

COUNTRY FACT SHEETS



GERMANY • AUSTRIA • BELGIUM • BULGARIA • SPAIN • FRANCE • HUNGARY • ITALY
POLAND • PORTUGAL • CZECH REPUBLIC • ROMANIA • UNITED KINGDOM • SLOVAKIA • SWEDEN

Germany

The majority of Germans feel that contactless practices are well established in their country and that they have become more widespread due to the COVID-19 crisis.

While they are slightly less likely than other Europeans to consider these practices to be part of their daily lives, they stand apart in their appreciation of these solutions and in their perception that they work well in a number of areas today. This helps to explain their willingness to see contactless methods expand their presence in the future.

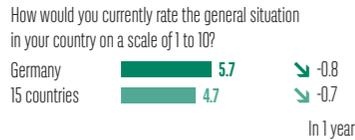
Economic climate



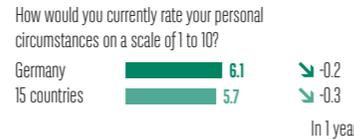
Source: IMF (October 2020 forecasts).

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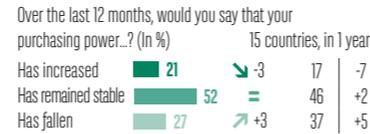
Perception of the situation in the country (2021)



Perception of personal circumstances (2021)



Perception of purchasing power (2021)



Contactless solutions



Existence before the COVID-19 crisis

Regarding the development of these contactless practices in society, would you say that...? (% who answered "They already existed before the COVID-19 crisis")



Acceleration as a result of the COVID-19 crisis

Regarding the development of these contactless practices in society, would you say that...? (% who answered "They have become much more widespread due to the COVID-19 crisis")



Role currently played in daily life

Do you personally feel that contactless solutions are present in your daily life? (% who answered "Present")



The feeling that these changes are a choice

Generally speaking, would you say that...? (% who answered "You choose to adopt these new solutions")



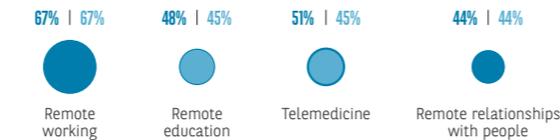
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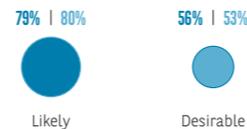
The feeling that contactless solutions work well in a number of areas

Do you believe these solutions work well in your country in each of the following areas? (% who answered "Yes")



Probability and desirability of contactless practices developing in the future

Generally speaking, would you say that it is desirable/likely that the society you will be living in 10 years from now will make increasing use of contactless solutions? (% who answered "Yes")



Austria

The Austrians declare themselves to be quite familiar with contactless practices, viewing them as an integral part of their lives today, and even more so as a result of the health crisis. Although they are slightly more likely than average to state that they are compelled to embrace these changes, they are among those Europeans who generally believe that contactless solutions enable education, work and healthcare to be successfully conducted remotely (interpersonal relationships less so). They believe that the expansion of contactless practices in the future is both likely and desirable.

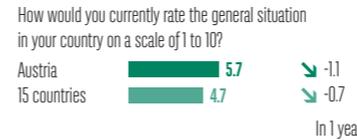
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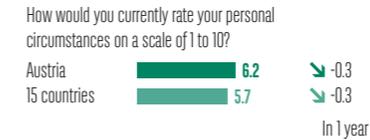
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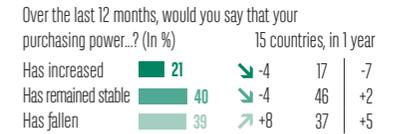
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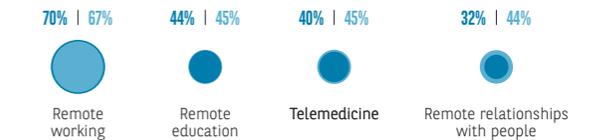
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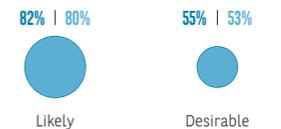
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Probability and desirability of contactless practices developing in the future

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Belgium

Most Belgians see contactless practices as an integral part of everyday life. A majority also believe that these solutions predate the health crisis and that their use has expanded over the last few months. However, almost 7 out of 10 of the kingdom's inhabitants feel that these changes have been foisted upon them rather than being a choice. While most Belgians believe it probable that contactless practices will play an even greater role in the future, they are more divided when it comes to their desire to see them develop further.

