European Commission

SPECIAL EUROBAROMETER **566**

The Digital Decade 2025

SUMMARY
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FACE TO FACE EUROBAROMETER

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Introduction

Introduction

EU citizens are more connected than ever, relying on digital tools to work, learn, access healthcare, manage finances, and engage with both public institutions and online communities. The use of artificial intelligence, smart devices, and online platforms has become routine across daily life. In 2025, **rapid advances in generative AI**, growing concerns over online **disinformation**, and rising **cyber threats** have brought new urgency to Europe's digital transition. Citizens increasingly expect that this transformation be guided by strong values, public accountability, and a commitment to inclusion and safety.

The **Digital Decade** refers to the European Union's vision and policy framework for advancing digital transformation across its member states by **2030**. It aims to ensure that Europe becomes more digitally sovereign, competitive, and inclusive in the global digital economy. At its core there are four key goals[1]:

Digital Skills – By 2030, at least 80% of adults should possess basic digital skills, empowering citizens to participate fully in the digital economy and society. This includes everything from online literacy to advanced tech competencies, reducing the digital divide.

Secure & Sustainable Digital Infrastructure – The EU aims for 100% gigabit broadband coverage and 5G connectivity in all populated areas, ensuring fast, reliable internet access for businesses and individuals. This infrastructure supports emerging technologies like AI, IoT[2], and smart cities while aligning with climate goals through energy-efficient networks.

Business Digitalization – The plan targets 75% of EU companies adopting advanced technologies like cloud computing, AI, and big data, boosting productivity and innovation. Additionally, 90% of small and medium-sized enterprises (SMEs) should reach at least a basic level of digital maturity, helping them compete globally.

Digital Public Services – Governments must modernize, with 100% of key public services available online (e.g., taxes, permits) and 100% of citizens having access to their electronic health records. This shift improves efficiency, transparency, and accessibility while reducing bureaucracy.

Since the last Digital Decade survey of 2024, Europe has witnessed significant developments in digital transformation:

On the 1st of August 2024 the **AI Act** entered into force and is planned to be fully applicable on 2nd April of 2026. The **AI Act** is the world's first comprehensive legal framework for artificial intelligence, establishing harmonized rules to promote trustworthy AI in Europe. It introduces risk-based regulations for AI developers and users, addressing specific applications of the technology. The AI Act is one component of the EU's broader strategy for responsible AI, which also includes the AI Innovation Package, AI Factories, and the Coordinated Plan on AI. Together, these initiatives ensure human-centric AI, that safeguards fundamental rights while boosting innovation, investment, and adoption across the EU.[3]

The **Cyber Resilience Act (CRA)** entered into force on the 10th of December 2024, its main obligations will apply from December of 2027.[4] The CRA is an **EU regulation** that establishes cybersecurity requirements for connected hardware and software products (e.g., IoT devices, smart appliances, routers). It complements existing laws like the NIS2 Directive, aiming to reduce cyber risks across the EU's digital supply chain. The main objectives of the CRA are to[5]:

- **Mandate manufacturers** to integrate robust cybersecurity measures from initial product development through its entire lifecycle.
- **Establish a unified cybersecurity framework** to simplify regulatory adherence for both hardware and software producers.
- Require **clear disclosure of cybersecurity features** and protections for all digital-enabled products.
- **Empower businesses and consumers** to **securely utilize** digital products with confidence.

In March of 2025 the **European Health Data Space (EHDS)**, an EU-wide framework designed to empower citizens and healthcare systems by enabling secure access to and sharing of health data across borders, has entered into force. Its aim is to give individuals access and control over their health data, facilitate secure use of anonymized

[1] European Comission: Europe's Digital Decade: digital targets for 2030

[2] The Internet of Things (IoT) refers to a network of physical devices, vehicles, appliances, and other physical objects that are embedded with sensors, software, and network connectivity, allowing them to collect and share data

[3] European Comission: AI Act

[4] European Comission: Cyber Resilience Act

[5] Cyber Resilience Act

health data for research and policymaking and improve healthcare quality overall.[6]

In May 2025 **the Smart Networks and Services Joint Undertaking (SNS JU)**[7] launched its 2025 call for Proposals to fund advanced 5G and 6G trial projects across key industries such as: Industry and manufacturing, Media, Transport and logistics, Emergency and safety services and Healthcare. This new call builds upon the successful execution of prior funding rounds with an investment of over 500 million Euro, strengthening European excellence in **next-generation (5G/6G) network research and development.**[8]

By the end of 2025, the **European Central Bank (ECB)** will decide on advancement to the next phase of its **Digital Euro Pilot** – an initiative to introduce **a secure, public digital currency** for the eurozone. This digital euro would function like electronic currency, enabling seamless everyday transactions while preserving Europe's monetary sovereignty in an increasingly digital economy. Designed to complement physical currency, it aims to reduce dependence on private payment systems (e.g., credit cards or apps) and ensure citizens retain access to central bank money. The ECB is currently conducting **preparatory tests** (2023–2025) with banks and payment providers to assess technical feasibility, user experience, and regulatory impacts.[9]

This report is based on a Eurobarometer survey conducted between February and March 2025. It explores how citizens' attitudes have evolved in a year marked by rapid technological change and intense policy debates on digital rights.

The first section of this report examines the perceptions and expectations about the future use of digital technologies in daily life. It explores whether digitalisation is viewed as beneficial or challenging and assesses the anticipated importance of digital tools by 2030 in areas like private life, education, work, and healthcare. Additionally, it identifies which developments, such as improved infrastructure, accessibility, or digital skills, are deemed most crucial for facilitating digital transformation.

The second part focuses on public support for the EU's Digital Decade policy key objectives. It evaluates which digital actions citizens believe should be prioritized by public authorities to ensure that Europe's digital future is inclusive, secure, and aligned with European values. This includes perspectives on digital skills training, digital public services, and equitable access to technology.

The third and fourth sections address specific digital challenges affecting individuals' online experiences, with particular attention to geoblocking and the protection of minors. Highlighting ongoing barriers consumers face in accessing cross-border content and services and examining concerns about children's safety online amid increasing exposure to harmful content and digital risks.

Finally, the report delves into the broader issue of digital rights and principles within the EU. It assesses citizens' awareness of their rights in the digital environment, such as privacy and freedom of expression, and evaluates public opinion on the EU's and national governments' effectiveness in protecting these rights. This section offers insight into public trust in institutions to uphold a digital environment that reflects core democratic values and safeguards all users.

[6] European Comission: European Health Data Space Regulation (EHDS)

[7] European Comission: The Smart Networks and Services Joint Undertaking

[8] SNS JU Launches its new Call for Proposals 2025 to Support Advanced 5G/6G Trials in Key Vertical Sectors

[9] European Central Bank: Progress on the preparation phase of a digital euro

Key findings

The proportion of Europeans who believe that the **digitalisation of public and private life** is making their life easier remains steady at **73% (unchanged).**

Europeans anticipate that digital technologies will greatly influence **accessing public services online (84%, +1 pp)** and **connecting with people, friends, and family online (84% +1 pp).** Similarly, **80% (+1 pp)** mention **accessing or receiving healthcare services.**

A majority of Europeans **(80%, unchanged)** expect that **availability and affordability of high-speed internet connections** will substantially support their daily use of digital technologies, followed by **improved cybersecurity, better protection of online data and safety of digital technologies (81%, +2%).**

Ensuring that people receive proper human support to accompany the transformation brought by digital technologies (89%, +1 pp) and **increasing research and innovation to develop more secure and strong digital technologies (89%, +2 pp)** are considered the top priorities for public authorities. **Countering and mitigating the issue of fake news** (a new item in this study) comes in second place, with **88%.**

34% of Europeans report **encountering geographical restrictions that prevented them from accessing online content or services,** while **64%** say they have not faced this problem. This issue is particularly prevalent when trying to **watch films or series,** affecting **25%** of respondents.

Over **9 in 10 Europeans** state it is urgent the action of the public autorities to protect the children online regarding **the negative impact of social media on their mental health (93%), cyberbulling and online harassment (92%)** and **assuring mechanisms to restrict age-inappropriate content (92%).**

The proportion of Europeans aware that **offline rights should also be respected online** has decreased since Spring 2024 **(59%, -3 pp).** However, this figure remains higher than in 2023 (+2 pp).

The number of respondents **(44%, -1 pp) who believe that EU protects their rights in the online environment well** has slightly declined since 2024. A similar trend is observed among those who hold the opposite view **(41%, -3 pp);**

The rights and principles that a majority of Europeans believe are well implemented in their country include **getting basic and advanced digital education, training and skills and (60%, unchanged)** ranked first joined by **getting more freedom of expression and information online (60%, -1).**

1. The impact of digitalisation of daily public and private services on citizens' lives

MORE THAN 7 IN 10 EUROPEANS SAY THAT THE DIGITALISATION OF PUBLIC AND PRIVATE LIFE IS MAKING THEIR LIFE EASIER

The Digital Decade Policy Programme aims to empower individuals by enabling them to harness digital technologies for learning, working, exploring, and achieving their goals. However, barriers often prevent people from fully benefiting from these available tools. To effectively address and overcome these obstacles, we must first identify and understand them.

When asked whether they think that the digitalisation of daily public and private services is making their life easier or more difficult, respondents provide the following answers:

More than seven in ten Europeans (73%, unchanged since Spring of 2024) consider that the digitalisation of daily public and private services is making their life easier, including 17% (-2 pp) who say it is making their life much easier and 56% (+2 pp) who say it is making it easier. Just under one in four respondents (23%, =) say that the digitalisation of daily public and private services is making their life more difficult, with 17% (-1 pp) saying it is making it more difficult and 6% (+1 pp) much more difficult. A small proportion of respondents say there is no change or that it does not impact on their life (3%, =), while 1% (=) do not know.

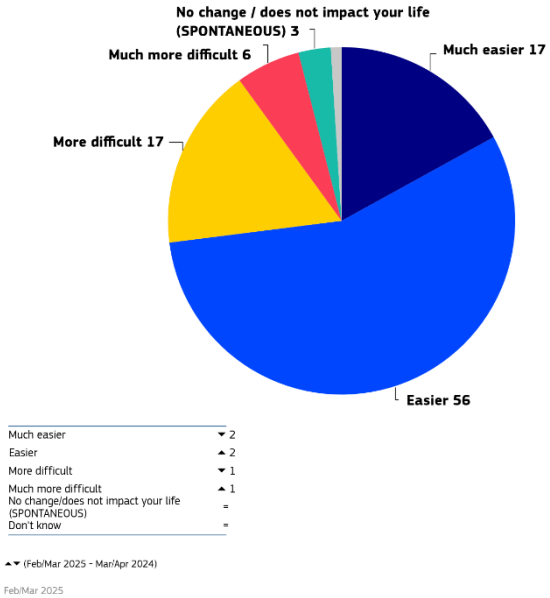
A national analysis reveals that in all 27 EU Member States, most respondents think that the digitalisation of daily public and private services is making their life easier. This view is most prevalent among respondents in Sweden (85%), the Netherlands (84%), and Slovakia (82%). Conversely, the highest percentages of respondents who find digitalisation making their lives more difficult are in France (32%), Romania (32%), and Belgium (27%).

In terms of those who find digitalisation much easier, Malta leads with 47%, followed by Denmark at 37% and Sweden at 34%. On the other end of the spectrum, the highest percentages of respondents who find digitalisation much more difficult are observed in France and Romania (both 10%), and Malta (9%).

