

TDRA

هيئة تنظيم الاتصالات والحكومة الرقمية
TELECOMMUNICATIONS AND DIGITAL
GOVERNMENT REGULATORY AUTHORITY



The UAE

is a global
leading
country
in ICT
2020



“The paradigm shift achieved by UAE has not been the product of contingent or exceptional circumstances, but it is the culmination of tireless efforts and the result of the integrated development strategy, formulated and carefully and precisely monitored by His Highness Sheikh Zayed bin Sultan Al Nahyan, the father of the Nation (May Allah bless his soul).

**His Highness
Sheikh Khalifa bin Zayed Al Nahyan
President of the UAE**



To maintain leadership and sustain growth and prosperity, we have to move towards the era of knowledge economy at the soonest.

**His Highness Sheikh Mohammed bin
Rashid Al Maktoum UAE Vice President,
Prime Minister and Ruler of Dubai**



Our reliance on science and knowledge to achieve comprehensive development is the only way to bring our country to the stage of qualitative production that does not rely on oil.

His Highness Sheikh Mohammed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi and Deputy Supreme Commander of the UAE Armed Forces

Introduction

The Information and Communications Technology (ICT) sector has always been one of the main drivers of development for many other sectors. As the world is approaching the Fourth Industrial Revolution era, with its developments including the Internet of Things (IOT), the fifth generation, artificial intelligence technologies, smart transportation, among others, the ICT sector has gained a powerful position and became an integral part of the Future Shaping Strategies.

The UAE is one of the first countries to take the lead in adopting and employing communication and information technologies to enhance economic development and the community's happiness. Since its establishment in 2003, the Telecommunications and Digital Government Regulatory Authority has been working tirelessly to achieve this goal through two important pillars; (1) regulating the telecommunications sector; and (2) enabling digital transformation.

This Report

This Report briefly outlines a great success story at the national level as reflected in the ICT sector. The report includes several global indicators which prove that the ICT sector has managed to achieve its global goals, and realize the vision of the Telecommunications and Digital Government Regulatory Authority to make the UAE a global leader in this sector. Such a vision is in line with the State's orientation towards positioning the UAE among the best countries of the world in the different areas.

Telecommunications Sector: Overview

The story of telecommunications in the UAE began with the incorporation of the first telephone and telegraph company, Dubai Phone Ltd., which launched its initial telephone services in July 1960.

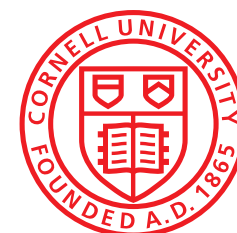
A few years later, other telephone and telegraph companies were incorporated in Abu Dhabi, Sharjah, Ras al-Khaimah and Fujairah, and they continued to provide their services until the formation of the Union in December 1971, when many service sectors in the various emirates, including telecommunications, were merged and unified.

On the 30th of August 1976, the late Sheikh Zayed bin Sultan Al Nahyan, the founding father of UAE (may Allah bless his soul), issued a decree to merge all telephone and telegraph companies in one entity (i.e., Emirates Telecommunications Corporation “Etisalat”). This Corporation has led the telecommunication sectors for many years, and the institutions specialized in this field achieved significant progress at both the regional and global levels.

Later on, new institutions specialized in the field of telecommunications, such as Thuraya Telecommunications Company, Emirates Integrated Telecommunications Corporation (du), and Yahsat Company, were established. In 2003, a decree was issued concerning the establishment of the Telecommunications Regulatory Authority, whose name was amended pursuant to another decree issued in 2020 to become the Telecommunications and Digital Government Regulatory Authority.

Data Sources – International Organizations

All the figures and indicators contained in this report were issued by international organizations concerned with and specialized in issuing the relevant indicators. These organizations are listed below.



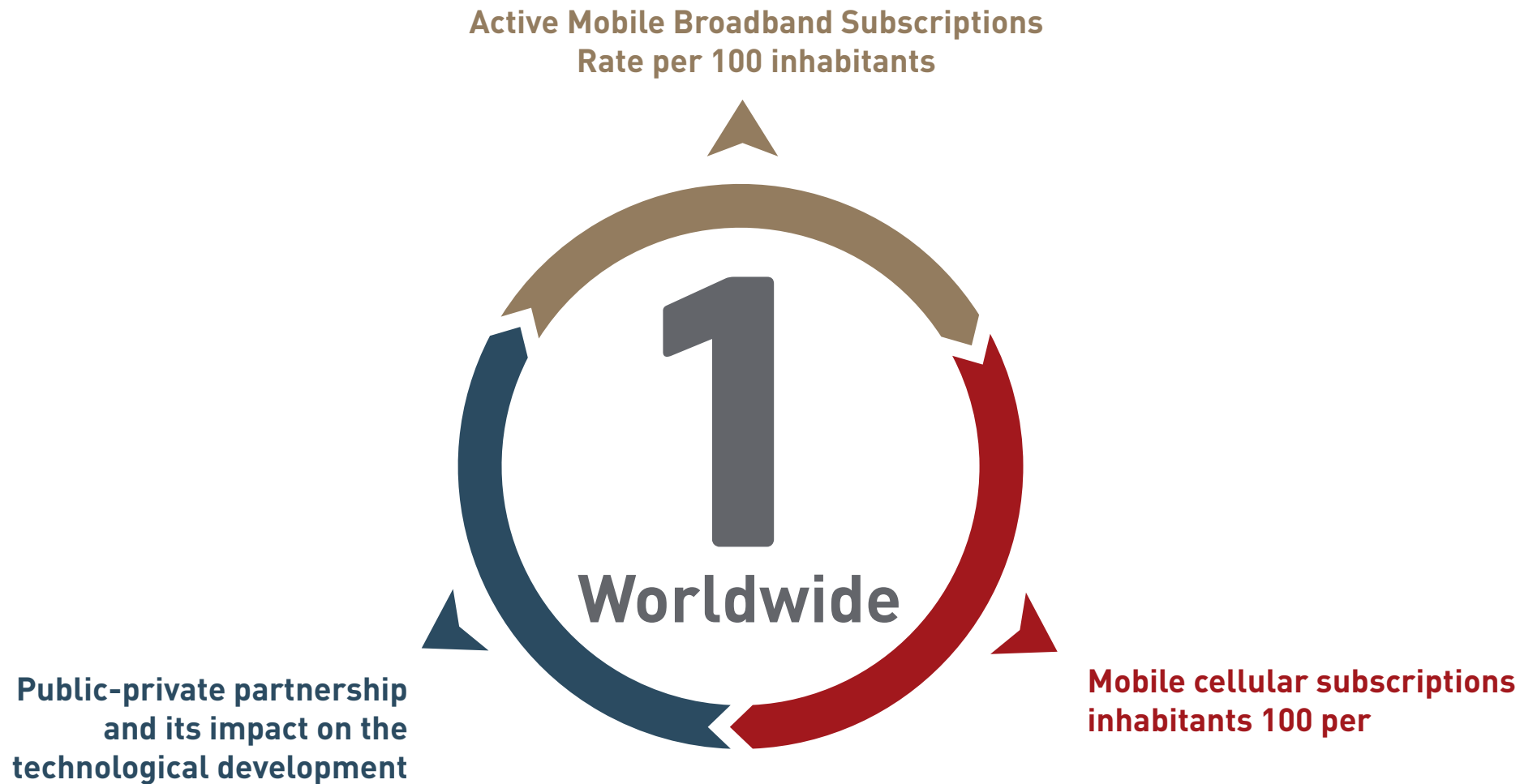
Data Sources – Reports on the Global Competitiveness

The Telecommunications and Digital Government Regulatory Authority is contributing to the development of 17 competitiveness reports, and these reports contain 142 competitive indicators.

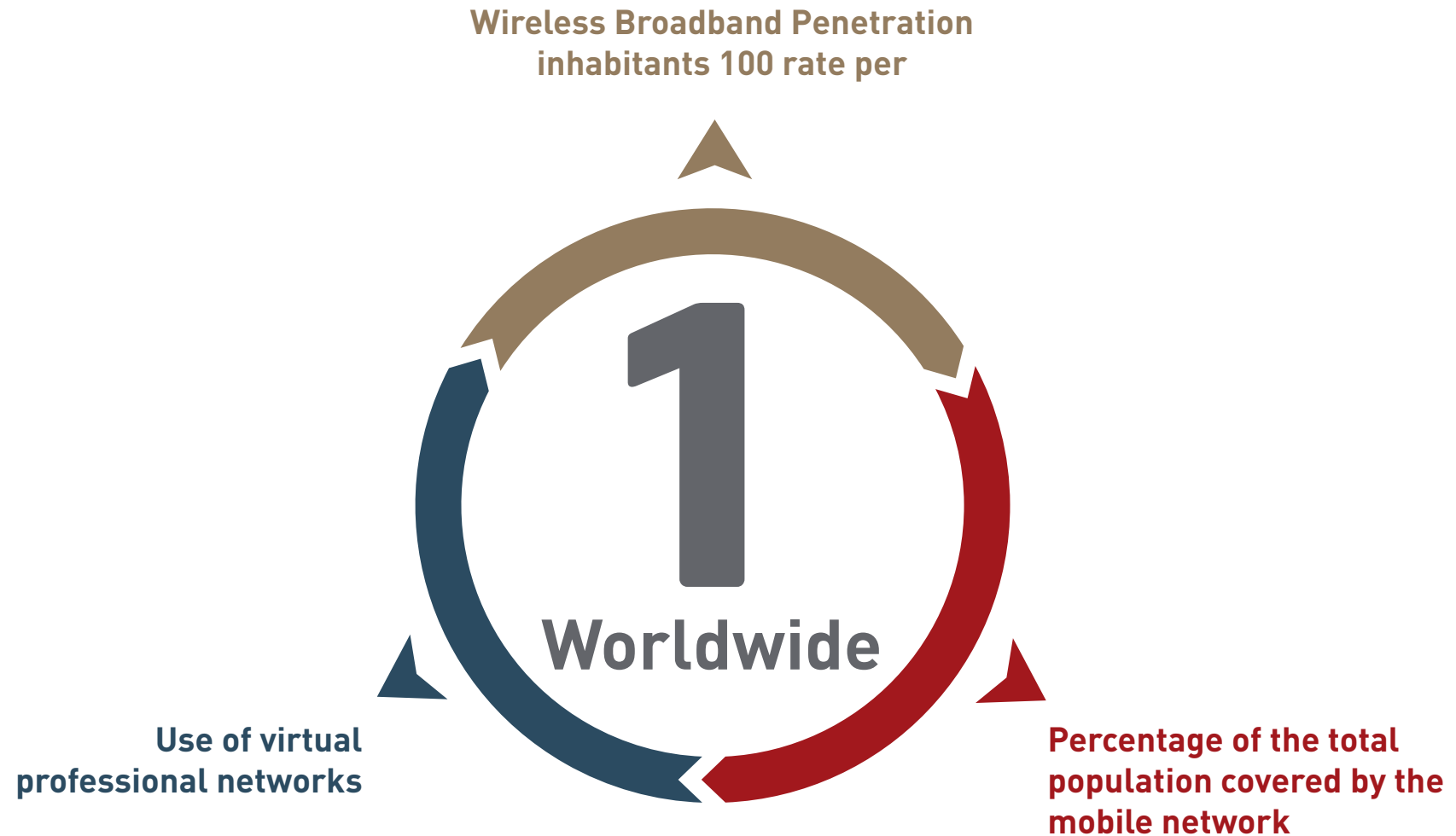


Competitive Index:

