

Albania

Key indicators

Population (millions)	2.9
GDP (\$ billions)	15.1
GDP per capita (\$)	5287
Share of world GDP (PPP\$, %)	0.03
Current account surplus/deficit, share of GDP (%)	-9.6
Tariff preference margin (percentage points)	5.6
Imports and exports (goods and services), share of GDP (%)	94.6
Services exports, share of total exports (%)	57.4
Geographic region	Europe
Income group	Upper-middle income

SME Competitiveness Grid Summary

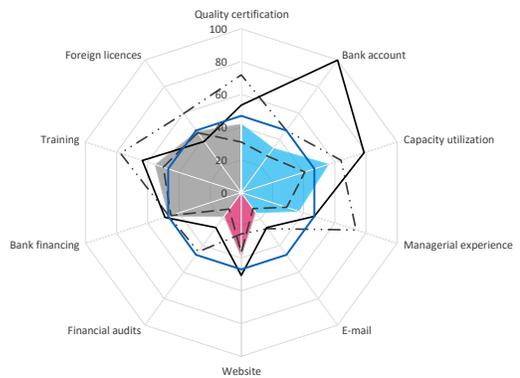
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	32.1	24.3	38.2
Medium	69.7	38.5	44.4
Large	64.1	26.2	57.1
All	41.9	27.1	41.5
BUSINESS ECOSYSTEM	62.1	56.4	43.1
NATIONAL ENVIRONMENT	52.6	45.9	41.7
Reference level: 46.9 (a function of GDP per capita US\$)			
Weaknesses: scores below 23.4		Strengths: scores above 70.3	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

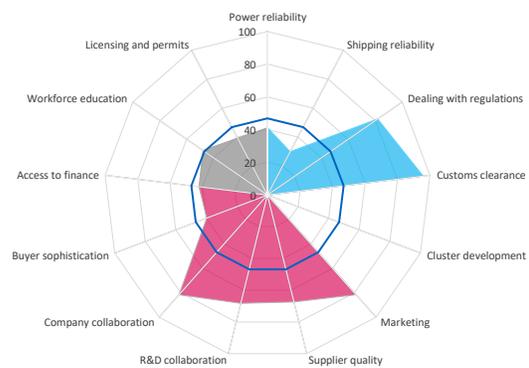
Compete	Small	Medium	Large	All
International quality certificate	30.8	53.3	71.9	41.8
Bank account	27.5	100.0	46.8	33.3
Capacity utilization	40.8	78.8	64.0	55.9
Managerial experience	29.2	46.8	73.7	36.7
Connect				
E-mail	12.2	26.4	27.1	15.0
Firm website	36.4	50.6	25.2	39.2
Change				
Audited financial statement	12.5	26.4	44.6	17.9
Investment financed by banks	45.2	48.9	46.4	46.6
Formal training programme	50.0	63.5	77.5	55.3
Foreign technology licences	45.2	38.6	59.7	46.1



BUSINESS ECOSYSTEM

(Normalized scores)

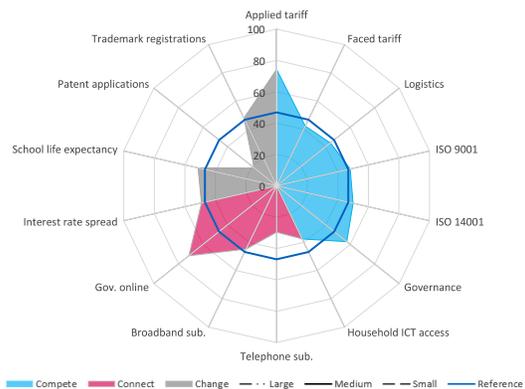
Compete	Small	Medium	Large	All
Power reliability	38.7	46.1	53.2	41.1
Domestic shipping reliability	27.1	31.3	100.0	29.8
Dealing with regulations	83.2	78.6	78.6	81.8
Customs clearance efficiency	86.7	100.0	95.8	95.8
Connect				
State of cluster development				0.0
Extent of marketing				81.5
Local supplier quality				67.4
University-industry collaboration in R&D				68.3
Collaboration between companies				81.6
Buyer sophistication				39.8
Change				
Access to finance	50.9	26.9	37.4	42.2
Access to educated workforce	51.1	40.2	46.5	47.9
Business licensing and permits	42.6	31.5	42.3	39.4



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	74.3
Prevalence of technical regulations	-
Faced tariff, trade-weighted average	42.3
Logistics performance index	43.8
ISO 9001 quality certificates	48.2
ISO 14001 environmental certificates	50.0
Governance index	57.1
Connect	
Household ICT access	37.5
Telephone subscriptions	29.7
Broadband subscriptions	44.8
Inclusive internet index	-
Government's online service	71.5
Change	
Interest rate spread	49.2
School life expectancy	51.4
Patent applications	18.3
Trademark registrations	48.0



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Argentina

Key indicators

Population (millions)	45.4
GDP (\$ billions)	388.3
GDP per capita (\$)	8555
Share of world GDP (PPP\$, %)	0.7
Current account surplus/deficit, share of GDP (%)	1.0
Tariff preference margin (percentage points)	4.4
Imports and exports (goods and services), share of GDP (%)	33.3
Services exports, share of total exports (%)	17.9
Geographic region	Americas
Income group	Upper-middle income

SME Competitiveness Grid Summary

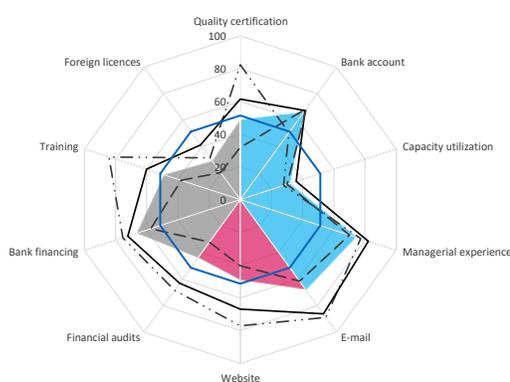
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	50.1	51.0	37.0
Medium	61.6	76.6	59.2
Large	59.5	83.0	64.9
All	54.9	58.5	46.9
BUSINESS ECOSYSTEM	37.7	47.8	29.9
NATIONAL ENVIRONMENT	53.4	62.6	45.8
Reference level: 51.3 (a function of GDP per capita US\$)			
Weaknesses: scores below 25.7		Strengths: scores above 77.0	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

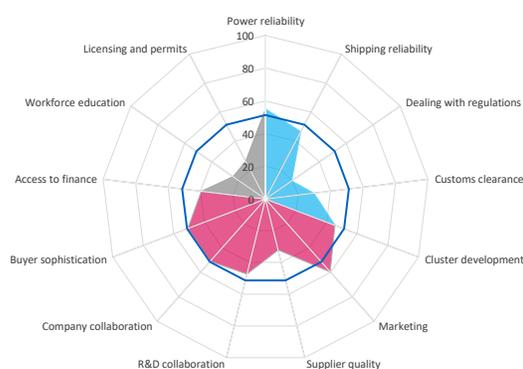
Compete	Small	Medium	Large	All
International quality certificate	31.8	61.4	82.3	48.5
Bank account	68.6	67.1	50.5	65.7
Capacity utilization	30.0	35.8	27.8	31.5
Managerial experience	70.1	82.2	77.2	74.0
Connect				
E-mail	61.5	86.2	88.9	67.9
Firm website	40.4	66.9	77.1	49.1
Change				
Audited financial statement	32.1	63.1	68.4	43.6
Investment financed by banks	57.4	72.2	75.3	66.1
Formal training programme	37.9	60.1	84.3	48.8
Foreign technology licences	20.4	41.3	31.5	28.9



BUSINESS ECOSYSTEM

(Normalized scores)

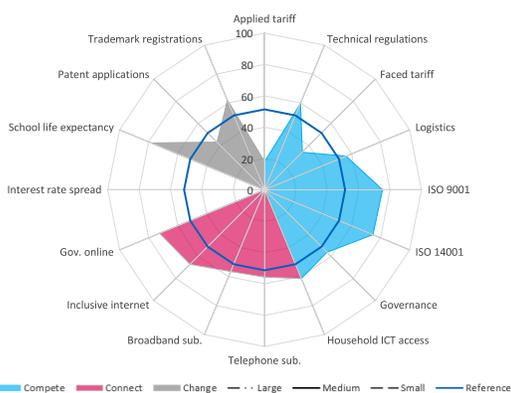
Compete	Small	Medium	Large	All
Power reliability	55.1	55.1	83.5	55.1
Domestic shipping reliability	40.9	54.2	66.4	46.5
Dealing with regulations	21.3	14.4	22.9	19.5
Customs clearance efficiency	24.5	34.6	36.4	29.7
Connect				
State of cluster development				45.5
Extent of marketing				59.6
Local supplier quality				32.3
University-industry collaboration in R&D				47.4
Collaboration between companies				51.0
Buyer sophistication				50.8
Change				
Access to finance	44.2	27.1	54.6	39.6
Access to educated workforce	25.6	16.8	36.6	24.0
Business licensing and permits	22.6	31.2	39.2	26.1



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	17.9
Prevalence of technical regulations	59.6
Faced tariff, trade-weighted average	33.9
Logistics performance index	56.1
ISO 9001 quality certificates	75.2
ISO 14001 environmental certificates	74.8
Governance index	56.3
Connect	
Household ICT access	61.3
Telephone subscriptions	55.7
Broadband subscriptions	56.3
Inclusive internet index	67.2
Government's online service	72.4
Change	
Interest rate spread	0.0
School life expectancy	78.2
Patent applications	43.0
Trademark registrations	61.9



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Armenia

Key indicators

Population (millions)	3.0
GDP (\$ billions)	12.3
GDP per capita (\$)	4155
Share of world GDP (PPP\$, %)	0.03
Current account surplus/deficit, share of GDP (%)	-4.6
Tariff preference margin (percentage points)	4.9
Imports and exports (goods and services), share of GDP (%)	90.8
Services exports, share of total exports (%)	47.8
Geographic region	Asia
Income group	Upper-middle income

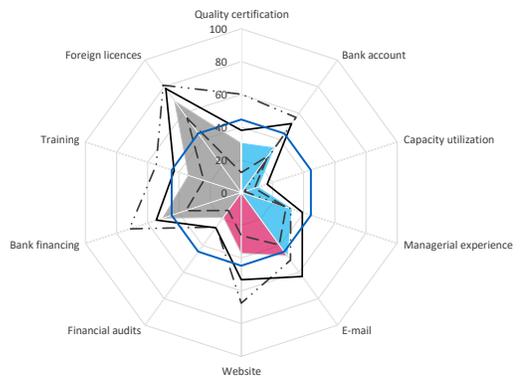
SME Competitiveness Grid Summary

Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	19.3	32.9	32.3
Medium	36.5	58.2	50.6
Large	37.6	59.3	58.3
All	26.6	42.3	43.0
BUSINESS ECOSYSTEM	51.6	54.9	50.5
NATIONAL ENVIRONMENT	39.9	54.0	55.2
Reference level: 44.6 (a function of GDP per capita US\$)			
Weaknesses: scores below 22.3		Strengths: scores above 67.0	

SME Competitiveness Grid

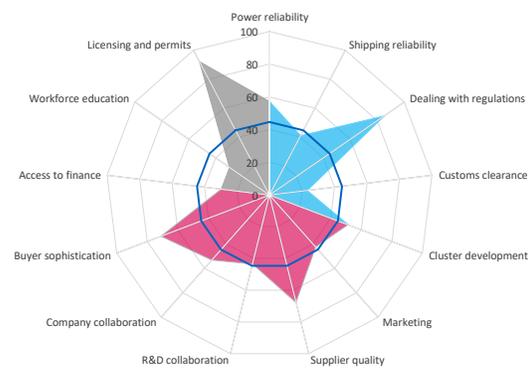
FIRM CAPABILITIES (Normalized scores)

Compete	Small	Medium	Large	All
International quality certificate	12.2	38.1	60.1	30.1
Bank account	27.5	52.2	56.8	33.8
Capacity utilization	8.6	16.7	2.0	10.5
Managerial experience	28.7	39.2	31.7	32.1
Connect				
E-mail	39.5	63.3	51.1	47.6
Firm website	26.3	53.2	67.5	37.0
Change				
Audited financial statement	13.4	26.5	26.0	18.6
Investment financed by banks	35.6	54.5	71.8	50.4
Formal training programme	24.1	43.1	54.5	33.8
Foreign technology licences	56.1	78.4	81.0	69.0



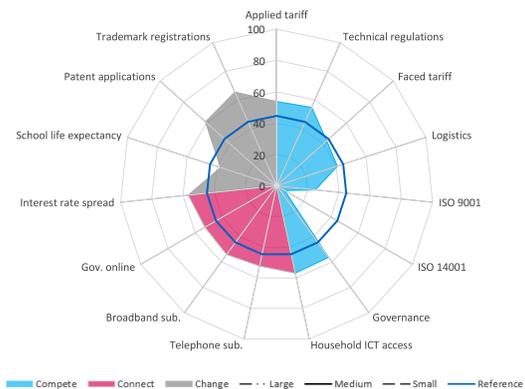
BUSINESS ECOSYSTEM (Normalized scores)

Compete	Small	Medium	Large	All
Power reliability	55.1	59.5	65.6	57.2
Domestic shipping reliability	34.6	46.5	50.0	40.9
Dealing with regulations	88.2	79.8	86.7	85.2
Customs clearance efficiency	24.8	23.0	22.7	23.2
Connect				
State of cluster development				51.3
Extent of marketing				42.5
Local supplier quality				67.7
University-industry collaboration in R&D				43.5
Collaboration between companies				53.2
Buyer sophistication				70.9
Change				
Access to finance	28.2	27.5	42.6	29.7
Access to educated workforce	40.5	6.4	35.6	29.7
Business licensing and permits	93.4	92.1	85.4	92.1



NATIONAL ENVIRONMENT (Normalized score)

Compete	All
Applied tariff, trade-weighted average	53.8
Prevalence of technical regulations	54.8
Faced tariff, trade-weighted average	43.0
Logistics performance index	40.7
ISO 9001 quality certificates	24.7
ISO 14001 environmental certificates	6.0
Governance index	56.4
Connect	
Household ICT access	57.0
Telephone subscriptions	52.3
Broadband subscriptions	54.1
Inclusive internet index	-
Government's online service	52.7
Change	
Interest rate spread	56.6
School life expectancy	37.6
Patent applications	61.0
Trademark registrations	65.5



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Azerbaijan

Key indicators

Population (millions)	10.1
GDP (\$ billions)	42.6
GDP per capita (\$)	4218
Share of world GDP (PPP\$, %)	0.1
Current account surplus/deficit, share of GDP (%)	-0.9
Tariff preference margin (percentage points)	0.4
Imports and exports (goods and services), share of GDP (%)	90.4
Services exports, share of total exports (%)	16.1
Geographic region	Asia
Income group	Upper-middle income

SME Competitiveness Grid Summary

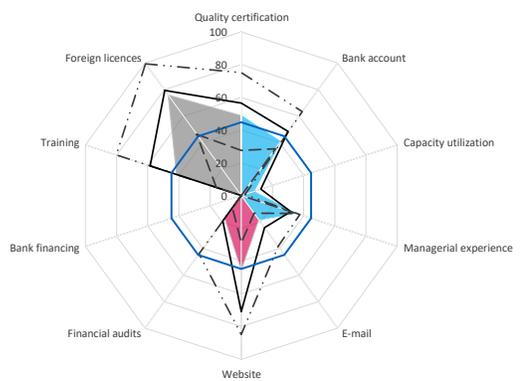
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	32.8	21.1	23.8
Medium	37.3	47.5	52.3
Large	44.6	61.5	74.5
All	33.1	32.0	33.7
BUSINESS ECOSYSTEM	62.8	78.9	75.7
NATIONAL ENVIRONMENT	44.7	53.8	44.7
Reference level: 44.8 (a function of GDP per capita US\$)			
Weaknesses: scores below 22.4		Strengths: scores above 67.2	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

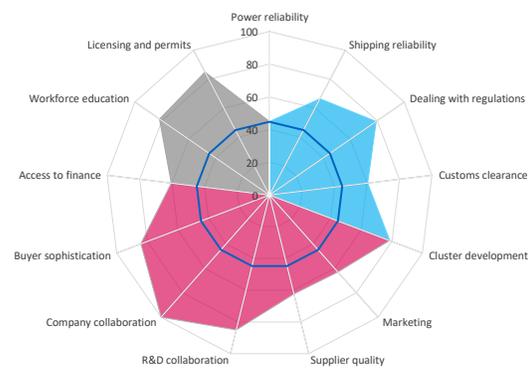
Compete	Small	Medium	Large	All
International quality certificate	27.7	56.5	75.1	48.8
Bank account	35.4	48.5	63.3	40.9
Capacity utilization	-	12.5	2.5	8.0
Managerial experience	35.5	31.7	37.5	34.6
Connect				
E-mail	13.3	24.2	38.3	18.3
Firm website	28.9	70.8	84.8	45.7
Change				
Audited financial statement	9.3	19.1	44.0	17.3
Investment financed by banks	-	-	-	0.0
Formal training programme	16.0	58.5	80.2	41.6
Foreign technology licences	46.2	79.4	99.4	76.0



BUSINESS ECOSYSTEM

(Normalized scores)

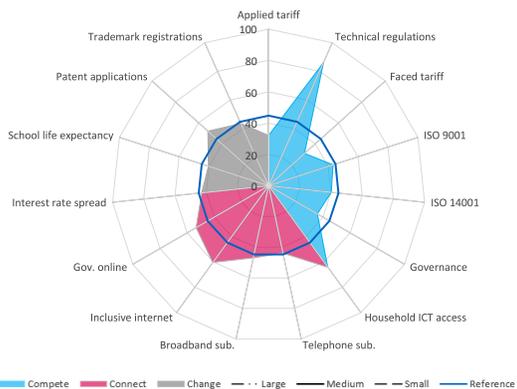
Compete	Small	Medium	Large	All
Power reliability	42.9	55.1	37.3	45.0
Domestic shipping reliability	66.4	100.0	59.4	66.4
Dealing with regulations	84.5	69.4	80.5	79.2
Customs clearance efficiency	-	-	55.5	60.4
Connect				
State of cluster development				78.6
Extent of marketing				63.1
Local supplier quality				62.4
University-industry collaboration in R&D				85.1
Collaboration between companies				100.0
Buyer sophistication				84.2
Change				
Access to finance	57.0	57.6	86.8	60.5
Access to educated workforce	93.1	80.4	49.5	81.7
Business licensing and permits	100.0	68.9	75.9	84.9



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	32.1
Prevalence of technical regulations	86.0
Faced tariff, trade-weighted average	30.9
Logistics performance index	-
ISO 9001 quality certificates	43.2
ISO 14001 environmental certificates	40.2
Governance index	35.8
Connect	
Household ICT access	64.2
Telephone subscriptions	43.9
Broadband subscriptions	47.0
Inclusive internet index	60.5
Government's online service	53.4
Change	
Interest rate spread	42.9
School life expectancy	40.4
Patent applications	52.1
Trademark registrations	43.5



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Belgium

Key indicators

Population (millions)	11.5
GDP (\$ billions)	513.1
GDP per capita (\$)	44529
Share of world GDP (PPP\$, %)	0.4
Current account surplus/deficit, share of GDP (%)	-0.7
Tariff preference margin (percentage points)	4.1
Imports and exports (goods and services), share of GDP (%)	208.8
Services exports, share of total exports (%)	21.4
Geographic region	Europe
Income group	High income

SME Competitiveness Grid Summary

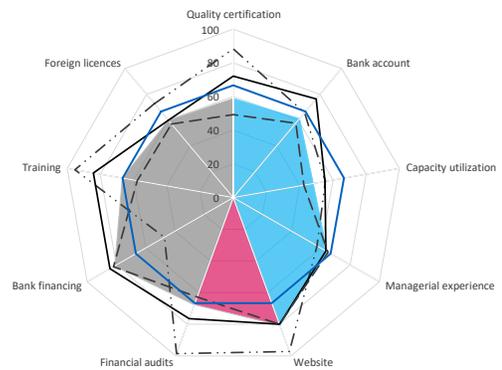
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	53.6	80.0	64.9
Medium	66.8	80.0	76.3
Large	66.7	97.2	78.4
All	58.1	80.7	68.9
BUSINESS ECOSYSTEM	50.5	93.9	53.9
NATIONAL ENVIRONMENT	73.0	71.1	85.5
Reference level: 66.6 (a function of GDP per capita US\$)			
Weaknesses: scores below 33.3		Strengths: scores above 100.0	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

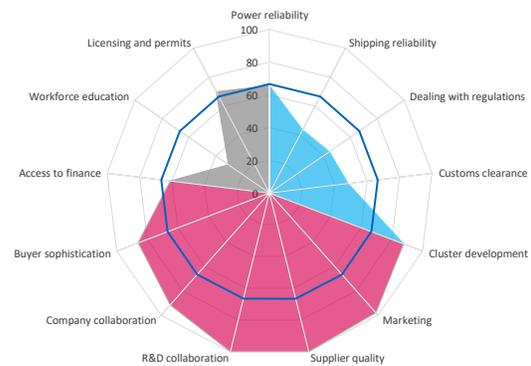
Compete	Small	Medium	Large	All
International quality certificate	49.3	72.1	88.3	58.9
Bank account	57.6	76.5	65.7	61.2
Capacity utilization	42.5	55.2	55.5	48.2
Managerial experience	64.9	63.4	57.4	64.2
Connect				
E-mail	-	-	-	-
Firm website	80.0	80.0	97.2	80.7
Change				
Audited financial statement	62.7	76.5	98.5	67.7
Investment financed by banks	82.0	84.4	47.1	81.2
Formal training programme	57.9	84.3	95.4	66.9
Foreign technology licences	57.0	60.0	72.8	60.0



BUSINESS ECOSYSTEM

(Normalized scores)

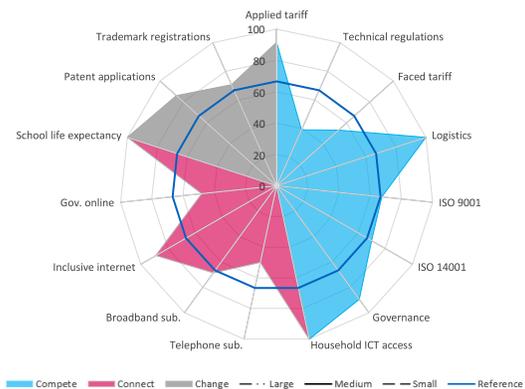
Compete	Small	Medium	Large	All
Power reliability	65.6	69.8	59.5	65.6
Domestic shipping reliability	50.0	40.9	38.6	43.5
Dealing with regulations	45.9	40.2	53.3	44.5
Customs clearance efficiency	55.8	44.0	48.2	48.4
Connect				
State of cluster development				87.7
Extent of marketing				98.0
Local supplier quality				100.0
University-industry collaboration in R&D				100.0
Collaboration between companies				91.5
Buyer sophistication				86.0
Change				
Access to finance	60.0	63.1	68.8	61.2
Access to educated workforce	34.7	18.3	34.1	30.5
Business licensing and permits	72.9	59.3	92.1	70.0



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	91.5
Prevalence of technical regulations	39.1
Faced tariff, trade-weighted average	53.2
Logistics performance index	100.0
ISO 9001 quality certificates	67.4
ISO 14001 environmental certificates	69.9
Governance index	89.6
Connect	
Household ICT access	100.0
Telephone subscriptions	50.0
Broadband subscriptions	68.5
Inclusive internet index	88.9
Government's online service	48.0
Change	
Interest rate spread	-
School life expectancy	100.0
Patent applications	86.0
Trademark registrations	70.6



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Benin

Key indicators

Population (millions)	12.1
GDP (\$ billions)	15.2
GDP per capita (\$)	1251
Share of world GDP (PPP\$, %)	0.03
Current account surplus/deficit, share of GDP (%)	-4.7
Tariff preference margin (percentage points)	5.4
Imports and exports (goods and services), share of GDP (%)	33.4
Services exports, share of total exports (%)	32.5
Geographic region	Africa
Income group	Lower-middle income

SME Competitiveness Grid Summary

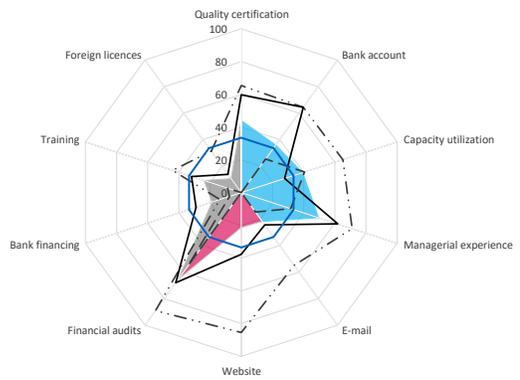
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	24.4	7.3	17.9
Medium	53.5	31.0	35.7
Large	66.5	70.1	44.5
All	42.2	21.5	29.7
BUSINESS ECOSYSTEM	37.5	39.3	48.4
NATIONAL ENVIRONMENT	46.9	15.4	28.4
Reference level: 33.5 (a function of GDP per capita US\$)			
Weaknesses: scores below 16.8		Strengths: scores above 50.3	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

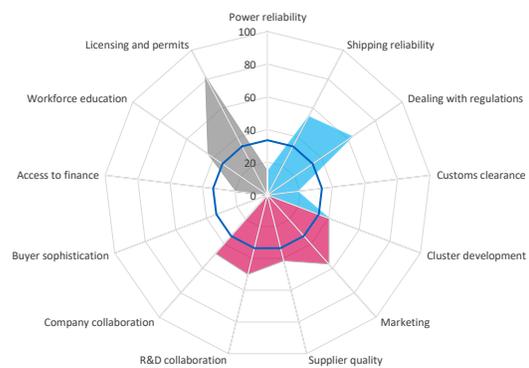
Compete	Small	Medium	Large	All
International quality certificate	0.0	59.8	65.4	44.0
Bank account	25.3	64.5	64.5	35.9
Capacity utilization	40.6	27.8	65.1	39.4
Managerial experience	31.7	61.9	71.1	49.6
Connect				
E-mail	14.6	24.4	54.9	21.8
Firm website	0.0	37.6	85.4	21.3
Change				
Audited financial statement	55.2	68.0	89.1	65.8
Investment financed by banks	7.6	28.9	13.7	18.7
Formal training programme	8.7	32.0	44.1	23.9
Foreign technology licences	0.0	13.8	31.3	10.5



BUSINESS ECOSYSTEM

(Normalized scores)

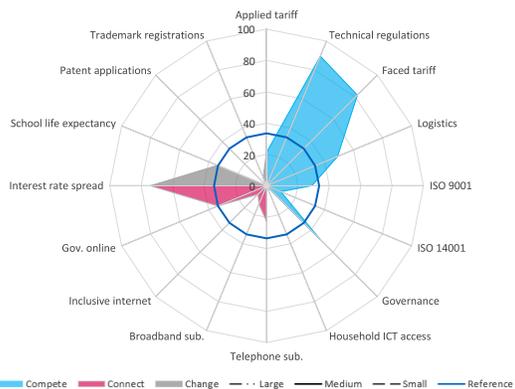
Compete	Small	Medium	Large	All
Power reliability	19.9	10.2	12.1	14.5
Domestic shipping reliability	100.0	59.4	18.8	54.2
Dealing with regulations	60.3	68.9	59.0	63.0
Customs clearance efficiency	-	-	28.8	18.4
Connect				
State of cluster development				40.2
Extent of marketing				56.5
Local supplier quality				41.5
University-industry collaboration in R&D				50.0
Collaboration between companies				47.8
Buyer sophistication				0.0
Change				
Access to finance	12.2	35.8	17.6	19.3
Access to educated workforce	36.6	73.2	23.1	44.2
Business licensing and permits	97.0	84.3	57.2	81.7



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	21.5
Prevalence of technical regulations	89.5
Faced tariff, trade-weighted average	81.9
Logistics performance index	48.9
ISO 9001 quality certificates	28.8
ISO 14001 environmental certificates	9.8
Governance index	48.1
Connect	
Household ICT access	0.1
Telephone subscriptions	22.8
Broadband subscriptions	12.6
Inclusive internet index	7.7
Government's online service	33.5
Change	
Interest rate spread	74.2
School life expectancy	33.9
Patent applications	0.0
Trademark registrations	5.6



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Bolivia (Plurinational State of)

Key indicators

Population (millions)	11.7
GDP (\$ billions)	39.4
GDP per capita (\$)	3360
Share of world GDP (PPP\$, %)	0.07
Current account surplus/deficit, share of GDP (%)	-2.5
Tariff preference margin (percentage points)	1.9
Imports and exports (goods and services), share of GDP (%)	56.1
Services exports, share of total exports (%)	14.3
Geographic region	Americas
Income group	Lower-middle income

SME Competitiveness Grid Summary

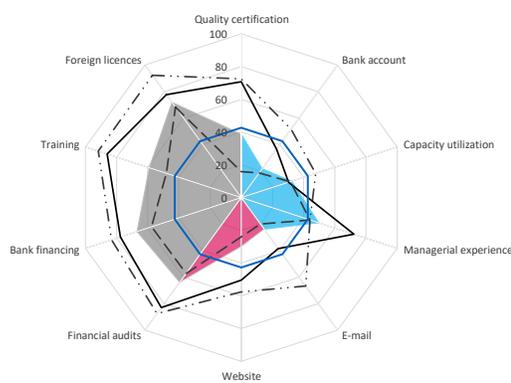
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	27.5	22.0	57.8
Medium	52.5	44.4	81.1
Large	53.9	62.2	88.7
All	35.6	26.9	65.5
BUSINESS ECOSYSTEM	31.3	21.1	44.8
NATIONAL ENVIRONMENT	43.0	34.9	41.4
Reference level: 42.7 (a function of GDP per capita US\$)			
Weaknesses: scores below 21.3		Strengths: scores above 64.0	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

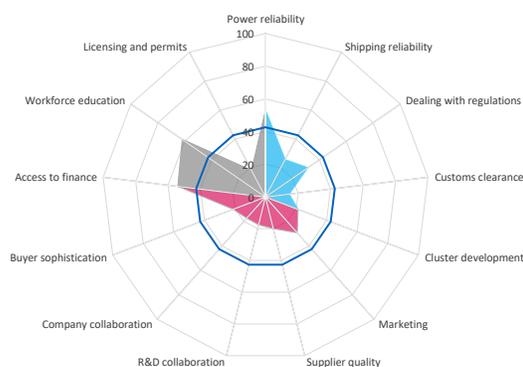
Compete	Small	Medium	Large	All
International quality certificate	15.9	70.8	72.4	38.7
Bank account	18.6	36.5	51.6	21.7
Capacity utilization	31.5	30.4	47.7	32.4
Managerial experience	44.0	72.2	44.0	49.6
Connect				
E-mail	20.0	38.4	66.8	23.8
Firm website	24.0	50.5	57.6	29.9
Change				
Audited financial statement	57.3	83.0	87.5	64.0
Investment financed by banks	57.6	77.6	83.2	66.9
Formal training programme	48.0	86.1	91.7	59.1
Foreign technology licences	68.3	77.8	92.3	72.0



BUSINESS ECOSYSTEM

(Normalized scores)

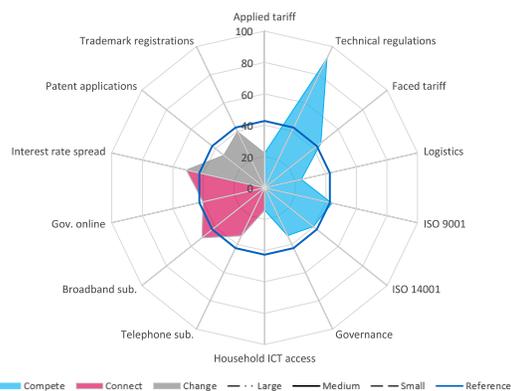
Compete	Small	Medium	Large	All
Power reliability	51.5	57.2	55.1	53.2
Domestic shipping reliability	23.6	50.0	43.5	25.9
Dealing with regulations	33.3	32.0	10.4	31.5
Customs clearance efficiency	-	-	13.0	14.6
Connect				
State of cluster development				21.3
Extent of marketing				29.3
Local supplier quality				19.9
University-industry collaboration in R&D				17.6
Collaboration between companies				17.3
Buyer sophistication				21.1
Change				
Access to finance	53.1	52.7	80.2	54.0
Access to educated workforce	67.3	52.7	27.6	61.9
Business licensing and permits	16.6	27.8	12.0	18.3



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	22.1
Prevalence of technical regulations	91.5
Faced tariff, trade-weighted average	45.9
Logistics performance index	24.0
ISO 9001 quality certificates	44.0
ISO 14001 environmental certificates	39.7
Governance index	33.8
Connect	
Household ICT access	14.2
Telephone subscriptions	34.1
Broadband subscriptions	51.1
Inclusive internet index	-
Government's online service	40.1
Change	
Interest rate spread	51.1
School life expectancy	-
Patent applications	33.3
Trademark registrations	39.7



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Bosnia and Herzegovina

Key indicators

Population (millions)	3.3
GDP (\$ billions)	19.4
GDP per capita (\$)	5913
Share of world GDP (PPP\$, %)	0.04
Current account surplus/deficit, share of GDP (%)	-3.5
Tariff preference margin (percentage points)	4.1
Imports and exports (goods and services), share of GDP (%)	102.6
Services exports, share of total exports (%)	25.5
Geographic region	Europe
Income group	Upper-middle income

SME Competitiveness Grid Summary

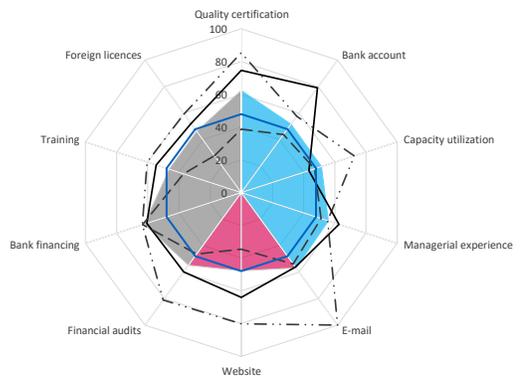
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	45.1	44.3	43.7
Medium	65.0	60.1	56.8
Large	67.7	90.1	66.1
All	55.3	52.3	52.3
BUSINESS ECOSYSTEM	69.3	26.7	47.3
NATIONAL ENVIRONMENT	51.4	46.6	49.2
Reference level: 47.9 (a function of GDP per capita US\$)			
Weaknesses: scores below 24.0		Strengths: scores above 71.9	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

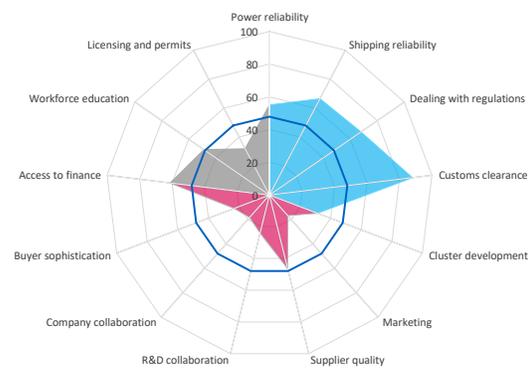
Compete	Small	Medium	Large	All
International quality certificate	38.7	74.6	85.4	62.3
Bank account	43.7	79.2	57.6	51.6
Capacity utilization	46.9	43.3	72.5	51.5
Managerial experience	51.2	62.7	55.4	55.8
Connect				
E-mail	53.9	56.2	100.0	56.9
Firm website	34.6	64.0	80.2	47.7
Change				
Audited financial statement	46.5	59.8	81.1	54.8
Investment financed by banks	63.3	60.6	63.5	62.1
Formal training programme	37.1	54.5	60.4	46.2
Foreign technology licences	27.8	52.1	59.4	46.2



BUSINESS ECOSYSTEM

(Normalized scores)

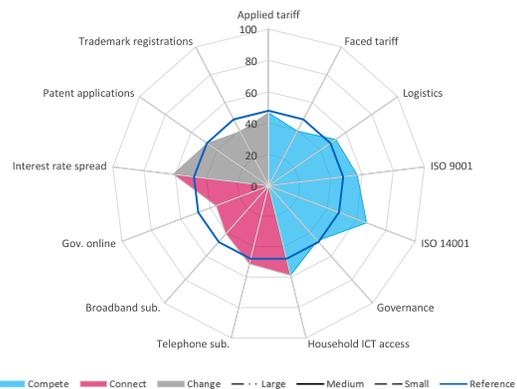
Compete	Small	Medium	Large	All
Power reliability	55.1	55.1	46.1	55.1
Domestic shipping reliability	59.4	66.4	77.1	66.4
Dealing with regulations	73.8	66.9	47.9	67.9
Customs clearance efficiency	100.0	86.7	84.3	88.0
Connect				
State of cluster development				31.4
Extent of marketing				16.9
Local supplier quality				46.4
University-industry collaboration in R&D				23.9
Collaboration between companies				18.4
Buyer sophistication				23.1
Change				
Access to finance	55.0	70.9	67.5	61.2
Access to educated workforce	60.8	36.1	36.6	48.8
Business licensing and permits	25.8	38.4	46.2	32.0



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	46.6
Prevalence of technical regulations	-
Faced tariff, trade-weighted average	39.4
Logistics performance index	52.1
ISO 9001 quality certificates	57.0
ISO 14001 environmental certificates	66.8
Governance index	46.8
Connect	
Household ICT access	58.7
Telephone subscriptions	51.2
Broadband subscriptions	41.0
Inclusive internet index	-
Government's online service	35.7
Change	
Interest rate spread	61.1
School life expectancy	-
Patent applications	47.4
Trademark registrations	38.9



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Bulgaria

Key indicators

Population (millions)	6.9
GDP (\$ billions)	68.6
GDP per capita (\$)	9919
Share of world GDP (PPP\$, %)	0.1
Current account surplus/deficit, share of GDP (%)	0.1
Tariff preference margin (percentage points)	4.8
Imports and exports (goods and services), share of GDP (%)	127.4
Services exports, share of total exports (%)	24.0
Geographic region	Europe
Income group	Upper-middle income

SME Competitiveness Grid Summary

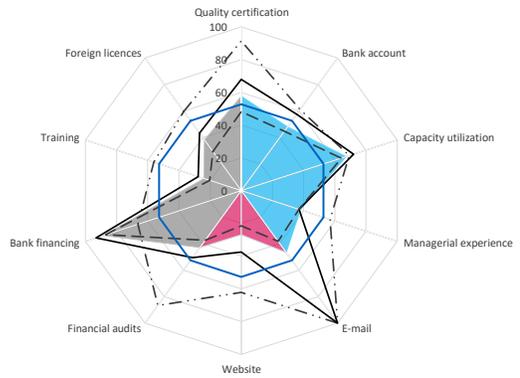
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	48.6	29.9	43.5
Medium	58.7	68.7	53.7
Large	69.7	81.1	67.2
All	52.7	36.8	48.4
BUSINESS ECOSYSTEM	44.4	61.0	55.9
NATIONAL ENVIRONMENT	66.7	62.8	57.9
Reference level: 52.7 (a function of GDP per capita US\$)			
Weaknesses: scores below 26.4		Strengths: scores above 79.1	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

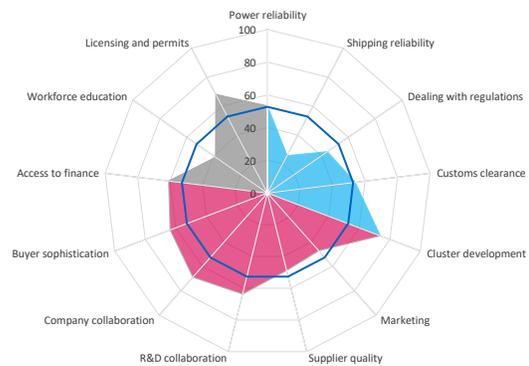
Compete	Small	Medium	Large	All
International quality certificate	48.2	67.9	91.4	57.6
Bank account	44.8	57.6	61.2	48.1
Capacity utilization	64.2	72.0	69.2	67.2
Managerial experience	37.1	37.1	57.0	37.9
Connect				
E-mail	38.3	100.0	100.0	46.7
Firm website	21.6	37.5	62.1	26.9
Change				
Audited financial statement	37.4	50.5	86.7	42.9
Investment financed by banks	87.0	93.2	66.3	88.4
Formal training programme	20.3	27.6	56.1	23.9
Foreign technology licences	29.4	43.4	59.7	38.2



BUSINESS ECOSYSTEM

(Normalized scores)

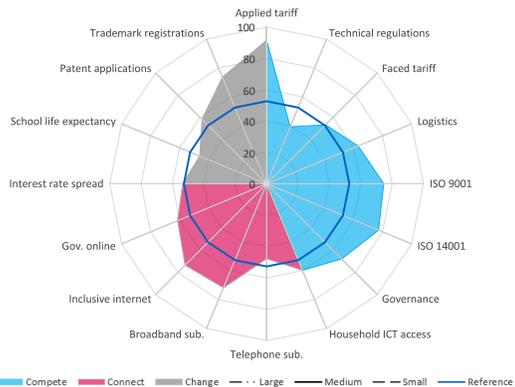
Compete	Small	Medium	Large	All
Power reliability	53.2	55.1	75.3	53.2
Domestic shipping reliability	50.0	12.3	36.5	25.9
Dealing with regulations	47.2	37.6	57.3	44.5
Customs clearance efficiency	53.0	57.0	52.2	54.0
Connect				
State of cluster development				73.7
Extent of marketing				47.2
Local supplier quality				48.8
University-industry collaboration in R&D				63.7
Collaboration between companies				68.9
Buyer sophistication				63.7
Change				
Access to finance	54.2	81.4	85.0	61.0
Access to educated workforce	42.5	28.2	48.1	38.6
Business licensing and permits	65.6	75.5	68.5	68.1



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	91.5
Prevalence of technical regulations	39.5
Faced tariff, trade-weighted average	53.3
Logistics performance index	63.2
ISO 9001 quality certificates	74.7
ISO 14001 environmental certificates	77.2
Governance index	67.7
Connect	
Household ICT access	59.7
Telephone subscriptions	47.8
Broadband subscriptions	71.9
Inclusive internet index	73.4
Government's online service	61.5
Change	
Interest rate spread	53.6
School life expectancy	46.2
Patent applications	58.2
Trademark registrations	73.6



