European Commission

Special Eurobarometer 554
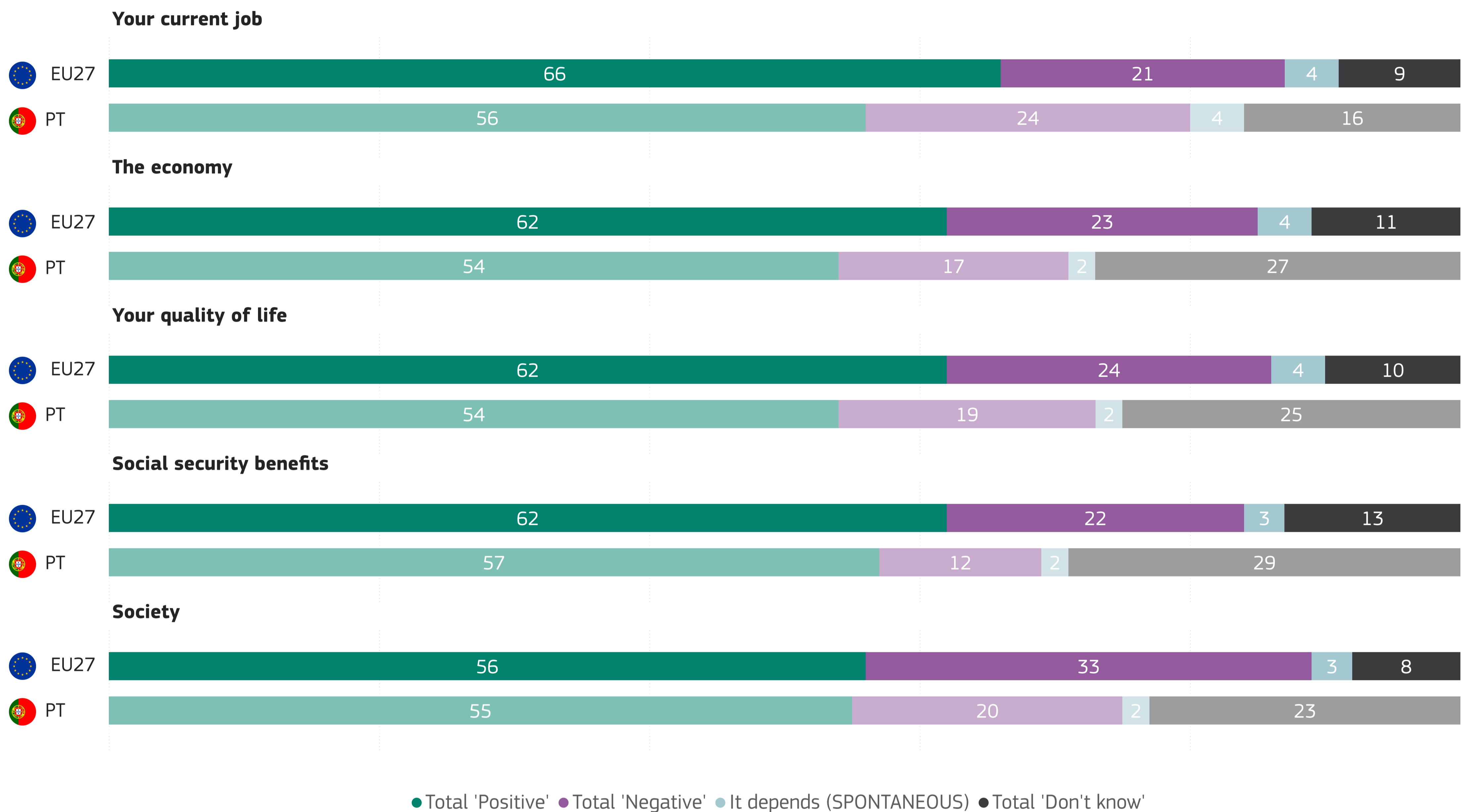**Artificial Intelligence and the future of work**