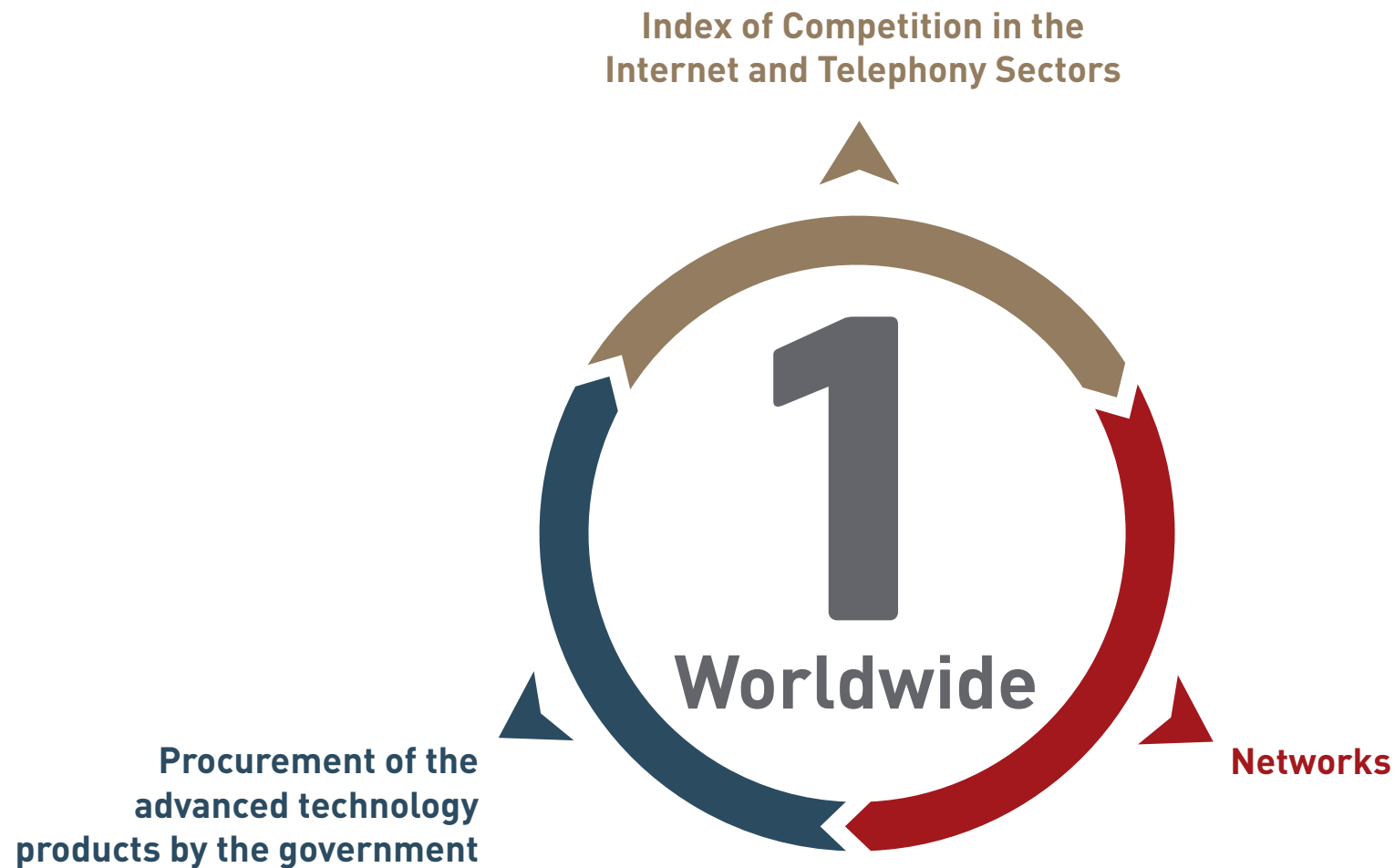
UAE has been ranked **first** worldwide in:



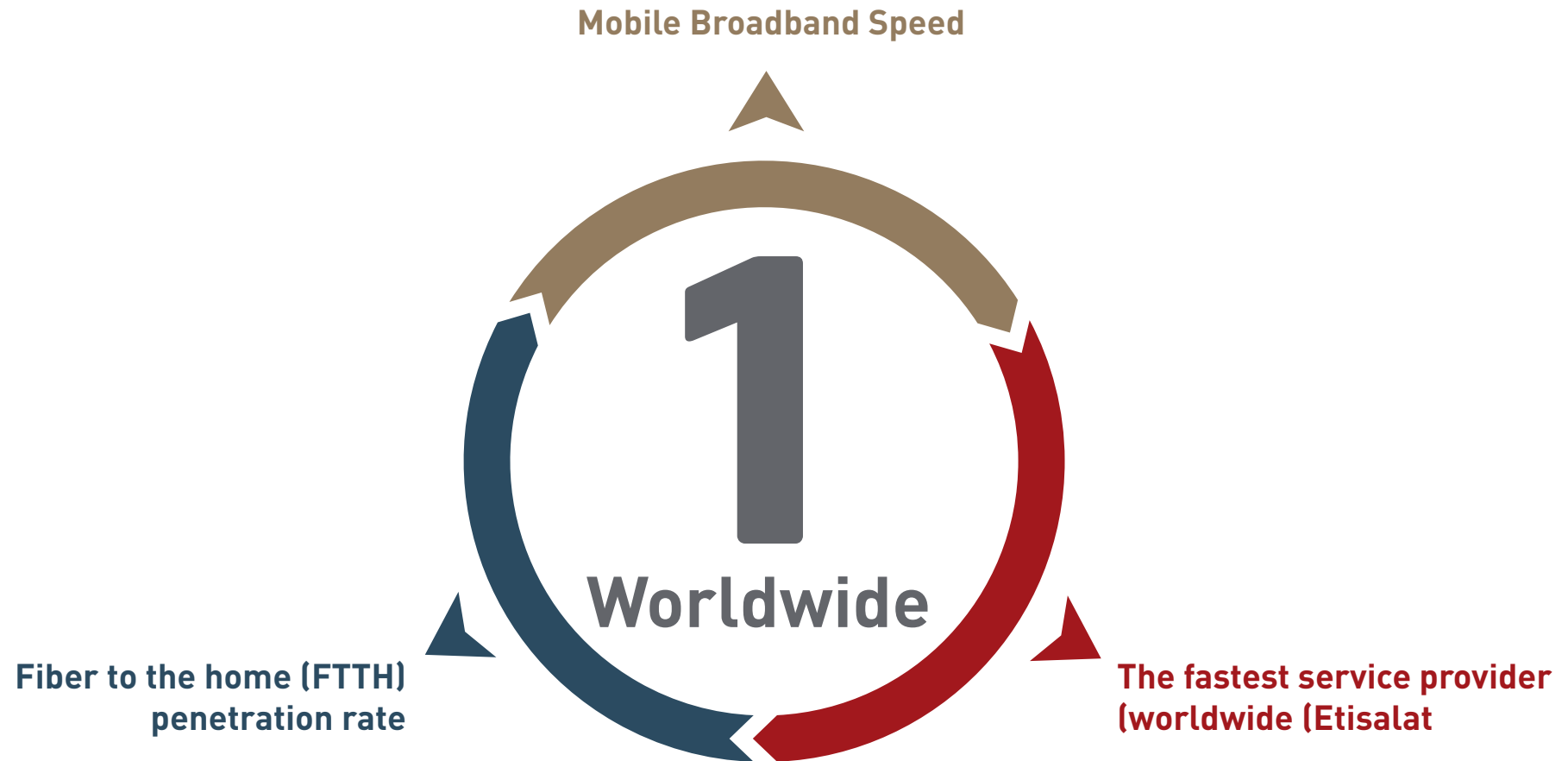
Competitive Index:



Competitive Index:



Competitive Index:

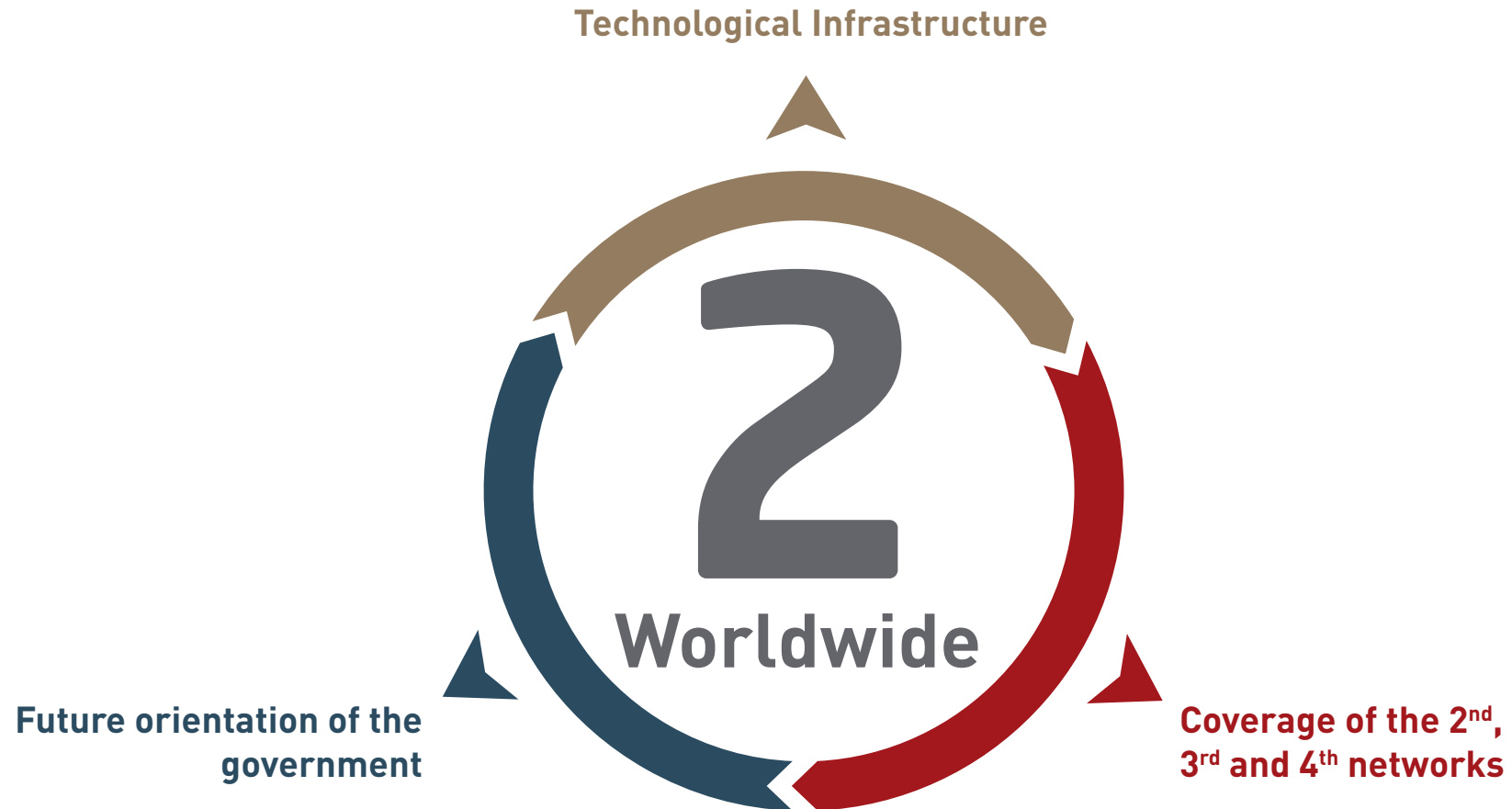


Competitive Index:

