

# Network Readiness Index 2025

With support from:



## Zambia

The Network Readiness Index (NRI) is one of the leading global indices on the application and impact of information and communication technology (ICT) in economies around the world. In its latest version of 2025 the NRI Report maps the network-based readiness landscape of 127 economies based on their performances in four different pillars: Technology, People, Governance, and Impact. Each of these pillars is itself comprised of three sub-pillars (see Figure 1) that have been populated by a total of 53 variables.

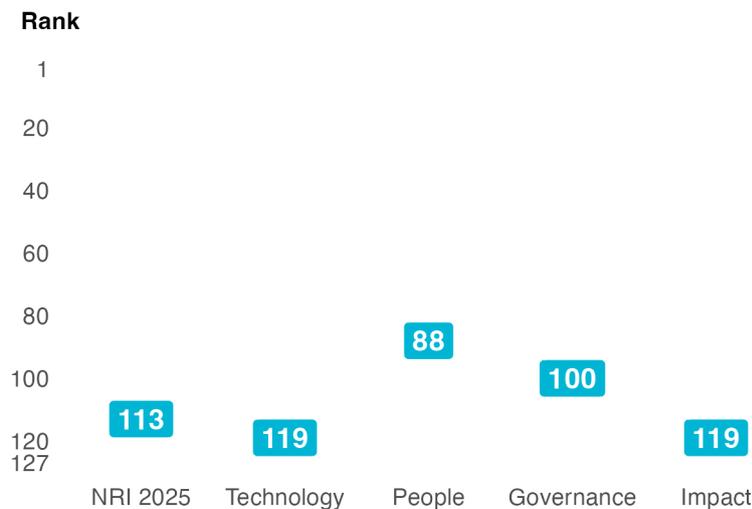
Figure 1: The NRI 2025 model



### Global NRI position of Zambia

Zambia ranks 113 out of the 127 economies included in the NRI 2025 (Figure 2). Its main strength relates to People. The greatest scope for improvement, meanwhile, concerns Technology and Impact.

Figure 2: Zambia global ranking, overall and by pillar



### Performance at sub-pillar level

When it comes to sub-pillars, the strongest showings of Zambia relate to Governments, Businesses and Regulation, among others (Table 1). More could be done, though, to improve the economy's performances in the Future Technologies, SDG Contribution and Content sub-pillars.

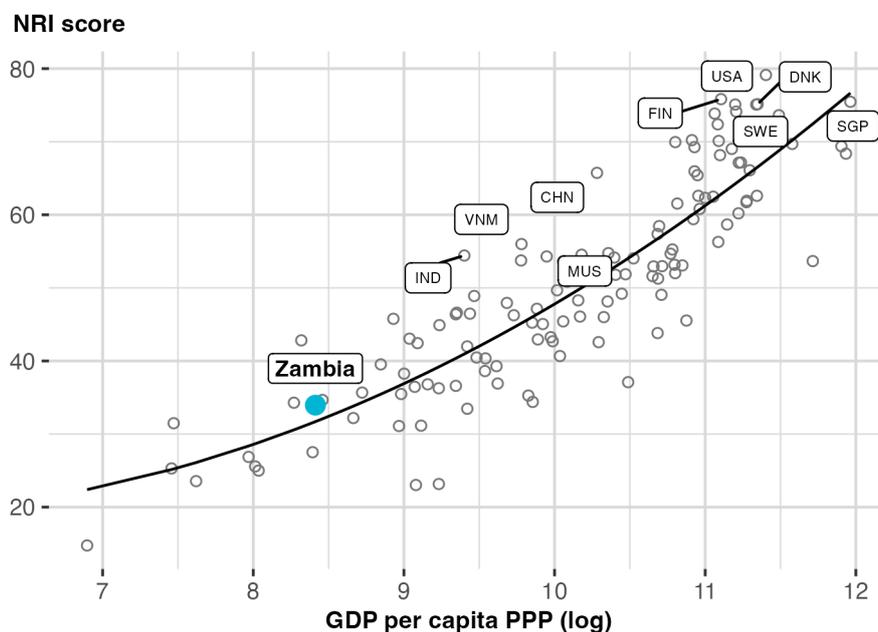
**Table 1: Zambia rankings by sub-pillar**

Sub-pillar	Rank	Sub-pillar	Rank
Governments	75	Economy	109
Businesses	84	Quality of Life	113
Regulation	93	Access	114
Individuals	97	Future Technologies	117
Inclusion	97	SDG Contribution	119
Trust	99	Content	124

### NRI score and income

Figure 3 shows the position of Zambia in terms of both NRI score and GDP per capita (PPP). The trend line shows the expected NRI score given an economy's income level. As can be seen, Zambia is well above the trend line, which suggests that it has a greater network readiness than would be expected given its income level.