Portugal

Fieldwork EU: 25 April - 22 May 2024
TOTAL EU: 26 415 INTERVIEWS

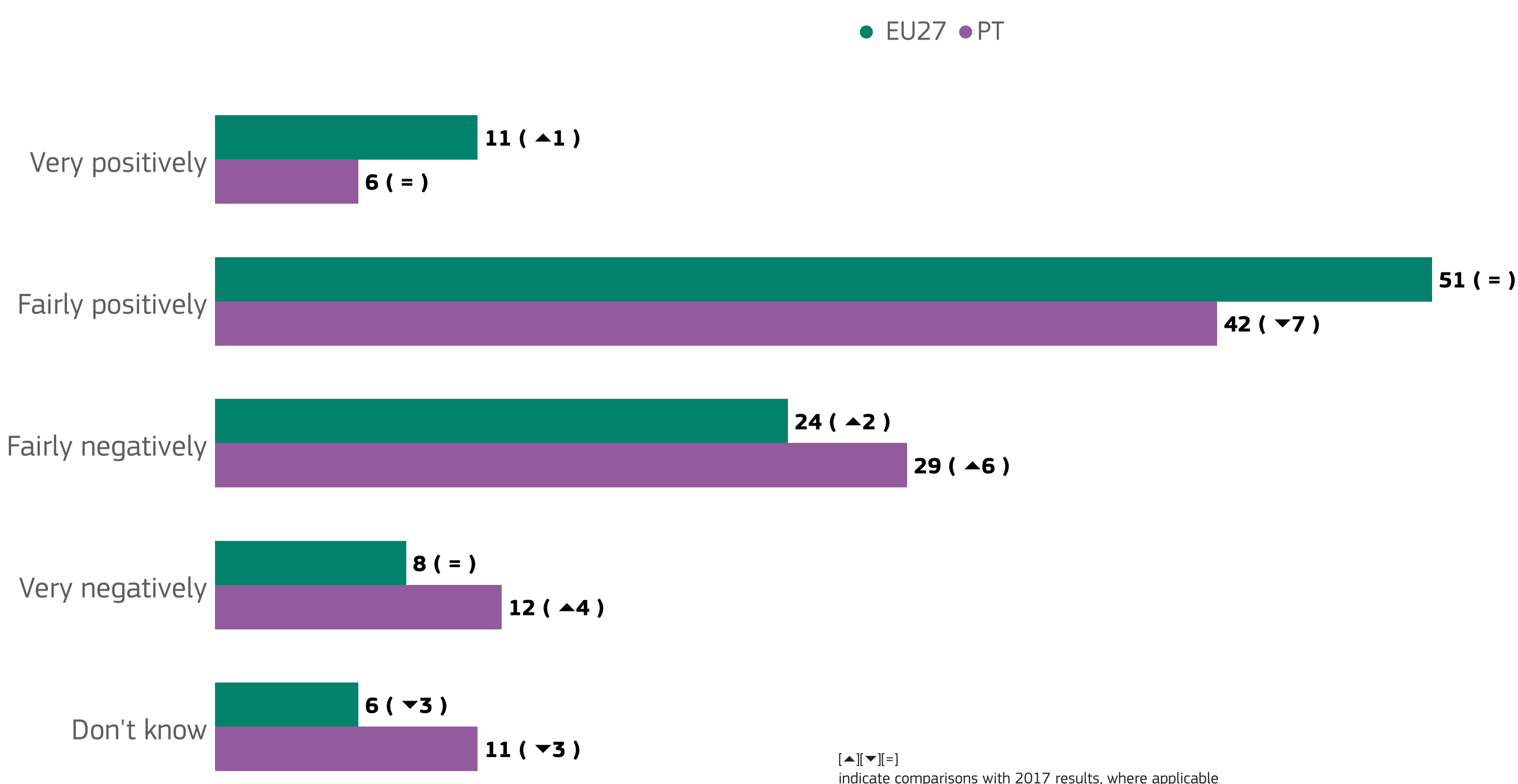Fieldwork PORTUGAL: 01 May - 17 May 2024
TOTAL PORTUGAL: 1 029 INTERVIEWS

1. PERCEPTIONS OF THE IMPACT OF DIGITAL TECHNOLOGIES

QB1. In your view, what impact do the most recent digital technologies, including Artificial Intelligence, currently have on (%)
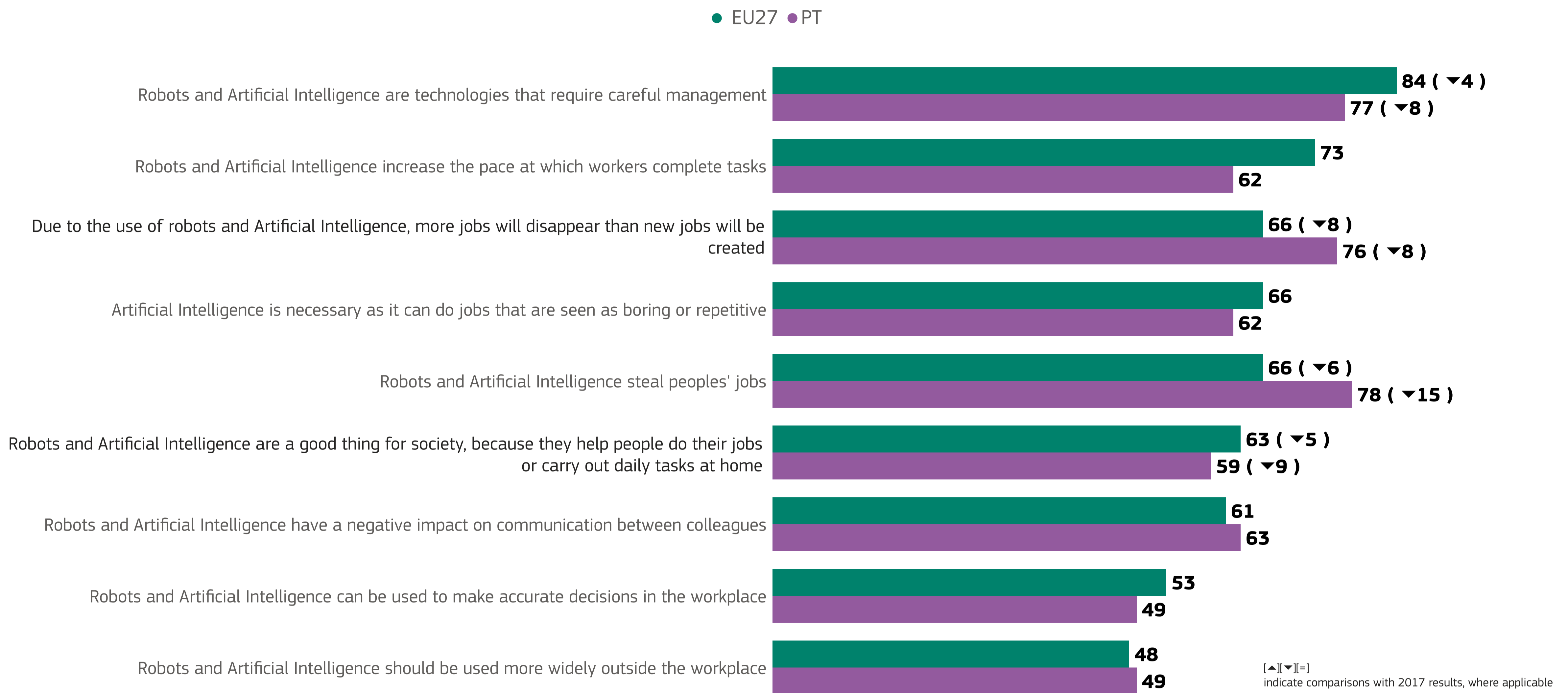
Your current job

