

Keep on keeping on: Electronic identification as a vehicle for continued government service delivery in crisis situations

1. Introduction

My work establishes electronic identification (“eID”) as a vehicle for government service delivery in the context of four key European Commission initiatives. It demonstrates how governments can harness eID systems to provide virtual access to key resources that directly benefit citizens, particularly during crisis-related disruptions.

2. Materials and Methods

I have employed a mixed methods research approach. Surveys are intended to collect qualitative data regarding citizen experiences with eID systems, while transparent usership statistics from government databases provide raw data that have been collected and further analysed for quantitative insights.

3. Results

Data collection and analysis is still ongoing; however, increased implementation of eID systems appears to be on the rise. This is partly inevitable since governments are obligated to provide an expanded set of digital services to citizens. At the same time, key indicators point to increased demand and usership of digital services at the citizen level, especially during societal disruptions.

4. Conclusions

Effective and efficient eID systems could help ameliorate the strain governments face in citizen service delivery. Such systems also have the potential to improve citizens’ perceived experience with government service requests, as well as facilitate an increase in the total amount of interactions citizens have with their respective governments throughout their lifetimes.

5. Further Information

eIDAS Regulation: https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=uriserv%3AOJ.L_2014.257.01.0073.01.ENG

EU eGovernment Action Plan 2016-2020: <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A52016DC0179>

Tallinn Declaration on eGovernment 2018-2022: <https://ec.europa.eu/digital-single-market/en/news/ministerial-declaration-egovernment-tallinn-declaration>

Berlin Declaration on Digital Society and Value-Based Digital Government: https://ec.europa.eu/isa2/sites/default/files/cdr_20201207_eu2020_berlin_declaration_on_digital_society_and_value-based_digital_government_.pdf