

Master Thesis

The Once-Only Principle in the European Union –
A Citizens' Perspective

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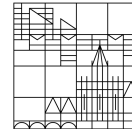
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Abstract

The European Union is creating a Digital Single Market which entails the provision of cross-border eGovernment services. One part is the implementation of the Once-Only Principle (OOP) which proposes several benefits for citizens, businesses and the public authorities. The principle states that public administrations should collect data and information of citizens only once and afterwards share this data with other administrative bodies if needed. The intention of the OOP is to reduce the administrative burden in citizen-government interactions. In this study interviews with students enrolled in higher education who have had experienced different cross-border administrative tasks in multiple European countries are conducted and analyzed. The research goal is to investigate their perception towards the OOP. By qualitatively analyzing these interviews, insights and hypotheses about how the OOP is perceived by citizens are concluded. The results show that trust in services and authorities is extremely important for the acceptance of cross-border data sharing and an important means to counter concerns regarding privacy and data protection. The results also show that trust is closely related to transparency about the flow and ownership of data as well as the usability of digital services. Based on the analysis of the interviews four propositions that are relevant for both practical implementation and for scientific research on the OOP are formulated and set in relation to each other. It is shown, that among others, trust as well as transparency play an important role for the OOP with regards to citizens.

Keywords: Once-Only Principle, OOP, Public Administration Innovation, Interoperability, Administrative Burden Reduction for Citizens

Contents

1	Introduction	7
1.1	Research Question	8
1.2	The Once-Only Principle	10
1.2.1	Definition of the Once-Only Principle	10
1.2.2	Relevance of the OOP	11
2	Literature Review and Theoretical Framework	12
2.1	Literature	12
2.2	Administrative Burden	23
2.3	Higher Education and the Citizens Perspective	25
2.3.1	Cross-Border European Higher Education	25
2.3.2	The Case of Higher Education	26
2.3.3	The Citizen as the User of Public Services	27
3	Research Design	28
3.1	Qualitative Research to Explore the Field	29
3.2	Quality Criteria and Limitations of the Research Design	30
3.3	Interviews	31
3.3.1	Interview Guide	31
3.3.2	Recruiting of Participants	34
3.3.3	Setting and Ethics for the Interviews	37
3.4	Qualitative Coding	38
3.4.1	Coding Method	38
3.4.2	Codesystem	47
4	Results	49
4.1	Benefits of Once-Only	50
4.1.1	Usability	50
4.1.2	Cost Reductions	50
4.1.3	Time Savings	51
4.1.4	Other Reduction of Burden	52
4.1.5	Sharing is Optional	53

4.1.6	Data Quality	53
4.2	Barriers of Once-Only	55
4.2.1	Trust	55
4.2.2	For-Profits involved	56
4.2.3	Privacy Concerns	57
4.2.4	Irrelevance	58
4.2.5	Administrative Burden as a Policy Instrument	59
4.2.6	Selective Data Submission:	59
4.3	Drivers of Once-Only	60
4.3.1	Transparency	60
4.3.2	Digital Transformation	61
4.3.3	Level of Sensitivity	62
4.3.4	Consent/Information before Exchange	62
4.3.5	Benefits for Administrations	63
5	Conclusion and Discussion	63
5.1	Syntheses and Propositions	63
5.2	Limitations	67
5.3	Policy Recommendations	69
5.3.1	Involve the citizens	69
5.3.2	Build Trust in OOP-Based Data Sharing	70
5.3.3	Communicate the Benefits of Data Sharing Clearly	71
A	Interview Guide	82
B	Interview Transcripts	86
B.1	Interview 1	86
B.2	Interview 2	94
B.3	Interview 3	103
B.4	Interview 4	116
B.5	Interview 5	131
B.6	Interview 6	147
B.7	Interview 7	164
B.8	Interview 8	182

B.9 Interview 9	200
B.10 Interview 10	213
B.11 Interview 11	229
B.12 Interview 12	244
B.13 Interview 13	259
B.14 Interview 14	274
B.15 Interview 15	290
B.16 Interview 16	305

List of Figures

1	Countries in Europe Having Introduced the OOP Nationally for Some Services. Figure Based on Gallo et al. (2014).	12
2	Data Structure Following Gioia et al. (2013)	40
3	Coding Taxonomy Including the Gray Shaded Inductive Codes.	48
4	Model of the Propositions Developed From the Data.	64

List of Tables

1	Overview of Benefits of a EU-wide OOP Implementation for Citizens	20
2	Overview of Barriers of a EU-wide OOP Implementation for Citizens	21
3	Overview of Drivers of a EU-wide OOP Implementation for Citizens	22
4	Countries in Which Interviewees have Experience With Higher Education	36
5	Deductively Created Categories and Codes for the First Cod- ing Cycle	41
6	Inductively Created Categories and Codes for the Second Cod- ing Cycle	44

1 Introduction

The Once-Only Principle (OOP) as suggested by the EU aims at multiple goals, including transforming the administration to become more efficiently as well as citizen-friendly. (Kalvet, Toots, & Krimmer, 2018). Building a digital single market is still constrained by various bureaucratic hurdles individuals face when dealing with public administrations in the multiple EU Member States. Individuals as well as businesses have to repeatedly deal with simple administrative tasks, because data is currently not shared between different administrations. Sharing the same information with different public authorities multiple times creates a major administrative burden for the citizens as well as for the administrations. This decentralized system does not only create high costs, but also leads to inaccurate data and inefficient usage of the data. The idea behind the Once-Only Principle is for individuals only needing to share their standard information with administrations once. Afterwards, the authorities can share this information with other public administrations and thereby reduce the administrative burden as well as ensure better data quality. Using the OOP is one way of how eGovernment can reduce costs and raise the quality of administrative services.

Previous research on the OOP was primarily conducted in the business context. This is due to the digital single market being one of the major goals of the European Union. To build a borderless digital single market, reducing administrative burden for businesses across Europe is a key challenge and the OOP is one way to achieve this goal. Also, the OOP could initiate a positive economic impact through reduced administrative costs. Moreover, there are major benefits in implementing the OOP in a government-to-citizen context, like a decrease of time and costs of administrative processes. However, the political and scientific focus so far has been on the government-to-businesses context. The major project in the field, “The Once-Only Principle Project” (TOOP), worked with different real-life pilots, but it was limited to business-related topics (Kalvet, Toots, & Krimmer, 2018).

In its *Digital Single Market Strategy for Europe*, the European Commission highlights that with online digital services, easier interaction with

businesses as well as with citizens can be achieved. As one of the examples they name the OOP and explicitly state, that an extension of the principle across borders would be an improvement:

Online public services are crucial to increasing the cost-efficiency and quality of the services provided to citizens and companies. One example of increased efficiency is the 'Once Only' principle – only in 48% of cases do public administrations reuse information about the citizen or companies that is already in their possession without asking again. The extension of this principle, in compliance with data protection legislation, would generate an annual net saving at the EU level of around EUR 5 billion per year by 2017. The Commission will launch a pilot project for the 'Once-Only' principle for businesses and citizens and explore the possibility of an EU wide e-safe solution (a secure online repository for documents). Extending 'Once-Only' across borders would further contribute to the efficiency of the Digital Single Market. (The European Commission, 2015)

1.1 Research Question

Kalvet, Toots, Krimmer, and Van Veenstra (2018) identify several benefits, barriers and drivers of the OOP. But as mentioned above, they focused on business to government interactions within their research project. Citizens-to-government interactions could be different due to several reasons. For example, we can think of privacy concerns when it comes to data of individuals. The view of the citizens is oftentimes underrepresented even though they are one of the most relevant user groups of public services (Tummers et al., 2016). Especially in creating and implementing digital and cross-border services which are multifaceted and complex, ignoring the user perspective is problematic. There is a high potential of unsuccessful implementation and therefore their perceptions, needs, wishes and concerns should be taken into account when (re-)designing public services (Mergel, 2018).

Such a user- or citizen-centrist approach requires a lot of knowledge and

understanding of the needs of the citizens as the users. Unfortunately, very often there is no such user focus among policymakers and public administrations. Interviews with citizens offer the potential to a better understanding of them as users in contrast to using a survey which usually offers only limited response options (Kompetenzzentrum Öffentliche IT, 2019).

To develop such an understanding, information from the citizens has to be gathered. Based on (Kalvet, Toots, Krimmer, & Van Veenstra, 2018), the barriers, benefits and drivers that citizens see are the most interesting dimensions. Therefore, the research question this thesis is trying to answer is the following:

What are barriers, benefits and drivers of the Once-Only Principle from the citizens' perspective?

This question is interesting from a practitioners as well as from a scientific perspective. For policymakers and service designers, it is crucial to understand how to design citizen-oriented cross-border OOP policies and services. From a scientific perspective, the introduction of the OOP is especially interesting with regard to the theory of administrative burden reduction as to determine what the perception of citizens as users of the OOP-based services is.

This thesis is structured as follows. Following the introduction, the OOP itself is defined and the relevance of EU-wide cross-border data sharing is explained. Section 2 gives an overview over the existing literature on the OOP and explains the concept of administrative burden reduction. Thereafter, it is elaborated why cross-border higher education is chosen as a case for this study. In Section 3 the research design is discussed in depth. Afterwards, the results of the analysis of the interviews are presented in Section 4. Section 5 encloses a conclusion and discussion with a focus on a synthesis of the results, limitations as well as policy recommendations.

1.2 The Once-Only Principle

1.2.1 Definition of the Once-Only Principle

There are different understandings and interpretations about what *Once-Only* means. In some countries and projects, it refers only to storing data in one single repository while the concept of the OOP goes beyond that (Krimmer, Kalvet, Toots, & Cepilovs, 2017). The general concept behind the OOP is based on “the fact that citizens and businesses should not have to supply the same information more than once to public administrations both at national level and cross-border” (European Commission, 2016). Therefore, the basic idea consists of data sharing, giving room for slightly different interpretations of the whole concept, especially with regards to data storage and the extent of sharing. The definitions used might slightly differ in different use cases and countries, given other circumstances and goals one might want to achieve with its implementation. These circumstances can for example be different in national legislation on privacy, already implemented interoperability solutions or varying IT architectures that are built for OOP solutions.

The eGovernment Action Plan 2016-2020 of the EU defines the Once-Only Principle as follows:

public administrations should ensure that citizens and businesses supply the same information only once to a public administration. Public administration offices take action if permitted to internally re-use this data, in due respect of data protection rules, so that no additional burden falls on citizens and businesses. (European Commission, 2016)

In another study of the European Commission a more technically and detailed definition of the OOP is articulated:

applying technical and procedural solutions based on information and communication technologies and data to be digitally available, in order to eliminate or at least reduce the extent to which individuals and businesses are required to provide the same

information more than once to public administrations, while respecting national and European data privacy and other relevant regulations. (Cave et al., 2017)

These definitions are both valid and since they do not exclude each other, they are referred to when talking about the OOP in this study.

1.2.2 Relevance of the OOP

As part of the *Digital Single Gateway Regulation*, the EU has December 2023 set as a deadline to comply with the OOP at least for services where data is available in an exchangeable format (European Commission, 2018, Article14). Still, the implementation of the OOP raises several questions in judicial, economical, political, organizational as well as technical regards. Even in national settings, its implementation is a multi-layered task and gets even more complex when being applied to a supra- or international setting like the EU. Its implementation would have a major impact on how administrations work, how they cooperate and how they interact with the citizens or other users.

With an EU-wide application of the OOP, people could move easier within the EU and deal easily with public services outside their home country. Accordingly, it could help to complete the digital single market in the EU. Individuals, businesses as well as the public administrations would benefit by a standardization of the data and its sharing principles. There is an incredible high of use-cases where the OOP would make administrative processes in the EU more efficient and user friendly. Every process or service that requires data to be used or processed by more than one administrative body is a potential use case for the OOP.

In different member states, there are already multiple projects in place in different policy fields like health, business or taxation that make use of the OOP (Stocksmeier et al., 2019; Wimmer et al., 2017). Figure 1 shows that already in 2014 a lot of European countries are making use of the OOP in national settings – at least for some selected services. Also on EU level, there are two major research projects working on the OOP for cross-border

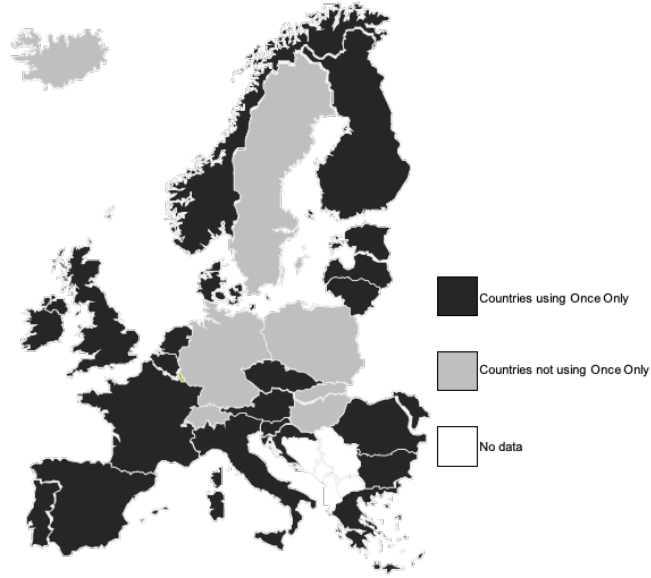


Figure 1: Countries in Europe Having Introduced the OOP Nationally for Some Services. Figure Based on Gallo et al. (2014).

services. The Once-Only Principle Project (TOOP) is investigating the feasibility of the OOP in a business context whereas the Stakeholder Community of the Once-Only Principle For Citizens (SCOOP4C) is mapping who is involved in the different contexts of OOP projects. Besides these projects, there are currently only few scientific publications explicitly addressing the OOP, which is addressed in the following section.

2 Literature Review and Theoretical Framework

2.1 Literature

Until now, there is only little scientific literature specifically on the OOP. *Google Scholar* returns only about 296 results if one is searching for “once only principle”. A manual analysis of these articles shows only a fraction of these publications refers to the OOP as defined here. If one limits the search

results to the title and abstract, only eleven articles are presented. Clarivate Analytics' *Web of Science* even only showed three results for the OOP.¹

Given this small numbers, a systematic literature review does not seem useful here. However, this does not entail that there is not a wider variety of relevant articles, working papers and reports from authors from academia and practitioners, both from public administrations and private companies like consultancies. A large part of the publications on the OOP are originated in the context of the TOOP coordinated by Robert Krimmer and SCOOP4C coordinated by Maria A. Wimmer. These projects were funded by the European Commission following a call for proposals in 2016 on (Wimmer et al., 2017) "Co-creation between public administrations".² This also explains that the vast majority of publications on the topic are not older than five years. Still, there are older publications covering related topics like data exchange between administrations within countries or other interoperability related research (Bovalis et al., 2014; Otjacques et al., 2007) (see also Wimmer et al. (2018) for a review of interoperability governance literature). However, the focus of EU-wide data sharing and the idea that data of citizens and businesses should be submitted only once to reduce administrative burden, is part of the idea of the OOP.

With their *Study on eGovernment and the Reduction of Administrative Burden*, Gallo et al. (2014) set the stage for the discussion about the OOP in the European Union and propose a road map with next steps to take. Different eGovernment strategies in European countries are mapped out as well as where and in which use case the OOP is already implemented. They further display the ongoing trends concerning OOP in the analyzed countries and show which eGovernment-initiatives are taken by the different countries to implement the OOP. The authors show that there are large differences between the stages of developments and maturity of OOP-projects in the different countries. Furthermore, they present best practices from different countries where they put a special emphasis on the implementation (answer-

¹When searching for *(TS=("Once Only Principle")) AND LANGUAGE: (English)*, including all article types. All searches conducted on May 26, 2020.

²https://cordis.europa.eu/programme/id/H2020_CO-CREATION-05-2016

ing questions like who is responsible, what is the legal foundations, etc.) and identify “barriers, costs and benefits” (Gallo et al., 2014, p. 7) of the OOP in this specific national cases.

For an EU-wide OOP strategy, they calculate a yearly potential financial net impact of about 5 billion per year due to publicly available data and base registries that make digital services easier to use (Gallo et al., 2014, p. 59). Also, among other “lessons learned”, they argue that “[OOP] implementation is not about technology alone but is a multidisciplinary operation: legal, organizational, semantic, technical, security, etc.” (Gallo et al., 2014, p. 60). Another relevant result from their study is that the benefits of the OOP for the society as a whole can be maximized through working on reducing administrative burden for citizens as well as for the government agencies (Gallo et al., 2014, p. 52). In their conclusion, they present “privacy and data sharing constraints” as most common barriers for the OOP besides “lack of communication” in-between the government bodies, “concerns about high implementation costs” as well as the organizational changes needed (Gallo et al., 2014, p. 59). As benefits for the users (both the citizens and the businesses) “time and money savings”, “convenience” and “better services” as a whole are identified. While the authors state that the benefits for the users tend to be emphasized over the benefits for government authorities, it is important to mention that there are indeed benefits for both sides. For administrations these main benefits are efficiency and costs savings.

The probably most comprehensive single publication on the topic is the report by Cave et al. (2017) for the Directorate-General of Communications Networks, Content and Technology. They find heterogeneous maturity between the member states as well as a generally positive attitude towards the OOP and argue for more EU-wide coordinated action. The report analyzes the impact of different policy options and come up with three main policy recommendations. These are (1) a EU Directive as a consistent legal basis for data usage, storage and exchange by authorities based on OOP in compliance with the General Data Protection Regulation (GDPR). Beyond the legal level they propose (2) a “strategy proactive encouragement of and administrative support for OOP”, which includes a task force of member state

representatives and other measures of “soft law” in addition to the proposed directive. The technical issues are dealt with in the last recommendation, where (3) a network of base registries is proposed since data must not only be exchanged, but also be in the correct format, quality and with standardized content. Therefore, mapping the multiple registries and their programming interfaces in coherence with existing programs and policies like in the ISA² programme (Interoperability solutions for public administrations, businesses and citizens ³) is important.

Cave et al. (2017) further analyze multiple policy options and scenarios. To implement their recommendations, they propose setting up a task force of national authorities, that should also “consult ‘lay representatives’ from business and civil society” (Cave et al., 2017, p. 49). The authors thus acknowledge the importance of integrating the users for a successful implementation, or as they call it, “to sustain ‘ownership’ by [...] those affected”.

As one of their key principles derived from their study findings, they highlight the importance of user-centrism instead of administrative-centered government. The authors end with open questions needing to be answered, the most salient one being the question if “[there is] an inherent conflict between OOP and personal data protection or personal privacy” (Cave et al., 2017, p. 53).

They also conducted different surveys for businesses and citizens as a part of a public consultation of the Directorate-General for Communications Networks, Content and Technology.⁴ The two surveys “Enrolling in higher education” and “Applying for student grants” are particularly interesting for this study. Unfortunately, analyzing the data for this study was not possible, since requests for the data remained unanswered. The descriptive analysis of the quantitative data in their study shows that a majority of respondents expects “significant savings of time [as well as] money” for different types of services through the implementation of the OOP (Cave et al., 2017, 148ff). Besides other diagrams, the authors state that 70% of the respondents of

³ Accessible via <https://ec.europa.eu/isa2/>. Retrieved June 29, 2020.

⁴ The surveys can be accessed via <http://formit-survey.eu/doop/>. Retrieved May 26, 2020.

their survey on “EU-Wide Digital Once-Only Principle” think it is “at least important” that “Citizens should not have to supply the same information more than once for cross-border activities in the EU” (Cave et al., 2017, p. 152). Also, this data based on close-ended questions does not allow to draw further inferences beyond the concrete question that was asked, leaving room for further research.

Akkaya and Krcmar (2018) investigate the perceptions of citizens from the DACH-countries⁵ towards the implementation of the OOP. They report selected data of the eGovernment Monitor (Initiative D21 e.V. & fortiss gemeinnützige GmbH., 2019). According to their survey, only a minority of citizens consider the use of the OOP as a characteristic of a modern public authority (Akkaya & Krcmar, 2018, p. 161). However, more interesting is their finding, that there is a considerable difference between data sharing on national and on European level. Also, they highlight the importance of privacy and data protection. They asked citizens about “sharing their personal address with the public authorities of other EU Member States” (Akkaya & Krcmar, 2018, p. 162). Only 12 to 16% of the respondents have a “rather positive” opinion towards it, while the huge majority is “neutral” or has a “rather negative” opinion. Based on these findings, they conclude, that privacy and data protection is very important for the citizens, especially in a cross-border context.

This is in line with some of the findings of Kalvet et al. (2017). Their publication is one of the different deliverables⁶ of the TOOP-project. The findings and the data used in the publications related to the project and in the involved authors academic publications naturally overlap (Kalvet, Toots, & Krimmer, 2018; Kalvet, Toots, Krimmer, & Van Veenstra, 2018; Krimmer, Kalvet, Toots, Cepilovs, & Tambouris, 2017). The focus of their multidisciplinary EU funded project is based on data from businesses. By setting up three pilots for cross-border e-services, the project tries to connect different data providers while respecting the existing systems and setting up a EU-

⁵Germany, Austria and Switzerland

⁶For a full list of deliverables of the project, see: <https://toop.eu/deliverables>. Retrieved July 7, 2020.

wide federated architecture (Tepandi et al., 2019). Dembecka and Mamrot (2018) explain the pilots they set up in a maritime domain for the TOOP and which barriers they are facing in the implementation. They also set up pilots to investigate relevant influencing factors and potential gains. Their focus is on administrative burden reduction through the implementation of OOP for both, the businesses and the public administrations but not on citizens in the first place. They split the drivers and barriers into four groups: “Technical and Interoperability Factors”, “Organizational, Administrative and Political Factors”, “Legal Factors” are handling the topics that are only indirectly considered by this study. More interesting for this study are the “Demand Side Factors” that were identified. On the one hand, the demand for cross-border OOP might be driven by the mobility of citizens (and businesses). On the other hand, demand is also very closely linked to acceptance. Kalvet, Toots, and Krimmer (2018) argue the acceptance rises if the expectancy for benefits outweighs the concerns. They further argue that expected effort is related with the ease of use of a technology and therefore, technical OOP-solutions have to be easy to use. So with regards to citizens, two aspects of their study are especially relevant here: the expected benefit, which is most importantly burden reduction, and the usability of OOP-based services.

The focus of the SCOOP4C layed on citizens and tried to map and involve all relevant stakeholders. While the project partner TOOP had a budget of eight Million Euro for the pilots in the business context, the SCOOP4C was a smaller project that received about one Million to work on administrative burden reduction for citizens.⁷ The project built a stakeholder community to discuss and share experiences with ongoing OOP-based projects on national level like the project *Studielink* in the Netherlands or *FinanzOnline* in Austria.⁸ Mapping all the relevant stakeholders, enabling co-creation of OOP-based services as well as involving citizens in the service design process is one of the major achievements of the project (Kalampokis et al., 2017;

⁷Grant agreement ID: 737460 and 737492. See also <https://cordis.europa.eu/project/id/737460> and <https://cordis.europa.eu/project/id/737492> respectively. Retrieved July 4, 2020.

⁸See <https://scoop4c.eu/showcase> for more information on the projects.

Panopoulou et al., 2019). Also, they collected knowledge from the existing best practices to share it and come up with policy recommendations for policymakers and lawmakers at both, national and EU level.⁹ The authors come up with recommendations in eleven fields: Political, legal, organizational, semantic, technical, interoperability governance, motivators, citizen-centered, trust and transparency, data protection and privacy as well as data quality (Wimmer, 2019a, 2019b). The high number of different fields that are addressed with their policy recommendations visualizes the diversity and complexity of EU-wide OOP implementation. Concerning citizen-centrism, they argue that involving citizens actively in designing OOP services is important to ensure these services do actually meet the expectations and needs of the citizens they are designed for. Besides this proposed co-creative design process, giving control over their own data to the users is their main recommendation concerning citizen-centrism (Wimmer, 2019a, 2019b).

Given the high practical relevance and the novelty of the OOP as a EU policy priority, there are also a number of non-academic articles, conference proceeding and other documents articulating interesting arguments with regard to the OOP (see for example (Reinhardt & Horn, 2018). However, the publications from the two EU-funded projects TOOP and SCOOP4C entail the basic structure of arguments of most of this grey literature.

On national level, there is additional research that investigated the perceptions of the public administration by citizens. The German “Kompetenzzentrum für öffentliche IT” conducted a representative survey in May 2019 about the OOP with German citizens (Kompetenzzentrum Öffentliche IT, 2019). The following data is based on this survey of 1003 participants. In this quantitative survey, a majority of citizens supported the exchange of data between administrations, but only for some policy areas. However, among German citizens data privacy or other privacy concerns related to digitalization are usually relatively high compared to citizens in other European countries (Flaherty, 2014). Given this, it is assumed that among other European citizens the rejection of data exchange is not significantly higher

⁹For a full list of deliverables of the project, see: <https://scoop4c.eu/Materials>. Retrieved July 2, 2020.

than of German citizens.

When asked, “how useful you think this idea (‘Once Only’) is”, 70.5% of the respondents say it is *very* (40.8%) or *rather useful* (29.7%). Only 19.0% of the respondents find it *rather not useful* and only 7.0% found it *not useful*. Among the respondents that stated, they have a *high* or *rather high* trust in administration when handling personal data even 86.4% say it is *very* (56.3%) or *rather useful* (30.1%) (Kompetenzzentrum Öffentliche IT, 2019). This indicates that there is a relationship between trust in administration and the support of automated data transmission. In the field of “training and education” even 71% of the citizens support automated data exchange between authorities and involved organizations.¹⁰ However, a causal relationship cannot be derived from the correlation of this quantitative data.

The main benefits, barriers and drivers for citizens identified through the literature on the OOP and related issues are presented in three tables with a short description and the corresponding authors. The opinions of the citizens on a certain topic obviously differ and hence benefits, barriers and drivers cannot always be distinguished or even separated from each other. Also, some of these concepts do not fall in one of these categories – Benefit *or* Barrier *or* Driver – of the OOP only. In these cases, the category that seems to fit best is chosen based on the arguments in the literature. These deductively identified issues are used as codes for the coding of the interview (see Subsection 3.4). Table 1 shows the identified benefits, Table 2 the barriers and in Table 3, the drivers are presented.

¹⁰Based on unpublished data from the same survey.

Table 1: Overview of Benefits of a EU-wide OOP Implementation for Citizens

Benefits	Authors	Description
Data Quality	Zuiderwijk and Janssen (2014)	Improvement on data quality of administrations through their exchange. By exchanging verified information rather than gathering information manually for every request, the potential of having wrong data is reduced (Bundesamt für Migration und Flüchtlinge, 2019, 13ff). Additionally, data exchange requires data and interoperability standards, which increase the quality of the data through more uniformity and consistency.
Usability	Bender (2015), Kalvet, Toots, and Krimmer (2018), Venkatesh et al. (2003)	Improved usability of public services by using digital systems to identify and then share information between administrations automatically. Increased acceptance of (digital) services through implementation of the OOP.
Time Savings	Cave et al. (2017, p. 32), Gallo et al. (2014, p. 59)	Reduction of time spent to research, gather and submit information as well as time needed to complete procedures related to the service.
Cost Reductions (Burden Reduction)	Cave et al. (2017, p. 32), Gallo et al. (2014, p. 59)	Reduction of direct and indirect economic costs. Especially relevant in the cross-border context, because cross-border activities usually come with much higher costs than services provided and used in one single country.

Table 2: Overview of Barriers of a EU-wide OOP Implementation for Citizens

Barriers	Authors	Description
Trust	Beldad et al. (2010), Grimme-likhuijsen and Meijer (2014), Teo et al. (2008), Welch et al. (2005)	“Trust is generally assumed to be an important precondition for people’s adoption of electronic services” (Beldad et al., 2010). Missing trust in systems, processes and organizations can therefore be a barrier for OOP-based services.
Irrelevance	Akkaya and Krcmar (2018, p. 161)	Citizens might for several reasons not see OOP-based data exchange as relevant which could result in a “possible low take-up of the solution” (Kalvet, Toots, Krimmer, & Van Veenstra, 2018, p. 72). If citizens do not perceive it as relevant, especially in a cross-border setting, they might not use it, which results in an unsuccessful implementation.
Technical Problems	Otjacques et al. (2007), Kalvet, Toots, Krimmer, and Van Veenstra (2018, p. 71)	A wide range of technical, as well as organizational, political and legal issues make it hard to implement the OOP across borders. Since they are not the focus of the study, they are summarised under “technical problems”. ¹¹
Privacy Concerns	Akkaya and Krcmar (2018), Cave et al. (2017), Gallo et al. (2014), Otjacques et al. (2007)	Privacy concerns can hinder the acceptance and thereby hinder a successful implementation because “[...]higher convenience comes at a cost of data protection and privacy, which becomes highly critical when sensitive personal data is involved.” (Akkaya & Krcmar, 2018, p. 155)

Table 3: Overview of Drivers of a EU-wide OOP Implementation for Citizens

Drivers	Authors	Description
EU Integration	European Commission (2016)	Closer integration, the creation of a Digital Single Market including the establishment of a Digital Single Gateway (Regulation (EU) 2018/1724), or just closer cooperation and more exchange can be a driver for EU-wide implementation of the OOP.
Network Effects	Otjacques et al. (2007), Gallo et al. (2014, p. 51)	If only few countries, authorities and private organizations share data with each other, the benefit of such a system is limited. With more organizations allowing for OOP-based exchange, the benefit increases for the citizen.
Benefits for Administrations	Kalvet, Toots, Krimmer, and Van Veenstra (2018), Gallo et al. (2014, p. 59)	There are expected benefits of the OOP for citizens as well as for the administrations. Citizens can see benefits for administrations as a driver, because governments could want to implement it to increase their government efficiency.
Digital Transformation	Cave et al. (2017)	Digital Transformation covers all issues related to the development and adaption of digital technology. It is a prerequisite for data sharing and hence a higher digital maturity is a driver for OOP-based services.

2.2 Administrative Burden

There are several relevant theoretical concepts that are closely related to the OOP, administrative burden reduction being the most important one. Therefore, in this section the theoretical concept of administrative burden reduction is introduced. Moreover, the advantages of an implementation of the OOP in regards to its ability to reduce administrative burden is illustrated. It is important to mention that this research is not only “driven by extant theories and methods, [but rather] framed around pressing political issues and dilemmas in the real world” (Romme et al., 2017, p. 2). Therefore, the interviews and their analysis are not entirely based on theoretical concepts that are explained here. However, these theoretical concepts form the ideological foundation of the implementation of the OOP, hence they are discussed here.

Already in the 2009 Malmö Declaration, the ministers responsible for eGovernment set Administrative Burden (AB) reduction as one of their policy priorities: “We will use eGovernment to reduce administrative burdens, partly by redesigning administrative processes in order to make them more efficient.” (“Ministerial Declaration on eGovernment”, 2009) The reduction of AB is one of the most important goals of the implementation of EU-wide OOP (Cave et al., 2017).

The concept of AB is closely related to the concept of “Red Tape” (RT) as well as the concept of “bureaucratic formalization” (Bozeman & Scott, 1996), which can also be seen as its antecedents (Burden et al., 2012). An early study by Kaufman (1977) defined RT as a rather neutral concept which can be “abused”, but at the same time has a use in public administration. He argued that “one person’s red tape is another’s treasured procedural safeguard” (Kaufman, 1977, p. 4), so RT is a way to ensure administrative accountability.

In comparison, Bozeman (1993, p. 283) defines RT rather negatively as “rules, regulations, and procedures that remain in force and entail a compliance burden for the organization but have no efficacy for the rules’ functional object.”

Recognizing RT as a closely adjacent concept to AB is a pathology for the citizens as well as for the administrations. It is important to recognize the relevance of efforts to reduce it. D. Moynihan et al. (2015) differentiate between RT and AB in a way that RT is seen as only negative while AB can also serve a legitimate purpose. While such a clear theoretical differentiation is desirable, not all scholars in the field follows it. In the publications of the European Commission, the phenomenon is even sometimes referred to as “unnecessary administrative burdens” (Cave et al., 2017, pp. 1, 4; Gallo et al., 2014, pp. 1, 29), using definitions of AB that entail RT, too. For this paper, the argumentation of seeing RT and (unnecessary) AB as negative and without beneficiaries is adopted (Bozeman, 2000; Bozeman & Feeney, 2011) which is in line with previous policy papers and studies of the European Commission. This is also concordant with the short and precise definition of AB by Burden et al. (2012) who also highlight that perception is central for the concept: “an individual’s experience of policy implementation as onerous” (Burden et al., 2012, p. 741).

At the same time, it has to be kept in mind that AB is “the product of administrative and political choices” (Herd & Moynihan, 2019, p. 9), meaning that burdens can also be used intentionally to make services unattractive for (certain) citizens or businesses. One of the well known examples of how administrative burden is used as a policy instrument to limit the use or accessibility of a service is the US healthcare system. Here, we can see numerous administrative obstacles to services that fall under the regulations of the Affordable Care Act (Obamacare), Medicaid or Medicare (Herd & Moynihan, 2020). The access to the services that are part of the expansions of the US health care systems under the Obama administration is systematically restricted under the Trump administration (Herd & Moynihan, 2019; D. P. Moynihan et al., 2013). While the federal statute remained the same, the administrations can intentionally use burdens to make the usage of services less attractive for citizens. If this is the case, efforts to reduce RT and AB through the OOP are doomed to fail. Because, if hurdles are built by an administration on purpose to hinder citizens to use a certain service, efforts to remove these hurdles will not be carried out.

AB can be reduced for the users, e.g. citizens, but also for the administrations. Moreover, when the burden of the citizens and businesses is reduced, part of it may be shifted to the administrations. Herd et al. (2013) discovered this shift of burden from citizens to the public administration and how this increased the usage of public services significantly. For the investigation of the effects of an EU-wide OOP implementation, this is particularly interesting. In OOP-based citizen-state interactions, the burden of the citizens should be reduced, but it is unclear whether the burden is just reduced or whether the burden is passed on to the public administrations. Although Gallo et al. (2014, p. 1) define AB as “the costs to businesses and citizens of complying with the information obligations resulting from government imposed legislation and regulation”, they acknowledge the importance to reduce AB for both, the users *and* the government (Gallo et al., 2014, p. 52).

While the amount of literature on AB and RT is growing in the last years, there is still a dearth of research in this field with a focus on citizens (Tummers et al., 2016). Therefore, investigation on the perception of AB by the citizens can help to understand the concept more comprehensively.

2.3 Higher Education and the Citizens Perspective

From a scientific perspective, it is important to select a case that allows for generalizations to other cases (Gerring, 2006). Therefore, investigating a *typical* case is to be favored, since the results can be generalized more easily onto other cases. However, the definition of what is a *typical* case among the high number of public services in which the OOP could be used is not easy to define.

2.3.1 Cross-Border European Higher Education

There are a lot of initiatives on European and national level that work on making student mobility easier and reducing administrative burden for students. On EU level for example, there is the *Erasmus without Paper*

project¹², MyAcademicID¹³ working on a unique European Student Identifier or the *Europass Digital Credentials Infrastructure*¹⁴, all of them funded or carried out by the European Commission. On national level, there are the different systems making use of the *EMREX* network for data exchange, like the Swedish system *Ladok*¹⁵, the Dutch system *DUO*¹⁶ or the German system under development *PIM*¹⁷. The *EMREX* network is a platform, allowing for electronic exchange of student data across border for a variety of purposes¹⁸. Also, the SCOOP4C worked on the case of higher education with multiple stakeholders. Therefore, providing more insights on the perceptions of the citizens adds to understand this specific case more comprehensive.

2.3.2 The Case of Higher Education

The case of cross-border higher education is scientifically interesting for several reasons. As mentioned earlier, there is already research being conducted in this field which is why there is academic knowledge to build this analysis on. Additionally, there are a lot of different stakeholders involved. For a comprehensive overview of the different stakeholders, see Kalampokis et al. (2017). Multiple applications of the OOP can be thought of and one can think of a diverse set of potential use cases. In the field of higher education we are dealing not only with exchange of data between two public administrations across borders, but also in between governments, universities, semi-governmental institutions, organizations in the non-profit-sector or even private organizations. Moreover, there is a lot of experience on exchanging data between these organizations and there are accessible citizens that have experienced these services involving exchange of their data between institutions. To conclude, there exist several experienced users who

¹²See <https://www.erasmuswithoutpaper.eu/about> for more information.

¹³See <https://www.myacademic-id.eu/the-project/about-ok> for more information.

¹⁴See <https://ec.europa.eu/futurium/en/europass/europass-digital-credentials-infrastructure> for more information.

¹⁵See <https://ladok.se/> for more information.

¹⁶See <https://duo.nl/particulier/> for more information.

¹⁷See <https://pim-plattform.de/en/> for more information.

¹⁸See <https://emrex.eu/about-us/> for more information

can be asked about their perceptions and opinions which is a precondition for the research.

2.3.3 The Citizen as the User of Public Services

When developing or reshaping services (and policies), the needs, wishes and worries of its potential users should always be taken into account according to the idea of human-centered design (Jordan, 2019). Involvement of the citizen in a co-creative manner can help to create policies and services that actually meet the demands of the user that actually requests a service (Fledderus et al., 2015). If a service is designed in a way that does not meet the requirements of the users or if it is too burdensome to use, the citizens for which the service is actually created for might not use it.

However, the citizens are often only poorly or not at all involved in designing public services and policies (Junginger, 2013). Especially in the field of eGovernment and digital transformation of public services, we have seen several promising and costly new digital services that failed because of lacking acceptance by the citizens.

One of the most known failed eGovernment projects was the central website *healthcare.gov* of the Affordable Care Act, better known as Obamacare. It was supposed to give easy and fast access to health care for the citizens. Instead, due to insufficient testing and lack of knowledge about the user, it was so burdensome and difficult to use that it failed to meet the expectations after its roll out (Anthopoulos et al., 2016).

Another well-known eGovernment project lagging behind expectations about citizens' acceptance was the introduction of the German electronic identity card in 2010. Although it was a quite expensive and widely communicated reform and relevant demands and requirements were defined in advance, its introduction was not as successful as expected (Krcmar et al., 2015). Fromm et al. (2013) show several lessons learned from this project, that can be conveyed to other eGovernment projects: transparency, constant testing and development as well as more knowledge of the user and their needs is crucial.

However, officials, civil servants and politicians tend to overestimate their knowledge of the user (Junginger, 2016). Not only in administrations and policymaking, also in research, the view of the user is quite often overlooked. (Cave et al., 2017) conduct interviews with officials and businesses and even conduct a survey for citizens to address this shortcoming. However, the survey only gives quantified information about citizens partaking the survey, but the information you can get from directly engaging with citizen are important and go beyond giving answers to close-ended questions. This is the research gap this study is aiming for. Therefore, several criteria for citizens to be interviewed are defined, which are outlined in Section 3.3.

The benefit of interviewing students having studied in another European country is that it is easier to focus on the relevant issues and not on other burdens like problems with language or digital tools, that would probably be addressed much more often when interviewing other citizens. Since all the interviews were conducted in English, it is ensured that language as a burden or problem with international or cross-border encounters with authorities is not in the focus as it would probably be with other citizens with less language proficiency. Also, it is assumed that students have comparably more experience with digital services and do therefore have relatively less problems with using them compared to other societal and generational groups. This helps again to focus on the OOP and less on potential problems or burdens arising from the use of digital tools and services. Therefore, the case of students to investigate the issue seems promising.

3 Research Design

The research question can be investigated with different methods with each having certain advantages and disadvantages. Both, qualitative and quantitative methods can add value to the understanding of a phenomenon, in this case the EU-wide application of the OOP. Based on considerations of the theory of science and epistemological considerations, sometimes one of the methodological approaches is favored over another (Plümper, 2014). The choice, whether qualitative or quantitative methods, or a mixed approach is

to favor, lays in the nature of the research question (King et al., 1994). While both approaches usually can not cover the whole population relevant for a theory, quantitative approaches usually deal with a much higher number of cases which can make generalization easier. Additionally, most quantitative approaches are able to model how likely they are prone to chance which can make it easier to assess the robustness of results compared to qualitative approaches. Haverland and Yanow (2012) illustrate the importance of articulating the choice of the logic of inquiry used for a studying a research question. As this is not the right platform to enter the broad discussion of the research approaches in public administration research, the presented study takes a interpretivist rather than a positivist approach.

Yet, (King et al., 1994, p. 3) argue, that the two predominant approaches share the same “logic of inference” only their style is different. No matter which position is taken in this argument, in both approaches “research can be systematic and scientific” (King et al., 1994, p. 5) which is tried to be achieved.

3.1 Qualitative Research to Explore the Field

Based on the argument in Section 2.1, in this study, we want to generate propositions that can be tested and set up theoretical models for the phenomenon under study, since there is currently not much research yet. Since the OOP in a cross-border context and in this case in the EU is rather new (Krimmer, Kalvet, Toots, Cepilovs, & Tambouris, 2017), an explorative research design seems to be appropriate. Especially, since there is not much research published with a focus on the users yet, an explorative qualitative design allowing for inductive inferences is suitable. Such a design allows to explore new phenomena better and to create hypotheses, rather than a quantitative design for which at least some hypothesis must be derived firstly to be tested. Although the European Union has used a quantitative approach based on survey data they conducted¹⁹, it must be assumed that data generated by such surveys has only limited validity and may be prone

¹⁹The survey can be accessed under the following link: <https://ec.europa.eu/eusurvey/runner/doop-citizens-02>

to a strong bias (Cave et al., 2017, 146ff). This is why this thesis focuses on generating new hypotheses or propositions based on the investigation of the phenomenon.

3.2 Quality Criteria and Limitations of the Research Design

The research is designed to focus on the individuals, meaning the citizens as users of administrative services making use of the OOP. Therefore, this research is prone to the subjective perceptions and opinions of the interviewed individuals. The underlying paradigm of such research is interpretive in nature, assuming that the scientific observations are subjective. Compared to a positivist view, which assumes a scientific objectivity and allows to establish criteria on which hypotheses can be tested and falsified, the interpretive approach accepts this subjectivity of both the researcher and the objects under study. However of course, good qualitative research also adheres to standards for scientific quality. As King et al. (1994, p. 6) put it: “nonstatistical research will produce more reliable results if researcher pay more attention to the rules of scientific inference – rules that are sometimes more clearly stated in the style of quantitative research.”

Ospina et al. (2018) correspondingly suggest six quality criteria for interpretative research that are considered following Mergel (2019): (1) Clarify epistemological and theoretical assumptions: The theoretical framework and the literature literature is laid out in Section 2. The epistemological assumptions for doing qualitative research are referred to in Section 3.1, as well as in Section 3 in general. The study is based on a constructivist-interpretivist rather than a positivist paradigm (Haverland & Yanow, 2012; Lauer, 2017). (2) Articulate the logic behind choosing a qualitative research tradition: Generally, the suggestions by (Gioia et al., 2013) are followed here. To explore a phenomenon, where not much knowledge exists already, a qualitative research design that allows to investigate non-observable information, it is important to talk with the actors that are experiencing it. (3) Explain the criteria for case selection and clarify the sampling strategy. The choice of higher education as a case is explained in Section 2.3.2. The sampling strat-

egy is outlined in Section 3.3.2. (4) Be transparent about how the qualitative data are collected, analyzed, and interpreted: All of the mentioned steps are explained in the research design. Given the anonymity of the interviewees, transparency on their background is limited to the information supplied in Section 3.3.2. (5) Ensure a writing style consistent with your chosen qualitative research tradition and explore creative writing possibilities: As argued in Section 3.4.1 and suggested by Ospina et al. (2018), statements from the interviews were included for illustration of the results. (6) Consider the broad range of standards of quality in qualitative research and report on the limitations of the study: Limitations such as potential problems of generalizability of the case of higher education are addressed where they appear in the study. Other limiting factors of the study such as coder-bias or like problems are reported in Section 5.2.

3.3 Interviews

While proper user interviews should be repeated during the whole process of designing a service, in this case, the focus is on the expectations of the users based on their experience with the existing services.

3.3.1 Interview Guide

The experience of the citizens and how they perceive cross-border public services is of interest in the research. Therefore, there are no questions that ask about the overall picture or about technical, legal or economical issues. The aim is not to conduct expert interviews with actors having an increased knowledge about the topic. Instead, the citizens as potential users are interviewed to get an understanding of them and their needs. This is why open questions are asked to get as much relevant information as possible.

The interview guide in Appendix A was used for the interviews. It was developed based on the propositions of Portugal (2013) and Kvale and Brinkmann (2009).

The first two conducted interviews were used as pilots to test the interview guide which then was adapted to improve quality of the potential

answers of the interviewees. Although the questions in these first interviews differ from the questions used in the latter ones, the information gathered still consists of relevant information. Since strict consistency of the interview guides is not required, the interviews were included in the analysis (Gioia et al., 2013, p. 20). Also during the other interviews, some minor developments of the interview guide were performed, where it seemed beneficial for uncovering new and relevant information.

All of the interviews were conducted in English. When interviewees had problems to articulate themselves for specific questions they could switch to German or French for these parts. For the transcription, these parts were translated into English accordingly.

Because of contact restrictions during the time of the interviews as well as because of the different locations of the interviewees, all the interviews were conducted via video calls. In such a virtual context, “setting the interview stage” (Kvale, 2008, p. 55) is not easy but still crucial to make the interviewee feel comfortable and willing to speak open about their experiences and opinions. The interview therefore starts with a brief introduction into the topic as is proposed by Kvale (2008). This ensures, that the interviewees know what the research is about and gives afterwards the chance to ask whether something is unclear to them.

Afterwards, the interviewees are asked to talk a little bit about themselves. On the one hand, this provides some background information on the individual and on the other hand, gives the interviewees the chance to talk freely, ensuring an easy start.

The interviews end with a debriefing, asking if anything was forgotten or if the interviewee has something more to say. Also, at the end, the interviewees are asked about their experience of the interview, after the end of the recording. The main points of the interview are summarized by the interviewer, to make sure, the individual’s experiences and opinions are covered correctly by the answers they provided (Kvale, 2008). If further relevant information was expressed, it was then included in the notes written during the interview. After the interviews, they were transcribed without adhering strictly to specific transcription rules like “Talk in Social Research” (Przy-

borski & Wohlrab-Sahr, 2013), because for the analysis of the individual interviews, most important is the content of the statements and other contextual information does not add much value here. In general, the interviews were transcribed following the recommendations of Kuckartz (2018).

Even if the virtual interview context does not provide as much context information based on the expression of the interviewees as a real situation would provide, these were taken into account in the interview notes taken after the interview. Therefore, after every interview, some time was taken to reflect the interview and to write down a short protocol of the interview based on the notes taken during the interview and the impression the interviewer got from the interviewee. A short summary of these protocol is added to the transcripts if there are relevant information that are not expressed in the interview transcript itself.

The main part of the interview guide is designed as a semi-structured guide with several topics to be covered. The prepared open-ended questions that cover these topics are based on the theoretical considerations. The guide is designed to allow for variation in the content of the questions as well as the order of the questions based on the answers of the interviewee and the specific story they tell (Kvale, 2008). The questions are designed in a way to not push the interviewee towards a specific position and allow them to articulate their story rather by using open-ended questions. The questions are chosen so that the responses add to the answer of the research question and in a way to “anticipate related issues about we should ask” (Gioia et al., 2013, p. 19).

Probably the most important part of the interviews are not the prepared question that is asked first, but asking the right follow-up questions (Bogner et al., 2014, p. 30). Even if the answers of the interviewees are sometimes vague because they haven’t thought to much about the topic yet, it is important to not pose “leading-the-witness questions” (Gioia et al., 2013, p. 19).

Although the purpose of the interview is communicated directly to the individuals, the questions are designed in a way to try not to bias the interviewees in the one or other direction. Therefore, the first questions are rather open, and only if it seems necessary, more concrete questions are asked or

examples are given.

If detailed knowledge about specific issues is of interest in an interview, it may be advisable to send the questions to the interview partner beforehand. However, sending the questions beforehand is not advisable if interpretative and experiential knowledge is of interest. To allow for the interview participants to express themselves more spontaneously, the interview guide was not sent to the participants. Conclusively, the participants were informed about the topic of the interview in advance, but not about the detailed questions (Bogner et al., 2014).

Although all the interviewees have a higher educational background, no academic wording is used in the questions of the interview guide. This is to ensure that the questions are easy to understand and the interviewees feel comfortable and free to talk about their experiences without being afraid to have the wrong wording. The concepts of the underlying research questions of interests are therefore often not asked directly in theoretical language but rather indirectly using day to day language.

3.3.2 Recruiting of Participants

To make sure the participants are able to report about the experiences they have made, their studies abroad must not have been more than two years ago. This casing strategy leads to a rather young subset which can be problematic if one wants to generalize the results onto other age groups. The sampling of the participants does not focus on getting a representative subset but rather follows a *purpose sampling* approach following Glaser et al. (1968). Therefore, participants that can potentially report relevant information are identified and interviewed. The total population that are potentially affected by the introduction of the OOP would be all European citizens and with regard to the answer of the research question the population are all students having interactions with administrations in multiple European countries. Given the focus on the case of higher education, this narrowing seems appropriate, since the majority of the affected students have a similar demographic status.

One eligibility criteria for the interviewees is to have studied in multiple countries, with one or preferably more of them being a country of the European Union. Most of the participants have had experience with three or four different countries, only few with two countries. There is no restriction on the type of study, it can entail exchange semesters, enrollments in multiple universities, masters or bachelors programs in different countries, double degrees or any other type of study, where the students get experience in more than one country. This also ensures a sufficient English language proficiency for conducting the interviews. Additionally, it is required, that the study abroad and therefore the citizen-state interaction in the different countries is not more than two years ago. This is to ensure, that the experiences with authorities and the services are not blurred out to much.