In summary, the digitalisation of daily public and private services is generally viewed positively across the EU, with a majority of respondents finding it beneficial

The highest increases for the view that digitalisation of public services is making life easier can be observed in Slovenia (78%, +4pp) and Germany (74%., +4 pp). The highest decreases of this view were observed in Belgium (72%, -5 pp) and Czechia (73%, -5 pp).

QE2: Would you consider that the digitalisation of daily public and private services is making your life easier or more difficult? (EU27) (%)



2. Importance of digital technologies in specific areas of life by 2030

In recent years, digital technologies have become deeply embedded in everyday life, transforming how people interact with the world. The COVID-19 pandemic accelerated this shift, making digital tools—particularly the internet—essential for work, education, entertainment, social connections, commerce, and access to critical services like healthcare. As these technologies continue to advance at a rapid pace, individuals will encounter even more innovations in the years to come.

Respondents were asked how important they think digital technologies will be in a number of areas of their daily life by 2030. **There has been an increase in the perceived importance in six of these areas since the 2024 survey.**

Across the EU, more than eight in ten respondents (84%, +1 percentage point since 2024) think that digital technologies will be important in their daily life by 2030 to **connect with people, friends and family online**. Over four in ten (43%, -2 pp) think this will be very important.

The same proportion (84%, +1 pp) think that digital technologies will be important for **accessing public services online** by 2030, with more than four in ten (41%, -1 pp) thinking that this will be very important.

Eight in ten respondents (80%, +1 pp) expect **accessing or receiving healthcare services** to be important by the end of the decade, with 37% (-1 pp) saying it will be very important by then.

A large majority (78%, +2 pp) think that digital technologies will be important in their life by 2030 for **using, shopping for, and selling products and services online**. A third (33%, -1 pp) expect it will be very important.

Over three quarters (76%, unchanged) say that digital technologies will be important for **accessing and making use of transport services by 2030**, with one in three (30%, -2 pp) thinking it will be very important.

The same proportion (76%, +1 pp) indicate that, according to their expectations, by 2030 digital technologies will be important for **accessing education and training opportunities**. More than one in three (34%, -3 pp) say it will be very important in this regard.

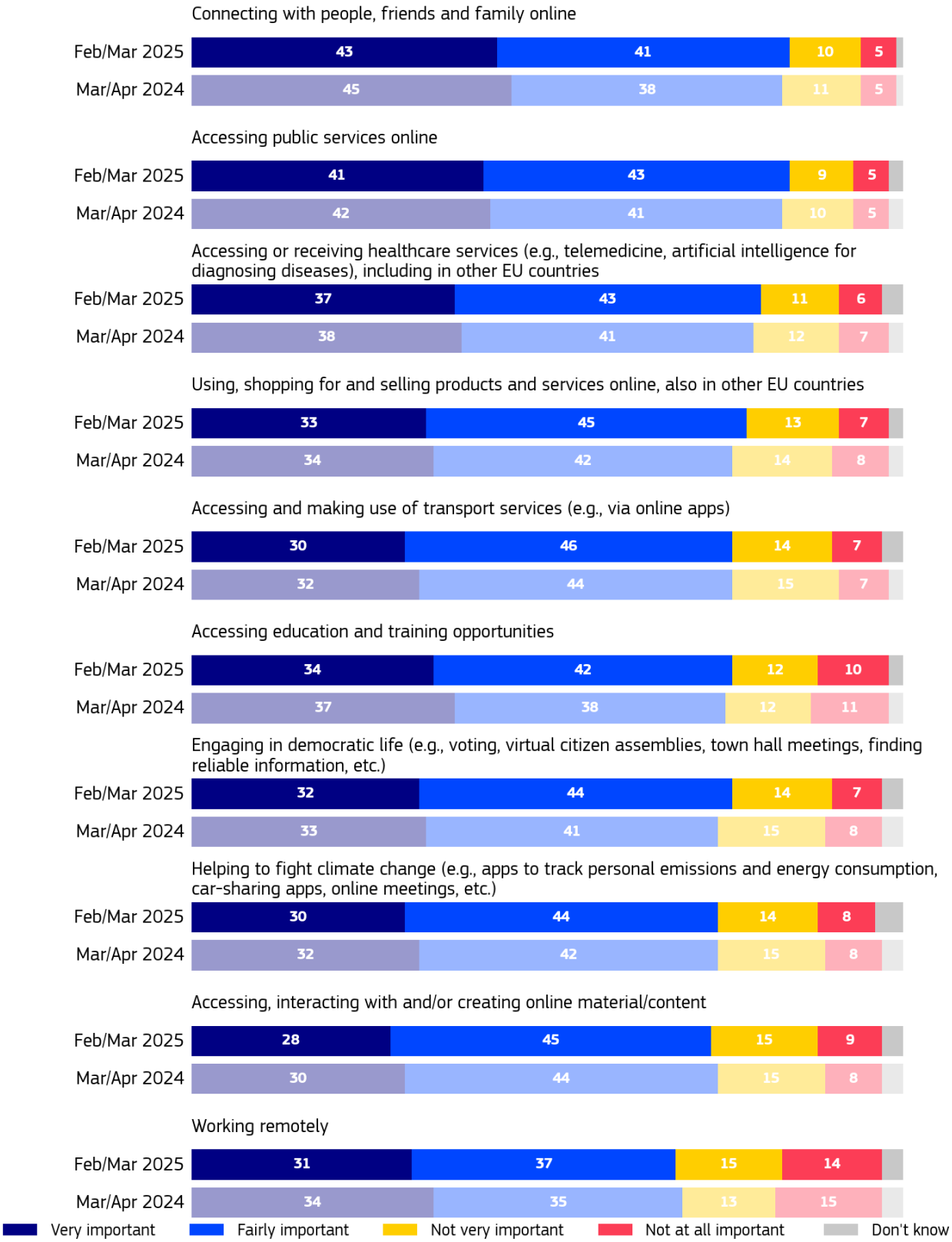
Similarly (76%, +2 pp) think that by 2030 digital technologies will be important for **engaging in democratic life** (e.g., voting, virtual citizen assemblies/town hall meetings, finding reliable information, etc.), with one in three (32%, -1 pp) saying it will be very important.

Around three-quarters (74%, unchanged) of respondents also think that digital technologies will be important for **helping to fight climate change**. More than one in four (30%, -2 pp) say it will be very important.

More than seven in ten (73%, -1 pp) expect that by 2030 digital technologies will be important for **accessing, interacting with and/or creating online material/content**. Almost three in ten (28%, -2 pp) say it will be very important in this regard

Working remotely is the area mentioned as the least important with less than seven in ten (68%, -1 pp) who expect digital technologies to be important for this area by 2030 and around one in three (31%, -3 pp) saying it will be very important.

QE1: How important do you think digital technologies will be for the following areas of your daily life by 2030? (%)



Feb/Mar 2025

CONNECTING WITH PEOPLE, FRIENDS AND FAMILY ONLINE

A national analysis shows that in Ireland and Slovakia (both 93%) and in Sweden (91%) and Latvia (90%), at least nine in ten respondents think that by 2030 digital technologies will be important in their daily life for **connecting with people, friends and family online**. They are least likely to think this in Romania (73%), Slovenia (77%), and Poland (78%). In two countries, two-thirds of respondents expect they will be very important in this regard: Ireland and Sweden (both 66%).

In 13 Member States, there has been an increase since 2024 in the proportion of respondents who think that, by 2030, digital technologies will be important in their daily life for connecting with people, friends and family online. The largest increases can be seen in Slovakia (93%, +4 pp), Germany (82%, +4 pp) and Slovenia (77%, +4 pp). The largest decreases can be observed in Malta (81%, -5 pp) and Poland (78%, -4 pp).

ACCESSING PUBLIC SERVICES ONLINE

At the national level, there are four countries where more than nine in ten respondents think that digital technologies will be important for **accessing public services online**: Sweden (95%), the Netherlands (94%), Ireland (92%), and Denmark (92%). Respondents are least likely to think this in Romania (67%), Poland (78%) and Austria (78%). In eight countries, more than half of the respondents think that they will be very important, with the highest scores seen in Denmark and Sweden (both 72%), and Malta (63%).

In 11 Member States, there has been an increase since 2024 in the proportion that says digital technologies will be important for accessing public services online. The largest increases can be observed in Slovakia (89%, +5 pp) and Greece (88%, +4 pp). The largest decrease can be seen in Luxembourg (84%, -6 pp) and Czechia (79%, -5 pp).

ACCESSING OR RECEIVING HEALTHCARE SERVICES (E.G., TELEMEDICINE, ARTIFICIAL INTELLIGENCE FOR DIAGNOSING DISEASES), INCLUDING IN OTHER EU COUNTRIES

In 16 EU Member States, more than eight in ten respondents think that by 2030 digital technologies will be important for **accessing or receiving healthcare services,** with the highest scores seen in Hungary and Slovakia (both 89%), Ireland, Denmark and the Netherlands (all 87%). Respondents are least likely to say this in Romania (71%), Luxembourg and Belgium (both 73%) In five countries, more than half of the respondents think that these technologies will be very important in this respect: Malta (60%), Cyprus (58%), Denmark and Ireland (both 57%), and Sweden (54%).

In 17 Member States, there has been an increase since 2024 in the proportion that says digital technologies will be important for accessing or receiving healthcare services. The largest increases can be observed in Romania (71%, +9 pp) and Luxembourg (73%, +5 pp). The largest decreases can be seen in Belgium (73%, -8 pp) and Latvia (76%, -5 pp).

USING, SHOPPING FOR, AND SELLING PRODUCTS AND SERVICES ONLINE, ALSO IN OTHER EU COUNTRIES

When it comes to **using, shopping for, and selling products and services online**, also in other EU countries, respondents are most likely to think that digital technologies will be important by 2030 in Hungary and Ireland (both 87%), and Slovakia (86%). The lowest scores can be seen in Romania (67%), Portugal (70%) and Latvia., Lithuania and Czechia (all 72%). In three countries, more than half of the respondents expect they will be very important: Ireland, Malta and Sweden (all 55%).

In 14 Member States, there has been an increase since 2024 in the proportion that says digital technologies will be important for using, shopping for, and selling products and services online, also in other EU countries. The largest increases can be observed in Slovakia (86%, +8 pp), Greece (79%, +6 pp) and Italy (81%, +6 pp). The largest decreases can be seen in Luxembourg (73%, -8 pp) and Czechia (72%, -6 pp).

ACCESSING AND MAKING USE OF TRANSPORT SERVICES

In Sweden (88%), Hungary and Ireland (both 86%) respondents are most likely to think that by 2030, digital technologies will be important in the area of **accessing and making use of transport services** (e.g., via online apps). The lowest scores are seen in Romania (63%), Lithuania (67%) and Austria (68%).

The proportion that thinks that, by 2030, digital technologies will be important in the area of accessing and making use of transport services has increased since 2024 in 12 Member States. The largest increases can be observed in Portugal (72%, +14 pp), Greece (77%, +5 pp) and Slovakia (85%, +5 pp). The largest decreases can be seen in Belgium (75%, -7 pp), and Bulgaria (69%, -4 pp)

ACCESSING, INTERACTING WITH AND/OR CREATING ONLINE MATERIAL/CONTENT

A national analysis shows that in Hungary (86%), the Netherlands (83%), Slovakia (82%) and Ireland (81%) more than eight in ten respondents think that digital technologies will be important in **accessing, interacting with and/or creating online material/content** by 2030. Respondents

are least likely to think this in Romania and Austria (both 64%) and Czechia (66%).