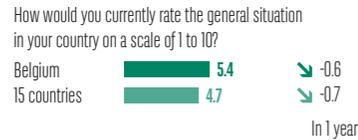
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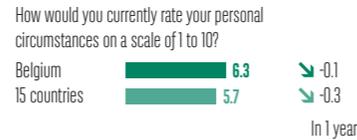
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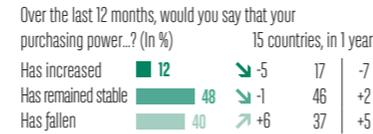
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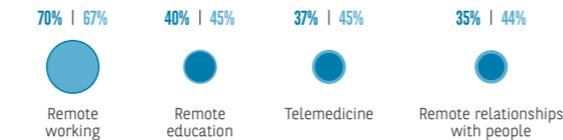
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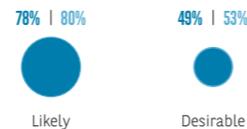
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Bulgaria

Having already been present before the start of the pandemic and having developed as the crisis has unfolded, contactless practices, like elsewhere in Europe, are now a feature of daily life in Bulgaria. However, as is the case in several Central European countries, the feeling that these practices have been imposed on its population is predominant, as is the negative view of these developments. This is reinforced by the sense that these practices do not work well (particularly telemedicine and remote education), which explains their lack of appeal in the eyes of Bulgarians.

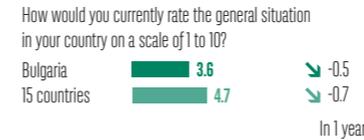
Economic climate



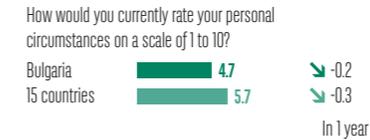
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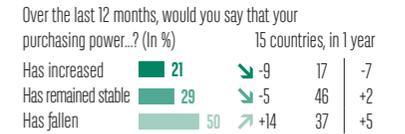
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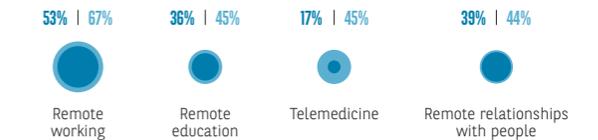
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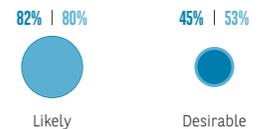
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Probability and desirability of contactless practices developing in the future

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The Spanish view of contactless practices seems to have changed considerably as a result of the COVID-19 crisis. One in two Spanish respondents feel that these solutions had very little presence in the past and the crisis seems to have amplified them. They particularly appreciate the appearance of such practices in their daily lives (+10 pts compared with the European average), making it easier to work, learn and receive healthcare remotely (although they have greater reservations when it comes to interpersonal relationships). A majority would also like to see them continue to develop.

Economic climate



Source: IMF (October 2020 forecasts).



Looking at current trends, the French appear to hold similar views to their Latin neighbours on the question of contactless practices. While already a part of their daily lives in the past and even more present during the health crisis, having been used relatively successfully in a number of areas, the expansion of contactless practices has failed to enthuse the French, who are more likely than other populations to see the experience as an imposition and view them negatively in a majority of cases. Only a minority are keen to see them develop further in the future.

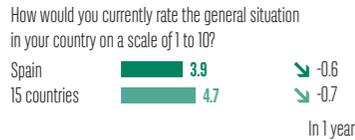
Economic climate



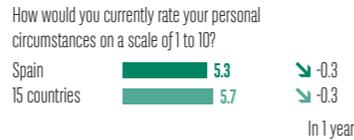
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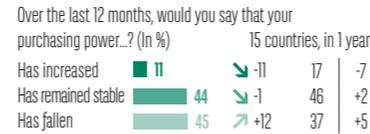
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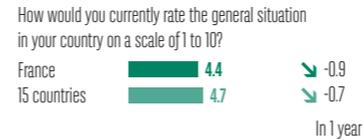
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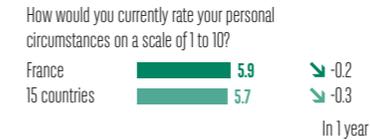
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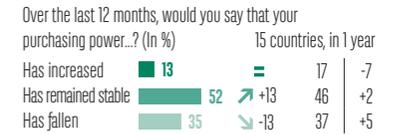
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Existence before the COVID-19 crisis

