



Special Eurobarometer 551

European citizens and the 'digital decade'

consider that the digitalization is making their life easier



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





Accessing public services online

83% 1+2 pps since 2023 15% + 2 pps



Accessing or receiving healthcare services

79% t+3 pps 19% +-2 pps 2% 1-100



Engaging in democratic life

740/0 1+6 pps 56% + 6 pas 3% -



and affordability of high-speed Internet connection...



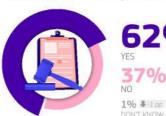
consider improving cybersecurity, better protection of online data and safety...

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?



37% + 1005

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

4% of EU citizens say that human support to help accessing and using digital technologies would significantly facilitate their daily use of digital technologies



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