In 10 Member States, respondents are now more likely than in 2024 to say that digital technologies will be important in accessing, interacting with and/or creating online material/content. The largest increases can be found in Slovakia (82%, +8 pp), the Netherlands (83%, +6 pp) and Romania (64%, +5 pp). The largest decreases can be seen in Luxembourg (78%, -5 pp) France (72%, -5 pp) and Czechia (66%, -5 pp).

ACCESSING EDUCATION AND TRAINING OPPORTUNITIES

In Cyprus, Hungary, Ireland and Slovakia (all 85%) respondents are most likely to think that by 2030, digital technologies will be important in the area of **accessing education and training opportunities**. The lowest scores are seen in Romania (62%), Lithuania and Austria (both 69%).

In 16 Member States, there has been an increase since 2024 in the proportion of respondents who say digital technologies will be important in the area of accessing education and training opportunities. The largest increases can be seen in Portugal (72%, +10 pp), Slovakia (85%, +7 pp) and Greece (79%, +5 pp). The largest decreases can be seen in Malta (74%, -9 pp) and Belgium (77%, -5 pp).

ENGAGING IN DEMOCRATIC LIFE (E.G., VOTING, VIRTUAL CITIZEN ASSEMBLIES, TOWN HALL MEETINGS, FINDING RELIABLE INFORMATION, ETC.)

Respondents are most likely to say that digital technologies will be important in **engaging in democratic life** in Sweden (87%), Hungary and Ireland (both 85%). Malta is the country with the highest percentage who say it will be very important (57%). Respondents are least likely to think that digital technologies will be important for this area in Latvia (65%), Lithuania (67%) and Romania and Spain (both 68%).

In 11 Member States, there has been an increase since 2024 in the proportion of respondents who say digital technologies will be important in engaging in democratic life. The largest increases can be seen in Malta (84%, +8 pp), Greece (75%, +7 pp) and Romania (68%, +7 pp) The largest decreases can be seen in Belgium (73%, -7 pp), Luxembourg (73%, -5 pp), Bulgaria (70%, -5 pp) and Lithuania (67%, -5 pp).

HELPING TO FIGHT CLIMATE CHANGE (E.G., APPS TO TRACK PERSONAL EMISSIONS AND ENERGY CONSUMPTION, CAR-SHARING APPS, ONLINE MEETINGS, ETC.)

At the national level, respondents in Hungary (87%), Italy (84%), and Malta (83%) are most likely to think that by 2030 digital technologies will be important for **helping to fight climate change**. Respondents are least likely to think this way in Latvia (55%), Lithuania and Estonia (both 59%). In Malta (55%), Ireland (52%) and Cyprus (50%) at least half think they will be very important.

In 11 Member States, there has been an increase since 2024 in the proportion of respondents who say digital technologies will be important for helping to fight climate change. The largest increases can be seen in Portugal (75%, +18 pp), Romania (69%, +8 pp) and Malta (83%, +5 pp). The largest decreases can be seen in Bulgaria (67%, -7 pp), Denmark (77%, -6 pp) and Lithuania (59%, -5 pp).

WORKING REMOTELY

In Hungary (83%), Ireland (80%), and Cyprus (79%), respondents are most likely to think that by 2030 digital technologies will be important for **working remotely**. The Netherlands follows closely with 78%. Respondents are least likely to think this way in Latvia (52%), Lithuania (55%) and Austria (57%).

In nine Member States, there has been an increase since 2024 in the proportion that thinks that by 2030 digital technologies will be important for working remotely. The largest increases can be seen in Portugal (66%, +10 pp), Slovakia (73%, +6 pp) Greece (67%, +5 pp) and the Netherlands (78%, +5 pp). The largest decreases can be seen in Luxembourg (64%, -13 pp), Austria (57%, -7 pp) and France (63%, -6 pp).

3. Improvements facilitating the use of digital technologies

Respondents were asked how significantly they expect a number of improvements to facilitate their daily use of digital technologies.

Across the EU, eight in ten respondents (80%) expect **the availability and affordability of high-speed Internet connection** to significantly facilitate their daily use of digital technologies. Nearly four in ten (38%) expect the improvement to be very significant.

Around eight in ten (81%) expect that **improved cybersecurity, better protection of online data and safety of digital technologies** would significantly facilitate their use of digital technologies, and 39% think it would do so to a very significant extent.

Over three-quarters (78%) of respondents are of the opinion that if **digital products and online services were better adapted to their personal needs,** including immersive technologies, this would significantly facilitate their daily use of digital technologies. Three in ten (31%) say the improvement would very significantly facilitate it.

More than three-quarters (77%) expect that **human support to help accessing and using digital technologies and services** would significantly facilitate their daily use of digital technologies. Three in ten (30%) think that the change would be very significant.

More education and training to develop skills for using digital services are expected to significantly facilitate the daily use of digital technologies by three in four respondents (75%), with more than one in four (28%) saying it would very significantly facilitate this.

AVAILABILITY AND AFFORDABILITY OF HIGH-SPEED INTERNET CONNECTION

A national analysis shows that at least two-thirds of respondents in 25 Member State expect **the availability and affordability of high-speed internet connection** to significantly facilitate their daily use of digital technologies. This view is most prevalent among respondents in Slovakia (93%), Ireland (91%), and Cyprus (90%), while it is lowest in Sweden and Finland (both 63%), and Romania (73%). In seven countries, more than half of respondents expect the availability and affordability of high-speed internet connection to make a very significant impact, with the highest scores seen in Ireland and Cyprus (both 63%) and in Denmark (62%).

In 13 Member States, there has been an increase since 2024 in the proportion that thinks that the availability and affordability of high-speed internet connection will facilitate daily life. The largest increases can be seen in Romania (73%, +5 pp), Slovakia (93%, +5 pp) and Greece (89%, +4 pp). The largest decreases can be seen in Sweden (63%, -14 pp), Czechia (75%, -7 pp) and Malta (83%, -6 pp)

DIGITAL PRODUCTS AND ONLINE SERVICES BETTER ADAPTED TO PERSONAL NEEDS

At the national level, respondents in Slovakia (91%), Cyprus and Ireland (both 87%) are most likely to think that having digital products and online services better adapted to their personal needs would significantly facilitate their daily use of digital technologies. This is least likely to be the case in Sweden and Finland (both 62%), and Czechia (71%). In three countries, according to more than half of the respondents, the positive impact of this improvement would be very significant: Cyprus (59%), Ireland and Malta (both 51%).

The view that digital products and online services better adapted to personal needs would facilitate daily life increased in 15 Member States. Most notably in Slovakia (91%, +6 pp), Austria (78%, +5 pp) and Romania (72%, +5 pp). The same decreased in 11 countries, with the highest decreases observed in Sweden (62%, -6 pp), Luxembourg (75%, -5 pp), Czechia (71%, -4 pp) and Belgium (80%, -4 pp).

IMPROVED CYBERSECURITY, BETTER PROTECTION OF ONLINE DATA AND SAFETY OF DIGITAL TECHNOLOGIES

In three EU Member states at least nine in ten respondents expect **improved cybersecurity, better protection of online data and safety of digital technologies** to significantly facilitate their daily use of digital technologies: Ireland (92%), Netherlands (91%), Slovakia (90%). Conversely, the perception of digital technologies being less significant is most prevalent in Romania and Czechia (both 71%) and Poland (74%).

In 14 Member States, there has been an increase since 2024 in the proportion that thinks that improved cybersecurity, better protection of online data and safety of digital technologies will facilitate daily life. The largest increases can be seen in Italy (82%, +8 pp), Greece (88%, +6 pp), Romania (71%, +5 pp) and Slovakia (90%, +5 pp). The largest decreases can be seen in Sweden (83%, -10 pp) and Czechia (71%, -8 pp).

MORE EDUCATION AND TRAINING TO DEVELOP SKILLS FOR USING DIGITAL SERVICES

A national analysis shows that in Slovakia and Cyprus (both 89%), and in Greece (85%) and Spain (84%), respondents are most likely to think that more education and training to develop skills for using digital services would significantly facilitate their daily use of digital technologies. They are least likely to hold this view in Sweden (52%), Finland (61%) and the Netherlands (65%). In two countries, according to at least half of respondents, the positive impact of digital technologies is considered very significant: Cyprus (63%), and Ireland (50%).

In 18 Member States, there has been an increase since 2024 in the proportion of respondents who think that more education and training to develop skills for using digital services would facilitate respondents' daily life. The largest increases can be seen in Slovakia (89%, +9 pp), Portugal (77%, +7 pp) and Austria (71%, +6 pp). The largest decreases can be observed in Malta (77%, -6 pp) and Czechia (67%, -4 pp).

HUMAN SUPPORT TO HELP ACCESSING AND USING DIGITAL TECHNOLOGIES AND SERVICES

At the national level, we see that in several countries, a significant majority of respondents expect that human support to help accessing and using digital technologies and services would significantly facilitate their daily use of digital technologies. The proportion is highest in Slovakia and Cyprus (both 89%), in Greece (88%) and Ireland (86%). Respondents are least likely to hold this view in Sweden (57%) and Finland (42%). In three countries, more than half of respondents expect such an improvement to very significantly facilitate their daily use of digital technologies: Cyprus (60%), Greece (53%), and Ireland (50%).

The positive view has increased in 15 Member States most significantly in Slovakia (89%, +8 p), Romania (67%, +7 pp) and Italy (84%, +6 pp). In seven Member States respondents are now less likely to say human support to help accessing and using digital technologies and services would significantly facilitate their daily use of digital technologies. This is most notable in Luxembourg (74%, -5 pp) and Czechia (69%, -4 pp).

4. Important actions meant for public authorities related to digital technologies

The Digital Decade is a landmark EU policy program where the European Commission and all 27 Member States have united to accelerate Europe's digital transformation by 2030. Through this initiative, they have pledged to strengthen collaboration in building cutting-edge, sustainable, and resilient digital infrastructure while empowering citizens with the skills needed to thrive in an increasingly digital world.

Key priorities include ensuring universal access to high-speed internet, enabling seamless online access to essential services such as healthcare records and public administration. By fostering joint efforts, the Digital Decade provides a cohesive framework for EU countries to drive innovation, enhance digital inclusion, and secure Europe's position as a global leader in the digital economy.

In order to assess public opinions on issues related to the Digital Decade, respondents were asked about the importance of various actions related to digital technologies for public authorities.

At EU-level, nearly nine in ten respondents (89%) think that it is important for public authorities to **ensure that people receive proper human support to accompany the transformation brought by the digital technologies and services in their lives**. Nearly half (46%) think that this is very important.

The same number of respondents (89%) think it is important to **increase research and innovation to have more secure and strong digital technologies**, with over four in ten (46%) thinking that this is very important.

Almost one nine in ten (88%) state that **countering and mitigating the issue of fake news and misinformation online** (an item introduced in this study) is important. With over half of respondents (53%) stating it is very important.

Building efficient and secure digital infrastructures, including connectivity and data processing facilities, is seen as important by more than eight in ten respondents (86%). More than four in ten (41%) think that this is very important.

Just over eight in ten (85%) think it is important for public authorities to **ensure that European companies can grow and become "European Champions" able to compete globally**, with four in ten (40%) thinking that this is very important.