Given the exploratory setup of the study, interviews were conducted until the participants did not provide any new information or insights that have not yet been articulated by other interviewees. This strategy lead to a total of 18 interviews that were conducted. Out of these, two interview participants preferred to have their interview transcripts not published, so their transcripts have been coded, analyzed and used for the analysis, but their transcripts are not published and none of their answers were used in the study directly. The casing strategy focused on getting a rather diverse set of participants. However, given the quite narrow focus of students, having studied in multiple EU countries in the last two years, the interviewed participants share relatively similar circumstances. The age of the participants ranges from 20 to 28 and their level and topic of studies as well as their socio-economic background was neither asked nor controlled for but was varying based on the information they provided before, during, and after the interview.

To recruit participants, the network of the author was used to reach out to potential participants. By asking students that have already experience with studying abroad, potential interview candidates based on the above stated criteria were defined. These candidates were asked if they would be willing to give an interview on their experiences with public administrations in the context of higher education in cross-border contexts. Also, when

reaching out to them they were told that the interview will be transcribed in an anonymous way to make sure, potential participants feel comfortable and are willing to share their experiences with a stranger.

Table 4: Countries in Which Interviewees have Experience With Higher Education

Country	Number of Interviewees
Germany	10
Netherlands	8
Czech Republic	6
Belgium	4
France	3
Denmark	2
Greece	1
Sweden	1
Bulgaria	1
United Kingdom	1
Ireland	1
Estonia	1
Spain	1
Portugal	1
Italy	1
Poland	1
United States (Non-EU)	3
Argentina (Non-EU)	3
Turkey (Non-EU)	1
Norway (Non-EU)	1
Serbia (Non-EU)	1
Canada (Non-EU)	1
South Africa (Non-EU)	1

Table 4 gives an overview of the countries the participants have studied in (including their home country) and have experience with administrations in the context of higher education. In total, the participants have experience with studying in 13 different European countries. It can be seen that some countries, like Germany or the Netherlands are over-represented. This is due to the candidate recruiting starting in the authors environment and

in the following snowball-system recruiting technique, participants usually suggested other students that they got to know during their studies abroad.

After the interview, the participants were asked for other potential participants that meet the above mentioned criteria. For the referred participants, the contact details and an introduction was asked for (Mergel, 2019). This allows to broaden the scope of potential interview partners and to ensure a more diverse set of participants having different viewpoints. No explicit recruiting strategy was employed to recruit interviewees with certain features, backgrounds or experiences. Since the data is not analyzed quantitatively, it is not required to recruit a perfectly representative subset of all students with experience with higher education in Europe. It was rather tried to make sure that all potential viewpoints and positions towards the OOP were included. Only towards the end of the recruiting and interview procedure, with some countries, or regions with potentially interesting experiences were missing, interviewees were asked, if they potentially knew someone from this area. This was especially used to make sure to interview people having experience with countries that use the OOP already or are relatively advanced when it comes to digital and user-friendly governmental services.

3.3.3 Setting and Ethics for the Interviews

Due to the pandemic at the time of the interviews, it was not possible to meet with participants in person. Given the different locations of the interview participants, however, conducting the interviews via video call software was the modus operandi of all of the interviews. In general, the instructions and recommendations on conducting interviews with strangers by Weiss (1995) were followed. In the recruiting process of the interviews, anonymity was guaranteed to the participants to ensure they would express their views and opinions as open as possible. The participants were asked if the audio of the interview could be recorded and transcribed for the analysis. As two participants preferred to have their interviews not published, only 16 of the 18 transcripts can be found in Appendix B.

3.4 Qualitative Coding

The process of qualitative data analysis can be divided into four parts: (1) Deriving categories deductively from the theoretical considerations, (2) coding data and creating further categories inductively based on the data, (3) summarizing these categories to more general themes and (4) linking the codes and categories with the theory (Gioia et al., 2013). These steps are conducted iteratively during the research process.

3.4.1 Coding Method

The interviews are coded based on Saldaña (2013) using the software MAXQDA2020. A code is here defined as “a word or a short phrase that symbolically assigns a summative, salient, essence- capturing, and/or evocative attribute for a portion of language-based or visual data” (Saldaña, 2013, p. 3). To support the findings and for comprehensive communication of the research and results, relevant quotations are reported in the study (Tong et al., 2007).

Coding is conducted in two cycles as proposed by Saldaña (2013). In the first cycle, the interviews are transcribed based on the four coding methods Saldaña (2013, p. 64) suggests: *Attribute Coding*, *Structural Coding*, *Descriptive Coding* and *In Vivo Coding*. In the following, a short description of each of the used methods and why they are chosen is given:

- *Attribute Coding* is coding of the contextual data of the interview participants such as age, name, gender, date of the interview, ethnicity, level of education or other for the study relevant information. Depending on the question the study wants to answer and the anonymity of the participants, the following attributes were considered: Date of the interview, countries in which they have studied or lived. Other information are not coded either for reasons of anonymity (like with the name of the participants), the homogeneity of the studied population (like age, which does not vary much), or because it does not seem to have an added value for answering the research question.

- *Structural Coding* is used to identify large segments of text about an broader issue or topic (Namey et al., 2008). They serve as a basis for a deeper analysis of one topic both qualitatively to go into depth into one or multiple topics and quantitatively to report how often a topic was raised.
- With *Descriptive Coding*, the responses of the interviewees are categorized with descriptive nouns (Saldaña, 2013) “to summarize [data] in a word or a short phrase” (Miles et al., 2014). Descriptive coding is the basis of qualitative inquiry (Wolcott, 1994, p. 55) and helps to understand “what is going on here” Saldaña (2013, p. 88). It is an important basis for the second cycle coding as well as for the organized analysis of one specific phenomenon and for further analytical work.
- *In Vivo Coding*. Meaningful and exceptionally informative answers were coded this way and are integrated into the thesis if they are helpful for the understanding of the findings.

In the second cycle, the transcripts are coded again, with the categories that are created inductively in the first cycle, to ensure a consistency, since some codes are created after some interviews were coded already in the first cycle. Also in the second cycle, differences and similarities between the categories that were created inductively in the first cycle are identified. Subsequently, the number of categories is reduced and it is tried to link “seemingly unrelated facts logically, of fitting categories one with another” (Morse, 1994, p. 25) to synthesize the relevant information from the large amount of data. Additionally, this iterative process allows for a more comprehensive understanding of the data and helps and to link the individual statements to develop a coherent meaning (Saldaña, 2013).

The aim is to create a threefold data-structure based on Gioia et al. (2013). This allows to trace how the researcher assigns the concepts to the higher aggregated dimensions. Figure 2 shows this data final structure.

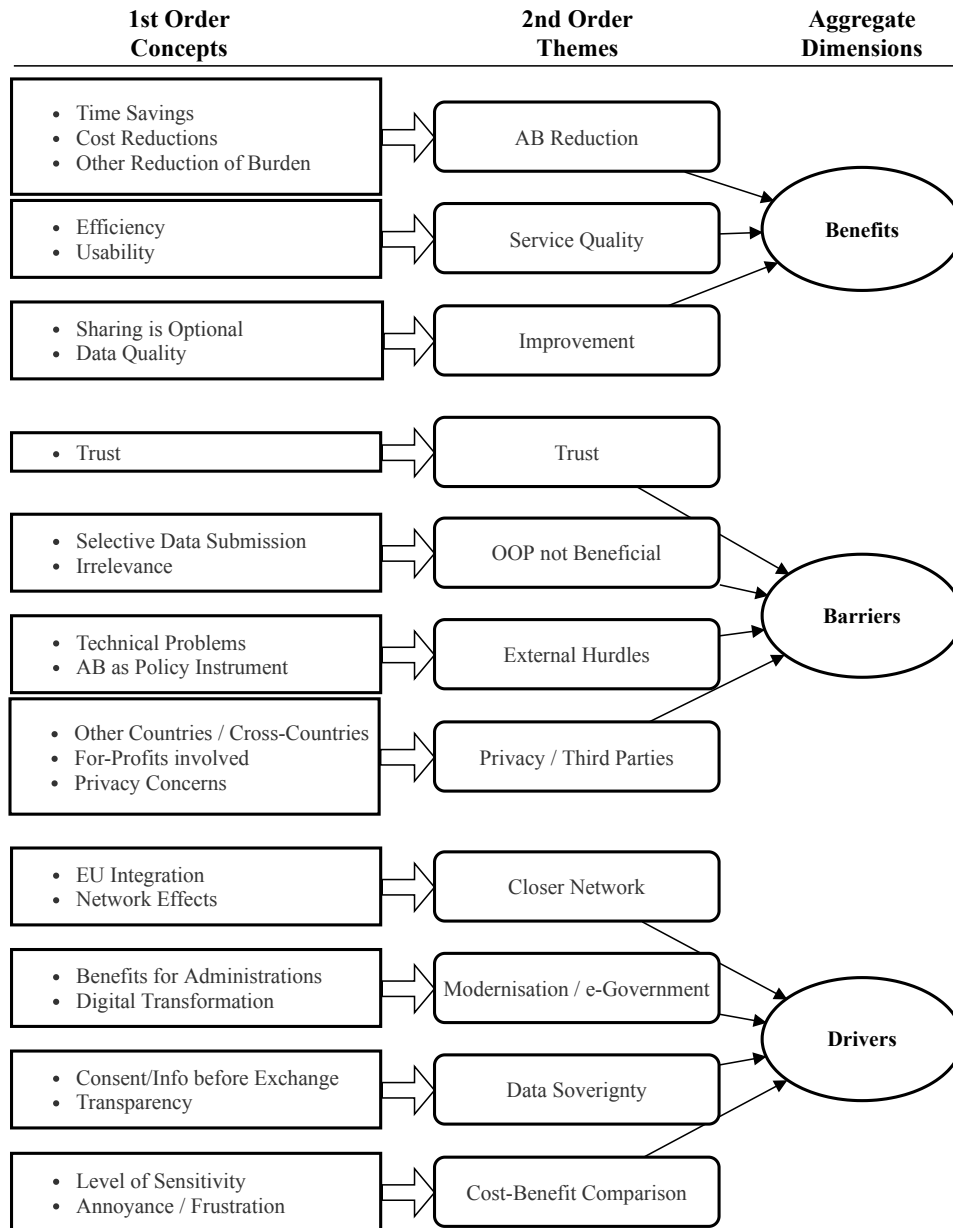


Figure 2: Data Structure Following Gioia et al. (2013)

Table 5: Deductively Created Categories and Codes for the First Coding Cycle

	Codes	Description	Examples
Benefits	Data Quality	Statements dealing with improving data quality through using existing data instead of error-prone data submission by individually.	“because you have to be very careful in submitting your information to the local municipality. And do they know and care when your information changes? For example I had to fill out a lot of paperwork for my permanent residence card for studying here. And it definitely felt like: If you don’t fill out everything correctly, you will have to do it again and get problems.” (Interview B.14)
	Usability	Statements dealing with how the OOP can improve the degree of how easy administrative services are.	“Because it seems to be more handy for people and efficient.” (Interview B.11)
	Time Savings	Statements dealing with how the implementation of the OOP can save time.	“I mean it would be less burdensome in terms of time, it takes a lot of time submitting data over and over... yeah that’s the main point with that regards.” (Interview B.4)

Barriers	Cost Reductions (Burden Reduction)	Statements dealing with how the implementation of the OOP can reduce administrative burden (except for time savings).	"Because then you have to translate it first, to get it authorized. And then especially authorizing is a tiring process. And also it costs a lot of money usually, like even sending the documents by paper." (Interview B.6)
	Trust	Statements dealing with how trust is important for the acceptance of data sharing.	"I think data sharing also has to do with trust, right. And I theoretically can't trust an administrative system that I don't know yet. But on the other hand, if I want a service for a system, I have to trust it. I have to give trust in order to receive the benefits of a service." (Interview B.11)
	Irrelevance	Statements that describe, that there is no need for improvements.	"Yeah, I don't mind it too much, because you kind of get used to what they need." (Interview B.15)
	Technical Problems	Statements that deal with technical issues that hinder the proper implementation of the OOP.	"Because the problem with digital platforms: They do not include potential mistakes or they do not include potential misunderstanding." (Interview B.5)
	Privacy Concerns	Statements that deal with issues of data protection and privacy concerns in relation to data sharing.	"I was very scared that all my health-care data is saved in this portal, where you can just lock-in and see everything." (Interview B.10)

Drivers	EU Inte- gration	Statements dealing with European Union integration as a driver for cross-border data exchange.	“So in the EU it is all the same I think. As long as I am certain, that the rule of law, and the EU legal system is up- held, right. So as long as we can be assured of that, I would be okay.” (In- terview B.15)
	Network Effects	Statements dealing with a multitude of in- stitutions that increase the usage of data exchange through network effects.	“[...]everything here is connected. So for instance, if I go to the doctors, I can log in to a portal after, where I can see everything that has ever been done at the doctors for myself. And this is a different log-in system, which requires a NEM-ID, and this is also connected to my bank account, where I can also log in with my NEM-ID, which is linked to my CPR-number [...]. And all the systems are somehow connected.” (Interview B.11)
	Benefits for Ad- minis- trations	Statements deal- ing with how the implementation of the OOP would benefit the ad- ministration.	“You can reduce the necessity of in- teracting with bureaucrats, which is a good thing. I think that most people don’t realize how horrible it is to sit like at a desk at a communal building and having people coming with their problem.” (Interview B.8)

Digital Trans- forma- tion	Statements deal- ing with how digital transfor- mation drives the implementation and utility of the OOP.	“Via e-mail. Or if there one day is an central app, than I would like to get a notification in that app.” (Interview B.3)
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Table 6: Inductively Created Categories and Codes for the
Second Coding Cycle

	Codes	Description	Examples
Benefits	Sharing is Op- tional	Statements deal- ing with the vol- untary nature of sharing data.	“Well, I think then I would prefer to fill out information about my health information myself.” (Interview B.6)
	Other Reduc- tion of Burden	Statements deal- ing with burden reductions aside from time sav- ings and cost reductions (see D. Moynihan et al. (2015) for a de- tailed description different types of burden.).	“It would save time, mails, unneces- sary contacts.” (Interview B.1)

	Efficiency	Statements dealing with increased efficiency due to OOP-based data sharing.	“It just seems inefficient to me. It doesn’t seem that they have central databases. I mean I also had an experience at the local municipality, where they lost... I had to send them something, and it had to be in paper and they lost it.” (Interview B.14)
Barriers	For-Profits involved	Statements that deal with sharing data also with non-state-actors.	“I mean private companies, that’s a different component. Because who knows, if they would exploit my data to make me their customer. So there is another layer to that. And I would be more cautious about that.” (Interview B.10)
	Other Countries/ Cross-Country	Statements dealing with sharing information with institutions of other countries or across borders or Europe-wide.	“But I do think that I am just naturally inclined to not share data with foreign countries. Because I think I am less trustworthy in foreign institutions.” (Interview B.10)
	Administrative Burden as Policy Instrument	Statements dealing with administrative processes that use burden as a mean to prevent citizens to make use of it (Herd & Moynihan, 2019; D. P. Moynihan et al., 2013).	“And I think it is supposed to be like that, that it is not properly working, because it is a lot of money, that you get. And I tried it for two months, and then I stopped.” (Interview B.6)

	Selective Data Submission	Statements dealing with the autonomy to decide on which data to be submitted if it is shared automatically.	“Because we all developed an ability to play with administrations on the internet, for instance I mean like omission of data. For instance, when I applied for a degree, I omitted to mention a semester, because this semester was not good, at least in terms of my grades.” (Interview B.5)
Drivers	Annoyance / Frustration	Statements dealing with how annoying or frustrating manual data submission is and why therefore sharing is preferred.	“And that was actually quite annoying, because I thought, that through the contact of the universities, they could just have told them, that my degree was valid.” (Interview B.13)
	Transparency	Statements dealing with transparency about data and processes when data is shared.	“And I don’t have to bother with any manual process of handing over any documents manually. But I want to know what and why it is shared.” (Interview B.9)
	Consent / Information before Exchange	Statements dealing with getting information or being asked before data is exchanged between institutions.	“I think that data should only be shared if I explicitly consent to it.” (Interview B.8)

Level of Sensitivity	Statements dealing with the sensitivity level of data and how this affects the opinion on data sharing.	“Like I wouldn’t mind if someone knows my address of my personal information. But when it comes to medical health records, I think that is a bit more sensitive.” (Interview B.12)
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3.4.2 Codesystem

To categorize the statements from the interviews, different categories are defined. With these categories, the relevant information is clustered in codes, which helps to analyze and interpret the big amount of qualitative data that is gathered in the interviews. Table 5 shows the deductively created categories split into *Benefits*, *Barriers* and *Drivers* of the Once-Only Principle with a description and an example of a code from the interviews. Table 6 shows the categories that were inductively created during the coding procedure. They include phenomenons, that were not considered by the deductive codes but are relevant for answering the research question.

Figure 3 shows the complete coding taxonomy as an overview. The eleven gray shaded categories at the bottom are the inductively created codes. These inductively created categories are assigned to *Benefits*, *Barriers* and *Drivers* correspondingly.

Of course, not all of the statements can be coded so that they fit perfectly within a category. E.g. for the code *Transparency* the majority of the coded statements report that transparency of OOP-based data exchange is important for them to accept it, so it can be seen as a driver. However, there were also some that stated that a trough OOP based data exchange, there will be more transparency and this is a benefit of the OOP.

Therefore it is clear, that similar as to the deductively created codes, not every category fits perfectly to either *Benefits*, *Barriers* and *Drivers*. Therefore, the categories were assigned where they fit best.

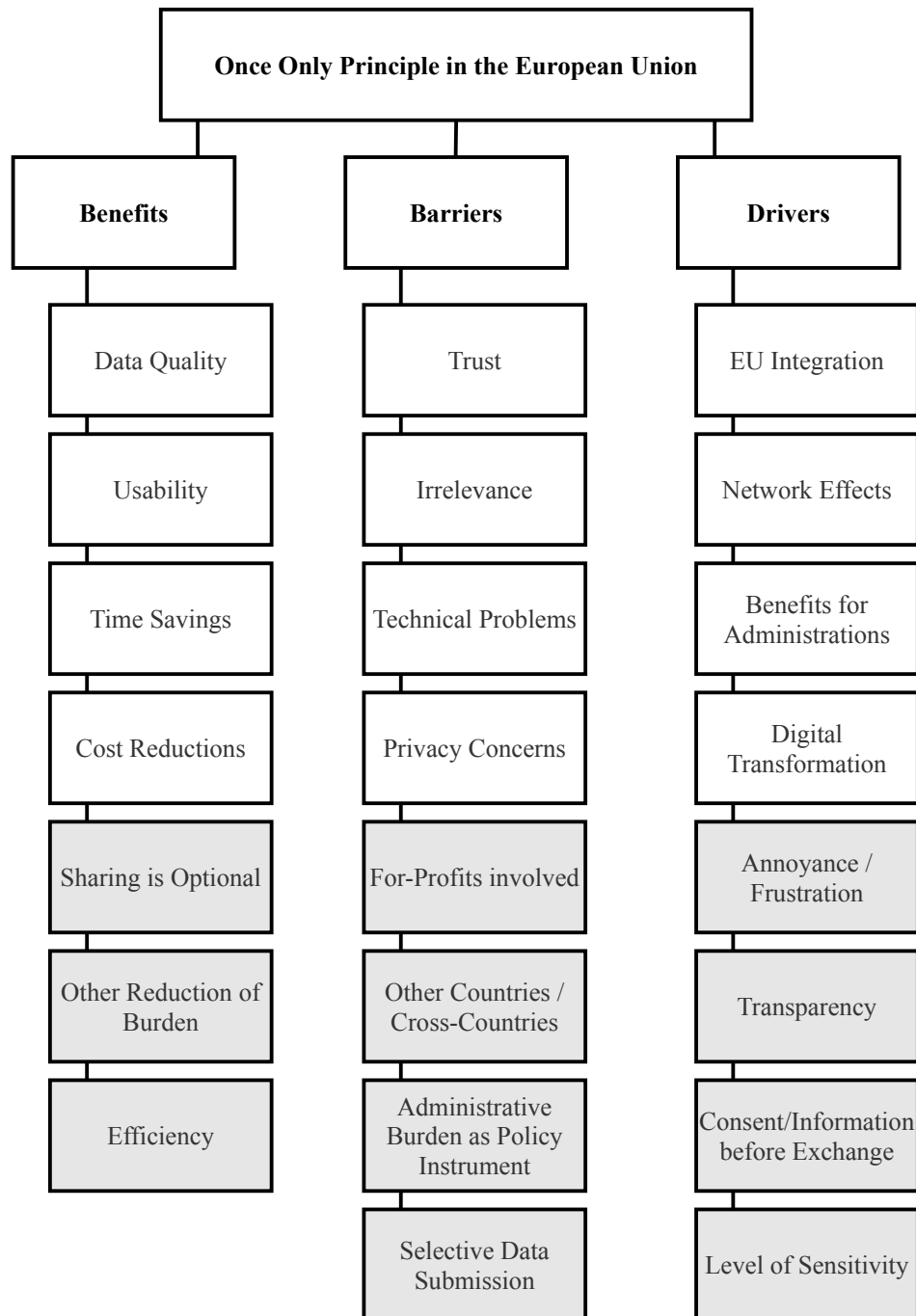


Figure 3: Coding Taxonomy Including the Gray Shaded Inductive Codes.

4 Results

In this section, the results of the qualitative analysis of the interviews are presented. Based on these results, in Section 5 propositions are then derived from the benefits, barriers and drivers (Gioia et al., 2013). The presented findings in this section are based on the statements made by the interviewed citizens and are, where necessary or beneficial for the understanding, contextualized with information from the existing literature. Concrete statements of the citizens of the in-vivo coding are included in the presentation of the results. They are to be found either in the running text or, if they are relatively large, indented. This is to ensure a better understanding of the positions of the interviewees and to make sure, the perceptions of the citizens are actually voiced as they were formulated by them and not manipulated by rephrasing them to adhere to a more scientific language.

After analyzing the interviews, a first impression shows the general image of the administrations being negatively associated with stereotypes about malfunctioning, slow and unnecessarily over-bureaucratic. However, personal experience with public administration is assessed in a very heterogeneous way by the interviewees. This paradox which is based on different evaluation levels of the citizens, is known in the public administration literature (Strüngmann, 2020). The different evaluation levels also apply to the opinion towards OOP-based data sharing. On the one hand, the interviewed participants had a positive attitude towards data sharing between European administrations, as a mean to reduce the burden. On the other hand, when asked about concrete situations and data, the answers were much more heterogeneous.

Given the complexity of the topic, an isolated consideration of each category is difficult and sometimes even insufficient. For the most important categories – those that were mentioned most and where the most compelling insight were articulated by the interviewees – the main arguments are reported. In Section 5 the results of the individual categories are discussed in context.

First, the benefits that the citizens see in the cross-border application of

the OOP are presented. Subsequently, the barriers that were seen by the citizens are shown and finally, the drivers of Once-Only were identified. To ensure anonymity of the interviewees, the abbreviation of the number of the interview in Appendix B is used for quotations.

4.1 Benefits of Once-Only

4.1.1 Usability

Improvements of the usability of services through the implementation of the OOP in cross-border higher education settings were expressed very often. B.5 describes it with the following words: “That’s so cumbersome, that’s unnecessary actually. So sharing your data with administrations online will ease this kind of processes.” Or as B.11 puts it: “Because it seems to be more handy for people and efficient. It seems to be more easy. That you don’t have to repeat the information every time.” Others pointed out the importance of designing public services intuitively, especially online services. For example, B.13 reports about a dutch website he used with his digital ID for different purposes including university: “Well the website, is not designed in a consumer-friendly way,[...] like it is not working intuitively.”

When asked whether the aspect of comfort is more important than privacy issues, B.3 directly affirmed that this is the case, even though she earlier reported to be careful with data protection and privacy. This is similar to other interviewees who, especially when talking about concrete services they have or might use, argue that they would put aside their privacy concerns if this increases their comfort or ease of use. Examples are B.1 and B.10, who state that “if it would make things easier, I think I would use that to be honest” and “I guess, if it makes the application process easier, I would agree”, respectively.

4.1.2 Cost Reductions

This category primarily describes financial costs while other potential non-financial costs are not considered in depth. However, it has to be kept in

mind, that besides the direct financial costs, there are other indirect costs that can be reduced through OOP-based data sharing.

B.6 reports about the financial burden she had to take on for applying for different university programs: “Because then you have to translate it first, to get it authorized. And then especially authorizing is a tiring process. And also it costs a lot of money usually, like even sending the documents by paper.”

An indirect form of cost reductions is what B.4 reports when he talks about burdensome tax services that hinder people from receiving money, they are actually eligible for “[...] and I definitely know people that would receive quite big amounts of money, but it is just a big burden and takes time.” B.8 reports a similar experience:

Therefore I also have to accommodate myself to this processes, even though there are times, where the processes are irritating and frustrating. For example I had to pay 200 Euros to translate one page, which just was the front page of my diploma which sad: "You have a bachelors degree" and I had it to be translated and signed and it costs me 200 Euros.

4.1.3 Time Savings

If the application or the usage of a service takes a lot of time, citizens might not use it, either because they do not have the time or it is too burdensome for them. B.10 talked about such a situation, where she could have actually received subsidies for her rent:

[you get] like 100 or 200 Euros or even less, depending on how much you pay for your rent. But you have to apply for it and you have to upload a ton of things. And I think it was like in the middle of the semester in France, and I knew that I had the option to apply for that. And some of my peers got the funds whereas others did not. And it was not clear based on what this decision was made. And since I got the Erasmus funds anyway, I

was so overwhelmed to fill out these forms which were obviously only in french.

While some might argue, that it is reasonable to take some burden in order to receive government subsidies this argument is opposed by the fact, that no one has an added value from offering particularly burdensome services. Only if they are intentionally designed to be burdensome as to deter some users, these burdens serve a purpose. In this case administrative burden is (ab)used as a policy instrument (Herd & Moynihan, 2019) and it is unlikely that it can be reduced by OOP-based data sharing.

B.8 stated, that he and his fellow students did not register when studying abroad, because the analogous process of researching about the service and going physically to the administration building would have taken too much time:

Like all of the internationals I lived with, we were supposed to register but none of us did. [...] It was just, the thought of going to the police station and dealing with it just seemed... tiresome we didn't want to deal with it.“

A similar situation was encountered by B.11 who reported that because of the “the perceived amount of time and stress” she did not register with the municipality when studying abroad. While she even said, that the process actually does not take too much time, she highlights that in the end, perceiving the amount of time as too high results in not taking the service of registering.

Finally a quite direct statement on time savings is made by B.4, who says that for him “it would be less burdensome in terms of time, [as] it takes a lot of time submitting data over and over... yeah that's the main point.”

4.1.4 Other Reduction of Burden

B.1 argued, that OOP-based data sharing “[...] would save time, mails, unnecessary contacts.” While time savings are already covered by another code, especially the “unnecessary contacts” has taken another dimension during the

Covid-19 pandemic, where contacts in person had to be reduced and many administrative contacts were not possible as they were before. The statement of B.8 follows a similar line of reasoning: “In the Norwegian system you don’t have to talk to anyone to do most of the administrative things, you don’t have to interact with actual people. You can do all of it online, which is great.” Other administrative burden such as learning or psychological costs as formulated by D. Moynihan et al. (2015) are only articulated indirectly by the citizens. Also, compliance costs are inherent in some statements, for example when talking about the the recurring obligation to apply for study grants.

4.1.5 Sharing is Optional

Some participants highlighted, that sharing should be optional, because it would make the system more trustworthy and make them more comfortable using the system. However, there is obviously an inherent contradiction within this code. When asked, why Interviewee B.13 uses a national system making use of OOP-based data sharing he answered: “Because, first of all you have to use it. Like there is no alternative. You have to do your taxes with it. You have to apply to university with it. And that’s why I use it.” So indeed, there could be systems that are mandatory. However, a system that citizens want to use should be favored over a system which is only used because there is no alternative. A benefit of this system would be that it could be used by the citizens who want to and those who do not want to use it, can still decide to submit their data themselves.

4.1.6 Data Quality

An improvement in the quality of the data from the citizens that administrations are handling is another benefit of the OOP. Citizens would have to update their data only in one place, and this updated and accurate data can then be shared with the other institutions. However, for most of the interviewed students, this is not an important benefit of the OOP. One of the exceptions was B.14 who stated that “you have to fill out so many forms

and that you could make a mistake’’. She explained the whole problem of not sharing data very vividly based on one of her encounters with an administration.

[...] you have to be very careful in submitting your information to the local municipality. And do they know and care when your information changes? For example I had to fill out a lot of paperwork for my permanent residence card for studying here. And it definitely felt like: If you don’t fill out everything correctly, you will have to do it again and get problems. [...] It just seems inefficient to me. It doesn’t seem that they have central databases. I mean I also had an experience at the local municipality, where they lost... I had to send them something, and it had to be in paper and they lost it. And the person that lost it, went on holiday and then it took another month for me to get my residence permit. And I just felt like... I was just surprised, that they don’t have digital... or like online processing. You can’t send it online. I mean even when I was delayed with my residence permit from Berlin, they had to give me a special document to travel. And to get that, I had to submit my data again. And everything was on paper, like there was no record, that I had this document in an only service, there was just this paper document. (B.14)

At another point in the interview, she even picks up on the issue again:

I felt that there is definitely more room for error. So this is everything digital in Canada, so you cannot make that much errors, you get notified when something is wrong, like with spelling or addresses. And I have had such an experience with my phone number here, where they misread my phone number and couldn’t get in contact with me. (B.14)

4.2 Barriers of Once-Only

4.2.1 Trust

A lack of trust, both in OOP-based data sharing as well as in the institutions sharing this data is an important issue that was mentioned by almost all of the interviewees, either explicitly or implicitly, although it was not even an explicit question about this topic in the interview guide. Trust in authorities or systems can not be observed directly (Romme et al., 2017). Here, the strength of interviewing and directly engaging with the citizens was played out, because they could articulate freely if they have trust and why they have it or not. Trust plays an important role when citizens are supposed to have their data shared directly by the authorities and for the success of eGovernment systems (Beldad et al., 2010; Teo et al., 2008; Welch et al., 2005).

In general, most interviewed students report that they have a lot of trust in their governments and its institutions as well in the involved educational institutions. In the interview with B.12 this became very clear. With regards to authorities he said among other: “I think within the European Union, there is quite a high trust from my side to governmental institutions or municipalities.” And also to his education institutions he reported such a high level of trust, that he would even allow that they share his health data among them.

Universities in general are trustworthy in my point of view. If they would have said that they would share my data with my Belgian University, I would have agreed. And if my home university would have a health center, I would also have shared the data. There is no difference in terms of trust. (B.12)

B.12 also did not report a different level of trust between administrations in his home country and in other European countries: “I wouldn’t say that there is any difference between my home country and Belgium. I would share the same amount of information.” The same goes for B.15:

I am willing to open up that information for each country that

I go. Because that allows me to live there comfortably. So if I didn't have to do that and I could just have opened one bank account where every administration gets the same information, it would be the same for me. I think, to wrap-up the overall thing: As long as it is in the EU, I don't mind sharing data[...]

However, there were also participants who reported having less trust in the institutions. Especially when it comes to foreign administrations and in cross-border contexts the reported level of trust was very diverse. For B.16 it is important, that international data sharing is more delicate and therefore states that "if the information should travel cross-country, it should travel only between governments. That's at least how I feel. It feels more trustworthy, I guess."

B.10 even asked a more general question: "universities can only have insights into my data, if I have actually applied. Obviously that would require trust in the authorities. I don't know if every EU-member state is ready for that."

It was mentioned by B.3 as well as by some others, that they can also imagine to build trust in OOP-based data sharing in the future if they have good experiences with such services:

I would not want to share sensitive data across borders. But I think, if I can add that: That would probably also change in the next years, if I see, that I can trust the system and that there is no leak. But for a test case for example, I would be worried, that my data gets somewhere, where it should not be.

4.2.2 For-Profits involved

While there are Network effects with more institutions involved and the possible use of the sharing-system would increase if other non-state actors are involved, a lot of the interviewees reported mixed feelings when they thought about non-state actors involved. Some highlight that they are more comfortable to have only public institutions sharing their data to another one because they have more trust in them, while also some articulate, that

they do not have a specific reason, but just are “not too comfortable...” (B.4). Even if he sees a potential burden reduction he says that: “where [my data] is going to private organizations, I would probably not make use of this possible advantage, that sharing would provide” (B.4).

Some even stated, that they have to build trust in a system sharing data based on the OOP, but are not totally against sharing data to non-governmental institutions if they are involved in a service:

I think a data sharing reform should start, is like you know: If there would be a certain pilot project with public institutions. And if I then see, that I trust this system and if there are privacy regulations working, I would then agree to another step of including private organizations. (B.7)

4.2.3 Privacy Concerns

Data protection and privacy are the most prominently voiced barriers both by the literature (see for example Akkaya and Krcmar (2018), Kalvet et al. (2017), Wimmer and Marinov (2017) as well as by the interviewed citizens. While the challenge of how to create a legally consistent framework for the OOP (see for example Mahrer and Krimmer (2005) for a discussion about the legal questions in relation with the OOP) is not touched upon by this research, the worries about privacy and data security by the users are.

Participant B.8 summarizes the position that quite some have expressed:

I have to take the decision, if I want to use a certain service, where data is needed or not [to take it]. So it is a decision I have to take then. So I think that in those circumstances where you have to share personal information that you rather not share, is that they have to be stored securely and encrypted, so nobody can get them.

Especially in cases, where the decision of whether to use a service or not that involved direct sharing of data between administrations is not completely free – because the alternative would be unreasonably burdensome for example – the users must be confident that the data is processed securely.

At the end of the interviews, the participants were also asked, if they use single-sign-on systems as provided by Facebook, Google, Apple or other providers. Instead of registering a new account via E-Mail for an organization like for example AirBnB, the users can log-in with this single-sign-on system and Facebook transfers the required data of the user directly. In this way, the user data has to be supplied to Facebook *once only* and it is then directly shared with the other organization. Interestingly, a lot of participants reported, that they use such systems, although the burden reduction is actually relatively small and although they reported earlier, that they (1) have privacy concerns when it comes to data sharing as well as they (2) are not comfortable with having private organizations sharing their data.

B.5 sums up, that this is actually a “paradox. It is because [...] Facebook or Google are so widespread, it is a commodity to do so.” The following quote from B.9 is in contrast to the many statements of the interviewees where they said that privacy, control over their own data and not sharing data with private organizations is important. It illustrates, that usability, simplification and burden reduction play an important role in the decision of whether to accept that organizations share data with another one.

I have linked quite some accounts with my Facebook account. I usually do it just because I am too lazy to create a new account and to remember all the passwords and the usernames. This is a simpler form. I am not entirely comfortable with it, with having everything linked to my Facebook-profile, because it gives Facebook probably too much information. But my laziness just gets the better of me. I just do it, because it is simpler. (B.9)

4.2.4 Irrelevance

Especially at the beginning of the interviews, quite some of the participants articulated, that there is not too much need for improvements, because they “ don’t have to deal with any form of like extensive administrative hurdles” as B.8 put it. However, when the interview continued, the participants thought more about their experiences and had concrete scenarios at hand,

this notion usually changed especially when they had good experiences with sharing from a national context already “In the Norwegian system you don’t have to talk to anyone to do most of the administrative things[...]. You can do all of it online, which is great.”

4.2.5 Administrative Burden as a Policy Instrument

In few cases, participants reported, that administrative burden was used as a policy instrument, to make it more difficult to use a certain service. B.6 reports about a grant, for which she was actually eligible when she was studying in France as a foreigner: “I think they are mostly trying to give it to French people. Because it is burdensome especially if you are not from France, like you have to translate all of your documents in order to apply for the money.” This is a typical situation, where the burden is potentially used on purpose. Under such circumstances, the potential to reduce burden through implementation of the OOP is limited by on purpose by the national administrations.

4.2.6 Selective Data Submission:

Especially one participant articulated the importance of submitting data selectively very clearly. Nevertheless, it might be a more widespread position, which is just not articulated due to social desirability bias by some interviewees. One of his reasons against data sharing between administrations directly is, that “most of the time you just like lie about why you need the money [from a grant]” B.5. He made his argument more clearly in the following statement.

Because I think it is not critical information but you might want to retain this information. Because when you deal with public administration, at least with administrations, you are allowed to play with them. It is like a tacit agreement. When you spend time dealing with them, you can omit some stuff. You can maybe send a different paper than they asked for. Because that is the flexibility that is given to you, because you do all the job. This

is always my problem with digital applications. There is no way of going around stuff. (B.5)

If data is shared directly between administrations, it is not possible to tweak data or “leave something out” (B.12) as easily as if you take the burden of providing the data for each service yourself. This may be an important barrier for a lot of citizens concerning the introduction of OOP-based data sharing.

4.3 Drivers of Once-Only

4.3.1 Transparency

B.8 reports about his experiences with very transparent data-exchange systems in a national context: “In Norway all these systems completely organized simply and easily. And in a transparent manner so that people can see what is actually going on.” He even states that he “would be more willing to share data if it is more transparent and if [he has] more access to the system [himself] and if [he] can actually see how data has been shared.” Interestingly he later referred to websites that have to ask you to use cookies to track your browsing behavior is a “very honest and upfront” way of making transparent what is going on. When thinking of administrative purposes and data sharing between administrations for B.8 it means that “you get a precise information saying, this is the information, this is the purpose for us asking about the information and this is what we are using it for. Are you ok with this being shared?” This is a way of making transparent in a way, this citizen or user feels comfortable with.

Also a lot of the other interviewed participants talked about transparency as an important prerequisite for or driver of OOP-based data exchange. Most of the interviewees refer to transparency in a way that it should be communicated clearly what is going on, why data is exchanged, which data is exchanged and to which organizations. When asked how they want to receive this information however, there was a more diverse set of answers. Most of them advocating for either e-mail, an government run app or web-portal to be able to see this information about their data. Some also just

stated, that they would like to be able to get the information once they are asked if their data can be share with another institution.

4.3.2 Digital Transformation

Quite often, the interviewees referred to experiences with services from a non-administrative setting when they described how they would want future digital and OOP-based administrative services to look like. This is in line with Mergel et al. (2019) who state that “[in] response to the changing expectations and triggered by supranational agreements, governments are changing their mode of operation to improve public service delivery, be more efficient and effective”. Since the interviewees do not differentiate between concepts of “digital transformation”, “digitalization” and “digitizations” and there is no common understanding of these terms yet (Mergel et al., 2019),

B.11 reports on the different digital cultures in the administrative systems and societies of Denmark and Germany: “And I think it is just another culture of digitalization that has already started there or is way much further as in Germany but goes hand in hand with less much concerns than in Germany.” She also articulates the importance of having digital processes as a prerequisite for OOP-based data sharing: “So it is just about digitalizing everything and then handing it on to people online and why not directly.” B.10 is talking about similar observations: “ I have never experienced as much digitalization as I am now in Denmark. And also exchange between authorities. And compared to Germany and France, it is very different.” A little later in the conversation she even made clear, that more digitalized administration and society is “the future” and argued:

I think, I prefer as it is here [in Denmark]. I think, there is no way around it, and it will come to other countries sooner or later.
So you should rather try to make the best out of it. (B.10)

So, digital transformation, both from a technical as well as from a cultural perspective is seen as a major driver – and prerequisite – for EU-wide data sharing. Some of the participants articulated this very directly as stated

above, while others did it more indirectly like B.14: “ I was just surprised, that they don’t have digital... or like online processing.”

4.3.3 Level of Sensitivity

Many interviewees report a certain gradation in the degree of sensitivity of their data when it comes to having their information shared by the authorities. This category was created inductively and the relevant statements usually came up when question 14 from the interview guide was asked. While the level of data sensitivity where the participants feel comfortable with data sharing between the institution varies from person to person, for at least the majority, there is at least some data that they feel is too sensitive to be shared. For a lot of interviewees, this was for example the case with health and also with financial data.

In comparison, B.12 was completely fine with health data being shared, probably because he made good experiences with his Belgian university using the students health data and providing health care services for them: “If they would have said that they would share my data with my Belgian University, I would have agreed. And if my home university would have a health center, I would also have shared the data.”

4.3.4 Consent/Information before Exchange

While usually in most of the OOP scenarios that are discussed, citizens should be asked before their data is shared between administrations – also, but not only because of legal requirements, see also Cave et al. (2017) for more information. In the last two questions of the interview guide, the participants are asked about whether it is important for them to be asked or informed before data can be exchanged. Most of the interviewees however have brought up this issue themselves earlier in the conversation, even if it was directly not asked about. B.6 for example states that if data shall be shared, it is important that “you would always have to consent first. But before sharing I would want to know what [the data] is used for.” This indicates, that it is actually an important issue. Asking before data exchange also builds

trust and is therefore an important component of a citizen-friendly OOP implementation, independent of the legal considerations. B.16 illustrates how citizens can be asked using an example from the Estonian system: “guess a form consent or an e-mail, that requires my digital signature. Then I know it is certified and legitimate. And that’s how it works right now. That builds trust.”

4.3.5 Benefits for Administrations

Some interviewees articulated that OOP was just invented to the benefits for the administrations. Interestingly in the findings of their literature review Kalvet, Toots, Krimmer, and Van Veenstra (2018, p. 72) in comparison state that “the key driver for OOP was seen in the end user benefits”. This indicates the importance of communication to the citizens that the OOP is actually developed and implemented for them and the burden reduction for the administration is only a side-effect. This might also improve its acceptance by the citizens.

5 Conclusion and Discussion

This study investigated the citizens perceptions on OOP-based EU-wide data sharing. With its focus on qualitative interviews with citizens it offers insights into their opinion, needs and wishes. Multiple benefits, barriers and drivers of OOP-based data sharing were identified. In the following, the results are being interpreted and theoretical considerations concluded. Subsequently, the limitations of this study as well as implications for further research are discussed. Finally, policy recommendations are formulated in order to give some insights for practitioners.

5.1 Syntheses and Propositions

In the following, four propositions that were deduced from the analysis of the interviews are presented. Several other propositions could be inferred based on the rich data the interviews supply. However, the presented propositions

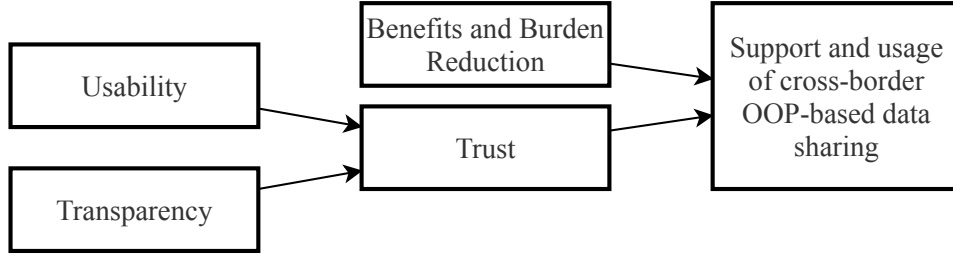


Figure 4: Model of the Propositions Developed From the Data.

are selected, because they are of high interest from both a scientific as well as a practitioners perspective.

Figure 4 shows the model which was developed based on the data that shows how the propositions are related with each other. Based on Saldaña (2013) suggestions to develop a theory, the most important concepts that were identified in the analysis of the data are set in relation to each other. Saldaña (2013) suggests to use more of the identified concepts to develop a theory. In the analysis of the data, it became clear the constructs used in the model are the most relevant. The model is broken down into its individual parts in the propositions. In these propositions, it is hypothesized there are connections between the relevant constructs which are necessary to understand and properly implement the OOP from a citizens' perspective. These propositions – or hypotheses – can be tested in further studies about and in use cases of the OOP.

Proposition 1: When a public service offers a lot of benefits or a great amount of potential relief of burden, citizens are likely to use a service including cross-border data sharing between administrations.

The citizens can decide whether or not to agree on their data being shared directly between public bodies (or at least they should be able to decide themselves). So the question is: What causes the agreement to or even support of OOP-based data sharing? The analysis showed, that this is quite often a consideration process for the citizens. The potential bene-

fits and disadvantages are weighed up, by the citizens, either consciously or unconsciously. Benefits can be a relief of burden, because the user does not have to submit data manually or can save time or costs, for example. Disadvantages are for most interviewees concerns about potential data security problems or privacy in general. Another disadvantage which is described is the potential in-transparency which institutions get ahold of the data, if the citizen is not supplying the data personally but data is shared directly.

Conclusively, if the potential benefits outweigh the disadvantages like privacy concerns, citizens will more likely accept or support OOP-based services.

Proposition 2: Higher trust in public administration and in public services leads to higher acceptance of OOP-based data sharing.

While there is a consensus among scholars and practitioners that several legal and technical issues have to be solved in order to implement EU-wide OOP-based data sharing, solving these problems alone is not enough. Even if legal and technical working processes and services are designed and implemented, the success of the implementation relies on a third issue which is trust. Therefore it is argued higher trust in the involved organizations leads also to a higher acceptance of data sharing. This proposition is based on several statements, arguing why they would share their data with some organizations or countries and not with others. It was evident the role of trust plays a key role, what is vividly demonstrated by the statements in Interview B.16, Interview B.11 and Interview in B.12.

I think within the European Union, there is quite a high trust from my side to governmental institutions or municipalities. Maybe there is... less trust towards the newer member states. Like the stories that you hear about corruption and these kinds of things. Probably the EU has regulations in place that are working for all member states. But I have like a higher trust in the old member states, that they have a better accountability in place. (B.12)

They are reporting a very high level of trust. However, there are other citizens who have less trust in the administrations, especially when it comes to foreign institutions and services involving data being shared cross-border. It remains an open question how the trust gap between the authorities in the home state and the authorities of the other European states can be overcome. This question needs to be further investigated, because it is crucial to implement the OOP EU-wide successfully.

Proposition 3: When a public service is very user-friendly, citizens have more trust in the service and are more likely to set aside privacy concerns.

Or to formulate it in a nutshell: Usability outweighs privacy concerns. Private actors, like Facebook, Google or Apple are making use of this connection. As their services like the single-sign-on system are so user-friendly, a lot of interviewees have reported to use them even if they are actually concerned about privacy issues. However, this does not mean that governments should create intuitive and aesthetically pleasing services to push citizens to accept OOP-based data exchange between administrations against the actual concerns of the citizens. In contrast, it is meant that services need to be citizen-oriented, user-friendly and well-functioning to be trustworthy. If the administrations that want to share the data of citizens with other administrations make use of “shady services” as B.9 puts it, the users might be rightfully concerned about their data being shared even across borders. In the contrary, user friendly, citizen-oriented services can potentially build trust in public cross-border data sharing services. So additionally to the formulated proposition another related proposition is that *a high level of usability builds trust among the citizens*.

The importance of a citizen-centered service design that leads to intuitive, transparent and user-friendly services is to be highlighted here. (Kalvet, Toots, & Krimmer, 2018, p. 4) quite precisely state that “the technical solution for cross-border OOP needs to be easy to use both for public administrators and businesses”. The same does not hold only for public administrators and businesses, but also for citizens in case of government-to-citizen

interactions.

Proposition 4: Transparency and clear communication about the data of citizens being shared between public bodies builds trust in the services.

As described in Section 4.3.1 and 4.3.4, transparency and asking the citizens before their data is exchange to other institutions is crucial. If communicated clearly data is being shared, because the burden of the citizens should be reduced and its administrative encounter made easier, there is more understanding for the direct exchange among the users.

Also, transparency means that the users can understand why data is exchanged, to which institutions and what purpose they are using it for. Generally, data should be only exchanged if the citizen would otherwise supply this data individually. In the case of higher education, this can for example be the exchange of data between sending and receiving institutions in case of an exchange program, or the exchange of data between universities and government bodies in case of applications to subsidies. If it is transparently communicated that a direct data exchange between the involved institutions makes it less burdensome for the user, it is more likely that he or she will consent to it.

Both of the above-mentioned arguments are important means to build trust in the public services making use of direct data exchange. If the citizens do understand with whom their data is shared with and why administrations share it across borders, they are more likely to feel comfortable with it.

5.2 Limitations

Interviewing users is crucial to understand their needs and wishes. For getting to know the needs of user groups initially, exploratory interviews are elementary. However, interviewing potential users without having a pilot or mock-up of the future service at hand can always only be a first step. To fully understand the needs of a user group, user tests are essential. Especially if dealing with technical or legal issues, where citizens have difficulties

to express themselves, user tests with prototypes of the final services are important. With services that make use of the OOP, a better understanding of the users would be possible compared to only conducting interviews. For the implementation of the OOP, it has to be kept in mind that iterative interviews and tests with users are important. Interviews as conducted in this paper can only be a starting point for understanding the user.

Given the requirement of solo-authorship of the thesis, the interviews were coded only by the author. Multiple coders can help to reduce coder bias in the analysis, the interpretations are checked with selected participants to assess their reliability (Ezzy, 2002; Saldaña, 2013).

When investigating the citizens perceptions of students that have studied in more than one country, it can be assumed that the citizens in this sub-population have a higher level of education, are younger and more internationally mobile than the average of the European citizen. Also, it is likely, that their perception of the EU and its institution is more positive given the fact they voluntarily chose to study in another European country and then often take part in an EU funded exchange programs.

Tummers et al. (2016) argue in their experimental study that “knowledge of politics” may be a moderator of the relationship between RT and citizen satisfaction. In another experiment, Grimmeliikhuijsen and Meijer (2014) also argue, that a higher prior knowledge about political issues or a specific topic (in this case cross-border education situations) can moderate how governments and their services are perceived by citizens. While information like the level of knowledge about politics, the OOP itself or related issues are not asked directly in the interviews, it can be expected, that the knowledge of the interviewed citizens is about the average of the whole population. This is due to the fact that the investigated subpopulation consists of young citizens with or in higher education that have studied in an international environment. These issues may call the external validity of the findings into question beyond the subpopulation under study. However, as mentioned in 3.3.2, the interview participants the participants do not have to and do not represent a representative sample of the population. Still, there might be a subconscious selection bias in the recruitment of the interview participants. The study is

also prone to several other biases, which cannot be completely eliminated. Given this study is conducted in solo-authorship, especially researcher based biases must be mentioned here. For a comprehensive discussion of relevant biases in qualitative inquiry, see Roulston and Shelton (2015).

