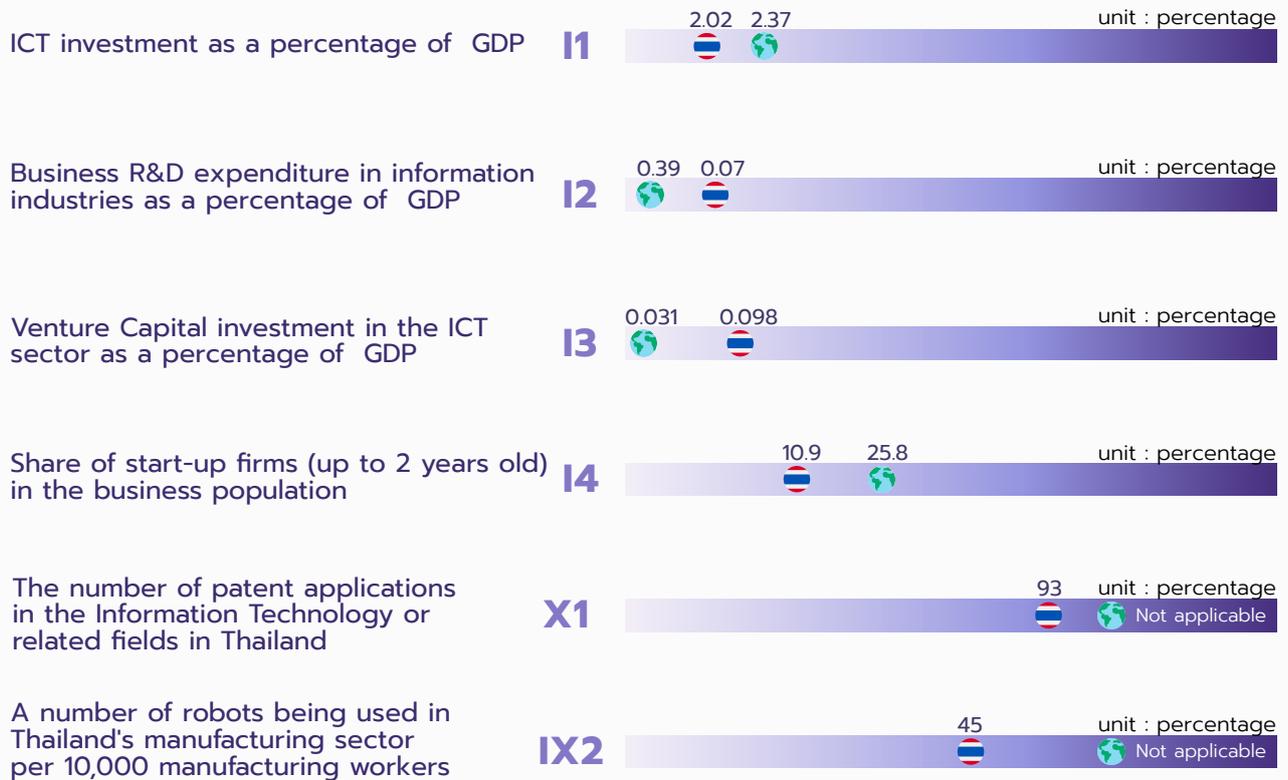
### Indicators ranking of OECD countries



# Summary of Thailand's Digital Development Indicators as of 2021, in accordance to the framework of the OECD compared to an OECD average



## Innovation Dimension



### Indicators ranking of OECD countries



# Summary of Thailand's Digital Development Indicators as of 2021, in accordance to the framework of the OECD compared to an OECD average



## Jobs Dimension

ICT task-intensive jobs as a percentage of total employment



Digital-intensive sectors' share in total employment



Workers receiving employment-based training, as a percentage of total employment



New tertiary graduates in science, technology, engineering and mathematics, as a percentage of new graduates



Public spending on active labour market policies, as a percentage of GDP



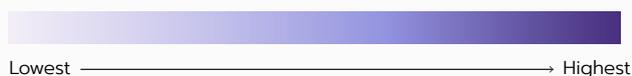
Average wage of ICT specialists



Labor Productivity in Digital-intensive industries



### Indicators ranking of OECD countries



Indicators ranking of Thailand

OECD average

# Summary of Thailand's Digital Development Indicators as of 2021, in accordance to the framework of the OECD compared to an OECD average



## Society Dimension

Percentage of individuals aged 55-74 using the internet



Percentage of individuals who live in households with income in the lowest quartile using the internet



Women as a share of all 16-24 year-olds who can program



Disparity in internet use between men and women



Percentage of individuals who use digital equipment at work that telework from home once a week or more



Top-performing 15-16 year old students in science, mathematics and reading



OECD Digital Government Index



E-waste generated, kilograms per inhabitant



### Indicators ranking of OECD countries



Indicators ranking of Thailand

OECD average

# Summary of Thailand's Digital Development Indicators as of 2021, in accordance to the framework of the OECD compared to an OECD average



## Trust Dimension

Percentage of internet users experiencing abuse of personal information or privacy violations



Percentage of individuals not buying online due to payment security concerns



Percentage of individuals not buying online due to concerns about returning products



Percentage of businesses in which ICT security and data protection tasks are mainly performed by own employees



Health data sharing intensity



## Market Openness Dimension

Share of businesses making e-commerce sales that sell across borders



Digitally-deliverable services as a share of commercial services trade



ICT goods and services as a share of international trade



Digital-intensive services value added embodied in manufacturing exports, as a percentage of manufacturing export value



Indicators ranking of OECD countries



Indicators ranking of Thailand

OECD average



# Results and indicators in digital development of the OECD countries

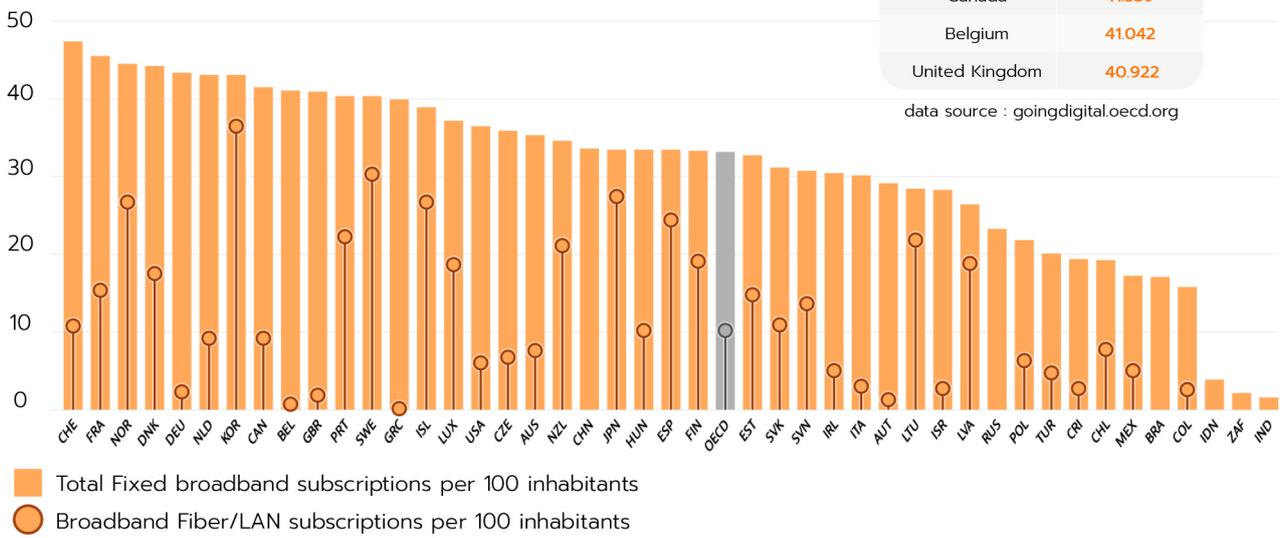
## Access Dimension

### Fixed broadband subscriptions per 100 inhabitants

TOP 10 COUNTRY	VALUE
Switzerland	47.481
France	45.573
Norway	44.562
Denmark	44.221
Germany	43.413
Netherlands	43.145
Korea	43.059
Canada	41.559
Belgium	41.042
United Kingdom	40.922

2020

Subscriptions per 100 inhabitants



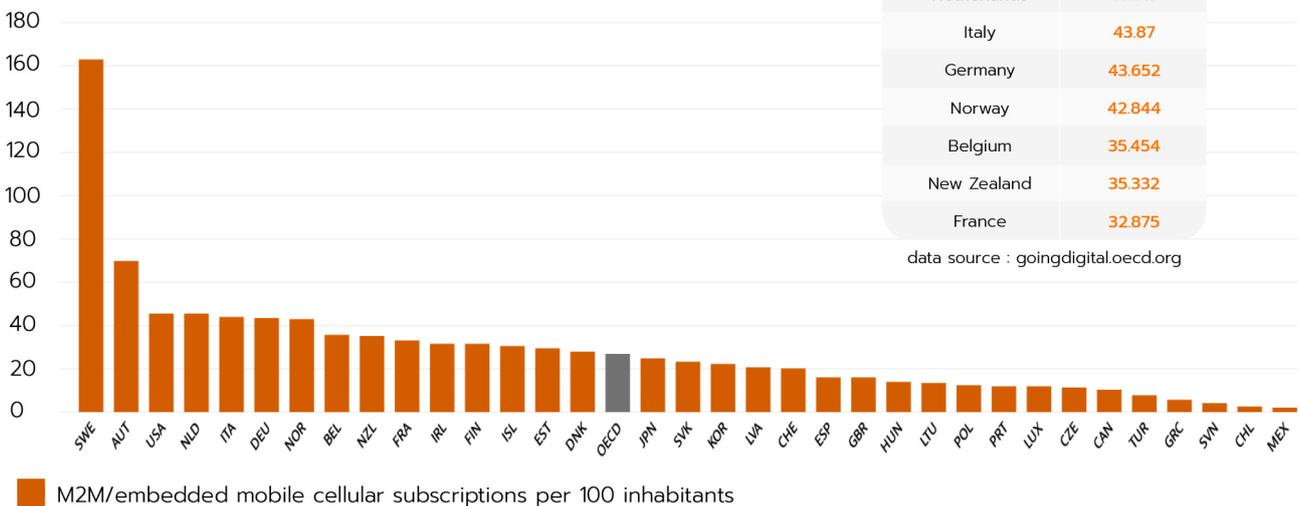
data source : goingdigital.oecd.org

### M2M (machine-to-machine) SIM cards per 100 inhabitants

TOP 10 COUNTRY	VALUE
Sweden	162.983
Austria	69.996
United States	45.434
Netherlands	45.319
Italy	43.87
Germany	43.652
Norway	42.844
Belgium	35.454
New Zealand	35.332
France	32.875

