

Research Design

1.000

interviews

*representative of the adult italian
population by age, gender, region*

5 - 10 March 2026



Margin of error +/- 3.1% - 95% probability



Survey via web panel Bilendi



.feel

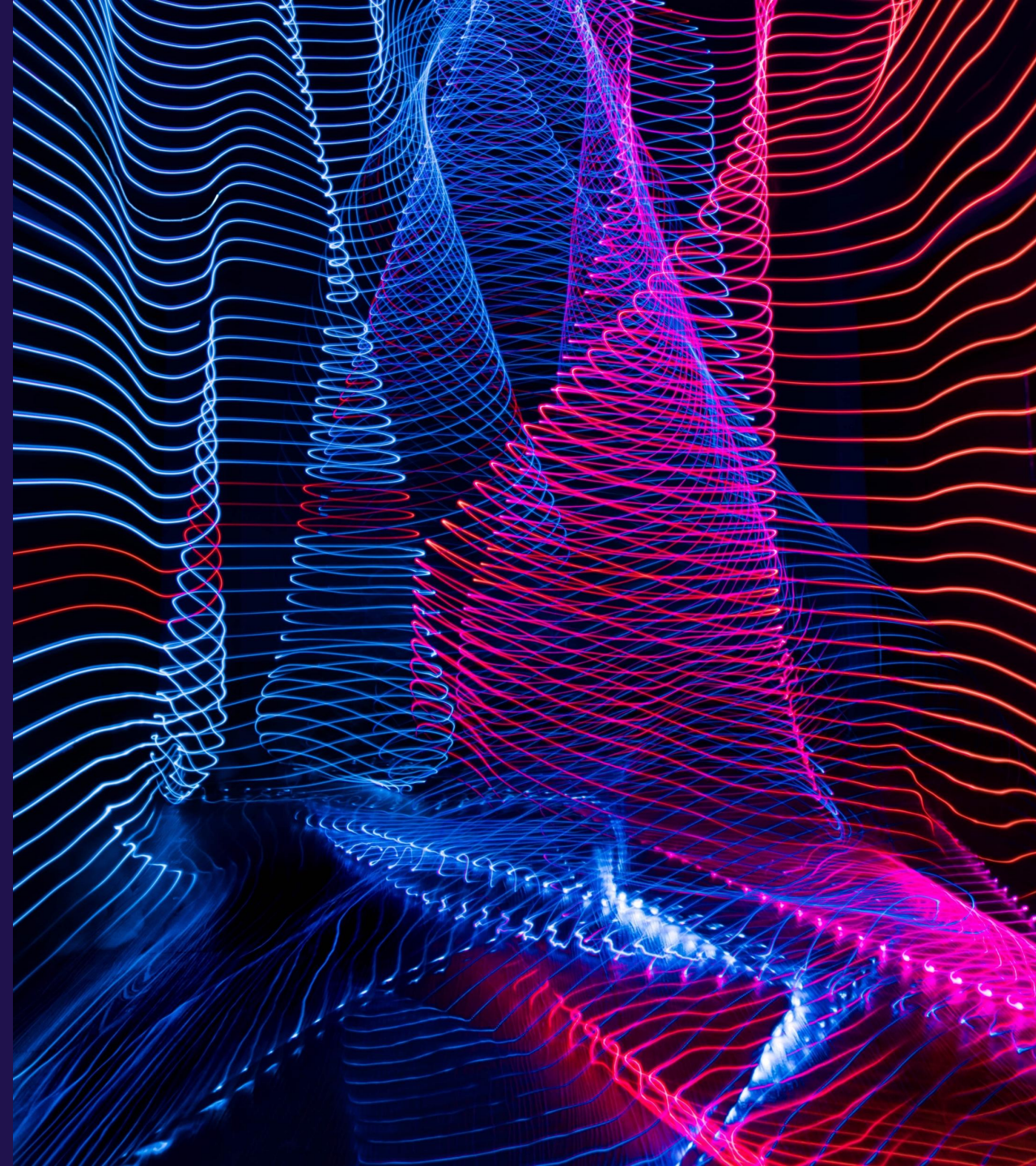


Topics covered

#Research Design

#Results

- Digital transformation assessment and expected impacts
- Digital Sovereignty
 - GenAI expectations and corporates





Think of all public services, those of the territory (transport, reservations and health records, waste and water management, security systems and video cameras...), and those of the central government (digital identity, public payment systems...).

Attitudes towards PSDT

Despite innovation being at the center of big investments, real services and mainstream communication.

