European Commission

SPECIAL EUROBAROMETER **551**

The Digital Decade

Summary

Fieldwork: March-April 2024

FACE TO FACE EUROBAROMETER

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).

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Summary

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Introduction

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 citizens[4]. A **second Eurobarometer survey** was conducted in March 2023 (EBS 532)[5].

The 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

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 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

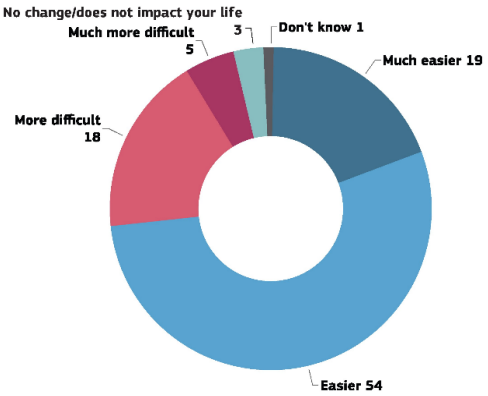
When asked whether they think that the digitalisation of daily public and private services is making their life easier or more difficult [6], respondents provide the following answers:

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 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%).

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



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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%).

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

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 2030[7]. 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.

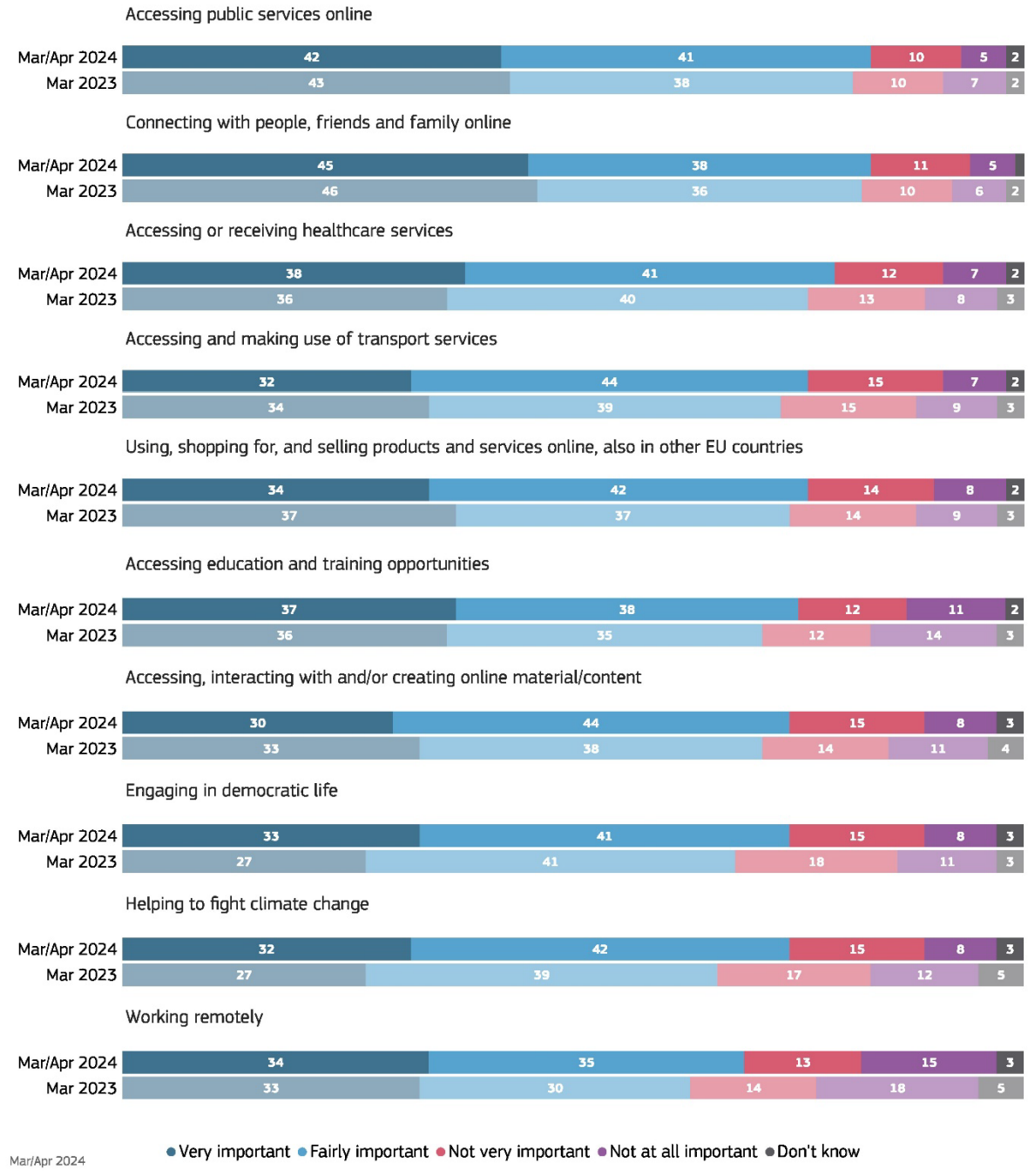
The same proportion (74%, +6 pp) think that by 2030 digital technologies will be important for **engaging in democratic life (e.g., voting, virtual citizen assemblies/town hall meetings, finding reliable information, etc.)**, with one in three (33%, +6 pp) saying it will be very important.

