COUNTRY PROFILE: CROATIA

Contact: info@etradeforall.org

**GENERAL INFORMATION - 2016**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population</td>
<td>4.2 Millions</td>
</tr>
<tr>
<td>GDP</td>
<td>51 231 Millions current US$</td>
</tr>
<tr>
<td>Merchandise trade</td>
<td>35 692 Millions current US$</td>
</tr>
<tr>
<td>Internet users</td>
<td>3.1 Millions</td>
</tr>
<tr>
<td>GDP growth</td>
<td>3.0%</td>
</tr>
<tr>
<td>Land area</td>
<td>55 960 km²</td>
</tr>
</tbody>
</table>

Source: UNCTAD and ITU (complete URL addresses in the General Notes)

**E-COMMERCE ASSESSMENT - 2017**

- Rank in UNCTAD B2C E-commerce Index: 32/144
- Rank in ITU ICT Development Index: 36/176
- Rank in WEF Networked Readiness Index: 54/139

Source: UNCTAD, ITU and WEF (complete URL address in the General Notes)

Note: 1 = Best

**ICT INFRASTRUCTURE AND SERVICES - 2016**

- Fixed broadband Internet tariffs, PPP $/month
  - Hightest tariff: 874.4
  - Lowest tariff: 5.1

Source: ITU (complete URL address in the General Notes)

**PAYMENTS - 2014**

- Debit card used in the past year: CROATIA, 50.4
- Credit card used in the past year: CROATIA, 32.8
- Used an account to make a transaction through a mobile phone: CROATIA, 5.6

Source: World Bank (complete URL address in the General Notes)

Per 100 inhabitants
## COUNTRY PROFILE: CROATIA

**Trade Logistics - 2016**

<table>
<thead>
<tr>
<th></th>
<th>Percent of population having mail delivered at home</th>
<th>Postal reliability index (0 to 100, 100 = Best)</th>
<th>Days to clear direct exports through customs</th>
</tr>
</thead>
<tbody>
<tr>
<td>CROATIA</td>
<td>79.0</td>
<td>89.4</td>
<td>1.8</td>
</tr>
<tr>
<td>WORLD</td>
<td>83.3</td>
<td>56.0</td>
<td>7.7</td>
</tr>
</tbody>
</table>

Source: UPU and World Bank (complete URL addresses in the General Notes)

**Legal and Regulatory Frameworks - 2017**

CROATIA

- Electronic Transactions: Legislation
- Consumer Protection: Legislation
- Privacy and data protection: Legislation
- Cybercrime: Legislation

Source: UNCTAD


**Skills Development - 2013-17**

<table>
<thead>
<tr>
<th></th>
<th>Percentage of firms using e-mail to interact with clients/suppliers</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>CROATIA</td>
</tr>
<tr>
<td></td>
<td>95.3</td>
</tr>
</tbody>
</table>

Source: World Bank (complete URL address in the General Notes)

**Financing for eCommerse - 2014-15**

<table>
<thead>
<tr>
<th></th>
<th>Percentage of firms identifying access to finance as a major constraint</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>CROATIA</td>
</tr>
<tr>
<td></td>
<td>22.7</td>
</tr>
</tbody>
</table>

Source: World Bank (complete URL address in the General Notes)
NOTES:
- For merchandise trade - sum of exports and imports.
- Country groups are weighted using population for most indicators with the exception of those on skills development, financing for e-commerce and days to clear direct exports through customs.

SYMBOLS FOR MISSING VALUES:
0: Zero means nil or negligible
#N/A: Not available or not publishable

FOR MORE INFORMATION ON DATA SOURCES SEE:
- UNCTAD, UNCTADStat: http://unctadstat.unctad.org

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- The designations employed do not imply the expression of any opinion concerning the legal status of any country, territory, city or area, or of its authorities, or concerning the delimitation of its frontiers or boundaries.

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