

# APPENDIX



**How would you currently describe the general situation in your country on a scale of 1 to 10?**

To all respondents, on average.

AVER. 15 COUNTRIES	DE	AT	BE	BG	ES	FR	HU	IT	PL	PT	CZ	RO	UK	SK	SE
4.7	5.7	5.7	5.4	3.6	3.9	4.4	4.4	4.6	4.3	4.8	4.9	4.2	4.8	4.2	5.5

**How would you currently rate your personal circumstances on a scale of 1 to 10?**

To all respondents, on average.

AVER. 15 COUNTRIES	DE	AT	BE	BG	ES	FR	HU	IT	PL	PT	CZ	RO	UK	SK	SE
5.7	6.1	6.2	6.3	4.7	5.3	5.9	4.7	5.8	5.4	5.7	5.6	5.5	5.8	5.1	6.0

**Over the next 12 months, do you expect to...?**

To all respondents, % who answered "Yes".

	AVER. 15 CTRY.	DE	AT	BE	BG	ES	FR	HU	IT	PL	PT	CZ	RO	UK	SK	SE
Save more	54	54	60	42	49	56	40	57	51	57	59	51	69	63	30	66
Spend more	34	30	21	38	42	36	29	22	38	38	34	40	42	35	72	26

**Regarding your spending, would you say that...?**

To all respondents, in %.

	AVER. 15 CTRY.	DE	AT	BE	BG	ES	FR	HU	IT	PL	PT	CZ	RO	UK	SK	SE
You don't want to spend	48	55	62	55	34	48	55	51	31	34	47	61	37	51	53	50
You don't want to spend and you can't afford to	22	20	24	22	21	27	27	34	15	19	25	32	22	21	34	16
You don't want to spend, even though you can afford to	26	35	38	33	13	21	28	17	16	15	22	29	15	30	19	34
You want to spend	52	45	38	45	66	52	45	49	69	66	53	39	63	49	47	50
You want to spend, even though you can't always afford to	42	28	27	34	60	44	35	47	59	62	50	35	58	37	42	37
You want to spend and you can afford to	10	17	11	11	6	8	10	2	10	4	3	4	5	12	5	13

**Over the last 12 months, would you say that your purchasing power...?**

To all respondents, in %.

	AVER. 15 CTRY.	DE	AT	BE	BG	ES	FR	HU	IT	PL	PT	CZ	RO	UK	SK	SE
Has fallen	37	27	39	40	50	45	35	49	45	39	48	33	45	30	43	29
Has remained stable	46	52	40	48	29	44	52	35	44	43	39	48	34	48	37	46
Has increased	17	21	21	12	21	11	13	16	11	18	13	19	21	22	20	25

**Are you considering buying any of the following products and services over the next 12 months?**

To all respondents, % who answered "Yes".

	AVER. 15 CTRY.	DE	AT	BE	BG	ES	FR	HU	IT	PL	PT	CZ	RO	UK	SK	SE
Travel or leisure	47	44	54	48	50	42	46	34	52	42	46	45	49	51	37	51
Household appliances	42	38	37	37	54	40	35	38	50	45	45	44	56	45	38	43
Smartphone	38	35	32	24	34	45	31	27	48	41	35	27	45	39	28	37
Paid subscription to an online video streaming platform	37	31	23	23	15	44	25	19	55	39	33	20	38	43	16	40
Furniture	35	37	36	29	39	33	29	32	37	37	34	34	45	37	34	43
Home improvement and renovations	34	37	41	28	47	31	32	42	32	45	26	22	52	26	24	33
DIY or gardening equipment (lawnmower, power drill, etc.)	31	27	26	29	30	30	28	28	41	34	25	29	35	37	29	30
TV, Hi-Fi equipment	28	27	24	18	24	29	20	17	42	22	24	13	33	32	13	27
A faster internet subscription	26	24	19	15	25	30	21	19	35	34	23	15	33	25	15	20
Home computer	25	22	16	21	19	32	22	17	38	23	28	17	26	24	13	24
A tablet (iPad, Galaxy Tab, Amazon Fire, etc.)	24	26	17	17	17	28	19	13	31	20	18	13	26	29	11	25
Sports equipment (e.g., bicycle, windsurf, roller blades, etc.)	22	22	21	19	15	25	18	15	29	25	16	22	28	19	18	28
A games console (Playstation, Nintendo, Xbox, etc.)	22	21	14	15	9	27	20	10	26	19	14	12	19	29	10	19
New car	21	22	11	14	10	25	18	9	34	14	14	9	16	22	8	18
A bicycle	21	24	17	17	13	20	19	15	27	25	13	16	25	21	13	22
A used car	19	18	16	12	18	15	17	16	19	22	18	18	26	20	15	21
Video equipment, camera	16	17	10	10	11	16	13	7	20	16	13	12	20	19	8	15
Real estate	15	15	11	14	12	15	14	12	17	11	13	9	19	18	10	15
Motorcycle or scooter	11	13	6	6	6	12	11	7	14	8	8	6	9	14	5	11

