



Latvia ranks 19<sup>th</sup> in DESI 2017. Overall progress is driven by increasing shares of fast broadband subscriptions as well as by the improved delivery of public services. More and more Latvians are going on-line and are using eGovernment services but still half of the population has low or no digital skills. Latvians are increasingly shopping online but businesses are exploiting technologies in a limited way.

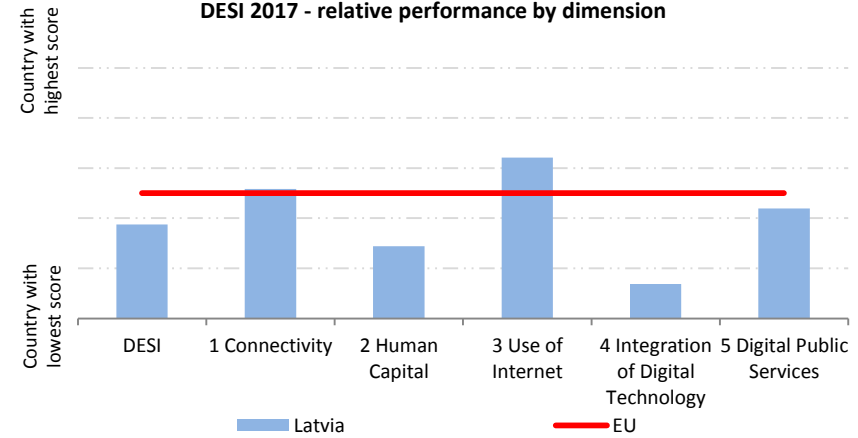
**The Digital Economy and Society Index is a composite index measuring progress in digital through five components:**

1 Connectivity	Fixed Broadband, Mobile Broadband, Broadband speed and prices
2 Human Capital	Basic Skills and Internet Use, Advanced skills and Development
3 Use of Internet	Citizens' use of Content, Communication and Online Transactions
4 Integration of Digital Technology	Business digitisation and eCommerce
5 Digital Public Services	eGovernment

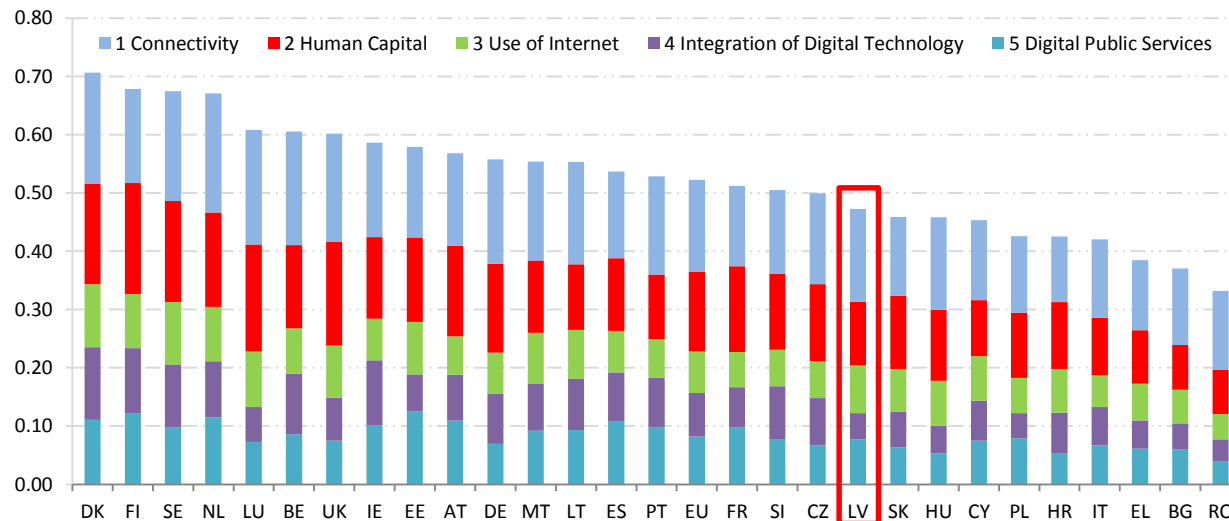
**Clustering:** Latvia belongs to the cluster of medium performing countries.