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.

[7] 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.

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



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).

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).

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).

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 (67%). 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).

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).

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).

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).

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).

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).

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).

3. Improvements facilitating the use of digital technologies

Respondents were asked how significantly they expect a number of improvements to facilitate their daily use of digital technologies[8].

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.

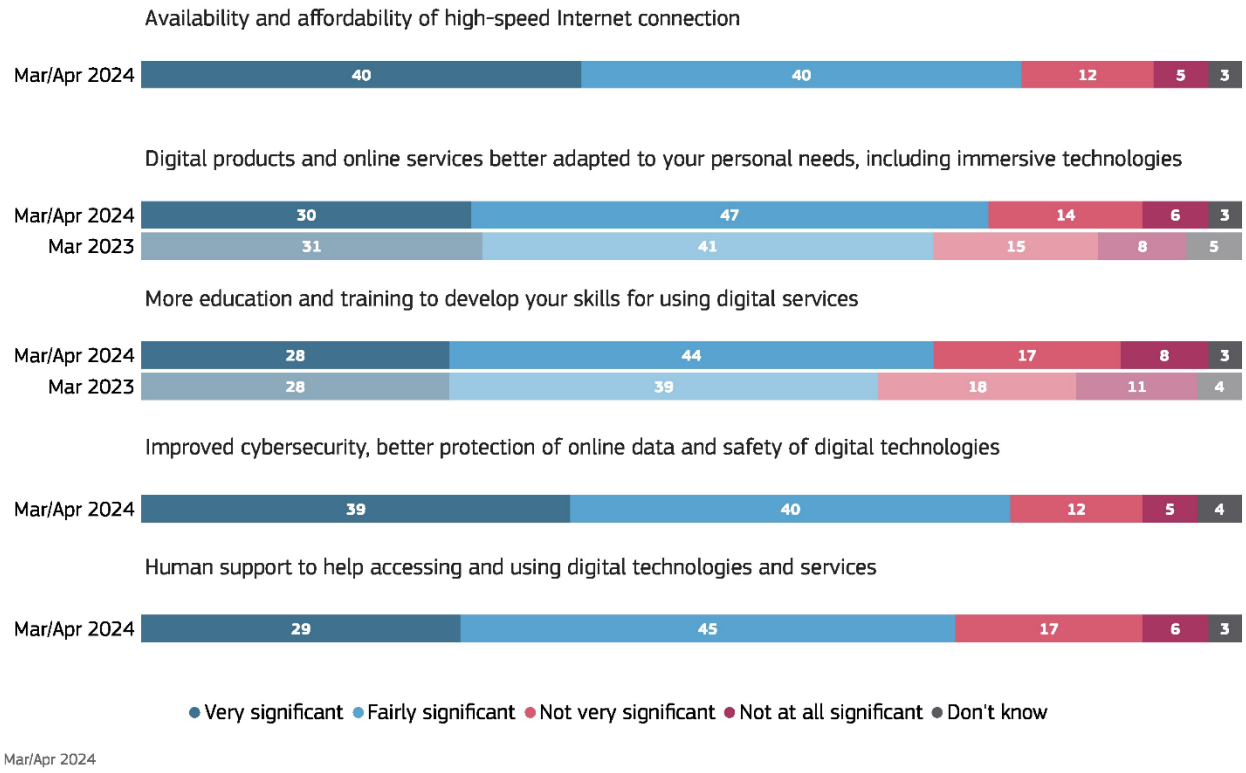
Around eight in ten (79%) expect that **improved cybersecurity, better protection of online data and safety of digital technologies** would significantly facilitate their use of digital technologies, and 39% think it would do so to a very significant extent.