	Positive	Negative	It depends	Don't know
EU27	66	21	4	9
PT	56	24	4	16

The economy

	Positive	Negative	It depends	Don't know
EU27	62	23	4	11
PT	54	17	2	27

Your quality of life

	Positive	Negative	It depends	Don't know
EU27	62	24	4	10
PT	54	19	2	25

Social security benefits

	Positive	Negative	It depends	Don't know
EU27	62	22	3	13
PT	57	12	2	29

Society

	Positive	Negative	It depends	Don't know
EU27	56	33	3	8
PT	55	20	2	23

● Total 'Positive' ● Total 'Negative' ● It depends (SPONTANEOUS) ● Total 'Don't know'

2.1 ATTITUDES TOWARDS DIGITAL TECHNOLOGIES IN THE WORKPLACE

QB5. How positively or negatively do you perceive the use of robots and Artificial Intelligence in the workplace? (%)

● EU27 ● PT

	EU27	PT
Very positively	11 (▲1)	6 (=)
Fairly positively	51 (=)	42 (▼7)
Fairly negatively	24 (▲2)	29 (▲6)
Very negatively	8 (=)	12 (▲4)
Don't know	6 (▼3)	11 (▼3)

[▲][▼][=]
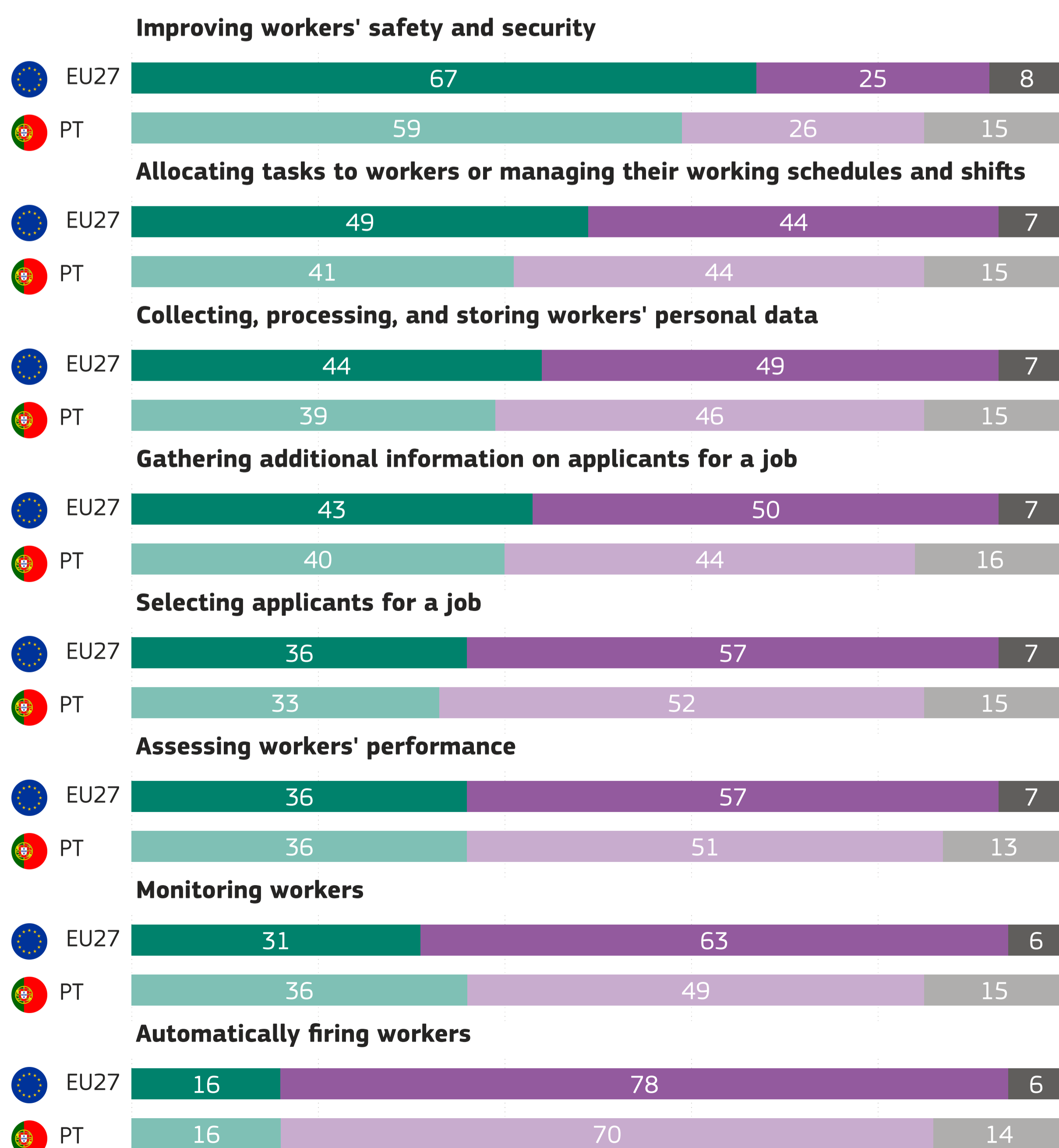indicate comparisons with 2017 results, where applicable

2.2 ATTITUDES TOWARDS DIGITAL TECHNOLOGIES IN THE WORKPLACE

QB6. Please tell me to what extent you agree or disagree with each of the following statements. – Total 'Agree'. (%)

● EU27 ● PT

Statement	EU27	PT
Robots and Artificial Intelligence are technologies that require careful management	84 (▼4)	77 (▼8)
Robots and Artificial Intelligence increase the pace at which workers complete tasks	73	62
Due to the use of robots and Artificial Intelligence, more jobs will disappear than new jobs will be created	66 (▼8)	76 (▼8)
Artificial Intelligence is necessary as it can do jobs that are seen as boring or repetitive	66	62
Robots and Artificial Intelligence steal peoples' jobs	66 (▼6)	78 (▼15)
Robots and Artificial Intelligence are a good thing for society, because they help people do their jobs or carry out daily tasks at home	63 (▼5)	59 (▼9)
Robots and Artificial Intelligence have a negative impact on communication between colleagues	61	63
Robots and Artificial Intelligence can be used to make accurate decisions in the workplace	53	49
Robots and Artificial Intelligence should be used more widely outside the workplace	48	49