Italian perceptions about public sector digital efficiency slightly decrease.

And no relevant change in surveillance perception.

Italians underestimate country's advancement compared to the international scenario.



Benefit beat risk in public services DT but *slightly decreased* compared to 2025



INCREASE EFFICIENCY & ACCESSIBILITY

increase the **efficiency** of the service and make it easily **accessible for you**.

6.6

Mean 1-10

↓ -0.4
VS 2025



FEELING CONTROLLED & SUPERVISED

make you feel **controlled**, supervised by the state or the **public system**

6.0

Mean 1-10

same as
2025

Italians' *still* underestimate the maturity of the country GovTech stack

Italy has developed digital public infrastructures and services at...than other western countries



Future Impacts

Anycase Public Sector digital transformation impact **positively** on **Italy's Reputation (accessible, innovative, sustainable)**, despite being still complicated. Expectations are met less than in 2025.

Effectiveness in public policy is the most relevant outcome.



DT positive impact on Italy's reputation grows

92% *impact* - 8% *no impact*

55% ↗
+6% vs 2025



↘ 49%
-1% vs 2025



Expected impacts are slightly lower than in 2025
Effectiveness on public policies remains the most relevant one



Improving
democracy

48%
= 2025



Improving the
effectiveness of
public policies

58%
-3% vs 2025



Greater
economic
growth for all

51%
-5% vs 2025

Digital Sovereignty

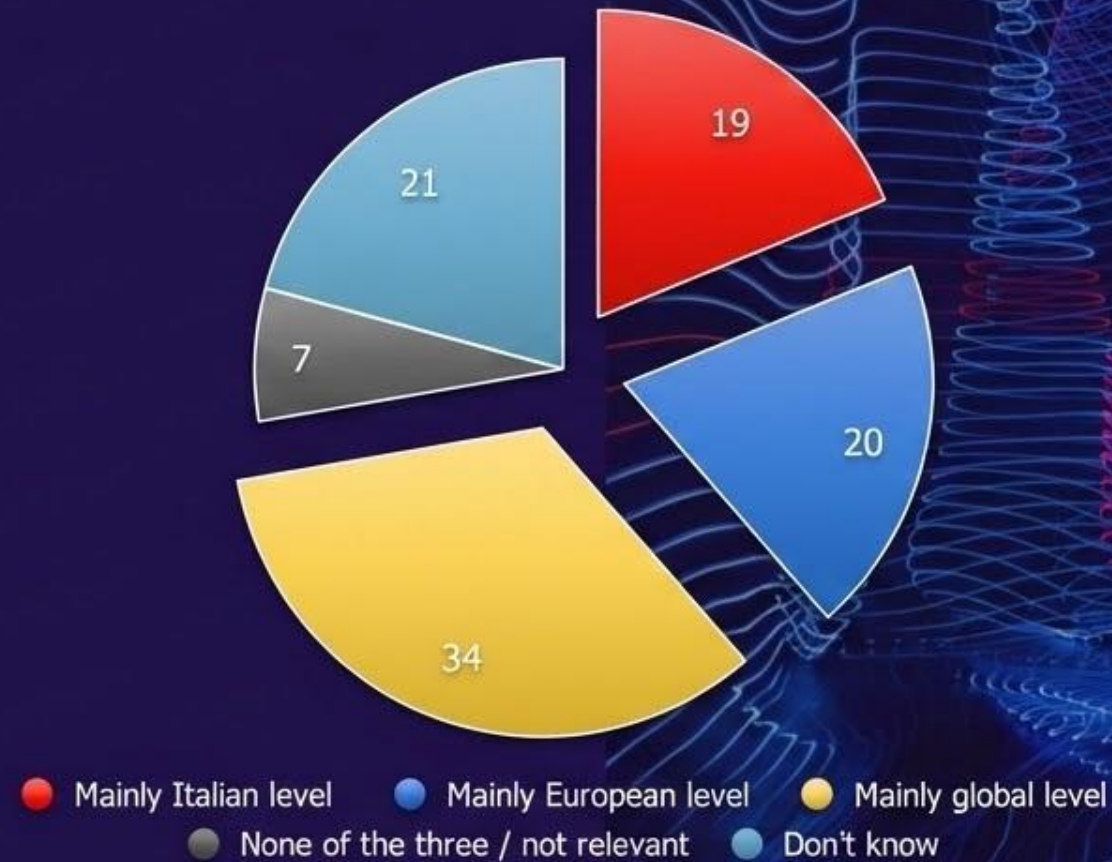
This strategic **topic is not fully understood.**

Only a 20% “élite” of italians understand the institutional, infrastructural and technological implications. Even less know about the european player.

