European Commission

SPECIAL EUROBAROMETER **566**

The Digital Decade 2025

EUROBAROMETER **REPORT**
FEBRUARY - MARCH 2025

FACE TO FACE EUROBAROMETER

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

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Table of Contents

Introduction

Introduction

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

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

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

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

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

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

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

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

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

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

In March of 2025 the **European Health Data Space (EHDS)**, an EU-wide framework designed to empower citizens and healthcare systems by enabling secure access to and sharing of health data across borders, has entered into force. Its aim is to give individuals access and control over their health data, facilitate secure use of anonymized health data for research and policymaking and improve healthcare quality overall.[6]

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

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

[3] European Comission: AI Act

[4] European Comission: Cyber Resilience Act

[5] Cyber Resilience Act

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

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

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

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

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

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

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

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

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

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

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

Methodology

This Special Eurobarometer 566 on The Digital Decade was part of the Eurobarometer wave 103.2 and was conducted between 18.02.2025 and 16.03.2025. Some 26319 respondents from different social and demographic groups were interviewed in the appropriate national language. This survey was commissioned by the European Commission, Directorate-General for Communications Networks, Content and Technology (DG CNECT).

The methodology used was that of the Standard Eurobarometer surveys carried out by the Directorate-General for Communication ("Media monitoring and Eurobarometer" Unit)[10]. Interviews were conducted face-to-face, 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), which were only conducted in Denmark, Malta, the Netherlands, Finland and Sweden. A technical note concerning the interviews conducted by the member institutes of the Verian network is annexed to this report.

Throughout the report, results are compared to Special Eurobarometer 551 of 2024.

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

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

Note: In this report, EU countries are referred to by their official abbreviations, as listed below:

Belgium	BE	Lithuania	LT
Bulgaria	BG	Luxembourg	LU
Czechia	CZ	Hungary	HU
Denmark	DK	Malta	MT
Germany	DE	The Netherlands	NL
Estonia	EE	Austria	AT
Ireland	IE	Poland	PL
Greece	EL	Portugal	PT
Spain	ES	Romania	RO
France	FR	Slovenia	SI
Croatia	HR	Slovakia	SK
Italy	IT	Finland	FI
Republic of Cyprus	CY *	Sweden	SE
Latvia	LV		
European Union – weighted average for the 27 Member States			EU27

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

[10] The Eurobarometer methodological approaches:
https://europa.eu/eurobarometer/about/eurobarometer

Key findings

Key findings

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

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

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

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

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

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

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

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

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

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

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

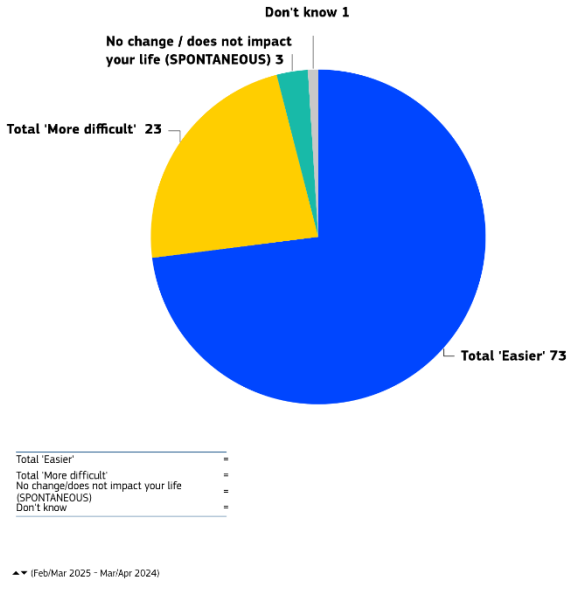
MORE THAN 7 IN 10 EUROPEANS SAY THAT THE DIGITALISATION OF PUBLIC AND PRIVATE LIFE IS MAKING THEIR LIFE EASIER

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

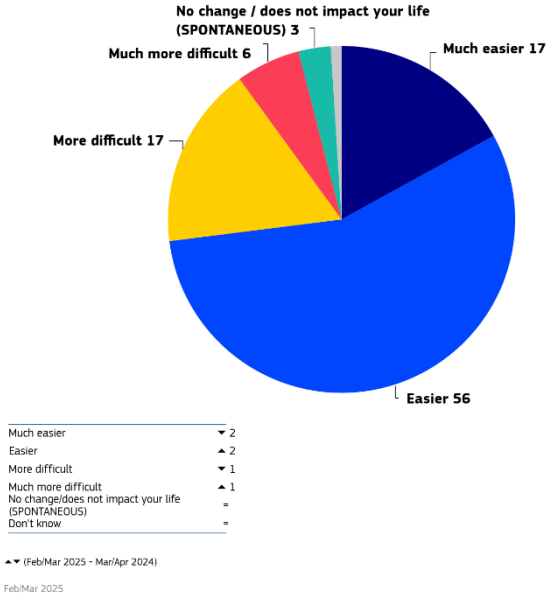
When asked whether they think that the digitalisation of daily public and private services is making their life easier or more difficult, respondents provide the following answers:

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

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



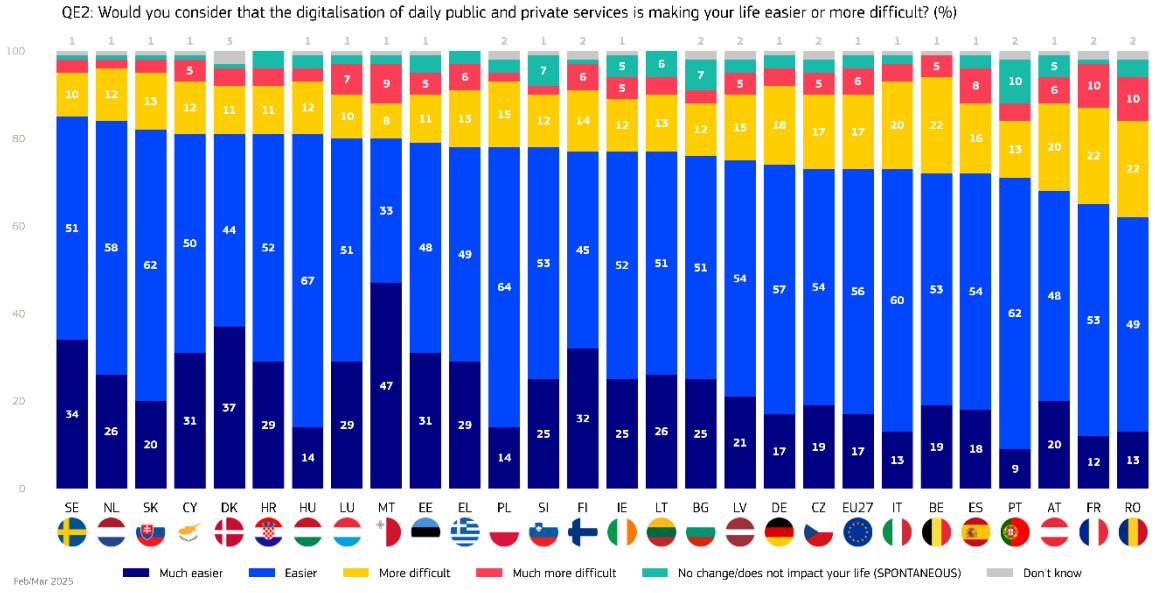
QE2: Would you consider that the digitalisation of daily public and private services is making your life easier or more difficult? (EU27) (%)

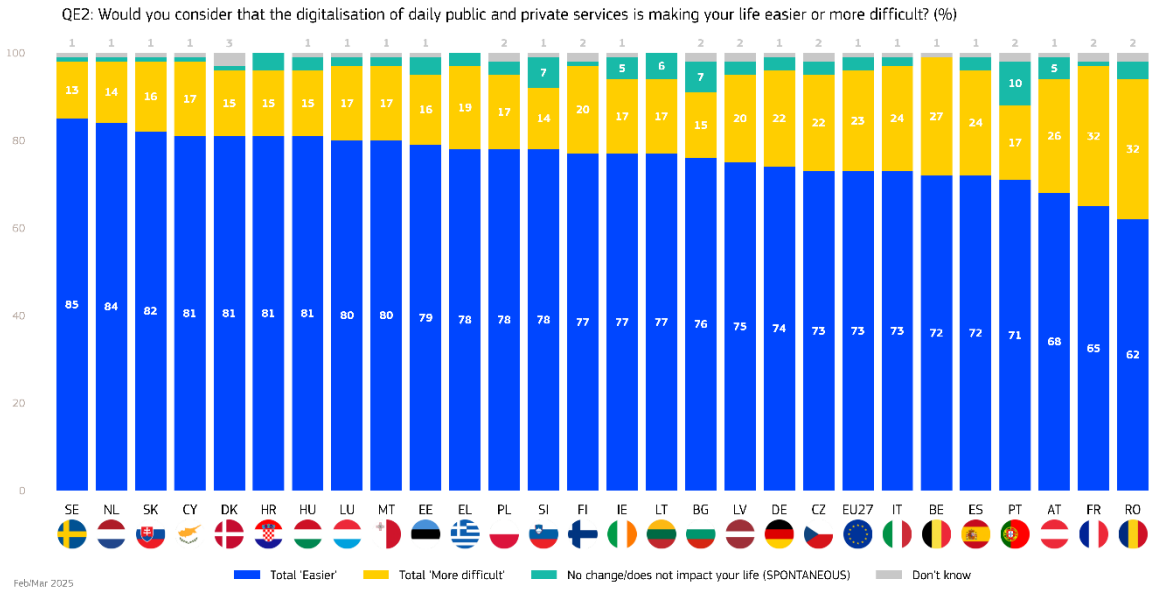


A national analysis reveals that in all 27 EU Member States, most respondents think that the digitalisation of daily public and private services is making their life easier. This view is most prevalent among respondents in Sweden (85%), the Netherlands (84%), and Slovakia (82%). Conversely, the highest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

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

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





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

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

		EU27	DE	SI	BG	EL	RO	CY	IT	LT	FR	IE	NL	LU	MT	SK	ES	FI	DK	EE	HR	HU	AT	LV	PL	PT	SE	BE	CZ
Total 'Easier'	Feb/Mar 2025	73	74	78	76	78	62	81	73	77	65	77	84	80	80	82	72	77	81	79	81	81	68	75	78	71	85	72	73
	Δ Mar/Apr 2024	=	▲4	▲4	▲3	▲3	▲3	▲2	▲2	▲2	▲1	▲1	▲1	=	=	=	▼1	▼1	▼2	▼2	▼2	▼2	▼3	▼3	▼3	▼3	▼3	▼5	▼5
Total 'More difficult'	Feb/Mar 2025	23	22	14	15	19	32	17	24	17	32	17	14	17	17	16	24	20	15	16	15	15	26	20	17	17	13	27	22
	Δ Mar/Apr 2024	=	▼3	▼6	▼1	▲1	▼2	▼1	▼2	=	=	▼2	▼1	▲2	▲4	▲3	▲1	▲1	=	▲3	=	▲2	▲1	▲2	▲2	▲2	▲1	▲5	▲5
No change/does not impact your life (SPONTANEOUS)	Feb/Mar 2025	3	3	7	7	3	4	1	2	6	1	5	1	2	2	1	3	1	1	4	4	3	5	3	3	10	1	0	3
	Δ Mar/Apr 2024	=	=	▲2	▼2	▼4	▼1	▼1	=	▼1	▼1	▲2	=	▼1	▼4	▼3	=	=	▲1	▼1	▲2	=	▲2	=	=	▲1	▲1	▼1	▼1
Don't know	Feb/Mar 2025	1	1	1	2	0	2	1	1	0	2	1	1	1	1	1	1	2	3	1	0	1	1	2	2	2	1	1	2
	Δ Mar/Apr 2024	=	▼1	=	=	=	=	=	=	▼1	=	▼1	=	▼1	=	=	=	=	▲1	=	=	=	=	▲1	▲1	=	▲1	▲1	▲1

Feb/Mar 2025

An analysis of the socio-demographic data shows that:

Men are slightly more likely than women to think that the digitalisation of daily public and private services is making their life easier (75% vs 72%).

Respondents aged 15-24 are slightly more likely to think this way (89%) than those aged 25-39 (86%), those aged 40-54 (81%), and substantially more than those aged 55 or over (57%).

Respondents who left education at the age of 20 or above (82%) are more likely to think that the digitalisation of daily public and private services is making their life easier than those who finished education aged 16 to 19 (72%) and those who left school by the age of 15 (44%).

Among different socio-professional categories, students (91%) are most likely to think that the digitalisation of daily public and private services is making their life easier, closely followed by managers (88%) and other white-collar workers (84%), while retired people (51%) and house persons (61%) are the least likely to say this.

Respondents who never have trouble paying their bills are more likely than those who do so most of the time to think that the digitalisation of daily public and private services is making their life easier (76% vs 64%).

As can be expected, respondents who use the internet every day (81%) are more likely to think that the digitalisation of daily public and private services is making their life easier, than those who never go online (24%).

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

	Much easier	Easier	More difficult	Much more difficult	No change/does not impact your life (SPONTANEOUS)	Don't know	Total 'Easier'	Total 'More difficult'
EU27	17	56	17	6	3	1	73	23
Gender								
Man	19	56	17	5	2	1	75	22
Woman	16	56	18	6	3	1	72	24
Age-4								
15-24	31	58	8	1	1	1	89	9
25-39	25	61	10	2	1	1	86	12
40-54	18	63	13	3	2	1	81	16
55+	9	48	26	10	5	2	57	36
Education (End of)								
15-	6	38	29	17	7	3	44	46
16-19	14	58	19	5	3	1	72	24
20+	23	59	13	3	1	1	82	16
Still Studying	35	57	6	1	0	1	92	7
Socio-professional category								
Self-employed	19	63	14	3	1	0	82	17
Managers	26	62	9	1	1	1	88	10
Other white collars	21	63	12	2	1	1	84	14
Manual workers	16	60	17	4	2	1	76	21
House persons	10	51	23	11	4	1	61	34
Unemployed	18	56	15	4	4	3	74	19
Retired	7	44	29	12	5	3	51	41
Students	34	57	6	1	1	1	91	7
Difficulties paying bills								
Most of the time	16	48	19	12	3	2	64	31
From time to time	15	56	20	5	3	1	71	25
Almost never / Never	19	57	16	5	2	1	76	21
Use of the Internet								
Everyday	20	61	14	3	1	1	81	17
Often/ Sometimes	3	41	38	11	5	2	44	49
Never	2	22	31	27	13	5	24	58
No Internet access (SPONTANEOUS)	0	6	20	49	19	6	6	69

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

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

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

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

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

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

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

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

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

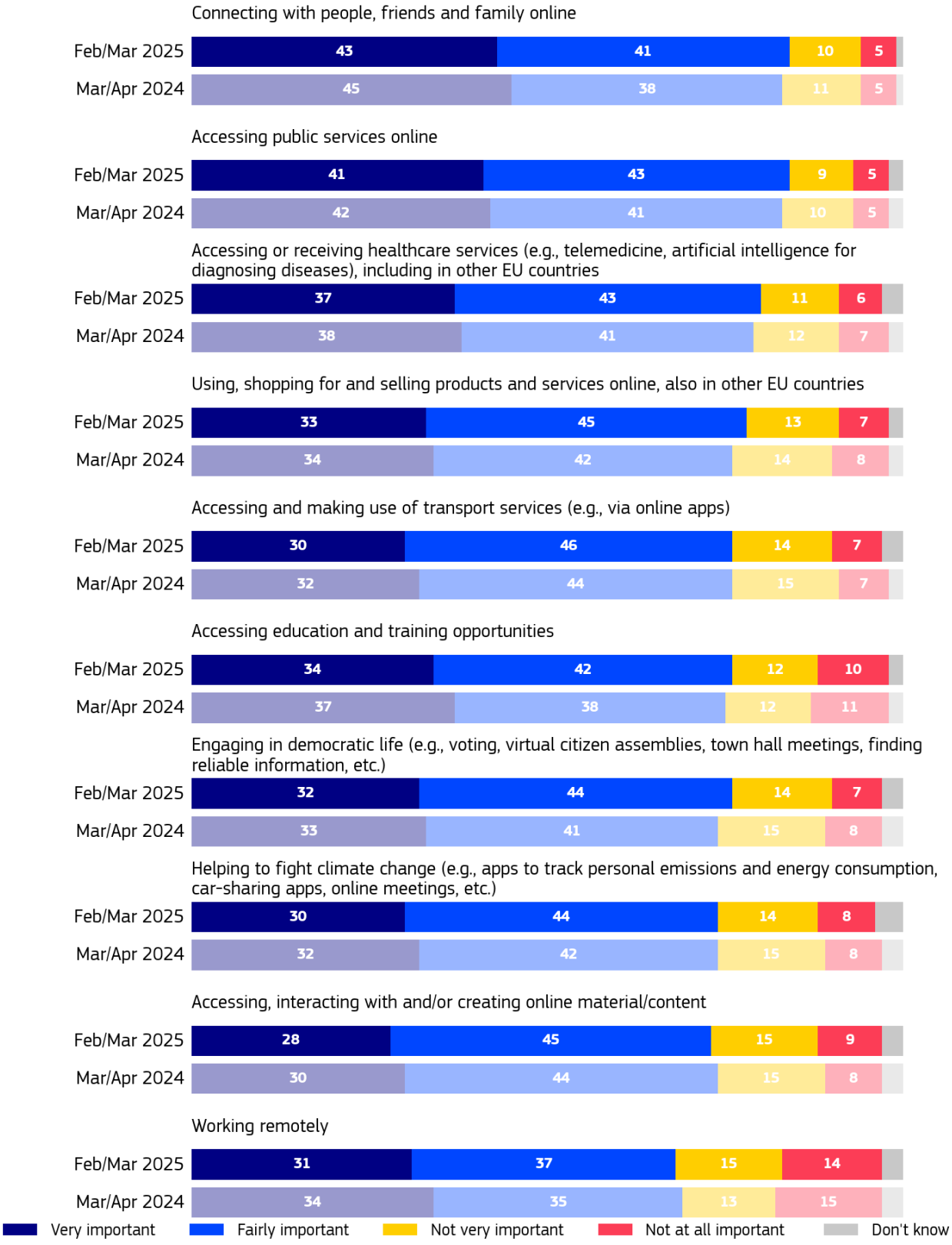
Similarly (76%, +2 pp) think that by 2030 digital technologies will be important for **engaging in democratic life** (e.g., voting, virtual citizen assemblies/town hall meetings, finding reliable information, etc.), with one in three (32%, -1 pp) saying it will be very important.

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

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

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

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



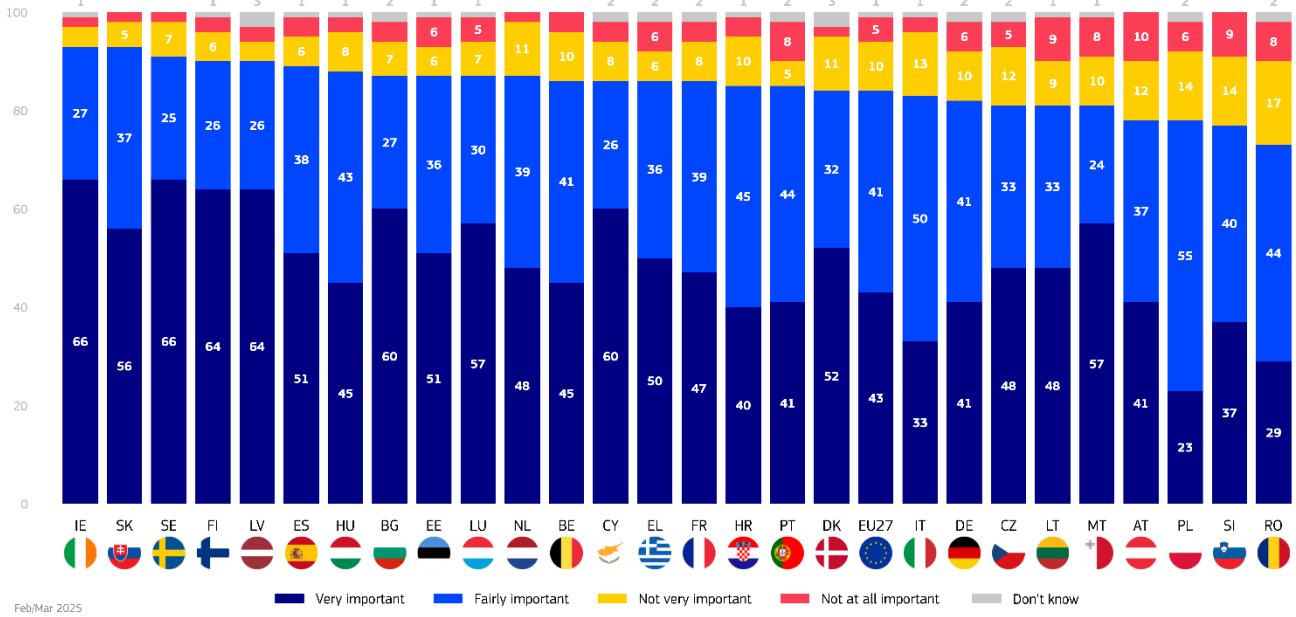
Feb/Mar 2025

CONNECTING WITH PEOPLE, FRIENDS AND FAMILY ONLINE

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

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

QE1.9: How important do you think digital technologies will be for the following areas of your daily life by 2030? - Connecting with people, friends and family online (%)



Feb/Mar 2025

QE1.9: How important do you think digital technologies will be for the following areas of your daily life by 2030? - Connecting with people, friends and family online (%)

		EU27	DE	SI	SK	DK	FI	IE	EE	IT	PT	RO	EL	ES	FR	BE	BG	CY	LV	NL	SE	CZ	HR	HU	AT	LT	LU	PL	MT
Total 'Important'	Feb/Mar 2025	84	82	77	93	84	90	93	87	83	85	73	86	89	86	86	87	86	90	87	91	81	85	88	78	81	87	78	81
	Δ Mar/Apr 2024	▲1	▲4	▲4	▲4	▲3	▲3	▲3	▲2	▲2	▲2	▲2	▲1	▲1	▲1	=	=	=	=	=	=	▼2	▼2	▼2	▼3	▼3	▼3	▼4	▼5
Total 'Not important'	Feb/Mar 2025	15	16	23	7	13	9	6	12	16	13	25	12	10	12	14	11	12	7	13	9	17	14	11	22	18	12	20	18
	Δ Mar/Apr 2024	▼1	▼3	▼4	▼3	▼5	▼4	▼3	▼2	▼2	▼2	▼2	▼2	▼1	▼1	▲1	=	=	▼2	▲1	▲1	▲1	▲3	▲2	▲4	▲3	▲3	▲4	▲6
Don't know	Feb/Mar 2025	1	2	0	0	3	1	1	1	1	2	2	2	1	2	0	2	2	3	0	0	2	1	1	0	1	1	2	1
	Δ Mar/Apr 2024	=	▼1	=	▼1	▲2	▲1	=	=	=	=	=	▲1	=	=	▼1	=	=	▲2	▼1	▼1	▲1	▼1	=	▼1	=	=	=	▼1

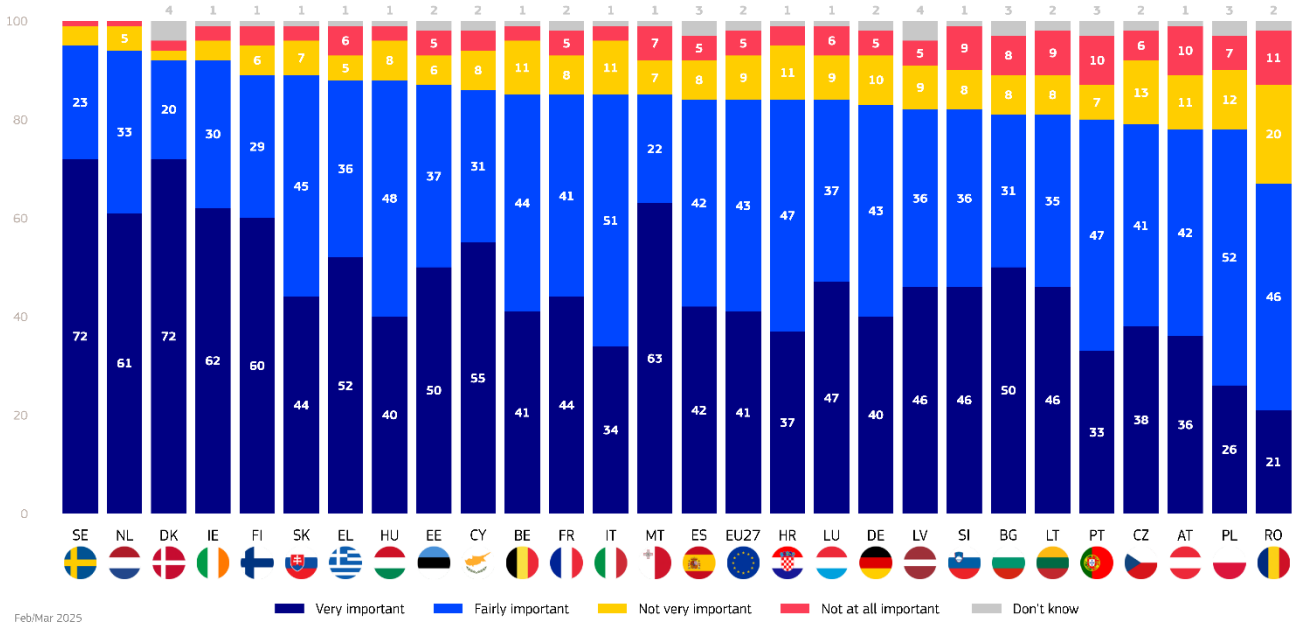
Feb/Mar 2025

ACCESSING PUBLIC SERVICES ONLINE

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

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

QE1.10: How important do you think digital technologies will be for the following areas of your daily life by 2030? - Accessing public services online (%)



Feb/Mar 2025

QE1.10: How important do you think digital technologies will be for the following areas of your daily life by 2030? - Accessing public services online (%)

		EU27	SK	EL	FR	NL	RO	IE	IT	PT	LV	MT	SE	BG	DE	EE	ES	AT	BE	CY	FI	LT	SI	DK	HR	HU	PL	CZ	LU
Total 'Important'	Feb/Mar 2025	84	89	88	85	94	67	92	85	80	82	85	95	81	83	87	84	78	85	86	89	81	82	92	84	88	78	79	84
	Δ Mar/Apr 2024	▲1	▲5	▲4	▲3	▲3	▲3	▲2	▲2	▲2	▲1	▲1	▲1	=	=	=	=	▼1	▼1	▼1	▼1	▼1	▼1	▼2	▼2	▼3	▼4	▼5	▼6
Total 'Not important'	Feb/Mar 2025	14	10	11	13	6	31	7	14	17	14	14	5	16	15	11	13	21	14	12	10	17	17	4	15	11	19	19	15
	Δ Mar/Apr 2024	▼1	▼5	▼3	▼2	▼2	▼3	▼2	▼2	▼2	▼3	=	=	▲1	▲1	▼1	▼2	▲1	▲1	▲1	▲1	=	▲1	▼1	▲3	▲3	▲2	▲5	▲6
Don't know	Feb/Mar 2025	2	1	1	2	0	2	1	1	3	4	1	0	3	2	2	3	1	1	2	1	2	1	4	1	1	3	2	1
	Δ Mar/Apr 2024	=	=	▼1	▼1	▼1	=	=	=	=	▲2	▼1	▼1	▼1	▼1	▲1	▲2	=	=	=	=	▲1	=	▲3	▼1	=	▲2	=	=

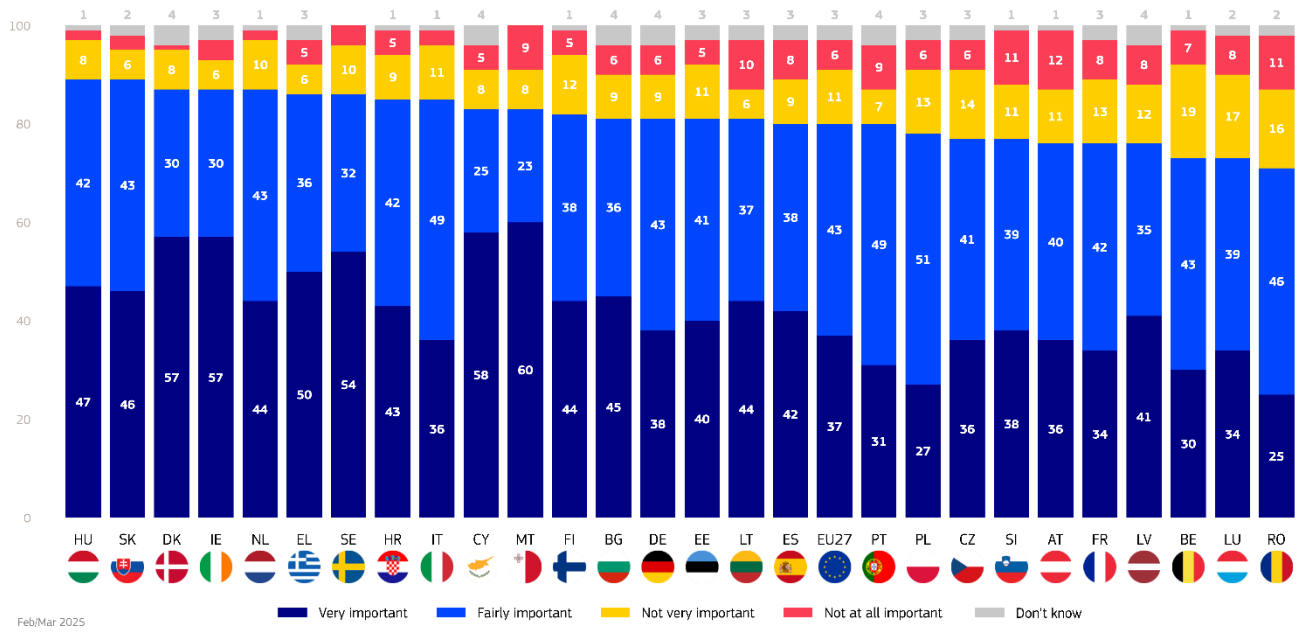
Feb/Mar 2025

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

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

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

QE1.6: How important do you think digital technologies will be for the following areas of your daily life by 2030? - Accessing or receiving healthcare services (e.g., telemedicine, artificial intelligence for diagnosing diseases), including in other EU countries (%)



Feb/Mar 2025

QE1.6: How important do you think digital technologies will be for the following areas of your daily life by 2030? - Accessing or receiving healthcare services (e.g., telemedicine, artificial intelligence for diagnosing diseases), including in other EU countries (%)

		EU27	RO	LU	AT	FR	IT	SK	DE	EE	EL	PT	IE	MT	SE	BG	ES	FI	NL	HR	SI	CY	CZ	DK	HU	LT	PL	LV	BE
Total 'Important'	Feb/Mar 2025	80	71	73	76	76	85	89	81	81	86	80	87	83	86	81	80	82	87	85	77	83	77	87	89	81	78	76	73
	Δ Mar/Apr 2024	▲1	▲9	▲5	▲4	▲4	▲4	▲4	▲3	▲3	▲3	▲3	▲2	▲2	▲2	▲1	▲1	▲1	▲1	=	▼1	▼2	▼2	▼2	▼2	▼2	▼2	▼5	▼8
Total 'Not important'	Feb/Mar 2025	17	27	25	23	21	14	9	15	16	11	16	10	17	14	15	17	17	12	14	22	13	20	9	10	16	19	20	26
	Δ Mar/Apr 2024	▼2	▼7	▼3	▼3	▼2	▼4	▼4	▼3	▼2	▼3	▼3	▼2	▲1	▼1	=	▼3	▼1	▼1	▲1	▲1	▲1	▲1	▼1	▲3	▲1	▲1	▲4	▲8
Don't know	Feb/Mar 2025	3	2	2	1	3	1	2	4	3	3	4	3	0	0	4	3	1	1	1	1	4	3	4	1	3	3	4	1
	Δ Mar/Apr 2024	▲1	▼2	▼2	▼1	▼2	=	=	=	▼1	=	=	=	▼3	▼1	▼1	▲2	=	=	▼1	=	▲1	▲1	▲3	▼1	▲1	▲1	▲1	=