[▲][▼][=]
indicate comparisons with 2017 results, where applicable

QB8. In general, how positively or negatively do you perceive the use of digital technologies, including Artificial Intelligence, in the workplace for each of the following activities (%)
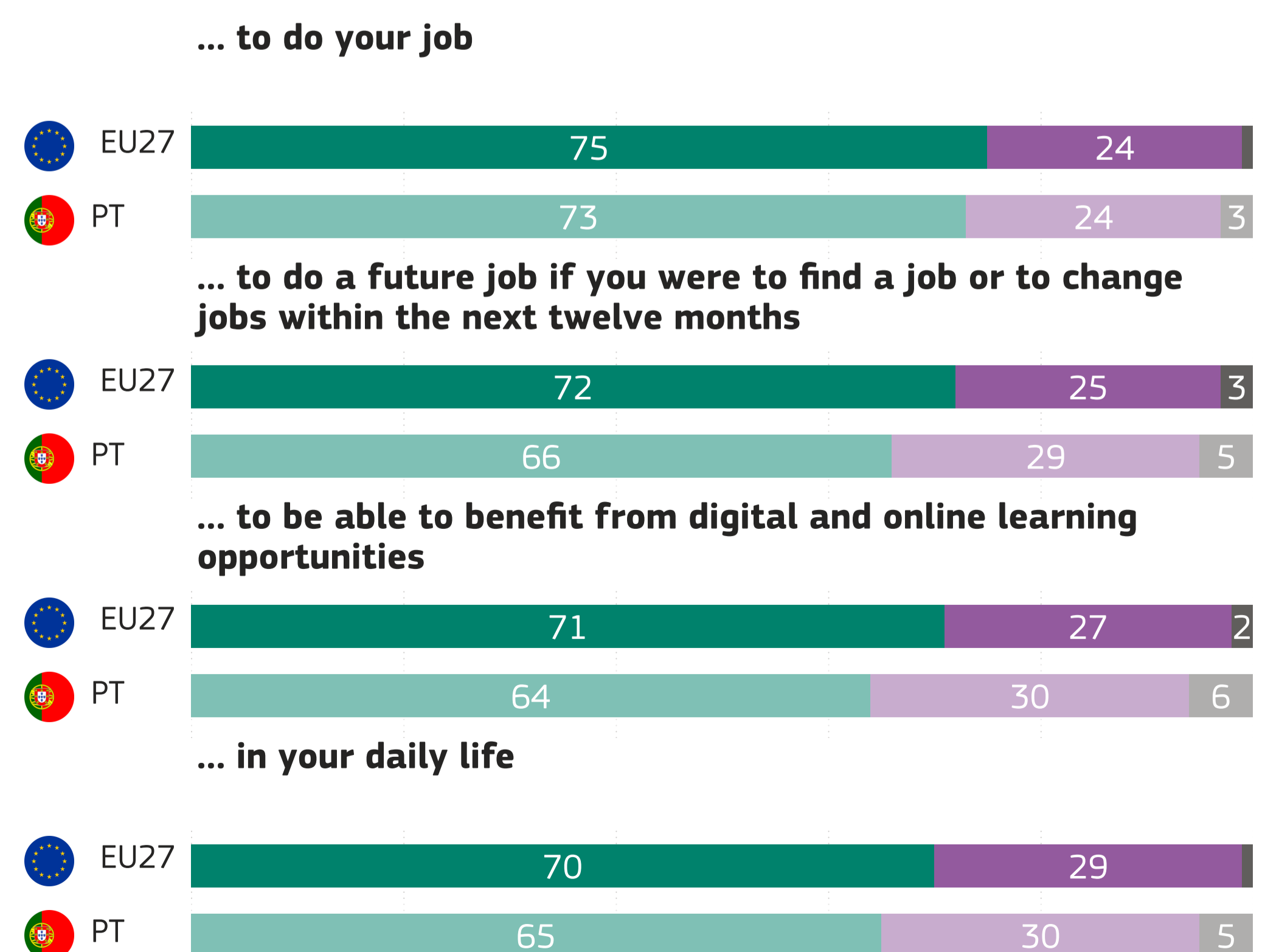
Improving workers' safety and security

