

# WORLD GIVING INDEX 2011

*A global view of giving trends*



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## *Foreword*

The news agenda today is dominated by stories about the global financial crisis. Items about volatile markets, and of currencies and governments in turmoil, appear on the front pages of newspapers, on news websites, and at the top of television and radio news bulletins alike.

But what about the human impact of the financial firestorm? While the headline media coverage concentrates on the economic and political ramifications of the crisis we do not necessarily get the full story about the impact on charities and charitable giving.

The World Giving Index fills this void by revealing the degree to which the financial turmoil has affected civil society.

As charitable activity provides succour and support to millions, the state of civil society is a key barometer of people's quality of life. Where civil society is weakened by the effects of the financial crisis, the lives of many are left all the poorer, with their sense of hope and optimism greatly diminished.

This second edition of the World Giving Index contains both good and bad news. It tells us that more people gave their time to help others over the last year than was the case in the previous 12 months – a compelling and inspiring reminder of the power of human kindness.

However, the report also shows that fewer individuals were able to afford to give money to charity. The fact that donations became less frequent in many countries is one of the real tragedies of the financial crisis.

The outcome of falling donations is clear. It means less aid during disasters, less access to water, good hygiene and decent housing, and a reduced capacity to care for the sick, the old and the young. Ultimately it means a worsening quality of life for millions.

History tells us that markets usually rebound. However rebuilding lives and communities can prove far more difficult. Therefore, it is vital that amid the financial turmoil, global leaders take the necessary steps to safeguard and nourish greater and more effective giving.

I must express my gratitude at this point to the polling company Gallup, which kindly gave us access to more than 150,000 interviews with members of the public undertaken in 153 countries – as part of its World Poll survey. Gallup's comprehensive and excellent research underpins this study, and without it there would be no report.



Dr John Low  
Chief Executive  
Charities Aid Foundation

# About this report

## Background

The World Giving Index aims to help organisations and individuals who have an interest in civil society, by providing evidence on the extent of giving globally. In order to reflect a culturally diverse planet, the report looks at three aspects of giving behaviour. The questions that feed the report are:

Have you done any of the following in the past month?

- Donated money to a charity?
- Volunteered your time to an organisation?
- Helped a stranger, or someone you didn't know who needed help?

Gallup's World Poll survey offers a uniquely thorough view of global attitudes; over 150,000 people in 153 countries were asked these questions.

## World Giving Index 2011

In this second edition of the World Giving Index, we are able for the first time to examine changes in scores across countries and regions. In total, 128 of 153 countries had received a new survey since publication of the 2010 World Giving Index. In most cases, the shifts in score are subtle, although it should be remembered that an increase of even one percentage point typically equates to hundreds of thousands of people behaving differently. Readers will see that charts and tables have evolved this year to reflect this new perspective of change over time. A full explanation of the methodology used is included at the back of this report.

## World Giving Index Scores

In order to establish a rounded measure of giving behaviour across the world, Charities Aid Foundation (CAF) has created a World Giving Index which simply averages the responses from the three key questions asked in each country. Each country is given a percentage; this year the scores range between 12% and 60%. Countries are then ranked on the basis of these scores.

## Introducing #WorldGivingIndex

A further evolution of the World Giving Index this year is that readers are invited to tweet their opinions on the data using the hashtag **#WorldGivingIndex**. CAF is particularly interested in opinion around reasons for the scores shown in individual countries. We will include a summary of Twitter feedback next year.



**#WorldGivingIndex**

## About CAF

CAF is an international UK registered charity. Its mission is to motivate society to give ever more effectively, and help transform lives and communities around the world. It advises on and distributes charitable funds around the world and has offices in nine countries: UK, America, Brazil, Russia, India, Australia, Singapore, South Africa and Bulgaria.

## Conclusions

### **Despite global economic turmoil, the world is giving more**

The proportion of the global community engaged in giving behaviours has increased between 2010 and 2011. In 2010, the global average of the three giving behaviours was 31.6%. By 2011 this had risen to 32.4%.

### **The increase in giving is due to more helping strangers and more volunteering time; but giving of money has fallen**

The increase in giving is mainly due to 2% more people globally 'helping a stranger' and 1% more 'volunteering time'. Just under one percentage point fewer of the people interviewed said that they had 'given money' in the previous month than was reported in 2010. It seems reasonable to conclude that this is a reflection of the global economic crisis.

### **Evidence points to key shifts in giving behaviour at different life stages**

Compelling differences are observed in terms of how we give at different life stages, and these shifts are far more marked than movements in giving by gender. Giving money to charity and volunteering time are both growing fastest amongst the oldest age groups. Helping strangers meanwhile is becoming more common amongst those of middle age.

### **At the country level, much can change in just one year**

Although there have been only subtle net changes in the incidence of the three giving behaviours at the global level, at the country level, there have been a significant number of countries that have seen a marked change in their World Giving Index scores. Eight countries, including Pakistan, Bangladesh and India, have seen their scores increase by double figures. Further research is needed to understand these movements.

### **Prosperity and giving do not always go hand in hand**

The countries whose populations are the most likely to give are not necessarily the world's most affluent. Only five of the countries that feature in the World Bank's top 20 by GDP (PPP) per capita feature in CAF's World Giving Index top 20.

### **The global footprint of giving remains very diverse**

The report shows just how diverse the countries and regions of the world are in terms of how people support each other. Despite subtle but important changes in scores between 2010 and 2011, this is still a world where giving means very different things across the different continents.

### **Asia has seen the biggest growth in giving**

The Asian regions have generally experienced increased World Giving Index scores in 2011. Four of the five Asia regions in this report have achieved an increase in their World Giving Index score, most notably Southern Asia which has risen by eleven percentage points.

### **The USA is currently the world's most giving nation**

The USA had been ranked 5th in 2010, and has risen to 1st this year. It has shown a steady increase in each of the three measures over the past year, ranging from four percentage points 'volunteering time' and to eight percentage points 'helping a stranger'. It is this even progress across all three measures that has caused the country to rise to the top of the index.

## *Recommendations*

The mission of CAF is to promote greater and more effective giving, in order that charities and other not for profit organisations can transform lives and communities around the world.

We believe that governments, charities, non-government organisations (NGOs), companies and individuals can all play a role in helping us secure these aims.

### **Governments around the world are encouraged to:**

- ensure that there is a named government minister responsible for supporting civil society, with such individuals being mandated to promote greater and more effective giving and social action
- maximise the effectiveness of charities and non-government organisations by ensuring that minimum standards of governance and oversight are in place, for example through the appointment of an independent regulator
- engender a widespread social 'norm' for giving – for example by government ministers leading by example and pledging to give their own time and a percentage of their income to charitable causes
- commission national surveys that allow the measurement, understanding and promotion of trends in charitable giving, volunteering and wellbeing
- ensure that philanthropists can make donations tax-effectively across international borders
- work with private companies and charities to ensure that giving and volunteering fit with the way people live their lives today – utilising new technology where possible
- work with banks and financial advisors to support charitable giving – by encouraging them to offer advice, and to establish services such as charitable bank accounts and cash machines that allow donations
- promote alternative sources of finance for charities and social enterprises, such as social investment, venture philanthropy and microfinance – which can lever in large amounts of private capital
- support charities to develop social impact measurement tools, to enable them to better communicate their effectiveness to donors and funders
- invest in effective volunteering and fundraising infrastructure support.

### **Charities and non-government organisations should:**

- use the evidence in this report to help secure positive change. We believe that local debate about the data can help to demonstrate a compelling case for social and government action
- engage with governments to seek commitment to deeper, localised and regular research into charity and giving

### **Companies ought to:**

- play an important role in fostering a culture of giving in the workplace, by actively promoting skilled employee volunteering and providing easy and effective ways for people to give and to support their local communities
- publish their corporate social responsibility reports annually as part of their normal business reporting, and on a consistent and comparable basis

CAF believes the world needs more evidence around trends in charity, giving and civil society. Such data can be invaluable to companies in shaping their Corporate Community Investment and Corporate Social Responsibility strategies. We invite companies to partner with CAF to fund deeper local research as part of the World Giving Index initiative by contacting us at [advisoryandconsulting@cafonline.org](mailto:advisoryandconsulting@cafonline.org)

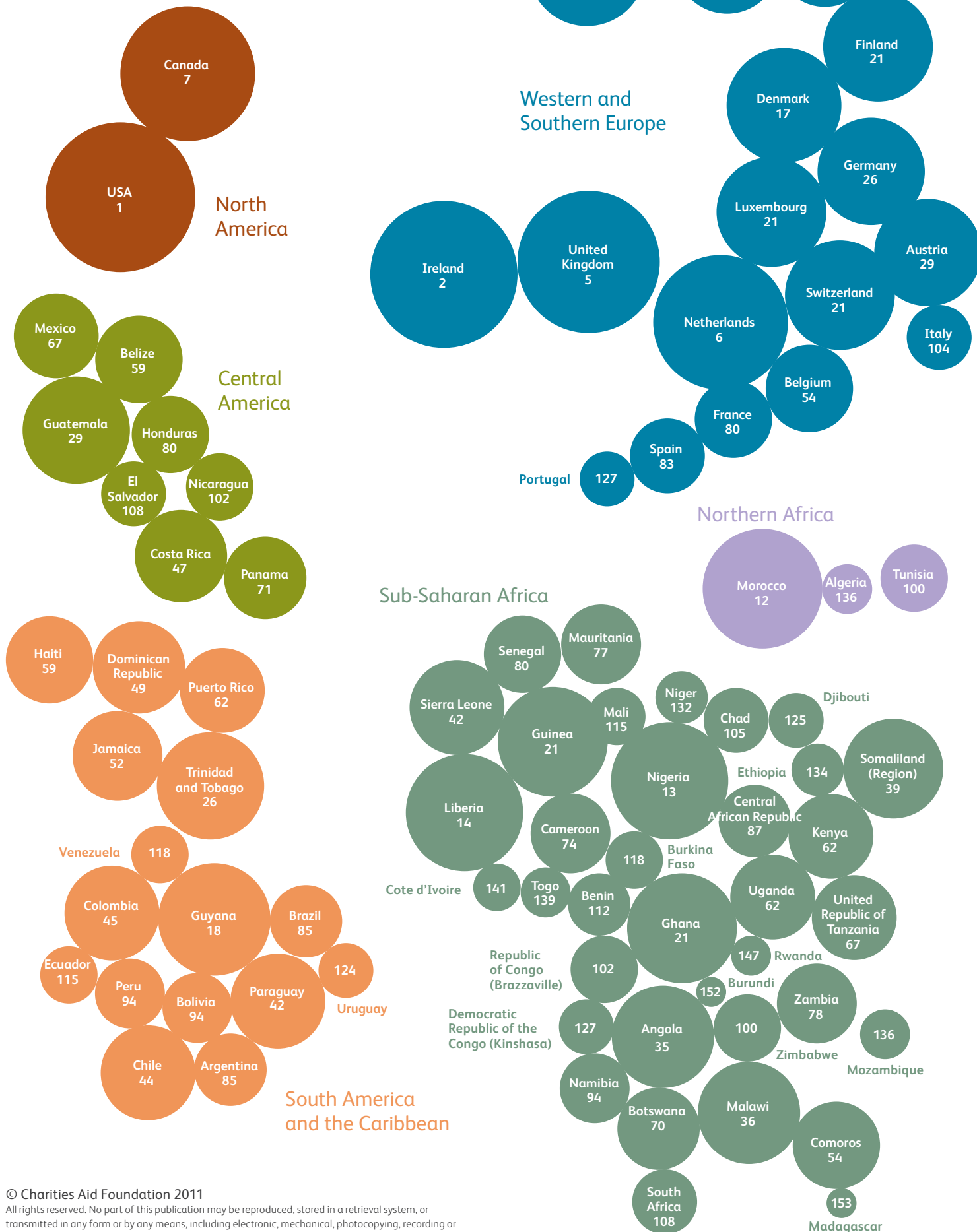
### **Individuals can:**

- assess how much time and money they can afford to give to charitable causes. There should be a 'social norm' where individuals give at least 1.5% of their income to charity, with the affluent giving a larger proportion of their wealth
- assist charities by ensuring that where possible their giving is regular and planned, thereby ensuring that charities can achieve even greater impact. Individuals should also seek strategic and tax-effective ways to give

The World Giving Index can tell us how much the world gives, but it cannot tell us why. We would urge readers of this report from around the world to share their views and thoughts with us. Readers can tweet **#WorldGivingIndex** with their general views about the report, or about giving in their particular country. Where possible, we would be grateful if tweets can include the name of the country in which the reader lives, in English, to help us analyse the tweets more effectively. Alternatively, readers can email us at [research@cafonline.org](mailto:research@cafonline.org)

Section 1

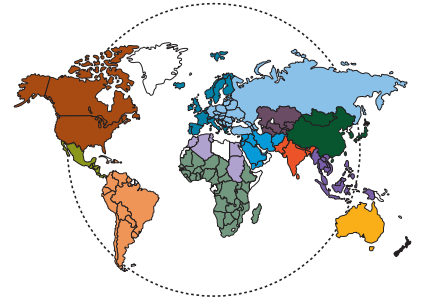
*Global view* World Giving Index 2011



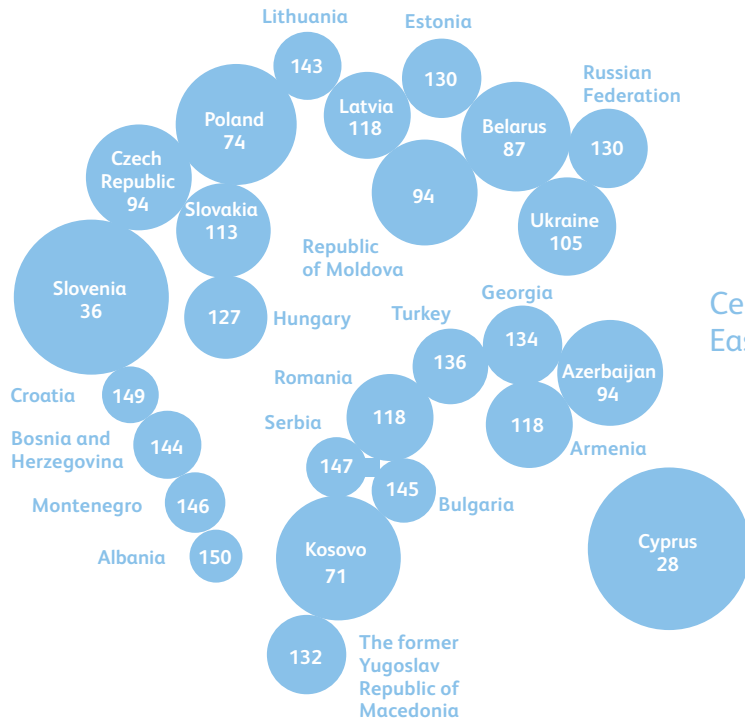
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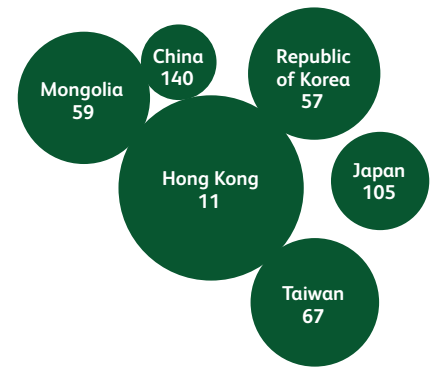




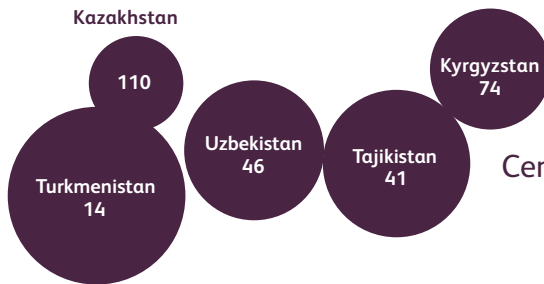
## Central and Eastern Europe



## Eastern Asia



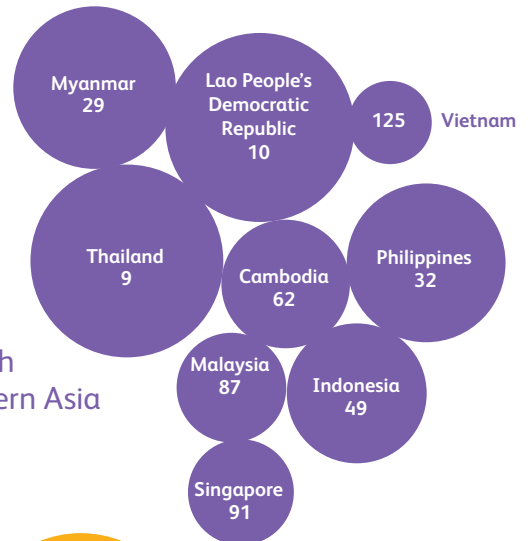
## Central Asia



## Australasia



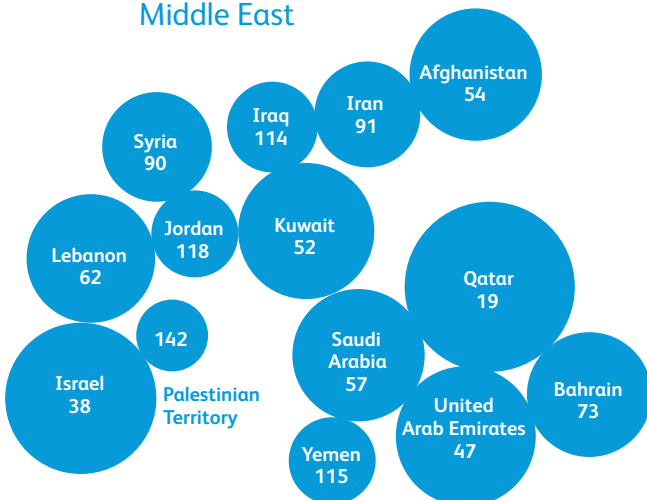
## South Eastern Asia



## Southern Asia



## Western Asia/ Middle East



151 Greece



Egypt 110



## 1.1

### *The top 20*

The list of the World Giving Index top 20 countries, shows that the USA is now measured as being the most charitable country globally, with a World Giving Index score of 60%. This is the first time that any country has reached a score of 60%.