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Role currently played in daily life

Do you personally feel that contactless solutions are present in your daily life? (% who answered "Present")



The feeling that these changes are a choice

Generally speaking, would you say that...? (% who answered "You choose to adopt these new solutions")



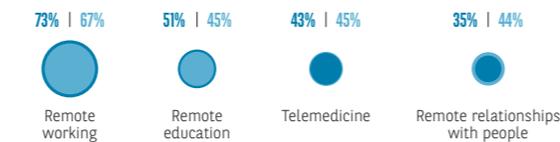
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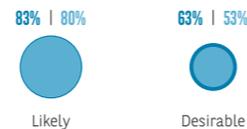
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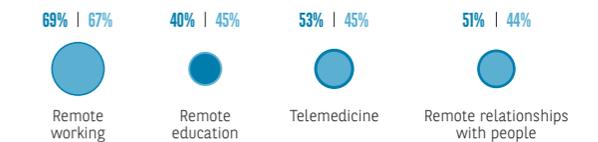
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Hungary

A majority of Hungarians believe that contactless practices are a well established part of their daily lives and have become much more widespread as a result of the COVID-19 crisis.

Although most respondents feel that these changes have been foisted upon them, they tend to view these new practices and their development in a favourable light and believe that they work relatively well in some areas (telemedicine being an exception).

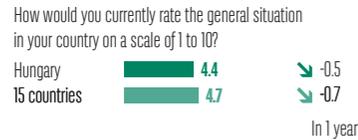
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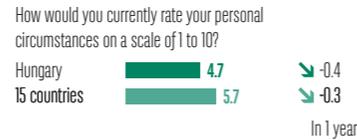
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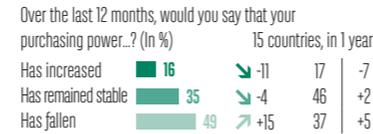
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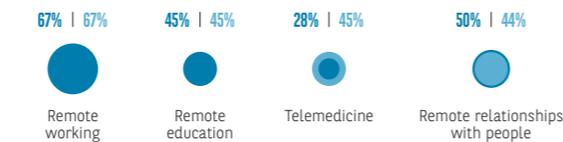
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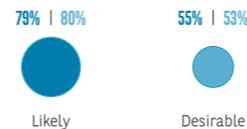
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Italy

Already considered an established feature of everyday life before the COVID-19 pandemic and seen less as an imposition than a choice (more so than elsewhere in Europe), contactless practices have become part of the Italian lifestyle. Italians believe these trends are likely to develop further in the future, but they are less keen than others to see this happen, which is probably not unrelated to the criticism they aim at current ways of doing things, particularly with regard to remote working, telemedicine and remote education.

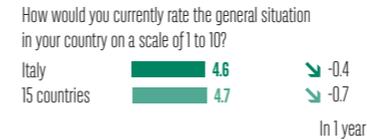
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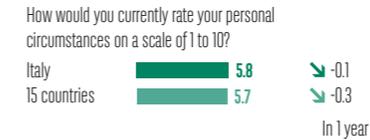
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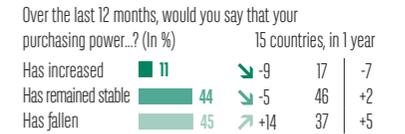
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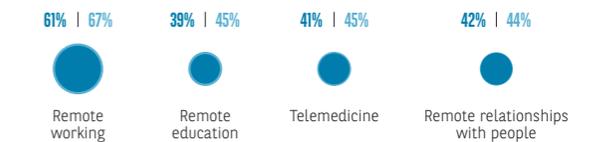
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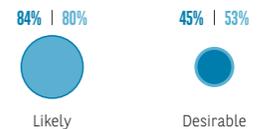
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Contactless practices have become extremely widespread in Poland, largely driven by the health crisis. While these solutions are now present in the lives of more than 9 out of 10 Poles, they express more reservations about their effectiveness than other Europeans, particularly when it comes to telemedicine and remote education. This marked acceleration, which people see as more of an imposition than elsewhere, is accompanied by greater opposition to the wide-scale development of these practices in the future.

Economic climate



Source: IMF (October 2020 forecasts).



