



European
Commission



SPECIAL EUROBAROMETER **551**

The Digital Decade

EUROBAROMETER **Report**

Fieldwork: March-April 2024



This survey has been requested by the European Commission, Directorate-General for Communications Networks, Content and Technology (DG CNECT 'Digital Decade' Unit) and co-ordinated by the European Commission, Directorate-General for Communication (DG COMM 'Media monitoring and Eurobarometer' Unit).

This document does not represent the point of view of the European Commission. The interpretations and opinions contained in it are solely those of the authors.

Project title Special Eurobarometer 551 on 'the digital decade' 2024

Language version EN

Catalogue number KK-02-24-607-EN-N

ISBN 978-92-68-17661-0

DOI 10.2759/927260

© European Union, 2024

<https://www.europa.eu/eurobarometer>

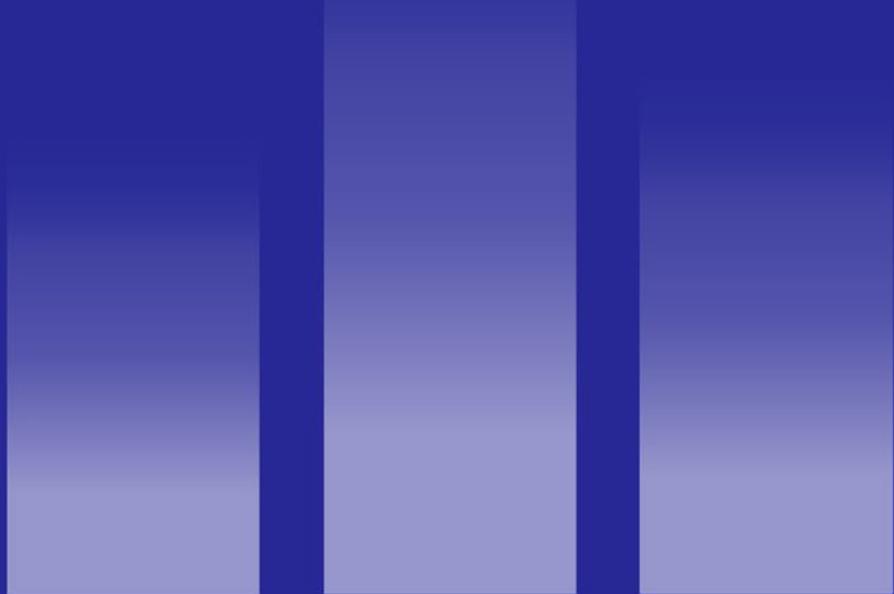
Photo credit: Getty Images

TABLE OF CONTENTS

Introduction	4
Executive Summary	7
I. Perceptions and expectations about future use of digital technologies in daily life	11
1. The impact of digitalisation of daily public and private services on citizens' lives	12
2. Importance of digital technologies in specific areas of life by 2030	15
3. Improvements facilitating the use of digital technologies	30
II Support and priorities for the Digital Decade policy programme	39
1. Importance of actions for public authorities related to digital technologies	40
2. Issues related to digital technologies and their impact on citizens	48
III. Digital rights and principles	51
1. Awareness about fundamental rights being applied also online	52
2. Opinion on the EU's ability to protect digital rights	55
3. Opinions on the ability of Member States to apply digital rights and principles	59
Conclusion	83
Technical specifications	87



Introduction



Special Eurobarometer 551 The Digital Decade

EU citizens increasingly use the **internet** and a broad array of **digital tools** to work, learn, and socialise; to interact with companies or their governments, and to access services such as health and culture. The internet and digital tools have become essential for today's **citizens, companies, organisations, and governments**. The COVID-19 crisis has further accelerated this trend. A shared, coherent vision for a digital economy and what it means to be a citizen in an increasingly digital world is more important than ever.

Based on the **Communication on the 'Digital Compass: the European way for the Digital Decade'**¹, the **Digital Decade Policy Programme 2030**² sets out common commitments taken by Member States and the European Commission to achieve a successful digitalisation based on leadership and values. It also outlines objectives and targets to foster a human-centred, fundamental-rights-based, sustainable, sovereign and more prosperous digital future for Europe by 2030. Simultaneously, a **European Declaration on Digital Rights and Principles for the Digital Decade**³, signed by the European Parliament, the Council and the Commission, lays down digital principles to guide our Union in its digital transformation.

The overall aim of this declaration on digital rights and principles is to promote a values-based European digital landscape to help nurture **more democratic and inclusive societies**, ensuring a level playing field for all EU citizens to access and leverage the full potential of an increasingly digital world.

The Digital Decade Policy Programme 2030 sets up an annual cooperation cycle to achieve the common objectives and targets. This governance framework is based on an annual cooperation mechanism involving the Commission and Member States.

As part of the process of developing the declaration, a **Eurobarometer Report on Digital Rights and Principles** was produced. This was based on a survey conducted in September–October 2021, examining the perspectives of EU citizens⁴. A **second Eurobarometer survey** was conducted in March 2023 (EBS 532)⁵.

The **current report** is based on a Special Eurobarometer survey conducted between 6 March and 8 April 2024. This includes new questions but also follows up on the results of the previous survey, exploring whether, and to what extent, EU citizens' attitudes have evolved over the past year in this fast-changing field.

The first part of this report focuses on the perceptions among EU citizens of **the increasingly critical role that digital technologies will play in their lives**, and their expected impact in the foreseeable future. The report starts by looking at perceptions of whether digitalisation of daily public and private services is making lives easier or more difficult. Respondents were then asked how important they expect digital technologies to be by 2030, in a range of different aspects of daily life. The report then examines how significantly respondents expect various improvements will facilitate their daily use of digital technologies.

The second part of this report explores **support and priorities for the digital decade policy programme**, by examining the perceived importance of different actions related to digital technologies and the action of public authorities.

The third section focuses on **the Digital Service Act and the impact of online issues on citizens** by examining issues related to digital technologies and their impact on citizens.

The fourth and final part of the report looks at **digital rights and principles**. It examines the awareness of EU citizens on the **application and protection of fundamental rights in the online environment**. Respondents were also asked to indicate how well they think that the EU protects their rights in the online environment, and to indicate how well they think digital rights and principles are applied in their country, on a range of different issues.

¹ Communication from the Commission to the European Parliament, the Council, the European Economic and Social Committee and the Committee of the Regions 2030 Digital Compass: the European way for the Digital Decade, COM/2021/118 final/2, 9. 3. 2021

² Decision (EU) 2022/2481 of the European Parliament and of the Council of 14 December 2022 establishing the Digital Decade Policy Programme 2030, OJ L 323, 19.12.2022, p. 4–26.

https://commission.europa.eu/strategy-and-policy/priorities-2019-2024/europe-fit-digital-age/europes-digital-decade-digital-targets-2030_en

³ European Declaration on Digital Rights and Principles for the Digital Decade, OJ C 23, 23.1.2023, p. 1–7.

⁴ https://ec.europa.eu/commission/presscorner/detail/en/IP_21_6462

⁵ <https://europa.eu/eurobarometer/surveys/detail/2959>

Special Eurobarometer 551 The Digital Decade

METHODOLOGY USED FOR THE SURVEY

The methodology used was that of the Standard Eurobarometer surveys carried out by the Directorate-General for Communication (“Media monitoring and Eurobarometer” Unit). 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 Czechia, Denmark, Malta and Finland. A technical note concerning the interviews conducted by the member institutes of the Kantar network is annexed to this report. It also specifies the confidence intervals.

In accordance with the EU General Data Protection Regulation⁶(GDPR), respondents were asked whether they would agree to be asked questions on issues that could be considered “sensitive”.

Note: In this report, EU countries are referred to by their official abbreviations. The abbreviations used in this report are:

Belgium	BE	Lithuania	LT
Bulgaria	BG	Luxembourg	LU
Czechia	CZ	Hungary	HU
Denmark	DK	Malta	MT
Germany	DE	The Netherlands	NL
Estonia	EE	Austria	AT
Ireland	IE	Poland	PL
Greece	EL	Portugal	PT
Spain	ES	Romania	RO
France	FR	Slovenia	SI
Croatia	HR	Slovakia	SK
Italy	IT	Finland	FI
Republic of Cyprus	CY *	Sweden	SE
Latvia	LV		

European Union – weighted average for the 27 Member States	EU27
BE, FR, IT, LU, DE, AT, ES, PT, IE, NL, FI, EL, EE, SI, CY, MT, SK, LV, LT	euro area
BG, CZ, DK, HR, HU, PL, RO, SE	Non-euro area

* Cyprus as a whole is one of the 27 European Union Member States. However, the *acquis communautaire* has been suspended in the part of the country not controlled by the government of the Republic of Cyprus. For practical reasons, only the interviews carried out in the part of the country controlled by the government of the Republic of Cyprus are included in the ‘CY’ category and in the EU27 average.

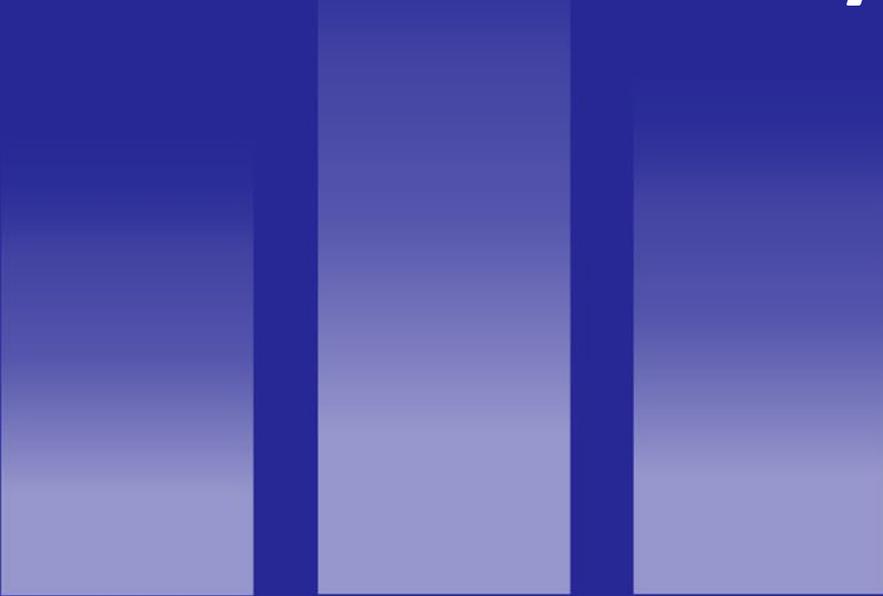
We would like to thank the people across the European Union who have offered their time to take part in this survey.

Without their active participation, this study would not have been possible.

⁶ 2016/679



Executive Summary



KEY FINDINGS

The impact of digitalisation on citizens' lives

- Almost three-quarters of Europeans (73%) consider that the **digitalisation of daily public and private services is making their life easier**, including 19% who say it is making their life 'much easier'. Just under a quarter (23%) say that the digitalisation of daily public and private services is making their life more difficult.

Importance of digital technologies in specific areas of life by 2030

- When asked how important digital technologies will be in a number of areas of their daily life by 2030, more than eight in ten respondents (83%) say they will be important to **connect with people, friends and family online**, and the same proportion (83%) say they will be important for **accessing public services online**. Around eight in ten (79%) expect **accessing or receiving healthcare services** to be important by the end of the decade.
- In a number of areas, digital technologies are expected to be important by 2030 by around three in four respondents: **using, shopping for, and selling products and services online** (76%), **accessing and making use of transport services** (76%), **accessing education and training opportunities** (75%), **accessing, interacting with and/or creating online material/content** (74%), **engaging in democratic life** (74%) and **helping to fight climate change** (74%). Around seven in ten (69%) expect digital technologies to be important for **working remotely**.
- There has been an increase in the perceived importance of all of these areas since the 2023 survey. The largest increases are in the expected importance of **helping to fight climate change** (+8 pp), **engaging in democratic life** (+6 pp) and **working remotely** (+6 pp).
- Respondents in Hungary are the most likely to expect digital technologies to be important by 2030 in the various areas, and the largest increases since 2023 can also be seen in Hungary as well as in Croatia. Respondents in

Romania and Portugal tend to be the least likely to say digital technologies will be important in various aspects of their daily life by 2030.

- The socio-demographic analysis identifies a number of groups who are more likely to expect digital technologies to be important in various aspects of their daily life by 2030: younger people, respondents who stayed longer in education, those who have fewer financial difficulties and frequent internet users.

Improvements facilitating the use of digital technologies

- When asked how significantly they expect a number of improvements to facilitate their use of digital technologies, eight in ten respondents (80%) expect the **availability and affordability of high-speed Internet connection** to significantly facilitate their daily use. A similar proportion say this with regards to **improved cybersecurity, better protection of online data and safety of digital technologies** (79%).
- More than seven in ten expect the following improvements to facilitate their daily use of digital technologies: **digital products and online services better adapted to their personal needs, including immersive technologies** (77%), **human support to help accessing and using digital technologies and services** (74%) and **more education and training to develop skills for using digital services** (72%).

Important actions for public authorities related to digital technologies

- 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.
- Almost nine in ten respondents (88%) 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**.
- More than eight in ten think it is important for public authorities to: **increase research and**

innovation to have more secure and strong digital technologies (86%), build efficient and secure digital infrastructures, including connectivity and data processing facilities (84%), ensure that European companies can grow and become European Champions able to compete globally (82%) and ensure digital technologies serve the green transition (81%).

- Just under eight in ten (78%) 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.**

Issues related to digital technologies and their impact on citizens

- Respondents were asked which of a number of issues had the biggest personal impact on them, in the context of the EU's enforcement of legislation regulating the behaviour of online platforms.
- Respondents were most likely to specify **the misuse of personal data** (46%) and **fake news and disinformation** (45%) as issues that have the biggest personal impact on them.
- More than one in five respondents also mentioned **insufficient protections for minors** (33%), **non-trustworthy online sellers** (27%) and **hate speech** (22%) as issues that have a personal impact.
- **Non-justified removal of content** (9%) and **non-transparent content moderation practices** (12) were the two least mentioned issues.

Awareness about fundamental rights being applied also online

- More than six in ten Europeans (62%) say they are aware that **rights that apply offline should also be respected online**, an increase of 5 percentage points from the 2023 survey.
- Stated awareness is highest in Finland and the Netherlands, while it is lowest in Bulgaria. The largest increases in awareness since 2023 can be seen in Slovakia, Romania, Italy and Austria.

Opinion on the EU's ability to protect digital rights

- Less than half of Europeans (45%) consider that **the EU protects their rights in the online environment** well, a decrease from the 2023 survey (-5 pp). A similar proportion (44%) think that the EU does not protect their rights in the online environment well, an increase from 2023 (+8 pp).
- Respondents in Poland, Ireland, Denmark and Hungary are most likely to think that the EU protects their rights in the online environment well, while those in Spain, Greece and Cyprus are most likely to take a negative view.
- Opinions have become more negative since 2023 in 20 Member States, most notably in Malta, Latvia, the Netherlands and Cyprus.

Opinions on the ability of national states to apply digital rights and principles

- Respondents are most likely to say that digital rights and principles are applied well in their country in relation to **getting more freedom of expression and information online** (61%) and in **getting basic and advanced digital education, training and skills** (60%).
- Attitudes were also mostly positive in relation to **getting freedom of assembly and of association in the digital environment** (59%), **getting easy online access to all key public services in the EU** (58%) and **getting an affordable high-speed internet connection for everyone in the EU** (57%).
- However, less than half think that digital rights and principles are applied well in their country with regards to **getting control of one's own data** (47%), **getting control of one's digital legacy** (41%) and **ensuring safe digital environments and content for children and young people** (39%).
- In a number of areas, there has been an **increase since 2023 in the proportions saying digital rights and principles are applied well** (all +4 percentage points): getting basic and advanced digital education, training and skills; getting easy online access to all key public services in the EU; getting an affordable high-speed internet connection for everyone in

Special Eurobarometer 551 The Digital Decade

the EU; and getting fair and healthy working conditions in the digital environment, including the work-life balance.

- However, in some areas, attitudes have become more negative since 2023, with respondents **more likely to say that digital rights and principles are not applied well**: ensuring safe digital environments and content for children and young people (+10 pp) and getting control of one's own data (+5 pp).
- Respondents in Poland, Luxembourg, Hungary and Finland are the most likely to say that digital rights and principles are applied well in their country in the different areas, while views tend to be most negative in Greece and Portugal. Positive changes since the 2023 survey are most common in Austria, France, Slovenia and Hungary, while negative shifts are most common in Italy, Malta and Latvia.

- A number of socio-demographic groups are more likely to think that digital rights are well protected in their country: younger people, those with a higher level of education, those who have fewer difficulties paying bills, and frequent internet users.

Focusing exclusively on the questions that remain unchanged and comparing them with the 2023 results, the main changes in citizens' perceptions are more pessimistic opinions on the implementation of the principle of **ensuring safe digital environments and content for children and young people in countries** ('not well': 53%, +10pp) and on the protection of EU citizens' rights in the digital environment ('not well': 44%, +8pp), and an increase of the importance given to digital technologies helping to fight climate change (74%, +8pp).



I. Perceptions and expectations about future use of digital technologies in daily life

This first chapter examines Europeans' views on the future of digital technologies. It starts by considering whether the digitalisation of daily public and private services is making the life of EU citizens easier or more difficult. It then explores how important respondents think digital technologies will be in a number of areas of their daily life by 2030. In addition, respondents were asked how significantly various improvements would facilitate their daily use of digital technologies.

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

A LARGE MAJORITY OF RESPONDENTS CONSIDER THAT THE DIGITALISATION OF DAILY PUBLIC AND PRIVATE SERVICES IS MAKING THEIR LIFE EASIER

One of the aims of the Digital Decade Policy programme is to ensure that all people can make the best possible use of digital technologies to learn, work, explore and fulfil their ambitions. However, sometimes there are obstacles preventing people from using available digital technologies for their own benefit. In order to work on removing these obstacles, we need to understand them first.

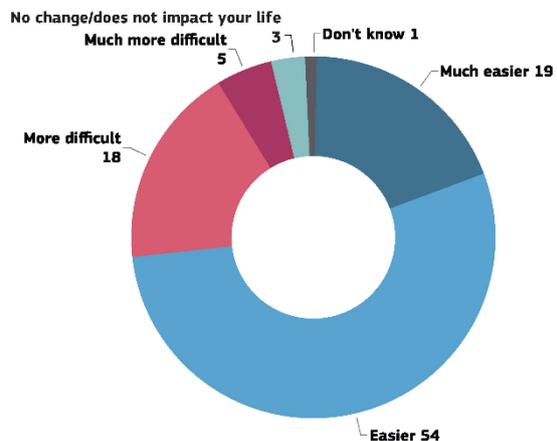
When asked whether they think that the digitalisation of daily public and private services is making their life easier or more difficult⁷, respondents provide the following answers:

More than seven in ten Europeans (73%) consider that the digitalisation of daily public and private services is making their life easier, including 19% who say it is making their life 'much easier' and 54% 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 5% saying it is making it 'much more difficult' and 18% 'more difficult'.

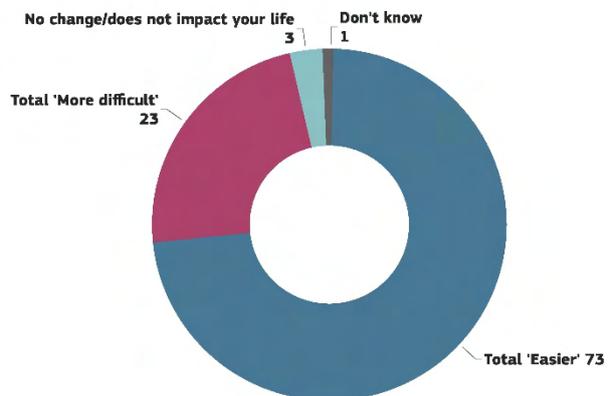
A small proportion of respondents say there is no change or that it does not impact on their life (3%), while 1% do not know.

QC2. Would you consider that the digitalisation of daily public and private services is making your life easier or more difficult? (EU27) (%)



Mar/Apr 2024

QC2. Would you consider that the digitalisation of daily public and private services is making your life easier or more difficult? (EU27) (%)



Mar/Apr 2024

⁷ QC2. Would you consider that the digitalisation of daily public and private services is making your life easier or more difficult?

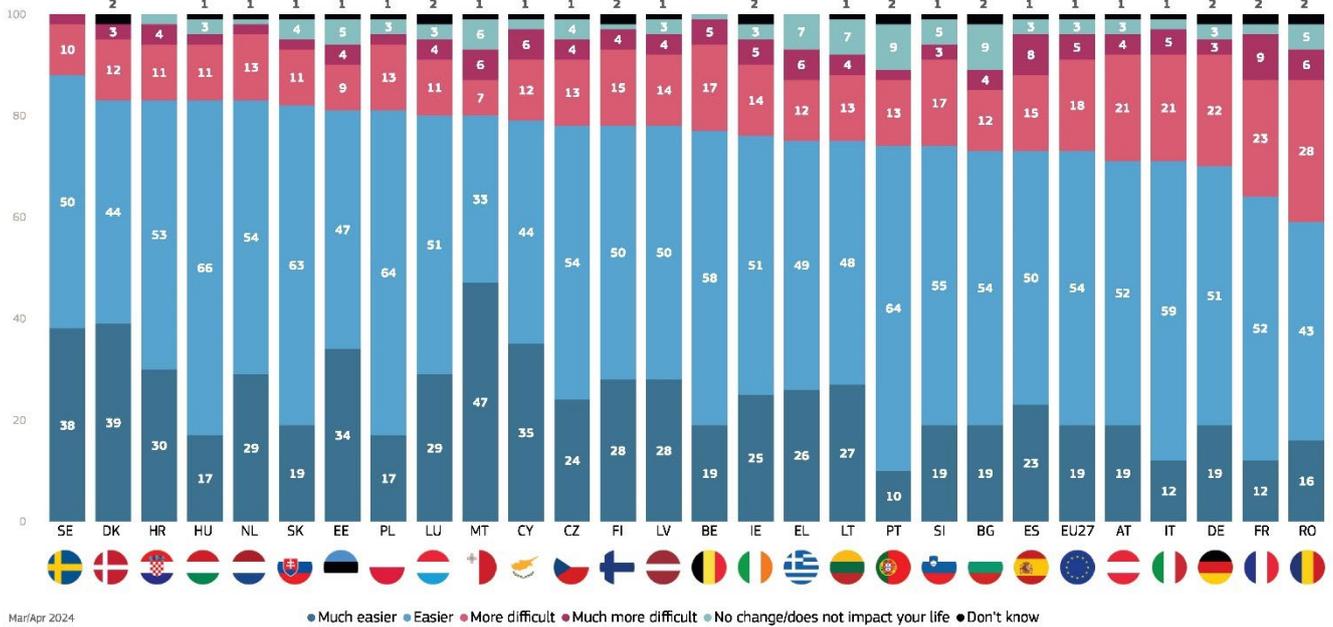
Special Eurobarometer 551

The Digital Decade

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 (88%) and in Denmark, Croatia, Hungary and the Netherlands (all 83%).

In five countries, at least a quarter of respondents say that the digitalisation of daily public and private services is making their life more difficult: Romania (34%), France (32%), Italy (26%) and Germany and Austria (both 25%).

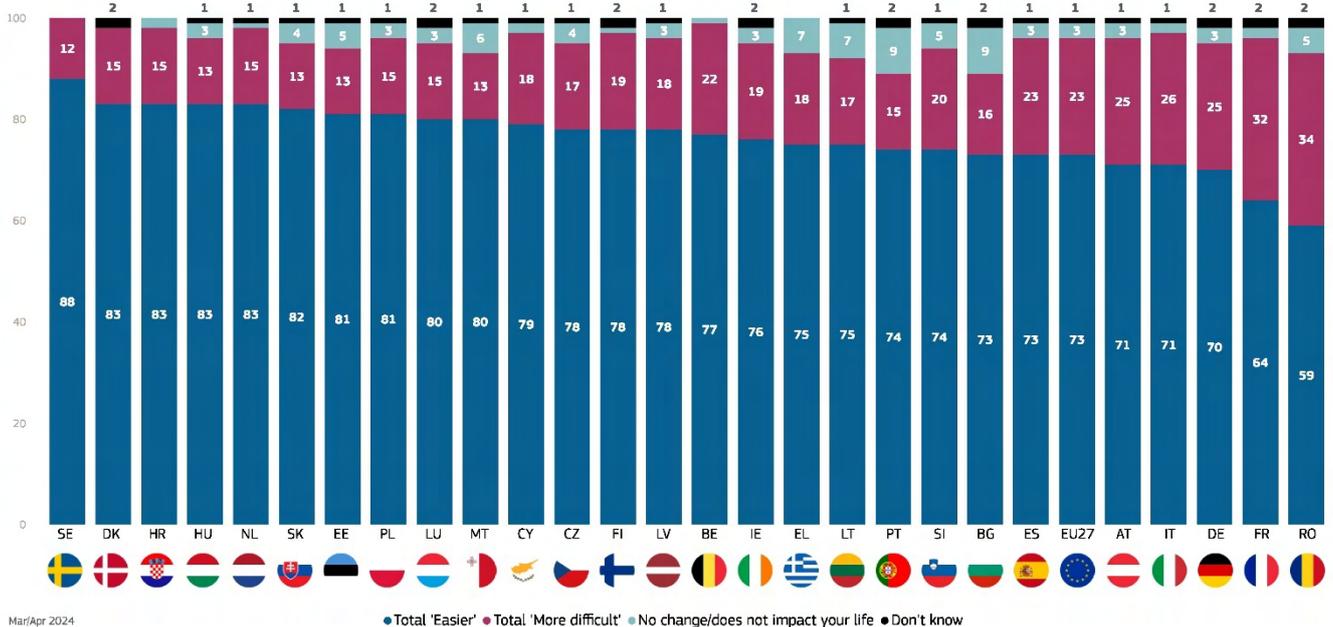
QC2. Would you consider that the digitalisation of daily public and private services is making your life easier or more difficult? (%)



Mar/Apr 2024

● Much easier ● Easier ● More difficult ● Much more difficult ● No change/does not impact your life ● Don't know

QC2. Would you consider that the digitalisation of daily public and private services is making your life easier or more difficult? (%)



Mar/Apr 2024

● Total 'Easier' ● Total 'More difficult' ● No change/does not impact your life ● Don't know

An analysis of the socio-demographic data shows that:

Men are slightly more likely than women to think that the digitalisation of daily public and private services is making their life easier (75% vs 70%).

Respondents aged 15-24 are slightly more likely to think this way (89%) than those aged 25-39 (84%), those aged 40-54 (80%), and substantially more than those aged 55 or over (56%).

Respondents who left education at the age of 20 or above (81%) are more likely to think that the digitalisation of daily public and private services is making their life easier than those who finished education aged 16 to 19 (70%) and those who left school by the age of 15 (46%).

Among different socio-professional categories, students (91%) are most likely to think that the digitalisation of daily public and private services is making their life easier, followed by managers (87%) and other white collar workers (83%), while retired people (51%) and house persons (59%) are the least likely to say this.

Respondents who never have trouble paying their bills are more likely than those who do so most of the time to think that the digitalisation of daily public and private services is making their life easier (75% vs 63%).

As can be expected, respondents who use the internet every day (80%) are more likely to think that the digitalisation of daily public and private services is making their life easier, than those who sometimes use the internet (48%) and those who never use the internet (25%).

QC2 Would you consider that the digitalisation of daily public and private services is making your life easier or more difficult? (% - EU)

	Total 'Easier'	Total 'More difficult'	Don't know
EU27	73	23	1
Gender			
Man	75	21	1
Woman	70	25	1
Age			
15-24	89	9	1
25-39	84	14	1
40-54	80	18	1
55 +	56	36	2
Education (End of)			
15-	46	43	3
16-19	70	26	1
20+	81	17	1
Still studying	91	7	1
Socio-professional category			
Self-employed	79	18	1
Cadres directeurs-Managers	87	12	1
Other white collars	83	15	1
Manual workers	75	22	1
House persons	59	34	2
Unemployed	77	19	2
Retired	51	39	3
Students	91	8	1
Difficulties paying bills			
Most of the time	63	32	1
From time to time	68	28	1
Almost never/ Never	75	20	2
Use of the Internet			
Everyday	80	18	1
Often/ Sometimes	48	46	1
Never	25	52	5
No Internet access	12	60	1

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

Over recent years, digital technologies have entered into many areas of people's lives and increasingly affect how they interact with the world. The COVID-19 pandemic has further increased the need for, and use of, digital technologies and especially the internet for working, learning, entertainment, socialising, shopping and accessing public services such as health services. Digital technologies are evolving rapidly, and people will have access to many new ones in the years ahead.

Respondents were asked how important they think digital technologies will be in a number of areas of their daily life by 2030⁸. There has been an increase in the perceived importance of all of these areas since the 2023 survey.

Across the EU, more than eight in ten respondents (83%, +1 percentage point since 2023) think that digital technologies will be important in their daily life by 2030 to **connect with people, friends and family online**. Nearly half (45%, -1 pp) think this will be very important.

The same proportion (83%, +2 pp) thinks that digital technologies will be important for **accessing public services online** by 2030, with more than four in ten (42%, -1 pp) thinking that this will be very important.

Around eight in ten respondents (79%, +3 pp) expect **accessing or receiving healthcare services (e.g., telemedicine, artificial intelligence for diagnosing diseases), including in other EU countries** to be important by the end of the decade, with more than one in three (38%, +2 pp) saying it will be very important by then.

A large majority (76%, +2 pp) think that digital technologies will be important in their life by 2030 for **using, shopping for, and selling products and services online, also in other EU countries**. A third (34%, -3 pp) expect it will be very important.

The same proportion (76%, +3 pp) say that digital technologies will be important for **accessing and making use of transport services** by 2030, with around one in three (32%, -2 pp) thinking it will be very important.

Three-quarters (75%) indicate that, according to their expectations, by 2030 digital technologies will be important for **accessing education and training opportunities** (+4 pp). More than one in three (37%, +1 pp) say it will be very important in this regard.

Around three-quarters (74%, +3 pp) expect that by 2030 digital technologies will be important for **accessing, interacting with and/or creating online material/content**. Three in ten (30%, -3 pp) say it will be very important in this regard.

The same proportion (74%, +6 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 (33%, +6 pp) saying it will be very important.

Around three-quarters (74%, +8 pp) of respondents also think that digital technologies will be important for **helping to fight climate change (e.g., apps to track personal emissions and energy consumption, car-sharing apps, online meetings, etc.)**. More than one in four (27%, =) say it will be very important.

Around seven in ten (69%, +6 pp) expect digital technologies to be important for **working remotely**, while one in three (34%, +1 pp) say it will be very important.

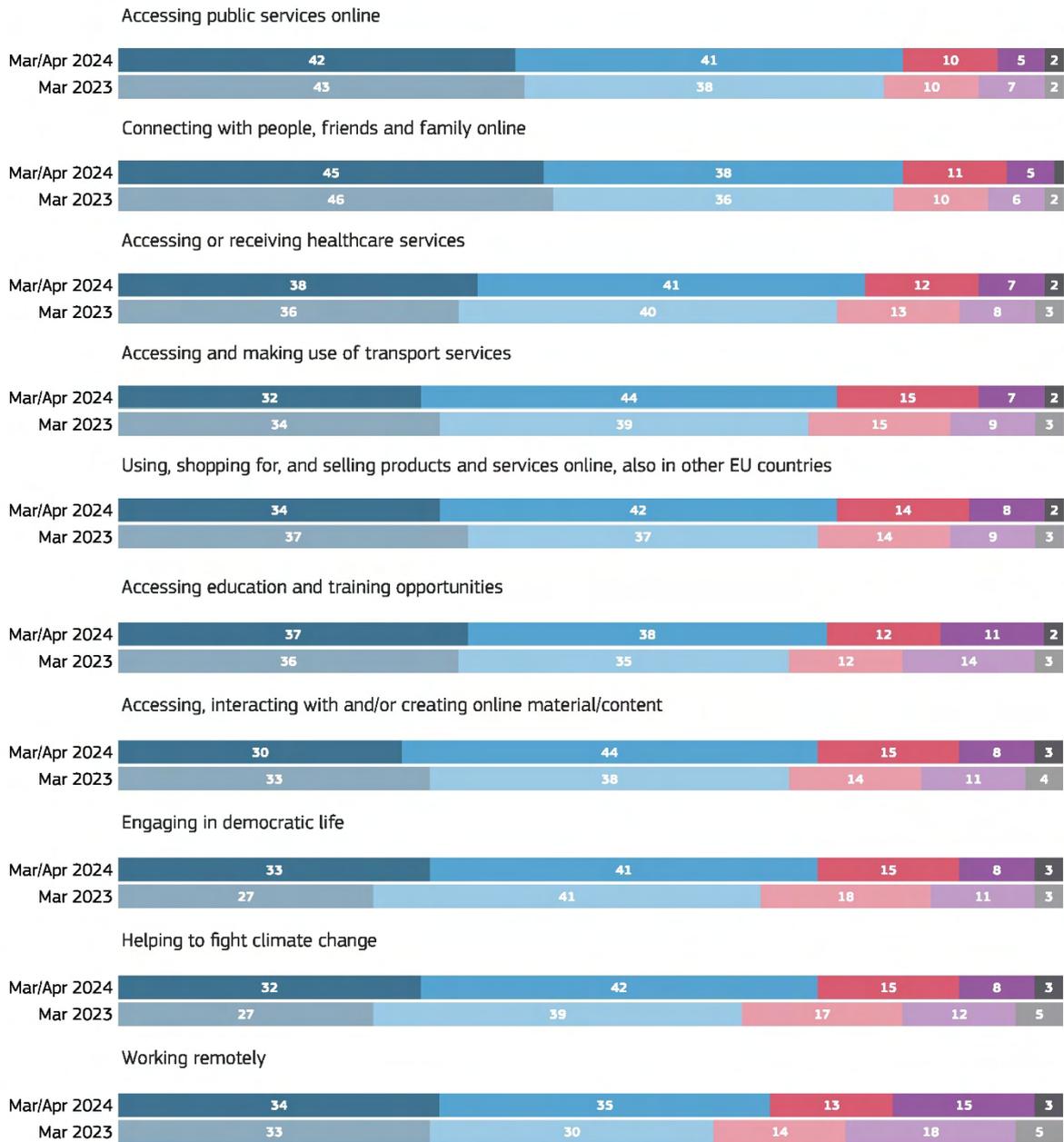
⁸ QC1. How important do you think digital technologies will be for the following areas of your daily life by 2030? 2.1 Working remotely, 2.2 Helping to fight climate change (e.g., apps to track personal emissions and energy consumption, car-sharing apps, online meetings, etc.), 2.3 Accessing, interacting with and/or creating online material/content, 2.4 Accessing education and training opportunities, 2.5 Engaging in democratic life (e.g., voting, virtual citizen assemblies/town hall meetings, finding reliable information, etc.), 2.6 Accessing

or receiving healthcare services (e.g., telemedicine, artificial intelligence for diagnosing diseases), including in other EU countries, 2.7 Accessing and making use of transport services (e.g., via online apps), 2.8 Using, shopping for, and selling products and services online, also in other EU countries, 2.9 Connecting with people, friends and family online, 2.10 Accessing public services online.

