

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
37% ↓ -4 pps
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