2020

M2M SIM cards per 100 inhabitants



data source : goingdigital.oecd.org

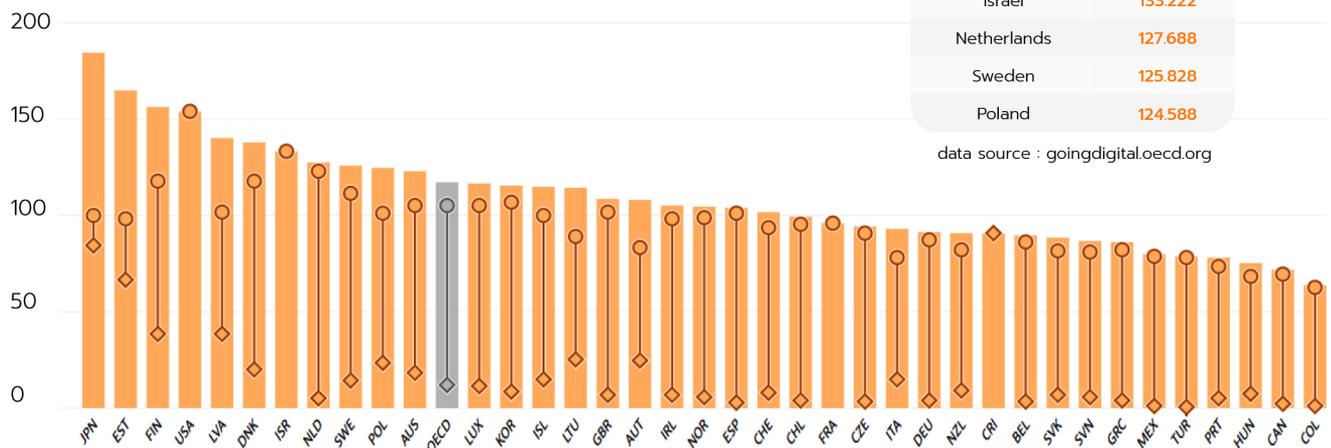
# Results and indicators in digital development of the OECD countries

## Access Dimension

### Mobile broadband subscriptions per 100 inhabitants

2020

Subscriptions per 100 inhabitants



TOP 10 COUNTRY	VALUE
Japan	184.736
Estonia	164.754
Finland	156.055
United States	153.869
Latvia	140.18
Denmark	137.774
Israel	133.222
Netherlands	127.688
Sweden	125.828
Poland	124.588

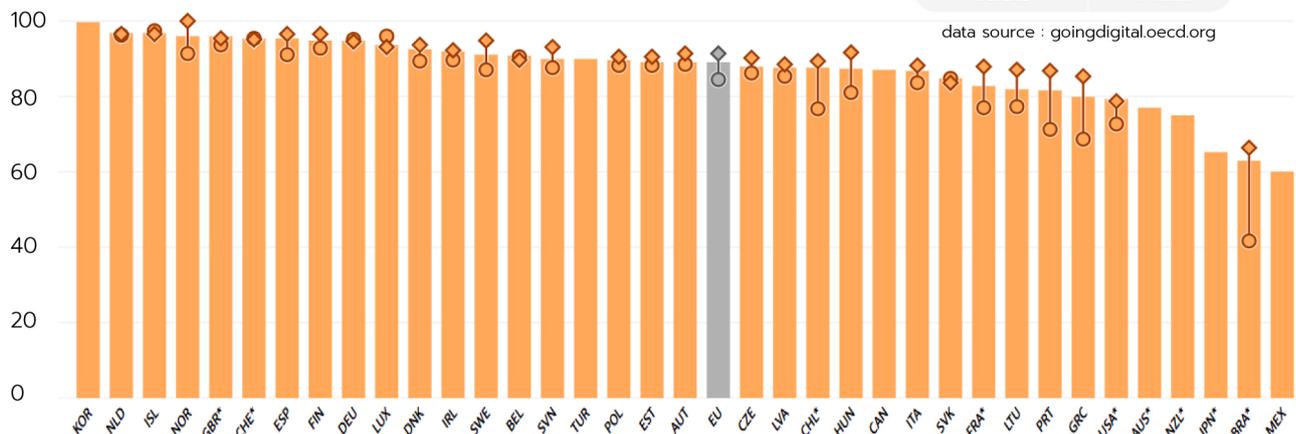
data source : goingdigital.oecd.org

- Total mobile broadband subscriptions per 100 inhabitants
- Data and voice mobile broadband subscriptions per 100 inhabitants
- ◇ Data-only mobile broadband subscriptions per 100 inhabitants

### Share of households with broadband connections

2020

% of households



TOP 10 COUNTRY	VALUE
Korea	99.74851416
Netherlands	96.9534
Iceland	96.7212
Norway	96.0081
Spain	95.2835
Finland	94.8272
Germany	94.8271
Luxembourg	93.5729
Denmark	92.5007
Ireland	91.8229

data source : goingdigital.oecd.org

- All (households)
- Households living in: rural areas
- ◇ Households living in: large urban areas

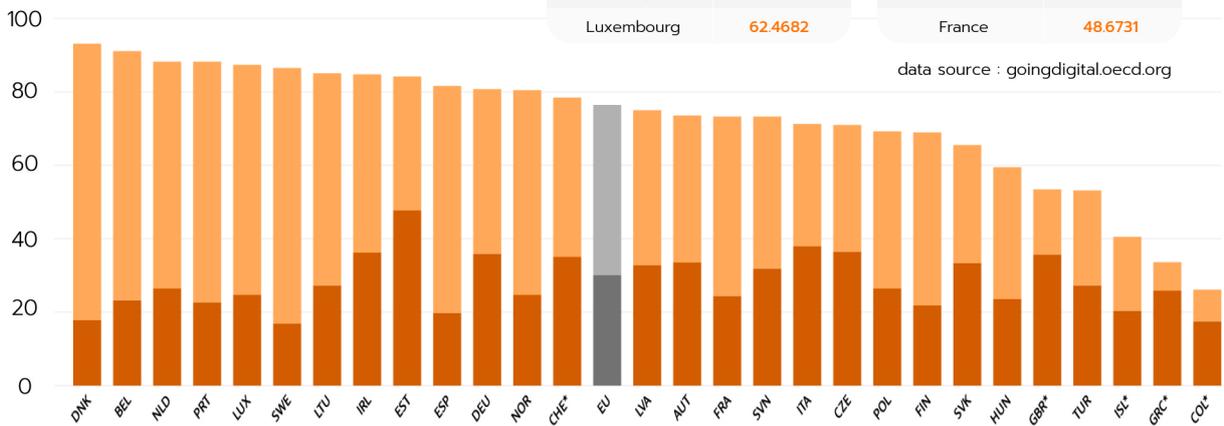
# Results and indicators in digital development of the OECD countries

## Access Dimension

### Share of businesses with broadband contracted speed of 30 Mbps or more

2020

% of businesses

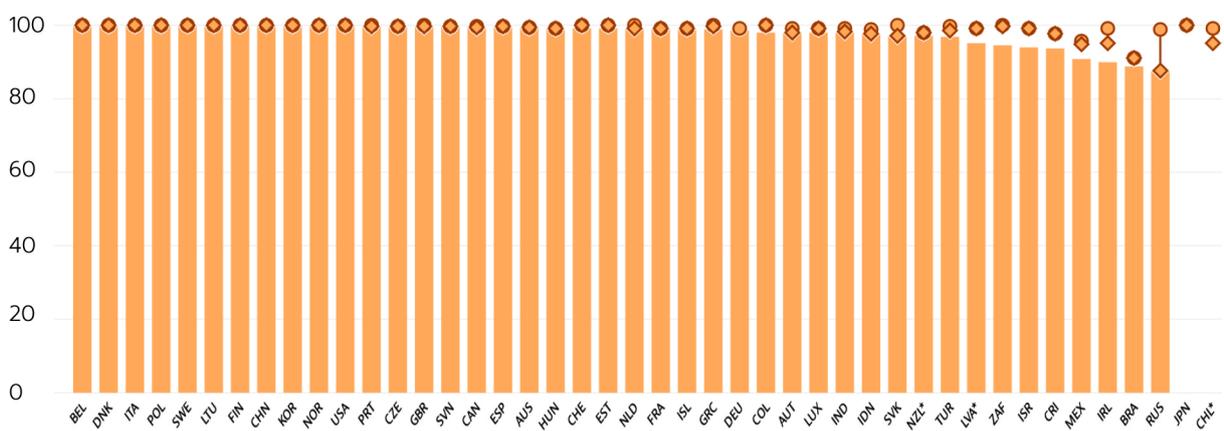


Businesses with a broadband download speed at least: ■ 100 Mbit/s (%) ■ 30 Mbit/s but less than 100 M bit/s (%)

### Share of the population covered by at least a 4G mobile network

2019

% of the population



■ Proportion of population covered by at least 4G  
● Proportion of population covered by at least: ○ 2G ◇ 3G

# Results and indicators in digital development of the OECD countries

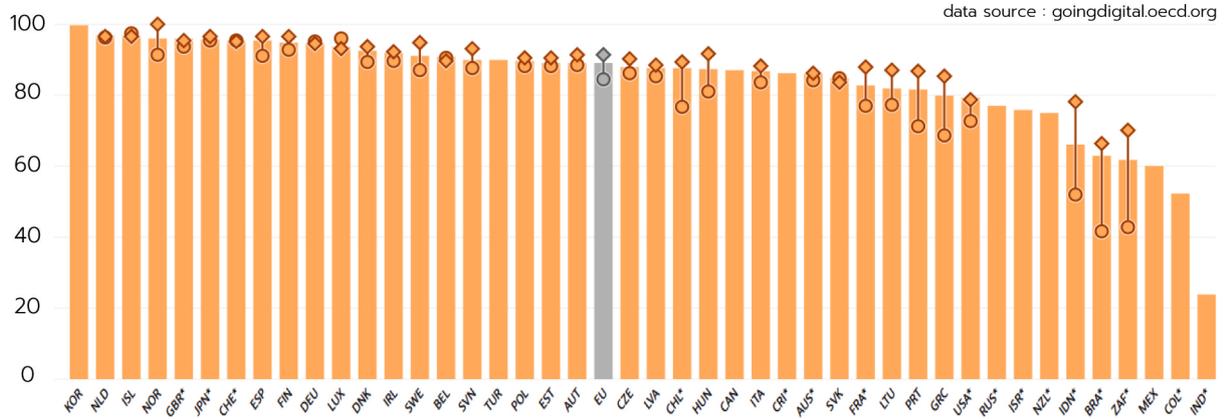
## Access Dimension

### Disparity in broadband uptake between urban and rural households

2020

% of households

TOP 10 COUNTRY	VALUE	TOP 10 COUNTRY	VALUE
Korea	99.74851416	Finland	94.8272
Netherlands	96.9534	Germany	94.8271
Iceland	96.7212	Luxembourg	93.5729
Norway	96.0081	Denmark	92.5007
Spain	95.2835	Ireland	91.8229