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Cambodia

Key indicators

Population (millions)	15.7
GDP (\$ billions)	26.0
GDP per capita (\$)	1655
Share of world GDP (PPP\$, %)	0.06
Current account surplus/deficit, share of GDP (%)	-12.5
Tariff preference margin (percentage points)	6.9
Imports and exports (goods and services), share of GDP (%)	166.7
Services exports, share of total exports (%)	29.7
Geographic region	Asia
Income group	Lower-middle income

SME Competitiveness Grid Summary

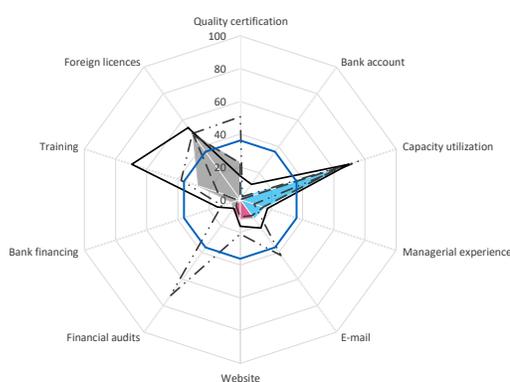
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	25.4	11.3	17.1
Medium	28.3	18.9	36.3
Large	34.3	31.5	43.0
All	26.5	12.9	22.3
BUSINESS ECOSYSTEM	34.4	50.1	54.1
NATIONAL ENVIRONMENT	50.5	35.8	30.9
Reference level: 36.1 (a function of GDP per capita US\$)			
Weaknesses: scores below 18.1		Strengths: scores above 54.2	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

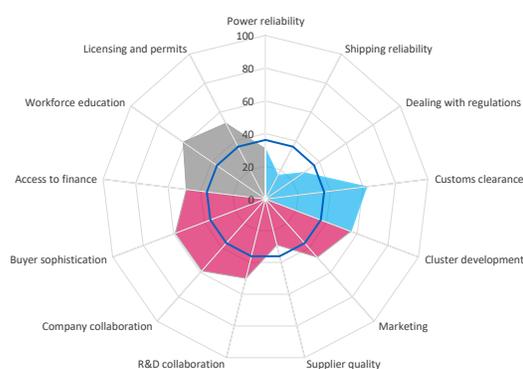
Compete	Small	Medium	Large	All
International quality certificate	22.3	14.3	50.6	22.6
Bank account	0.0	11.5	2.2	1.6
Capacity utilization	64.4	69.7	75.6	66.7
Managerial experience	14.8	17.4	8.9	15.2
Connect				
E-mail	12.1	21.5	42.1	14.0
Firm website	10.5	16.3	21.0	11.8
Change				
Audited financial statement	4.5	6.6	72.5	7.6
Investment financed by banks	1.3	14.7	11.8	5.4
Formal training programme	14.4	69.6	38.0	26.9
Foreign technology licences	48.4	54.3	49.8	49.4



BUSINESS ECOSYSTEM

(Normalized scores)

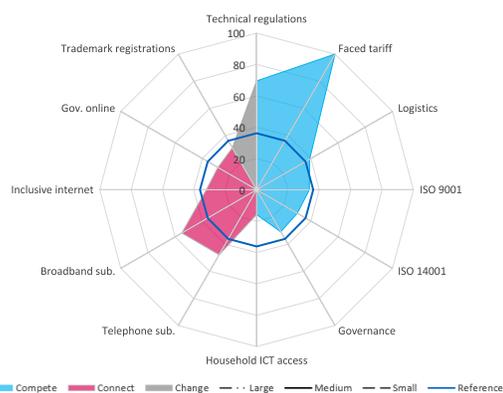
Compete	Small	Medium	Large	All
Power reliability	30.1	31.0	36.0	30.6
Domestic shipping reliability	15.7	20.6	18.0	16.4
Dealing with regulations	30.0	15.6	59.9	28.3
Customs clearance efficiency	-	-	65.4	62.4
Connect				
State of cluster development				55.8
Extent of marketing				47.6
Local supplier quality				29.1
University-industry collaboration in R&D				50.1
Collaboration between companies				58.8
Buyer sophistication				59.1
Change				
Access to finance	55.6	25.7	57.2	48.8
Access to educated workforce	72.3	23.4	27.3	61.2
Business licensing and permits	52.5	61.5	21.9	52.3



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	-
Prevalence of technical regulations	69.5
Faced tariff, trade-weighted average	100.0
Logistics performance index	38.9
ISO 9001 quality certificates	33.7
ISO 14001 environmental certificates	29.9
Governance index	30.9
Connect	
Household ICT access	15.7
Telephone subscriptions	47.9
Broadband subscriptions	55.0
Inclusive internet index	32.1
Government's online service	28.5
Change	
Interest rate spread	-
School life expectancy	-
Patent applications	-
Trademark registrations	30.9



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Cameroon

Key indicators

Population (millions)	26.5
GDP (\$ billions)	39.0
GDP per capita (\$)	1470
Share of world GDP (PPP\$, %)	0.07
Current account surplus/deficit, share of GDP (%)	-5.3
Tariff preference margin (percentage points)	1.2
Imports and exports (goods and services), share of GDP (%)	44.1
Services exports, share of total exports (%)	29.7
Geographic region	Africa
Income group	Lower-middle income

SME Competitiveness Grid Summary

Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	28.2	7.6	26.3
Medium	44.9	23.9	60.9
Large	36.7	42.7	66.8
All	30.2	11.7	40.3
BUSINESS ECOSYSTEM	23.3	43.4	36.1
NATIONAL ENVIRONMENT	26.3	17.7	12.6
Reference level: 35.0 (a function of GDP per capita US\$)			
Weaknesses: scores below 17.5		Strengths: scores above 52.5	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

Compete	Small	Medium	Large	All
International quality certificate	21.6	48.4	52.8	29.8
Bank account	15.3	48.5	41.8	19.0
Capacity utilization	35.8	29.3	0.0	28.7
Managerial experience	40.0	53.5	52.3	43.2
Connect				
E-mail	9.0	23.6	50.3	12.5
Firm website	6.3	24.2	35.1	10.9
Change				
Audited financial statement	46.9	79.8	84.8	55.2
Investment financed by banks	13.2	26.9	57.4	20.7
Formal training programme	39.4	64.4	59.4	45.9
Foreign technology licences	5.9	72.5	65.7	39.3

BUSINESS ECOSYSTEM

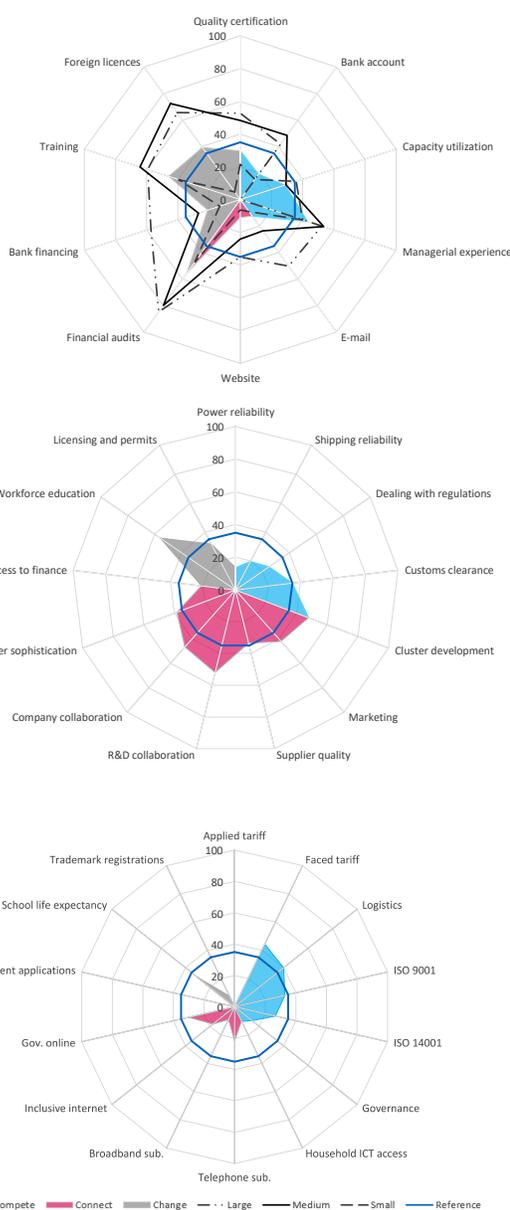
(Normalized scores)

Compete	Small	Medium	Large	All
Power reliability	11.2	23.2	20.4	13.6
Domestic shipping reliability	23.6	13.6	13.0	19.7
Dealing with regulations	24.9	37.3	0.8	24.9
Customs clearance efficiency	-	-	23.6	35.1
Connect				
State of cluster development				47.8
Extent of marketing				41.9
Local supplier quality				33.5
University-industry collaboration in R&D				52.0
Collaboration between companies				46.7
Buyer sophistication				38.3
Change				
Access to finance	18.2	36.3	16.0	20.9
Access to educated workforce	58.5	50.9	42.7	55.8
Business licensing and permits	26.2	48.8	61.8	31.6

NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	0.0
Prevalence of technical regulations	-
Faced tariff, trade-weighted average	44.3
Logistics performance index	40.0
ISO 9001 quality certificates	32.9
ISO 14001 environmental certificates	26.6
Governance index	14.2
Connect	
Household ICT access	10.2
Telephone subscriptions	21.7
Broadband subscriptions	9.0
Inclusive internet index	17.7
Government's online service	30.0
Change	
Interest rate spread	-
School life expectancy	30.2
Patent applications	0.0
Trademark registrations	7.7



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Chad

Key indicators

Population (millions)	16.4
GDP (\$ billions)	10.7
GDP per capita (\$)	654
Share of world GDP (PPP\$, %)	0.02
Current account surplus/deficit, share of GDP (%)	-8.8
Tariff preference margin (percentage points)	0.1
Imports and exports (goods and services), share of GDP (%)	40.8
Services exports, share of total exports (%)	18.1
Geographic region	Africa
Income group	Low income

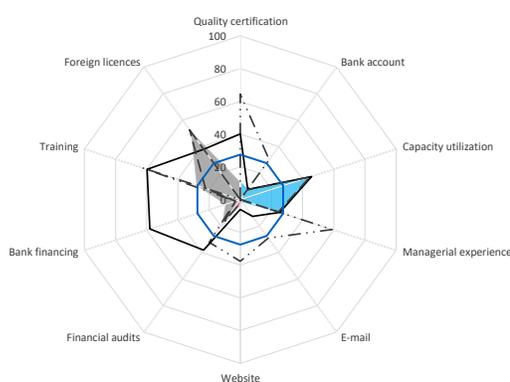
SME Competitiveness Grid Summary

Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	19.1	1.1	23.5
Medium	29.7	9.4	48.5
Large	51.1	33.3	32.6
All	22.3	2.4	26.7
BUSINESS ECOSYSTEM	20.8	11.9	47.5
NATIONAL ENVIRONMENT	23.2	3.4	0.1
Reference level: 27.5 (a function of GDP per capita US\$)			
Weaknesses: scores below 13.7		Strengths: scores above 41.2	

SME Competitiveness Grid

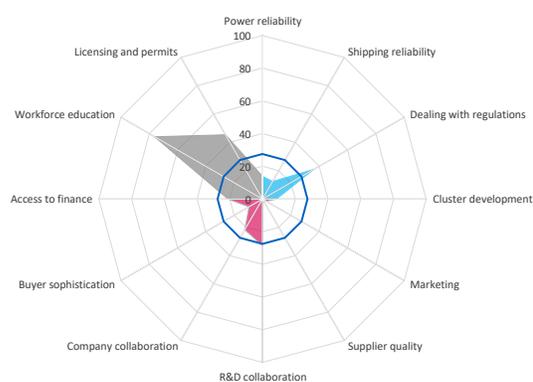
FIRM CAPABILITIES (Normalized scores)

Compete	Small	Medium	Large	All
International quality certificate	0.0	40.1	64.4	10.5
Bank account	7.3	7.7	30.1	7.7
Capacity utilization	44.7	45.7	-	45.3
Managerial experience	24.4	25.3	58.9	25.7
Connect				
E-mail	0.0	12.7	29.0	1.4
Firm website	2.1	6.0	37.6	3.3
Change				
Audited financial statement	16.1	38.1	32.3	18.7
Investment financed by banks	3.1	58.0	3.1	9.2
Formal training programme	22.4	59.8	62.5	27.8
Foreign technology licences	52.6	38.0	-	50.9



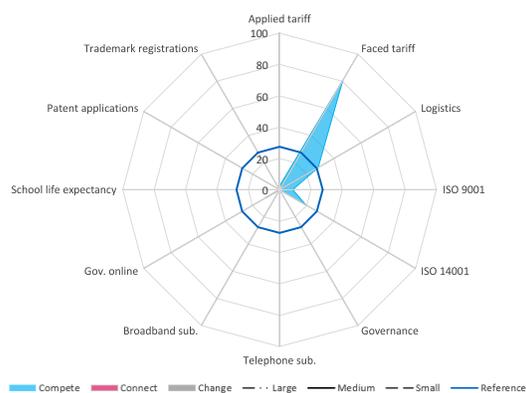
BUSINESS ECOSYSTEM (Normalized scores)

Compete	Small	Medium	Large	All
Power reliability	14.3	8.5	14.3	13.8
Domestic shipping reliability	11.7	16.4	-	12.3
Dealing with regulations	37.6	33.8	13.8	36.2
Customs clearance efficiency	-	-	-	-
Connect				
State of cluster development	-	-	-	8.7
Extent of marketing	-	-	-	2.6
Local supplier quality	-	-	-	0.4
University-industry collaboration in R&D	-	-	-	28.6
Collaboration between companies	-	-	-	21.7
Buyer sophistication	-	-	-	9.5
Change				
Access to finance	18.5	52.3	36.3	21.1
Access to educated workforce	77.5	89.9	19.6	76.2
Business licensing and permits	44.5	83.2	14.4	45.3



NATIONAL ENVIRONMENT (Normalized score)

Compete	All
Applied tariff, trade-weighted average	2.5
Prevalence of technical regulations	-
Faced tariff, trade-weighted average	80.6
Logistics performance index	28.3
ISO 9001 quality certificates	8.4
ISO 14001 environmental certificates	19.5
Governance index	0.0
Connect	
Household ICT access	-
Telephone subscriptions	0.0
Broadband subscriptions	0.0
Inclusive internet index	-
Government's online service	10.1
Change	
Interest rate spread	-
School life expectancy	0.0
Patent applications	0.0
Trademark registrations	0.4



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Colombia

Key indicators

Population (millions)	50.9
GDP (\$ billions)	271.5
GDP per capita (\$)	5336
Share of world GDP (PPP\$, %)	0.6
Current account surplus/deficit, share of GDP (%)	-3.3
Tariff preference margin (percentage points)	2.6
Imports and exports (goods and services), share of GDP (%)	35.1
Services exports, share of total exports (%)	20.1
Geographic region	Americas
Income group	Upper-middle income

SME Competitiveness Grid Summary

Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	51.1	65.4	49.4
Medium	56.8	82.0	72.5
Large	79.8	88.4	72.1
All	56.4	71.0	60.2
BUSINESS ECOSYSTEM	26.3	58.5	28.6
NATIONAL ENVIRONMENT	65.0	51.3	45.7
Reference level: 47.0 (a function of GDP per capita US\$)			
Weaknesses: scores below 23.5		Strengths: scores above 70.4	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

Compete	Small	Medium	Large	All
International quality certificate	34.0	63.5	86.9	53.3
Bank account	68.6	57.6	100.0	65.7
Capacity utilization	37.9	44.7	54.6	42.1
Managerial experience	63.8	61.2	77.6	64.5
Connect				
E-mail	75.2	95.7	93.8	80.5
Firm website	55.5	68.3	83.0	61.4
Change				
Audited financial statement	42.4	66.6	79.3	53.3
Investment financed by banks	76.9	91.3	96.6	85.9
Formal training programme	62.7	83.7	85.2	71.7
Foreign technology licences	15.8	48.4	27.2	29.7

BUSINESS ECOSYSTEM

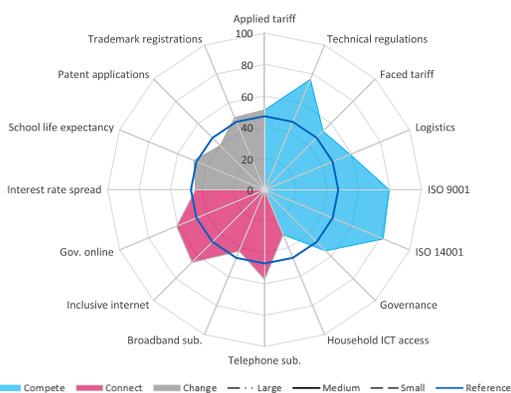
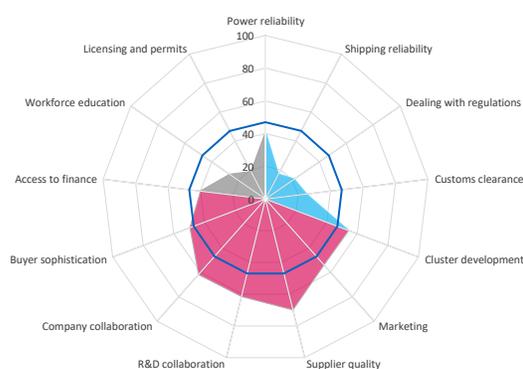
(Normalized scores)

Compete	Small	Medium	Large	All
Power reliability	36.0	51.5	55.1	41.1
Domestic shipping reliability	15.0	22.6	17.2	17.2
Dealing with regulations	20.9	22.3	21.7	21.5
Customs clearance efficiency	29.5	19.2	27.4	25.4
Connect				
State of cluster development				54.4
Extent of marketing				54.0
Local supplier quality				70.0
University-industry collaboration in R&D				61.6
Collaboration between companies				61.8
Buyer sophistication				49.5
Change				
Access to finance	37.6	40.9	57.4	40.1
Access to educated workforce	27.9	22.0	34.7	26.7
Business licensing and permits	20.5	13.8	28.2	18.9

NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	51.0
Prevalence of technical regulations	76.3
Faced tariff, trade-weighted average	52.8
Logistics performance index	58.8
ISO 9001 quality certificates	79.4
ISO 14001 environmental certificates	81.8
Governance index	55.0
Connect	
Household ICT access	30.9
Telephone subscriptions	57.2
Broadband subscriptions	42.3
Inclusive internet index	65.4
Government's online service	60.7
Change	
Interest rate spread	44.0
School life expectancy	48.8
Patent applications	39.9
Trademark registrations	50.0



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Croatia

Key indicators

Population (millions)	4.0
GDP (\$ billions)	56.9
GDP per capita (\$)	14072
Share of world GDP (PPP\$, %)	0.09
Current account surplus/deficit, share of GDP (%)	-3.5
Tariff preference margin (percentage points)	4.6
Imports and exports (goods and services), share of GDP (%)	110.9
Services exports, share of total exports (%)	49.6
Geographic region	Europe
Income group	High income

SME Competitiveness Grid Summary

Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	66.5	50.3	17.8
Medium	69.5	65.6	38.1
Large	68.9	95.0	69.2
All	68.5	55.6	30.2
BUSINESS ECOSYSTEM	57.9	33.6	72.7
NATIONAL ENVIRONMENT	66.2	61.3	62.5
Reference level: 56.0 (a function of GDP per capita US\$)			
Weaknesses: scores below 28.0			Strengths: scores above 83.9

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

Compete	Small	Medium	Large	All
International quality certificate	44.5	61.6	82.0	53.9
Bank account	100.0	100.0	74.1	100.0
Capacity utilization	53.5	51.5	53.1	52.9
Managerial experience	67.9	64.9	66.4	67.1
Connect				
E-mail	52.4	60.6	100.0	55.5
Firm website	48.1	70.5	90.0	55.8
Change				
Audited financial statement	3.1	36.1	88.8	18.0
Investment financed by banks	30.6	48.7	44.5	38.8
Formal training programme	27.4	30.7	71.6	32.1
Foreign technology licences	10.1	37.1	72.0	31.8

BUSINESS ECOSYSTEM

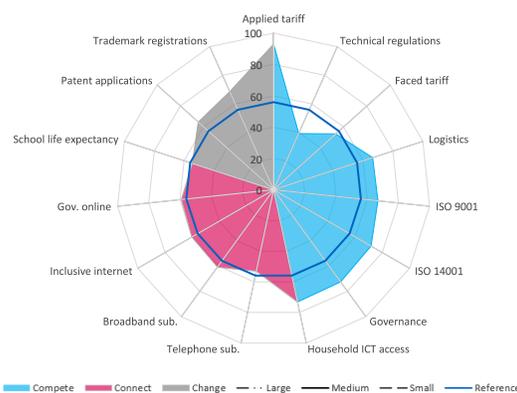
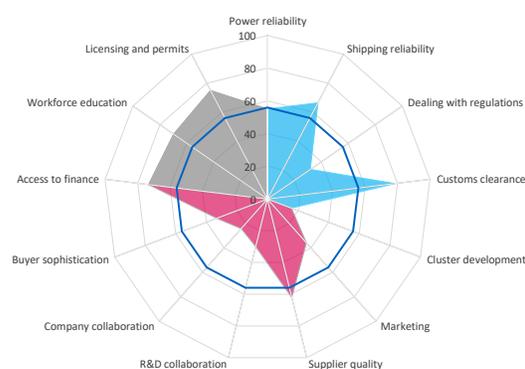
(Normalized scores)

Compete	Small	Medium	Large	All
Power reliability	55.1	53.2	65.6	55.1
Domestic shipping reliability	66.4	54.2	66.4	66.4
Dealing with regulations	30.5	34.6	31.5	31.7
Customs clearance efficiency	79.4	79.4	74.6	78.5
Connect				
State of cluster development				15.7
Extent of marketing				35.9
Local supplier quality				62.1
University-industry collaboration in R&D				30.0
Collaboration between companies				24.3
Buyer sophistication				33.3
Change				
Access to finance	74.6	69.1	80.2	73.3
Access to educated workforce	73.8	62.5	61.9	69.8
Business licensing and permits	76.4	70.4	82.7	75.0

NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	93.0
Prevalence of technical regulations	39.4
Faced tariff, trade-weighted average	53.3
Logistics performance index	66.4
ISO 9001 quality certificates	66.9
ISO 14001 environmental certificates	71.7
Governance index	72.7
Connect	
Household ICT access	73.2
Telephone subscriptions	53.1
Broadband subscriptions	61.0
Inclusive internet index	60.2
Government's online service	59.2
Change	
Interest rate spread	-
School life expectancy	54.5
Patent applications	64.6
Trademark registrations	68.5



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Cyprus

Key indicators

Population (millions)	0.9
GDP (\$ billions)	24.0
GDP per capita (\$)	27054
Share of world GDP (PPP\$, %)	0.03
Current account surplus/deficit, share of GDP (%)	-10.3
Tariff preference margin (percentage points)	3.7
Imports and exports (goods and services), share of GDP (%)	140.6
Services exports, share of total exports (%)	79.7
Geographic region	Asia
Income group	High income

SME Competitiveness Grid Summary

Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	61.4	48.3	41.3
Medium	62.7	60.5	47.5
Large	69.7	71.1	69.6
All	62.6	51.6	44.8
BUSINESS ECOSYSTEM	46.4	59.0	45.7
NATIONAL ENVIRONMENT	62.9	79.8	65.7

Reference level: 62.0 (a function of GDP per capita US\$)

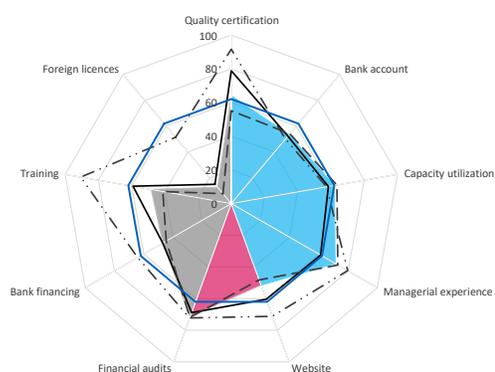
Weaknesses: scores below 31.0 **Strengths: scores above 93.0**

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

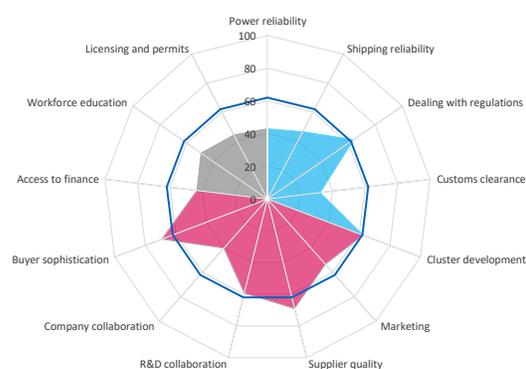
Compete	Small	Medium	Large	All
International quality certificate	55.2	78.9	91.6	64.0
Bank account	54.0	52.2	50.0	53.4
Capacity utilization	63.5	58.5	57.4	62.0
Managerial experience	72.9	61.2	79.7	71.1
Connect				
E-mail	-	-	-	-
Firm website	48.3	60.5	71.1	51.6
Change				
Audited financial statement	71.9	68.9	72.2	71.4
Investment financed by banks	44.5	46.9	64.1	46.9
Formal training programme	41.2	59.2	90.7	48.2
Foreign technology licences	7.8	15.0	51.4	12.6



BUSINESS ECOSYSTEM

(Normalized scores)

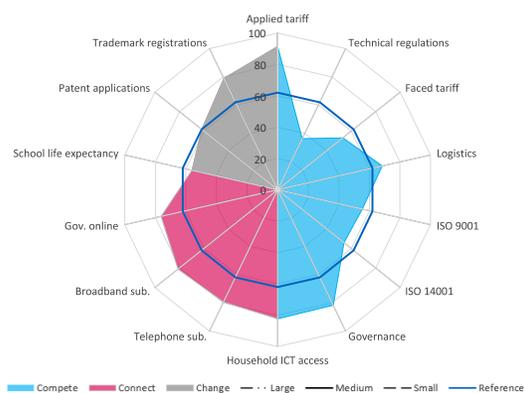
Compete	Small	Medium	Large	All
Power reliability	40.3	69.8	-	42.9
Domestic shipping reliability	50.0	32.9	66.4	46.5
Dealing with regulations	68.9	52.2	47.9	64.0
Customs clearance efficiency	-	30.1	-	32.4
Connect				
State of cluster development				62.5
Extent of marketing				53.5
Local supplier quality				69.1
University-industry collaboration in R&D				59.3
Collaboration between companies				40.3
Buyer sophistication				69.2
Change				
Access to finance	44.7	42.7	31.4	43.5
Access to educated workforce	48.2	50.5	60.8	49.3
Business licensing and permits	45.3	35.2	74.6	44.2



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	91.5
Prevalence of technical regulations	36.3
Faced tariff, trade-weighted average	53.3
Logistics performance index	68.4
ISO 9001 quality certificates	55.3
ISO 14001 environmental certificates	54.1
Governance index	81.7
Connect	
Household ICT access	82.3
Telephone subscriptions	79.5
Broadband subscriptions	81.1
Inclusive internet index	-
Government's online service	76.2
Change	
Interest rate spread	-
School life expectancy	56.0
Patent applications	62.0
Trademark registrations	79.0



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Czech Republic

Key indicators

Population (millions)	10.7
GDP (\$ billions)	241.5
GDP per capita (\$)	22579
Share of world GDP (PPP\$, %)	0.3
Current account surplus/deficit, share of GDP (%)	3.5
Tariff preference margin (percentage points)	3.7
Imports and exports (goods and services), share of GDP (%)	173.3
Services exports, share of total exports (%)	13.1
Geographic region	Europe
Income group	High income

SME Competitiveness Grid Summary

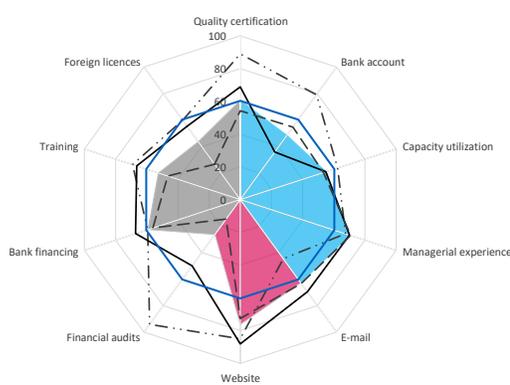
Average scores [0-100]	Compete	Connect	Change	
	Small	58.3	67.9	36.0
	Medium	57.4	78.9	59.7
FIRM CAPABILITIES	Large	74.5	64.8	70.6
	All	58.7	69.6	45.4
BUSINESS ECOSYSTEM		52.6	65.2	55.3
NATIONAL ENVIRONMENT		74.8	66.6	67.3
Reference level: 60.3 (a function of GDP per capita US\$)				
Weaknesses: scores below 30.2		Strengths: scores above 90.5		

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

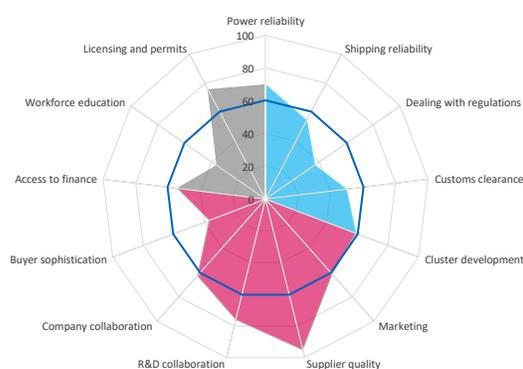
Compete	Small	Medium	Large	All
International quality certificate	54.3	68.8	89.0	60.6
Bank account	54.7	35.9	79.2	48.5
Capacity utilization	53.3	54.8	62.4	55.0
Managerial experience	70.8	70.1	67.5	70.4
Connect				
E-mail	63.3	69.7	44.6	62.8
Firm website	72.6	88.1	85.0	76.4
Change				
Audited financial statement	14.7	49.9	94.1	26.3
Investment financed by banks	56.1	67.2	59.4	59.2
Formal training programme	46.5	66.4	69.1	52.5
Foreign technology licences	26.7	55.4	59.9	43.6



BUSINESS ECOSYSTEM

(Normalized scores)

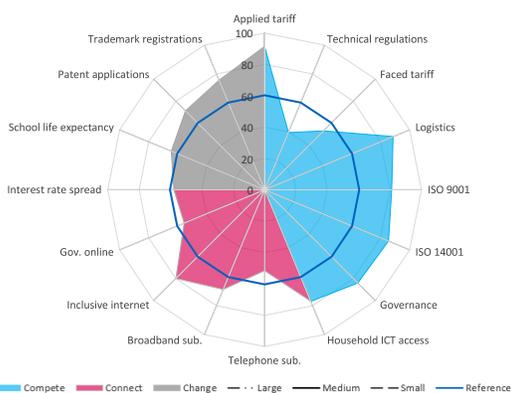
Compete	Small	Medium	Large	All
Power reliability	65.6	69.8	69.8	69.8
Domestic shipping reliability	54.2	66.4	40.9	54.2
Dealing with regulations	35.1	39.0	48.6	36.5
Customs clearance efficiency	66.4	44.9	43.5	49.8
Connect				
State of cluster development				59.0
Extent of marketing				61.4
Local supplier quality				95.1
University-industry collaboration in R&D				76.0
Collaboration between companies				62.8
Buyer sophistication				36.7
Change				
Access to finance	53.3	55.4	61.7	54.2
Access to educated workforce	33.4	48.8	22.7	36.1
Business licensing and permits	77.3	70.8	77.7	75.5



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	91.5
Prevalence of technical regulations	39.5
Faced tariff, trade-weighted average	53.3
Logistics performance index	88.7
ISO 9001 quality certificates	81.0
ISO 14001 environmental certificates	85.6
Governance index	84.0
Connect	
Household ICT access	77.0
Telephone subscriptions	51.7
Broadband subscriptions	68.9
Inclusive internet index	80.1
Government's online service	55.5
Change	
Interest rate spread	57.9
School life expectancy	64.4
Patent applications	71.3
Trademark registrations	75.7



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Côte d'Ivoire

Key indicators

Population (millions)	27.0
GDP (\$ billions)	61.4
GDP per capita (\$)	2278
Share of world GDP (PPP\$, %)	0.1
Current account surplus/deficit, share of GDP (%)	-3.6
Tariff preference margin (percentage points)	3.0
Imports and exports (goods and services), share of GDP (%)	51.6
Services exports, share of total exports (%)	8.7
Geographic region	Africa
Income group	Lower-middle income

SME Competitiveness Grid Summary

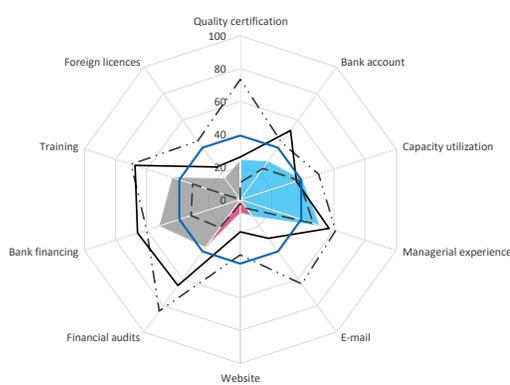
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	29.6	4.6	20.8
Medium	42.8	24.5	55.7
Large	57.0	48.7	64.6
All	35.6	10.1	36.7
BUSINESS ECOSYSTEM	30.1	50.0	20.3
NATIONAL ENVIRONMENT	50.4	31.0	26.1
Reference level: 39.1 (a function of GDP per capita US\$)			
Weaknesses: scores below 19.5		Strengths: scores above 58.6	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

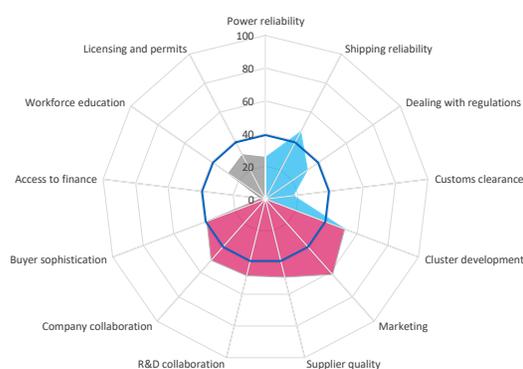
Compete	Small	Medium	Large	All
International quality certificate	10.5	26.0	73.4	23.9
Bank account	23.5	52.2	43.0	28.6
Capacity utilization	37.7	36.0	50.2	39.4
Managerial experience	46.8	57.0	61.2	50.4
Connect				
E-mail	6.6	29.1	63.7	12.1
Firm website	2.6	19.8	33.7	8.2
Change				
Audited financial statement	21.1	64.8	84.1	35.7
Investment financed by banks	31.6	66.0	60.1	51.7
Formal training programme	30.6	67.5	70.1	43.5
Foreign technology licences	0.0	24.6	44.3	15.8



BUSINESS ECOSYSTEM

(Normalized scores)

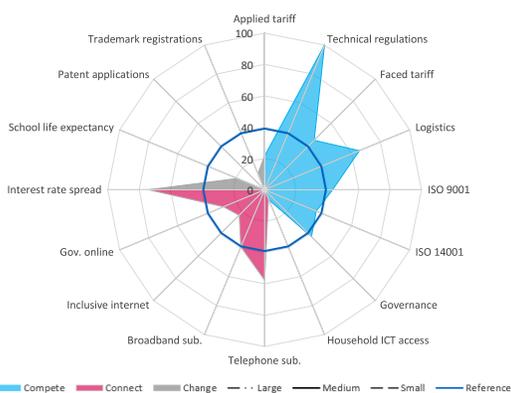
Compete	Small	Medium	Large	All
Power reliability	24.1	26.5	33.6	25.4
Domestic shipping reliability	50.0	50.0	38.6	46.5
Dealing with regulations	39.3	20.3	8.1	31.2
Customs clearance efficiency	-	-	15.2	17.1
Connect				
State of cluster development				51.8
Extent of marketing				61.8
Local supplier quality				49.3
University-industry collaboration in R&D				48.3
Collaboration between companies				50.2
Buyer sophistication				38.4
Change				
Access to finance	0.0	9.6	10.9	2.9
Access to educated workforce	29.9	28.5	4.6	27.4
Business licensing and permits	36.9	22.2	14.9	30.5



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	21.6
Prevalence of technical regulations	100.0
Faced tariff, trade-weighted average	44.7
Logistics performance index	65.4
ISO 9001 quality certificates	43.4
ISO 14001 environmental certificates	35.6
Governance index	42.3
Connect	
Household ICT access	6.5
Telephone subscriptions	57.7
Broadband subscriptions	39.4
Inclusive internet index	23.0
Government's online service	28.5
Change	
Interest rate spread	74.2
School life expectancy	19.1
Patent applications	0.0
Trademark registrations	11.1



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Ecuador

Key indicators

Population (millions)	17.5
GDP (\$ billions)	96.7
GDP per capita (\$)	5520
Share of world GDP (PPP\$, %)	0.1
Current account surplus/deficit, share of GDP (%)	0.5
Tariff preference margin (percentage points)	3.1
Imports and exports (goods and services), share of GDP (%)	46.2
Services exports, share of total exports (%)	12.8
Geographic region	Americas
Income group	Upper-middle income

SME Competitiveness Grid Summary

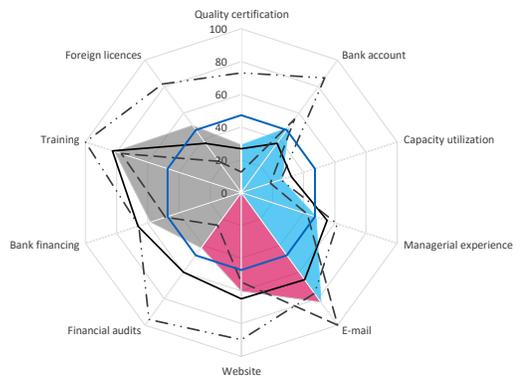
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	32.3	77.3	43.5
Medium	37.8	65.3	61.5
Large	61.6	82.9	85.9
All	38.0	71.4	57.9
BUSINESS ECOSYSTEM	31.9	40.2	45.3
NATIONAL ENVIRONMENT	49.8	43.3	41.3
Reference level: 47.3 (a function of GDP per capita US\$)			
Weaknesses: scores below 23.6		Strengths: scores above 70.9	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

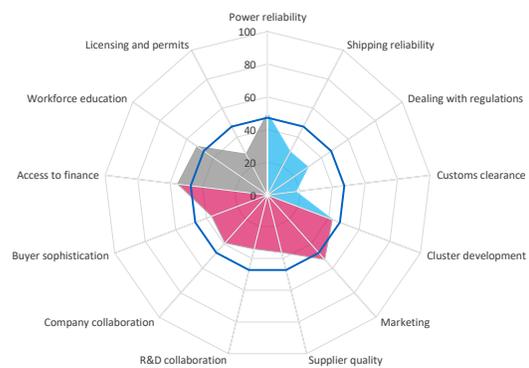
Compete	Small	Medium	Large	All
International quality certificate	12.7	26.8	73.1	29.0
Bank account	55.4	37.2	86.5	49.0
Capacity utilization	18.7	32.0	25.3	26.0
Managerial experience	42.4	55.1	61.5	48.0
Connect				
E-mail	100.0	65.7	76.0	82.6
Firm website	54.6	64.8	89.8	60.2
Change				
Audited financial statement	24.6	60.0	95.8	41.6
Investment financed by banks	48.7	66.3	65.7	58.1
Formal training programme	77.0	82.7	100.0	81.1
Foreign technology licences	23.7	37.1	82.0	50.6



BUSINESS ECOSYSTEM

(Normalized scores)

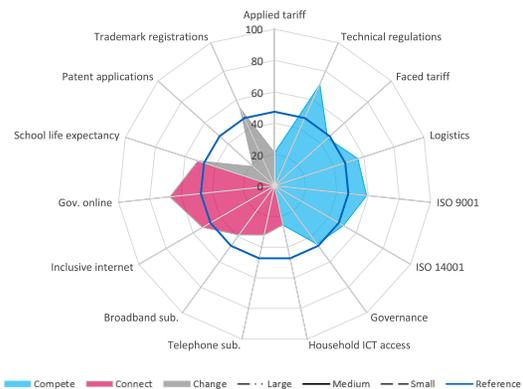
Compete	Small	Medium	Large	All
Power reliability	48.6	48.6	65.6	50.0
Domestic shipping reliability	29.8	24.7	38.6	29.8
Dealing with regulations	33.0	23.8	34.1	30.2
Customs clearance efficiency	-	27.3	5.7	17.4
Connect				
State of cluster development				42.4
Extent of marketing				52.8
Local supplier quality				36.2
University-industry collaboration in R&D				34.2
Collaboration between companies				39.2
Buyer sophistication				36.7
Change				
Access to finance	51.4	61.2	66.6	55.4
Access to educated workforce	54.2	47.7	53.8	52.3
Business licensing and permits	28.1	30.8	22.4	28.2



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	21.1
Prevalence of technical regulations	70.8
Faced tariff, trade-weighted average	45.4
Logistics performance index	55.9
ISO 9001 quality certificates	59.0
ISO 14001 environmental certificates	50.7
Governance index	45.9
Connect	
Household ICT access	25.5
Telephone subscriptions	32.1
Broadband subscriptions	38.8
Inclusive internet index	53.1
Government's online service	67.2
Change	
Interest rate spread	-
School life expectancy	51.5
Patent applications	18.3
Trademark registrations	54.0



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Egypt

Key indicators

Population (millions)	100.9
GDP (\$ billions)	361.8
GDP per capita (\$)	3587
Share of world GDP (PPP\$, %)	1.0
Current account surplus/deficit, share of GDP (%)	-3.1
Tariff preference margin (percentage points)	4.2
Imports and exports (goods and services), share of GDP (%)	51.4
Services exports, share of total exports (%)	45.0
Geographic region	Africa
Income group	Lower-middle income

SME Competitiveness Grid Summary

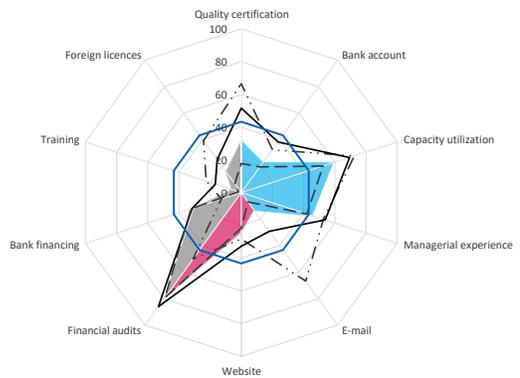
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	32.9	14.4	30.0
Medium	53.3	31.0	39.8
Large	56.0	47.6	31.1
All	39.5	18.8	32.9
BUSINESS ECOSYSTEM	72.8	57.7	55.8
NATIONAL ENVIRONMENT	48.5	40.3	42.6
Reference level: 43.3 (a function of GDP per capita US\$)			
Weaknesses: scores below 21.6		Strengths: scores above 64.9	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