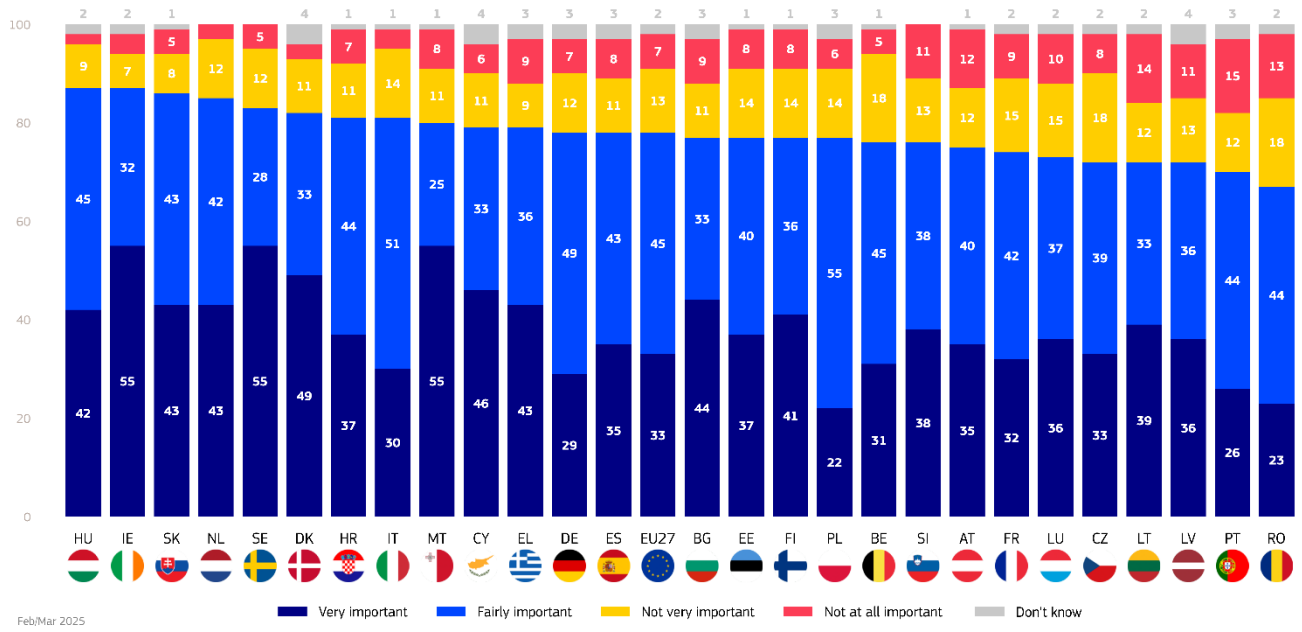
Feb/Mar 2025

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

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

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

QE1.8: How important do you think digital technologies will be for the following areas of your daily life by 2030? - Using, shopping for and selling products and services online, also in other EU countries (%)



QE1.8: How important do you think digital technologies will be for the following areas of your daily life by 2030? - Using, shopping for and selling products and services online, also in other EU countries (%)

		EU27	SK	EL	IT	RO	DE	EE	NL	PT	ES	IE	FI	FR	SE	SI	BG	CY	LT	AT	DK	HR	HU	PL	BE	LV	MT	CZ	LU
Total 'Important'	Feb/Mar 2025	78	86	79	81	67	78	77	85	70	78	87	77	74	83	76	77	79	72	75	82	81	87	77	76	72	80	72	73
	Δ Mar/Apr 2024	▲2	▲8	▲6	▲6	▲5	▲3	▲3	▲3	▲3	▲2	▲2	▲1	▲1	▲1	▲1	=	=	=	▼2	▼2	▼2	▼2	▼2	▼5	▼5	▼5	▼6	▼8
Total 'Not important'	Feb/Mar 2025	20	13	18	18	31	19	22	15	27	19	11	22	24	17	24	20	17	26	24	14	18	11	20	23	24	19	26	25
	Δ Mar/Apr 2024	▼2	▼8	▼7	▼6	▼4	▼3	▼3	▼2	▼2	▼4	▼3	▼1	=	▼1	▼1	▲1	▼2	=	▲2	▼1	▲3	▲2	▲1	▲4	▲3	▲6	▲6	▲7
Don't know	Feb/Mar 2025	2	1	3	1	2	3	1	0	3	3	2	1	2	0	0	3	4	2	1	4	1	2	3	1	4	1	2	2
	Δ Mar/Apr 2024	=	=	▲1	=	▼1	=	=	▼1	▼1	▲2	▲1	=	▼1	=	=	▼1	▲2	=	=	▲3	▼1	=	▲1	▲1	▲2	▼1	=	▲1

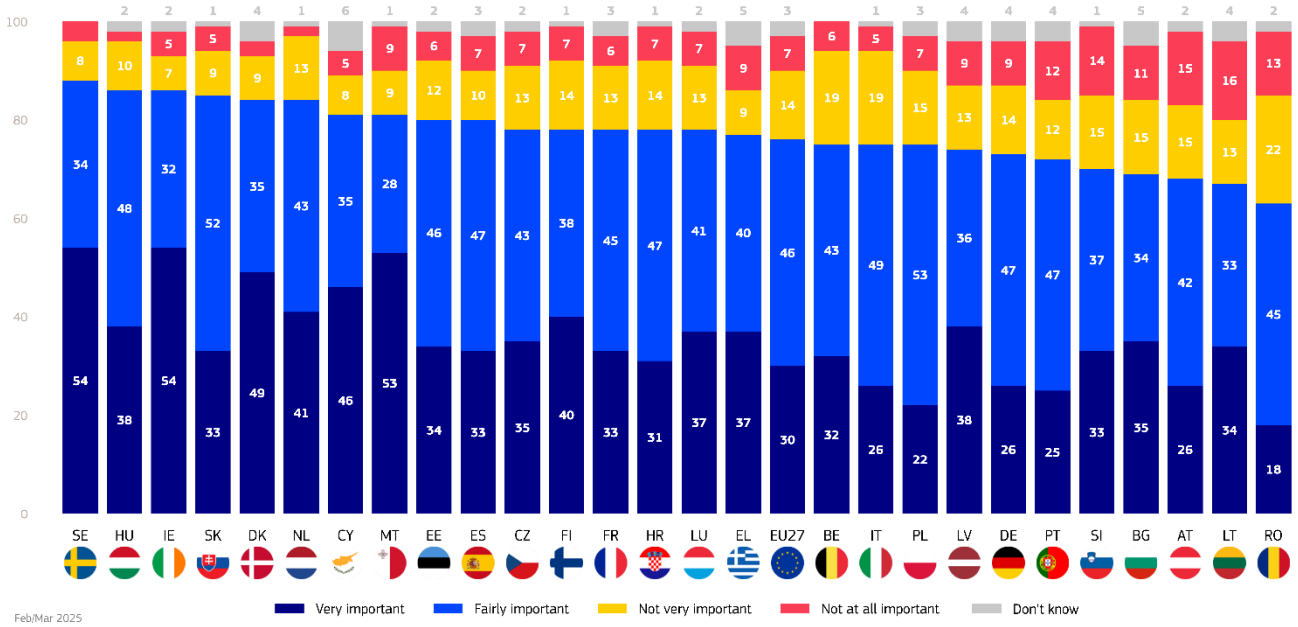
Feb/Mar 2025

ACCESSING AND MAKING USE OF TRANSPORT SERVICES

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

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

QE1.7: How important do you think digital technologies will be for the following areas of your daily life by 2030? - Accessing and making use of transport services (e.g., via online apps) (%)



Feb/Mar 2025

QE1.7: How important do you think digital technologies will be for the following areas of your daily life by 2030? - Accessing and making use of transport services (e.g., via online apps) (%)

		EU27	PT	EL	SK	FR	CY	EE	ES	IE	RO	AT	IT	SE	HR	NL	CZ	DK	SI	DE	FI	LT	MT	PL	HU	LU	LV	BG	BE
Total 'Important'	Feb/Mar 2025	76	72	77	85	78	81	80	80	86	63	68	75	88	78	84	78	84	70	73	78	67	81	75	86	78	74	69	75
	Δ Mar/Apr 2024	=	▲14	▲5	▲5	▲4	▲3	▲3	▲3	▲3	▲3	▲2	▲1	▲1	=	=	▼1	▼1	▼1	▼2	▼2	▼2	▼2	▼2	▼3	▼3	▼3	▼4	▼7
Total 'Not important'	Feb/Mar 2025	21	24	18	14	19	13	18	17	12	35	30	24	12	21	15	20	12	29	23	21	29	18	22	12	20	22	26	25
	Δ Mar/Apr 2024	▼1	▼13	▼5	▼5	▼3	▼5	▼3	▼5	▼3	▼2	▼1	▼1	=	▲1	▼1	▲1	▼2	=	▲1	▲2	=	▲3	▲1	▲2	▲3	▲2	▲3	▲8
Don't know	Feb/Mar 2025	3	4	5	1	3	6	2	3	2	2	2	1	0	1	1	2	4	1	4	1	4	1	3	2	2	4	5	0
	Δ Mar/Apr 2024	▲1	▼1	=	=	▼1	▲2	=	▲2	=	▼1	▼1	=	▼1	▼1	▲1	=	▲3	▲1	▲1	=	▲2	▼1	▲1	▲1	=	▲1	▲1	▼1

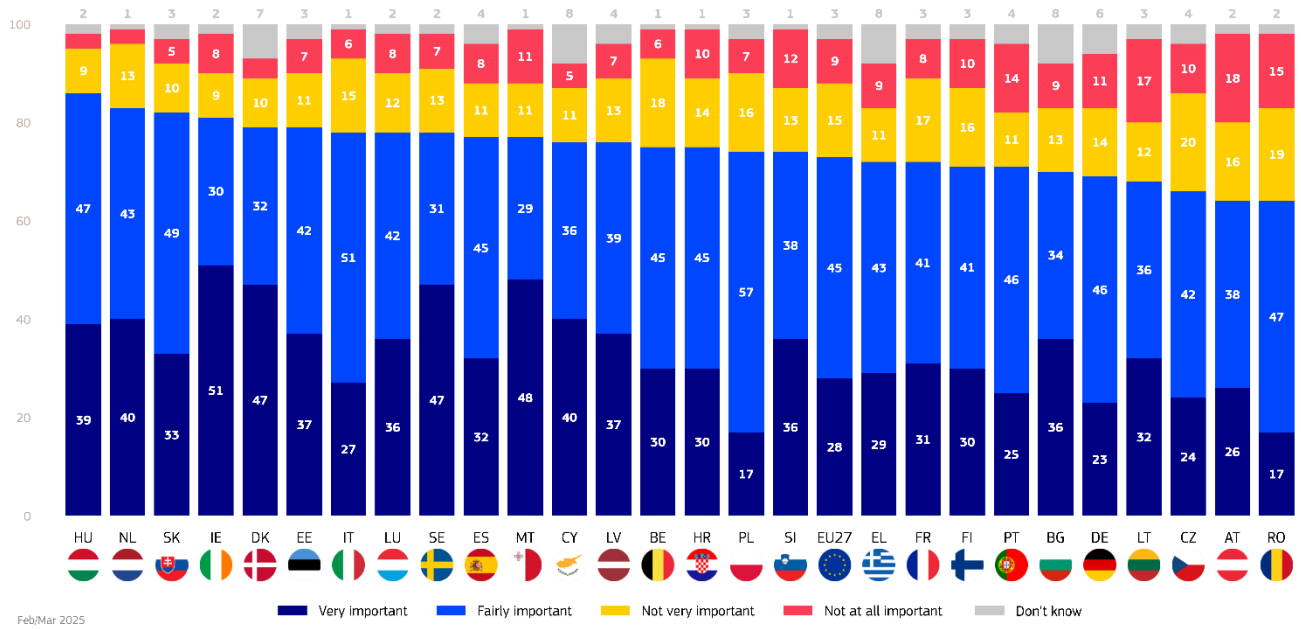
Feb/Mar 2025

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

A national analysis shows that in Hungary (86%), the Netherlands (83%), Slovakia (82%) and Ireland (81%) more than eight in ten respondents think that digital technologies will be important in **accessing, interacting with and/or creating online material/content** by 2030. Respondents are least likely to think this in Romania and Austria (both 64%) and Czechia (66%).

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

QE1.3: How important do you think digital technologies will be for the following areas of your daily life by 2030? - Accessing, interacting with and/or creating online material/content (%)



Feb/Mar 2025

QE1.3: How important do you think digital technologies will be for the following areas of your daily life by 2030? - Accessing, interacting with and/or creating online material/content (%)

		EU27	SK	NL	RO	EL	IT	LV	EE	PT	CY	ES	DE	HR	IE	LT	DK	AT	MT	SE	SI	BE	FI	HU	PL	BG	CZ	FR	LU
Total 'Important'	Feb/Mar 2025	73	82	83	64	72	78	76	79	71	76	77	69	75	81	68	79	64	77	78	74	75	71	85	74	70	66	72	78
	Δ Mar/Apr 2024	▼1	▲8	▲6	▲5	▲4	▲3	▲3	▲2	▲2	▲1	▲1	=	=	=	=	▼1	▼2	▼2	▼2	▼2	▼3	▼3	▼3	▼3	▼4	▼5	▼5	▼5
Total 'Not important'	Feb/Mar 2025	24	15	16	34	20	21	20	18	25	16	19	25	24	17	29	14	34	22	20	25	24	26	12	23	22	30	25	20
	Δ Mar/Apr 2024	▲1	▼7	▼6	▼4	▼6	▼3	▼3	▼3	▼2	▼2	▼4	=	▲2	▲1	=	▼3	▲4	▲5	▲1	▲2	▲3	▲2	▲3	▲2	▲2	▲5	▲7	▲6
Don't know	Feb/Mar 2025	3	3	1	2	8	1	4	3	4	8	4	6	1	2	3	7	2	1	2	1	1	3	2	3	8	4	3	2
	Δ Mar/Apr 2024	=	▼1	=	▼1	▲2	=	=	▲1	=	▲1	▲3	=	▼2	▼1	=	▲4	▼2	▼3	▲1	=	=	▲1	=	▲1	▲2	=	▼2	▼1

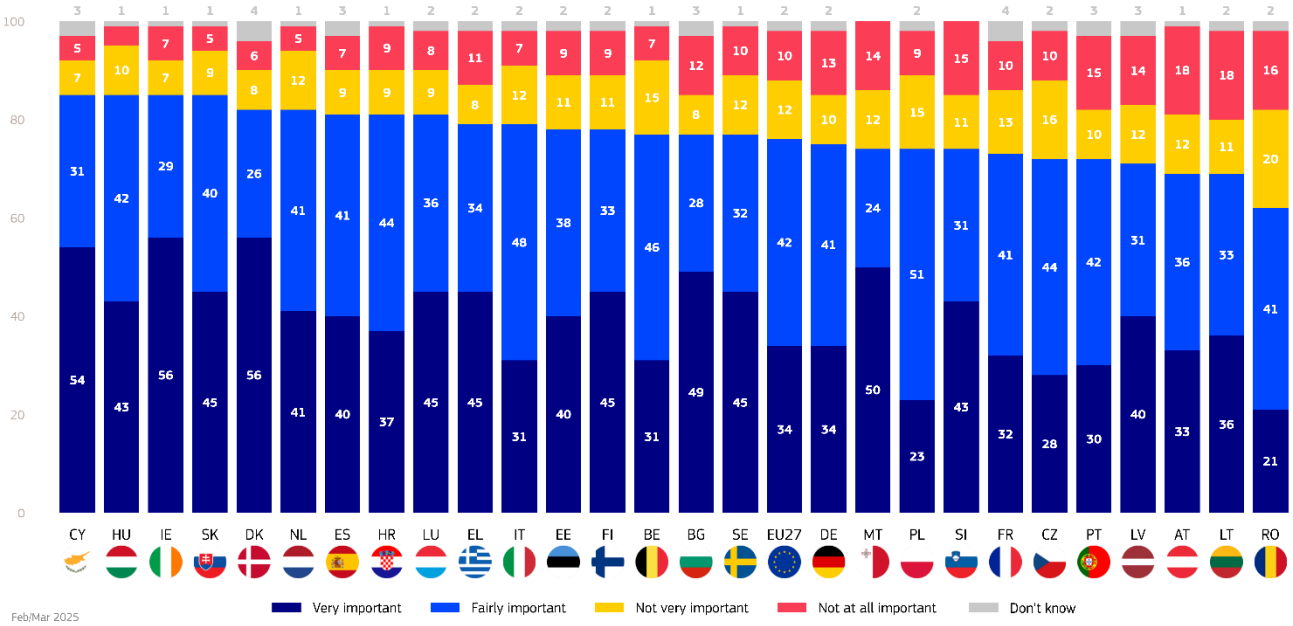
Feb/Mar 2025

ACCESSING EDUCATION AND TRAINING OPPORTUNITIES

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

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

QE1.4: How important do you think digital technologies will be for the following areas of your daily life by 2030? - Accessing education and training opportunities (%)



Feb/Mar 2025

QE1.4: How important do you think digital technologies will be for the following areas of your daily life by 2030? - Accessing education and training opportunities (%)

		EU27	PT	SK	EL	SE	FI	IE	IT	EE	HR	LV	NL	RO	BG	ES	FR	LT	DK	DE	HU	AT	CY	LU	PL	CZ	SI	BE	MT
Total 'Important'	Feb/Mar 2025	76	72	85	79	77	78	85	79	78	81	71	82	62	77	81	73	69	82	75	85	69	85	81	74	72	74	77	74
	Δ Mar/Apr 2024	▲1	▲10	▲7	▲5	▲4	▲3	▲3	▲3	▲2	▲2	▲2	▲2	▲2	▲1	▲1	▲1	▲1	=	▼1	▼1	▼2	▼2	▼2	▼2	▼4	▼4	▼5	▼9
Total 'Not important'	Feb/Mar 2025	22	25	14	19	22	20	14	19	20	18	26	17	36	20	16	23	29	14	23	14	30	12	17	24	26	26	22	26
	Δ Mar/Apr 2024	▼1	▼9	▼7	▼5	▼4	▼4	▼3	▼4	▼1	▼1	▼3	▼2	▼2	▼1	▼3	=	▼1	▼3	▲2	▲1	▲3	▲1	▲2	▲2	▲4	▲4	▲5	▲12
Don't know	Feb/Mar 2025	2	3	1	2	1	2	1	2	2	1	3	1	2	3	3	4	2	4	2	1	1	3	2	2	2	0	1	0
	Δ Mar/Apr 2024	=	▼1	=	=	=	▲1	=	▲1	▼1	▼1	▲1	=	=	=	▲2	▼1	=	▲3	▼1	=	▼1	▲1	=	=	=	=	=	▼3

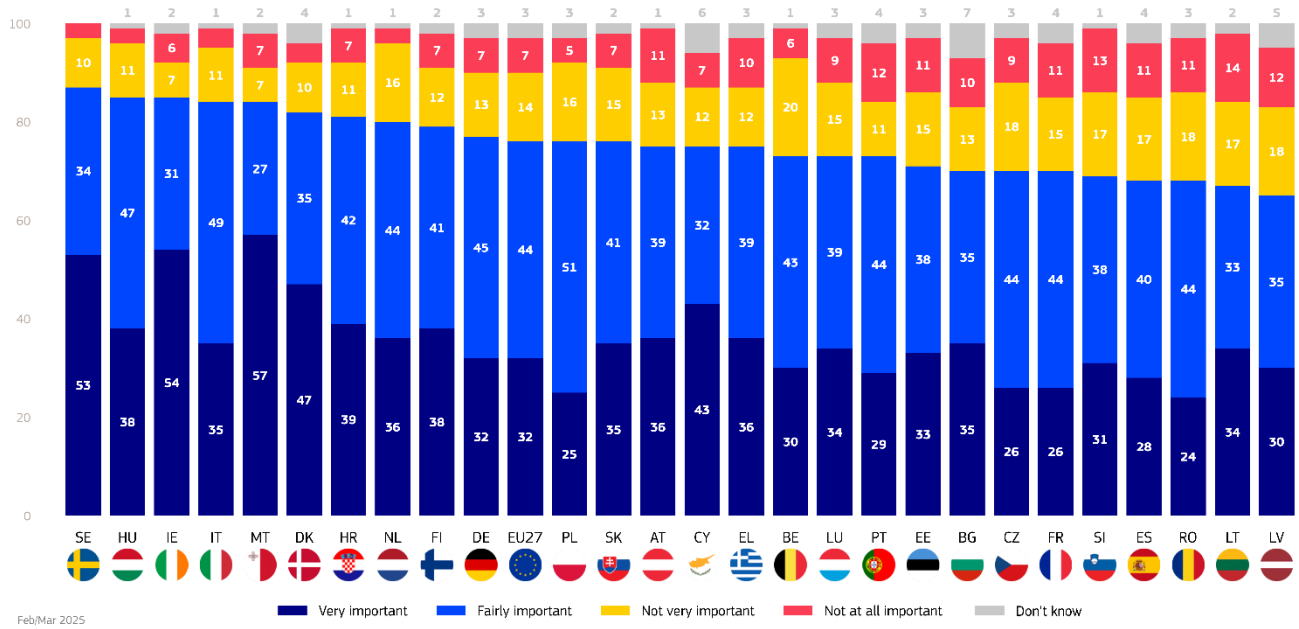
Feb/Mar 2025

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

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

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

QE1.5: How important do you think digital technologies will be for the following areas of your daily life by 2030? - Engaging in democratic life (e.g., voting, virtual citizen assemblies, town hall meetings, finding reliable information, etc.) (%)



Feb/Mar 2025

QE1.5: How important do you think digital technologies will be for the following areas of your daily life by 2030? - Engaging in democratic life (e.g., voting, virtual citizen assemblies, town hall meetings, finding reliable information, etc.) (%)

		EU27	MT	EL	RO	IE	FI	DE	DK	FR	IT	SI	EE	AT	HR	PT	SK	NL	SE	CY	CZ	ES	PL	HU	LV	BG	LT	LU	BE
Total 'Important'	Feb/Mar 2025	76	84	75	68	85	79	77	82	70	84	69	71	75	81	73	76	80	87	75	70	68	76	85	65	70	67	73	73
	Δ Mar/Apr 2024	▲2	▲8	▲7	▲7	▲5	▲4	▲3	▲3	▲3	▲3	▲3	▲2	=	=	=	=	▼1	▼1	▼2	▼2	▼2	▼2	▼3	▼3	▼5	▼5	▼5	▼7
Total 'Not important'	Feb/Mar 2025	21	14	22	29	13	19	20	14	26	15	30	26	24	18	23	22	19	13	19	27	28	21	14	30	23	31	24	26
	Δ Mar/Apr 2024	▼2	▼7	▼8	▼7	▼5	▼5	▼3	▼6	▼2	▼3	▼3	▼2	▲1	▲1	=	▼1	▲1	▲1	▼1	▲2	=	▲1	▲4	=	▲3	▲5	▲4	▲7
Don't know	Feb/Mar 2025	3	2	3	3	2	2	3	4	4	1	1	3	1	1	4	2	1	0	6	3	4	3	1	5	7	2	3	1
	Δ Mar/Apr 2024	=	▼1	▲1	=	=	▲1	=	▲3	▼1	=	=	=	▼1	▼1	=	▲1	=	=	▲3	=	▲2	▲1	▼1	▲3	▲2	=	▲1	=

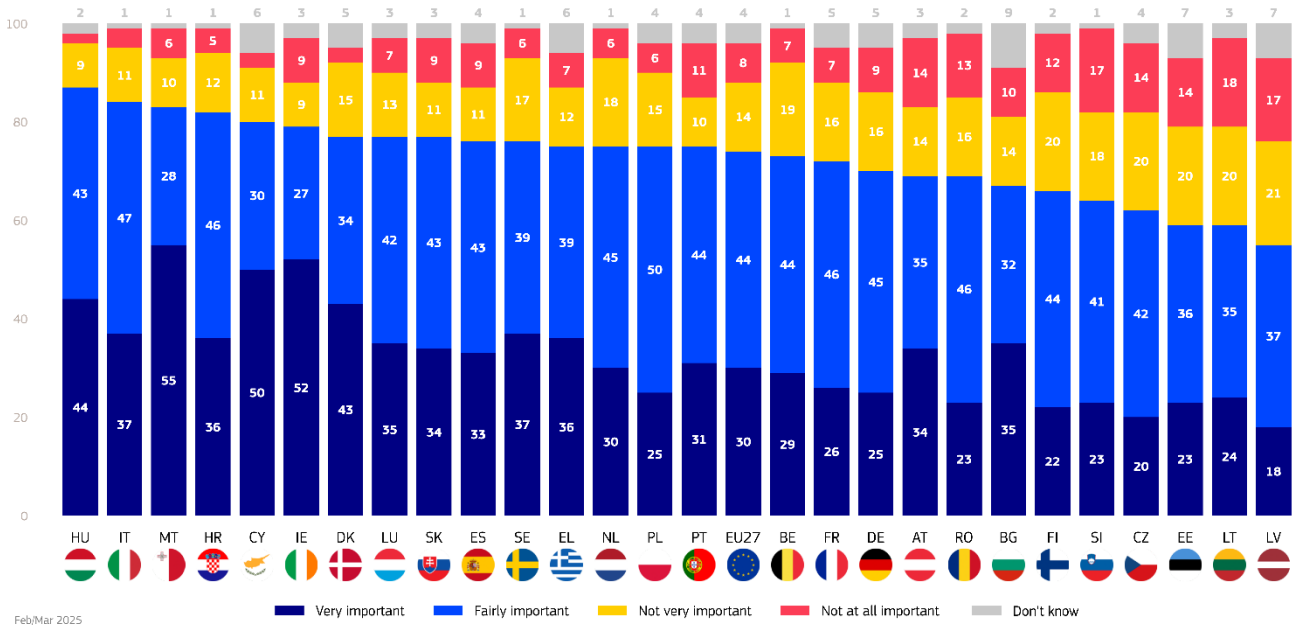
Feb/Mar 2025

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

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

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

QE1.2: How important do you think digital technologies will be for the following areas of your daily life by 2030? - Helping to fight climate change (e.g., apps to track personal emissions and energy consumption, car-sharing apps, online meetings, etc.) (%)



Feb/Mar 2025

QE1.2: How important do you think digital technologies will be for the following areas of your daily life by 2030? - Helping to fight climate change (e.g., apps to track personal emissions and energy consumption, car-sharing apps, online meetings, etc.) (%)

		EU27	PT	RO	MT	EL	ES	IT	NL	SK	AT	CZ	HR	FR	IE	LV	EE	LU	CY	DE	FI	HU	PL	SE	SI	BE	LT	DK	BG
Total 'Important'	Feb/Mar 2025	74	75	69	83	75	76	84	75	77	69	62	82	72	79	55	59	77	80	70	66	87	75	76	64	73	59	77	67
	Δ Mar/Apr 2024	=	▲18	▲8	▲5	▲4	▲4	▲3	▲3	▲3	▲1	▲1	▲1	=	=	=	▼1	▼1	▼2	▼2	▼2	▼2	▼3	▼3	▼3	▼4	▼5	▼6	▼7
Total 'Not important'	Feb/Mar 2025	22	21	29	16	19	20	15	24	20	28	34	17	23	18	38	34	20	14	25	32	11	21	23	35	26	38	18	24
	Δ Mar/Apr 2024	▼1	▼17	▼6	▼3	▼5	▼6	▼2	▼3	▼3	=	▼2	=	▲3	▲1	=	▼1	▲1	▼1	▲2	▲2	▲2	▲1	▲2	▲3	▲4	▲5	▲3	▲5
Don't know	Feb/Mar 2025	4	4	2	1	6	4	1	1	3	3	4	1	5	3	7	7	3	6	5	2	2	4	1	1	1	3	5	9
	Δ Mar/Apr 2024	▲1	▼1	▼2	▼2	▲1	▲2	▼1	=	=	▼1	▲1	▼1	▼3	▼1	=	▲2	=	▲3	=	=	=	▲2	▲1	=	=	=	▲3	▲2

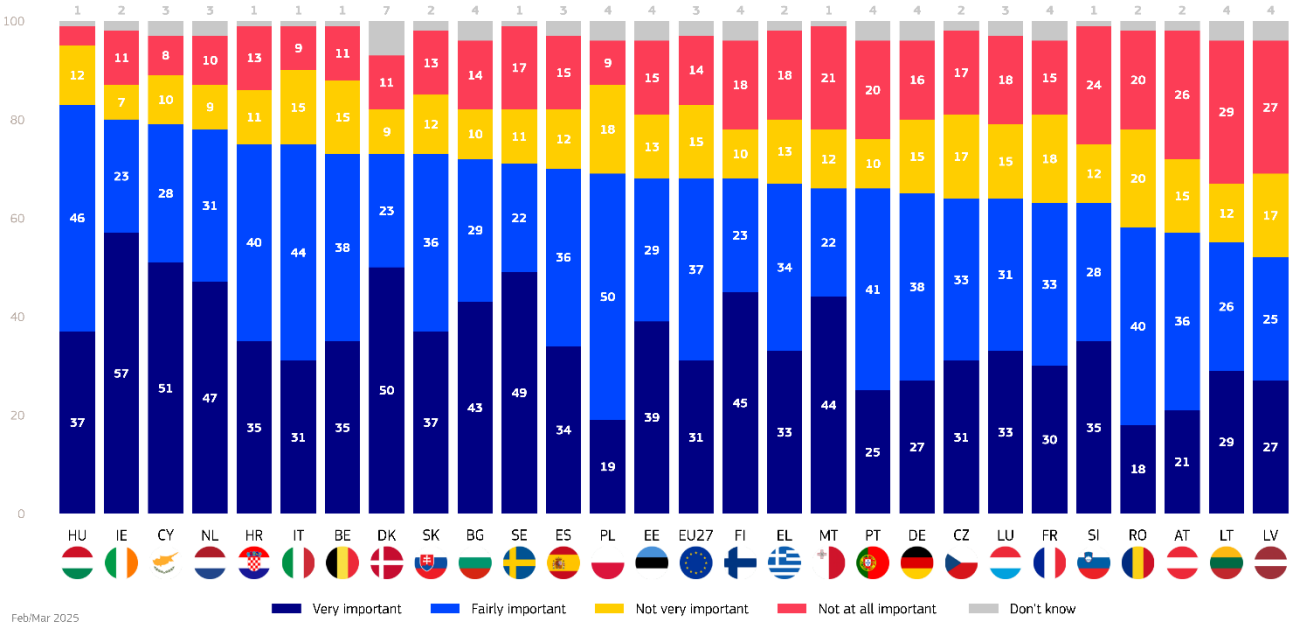
Feb/Mar 2025

WORKING REMOTELY

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

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

QE1.1: How important do you think digital technologies will be for the following areas of your daily life by 2030? - Working remotely (%)



Feb/Mar 2025

QE1.1: How important do you think digital technologies will be for the following areas of your daily life by 2030? - Working remotely (%)

		EU27	PT	SK	EL	NL	FI	IT	RO	BG	IE	ES	EE	HR	SE	DE	PL	CY	DK	LT	SI	BE	CZ	HU	LV	MT	FR	AT	LU
Total 'Important'	Feb/Mar 2025	68	66	73	67	78	68	75	58	72	80	70	68	75	71	65	69	79	73	55	63	73	64	83	52	66	63	57	64
	Δ Mar/Apr 2024	▼1	▲10	▲6	▲5	▲5	▲3	▲3	▲2	▲1	▲1	=	▼1	▼1	▼1	▼2	▼2	▼3	▼3	▼3	▼3	▼4	▼4	▼4	▼5	▼5	▼6	▼7	▼13
Total 'Not important'	Feb/Mar 2025	29	30	25	31	19	28	24	40	24	18	27	28	24	28	31	27	18	20	41	36	26	34	16	44	33	33	41	33
	Δ Mar/Apr 2024	▲1	▼9	▼4	▼5	▼6	▼5	▼3	▼1	▼1	▼2	▼2	=	▲2	▲1	▲3	▼1	▲2	▼3	▲1	▲2	▲4	▲5	▲4	▲3	▲7	▲7	▲8	▲11
Don't know	Feb/Mar 2025	3	4	2	2	3	4	1	2	4	2	3	4	1	1	4	4	3	7	4	1	1	2	1	4	1	4	2	3
	Δ Mar/Apr 2024	=	▼1	▼2	=	▲1	▲2	=	▼1	=	▲1	▲2	▲1	▼1	=	▼1	▲3	▲1	▲6	▲2	▲1	=	▼1	=	▲2	▼2	▼1	▼1	▲2