**Figure 3: NRI score and GDP per capita PPP (log)**



Note: USA = United States of America (rank: 1), FIN =Finland (rank: 2), SGP = Singapore (3), DNK =Denmark (4), SWE = Sweden (5), CHN =China (24), and IND = India (45).

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## Performance against its income group and region

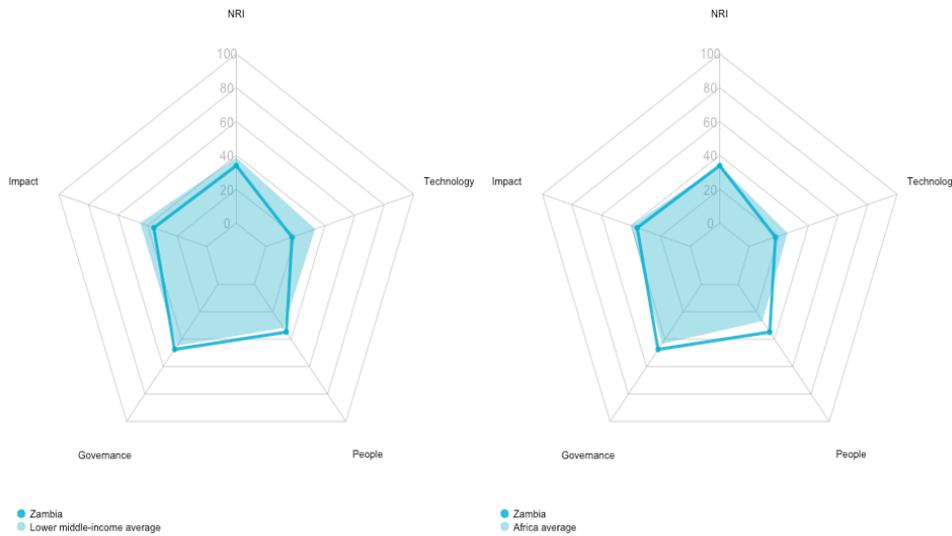
### Lower-middle-income countries

Zambia is ranked 25th in the group of lower-middle-income countries (Figure 4, left panel). In terms of pillar performance, it has a score higher than the income group average in two of the four pillars: People and Governance. At the sub-pillar level, it outperforms lower-middle-income countries in six of the twelve sub-pillars: Individuals, Businesses, Governments, Trust, Regulation and Inclusion.

### Africa

Zambia is ranked 14th within Africa (Figure 4, right panel). It has a score above the regional average in two of the four pillars: People and Governance. With regard to sub-pillars, it outperforms the average in Africa in seven of the twelve sub-pillars: Individuals, Businesses, Governments, Trust, Regulation, Inclusion and Quality of Life.

**Figure 4: Performance of Zambia against its income group and region, overall and by pillar**



**Table 2: Zambia scores vs. averages of its income group and region, overall and by pillar**

Dimension	Zambia	Lower-middle-income countries	Africa
NRI	33.95	38.70	34.00
Technology	17.71	33.29	25.85
People	34.79	31.73	26.78
Governance	47.50	44.79	43.45
Impact	35.83	45.00	39.92

# NRI 2025 At-A-Glance: Zambia

Network Readiness Index

Rank: 113 (out of 127)

Score: 33.95

Pillar/sub-pillar	Rank	Score	Pillar/sub-pillar	Rank	Score
A. Technology pillar	119	17.71	C. Governance pillar	100	47.50
1st sub-pillar: Access	114	35.81	1st sub-pillar: Trust	99	41.10
2nd sub-pillar: Content	124	0.59	2nd sub-pillar: Regulation	93	50.92
3rd sub-pillar: Future Technologies	117	16.72	3rd sub-pillar: Inclusion	97	50.48
B. People pillar	88	34.78	D. Impact pillar	119	35.83
1st sub-pillar: Individuals	97	42.06	1st sub-pillar: Economy	109	21.81
2nd sub-pillar: Businesses	84	25.61	2nd sub-pillar: Quality of Life	113	41.79
3rd sub-pillar: Governments	75	36.68	3rd sub-pillar: SDG Contribution	119	43.88