Ireland has also increased its index ranking, rising to second place, having increased its percentage score from 56% to 59%. Last year's joint leaders, Australia and New Zealand are now in 3rd and 4th positions respectively, despite their World Giving Index scores actually increasing marginally.

Sixteen of the top 20 countries are the same as in 2010. The four new countries are Thailand, Morocco, Nigeria and Liberia<sup>1</sup>. Of these, Liberia has enjoyed the biggest rise from 39th to 14th place, although Morocco's increase from 33rd to 12th is equally notable. Nigeria meanwhile has now overtaken Sierra Leone to become the country in Sub-Saharan Africa with the highest World Giving Index score. Other notable movements include the increase of the UK from 8th to 5th, and Thailand's neighbour Laos moving to 10th place.

Only three countries in the top 20 have seen a decrease in their World Giving Index scores; Canada, Sri Lanka and Malta. In each case, the drop is of no more than three percentage points. As the rest of the report will show, there are countries outside the top 20 whose scores and ranking shift by far bigger margins.

It is interesting to note that eleven of the total thirteen regions are represented in the top 20 list this year, with Central Asia appearing since last year. Central America and Central and Eastern Europe are the regions not represented in the top 20.

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<sup>1</sup> For Thailand and Liberia it is important to note that their data has been updated from 2008 to 2010. As two years of numbers have been accounted for, their movement may appear artificially large.

**Table 1: Top 20 countries in the World Giving Index**

2011 World Giving Index ranking	Country	2011 World Giving Index % score	2010 World Giving Index ranking	2010 World Giving Index % score
1	United States of America	60	5	55
2	Ireland	59	3	56
3	Australia	58	1	57
4	New Zealand	57	1	57
5	United Kingdom	57	8	53
6	Netherlands	54	7	54
7	Canada	54	3	56
8	Sri Lanka	51	8	53
9	Thailand	51	25	42
10	Lao People's Democratic Republic	50	11	50
11	Hong Kong	49	18	44
12	Morocco	48	33	40
13	Nigeria	47	36	39
14	Iceland	47	14	47
14	Liberia	47	39	38
14	Turkmenistan	47	14	47
17	Denmark	46	18	44
18	Guyana	45	16	45
19	Malta	45	13	48
19	Qatar	45	16	45

## 1.2

### *World Giving Index scores by region*

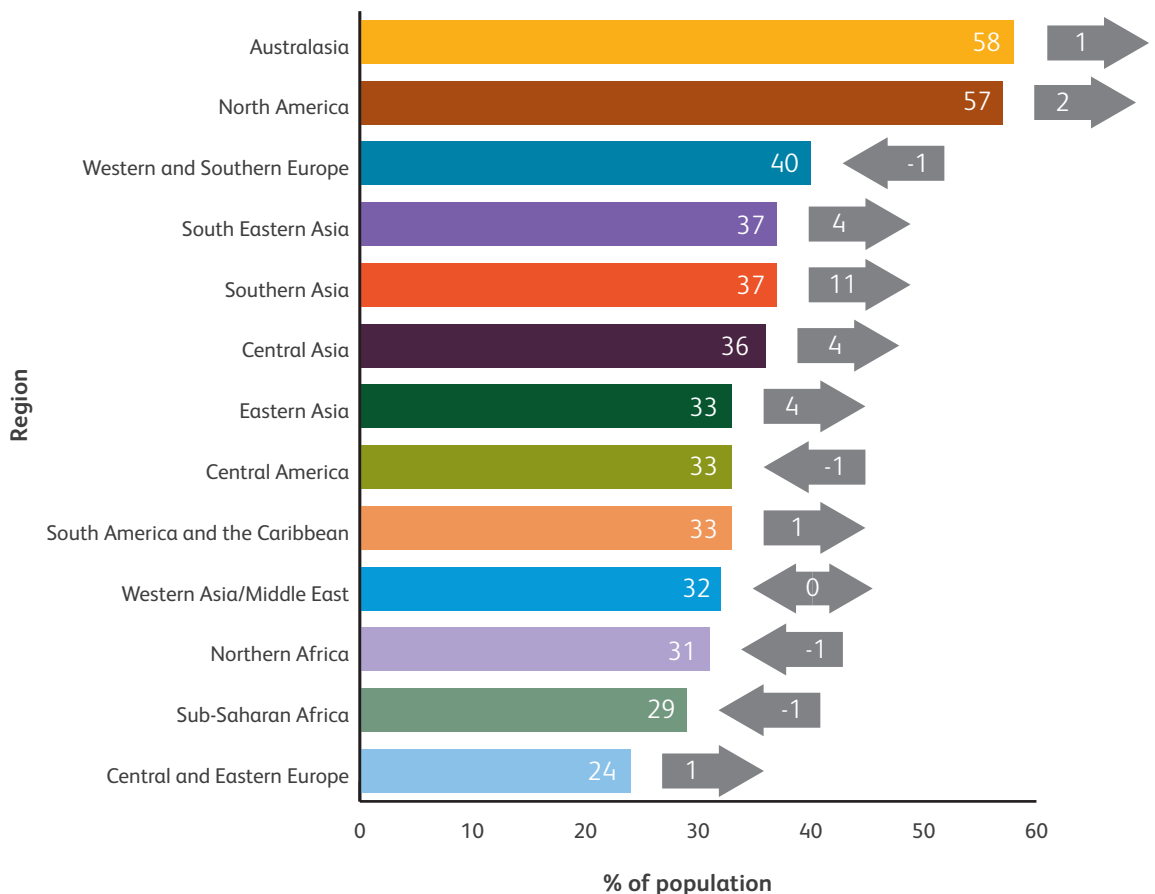
Figure 1 shows the World Giving Index scores and percentage point change by region.

These regional percentage changes show that all regions except one, Southern Asia, have maintained fairly consistent World Giving Index scores, shifting by no more than four percentage points across the year. The majority of regions (eight) show a positive increase in their World Giving Index score, and only four have seen a drop, in each case falling by only a single percentage point. This provides a first glimpse of a general upward trend in overall giving that will be explored more fully in Section 2. 44% of countries across the globe have achieved an increase in their World Giving Index score between 2010 and 2011.

Southern Asia stands alone as the region with the biggest increase, and by some margin. The eleven percentage point increase for this region which comprises Bangladesh, India, Nepal, Pakistan and Sri Lanka, far outstrips the degree of change seen in any of the dozen other regions. Surges in giving in Pakistan, Bangladesh and India are key to this increase, and are discussed further in Section 3.

An additional observation is that the rank order of the regions has altered only slightly from 2010. The three highest ranked regions, Australasia, North America, Western and Southern Europe and Central and Eastern Europe remain unchanged, however, the Asian regions have seen movement up the ranking. Southern Asia has moved from 12th (last but one) in the rankings to 5th place, whilst Eastern Asia has moved up from 11th to 7th. Central America and Northern Africa however have moved down from 4th to 8th and from 8th to 11th respectively.

**Figure 1: World Giving index percentage score and percentage point change, by region, 2010 – 2011**



## Section 2

### *The three giving behaviours*

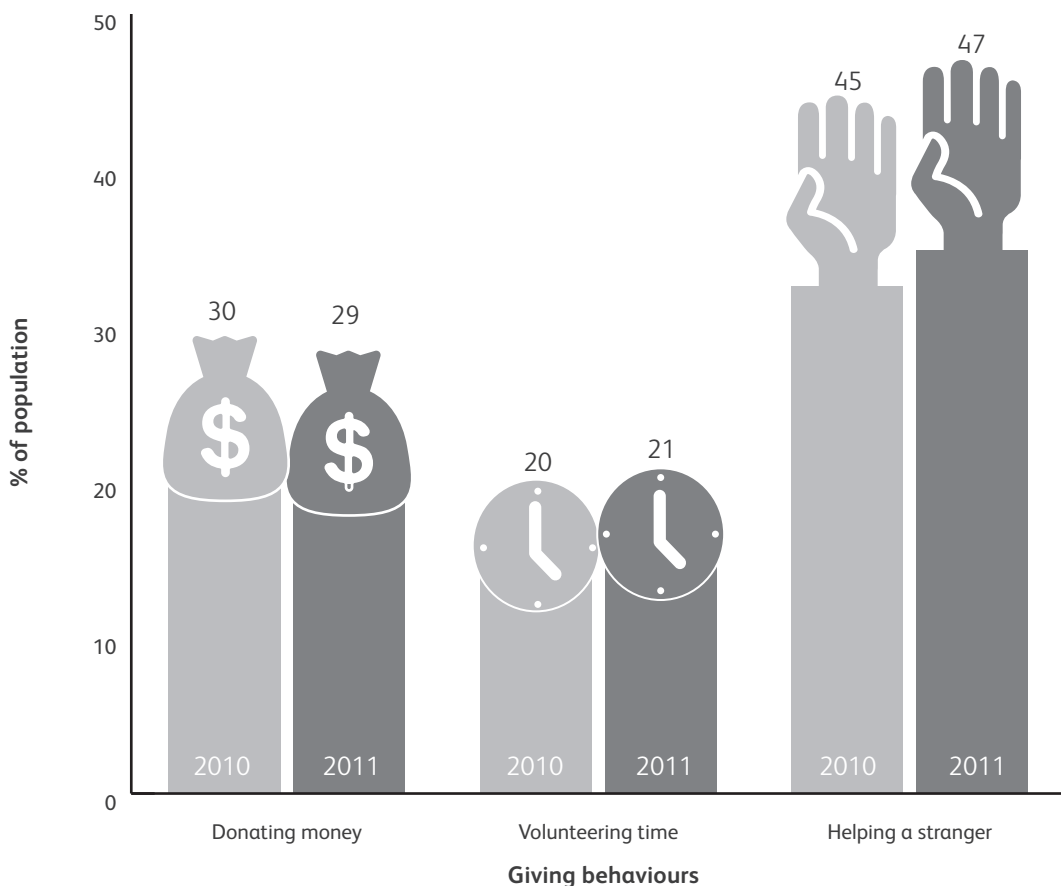
This section considers the three World Giving Index behaviours; 'helping a stranger', 'volunteering time' and 'giving money'. It first assesses the global view of each, then looks at the regional view, and finally looks at the key demographics of gender and age.

#### 2.1 Global change in the three giving behaviours

Figure 2 shows that globally, the most commonplace giving behaviour remains 'helping a stranger'. Almost half of the global population (47%) helps a stranger in a typical month. In comparison fewer than three out of ten of us currently 'give money' to charity (29%) or 'volunteer time' (21%) every month. The gap between the percentage 'helping a stranger' and the next most common behaviour has grown from 15% in 2010 to 18% in 2011. The gap between the percentage 'giving money' and the percentage 'volunteering time' meanwhile has narrowed from 10% to 8%.

The only one of the three behaviours which is now less prevalent than in 2010 is 'giving money' to charity. Globally, the incidence of 'volunteering time' increased between 2010 and 2011, by just one percentage point, whilst the incidence of 'helping a stranger' increased by two percentage points.

Figure 2: Global percentage change in giving behaviours, 2010 – 2011



Deeper analysis of the three giving behaviours by individual country reveals the extent to which 'helping a stranger' dominates; it is in fact the most widespread form of giving in 130 of the 153 countries surveyed. In all the remaining 23 countries, 'giving money' is the most commonplace of the three giving behaviours, meaning that not one of the 153 countries surveyed boasts 'volunteering time' as its most common form of giving.

Crucially, an 'average of the averages' for each giving behaviour shows an increase of almost one percentage point between 2010 and 2011; from 31.6% to 32.4%. Whilst it is impractical to estimate the precise number of people that this represents, it would be reasonable to assume that a shift of this nature means millions more individuals being involved in giving than was the case just one year previously.

## **2.2 Regional movements**

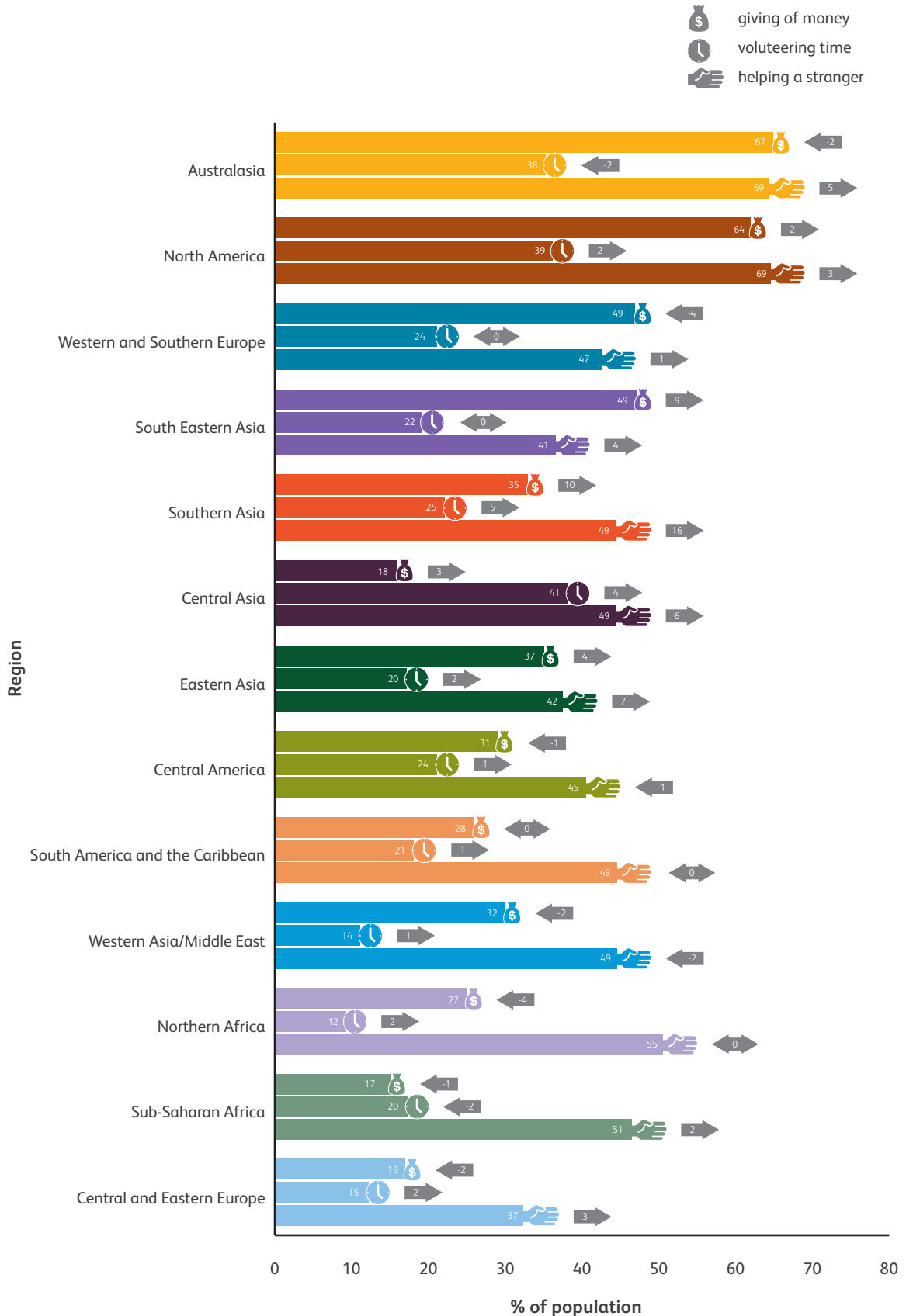
In order to enhance understanding of global patterns in giving, it is sensible to look at regional changes in the incidence of the three separate types of giving behaviour and to further explore any significant shifts.

By far the largest increase in the percentage of population 'giving money' was found in Asia. In South Eastern Asia, there was an increase of nine percentage points, and in Southern Asia, an increase of ten. Whilst most other regions saw their averages for 'giving money' rise or fall by no more than two percentage points, two regions; Central and Eastern Europe and North Africa, both saw a reduction of four.

More regions show an increase in the percentage of their population volunteering than show a decrease, yet the shifts are more subtle than for the donation of money. The only regions to see a change of more than a couple of percentage points are Central Asia and Southern Asia.

Analysis shows that the worldwide increase in inclination to 'help a stranger' is in part due to a surge in the prevalence of this behaviour in Asia. Specifically, the four Asian regions saw increases in the percentages of their population 'helping a stranger' ranging from between four and sixteen percentage points. This surge underlines the extent to which Asia stands out in this report as a focal point for the evolution in giving. However, given the tragic nature of the disasters that occurred in this region in 2010, further editions of this report will be needed in order to draw firm conclusions. It may be that this surge is indeed due to these events, or alternatively it may be that 'helping a stranger' is a behaviour that tends to shift more erratically than the other two.