Special Eurobarometer 551

The Digital Decade

QC1. How important do you think digital technologies will be for the following areas of your daily life by 2030? (EU27) (%)



Mar/Apr 2024

● Very important ● Fairly important ● Not very important ● Not at all important ● Don't know

Special Eurobarometer 551

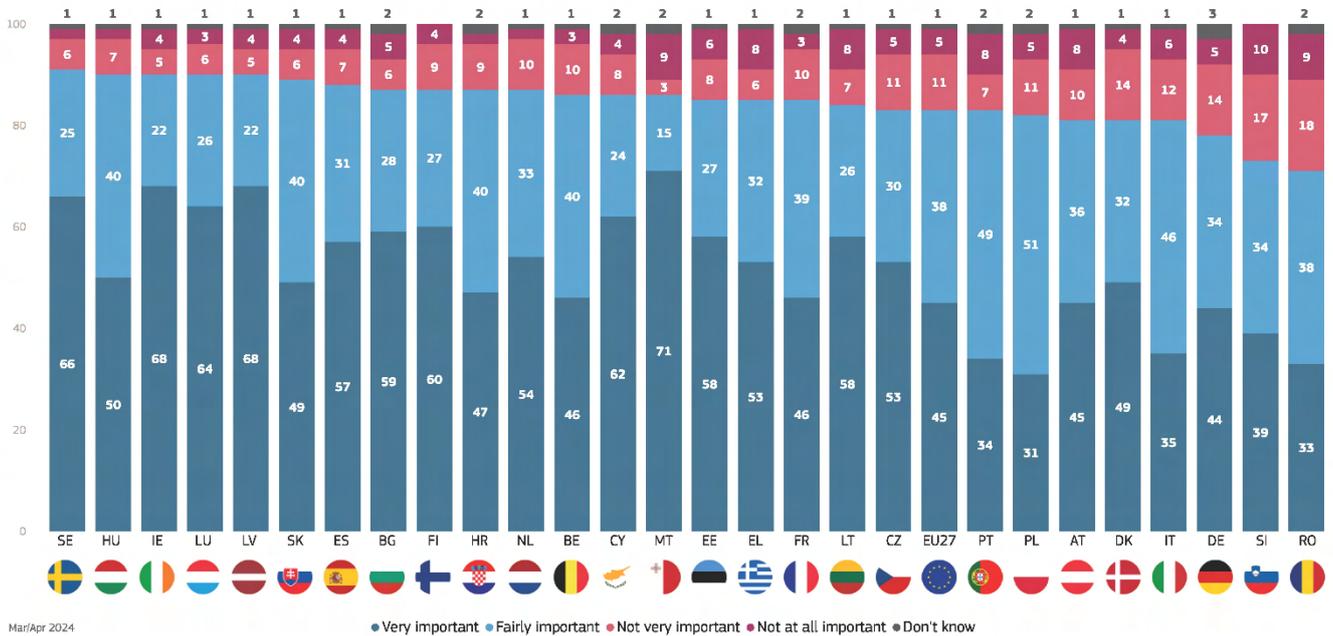
The Digital Decade

CONNECTING WITH PEOPLE, FRIENDS AND FAMILY ONLINE

A national analysis shows that in Sweden (91%) and in Ireland, Latvia, Luxembourg and Hungary (all 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 (71%), Slovenia (73%), and Germany (78%). In three countries, more than two-thirds of respondents expect they will be very important in this regard: Malta (71%) and Latvia and Ireland (both 68%).

In 15 Member States, there has been an increase since 2023 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 Hungary (90%, +9 pp) and Croatia (87%, +7 pp). The largest decreases can be observed in Cyprus (86%, -4 pp) and Denmark (81%, -4 pp).

QC1.9. How important do you think digital technologies will be for the following areas of your daily life by 2030:-Connecting with people, friends and family online (%)



QC1.9 How important do you think digital technologies will be for the following areas of your daily life by 2030? Connecting with people, friends and family online (%)



		EU27	HU	HR	LV	PL	AT	PT	DE	SK	BE	EL	FR	SI	BG	LT	LU	CZ	MT	FI	SE	EE	IT	NL	ES	RO	IE	DK	CY
Total 'Important'	Mar/Apr 2024	83	90	87	90	82	81	83	78	89	86	85	85	73	87	84	90	83	86	87	91	85	81	87	88	71	90	81	86
	Δ Mar 2023	▲1	▲9	▲7	▲6	▲6	▲5	▲4	▲3	▲3	▲2	▲2	▲2	▲2	▲1	▲1	▲1	=	=	=	=	▼1	▼1	▼1	▼2	▼2	▼3	▼4	▼4
Total 'Not important'	Mar/Apr 2024	16	9	11	9	16	18	15	19	10	13	14	13	27	11	15	9	16	12	13	8	14	18	12	11	27	9	18	12
	Δ Mar 2023	=	▼9	▼7	▼4	▼6	▼4	▼2	▼3	▼2	▼2	▼2	▼1	▼1	▼1	=	▼2	▲2	▲1	▲2	=	▲2	▲1	=	▲2	▲2	▲3	▲5	▲5
Don't know	Mar/Apr 2024	1	1	2	1	2	1	2	3	1	1	1	2	0	2	1	1	1	2	0	1	1	1	1	1	2	1	1	2
	Δ Mar 2023	▼1	=	=	▼2	=	▼1	▼2	=	▼1	=	=	▼1	▼1	=	▼1	▲1	▼2	▼1	▼2	=	▼1	=	▲1	=	=	=	▼1	▼1

Special Eurobarometer 551

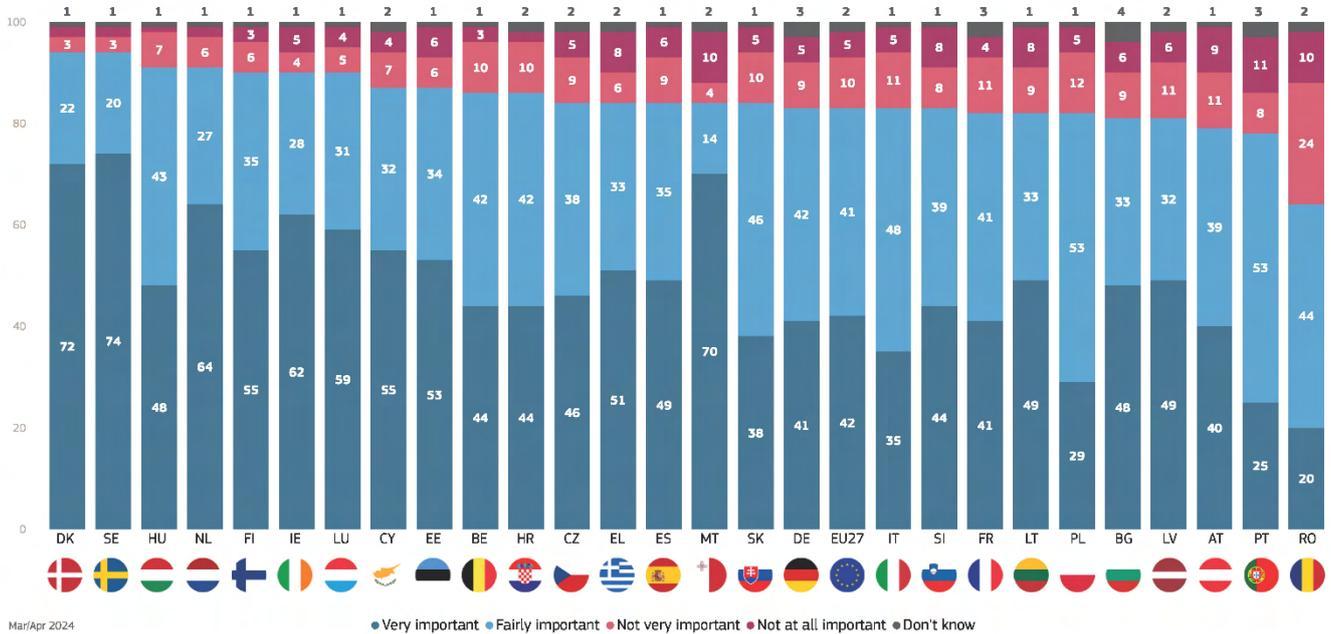
The Digital Decade

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 and Denmark (both 94%) and Hungary and the Netherlands (both 91%). Respondents are least likely to think this in Romania (64%), followed by Portugal (78%) and Austria (79%). In ten countries, more than half of the respondents think that they will be very important, with the highest scores seen in Sweden (74%), Denmark (72%) and Malta (70%).

In 18 Member States, there has been an increase since 2023 in the proportion that says digital technologies will be important for accessing public services online. The largest increases can be observed in Hungary (91%, +14 pp), Germany (83%, +6 pp), Croatia (86%, +6 pp), Slovenia (83%, +6 pp) and Austria (79%, +6 pp). The largest decrease can be seen in the Netherlands (91%, -5 pp).

QC1.10. How important do you think digital technologies will be for the following areas of your daily life by 2030?—Accessing public services online (%)



QC1.10 How important do you think digital technologies will be for the following areas of your daily life by 2030? Accessing public services online (%)



		EU27	HU	DE	HR	AT	SI	CZ	BE	IT	LV	PL	PT	SK	DK	LT	FI	BG	LU	SE	EE	FR	CY	MT	IE	EL	ES	RO	NL
Total 'Important'	Mar/Apr 2024	83	91	83	86	79	83	84	86	83	81	82	78	84	94	82	90	81	90	94	87	82	87	84	90	84	84	64	91
	Δ Mar 2023	▲2	▲14	▲6	▲6	▲6	▲6	▲5	▲3	▲3	▲3	▲3	▲3	▲3	▲2	▲2	▲2	▲1	▲1	▲1	=	▼1	▼1	▼1	▼2	▼2	▼2	▼3	▼5
Total 'Not important'	Mar/Apr 2024	15	8	14	12	20	16	14	13	16	17	17	19	15	5	17	9	15	9	5	12	15	11	14	9	14	15	34	8
	Δ Mar 2023	▼2	▼13	▼6	▼6	▼4	▼5	▼4	▼3	▼2	▼1	▼2	▼1	▼2	=	=	▼1	▼2	▼1	▼1	▲2	▲1	▲3	▲1	▲3	▲1	▲3	▲3	▲4
Don't know	Mar/Apr 2024	2	1	3	2	1	1	2	1	1	2	1	3	1	1	1	1	1	1	1	1	3	2	2	1	2	1	2	1
	Δ Mar 2023	=	▼1	=	=	▼2	▼1	▼1	=	▼1	▼2	▼1	▼2	▼1	▼2	▼2	▼1	▲1	=	=	▼2	=	▼2	=	▼1	▲1	▼1	=	▲1

Special Eurobarometer 551

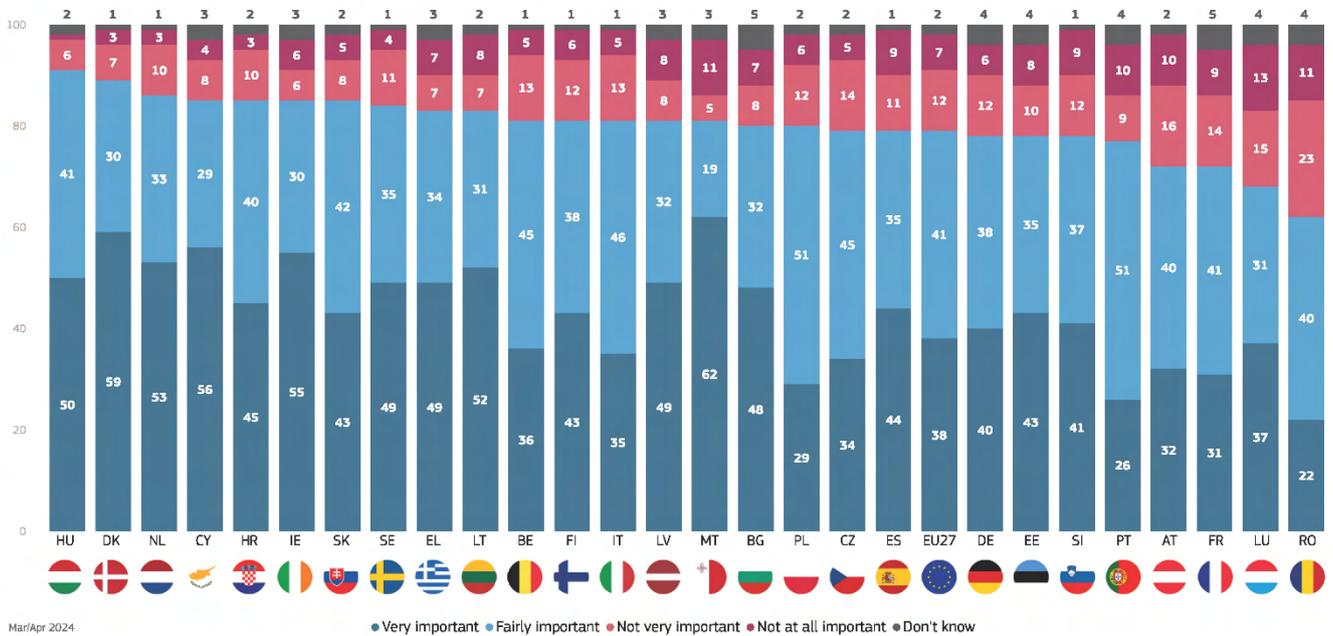
The Digital Decade

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

In 15 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 (91%), Denmark (89%) and the Netherlands (86%). Respondents are least likely to say this in Romania (62%) and Luxembourg (68%). In six countries, more than half of the respondents think that these technologies will be very important in this respect, led by Malta (62%) and Denmark (59%).

In 18 Member States, there has been an increase since 2023 in the proportion that says digital technologies will be important for accessing or receiving healthcare services. The largest increases can be observed in Hungary (91%, +13 pp) and Croatia (85%, +11 pp). The largest decreases can be seen in Romania (62%, -4 pp) and Luxembourg (68%, -4 pp).

QC1.6. How important do you think digital technologies will be for the following areas of your daily life by 2030?--Accessing or receiving healthcare services (%)



QC1.6 How important do you think digital technologies will be for the following areas of your daily life by 2030? Accessing or receiving healthcare services (%)



		EU27	HU	HR	DE	SK	BE	CZ	LV	AT	BG	DK	IT	PT	LT	PL	SE	SI	CY	MT	EL	IE	NL	FR	FI	EE	ES	LU	RO
Total 'Important'	Mar/Apr 2024	79	91	85	78	85	81	79	81	72	80	89	81	77	85	80	84	78	85	81	83	85	86	72	81	78	79	68	62
	Δ Mar 2023	▲3	▲13	▲11	▲7	▲7	▲6	▲5	▲5	▲4	▲4	▲4	▲4	▲4	▲3	▲3	▲3	▲2	▲1	▲1	=	▼1	▼1	▼2	▼2	▼3	▼3	▼4	▼4
Total 'Not important'	Mar/Apr 2024	19	7	13	18	13	18	19	16	26	15	10	18	19	15	18	15	21	12	16	14	12	13	23	18	18	20	28	34
	Δ Mar 2023	▼2	▼13	▼11	▼7	▼6	▼5	▼4	▼3	▼3	▼1	▼3	▼1	▼3	▼2	▼2	▼3	▼2	▼1	=	▼1	▼2	=	▲1	▲3	▲5	▲4	▲2	▲3
Don't know	Mar/Apr 2024	2	2	2	4	2	1	2	3	2	5	1	1	4	2	2	1	1	3	3	3	3	1	5	1	4	1	4	4
	Δ Mar 2023	▼1	=	=	=	▼1	▼1	▼2	▼2	▼2	▼1	▼3	▼1	▼2	▼1	=	▼1	▼1	▼1	=	▲2	▲1	▲1	▲1	▼1	▼2	▼1	▲2	▲1

Special Eurobarometer 551

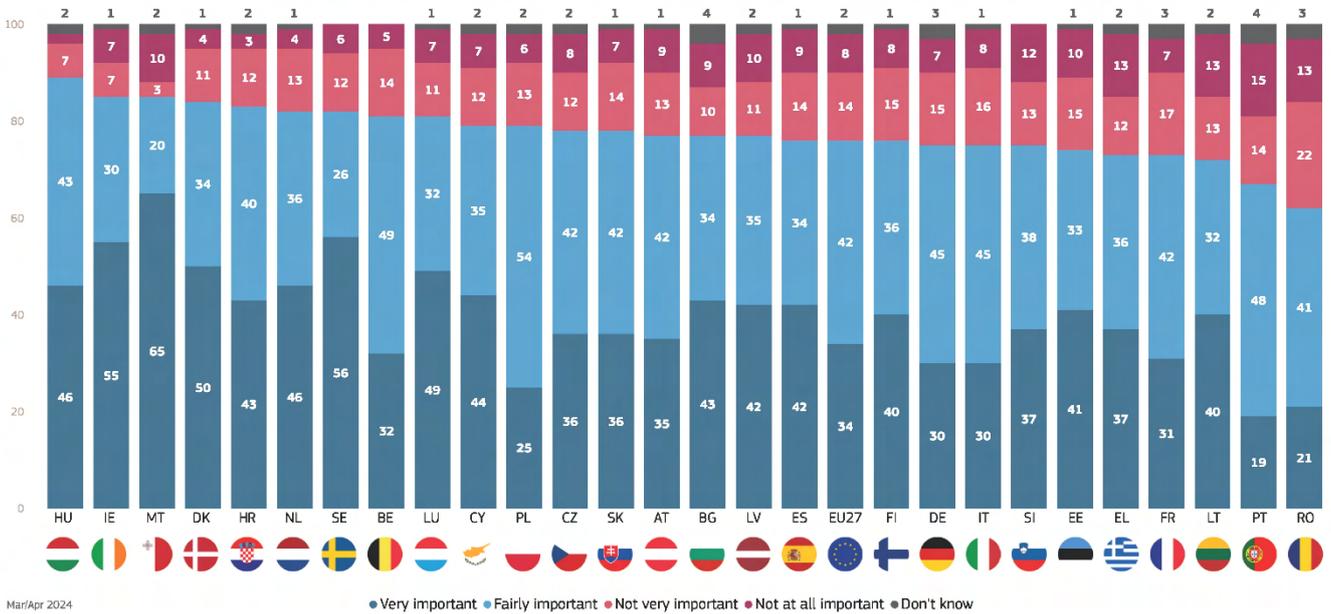
The Digital Decade

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 (89%) and in Ireland and Malta (both 85%). The lowest scores can be seen in Romania (62%) and Portugal (65%). In three countries, more than half of the respondents expect they will be very important: Malta (65%), Sweden (56%) and Ireland (55%).

In 17 Member States, there has been an increase since 2023 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 Hungary (89%, +12 pp), Croatia (83%, +12 pp) and Latvia (77%, +9 pp). The largest decreases can be seen in the Netherlands (82%, -6 pp) and Cyprus (79%, -6 pp).

QC1.8. How important do you think digital technologies will be for the following areas of your daily life by 2030?:-Using, shopping for, and selling products and services online, also in other EU countries (%)



QC1.8 How important do you think digital technologies will be for the following areas of your daily life by 2030? Using, shopping for, and selling products and services online, also in other EU countries (%)



		EU27	HR	HU	LV	AT	CZ	DE	SI	BE	MT	FR	LU	PL	BG	SK	DK	FI	SE	EL	IT	LT	PT	ES	EE	IE	RO	CY	NL
Total 'Important'	Mar/Apr 2024	76	83	89	77	77	78	75	75	81	85	73	81	79	77	78	84	76	82	73	75	72	67	76	74	85	62	79	82
	Δ Mar 2023	▲2	▲12	▲12	▲9	▲7	▲5	▲5	▲5	▲4	▲4	▲3	▲3	▲3	▲2	▲2	▲1	▲1	▲1	=	=	=	=	▼2	▼3	▼5	▼5	▼6	▼6
Total 'Not important'	Mar/Apr 2024	22	15	9	21	22	20	22	25	19	13	24	18	19	19	21	15	23	18	25	24	26	29	23	25	14	35	19	17
	Δ Mar 2023	▼1	▼12	▼13	▼6	▼5	▼4	▼4	▼3	▼3	▼3	▼2	▼3	▼3	▼2	▼1	▲1	=	=	=	=	▲1	▲1	▲3	▲6	▲6	▲5	▲9	▲5
Don't know	Mar/Apr 2024	2	2	2	2	1	2	3	0	0	2	3	1	2	4	1	1	1	0	2	1	2	4	1	1	1	3	2	1
	Δ Mar 2023	▼1	=	▲1	▼3	▼2	▼1	▼1	▼2	▼1	▼1	▼1	=	=	=	▼1	▼2	▼1	▼1	=	=	▼1	▼1	▼1	▼3	▼1	=	▼3	▲1

Special Eurobarometer 551

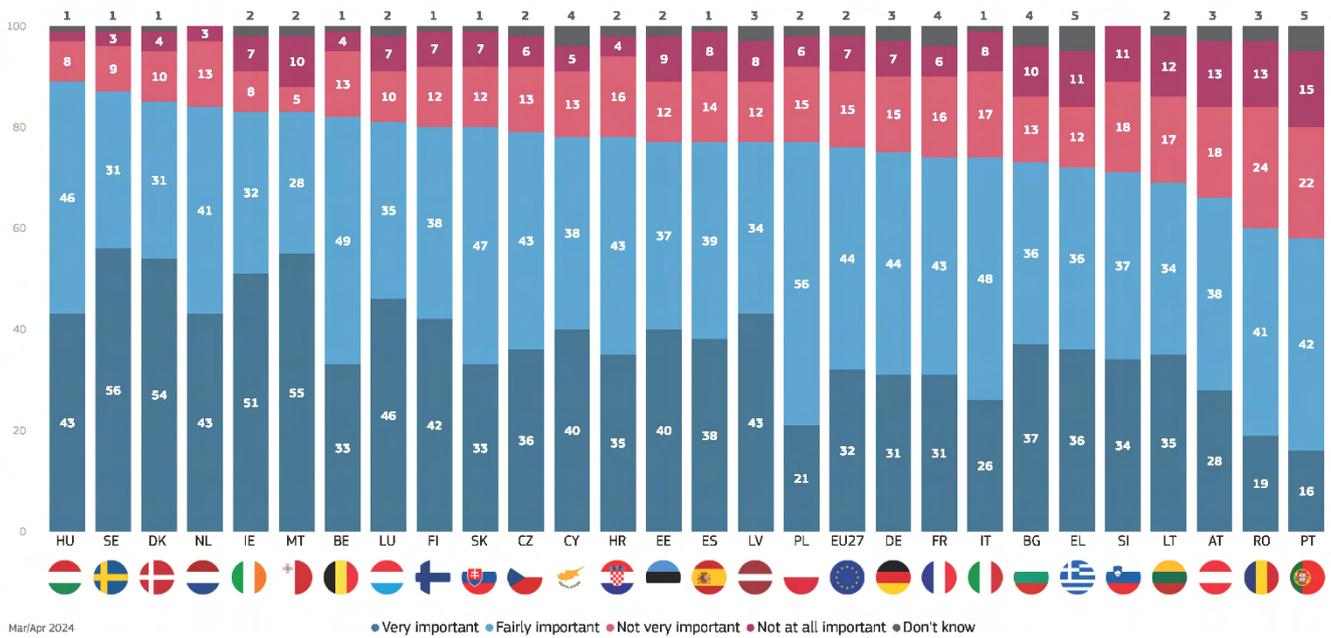
The Digital Decade

ACCESSING AND MAKING USE OF TRANSPORT SERVICES

In Hungary (89%), Sweden (87%) and Denmark (85%), 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 Portugal (58%) and Romania (60%).

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 2023 in 16 Member States. Increases of at least ten percentage points can be seen in Hungary (89%, +11 pp) and Croatia (78%, +10 pp). The largest decreases can be observed in Portugal (58%, -6 pp) and Cyprus (78%, -5 pp).

QC1.7. How important do you think digital technologies will be for the following areas of your daily life by 2030?:-Accessing and making use of transport services (%)



QC1.7 How important do you think digital technologies will be for the following areas of your daily life by 2030?
Accessing and making use of transport services (%)



		EU27	HU	HR	DE	BE	CZ	LV	MT	FI	AT	SK	BG	PL	SE	DK	SI	FR	LT	EE	IT	NL	LU	EL	ES	IE	RO	CY	PT
Total 'Important'	Mar/Apr 2024	76	89	78	75	82	79	77	83	80	66	80	73	77	87	85	71	74	69	77	74	84	81	72	77	83	60	78	58
	Δ Mar 2023	▲3	▲11	▲10	▲9	▲6	▲5	▲5	▲5	▲5	▲4	▲4	▲3	▲3	▲3	▲2	▲2	▲1	=	▼1	▼1	▼1	▼2	▼3	▼3	▼4	▼4	▼5	▼6
Total 'Not important'	Mar/Apr 2024	22	10	20	22	17	19	20	15	19	31	19	23	21	12	14	29	22	29	21	25	16	17	23	22	15	37	18	37
	Δ Mar 2023	▼2	▼11	▼9	▼7	▼6	▼4	▼3	▼4	▼2	▼2	▼2	=	▼3	▼2	=	=	▼1	▲1	▲3	▲2	▲1	=	▲2	▲3	▲5	▲4	▲8	▲6
Don't know	Mar/Apr 2024	2	1	2	3	1	2	3	2	1	3	1	4	2	1	1	0	4	2	2	1	0	2	5	1	2	3	4	5
	Δ Mar 2023	▼1	=	▼1	▼2	=	▼1	▼2	▼1	▼3	▼2	▼2	▼3	=	▼1	▼2	▼2	=	▼1	▼2	▼1	=	▲2	▲1	=	▼1	=	▼3	=

Special Eurobarometer 551

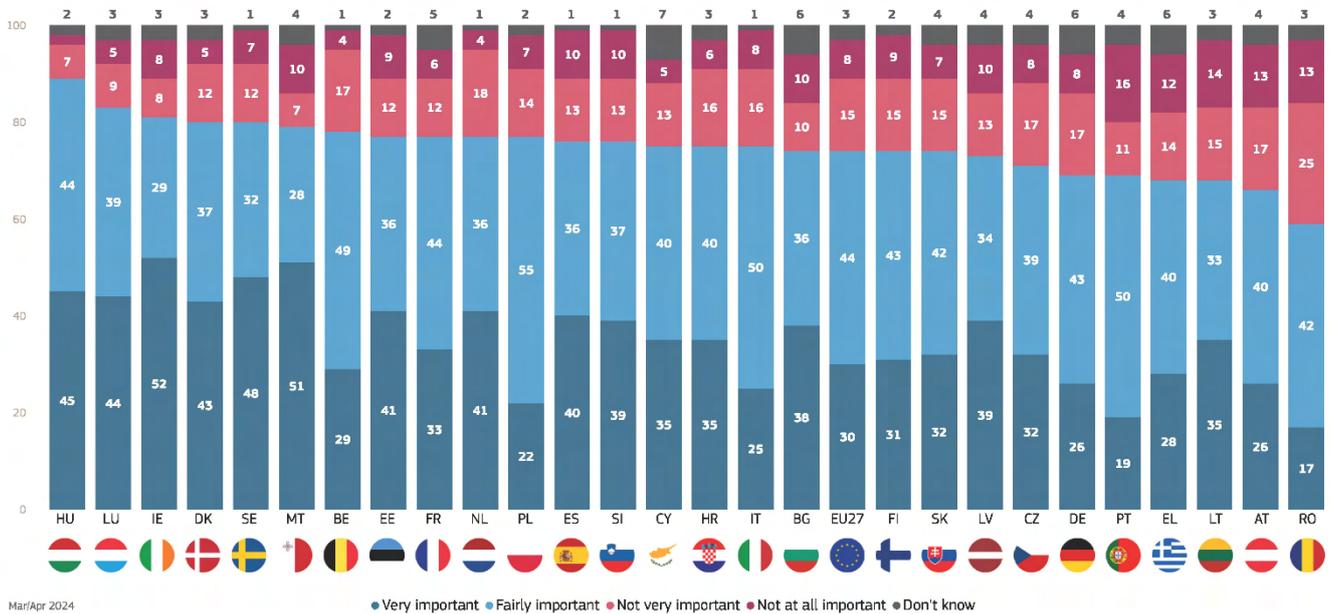
The Digital Decade

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

A national analysis shows that in three countries, more than eight in ten think that digital technologies will be important in **accessing, interacting with and/or creating online material/content**: Hungary (89%), Luxembourg (83%) and Ireland (81%). Respondents are least likely to think this in Romania (59%) and Austria (66%).

In 19 Member States, respondents are now more likely than in 2023 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 Hungary (89%, +15 pp), Sweden (80%, +9 pp) and Croatia (75, +8 pp). This proportion has decreased in seven countries, most notably the Netherlands (77%, -9 pp) and Romania (59%, -5 pp).

QC1.3. How important do you think digital technologies will be for the following areas of your daily life by 2030?--Accessing, interacting with and/or creating online material/content (%)



QC1.3 How important do you think digital technologies will be for the following areas of your daily life by 2030? Accessing, interacting with and/or creating online material/content (%)



	EU27	HU	SE	HR	DE	LV	CZ	DK	FR	PL	LU	SI	SK	FI	BG	AT	PT	BE	IT	LT	EL	EE	ES	MT	CY	IE	RO	NL	
Total 'Important'	Mar/Apr 2024	74	89	80	75	69	73	71	80	77	77	83	76	74	74	66	69	78	75	68	68	77	76	79	75	81	59	77	
	Δ Mar 2023	▲5	▲15	▲9	▲8	▲7	▲7	▲5	▲5	▲5	▲5	▲4	▲4	▲4	▲4	▲3	▲3	▲3	▲2	▲2	▲2	=	▼1	▼1	▼1	▼2	▼3	▼5	▼9
Total 'Not important'	Mar/Apr 2024	23	9	19	22	25	23	25	17	18	21	14	23	22	24	20	30	27	21	24	29	26	21	23	17	18	16	38	22
	Δ Mar 2023	▼2	▼15	▼6	▼8	▼7	▼2	▼3	▼1	▼7	▼4	▼5	▼3	▼2	▼1	▼3	▼1	=	=	=	▲1	▲5	▲3	▲1	▲6	▲3	▲6	▲8	
Don't know	Mar/Apr 2024	3	2	1	3	6	4	4	3	5	2	3	1	4	2	6	4	4	1	1	3	6	2	1	4	7	3	1	
	Δ Mar 2023	▼1	=	▼3	=	▼5	▼2	▼4	▲2	▼1	▲1	▼1	▼2	▼2	▼2	=	▼2	▼2	▼2	▼2	▼2	▼1	▼4	▼2	=	▼4	=	▼1	▲1

Special Eurobarometer 551

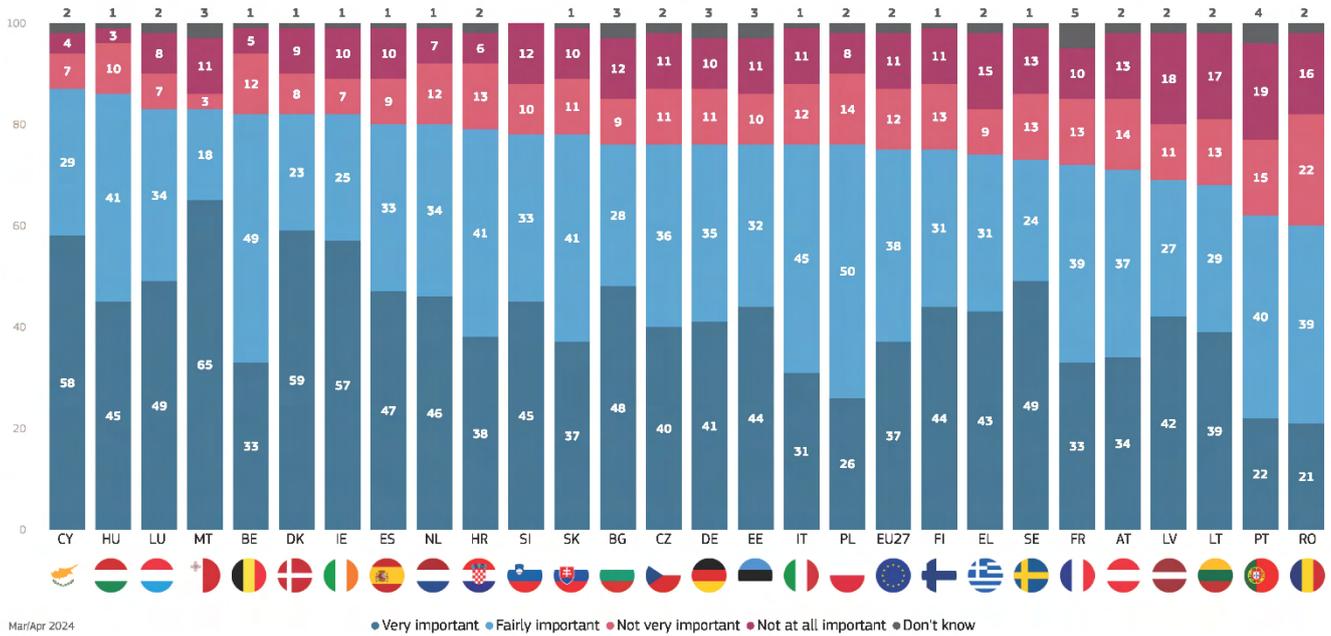
The Digital Decade

ACCESSING EDUCATION AND TRAINING OPPORTUNITIES

In Cyprus (87%), Hungary (86%) and in Malta and Luxembourg (both 83%), 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 (60%) and Portugal (62%).

In 20 Member States, there has been an increase since 2023 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 Hungary (86%, +16 pp), Croatia (79%, +9 pp), Germany (76%, +8 pp) and Austria (71%, +8 pp). The largest decrease can be seen in Romania (60%, -7 pp).

QC1.4. How important do you think digital technologies will be for the following areas of your daily life by 2030?:-Accessing education and training opportunities (%)



QC1.4 How important do you think digital technologies will be for the following areas of your daily life by 2030? Accessing education and training opportunities (%)



	Mar/Apr 2024	EU27	HU	HR	DE	AT	BE	CZ	DK	SI	IT	LT	FI	FR	LU	PL	SK	BG	MT	SE	EL	ES	LV	NL	EE	IE	CY	PT	RO
Total 'Important'	75	75	86	79	76	71	82	76	82	78	76	68	75	72	83	76	78	76	83	73	74	80	69	80	76	82	87	62	60
Δ Mar 2023	▲4	▲4	▲16	▲9	▲8	▲8	▲7	▲6	▲6	▲6	▲5	▲5	▲5	▲4	▲3	▲3	▲3	▲2	▲2	▲2	▲1	▲1	=	▼1	▼2	▼2	▼2	▼4	▼7
Total 'Not important'	23	23	13	19	21	27	17	22	17	22	23	30	24	23	15	22	21	21	14	26	24	19	29	19	21	17	11	34	38
Δ Mar 2023	▼3	▼3	▼16	▼9	▼7	▼8	▼6	▼4	▼4	▼5	▼4	▼4	▼3	▼5	▼4	▼3	▼2	▼1	▼2	=	▼2	▼1	▲3	▲1	▲3	▲4	▲3	▲5	▲8
Don't know	2	2	1	2	3	2	1	2	1	0	1	2	1	5	2	2	1	3	3	1	2	1	2	1	3	1	2	4	2
Δ Mar 2023	▼1	▼1	=	=	▼1	=	▼1	▼2	▼2	▼1	▼1	▼1	▼2	▲1	▲1	=	▼1	▼1	=	▼2	▲1	=	▼3	=	▼1	▼2	▼1	▼1	▼1

Special Eurobarometer 551

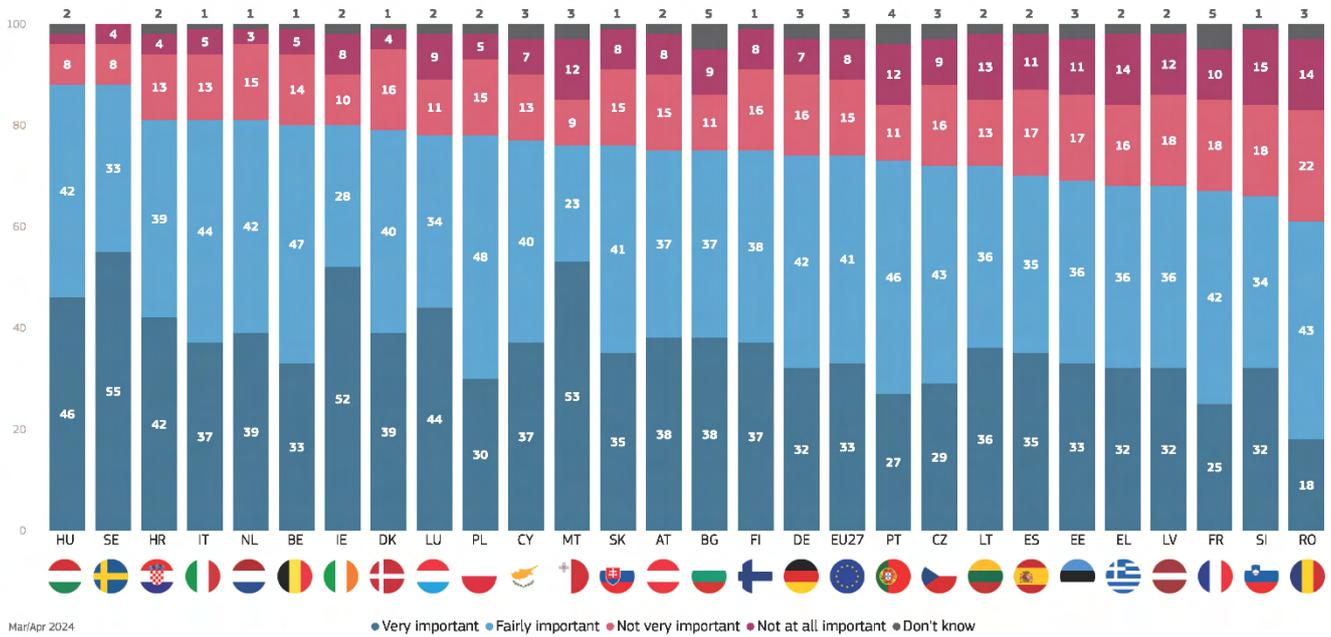
The Digital Decade

ENGAGING IN DEMOCRATIC LIFE (E.G., VOTING, VIRTUAL CITIZENS 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 and Hungary (both 88%) and in Croatia, Italy and the Netherlands (all 81%). Respondents are least likely to think this in Romania (61%), Slovenia (66%) and France (67%).