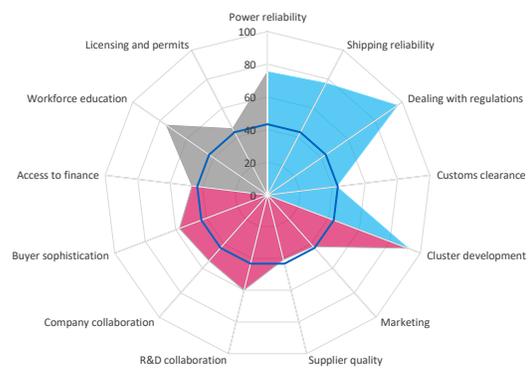
Compete	Small	Medium	Large	All
International quality certificate	17.8	51.6	66.5	31.6
Bank account	19.4	38.2	32.4	22.6
Capacity utilization	52.5	69.5	72.5	58.7
Managerial experience	42.0	53.9	52.7	45.2
Connect				
E-mail	7.0	29.2	66.8	13.2
Firm website	21.7	32.9	28.4	24.3
Change				
Audited financial statement	79.2	86.0	50.0	79.7
Investment financed by banks	32.2	31.6	12.8	30.3
Formal training programme	1.7	16.7	22.5	6.1
Foreign technology licences	6.8	24.9	39.3	15.8



BUSINESS ECOSYSTEM

(Normalized scores)

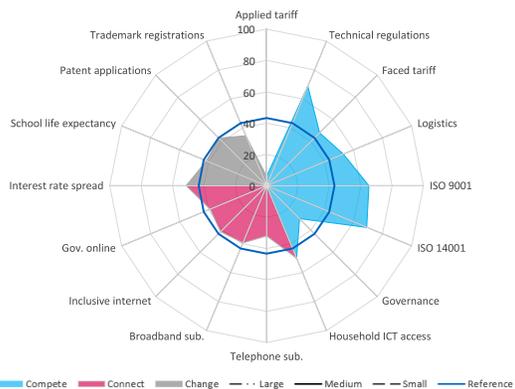
Compete	Small	Medium	Large	All
Power reliability	83.5	75.3	62.3	75.3
Domestic shipping reliability	66.4	77.1	77.1	77.1
Dealing with regulations	97.2	93.8	97.2	96.3
Customs clearance efficiency	37.4	46.0	38.9	42.5
Connect				
State of cluster development				91.7
Extent of marketing				42.2
Local supplier quality				40.9
University-industry collaboration in R&D				60.0
Collaboration between companies				53.7
Buyer sophistication				57.6
Change				
Access to finance	44.8	49.3	67.2	46.5
Access to educated workforce	76.4	69.8	78.8	75.1
Business licensing and permits	45.3	47.1	49.0	45.8



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	6.0
Prevalence of technical regulations	68.9
Faced tariff, trade-weighted average	47.8
Logistics performance index	52.9
ISO 9001 quality certificates	65.2
ISO 14001 environmental certificates	69.1
Governance index	29.6
Connect	
Household ICT access	50.0
Telephone subscriptions	32.0
Broadband subscriptions	39.4
Inclusive internet index	41.4
Government's online service	39.0
Change	
Interest rate spread	51.3
School life expectancy	41.5
Patent applications	43.0
Trademark registrations	34.6



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

El Salvador

Key indicators

Population (millions)	6.5
GDP (\$ billions)	24.6
GDP per capita (\$)	3794
Share of world GDP (PPP\$, %)	0.04
Current account surplus/deficit, share of GDP (%)	-1.5
Tariff preference margin (percentage points)	9.2
Imports and exports (goods and services), share of GDP (%)	78.9
Services exports, share of total exports (%)	40.1
Geographic region	Americas
Income group	Lower-middle income

SME Competitiveness Grid Summary

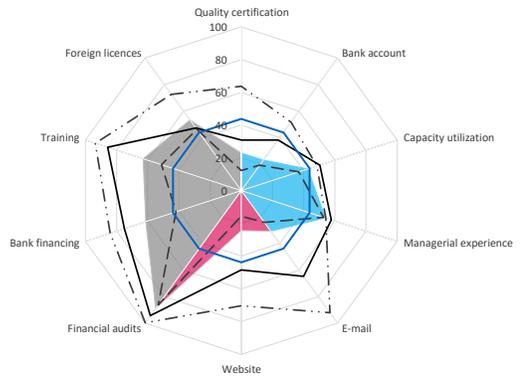
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	30.3	19.8	56.4
Medium	44.3	56.6	75.6
Large	54.5	81.2	87.5
All	35.7	27.5	66.6
BUSINESS ECOSYSTEM	37.6	32.5	39.9
NATIONAL ENVIRONMENT	43.8	38.7	27.2
Reference level: 43.8 (a function of GDP per capita US\$)			
Weaknesses: scores below 21.9		Strengths: scores above 65.7	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

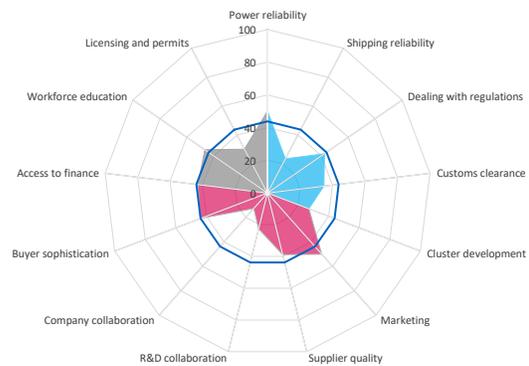
Compete	Small	Medium	Large	All
International quality certificate	12.2	30.8	63.7	22.9
Bank account	19.2	38.2	51.6	23.1
Capacity utilization	36.9	50.4	48.6	42.7
Managerial experience	52.7	57.7	54.3	53.9
Connect				
E-mail	23.9	64.7	92.1	30.6
Firm website	15.6	48.4	70.3	24.4
Change				
Audited financial statement	86.3	94.3	99.8	89.0
Investment financed by banks	42.0	75.0	84.2	61.3
Formal training programme	51.1	85.7	93.7	63.0
Foreign technology licences	46.2	47.2	72.6	53.3



BUSINESS ECOSYSTEM

(Normalized scores)

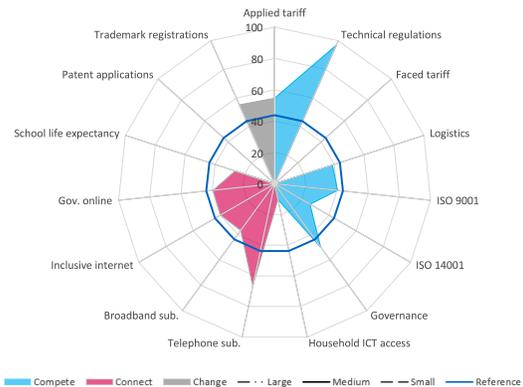
Compete	Small	Medium	Large	All
Power reliability	50.0	51.5	50.0	50.0
Domestic shipping reliability	15.7	31.3	59.4	23.6
Dealing with regulations	47.2	29.5	39.3	42.3
Customs clearance efficiency	19.7	46.4	46.6	34.6
Connect				
State of cluster development				27.0
Extent of marketing				50.0
Local supplier quality				38.9
University-industry collaboration in R&D				22.6
Collaboration between companies				12.8
Buyer sophistication				44.0
Change				
Access to finance	34.7	75.3	62.4	42.9
Access to educated workforce	42.4	54.5	65.1	46.5
Business licensing and permits	28.4	34.1	36.6	30.2



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	54.6
Prevalence of technical regulations	96.9
Faced tariff, trade-weighted average	0.0
Logistics performance index	38.7
ISO 9001 quality certificates	40.3
ISO 14001 environmental certificates	26.0
Governance index	49.9
Connect	
Household ICT access	10.4
Telephone subscriptions	66.9
Broadband subscriptions	36.8
Inclusive internet index	39.9
Government's online service	39.6
Change	
Interest rate spread	-
School life expectancy	26.6
Patent applications	0.0
Trademark registrations	55.2



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Estonia

Key indicators

Population (millions)	1.3
GDP (\$ billions)	31.0
GDP per capita (\$)	23330
Share of world GDP (PPP\$, %)	0.04
Current account surplus/deficit, share of GDP (%)	-1.0
Tariff preference margin (percentage points)	3.0
Imports and exports (goods and services), share of GDP (%)	155.8
Services exports, share of total exports (%)	32.0
Geographic region	Europe
Income group	High income

SME Competitiveness Grid Summary

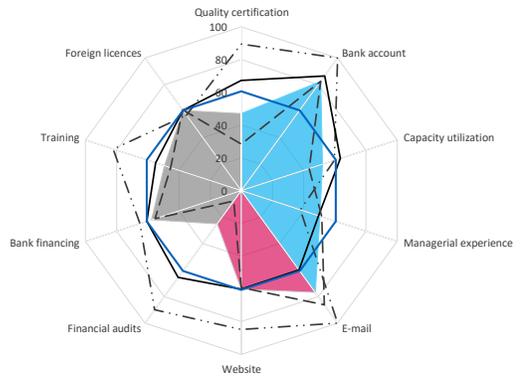
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	51.5	72.7	42.3
Medium	66.7	60.0	60.4
Large	71.8	92.4	73.5
All	58.0	68.5	48.1
BUSINESS ECOSYSTEM	79.9	67.4	71.7
NATIONAL ENVIRONMENT	67.1	89.0	69.6
Reference level: 60.6 (a function of GDP per capita US\$)			
Weaknesses: scores below 30.3		Strengths: scores above 91.0	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

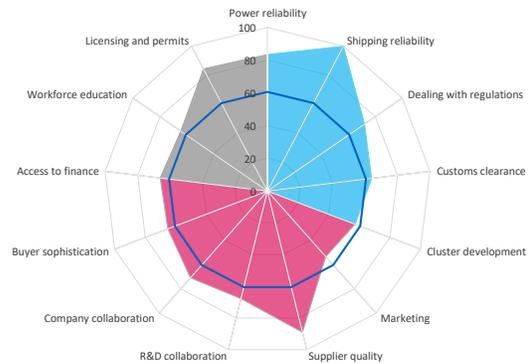
Compete	Small	Medium	Large	All
International quality certificate	28.5	67.2	89.5	47.1
Bank account	82.5	86.5	100.0	82.5
Capacity utilization	43.5	63.5	59.8	52.1
Managerial experience	51.6	49.6	37.9	50.4
Connect				
E-mail	86.2	59.8	100.0	76.9
Firm website	59.1	60.2	84.8	60.2
Change				
Audited financial statement	7.8	65.5	89.9	25.1
Investment financed by banks	55.3	60.6	65.1	57.6
Formal training programme	45.3	54.9	82.2	49.3
Foreign technology licences	60.9	60.6	56.8	60.5



BUSINESS ECOSYSTEM

(Normalized scores)

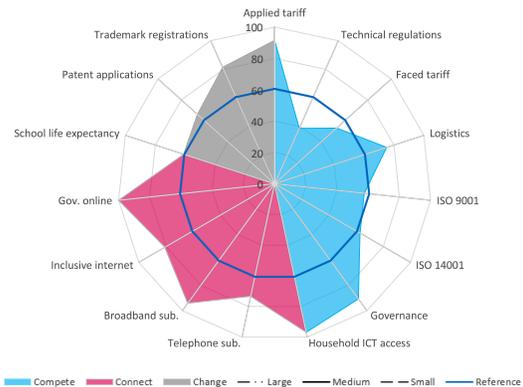
Compete	Small	Medium	Large	All
Power reliability	83.5	75.3	83.5	83.5
Domestic shipping reliability	77.1	100.0	77.1	100.0
Dealing with regulations	73.8	68.9	75.5	72.1
Customs clearance efficiency	57.0	74.6	64.1	64.1
Connect				
State of cluster development				57.3
Extent of marketing				53.8
Local supplier quality				89.1
University-industry collaboration in R&D				67.9
Collaboration between companies				71.2
Buyer sophistication				65.2
Change				
Access to finance	61.7	81.0	69.4	66.1
Access to educated workforce	62.1	75.3	42.7	64.5
Business licensing and permits	87.2	76.8	81.2	84.3



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	91.5
Prevalence of technical regulations	38.7
Faced tariff, trade-weighted average	53.2
Logistics performance index	75.1
ISO 9001 quality certificates	57.5
ISO 14001 environmental certificates	62.9
Governance index	90.8
Connect	
Household ICT access	96.8
Telephone subscriptions	73.3
Broadband subscriptions	94.1
Inclusive internet index	80.8
Government's online service	100.0
Change	
Interest rate spread	-
School life expectancy	61.0
Patent applications	66.2
Trademark registrations	81.5



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Gambia (Republic of The)

Key indicators

Population (millions)	2.4
GDP (\$ billions)	1.9
GDP per capita (\$)	791
Share of world GDP (PPP\$, %)	0.00
Current account surplus/deficit, share of GDP (%)	-5.5
Tariff preference margin (percentage points)	2.1
Imports and exports (goods and services), share of GDP (%)	54.7
Services exports, share of total exports (%)	90.3
Geographic region	Africa
Income group	Low income

SME Competitiveness Grid Summary

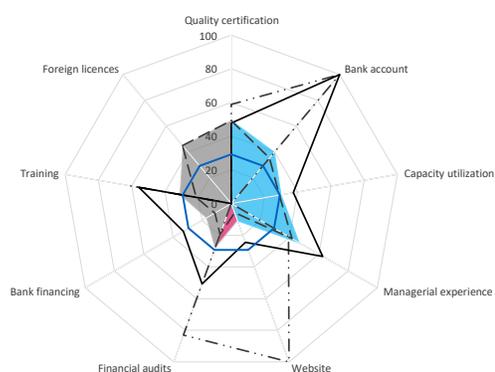
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	38.8	5.8	24.2
Medium	61.9	24.4	34.8
Large	66.0	100.0	47.9
All	41.4	10.7	30.0
BUSINESS ECOSYSTEM	35.4	39.9	39.7
NATIONAL ENVIRONMENT	30.9	26.1	7.0
Reference level: 29.3 (a function of GDP per capita US\$)			
Weaknesses: scores below 14.6		Strengths: scores above 43.9	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

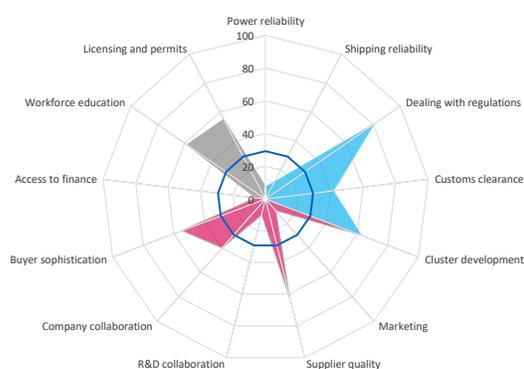
Compete	Small	Medium	Large	All
International quality certificate	49.3	47.7	58.9	49.3
Bank account	35.2	100.0	100.0	39.7
Capacity utilization	28.9	37.3	-	30.0
Managerial experience	41.6	62.7	39.2	46.4
Connect				
E-mail	-	-	-	-
Firm website	5.8	24.4	100.0	10.7
Change				
Audited financial statement	19.3	50.7	83.0	27.9
Investment financed by banks	11.3	32.9	0.0	16.9
Formal training programme	21.1	55.7	60.7	30.8
Foreign technology licences	45.0	0.0	-	44.5



BUSINESS ECOSYSTEM

(Normalized scores)

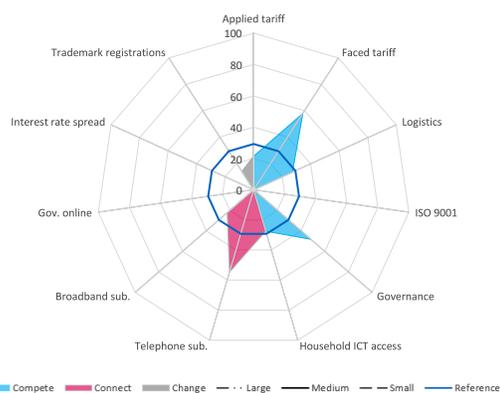
Compete	Small	Medium	Large	All
Power reliability	7.8	7.0	7.5	7.5
Domestic shipping reliability	8.9	66.4	-	11.7
Dealing with regulations	86.7	63.5	93.8	80.5
Customs clearance efficiency	-	-	-	41.8
Connect				
State of cluster development	-	-	-	62.6
Extent of marketing	-	-	-	9.5
Local supplier quality	-	-	-	62.2
University-industry collaboration in R&D	-	-	-	10.1
Collaboration between companies	-	-	-	40.1
Buyer sophistication	-	-	-	54.7
Change				
Access to finance	1.4	23.7	40.4	6.0
Access to educated workforce	62.1	50.4	23.6	58.3
Business licensing and permits	59.9	45.8	25.4	55.0



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	21.5
Prevalence of technical regulations	-
Faced tariff, trade-weighted average	58.0
Logistics performance index	27.1
ISO 9001 quality certificates	0.0
ISO 14001 environmental certificates	-
Governance index	48.1
Connect	
Household ICT access	27.5
Telephone subscriptions	54.7
Broadband subscriptions	22.2
Inclusive internet index	-
Government's online service	0.0
Change	
Interest rate spread	0.2
School life expectancy	-
Patent applications	-
Trademark registrations	13.8



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Georgia

Key indicators

Population (millions)	3.7
GDP (\$ billions)	15.7
GDP per capita (\$)	4248
Share of world GDP (PPP\$, %)	0.04
Current account surplus/deficit, share of GDP (%)	-12.3
Tariff preference margin (percentage points)	5.3
Imports and exports (goods and services), share of GDP (%)	98.0
Services exports, share of total exports (%)	63.0
Geographic region	Asia
Income group	Upper-middle income

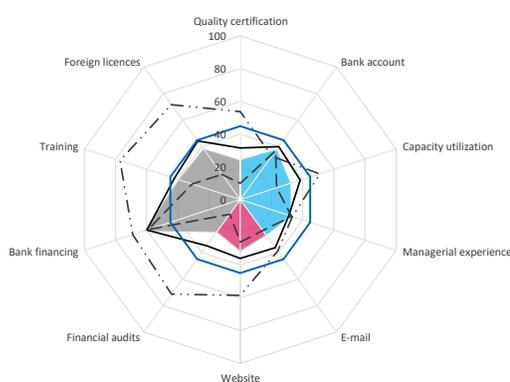
SME Competitiveness Grid Summary

Average scores [0-100]	Compete	Connect	Change
Small	25.8	24.6	30.0
Medium	35.3	36.1	45.3
FIRM CAPABILITIES			
Large	42.7	48.7	72.3
All	31.3	29.1	40.7
BUSINESS ECOSYSTEM	67.8	50.5	41.9
NATIONAL ENVIRONMENT	54.2	54.8	57.6
Reference level: 44.9 (a function of GDP per capita US\$)			
Weaknesses: scores below 22.4		Strengths: scores above 67.3	

SME Competitiveness Grid

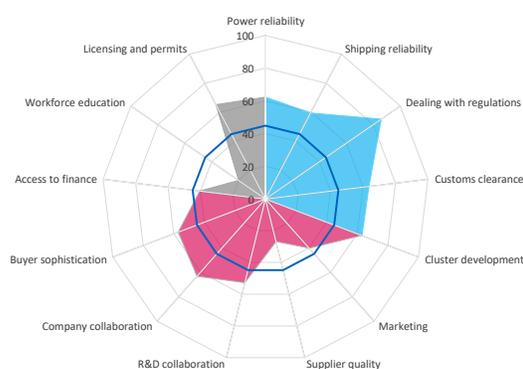
FIRM CAPABILITIES (Normalized scores)

Compete	Small	Medium	Large	All
International quality certificate	10.0	31.6	53.7	23.9
Bank account	36.7	40.0	32.7	37.4
Capacity utilization	23.4	38.4	51.0	31.8
Managerial experience	33.0	31.3	33.4	32.1
Connect				
E-mail	23.4	36.4	38.9	26.7
Firm website	25.9	35.9	58.5	31.4
Change				
Audited financial statement	11.0	34.8	71.4	24.3
Investment financed by banks	59.0	59.9	69.0	61.0
Formal training programme	30.8	42.3	77.2	39.3
Foreign technology licences	19.1	44.3	71.6	38.0



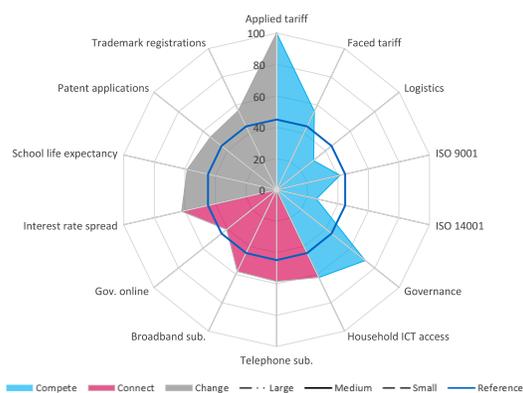
BUSINESS ECOSYSTEM (Normalized scores)

Compete	Small	Medium	Large	All
Power reliability	62.3	62.3	75.3	62.3
Domestic shipping reliability	50.0	77.1	59.4	59.4
Dealing with regulations	87.4	84.5	79.8	86.0
Customs clearance efficiency	61.2	82.2	47.4	63.6
Connect				
State of cluster development				63.0
Extent of marketing				40.2
Local supplier quality				26.8
University-industry collaboration in R&D				52.8
Collaboration between companies				63.3
Buyer sophistication				57.1
Change				
Access to finance	40.5	42.5	33.1	40.5
Access to educated workforce	30.0	9.5	0.7	20.0
Business licensing and permits	67.7	63.8	57.2	65.2



NATIONAL ENVIRONMENT (Normalized score)

Compete	All
Applied tariff, trade-weighted average	100.0
Prevalence of technical regulations	-
Faced tariff, trade-weighted average	55.5
Logistics performance index	30.1
ISO 9001 quality certificates	41.5
ISO 14001 environmental certificates	26.0
Governance index	72.2
Connect	
Household ICT access	62.1
Telephone subscriptions	58.5
Broadband subscriptions	57.8
Inclusive internet index	-
Government's online service	40.7
Change	
Interest rate spread	62.1
School life expectancy	58.3
Patent applications	53.9
Trademark registrations	56.2



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Greece

Key indicators

Population (millions)	10.7
GDP (\$ billions)	189.3
GDP per capita (\$)	17670
Share of world GDP (PPP\$, %)	0.2
Current account surplus/deficit, share of GDP (%)	-7.4
Tariff preference margin (percentage points)	4.9
Imports and exports (goods and services), share of GDP (%)	81.1
Services exports, share of total exports (%)	54.4
Geographic region	Europe
Income group	High income

SME Competitiveness Grid Summary

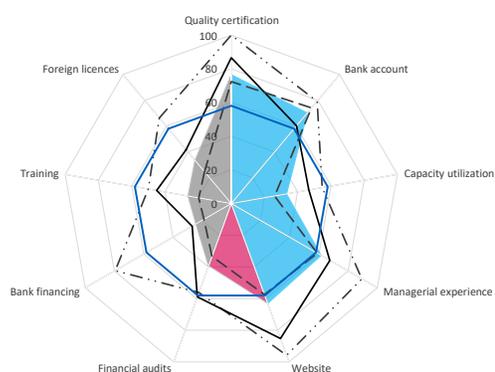
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	57.9	57.4	24.1
Medium	65.3	85.2	43.1
Large	80.8	95.8	63.0
All	60.4	63.1	30.8
BUSINESS ECOSYSTEM	63.6	40.3	21.0
NATIONAL ENVIRONMENT	67.8	65.6	66.4
Reference level: 58.1 (a function of GDP per capita US\$)			
Weaknesses: scores below 29.0		Strengths: scores above 87.1	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

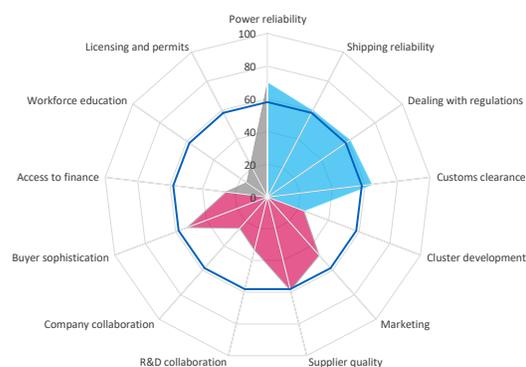
Compete	Small	Medium	Large	All
International quality certificate	72.4	86.6	100.0	76.5
Bank account	74.1	60.2	79.2	70.3
Capacity utilization	26.0	46.7	54.8	33.3
Managerial experience	58.9	67.5	89.4	61.5
Connect				
E-mail	-	-	-	-
Firm website	57.4	85.2	95.8	63.1
Change				
Audited financial statement	33.5	59.0	56.3	39.4
Investment financed by banks	18.7	26.9	79.5	24.3
Formal training programme	19.6	45.0	50.0	26.1
Foreign technology licences	24.6	41.7	66.3	33.5



BUSINESS ECOSYSTEM

(Normalized scores)

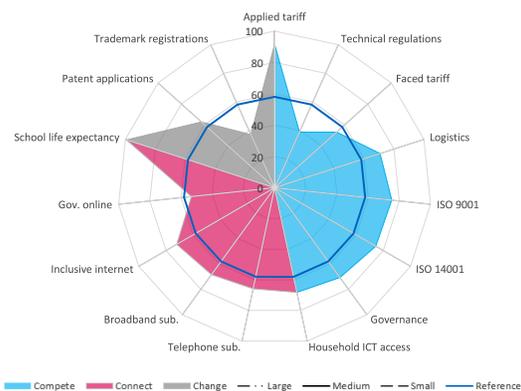
Compete	Small	Medium	Large	All
Power reliability	69.8	83.5	75.3	69.8
Domestic shipping reliability	77.1	43.5	77.1	59.4
Dealing with regulations	62.6	55.7	70.5	61.2
Customs clearance efficiency	60.4	71.3	64.1	64.1
Connect				
State of cluster development				23.7
Extent of marketing				47.6
Local supplier quality				58.9
University-industry collaboration in R&D				33.5
Collaboration between companies				25.7
Buyer sophistication				52.5
Change				
Access to finance	23.6	35.2	11.8	25.5
Access to educated workforce	13.1	21.6	36.1	15.4
Business licensing and permits	19.5	32.6	30.8	22.2



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	91.5
Prevalence of technical regulations	38.9
Faced tariff, trade-weighted average	53.2
Logistics performance index	70.7
ISO 9001 quality certificates	75.1
ISO 14001 environmental certificates	74.5
Governance index	70.8
Connect	
Household ICT access	68.2
Telephone subscriptions	65.7
Broadband subscriptions	68.5
Inclusive internet index	72.1
Government's online service	53.4
Change	
Interest rate spread	-
School life expectancy	99.2
Patent applications	62.8
Trademark registrations	37.2



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Guatemala

Key indicators

Population (millions)	18.0
GDP (\$ billions)	77.1
GDP per capita (\$)	4289
Share of world GDP (PPP\$, %)	0.1
Current account surplus/deficit, share of GDP (%)	5.0
Tariff preference margin (percentage points)	6.1
Imports and exports (goods and services), share of GDP (%)	50.0
Services exports, share of total exports (%)	24.4
Geographic region	Americas
Income group	Upper-middle income

SME Competitiveness Grid Summary

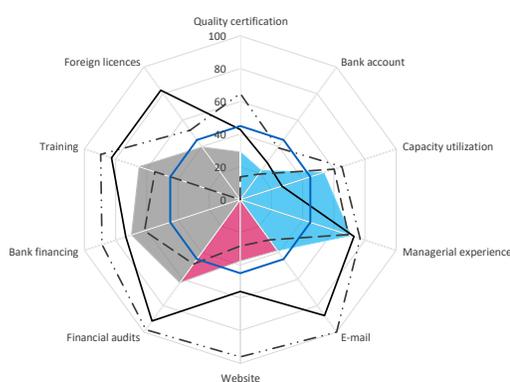
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	40.6	29.4	41.2
Medium	42.6	71.8	82.6
Large	61.5	98.0	82.2
All	43.8	37.9	59.3
BUSINESS ECOSYSTEM	38.0	60.3	46.4
NATIONAL ENVIRONMENT	47.6	30.6	36.0
Reference level: 44.9 (a function of GDP per capita US\$)			
Weaknesses: scores below 22.5		Strengths: scores above 67.4	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

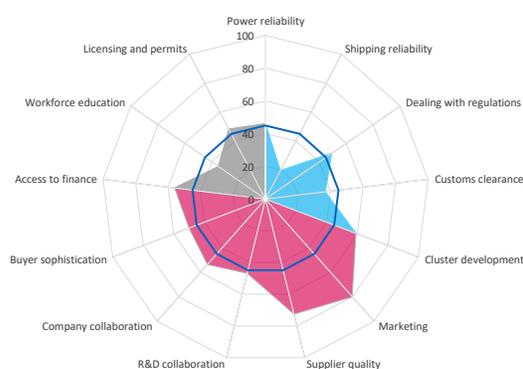
Compete	Small	Medium	Large	All
International quality certificate	13.9	42.7	64.8	29.0
Bank account	19.1	27.9	39.2	21.8
Capacity utilization	60.2	26.7	65.1	53.5
Managerial experience	69.3	72.9	76.9	70.8
Connect				
E-mail	30.5	87.5	100.0	38.4
Firm website	28.4	56.2	96.0	37.5
Change				
Audited financial statement	48.6	91.6	98.1	62.7
Investment financed by banks	61.5	73.5	88.7	69.8
Formal training programme	54.8	82.6	89.6	64.8
Foreign technology licences	0.0	82.5	52.3	39.7



BUSINESS ECOSYSTEM

(Normalized scores)

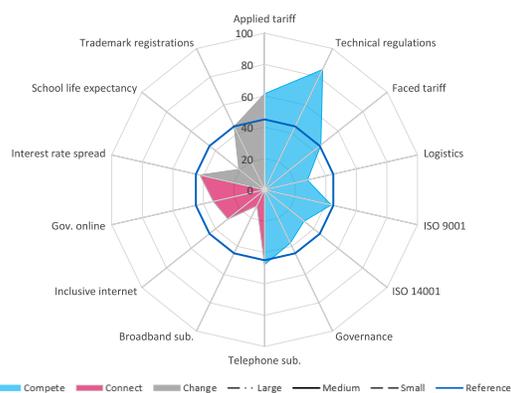
Compete	Small	Medium	Large	All
Power reliability	47.3	40.3	65.6	46.1
Domestic shipping reliability	13.6	43.5	43.5	19.7
Dealing with regulations	56.5	35.4	39.3	49.3
Customs clearance efficiency	-	34.2	33.4	36.8
Connect				
State of cluster development				59.1
Extent of marketing				79.9
Local supplier quality				72.6
University-industry collaboration in R&D				46.8
Collaboration between companies				53.5
Buyer sophistication				50.0
Change				
Access to finance	57.4	46.0	100.0	56.0
Access to educated workforce	29.5	49.6	41.2	35.0
Business licensing and permits	51.8	47.4	28.1	48.3



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	61.2
Prevalence of technical regulations	85.2
Faced tariff, trade-weighted average	45.7
Logistics performance index	28.1
ISO 9001 quality certificates	43.5
ISO 14001 environmental certificates	32.0
Governance index	37.6
Connect	
Household ICT access	-
Telephone subscriptions	47.7
Broadband subscriptions	11.3
Inclusive internet index	29.9
Government's online service	33.5
Change	
Interest rate spread	42.4
School life expectancy	20.8
Patent applications	-
Trademark registrations	44.8



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Guinea

Key indicators

Population (millions)	14.0
GDP (\$ billions)	15.5
GDP per capita (\$)	1106
Share of world GDP (PPP\$, %)	0.03
Current account surplus/deficit, share of GDP (%)	-12.1
Tariff preference margin (percentage points)	0.6
Imports and exports (goods and services), share of GDP (%)	95.2
Services exports, share of total exports (%)	1.9
Geographic region	Africa
Income group	Low income

SME Competitiveness Grid Summary

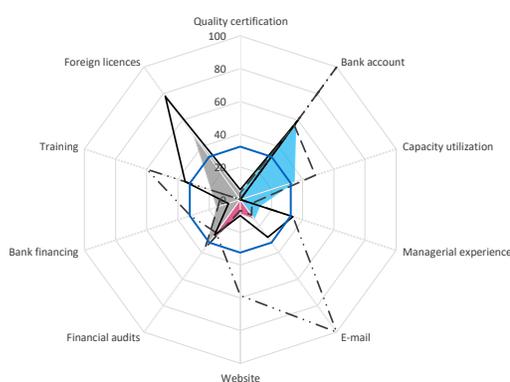
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	28.9	9.2	15.8
Medium	33.1	19.1	36.9
Large	44.6	79.3	39.0
All	27.2	11.6	29.0
BUSINESS ECOSYSTEM	47.2	57.5	53.0
NATIONAL ENVIRONMENT	29.1	13.2	6.2
Reference level: 32.4 (a function of GDP per capita US\$)			
Weaknesses: scores below 16.2		Strengths: scores above 48.6	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

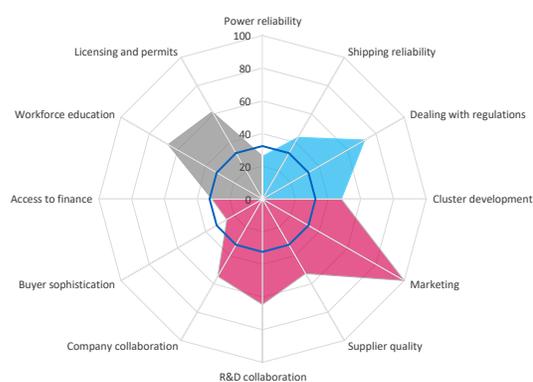
Compete	Small	Medium	Large	All
International quality certificate	4.0	6.1	0.0	4.0
Bank account	56.1	59.3	100.0	57.6
Capacity utilization	48.2	-	-	34.6
Managerial experience	7.5	33.8	33.8	12.5
Connect				
E-mail	11.6	28.4	100.0	14.5
Firm website	6.7	9.8	58.6	8.7
Change				
Audited financial statement	36.6	26.7	25.1	34.6
Investment financed by banks	14.2	7.6	31.9	15.1
Formal training programme	12.3	35.4	59.9	18.3
Foreign technology licences	0.0	77.8	-	47.9



BUSINESS ECOSYSTEM

(Normalized scores)

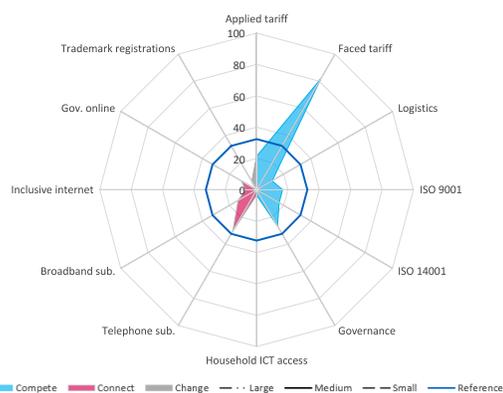
Compete	Small	Medium	Large	All
Power reliability	26.1	26.5	-	26.1
Domestic shipping reliability	36.5	50.0	-	43.5
Dealing with regulations	73.8	71.6	54.5	72.1
Customs clearance efficiency	-	-	-	-
Connect				
State of cluster development				48.2
Extent of marketing				100.0
Local supplier quality				52.7
University-industry collaboration in R&D				64.6
Collaboration between companies				54.7
Buyer sophistication				25.1
Change				
Access to finance	33.3	17.9	45.0	30.9
Access to educated workforce	66.7	62.3	74.4	66.5
Business licensing and permits	64.9	41.5	74.1	61.5



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	21.5
Prevalence of technical regulations	-
Faced tariff, trade-weighted average	81.8
Logistics performance index	11.4
ISO 9001 quality certificates	16.5
ISO 14001 environmental certificates	16.6
Governance index	26.6
Connect	
Household ICT access	3.5
Telephone subscriptions	30.3
Broadband subscriptions	13.6
Inclusive internet index	7.2
Government's online service	11.3
Change	
Interest rate spread	-
School life expectancy	-
Patent applications	-
Trademark registrations	6.2



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Honduras

Key indicators

Population (millions)	9.9
GDP (\$ billions)	23.7
GDP per capita (\$)	2383
Share of world GDP (PPP\$, %)	0.04
Current account surplus/deficit, share of GDP (%)	2.8
Tariff preference margin (percentage points)	8.4
Imports and exports (goods and services), share of GDP (%)	71.6
Services exports, share of total exports (%)	50.7
Geographic region	Americas
Income group	Lower-middle income

SME Competitiveness Grid Summary

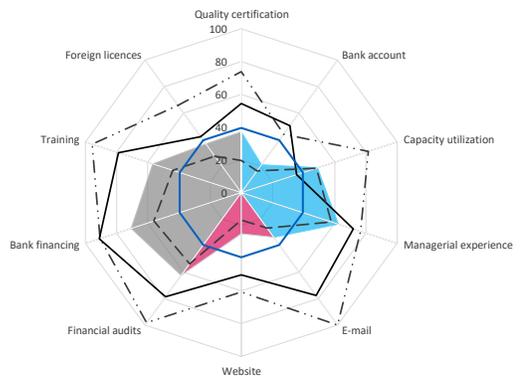
Average scores [0-100]	Compete	Connect	Change	
	Small	35.5	21.8	45.3
FIRM CAPABILITIES	Medium	53.1	64.0	72.7
	Large	69.0	80.3	87.6
	All	42.3	29.4	56.6
BUSINESS ECOSYSTEM	35.9	40.8	17.8	
NATIONAL ENVIRONMENT	49.6	27.3	23.4	
Reference level: 39.5 (a function of GDP per capita US\$)				
Weaknesses: scores below 19.7		Strengths: scores above 59.2		

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

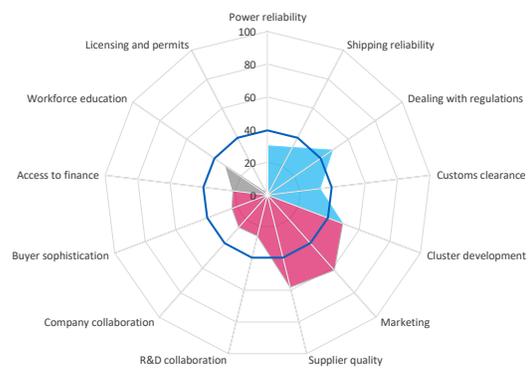
Compete	Small	Medium	Large	All
International quality certificate	19.6	54.4	73.8	37.1
Bank account	16.4	50.5	44.1	21.0
Capacity utilization	48.2	35.6	81.5	49.0
Managerial experience	57.7	71.9	76.5	62.3
Connect				
E-mail	26.8	77.7	100.0	33.7
Firm website	16.7	50.2	60.6	25.2
Change				
Audited financial statement	53.8	78.6	98.2	62.4
Investment financed by banks	56.1	91.1	90.6	70.7
Formal training programme	44.0	78.7	95.7	56.8
Foreign technology licences	27.5	42.2	65.9	36.7



BUSINESS ECOSYSTEM

(Normalized scores)

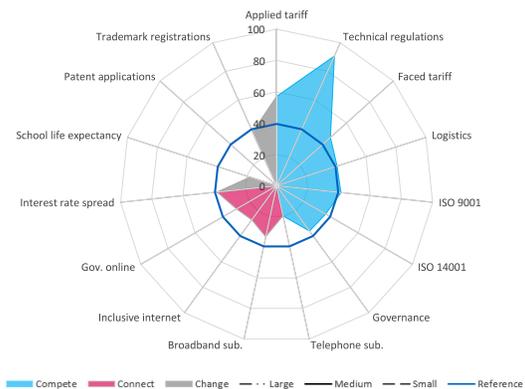
Compete	Small	Medium	Large	All
Power reliability	29.7	32.5	28.4	30.1
Domestic shipping reliability	32.9	25.9	77.1	32.9
Dealing with regulations	48.9	46.5	48.2	48.2
Customs clearance efficiency	-	32.4	46.4	32.3
Connect				
State of cluster development				49.2
Extent of marketing				61.6
Local supplier quality				58.2
University-industry collaboration in R&D				25.9
Collaboration between companies				26.5
Buyer sophistication				23.2
Change				
Access to finance	15.5	34.4	70.6	21.3
Access to educated workforce	28.0	44.1	24.8	30.9
Business licensing and permits	0.0	3.5	6.6	1.2



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	57.1
Prevalence of technical regulations	90.7
Faced tariff, trade-weighted average	46.1
Logistics performance index	40.5
ISO 9001 quality certificates	41.3
ISO 14001 environmental certificates	36.1
Governance index	35.6
Connect	
Household ICT access	-
Telephone subscriptions	19.7
Broadband subscriptions	33.2
Inclusive internet index	26.8
Government's online service	29.5
Change	
Interest rate spread	38.2
School life expectancy	17.8
Patent applications	0.0
Trademark registrations	37.6



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Hungary

Key indicators

Population (millions)	9.8
GDP (\$ billions)	154.6
GDP per capita (\$)	15820
Share of world GDP (PPP\$, %)	0.2
Current account surplus/deficit, share of GDP (%)	-0.2
Tariff preference margin (percentage points)	4.0
Imports and exports (goods and services), share of GDP (%)	177.5
Services exports, share of total exports (%)	19.6
Geographic region	Europe
Income group	High income