Figure 3: Regional percentage score and percentage point change across giving behaviours, 2011 – 2011



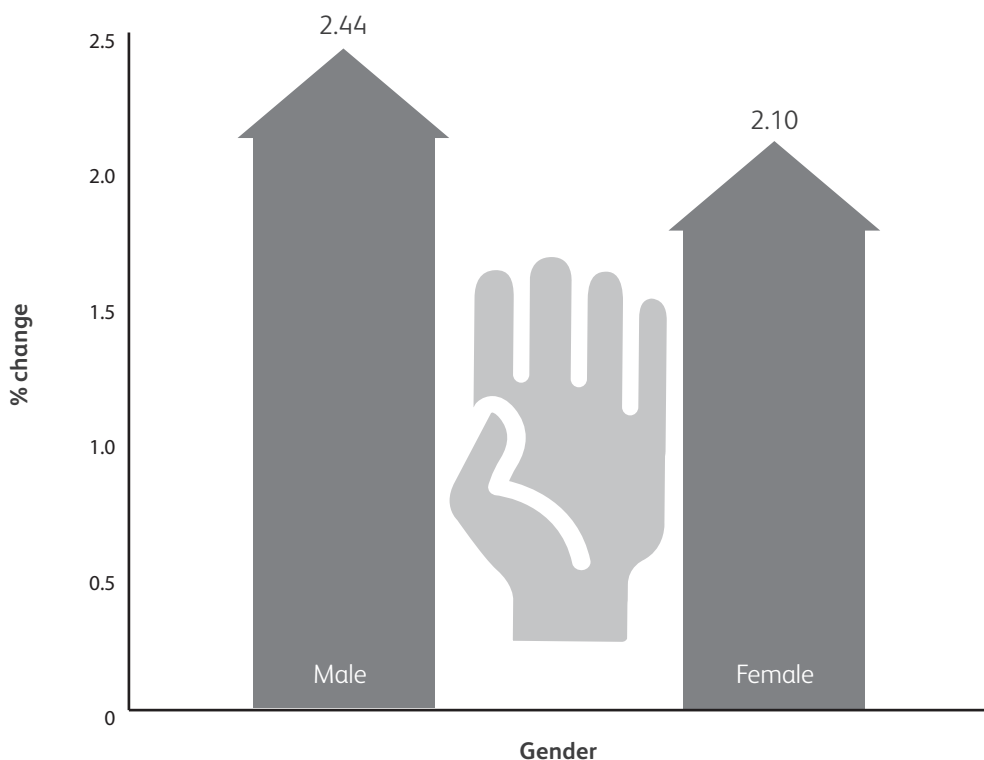
### 2.3 Helping a stranger

Liberia is the highest-ranked country for ‘helping a stranger’, with 81% of the population giving in this way in the month before the interview was conducted. Liberia was also ranked 1st for this behaviour in the 2010 Index, and has increased its score by five percentage points from 76%. The country ranked second is the United States of America (73%), and the country ranked third is Ghana (72%).

As mentioned in the previous section, the proportion of people claiming to have ‘helped a stranger’ in the previous month has seen the clearest gain at the global level, at over two percentage points. In line with this, both sexes and all age groups became more likely to help strangers.

The percentage of males and females who had ‘helped a stranger’ increased by more than two percentage points in each case, with males seeing marginally the strongest growth. The percentage of females who had ‘helped a stranger’ was 46%, compared with 48% of males.

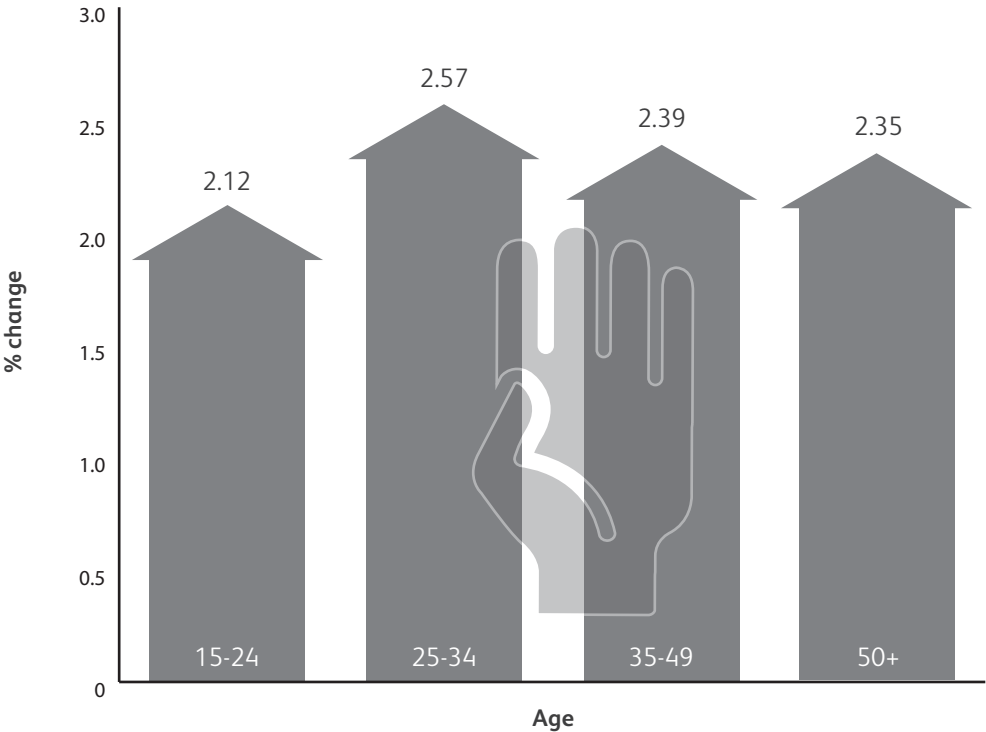
Figure 4a: Global percentage change in ‘helping a stranger’, by gender, 2010 – 2011





The 25-34 and 35-49 age groups saw the largest growth in the percentage of population 'helping a stranger'. This is the opposite of the changes described later in this section around 'volunteering time', where the 15-24 and 50+ age groups witnessed the largest growth. The percentage of population who 'helped a stranger' in each age band was as follows: 15-24 is 48%, 25-34 is 50%, 35-49 is 49% and 50+ is 44%.

Figure 4b: Global percentage change in 'helping a stranger', by age, 2010 – 2011



## 2.4 Volunteering of time

Turkmenistan remains the country with the highest percentage of the population claiming to 'volunteer time' at 61%. The country ranked second is Liberia (48%), and the country ranked third is Sri Lanka (46%).

Section 2.1 showed that globally, an upward shift of one percentage point had been recorded for this behaviour. Analysis by gender shows that the percentage of males and females that had 'volunteered time' in the month before their interview both grew at the global level. They did not, however, increase to a similar degree, the increase in the percentage of males that volunteered was 0.69%, in comparison with 0.39% for females. The percentage of females who had 'volunteered time' was 19%, compared with 22% of males.

Figure 5a: Global percentage change in the 'volunteering of time', by gender, 2010 – 2011

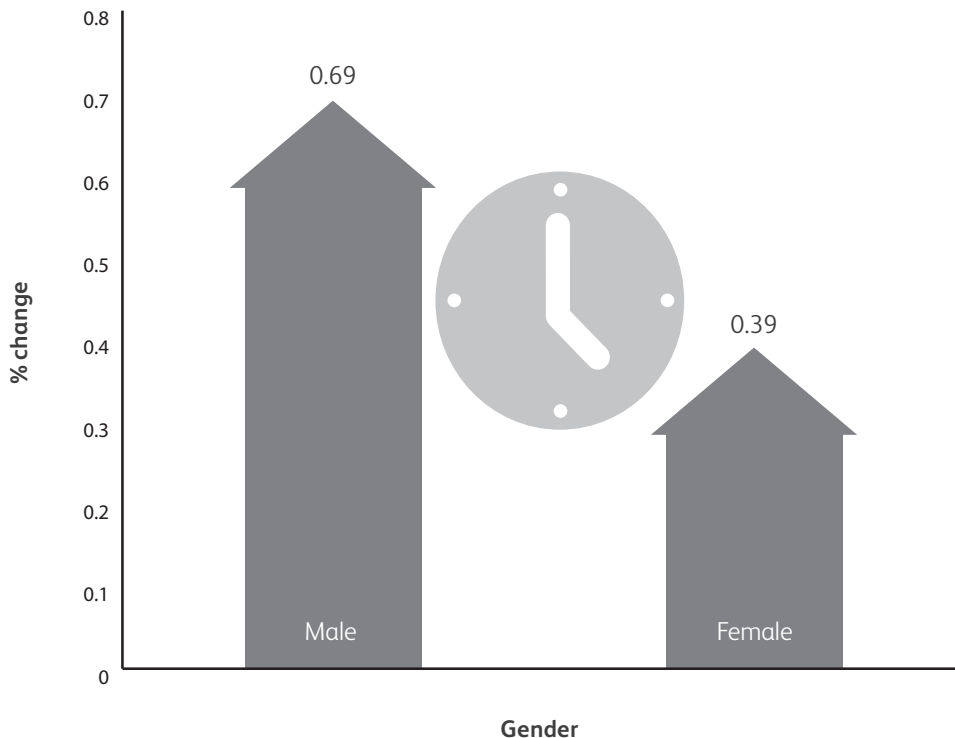
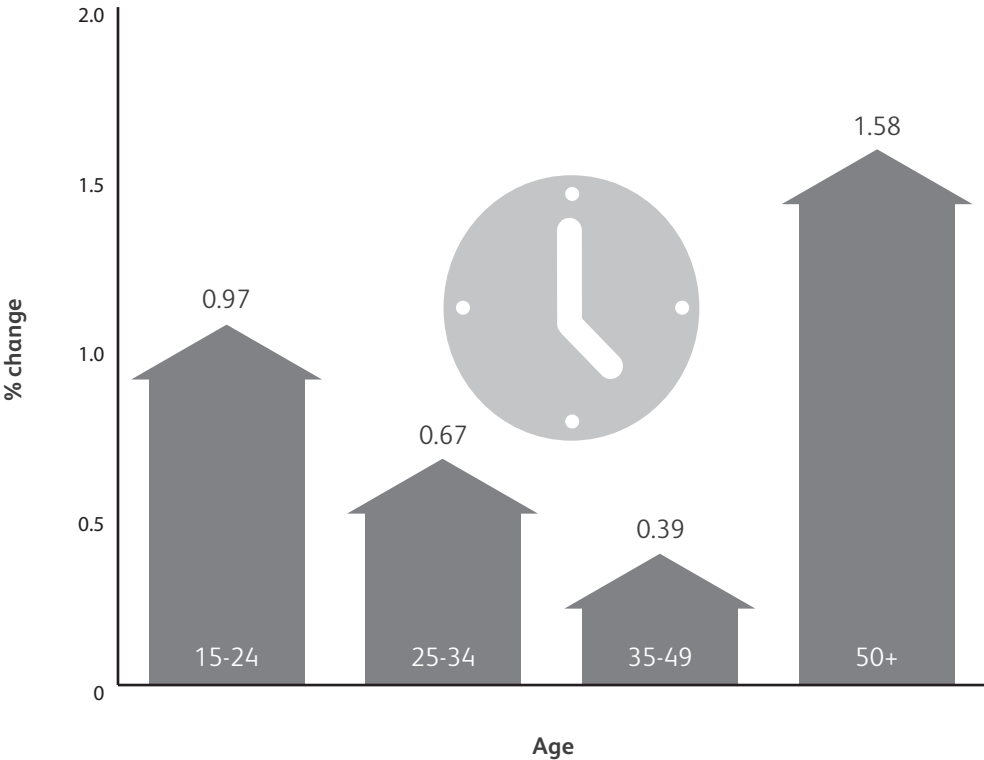


Figure 5b shows a particularly high rate of growth in volunteering among the world's population aged 50 or more. From the tens of thousands of people over the age of 50, who were interviewed for this survey, closer to two percentage points more of this age group stated that they had volunteered in the previous month than had claimed in the 2010 report. This rate of growth is almost four times greater than the rate of growth shown by those amongst 35-49 year-olds. Globally then, it is reasonable to conclude that growth in volunteerism is being driven by this oldest age group. The percentage of population who 'volunteered time' in each age band was as follows: 15-24 is 20%, 25-34 is 20%, 35-49 is 22% and 50+ is 20%.

Figure 5b: Global percentage change in the 'volunteering of time', by age, 2010 – 2011



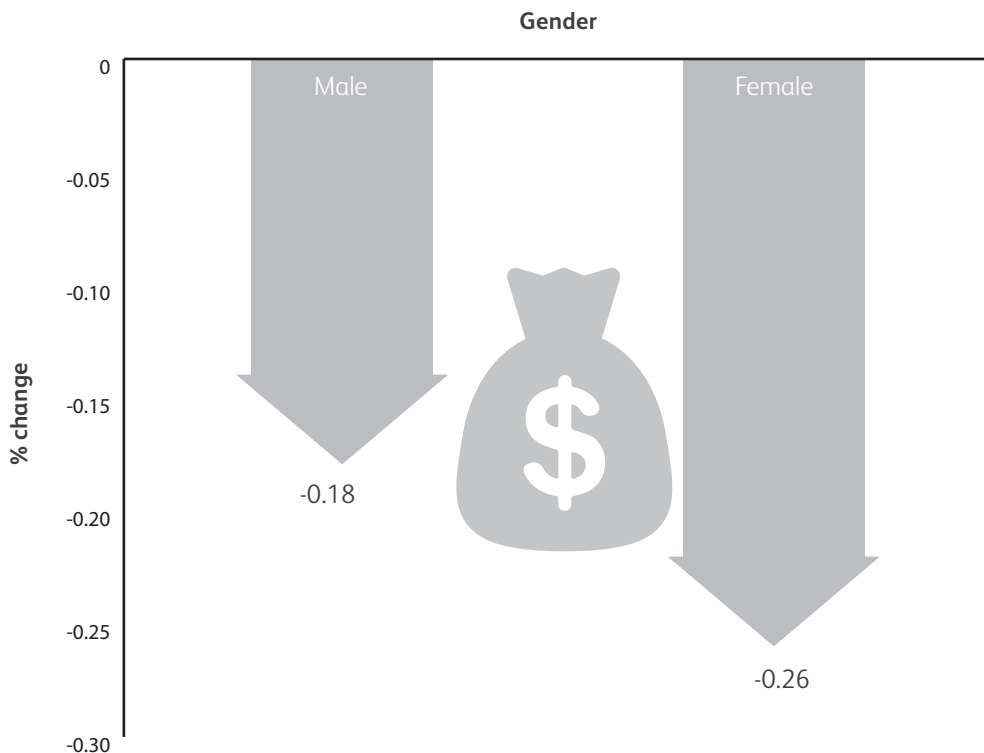
## 2.5 Giving money

In 2010 Malta was the highest-ranked country for 'giving money' at 83%, but Thailand has now become the top country for this giving behaviour, two percentage points higher at 85%. The country ranked second is the United Kingdom (79%), and the country ranked third is Ireland (75%).

Echoing the small downward shift in the percentage of the population 'giving money', of nearly one percentage point, the demographic changes over time are all small.

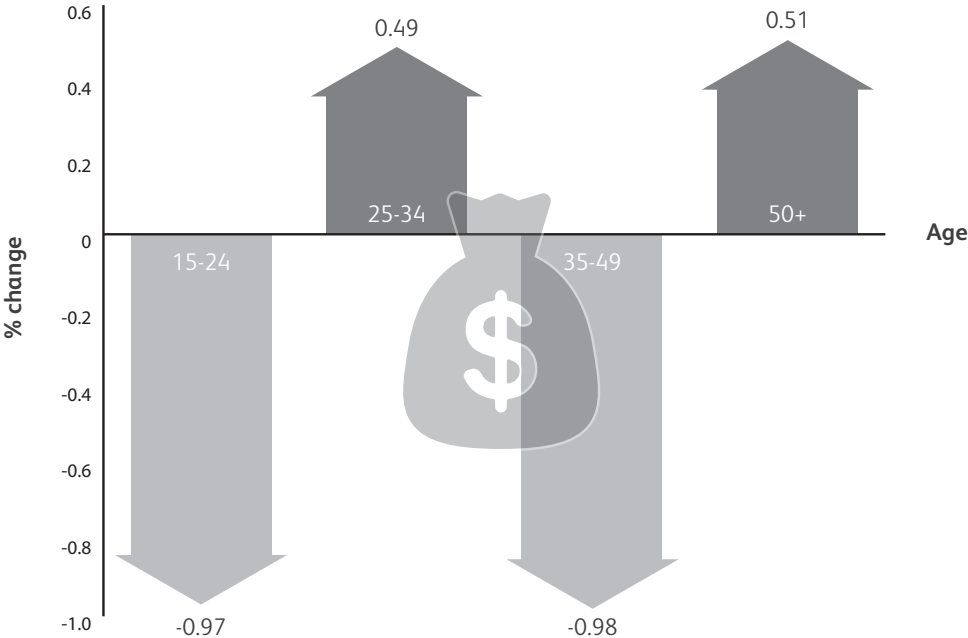
The percentage of population 'giving money' fell evenly for both males and females. The percentage of females who had 'given money' was 30%, compared with 29% males.