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) (%)



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[8] 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.

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%).

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%).

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%).

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%).

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%).

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.

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[9].

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.

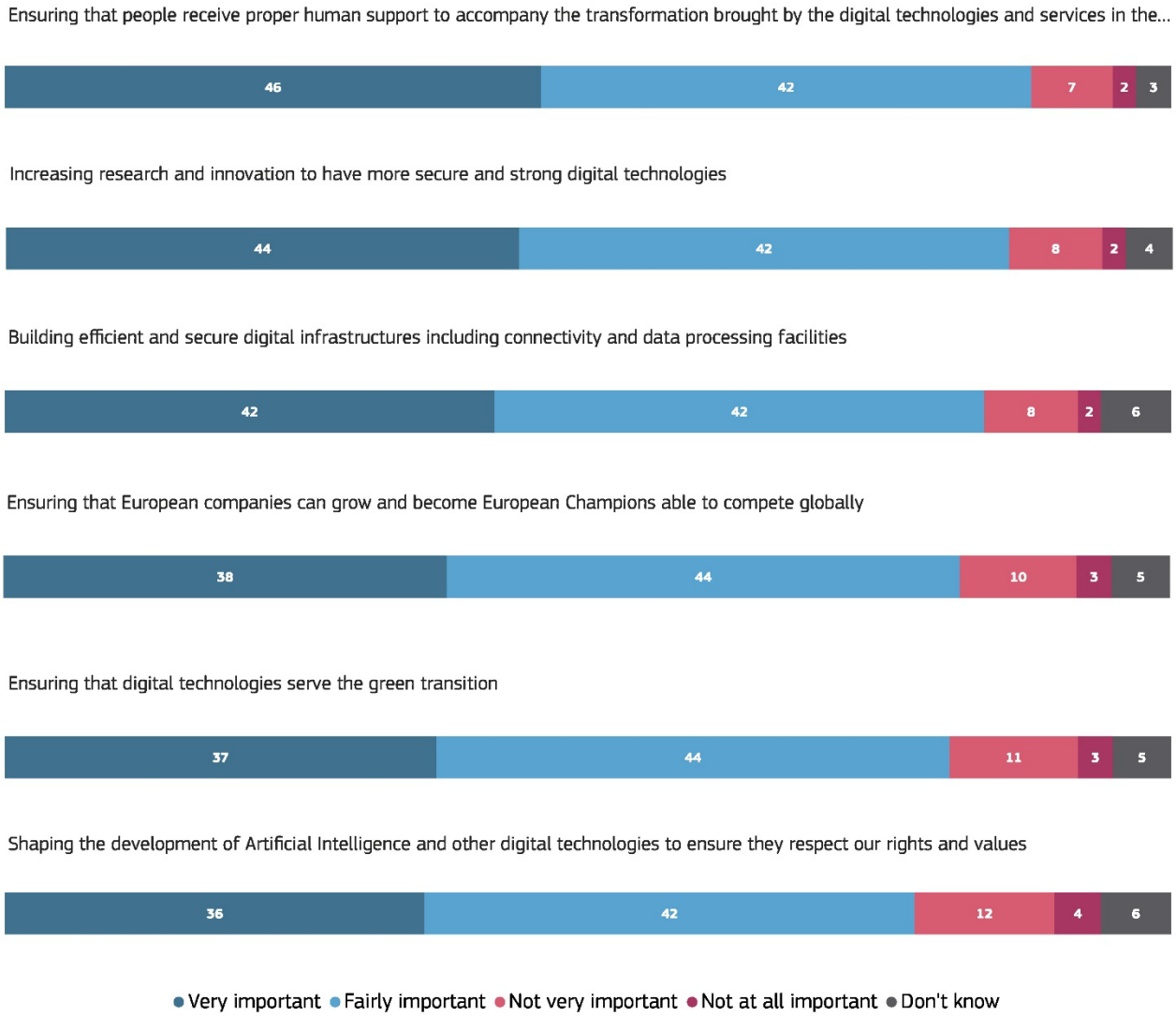
Just over eight in ten (82%) think it is important for public authorities to **ensure that European companies can grow and become European Champions able to compete globally**, with just under four in ten (38%) thinking that this is very important.