Feb/Mar 2025

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

	Accessing public services online		Connecting with people, friends and family online		Accessing or receiving healthcare services, including in other EU countries		Using, shopping for and selling products and services online, also in other EU countries		Accessing education and training opportunities	
	Total 'Important'	Total 'Not important'	Total 'Important'	Total 'Not important'	Total 'Important'	Total 'Not important'	Total 'Important'	Total 'Not important'	Total 'Important'	Total 'Not important'
EU27	84	14	84	15	80	17	78	20	76	22
Gender										
Man	86	13	85	14	82	16	79	19	78	20
Woman	82	16	83	15	79	18	76	21	75	22
Age-4										
15-24	91	8	93	6	88	11	90	9	91	8
25-39	91	8	90	9	86	12	87	12	88	11
40-54	89	10	88	11	85	14	84	15	83	16
55+	74	23	75	22	72	23	64	32	62	34
Education (End of)										
15-	60	34	65	30	61	32	52	41	53	41
16-19	83	15	83	15	80	17	77	21	75	23
20+	91	8	89	10	86	13	84	15	84	15
Still Studying	93	6	94	6	91	8	94	6	95	4
Socio-professional category										
Self-employed	89	10	86	13	85	14	83	16	82	17
Managers	91	8	88	11	89	9	89	10	89	10
Other white collars	92	7	89	11	88	11	87	12	85	14
Manual workers	86	13	86	13	82	16	81	18	79	20
House persons	75	21	80	17	75	19	72	23	69	26
Unemployed	88	10	88	11	75	23	80	18	82	17
Retired	69	26	72	24	68	27	58	37	56	39
Students	93	6	95	5	90	9	93	7	94	5
Difficulties paying bills										
Most of the time	77	20	78	20	76	20	73	24	69	29
From time to time	81	17	82	16	80	17	76	21	75	22
Almost never / Never	85	13	85	13	81	16	79	19	78	20
Use of the Internet										
Everyday	90	9	89	10	85	13	83	16	82	17
Often/ Sometimes	68	30	72	26	69	27	56	40	59	38
Never	37	51	40	48	41	45	33	54	36	52
No Internet access (SPONTANEOUS)	15	76	18	72	18	66	16	70	8	82

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

	Engaging in democratic life		Accessing and making use of transport services		Helping to fight climate change		Accessing, interacting with and/or creating online material/content		Working remotely	
	Total 'Important'	Total 'Not important'	Total 'Important'	Total 'Not important'	Total 'Important'	Total 'Not important'	Total 'Important'	Total 'Not important'	Total 'Important'	Total 'Not important'
EU27	76	21	76	21	74	22	73	24	68	29
Gender										
Man	76	22	78	20	75	22	76	22	70	28
Woman	74	22	75	22	74	22	72	24	67	30
Age-4										
15-24	85	14	87	12	84	14	88	11	83	15
25-39	83	16	85	13	82	16	85	14	81	18
40-54	80	18	81	17	80	18	79	19	75	24
55+	66	29	65	31	64	30	60	34	54	41
Education (End of)										
15-	54	39	54	39	55	37	48	43	43	50
16-19	75	22	74	23	73	23	73	24	66	31
20+	83	16	84	15	80	18	81	18	76	22
Still Studying	87	12	90	9	86	12	91	9	88	10
Socio-professional category										
Self-employed	82	17	81	18	80	19	83	16	71	27
Managers	87	12	85	14	86	13	86	12	81	18
Other white collars	84	15	84	15	83	15	83	16	81	18
Manual workers	76	22	78	20	76	21	76	22	70	29
House persons	65	29	67	27	70	23	67	27	65	30
Unemployed	72	26	80	19	68	29	75	23	69	29
Retired	62	33	61	33	60	33	54	39	47	46
Students	87	12	90	9	86	13	90	9	87	11
Difficulties paying bills										
Most of the time	64	33	69	27	64	30	66	29	58	39
From time to time	76	21	74	23	74	22	71	25	68	29
Almost never / Never	76	21	78	20	75	22	76	21	70	27
Use of the Internet										
Everyday	81	17	82	17	79	19	80	18	74	24
Often/ Sometimes	61	35	57	39	60	34	52	41	48	47
Never	36	51	33	54	37	48	28	56	29	58
No Internet access (SPONTANEOUS)	20	71	13	73	18	64	11	70	12	77

3. Improvements facilitating the use of digital technologies

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

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

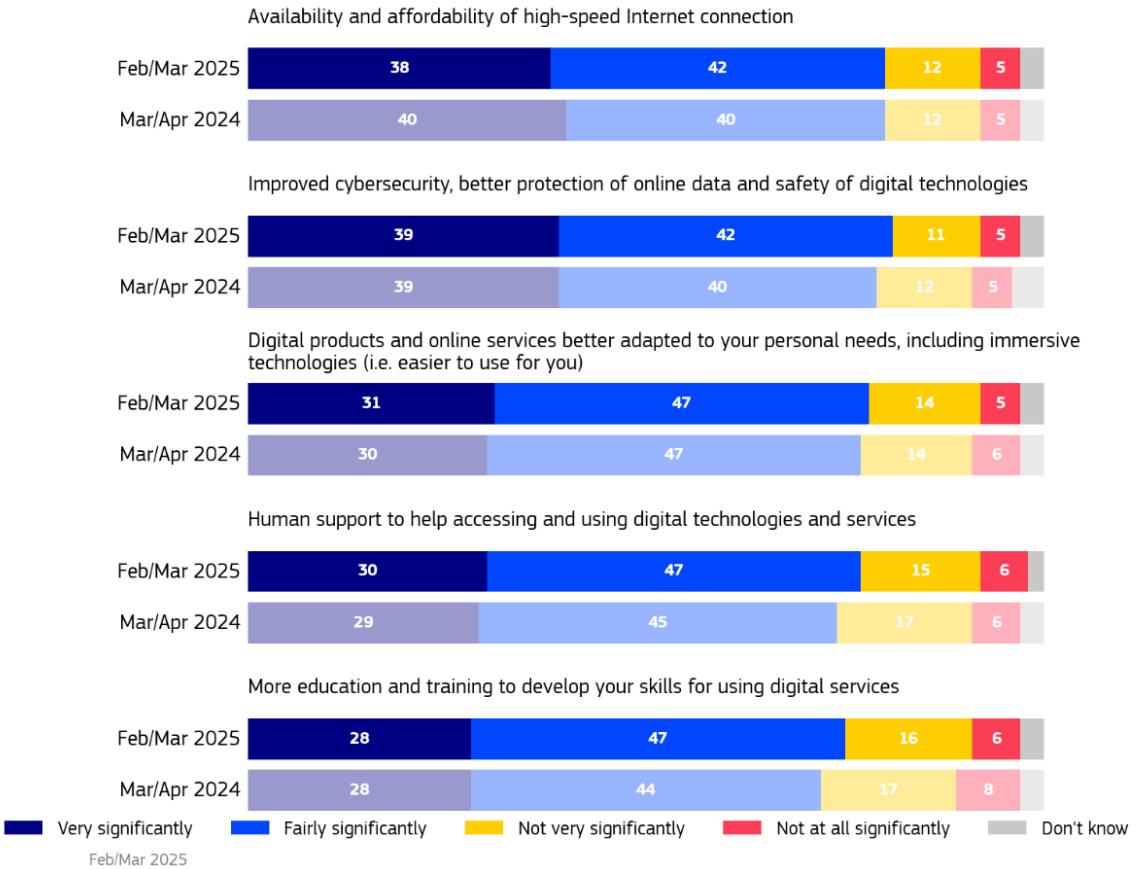
Around eight in ten (81%) expect that **improved cybersecurity, better protection of online data and safety of digital technologies** would significantly facilitate their use of digital technologies, and 39% think it would do so to a very significant extent.

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

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

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

QE3: In your opinion, how significantly would the following improvements facilitate your daily use of digital technologies? (%)

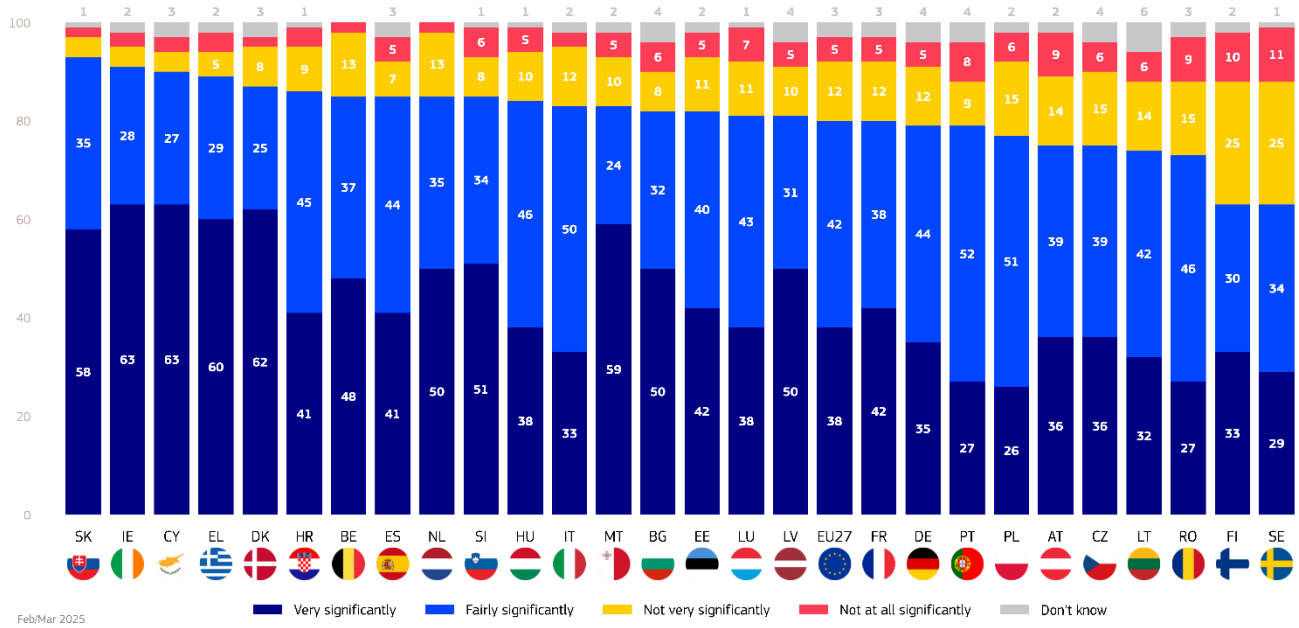


AVAILABILITY AND AFFORDABILITY OF HIGH-SPEED INTERNET CONNECTION

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

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

QE3.1: In your opinion, how significantly would the following improvements facilitate your daily use of digital technologies? - Availability and affordability of high-speed Internet connection (%)



Feb/Mar 2025

QE3.1: In your opinion, how significantly would the following improvements facilitate your daily use of digital technologies? - Availability and affordability of high-speed Internet connection (%)

		EU27	RO	SK	EL	DE	IT	CY	EE	FR	HR	HU	IE	ES	SI	BG	PT	AT	BE	DK	FI	LU	PL	LT	LV	NL	MT	CZ	SE
Total 'Significant'	Feb/Mar 2025	80	73	93	89	79	83	90	82	80	86	84	91	85	85	82	79	75	85	87	63	81	77	74	81	85	83	75	63
	Δ Mar/Apr 2024	=	▲5	▲5	▲4	▲3	▲3	▲2	▲2	▲2	▲2	▲2	▲2	▲1	▲1	=	=	▼1	▼1	▼1	▼3	▼3	▼3	▼4	▼4	▼4	▼6	▼7	▼14
Total 'Not significant'	Feb/Mar 2025	17	24	6	9	17	15	7	16	17	13	15	7	12	14	14	17	23	15	10	35	18	21	20	15	15	15	21	36
	Δ Mar/Apr 2024	=	▼5	▼5	▼4	▼3	▼3	▼4	▼3	▼1	▼2	▼2	▼1	▼3	▼2	▼1	▲1	▲2	▲2	▼1	▲2	▲3	▲4	▲3	▲2	▲4	▲7	▲6	▲13
Don't know	Feb/Mar 2025	3	3	1	2	4	2	3	2	3	1	1	2	3	1	4	4	2	0	3	2	1	2	6	4	0	2	4	1
	Δ Mar/Apr 2024	=	=	=	=	=	=	▲2	▲1	▼1	=	=	▼1	▲2	▲1	▲1	▼1	▼1	▼1	▲2	▲1	=	▼1	▲1	▲2	=	▼1	▲1	▲1

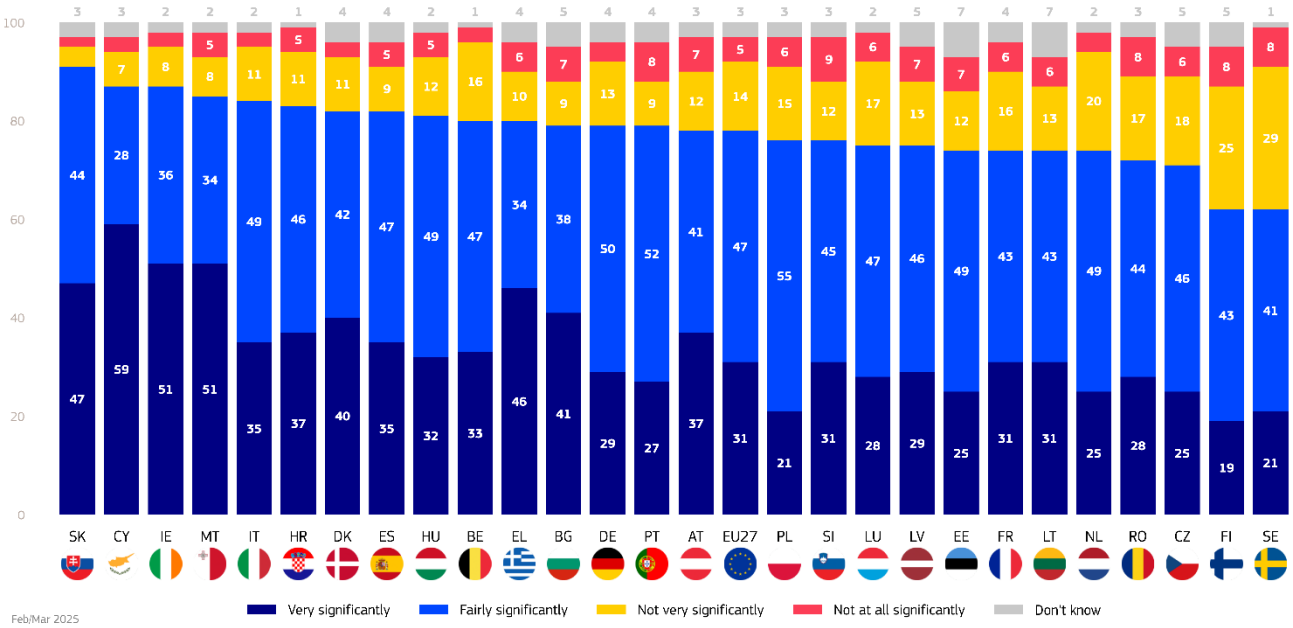
Feb/Mar 2025

DIGITAL PRODUCTS AND ONLINE SERVICES BETTER ADAPTED TO PERSONAL NEEDS

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

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

QE3.2: In your opinion, how significantly would the following improvements facilitate your daily use of digital technologies? - Digital products and online services better adapted to your personal needs, including immersive technologies (i.e. easier to use for you) (%)



Feb/Mar 2025

QE3.2: In your opinion, how significantly would the following improvements facilitate your daily use of digital technologies? - Digital products and online services better adapted to your personal needs, including immersive technologies (i.e. easier to use for you) (%)

		EU27	SK	AT	RO	BG	DE	EE	CY	PT	EL	ES	FR	IE	IT	MT	SI	PL	FI	HR	HU	LT	LV	DK	NL	BE	CZ	LU	SE
Total 'Significant'	Feb/Mar 2025	78	91	78	72	79	79	74	87	79	80	82	74	87	84	85	76	76	62	83	81	74	75	82	74	80	71	75	62
	Δ Mar/Apr 2024	▲1	▲6	▲5	▲5	▲3	▲3	▲3	▲2	▲2	▲1	▲1	▲1	▲1	▲1	▲1	▲1	=	▼1	▼1	▼1	▼1	▼1	▼2	▼3	▼4	▼4	▼5	▼6
Total 'Not significant'	Feb/Mar 2025	19	6	19	25	16	17	19	10	17	16	14	22	11	14	13	21	21	33	16	17	19	20	14	24	19	24	23	37
	Δ Mar/Apr 2024	▼1	▼7	▼3	▼5	▼3	▼2	▼5	▼3	▼1	▼2	▼3	▼1	▲1	▼1	▲1	▼2	▲1	▼1	▲1	▲2	▲2	▲1	=	▲2	▲4	▲3	▲5	▲6
Don't know	Feb/Mar 2025	3	3	3	3	5	4	7	3	4	4	4	4	2	2	2	3	3	5	1	2	7	5	4	2	1	5	2	1
	Δ Mar/Apr 2024	=	▲1	▼2	=	=	▼1	▲2	▲1	▼1	▲1	▲2	=	▼2	=	▼2	▲1	▼1	▲2	=	▼1	▼1	=	▲2	▲1	=	▲1	=	=

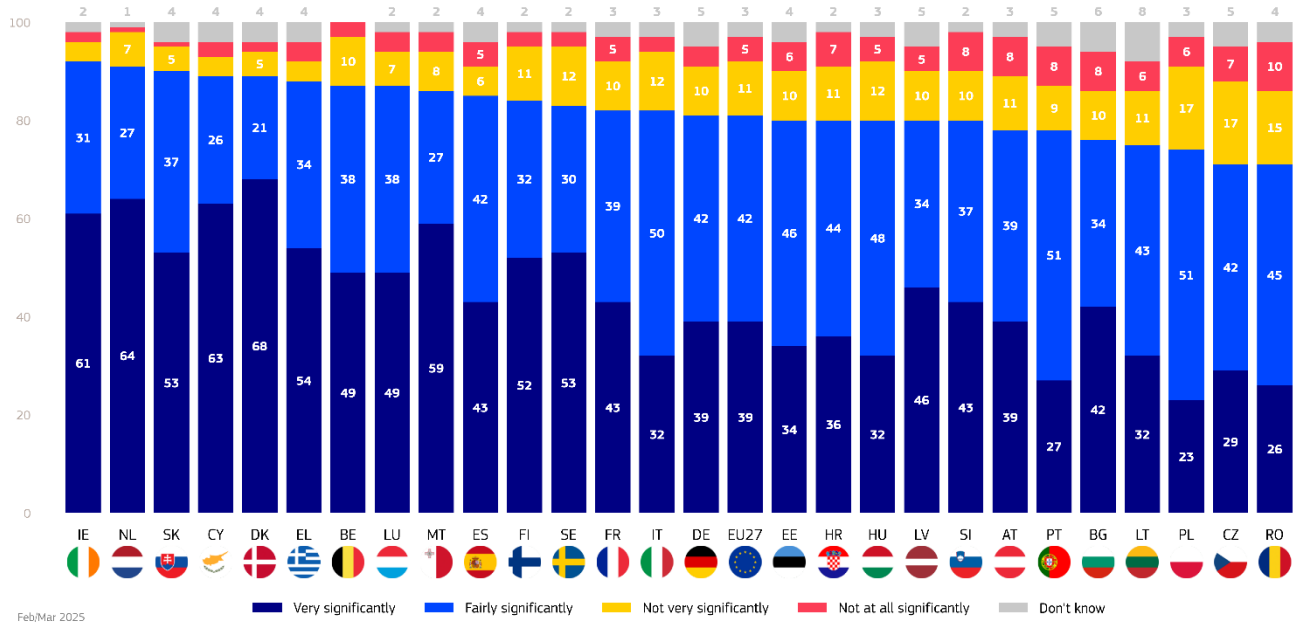
Feb/Mar 2025

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

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

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

QE3.3: In your opinion, how significantly would the following improvements facilitate your daily use of digital technologies? - Improved cybersecurity, better protection of online data and safety of digital technologies (%)



Feb/Mar 2025

QE3.3: In your opinion, how significantly would the following improvements facilitate your daily use of digital technologies? - Improved cybersecurity, better protection of online data and safety of digital technologies (%)

		EU27	IT	EL	RO	SK	ES	IE	BG	DE	EE	FR	AT	CY	LU	PT	BE	LT	FI	NL	SI	HU	MT	DK	HR	LV	PL	CZ	SE
Total 'Significant'	Feb/Mar 2025	81	82	88	71	90	85	92	76	81	80	82	78	89	87	78	87	75	84	91	80	80	86	89	80	80	74	71	83
	Δ Mar/Apr 2024	▲2	▲8	▲6	▲5	▲5	▲4	▲3	▲2	▲2	▲2	▲2	▲1	▲1	▲1	▲1	=	=	▼1	▼1	▼1	▼2	▼2	▼3	▼3	▼3	▼3	▼8	▼10
Total 'Not significant'	Feb/Mar 2025	16	15	8	25	6	11	6	18	14	16	15	19	7	11	17	13	17	14	8	18	17	12	7	18	15	23	24	15
	Δ Mar/Apr 2024	▼1	▼8	▼6	▼5	▼7	▼6	▼2	▼1	▼2	▼3	▼1	=	▼3	▼1	=	▲1	▼1	▲1	▲1	=	=	▲3	=	▲3	▲1	▲4	▲6	▲8
Don't know	Feb/Mar 2025	3	3	4	4	4	4	2	6	5	4	3	3	4	2	5	0	8	2	1	2	3	2	4	2	5	3	5	2
	Δ Mar/Apr 2024	▼1	=	=	=	▲2	▲2	▼1	▼1	=	▲1	▼1	▼1	▲2	=	▼1	▼1	▲1	=	=	▲1	▲2	▼1	▲3	=	▲2	▼1	▲2	▲2

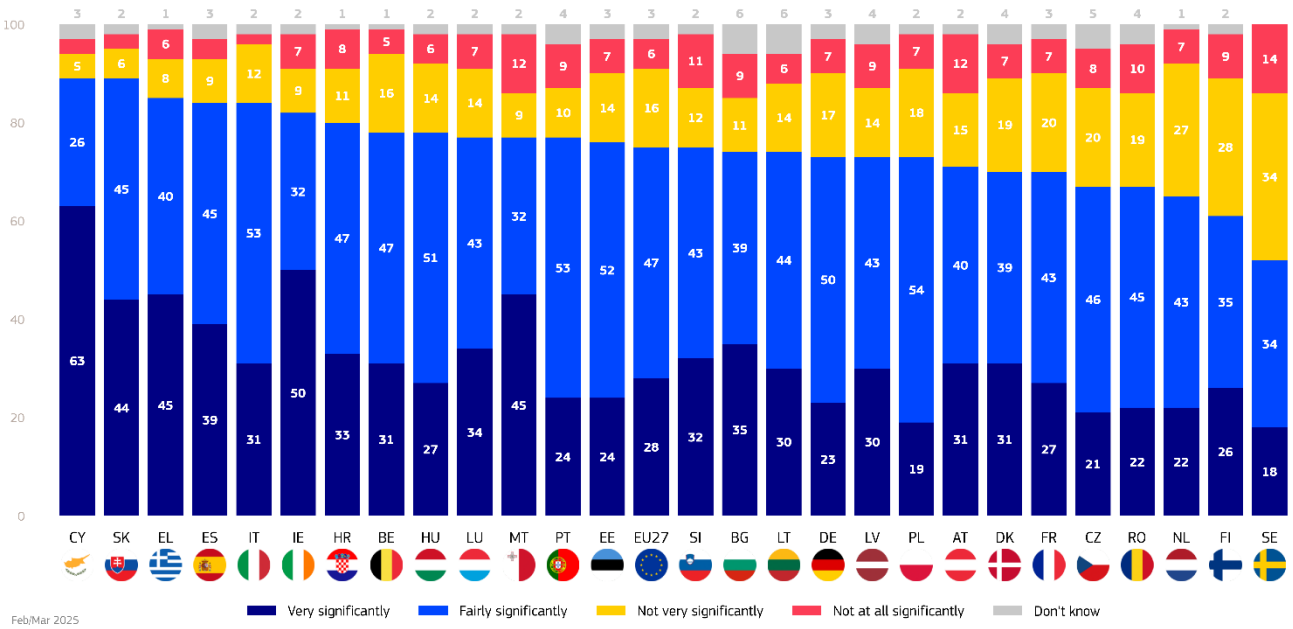
Feb/Mar 2025

MORE EDUCATION AND TRAINING TO DEVELOP SKILLS FOR USING DIGITAL SERVICES

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

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

QE3.4: In your opinion, how significantly would the following improvements facilitate your daily use of digital technologies? - More education and training to develop your skills for using digital services (%)



Feb/Mar 2025

QE3.4: In your opinion, how significantly would the following improvements facilitate your daily use of digital technologies? - More education and training to develop your skills for using digital services (%)

		EU27	SK	PT	AT	DE	IT	RO	EE	EL	HU	IE	BG	ES	FI	FR	LU	LV	NL	PL	DK	HR	LT	BE	CY	SE	SI	CZ	MT
Total 'Significant'	Feb/Mar 2025	75	89	77	71	73	84	67	76	85	78	82	74	84	61	70	77	73	65	73	70	80	74	78	89	52	75	67	77
	Δ Mar/Apr 2024	▲3	▲9	▲7	▲6	▲5	▲4	▲4	▲2	▲2	▲2	▲2	▲1	▲1	▲1	▲1	▲1	▲1	▲1	▲1	=	=	=	▼1	▼1	▼2	▼2	▼4	▼6
Total 'Not significant'	Feb/Mar 2025	22	9	19	27	24	14	29	21	14	20	16	20	13	37	27	21	23	34	25	26	19	20	21	8	48	23	28	21
	Δ Mar/Apr 2024	▼3	▼9	▼5	▼5	▼4	▼4	▼5	▼1	▼2	▼2	▼1	▼3	▼3	▼2	=	▼1	▼2	▼2	=	▼3	▲1	=	=	▼2	▲2	=	▲2	▲7
Don't know	Feb/Mar 2025	3	2	4	2	3	2	4	3	1	2	2	6	3	2	3	2	4	1	2	4	1	6	1	3	0	2	5	2
	Δ Mar/Apr 2024	=	=	▼2	▼1	▼1	=	▲1	▼1	=	=	▼1	▲2	▲2	▲1	▼1	=	▲1	▲1	▼1	▲3	▼1	=	▲1	▲3	=	▲2	▲2	▼1

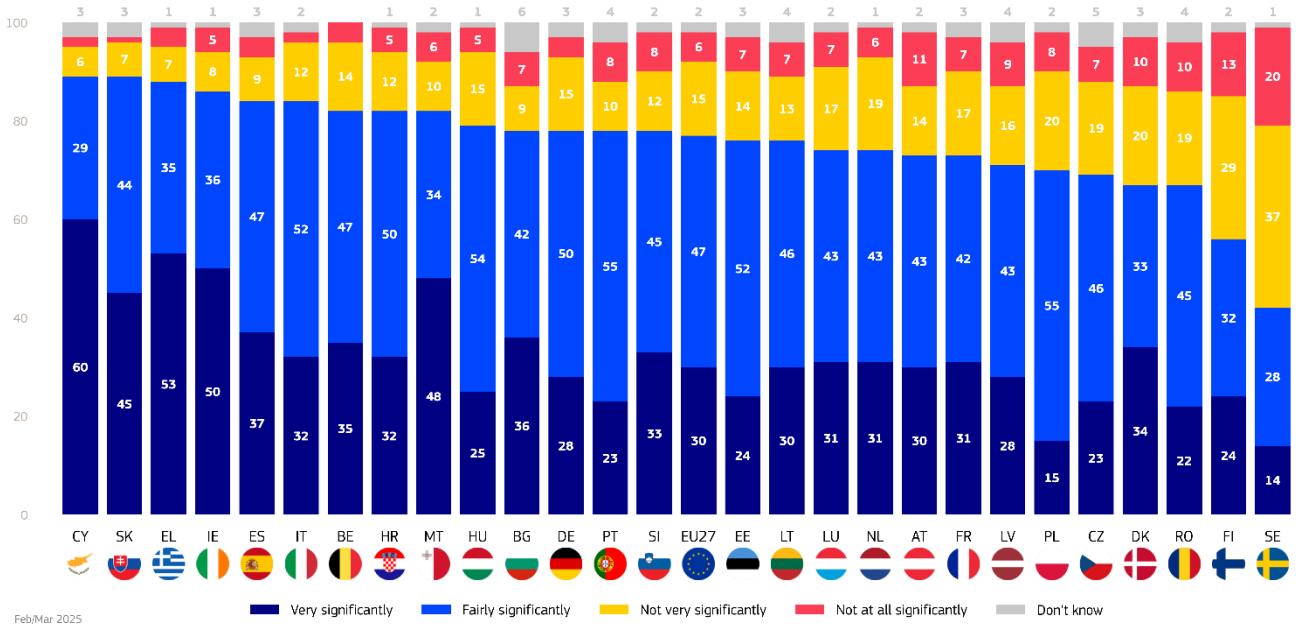
Feb/Mar 2025

HUMAN SUPPORT TO HELP ACCESSING AND USING DIGITAL TECHNOLOGIES AND SERVICES

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

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

QE3.5: In your opinion, how significantly would the following improvements facilitate your daily use of digital technologies? - Human support to help accessing and using digital technologies and services (%)



Feb/Mar 2025

QE3.5: In your opinion, how significantly would the following improvements facilitate your daily use of digital technologies? - Human support to help accessing and using digital technologies and services (%)

		EU27	SK	RO	IT	DE	EE	FR	EL	PT	BG	IE	AT	FI	LV	ES	NL	BE	CY	HR	MT	PL	DK	SI	HU	LT	SE	CZ	LU
Total 'Significant'	Feb/Mar 2025	77	89	67	84	78	76	73	88	78	78	86	73	56	71	84	74	82	89	82	82	70	67	78	79	76	42	69	74
	Δ Mar/Apr 2024	▲3	▲8	▲7	▲6	▲5	▲5	▲5	▲4	▲4	▲3	▲3	▲2	▲2	▲2	▲1	▲1	=	=	=	=	=	▼2	▼2	▼3	▼3	▼3	▼4	▼5
Total 'Not significant'	Feb/Mar 2025	21	8	29	14	19	21	24	11	18	16	13	25	42	25	13	25	18	8	17	16	28	30	20	20	20	57	26	24
	Δ Mar/Apr 2024	▼2	▼9	▼7	▼6	▼3	▼5	▼4	▼4	▼3	▼4	▼1	▼1	▼3	▼2	▼3	▼2	▲1	▼2	=	▲2	▲2	▲1	=	▲3	▲4	▲2	▲2	▲4
Don't know	Feb/Mar 2025	2	3	4	2	3	3	3	1	4	6	1	2	2	4	3	1	0	3	1	2	2	3	2	1	4	1	5	2
	Δ Mar/Apr 2024	▼1	▲1	=	=	▼2	=	▼1	=	▼1	▲1	▼2	▼1	▲1	=	▲2	▲1	▼1	▲2	=	▼2	▼2	▲1	▲2	=	▼1	▲1	▲2	▲1

Feb/Mar 2025

QE3 In your opinion, how significantly would the following improvements facilitate your daily use of digital technologies? (% - EU)