In 24 Member States, there has been an increase since 2023 in the proportion of respondents who say digital technologies will be important in engaging in democratic life. The largest increases can be seen in Hungary (88%, +18 pp), Croatia (81%, +14 pp) and Austria (75%, +12 pp). The only decrease of substance can be seen in Estonia (69%, -5 pp).

QC1.5. How important do you think digital technologies will be for the following areas of your daily life by 2030?:-Engaging in democratic life (%)



QC1.5 How important do you think digital technologies will be for the following areas of your daily life by 2030?
Engaging in democratic life (%)



		EU27	HU	HR	AT	CZ	LT	BE	DE	SE	BG	FR	IT	LV	PL	LU	MT	SK	PT	CY	FI	SI	DK	EL	ES	NL	RO	IE	EE
Total 'Important'	Mari/Apr 2024	74	88	81	75	72	72	80	74	88	75	67	81	68	78	78	76	76	73	77	75	66	79	68	70	81	61	80	69
	Δ Mar 2023	▲6	▲18	▲14	▲12	▲11	▲10	▲9	▲9	▲8	▲7	▲7	▲7	▲7	▲7	▲6	▲6	▲6	▲5	▲4	▲4	▲3	▲2	▲1	▲1	▲1	=	▼1	▼5
Total 'Not important'	Mari/Apr 2024	23	10	17	23	25	26	19	23	12	20	28	18	30	20	20	21	23	23	20	24	33	20	30	28	18	36	18	28
	Δ Mar 2023	▼6	▼18	▼14	▼10	▼8	▼9	▼8	▼7	▼6	▼5	▼8	▼6	▼2	▼6	▼5	▼4	▼3	▼4	▼2	▼1	▼2	=	=	▼1	▼2	▼1	▲4	▲7
Don't know	Mari/Apr 2024	3	2	2	2	3	2	1	3	0	5	5	1	2	2	2	3	1	4	3	1	1	1	2	2	1	3	2	3
	Δ Mar 2023	=	=	=	▼2	▼3	▼1	▼1	▼2	▼2	▼2	▲1	▼1	▼5	▼1	▼1	▼2	▼3	▼1	▼2	▼3	▼1	▼2	▼1	=	▲1	▲1	▼3	▼2

Special Eurobarometer 551

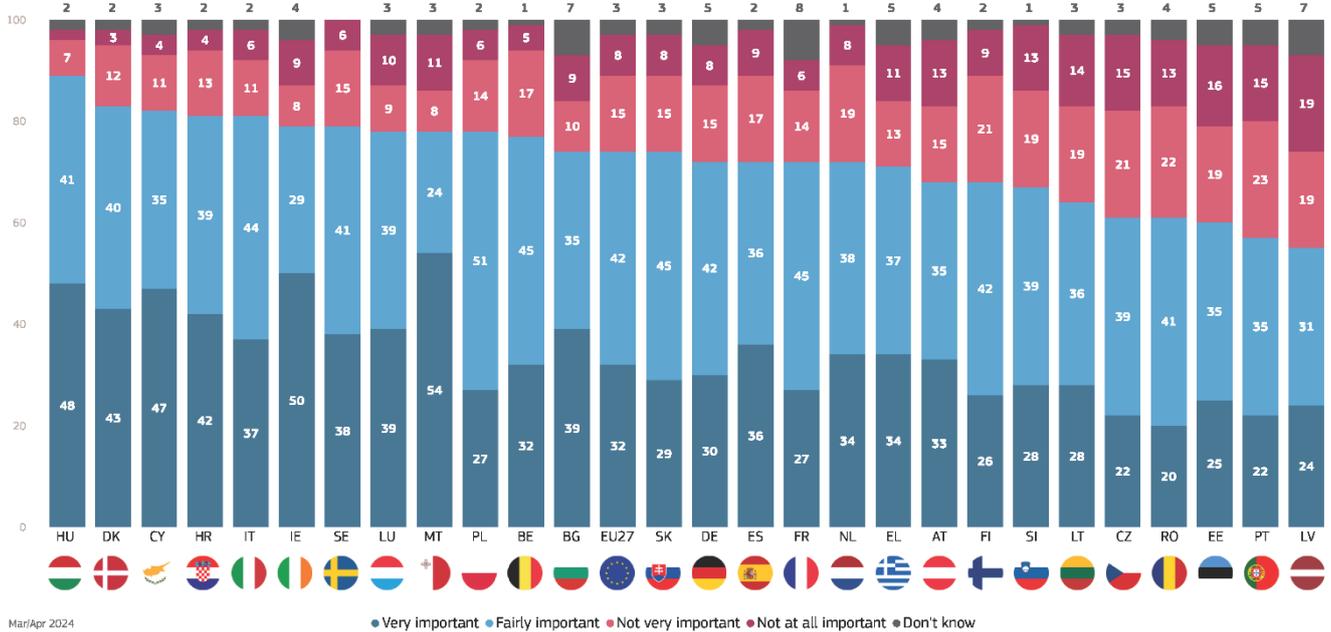
The Digital Decade

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, we see that respondents in Hungary (89%), Denmark (83%) and Cyprus (82%) 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%) and Portugal (57%).

Compared with 2023, in 22 countries the proportion of respondents who say digital technologies will be important for helping to fight climate change has increased. There are increases of at least ten percentage points in nine countries, led by Croatia (81%, +17 pp), Hungary (89%, +15 pp), Sweden (79%, +14 pp) and Germany (72%, +13 pp). The largest decrease can be seen in the Netherlands (72%, -7 pp).

QC1.2. How important do you think digital technologies will be for the following areas of your daily life by 2030?—Helping to fight climate change (%)



QC1.2 How important do you think digital technologies will be for the following areas of your daily life by 2030? Helping to fight climate change (%)



		EU27	HR	HU	SE	DE	LT	BE	FR	CZ	AT	BG	DK	PL	SI	SK	LU	IT	FI	CY	LV	EE	EL	MT	ES	RO	IE	PT	NL
Total 'Important'	Mar/Apr 2024	74	81	89	79	72	64	77	72	61	68	74	83	78	67	74	78	81	68	82	55	60	71	78	72	61	79	57	72
	Δ Mar 2023	▲8	▲17	▲15	▲14	▲13	▲12	▲11	▲11	▲10	▲10	▲9	▲9	▲9	▲9	▲8	▲7	▲7	▲6	▲6	▲4	▲1	▲1	=	▼1	▼2	▼3	▼7	
Total 'Not important'	Mar/Apr 2024	23	17	9	21	23	33	22	20	36	28	19	15	20	32	23	19	17	30	15	38	35	24	19	26	35	17	38	27
	Δ Mar 2023	▼6	▼15	▼14	▼11	▼12	▼8	▼10	▼12	▼6	▼9	▼4	▼6	▼8	▼8	▼8	▼2	▼6	▼5	▼1	▼2	▲4	▼1	=	▲2	▲1	▲3	▲4	▲6
Don't know	Mar/Apr 2024	3	2	2	0	5	3	1	8	3	4	7	2	2	1	3	3	2	2	3	7	5	5	3	2	4	4	5	1
	Δ Mar 2023	▼2	▼2	▼1	▼3	▼1	▼4	▼1	▲1	▼4	▼1	▼5	▼3	▼1	▼1	▼1	▼6	▼1	▼2	▼5	▼4	▼8	=	▼1	▼2	=	▼1	▼1	▲1

Special Eurobarometer 551

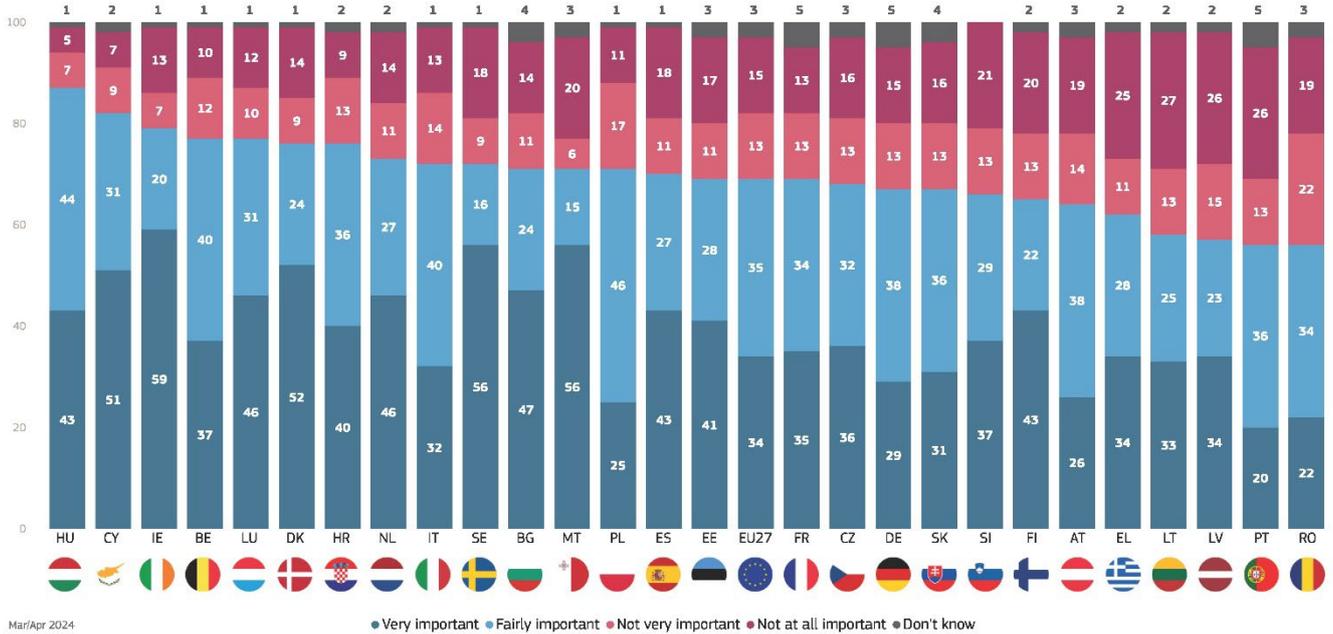
The Digital Decade

WORKING REMOTELY

In two countries, more than eight in ten respondents are of the opinion that by 2030 digital technologies will be important for **working remotely**: Hungary (87%) and Cyprus (82%). Respondents in Portugal and Romania (both 56%) are the least likely to think this way.

In 21 Member States, there has been an increase since 2023 in the proportion that thinks that by 2030 digital technologies will be important for working remotely. The largest increases can be seen in Hungary (87%, +22 pp), Germany (67%, +11 pp) and Croatia (76%, +11 pp). The only country where a significant decrease can be observed is Portugal (56%, -5 pp).

QC1.1. How important do you think digital technologies will be for the following areas of your daily life by 2030?:-Working remotely (%)



QC1.1 How important do you think digital technologies will be for the following areas of your daily life by 2030? Working remotely (%)



		EU27	HU	DE	HR	BE	FR	CZ	LV	DK	LT	AT	FI	LU	PL	SE	CY	MT	NL	SK	BG	ES	SI	IE	IT	EE	EL	RO	PT
Total 'Important'	Mar/Apr 2024	69	87	67	76	77	69	68	57	76	58	64	65	77	71	72	82	71	73	67	71	70	66	79	72	69	62	56	56
	Δ Mar 2023	▲6	▲22	▲11	▲11	▲9	▲9	▲8	▲8	▲7	▲7	▲7	▲7	▲6	▲6	▲5	▲3	▲3	▲3	▲3	▲2	▲2	=	=	▼1	▼1	▼2	▼5	
Total 'Not important'	Mar/Apr 2024	28	12	28	22	22	26	29	41	23	40	33	33	22	28	27	16	26	25	29	25	29	34	20	27	28	36	41	39
	Δ Mar 2023	▼4	▼20	▼9	▼10	▼7	▼7	▼6	▼1	▼3	▼4	▼6	▼2	▼3	▼4	▼2	▼1	▲2	▼4	▼3	▼1	▼1	=	▲3	▲2	▲5	▲2	▲2	▲6
Don't know	Mar/Apr 2024	3	1	5	2	1	5	3	2	1	2	3	2	1	1	1	2	3	2	4	4	1	0	1	1	3	2	3	5
	Δ Mar 2023	▼2	▼2	▼2	▼1	▼2	▼2	▼2	▼7	▼4	▼3	▼1	▼5	▼3	▼2	▼3	▼2	▼5	▲1	=	▼1	▼1	▼2	▼3	▼2	▼4	▼1	=	▼1

An analysis of the socio-demographic data shows consistent patterns across the ten areas covered by the survey:

Men are slightly more likely than women to think that digital technologies will be important by 2030. The differences are greatest in relation to **accessing, interacting with and/or creating online material/content** (76 vs. 72%), **accessing and making use of transport services** (78% vs. 74%) and **using, shopping for and selling products and services online** (78% vs. 74%).

Younger respondents are more likely to think that digital technologies will be important in each of the areas, with those aged 55 or over much less likely to think they will be important. For instance, 87% of those aged 15-24 say digital technologies will be important for **accessing, interacting with and/or creating online material/content**, compared with 83% of those aged 25-39, 80% of those aged 40-54, and 61% of those aged 55 or over.

Respondents with a higher level of education tend to place greater importance on all these areas. For instance, 80% of those who finished education at the age of 20 or above think that digital technologies will be important for **engaging in democratic life**, compared with 74% of those who finished school aged 16-19, and 57% of those who left school at the age of 15 or below.

Students are most likely to think that digital technologies will be important in the various areas, followed by managers, self-employed workers and other white collar workers, while retired people and house persons are least likely to think they will be important. For example, at least nine in ten students (93%), white collar workers (92%), managers (91%) and self-employed workers (90%) say that digital technologies will be important for **accessing public services online**, compared with 70% of retired people and 73% of house persons.

Respondents who never have difficulties paying bills are more likely (78%) to think that digital technologies will be important for **accessing and making use of transport services** than those who encounter financial difficulties most of the time (56%). The same pattern also applies to the other areas.

In each of the ten areas, findings vary according to frequency of internet use. For example, more than four in five (82%) of those who use the internet every day think that digital technologies will play an important role for **using, shopping for and selling products and services online in 2030**, compared with 59% of those who use the internet from time to time, and 36% of those who never go online.

Special Eurobarometer 551

The Digital Decade

QC1 How important do you think digital technologies will be for the following areas of your daily life by 2030?
Total 'Important' (% - EU)

	Connecting with people, friends and family online	Connecting with people, friends and family online	Accessing public services online	Accessing or receiving healthcare services	Accessing and making use of transport services	Using, shopping for, and selling products and services online, also in other EU countries
EU27	83	83	83	79	76	76
Gender						
Man	84	84	85	80	78	78
Woman	82	82	82	77	74	74
Age						
15-24	91	91	91	87	87	89
25-39	89	89	90	86	84	85
40-54	86	86	88	81	81	84
55 +	75	75	74	71	64	62
Education (End of)						
15-	68	68	62	62	52	54
16-19	83	83	83	78	75	75
20+	87	87	89	83	82	82
Still studying	93	93	93	88	88	92
Socio-professional category						
Self-employed	88	88	90	85	82	84
Cadres directeurs-Managers	89	89	91	86	83	86
Other white collars	90	90	92	85	83	84
Manual workers	85	85	85	80	78	80
House persons	76	76	73	68	62	63
Unemployed	87	87	85	75	78	76
Retired	72	72	70	68	62	58
Students	93	93	93	88	88	92
Difficulties paying bills						
Most of the time	78	78	75	69	65	66
From time to time	81	81	81	77	72	74
Almost never/ Never	85	85	85	81	78	78
Use of the Internet						
Everyday	88	88	89	84	81	82
Often/ Sometimes	74	74	67	68	59	59
Never	43	43	40	43	35	36
No Internet access	18	18	15	14	2	2

Special Eurobarometer 551

The Digital Decade

QC1 How important do you think digital technologies will be for the following areas of your daily life by 2030?

Total 'Important' (% - EU)

	Accessing education and training opportunities	Helping to fight climate change	Accessing, interacting with and/or creating online material/content	Engaging in democratic life	Working remotely
EU27	75	74	74	74	69
Gender					
Man	77	74	76	75	71
Woman	74	73	72	73	68
Age					
15-24	91	85	87	83	85
25-39	86	81	83	82	80
40-54	81	78	80	78	75
55 +	61	63	61	65	55
Education (End of)					
15-	52	54	50	57	48
16-19	74	74	72	74	66
20+	82	78	81	80	76
Still studying	94	87	89	85	89
Socio-professional category					
Self-employed	82	80	80	80	78
Cadres directeurs-Managers	87	83	86	84	85
Other white collars	84	82	83	83	81
Manual workers	77	74	73	75	67
House persons	66	65	63	62	60
Unemployed	78	67	75	68	69
Retired	57	61	58	62	50
Students	94	86	89	85	88
Difficulties paying bills					
Most of the time	63	60	59	62	53
From time to time	74	73	70	73	68
Almost never/ Never	77	75	77	76	71
Use of the Internet					
Everyday	81	79	80	79	74
Often/ Sometimes	60	63	53	65	54
Never	40	37	34	39	36
No Internet access	15	10	2	12	5

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 technologies⁹.

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. Four in ten (40%) expect the improvement to be very significant.

Around eight in ten (79%) 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.

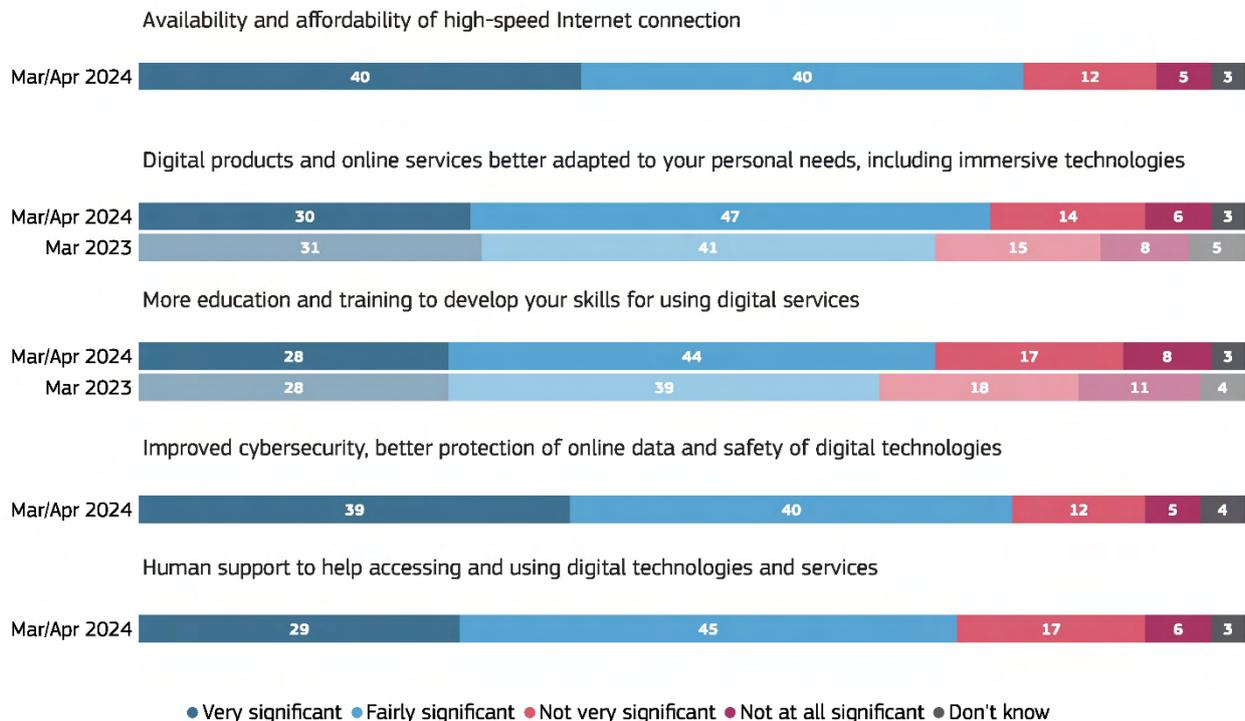
Over three-quarters (77%) of respondents are of the opinion that if **digital products and online services were better adapted to their personal needs,**

including immersive technologies, this would significantly facilitate their daily use of digital technologies. Three in ten (30%) say the improvement would very significantly facilitate it.

More than seven in ten respondents (74%) expect that **human support to help accessing and using digital technologies and services** would significantly facilitate their daily use of digital technologies. Around three in ten (29%) 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 close to three in four respondents (72%), with more than one in four (28%) saying it would very significantly facilitate this.

QC3. In your opinion, how significantly would the following improvements facilitate your daily use of digital technologies? (EU27) (%)



Mar/Apr 2024

⁹ QC3: In your opinion, how significantly would the following improvements facilitate your daily use of digital technologies? QB3.1. Availability and affordability of high-speed Internet connection, QB3.2. Digital products and online services better adapted to your personal needs, including immersive technologies (i.e. easier to use for you), QB3.3 Improved cybersecurity, better

protection of online data and safety of digital technologies, QB3.4 More education and training to develop your skills for using digital services, QB3.5 Human support to help accessing and using digital technologies and services.

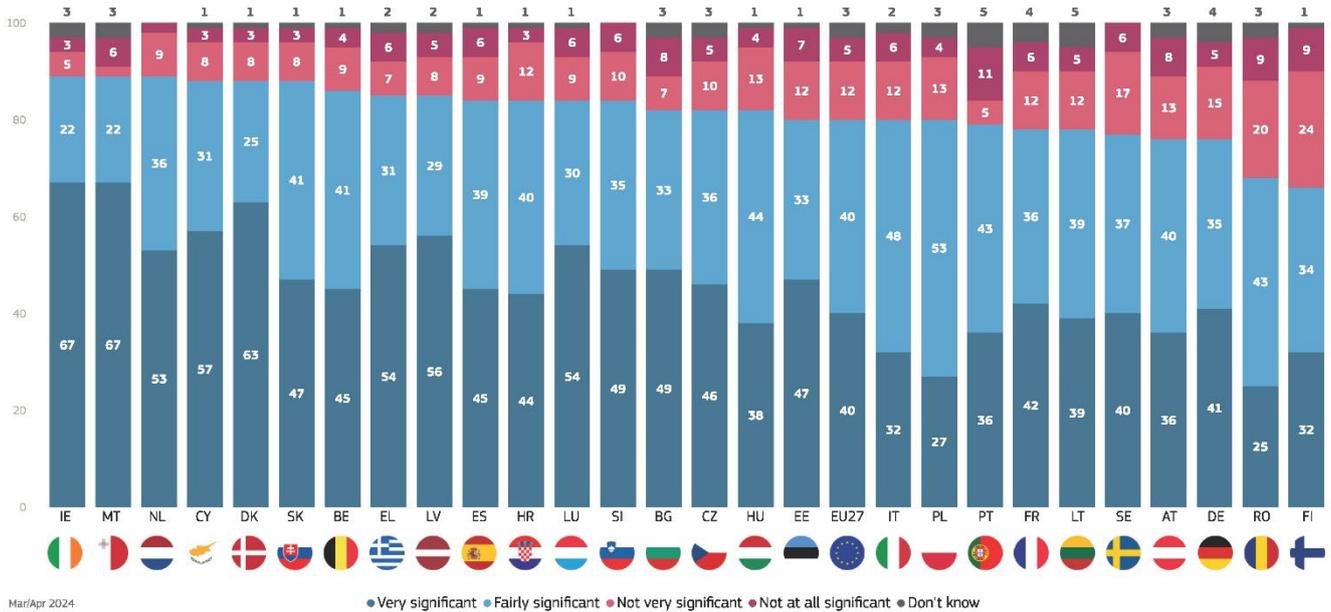
Special Eurobarometer 551

The Digital Decade

AVAILABILITY AND AFFORDABILITY OF HIGH-SPEED INTERNET CONNECTION

A national analysis shows that at least two-thirds of respondents in every 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 the Netherlands, Malta and Ireland (all 89%), while it is lowest in Finland (66%) and Romania (68%). In eight 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 Malta and Ireland (both 67%) and in Denmark (63%).

QC3.1. In your opinion, how significantly would the following improvements facilitate your daily use of digital technologies?—Availability and affordability of high-speed Internet connection (%)



Mar/Apr 2024

● Very significant ● Fairly significant ● Not very significant ● Not at all significant ● Don't know

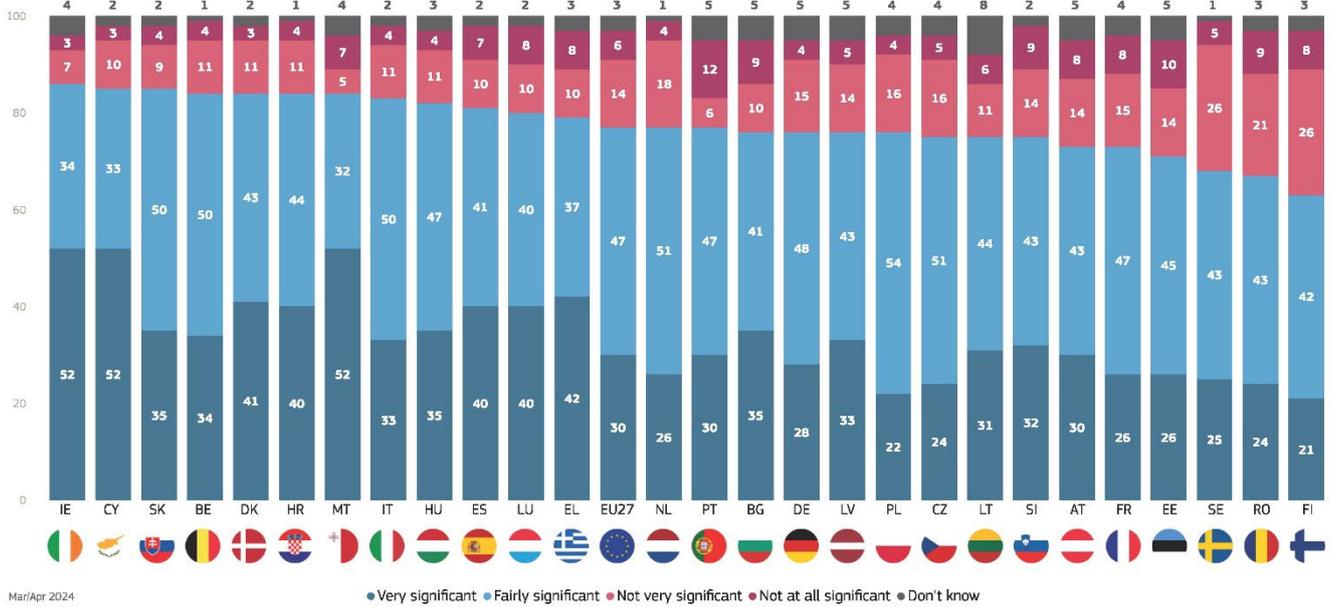
Special Eurobarometer 551

The Digital Decade

DIGITAL PRODUCTS AND ONLINE SERVICES BETTER ADAPTED TO PERSONAL NEEDS

At the national level, respondents in Ireland (86%) and Cyprus and Slovakia (both 85%) 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 Finland (63%), Romania (67%) and Sweden (68%). In three countries, according to more than half of the respondents, the positive impact of this improvement would be very significant: Malta, Ireland and Cyprus (all 52%).

QC3.2. In your opinion, how significantly would the following improvements facilitate your daily use of digital technologies? - Digital products and online services better adapted to your personal needs, including immersive technologies (%)



QC3.2 In your opinion, how significantly would the following improvements facilitate your daily use of digital technologies? Digital products and online services better adapted to your personal needs, including immersive technologies (%)



	Mar/Apr 2024	77	84	77	84	76	83	75	68	75	82	75	84	76	80	73	85	73	84	76	67	77	86	76	81	85	79	71	63
Total 'Significant'	Δ Mar 2023	▲5	▲12	▲11	▲9	▲9	▲8	▲8	▲8	▲7	▲6	▲5	▲5	▲5	▲5	▲4	▲3	▲3	▲3	▲3	▲2	=	▼1	▼1	▼2	▼3	▼5	▼6	
Total 'Not significant'	Δ Mar 2023	▼3	▼10	▼11	▼9	▼9	▼8	▼7	▼7	▼7	▼7	▼5	▼3	▼2	▼5	▼4	▼2	=	▼1	▼2	=	▼1	▼1	▲3	▲1	▲7	▲6	▲7	▲7
Don't know	Δ Mar 2023	▼2	▼2	=	=	=	=	▼1	▼1	=	▲1	=	▼2	▼3	=	▼1	▼2	▼3	▼2	▼1	▼3	▼1	▲1	▼2	=	▼5	▼3	▼2	▼1

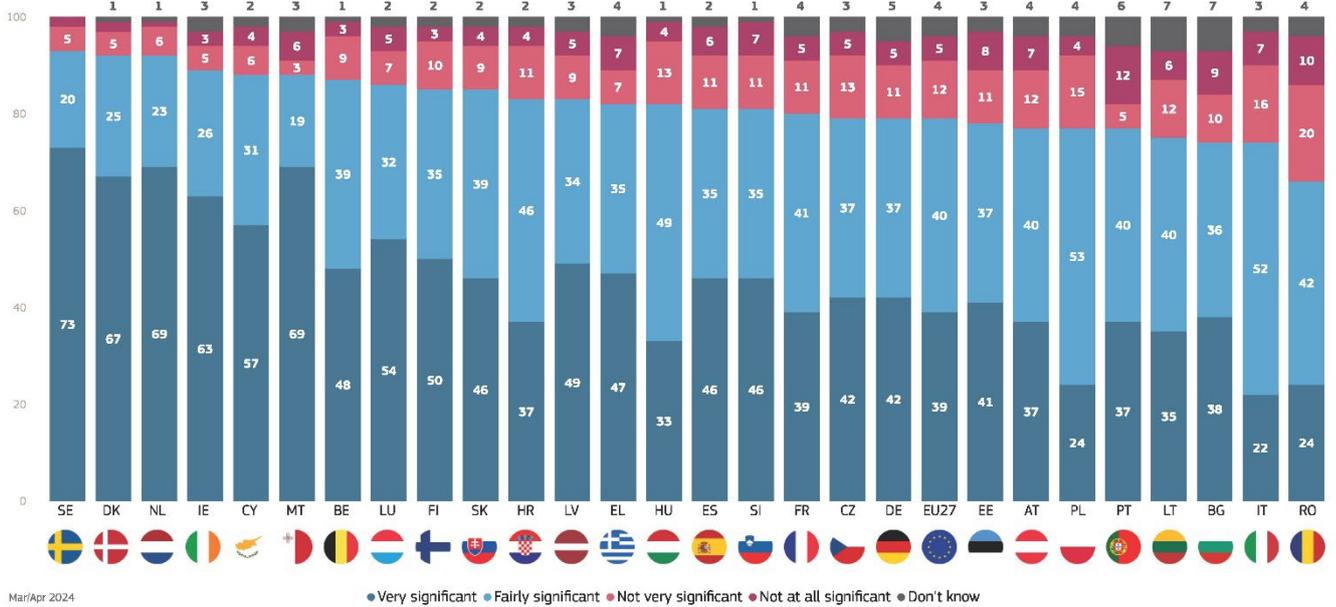
Special Eurobarometer 551

The Digital Decade

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

In three EU Member states, more than 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: Sweden (93%) and Denmark and the Netherlands (both 92%). Respondents are least likely to hold this view in Romania (66%) and in Bulgaria and Italy (both 74%). In seven countries, a majority thinks that improved cybersecurity, better protection of online data and safety of digital technologies would very significantly facilitate their use of digital technologies, led by Sweden (73%) and Malta and the Netherlands (both 69%).

QC3.3. In your opinion, how significantly would the following improvements facilitate your daily use of digital technologies?:-Improved cybersecurity, better protection of online data and safety of digital technologies (%)

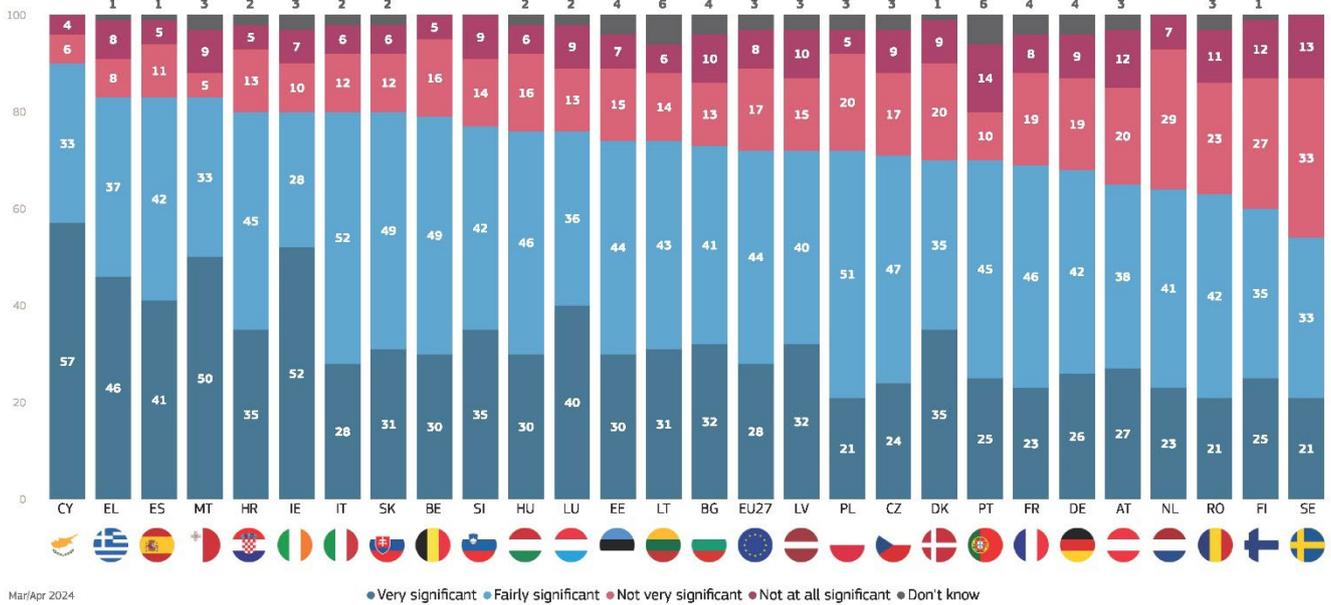


Special Eurobarometer 551 The Digital Decade

MORE EDUCATION AND TRAINING TO DEVELOP SKILLS FOR USING DIGITAL SERVICES

A national analysis shows that in Cyprus (90%), and in Greece, Spain and Malta (all 83%), 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 think this in Sweden (54%) and Finland (60%). In three countries, according to at least half of respondents, the positive impact of this improvement would be very significant: Cyprus (57%), Ireland (52%) and Malta (50%).