Figure 6a: Global percentage change in the 'giving of money', by gender, 2010 – 2011



An increase was found in the proportion of 25-34 and 50+ year-olds who claimed to have given money to charity in the month prior to interview, whilst engagement in the other two age groups dropped since the last World Giving Index report. It is not possible to arrive at a reasonable explanation of what is driving these changes from this data alone. This is a clear reminder of the need for deeper research into giving at the national level in order to explore demographic and other fluctuations. The percentage of population who 'donated money' in each age band was as follows: 15-24 is 23%, 25-34 is 29%, 35-49 is 31% and 50+ is 33%.

Figure 6a: Global percentage change in the 'giving of money', by age, 2010 – 2011



## Section 3

### *Regional comparisons*

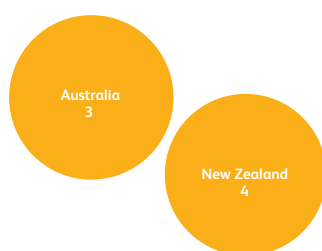
This section considers every region in turn and examines their member countries' World Giving Index ranking in 2010 and 2011, their World Giving Index score for each giving behaviour, and associated percentage point change. Where appropriate, external data sources are quoted to aid the understanding of why particular changes may have taken place in a country or region.

#### 3.1 Australasia

Australasia boasts the highest World Giving Index score of any of the thirteen regions. At 58%, it stands just one percentage point ahead of North America. It is important to note that these surveys were conducted before devastating floods crippled Queensland, Australia in January 2011<sup>2</sup> and the tragic earthquake that struck New Zealand in February 2011<sup>3</sup>, so any change in giving behaviour after these disasters is not captured in this year's analysis.

In 2010 Australia and New Zealand had ranked joint first in the World Giving Index, but they now sit in 3rd and 4th place respectively, behind the USA and Ireland. Despite this, the region has retained its top ranking with both countries being very evenly matched in terms of their World Giving Index scores. In comparison, North America's two countries, the USA and Canada, score less consistently well in the World Giving Index, and so are ranked six places apart.

For the second year running, Australia and New Zealand are placed next to each other towards the top of the World Giving Index table. This echoes the fact that they are both ranked in the top three countries in the world in terms of their Human Development Index<sup>4</sup>. For each of the three giving behaviours, eight percentage points or less separates the two countries. In Australia, the 'giving of money' occurs more frequently than the other giving behaviours, with 71% helping in this way, followed closely by 'helping a stranger' at 68%. In New Zealand, however, the pattern is reversed, with 69% of the population 'helping a stranger' and 63% 'giving money'. 'Volunteering time' was the least common giving behaviour in both countries by far, at 39% in New Zealand and 36% in Australia.



**Table 2: World Giving Index ranking, percentage scores and percentage change for the countries in Australasia, 2011**

	2011 World Giving Index ranking	2011 World Giving Index % score	% giving money	% volunteering time	% helping a stranger	2010 World Giving Index ranking	% point score change
Australia	3	58	71	36	68	1	1
New Zealand	4	57	63	39	69	1	0

2 [www.bbc.co.uk/news/world-asia-pacific-12204001](http://www.bbc.co.uk/news/world-asia-pacific-12204001)

3 [www.bbc.co.uk/news/world-asia-pacific-12563177](http://www.bbc.co.uk/news/world-asia-pacific-12563177)

4 <http://hdr.undp.org/en/statistics/>

### 3.2 Central and Eastern Europe

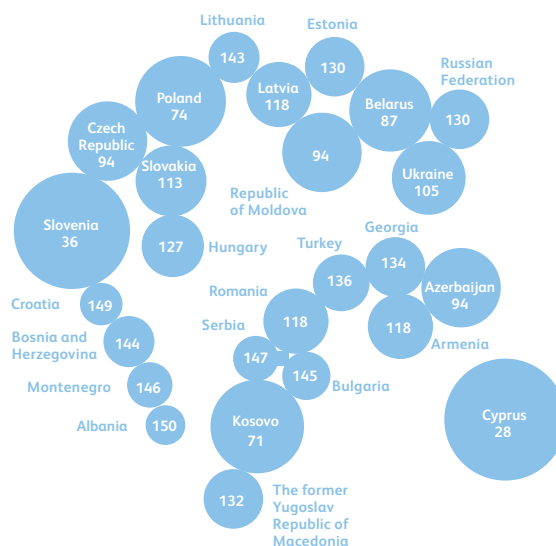
In Central and Eastern Europe there is an upward trend in the World Giving Index scores, with fourteen of the twenty-six countries experiencing an increase. ‘Helping a stranger’ is particularly prominent in this region; in all except one country, this is more commonplace than ‘giving money’ or ‘volunteering time’.

Cyprus remains the highest ranked country in the region, gaining 22 places in 2011 to reach 28th position, with a World Giving Index score of 43%. The country boasts the highest percentage of its population ‘helping a stranger’. At 58%, this is a full ten percentage points above the next highest-ranked country, and places Cyprus in 29th place globally on this behaviour. The other country that has entered the top 50, thanks to even increases across all behaviours, is Slovenia.

Cyprus is one of a number of countries in the region with World Giving Index scores that have improved markedly. In fact it is the Ukraine, that has enjoyed the largest growth in its World Giving Index score (thirteen percentage points, or 45 places) over the past year. It was closely followed by Kosovo (twelve percentage points, 50 places), which is one of the ‘youngest’ countries in the world, and the only country in the region where ‘giving money’ was found to be the most common giving behaviour.

Albania, however, has experienced the largest regional drop in its World Giving Index score, of ten percentage points, down to 14%. Its ranking of 150th makes it the lowest ranked country in Central and Eastern European in the 2011 Index.

*For table please see overleaf*



**Table 3: World Giving Index ranking, percentage scores and percentage change for the countries in Central and Eastern Europe, 2011**

	2011 World Giving Index ranking	2011 World Giving Index % score	% giving money	% volunteering time	% helping a stranger	2010 World Giving Index ranking	% point score change
Cyprus	28	43	45	26	58	50	7
Slovenia	36	41	40	34	48	62	7
Kosovo	71	33	44	16	39	121	12
Poland	74	32	39	13	45	81	4
Belarus	87	29	16	35	36	106	4
Azerbaijan	94	28	18	23	42	67	-5
Czech Republic	94	28	29	18	36	81	-1
Republic of Moldova	94	28	18	21	44	100	1
Ukraine	105	26	11	30	37	150	13
Slovakia	113	25	25	16	33	112	0
Armenia	118	23	10	11	47	115	0
Latvia *	118	23	16	18	34	115	0
Romania	118	23	25	5	38	142	7
Hungary	127	22	20	8	37	121	1
Estonia *	130	21	12	15	37	121	0
Russian Federation	130	21	5	23	36	138	3
The former Yugoslav Republic of Macedonia	132	21	24	8	31	91	-6
Georgia	134	21	4	21	37	134	2
Turkey	136	20	14	7	40	134	2
Lithuania	143	18	7	9	38	147	4
Bosnia & Herzegovina	144	18	16	4	33	121	-3
Bulgaria	145	17	13	5	32	141	0
Montenegro	146	16	11	6	31	138	-2
Serbia	147	16	14	4	29	150	2
Croatia	149	15	11	4	29	119	-7
Albania	150	14	12	6	24	112	-10

\* Data has not been updated since the World Giving Index 2010



### 3.3 Central America

Across the eight countries that make up the Central America region, there has been relatively little change in the past year; and a negligible drop in the overall World Giving Index score of just one percentage point. Moreover, the changes in each individual country have not been dramatic, with no more than a three percentage point swing in the World Giving Index score in any of the countries.

Guatemala is the top ranked country in Central America, in 29th place globally. It is a country with a very young population<sup>5</sup>, and also the country with the highest percentage of population 'giving money' (43%) in the region. When it is ranked globally on this behaviour, it is placed at 32nd alongside Norway and the region of Somaliland. Despite having the highest World Giving Index ranking in the region, Guatemala actually dropped seven places on the full index between 2010 and 2011.

Costa Rica and Belize remain in 2nd and 3rd places in the region. El Salvador is the country that experienced the biggest positive improvement in its World Giving Index score between 2010 and 2011 (up three percentage points).

Similar to Central and Eastern Europe, 'helping a stranger' remains the dominant giving behaviour in this region. The second most popular charitable act was 'giving money', with every country except Belize having a higher percentage of population 'giving money' than 'volunteering time'. In Belize, the percentage of population 'giving money' and 'volunteering time' was the same, at 27%.



**Table 4: World Giving Index ranking, percentage scores and percentage change for the countries in Central America, 2011**

	2011 World Giving Index ranking	2011 World Giving Index % score	% giving money	% volunteering time	% helping a stranger	2010 World Giving Index ranking	% point score change
Guatemala	29	43	43	33	52	22	-1
Costa Rica	47	37	36	24	51	36	-2
Belize *	59	35	27	27	50	59	0
Mexico	67	34	28	25	49	67	2
Panama	71	33	33	24	42	66	0
Honduras	80	31	34	24	35	62	-3
Nicaragua	102	27	25	17	38	76	-3
El Salvador	108	26	20	15	42	115	3

\* Data has not been updated since the World Giving Index 2010

5 [www.countriesquest.com/central\\_america/guatemala/people.htm](http://www.countriesquest.com/central_america/guatemala/people.htm)

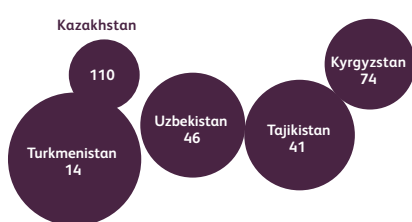
Three countries have dropped down the rankings by more than ten places; Costa Rica (11 places), Honduras (18 places) and Nicaragua (26 places). In each case the drop was caused by a World Giving Index score drop of just two or three percentage points. In Honduras and Costa Rica, the giving behaviour that most affected the change in the countries' rankings between 2010 and 2011 was 'helping a stranger', which dropped by six and four percentage points respectively. In Nicaragua however, 'giving money' was the main reason for the fall, dropping by five percentage points.

In this region, only El Salvador improved its ranking, by seven places to 108th yet it remains the lowest-ranked country in this region. El Salvador's growth is mainly accounted for by a growth of five percentage points in 'giving money' between 2010 and 2011.

### 3.4 Central Asia

There are five countries in this region, all republics of the former Soviet Union. Overall in Central Asia there is a four percentage point increase in the World Giving Index scores since the 2010 report.

Kyrgyzstan, which in 2010 declared a state of emergency after ethnic clashes<sup>6</sup>, experienced the largest percentage point change in World Giving Index score of eleven percentage points, which also gave it a boost of 47 places in the main Index taking it into the top 100 at 74th place. The behaviour which increased the most between the 2010 and 2011 reports is 'helping a stranger', which rose by fifteen percentage points.



**Table 5: World Giving Index ranking, percentage scores and percentage change for the countries in Central Asia, 2011**

	2011 World Giving Index ranking	2011 World Giving Index % score	% giving money	% volunteering time	% helping a stranger	2010 World Giving Index ranking	% point score change
Turkmenistan *	14	47	17	61	62	14	0
Tajikistan	41	39	24	44	48	50	3
Uzbekistan	46	37	20	41	51	59	3
Kyrgyzstan	74	32	15	36	46	121	11
Kazakhstan	110	25	12	25	39	121	4

\* Data has not been updated since the World Giving Index 2010

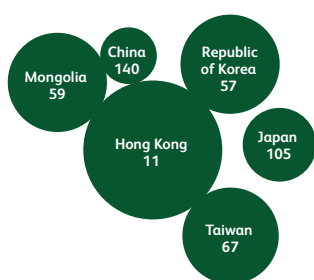
6 [www.bbc.co.uk/worldservice/news/2010/04/100407\\_kyrgyzstan\\_wup\\_sl.shtml](http://www.bbc.co.uk/worldservice/news/2010/04/100407_kyrgyzstan_wup_sl.shtml)

The highest-ranked country remains Turkmenistan, which is ranked 14th place globally. It is the only country where either of the other two giving behaviours comes close to being on a par with ‘helping a stranger’ (which is the most common giving measure in every country in the region). In Turkmenistan, the percentage of population ‘helping a stranger’ (62%) is only one percentage point higher than for ‘volunteering time’ (61%), yet both are much higher than ‘giving money’ at just 17%.

The bottom ranked country in the region is Kazakhstan, which is now at 110th place, up from 121st place in 2010.

### 3.5 Eastern Asia

Similar to Central Asia, the Eastern Asia region has experienced an overall growth in its World Giving Index score of four percentage points since the 2010 report. It is a region containing six countries, including three of the four ‘Asian Tigers’<sup>7</sup>. This year’s report points to uniform increases in giving behaviours across the populations of all the region’s member countries. Each country has risen up the rankings, with rises of between three and six percentage points in World Giving Index score. In each of the countries in Eastern Asia, except Hong Kong and Japan, the most common giving behaviour is ‘helping a stranger’. The least prominent of the three giving behaviours (with the exception of Japan) is ‘volunteering time’.



**Table 6: World Giving Index ranking, percentage scores and percentage change for the countries in Eastern Asia, 2011**

	2011 World Giving Index ranking	2011 World Giving Index % score	% giving money	% volunteering time	% helping a stranger	2010 World Giving Index ranking	% point score change
Hong Kong	11	49	73	16	59	18	5
Republic of Korea	57	35	34	27	44	81	6
Mongolia	59	35	36	28	40	67	3
Taiwan	67	34	39	19	44	72	3
Japan	105	26	24	28	26	119	4
China	140	20	14	4	41	147	5

\* Data has not been updated since the World Giving Index 2010

7 [http://en.wikipedia.org/wiki/Four\\_Asian\\_Tigers](http://en.wikipedia.org/wiki/Four_Asian_Tigers)

Hong Kong and China both see identical World Giving Index increases of five percentage points and seven ranking places. Hong Kong's rise takes it to 11th position globally, in large part due to the proportion of the population that had 'given money' (73%) in the previous month. Hong Kong is in fact ranked 5th globally on this measure, behind only Thailand, the UK, Ireland and the Netherlands.

China's increase in giving behaviour however is due mainly to a thirteen percentage point increase in those 'helping a stranger'. It may be possible that the tragic April 2010 Qinghai Province earthquake<sup>8</sup> could to some extent have driven this marked increase.

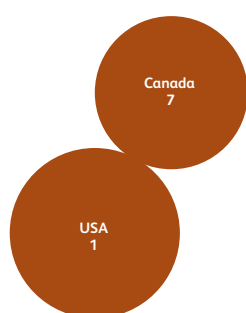
The Republic of Korea, which appears second in the list for this region, has experienced the greatest growth in World Giving Index ranking in Eastern Asia, moving from 81st in 2010 to 57th in 2011 by virtue of a six percentage point change in its World Giving Index score.

Mongolia has increased its ranking in the World Giving Index by eight places, to be placed 59th.

### 3.6 North America

North America has experienced an increase in its World Giving Index score of two percentage points from 2010, rising to 57%. The region's score is now second to Australasia by only one percentage point. In both the USA and Canada, 'helping a stranger' is the most common giving behaviour, followed by 'giving money' and then 'volunteering time'.

Despite being impacted so evidently by the global economic crisis, the USA has become the new number one ranked country in 2011. It has moved ahead of both Australia and New Zealand, the previous joint-leaders, by increasing its World Giving Index score from 55% to 60%. Canada, meanwhile, has dropped four places in the World Giving Index, from joint 3rd to 7th place.



**Table 7: World Giving Index ranking, percentage scores and percentage change for the countries in North America, 2011**

	2011 World Giving Index ranking	2011 World Giving Index % score	% giving money	% volunteering time	% helping a stranger	2010 World Giving Index ranking	% point score change
United States of America	1	60	65	43	73	5	6
Canada	7	54	62	34	65	3	-2

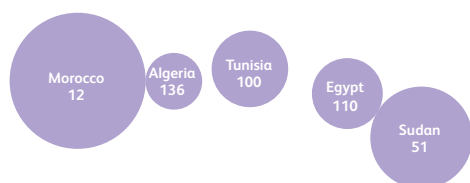
<sup>8</sup> <http://news.bbc.co.uk/1/hi/8619135.stm>

The rise in the USA's score has been achieved not by being dominant in one particular giving behaviour, but by being strong in each behaviour. It is 2nd globally for 'helping a stranger', 5th for 'volunteering time' and 10th for 'giving money'. This six percentage point increase in its World Giving Index score is mirrored by recent research showing a three percentage point increase in terms of actual monetary giving (up to \$212 billion) in the USA in 2010<sup>9</sup>.

### 3.7 Northern Africa

Northern Africa has been a geo-political focal point in the year prior to publication of this report because of the 'Arab Spring'<sup>10</sup>; the wave of protests and demonstrations that began in Tunisia in December 2010, and has since spread to various countries in the region<sup>11</sup>. It is important to note that all of the countries in Northern Africa were surveyed prior to these developments. When looked at as a region, Northern Africa experienced overall a one percentage point drop in its World Giving Index score between 2010 and 2011.

From the five countries that make up Northern Africa, only Morocco, the highest ranked country in the region in 2010 and 2011, has improved its World Giving Index ranking, from 33rd to 12th place. This increase is due to a 14 percentage point increase in the incidence of 'helping a stranger'. Egypt's World Giving Index score remains static at 25%, which, given the increased scores of other countries outside the region, led to a drop down the rankings from 100th to 110th place in the global rankings. Sudan, Tunisia and Algeria all experienced drops in their World Giving Index scores, which caused drops in the World Giving Index rankings, with Algeria dropping 30 places to 136th, the largest drop in Northern Africa.