	Improved cybersecurity, better protection of online data and safety of digital technologies		Availability and affordability of high-speed Internet connection		Digital products and online services better adapted to your personal needs, including immersive technologies		Human support to help accessing and using digital technologies and services		More education and training to develop your skills for using digital services	
	Total 'Significant'	Total 'Not significant'	Total 'Significant'	Total 'Not significant'	Total 'Significant'	Total 'Not significant'	Total 'Significant'	Total 'Not significant'	Total 'Significant'	Total 'Not significant'
EU27	81	16	80	17	80	17	77	21	75	22
Gender										
Man	83	14	82	16	82	16	76	22	76	22
Woman	80	16	79	18	79	18	77	20	74	23
Age-4										
15-24	90	9	91	8	91	8	84	15	86	13
25-39	89	10	88	11	88	11	80	19	82	18
40-54	87	11	87	12	87	12	79	20	80	19
55+	72	22	69	26	69	26	71	25	65	30
Education (End of)										
15-	58	32	59	32	59	32	62	31	57	35
16-19	81	16	82	16	82	16	79	19	76	22
20+	89	10	84	15	84	15	77	22	77	22
Still Studying	92	7	91	8	91	8	83	15	87	12
Socio-professional category										
Self-employed	89	10	89	10	89	10	82	17	80	19
Managers	90	9	86	13	86	13	77	22	80	19
Other white collars	88	11	88	11	88	11	80	19	80	19
Manual workers	84	14	85	14	85	14	81	18	79	20
House persons	74	20	73	22	73	22	68	26	70	25
Unemployed	82	14	84	14	84	14	73	25	77	21
Retired	67	25	65	29	65	29	68	26	61	33
Students	93	6	91	8	91	8	84	15	88	12
Difficulties paying bills										
Most of the time	74	20	74	22	74	22	74	22	69	26
From time to time	80	17	81	17	81	17	78	20	77	21
Almost never / Never	83	14	81	16	81	16	76	21	74	23
Use of the Internet										
Everyday	87	11	87	12	87	12	81	18	80	19
Often/ Sometimes	67	27	66	29	66	29	70	26	66	29
Never	32	49	31	52	31	52	40	46	35	50
No Internet access (SPONTANEOUS)	16	64	13	71	13	71	28	58	10	73

II. Support and priorities for the Digital Decade policy programme

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

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

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

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

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

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

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

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

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

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

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

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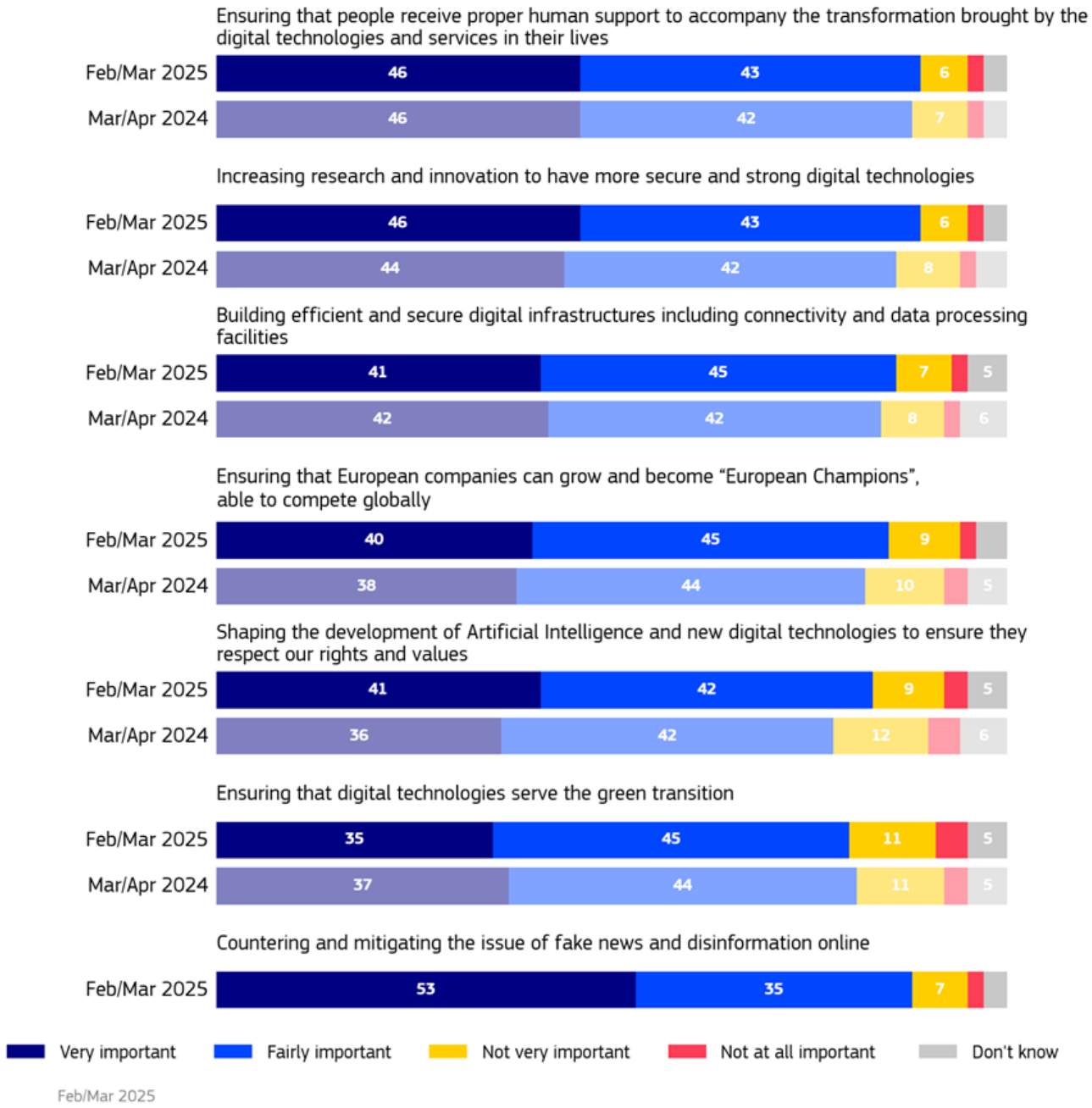
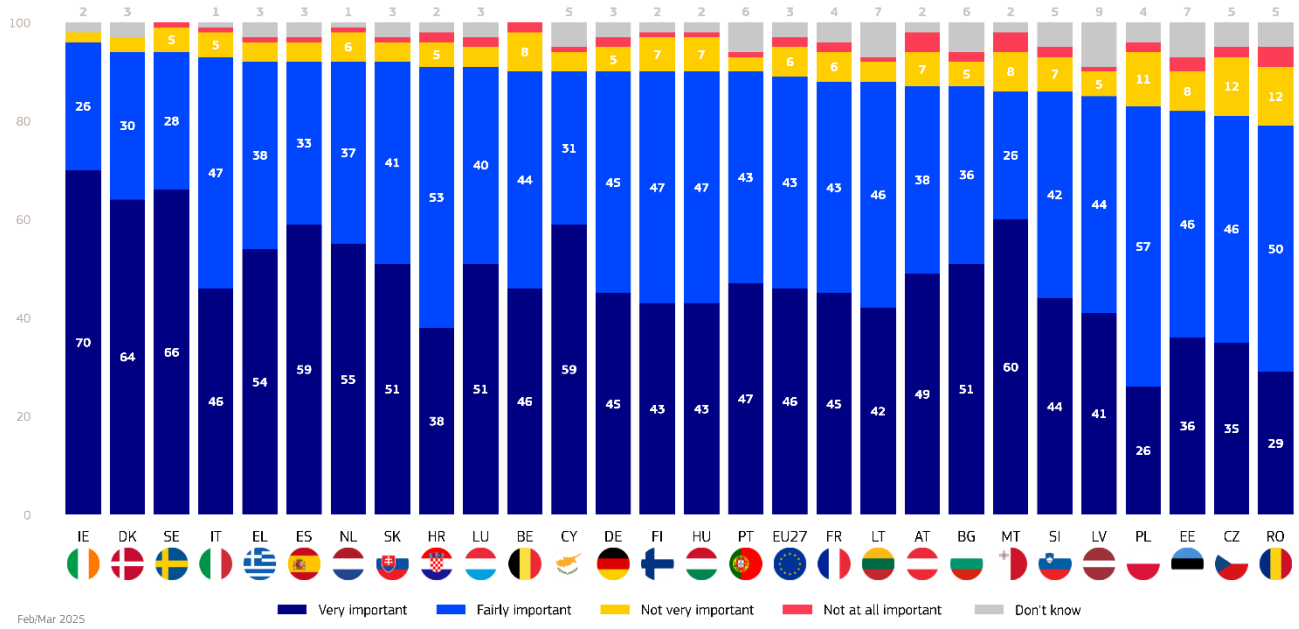
QE4: In your opinion, how important should each of the following actions related to digital technologies be for public authorities? (%)



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

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

QE4.5: In your opinion, how important should each of the following actions related to digital technologies be for public authorities? - Ensuring that people receive proper human support to accompany the transformation brought by the digital technologies and services in their lives (%)



Feb/Mar 2025

QE4.5: In your opinion, how important should each of the following actions related to digital technologies be for public authorities? - Ensuring that people receive proper human support to accompany the transformation brought by the digital technologies and services in their lives (%)

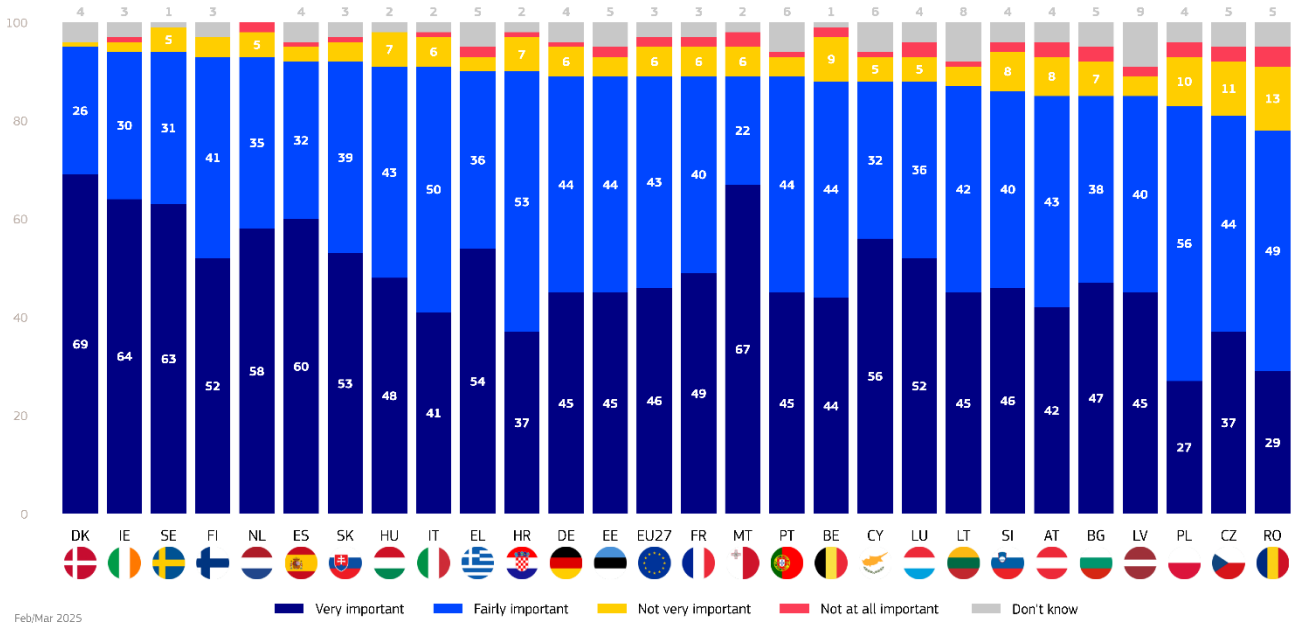
		EU27	RO	SK	BG	IT	FR	IE	LU	LV	CY	EL	HR	PT	DE	DK	FI	BE	ES	LT	NL	AT	EE	PL	SE	HU	SI	CZ	MT
Total 'Important'	Feb/Mar 2025	89	79	92	87	93	88	96	91	85	90	92	91	90	90	94	90	90	92	88	92	87	82	83	94	90	86	81	86
	Δ Mar/Apr 2024	▲1	▲11	▲7	▲4	▲4	▲3	▲3	▲3	▲3	▲2	▲2	▲2	▲2	▲1	▲1	▲1	=	=	=	=	▼1	▼1	▼1	▼1	▼2	▼2	▼4	▼8
Total 'Not important'	Feb/Mar 2025	8	16	5	7	6	8	2	6	6	5	5	7	4	7	3	8	10	5	5	7	11	11	13	6	8	9	14	12
	Δ Mar/Apr 2024	▼1	▼10	▼6	▼4	▼3	▼2	▼2	▼4	▼4	▼4	▼1	▼2	▼2	▼1	▼3	▼1	▲1	▼1	=	=	▲1	▼1	▲2	▲2	▲1	▼1	▲4	▲9
Don't know	Feb/Mar 2025	3	5	3	6	1	4	2	3	9	5	3	2	6	3	3	2	0	3	7	1	2	7	4	0	2	5	5	2
	Δ Mar/Apr 2024	=	▼1	▼1	=	▼1	▼1	▼1	▲1	▲1	▲2	▼1	=	=	=	▲2	=	▼1	▲1	=	=	=	▲2	▼1	▼1	▲1	▲3	=	▼1

Feb/Mar 2025

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

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

QE4.2: In your opinion, how important should each of the following actions related to digital technologies be for public authorities? - Increasing research and innovation to have more secure and strong digital technologies (%)



Feb/Mar 2025

QE4.2: In your opinion, how important should each of the following actions related to digital technologies be for public authorities? - Increasing research and innovation to have more secure and strong digital technologies (%)

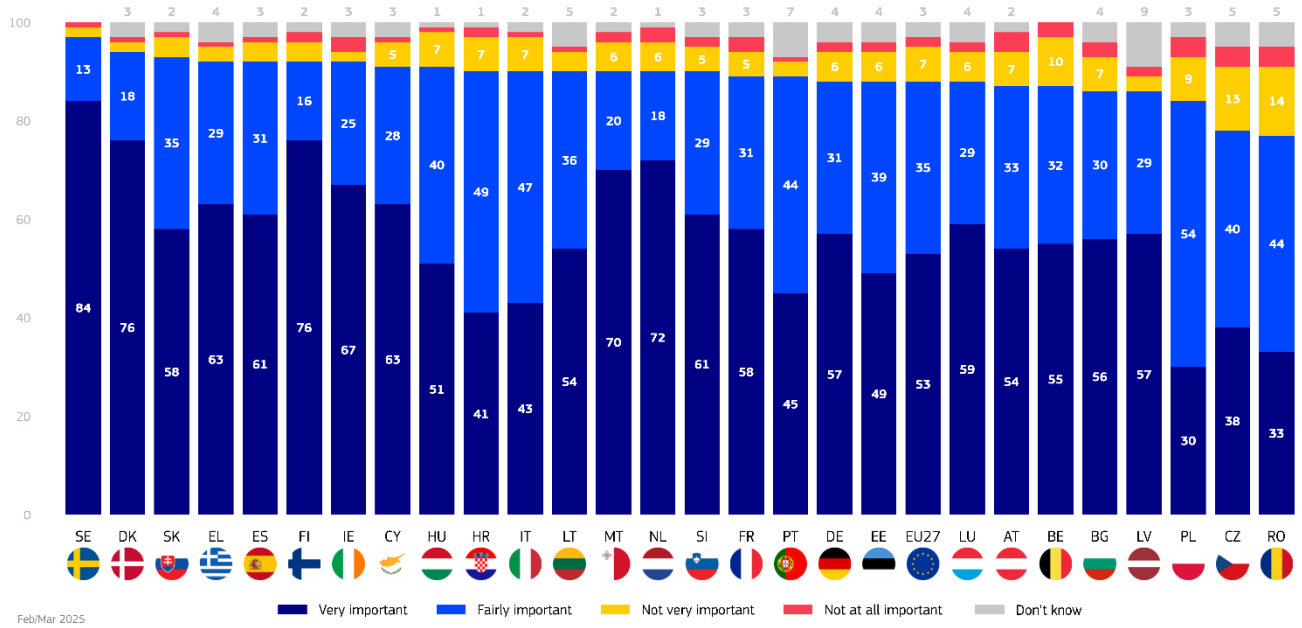
		EU27	RO	FR	SK	IT	PT	AT	DE	EL	ES	HR	LV	IE	SI	BG	CY	DK	NL	EE	LT	BE	FI	HU	LU	PL	SE	CZ	MT
Total 'Important'	Feb/Mar 2025	89	78	89	92	91	89	85	89	90	92	90	85	94	86	85	88	95	93	89	87	88	93	91	88	83	94	81	89
	Δ Mar/Apr 2024	▲3	▲9	▲7	▲7	▲5	▲4	▲3	▲3	▲3	▲3	▲3	▲3	▲2	▲2	▲1	▲1	▲1	▲1	=	=	▼1	▼1	▼1	▼1	▼2	▼2	▼3	▼6
Total 'Not important'	Feb/Mar 2025	8	17	8	5	7	5	11	7	5	4	8	6	3	10	10	6	1	7	6	5	11	4	7	8	13	5	14	9
	Δ Mar/Apr 2024	▼2	▼7	▼2	▼6	▼5	▼3	▼3	▼1	=	▼3	▼2	▼4	▼1	▼3	=	▼2	▼3	=	▼1	▼1	▲1	=	=	=	▲2	▲2	▲2	▲6
Don't know	Feb/Mar 2025	3	5	3	3	2	6	4	4	5	4	2	9	3	4	5	6	4	0	5	8	1	3	2	4	4	1	5	2
	Δ Mar/Apr 2024	▼1	▼2	▼5	▼1	=	▼1	=	▼2	▼3	=	▼1	▲1	▼1	▲1	▼1	▲1	▲2	▼1	▲1	▲1	=	▲1	▲1	▲1	=	=	▲1	=

Feb/Mar 2025

COUNTERING AND MITIGATING THE ISSUE OF FAKE NEWS AND MISINFORMATION ONLINE

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

QE4.7: In your opinion, how important should each of the following actions related to digital technologies be for public authorities? - Countering and mitigating the issue of fake news and disinformation online (%)

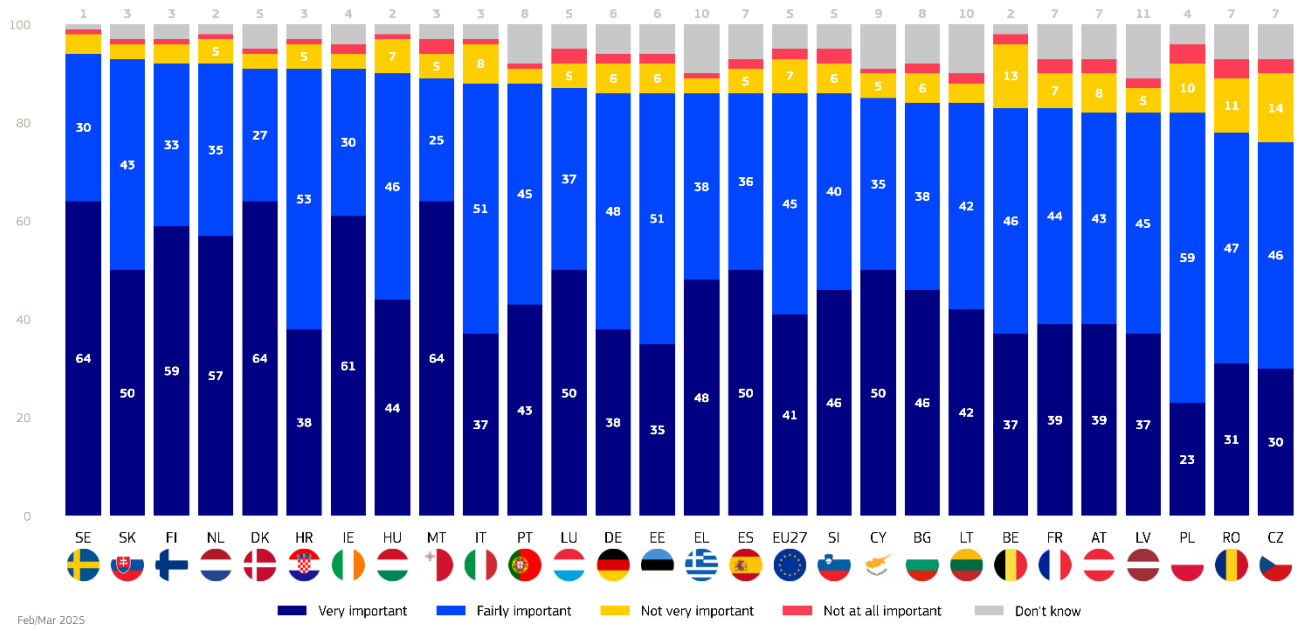


Feb/Mar 2025

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

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

QE4.1: In your opinion, how important should each of the following actions related to digital technologies be for public authorities? - Building efficient and secure digital infrastructures including connectivity and data processing facilities (%)



Feb/Mar 2025

QE4.1: In your opinion, how important should each of the following actions related to digital technologies be for public authorities? - Building efficient and secure digital infrastructures including connectivity and data processing facilities (%)

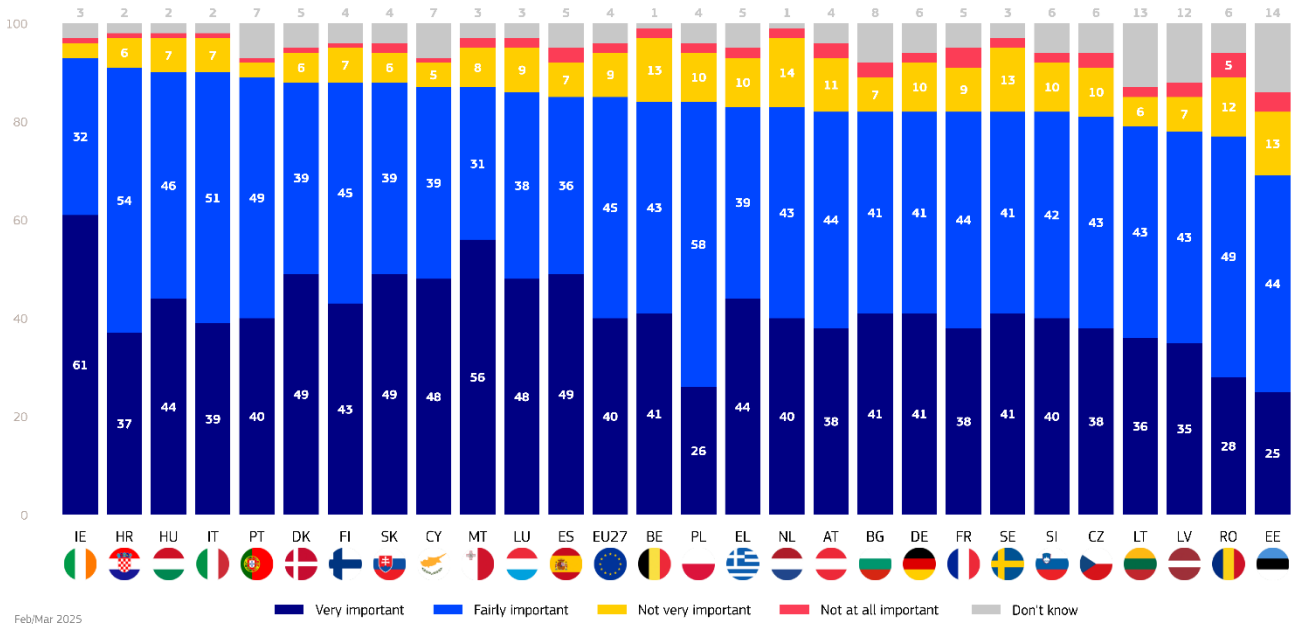
		EU27	RO	FR	SK	PT	IT	BG	LU	AT	EL	HR	DE	DK	EE	ES	IE	LV	NL	CY	LT	SI	PL	SE	BE	FI	MT	HU	CZ
Total 'Important'	Feb/Mar 2025	86	78	83	93	88	88	84	87	82	86	91	86	91	86	86	91	82	92	85	84	86	82	94	83	92	89	90	76
	Δ Mar/Apr 2024	▲2	▲7	▲6	▲6	▲5	▲4	▲3	▲3	▲2	▲2	▲2	▲1	▲1	▲1	▲1	▲1	▲1	▲1	=	▼1	▼1	▼2	▼2	▼3	▼3	▼3	▼4	▼5
Total 'Not important'	Feb/Mar 2025	9	15	10	4	4	9	8	8	11	4	6	8	4	8	7	5	7	6	6	6	9	14	5	15	5	8	8	17
	Δ Mar/Apr 2024	▼1	▼7	▼3	▼5	▼4	▼4	▼4	▼3	▼1	▼1	▼2	=	▼1	▼2	▼1	=	▼2	▼1	▼4	=	▼1	▲3	▲2	▲3	▲2	▲3	▲3	▲4
Don't know	Feb/Mar 2025	5	7	7	3	8	3	8	5	7	10	3	6	5	6	7	4	11	2	9	10	5	4	1	2	3	3	2	7
	Δ Mar/Apr 2024	▼1	=	▼3	▼1	▼1	=	▲1	=	▼1	▼1	=	▼1	=	▲1	=	▼1	▲1	=	▲4	▲1	▲2	▼1	=	=	▲1	=	▲1	▲1

Feb/Mar 2025

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

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

QE4.3: In your opinion, how important should each of the following actions related to digital technologies be for public authorities? - Ensuring that European companies can grow and become "European Champions", able to compete globally (%)



Feb/Mar 2025

QE4.3: In your opinion, how important should each of the following actions related to digital technologies be for public authorities? - Ensuring that European companies can grow and become "European Champions", able to compete globally (%)

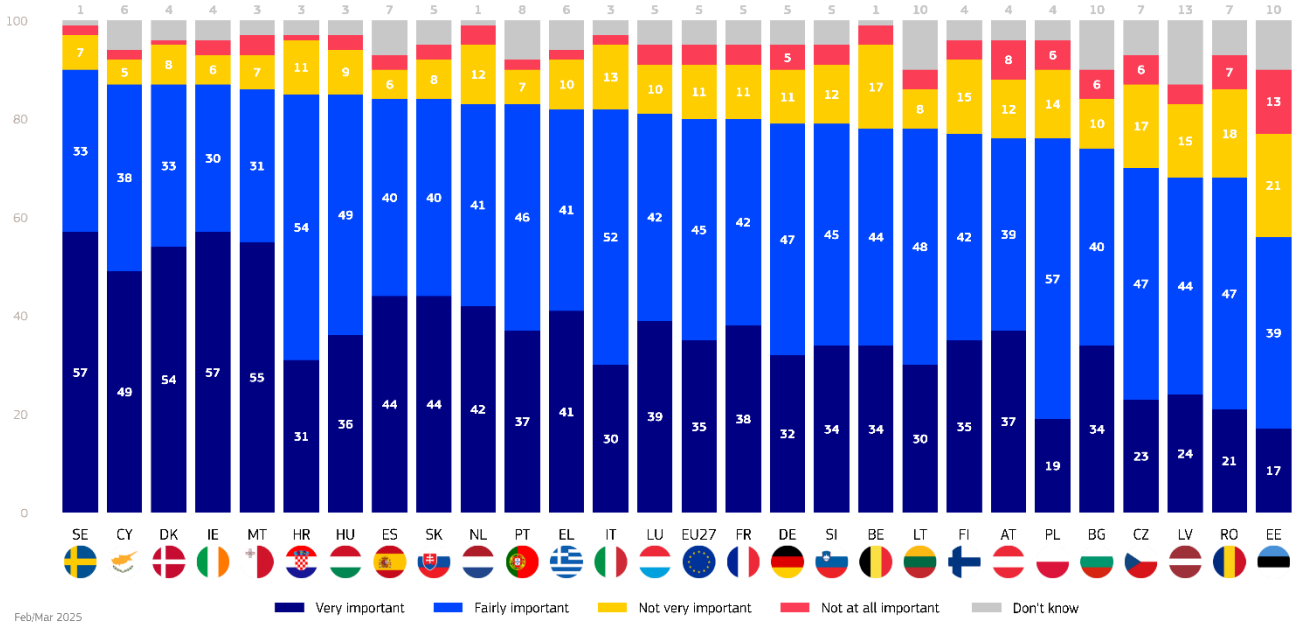
		EU27	RO	FR	NL	IT	PT	AT	LU	LV	SK	ES	FI	HR	IE	BE	BG	DE	DK	SE	CY	MT	SI	CZ	EL	HU	PL	EE	LT
Total 'Important'	Feb/Mar 2025	85	77	82	83	90	89	82	86	78	88	85	88	91	93	84	82	82	88	82	87	87	82	81	83	90	84	69	79
	Δ Mar/Apr 2024	▲3	▲8	▲6	▲6	▲5	▲5	▲3	▲3	▲3	▲3	▲2	▲2	▲2	▲2	▲1	▲1	▲1	▲1	▲1	=	=	=	▼1	▼2	▼3	▼3	▼7	▼8
Total 'Not important'	Feb/Mar 2025	11	17	13	16	8	4	14	11	10	8	10	8	7	4	15	10	12	7	15	6	10	12	13	12	8	12	17	8
	Δ Mar/Apr 2024	▼2	▼8	▼2	▼6	▼4	▼5	▼1	▼2	▼5	▼2	▼3	▼3	▼1	▼1	▼1	▼1	▼1	▼3	▼2	▼3	▲1	▼2	▼1	▲3	▲2	▲3	=	▲2
Don't know	Feb/Mar 2025	4	6	5	1	2	7	4	3	12	4	5	4	2	3	1	8	6	5	3	7	3	6	6	5	2	4	14	13
	Δ Mar/Apr 2024	▼1	=	▼4	=	▼1	=	▼2	▼1	▲2	▼1	▲1	▲1	▼1	▼1	=	=	=	▲2	▲1	▲3	▼1	▲2	▲2	▼1	▲1	=	▲7	▲6

Feb/Mar 2025

ENSURING THAT DIGITAL TECHNOLOGIES SERVE THE GREEN TRANSITION

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

QE4.6: In your opinion, how important should each of the following actions related to digital technologies be for public authorities? - Ensuring that digital technologies serve the green transition (%)



Feb/Mar 2025

QE4.6: In your opinion, how important should each of the following actions related to digital technologies be for public authorities? - Ensuring that digital technologies serve the green transition (%)