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.

[9] 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.

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



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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%).

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%).

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%).

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 the asked to specify up to two more.[10] 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%).

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? (EU27) (%)

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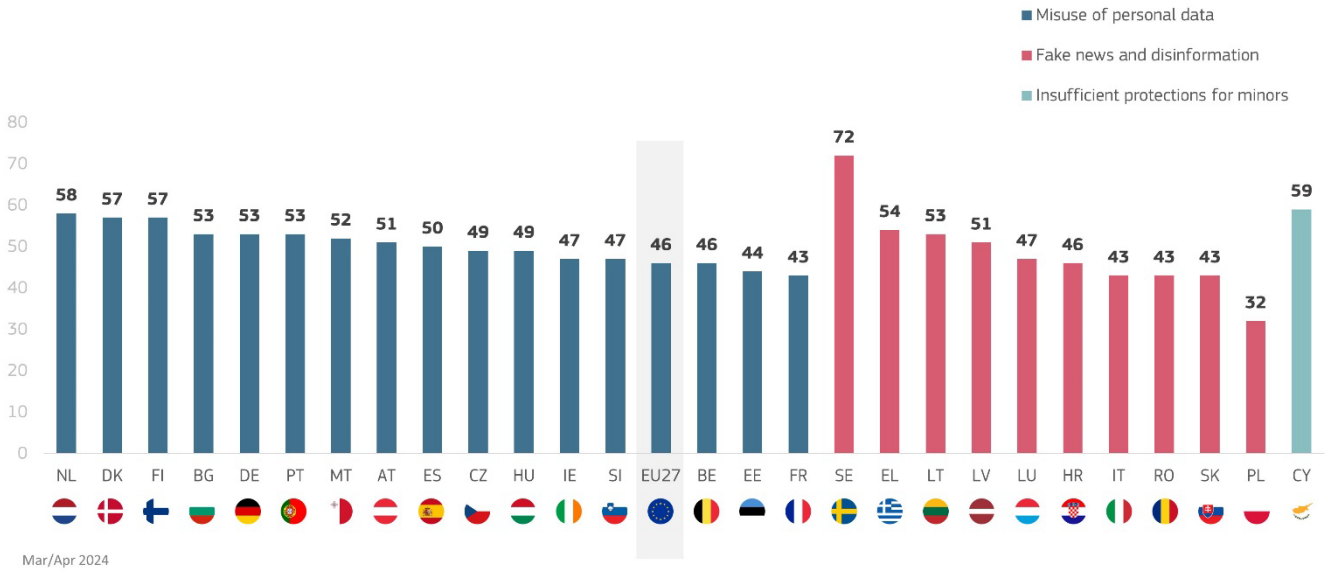
[10] QC5T. The European Union has regulated the behaviour of online platforms, such as social media and online marketplaces, in the EU. In the context of the enforcement of this legislation, which one of the following issues do you feel has the biggest personal impact on you? Firstly? And then?