Like their Spanish neighbours, the Portuguese have noticed a rise in the presence of contactless practices since the COVID-19 crisis began. Indeed, the overwhelming majority now consider these solutions to be part of daily life. They are deemed to work quite well in a number of areas, remote working in particular, but human relationships are not one of them. A large proportion of the population hold a positive view of these solutions and a majority expect and want to see them develop further.

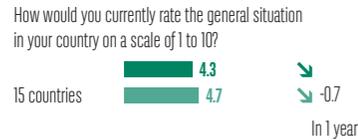
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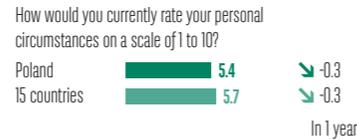
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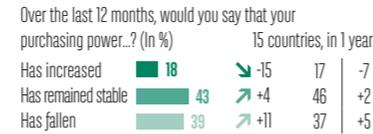
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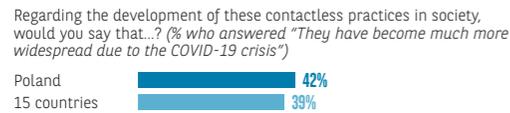
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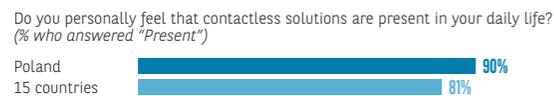
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Acceleration as a result of the COVID-19 crisis



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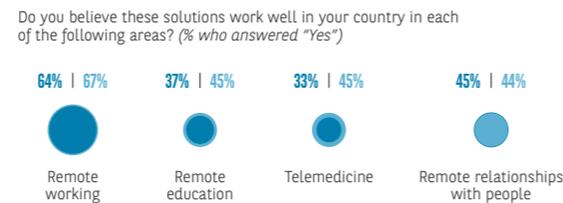
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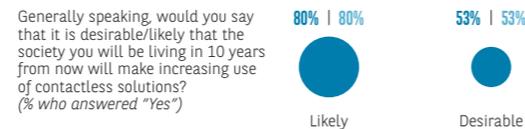
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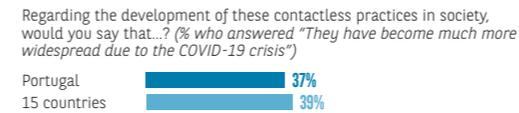
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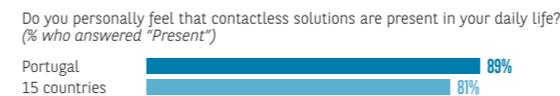
Existence before the COVID-19 crisis



Acceleration as a result of the COVID-19 crisis



Role currently played in daily life



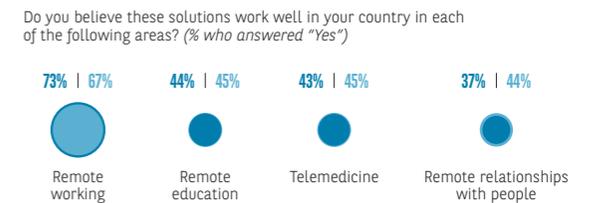
The feeling that these changes are a choice



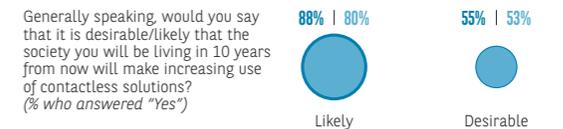
Opinion of these new developments



The feeling that contactless solutions work well in a number of areas



Probability and desirability of contactless practices developing in the future



Czech Republic

The Czechs believe that contactless practices were already well established before the COVID-19 crisis and that their presence has increased rapidly over the last few months. They are less likely than other Europeans to consider that these practices are now a part of daily life and that they work well today (especially when it comes to telemedicine and remote education), but they still display a strong appetite for contactless solutions and their expansion in the future.

Economic climate



Source: IMF (October 2020 forecasts).

Romania

The Romanians are among those who are most resistant to the rise of contactless practices. While a sizeable proportion believe that these are now a part of daily life, almost 8 out of 10 feel that these changes have been forced upon them and such solutions are unpopular with a significant number of respondents. They are also very critical of their increasing use in various fields. Thus, the desire to see these solutions become more widespread in the future, not to mention the belief that this will happen, is not as powerful as in other European countries.

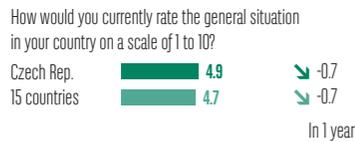
Economic climate



Source: IMF (October 2020 forecasts).