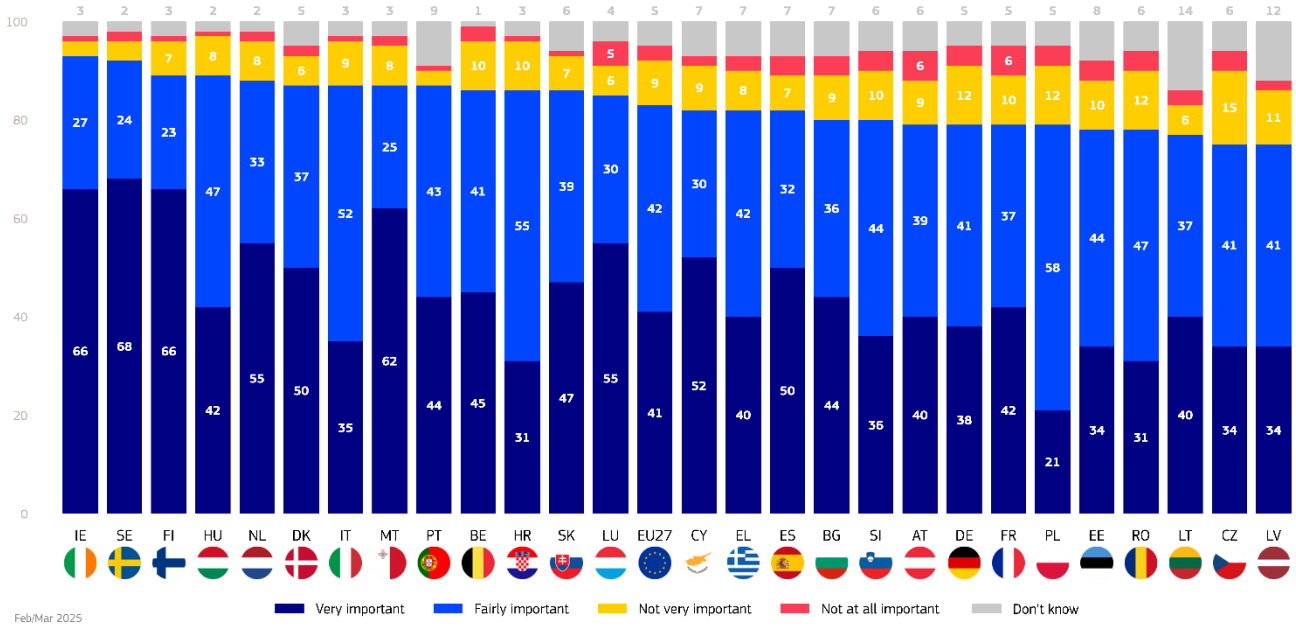
		EU27	SK	RO	CY	IT	FR	LU	PT	BG	NL	DE	ES	HR	SE	SI	HU	IE	AT	BE	DK	FI	MT	EL	LT	LV	CZ	EE	PL
Total 'Important'	Feb/Mar 2025	80	84	68	87	82	80	81	83	74	83	79	84	85	90	79	85	87	76	78	87	77	86	82	78	68	70	56	76
	Δ Mar/Apr 2024	▼1	▲5	▲4	▲2	▲2	▲1	▲1	▲1	=	=	▼1	▼1	▼1	▼1	▼1	▼2	▼2	▼3	▼3	▼3	▼3	▼3	▼4	▼4	▼4	▼5	▼5	▼5
Total 'Not important'	Feb/Mar 2025	15	11	25	7	15	15	14	9	16	16	16	9	12	9	16	12	9	20	21	9	19	11	12	12	19	23	34	20
	Δ Mar/Apr 2024	▲1	▼4	▼4	▼5	▼2	=	▼2	▼1	▼1	▲1	▲2	▼1	=	▲1	=	▲1	▲3	▲3	▲4	▲1	▲2	▲7	▲4	▲2	▲3	▲4	▲6	▲6
Don't know	Feb/Mar 2025	5	5	7	6	3	5	5	8	10	1	5	7	3	1	5	3	4	4	1	4	4	3	6	10	13	7	10	4
	Δ Mar/Apr 2024	=	▼1	=	▲3	=	▼1	▲1	=	▲1	▼1	▼1	▲2	▲1	=	▲1	▲1	▼1	=	▼1	▲2	▲1	▼4	=	▲2	▲1	▲1	▼1	▼1

Feb/Mar 2025

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

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

QE4.4: In your opinion, how important should each of the following actions related to digital technologies be for public authorities? - Shaping the development of Artificial Intelligence and new digital technologies to ensure they respect our rights and values (%)



Feb/Mar 2025

QE4.4: In your opinion, how important should each of the following actions related to digital technologies be for public authorities? - Shaping the development of Artificial Intelligence and new digital technologies to ensure they respect our rights and values (%)

		EU27	RO	SK	FR	LU	EE	PT	IE	SI	BE	HR	IT	BG	CZ	ES	NL	DE	AT	CY	EL	LV	FI	HU	LT	SE	DK	PL	MT
Total 'Important'	Feb/Mar 2025	83	78	86	79	85	78	87	93	80	86	86	87	80	75	82	88	79	79	82	82	75	89	89	77	92	87	79	87
	Δ Mar/Apr 2024	▲5	▲13	▲11	▲9	▲9	▲8	▲8	▲6	▲6	▲5	▲5	▲5	▲4	▲3	▲3	▲3	▲2	▲1	▲1	▲1	▲1	=	=	=	=	▼1	▼1	▼4
Total 'Not important'	Feb/Mar 2025	12	16	8	16	11	14	4	4	14	13	11	10	13	19	11	10	16	15	11	11	13	8	9	9	6	8	16	10
	Δ Mar/Apr 2024	▼4	▼12	▼10	▼5	▼8	▼8	▼8	▼3	▼9	▼4	▼5	▼5	▼3	▼3	▼5	▼4	=	▼1	▼4	▲2	▼3	=	=	▼1	=	▼1	▲2	▲7
Don't know	Feb/Mar 2025	5	6	6	5	4	8	9	3	6	1	3	3	7	6	7	2	5	6	7	7	12	3	2	14	2	5	5	3
	Δ Mar/Apr 2024	▼1	▼1	▼1	▼4	▼1	=	=	▼3	▲3	▼1	=	=	▼1	=	▲2	▲1	▼2	=	▲3	▼3	▲2	=	=	▲1	=	▲2	▼1	▼3

Feb/Mar 2025

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

	Increasing research and innovation to have more secure and strong digital technologies		Ensuring that people receive proper human support to accompany the transformation brought by the digital technologies and services in their lives		Countering and mitigating the issue of fake news and disinformation online		Building efficient and secure digital infrastructures including connectivity and data processing facilities		Ensuring that European companies can grow and become "European Champions", able to compete globally		Shaping the development of Artificial Intelligence and new digital technologies to ensure they respect our rights and values		Ensuring that digital technologies serve the green transition	
	Total 'Important'	Total 'Not important'	Total 'Important'	Total 'Not important'	Total 'Important'	Total 'Not important'	Total 'Important'	Total 'Not important'	Total 'Important'	Total 'Not important'	Total 'Important'	Total 'Not important'	Total 'Important'	Total 'Not important'
EU27	89	8	89	8	88	9	86	9	85	11	83	12	80	15
Gender														
Man	90	8	90	8	90	8	87	9	86	11	83	13	80	16
Woman	88	8	89	7	88	8	84	9	83	11	81	13	80	14
Age-4														
15-24	93	6	94	5	92	7	91	7	88	10	89	10	86	12
25-39	92	7	93	6	91	8	91	7	87	11	87	11	84	14
40-54	91	7	92	7	90	9	89	9	87	10	86	12	82	16
55+	84	10	85	10	85	9	79	11	80	12	76	15	75	17
Education (End of)														
15-	77	12	80	12	80	10	69	15	73	15	67	20	66	21
16-19	88	9	89	8	88	9	86	9	84	11	81	14	78	17
20+	93	6	93	6	92	7	91	6	88	10	88	9	86	12
Still Studying	94	5	95	5	93	7	93	5	90	9	94	5	88	10
Socio-professional category														
Self-employed	91	8	92	7	91	8	88	10	87	11	86	11	80	17
Managers	93	6	94	5	91	8	93	5	88	10	90	8	87	12
Other white collars	93	6	92	7	92	7	92	6	90	8	88	10	84	14
Manual workers	89	9	89	9	89	9	87	10	84	12	82	14	79	17
House persons	84	10	85	10	84	11	79	12	80	14	74	18	75	17
Unemployed	86	10	89	8	87	11	84	11	80	16	79	17	75	21
Retired	82	10	83	10	84	9	76	11	78	12	73	16	74	16
Students	94	5	95	4	94	6	94	5	90	8	91	8	88	10
Difficulties paying bills														
Most of the time	83	10	87	8	85	8	79	9	76	15	75	18	72	20
From time to time	86	11	87	10	85	12	83	12	83	13	80	15	76	19
Almost never / Never	90	7	91	6	90	7	87	8	86	10	84	11	82	13
Use of the Internet														
Everyday	92	6	93	6	91	8	90	7	88	10	87	10	84	14
Often/ Sometimes	82	13	83	12	81	15	75	15	76	15	69	22	68	22
Never	62	19	64	19	65	17	51	22	59	21	49	27	51	25
No Internet access (SPONTANEOUS)	34	18	61	13	39	17	27	22	31	21	45	24	36	29

III. Geoblocking

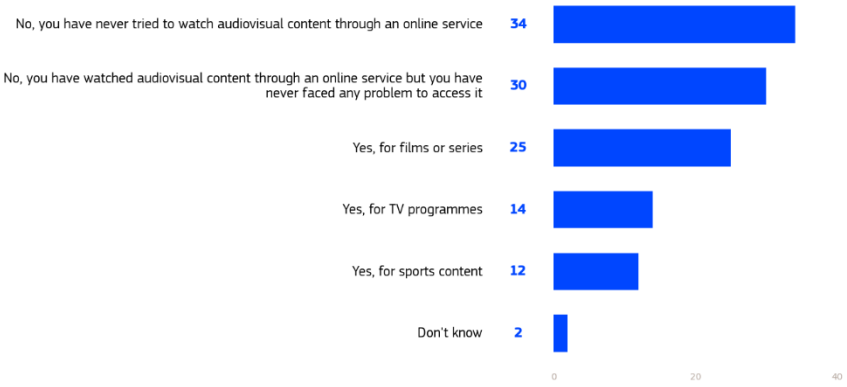
1. Geo-blocking

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

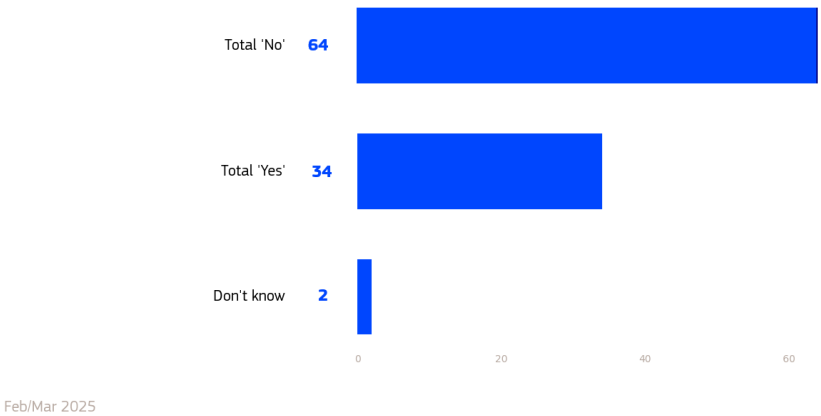
On the other hand, 34% of respondents stated that they have never tried to watch audiovisual content through an online service. Additionally, 30% of respondents mentioned that they have watched audiovisual content through an online service but have never faced any problems accessing it. Only 2% of respondents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

Concerning the broader picture of accessibility of audiovisual content **34% stated they encountered geo blocking while 64% have not had this issue.**

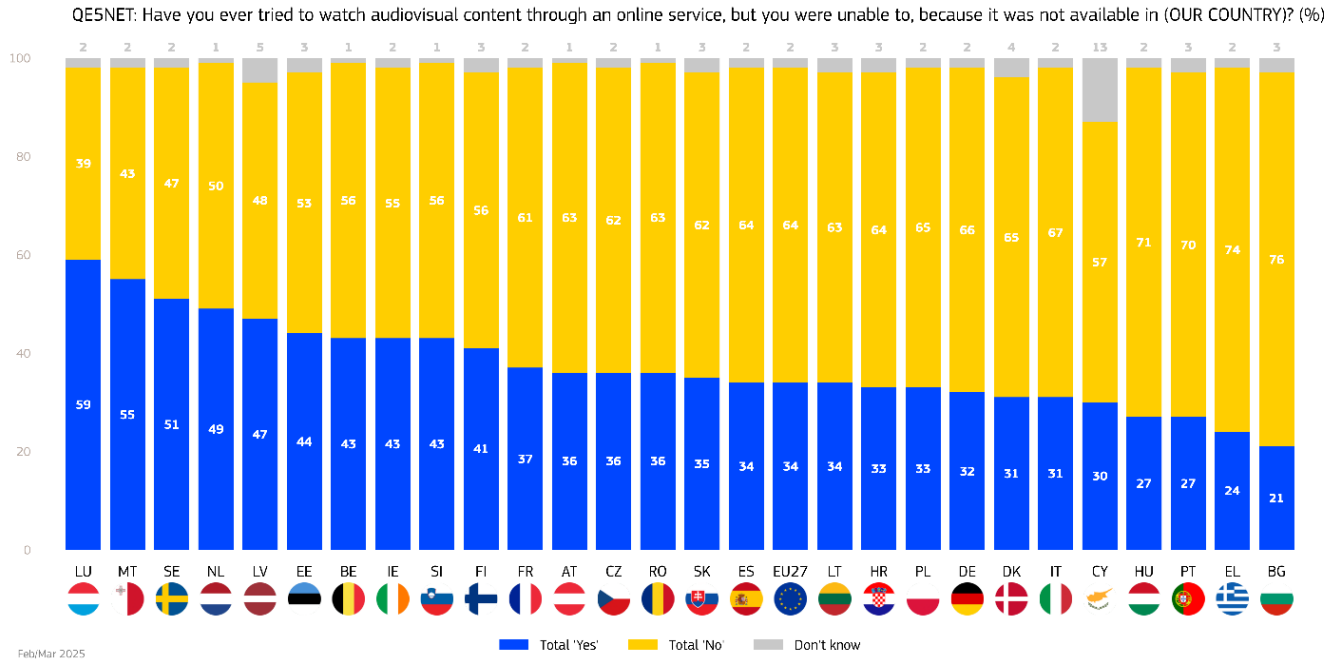
QE5: Have you ever tried to watch audiovisual content through an online service, but you were unable to, because it was not available in (OUR COUNTRY)? Select all that apply (EU27) (%)



QE5NET: Have you ever tried to watch audiovisual content through an online service, but you were unable to, because it was not available in (OUR COUNTRY)? Select all that apply (EU27) (%)



Among individual countries, Luxembourg (59%), Malta (55%), and Sweden (51%) have the highest percentages of people who attempted to watch audiovisual content online but were unable to, because it was not available in their country. In contrast, the highest proportions of people who have never tried to watch audiovisual content online or have tried but did not face problems are found in Bulgaria (76%), Greece (74%), and Hungary (71%).



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

	Yes, for TV programmes	Yes, for films or series	Yes, for sports content	No, you have never tried to watch audiovisual content through an online service	No, you have watched audiovisual content through an online service but you have never faced any problem to access it	Don't know	Total 'Yes'	Total 'No'
EU27	14	25	12	34	30	2	34	64
Gender								
Man	15	26	18	30	30	2	38	60
Woman	13	24	6	37	30	2	31	67
Age-4								
15-24	16	43	19	18	28	1	53	46
25-39	18	36	16	20	33	1	46	53
40-54	16	27	13	26	33	2	39	59
55+	10	12	6	50	27	3	21	76
Education (End of)								
15-	7	10	5	58	22	4	16	80
16-19	12	21	11	37	30	2	31	67
20+	18	31	14	23	33	1	42	57
Still Studying	18	47	20	17	28	1	55	44
Socio-professional category								
Self-employed	16	27	15	25	36	1	38	61
Managers	18	33	15	20	33	1	46	53
Other white collars	17	29	13	25	33	1	41	58
Manual workers	13	26	14	30	31	2	36	62
House persons	15	19	6	40	30	2	27	71
Unemployed	15	28	11	26	34	2	38	60
Retired	8	9	5	55	25	3	17	80
Students	18	46	19	16	28	1	55	44
Difficulties paying bills								
Most of the time	12	26	13	40	22	3	35	62
From time to time	14	25	13	32	28	2	37	61
Almost never / Never	14	24	11	34	31	2	33	65
Use of the Internet								
Everyday	15	28	13	28	32	2	38	60
Often/ Sometimes	8	9	7	57	21	2	20	78
Never	3	1	1	69	22	5	5	90
No Internet access (SPONTANEOUS)	0	0	0	88	7	4	1	95
Left-right political scale								
(1-4) Left	16	28	12	29	32	2	38	60
(5-6) Centre	13	23	12	36	28	2	33	65
(7-10) Right	15	23	13	34	30	1	36	63

IV. Protection of minors

1. Protection of minors

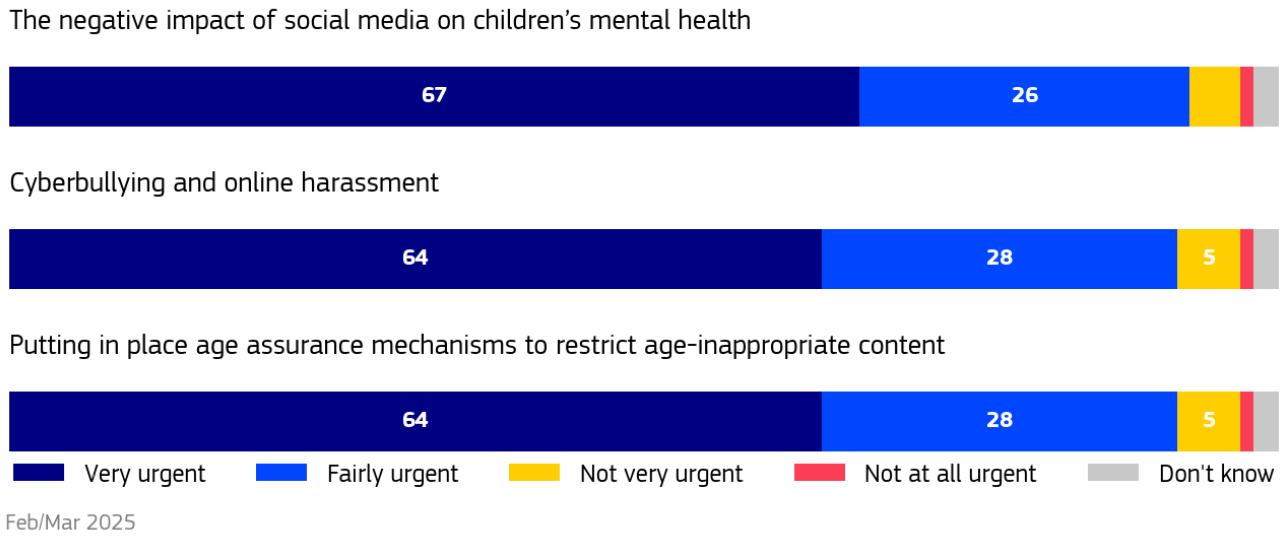
At the European Union level, the protection of minors, particularly in the context of cyberbullying and online harassment, is considered a highly urgent issue.

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

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

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

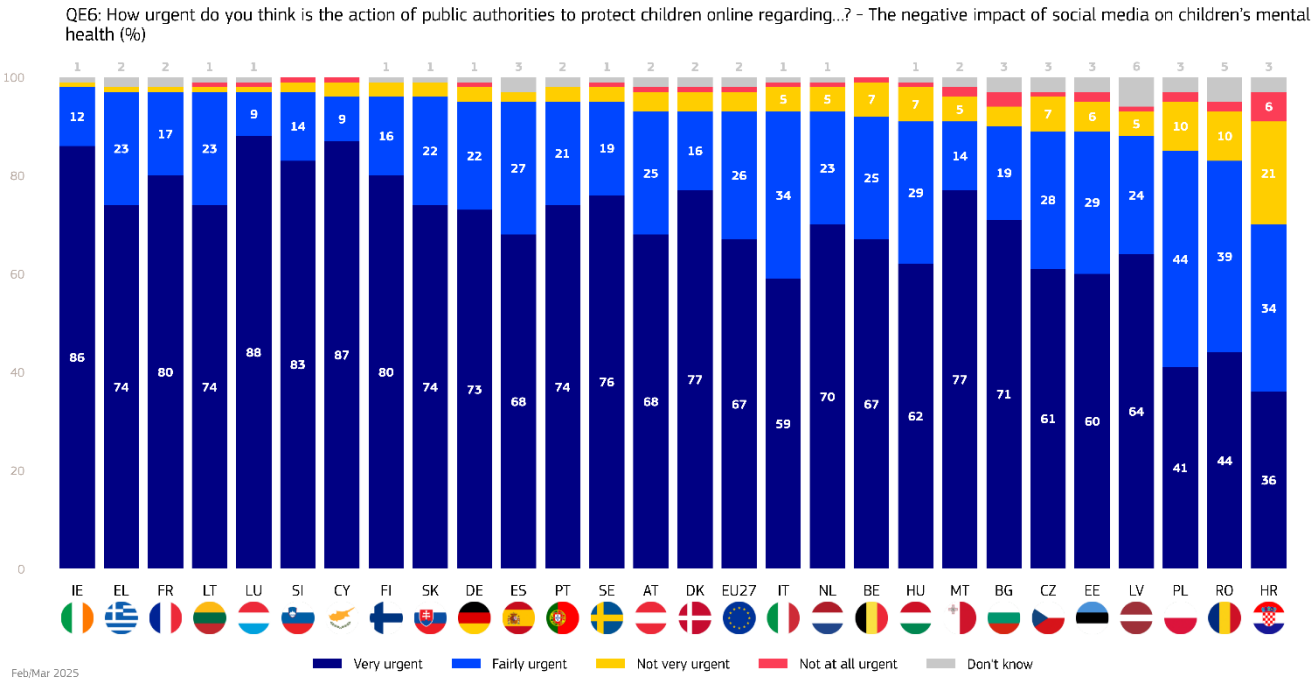
QE6: How urgent do you think is the action of public authorities to protect children online regarding...? (%)



Feb/Mar 2025

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

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



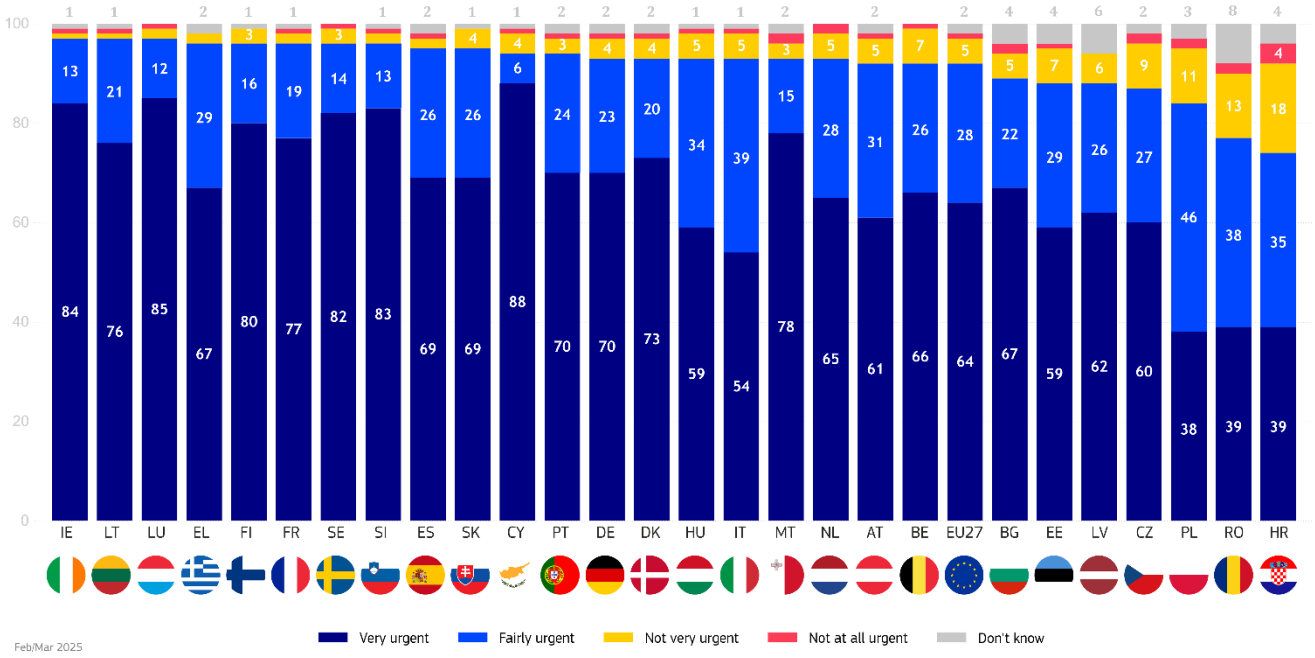
QE6.3 How urgent do you think is the action of public authorities to protect children online regarding…?
The negative impact of social media on children's mental health
(% - EU)

	Very urgent	Fairly urgent	Not very urgent	Not at all urgent	Don't know	Total 'Urgent'	Total 'Not urgent'
EU27	67	26	4	1	2	93	5
Gender							
Man	65	27	5	1	2	92	6
Woman	69	24	4	1	2	93	5
Age-4							
15-24	65	28	5	1	1	93	6
25-39	67	27	4	1	1	94	5
40-54	66	28	4	1	1	94	5
55+	68	24	4	1	3	92	5
Education (End of)							
15-	67	23	4	1	5	90	5
16-19	64	28	5	1	2	92	6
20+	71	24	3	1	1	95	4
Still Studying	65	29	4	1	1	94	5
Socio-professional category							
Self-employed	67	27	3	2	1	94	5
Managers	69	27	3	0	1	96	3
Other white collars	63	31	4	1	1	94	5
Manual workers	66	26	6	1	1	92	7
House persons	64	28	5	1	2	92	6
Unemployed	73	19	4	1	3	92	5
Retired	68	23	4	1	4	91	5
Students	67	28	4	0	1	95	4
Difficulties paying bills							
Most of the time	70	23	3	2	2	93	5
From time to time	60	30	7	1	2	90	8
Almost never / Never	70	25	3	1	1	95	4
Use of the Internet							
Everyday	68	26	4	1	1	94	5
Often/ Sometimes	58	31	7	1	3	89	8
Never	56	25	6	2	11	81	8
No Internet access (SPONTANEOUS)	60	15	4	3	18	75	7

CYBERBULLING AND ONLINE HARASSMENT

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

QE6.1. How urgent do you think is the action of public authorities to protect children online regarding...? - Cyberbullying and online harassment (%)



Feb/Mar 2025

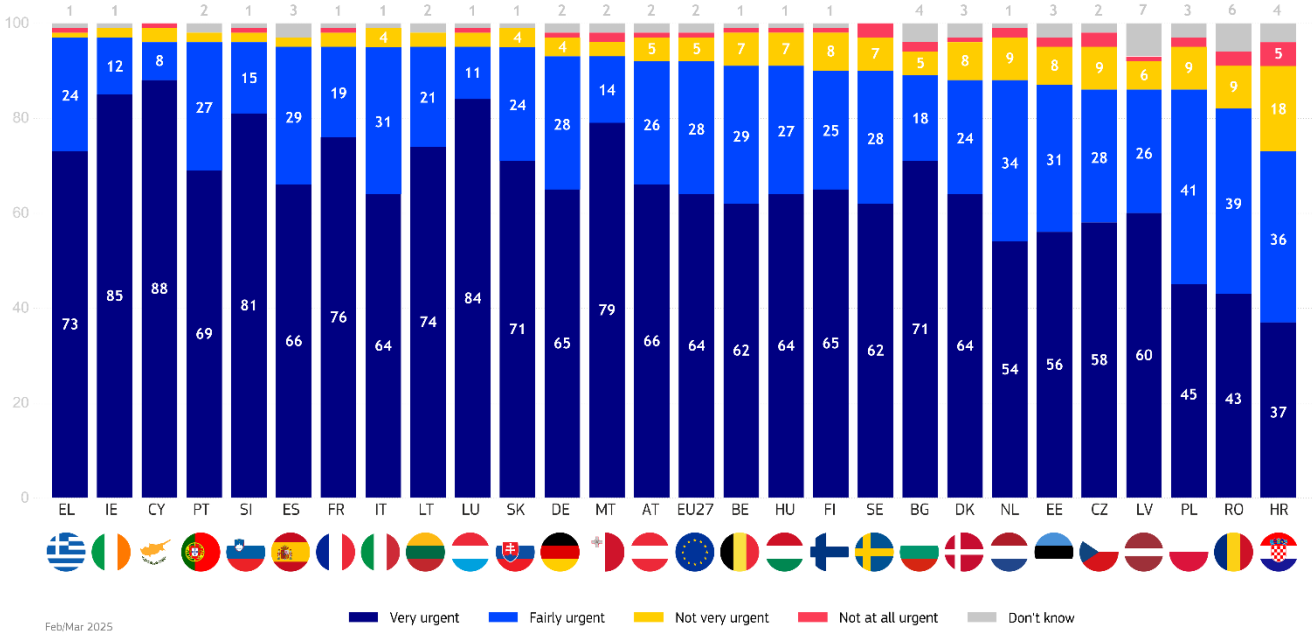
QE6.1 How urgent do you think is the action of public authorities to protect children online regarding…?
Cyberbullying and online harassment
(% - EU)

	Very urgent	Fairly urgent	Not very urgent	Not at all urgent	Don't know	Total 'Urgent'	Total 'Not urgent'
EU27	64	28	5	1	2	92	6
Gender							
Man	62	30	5	1	2	92	6
Woman	67	26	4	1	2	93	5
Age-4							
15-24	62	32	5	1	0	94	6
25-39	63	30	5	1	1	93	6
40-54	63	30	5	1	1	93	6
55+	66	24	5	1	4	90	6
Education (End of)							
15-	65	24	4	1	6	89	5
16-19	61	30	6	1	2	91	7
20+	68	26	4	1	1	94	5
Still Studying	61	33	5	1	0	94	6
Socio-professional category							
Self-employed	61	31	5	2	1	92	7
Managers	65	29	4	1	1	94	5
Other white collars	60	34	5	1	0	94	6
Manual workers	63	29	6	1	1	92	7
House persons	59	32	5	2	2	91	7
Unemployed	73	19	5	1	2	92	6
Retired	68	23	4	1	4	91	5
Students	63	32	4	1	0	95	5
Difficulties paying bills							
Most of the time	67	24	5	1	3	91	6
From time to time	55	34	7	1	3	89	8
Almost never / Never	68	26	4	1	1	94	5
Use of the Internet							
Everyday	66	28	4	1	1	94	5
Often/ Sometimes	56	31	9	1	3	87	10
Never	51	28	6	3	12	79	9
No Internet access (SPONTANEOUS)	53	16	6	1	24	69	7

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

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

QE6.2. How urgent do you think is the action of public authorities to protect children online regarding...? - Putting in place age assurance mechanisms to restrict age-inappropriate content (%)



QE6.2 How urgent do you think is the action of public authorities to protect children online regarding…?
Putting in place age assurance mechanisms to restrict age-inappropriate content
(% - EU)

	Very urgent	Fairly urgent	Not very urgent	Not at all urgent	Don't know	Total 'Urgent'	Total 'Not urgent'
EU27	64	28	5	1	2	92	6
Gender							
Man	60	31	6	1	2	91	7
Woman	67	26	4	1	2	93	5
Age-4							
15-24	63	29	6	1	1	92	7
25-39	62	30	6	1	1	92	7
40-54	62	31	5	1	1	93	6
55+	66	25	4	1	4	91	5
Education (End of)							
15-	65	24	4	1	6	89	5
16-19	63	29	5	1	2	92	6
20+	66	27	5	1	1	93	6
Still Studying	60	32	6	1	1	92	7
Socio-professional category							
Self-employed	61	31	6	1	1	92	7
Managers	61	32	5	1	1	93	6
Other white collars	63	30	5	1	1	93	6
Manual workers	64	28	6	1	1	92	7
House persons	63	30	4	1	2	93	5
Unemployed	68	24	5	2	1	92	7
Retired	67	24	4	1	4	91	5
Students	62	31	6	1	0	93	7
Difficulties paying bills							
Most of the time	66	26	4	2	2	92	6
From time to time	60	30	7	1	2	90	8
Almost never / Never	66	27	4	1	2	93	5
Use of the Internet							
Everyday	66	28	4	1	1	94	5
Often/ Sometimes	56	33	6	1	4	89	7
Never	52	27	7	2	12	79	9
No Internet access (SPONTANEOUS)	59	14	5	2	20	73	7

V. Digital rights and principles

1. Awareness about fundamental rights being applied also online

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

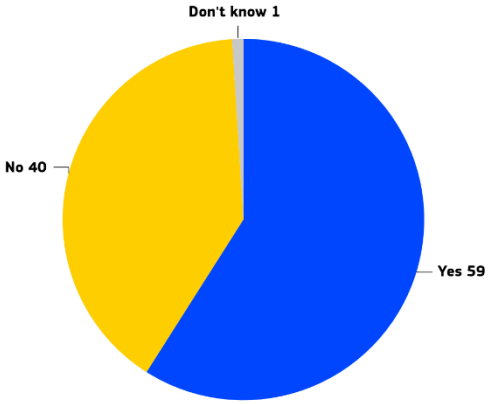
Many rights such as freedom of expression, the protection of personal data, and privacy are protected in the European Union. These rights also apply in the digital environment.