	Total 'Positively'	Total 'Negatively'	Don't know
EU27	67	25	8
PT	59	26	15

Allocating tasks to workers or managing their working schedules and shifts

	Total 'Positively'	Total 'Negatively'	Don't know
EU27	49	44	7
PT	41	44	15

Collecting, processing, and storing workers' personal data

	Total 'Positively'	Total 'Negatively'	Don't know
EU27	44	49	7
PT	39	46	15

Gathering additional information on applicants for a job

	Total 'Positively'	Total 'Negatively'	Don't know
EU27	43	50	7
PT	40	44	16

Selecting applicants for a job

	Total 'Positively'	Total 'Negatively'	Don't know
EU27	36	57	7
PT	33	52	15

Assessing workers' performance

	Total 'Positively'	Total 'Negatively'	Don't know
EU27	36	57	7
PT	36	51	13

Monitoring workers

	Total 'Positively'	Total 'Negatively'	Don't know
EU27	31	63	6
PT	36	49	15

Automatically firing workers

	Total 'Positively'	Total 'Negatively'	Don't know
EU27	16	78	6
PT	16	70	14

● Total 'Positively' ● Total 'Negatively' ● Don't know

3. PROFICIENCY WITH DIGITAL TECHNOLOGIES

QB2. To what extent do you agree or disagree with the following statements regarding your skills in the use of the most recent digital technologies, including Artificial Intelligence? Think about, for example, using smart appliances at home that you can control remotely for heating, cooking, or cleaning; using apps on your smartphone to handle your daily schedule; or using websites to manage your tasks at work. You consider yourself to be sufficiently skilled in the use of digital technologies... (%)
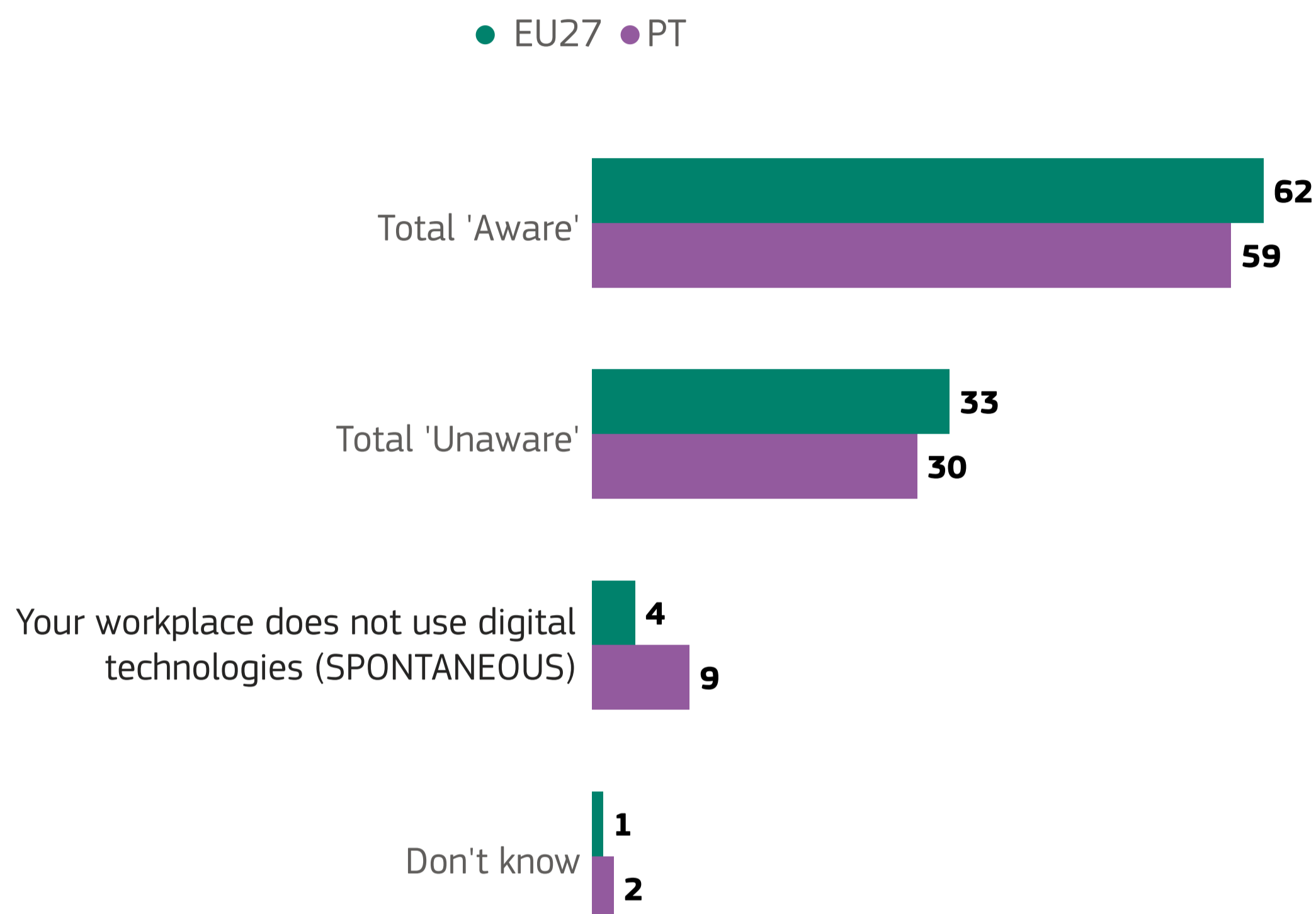
*Respondents who answered "not applicable" are not included in this result to allow for a comparison with the previous survey

... to do your job

	Total 'Agree'	Total 'Disagree'	Don't know
EU27	75	24	
PT	73	24	3

... to do a future job if you were to find a job or to change jobs within the next twelve months