■ All (households)  
 Households living in: ○ rural areas ◇ large urban areas

# Results and indicators in digital development of the OECD countries

## Use Dimension

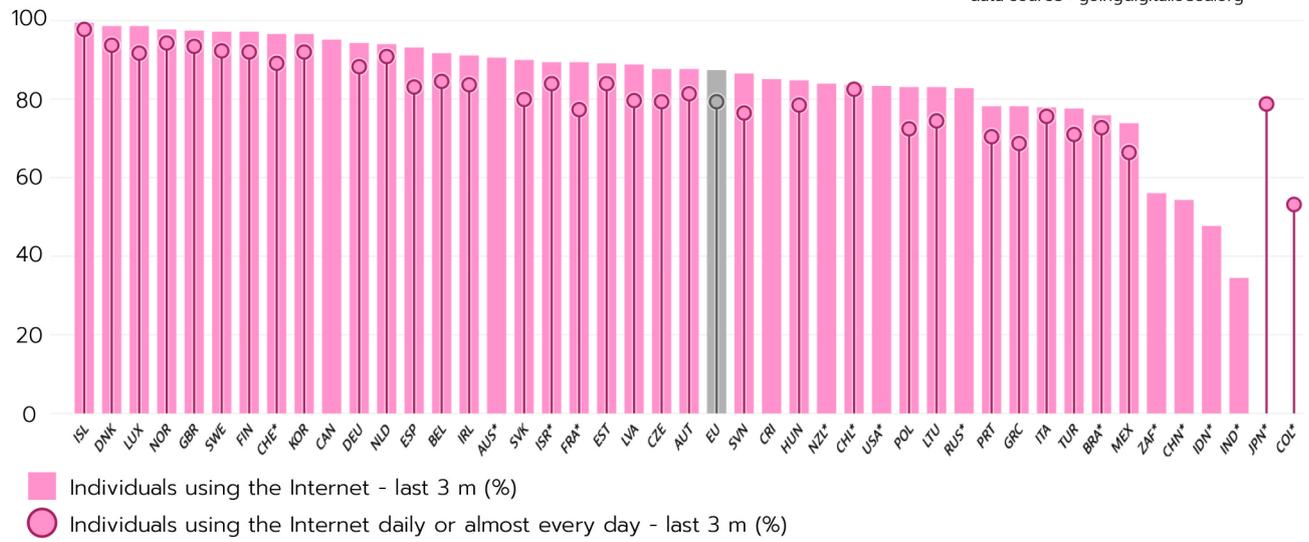
### Internet users as a share of individuals

TOP 10 COUNTRY	VALUE
Iceland	99.0333
Norway	98.3963
Sweden	97.5515
Denmark	97.0633
Switzerland	96.50568
Luxembourg	96.4202
Korea	96.15757971
Netherlands	96.0478
United Kingdom	95.5732
Finland	95.2912

data source : goingdigital.oecd.org

2020

% of individuals



### Share of individuals using the Internet to interact with public authorities

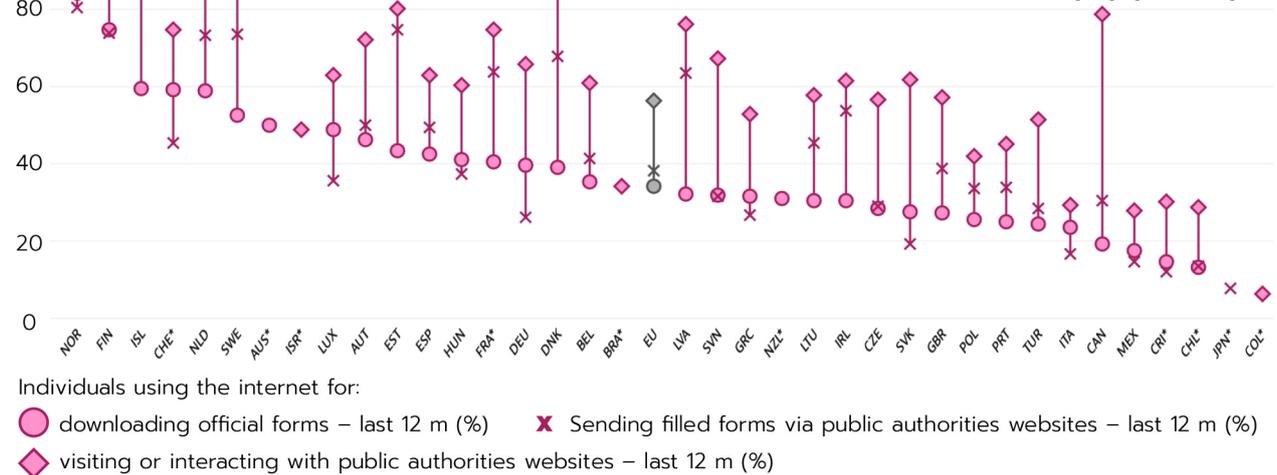
2020

% of individuals

TOP 10 COUNTRY	VALUE
Iceland	93.7087
Norway	91.8857
Denmark	90.6908
Finland	88.2258
Iceland	86.5803

TOP 10 COUNTRY	VALUE
Netherlands	86.1341
Sweden	85.7027
Norway	84.1613
Norway	80.5035
Estonia	80.2947

data source : goingdigital.oecd.org



# Results and indicators in digital development of the OECD countries

## Use Dimension

### Share of Internet users who have purchased online in the last 12 months

2020

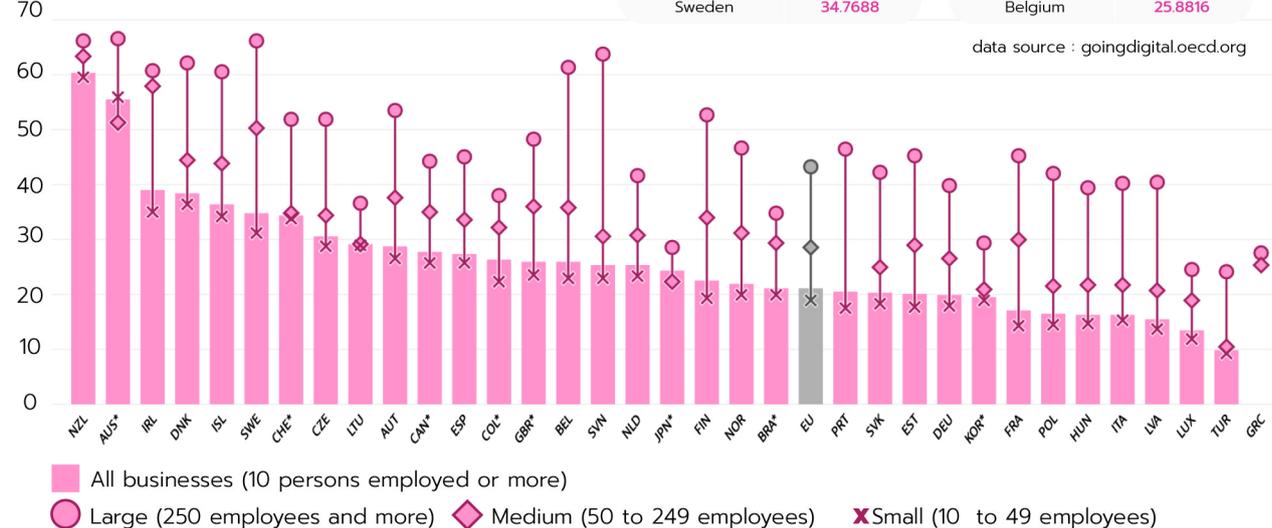
% of internet users



### Share of small businesses making e-commerce sales in the last 12 months

2020

% of businesses



# Results and indicators in digital development of the OECD countries

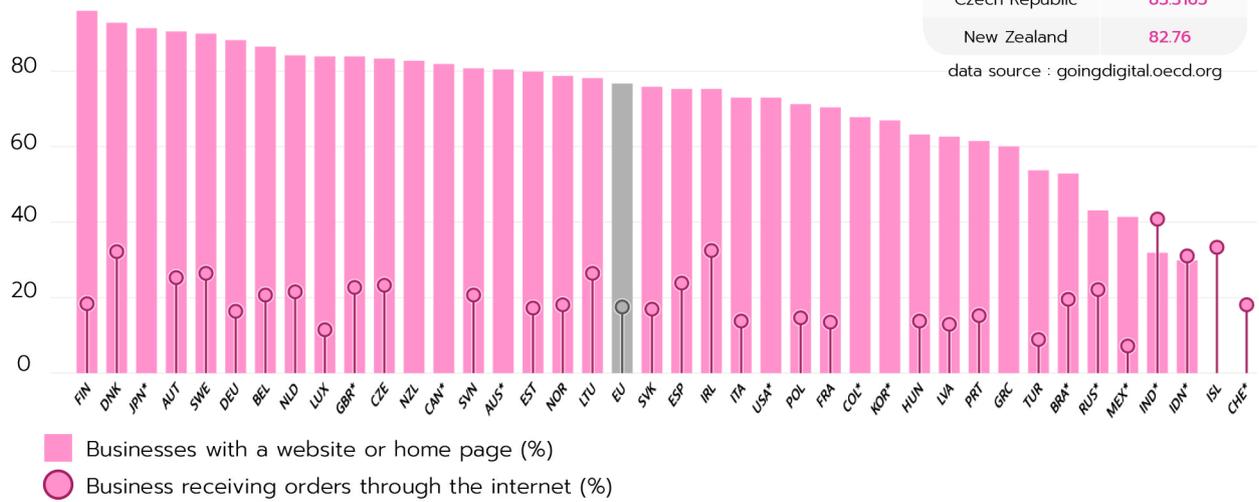
## Use Dimension

### Share of businesses with a web presence

2020

% of businesses

100



TOP 10 COUNTRY	VALUE
Finland	95.9196
Denmark	92.7669
Austria	90.4229
Sweden	90.0491
Germany	88.3468
Belgium	86.6194
Netherlands	84.1399
Luxembourg	83.9826
Czech Republic	83.3165
New Zealand	82.76

data source : goingdigital.oecd.org

### Share of businesses purchasing cloud services

2020

% of businesses

100



TOP 10 COUNTRY	VALUE
Finland	75.4878
Sweden	69.5064
Denmark	66.8984
Norway	63.7276
Italy	59.1428