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

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

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

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

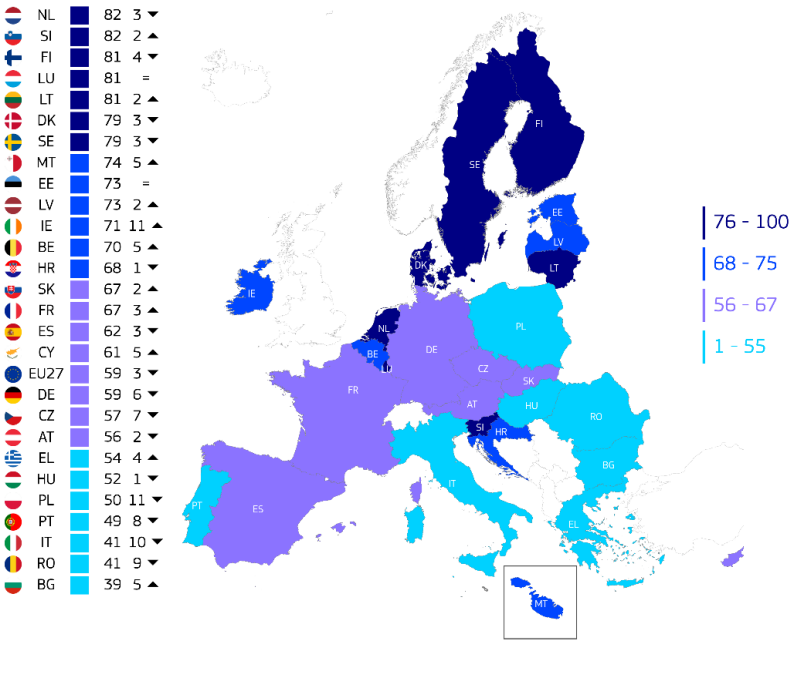


Yes	▼ 3
No	▲ 3
Don't know	=

▲▼ (Feb/Mar 2025 - Mar/Apr 2024)

Feb/Mar 2025

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



▲▼ (Feb/Mar 2025 - Mar/Apr 2024)

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

		EU27	IE	BE	BG	CY	MT	EL	FR	LT	LV	SI	SK	EE	LU	HR	HU	AT	DK	ES	NL	SE	FI	DE	CZ	PT	RO	IT	PL
Yes	Feb/Mar 2025	59	71	70	39	61	74	54	67	81	73	82	67	73	81	68	52	56	79	62	82	79	81	59	57	49	41	41	50
	Δ Mar/Apr 2024	▼3	▲11	▲5	▲5	▲5	▲5	▲4	▲3	▲2	▲2	▲2	▲2	=	=	▼1	▼1	▼2	▼3	▼3	▼3	▼3	▼4	▼6	▼7	▼8	▼9	▼10	▼11
No	Feb/Mar 2025	40	27	29	58	38	24	45	31	16	25	16	31	21	18	32	47	43	19	37	18	20	17	39	40	50	55	58	49
	Δ Mar/Apr 2024	▲3	▼11	▼6	▼6	▼4	▼4	▼4	▼4	▼3	▼3	▼3	▼3	▼4	▼1	▲2	▲1	▲3	▲2	▲2	▲3	▲3	▲3	▲5	▲6	▲8	▲8	▲9	▲11
Don't know	Feb/Mar 2025	1	2	1	3	1	2	1	2	3	2	2	2	6	1	0	1	1	2	1	0	1	2	2	3	1	4	1	1
	Δ Mar/Apr 2024	=	=	▲1	▲1	▼1	▼1	=	▲1	▲1	▲1	▲1	▲1	▲4	▲1	▼1	=	▼1	▲1	▲1	=	=	▲1	▲1	▲1	=	▲1	▲1	=

Feb/Mar 2025

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

	Yes	No	Don't know
EU27	59	40	1
Gender			
Man	61	37	2
Woman	56	42	2
Age-4			
15-24	69	30	1
25-39	68	31	1
40-54	63	36	1
55+	48	50	2
Education (End of)			
15-	29	68	3
16-19	54	44	2
20+	74	25	1
Still Studying	70	30	0
Socio-professional category			
Self-employed	66	33	1
Managers	76	23	1
Other white collars	65	34	1
Manual workers	57	42	1
House persons	45	53	2
Unemployed	62	36	2
Retired	44	53	3
Students	72	27	1
Difficulties paying bills			
Most of the time	47	51	2
From time to time	50	48	2
Almost never / Never	64	35	1
Use of the Internet			
Everyday	65	34	1
Often/ Sometimes	33	65	2
Never	17	78	5
No Internet access (SPONTANEOUS)	1	90	9

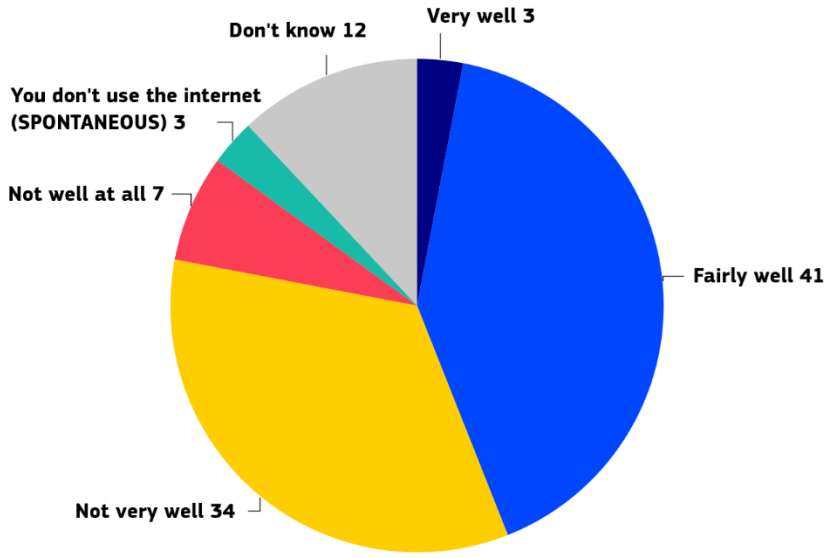
2. Opinion on the EU's ability to protect digital rights

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

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

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

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



Very well	=
Fairly well	▼ 1
Not very well	▼ 2
Not well at all	▼ 1
You don't use the internet (SPONTANEOUS)	=
Don't know	▲ 4

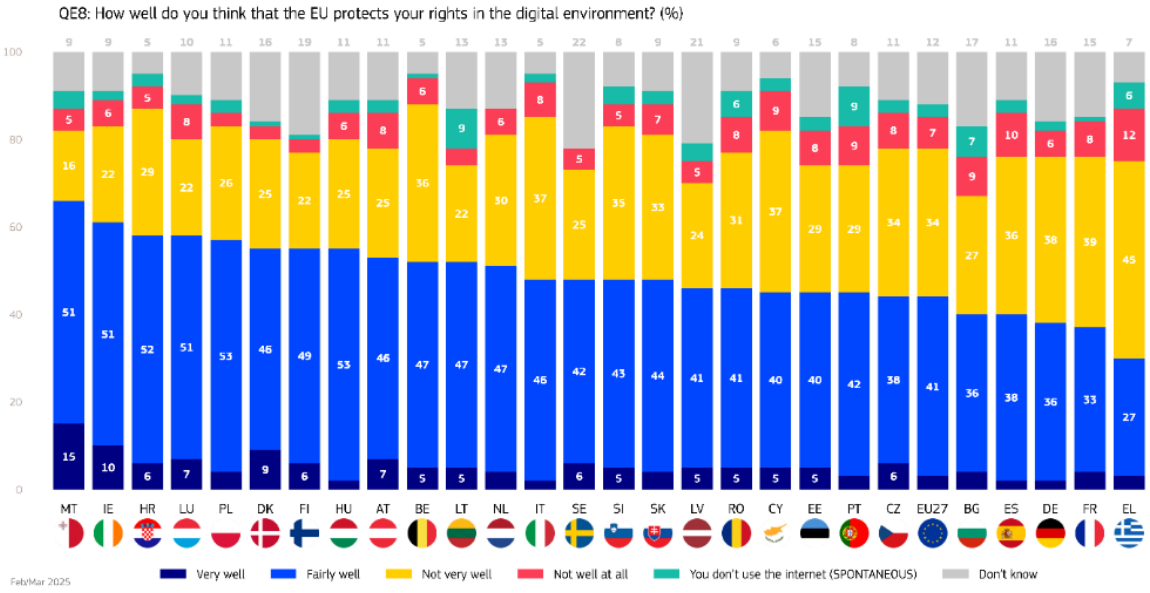
▲▼ (Feb/Mar 2025 - Mar/Apr 2024)

Feb/Mar 2025

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

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

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



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

		EU27	MT	NL	ES	LV	EE	CY	HR	LU	PT	SI	BE	RO	SK	BG	CZ	IE	IT	AT	FR	SE	DE	EL	FI	DK	HU	LT	PL
Total 'Well'	Feb/Mar 2025	44	66	51	40	46	45	45	58	58	45	48	52	46	48	40	44	61	48	53	37	48	38	30	55	55	55	52	57
	Δ Mar/Apr 2024	▼1	▲17	▲6	▲4	▲4	▲3	▲2	▲2	▲2	▲2	▲2	▲1	▲1	▲1	=	=	▼1	▼1	▼2	▼2	▼2	▼3	▼3	▼3	▼5	▼5	▼5	▼9
Total 'Not well'	Feb/Mar 2025	41	21	36	46	29	37	46	34	30	38	40	42	39	40	36	42	28	45	33	47	30	44	57	25	28	31	26	29
	Δ Mar/Apr 2024	▼3	▼12	▼12	▼9	▼14	▼4	▼4	▼4	▼7	▼3	▼5	▼5	▼3	▲1	▼2	▼4	▲2	=	▲1	▼1	▼5	▼2	▲6	▼3	▼3	▲1	=	▲4
You don't use the internet (SPONTANEOUS)	Feb/Mar 2025	3	4	0	3	4	3	3	3	2	9	4	1	6	3	7	3	2	2	3	1	0	2	6	1	1	3	9	3
	Δ Mar/Apr 2024	=	▼4	=	▲1	=	▼1	▲2	=	▲1	=	▲1	▲1	=	=	▲1	▲1	▼1	=	▲1	▼1	=	=	▼3	=	▲1	▲1	▲2	▼1
Don't know	Feb/Mar 2025	12	9	13	11	21	15	6	5	10	8	8	5	9	9	17	11	9	5	11	15	22	16	7	19	16	11	13	11
	Δ Mar/Apr 2024	▲4	▼1	▲6	▲4	▲10	▲2	=	▲2	▲4	▲1	▲2	▲3	▲2	▼2	▲1	▲3	=	▲1	=	▲4	▲7	▲5	=	▲6	▲7	▲3	▲3	▲6

Feb/Mar 2025

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

	Very well	Fairly well	Not very well	Not well at all	You don't use the internet (SPONTANEOUS)	Don't know	Total 'Well'	Total 'Not well'
EU27	3	41	34	7	3	12	44	41
Gender								
Man	4	43	34	7	2	10	47	41
Woman	3	40	34	7	3	13	43	41
Age-4								
15-24	6	49	33	4	0	8	55	37
25-39	4	47	34	6	0	9	51	40
40-54	3	43	37	7	0	10	46	44
55+	2	34	33	9	6	16	36	42
Education (End of)								
15-	1	26	34	13	11	15	27	47
16-19	3	40	35	7	2	13	43	42
20+	4	46	34	6	0	10	50	40
Still Studying	7	54	29	3	0	7	61	32
Socio-professional category								
Self-employed	5	43	35	8	0	9	48	43
Managers	5	47	34	6	0	8	52	40
Other white collars	4	49	33	5	0	9	53	38
Manual workers	2	41	38	7	1	11	43	45
House persons	3	35	33	12	4	13	38	45
Unemployed	3	35	40	11	1	10	38	51
Retired	2	31	32	9	8	18	33	41
Students	7	52	31	3	0	7	59	34
Difficulties paying bills								
Most of the time	4	30	36	14	5	11	34	50
From time to time	3	39	39	8	2	9	42	47
Almost never / Never	4	43	32	6	2	13	47	38
Use of the Internet								
Everyday	4	44	35	6	0	11	48	41
Often/ Sometimes	1	32	37	11	2	17	33	48
Never	1	19	24	14	26	16	20	38
No Internet access (SPONTANEOUS)	0	2	18	16	57	7	2	34

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.

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

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

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

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

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

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

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

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

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

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

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

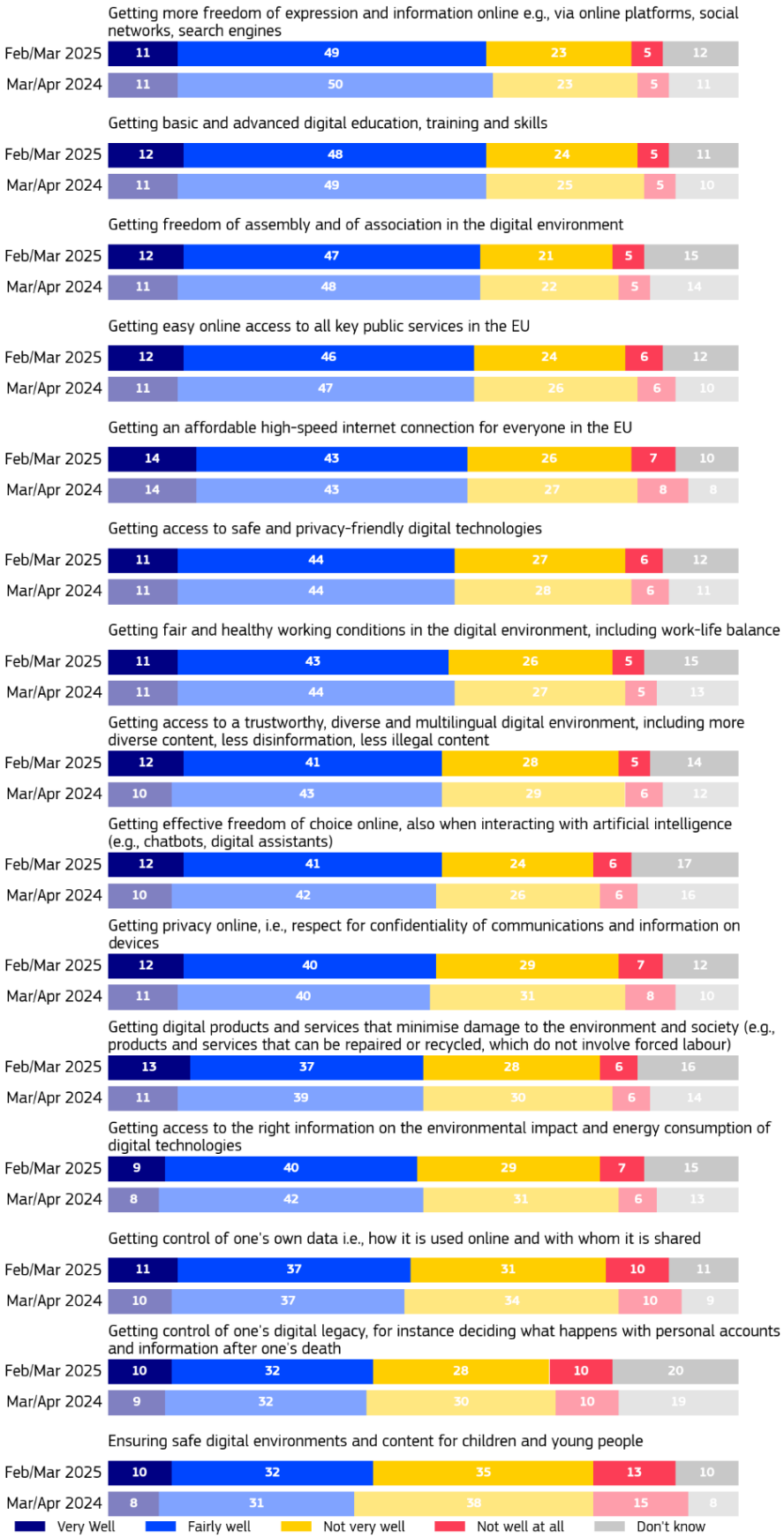
The same proportion (50%, unchanged) think that digital rights and principles are applied well in their country in terms of **getting digital products and services that minimize damage to the environment and society (e.g., products and services that can be repaired or recycled, and which do not involve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

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

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

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

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



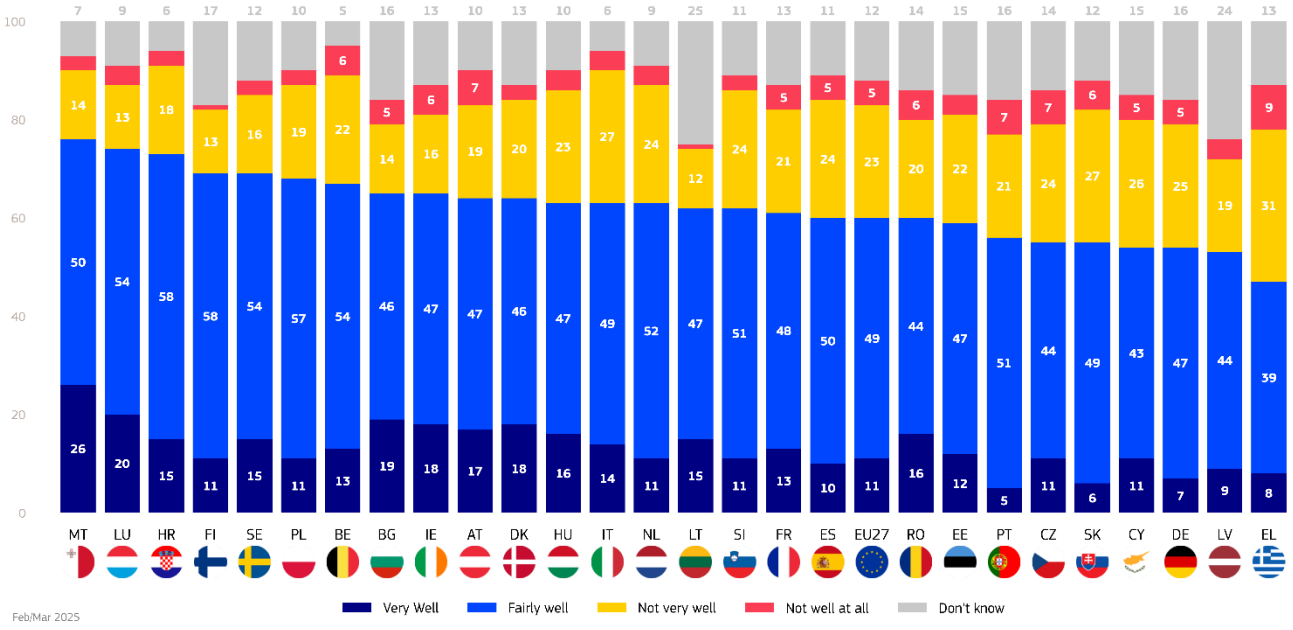
Feb/Mar 2025

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

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

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

QE9.7: How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? - Getting more freedom of expression and information online e.g., via online platforms, social networks, search engines (%)



Feb/Mar 2025

QE9.7: How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? - Getting more freedom of expression and information online e.g., via online platforms, social networks, search engines (%)

		EU27	MT	BG	ES	HR	RO	BE	SI	DK	FR	LU	NL	SE	AT	IT	LV	CZ	DE	FI	IE	PT	SK	EE	EL	HU	LT	PL	CY
Total 'Well'	Feb/Mar 2025	60	76	65	60	73	60	67	62	64	61	74	63	69	64	63	53	55	54	69	65	56	55	59	47	63	62	68	54
	Δ Mar/Apr 2024	▼1	▲8	▲7	▲4	▲4	▲4	▲3	▲3	▲2	▲2	▲2	=	=	▼1	▼1	▼1	▼2	▼2	▼2	▼2	▼2	▼2	▼4	▼4	▼4	▼5	▼5	▼7
Total 'Not well'	Feb/Mar 2025	28	17	19	29	21	26	28	27	23	26	17	28	19	26	31	23	31	30	14	22	28	33	26	40	27	13	22	31
	Δ Mar/Apr 2024	=	▼3	▼7	▼7	▼5	▼8	▼5	▼6	▼7	▼1	▼4	▼3	▼2	▼1	▲2	▼5	=	▼1	▼1	▲1	▲4	▼1	▲5	▲6	▼1	▼1	▲3	▲1
Don't know	Feb/Mar 2025	12	7	16	11	6	14	5	11	13	13	9	9	12	10	6	24	14	16	17	13	16	12	15	13	10	25	10	15
	Δ Mar/Apr 2024	▲1	▼5	=	▲3	▲1	▲4	▲2	▲3	▲5	▼1	▲2	▲3	▲2	▲2	▼1	▲6	▲2	▲3	▲3	▲1	▼2	▲3	▼1	▼2	▲5	▲6	▲2	▲6

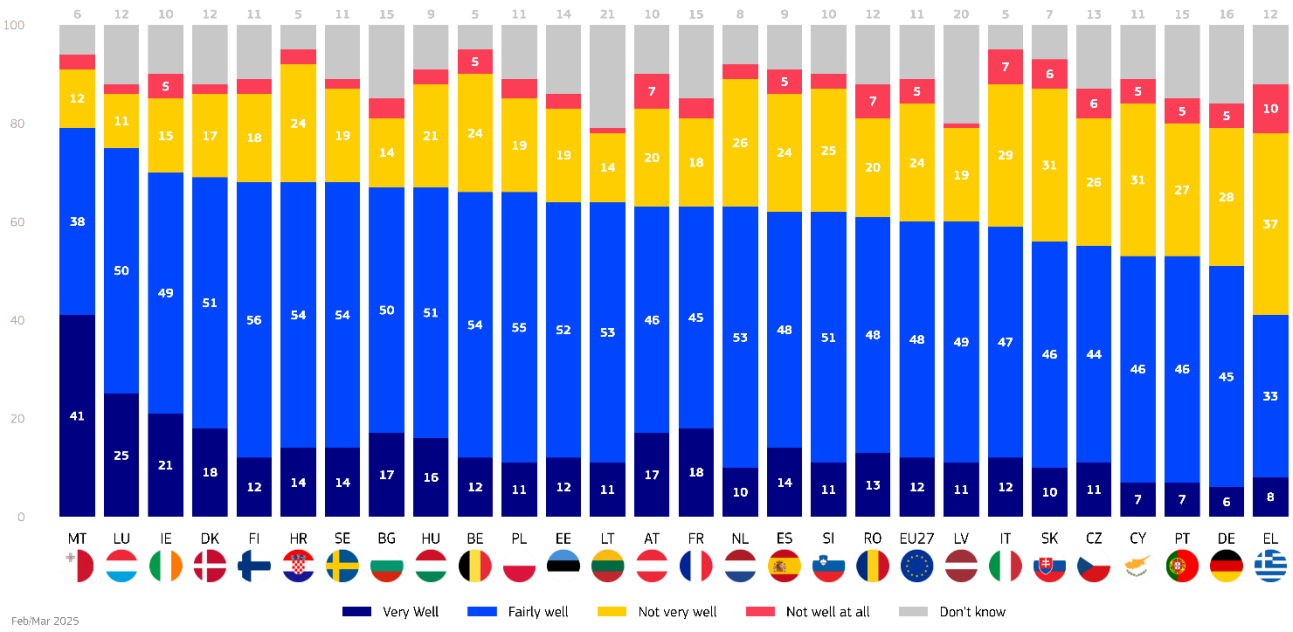
Feb/Mar 2025

GETTING BASIC AND ADVANCED DIGITAL EDUCATION, TRAINING AND SKILLS

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

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

QE9.2: How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? - Getting basic and advanced digital education, training and skills (%)



Feb/Mar 2025

QE9.2: How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? - Getting basic and advanced digital education, training and skills (%)

		EU27	RO	HR	BG	CY	SI	PT	SE	DK	NL	AT	BE	DE	EL	ES	FR	IE	LU	IT	LV	CZ	EE	FI	SK	HU	MT	LT	PL
Total 'Well'	Feb/Mar 2025	60	61	68	67	53	62	53	68	69	63	63	66	51	41	62	63	70	75	59	60	55	64	68	56	67	79	64	66
	Δ Mar/Apr 2024	=	▲6	▲5	▲4	▲4	▲4	▲3	▲3	▲1	▲1	=	=	=	=	=	=	=	=	▼1	▼1	▼2	▼2	▼2	▼2	▼3	▼3	▼4	▼4
Total 'Not well'	Feb/Mar 2025	29	27	27	18	36	28	32	21	19	29	27	29	33	47	29	22	20	13	36	20	32	22	21	37	24	15	15	23
	Δ Mar/Apr 2024	▼1	▼8	▼6	▼4	▼6	▼7	=	▼3	▼6	▼2	▲1	▼2	▼3	▲4	▼3	▼1	=	▼3	▲2	▼4	▼1	▲1	▼1	▲2	▼1	▲7	▼1	=
Don't know	Feb/Mar 2025	11	12	5	15	11	10	15	11	12	8	10	5	16	12	9	15	10	12	5	20	13	14	11	7	9	6	21	11
	Δ Mar/Apr 2024	▲1	▲2	▲1	=	▲2	▲3	▼3	=	▲5	▲1	▼1	▲2	▲3	▼4	▲3	▲1	=	▲3	▼1	▲5	▲3	▲1	▲3	=	▲4	▼4	▲5	▲4

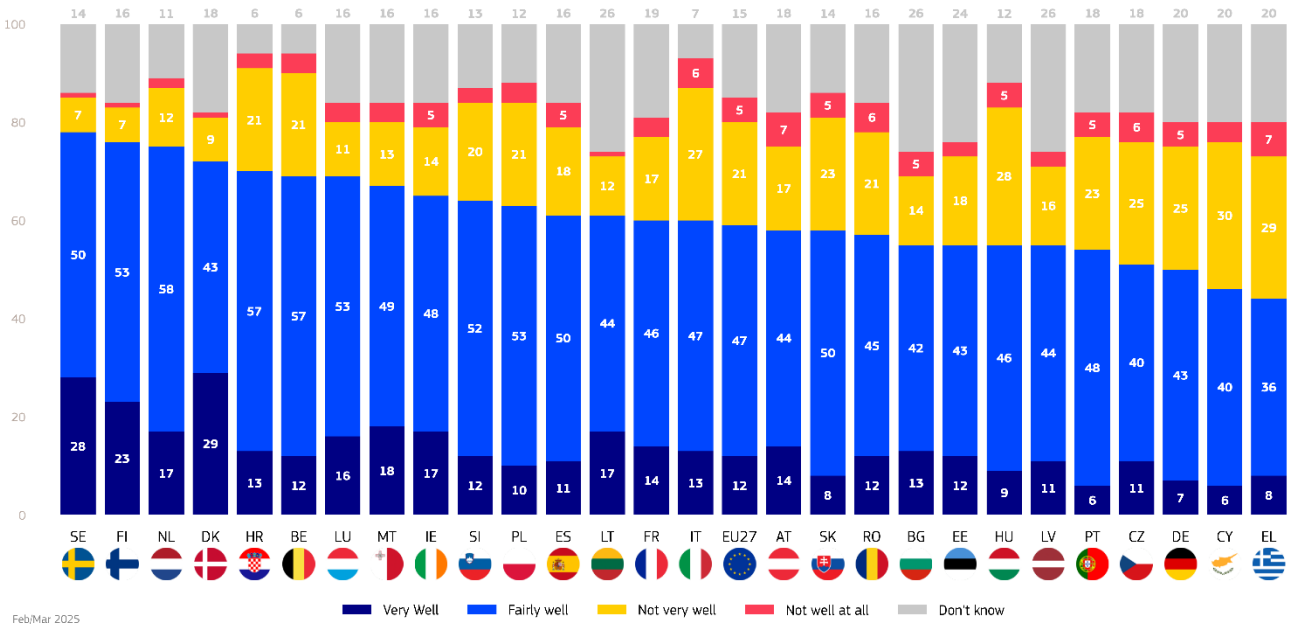
Feb/Mar 2025

GETTING FREEDOM OF ASSEMBLY AND OF ASSOCIATION IN THE DIGITAL ENVIRONMENT

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

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

QE9.8: How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? - Getting freedom of assembly and of association in the digital environment (%)



Feb/Mar 2025

QE9.8: How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? - Getting freedom of assembly and of association in the digital environment (%)

		EU27	BG	RO	ES	HR	SK	IE	MT	SI	IT	NL	PT	BE	EL	FR	LU	DK	EE	FI	SE	AT	DE	LV	HU	PL	CZ	LT	CY
Total 'Well'	Feb/Mar 2025	59	55	57	61	70	58	65	67	64	60	75	54	69	44	60	69	72	55	76	78	58	50	55	55	63	51	61	46
	Δ Mar/Apr 2024	=	▲6	▲6	▲5	▲4	▲3	▲2	▲2	▲2	▲1	▲1	▲1	▼1	▼1	▼1	▼1	▼2	▼2	▼2	▼2	▼3	▼3	▼3	▼4	▼4	▼5	▼7	▼12
Total 'Not well'	Feb/Mar 2025	26	19	27	23	24	28	19	17	23	33	14	28	25	36	21	15	10	21	8	8	24	30	19	33	25	31	13	34
	Δ Mar/Apr 2024	▼1	▼7	▼10	▼9	▼5	▼4	=	▲6	▼5	▲1	▼3	▲5	▼1	▲4	▲1	▼2	▼6	▲3	▼1	=	▲4	=	▼3	▼1	▲2	▲1	=	▲4
Don't know	Feb/Mar 2025	15	26	16	16	6	14	16	16	13	7	11	18	6	20	19	16	18	24	16	14	18	20	26	12	12	18	26	20
	Δ Mar/Apr 2024	▲1	▲1	▲4	▲4	▲1	▲1	▼2	▼8	▲3	▼2	▲2	▼6	▲2	▼3	=	▲3	▲8	▼1	▲3	▲2	▼1	▲3	▲6	▲5	▲2	▲4	▲7	▲8

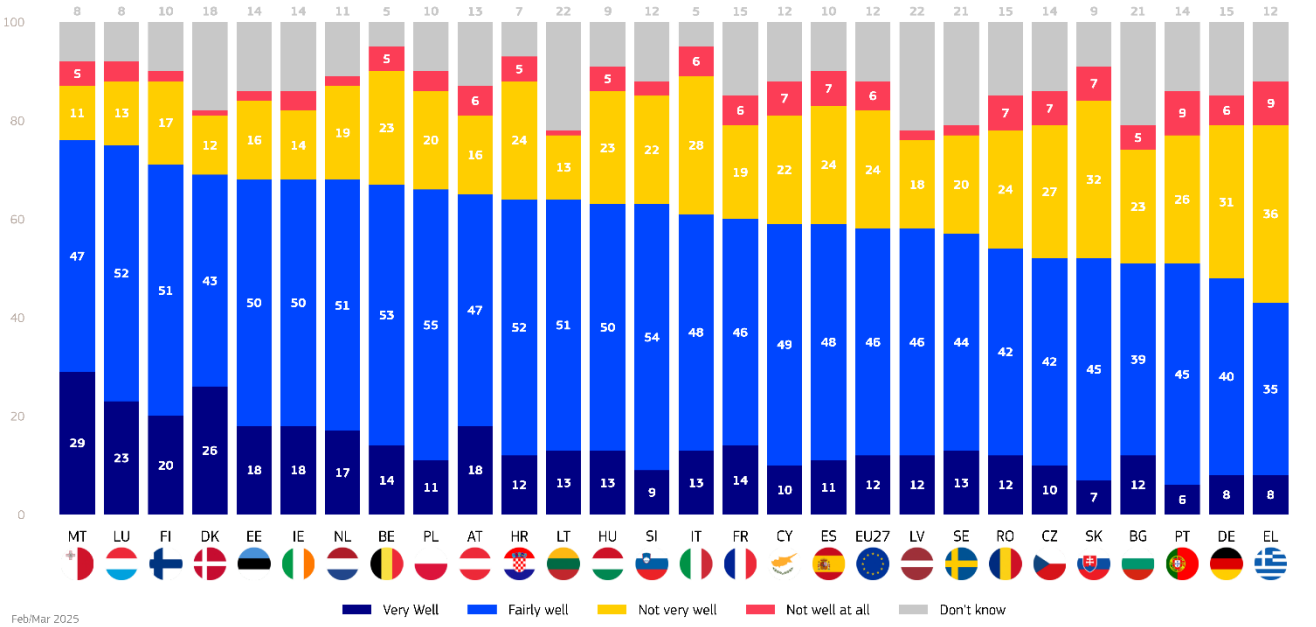
Feb/Mar 2025

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

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

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

QE9.4: How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? - Getting easy online access to all key public services in the EU (%)