**In the last 12 months, would you say that prices in general...?**

To all respondents, in %.

	AVER. 15 CTRY.	DE	AT	BE	BG	ES	FR	HU	IT	PL	PT	CZ	RO	UK	SK	SE
Have fallen	4	7	2	2	2	6	3	1	3	2	2	2	2	3	3	3
Have remained stable	26	33	26	17	8	24	28	6	32	11	23	12	8	32	15	40
Have risen	70	60	72	81	90	70	69	93	65	87	75	86	90	65	82	57

**Contactless living is something we hear about more and more. Which of the following best symbolise contactless living for you?**

3 possible answers. To all respondents, in %.

	AVER. 15 CTRY.	DE	AT	BE	BG	ES	FR	HU	IT	PL	PT	CZ	RO	UK	SK	SE
The COVID-19 crisis	46	43	46	56	41	52	47	51	60	37	62	33	52	37	35	44
Contactless payment	37	43	46	40	40	29	35	62	13	25	19	53	23	61	49	35
Virtual communication between people	35	31	49	39	48	32	30	25	40	43	44	46	40	27	44	38
Remote working	33	14	23	37	53	41	39	35	31	58	45	35	35	25	37	38
Facemasks	26	28	26	22	12	35	26	28	33	15	27	17	33	21	21	7
Telephones	20	22	17	13	21	13	18	14	27	18	10	26	25	20	32	17
Telemedicine	15	10	8	7	10	21	23	19	13	34	15	5	13	8	5	11
Apps	11	14	9	10	6	11	9	6	12	13	7	12	11	12	16	15
Home tech that can be controlled remotely	9	10	9	9	8	6	7	10	7	16	4	13	5	11	10	15

**Which three terms from the following list best describe your feelings about contactless living?**

3 possible answers. To all respondents, in %.

	AVER. 15 CTRY.	DE	AT	BE	BG	ES	FR	HU	IT	PL	PT	CZ	RO	UK	SK	SE
<b>Negative terms</b>	73	69	75	80	65	80	81	69	79	69	87	67	81	59	60	71
Solitude	43	38	46	56	39	43	53	28	50	38	58	42	51	30	36	50
Sadness	31	24	24	37	19	41	42	19	43	21	49	23	40	19	19	30
Difficulty	23	17	22	22	23	28	25	23	34	24	26	13	31	16	12	20
Fear	21	19	17	22	22	29	18	28	21	28	34	17	27	11	20	17
Danger	17	17	16	22	16	19	24	29	15	11	20	17	16	11	16	11
Surveillance	15	19	29	12	11	15	17	10	9	14	13	17	10	15	7	15
Future*	20	22	22	18	27	19	13	38	14	22	20	28	17	23	34	24
<b>Positive terms</b>	58	62	61	52	66	48	48	63	48	67	39	66	53	72	70	58
Practicality	20	27	25	13	32	14	15	24	11	21	4	27	10	32	29	22
Convenience	17	13	12	17	10	11	18	17	13	30	11	23	16	24	24	22
Progress	16	18	18	14	15	12	14	20	8	23	9	23	13	21	25	9
Freedom	14	11	11	11	20	14	11	15	16	11	11	12	15	19	18	16
Mutual assistance	10	14	12	13	14	6	7	14	9	13	5	10	8	9	12	5
Sharing	8	5	5	6	14	8	6	5	14	11	6	11	7	8	12	5
Meeting people	7	6	13	4	7	8	4	5	5	7	8	4	10	8	4	11
Entertainment	6	7	5	3	8	7	4	5	8	6	6	6	7	8	7	4

\* Here, the term "Future" is considered neutral and is therefore not included in the calculation for either "Positive terms" or "Negative terms".