QC3.4. In your opinion, how significantly would the following improvements facilitate your daily use of digital technologies?—More education and training to develop your skills for using digital services (%)



QC3.4 In your opinion, how significantly would the following improvements facilitate your daily use of digital technologies?
More education and training to develop your skills for using digital services (%)



		EU27	HU	NL	DK	SI	BE	DE	FI	CZ	SE	LT	FR	HR	MT	SK	IT	LV	LU	AT	EE	ES	PL	CY	BG	EL	RO	IE	PT
Total 'Significant'	Mar/Apr 2024	72	76	64	70	77	79	68	60	71	54	74	69	80	83	80	80	72	76	65	74	83	72	90	73	83	63	80	70
	Δ Mar 2023	▲5	▲13	▲12	▲11	▲11	▲10	▲10	▲10	▲9	▲8	▲7	▲5	▲5	▲5	▲5	▲4	▲4	▲4	▲3	▲2	▲2	▲2	▲1	=	▼1	▼1	▼2	▼2
Total 'Not significant'	Mar/Apr 2024	25	22	36	29	23	21	26	39	26	46	20	27	18	14	18	16	25	22	32	22	16	25	10	23	16	34	17	24
	Δ Mar 2023	▼4	▼12	▼10	▼7	▼8	▼9	▼9	▼7	▼7	▼5	▼5	▼2	▼4	▼3	▼3	▼4	▼1	▼2	▼2	=	▼1	=	▲5	▲3	▲4	▲3	▲3	▲2
Don't know	Mar/Apr 2024	3	2	0	1	0	0	4	1	3	0	6	4	2	3	2	2	3	2	3	4	1	3	0	4	1	3	3	6
	Δ Mar 2023	▼1	▼1	▼2	▼4	▼3	▼1	▼1	▼3	▼2	▼3	▼2	▼3	▼1	▼2	▼2	=	▼3	▼2	▼1	▼2	▼1	▼2	▼6	▼3	▼3	▼2	▼1	=

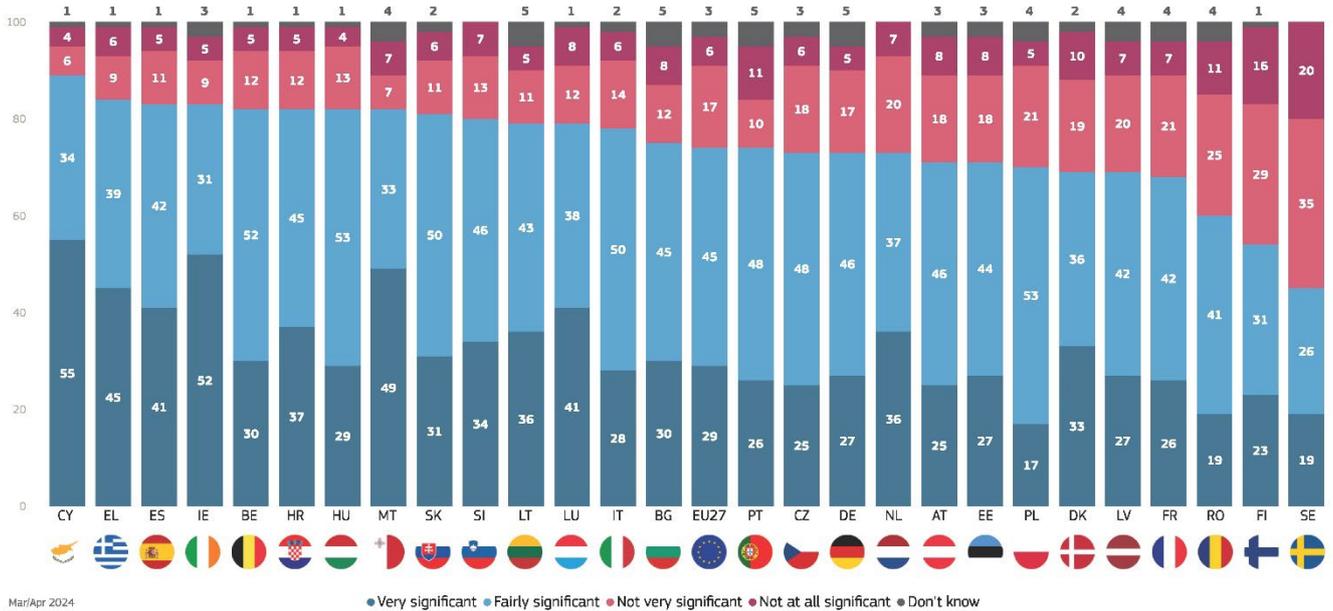
Special Eurobarometer 551

The Digital Decade

HUMAN SUPPORT TO HELP ACCESSING AND USING DIGITAL TECHNOLOGIES AND SERVICES

At the national level, we see that in ten countries, at least eight in ten 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 Cyprus (89%), Greece (84%) and Ireland and Spain (both 83%). Respondents are least likely to hold this view in Sweden (45%) and Finland (54%). In two countries, more than half of respondents expect such an improvement to very significantly facilitate their daily use of digital technologies: Cyprus (55%) and Ireland (52%).

QC3.5. In your opinion, how significantly would the following improvements facilitate your daily use of digital technologies?:-Human support to help accessing and using digital technologies and services (%)



Mar/Apr 2024

An analysis of the socio-demographic data shows consistent patterns across the five improvements covered by the survey:

Findings are generally similar for men and women, although men are more likely than women to expect **digital products and online services that are better adapted to their personal needs** to significantly facilitate their daily use of digital technologies (79% vs. 75%).

Younger respondents are more likely to expect the various improvements to significantly facilitate their daily use of digital technologies. In particular, those aged 55 or over are much less likely to expect this. For instance, regarding the **availability and affordability of high-speed internet connection**, more than nine in ten (92%) 15-24 year olds expect a significant impact, compared with 87% of those aged 25-39, 86% of those aged 40-54, and 68% of those aged 55 or over.

Respondents who left education at the age of 15 or below are less likely to expect the various improvements to significantly facilitate their daily use of digital technologies. For example, with regards to **improved cybersecurity, better protection of online data and safety of digital technologies**, 53% of those who left education at the age of 15 or below expect a significant impact, compared with 80% of those who finished education at the age of 16-19, and 86% of those who left education aged 20 or above.

A number of occupational groups have similarly high expectations: students, managers, self-employed workers and white collar workers, while expectations are lowest among retired people and house persons. This can be seen in the proportions that say improvements to **human support to help accessing and using digital technologies and services** would significantly facilitate their daily use of digital technologies. This proportion is 80% among white collar workers, 79% among self-employed people, 78% among students and 76% among managers, but is lower among retired people (67%) and house persons (68%). This pattern applies to each of the five improvements.

Respondents who have trouble paying their bills are less likely to expect the various improvements to significantly facilitate their daily use of digital technologies. In relation to the **availability and affordability of high-speed Internet connection**, for example, the proportion expecting a significant impact is 71% among those who have difficulties paying bills most of the time, compared with 78% of those who have difficulties from time to time and 82% of those who never or almost never have problems.

Findings vary substantially by frequency of internet use. For example, with regards to **improved cybersecurity, better protection of online data and safety of digital technologies**, 87% of those who use the internet every day expect a significant impact, compared with 62% of those who use the internet from time to time and 32% of those who never go online.

Special Eurobarometer 551

The Digital Decade

QC3 In your opinion, how significantly would the following improvements facilitate your daily use of digital technologies?
(% - EU)

	Availability and affordability of high-speed Internet connection		Digital products and online services better adapted to your personal needs, including immersive technologies		Improved cybersecurity, better protection of online data and safety of digital technologies	
	Total 'Significant'	Total 'Not significant'	Total 'Significant'	Total 'Not significant'	Total 'Significant'	Total 'Not significant'
EU27	80	17	77	20	79	17
Gender						
Man	81	17	79	19	80	17
Woman	78	18	75	21	78	17
Age						
15-24	92	7	86	13	89	10
25-39	87	12	84	14	88	11
40-54	86	13	81	17	84	14
55 +	68	27	67	27	69	24
Education (End of)						
15-	58	34	58	34	53	37
16-19	80	17	78	19	80	16
20+	85	14	81	17	86	12
Still studying	92	7	86	12	91	8
Socio-professional category						
Self- employed	86	13	84	14	85	13
Cadres directeurs-Managers	88	11	86	13	89	11
Other white collars	87	12	82	17	88	11
Manual workers	83	15	80	17	81	16
House persons	72	24	69	26	69	25
Unemployed	83	15	76	22	79	18
Retired	64	29	63	29	65	27
Students	92	7	86	12	90	9
Difficulties paying bills						
Most of the time	71	24	69	26	69	26
From time to time	78	20	76	21	76	20
Almost never/ Never	82	16	78	19	83	14
Use of the Internet						
Everyday	87	12	83	15	87	12
Often/ Sometimes	61	33	65	29	62	31
Never	34	50	33	50	29	51
No Internet access	16	78	11	71	11	82

Special Eurobarometer 551

The Digital Decade

QC3 In your opinion, how significantly would the following improvements facilitate your daily use of digital technologies?
(% - EU)

	More education and training to develop your skills for using digital services		Human support to help accessing and using digital technologies and services	
	Total 'Significant'	Total 'Not significant'	Total 'Significant'	Total 'Not significant'
EU27	72	25	74	23
Gender				
Man	74	24	73	25
Woman	72	25	74	23
Age				
15-24	82	17	76	23
25-39	79	20	77	22
40-54	79	20	78	21
55 +	62	33	69	26
Education (End of)				
15-	53	39	61	32
16-19	74	23	76	21
20+	75	24	75	24
Still studying	84	16	77	22
Socio-professional category				
Self-employed	75	24	79	19
Cadres directeurs-Managers	79	20	76	23
Other white collars	80	19	80	19
Manual workers	75	23	76	22
House persons	71	25	68	27
Unemployed	76	22	75	22
Retired	58	35	67	27
Students	83	17	78	21
Difficulties paying bills				
Most of the time	62	34	65	31
From time to time	73	24	74	23
Almost never/ Never	73	24	75	22
Use of the Internet				
Everyday	78	21	78	21
Often/ Sometimes	60	35	66	28
Never	32	52	40	45
No Internet access	14	82	19	78



II. Support and priorities for the Digital Decade policy programme

1. Importance of actions for public authorities related to digital technologies

The Digital Decade is an European policy programme in which the European Commission and all 27 Member States committed to achieving objectives and targets for Europe's digital transformation by 2030. For example, they committed to cooperate more to build resilient, sustainable and innovative digital infrastructures, and to ensure that more people learn the skills to benefit from digital technologies in their daily lives. This includes ensuring that everyone can connect to high-speed internet, for example to conveniently access public services and health records online. The Digital Decade makes it easier for the 27 EU Member States to work on the digital transformation together.

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 authorities¹⁰.

At EU-level, nearly nine in ten respondents (88%) 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%) thinks that this is very important.

Almost as many respondents (86%) think it is important to **increase research and innovation to have more secure and strong digital technologies**, with over four in ten (44%) thinking that this 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 (84%). More than four in ten (42%) think that this is very important.

Just over eight in ten (82%) think it is important for public authorities to **ensure that European companies can grow and become European Champions able to compete globally**, with just under four in ten (38%) thinking that this is very important.

A similar proportion (81%) thinks that **ensuring digital technologies serve the green transition** is important, with more than third (37%) seeing this as very important.

Just under eight in ten (78%) 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 (36%) say this is very important.

¹⁰ QC4. In your opinion, how important should each of the following actions related to digital technologies be for public authorities?? QC4.1 Building efficient and secure digital infrastructures including connectivity and data processing facilities, QC4.2 Increasing research and innovation to have more secure and strong digital technologies QC4.3 Ensuring that European companies can grow and become European Champions able to compete globally, QC4.4 Shaping the

development of Artificial Intelligence and others digital technologies to ensure they respect our rights and values, QC4.5 Ensuring that people receive human proper support to accompany the transformation brought by the digital technologies and services in their lives, QC4.6 Ensuring that digital technologies serve the green transition.

Special Eurobarometer 551 The Digital Decade

QC4. In your opinion, how important should each of the following actions related to digital technologies be for public authorities? (EU27) (%)

Ensuring that people receive proper human support to accompany the transformation brought by the digital technologies and services in the...



Increasing research and innovation to have more secure and strong digital technologies



Building efficient and secure digital infrastructures including connectivity and data processing facilities



Ensuring that European companies can grow and become European Champions able to compete globally



Ensuring that digital technologies serve the green transition



Shaping the development of Artificial Intelligence and other digital technologies to ensure they respect our rights and values



● Very important ● Fairly important ● Not very important ● Not at all important ● Don't know

Mar/Apr 2024

Special Eurobarometer 551 The Digital Decade

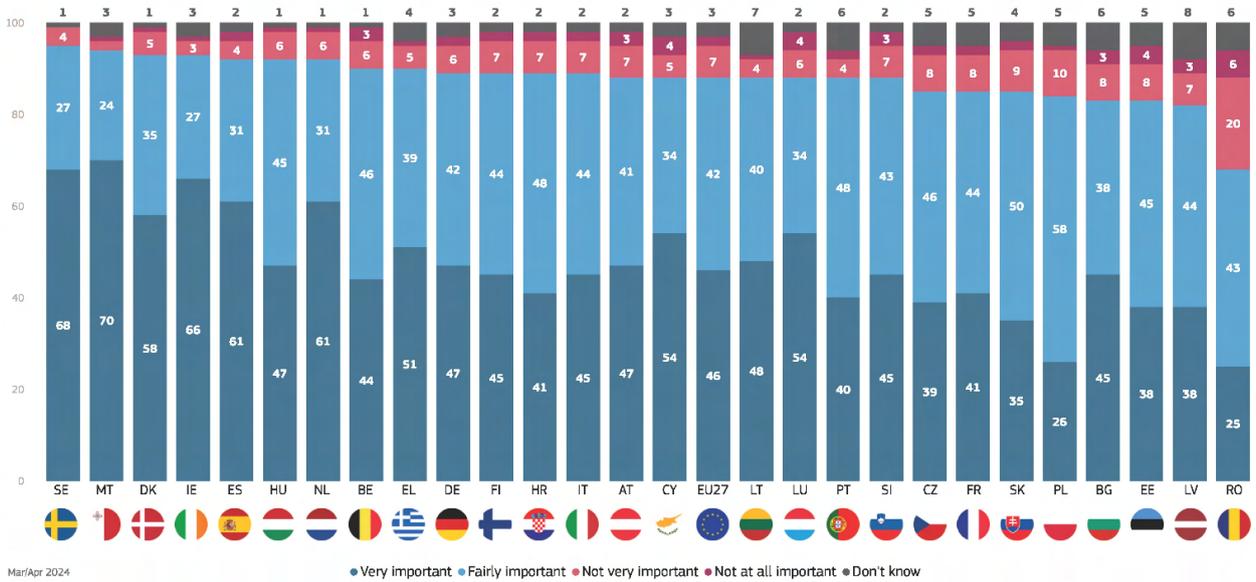
ENSURING THAT PEOPLE RECEIVE PROPER HUMAN SUPPORT TO ACCOMPANY THE TRANSFORMATION BROUGHT BY THE DIGITAL TECHNOLOGIES AND SERVICES IN THEIR LIVES

At national level, in nine Member States at least nine in ten respondents say 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**. The highest proportions can be seen in Sweden (95%), Malta (94%) and Denmark and Ireland (both 93%). Romania (68%) is the only country where less than eight in ten are of this opinion. Respondents are most likely to find this very important in Malta (70%), Sweden (68%) and Ireland (66%).

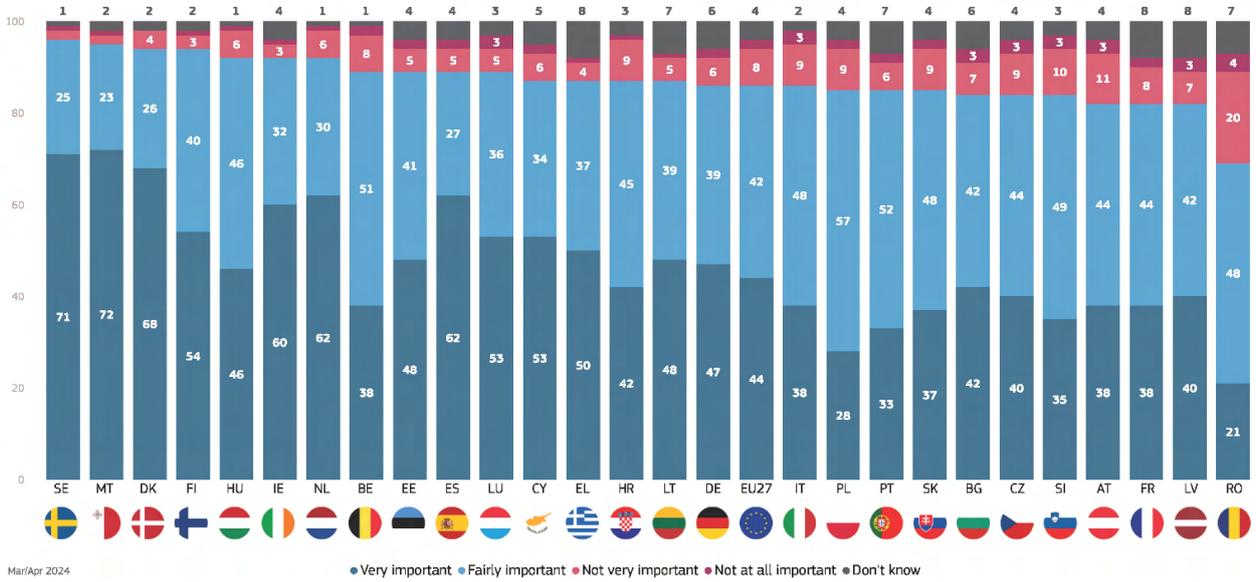
INCREASING RESEARCH AND INNOVATION TO HAVE MORE SECURE AND STRONG DIGITAL TECHNOLOGIES

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 Sweden (96%), Malta (95%) and Denmark and Finland (both 94%). They are least likely to think in this way in Romania (69%) and in France, Latvia and Austria (all 82%). In nine countries, more than half think that this is very important, with the highest proportions seen in Malta (72%), Sweden (71%) and Denmark (68%).

QC4.5. 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 (%)



QC4.2. In your opinion, how important should each of the following actions related to digital technologies be for public authorities?--Increasing research and innovation to have more secure and strong digital technologies (%)



Special Eurobarometer 551 The Digital Decade

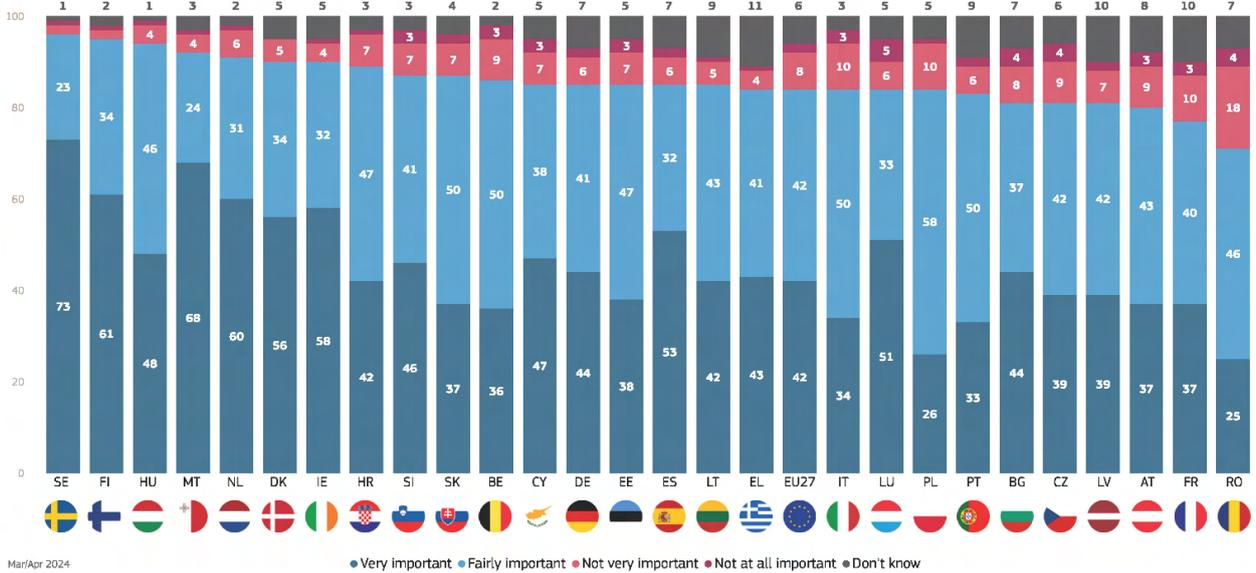
BUILDING EFFICIENT AND SECURE DIGITAL INFRASTRUCTURES INCLUDING CONNECTIVITY AND DATA PROCESSING FACILITIES

At the national level, we see that in five countries, more than nine in ten respondents say it is important to **build efficient and secure digital infrastructures including connectivity and data processing facilities**: Sweden (96%), Finland (95%), Hungary (94%), Malta (92%) and the Netherlands (91%). There are just two countries where less than eight in ten respondents share this view: Romania (71%) and France (77%). Respondents are most likely to find this very important in Sweden (73%), Malta (68%), Finland (61%) and the Netherlands (60%).

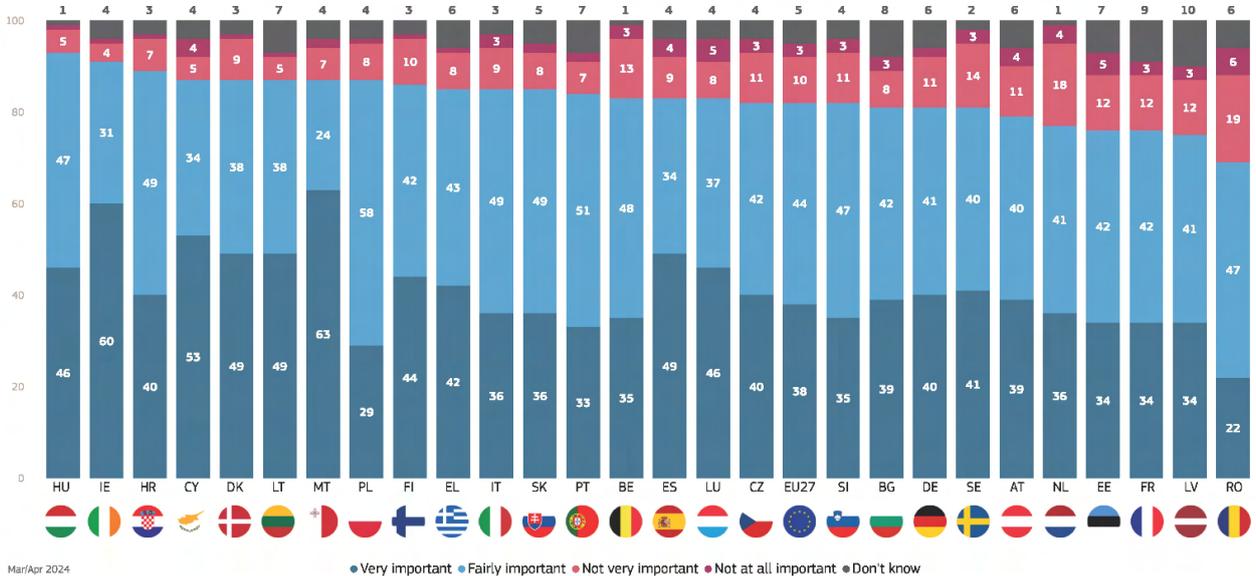
ENSURING THAT EUROPEAN COMPANIES CAN GROW AND BECOME EUROPEAN CHAMPIONS ABLE TO COMPETE GLOBALLY

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**: Hungary (93%) and Ireland (91%). Respondents are least likely to think this way in Romania (69%) and Latvia (75%). More than half think that this is very important in Malta (63%), Ireland (60%) and Cyprus (53%).

QC4.1. In your opinion, how important should each of the following actions related to digital technologies be for public authorities?--Building efficient and secure digital infrastructures including connectivity and data processing facilities (%)



QC4.3. In your opinion, how important should each of the following actions related to digital technologies be for public authorities?--Ensuring that European companies can grow and become European Champions able to compete globally (%)



Special Eurobarometer 551 The Digital Decade

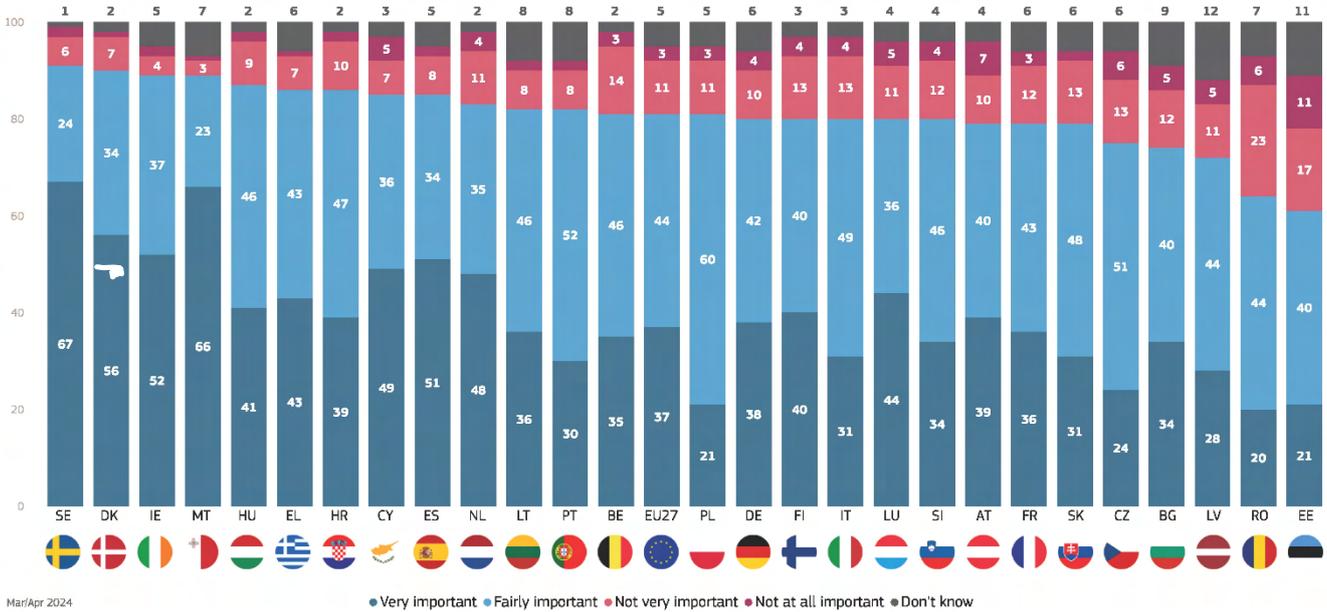
ENSURING THAT DIGITAL TECHNOLOGIES SERVE THE GREEN TRANSITION

At the national level, respondents are most likely to say it is important to **ensure that digital technologies serve the green transition** in Sweden (91%), Denmark (90%) and in Ireland and Malta (both 89%). The lowest scores are registered in Estonia (61%) and Romania (64%). Respondents are most likely to see this as very important in Sweden (67%), Malta (66%) and Denmark (56%).

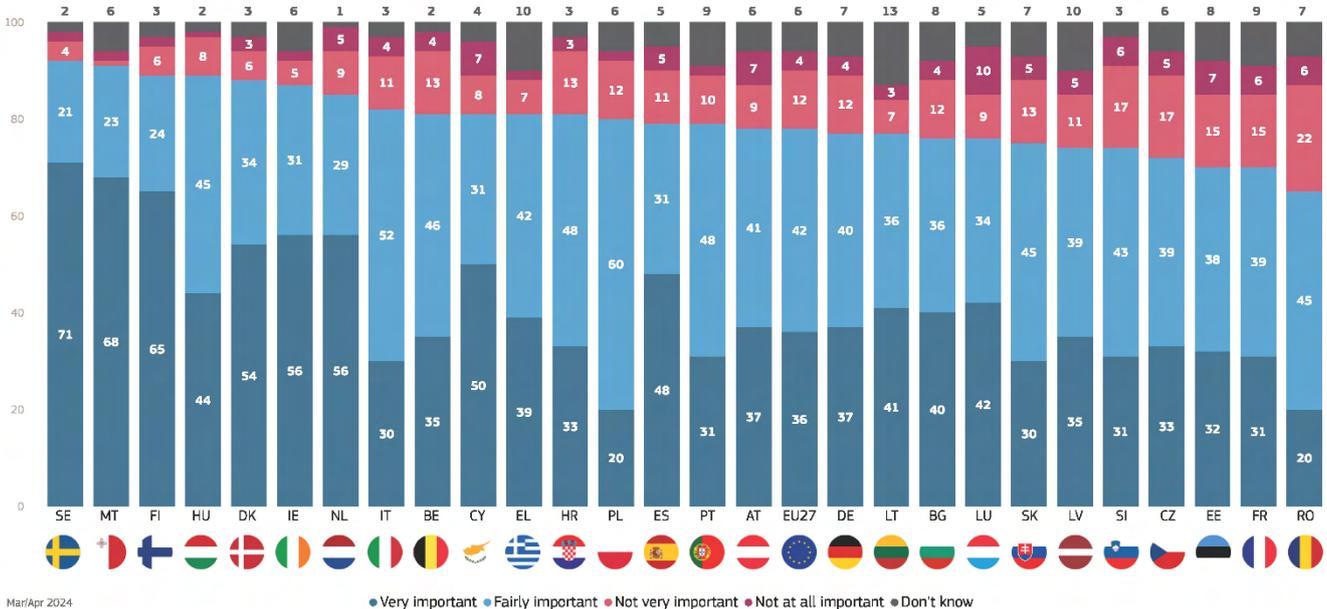
SHAPING THE DEVELOPMENT OF ARTIFICIAL INTELLIGENCE AND OTHER DIGITAL TECHNOLOGIES TO ENSURE THEY RESPECT OUR RIGHTS AND VALUES

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**: Sweden (92%) and Malta (91%). Respondents are least likely to think this way in Romania (65%) and in France and Estonia (both 70%). This action is most likely to be seen as very important by respondents in Sweden (71%), Malta (68%) and Finland (65%).

QC4.6. In your opinion, how important should each of the following actions related to digital technologies be for public authorities?--Ensuring that digital technologies serve the green transition (%)



QC4.4. In your opinion, how important should each of the following actions related to digital technologies be for public authorities?--Shaping the development of Artificial Intelligence and other digital technologies to ensure they respect our rights and values (%)



The socio-demographic data shows a consistent pattern across the six actions covered by the survey:

Men are slightly more likely than women to say it is important for public authorities to take the various actions related to digital technologies. For example, 88% of men and 84% of women think it is important to **increase research and innovation to have more secure and strong digital technologies**.

Findings are generally similar across age groups, with the exception of those aged 55 or over, who are less likely to see the various actions as important. For instance, less than eight in ten respondents aged 55 or over (77%) say it is important to **build efficient and secure digital infrastructures including connectivity and data processing facilities**. This proportion is higher among 15-24 year olds (89%), as well as among those aged 25-39 (89%) and 40-54 (87%).

Respondents with a higher level of education are more likely to say the various actions are important. For example, **shaping the development of Artificial Intelligence and others digital technologies to ensure they respect our rights and values** is seen as important by 83% of those who left education aged 20 or above, 78% of those who left aged 16-19 and 61% of those who left education by the age of 15.

Students, managers, self-employed workers and white collar workers are similar in placing a high level of importance on the various actions, while scores are lowest among retired people and house persons. This can be seen in the proportions that say it is important to **increase research and innovation to have more secure and strong digital technologies**. This proportion is 91% among students, managers and self-employed people, and 90% among white collar workers, compared with 72% among house persons and 74% among retired people. This pattern applies to each of the actions covered by the survey.

Respondents who have trouble paying their bills are less likely to say the actions are important. In relation to **ensuring that European companies can grow and become European Champions able to compete globally**, for example, the proportion rating this as important is 69% among those who have difficulties paying bills most of the time, compared with 79% of those who have difficulties from time to time and 85% of those who never or almost never have problems.

Respondents who live in large towns are more likely to see the actions as important. Around nine in ten (89%) think it is important to **build efficient and secure digital infrastructures including connectivity and data processing facilities**. This compares with 83% who live in small or mid-size towns and 79% who live in rural villages.

Findings vary considerably by frequency of internet use. For example, with regards to **ensuring that digital technologies serve the green transition**, 84% of those who use the internet every day say this is important, compared with 72% of those who use the internet from time to time and 54% of those who never go online.

Special Eurobarometer 551
The Digital Decade

QC4 In your opinion, how important should each of the following actions related to digital technologies be for public authorities?
(% - EU)

	Building efficient and secure digital infrastructures including connectivity and data processing facilities		Increasing research and innovation to have more secure and strong digital technologies		Ensuring that European companies can grow and become European Champions able to compete globally	
	Total 'Important'	Total 'Not important'	Total 'Important'	Total 'Not important'	Total 'Important'	Total 'Not important'
EU27	84	10	86	10	82	13
Gender						
Man	86	10	88	9	84	12
Woman	82	10	84	10	80	14
Age						
15-24	89	9	92	7	85	12
25-39	89	9	90	8	83	15
40-54	87	10	89	9	84	13
55 +	77	12	80	12	78	13
Education (End of)						
15-	66	16	72	14	72	15
16-19	84	10	86	10	83	12
20+	89	8	90	8	84	13
Still studying	91	7	94	5	87	11
Socio-professional category						
Self- employed	91	7	90	8	83	14
Cadres directeurs-Managers	91	8	92	7	86	13
Other white collars	90	8	91	8	87	12
Manual workers	84	12	86	11	83	13
House persons	72	18	77	16	72	20
Unemployed	83	9	85	10	78	16
Retired	74	12	78	11	78	12
Students	91	7	93	6	86	12
Difficulties paying bills						
Most of the time	72	16	75	14	69	20
From time to time	81	13	83	13	79	16
Almost never/ Never	86	9	89	7	85	11
Use of the Internet						
Everyday	89	8	90	8	85	12
Often/ Sometimes	70	18	75	16	71	19
Never	51	20	56	21	59	18
No Internet access	38	25	51	23	55	22

Special Eurobarometer 551
The Digital Decade

QC4 In your opinion, how important should each of the following actions related to digital technologies be for public authorities?
(% - EU)

	Shaping the development of Artificial Intelligence and other digital technologies to ensure they respect our rights and values		Ensuring that people receive proper human support to accompany the transformation brought by the digital technologies and services in their lives		Ensuring that digital technologies serve the green transition	
	Total 'Important'	Total 'Not important'	Total 'Important'	Total 'Not important'	Total 'Important'	Total 'Not important'
EU27	78	16	88	9	81	14
Gender						
Man	80	16	88	9	81	15
Woman	76	17	87	9	80	14
Age						
15-24	85	13	91	7	87	11
25-39	84	14	91	8	84	14
40-54	80	17	90	9	82	15
55 +	71	18	84	10	76	15
Education (End of)						
15-	61	23	78	14	69	17
16-19	78	17	87	10	80	16
20+	83	14	91	7	85	13
Still studying	86	12	93	6	90	8
Socio-professional category						
Self- employed	82	15	91	7	81	16
Cadres directeurs-Managers	84	14	92	7	86	12
Other white collars	85	13	92	7	85	13
Manual workers	79	17	88	9	80	17
House persons	65	25	79	17	72	21
Unemployed	78	15	90	7	79	14
Retired	70	18	82	11	74	16
Students	86	12	92	7	89	9
Difficulties paying bills						
Most of the time	66	24	79	15	73	18
From time to time	75	19	84	13	77	18
Almost never/ Never	81	14	90	7	83	13
Use of the Internet						
Everyday	82	15	91	7	84	13
Often/ Sometimes	66	25	77	19	72	23
Never	48	24	62	19	54	20
No Internet access	35	23	64	19	57	15

2. Issues related to digital technologies and their impact on citizens

MISUSE OF PERSONAL DATA AND FAKE NEWS AND DISINFORMATION ARE THE TWO ISSUES THAT EUROPEANS SAY HAVE THE BIGGEST PERSONAL IMPACT ON THEM

The Digital Services Act aim to create a safer digital space where the fundamental rights of users are protected and to establish a level playing field for businesses.

Respondents were asked which of a number of issues had the biggest personal impact on them, in the context of the EU's enforcement of legislation regulating the behaviour of online platforms. They were first asked to identify the single issue that had the biggest personal impact, and were then asked to specify up to two more.¹¹ For the results below, we have aggregated both questions.

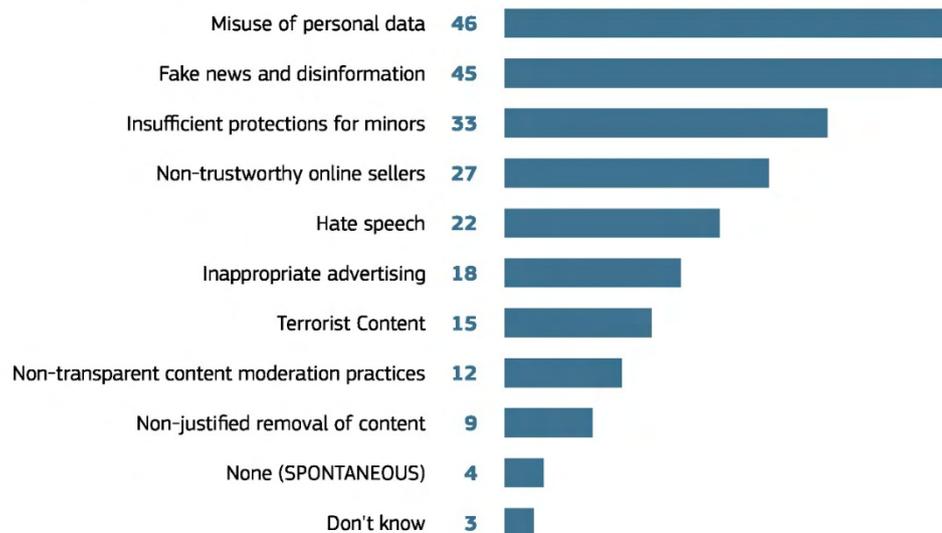
Almost half of respondents (46%) say that **the misuse of personal data** is one of the issues that has the

biggest personal impact on them, and a similar proportion (45%) specify **fake news and disinformation**.