	Total 'Agree'	Total 'Disagree'	Don't know
EU27	72	25	3
PT	66	29	5

... to be able to benefit from digital and online learning opportunities

	Total 'Agree'	Total 'Disagree'	Don't know
EU27	71	27	2
PT	64	30	6

... in your daily life

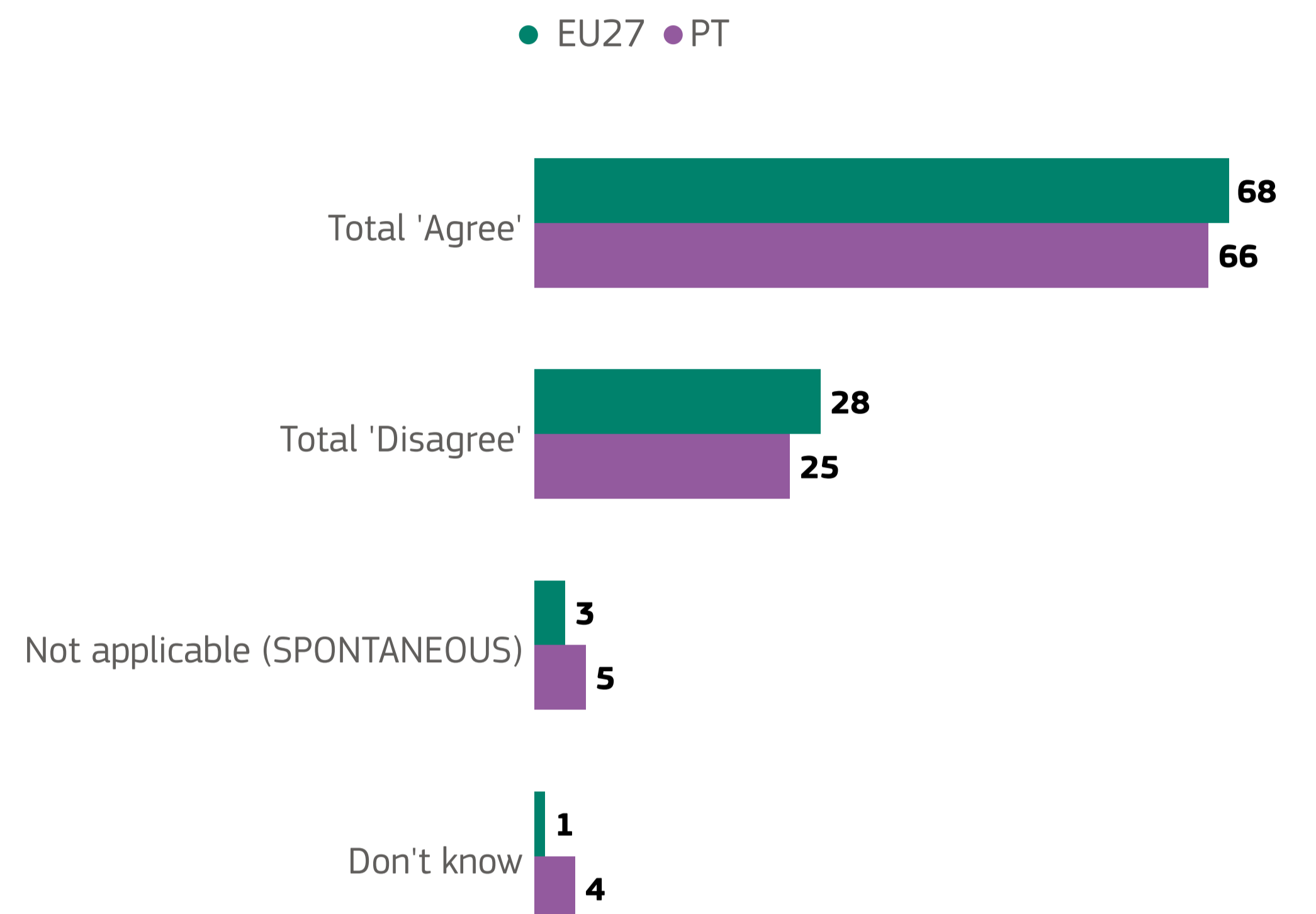|	Total 'Agree'	Total 'Disagree'	Don't know
EU27	70	29	
PT	65	30	5

● Total 'Agree' ● Total 'Disagree' ● Don't know

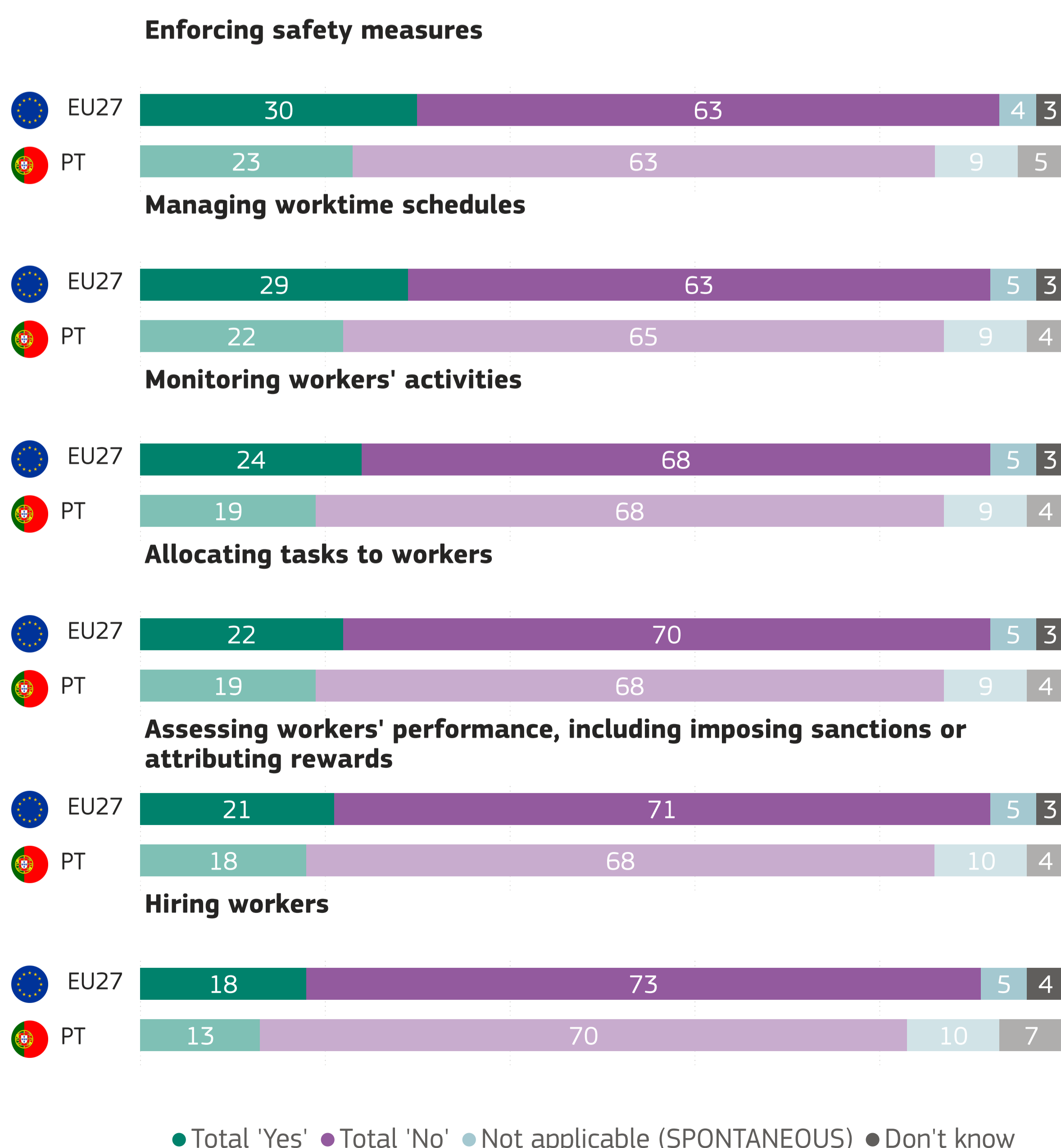# 4. EXPERIENCE OF DIGITAL TECHNOLOGIES IN THE WORKPLACE

QB4. Overall, how aware are you of the use that your employer makes of digital technologies, including artificial intelligence, to manage your or your co-workers' activities? Examples include setting working schedules, monitoring your activities, or evaluating performance. (%)

