



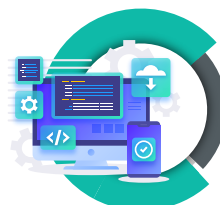
European Commission

Special Eurobarometer 551

European citizens and the 'digital decade'

73%

consider that the **digitalization** is making their **life easier**



23%

More difficult

What EU citizens think about the importance of digital technologies in 2030

● IMPORTANT ● NOT IMPORTANT ● DON'T KNOW



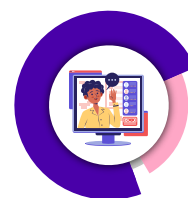
Accessing public services online

83% ↑ +2 pps since 2023
15% ↓ -2 pps
2% =



Accessing or receiving healthcare services

79% ↑ +3 pps
19% ↓ -2 pps
2% ↓ -1 pp



Engaging in democratic life

74% ↑ +6 pps
56% ↓ -6 pps
3% =



80%

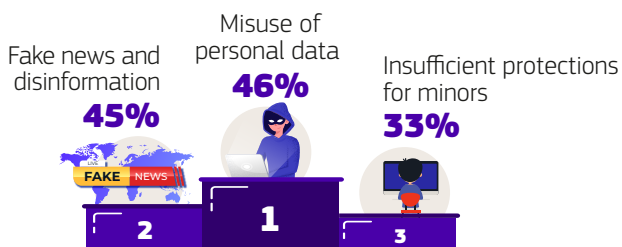
 consider availability and affordability of **high-speed Internet connection...**

79%

 consider improving **cybersecurity**, better **protection of online data** and **safety...**

would facilitate their daily use of digital technologies

Online issues that Europeans feel have the biggest personal impact on them



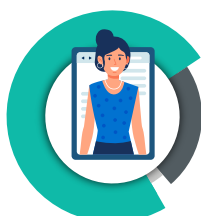
Before this interview, were you aware that these rights that apply offline should also be respected online?



62% ↑ +5 pps
YES
37% ↓ -4 pps
NO
1% ↓ -1 pp
DON'T KNOW

Human support is important when dealing with digital technologies...

74% of EU citizens say that **human support to help accessing and using digital technologies** would significantly facilitate their daily use of digital technologies



23%
NOT SIGNIFICANT
3%
DON'T KNOW

88% stress it should be important for the public authorities to **ensure proper human support** to accompany the transformation brought by the digital technologies and services



23%
NOT IMPORTANT
3%
DON'T KNOW

Europeans think public authorities should prioritize...



82%

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



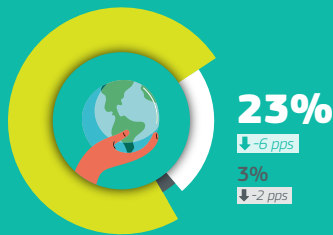
78%

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

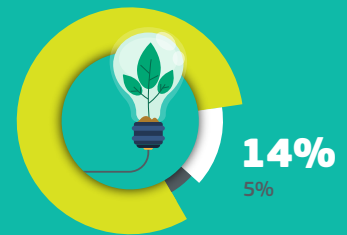
Digital technologies are important as part of fighting climate change...

● IMPORTANT ● NOT IMPORTANT ● DON'T KNOW

74% ↑+8 pps
state the importance of digital technologies by 2030 in **helping to fight climate change**



81%
say that ensuring digital technologies **serve the green transition** should be important for public authorities



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

45%
↓-5 pps WELL



44% ↑+8 pps NOT WELL
8% ↓-3 pps DON'T KNOW

53% consider safety IS NOT well ensured in digital environment and content for **children and young people**, increasing 10 points since last year

Implementation of digital rights and principles in their countries...

■ WELL ■ DONT KNOW ■ NOT WELL