One in three respondents (33%) say that **insufficient protections for minors** is an issue that affects them personally, while just over one in four (27%) mention **non-trustworthy online sellers** and just under one in four (22%) mention **hate speech**.

Less than one in five respondents choose the other items as having a big personal impact: **inappropriate advertising** (18%), **terrorist content** (15%), **non-transparent content moderation practices** (12%) and **non-justified removal of content** (9%).

QCST. The European Union has regulated the behaviour of online platforms, such as social media and online marketplaces, in the EU. In the context of the enforcement of this legislation, which one of the following issues do you feel has the biggest personal impact on you? Firstly? And then? (EU27) (%)



Mar/Apr 2024

¹¹ QCST. The European Union has regulated the behaviour of online platforms, such as social media and online marketplaces, in the EU. In the context of the enforcement of this legislation, which one of the following issues do you feel has the biggest personal impact on you? Firstly? And then?

Special Eurobarometer 551 The Digital Decade

In 16 Member States, the **misuse of personal data** ranks highest as an issue that has the biggest personal impact on respondents, in the context of the EU's enforcement of legislation regulating the behaviour of online platforms. This is mentioned most frequently by respondents in the Netherlands (58%) and in Denmark and Finland (both 57%).

In ten Member States, the issue that is chosen most frequently is **fake news and disinformation**. Respondents in Sweden (72%), the Netherlands (55%) and in Denmark and Greece (both 54%) are the most likely to say this has a big personal impact on them.

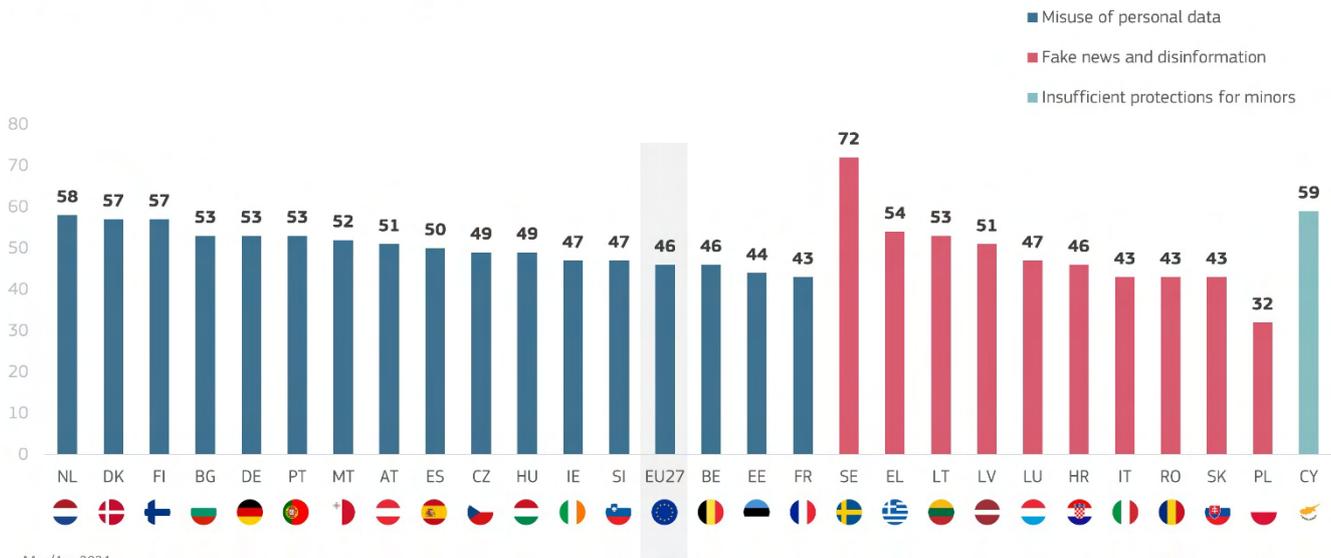
In Cyprus, **insufficient protections for minors** is the issue that is chosen most frequently as having a big personal impact (59%). This is also chosen by more than four in ten respondents in Luxembourg and Spain (both 43%).

The impact of **non-trustworthy online sellers** is chosen most frequently by respondents in Finland (34%), Malta (33%) and Hungary and Czechia (both 31%). **Hate speech** is most likely to be seen as an issue affecting respondents in Malta (39%), Slovenia (37%), Poland (31%) and France (30%).

At least one in four respondents specify **inappropriate advertising** in Latvia (28%) and in Slovenia, Estonia and Cyprus (all 25%). **Terrorist content** is chosen most frequently by respondents in France (24%) and Belgium and Sweden (both 19%).

Respondents in Greece and Romania (both 19%) and in Italy (16%) are most likely to say that **non-transparent content moderation practices** is an issue that has a big impact on them. **Non-justified removal of content** is chosen most frequently by respondents in Czechia (17%), Romania (16%) and Austria (15%).

QC5T. The European Union has regulated the behaviour of online platforms, such as social media and online marketplaces, in the EU. In the context of the enforcement of this legislation, which one of the following issues do you feel has the biggest personal impact on you? Firstly? And then?



Mar/Apr 2024

Special Eurobarometer 551 The Digital Decade

The socio-demographic analysis shows that:

Results are similar for men and women. However, women are slightly more likely than men to say that insufficient protections for minors is an issue that has a big personal impact on them (35% vs. 31%), while men are more likely than women to mention fake news and misinformation (47% vs. 44%).

Younger respondents aged 15-24 are more likely to specify non-trustworthy online sellers (33% vs.

26%-27% in older age groups) and hate speech (28% vs. 20%-23%). Two issues are chosen most frequently by those in the middle age bands: misuse of personal data (49% of 25-39 year olds and 48% of 40-54 year olds vs. 45% of 15-24s and 43% of those aged 55 or over) and insufficient protections for minors (35% of 25-39 year olds and 38% of 40-54 year olds vs. 31% of 15-24s and 30% of those aged 55 or over).

QC5T The European Union has regulated the behaviour of online platforms, such as social media and online marketplaces, in the EU. In the context of the enforcement of this legislation, which one of the following issues do you feel has the biggest personal impact on you? Firstly? And then? (% - EU)

	Misuse of personal data	Fake news and disinformation	Insufficient protections for minors	Non-trustworthy online sellers	Hate speech	Inappropriate advertising	Terrorist Content	Non-transparent content moderation practices	Non-justified removal of content
EU27	46	45	33	27	22	18	15	12	9
Gender									
Man	47	47	31	27	22	19	15	13	10
Woman	45	44	35	27	22	17	16	11	8
Age									
15-24	45	47	31	33	28	19	14	13	11
25-39	49	46	35	27	23	19	15	13	10
40-54	48	46	38	27	22	18	15	13	10
55 +	43	43	30	26	20	17	16	10	7
Education (End of)									
15-	39	37	31	22	18	16	15	8	7
16-19	45	44	34	28	22	19	16	11	9
20+	50	49	35	27	23	19	15	14	9
Still studying	46	49	31	33	29	17	12	14	10
Socio-professional category									
Self-employed	49	47	36	29	19	21	13	14	11
Cadres directeurs-Managers	51	50	34	26	22	18	15	16	9
Other white collars	48	45	34	28	23	18	16	13	11
Manual workers	49	46	36	28	21	19	16	11	10
House persons	38	40	38	25	20	17	14	10	10
Unemployed	43	45	34	29	27	18	17	11	8
Retired	40	41	30	25	22	17	16	9	6
Students	45	49	31	32	27	18	13	13	10
Difficulties paying bills									
Most of the time	47	40	31	21	22	18	17	11	9
From time to time	43	43	34	28	22	19	17	13	11
Almost never/ Never	47	47	34	28	23	18	14	11	8
Use of the Internet									
Everyday	49	48	34	29	23	19	15	13	10
Often/ Sometimes	40	40	32	26	19	18	19	11	8
Never	24	23	24	14	16	11	15	6	5
No Internet access	12	17	6	1	10	2	3	2	1



III. Digital rights and principles

Special Eurobarometer 551 The Digital Decade

The European Declaration on digital rights and principles builds notably on the Charter of Fundamental Rights and recalls the most relevant rights in the context of the digital transformation, such as data protection and privacy. The Declaration is a reference framework for citizens and provides guidance for the EU and Member States as they adapt to the digital transformation¹².

This section examines the protection of rights and principles, starting by assessing public awareness about fundamental rights being applied online. It then examines opinions on the EU's ability to protect digital rights, and finally asks respondents how well they think digital rights and principles are applied in their country, on a range of different issues

1. Awareness about fundamental rights being applied also online

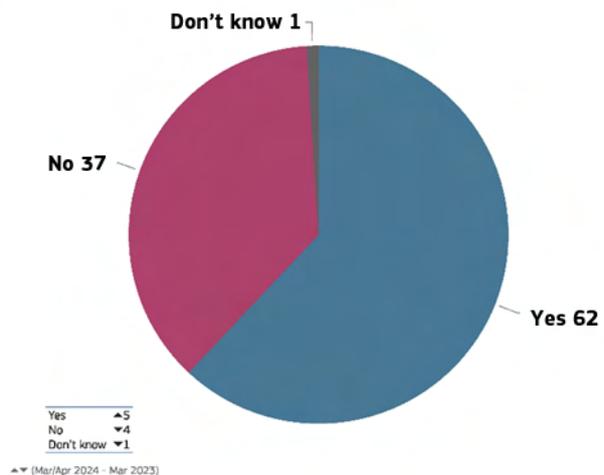
OVER SIX IN TEN EUROPEANS ARE AWARE THAT THOSE RIGHTS THAT APPLY OFFLINE SHOULD ALSO BE RESPECTED ONLINE

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

Respondents were asked whether they had been aware previously that rights which apply offline should also be respected online¹³.

More than six in ten respondents (62%) say that before this interview, they were aware that those rights that apply offline should also be respected online, an increase (+5 pp) compared to 2023.

QC6. Before this interview, were you aware that these rights that apply offline should also be respected online? (EU27) (%)



¹² <https://digital-strategy.ec.europa.eu/en/policies/digital-principles#:~:text=The%20European%20digital%20rights%20and%20principles%20will%20complement,States%20as%20they%20adapt%20to%20the%20digital%20transformation.>

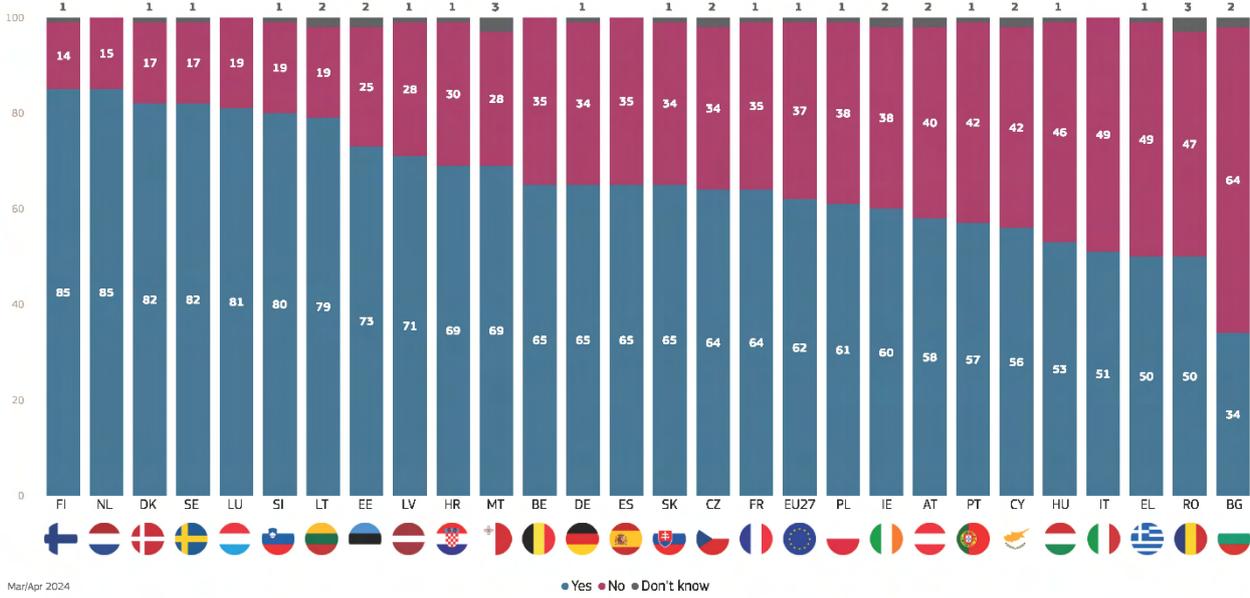
¹³ QC6. Before this interview, were you aware that these rights that apply offline should also be respected online?

Special Eurobarometer 551 The Digital Decade

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: Finland and the Netherlands (both 85%), Sweden and Denmark (both 82%) and Luxembourg (81%). Reported awareness is lowest in Bulgaria (34%) and is also relatively low in Greece and Romania (both 50%) and in Italy (51%).

Compared to 2023, there are 20 countries where respondents are now more likely to say they had previously been aware of the fact that rights that apply offline should also be respected online. The largest increases can be seen in Slovakia (65%, +19 pp), Romania (50%, +11 pp), Italy (51%, +11 pp) and Austria (58%, +10 pp). In four countries, a decrease is registered: Belgium (65%, -8 pp), Cyprus (56%, -4 pp), Luxembourg (81%, -3 pp) and Slovenia (80%, -3 pp).

QC6. Before this interview, were you aware that these rights that apply offline should also be respected online? (%)



QC6 Before this interview, were you aware that these rights that apply offline should also be respected online? (%)

	EU27	SK	IT	RO	AT	HR	MT	HU	CZ	DE	LV	FI	FR	EE	EL	ES	LT	NL	PL	SE	IE	BG	DK	PT	LU	SI	CY	BE
Yes	62	65	51	50	58	69	69	53	64	65	71	85	64	73	50	65	79	85	61	82	60	34	82	57	81	80	56	65
Δ Mar 2023	▲5	▲19	▲11	▲11	▲10	▲9	▲7	▲6	▲5	▲5	▲5	▲5	▲4	▲3	▲2	▲2	▲2	▲2	▲2	▲2	▲1	=	=	=	▼3	▼3	▼4	▼8
No	37	34	49	47	40	30	28	46	34	34	28	14	35	25	49	35	19	15	38	17	38	64	17	42	19	19	42	35
Δ Mar 2023	▼4	▼19	▼11	▼11	▼10	▼9	▼5	▼6	▼2	▼4	▼3	▼4	=	▲1	▼2	▼1	=	▼2	▼3	▼2	▼1	▲1	=	▲2	▲3	▲3	▲4	▲8
Don't know	1	1	0	3	2	1	3	1	2	1	1	1	1	2	1	0	2	0	1	1	2	2	1	1	0	1	2	0
Δ Mar 2023	▼1	=	=	=	=	=	▼2	=	▼3	▼1	▼2	▼1	▼4	▼4	=	▼1	▼2	=	▲1	=	=	▼1	=	▼2	=	=	=	=

Special Eurobarometer 551 The Digital Decade

The socio-demographic analysis shows that:

Men are more likely than women to say that before the interview they had been aware of the fact that rights that apply offline should also be respected online (65% vs. 59%).

Respondents aged 55 or over are substantially less likely to say they were aware (53%), compared with those in younger age groups (67%-71%).

Level of education has a major impact on the results. Three-quarters (75%) of those who left education at the age of 20 or above say they had previously been aware that those rights that apply offline should also be respected online, compared with 58% of those who finished their education aged 16-19, and 39% of those who left school by the age of 15.

Of the socio-professional groups, awareness is highest among managers (78%), followed by students (71%) and self-employed workers (70%), while it is lowest among house persons (47%), and retired people (49%).

Awareness is higher among respondents who never or almost never have difficulties paying bills (67%), compared with those who have difficulties from time to time (54%) or most of the time (50%).

More than two-thirds (69%) of those who use the internet every day say they were aware previously that those rights that apply offline should also be respected online, compared with around four in ten (42%) of those who occasionally go online, and around one in five (19%) of respondents who never use the internet.

QC6 Before this interview, were you aware that these rights that apply offline should also be respected online? (% - EU)

	Yes	No	Don't know
EU27	62	37	1
Gender			
Man	65	34	1
Woman	59	40	1
Age			
15-24	67	32	1
25-39	71	28	1
40-54	68	31	1
55 +	53	46	1
Education (End of)			
15-	39	60	1
16-19	58	41	1
20+	75	24	1
Still studying	71	29	0
Socio-professional category			
Self-employed	70	29	1
Cadres directeurs-Managers	78	21	1
Other white collars	69	30	1
Manual workers	64	35	1
House persons	47	52	1
Unemployed	55	44	1
Retired	49	49	2
Students	71	29	0
Difficulties paying bills			
Most of the time	50	48	2
From time to time	54	45	1
Almost never/ Never	67	32	1
Use of the Internet			
Everyday	69	30	1
Often/ Sometimes	42	56	2
Never	19	79	2

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

ATTITUDES HAVE BECOME LESS POSITIVE OVER HOW WELL THE EU PROTECTS CITIZENS' RIGHTS IN THE ONLINE ENVIRONMENT

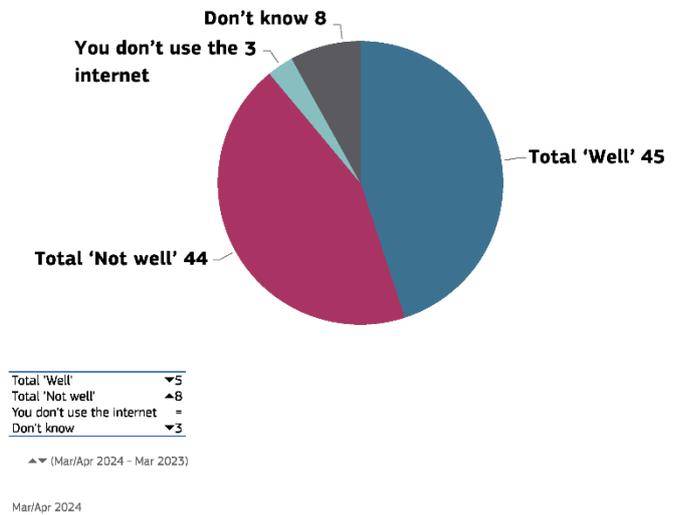
Respondents were asked to what extent they think that the EU protects their rights in the online environment¹⁴.

Less than half (45%) of respondents think that the EU protects their rights in the online environment well, a decrease from 2023 (-5 pp). Just 3% (-2 pp) think that the EU protects these rights very well, while 42% (-3 pp) think their rights are protected fairly well.

A similar proportion (44%) think that the EU does not protect their rights in the online environment well, an increase from 2023 (+8 pp). More than a third (36%, +6 pp) think the EU does not protect these rights very well, while 8% (+2 pp) do not think it protects rights in the online environment at all well.

Just under one in ten (8%, -3 pp) say they don't know, while 3% (=) say spontaneously that they do not use the internet.

QC7. How well do you think that the EU protects your rights in the digital environment? (EU27) (%)



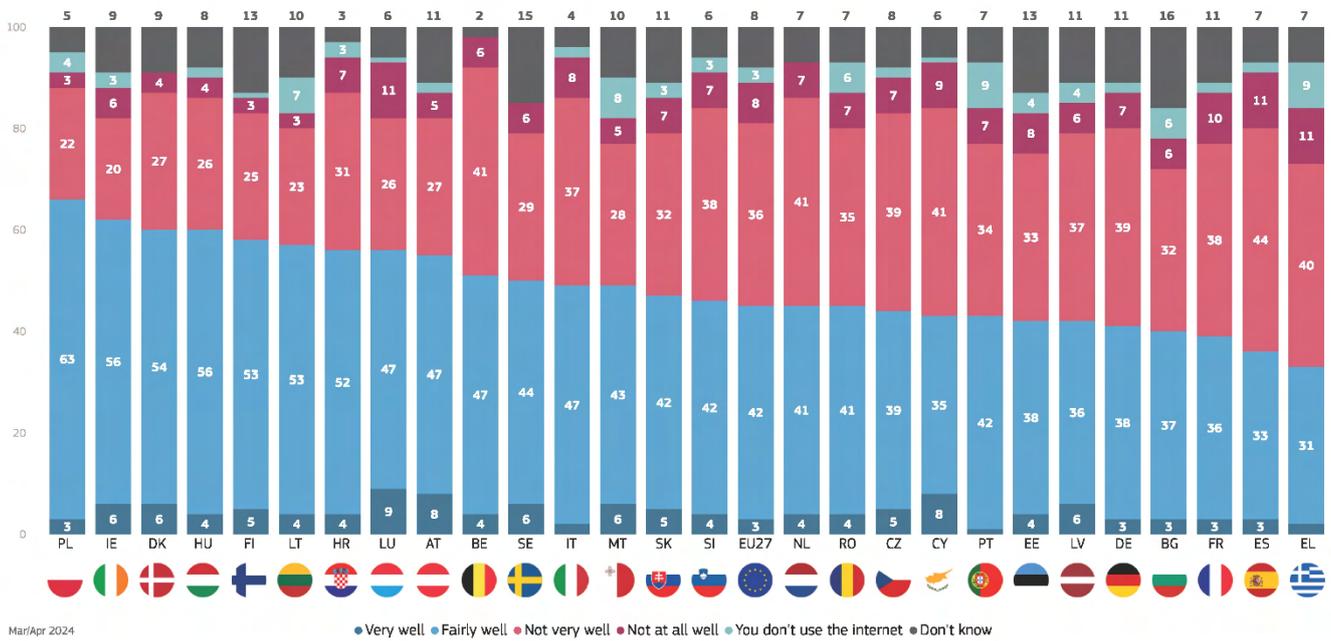
¹⁴ QC7. How well do you think that the EU protects your rights in the digital environment?

Special Eurobarometer 551 The Digital Decade

There are clear differences at the **national level**. In 19 EU Member States, a majority of respondents think that the EU protects their rights in the online environment well. At least six in ten respondents say this in Poland (66%), Ireland (62%) and Denmark and Hungary (both 60%).

In the other eight countries, a majority of respondents think that the EU does not protect their rights in the online environment well. This view is most common among respondents in Spain (55%), Greece (51%) and Cyprus (50%).

QC7. How well do you think that the EU protects your rights in the digital environment? (%)



Mar/Apr 2024

Very well Fairly well Not very well Not at all well You don't use the internet Don't know

Special Eurobarometer 551 The Digital Decade

Comparing the results with those from the 2023 survey, there are five countries where there has been an increase in the proportion that says the EU protects their rights in the online environment well. The only increases of more than two percentage points can be found in Austria (55%, +8 pp) and Slovakia (47%, +5 pp).

In 20 Member States, there has been a decrease in the proportion that says the EU protects their rights well. Decreases of at least ten percentage points can be seen in Malta (49%, -16 pp), Latvia (42%, -16 pp), the Netherlands (45%, -12 pp) and Cyprus (43%, -10 pp).

There has been no change in Czechia (44%) and France (39%).

QC7 How well do you think that the EU protects your rights in the digital environment?
(%)

Very well	Mar/Apr 2024	3	8	5	3	2	4	5	3	3	4	4	6	4	4	4	3	4	3	2	1	6	6	9	5	8	4	6	6
	Δ Mar 2023	▼2	▲1	▲2	▼5	▼1	▼2	=	=	▼3	▼3	▲1	▼5	▲1	▼1	=	=	=	▼1	▼4	▼2	▼1	▼9	▼3	▼1	▼1	▼1	=	▼3
Fairly well	Mar/Apr 2024	42	47	42	63	31	56	39	36	37	52	41	54	47	53	42	38	38	33	47	42	44	56	47	53	35	41	36	43
	Δ Mar 2023	▼3	▲7	▲3	▲7	▲2	▲3	=	=	▲1	▲1	▼4	▲1	▼6	▼4	▼5	▼6	▼6	▼5	▼2	▼4	▼5	▲2	▼5	▼8	▼9	▼11	▼16	▼13
Not very well	Mar/Apr 2024	36	27	32	22	40	26	39	38	32	31	35	27	41	23	38	39	33	44	37	34	29	20	26	25	41	41	37	28
	Δ Mar 2023	▲6	▲1	=	▲1	▼1	▲6	▲6	▲7	▲5	▲2	▲2	▲8	▲8	▲6	▲8	▲6	▲12	▲11	▲7	▲6	▲6	▲6	▲4	▲8	▲12	▲13	▲12	▲17
Not at all well	Mar/Apr 2024	8	5	7	3	11	4	7	10	6	7	7	4	6	3	7	7	8	11	8	7	6	6	11	3	9	7	6	5
	Δ Mar 2023	▲2	▼3	▼5	▼1	▲1	▲1	▼2	▲1	▲1	▲3	=	▲2	▲2	▲1	=	▲3	▲1	▲2	▲1	▲3	▲2	▲3	▲4	▲1	▲3	▲4	▲2	▲3
You don't use the internet	Mar/Apr 2024	3	2	3	4	9	2	2	2	6	3	6	0	0	7	3	2	4	2	2	9	0	3	1	1	1	0	4	8
	Δ Mar 2023	=	▼4	=	▼1	▲1	▼3	▼1	▼1	▲1	=	=	▼1	▼2	▼3	=	▼1	▼1	▼1	=	=	▼1	▲1	=	▼1	▼3	=	▲1	▼2
Don't know	Mar/Apr 2024	8	11	11	5	7	8	8	11	16	3	7	9	2	10	6	11	13	7	4	7	15	9	6	13	6	7	11	10
	Δ Mar 2023	▼3	▼2	=	▼1	▼2	▼5	▼3	▼7	▼5	▼3	▲1	▼5	▼3	▲1	▼3	▼2	▼6	▼6	▼2	▼3	▼1	▼3	=	▲1	▼2	▼5	▲1	▼2
Total 'Well'	Mar/Apr 2024	45	55	47	66	33	60	44	39	40	56	45	60	51	57	46	41	42	36	49	43	50	62	56	58	43	45	42	49
	Δ Mar 2023	▼5	▲8	▲5	▲2	▲1	▲1	=	=	▼2	▼2	▼3	▼4	▼5	▼5	▼5	▼6	▼6	▼6	▼6	▼6	▼6	▼7	▼8	▼9	▼10	▼12	▼16	▼16
Total 'Not well'	Mar/Apr 2024	44	32	39	25	51	30	46	48	38	38	42	31	47	26	45	46	41	55	45	41	35	26	37	28	50	48	43	33
	Δ Mar 2023	▲8	▼2	▼5	=	=	▲7	▲4	▲8	▲6	▲5	▲2	▲10	▲10	▲7	▲8	▲9	▲13	▲13	▲8	▲9	▲8	▲9	▲8	▲9	▲15	▲17	▲14	▲20

Special Eurobarometer 551 The Digital Decade

An analysis of the socio-demographic data shows that:

Men are slightly more likely than women (48% vs 44%) to think that the EU protects their rights in the online environment well.

Younger respondents are more likely to think that the EU protects their rights in the online environment well. The proportion ranges from 57% of 15-24 year-olds to 38% of those aged 55 or over.

Respondents who left education at the age of 15 or below are much less likely to say that the EU protects their rights well in the online environment (28%), compared with those who finished education aged 16-19 (45%) or at the age of 20 or above (51%).

Among different socio-professional categories, students (59%) and managers (55%) are most likely to think that the EU protects their rights in the online environment well, while this view is least likely to be held by house persons and retired people (both 35%).

Respondents who never or almost have trouble paying their bills are more likely to think that the EU protects their rights in the online environment well than those who encounter financial difficulties most of the time (49% vs. 34%).

Respondents who use the internet every day (49%) are more likely to think that the EU protects their rights in the online environment well, than those who sometimes use the internet (39%) and those who never go online (20%).

Respondents who have a positive image of the EU (58%) are substantially more likely to think that the EU protects their rights in the online environment well, compared with those whose image of the EU is neutral (39%) or negative (23%).

QC7 How well do you think that the EU protects your rights in the digital environment?
(% - EU)

	Total 'Well'	Total 'Not well'	Total 'Well'
EU27	45	44	45
Gender			
Man	48	43	48
Woman	44	43	44
Age			
15-24	57	38	57
25-39	51	44	51
40-54	49	45	49
55 +	38	44	38
Education (End of)			
15-	28	47	28
16-19	45	44	45
20+	51	43	51
Still studying	59	36	59
Socio-professional category			
Self-employed	50	46	50
Cadres directeurs-Managers	55	40	55
Other white collars	52	41	52
Manual workers	45	46	45
House persons	35	50	35
Unemployed	40	49	40
Retired	35	44	35
Students	59	36	59
Difficulties paying bills			
Most of the time	34	50	34
From time to time	42	48	42
Almost never/ Never	49	41	49
Use of the Internet			
Everyday	49	44	49
Often/ Sometimes	39	47	39
Never	20	36	20
No Internet access	14	12	14
Image of the EU			
Positive	58	34	58
Neutral	39	48	39
Negative	23	65	23

3. 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 aspects¹⁵.

At the EU level, around six in ten respondents (61%, +1 pp since 2023) 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% (-2 pp) who think these rights are applied very well, while just over one in four (28%, +1 pp) say they are not applied well.

Across the EU, six in ten respondents (60%, +4 pp) think that digital rights and principles are applied well in their country with a view to **getting basic and advanced digital education, training and skills**. Around one in ten (11%, -2 pp) think that the mentioned principles are applied very well. Three in ten (30%, =) think that these rights are not applied well.

A similar proportion (59%, -1 pp) think that digital rights and principles are applied well in their country to **getting freedom of assembly and of association in the digital environment**. Around one in ten (11%, -1 pp) think that those principles are applied very well. Around a quarter (27%, +4 pp) do not think these rights are applied well.

Just under six in ten (58%, +4 pp) 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 (11%, -2 pp) think that these principles are applied very well. Around one in three (32%, =) think that these rights are not applied well.

Across the EU, just under six in ten (57%, +4 pp) 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%, =) think that these principles are applied very well. More than one in three (36%, =) think that these rights are not applied well.

More than half of the respondents (55%, =) 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%, -2 pp) think that these rights are applied very well, while one in three (34%, +2 pp) do not think they are applied well.

The same proportion (55%, +4 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 the work-life balance**. Around one in ten (11%, -1 pp) think that these rights are applied very well, while a third (32%, -1 pp) say that they are not applied well.

Just over half of the respondents (53%, +1 pp) 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**. One in ten (10%, -2 pp) think that these rights are applied very well, while just over one in three (35%, +3 pp) think they are not applied well.

A similar proportion (52%, +3 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)**. One in ten (10%, -1 pp) think that these rights are applied very well, while around one in three (32%, +2 pp) do not think they are applied well.

Across the EU, around half (51%, =) 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 (11%, -1 pp) think that these principles are applied very well, while around four in ten (39%, +3 pp) think that these rights are not applied well.

¹⁵ QC8 How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? Getting an affordable high-speed internet connection for everyone in the EU, Getting basic and advanced digital education, training and skills, Getting fair and healthy working conditions in the digital environment, including the work-life balance, Getting easy online access to all key public services in the EU, Getting effective freedom of choice online, including when interacting with artificial intelligence (e.g., chatbots, digital assistants), Getting access to a trustworthy, diverse and multilingual digital environment, including more diverse content, less disinformation, and less illegal content, Getting more freedom of expression and information online e.g., via online platforms, social networks, search engines, Getting freedom of assembly and of association in the digital environment, Getting access to safe and privacy-friendly digital

technologies, Getting privacy online, i.e., respect for the confidentiality of communications and information on devices, Getting control of one's own data, i.e., how it is used online and with whom it is shared, Getting control of one's digital legacy, for instance deciding what happens with personal accounts and information after one's death, Ensuring safe digital environments and content for children and young people, 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), Getting access to the right information on the environmental impact and energy consumption of digital technologies.

Special Eurobarometer 551 The Digital Decade

Half of EU citizens (50%, -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 (8%, -3 pp) think that these rights are applied very well, while more than one in three (37%, +4 pp) say that they are not applied well.

The same proportion (50%, +2 pp) think that digital rights and principles are applied well in their country in terms of **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)**. Around one in ten (11%, =) think that these rights are applied very well, while just over a third (36%, +2 pp) say that they are not applied well.

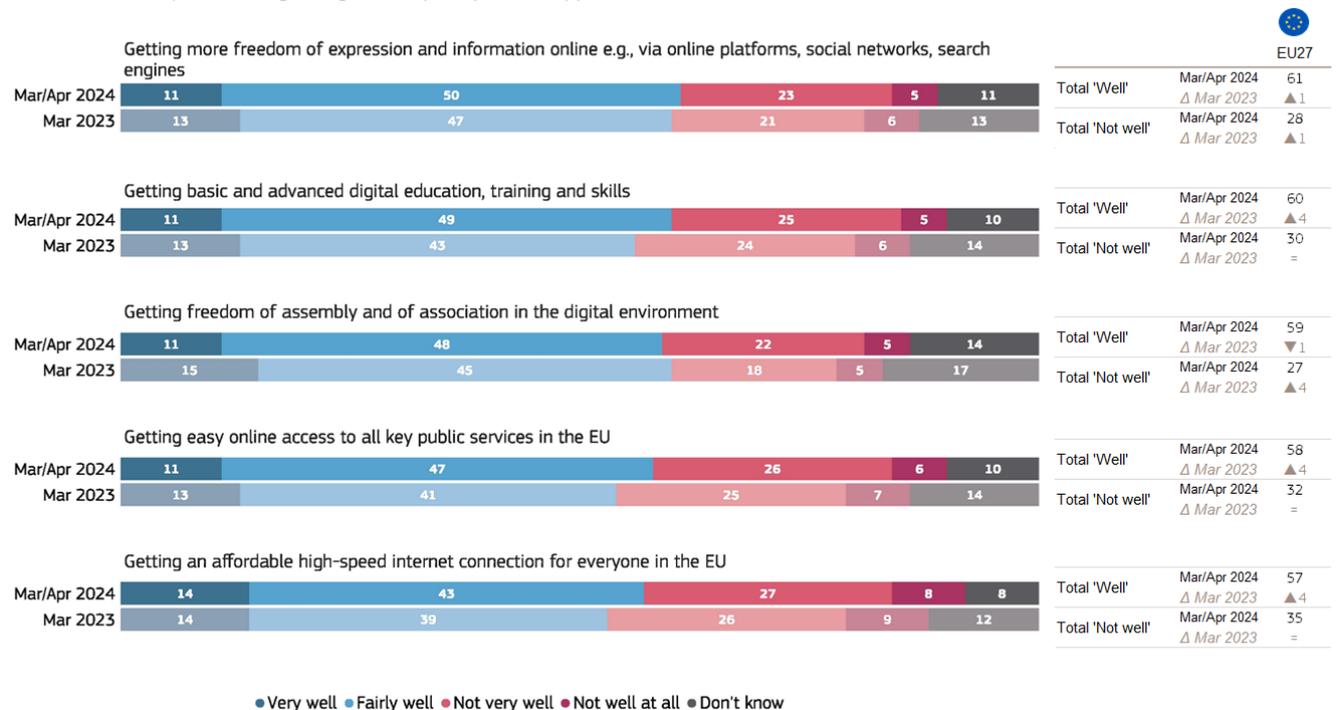
Across the EU, almost half (47%, -2 pp) of respondents think that digital rights and principles are applied well in their country when it comes to **getting control of one's own data, i.e., how it is used online and with**

whom it is shared. One in ten (10%, -3 pp) think that these principles are applied very well. More than four in ten (44%, +5 pp) do not think these rights are applied well.

Around four in ten (41%, +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 (9%, =) think that these rights are applied very well, while four in ten (40%, +4 pp) do not think they are applied well.

Across the EU, around four in ten (39%, -6 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 (8%, -5 pp) think that these principles are applied very well. This is the one item where the majority of respondents hold a negative view: 53% (+10 pp) do not think these principles are applied well.