5.3 Policy Recommendations

The final report of the OOP-study comes with various policy options and recommendations proposing a Directive at EU level to have a legal standard. (Cave et al., 2017) In the discussion about the evaluation of the eIDAS-regulation, several technical and interoperability issues are met with different policy options. While solving the legal and technical issues is, as stated earlier, indeed crucial for a successful implementation, the recommendations presented here are based on the findings of this study which focuses on the citizens and not on the legal or technical aspects. Therefore, these suggestions are not in contrast to the ones mentioned by most of the other studies in the field, but rather add relevant issues that have so far been overlooked.

Romme et al. (2017) state the importance of not only “describing and explaining [...] phenomena” but also to engage in attempts to change the situation. Therefore, based on the results in this section several policy recommendations are formulated. These recommendations are intended to provide information on how the OOP should be designed from a citizens’ point of view. By no means are they meant to be definitive solutions to problems emerging when implementing the OOP. Instead, these recommendations need to be tested iteratively to be validated in operation by public servants and policymakers.

5.3.1 Involve the citizens

Firstly, a principal recommendation is to involve the citizens in the process of making OOP-related policies as well as creating the services. So far, the problems that have to be overcome in order to implement the OOP EU-wide were of technical and legal nature, but the perspective of the citizens

should not be overlooked. The citizens are among the main users of the services using the OOP. Therefore, co-creating approaches and a higher user-centrism when designing policies and digital services for citizens should be used (Mergel et al., 2018). For a successful implementation of e-Government projects, technical and legal perfection alone is not enough. Without the acceptance of the users, a successful implementation of EU-wide OOP is not possible. Still, in order to find out whether the citizens accept the services, they should be involved in designing and testing them to be able to give feedback that can then be incorporated. If citizens are continuously involved in the design and the development processes, their insight helps to create user-friendly – and subsequently trustworthy – data-exchange services. So citizens as users should be involved early and continuously in the process of designing the relevant policies and the services.

By making use of iterative and short-cycle design processes, productive prototypes can be tested and then improved. Also more use could be made from the broad knowledge of academia by encouraging scholars to focus governance research on the existing challenges (Romme et al., 2017). The *Stakeholder Community Once-Only Principle for Citizens (SCOOP4C)*²⁰ is a highly promising project in this regard where a wide variety of stakeholders is working together.

5.3.2 Build Trust in OOP-Based Data Sharing

In order for citizens to use a OOP-based service, they must trust these services. Therefore, it is necessary to work on the citizens' trust. Building trust in digital government services is a complex topic but highly relevant for acceptance of these services and data exchange (Janssen et al., 2018).

One way of designing trustworthy services is by increasing transparency for the user, who has or gets their data and why. One might argue, that more data transparency could deter users. While it could indeed be the case, informing the users so they can take the decisions is an important step to build trust in the services and the involved authorities. Data sovereignty

²⁰See <https://www.scoop4c.eu/> for more information.

as a public good is an important part of building trust in the government and its services (Reinhardt & Horn, 2018). Another way of building trust through transparency is by asking citizens before their data is exchanged in order to allow for a free and informed decision.

5.3.3 Communicate the Benefits of Data Sharing Clearly

As argued in Section 4.2, the citizens in the first place do not know why the administrations want to share their data directly. Conclusively, every time that data should be transferred to another administration, the citizens should not only be asked, but also informed, why this data is transferred. Specifically, it should be communicated this is for their own benefit as it reduces burden for the user. Additionally, it should be highlighted this sharing is voluntary. If the sharing of data directly in between administrations offers a real burden reduction for the user, it will be accepted by most of the users. B.10 explains it in such a way that “if they come up with a system that makes it more convenient for me to apply to different universities or organizations I would be in favor of it. [...] But it [must not] have to be mandatory.” So, allowing to use the services without OOP-based data sharing and taking the process of supplying the information to all administrations manually, builds trust and acceptance of the citizens in the administration, especially among those who have privacy concerns. If the benefits of an EU-wide implementation OOP are communicated to the citizens properly, their concerns about the barriers can be addressed.

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A Interview Guide

- Welcome, Introduction and Information on the interview procedure
 1. Welcoming of the interviewee
 2. Short introduction on the research
 - This study aims at understanding the usage and the opportunities provided by EU-wide digital once-only access to citizens. The interview will investigate what citizens living in the Member States of the EU are expected to face in terms of administrative issues interacting with public administrative bodies in other Member State for daily life cross border activities. This interview is focused on investigating the perceptions and experiences of citizens in the context of higher education. The field of higher education is one of the policy fields, where the EU is starting with the usage of the once-only principle. As you have already or are currently undertaking studies in another European country I would like to understand, how you perceive your interactions with public authorities. The focus of this interview is on the digital once-only principle and the administrative burden reduction given by the fact that citizens should not have to supply the same information more than once to public administrations

both at national level and cross-border.

3. Asking for permission to record and transcribe the interview.
- About the Interviewee and the Background of the OOP
 4. Do you know what the Once Only Principle is?
 - If necessary, an introduction into the OOP and its context in the European Commissions Strategy on the Digital Single Market is given: The 'once only' submission of information to the public sector. This principle means that members of the public and citizens/businesses should not have to supply the same information more than once to public administrations. So you as citizen, should be able to supply your information only once to the administration. This data is then exchanged between all the organizations you have to deal with.
 - Experienced administrative burden
 5. How much time did you spend for administrative tasks like applying and enrolling at the University abroad, applying for student grants, register housing, etc.?
 6. Are you satisfied with the user friendliness of the services you used to do this?
 7. Are you satisfied with the speed of processing your applications/administrative tasks?

8. Were you asked to provide the same information/documents which had already provided to the other public agencies/authorities or officials?
9. How often do you think did you have to re-enter data, that you already have entered before?
10. Do you experience repetitive entry of your data as burdensome?
11. Have you ever been asked by a public authority to share information or documents that you had already provided to another public authority for a different purpose?
12. Have you ever stopped using a service (like applying for grants or study programs) because of the amount of data required?
13. Do you think, that sharing your data between the relevant organizations directly could make this process easier or less burdensome for you?
14. Would you share the following data with universities and the different public administrations in both countries?
 - Information about your identity
 - Personal information (personal background, family situation, housing situation)
 - Data about your financial situation
 - Health data

15. Would you want your data to be shared with the following types of organizations?
 - National/European authorities
 - public bodies, like universities or other non-profit-organizations
 - companies (like private student housing organizations)
16. Would you want to be able to exclude organizations or data from the exchange?
17. Would you agree for an automated data exchange between authorities without being informed?
18. Do you want to have to be asked before data can be exchanged?
19. Would you want to be informed, if your data will or has been exchanged? How would you want to be informed?
- Closing Questions
 - The interview is now coming to an end. Thank you very much for taking the time answering these questions. Your answers help to understand the benefits, needs and wishes of the citizens. If you think you have forgotten anything even after the interview or have any questions, please feel free to contact me.
20. Did I forget to ask something / do you want to add something?
- Acknowledgment to the Interviewee

B Interview Transcripts

B.1 Interview 1

- **Date of the Interview** 27.04.2020
- **Date of the Transcription:** 28.04.2020
- **Notes:** Has experience with higher education in Germany, Spain, Netherlands. The interview was quite short. A major revision of the interview questions was carried out after the interview.

Interviewer: I will just give you a short introduction into the research: the study aims at understanding the usage and the opportunities provided by EU-wide digital once-only access to citizens. The interview will investigate what citizens living in the Member States of the EU are expected to face in terms of administrative issues interacting with public administrative bodies in other Member State for daily life cross-border activities. This interview is focuses on investigating the perceptions and experiences of citizens, in the context of higher education. The field of higher education is one of the policy fields, where the EU is starting with the usage of the once-only principle. As you have already or are currently undertaking studies in another European country I would like to understand, how you perceive your interactions with public authorities. The focus of this interview is on the digital once-only principle and the administrative burdens reduction given by the fact that citizens should not have to supply the same information more than once to public administrations both at national level and cross-border. Do you feel to have a basic understanding of the OOP?

Interviewee: Yes, I think so.

Interviewer: What would you guess? How much time did you spend for administrative tasks like applying and enrolling at the University abroad, applying for student grants, register housing, etc.?

Interviewee: In total?

- Interviewer:** You do not have to quantify this. I just want to know about your experience of the time you spent.
- 25 **Interviewee:** Well, I think at least, half an hour for every kind of applications, like a student grant or an enrollment or and evaluation or getting grades. So some time.
- Interviewer:** Are you satisfied with the user friendliness of the services you used to do this?
- 30 **Interviewee:** Umh, yeah. so far I never had a problem.
- Interviewer:** Are you satisfied with the speed of processing your applications/administrative tasks like enrolling?
- Interviewee:** That depends. Some took quite some time whereas others were really fast. So it depends on the University or the administration and the task.
- 35
- Interviewer:** And what were thinks that you did not like?
- Interviewee:** I think the double hand-in of papers. Not so much the data in forms but the papers. Like if you have to hand in papers in different offices, like the foreign office in the university, the Erasmus platform.
- 40 Both needed my Bachelors Degree or my A-levels, although I have already handed it in at earlier points and even in the same process. That was quite unfriendly. But other than this, I cannot think of something... Well, time... Waiting for stuff like confirmations.
- Interviewer:** The next question is also about this: Were you asked to provide the same information/documents which had already provided to the other public agencies/authorities or officials?
- 45
- Interviewee:** Yes, often!
- Interviewer:** How often do you think did you have to re-enter data, that you already have entered before?

50 **Interviewee:** Always! In every application. In every application process
you have to at least fill in the basic information about your education.

Interviewer: Do you experience repetitive entry of your data as burdensome at all?

Interviewee: Yes it's a burden, but not too bad in my opinion. It's doable.

55 **Interviewer:** Have you ever been asked by a public authority to share information or documents that you had already provided to another public authority for a different purpose?

Interviewee: Yes, of course.

Interviewer: Have you ever stopped using a service (like applying for grants
60 or study programs) because of the amount of data required?

Interviewee: No.

Interviewer: Do you think, that sharing your data between the relevant organizations directly could make this process easier or less burdensome for you?

65 **Interviewee:** Yes, totally.

Interviewer: And why is that? Can you elaborate on that?

Interviewee: Well, it would save me a lot of time. It would save time, mails, unnecessary contacts. And maybe also communication in between those organizations. Missunderstandings...

70 **Interviewer:** Would you share the following data with universities and the different public administrations in both countries? - Personal information and information about your identity

Interviewee: If I had shared that?

Interviewer: If you would share that. Like if you would allow them to
75 share your data with each other.

Interviewee: I would agree.

Interviewer: Both personal information and information about your identity?

Interviewee: Yes, I think. I already gave them this information separately
80 to both of them. So I would allow them to share this information, yes.

Interviewer: And how about data about your financial situation?

Interviewee: Hmh... I guess, if it makes the application process easier,
I would agree, because I would need to agree I would imagine. If I
wouldn't have to, I would not. But I think it's one of those "Agree to
85 continue"-things.

Interviewer: But would you rather enter your data again and again, when
you need to fill in this information or would you then want the data
be exchanged with another public authority?

Interviewee: I think I would like to get informed, if they share it. I would
90 agree to not give it to them anymore, but at least I would like to know
when they share it and with whom.

Interviewer: Can you elaborate a little bit about that? Like why or how
do you want to be informed?

Interviewee: I think it is just an e-mail or just like comparable with the
95 system when they withdraw money from your bank account. That you
get an information like: "We took this information, are you okay with
it? You have to weeks to disagree." And then they do not share or
delete the information, whatever.

Interviewer: So you always want to be asked before, or just informed?

100 **Interviewee:** I think that depends on the kind of data. I think my basic
data, like where I took my A-levels, information that I have to re-enter
always and for everything, I would not like to be informed. But for

more sensitive data, like financial data, or really personal things, I like to be informed and I like to give my agreement.

105 **Interviewer:** So you also want to be asked before sensitive data is shared; you want to confirm it first?

Interviewee: Yes.

Interviewer: And if you would not answer, then they would not share the data.

110 **Interviewee:** Yes, I guess.

Interviewer: And would you want your data to be shared with the following types of organizations? - National/European authorities

Interviewee: ...Yes?!

Interviewer: Public bodies, like universities or other non-profit-
115 organizations.

Interviewee: I would agree to share my general information and maybe select, which information I want to have always shareable. And for other private information I would want to get notified, or not want to be shared automatically with different kinds of organizations.

120 **Interviewer:** And how about companies. So "for-profit-organizations"? For example in this context private student housing organizations.

Interviewee: No!

Interviewer: You don't want data to be shared at all?

Interviewee: No, not like automatically.

125 **Interviewer:** And on request?

Interviewee: Yes, that would be ok.

Interviewer: Okay, so that would mean, you would get an information in advance, asking if you want your data to be shared? And then it would be an option for you?

130 **Interviewee:** Yes

Interviewer: Would you want to be able to exclude organizations or data from the exchange?

Interviewee: Like automatically?

Interviewer: Yes, so that you can mark certain information or organization
135 or type of organization, to be excluded from exchange.

Interviewee: Yeah, I think I would like to have the option.

Interviewer: And what would you exclude then? Which type of data or which types of organizations would you want to exclude now or in the future?

140 **Interviewee:** I think, financial information in different types. But I cannot name explicit organizations.

Interviewer: How about "for-profit-organizations"?

Interviewee: I don't know, with which one I do not want to share my information with. I can't name a special type of organization.

145 **Interviewer:** We talked already a little bit about that: Would you agree for an automated data exchange between authorities without being informed?

Interviewee: Like with basic information it would be ok.

Interviewer: Even if you do not get an information or an reminder?

150 **Interviewee:** Yes I guess if it is my public information, I would be okay with that.

Interviewer: Could you say which information this would be?

Interviewee: Well I think name, day of birth, ... what else could it be... I think my education like A-levels, Bachelors and Masters degree to be
155 shared without my permission.

Interviewer: How would you want to be informed if or before your data is exchanged? Is there a specific form you can think of?

Interviewee: I think for now my preference would be e-mail. But obviously, if there would be... at some future, an eID-kind-of-app, that would be
160 my preferred way, but for know, I think e-mail would be my preferred choice.

Interviewer: Have you ever had an experience, where data that you provided was shared? Not necessarily in the context of public administrations and higher education?

165 **Interviewee:** Yes, I think you have that all the time with your e-mail-address and day of birth in like different online platforms or Facebook-kind of things. Like where you can log in with your Facebook-account.

Interviewer: So you are using that?

Interviewee: No.

170 **Interviewer:** Why don't you use that?

Interviewee: Because, I don't know. It's different platforms and I don't want to interconnect them too much. So I try to be conscious about making those connections.

Interviewer: But can you elaborate a little bit about why you would do
175 that with public authorities? Why would agree to the exchange there?

Interviewee: Well because at least from my point of view now: I think, in most cases I would give it to them anyways if I want something. Or if I apply to another student loan or if I would do my taxes of whatever, I would give it to them anyways at some point. And until now, I have

180 the trust and hope, that they don't sell it for financial purposes. But
it would be in my benefit right now to agree to share information.

Interviewer: So is it then, because you have more trust in public authorities
compared to "for-profit-organizations"?

Interviewee: Yes!

185 **Interviewer:** So that was it already. Thank you very much for providing
me with the information. The interview is now coming to an end.
Thank you very much for taking the time answering these questions.
Your answers help to understand the benefits, needs and wishes of
the citizens. If you think you have forgotten anything even after the
190 interview or have any questions, please feel free to contact me. Did I
forget to ask something / do you want to add something?

Interviewee: No, otherwise I will contact you.

B.2 Interview 2

- **Date of the Interview** 27.04.2020
- **Date of the Transcription:** 31.04.2020
- **Notes:** Has experience with higher education in Germany, Czech Republic, Belgium. The interviewee only focused on applications. It was difficult to widen the answers on other administrative tasks.

Interviewer: Alright, thank you for taking the time. I will just give you a short introduction into the research: the study aims at understanding the usage and the opportunities provided by EU-wide digital once-only access to citizens. The interview will investigate what citizens
5 living in the Member States of the EU are expected to face in terms of administrative issues interacting with public administrative bodies in other Member State for daily life cross-border activities. This interview is focuses on investigating the perceptions and experiences of citizens, in the context of higher education. The field of higher education is
10 one of the policy fields, where the EU is starting with the usage of the once-only principle. As you have already or are currently undertaking studies in another European country I would like to understand, how you perceive your interactions with public authorities. The focus of this interview is on the digital once-only principle and the administrative
15 burdens reduction given by the fact that citizens like you should not have to supply the same information and documents over and over to public administrations both at national level and cross-border. Because I haven't asked yet: Is it okay to you to record and transcribe the interview?

20 **Interviewee:** Yes, it's ok.

Interviewer: Alright. So do you feel to have a basic understanding of the OOP?

Interviewee: Based on what you have explained to me: Yes.

Interviewer: Okay, so just some more information: It is based on the digital
25 single market, that the EU wants to establish. And the Once Only
Principle is about the idea, that you should submit your data only
once and this data that one public administration then has will be
exchanged to all the administrations dealing with your tasks.

Interviewee: Ok, alright.

30 **Interviewer:** What would you guess? How much time did you spend for ad-
ministrative tasks like applying and enrolling at the University abroad,
applying for student grants, register housing, etc.?

Interviewee: Way too much. Ehm, probably... you mean only the admin-
istrative process?

35 **Interviewer:** I mean, the whole task. You don't have to quantify it, but
you can just elaborate a little bit where and how you submitted your
data and how the process was going.

Interviewee: Like, the whole process, from let's say writing a motivational
letter and getting all the stuff and providing it online and in hard copy
40 via mail: One single application for example for a masters program
takes several days, because they all differ and you need to find all the
relevant information first. Or maybe sometimes even weeks. Like if
you apply, how I did, for a lot of different master programs, you spend
probably, two or three, maybe a month applying for different master
45 courses. And when you have actually decided where you will go, or
when they accepted you, that's a whole new process to actually enroll
in a program.

Interviewer: Okay, thank you. And would you say you were satisfied with
the userfriendliness of the services you used to do this?

50 **Interviewee:** Mhm, I would say that especially universities from other Eu-
ropean countries, especially the UK, because they probably have more
money, that's probably a reasons why they have a better infrastruc-
ture: They handle the whole application procedure much better than

55 Universities in the Czech Republic or Germany, where I would say, the application process is more oldschool. Not so digitalized as in the UK for example.

Interviewer: And are you satisfied with the speed of processing of your applications or your administrative tasks in general in relation to higher education?

60 **Interviewee:** I would say: Based on how the process is, I am satisfied. But it could definitely be faster if you digitalize the whole process.

Interviewer: And were you asked to provide the same information/documents which you had already been provided to the other public agencies/authorities or officials?

65 **Interviewee:** Except of the motivational letters, which are of course different for each masters program: Yes, of course.

Interviewer: And how often do you think did you have to re-enter data, that you already have entered before during your whole stay abroad, before and after including things like register housing and other administrative tasks?
70

Interviewee: Do you want a number?

Interviewer: If you have a number at hand, feel free to tell. But you can just elaborate on it.

Interviewee: I don't think I have a number at hand, because it was just way too often. Because every time I moved somewhere, which was quite often during my studytime; every time I applied for another program, stays abroad, Erasmus semesters, Double Degrees, other master programs, internships.. whatever... countless times.
75

Interviewer: Do you experience repetitive entry of your data as burdensome at all?
80

Interviewee: Yeah, I mean it was annoying to do so. It is the status quo, you have to but it takes you quite some time during the application process.

Interviewer: Have you ever stopped using a service (like applying for grants
85 or study programs) because of the amount of data required?

Interviewee: No.

Interviewer: Okay. Do you think, that sharing your data between the relevant organizations directly could make this process easier or less burdensome for you?

90 **Interviewee:** Of course it would.

Interviewer: Alright, so let's go a little into detail: Would you share the following data with universities and the different public administrations in both countries? Starting with standard information about you.

Interviewee: Do you mean name, birth date, e-mail-address, living address
95 and such things.

Interviewer: Yes, all the standard information you are thinking of.

Interviewee: Yeah, I would not have any problem with that.

Interviewer: An personal information and information like information from your CV?

100 **Interviewee:** I mean, all... Of course I won't have problem with that. Everything that I would decide to put in my CV should be public. I mean, when I apply for some things, I make all this information public.

Interviewer: Okay. And what about information about your financial situation?

105 **Interviewee:** I think... no. That's an issue I would want to keep private.

Interviewer: Okay, and would you want your data to be shared with the following types of organizations? National and European authorities?

Interviewee: Yes.

Interviewer: And public bodies, like universities or other non-profit-
110 organizations?

Interviewee: Yes.

Interviewer: And what about companies like private student housing organizations? Like for-profit-organizations?

Interviewee: No.

115 **Interviewer:** Can you elaborate on that. Why do you say yes to public bodies or universities but with for-profit-companies you wouldn't want to share?

Interviewee: Profit-companies have an incentive to profit from your data because they are profit-oriented and this could be a criticism. And I
120 think, public authorities... their main goal is to serve the citizens and not to take your data and make profit out of it.

Interviewer: Okay, but so would you share your data with student housing organizations or semi-public institutions?

Interviewee: That's a good question. If I would apply for student housing,
125 then I would. But if I don't want to apply, I would like to have the opportunity to intervene that this organization gets my information. It shouldn't be, that the university gets my information automatically or that the student housing organizations gets my information automatically. I should agree to that first.

130 **Interviewer:** So you would want to be asked before data can be exchanged.

Interviewee: Yes... of course.

Interviewer: For all exchanges of only when it comes to private or non-governmental organizations.

Interviewee: I would like to have an opt-in procedure before exchange of
135 any information. I mean you can... for example provide every citizen,
like when they apply for a new ID, with a document where they sign,
that they can share their information with a lot of government bodies.

Interviewer: And how would this opt-in procedure look like? How would
you want to be asked? Do you want to receive a mail? Can you describe
140 how you would want this service to look like.

Interviewee: Well, depends on the administrative system of the country
you are currently living in. In Germany, when you get a new ID, you
have to go to the public office and then they can ask you there when
you pick up your ID. But when we have a more advanced system, it
145 could be just a click online in the online program of the government
or a digital system or something like that. That would be the most
preferred system.

Interviewer: Do I understand you right, that you want a system like, where
you can log-on with an account, where you are then asked if information
150 can be shared once you log-in?

Interviewee: Yes, kind of. There needs to be information and there should
be guidance provided if you have problems, like a phone number where
you can call and ask. And it shouldn't be mandatory to progress with
the service. For example for an application for a service, it should be
155 optional. Citizens should be granted time to think about, if they want
to share or not to share data. And not connect this decision to any
other conditions.

Interviewer: Okay, interesting. Would you want to be able to exclude
organizations or data from the exchange?

160 **Interviewee:** Well, I would like to exclude health data to make it available
to governments or companies except for my health insurance. Because,

of course, they need it, it is what they do, that is their job. But my health data is one of the most private things I can think about and I would like to exclude all the data related to my health status.

165 **Interviewer:** And is there any data that you can think of, when it comes to higher education, that you want to exclude any organization or types of data, like your grades or stuff like that?

Interviewee: No, I don't think so. Of course, I want to present myself in a good way, but if I would be a person to change marks or hide marks
170 about my education, at some point someone will find out and then I would have more problems than if I would make everything public from the beginning.

Interviewer: Do you see any privacy concerning the OOP when you think about it and your data?

175 **Interviewee:** Yes. Probably towards certain data, like I said the health state of citizens, which should be protected and not made available. And secondly I think you need a really good, let's say security system, so that nobody can hack into this one system where all the information is stored. So it could be a concern, that this could be hacked. But
180 this is a technical term and I would say, that somebody would find a solution.

Interviewer: Alright. So without getting to technical: You said, that when you are thinking about the OOP, you are thinking about storing all data in on central system?

185 **Interviewee:** Ehm, yeah... I am not an IT guy. There might be decentralized systems. I have no clue how to set up such decentralized systems. But I think this should be possible. When you think of the Corona-app discussion in Germany, there are also trying to set up a decentralized system because of privacy issues if I remember it right. Probably it
190 would also be possible for the OOP.

Interviewer: Okay. But when you thought about it the first time, how did you imagine how the data is stored or how it looked like?

Interviewee: Well, I don't think that there is like a big server-building in a high-security area in Brussels as you would see in a movie. But, I don't
195 know, there could be a system where you apply for a job at a government body. And they go to the European data information system. They search you and they want to access your information. And then they for example click on it and tell the system that they want to see this data. And this data does not actually be stored somewhere in Brussels
200 just because I am an European citizen, but it could be in Germany and the information could be send over. Of course, only if I have agreed to that. But so it could be stored decentralized of course.

Interviewer: Okay. And then one question that we talked about a little already: You said, you want to be informed, before your data is ex-
205 changed. Would you also want to be informed if your data has been exchanged or will be exchanged and how? For example, there is an administration dealing with you and they need data. How would you like to be informed or asked?

Interviewee: You mean for example, if I have agreed that public admin-
210 istrations or bodies can exchange my information and for example a public servant is looking into my data, if I would like to be informed. It doesn't have to be on a daily basis. Like if you are subscribed to a mail newsletter, you can decide if you want to get daily mails, or everything together once per week, so this could be a solution I would
215 like. If I can decide how often I am asked and that it is easy in an e-mail or online.

Interviewer: And one last question: Have you ever used an eID or something like an eGovernment service to log on to governmental systems to get a service?

220 **Interviewee:** No, not that I remember.

Interviewer: Alright, thank you very much. This were all the questions I had. Do you want to add something or do you think I have forgotten something?

Interviewee: Let me think... Spontaneously I would say no.

225 **Interviewer:** Alright, so feel free to contact me if you have any further information. So this was it, thank you very much!

B.3 Interview 3

- **Date of the Interview** 30.05.2020
- **Date of the Transcription:** 30.05.2020
- **Notes:** Has experience with higher education in Germany, Netherlands, Spain. After the end of the recording, the interviewee reported that she usually does not register with municipalities, because "it just takes so long and you have to hand in stuff and have to hand in your passport and ID and other stuff and it's not worth to do it" although she reported, that she had never not used a service because of the amount of data or documents required. The interviewee had a strong focus on the administration of the University itself and not so much on public administrations. She later also reported, that she "just does not have too much contact with the authorities and it therefore is not so important for her." She told in the end, that the topic is so broad. I had the feeling, that it was sometimes not concrete enough for the interviewee to think about it. Afterwards she told me, that she has a friend living in Copenhagen, and the have a 'super fancy' eID, where she can also exchange her health data. And that is of course super comfortable to just exchange the data with all the doctors like this; but also little bit strange.

Interviewer: I will give you a short introduction into the study and why I want to interview you: the study aims at understanding the usage and the opportunities provided by EU-wide digital once-only access to citizens. The interview will investigate what citizens living in the Member States of the EU are expected to face in terms of administrative issues interacting with public administrative bodies in other Member State for daily life cross-border activities. This interview is focuses on investigating the perceptions and experiences of citizens, in the context of higher education. The interview is therefore completely focussed on your perceptions. The field of higher education is one of the policy fields, where the EU is starting with the usage of the

once-only principle. As you have already or are currently undertaking studies in another European country I would like to understand, how you perceive your interactions with public authorities. The focus of this interview is on the digital once-only principle and the administrative burdens reduction given by the fact that citizens should not have to supply the same information more than once to public administrations both at national level and cross-border. Do you feel to have a basic understanding of the OOP?

Interviewee: Yes, kind of.

Interviewer: What would you guess? How much time did you spend for administrative tasks like applying and enrolling at the University abroad, applying for student grants, register housing, etc.?

Interviewee: Weekly, monthly or per year?

Interviewer: You don't have to quantify the amount, its rather about how you perceive the time you spent.

Interviewee: Ah ok. I think it depends. But at the moment is a lot and some of it is not necessary. I have a case going on, where I have to constantly contact different offices and submit the same data. But it depends. If I apply, then I have a lot to do with it but when I do not, it's not that much. But I think it has gotten better if I compare it to the start of my bachelor and now. But I think it is still a lot.

Interviewer: But would you say that you are satisfied with the user friendliness of the services you used to interact with public administrations?

Interviewee: I think it also depends on the administration. But when I only look at university, yes.

Interviewer: And what about when you think about other administrative tasks outside of university? For example concerning housing.

Interviewee: It's often too complicated. And quite often unnecessarily complicated and in the current situation it is even worse due to corona.

Interviewer: And why would you say is it unnecessary complicated? What do you mean with "complicated"?

Interviewee: Because, when I for example need a passport, I have to organize an appointment. And when I have done that, I have to wait till I
45 have that appointment. Then I have to go there, bring them the stuff. Then they'll tell me that I have forgotten a document that they did not tell me to bring with me. Then I have to come back and I cannot send it via e-mail, because it is not save enough. Then I have been there twice. Then I have to wait for, I don't know, maybe six weeks
50 until I have to go there again to pick up my passport. So it is just a lot of work to just get a new passport. And I experienced the same with registering a car. I had to go there three times in order to register the car.

Interviewer: Alright. That's what the next question is about: Are you
55 satisfied with the speed of processing your applications/administrative tasks like enrolling?

Interviewee: Mhm, I think again that depends on the administrations. There are very good ones. They work fast and reply immediately. But then there are others where you have to wait a lot and what I also
60 experienced: I think its expensive. I don't know if that is important for you: But I don't understand why I have to pay a fee of 50 Euro so they (?) a document?

Interviewer: And were you asked to provide the same information/documents which had already provided to another public
65 agencies/authorities or officials?

Interviewee: Yeah, I mean for every application for university.

Interviewer: And which documents were this? Can you elaborate a little bit about which types of documents you shared?

Interviewee: Well, my certificate of my bachelors for example. A CV.
70 Obviously a motivational letter, which is different for every application.

I don't know what other documents I provided. Maybe documents about my insurance.

Interviewer: And how often do you think did you have to re-enter data, that you already have entered before?

75 **Interviewee:** Well I don't think, for my current study I had to... But I know for Erasmus and my bachelors, I had to hand in all the information twice beforehand and during Erasmus I had to go to an office again and provide the documents again. So usually at least twice. And I think for my current program it was a little easier.

80 **Interviewer:** Do you experience repetitive entry of your data as burdensome?

Interviewee: I think burdensome is a strong word. But I would say annoying.

Interviewer: Annoying?

85 **Interviewee:** Yes, definitely.

Interviewer: Can you elaborate a little bit about why you would describe it as annoying? Or why you would differentiate between burdensome and annoying?

Interviewee: Mhm, so if I go back to the example of my bachelors in Spain:
90 They needed some certificates and some of them had to be original versions of documents. Which I didn't like, because I was afraid that they get lost, for example in the apartment I was living in or that they get damaged. And I think that was annoying to carry them with me for so long. They just wanted to see them once. So I do not understand,
95 why I cannot just give them a copy or send a scanned version or verify it differently.

Interviewer: And what would then be your preferred way if you do not want to bring these documents? Can you imagine a better way that they could have dealt with it.

100 **Interviewee:** Yeah, a copy. Or just a scanned version which I can send to them.

Interviewer: And have you ever stopped using a service, like applying for grants, applying for a study program, or register for housing or something similar, because of the amount of data required or because of documents required or the amount of time?
105

Interviewee: No. (In the interview-up, the interviewee reported, that she usually does not register with the local municipality, when changing the city because it just "takes so much time and in the end they need so much stuff and it never works on the first try.")

110 **Interviewer:** Do you think, that sharing your data between the relevant organizations directly could make this process easier or less burdensome for you?

Interviewee: I think its a good idea, but it depends on the level. A nation-wide application would be necessary. And it's hard to understand, that is it not existing yet. But I don't know if EU-wide is feasible and I also don't know if I want all the other member states to have my data.
115

Interviewer: And why would you say that it is necessary at national-level but not feasible on EU-level? Can you elaborate a little bit about your thoughts behind that?

120 **Interviewee:** On national level I think it is necessary due to many reasons: It makes everything just easier. And I have a higher trust in the national administrations than in the international administrations. Which is not necessarily the EU(-administration), but the administrations in other EU member states. So that's a reason why I am not sure if I would like another member state to have access to my data. And I mean I have no idea about that topic, but I believe that the different members states have different administrations and different processes and it is probably doable, but hard to unify that and then share the documents in an effective way or an efficient way.
125

130 **Interviewer:** Alright and now I would like to know if you would share the following data with universities and the different public administrations in your country as well as in countries you have studied or want to study in? - Personal information and information about your identity

Interviewee: Mhm, you mean, if that is ok for me to share that?

135 **Interviewer:** Yes, if that is data, that you would be willing to share with other administrations abroad or national-wide. Or with other administrations.

Interviewee: Okay, so my personal information? Wait. Do I get it right? If it is okay for me, for example, that my home university or my municipality shares that information with another university or a foreign municipality's administrations?
140

Interviewer: Yes exactly.

Interviewee: Well, I think it depends on the data. But in general: Yes. Because I would give it to them anyways if I want to use any service.
145 So I cannot decide to not give away a relevant information. But it depends on the data. But this very basic personal information would be ok to share.

Interviewer: And what about information or documents like your CV, grade certificates or your birth certificate?

150 **Interviewee:** Mhm, that's more difficult. I think I would like to decide if I would give this information away.

Interviewer: And how would you like to decide that? How do you mean that you want to decide?

Interviewee: I think, "deciding" is maybe the wrong word. It's just that I don't want to give it out of my hands. But if I apply, it is up to me to give an information away to another organization. So then I know, to which administration my information is going to and not just the agency that currently has my information.
155

Interviewer: So do I get it right, that you want to be asked before your
160 information is shared?

Interviewee: Yes, definitely.

Interviewer: And what about data about your financial situation?

Interviewee: Yeah, it is the same.

Interviewer: The same means, you want to be asked before?

165 **Interviewee:** Yes.

Interviewer: And can you imagine a way how you are asked for that?. Like
how would a perfect service look like for you? Imagine you have the
perfect administration, how would you give your consent?

Interviewee: Well, if it is... It depends on how I am dealing with this
170 administration. If it is an application for a service, it could be maybe
a radio button, that I have to tick, where it says: "I agree to share
this or that data." So I give my consent with a form. But it has to
be obviously visible, that they are sharing this data. And it has to be
possible to say that I don't want to share it.

175 **Interviewer:** And would you want your data to be shared with the following
types of organizations? And why, or why not? - National, European
or local authorities

Interviewee: And what data?

Interviewer: Think of the data we talked about before, starting from iden-
180 tity information, going to documents and certificates until data about
your financial situation.

Interviewee: Well again, I think: Basic information is ok. But the more
sensitive the data gets, like for me financial information is define sen-
sitive information, the more restricted is my view about sharing. And
185 I don't want to spread that across the national border.

Interviewer: So you would, or would not share it across borders?

Interviewee: I would not want to share sensitive data across borders. But I think, if I can add that: That would probably also change in the next years, if I see, that I can trust the system and that there is no leak.
190 But for a test case for example, I would be worried, that my data gets somewhere, where it should not be.

Interviewer: And for now: Wouldn't you want to share the sensitive information at all or only on request as you said before?

Interviewee: At request.

195 **Interviewer:** Okay, so then it would be an option for you, even for sensitive information?

Interviewee: Mhm, probably yes. If I see it makes it easier, maybe yes. Even though I personally would be a little worried, but I think I would still agree.

200 **Interviewer:** So the aspect of comfort might be more important than privacy issues for you?

Interviewee: Yes, indeed.

Interviewer: Okay. And how about public bodies that are not national or local authorities like universities or other non-profit organizations that
205 you are dealing with?

Interviewee: Yes sharing is an option. But I want to be asked first. And I want to decide, what data they get. Let's say I have a collection of data somewhere, and I can decide what parts of my data are shared with these organizations. So it can be the whole package, or just parts.
210 So I can decide what is necessary and decide if I want to share that.

Interviewer: And can you say how this procedure of asking you would look like?

Interviewee: Mhm...

Interviewer: Like for example: Do you want to be called, if there is a
 215 request for sharing your data?

Interviewee: No, I don't want to be called, but I get the question... I
 definitely want to be asked and I don't mind e-mail or an app. But an
 app from my point of view only makes sense if there is one app but if
 every organization has an app, where I am asked before data exchange,
 220 it would be inconvenient, I think.

Interviewer: And how about for-profit-organizations, like companies?
 Would you share information with them?

Interviewee: Yeah... I think that's difficult. Because I mean, probably
 I would do it in the end, but I would not trust them as much as I
 225 trust public authorities. So I would definitely struggle with myself and
 sharing my data with them.

Interviewer: Ok. Have you ever used services like for example Facebooks
 single-sign-on, where you can sign on on other companies websites.
 Where you can sign on with your account from Facebook or Google?

230 **Interviewee:** For example on Spotify?

Interviewer: Yes.

Interviewee: Ah okay, I did it there at Spotify, but then I was annoyed
 and deleted it again.

Interviewer: But can you say why you were annoyed or didn't like it?
 235 Didn't you like the service?

Interviewee: Well, I don't know if it was the services. Maybe I also did
 something wrong. But in the end, there was no e-mail-address. So I
 could only log in via my Facebook account. So I think that was just
 maladministration by Spotify, because you cannot afterwards change

240 the e-mail-address. Because I wanted to detach it from the Facebook-
account but that was not possible. So in the end I deleted it and
created a new account with my e-mail-address. Because I also do not
see a reason, why I should do that via Facebook.

Interviewer: Could you imagine to use such a service, if it would be made
245 by a public authority, for example like an European account where you
sign on for a service with your identity and get information pre-filled?

Interviewee: Yes, if it is a more trustable source than Facebook, then yes.
If its for example from a public authority.

Interviewer: Ok, so then you would use such a service, although currently
250 you are not using such services from private companies?

Interviewee: Yes, I think so.

Interviewer: And would you want to be able to exclude certain organiza-
tions or types of organizations or data from the exchange? Like for
example: 'This or that type of information should never be shared or
255 this type of organization or administration should never be able to get
my data via such an exchange.'

Interviewee: Mhm, I think that's a hard question. Because I cannot come
up with an institution at the moment, that I wouldn't share (data)
with, but I still think that there is one. Do you know what I mean?
260 I just can't come up with an example at the moment, but I feel like,
there are institutions that I don't want to share my data with. But
it also depends on what I want from that administration. I mean, if
I need an apartment, let's say in Madrid, there is probably no way
of not sharing my data with an administration to be able to get an
265 apartment in Madrid.

Interviewer: And how about data. Is there certain information or types of
data that you would never want to share with any administration in
such a way?

Interviewee: Yeah! My health data for example.

270 **Interviewer:** Okay. And why would you want to exclude health? Can you elaborate a little bit about that?

Interviewee: Because I think that's very personal. And I do not see any reason why an administration would need to know about my health situation and why, ... lets say allergies or what ever... should be of
275 interest for an administration.

Interviewer: Okay thank you. And would you agree for an automated data exchange between authorities without being informed for some types of data or some authorities? For example when you talked about, that you have more trust in national authorities: So would it be okay if the
280 national authorities would share data without always asking you?

Interviewee: No! I think I would always like to be asked.

Interviewer: Okay, so also if you would be informed, that would not be enough. You always want to be asked, before your data can be shared?

Interviewee: How often does that happen?

285 **Interviewer:** Well, that may depend on how often you have contact with administrations or how often they need your data.

Interviewee: I mean, if I am in contact with an administration, I would like to be informed and asked. And besides that, I don't see a reason why they would exchange my data. I mean there has to be me wanting
290 something first!

Interviewer: And how about; can you think of or do you want administrations being proactive and giving you information, like: 'Based on your data you could apply for additional loans or funding; or based on your information you are eligible for certain benefits.' So that they would
295 proactively approach you?

Interviewee: Mhm, I mean I can still say no then, right?

Interviewer: Well I mean of course. But then they would make a proactive suggestion based on your data. Because for example if they see: you're a student, you are under 27 years old and you have a certain financial situation and therefore you could apply for a certain type of funding or subsidy.

Interviewee: I mean, the example that you just mentioned: I would not want them to proactively approach me like this. But again: Maybe there are cases, where I would like to have that. For me it is just hard to say 'Yes' or 'No'. Because there are so many different aspects involved. So in some cases or with some issues I think it is good and with other ones it is not or I just don't want it.

Interviewer: Okay. I think we then talked about all the questions. You said, you always want to be asked before your data is exchanged. But what would be the way you want to be informed or asked. You don't want to be called, but can you imagine a way, that would be the most comfortable way that you would be asked or contacted. So how would you want to receive the request for data exchange?

Interviewee: Via e-mail. Or if there one day is an central app, than I would like to get a notification in that app.

Interviewer: And do you use or have used an eID or an eID-app or something like that?

Interviewee: No.

Interviewer: And why?

Interviewee: I don't know. I just never thought about. But I always actually wanted to look into it. Because I got a brochure, when I got my new passport about its e-functionalities. And I thought: 'Ah yeah, it's cool, maybe I will check it out', but I haven't done that yet.

Interviewer: Okay, so you would probably use it but you just haven't because you didn't need it so far?

Interviewee: Yes, right.

Interviewer: Alright, so far now all the questions are answered. Thank you very much for taking the time answering these questions. Your answers help to understand the benefits, needs and wishes of the citizens. If you
330 think you have forgotten anything even after the interview or have any questions, please feel free to contact me. Did I forget to ask something / do you want to add something?

Interviewee: Mhm, no. I think the only problem that I see with these questions is, that it's very broad. Because I think 'administration'
335 is such a huge thing, like there are so many perspectives. They are affecting so many different things in our lives, that I don't think that there is one overall approach to it.

Interviewer: So you don't think there could or should be an overall approach that they share their data with each other?

340 **Interviewee:** No, I think that's okay. But I still then want to be asked for the different issues. And for some issues, like if they want my birthdate, I'm totally fine with it. But if a non-profit organization for example, wants to see my financial situation, I would be more worrisome about that than when they want just my address. Maybe it is just hard to
345 say yes or no, or if that is a good idea.

Interviewer: Alright. If that was it or if you don't have any questions we are done.

Interviewee: No.

Interviewer: Alright, thank you.

B.4 Interview 4

- **Date of the Interview** 02.06.2020
- **Date of the Transcription:** 02.06.2020
- **Notes:** Has experience with higher education in Sweden, Germany, United States, the Netherlands. Had a quite clear understanding of how the OOP can be implemented and help him; based on his experiences from Sweden and the Netherlands, where he used similar systems. Interviewee had difficulties to focus on his own perceptions, and tried to generalize on how others would see something. After the interview he said that, "if I get asked before my data gets exchanged and if it makes sense to me that an organization needs this data, I don't care at all. Then you can include all of my data, but, as I said, only if I am asked before and if I see a reason behind exchanging this specific data." Also he mentioned, that "My acceptance is higher, if I have the interim step of getting asked. It depends on how much trust I have in the system if I will probably give away more information one day."

Interviewer: Alright, thank you for taking the time to give me this interview. First I will give you a short introduction into the research topic, before we start with the questions. The EU wants to make interactions with administrations easier and therefore wants to establish the so called Once-Only-Principle. This means, that you as a citizen, should submit your data only once to a public administration and these administrations then share this data with other administrations so that you do not have to re-submit your data and documents repeatedly and therefore reduce your administrative burden. With this study I would like to find out, how you perceive your interactions with administrative bodies and public authorities. This study focuses on the field of higher education in the EU. The field of higher education is one of the policy fields, where the EU has already started with testing the once-only principle. As you have already or are currently undertaking studies in another European country I would like to understand, how

you perceive your interactions with public authorities especially in a cross-border context. The interview will be recorded and then transcribed. The records will afterwards be deleted. The interview will be transcribed anonymously. Do you agree to that?

20 **Interviewee:** Yes!

Interviewer: These first questions are just background information to get started, they will not be transcribed. Can you tell me a little bit about you? How old are you? Where are you at, right now? To which universities/countries have you been already? What was your general
25 experience?

Interviewee: Generally I had mixed feelings to the administrations I had to deal with. There have been negative and positive examples. There have been examples where I had to submit only few documents which are, then very often online or with apps, which, I have the feeling,
30 make things very often much quicker. And there where other examples, where multiples portals, you sign up for and put your information inside ehrm, without having a much bigger effects than with other tools. Is that pretty much what you want to know?

Interviewer: Yes, perfect. And can you remember to which administrations
35 you submitted your data before, while and after your studies abroad? Like, which administrations did you have contact with?

Interviewee: Okay, so like talking of my Erasmus, I had to submit information to my home university and afterwards I had to submit information to the exchange university. Yet I must say, that this information flow
40 with this regard was pretty good, that..., like the interaction between those two administration where pretty good. So that was about my first semester abroad. And then I had a kind of internship where I got like... ehrm like it was also Erasmus funded. Where I had the feeling this was not so good or working well, because there was an online
45 portal you had to apply, and it was unclear who was the coordinator.

And I had the feeling, that often like bigger administrations worked less well, because more people worked together and more people were in contact with you and they maybe don't communicate enough. And you were applying over a portal on which some administrative person
50 is working on and the other time you are writing an e-mail with another person working on this issue. So maybe I think, maybe it makes sense, to I don't know, a central app... Not saying only that you need less people but having a better way of submitting your information so that people all have it at hand, ... in one.

55 **Interviewer:** And if you think of other administrations you had contact with outside of university? Like when you think about your time before, during and after your stay abroad, did you have contact with other administrations?

Interviewee: Yes, for example when I was going to the US for an internship,
60 I had to go to the consulate in my exchange country and everything seemed to work online, but for a special visa type, it seems that this doesn't work online, even though I was aware, that they had my data due to my other submission of formula. So that was the point where I was calling the consulate and the embassy. So I was calling multiple
65 administrations to find out, another administration that I finally had to text to. So this was a big mess of many administrative persons, where I did not have the feeling it ended very well in the end.

Interviewer: And when you think of other administration, like for example when you think of your home town or the town you were going to? So
70 like local authorities or other national authorities? Or when you were searching your housing or applying for grants or such things?

Interviewee: So, first of all: moving from one place to another, I have again positive and negative examples. Back in my home country, it seemed very much administrative work in general. No matter where you move,
75 you submit your information again and over and over, pretty much the information you submitted previously. So there is no information flow

within this whole body of administration within this country. And for a more positive example, the Netherlands, things work very much more online through apps, where you have an actual ID, which functions for various things. It's not that you get ID's for everything. I think it works for apartments, for insurances, you know, for all these things. So you only have one ID and it basically is an administrative tool, where you supply your data once and this tool gives information or the data on to the place it needs to go. Then, regarding student grants: for example one grant, again it's a lot of data and a lot of information you submit, which is... yes, pretty much all needed, but just much information. But then when you apply for a second internship with the same organization, you have to submit your data again, despite already having a grant from this institution. And again, this grant program, is in contact with the government and also this is connected to the administrations where you live, but this information is not passed onwards, which would be in my opinion, very helpful.

Interviewer: Okay, perfect. And we talked a little bit about having an ID or an identifier in the Netherlands. For what did you need and use this? Can you elaborate on that?

Interviewee: I finally did not need it a lot, because I did not stay too long in the Netherlands and did not make use of all the things it could be used for. But of course there are data issues, and people will scream if there is an ID and data gets passed on very quickly. But I believe, when leaving out very sensitive information, that is totally fine. Like gathering data with one ID is a good idea. For example if it just exists of an e-mail-address, your post address... I mean this kind of data is fine. It doesn't have to be like phone numbers or status of marriage, but that's not relevant here, so I think that is a good idea.

Interviewer: Okay, interesting. And how satisfied are you with the speed of processing your applications/administrative tasks you talked about in the last minutes?

Interviewee: Very, very different. That varies a lot. You have examples where you ask the same questions over and over again. I have been
110 to processes were very quick and efficiently and with quick responses
and it was very clear who is responsible for one specific question and
the tasks to be done. And in other universities, it was five people, and
the tasks might be separated, but still everyone works on the same
file and you get asked over and over without getting a quick process.
115 Sometimes once you get the right person or the right administration
you have to talk to, things are fine. But finding the administrative
body you actually need to talk to needs a lot of time and a lot of
e-mails and phone calls.

Interviewer: Okay. We talked a little bit about it already, but were you
120 asked to provide the same information like documents which had already
provided to the other public agencies/authorities or officials?
And which data/documents?

Interviewee: Well, on the one hand it is a big issue, if submit the data to
administrative bodies that are very similar and I know that I have some
125 connection with them. So that is an issue for me if I know that one
government body is not too much in contact with another governmental
body. But if I know that these bodies could work together or know
that they actually do work together, then I think it is annoying if it is
done already in one of these administrative bodies.

130 **Interviewer:** Ok, so if I understand it right, for you is especially annoying
if you have the feeling that they already could or should have the data?
But with a completely different organization it is not annoying to you?

Interviewee: It is not too annoying because I have a greater understanding.
So I have an understanding that it does not work out. But I would
135 be happy and I think that's possible, that at one point in time, there
should be collaboration in these organisations. Then it is not that I
am annoyed of, but I think it could be improved.

Interviewer: Okay. And how could sharing of your data between the relevant organizations directly could make this process easier or less burdensome for you?
140

Interviewee: I mean it would be less burdensome in terms of time, it takes a lot of time submitting data over and over... yeah that's the main point with that regards.

Interviewer: Okay, and have you ever stopped using a service like applying for grants or study programs because of the amount of data required?
145

Interviewee: Yes, I mean it depends if it is like a master where you need a ton of documents, but which are very individualized. Like for example if you need a letter of reference from a professor or something. I mean, the less time it needs, the more you are willing to actually apply. Especially if you know it benefits you, then you take the hurdles, that you would otherwise would not. For example when we think of your tax. You get a stack of paper and you know you should get like 50 or 100 Euro, but it is so annoying that you actually do not... apply for this money. Because you really submit data and it is obvious that this document is even within the same city and they have it... at least some part of the data is already present for them. But you have to submit it again.
150
155

Interviewer: So it happened to you, that you did not use services because of the amount of data required?

160 **Interviewee:** Yes and I definitely know people that would receive quite big amounts of money, but it is just a big burden and takes time.

