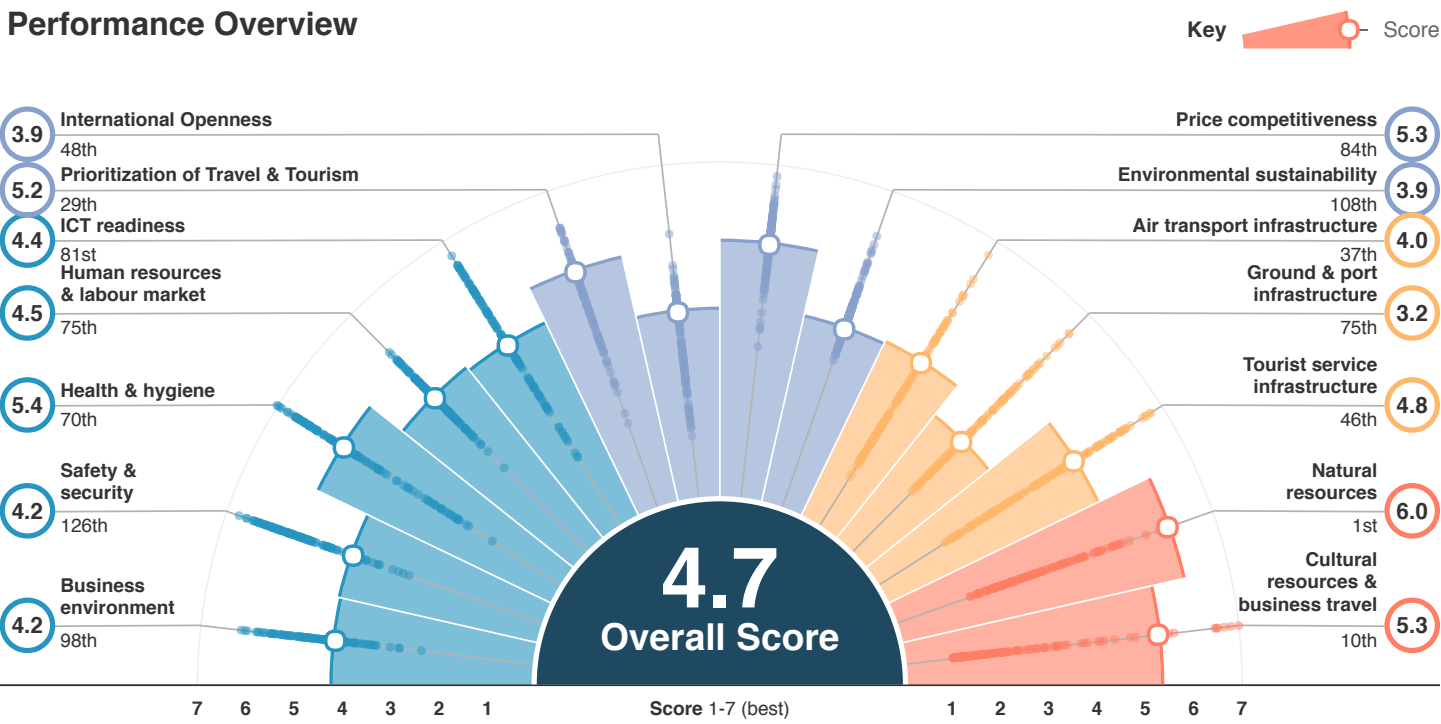


Key Indicators

International tourist arrivals	39,290,900	T&T industry Share of GDP % GDP	8.0
International tourism inbound receipts	US \$21,336.2 million	T&T industry employment	4,568,400 jobs
Average receipts per arrival	US \$543.0	% of total	8.6%
T&T industry GDP	US \$97,750.0 million	T&T industry Share of Employment % total employment	8.6
% of total	8.0%		

Sources: World Tourism Organization (UNWTO) and World Travel and Tourism Council (WTTC)

Performance Overview



Past performance

Travel & Tourism Competitiveness Edition	2015	2017	2019
Rank	30 / 141	22 / 136	19 / 140
Score	4.4	4.5	4.7