## The Network Readiness Index in detail

Indicator	Rank	Score	Indicator	Rank	Score
A. Technology pillar	119	17.71	C. Governance pillar	100	47.50
1st sub-pillar: Access	114	35.81	1st sub-pillar: Trust	99	41.10
1.1.1 Mobile tariffs	109	42.31	3.1.1 Secure Internet servers	111	34.32
1.1.2 Handset prices	124	12.40	3.1.2 Cybersecurity	57	91.09
1.1.3 FTTH/building Internet subscriptions	107	13.26	3.1.3 Online access to financial account	40	30.86
1.1.4 Population covered by at least a 3G mobile network	97	76.32	3.1.4 Internet shopping	97	8.14
1.1.5 International Internet bandwidth	102	64.74	2nd sub-pillar: Regulation	93	50.92
1.1.6 Internet access in schools	80	5.81	3.2.1 Regulatory quality	96	29.76
2nd sub-pillar: Content	124	0.59	3.2.2 ICT regulatory environment	83	59.38
1.2.1 GitHub commits	115	0.38	3.2.3 Regulation of emerging technologies	109	6.86
1.2.2 Internet domain registrations	121	0.14	3.2.4 E-commerce legislation	1	100.00
1.2.3 Mobile apps development	n/a	n/a	3.2.5 Privacy protection by law content	73	58.59
1.2.4 AI scientific publications	93	1.25	3rd sub-pillar: Inclusion	97	50.48
3rd sub-pillar: Future Technologies	117	16.72	3.3.1 E-Participation	98	37.69
1.3.1 Adoption of emerging technologies	n/a	n/a	3.3.2 Socioeconomic gap in use of digital payments	89	54.37
1.3.2 Investment in emerging technologies	89	31.25	3.3.3 Gender gap in Internet use	94	39.61
1.3.3 Robot density	n/a	n/a	3.3.4 Rural gap in use of digital payments	29	70.25
1.3.4 Computer software spending	112	2.19	D. Impact pillar	119	35.83
B. People pillar	88	34.79	1st sub-pillar: Economy	109	21.81
1st sub-pillar: Individuals	97	42.06	4.1.1 ICT patent applications	n/a	n/a
2.1.1 Mobile broadband internet traffic within the country	n/a	n/a	4.1.2 Domestic market scale	93	42.09
2.1.2 ICT skills in the education system	79	42.11	4.1.3 Technology-Enabled Work Flexibility	95	21.69
2.1.3 Use of virtual social networks	113	11.71	4.1.4 ICT services exports	115	1.64
2.1.4 Adult literacy rate	69	72.37	2nd sub-pillar: Quality of Life	113	41.79
2.1.5 AI talent concentration	n/a	n/a	4.2.1 Happiness	114	14.57
2nd sub-pillar: Businesses	84	25.61	4.2.2 Freedom to make life choices	39	81.77

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Indicator	Rank	Score	
2.2.1 Firms with website	62	55.36	●
2.2.2 Number of venture capital deals invested in AI	43	12.10	●
2.2.3 Annual investment in telecommunication services	95	34.29	
2.2.4 Public cloud computing market scale	101	0.69	
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3rd sub-pillar: Governments	75	36.68	
2.3.1 Government online services	104	39.35	
2.3.2 Data Capabilities	n/a	n/a	
2.3.3 Government promotion of emerging technologies	72	34.02	
2.3.4 Gross expenditure on R&D	n/a	n/a	

Indicator	Rank	Score	
4.2.3 Income inequality	108	29.34	○
4.2.4 Healthy life expectancy at birth	121	28.73	○
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3rd sub-pillar: SDG Contribution	119	43.88	
4.3.1 SDG 3: Good Health and Well-Being	99	46.67	
4.3.2 SDG 4: Quality Education	n/a	n/a	
4.3.3 SDG 5: Women's economic opportunity	78	72.73	●
4.3.4 SDG 7: Affordable and Clean Energy	124	8.83	○
4.3.5 SDG 11: Sustainable Cities and Communities	77	53.51	●

NOTE: ● indicates a strength and ○ indicates a weakness.

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