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%).

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?



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III. Digital rights and principles

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 transformation[11].

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.

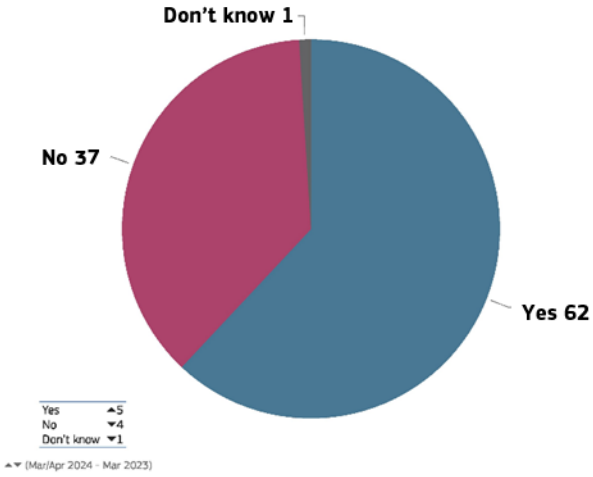
Respondents were asked whether they had been aware previously that rights which apply offline should also be respected online[12].

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.

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? (EU27) (%)



[11] 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.

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

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 environment[13].

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 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.

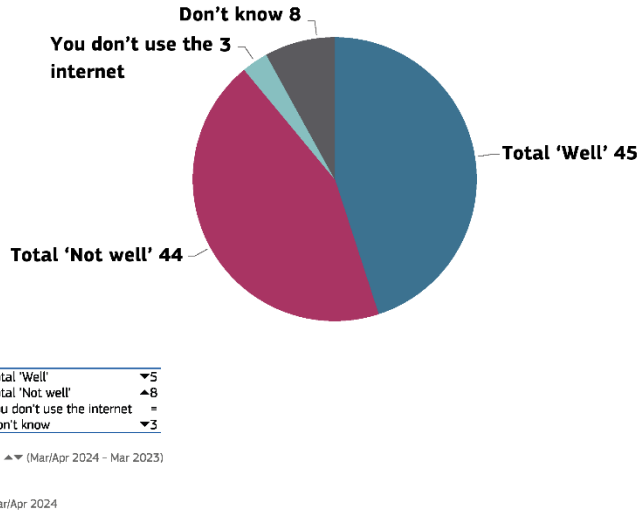
There are clear differences at the **national level**. In 19 EU Member States, a majority of respondents think that the EU protects their rights in the online environment well. At least six in ten respondents say this in Poland (66%), Ireland (62%) and Denmark and Hungary (both 60%).

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%).

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).

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



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

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 aspects[14].

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.

[14] 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.

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.