SME Competitiveness Grid Summary

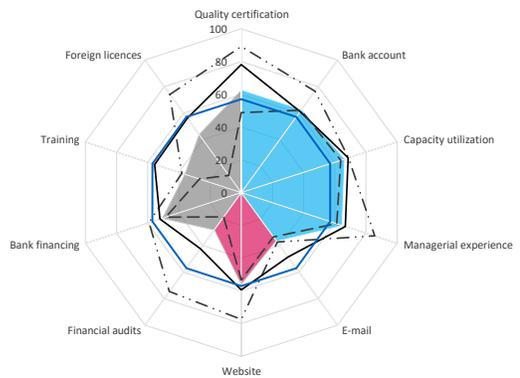
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	59.0	43.3	26.7
Medium	68.7	54.0	51.6
Large	80.0	57.4	61.5
All	63.6	46.1	39.6
BUSINESS ECOSYSTEM	69.4	37.0	77.3
NATIONAL ENVIRONMENT	70.2	59.5	58.4
Reference level: 57.0 (a function of GDP per capita US\$)			
Weaknesses: scores below 28.5			Strengths: scores above 85.6

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

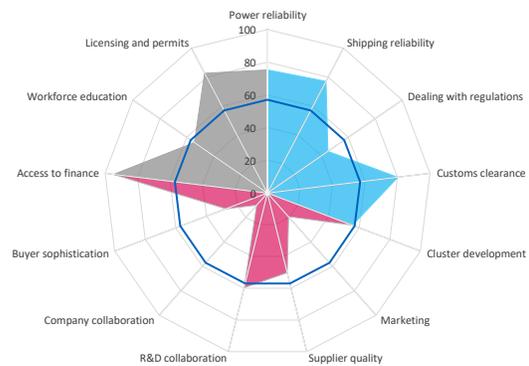
Compete	Small	Medium	Large	All
International quality certificate	48.8	78.1	89.2	62.3
Bank account	62.2	61.2	76.5	62.2
Capacity utilization	63.8	68.5	68.8	65.8
Managerial experience	61.2	66.8	85.6	64.2
Connect				
E-mail	33.4	48.5	37.4	36.2
Firm website	53.3	59.4	77.4	56.0
Change				
Audited financial statement	18.4	42.4	74.6	28.1
Investment financed by banks	48.5	52.1	59.2	50.4
Formal training programme	26.8	55.6	38.1	36.0
Foreign technology licences	13.0	56.2	74.0	43.7



BUSINESS ECOSYSTEM

(Normalized scores)

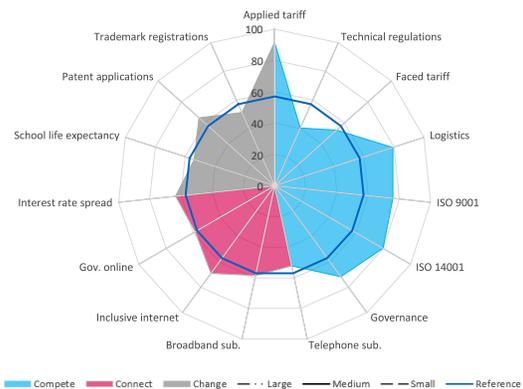
Compete	Small	Medium	Large	All
Power reliability	69.8	75.3	69.8	75.3
Domestic shipping reliability	77.1	66.4	77.1	77.1
Dealing with regulations	43.3	46.5	63.5	44.9
Customs clearance efficiency	80.3	75.3	89.3	80.3
Connect				
State of cluster development				55.6
Extent of marketing				19.4
Local supplier quality				50.2
University-industry collaboration in R&D				59.7
Collaboration between companies				10.0
Buyer sophistication				27.2
Change				
Access to finance	94.7	93.6	96.4	94.7
Access to educated workforce	56.8	47.2	64.5	54.4
Business licensing and permits	87.7	70.4	93.4	82.7



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	91.5
Prevalence of technical regulations	40.4
Faced tariff, trade-weighted average	53.3
Logistics performance index	79.3
ISO 9001 quality certificates	75.8
ISO 14001 environmental certificates	79.8
Governance index	71.6
Connect	
Household ICT access	-
Telephone subscriptions	52.3
Broadband subscriptions	58.5
Inclusive internet index	69.0
Government's online service	58.4
Change	
Interest rate spread	63.5
School life expectancy	54.0
Patent applications	64.9
Trademark registrations	51.2



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Italy

Key indicators

Population (millions)	60.2
GDP (\$ billions)	1884.9
GDP per capita (\$)	31288
Share of world GDP (PPP\$, %)	1.9
Current account surplus/deficit, share of GDP (%)	3.6
Tariff preference margin (percentage points)	3.3
Imports and exports (goods and services), share of GDP (%)	62.5
Services exports, share of total exports (%)	18.6
Geographic region	Europe
Income group	High income

SME Competitiveness Grid Summary

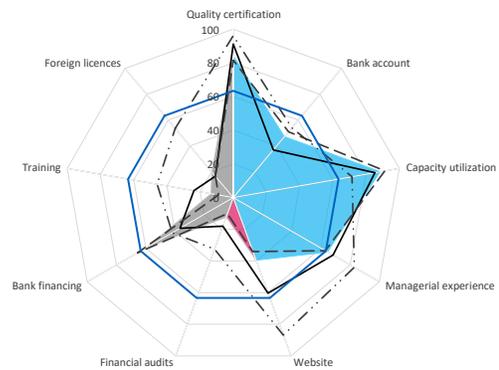
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	71.7	34.0	25.2
Medium	70.4	60.3	23.7
Large	76.1	86.9	43.4
All	71.1	39.6	26.2
BUSINESS ECOSYSTEM	44.6	75.2	57.0
NATIONAL ENVIRONMENT	78.5	72.3	73.1
Reference level: 63.4 (a function of GDP per capita US\$)			
Weaknesses: scores below 31.7			Strengths: scores above 95.1

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

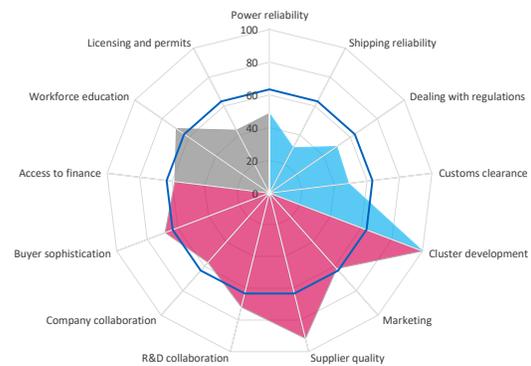
Compete	Small	Medium	Large	All
International quality certificate	81.6	91.1	96.1	84.2
Bank account	51.0	37.0	54.0	47.2
Capacity utilization	91.3	85.3	71.6	88.4
Managerial experience	63.0	68.2	82.9	64.5
Connect				
E-mail	-	-	-	-
Firm website	34.0	60.3	86.9	39.6
Change				
Audited financial statement	10.0	18.1	32.5	12.3
Investment financed by banks	65.5	36.5	41.7	59.6
Formal training programme	8.9	23.6	45.9	13.3
Foreign technology licences	16.5	16.5	53.6	19.8



BUSINESS ECOSYSTEM

(Normalized scores)

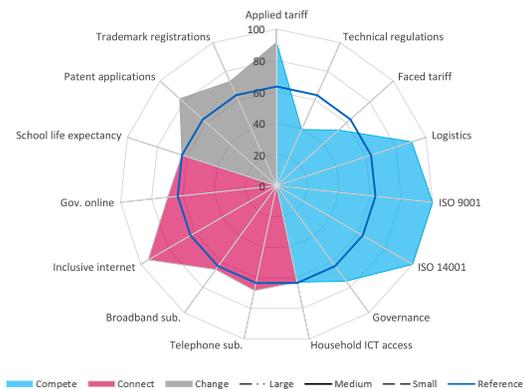
Compete	Small	Medium	Large	All
Power reliability	47.3	-	-	48.6
Domestic shipping reliability	32.9	23.6	50.0	31.3
Dealing with regulations	52.6	43.6	30.2	50.0
Customs clearance efficiency	46.6	49.8	57.3	48.7
Connect				
State of cluster development				100.0
Extent of marketing				62.0
Local supplier quality				91.7
University-industry collaboration in R&D				71.9
Collaboration between companies				56.9
Buyer sophistication				68.4
Change				
Access to finance	59.6	50.9	87.2	58.3
Access to educated workforce	70.4	62.5	84.3	69.2
Business licensing and permits	42.3	44.0	73.3	43.4



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	91.5
Prevalence of technical regulations	39.2
Faced tariff, trade-weighted average	53.2
Logistics performance index	90.6
ISO 9001 quality certificates	100.0
ISO 14001 environmental certificates	100.0
Governance index	75.2
Connect	
Household ICT access	62.8
Telephone subscriptions	68.3
Broadband subscriptions	66.0
Inclusive internet index	94.4
Government's online service	69.8
Change	
Interest rate spread	-
School life expectancy	63.5
Patent applications	83.0
Trademark registrations	72.9



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Jordan

Key indicators

Population (millions)	10.2
GDP (\$ billions)	43.5
GDP per capita (\$)	4259
Share of world GDP (PPP\$, %)	0.08
Current account surplus/deficit, share of GDP (%)	-8.1
Tariff preference margin (percentage points)	8.6
Imports and exports (goods and services), share of GDP (%)	90.7
Services exports, share of total exports (%)	48.9
Geographic region	Asia
Income group	Upper-middle income

SME Competitiveness Grid Summary

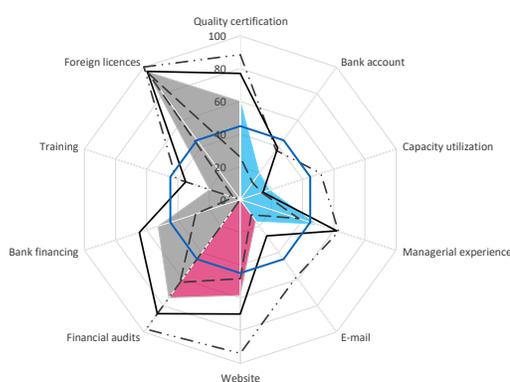
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	22.5	29.8	47.6
Medium	48.1	48.6	70.6
Large	60.1	76.1	79.7
All	36.6	37.3	60.7
BUSINESS ECOSYSTEM	74.5	63.8	60.2
NATIONAL ENVIRONMENT	54.1	31.7	32.9
Reference level: 44.9 (a function of GDP per capita US\$)			
Weaknesses: scores below 22.4		Strengths: scores above 67.3	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

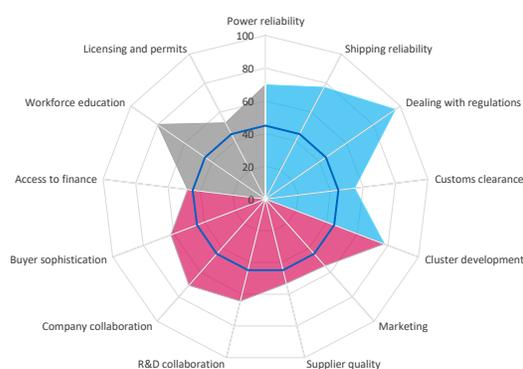
Compete	Small	Medium	Large	All
International quality certificate	26.0	77.1	88.5	59.9
Bank account	12.8	38.9	37.2	19.7
Capacity utilization	13.8	14.5	51.7	18.7
Managerial experience	37.5	61.9	63.0	48.0
Connect				
E-mail	11.4	27.4	58.3	16.1
Firm website	48.3	69.9	93.9	58.6
Change				
Audited financial statement	62.4	86.0	97.9	74.1
Investment financed by banks	28.6	64.7	-	52.7
Formal training programme	4.4	35.0	41.2	19.6
Foreign technology licences	94.8	96.8	100.0	96.4



BUSINESS ECOSYSTEM

(Normalized scores)

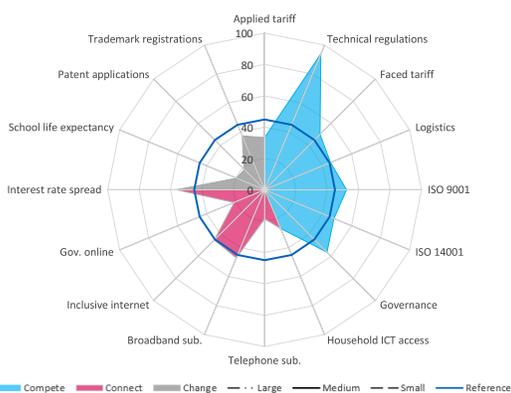
Compete	Small	Medium	Large	All
Power reliability	65.6	75.3	62.3	69.8
Domestic shipping reliability	77.1	77.1	100.0	77.1
Dealing with regulations	99.1	90.5	97.2	96.3
Customs clearance efficiency	55.5	54.9	55.5	54.9
Connect				
State of cluster development				77.5
Extent of marketing				54.8
Local supplier quality				53.3
University-industry collaboration in R&D				64.4
Collaboration between companies				70.7
Buyer sophistication				61.9
Change				
Access to finance	46.4	50.3	49.5	48.0
Access to educated workforce	89.2	63.5	85.7	80.2
Business licensing and permits	60.2	42.8	47.4	52.5



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	33.4
Prevalence of technical regulations	93.9
Faced tariff, trade-weighted average	50.0
Logistics performance index	45.5
ISO 9001 quality certificates	52.2
ISO 14001 environmental certificates	47.8
Governance index	56.3
Connect	
Household ICT access	26.6
Telephone subscriptions	18.5
Broadband subscriptions	47.0
Inclusive internet index	45.2
Government's online service	21.1
Change	
Interest rate spread	56.4
School life expectancy	19.6
Patent applications	18.3
Trademark registrations	37.3



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Kazakhstan

Key indicators

Population (millions)	18.9
GDP (\$ billions)	164.8
GDP per capita (\$)	8733
Share of world GDP (PPP\$, %)	0.4
Current account surplus/deficit, share of GDP (%)	-3.6
Tariff preference margin (percentage points)	0.8
Imports and exports (goods and services), share of GDP (%)	63.5
Services exports, share of total exports (%)	11.9
Geographic region	Asia
Income group	Upper-middle income

SME Competitiveness Grid Summary

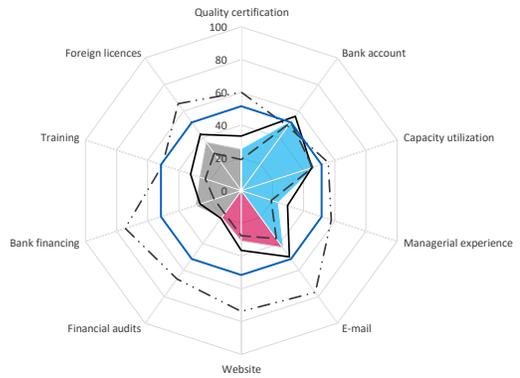
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	33.9	31.9	21.5
Medium	41.1	43.3	30.6
Large	55.5	75.3	64.4
All	36.7	36.8	27.9
BUSINESS ECOSYSTEM	49.9	41.0	51.3
NATIONAL ENVIRONMENT	42.2	69.1	49.1
Reference level: 51.5 (a function of GDP per capita US\$)			
Weaknesses: scores below 25.8		Strengths: scores above 77.3	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

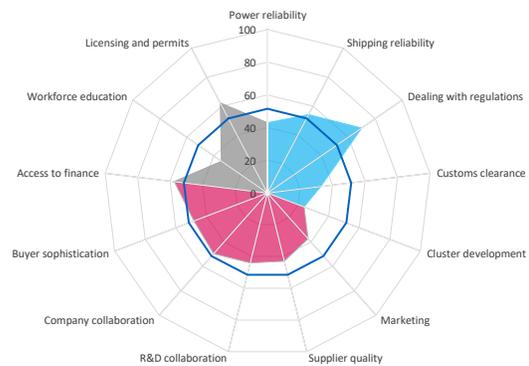
Compete	Small	Medium	Large	All
International quality certificate	18.9	33.3	60.1	25.1
Bank account	51.6	56.1	48.5	52.2
Capacity utilization	45.7	45.3	55.7	46.3
Managerial experience	19.2	29.6	57.7	23.1
Connect				
E-mail	36.2	50.0	76.9	42.8
Firm website	27.5	36.5	73.8	30.7
Change				
Audited financial statement	17.4	21.0	66.8	20.2
Investment financed by banks	17.4	26.5	74.5	28.9
Formal training programme	23.1	32.5	50.5	26.4
Foreign technology licences	28.1	42.4	65.6	36.3



BUSINESS ECOSYSTEM

(Normalized scores)

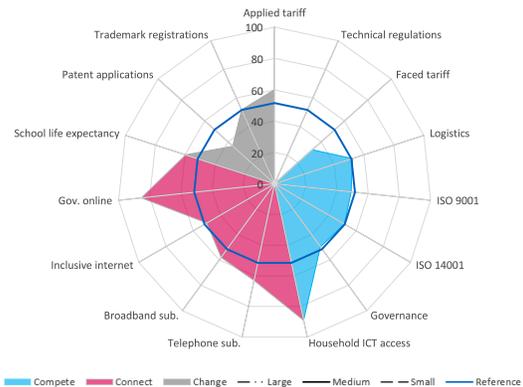
Compete	Small	Medium	Large	All
Power reliability	40.3	48.6	40.3	42.9
Domestic shipping reliability	59.4	54.2	29.8	54.2
Dealing with regulations	68.4	81.8	49.3	69.9
Customs clearance efficiency	34.6	32.6	33.1	32.7
Connect				
State of cluster development				23.9
Extent of marketing				37.4
Local supplier quality				43.0
University-industry collaboration in R&D				44.1
Collaboration between companies				49.6
Buyer sophistication				48.2
Change				
Access to finance	64.3	46.2	22.5	57.4
Access to educated workforce	30.3	53.8	24.5	34.2
Business licensing and permits	65.9	50.7	60.2	62.2



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	60.1
Prevalence of technical regulations	0.0
Faced tariff, trade-weighted average	32.5
Logistics performance index	52.2
ISO 9001 quality certificates	49.1
ISO 14001 environmental certificates	51.5
Governance index	49.7
Connect	
Household ICT access	89.1
Telephone subscriptions	63.1
Broadband subscriptions	58.1
Inclusive internet index	50.0
Government's online service	85.4
Change	
Interest rate spread	-
School life expectancy	59.7
Patent applications	35.9
Trademark registrations	51.7



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Kenya

Key indicators

Population (millions)	48.7
GDP (\$ billions)	99.3
GDP per capita (\$)	2039
Share of world GDP (PPP\$, %)	0.2
Current account surplus/deficit, share of GDP (%)	-4.8
Tariff preference margin (percentage points)	7.8
Imports and exports (goods and services), share of GDP (%)	33.7
Services exports, share of total exports (%)	48.0
Geographic region	Africa
Income group	Lower-middle income

SME Competitiveness Grid Summary

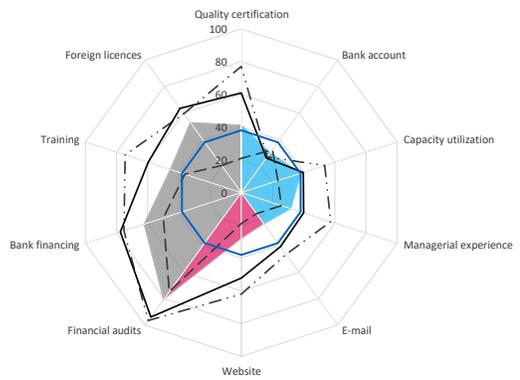
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	25.7	17.4	45.3
Medium	41.7	46.4	73.7
Large	53.7	54.3	76.5
All	35.3	25.8	60.5
BUSINESS ECOSYSTEM	29.1	61.1	51.8
NATIONAL ENVIRONMENT	40.9	31.6	37.2
Reference level: 38.0 (a function of GDP per capita US\$)			
Weaknesses: scores below 19.0		Strengths: scores above 57.1	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

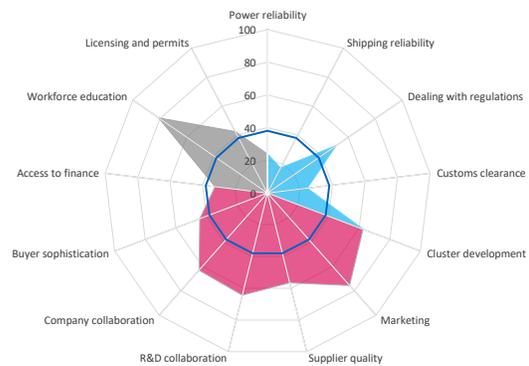
Compete	Small	Medium	Large	All
International quality certificate	21.0	60.8	77.0	41.2
Bank account	32.4	26.0	26.8	30.1
Capacity utilization	23.6	39.8	53.5	38.3
Managerial experience	25.7	40.0	57.4	31.7
Connect				
E-mail	15.8	40.7	46.7	23.5
Firm website	18.9	52.2	62.0	28.2
Change				
Audited financial statement	74.6	93.9	96.5	80.9
Investment financed by banks	50.0	77.6	75.3	62.5
Formal training programme	36.3	59.7	74.5	45.6
Foreign technology licences	20.4	63.6	59.6	53.0



BUSINESS ECOSYSTEM

(Normalized scores)

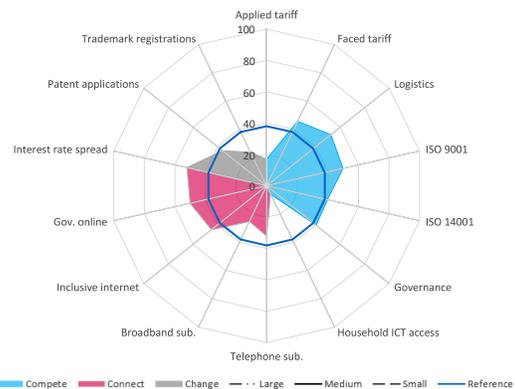
Compete	Small	Medium	Large	All
Power reliability	24.1	22.6	26.5	23.8
Domestic shipping reliability	29.8	7.9	36.5	17.2
Dealing with regulations	51.5	50.7	50.0	51.1
Customs clearance efficiency	21.7	22.1	29.2	24.5
Connect				
State of cluster development				62.5
Extent of marketing				75.7
Local supplier quality				56.6
University-industry collaboration in R&D				64.4
Collaboration between companies				63.2
Buyer sophistication				44.4
Change				
Access to finance	28.9	41.6	37.5	32.3
Access to educated workforce	81.1	87.3	59.2	80.8
Business licensing and permits	38.2	59.3	36.2	42.3



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	17.0
Prevalence of technical regulations	-
Faced tariff, trade-weighted average	45.7
Logistics performance index	52.4
ISO 9001 quality certificates	50.0
ISO 14001 environmental certificates	39.7
Governance index	40.3
Connect	
Household ICT access	5.7
Telephone subscriptions	32.1
Broadband subscriptions	25.3
Inclusive internet index	45.0
Government's online service	50.0
Change	
Interest rate spread	52.1
School life expectancy	-
Patent applications	35.9
Trademark registrations	23.7



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Kyrgyzstan

Key indicators

Population (millions)	6.5
GDP (\$ billions)	7.5
GDP per capita (\$)	1146
Share of world GDP (PPP\$, %)	0.03
Current account surplus/deficit, share of GDP (%)	-8.2
Tariff preference margin (percentage points)	2.5
Imports and exports (goods and services), share of GDP (%)	106.5
Services exports, share of total exports (%)	37.2
Geographic region	Asia
Income group	Lower-middle income

SME Competitiveness Grid Summary

Average scores [0-100]	Compete	Connect	Change	
	Small	37.2	33.3	32.0
FIRM CAPABILITIES	Medium	38.8	33.1	43.4
	Large	60.9	71.9	57.4
	All	39.0	36.5	40.6
BUSINESS ECOSYSTEM	45.1	36.8	46.9	
NATIONAL ENVIRONMENT	30.2	49.1	28.2	

Reference level: 32.7 (a function of GDP per capita US\$)

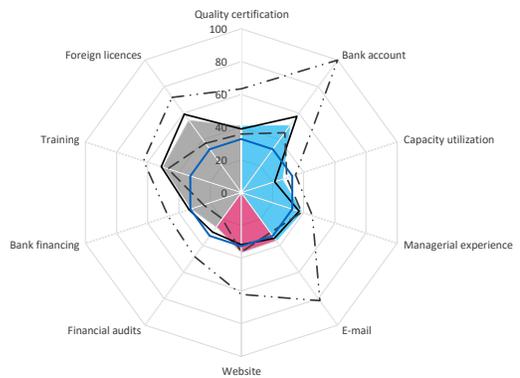
Weaknesses: scores below 16.4 **Strengths: scores above 49.1**

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

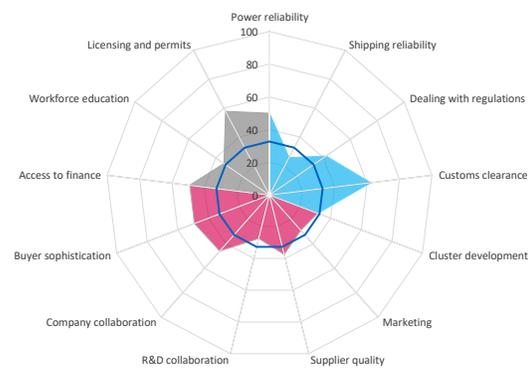
Compete	Small	Medium	Large	All
International quality certificate	35.8	38.9	63.3	40.5
Bank account	45.2	57.6	100.0	50.5
Capacity utilization	29.1	21.5	34.8	26.2
Managerial experience	38.8	37.1	45.6	38.8
Connect				
E-mail	30.2	34.4	81.6	36.2
Firm website	36.3	31.8	62.1	36.7
Change				
Audited financial statement	19.7	29.8	48.3	25.9
Investment financed by banks	24.3	33.5	46.9	31.9
Formal training programme	47.1	51.3	62.7	50.1
Foreign technology licences	37.1	59.1	71.9	54.4



BUSINESS ECOSYSTEM

(Normalized scores)

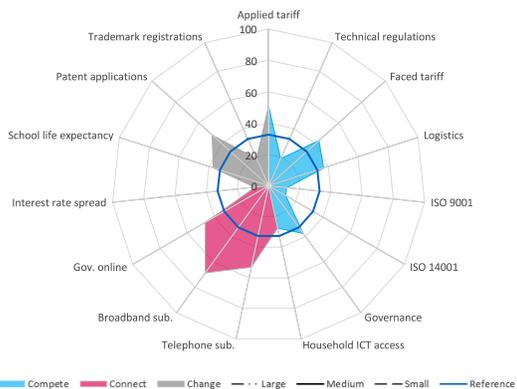
Compete	Small	Medium	Large	All
Power reliability	55.1	47.3	42.9	50.0
Domestic shipping reliability	17.2	28.4	100.0	25.9
Dealing with regulations	42.3	45.2	31.0	42.0
Customs clearance efficiency	-	71.3	54.6	62.4
Connect				
State of cluster development				31.5
Extent of marketing				28.9
Local supplier quality				37.6
University-industry collaboration in R&D				27.5
Collaboration between companies				45.9
Buyer sophistication				49.1
Change				
Access to finance	58.1	40.2	41.9	49.1
Access to educated workforce	40.7	23.1	35.5	33.9
Business licensing and permits	65.9	51.2	46.0	57.8



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	50.9
Prevalence of technical regulations	19.0
Faced tariff, trade-weighted average	43.2
Logistics performance index	36.9
ISO 9001 quality certificates	11.5
ISO 14001 environmental certificates	12.6
Governance index	37.5
Connect	
Household ICT access	27.6
Telephone subscriptions	53.2
Broadband subscriptions	68.7
Inclusive internet index	-
Government's online service	46.8
Change	
Interest rate spread	8.7
School life expectancy	37.1
Patent applications	48.4
Trademark registrations	18.9



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Lao People's Democratic Republic

Key indicators

Population (millions)	7.3
GDP (\$ billions)	19.1
GDP per capita (\$)	2626
Share of world GDP (PPP\$, %)	0.05
Current account surplus/deficit, share of GDP (%)	-5.7
Tariff preference margin (percentage points)	6.0
Imports and exports (goods and services), share of GDP (%)	74.4
Services exports, share of total exports (%)	16.0
Geographic region	Asia
Income group	Lower-middle income

SME Competitiveness Grid Summary

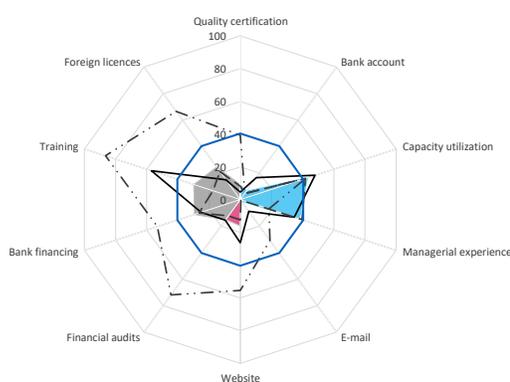
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	23.5	6.4	19.4
Medium	25.9	17.5	28.2
Large	26.1	43.2	69.5
All	24.1	8.7	24.7
BUSINESS ECOSYSTEM	59.7	53.6	59.0
NATIONAL ENVIRONMENT	47.6	17.9	14.8
Reference level: 40.4 (a function of GDP per capita US\$)			
Weaknesses: scores below 20.2		Strengths: scores above 60.6	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

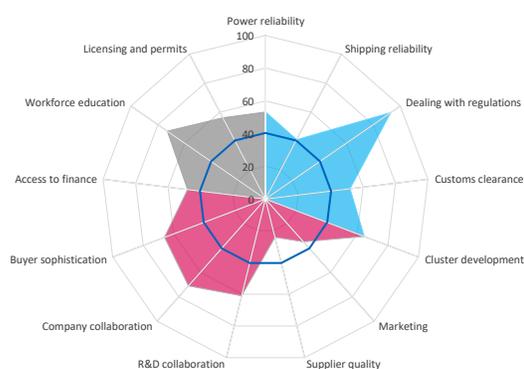
Compete	Small	Medium	Large	All
International quality certificate	8.1	4.6	39.3	9.1
Bank account	4.5	16.5	4.6	6.3
Capacity utilization	41.7	47.9	42.1	43.1
Managerial experience	39.6	34.6	18.3	37.9
Connect				
E-mail	0.4	8.8	30.9	1.3
Firm website	12.4	26.3	55.4	16.1
Change				
Audited financial statement	12.3	15.5	71.9	15.1
Investment financed by banks	26.5	25.0	53.1	29.3
Formal training programme	17.6	57.0	86.5	29.8
Foreign technology licences	21.1	15.0	66.6	24.6



BUSINESS ECOSYSTEM

(Normalized scores)

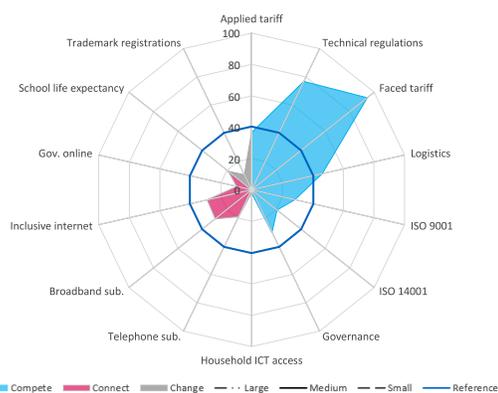
Compete	Small	Medium	Large	All
Power reliability	59.5	38.0	75.3	53.2
Domestic shipping reliability	43.5	32.9	77.1	40.9
Dealing with regulations	93.8	91.3	91.3	92.9
Customs clearance efficiency	68.4	47.6	-	51.9
Connect				
State of cluster development				64.5
Extent of marketing				34.9
Local supplier quality				24.1
University-industry collaboration in R&D				61.1
Collaboration between companies				71.1
Buyer sophistication				66.1
Change				
Access to finance	44.2	59.4	86.8	48.0
Access to educated workforce	75.7	62.9	82.7	73.0
Business licensing and permits	58.7	46.5	69.2	56.1



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	36.6
Prevalence of technical regulations	76.8
Faced tariff, trade-weighted average	94.3
Logistics performance index	46.2
ISO 9001 quality certificates	28.4
ISO 14001 environmental certificates	20.7
Governance index	30.1
Connect	
Household ICT access	2.0
Telephone subscriptions	19.1
Broadband subscriptions	29.7
Inclusive internet index	29.0
Government's online service	9.8
Change	
Interest rate spread	-
School life expectancy	19.0
Patent applications	-
Trademark registrations	10.6



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Latvia

Key indicators

Population (millions)	1.9
GDP (\$ billions)	33.5
GDP per capita (\$)	17560
Share of world GDP (PPP\$, %)	0.05
Current account surplus/deficit, share of GDP (%)	3.0
Tariff preference margin (percentage points)	3.6
Imports and exports (goods and services), share of GDP (%)	123.4
Services exports, share of total exports (%)	30.4
Geographic region	Europe
Income group	High income

SME Competitiveness Grid Summary

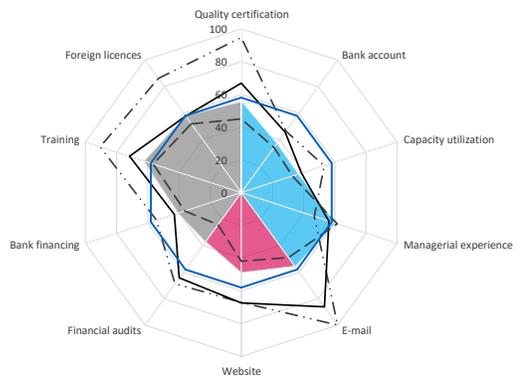
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	43.3	45.5	42.2
Medium	51.8	76.8	59.2
Large	60.3	83.5	75.0
All	47.0	52.1	49.2
BUSINESS ECOSYSTEM	53.2	63.6	52.0
NATIONAL ENVIRONMENT	61.8	65.8	65.0
Reference level: 58.0 (a function of GDP per capita US\$)			
Weaknesses: scores below 29.0		Strengths: scores above 87.0	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

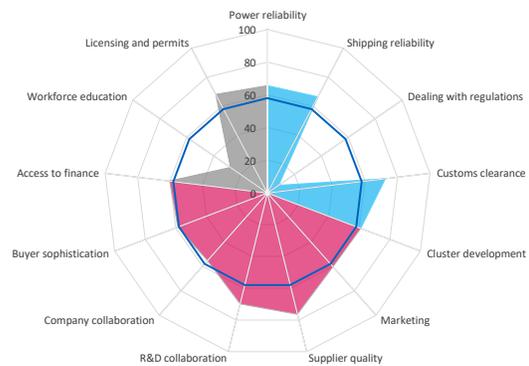
Compete	Small	Medium	Large	All
International quality certificate	45.0	66.8	94.7	55.3
Bank account	34.0	45.6	46.4	36.7
Capacity utilization	32.8	38.6	53.1	36.2
Managerial experience	61.5	56.2	46.8	59.6
Connect				
E-mail	49.0	86.2	100.0	55.5
Firm website	41.9	67.4	67.1	48.7
Change				
Audited financial statement	24.2	64.4	68.8	36.9
Investment financed by banks	36.2	43.0	54.3	40.1
Formal training programme	56.5	71.7	90.6	62.1
Foreign technology licences	51.8	57.7	86.2	57.6



BUSINESS ECOSYSTEM

(Normalized scores)

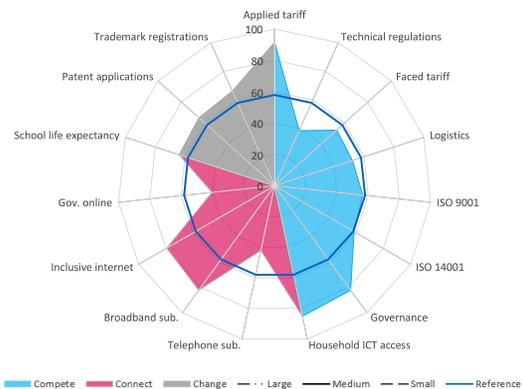
Compete	Small	Medium	Large	All
Power reliability	62.3	75.3	75.3	65.6
Domestic shipping reliability	100.0	59.4	66.4	66.4
Dealing with regulations	5.8	14.0	17.3	8.3
Customs clearance efficiency	79.4	69.0	65.4	72.6
Connect				
State of cluster development				61.0
Extent of marketing				60.4
Local supplier quality				76.5
University-industry collaboration in R&D				69.9
Collaboration between companies				55.3
Buyer sophistication				58.7
Change				
Access to finance	62.8	56.2	50.3	60.3
Access to educated workforce	35.8	10.5	17.0	27.6
Business licensing and permits	75.0	55.0	71.6	68.1



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	91.5
Prevalence of technical regulations	38.6
Faced tariff, trade-weighted average	53.2
Logistics performance index	52.2
ISO 9001 quality certificates	56.5
ISO 14001 environmental certificates	58.4
Governance index	82.4
Connect	
Household ICT access	85.1
Telephone subscriptions	42.0
Broadband subscriptions	82.3
Inclusive internet index	79.3
Government's online service	40.1
Change	
Interest rate spread	-
School life expectancy	64.0
Patent applications	64.9
Trademark registrations	66.2



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Lebanon

Key indicators

Population (millions)	6.8
GDP (\$ billions)	19.1
GDP per capita (\$)	2802
Share of world GDP (PPP\$, %)	0.06
Current account surplus/deficit, share of GDP (%)	-14.3
Tariff preference margin (percentage points)	2.8
Imports and exports (goods and services), share of GDP (%)	98.5
Services exports, share of total exports (%)	80.2
Geographic region	Asia
Income group	Upper-middle income

SME Competitiveness Grid Summary

Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	24.8	30.1	44.3
Medium	53.0	53.9	69.1
Large	62.2	80.4	76.5
All	35.3	37.9	56.2
BUSINESS ECOSYSTEM	53.5	58.8	52.1
NATIONAL ENVIRONMENT	49.8	25.4	49.5
Reference level: 41.0 (a function of GDP per capita US\$)			
Weaknesses: scores below 20.5		Strengths: scores above 61.5	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

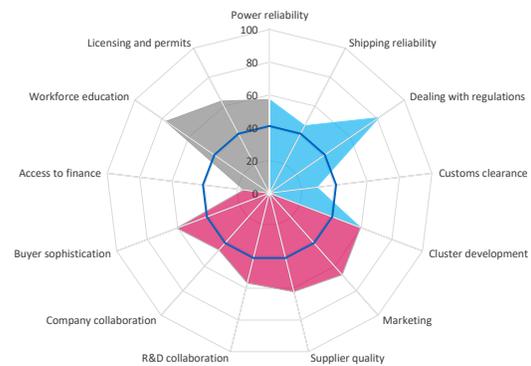
Compete	Small	Medium	Large	All
International quality certificate	22.3	54.0	72.3	38.9
Bank account	34.4	62.2	68.6	40.3
Capacity utilization	17.8	42.9	45.7	26.6
Managerial experience	-	-	-	-
Connect				
E-mail	28.6	39.7	77.7	33.0
Firm website	31.6	68.1	83.0	42.8
Change				
Audited financial statement	81.4	92.3	97.1	85.6
Investment financed by banks	56.7	73.6	82.3	67.3
Formal training programme	11.4	44.3	56.7	25.0
Foreign technology licences	27.8	66.3	70.0	46.9



BUSINESS ECOSYSTEM

(Normalized scores)

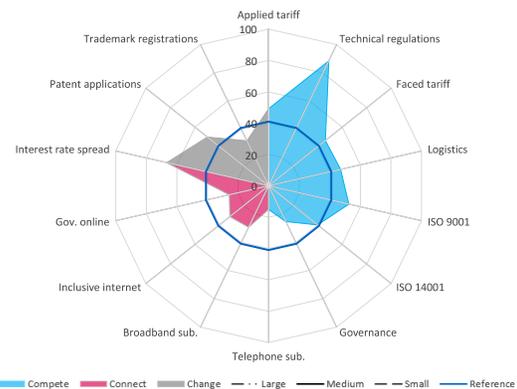
Compete	Small	Medium	Large	All
Power reliability	75.3	47.3	-	57.2
Domestic shipping reliability	36.5	77.1	100.0	46.5
Dealing with regulations	85.2	75.5	64.4	81.1
Customs clearance efficiency	33.1	25.7	25.5	29.1
Connect				
State of cluster development				59.5
Extent of marketing				67.0
Local supplier quality				62.3
University-industry collaboration in R&D				56.9
Collaboration between companies				46.6
Buyer sophistication				60.6
Change				
Access to finance	13.4	18.2	41.5	15.8
Access to educated workforce	78.8	71.3	96.4	77.1
Business licensing and permits	60.2	71.2	56.6	63.5



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	49.2
Prevalence of technical regulations	88.5
Faced tariff, trade-weighted average	46.2
Logistics performance index	47.1
ISO 9001 quality certificates	52.5
ISO 14001 environmental certificates	40.0
Governance index	25.2
Connect	
Household ICT access	-
Telephone subscriptions	15.1
Broadband subscriptions	29.3
Inclusive internet index	31.6
Government's online service	25.6
Change	
Interest rate spread	66.6
School life expectancy	-
Patent applications	50.0
Trademark registrations	31.8



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Lesotho

Key indicators

Population (millions)	2.1
GDP (\$ billions)	2.1
GDP per capita (\$)	1003
Share of world GDP (PPP\$, %)	0.00
Current account surplus/deficit, share of GDP (%)	-15.5
Tariff preference margin (percentage points)	12.9
Imports and exports (goods and services), share of GDP (%)	109.3
Services exports, share of total exports (%)	4.5
Geographic region	Africa
Income group	Lower-middle income

SME Competitiveness Grid Summary

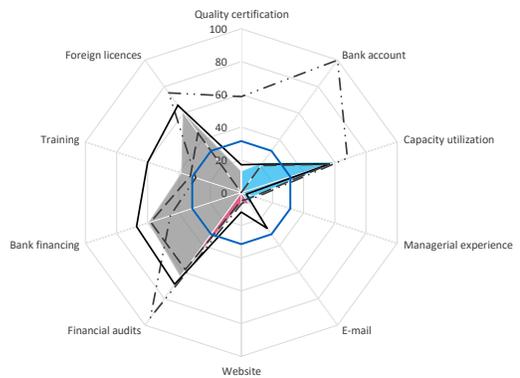
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	21.2	5.0	48.5
Medium	24.6	19.5	65.6
Large	59.0	6.4	61.1
All	25.2	7.2	55.3
BUSINESS ECOSYSTEM	48.6	35.8	37.8
NATIONAL ENVIRONMENT	36.8	22.0	22.0
Reference level: 31.5 (a function of GDP per capita US\$)			
Weaknesses: scores below 15.7		Strengths: scores above 47.2	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