The UAE has been ranked **second** worldwide in:

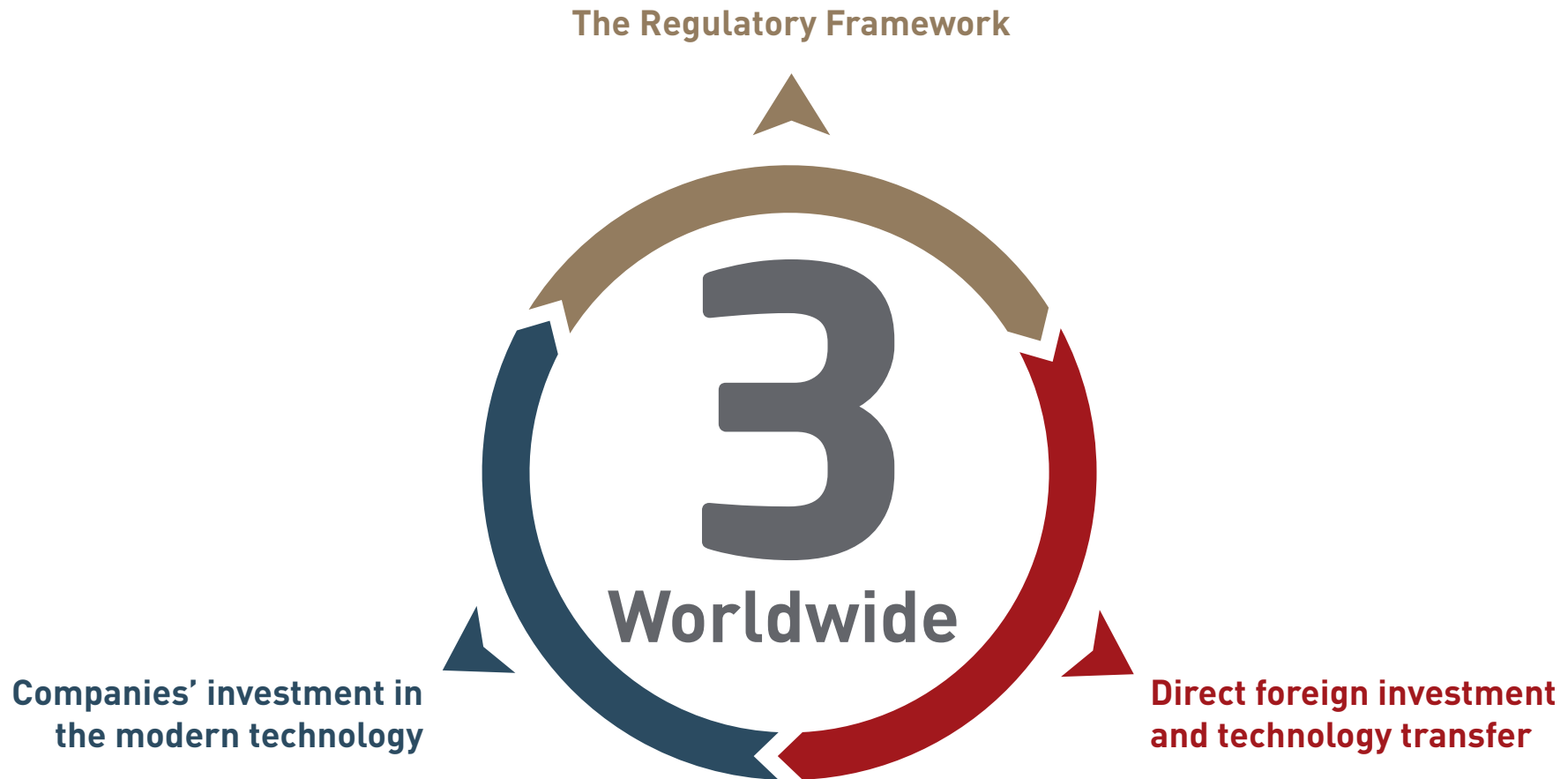


Competitive Index:



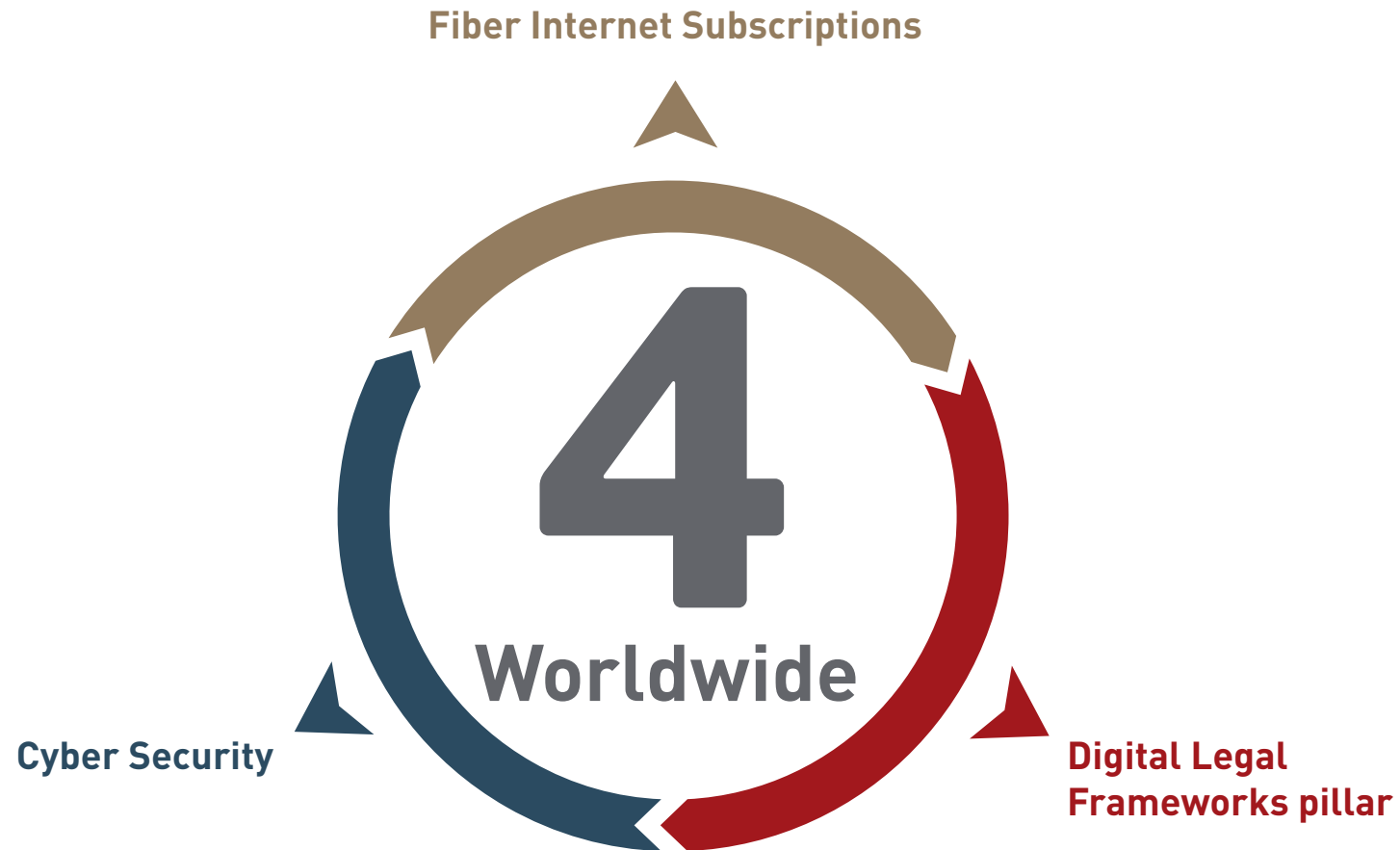
Competitive Index:

The UAE has been ranked **third** worldwide in:



Competitive Index:

The UAE has been ranked **fourth** worldwide in:



Competitive Index:



Competitive Index:



Competitive Index:

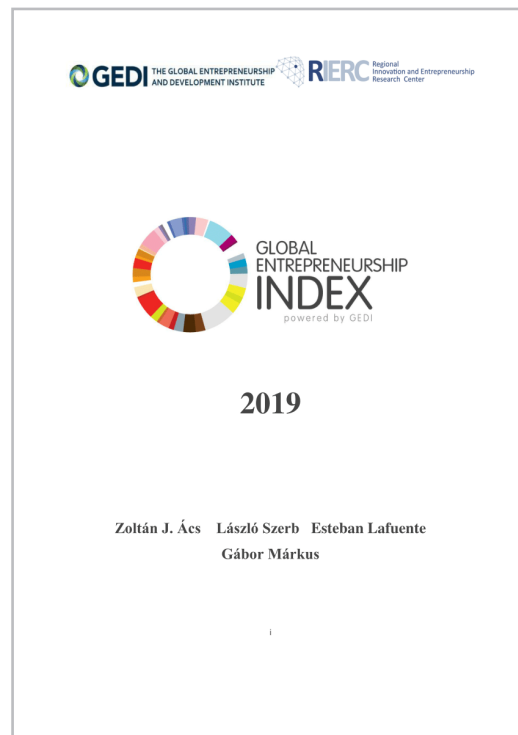
The UAE has been ranked **fifth** worldwide in the percentage of internet users.



Indicators for measuring the development and quality of the communications infrastructure

The UAE has maintained the first ranking worldwide in many global competitiveness indicators that measure the development and quality of the communications infrastructure. This, in turn, has contributed to improving the country's overall ranking in the following competitiveness reports.