83% think it is important for public authorities to **shape the development of Artificial Intelligence and other digital technologies to ensure they respect our rights and values**. More than one in three (41%) say this is very important

Eight in ten (80%) think that **ensuring digital technologies serve the green transition** is important, with more than a third (35%) seeing this as very important.

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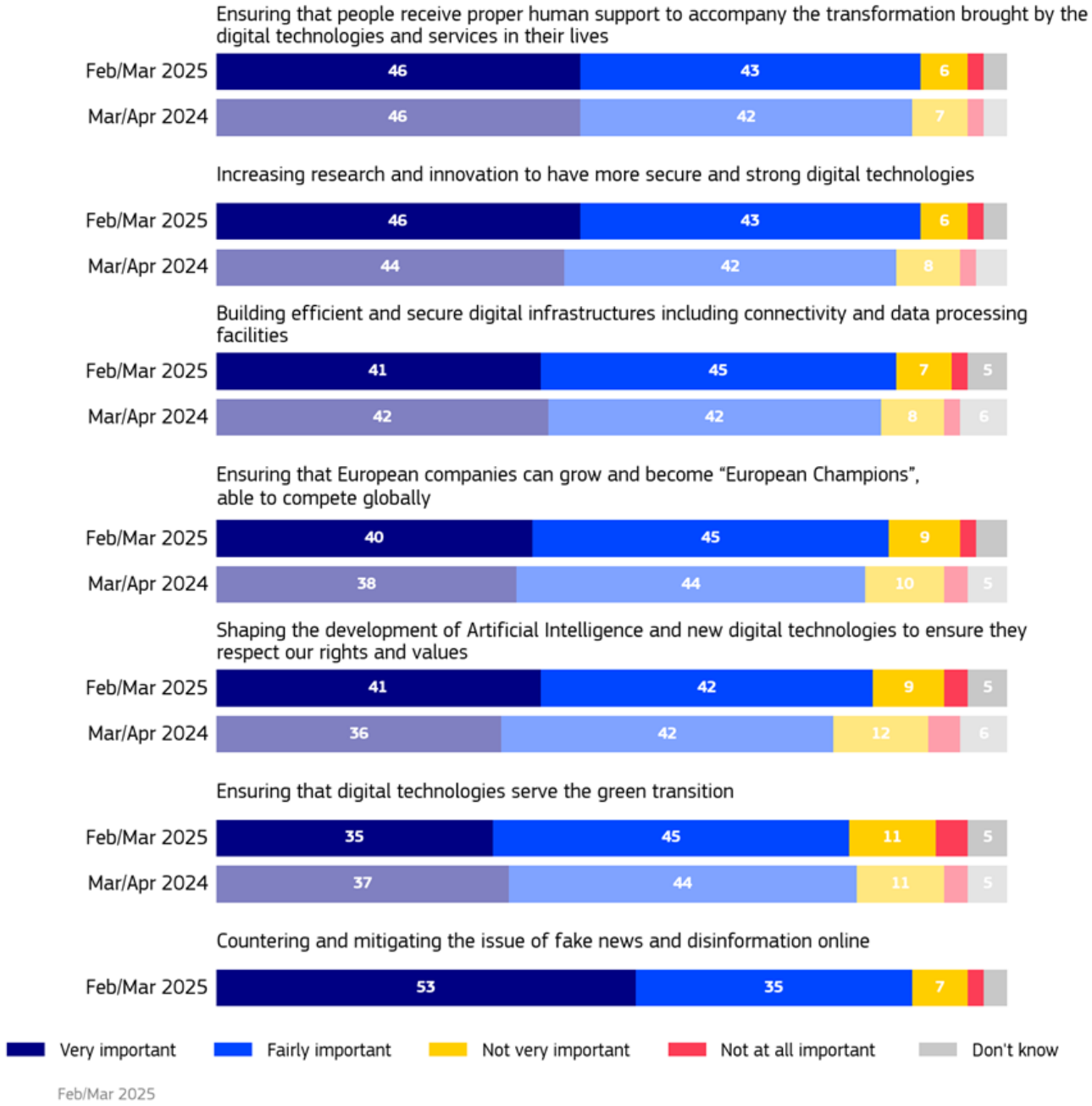
QE4: In your opinion, how important should each of the following actions related to digital technologies be for public authorities? (%)



ENSURING THAT PEOPLE RECEIVE PROPER HUMAN SUPPORT TO ACCOMPANY THE TRANSFORMATION BROUGHT BY THE DIGITAL TECHNOLOGIES AND SERVICES IN THEIR LIVES

At the national level, in ten Member States, at least nine in ten respondents believe it is important for public authorities to **ensure that people receive proper human support to accompany the transformation brought by digital technologies and services in their lives**. The highest proportions can be seen in Ireland (96%), Denmark and Sweden (both 94%). Respondents are most likely to find this very important in Ireland (70%), Sweden (66%), and Denmark (64%). Conversely, Romania (79%) Czechia (81%) and Estonia (82%) are the countries where the least share the positive opinion.

INCREASING RESEARCH AND INNOVATION TO HAVE MORE SECURE AND STRONG DIGITAL TECHNOLOGIES

Respondents are most likely to think it is important for public authorities to **increase research and innovation to have more secure and strong digital technologies** in Denmark (95%), Sweden and Ireland (both 94%). On the other hand, Romania (78%), Czechia (81%) and Poland (83%) are the countries where respondents are least likely to think this way. In four countries, more than six in ten think that this is very important: Denmark (69%), Malta (67%), Ireland (64%) and Sweden (63%).

COUNTERING AND MITIGATING THE ISSUE OF FAKE NEWS AND MISINFORMATION ONLINE

In almost all Member States over eight in ten think that **countering and mitigating the issue of fake news and misinformation online is important.** This is most pronounced in Sweden (97%), Denmark (94%) and Slovakia (92%). In four countries, more than seven in ten think that this is very important: Sweden (84%), Denmark and Ireland (both 76%) and the Netherlands (72%). On the other hand, Romania (77%), Czechia (78%) and Poland (83%) are the countries where respondents are least likely to have a positive view.

BUILDING EFFICIENT AND SECURE DIGITAL INFRASTRUCTURES INCLUDING CONNECTIVITY AND DATA PROCESSING FACILITIES

At the national level, we see that in seven countries, more than nine in ten respondents say it is important to **build efficient and secure digital infrastructures including connectivity and data processing facilities**. The highest proportions can be seen in Sweden (94%), Slovakia (93%), and the Netherlands and Finland (both 92%). Respondents are most likely to find this very important in Sweden, Denmark and Malta (all 64%). Conversely, Czechia (76%), Romania (78%), and Poland (82%) are the countries where respondents are least likely to have a positive view.

ENSURING THAT EUROPEAN COMPANIES CAN GROW AND BECOME EUROPEAN CHAMPIONS ABLE TO COMPETE GLOBALLY

In two countries, more than nine in ten respondents think it is important for public authorities to **ensure that European companies can grow and become European Champions able to compete globally**. This is the case in Ireland (93%) and Croatia (91%). More than half of the respondents think that this is very important in Ireland (61%) and Malta (56%). On the other hand, Estonia (69%), Romania (77%) and Latvia (78%) are the countries where the least share the positive view.

ENSURING THAT DIGITAL TECHNOLOGIES SERVE THE GREEN TRANSITION

At the national level, respondents are most likely to say it is important to **ensure that digital technologies serve the green transition** in Sweden (90%), Cyprus, Denmark and Ireland (all 87%). Respondents are most likely to see this as very important in Ireland and Sweden (both 57%), followed by Malta (55%) and Denmark (54%). The lowest scores are registered in Estonia (56%), Romania and Latvia (both 68%).

SHAPING THE DEVELOPMENT OF ARTIFICIAL INTELLIGENCE AND OTHER DIGITAL TECHNOLOGIES TO ENSURE THEY RESPECT OUR RIGHTS AND VALUES

More than nine in ten respondents in two Member States think that it is important for public authorities to **shape the development of Artificial Intelligence and other digital technologies to ensure they respect our rights and values**: Ireland (93%) and Sweden (92%). This action is most likely to be seen as very important by respondents in Sweden (68%), Ireland and Finland (both 66%). Respondents are least likely to share a positive view in Latvia and Czechia (both 75%) and in Lithuania (77%)

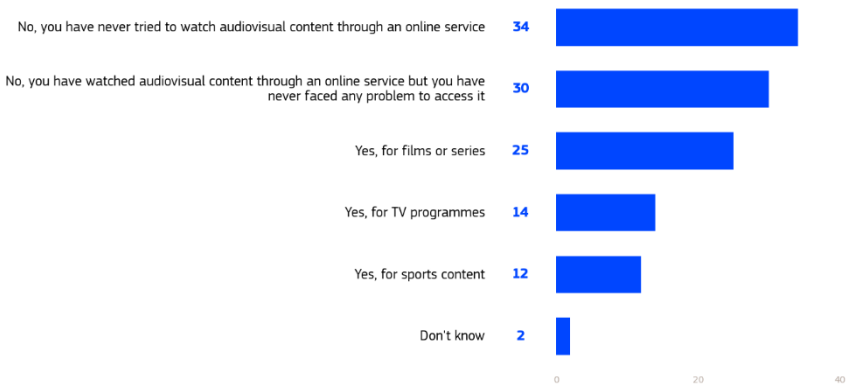
5. Geo-blocking

At EU-level, respondents have shared their experiences regarding the availability of audiovisual content through online services. For **films or series**, 25% of respondents indicated they were unable to watch them due to geographical blocking, 14% of respondents indicated the same for **TV programmes**, while 12% reported difficulties accessing **sports content**.

On the other hand, 34% of respondents stated that they have never tried to watch audiovisual content through an online service. Additionally, 30% of respondents mentioned that they have watched audiovisual content through an online service but have never faced any problems accessing it. Only 2% of respondents were unsure about the availability of such content.

Concerning the broader picture of accessibility of audiovisual content **34% stated they encountered geo blocking while 64% have not had this issue.** Among individual countries, Luxembourg (59%), Malta (55%), and Sweden (51%) have the highest percentages of people who attempted to watch audiovisual content online but were unable to, because it was not available in their country. In contrast, the highest proportions of people who have never tried to watch audiovisual content online or have tried but did not face problems are found in Bulgaria (76%), Greece (74%), and Hungary (71%).