**Regarding the development of these contactless practices in society, would you say that...?**

To all respondents, in %.

	AVER. 15 CTRY.	DE	AT	BE	BG	ES	FR	HU	IT	PL	PT	CZ	RO	UK	SK	SE
They already existed before	73	79	79	70	70	56	74	68	72	69	56	81	58	88	72	82
They already existed before COVID-19, but have become much more widespread due to the crisis	39	41	51	37	37	28	43	44	32	42	37	43	29	48	39	45
Most of them already existed before COVID-19 and they have continued to develop	34	38	28	33	33	28	31	24	40	27	19	38	29	40	33	37
The majority have emerged during the COVID-19 crisis	27	21	21	30	30	44	26	32	28	31	44	19	42	12	28	18

**Do you personally feel that contactless solutions (remote working, remote communication with other people, contactless payment, etc.) are present in your daily life?**

To all respondents, in %.

	AVER. 15 CTRY.	DE	AT	BE	BG	ES	FR	HU	IT	PL	PT	CZ	RO	UK	SK	SE
Are present	81	71	81	84	83	87	79	79	79	90	89	72	88	83	86	78
Are not present	19	29	19	16	17	13	21	21	21	10	11	28	12	17	14	22

**Today, do you personally feel that contactless solutions (remote working, remote communication with other people, contactless payment, etc.) are...?**

To all respondents, in %.

	AVER. 15 CTRY.	DE	AT	BE	BG	ES	FR	HU	IT	PL	PT	CZ	RO	UK	SK	SE
More numerous than before the COVID-19 crisis	73	67	80	76	85	68	74	84	77	79	88	75	83	66	73	70
Less numerous than before the COVID-19 crisis	16	19	10	14	7	25	11	6	14	13	9	10	12	21	13	17
Neither more nor less numerous than before the COVID-19 crisis	11	14	10	10	8	7	15	10	9	8	3	15	5	13	14	13

**Generally speaking, would you say that you choose to adopt these new solutions?**

To all respondents, in %.

	AVER. 15 CTRY.	DE	AT	BE	BG	ES	FR	HU	IT	PL	PT	CZ	RO	UK	SK	SE
You choose to adopt these new solutions	40	48	36	31	28	37	31	34	49	36	42	36	21	47	49	37
You don't choose to adopt these solutions, you are forced to	60	52	64	69	72	63	69	66	51	64	58	64	79	53	51	63

**Generally speaking, would you say that you like these new solutions?**

To all respondents, in %.

	AVER. 15 CTRY.	DE	AT	BE	BG	ES	FR	HU	IT	PL	PT	CZ	RO	UK	SK	SE
You like these developments	45	52	44	39	32	55	37	48	45	39	44	43	18	56	37	41
You dislike these developments	55	48	56	61	68	45	63	52	55	61	56	57	82	44	63	59

**In your opinion, is the fact that Covid-19 has reinforced practices that lead to less physical contact on a daily basis and favour the use of digital technology a positive development or a negative development?**

To all respondents, % who answered "A positive development".

	AVER. 15 CTRY.	DE	AT	BE	BG	ES	FR	HU	IT	PL	PT	CZ	RO	UK	SK	SE
For the environment	54	55	58	52	60	61	45	49	64	45	72	52	47	49	49	59
For you personally	29	31	22	22	25	36	23	35	30	21	36	21	23	33	18	30
For society in general	29	31	19	22	25	37	23	37	32	20	36	27	28	29	16	30

**And if we break them down, are these advances positive or negative for each of the following areas?**

To all respondents, % who answered "A positive development".

	AVER. 15 CTRY.	DE	AT	BE	BG	ES	FR	HU	IT	PL	PT	CZ	RO	UK	SK	SE
Health and safety	44	51	45	40	37	47	47	40	52	30	63	46	23	40	29	33
Curiosity	31	34	29	23	37	31	23	33	34	32	35	28	41	31	29	27
Solidarity between generations	28	33	33	27	23	36	26	24	25	24	28	29	23	27	23	21
Family ties	27	32	29	19	31	26	20	20	24	23	17	38	32	30	25	17
Self-confidence	26	31	25	17	18	35	20	24	22	21	22	23	26	29	19	20
Purchasing power	24	27	22	15	21	20	19	24	22	19	22	19	20	35	16	26
Schooling, teaching	23	32	19	16	11	30	18	26	19	15	21	15	14	30	16	18
Freedom	23	28	19	17	18	23	18	25	22	19	20	18	16	31	18	32
Your country's economy	22	31	18	15	12	21	17	20	20	17	20	15	12	27	13	22
Trust between people	19	23	19	14	11	23	16	15	19	15	15	16	16	24	13	18
Romantic relationships	18	25	16	12	12	17	13	12	16	16	11	12	17	21	13	14

**In a world with less human/physical contact, do you like or dislike (or, if you do not or have never done, do you think you would like or dislike)...**?