QC8. How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? (EU27) (%)



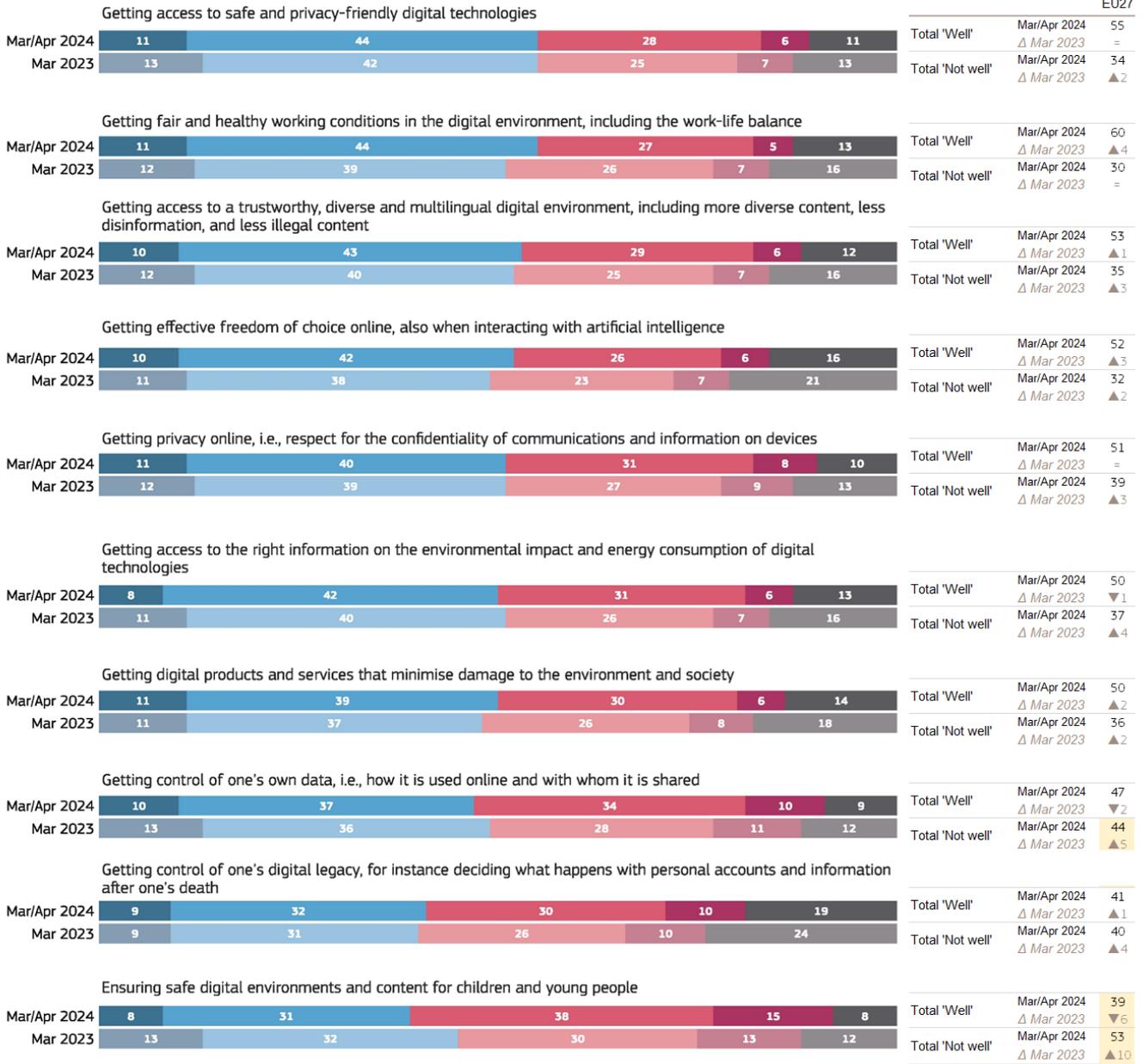
Mar/Apr 2024

Special Eurobarometer 551 The Digital Decade

QCB. How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? (EU27) (%)



EU27



● Very well ● Fairly well ● Not very well ● Not well at all ● Don't know

Mar/Apr 2024

Special Eurobarometer 551
The Digital Decade

QC8.1 How well do you think digital rights and principles are applied in (OUR COUNTRY) for...?
(%)



EU27

Getting more freedom of expression and information online e.g., via online platforms, social networks, search engines	Total 'Well'	Mar/Apr 2024	61
		Δ Mar 2023	▲1
	Total 'Not well'	Mar/Apr 2024	28
		Δ Mar 2023	▲1
Getting basic and advanced digital education, training and skills	Total 'Well'	Mar/Apr 2024	60
		Δ Mar 2023	▲4
	Total 'Not well'	Mar/Apr 2024	30
		Δ Mar 2023	=
Getting freedom of assembly and of association in the digital environment	Total 'Well'	Mar/Apr 2024	59
		Δ Mar 2023	▼1
	Total 'Not well'	Mar/Apr 2024	27
		Δ Mar 2023	▲4
Getting easy online access to all key public services in the EU	Total 'Well'	Mar/Apr 2024	58
		Δ Mar 2023	▲4
	Total 'Not well'	Mar/Apr 2024	32
		Δ Mar 2023	=
Getting an affordable high-speed internet connection for everyone in the EU	Total 'Well'	Mar/Apr 2024	57
		Δ Mar 2023	▲4
	Total 'Not well'	Mar/Apr 2024	35
		Δ Mar 2023	=
Getting access to safe and privacy-friendly digital technologies	Total 'Well'	Mar/Apr 2024	55
		Δ Mar 2023	=
	Total 'Not well'	Mar/Apr 2024	34
		Δ Mar 2023	▲2
Getting fair and healthy working conditions in the digital environment, including the work-life balance	Total 'Well'	Mar/Apr 2024	60
		Δ Mar 2023	▲4
	Total 'Not well'	Mar/Apr 2024	30
		Δ Mar 2023	=
Getting access to a trustworthy, diverse and multilingual digital environment, including more diverse content, less disinformation, and less illegal content	Total 'Well'	Mar/Apr 2024	53
		Δ Mar 2023	▲1
	Total 'Not well'	Mar/Apr 2024	35
		Δ Mar 2023	▲3
Getting effective freedom of choice online, also when interacting with artificial intelligence	Total 'Well'	Mar/Apr 2024	52
		Δ Mar 2023	▲3
	Total 'Not well'	Mar/Apr 2024	32
		Δ Mar 2023	▲2
Getting privacy online, i.e., respect for the confidentiality of communications and information on devices	Total 'Well'	Mar/Apr 2024	51
		Δ Mar 2023	=
	Total 'Not well'	Mar/Apr 2024	39
		Δ Mar 2023	▲3
Getting access to the right information on the environmental impact and energy consumption of digital technologies	Total 'Well'	Mar/Apr 2024	50
		Δ Mar 2023	▼1
	Total 'Not well'	Mar/Apr 2024	37
		Δ Mar 2023	▲4
Getting digital products and services that minimise damage to the environment and society	Total 'Well'	Mar/Apr 2024	50
		Δ Mar 2023	▲2
	Total 'Not well'	Mar/Apr 2024	36
		Δ Mar 2023	▲2
Getting control of one's own data, i.e., how it is used online and with whom it is shared	Total 'Well'	Mar/Apr 2024	47
		Δ Mar 2023	▼2
	Total 'Not well'	Mar/Apr 2024	44
		Δ Mar 2023	▲5
Getting control of one's digital legacy, for instance deciding what happens with personal accounts and information after one's death	Total 'Well'	Mar/Apr 2024	41
		Δ Mar 2023	▲1
	Total 'Not well'	Mar/Apr 2024	40
		Δ Mar 2023	▲4
Ensuring safe digital environments and content for children and young people	Total 'Well'	Mar/Apr 2024	39
		Δ Mar 2023	▼6
	Total 'Not well'	Mar/Apr 2024	53
		Δ Mar 2023	▲10

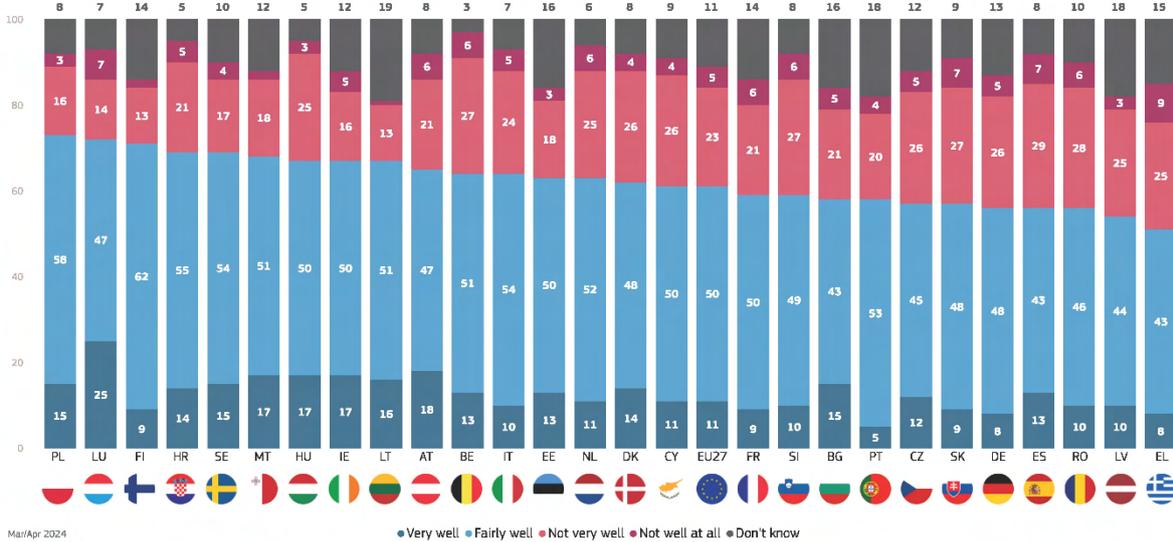
Special Eurobarometer 551 The Digital Decade

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: Poland (73%), Luxembourg (72%) and Finland (71%). The lowest scores can be seen in Greece (51%) and Latvia (54%).

In 13 countries, there has been an increase since 2023 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 Austria (65%, +7 pp), Hungary (67%, +6 pp), Slovenia (59%, +6 pp) and France (59%, +6 pp). The largest decreases can be seen in Spain (56%, -8 pp), Malta (68%, -8 pp) and Bulgaria (58%, -7 pp).

QC8.7. 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 (%)



QC8.7 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 (%)



	Mar/Apr 2024	AT	FR	HU	SI	PT	SK	FI	EL	PL	SE	LT	DE	HR	CZ	EE	NL	RO	LU	DK	LV	BE	IT	CY	IE	BG	ES	MT	
Total 'Well'	61	65	59	67	59	58	57	71	51	73	69	67	56	69	57	63	63	56	72	62	54	64	64	61	67	58	56	68	
	Δ Mar 2023	▲1	▲7	▲6	▲6	▲6	▲5	▲5	▲4	▲4	▲4	▲3	▲2	▲1	=	=	=	▼2	▼3	▼3	▼4	▼5	▼5	▼6	▼7	▼8	▼8		
Total 'Not well'	28	27	27	28	33	24	34	15	34	19	21	14	31	26	31	21	31	34	21	30	28	33	29	30	21	26	36	20	
	Δ Mar 2023	▲1	▲1	▼2	=	=	▼1	=	▼5	▼2	=	▲1	▲1	▲1	▲5	▲2	▲3	▲1	▲5	▲11	▲3	▲7	▲4	▲10	▲8	▲10	▲12	▲13	
Don't know	11	8	14	5	8	18	9	14	15	8	10	19	13	5	12	16	6	10	7	8	18	3	7	9	12	16	8	12	
	Δ Mar 2023	▼2	▼8	▼4	▼6	▼6	▼4	▼5	▼4	▲1	▼2	▼4	▼4	▼3	▼2	▼5	▼2	▼3	▼1	▼3	▼8	=	▼3	▲1	▼5	▼2	▼3	▼4	▼5

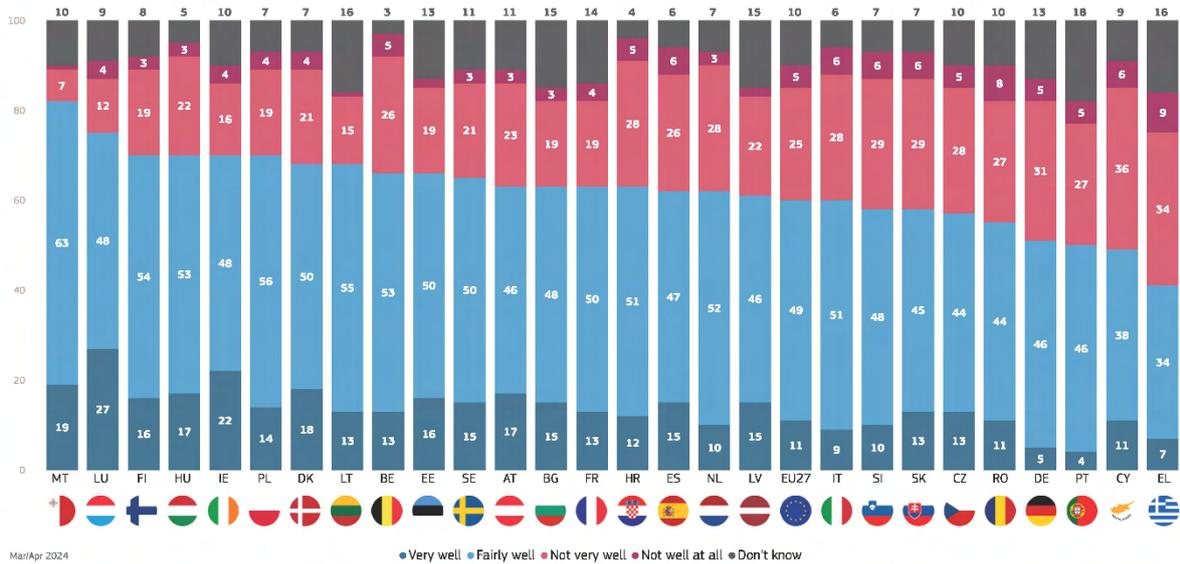
Special Eurobarometer 551 The Digital Decade

GETTING BASIC AND ADVANCED DIGITAL EDUCATION, TRAINING AND SKILLS

At the national level, we see that in six 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 (82%), Luxembourg (75%), Ireland, Finland, Hungary and Poland (all 70%). By contrast, this view is held by no more than half of respondents in Greece (41%), Cyprus (49%) and Portugal (50%).

In two Member States, there have been double-digit increases since 2023 in the proportion that says digital rights and principles are applied well for getting basic and advanced digital education, training and skills: Slovakia (58%, +12 pp) and Estonia (66%, -11 pp). In total, there has been an increase in 22 countries, while two have stayed the same and in three countries there has been a decrease: Cyprus (49%, -6 pp), Italy (60%, -5 pp) and Ireland (70%, -4 pp).

QC8.2. How well do you think digital rights and principles are applied in (OUR COUNTRY) for...?-Getting basic and advanced digital education, training and skills (%)



QC8.2 How well do you think digital rights and principles are applied in (OUR COUNTRY) for...?
Getting basic and advanced digital education, training and skills (%)



	Mar/Apr 2024	EU27	SK	EE	FR	NL	SI	CZ	DE	HU	AT	SE	DK	HR	LV	PL	PT	EL	LT	MT	BE	BG	ES	RO	LU	FI	IE	IT	CY
Total 'Well'	60	58	66	63	62	58	57	51	70	63	65	68	63	61	70	50	41	68	82	66	63	62	55	75	70	70	60	49	
	Δ Mar 2023	▲4	▲12	▲11	▲9	▲9	▲9	▲6	▲6	▲6	▲5	▲5	▲4	▲4	▲4	▲4	▲3	▲2	▲2	▲2	▲1	▲1	▲1	=	=	▼4	▼5	▼6	
Total 'Not well'	30	35	21	23	31	35	33	36	25	26	24	25	33	24	23	32	43	16	8	31	22	32	35	16	22	20	34	42	
	Δ Mar 2023	=	▼4	▼6	▼2	▼3	▼4	=	▼3	▼1	▲1	=	▲4	▼2	▼3	=	=	▼4	▲1	▼1	▲3	▲3	▲2	=	▲3	▲2	▲5	▲11	
Don't know	10	7	13	14	7	7	10	13	5	11	11	7	4	15	7	18	16	16	10	3	15	6	10	9	8	10	6	9	
	Δ Mar 2023	▼4	▼8	▼5	▼7	▼6	▼5	▼6	▼3	▼5	▼6	▼5	▼8	▼2	▼1	▼4	▼3	▲2	▼3	▼1	▼4	▼4	▼3	▼1	▼3	▼2	▼1	=	▼5

Special Eurobarometer 551 The Digital Decade

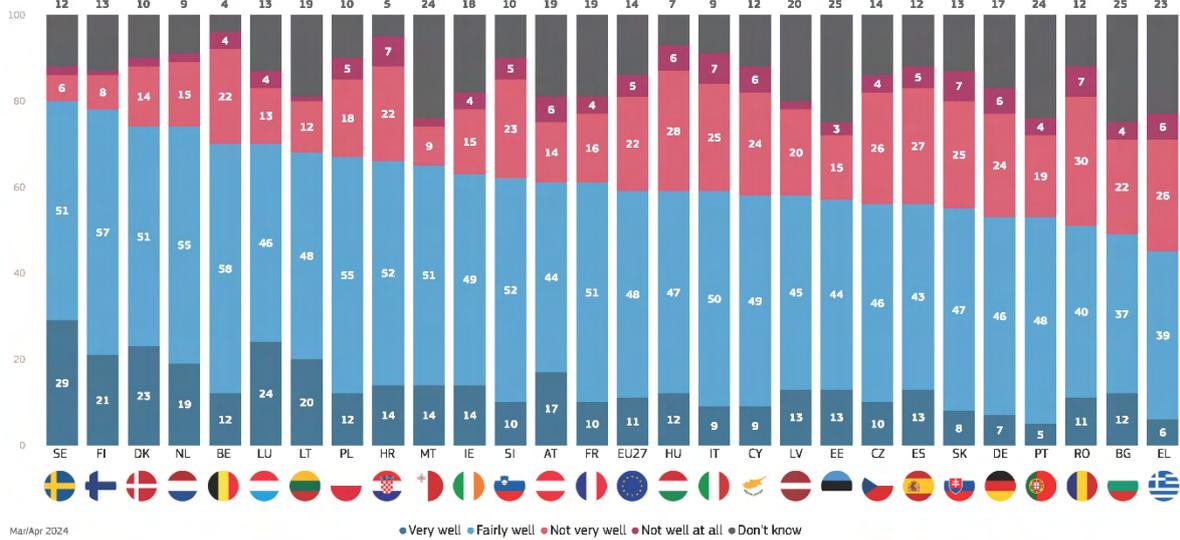
GETTING FREEDOM OF ASSEMBLY AND OF ASSOCIATION IN THE DIGITAL ENVIRONMENT

Respondents are most likely to think these rights and principles are applied well in their country in Sweden (80%), Finland (78%) and in Denmark and the Netherlands (both 74%). By contrast, less than half of respondents take this view in Greece (45%) and Bulgaria (49%).

There has been an increase since 2023 in 16 countries, 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 Austria (61%, +9 pp), France (61%, +5 pp), Slovenia (62%, +5 pp) and Sweden (80%, +5 pp). Among the ten countries where there has been a decrease, the largest can be seen in Italy (59%, -11 pp), Bulgaria (49%, -7 pp), Ireland (63%, -6 pp) and Spain (56%, -6 pp)

QC8.8. How well do you think digital rights and principles are applied in (OUR COUNTRY) for...?:-Getting freedom of assembly and of association in the digital environment (%)



QC8.8 How well do you think digital rights and principles are applied in (OUR COUNTRY) for...?
Getting freedom of assembly and of association in the digital environment (%)



		EU27	AT	FR	SI	SE	SK	CZ	LV	HU	PL	EE	NL	FI	DK	DE	EL	HR	BE	LT	MT	PT	RO	CY	LU	IE	ES	BG	IT
Total 'Well'	Mar/Apr 2024	59	61	61	62	80	55	56	58	59	67	57	74	78	74	53	45	66	70	68	65	53	51	58	70	63	56	49	59
	Δ Mar 2023	▼1	▲9	▲5	▲5	▲5	▲4	▲3	▲3	▲3	▲3	▲2	▲2	▲2	▲1	▲1	▲1	▲1	=	▼1	▼1	▼1	▼1	▼4	▼5	▼6	▼6	▼7	▼11
Total 'Not well'	Mar/Apr 2024	27	20	20	28	8	32	30	22	34	23	18	17	9	16	30	32	29	26	13	11	23	37	30	17	19	32	26	32
	Δ Mar 2023	▲4	▼4	=	=	▼2	=	▲3	▼1	▲5	▼1	=	▲2	▲1	▲6	▲3	▼1	▲2	▲6	▲4	▲1	▲2	▲1	▲9	▲9	▲7	▲11	▲8	▲10
Don't know	Mar/Apr 2024	14	19	19	10	12	13	14	20	7	10	25	9	13	10	17	23	5	4	19	24	24	12	12	13	18	12	25	9
	Δ Mar 2023	▼3	▼5	▼5	▼5	▼3	▼4	▼6	▼2	▼6	▼2	▼2	▼4	▼3	▼7	▼4	=	▼3	▼6	▼3	=	▼1	=	▼5	▼4	▼1	▼5	▼1	▲1

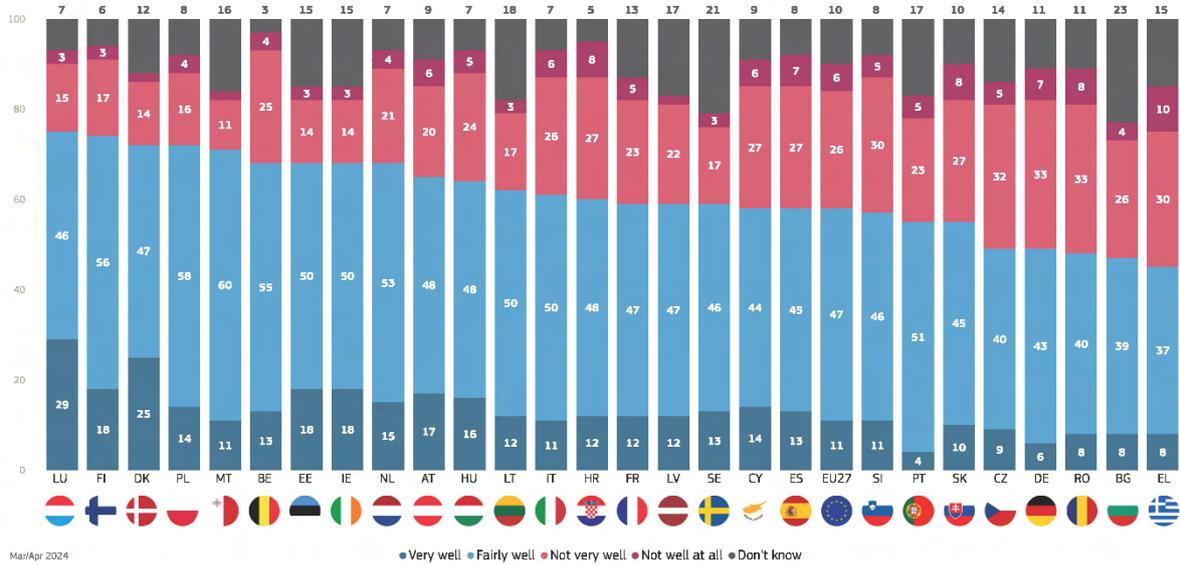
Special Eurobarometer 551 The Digital Decade

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: Luxembourg (75%), Finland (74%), Denmark and Poland (both 72%) and Malta (71%). In five countries, less than half of respondents think this way: Greece (45%), Bulgaria (47%), Romania (48%) and Czechia and Germany (both 49%).

In 21 Member States, there has been an increase since 2023 in the proportion that think digital rights and principles are applied well in their country for getting easy online access to all key public services in the EU. Increases of at least ten percentage points can be seen in the Netherlands (68%, +11 pp), Austria (65%, +11 pp) and Portugal (55%, +10 pp). Of the six countries where there has been a decrease, the largest can be seen in Italy (61%, -6 pp), Cyprus (58%, -4 pp) and Luxembourg (75%, -4 pp).

QC8.4. How well do you think digital rights and principles are applied in (OUR COUNTRY) for...?:-Getting easy online access to all key public services in the EU (%)



QC8.4 How well do you think digital rights and principles are applied in (OUR COUNTRY) for...?
Getting easy online access to all key public services in the EU (%)



	Mar/Apr 2024	EU27	NL	AT	PT	CZ	SK	SE	DE	EE	ES	FR	SI	DK	LV	HU	FI	BE	LT	PL	BG	EL	HR	RO	IE	MT	CY	LU	IT
Total 'Well'	58	68	65	55	49	55	59	49	68	58	59	57	72	59	64	74	68	62	72	47	45	60	48	68	71	58	75	61	
	Δ Mar 2023	▲4	▲11	▲11	▲10	▲9	▲9	▲7	▲6	▲6	▲6	▲6	▲6	▲5	▲4	▲4	▲3	▲3	▲3	▲1	▲1	▲1	▼1	▼3	▼3	▼4	▼4	▼6	
Total 'Not well'	32	25	26	28	37	35	20	40	17	34	28	35	16	24	29	20	29	20	20	30	40	35	41	17	13	33	18	32	
	Δ Mar 2023	=	▼6	▼2	▼5	▼5	▼2	▼3	=	▼1	=	=	▲1	▼4	=	▲1	▲1	▲1	▼1	=	▼4	▲1	▲2	▲1	▲3	▲9	▲6	▲5	
Don't know	10	7	9	17	14	10	21	11	15	8	13	8	12	17	7	6	3	18	8	23	15	5	11	15	16	9	7	7	
	Δ Mar 2023	▼4	▼5	▼9	▼5	▼4	▼5	▼3	▼6	▼5	▼6	▼6	▼6	▼1	▼4	▼5	▼4	▼4	▼2	▼1	▲3	▼2	▼1	▲2	=	▼5	▼2	▲1	

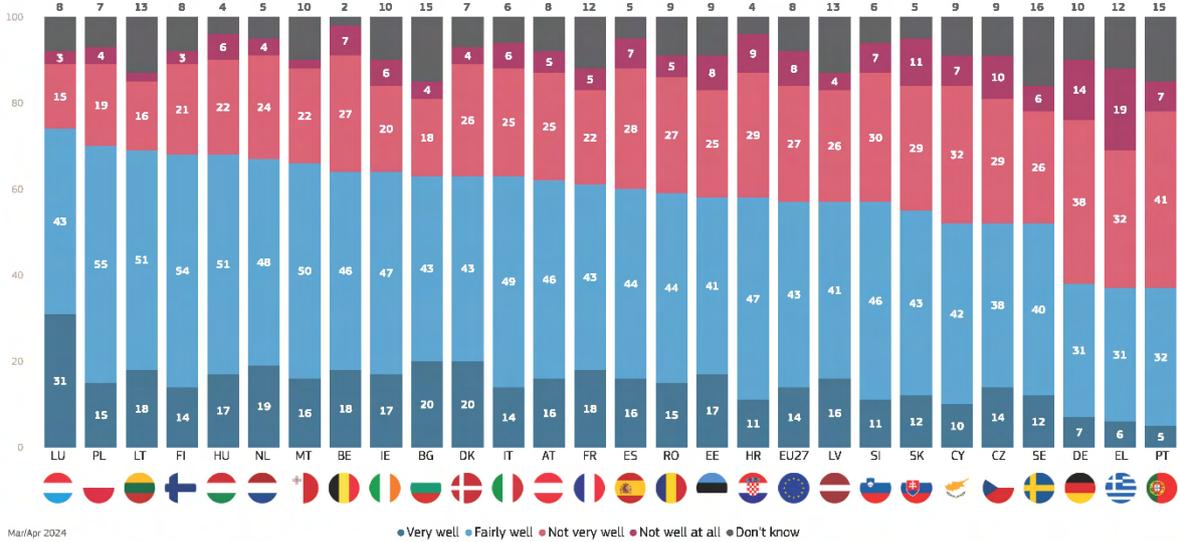
Special Eurobarometer 551 The Digital Decade

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

At the national level, we see that in 15 countries, at least six 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 Luxembourg (74%), Poland (70%), Lithuania (69%) and Hungary and Finland (both 68%). In three countries, less than half of respondents think digital rights are applied well: Greece and Portugal (both 37%) and Germany (38%).

In 20 countries, there has been an increase since 2023 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. Increases of at least ten percentage points can be seen in the Netherlands (67%, +12 pp), Austria (62%, +10 pp) and France (61%, +10 pp). Of the eight countries where there has been a decrease since 2023, the largest can be found in Luxembourg (74%, -5 pp) and Cyprus (52%, -5 pp).

QC8.1. How well do you think digital rights and principles are applied in (OUR COUNTRY) for...?:-Getting an affordable high-speed internet connection for everyone in the EU (%)



QC8.1 How well do you think digital rights and principles are applied in (OUR COUNTRY) for...?
Getting an affordable high-speed internet connection for everyone in the EU (%)



		EU27	NL	FR	AT	EE	SK	CZ	HU	SI	DK	PL	SE	EL	LT	RO	FI	BE	DE	ES	HR	LV	PT	BG	MT	IE	IT	CY	LU
Total 'Well'	Mar/Apr 2024	57	67	61	62	58	55	52	68	57	63	70	52	37	69	59	68	64	38	60	58	57	37	63	66	64	63	52	74
	Δ Mar 2023	▲4	▲12	▲10	▲10	▲9	▲9	▲8	▲8	▲7	▲5	▲5	▲4	▲2	▲2	▲2	▲2	▲1	▲1	▲1	▲1	▲1	▲1	▼1	▼2	▼2	▼4	▼4	▼5
Total 'Not well'	Mar/Apr 2024	35	28	27	30	33	40	39	28	37	30	23	32	51	18	32	24	34	52	35	38	30	48	22	24	26	31	39	18
	Δ Mar 2023	=	▼2	▼3	▼2	▼3	▼2	▼5	▼3	=	▲6	▼2	▲1	▼4	▲2	▼1	▲2	▲3	▲1	▲3	▲1	▼1	▲6	▲4	▲3	▲4	▲3	▲8	▲5
Don't know	Mar/Apr 2024	8	5	12	8	9	5	9	4	6	7	7	16	12	13	9	8	2	10	5	4	13	15	15	10	10	6	9	8
	Δ Mar 2023	▼4	▼10	▼7	▼8	▼6	▼7	▼3	▼5	▼7	▼11	▼3	▼5	▲2	▼4	▼1	▼4	▼4	▼2	▼4	▼2	=	▼5	▼2	▼1	=	▲1	▼3	=

Special Eurobarometer 551 The Digital Decade

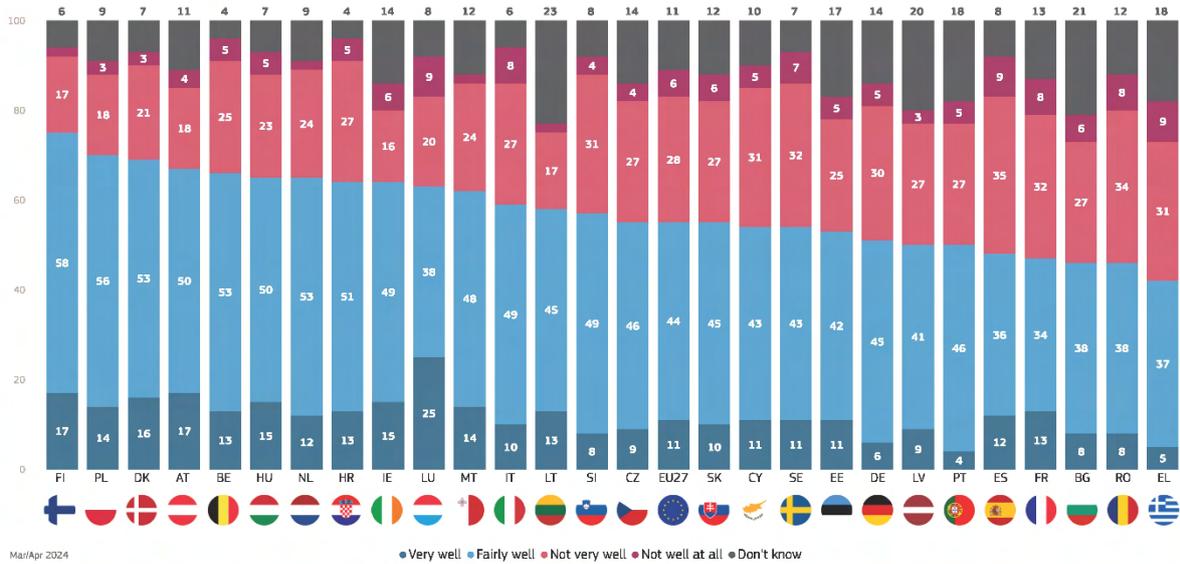
GETTING ACCESS TO SAFE AND PRIVACY-FRIENDLY DIGITAL TECHNOLOGIES

Respondents are most likely to think that these rights and principles are applied well in their country in Finland (75%), Poland (70%) and Denmark (69%). The lowest scores are found in Greece (42%) and Bulgaria and Romania (both 46%).

There has been an increase since 2023 in 14 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 Austria (67%, +10 pp), Denmark (69%, +7 pp), Slovenia (57%, +7 pp) and Slovakia (55%, +7 pp). Among the 11 countries where there has been a decrease, the largest can be seen in Malta (62%, -9 pp), Italy (59%, -8 pp) and Luxembourg (63%, -8 pp).

QC8.9. How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? - Getting access to safe and privacy-friendly digital technologies (%)



QC8.9 How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? Getting access to safe and privacy-friendly digital technologies (%)



		EU27	AT	DK	SI	SK	CZ	BE	EL	HU	PL	PT	HR	FR	NL	BG	DE	LT	FI	EE	LV	SE	RO	IE	ES	CY	IT	LU	MT
Total 'Well'	Mar/Apr 2024	55	67	69	57	55	55	66	42	65	70	50	64	47	65	46	51	58	75	53	50	54	46	64	48	54	59	63	62
	Δ Mar 2023	=	▲10	▲7	▲7	▲7	▲6	▲5	▲5	▲5	▲5	▲5	▲4	▲3	▲2	▲1	=	=	▼1	▼2	▼3	▼4	▼5	▼6	▼6	▼6	▼8	▼8	▼9
Total 'Not well'	Mar/Apr 2024	34	22	24	35	33	31	30	40	28	21	32	32	40	26	33	35	19	19	30	30	39	42	22	44	36	35	29	26
	Δ Mar 2023	▲2	▼5	▲2	▼1	▼5	▼1	▼1	▼7	▼1	▼3	=	▲1	=	▼1	▲3	▲3	▲1	▲4	▲7	▲3	▲7	▲5	▲6	▲11	▲10	▲8	▲8	▲13
Don't know	Mar/Apr 2024	11	11	7	8	12	14	4	18	7	9	18	4	13	9	21	14	23	6	17	20	7	12	14	8	10	6	8	12
	Δ Mar 2023	▼2	▼5	▼9	▼6	▼2	▼5	▼4	▲2	▼4	▼2	▼5	▼5	▼3	▼1	▼4	▼3	▼1	▼3	▼5	=	▼3	=	=	▼5	▼4	=	=	▼4

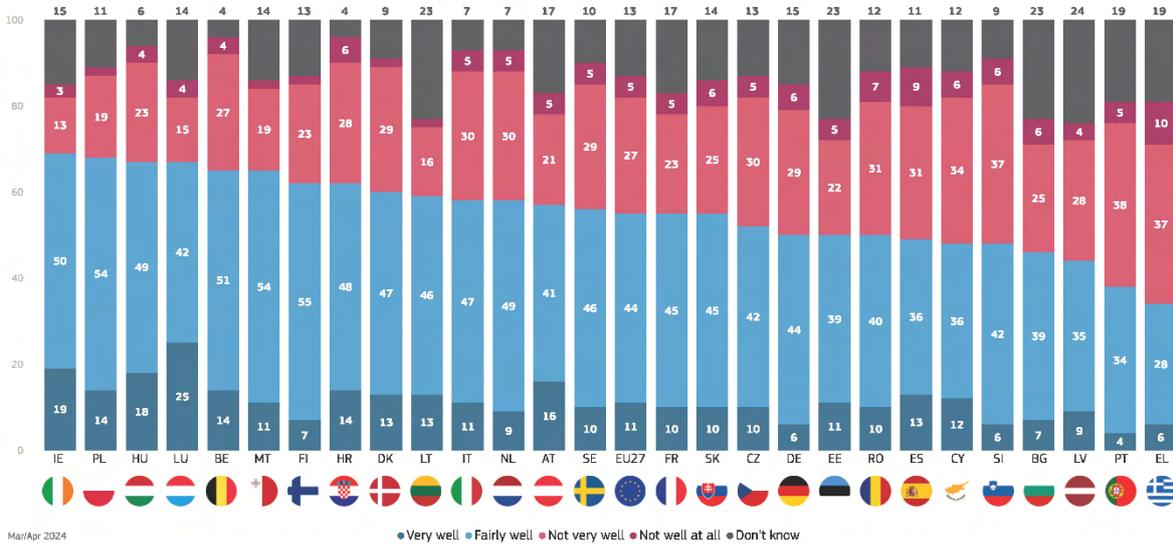
Special Eurobarometer 551 The Digital Decade

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

In nine 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 Ireland (69%), Poland (68%) and Hungary and Luxembourg (both 67%). In seven countries, less than half of respondents hold this view, most notably in Greece (34%) and Portugal (38%).