**Table 8: World Giving Index ranking, percentage scores and percentage change for the countries in Northern Africa, 2011**

	2011 World Giving Index ranking	2011 World Giving Index % score	% giving money	% volunteering time	% helping a stranger	2010 World Giving Index ranking	% point score change
Morocco	12	48	72	14	58	33	8
Sudan	51	36	16	22	70	39	-2
Tunisia	100	27	15	12	55	72	-3
Egypt	110	25	21	6	49	100	0
Algeria	136	20	9	8	44	106	-5

9 [http://big.assets.huffingtonpost.com/GivingUSA\\_2011\\_ExecSummary\\_Print-1.pdf](http://big.assets.huffingtonpost.com/GivingUSA_2011_ExecSummary_Print-1.pdf)

10 [http://en.wikipedia.org/wiki/Arab\\_Spring](http://en.wikipedia.org/wiki/Arab_Spring)

11 <http://news.bbc.co.uk/1/hi/programmes/gmt/9399647.stm>

'Helping a stranger' is the most commonly occurring giving behaviour in each country, except in Morocco where the most prevalent form of generosity is 'giving money' at 72% of the population. This places Morocco in joint 6th place globally with Indonesia for 'giving money' in 2011. It is not clear why Morocco should demonstrate higher levels of 'giving money' than neighbouring Arab countries.

Sudan has the highest percentage of population 'helping a stranger' at 70%, which places it in 7th place for this behaviour globally, behind five other African countries and the USA.

### 3.8 South America and the Caribbean

South America and the Caribbean is made up of 16 countries, making it one of the larger regions. The World Giving Index scores for countries in this region range from 22% to 45%, and as a result this region is ranked 9th with a World Giving Index score of 33%, an increase of one percentage point from 2010. The range in the rankings of the countries in the region has expanded, by virtue of two countries in 2011 being placed lower down than in 2010.

The people of Haiti were interviewed in July 2010, six months after the catastrophic magnitude 7 earthquake that struck on 12 January 2010. The country has seen a slight drop in its World Giving Index score of three percentage points since the 2010 World Giving Index report was published. There has, however, been a subtle increase of two percentage points between the two years in the percentage of people claiming to have 'helped a stranger'. (It is important to remember that the questions specifically ask about behaviour in the previous month, and so any medium-term change in behaviour in the immediate aftermath of the earthquake would not have been captured by the survey).

Despite having one of the lowest GDPs in the region<sup>12</sup>, Guyana is the only country in the region ranked inside the top 20, at 18th place, with a World Giving Index score of 45%. Trinidad and Tobago, 2nd in the region, is the highest ranked country in terms of the Human Development Index at 59th<sup>13</sup> place. Paraguay, Chile and Colombia complete the list of five highest-ranked countries in this region.

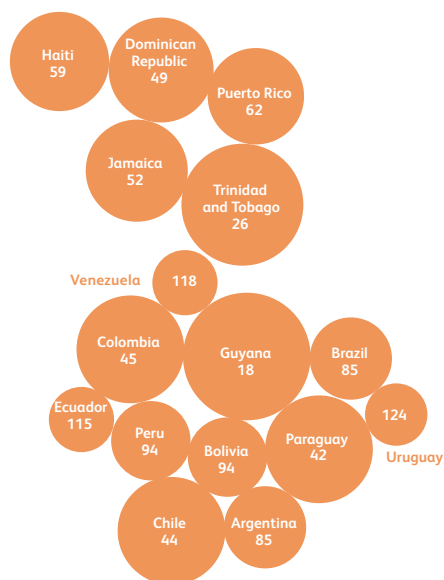
Only Paraguay, the Dominican Republic, Columbia and Peru improved their ranking in South America. Paraguay was the fourth biggest mover in the global Index, jumping 64 places to 42nd, and improved its World Giving Index score by thirteen percentage points to reach 38%. This increase was driven by a big increase in two behaviours; 'volunteering time' (eighteen percentage points) and 'helping a stranger' (fifteen percentage points).

Uruguay experienced the largest percentage point drop in their World Giving Index score in the region (four percentage points), and as a result its ranking dropped from 100th to 124th place, making it the bottom ranked country in the region in 2011. This drop in their World Giving Index score was caused by decreases in each giving behaviour, with 'helping a stranger' dropping the most, by five percentage points.

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12 [www.imf.org/external/pubs/ft/weo/2010/02/weodata/index.aspx](http://www.imf.org/external/pubs/ft/weo/2010/02/weodata/index.aspx)

13 [www.beta.undp.org/content/dam/undp/library/corporate/HDR/HDR\\_2010\\_EN\\_Complete\\_reprint-1.pdf](http://www.beta.undp.org/content/dam/undp/library/corporate/HDR/HDR_2010_EN_Complete_reprint-1.pdf)



**Table 9: World Giving Index ranking, percentage scores and percentage change for the countries in South America and the Caribbean, 2011**

	2011 World Giving Index ranking	2011 World Giving Index % score	% giving money	% volunteering time	% helping a stranger	2010 World Giving Index ranking	% point score change
Guyana *	18	45	36	33	67	16	0
Trinidad & Tobago *	26	43	45	25	60	22	0
Paraguay	42	38	36	35	43	106	13
Chile	44	38	44	16	53	39	0
Columbia	45	38	25	24	64	50	2
Dominican Republic	49	37	23	33	54	62	3
Jamaica *	52	36	28	18	61	50	0
Haiti	59	35	36	31	37	39	-3
Puerto Rico *	62	34	30	18	55	62	0
Argentina	85	29	22	16	50	76	0
Brazil	85	29	26	14	48	76	0
Bolivia	94	28	19	20	44	72	-3
Peru	94	28	22	19	42	91	1
Ecuador	115	23	22	16	31	115	0
Venezuela	118	23	17	11	40	112	-1
Uruguay	124	22	17	12	38	100	-4

\* Data has not been updated since the World Giving Index 2010

In every country in the region, 'helping a stranger' is the most popular giving behaviour, with Guyana the highest placed country on this measure, at 67%. In all but two countries (the Dominican Republic and Bolivia), 'giving money' is the second most common giving behaviour. Trinidad and Tobago has the highest percentage of population 'giving money' at 45%.

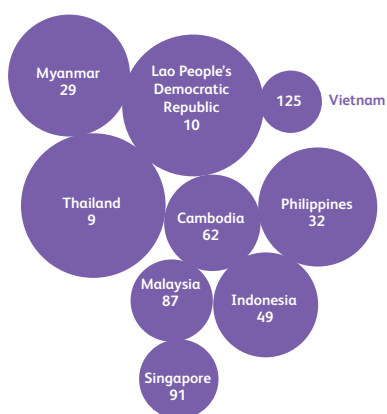
It is important to note that in this region four countries (Guyana, Trinidad and Tobago, Jamaica and Puerto Rico) had not had their data updated by Gallup since the 2010 Index, and so any changes in their ranking are due to other countries' movements in the World Giving Index rankings.

### 3.9 South Eastern Asia

South Eastern Asia has a World Giving Index score of 37% and is ranked 4th globally. There are nine countries in the region, with the two highest ranked countries (Thailand and Lao People's Democratic Republic) both sitting inside the top 10 World Giving Index ranking globally, placed at 9th and 10th respectively.

The majority of countries in the region have improved their World Giving Index score. In particular, Cambodia has seen an increase of 18%. The range in the ranking of the countries has not varied greatly since 2010, although there has been a general upward shift, with six countries higher up the rankings than in 2010, and two lower.

In six of the nine countries in this region, 'giving money' is the most common giving behaviour. This is in contrast to Eastern Asia, where 'helping a stranger' is more common. Thailand is the country in the region with by far the greatest likelihood to give money to charity (at 85%). It is the leading country globally in terms of likelihood to give money to charity, six percentage points ahead of the UK.



**Table 10: World Giving Index ranking, percentage scores and percentage change for the countries in South Eastern Asia, 2011**

	2011 World Giving Index ranking	2011 World Giving Index % score	% giving money	% volunteering time	% helping a stranger	2010 World Giving Index ranking	% point score change
Thailand	9	51	85	17	50	25	8
Lao People's Democratic Republic *	10	50	64	32	53	11	0
Myanmar *	29	43	36	40	52	22	0
Philippines	32	42	28	41	57	50	6
Indonesia	49	37	72	13	25	50	1
Cambodia	62	34	54	10	39	142	18
Malaysia	87	29	37	20	30	76	-1
Singapore	91	28	41	11	33	91	2
Vietnam	125	22	23	12	31	138	4

\* Data has not been updated since the World Giving Index 2010



Cambodia saw by far the largest growth at eighteen percentage points, which resulted in a movement of 80 places taking it into the top 100 countries globally, at 62nd. While the percentage of population reporting each giving behaviour has increased in Cambodia, 'helping a stranger' grew by a remarkable twenty-six percentage points, 'giving money' by twenty percentage points, and 'volunteering time' by eight percentage points.

The Lao People's Democratic Republic has not had updated data from Gallup since the 2010 Index. Nevertheless because of other movements, its World Giving Index ranking has risen by one place. Myanmar is the only other country in the region that has not been updated, and has dropped by seven places. Singapore, the world's fourth largest financial centre<sup>14</sup>, which has more millionaire households as a percentage of all households than any other country<sup>15</sup>, sees its World Giving Index ranking remain the same as in 2011.

### 3.10 Southern Asia

Southern Asia is a particularly interesting region, because it experienced the largest World Giving Index percentage score rise from 2010 to 2011, from 26% to 37%. It is clear that this jump is fuelled primarily by the increase in 'helping a stranger' (sixteen percentage points), and by the increase in 'giving money' (ten percentage points). The substantial increases in this region have led to Southern Asia's global ranking of 5th with a score of 37%.

In total the region includes five countries, all of which sit in the World Giving Index top 100. At a global level Sri Lanka's World Giving Index score of 51% gives it a ranking of 8th. It may be viable that underlying economics is part of the reason for Sri Lanka's high ranking; the country is ranked ninth by the IMF in terms of countries with the fastest growing economies<sup>16</sup>. Its high score is due to a very even balance across the three giving behaviours involved. Although it boasts a dramatically higher ranking than the other countries in the region, Sri Lanka was actually the only country in Southern Asia not to see an increase in its World Giving Index score this year.

In southern Asia, it seems that natural disasters did have a noticeable impact on giving in some countries. Bangladesh, India and Pakistan all experienced widespread flooding and other emergencies in 2010.

Tragedy struck first in India, when there was a cold wave in the region in January 2010<sup>17</sup>, followed by a cyclone in May 2010<sup>18</sup>. As the survey took place at this time, between May and June 2010, it is likely that increased giving will have been recorded. India has indeed experienced a marked rise up the World Giving Index rankings, from 134th to 91st place.

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14 'The Global Financial Centres Index' (2011) p4 [www.zyen.com/GFCI/GFCI%209.pdf](http://www.zyen.com/GFCI/GFCI%209.pdf)

15 'Regaining Lost Ground: resurgent markets and new opportunities' (2010), p16 [www.bcg.com/documents/file49905.pdf](http://www.bcg.com/documents/file49905.pdf)

16 [www.cia.gov/library/publications/the-world-factbook/rankorder/2003rank.html](http://www.cia.gov/library/publications/the-world-factbook/rankorder/2003rank.html)

17 <http://reliefweb.int/taxonomy/term/6230>

18 <http://reliefweb.int/taxonomy/term/6741>

In Bangladesh, there was widespread flooding in April 2010<sup>19</sup>. Since the survey also took place in April 2010, it is likely that many people in Bangladesh will have been helping their neighbours at the time of the survey, and that the data will have been impacted accordingly. As a result, Bangladesh rose in the index by 68 places. There were also landslides and more floods in June 2010<sup>20</sup>, which will not be reflected in the survey.

Pakistan is the country that had the largest jump in the rankings globally of 108 places, moving from 142nd to 34th in 2011. In Pakistan, there were landslides and floods in January 2010<sup>21</sup> and then widespread floods in July 2010<sup>22</sup> that resulted in a surge of international aid and overseas charitable donations being sent to the country. However, the floods and the increase in Pakistan's score seem not to be connected to the international interest in the July 2010 disaster, as the survey was conducted in May 2010. These floods therefore did not lead to Pakistan's twenty-six percentage point rise in its World Giving Index score. Possible explanations include a reaction to the tragic events in India and Bangladesh, reaction to local tensions<sup>23</sup>, and changes in sampling methodology<sup>24</sup>.

In both India and Pakistan, the percentage of population involved in each type of giving behaviours has increased markedly. In India, there was a fourteen percentage point growth in 'giving money', a nine percentage point rise in 'helping a stranger' and a growth of six percentage points in 'volunteering time'. In Pakistan, the growth in these percentages was even greater; with a thirty-one percentage point growth in 'giving money', a twenty-one percentage point increase in 'helping a stranger', and a growth of nineteen percentage points in 'volunteering time'.



**Table 11: World Giving Index ranking, percentage scores and percentage change for the countries in Southern Asia, 2011**

	2011 World Giving Index ranking	2011 World Giving Index % score	% giving money	% volunteering time	% helping a stranger	2010 World Giving Index ranking	% point score change
Sri Lanka	8	51	53	46	55	8	-2
Pakistan	34	42	51	27	47	142	26
Bangladesh	78	32	18	14	63	146	16
Nepal	84	30	27	22	40	100	3
India	91	28	28	18	39	134	10

19 [www.irinnews.org/printreport.aspx?reportid=88716](http://www.irinnews.org/printreport.aspx?reportid=88716)

20 [www.bbc.co.uk/news/10315737](http://www.bbc.co.uk/news/10315737)

21 [http://reliefweb.int/taxonomy/term/6461?sl=environment-term\\_listing%252Ctaxonomy\\_index\\_tid\\_country-119](http://reliefweb.int/taxonomy/term/6461?sl=environment-term_listing%252Ctaxonomy_index_tid_country-119)

22 [www.bbc.co.uk/news/world-south-asia-10815265](http://www.bbc.co.uk/news/world-south-asia-10815265)

23 <http://news.bbc.co.uk/1/hi/8308166.stm>

24 There was a change in Gallup's data collection agency in June 2009, and an improvement in sample coverage which may have had produced some of the differences between the 2009 and 2010 data

Nepal has also seen an increase in its World Giving Index percentage score, by three percentage points, but has improved its ranking by 16 places, reaching 84th place. While there were no natural disasters in Nepal in 2010, in September 2009 there was an earthquake in India close to the border which caused Nepalese casualties. However, this was seven months before the survey took place so it is unlikely to have had any bearing on the ranking change in Nepal. The increasing number of civil society organisations in Nepal may be having a long term impact on giving<sup>25</sup>.

### 3.11 Sub-Saharan Africa

Sub-Saharan Africa is the largest region with 36 countries. Overall, the region has a World Giving Index score of 29%, which represents a decrease of one percentage point from 2010. As a result the region is ranked 12th of the 13th global regions. For the first time, the region has two countries in the global top 20.

Nigeria and Liberia have experienced the two largest percentage point increases in the region, bringing them both to a World Giving Index score of 47%. Nigeria has seen a marked increase in its World Giving Index score, of eight percentage points, making it the highest-ranked country in the region. Liberia, which has the second lowest GDP in the region<sup>26</sup> but has seen the greatest increase at nine percentage points, now ranks 14th globally. Sierra Leone, which had been the highest-ranked country in the region last year, has conversely seen a marked fall in its World Giving Index score. The country has experienced a nineteen percentage point decline in 'volunteering time', a thirteen percentage point drop in 'giving money' and a three percentage point fall in 'helping a stranger'.

In every country in the region, 'helping a stranger' is the most common giving behaviour, ranging from 18% of the population in Madagascar to 81% in Liberia. Liberia remains in fact the highest ranked of all 153 countries surveyed on this behaviour. It should be added that Senegal, Nigeria, Sierra Leone and Ghana also appear in the top 10 countries globally for likelihood to 'help strangers', making this a behaviour which is very much synonymous with Sub-Saharan Africa. Otherwise, there is considerable variation across the region in terms of what is the second most common giving behaviour. In 20 countries 'volunteering time' is the second most common act, and in 12 'giving money' is the second most common.

The Central African Republic, one of the ten poorest countries in Africa<sup>27</sup>, has experienced the largest drop in the global rankings in Sub-Saharan Africa of 54 places, taking the country from 33rd to 87th place. This drop in ranking is second only to Italy, which dropped by 75 places. Madagascar has a particularly low percentage of its population 'giving money' at 6%, which ranks the country at joint 150th, with Cote d'Ivoire, for this behaviour. The country's low World Giving Index score of 12% means that it remains the lowest-ranked country in the World Giving Index.