Interviewer: Okay. And would you share the following data with universities and the different public administrations in your country and in other European countries? And why would or wouldn't you? Starting with information about your identity?
165

Interviewee: Yes I would share it?

Interviewer: And why? Can you elaborate on that?

Interviewee: Because I have the feeling, that is information that I have given out in so many times and locations and countries, so there is
170 no reason, why I should not give it to a central body or just submit it. As long as this information is still only kept by the respective agencies or governmental bodies. And there are certain rules, when this information can be provided to other administrations. But if it is in this one big network, I am fine with it. If the data is used for
175 reasons it is supposed to be used.

Interviewer: And what about personal information, like personal background, family situation, housing situation?

Interviewee: I would say rather no. Because it is rather sensitive information. What do you mean with housing?

180 **Interviewer:** Well it can be different things, for example when you think of processes when you have to pay the German "Rundfunkbeitrag", or you have to pay the fees for waste collection or when you get subsidies for housing...

Interviewee: So if it is only the address itself, I think it is ok... But I don't
185 know, I think it is rather difficult and I don't know if people would want to share that and it would be hard to realize that.

Interviewer: And what about yourself? Would you want it to be shared?

Interviewee: Yes, probably it would be fine?

Interviewer: And why would it be fine for you?

190 **Interviewee:** Because I do not have a lot to hide a think. I think people get quickly affected if they are asked for such information. But if you show them the reason why it is needed, that might help probably.

Interviewer: So if you have proper reason, you would be willing to have more of your information?

195 **Interviewee:** Yes, but it should not be motivated by monetary reasons. As it is sensitive, it should be specified very carefully what it is used for and what data is really much needed.

Interviewer: And what about health data?

Interviewee: No I think that is difficult.

200 **Interviewer:** Why?

Interviewee: I mean on the one hand it is difficult and on the other hand, no matter what doctor you see, you submit your data. If it is about sharing the data with all the insurances and all that stuff, yes then it is ok in that case, because it makes sense if they just type in your name and receive your health conditions. But again this information should only go to agencies or bodies that actually need this information. Maybe I mentioned it already: Maybe it is good to have actual network for specific issues. You should not put all data in one big pot but, like one more about health and one about housing. So you could cluster data like that which would make it better probably.

210 **Interviewer:** When you talk about networks, you talk about where data is stored?

Interviewee: Yes, or like for whom it is available.

Interviewer: And what about data about your financial situation?

215 **Interviewee:** No.

Interviewer: Why wouldn't you want such data to be shared directly?

Interviewee: I might be afraid of, that agencies or bodies make use of it. For example if I have more money, insurances would ask for higher prices... I mean that's too sensitive.

220 **Interviewer:** But why would you differ here: Before you said it depends on the reasoning why an organization needs certain data. Like if there

is a good reason, you would agree. Why would you exclude financial information?

Interviewee: I just cannot imagine too many administrative bodies, which
225 really need the information on my financial situation. There might
be the authority in charge of finances and taxes, which takes care on
stuff related to this issue. There is just some information which is too
specific, and therefore there is no need of... Specific and sensitive, if
both of these criteria are fulfilled for example. Because if not..., again
230 there might be reasons why it makes sense to share this data.

Interviewer: Okay, so if data becomes very sensitive or specific you would rather not want it to be shared?

Interviewee: Yes.

Interviewer: And what about your certificates like your birth certificate
235 our diplomas, like A-levels?

Interviewee: Certificates on my birth is fine, because it should be information available for the bodies. Principally yes, grades are also fine for me. But that's a point which might not be fine for some people...

Interviewer: Think of you and your situation.

240 **Interviewee:** Okay, but with which bodies would my grades be shared?

Interviewer: Well, depends on what you would want or what is possible.
We'll come to that later, we could also think about sharing data to
other organizations, for example when you apply for a company. Usually you hand in your information yourself. But it could also be your
245 university supplying this information.

Interviewee: The thing is, I am not sure. Because now we are going to private institutions. Because before we talked about public institutions and I think that is fine, but again, I think there would be difficulties with private organizations, because you would have to instruct the

250 private organizations into privacy regulations. So maybe that's the
point... were it is going to private organizations, I would probably not
make use of this possible advantage, that sharing would provide. At
some point I would rather not want to do that... I think it is not a
100 percent no. But it would require a rather well thought-through-
255 system(?).

Interviewer: What would it require?

Interviewee: A very thought-through-approach or -system and how all
these private... or how all organizations... like how this data shar-
ing works. At some points it's just... is it just an e-mail or an app.
260 And then maybe 50 percent of the corporation will cooperate and other
not... so I think there are a few issues that might arise.

Interviewer: Okay, perfect. That's also what the next question is about:
What data would you want to be shared with the following types of
organizations? And why would or wouldn't you share them? Like what
265 would you want to be shared between administrations/authorities in
your country?

Interviewee: I would share my name, address, date of birth, place of birth,
probably also where I have lived, so that there is a data flow. E-
mail-address, phone number most likely... I think e-mail-address might
270 even be sufficient. Bank account, no; financial data, no; am I missing
information we talked about?

Interviewer: No as far as I understand it, it is fine for you that the national
or local authorities share all of the data that we talked about so far?

Interviewee: Yes.

275 **Interviewer:** And what about administrations/authorities in other Euro-
pean countries or cross-border? Is it the same or is it different?

Interviewee: No, I would share all this data.

Interviewer: So you would not make a difference between your country of residence and all other European countries?

280 **Interviewee:** No, because it is supposed that they can work as... a unit. So I believe that is something that I would share because it makes sense in so many ways.

Interviewer: And you talked about privacy issues before. Do you not have privacy issues with having your data with other countries?

285 **Interviewee:** No, that's why I left out some kind of data. I mean for example for some European countries, maybe the history of my residences is not needed... So maybe this should stay in Germany. Maybe only the current address would make sense. The current address and again the other information from my ID, they can receive it, because they have
290 it already if I go to a country. Maybe the history of some data is not required, that's something I would maybe want to leave in my home country. But the general information is ok... well, I am thinking... is it ok? Yes it is.

Interviewer: And what about public bodies, like universities or other non-profit-organizations?
295

Interviewee: As long... public bodies yes. I mean non-profit-organizations can be pretty much, so I would say yes-no.

Interviewer: What do you mean, or why would you say yes-no?

Interviewee: Yes, because if it is a non-profit-organizations, it is rather ok,
300 because I am scared, that information is used to make profit. Or I am not scared, but it could happen. Non-profit-organizations what could that be?

Interviewer: Well, it could be a lot of organizations you are actually dealing with. Like let's imagine a non-profit student-housing operator?

305 **Interviewee:** Yeah, I think it would be ok. Non-profit is ok.

Interviewer: And what about companies, like for example private student housing organizations or for job applications?

Interviewee: No.

Interviewer: Why is that?

310 **Interviewee:** I mean, it depends. Private housing.. if it is connected to universities, that would be something else. But if it is like a company-company, which is rather about profit and is not too much connected to the bodies we talked about before, I would not want that. Because I would want me to be the one to be in charge for that. So it is my
315 point if I would want share to share this data with a private institution or company or whatever. So if it is not something for the public functioning or well-being, but rather a private institution, I would say no.

Interviewer: And coming back to the point that you mentioned, it depends
320 on the reason or the purpose. So if you interact with a company and they have a request and you see a reason for that request. Would you then want data to be shared or would you rather submit it again yourself?

Interviewee: Yeah, I mean I would submit(?) it. Because I am in charge
325 and I am not sure how the data flow would be working and how data would flow from public to private and how would the conditions would be for that.

Interviewer: So you would rather do it yourself again, did I get that right?

Interviewee: I mean... if there is this one system or body or thing, which
330 connects private and public in a perfect way, that a majority would accept, because they see no issues with privacy here, then I would agree. So there are few conditions for a yes.

Interviewer: Okay, thank you. So how, if at all, do you want to be informed or asked before your data can be exchanged? And why?

335 **Interviewee:** So within Germany... oh, okay that's difficult. Within Ger-
many and within public administrations, it should be the lowest level
of asking. Possibly even no asking but just a simple website, like click
or a yes. Or an e-mail where you click on a link and verify it one
more time, but that's fine. But maybe if other EU-countries are ask-
340 ing for data, that could be a little bit more exten... not extensive, not
letting it take more time but making sure you want this. And with
private companies it is a next level. So maybe that could be kind of a
three-step-thing.

Interviewer: Okay. And how do you want to be informed? Can you ex-
345 perience your perfect service or interaction? If you think about the
perfect services in 10 years?

Interviewee: E-mail or app, where I verify it with a simple click. Where it
says: "This is the institution where my information is coming from and
this institution is asking for it" and I click "Yes" and it is transferred.

350 **Interviewer:** Okay.

Interviewee: And if you click no... you can maybe give a feedback... or
well not give a feedback but contribute to the understanding, why you
actually pressed no.

Interviewer: Okay, nice. So would you want to be proactively approached
355 by administrations that make you suggestions for services based on
your data? And why would or wouldn't you want that?

Interviewee: What kind of suggestions?

Interviewer: Well, let's say for example, that when you move to Sweden
and they see that you are a student, you are under 25, you have less
360 then 500 Euro per month and therefore you can apply for funding by
the Swedish state based on the information we have from you.

Interviewee: Erhm, yes... I mean the quality of the offers depend on how
much data you transfer or how much data they have. So that's again

the question, what can they do with my address and date of birth. So
365 there must be a bigger data flow. And if this is given, that there is such
a data flow, then I would say yes to such offers, because it is beneficial.
But if it is... and if it is for you benefit. It should not be something
which actually asks you in a way for like money... that would make me
and many other people reluctant to such a data flow or data sharing.

370 **Interviewer:** Okay, and what about if you move to another municipality.
And you would receive a message saying that you have to pay like trash
fees or something like that based on the data we have, because we see
that you moved here. Would you want something like this?

Interviewee: Yes, because it is a mandatory thing from a public institution
375 which actually requires it. Of course I am a student and you do not
always want to pay your fees and stuff. But it is an actual law and you
have to pay it and it just eases how you actually pay this money, then
I would say yes.

Interviewer: And now moving a little bit away from that: For what
380 purposes have you ever used single-sign-on systems like Facebook or
Google to authenticate yourself?

Interviewee: Quite often. Because it takes less time. Not because I want
it, not because I like it, but because it takes less time. Because I guess,
Facebook is a private company and you do not have a good feeling
385 when you are sharing data with them, but if this information flow
would be transferred to a body, or a public body or a public account,
where this information is stored, I would like it.

Interviewer: Okay. And why are you using it, when you say that you are
not too comfortable with private institutions?

390 **Interviewee:** Well, because it is time consuming and it is like my personal
dilemma probably. And that is why having another possibility would
kind of solve this dilemma, because I would have a better feeling with
this.

Interviewer: Ok and for what purposes have you ever used an eID-Function
395 like an electronic passport or other systems to authenticate yourself?

Interviewee: Well, I have used the postID a few times, which works pretty
well and I think it is a bit weird that it is from the post actually. So
that is not from the government or something more central. And in the
Netherlands I used it. And the eID from my "Personalausweis" I used
400 it to receive a criminal record, which was required for an internship.
And I did that with my phone and it was a kind of a big mess and far
too many steps until it verifies you. So something quicker and easier
would be nice.

Interviewer: Why was it a mess? Why didn't you like to use it? Can you
405 elaborate on this a little bit?

Interviewee: Because for the process of verifying you, you need an app for
your phone, an app for your laptop on which you have to verify later on.
And then you place your eID on your phone, the app reads it through
NFC, which not all phones have. Then it took like 20 minutes until it
410 worked, then you start verifying something on your phone, then you
have to verify something on the laptop again and then finally at some
point, the website you started this with, receives like the verification.
But this process took like a whole evening, three hours or something.

Interviewer: But why, if your experiences are so bad, would you still want
415 to use such things? Because before you were quite positive?

Interviewee: Yes, I am still quite positive about it, it was just a negative
example which could be very much be improved. I still like it but the
steps could be minimized.

Interviewer: These were all the questions I prepared. Is there anything
420 else I forgot to ask or anything that you would like to add?

B.5 Interview 5

- **Date of the Interview** 03.06.2020
- **Date of the Transcription:** 04.06.2020
- **Notes:** Has experience with higher education in France, Netherlands, Czech Republic, Belgium.

Interviewer: So thank you for taking the time to give me this interview.

First I will give you a short introduction into the topic and then we can already start. The EU wants to make interactions with administrations easier and therefore wants to establish the so called Once-Only-Principle. This means, that you as a citizen, should submit your data only once to a public administration and these administrations then share this data with other administrations so that you do not have to re-submit your data and documents repeatedly and therefore reduce your administrative burden. With this study I would like to find out, how you perceive your interactions with administrative bodies and public authorities. This study focuses on the field of higher education in the EU. The field of higher education is one of the policy fields, where the EU has already started with testing the once-only principle. As you have already or are currently undertaking studies in another European country I would like to understand, how you perceive your interactions with public authorities especially in a cross-border context.

Interviewee: Alright.

Interviewer: The interview will be recorded and then transcribed. The records will afterwards be deleted. The interview will be transcribed anonymously. Do you agree to that?

Interviewee: Yes, yeah.

Interviewer: Alright, thank you. These first questions are just background information to get started, they will not be transcribed. Can you tell me a little bit about you? How old are you? Where are you at, right

25 now? To which universities/countries have you been already? What
was your general experience when you think of your administrative
encounters?

Interviewee: (...)

Interviewer: Can you remember to which administrations you submitted
30 your data before, while and after your studies abroad?

Interviewee: You mean my academic data, like diplomas?

Interviewer: Yes also, and also all the data you can think of that is in-
volved when you are going abroad for studying. Like starting with
your name, going over all the data and documents you handed in to
35 administrations. Just feel free to think of to which administrations you
handed out data.

Interviewee: Ok, well. I think the biggest amount of useless time; of waste
of time is for job application and internship application. I think I
have sent personal information to each and every company which is
40 clearly time consuming, especially when all this information is already
available on the internet. For University, for Masters applications and
for everything, very big application files with the same data all the
time. In 2017 most of the Universities asked for solid versions, so
paper versions. So I spend more than 150 Euros, maybe 200 Euros
45 for just sending the freaking documents. So that was a really dense
amount of data, it was extremely costly. Yeah, that's it. Otherwise I
shared my data to every institution I went to. But I have to say, that
there are some Universities that handle it better than others. And I
will praise again my Czech University, because I think they are already
50 the once for all principle. Because I mentioned most of the data once
and it was available for every segment of the website. For every type
of application, my data was there. So very dynamic system. So I think
it is also up to organizations to properly wire their own network.

Interviewer: And when you think of other data that is not related to Universities or jobs. When you just think of your story, when you traveled, or moved, you applied for visas, or changed your insurance statues or when you applied for grants. What about when you think of such encounters, with administrations that are not Universities?

Interviewee: Yeah, my bank for instance, they wanted information. Yeah, I consider actually, that my bank should not know as much as they know now. Because they should not need to know about my situation, except if I am asking for money. Otherwise, for the grants, I was asking my Czech University and my Dutch University, so no external funding. But like right now that's the thing I can think about right now.

Interviewer: And when you remember a little bit about how much time you spend for your administrative tasks like applying and enrolling at the University abroad, applying for student grants, register housing, etc.?

Interviewee: Here in Serbia I can rent up the flat with AirBnB within five minutes. In Czech Republic, I can apply for a grant from 2.000 to 5.000 Euros in 20 minutes. This is the only cases, where I was surprised by the speediness of the processes. But for everything else, especially like applying for Erasmus funding, the multiplicity of platforms, the unclearness, the lack of clarity of the demands, the time that the administration takes to answer your for small (...) that can literally be answered by a bot, or lets say by just one text line, that's ridiculous.

Interviewer: And can you elaborate on that. Like how did you experience your interactions with the administrations and the services you used for doing all this stuff?

Interviewee: So well, with the Czech University: They literally acknowledged; I think it's more about human design, than digital design. They literally acknowledged the fact that people that apply for grants, they should not justify themselves so much. Because most of the time you

85 just like lie about why you need the money. Or at least you make it
like dramatic, but in real life; if you are studying abroad, you are not
in a dramatic situation. In any case: if you are applying for money,
you are applying for money. That's it. They acknowledge the fact that
you are like everyone and so the demands are less formal. There are
90 maybe two to three documents to send and that's it. And they accept
it and then they do the job and send you the money. Contrary to
the Netherlands, or France, where it is extremely dramatic for a grant
of like 900 Euros. You go to like four different faces on a website. I
think its crazy. There are different faces and then there are documents
that are related to that faces. And most of the time, actually, you
95 know its about network design. But when you don't have the ability
to connect your system to the system of others, you literally just ask
for a document. You ask students to provide a document, that proves
something. So actually you put on the students the charge to connect
you to the rest of the network. Because that's easier and because it
100 is you asking for money, you will still do it. And that's it. Always
providing and providing. And I think for some people it is okay, but I
am very afraid that there are a lot of people that have a lot of issues
with computers. Like how to handle data and everything. Because we
all developed an ability to play with administrations on the internet,
105 for instance I mean like omission of data. For instance, when I applied
for a degree, I omitted to mention a semester, because this semester
was not good, at least in terms of my grades. And it was ok, there is
no problem with that. So we learned to play with the rules and I think
there is a lot of people that do not know how to play with the rules.

110 **Interviewer:** And when you think of yourself? How where your interac-
tions? Like when you do not think of others but of you? Did you have
problems? Or how would you describe your interactions? Where you
satisfied with them or not?

Interviewee: Erhm, you mean my interactions with administrations?

115 **Interviewer:** Yes, like all the interactions you mentioned, including the Universities, how you encountered them. But also when you moved back home for example, when you interacted with the municipality to register housing again or when you interacted with administrations in other countries also outside the University?

120 **Interviewee:** I didn't got much troubles for now. Let's say that most of the time, problems are solved with physical appointments. And actually you go back and take the old way and take your documents on paper. Because the problem with digital platforms: They do not include potential mistakes or they do not include potential misunderstanding.
125 So if you bring the wrong documents in a physical discussion, you can actually discuss with the person and say: Come on, it's okay. - And that's actually what is not possible online. Except in my Czech University, where I am convinced, I felt the same. Where literally someone behind the computer decided: Well this is enough information for me.
130 I agree. - And not some stupid formalities.

Interviewer: So would you rather prefer physical encounters or appointments? Because you also said, that you had a situation where it worked quite well?

Interviewee: Yes, because in this case, they gave me the benefit of doubt.
135 They will accept a margin of mistake and a margin of error which will not be critical. The thing with physical discussion is better for example in one of my visa cases. For example in the next months, I will not be a legal resident in Serbia, because I do not understand a thing about how to apply for the visa. Because there are several documents.
140 Every website of the government is not clear and I don't want to go to the municipality in Corona times for nothing. And the thing is (the internet connection is unstable and the interview is interrupted). What I just wanted to say: When you are in a physical discussion, what you do is, you check the causality of the process you have to go through. So like: Sir, if I do this, do I get that? If I do that, do I go
145

through this after? - So I can literally check with a person that is in charge of the process, what is the process. And that is very important. Because most of the time you never have a perfect document that fits the administration. Your card will be expiring soon, or stuff like that.

150 And what digital platforms are not able to: To have the flexibility to give us trust. We are never sure about things. Even if a administration clearly states what to provide, you know, that there might be trouble. For example I had to supply a CV for my visa. But actually, people then told me: You have the CV to be translated to Serbian. So that's

155 it... That's ridiculous. So that means like all this (...) are things that you can realize physically. And that's also a problem. I would like to not go and just do it online.

Interviewer: So you would prefer a classical physical appointment rather than compared to online services?

160 **Interviewee:** Well because it depends. If it is like easy processes, online is always best. If it is like about complex systems, where also my situation is like ambivalent, yes of course I prefer physical appointments, because I can then discuss and negotiate, seek help, get support and yeah, get a wink and as them from the talk..

165 **Interviewer:** And what was quite interesting for me, was when you talked about your visa situation. Can you elaborate a little bit about that, like why do you or don't you now apply for a visa? Or why you decided not to?

Interviewee: Well, because, ok. The visa system in Serbia is extremely

170 complicated. You have the Schengen free visa system which has a three months visa free policy, which is what I used in the beginning. And so you had the corona crises. And you had the Corona crises, so the visa was extended until the end of the emergency state, one month after it. And after that, you have to apply for a new visa. The

175 problem is, you can apply for a visa if you go for studying or if you go for working. And I was an intern and I am not paid. So this doesn't

tick any boxes. That's the thing. And if I would apply for a visa, I need to produce pieces like; I have to ask my company again to write a document, I have to register a Serbian bank account, I mean it's
180 like a non-European country, so I understand. But I don't want to go to a Serbian bank... (due to technical issues some minutes of the interview could not be transcribed) ...you always have to justify where you are or where you reside. You have to make a special derogation online to ask your parents to vote for you. That's so cumbersome,
185 that's unnecessary actually. So sharing your data with administrations online will ease this kind of processes.

Interviewer: And now I will give you some types of data. And would like to know if you would share these with universities and the different public administrations in your country and in other European countries? And
190 why would or wouldn't you want to do so? Starting with information about your identity.

Interviewee: Sure.

Interviewer: And why?

Interviewee: Oh, because it basic information that is not critical but al-
195 ways necessary.

Interviewer: And what about personal information, like personal background, family situation, housing situation?

Interviewee: I think this should be asked, if it is relevant for an application, like a grant, a residency. But it should not be freely accessibly but
200 accessibly for certain mandates. You can design systems so that only those can access it.

Interviewer: Okay, and why would you want it to be this way?

Interviewee: Because I think it is not critical information but you might want to retain this information. Because when you deal with public
205 administration, at least with administrations, you are allowed to play

with them. It is like a tacit agreement. When you spend time dealing with them, you can omit some stuff. You can maybe send a different paper than they asked for. Because that is the flexibility that is given to you, because you do all the job. This is always my problem with digital applications. There is no way of going around stuff. So this is kind of a system that helped me usually.

Interviewer: And what about health data?

Interviewee: Oh yeah. So think about me. If an organization actually knows, that I am suffering from a chronic disease, this would be on the one hand helpful, because it is something I will not have to justify anymore. But on the other hand, if insurance companies or whatever companies or organizations on funding and money hear about this, that is really compromising on the long term. Because that data will be taken, but they would never inform me, that they have this data. So transparency from this organization is critical. Because you need to know who has the information.

Interviewer: So you would agree to it if there is transparency or rather not?

Interviewee: I am not sure. I don't think, because it is not necessary in most cases.

Interviewer: But what about if you describe a situation where it is necessary? Like in the situation you described?

Interviewee: I think for like handicapped people, it is ok. Because they can share their status as being handicapped, if they want. So they can share it to an organization directly if they want.

Interviewer: And when you think of a situation about yourself, like when you let's say get sick while being abroad. Would you want such data to be shared or rather not?

Interviewee: Yeah, I think I will not share it, because normally, when you
235 are sick abroad, your health insurance company takes care of me. And
they take care of me already and I don't think health data should be
shared too much, because there is too much interest of the market on
this data. So I am not sure about it.

Interviewer: Okay. And what about data about your financial situation?

240 **Interviewee:** Well I have no steady income...no.

Interviewer: So you do not want to share it at all?

Interviewee: Well banking information, I will share it of course. But if
you mean like my salary, the number of loans I have, the value of my
house.. yeah hell no. But in the long run, you will need to share them.

245 **Interviewer:** Why?

Interviewee: Because for a student like me, this type of information is not
too relevant. But if you get older, that will be relevant for housing, for
financial schemes, for taxation. They will need that kind of stuff. So I
think it is a necessity in the future.

250 **Interviewer:** And when you think about you and the last administrative
encounters where you dealt with financial information.

Interviewee: Yes, they got non-critical non-invasive information I shared
with them. So data should not be marketized or monetized.

Interviewer: Okay, and what about certificates like your birth certificate
255 our diplomas?

Interviewee: For me that's the most important I think. That's actually
exactly the kind of data that should be shared. Definitely.

Interviewer: Okay, can you elaborate on why you think this should be
shared?

260 **Interviewee:** We have like European level of recognition for certifications,
right. I always have to go back to France to take pictures of them. And
there was one French university that issued me a special certificate and
it took me like six months to get this certificate again, because the
websites changed and I was not a member of this university anymore...
265 So I think certificates and diplomas shall be the very first things that
are online. So like your academic or professional profile.

Interviewer: Okay, interesting. Now I would like to know what data you
would want to be shared with the following types of organizations?
And why would or wouldn't you share them? Starting with adminis-
270 trations/authorities in your country?

Interviewee: Certificates, bank information, diplomas and the stuff we
talked about.

Interviewer: And what about administrations/authorities in other Euro-
pean countries or cross-border?

275 **Interviewee:** Same, I trust the European administrations.

Interviewer: So you would say you have the same trust in these adminis-
trations?

Interviewee: Yes, and because I am a cross-border... person, I will need
them in any case.

280 **Interviewer:** Okay, is there any data that you would only share with your
home country?

Interviewee: I think, maybe you have to safeguard yourself. I think legal
matters and financial matters. Like if you get arrested in Poland and go
back to France, you will not want that everything is directly exchanged
285 probably. The same goes for fines. It is important that you can be
charged from any country in the EU, but I think the threshold should
be a little bit higher. But I think that's it. You have to keep some
administrative flexibility.

Interviewer: Okay, and what about public bodies, like universities or other
290 non-profit-organizations?

Interviewee: Well for me non-profits, I am not taking them into account.
I consider them as private businesses. But public universities have to
have your information.

Interviewer: But what about sharing between public administrations?

295 **Interviewee:** Well no, because the non-profit-organizations can apply for
data from public organization. I will be in favor for a monopoly of data
in the public sector. And they private organizations can apply for or
raise a demand and eventually get a mandate to do so.

Interviewer: And who would decide on this application of data?

300 **Interviewee:** I think there are offices in charge for data usage and consumer
and customer rights. So I think, I am not an expert in this field...

Interviewer: Alright. I am just interested in how you feel and what you
want for your data.

Interviewee: Well, my data is... My data is already exploited on the market
305 and this has to be handled by an authority of whatever.

Interviewer: Okay. So let's imagine a situation where you move to another
country for studying and you apply for student housing, which is run
by a non-profit-organization?

310 **Interviewee:** Well, sure I would want it to be shared. I think it should
just be not automatic. For the first years I would put my trust in
public organizations and maybe in five or seven years, we can deepen
the system to other branches.

Interviewer: And what about when you can decide between you yourself
submitting the relevant data to sharing it directly from the university
315 or municipality for example?

Interviewee: No, I will accept sharing, unless it is an application where I am planning to exploit, through omission of information. Because I think I am not the only one doing it, I think it is a common practice and it is quite good that there is a way to exploit and then I know that
320 I will do it myself.

Interviewer: Okay, thank you. So am I right that sometimes you would agree on sharing and sometimes you would rather do it yourself even if it takes longer?

Interviewee: Yeah, because, they handle so many applications, they don't
325 care about mine. But I care about mine, so the balance of criticality is on me so I should be able to choose.

Interviewer: Okay and what about companies, like private student housing organizations, job applications?

Interviewee: Well, for all these things... I am not sure what is consistent,
330 because as I told you, I am literally upset by the fact that my data is already used and monetized. And I don't care about the usage but about it being monetized and I don't get something out of it. So we need a system where the public should have a monopoly on the data and not private organizations. And companies should have to ask for
335 data and data should be labeled so that you can track who has it and where it is.

Interviewer: Ok, so who should be able to track your data?

Interviewee: I think it should be EU or public organizations.

Interviewer: And you don't want to track your data?

340 **Interviewee:** Well, if a company asks for data, it shall be tracked. Like what is being used and how long it is used.

Interviewer: Okay, but if such a tracking is possible, you would agree on sharing with private actors?

Interviewee: Yes. If it can be tracked, that's already a first step.

345 **Interviewer:** Okay, and what would happen if you track your data and see
that it is with an organization that should actually not have it?

Interviewee: Then you should be able to make a complaint at the public or
central organization. And then they investigate it or whatever. I don't
know I am not an expert, it is a lot of data or network engineering that
350 shall be merged with political principles.

Interviewer: Okay. So what data or (types of) organizations, if any, would
you want to be able to exclude from the exchange? And which and
why?

Interviewee: Financial market.

355 **Interviewer:** What do you mean by that?

Interviewee: I think there are companies, whose value is entirely connected
to the amount of data they are handling and selling. So this is actually
what I would like to be ended.

Interviewer: Okay and when you look at your data. Is there any type of
360 data you never want to have been shared by organizations?

Interviewee: I think, political positions, sexual orientation, health orien-
tation... But you know very specific types of data, like I don't know,
the number of your friends on Facebook. Because such specific data
can tell a lot about us. Like the most commonly bought goods, most
365 visited websites and stuff.

Interviewer: And is there an organization or a type of organizations that
should never get your data?

Interviewee: Non-european states and organizations.

Interviewer: Why?

370 **Interviewee:** Because I think, we should take a stand and favor European standards and European transparency processes. We should force this by preferring European organizations with our data management. And also I don't trust governments outside of the EU.

Interviewer: So inside the EU would be fine for you, but not outside?

375 **Interviewee:** Yes, especially with the British... no, you know what I mean.

Interviewer: How, if at all, do you want to be informed or asked before your data can be exchanged? And why?

Interviewee: As I said, it is literally not about being informed when your data is exchanged. You should be able to track your data and know if
380 it is being used. You need a website, where you can see all your data with public organizations, and see which of them are currently using it or process it. So it is not only about knowing who is getting your information, it is also on being able to track it.

Interviewer: Okay, so you want to be able to track data but you don't
385 want to be asked before data is being shared?

Interviewee: I don't mind to be asked. I think you should maybe have little buttons, because they safeguard your rights.

Interviewer: So is there something you prefer? Being asked or tracking data or both?

390 **Interviewee:** Well, so maybe at the beginning it would be nice to be asked until you get trust in the system and then tracking is enough.

Interviewer: Okay, interesting. And would you want to be proactively approached by administrations that make you suggestions for services based on your data? And why would or wouldn't you want that?

395 **Interviewee:** Well, of course I would have loved the organizations to talk about possible services or opportunities. That's like 2020 administration. So definitely.

Interviewer: And why would you want that?

Interviewee: Because especially in a cross-border context, you have to do
400 it yourself, you have to be firstly aware. Secondly you have to translate
them, and so one and one. You have so many things to do, so if someone
from the administration could help you with this, it would be perfect.

Interviewer: And or what purposes have you ever used single-sign-on sys-
tems like for example Facebook or Google to authenticate yourself?
405 (Why? How is it different from a public system?)

Interviewee: Way too often.

Interviewer: And why? You said, you do not want to share data with
private organizations too much?

Interviewee: Yeah that's it. That's the paradox here. It is because of, I
410 mean Facebook or Google are so widespread, it is a commodity to do
so. But yes, I would definitely prefer to use a public system, because
we use Facebook or Google, because they are common for everyone.
There is absolutely no added value, it is just because it is so common,
that you can use it to log-in. And that's how Facebook turned from
415 a social network to a data sharing network. Which is... I don't know
how we can still accept that.

Interviewer: Okay. And the last question: For what purposes have you
ever used an eID-Function like an electronic passport or other systems
to authenticate yourself?

420 **Interviewee:** I think I used it once at the airport, because it was faster.

Interviewer: But have you ever used like an online function of a passport
or authenticated yourself with an eID?

Interviewee: No, don't think to, I don't know where I can do that.

Interviewer: Alright, these were all the questions I prepared. Is there any-
425 thing else I forgot to ask or anything that you would like to add?

Interviewee: Well, no maybe my position is a little bit political.

Interviewer: That is perfectly fine, it is about your opinion. So thank your
for answering all my questions!

B.6 Interview 6

- **Date of the Interview** 02.06.2020
- **Date of the Transcription:** 02.06.2020
- **Notes:** Has experience with higher education in France, Canada, Germany, Belgium. Was sometimes unsure about her preferences towards sharing of data. Especially with respect to non-state-actors.

Interviewer: Alright, thank you for taking the time to give me this interview. First I will give you a short introduction into the research topic, before we start with the questions. The EU wants to make interactions with administrations easier and therefore wants to establish the so called Once-Only-Principle. This means, that you as a citizen, should submit your data only once to a public administration and these administrations then share this data with other administrations so that you do not have to re-submit your data and documents repeatedly and therefore reduce your administrative burden. With this study I would like to find out, how you perceive your interactions with administrative bodies and public authorities. This study focuses on the field of higher education in the EU. The field of higher education is one of the policy fields, where the EU has already started with testing the once-only principle. As you have already or are currently undertaking studies in another European country I would like to understand, how you perceive your interactions with public authorities especially in a cross-border context. The interview will be recorded and then transcribed. The records will afterwards be deleted. The interview will be transcribed anonymously. Do you agree to that?

20 **Interviewee:** Yes.

Interviewer: Perfect. These first questions now are just background information to get started, they will not be transcribed. Can you tell me a little bit about you? How old are you? Where are you at, right

25 now? To which universities/countries have you been already? What
 was your general experience?

Interviewee: (...)

Interviewer: What do you mean with exhausting?

30 **Interviewee:** Well, there is a lot of bureaucracy, especially when you're
 talking about cross-border issues, because the acknowledgement of the
 documents does not always work as you wish to. And ehm, also the
 translation of documents takes very long time. And then you have
 to fill out a lot of forms, in order to get your documents in another
 language.

35 **Interviewer:** Can you remember to which administrations you submitted
 your data before , while and after your studies abroad?

40 **Interviewee:** When I was going to France, I had to submit in France to
 the University there, to the municipality in order to apply for some
 money you can get if you are studying there, as a relief. Than I had
 to submit it in Germany in order to change my living situation. Oh
 and also I went to the hospital in France and therefore I had to supply
 data on my insurance and my insurance in France to the hospital there
 in France, like several times. For my visa in Canada, like is this even
 of interest, because it is outside of the EU?

Interviewer: Sure, even outside.

45 **Interviewee:** So I had to submit some forms to the city I lived in, then to
 the embassy, then to the sub-institution, where I had to applied for the
 visa. And then I had to get an international drivers licence. So there
 were several institutions where I had to apply and give my data to.

50 **Interviewer:** And when you think of administrations at the universities
 you had contact with. How was your contact with these organizations
 or administrations there?

Interviewee: Ehm, I had to give my data to several institutions at my home University. There were several forms I had to fill in for my scholarship. Then to the University in Canada, I had to give the data. The same
55 applies to the University in France, so I had to submit my data several times to all universities.

Interviewer: Ok. And can you remember how much time you spend for administrative tasks like applying and enrolling at the University abroad, applying for student grants, register housing, etc.?

60 **Interviewee:** Like in hours?

Interviewer: No you don't have to quantify this. It's just about your experience of your time you spent.

Interviewee: I think I've definitely spent several days to organize myself with the administrative stuff. Or to get my University administration
65 in order.

Interviewer: And how did you experience the interaction with the administration and the services you used? Like for applying for programs or grants, register housing, all this stuff you talked about.

Interviewee: I mean the interactions at the university were usually quite
70 nice. A bit exhausting, a bit annoying when you have to give your data away which you submitted before. It is a bit tiring.

Interviewer: But you would say, that your interactions with Universities were always nice? Did I get that right? At home as well as abroad?

Interviewee: Yeah, like they were always very nice.

75 **Interviewer:** And what about the services you used? When you think did not have personal contact?

Interviewee: Yeah, I think for some stuff, like my Erasmus scholarship I had to fill in some stuff online. That was okay, if the website was

80 working. But it like crashed once or twice, but other than that. That
 was ok.

Interviewer: Okay. How satisfied are you with the speed of processing your
 applications/administrative tasks?

85 **Interviewee:** I mean I already anticipated that it will take one or two
 months. Like for my Erasmus, that was quite fast. I knew after one
 or two weeks, what is going on. For my other studies abroad, it took
 much longer, anyway. I applied in November and it took until march
 until I knew whether I was allowed to go there or not. So it was a
 really long preparation time.

90 **Interviewer:** And how satisfied were you with your administrative encoun-
 ters?

Interviewee: Not really satisfied, no. Like I don't know, a 4 out of 10.

Interviewer: And you said you were asked to provide the same information.
 How often did you think you have to hand in data in your processes of
 going abroad?

95 **Interviewee:** I think like, for grants you have to submit everything again.
 Like several times, definitely. Like in universiteis and for all applica-
 tions I had to basically submit the same information. Also when I
 went to the doctors, I don't know if that is relevant, but there I had
 to re-enter the information every time basically.

100 **Interviewer:** And how do you experience the repetitive entry of your data?
 Like how do you feel about that?

Interviewee: It was a bit annoying, it was tiring because it is so time
 consuming. It's time I could use for doing more productive things.

105 **Interviewer:** Ok. Have you ever stopped using a service (like applying for
 grants or study programs) because of the amount of data required?

Interviewee: Yes, I had. In France. Where you had to apply to the, I don't know how it is called, it is like subsidies for housing. They took a lot of data, they required a lot of documents, like I think even your birth certificate and several stuff from your parents and from you university
110 and how long you are staying and what programme you are in. And then you have to re-enter a lot of data and then you have to send it via post. And then it is not working and they send it back. And I think it is supposed to be like that, that it is not properly working, because it is a lot of money, that you get. And I tried it for two months, and
115 then I stopped. My roommates did the whole process, but it took them another two months longer until they finally were eligible for the money.

Interviewer: Can you elaborate a little bit on that you said, that it was probably done like this on purpose?

120 **Interviewee:** Yes, I think so, I don't know if that is the case of course. It is a social service and I think they are mostly trying to give it to french people. Because it is burdensome especially if you are not from France, like you have to translate all of your documents in order to apply for the money.

125 **Interviewer:** Okay. And what do you think: How could sharing of your data between the relevant organizations directly could make these processes we talked about easier or less burdensome for you?

Interviewee: Yes, I think so because I would not have to submit all of my information again and again and I could rather say: Hey it is me, you
130 have already most of my information, what else do you need from me?

Interviewer: And how would this look like then?

Interviewee: I mean like, if they would have one file about me, where I would only have to consent, that they can access my data. Like: "Hey, we have your information, are we allowed to send it to your home

135 university or to your university abroad" and then you can just say
"yes".

Interviewer: So that would be your preferred way?

Interviewee: Yes, I think this step is still necessary, that you have to consent, that they share your data with another institution. But other
140 than that, that would be great.

Interviewer: But why is it necessary for you?

Interviewee: Well, it is important to give consent, because of... data security. Especially when it comes to personal information. Also that we do not have an abuse of data. And I mean, we just had a huge
145 data reform, the GDPR, so it would have of course comply with these regulations.

Interviewer: And when you just look at your personal view: Why would you say that you want it? Or is it only important because of existing regulations?

150 **Interviewee:** Yes, so organizations (?) should have access to my data only if I want it.

Interviewer: Okay and why is that?

Interviewee: Because I don't want someone who does not need the information to know stuff about me.

155 **Interviewer:** Okay, thank you. And would you share the following data with universities and the different public administrations in your country and in other European countries? And why would or wouldn't you? And let's start with information about your identity?

Interviewee: What is this? My name, age and stuff?

160 **Interviewer:** Yes, feel free to talk about the things that come to your mind and why you would or wouldn't want them to be shared.

Interviewee: I would share my data on name, age, address... like if it is necessary. Like they would need the data anyway. So something that is critical is information like family status or like sexual identity.

165 **Interviewer:** Why wouldn't you share?

Interviewee: I think it is quite personal information and I think this is not necessary.

Interviewer: And what about if it is necessary at one point? Let's imagine a situation about taxes. Where it is important that you share whether

170 you are married or not?

Interviewee: Like my marital status?

Interviewer: Yes for example. Because you said, it is about the necessity. Can you elaborate a little bit about that.

Interviewee: I think it is more sensitive information. So in that case you

175 would really need to know then... like you would always have to consent first. But before sharing I would want to know what it is used for. But if you would need to share that information anyway, then it would be ok.

Interviewer: And what do you mean by saying: If you would need to share

180 it anyway?

Interviewee: Yeah, like in order to (?) use a service and would need to know whether you have a partner or kids, then it would be ok to share it.

Interviewer: And why would you then agree to share it and not prefer to

185 fill in the data yourself?

Interviewee: I mean it is about the necessity. If I would fill it out anyway, if I would need to give them the information anyway in order to apply for a certain grant or exchange or service, then I would also directly share that.

190 **Interviewer:** And what about if we go a little deeper into personal information like personal background, family situation, housing situation?

Interviewee: So I guess it is a power-thing... it is a lot about private information. But I think as you are giving the information to the administrations anyway, like you already have to give it out in order to
195 apply for certain academic grants or whatever... so also your housing situation would be ok to share. I think like everything would be possible if you have the data security or like the consent-matters in place.

Interviewer: Okay. And what do you mean with "power-thing"?

200 **Interviewee:** Yes, if someone knows where you live, that's always a bit dangerous, isn't it. Or if someone knows your cell phone number or your family background.

Interviewer: And this is a reason that you are not comfortable with sharing or why is it important for you?

205 **Interviewee:** I think it is very sensitive information and I think it is important to secure that. Or to have a system in place, that nobody can abuse this power. So that only the people that need the information get this information, like only this administrations.

Interviewer: Okay, interesting. And what about health data?

210 **Interviewee:** You mean with which health data should be shared directly? No I don't think so. It is something very private. Universities do not need to know more, than that you have a health insurance. And also if you are sick, they need the information. That's the only thing they need to know. It is none of their business.

215 **Interviewer:** And what about the situation you talked about that you went to the hospital in France. What about the involved administrations there?

Interviewee: I think it would be very practical if the health institutions themselves, if they like get my insurance card, that I can then consent
220 to give them my medical information.

Interviewer: Okay and would you share other relevant health data with public administrations, for example if you get subsidies because you are sick or something like this?

Interviewee: I think like health data, I would only want to share it with
225 the doctors that are treating me. So they know my medical history for their diagnosis. I think also sharing health data with insurance companies is already critical, because I don't know if I would want them to know so much. And if there is something like such funding, then the affected people would have to decide it.

230 **Interviewer:** What would you want?

Interviewee: Well, I think then I would prefer to fill out information about my health information myself.

Interviewer: Can you elaborate why you would want that?

Interviewee: Because it is very sensitive information and I would want to
235 control how much I am sharing.

Interviewer: Okay, thank you. And what about data about your financial situation?

Interviewee: Mhm...

Interviewer: Feel free to think aloud.

240 **Interviewee:** I am think about what kind of data that could be... like how much money I have or how much I earn... I mean it would be practical for tax reports... but it is very sensitive information what I am doing with my money and where I get money from. I think I never owned so much money, that I really thought about how much I would like to
245 share with public administrations

Interviewer: But when you think about your actual situation? How would you have dealt with this data, for example in the field of applying for grants?

Interviewee: Ah, I mean you have to give the data away anyway... The
250 only situation is when I think about my employer or when applying for grants. They just want to know if I would not have or earn too much money. But that it is not a lot information that I need to share. So that is not very time consuming to to that...

Interviewer: And therefore you would prefer to hand it in yourself and not
255 share it directly from the organizations that have it?

Interviewee: Yeah I think so...

Interviewer: Okay, thank you. And what about your standard banking information like your IBAN?

Interviewee: Ah yeah, that would be quite practical. I thought about that
260 and if they approach me that they need it and I give consent, then yes, it would be practical.

Interviewer: So you want to be asked by the organizations that need it?

Interviewee: I think I want to be asked like: "Can or should they access your information?" and then yes of course, that would way faster than
265 me filling out all of the forms.

Interviewer: And why do you want sharing here compared to the previous information about your finances?

Interviewee: No, like I would want it in all of the cases, also with finances.

Interviewer: Okay... and why or how?

Interviewee: Because then I would know with whom my data is shared,
270 but still do not have the administrative burden, that I have when I fill out everything myself.

Interviewer: And how would you want to be asked?

275 **Interviewee:** I think it is a bit like... You know when someone is near you and you can share the WiFi-password directly. When it says: "Do you want to give access to your WiFi?" or "Do you want to share it with this person or then like this organisation?".

Interviewer: Okay. So can you tell me how a process would look like, when you apply for a services for example?

280 **Interviewee:** I think, for example, if you apply for a grant online and then they say: "Your home university has all of the information. We would need this, this and this. Would you agree to us having the information from your home university?"

285 **Interviewer:** Okay so you would like to have an online formula with like a tick-box or something?

Interviewee: Yes, exactly and then I would just click on it.

Interviewer: And when it comes to certificates like your birth certificate our diplomas?

Interviewee: Well of course, if I consent to that.

290 **Interviewer:** Why would you say, of course?

Interviewee: Because it is very tiring to send that in. It is usually a very tiring process, especially in international situations.

Interviewer: Why is it especially tiring in international settings?

295 **Interviewee:** Because then you have to translate it first, to get it authorized. And then especially authorizing is a tiring process. And also it costs a lot of money usually, like even sending the documents by paper.

Interviewer: Okay, thank you. And what data would you want to be shared with the following types of organizations? And why would or wouldn't

300 you share them? Starting with administrations/authorities in your
country?

Interviewee: Like when I am interacting with my municipality, they don't
need to access data about my academic career, that should stick to
academic institutions. But all the standard information that we talked
about. That is fine of course.

305 **Interviewer:** And what about administrations/authorities in other Euro-
pean countries or cross-border?

Interviewee: Yeah, so if it is necessary, like when I am traveling to a certain
country or go to a certain university, then yeah.

Interviewer: So there is no difference between your home country and other
310 European countries, when it comes to data sharing?

Interviewee: No, like when I am going to another country, then it is fine.

Interviewer: Why is that, that there is no difference for you?

Interviewee: ...because I have trust in the European Union, or like in the
countries I am going to and their administrations.

315 **Interviewer:** Ok, and what about public bodies, like universities or other
non-profit-organizations?

Interviewee: Non-profit organizations?

Interviewer: Like all bodies that you can think of, that are no-
governmental organizations but not working for profits.

320 **Interviewee:** I mean, like universities of course, because there is a lot of
data to deal with and a lot of administrative stuff. But I can not think
of.. but I can not think of... a really big administrative burden from a
non-profit administration that I have, where I would want it to reduced
by sharing of my data.

325 **Interviewer:** So you do not want it, because the burden is not big?

Interviewee: Yeah, the burden is not big enough and also it is not a state... or public body.

Interviewer: And why is it different then, if it is not a public body?

Interviewee: Because I have trust in the government.

330 **Interviewer:** And what about companies like for example when dealing with private student housing organizations or for job applications?

Interviewee: Mhm, no... I think, the same applies.

Interviewer: So the missing trust?

Interviewee: So there is usually also a lot of information, that they don't
335 need. Like there is not common to hand out sensitive information anymore, like address of phone numbers. I think if you are applying for a job, it should be as unbiased as possible, so they shouldn't need all this information.

Interviewer: Okay. But before you told me, that it depends on if it is
340 necessary and that you want to be asked before. So why wouldn't you want it, that they can ask, like: Can we get you information, like name, certificates and where you studied and stuff directly?

Interviewee: Mhm, yeah... Certificates could be interesting. I think I didn't have enough interactions with private companies, that I can
345 quantify the administrative burden I have with it... so maybe. For a lot of jobs it would quite good if I can consent to share them my data.

Interviewer: So you said, it could be very practical and on the other hand you said, you don't have trust in companies?

350 **Interviewee:** Yeah, I think every private or like non-state actor, maybe... they are not... they have different interests I would say.

Interviewer: And therefore you don't want to share data or are you not sure how is your view on that?

Interviewee: Yeah, in that way, if they say, okay, we want the basic information and your study certificates, then yes. But until now I did not have had so much interactions with private organizations, where it would have involved so much data.

Interviewer: Okay, but even when you say, that you don't have trust, you say it would be practical. Is there a conflict for you?

Interviewee: I think, if there is also a form of consent, where you agree that you share certain information to them, that would be ok.

Interviewer: Okay, interesting. And what data or (types of) organizations, if any, would you want to be able to be excluded from the exchange? And which and why?

Interviewee: I think like sexual orientation... can't think of something else. Of course, there is a lot of stuff. Right now I can only think of data I am submitting to administrations. Maybe like geographical data from your phone... but that's not what we are talking about right now, right?

Interviewer: But why wouldn't you want to share such information?

Interviewee: I think if you think of like Corona, then geographical or spatial data is important right now. So maybe if it is anonymous, its ok...

Interviewer: Okay, that's fine. And are there any organizations that you would want to exclude from data exchange? And if so, why?

Interviewee: Maybe some... I think with private organizations, I am not too comfortable... but we talked about it, maybe it's ok. But I think it is most important that you can consent. Like I am able to control, which types of information they get, that's an option

Interviewer: And you told me already, that you would want to be asked before your data can be exchanged. Can you experience your perfect

service or interaction? Like how would it look like, this interaction with the public administration?

Interviewee: I think I would like to have it online, like maybe on the phone.
385 And then I could see which kinds of information they want and I can tick a box. If I am applying for a grant, then there would be a website I can click to agree for data to be exchanged.

Interviewer: Would you want to be proactively approached by administrations that make you suggestions for services based on your data?

390 **Interviewee:** So that they would already have the data and then approach me?

Interviewer: Yes, sometimes, they already have it. Like the municipalities you are registered with. Or like if you enroll with another university, they could suggestion you to register housing or apply for student
395 housing or for subsidies.

Interviewee: That would mean, that they would have the data... I have to think about if it is creepy or not...

Interviewer: What do you mean if creepy?

Interviewee: That would mean, that they analyze my data to see, that I
400 would be eligible for a specific service. I mean, it would be nice. On the one hand, to find out for example if I am eligible for a specific form of financial relieve...

Interviewer: But is there a "but"?

Interviewee: Yes I think so! From a data privacy perspective there is!

405 **Interviewer:** And from your point of view?

Interviewee: Would there be from the organizations that have my data already or from ones that my data is shared to?

Interviewer: Think of both...

Interviewee: If it is an organization which I gave my data to and I would
410 know they have it and they would say: "Hey, you are eligible for that
kind of service", than it would be ok. But if it is another institution,
then I would wonder, whether they would also give my information to
someone else.