TOP 10 COUNTRY	VALUE
Estonia	56.3223
Belgium	53.2342
Netherlands	52.5061
Ireland	50.9
Slovenia	38.6035

data source : goingdigital.oecd.org

# Results and indicators in digital development of the OECD countries

## Use Dimension

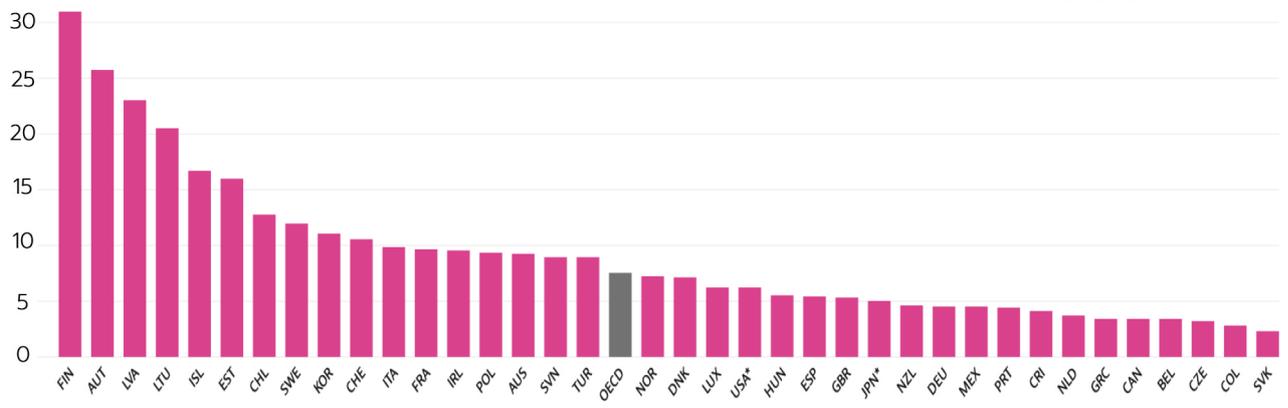
### Average monthly mobile data usage per mobile broadband subscription, GB

2020

GB per month

TOP 10 COUNTRY	VALUE	TOP 10 COUNTRY	VALUE
Finland	30.988	Estonia	15.997
Austria	25.748	Chile	12.751
Latvia	23.006	Sweden	11.99
Lithuania	20.535	Korea	11.048
Iceland	16.7	Switzerland	10.522

data source : goingdigital.oecd.org



■ Mobile data usage per mobile broadband subscription, GB per month

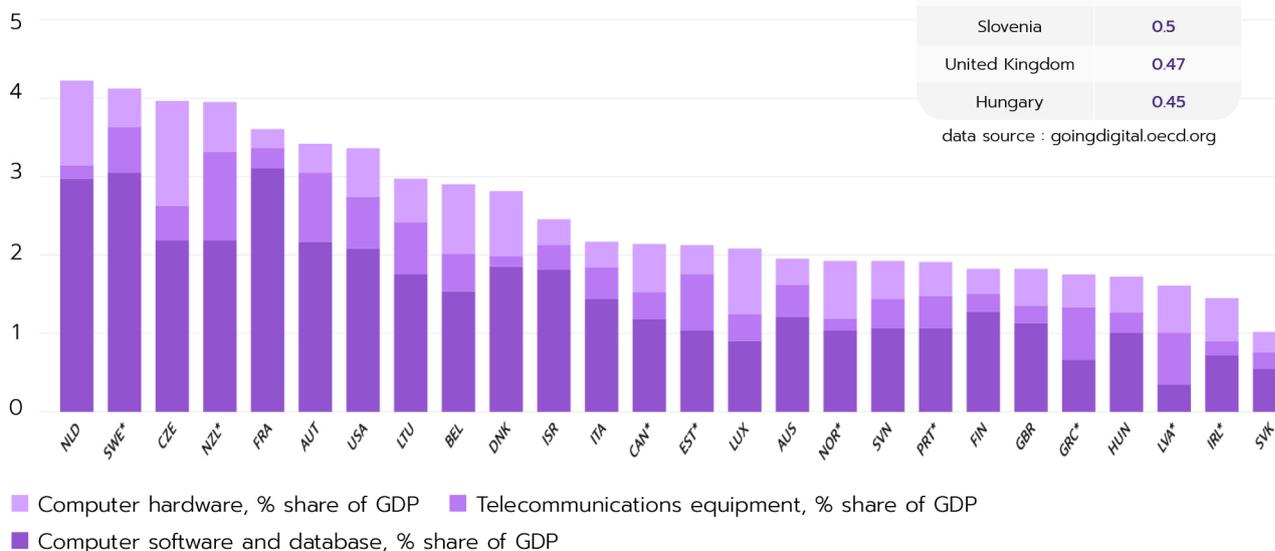
# Results and indicators in digital development of the OECD countries

## Innovation Dimension

### ICT investment as a percentage of GDP

2017

% of GDP



TOP 10 COUNTRY	VALUE
Czech Republic	1.33
Netherlands	1.08
Belgium	0.89
Denmark	0.84
Luxembourg	0.84
United States	0.61
Lithuania	0.56
Slovenia	0.5
United Kingdom	0.47
Hungary	0.45

### Business R&D expenditure in information industries as a percentage of GDP

2019

% of GDP



TOP 10 COUNTRY	VALUE
Israel	2.420774
Korea	2.035326
United States	0.9410553
Finland	0.7493924
Japan	0.6060364

TOP 10 COUNTRY	VALUE
Iceland	0.3647422
Germany	0.3540628
Norway	0.3476237
Estonia	0.3149866
Czech Republic	0.2908452

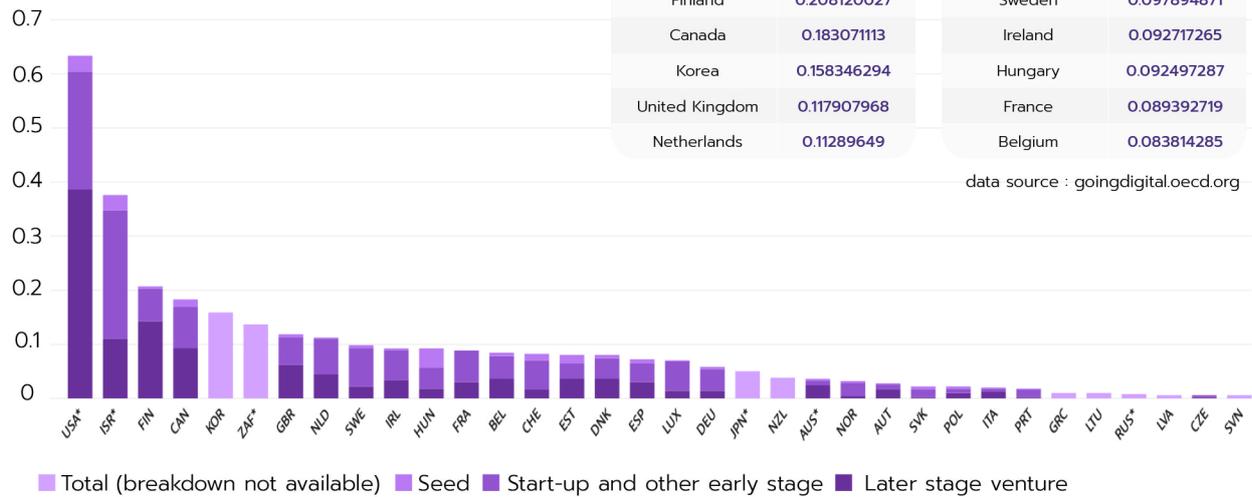
# Results and indicators in digital development of the OECD countries

## Innovation Dimension

### Venture capital investment in the ICT sector as a percentage of GDP

2020

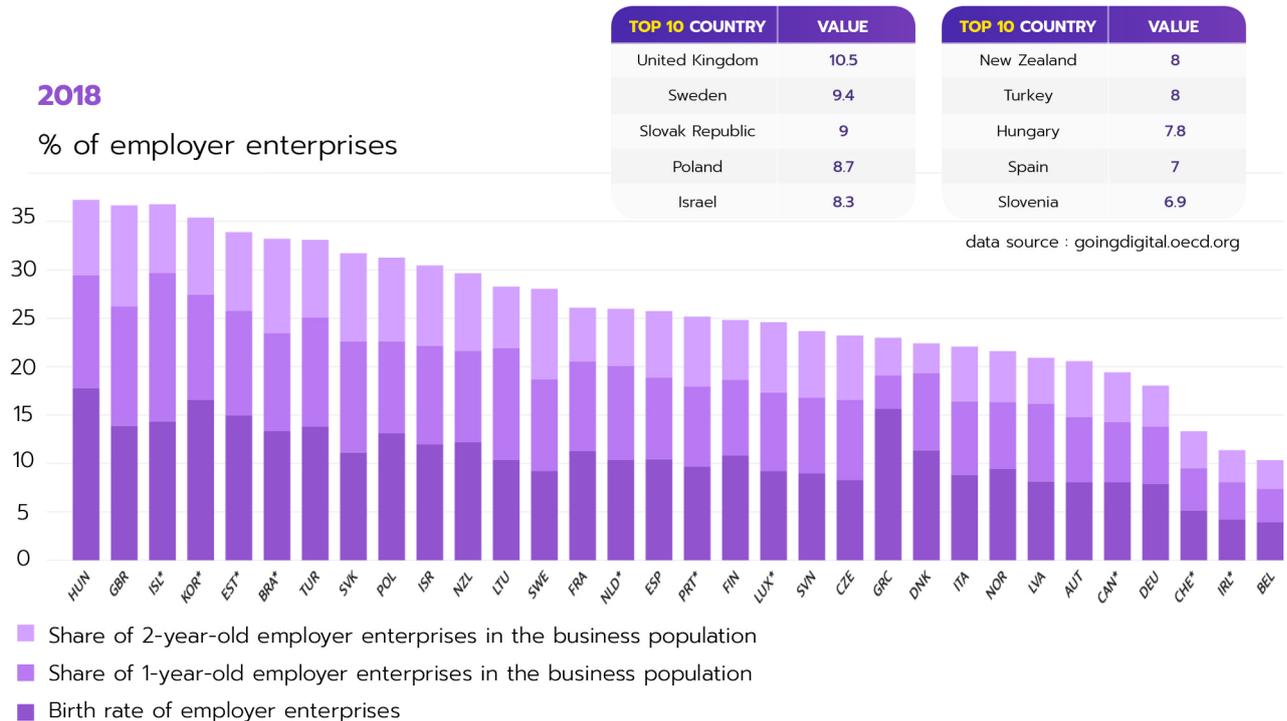
% of GDP



### Share of start-up firms (up to 2 years old) in the business population

2018

% of employer enterprises



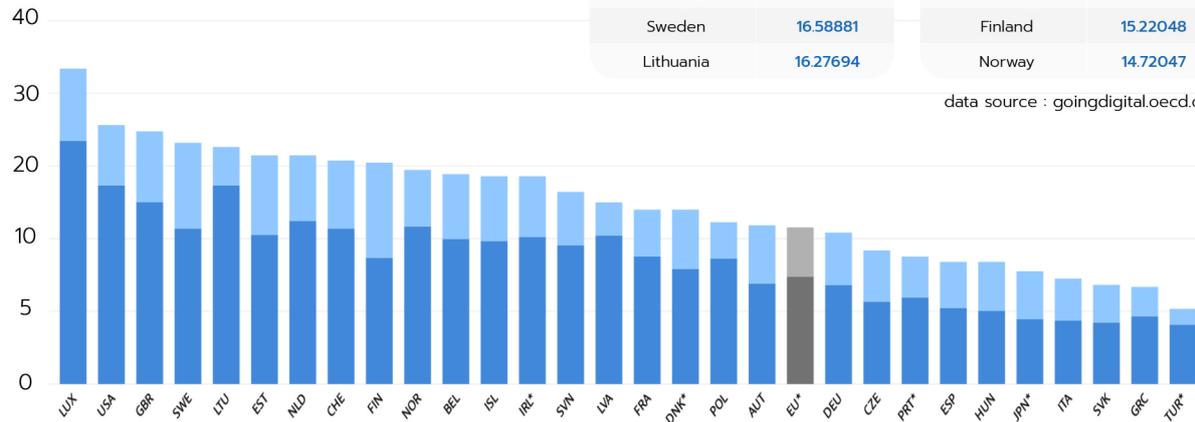
# Results and indicators in digital development of the OECD countries