Feb/Mar 2025

QE9.4: How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? - Getting easy online access to all key public services in the EU (%)

		EU27	RO	SI	MT	BG	HR	CZ	LT	CY	ES	FR	AT	EE	IE	IT	LU	NL	BE	DE	HU	LV	EL	SE	DK	FI	SK	PT	PL
Total 'Well'	Feb/Mar 2025	58	54	63	76	51	64	52	64	59	59	60	65	68	68	61	75	68	67	48	63	58	43	57	69	71	52	51	66
	Δ Mar/Apr 2024	=	▲6	▲6	▲5	▲4	▲4	▲3	▲2	▲1	▲1	▲1	=	=	=	=	=	=	▼1	▼1	▼1	▼1	▼2	▼2	▼3	▼3	▼3	▼4	▼6
Total 'Not well'	Feb/Mar 2025	30	31	25	16	28	29	34	14	29	31	25	22	18	18	34	17	21	28	37	28	20	45	22	13	19	39	35	24
	Δ Mar/Apr 2024	▼2	▼10	▼10	▲3	▼2	▼6	▼3	▼6	▼4	▼3	▼3	▼4	▲1	▲1	▲2	▼1	▼4	▼1	▼3	▼1	▼4	▲5	▲2	▼3	▼1	▲4	▲7	▲4
Don't know	Feb/Mar 2025	12	15	12	8	21	7	14	22	12	10	15	13	14	14	5	8	11	5	15	9	22	12	21	18	10	9	14	10
	Δ Mar/Apr 2024	▲2	▲4	▲4	▼8	▼2	▲2	=	▲4	▲3	▲2	▲2	▲4	▼1	▼1	▼2	▲1	▲4	▲2	▲4	▲2	▲5	▼3	=	▲6	▲4	▼1	▼3	▲2

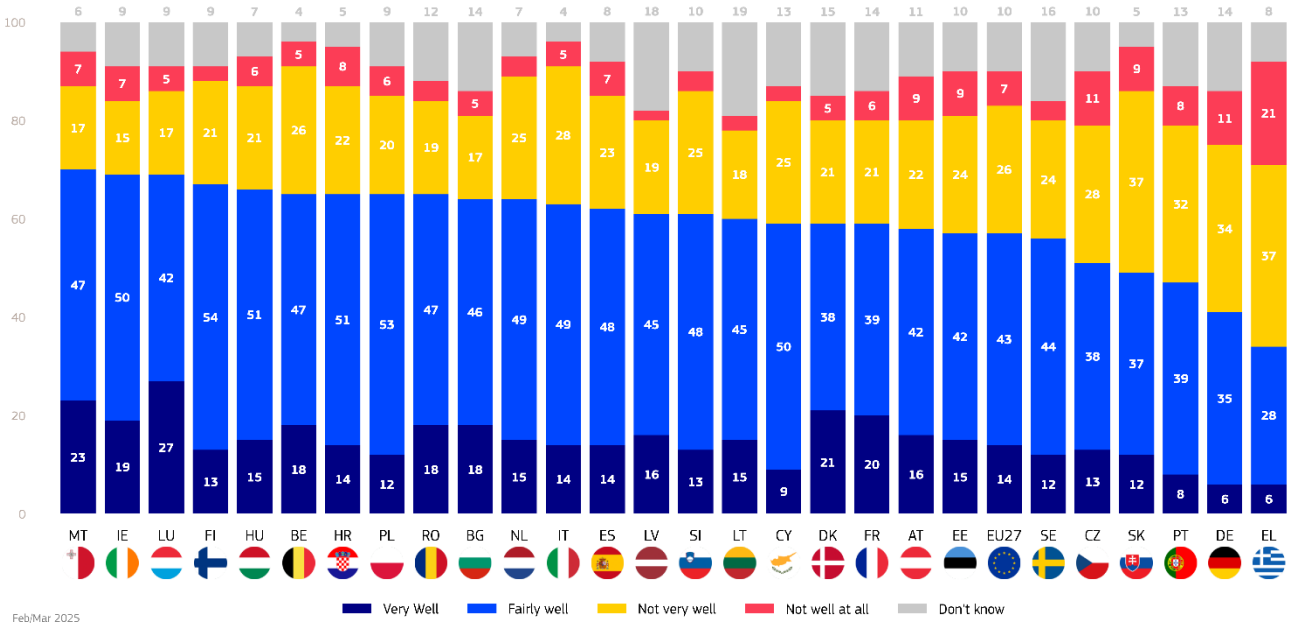
Feb/Mar 2025

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

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

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

QE9.1: How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? - Getting an affordable high-speed internet connection for everyone in the EU (%)



Feb/Mar 2025

QE9.1: How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? - Getting an affordable high-speed internet connection for everyone in the EU (%)

		EU27	PT	CY	HR	RO	IE	LV	MT	SE	SI	DE	ES	BE	BG	IT	CZ	EE	FI	FR	HU	EL	NL	AT	DK	LU	PL	SK	LT
Total 'Well'	Feb/Mar 2025	57	47	59	65	65	69	61	70	56	61	41	62	65	64	63	51	57	67	59	66	34	64	58	59	69	65	49	60
	Δ Mar/Apr 2024	=	▲10	▲7	▲7	▲6	▲5	▲4	▲4	▲4	▲4	▲3	▲2	▲1	▲1	=	▼1	▼1	▼1	▼2	▼2	▼3	▼3	▼4	▼4	▼5	▼5	▼6	▼9
Total 'Not well'	Feb/Mar 2025	33	40	28	30	23	22	21	24	28	29	45	30	31	22	33	39	33	24	27	27	58	29	31	26	22	26	46	21
	Δ Mar/Apr 2024	▼2	▼8	▼11	▼8	▼9	▼4	▼9	=	▼4	▼8	▼7	▼5	▼3	=	▲2	=	=	=	=	▼1	▲7	▲1	▲1	▼4	▲4	▲3	▲6	▲3
Don't know	Feb/Mar 2025	10	13	13	5	12	9	18	6	16	10	14	8	4	14	4	10	10	9	14	7	8	7	11	15	9	9	5	19
	Δ Mar/Apr 2024	▲2	▼2	▲4	▲1	▲3	▼1	▲5	▼4	=	▲4	▲4	▲3	▲2	▼1	▼2	▲1	▲1	▲1	▲2	▲3	▼4	▲2	▲3	▲8	▲1	▲2	=	▲6

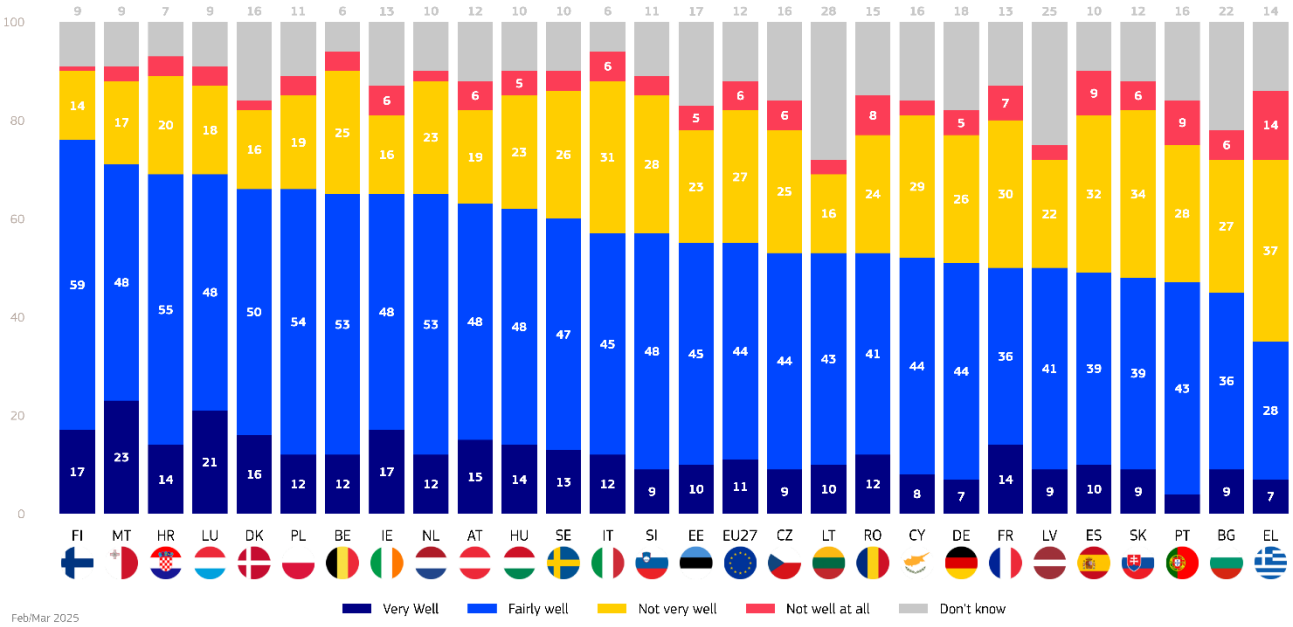
Feb/Mar 2025

GETTING ACCESS TO SAFE AND PRIVACY-FRIENDLY DIGITAL TECHNOLOGIES

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

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

QE9.9: How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? - Getting access to safe and privacy-friendly digital technologies (%)



QE9.9: How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? - Getting access to safe and privacy-friendly digital technologies (%)

		EU27	MT	RO	LU	SE	HR	FR	EE	ES	FI	IE	DE	LV	NL	SI	BE	BG	CY	CZ	IT	DK	HU	PT	AT	PL	LT	EL	SK
Total 'Well'	Feb/Mar 2025	55	71	53	69	60	69	50	55	49	76	65	51	50	65	57	65	45	52	53	57	66	62	47	63	66	53	35	48
	Δ Mar/Apr 2024	=	▲9	▲7	▲6	▲6	▲5	▲3	▲2	▲1	▲1	▲1	=	=	=	=	▼1	▼1	▼2	▼2	▼2	▼3	▼3	▼3	▼4	▼4	▼5	▼7	▼7
Total 'Not well'	Feb/Mar 2025	33	20	32	22	30	24	37	28	41	15	22	31	25	25	32	29	33	32	31	37	18	28	37	25	23	19	51	40
	Δ Mar/Apr 2024	▼1	▼6	▼10	▼7	▼9	▼8	▼3	▼2	▼3	▼4	=	▼4	▼5	▼1	▼3	▼1	=	▼4	=	▲2	▼6	=	▲5	▲3	▲2	=	▲11	▲7
Don't know	Feb/Mar 2025	12	9	15	9	10	7	13	17	10	9	13	18	25	10	11	6	22	16	16	6	16	10	16	12	11	28	14	12
	Δ Mar/Apr 2024	▲1	▼3	▲3	▲1	▲3	▲3	=	=	▲2	▲3	▼1	▲4	▲5	▲1	▲3	▲2	▲1	▲6	▲2	=	▲9	▲3	▼2	▲1	▲2	▲5	▼4	=

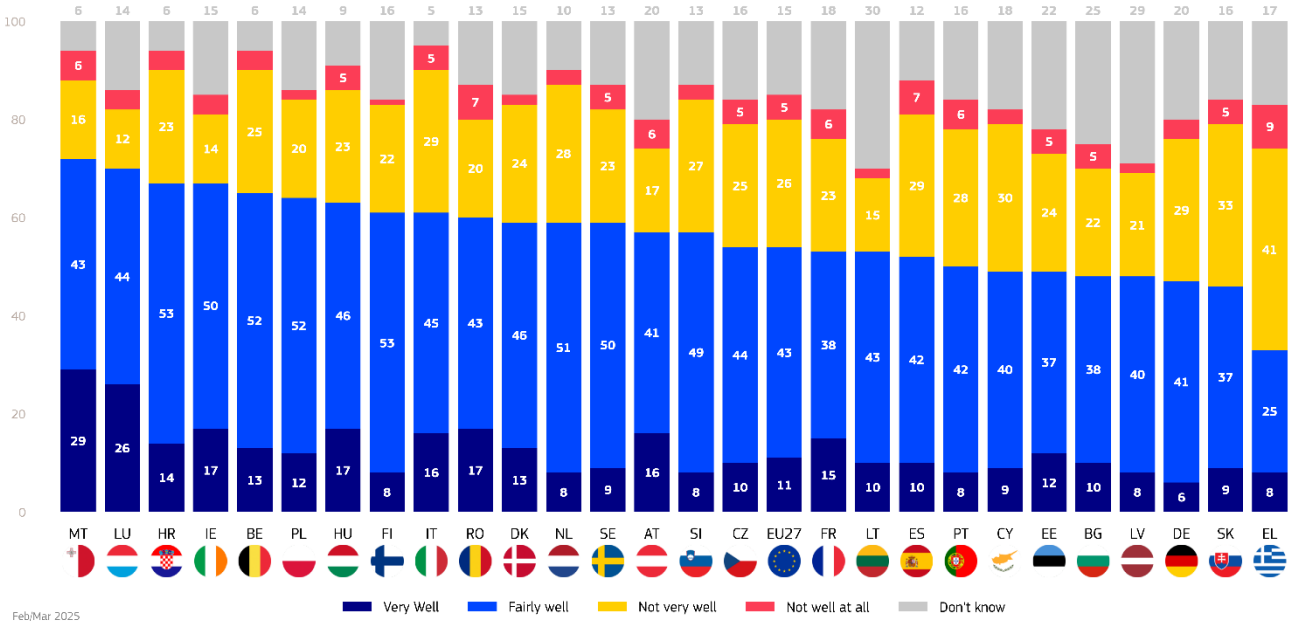
Feb/Mar 2025

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

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

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

QE9.3: How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? - Getting fair and healthy working conditions in the digital environment, including work-life balance (%)



Feb/Mar 2025

QE9.3: How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? - Getting fair and healthy working conditions in the digital environment, including work-life balance (%)

		EU27	PT	RO	SI	MT	HR	LV	ES	IT	LU	SE	BG	CZ	CY	NL	AT	BE	DK	EE	EL	FI	FR	IE	DE	HU	PL	LT	SK
Total 'Well'	Feb/Mar 2025	54	50	60	57	72	67	48	52	61	70	59	48	54	49	59	57	65	59	49	33	61	53	67	47	63	64	53	46
	Δ Mar/Apr 2024	▼1	▲12	▲10	▲9	▲7	▲5	▲4	▲3	▲3	▲3	▲3	▲2	▲2	▲1	▲1	=	=	▼1	▼1	▼1	▼1	▼2	▼2	▼3	▼4	▼4	▼6	▼9
Total 'Not well'	Feb/Mar 2025	31	34	27	30	22	27	23	36	34	16	28	27	30	33	31	23	29	26	29	50	23	29	18	33	28	22	17	38
	Δ Mar/Apr 2024	▼1	▼9	▼11	▼13	▲1	▼7	▼9	▼4	▼1	▼3	▼6	▼4	▼5	▼7	▼4	▼3	▼2	▼5	▲2	▲3	▼2	▲1	▲2	▼2	▲1	▲1	▼1	▲7
Don't know	Feb/Mar 2025	15	16	13	13	6	6	29	12	5	14	13	25	16	18	10	20	6	15	22	17	16	18	15	20	9	14	30	16
	Δ Mar/Apr 2024	▲2	▼3	▲1	▲4	▼8	▲2	▲5	▲1	▼2	=	▲3	▲2	▲3	▲6	▲3	▲3	▲2	▲6	▼1	▼2	▲3	▲1	=	▲5	▲3	▲3	▲7	▲2

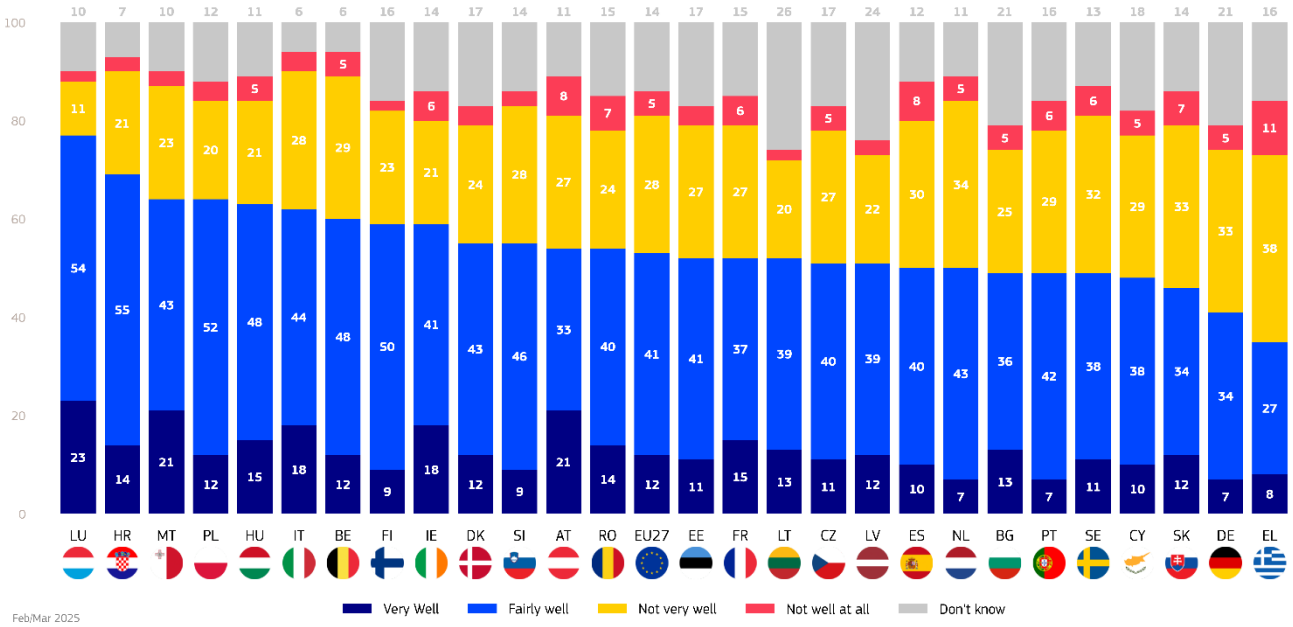
Feb/Mar 2025

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

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

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

QE9.6: How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? - Getting access to a trustworthy, diverse and multilingual digital environment, including more diverse content, less disinformation, less illegal content (%)



Feb/Mar 2025

QE9.6: How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? - Getting access to a trustworthy, diverse and multilingual digital environment, including more diverse content, less disinformation, less illegal content (%)

		EU27	MT	RO	HR	LV	LU	BG	SE	CZ	DK	NL	SI	ES	IT	PT	DE	FI	HU	EE	FR	IE	LT	BE	CY	EL	PL	AT	SK
Total 'Well'	Feb/Mar 2025	53	64	54	69	51	77	49	49	51	55	50	55	50	62	49	41	59	63	52	52	59	52	60	48	35	64	54	46
	Δ Mar/Apr 2024	=	▲7	▲7	▲6	▲6	▲5	▲3	▲3	▲2	▲2	▲1	▲1	=	=	=	▼1	▼1	▼1	▼2	▼2	▼2	▼3	▼4	▼4	▼4	▼4	▼5	▼7
Total 'Not well'	Feb/Mar 2025	33	26	31	24	25	13	30	38	32	28	39	31	38	32	35	38	25	26	31	33	27	22	34	34	49	24	35	40
	Δ Mar/Apr 2024	▼2	▼1	▼11	▼8	▼9	▼5	▼2	▼5	▼5	▼9	▼4	▼5	▼4	=	▲4	▼4	▼1	▼4	▲2	▲3	▲2	▼2	▲1	▼3	▲4	▲2	▲6	▲6
Don't know	Feb/Mar 2025	14	10	15	7	24	10	21	13	17	17	11	14	12	6	16	21	16	11	17	15	14	26	6	18	16	12	11	14
	Δ Mar/Apr 2024	▲2	▼6	▲4	▲2	▲3	=	▼1	▲2	▲3	▲7	▲3	▲4	▲4	=	▼4	▲5	▲2	▲5	=	▼1	=	▲5	▲3	▲7	=	▲2	▼1	▲1

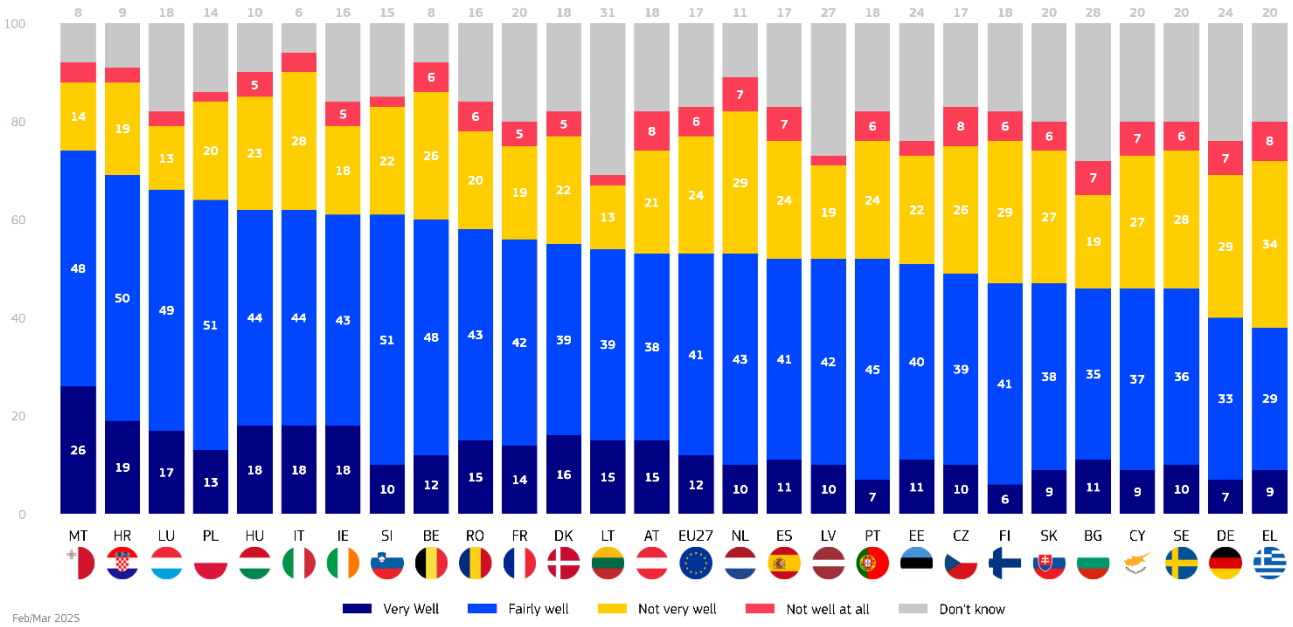
Feb/Mar 2025

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

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

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

QE9.5: How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? - Getting effective freedom of choice online, also when interacting with artificial intelligence (e.g., chatbots, digital assistants) (%)



Feb/Mar 2025

QE9.5: How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? - Getting effective freedom of choice online, also when interacting with artificial intelligence (e.g., chatbots, digital assistants) (%)

		EU27	MT	LV	RO	SI	NL	ES	FR	LU	PT	DK	FI	LT	IT	SE	BG	CZ	HR	AT	BE	CY	EE	SK	EL	DE	HU	IE	PL
Total 'Well'	Feb/Mar 2025	53	74	52	58	61	53	52	56	66	52	55	47	54	62	46	46	49	69	53	60	46	51	47	38	40	62	61	64
	Δ Mar/Apr 2024	▲1	▲13	▲7	▲7	▲7	▲6	▲5	▲4	▲4	▲3	▲2	▲2	▲2	▲1	▲1	=	=	=	▼1	▼1	▼1	▼1	▼1	▼2	▼3	▼3	▼3	▼7
Total 'Not well'	Feb/Mar 2025	30	18	21	26	24	36	31	24	16	30	27	35	15	32	34	26	34	22	29	32	34	25	33	42	36	28	23	22
	Δ Mar/Apr 2024	▼2	▼3	▼6	▼10	▼10	▼8	▼8	▼3	▼3	▲6	▼9	▼3	▼4	▲1	▼3	▼1	=	▼4	▲2	▼3	▼6	▲3	=	▲4	▼2	=	▲4	▲4
Don't know	Feb/Mar 2025	17	8	27	16	15	11	17	20	18	18	18	18	31	6	20	28	17	9	18	8	20	24	20	20	24	10	16	14
	Δ Mar/Apr 2024	▲1	▼10	▼1	▲3	▲3	▲2	▲3	▼1	▼1	▼9	▲7	▲1	▲2	▼2	▲2	▲1	=	▲4	▼1	▲4	▲7	▼2	▲1	▼2	▲5	▲3	▼1	▲3

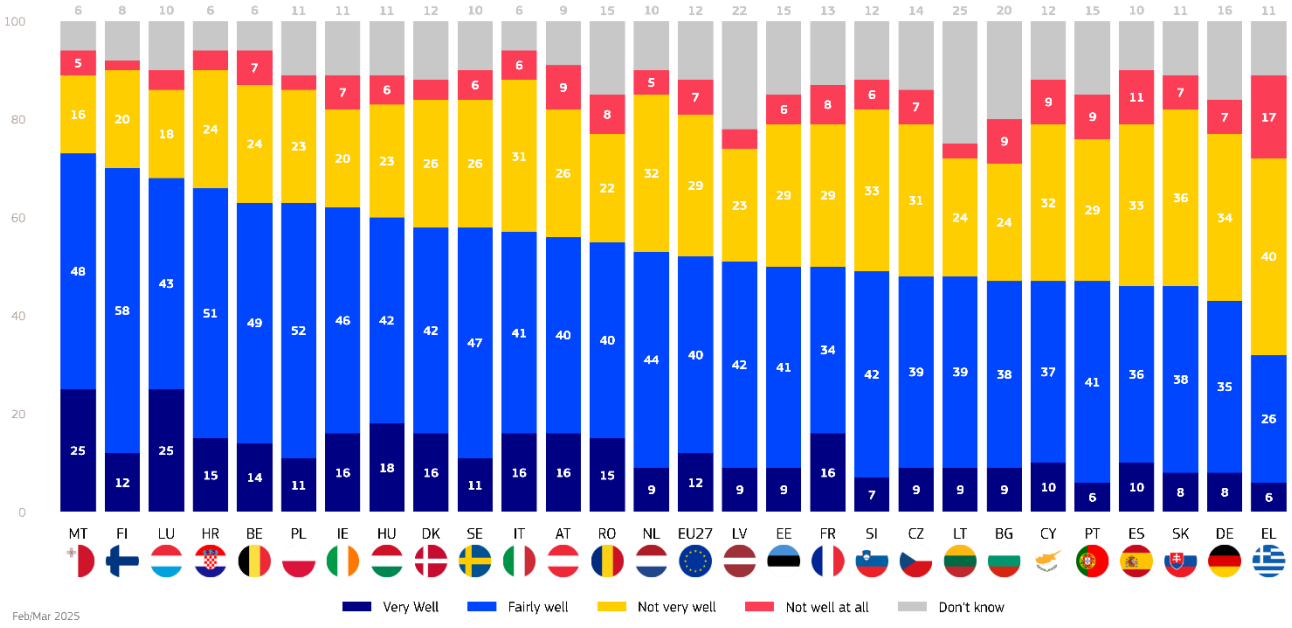
Feb/Mar 2025

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

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

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

QE9.10: How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? - Getting privacy online, i.e., respect for confidentiality of communications and information on devices (%)



Feb/Mar 2025

QE9.10: How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? - Getting privacy online, i.e., respect for confidentiality of communications and information on devices (%)

		EU27	MT	SE	RO	HR	BE	BG	EE	ES	FR	LV	LU	FI	CY	DE	DK	IE	IT	AT	NL	PT	SI	CZ	EL	LT	HU	PL	SK
Total 'Well'	Feb/Mar 2025	52	73	58	55	66	63	47	50	46	50	51	68	70	47	43	58	62	57	56	53	47	49	48	32	48	60	63	46
	Δ Mar/Apr 2024	▲1	▲17	▲8	▲7	▲5	▲3	▲3	▲3	▲3	▲3	▲3	▲2	▲1	=	=	=	=	=	▼1	▼1	▼1	▼1	▼2	▼3	▼4	▼5	▼5	▼6
Total 'Not well'	Feb/Mar 2025	36	21	32	30	28	31	33	35	44	37	27	22	22	41	41	30	27	37	35	37	38	39	38	57	27	29	26	43
	Δ Mar/Apr 2024	▼3	▼10	▼9	▼11	▼7	▼5	▼3	▼6	▼5	▼4	▼8	▼6	▼3	▼4	▼4	▼7	▲1	=	▲1	▼2	▲4	▼3	=	▲6	=	▲1	▲3	▲6
Don't know	Feb/Mar 2025	12	6	10	15	6	6	20	15	10	13	22	10	8	12	16	12	11	6	9	10	15	12	14	11	25	11	11	11
	Δ Mar/Apr 2024	▲2	▼7	▲1	▲4	▲2	▲2	=	▲3	▲2	▲1	▲5	▲4	▲2	▲4	▲4	▲7	▼1	=	=	▲3	▼3	▲4	▲2	▼3	▲4	▲4	▲2	=

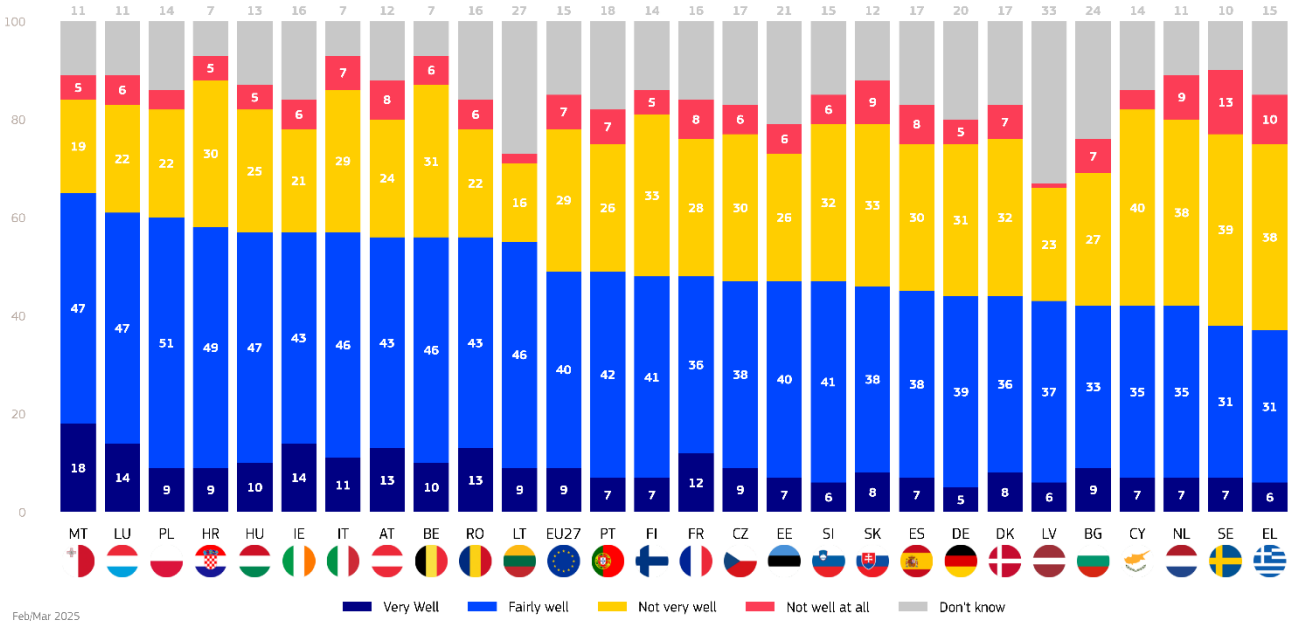
Feb/Mar 2025

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

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

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

QE9.15: How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? - Getting access to the right information on the environmental impact and energy consumption of digital technologies (%)