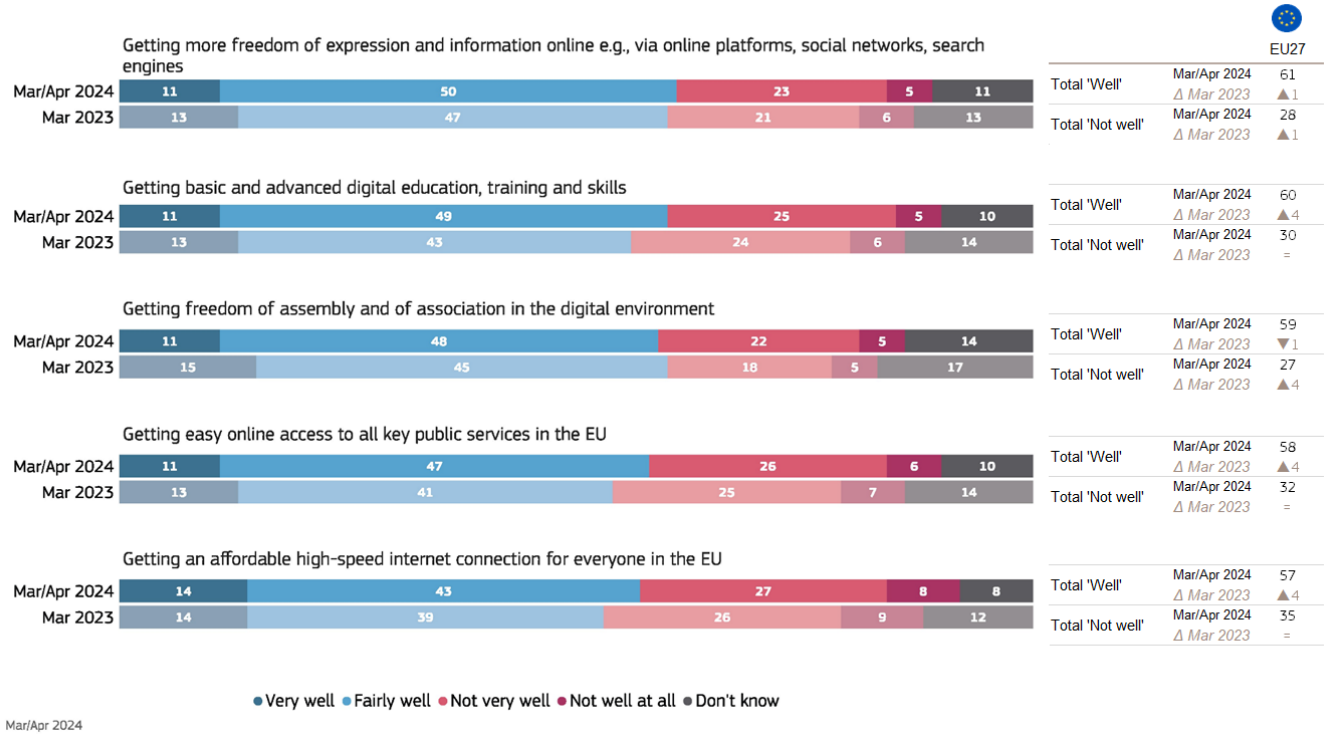
The same proportion (50%, +2 pp) think that digital rights and principles are applied well in their country in terms of **getting digital products and services that minimise damage to the environment and society (e.g., products and services that can be repaired or recycled, and which do not involve forced 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.