## Jobs Dimension

### ICT task-intensive jobs as a percentage of total employment

2017

% of jobs



TOP 10 COUNTRY	VALUE
Luxembourg	21.68519
United States	17.8225
United Kingdom	17.392
Sweden	16.58881
Lithuania	16.27694

TOP 10 COUNTRY	VALUE
Estonia	15.76142
Netherlands	15.73361
Switzerland	15.37265
Finland	15.22048
Norway	14.72047

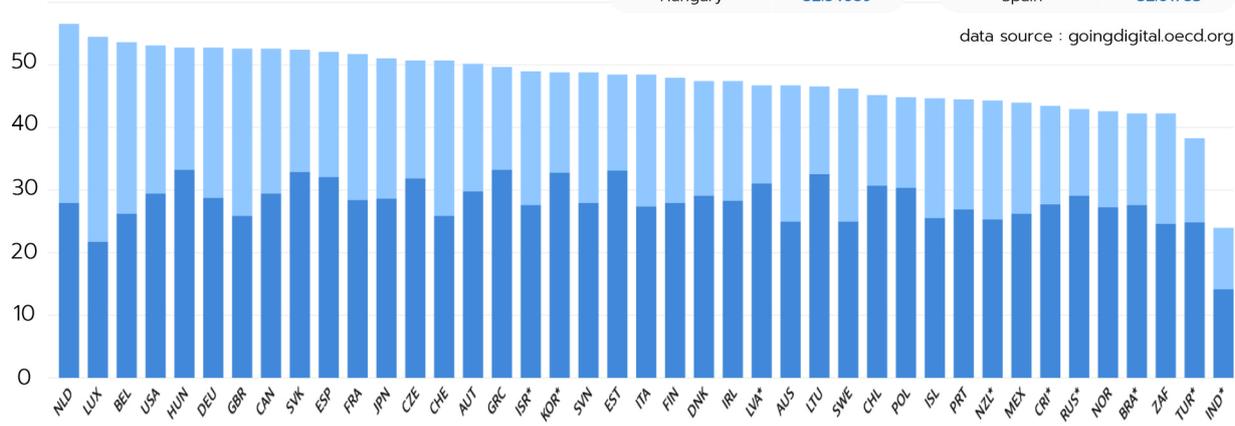
data source : goingdigital.oecd.org

- Specialist (ISCO-08: 133+215+251+252+351+352+742)
- Other ICT-intensive (ISCO-08: 121+122,134+,211+,216+,231+,241+,242+243)

### Digital-intensive sectors' share in total employment

2016

% of jobs



TOP 10 COUNTRY	VALUE
Netherlands	56.5105
Luxembourg	54.39771
Belgium	53.57978
United States	53.11909
Hungary	52.84689

TOP 10 COUNTRY	VALUE
Germany	52.81498
United Kingdom	52.59539
Canada	52.53335
Slovak Republic	52.42137
Spain	52.01783

data source : goingdigital.oecd.org

- High digital-intensive industries
- Medium-high digital-intensive industries

# Results and indicators in digital development of the OECD countries

## Jobs Dimension

### Workers receiving employment-based training, as a percentage of total employment

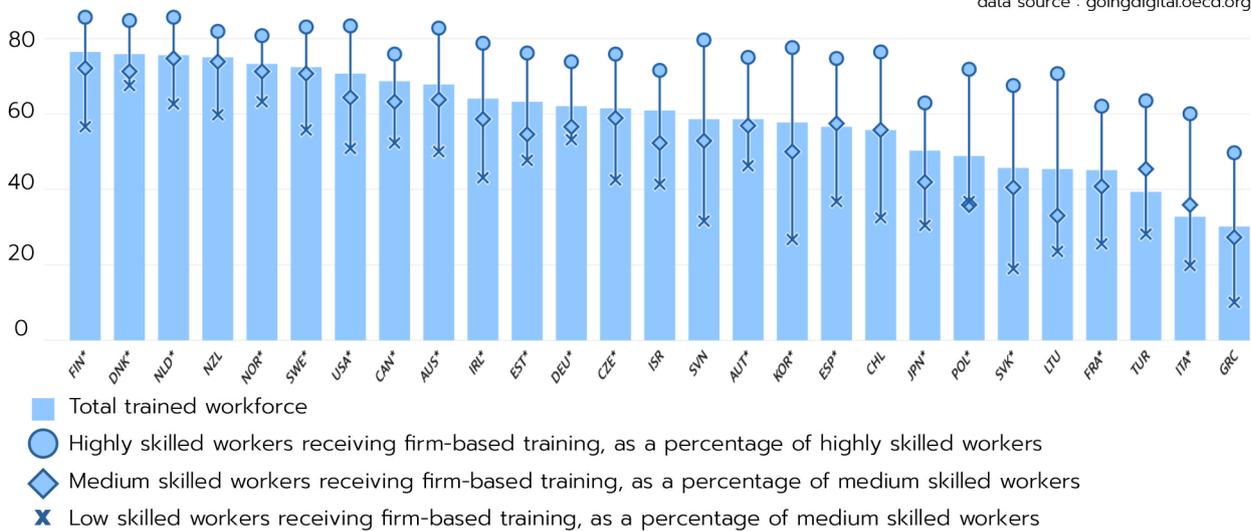
2015

% of workers

TOP 10 COUNTRY	VALUE
Finland	76.38
Denmark	75.87
Netherlands	75.56
Norway	73.22
Sweden	72.42

TOP 10 COUNTRY	VALUE
United States	70.69
Canada	68.55
Australia	67.81
Ireland	64.1
Estonia	63.3

data source : goingdigital.oecd.org



### New tertiary graduates in science, technology, engineering and mathematics, as a percentage of new graduates

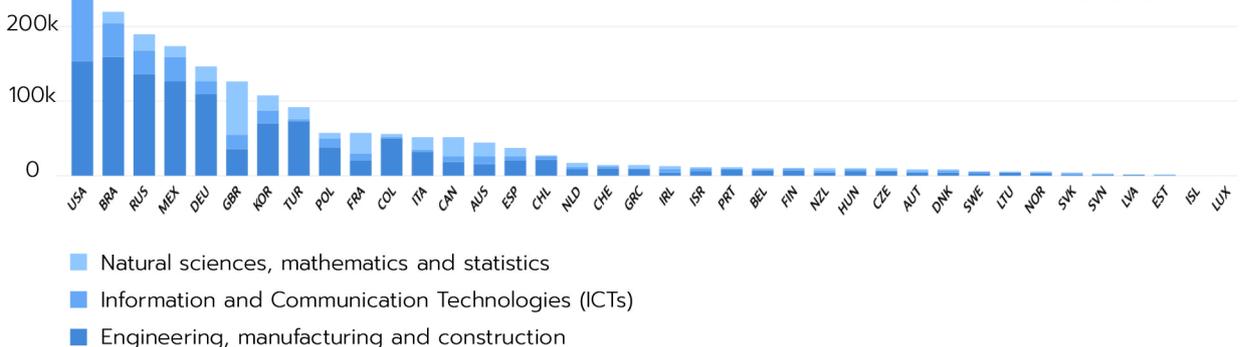
2019

Graduates

TOP 10 COUNTRY	VALUE
United States	2014860
Brazil	1250076
Mexico	648114
Japan	567374
Turkey	468640

TOP 10 COUNTRY	VALUE
United Kingdom	431820
Germany	391905
Korea	344253
Poland	302479
France	267960

data source : goingdigital.oecd.org



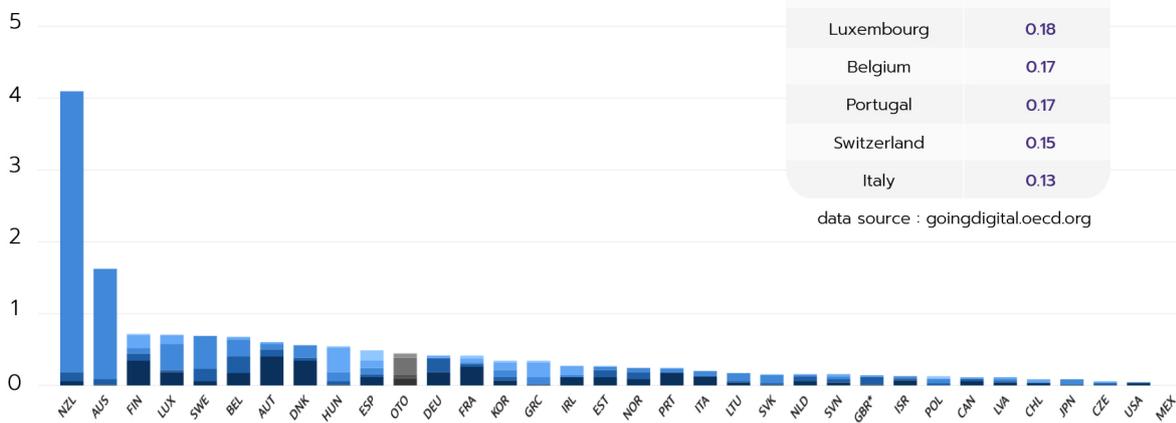
# Results and indicators in digital development of the OECD countries

## Jobs Dimension

### Public spending on active labour market policies, as a percentage of GDP

2019

% of GDP



TOP 10 COUNTRY	VALUE
Austria	0.4
Denmark	0.35
Finland	0.35
France	0.26
Germany	0.18
Luxembourg	0.18
Belgium	0.17
Portugal	0.17
Switzerland	0.15
Italy	0.13

data source : goingdigital.oecd.org

- Start-up incentives
- Direct job creation
- Employment incentives
- Placement and related services
- Training