QE5: Have you ever tried to watch audiovisual content through an online service, but you were unable to, because it was not available in (OUR COUNTRY)? Select all that apply (EU27) (%)



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6. Protection of minors

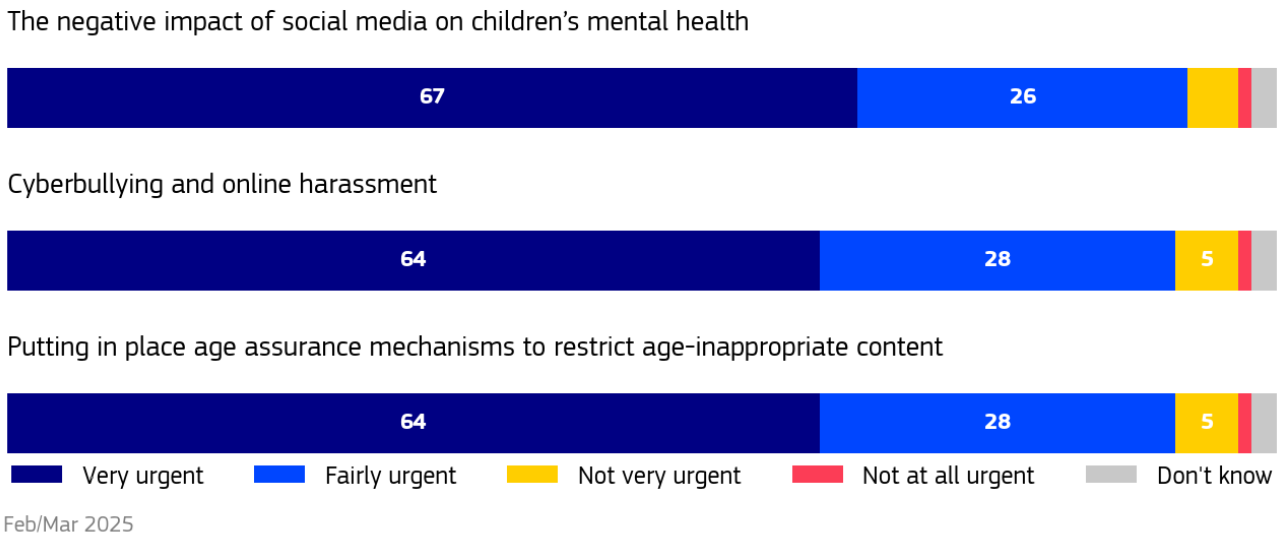
At the European Union level, the protection of minors, particularly in the context of cyberbullying and online harassment, is considered a highly urgent issue.

The negative impact of social media on children's mental health is perceived as the most pressing issue, with 93% of respondents highlighting the urgency of public intervention, and 67% categorizing it as very urgent.

When asked about the urgency of public authorities taking action to protect children from **cyberbullying and online harassment**, a substantial 92% of respondents across the EU27 indicated that it is urgent, with over six in ten (64%) indicating it is very urgent and 28% fairly urgent.

Similarly, the need for implementing **age assurance mechanisms to restrict access to age-inappropriate content** is also seen as critical, with 92% of respondents deeming it urgent, including 64% who consider it very urgent.

QE6: How urgent do you think is the action of public authorities to protect children online regarding...? (%)



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THE NEGATIVE IMPACT OF SOCIAL MEDIA ON CHILDREN'S MENTAL HEALTH

Regarding **the negative impact of social media on children's mental health**, Ireland (98%) shows the highest levels of concern. In 21 Member states at least nine in ten state the importance of public services taking action. In contrast, Croatia has the highest percentage of respondents (27%) who do not consider it urgent.

CYBERBULLING AND ONLINE HARASSMENT

In the context of **cyberbullying and online harassment**, Ireland, Lithuania and Luxembourg (all 97%) are the countries where the most state this issue is urgent. In 6 Member States at least 8 in 10 say that protecting children from cyberbullying and online harassment is very urgent. This is most pronounced in Cyprus (88%), Luxembourg (85%) and Ireland (84%). Conversely, Croatia shows a significant portion of respondents (22%) who do not view the issue as urgent

PUTTING IN PLACE AGE ASSURANCE MECHANISMS TO RESTRICT AGE-INAPPROPRIATE CONTENT

When it comes to **implementing age assurance mechanisms to restrict age-inappropriate content**, the highest percentage of respondents stating this issue is urgent may be observed in Greece and Ireland (both 97%) and Cyprus (88%). In 4 Member States at least 8 in 10 say that protecting children from the negative impact of social media is very urgent. This is most pronounced in Cyprus (88%), Ireland (85%) and Luxembourg (84%). Croatia, however, has the highest percentage of respondents (23%) who do not see this as an urgent issue.

7. Awareness about fundamental rights being applied also online

ALMOST SIX IN TEN EUROPEANS ARE AWARE THAT RIGHTS THAT APPLY OFFLINE SHOULD ALSO BE RESPECTED ONLINE

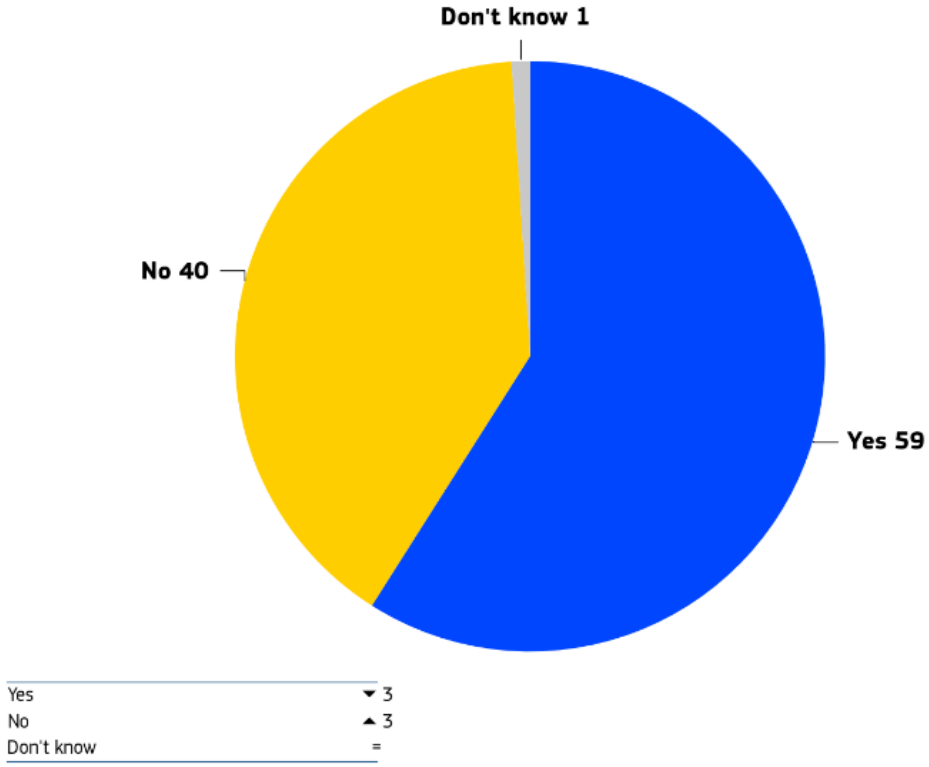
Many rights such as freedom of expression, the protection of personal data, and privacy are protected in the European Union. These rights also apply in the digital environment.

Respondents were asked whether they had been aware previously that rights which apply offline should also be respected online.

Almost six in ten respondents (59%) say that before this interview, they were aware that those rights that apply offline should also be respected online, although this represents a slight decrease (-3 pp) compared to 2024.

There are differences at the national level. In five countries, more than eight in ten respondents say they had previously been aware of the fact that rights that apply offline should also be respected online: the Netherlands (82%), Slovenia (82%), Finland, Luxemburg and Lithuania (all 81%). Reported awareness is lowest in Bulgaria (39%), Romania and Italy (both 41%), and Portugal (49%). Compared to 2024, awareness in Ireland increased significantly (+11 pp). In contrast, there were notable decreases in awareness in Poland (-11 pp), Italy (-10 pp), and Romania (-9 pp).

QE7: Before this interview, were you aware that these rights that apply offline should also be respected online? (EU27) (%)



8. Opinion on the EU's ability to protect digital rights

ATTITUDES TOWARDS HOW WELL THE EU PROTECTS CITIZENS' RIGHTS IN THE DIGITAL ENVIRONMENT

Respondents were asked to what extent they think that **the EU protects their rights in the digital environment**. Less than half (44%) of respondents think that the EU protects their rights in the digital environment well, a slight decrease from 2024 (-1 pp). On the other hand, 41% of respondents think their rights are not well protected, a slight improvement from 2024 when the figure was 44%.

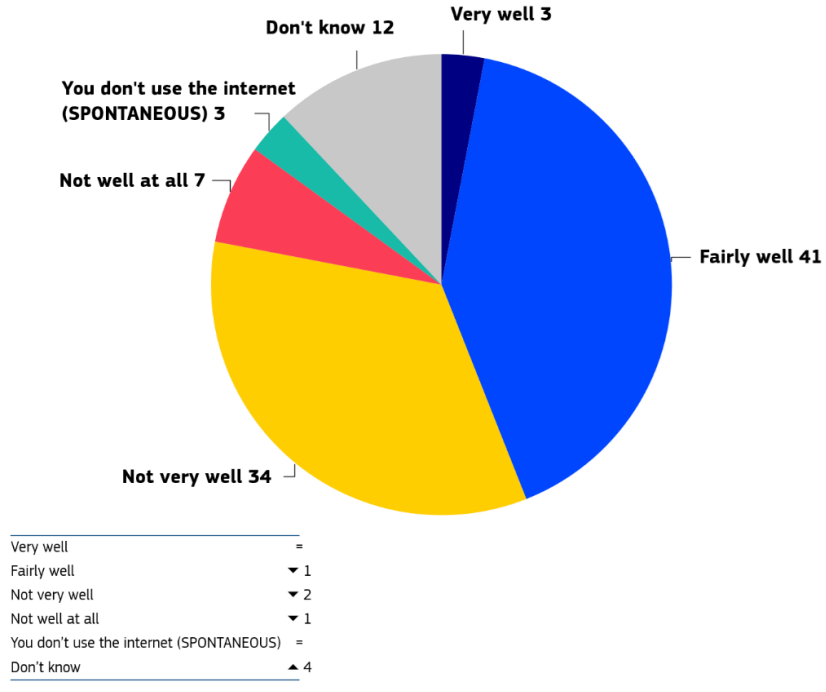
When looking at specific differences, only 3% of respondents believe that the EU protects their rights in the digital environment very well, showing no change from the previous year. Meanwhile 7% of respondents feel that the EU does not protect their rights at all well, a slight decrease of 1 percentage point. Slightly over four in ten (41%, -1 pp) think their rights are fairly well protected. Furthermore 34% think their rights are not very well protected, a decrease of 2 percentage points from 2024. Interestingly, 12% of respondents indicated that they don't know how well the EU protects their rights, an increase of 4 percentage points, while 3% spontaneously mentioned that they do not use the internet, showing no change from the previous survey.

There are clear differences at the national level. In 22 EU Member States, a majority of respondents think that the EU protects their rights in the digital environment well. For instance, 66% of respondents in Malta, 61% in Ireland, and 58% in both Croatia and Luxemburg hold this view.

In the remaining five Member States a majority of respondents think that the EU does not protect their rights well. This view is most common among respondents in Greece (57%), France (47%), and Spain (46%).

Comparing the results with those from 2024, there are notable changes. Increases in the positive view may be seen in 13 Member States, while we can observe decreases in 12 countries. Malta (66%) experienced a significant increase of 17 percentage points in the proportion of respondents who believe the EU protects their rights well. Poland saw a decrease of 9 percentage points in this proportion.

QE8: How well do you think that the EU protects your rights in the digital environment? (EU27) (%)



9. Opinions on the ability of the Member States to apply digital rights and principles

Respondents were asked how well they think that digital rights and principles are applied in their country for a number of different aspects.

At the EU level, around six in ten respondents (60%, -1 pp) think that digital rights and principles are applied well in their country in terms of **getting more freedom of expression and information online, e.g., via online platforms, social networks, or search engines**. This includes 11% who think these rights are applied very well (unchanged), while just over one in four (28%, unchanged) say they are not applied well.

Across the EU, six in ten respondents (60%, unchanged) think that digital rights and principles are applied well in their country in respect to **getting basic and advanced digital education, training, and skills**. Around one in ten (12%, +1 pp) think that these principles are applied very well. Three in ten (29%, -1 pp) think that these rights are not applied well.