Interviewer: Okay, thank you. And for what purposes have you ever used
415 single-sign-on systems like Facebook or Google to authenticate your-
self?

Interviewee: I think I used it several services like YouTube, or Spotify or
AirBnB or something like that. But normally I am trying to not do
that.

420 **Interviewer:** Why?

Interviewee: Because I don't want Google to have access to all of my online
services I use and my data.

Interviewer: And why do you then still use single-sign-on sometimes?

Interviewee: Because I was younger and uninformed maybe. And also
425 because I didn't want to enter a lot of information. Yeah, because it
is not as time consuming as if you have to enter the information by
yourself.

Interviewer: Okay, thank you. And for what purposes have you ever used
an eID-Function like an electronic passport or other systems to au-
430 thenticate yourself?

Interviewee: Never, I think.

Interviewer: Why?

Interviewee: Because you need a machine for that in Germany, right? And
I don't have that.

435 **Interviewer:** And would you use such a service?

Interviewee: Such a machine?

Interviewer: I mean an eID in general?

Interviewee: If that would was possible, yes.

Interviewer: So why didn't you use it so far.

440 **Interviewee:** Because it is a bit... I will have to order such a machine first.
And that was a bit too complicated.

Interviewer: Alright, these were all the questions I prepared. Is there anything else I forgot to ask or anything that you would like to add?

Interviewee: No, I don't think so.

B.7 Interview 7

- **Date of the Interview** 01.06.2020
- **Date of the Transcription:** 01.06.2020
- **Notes:** Has experience with higher education in the United States, Germany, Spain, Argentina. The interviewee was very often unsure and had problems to become aware of his own preferences. Probably because he reported, that he read some information in advantage of the interview and therefore he usually included his opinion on the macro level into his answers often. He was therefore more biased than others regarding that he was aware of different discussions about the OOP.

Interviewer: Alright, thank you for taking the time to give me this interview. First I will give you a short introduction into the research topic, before we start with the questions. The EU wants to make interactions with administrations easier and therefore wants to establish the so called Once-Only-Principle. This means, that you as a citizen, should submit your data only once to a public administration and these administrations then share this data with other administrations so that you do not have to re-submit your data and documents repeatedly and therefore reduce your administrative burden. With this study I would like to find out, how you perceive your interactions with administrative bodies and public authorities. This study focuses on the field of higher education in the EU. The field of higher education is one of the policy fields, where the EU has already started with testing the once-only principle. As you have already or are currently undertaking studies in another European country I would like to understand, how you perceive your interactions with public authorities especially in a cross-border context. The interview will be recorded and then transcribed. The records will afterwards be deleted. The interview will be transcribed anonymously. Do you agree to that?

20 **Interviewee:** Yes.

Interviewer: These first questions are just background information to get started, they will not be transcribed. Can you tell me a little bit about you? How old are you? Where are you at, right now? To which universities/countries have you been already? What was your general
25 experience when interacting with administrations?

Interviewee: With public administrations I did not have that much contact. Normally, when moving to another city I had to register. When I went abroad I had to register my passport for example regarding my health insurance. In general thus far I have not avoided contact with
30 public administrations, but there was not so much contact yet. I had more experiences in the University context, especially when I had issues with my studies. Especially when I went abroad I had to supply several documents, where I had questions about or when something was unclear. Mostly the contact was via e-mail and everything was
35 very spontaneous and I did not have to plan too far. The contact was usually digital, via e-mail, but there were no other applications involved. Like I never used a tool on a website, like for example to book an apartment or something. Mostly I did not have to fill out any documents, so everything was usually pretty informal. And overall
40 my experience in this regard was that the handling of my information and the responsiveness with these non-public administration was very good. However it is very difficult to make a straight comparison with public administrations, because the contact always was very short. But there was never any issue regarding the processing of the information
45 that I was given. So the overall topic of making public administrations by using digital tools or by sharing information digitally; I see the efficiency gain and on a quantitative level it is or can be very usefully from my own perspective. But however I wouldn't say that regarding the experience I've made thus far, there wouldn't be the possibility for an
50 efficiency gain by processing my data. But I think this will change after I finish my studies and probably have more administration contacts, or like... yes.

Interviewer: And how did you experience the interaction with the administration and the services you used with all the different administrations?

55 **Interviewee:** Yes, one thing I have immediately in mind is my contact with
the US embassy when I had to arrange my stay abroad in the US. And
in this regard everything felt very impersonal. But the communication
was very straightforward. So the communication was always straight-
forward so I always knew what I had to do. So for example I had to
60 go to Munich in order to apply for a Visa in person. I think this could
have been much more efficient. Because when I've been there, I had to
talk to them for five minutes or so, and this could have been possible
via Skype for example. So it shows that there are a lot of possible
ways to make the processes easier. And regarding the application for
65 my study grant, it was quite uncomplicated. This was because, most
of it was administrated by the organization. So I did not have to han-
dle a lot here. I would say in general. When I went to New York I
was once fined by a police officer. And I was handed a document by
the police officer, with a code. And I was able to pay this fee online.
70 And although I did of course not like to pay the fee, I think this was
quite efficient. And on the back of the paper there was I would say,
sufficient legal background information to inform myself on the thing.
When I was in Spain, I did not have any contact with the Spanish
public administration system. So maybe my personal view on that is
75 also biased on that because of my german experiences.

Interviewer: You said, you did not have any contact with Spanish author-
ities when in Spain? Does this mean, that you also did not register
with the local authorities there?

80 **Interviewee:** Well yes, I was basically living there, let's say illegally. But
actually at this moment I was not aware of the need to register. So
this was not communicated at all, neither by the authorities or by the
Universities. But I was just living for some time in another European
country, so legal enforcement in this regard is maybe not easy there.

Interviewer: Okay and how satisfied are you with the speed of processing
85 your applications/administrative tasks?

Interviewee: I would say that I was always totally satisfied. I never experi-
enced any inefficiency or any issue that I was not agreeing on. However,
my flat mate, she had some issues I remember. I think her name was
misspelled for the documents she had to supply to the university. So
90 when I received certain application stuff, it took over a month for her
until the issue was finally handled, although she made the authorities
aware of the problem quite early.

Interviewer: And can you remember when you where asked to provide the
same information like documents which had already provided to the
95 other public agencies/authorities or officials?

Interviewee: Well, I think when I have to fill out ehm... legal documents
for example, I think this pre-registration process is always very simi-
lar. Like regarding name, address, age, birthdate and so on. That's
something that I and everyone have to fill out repeatedly. So but this
100 very basic information... I am not sure if the efficiency gain... if it is
such big for such a reform if it is only about such basic information.
But, I don't know how it would work when its about documents. But
I would think, about the whole sharing process between the institu-
tions, I am still very skeptical regarding the very basic information on
105 personal background. Like the ones that can be filled out in one or
two minutes. So I would like to have a deeper knowledge, on if... or
on how... or if I would be in an position to agree or disagree regarding
my personal information, I would say that my personal knowledge is
not big enough to evaluate the potential gains of a reform.

110 **Interviewer:** And when you think of providing documents for example for
applications?

Interviewee: So basically, I would say, that I am kind of... Due to the facts,
that I was applying to many stuff like jobs, programs and scholarships

and stuff, I have all the documents available easily. So it's easy for me
115 to put in the needed documents. So, for me it is more like an routine
task.

Interviewer: Okay. So the next question is: How could sharing of your data
between the relevant organizations directly could make this process
easier or less burdensome for you? Or, not at all because you say its
120 just a routine for you.

Interviewee: Yeah.

Interviewer: So, from your perspective, it would not make it much easier
for you? For the tasks that you have experienced so far?

Interviewee: Well, the biggest gain that I would see, would be not being
125 in person at an office. But I'm not sure if that is important. ... So if
sharing of information would make it easier for institutions to provide
digital services, I would ehrrm I would think this is a good thing. But,
regarding personal experiences, I don't see any major efficiency gains.

Interviewer: Okay. So let's think about organizations sharing information:
130 Would you allow the following organizations to share the following
data with universities and the different public administrations in your
country and in other European countries? And why would or wouldn't
you? Starting with Information about your identity?

Interviewee: I think I would allow to share the information, if there would
135 be a sufficient level of data protection. And in the best case if this
sharing of private information would somehow work anonymously.

Interviewer: Okay, so what do you mean about that?

Interviewee: So if my name or dates would be, in code or something. So
if there is a hack...

140 **Interviewer:** So the data should be encrypted when transferred?

Interviewee: Yeah, yeah. Saying that I am not a data expert, I would want to have a process that enables the protection of my data. And if data is protected sufficiently and if there is no way of using them for other purposes, I would agree on that. However, as I already illustrated, as
145 I do not see major advantages from my own personal experiences, I would be at the moment, very skeptical.

Interviewer: But why would you then share it? Because you say you would share it but you don't see a benefit?

Interviewee: Yeah, ... I think this kind of illustrates, like regarding the
150 information I read on the topic, on the large scale level I see the necessity on the process. But like talking about everyone living in Europe, if this is a process ensuring data process, it can help to handle data more efficient and also more satisfactory for people. But on the other hand there is my personal experience, where I don't see the immediate
155 advantage in my own experiences.

Interviewer: So you say, that personally you do not see a lot of benefits, but you would allow for it, because in the bigger picture it would make sense?

Interviewee: Yeah, yes.

160 **Interviewer:** And what about personal information like personal background, family situation, housing situation?

Interviewee: Yeah, I think there are the same arguments, but ehm what is different in this regard I think is that, thus far I have not experienced to share such information.

165 **Interviewer:** What about when you think of providing authorities with information about your household for the "Rundfunkbeitrag" or "GEZ" in Germany?

Interviewee: Yeah, right that's right. So if I could just share the data instead of filling it out.

170 **Interviewer:** Well, yes for example.

Interviewee: Well, I mean at the end of the day if all these information are collected, there is a digital version of myself, which can be somehow shared between institutions and I... I would overall be kind of skeptical regarding this. But I think there is no sense in just being able to share
175 information like name, age and birthdate but not the other relevant stuff, which truly make the data sharing something that make these institutions would get gains from.

Interviewer: So you would share it because ... it makes sense for you or why would you then share it?

180 **Interviewee:** Yeah, because it makes sense then, yeah.

Interviewer: And why do you mean that it makes sense? Why do you mean with that?

Interviewee: So basically I mean that I understand the purpose of such a reform. And I think there different versions of how it can be implemented...
185 ... regarding the overall idea...

Interviewer: So but how would you want it to be implemented personally? When would you agree or not agree to it, when you say that there could be different ways.

Interviewee: Ehm, so I mean I am like not to sure about it. But when
190 I read about it, there are two approaches. One where citizens are more in control of their data and another one where the government is controlling it centrally. But I don't remember the details. But I remember that I would prefer the approach where there would be the citizens more involved.

195 **Interviewer:** Why?

Interviewee: Ehm...

Interviewer: Just thinking about yourself.

Interviewee: Yeah... Why would I want that... Because I somehow... want to have control over the data I am sharing.

200 **Interviewer:** Okay, but if you would have control over it, you then would share the information or not?

Interviewee: Yeah, let's say I would be more willing to share, yeah.

Interviewer: Okay. And what about health data?

Interviewee: So in this regard we are talking about personal health risk
205 history?

Interviewer: Could be. Let's start with you being sick and cannot come to your job, or class or exam and your doctor could send a report directly?

Interviewee: Yeah, I would think that I am more concerned about sharing, or at least it would less likely to want data exchange between private
210 and public administrations.

Interviewer: Why?

Interviewee: Because, eh, if I am a patient with a patient history or something if then this information is somehow used against me or affects my evaluation at the labor market or something or I don't know,
215 I would not want the government to have this information about me. So I think I would yeah... be very skeptical about that.

Interviewer: Okay, but you said that an exchange between public or private is problematic? Or is it the other way around? Because you said, you don't want governments to have too much information?

220 **Interviewee:** Yeah, so I mean... So thus far I think... I have... Like the information I share and the institutions I know that have the information are regarding my own knowledge... Yeah, the hospitals, doctors and my insurance. So I think, there is already a data sharing going on which is not as systematic yet. So I think there could be an efficiency

225 gain, if doctors could be able to work more efficient. There could be a
positive impact if more patients could then be treated...

Interviewer: Just think of yourself and your own data and your own situation. Why would or wouldn't you want to share information?

Interviewee: Yeah okay, I have to say that this is kind of abstract for me
230 because I have to say that when I was in contact with hospitals or
doctors... when they were asking about private information I always
saw the necessity to provide personal information. So I think there is a
medical purpose. So if for example hospitals already have access to this
information because I regularly go to my doctors and they then can
235 provide a better services, I then would agree on data sharing between
doctors and hospitals, but not on stuff I have not specifically agreed to.
I only shared information when I knew that is important. But when
this data is used for a different purpose, or when I would not want an
institution to have this data, I think this is kind of the critical point.

240 **Interviewer:** You said that it is about the necessity of having data. Do
you ever see the necessity that administrations have health data?

Interviewee: Ehrm, yeah.... I think there is a... I mean, there is somehow
an advantage of them having this information. But in order of being
able to pay me money for example, I am not so sure if it is important
245 to give them information, that they do not yet have. So for basic information,
there might be efficiency gains, but they are not dependent
on this critical information.

Interviewer: And what about data about your financial situation?

Interviewee: So I know... I am not so sure if there is data on my personal
250 information... because as far as I understand it, data on my liquidity is
not collected about me. So I... ehrm think when I am thinking about
making a big investment, this information will be transmitted to them
rating my solvency, like the Schufa.

Interviewer: And what about public administrations? Leaving out private
255 institutions collection information on your solvency from other sources.
For example when you are applying for student loans or scholarships.

Interviewee: (...) I only provided my bank account data. Which I provided
to the different actors.

Interviewer: And would you want, for example your bank account data to
260 be shared?

Interviewee: I am not very concerned to share my account data for exam-
ple, compared to my financial information. I would be more willing to
agree to share my data on my account.

Interviewer: But why would you agree to that?

265 **Interviewee:** Well, I think I am not... Institutions that have my bank
account is still quite neutral. These organizations are not able to infer
any other information about that. So I am not afraid to share it with
organizations. But I would be not as concerned with this data but I
still would like to know, for what purposes it is shared.

270 **Interviewer:** How would you like to know for what purposes it is used?

Interviewee: I could think about having a tool online, where I would reg-
ularly receive information about what is going on with my data. For
example: Institution A is transferring my bank account number to in-
stitution B and this is necessary because of I don't know, because you
275 want to be able to receive a payment or I don't know, something like
that.

Interviewer: And then you would agree to an exchange, if you would reg-
ularly informed and you can like once in a while check and see what
happened? Is that what you have talked about?

280 **Interviewee:** Yeah, I think that would make me in control somehow.

Interviewer: Ah okay. But does this apply to the bank account or all the stuff you talked about?

Interviewee: I think it applies to all the stuff.

Interviewer: And what about, when we talk about certificates like your
285 birth certificate, your diplomas, A-levels, stuff like this?

Interviewee: Yeah I think, I am already sharing this information on the internet?

Interviewer: Your birth certificate?

Interviewee: No, not my birth certificate, that's true, indeed. No, but
290 there is already information about my career path on the internet. So I am used to share this data. So I am less concerned to share this data. But I would still like to know, why someone wants to see my high school diploma?

Interviewer: But it would be enough if you know that afterwards, or that,
295 if you would have this online portal or this tool...

Interviewee: Oh no, or like if (...) I would be asked, if I like to share. I mean I don't know because, I am not so sure, when there would be, when it would be obligatory for institutions to ask citizens every time whether they allow for certain data... if they.. or if the efficiency of
300 such...

Interviewer: Just think about you, what would you want?

Interviewee: Ehrm, okay... So I would personally prefer to always agree.

Interviewer: Okay. And how would this look like, this process of agreeing?

Interviewee: Ah, so this would be kind of like kind of be... like I weekly
305 check my bank account, and this could be like a system that I check regularly and see, if there are requests and then accept them.

Interviewer: Okay. And what data would you want to be shared with the following types of organizations? And why would or wouldn't you share them? Starting with administrations/authorities in your country and
310 then also compared to administrations/authorities in other European countries or cross-border.

Interviewee: And cross-border means inside the EU or shall I consider outside like other countries as well?

Interviewer: If that makes a difference for you, feel free to tell me about
315 that.

Interviewee: Okay. If I would be, or have a job in another European country, and it would be very tedious to share information, it would be, like spontaneously I (?) see major efficiency gains for myself. However, like having trust in other European governments, is like less pronounced
320 in comparisons with public administrations in Germany and German public administrations. Like if there would be a system only within Germany, like the threshold level for me to accept like a reform on digital sharing of information, the threshold level would be lower than for a Europe wide system.

325 **Interviewer:** So you not feel too comfortable to share information outside of your home country compared to nationwide sharing?

Interviewee: Yes, however I see more efficiency gains if it would be Europe-wide somehow. And I mean that my level of trust is even lower if it would be shared outside of Europe.

330 **Interviewer:** Okay. And what about sharing between two public bodies that are not public bodies, like universities or other non-profit-organizations.

Interviewee: Yeah I think, I would not like to have an information exchange I think.

335 **Interviewer:** Why? And does this apply to universities as well.

Interviewee: So this means like, for example, if my home university has data, it would be transferred to another non-profit-organization?

Interviewer: Well, depends on what you would accept. Think of a situation where you now submit data to organizations yourself. Could you there
340 think of a direct exchange between these organizations?

Interviewee: Like ok, if this transfer would happen upon my personal request, I would agree on it.

Interviewer: Upon your personal request, why is it different here to the situations before, where you only wanted to be able to track or be
345 asked?

Interviewee: Yeah, I've I am going to move into a student home. And if I am registering there and if there is like a box where you agree on data sharing between these organizations and this would make the overall process easier, I would agree on this.

350 **Interviewer:** And what about companies, like for example if we stick to you example, let's say private student housing.

Interviewee: Mhm, like my concern in this example is that the number of interactions is on a very different level and that I, like that there might be some higher risks of data losses. Or regarding on a job a want to
355 take or something related... or like, all the examples before were about data sharing within public administrations and if additional private bodies were involved, my overall trust in data fraud, so to say..., would be like, like I would see a certain risk here.

Interviewer: But why? When we have the same process as you imagined
360 before, so that you are asked before?

Interviewee: So if I am agreeing on it you mean?

Interviewer: Well, that's how you described the process with non-privat organizations. But how is it different here?

Interviewee: Yeah, like for example, if I am applying for a company. And
365 if they have my data, and if they use the data to make the process
easier, then this is okay for me. But if this data is then used for, I
don't know, or if this is somehow misused, for, I don't know to find
out if I am willing to buy their products, I, eh, I mean I just see many
more risks involved of how data can be misused by private companies.
370 Like if I am applying for a job and I agree to share the data with that
organization, it would not make my personal life easier, eh...

Interviewer: But how could your data then be misused? If you apply now,
you would supply the same data yourself, and how could data which is
shared directly be misused more than data that you supply yourself?
375 Can you explain it again?

Interviewee: Yeah, I mean actually I have not thought too much about this
issue actually. But when I applied for a job so far I haven't thought
about that so far. And when you talk about that, I kind of get more
concerned about that now. And if that would happen through an
380 automated process, I have the feeling that it is easier to misuse this
data then somehow.

Interviewer: Okay, and how? Or why do you have this feeling?

Interviewee: If there is like a eh, actually its just like a ... certain type
of feeling. But I am not able to put it in words.

385 **Interviewer:** So therefore, because you feel uncomfortable, you want, even
when asked before, you would not agree, because you feel uncomfort-
able with private organizations.

Interviewee: Yeah, right, maybe.

Interviewer: Alright... Ok. So what data, or organizations or types of
390 organizations, if any, would you want to be able to be excluded from
the exchange? So companies, I guess, as you said that before?

Interviewee: Yeah, so I would like say in general: private organizations.

Interviewer: What about non-profit private actors?

Interviewee: Yeah, I would also say I would. And I mean there are also
395 some kinds of institutions that are kind of state owned, so I would,
ehrm... I would... include them, but I would exclude all other private
actors. But again this is somehow a certain feeling I have. And I think
in order to be able to, ehrm... evaluate it thoroughly, I would need
many more background information.

400 **Interviewer:** So you say that it depends on how much you know on the
system if or which organizations you would exclude from an exchange?

Interviewee: Yeah and I think actually, my thoughts I was illustrating,
were when we talked about state or public institutions: there i am less
concerned about data sharing.

405 **Interviewer:** Okay, and why is that?

Interviewee: I don't know, I think if the state is legally obligated to protect
my data, this happens in a more protected way so to say, than if private
institutions are involved.

Interviewer: But what if the private institutions are also legally obliged to
410 certain data regulations?

Interviewee: Yeah, I would still feel uncomfortable with this. And speaking
for myself, a process where I think a data sharing reform should start,
is like you know: If there would be a certain pilot project with public
institutions. And if I then see, that I trust this system and if there
415 are privacy regulations working, I would then agree to another step of
including private organizations.

Interviewer: Okay. And we have talked a little bit about this already. But
maybe you want to add something here: How, if at all, do you want
to be informed or asked before your data can be exchanged? And how
420 do you want to be informed? Can you experience your perfect service
or interaction?

Interviewee: Yeah, I could only imagine such an online portal that I talked about earlier.

Interviewer: Okay. But then you also said, that sometimes there should
425 be buttons on other websites, on which you can click to agree for a data exchange.

Interviewee: Yeah, I think, ehm... Basically if... like both options would be fine for me. If I am always agree, it doesn't matter if I can decide. But I think most people, would ehr...

430 **Interviewer:** Think of your decision...

Interviewee: Yeah, if I have to click on a button only, to agree, I would accept it more often probably, because it is easy.

Interviewer: Ah okay. And would you want to be proactively approached by administrations that make you suggestions for services based on
435 your data?

Interviewee: I think there is a lot of potential in a pre-data analysis. And it could provide me with ehm better services. However, if I would get such a suggestion I would immediately think: Oh, wow, if they can make such suggestions, the could know much more I don't want them
440 to know probably.

Interviewer: But you would still agree on that? Or not?

Interviewee: Yeah, I would still agree if there is some... if my suspicion is not valid. If this information is really only provided to me an yeah...

Interviewer: Okay, and for what purposes have you ever used single-sign-on
445 systems like Facebook or Google to authenticate yourself?

Interviewee: Yeah so I guess, I used Facebook several times. This happens for different platforms like AirBnb or other stuff.

Interviewer: And why did you use them?

Interviewee: I think in this regard I was using, I ehrm, was... I evaluated
450 the process of analogously (?) registering for another services would
be, ehrm kind of stressful, so for that reason I took the other and easy
option. In addition, I think I thought that I gave Facebook only few
information. However I think that that's wrong, and ehrm, maybe that
illustrates that I am not aware that, ehrm with which companies my
455 data is shared with. So I think my overall awareness of risk was maybe
rather low... ehrm, yeah.

Interviewer: Okay, but why did you sign on with such services like you
said Facebook and not via e-mail, when you say it is not so much
information needed?

460 **Interviewee:** Ehrm, so I guess mostly I was, when I was using, I ehrm, I
did not plan on heavily relying on this platforms I am signing on there.
And I thought it is a one-time thing and therefore did not want to create
another account.

Interviewer: But why, when you say, there is not much information needed
465 to set up such an account, why did you then use it, when you actually
do not like it so much?

Interviewee: Yeah because, still, it was just one click on this button, and
this was making it quite easy for me.

Interviewer: But why is it than different from, because at the beginning
470 you said, you don't see a benefit of sharing information, because you do
not see an efficiency gain, when it is just about standard information.
But why did you...

Interviewee: Yeah, yeah, I think the reason is that I have made a similar
experience with public administrations.

475 **Interviewer:** So meaning, that you, would use it if there would be the
option or what do you mean?

Interviewee: If I on a regular basis use such things, I would use it. And I would see a benefit of such a service.

Interviewer: Okay. And for what purposes have you ever used an eID-
480 Function like an electronic passport or other systems to authenticate yourself?

Interviewee: I have never used it.

Interviewer: And why?

Interviewee: I guess, when I was registering my passport, it was... there
485 it had... the inclusion of the e-option was very new, and I did not see potential applications for myself back then.

Interviewer: And would you use such an eID?

Interviewee: Yeah, yes I would.

Interviewer: And why would you do that?

490 **Interviewee:** Well, if I personally have to attend at an office, and where this process could be changed that I could stay at home and that would make it easier for me.

Interviewer: These were all the questions I prepared. Is there anything else I forgot to ask or anything that you would like to add?

495 **Interviewee:** No, not right now I think.

B.8 Interview 8

- **Date of the Interview** 01.06.2020
- **Date of the Transcription:** 02.06.2020
- **Notes:** Has experience with higher education in Norway, United States, Czech Republic, Serbia.

Interviewer: Alright, thank you for taking the time to give me this interview. First I will give you a short introduction into the research topic, before we start with the questions. The EU wants to make interactions with administrations easier and therefore wants to establish the so called Once-Only-Principle. This means, that you as a citizen, should submit your data only once to a public administration and these administrations then share this data with other administrations so that you do not have to re-submit your data and documents repeatedly and therefore reduce your administrative burden. With this study I would like to find out, how you perceive your interactions with administrative bodies and public authorities. This study focuses on the field of higher education in the EU. The field of higher education is one of the policy fields, where the EU has already started with testing the once-only principle. As you have already or are currently undertaking studies in another European country I would like to understand, how you perceive your interactions with public authorities especially in a cross-border context. The interview will be recorded and then transcribed. The records will afterwards be deleted. The interview will be transcribed anonymously. Do you agree to that?

20 **Interviewee:** Yes, absolutely.

Interviewer: These first questions are just background information to get started, the personal information will not be transcribed. Can you tell me a little bit about you? How old are you? Where are you at, right now? To which universities/countries have you been already? What was your general experience?

Interviewee: My overall experience has been very varied. It depends of what types of university I have been to and what people I have dealt with. The majority of problems occurred where not uploading documents, but translations of curricula and paying fees in different currencies all the time. Most of my problems were associated with these things. But that being said, the processes of applying to the study programs were incredibly long. There were multiple issues associated with payments, documents that had to be translated and send in original versions. And because I am not from a EU member state, there were some additional stuff to organize.

Interviewer: Can you remember to which administrations you submitted your data before, while and after your studies abroad?

Interviewee: Well, I had contact with several ones. Starting with the internationals students offices. When I went to the US, I had a special meeting, with a special representative from a special institution in charge for US-Norwegian exchange programs. For the Czech Republic I had to deal a lot with the financial department of the university, because some of the money haven't been transferred correctly apparently. And then in Norway, I had to deal with the city council. There was an administrative unit that had to sign an officially translated copy of my transcript. I also had to order this official translation from the court house to ensure that the transcript was proper. And the majority of our administrative communication between our Norwegian universities, is also influenced a lot by the inclusion of the Norwegian government body which deals with handing out loans and grants. Because the education in Norway is free and they really encourage us to apply abroad as well. So they have very specific studying abroad loans and grants. So that also includes... every semester we have to include a summary of our studies. We have to present a document showing how much money we have paid in tuition to our school and we also have this signed by the respective members of the faculty we are studying. Then we have to scan it and send it back to the Norwegian government and

then they have to sign it to make sure it is ok. And if we go abroad longer, we also have to upload our documents to their website in order to make sure that all of these documents are then accepted. And this application procedure can take forever. It took months. Then I called them and I found out, that they simply had forgotten hand over one document to another administration that would have to deal with it. So there were quite a lot of actors involved, which is happening quite often.

Interviewer: Alright and how did you experience the interaction with the administration and the services you used?

Interviewee: That is a good question, because I have mixed feelings. Naturally I don't like paperwork, I don't like bureaucracy by definition. It think it kills me inside to deal with all these papers and officials and all of that. But on the other hand, I fully accept it, because I am choosing to put myself in this situation in a way. We have a perfectly fine higher education in Norway and everything is free. I don't have to deal with any form of like extensive administrative hurdles. For instance, the system in Norway is that everyone's grades and diplomas, and everything is stored in one digital system. So when you are applying for university, regardless for which part of Norway you are applying, regardless even if it is a private university: Everyone is using the same system when you apply. Which means that every of these institutions has access to the same documents and can accept students on that basis. Furthermore we don't operate with letters of recommendations or all the sorts of specialized application procedures. To this systems, you are nothing but the grades. If you GPA is high enough, you will be accepted to a course. So the way is see it, is that I choose myself to put myself into a more laborious position because I value the experience abroad. And therefore I also have to accommodate myself to this processes, even though there are times, where the processes are irritating and frustrating. for example I had to pay 200 Euros to translate one page, which just was the front page of my diploma which sad: "You

90 have a bachelors degree" and I had it to be translated and signed and
it costs me 200 Euros.

Interviewer: So how does this system of applying actually works in Norway?

Interviewee: Basically how it works, is that you log in to the same system.
95 With a... most of us have something like this (shows electronic key fob
used to register or generate a TAN), like a bank code. It is associated
with your data social security number and you type that in and log in
and then it just asks you: "Where do you want to go to school?" And
then you can see all the courses that you can apply for and it lists the
100 special requirements for each program, like you need a high grade in
maths or physics for this or that course. And then you can just click to
apply for this course. And then you can rank 10 different courses and
then you apply. And boom, that's it! And they only ask you to upload
external documents, if those documents do not yet have been accepted
105 or ratified by the Norwegian government. Which is something I have
to do when I go back graduated. I have to hand in all my courses and
marks to be accepted. And they have to be verified in order to have
my masters degree accepted.

Interviewer: Okay, interesting. So for everyone in Norway, the diplomas
110 are stored centrally?

Interviewee: Yeah, so the diplomas aren't just the grades. So if I want
to, let's say another bachelors degree. All I have to do is, log in and
apply for this bachelors with my bachelors degree. If I would apply for
a masters or a PhD I would have to do it directly, because there are a
115 lot of specific and professional programs. So but I haven't tried that
myself so I do not know the process myself.

Interviewer: Okay. Can you use the system you talked about: Is this
central system only for education or what can you do with the key
fob you showed? Can you use the system for other things as well, like
120 when you are moving to another Norwegian city?

Interviewee: No, when you are moving, you use a system from the post service, they have their own website, where you go and register. But the grades and stuff it is like a cloud that everyone can access.

Interviewer: Okay, but for other administrative tasks in relation to studying like for example for moving, you have to use different systems to interact with the public administration?

Interviewee: That is a good question. So most of the time you just have to register your new address if you are moving. So if you move, a lot of other administrative processes are following. Because once you register at a different address, certain other administrative procedures are applying like for example you can now vote at your new address. And stuff like that, but that is done through the mail system. Also yearly you have to fill out your tax forms. So the taxes are done automatically but you could also edit it yourself to ensure that everything is going according to the plan. And there if you move around, different types of procedures and processes may apply when you move around. Overall I would say that it is a fairly simple and straightforward system. I never heard of someone complaining about trouble with the administrative problems for example when you move around. And also this has a lot to do with that Norway is a very centralists country. Most of the administrative decisions are made in Oslo and they count for everyone. So the city councils and counties don't really have a lot of administrative capacity. That might have something to do with that.

Interviewer: And you said that you had to hand over documents to administrations or universities repetitively. How did you experience that?

Interviewee: Well I never had to repetitively enter data per se. The only thing I had to do was hand over documents that they already had. Most of the education systems in the EU that I have experience were fairly accommodating. So usually they are quite willing to work together cross-border and it shows how seamless bureaucratic process can run cross-border. So in the Czech Republic they had their own system but

they just took care of the rest. And if there were problems they tried to help to fix them.

Interviewer: And when you talk about your situation in the Czech Republic, where there any interactions with public administrations besides the university itself? Like register housing or other interactions with authorities?

Interviewee: Interesting that you ask. Like all of the internationals I lived with, we were supposed to register but none of us did.

160 **Interviewer:** Why?

Interviewee: We didn't do. It was just, the thought of going to the police station and dealing with it just seemed... tiresome(?) we didn't want to deal with it.

Interviewer: How did it seem?

165 **Interviewee:** Tiresome or tiring. Just incredibly boring. Because think about for instance: In the Norwegian system you don't have to talk to anyone to do most of the administrative things, you don't have to interact with actual people. You can do all of it online, which is great. And the problem with many of these really, really strange and completely systems for registering in all the different countries I have been. In Norway, you literally just type in: "I have been to this address" and the system then sorts all of the things itself. Where as for instance in the Netherlands, you can only be registered, if you have a permanent address. And to classify it as a permanent address, you have to fill out these things. And for a part time job you have to go to to this building and talk to these people and you have to have a copy of birth certificate and all of these ridiculous stuff that should not be necessary. And the same goes for Croatia and the Czech Republic, where you have to go to the office and fill in all these forms and let them know personal information about the landlord and how much you pay and what your job is. Which again, you could perfectly do online.

Interviewer: So that is what you would prefer?

Interviewee: Yes. I don't mind different rules, but I do mind that people refuse to modernize their systems and use these old and outdated systems. Most bureaucracies can as off today, be digitalized without much trouble. These bureaucratic systems, they are not complicated, they are just complex. And complex things can be fixed by code. You can code it and systems it and make it easier. In Norway all these systems completely organized simply and easily. And in a transparent manner so that people can see what is actually going on. And I hesitate to use certain terms, but countries like Central and Eastern Europe still are suffering with certain hurdles associated with previous regimes. I think there are certain forms of infrastructures that haven't been developed yet. And we should be concerned of this systems that they still use systems from the past.

Interviewer: And why do you prefer using online services compared to interactions in person.

Interviewee: Well, because it is quicker, you are more flexible with where and when you deal with it. And you don't have to deal with people, which is a good thing. You can reduce the necessity of interacting with bureaucrats, which is a good thing. I think that most people don't realize how horrible it is to sit like at a desk at a communal building and having people coming with their problem. It has to be frustrating for them to, I think everything will profit from streamlining of these processes so that things become more efficient and it is easier?

Interviewer: Okay and how could sharing of your data between the relevant organizations directly could make this process easier or less burdensome for you?

Interviewee: That is a very good question. Firstly because I don't like sharing my data unless I like explicit consent to it. I think they only reasons why I would... like the post office service here in Norway, I

let them explicitly know where I live. And the same is with higher education and all of these other things. One of the reasons I haven't been bothered with the administrative hurdles that I had to overcome as part of my education abroad is associated with the fact that I respect the sovereignty of each university to have their own system. So sharing... A couple of things you could do: You could create more online systems, based on online self-service. Because that would make it easier for people to process it. So when you have all of your data at one place and you can just hand all your data or documents to the institution you are going to. That would make it more easy. You could also streamline the credit system in Europe. If all universities would use the same credit system and that they agree to do it together to make it easier for people to apply to all of our universities. That would be better, because it would not have to do too much with my data, so it would be a better way to approach these problems.

Interviewer: Okay, interesting. And would you share the following data with universities and the different public administrations in your country and in other European countries? And why would or wouldn't you? Starting with information about your identity

Interviewee: What would that be, my information?

Interviewer: Well, starting with standard information like name, date of birth, place where you are registered, your passport number...

Interviewee: Well no. Name and birth data I am fine with. But my passport number, absolutely not. And I don't want people to know where I live. The only people that know where I live are the post office and the tax authority. And I don't want anybody to know that.

Interviewer: Okay, so you would not want that your university in the Netherlands for example could get the data directly from you municipality?

Interviewee: Well, that's a good way to look at it. I think that data should only be shared if I explicitly consent to it. And once it served its purpose, it should be immediately deleted. And I don't think it is ok for universities to keep a lot of data, beyond what is necessary for
245 their purposes. All data should be deleted after it served its purposes.

Interviewer: And what about the sharing itself: When you think about the sharing, you said you want to consent. Would you want then that it is shared directly or would you prefer to submit your data yourself.

Interviewee: Yeah, I mean, let's say I apply for university and they have
250 created a European wide system to streamline their system. If I am then applying for a university, I consent to that that university is looking at my file and my data. What I am not consenting too, that all the universities have access to a cloud system and they can check data whenever they like. That's what I mean with consenting.

255 **Interviewer:** Okay, so you want to give the consent but then it is ok as long as it is needed?

Interviewee: Yes, sharing is only ok, if it serves a function. It is only ok if I explicitly agree to it. Because if you can just share whatever you want with whoever organization you want, there is no privacy anymore.

260 **Interviewer:** Okay. And you said it has to serve a purpose. And who would decide if it does so?

Interviewee: Well, that would be me by consenting to share... or not.

Interviewer: Ok, and then what of the data we talked about would you then share?

265 **Interviewee:** Well, preferably not my passport identification, maybe I would have to do that in certain instances. For example certain universities have certain rules of how to identify. And if they were to do so, ideally it would not include things like storing my identification

or address. Or just like for some years, if they need it to contact me.
270 But after graduation for example, I want it to be deleted.

Interviewer: Okay, and what about personal information like personal background, family situation, housing situation?

Interviewee: I would prefer not to share it. I don't think it is anyone's business what I am doing or what my background is.

275 **Interviewer:** Ok, but what about if there is information which serves a certain purpose?

Interviewee: Well, then in such a scenario I have to take the decision, if I want to use a certain service, where data is needed or not. So it is a decision I have to take then. So I think that in those circumstances
280 where you have to share personal information that you rather not share, is that they have to be stored securely and encrypted, so nobody can get them. So for example, if they need some information to calculate my taxes, then they should only use it for that purpose and otherwise delete it.

285 **Interviewer:** Okay and what about health data. For example when we start with doctors and hospitals, but also universities, let's say for example if you are sick and should the university be able to get the information?

Interviewee: I struggle to see why anyone except the people that are directly related to need it. Well, personally I had multiple interaction
290 where I had to interact with public authorities. Well, I have several mental illnesses which require heavy medication (...). And this is information that I do feel comfortable to share with people in the administrative capacity that it directly relates to. Like my study advisor, or my professor or my classmates, because it is my responsibility to
295 inform people, that I am experiencing exceptional circumstances. But I don't see why this information should be shared with an university administration. There is no reason that anyone else in the university knows that.

Interviewer: Okay, thank you. But how about the following example: You
300 are sick and would have to write an exam. Would you want that your
doctor can directly inform your university, that you are sick and cannot
write the exam?

Interviewee: No (video call was interrupted due to poor connection)... It is
a matter of consent. I always think it is a bad idea to centralize power
305 and public and administrative information about yourself. I think too
much surveillance is the death for democracy and freedom. And what
we see today, is that for the name of efficiency, we incline to surrender
a certain degree of freedoms because of the sake of freedoms. The
thought of just a public body, without my given consent interaction
310 with a university makes me feel pampered and I am not in control.

Interviewer: Okay. And you said it is a matter of consent. Would you
then agree, like if you are asked?

Interviewee: Sure, but then it is different. Because it is a completely dif-
ferent scenario. If I ask the nurse, if they can call my university, it is
315 completely different.

Interviewer: And what about a digital system, where you can consent
whether this data is shared directly between the organizations?

Interviewee: Again, it depends on who runs this system and has access. If
it is a public body, absolutely not. If it is a private body, maybe.

320 **Interviewer:** Okay, so with a public body you say no and with a private
body you would say maybe?

Interviewee: Yes.

Interviewer: Why?

Interviewee: A private body does not have access to my tax, a private body
325 is not associated with a state and a private body does not have access
to enforce me to give me certain information away. If I use Facebook

or Google or Youtube, I know they collect meta-data and use it to sell me things and advertise things to me. But if a government body does the same things, I no longer have a choice. I am forced to participate
330 in such a system instead of willingly doing or using such services. And I think that is a huge difference.

Interviewer: Okay. And then you said, that you would say that information should not be centralized. And before you described the centralized system in Norway, which you reported works quite well, because
335 other actors, like municipalities do not have a say in the system.

Interviewee: Yes, yes. So the different system is that, first of all, it is related to the welfare system. Like for the education system and the cloud, the only one having access to this data is that I have access to the data. And in other systems, the other administrations or officials
340 would have access directly. And in the Norwegian system, they have to be notified by me directly for example if I change my address. They are not contacted by another administration that has this information already that I have moved. And I think there is a nuance there. And this is that it is all about me, specifically choosing to give data to a
345 certain administration. So in the Norwegian system I told you about, I am choosing, which universities I apply to and which university can see my profile.

Interviewer: Okay. But still it would be a service run by the government, isn't it?

350 **Interviewee:** Sure, it is not preferable. Ideally, that would be... I want as little government intervention in my life as possible. And I do think that Norway is too bureaucratic in a sense.

Interviewer: And would it be an option to you to have a similar system to the one you described in Norway in a cross country situation?

355 **Interviewee:** Yes. As long as I can consent to it, I think that is a good idea.

Interviewer: Okay, so I think your central argument is, that you can think of such a system, but only if you are consenting.

Interviewee: Yes.

360 **Interviewer:** Okay, and when we think about data about your financial situation?

Interviewee: Well, if I am consenting, then I would think that I am fine then. But I am just think of a scenario where it would be necessary.

Interviewer: For example scholarships or funds?

365 **Interviewee:** Yes in those instances, absolutely. I would agree to share that data.

Interviewer: And what about certificates like your birth certificate our diplomas?

370 **Interviewee:** Once again, is only in the situations, where I am comfortable with sharing. When it comes to birth certificates, I have never for example, been in a situation where I had to have it or share it with anyone. I also don't like my social security number or any of those things should be shared, unless there is an exceptional need for it. Like for example when I break a law, then I surrender some of my
375 individual freedoms for the sake of justice. So in that case, people do not have the right to consent or not.

Interviewer: Mhm, ok. And what data would you want to be shared with the following types of organizations? And why would or wouldn't you share them? Starting with administrations/authorities in your country and compared to administrations/authorities in other European
380 countries or cross-border. Is there a difference for you?

Interviewee: I think personally, I would only share data with where I live. I think it is not possible to keep data nationally anymore at a certain level. Because of globalization, it is not possible. I would prefer to

385 keep my tax records locally... like in Norway. I wouldn't want that
share with anyone else. I would also want to kept secret my address
as much as possible and also information about my personal live. But
both for the Norwegian and governments abroad.

Interviewer: Okay, and is there something where you would make a differ-
390 ence between the country in which you live and your home country?
Except for your tax information.

Interviewee: Well I would prefer things to be online. I would be more
willing to share data if it is more transparent and if I have more access
to the system myself and if I can actually see how data has been shared.
395 But I do think that I am just naturally inclined to not share data with
foreign countries. Because I think I am less trustworthy in foreign
institutions.

Interviewer: Okay, and what about public bodies, like universities or other
non-profit-organizations. Should they be able to share data with ad-
400 ministrations? Well of course, as you said, given you consent.

Interviewee: Well of course if I consent, for sure. If they ask me and I
think that it is okay, than that's all that matters. And that's more or
less my overall mentality: As long as people are asked and they are
comfortable, then that's fine.

405 **Interviewer:** Okay, and when we move to private organizations. Would
you want that companies, like private student housing organizations
can share data with administrations?

Interviewee: Well, I think if I am consenting it's also fine.

Interviewer: So there is no difference between non-profit- and for-profit-
410 organizations?

Interviewee: No, definitely not. I think there is only a problem, if govern-
ment bodies do centralize data too much. That's a problem.

Interviewer: Okay. And what data or (types of) organizations, if any, would you want to be able to be excluded from the exchange?

415 **Interviewee:** Well, that is a very good question. I don't think policy or military have the right to access a lot of my personal live and therefore I don't think they have the right to check my information unless I break the law.

Interviewer: And again here, what if you consent?

420 **Interviewee:** Well, if I consent and think it is ok that is okay for me to share some information with the police, than that is up to me.

Interviewer: Okay, but does it mean, there is no type of organization or type of data, where you would want to be able to completely exclude it? It is always okay as long as you have to consent first?

425 **Interviewee:** Yes, because it is all up to me. It is my personal data. And everyone would have the same standards applying, right? And for me it is all about, we are living in a time where information is so fluid and you can find out pretty much everything about people with the right amount of meta-data. And I think the more you can limit that and
430 you can make it, so that people themselves are involved, that is fine then.

Interviewer: Okay, And you say you want to give consent before your data can be shared. How would you want to consent? How would the system look like? If you would experience the perfect service.

435 **Interviewee:** Well, that is a great question. When I think of a perfect interaction, to me that would be someone explicitly saying: "Hey, this is the data and this is what we would be using it for. Do you agree that it is shared?"

Interviewer: And how would the interaction look like then? Would there
440 be someone from the administration calling you?

Interviewee: A very contemporary example are websites where they say:
"Hey we use cookies or we are gathering your browsing data because we
are going to use it for advertisements. Are you fine with that?" That is
an example, which is very honest and upfront way of communication.
445 It is just made visible what they are doing as a business, and ask if you
are okay with that. We can also extend it to, let's say if I move and you
go to the administration: You get a precise information saying, this is
the information, this is the purpose for us asking about the information
and this is what we are using it for. Are you ok with this being shared.
450 And if you are not, we have to find another way of dealing with it
and a way that is comfortable for you. Because the feeling that many
people have nowadays is that many of these administrative capacities
never explain why they need the data. They just say: "We need it."
They just say: "We need to have all of this." And people like myself
455 ask myself, why they would need it or why it is necessary.

Interviewer: Okay, so you would prefer an online system with a checkbox
or a radio button like with cookies?

Interviewee: Yes. Although I should say, that no online system is perfect
and you should have the possibility to talk to someone in the admin-
460 istration.

Interviewer: Would you want to be proactively approached by administra-
tions that make you suggestions for services based on your data? Why
would or wouldn't you want that?

Interviewee: I think to a certain degree yes, because I don't even know
465 how many services have my data. Which is very uncomfortable. And I
enjoy dialogue and I think discourse is good and everyone would benefit
from talking about it and proposing the services to you, right?

Interviewer: And you wouldn't have privacy issues? For example if meta-
data would be used for creating suggestions?

470 **Interviewee:** Well, I think the GDPR was a good thing in that regard.
Because before, a lot of people did not know, what meta-data was and
people have no idea what the companies like Facebook, Google and
Youtube actually do with their algorithms actually and what data they
actually store. And I think one thing would be to increase transparency
475 and you can also publicly explain why it is of use. Because there might
be services you have never heard of or might be interesting for you,
right? But it only promotes you things, that you have explicitly agreed.
So you can decide which types of suggestions you would want to have.

Interviewer: Okay, thank you. For what purposes have you ever used
480 single-sign-on systems like Facebook or Google to authenticate your-
self?

Interviewee: Sometimes I use it for certain services. I gave for example
access to third-party actors to see data from my Facebook or see my
listening habit on Spotify and then give me suggestions on new music.
485 But once again, I am consenting to this data to be processed.

Interviewer: Okay, and how is it different from a public system? Or is it
just about the consent?

Interviewee: It is the same, I consent in both.

Interviewer: Okay. And for what purposes have you ever used an eID-
490 Function like an electronic passport or other systems to authenticate
yourself? We talked about it already.

Interviewee: Daily. I use it almost daily. Like when I am logging into my
Norwegian university profile, or when I am logging into my university
library at home in Norway.

495 **Interviewer:** I mean like the state id.

Interviewee: Yes, I talk about the same thing. Many systems use the same
process. It is called BankID. So my bank is the same thing... So this
is an example of how private and public are cooperating. I receive this

(the electronic key fob) from my bank, which authenticates me when
500 I log in when I do my taxes for instance.

Interviewer: And why do you like it or use it?

Interviewee: Ehrm, I don't know, I think it is what it is... Until we get a
better system or newer system this is what we have. And I think it is
ok. It is a one-time code that is non-traceable. And that's as good as
505 it gets, right. And you have a personalized password, so I think it it s
pretty safe system.

Interviewer: Okay, alright. These were all the questions I prepared. Is
there anything else I forgot to ask or anything that you would like to
add?

510 **Interviewee:** No, thank you very much.

B.9 Interview 9

- **Date of the Interview** 03.06.2020
- **Date of the Transcription:** 04.06.2020
- **Notes:** Has experience with higher education in Netherlands, Greece, Czech Republic, Bulgaria. Has less trust in home country than in other EU countries and therefore is fine with sharing EU wide. Without being asked, he reported, that he wants to be informed about where his data goes and for what reason. Also reported, that he wants to be asked. If that is met, quite liberal opinion on data sharing.

Interviewer: Alright, thank you for taking the time to give me this interview. First I will give you a short introduction into the research topic, before we start with the questions. The EU wants to make interactions with administrations easier and therefore wants to establish the so called Once-Only-Principle. This means, that you as a citizen, should submit your data only once to a public administration and these administrations then share this data with other administrations so that you do not have to re-submit your data and documents repeatedly and therefore reduce your administrative burden. With this study I would like to find out, how you perceive your interactions with administrative bodies and public authorities. This study focuses on the field of higher education in the EU. The field of higher education is one of the policy fields, where the EU has already started with testing the once-only principle. As you have already or are currently undertaking studies in another European country I would like to understand, how you perceive your interactions with public authorities especially in a cross-border context. The interview will be recorded and then transcribed. The records will afterwards be deleted. The interview will be transcribed anonymously. Do you agree to that?

20 **Interviewee:** Yes!

Interviewer: Alright. So these first questions are just background information to get started, they will not be transcribed completely. Can you tell me a little bit about you? How old are you? Where are you at, right now? To which universities/countries have you been already?
25 What was your general experience?

Interviewee: My general experience is that I just had to submit the general documents to the universities themselves. And once that is done, which may take a while, because there might be unfortunate complications, like for example... I am not exactly quite sure... it is a dutch
30 process. I think it is probably even EU-wide. You have to verify your diploma. And that can take quite a while if you are not in or from a specific country. Like I had to contact the Dutch ministry of education, contacting my university and that was a pain. But other than that, it was quite straight forward.

35 **Interviewer:** Can you remember to which administrations you submitted your data before, while and after your studies abroad? If you think of all the administrations that come to your mind.

Interviewee: That would be the dutch municipalities for example, I am registered there, or was for some years. I mostly have just been in
40 contact with them. There wasn't any other instance that I can think of.

Interviewer: Okay. And when you think of stuff like student housing or administrations taking care for your health insurance? Was that a thing for you?