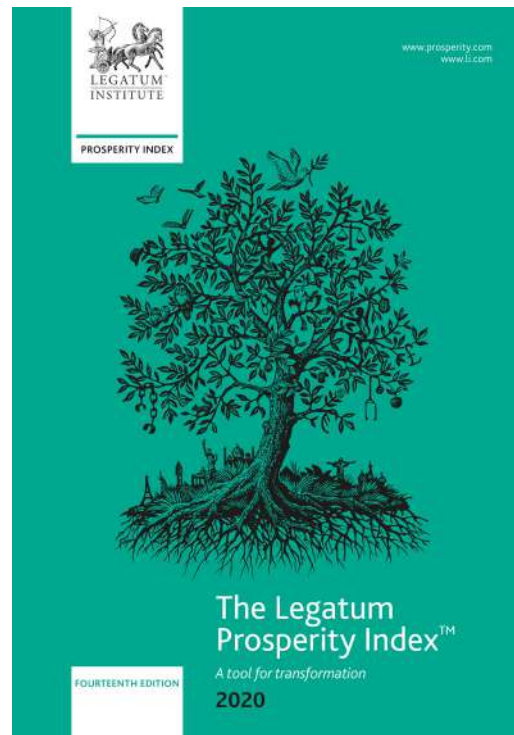
The Global Entrepreneurship Index



2019



The Legatum Prosperity Index



2019



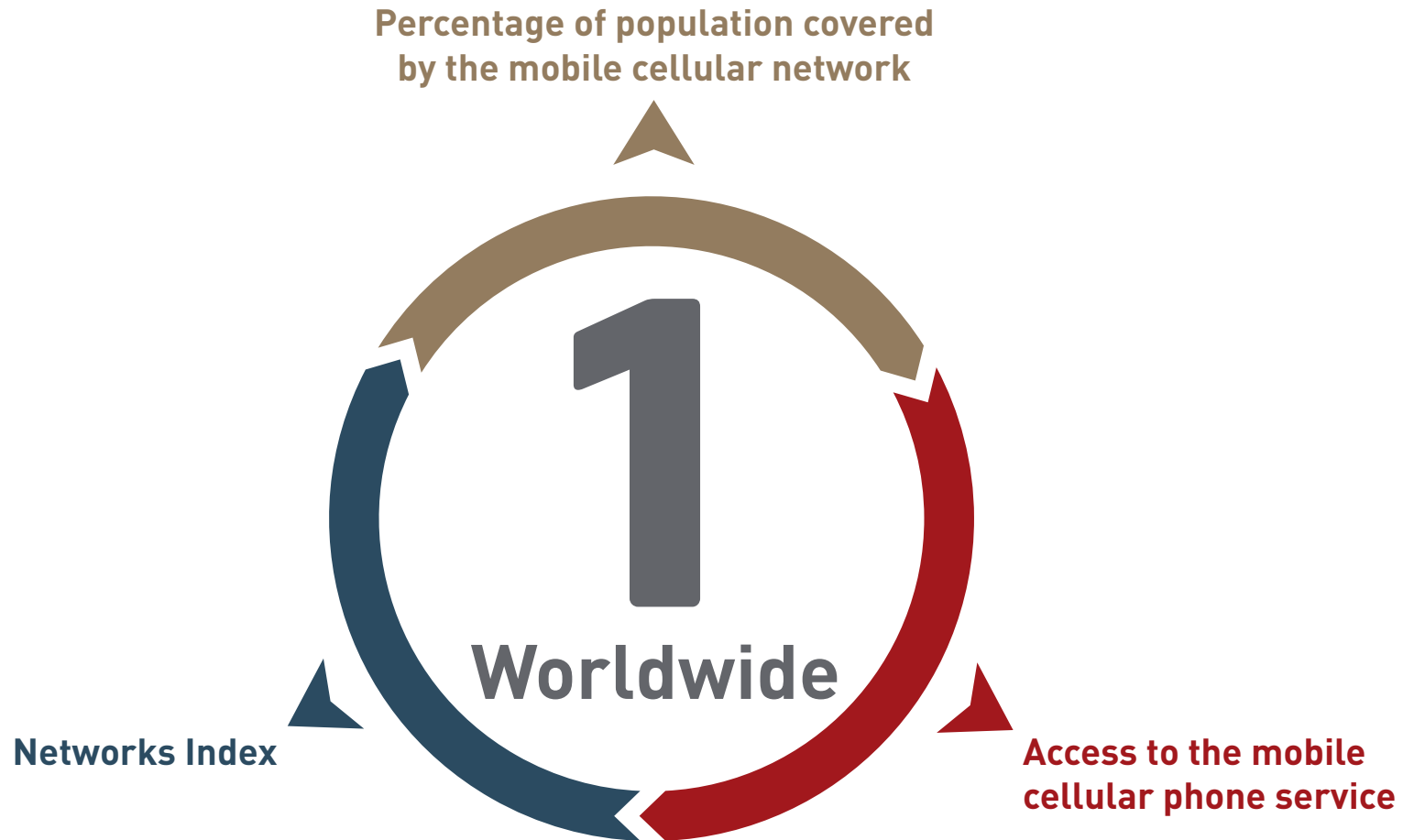
The Travel & Tourism Competitiveness Report



2019



Indicators for measuring the development and quality of the communications infrastructure



Indicators for measuring the development and quality of the communications infrastructure



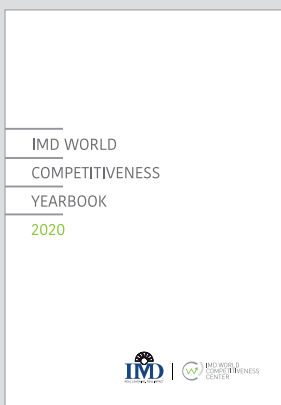
Mobile Cellular Phone Services Subscriptions Index

The UAE continues to be the global leader in the competitiveness index, which measures the rate of subscriptions in the mobile broadband internet and the mobile cellular phone services in the countries of the world. These indicators support the improvement of UAE overall ranking in the following competitiveness reports:

تقرير أهداف التنمية المستدامة



الكتاب السنوي للتنافسية العالمية



تقرير التنافسية العالمي



تقرير مؤشر الابتكار العالمي



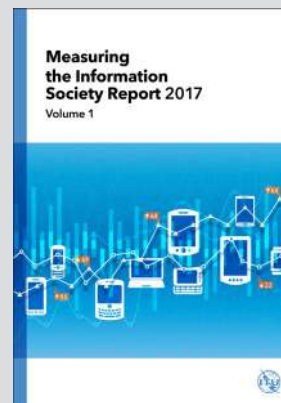
تقرير مسح الحكومة الالكترونية



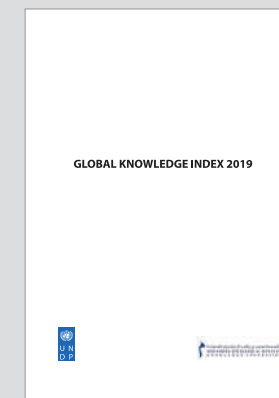
تقرير تنافسية السياحة والسفر



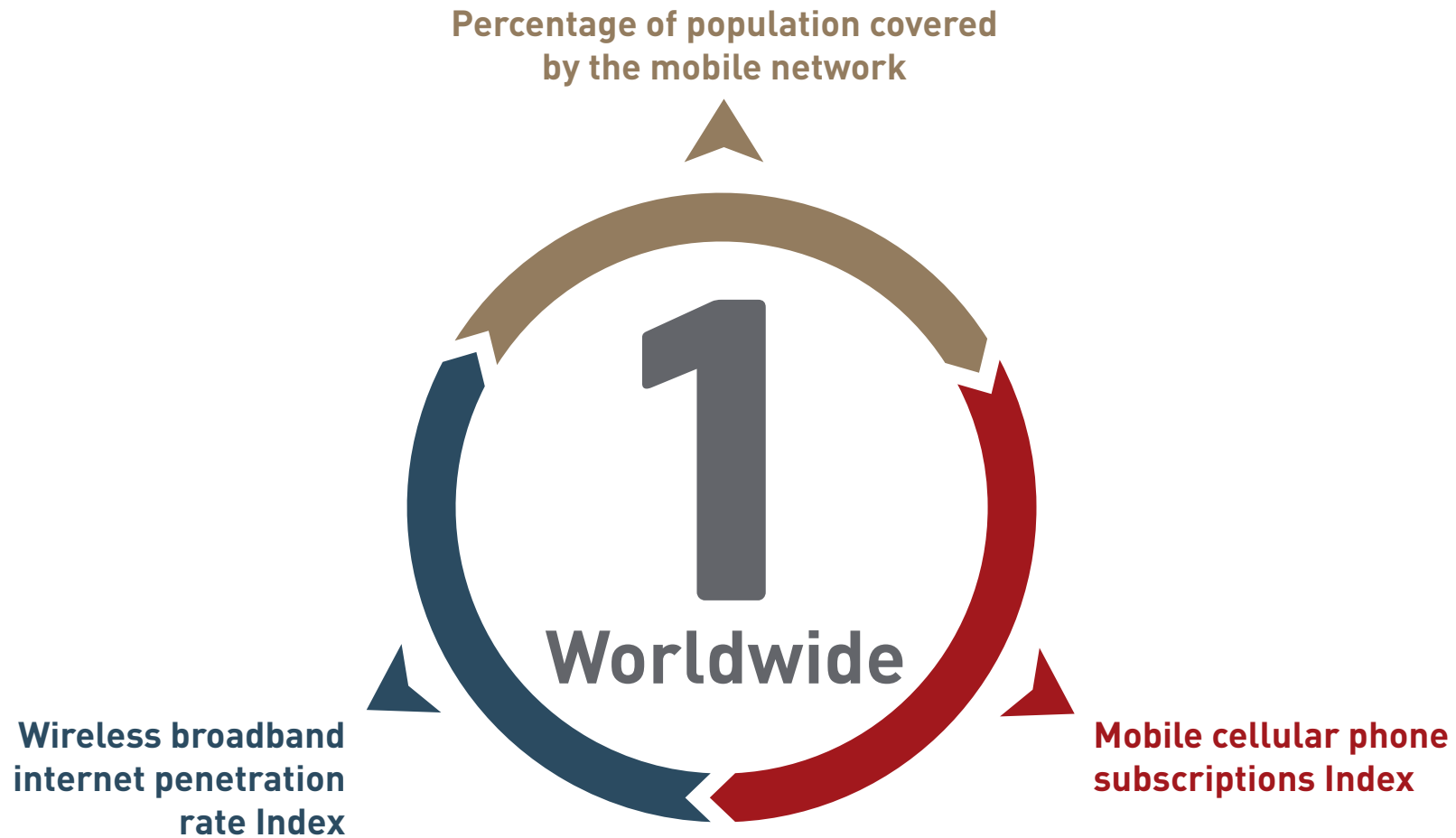
مؤشر تنمية تكنولوجيا المعلومات والاتصالات



مؤشر المعرفة العالمي



Mobile Cellular Phone Services Subscriptions Index



ICT Use Index

The “ICT Use” pillar in the Global Competitiveness Report includes a set of indicators that measure the development of the telecommunications sector all over the world. The UAE’s global ranking in this pillar has increased from the 24th position in 2017 to the 2nd position according to the last report issued in 2019. Despite Covid-19 pandemic, the UAE has managed to maintain its second place among the world countries in 2020.

The Global Competitiveness Report



WORLD
ECONOMIC
FORUM



Technological Development and Use of Technological Applications

The UAE continues to be the global leader in the indicators of technological development and its uses. This achievement has been the result of the communications infrastructure quality, and the keenness of the various sectors in the State to be empowered with the latest technological means.

This also has contributed to enhancing the resilience of various sectors in the UAE and boosting their ability to cope with the Covid-19 crisis, adapt to the circumstances resulting from the pandemic and maintain efficient business continuity.



Technological Development and Use of Technological Applications



Technological Development and Use of Technological Applications



Technological Development and Use of Technological Applications

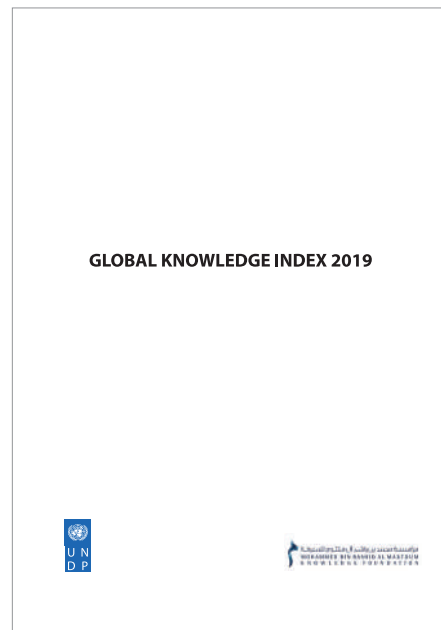
Index of the government's success in
encouraging the use of technology



Indicators of the Efficiency of the Telecommunications Sector Regulation

The UAE has been ranked **first** worldwide in the indicators that measure the efficiency of regulating the telecommunication sector in the world countries.