	Latvia rank	Latvia score	Cluster score	EU score
DESI 2017	19	0.47	0.54	0.52
DESI 2016 <sup>1</sup>	19	0.46	0.51	0.49

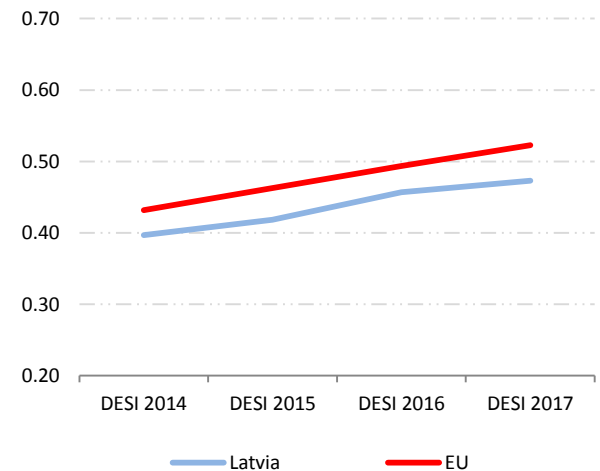
DESI 2017 - relative performance by dimension



Digital Economy and Society Index (DESI) 2017 ranking



DESI - evolution over time

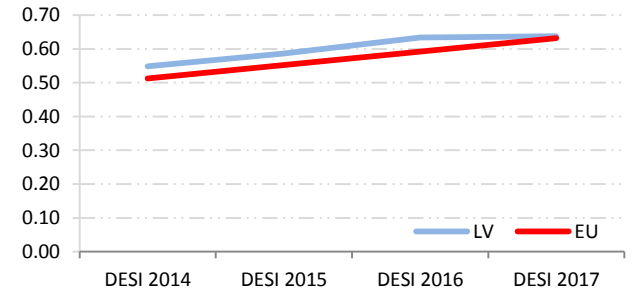


1) Connectivity: Latvia is top three in terms of harmonised spectrum in the EU and more and more people are subscribing to mobile broadband. Meanwhile, subscribers to fixed connections are migrating to faster speeds.

	Latvia				EU	
	DESI 2017		DESI 2016		DESI 2017	
	value	rank	value	rank	value	
<b>1a1 Fixed Broadband Coverage</b> % households	93% →	24	93%	24	98%	
	2016		2015		2016	
<b>1a2 Fixed Broadband Take-up</b> % households	61% ↓	24	65%	21	74%	
	2016		2015		2016	
<b>1b1 Mobile Broadband Take-up</b> Subscriptions per 100 people	78 ↑	16	65	19	84	
	June 2016		June 2015		June 2016	
<b>1b2 4G coverage<sup>2</sup></b> % households (average of operators)	91%	15	NA		84%	
	2016				2016	
<b>1b3 Spectrum<sup>3</sup></b> % of the target	90% ↓	3	95%	2	68%	
	2016		2015		2016	
<b>1c1 NGA Coverage</b> % households	91% →	9	91%	8	76%	
	2016		2015		2016	
<b>1c2 Subscriptions to Fast Broadband</b> % subscriptions >= 30Mbps	62% ↑	6	56%	8	37%	
	June 2016		June 2015		June 2016	
<b>1d1 Fixed Broadband Price<sup>4</sup></b> % income	1.2% →	15	1.2%	17	1.2%	
	price 2016, income 2015		price 2015, income 2015		price 2016, income 2015	

1 Connectivity	Latvia		Cluster	EU
	rank	score	score	score
DESI 2017	13	0.64	0.63	0.63
DESI 2016	10	0.63	0.60	0.59

1 Connectivity - evolution over time

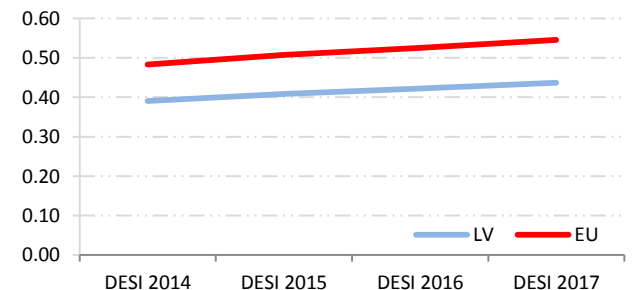


2) Human Capital: 77% of all Latvians are using the Internet, and the digital skills are slowly improving. Nevertheless, 50% of citizens do not have basic digital skills. The number of ICT specialists is increasing but is still below the EU average.