A similar proportion (59%, unchanged) think that digital rights and principles are applied well in their country in terms of **getting freedom of assembly and of association in the digital environment**. Around one in ten (12%, +1 pp) think that these principles are applied very well. Around a quarter (26%, -1 pp) do not think these rights are applied well.

Just under six in ten (58%, unchanged) think that digital rights and principles are applied well in their country when it comes to **getting easy online access to all key public services in the EU**. Around one in ten (12%, +1 pp) think that these principles are applied very well. Around one in three (30%, -2 pp) think that these rights are not applied well.

Across the EU, just under six in ten (57%, unchanged) think that digital rights and principles are applied well in their country when it comes to **getting an affordable high-speed internet connection for everyone in the EU.** Around one in seven (14%, unchanged) think that these principles are applied very well. More than one in three (33%, -2 pp) think that these rights are not applied well.

More than half of the respondents (55%, unchanged) think that digital rights and principles are applied well in their country in terms of **getting access to safe and privacy-friendly digital technologies**. Around one in ten (11%, unchanged) think that these rights are applied very well, while one in three (33%, -1 pp) do not think they are applied well.

The same proportion (54%, -1 pp) think that digital rights and principles are applied well in their country in terms of **getting fair and healthy working conditions in the digital environment, including work-life balance**. Around one in ten (11%, unchanged) think that these rights are applied very well, while a third (31%, -1 pp) say that they are not applied well.

Just over half of the respondents (53%, unchanged) think that digital rights and principles are applied well in their country in terms of **getting access to a trustworthy, diverse, and multilingual digital environment, including more diverse content, less disinformation, and less illegal content**. More than one in ten (12%, +2 pp) think that these rights are applied very well, while just over one in three (33%, -2 pp) think they are not applied well.

A similar proportion (53%, +1 pp) think that digital rights and principles are applied well in their country in terms of **getting effective freedom of choice online, including when interacting with artificial intelligence** (e.g., chatbots, digital assistants). More than one in ten (12%, +2 pp) think that these rights are applied very well, while around one in three (30%, -2 pp) do not think they are applied well.

Across the EU, around half (52%, +1 pp) of respondents think that digital rights and principles are applied well in their country when it comes to **getting privacy online, i.e., respect for the confidentiality of communications and information on devices**. Around one in ten (12%, +1 pp) think that these principles are applied very well, while around four in ten (36%, -3 pp) think that these rights are not applied well.

Half of EU citizens (49%, -1 pp) think that digital rights and principles are applied well in their country in terms of **getting access to the right information on the environmental impact and energy consumption of digital technologies**. Less than one in ten (9%, +1 pp) think that these rights are applied very well, while more than one in three (36%, -1 pp) say that they are not applied well.

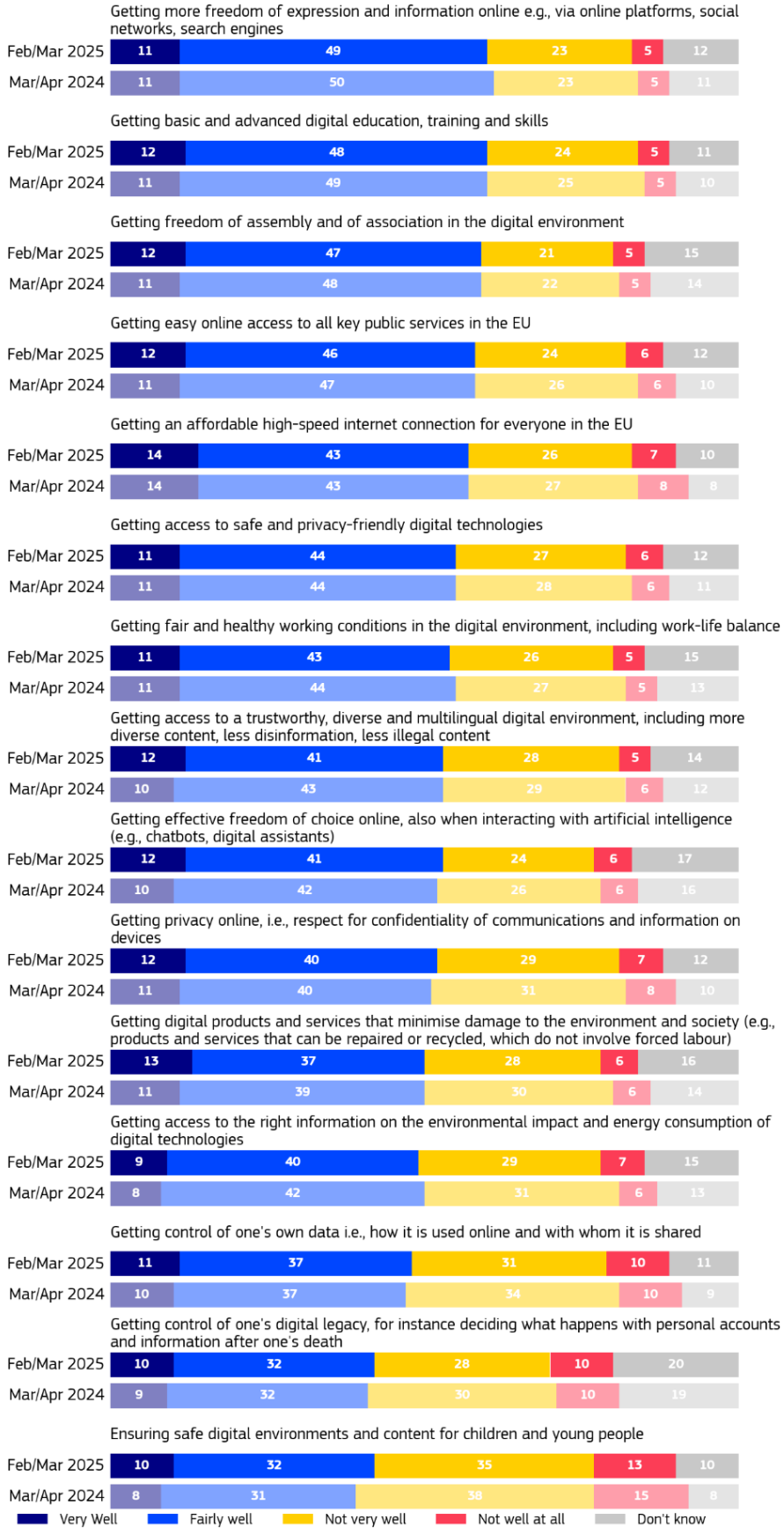
The same proportion (50%, unchanged) think that digital rights and principles are applied well in their country in terms of **getting digital products and services that minimize damage to the environment and society (e.g., products and services that can be repaired or recycled, and which do not involve forced labour)**. Around one in ten (13%, +2 pp) think that these rights are applied very well, while just over a third (34%, -2 pp) say that they are not applied well.

Across the EU, almost half (48%, +1 pp) of respondents think that digital rights and principles are applied well in their country when it comes to **getting control of one's own data, i.e., how it is used online and with whom it is shared**. One in ten (11%, +1 pp) think that these principles are applied very well. More than four in ten (41%, -3 pp) do not think these rights are applied well.

Around four in ten (42%, +1 pp) think that digital rights and principles are applied well in their country in terms of **getting control of one's digital legacy, for instance deciding what happens with personal accounts and information after one's death**. Close to one in ten (10%, +1 pp) think that these rights are applied very well, while four in ten (38%, -2 pp) do not think they are applied well.

Across the EU, around four in ten (42%, +3 pp) think that digital rights and principles are applied well in their country when it comes to **ensuring safe digital environments and content for children and young people**. Less than one in ten (10%, +2 pp) think that these principles are applied very well. This is the one item where the majority of respondents hold a negative view: 48% (-5 pp) do not think these principles are applied well.

QE9: How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? (%)



GETTING MORE FREEDOM OF EXPRESSION AND INFORMATION ONLINE, E.G. VIA ONLINE PLATFORMS, SOCIAL NETWORKS, SEARCH ENGINES

At the national level, there are three countries where more than seven in ten respondents think that digital rights and principles are applied well in their country for getting more freedom of expression and information online: Malta (76%), Luxembourg (74%), and Croatia (73%). The lowest scores can be seen in Greece (47%) and Latvia (53%).

In several countries, there has been an increase since 2024 in the proportion that thinks digital rights and principles are applied well in their country for getting more freedom of expression and information online. The countries where increases have been largest are Malta (76%, +8 pp) and Bulgaria (65%, +7 pp). The largest decrease instead can be seen in Cyprus (54%, -7 pp).

GETTING BASIC AND ADVANCED DIGITAL EDUCATION, TRAINING AND SKILLS

At the national level, we see that in five countries, at least seven in ten respondents think that digital rights and principles are applied well for getting basic and advanced digital education, training, and skills: Malta (79%), Luxembourg (75%), Ireland (70%), Denmark (69%), and Finland (68%). The lowest scores can be seen in Greece (41%), Germany (51%) and Cyprus (52%).

In several Member States, there have not been notable changes since 2024 in the proportion that says digital rights and principles are applied well for getting basic and advanced digital education, training, and skills. The only exceptions are Romania (61%, +6 pp) and Hungary (68%, +5 pp).

GETTING EASY ONLINE ACCESS TO ALL KEY PUBLIC SERVICES IN THE EU

At the national level, in five countries, more than seven in ten respondents think that digital rights and principles are applied well in their country for getting easy online access to all key public services in the EU: Malta (76%), Luxembourg (75%), Finland (71%), and Denmark (69%). The lowest scores can be seen in Greece (43%), Portugal (51%) and Slovakia (52%).

In several Member States, there have not been significant changes since 2024 in the proportion that thinks digital rights and principles are applied well in their country for getting easy online access to all key public services in the EU. The only exceptions are Romania (54%, +6 pp), Slovenia (63%, +6 pp) and Poland (66%, -6 pp).

GETTING AN AFFORDABLE HIGH-SPEED INTERNET CONNECTION FOR EVERYONE IN THE EU

At the national level, we see that in five countries, at least seven in ten respondents think that digital rights and principles are applied well in their country for getting an affordable high-speed internet connection for everyone in the EU. The highest scores can be seen in Malta (70%), Ireland (69%), Luxembourg (69%), and Finland (67%). The lowest scores can be observed in Greece (34%), Germany (41%) and Portugal (47%).

GETTING FREEDOM OF ASSEMBLY AND OF ASSOCIATION IN THE DIGITAL ENVIRONMENT

Respondents are most likely to think these rights and principles are applied well in their country in Sweden (78%), Finland (76%), and the Netherlands (75%). The lowest scores can be seen in Greece (44%), Cyprus (46%) and Czech Republic (51%).

In several Member States, there have been notable changes since 2024 in terms of respondents thinking rights and principles are applied well in their country for getting freedom of assembly and of association in the digital environment. The largest increases can be seen in Bulgaria (55%, +6 pp) and Romania (57%, +6 pp). Among the countries where there has been a decrease, the largest can be seen in Cyprus (46%, -12 pp) and Lithuania (61%, -7 pp).

In several Member States, there have been significant changes since 2024 in the proportion that thinks digital rights and principles are applied well in their country for getting an affordable high-speed internet connection for everyone in the EU. The largest increases can be seen in Portugal (47%, +10 pp), Cyprus (59%, +7 pp) and Hungary (65%, +7 pp). Among the countries where there has been a decrease, the largest can be found in Lithuania (60%, -9 pp).