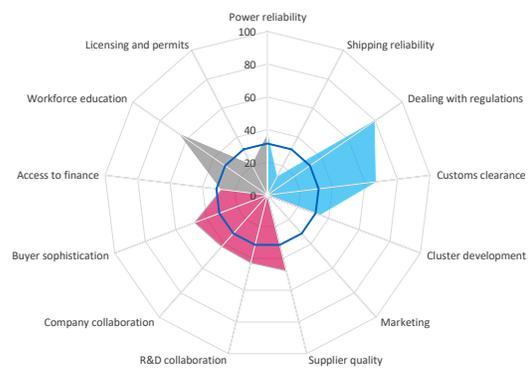
Compete	Small	Medium	Large	All
International quality certificate	0.0	17.1	58.6	12.7
Bank account	20.5	21.4	100.0	22.0
Capacity utilization	56.3	56.5	68.1	58.9
Managerial experience	7.9	3.3	9.3	7.0
Connect				
E-mail	5.2	27.0	5.7	8.2
Firm website	4.9	11.9	7.0	6.3
Change				
Audited financial statement	58.1	69.2	94.3	63.1
Investment financed by banks	58.1	67.2	45.4	59.2
Formal training programme	32.6	60.0	29.1	38.3
Foreign technology licences	45.0	65.9	75.3	60.3



BUSINESS ECOSYSTEM

(Normalized scores)

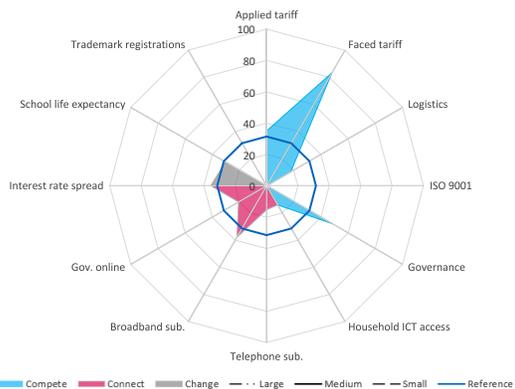
Compete	Small	Medium	Large	All
Power reliability	39.5	32.5	32.5	36.6
Domestic shipping reliability	16.4	8.9	0.0	12.3
Dealing with regulations	79.2	76.7	86.7	79.2
Customs clearance efficiency	-	-	63.6	66.4
Connect				
State of cluster development				34.1
Extent of marketing				0.0
Local supplier quality				47.7
University-industry collaboration in R&D				42.8
Collaboration between companies				42.2
Buyer sophistication				47.7
Change				
Access to finance	23.2	44.7	53.4	28.4
Access to educated workforce	67.1	55.5	64.9	64.5
Business licensing and permits	14.9	26.5	76.4	20.4



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	35.0
Prevalence of technical regulations	-
Faced tariff, trade-weighted average	83.3
Logistics performance index	17.8
ISO 9001 quality certificates	0.0
ISO 14001 environmental certificates	-
Governance index	47.9
Connect	
Household ICT access	14.2
Telephone subscriptions	15.4
Broadband subscriptions	38.0
Inclusive internet index	-
Government's online service	20.6
Change	
Interest rate spread	35.6
School life expectancy	30.4
Patent applications	-
Trademark registrations	0.0



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Liberia

Key indicators

Population (millions)	4.7
GDP (\$ billions)	3.0
GDP per capita (\$)	646
Share of world GDP (PPP\$, %)	0.01
Current account surplus/deficit, share of GDP (%)	-18.1
Tariff preference margin (percentage points)	0.3
Imports and exports (goods and services), share of GDP (%)	-
Services exports, share of total exports (%)	0.5
Geographic region	Africa
Income group	Low income

SME Competitiveness Grid Summary

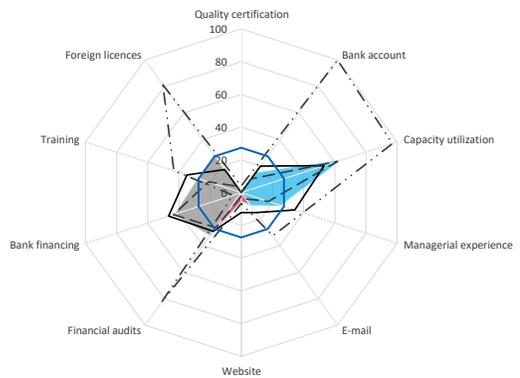
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	22.3	3.5	24.0
Medium	26.8	13.7	32.0
Large	60.1	19.6	53.2
All	25.8	7.3	32.5
BUSINESS ECOSYSTEM	37.8	25.1	37.3
NATIONAL ENVIRONMENT	27.0	6.1	40.6
Reference level: 27.4 (a function of GDP per capita US\$)			
Weaknesses: scores below 13.7		Strengths: scores above 41.1	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

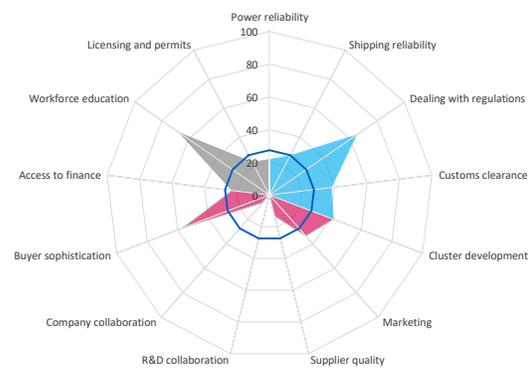
Compete	Small	Medium	Large	All
International quality certificate	0.0	0.0	4.0	0.6
Bank account	10.3	20.0	100.0	14.7
Capacity utilization	61.5	53.1	97.0	62.9
Managerial experience	17.4	34.2	39.6	24.9
Connect				
E-mail	4.9	15.2	32.6	9.3
Firm website	2.0	12.2	6.7	5.4
Change				
Audited financial statement	26.4	29.2	82.7	32.3
Investment financed by banks	43.5	46.6	5.4	42.5
Formal training programme	21.1	34.9	43.3	27.7
Foreign technology licences	4.9	17.3	81.4	27.5



BUSINESS ECOSYSTEM

(Normalized scores)

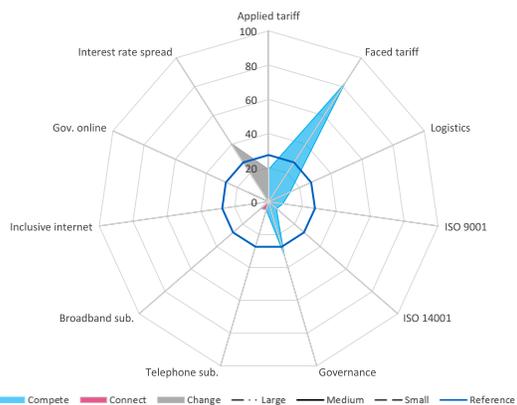
Compete	Small	Medium	Large	All
Power reliability	19.7	30.1	18.5	21.7
Domestic shipping reliability	18.8	66.4	20.6	27.1
Dealing with regulations	64.9	64.9	56.1	64.4
Customs clearance efficiency	-	-	-	38.1
Connect				
State of cluster development				41.7
Extent of marketing				33.4
Local supplier quality				13.1
University-industry collaboration in R&D				0.0
Collaboration between companies				6.2
Buyer sophistication				56.4
Change				
Access to finance	24.4	16.7	41.2	22.9
Access to educated workforce	72.1	55.7	69.2	66.5
Business licensing and permits	28.5	14.3	16.3	22.6



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	18.9
Prevalence of technical regulations	-
Faced tariff, trade-weighted average	82.4
Logistics performance index	13.8
ISO 9001 quality certificates	8.4
ISO 14001 environmental certificates	6.0
Governance index	32.2
Connect	
Household ICT access	-
Telephone subscriptions	4.9
Broadband subscriptions	6.2
Inclusive internet index	0.0
Government's online service	13.2
Change	
Interest rate spread	40.6
School life expectancy	-
Patent applications	-
Trademark registrations	-



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Lithuania

Key indicators

Population (millions)	2.8
GDP (\$ billions)	55.7
GDP per capita (\$)	19916
Share of world GDP (PPP\$, %)	0.08
Current account surplus/deficit, share of GDP (%)	7.9
Tariff preference margin (percentage points)	5.0
Imports and exports (goods and services), share of GDP (%)	164.5
Services exports, share of total exports (%)	28.5
Geographic region	Europe
Income group	High income

SME Competitiveness Grid Summary

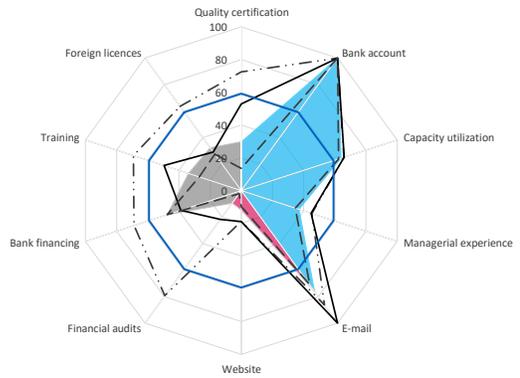
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	52.6	40.3	26.1
Medium	66.0	59.5	34.8
Large	70.9	52.5	70.3
All	57.7	44.0	30.7
BUSINESS ECOSYSTEM	58.3	69.0	59.5
NATIONAL ENVIRONMENT	65.4	78.8	66.1
Reference level: 59.2 (a function of GDP per capita US\$)			
Weaknesses: scores below 29.6			Strengths: scores above 88.8

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

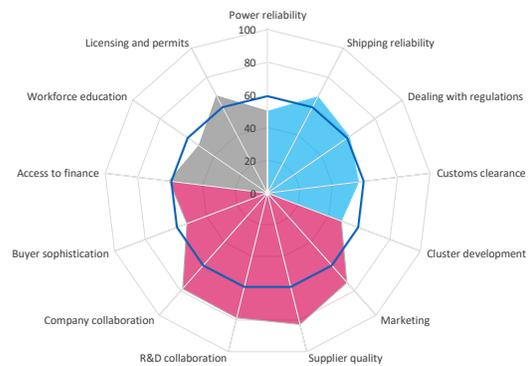
Compete	Small	Medium	Large	All
International quality certificate	13.5	52.9	72.4	29.8
Bank account	100.0	100.0	100.0	100.0
Capacity utilization	62.4	66.0	65.8	64.0
Managerial experience	34.6	44.8	45.2	37.1
Connect				
E-mail	70.9	100.0	86.2	76.0
Firm website	9.8	18.9	18.8	11.9
Change				
Audited financial statement	2.4	21.7	79.3	9.4
Investment financed by banks	47.6	38.8	68.8	47.6
Formal training programme	26.9	49.6	69.2	33.8
Foreign technology licences	27.5	29.2	63.6	32.3



BUSINESS ECOSYSTEM

(Normalized scores)

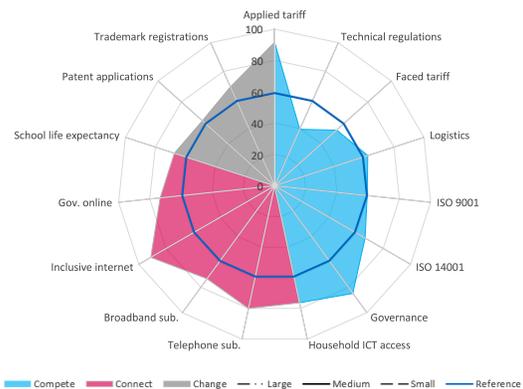
Compete	Small	Medium	Large	All
Power reliability	46.1	59.5	51.5	50.0
Domestic shipping reliability	66.4	50.0	77.1	66.4
Dealing with regulations	63.5	52.6	56.1	60.8
Customs clearance efficiency	53.0	61.6	61.6	56.1
Connect				
State of cluster development				48.2
Extent of marketing				73.2
Local supplier quality				82.8
University-industry collaboration in R&D				78.7
Collaboration between companies				78.3
Buyer sophistication				52.8
Change				
Access to finance	62.8	51.6	64.1	60.5
Access to educated workforce	51.8	50.2	39.0	50.9
Business licensing and permits	61.5	95.5	75.9	67.0



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	91.5
Prevalence of technical regulations	39.6
Faced tariff, trade-weighted average	53.2
Logistics performance index	62.4
ISO 9001 quality certificates	59.4
ISO 14001 environmental certificates	66.7
Governance index	84.8
Connect	
Household ICT access	76.3
Telephone subscriptions	80.0
Broadband subscriptions	73.3
Inclusive internet index	91.2
Government's online service	73.4
Change	
Interest rate spread	-
School life expectancy	67.2
Patent applications	62.0
Trademark registrations	69.2



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Luxembourg

Key indicators

Population (millions)	0.6
GDP (\$ billions)	73.2
GDP per capita (\$)	#####
Share of world GDP (PPP\$, %)	0.06
Current account surplus/deficit, share of GDP (%)	4.4
Tariff preference margin (percentage points)	3.2
Imports and exports (goods and services), share of GDP (%)	332.9
Services exports, share of total exports (%)	88.5
Geographic region	Europe
Income group	High income

SME Competitiveness Grid Summary

Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	64.9	72.3	56.2
Medium	71.5	81.3	77.5
Large	65.7	70.3	77.9
All	66.3	74.8	68.2
BUSINESS ECOSYSTEM	65.2	91.3	62.4
NATIONAL ENVIRONMENT	64.7	73.7	82.4
Reference level: 75.6 (a function of GDP per capita US\$)			
Weaknesses: scores below 37.8		Strengths: scores above 113.4	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

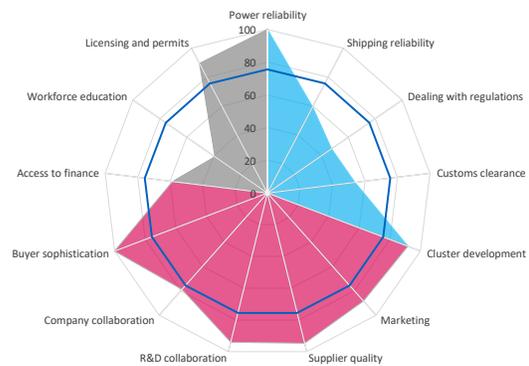
Compete	Small	Medium	Large	All
International quality certificate	58.3	72.9	79.0	65.9
Bank account	74.1	60.2	34.4	60.2
Capacity utilization	54.2	85.0	76.8	68.1
Managerial experience	72.9	67.9	72.6	71.1
Connect				
E-mail	-	-	-	-
Firm website	72.3	81.3	70.3	74.8
Change				
Audited financial statement	73.3	69.0	81.0	72.6
Investment financed by banks	58.1	81.6	57.4	68.8
Formal training programme	64.1	84.5	99.4	74.5
Foreign technology licences	29.2	74.9	73.8	57.0



BUSINESS ECOSYSTEM

(Normalized scores)

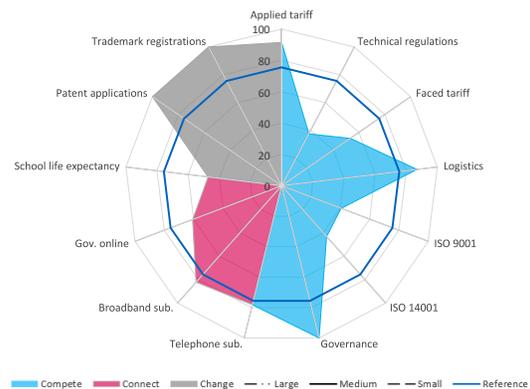
Compete	Small	Medium	Large	All
Power reliability	100.0	100.0	-	100.0
Domestic shipping reliability	54.2	66.4	-	59.4
Dealing with regulations	46.5	50.7	43.3	47.5
Customs clearance efficiency	-	-	-	53.8
Connect				
State of cluster development				91.8
Extent of marketing				88.4
Local supplier quality				94.7
University-industry collaboration in R&D				94.1
Collaboration between companies				78.9
Buyer sophistication				100.0
Change				
Access to finance	52.3	65.3	85.5	58.5
Access to educated workforce	42.4	31.9	46.8	39.0
Business licensing and permits	88.3	88.9	100.0	89.6



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	91.5
Prevalence of technical regulations	37.4
Faced tariff, trade-weighted average	53.2
Logistics performance index	86.9
ISO 9001 quality certificates	40.5
ISO 14001 environmental certificates	43.3
Governance index	100.0
Connect	
Household ICT access	-
Telephone subscriptions	78.1
Broadband subscriptions	82.2
Inclusive internet index	-
Government's online service	60.7
Change	
Interest rate spread	-
School life expectancy	47.2
Patent applications	100.0
Trademark registrations	100.0



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Mali

Key indicators

Population (millions)	19.7
GDP (\$ billions)	17.6
GDP per capita (\$)	897
Share of world GDP (PPP\$, %)	0.04
Current account surplus/deficit, share of GDP (%)	-2.0
Tariff preference margin (percentage points)	0.6
Imports and exports (goods and services), share of GDP (%)	64.1
Services exports, share of total exports (%)	13.7
Geographic region	Africa
Income group	Low income

SME Competitiveness Grid Summary

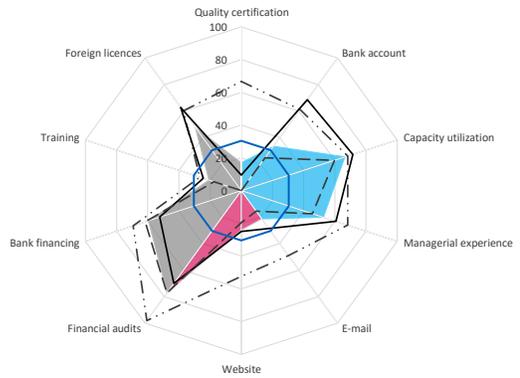
Average scores [0-100]	Compete	Connect	Change
Small	32.5	17.5	39.1
Medium	52.6	26.8	52.3
Large	66.1	50.7	63.6
All	42.4	22.7	51.3
BUSINESS ECOSYSTEM	15.3	38.5	10.7
NATIONAL ENVIRONMENT	35.0	20.0	19.9
Reference level: 30.4 (a function of GDP per capita US\$)			
Weaknesses: scores below 15.2		Strengths: scores above 45.6	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

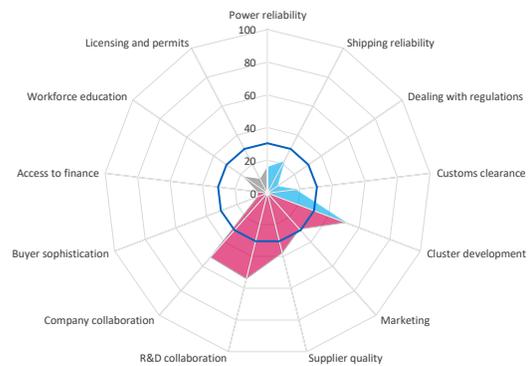
Compete	Small	Medium	Large	All
International quality certificate	0.0	9.6	66.7	17.1
Bank account	24.8	68.6	61.2	33.4
Capacity utilization	59.8	71.6	68.3	66.5
Managerial experience	45.6	60.8	68.2	52.7
Connect				
E-mail	15.4	28.6	49.0	21.3
Firm website	19.6	24.9	52.3	24.2
Change				
Audited financial statement	77.4	70.0	98.1	77.1
Investment financed by banks	61.6	52.3	69.4	59.6
Formal training programme	17.4	24.3	26.6	20.7
Foreign technology licences	0.0	62.7	60.2	47.7



BUSINESS ECOSYSTEM

(Normalized scores)

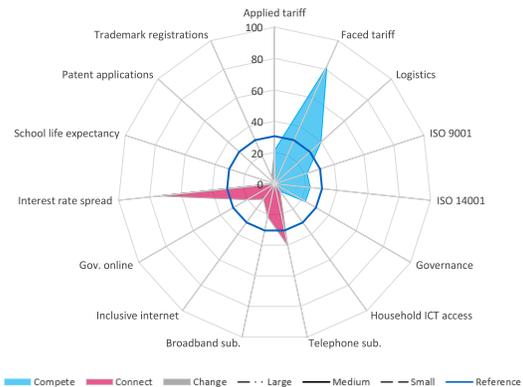
Compete	Small	Medium	Large	All
Power reliability	15.8	12.5	26.8	15.6
Domestic shipping reliability	17.2	23.6	24.7	21.6
Dealing with regulations	4.3	14.0	3.4	7.1
Customs clearance efficiency	-	16.9	14.6	17.0
Connect				
State of cluster development				51.1
Extent of marketing				29.6
Local supplier quality				37.7
University-industry collaboration in R&D				54.1
Collaboration between companies				52.4
Buyer sophistication				6.3
Change				
Access to finance	3.4	9.4	9.0	5.9
Access to educated workforce	21.8	14.6	0.0	16.9
Business licensing and permits	4.4	17.2	15.7	9.4



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	21.5
Prevalence of technical regulations	-
Faced tariff, trade-weighted average	81.8
Logistics performance index	39.7
ISO 9001 quality certificates	21.7
ISO 14001 environmental certificates	22.8
Governance index	22.7
Connect	
Household ICT access	5.8
Telephone subscriptions	40.4
Broadband subscriptions	21.5
Inclusive internet index	12.0
Government's online service	20.2
Change	
Interest rate spread	74.2
School life expectancy	0.6
Patent applications	0.0
Trademark registrations	4.6



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Malta

Key indicators

Population (millions)	0.5
GDP (\$ billions)	14.6
GDP per capita (\$)	28294
Share of world GDP (PPP\$, %)	0.02
Current account surplus/deficit, share of GDP (%)	-0.6
Tariff preference margin (percentage points)	1.5
Imports and exports (goods and services), share of GDP (%)	274.0
Services exports, share of total exports (%)	80.5
Geographic region	Europe
Income group	High income

SME Competitiveness Grid Summary

Average scores [0-100]	Compete	Connect	Change
Small	50.7	55.1	60.2
Medium	62.0	80.2	70.3
Large	62.5	100.0	82.6
All	57.0	67.4	66.9
BUSINESS ECOSYSTEM	50.0	58.8	55.4
NATIONAL ENVIRONMENT	56.8	79.6	78.2

Reference level: 62.4 (a function of GDP per capita US\$)

Weaknesses: scores below 31.2 **Strengths: scores above 93.7**

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

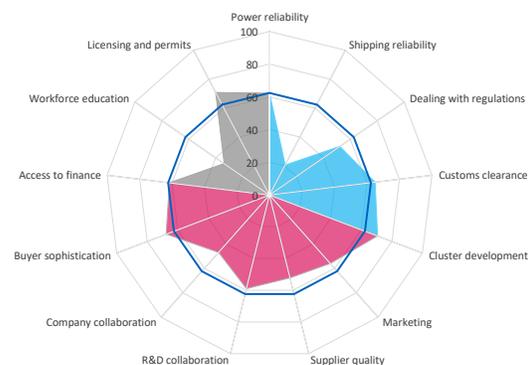
Compete	Small	Medium	Large	All
International quality certificate	38.5	64.3	87.1	56.3
Bank account	34.4	43.4	44.8	38.4
Capacity utilization	50.8	55.0	50.8	52.7
Managerial experience	79.0	85.3	67.1	80.4
Connect				
E-mail	-	-	-	-
Firm website	55.1	80.2	100.0	67.4
Change				
Audited financial statement	91.5	86.9	87.8	89.3
Investment financed by banks	61.5	63.3	62.6	62.5
Formal training programme	39.4	73.1	91.7	59.1
Foreign technology licences	48.4	58.1	88.1	56.7



BUSINESS ECOSYSTEM

(Normalized scores)

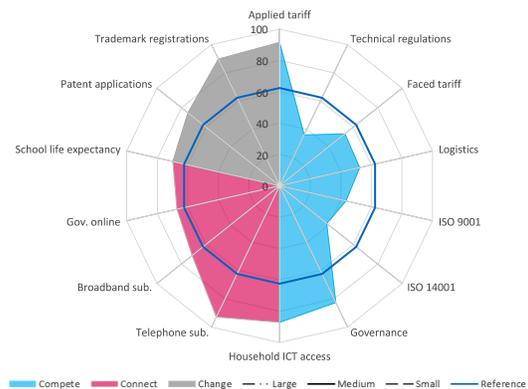
Compete	Small	Medium	Large	All
Power reliability	69.8	57.2	65.6	62.3
Domestic shipping reliability	13.6	31.3	-	20.6
Dealing with regulations	54.5	50.7	46.2	52.2
Customs clearance efficiency	-	62.4	-	65.0
Connect				
State of cluster development				70.6
Extent of marketing				56.1
Local supplier quality				52.3
University-industry collaboration in R&D				59.0
Collaboration between companies				46.9
Buyer sophistication				67.6
Change				
Access to finance	64.1	61.7	50.7	61.7
Access to educated workforce	39.2	31.2	15.5	33.7
Business licensing and permits	88.3	59.6	55.0	70.8



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	91.5
Prevalence of technical regulations	36.0
Faced tariff, trade-weighted average	53.3
Logistics performance index	52.4
ISO 9001 quality certificates	43.4
ISO 14001 environmental certificates	38.5
Governance index	82.6
Connect	
Household ICT access	87.1
Telephone subscriptions	92.9
Broadband subscriptions	71.4
Inclusive internet index	-
Government's online service	67.2
Change	
Interest rate spread	-
School life expectancy	69.8
Patent applications	74.9
Trademark registrations	89.8



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Mongolia

Key indicators

Population (millions)	3.4
GDP (\$ billions)	13.1
GDP per capita (\$)	3916
Share of world GDP (PPP\$, %)	0.03
Current account surplus/deficit, share of GDP (%)	-4.4
Tariff preference margin (percentage points)	0.1
Imports and exports (goods and services), share of GDP (%)	129.2
Services exports, share of total exports (%)	15.2
Geographic region	Asia
Income group	Lower-middle income

SME Competitiveness Grid Summary

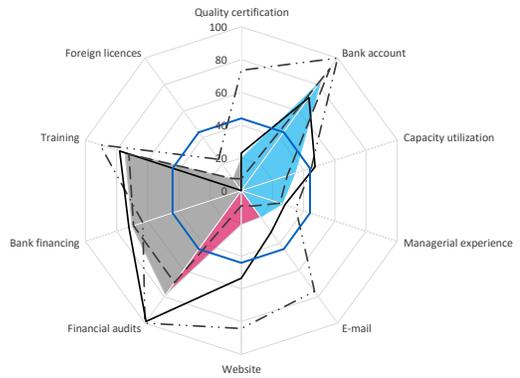
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	38.4	10.5	54.9
Medium	42.1	42.3	62.2
Large	63.4	80.1	69.3
All	40.7	20.4	58.0
BUSINESS ECOSYSTEM	46.2	37.4	45.6
NATIONAL ENVIRONMENT	38.9	45.6	62.2
Reference level: 44.1 (a function of GDP per capita US\$)			
Weaknesses: scores below 22.0		Strengths: scores above 66.1	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

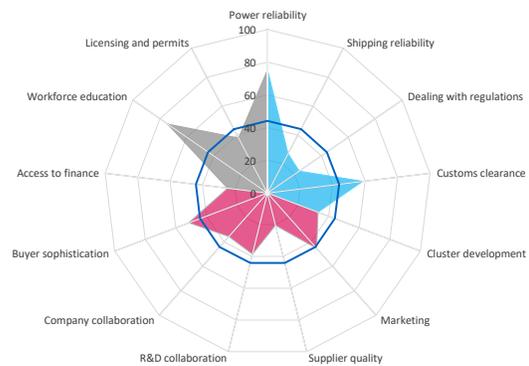
Compete	Small	Medium	Large	All
International quality certificate	7.2	22.9	73.5	19.6
Bank account	91.9	70.3	100.0	82.5
Capacity utilization	29.5	47.3	44.9	34.5
Managerial experience	24.9	27.9	35.0	26.2
Connect				
E-mail	11.6	31.1	76.0	20.0
Firm website	9.3	53.4	84.2	20.7
Change				
Audited financial statement	69.4	98.7	100.0	78.6
Investment financed by banks	69.1	72.0	63.1	70.0
Formal training programme	72.1	78.0	90.6	74.6
Foreign technology licences	9.2	0.0	23.7	8.7



BUSINESS ECOSYSTEM

(Normalized scores)

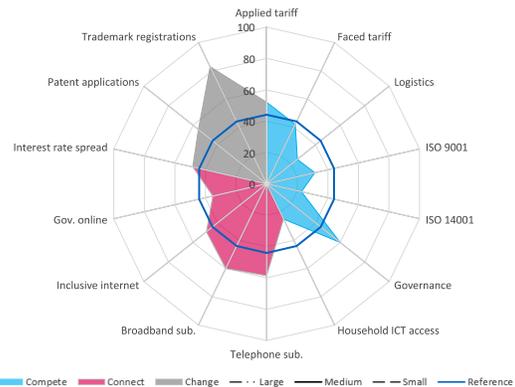
Compete	Small	Medium	Large	All
Power reliability	75.3	69.8	100.0	75.3
Domestic shipping reliability	22.6	38.6	54.2	27.1
Dealing with regulations	38.5	0.0	8.3	23.6
Customs clearance efficiency	-	50.5	70.1	58.6
Connect				
State of cluster development				33.0
Extent of marketing				45.3
Local supplier quality				20.4
University-industry collaboration in R&D				38.6
Collaboration between companies				35.6
Buyer sophistication				51.5
Change				
Access to finance	22.5	27.1	51.8	24.7
Access to educated workforce	78.2	69.2	50.0	74.2
Business licensing and permits	50.0	16.9	36.2	38.0



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	52.0
Prevalence of technical regulations	-
Faced tariff, trade-weighted average	42.1
Logistics performance index	25.1
ISO 9001 quality certificates	31.5
ISO 14001 environmental certificates	22.8
Governance index	59.9
Connect	
Household ICT access	25.0
Telephone subscriptions	58.6
Broadband subscriptions	60.0
Inclusive internet index	49.1
Government's online service	35.1
Change	
Interest rate spread	48.3
School life expectancy	-
Patent applications	55.5
Trademark registrations	82.9



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Montenegro

Key indicators

Population (millions)	0.6
GDP (\$ billions)	4.8
GDP per capita (\$)	7689
Share of world GDP (PPP\$, %)	0.01
Current account surplus/deficit, share of GDP (%)	-25.9
Tariff preference margin (percentage points)	4.3
Imports and exports (goods and services), share of GDP (%)	102.3
Services exports, share of total exports (%)	82.0
Geographic region	Europe
Income group	Upper-middle income

SME Competitiveness Grid Summary

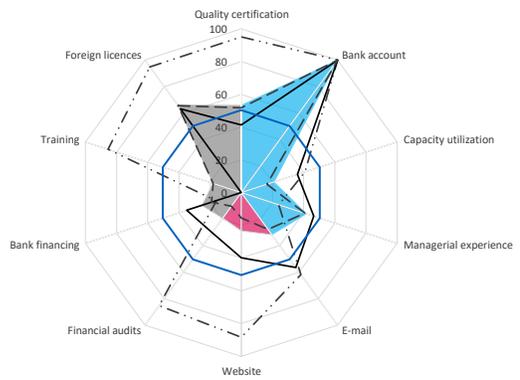
Average scores [0-100]	Compete	Connect	Change	
	Small	52.3	21.6	28.3
	Medium	55.9	48.1	32.1
FIRM CAPABILITIES	Large	65.0	75.1	70.4
	All	53.9	27.5	32.0
BUSINESS ECOSYSTEM		71.3	53.8	69.3
NATIONAL ENVIRONMENT		51.9	63.6	52.6
Reference level: 50.4 (a function of GDP per capita US\$)				
Weaknesses: scores below 25.2		Strengths: scores above 75.5		

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

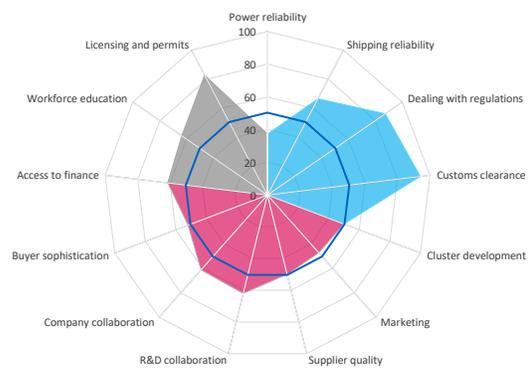
Compete	Small	Medium	Large	All
International quality certificate	51.7	41.2	95.1	53.2
Bank account	100.0	100.0	100.0	100.0
Capacity utilization	16.5	36.0	40.8	20.9
Managerial experience	40.8	46.4	24.0	41.6
Connect				
E-mail	27.8	56.5	61.9	31.7
Firm website	15.5	39.8	88.3	23.3
Change				
Audited financial statement	10.3	30.2	85.2	19.1
Investment financed by banks	19.1	35.0	16.0	25.0
Formal training programme	18.0	0.0	85.5	18.0
Foreign technology licences	65.6	63.1	94.9	66.0



BUSINESS ECOSYSTEM

(Normalized scores)

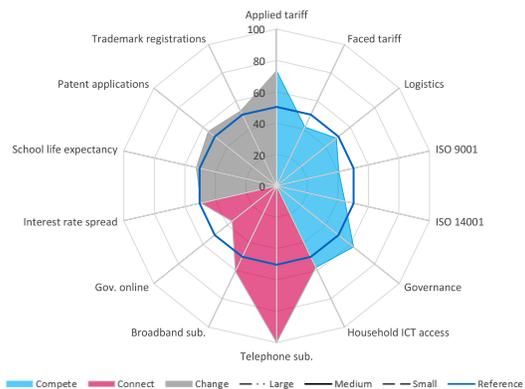
Compete	Small	Medium	Large	All
Power reliability	34.7	42.9	59.5	37.3
Domestic shipping reliability	66.4	77.1	100.0	66.4
Dealing with regulations	86.7	92.1	80.5	87.4
Customs clearance efficiency	95.8	94.0	-	94.0
Connect				
State of cluster development				50.0
Extent of marketing				47.3
Local supplier quality				50.0
University-industry collaboration in R&D				62.1
Collaboration between companies				61.2
Buyer sophistication				52.0
Change				
Access to finance	53.3	91.6	86.8	61.4
Access to educated workforce	64.5	72.1	15.7	63.7
Business licensing and permits	81.2	87.7	84.3	82.7



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	73.2
Prevalence of technical regulations	-
Faced tariff, trade-weighted average	41.5
Logistics performance index	48.7
ISO 9001 quality certificates	40.7
ISO 14001 environmental certificates	44.6
Governance index	62.7
Connect	
Household ICT access	57.7
Telephone subscriptions	100.0
Broadband subscriptions	60.5
Inclusive internet index	-
Government's online service	36.2
Change	
Interest rate spread	49.4
School life expectancy	52.4
Patent applications	55.5
Trademark registrations	52.9



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Morocco

Key indicators

Population (millions)	36.0
GDP (\$ billions)	113.5
GDP per capita (\$)	3158
Share of world GDP (PPP\$, %)	0.2
Current account surplus/deficit, share of GDP (%)	-2.2
Tariff preference margin (percentage points)	5.4
Imports and exports (goods and services), share of GDP (%)	92.1
Services exports, share of total exports (%)	39.6
Geographic region	Africa
Income group	Lower-middle income

SME Competitiveness Grid Summary

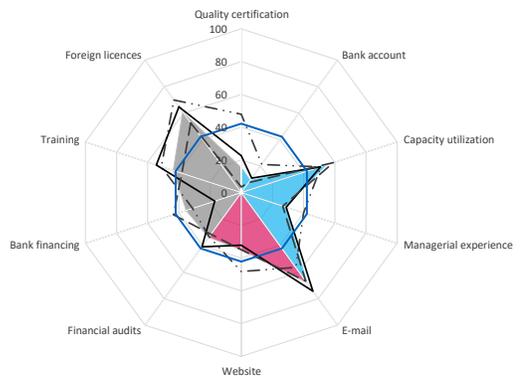
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	24.2	50.9	41.4
Medium	28.3	53.3	44.3
Large	40.1	52.3	46.4
All	26.7	51.5	43.5
BUSINESS ECOSYSTEM	22.1	45.3	30.5
NATIONAL ENVIRONMENT	45.3	47.0	41.4
Reference level: 42.1 (a function of GDP per capita US\$)			
Weaknesses: scores below 21.1		Strengths: scores above 63.2	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

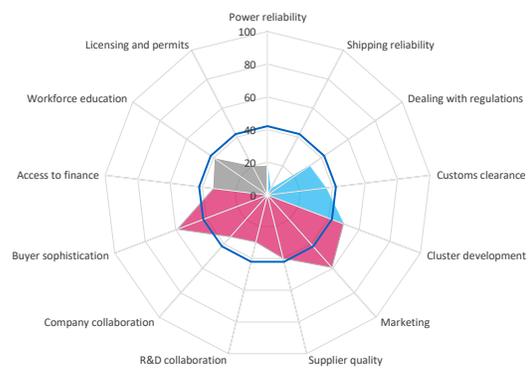
Compete	Small	Medium	Large	All
International quality certificate	3.5	22.6	47.9	15.1
Bank account	7.6	10.9	21.3	9.2
Capacity utilization	59.1	50.8	51.0	54.2
Managerial experience	26.6	28.7	40.0	28.3
Connect				
E-mail	66.8	74.4	56.5	67.9
Firm website	35.0	32.1	48.2	35.1
Change				
Audited financial statement	31.4	40.8	33.3	33.9
Investment financed by banks	43.5	16.9	31.3	35.3
Formal training programme	38.1	54.5	51.3	43.7
Foreign technology licences	52.6	64.7	69.9	60.9



BUSINESS ECOSYSTEM

(Normalized scores)

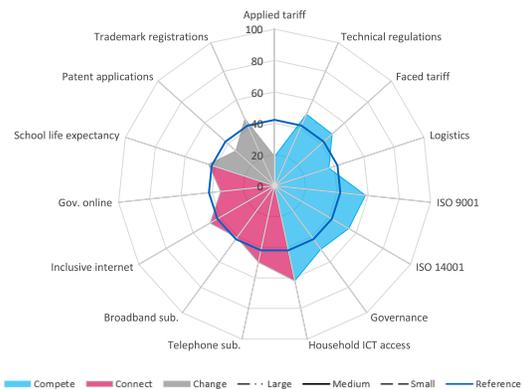
Compete	Small	Medium	Large	All
Power reliability	22.3	12.1	3.7	17.4
Domestic shipping reliability	1.1	6.4	5.0	3.8
Dealing with regulations	33.5	20.5	53.7	31.2
Customs clearance efficiency	-	45.4	31.5	35.9
Connect				
State of cluster development				49.7
Extent of marketing				59.3
Local supplier quality				39.9
University-industry collaboration in R&D				29.6
Collaboration between companies				34.1
Buyer sophistication				59.0
Change				
Access to finance	32.5	34.2	33.6	33.1
Access to educated workforce	40.4	41.2	17.9	38.7
Business licensing and permits	17.1	28.4	14.7	19.5



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	18.7
Prevalence of technical regulations	50.0
Faced tariff, trade-weighted average	49.3
Logistics performance index	36.5
ISO 9001 quality certificates	58.2
ISO 14001 environmental certificates	54.5
Governance index	50.0
Connect	
Household ICT access	62.0
Telephone subscriptions	49.9
Broadband subscriptions	40.9
Inclusive internet index	47.5
Government's online service	34.6
Change	
Interest rate spread	-
School life expectancy	44.3
Patent applications	33.3
Trademark registrations	46.6



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Mozambique

Key indicators

Population (millions)	32.0
GDP (\$ billions)	14.4
GDP per capita (\$)	450
Share of world GDP (PPP\$, %)	0.03
Current account surplus/deficit, share of GDP (%)	-60.7
Tariff preference margin (percentage points)	3.3
Imports and exports (goods and services), share of GDP (%)	105.9
Services exports, share of total exports (%)	16.3
Geographic region	Africa
Income group	Low income

SME Competitiveness Grid Summary

Average scores [0-100]	Compete	Connect	Change
Small	35.7	17.1	25.7
Medium	48.2	32.6	49.3
Large	39.9	50.3	48.7
All	38.9	22.7	36.4
BUSINESS ECOSYSTEM	33.2	25.4	59.2
NATIONAL ENVIRONMENT	40.3	10.9	16.4

Reference level: 24.0 (a function of GDP per capita US\$)

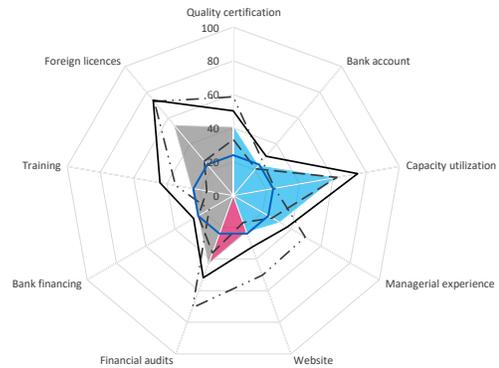
Weaknesses: scores below 12.0 **Strengths: scores above 36.0**

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

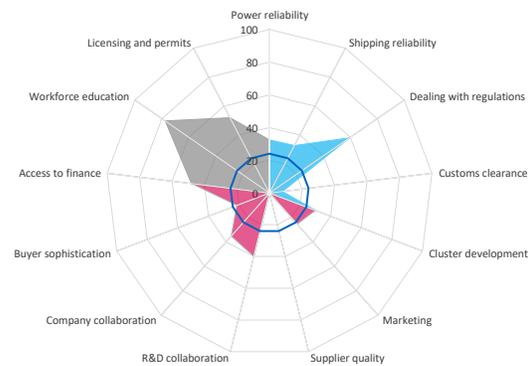
Compete	Small	Medium	Large	All
International quality certificate	33.3	50.3	58.6	40.5
Bank account	20.7	30.4	26.9	23.0
Capacity utilization	62.4	74.9	25.0	60.7
Managerial experience	26.6	37.1	49.2	31.3
Connect				
E-mail	-	-	-	-
Firm website	17.1	32.6	50.3	22.7
Change				
Audited financial statement	36.2	51.9	70.8	42.8
Investment financed by banks	23.9	27.2	16.5	23.9
Formal training programme	16.0	44.1	34.8	24.9
Foreign technology licences	26.7	73.9	72.8	54.1



BUSINESS ECOSYSTEM

(Normalized scores)