# Results and indicators in digital development of the OECD countries

## Society Dimension

### Percentage of individuals aged 55-74 using the Internet

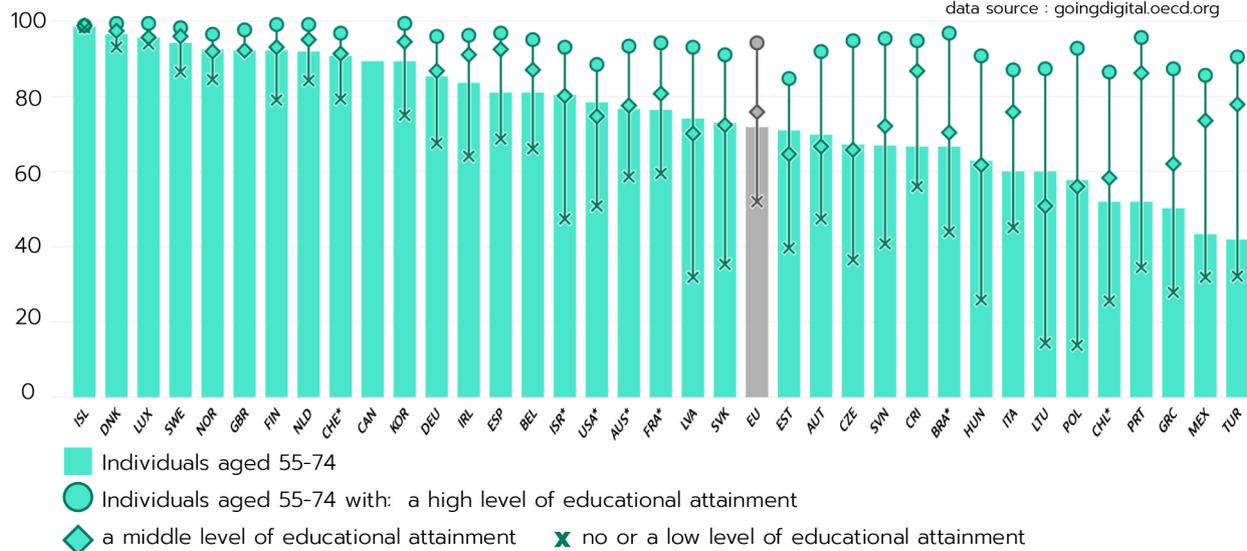
2019

% of individuals

TOP 10 COUNTRY	VALUE
Iceland	98.6653
Denmark	96.4874
Luxembourg	95.7788
Sweden	94.1263
Norway	92.6333

TOP 10 COUNTRY	VALUE
United Kingdom	92.2949
Finland	92.2241
Netherlands	91.9205
Canada	89.5
Korea	89.22946247

data source : goingdigital.oecd.org



### Percentage of individuals who live in households with income in the lowest quartile who use the Internet

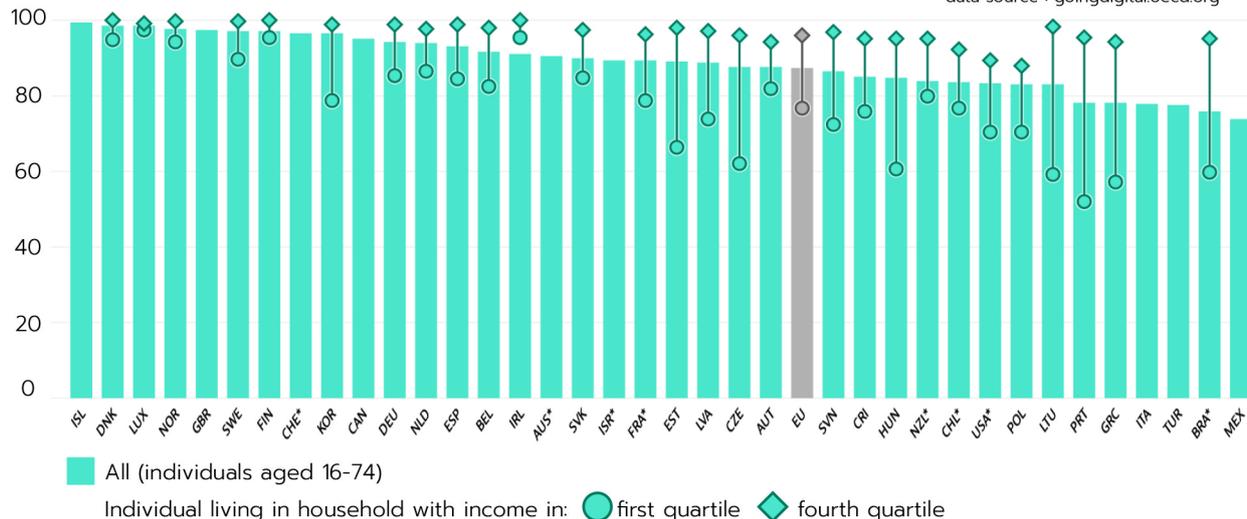
2020

% of individuals

TOP 10 COUNTRY	VALUE
Iceland	99.4731
Denmark	98.661
Luxembourg	98.4596
Norway	97.6195
United Kingdom	97.3206

TOP 10 COUNTRY	VALUE
Sweden	97.0802
Finland	96.9953
Korea	96.50506035
Canada	95.1
Germany	94.2999

data source : goingdigital.oecd.org



# Results and indicators in digital development of the OECD countries

## Society Dimension

### Women as a share of all 16-24 year-olds who can program

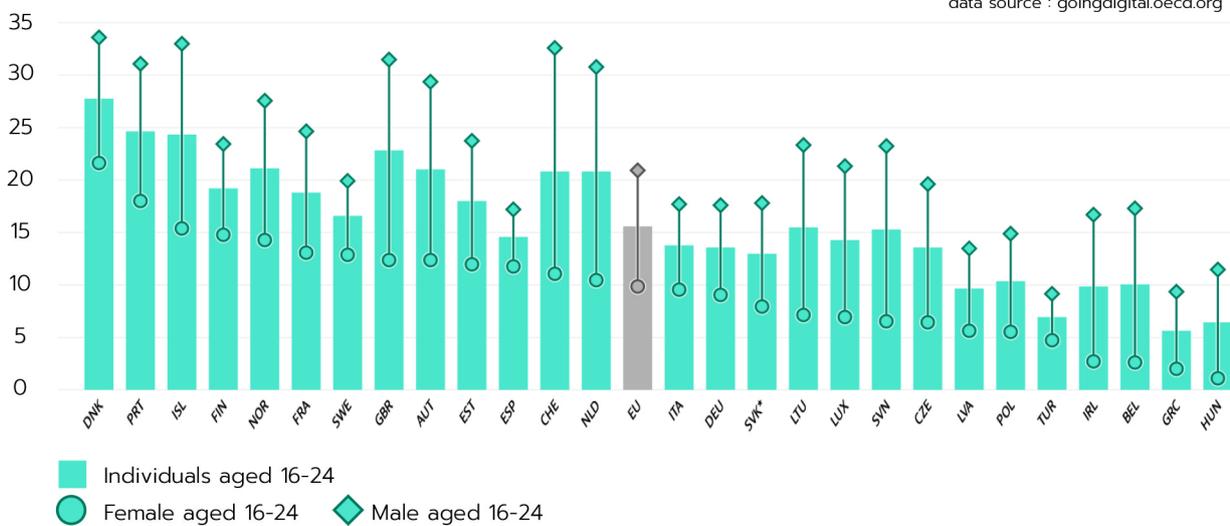
2019

% of each age and gender group

TOP 10 COUNTRY	VALUE
Denmark	21.66832
Portugal	17.99922
Iceland	15.36419
Finland	14.81812
Norway	14.28571

TOP 10 COUNTRY	VALUE
France	13.06966
Sweden	12.86003
United Kingdom	12.4069
Austria	12.37322
Estonia	11.97687

data source : goingdigital.oecd.org



### Disparity in Internet use between men and women

2020

% of each age and gender group

TOP 10 COUNTRY	VALUE
Iceland	99.4731
Denmark	98.8199
Luxembourg	98.5397
Norway	98.0589
United Kingdom	97.7598

TOP 10 COUNTRY	VALUE
Sweden	97.4608
Finland	97.1741
Korea	96.54318764
Germany	95.0458
Netherlands	94.9757

data source : goingdigital.oecd.org



# Results and indicators in digital development of the OECD countries

## Society Dimension

Percentage of individuals who use digital equipment at work that telework from home once a week or more

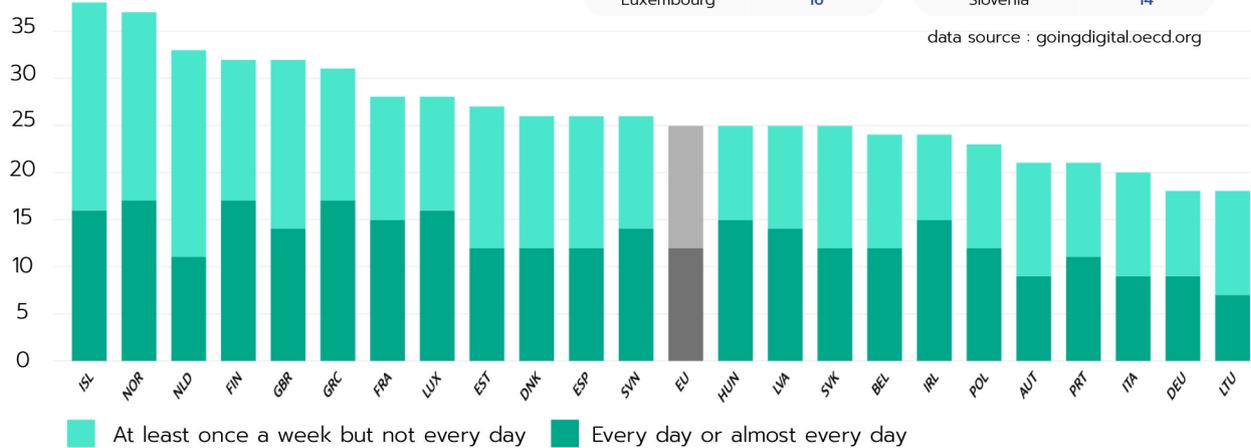
2019

% of each age and gender group

TOP 10 COUNTRY	VALUE
Finland	17
Greece	17
Norway	17
Iceland	16
Luxembourg	16

TOP 10 COUNTRY	VALUE
France	15
Hungary	15
Ireland	15
Latvia	14
Slovenia	14

data source : goingdigital.oecd.org



## Top-performing 15-16 year old students in science, mathematics and reading

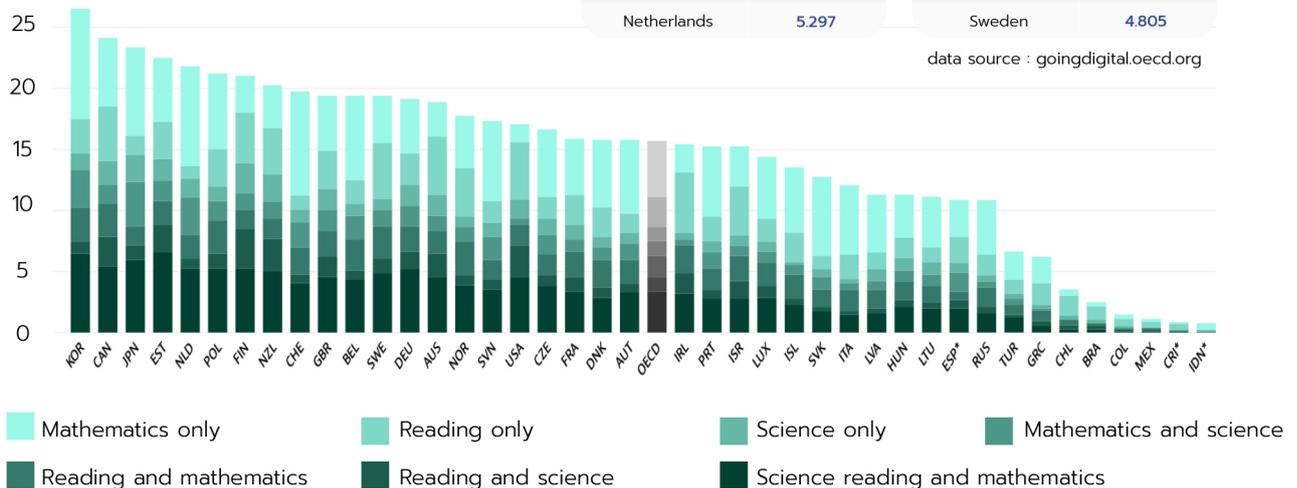
2017

% of students aged 15-16

TOP 10 COUNTRY	VALUE
Estonia	6.573
Korea	6.433
Japan	5.941
Canada	5.452
Netherlands	5.297