	Latvia				EU	
	DESI 2017		DESI 2016		DESI 2017	
	value	rank	value	rank	value	
<b>2a1 Internet Users</b> % individuals	77% ↑	16	75%	14	79%	
	2016		2015		2016	
<b>2a2 At Least Basic Digital Skills</b> % individuals	50% ↑	19	49%	20	56%	
	2016		2015		2016	
<b>2b1 ICT Specialists<sup>5</sup></b> % individuals	2.2% ↑	24	2.0%	24	3.5%	
	2015		2014		2015	
<b>2b2 STEM Graduates</b> Per 1000 individuals (aged 20-29)	13 →	25	13	24	19	
	2014		2013		2014	

2 Human Capital	Latvia		Cluster	EU
	rank	score	score	score
DESI 2017	23	0.44	0.57	0.55
DESI 2016	22	0.42	0.55	0.53

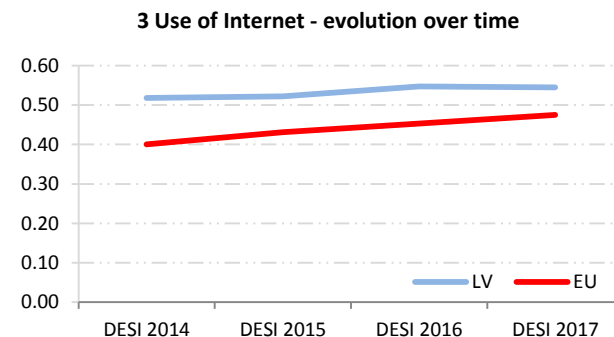
2 Human Capital - evolution over time



### 3) Use of Internet: The highest increase in online activities carried out by people in Latvia is shopping on-line.

	Latvia				EU
	DESI 2017		DESI 2016		DESI 2017
	value	rank	value	rank	value
<b>3a1 News</b>	84%	↓ 9	87%	5	70%
% individuals who used Internet in the last 3 months	2016		2015		2016
<b>3a2 Music, Videos and Games<sup>6</sup></b>	77%	19	NA		78%
% individuals who used Internet in the last 3 months	2016				2016
<b>3a3 Video on Demand<sup>7</sup></b>	15%	15	NA		21%
% individuals who used Internet in the last 3 months	2016				2016
<b>3b1 Video Calls</b>	51%	↓ 9	55%	4	39%
% individuals who used Internet in the last 3 months	2016		2015		2016
<b>3b2 Social Networks</b>	71%	↓ 11	73%	7	63%
% individuals who used Internet in the last 3 months	2016		2015		2016
<b>3c1 Banking</b>	78%	↓ 6	81%	6	59%
% individuals who used Internet in the last 3 months	2016		2015		2016
<b>3c2 Shopping</b>	55%	↑ 17	48%	19	66%
% internet users (last year)	2016		2015		2016

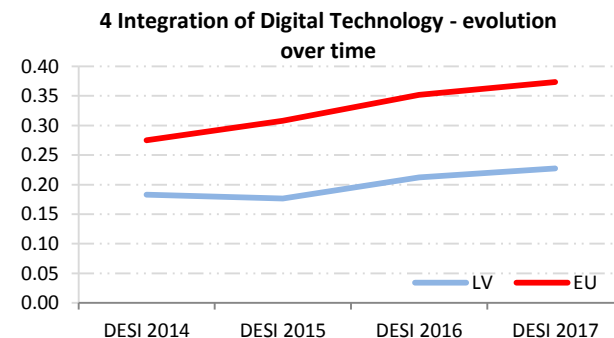
3 Use of Internet	Latvia		Cluster	EU
	rank	score	score	score
DESI 2017	10	0.54	0.45	0.48
DESI 2016	9	0.55	0.42	0.45



### 4) Integration of Digital Technology: Despite citizens' increase in eCommerce activities, very few SMEs make use of electronic sales channels. Those which do engage in eCommerce, however, make significant turnover from on-line sales.