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25 [www.asianphilanthropyforum.org/nepal/](http://www.asianphilanthropyforum.org/nepal/)

26 [www.imf.org/external/pubs/ft/weo/2011/01/weodata/weorept.aspx?sy=2010&ey=2010&scsm=1&ssd=1&sort=subject&ds=.&br=1&c=614%2C638%2C668%2C616%2C674%2C748%2C676%2C618%2C678%2C622%2C684%2C688%2C626%2C728%2C628%2C692%2C632%2C694%2C636%2C714%2C634%2C662%2C722%2C724%2C644%2C199%2C738%2C652%2C742%2C656%2C746%2C754%2C664%2C698&s=PPPPC&grp=0&a=&pr1.x=44&pr1.y=13](http://www.imf.org/external/pubs/ft/weo/2011/01/weodata/weorept.aspx?sy=2010&ey=2010&scsm=1&ssd=1&sort=subject&ds=.&br=1&c=614%2C638%2C668%2C616%2C674%2C748%2C676%2C618%2C678%2C622%2C684%2C688%2C626%2C728%2C628%2C692%2C632%2C694%2C636%2C714%2C634%2C662%2C722%2C724%2C644%2C199%2C738%2C652%2C742%2C656%2C746%2C754%2C664%2C698&s=PPPPC&grp=0&a=&pr1.x=44&pr1.y=13)

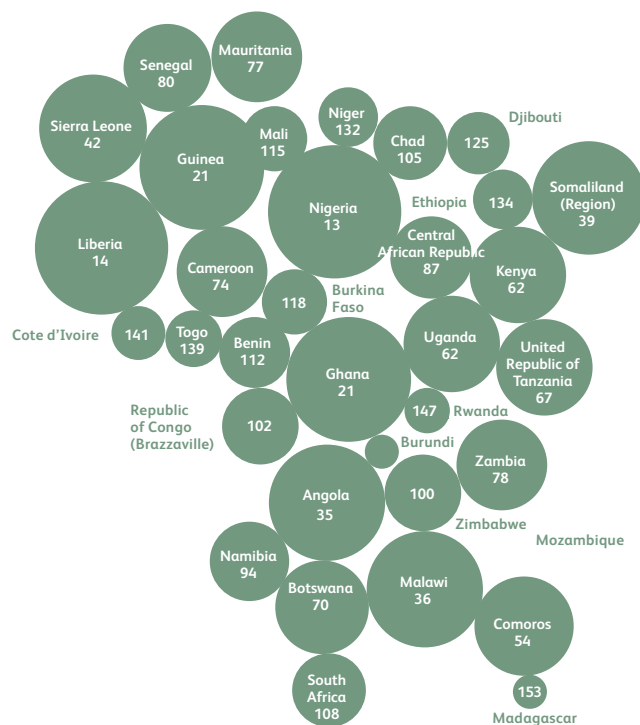
27 [www.einfopedia.com/poorest-countries-of-the-world-poorest-nations-by-gdp-per-capita.php#more-1719](http://www.einfopedia.com/poorest-countries-of-the-world-poorest-nations-by-gdp-per-capita.php#more-1719)

**Table 12: World Giving Index ranking, percentage scores and percentage change for the countries in Sub-Saharan Africa, 2011**

	2011 World Giving Index ranking	2011 World Giving Index % score	% giving money	% volunteering time	% helping a stranger	2010 World Giving Index ranking	% point score change
Nigeria	13	47	30	41	71	36	8
Liberia	14	47	11	48	81	39	9
Ghana	21	44	29	30	72	45	7
Guinea *	21	44	28	42	61	18	0
Angola *	35	41	24	39	61	29	0
Malawi *	36	41	29	35	58	29	0
Somaliland (Region)	39	40	43	17	60	39	2
Sierra Leone	42	38	16	26	72	11	-12
Comoros	54	35	20	28	58	86	7
Kenya	62	34	22	22	59	29	-6
Uganda	62	34	15	23	65	72	3
United Republic of Tanzania	67	34	31	18	53	33	-6
Botswana	70	33	17	17	66	67	1
Cameroon	74	32	20	14	63	81	4
Mauritania	77	32	29	16	51	67	0
Zambia	78	32	10	24	61	45	-5
Senegal	80	31	12	10	71	91	4
Central Africa Republic	87	29	10	20	57	33	-11
Namibia *	94	28	17	17	49	86	0
Zimbabwe	100	27	9	21	52	91	0
Republic of the Congo (Brazzaville) *	102	27	11	18	51	91	0
Chad	105	26	19	20	39	81	-3
South Africa	108	26	10	14	53	76	-5
Benin *	112	25	19	19	37	106	0
Mali	115	23	15	14	40	91	-4

	2011 World Giving Index ranking	2011 World Giving Index % score	% giving money	% volunteering time	% helping a stranger	2010 World Giving Index ranking	% point score change
Burkina Faso	118	23	12	10	46	129	2
Djibouti	125	22	13	11	42	86	-6
Democratic Republic of the Congo (Kinshasa)	127	22	9	14	42	121	1
Niger	132	21	10	5	48	100	-5
Ethiopia	134	21	16	13	33	106	-4
Mozambique *	136	20	12	14	35	129	0
Togo *	139	20	8	19	33	129	0
Cote d'Ivoire *	141	19	6	7	45	134	0
Rwanda *	147	16	15	11	21	142	0
Burundi *	152	12	9	7	21	152	0
Madagascar *	153	12	6	11	18	152	0

\* Data has not been updated since the World Giving Index 2010



### 3.12 Western and Southern Europe

Results in Western and Southern Europe paint a mixed picture; with nine of the nineteen countries experiencing an increase in their World Giving Index score, three seeing no change and seven seeing a decline. The region is ranked 3rd globally, with a 40% World Giving Index score, down one percentage point from 2010.

Western and Southern Europe has three countries in the top 10 globally; Ireland, the UK and the Netherlands. Ireland is now ranked 2nd globally, one percentage point behind the USA. Like the USA, Ireland has risen up the World Giving Index rankings despite being one of the countries hardest hit by the global economic downturn<sup>28</sup>.

Finland has enjoyed the greatest increase in World Giving Index score in the region, moving from 45th to 21st in the global ranking. This rise is accounted for by a growth in the percentage of population for each of the three giving behaviours, dominated by 'helping a stranger' which grew by ten percentage points.

Three countries, Austria, Switzerland and Italy, however, have seen marked drops. Most notably, the World Giving Index score for Italy fell by fifteen percentage points, leaving it with a score of 26% and moving it out of the top 30 down to 104th place; the clearest fall in terms of ranking of all countries in 2011. The decrease in Italy's World Giving Index score is mainly due to the proportion of Italians claiming to have given to charity almost halving from 62% in the 2010 report to 33% in the 2011 report. The 2010 data was actually captured between 21 April and 6 May 2009, therefore within a month of the tragic earthquake near the city of L'Aquila in the Abruzzo region of central Italy. It is highly probable then that there was a surge in giving in Italy in 2010. It may well be the case that the earthquake has also affected the data for Italy's neighbours Austria and Switzerland, in which case this may be viewed as a compelling example of cross-border giving.

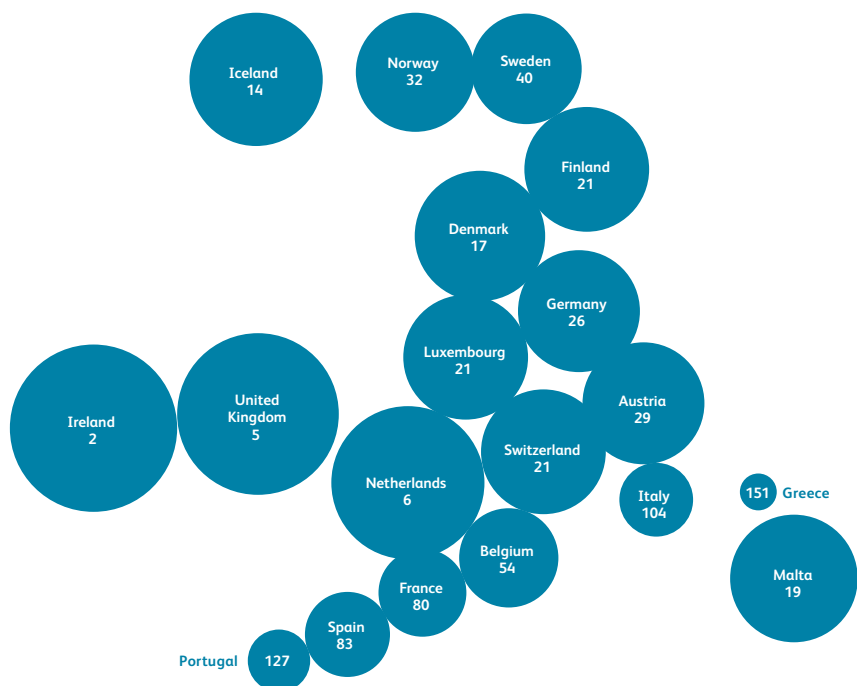
There are 11 countries in the region in which the most common giving behaviour is 'giving money' and eight countries where 'helping a stranger' is the most common. For all countries, 'volunteering time' is the least common giving behaviour. The UK shows the highest incidence of 'giving money' to charity at 79%, which places it 2nd globally behind Thailand at 85%. Ireland has the highest percentage of its population that had 'helped a stranger' in the previous month, at 65%.

'Volunteering time' is most common in Ireland, Norway and the Netherlands. In both Ireland and Norway the prevalence of monthly volunteering was found to be 38%, with the Netherlands just one percentage point behind. The Netherlands is one of only two countries from the top 10 countries in the global ranking that has a GDP (PPP) per capita that is within the International Monetary Fund's top 10 listing for 2010, in 9th place<sup>29</sup> (the other being the USA). Greece appears near the bottom of the World Giving Index in 151st place. It also has the lowest percentage of population volunteering in 2011 at 3% both in the region and globally.

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28 [www.independent.co.uk/news/world/europe/irish-economy-worst-hit-in-eurozone-1547150.html](http://www.independent.co.uk/news/world/europe/irish-economy-worst-hit-in-eurozone-1547150.html)

29 [www.imf.org/external/pubs/ft/weo/2010/02/weodata/index.aspx](http://www.imf.org/external/pubs/ft/weo/2010/02/weodata/index.aspx)



**Table 13: World Giving Index ranking, percentage scores and percentage change for the countries in Western and Southern Europe, 2011**

	2011 World Giving Index ranking	2011 World Giving Index % score	% giving money	% volunteering time	% helping a stranger	2010 World Giving Index ranking	% point score change
Ireland	2	59	75	38	65	3	4
United Kingdom	5	57	79	28	63	8	3
Netherlands	6	54	75	37	51	7	0
Iceland *	14	47	67	26	47	14	0
Denmark	15	46	64	24	49	18	2
Malta	19	45	65	25	44	13	-3
Finland	21	44	49	30	52	45	6
Luxembourg	21	44	55	29	47	25	1
Switzerland	21	44	54	28	49	5	-11
Germany	26	43	49	26	55	18	-1
Austria	29	43	50	27	51	10	-10
Norway *	32	42	43	38	45	25	0
Sweden	40	39	54	11	52	45	2
Belgium	54	35	42	26	38	50	-1
France	80	31	28	27	38	91	4
Spain	83	30	24	18	49	91	3
Italy	104	26	33	14	32	29	-15
Portugal	127	22	21	10	34	129	2
Greece	151	13	7	3	28	147	-1

\* Data has not been updated since the World Giving Index 2010

### 3.13 Western Asia/Middle East

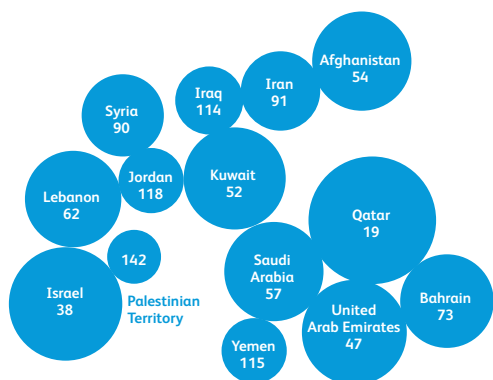
Some countries in this region were also affected in the spring and summer of 2011 by the 'Arab Spring'. However, all of the countries in Western Asia/Middle East were surveyed before the 'Arab Spring' began, so this will not have influenced the data.

Western Asia/Middle East has not experienced a change in its World Giving Index score since 2010, remaining at 32% and in 10th place globally, ahead of the two Africa regions and Central and Eastern Europe. Just four of the 14 countries in this region experienced a percentage point growth in their World Giving Index score, compared with seven who saw a drop and three with no change (one of which was Iran, which had not had its data updated by Gallup since the 2010 Index).

Qatar is the one country from this region in the top 20 globally, at 19th place, despite a drop of three places from 2010. Saudi Arabia experienced the biggest increase in global ranking of any country in the region, from 86th to 57th, mainly due to an increase in 'volunteering time', up from 12% of the population in 2010 to 21% in 2011. Syria witnessed the largest drop in the region of 31 places, resulting in it now being ranked in 90th place. This drop is accounted for mainly by a twelve percentage point decrease in 'giving money' and a seven percentage point decline in 'helping a stranger'.

With the exception of Israel, 'helping a stranger' is the most common giving behaviour across the countries of Western Asia/Middle East. Likelihood of 'helping a stranger' is greatest in Qatar, where 69% said they had done this in the month prior to interview. In each country, 'volunteering time' was the least common giving behaviour.





**Table 14: World Giving Index ranking, percentage scores and percentage change for the countries in Western Asia/Middle East, 2011**

	2011 World Giving Index ranking	2011 World Giving Index % score	% giving money	% volunteering time	% helping a stranger	2010 World Giving Index ranking	% point score change
Qatar	19	45	53	12	69	16	0
Israel	38	40	52	25	44	36	2
United Arab Emirates	47	37	45	12	54	50	1
Kuwait	52	36	38	20	49	25	-7
Afghanistan	54	35	29	20	57	39	-2
Saudi Arabia	57	35	35	21	49	86	7
Lebanon	62	34	40	11	52	45	-2
Bahrain	73	33	38	17	43	50	-4
Syria *	90	29	21	10	55	59	-6
Iran *	91	28	35	12	38	86	0
Iraq	114	24	15	10	48	106	0
Yemen	115	23	13	6	50	100	-3
Jordan	118	23	25	6	37	129	3
Palestinian Territory	142	19	11	9	37	121	-2

\* Data has not been updated since the World Giving Index 2010

## World Giving Index full table

	2011 World Giving Index ranking	2011 World Giving Index % score	% giving money	% volunteering time	% helping a stranger	2010 World Giving Index ranking	2010 World Giving Index % score
United States of America	1	60	65	43	73	5	55
Ireland	2	59	75	38	65	3	56
Australia	3	58	71	36	68	1	57
New Zealand	4	57	63	39	69	1	57
United Kingdom	5	57	79	28	63	8	53
Netherlands	6	54	75	37	51	7	54
Canada	7	54	62	34	65	3	56
Sri Lanka	8	51	53	46	55	8	53
Thailand	9	51	85	17	50	25	42
Lao People's Democratic Republic *	10	50	64	32	53	11	50
Hong Kong	11	49	73	16	59	18	44
Morocco	12	48	72	14	58	33	40
Nigeria	13	47	30	41	71	36	39
Iceland *	14	47	67	26	47	14	47
Liberia	14	47	11	48	81	39	38
Turkmenistan *	14	47	17	61	62	14	47
Denmark	17	46	64	24	49	18	44
Guyana *	18	45	36	33	67	16	45
Malta	19	45	65	25	44	13	48
Qatar	19	45	53	12	69	16	45
Finland	21	44	49	30	52	45	37
Ghana	21	44	29	30	72	45	37
Guinea *	21	44	28	42	61	18	44
Luxembourg	21	44	55	29	47	25	42
Switzerland	21	44	54	28	49	5	55
Germany	26	43	49	26	55	18	44
Trinidad & Tobago *	26	43	45	25	60	22	43
Cyprus	28	43	45	26	58	50	36
Austria	29	43	50	27	51	10	52
Guatemala	29	43	43	33	52	22	43

	2011 World Giving Index ranking	2011 World Giving Index % score	% giving money	% volunteering time	% helping a stranger	2010 World Giving Index ranking	2010 World Giving Index % score
Myanmar *	29	43	36	40	52	22	43
Norway *	32	42	43	38	45	25	42
Philippines	32	42	28	41	57	50	36
Pakistan	34	42	51	27	47	142	16
Angola *	35	41	24	39	61	29	41
Slovenia	36	41	40	34	48	62	34
Malawi *	36	41	29	35	58	29	41
Israel	38	40	52	25	44	36	39
Somaliland (Region)	39	40	43	17	60	39	38
Sweden	40	39	54	11	52	45	37
Tajikistan	41	39	24	44	48	50	36
Sierra Leone	42	38	16	26	72	11	50
Paraguay	42	38	36	35	43	106	25
Chile	44	38	44	16	53	39	38
Columbia	45	38	25	24	64	50	36
Uzbekistan	46	37	20	41	51	59	35
United Arab Emirates	47	37	45	12	54	50	36
Costa Rica	47	37	36	24	51	36	39
Dominican Republic	49	37	23	33	54	62	34
Indonesia	49	37	72	13	25	50	36
Sudan	51	36	16	22	70	39	38
Jamaica *	52	36	28	18	61	50	36
Kuwait	52	36	38	20	49	25	42
Afghanistan	54	35	29	20	57	39	38
Belgium	54	35	42	26	38	50	36
Comoros	54	35	20	28	58	86	28
Republic of Korea	57	35	34	27	44	81	29
Saudi Arabia	57	35	35	21	49	86	28
Belize *	59	35	27	27	50	59	35
Haiti	59	35	36	31	37	39	38