Index Component	Value	Rank/140	PREV	Value	AMER Avg	Avg	Best Performer
Business environment	4.2 =	98	96				Hong Kong SAR
Property rights	4.1 =	85	82				Finland
Business impact of rules on FDI	5.1 ↓	39	30				Hong Kong SAR
Efficiency of legal framework in settling disputes	2.8 ↓	115	111				Singapore
Efficiency of legal framework in challenging regulations	2.9 ↓	95	102				Finland
Time required to deal with construction permits days Lower is Better ⇐	82 ↓	15	20				Korea, Rep.
Cost to deal with construction permits % construction cost Lower is Better ⇐	9.7 ↓	122	122				Multiple
Extent of market dominance	3.5 ↑	92	87				Switzerland
Time to start a business days Lower is Better ⇐	8.4 =	54	49				New Zealand
Cost of starting a business % GNI per capita Lower is Better ⇐	16.2 ↓	102	100				Multiple
Effect of taxation on incentives to work	3.4 ↓	106	90				Singapore
Effect of taxation on incentives to invest	3.4 =	81	87				Bahrain
Total tax rate % profits Lower is Better ⇐	53.0 ↑	119	115				Brunei Darussalam
Labour and contributions tax rate % profits Lower is Better ⇐	26.9	115	n/a				Multiple
Profit tax rate % profits Lower is Better ⇐	25.1	122	n/a				Multiple
Rate of other taxes % profits Lower is Better ⇐	0.9	36	n/a				Multiple
Safety and security	4.2 =	126	113				Finland
Business costs of crime and violence	2.6 ↓	137	128				Lesotho
Reliability of police services	2.4 ↓	138	128				Finland
Business costs of terrorism	5.0 ↑	82	90				Lesotho
Index of terrorism incidence 1-7 (no incidence)	6.9 ↑	102	104				Multiple
Homicide rate /100,000 pop. Lower is Better ⇐	19.3 ↑	130	123				Japan
Health and hygiene	5.4 ↑	70	72				Austria
Physician density /1,000 pop	2.2 ↑	58	58				Sweden
Use of basic sanitation services % pop.	89.2	76					Multiple
Use of basic drinking water services % pop.	98.3	54					Multiple
Hospital beds /10,000 pop.	15.0 =	91	94				Japan
HIV prevalence % adult pop. Lower is Better ⇐	0.3 ↑	70	1				Bosnia and Herzegovina
Malaria incidence cases/100,000 pop. Lower is Better ⇐	0.6 ↑	85	83				Iran, Islamic Rep.
Human resources and labour market	4.5 ↓	75	70				United States
Qualification of the labour force	5.5 =	54	50				Singapore
Primary education enrollment rate net %	95.3 ↑	65	67				Canada
Secondary education enrollment rate gross %	99.9 ↑	49	75				Belgium
Extent of staff training	3.8 ↓	79	71				Switzerland
Degree of customer orientation	4.9 =	53	54				Switzerland
Labour market	3.6 ↓	116	108				United States
Hiring and firing practices	3.4 ↓	105	89				Hong Kong SAR
Ease of finding skilled employees	4.3 ↓	60	55				United States
Ease of hiring foreign labour	4.3 =	48	40				Albania
Pay and productivity	3.7 ↓	82	78				United States
Female participation in the labor force ratio to men	0.58 ↓	120	114				Mozambique
ICT readiness	4.4 ↑	81	70				Hong Kong SAR
ICT use for biz-to-biz transactions	5.0 ↑	45	53				Switzerland
Internet use for biz-to-consumer transactions	4.6 ↑	72	69				Sweden
Internet users % pop.	63.9 ↑	68	65				Iceland
Fixed-broadband Internet subscriptions /100 pop.	13.3 ↑	64	65				Switzerland
Mobile-cellular telephone subscriptions /100 pop.	88.5 ↑	110	112				Hong Kong SAR
Mobile-broadband subscriptions /100 pop.	62.8 ↑	81	74				United Arab Emirates
Mobile network coverage % pop.	93.0 ↓	116	36				Multiple
Quality of electricity supply	5.0 ↑	69	67				Hong Kong SAR