45 **Interviewee:** Not really, I usually have my insurance from my home country taking care of it. So I had a bank in the Netherlands I dealt with. That's about it.

Interviewer: And can you remember how much time you spend for administrative tasks like applying and enrolling at the University abroad,
50 applying for student grants, register housing, etc.?

Interviewee: Yeah. I usually arranged housing myself, so in this regard I only had the basic requirements in this regards, so not too much here.

Interviewer: Let's include these. What did you have to do there?

Interviewee: Well, basically registering at the municipality, that's all I can
55 think of. Other than that, it usually didn't take me too long. Maybe submitting documents to the university is the most time consuming process.

Interviewer: How did you experience the interaction with the administration and the services you used (for applying for programs or grants,
60 register housing, ...)?

Interviewee: Quite fluent (?) and easy and simple. I have been... (due to technical issues with the online interview, some minutes of the interview were not recorded) ...waiting in line, it is going to involve a lot of people, going to send you back to get documents that you didn't
65 have, because nobody told you, that you should have them. It is really difficult to know what the requirements for things are. And the process takes a while. Like with the passport, it can take several months. It is not well organised or streamlined. And when it comes to the Netherlands, it was quite satisfactory. But with the Czech Republic it
70 was more like in between the two, Bulgaria and the Netherlands. The Bulgarian administration is definitely the worst, as I just described before.

Interviewer: And what were the things that made the interaction satisfactory or sometimes even not satisfactory?

75 **Interviewee:** Yeah. Well, clarity! Mostly clarity. Going there and knowing what I have to bring. Knowing when I should go there, Knowing where exactly where I should go. So it is all simplified and clear, I don't have to be familiar with the entire process or know how the whole process works for me to be able to do what I need to do. So it is just... saves
80 a lot of time and effort, that I otherwise have to spend for researching

which building I had to go, what documents I had to bring, at what time I would have to go to not spend too much time in line. That's taken care of... that's the best.

Interviewer: You said, that for most of the examples you had, you interacted in person. Is that your favourite or another way?

Interviewee: I don't not have really have experience with the alternative. It has mostly been in person and I prefer that way, because it is a bit more... you can ask someone all the question you need and get additional information. It is more... relaxed. Otherwise if you communicated via e-mail or phone, you will probably forget something, and it is quite inconvenient, you don't get an answer or have to call again.

Interviewer: And were you asked to provide the same information (documents which had already provided to the other public agencies/authorities or officials? And which data/documents?

Interviewee: I think I had to provide the same documents every single time basically. Id-card, sometimes passport, diplomas, health insurance... what else, I think I am missing something.

Interviewer: That's fine, it doesn't have to be complete. And how do you experience the repetitive entry of your data?

Interviewee: Well, it is... depends if I am submitting it online or not. Usually I do it online, especially for university applications. So I am usually scanning the documents and send them over. Then they usually get approved within a couple of days and then I get an answer, saying which additional documents I have to submit in order to get approved or enrolled.

Interviewer: Ok. And you said, that you usually prefer personal contact with administrations but now reported, that you usually submit documents to universities online. Is there something you prefer?

Interviewee: Ah right. Maybe I should be more clear here: In the case of
110 universities I've been in contact online. And with public administrations I am in contact in person. I would usually go there physically. For universities, I apply in other countries, so online is easier. And I don't mind that. Obviously online is the better option, it is more easy and convenient, if it is not a too complex process.

115 **Interviewer:** And have you ever stopped using a service (like applying for grants or study programs) because of the amount of data required?

Interviewee: No, I don't think that happened for me. I usually am not
fooled-of (?) by a large amount of documents. Unless it is maybe a potentially shady services. But if it is something linked to a well-known
120 university or branch of government, I usually don't have a problem with it.

Interviewer: Ok. So how could sharing of your data between the relevant organizations directly could make this process easier or less burdensome for you?

125 **Interviewee:** Well it would definitely make it easier, because I would not have to submit the same documents every single time I apply for something. And I think I would think less on administrative processes and spend my time for something else. And that would be useful. But then you would probably also have a bit of a data protection issue. If
130 my data is submitted to multiple administrations. So the chances of leakage are much more significant.

Interviewer: So it is an issue for you, that your data would go to the wrong places or could be leaked?

Interviewee: Well, I would definitely think about it. I don't think that for
135 me it would be a big issue. But I haven't thought about it too much. If I think about all of it I might be against it, but from my superficial knowledge of it so far, I would not have a problem, because it is not too sensitive data.

Interviewer: And would you allow to share the following data with universities and the different public administrations in your country and in other European countries? And why would or wouldn't you? Starting with information about your identity?

Interviewee: Yeah, I think I definitely would. They can find my information about my identity almost anywhere. I put it out there on several social media so it wouldn't be a problem.

Interviewer: And personal information (personal background, family situation, housing situation?

Interviewee: I would say, that is a bit more sensitive. In that case I would be a bit more concerned about what happens with that data. I suppose it is a bit (?). If it comes to the type of data that I am comfortable to share it between organizations, I think is the basic identity data like name, date of birth, university info, you know that kind of stuff... I am okay with that. But when it comes to personal family circumstances and other personal details... than not so much.

Interviewer: And what about health data.

Interviewee: What would that include?

Interviewer: Well, could be that you are injured and you are going to a hospital in a foreign country. But it could also be that you get funding or support in some countries given you have an illness or your university gives you extra support since you, I don't know need an extra semester or more time in exams because of a sickness or many more.

Interviewee: I think it is useful, especially if it is shared with hospitals.

Interviewer: Okay. And feel free to think of all scenarios you can think of and what you think about it.

Interviewee: Well, the scenario in my head is a situation where you get health care in a different country and they can see your health record.

That could helpful or like especially in a emergency situation, where you cannot supply information yourself.

Interviewer: Okay, interesting. And when you think about situations,
170 where it would be possible, that you supply information yourself? Like
when administrations or universities need parts of your health data?

Interviewee: Ehm, that would be okay for me as well... I would agree with sharing.

Interviewer: Can you elaborate on that? Can you explain why you would
175 agree?

Interviewee: Well I don't see a reason for me to be opposed to it. I think
especially in the health system it can be useful and I can't think of a
way in which this data can exploited in a way at least by doctors or
hospitals that is harmful to me. If it is not sensitive data, than I would
180 agree, but sensitive data not too much outside the healthcare system.

Interviewer: So this means, sensitive data is data that could be exploited?

Interviewee: Yes, I would say so.

Interviewer: Okay, and this is data, you would rather not want to be shared
directly by organizations.

185 **Interviewee:** Yeah.

Interviewer: And what about data about your financial situation?

Interviewee: I would say the same think. I think it is more personal, so
that I would not want it to be shared between institutions. Financial
data, I don't thin I would approve to that.

190 **Interviewer:** Can you elaborate on that?

Interviewee: I think, it could... First of all I am not comfortable with
financial data being public. That might be just my personal preference.

But also it entails a bit of a danger, that it could be exploited. It could be... exposed or leaked. And it could make you a target in any way
195 you can think of.

Interviewer: And when you think of a situation where a University or administration needs your financial data or parts of it, you would then rather manually share it, did I get that right?

Interviewee: Yeah, I would like to select the organizations or institutions
200 that get this data.

Interviewer: And what about if you could select the institutions, but then they could share it with these institutions? Would you then agree that these institutions share your data your would you still prefer to hand it in yourself?

205 **Interviewee:** I supposed, if I get asked if that data can be shared with other institutions for a specific reasons, then I would agree to sharing it. But not if other administrations that do not need it would get it. But otherwise I wouldn't mind if they share it with a specific institution that needs it especially if I agree to that. I just don't want
210 indiscriminately sharing of information, but if I have a say I'm fine.

Interviewer: Can you elaborate on that, that you don't want sharing indiscriminately but want to have a say in the process and then it is fine. Does this apply to other data as well?

Interviewee: I think, when it comes to more detailed data, that can be
215 exploited or used against you: In that case, it is appropriate that the institutions ask you. And I would not necessarily disagree, if I know where my data goes to and what it is used for.

Interviewer: And what about certificates like your birth certificate our diplomas?

220 **Interviewee:** I think birth certificates and diplomas, I would share that. They are fairly basic information.

Interviewer: Okay. So let's move on. What data would you want to be shared with the following types of organizations? Starting with administrations/authorities in your country?

225 **Interviewee:** The problem is, that I don't know how sharing works at the moment, it is quite opaque to me at the moment. There might be sharing of a big amount of data already, I don't know what the norm is. And I really don't know if I would want it if I do not have a specific example.

230 **Interviewer:** Okay, but do you care about, that you don't know at the moment, what data they are sharing.

Interviewee: Somewhat yes, when I think about, that I have actually no idea. That's a bit concerning, I would rather know, what exactly they are sharing between institutions. Or at least I should have the option

235 to inform myself about what is shared. But if I have it explained, then I would be fine with it.

Interviewer: So if you have it explained and you are fine with it, you would share information cross-order from or to your home country?

Interviewee: Yeah.

240 **Interviewer:** And what about administrations/authorities in other European countries or cross-border?

Interviewee: I would say the same thing. It doesn't really matter to me as long as I have an idea about what is going on.

Interviewer: So there is no difference for you between your home country

245 and other EU countries or cross-border exchange?

Interviewee: Yeah, true.

Interviewer: Can you elaborate on that?

Interviewee: I don't really trust my home countries institutions than I trust the institutions of other EU countries. So for me it is not really significant where exactly it goes. I feel the same level of unease.

Interviewer: And what about public bodies, like universities or other non-profit-organizations?

Interviewee: They information from, let's say Bulgarian institutions to dutch universities for example?

255 **Interviewer:** Yeah, right, that could be an example.

Interviewee: Okay, so again it depends on the type of information. For basic information, like when I graduated, what courses I did and that kind of thing, I don't care. But if it is something that is more relevant to me personally, than I would. But again I don't know, what kind of information universities are collecting that I would not agree on.

Interviewer: And what about companies? Should they be able to get information from public institutions?

Interviewee: Once again, it depends on the data and how sensitive it is. If data is jumping from the public to the private sector I want to know what that data is and why it is being moved. I'd like to be asked for permission as well, ideally.

Interviewer: So you want to be not only informed but being asked right? And then you could imagine sharing fro public to private, or not?

Interviewee: Yeah right. I could then easily imagine that.

270 **Interviewer:** Okay. And what data or (types of) organizations, if any, would you want to be able to be excluded from the exchange?

Interviewee: I need to think about it... I think I wouldn't be comfortable with sharing data with any political organizations or say any kinds of organizations that have been involved in (?).

275 **Interviewer:** Okay. And why is that?

Interviewee: Well if you have in mind the worst case and the Cambridge Analytica scandal, where data is being misused and used for manipulation... it is a bit of paranoid, but I think that's the main reason.

280 **Interviewer:** Okay, thank you. And how, if at all, do you want to be informed or asked before your data can be exchanged? You told me that already, but how do you want to be informed? And can you experience your perfect service or interaction?

Interviewee: Well, suppose I am applying at a university program or I want to register at a municipal office: For example, I get some sort of message as part of the e-mail that I am communication with that organization with, which would ask me if this or that data is shared with this organization. And if I agree at that point, the process goes ahead and they get my data and I don't have to think about it anymore. And I don't have to bother with any manual process of handing over any documents manually. But I want to know what and why it is shared.

290

Interviewer: And how would you give your agreement in this process?

Interviewee: It is... well if it is just pressing a button, than everybody could do it for you. It should be verified, that it is you. But I suppose, that I am okay with like a written consent or also just a button, just a sort of a form of information that is alerting me to the fact, that data is being shared, and what data is shared and why.

295

Interviewer: Would you want to be proactively approached by administrations that make you suggestions for services based on your data?

300 **Interviewee:** Public ones?

Interviewer: Well, yes start with public ones, but feel free to think about both.

Interviewee: That would be an interesting option. I think it would be nice as long as it is not... abused. As long as they keep it to the central ones to the necessities, that would be fine.

Interviewer: Okay, why would you agree?

Interviewee: Because it would make the process simpler, it would streamline the entire experience. It would be nice to have some system that takes care of these administrative burdens for you so that you don't have to worry about, for example forgetting about relevant services like registering at the municipality. It would be nice to have such thing as a reminder.

Interviewer: And you would not have a problem if such an automated data driven suggestions?

Interviewee: No, I suppose not. If I have agreed to them to have my data I would not have an issue with them using it.

Interviewer: For what purposes have you ever used single-sign-on systems like Facebook or Google to authenticate yourself?

Interviewee: Yeah, I've used that quite a bit. I have linked quite some accounts linked with my Facebook account. I usually do it just because I am to lazy to create a new account and to remember all the passwords and the usernames. This is a simpler form. I am not entirely comfortable with it, with having everything linked to my Facebook-profile, because it gives Facebook probably too much information. But my laziness just gets the better of me. I just do it, because it is simpler.

Interviewer: Okay, thank you. And for what purposes have you ever used an eID-Function like an electronic passport or other systems to authenticate yourself?

Interviewee: I didn't even suspect, that something like that might exist, but I also come from a country, which is technically or electronically not very advanced with the government. I think I would be fine with

it, if it existed as an option. But I am not really sure of the advantages and the disadvantages, but I might agree to it.

Interviewer: And how is that different to authenticate yourself with your
335 Facebook account. Can you compare that with an eID?

Interviewee: I think the data linked to an eID is probably not used by private companies like Facebook for anything like marketing or political purposes. And that could be an advantage of an eID.

Interviewer: Alright, thank you. These were all the questions I prepared.
340 Is there anything else I forgot to ask or anything that you would like to add?

B.10 Interview 10

- **Date of the Interview** 05.06.2020
- **Date of the Transcription:** 06.06.2020
- **Notes:** Has experience with higher education in France, Denmark and Germany. On the one hand, very positive about the danish system, because it is so comfortable. On the other hand, she has issues about privacy and transparency. Especially, because she does not know what is happening with her data, who exchanges what and she feels uninformed. Also, she is afraid of sharing data between public and private for-profit-organizations. On the other hand, she uses private single-sign-on systems for multiple services. Also she reports that she accepts the danish system, because there is no alternative to that but she is not entirely comfortable with that.

Interviewer: Alright, thank you for taking the time to give me this interview. First I will give you a short introduction into the research topic, before we start with the questions. The EU wants to make interactions with administrations easier and therefore wants to establish the so called Once-Only-Principle. This means, that you as a citizen, should submit your data only once to a public administration and these administrations then share this data with other administrations so that you do not have to re-submit your data and documents repeatedly and therefore reduce your administrative burden. With this study I would like to find out, how you perceive your interactions with administrative bodies and public authorities. This study focuses on the field of higher education in the EU. The field of higher education is one of the policy fields, where the EU has already started with testing the once-only principle. As you have already or are currently undertaking studies in another European country I would like to understand, how you perceive your interactions with public authorities especially in a cross-border context. The interview will be recorded and then transcribed. The records will afterwards be deleted. The interview will be

transcribed anonymously. Do you agree to that?

20 **Interviewee:** Yes.

Interviewer: Okay. So these first questions are just background information to get started, they will not be transcribed. Can you tell me a little bit about you? How old are you? Where are you at, right now? To which universities/countries have you been already? What was your
25 general experience?

Interviewee: My experience is limited to to EU countries. I have never experienced as much digitalization as I am now in Denmark. And also exchange between authorities. And compared to Germany and France, it is very different. Maybe things have changed since I was there, but
30 Denmark is very impressive in that regard.

Interviewer: Can you remember to which administrations you submitted your data before , while and after your studies abroad?

Interviewee: Uh, okay. I don't know if you are familiar with the Danish system.

35 **Interviewer:** Feel free to tell me about it.

Interviewee: Okay. It differs a lot from Germany. So once you move to Denmark as an international student, you have to register yourself. And every citizen in Denmark has a CPR-Number, I don't know exactly what it stands for. It's like a social security number or something
40 like that. I'm not quite sure, what exactly it stands for. But when you come to Denmark, as a EU citizen, it is fairly easy, if you are from outside the EU, obviously it is more complicated. But you have to register with the local authority here; I think it's called the international house. That's where you have to submit your passport and not
45 sure; some other documents I think. Yeah, maybe... I'm not exactly sure what I had to submit. I had to fill out this form and then eventually you get a signed CPR-number. And this number is basically

your key into the country. Because as soon as you have this number, you are also part of the social security system. So you have a, there is a universal health care in Denmark. So even if you are not danish, as soon as you have this number you also have access to the health care system. So you can go the doctor for free. And you also have to, wherever you go you have to provide this number. So if you wanna apply for a bank account, which you can only do after you have gotten the CPR-number, there you need the CPR-number. The university needs to know this, if you have a job, they have to know this. And everything is organized around that number. And you always have to carry around a yellow little card, which is also your healthcare card, but where also your number is stated on. And then everything is connected. And it's super crazy. Because I think from an outside view it is hard to understand. But everything here is connected. So for instance, if I go to the doctors, I can log in to a portal after, where I can see everything that has ever been done at the doctors for myself. And this is a different log-in system, which requires a NEM(?) -ID, and this is also connected to my bank account, where I can also log in with my NEM-ID, which is linked to my CPR-number. And I think to summarize, you can just say that, you are very transparent here in Denmark. And all the systems are somehow connected, yeah.

Interviewer: And you said it is crazy, or impressive and transparent. So whats your view on that? Whats your personal opinion on that?

Interviewee: Well, I think I thought it is kind of scary. Because I mean in Germany, people are always used about being cautious with the personal data and the general opinion in society is more that privacy is very valued. So first of all, I was very scared that all my healthcare data is saved in this portal, where you can just lock-in and see everything. But it has a lot of advantages. For instances, if you switch your doctor or if you go to the IR, they can check your health-record so they can treat you better. So it has a lot of advantages. Also you yourself are able to look into the results for example for, I don't know, blood

80 tests or something and not only the doctor can see it. And also you
can always check it out, where In Germany or France for example you
would have to go to the doctor and ask for a paper version. I think,
I don't know, I think to some extend it is very scary, but it also has
a lot of advantages. And there is one more thing, which is also super
85 crazy: In Copenhagen, if you want to get a monthly card for public
transportation, that is also linked to your CPR-number, but basically,
I am not entirely sure how it works. But basically, they are able to
track where you always go if you use public transportation.

Interviewer: Okay, interesting. So but you said it is scary at the beginning
90 but it has a lot of advantages. But would you say it is still scary that
you now found out how it works?

Interviewee: Mhm...

Interviewer: Or do you rather feel it is a trade-off?

Interviewee: Yeah, I have to think of it. I think, I prefer as it is here. I
95 think, there is no way around it, and it will come to other countries
sooner or later. So you should rather try to make the best out of it.

Interviewer: Why would you say, there is no way around it?

Interviewee: Because it is the future I think. And I think in Germany, like
from my experience, like especially in the healthcare system, it needs
100 to be improved.

Interviewer: Okay. And how did you experience the interaction with the
administration and the services you used, like for applying for programs
or grants, register housing and so on?

Interviewee: In Denmark it is great. Like it is really great. You can do
105 everything online, which saves you so much time. You don't have to
send out letters. I mean for example, in Denmark they have a system
similar to Bafög, for everyone. And in Germany the system to apply for
that is incredibly complicated, you have to fill out forms and signed

documents from both parents and so on. And here in Denmark it's
110 basically just filling out an online form with five pages and you can
send it online and that's it. And then it takes like three weeks until
you get a response. And that's super easy in Denmark. And I think
in general making things available online is just easier, it saves time
and it just facilitates the whole process. So yeah, my experience from
115 Germany and France, is that it is just way more complicated.

Interviewer: Okay. Before you said that the system in Denmark is quite
transparent. Can you mean what you mean with transparent?

Interviewee: I mean, maybe I should myself information about that. But
I haven't. I don't really know who has access to all this data. I mean
120 I provide my bank with my CPR-number, I provide my doctor with
my CPR-number, I provide the public transportation with my CPR-
number. And how much these authorities exchange... Well, I assume
that the don't exchange, but I don't know. I mean if they'd wanted to
track a criminal, I think that would be more easy in Denmark. But I
125 don't know, I haven't informed myself about that, but that's just what
I assume. And to some extent it can be kind of scary.

Interviewer: So when you say transparent, you rather mean that you feel,
that you could be quite transparent, but would you call the system
transparent or not?

130 **Interviewee:** I feel, people are transparent. I mean I am still kind of new
to the country and the system but I still don't really understand it.
But I have to say, I also haven't really informed myself about that. I
am just doing the interactions and the things as I go along.

Interviewer: And were you asked to provide the same information
135 (documents which had already provided to the other public agen-
cies/authorities or officials? Which data/documents?

Interviewee: No, I don't think so.

Interviewer: What about, when you think of your applications?

Interviewee: I mean, I did apply for different master programmes and in
140 Germany. And the application portal in Denmark for master pro-
grammes is the same for all the universities. So you log on there and
you see all the applications, but you still have to upload everything
individually. But it is still one portal and you can see all the statuses,
whereas in Germany and in France, it is different from university to
145 university and there is no common system. So in theory it took me
a lot more time in Germany, because there are different requirements
everywhere. And in Denmark, well there it also differs a little, but
since it is one application portal, it is much more clear.

Interviewer: But you still had to submit all your data separately?

150 **Interviewee:** Yeah, I had to upload my ID-card, my bachelors degree, my
A-levels and some other stuff.

Interviewer: And how do you experience the repetitive entry of your data?

Interviewee: Yeah it is annoying. But I don't really see a way around it.
Because of course, they need my transcript, it is just annoying.

155 **Interviewer:** Okay, so its annoying and takes time.

Interviewee: Well, I mean what would be the alternative? That they just
exchange my bachelors transcript between the European universities?
That would be kind of weird?

Interviewer: Can you explain why you would say this is weird?

160 **Interviewee:** Well, maybe it wouldn't. I don't know. I mean, to some
extend, it would probably would make things easier. But then every
university would be able to look in my degrees, and I don't want that.
So maybe I prefer to just upload my transcript for every application
individually, then just the universities exchanging it with each other.

165 **Interviewer:** Why is that? Because you are afraid, that all the organiza-
tions have access to your data?

Interviewee: Mhm, I think yeah.

Interviewer: Alright, we'll come back to that in a second. But, have you
ever stopped using a service (like applying for grants or study pro-
170 grams) because of the amount of data required?

Interviewee: Actually I have. In France, there is a system, ... I forgot the
name. But it is basically, that you as an international student, you get
support, like funds from the government. It's not much, like 100 or 200
Euros or even less, depending on how much you pay for your rent. But
175 you have to apply for it and you have to upload a ton of things. And
I think it was like in the middle of the semester in France, and I knew
that I had the option to apply for that. And some of my peers got
the funds whereas others did not. And it was not clear based on what
this decision was made. And since I got the Erasmus funds anyway, I
180 was so overwhelmed to fill out these forms which were obviously only
in french. So I ended up not doing it. Looking back, it was maybe
not smart, because it was quite some money. But back then, I was
just overwhelmed by the amount of forms in french. It was really hard
to navigate through that system and I kind of was embarrassed by it
185 because I probably should have gotten this funds. But it was just too
much effort. But I mean in France the systems are even worse than
in Germany I think. And it was even an online system but it was not
very user-friendly.

Interviewer: Okay, so it was not too much about the amount of data re-
190 quired?

Interviewee: Both, data and user-friendliness.

Interviewer: Alright. And how could sharing of your data between the
relevant organizations directly could make this process easier or less
burdensome for you? If it could at all?

195 **Interviewee:** I can definitely see the benefit. I just don't have a concrete idea of how the could do it, but in general I think I would be open for that. But it needs to be assured, that my data is safe.

Interviewer: What do you mean by that?

200 **Interviewee:** Yeah, that not everyone can access it. For example, that universities can only have insights into my data, if I have actually applied. Obviously that would require trust in the authorities. I don't know if every EU-member state is ready for that.

Interviewer: What about you? If you just think about yourself and your perception? Would you want something like this?

205 **Interviewee:** Mhm, I consider myself as quite open. I think innovation is more important than data security... to some extend. Only to some extend. In general I would be open for it. But it need to be ensured and it needs to be transparent to the citizens, that it is a safe system. I don't have a concrete idea on how to do this. But in general yes.
210 This is a complicated question, I don't know...

Interviewer: No problem. Well, go into depth now, maybe it gets easier then. Would you share the following data with universities and the different public administrations in your country and in other European countries? And why would or wouldn't you? Starting with information
215 about your identity?

Interviewee: Yeah, I don't have a problem with that. As a person who travels a lot, they have my data anyways.

Interviewer: So you would say, they have it anyways and then it is just easier?

220 **Interviewee:** Yeah and I mean, when I'm registered as a student, I completely understand, that they need to know how I am. So I can't be anonymous.

Interviewer: But what about sharing between the organizations directly rather than that you provide the information individually?

225 **Interviewee:** I think everything related to university should be shared. I mean it is the case in Denmark anyway. Everything is based around the CPR-Number, so I feel like, this is the case already, here.

Interviewer: So you do it because you have to or because it is comfortable or because you like it?

230 **Interviewee:** Because I have to.

Interviewer: But if you would not have to. If you would be able to not have such a number and do it the classical way to submit the data yourself.

Interviewee: I don't think that's possible. I don't think you can even rent
235 an apartment without having a CPR-number.

Interviewer: But would you prefer that?

Interviewee: I don't have an opinion on that. I never thought about that. Then it would be the same as in Germany.

Interviewer: And what about personal information like personal back-
240 ground, family situation, housing situation?

Interviewee: I don't think that should be shared?

Interviewer: Why?

Interviewee: Well, how is that even in Germany? Don't the authorities know this data?

245 **Interviewer:** Well, usually you submit the data for each interaction yourself, right?

Interviewee: Yeah, right, and in Denmark I provide my CPR-number and then it is linked, right. I think knowing where someone lives is fine,

250 but whether I am married or not... I mean I know in Germany you
have to provide this information for example when you deal with your
taxes. And I mean if you have children, and you get support from the
government... I guess I'm fine with it.

Interviewer: And what about health data, we talked a little bit about that
before.

255 **Interviewee:** I don't think my health data should be shared with any au-
thority except for my doctor and maybe hospitals and institutions like
that who should be allowed to look into that.

Interviewer: And what about your insurance for example?

Interviewee: For some reasons, I think its very personal and sensitive data
260 and I don't want this to be shared.

Interviewer: And when you think for example, that a doctor could inform
your university automatically that you are sick, like for example if you
are sick at an exam.

Interviewee: I mean, there is a difference between digitalization of services
265 and authorities. Because I am very much in favor of digitalization. But
not putting it all into one big pool. So yes I think it would be great, if
I could have this stuff digital available. But I don't think I want this
to be sent directly.

Interviewer: Okay, and you said you don't want to have one big pool. But
270 could you imagine an other system?... Like were for example, orga-
nizations still have information separately and the exchange it when
needed? Or do you say that it should always be you who submits data?

Interviewee: Is that how the system is planned? Or designed?

Interviewer: There might be different options in debate. But what would
275 you want? And why?

Interviewee: ...I think the way they have it here in Denmark is very cool.
The EU should orient their system on Denmark.

Interviewer: Okay. And what about data about your financial situation?

Interviewee: I think that's similar to data about my health. I don't think it
280 should be shared to whoever. Because that just makes me so transparent. Because based on my financial data you could know what things I buy. That's too personal, no.

Interviewer: Alright. And what about certificates like your birth certificate
our diplomas?

285 **Interviewee:** I think that's different kind of data for some reason. And I think maybe they could make it free of choice. So that you have the option to upload that. And I think with my degrees, I would be fine with that. I would have less negative feelings about that compared to the other stuff.

290 **Interviewer:** Ok. Can you explain why?

Interviewee: Well, it's hard. I don't really know. It is just, I don't want people to know, like my employer, what kind of sicknesses I have. It's a matter of feelings.

Interviewer: Ok. And what data would you want to be shared with
295 the following types of organizations? Starting with administrations/authorities in your country and maybe compared to administrations/authorities in other European countries or cross-border?

Interviewee: Ehrm... Well in general I'm in favor of the whole European
300 Union thing concept. I think I am fine with sharing data about my ID for example. But I do have a bank account in Germany and in Denmark for example. And I prefer that my bank information stay in the countries, or like the tax information.

Interviewer: But is this due to privacy or due to like taxes?

Interviewee: I think it's both I think.

305 **Interviewer:** And what data would you want to be shared between public
bodies, like universities or other non-profit-organizations.

Interviewee: What non-profit organizations would be interested in my
data?

Interviewer: Could be for example foundations for scholarships, clubs like
310 sports clubs, associations, student housing organizations...

Interviewee: Well, if they come up with a system that makes it more convenient for me to apply to different universities or organizations I would be in favor of it. But I need to be sure, that my data is safe there. But it doesn't have to be mandatory.

315 **Interviewer:** Why do you think it doesn't have to be mandatory?

Interviewee: I mean, my degrees, I'm fine if people have a look at it. But maybe some people don't feel comfortable with that for example. And I mean, you can't force it on people.

Interviewer: And how is that in contrast to the system in Denmark?
320 Where you said, there is no other choice for you than making a CPR-number?

Interviewee: I mean, yeah of course, you could argue that. But then again I still think it is different to have a European system compared to a national system.

325 **Interviewer:** Okay. Why is it different? Or what is different?

Interviewee: Well, I mean, in theory, if we want the EU to be more important than nation states and their administrations, you have a point there. But we are not ready for that yet. I mean, I like the idea, but I'm not sure.

330 **Interviewer:** Okay. And would you want to be able to let data be shared to companies?

Interviewee: I mean private companies, that's a different component. Because who knows, if they would exploit my data to make me their customer. So there is another layer to that. And I would be more
335 cautious about that.

Interviewer: Because you are afraid that they make use of the data?

Interviewee: Yeah!

Interviewer: But with public organizations you are not afraid?

Interviewee: Less afraid yes. I mean, I don't know, I have faith in our
340 democracy, or in our government. I somehow trust them, that they don't give out my data to whoever. And I do have faith in the Danish government as well as in the German somehow, that they are sensitive with my data.

Interviewer: Okay. And what data or organizations or types of them, if
345 any, would you want to be able to be excluded from the exchange?

Interviewee: We'll as I said, I want to decide about my healthcare and my financial data myself.

Interviewer: And how, if at all, do you want to be informed or asked before your data can be exchanged?

350 **Interviewee:** Yeah, I would prefer that I am asked for my consent.

Interviewer: And how would you be asked then if you experience the perfect interaction with authorities?

Interviewee: Probably in a digital way.

Interviewer: Can you experience how the interaction looks like? ... Like,
355 you don't want to get a letter, but how does it work then?

Interviewee: Well okay, in Denmark you have an eBox (e-Boks), where like a mail from the authorities goes to the e-Boks directly. Like for

example for my job, my pay-check goes directly to my eBox. Which is super useful compared having it in paper.

360 **Interviewer:** Would you want to be proactively approached by administrations that make you suggestions for services based on your data? (Why would or wouldn't you want that?)

Interviewee: What would that look like?

Interviewer: Let's think back to your example in France. If they would ask
365 you: Hey, based on your data, you might be eligible for some funding. Do you want to apply for that or do you want to use this service.

Interviewee: In theory yes. But this is all very hard to answer. Because you have this conflict between privacy and convenience maybe. And maybe I should inform myself better about that, because I know that
370 there are a lot of good arguments on why you shouldn't share your data. But to be honest, it is just so convenient. And as I said before, I just think that's the way to go in the future. And I think instead of focussing on, like not doing it, we should find a way of doing it and still integrate, these doubts or take them into account that we
375 have to ensure data privacy. But just not working on improving the system and keeping everything the way we have it just because we have privacy regulations, is not the way to go. And that bothers me maybe sometimes. Because before we implement something, we talk about privacy issues first for years and then we are behind or do not have a
380 working system. And of course, I don't want to end up in a system like China or I don't know, but instead of just not researching on it because of data issues, I don't think that is the way to go there.

Interviewer: And for what purposes have you ever used single-sign-on systems like Facebook or Google to authenticate yourself?

385 **Interviewee:** Do you mean this thing, where I can log-in to another thing with my Facebook?

Interviewer: Yes, exactly, or like with your Google account?

Interviewee: Yeah, I have to say that I use that a lot

Interviewer: Okay, and can you say why you use that?

390 **Interviewee:** Because I am sick of coming up with a new username and a
new password every time.

Interviewer: Ok. And can you elaborate a little bit about that you said
earlier, that you would not share data with for-profit-organizations. Is
it because it is just convenient or do you differentiate here?

395 **Interviewee:** Mhm... It just becomes too much, it is too overwhelming
with signing up everywhere with a new password and then of course
the password has to included three capital letters or stuff like that
and it's just... and I mean maybe I should think more about it, but
unfortunately in the end, it comes down to convenience. And I think,
400 that's why I do it. Even though I totally see that there is a lot of
criticism about that. And that it might be contradicting to some of
the things I said. But yeah...

Interviewer: And would you use a public system? Like a similar public
system, like if you would use this CPR-number to do such things? Or
405 wouldn't you want to use your public ID for such things?

Interviewee: I mean in Denmark that is the case already for a lot of things.
Especially if you buy something online. I would have to think about
it, I don't know.

Interviewer: And the last question: For what purposes have you ever used
410 an eID-Function like an electronic passport or other systems to authen-
ticate yourself? You talked about that CPR-number, but what about
when you think about the other countries?

Interviewee: Well I authenticated myself for AirBnB I think...

Interviewer: Do you have the electronic functions of your German passport
415 enabled?

Interviewee: I don't think so...

Interviewer: And would you use it?

Interviewee: If it would make things easier, I think I would use that to be
honest.

420 **Interviewer:** So currently you don't use it because there was no situation
where you could have used it?

Interviewee: Yeah, yeah.

Interviewer: Alright, these were all the questions I prepared. Is there any-
thing else I forgot to ask or anything that you would like to add?

425 **Interviewee:** Yeah, as I said, it is a super important topic and it is super
important to find a balance between digitalization and data security.
And I think that's what it all comes down to, because we need to
further digitalize in the EU and Germany. I mean it can't be that
Germany is so far behind compared to Scandinavia.

430 **Interviewer:** Alright. Thank you.

B.11 Interview 11

- **Date of the Interview** 10.06.2020
- **Date of the Transcription:** 10.06.2020
- **Notes:** Has experience with higher education in Turkey, Denmark, Germany, Mexico. Often unsure about if she wants her data to be shared with several organizations. Very reflected view on the topic. Reported, that the standards that she has (wanting to be asked before data can be exchanged) are shaped by the real system she used in Denmark (not being asked, but still it was ok).

Interviewer: Alright, thank you for taking the time to give me this interview. First I will give you a short introduction into the research topic, before we start with the questions. The EU wants to make interactions with administrations easier and therefore wants to establish the so called Once-Only-Principle. This means, that you as a citizen, should submit your data only once to a public administration and these administrations then share this data with other administrations so that you do not have to re-submit your data and documents repeatedly and therefore reduce your administrative burden. With this study I would like to find out, how you perceive your interactions with administrative bodies and public authorities. This study focuses on the field of higher education in the EU. The field of higher education is one of the policy fields, where the EU has already started with testing the once-only principle. As you have already or are currently undertaking studies in another European country I would like to understand, how you perceive your interactions with public authorities especially in a cross-border context. The interview will be recorded and then transcribed. The records will afterwards be deleted. The interview will be transcribed anonymously. Do you agree to that?

20 **Interviewee:** Yes.

Interviewer: Okay. These first questions are just background information to get started, they will not be transcribed. Can you tell me a little bit about you? How old are you? Where are you at, right now? To which universities/countries have you been already? What was your
25 general experience?

Interviewee: I've mainly been in contact with public administrations with studying abroad. Mainly for registering housing at the different municipalities. There was significant difference between Turkey and Denmark especially with regard to eGovernance. So let's start with Turkey first:
30 You had to search the information yourself online. And there was partially different information on different websites. So you had to go to different local offices located all over the city. But once we were at a location, we were told where to go next. And for the people there, it was a quite usual process. So you went to one office, got a signature,
35 were sent to another office to pay. Went back to the first office with your receipt and then you were able to proceed. And at first it seemed very complex to be honest. But in the end everything turned out alright. But we had to exchange a lot of information with other students to get all the information. And what was important is, that our uni-
40 versity supplied us with some information for the start. Language was also partially an issue, because in some offices, the people did not talk English. I wouldn't say that it was a bad system, but it was just an inefficient system I would say, especially because you had to change lo-
45 cations so often and involve so many different actors. And in Denmark we also received information from the university. But also you were provided with a lot of websites on which you were told where to provide which information. And I had the impression, that there were much less offices involved with which you had to deal and provide information to. Also one central factors was, that it was way much easier for
50 EU-students to register compared to the US-students registering. So a lot of information online and well structured. And then you receive your CPR-number. Which is one registration number. And you can

also obtain a NEM-ID, an online registration number, with which you can use a digital citizen platform. The problem with this platform is,
55 that if you don't know, that something like a NEM-ID exists... And I can't remember that I was told so.

Interviewer: Can you remember to which administrations you submitted your data before , while and after your studies abroad? (Follow up, depending on how much the interviewee is aware of possible data he or
60 she submitted: information about identity, personal information (personal background, family situation, housing situation), health data, data about financial situation, certificates like your birth certificate or diplomas)

Interviewee: I have a folder here on my computer, which says EU-registration and another one says CPR. So I registered separately for
65 both. Do you want to know the documents I provided?

Interviewer: Feel free to talk about how the process went and how you it was working, what you had to do and where you had to provide data and how comfortable you were with the system.

70 **Interviewee:** Ok, so I applied from Germany to the Masters program in Denmark. It was quite interesting. There is one central application systems in which you can apply for different programs and universities with your data that you have entered. It was quite interesting. It eased administration a lot, because once you accept one offer from a
75 university, the other ones were automatically canceled. And I don't think that the university hands on data to the state, but... maybe they have access to a system because they are a public university. I don't know. But we had to inform the university about our CPR-number, so that we would be registered at the university system with
80 our CPR-number as well.

Interviewer: Okay interesting. And how did you experience the interaction with the administration and the services you used (for applying for programs or grants, register housing, ...)?

Interviewee: I think I have to differentiate between online and in person
85 interaction. The online interaction was quite forward. You received
information on what to do, when and where. And the information
in person was... people would speak English very well. And if you
don't speak English, there is the possibility to get a translator. Which
I found very cool. And there were competent people working there.
90 And the Danish are quite direct when communicating.

Interviewer: Ok. And how satisfied are you with the speed of processing
your applications/administrative tasks?

Interviewee: I think it was very well compared to other countries. I think
non of my fellow students got a problem because of low processing of
95 administrative tasks. Just at the beginning of the semester, there are
usually waiting lines at the public offices. So then it would be nice to
get an appointment, that would have been easier. And one concern that
I have with this central administrative system is data security. Because
I don't know how this would work in Germany. Because we tend to be
100 a lot more skeptical about our personal data. And in Denmark, people
are just way more easy going when it comes to privacy.

Interviewer: Okay. And how was your feeling when you used the Danish
system?

Interviewee: For me, with regards to that system, it was alright. Because I
105 had the feeling and impression, that they handle the data adequately.
I had way more concerns using for example "mobile pay", which is
very common there, and a lot of people do it. And it is much easier to
use it also in the administrative system. And I think it is just another
culture of digitalization that has already started there or is way much
110 further as in Germany but goes hand in hand with less much concerns
than in Germany.

Interviewer: Okay. And you said, you were fine, because the data handling
was adequate.

Interviewee: Yes. I had the feeling, that they handled the data responsibly... Now it would be interesting to think about what made me feel that my data was handled in an responsible manner.

Interviewer: Yes, that would have been my next question.

Interviewee: Maybe... Probably.. I like it if everything is well ordered and structured. And that was what happened there. So it would have been processes... like in the online processes you can't (?) look into where and how your data is processed. You are just told, like: "Thanks for submitting, we are working on it." But the times, when you have physical contact with the administration, I think that is the time when it counts even more where it counts to represent yourself as trustful and trustworthy. To receive the person you have to hand in in person and handle them adequately, like putting them in nice folders and organizing them in a structured form and stuff. And the officers were also quite clean and some of the quite modern, like welcoming staff there. So you feel like, well they know what they do.

Interviewer: Okay. And you said, you cannot look into where your data is or how is it processed, is this something you would want to do?

Interviewee: For example in Mexico, I would have... so yes, this is something I would want to do. So in Mexico I got a number which I could enter in an online platform and see if there is new information on my case or not. And maybe such a system exists in Denmark as well but I just didn't know or use it. But it is a little bit like with the post, where you can follow your package. And you can see where it is at the moment, at which stage. And I think that is very convenient and it is very handy and shouldn't be to difficult to implement.

Interviewer: Interesting. When you were you asked to provide the same information (documents which had already provided to the other public agencies/authorities or officials. How did you experience this repetitive entry of your data?

Interviewee: I think no one likes it a lot. Because it is annoying. And
145 it feels like you could use your time so much more nicely. But at
the same time, it is a necessary step for things to be less complicated
afterwards. It is just things that you have to do. And I think a lot of
people, including myself are also... we don't like to do these kind of
works. So it is interesting to do research on how to ease it. But I guess
150 it is also not easy because of data protection.

Interviewer: Okay nice. And have you ever stopped using a service like
applying for grants or study programs because of the amount of data
required?

Interviewee: I think there it is a balancing of benefits and costs for every
155 person. For example in Denmark you get an additional scholarship if
you work at least 10 hours a week. And all the people I know, which
worked 10 hours, they passes this administrative process, which is quite
big, which is bigger for people who are not from Denmark but which
gives also a lot back. And so it is a process of balancing whether you
160 do it or not. And my balancing for example was that I didn't apply for
a NEM-ID, because I didn't want to use the financial online services
in Denmark. That was one thing, but all the other things, I did them.

Interviewer: And when you think of other administrative situations also
before your Masters. Like for example, did you always register when
165 you moved?

Interviewee: Ah good question. In Denmark, yes. But when I did my
internships in different cities, I did never register in these cities.

Interviewer: Okay, and why is that?

Interviewee: Ehm, because it was only for rather short amounts of time.
170 And sometimes I didn't even have a proper rental contract. And also,
well.. that is not a reason, because usually it is really fast the process
after you showed up at the office. But it was just for not going to the
office.

Interviewer: So when you say it goes very fast, why didn't you then do it?

175 **Interviewee:** For the simple thing of not wanting to go to the office and then going to the office at my home town, when I am back. And I think for just some months or half a year is not a long time and so I didn't want to go there. So for the perceived amount amount of time and stress, which isn't stress actually... but that's why I didn't go.

180 **Interviewer:** Okay, interesting, thank you. And would you share the following data with universities and the different public administrations in your country and in other European countries? And why would or wouldn't you? Starting with information about your identity?

Interviewee: I think it would be very handy to share the information
185 amongst universities. As long as it stays within the university system.

Interviewer: And when it comes to the public administration?

Interviewee: Yeah, and that's where it becomes interesting. Would be
190 handy to only have on like system, right. Yeah... as long as it is within the data protection... then I would be fine with it. And I think that's also were everything move towards. Like that everything is more connected.

Interviewer: Okay, and is this a development that you like? That you said everything is going to be more connected?

195 **Interviewee:** Yes, I like it.

Interviewer: Why?

Interviewee: Because it seems to be more handy for people and Efficient. It seems to be more easy. That you don't have to repeat the information every time.

200 **Interviewer:** And what about personal information, like personal background, family situation, housing situation?

Interviewee: Only if it is relevant. I don't think it is relevant for the university to know whether I am living in a shared flat or alone or with my partner.

205 **Interviewer:** And how about if it this information is relevant, like if you have to pay "Rundfunkgebühren" in Germany? Would you then want it?

Interviewee: Mhm... so like one data package, where they could take the information if needed... would be easy... and I never thought much
 210 about administration stuff and how to ease it and stuff. But it could be one way of easing things.

Interviewer: Okay, and what about health data, then?

Interviewee: That's what I wanted to think about right now. For example, that's a thing we are discussing at the moment. And I think it does
 215 make sense.

Interviewer: So you want the your health data to be shared?

Interviewee: Between the relevant organizations of my country, yes.

Interviewer: And outside... ah that's also interesting... and then you could ask yourself: Why inside of your country and not outside to other
 220 countries... Well, I am a fan of the European Union. So maybe in the EU they could do it, because there it is also easier to implement shared standards. And if we want to move forward also with health stuff... wow, could be interesting.

Interviewer: And what about data about your financial situation?

225 **Interviewee:** With a bank.

Interviewer: And public administrations or universities, that they can share it with each other.

Interviewee: Why should a public administration be interested with my financial information.

230 **Interviewer:** For example if you apply for a scholarship or things like
"BaFöG"?

Interviewee: Well then it is with the... ehmm true, then it is with the
"BaFöG"-office. So then if the bank could share it to them directly...
Maybe they should be able to do it, if I press a certain button, yes.
235 So that you at least feel that you have to control. Or you can say
which kind of data or which kind of information you want to submit.
Because I also use a lot of online banking and I really like it because
you can do it from anywhere. So this connection from the bank to the
administration would work probably.

240 **Interviewer:** Okay and what about certificates like your birth certificate
our diplomas?

Interviewee: Why not?

Interviewer: So you would want this to be shared directly?

Interviewee: Yeah sure, why not. I mean, in the end, you have to hand it
245 in, right. So you have to hand it in anyways. And if you can digitalize
it and put it in one place and then the administrative institutions
which need it, can just pick it - with your authorization, maybe that
is something like an extra e-mail authentication you can do - then
it would just be very handy. Also if you look at your own personal
250 administration, I have everything digitalized. And then I have some of
my certificates printed in folders, but I never need them. So it is just
about digitalizing everything and then handing it on to people online
and why not directly.

Interviewer: Okay. So you talked again about authorization. So do you
255 want to be asked if data is shared?

Interviewee: Yes. I want to be asked. If we think of this virtual "panel of
documents or information" that I provide, then one institution could
just ask: " We hereby ask, whether we can take document 1,2,3 and 4

for that reason. If you have further questions, press Button A, if you
260 agree, then press B." And then the process can go on. Because like
that you have kind of an idea of what is going on and the sharing does
not become independent of my approval.

Interviewer: And how does this relates to what you described about the
Danish system. Because you said you were not always asked and some
265 organizations just had you data based on your CPR-number.

Interviewee: I think, this is a matter of getting used to it. Because for
me it was surprising if someone has your data. But then you see your
CPR-number on the form and you assume it is because of this or thanks
to it or whatever. But I guess it is also this digital culture.

270 **Interviewer:** And how about you. Because you reported that you want to
be asked, but in the Danish system you were not. Can you elaborate
on that?

Interviewee: Yeah. I am okay with it in the sense, that I got used to it
when I was there. But I think it is way much more transparent if
275 you ask people. Also it could be, that they actually provide small
written texts, where it states that they share my data with A, B and
C and I just don't remember it or haven't seen it. So could be that
they do inform. But it would be nice in a more direct or open way of
communicating it.

280 **Interviewer:** What data would you want to be shared with the following
types of organizations? And why would or wouldn't you share them.
Starting with administrations/authorities in your country and com-
pared to administrations/authorities in other European countries or
cross-border?

285 **Interviewee:** I guess that depends on the requirement that every adminis-
tration has. For example if I work in a country I need different docu-
ments than if I study there or just travel. And if you have that clear,
they could give me a catalogue of data and documents and I upload

290 them. Well the question was different... If I can understand for which
 purpose they need the information and if they make that transparent,
 I would not have a problem with sharing.

Interviewer: Okay, and is there a difference between your home country,
 other countries and cross-border exchange?

Interviewee: ...mhm... I think data sharing also has to do with trust, right.
295 And I theoretically can't trust an administrative system that I don't
 know yet. But on the other hand, if I want a service for a system, I
 have to trust it. I have to give trust in order to receive the benefits of
 a service. So I don't have a definitive answer. Again it depends on the
 purpose of the exchange.

300 **Interviewer:** Okay. And what about if we deal with public bodies, like
 universities or other non-profit-organizations?

Interviewee: I think that is a different area... I guess the are also tied
 to other regulations... I think, well if you want to register, then it is
 first the state authorities. And then you have to figure out the rest
305 individually. Like why should for example the sports club receive in-
 formation from the... well, from the municipality for example, because
 that actually seems alright.

Interviewer: Okay, thank you. It is also perfectly fine if you say that you
 are not sure about it.

310 **Interviewee:** Yes, that's the case obviously.

Interviewer: And how about for-profit-organizations like companies.

Interviewee: Well, they have to make profits. And state offices do not have
 to make profits, they do have to serve the citizens. So I tend to have
 more... to say no to private corporations.

315 **Interviewer:** But how about for example a private student housing orga-
 nizations?

Interviewee: It is still a private company.

Interviewer: But would you then want that they can get data shared by your university or municipalities?

320 **Interviewee:** Mhm, depends on their objectives. Because I think if the clearly point out... mhm, not easy.

Interviewer: No problem, let's figure out a different example. How about when you deal with job applications? Would you want that a company here can get the relevant data or documents directly or do you prefer
325 to hand it in yourself?

Interviewee: Well, that's a good question. Why would I want to do it myself? Because I am in final control. And why would I want data to be shared? That's interesting. My first reaction was: No, never. But when I think about it: It could be a way. Because these certificates
330 and things you have to hand in, they are the same everywhere. So it could be that you just write a little letter, like an application letter and probably a CV, and the rest can be requested directly. Would be interesting such an approach.

Interviewer: Ok any would you want to be proactively approached by administrations that make you suggestions for services based on your
335 data?

Interviewee: Haha, I think now we are in a... no I think, no.

Interviewer: Why not?

Interviewee: I think no we are in the area of algorithms... no.

340 **Interviewer:** And what about, you are in the Danish system and work more than 10 hours...

Interviewee: Mhm and I wouldn't know about funding.

Interviewer: Right, and you don't know that you are eligible for this funding. And they send you a message and tell you: "Hey, click here to
345 apply for it."

Interviewee: Yes, if it is like that... yeah, they match the data and then they propose you something... But when you think of online shopping where you are told: Other people that bought this also bought that. And that's strange.