	2011 World Giving Index ranking	2011 World Giving Index % score	% giving money	% volunteering time	% helping a stranger	2010 World Giving Index ranking	2010 World Giving Index % score
Mongolia	59	35	36	28	40	67	32
Cambodia	62	34	54	10	39	142	16
Kenya	62	34	22	22	59	29	41
Lebanon	62	34	40	11	52	45	37
Puerto Rico *	62	34	30	18	55	62	34
Uganda	62	34	15	23	65	72	31
Mexico	67	34	28	25	49	67	32
Taiwan	67	34	39	19	44	72	31
United Republic of Tanzania	67	34	31	18	53	33	40
Botswana	70	33	17	17	66	67	32
Kosovo	71	33	44	16	39	121	21
Panama	71	33	33	24	42	66	33
Bahrain	73	33	38	17	43	50	36
Cameroon	74	32	20	14	63	81	29
Kyrgyzstan	74	32	15	36	46	121	21
Poland	74	32	39	13	45	81	29
Mauritania	77	32	29	16	51	67	32
Bangladesh	78	32	18	14	63	146	15
Zambia	78	32	10	24	61	45	37
France	80	31	28	27	38	91	27
Honduras	80	31	34	24	35	62	34
Senegal	80	31	12	10	71	91	27
Spain	83	30	24	18	49	91	27
Nepal	84	30	27	22	40	100	26
Argentina	85	29	22	16	50	76	30
Brazil	85	29	26	14	48	76	30
Malaysia	87	29	37	20	30	76	30
Belarus	87	29	16	35	36	106	25
Central Africa Republic	87	29	10	20	57	33	40
Syria	90	29	21	10	55	59	35

	2011 World Giving Index ranking	2011 World Giving Index % score	% giving money	% volunteering time	% helping a stranger	2010 World Giving Index ranking	2010 World Giving Index % score
India	91	28	28	18	39	134	19
Singapore	91	28	41	11	33	91	27
Iran *	91	28	35	12	38	86	28
Azerbaijan	94	28	18	23	42	67	32
Bolivia	94	28	19	20	44	72	31
Czech Republic	94	28	29	18	36	81	29
Namibia *	94	28	17	17	49	86	28
Peru	94	28	22	19	42	91	27
Republic of Moldova	94	28	18	21	44	100	26
Tunisia	100	27	15	12	55	72	31
Zimbabwe	100	27	9	21	52	91	27
Nicaragua	102	27	25	17	38	76	30
Republic of the Congo (Brazzaville) *	102	27	11	18	51	91	27
Italy	104	26	33	14	32	29	41
Chad	105	26	19	20	39	81	29
Japan	105	26	24	28	26	119	22
Ukraine	105	26	11	30	37	150	13
El Salvador	108	26	20	15	42	115	23
South Africa	108	26	10	14	53	76	30
Egypt	110	25	21	6	49	100	26
Kazakhstan	110	25	12	25	39	121	21
Benin *	112	25	19	19	37	106	25
Slovakia	113	25	25	16	33	112	24
Iraq	114	24	15	10	48	106	25
Mali	115	23	15	14	40	91	27
Ecuador	115	23	22	16	31	115	23
Yemen	115	23	13	6	50	100	26
Burkina Faso	118	23	12	10	46	129	20
Venezuela	118	23	17	11	40	112	24
Armenia	118	23	10	11	47	115	23

	2011 World Giving Index ranking	2011 World Giving Index % score	% giving money	% volunteering time	% helping a stranger	2010 World Giving Index ranking	2010 World Giving Index % score
Jordan	118	23	25	6	37	129	20
Latvia *	118	23	16	18	34	115	23
Romania	118	23	25	5	38	142	16
Uruguay	124	22	17	12	38	100	26
Djibouti	125	22	13	11	42	86	28
Vietnam	125	22	23	12	31	138	18
Democratic Republic of the Congo (Kinshasa)	127	22	9	14	42	121	21
Hungary	127	22	20	8	37	121	21
Portugal	127	22	21	10	34	129	20
Estonia *	130	21	12	15	37	121	21
Russian Federation	130	21	5	23	36	138	18
Niger	132	21	10	5	48	100	26
The former Yugoslav Republic of Macedonia	132	21	24	8	31	91	27
Ethiopia	134	21	16	13	33	106	25
Georgia	134	21	4	21	37	134	19
Turkey	136	20	14	7	40	134	19
Algeria	136	20	9	8	44	106	25
Mozambique *	136	20	12	14	35	129	20
Togo *	139	20	8	19	33	129	20
China	140	20	14	4	41	147	14
Cote d'Ivoire *	141	19	6	7	45	134	19
Palestinian Territory	142	19	11	9	37	121	21
Lithuania	143	18	7	9	38	147	14
Bosnia & Herzegovina	144	18	16	4	33	121	21
Bulgaria	145	17	13	5	32	141	17
Montenegro	146	16	11	6	31	138	18
Rwanda *	147	16	15	11	21	142	16
Serbia	147	16	14	4	29	150	13
Croatia	149	15	11	4	29	119	22
Albania	150	14	12	6	24	112	24

	2011 World Giving Index ranking	2011 World Giving Index % score	% giving money	% volunteering time	% helping a stranger	2010 World Giving Index ranking	2010 World Giving Index % score
Greece	151	13	7	3	28	147	14
Burundi *	152	12	9	7	21	152	12
Madagascar *	153	12	6	11	18	152	12

\* Data has not been updated since the World Giving Index 2010

# Appendix 1

## *'Giving money'*

Countries ranked by the percentage of population giving money, 2011

Giving Money Ranking	Country	Giving money	Gender		Age			
			M	F	15-24	25-34	35-49	50+
1	Thailand	85	83	86	72	78	91	91
2	United Kingdom	79	73	85	60	79	83	83
3	Ireland	75	71	79	73	72	74	80
3	Netherlands	75	68	81	44	81	78	80
5	Hong Kong	73	72	75	66	79	79	69
6	Indonesia	72	72	71	68	72	72	74
6	Morocco	72	72	71	64	76	74	74
8	Australia	71	67	75	53	65	74	77
9	Iceland	67	64	70	53	56	70	77
10	Malta	65	63	66	46	63	64	74
10	United States of America	65	65	65	31	52	71	78
12	Denmark	64	57	70	36	71	60	76
12	Lao People's Democratic Republic	64	63	65	54	64	70	73
14	New Zealand	63	55	70	45	68	61	71
15	Canada	62	58	66	31	67	63	69
16	Luxembourg	55	50	59	21	45	53	75
17	Cambodia	54	55	53	57	54	56	48
17	Sweden	54	46	62	24	52	58	63
17	Switzerland	54	47	61	25	51	53	65
20	Qatar	53	56	50	49	54	55	58
20	Sri Lanka	53	52	54	41	54	57	60
22	Israel	52	52	52	48	51	53	54
23	Pakistan	51	60	41	50	48	52	53
24	Austria	50	44	55	28	42	45	63
25	Finland	49	46	51	33	48	44	55
25	Germany	49	46	52	23	42	46	60
27	Cyprus	45	44	46	34	53	50	46
27	Trinidad & Tobago	45	43	46	36	45	50	48
27	United Arab Emirates	45	45	45	43	46	45	47
30	Chile	44	39	49	36	49	50	42



Giving Money Ranking	Country	Giving money	Gender		Age			
			M	F	15-24	25-34	35-49	50+
30	Kosovo	44	48	39	48	52	36	42
32	Guatemala	43	45	41	42	40	46	44
32	Norway	43	39	47	19	37	41	55
32	Somaliland (Region)	43	47	38	36	46	45	46
35	Belgium	42	38	45	21	38	43	49
36	Singapore	41	40	42	41	42	42	40
37	Lebanon	40	43	38	31	47	43	40
37	Slovenia	40	42	38	23	30	38	49
39	Poland	39	35	43	28	38	42	42
39	Taiwan	39	34	44	27	30	46	46
41	Bahrain	38	40	36	24	42	44	44
41	Kuwait	38	37	38	33	38	37	48
43	Malaysia	37	37	36	27	38	39	49
44	Costa Rica	36	36	36	23	37	37	48
44	Guyana	36	32	40	27	34	42	40
44	Haiti	36	40	32	34	42	31	39
44	Mongolia	36	36	36	31	31	42	45
44	Myanmar	36	35	38	26	38	41	42
44	Paraguay	36	37	35	32	34	43	38
50	Iran	35	33	38	31	28	38	48
50	Saudi Arabia	35	35	36	30	38	37	39
52	Honduras	34	32	35	28	36	38	35
52	Republic of Korea	34	29	39	21	27	45	38
54	Italy	33	32	33	22	30	30	38
54	Panama	33	34	32	24	29	36	40
56	United Republic of Tanzania	31	31	31	28	38	27	30
57	Nigeria	30	32	28	21	32	34	41
57	Puerto Rico	30	30	31	16	26	39	35
59	Afghanistan	29	33	25	32	26	27	31
59	Czech Republic	29	27	32	17	27	37	30

Giving Money Ranking	Country	Giving money	Gender		Age			
			M	F	15-24	25-34	35-49	50+
59	Ghana	29	29	29	27	30	26	34
59	Malawi	29	30	28	27	32	31	28
59	Mauritania	29	28	29	24	32	32	31
64	France	28	27	30	19	25	24	36
64	Guinea	28	30	26	25	24	35	32
64	India	28	30	25	26	27	29	30
64	Jamaica	28	26	30	19	27	40	27
64	Mexico	28	27	28	26	30	26	29
64	Philippines	28	24	32	19	25	32	42
70	Belize	27	25	32	26	26	32	33
70	Nepal	27	30	35	25	32	23	30
72	Brazil	26	27	25	12	23	29	36
73	Columbia	25	23	27	16	19	29	34
73	Jordan	25	27	22	17	28	28	34
73	Nicaragua	25	25	25	20	29	23	28
73	Romania	25	22	28	31	24	26	22
73	Slovakia	25	20	30	19	20	26	30
78	Angola	24	23	25	26	25	17	27
78	Japan	24	20	27	17	17	20	29
78	Spain	24	21	27	11	16	24	34
78	Tajikistan	24	25	23	21	22	25	31
78	The former Yugoslav Republic of Macedonia	24	26	23	31	23	26	20
83	Dominican Republic	23	20	25	12	25	28	26
83	Vietnam	23	22	24	16	21	23	32
85	Argentina	22	23	25	26	25	17	27
85	Ecuador	22	22	22	21	16	28	25
85	Kenya	22	21	24	22	21	23	24
85	Peru	22	25	20	18	22	24	27
89	Egypt	21	23	19	16	22	25	23
89	Portugal	21	23	19	9	26	25	22

Giving Money Ranking	Country	Giving money	Gender		Age			
			M	F	15-24	25-34	35-49	50+
89	Syria	21	20	21	21	23	20	19
92	Cameroon	20	21	20	19	22	22	19
92	Comoros	20	23	18	11	23	27	23
92	El Salvador	20	20	20	20	22	20	17
92	Hungary	20	20	21	10	16	23	24
92	Uzbekistan	20	27	14	16	22	21	22
97	Benin	19	21	16	16	20	20	20
97	Bolivia	19	20	17	14	16	23	24
97	Chad	19	21	16	15	23	21	16
100	Azerbaijan	18	12	24	19	18	17	20
100	Bangladesh	18	20	16	17	17	20	18
100	Republic of Moldova	18	18	19	13	27	19	17
103	Botswana	17	20	14	12	20	17	19
103	Namibia	17	16	19	15	19	20	16
103	Turkmenistan	17	13	20	15	22	15	15
103	Uruguay	17	14	19	6	16	21	19
103	Venezuela	17	17	16	12	20	18	17
108	Belarus	16	13	18	11	15	17	18
108	Bosnia & Herzegovina	16	18	15	20	19	17	13
108	Ethiopia	16	16	16	12	18	19	17
108	Latvia	16	15	17	14	18	18	15
108	Sierra Leone	16	17	14	10	14	23	18
108	Sudan	16	21	11	9	17	19	22
114	Iraq	15	17	13	9	16	22	12
114	Kyrgyzstan	15	17	13	14	13	18	15
114	Mali	15	18	11	13	14	16	17
114	Rwanda	15	17	13	11	19	17	12
114	Tunisia	15	17	13	13	17	17	11
114	Uganda	15	16	14	12	16	15	25
120	China	14	15	13	23	13	13	13

Giving Money Ranking	Country	Giving money	Gender		Age			
			M	F	15-24	25-34	35-49	50+
120	Serbia	14	13	15	11	17	12	14
120	Turkey	14	19	10	9	13	20	15
123	Bulgaria	13	12	14	12	10	21	10
123	Djibouti	13	14	12	7	12	14	22
123	Yemen	13	15	11	13	13	12	11
126	Albania	12	9	15	11	13	12	12
126	Burkina Faso	12	15	10	11	13	15	11
126	Estonia	12	10	13	9	13	14	12
126	Kazakhstan	12	9	15	9	16	14	10
126	Mozambique	12	11	14	16	11	13	8
126	Senegal	12	14	9	8	16	11	13
132	Croatia	11	10	12	6	13	16	9
132	Liberia	11	13	8	10	8	17	7
132	Montenegro	11	10	13	8	14	10	13
132	Palestinian Territory	11	13	9	7	13	12	15
132	Republic of the Congo (Brazzaville)	11	11	11	10	11	12	10
132	Ukraine	11	9	12	9	10	9	13
138	Armenia	10	10	10	8	13	12	9
138	Central Africa Republic	10	10	10	8	8	12	15
138	Niger	10	13	7	8	8	11	17
138	South Africa	10	9	11	8	11	11	10
138	Zambia	10	10	10	5	11	13	19
143	Algeria	9	12	7	8	11	9	11
143	Burundi	9	10	7	8	10	8	9
143	Democratic Republic of the Congo (Kinshasa)	9	10	7	8	7	14	6
143	Zimbabwe	9	8	9	3	14	13	10
147	Togo	8	9	6	6	9	7	9
148	Greece	7	7	7	4	5	7	8
148	Lithuania	7	7	7	5	3	1	9
150	Cote d'Ivoire	6	8	4	4	7	6	9

Giving Money Ranking	Country	Giving money	Gender		Age			
			M	F	15-24	25-34	35-49	50+
150	Madagascar	6	5	6	5	6	7	7
152	Russian Federation	5	5	5	3	3	7	6
153	Georgia	4	4	3	3	5	4	3

## Appendix 2

### *'Volunteering time'*

Countries ranked by the percentage of population volunteering time, 2011

Volunteering Time Ranking	Country	Volunteering Time	Gender		Age			
			M	F	15-24	25-34	35-49	50+
1	Turkmenistan	61	67	56	64	62	60	59
2	Liberia	48	53	44	46	52	52	41
3	Sri Lanka	46	50	43	37	45	47	54
4	Tajikistan	44	51	38	40	49	48	38
5	United States of America	43	42	44	38	48	40	44
6	Guinea	42	44	41	41	38	49	44
7	Nigeria	41	47	36	36	45	42	48
7	Philippines	41	44	38	36	43	41	46
7	Uzbekistan	41	49	33	39	40	47	37
10	Myanmar	40	44	37	35	41	43	42
11	Angola	39	40	38	42	43	32	33
11	New Zealand	39	37	40	29	39	41	41
13	Ireland	38	39	37	36	33	38	40
13	Norway	38	40	36	30	28	50	36
15	Netherlands	37	33	40	31	31	38	40
16	Australia	36	33	39	36	28	37	39
16	Kyrgyzstan	36	45	27	37	35	43	27
18	Belarus	35	35	35	31	36	40	34
18	Malawi	35	35	35	31	33	39	42
18	Paraguay	35	40	31	35	28	45	34
21	Canada	34	34	34	46	26	35	33
21	Slovenia	34	37	32	45	32	30	34
23	Dominican Republic	33	34	31	27	32	36	36
23	Guatemala	33	39	28	31	31	39	32
23	Guyana	33	29	36	37	28	34	30
26	Lao People's Democratic Republic	32	36	27	28	30	37	35
27	Haiti	31	34	29	29	36	36	25
28	Finland	30	31	29	21	33	40	29
28	Ghana	30	36	35	29	27	34	32
28	Ukraine	30	35	25	41	34	36	19

Volunteering Time Ranking	Country	Volunteering Time	Gender		Age			
			M	F	15-24	25-34	35-49	50+
31	Luxembourg	29	30	28	25	21	25	35
32	Comoros	28	35	21	25	30	31	25
32	Japan	28	31	25	24	12	22	35
32	Mongolia	28	28	29	24	33	31	26
32	Switzerland	28	28	28	15	24	33	31
32	United Kingdom	28	26	30	33	21	28	29
37	Austria	27	28	26	24	31	27	26
37	Belize	27	27	28	28	29	25	28
37	France	27	31	23	22	18	27	31
37	Pakistan	27	41	12	28	27	28	25
37	Republic of Korea	27	28	26	27	21	26	30
42	Belgium	26	27	25	23	25	30	25
42	Cyprus	26	27	26	27	36	26	24
42	Germany	26	24	29	24	23	28	26
42	Iceland	26	28	25	23	22	27	30
42	Sierra Leone	26	29	23	21	24	32	29
47	Israel	25	24	25	27	28	26	21
47	Kazakhstan	25	26	24	31	24	26	19
47	Malta	25	28	23	31	22	26	23
47	Mexico	25	24	26	28	21	26	24
47	Trinidad & Tobago	25	29	21	24	25	20	31
52	Columbia	24	27	21	22	18	32	25
52	Costa Rica	24	27	21	16	29	21	31
52	Denmark	24	28	20	17	18	24	28
52	Honduras	24	22	26	21	28	22	25
52	Panama	24	25	22	21	24	27	22
52	Zambia	24	25	23	20	23	32	24
58	Azerbaijan	23	22	25	25	26	23	19
58	Russian Federation	23	26	20	30	23	24	18
58	Uganda	23	25	21	19	26	22	28