Index Component	Value	Rank/140	PREV	Value	AMER Avg	Avg	Best Performer
Prioritization of Travel & Tourism	5.2 ↑	29	30				Malta
Government prioritization of travel and tourism industry	5.6 ↑	37	42				Lesotho
T&T government expenditure % government budget	4.8 =	39	38				Seychelles
Effectiveness of marketing and branding to attract tourists	5.4 ↑	24	34				Lesotho
Comprehensiveness of annual T&T data 0–120 (best)	82 ↑	45	43				Spain
Timeliness of providing monthly/quarterly T&T data 0–21 (best)	21.0 =	8	9				Multiple
Country brand strategy rating 1–100 (best)	69.6 ↓	106	77				Paraguay
International Openness	3.9 ↑	48	53				New Zealand
Visa requirements 0–100 (best)	23.0 =	114	105				Haiti
Openness of bilateral Air Service Agreements 0–38 (best)	14.0 =	39	36				New Zealand
Number of regional trade agreements in force number	29.0 ↑	38	40				Multiple
Price competitiveness	5.3 ↑	84	63				Iran, Islamic Rep.
Ticket taxes and airport charges 0–100 (best)	65.4 ↑	120	89				Multiple
Hotel price index US\$ Lower is Better ←	125.5 ↑	51	54				Lithuania
Purchasing power parity PPP \$ Lower is Better ←	0.5 =	77	87				Egypt
Fuel price levels US\$ cents/litre Lower is Better ←	72.0 ↓	45	41				Venezuela
Environmental sustainability	3.9 ↑	108	116				Switzerland
Stringency of environmental regulations	3.9 ↓	74	71				Finland
Enforcement of environmental regulations	3.5 =	95	87				Finland
Sustainability of travel and tourism industry development	4.6 ↑	54	69				Lesotho
Particulate matter (2.5) concentration Micrograms per cubic meter Lower is Better ←	12.0 ↑	72	85				Mauritius
Environmental treaty ratification 0–29 (best)	24 ↑	36	54				Multiple
Baseline water stress 5–0 (best) Lower is Better ←	3.7 =	109	104				Multiple
Threatened species % total species Lower is Better ←	19.4 ↑	137	133				Luxembourg
Forest cover change % change Lower is Better ←	0.1	65	61				Seychelles
Wastewater treatment %	45.6 ↑	45	50				Multiple
Fish stock status (% of catch) Lower is Better ←	34.4	53					Yemen
Air transport infrastructure	4.0 ↑	37	39				Canada
Quality of air transport infrastructure	4.5 ↓	67	61				Singapore
Available seat kilometres, domestic millions	1,221.4	10	10				United States
Available seat kilometres, international millions	1,815.8	21	25				United States
Aircraft departures /1,000 pop.	4.4 ↑	54	64				Seychelles
Airport density airports/million pop.	0.6 =	102	103				Seychelles
Number of operating airlines Number	77.0 ↑	39	30				United States
Ground and port infrastructure	3.2 =	75	68				Hong Kong SAR
Quality of roads	4.5 ↑	47	57				Singapore
Road density km of road/100 square km	-	82	88				Malta
Paved road density km of road/100 square km	-	74	82				Malta
Quality of railroad infrastructure (survey question)	2.9 =	68	56				Switzerland
Railroad density km of railroads/100 square km	0.7 ↓	57	49				Czech Republic
Quality of port infrastructure	4.4 =	64	57				Netherlands
Ground transport efficiency	3.7 ↑	64	70				Japan
Tourist service infrastructure	4.8 ↑	46	43				Portugal
Hotel rooms number/100 pop.	0.6 =	61	59				Seychelles
Quality of tourism infrastructure	5.8 ↑	14	22				Singapore
Presence of major car rental companies	7 =	1	1				Multiple
Automated teller machines number/100,000 adult pop.	53.5 ↑	61	67				Korea, Rep.
Natural resources	6.0 ↑	1	2				Mexico
Number of World Heritage natural sites number of sites	7 ↑	7	8				China
Total known species number of species	1,991	9	9				Brazil
Total protected areas % total territorial area	19.1 ↑	39	85				Slovenia
Natural tourism digital demand 0–100 (best)	71 ↑	6	11				Italy
Attractiveness of natural assets	6.3 ↑	11	16				Costa Rica
Cultural resources and business travel	5.3 =	10	10				China
Number of World Heritage cultural sites number of sites	28 ↑	7	6				Italy
Oral and intangible cultural heritage number of expressions	10 ↑	16	16				China
Sports stadiums number of large stadiums	38.0 ↓	12	12				United States
Number of international association meetings 3-year average	188.0 ↑	22	23				United States
Cultural and entertainment tourism digital demand 0–100 (best)	52 ↑	11	14				China