TOP 10 COUNTRY	VALUE
Poland	5.292
Finland	5.222
Germany	5.133
New Zealand	5.015
Sweden	4.805

data source : goingdigital.oecd.org



# Results and indicators in digital development of the OECD countries

## Society Dimension

### OECD Digital Government Index

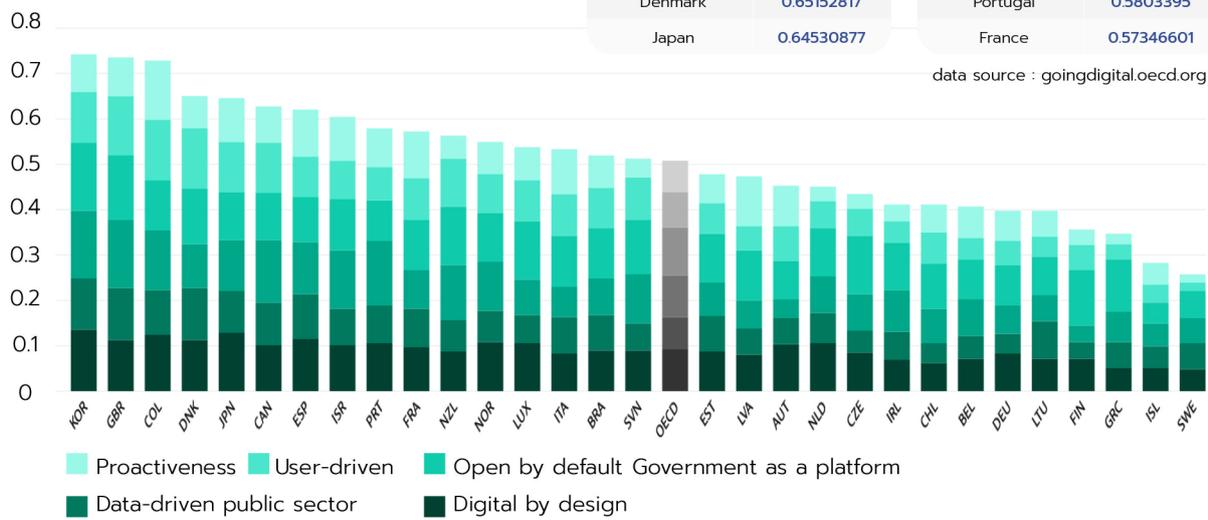
2019

Index: 1=highest digital government maturity

TOP 10 COUNTRY	VALUE
Korea	0.74213008
United Kingdom	0.73583099
Colombia	0.72884817
Denmark	0.65152817
Japan	0.64530877

TOP 10 COUNTRY	VALUE
Canada	0.62864566
Spain	0.62131866
Israel	0.60423166
Portugal	0.5803395
France	0.57346601

data source : goingdigital.oecd.org



### E-waste generated, kilograms per inhabitant

2019

Kg

TOP 10 COUNTRY	VALUE
Norway	26
United Kingdom	23.9
Switzerland	23.4
Denmark	22.4
Australia	21.700001

TOP 10 COUNTRY	VALUE
Netherlands	21.6
Iceland	21.4
France	21
United States	21
Belgium	20.4

data source : goingdigital.oecd.org



- E-waste generated; kg per capita
- E-waste recycled or reused; kg per capita

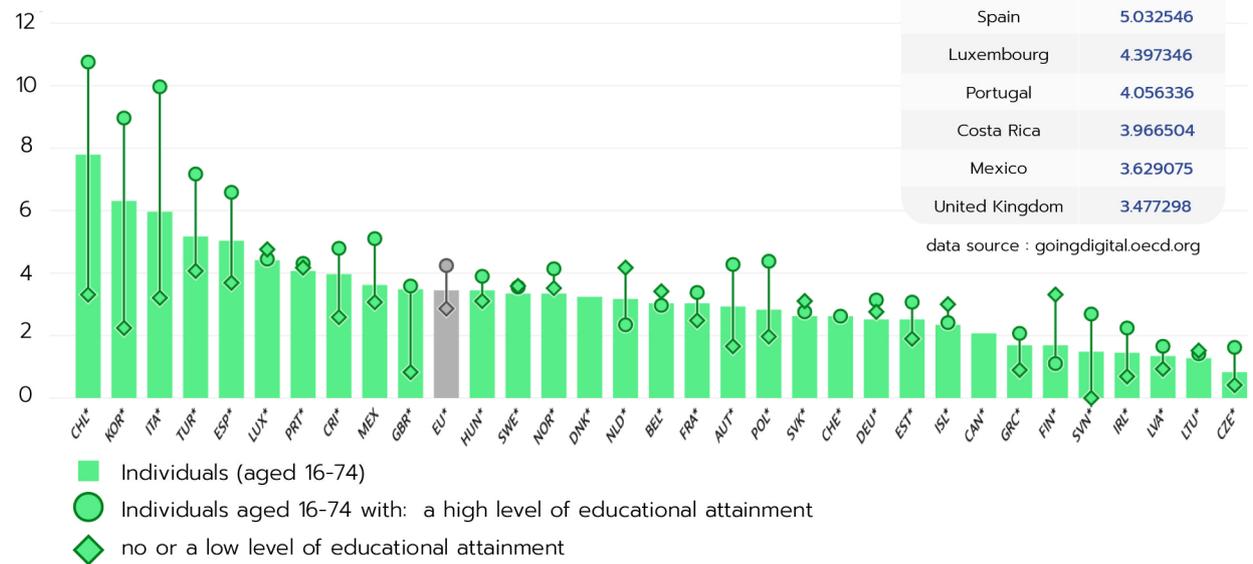
# Results and indicators in digital development of the OECD countries

## Trust Dimension

### Percentage of Internet users experiencing abuse of personal information or privacy violations

2019

% of Internet users

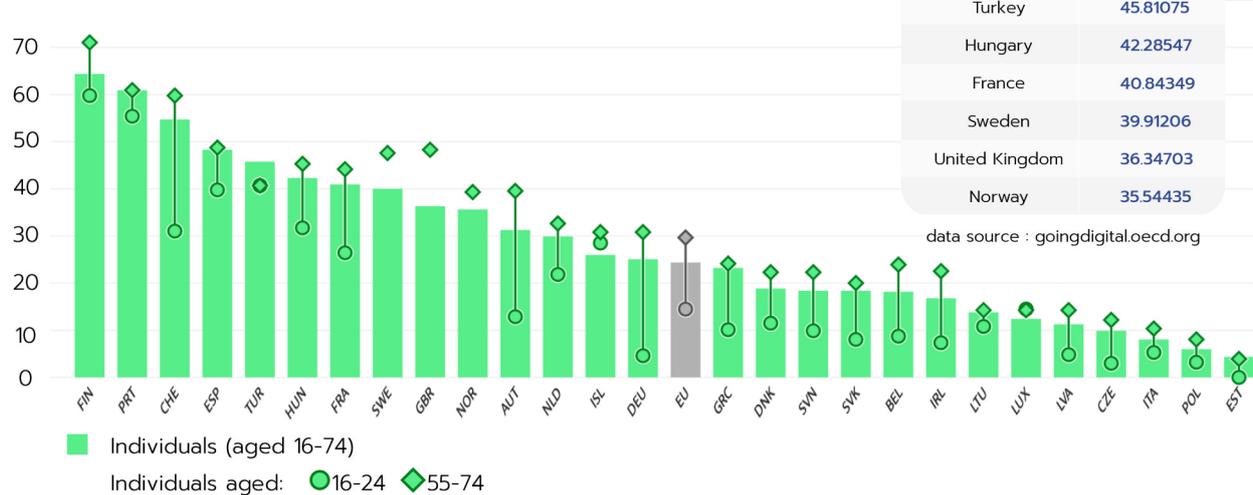


TOP 10 COUNTRY	VALUE
Chile	7.798927
Korea	6.29778
Italy	5.972715
Turkey	5.155457
Spain	5.032546
Luxembourg	4.397346
Portugal	4.056336
Costa Rica	3.966504
Mexico	3.629075
United Kingdom	3.477298

### Percentage of individuals not buying online due to payment security concerns

2019

% of Internet users who did not buy online in the last 12 months



TOP 10 COUNTRY	VALUE
Finland	64.42721
Portugal	60.8759
Switzerland	54.75977
Spain	48.23008
Turkey	45.81075
Hungary	42.28547
France	40.84349
Sweden	39.91206
United Kingdom	36.34703
Norway	35.54435