350 **Interviewer:** And why not? For example if you are asked like: "Other people that enrolled in the University also registered at the municipality. You can do it here."

Interviewee: That really feels strange.

Interviewer: Why?

355 **Interviewee:** I think we are not used to, that official administrative institutions knowing us that well. So, we still might have the illusion, that they don't. I think the problem with receiving suggestions for services is, that these suggestions would then always be in line with what people think is adequate or good for you and not you yourself choosing
360 from a list of things and deciding whether you want to do it. No... I see that it means less time investment for myself if the system tells me this. But from where I am now, I would be distanced. But maybe it changes in ten years. As long as it is algorithm based I don't like it actually. But just technically fairly easy matching of data, that would
365 be ok, I guess.

Interviewer: Ok. For what purposes have you ever used single-sign-on systems like Facebook or Google to authenticate yourself?

Interviewee: I usually generate a separate account.

Interviewer: Why is that?

370 **Interviewee:** Because I have the feeling, that it is more secure, to have like
a separate password and a separate access. Because all of them have
different data protection guidelines and different ways of processing
data. So I prefer to have a separate account.

Interviewer: And how is it different from a public system?

375 **Interviewee:** Because for services in the realm of public administrations,
yes. But for services regarding my private pleasure, I don't deem it to
be necessary.

Interviewer: Why?

Interviewee: Because I separate these spheres. One is the public and one
380 is the public one. You could argue, that the private one is as public
as the public one, but I still see them differently and want them to be
separated. But for the public system I like it to have one authentication
for my data but for the private ones I am not too comfortable, because
they are also for-profits-organizations... yes, we talked about that.

385 **Interviewer:** And for what purposes have you ever used an eID-Function
like an electronic passport or other systems to authenticate yourself?

Interviewee: Not yet, like outside of Denmark. I only have a little booklet
that informs me about eID. But I didn't do or use it yet.

Interviewer: Why?

390 **Interviewee:** I guess laziness. I wanted to do it. Because it seems very
practical.

Interviewer: Why does it seem very practical, but you haven't used it?

Interviewee: Because you can identify yourself no matter where you are.
Which is handy, if you are not at the place where you are registered.
395 But because of laziness I haven't done it, I will do it next week then
maybe.

Interviewer: These were all the questions I prepared. Is there anything else I forgot to ask or anything that you would like to add?

Interviewee: I am curious about how the research will go on. And also your
400 research is about young people about students right?

Interviewer: Yes.

Interviewee: Because they are probably more open minded about this. But
also in Denmark I asked myself: How do elderly people do this? And
how do we manage that they don't get lost in the digital world. And
405 if you develop these technical solutions, you have so much power and
therefore you have to work on trust. So that people trust you that you
do not abuse the system and not misuse the data they provide you.

Interviewer: Alright, thank you very much.

B.12 Interview 12

- **Date of the Interview** 04.06.2020
- **Date of the Transcription:** 07.06.2020
- **Notes:** Has experience with higher education in Belgium, Germany.

Interviewer: Alright, thank you for taking the time to give me this interview. First I will give you a short introduction into the research topic, before we start with the questions. The EU wants to make interactions with administrations easier and therefore wants to establish the so called Once-Only-Principle. This means, that you as a citizen, should submit your data only once to a public administration and these administrations then share this data with other administrations so that you do not have to re-submit your data and documents repeatedly and therefore reduce your administrative burden. With this study I would like to find out, how you perceive your interactions with administrative bodies and public authorities. This study focuses on the field of higher education in the EU. The field of higher education is one of the policy fields, where the EU has already started with testing the once-only principle. As you have already or are currently undertaking studies in another European country I would like to understand, how you perceive your interactions with public authorities especially in a cross-border context. The interview will be recorded and then transcribed. The records will afterwards be deleted. The interview will be transcribed anonymously. Do you agree to that?

20 **Interviewee:** Yes, sure.

Interviewer: These first questions are just background information to get started, the personalized parts of the answer will not be transcribed. Can you tell me a little bit about you? How old are you? Where are you at, right now? To which universities/countries have you been already? What was your general experience?

Interviewee: I don't have that many experiences with administrations I would say.

Interviewer: Can you remember to which administrations you submitted your data before, while and after your studies abroad?

30 **Interviewee:** Like for the first application process for going abroad, I did it with my home university. Then I had to register with the university abroad. And I think for my home university I had to register even several times, because also for the Erasmus grant, which was organized by my home university, I had to submit my data again. Like with the
35 office for international affairs.

Interviewer: And when you think of the administrations that are not directly related to the universities?

Interviewee: Yes, so for the government student support I had to send my data. Because in Germany it is divided: Usually you do it with
40 the "Studentenwerk" but when you go abroad, there is another city in charge of it. So in my case it was Cologne, so I had to do the whole application process for the German student support once again with this administration, although I did it with my home university already. And besides that, I have to say that in Belgium, I had the impression
45 that everything was a bit more centralized. From what I saw, what my university tried to do during my bachelor: They tried to reduce their four different systems, but in the end it were still three systems I had to deal with. And in Belgium I had the impression that everything was a little bit more connected and the University itself plays a bigger
50 role. And the housing: I think I wasn't registered as a student at that point, because the registration was quite early and I missed it. And then I did not have to do the registration. And as student, I did not have to register any additional portals or stuff as I had to do in my home universities.

55 **Interviewer:** And did you have contact with Belgian authorities?

Interviewee: Ah yes right. Once I arrived in Belgium I had to do the registration at the city hall. Like that was the thing: The University sent my data. So I had to register, because the city already had the data and that I am there as a student. So if I would not have done the registration, they would have known and I would have to pay a fine. So it was really important, that every student actually registered. And that's something that many students don't register, maybe because it is not properly communicated. So we had to go there if we did not want to have to pay a fine. So I had to go there and also to give some additional data. Like my home address and my e-mail-address. So not all data was transferred, but they knew that I was living there as a student.

Interviewer: So the University just send the basic information?

Interviewee: Yes, I am not entirely sure what data they submitted. But I had to go there and submit additional data.

Interviewer: Okay that's interesting. I will come back to that later. But first: How did you experience the interaction with the administration and the services you used for applying for programs or grants, register housing and so on?

Interviewee: In Belgium, I would say, my general impression was that it was a bit easier, because it was all integrated in the University system. Like for example the sports programs or they have their own health center at the Uni. So you organize everything through the University and their website. So also for making an appointment. So you don't have to give any additional data. You can just go there and they already have your data, like where you are living or your name and so on. So there is no paperwork except for the medical information like your medical record. And also for the sport courses: Even if you had to pay, you just registered online. And the payments, that was interesting. Because I was living in a residence of the University and they were taking the money from my account every month and by that... Like at

the start of the semester, they also were taking the money for like the culture ticket and the city ticket like public transportation, they were also taking it directly from my account. Like we had to agree to that,
90 but then they just took it from the account together with the rent. So it is less fragmented in that regard.

Interviewer: What is your view on that, that when you go to the doctors, they have your data already? Or that they share your data for the culture and bus tickets?

95 **Interviewee:** I think in that regard, it is just very practical for me. Because you don't have to take your information always and then you don't know your bank account number and you have to look it up... And I think in that regard, I am very positive about that. Because I would trust my University as an institution. I would say there is quite a lot
100 of trust from my side that it is not abused in any way or misused. So I never really worry about it. It is just that it felt good, because it was more practical.

Interviewer: And what about if such a system would apply in your home university, would you want that? And if so, that they then share your
105 data directly to the university you are going to when going abroad?

Interviewee: Yes, I think so. Universities in general are trustworthy in my point of view. If they would have said that they would share my data with my Belgian University, I would have agreed. And if my home university would have a health center, I would also have shared the
110 data. There is no difference in terms of trust. It was just a quite interesting experience to step into such a system as an outsider.

Interviewer: Okay, interesting. And how satisfied are you with the speed of processing your applications/administrative tasks?

Interviewee: When it comes to the faculty of my University, I am very
115 satisfied. Especially if you can have a personal contact in difficult issues, that is nice. Also if I need things to be done quick, it also

works. With my other German University, I did not have too much personal contact and there was no way of speeding up a process even if it would have been necessary. So in my home University now, I have
120 the feeling, that the really want to help you with your administrative tasks. And abroad, I cannot make any statements, I did not have too much of such issues yet.

Interviewer: Okay, thank you. And were you asked to provide the same information (documents which had already provided to the other public
125 agencies/authorities or officials? Which data/documents?

Interviewee: I would say that it is rather annoying. As it is so repetitive, I am sometimes avoiding it. Like for the registration in the municipality for example. Like when I switch the apartment, I just avoid registering myself.

130 **Interviewer:** But why exactly are you then avoiding it?

Interviewee: I think it is for several reasons, like also... it is also because it is annoying. When it comes to all these different changes you have to make. The changes in the passport and that stuff.

Interviewer: What else is making you avoiding it?

135 **Interviewee:** I think if I would register again now, I would have to get a new passport, because they use a new line all the time you change your place of residence. And I am in the last line already. And I would need a new passport and I want to avoid that costs. And you need to take the time to get there. It is just additional work. And in Belgium, it
140 was not an option. Because they told us already, that our data was transferred.

Interviewer: And how do you experience this. You said you didn't register because of different reasons and on the other hand you had to register in Belgium because of data sharing?

145 **Interviewee:** Yeah, maybe it would be nice, if they would just transfer my
data in Germany as well if I have to do less then. But I don't know if
my German university even has my current living address. No, I don't
think so, I am usually using my home address. The university has to
sent paperwork to my home address because I usually don't update my
150 postal update in their system.

Interviewer: And have you ever stopped using a service because of the
amount of data required like applying for grants or study programs?

Interviewee: No, I don't think so, besides the registration at the municipi-
pality. Because usually the benefit that I get is bigger. Like looking for
155 houses in Belgium was easy, because I didn't have to enter my data.
But even if I would have to, I would have done it, because I needed to.
It is just that the way it was, isn't nice.

Interviewer: And the same goes for your government student grants?

Interviewee: No, it is just like that the expected outcome is way bigger,
160 like the money I think I will get. And then it is fine for me to sit down
for some hours and get all these documents. But in the end I hopefully
get a good service or grant. And all the data sharing that I experience
in Belgium was very easy and practical. But if I would have had to
enter the data myself, I would have done it.

165 **Interviewer:** Okay, thank you. Let's go a little bit into detail. Would
you share the following data with universities and the different public
administrations in your country and in other European countries? And
Why would or wouldn't you want that? Starting with information
about your identity?

170 **Interviewee:** Yeah, I would definitely share them, because like all the ed-
ucation facilities are very trustworthy. And also for the municipalities
I would not mind if the have the information.

Interviewer: And is there a difference between the university, where you

175 said you trust it and the municipality where you said you just wouldn't
mind?

Interviewee: Yes, it is also a trust thing. As long as it is not transferred
to any private companies that want to make profit with my data I am
fine with it.

180 **Interviewer:** And what about personal information, starting with personal
background, family situation or housing situation?

Interviewee: Yeah I think I would also share that?

Interviewer: Why?

185 **Interviewee:** I think for the same reasons. I don't have the reason that
there is anything to hide or that any of these actors could or would do
anything bad with these data.

Interviewer: And what about health data?

190 **Interviewee:** I think that is becoming a little bit more critical. Like when
you think that my home university transfers my health data to my
university abroad. Because these medical records are more sensitive.
And if there is a system that is not so secure... Like I wouldn't mind
if someone knows my address of my personal information. But when
it comes to medical health records, I think that is a bit more sensitive.
So... I don't know. I think in some countries you have your medical
and health record on your insurance card or something like this. And
195 that's something I would probably agree, that I can deliberately go
somewhere and give my card and they can see my record. But having
it on a central system and they can share it with others. That would
be different, because it would be hard for me to know who has these
records. And I don't know which authorities have this information.
200 And I think that is valuable information. Because there is a higher
tendency of potential misuse of the data. In that regard I would be a
little bit more careful.

Interviewer: Okay, interesting. But if I get it right, then if you have a proactive role than it is an option if data security is ensured?

205 **Interviewee:** Yes, exactly.

Interviewer: Okay. And what about data about your financial situation?

Interviewee: I think it is less critical then with medical data. But still I would want to have more control than with the personal data. Like with personal data when it comes to my address, my marriage status...
210 I don't mind if someone would have them, because they could not so easily be abused. But financial stuff is also a bit more critical.

Interviewer: So you would or wouldn't share? Or would you just say it is a little bit more critical?

Interviewee: Like for now, for the governments student support I have to
215 give all that information and I never really mind about giving them the information so I would also allow them to share it.

Interviewer: So you would agree to it even if your university abroad needs this data, that you would let it be share directly.

Interviewee: Yeah, I would definitely do it. And probably, like currently in
220 Germany you have to present all your bank account on a specific date to show how much money you have. So if they would do it themselves; like the inform you: "Hey on this date we will check your bank accounts", I would also agree on that. Because now I have to get statements from every bank and all the bank accounts and then sent it to them. If they
225 would facilitate that they get more access to it, I think I would want to do it that way. Because now it is a lot of work sometimes.

Interviewer: So you would do it because it is less work for you?

Interviewee: Yes it is less work for me and I have the trust in the institutions.

230 **Interviewer:** And what about certificates like your birth certificate our
diplomas?

Interviewee: Yeah, I would also share that. I don't think that... yeah
maybe it could be misused, but I trust the institutions. They could
get it and.. still I think there should be a mechanism in place, that if
235 I am not a student anymore, they cannot keep it longer then , I don't
know, half a year or so and then it should be deleted.

Interviewer: And how about the other institutions and municipalities in-
volved: Should they be still able to do data sharing after your study
time or do you just ant it for the time being a student because it makes
240 it easier for you?

Interviewee: Ah I see, good question. I think I wouldn't mind sharing
these things. Like when I move to work to Belgium and my home
municipality would share data... No I wouldn't mind. That's fine.

Interviewer: Okay. And what data would you want to be shared with the
245 following types of organizations? And why would or wouldn't you share
them? Starting with administrations/authorities in your country and
also in comparison with administrations/authorities in other European
countries or cross-border?

Interviewee: I think within the European Union, there is quite a high trust
250 from my side to governmental institutions or municipalities. Maybe
there is... less trust towards the newer member states. Like the stories
that you hear about corruption and these kinds of things. Probably
the EU has regulations in place that are working for all member states.
But I have like a higher trust in the old member states, that they have
255 a better accountability in place. But still I wouldn't mind sharing my
data, as long as they are not sensitive, also with all member states.
When it comes to financial or medical data, I would be a little bit
more careful. And I wouldn't say that there is any difference between
my home country and Belgium. I would share the same amount of
260 information.

Interviewer: And what about public bodies, like universities or other non-profit-organizations?

Interviewee: Mhm... I think let's imagine that the students support would go through the university. I would still share my financial documents.
265 When it comes to other actors... Could you maybe name another actor?

Interviewer: Yes, sure. For example sports clubs, student housing organizations, associations, parties...

Interviewee: ...ah right. I think the important point for me is that the university is a professionalized body with people working there that
270 are accountable. When it comes to sports clubs, I wouldn't share, because there would be people having access to the data that have a higher tendency to misuse the data. So with these I would be more careful. But universities kind of feel like governmental institutions for me. They know the regulations and I have trust with them compared
275 to smaller institutions.

Interviewer: And what about when it comes to companies or for-profit-organizations?

Interviewee: There I would be way more careful. Because they work for profit, so they want to increase the outcome, so data is money, so there
280 I would be very careful with what to share. But I have to say, that in this regard: Like when I register for free stuff like newspapers where you have to submit your name and address and e-mail-address, I do it quite often. But when it comes to more personal data, I am way more careful.

285 **Interviewer:** And what about when you for example think of job applications where you have to submit a lot of data. Would you want all this data to be shared automatically from authorities if possible?

Interviewee: Mhm... What first came to my mind: Oh yes, that's very practical. But then I thought, that I probably do not want that. Be-
290 cause for every internship you probably want something else. So I don't

think that this would be a good mechanism. Because now I share the data and I have trust in the company that they do not distribute the information. Because probably I want to leave something out for some companies or change my application depending on where I apply. So
295 only if you can deliberately agree on it.

Interviewer: And why is that? Why is it then ok?

Interviewee: Because then you still have the choice who gets which information. And then you would not have to do so much for preparing an application, so it is easier. And I do not have to look up all the data,
300 print it out, sent it to the organizations and so on.

Interviewer: Okay and how do you then want to be involved deliberately? Like how, if at all, do you want to be informed or asked before your data can be exchanged? Can you experience your perfect service or interaction?

305 **Interviewee:** Ah, okay. Could be just like a checklist. Where you are asked in the application process, like for examples when applying to go abroad for your university. Where it juts says: The information needs this or that information and you then can just say yes or no. And if you then agree on everything, your registration process is shorter,
310 because they have all the data already. That would be practical and nice.

Interviewer: Ok. At the beginning you were quite liberal with data sharing but you also said, that you want to be involved in the process. Can you elaborate on that?

315 **Interviewee:** Ah, yes. Like within one institution, like inside my university abroad it's fine if I have agreed for the exchange to this university. And between organizations, it would be nice that they ask you and agree, because it would feel better if a new institution is involved.

Interviewer: But how about the situation you described, that your university abroad shared your information to the municipality without asking you.

Interviewee: Okay. A right. I don't mind. Because it is still within the framework of trustworthy organizations so I don't mind. I think in that regard it is helpful and it is understandable, that they want to know who is living in the city and want them to register.

Interviewer: What data or organizations, if any, would you want to be able to be excluded from the exchange?

Interviewee: Yeah, like all the private actors. They are now not in the loop and I don't want them to be in the loop. But when it comes to governments, universities; I don't mind all of them being in the loop and them sharing my information.

Interviewer: And is there any data or type of data that should never be shared?

Interviewee: Like my health data... with approval only. Like health and financial data are the more personal ones. For them it would be better to have my approval first. But for the other data: I wouldn't mind.

Interviewer: Would you want to be proactively approached by administrations that make you suggestions for services based on your data?

Interviewee: As long as it is working for the citizens, I would be for it. As long as it is not like weird advertising. But if they would provide offers, it can be a bit annoying, but as long as it is for the good... like if there is additional funding available or special offers for people with handicaps. In such situations, it would be nice if the government would proactively approach the people. As long as people have like a button where they can say: I don't want this offers anymore... Actually I think it would be really good. Because a lot of people, especially when they move to another country, they don't know about the offers and opportunities. So I think it would be really good.

Interviewer: Ok. And for what systems have you ever used single-sign-on
350 systems like Facebook or Google to authenticate yourself?

Interviewee: Ah, very often. But just because of laziness actually. A lot
of apps. Which is not very clever, because I share a lot of data. But if
you want an app quick, you just click on that button.

Interviewer: Can you tell me a little bit more about, that you are actually
355 not comfortable with private actors. I feel there is a little bit of tension
here. Can you elaborate on that? Also because you said you don't want
data to be shared to private actors?

Interviewee: Because if they share it, it is not my free choice on who they
share with it. And if I have it on my phone, I can decide every time
360 myself. And I know it is not the right thing, but out of laziness of
because it has to be quick, I just do it. And I would think, that I trust
bigger services more than smaller or shady ones. So then I would not
use Google log-on but rather create a new account maybe even with
wrong information. But with bigger providers I am quite often just
365 sharing my data.

Interviewer: Would you use such a system if it is not provided by Facebook
or Google?

Interviewee: For government services I would do it yes. But not for private
ones of course, because there I would not feel comfortable and rather
370 do it with my Google-ID, even if they have a lot of information about
me.

Interviewer: Okay. Why is that?

Interviewee: Because then it stays in the private sector. Because the gov-
ernment, they have the more valuable information and my official infor-
375 mation like my ID-number. They have everything clear. And with the
Google-Account, they have rather a profile, which is on the internet,
where they collect all my data. But it is then separated from my EU-

or official account. And I would be afraid that services get information from the official account, that they couldn't get from my account from
380 social media or private companies like Google. So having government on the one side, which is really trustworthy. And on the other side all this data sharing, of which I am actually quite critical but I am using it because it is more practical.

Interviewer: Okay, interesting. And for what purposes have you ever used
385 an eID-Function like an electronic passport or other systems to authenticate yourself?

Interviewee: Ehm, never... does it count that for registering a bank account online. I had to show my passport into the camera. These things I have done.

390 **Interviewer:** How did you experience this? Would you also use a eID-service?

Interviewee: If I would have this card reader, where you can read your ID card... But I don't have such a reader, so I haven't done it. But from what I heard, other countries are way more ahead in that regard.
395 They have mechanisms where you can use your eID card in a secured system. If that would be more advanced in Germany and if it would make things easier, if I could do this, then I would be willing to use it. I remember from the last time, when I got a new ID-card. I got an information sheet about it. But to me it seemed that it didn't
400 bring many benefits so I didn't register it or didn't get the machine for reading it.

Interviewer: So if you would see benefits you would do it? Or what is your view on that?

Interviewee: Well, the system needs to be secure and the government needs
405 to secure that this is ensured. But then if it is facilitating mechanisms that are otherwise taking longer... or you have to register in a municipality... if you could do that online, I would use it.

Interviewer: And what does secure mean to you?

Interviewee: That it cannot be interfered, that data cannot be corrupted
410 or misused. Like that someone is getting into the system. In that
regard it has to be secured.

Interviewer: These were all the questions I prepared. Is there anything
else I forgot to ask or anything that you would like to add?

B.13 Interview 13

- **Date of the Interview** 05.06.2020
- **Date of the Transcription:** 05.06.2020
- **Notes:** Has experience with higher education in Netherlands, Czech Republic.

Interviewer: Alright, so are there any open questions?

Interviewee: No, let's start.

Interviewer: Ok, so first I will give you a short introduction into the research topic, before we start with the questions. The EU wants to make interactions with administrations easier and therefore wants to establish the so called Once-Only-Principle. This means, that you as a citizen, should submit your data only once to a public administration and these administrations then share this data with other administrations so that you do not have to re-submit your data and documents repeatedly and therefore reduce your administrative burden. With this study I would like to find out, how you perceive your interactions with administrative bodies and public authorities. This study focuses on the field of higher education in the EU. The field of higher education is one of the policy fields, where the EU has already started with testing the once-only principle. As you have already or are currently undertaking studies in another European country I would like to understand, how you perceive your interactions with public authorities especially in a cross-border context. The interview will be recorded and then transcribed. The records will afterwards be deleted. The interview will be transcribed as anonymously as possible. Do you agree to that?

Interviewee: Yes, of course.

Interviewer: Ok, perfect. These first questions are just background information to get started, they will not be transcribed. Can you tell me a little bit about you? How old are you? Where are you at, right

25 now? To which universities/countries have you been already? What
 was your general experience?

Interviewee: What do you mean precisely with administrations? Only
 public, like governmental administrations or others as well?

Interviewer: Both, let's take a broader view, including other administra-
30 tions you had to deal with.

Interviewee: Ok. Both university administrations I had to deal with were
 perfectly fine in my opinion. There were no complaints and I think that
 when you don't have complaints, it is working as it should. However
 with the dutch DigID, it's basically your contact mechanism to the
35 government: I really hate that site, like the website is not working.
 But that's the only, like that's what I think of.

Interviewer: Can you say, why you hate it?

Interviewee: Yeah... do you know DigID?

Interviewer: I heard about it, but if you have a little background for me,
40 or how you like it or why you don't like it, feel free to share it with me.

Interviewee: Ok. You have one password and basically it confirms your
 identity. With that password you can go to a site and you can admit
 your taxes, like stuff like that. Or you can apply for education or you
 can get your student fees or loans, like stuff like that. It's called DigID,
45 but the sites differ. Like Studielink is university; DUO is for general
 information and Belastingdienstes is for taxes. Well the website, is
 not designed in a consumer-friendly way, because every time you click
 on something, you cannot go back to where you were, like it is not
 working intuitively. And it also takes a really long time to get a new
50 password, or in the first time to get a password, which it takes like two
 months, which is ridiculously long if you have to apply for something.
 Let's say, your 18 years old, you just finished high school and want
 to apply for university and suddenly you have to apply, you have to

55 make the DigID, then you will not make the deadline. Then you also
have a customers help hotline that you can call. And it is always
busy and the information is very rigid you get from them, so I am
not happy about that. But with the university I am always happy
with the administration, with the municipality I have always had good
experiences.

60 **Interviewer:** Okay, and can you remember to which administrations you
submitted your data before , while and after your studies abroad? (Fol-
low up, depending on how much the interviewee is aware of possible
data he or she submitted: information about identity, personal in-
formation (personal background, family situation, housing situation),
65 health data, data about financial situation, certificates like your birth
certificate our diplomas.)

Interviewee: Well, fist of all I used Studielink, which is again, the DigID-
Site. Which I used to apply for my university. And what kind of
information are we talking about?

70 **Interviewer:** Like all the information you are submitting when you are
going abroad. With which administrations did you have contact in
that process and which documents or data did you have to supply?

Interviewee: Ah, well. The application was through my home university
and also the student grant was through the normal, the dutch system.
75 And when coming to the Czech Republic, I had to... That was actually
quite annoying too. I had to give a diploma, like my degree from
my bachelors and I needed to translate it to English by a court in
the Netherlands, so that they can confirm it. And that was actually
quite annoying, because I thought, that through the contact of the
universities, they could just have told them, that my degree was valid.
80 Then I would not have gone through the process of getting a good and
official translation approved by a dutch judge. And it was also 120
Euros, I think I had to pay to get it confirmed. So that was annoying.

85 But that was the only annoying thing when going abroad, because I
didn't register in the Czech Republic.

Interviewer: Why?

Interviewee: Too lazy, I never thought that it was necessary because, ehrrm
yeah...

Interviewer: But you said it was not necessary but you also said, you were
90 to lazy. Can you elaborate on that?

Interviewee: Ehrrm, I think, I don't know for sure: I think you have to
register, when you're abroad for longer than three months, and the idea
behind it, was that if something happens to you, the Netherlands know
where you are. And that was the only thing behind it and therefore I
95 didn't do it. And I think when you register in the Czech Republic, you
have to get Czech health insurance. And I had dutch health insurance,
which I am obligated to have, so I would have double health insurance.
So I didn't bother to register.

Interviewer: And where you asked to provide the same information
100 (documents which had already provided to the other public agen-
cies/authorities or officials? Which data/documents?

Interviewee: Yes, my degree. I had to give it to both universities and
they approved it. Payment of course. I had to give my credentials or
payment information to both universities to different systems. That
105 was rigid as well. I think that was it.

Interviewer: How did you experience the repetitive entry of your data?

Interviewee: Only with my degree it was really annoying. But with the
other things I do not really bother. Because every time that you apply,
you know that you have to fill in information and provide information.

110 **Interviewer:** So you are just used to it and you know you have to give the
data?

Interviewee: Yeah, exactly.

Interviewer: And have you ever stopped using a service (like applying for grants or study programs) because of the amount of data required?

115 **Interviewee:** Well, again with the degree for the exchange university. I was really late and even went over the deadline. And I also applied really late to student grants when being abroad. So I was really late with it and received all the money after I finished my studies abroad instead of while I was abroad. And there is grant in the Czech Republic... Ehrm,
120 you get like 200 Euros as a housing grant besides the application was kind of easy, but I had to give my payment information again. But still, it was kind of easy but it was the second time I had to give my payment details to the same university. But the information, that you could get the grant was not really provided. But I think that is not
125 really relevant.

Interviewer: Well, it is! And what about that you said, you did not register to the municipality? Was this also because of the amount of data required or because you said you then...

Interviewee: Well no, that was... well maybe it was because of the fact
130 that it was difficult to do it or at least it was an effort to do it, instead of just a (?) application?

Interviewer: How could sharing of your data between the relevant organizations directly could make this process easier or less burdensome for you?

135 **Interviewee:** Yeah, of course. If they already have the information, that would be helpful of course. But on the other... Yeah it would be very helpful to have such a system. At least effort-wise.

Interviewer: And you wanted to say about the ... other-hand? Like is there something else you want to say?

140 **Interviewee:** Yeah, that's more the principle thing, that do you want your government to share all these information with the other countries or other governments. That's more a normative thing I guess.

Interviewer: And what would you say to that? What's your take on that?

Interviewee: I am hesitant with it, I think.

145 **Interviewer:** Why?

Interviewee: I trust my own government. Like, they can have a lot of information, but when it comes to the whole debate about privacy and security, I am always pro security. So I would give a lot of information to my government and a lot of power to my government. But I don't
150 know, whether I would like it, when all the information my government has would be shared with other EU-countries.

Interviewer: What do you mean with "my government"? Do you mean the national administrations or all dutch administrations?

Interviewee: Yeah, all dutch administrations; my municipality, my
155 province and my government.

Interviewer: But you are not sure if you would want that to be shared with other European authorities?

Interviewee: Erhm... not without my approval, I think. Like not automatically.

160 **Interviewer:** And inside of the Netherlands?

Interviewee: Yes, certainly.

Interviewer: So even without your approval?

Interviewee: Yeah, yes.

Interviewer: Can you elaborate on that. Why?

165 **Interviewee:** Well, I don't really see the harm if they already have the
information. I see the dutch system as one. If I trust my government
as much as my municipality, I see them as one. And if one has the
information and the other not, and I trust them on the same level,
that makes no sense that they don't give it to the other one. That
170 makes no difference either.

Interviewer: Okay, but outside you say, that you would want to approve
it?

Interviewee: Yeah, dependent on the kind of information. Like, everyone
should have the information on which degree I have. That's informa-
175 tion that is not as private as for example my health record. And yes,
then you could argue, that my health record could save a lot of time
when I am in a critical situation.

Interviewer: Alright, so let's get deeper into that. Would you want the
different administrations to share the following data with universities
180 and the different public administrations in your country and in other
European countries? And why would or wouldn't you? Starting with
information about your identity.

Interviewee: Mhm, I couldn't give a reasons why I wouldn't want my gov-
ernment to share it but I would rather want that that stays within
185 my government. Or like, the EU could have the information as well,
like the institutions of the EU. But not other sovereign governments.
I don't know why. It's just a feeling.

Interviewer: But you would then say, that there could be a system where
you give your approval to give it to such a sovereign state?

190 **Interviewee:** Yeah, sure!

Interviewer: And what about personal information like personal back-
ground, family situation, housing situation.

Interviewee: Yeah, same. Actually it would be best if there was that kind of system, one central system safely storing it, but every time an institution needs certain information, they should ask you, if you want to share it. And by accepting that you share it, they receive the information from the general storage.

Interviewer: Ok, so let's jump to another question: How would this process look like? Because you said, you should be asked. And how do you want to be asked for data sharing? Can you experience your perfect service or interaction?

Interviewee: Well I think that the institution, or administration could ask for the the information.

Interviewer: But how would this look. Would they then call you for example?

Interviewee: No, like, let's say they ask the central... let's call it Cloud. And when they are asking it, I get a message, saying that, this or that institution wants this or that data and I could approve or disapprove.

Interviewer: How would you get that message? Like would you want to get a Whatsapp message?

Interviewee: More like the, I don't know how to call it. Like on your phone you have an authentication mechanism, like with a finger print. Where you can give authority to the sharing of data in an App or so. And also again, but I think that's kind of obvious: The central storage system needs to be really, really safe.

Interviewer: Okay. And what do you mean when you say save.

Interviewee: Erhm, maybe even make twenty different storage systems, so that nobody can get all information, but just you know where which information is stored.

Interviewer: So you mean a decentralized storage system?

Interviewee: Yeah, decentralized, but the information on where data is stored is centralized, so that it doesn't matter from where or which data is requested.

Interviewer: Okay, and when we go back to which data you want to be
225 shared: What about health data then?

Interviewee: Yeah, that's... of course, it could help a lot if you share it. So it is an egocentric reason, but then yes. And I would even give the authorization to share it before hand, but because it could help me.

Interviewer: But why would you then call it egocentric when it is about
230 your health data?

Interviewee: Yes it is not egocentric in this way, I agree. But egocentric in that way, that the main principle, or my main principle is set aside by the situation that it may enhance my health. So in that way, I would rather share it and run risks when sharing it.

235 **Interviewer:** What risks do you have in mind? Or what do you mean with risks?

Interviewee: I am not really experienced with big data or anything. But you always have the horror stories with big data with different scenarios?

240 **Interviewer:** So you have a trade of between privacy and the benefits of sharing; is that right?

Interviewee: Yeah.

Interviewer: But you would still say, for health data, you would share it, even if you are not comfortable with it but the benefits outweigh?

245 **Interviewee:** Yes.

Interviewer: Okay. But what about data about your financial situation?

Interviewee: Yeah, the dutch system can have it and they already have it.
And I think that the EU institutions can have it... And I think, the whole EU can have it.

250 **Interviewer:** So, do you have a lot of trust in the dutch system and also trust in the EU administration but not so much in the administrations of other member states?

Interviewee: So I think its two-folded. It's the trust issue indeed, like that I trust my government more than others. But it is also the risk, that
255 the more you share it, the more have it, the easier it gets to people, that shouldn't have it. So it is both, risk and trust.

Interviewer: And what about certificates like your birth certificate or diplomas, A-levels?

Interviewee: I think everyone should have it, as described before.

260 **Interviewer:** Okay, and what data would you want to be shared with the following types of organizations? Starting with administrations/authorities in your country and administrations/authorities in other European countries or cross-border? But I think we have talked about this already. So what about public bodies, like universities or
265 other non-profit-organizations?

Interviewee: I think with the approval, with my approval: Yes, sure!

Interviewer: Okay, so they would need approval again, even inside the Netherlands?

Interviewee: Yes, definitely, yes.

270 **Interviewer:** But the process would look the same as you described before?

Interviewee: Yea, yeah.

Interviewer: And what about companies, like it could be private student housing organizations or your job applications.

Interviewee: Yeah, that's a whole different question then.

275 **Interviewer:** Why?

Interviewee: Erhm... at least in my opinion: With the governmental things, you would have to give the information either way. If you want to go, let's say Minsk; you have to apply for a Visa or you can't go. And with the private, commercial thing; you don't have to share
 280 the information. And that makes it different I think.

Interviewer: And what about, when you apply for a job for example, then you have to share you information as well.

Interviewee: Yeah... I would rather... I am not changing my job that often, I would rather give the information myself... Or make a second cloud
 285 out of it. To not get things messed up, but agree beforehand that you get a second cloud.

Interviewer: So you think, that for-profit-organizations should not be able to get data shared, if I get that right?

Interviewee: Yeah, and also I am more inclined to say, that it is not the
 290 profit-thing that is important, but the public function of the institution. Like, for instance, a university is kind of a public body in this regard, even though it is private. But I wouldn't say that for instance, the Red Cross or Greenpeace is for-profit, but they fall within the scope of private.

295 **Interviewer:** Okay. But can you say a little bit why there is a difference or where there is a difference or why you would share data with universities but not with the Red Cross or Greenpeace?

Interviewee: Maybe the difference is, that you want to get something from the public body instead of the other way around. While for the private
 300 institutions, the interest is both sided. Like the Red Cross wants your money.

Interviewer: And that's the reasons why you don't want your data to be shared with these organizations?

Interviewee: Yeah, I think so.

305 **Interviewer:** What data or (types of) organizations, if any, would you want to be able to be excluded from the exchange?

Interviewee: Are we talking about information or organizations that should not get the information?

Interviewer: Well you can think about both.

310 **Interviewee:** Okay, I think all organizations should be able to apply for data. But in the second, private cloud, you should have the option to decide on who should be able to decide who can apply for the data. A bit like with Facebook, where you can decide, that you can only be friends with someone, if he is within your circle of friends. And

315 information-wise, which information shouldn't be shared... mhm... Well, of course the obvious thing like the credit card number, should only be with the institutions you share it with.

Interviewer: And why?

Interviewee: Because I see more danger of leakage for such information.

320 And I think tax information is more private than other things.

Interviewer: Why?

Interviewee: Yeah, why? On the other hand... Maybe not... I wanted to say...

Interviewer: Feel free to think aloud.

325 **Interviewee:** Ok, I wanted to say; why would I want to share my tax information. So to begin with: With should institutions want to share my tax information?

Interviewer: Well, think for example of scholarships or student loans?

Interviewee: Well, yes then yes share it. That makes fraud less easy so in
330 that case, share it. All public bodies should have it.

Interviewer: Okay, but even if you do not have a reasoning in mind, it is
perfectly fine for me, just tell me how you think about it.

Interviewee: Yeah, but the example you gave me: Of course my university
can see how much money I make so they can see in which skill to put
335 my institution fee wise. I don't even pay that much taxes.

Interviewer: And would you want to be proactively approached by admin-
istrations that make you suggestions for services based on your data?

Interviewee: Dependent on the frequency and the correctness of the ap-
proach. Like if it is almost certain that I will approve: Yeah sure. If it
340 is another thing like LinkedIn-requests of people you don't know, then
sure not.

Interviewer: And why would you want that?

Interviewee: It's in your own benefit when you approve it I think and then
you can rationally approve it when you want it. And it is also much
345 trouble to go through a lot of requests if a lot of them are bullshit.

Interviewer: Okay. And for what purposes have you ever used single-sign-
on systems like Facebook or Google to authenticate yourself?

Interviewee: Basically I do it all the time.

Interviewer: And why is that?

350 **Interviewee:** I don't know, it's easier.

Interviewer: But how is it the different from a public system? Because
before you said, that you don't want to share too much with private
organizations?

Interviewee: The information Facebook has about me is quite... well at
355 least not my health record or my financial information or my taxes or
 which degrees I have. So it is only my identity which I share.

Interviewer: So you don't have a problem with it, because they do not
 have too much information about you?

Interviewee: Well, then I think I am more at risk of companies approaching
360 me. And since Facebook itself is a commercial companies and I approve
 to it, I yeah agree to that.

Interviewer: Okay, but why then don't you just set up a new account with
 your e-mail-address?

Interviewee: Time-consuming.

365 **Interviewer:** But before, you said that for administrations, the repetitive
 entry of your data is not too bad, because you do not have to submit
 too much information. But here you use a service which you actually
 do not like too much, just to save you some seconds?

Interviewee: Ah yeah. I think it is the frequency. Like with the institu-
370 tions, I only have to deal with my universities some times a year. And
 with online services I need it daily. And it is also really inconvenient
 to have all types of passwords while it is really easy to give authority
 to use your Facebook, because you don't loose your password.

Interviewer: Okay. My last question is: For what purposes have you ever
375 used an eID-Function like an electronic passport or other systems to
 authenticate yourself? But you talked already about the DigID. But
 why do you use it?

Interviewee: Because, first of all you have to use it. Like there is no al-
 ternative. You have to do your taxes with it. You have to apply to
380 university with it. And that's why I use it.

Interviewer: And are you comfortable with it? Besides your critique on
 the user-friendliness?

Interviewee: No, I think I am comfortable with the system.

Interviewer: What is it that makes you comfortable with it?

385 **Interviewee:** Comfortable in a way, that I do see a risk, but I am willing to
take the risk for the benefit of sharing of all that information in that
system.

Interviewer: And the risk?

Interviewee: Yeah, like the risk of every type of stored information. And
390 more important: If anyone has your password and can log into your
DigID, they can do a lot. For example... disenroll from the university
or give wrong tax information or stuff like that.

Interviewer: These were all the questions I prepared. Is there anything
else I forgot to ask or anything that you would like to add?

395 **Interviewee:** Yeah! Why only the European Union?

Interviewer: You mean data sharing outside of the EU?

Interviewee: Yes.

Interviewer: So what's your take on that?

Interviewee: Well, if it is for the purpose of facilitating easy access to
400 things, if you have a really safe system, you should have a global system
I would say.

Interviewer: So there is no difference between the EU and non-EU-
member-states?

Interviewee: A little bit, but if 100 people know your secret, it is not a
405 secret anymore, compared to having only few people knowing your
secret. And that's the problem with sharing with a lot of states.

Interviewer: Ah ok. (Short introduction into the EU's plans for the Once-
Only-Principle is given and discussed. But no relevant information
were expressed.)

B.14 Interview 14

- **Date of the Interview** 08.06.2020
- **Date of the Transcription:** 09.06.2020
- **Notes:** Has experience with higher education in Canada, Germany, South Africa. Completely different view on the European System. Much more data sharing in Canada, for which she is not asked. But, she wants to be asked before data is shared outside the public sector. At all, very liberal with her data, including health data. Only feels uncomfortable with financial data. Interestingly one of the few persons, that mention errors that occur when you fill in data yourself; finds it weird, that you fill it in yourself, and you have a lot of possibilities to lie about your data and nobody can check it.

Interviewer: Alright, thank you for taking the time to give me this interview. First I will give you a short introduction into the research topic, before we start with the questions. The EU wants to make interactions with administrations easier and therefore wants to establish the so called Once-Only-Principle. This means, that you as a citizen, should submit your data only once to a public administration and these administrations then share this data with other administrations so that you do not have to re-submit your data and documents repeatedly and therefore reduce your administrative burden. With this study I would like to find out, how you perceive your interactions with administrative bodies and public authorities. This study focuses on the field of higher education in the EU. The field of higher education is one of the policy fields, where the EU has already started with testing the once-only principle. As you have already or are currently undertaking studies in another European country I would like to understand, how you perceive your interactions with public authorities especially in a cross-border context. The interview will be recorded and then transcribed. The records will afterwards be deleted. The interview will be transcribed anonymously. Do you agree to that?

20 **Interviewee:** Yes.

Interviewer: These first questions are just background information to get started, I will only transcribe the relevant information. Can you tell me a little bit about you? How old are you? Where are you at, right now? To which universities/countries have you been already? What
25 was your general experience?

Interviewee: I would say, that my experience with administrations and submission of my private information has changed a lot since I got to Europe. I think in Canada there is more sharing of this data between the provinces. So I feel like, there is less paperwork, because the ad-
30 ministration already has the basic information from the central bodies. So you do not have to resubmit the same thing again, like your social insurance number or your health care. I would say in Germany, there is a lot of trust put in me as an outsider to fill out the papers correctly. And I feel like, in a lot of cases, I could lie about it. I think it is es-
35 pecially interesting with the health care and filling out forms. So they have never asked me for example for a record for any of my Canadian health care or of my doctors in Canada. They asked for my doctor in Germany. But at the same time it is definitely hindered by the... Like submitting data to your city municipality, that's something we don't
40 do in Canada. Like the city doesn't know where you are at all time. Or there is just the assumption, that the national administration has the data and knows where you are. But there is no responsibility for the city to know where you are and when your data is updated. So I think that is very interesting, because you have to be very careful in sub-
45 mitting your information to the local municipality. And do they know and care when your information changes? For example I had to fill out a lot of paperwork for my permanent residence card for studying here. And it definitely felt like: If you don't fill out everything correctly, you will have to do it again and get problems. And even with my banking,
50 for having a bank account here I had to put a lot of information again.

Interviewer: Can you remember to which administrations you submitted your data before, while and after your studies abroad? You mentioned some already, but feel free to think also about to other administrations.

Interviewee: Okay, so to the "Studierendenwerk", to my accommodation,
55 the university in general for registering... I submitted a lot of data there. The Bank, so Deutsche Bank. To my doctors, but they didn't ask a lot. Then my health insurance. I send a lot of data to them. And then my scholarship, I submitted information to them. And I guess when I signed up for the gym I gave information to them. Then stuff
60 like for the airplanes and stuff, do you need all of that?

Interviewer: Thanks, that's already a lot. So how did you experience the interaction with the administration and the services you used for doing this?

Interviewee: I found it interesting, that a lot of it was paperwork which is
65 supposed to be online. I felt that there is definitely more room for error. So this is everything digital in Canada, so you cannot make that much errors, you get notified when something is wrong, like with spelling or addresses. And I have had such an experience with my phone number here, where they misread my phone number and couldn't get in contact
70 with me.

Interviewer: Interesting. Can you elaborate on that.

Interviewee: I went to the doctors once and they tried to contact me, but I guess they misread a number. And I had multiple experiences with my bank and the information they wanted; that I did it slightly
75 wrong. Like even if I put my address in the incorrect format. I did apply for a specialized bank account as a foreigner and they rejected my application like three times before I could get an account, because of such issues, where things were slightly wrong. So with my bank, I've also had..., I think they are very particular. Because they know,
80 that you have to fill out so many forms and that you could make a

mistake and I felt like, they came back quite often and asked: "Is this correct?" or "Did you forget something?" or "We need to redo this." And I don't think I had that experience before, because, they obviously already knew all of my basic information. But here, I guess it is also
85 because I am foreigner, but they constantly wanted to know, if it was accurate and that everything was... I don't know, they also constantly wanted to know my status in Germany. So that I had the correct visa card and when it expires. I think that was really asked a lot, when my visa expires. I don't know if I can think of something else, there are
90 just so many areas. Is there any specific area that you are interested?

Interviewer: No thank you, that was perfectly fine already and really interesting. So how satisfied are you with the speed of processing your applications or administrative tasks?

Interviewee: I would say: Generally not pleased. I think like banking was
95 very slow, the local municipality was slow, too. I think I found it every interesting, that even people working in getting foreigners visa permits, often... either the tasks were so spread out, which mean for the people, that they didn't know your file properly. And that they often didn't... they were usually only fluent in German, they weren't even fluent or
100 able to speak in English or French or... Spanish. And there were so many issues with language that I have seen there and heard of, that slowed down the process. And I don't know... Positive experiences... I think I also got frustrated by having to fill out the same forms over and over. Like even with the Universities, they would ask for things,
105 were I thought, that they should have the information already.

Interviewer: Can you elaborate on that? Like how did you experience the repetitive entry of your data?

Interviewee: Erhm... I think maybe, when they ask you stuff constantly every six month. I don't know, they asked stuff over and over again and
110 they asked it far too often I think whether something changed. And

there is constant confirmation of my address for the local municipality and my health insurance. What else...

Interviewer: And how do you experience this, that you have to fill in the information? How would you call it? Or how do you feel about that?

115 **Interviewee:** Well, yes. I feel frustrated sometimes. It just seems inefficient to me. It doesn't seem that they have central databases. I mean I also had an experience at the local municipality, where they lost... I had to send them something, and it had to be in paper and they lost it. And the person that lost it, went on holiday and then it took another month
120 for me to get my residence permit. And I just felt like... I was just surprised, that they don't have digital... or like online processing. You can't send it online. I mean even when I was delayed with my residence permit from Berlin, they had to give me a special document to travel. And to get that, I had to submit my data again. And everything was
125 on paper, like there was no record, that I had this document in an only service, there was just this paper document.

Interviewer: How could sharing of your data between the relevant organizations directly could make this process easier or less burdensome for you?

130 **Interviewee:** I mean, just not having to rely on paper post. Well, obviously they had to communicate with Berlin, but because it had to be done by paper and they can't transmit any of my data online, or I mean, at least they just didn't do that. And I think that's inefficient, that should be improved. And also I feel more safe, maybe it is irrational,
135 but I feel more safe when submitting documents not by paper. And the same thing goes with my bank. I mean all the information from my bank came by post and I mean, that's very insecure. Because if something happened or if it was delivered to the wrong address, then you cannot get a bank account set up. What else with my data...

140 **Interviewer:** Well, when you think about your university, local administrations, your scholarships and stuff?

Interviewee: Yeah, it feels like, that the different departments of the university ask you to fill out different paperworks. It feels like they even don't share it among the university. I mean when I dealt with my scholarship with one office, they didn't have any information but I have submitted everything to the university already, I mean that's really inefficient having to submit it again. And maybe it is a minor issue, but I went to the gym of the university, and they also didn't have information of me. I had to provide everything from my student card number to my health data. I think what is also interesting: If I go to another doctor, they have no record of which doctors I went to previously, even though I show my health insurance card. And I would think, that there would be an online link of data about me. But I think it is actually just about payment. I hope it wasn't too much off topic.

Interviewer: No, that was perfectly fine. Let's go a little bit into depth. Would you share the following data with universities and the different public administrations in your country and in other European countries? Or in your case, maybe not too much about your home country because, but rather across border in the EU? And why would or wouldn't allow for such an exchange? Starting with information about your identity.

Interviewee: I guess I feel comfortable with them sharing with my data in the countries I resided in traveled. But I wouldn't feel comfortable about them sharing about identity with countries I have never been to or have no links to... I feel like, I would not want my data to be share EU wide, unless I move there or have a business operation there. But I would feel comfortable with Germany-wide sharing, same as in Canada, where I am comfortable as well. I mean, like even between these countries I wouldn't have a problem, although I think, there isn't much sharing. Although I have a citizenship in the UK.

Interviewer: Ah okay, so that's interesting. How about sharing cross coun-

try with the UK?

Interviewee: I don't know. Because I never lived in the UK. The only kind
175 of information they have, I mean I guess they have a decent amount
of information now, but that was only through my passport applica-
tion. But they don't know my finances for example, only my identity
information and where I was born and information about my parents.
I wouldn't want that data shared between the UK and Germany.

180 **Interviewer:** Why wouldn't you want that?

Interviewee: I mean, I don't have any ties to the UK, besides that I am a
citizen and I have a passport. Maybe I also feel strange because with
Brexit. Because I would be confused, why they share data, and it is
maybe a gray area, because I don't know if it will still be involved with
185 the EU and EU directives. I think I would want to know, where the
UK is looking in the future, before I share data and also why.

Interviewer: And what about personal information like personal back-
ground, family situation, housing situation?

Interviewee: I mean for example I would be fine if the local municipal-
190 ity and my health insurance communicated. Or the local municipality
and the university communicated. I can't really think of any place
in Germany, where I would feel uncomfortable with sharing informa-
tion... I guess maybe I would feel uncomfortable with my bank and
my scholarship being communicated.

195 **Interviewer:** Ok. And why is that?

Interviewee: Because there is this idea, that for your scholarship, that if
you have over a certain (of money), they could take money back, even
if it is just like 5 Euros. And I wouldn't want that. It's not that I am
hiding thousands of Euros, but... I just wouldn't feel comfortable with
200 them sharing that. That's the only example I can think of.

Interviewer: And what about health data?

Interviewee: Ehm... between Canada and Germany or within Germany?

Interviewer: Please let me know if there is a difference between that, and why.