Global Knowledge Index



IMD World Digital Competitiveness Report



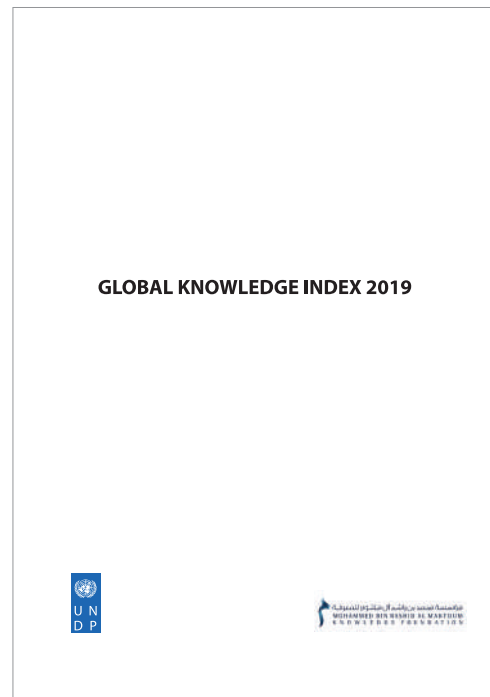
Indicators of the Efficiency of the Telecommunications Sector Regulation



Indicators of Investment in Infrastructure and Technology

The UAE has come first globally in terms of investing in infrastructure according to the global competitiveness index which measures the level of countries' investment in the telecommunications infrastructure and technology.

Global Knowledge Index



IMD World Digital Competitiveness Report



Indicators of Investment in Infrastructure and Technology

Index for investment
in the communication services



Direct Foreign Investment
and Technology Transfer



Index of Cyber Security

The UAE has been ranked second worldwide in the cybersecurity index related to the way companies and institutions deal with cybersecurity issues, according to the Global Digital Competitiveness Report.

IMD World Digital Competitiveness Report



Response to Opportunities and Threats

The UAE has been ranked fourth worldwide in the response to opportunities and threats index according to the Global Digital Competitiveness Report. The index measures the extent to which companies and businesses benefit from the quality and development of communications infrastructure to cope with crises, address threats, and the ability to maintain business continuity and seize opportunities.

IMD World Digital Competitiveness Report



Index of Response to opportunities and threats



Ability of the ICT infrastructure to adapt to changes

The UAE has been ranked second worldwide in the Telecommunications Infrastructure Index according to the Global Change Readiness Index Report. This index measures the ability of the telecommunications infrastructure in countries to deal with future changes, being a major enabler for the continuity of doing business and growth in light of changes. The outcomes of this index have been corroborated by real-life evidence during the Covid-19 pandemic, as business continuity has been maintained in all sectors of the State efficiently.

Change
Readiness Index



ICT infrastructure Index



Future Readiness

The UAE topped the global rankings in the competitiveness indicators that measure the future readiness of the ICT sector.

IMD World Digital Competitiveness Report



The Travel & Tourism Competitiveness Report



Telecommunications Sector Readiness



Future Readiness

Global Competitiveness Indicators Reports

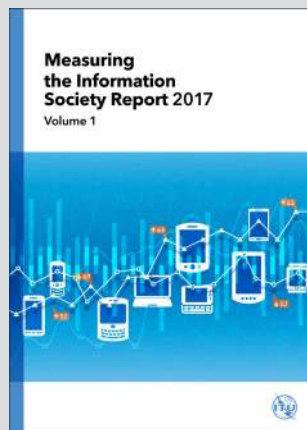
The Telecommunications and Digital Government Regulatory Authority is contributing to the development of 17 competitiveness reports and index by promoting the State's ranking in the global competitiveness index included in these reports.



Global Competitiveness Indicators Reports

مؤشر تنمية تكنولوجيا
المعلومات والاتصالات

المصدر



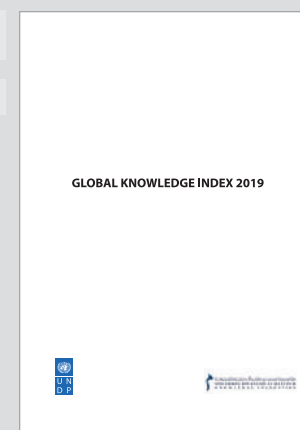
مؤشر الأمن السيبراني
العالمي

المصدر



مؤشر المعرفة العالمي

المصدر



تقرير تنافسية
السباحة والسفر

المصدر



تقرير اهداف التنمية
المستدامة

المصدر



مؤشر الازدهار العالمي

المصدر



Global Competitiveness Indicators Reports

مؤشر الجاهزية
للمتغيرات

المصدر



مؤشر الحكومة
الإلكترونية الذكية

المصدر



تقرير مؤشر التقدم
الاجتماعي

المصدر

**SOCIAL
PROGRESS
IMPERATIVE**



مؤشر سرعة النطاقات
العريضة للإنترنت

المصدر



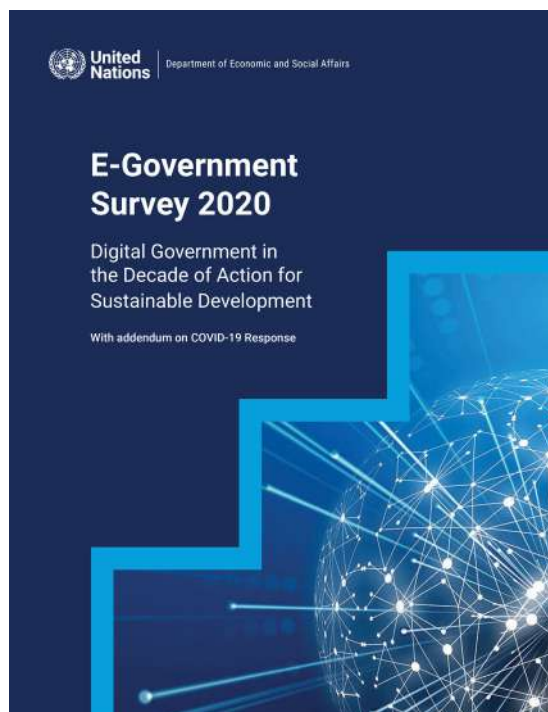
مؤشر تنافسية
المواهب العالمي

المصدر

**WORLD
ECONOMIC
FORUM**



ICT Infrastructure Index



Source:

Division for Public Administration and Development
Management of the United Nations Department of
Economic and Social Affairs (2020)

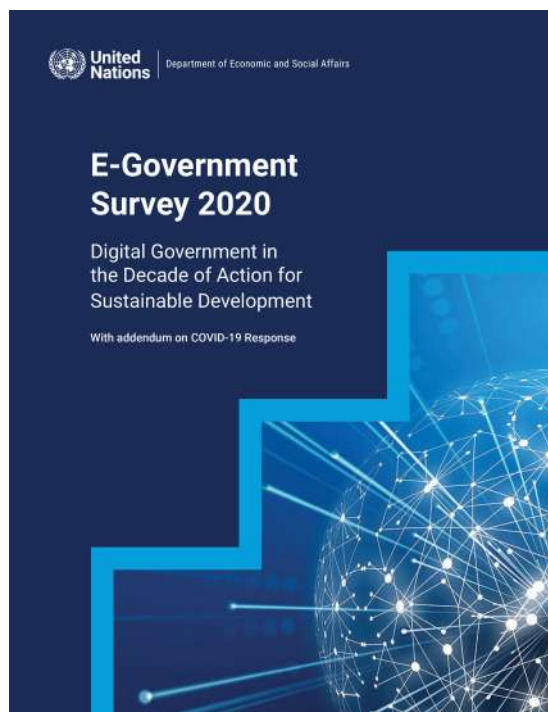
Percentage of Internet Users



Fixed Broadband Internet

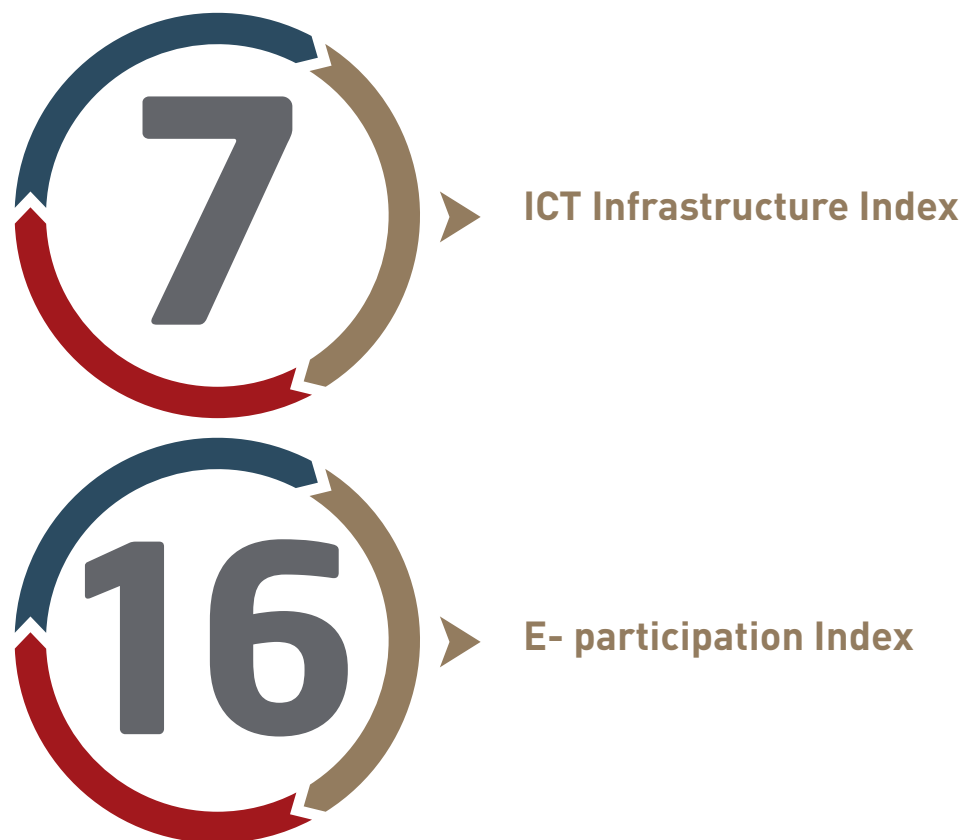


E-government Survey Report



Source:

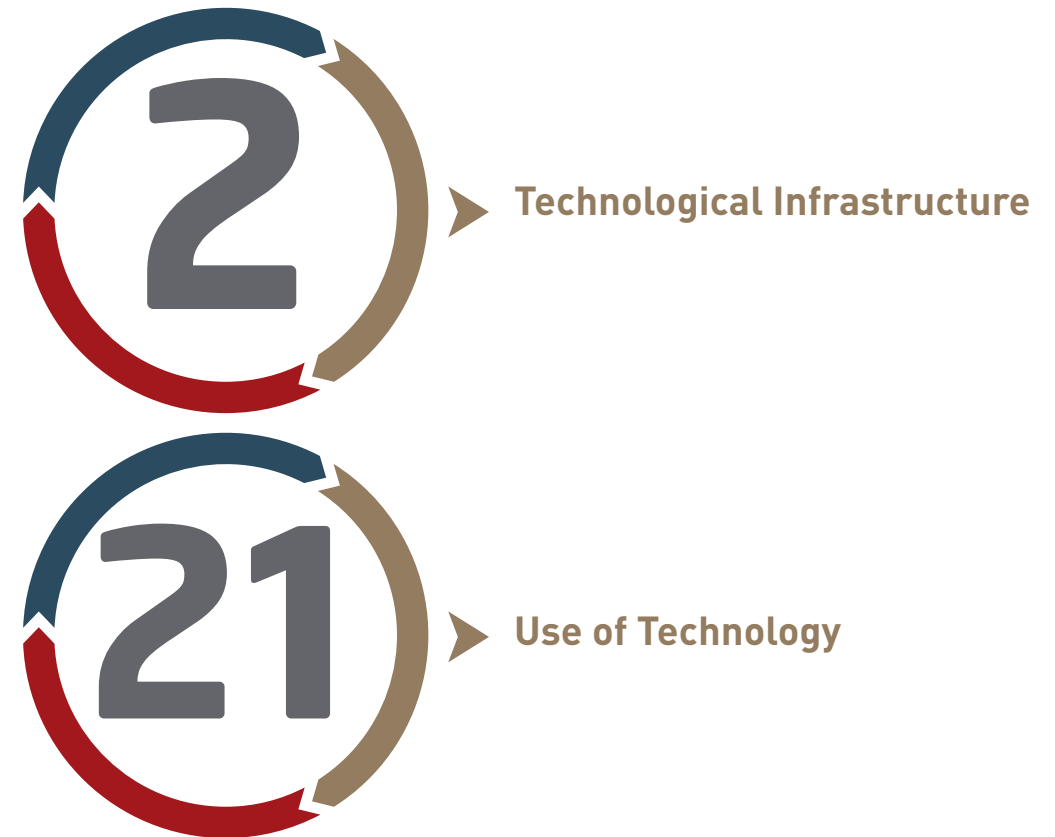
Division for Public Administration and Development
Management of the United Nations Department of
Economic and Social Affairs (2020)