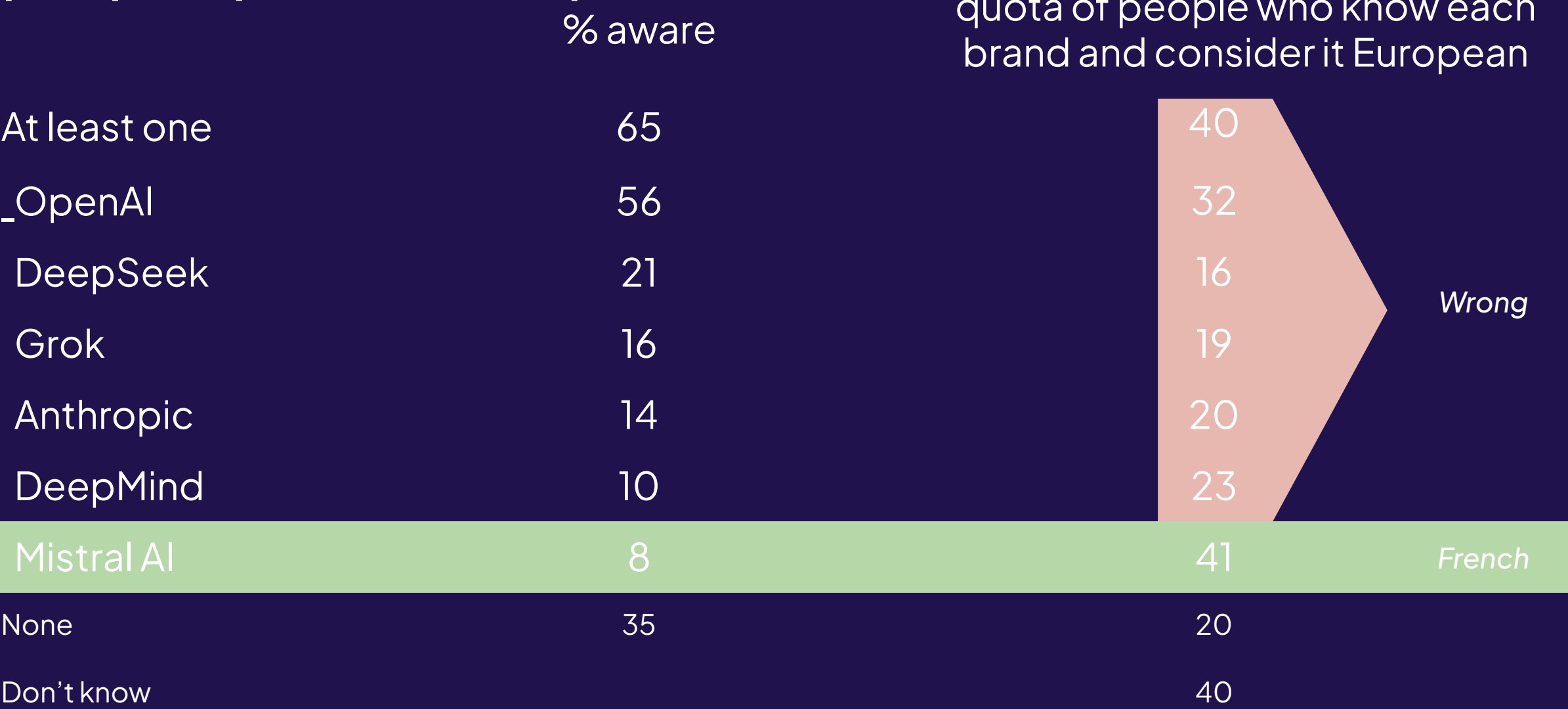
Gen AI is perceived as a critical issue more than an opportunity for PS innovation.



Majority of italians do not connect digital sovereignty with italy or europe level



OpenAI has a strong leadership. Only 4% identify properly the “european AI”



Gen AI expected impacts on public system innovation are critical – the dark side seems to prevail in italian's eyes

59%



Operational efficiency – 31%



Better services – 27%

Decisional support – 14%

Predict scenarios – 13%

Citizen engagement – 13%

68%



Jobs loss – 35%



Citizens' privacy – 30%



Exclusion of the less skilled citizens – 27%

Public officer addiction – 19%

Injustice – 14%

6% None