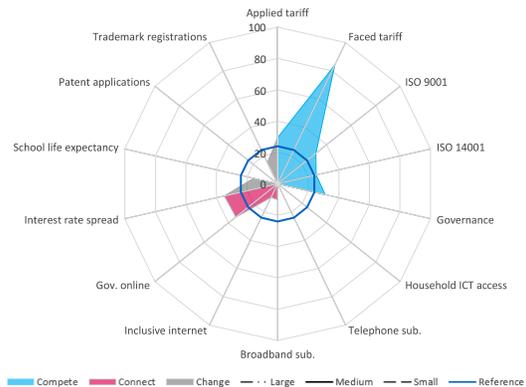
Compete	Small	Medium	Large	All
Power reliability	33.0	33.6	24.1	32.5
Domestic shipping reliability	27.1	46.5	40.9	32.9
Dealing with regulations	62.6	48.2	70.5	59.4
Customs clearance efficiency	-	0.0	13.9	8.1
Connect				
State of cluster development				30.0
Extent of marketing				25.5
Local supplier quality				0.0
University-industry collaboration in R&D				40.1
Collaboration between companies				35.2
Buyer sophistication				21.3
Change				
Access to finance	47.3	50.0	49.5	48.1
Access to educated workforce	71.7	89.9	92.6	77.5
Business licensing and permits	50.5	52.3	64.9	52.0



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	29.4
Prevalence of technical regulations	-
Faced tariff, trade-weighted average	84.0
Logistics performance index	-
ISO 9001 quality certificates	31.3
ISO 14001 environmental certificates	25.2
Governance index	31.2
Connect	
Household ICT access	0.0
Telephone subscriptions	0.5
Broadband subscriptions	10.2
Inclusive internet index	9.6
Government's online service	34.1
Change	
Interest rate spread	34.8
School life expectancy	15.8
Patent applications	0.0
Trademark registrations	15.0



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Nicaragua

Key indicators

Population (millions)	6.5
GDP (\$ billions)	12.1
GDP per capita (\$)	1870
Share of world GDP (PPP\$, %)	0.03
Current account surplus/deficit, share of GDP (%)	3.3
Tariff preference margin (percentage points)	9.0
Imports and exports (goods and services), share of GDP (%)	112.0
Services exports, share of total exports (%)	21.1
Geographic region	Americas
Income group	Lower-middle income

SME Competitiveness Grid Summary

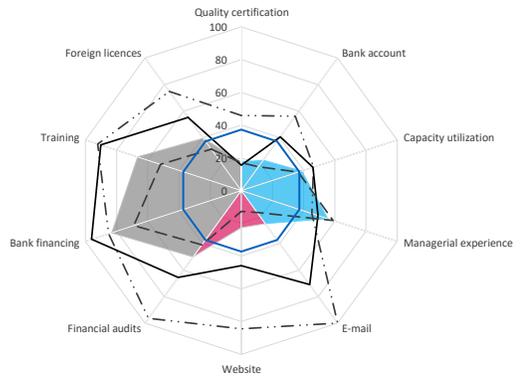
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	32.6	14.6	48.3
Medium	37.8	58.4	76.7
Large	48.4	92.2	87.1
All	33.6	23.7	59.7
BUSINESS ECOSYSTEM	36.3	23.9	59.1
NATIONAL ENVIRONMENT	44.3	25.2	36.6
Reference level: 37.2 (a function of GDP per capita US\$)			
Weaknesses: scores below 18.6		Strengths: scores above 55.9	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

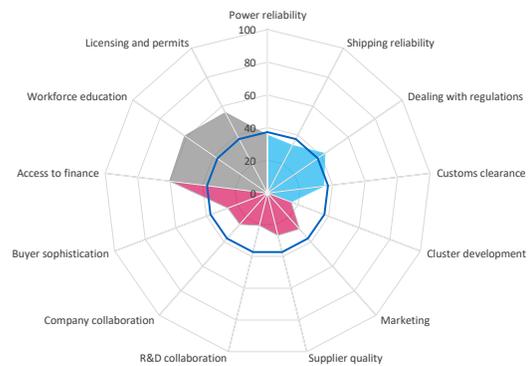
Compete	Small	Medium	Large	All
International quality certificate	17.1	15.5	45.8	17.4
Bank account	18.0	40.6	56.1	22.9
Capacity utilization	36.5	45.9	46.3	38.8
Managerial experience	58.9	49.2	45.2	55.4
Connect				
E-mail	16.5	70.9	100.0	24.9
Firm website	12.8	45.8	84.4	22.6
Change				
Audited financial statement	40.9	65.4	96.4	50.0
Investment financed by banks	69.0	96.1	85.1	83.1
Formal training programme	51.9	90.2	92.1	66.4
Foreign technology licences	31.3	55.2	74.9	39.5



BUSINESS ECOSYSTEM

(Normalized scores)

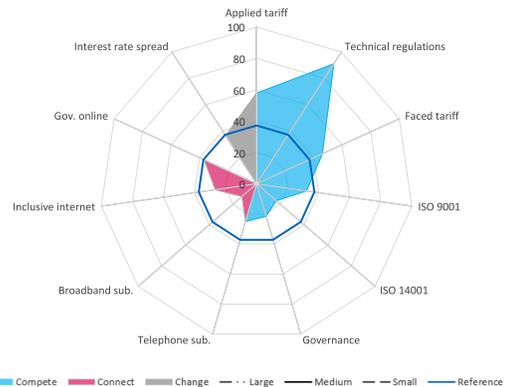
Compete	Small	Medium	Large	All
Power reliability	34.7	35.3	45.0	35.3
Domestic shipping reliability	36.5	21.6	59.4	32.9
Dealing with regulations	40.8	45.5	56.5	42.6
Customs clearance efficiency	-	34.8	40.8	34.5
Connect				
State of cluster development				15.4
Extent of marketing				29.5
Local supplier quality				26.7
University-industry collaboration in R&D				20.5
Collaboration between companies				25.6
Buyer sophistication				26.0
Change				
Access to finance	53.8	77.7	71.5	60.3
Access to educated workforce	59.0	69.6	26.2	61.6
Business licensing and permits	56.6	54.1	35.5	55.5



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	58.0
Prevalence of technical regulations	91.1
Faced tariff, trade-weighted average	46.2
Logistics performance index	-
ISO 9001 quality certificates	32.2
ISO 14001 environmental certificates	16.6
Governance index	21.5
Connect	
Household ICT access	-
Telephone subscriptions	25.1
Broadband subscriptions	12.4
Inclusive internet index	26.7
Government's online service	36.8
Change	
Interest rate spread	36.6
School life expectancy	-
Patent applications	-
Trademark registrations	-



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

North Macedonia

Key indicators

Population (millions)	2.1
GDP (\$ billions)	12.3
GDP per capita (\$)	5918
Share of world GDP (PPP\$, %)	0.03
Current account surplus/deficit, share of GDP (%)	-3.5
Tariff preference margin (percentage points)	4.6
Imports and exports (goods and services), share of GDP (%)	158.7
Services exports, share of total exports (%)	20.2
Geographic region	Europe
Income group	Upper-middle income

SME Competitiveness Grid Summary

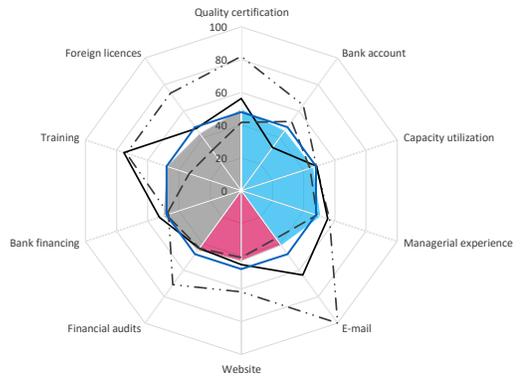
Average scores [0-100]	Compete	Connect	Change	
	Small	46.6	38.5	38.8
FIRM CAPABILITIES	Medium	48.2	54.5	54.6
	Large	62.8	80.9	66.2
	All	47.6	41.9	46.2
BUSINESS ECOSYSTEM		60.1	33.4	55.7
NATIONAL ENVIRONMENT		50.6	53.0	48.5
Reference level: 47.9 (a function of GDP per capita US\$)				
Weaknesses: scores below 24.0		Strengths: scores above 71.9		

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

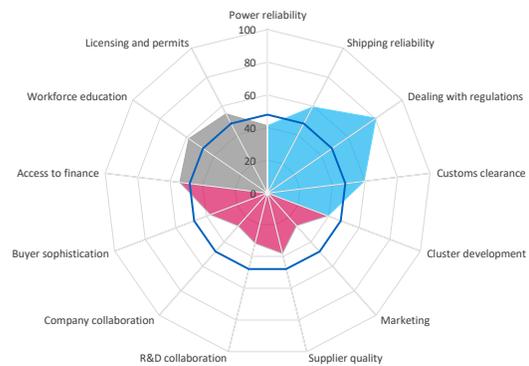
Compete	Small	Medium	Large	All
International quality certificate	41.6	56.3	82.0	49.4
Bank account	52.2	32.5	64.5	44.8
Capacity utilization	44.1	48.4	48.2	45.7
Managerial experience	48.4	55.4	56.6	50.4
Connect				
E-mail	36.1	63.7	100.0	41.0
Firm website	40.8	45.2	61.9	42.8
Change				
Audited financial statement	43.4	43.5	71.0	44.9
Investment financed by banks	48.0	52.5	46.6	49.6
Formal training programme	33.5	75.3	73.7	47.4
Foreign technology licences	30.2	46.9	73.5	42.8



BUSINESS ECOSYSTEM

(Normalized scores)

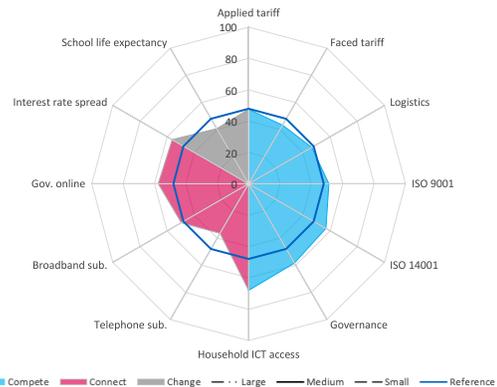
Compete	Small	Medium	Large	All
Power reliability	42.9	38.7	42.0	41.1
Domestic shipping reliability	50.0	77.1	59.4	59.4
Dealing with regulations	81.8	77.9	68.4	80.5
Customs clearance efficiency	62.0	53.8	63.6	59.3
Connect				
State of cluster development				39.5
Extent of marketing				26.7
Local supplier quality				38.1
University-industry collaboration in R&D				31.8
Collaboration between companies				26.9
Buyer sophistication				37.3
Change				
Access to finance	56.0	45.1	84.6	54.0
Access to educated workforce	58.1	59.4	57.2	58.5
Business licensing and permits	49.3	70.0	77.7	54.7



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	47.5
Prevalence of technical regulations	-
Faced tariff, trade-weighted average	43.2
Logistics performance index	46.4
ISO 9001 quality certificates	51.2
ISO 14001 environmental certificates	57.0
Governance index	58.5
Connect	
Household ICT access	68.0
Telephone subscriptions	36.6
Broadband subscriptions	49.7
Inclusive internet index	-
Government's online service	57.7
Change	
Interest rate spread	56.3
School life expectancy	40.7
Patent applications	-
Trademark registrations	-



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Paraguay

Key indicators

Population (millions)	7.3
GDP (\$ billions)	35.9
GDP per capita (\$)	4946
Share of world GDP (PPP\$, %)	0.07
Current account surplus/deficit, share of GDP (%)	1.6
Tariff preference margin (percentage points)	6.1
Imports and exports (goods and services), share of GDP (%)	58.3
Services exports, share of total exports (%)	13.1
Geographic region	Americas
Income group	Upper-middle income

SME Competitiveness Grid Summary

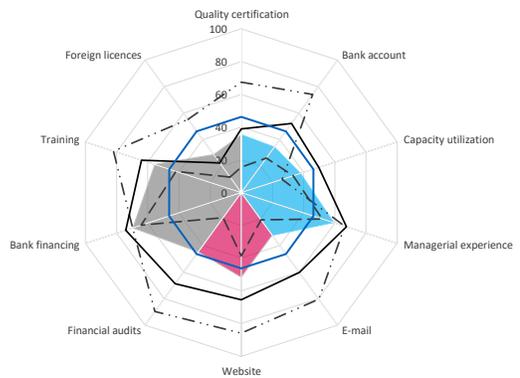
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	31.7	29.7	34.2
Medium	52.1	62.8	57.3
Large	58.5	83.2	74.2
All	41.7	42.0	49.6
BUSINESS ECOSYSTEM	37.4	40.1	52.4
NATIONAL ENVIRONMENT	49.8	39.2	45.3
Reference level: 46.3 (a function of GDP per capita US\$)			
Weaknesses: scores below 23.1		Strengths: scores above 69.4	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

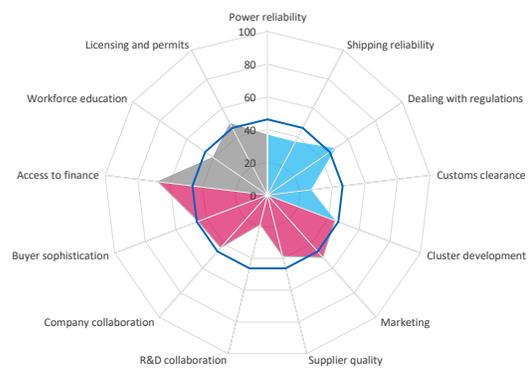
Compete	Small	Medium	Large	All
International quality certificate	15.5	38.9	67.5	35.3
Bank account	26.0	52.2	74.1	34.4
Capacity utilization	33.3	49.8	26.2	37.9
Managerial experience	52.0	67.5	66.4	59.3
Connect				
E-mail	20.6	60.2	80.5	32.2
Firm website	38.7	65.4	85.8	51.7
Change				
Audited financial statement	18.8	68.7	89.7	44.8
Investment financed by banks	64.3	74.1	69.7	69.5
Formal training programme	41.8	64.0	82.0	55.5
Foreign technology licences	11.8	22.4	55.2	28.6



BUSINESS ECOSYSTEM

(Normalized scores)

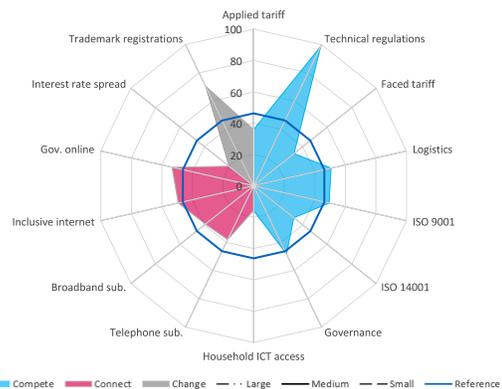
Compete	Small	Medium	Large	All
Power reliability	32.0	42.0	46.1	36.6
Domestic shipping reliability	36.5	46.5	24.7	36.5
Dealing with regulations	45.9	54.1	56.9	50.0
Customs clearance efficiency	-	-	28.5	26.4
Connect				
State of cluster development				44.1
Extent of marketing				51.1
Local supplier quality				38.7
University-industry collaboration in R&D				18.6
Collaboration between companies				43.2
Buyer sophistication				45.3
Change				
Access to finance	63.6	70.9	74.6	67.5
Access to educated workforce	48.2	37.6	18.8	40.4
Business licensing and permits	48.1	56.1	40.5	49.3



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	35.8
Prevalence of technical regulations	98.8
Faced tariff, trade-weighted average	33.1
Logistics performance index	50.7
ISO 9001 quality certificates	49.4
ISO 14001 environmental certificates	32.8
Governance index	48.2
Connect	
Household ICT access	15.8
Telephone subscriptions	38.1
Broadband subscriptions	39.2
Inclusive internet index	49.4
Government's online service	53.4
Change	
Interest rate spread	20.1
School life expectancy	-
Patent applications	-
Trademark registrations	70.6



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Peru

Key indicators

Population (millions)	33.5
GDP (\$ billions)	203.8
GDP per capita (\$)	6084
Share of world GDP (PPP\$, %)	0.3
Current account surplus/deficit, share of GDP (%)	0.5
Tariff preference margin (percentage points)	2.6
Imports and exports (goods and services), share of GDP (%)	46.0
Services exports, share of total exports (%)	14.9
Geographic region	Americas
Income group	Upper-middle income

SME Competitiveness Grid Summary

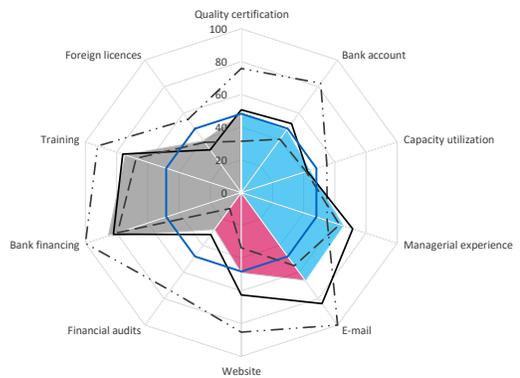
Average scores [0-100]	Compete	Connect	Change	
	Small	44.1	44.5	49.2
FIRM CAPABILITIES	Medium	54.1	73.1	55.5
	Large	67.0	92.6	80.3
	All	51.0	57.6	56.6
BUSINESS ECOSYSTEM	37.4	42.9	41.8	
NATIONAL ENVIRONMENT	66.7	46.1	43.3	
Reference level: 48.2 (a function of GDP per capita US\$)				
Weaknesses: scores below 24.1		Strengths: scores above 72.3		

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

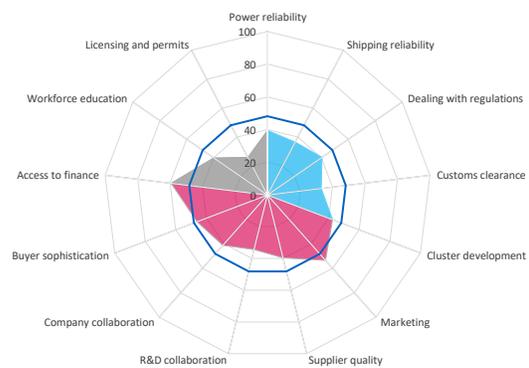
Compete	Small	Medium	Large	All
International quality certificate	31.3	50.6	75.8	48.2
Bank account	40.3	52.2	82.5	46.8
Capacity utilization	41.6	42.3	54.8	43.7
Managerial experience	63.0	71.5	55.1	65.3
Connect				
E-mail	55.2	83.8	100.0	66.2
Firm website	33.7	62.4	85.2	49.0
Change				
Audited financial statement	12.1	31.6	73.8	27.7
Investment financed by banks	79.4	82.0	100.0	85.3
Formal training programme	67.4	76.0	92.2	74.3
Foreign technology licences	38.0	32.3	55.4	39.1



BUSINESS ECOSYSTEM

(Normalized scores)

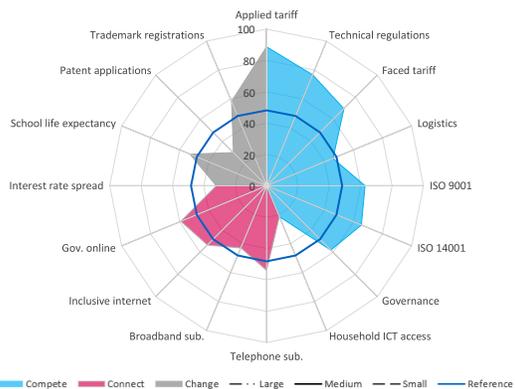
Compete	Small	Medium	Large	All
Power reliability	34.1	46.1	53.2	39.5
Domestic shipping reliability	36.5	36.5	43.5	36.5
Dealing with regulations	42.0	40.5	34.8	40.5
Customs clearance efficiency	29.7	37.0	29.5	33.0
Connect				
State of cluster development				42.6
Extent of marketing				53.5
Local supplier quality				39.6
University-industry collaboration in R&D				34.3
Collaboration between companies				41.2
Buyer sophistication				46.0
Change				
Access to finance	59.2	60.5	57.0	59.4
Access to educated workforce	50.4	30.6	32.8	40.0
Business licensing and permits	31.5	23.2	16.5	25.9



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	88.7
Prevalence of technical regulations	76.7
Faced tariff, trade-weighted average	69.7
Logistics performance index	45.8
ISO 9001 quality certificates	62.7
ISO 14001 environmental certificates	65.3
Governance index	58.0
Connect	
Household ICT access	21.3
Telephone subscriptions	54.0
Broadband subscriptions	42.9
Inclusive internet index	53.4
Government's online service	59.2
Change	
Interest rate spread	32.0
School life expectancy	52.8
Patent applications	30.0
Trademark registrations	58.4



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Poland

Key indicators

Population (millions)	38.0
GDP (\$ billions)	594.2
GDP per capita (\$)	15654
Share of world GDP (PPP\$, %)	1.0
Current account surplus/deficit, share of GDP (%)	3.5
Tariff preference margin (percentage points)	5.1
Imports and exports (goods and services), share of GDP (%)	103.1
Services exports, share of total exports (%)	22.2
Geographic region	Europe
Income group	High income

SME Competitiveness Grid Summary

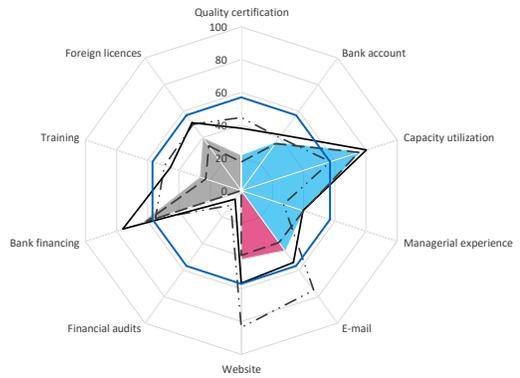
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	42.1	39.3	29.4
Medium	50.0	55.4	44.8
Large	42.2	79.4	41.4
All	43.2	43.6	32.5
BUSINESS ECOSYSTEM	58.2	55.5	42.4
NATIONAL ENVIRONMENT	72.8	83.9	66.2
Reference level: 56.9 (a function of GDP per capita US\$)			
Weaknesses: scores below 28.5		Strengths: scores above 85.4	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

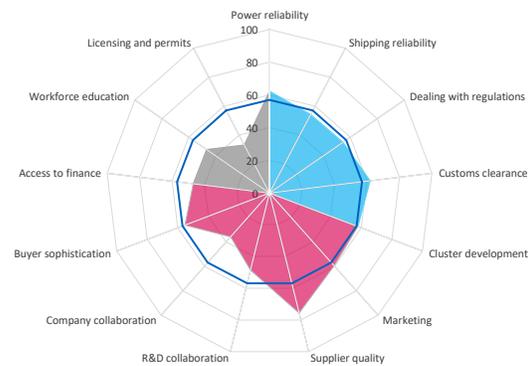
Compete	Small	Medium	Large	All
International quality certificate	17.4	38.1	44.6	21.3
Bank account	35.4	42.1	40.0	36.1
Capacity utilization	75.4	80.3	57.2	75.9
Managerial experience	40.0	39.6	27.0	39.6
Connect				
E-mail	39.0	54.2	75.2	45.2
Firm website	39.6	56.5	83.6	41.9
Change				
Audited financial statement	0.0	6.5	11.0	1.0
Investment financed by banks	61.0	76.0	55.1	63.3
Formal training programme	22.8	45.4	49.3	26.2
Foreign technology licences	33.7	51.2	50.0	39.5



BUSINESS ECOSYSTEM

(Normalized scores)

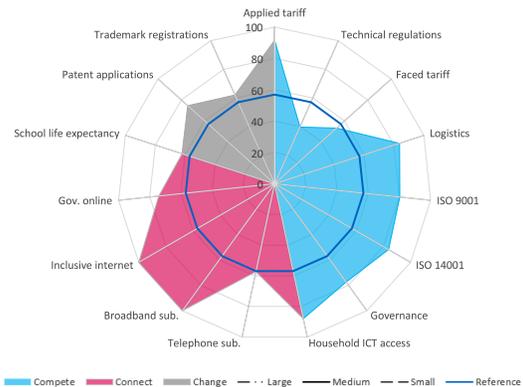
Compete	Small	Medium	Large	All
Power reliability	65.6	55.1	51.5	62.3
Domestic shipping reliability	54.2	54.2	32.9	54.2
Dealing with regulations	57.3	45.5	12.9	54.5
Customs clearance efficiency	64.1	59.3	62.0	62.0
Connect				
State of cluster development				57.8
Extent of marketing				59.5
Local supplier quality				75.7
University-industry collaboration in R&D				48.6
Collaboration between companies				35.9
Buyer sophistication				55.3
Change				
Access to finance	47.2	45.7	49.0	47.0
Access to educated workforce	45.4	57.9	49.3	46.8
Business licensing and permits	31.8	41.5	62.8	33.3



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	91.5
Prevalence of technical regulations	39.7
Faced tariff, trade-weighted average	53.3
Logistics performance index	83.8
ISO 9001 quality certificates	80.3
ISO 14001 environmental certificates	83.9
Governance index	77.4
Connect	
Household ICT access	88.0
Telephone subscriptions	57.3
Broadband subscriptions	100.0
Inclusive internet index	100.0
Government's online service	74.3
Change	
Interest rate spread	-
School life expectancy	62.1
Patent applications	74.4
Trademark registrations	62.1



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Portugal

Key indicators

Population (millions)	10.3
GDP (\$ billions)	231.3
GDP per capita (\$)	22489
Share of world GDP (PPP\$, %)	0.3
Current account surplus/deficit, share of GDP (%)	-1.2
Tariff preference margin (percentage points)	4.9
Imports and exports (goods and services), share of GDP (%)	90.1
Services exports, share of total exports (%)	36.8
Geographic region	Europe
Income group	High income

SME Competitiveness Grid Summary

Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	60.0	34.3	32.4
Medium	80.5	50.9	54.5
Large	80.8	87.7	74.3
All	64.5	39.5	42.2
BUSINESS ECOSYSTEM	42.7	70.2	63.5
NATIONAL ENVIRONMENT	71.7	70.7	74.5
Reference level: 60.3 (a function of GDP per capita US\$)			
Weaknesses: scores below 30.2		Strengths: scores above 90.5	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

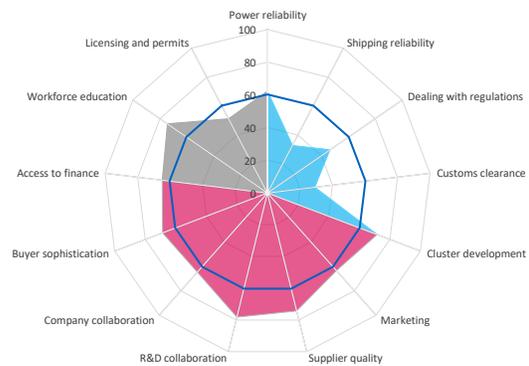
Compete	Small	Medium	Large	All
International quality certificate	27.7	46.5	69.0	35.8
Bank account	42.7	91.9	64.5	47.6
Capacity utilization	90.2	96.1	89.7	92.4
Managerial experience	79.4	87.7	100.0	82.2
Connect				
E-mail	-	-	-	-
Firm website	34.3	50.9	87.7	39.5
Change				
Audited financial statement	31.4	54.7	85.1	39.1
Investment financed by banks	36.5	35.9	48.7	37.4
Formal training programme	24.9	53.1	90.7	35.7
Foreign technology licences	36.7	74.4	72.8	56.6



BUSINESS ECOSYSTEM

(Normalized scores)

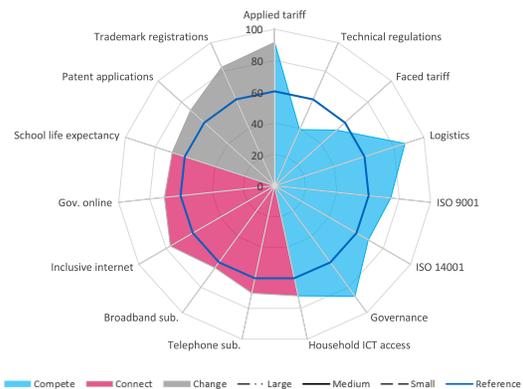
Compete	Small	Medium	Large	All
Power reliability	59.5	75.3	55.1	62.3
Domestic shipping reliability	32.9	31.3	43.5	32.9
Dealing with regulations	50.7	38.2	34.6	46.5
Customs clearance efficiency	39.2	21.2	53.2	29.1
Connect				
State of cluster development				71.7
Extent of marketing				63.5
Local supplier quality				74.3
University-industry collaboration in R&D				78.2
Collaboration between companies				64.7
Buyer sophistication				68.6
Change				
Access to finance	66.1	60.3	71.5	64.8
Access to educated workforce	73.8	76.0	79.3	74.4
Business licensing and permits	50.5	52.0	59.3	51.2



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	91.5
Prevalence of technical regulations	39.3
Faced tariff, trade-weighted average	53.2
Logistics performance index	87.4
ISO 9001 quality certificates	74.4
ISO 14001 environmental certificates	69.0
Governance index	87.1
Connect	
Household ICT access	71.8
Telephone subscriptions	69.9
Broadband subscriptions	64.5
Inclusive internet index	76.8
Government's online service	70.6
Change	
Interest rate spread	-
School life expectancy	68.7
Patent applications	72.0
Trademark registrations	82.8



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Republic of Moldova

Key indicators

Population (millions)	2.6
GDP (\$ billions)	11.5
GDP per capita (\$)	4366
Share of world GDP (PPP\$, %)	0.03
Current account surplus/deficit, share of GDP (%)	-6.5
Tariff preference margin (percentage points)	5.4
Imports and exports (goods and services), share of GDP (%)	94.8
Services exports, share of total exports (%)	35.6
Geographic region	Europe
Income group	Upper-middle income

SME Competitiveness Grid Summary

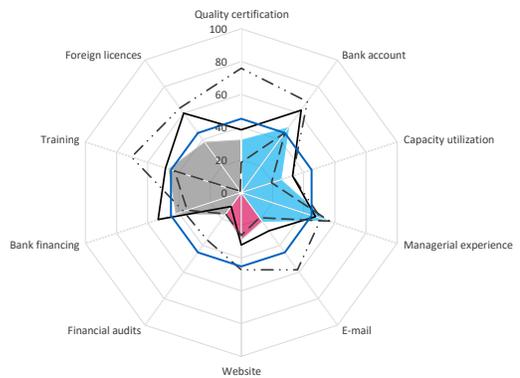
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	34.9	22.5	23.7
Medium	45.3	30.4	43.1
Large	57.2	52.7	51.7
All	40.2	25.2	35.6
BUSINESS ECOSYSTEM	55.9	26.4	35.0
NATIONAL ENVIRONMENT	41.4	47.5	51.0
Reference level: 45.1 (a function of GDP per capita US\$)			
Weaknesses: scores below 22.6		Strengths: scores above 67.7	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

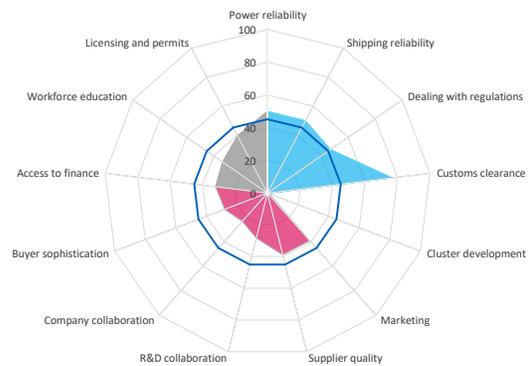
Compete	Small	Medium	Large	All
International quality certificate	18.5	38.3	75.9	32.1
Bank account	45.2	62.2	68.6	49.0
Capacity utilization	19.4	33.0	33.0	25.3
Managerial experience	56.6	47.6	51.2	54.3
Connect				
E-mail	18.9	28.7	58.3	21.7
Firm website	26.2	32.0	47.1	28.8
Change				
Audited financial statement	16.1	10.4	35.6	16.1
Investment financed by banks	34.7	53.3	37.1	42.0
Formal training programme	42.9	48.6	70.4	46.4
Foreign technology licences	1.1	59.9	63.8	38.0



BUSINESS ECOSYSTEM

(Normalized scores)

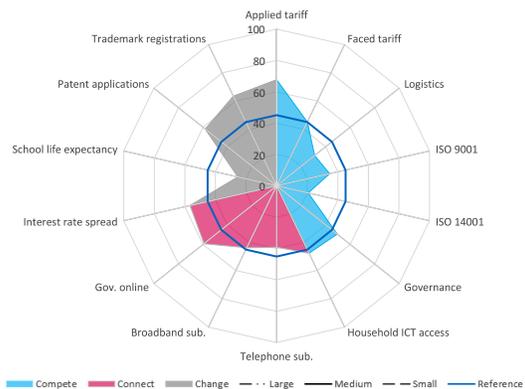
Compete	Small	Medium	Large	All
Power reliability	53.2	43.9	45.0	50.0
Domestic shipping reliability	59.4	43.5	46.5	50.0
Dealing with regulations	49.6	47.9	25.8	46.9
Customs clearance efficiency	94.0	62.8	75.3	76.8
Connect				
State of cluster development				0.7
Extent of marketing				39.0
Local supplier quality				39.0
University-industry collaboration in R&D				28.5
Collaboration between companies				23.2
Buyer sophistication				28.0
Change				
Access to finance	30.8	31.7	47.8	32.0
Access to educated workforce	38.4	29.5	1.7	33.4
Business licensing and permits	42.6	32.9	36.0	39.6



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	67.7
Prevalence of technical regulations	-
Faced tariff, trade-weighted average	45.2
Logistics performance index	31.0
ISO 9001 quality certificates	34.6
ISO 14001 environmental certificates	20.7
Governance index	49.4
Connect	
Household ICT access	47.7
Telephone subscriptions	39.2
Broadband subscriptions	43.9
Inclusive internet index	-
Government's online service	59.2
Change	
Interest rate spread	56.7
School life expectancy	25.4
Patent applications	58.2
Trademark registrations	63.5



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Romania

Key indicators

Population (millions)	19.3
GDP (\$ billions)	247.2
GDP per capita (\$)	12797
Share of world GDP (PPP\$, %)	0.4
Current account surplus/deficit, share of GDP (%)	-5.1
Tariff preference margin (percentage points)	4.3
Imports and exports (goods and services), share of GDP (%)	89.8
Services exports, share of total exports (%)	28.2
Geographic region	Europe
Income group	Upper-middle income

SME Competitiveness Grid Summary

Average scores [0-100]	Compete	Connect	Change	
	Small	52.0	31.9	32.2
	Medium	54.8	52.3	41.4
FIRM CAPABILITIES	Large	71.3	79.3	52.9
	All	53.1	36.9	36.0
BUSINESS ECOSYSTEM		41.0	48.5	25.4
NATIONAL ENVIRONMENT		68.8	65.2	56.1
Reference level: 55.1 (a function of GDP per capita US\$)				
Weaknesses: scores below 27.5		Strengths: scores above 82.6		

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

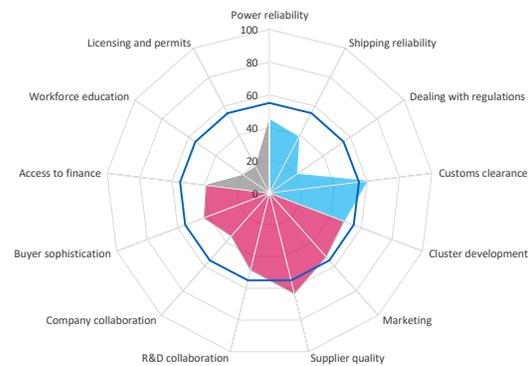
Compete	Small	Medium	Large	All
International quality certificate	63.3	63.5	86.4	64.8
Bank account	26.2	41.8	49.5	29.5
Capacity utilization	66.5	59.1	78.1	64.9
Managerial experience	-	-	-	-
Connect				
E-mail	36.2	61.5	95.7	41.5
Firm website	27.6	43.2	62.8	32.3
Change				
Audited financial statement	18.7	27.4	52.6	22.4
Investment financed by banks	44.0	55.5	51.3	48.0
Formal training programme	20.3	32.8	44.4	24.6
Foreign technology licences	45.9	50.0	63.4	49.2



BUSINESS ECOSYSTEM

(Normalized scores)

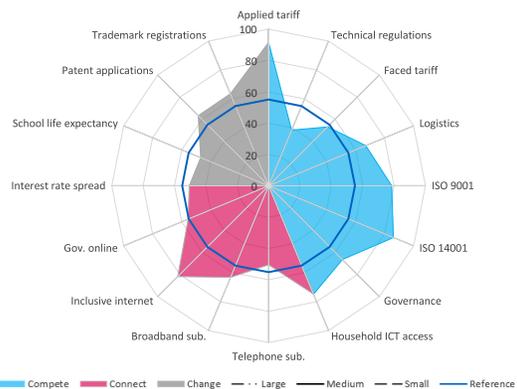
Compete	Small	Medium	Large	All
Power reliability	47.3	40.3	45.0	45.0
Domestic shipping reliability	46.5	29.8	50.0	38.6
Dealing with regulations	19.1	21.7	31.7	20.3
Customs clearance efficiency	74.6	50.5	62.0	60.1
Connect				
State of cluster development				48.7
Extent of marketing				52.2
Local supplier quality				63.5
University-industry collaboration in R&D				48.5
Collaboration between companies				35.2
Buyer sophistication				42.9
Change				
Access to finance	37.4	44.1	38.4	38.9
Access to educated workforce	21.8	12.9	14.8	19.3
Business licensing and permits	16.2	25.8	12.3	18.1



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	91.5
Prevalence of technical regulations	38.5
Faced tariff, trade-weighted average	53.3
Logistics performance index	67.0
ISO 9001 quality certificates	78.5
ISO 14001 environmental certificates	86.1
Governance index	66.5
Connect	
Household ICT access	74.8
Telephone subscriptions	50.4
Broadband subscriptions	63.2
Inclusive internet index	82.0
Government's online service	55.5
Change	
Interest rate spread	50.6
School life expectancy	46.8
Patent applications	63.4
Trademark registrations	63.6



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Russian Federation

Key indicators

Population (millions)	146.8
GDP (\$ billions)	1473.6
GDP per capita (\$)	10037
Share of world GDP (PPP\$, %)	3.1
Current account surplus/deficit, share of GDP (%)	2.2
Tariff preference margin (percentage points)	0.6
Imports and exports (goods and services), share of GDP (%)	49.0
Services exports, share of total exports (%)	12.9
Geographic region	Europe
Income group	Upper-middle income

SME Competitiveness Grid Summary

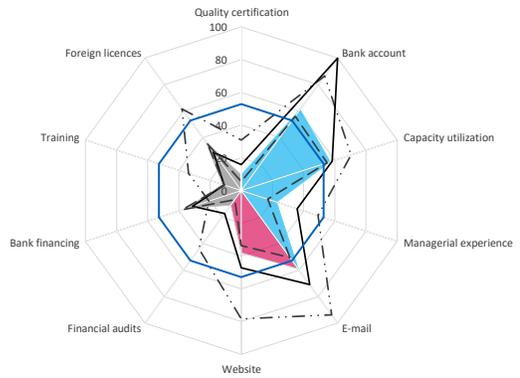
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	33.4	42.1	22.7
Medium	52.5	59.1	22.1
Large	59.2	86.1	40.0
All	37.6	48.5	23.6
BUSINESS ECOSYSTEM	44.2	56.9	60.1
NATIONAL ENVIRONMENT	47.9	72.9	66.5
Reference level: 52.8 (a function of GDP per capita US\$)			
Weaknesses: scores below 26.4		Strengths: scores above 79.2	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

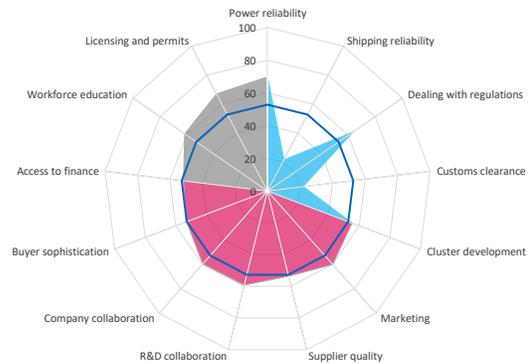
Compete	Small	Medium	Large	All
International quality certificate	5.6	15.9	30.8	9.6
Bank account	56.1	100.0	86.5	61.2
Capacity utilization	55.0	58.3	70.4	57.0
Managerial experience	17.0	35.9	49.2	22.7
Connect				
E-mail	50.5	70.9	93.8	59.0
Firm website	33.6	47.2	78.3	37.9
Change				
Audited financial statement	6.8	17.3	44.0	10.9
Investment financed by banks	37.9	31.3	20.7	35.3
Formal training programme	10.9	11.0	33.8	12.1
Foreign technology licences	35.1	28.9	61.5	36.3



BUSINESS ECOSYSTEM

(Normalized scores)

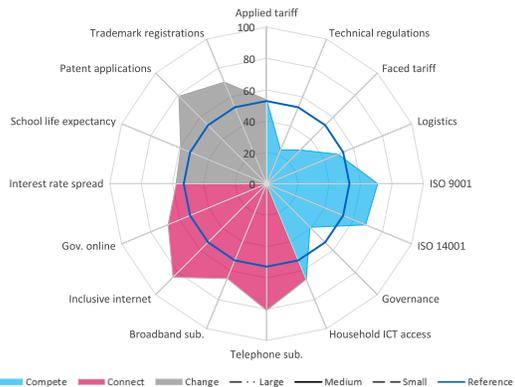
Compete	Small	Medium	Large	All
Power reliability	65.6	100.0	100.0	69.8
Domestic shipping reliability	22.6	18.8	25.9	21.6
Dealing with regulations	64.4	62.1	58.2	63.5
Customs clearance efficiency	21.0	27.8	23.5	22.0
Connect				
State of cluster development				55.4
Extent of marketing				60.2
Local supplier quality				53.7
University-industry collaboration in R&D				59.4
Collaboration between companies				59.7
Buyer sophistication				53.0
Change				
Access to finance	59.8	33.0	51.1	51.8
Access to educated workforce	68.2	46.3	38.2	61.6
Business licensing and permits	65.2	68.9	97.0	67.0



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	53.7
Prevalence of technical regulations	23.3
Faced tariff, trade-weighted average	30.6
Logistics performance index	49.3
ISO 9001 quality certificates	70.8
ISO 14001 environmental certificates	68.3
Governance index	39.2
Connect	
Household ICT access	66.0
Telephone subscriptions	80.7
Broadband subscriptions	65.5
Inclusive internet index	84.3
Government's online service	68.0
Change	
Interest rate spread	57.7
School life expectancy	59.2
Patent applications	79.0
Trademark registrations	70.3