● EU27 ● PT

	EU27	PT
Total 'Aware'	62	59
Total 'Unaware'	33	30
Your workplace does not use digital technologies (SPONTANEOUS)	4	9
Don't know	1	2

QB3. To what extent do you agree or disagree that your employer provides you with the necessary tools or training to work effectively with the most recent digital technologies, including Artificial Intelligence? (%)

● EU27 ● PT

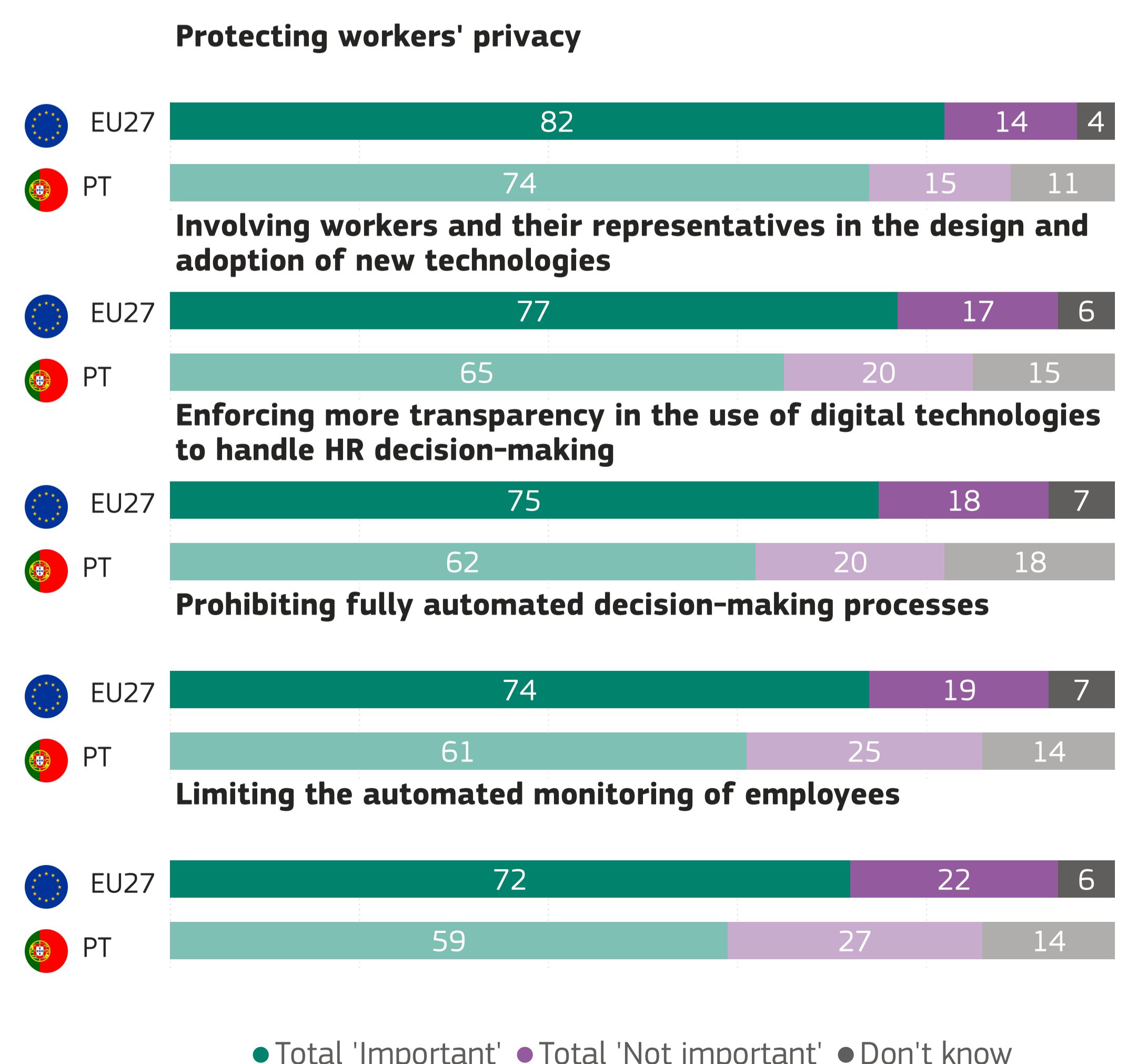|	EU27	PT
Total 'Agree'	68	66
Total 'Disagree'	28	25
Not applicable (SPONTANEOUS)	3	5
Don't know	1	4