Global Change Readiness Index



Source:
KPMG (2019)



Global Competitiveness Report



Source:
KPMG (2019)

Active Mobile Broadband
Subscriptions Rate per 100 inhabitants







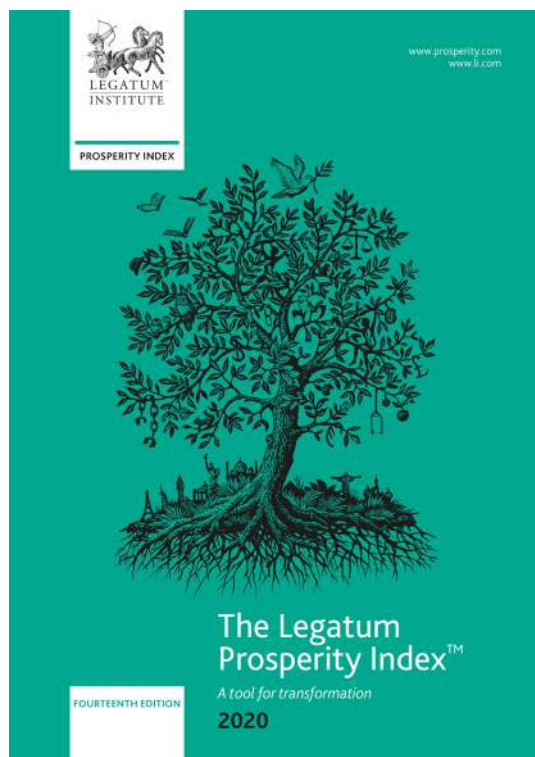
E-participation Index



Rate of fixed broadband Internet subscriptions per 100 inhabitants



The Legatum Prosperity Index Report



Source:
Legatum Institute (2020)



Coverage of the 2nd, 3rd and 4th generations networks

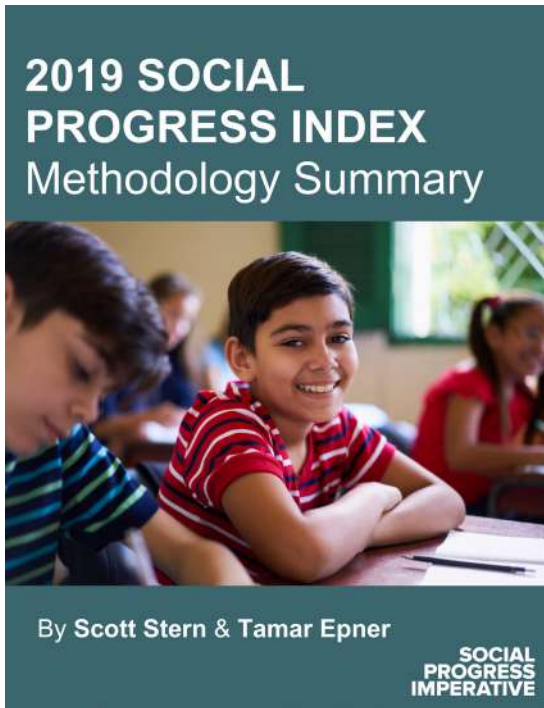


Internet Use



Subscriptions to the fixed broadband

Social Progress Index



Source:
Social Progress Imperative (2020)



Mobile cellular subscriptions
per 100 inhabitants



Percentage of Internet
Individual Users

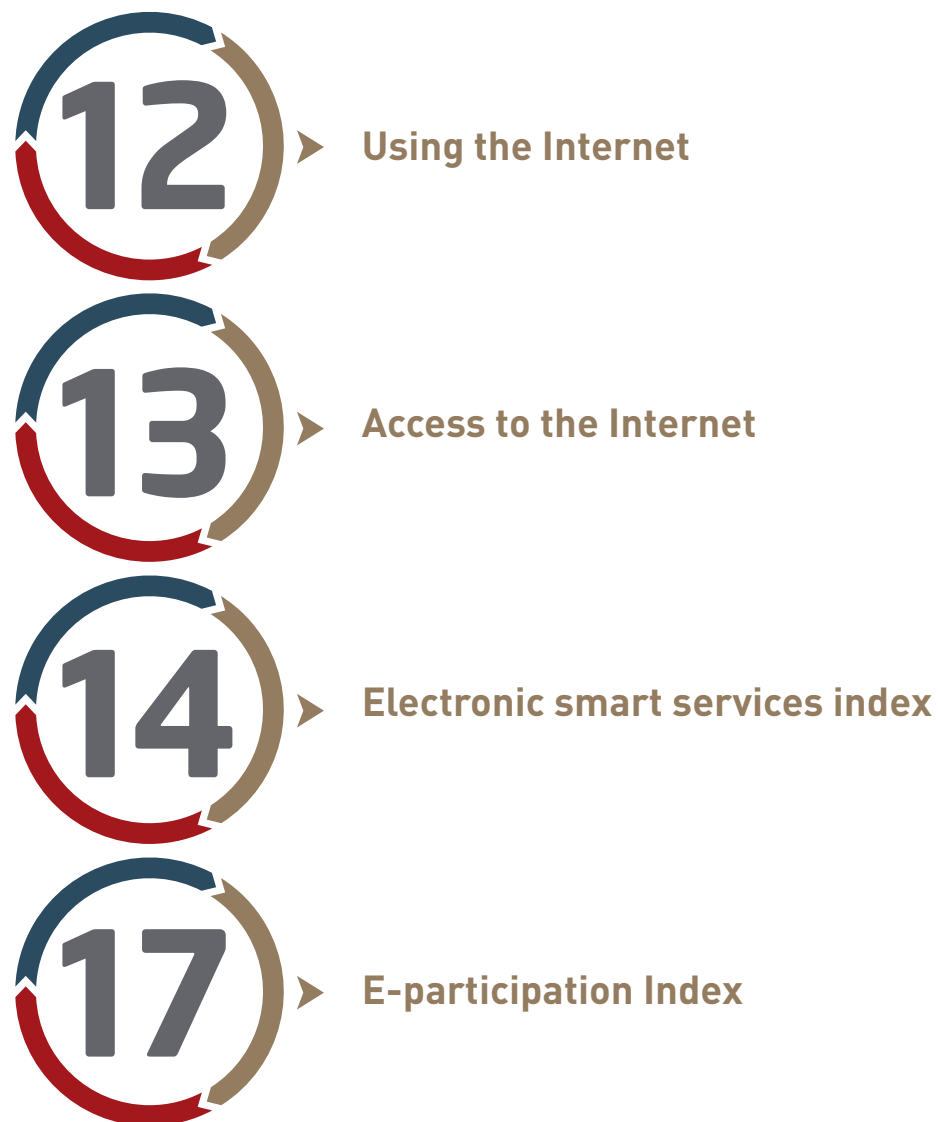


Electronic access to the
government services

Global Innovation Index



Source:
Cornell, INSEAD, WIPO (2020)



The Travel & Tourism Competitiveness Report



Source:

World Economic Forum (2019)



The Travel & Tourism Competitiveness Report



Source:
World Economic Forum (2019)



The Travel & Tourism Competitiveness Report



Source:
World Economic Forum (2019)



Percentage of Individual Internet Users

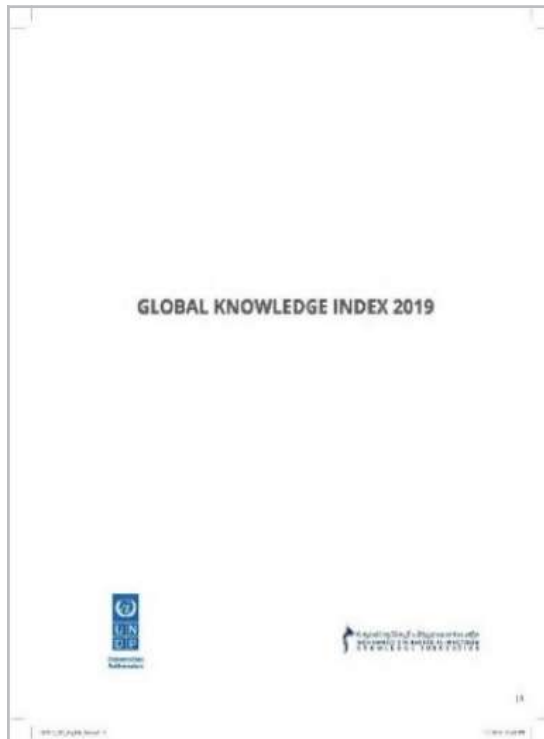


IT adoption in dealings among companies



Rate of Subscriptions to the fixed broadband per 100 inhabitants

Global Knowledge Index



Source:
United Nations Organization (2019)

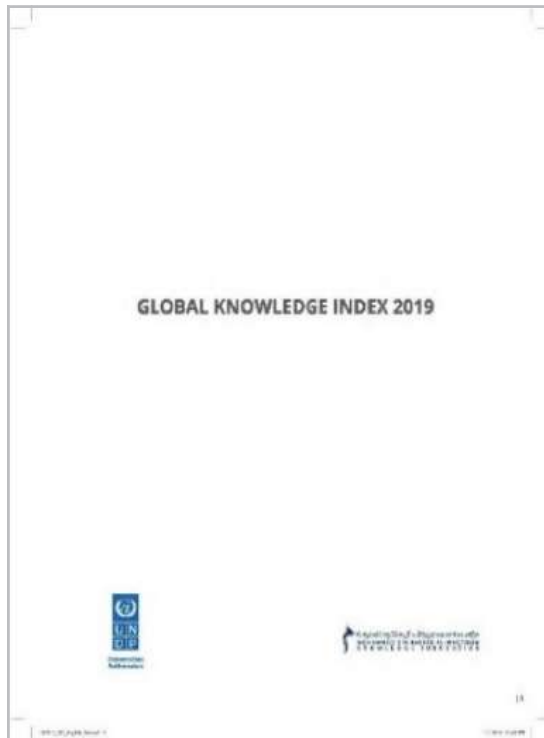
**Index of Competition
in the Internet and
Telephony Sectors**