# Results and indicators in digital development of the OECD countries

## Trust Dimension

### Percentage of individuals not buying online due to concerns about returning products

2019

% of Internet users who did not buy online in the last 12 months



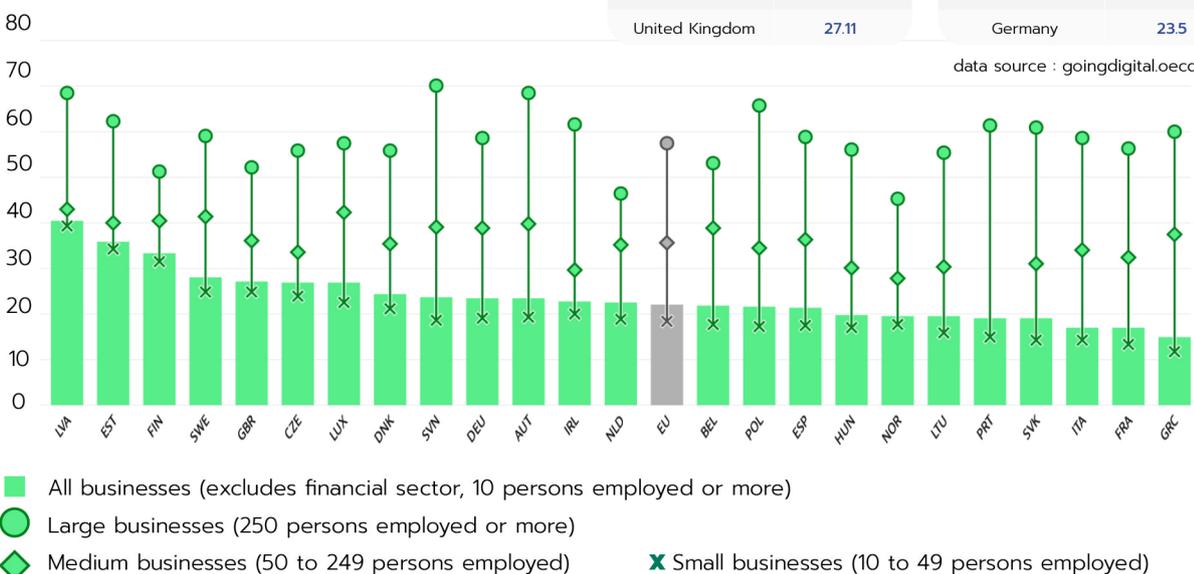
TOP 10 COUNTRY	VALUE
Portugal	51.07621
Switzerland	49.22826
Finland	46.96071
Spain	40.65151
Hungary	37.60756
Iceland	26.55182
Turkey	25.14415
Netherlands	23.33238
Lithuania	22.90572
United Kingdom	21.31299

data source : goingdigital.oecd.org

### Percentage of businesses in which ICT security and data protection tasks are mainly performed by own employees

2017

% of businesses



data source : goingdigital.oecd.org

TOP 10 COUNTRY	VALUE
Latvia	40.47
Estonia	35.76
Finland	33.35
Sweden	27.94
United Kingdom	27.11

TOP 10 COUNTRY	VALUE
Czech Republic	26.93
Luxembourg	26.91
Denmark	24.36
Slovenia	23.59
Germany	23.5

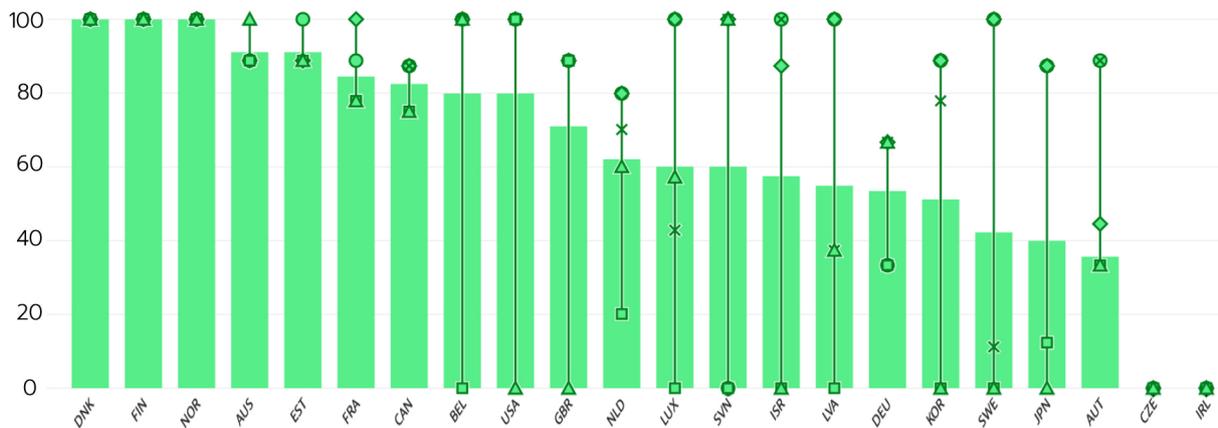
# Results and indicators in digital development of the OECD countries

## Trust Dimension

### Health data sharing intensity

2020

%



- % of sharing potential
- National health datasets allowing sharing with:
  - government bodies
  - ◆ universities and/or non-profit research centres
  - ✕ health care providers
  - businesses
  - ▲ foreign governments, universities, or on-profit research centres

TOP 10 COUNTRY	VALUE
Denmark	100
Finland	100
Norway	100
Australia	91.1
Estonia	91.1

TOP 10 COUNTRY	VALUE
France	84.4
Canada	82.5
Belgium	80
United States	80
United Kingdom	71.1

data source : goingdigital.oecd.org

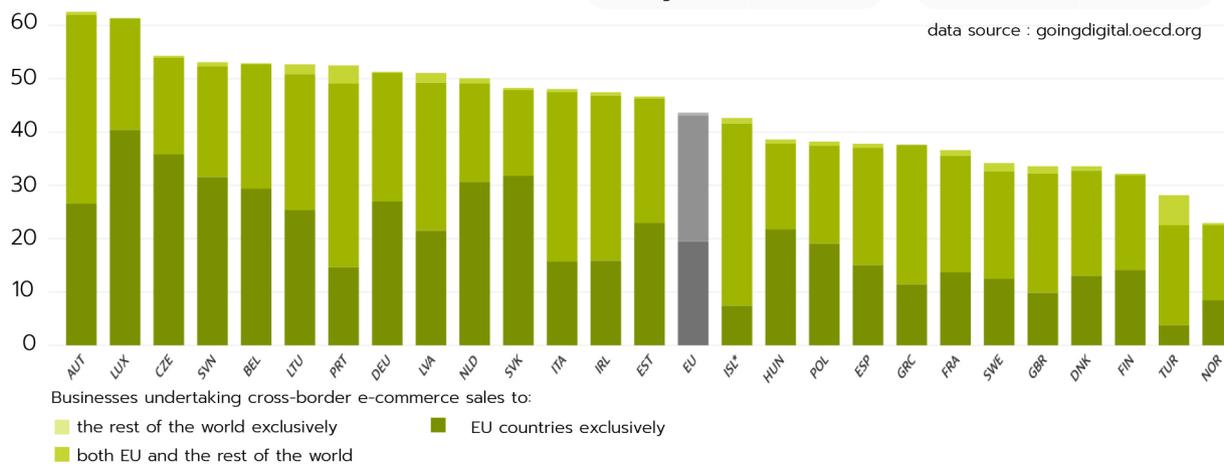
# Digital Indicators of the OECD Countries

## Market Openness Dimension

### Share of businesses making e-commerce sales that sell across borders

2020

% of enterprises



### Digitally-deliverable services as a share of commercial services trade

2017

USD million



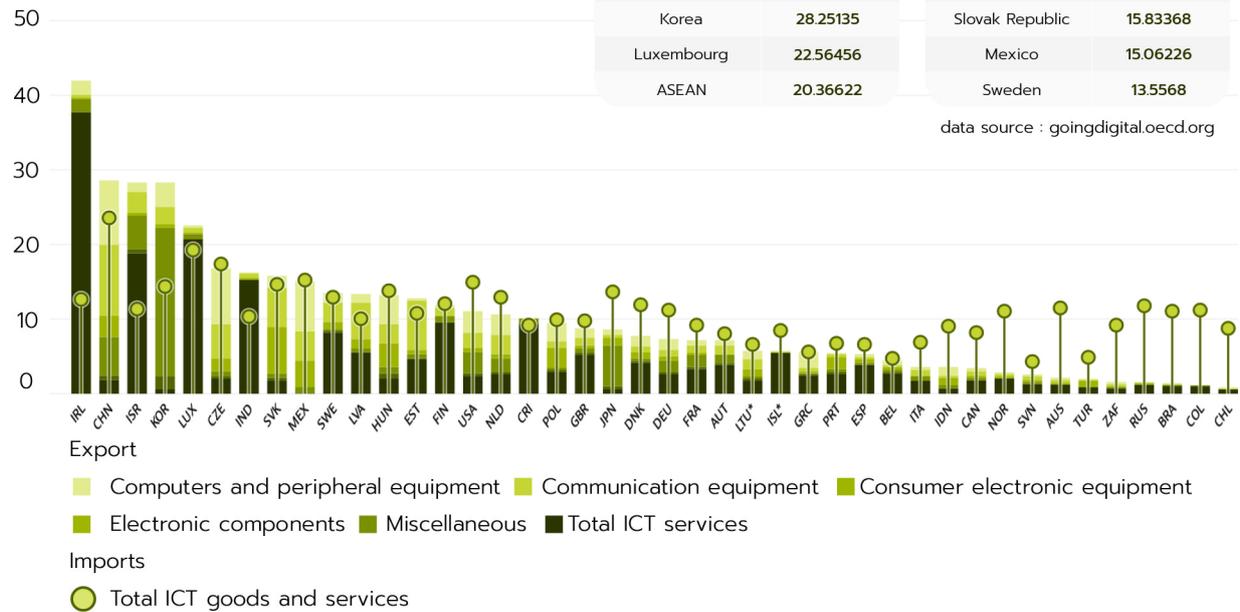
# Results and indicators in digital development of the OECD countries

## Market Openness Dimension

### ICT goods and services as a share of international trade

2018

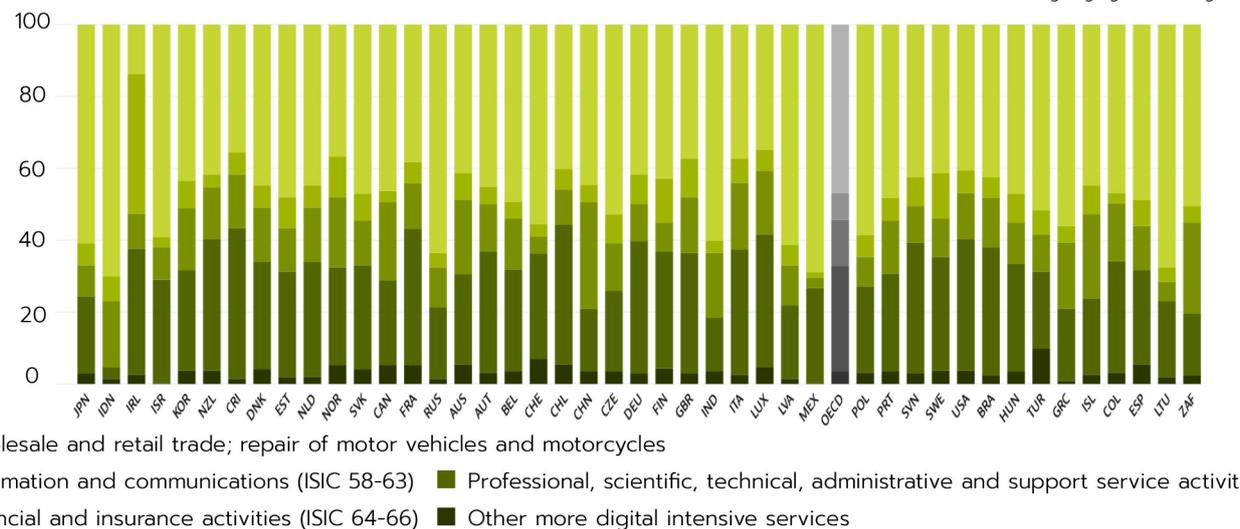
% of exports



### Digital-intensive services value added embodied in manufacturing exports, as a percentage of manufacturing export value

2018

% of domestically produced digital-intensive services embodies in manufacturing exports





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