GETTING ACCESS TO SAFE AND PRIVACY-FRIENDLY DIGITAL TECHNOLOGIES

Respondents are most likely to think that these rights and principles are applied well in their country in Finland (76%), Malta (71%), and Luxembourg (69%). The lowest scores are found in Greece (35%), Bulgaria (45%) and Portugal (47%).

There has been an increase since 2024 in several countries, in terms of respondents thinking rights and principles are applied well in their country for getting access to safe and privacy-friendly digital technologies. The largest increases can be seen in Malta (71%, +9 pp) and Romania (53%, +7 pp). Among the countries where there has been a decrease, the largest can be seen in Greece (35%, -7 pp) and Slovakia (48%, -7 pp).

GETTING FAIR AND HEALTHY WORKING CONDITIONS IN THE DIGITAL ENVIRONMENT, INCLUDING WORK-LIFE BALANCE

In several Member States, at least six in ten respondents think that rights and principles are applied well in their country in terms of getting fair and healthy working conditions in the digital environment, including work-life balance. The highest proportions can be seen in Malta (72%), Luxembourg (70%), Ireland (67%), and Croatia (67%). The lowest scores are found in Greece (33%), Slovakia (46%) and Germany (47%).

There have been some striking changes since 2024 in the share of respondents who think rights and principles are applied well in their country for getting fair and healthy working conditions in the digital environment. The most notable increases are seen in Portugal, where the proportion of respondents who think these rights are applied well rose from 38% to 50% (+12 pp), and in Romania, where it increased from 50% to 60% (+10 pp). Conversely, Slovakia experienced a significant decrease, with the proportion dropping from 55% to 46% (-9 pp).

GETTING ACCESS TO A TRUSTWORTHY, DIVERSE AND MULTILINGUAL DIGITAL ENVIRONMENT, INCLUDING MORE DIVERSE CONTENT, LESS DISINFORMATION, AND LESS ILLEGAL CONTENT

Looking at the national level, we see that respondents are most likely to think that these rights and principles are applied well in their country in Luxembourg (77%), Croatia (69%), and Malta and Poland (both 64%). The lowest scores are found in Greece (35%), Germany (41%) and Slovakia (46%).

There have been some notable changes since 2024 in the share of respondents who think rights and principles are applied well in their country for getting access to a trustworthy, diverse, and multilingual digital environment. The largest increases can be seen in Malta, which rose from 57% to 64% (+7 pp), and Romania which increased from 47% to 54% (+7 pp). Conversely, Slovakia experienced a significant decrease, dropping from 53% to 46% (-7 pp).

GETTING EFFECTIVE FREEDOM OF CHOICE ONLINE, INCLUDING WHEN INTERACTING WITH ARTIFICIAL INTELLIGENCE (E.G. CHATBOTS, DIGITAL ASSISTANTS)

Looking at the national level, respondents are most likely to think that these rights and principles are applied well in their country in Malta (74%), Croatia (69%), and Luxembourg (66%). The lowest scores are found in Greece (38%), Germany (40%) and Sweden (46%).

There have been some notable changes since the previous survey in the share of respondents who think rights and principles are applied well in their country for getting effective freedom of choice online. The largest increases can be seen in Malta, which rose from 61% to 74% (+13 pp), and Latvia which increased from 45% to 52% (+7pp). Conversely, the largest decrease can be observed in Poland, which dropped from 71% to 64% (-7 pp).

GETTING PRIVACY ONLINE, RESPECT FOR THE CONFIDENTIALITY OF COMMUNICATIONS AND INFORMATION ON DEVICES

At the national level, respondents are most likely to think that digital rights and principles are applied well in their country for getting privacy online in Malta (73%), Finland (70%), and Luxembourg (68%). The lowest scores are found in Greece (32%), Germany (43%) and Slovakia (46%).

In several Member States, there has been an increase since the previous survey in the proportion that thinks digital rights and principles are applied well in their country for getting privacy online. The largest increases can be observed in Malta (73%, +17 pp), and Sweden (58%, +8 pp). Conversely, there has been a decrease in Slovakia (46%, -6 pp) and Poland (63%, -5 pp).

GETTING ACCESS TO THE RIGHT INFORMATION ON THE ENVIRONMENTAL IMPACT AND ENERGY CONSUMPTION OF DIGITAL TECHNOLOGIES

At the national level, respondents are most likely to think that digital rights and principles are applied well in their country for getting access to the right information on the environmental impact and energy consumption of digital technologies in Malta (65%), Luxembourg (61%), and Poland (60%). The lowest scores are found in Greece (37%), the Netherlands (42%) and Cyprus (42%).

In several Member States, there has been an increase since 2024 in the proportion that thinks digital rights and principles are applied well in their country for getting access to the right information on the environmental impact and energy consumption of digital technologies. The largest increases can be observed in Malta (65%, +10 pp), and Romania (56%, +7 pp). Conversely, there has been a significant decrease in Cyprus (42%, -9 pp).

GETTING DIGITAL PRODUCTS AND SERVICES THAT MINIMISE DAMAGE TO THE ENVIRONMENT AND SOCIETY (E.G., PRODUCTS AND SERVICES THAT CAN BE REPAIRED OR RECYCLED, AND WHICH DO NOT INVOLVE FORCED LABOUR)

Looking at the national level, we see that respondents are most likely to think that these rights and principles are applied well in their country in Luxemburg (65%), Italy (64%), and Croatia (62%). The lowest scores are found in Greece (35%), the Netherlands (37%), Sweden (37%).

There has been an increase in several countries since 2024 in terms of respondents who think rights and principles are applied well in their country for getting digital products and services that minimize damage to the environment and society. The largest increases can be observed in Malta (58%, +15 pp) and Portugal (51%, +9 pp). Instead, the largest decreases are found in Lithuania (46%, -8 pp) and Cyprus (44%, -7 pp).

GETTING CONTROL OF ONE'S OWN DATA, I.E. HOW IT IS USED ONLINE AND WITH WHOM IT IS SHARED

At the national level, we see that in three countries, more than six in ten think that digital rights and principles are applied well in their country towards getting control of one's own data: Malta (65%), Luxemburg (63%), and Croatia (62%). The lowest scores are found in Greece (30%), Sweden (40%), and Germany (40%).

In several Member States, there has been an increase since 2024 in the proportion that thinks digital rights and principles are applied well in their country for getting control of one's own data. The largest increases can be observed in Malta (65%, +13 pp) and Portugal (42%, +11 pp). Conversely, the largest decreases are found in Poland (58%, -6 pp) and Lithuania (48%, -5 pp).

GETTING CONTROL OF ONE'S DIGITAL LEGACY, FOR INSTANCE DECIDING WHAT HAPPENS WITH PERSONAL ACCOUNTS AND INFORMATION AFTER ONE'S DEATH

In four countries, more than half of respondents think that rights are applied well in their country with regards to getting control of one's digital legacy: Croatia (59%), Italy (57%), Poland (56%), and Romania (55%). The lowest scores can be observed in Greece (29%), Sweden (29%) and Bulgaria (33%).

In several Member States, there has been an increase since 2024 in the proportion that says rights are applied well in their country with regards to getting control of one's digital legacy. The largest increases can be seen in Portugal (43%, +14 pp) and Romania (55, +10 pp). The largest decreases are found in Slovakia (37%, -12 pp) and Hungary (53%, -7 pp).

ENSURING SAFE DIGITAL ENVIRONMENTS AND CONTENT FOR CHILDREN AND YOUNG PEOPLE

At the national level, we see that only in four countries, more than half of respondents think that digital rights and principles are applied well in their country for ensuring safe digital environments and content for children and young people: Poland (56%), Luxemburg (55%), Hungary (53%), and Italy (52%). The lowest scores are found in Greece (25%), Sweden (28%) and Denmark (31%).

There has been an increase in nineteen Member States in terms of respondents thinking digital rights and principles are applied well in their country for ensuring safe digital environments. The largest increases can be seen in Portugal (39%, +13 pp) and Latvia (40%, +10 pp).

Conclusion

Compared to the 2024 results, the latest findings reveal a landscape of overall continuity with some modest shifts in public opinion regarding digitalisation in Europe. While many key indicators remain stable, such as the perceived ease that digital technologies bring to daily life - there are slight increases in the number of Europeans who expect digital tools to play a significant role in accessing public services, maintaining personal connections, and receiving healthcare.

At the same time, **growing concerns** are evident in areas such as **online safety for children and the need for stronger protections against misinformation**. A few indicators show small declines, particularly around perceptions of online rights and the EU's role in safeguarding them, suggesting areas where confidence may be waning slightly.

The proportion of Europeans who believe that the **digitalisation of public and private life is making their life easier** remains steady at 73% (unchanged) compared to 2024 results. This indicates continued stability in public sentiment regarding the overall benefits of digital technologies in everyday life.

A significant majority of Europeans **expect digital technologies to strongly impact several key areas of their daily life**. Specifically, 84% (+1 pp) anticipate a substantial influence on accessing public services online, while the same proportion (84%, +1 pp) foresee digitalisation playing a major role in connecting with people, friends, and family online. Similarly, 80% (+1 pp) cite the importance of digital technologies in accessing or receiving healthcare services.

The **availability and affordability of high-speed internet connections** are considered essential for supporting the daily use of digital tools, with 80% of respondents (unchanged) identifying this as a key factor In addition, improved cybersecurity, better protection of online data, and increased safety of digital technologies are seen as crucial by 81% (+2 pp) of Europeans.

When considering **priorities for public authorities**, 89% (+1 pp) of Europeans stress the importance of **ensuring that people receive proper human support** during the transition to a more digital society. An equally high proportion (89%, +2 pp) view **increased research and innovation to develop more secure and robust digital technologies** as a top priority. Addressing **fake news** is also regarded as critical, with 88% of respondents considering it important to counter and mitigate its effects.

Regarding **access issues**, 34% of Europeans report having encountered **geographical restrictions** that prevented them from accessing certain online content or services. This issue is especially common when **attempting to watch films or series**, affecting 25% of respondents. Conversely, 64% report that they have not faced such restrictions.

Concerns about **online safety for children** remain prevalent. Over 9 in 10 Europeans consider it urgent for public authorities to take action to protect children online. Specifically, 93% highlight the need to **address the negative impact of social media on children's mental health**, 92% stress the importance of tackling **cyberbullying and online harassment**, and 92% support implementing mechanisms to **restrict access to age-inappropriate content**.

Awareness that **offline rights should also be respected online** has declined slightly since Spring 2024, with 59% (-3 pp) of Europeans expressing this view. Nonetheless, this figure remains 2 pp higher than in 2023. Meanwhile, the proportion of respondents who **believe the EU protects their rights in the online environment** well has slightly decreased to 44% (-1 pp). A similar decline is observed among those who disagree with this statement, now at 41% (-3 pp). Finally, the rights and principles most perceived as being well implemented in respondents' countries include **access to basic and advanced digital education, training, and skills** (60%, unchanged). This is closely followed by **freedom of expression and information online**, also at 60% (-1 pp).

Technical Specifications

Between 18 February and 16 March 2025, Verian Belgium carried out the wave 103.2 of the Eurobarometer survey, on request of the European Commission, Directorate-General for Communication, "Media monitoring and Eurobarometer" Unit.

The Wave 103.2 covers the population of the respective nationalities of the European Union Member States, resident in each of the 27 Member States and aged 15 years and over.