	Latvia				EU
	DESI 2017		DESI 2016		DESI 2017
	value	rank	value	rank	value
<b>4a1 Electronic Information Sharing</b>	16%	28	16%	28	36%
% enterprises	2015		2015		2015
<b>4a2 RFID</b>	2.8%	21	2.8%	21	3.9%
% enterprises	2014		2014		2014
<b>4a3 Social Media</b>	11%	↑ 25	10%	24	20%
% enterprises	2016		2015		2016
<b>4a4 eInvoices</b>	19%	10	NA		18%
% enterprises	2016		2015		2016
<b>4a5 Cloud</b>	6%	→ 24	6%	25	13%
% enterprises	2016		2015		2016
<b>4b1 SMEs Selling Online</b>	8%	→ 25	8%	23	17%
% SMEs	2016		2015		2016
<b>4b2 eCommerce Turnover</b>	8.2%	17	NA		9.4%
% SME turnover	2016		2015		2016
<b>4b3 Selling Online Cross-border</b>	3.9%	24	3.9%	24	7.5%
% SMEs	2015		2015		2015

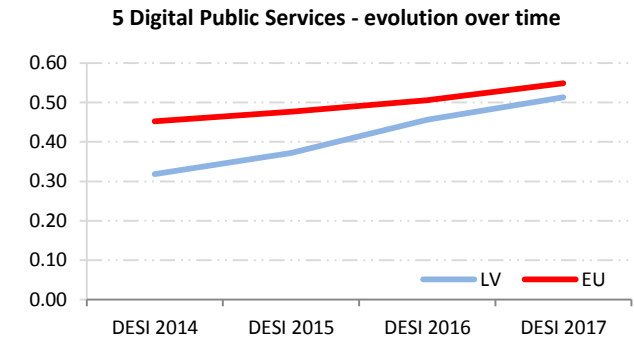
4 Integration of Digital Technology	Latvia		Cluster	EU
	rank	score	score	score
DESI 2017	25	0.23	0.40	0.37
DESI 2016	26	0.21	0.37	0.35



5) Digital Public Services: Latvia has progressed the most in the online provision of public services, although progress in the area of open data is slow when compared to other Member States.

	Latvia				EU
	DESI 2017 value	rank	DESI 2016 value	rank	DESI 2017 value
<b>5a1 eGovernment Users</b> % internet users (last year)	38% ↑	13	36%	14	34%
<b>5a2 Pre-filled Forms</b> Score (0 to 100)	58 ↑	12	51	14	49
<b>5a3 Online Service Completion</b> Score (0 to 100)	91 ↑	8	85	13	82
<b>5a4 Open Data<sup>8</sup></b> % of maximum score	15% ↑	28	10%	27	59%

5 Digital Public Services	Latvia		Cluster	EU
	rank	score	score	score
DESI 2017	15	0.51	0.59	0.55
DESI 2016	18	0.46	0.56	0.51



### Methodological note

- <sup>1</sup> **DESI 2016** was re-calculated for all countries to reflect slight changes in the choice of indicators and corrections to the underlying indicator data. As a result, country scores and rankings may have changed from the previous publication.
- <sup>2</sup> **4G coverage**: This is a new DESI indicator measuring the average coverage of telecom operators' 4G networks.
- <sup>3</sup> **Spectrum**: There is a decrease in most of the Member States due to the additional EU harmonisation of the 700 MHz band in April 2016.
- <sup>4</sup> **Fixed Broadband Price**: Due to a slight methodological change, historical data was re-calculated.
- <sup>5</sup> **ICT Specialists**: Historical data have been revised by Eurostat.
- <sup>6</sup> **Music, Videos and Games**: Break in series due to a change in the Eurostat survey.
- <sup>7</sup> **Video on Demand**: Break in series due to a change of data source. New source is Eurostat.
- <sup>8</sup> **Open Data**: Change of data source. The historical data have also been restated. The new source is the European Data Portal.