QB7. Have the following activities ever been performed by digital technologies, including Artificial Intelligence, in your current or previous workplaces? For each activity, please refer to your most recent workplace experience. (%)
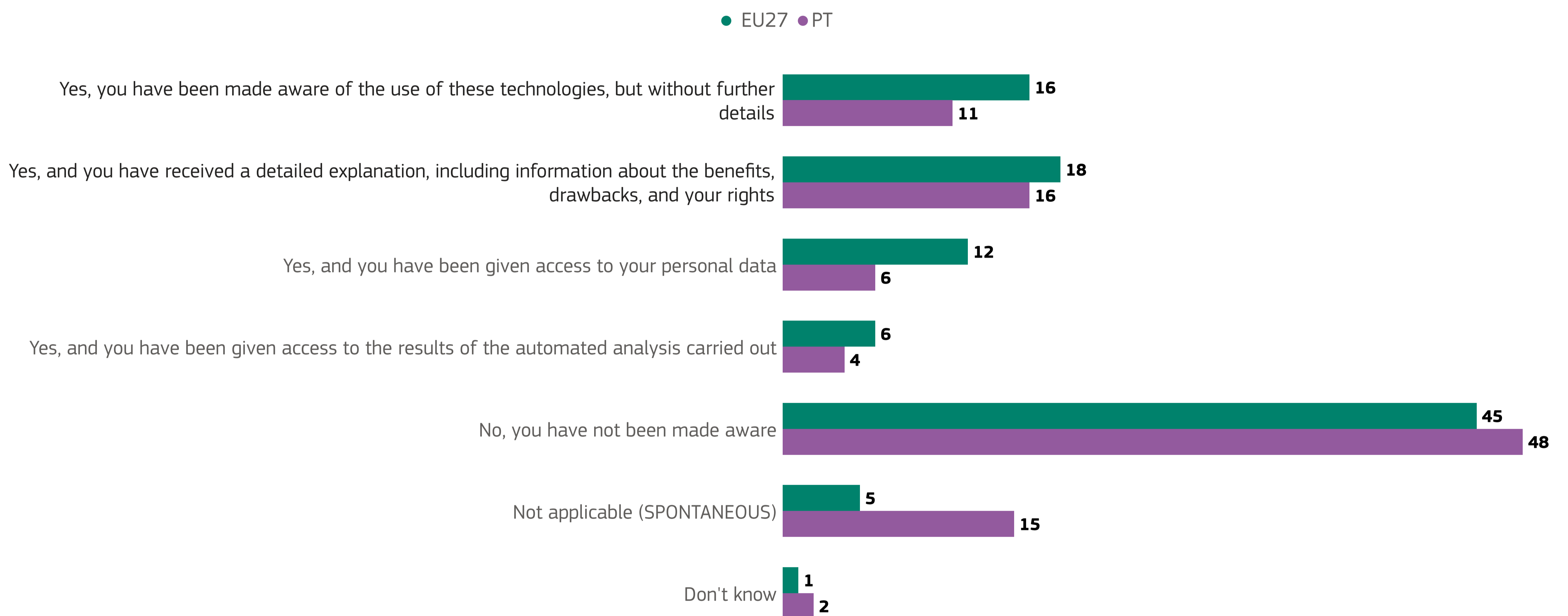
Enforcing safety measures

	Total 'Yes'	Total 'No'	Not applicable	Don't know
EU27	30	63	4	3
PT	23	63	9	5

Managing worktime schedules

	Total 'Yes'	Total 'No'	Not applicable	Don't know
EU27	29	63	5	3
PT	22	65	9	4

Monitoring workers' activities

	Total 'Yes'	Total 'No'	Not applicable	Don't know
EU27	24	68	5	3
PT	19	68	9	4

Allocating tasks to workers

	Total 'Yes'	Total 'No'	Not applicable	Don't know
EU27	22	70	5	3
PT	19	68	9	4

Assessing workers' performance, including imposing sanctions or attributing rewards

	Total 'Yes'	Total 'No'	Not applicable	Don't know
EU27	21	71	5	3
PT	18	68	10	4

Hiring workers

	Total 'Yes'	Total 'No'	Not applicable	Don't know
EU27	18	73	5	4
PT	13	70	10	7

● Total 'Yes' ● Total 'No' ● Not applicable (SPONTANEOUS) ● Don't know

5. RULES AROUND DIGITAL TECHNOLOGIES IN THE WORKPLACE

QB11. How important, if at all, do you think the following rules would be in addressing risks and maximizing the benefits of digital technologies, including Artificial Intelligence, in the workplace? (%)

Protecting workers' privacy

	Total 'Important'	Total 'Not important'	Don't know
EU27	82	14	4
PT	74	15	11

Involving workers and their representatives in the design and adoption of new technologies

	Total 'Important'	Total 'Not important'	Don't know
EU27	77	17	6
PT	65	20	15

Enforcing more transparency in the use of digital technologies to handle HR decision-making

	Total 'Important'	Total 'Not important'	Don't know
EU27	75	18	7
PT	62	20	18

Prohibiting fully automated decision-making processes

	Total 'Important'	Total 'Not important'	Don't know
EU27	74	19	7
PT	61	25	14

Limiting the automated monitoring of employees

	Total 'Important'	Total 'Not important'	Don't know
EU27	72	22	6
PT	59	27	14

● Total 'Important' ● Total 'Not important' ● Don't know

6. COMMUNICATION AROUND THE USE OF DIGITAL TECHNOLOGIES IN THE WORKPLACE

QB9. Did your employer inform you about the use of digital technologies, including Artificial Intelligence, to manage activities in your workplace? (%)

● EU27 ● PT

	EU27	PT
Yes, you have been made aware of the use of these technologies, but without further details	16	11
Yes, and you have received a detailed explanation, including information about the benefits, drawbacks, and your rights	18	16
Yes, and you have been given access to your personal data	12	6
Yes, and you have been given access to the results of the automated analysis carried out	6	4
No, you have not been made aware	45	48
Not applicable (SPONTANEOUS)	5	15
Don't know	1	2

QB10. Have you ensured that your employees or the people you manage have been informed about the use of digital technologies, including Artificial Intelligence, to manage activities in your workplace? (%)

● EU27 ● PT

	EU27	PT
Yes, you have made them aware of it, but without further details	16	9
Yes, and you have given them a detailed explanation, including information about benefits, drawbacks, and their rights	22	26
Yes, and you have given them access to their personal data	11	8
Yes, and you have given them the results of any automated analysis that concerns them	7	7
No, you have not made them aware of it	38	43
Don't know	10	10