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Rwanda

Key indicators

Population (millions)	12.7
GDP (\$ billions)	10.4
GDP per capita (\$)	819
Share of world GDP (PPP\$, %)	0.02
Current account surplus/deficit, share of GDP (%)	-12.2
Tariff preference margin (percentage points)	1.1
Imports and exports (goods and services), share of GDP (%)	62.4
Services exports, share of total exports (%)	46.0
Geographic region	Africa
Income group	Low income

SME Competitiveness Grid Summary

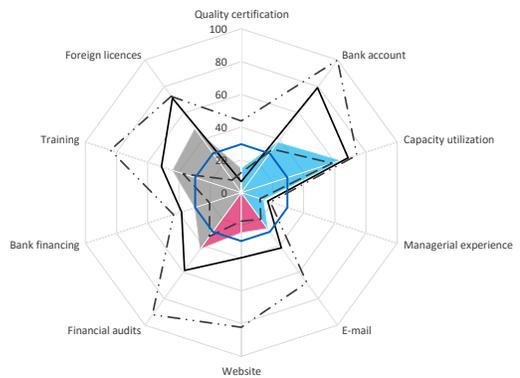
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	28.8	18.8	25.1
Medium	42.8	40.8	54.9
Large	59.2	75.1	73.1
All	32.2	25.7	41.0
BUSINESS ECOSYSTEM	52.4	42.3	78.5
NATIONAL ENVIRONMENT	39.0	21.9	23.5
Reference level: 29.6 (a function of GDP per capita US\$)			
Weaknesses: scores below 14.8		Strengths: scores above 44.4	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

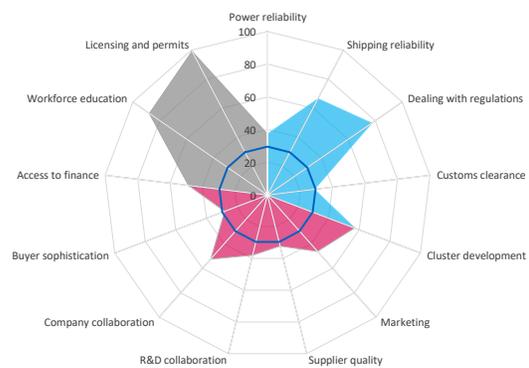
Compete	Small	Medium	Large	All
International quality certificate	12.2	6.7	43.8	14.3
Bank account	32.7	79.2	100.0	37.7
Capacity utilization	58.3	68.5	74.2	63.1
Managerial experience	12.1	17.0	18.8	13.9
Connect				
E-mail	20.2	41.7	67.9	26.9
Firm website	17.4	39.9	82.2	24.5
Change				
Audited financial statement	33.0	58.8	92.2	42.4
Investment financed by banks	20.3	38.2	43.5	29.6
Formal training programme	37.3	51.2	84.0	43.9
Foreign technology licences	9.6	71.3	72.8	48.1



BUSINESS ECOSYSTEM

(Normalized scores)

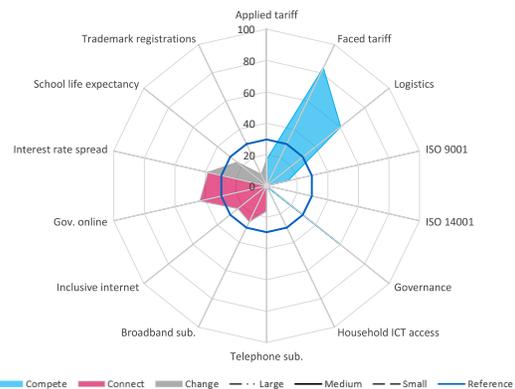
Compete	Small	Medium	Large	All
Power reliability	35.3	43.9	55.1	37.3
Domestic shipping reliability	66.4	59.4	77.1	66.4
Dealing with regulations	79.2	71.6	79.8	77.3
Customs clearance efficiency	-	28.8	29.4	28.7
Connect				
State of cluster development				57.0
Extent of marketing				46.1
Local supplier quality				32.2
University-industry collaboration in R&D				37.9
Collaboration between companies				52.5
Buyer sophistication				28.1
Change				
Access to finance	48.5	43.2	78.4	48.6
Access to educated workforce	86.4	90.9	94.4	87.8
Business licensing and permits	98.5	100.0	100.0	99.2



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	16.7
Prevalence of technical regulations	-
Faced tariff, trade-weighted average	83.6
Logistics performance index	60.4
ISO 9001 quality certificates	13.9
ISO 14001 environmental certificates	0.0
Governance index	59.2
Connect	
Household ICT access	0.9
Telephone subscriptions	16.2
Broadband subscriptions	25.5
Inclusive internet index	23.4
Government's online service	43.7
Change	
Interest rate spread	38.3
School life expectancy	24.1
Patent applications	-
Trademark registrations	8.0



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Serbia

Key indicators

Population (millions)	6.9
GDP (\$ billions)	53.0
GDP per capita (\$)	7636
Share of world GDP (PPP\$, %)	0.1
Current account surplus/deficit, share of GDP (%)	-4.3
Tariff preference margin (percentage points)	4.3
Imports and exports (goods and services), share of GDP (%)	117.6
Services exports, share of total exports (%)	28.5
Geographic region	Europe
Income group	Upper-middle income

SME Competitiveness Grid Summary

Average scores [0-100]	Compete	Connect	Change
Small	56.0	55.1	36.0
Medium	81.3	83.7	54.2
Large	63.9	90.8	77.4
All	63.7	61.6	47.9
BUSINESS ECOSYSTEM	59.8	44.0	64.1
NATIONAL ENVIRONMENT	55.9	58.2	62.8
Reference level: 50.3 (a function of GDP per capita US\$)			
Weaknesses: scores below 25.1		Strengths: scores above 75.4	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

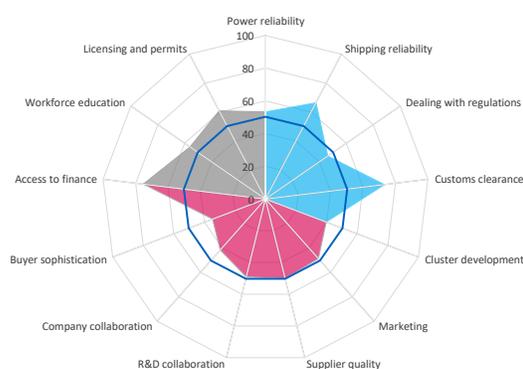
Compete	Small	Medium	Large	All
International quality certificate	53.1	82.7	90.5	68.2
Bank account	60.2	100.0	63.3	65.7
Capacity utilization	56.7	76.1	58.5	63.8
Managerial experience	53.9	66.4	43.2	57.0
Connect				
E-mail	55.2	95.7	100.0	61.9
Firm website	55.0	71.8	81.7	61.3
Change				
Audited financial statement	35.4	40.3	82.3	40.0
Investment financed by banks	45.4	68.1	72.2	59.6
Formal training programme	37.7	56.3	77.2	46.7
Foreign technology licences	25.5	52.1	77.9	45.5



BUSINESS ECOSYSTEM

(Normalized scores)

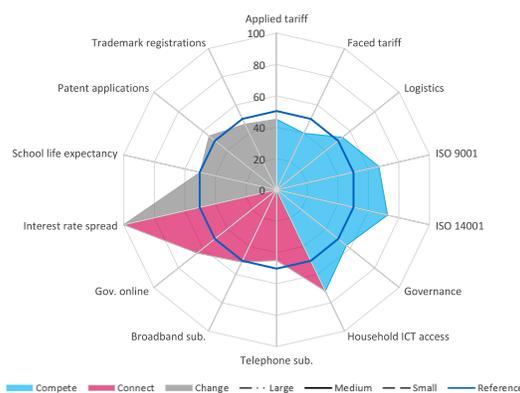
Compete	Small	Medium	Large	All
Power reliability	51.5	53.2	69.8	53.2
Domestic shipping reliability	54.2	77.1	66.4	66.4
Dealing with regulations	54.1	33.8	44.2	46.2
Customs clearance efficiency	70.7	79.4	63.6	73.2
Connect				
State of cluster development				39.7
Extent of marketing				48.8
Local supplier quality				50.2
University-industry collaboration in R&D				49.1
Collaboration between companies				41.9
Buyer sophistication				34.7
Change				
Access to finance	70.9	87.2	68.6	75.3
Access to educated workforce	65.1	41.7	46.0	56.0
Business licensing and permits	70.4	47.1	55.2	60.9



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	45.0
Prevalence of technical regulations	-
Faced tariff, trade-weighted average	40.1
Logistics performance index	53.8
ISO 9001 quality certificates	66.9
ISO 14001 environmental certificates	72.5
Governance index	56.9
Connect	
Household ICT access	71.8
Telephone subscriptions	45.1
Broadband subscriptions	51.2
Inclusive internet index	-
Government's online service	64.7
Change	
Interest rate spread	100.0
School life expectancy	50.0
Patent applications	55.0
Trademark registrations	46.4



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Sierra Leone

Key indicators

Population (millions)	8.0
GDP (\$ billions)	4.2
GDP per capita (\$)	527
Share of world GDP (PPP\$, %)	0.01
Current account surplus/deficit, share of GDP (%)	-15.0
Tariff preference margin (percentage points)	0.5
Imports and exports (goods and services), share of GDP (%)	42.0
Services exports, share of total exports (%)	36.2
Geographic region	Africa
Income group	Low income

SME Competitiveness Grid Summary

Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	15.1	0.8	11.2
Medium	28.2	12.8	33.7
Large	31.6	22.8	62.3
All	17.7	2.3	16.7
BUSINESS ECOSYSTEM	16.8	8.2	35.4
NATIONAL ENVIRONMENT	23.1	11.1	9.9
Reference level: 25.5 (a function of GDP per capita US\$)			
Weaknesses: scores below 12.7		Strengths: scores above 38.2	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

Compete	Small	Medium	Large	All
International quality certificate	15.1	48.2	74.7	24.5
Bank account	11.7	31.7	44.1	13.4
Capacity utilization	17.2	11.7	7.5	16.5
Managerial experience	16.5	21.4	0.0	16.5
Connect				
E-mail	1.4	11.3	22.3	2.7
Firm website	0.1	14.3	23.3	2.0
Change				
Audited financial statement	16.6	33.7	66.9	19.9
Investment financed by banks	4.3	10.8	40.4	7.6
Formal training programme	23.9	35.0	50.0	26.1
Foreign technology licences	0.0	55.2	92.0	13.0

BUSINESS ECOSYSTEM

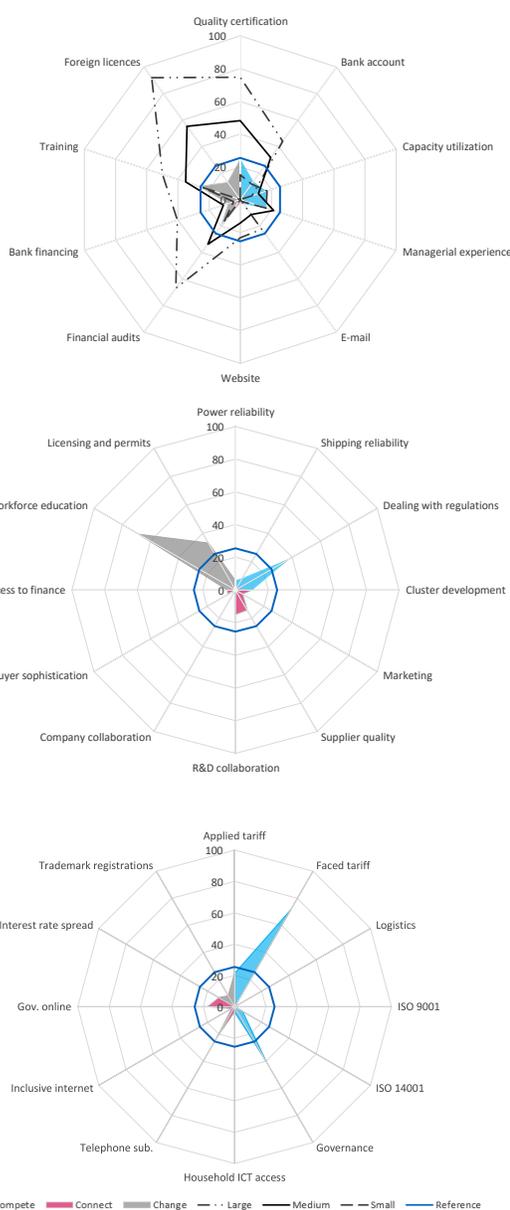
(Normalized scores)

Compete	Small	Medium	Large	All
Power reliability	4.9	11.2	14.1	5.7
Domestic shipping reliability	8.4	2.2	-	7.9
Dealing with regulations	39.0	21.5	39.6	36.8
Customs clearance efficiency	-	-	-	-
Connect				
State of cluster development	-	-	-	9.9
Extent of marketing	-	-	-	5.0
Local supplier quality	-	-	-	14.3
University-industry collaboration in R&D	-	-	-	15.0
Collaboration between companies	-	-	-	0.0
Buyer sophistication	-	-	-	5.4
Change				
Access to finance	3.5	10.4	47.3	5.0
Access to educated workforce	67.1	70.4	91.7	68.2
Business licensing and permits	33.6	30.2	29.3	33.1

NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	21.5
Prevalence of technical regulations	-
Faced tariff, trade-weighted average	71.2
Logistics performance index	0.0
ISO 9001 quality certificates	0.0
ISO 14001 environmental certificates	6.0
Governance index	39.9
Connect	
Household ICT access	3.4
Telephone subscriptions	21.7
Broadband subscriptions	-
Inclusive internet index	2.1
Government's online service	17.2
Change	
Interest rate spread	11.6
School life expectancy	-
Patent applications	-
Trademark registrations	8.3



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Slovakia

Key indicators

Population (millions)	5.5
GDP (\$ billions)	104.1
GDP per capita (\$)	19071
Share of world GDP (PPP\$, %)	0.1
Current account surplus/deficit, share of GDP (%)	-0.4
Tariff preference margin (percentage points)	4.5
Imports and exports (goods and services), share of GDP (%)	193.8
Services exports, share of total exports (%)	11.8
Geographic region	Europe
Income group	High income

SME Competitiveness Grid Summary

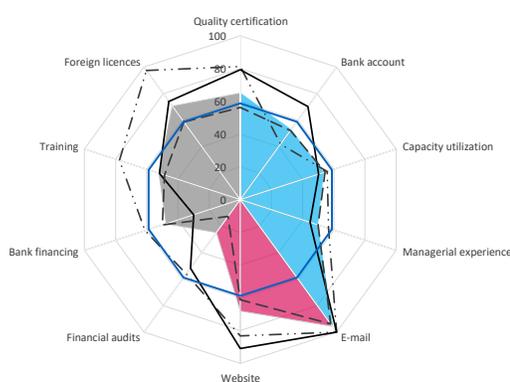
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	53.2	77.5	42.4
Medium	61.2	95.5	51.9
Large	58.8	91.6	73.0
All	55.2	81.8	48.7
BUSINESS ECOSYSTEM	47.7	57.3	73.9
NATIONAL ENVIRONMENT	67.5	68.0	60.9
Reference level: 58.8 (a function of GDP per capita US\$)			
Weaknesses: scores below 29.4		Strengths: scores above 88.2	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

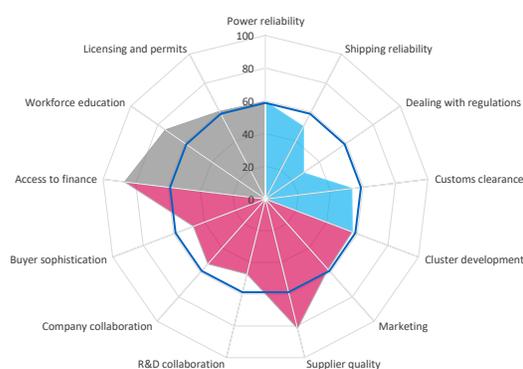
Compete	Small	Medium	Large	All
International quality certificate	56.3	79.3	81.3	65.0
Bank account	52.2	70.3	41.8	52.8
Capacity utilization	54.4	50.2	55.7	53.3
Managerial experience	50.0	44.8	56.6	49.6
Connect				
E-mail	93.8	100.0	100.0	95.7
Firm website	61.2	90.9	83.2	68.0
Change				
Audited financial statement	12.7	51.8	56.0	24.7
Investment financed by banks	50.0	30.0	61.1	47.6
Formal training programme	48.6	51.9	77.5	52.2
Foreign technology licences	58.5	74.1	97.4	70.4



BUSINESS ECOSYSTEM

(Normalized scores)

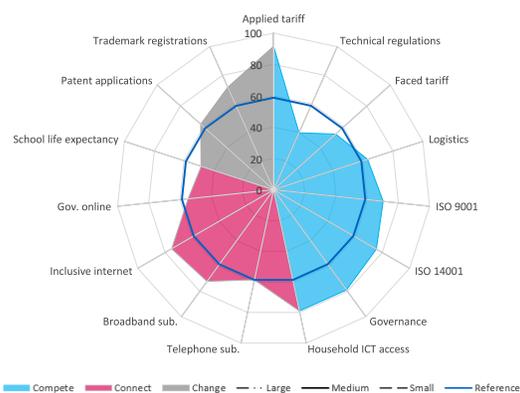
Compete	Small	Medium	Large	All
Power reliability	62.3	62.3	48.6	59.5
Domestic shipping reliability	50.0	50.0	50.0	50.0
Dealing with regulations	32.0	23.6	12.8	28.1
Customs clearance efficiency	49.5	58.6	53.8	53.2
Connect				
State of cluster development				56.7
Extent of marketing				57.5
Local supplier quality				81.6
University-industry collaboration in R&D				47.4
Collaboration between companies				53.1
Buyer sophistication				47.3
Change				
Access to finance	84.2	95.3	87.7	86.8
Access to educated workforce	78.6	64.7	66.1	74.4
Business licensing and permits	63.1	49.3	72.4	60.6



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	91.5
Prevalence of technical regulations	39.9
Faced tariff, trade-weighted average	53.3
Logistics performance index	62.9
ISO 9001 quality certificates	70.2
ISO 14001 environmental certificates	75.6
Governance index	78.9
Connect	
Household ICT access	79.0
Telephone subscriptions	58.6
Broadband subscriptions	72.3
Inclusive internet index	75.1
Government's online service	54.8
Change	
Interest rate spread	-
School life expectancy	48.5
Patent applications	62.5
Trademark registrations	71.7



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Slovenia

Key indicators

Population (millions)	2.1
GDP (\$ billions)	52.8
GDP per capita (\$)	25211
Share of world GDP (PPP\$, %)	0.06
Current account surplus/deficit, share of GDP (%)	7.3
Tariff preference margin (percentage points)	4.0
Imports and exports (goods and services), share of GDP (%)	168.9
Services exports, share of total exports (%)	20.3
Geographic region	Europe
Income group	High income

SME Competitiveness Grid Summary

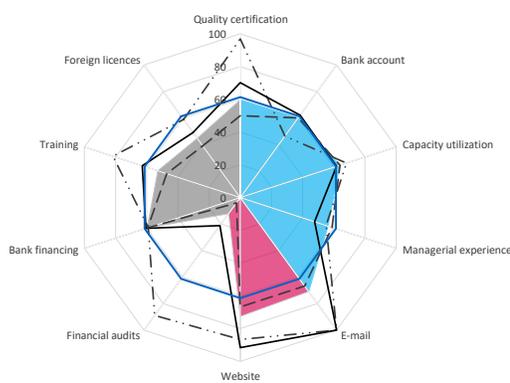
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	58.3	66.8	37.4
Medium	60.4	95.8	48.4
Large	66.6	93.3	72.2
All	60.0	71.8	42.4
BUSINESS ECOSYSTEM	58.4	65.3	65.9
NATIONAL ENVIRONMENT	67.0	71.4	65.4
Reference level: 61.4 (a function of GDP per capita US\$)			
Weaknesses: scores below 30.7		Strengths: scores above 92.1	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

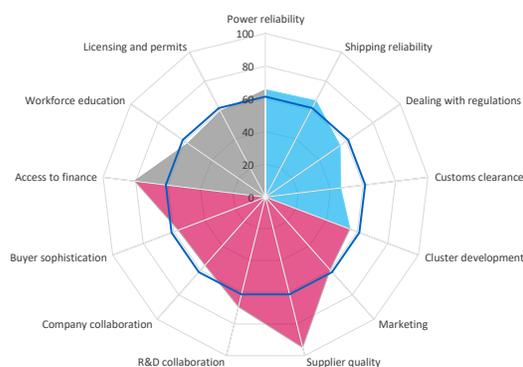
Compete	Small	Medium	Large	All
International quality certificate	50.0	70.2	96.9	59.6
Bank account	60.2	62.2	46.4	60.2
Capacity utilization	64.0	61.8	68.1	63.8
Managerial experience	58.9	47.6	55.1	56.2
Connect				
E-mail	66.8	100.0	100.0	70.9
Firm website	66.8	91.6	86.6	72.6
Change				
Audited financial statement	3.9	21.2	89.0	12.1
Investment financed by banks	59.4	60.6	59.0	59.7
Formal training programme	47.2	62.9	81.7	52.9
Foreign technology licences	39.1	49.1	59.0	44.6



BUSINESS ECOSYSTEM

(Normalized scores)

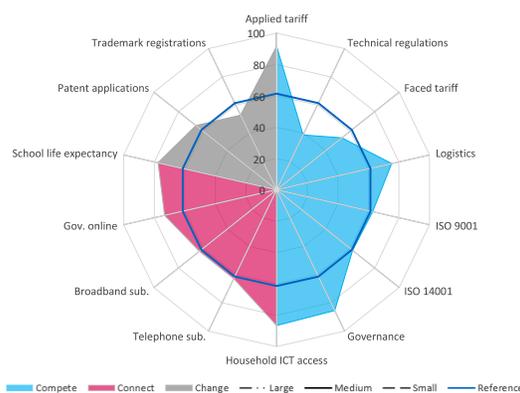
Compete	Small	Medium	Large	All
Power reliability	65.6	65.6	57.2	65.6
Domestic shipping reliability	77.1	54.2	66.4	66.4
Dealing with regulations	58.6	46.9	54.9	55.3
Customs clearance efficiency	51.7	46.0	34.6	46.2
Connect				
State of cluster development				55.2
Extent of marketing				59.5
Local supplier quality				94.9
University-industry collaboration in R&D				69.2
Collaboration between companies				55.8
Buyer sophistication				57.1
Change				
Access to finance	82.2	79.5	69.4	80.6
Access to educated workforce	56.8	64.9	39.7	57.7
Business licensing and permits	59.9	59.9	47.1	59.3



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	91.5
Prevalence of technical regulations	38.8
Faced tariff, trade-weighted average	53.3
Logistics performance index	75.2
ISO 9001 quality certificates	62.9
ISO 14001 environmental certificates	61.9
Governance index	85.4
Connect	
Household ICT access	86.6
Telephone subscriptions	62.9
Broadband subscriptions	62.9
Inclusive internet index	-
Government's online service	73.4
Change	
Interest rate spread	-
School life expectancy	77.5
Patent applications	65.8
Trademark registrations	53.0



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

South Africa

Key indicators

Population (millions)	59.6
GDP (\$ billions)	302.1
GDP per capita (\$)	5067
Share of world GDP (PPP\$, %)	0.5
Current account surplus/deficit, share of GDP (%)	2.2
Tariff preference margin (percentage points)	2.4
Imports and exports (goods and services), share of GDP (%)	59.5
Services exports, share of total exports (%)	14.0
Geographic region	Africa
Income group	Upper-middle income

SME Competitiveness Grid Summary

Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	39.6	65.6	22.5
Medium	47.3	59.5	23.0
Large	58.0	50.0	13.6
All	44.8	62.0	23.4
BUSINESS ECOSYSTEM	45.7	65.4	84.2
NATIONAL ENVIRONMENT	59.6	55.7	46.2
Reference level: 46.5 (a function of GDP per capita US\$)			
Weaknesses: scores below 23.2		Strengths: scores above 69.7	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

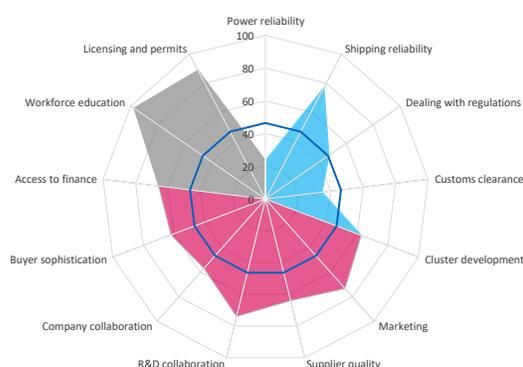
Compete	Small	Medium	Large	All
International quality certificate	11.4	29.8	52.1	23.9
Bank account	43.0	31.3	38.7	37.9
Capacity utilization	77.6	86.3	99.4	84.5
Managerial experience	26.6	41.6	41.6	33.0
Connect				
E-mail	-	-	-	-
Firm website	65.6	59.5	50.0	62.0
Change				
Audited financial statement	41.7	27.0	28.7	35.6
Investment financed by banks	26.5	48.2	-	39.9
Formal training programme	4.8	8.4	4.9	6.1
Foreign technology licences	16.9	8.2	7.3	12.2



BUSINESS ECOSYSTEM

(Normalized scores)

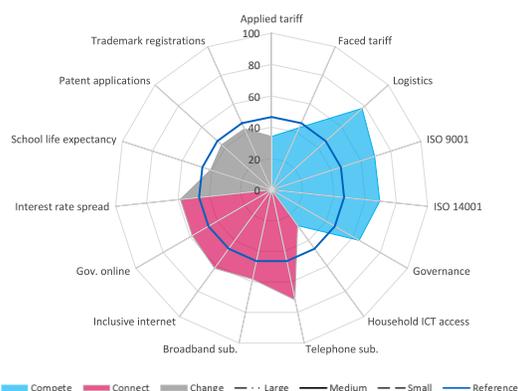
Compete	Small	Medium	Large	All
Power reliability	26.8	20.2	17.8	23.5
Domestic shipping reliability	77.1	100.0	100.0	77.1
Dealing with regulations	42.3	53.3	56.9	47.2
Customs clearance efficiency	-	34.2	24.4	34.9
Connect				
State of cluster development				62.6
Extent of marketing				73.2
Local supplier quality				64.1
University-industry collaboration in R&D				74.0
Collaboration between companies				56.7
Buyer sophistication				61.8
Change				
Access to finance	58.5	78.0	85.0	65.9
Access to educated workforce	96.1	100.0	99.7	97.7
Business licensing and permits	87.2	95.5	83.8	88.9



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	33.9
Prevalence of technical regulations	-
Faced tariff, trade-weighted average	43.4
Logistics performance index	77.7
ISO 9001 quality certificates	69.1
ISO 14001 environmental certificates	69.3
Governance index	64.4
Connect	
Household ICT access	28.2
Telephone subscriptions	71.7
Broadband subscriptions	58.3
Inclusive internet index	61.8
Government's online service	58.4
Change	
Interest rate spread	58.5
School life expectancy	40.9
Patent applications	43.0
Trademark registrations	42.5



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Tajikistan

Key indicators

Population (millions)	9.5
GDP (\$ billions)	8.0
GDP per capita (\$)	844
Share of world GDP (PPP\$, %)	0.03
Current account surplus/deficit, share of GDP (%)	-2.3
Tariff preference margin (percentage points)	1.9
Imports and exports (goods and services), share of GDP (%)	63.7
Services exports, share of total exports (%)	17.8
Geographic region	Asia
Income group	Lower-middle income

SME Competitiveness Grid Summary

Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	22.3	10.2	22.1
Medium	32.9	16.7	25.2
Large	38.0	41.3	27.4
All	26.1	13.7	23.5
BUSINESS ECOSYSTEM	61.6	49.8	80.0
NATIONAL ENVIRONMENT	29.4	21.1	13.5
Reference level: 29.9 (a function of GDP per capita US\$)			
Weaknesses: scores below 14.9		Strengths: scores above 44.8	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

Compete	Small	Medium	Large	All
International quality certificate	0.0	19.6	46.0	11.4
Bank account	24.0	52.2	50.5	29.9
Capacity utilization	44.3	33.5	28.5	39.8
Managerial experience	21.0	26.2	27.0	23.1
Connect				
E-mail	10.0	14.1	44.4	13.1
Firm website	10.4	19.4	38.3	14.4
Change				
Audited financial statement	15.8	14.3	20.8	15.6
Investment financed by banks	15.1	14.2	0.0	13.7
Formal training programme	26.4	34.4	39.1	29.7
Foreign technology licences	31.0	37.8	49.7	35.1

BUSINESS ECOSYSTEM

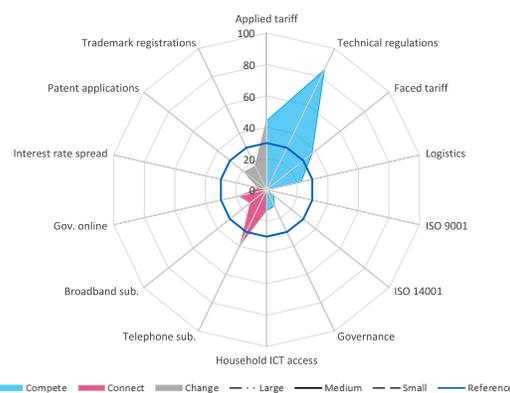
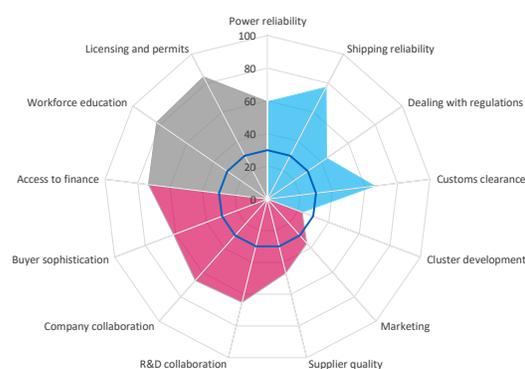
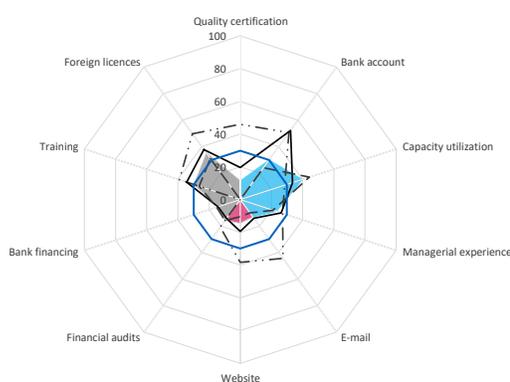
(Normalized scores)

Compete	Small	Medium	Large	All
Power reliability	59.5	57.2	55.1	59.5
Domestic shipping reliability	66.4	77.1	100.0	77.1
Dealing with regulations	45.2	42.3	37.3	43.9
Customs clearance efficiency	-	57.3	55.8	65.9
Connect				
State of cluster development				22.7
Extent of marketing				36.3
Local supplier quality				46.7
University-industry collaboration in R&D				65.2
Collaboration between companies				66.6
Buyer sophistication				61.4
Change				
Access to finance	73.3	70.9	94.7	73.3
Access to educated workforce	88.0	74.4	68.2	82.4
Business licensing and permits	83.8	83.2	100.0	84.3

NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	44.1
Prevalence of technical regulations	84.9
Faced tariff, trade-weighted average	36.8
Logistics performance index	22.6
ISO 9001 quality certificates	0.0
ISO 14001 environmental certificates	6.0
Governance index	11.4
Connect	
Household ICT access	13.2
Telephone subscriptions	39.8
Broadband subscriptions	13.4
Inclusive internet index	-
Government's online service	18.1
Change	
Interest rate spread	5.5
School life expectancy	-
Patent applications	18.3
Trademark registrations	16.7



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Thailand

Key indicators

Population (millions)	69.8
GDP (\$ billions)	501.9
GDP per capita (\$)	7190
Share of world GDP (PPP\$, %)	1.0
Current account surplus/deficit, share of GDP (%)	3.3
Tariff preference margin (percentage points)	3.5
Imports and exports (goods and services), share of GDP (%)	115.1
Services exports, share of total exports (%)	25.0
Geographic region	Asia
Income group	Upper-middle income

SME Competitiveness Grid Summary

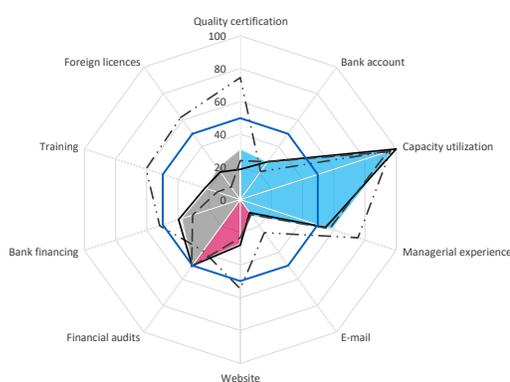
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	51.0	17.3	26.4
Medium	50.5	18.8	33.2
Large	66.9	39.7	53.2
All	53.3	19.2	32.8
BUSINESS ECOSYSTEM	51.1	71.9	92.0
NATIONAL ENVIRONMENT	62.2	60.3	52.2
Reference level: 49.7 (a function of GDP per capita US\$)			
Weaknesses: scores below 24.9		Strengths: scores above 74.6	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

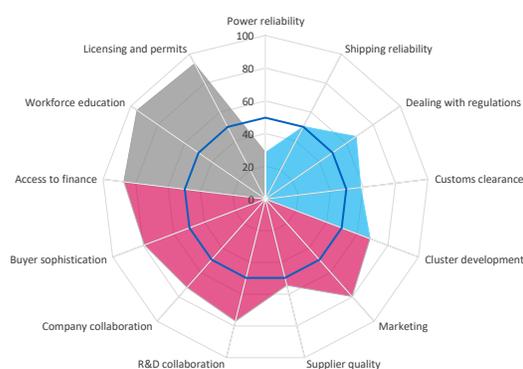
Compete	Small	Medium	Large	All
International quality certificate	23.9	18.5	74.5	30.3
Bank account	28.5	28.8	21.2	27.8
Capacity utilization	94.5	100.0	96.4	97.0
Managerial experience	57.4	54.7	75.5	58.1
Connect				
E-mail	11.2	9.8	25.0	11.7
Firm website	23.3	27.8	54.4	26.7
Change				
Audited financial statement	50.5	49.9	38.7	49.5
Investment financed by banks	30.6	39.6	51.7	37.1
Formal training programme	15.0	22.7	60.5	21.1
Foreign technology licences	9.6	20.8	62.0	23.4



BUSINESS ECOSYSTEM

(Normalized scores)

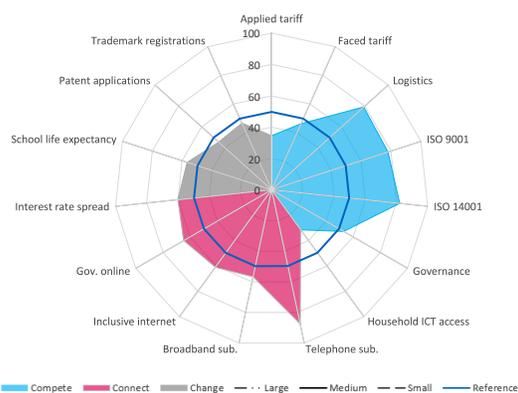
Compete	Small	Medium	Large	All
Power reliability	26.1	32.0	19.9	28.4
Domestic shipping reliability	40.9	66.4	66.4	50.0
Dealing with regulations	62.1	77.3	86.0	67.4
Customs clearance efficiency	50.0	65.9	73.2	58.6
Connect				
State of cluster development				68.3
Extent of marketing				79.8
Local supplier quality				54.5
University-industry collaboration in R&D				77.0
Collaboration between companies				72.4
Buyer sophistication				79.2
Change				
Access to finance	84.2	92.6	95.3	87.2
Access to educated workforce	96.4	91.2	100.0	95.4
Business licensing and permits	90.8	100.0	97.7	93.4



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	34.5
Prevalence of technical regulations	-
Faced tariff, trade-weighted average	46.3
Logistics performance index	79.0
ISO 9001 quality certificates	78.0
ISO 14001 environmental certificates	82.1
Governance index	53.1
Connect	
Household ICT access	31.4
Telephone subscriptions	87.5
Broadband subscriptions	56.8
Inclusive internet index	61.0
Government's online service	64.7
Change	
Interest rate spread	60.1
School life expectancy	56.6
Patent applications	45.4
Trademark registrations	46.6



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Tunisia

Key indicators

Population (millions)	11.9
GDP (\$ billions)	39.6
GDP per capita (\$)	3323
Share of world GDP (PPP\$, %)	0.09
Current account surplus/deficit, share of GDP (%)	-6.8
Tariff preference margin (percentage points)	4.5
Imports and exports (goods and services), share of GDP (%)	112.1
Services exports, share of total exports (%)	22.2
Geographic region	Africa
Income group	Lower-middle income

SME Competitiveness Grid Summary

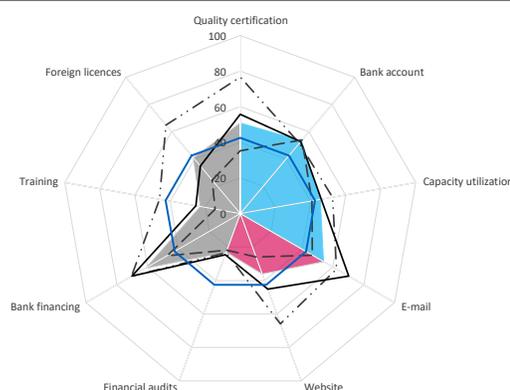
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	43.4	36.3	27.0
Medium	51.6	57.7	38.8
Large	60.3	64.1	51.2
All	49.9	45.0	36.9
BUSINESS ECOSYSTEM	67.1	36.9	23.9
NATIONAL ENVIRONMENT	44.6	45.9	51.6
Reference level: 42.6 (a function of GDP per capita US\$)			
Weaknesses: scores below 21.3		Strengths: scores above 63.9	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

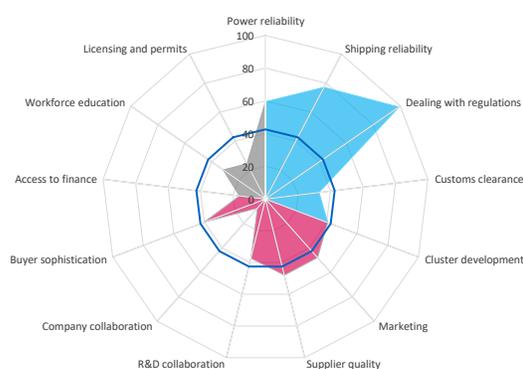
Compete	Small	Medium	Large	All
International quality certificate	35.3	55.8	76.7	50.9
Bank account	54.0	52.8	51.6	53.4
Capacity utilization	40.8	46.1	52.5	45.5
Managerial experience	-	-	-	-
Connect				
E-mail	46.7	70.3	62.4	53.9
Firm website	25.9	45.1	65.9	36.1
Change				
Audited financial statement	21.8	24.6	23.3	23.0
Investment financed by banks	47.3	70.2	70.5	61.1
Formal training programme	14.4	25.3	46.1	22.7
Foreign technology licences	24.6	34.9	64.8	40.9



BUSINESS ECOSYSTEM

(Normalized scores)

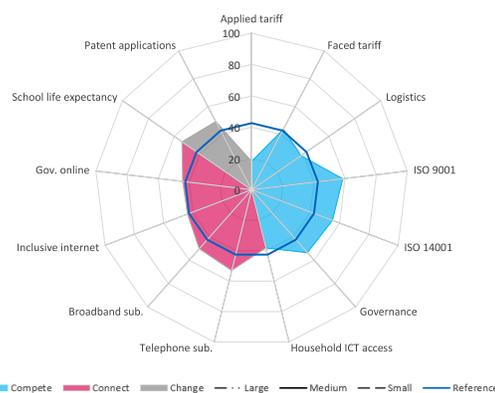
Compete	Small	Medium	Large	All
Power reliability	59.5	59.5	62.3	59.5
Domestic shipping reliability	66.4	77.1	77.1	77.1
Dealing with regulations	99.1	100.0	98.1	99.1
Customs clearance efficiency	28.1	31.9	37.4	32.9
Connect				
State of cluster development				40.7
Extent of marketing				48.0
Local supplier quality				48.0
University-industry collaboration in R&D				37.4
Collaboration between companies				7.6
Buyer sophistication				40.0
Change				
Access to finance	14.7	16.5	21.7	16.1
Access to educated workforce	35.2	30.0	20.8	31.4
Business licensing and permits	22.3	22.4	37.7	24.3



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	18.2
Prevalence of technical regulations	-
Faced tariff, trade-weighted average	43.7
Logistics performance index	38.4
ISO 9001 quality certificates	58.5
ISO 14001 environmental certificates	55.2
Governance index	53.6
Connect	
Household ICT access	38.1
Telephone subscriptions	53.0
Broadband subscriptions	50.3
Inclusive internet index	43.8
Government's online service	44.3
Change	
Interest rate spread	-
School life expectancy	54.0
Patent applications	49.2
Trademark registrations	-



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Turkey

Key indicators

Population (millions)	84.2
GDP (\$ billions)	719.5
GDP per capita (\$)	8548
Share of world GDP (PPP\$, %)	1.9
Current account surplus/deficit, share of GDP (%)	-5.1
Tariff preference margin (percentage points)	4.0
Imports and exports (goods and services), share of GDP (%)	61.1
Services exports, share of total exports (%)	27.5
Geographic region	Asia
Income group	Upper-middle income

SME Competitiveness Grid Summary

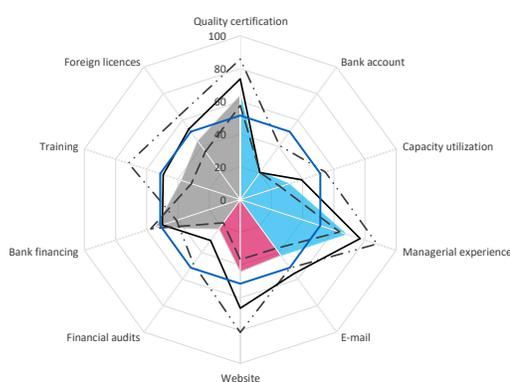
Average scores [0-100]	Compete	Connect	Change	
	Small	41.9	36.8	35.6
	Medium	52.5	61.1	45.9
	Large	67.2	66.3	56.1
	All	45.9	43.0	39.5
FIRM CAPABILITIES				
BUSINESS ECOSYSTEM	60.5	53.3	42.0	
NATIONAL ENVIRONMENT	57.0	56.2	79.0	
Reference level: 51.3 (a function of GDP per capita US\$)				
Weaknesses: scores below 25.7		Strengths: scores above 77.0		