**Percentage of population covered
by the mobile cellular network**



**Active Mobile Broadband
Subscriptions Rate per
100 inhabitants**

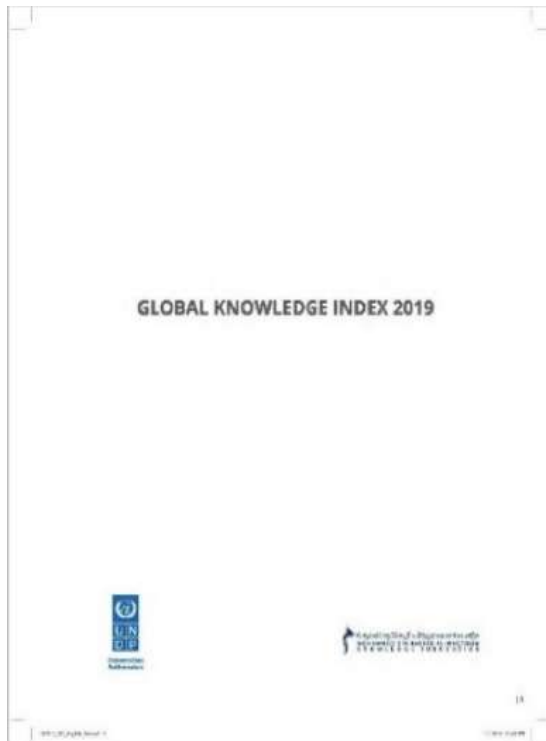
Global Knowledge Index



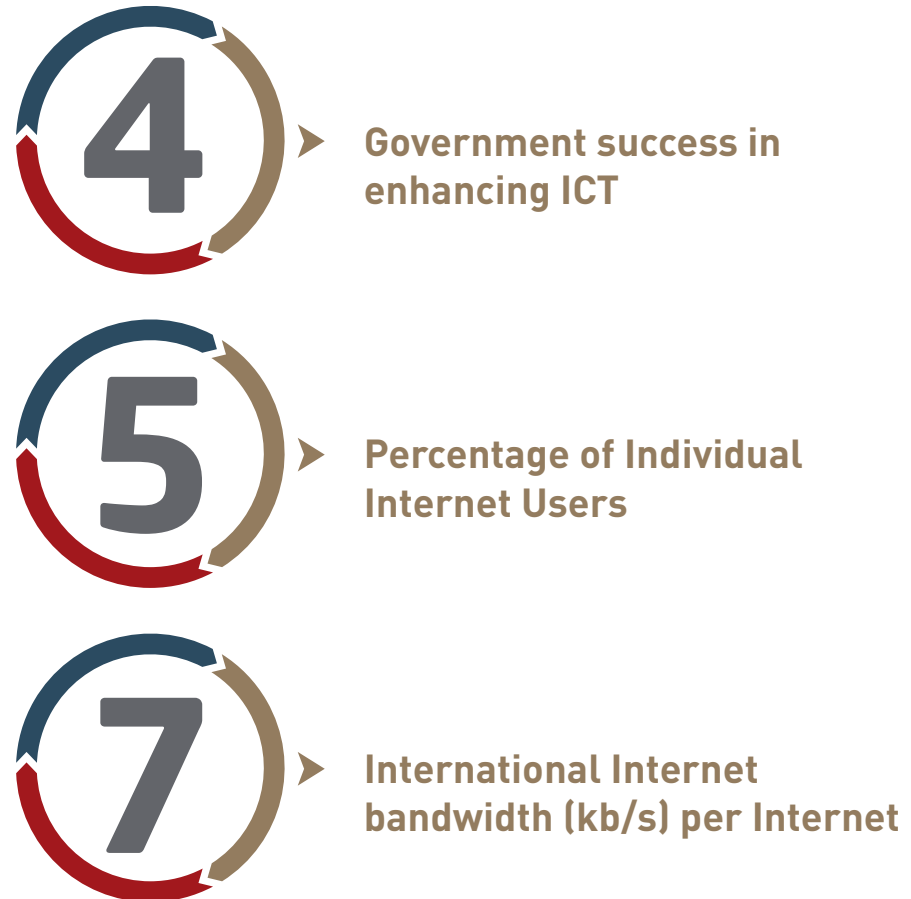
Source:
United Nations Organization (2019)



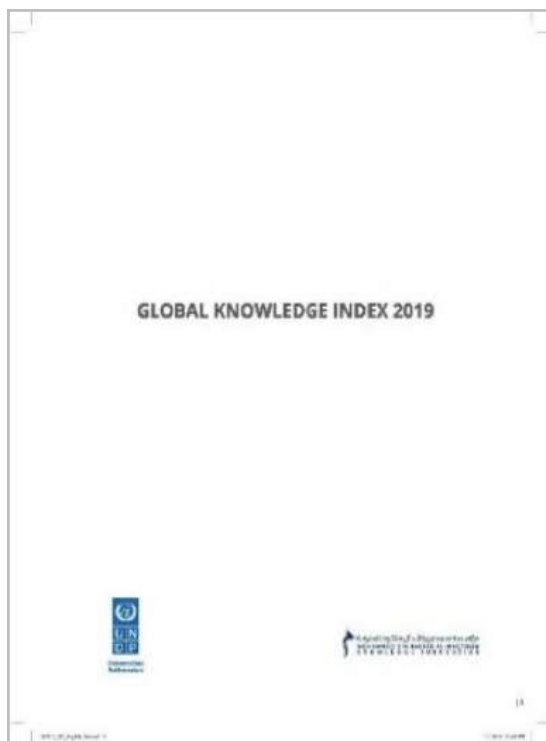
Global Knowledge Index



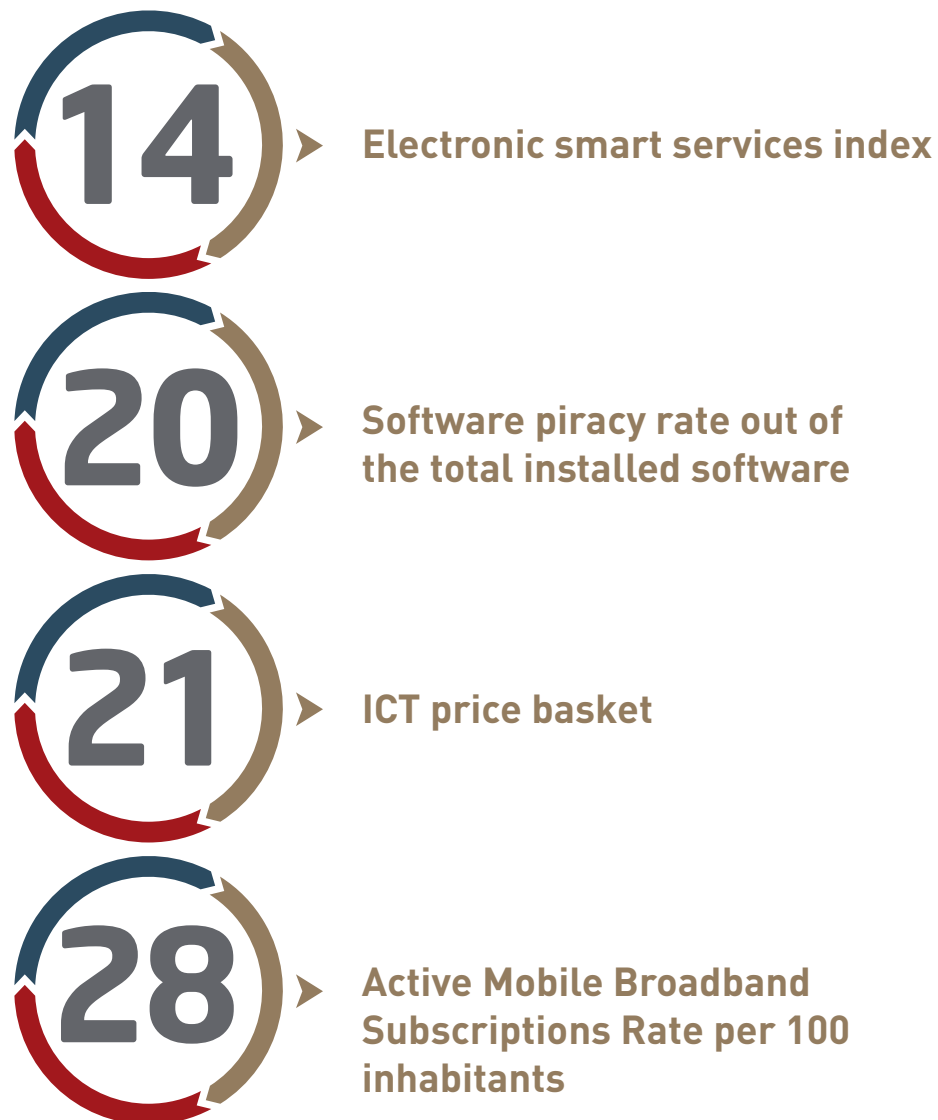
Source:
United Nations Organization (2019)



Global Knowledge Index



Source:
United Nations Organization (2019)



World Digital Competitiveness Report



Source:

World Competitiveness Center of the Institute
for Management Development (2019)

World Digital Competitiveness Report



Source:

World Competitiveness Center of the Institute
for Management Development (2019)

Using and analyzing meta data



World Digital Competitiveness Report



Source:

World Competitiveness Center of the Institute
for Management Development (2019)

Regulatory Framework Pillar



World Digital Competitiveness Report



Source:

World Competitiveness Center of the Institute
for Management Development (2019)

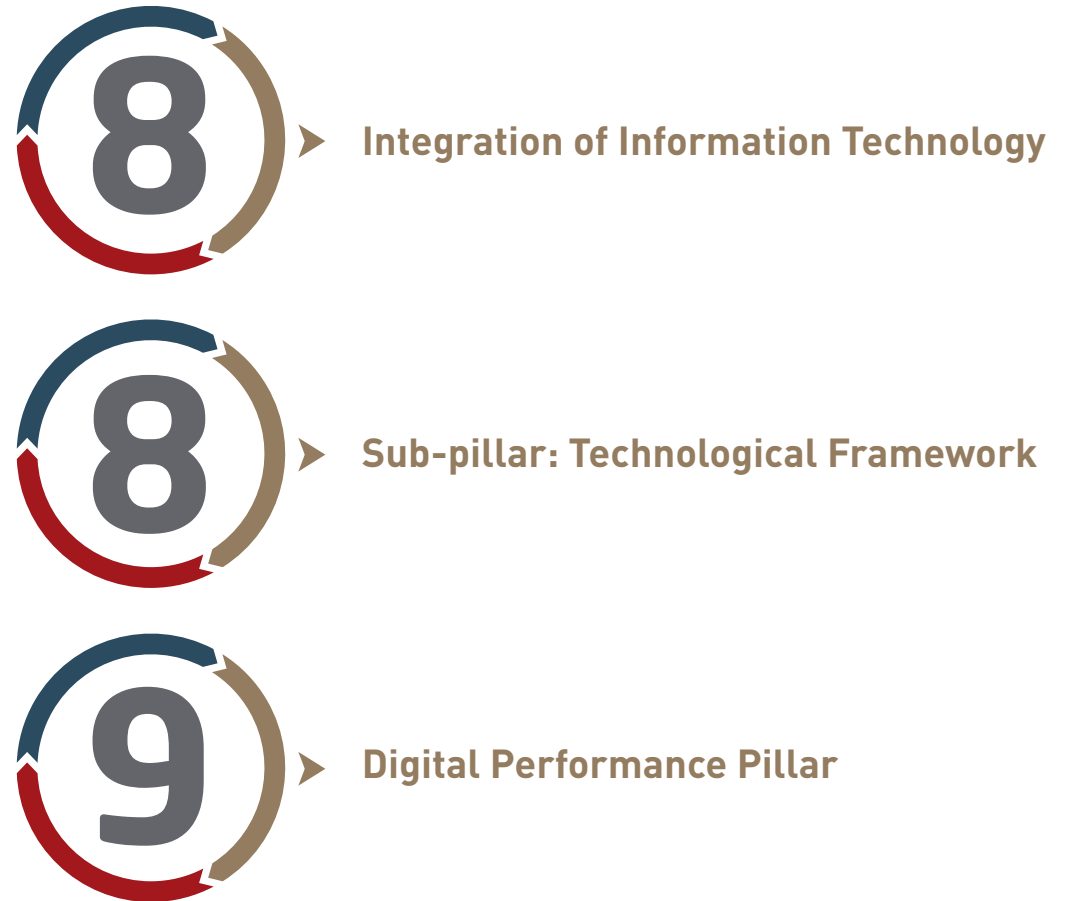


World Digital Competitiveness Report



Source:

World Competitiveness Center of the Institute
for Management Development (2019)



World Digital Competitiveness Report



Source:

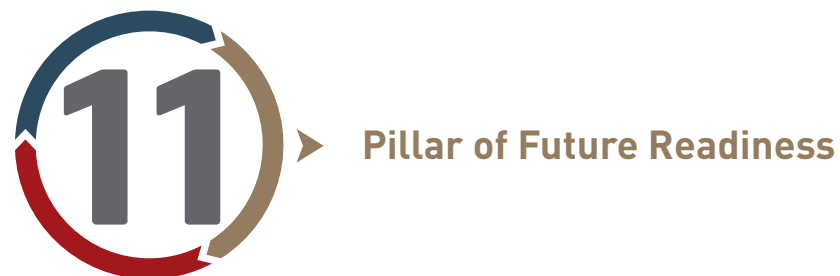
World Competitiveness Center of the Institute
for Management Development (2019)



Technological Capital Pillar



Financing the Technological
Development



Pillar of Future Readiness

World Digital Competitiveness Report



Source:

World Competitiveness Center of the Institute
for Management Development (2019)

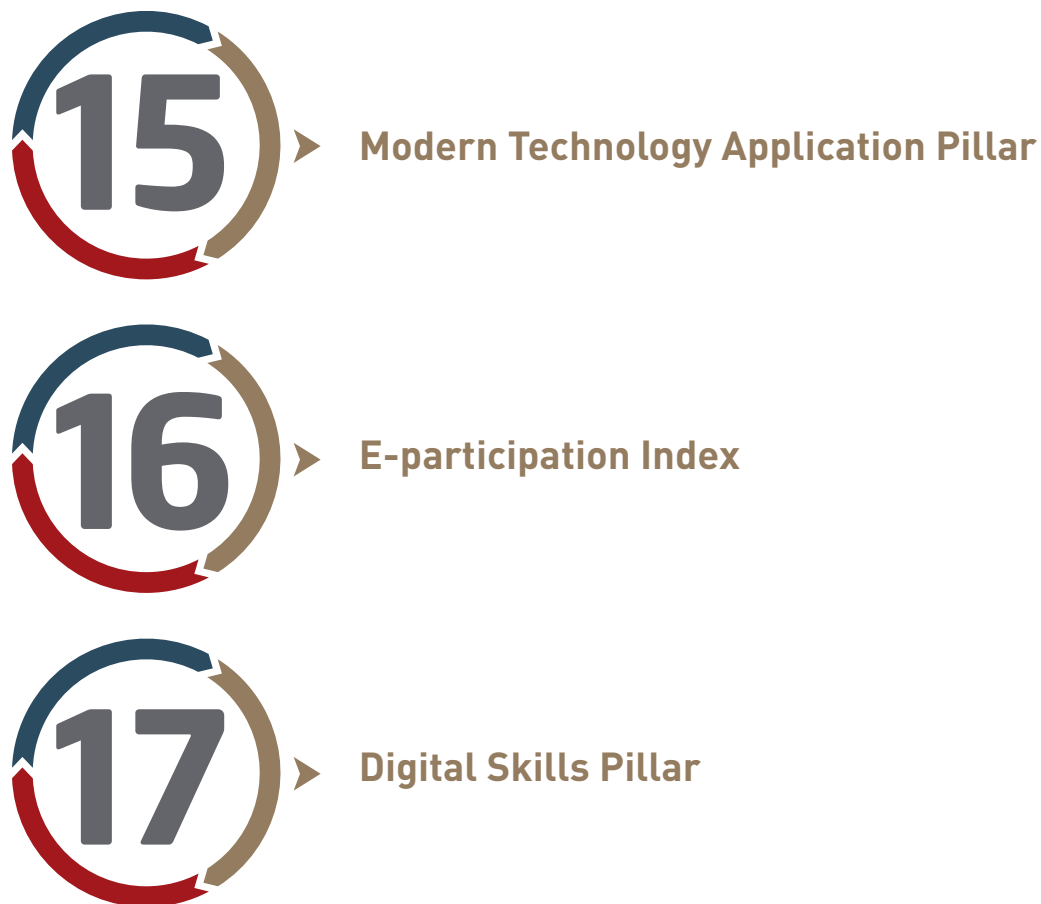


World Digital Competitiveness Report



Source:

World Competitiveness Center of the Institute
for Management Development (2019)



World Digital Competitiveness Report



Source:

World Competitiveness Center of the Institute
for Management Development (2019)



Possession of a Smart Phone

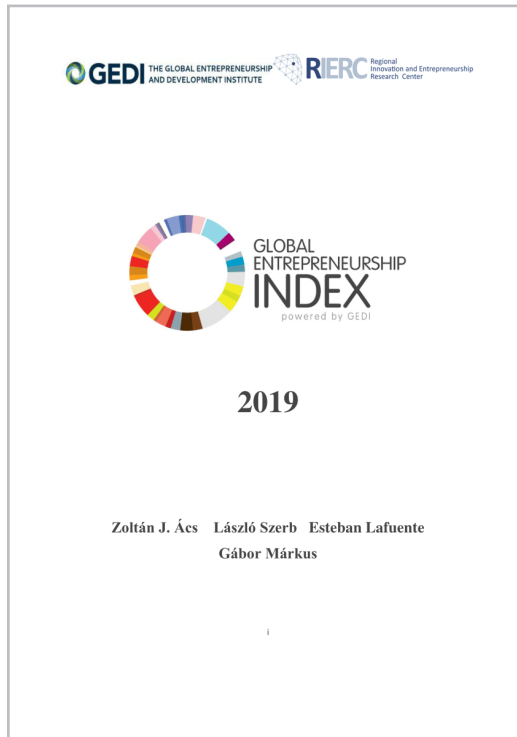


E-government Survey Report



Software piracy rate out of the total
installed software

The Global Entrepreneurship Index



Source:
Global Entrepreneurship and Development
Institute (2019)



Sustainable Development Goals Report



Source:
United Nations (2019)



**Active Mobile Broadband Subscriptions
Rate per 100 inhabitants**

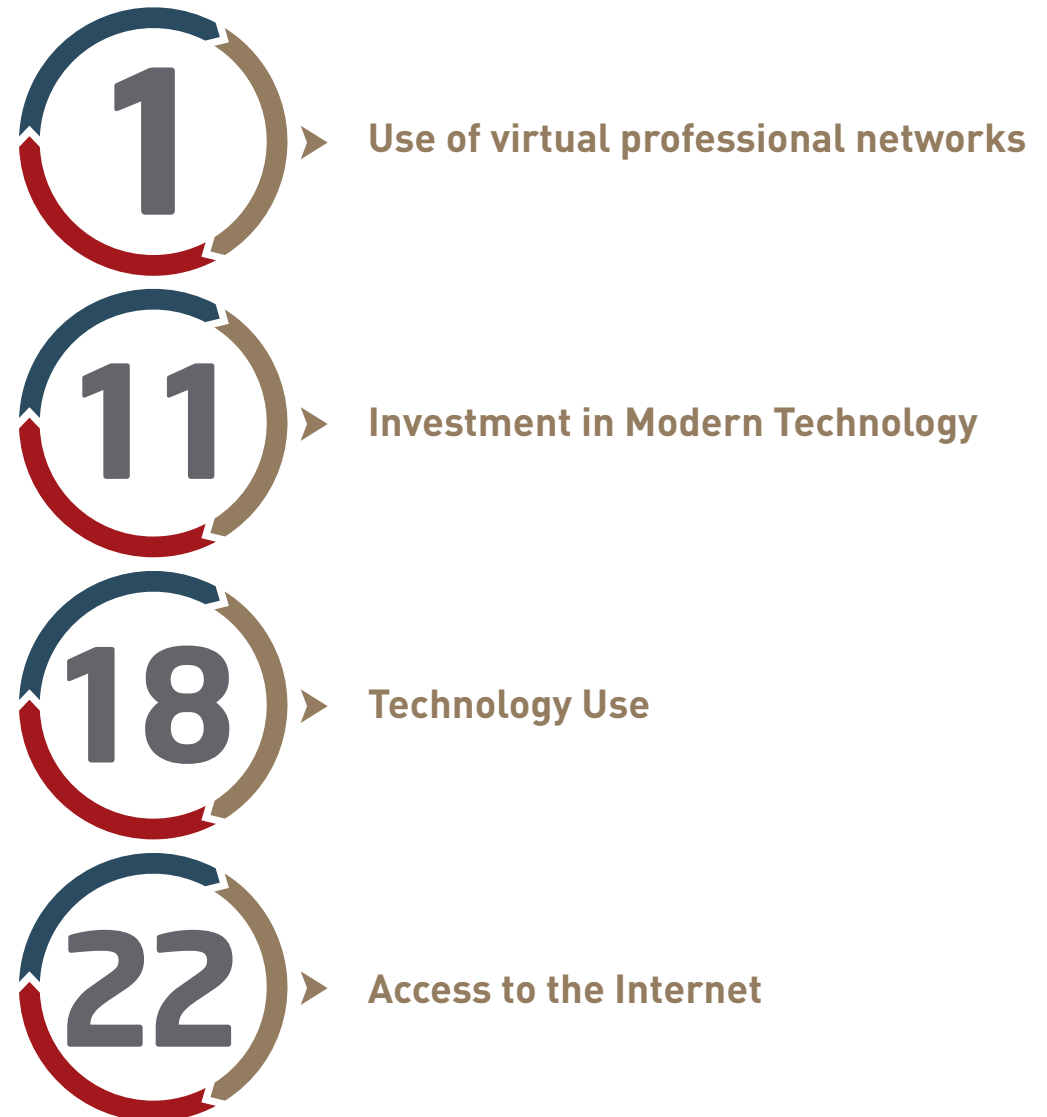


**Percentage oh Individual Internet
Users**

The Global Talent Competitiveness Index Report



Source:
Global Competitiveness Center
International Institute for Administrative
Development (2019)



Acknowledgment

The Telecommunications and Digital Government Regulatory Authority extends its sincere thanks and appreciation to our partners in the information and communications technology sector from the government, private sector, and the academic sector for their vital and central role in achieving the successes outlined in this report.

We would also like to thank the community members who have always helped us in achieving the Authority's vision to make the UAE a global leader in information and communications technology, through their participation in our improvement and development.

We have cooperated together as a team and, God willing, together, we will start a new era spanning fifty years filled with success stories and taking a pioneering position under our wise leadership.



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