To all respondents, % who answered "You like".

	AVER. 15 CTRY.	DE	AT	BE	BG	ES	FR	HU	IT	PL	PT	CZ	RO	UK	SK	SE
Online shopping	73	79	74	56	71	79	51	74	78	79	78	70	74	77	74	74
Managing your budget and carrying out administrative formalities on web platforms / apps	70	67	73	68	65	73	68	68	74	66	77	68	67	73	68	79
Keeping informed via screens rather than print media	68	64	64	61	65	76	60	74	78	65	73	71	72	66	72	72
Using contactless payment rather than cash	66	61	53	64	69	71	60	74	72	69	76	71	75	65	74	68
Improving your knowledge online	58	60	53	46	55	64	42	63	70	57	64	51	64	58	54	56
Remote working	57	57	56	54	62	66	48	70	57	60	63	58	59	57	61	64
Online entertainment	56	51	44	46	52	70	51	57	56	61	63	51	56	57	48	50
Equipping your home with connected devices	55	52	43	45	55	61	42	52	60	65	64	55	65	55	66	58
Remote learning	51	54	48	45	48	64	43	53	54	43	53	30	41	55	47	65
Not having to shake hands or kiss when saying hello to someone	44	48	40	44	33	40	47	42	41	40	40	31	36	47	36	37
Exercising at home using video classes / an app	44	45	39	34	37	51	37	44	44	37	41	50	45	52	54	47
Getting medical treatment online	43	50	41	29	39	43	31	40	53	33	41	41	40	49	42	56
Meeting new people via apps	41	45	35	36	38	44	33	40	38	41	37	29	47	45	36	42
Maintaining relationships with your friends and family remotely	40	40	28	32	31	44	39	43	44	31	36	31	27	50	35	45
Starting a romantic relationship while maintaining a distance	26	32	15	20	17	26	24	21	23	21	16	16	21	33	18	24

**Generally speaking, would you say that it is easy or difficult to adapt to these contactless solutions (i.e., solutions that lead to less human / physical contact in daily life and greater use of digital technology)?**

To all respondents, % who answered "Easy".

	AVER. 15 CTRY.	DE	AT	BE	BG	ES	FR	HU	IT	PL	PT	CZ	RO	UK	SK	SE
For you personally	66	67	65	61	68	70	61	65	63	60	73	64	62	74	63	74
For society in general	47	52	36	40	31	45	48	37	41	35	40	45	32	64	49	54

**For you personally, would you say it would be easy or difficult to adapt to a world in which there was less human / physical contact and more digital processes, in each of the following areas?**

To all respondents, % who answered "Easy".

	AVER. 15 CTRY.	DE	AT	BE	BG	ES	FR	HU	IT	PL	PT	CZ	RO	UK	SK	SE
Online shopping	79	83	85	66	78	83	63	79	86	81	85	79	79	82	77	82
Keeping informed via screens rather than print media	76	74	78	69	73	81	68	76	82	71	82	77	74	77	77	79
Using contactless payment rather than cash	74	71	69	70	74	79	69	75	79	76	83	77	73	75	74	77
Managing your budget and carrying out administrative formalities on web platforms / apps	73	70	79	71	65	77	71	70	76	71	80	68	63	78	67	81
Online entertainment	67	68	67	59	68	76	60	69	55	70	78	65	68	74	62	68
Improving your knowledge online	64	67	66	53	64	70	52	63	74	64	68	57	60	68	55	66
Remote working	62	61	64	57	61	70	54	65	63	59	68	58	58	67	58	65
Equipping your home with connected devices	61	60	58	54	61	67	53	60	67	60	63	59	59	62	65	67
Remote learning	59	61	60	50	53	70	51	55	64	54	57	38	42	66	54	69
Exercising at home using video classes / an app	55	56	57	39	50	63	46	59	60	47	54	60	50	62	62	57
Not having to shake hands or kiss when saying hello to someone	53	57	51	46	41	50	54	46	55	48	40	48	42	55	43	52
Getting medical treatment online	52	56	53	33	41	56	41	42	58	46	49	48	39	59	45	65
Meeting new people and getting to know them via apps / video calls	50	53	47	35	44	56	40	46	50	53	49	44	54	58	42	50
Maintaining relationships with your friends and family remotely	47	46	37	33	38	48	44	45	54	45	37	41	34	59	31	50
Starting a romantic relationship while maintaining a distance	31	37	20	24	20	33	32	24	29	28	19	22	23	39	22	31