In 17 countries, there has been an increase since 2023 in the share of respondents who think rights and principles are applied well in their country, in terms of getting fair and healthy working conditions in the digital environment. The largest increases can be seen in France (55%, +15 pp), Slovakia (55%, +12 pp) and Hungary (67%, +9 pp), while the largest decreases can be observed in Portugal (38%, -9 pp) and Cyprus (48%, -8 pp).

QC8.3. How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? - Getting fair and healthy working conditions in the digital environment, including the work-life balance (%)



QC8.3 How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? Getting fair and healthy working conditions in the digital environment, including the work-life balance (%)



		IE	PL	HU	LU	BE	MT	FI	HR	DK	LT	IT	NL	AT	SE	EU27	FR	SK	CZ	DE	EE	RO	ES	CY	SI	BG	LV	PT	EL
Total 'Well'	Mar/Apr 2024	55	55	55	67	50	62	52	57	58	68	65	48	62	60	50	56	59	65	46	34	69	67	49	50	58	44	48	38
	Δ Mar 2023	▲4	▲15	▲12	▲9	▲7	▲7	▲6	▲6	▲5	▲5	▲4	▲4	▲3	▲2	▲2	▲1	=	=	▼1	▼1	▼2	▼3	▼6	▼6	▼8	▼9		
Total 'Not well'	Mar/Apr 2024	32	28	31	27	35	34	35	26	35	21	31	43	25	31	27	34	18	21	31	47	16	19	40	38	35	32	40	43
	Δ Mar 2023	▼1	▼9	▼7	▼3	=	▼3	▲1	▼2	▼1	▼2	=	▲1	▲2	▲6	=	▲4	▲1	=	▲2	▼2	▲1	▲1	▲4	▲3	▲6	▲2	▲10	▲12
Don't know	Mar/Apr 2024	13	17	14	6	15	4	13	17	7	11	4	9	13	9	23	10	23	14	23	19	15	14	11	12	7	24	12	19
	Δ Mar 2023	▼3	▼6	▼5	▼6	▼7	▼4	▼7	▼4	▼4	▼3	▼4	▼5	▼5	▼8	▼2	▼6	▼2	▼1	▼2	▲2	=	=	▼2	=	=	▲4	▼2	▼3

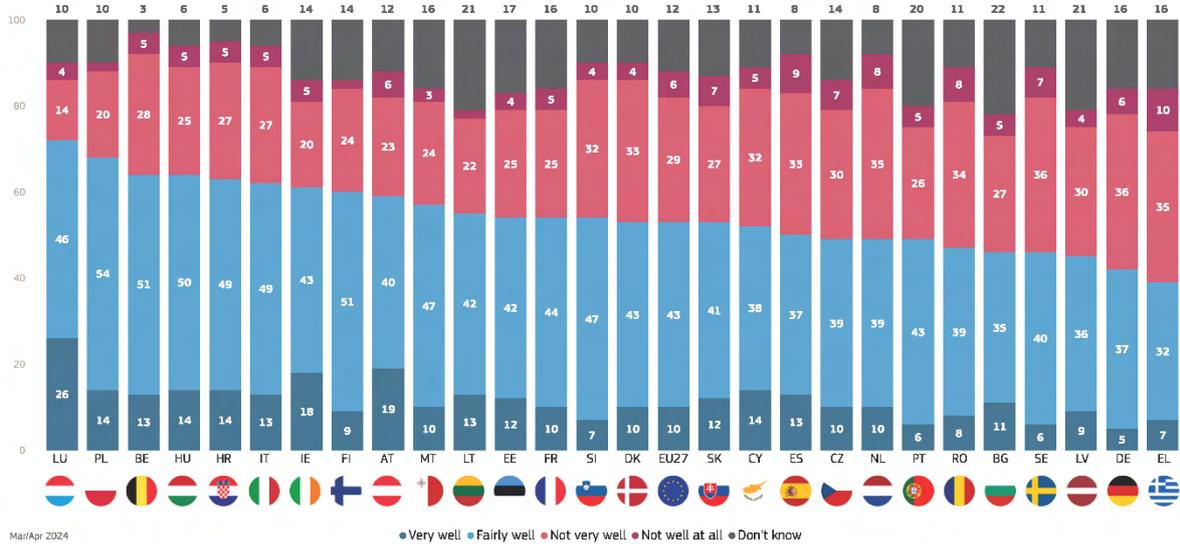
Special Eurobarometer 551 The Digital Decade

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 (72%), Poland (68%) and Belgium and Hungary (both 64%). The lowest scores are found in Greece (39%), Germany (42%) and Latvia (45%).

In 16 countries, there has been an increase since 2023 in the share of respondents who think rights and principles are applied well in their country, in terms of getting access to a trustworthy, diverse and multilingual digital environment. The largest increases can be seen in Croatia (63%, +9 pp), Slovenia (54%, +8 pp) and Austria (59%, +8 pp), while the largest decreases can be observed in Malta (57%, -9 pp) and Italy (62%, -6 pp).

QC8.6. How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? - Getting access to a trustworthy, diverse and multilingual digital environment, including more diverse content, less disinformation, and less illegal content (%)



QC8.6 How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? Getting access to a trustworthy, diverse and multilingual digital environment, including more diverse content, less disinformation, and less illegal content (%)



	Mar/Apr 2024	HR	AT	SI	SK	CZ	FR	HU	NL	PL	EL	PT	EE	BE	LT	DE	FI	LU	DK	CY	SE	BG	ES	RO	IE	LV	IT	MT
Total 'Well'	53	63	59	54	53	49	54	64	49	68	39	49	54	64	55	42	60	72	53	52	46	46	50	47	61	45	62	57
	Δ Mar 2023	▲1	▲9	▲8	▲8	▲7	▲6	▲6	▲6	▲5	▲4	▲4	▲3	▲2	▲2	▲1	▲1	▼1	▼2	▼2	▼2	▼3	▼3	▼3	▼4	▼4	▼6	▼9
Total 'Not well'	35	32	29	36	34	37	30	30	43	22	45	31	29	33	24	42	26	18	37	37	43	32	42	42	25	34	32	27
	Δ Mar 2023	▲3	▼5	▼1	▼1	▼2	▼1	▼2	▲1	=	▼1	▼3	▲2	▲2	▲3	▲3	▲3	▲2	▲11	▲7	▲6	▲7	▲11	▲4	▲8	▲6	▲6	▲15
Don't know	12	5	12	10	13	14	16	6	8	10	16	20	17	3	21	16	14	10	10	11	11	22	8	11	14	21	6	16
	Δ Mar 2023	▼4	▼4	▼7	▼7	▼5	▼5	▼4	▼7	▼6	▼4	▼1	▼6	▼5	▼5	▼4	▼4	▼1	▼9	▼5	▼4	▼4	▼8	▼1	▼4	▼2	=	▼6

Special Eurobarometer 551 The Digital Decade

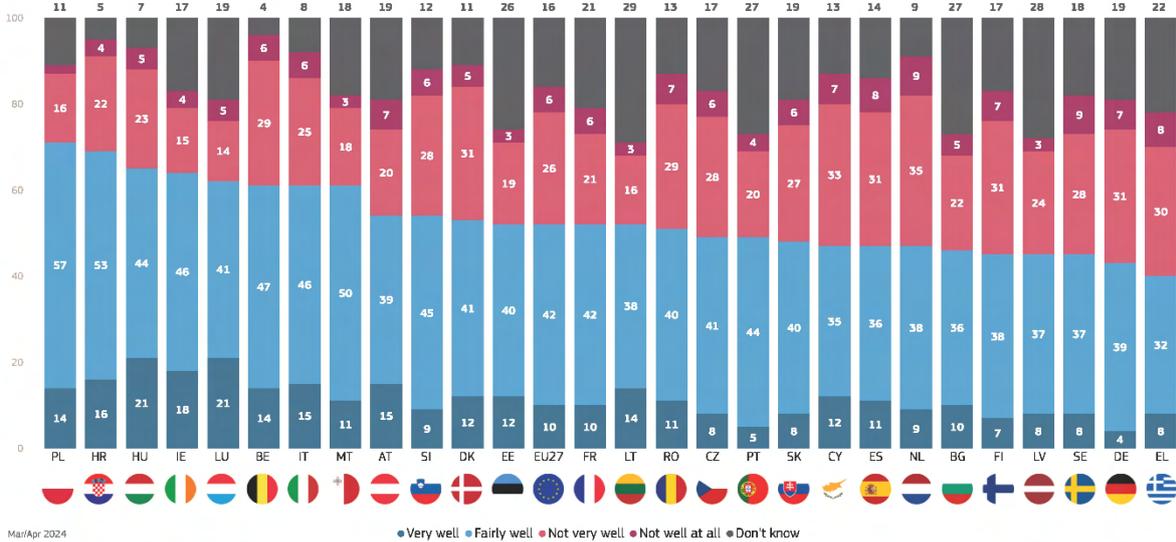
GETTING EFFECTIVE FREEDOM OF CHOICE ONLINE, INCLUDING WHEN INTERACTING WITH ARTIFICIAL INTELLIGENCE (E.G. CHATBOTS, DIGITAL ASSISTANTS)

Looking at the national level, respondents are most likely to think that these rights and principles are applied well in their country in Poland (71%), Croatia (69%) and Hungary (65%). The lowest scores are found in Greece (40%) and Germany (43%).

There has been an increase in 21 countries since 2023, in terms of respondents who think rights and principles

are applied well in their country for getting effective freedom of choice online. Double-digit increases can be found in Croatia (69%, +11 pp), Slovenia (54%, +10 pp), Hungary (65%, +10 pp) and Czechia (49%, +10 pp). There has been a decrease in six countries, the largest being in Ireland (64%, -4 pp), Spain (47%, -4 pp), Italy (61%, -4 pp) and Cyprus (47%, -4 pp).

QC8.5. How well do you think digital rights and principles are applied in (OUR COUNTRY) for...?-Getting effective freedom of choice online, also when interacting with artificial intelligence (%)



QC8.5 How well do you think digital rights and principles are applied in (OUR COUNTRY) for...?
Getting effective freedom of choice online, also when interacting with artificial intelligence (%)



	Mar/Apr 2024	HR	CZ	HU	SI	FR	AT	PL	DE	PT	NL	SK	EE	EL	BE	DK	LU	RO	SE	LV	LT	BG	MT	FI	IE	ES	IT	CY
Total 'Well'	52	69	49	65	54	52	54	71	43	49	47	48	52	40	61	53	62	51	45	45	52	46	61	45	64	47	61	47
Δ Mar 2023	▲3	▲11	▲10	▲10	▲10	▲8	▲8	▲8	▲7	▲7	▲6	▲5	▲5	▲5	▲4	▲3	▲3	▲3	▲3	▲2	▲2	▲1	▼1	▼1	▼1	▼4	▼4	▼4
Total 'Not well'	32	26	34	28	34	27	27	18	38	24	44	33	22	38	35	36	19	36	37	27	19	27	21	38	19	39	31	40
Δ Mar 2023	▲2	▼7	=	▼3	▼2	▲2	▼1	▼5	▲2	▼2	▲1	▼1	▲1	▼4	▲4	▲9	▼1	▼1	▲6	=	▲1	▲7	▲8	▲8	▲4	▲12	▲4	▲9
Don't know	16	5	17	7	12	21	19	11	19	27	9	19	26	22	4	11	19	13	18	28	29	27	18	17	17	14	8	13
Δ Mar 2023	▼5	▼4	▼10	▼7	▼8	▼10	▼7	▼3	▼9	▼5	▼7	▼5	▼6	▼1	▼8	▼12	▼2	▼2	▼9	▼2	▼3	▼8	▼7	▼7	=	▼8	=	▼5

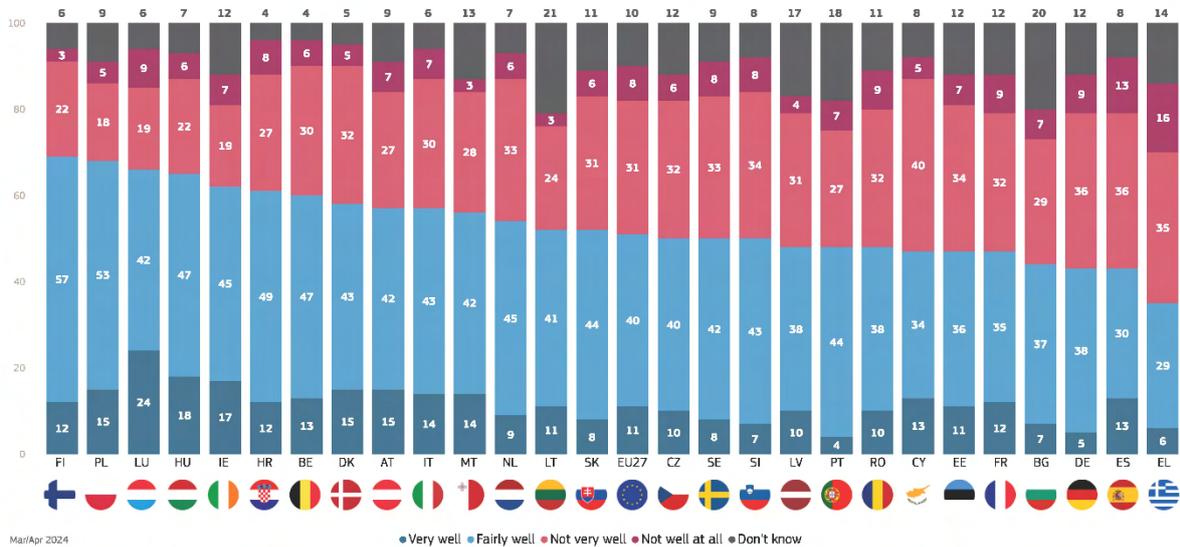
Special Eurobarometer 551 The Digital Decade

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 Finland (69%), Poland (68%) and Luxembourg (66%). The lowest scores are found in Greece (35%) and in Germany and Spain (both 43%).

In 12 Member States, there has been an increase since 2023 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 Hungary (65%, +7 pp), Austria (57%, +7 pp) and France (47%, +7 pp). There has been a decrease in 13 countries, most notably in Malta 56% (-13 pp) and Spain (43%, -10 pp).

QC8.10. How well do you think digital rights and principles are applied in (OUR COUNTRY) for...?-Getting privacy online, i.e., respect for the confidentiality of communications and information on devices (%)



QC8.10 How well do you think digital rights and principles are applied in (OUR COUNTRY) for...?
Getting privacy online, i.e., respect for the confidentiality of communications and information on devices (%)



	Mar/Apr 2024	FR	HU	AT	SI	SK	CZ	PL	PT	EL	HR	BE	DE	DK	LT	RO	BG	NL	FI	EE	LU	SE	IE	LV	CY	IT	ES	MT	
Total 'Well'	51	47	65	57	50	52	50	68	48	35	61	60	43	58	52	48	44	54	69	47	66	50	62	48	47	57	43	56	
	Δ Mar 2023	=	▲7	▲7	▲7	▲6	▲6	▲4	▲4	▲4	▲3	▲3	▲2	▲2	=	=	▼1	▼2	▼2	▼3	▼4	▼4	▼4	▼5	▼5	▼6	▼7	▼13	
Total 'Not well'	39	41	28	34	42	37	38	23	34	51	35	36	45	37	27	41	36	39	25	41	28	41	26	35	45	37	49	31	
	Δ Mar 2023	▲3	▼3	▼2	=	▲1	▼5	=	▼2	▲1	▼3	=	▲1	=	▲8	▲2	▲3	▲7	▲3	▲5	▲12	▲7	▲4	▲7	▲7	▲12	▲7	▲16	▲15
Don't know	10	12	7	9	8	11	12	9	18	14	4	4	12	5	21	11	20	7	6	12	6	9	12	17	8	6	8	13	
	Δ Mar 2023	▼3	▼4	▼5	▼7	▼7	▼1	▼4	▼2	▼5	=	▼3	▼3	▼2	▼8	▼2	▼2	▼5	▼1	▼2	▼8	▼3	=	▼2	▼2	▼6	=	▼6	▼2

Special Eurobarometer 551 The Digital Decade

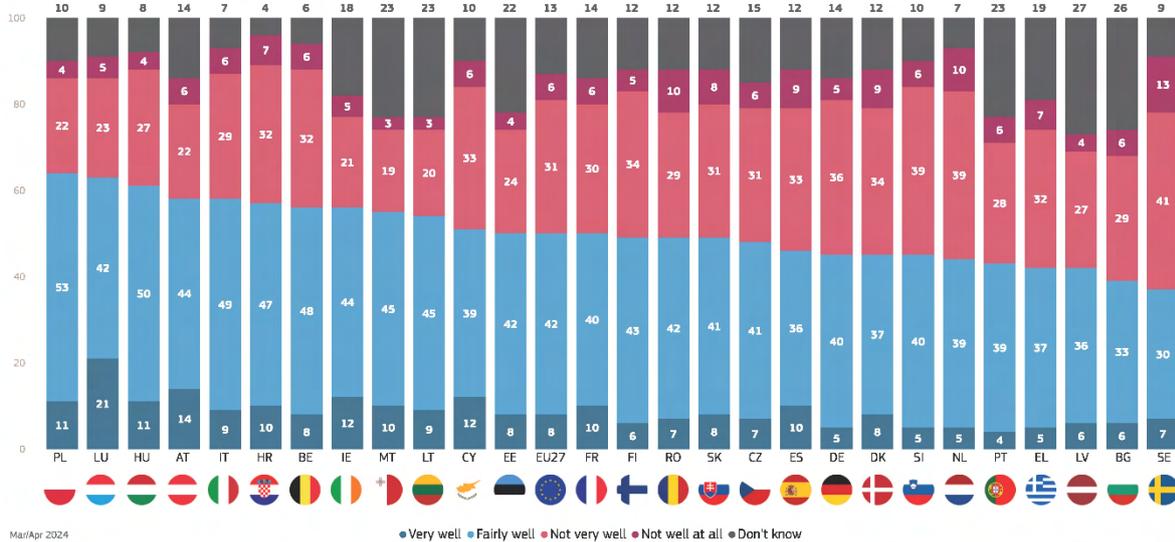
GETTING ACCESS TO THE RIGHT INFORMATION ON THE ENVIRONMENTAL IMPACT AND ENERGY CONSUMPTION OF DIGITAL TECHNOLOGIES

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 Poland (64%), Luxembourg (63%) and Hungary (61%). The lowest scores are found in Sweden (37%), Bulgaria (39%) and in Greece and Latvia (both 42%).

In 12 countries, there has been an increase since 2023 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 seen in Austria (58%, +9 pp), France (50%, +8 pp) and Slovakia (49%, +6 pp). Of the 14 countries where there has been a decrease since 2023, the largest can be found in Ireland (56%, -11 pp), Italy (58%, -9 pp) and Latvia (42%, -9 pp).

QC8.15. How well do you think digital rights and principles are applied in (OUR COUNTRY) for...?-Getting access to the right information on the environmental impact and energy consumption of digital technologies (%)



QC8.15 How well do you think digital rights and principles are applied in (OUR COUNTRY) for...?
Getting access to the right information on the environmental impact and energy consumption of digital technologies (%)



	Mar/Apr 2024	IE	IT	LV	MT	ES	BG	BE	LT	FI	CY	DK	LU	PL	PT	RO	DE	EL	HR	SE	EE	NL	SI	CZ	HU	SK	FR	AT	
Total 'Well'	50	56	58	42	55	46	39	56	54	49	51	45	63	64	43	49	45	42	57	37	50	44	45	48	61	49	50	58	
	Δ Mar 2023	▼1	▼11	▼9	▼9	▼7	▼5	▼4	▼4	▼4	▼2	▼1	▼1	▼1	▼1	=	▲1	▲1	▲1	▲1	▲2	▲2	▲2	▲5	▲5	▲6	▲8	▲9	
Total 'Not well'	37	26	35	31	22	42	35	38	23	39	39	43	28	26	34	39	41	39	39	54	28	49	45	37	31	39	36	28	
	Δ Mar 2023	▲4	▲10	▲8	▲5	▲4	▲13	▲7	▲5	▲5	▲5	▲8	▲9	▲5	▲3	▲8	▲3	▲2	▼1	▲4	▲4	▲1	▲3	▲4	=	=	▼3	=	▼1
Don't know	13	18	7	27	23	12	26	6	23	12	10	12	9	10	23	12	14	19	4	9	22	7	10	15	8	12	14	14	
	Δ Mar 2023	▼3	▲1	▲1	▲4	▲3	▼7	▼2	▼1	▼1	▼1	▼6	▼8	▼4	▼2	▼7	▼3	▼3	=	▼5	▼5	▼3	▼5	▼6	▼5	▼5	▼3	▼8	▼8

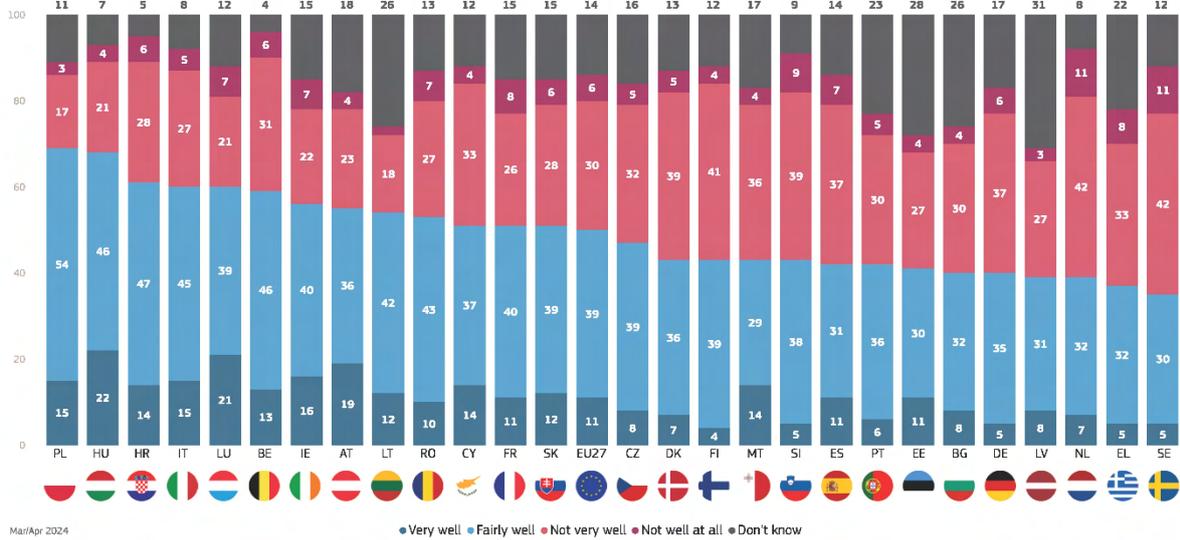
Special Eurobarometer 551 The Digital Decade

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 Poland (69%), Hungary (68%) and Croatia (61%). The lowest scores are found in Sweden (35%), Greece (37%) and in Latvia and the Netherlands (both 39%).

There has been an increase in 14 countries since 2023, in terms of respondents who think rights and principles are applied well in their country for getting digital products and services that minimise damage to the environment and society. Double-digit increases can be found in Hungary (68%, +11 pp), France (51%, +11 pp) and Czechia (47%, +10 pp). There has been a decrease in 12 countries, the largest being in Malta (43%, -13 pp), Ireland (56%, -9 pp) and Latvia (39%, -9 pp).

QC8.14. How well do you think digital rights and principles are applied in (OUR COUNTRY) for...?-Getting digital products and services that minimise damage to the environment and society (%)



QC8.14 How well do you think digital rights and principles are applied in (OUR COUNTRY) for...?
Getting digital products and services that minimise damage to the environment and society (%)



		EU27	FR	HU	CZ	SK	AT	HR	PL	EL	RO	BE	DE	SI	FI	NL	PT	EE	LT	SE	LU	BG	DK	IT	CY	ES	IE	LV	MT	
Total 'Well'	Mar/Apr 2024	50	51	68	47	51	55	61	69	37	53	59	40	43	43	39	42	41	54	35	60	40	43	60	51	42	56	39	43	
	Δ Mar 2023	▲2	▲11	▲11	▲10	▲8	▲7	▲5	▲4	▲3	▲3	▲2	▲2	▲2	▲2	▲1	=	▼1	▼1	▼1	▼2	▼4	▼4	▼4	▼4	▼8	▼9	▼9	▼13	
Total 'Not well'	Mar/Apr 2024	36	34	25	37	34	27	34	20	41	34	37	43	48	45	53	35	31	20	53	28	34	44	32	37	44	29	30	40	
	Δ Mar 2023	▲2	▼4	▼5	▼1	▼3	▼1	▼2	▼2	▼1	▼2	▼1	▼2	▲4	▲1	▲5	▲7	▲4	▲8	▲4	▲3	▲7	▲4	▲8	▲13	▲3	▲7	▲15	▲11	▲3
Don't know	Mar/Apr 2024	14	15	7	16	15	18	5	11	22	13	4	17	9	12	8	23	28	26	12	12	26	13	8	12	14	15	31	17	
	Δ Mar 2023	▼4	▼7	▼6	▼9	▼5	▼6	▼3	▼2	▼2	▼1	▼6	▼3	▼7	▼9	▼5	▼8	▼3	▼2	▼6	▼2	▼4	▼9	▲1	▼3	▼7	▼2	▲6	▼3	

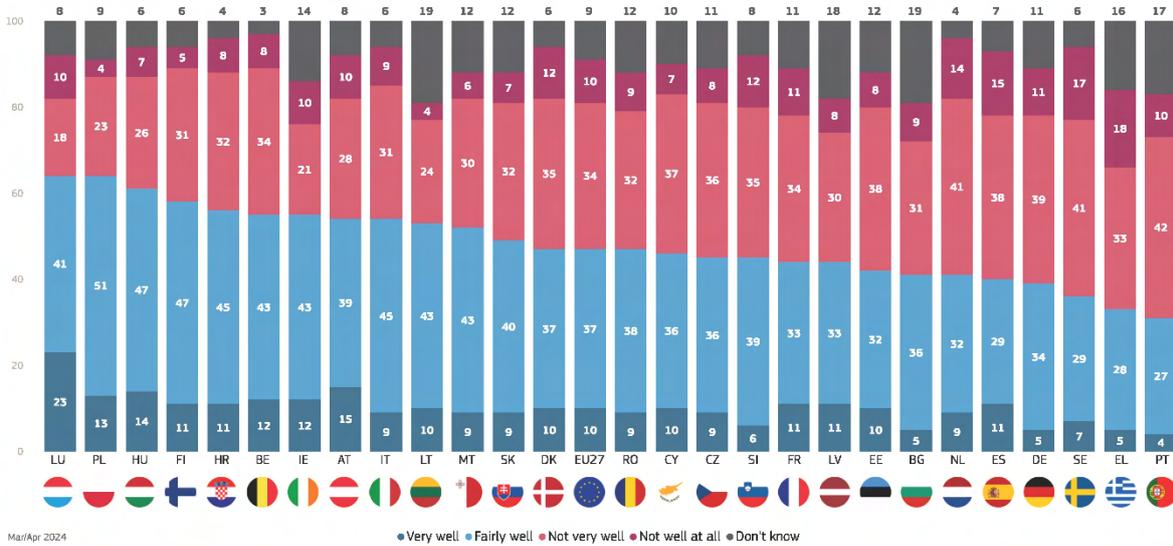
Special Eurobarometer 551 The Digital Decade

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: Luxembourg and Poland (both 64%) and Hungary (61%). The lowest scores are found in Portugal (31%), Greece (33%) and Sweden (36%).

In eight Member States, there has been an increase since 2023 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 Austria (54%, +6 pp) and Slovenia (45%, +5 pp). There has been a decrease in 17 countries, most notably Malta 52% (-11 pp), Portugal (31%, 1- pp), Latvia (44%, -9 pp) and Spain (40%, -9 pp).

QC8.11. How well do you think digital rights and principles are applied in (OUR COUNTRY) for...?-Getting control of one's own data, i.e., how it is used online and with whom it is shared (%)



QC8.11 How well do you think digital rights and principles are applied in (OUR COUNTRY) for...?
Getting control of one's own data, i.e., how it is used online and with whom it is shared (%)



		EU27	AT	SI	CZ	EL	FR	HU	SK	PL	BE	HR	DK	SE	DE	NL	EE	CY	RO	LT	BG	IE	LU	FI	IT	ES	LV	PT	MT
Total 'Well'	Mar/Apr 2024	47	54	45	45	33	44	61	49	64	55	56	47	36	39	41	42	46	47	53	41	55	64	58	54	40	44	31	52
	Δ Mar 2023	▼2	▲6	▲5	▲2	▲2	▲2	▲2	▲2	▲1	=	=	▼1	▼1	▼2	▼2	▼3	▼3	▼3	▼4	▼6	▼6	▼6	▼6	▼8	▼9	▼9	▼10	▼11
Total 'Not well'	Mar/Apr 2024	44	38	47	44	51	45	33	39	27	42	40	47	58	50	55	46	44	41	28	40	31	28	36	40	53	38	52	36
	Δ Mar 2023	▲5	▲1	▲3	▲2	▼1	▲3	▲4	▼1	▲1	▲3	▲2	▲6	▲3	▲4	▲4	▲11	▲9	▲5	▲6	▲10	▲7	▲6	▲9	▲7	▲17	▲8	▲15	▲16
Don't know	Mar/Apr 2024	9	8	8	11	16	11	6	12	9	3	4	6	6	11	4	12	10	12	19	19	14	8	6	6	7	18	17	12
	Δ Mar 2023	▼3	▼7	▼8	▼4	▼1	▼5	▼6	▼1	▼2	▼3	▼2	▼5	▼2	▼2	▼2	▼8	▼6	▼2	▼2	▼4	▼1	=	▼3	▲1	▼8	▲1	▼5	▼5

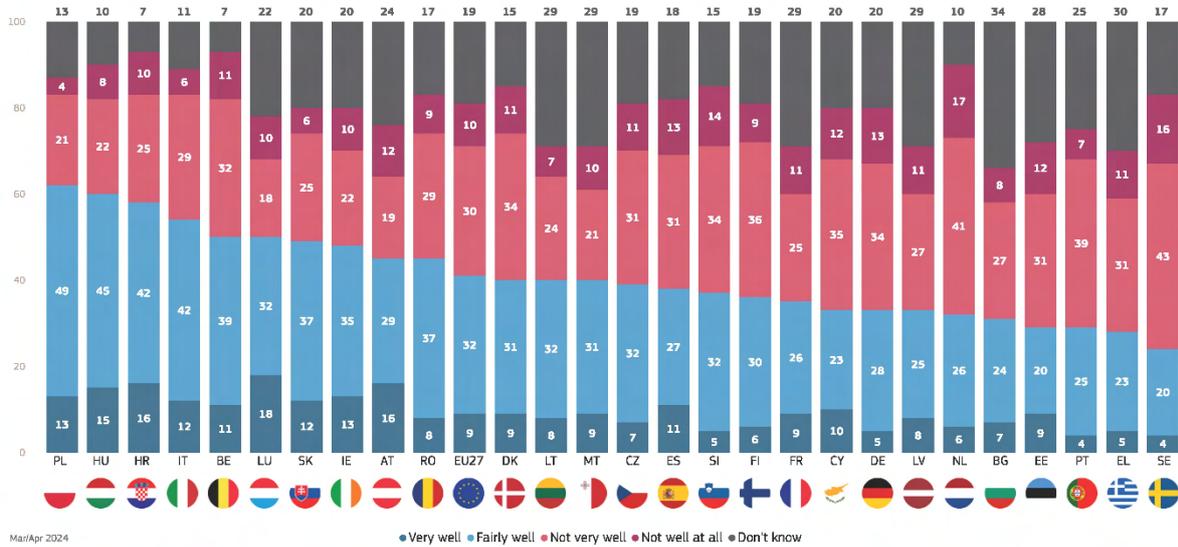
Special Eurobarometer 551 The Digital Decade

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: Poland (62%), Hungary (60%), Croatia (58%) and Italy (54%). By contrast, less than three in ten hold this view in Sweden (24%), Greece (28%) and in Estonia and Portugal (both 29%).

In 12 Member States, there has been an increase since 2023 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 Slovakia (49%, +10 pp), Czechia (39%, +8 pp) and Hungary (60%), +8 pp). There has been a decrease in 12 countries, the largest being in Estonia (29%, -9 pp) and Ireland (48%, -9 pp).

QC8.12. How well do you think digital rights and principles are applied in (OUR COUNTRY) for...?-Getting control of one's digital legacy, for instance deciding what happens with personal accounts and information after one's death (%)



QC8.12 How well do you think digital rights and principles are applied in (OUR COUNTRY) for...?
Getting control of one's digital legacy, for instance deciding what happens with personal accounts and information after one's death (%)



		EU27	SK	CZ	HU	HR	BE	FR	SI	DE	FI	NL	AT	PL	DK	LT	RO	LU	EL	ES	PT	SE	BG	IT	MT	CY	LV	EE	IE
Total 'Well'	Mar/Apr 2024	41	49	39	60	58	50	35	37	33	36	32	45	62	40	40	45	50	28	38	29	24	31	54	40	33	33	29	48
	Δ Mar 2023	▲1	▲10	▲8	▲8	▲7	▲6	▲6	▲6	▲5	▲5	▲3	▲3	▲3	=	=	=	▼1	▼2	▼5	▼5	▼5	▼6	▼6	▼7	▼8	▼8	▼9	▼9
Total 'Not well'	Mar/Apr 2024	40	31	42	30	35	43	36	48	47	45	58	31	25	45	31	38	28	42	44	46	59	35	35	31	47	38	43	32
	Δ Mar 2023	▲4	▼3	▼1	▲1	▼4	▲2	▲2	▲1	▲1	▲3	▲8	▼1	▼1	▲8	▲5	▲1	▲2	▲1	▲11	▲13	▲13	▲11	▲5	▲10	▲12	▲7	▲15	▲11
Don't know	Mar/Apr 2024	19	20	19	10	7	7	29	15	20	19	10	24	13	15	29	17	22	30	18	25	17	34	11	29	20	29	28	20
	Δ Mar 2023	▼5	▼7	▼7	▼9	▼3	▼8	▼8	▼7	▼6	▼8	▼11	▼2	▼2	▼8	▼5	▼1	▼1	▲1	▼6	▼8	▼8	▼5	▲1	▼3	▼4	▲1	▼6	▼2

Special Eurobarometer 551 The Digital Decade

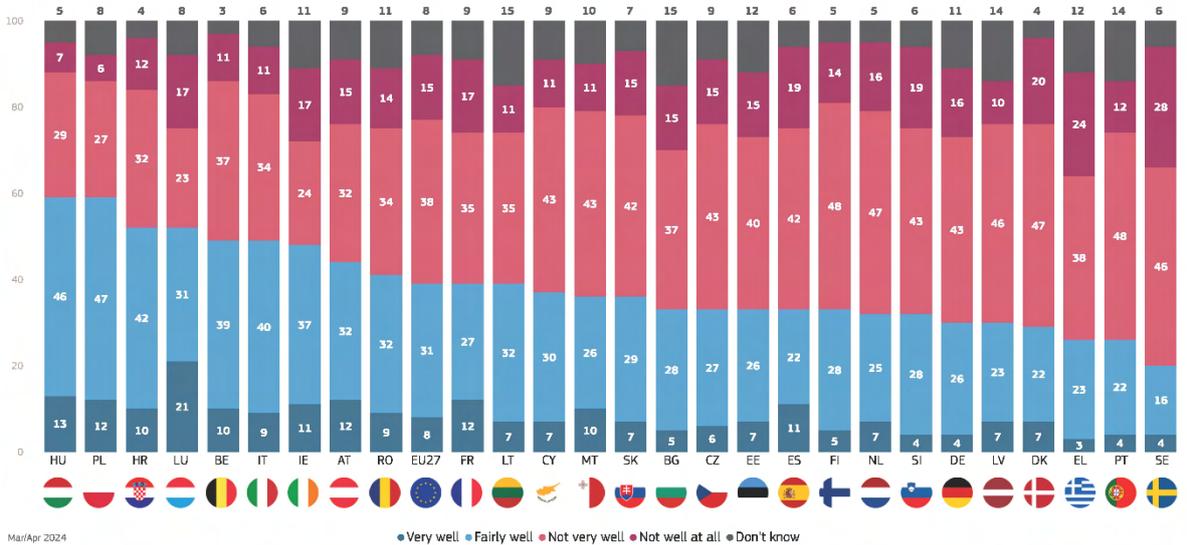
ENSURING SAFE DIGITAL ENVIRONMENTS AND CONTENT FOR CHILDREN AND YOUNG PEOPLE

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: Hungary and Poland (both 59%) and Croatia and Luxembourg (both 52%). The lowest scores are found in Sweden (20%) and in Greece and Portugal (both 26%).