205 **Interviewee:** Ah, alright I see. Within Germany I would be very comfortable with sharing all of my healthcare data. I think between Canada and Germany I would feel slightly different. Because of the different ideas about health care in Germany versus Canada. I think like in Germany, they don't want to give you, for example not that much prescriptions for pain-killers or anti-biotics or stuff. And if they would see
210 what I get in Canada, they would maybe be less likely to give it to me again. And I guess it could be challenging to explain, that Canada has a different approach to prescriptions. Which maybe isn't the best, but just different. But on the other hand it would be useful for them to
215 know what medicines I had. Because now, when they ask, I think like how can they trust my answers about my Canadian vaccines.

Interviewer: And what about when we think about you're going to... let's say you do a short trip to Austria or France. So would you want your health data to be shared then cross-border?

220 **Interviewee:** I think I would feel ok within Europe. Because I don't know why I would hide information within Europe. I don't know if within Europe like for example getting an abortion is more difficult than in another country. I see that this could be a reason to cross the border and don't want that their health data can be shared. But for me
225 personally that wouldn't be an issue.

Interviewer: And what about when we think about certificates like your birth certificate our diplomas?

Interviewee: Ah... I mean birth certificates and your diploma is different.

Interviewer: Why?

230 **Interviewee:** To me, a birth certificate is just your identity. It gives almost the same information as your passport. Also there is difference between your diploma and the marks on your diploma. I don't think I would be uncomfortable with sharing. I think the only people being uncomfortable with sharing would be if they for some reasons wanting
235 to lie or hide achievements or identity. But I needed a lawyer to sign of all my diplomas before moving to my German university. And I mean it would be more convenient if they just communicated with my university in Canada, but I think I was fine doing it that way.

Interviewer: What data would you want to be shared with the following
240 types of organizations? Usually Administrations/authorities in Germany compared to administrations in other European countries or cross-border?

Interviewee: I mean I don't think I want my financial information to be shared cross-border. I think, the information about my studies would
245 be fine. I guess the information about my place of residence and my identity I would be fine with. I guess my healthcare I would be fine with as well.

Interviewer: So only financial information should stay in the nation state?

Interviewee: Yeah, I mean I feel slightly uncomfortable when I think about
250 like... my financial information even when it is shared in Germany with like Berlin or from the local municipality to the University... I guess like my financial information is the only thing, where I feel like super uncomfortable with it being shared. Not sure exactly why I feel uncomfortable.

255 **Interviewer:** That's perfectly fine.

Interviewee: Yeah... I don't even knew that I was uncomfortable until we talked about that.

Interviewer: Alright. And what about when we go beyond that, when we

260 talk about other public bodies, like universities or other non-profit-
organizations?

Interviewee: I mean if the Universities I had studied with, then I wouldn't mind. But I don't think that I would want my data to be shared with other non-governmental organizations that I don't know and for reasons that are unclear to me.

265 **Interviewer:** And if you would know them?

Interviewee: I mean, even if I would know them, I would wonder why they would want my information if I am not affiliated with them.

Interviewer: Okay. And what if you are in contact with them?

270 **Interviewee:** Ah okay. I think I would prefer the least amount of data
sharing.

Interviewer: Okay. But why is that?

275 **Interviewee:** Like when we think of the example with the gym. If they know you are part of another gym or if they can see your record and they see like, I don't know, you will probably quit, or you don't get a good rate. This could be discriminatory practices. But maybe I am overthinking it. Maybe I am fine with them sharing this data. Because when you talked about NGO'S I thought about research institutions, that want to know demographic data or financial data. And there I am uncomfortable. But I see what you mean. Like smaller institutions
280 that are not state actors, sharing your data. This is less problematic I guess.

Interviewer: And what about, when we include for-profit companies.

Interviewee: I think I feel even less comfortable with sharing my data.

285 **Interviewer:** But when you think of one example: When you apply for a job. Would you want that data to be shared to this organizations?

Interviewee: What would be the purpose of this?

Interviewer: Well because, currently you would write a CV and submit maybe certificates and different documents, which could be provided by universities or municipalities. Would such a sharing be an option
290 or not?

Interviewee: I don't know. That sounds nice for convenience. But I think I have a slight hesitation about them being able to access my data, while at the end I won't take the job or don't have an affiliation with them. But... I guess, the idea of that they know my university information
295 like my marks seems appealing to me. But for the rest, I am not sure if I would want that to be shared. I feel like I want to know exactly what is available to be shared.

Interviewer: And if you know that?

Interviewee: If I know that? I mean if I could consent, when I feel comfortable or don't if I am uncomfortable. Like I can't think of something
300 that my German university could share that I would not be comfortable with if it would be communicated to an employer. But something of them being able to automatically access that. I think that's something were it could be taken advantage of.

305 **Interviewer:** But you said, that if you know what is shared and if you are asked for consent, that is ok?

Interviewee: Yeah, I would say so.

Interviewer: Okay. Why would it be ok for you then? Because first you said, that you are not too comfortable with private organizations?

310 **Interviewee:** I think because originally I thought about organizations, that were using the data for their own purposes, but not because I am an applicant. But just for their marketing. But in that case, I would not feel uncomfortable. And when you think of all these campaigns for elections, where a lot of data is used... like when you are afraid of a

315 data breach or leak so... That's I think, why I would like to consent if a
private organizations wants to gather my information that I submitted
to a public institution.

Interviewer: That's also what my next question is about: How, if at all, do
you want to be informed or asked before your data can be exchanged?

320 **Interviewee:** I mean, the typical things that we see online are just these
tiny fields where you just click to submit an application like for sharing
your data. I wish it would be more specific about which data they are
interested in. I mean, I guess like for a job application, if they ask if
they could access my marks, that would be nice. If they would just ask
325 to submit all the information that I submitted to public organizations,
that wouldn't be enough, because it is not specific enough.

Interviewer: But do you only want to be asked when private actors are
involved or also between public organizations?

Interviewee: I guess I would want to be asked not matter what; public or
330 private.

Interviewer: Is that the case in the Canadian system, where you said that
there is more sharing?

Interviewee: I don't think they ask for consent.

Interviewer: And do you like this system or...? Because you said you
335 would want to be asked, but in this system you are not. So are you
comfortable with that? Can you elaborate a little bit about that?

Interviewee: I mean, I would say for example, I found it frustrating when...
maybe I was asked and I didn't realized it that when they combined
your banking information, your student loan information and all of
340 your student account information of your universities and your tax
count in the Canadian system. So they now share all the information
between them. And I would say, even if it is convenient, I would say
that I am slightly uncomfortable, because a lot of it is private financial

345 data, that I didn't realize, that it is shared... I think I also have the feeling, that that wouldn't happen in Germany. Because I feel like they are much more aware in Germany and the EU about peoples sensitivity about data sharing. I think in Canada there is not as much of a conversation about that. People would just think, that is more convenient...

350 **Interviewer:** Ok, thank you. And would you want to be proactively approached by administrations that make you suggestions for services based on your data?

Interviewee: No, I think I find that annoying.

Interviewer: Why is that? Can you explain?

355 **Interviewee:** Ehm, I guess I just think about what they think what you are interested in is often not what you are actually interested in. Like in Canada I was contacted by different departments of my bank and it actually never matched what kinds of financial services I was interested in.

360 **Interviewer:** And when it comes to public administrations? Is it the same if they would contact you?

Interviewee: I guess it depends about how good they predict about what I am interested in. So for example if my University reached out to another university for a job or a program or a paper I would be fine with it. But I don't know. If for example in this online systems, where
365 scholars post their papers, I sometimes click on them and download them and then I always get e-mails about related articles, because they share my data. And I am actually not interested, they just think they know my interests.

370 **Interviewer:** And when you think for example about your University. What if you enroll and then get notified or asked if you would also want to register housing in the city?

Interviewee: I mean actually that would probably be quite helpful. I felt like the local municipality and the University could communicate more.
375 But I think they couldn't because of data sharing restrictions. I guess I... Like how would you define a public institution?

Interviewer: Well is there a difference for you between some institutions?

Interviewee: I would feel more comfortable with the municipalities sharing information, because they would only share information necessary to
380 be helpful for me or to be helpful with authorities. I feel I would be less comfortable when my health insurance would send my data and other health related organizations would contact me.

Interviewer: And for what purposes have you ever used single-sign-on systems like Facebook or Google to authenticate yourself?

385 **Interviewee:** I mean I probably have used it with my iPhone a lot. Like do you want to know how comfortable I am with the single-sign-on?

Interviewer: Yeah, like if you used it and why?

Interviewee: Sure, with Facebook I used it a lot.

Interviewer: Okay. And why did you use it and did not set up a new
390 account again?

Interviewee: Just for convenience purposes I guess. I think about, the only thing I can think about where they ask about a lot of information is my banking, which has like a three-factor-authentication. And I like that actually because I know that nobody can access my data. But I
395 think I would find that annoying for like for example social media. I mean I think it is annoying to sign in with my Apple-ID if I am not with my iPhone, because you then have a two factors authentication and stuff.

Interviewer: And what about the services, where you are asked "Do you
400 want to log in with Facebook or create a new account?"

Interviewee: Ah, I have done this a lot actually with my Facebook account.

Interviewer: And why is that?

Interviewee: Maybe because I see an app that I am not too interested in,
so maybe I don't want to submit to really signing up. So I just click
405 on log-in with Facebook. I am trying to think of an example where I
did that. Oh there is like a quiz-app, where signing up with Facebook
just takes a second.

Interviewer: But how does this fit into that you said, that you are uncom-
fortable with sharing data with private actors. Can you elaborate on
410 that?

Interviewee: I think the idea, that they have information about my inter-
ests or preferences... I care less about that compared to my personal
and identity and financial and health data. I feel like that has to be
protected more. Maybe that is not rational. I think that there is also
415 this feeling that things you do on your phone or laptop, they cannot
gain a lot of it. But maybe it's not too smart, because they can see a
lot of information from my Facebook profile.

Interviewer: Okay. And for what purposes have you ever used an eID-
Function like an electronic passport or other systems to authenticate
420 yourself? Did you use something like this in Canada?

Interviewee: No, we don't have electronic passport. I don't think I have
used any to be honest.

Interviewer: And would you use such a system? And why would or
wouldn't you?

425 **Interviewee:** I think I feel comfortable with using an e-passport... Actually
I think my identity card for my German residence, I think that's an
electronic one.

Interviewer: But you never used it?

Interviewee: I think I have never used it.

430 **Interviewer:** Why?

Interviewee: Cause I was never sure if I can use it, I always thought they want to see my Canadian passport. I think I was comfortable with a very official document, like a passport. But I would feel not comfortable with something else, that is not official or not from a public
435 administration. Yeah, I never thought about e-identity a lot actually.

Interviewer: That's perfectly fine. These were all the questions I prepared. Is there anything else I forgot to ask or anything that you would like to add?

Interviewee: No, I just haven't though a lot about this issue, but it's quite
440 interesting. Quite often I am not sure, if I am comfortable with sharing or not and why. And sometimes I thought that I am not comfortable with some things and then I realized, that I do it already a lot.

B.15 Interview 15

- **Date of the Interview** 10.06.2020
- **Date of the Transcription:** 15.06.2020
- **Notes:** Has experience with higher education in Czech Republic, Netherlands, Ireland, United Kingdom. He reported to be rather liberal in terms of sharing data and not caring too much about privacy. However, he then clarified, that this applies only to the public sector, where he has a lot of trust, but not to the private sector, where he does not want his data to be shared with. E.g. he would be willing to share all the data we talked about with the public authorities for different purposes (because it benefits the society as a whole) but has deleted his facebook account because of privacy and Cambridge Analytica scandals.

Interviewer: Alright, thank you for taking the time to give me this interview. First I will give you a short introduction into the research topic, before we start with the questions. The EU wants to make interactions with administrations easier and therefore wants to establish the so called Once-Only-Principle. This means, that you as a citizen, should submit your data only once to a public administration and these administrations then share this data with other administrations so that you do not have to re-submit your data and documents repeatedly and therefore reduce your administrative burden. With this study I would like to find out, how you perceive your interactions with administrative bodies and public authorities. This study focuses on the field of higher education in the EU. The field of higher education is one of the policy fields, where the EU has already started with testing the once-only principle. As you have already or are currently undertaking studies in another European country I would like to understand, how you perceive your interactions with public authorities especially in a cross-border context. The interview will be recorded and then transcribed. The records will afterwards be deleted. The interview will be

transcribed anonymously. Do you agree to that?

20 **Interviewee:** Yes, that's ok.

Interviewer: Alright, so let's start. These first questions are just background information to get started, I will only transcribe the parts that are relevant for my study. Can you tell me a little bit about you? How old are you? Where are you at, right now? To which universities/countries have you been already? What was your general experience?

Interviewer: I would say I have dealt with different national administrations quite a lot. So I have a lot of experiences with that. I would say that in the Netherlands it is a rather smart administration, and a lot is online. And they would try to help you and make it as simple as possible. So I never had issues with that. I also think that the university, also in my bachelors and in my masters helped us to orient ourselves and give all the information we needed. So in that sense that was all really good. On the opposite scale, the UK was pretty bad actually. There everything was quite complicated and difficult and expensive actually. There were a lot of expenses that I did not have foreseen. But I only did an internship there, so I only dealt with the usual issues of moving and living administration and that kind of stuff.

Interviewer: Can you remember to which administrations you submitted your data before, while and after your studies abroad? Well, all your studies were abroad, but feel free to think of your different experiences.

Interviewee: In the Netherlands I had to use... there are two different... well there is Studielink. There is DigID; and that's the overall system that everyone in the Netherlands has to be registered under. I think all students are registered under that. And that worked quite well. It used to be confusing, because it was another system and then it switched, but now it is only one system and that is quite useful. And then I had to sign up with the municipality to say that I am now living

here. And then I had a Buergerservice-number, like a citizen-number.
50 And that number, I used for different things like renting and stuff
like that. So it was all quite centralized in a couple of things. And
because I was quite careful with my administration stuff, I cancelled
my Burgerservice-number when I moved to another country. But if I
55 would have kept it for five years straight, I would have the possibility
to get the dutch nationality. But because i cancelled it, I have to start
the time again, so my four years don't count anymore.

Interviewer: How did you experience the interaction with the administra-
tion and the services you used?

Interviewee: As I said, in the Netherlands it was everything straight for-
60 ward. I often prefer it, to do it in person. A lot of the times it would
be online, like they would send you information and say you have to
fill this in. And sometimes I would be confused, so it would say you
can also go to the building, like to the municipality. And it was often
very quick and everyone was very helpful. I think in the Netherlands,
65 because they are an international country, and they have a focus on
international students, I think they have mastered it. They see it all
the time, right. So they really know where to send you and what to
tell you. So this was really no issue. But then in the UK, it was pretty
much the opposite. Because there, no one would even tell you about
70 things. And often I then didn't know relevant information and sud-
denly I would get a mail, like: Oh, you owe the government that much
money for council tax. And then I was like: What the heck is council
tax? And when I called them, they send me to like five different peo-
ple. And often times, I would call them about an issue and then they
75 would give me one answer. And then I would call later, because I have
forgotten something or I have to deal with the same thing. And they
would give me the same answer. So it was like, depending on whom
you spoke to, could change the result. So it was very messy. Oh and
actually I could also add to that: I also lived in Ireland and in Ireland,
80 it was a lot better as well, because I was in the University and they

really helped me out. But in terms of the stuff like, taxing and city administration stuff, it was similar to the British system. It was actually built around the British system, so it was actually quite confusing. The main issue, was the communication. It isn't communicated to you
85 when you come in. It is just communicated to you, once you made a mistake, basically.

Interviewer: How satisfied are you with the speed of processing your applications/administrative tasks?

Interviewee: Yeah, that was fine. Very good, everything went quickly and
90 smoothly. I would just say, that whether I knew it or not that I had to do something was the issue.

Interviewer: Were you asked to provide the same information or documents which had already provided to the other public agencies/authorities or officials?

95 **Interviewee:** Yes, I was. For example in Ireland, I had a whole file and like information on myself. And even a student-ID and everything. Which was on top of the one I had from the Netherlands. And this was often quite confusing. Because our university coordinator did a lot of tasks for us. And sometimes she told us like: You need to re-assign;
100 and I knew I did it already. But this meant, there were problems with the administration, because there were like two files separately and different administrations had different information. And then of course I had to re-submit stuff quite often.

Interviewer: How do you experience the repetitive entry of your data?

105 **Interviewee:** Yeah, I don't mind it too much, because you kind of get used to what they need. I just think, it is always the fact, that I do not remember where I put everything. Especially when you travel a lot. For quite a long time I thought: Oh my God, what if I get a mail from the UK, that I owe them a crazy amount of taxes. And the fact that
110 being in a lot of systems and not being sure which system still has

my data, which system is still active and if there are actions that need to be made. But the filling in itself was fine, that was quite standard everywhere, I just repetitively did that.

Interviewer: Have you ever stopped using a service (like applying for grants
115 or study programs) because of the amount of data required?

Interviewee: I don't think so. But I don't think so because I have never
really applied for things "extra". I always only for the things I had to,
that I could not choose not to do. Like I had to apply for the citizenship
and all theses things. But the one thing I did voluntarily, was that
120 I applied for the Erasmus+ funding for an internship through my
university. And there I did feel like, there was a lot of data necessary,
and I wanted the money so I went through that process and put in
all my data, but there were times were I felt like: I had to fill in data
for my university and for the European Union and it was the same
125 data, which I put in, because I wanted the funding, but which was just
unnecessary administrative work. It actually ended up taking quite a
lot of time.

Interviewer: So how was your experience then when you made that?

Interviewee: I just felt frustrated, because it was just a lot of work on top
130 of the stuff that I actually had to do. And often, like I don't know how
it is about you, I think it is a little bit different for every one, but me
in particular: I really hate administrative work. I don't know why, but
it just drains me. And often times, when I get stuck on something, no
actually often times, when I feel like, I am not doing it right, I start
135 to get scared that I like, mess up one little thing or whatever and that
the whole thing completely falls through because of one little detail.
So I am always super scared about all the details.

Interviewer: How could sharing of your data between the relevant organi-
zations directly could make this process easier or less burdensome for
140 you?

Interviewee: Yeah I mean, that would make it way less burdensome! Especially, for example instead of having a middle person that only forwards information you could only have an online system. One of her tasks was just to hand-over information from us to the administration. That
145 would save time for everyone. But I think... What was the question again?

Interviewer: It was: How could sharing of your data between the relevant organizations directly could make this process easier or less burdensome for you?

150 **Interviewee:** In a sense, that I would not have all this tasks open all the time. I would more clearly see, what is missing or what action I need to take or whatever.

Interviewer: And you said, that you hate administrative work, but before you mentioned, that you do not mind to repetitively enter your data.
155 So is there a difference for you? Can you elaborate a little bit on that?

Interviewee: Yeah, so I think: When you have to fill out like the basics; like where I am from or social security number, that's all quite straight forward and therefore its fine. But often times, these different systems slightly vary. Like they differ in what they want and what they ask
160 and how you have to fill it out. And when that always happens, that's when it frustrates me. Because I ask myself: Am I doing it right? And also what frustrates me or what makes me hate it, and why I am worried about it: It takes a while. And if I don't do it right the first time, and then it comes back to me and I have to fill it out again and
165 it takes like such a long time between you handing it in and then they have to check it and actually this or that is missing or you put this information in a wrong way; it comes back to you and it's just such a waste of time.

Interviewer: Okay, let's go a little bit into depth. Would you share the
170 following data with universities and the different public administra-

tions in your country and in other European countries? Starting with information about your identity.

Interviewee: Yeah I mean, yes. Let's see what other questions you have, but I wouldn't care if there was one European tab on me. Like one
175 European... with all the information, that all the European member states can see.

Interviewer: And why is that? Or why would you want that?

Interviewee: Because I can see myself traveling to all those, or working in all those countries, right. And if you look by EU law, it shouldn't
180 matter. And also, I have nothing to hide, so... Like I am a EU citizen, so that's like... first and foremost for me, yeah.

Interviewer: And when you think of data sharing between organizations, also across borders and organizations, like from your home municipality to your university abroad?

185 **Interviewee:** Yeah, I think so . I mean I would have to think about it. There might be something I am missing. But for the general part... Like in the US you have a centralized tab, that gets shared and everyone can have these information in the different states and stuff. I wouldn't mind something like that.

190 **Interviewer:** Personal information like personal background, family situation, housing situation?

Interviewee: I also wouldn't mind.

Interviewer: Why? Because of the same reasons and you say there is nothing to hide?

195 **Interviewee:** Yeah, I think so. And I am not too fussed about privacy, I don't care too much about it. I think for the most part, with the information, that you are talking about, cannot be really abused. And also it can be found anyway with social media, right?

Interviewer: And what about health data?

200 **Interviewee:** That's also fine. I think that's actually a good thing if that
is available, in case... I obviously travel around a lot and I go a lot to
doctors in different countries. And I have like the European insurance
card and that really helps to make things simpler. But I always have
to give them the full report. Actually, like this is a good one: If I
205 go to a dutch doctor, I have to explain everything, where I have been
through. Whereas in the Czech Republic, where I lived most of my
youth, they have the full tab. But the whole tab is in Czech. So I can
just explain it to them as I understand it. But if the doctors see the
whole tab, there might be things, that I am missing. So in that sense,
210 it would be better for my health and the care that I get, if they share
that in a standardized way.

Interviewer: And what is the European Insurance card. Like what can you
do with it?

Interviewee: It is a standard one. In the Netherlands for example, with this
215 card, I can instantly get health care. And I have a standard number
on it. And that's a step in the right direction. That's a card that I
can use anywhere and get health care. But it still doesn't mean, that
they have access to my previous illnesses or records or stuff.

Interviewer: And what about your financial situation. Would you want
220 this to be shared?

Interviewee: But what data do I share? What gets covered?

Interviewer: We could start with your bank account number and continue
until data, that you maybe need to submit for scholarships for example,
where you provide detailed info about your financial situation

225 **Interviewee:** Yeah, I wouldn't mind. I think, for example, I have five bank
cards. Already with these five countries, I have shared all the same
information. Maybe because of scholarships, I added some more infor-
mation in one country. But I am willing to open up that information

for each country that I go. Because that allows me to live there comfortably. So if I didn't have to do that and I could just have opened one bank account where every administration gets the same information, it would be the same for me. I think, to wrap-up the overall thing: As long as it is in the EU, I don't mind sharing data and having like one financial data, one health data and so one.

235 **Interviewer:** Okay, so one thing before we get into detail here: What about certificates like your birth certificate our diplomas?

Interviewee: Yeah, I also don't mind. Because I share all of those... I already share all of the certificates except for the birth certificate online. So I wouldn't mind, no.

240 **Interviewer:** Okay, so let's go to the question you talked about already. What data would you want to be shared with the following types of organizations? Comparing administrations/authorities in your country and administrations/authorities in other European countries or cross-border?

245 **Interviewee:** So in the EU it is all the same I think. As long as I am certain, that the rule of law, and the EU legal system is upheld, right. So as long as we can be assured of that, I would be okay. But for example a little while ago, with the situation in Hungary, there the situation could be misused. So there is a little threat of having states, where the EU does not have the ability to punish such states. So in that sense... I cannot really imagine, how the data could be misused. But I know, that it can. So in that sense, that would be something to worry about. However, I think that, as it stands, my trust in the European system is too high, to basically say that the fear of having a
250 (?) state taking advantage of it, is not worth of not having the benefits of standardization and all of that. Because I travel a lot around the EU. And I think for my job, that also requires a lot of moving around. And I trust the EU enough, to take that chance of potential (?) states.
255

Interviewer: And what about, when we talk about non-state actors like
260 public bodies, like universities or other non-profit-organizations?

Interviewee: Sharing my data with them?

Interviewer: Yes, that it is shared, let's say, that is shared between the
university to the municipality or vice versa.

Interviewee: Well, I mean, that's a tricky question. Because, at what point
265 do you stop. Because I would say, universities are okay.

Interviewer: Why?

Interviewee: Well it's a tricky question. Because... I don't know, but don't
universities have... they are also bound by certain standards and legal
standards, that they can't take advantage of... I don't know. To be
270 honest, I don't know enough about it.

Interviewer: So with universities you would be fine you said. But what
about other non-profit organizations?

Interviewee: Well, it's hard to think about, which ones...

Interviewer: Well, it could be a lot of things. Could be sport clubs, parties,
275 student housing organizations, associations...

Interviewee: Yeah, I think there has to be a limit somewhere. I guess it
has to be to the point that you can be certain, that the organization
you are giving the information to, will not abuse the information for
their own gains, right. So I think, that's the limit.

280 **Interviewer:** How do you want that to be ensured or how would you meet
that?

Interviewee: Yeah, so like when you think of political parties: If they would
have all the information on everyone, they could make use of this and
make intensive research on people, and that would not be good. But
285 how would you enforce that? Well, I guess, I think you would have to
set up rules on what cannot be done with this information.

Interviewer: And what would this be? What would you not to be done with your information?

Interviewee: Well, definitely not shared to private third parties, that could
 290 use it for profits.

Interviewer: So the next question is about that: What about companies, like private student housing organizations or when you apply for a job. Would you then want your information to be shared directly?

Interviewee: I think, if it was one standardized European system, where
 295 all these mentioned information is in... I wouldn't be happy if that would be shared with private parties. Because then, for them there might be an incentive, to share that on to other private parties, right. So I wouldn't be sure, that the data stays within the system. So there should be strict restrictions on where that data can be shared. So it
 300 has to stay within the system. And mostly, the data should be used for the purpose of helping administratively. Like it shouldn't help these organizations to make better decisions. It should literally just be used to help the administrative process, to make the administrative process simpler.

Interviewer: And what about, let's imagine a situation where you submit
 305 a lot of data. What about when you apply for a job. Except for your motivational letter, which of course varies, would you want all the information, that you usually hand in yourself to be shared directly from other organizations?

Interviewee: Yeah, I think there could be one standard information pack-
 310 age. There is like personal information, like my name and stuff. That I wouldn't mind if that would be shared. Like universities could have that information. But I wouldn't want them to have my health information. You could kind of divide this up into certain packages, and
 315 then decide whether or not, that organizations can take advantage of this information and whether or not that organization needs that in-

formation. Like, you know, does my work need my health information?
Maybe partially, but yeah...

Interviewer: And how would that decision process look like? Who would
320 decide this for your data?

Interviewee: That's tricky. But I suppose, if you would organize this from
an European level... You know if there would be the European ad-
ministrative space and data is divided into data sets and it would be
for the European Institutions, like the Commission and the Parliament
325 and so on... to decide on a procedure. But I think it would be heavily
contested and would be quite difficult and controversial with a lot of
people, so I don't see it happening.

Interviewer: And do you want to be informed or asked before your data
can be exchanged?

330 **Interviewee:** Yes, definitely.

Interviewer: And why?

Interviewee: Because that way... I think it it important to people to know,
where their data goes and when that happens. Because I think, people
in general are not aware of how often and how diffuse our data is, right.
335 And I think, gaining back control over that is key... I mean it doesn't
necessarily have to be that everybody is private and keeps their data
hidden. That's not what I mean. But at least knowing where your
data is can give you then an idea of where you would or not want
your data to go. Already from this conversation I can tell, that there
340 is a lot I don't know about my data. You know, to making people
better educated and aware about their data to help them make better
decisions.

Interviewer: And how does it fit: Before you mentioned that you are rather
liberal with your data and would share it a lot and now you said, that
345 you would want to be asked before sharing?

Interviewee: Yeah, not necessarily asked, but made aware. So for me personally, I don't mind. But I can't imagine all the different scenarios and I am sure that there were scenarios where I would mind and have an issue with it. So I want to be aware. For the most part I am liberal,
350 but knowing where data is, is also important.

Interviewer: And how do you want to be made aware? Can you experience your perfect service or interaction? Can you imagine the perfect administrative system in, let's say the EU in 2030. How would it look like?

355 **Interviewee:** I mean the best way..., that would be awesome actually: If there was like a website, with... like with DigID, there is a website, it has a nice interface and I see everything, all the actions I have to take... all the data that is there, you know, sometimes you have to update it, for example when you move and whatever like all this stuff. So like an
360 online interface and if there would be just one website, just one, where you could see how your data travels and where you have data and it would just be this overview of everything. And also it would show you actions that you are missing on; like you know: You have to do this or that... That would be ideal.

365 **Interviewer:** What data or (types of) organizations, if any, would you want to be able to be excluded from the exchange?

Interviewee: Yeah, so I don't think... there doesn't is one that should never have access. I think the more sensitive data... the more there can be gained from the data in terms of private interest, the less data
370 they should get. That would be the distinction. But figuring out that system and finding out all the lines between what is ok and what not would be very complex. And it would also differ for everyone. So it is a difficult question.

Interviewer: And would you want to be proactively approached by administrations that make you suggestions for services based on your data?
375

Interviewee: Mhm, I think so, yeah. If it is in this one system that I described: If I would get like ad's about services in that system and if they were very personalised, I think that would make sense, yeah.

Interviewer: Why is that? Why do you think, that would make sense?

380 **Interviewee:** Because it is efficient, right? It can pair people to the right kind of administration. I think it makes sense. And it would decrease the amount of work on both sides.

Interviewer: And for what purposes have you ever used single-sign-on systems like Facebook or Google to authenticate yourself?

385 **Interviewee:** If I have used that?

Interviewer: Yes, and why or for what purposes?

Interviewee: I don't use that.

Interviewer: Why is that?

Interviewee: Well, first of all I don't have Facebook. And also in general,
 390 when I make an account on something. That's also a thing, you have all these accounts, right. And if I want to use a service I usually think about: Is it worth it, to make the account, right? And so if the services are online-thing is worth it, I make the account. But I register with their own system, well... I also don't use Google much. I use a different
 395 mail-provider.

Interviewer: Why is that? Is there a reason behind not using Facebook and not using Google a lot?

Interviewee: Well for Google, I am used to another mail- and search-engine provider and I am used to it. But with Facebook, I did stop using
 400 Facebook because of the Cambridge Analytical scandal. That was in 2017 I think. Shortly after that, I quit Facebook, because I thought, that was really wrong. Because it is a private entity using data for private gains. And that's where I would definitely draw the line.

Interviewer: But how is that, that on the one hand you describe yourself
405 as liberal in terms of data and privacy and here you decided to quite
a services because of data issues? Can you elaborate a little bit about
that?

Interviewee: Yeah, I think it is the difference... As long as I know, that the
information is used for my gain, for an entity that has to report to the
410 government or doesn't have their own gain in mind, there I am fully
liberal. You know, like hospitals, universities, governments, I mean as
long as the governments don't become corrupt. Which could happen
of course and then it becomes problematic. But for the most part, I
think this is not the case in European countries. And so there I am
415 liberal, I don't think, we have anything to hide. And I think sharing
the information is beneficial for society and beneficial for everyone. But
then on the opposite spectrum, in terms of private gains and private
parties, where there isn't as much overview of what they are doing,
there I am on the opposite. There I want to make sure, that I know
420 what is being shared and that it is not being abused, yeah.

Interviewer: For what purposes have you ever used an eID-Function like
an electronic passport or other systems to authenticate yourself?

Interviewee: Well I used that Dutch system for the municipality and the
University but never created accounts with private services or stuff like
425 that as far as I can remember.

Interviewer: Could you use it for other services besides University and
municipality?

Interviewee: I don't know, but I think so, yes. And I wouldn't mind it to
do, it would definitely make things easier.

430 **Interviewer:** These were all the questions I prepared. Is there anything
else I forgot to ask or anything that you would like to add?

B.16 Interview 16

- **Date of the Interview** 10.06.2020
- **Date of the Transcription:** 11.06.2020
- **Notes:** Has experience with higher education in Estonia, Netherlands. Feels quite comfortable with the Estonian system. He said, he is used to it, because he grew into the e-government system. Some questions had to be adapted, because he knew a lot about such systems due to his experience in Estonia, but on the other hand was more biased because he had experienced the system compared to other interviewees that had never thought about the issue. Interesting insight into the question of data should be shared for e-voting and with the military for example. Was not entirely sure, what he thinks about sharing cross-border. Sometimes I felt, that he was a little bit restricted because he usually considered the legal situation (law student) and not so much his preferences.

Interviewer: Alright, thank you for taking the time to give me this interview. First I will give you a short introduction into the research topic, before we start with the questions. The EU wants to make interactions with administrations easier and therefore wants to establish the so called Once-Only-Principle. This means, that you as a citizen, should submit your data only once to a public administration and these administrations then share this data with other administrations so that you do not have to re-submit your data and documents repeatedly and therefore reduce your administrative burden. With this study I would like to find out, how you perceive your interactions with administrative bodies and public authorities. This study focuses on the field of higher education in the EU. The field of higher education is one of the policy fields, where the EU has already started with testing the once-only principle. As you have already or are currently undertaking studies in another European country I would like to understand, how you perceive your interactions with public authorities especially in a

cross-border context. The interview will be recorded and then transcribed. The records will afterwards be deleted. The interview will be transcribed anonymously. Do you agree to that?

20 **Interviewee:** Yeah.

Interviewer: Okay, perfect. These first questions are just background information to get started, I will not transcribe the personal parts. Can you tell me a little bit about you? How old are you? Where are you at, right now? To which universities/countries have you been already?
25 What was your general experience?

Interviewee: I have not really communicated with other administrations outside of Estonia, only in the Netherlands, where I had to do my insurance and health declarations and stuff. Outside of Estonia, in the Netherlands there were the only interaction with administrations.

30 **Interviewer:** Can you remember to which administrations you submitted your data before, while and after your studies abroad?

Interviewee: In order to work in the Netherlands you have to have an insurance policy which is mandatory for everyone, even for people from foreign countries. And if I remember it correctly, it was a website called
35 nc.nl(?), I don't know what it stands for. But it entails the insurance infrastructure for the structure.

Interviewer: Okay. And can you remember how much time you spend for administrative tasks?

Interviewee: It was only the insurance place. And in Estonia it was only
40 this insurance thing and in Estonia I did not have to do anything and in Holland I just had to sign that I do not live there anymore.

Interviewer: And did you have to register housing or register for your job or something?

Interviewee: Yeah, I had to register my address and give also my individual
45 details, like my number and my e-mail and name and ID-code and so
on.

Interviewer: And can you remember how the interaction with the admin-
istration was?

Interviewee: I could do it on a website I think. I had to go there once,
50 to... I don't know, they had to see my face or wanted to know that
I actually exist or so. But the other parts, I could do them via the
internet.

Interviewer: And how did you like or experience these interaction with
the administration and the services you used also in comparison to the
55 ones in your home country?

Interviewee: I guess, the Estonians felt a lot more easier to me. Also be-
cause of the language. Because of course I am fluent in Estonian. But
it was strange, that these websites, they were most of the time in dutch
and also the e-mails were usually in dutch. And it was difficult to un-
60 derstand, what was written there in detail. Also in Estonia everything
goes with the ID-card. You have the digital ID-card and if you want to
sign in into a certain portal, you put the card into the computer and
put in the password. And I think it makes things much more easier,
than just to have multiple passwords for different websites.

65 **Interviewer:** Can you elaborate a little bit on that. How does it work?
And why do you say it is easier? And how do you like it?

Interviewee: In Estonia, you have, for example the medical database,
where they have all the health data or one website for the driving
license. And there is also a military army service in Estonia and they
70 have a special website for that. And your contracts, your insurances...
for example when you rent an apartment, there is a certain website
where the government can see from whom you rent it. So all the
different websites, that have something to do with your personal

75 website, you can access them with your personal ID card. I don't have
it around here, then I would show you. But it is just a credit card
with a chip card on it. You can either put it in a computer directly
if it has a slot or you have a card reader. And then you put in your
required PIN-code. And there is then only one PIN code. And I
80 think it makes the access easier. There is also mobile ID in Estonia.
It works on the same principle as the ID-card but you can do it on
your phone. You need to put in your ID-code and your phone number
and then it generates passcodes and then you can get access the same
way. I also think it makes things a lot easier. I don't know if it was
possible in the Netherlands as well, but maybe not for me because
85 I was a foreigner. But there I had to access my insurance and my
health policies with a... just with passwords and usernames. I am not
certain, maybe its different for the dutch citizens. But that's easier in
Estonia.

Interviewer: Is there also something you do not like with the digital ID
90 card in Estonia?

Interviewee: Mhm... I don't know if you have read on it but you can also
vote digitally in Estonia. And a lot of people don't like it. They think
it is like biased or they think the results are being cheated. But I don't
think so. I think there is nothing wrong with the system. Well, it is
95 stupid to say there is nothing wrong with the system. For sure there
is something wrong. But no, I don't really have any concerns. I think
it makes things easier.

Interviewer: And when you compare your administrative issues in the
Netherlands and Estonia. How satisfied are you with the speed of
100 processing your applications/administrative tasks?

Interviewee: Mhm, I think the speed goes about the same. But as I said,
sending e-mails and stuff, it all comes in dutch. And also while regis-
tering your address to a local authority, it was all in dutch. So that

was a little strange for me. If you would call them, they would speak
105 English so that was no problem, but the information was all in dutch.

Interviewer: Okay, and were you asked to provide the same information
or documents which had already provided to the other public agen-
cies/authorities or officials?

Interviewee: This I don't record so much unfortunately. But I am guessing
110 while signing up to different mandatory things in the Netherlands to
work there legally, I suppose I had to give the same details multiple
times.

Interviewer: And can you say how you did experience the repetitive entry
of your data?

115 **Interviewee:** I don't think I had any problems with it. It was just the same
always. You just have to type it in to go on.

Interviewer: And have you ever stopped using a service because of the
amount of data required?

Interviewee: No, I don't think so. I can say I have a lot of trust, well I
120 can't say a lot of trust, but I trust these services, so I don't find any
reasons that they can misuse my data. Maybe it is different with for
example bigger companies or persons of interests. I never felt that
anything was wrong with something.

Interviewer: But why would you say, that you don't have a lot of trust?
125 Is this an issue for you when you use these services?

Interviewee: I honestly don't think I have an issue with it. It is quite
straight forward.

Interviewer: And maybe based on your experience from the Estonian sys-
tem: How could sharing of your data between the relevant organiza-
130 tions directly could make this process easier or less burdensome for
you?

Interviewee: There are certain agencies of the government that don't have access to each others data. For example there is the mandatory military services, but according to the law, they don't have access to my medical data. For example, if I need them to postpone my drafting, then I have to send them a specified e-mail with the data, because they cannot see it. And I am pretty sure it is also with different other agencies. I think like the one responsible for drivers licenses and medical stuff have no access to one another's data. Maybe they need a specified acceptance from somebody up high... I feel like although the data that you enter once, the different agencies don't have access to it unless you give it to them, I suppose.

Interviewer: And is this something that you like? So that some data can be accessed by all agencies, and some agencies don't have access according to the law?

Interviewee: Actually I think that is even better, because there are some information that some agencies don't need to know.

Interviewer: So is it rather a privacy issues or because they should not be discriminated or why is it that you like it?

Interviewee: I suppose it is more of being a rather private person. That is just something that I feel. Maybe some others would like that the army would see their medical data and they wouldn't have to through of all the processes manually. But I just feel, some people would like to have it more convenient and like for example do not have to do so much clicks, but I would rather be a little bit more private person.

Interviewer: But if I get it right, if you have to give data to a agency, that has no access to the system, you send it yourself with this specialized e-mails?

Interviewee: Yeah, you kind of give a signature on an e-mail. And I think yeah, that's how the information is provided then.

Interviewer: Okay. And would you share the following data with universities and the different public administrations in your country and in other European countries? Starting with information about your identity.

165 **Interviewee:** Which details does this entail?

Interviewer: Well, is there anything where you say, this or that data is fine but other is not?

Interviewee: Yeah, I guess there is a fine line somewhere. I think the way, we have it right now, that for example universities have the standard
 170 information, that's fine.

Interviewer: And how about, for example your ID-card number?

Interviewee: I guess if you google properly, you can also find it. I see no issue, why like for example universities should not have it.

Interviewer: And what about personal information, personal background,
 175 family situation, housing situation?

Interviewee: To universities, for example for study grants. For jobs for example, like maybe if I work at a bank, or in a government agency, I guess a background check is a necessity for me to work there. But should it be publicly flowing around between the agencies? I don't
 180 think so.

Interviewer: Why is that?

Interviewee: I just feel like, it is unnecessary for them to know.

Interviewer: And when you think of administrations that deal with your tasks?

185 **Interviewee:** I suppose only when I apply for it, it should be shared to other organizations.

Interviewer: Is there something like it in the Estonian system?

Interviewee: Yeah, like for example I think you can apply for grants, or rather financial aid. But then I am not exactly sure how it works if
190 they have access to it. Also when you have financial or housing aid for like homeless people, I don't know how it works and how data is flowing. And also probably it is not digitally.

Interviewer: But for these grants you talked about them: If you would apply for them, would you have to supply your data yourself or should
195 it be possible that data can be shared from a public agency that already has the data?

Interviewee: Honestly I wouldn't mind adding it again. But if I apply for it, I suppose it would be possible for them to look it up from a different database.

200 **Interviewer:** Okay. And what about health data?

Interviewee: Health data is actually quite widely shared with doctors in Estonia. The family doctor and also other doctors, like specialists, if they check up on your name, they should see the same data. So it is shared quite widely and with medical institutions.

205 **Interviewer:** And are you fine with it?

Interviewee: Yeah.

Interviewer: And what about data about your financial situation?

Interviewee: On a regular basis like for a normal person not. The law states, that if like for examples if an organization, like the army...
210 needs to make a background check, they could apply for it without you knowing it.

Interviewer: Did I get it right, that it is without you knowing it?

Interviewee: Yes, there is a certain paragraph, that says so. But they don't do it regularly I suppose. But for me, to be honest, I wouldn't mind.

215 **Interviewer:** And also for other administrations except for the army, that
need it for one of your tasks?

Interviewee: Yeah, honestly I wouldn't mind. If they need it, I would be
fine. I can say I sort of trust the system.

Interviewer: And would it be the same in other European countries, like
220 for example in the Netherlands?

Interviewee: That's a good one... mhm... maybe if they send the e-mails
in English, maybe yes.

Interviewer: So you want to better understand what is going on?

Interviewee: I think it just builds a little bit more trust. But I worked
225 there and didn't speak dutch, so it's my misconduct. But I would
maybe feel a little bit more insecure perhaps if they share my data
in the Netherlands. Because I don't feel as at home there as I feel in
Estonia. But in the end, I don't think I would have a big problem with
that.

230 **Interviewer:** And would you want that the dutch system would be directly
linked to the Estonian system, so that they can get the data directly
from the Estonian system or would you rather have a separate one?

Interviewee: For sure it would make the things lot more easier and I think
that's where the future is heading to. But for the time being, I don't
235 mind that they have two databases. Or like 197 data bases for every
country in the world. I guess the way it works is a bit better, at least
for now.

Interviewer: Why is that? Can you elaborate on that?

Interviewee: I guess it is just that the world does not adapts as fast... I
240 don't think people are ready for it, concerning the GDPR and these
things. But I guess in 10 or 15 years it will be happening.

Interviewer: And what about your opinion? You said the people are not ready, but what about you?

Interviewee: Oh... I wouldn't mind honestly. I would have no problem
245 with it. It is sort of like the EURO, like the currency. It makes at least traveling or communicating with other countries and their administrations a lot more easier. So I honestly wouldn't mind.

Interviewer: Okay. And what about data about your financial situations?

Interviewee: I guess it also depend on the agency. But for example for like
250 universities or companies, I don't think that that would be necessary. That would give them a biased opinion on me or it would allow for discrimination. So this is something that should not be spread too publicly. In general I guess the financial situation is something quite personal. But of course, if you apply for like student grants, they have
255 to know. But I guess only if there is a necessity.

Interviewer: But if there is a necessity that they have the data you would want it to be shared or you would want to enter it yourself?

Interviewee: I wouldn't mind... If there is the need for an occasion, if they
have to check it, I would have no issue if they take the data directly
260 like from my latest tax declaration or something like this. I wouldn't mind.

Interviewer: And what about certificates like your birth certificate or diplomas, A-levels?

Interviewee: Again, in the need of necessity. When I am applying for a
265 job or a university. If it is necessary, for sure, they can take it from a database. In general I can say I trust the system. So far I never had any issues with it.

Interviewer: Okay. We talked already a little bit about it. But what data
would you want to be shared with the following types of organiza-
270 tions? Starting with administrations/authorities in your country and

compared to administrations/authorities in other European countries or cross-border.

Interviewee: Ah okay. I have to think about it... But maybe some sort of medical information or like concerning the Covid-19 situation: the
275 illnesses I had or the risky places I've visited around the globe. Just as an example. I guess the information that is necessary for save travel. While applying information for universities or jobs, the information, like the financial information up to a certain point. Well, it is a tough question to think about. It is hard to decide which information should
280 be shared. I guess it would also differ country by country. Some countries you trust more. In the end it would have not to much to do about what I trust maybe.

Interviewer: And why would you say it is a tough question or not easy to answer?

285 **Interviewee:** Honestly, in the end I just wouldn't them sharing all of my information. But when I think of it, there are for sure data that are not required for a wider public especially in a cross-border context. So I suppose, that is why it is difficult, because it involves so much possibly.

290 **Interviewer:** And what about public bodies, like universities or other non-profit-organizations. Should they be able to get data via such a system or share data in the system?

Interviewee: Well there is a point where I would say: Rather not. Because there are organizations like... how do you put it. There are for
295 sure some flaws in some organizations and the people dealing with it... Like a government is one thing but a university is another thing. The government is something mandatory. But a university organization is more of a voluntary thing. And this brings me to the point, that when I do something voluntarily, I should allow them to use my data. I
300 think, if the information should travel cross country, it should travel

only between governments. That's at least how I feel. It feels more trustworthy, I guess.

Interviewer: And what about the case, where you study abroad. Should the University that you enroll then be able to get data if you give your consent?
305

Interviewee: So direct communication between the university abroad and the Estonian system you mean?

Interviewer: Either this, or that the data Estonia shared to the Dutch system can then be shared with your University in the Netherlands?

310 **Interviewee:** I guess I wouldn't have a problem with it. A government is something... I don't want to use the word trust too much, but I never had an issue with it. But if it is necessary, yeah sure. At least it would not be a reason why I would not go to a desired university, if that would be set up in the application, that I would have to tick a box so
315 that they can do it.

Interviewer: And what about companies like for-profit organizations, for example private student housing organizations or for job applications?

Interviewee: I don't see why not. Because if I apply for housing or a job, it would require a check of the data. And I wouldn't mind if they
320 would take the data from a database of the government. Anyway in cases like these, where data travels between databases and agencies, the system should have certain certification or prevention from other people misusing it.

Interviewer: So there is not difference for you between for- and non-profit-organizations and public bodies?
325

Interviewee: For sure, there is a difference, whether something feels official and something doesn't. Well, it is not about how I feel, but how I depict it. A non-profit organization is something, if they need my

information, than I have done something voluntarily. So I sort of have
330 given consent. But quite often with official agencies, it is mandatory.

Interviewer: And with private companies?

Interviewee: Well... I would like... for example share more data with Apple
than with Alibaba. It should be guarded if data flows.

Interviewer: What do you mean when you say it should be guarded.

335 **Interviewee:** I don't understand IT, I don't know how it works, but I guess,
the system should be... I don't want to say trustworthy but I don't
have a better word.

Interviewer: And what would make a system... trustworthy from your
"non-IT"-perspective?

340 **Interviewee:** Yeah, that's the thing. I don't know.

Interviewer: What data or (types of) organizations, if any, would you want
to be able to be excluded from the exchange?

Interviewee: I don't have any particular ones that come to my mind. At
least not in Estonia. There has been talks about e-voting and the
345 government seeing your political preferences. But I have no problem
with it, I can't think of something.

Interviewer: And how, if at all, do you want to be informed or asked before
your data can be exchanged? We talked a little bit about it, but it is
quite interesting for me.

350 **Interviewee:** I guess a form consent or an e-mail, that requires my digital
signature. Then I know it is certified and legitimate. And that's how
it works right now. That builds trust. I am thinking of a situation
where the government agency asked for my consent for them to get
my information from somewhere else, but I can't think of an occasion
355 right now.

Interviewer: But do they usually ask or do they usually exchange without information?

Interviewee: I don't know, but I guess... it also comes down to the law. But I suppose, that's what I think, they ask. But also depends on the
360 information.

Interviewer: Okay. And would you want to be proactively approached by administrations that make you suggestions for services based on your data?

Interviewee: Mhm, no I would say rather not. It sounds like with the
365 cookies on the internet, where you get advertisement based on what you do on the internet. At least I feel like I don't like these things. So I guess I wouldn't like this. And I don't think there is such a system in Estonia.

Interviewer: And why would or wouldn't you want such a system that
370 approaches you proactively?

Interviewee: Ok, for sure there is a lot of useful stuff there. But there would come a lot of useless suggestions or applications.

Interviewer: For what purposes have you ever used single-sign-on systems like Facebook or Google to authenticate yourself?

375 **Interviewee:** Yeah for some, like Instagram I do it.

Interviewer: And why is that?

Interviewee: Yeah, I suppose because it is easier. But I think I only did it with Instagram or social media. With these things I am actually quite careful.

380 **Interviewer:** Why is that?

Interviewee: I just feel that, you know reading the news about Facebook and them selling data. And for sure it is not that easy and it is probably

not as bad as it is written in the news. It is just something that I feel
inside, I rather create a new user with a different password. It is just
385 intuition I guess.

Interviewer: And can you elaborate a little bit on that. Because you reported, that you are rather comfortable with the eID-system for authenticating yourself. And here you are not too comfortable with the ID function of for example Facebook.

390 **Interviewee:** I mean one thing is the government and one thing is a company. And I think you just have more trust in the government, especially from your home country, I guess.

Interviewer: These were all the questions I prepared. Is there anything else I forgot to ask or anything that you would like to add?

395 **Interviewee:** ... it was in 2007, when the e-government things started. So I was in the generation growing up with it. It is quite normal for me, and I am used to it now and it makes things a lot more easier.