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1 Blurred partitions but thicker walls

As more data is shared between disparate parts of the public sector, processing citizens becomes more automated and public servants lose their expertise, citizens understanding of the system is reduced and contact into the procedure is impenetrable.

Q: is this really bad. assembly \rightarrow *Abstraction*.

‘whole person’: the system consider an individual as a whole person. This can lead to more personalizing and more automation as information from different sources fill in the individual. However it could be catastrophic if some of the data was erroneous.

inter-official: sharing information within an office

intra-organisational: fluid information between different bureaus within the same organization

inter-organisational: shared information databases different organizations, in this case the entire public sector.

2 Bridging Identity Gaps—Supporting Identity Performance in Citizen Service Encounters

This paper isn’t within CSCW. It’s about bureaucracy procedures. Whether they are implemented by computers or not does not as far as this paper is concerned. No ‘computer supported’, but lots of ‘cooperative work’.

identity construction: an artifact that documents a specific individual (passport, drivers license, certificate, database entries)

identity performance: behaviour to validate the ID assessment.

The three strategies we identified that citizens use in relation to identity construction and performance

1. *Selectively revealing or retaining information about one’s self*
Citizens are not familiar with the entirety of legislation, and are therefore wary of revealing too much information about themselves and precluding themselves from economic benefit.

2. *Emphasizing or de-emphasizing relations to other actors*

Relations to a marginalized member of society can negatively impact the government transaction. e.g. ethnic, religious, actor with criminal record, etc

3. *Use of intermediaries*

Intermediaries, usually a party with higher authority and experience. Can be local or remote.