The basic sample design applied in all countries is a stratified multi-stage, random (probability) one. In each country, the sample frame is first stratified by NUTS regions and within each region by a measure of urbanity (DEGURBA). The number of sample points selected in each strata reflects the stratum population 15+. At the second stage sampling points were drawn with probability proportional to their 0+ population size from within each stratum. The samples thus represent the whole territory of the countries surveyed according to the EUROSTAT NUTS II (or equivalent) and according to the distribution of the resident population of the respective nationalities in terms of metropolitan, urban and rural areas[10].

In each of the selected sampling points, a starting coordinate was drawn at random and a reverse geo-coding tool used to identify the closest address to the coordinate. This address was the starting address for the random walk. Further addresses (every Nth address) were selected by standard "random route" procedures, from the initial address. In each household, the respondent was drawn, at random. The approach to the random selection was conditional on the household size. By way of example for households with two 15+ members the script was used to select either the informant (person responding to the screener questionnaire) or the other eligible member in the household. For households with three 15+ members the script was used to select either the informant (1/3 of the time) or the two other eligible members in the household (2/3 of the time). Where the two other members were selected, the interviewer was then told to either ask for the youngest or oldest. The script would randomly assign the selection to youngest or oldest with equal probability. This process continues for four 15+ household members – randomly asking for the youngest, 2nd youngest and oldest. For households with five 15+ members we revert to the last birthday rule.

If no contact was made with anyone in the household, or if the respondent selected was not available (busy), the interviewer revisited the same household up to three additional times (four contact attempts in total). Interviewers never indicate that the survey is conducted on behalf of the European Commission beforehand; they may give this information once the survey is completed, upon request.

The recruitment phase was slightly different in the Netherlands, Finland, and Sweden. In the two latter countries, a sample of addresses within each sampling point were selected from the address or population register (in Finland, selection is not done in all sample points, but in some where response rates are expected to improve). The selection of addresses was done in a random manner. Households were then contacted by telephone and recruited to take part in the survey. In the Netherlands, a dual frame RDD sample (mobile and landline numbers) are used as there is no comprehensive population register with telephone numbers available. The selection of numbers on both frames is done in a random manner with each number getting an equal probability of selection. Unlike Sweden and Finland, the sample is un-clustered.

[10] Urban Rural classification based on DEGURBA
(https://ec.europa.eu/eurostat/web/degree-of-urbanisation/background)

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Technical Specifications

	COUNTRIES	INSTITUTES	N° INTERVIEWS	FIELDWORK DATES		POPULATION 15+	PROPORTION EU27
BE	Belgium	MCM Belgium	1,003	18-02-2025	10-03-2025	9,801,547	2.6%
BG	Bulgaria	Kantar TNS BBSS	1,018	18-02-2025	10-03-2025	5,533,938	1.4%
CZ	Czechia	STEM/MARK	1,005	18-02-2025	03-03-2025	9,075,934	2.4%
DK	Denmark	Mantle Denmark (Verian)	1,004	18-02-2025	16-03-2025	4,984,048	1.3%
DE	Germany	Mantle Germany (Verian)	1,510	19-02-2025	10-03-2025	72,405,020	19.0%
EE	Estonia	B&B Research OÜ	1,006	18-02-2025	10-03-2025	1,141,759	0.3%
IE	Ireland	B and A Research	1,007	18-02-2025	10-03-2025	4,250,998	1.1%
EL	Greece	Kantar Greece	1,003	18-02-2025	09-03-2025	9,019,518	2.4%
ES	Spain	Mantle Spain (Verian)	1,004	18-02-2025	10-03-2025	41,533,486	10.9%
FR	France	MCM France	1,003	18-02-2025	12-03-2025	56,365,353	14.8%
HR	Croatia	Hendal	1,022	19-02-2025	10-03-2025	3,301,831	0.9%
IT	Italy	Testpoint Italia	1,019	18-02-2025	03-03-2025	51,632,657	13.5%
CY	Rep. of Cyprus	CYMAR Market Research	500	18-02-2025	12-03-2025	772,320	0.2%
LV	Latvia	Kantar TNS Latvia	1,008	18-02-2025	10-03-2025	1,582,326	0.4%
LT	Lithuania	Norstat LT	1,014	18-02-2025	09-03-2025	2,429,823	0.6%
LU	Luxembourg	ILRES	507	19-02-2025	10-03-2025	555,900	0.1%
HU	Hungary	Kantar Hoffmann	1,017	19-02-2025	03-03-2025	8,205,783	2.1%
MT	Malta	MISCO International	503	18-02-2025	13-03-2025	473,015	0.1%
NL	Netherlands	MCM Netherlands	1,021	18-02-2025	07-03-2025	15,081,342	4.0%
AT	Austria	Das Österreichische Gallup Ins.	1,008	18-02-2025	08-03-2025	7,788,036	2.0%
PL	Poland	Research Collective	1,008	18-02-2025	07-03-2025	31,079,533	8.1%
PT	Portugal	Intercampus SA	1,053	18-02-2025	10-03-2025	9,113,419	2.4%
RO	Romania	CSOP SRL	1,039	18-02-2025	10-03-2025	15,981,575	4.2%
SI	Slovenia	Mediana DOO	1,010	18-02-2025	09-03-2025	1,799,078	0.5%
SK	Slovakia	MNFORCE	1,006	18-02-2025	05-03-2025	4,554,569	1.2%
FI	Finland	Taloustutkimus Oy	1,001	18-02-2025	11-03-2025	4,722,540	1.2%
SE	Sweden	Mantle Sweden (Verian)	1,020	18-02-2025	10-03-2025	8,541,497	2.2%
		TOTAL EU27	26,319	18-02-2025	16-03-2025	381,726,845	100%

* It should be noted that the total percentage shown in this table may exceed 100% due to rounding.

Interviewing mode per country

Interviews were conducted through face-to-face interviews, either physically in people's homes or through remote video interaction in the appropriate national language. Interviews with remote video interaction ("online face-to-face" or CAVI, Computer Assisted Video Interviewing, were conducted only in Denmark, Malta, Netherlands, Finland and Sweden).

	COUNTRIES	N° OF CAPI INTERVIEWS	N° OF CAVI INTERVIEWS	TOTAL N° INTERVIEWS
BE	Belgium	1,003		1,003
BG	Bulgaria	1,018		1,018
CZ	Czechia	1,005		1,005
DK	Denmark	672	332	1,004
DE	Germany	1,510		1,510
EE	Estonia	1,006		1,006
IE	Ireland	1,007		1,007
EL	Greece	1,003		1,003
ES	Spain	1,004		1,004
FR	France	1,003		1,003
HR	Croatia	1,022		1,022
IT	Italy	1,019		1,019
CY	Rep. Of Cyprus	500		500
LV	Latvia	1,008		1,008
LT	Lithuania	1,014		1,014
LU	Luxembourg	507		507
HU	Hungary	1,017		1,017
MT	Malta	336	167	503
NL	Netherlands	746	275	1,021
AT	Austria	1,008		1,008
PL	Poland	1,008		1,008
PT	Portugal	1,053		1,053
RO	Romania	1,039		1,039
SI	Slovenia	1,010		1,010
SK	Slovakia	1,006		1,006
FI	Finland	736	265	1,001
SE	Sweden	773	247	1,020
	TOTAL EU27	25,033	1,286	26,319

CAPI : Computer-Assisted Personal interviewing
CAVI : Computer-Assisted Video interviewing

Response rates

For each country a comparison between the responding sample and the universe (i.e. the overall population in the country) is carried out. Weights are used to match the responding sample to the universe on gender by age, region and degree of urbanisation. For European estimates (i.e. EU average), an adjustment is made to the individual country weights, weighting them up or down to reflect their 15+ population as a proportion of the EU 15+ population.

The response rates are calculated by dividing the total number of complete interviews with the number of all the addresses visited, apart from ones that are not eligible but including those where eligibility is unknown. For wave 103.2 of the EUROBAROMETER survey, the response rates for the EU27 countries, calculated by Verian Belgium, are:

	COUNTRIES	CAPI RESPONSE RATES
BE	Belgium	47.6%
BG	Bulgaria	44.7%
CZ	Czechia	56.2%
DK	Denmark	54.3%
DE	Germany	35.2%
EE	Estonia	43.7%
IE	Ireland	40.9%
EL	Greece	31.1%
ES	Spain	36.6%
FR	France	43.3%
HR	Croatia	41.1%
IT	Italy	32.1%
CY	Rep. Of Cyprus	66.1%
LV	Latvia	29.3%
LT	Lithuania	43.3%
LU	Luxembourg	28.5%
HU	Hungary	60.0%
MT	Malta	78.2%
NL	Netherlands	85.4%
AT	Austria	44.8%
PL	Poland	48.6%
PT	Portugal	48.4%
RO	Romania	46.9%
SI	Slovenia	35.0%
SK	Slovakia	55.3%
FI	Finland	32.3%
SE	Sweden	79.6%

CAPI : Computer-Assisted Personal interviewing

Margins of error

Readers are reminded that survey results are estimations, the accuracy of which, everything being equal, rests upon the sample size and upon the observed percentage. With samples of about 1,000 interviews, the real percentages vary within the following confidence limits:

Statistical Margins due to the sampling process

(at the 95% level of confidence)

various sample sizes are in rows *various observed results are in columns*

	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	
N=50	6,0	8,3	9,9	11,1	12,0	12,7	13,2	13,6	13,8	13,9	N=50
N=500	1,9	2,6	3,1	3,5	3,8	4,0	4,2	4,3	4,4	4,4	N=500
N=1000	**1,4**	**1,9**	**2,2**	**2,5**	**2,7**	**2,8**	**3,0**	**3,0**	**3,1**	**3,1**	**N=1000**
N=1500	1,1	1,5	1,8	2,0	2,2	2,3	2,4	2,5	2,5	2,5	N=1500
N=2000	1,0	1,3	1,6	1,8	1,9	2,0	2,1	2,1	2,2	2,2	N=2000
N=3000	0,8	1,1	1,3	1,4	1,5	1,6	1,7	1,8	1,8	1,8	N=3000
N=4000	0,7	0,9	1,1	1,2	1,3	1,4	1,5	1,5	1,5	1,5	N=4000
N=5000	0,6	0,8	1,0	1,1	1,2	1,3	1,3	1,4	1,4	1,4	N=5000
N=6000	0,6	0,8	0,9	1,0	1,1	1,2	1,2	1,2	1,3	1,3	N=6000
N=7000	0,5	0,7	0,8	0,9	1,0	1,1	1,1	1,1	1,2	1,2	N=7000
N=7500	0,5	0,7	0,8	0,9	1,0	1,0	1,1	1,1	1,1	1,1	N=7500
N=8000	0,5	0,7	0,8	0,9	0,9	1,0	1,0	1,1	1,1	1,1	N=8000
N=9000	0,5	0,6	0,7	0,8	0,9	0,9	1,0	1,0	1,0	1,0	N=9000
N=10000	0,4	0,6	0,7	0,8	0,8	0,9	0,9	1,0	1,0	1,0	N=10000
N=11000	0,4	0,6	0,7	0,7	0,8	0,9	0,9	0,9	0,9	0,9	N=11000
N=12000	0,4	0,5	0,6	0,7	0,8	0,8	0,9	0,9	0,9	0,9	N=12000
N=13000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,9	0,9	N=13000
N=14000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,8	0,8	N=14000
N=15000	0,3	0,5	0,6	0,6	0,7	0,7	0,8	0,8	0,8	0,8	N=15000
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	

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