There has been a decrease in 22 Member States in terms of respondents thinking digital rights and

principles are applied well in their country for ensuring safe digital environments. There are nine countries where there has been a double-digit fall, most notably Latvia (30%, -19 pp), Denmark (29%, -17 pp), Italy (49%, -17 pp) and Malta (36%, -17 pp). In only three countries has there been an increase since 2023: France (39%, +3 pp), Czechia (33%, +2 pp) and Croatia (52%, +1 pp). These views haven't changed in Hungary (59%) and Austria (44%).

QC8.13. How well do you think digital rights and principles are applied in (OUR COUNTRY) for...?-Ensuring safe digital environments and content for children and young people (%)



QC8.13 How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? Ensuring safe digital environments and content for children and young people (%)



	EU27	FR	CZ	HR	HU	AT	PL	SK	EL	BE	DE	LT	SI	EE	NL	BG	LU	RO	SE	FI	IE	CY	PT	ES	DK	IT	MT	LV	
Total 'Well'	Mar/Apr 2024	39	39	33	52	59	44	59	36	26	49	30	39	32	33	32	33	52	41	20	33	48	37	26	33	29	49	36	30
	Δ Mar 2023	▼6	▲3	▲2	▲1	=	=	▼2	▼2	▼3	▼4	▼4	▼5	▼5	▼6	▼6	▼7	▼7	▼7	▼8	▼11	▼12	▼12	▼13	▼14	▼17	▼17	▼19	
Total 'Not well'	Mar/Apr 2024	53	52	58	44	36	47	33	57	62	48	59	46	62	55	63	52	40	48	74	62	41	54	60	61	67	45	54	56
	Δ Mar 2023	▲10	▲3	▲4	▲1	▲5	▲7	▲4	▲8	▲2	▲7	▲7	▲10	▲11	▲10	▲12	▲10	▲7	▲11	▲15	▲13	▲15	▲20	▲21	▲25	▲16	▲24	▲21	
Don't know	Mar/Apr 2024	8	9	9	4	5	9	8	7	12	3	11	15	6	12	5	15	8	11	6	5	11	9	14	6	4	6	10	14
	Δ Mar 2023	▼4	▼6	▼6	▼2	▼5	▼7	▼2	▼6	▲1	▼3	▼3	▼5	▼6	▼4	▼4	▼5	▼3	=	▼3	▼4	▼1	▼3	▼7	▼7	▼8	▲1	▼7	▼2

The socio-demographic data shows a consistent pattern across the 15 items included in the survey:

Men are slightly more likely than women to say that rights and principles are applied well in their country in most of the different areas. The largest differences are in relation to getting affordable high-speed Internet connection for everyone in the EU (59% of men vs. 55% of women) and getting access to a trustworthy, diverse and multilingual digital environment (55% vs. 51%).

Younger respondents are more likely to think that the various rights and principles are applied well. In particular, those aged 55 or over are much less likely to say this. For instance, regarding getting effective freedom of choice online, also when interacting with artificial intelligence, around two-thirds (67%) of 15-24 year olds think rights are applied well, compared with 61% of those aged 25-39, 55% of those aged 40-54, and 42% of those aged 55 or over.

Respondents with a higher level of education are more likely to think that the various rights and principles are applied well. For example, with regards to getting freedom of assembly and of association in the digital environment 67% of those who left education aged 20 or above think rights are applied well, compared with 56% of those who left aged 16-19 and 39% of those who left education by the age of 15.

The typical pattern among the different socio-professional groups is for the highest scores among students, and the lowest among housepersons and retired people. This can be seen in the proportions that say rights are applied well for getting fair and healthy working conditions in the digital environment, including work-life balance. This proportion is 65% among students, compared with 45% among both house persons and retired people. This pattern applies to each of the items included in the survey.

Respondents who have trouble paying their bills are less likely to say that rights and principles are applied well in their country. In relation to getting more freedom of expression and information online, for example, the proportion saying rights are applied well is 49% among those who have difficulties paying bills most of the time, compared with 60% of those who have difficulties from time to time and 63% of those who never or almost never have problems.

Findings vary considerably by frequency of internet use. For example, with regards to getting access to safe and privacy-friendly digital technologies, 59% of those who use the internet every day say rights and principles are applied well in their country, compared with 48% of those who use the internet from time to time and 23% of those who never go online.

Those who have a positive image of the EU are much more likely say that rights and principles are applied well in their country. For example, more than half (54%) say this in relation to getting control of one's own data, higher than the proportions for those who have a neutral (43%) or negative (29%) image of the EU.

Special Eurobarometer 551 The Digital Decade

QC8. How well do you think digital rights and principles are applied in (OUR COUNTRY) for... ?
(% - EU)

	Getting an affordable high-speed internet connection for everyone in the EU			Getting basic and advanced digital education, training and skills			Getting fair and healthy working conditions in the digital environment, including the work-life balance			Getting easy online access to all key public services in the EU		
	Total 'Well'	Total 'Not well'	Don't know	Total 'Well'	Total 'Not well'	Don't know	Total 'Well'	Total 'Not well'	Don't know	Total 'Well'	Total 'Not well'	Don't know
EU27	57	35	8	60	30	10	55	32	13	58	32	10
Gender												
Man	59	34	7	61	31	8	55	34	11	59	32	9
Woman	55	35	10	58	30	12	54	32	14	58	30	12
Age												
15-24	63	33	4	70	25	5	64	29	7	68	26	6
25-39	61	35	4	68	28	4	61	33	6	65	30	5
40-54	60	36	4	63	32	5	57	36	7	62	32	6
55 +	50	35	15	50	32	18	46	32	22	49	33	18
Education (End of)												
15-	43	34	23	44	32	24	40	32	28	43	33	24
16-19	56	36	8	59	32	9	54	33	13	57	33	10
20+	61	35	4	65	29	6	59	33	8	63	31	6
Still studying	65	31	4	73	23	4	64	29	7	70	25	5
Socio-professional category												
Self-employed	59	36	5	58	36	6	54	37	9	61	33	6
Cadres directeurs-Managers	61	36	3	67	29	4	62	33	5	66	30	4
Other white collars	63	34	3	67	28	5	62	32	6	64	30	6
Manual workers	59	36	5	63	32	5	56	35	9	62	32	6
House persons	49	40	11	51	36	13	45	37	18	51	36	13
Unemployed	53	40	7	60	32	8	53	35	12	54	35	11
Retired	49	32	19	48	30	22	45	30	25	47	32	21
Students	65	31	4	72	24	4	65	28	7	69	26	5
Difficulties paying bills												
Most of the time	41	47	12	50	36	14	41	42	17	47	39	14
From time to time	55	38	7	57	35	8	54	35	11	57	34	9
Almost never/ Never	59	32	9	62	28	10	57	31	12	61	29	10
Use of the Internet												
Everyday	59	36	5	64	30	6	58	33	9	62	31	7
Often/ Sometimes	52	37	11	52	34	14	48	33	19	51	36	13
Never	30	27	43	30	26	44	30	26	44	25	30	45
No Internet access	21	28	51	18	13	69	11	16	73	17	14	69
Image of the EU												
Positive	64	30	6	69	25	6	64	27	9	67	25	8
Neutral	53	37	10	55	33	12	50	35	15	54	34	12
Negative	41	49	10	44	42	14	38	46	16	42	44	14

Special Eurobarometer 551 The Digital Decade

QC8. How well do you think digital rights and principles are applied in (OUR COUNTRY) for...?
(% - EU)

	Getting effective freedom of choice online, also when interacting with artificial intelligence			Getting access to a trustworthy, diverse and multilingual digital environment, including more diverse content, less disinformation, and less illegal content			Getting more freedom of expression and information online e.g., via online platforms, social networks, search engines			Getting freedom of assembly and of association in the digital environment		
	Total 'Well'	Total 'Not well'	Don't know	Total 'Well'	Total 'Not well'	Don't know	Total 'Well'	Total 'Not well'	Don't know	Total 'Well'	Total 'Not well'	Don't know
EU27	52	32	16	53	35	12	61	28	11	59	27	14
Gender												
Man	54	33	13	55	35	10	61	30	9	61	27	12
Woman	51	31	18	51	35	14	60	28	12	58	26	16
Age												
15-24	67	26	7	64	30	6	70	24	6	70	22	8
25-39	61	32	7	59	36	5	68	29	3	68	26	6
40-54	55	34	11	57	36	7	64	30	6	62	29	9
55 +	42	32	26	44	35	21	52	29	19	49	27	24
Education (End of)												
15-	36	32	32	36	36	28	42	30	28	39	29	32
16-19	53	31	16	53	35	12	60	30	10	56	30	14
20+	56	33	11	57	36	7	65	29	6	67	24	9
Still studying	67	26	7	64	31	5	73	23	4	72	21	7
Socio-professional category												
Self-employed	53	37	10	56	37	7	63	32	5	63	29	8
Cadres directeurs-Managers	59	33	8	60	35	5	70	26	4	71	23	6
Other white collars	61	31	8	60	33	7	67	28	5	67	25	8
Manual workers	56	33	11	54	38	8	64	30	6	60	30	10
House persons	44	34	22	43	40	17	51	33	16	47	32	21
Unemployed	49	35	16	50	37	13	54	34	12	55	29	16
Retired	39	31	30	42	33	25	49	28	23	47	26	27
Students	66	27	7	65	30	5	73	23	4	71	22	7
Difficulties paying bills												
Most of the time	45	34	21	44	40	16	49	34	17	47	32	21
From time to time	54	32	14	53	36	11	60	31	9	56	32	12
Almost never/ Never	52	32	16	54	34	12	63	27	10	62	24	14
Use of the Internet												
Everyday	56	33	11	56	36	8	65	29	6	64	26	10
Often/ Sometimes	46	32	22	47	34	19	53	31	16	48	31	21
Never	24	25	51	26	27	47	28	24	48	25	25	50
No Internet access	7	18	75	11	14	75	17	12	71	13	16	71
Image of the EU												
Positive	61	27	12	61	30	9	70	23	7	71	19	10
Neutral	49	34	17	49	37	14	55	33	12	53	31	16
Negative	35	44	21	36	48	16	44	43	13	40	41	19

Special Eurobarometer 551 The Digital Decade

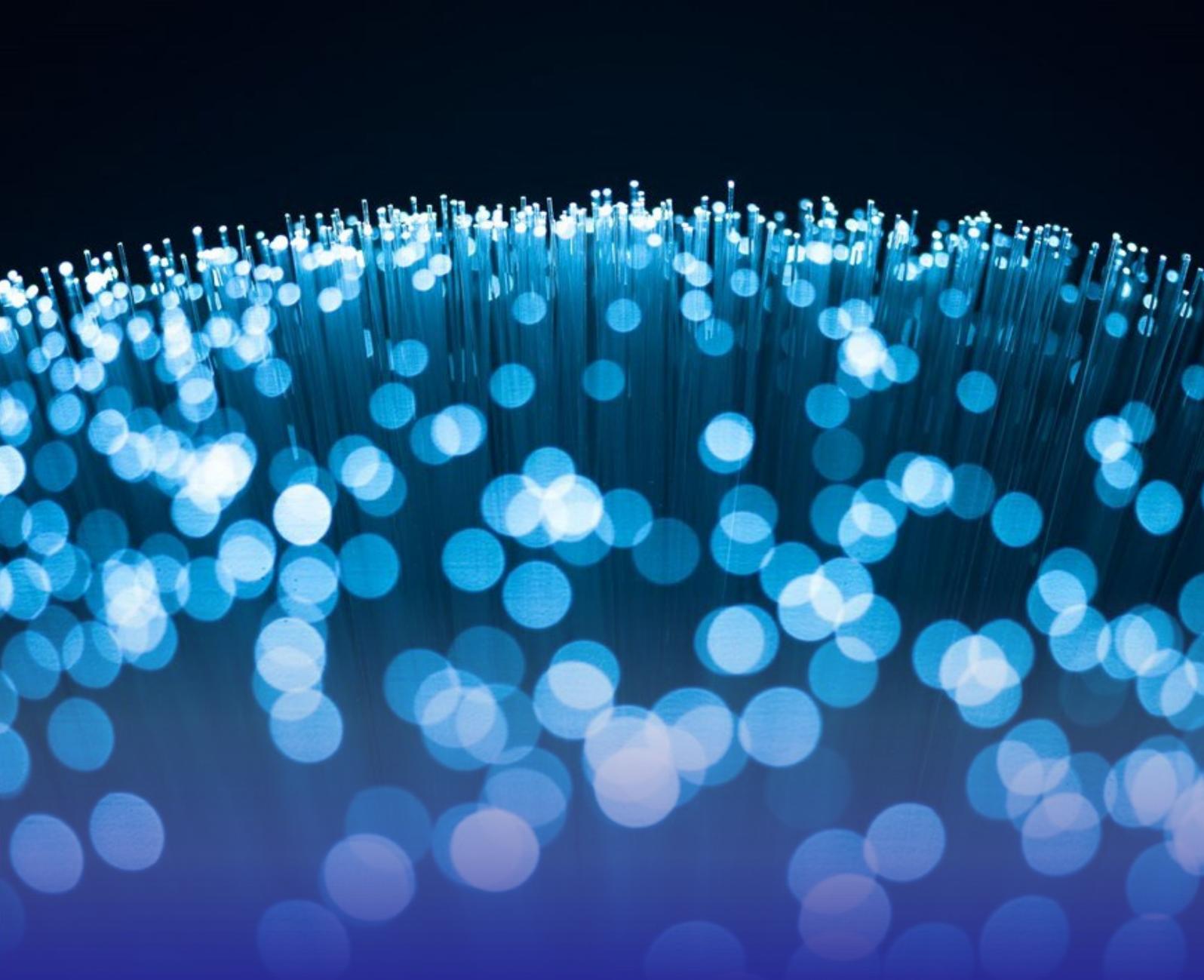
QC8. How well do you think digital rights and principles are applied in (OUR COUNTRY) for...?
(% - EU)

	Getting access to safe and privacy-friendly digital technologies			Getting privacy online, i.e., respect for the confidentiality of communications and information on devices			Getting control of one's own data, i.e., how it is used online and with whom it is shared			Getting control of one's digital legacy, for instance deciding what happens with personal accounts and information after one's death		
	Total 'Well'	Total 'Not well'	Don't know	Total 'Well'	Total 'Not well'	Don't know	Total 'Well'	Total 'Not well'	Don't know	Total 'Well'	Total 'Not well'	Don't know
EU27	55	34	11	51	39	10	47	44	9	41	40	19
Gender												
Man	57	35	8	52	40	8	47	45	8	42	41	17
Woman	54	33	13	50	38	12	46	43	11	40	39	21
Age												
15-24	65	31	4	60	35	5	55	41	4	50	35	15
25-39	61	34	5	58	38	4	51	46	3	48	40	12
40-54	58	36	6	53	42	5	50	46	4	43	43	14
55 +	47	34	19	43	40	17	39	44	17	33	40	27
Education (End of)												
15-	38	36	26	35	41	24	32	43	25	29	38	33
16-19	55	35	10	51	39	10	49	42	9	43	39	18
20+	59	34	7	54	40	6	48	47	5	42	43	15
Still studying	68	28	4	61	35	4	55	42	3	49	35	16
Socio-professional category												
Self-employed	58	36	6	54	41	5	48	48	4	43	44	13
Cadres directeurs-Managers	62	34	4	56	40	4	54	43	3	45	44	11
Other white collars	62	33	5	58	37	5	53	44	3	50	39	11
Manual workers	56	36	8	53	40	7	48	46	6	42	42	16
House persons	44	39	17	42	43	15	39	46	15	37	39	24
Unemployed	48	42	10	47	45	8	42	50	8	37	44	19
Retired	44	33	23	41	38	21	37	42	21	32	37	31
Students	68	28	4	61	35	4	55	41	4	51	34	15
Difficulties paying bills												
Most of the time	43	43	14	41	48	11	33	55	12	28	51	21
From time to time	54	37	9	51	40	9	46	45	9	45	40	15
Almost never/ Never	57	32	11	52	38	10	49	42	9	41	39	20
Use of the Internet												
Everyday	59	34	7	54	40	6	49	46	5	44	41	15
Often/ Sometimes	48	37	15	46	41	13	42	44	14	40	38	22
Never	23	29	48	25	30	45	23	32	45	22	26	52
No Internet access	21	16	63	13	19	68	6	19	75	7	18	75
Image of the EU												
Positive	64	28	8	59	33	8	54	39	7	48	36	16
Neutral	51	37	12	47	42	11	43	46	11	39	41	20
Negative	36	49	15	34	54	12	29	59	12	26	52	22

Special Eurobarometer 551 The Digital Decade

QC8. How well do you think digital rights and principles are applied in (OUR COUNTRY) for... ?
(% - EU)

	Ensuring safe digital environments and content for children and young people			Getting digital products and services that minimise damage to the environment and society			Getting access to the right information on the environmental impact and energy consumption of digital technologies		
	Total 'Well'	Total 'Not well'	Don't know	Total 'Well'	Total 'Not well'	Don't know	Total 'Well'	Total 'Not well'	Don't know
EU27	39	53	8	50	36	14	50	37	13
Gender									
Man	39	53	8	51	37	12	51	38	11
Woman	39	52	9	49	36	15	49	37	14
Age									
15-24	45	51	4	58	34	8	59	34	7
25-39	43	53	4	54	38	8	56	38	6
40-54	42	54	4	53	38	9	53	40	7
55 +	34	51	15	42	36	22	43	37	20
Education (End of)									
15-	28	50	22	35	36	29	36	36	28
16-19	41	51	8	52	35	13	51	37	12
20+	40	56	4	51	40	9	52	40	8
Still studying	43	54	3	58	35	7	61	32	7
Socio-professional category									
Self-employed	42	54	4	52	39	9	52	41	7
Cadres directeurs-Managers	42	55	3	53	39	8	56	38	6
Other white collars	46	51	3	56	37	7	55	38	7
Manual workers	39	55	6	52	38	10	53	38	9
House persons	34	54	12	42	38	20	40	40	20
Unemployed	35	58	7	49	36	15	47	40	13
Retired	33	49	18	40	35	25	42	35	23
Students	44	53	3	59	34	7	59	33	8
Difficulties paying bills									
Most of the time	29	60	11	41	40	19	39	43	18
From time to time	41	51	8	53	36	11	50	39	11
Almost never/ Never	39	53	8	49	37	14	52	36	12
Use of the Internet									
Everyday	40	55	5	52	38	10	54	38	8
Often/ Sometimes	42	47	11	46	35	19	46	37	17
Never	20	37	43	25	26	49	23	28	49
No Internet access	11	35	54	7	23	70	16	15	69
Image of the EU									
Positive	44	50	6	57	33	10	58	33	9
Neutral	37	53	10	48	37	15	48	38	14
Negative	25	64	11	34	47	19	34	51	15



Conclusion

The majority of Europeans say that the **digitalisation of daily public and private services is making their life easier**. This includes around one in five who say it is making their life much easier. At the same time, more than one in five say that the digitalisation of daily public and private services is making their life more difficult.

There are clear **socio-demographic differences** for this question. Younger, more highly educated people, those with fewer financial difficulties and frequent internet users are more likely to say the digitalisation of daily public and private services is making their life easier. A similar pattern recurs throughout the survey: respondents in these same groups are also more likely to see digital technologies as being important for daily life; to be aware that rights that apply offline should also be respected online; to think that the EU protects their rights in the online environment well; and to say that digital rights and principles are applied well in their country.

This survey has shown the **growing importance of digital technologies in daily life**. There has been an increase in the perceived importance of digital technologies since the 2023 survey. When asked how important digital technologies will be in a number of areas of their daily life by 2030, the largest increases are seen in the expected importance of helping to fight climate change, engaging in democratic life and working remotely. In this year's survey, respondents are most likely to say digital technologies will be important for connecting with people, friends and family online; for accessing public services online; and for accessing or receiving healthcare services.

European citizens are receptive to improvements that can **facilitate their use of digital technologies**. In particular, there is a consensus that daily use of digital technologies can be enhanced through the availability and affordability of high-speed internet connection, and through improved cybersecurity, better protection of online data and safety of digital technologies.

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**. It is clear that respondents see a number of actions as being important, such as ensuring that people receive proper human support to accompany the transformation brought by the digital technologies and services in their lives; increasing research and innovation to have more secure and strong digital technologies; and building efficient and secure digital infrastructures, including connectivity and data processing facilities.

Respondents were asked about the **personal impact of issues related to digital technologies**, in the context of the EU's enforcement of legislation regulating the behaviour of online platforms. **The misuse of personal**

data, and fake news and disinformation, are the issues that respondents identify as having the biggest personal impact on them. On the other hand, **non-justified removal of content** and **non-transparent content moderation practices** were the two least mentioned issues.

Europeans are divided on the issue of **whether the EU protects their rights well in the online environment**. Just under half think their rights are well protected by the EU, but a similar proportion disagree. Results have become more negative since the 2023 survey, with negative shifts in 20 Member States, most notably in Malta, Latvia, the Netherlands and Cyprus.

Respondents are most likely to say that **digital rights and principles are applied well in their country** in relation to getting more freedom of expression and information online, and in getting basic and advanced digital education, training and skills.

Results have become **more positive** in a number of areas since 2023; for example, in relation to getting basic and advanced digital education, training and skills; getting easy online access to all key public services in the EU; getting an affordable high-speed internet connection for everyone in the EU; and getting fair and healthy working conditions in the digital environment, including the work-life balance.

However, attitudes have become more negative since the 2023 survey with regards to ensuring safe digital environments and content for children and young people, and getting control of one's own data.

Respondents in Poland, Luxembourg, Hungary and Finland are the most likely to say that digital rights and principles are applied well in their country in the different areas, while views tend to be most negative in Greece and Portugal. Positive changes since the 2023 survey are most common in Austria, France, Slovenia and Hungary, while negative shifts are most common in Italy, Malta and Latvia.

Comparison to 2023 results

Comparing the results of this survey to the 2023 results shows significant differences in several areas.

When describing the importance of digital technologies in different areas of one's life by 2030:

- The percentage of respondents predicting digital technologies will be important for **remote working** has increased by 6 percentage points (69%, +6 pp) with a high increase in the number of respondents mentioning it will be fairly important (35, +5 pp).
- More respondents now say that digital technologies will be important when it comes to **helping fight climate change** (74%, +8 pp), 32% now say it will be very important (+ 5 pp)
- A higher percentage of citizens now say that digital technologies will be important for **engaging in democratic life** (74%, +6 percentage points) with 33% (+6 pp) who say they will be very important.

QC1 How important do you think digital technologies will be for the following areas of your daily life by 2030?
EU (%)

		Working remotely	Helping to fight climate change	Engaging in democratic life
Very important	Mar/Apr 2024	34	32	33
	Δ Mar 2023	▲1	▲5	▲6
Fairly important	Mar/Apr 2024	35	42	41
	Δ Mar 2023	▲5	▲3	=
Not very important	Mar/Apr 2024	13	15	15
	Δ Mar 2023	▼1	▼2	▼3
Not at all important	Mar/Apr 2024	15	8	8
	Δ Mar 2023	▼3	▼4	▼3
Don't know	Mar/Apr 2024	3	3	3
	Δ Mar 2023	▼2	▼2	=
Total 'Important'	Mar/Apr 2024	69	74	74
	Δ Mar 2023	▲6	▲8	▲6
Total 'Not important'	Mar/Apr 2024	28	23	23
	Δ Mar 2023	▼4	▼6	▼6

When assessing different improvements meant to facilitate one's daily use of digital technologies:

- **Better adapting digital products and online services to respondent's personal needs** is seen as an improvement more significant than in 2023 (77%, +5 percentage points). Almost half of respondents (47%, +6 pp) now say it is fairly significant.
- **More education and training to develop skills for using digital services** is seen as an improvement more significant (72%, +5 pp), with 44% (+5 pp) of respondents mentioning it as fairly significant.

QC3 In your opinion, how significantly would the following improvements facilitate your daily use of digital technologies?
EU(%)

		Digital products and online services better adapted to your personal needs, including immersive technologies	More education and training to develop your skills for using digital services
Very significant	Mar/Apr 2024	30	28
	Δ Mar 2023	▼1	=
Fairly significant	Mar/Apr 2024	47	44
	Δ Mar 2023	▲6	▲5
Not very significant	Mar/Apr 2024	14	17
	Δ Mar 2023	▼1	▼1
Not at all significant	Mar/Apr 2024	6	8
	Δ Mar 2023	▼2	▼3
Don't know	Mar/Apr 2024	3	3
	Δ Mar 2023	▼2	▼1
Total 'Significant'	Mar/Apr 2024	77	72
	Δ Mar 2023	▲5	▲5
Total 'Not significant'	Mar/Apr 2024	20	25
	Δ Mar 2023	▼3	▼4

Special Eurobarometer 551
The Digital Decade

When asked about the **application of rights** such as freedom of expression, the protection of personal data and privacy, compared to 2023, more respondents stated they were aware those rights apply **online** as well as offline (62%, +5 percentage point).

QC6 Before this interview, were you aware that these rights that apply offline should also be respected online?

EU (%)

	Mar/Apr 2024	62
Yes	<i>Δ Mar 2023</i>	▲5
No	Mar/Apr 2024	37
	<i>Δ Mar 2023</i>	▼4
Don't know	Mar/Apr 2024	1
	<i>Δ Mar 2023</i>	▼1

Compared to 2023 there has been an increase in pessimistic views on the **protection of EU citizens rights in the digital environment**. Over two in five respondents now think their rights are not well protected online (44%, +8 pp) .

QC7 How well do you think that the EU protects your rights in the digital environment?

EU (%)

	Mar/Apr 2024	45
Total 'Well'	<i>Δ Mar 2023</i>	▼5
Total 'Not well'	Mar/Apr 2024	44
	<i>Δ Mar 2023</i>	▲8
Don't know	Mar/Apr 2024	8
	<i>Δ Mar 2023</i>	▼3

When asked to evaluate how well the different digital rights and principles are applied in their country the respondents:

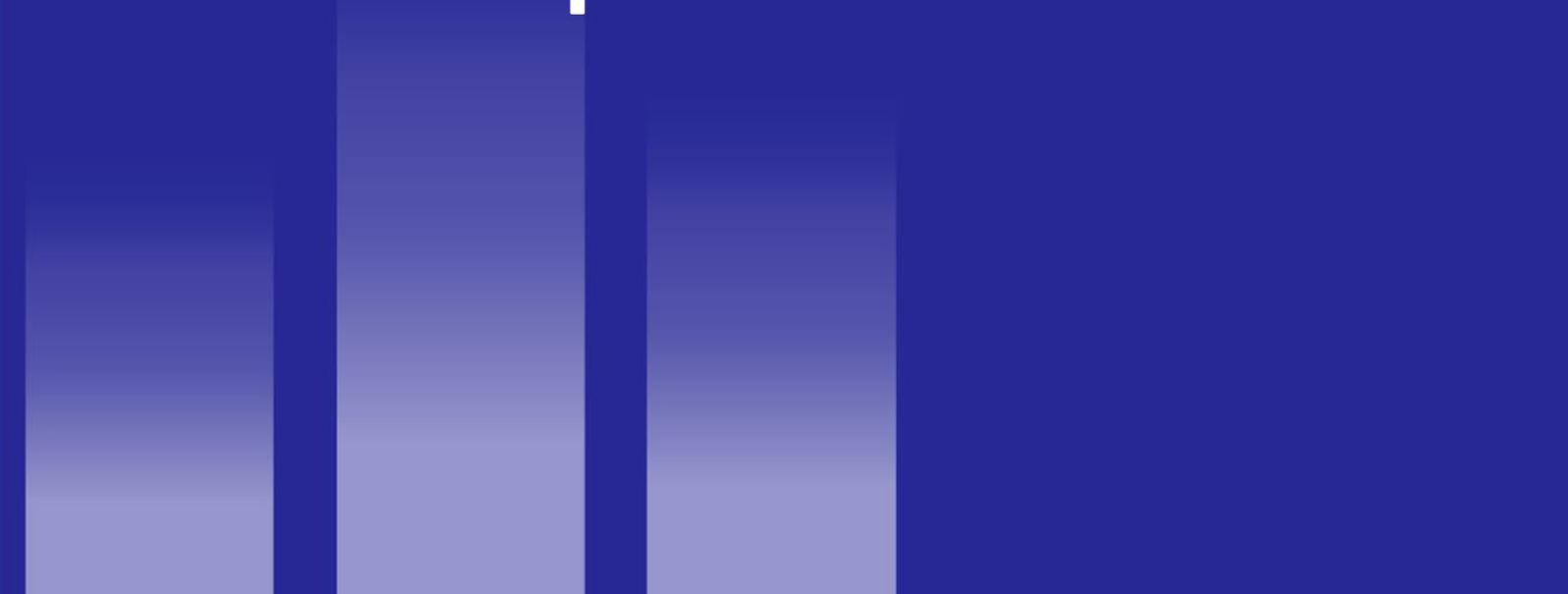
- Were **more pessimistic concerning getting control of one's own data** with 44% (+5 pp) of respondents now saying this principle is not well applied.
- Showed significantly more pessimistic views about **ensuring safe digital environments and content for children and young people** with 53% (+10 pp) stating this principle is not well applied in their country.

QC8 How well do you think digital rights and principles are applied in (OUR COUNTRY) for... ?
(%)

		EU27
Getting control of one's own data, i.e., how it is used online and with whom it is shared	Total 'Well'	Mar/Apr 2024 47
		<i>Δ Mar 2023</i> ▼2
	Total 'Not well'	Mar/Apr 2024 44
		<i>Δ Mar 2023</i> ▲5
Ensuring safe digital environments and content for children and young people	Total 'Well'	Mar/Apr 2024 39
		<i>Δ Mar 2023</i> ▼6
	Total 'Not well'	Mar/Apr 2024 53
		<i>Δ Mar 2023</i> ▲10



Technical specification



Technical Specifications

Between 6 March and 8 April 2024, Verian (former Kantar Public) on behalf of Kantar Belgium carried out the wave 101.2 of the Eurobarometer survey, on request of the European Commission, Directorate-General for Communication, "Media monitoring and Eurobarometer" Unit.

Wave 101.2 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 areas¹.

In each of the selected sampling points, a starting coordinate was drawn at random and a reverse geocoding 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.

Special Eurobarometer 551
The Digital Decade

COUNTRIES		INSTITUTES	N° INTERVIEWS	FIELDWORK DATES		POPULATION 15+	PROPORTION EU27
BE	Belgium	MCM Belgium	1,043	08-03-2024	02-04-2024	9,619,330	2.5%
BG	Bulgaria	Kantar TNS BBSS	1,065	08-03-2024	31-03-2024	5,917,534	1.6%
CZ	Czechia	STEM/MARK	1,007	06-03-2024	04-04-2024	8,982,036	2.4%
DK	Denmark	Mantle Denmark (Verian)	983	08-03-2024	08-04-2024	4,891,261	1.3%
DE	Germany	Mantle Germany (Verian)	1,516	11-03-2024	02-04-2024	71,677,231	18.9%
EE	Estonia	Norstat Eesti	1,007	09-03-2024	28-03-2024	1,111,597	0.3%
IE	Ireland	B and A Research	1,006	07-03-2024	28-03-2024	4,005,909	1.1%
EL	Greece	Kantar Greece	1,000	07-03-2024	26-03-2024	9,167,896	2.4%
ES	Spain	Mantle Spain (Verian)	1,009	15-03-2024	02-04-2024	40,639,381	10.7%
FR	France	MCM France	1,012	06-03-2024	26-03-2024	55,700,114	14.7%
HR	Croatia	Hendal	1,004	06-03-2024	25-03-2024	3,461,468	0.9%
IT	Italy	Testpoint Italia	1,034	07-03-2024	20-03-2024	51,599,668	13.6%
CY	Rep. Of Cyprus	CYMAR Market Research	501	07-03-2024	25-03-2024	752,304	0.2%
LV	Latvia	Kantar TNS Latvia	1,001	07-03-2024	27-03-2024	1,590,245	0.4%
LT	Lithuania	Norstat LT	1,007	09-03-2024	28-03-2024	2,373,312	0.6%
LU	Luxembourg	ILRES	507	07-03-2024	25-03-2024	533,335	0.1%
HU	Hungary	Kantar Hoffmann	1,008	07-03-2024	25-03-2024	8,313,539	2.2%
MT	Malta	MISCO International	500	08-03-2024	04-04-2024	446,788	0.1%
NL	Netherlands	MCM Netherlands	1,005	13-03-2024	04-04-2024	14,763,684	3.9%
AT	Austria	Das Österreichische Gallup Ins.	1,015	11-03-2024	28-03-2024	7,647,176	2.0%
PL	Poland	Research Collective	1,010	07-03-2024	27-03-2024	31,982,941	8.4%
PT	Portugal	Intercampus SA	1,019	11-03-2024	26-03-2024	8,915,624	2.3%
RO	Romania	CSOP SRL	1,049	07-03-2024	24-03-2024	16,174,719	4.3%
SI	Slovenia	Mediana DOO	1,004	06-03-2024	21-03-2024	1,791,246	0.5%
SK	Slovakia	MNFORCE	1,011	08-03-2024	27-03-2024	4,591,487	1.2%
FI	Finland	Taloustutkimus Oy	1,000	07-03-2024	02-04-2024	4,672,932	1.2%
SE	Sweden	Mantle Sweden (Verian)	1,023	07-03-2024	25-03-2024	8,541,497	2.2%
TOTAL EU27			26,346	06-03-2024	08-04-2024	379,864,254	100%

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

Special Eurobarometer 551
The Digital Decade

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 Czechia, Denmark and Malta).

	COUNTRIES	N° OF CAPI INTERVIEWS	N° OF CAVI INTERVIEWS	TOTAL N° INTERVIEWS
BE	Belgium	1,043		1,043
BG	Bulgaria	1,065		1,065
CZ	Czechia	788	219	1,007
DK	Denmark	739	244	983
DE	Germany	1,516		1,516
EE	Estonia	1,007		1,007
IE	Ireland	1,006		1,006
EL	Greece	1,000		1,000
ES	Spain	1,009		1,009
FR	France	1,012		1,012
HR	Croatia	1,004		1,004
IT	Italy	1,034		1,034
CY	Rep. Of Cyprus	501		501
LV	Latvia	1,001		1,001
LT	Lithuania	1,007		1,007
LU	Luxembourg	507		507
HU	Hungary	1,008		1,008
MT	Malta	345	155	500
NL	Netherlands	1,005		1,005
AT	Austria	1,015		1,015
PL	Poland	1,010		1,010
PT	Portugal	1,019		1,019
RO	Romania	1,049		1,049
SI	Slovenia	1,004		1,004
SK	Slovakia	1,011		1,011
FI	Finland	1,000		1,000
SE	Sweden	1,023		1,023
	TOTAL EU27	25,728	618	26,346

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

Special Eurobarometer 551
The Digital Decade

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 101.2 of the EUROBAROMETER survey, the response rates for the EU27 countries, calculated by Verian (former Kantar Public), are:

	COUNTRIES	RESPONSE RATES
BE	Belgium	53,5%
BG	Bulgaria	48,6%
CZ	Czechia	60,1%
DK	Denmark	39,9%
DE	Germany	30,2%
EE	Estonia	81,5%
IE	Ireland	38,0%
EL	Greece	30,8%
ES	Spain	29,5%
FR	France	44,4%
HR	Croatia	46,3%
IT	Italy	28,6%
CY	Rep. Of Cyprus	51,3%
LV	Latvia	35,6%
LT	Lithuania	47,6%
LU	Luxembourg	29,8%
HU	Hungary	62,8%
MT	Malta	64,0%
NL	Netherlands	71,4%
AT	Austria	41,6%
PL	Poland	44,9%
PT	Portugal	50,2%
RO	Romania	54,9%
SI	Slovenia	44,7%
SK	Slovakia	55,7%
FI	Finland	28,7%
SE	Sweden	76,7%

Special Eurobarometer 551
The Digital Decade

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%	