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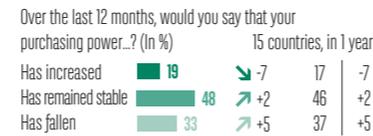
Perception of the situation in the country (2021)



Perception of personal circumstances (2021)



Perception of purchasing power (2021)



Contactless solutions



Existence before the COVID-19 crisis

Regarding the development of these contactless practices in society, would you say that...? (% who answered "They already existed before the COVID-19 crisis")



Acceleration as a result of the COVID-19 crisis

Regarding the development of these contactless practices in society, would you say that...? (% who answered "They have become much more widespread due to the COVID-19 crisis")



Role currently played in daily life

Do you personally feel that contactless solutions are present in your daily life? (% who answered "Present")



The feeling that these changes are a choice

Generally speaking, would you say that...? (% who answered "You choose to adopt these new solutions")



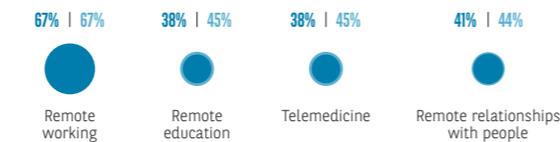
Opinion of these new developments

Generally speaking, would you say that...? (% who answered "You like these developments")



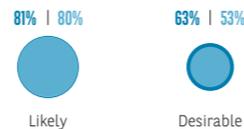
The feeling that contactless solutions work well in a number of areas

Do you believe these solutions work well in your country in each of the following areas? (% who answered "Yes")



Probability and desirability of contactless practices developing in the future

Generally speaking, would you say that it is desirable/likely that the society you will be living in 10 years from now will make increasing use of contactless solutions? (% who answered "Yes")



Contactless solutions



Existence before the COVID-19 crisis

Regarding the development of these contactless practices in society, would you say that...? (% who answered "They already existed before the COVID-19 crisis")



Acceleration as a result of the COVID-19 crisis

Regarding the development of these contactless practices in society, would you say that...? (% who answered "They have become much more widespread due to the COVID-19 crisis")



Role currently played in daily life

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The feeling that these changes are a choice

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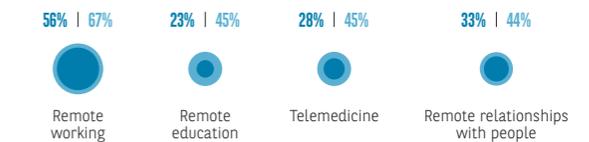
Opinion of these new developments

Generally speaking, would you say that...? (% who answered "You like these developments")



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Do you believe these solutions work well in your country in each of the following areas? (% who answered "Yes")



Probability and desirability of contactless practices developing in the future

Generally speaking, would you say that it is desirable/likely that the society you will be living in 10 years from now will make increasing use of contactless solutions? (% who answered "Yes")



United Kingdom

Along with Sweden and Germany, the United Kingdom is one of the European countries in which contactless practices are particularly well developed and established in daily life, as well as being viewed more positively than elsewhere in Europe and seen as a choice depending on the application. The British believe contactless practices have been amplified by the crisis and that they tend to work very well, including for interpersonal relationships, a view that they are almost alone in holding, given the reticence expressed on this topic by almost every other country surveyed. The British would like to see this trend continue and feel that it is very likely to do so.

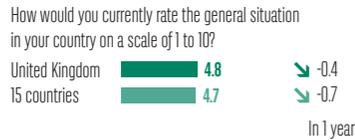
Economic climate



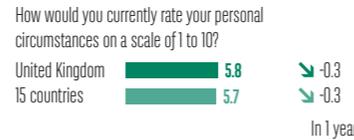
Source: IMF (October 2020 forecasts).

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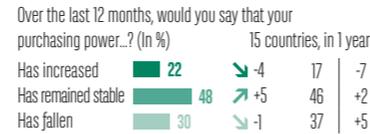
Perception of the situation in the country (2021)



Perception of personal circumstances (2021)



Perception of purchasing power (2021)



Contactless solutions



Existence before the COVID-19 crisis

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Role currently played in daily life

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The feeling that these changes are a choice

Generally speaking, would you say that...? (% who answered "You choose to adopt these new solutions")