Feb/Mar 2025

QE9.15: How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? - Getting access to the right information on the environmental impact and energy consumption of digital technologies (%)

		EU27	MT	RO	PT	BG	SI	HR	IE	LT	LV	SE	BE	CZ	DE	DK	ES	FI	IT	AT	FR	LU	NL	EE	SK	HU	PL	EL	CY
Total 'Well'	Feb/Mar 2025	49	65	56	49	42	47	58	57	55	43	38	56	47	44	44	45	48	57	56	48	61	42	47	46	57	60	37	42
	Δ Mar/Apr 2024	▼1	▲10	▲7	▲6	▲3	▲2	▲1	▲1	▲1	▲1	▲1	=	▼1	▼1	▼1	▼1	▼1	▼1	▼2	▼2	▼2	▼2	▼3	▼3	▼4	▼4	▼5	▼9
Total 'Not well'	Feb/Mar 2025	36	24	28	33	34	38	35	27	18	24	52	37	36	36	39	38	38	36	32	36	28	47	32	42	30	26	48	44
	Δ Mar/Apr 2024	▼1	▲2	▼11	▼1	▼1	▼7	▼4	▲1	▼5	▼7	▼2	▼1	▼1	▼5	▼4	▼4	▼1	▲1	▲4	=	=	▼2	▲4	▲3	▼1	=	▲9	▲5
Don't know	Feb/Mar 2025	15	11	16	18	24	15	7	16	27	33	10	7	17	20	17	17	14	7	12	16	11	11	21	12	13	14	15	14
	Δ Mar/Apr 2024	▲2	▼12	▲4	▼5	▼2	▲5	▲3	▼2	▲4	▲6	▲1	▲1	▲2	▲6	▲5	▲5	▲2	=	▼2	▲2	▲2	▲4	▼1	=	▲5	▲4	▼4	▲4

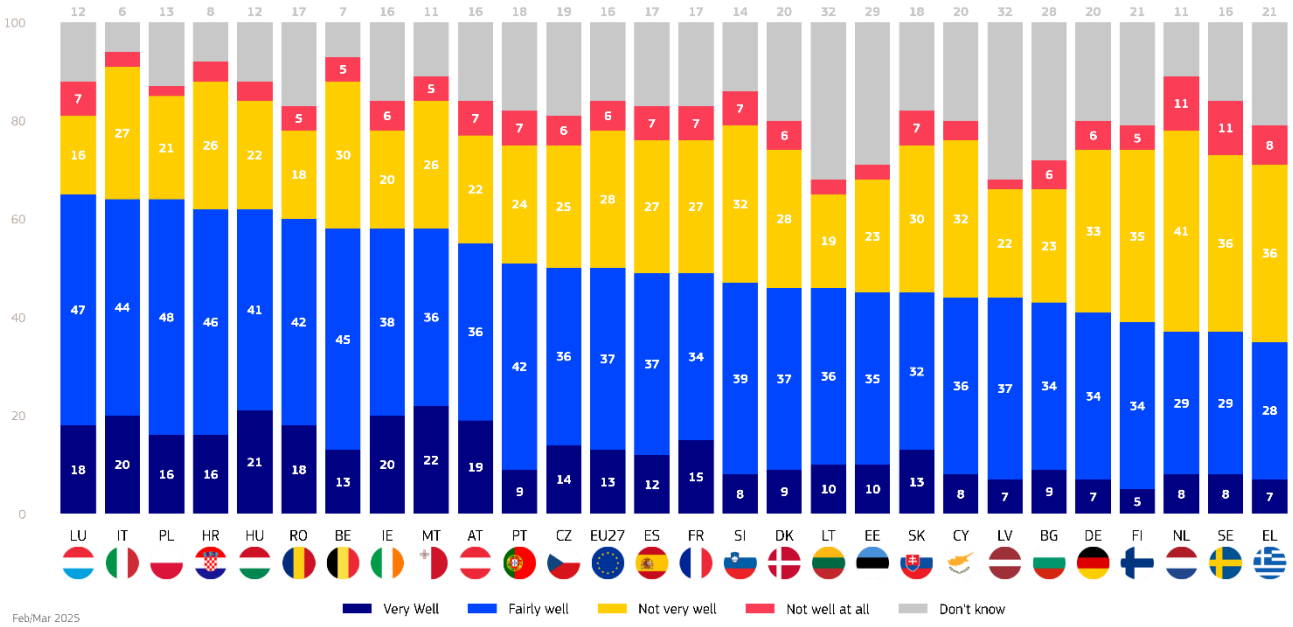
Feb/Mar 2025

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

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

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

QE9.14: How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? - Getting digital products and services that minimise damage to the environment and society (e.g., products and services that can be repaired or recycled, which do not involve forced labour) (%)



Feb/Mar 2025

QE9.14: How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? - Getting digital products and services that minimise damage to the environment and society (e.g., products and services that can be repaired or recycled, which do not involve forced labour) (%)

		EU27	MT	PT	ES	RO	LU	LV	EE	IT	SI	BG	CZ	DK	IE	SE	DE	HR	AT	BE	EL	FR	NL	FI	PL	HU	SK	CY	LT
Total 'Well'	Feb/Mar 2025	50	58	51	49	60	65	44	45	64	47	43	50	46	58	37	41	62	55	58	35	49	37	39	64	62	45	44	46
	Δ Mar/Apr 2024	=	▲15	▲9	▲7	▲7	▲5	▲5	▲4	▲4	▲4	▲3	▲3	▲3	▲2	▲2	▲1	▲1	=	▼1	▼2	▼2	▼2	▼4	▼5	▼6	▼6	▼7	▼8
Total 'Not well'	Feb/Mar 2025	34	31	31	34	23	23	24	26	30	39	29	31	34	26	47	39	30	29	35	44	34	52	40	23	26	37	36	22
	Δ Mar/Apr 2024	▼2	▼9	▼4	▼10	▼11	▼5	▼6	▼5	▼2	▼9	▼5	▼6	▼10	▼3	▼6	▼4	▼4	▲2	▼2	▲3	=	▼1	▼5	▲3	▲1	▲3	▼1	▲2
Don't know	Feb/Mar 2025	16	11	18	17	17	12	32	29	6	14	28	19	20	16	16	20	8	16	7	21	17	11	21	13	12	18	20	32
	Δ Mar/Apr 2024	▲2	▼6	▼5	▲3	▲4	=	▲1	▲1	▼2	▲5	▲2	▲3	▲7	▲1	▲4	▲3	▲3	▼2	▲3	▼1	▲2	▲3	▲9	▲2	▲5	▲3	▲8	▲6

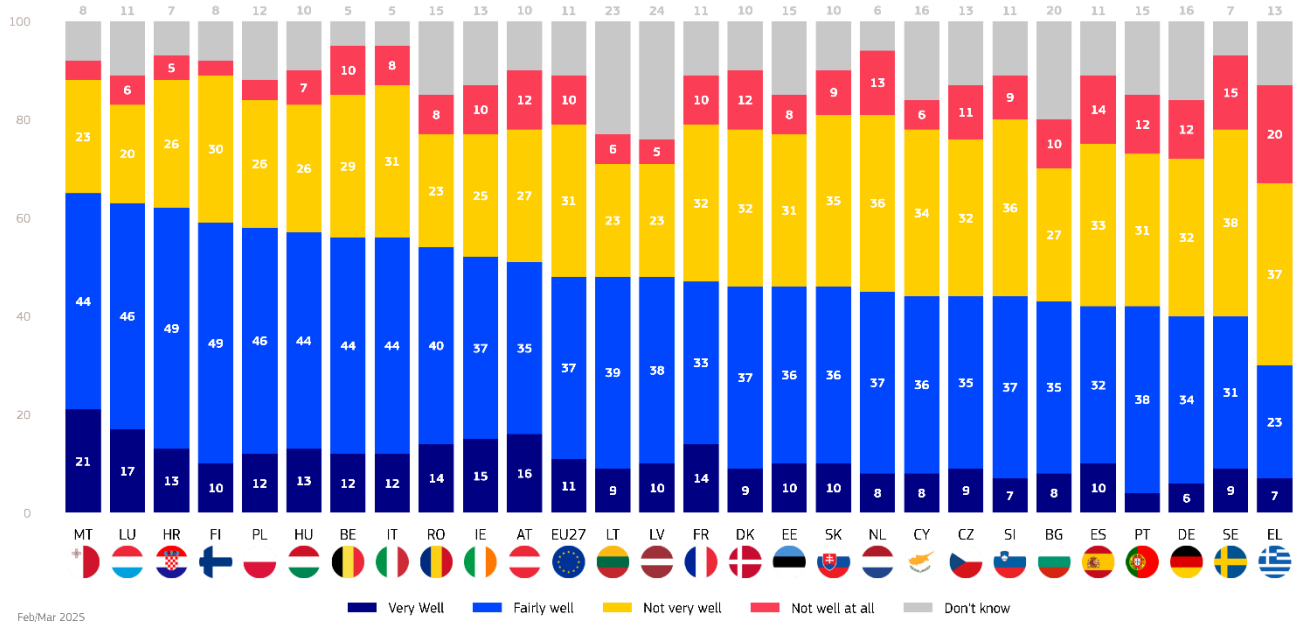
Feb/Mar 2025

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

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

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

QE9.11: How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? - Getting control of one's own data i.e., how it is used online and with whom it is shared (%)



Feb/Mar 2025

QE9.11: How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? - Getting control of one's own data i.e., how it is used online and with whom it is shared (%)

		EU27	MT	PT	RO	HR	EE	LV	NL	SE	FR	BG	ES	IT	BE	DE	FI	CZ	DK	LU	SI	CY	AT	EL	IE	SK	HU	LT	PL
Total 'Well'	Feb/Mar 2025	48	65	42	54	62	46	48	45	40	47	43	42	56	56	40	59	44	46	63	44	44	51	30	52	46	57	48	58
	Δ Mar/Apr 2024	▲1	▲13	▲11	▲7	▲6	▲4	▲4	▲4	▲4	▲3	▲2	▲2	▲2	▲1	▲1	▲1	▼1	▼1	▼1	▼1	▼2	▼3	▼3	▼3	▼3	▼4	▼5	▼6
Total 'Not well'	Feb/Mar 2025	41	27	43	31	31	39	28	49	53	42	37	47	39	39	44	33	43	44	26	45	40	39	57	35	44	33	29	30
	Δ Mar/Apr 2024	▼3	▼9	▼9	▼10	▼9	▼7	▼10	▼6	▼5	▼3	▼3	▼6	▼1	▼3	▼6	▼3	▼1	▼3	▼2	▼2	▼4	▲1	▲6	▲4	▲5	=	▲1	▲3
Don't know	Feb/Mar 2025	11	8	15	15	7	15	24	6	7	11	20	11	5	5	16	8	13	10	11	11	16	10	13	13	10	10	23	12
	Δ Mar/Apr 2024	▲2	▼4	▼2	▲3	▲3	▲3	▲6	▲2	▲1	=	▲1	▲4	▼1	▲2	▲5	▲2	▲2	▲4	▲3	▲3	▲6	▲2	▼3	▼1	▼2	▲4	▲4	▲3

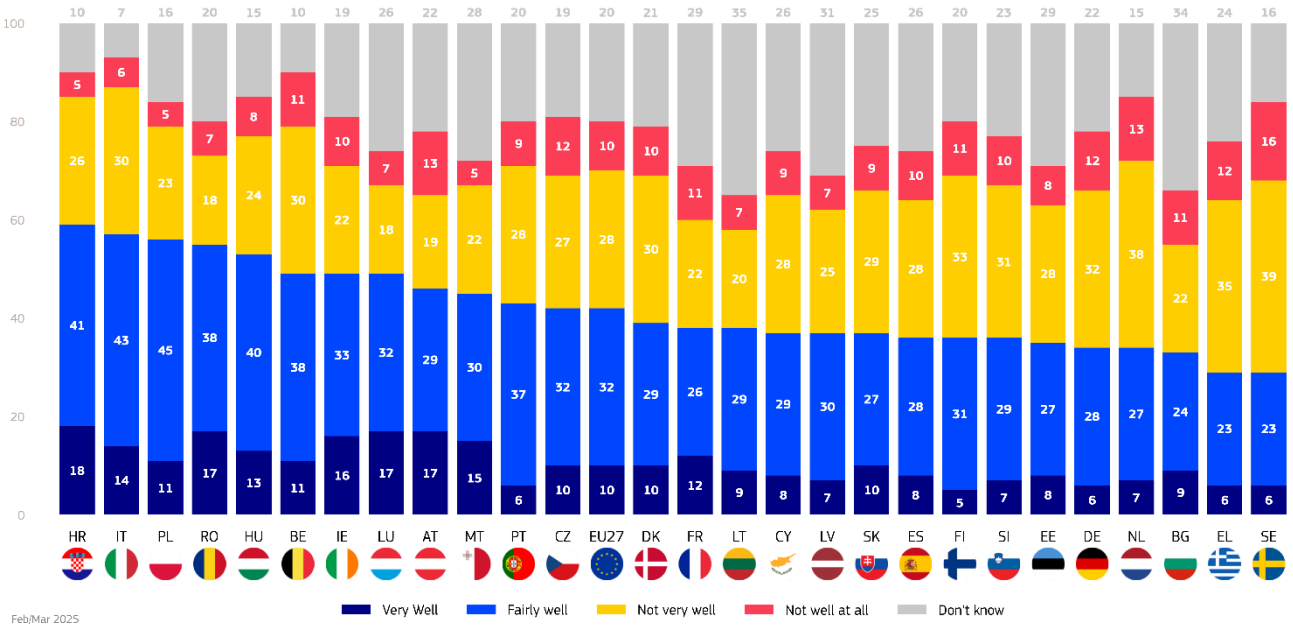
Feb/Mar 2025

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

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

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

QE9.12: How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? - Getting control of one's digital legacy, for instance deciding what happens with personal accounts and information after one's death (%)



Feb/Mar 2025

QE9.12: How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? - Getting control of one's digital legacy, for instance deciding what happens with personal accounts and information after one's death (%)

		EU27	PT	RO	EE	MT	SE	CY	LV	CZ	FR	IT	BG	NL	AT	DE	EL	HR	IE	FI	BE	DK	LU	SI	ES	LT	PL	HU	SK
Total 'Well'	Feb/Mar 2025	42	43	55	35	45	29	37	37	42	38	57	33	34	46	34	29	59	49	36	49	39	49	36	36	38	56	53	37
	Δ Mar/Apr 2024	▲1	▲14	▲10	▲6	▲5	▲5	▲4	▲4	▲3	▲3	▲3	▲2	▲2	▲1	▲1	▲1	▲1	▲1	=	▼1	▼1	▼1	▼1	▼2	▼2	▼6	▼7	▼12
Total 'Not well'	Feb/Mar 2025	38	37	25	36	27	55	37	32	39	33	36	33	51	32	44	47	31	32	44	41	40	25	41	38	27	28	32	38
	Δ Mar/Apr 2024	▼2	▼9	▼13	▼7	▼4	▼4	▼10	▼6	▼3	▼3	▲1	▼2	▼7	▲1	▼3	▲5	▼4	=	▼1	▼2	▼5	▼3	▼7	▼6	▼4	▲3	▲2	▲7
Don't know	Feb/Mar 2025	20	20	20	29	28	16	26	31	19	29	7	34	15	22	22	24	10	19	20	10	21	26	23	26	35	16	15	25
	Δ Mar/Apr 2024	▲1	▼5	▲3	▲1	▼1	▼1	▲6	▲2	=	=	▼4	=	▲5	▼2	▲2	▼6	▲3	▼1	▲1	▲3	▲6	▲4	▲8	▲8	▲6	▲3	▲5	▲5

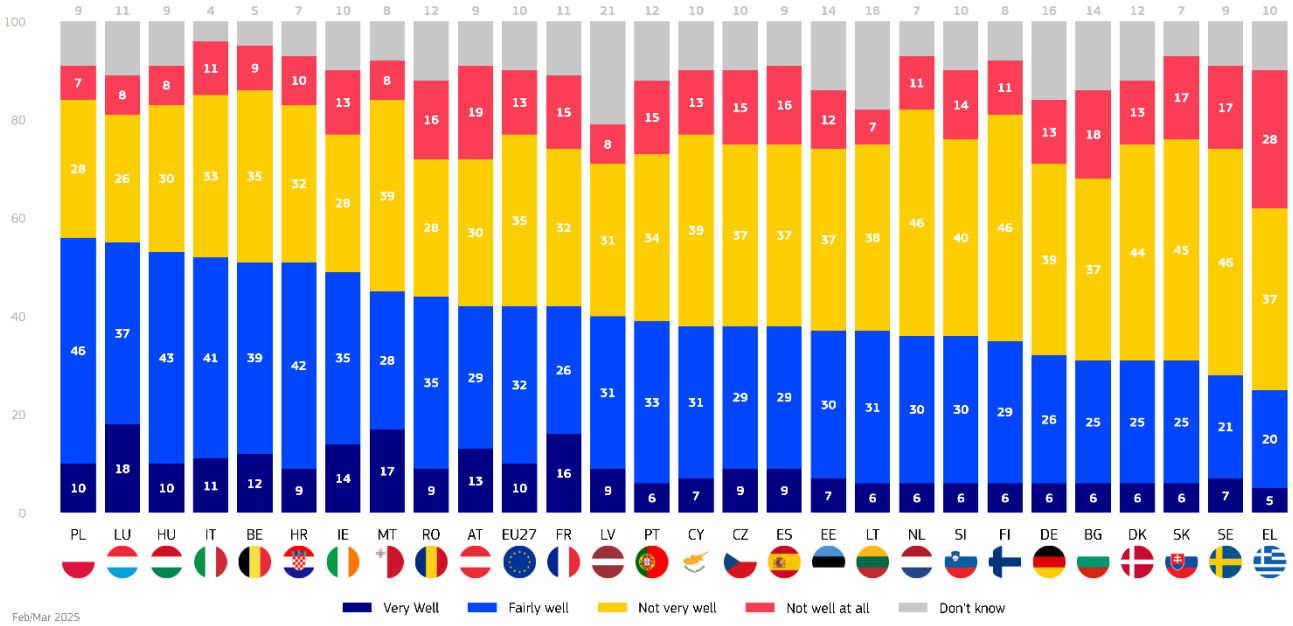
Feb/Mar 2025

ENSURING SAFE DIGITAL ENVIRONMENTS AND CONTENT FOR CHILDREN AND YOUNG PEOPLE

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

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

QE9.13: How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? - Ensuring safe digital environments and content for children and young people (%)



Feb/Mar 2025

QE9.13: How well do you think digital rights and principles are applied in (OUR COUNTRY) for...? - Ensuring safe digital environments and content for children and young people (%)

		EU27	PT	LV	MT	SE	CZ	ES	EE	NL	SI	FR	IT	LU	RO	BE	DE	DK	FI	CY	IE	EL	HR	AT	BG	LT	PL	SK	HU
Total 'Not well'	Feb/Mar 2025	48	49	39	47	63	52	53	49	57	54	47	44	34	44	44	52	57	57	52	41	65	42	49	55	45	35	62	38
	Δ Mar/Apr 2024	▼5	▼11	▼17	▼7	▼11	▼6	▼8	▼6	▼6	▼8	▼5	▼1	▼6	▼4	▼4	▼7	▼10	▼5	▼2	=	▲3	▼2	▲2	▲3	▼1	▲2	▲5	▲2
Total 'Well'	Feb/Mar 2025	42	39	40	45	28	38	38	37	36	36	42	52	55	44	51	32	31	35	38	49	25	51	42	31	37	56	31	53
	Δ Mar/Apr 2024	▲3	▲13	▲10	▲9	▲8	▲5	▲5	▲4	▲4	▲4	▲3	▲3	▲3	▲3	▲2	▲2	▲2	▲2	▲1	▲1	▼1	▼1	▼2	▼2	▼2	▼3	▼5	▼6
Don't know	Feb/Mar 2025	10	12	21	8	9	10	9	14	7	10	11	4	11	12	5	16	12	8	10	10	10	7	9	14	18	9	7	9
	Δ Mar/Apr 2024	▲2	▼2	▲7	▼2	▲3	▲1	▲3	▲2	▲2	▲4	▲2	▼2	▲3	▲1	▲2	▲5	▲8	▲3	▲1	▼1	▼2	▲3	=	▼1	▲3	▲1	=	▲4

Feb/Mar 2025

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

	Getting an affordable high-speed internet connection for everyone in the EU			Getting basic and advanced digital education, training and skills			Getting 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 easy online access to all key public services in the EU		
	Total 'Well'	Total 'Not well'	Don't know	Total 'Well'	Total 'Not well'	Don't know	Total 'Well'	Total 'Not well'	Don't know	Total 'Well'	Total 'Not well'	Don't know	Total 'Well'	Total 'Not well'	Don't know
EU27	57	33	10	60	29	11	60	28	12	59	26	15	58	30	12
Gender															
Man	59	33	8	60	30	10	63	28	9	62	25	13	60	29	11
Woman	55	33	12	59	28	13	59	27	14	57	25	18	56	30	14
Age-4															
15-24	67	28	5	70	24	6	74	22	4	71	21	8	69	24	7
25-39	62	33	5	67	28	5	69	26	5	68	24	8	66	28	6
40-54	60	34	6	63	30	7	65	28	7	64	25	11	61	32	7
55+	50	33	17	51	30	19	49	30	21	49	27	24	49	31	20
Education (End of)															
15-	42	34	24	44	31	25	40	32	28	40	30	30	41	33	26
16-19	56	34	10	59	30	11	59	29	12	56	28	16	56	32	12
20+	59	34	7	65	27	8	66	27	7	68	21	11	65	27	8
Still Studying	70	24	6	71	23	6	76	19	5	71	20	9	69	22	9
Socio-professional category															
Self-employed	58	37	5	63	31	6	63	31	6	66	25	9	61	32	7
Managers	64	30	6	67	27	6	67	26	7	68	23	9	66	27	7
Other white collars	62	32	6	66	28	6	68	26	6	66	25	9	64	30	6
Manual workers	59	34	7	64	28	8	64	29	7	62	27	11	60	32	8
House persons	53	34	13	57	31	12	55	32	13	50	30	20	57	29	14
Unemployed	52	40	8	53	37	10	61	30	9	55	29	16	56	34	10
Retired	46	33	21	48	29	23	46	28	26	45	26	29	45	31	24
Students	68	27	5	70	24	6	75	21	4	72	20	8	69	24	7
Difficulties paying bills															
Most of the time	45	41	14	50	36	14	51	34	15	48	32	20	45	39	16
From time to time	55	36	9	57	34	9	60	31	9	56	31	13	55	35	10
Almost never / Never	59	30	11	62	26	12	62	25	13	62	22	16	60	27	13
Use of the Internet															
Everyday	61	33	6	64	28	8	65	27	8	64	24	12	62	29	9
Often/ Sometimes	51	36	13	50	34	16	51	31	18	46	32	22	45	39	16
Never	27	29	44	26	30	44	24	29	47	23	28	49	25	29	46
No Internet access (SPONTANEOUS)	8	23	69	6	29	65	6	19	75	7	20	73	5	23	72
Not well	46	48	6	46	46	8	46	47	7	46	42	12	44	48	8

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

	Getting access to safe and privacy-friendly digital technologies			Getting fair and healthy working conditions in the digital environment, including work-life balance			Getting effective freedom of choice online, also when interacting with artificial intelligence			Getting access to a trustworthy, diverse and multilingual digital environment, including more diverse content, less disinformation, less illegal content			Getting privacy online, i.e., respect for confidentiality of communications and information on devices		
	Total 'Well'	Total 'Not well'	Don't know	Total 'Well'	Total 'Not well'	Don't know	Total 'Well'	Total 'Not well'	Don't know	Total 'Well'	Total 'Not well'	Don't know	Total 'Well'	Total 'Not well'	Don't know
EU27	55	33	12	54	31	15	53	30	17	53	33	14	52	36	12
Gender															
Man	57	33	10	57	30	13	55	31	14	54	34	12	54	36	10
Woman	52	33	15	53	31	16	51	30	19	51	33	16	49	38	13
Age-4															
15-24	66	28	6	63	27	10	67	24	9	66	27	7	63	31	6
25-39	62	32	6	61	30	9	61	30	9	60	32	8	57	38	5
40-54	58	34	8	59	32	9	56	33	11	55	36	9	55	38	7
55+	45	34	21	47	31	22	42	31	27	43	35	22	44	37	19
Education (End of)															
15-	38	35	27	39	33	28	36	30	34	36	34	30	36	39	25
16-19	54	34	12	54	31	15	53	31	16	53	33	14	52	37	11
20+	59	33	8	59	31	10	57	31	12	55	35	10	56	37	7
Still Studying	66	26	8	64	25	11	68	22	10	67	26	7	63	29	8
Socio-professional category															
Self-employed	57	36	7	54	36	10	58	32	10	58	34	8	55	38	7
Managers	60	33	7	61	31	8	59	31	10	56	36	8	56	38	6
Other white collars	64	30	6	63	29	8	62	29	9	61	31	8	60	34	6
Manual workers	58	34	8	57	32	11	57	30	13	56	34	10	54	38	8
House persons	47	39	14	51	33	16	46	35	19	49	36	15	47	40	13
Unemployed	48	42	10	46	40	14	49	36	15	49	40	11	47	45	8
Retired	42	33	25	43	30	27	39	29	32	39	33	28	40	37	23
Students	67	27	6	63	27	10	66	26	8	65	29	6	62	31	7
Difficulties paying bills															
Most of the time	44	42	14	46	38	16	41	37	22	40	44	16	43	46	11
From time to time	53	36	11	55	34	11	55	32	13	55	34	11	53	38	9
Almost never / Never	56	31	13	56	28	16	53	29	18	52	33	15	53	35	12
Use of the Internet															
Everyday	59	33	8	58	31	11	57	30	13	56	34	10	55	37	8
Often/ Sometimes	47	36	17	46	32	22	45	31	24	45	35	20	43	41	16
Never	22	29	49	24	29	47	21	27	52	22	30	48	21	32	47
No Internet access (SPONTANEOUS)	7	33	60	8	29	63	4	18	78	4	33	63	4	36	60
Not well	37	56	7	40	50	10	39	50	11	36	55	9	33	61	6

Conclusion

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

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

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

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

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

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

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

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

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

Technical Specifications

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

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

The basic sample design applied in all countries is a stratified multi-stage, random (probability) one. In each country, the sample frame is first stratified by NUTS regions and within each region by a measure of urbanity (DEGURBA). The number of sample points selected in each strata reflects the stratum population 15+. At the second stage sampling points were drawn with probability proportional to their 0+ population size from within each stratum. The samples thus represent the whole territory of the countries surveyed according to the EUROSTAT NUTS II (or equivalent) and according to the distribution of the resident population of the respective nationalities in terms of metropolitan, urban and rural areas[11].

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.

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

Special Eurobarometer 566
Technical Specifications

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

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

Interviewing mode per country

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

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

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

Response rates

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

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

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

CAPI : Computer-Assisted Personal interviewing

Margins of error

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

Statistical Margins due to the sampling process

(at the 95% level of confidence)

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

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

Questionnaire

QE1def

(IN CASE THE RESPONDENT ASKS WHAT WE MEAN BY 'DIGITAL TECHNOLOGIES' PLEASE READ THE FOLLOWING EXPLANATION: When we say 'digital technology', we mean all electronic products and services that create, store, and manage data. This includes the internet and connected devices (e.g. computers, smartphones), software applications to process text, communicate, etc (e.g. video conferencing platforms, car sharing apps) as well as the underlying digital infrastructures (connectivity networks, nodes, cloud infrastructures) on which such technologies rely.)

QE1

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

- Working remotely
- Helping to fight climate change (e.g., apps to track personal emissions and energy consumption, car-sharing apps, online meetings, etc.)
- Accessing, interacting with and/or creating online material/content
- Accessing education and training opportunities
- Engaging in democratic life (e.g., voting, virtual citizen assemblies, town hall meetings, finding reliable information, etc.)
- Accessing or receiving healthcare services (e.g., telemedicine, artificial intelligence for diagnosing diseases), including in other EU countries
- Accessing and making use of transport services (e.g., via online apps)
- Using, shopping for and selling products and services online, also in other EU countries
- Connecting with people, friends and family online
- Accessing public services online

Answers:

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

EB101.2 ST470 MODIFIED

QE2intro

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

QE2

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

Answers:

- Much easier
- Easier
- More difficult
- Much more difficult
- No change/does not impact your life (SPONTANEOUS)
- Don't' know

EB101.2 ST0606 MODIFIED

QE3

In your opinion, how significantly would the following improvements facilitate your daily use of digital technologies?

- Availability and affordability of high-speed Internet connection
- Digital products and online services better adapted to your personal needs, including immersive technologies (i.e. easier to use for you)
- Improved cybersecurity, better protection of online data and safety of digital technologies
- More education and training to develop your skills for using digital services
- Human support to help accessing and using digital technologies and services

Answers:

- Very significantly
- Fairly significantly
- Not very significantly
- Not at all significantly

- Don't know

EB101.2 ST0471 MODIFIED

QE4intro

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

QE4

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

- Increasing research and innovation to have more secure and strong digital technologies
- Ensuring that European companies can grow and become "European Champions", able to compete globally
- Shaping the development of Artificial Intelligence and new digital technologies to ensure they respect our rights and values
- Ensuring that people receive proper human support to accompany the transformation brought by the digital technologies and services in their lives
- Ensuring that digital technologies serve the green transition
- Building efficient and secure digital infrastructures including connectivity and data processing facilities
- Countering and mitigating the issue of fake news and disinformation online

Answers:

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

EB101.2 ST0697 MODIFIED

QE5intro

Audiovisual content, such as films, series and TV programmes, are widely available online, through different types of online service. For instance, via video on demand services, or online services from broadcasters.

QE5

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

- Yes, for TV programmes
- Yes, for films or series
- Yes, for sports content
- No, you have never tried to watch audiovisual content through an online service
- No, you have watched audiovisual content through an online service but you have never faced any problem to access it
- Don't know

NEW

QE6

How urgent do you think is the action of public authorities to protect children online regarding…?

- Cyberbullying and online harassment
- Putting in place age assurance mechanisms to restrict age-inappropriate content
- The negative impact of social media on children's mental health

Answers:

- Very urgent
- Fairly urgent
- Not very urgent
- Not at all urgent
- Don't know

NEW

QE7intro

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.

QE7

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

Answers:

- Yes
- No
- Don't know

EB101.2 ST0103

QE8

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

Answers:

- Very well
- Fairly well
- Not very well
- Not well at all (M)
- You don't use the internet (SPONTANEOUS) (M)
- Don't know

EB101.2 ST0104 MODIFIED

QE9

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 work-life balance (M)
- Getting easy online access to all key public services in the EU
- Getting effective freedom of choice online, also when interacting with artificial intelligence (e.g., chatbots, digital assistants) (M)
- Getting access to a trustworthy, diverse and multilingual digital environment, including more diverse content, less disinformation, less illegal content (M)
- 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 confidentiality of communications and information on devices (M)
- Getting control of one's own data i.e., how it is used online and with whom it is shared (M)
- 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, which do not involve forced labour) (M)
- Getting access to the right information on the environmental impact and energy consumption of digital technologies

Answers:

- Very Well
- Fairly well
- Not very well
- Not well at all
- Don't know

EB101.2 ST0474 MODIFIED

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