Volunteering Time Ranking	Country	Volunteering Time	Gender		Age			
			M	F	15-24	25-34	35-49	50+
61	Kenya	22	23	21	20	23	20	26
61	Nepal	22	27	18	24	21	22	19
61	Sudan	22	27	18	19	23	27	20
64	Georgia	21	24	19	19	19	29	18
64	Republic of Moldova	21	22	20	20	33	24	12
64	Saudi Arabia	21	22	19	21	23	18	23
64	Zimbabwe	21	21	22	19	21	25	22
68	Afghanistan	20	27	12	20	21	21	18
68	Bolivia	20	23	18	24	16	21	17
68	Central Africa Republic	20	22	17	13	25	23	22
68	Chad	20	22	18	18	25	23	14
68	Kuwait	20	20	20	21	24	21	11
68	Malaysia	20	22	18	19	15	22	24
74	Benin	19	21	17	12	27	19	19
74	Peru	19	21	18	21	15	16	23
74	Taiwan	19	16	23	17	8	18	28
74	Togo	19	21	16	20	21	17	15
78	Czech Republic	18	21	16	18	22	21	14
78	India	18	21	15	17	19	20	16
78	Jamaica	18	16	19	15	18	19	19
78	Latvia	18	18	18	13	19	23	15
78	Puerto Rico	18	20	17	19	8	26	18
78	Republic of the Congo (Brazzaville)	18	15	21	17	15	20	21
78	Spain	18	20	16	18	18	20	16
78	United Republic of Tanzania	18	17	19	18	20	17	17
86	Bahrain	17	21	11	14	16	17	20
86	Botswana	17	20	15	13	21	20	17
86	Namibia	17	18	15	16	17	19	13
86	Nicaragua	17	19	16	15	20	21	14
86	Somaliland (Region)	17	21	13	19	23	13	12



Volunteering Time Ranking	Country	Volunteering Time	Gender		Age			
			M	F	15-24	25-34	35-49	50+
86	Thailand	17	21	13	16	11	19	19
92	Argentina	16	15	18	17	14	19	16
92	Chile	16	18	15	17	11	20	15
92	Ecuador	16	16	15	13	19	16	15
92	Hong Kong	16	12	20	21	18	15	15
92	Kosovo	16	21	12	16	19	20	12
92	Mauritania	16	16	16	12	23	20	11
92	Slovakia	16	17	14	14	19	15	16
99	El Salvador	15	16	15	17	15	14	15
99	Estonia	15	13	16	13	20	16	13
101	Bangladesh	14	19	9	15	15	12	13
101	Brazil	14	13	15	9	12	17	17
101	Cameroon	14	16	12	15	14	17	10
101	Democratic Republic of the Congo (Kinshasa)	14	16	12	15	15	12	9
101	Italy	14	16	13	16	12	18	11
101	Mali	14	17	11	17	12	15	12
101	Morocco	14	14	14	13	17	16	9
101	Mozambique	14	15	13	15	12	19	9
101	South Africa	14	12	15	13	14	12	16
110	Ethiopia	13	13	13	13	12	17	6
110	Indonesia	13	13	13	17	11	13	10
110	Poland	13	14	12	17	17	10	11
113	Iran	12	13	11	13	7	15	12
113	Qatar	12	13	10	13	9	12	16
113	Tunisia	12	13	11	13	14	13	9
113	United Arab Emirates	12	11	14	11	12	13	12
113	Uruguay	12	12	12	14	13	9	11
113	Vietnam	12	13	10	19	9	7	11
119	Armenia	11	12	10	12	14	12	8
119	Djibouti	11	11	10	11	11	10	10

Volunteering Time Ranking	Country	Volunteering Time	Gender		Age			
			M	F	15-24	25-34	35-49	50+
119	Lebanon	11	14	8	15	11	10	6
119	Madagascar	11	11	11	11	12	10	9
119	Rwanda	11	12	11	10	13	11	12
119	Singapore	11	10	12	17	11	11	8
119	Sweden	11	12	11	10	15	12	11
119	Venezuela	11	10	12	6	11	15	12
127	Burkina Faso	10	12	9	10	14	8	8
127	Cambodia	10	14	7	11	13	8	6
127	Iraq	10	12	8	9	10	13	8
127	Portugal	10	10	10	9	17	9	9
127	Senegal	10	12	7	11	9	8	9
127	Syria	10	9	12	11	9	9	11
133	Lithuania	9	8	10	11	3	14	7
133	Palestinian Territory	9	13	5	9	11	9	5
135	Algeria	8	10	5	7	7	8	10
135	Hungary	8	10	7	5	12	8	9
135	The former Yugoslav Republic of Macedonia	8	9	8	14	9	10	3
138	Burundi	7	8	6	8	5	5	11
138	Cote d'Ivoire	7	9	4	5	10	7	5
138	Turkey	7	9	5	7	6	7	9
141	Albania	6	5	6	9	5	7	4
141	Egypt	6	7	4	6	7	6	5
141	Jordan	6	9	4	6	7	7	6
141	Montenegro	6	7	5	9	6	7	3
141	Yemen	6	10	2	6	7	5	6
146	Bulgaria	5	6	5	6	3	10	4
146	Niger	5	7	3	4	5	6	4
146	Romania	5	5	4	10	4	3	4
149	Bosnia & Herzegovina	4	4	3	12	4	2	1
149	China	4	5	4	12	5	3	2

Volunteering Time Ranking	Country	Volunteering Time	Gender		Age			
			M	F	15-24	25-34	35-49	50+
149	Croatia	4	3	5	6	4	4	3
149	Serbia	4	4	4	3	6	6	2
153	Greece	3	4	3	2	2	6	2

## Appendix 3

### *'Helping a Stranger'*

Countries ranked by the percentage of population helping a stranger, 2011

Helping a Stranger Ranking	Country	Helping a Stranger	Gender		Age			
			M	F	15-24	25-34	35-49	50+
1	Liberia	81	82	80	78	87	79	79
2	United States of America	73	73	73	79	84	74	66
3	Ghana	72	71	73	71	69	77	74
3	Sierra Leone	72	74	70	69	70	77	73
5	Nigeria	71	70	72	64	72	72	81
5	Senegal	71	75	68	71	72	72	70
7	Sudan	70	76	64	67	69	75	71
8	New Zealand	69	69	68	70	69	77	61
8	Qatar	69	74	61	58	71	70	78
10	Australia	68	68	69	72	76	71	62
11	Guyana	67	66	67	60	67	71	68
12	Botswana	66	67	65	69	67	65	60
13	Canada	65	62	68	76	67	71	57
13	Ireland	65	65	66	68	71	70	57
13	Uganda	65	66	63	68	67	63	50
16	Columbia	64	66	62	56	61	71	68
17	Bangladesh	63	67	58	63	64	65	58
17	Cameroon	63	67	59	60	68	65	59
17	United Kingdom	63	65	60	75	69	65	54
20	Turkmenistan	62	66	59	67	66	58	57
21	Angola	61	60	62	63	65	54	56
21	Guinea	61	63	60	60	56	68	63
21	Jamaica	61	59	63	57	57	72	56
21	Zambia	61	63	60	57	63	70	55
25	Somaliland (Region)	60	62	58	60	62	62	56
25	Trinidad & Tobago	60	60	60	60	54	61	64
27	Hong Kong	59	63	55	65	79	63	43
27	Kenya	59	57	61	58	61	59	57
29	Comoros	58	62	55	53	64	60	57
29	Cyprus	58	56	60	54	59	65	55

Helping a Stranger Ranking	Country	Helping a Stranger	Gender		Age			
			M	F	15-24	25-34	35-49	50+
29	Malawi	58	61	55	54	60	61	57
29	Morocco	58	59	57	55	63	65	49
33	Afghanistan	57	63	51	59	55	58	58
33	Central Africa Republic	57	59	55	54	56	63	58
33	Philippines	57	57	58	53	65	59	55
36	Germany	55	57	53	71	63	55	47
36	Puerto Rico	55	56	54	66	44	62	49
36	Sri Lanka	55	58	52	60	56	57	47
36	Syria	55	58	53	54	55	58	54
36	Tunisia	55	57	54	54	59	57	52
41	Dominican Republic	54	56	53	53	50	60	52
41	United Arab Emirates	54	54	54	49	52	60	57
43	Chile	53	55	52	49	57	53	54
43	Lao People's Democratic Republic	53	55	50	52	53	51	57
43	South Africa	53	53	54	54	55	51	53
43	United Republic of Tanzania	53	53	54	55	60	51	42
47	Finland	52	53	51	79	55	54	43
47	Guatemala	52	55	50	50	53	53	55
47	Lebanon	52	55	49	49	55	56	49
47	Myanmar	52	55	49	50	58	52	47
47	Sweden	52	46	57	64	54	59	42
47	Zimbabwe	52	51	52	49	55	59	45
53	Austria	51	52	51	57	70	49	48
53	Costa Rica	51	52	50	37	60	54	53
53	Mauritania	51	55	47	44	56	55	54
53	Netherlands	51	53	50	68	66	50	44
53	Republic of the Congo (Brazzaville)	51	52	51	46	56	55	52
53	Uzbekistan	51	59	44	43	56	59	49
59	Argentina	50	50	51	46	58	53	46
59	Belize	50	53	47	53	51	49	46

Helping a Stranger Ranking	Country	Helping a Stranger	Gender		Age			
			M	F	15-24	25-34	35-49	50+
59	Thailand	50	55	47	43	47	57	49
59	Yemen	50	58	43	51	53	50	43
63	Denmark	49	49	50	58	64	53	40
63	Egypt	49	51	47	48	51	50	48
63	Kuwait	49	46	54	48	56	51	40
63	Mexico	49	48	49	47	48	48	53
63	Namibia	49	49	48	53	51	44	42
63	Saudi Arabia	49	48	51	43	50	56	47
63	Spain	49	51	47	48	50	51	48
63	Switzerland	49	47	50	60	59	48	42
71	Brazil	48	44	51	38	48	54	50
71	Iraq	48	53	42	46	50	50	42
71	Niger	48	55	41	36	56	55	53
71	Slovenia	48	51	45	64	60	52	37
71	Tajikistan	48	50	46	47	46	48	52
76	Armenia	47	49	44	43	55	51	41
76	Iceland	47	50	44	55	38	45	46
76	Luxembourg	47	45	49	51	55	49	41
76	Pakistan	47	63	31	49	50	45	54
80	Burkina Faso	46	51	41	46	44	52	41
80	Kyrgyzstan	46	51	41	45	47	50	42
82	Cote d'Ivoire	45	47	43	41	49	49	41
82	Norway	45	46	44	62	56	51	32
82	Poland	45	43	47	43	50	48	42
85	Algeria	44	48	39	48	47	42	33
85	Bolivia	44	46	43	45	42	45	45
85	Israel	44	39	49	48	48	45	39
85	Malta	44	46	42	53	47	48	37
85	Republic of Korea	44	41	47	48	38	44	42
85	Republic of Moldova	44	47	42	43	52	49	36

Helping a Stranger Ranking	Country	Helping a Stranger	Gender		Age			
			M	F	15-24	25-34	35-49	50+
85	Taiwan	44	43	45	50	40	45	42
92	Bahrain	43	45	41	34	47	47	47
92	Paraguay	43	42	43	39	44	45	45
94	Azerbaijan	42	39	44	47	48	34	39
94	Democratic Republic of the Congo (Kinshasa)	42	46	38	39	48	52	27
94	Djibouti	42	40	43	40	42	45	40
94	El Salvador	42	40	44	41	43	42	42
94	Panama	42	43	41	33	41	49	43
94	Peru	42	42	42	41	37	41	49
100	China	41	44	38	57	45	36	35
101	Mali	40	46	35	37	42	40	48
101	Mongolia	40	43	38	46	39	39	33
101	Nepal	40	41	39	43	40	39	29
101	Turkey	40	40	40	42	45	39	34
101	Venezuela	40	38	43	36	41	42	42
106	Cambodia	39	41	37	41	36	45	32
106	Chad	39	40	39	35	42	42	42
106	India	39	41	37	41	39	41	36
106	Kazakhstan	39	41	37	39	40	45	31
106	Kosovo	39	45	32	43	34	42	35
111	Belgium	38	41	35	41	38	38	37
111	France	38	38	37	50	31	38	34
111	Iran	38	40	36	40	38	33	40
111	Lithuania	38	36	39	29	43	49	33
111	Nicaragua	38	39	37	34	43	43	31
111	Romania	38	35	40	45	39	42	31
111	Uruguay	38	37	39	35	44	41	35
118	Benin	37	39	34	34	38	39	37
118	Estonia	37	30	42	36	32	43	35
118	Georgia	37	41	34	38	37	44	30

Helping a Stranger Ranking	Country	Helping a Stranger	Gender		Age			
			M	F	15-24	25-34	35-49	50+
118	Haiti	37	39	36	34	34	48	35
118	Hungary	37	36	37	42	42	39	32
118	Jordan	37	44	30	31	40	41	40
118	Palestinian Territory	37	45	30	38	41	36	30
118	Ukraine	37	36	38	38	40	40	33
126	Belarus	36	36	36	39	33	41	33
126	Czech Republic	36	35	37	41	43	37	29
126	Russian Federation	36	38	35	39	38	39	33
129	Honduras	35	34	37	33	42	33	36
129	Mozambique	35	35	35	41	33	31	30
131	Latvia	34	30	37	41	39	37	28
131	Portugal	34	33	35	41	46	33	29
133	Bosnia & Herzegovina	33	34	32	42	43	32	27
133	Ethiopia	33	35	31	27	32	38	41
133	Singapore	33	30	37	43	35	29	31
133	Slovakia	33	33	33	25	38	33	35
133	Togo	33	35	31	31	38	32	31
138	Bulgaria	32	31	33	33	35	38	27
138	Italy	32	35	30	32	32	37	29
140	Ecuador	31	33	30	26	34	33	33
140	Montenegro	31	29	34	33	36	28	30
140	The former Yugoslav Republic of Macedonia	31	35	27	36	36	32	25
140	Vietnam	31	31	31	31	33	30	30
144	Malaysia	30	31	30	32	30	28	32
145	Croatia	29	27	30	33	34	33	22
145	Serbia	29	31	26	30	35	35	21
147	Greece	28	28	29	28	28	30	28
148	Japan	26	26	25	29	27	29	23
149	Indonesia	25	26	25	28	27	24	23
150	Albania	24	29	19	24	23	26	22



Helping a Stranger Ranking	Country	Helping a Stranger	Gender		Age			
			M	F	15-24	25-34	35-49	50+
151	Burundi	21	21	20	22	21	19	19
151	Rwanda	21	24	19	21	26	21	12
153	Madagascar	18	20	16	15	19	21	17

## Section 4

# *Methodology*

This report is primarily based upon data from Gallup's World View World Poll<sup>30</sup> which is an ongoing research project carried out in 153 countries that together represent around 95% of the world's population (around 6.96 billion people<sup>31</sup>). The survey asks questions on many different aspects of life today including giving behaviour. More detail on Gallup's methodology can be viewed online<sup>32</sup>. Gallup permits CAF to use their data to create the World Giving Index.

In most countries surveyed 1,000 questionnaires are completed by a representative sample of individuals living across the country. The coverage area is the entire country including rural areas. The sampling frame represents the entire civilian, non-institutionalised, aged 15 and older population of the country. In some large countries such as China and Russia samples of at least 2,000 are collected, while in a small number of countries, the poll covers 500 – 1,000 people but still features a representative sample. The survey is not conducted in a limited number of instances including where the safety of interviewing staff is threatened, scarcely populated islands in some countries, and areas that interviewers can reach only by foot, animal, or small boat. In all, over 150,000 people are interviewed by Gallup every year and samples are probability-based. Surveys are carried out by telephone or face-to-face depending on the country's telephone coverage.

There is of course a margin of error (the amount of random sampling error) in the results for each country, which is calculated by Gallup around a proportion at the 95% confidence level (the level of confidence that the results are a true reflection of the whole population). The maximum margin of error is calculated assuming a reported percentage of 50% and takes into account the design effect. In 2010, the margin of error ranged in different countries from 1.66 to 4.7 percentage points. For this report, this means that the smaller percentage changes over time are not necessarily statistically significant (likely to be true changes rather than a result of sample error).

Gallup aim to update each country's survey once a year, and sometimes more often than this, and for this publication CAF worked with data downloaded in May 2011. To conduct the analysis for this annual publication, CAF downloads the Gallup data at one point in time each year, and compares this data with the data for the data downloaded the previous year. This means that the analysis focuses on one month in a year, and the most recent data available at the time of download will always be published in CAF's World Giving Index.

In the database that supports this analysis, 123 countries had data relating to 2010.

As in 2010, CAF has broken the world into thirteen global regions. These have been formed based on the UN's regional breakdown<sup>33</sup>, geographical reality and some acceptance of contemporary political norms.

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30 Available from <https://worldview.gallup.com/>

31 [www.census.gov/main/www/popclock.html](http://www.census.gov/main/www/popclock.html) Accessed on 03/10/11

32 <https://worldview.gallup.com/content/methodology.aspx>

33 Available from [www.un.org/depts/dhl/maplib/maplib.htm](http://www.un.org/depts/dhl/maplib/maplib.htm)

### **Calculation of World Giving Index Ranking**

The percentages shown in the Index and within this publication are all rounded to the nearest whole number. In reality though, for the analysis by CAF, the percentage scores are all to two decimal points. Due to rounding therefore, there are some occasions in the ranking of countries where two or more countries appear to have the same percentage, but are not placed equally. This is because there is a small amount of difference in the numbers to two decimal places. This also affects the calculation of percentage point change between 2010 and 2011, which is based on the actual figure to decimal places, rather than the rounded number displayed.

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