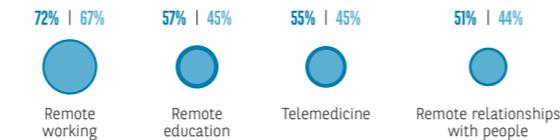
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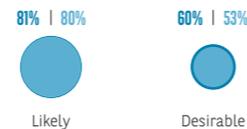
The feeling that contactless solutions work well in a number of areas

Do you believe these solutions work well in your country in each of the following areas? (% who answered "Yes")



Probability and desirability of contactless practices developing in the future

Generally speaking, would you say that it is desirable/likely that the society you will be living in 10 years from now will make increasing use of contactless solutions? (% who answered "Yes")



Slovakia

Slovakia is a Central European country whose contactless practices appear to be developing according to patterns that can be witnessed in both Western and Central Europe. Indeed, they are believed to play an important role in people's daily lives today and there is a strong sense that these developments are a choice, although their suitability for a number of day-to-day applications is deemed inadequate. Nevertheless, the Slovaks are more likely than other populations to express a general desire to see these practices develop in the future.

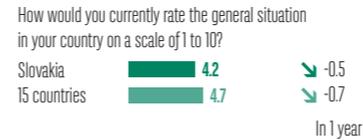
Economic climate



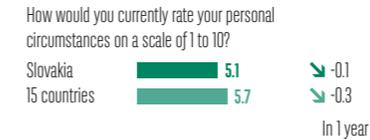
Source: IMF (October 2020 forecasts).

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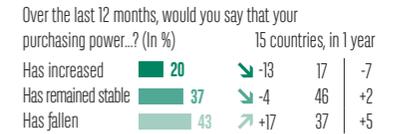
Perception of the situation in the country (2021)



Perception of personal circumstances (2021)



Perception of purchasing power (2021)



Contactless solutions



Existence before the COVID-19 crisis

Regarding the development of these contactless practices in society, would you say that...? (% who answered "They already existed before the COVID-19 crisis")



Acceleration as a result of the COVID-19 crisis

Regarding the development of these contactless practices in society, would you say that...? (% who answered "They have become much more widespread due to the COVID-19 crisis")



Role currently played in daily life

Do you personally feel that contactless solutions are present in your daily life? (% who answered "Present")



The feeling that these changes are a choice

Generally speaking, would you say that...? (% who answered "You choose to adopt these new solutions")



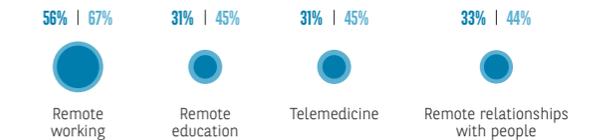
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Do you believe these solutions work well in your country in each of the following areas? (% who answered "Yes")



Probability and desirability of contactless practices developing in the future

Generally speaking, would you say that it is desirable/likely that the society you will be living in 10 years from now will make increasing use of contactless solutions? (% who answered "Yes")



Sweden

Of all the countries covered by L'Observatoire, Sweden is the nation in which contactless practices are the most developed and whose inhabitants are the most impressed at how well they work, with a score 20 points higher than the European average on the topics of remote working, distance learning and telemedicine. The vast majority of Swedes declare that contactless practices predate the COVID-19 crisis, which they also say has expanded their presence. A significant majority also believe that their further development in the future is both probable and desirable.

Economic climate

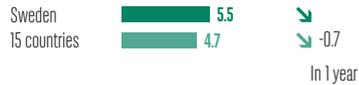


Source: IMF (October 2020 forecasts).

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Perception of the situation in the country (2021)

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



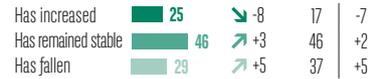
Perception of personal circumstances (2021)

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



Perception of purchasing power (2021)

Over the last 12 months, would you say that your purchasing power...? (In %)



Contactless solutions



Existence before the COVID-19 crisis

Regarding the development of these contactless practices in society, would you say that...? (% who answered "They already existed before the COVID-19 crisis")



Acceleration as a result of the COVID-19 crisis

Regarding the development of these contactless practices in society, would you say that...? (% who answered "They have become much more widespread due to the COVID-19 crisis")



Role currently played in daily life

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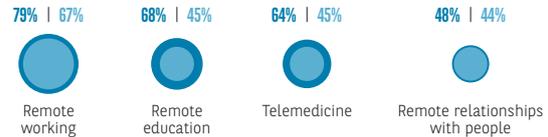
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Do you believe these solutions work well in your country in each of the following areas? (% who answered "Yes")



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