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

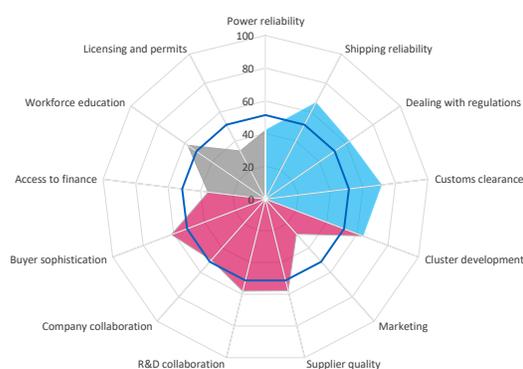
Compete	Small	Medium	Large	All
International quality certificate	57.5	73.7	85.7	63.5
Bank account	20.5	20.3	40.9	20.9
Capacity utilization	25.7	39.2	54.6	31.3
Managerial experience	63.8	76.9	87.7	67.9
Connect				
E-mail	36.9	55.8	51.6	42.1
Firm website	36.6	66.3	81.1	44.0
Change				
Audited financial statement	17.6	30.9	48.5	22.0
Investment financed by banks	57.4	50.0	40.9	54.1
Formal training programme	31.4	49.4	71.7	37.7
Foreign technology licences	36.3	53.3	63.3	44.1



BUSINESS ECOSYSTEM

(Normalized scores)

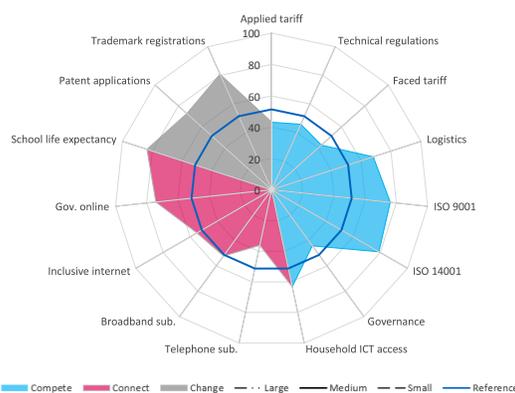
Compete	Small	Medium	Large	All
Power reliability	48.6	28.8	53.2	42.0
Domestic shipping reliability	66.4	66.4	66.4	66.4
Dealing with regulations	65.9	55.3	43.3	62.1
Customs clearance efficiency	75.3	63.2	72.6	71.3
Connect				
State of cluster development				63.7
Extent of marketing				28.6
Local supplier quality				57.9
University-industry collaboration in R&D				58.1
Collaboration between companies				50.0
Buyer sophistication				61.5
Change				
Access to finance	35.8	32.9	45.0	35.3
Access to educated workforce	63.1	45.4	42.2	57.7
Business licensing and permits	35.0	28.1	32.6	33.1



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	43.2
Prevalence of technical regulations	45.8
Faced tariff, trade-weighted average	42.7
Logistics performance index	68.2
ISO 9001 quality certificates	76.1
ISO 14001 environmental certificates	79.0
Governance index	44.3
Connect	
Household ICT access	63.2
Telephone subscriptions	36.1
Broadband subscriptions	52.2
Inclusive internet index	55.0
Government's online service	74.3
Change	
Interest rate spread	-
School life expectancy	83.6
Patent applications	72.7
Trademark registrations	80.7



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Ukraine

Key indicators

Population (millions)	41.5
GDP (\$ billions)	151.5
GDP per capita (\$)	3653
Share of world GDP (PPP\$, %)	0.4
Current account surplus/deficit, share of GDP (%)	4.3
Tariff preference margin (percentage points)	1.6
Imports and exports (goods and services), share of GDP (%)	93.1
Services exports, share of total exports (%)	25.8
Geographic region	Europe
Income group	Lower-middle income

SME Competitiveness Grid Summary

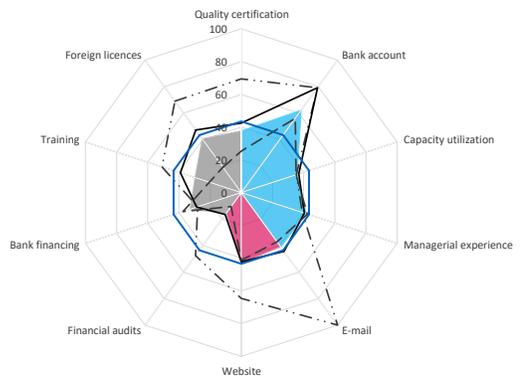
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	39.8	39.2	21.9
Medium	49.8	43.3	32.9
Large	55.8	82.3	48.8
All	44.3	42.1	29.7
BUSINESS ECOSYSTEM	50.5	54.0	22.5
NATIONAL ENVIRONMENT	53.8	50.8	57.4
Reference level: 43.5 (a function of GDP per capita US\$)			
Weaknesses: scores below 21.7		Strengths: scores above 65.2	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

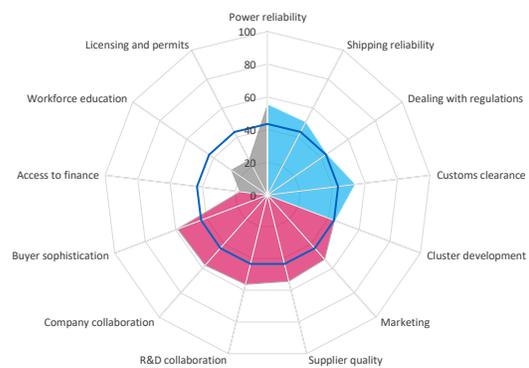
Compete	Small	Medium	Large	All
International quality certificate	25.4	42.5	69.4	37.7
Bank account	56.1	79.2	79.2	62.2
Capacity utilization	35.2	36.9	35.4	35.8
Managerial experience	42.4	40.4	39.2	41.6
Connect				
E-mail	37.1	44.4	100.0	41.0
Firm website	41.3	42.2	64.6	43.3
Change				
Audited financial statement	10.5	16.6	47.6	15.7
Investment financed by banks	37.4	28.6	27.9	32.9
Formal training programme	20.4	39.1	50.9	29.7
Foreign technology licences	19.1	47.2	69.0	40.5



BUSINESS ECOSYSTEM

(Normalized scores)

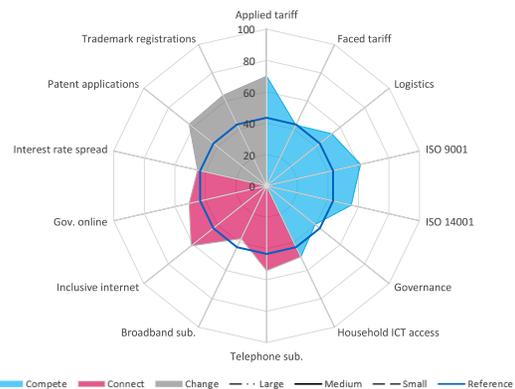
Compete	Small	Medium	Large	All
Power reliability	57.2	53.2	50.0	55.1
Domestic shipping reliability	54.2	54.2	36.5	50.0
Dealing with regulations	45.2	41.7	38.5	43.6
Customs clearance efficiency	45.4	59.0	53.8	53.5
Connect				
State of cluster development				43.8
Extent of marketing				52.7
Local supplier quality				54.4
University-industry collaboration in R&D				56.4
Collaboration between companies				57.6
Buyer sophistication				58.8
Change				
Access to finance	18.9	12.8	20.4	16.9
Access to educated workforce	38.2	10.3	20.3	26.7
Business licensing and permits	21.5	24.8	40.3	23.9



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	70.0
Prevalence of technical regulations	-
Faced tariff, trade-weighted average	43.0
Logistics performance index	53.2
ISO 9001 quality certificates	61.4
ISO 14001 environmental certificates	55.4
Governance index	39.5
Connect	
Household ICT access	50.2
Telephone subscriptions	54.1
Broadband subscriptions	37.4
Inclusive internet index	61.5
Government's online service	50.7
Change	
Interest rate spread	45.2
School life expectancy	-
Patent applications	63.1
Trademark registrations	64.0



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Uruguay

Key indicators

Population (millions)	3.5
GDP (\$ billions)	55.7
GDP per capita (\$)	15778
Share of world GDP (PPP\$, %)	0.06
Current account surplus/deficit, share of GDP (%)	-1.4
Tariff preference margin (percentage points)	2.9
Imports and exports (goods and services), share of GDP (%)	39.8
Services exports, share of total exports (%)	36.6
Geographic region	Americas
Income group	High income

SME Competitiveness Grid Summary

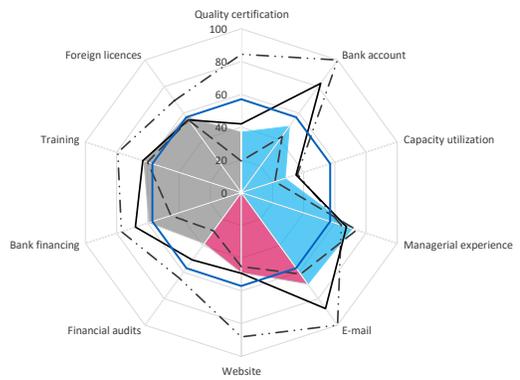
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	39.3	53.4	47.2
Medium	56.8	68.4	59.2
Large	71.1	94.1	72.5
All	46.5	59.0	54.3
BUSINESS ECOSYSTEM	42.5	51.5	41.1
NATIONAL ENVIRONMENT	55.7	66.6	54.5
Reference level: 57.0 (a function of GDP per capita US\$)			
Weaknesses: scores below 28.5		Strengths: scores above 85.5	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

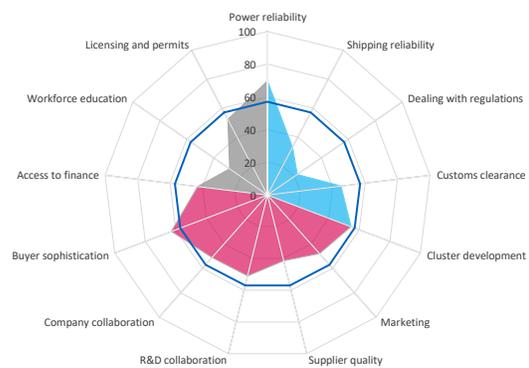
Compete	Small	Medium	Large	All
International quality certificate	19.2	42.0	84.5	36.9
Bank account	42.4	82.5	100.0	50.0
Capacity utilization	21.6	35.2	36.0	28.2
Managerial experience	74.0	67.5	64.2	71.1
Connect				
E-mail	61.5	87.5	100.0	69.0
Firm website	45.2	49.3	88.1	48.9
Change				
Audited financial statement	28.8	50.7	64.5	38.4
Investment financed by banks	45.2	67.9	76.9	59.2
Formal training programme	60.1	63.1	79.2	62.5
Foreign technology licences	54.7	55.0	69.5	57.2



BUSINESS ECOSYSTEM

(Normalized scores)

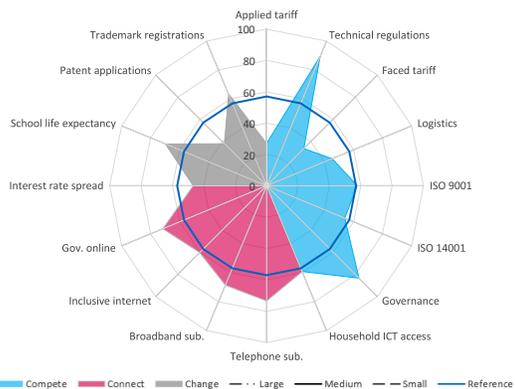
Compete	Small	Medium	Large	All
Power reliability	69.8	65.6	69.8	69.8
Domestic shipping reliability	31.3	34.6	38.6	32.9
Dealing with regulations	22.7	20.1	28.8	22.1
Customs clearance efficiency	-	62.8	52.4	45.3
Connect				
State of cluster development				54.7
Extent of marketing				48.0
Local supplier quality				41.4
University-industry collaboration in R&D				51.0
Collaboration between companies				51.2
Buyer sophistication				62.9
Change				
Access to finance	37.7	57.0	38.9	43.0
Access to educated workforce	19.1	49.6	16.3	28.0
Business licensing and permits	56.4	53.6	23.5	52.3



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	27.0
Prevalence of technical regulations	89.4
Faced tariff, trade-weighted average	33.6
Logistics performance index	45.3
ISO 9001 quality certificates	57.8
ISO 14001 environmental certificates	53.9
Governance index	83.3
Connect	
Household ICT access	59.3
Telephone subscriptions	73.4
Broadband subscriptions	68.6
Inclusive internet index	60.2
Government's online service	71.5
Change	
Interest rate spread	46.7
School life expectancy	69.8
Patent applications	38.1
Trademark registrations	63.4



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Zambia

Key indicators

Population (millions)	18.9
GDP (\$ billions)	18.5
GDP per capita (\$)	981
Share of world GDP (PPP\$, %)	0.05
Current account surplus/deficit, share of GDP (%)	1.5
Tariff preference margin (percentage points)	2.8
Imports and exports (goods and services), share of GDP (%)	71.8
Services exports, share of total exports (%)	12.7
Geographic region	Africa
Income group	Lower-middle income

SME Competitiveness Grid Summary

Average scores [0-100]	Compete	Connect	Change	
	Small	30.6	16.1	21.9
	Medium	36.8	38.1	46.5
FIRM CAPABILITIES	Large	58.2	61.7	51.0
	All	37.2	26.3	38.7
BUSINESS ECOSYSTEM		32.1	33.0	41.7
NATIONAL ENVIRONMENT		38.4	19.7	26.2
Reference level: 31.3 (a function of GDP per capita US\$)				
Weaknesses: scores below 15.6		Strengths: scores above 46.9		

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

Compete	Small	Medium	Large	All
International quality certificate	18.2	32.8	46.3	30.3
Bank account	38.4	45.2	82.5	44.4
Capacity utilization	32.8	37.3	54.0	38.3
Managerial experience	33.0	32.1	50.0	35.9
Connect				
E-mail	10.7	23.0	68.5	14.2
Firm website	21.5	53.3	54.9	38.4
Change				
Audited financial statement	40.3	63.6	76.6	56.0
Investment financed by banks	17.8	17.8	20.3	18.2
Formal training programme	23.0	57.4	59.8	44.7
Foreign technology licences	6.3	47.1	47.2	35.8

BUSINESS ECOSYSTEM

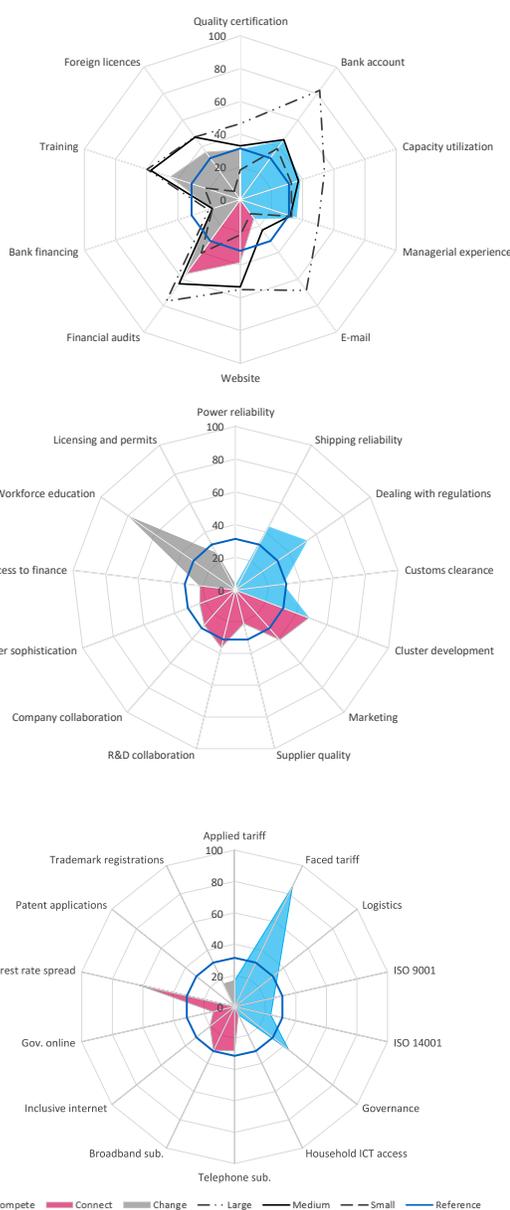
(Normalized scores)

Compete	Small	Medium	Large	All
Power reliability	0.0	3.4	8.3	2.8
Domestic shipping reliability	100.0	31.3	31.3	43.5
Dealing with regulations	54.1	48.6	62.1	53.0
Customs clearance efficiency	-	32.3	25.5	29.2
Connect				
State of cluster development				47.9
Extent of marketing				40.8
Local supplier quality				21.2
University-industry collaboration in R&D				36.1
Collaboration between companies				28.8
Buyer sophistication				23.3
Change				
Access to finance	22.6	22.4	18.4	21.8
Access to educated workforce	76.8	80.6	75.7	78.2
Business licensing and permits	28.1	21.9	26.4	25.2

NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	16.7
Prevalence of technical regulations	-
Faced tariff, trade-weighted average	84.8
Logistics performance index	35.6
ISO 9001 quality certificates	25.6
ISO 14001 environmental certificates	23.7
Governance index	44.1
Connect	
Household ICT access	5.4
Telephone subscriptions	28.0
Broadband subscriptions	30.8
Inclusive internet index	20.0
Government's online service	14.0
Change	
Interest rate spread	62.4
School life expectancy	-
Patent applications	0.0
Trademark registrations	16.1



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Zimbabwe

Key indicators

Population (millions)	15.2
GDP (\$ billions)	21.0
GDP per capita (\$)	1385
Share of world GDP (PPP\$, %)	0.03
Current account surplus/deficit, share of GDP (%)	4.7
Tariff preference margin (percentage points)	4.7
Imports and exports (goods and services), share of GDP (%)	53.1
Services exports, share of total exports (%)	9.4
Geographic region	Africa
Income group	Lower-middle income

SME Competitiveness Grid Summary

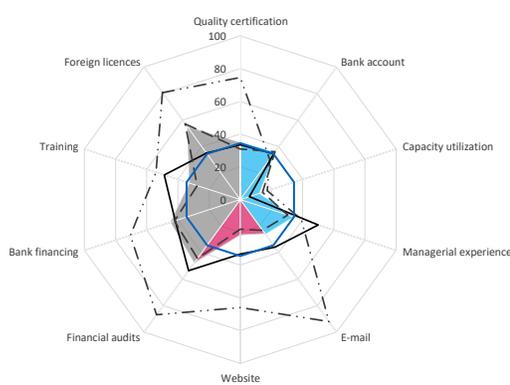
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	27.9	20.6	42.8
Medium	31.0	34.6	44.8
Large	40.4	79.0	73.1
All	28.9	23.6	44.8
BUSINESS ECOSYSTEM	42.6	22.3	45.1
NATIONAL ENVIRONMENT	34.2	23.8	8.6
Reference level: 34.5 (a function of GDP per capita US\$)			
Weaknesses: scores below 17.2		Strengths: scores above 51.7	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

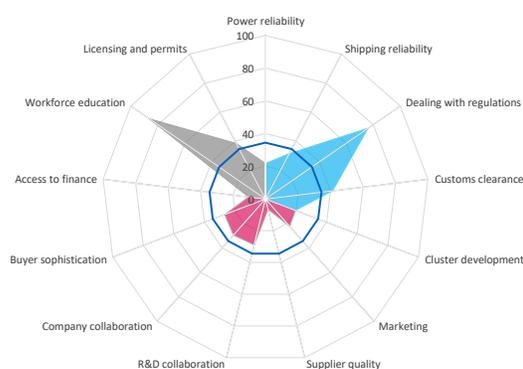
Compete	Small	Medium	Large	All
International quality certificate	30.8	33.5	74.6	34.7
Bank account	36.1	34.6	30.4	35.6
Capacity utilization	14.2	5.7	17.3	11.7
Managerial experience	30.4	50.0	39.2	33.8
Connect				
E-mail	23.1	36.0	92.1	25.7
Firm website	18.0	33.3	65.9	21.6
Change				
Audited financial statement	44.4	53.6	86.9	47.5
Investment financed by banks	42.2	41.7	70.5	44.5
Formal training programme	27.6	48.8	54.1	32.4
Foreign technology licences	57.1	35.1	80.8	54.7



BUSINESS ECOSYSTEM

(Normalized scores)

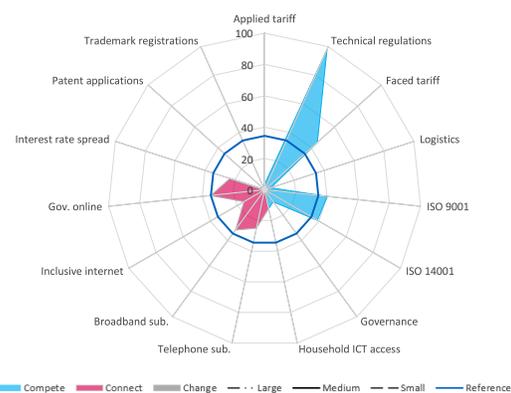
Compete	Small	Medium	Large	All
Power reliability	23.2	16.0	34.1	21.7
Domestic shipping reliability	24.7	40.9	43.5	31.3
Dealing with regulations	77.9	69.4	67.4	76.1
Customs clearance efficiency	43.8	37.6	43.3	41.2
Connect				
State of cluster development				19.6
Extent of marketing				22.4
Local supplier quality				6.6
University-industry collaboration in R&D				29.0
Collaboration between companies				29.6
Buyer sophistication				26.7
Change				
Access to finance	10.9	5.6	23.8	10.4
Access to educated workforce	85.9	87.1	91.7	86.4
Business licensing and permits	43.2	21.0	32.9	38.4



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	3.6
Prevalence of technical regulations	97.8
Faced tariff, trade-weighted average	45.2
Logistics performance index	4.1
ISO 9001 quality certificates	40.2
ISO 14001 environmental certificates	38.9
Governance index	9.4
Connect	
Household ICT access	12.4
Telephone subscriptions	25.1
Broadband subscriptions	31.7
Inclusive internet index	15.2
Government's online service	34.6
Change	
Interest rate spread	23.3
School life expectancy	-
Patent applications	0.0
Trademark registrations	2.4



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (2020) for firm level data; for other sources and methodology see Technical Annex.

Africa

Key indicators

Population (millions)	468.6
GDP (\$ billions)	1151.3
GDP per capita (\$)	1654
Share of world GDP (PPP\$, %)	0.1
Current account surplus/deficit, share of GDP (%)	-9.0
Tariff preference margin (percentage points)	3.3
Imports and exports (goods and services), share of GDP (%)	65.4
Services exports, share of total exports (%)	25.8
Geographic region	Africa
Income group	

SME Competitiveness Grid Summary

Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	28.7	15.8	28.0
Medium	41.0	31.0	45.8
Large	52.6	52.1	53.8
All	33.6	20.6	37.2
BUSINESS ECOSYSTEM	37.5	38.9	44.1
NATIONAL ENVIRONMENT	42.6	25.0	25.8

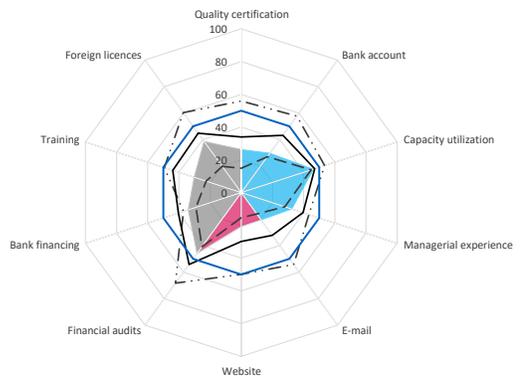
Reference level: 50.0 (a function of GDP per capita US\$)

Weaknesses: scores below 25.0 **Strengths: scores above 75.0**

SME Competitiveness Grid

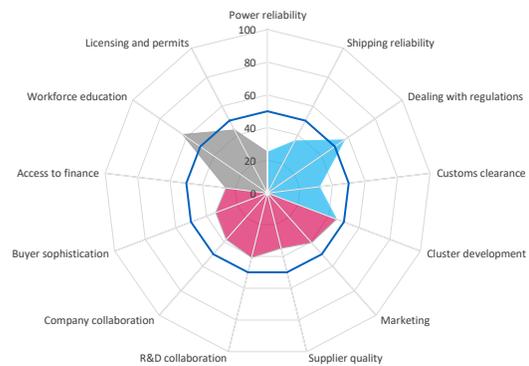
FIRM CAPABILITIES (Normalized scores)

Compete	Small	Medium	Large	All
International quality certificate	14.9	34.0	55.9	26.2
Bank account	27.1	43.3	57.6	29.8
Capacity utilization	44.8	47.1	53.5	46.2
Managerial experience	27.9	39.7	43.5	32.3
Connect				
E-mail	16.2	32.2	54.3	20.6
Firm website	15.3	29.8	49.9	20.7
Change				
Audited financial statement	40.9	54.2	68.3	45.9
Investment financed by banks	29.1	40.4	37.1	34.0
Formal training programme	22.6	44.0	49.4	30.2
Foreign technology licences	19.7	44.8	60.3	38.6



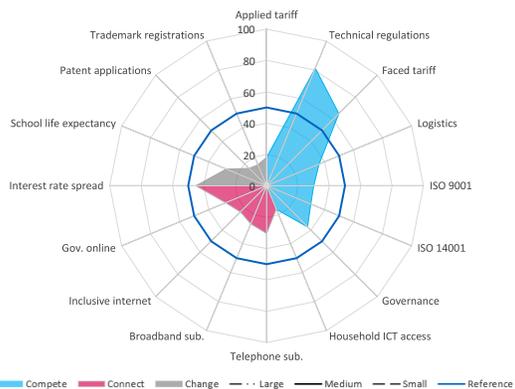
BUSINESS ECOSYSTEM (Normalized scores)

Compete	Small	Medium	Large	All
Power reliability	25.8	25.0	26.3	25.0
Domestic shipping reliability	39.5	42.3	40.3	36.0
Dealing with regulations	58.3	54.1	55.3	57.2
Customs clearance efficiency	32.8	29.5	30.0	32.0
Connect				
State of cluster development				45.1
Extent of marketing				40.7
Local supplier quality				34.8
University-industry collaboration in R&D				40.7
Collaboration between companies				38.1
Buyer sophistication				33.9
Change				
Access to finance	23.5	31.4	38.5	25.6
Access to educated workforce	63.7	64.6	55.0	63.1
Business licensing and permits	44.3	45.4	43.7	43.5



NATIONAL ENVIRONMENT (Normalized score)

Compete	All
Applied tariff, trade-weighted average	18.2
Prevalence of technical regulations	81.2
Faced tariff, trade-weighted average	65.1
Logistics performance index	36.1
ISO 9001 quality certificates	30.1
ISO 14001 environmental certificates	30.5
Governance index	37.0
Connect	
Household ICT access	16.1
Telephone subscriptions	30.4
Broadband subscriptions	26.4
Inclusive internet index	23.6
Government's online service	28.3
Change	
Interest rate spread	45.1
School life expectancy	27.9
Patent applications	15.7
Trademark registrations	14.5



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts.
Source: World Bank Enterprise Survey (-) for firm level data; for other sources and methodology see Technical Annex.

Americas

Key indicators

Population (millions)	210.7
GDP (\$ billions)	1228.7
GDP per capita (\$)	5629
Share of world GDP (PPP\$, %)	0.2
Current account surplus/deficit, share of GDP (%)	0.5
Tariff preference margin (percentage points)	5.1
Imports and exports (goods and services), share of GDP (%)	57.0
Services exports, share of total exports (%)	24.2
Geographic region	Americas
Income group	

SME Competitiveness Grid Summary

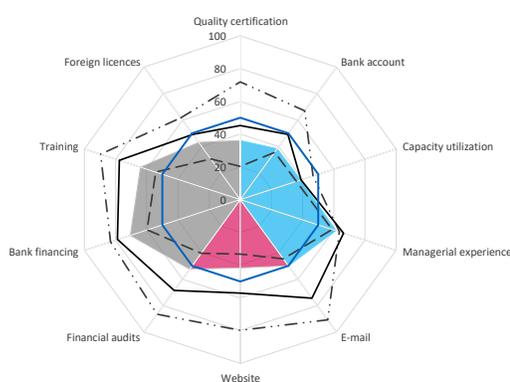
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	37.7	39.0	46.3
Medium	49.9	65.8	68.5
Large	62.3	85.3	80.3
All	43.6	45.9	57.6
BUSINESS ECOSYSTEM	35.7	41.8	40.6
NATIONAL ENVIRONMENT	51.7	42.7	39.8
Reference level: 50.0 (a function of GDP per capita US\$)			
Weaknesses: scores below 25.0		Strengths: scores above 75.0	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

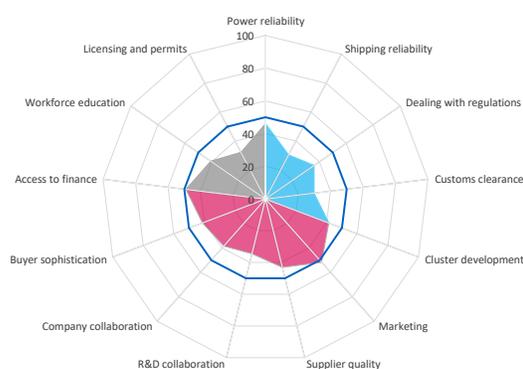
Compete	Small	Medium	Large	All
International quality certificate	20.3	45.2	71.9	36.0
Bank account	35.7	49.3	66.9	38.4
Capacity utilization	36.0	39.0	46.7	38.7
Managerial experience	58.9	66.3	63.5	61.3
Connect				
E-mail	44.7	74.4	90.7	50.0
Firm website	33.3	57.1	79.8	41.8
Change				
Audited financial statement	40.5	68.5	86.5	52.5
Investment financed by banks	59.8	78.8	83.3	70.5
Formal training programme	54.2	77.5	89.6	64.0
Foreign technology licences	30.7	49.2	61.7	43.2



BUSINESS ECOSYSTEM

(Normalized scores)

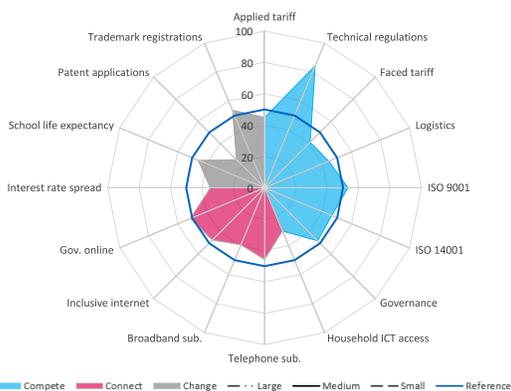
Compete	Small	Medium	Large	All
Power reliability	44.4	47.8	56.1	46.1
Domestic shipping reliability	28.4	35.6	46.6	30.4
Dealing with regulations	37.5	33.1	35.7	36.2
Customs clearance efficiency	25.9	36.5	32.7	30.0
Connect				
State of cluster development				41.4
Extent of marketing				51.8
Local supplier quality				43.1
University-industry collaboration in R&D				34.6
Collaboration between companies				38.5
Buyer sophistication				41.4
Change				
Access to finance	46.2	54.9	66.7	49.0
Access to educated workforce	41.1	43.2	34.4	40.7
Business licensing and permits	32.8	34.1	26.3	32.2



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	45.0
Prevalence of technical regulations	84.3
Faced tariff, trade-weighted average	41.1
Logistics performance index	44.4
ISO 9001 quality certificates	53.2
ISO 14001 environmental certificates	46.3
Governance index	47.8
Connect	
Household ICT access	29.8
Telephone subscriptions	45.8
Broadband subscriptions	39.4
Inclusive internet index	47.2
Government's online service	51.3
Change	
Interest rate spread	34.6
School life expectancy	45.8
Patent applications	25.3
Trademark registrations	53.5



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts.

Source: World Bank Enterprise Survey (-) for firm level data; for other sources and methodology see Technical Annex.

Asia

Key indicators

Population (millions)	249.8
GDP (\$ billions)	1617.1
GDP per capita (\$)	5814
Share of world GDP (PPP\$, %)	0.3
Current account surplus/deficit, share of GDP (%)	-6.4
Tariff preference margin (percentage points)	3.7
Imports and exports (goods and services), share of GDP (%)	99.2
Services exports, share of total exports (%)	36.9
Geographic region	Asia
Income group	

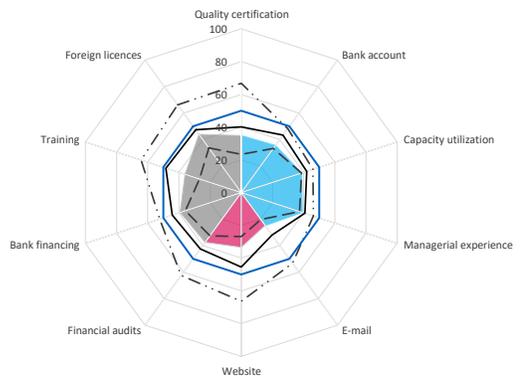
SME Competitiveness Grid Summary

Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	33.2	23.6	32.2
Medium	41.6	38.7	45.6
Large	51.8	59.8	61.4
All	37.0	29.1	39.2
BUSINESS ECOSYSTEM	54.7	54.3	56.9
NATIONAL ENVIRONMENT	47.7	46.6	46.6
Reference level: 50.0 (a function of GDP per capita US\$)			
Weaknesses: scores below 25.0		Strengths: scores above 75.0	

SME Competitiveness Grid

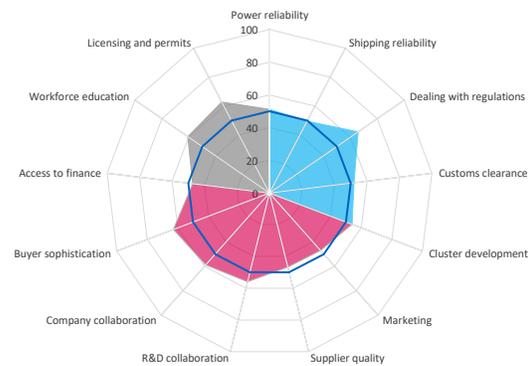
FIRM CAPABILITIES (Normalized scores)

Compete	Small	Medium	Large	All
International quality certificate	23.3	40.1	66.7	34.8
Bank account	33.4	43.4	48.3	35.5
Capacity utilization	38.6	42.0	45.9	38.7
Managerial experience	37.5	40.7	46.2	39.1
Connect				
E-mail	20.4	32.0	53.3	24.8
Firm website	26.8	45.5	66.4	33.5
Change				
Audited financial statement	32.6	42.5	62.6	37.6
Investment financed by banks	35.8	44.2	52.4	39.2
Formal training programme	26.8	48.4	64.3	36.0
Foreign technology licences	33.8	47.4	66.1	43.9



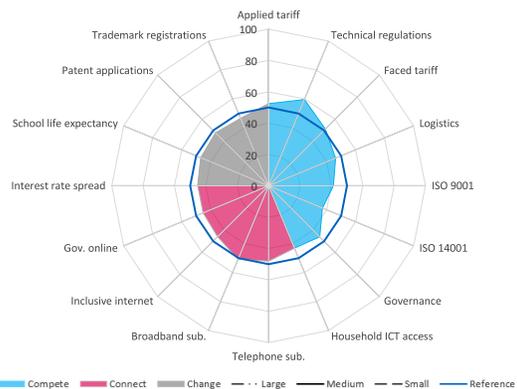
BUSINESS ECOSYSTEM (Normalized scores)

Compete	Small	Medium	Large	All
Power reliability	52.6	51.6	55.3	51.2
Domestic shipping reliability	46.2	56.8	67.7	49.6
Dealing with regulations	68.5	61.5	61.6	65.9
Customs clearance efficiency	50.4	50.4	52.6	52.0
Connect				
State of cluster development				54.0
Extent of marketing				47.1
Local supplier quality				46.8
University-industry collaboration in R&D				56.0
Collaboration between companies				58.9
Buyer sophistication				62.9
Change				
Access to finance	47.7	45.3	55.7	47.3
Access to educated workforce	66.1	51.8	54.2	60.7
Business licensing and permits	66.4	58.0	61.5	62.8



NATIONAL ENVIRONMENT (Normalized score)

Compete	All
Applied tariff, trade-weighted average	52.4
Prevalence of technical regulations	59.6
Faced tariff, trade-weighted average	51.2
Logistics performance index	46.2
ISO 9001 quality certificates	41.3
ISO 14001 environmental certificates	37.1
Governance index	46.0
Connect	
Household ICT access	43.0
Telephone subscriptions	48.1
Broadband subscriptions	50.7
Inclusive internet index	46.0
Government's online service	45.2
Change	
Interest rate spread	45.2
School life expectancy	46.8
Patent applications	47.8
Trademark registrations	46.6



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (-) for firm level data; for other sources and methodology see Technical Annex.

Europe

Key indicators

Population (millions)	402.9
GDP (\$ billions)	6287.6
GDP per capita (\$)	20305
Share of world GDP (PPP\$, %)	0.4
Current account surplus/deficit, share of GDP (%)	-1.3
Tariff preference margin (percentage points)	4.0
Imports and exports (goods and services), share of GDP (%)	138.0
Services exports, share of total exports (%)	34.7
Geographic region	Europe
Income group	

SME Competitiveness Grid Summary

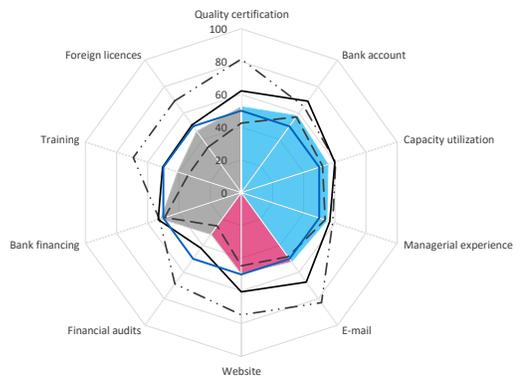
Average scores [0-100]	Compete	Connect	Change
FIRM CAPABILITIES			
Small	51.4	46.6	35.7
Medium	62.0	64.1	49.2
Large	66.4	78.9	65.0
All	55.2	50.9	42.5
BUSINESS ECOSYSTEM	56.4	56.2	54.5
NATIONAL ENVIRONMENT	62.1	67.2	62.3
Reference level: 50.0 (a function of GDP per capita US\$)			
Weaknesses: scores below 25.0		Strengths: scores above 75.0	

SME Competitiveness Grid

FIRM CAPABILITIES

(Normalized scores)

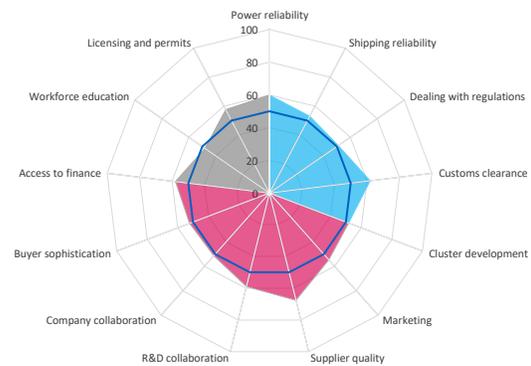
Compete	Small	Medium	Large	All
International quality certificate	42.5	62.1	81.5	52.4
Bank account	57.1	69.0	65.0	58.0
Capacity utilization	52.1	60.0	60.5	55.6
Managerial experience	53.8	56.8	58.6	54.8
Connect				
E-mail	48.5	67.5	83.2	52.2
Firm website	44.7	60.6	74.7	49.6
Change				
Audited financial statement	25.1	41.8	68.9	31.5
Investment financed by banks	49.2	53.3	52.5	51.5
Formal training programme	34.2	50.4	69.3	40.9
Foreign technology licences	34.3	51.1	69.2	46.2



BUSINESS ECOSYSTEM

(Normalized scores)

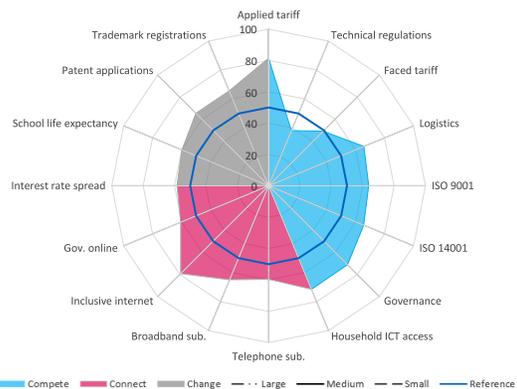
Compete	Small	Medium	Large	All
Power reliability	59.5	62.7	61.5	59.9
Domestic shipping reliability	54.9	51.2	59.2	52.9
Dealing with regulations	52.7	48.4	47.3	51.1
Customs clearance efficiency	64.6	62.0	61.2	61.9
Connect				
State of cluster development				51.8
Extent of marketing				54.8
Local supplier quality				67.7
University-industry collaboration in R&D				59.0
Collaboration between companies				51.4
Buyer sophistication				52.4
Change				
Access to finance	57.5	59.5	63.6	57.9
Access to educated workforce	51.1	44.0	41.0	48.0
Business licensing and permits	58.5	57.2	65.4	57.6



NATIONAL ENVIRONMENT

(Normalized score)

Compete	All
Applied tariff, trade-weighted average	81.4
Prevalence of technical regulations	38.1
Faced tariff, trade-weighted average	49.2
Logistics performance index	65.7
ISO 9001 quality certificates	63.8
ISO 14001 environmental certificates	65.6
Governance index	71.1
Connect	
Household ICT access	71.5
Telephone subscriptions	59.6
Broadband subscriptions	64.9
Inclusive internet index	79.3
Government's online service	60.8
Change	
Interest rate spread	58.4
School life expectancy	59.7
Patent applications	65.6
Trademark registrations	65.6



Note: Normalized scores range from 0 to 100, a higher score indicates a better outcome. Series with missing data are indicated as (-) in the tables and omitted from the radar charts. Source: World Bank Enterprise Survey (-) for firm level data; for other sources and methodology see Technical Annex.