**Regarding remote working, would you say that in your country...?**

To all respondents, in % of "Yes" answers

	AVER. 15 CTRY.	DE	AT	BE	BG	ES	FR	HU	IT	PL	PT	CZ	RO	UK	SK	SE
The development of remote working is a good thing for companies	68	65	69	67	54	77	67	63	71	60	74	61	69	71	58	74
Remote working works well	67	67	70	70	53	73	69	67	61	64	73	67	56	72	56	79
The development of remote working is a good thing for employees	66	68	63	64	59	70	64	63	69	62	70	64	63	68	55	70
Employees want remote working to become more widespread	66	64	61	68	56	75	64	52	68	61	61	60	64	72	57	76
Companies are ready to use remote working successfully	65	70	76	65	51	69	54	70	64	65	58	69	49	74	59	79
The government is doing a good job of supporting the development of remote working	64	64	68	62	62	77	55	61	67	54	79	61	47	71	56	77
Employees and companies are equipped with the technology required for remote working	63	65	68	65	57	53	57	59	56	66	60	62	54	78	62	76
Companies have been using remote working for several years now	52	56	57	55	49	48	49	30	40	52	37	43	47	65	48	66

**Ideally, would you prefer to work...?**

To working people, in %.

	AVER. 15 CTRY.	DE	AT	BE	BG	ES	FR	HU	IT	PL	PT	CZ	RO	UK	SK	SE
Sometimes at your workplace and sometimes from home	41	34	53	48	54	44	39	47	47	49	51	54	49	30	55	47
Exclusively from home (remote working)	22	25	17	19	19	24	18	15	20	19	19	20	19	30	18	20
Exclusively at your workplace (company, public sector, etc.)	37	41	30	33	27	32	43	38	33	32	30	26	32	40	27	33

**Regarding remote education, would you say that in your country...?**

To all respondents, in % of "Yes" answers

	AVER. 15 CTRY.	DE	AT	BE	BG	ES	FR	HU	IT	PL	PT	CZ	RO	UK	SK	SE
The government is doing a good job of supporting the development of remote education	55	54	57	51	62	63	42	62	55	52	62	57	37	66	53	73
Teachers are equipped with the IT tools they need in order to teach remotely	53	50	60	55	55	48	48	58	45	53	50	64	35	68	56	73
Schoolchildren / students have the IT tools they need to take advantage of remote education from their homes	49	51	57	50	49	46	41	50	42	54	40	56	32	64	50	73
Schoolchildren / students are in favour of remote education becoming more widespread	48	57	48	42	42	50	39	56	38	52	43	40	34	56	43	68
Education professionals provide good support for remote learning	48	49	45	54	41	51	47	47	40	43	48	46	34	63	37	68
Education professionals are ready to offer good-quality remote education	46	46	40	45	41	52	41	48	39	39	46	47	34	59	39	69
Remote education works well	45	48	44	40	36	51	40	45	39	37	44	38	23	57	31	68
Parents are in favour of remote education becoming more widespread	40	49	34	36	29	38	30	37	35	50	35	31	24	51	29	62
Education professionals have been teaching remotely for several years now	38	40	31	28	27	45	34	32	29	31	29	29	22	55	30	68
Remote lessons offer the same quality as face-to-face lessons	35	42	28	30	21	35	31	28	33	27	27	27	22	46	21	51

**Again on the topic of remote education, do you find it easy or difficult...?**

To parents, % who answered "Easy".