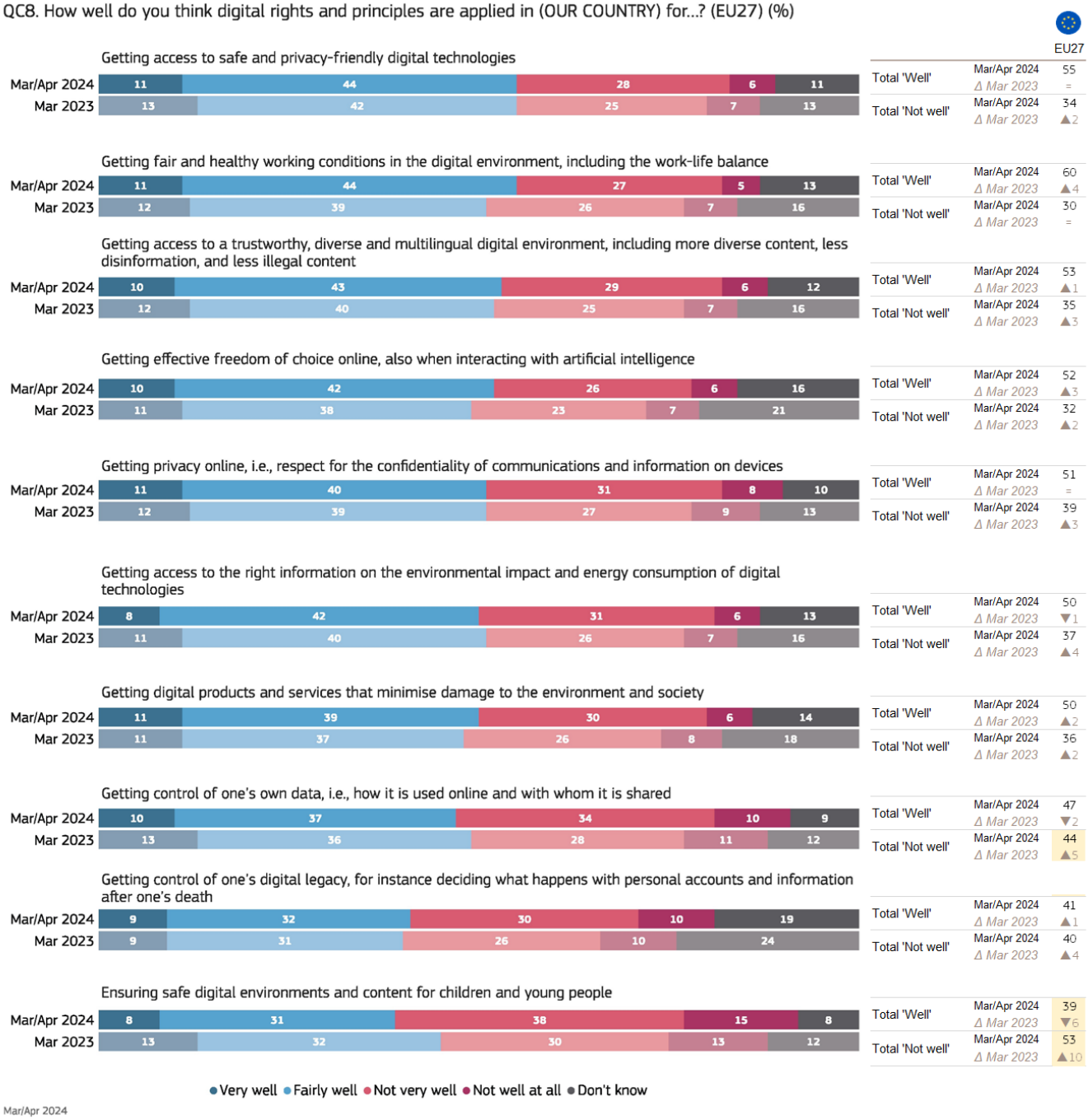
Around four in ten (41%, +1 pp) think that digital rights and principles are applied well in their country in terms of **getting control of one's digital legacy, for instance deciding what happens with personal accounts and information after one's death**. Close to one in ten (9%, =) think that these 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) (%)



QC8. 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

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).

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).

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).

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).

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).

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).

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 Iin Portugal (38%, -9 pp) and Cyprus (48%, -8 pp).

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

Looking at the national level, we see that respondents are most likely to think that these rights and principles are applied well in their country in Luxembourg (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).

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).

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).

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).

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).

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).

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).

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%).

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.

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).

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

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

Yes	Mar/Apr 2024	62
	Δ Mar 2023	▲5
No	Mar/Apr 2024	37
	Δ Mar 2023	▼4
Don't know	Mar/Apr 2024	1
	Δ Mar 2023	▼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) .

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.

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

		EU27
Total 'Well'	Mar/Apr 2024	45
	Δ Mar 2023	▼5
Total 'Not well'	Mar/Apr 2024	44
	Δ Mar 2023	▲8
Don't know	Mar/Apr 2024	8
	Δ Mar 2023	▼3

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
		Δ Mar 2023	▼2
	Total 'Not well'	Mar/Apr 2024	44
		Δ Mar 2023	▲5
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

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

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

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

	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.

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

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%

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%	