	AVER. 15 CTRY.	DE	AT	BE	BG	ES	FR	HU	IT	PL	PT	CZ	RO	UK	SK	SE
To help your child/children with their homework	60	64	57	44	57	66	54	33	68	47	54	43	46	71	42	70
To communicate with teachers remotely	60	62	54	48	56	67	54	52	62	54	62	52	48	73	50	71
To communicate with other parents remotely	57	60	50	38	52	66	45	47	62	54	49	46	47	71	37	57

### Regarding telemedicine (medicine practiced remotely, where patients interact with a professional via a screen), would you say that in your country...?

To all respondents, in % of "Yes" answers

	AVER. 15 CTRY.	DE	AT	BE	BG	ES	FR	HU	IT	PL	PT	CZ	RO	UK	SK	SE
The development of telemedicine is a good thing for health professionals	58	63	51	43	37	57	57	42	61	59	62	56	53	61	54	70
The government is doing a good job of supporting the development of telemedicine	56	59	50	38	45	66	51	48	50	52	65	43	33	71	44	70
The development of telemedicine is a good thing for patients	50	55	41	35	28	45	51	31	57	40	50	45	48	54	39	64
Health professionals have been offering this service for several years now	45	48	36	30	21	41	45	27	37	67	33	27	31	51	29	71
Telemedicine works well	45	51	40	37	17	43	53	28	41	33	43	38	28	55	31	64
Citizens have the IT tools they need to take advantage of telemedicine	45	49	39	39	23	43	43	35	35	47	33	42	30	57	36	69
Citizens are in favour of the development of telemedicine	41	50	37	32	25	38	43	25	37	37	36	38	33	46	33	67

### Would you personally like to take advantage of telemedicine?

To all respondents, in %.

	AVER. 15 CTRY.	DE	AT	BE	BG	ES	FR	HU	IT	PL	PT	CZ	RO	UK	SK	SE
Yes	58	50	47	38	55	66	46	54	67	66	68	54	69	61	46	64
Yes and you have already done so	21	16	12	8	7	29	18	18	15	36	18	11	13	28	9	27
Yes, but you haven't done so yet	37	34	35	30	48	37	28	36	52	30	50	43	56	33	37	37
No	42	50	53	62	45	34	54	46	33	34	32	46	31	39	54	36

### Regarding interpersonal relationships, which people are more likely to maintain remotely than in the past (i.e., less frequent physical interactions and more remote communication using digital technology), would you say that in your country...?

To all respondents, in % of "Yes" answers

	AVER. 15 CTRY.	DE	AT	BE	BG	ES	FR	HU	IT	PL	PT	CZ	RO	UK	SK	SE
People have the equipment they need to maintain these remote relationships	54	42	31	54	53	61	55	55	59	63	47	65	51	58	68	49
People are open to seeing each other remotely	51	52	44	48	42	31	44	48	60	57	64	55	53	58	55	51
The development of this type of relationship is a good thing for people who live alone	51	51	41	38	49	36	55	49	60	53	62	53	41	59	50	44
People have been used to seeing each other remotely for several years now	47	48	37	39	46	41	47	42	47	47	39	48	40	57	47	54
Remote relationships between people work well	44	44	32	35	39	35	51	50	42	45	37	41	33	51	33	48
The development of this type of relationship is a good thing for families	39	40	27	29	28	36	41	29	43	36	35	34	29	49	28	37

### Do you often, occasionally, rarely or never replace physical interaction with virtual communication (calling a loved one instead of visiting them, playing a board game online instead of sitting around a table, etc.)?

To all respondents, in %.

	AVER. 15 CTRY.	DE	AT	BE	BG	ES	FR	HU	IT	PL	PT	CZ	RO	UK	SK	SE
Often/Occasionally	57	51	47	51	60	64	50	49	66	64	56	56	59	56	51	64
Often	16	13	12	12	21	18	12	16	22	22	14	18	18	10	14	20
Occasionally	41	38	35	39	39	46	38	33	44	42	42	38	41	46	37	44
Rarely/Never	43	49	53	49	39	36	50	51	34	36	44	44	40	44	49	36
Rarely	26	27	32	31	29	22	28	27	24	31	31	30	28	20	37	24
Never	17	22	21	18	10	14	22	24	10	5	13	14	12	24	12	12

**Would you say that having to see people virtually rather than physically...?**

To all respondents, in %.

	AVER. 15 CTRY.	DE	AT	BE	BG	ES	FR	HU	IT	PL	PT	CZ	RO	UK	SK	SE
Strengthens relationships (with friends, family members or strangers)	25	33	22	21	16	21	23	19	24	21	22	19	17	34	24	24
Weakens / damages relationships (with friends, family members or strangers)	75	67	78	79	84	79	77	81	76	79	78	81	83	66	76	76

**Would you say that having to see people virtually rather than physically...?**

To all respondents, in %.

	AVER. 15 CTRY.	DE	AT	BE	BG	ES	FR	HU	IT	PL	PT	CZ	RO	UK	SK	SE
Increases the frequency with which people interact (with friends, family members or strangers)	26	36	30	20	20	22	23	22	24	17	20	22	17	33	23	28
Reduces the frequency with which people interact (with friends, family members or strangers)	74	64	70	80	80	78	77	78	76	83	80	78	83	67	77	72

**Would you say that having to see people virtually rather than physically...?**

To all respondents, in %.

	AVER. 15 CTRY.	DE	AT	BE	BG	ES	FR	HU	IT	PL	PT	CZ	RO	UK	SK	SE
Encourages individuals to meet new people	31	38	32	23	37	21	21	37	32	36	28	32	31	33	45	35
Encourages individuals to maintain relationships only with people they know well	69	62	68	77	63	79	79	63	68	64	72	68	69	67	55	65

**In your opinion, is it easy or difficult for people in each of the following categories to adjust to a contactless world?**

To all respondents, % who answered "Easy".

	AVER. 15 CTRY.	DE	AT	BE	BG	ES	FR	HU	IT	PL	PT	CZ	RO	UK	SK	SE
Higher-income categories	76	78	79	71	77	72	73	82	76	79	75	87	67	80	78	76
Young people	71	74	76	57	79	65	64	71	70	80	70	82	60	77	75	73
People who live in urban areas	69	72	73	58	76	65	66	70	67	74	67	77	57	76	71	70
Children	62	62	58	51	71	60	56	59	62	65	52	69	47	69	64	60
Parents	42	47	35	36	31	39	40	37	37	42	36	40	25	55	36	52
People who live in rural areas	37	41	38	39	28	33	33	24	41	29	23	32	24	49	36	53
Individuals who have suffered a loss of independence	28	32	17	19	23	32	22	22	28	23	22	25	22	37	31	33
Individuals who are struggling financially	26	33	17	17	13	23	23	11	24	21	14	20	19	34	19	31
Seniors	20	25	11	15	12	18	19	11	18	16	10	14	14	32	16	26

**Do you or do you not trust the following stakeholders to support the development of these contactless lifestyles (teleworking, remote education, paperless procedures)?**

To all respondents, % who answered "I trust them".

	AVER. 15 CTRY.	DE	AT	BE	BG	ES	FR	HU	IT	PL	PT	CZ	RO	UK	SK	SE
Companies	61	66	65	58	55	57	58	63	57	55	67	62	60	69	63	74
Citizens themselves	61	67	63	56	54	61	59	59	53	58	64	49	55	72	58	66
Local authorities	57	65	63	56	39	42	61	60	50	44	68	56	38	65	53	71
The government	54	65	63	48	40	45	48	59	48	31	66	57	39	66	50	73



**Generally speaking, would you say that it is likely or unlikely that the society you will be living in 10 years from now will make increasing use of contactless solutions (remote working, remote communication with other people, contactless payment, etc.)?**

To all respondents, in %.

	AVER. 15 CTRY.	DE	AT	BE	BG	ES	FR	HU	IT	PL	PT	CZ	RO	UK	SK	SE
Likely	80	79	82	78	82	83	78	79	84	80	88	81	72	81	83	81
Unlikely	20	21	18	22	18	17	22	21	16	20	12	19	28	19	17	19

**Generally speaking, would you say that it is desirable or undesirable for the society you will be living in 10 years from now to make increasing use of contactless solutions (remote working, remote communication with other people, contactless payment, etc.)?**

To all respondents, in %.

	AVER. 15 CTRY.	DE	AT	BE	BG	ES	FR	HU	IT	PL	PT	CZ	RO	UK	SK	SE
Desirable	53	56	55	49	45	63	47	55	45	53	55	63	44	60	59	52
Undesirable	47	44	45	51	55	37	53	45	55	47	45	37	56	40	41	48